



Service to Our Patients & the Greater Community

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How do we continue to enhance the patient experience?

- Patient satisfaction
- New employee orientation
- Patient-centered design
- Investments in infrastructure
- Provider focus → all interactions
- Digital front door
- Professional development
- Service recovery



How do we continue to enhance the patient experience?

Challenges:

- Consumerism
- Reimbursement
- Healthcare Reform



How do we continue to enhance the patient experience?

- Department role?
- Individual role?
- What should we change?



Where should our focus in the community be?

- New partnerships in FY 19-20
- Brooklyn College internship program
- Community engagement
- Charitable care
- H+HC committee participation
- Mobile van
- Care coordination
- SDOH



Where should our focus in the community be?

Challenges:

- Reimbursement
- Coordination of efforts



Where should our focus in the community be?

- New partnerships?
- Current partnerships?
- Charitable care?



Questions?

