

# A BOLD VISION FOR THE FUTURE



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What an exciting 2016 it has been. In the first full year as part of the NYU Langone health system, NYU Lutheran has made incredible strides to improve access to world-class healthcare in southwest Brooklyn.

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With the addition of new leadership, staff, programs, and technology—and with yet more expansion plans on the horizon—NYU Lutheran Medical Center is on its way to becoming the hospital of choice in New York City's most populous borough. We are offering more clinical expertise to our patients than ever before and we have added state-of-the-art equipment thanks to smart investment from leadership at NYU Langone. Meanwhile, individual departments throughout NYU Lutheran have achieved milestones that are elevating patient experience and safety.

This year, NYU Lutheran also received the largest-ever gift from a single donor: \$7 million. This crucial funding will go

far in our efforts to deliver high-quality medical care. People in the community are paying attention to what we are building here in Brooklyn and showing their support of our commitment to excellence. We've accomplished so much this year and there is plenty to celebrate.

**NOW LET'S TAKE A  
LOOK BACK AT WHAT  
WE'VE BEEN ABLE  
TO ACHIEVE SO FAR...**





## ‘EPIC’ TECHNOLOGICAL ADVANCES

One major step toward our institution’s transformation was the launch of Epic and its 22 ancillary systems, an electronic health record designed to enhance the patient experience. The installation was the largest clinical “go-live” in NYU Langone history. Nearly 3,500 NYU Lutheran staff attended 845 instructor-led classroom sessions, and we added more than 1.7 million patients to the Epic system. The integration of NYU Lutheran and these innovations provide us all with an efficient, safe, and convenient way we can communicate and deliver healthcare. The way our staff has embraced these new technologies, and the passion and commitment they have shown in providing a new level of patient care, has been second to none. We are truly more connected than ever before. ■

## ENHANCING PATIENT EXPERIENCE AND SAFETY

- **The emergency department**, the point of entry to the hospital for many patients, is under new leadership and has increased its staff. Additionally, a new workflow and team approach to patient care has increased efficiency and freed up beds for more patients. And the new observation unit allows emergency patients to have a more comprehensive level of care without admission.
- **The nursing staff** has worked hard to exceed our discharge before noon goals and reduce the length of stay in our medicine units—critical initiatives in the future growth of our institution. We’ve also added more nurse practitioners to help us meet future goals for quality and safety while continuing to reduce falls and hospital-acquired infections.
- **A new, centralized model for patient transport** that incorporates iPads and other technology has resulted in reduced turnaround times. In addition, 24/7 transport is now available for the emergency and radiology departments. These efforts, coupled with the nursing staff’s success in discharging patients before noon and reducing the length of stay, have resulted in a better patient experience.



*When treating cancer, gynecological oncology surgeon Ghadir Salame, MD, uses the latest, most innovative techniques available, including minimally invasive robot-assisted surgical procedures.*

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## ENHANCING PATIENT EXPERIENCE AND SAFETY (CONTINUED)

- **A greatly increased housekeeping staff** has renewed its focus on patient satisfaction and safety. We've added dedicated discharge and project cleaning teams, which will be integral to reducing hospital-acquired infections and maintaining a pleasant environment for patients and staff.
- **The food and nutrition team**, bolstered by new staff, has enhanced its dietary options for patients and visitors, and now features a tablet-based ordering system. We've also transitioned from a cook-chill model to cook-serve, resulting in fresher, tastier food for patients and staff.
- As we strive toward **becoming a high-reliability organization**, we're empowering our employees to speak up if there is a safety concern or area of improvement. We're working closely with leadership at NYU Langone to foster a culture that encourages teamwork, problem-solving, learning, and higher levels of performance. Our patients will have a much better experience here when we're all helping each other be the best we can be. ■

## CLINICAL EXPANSION

We have made big strides in major clinical areas, including an increase in our pediatric and surgical specialties, and a full-service hospitalist program that offers high-quality clinical care in each medicine unit around-the-clock. NYU Lutheran Medical Center now has **the most sophisticated robotic surgery technology available in Brooklyn**, allowing patients to undergo minimally invasive, complex procedures with shorter recovery times. We have made significant advances and are impacting lives, particularly those in our community suffering from prostate, breast, and gynecologic cancers.



Our **da Vinci Xi robotic surgery system is the most advanced in Brooklyn** and offers patients the latest in minimally invasive surgery. Already used frequently to perform urological and gynecological surgeries, the da Vinci will have an expanded role next year in colorectal, general, and bariatric surgical procedures.

## CLINICAL EXPANSION (CONTINUED)



The **Artemis, a state-of-the-art biopsy tool**, uses advanced digital 3D imaging to pinpoint specific areas of the prostate. The technology, which in Brooklyn is exclusive to NYU Lutheran, overlays an MRI image with a real-time ultrasound to create a clear picture. The Artemis is changing how we are able to diagnose and treat prostate cancer in Brooklyn.

- As a sign of our enhanced capabilities and collaboration with NYU Langone physicians, this year **surgical oncologists at NYU Lutheran performed the hospital's first Whipple procedure**, one of the most complex gastrointestinal surgical procedures, and the first laparoscopic liver resection.
- By recruiting some of the most talented surgeons with specialized operative expertise, and adding the right technologies, we have the ability now to provide a full spectrum of complex surgeries and other clinical specialties.

This year alone **we have added more than 85 new physicians to our medical center team** and are ensuring that everyone in Brooklyn has convenient access to great care.

- Our partners at **Family Health Centers at NYU Langone** have recruited highly trained specialists to transform care in various subspecialties, including psychiatric and behavioral services, hepatology, and addiction and HIV medicine. The network continues to collaborate with hundreds of community partners through the state DSRIP initiative to reduce unnecessary hospital admissions and improve ambulatory care, by creating a truly integrated network, for all of Brooklyn.

This movement is a sea change in the provision of care and the FHCs are perfectly positioned to expand our knowledge of population health and enhance community health services. The year ahead will be a particularly exciting one as the health centers celebrate 50 years of service.

- Through our continued integration with NYU Langone, **we are making positive investments into our health centers to improve technology**. The successful upgrade to Epic has allowed staff to now do everything using a single system, significantly improving efficiency and reducing wait times. Furthermore, the system allows for customized care planning and personalized patient education materials fostering clear provider/patient communication. And in the near future, the health centers will be exploring telemedicine as a new way to deliver comprehensive care to patients from a distance. ■



*The pediatric emergency medicine team at NYU Lutheran, led by Elizabeth Haines, DO, and Nicholas Gavin, MD, has redesigned the emergency room experience for children. The emergency department's newly relocated pediatric unit now features five private rooms for families and the best emergency care available in Brooklyn.*

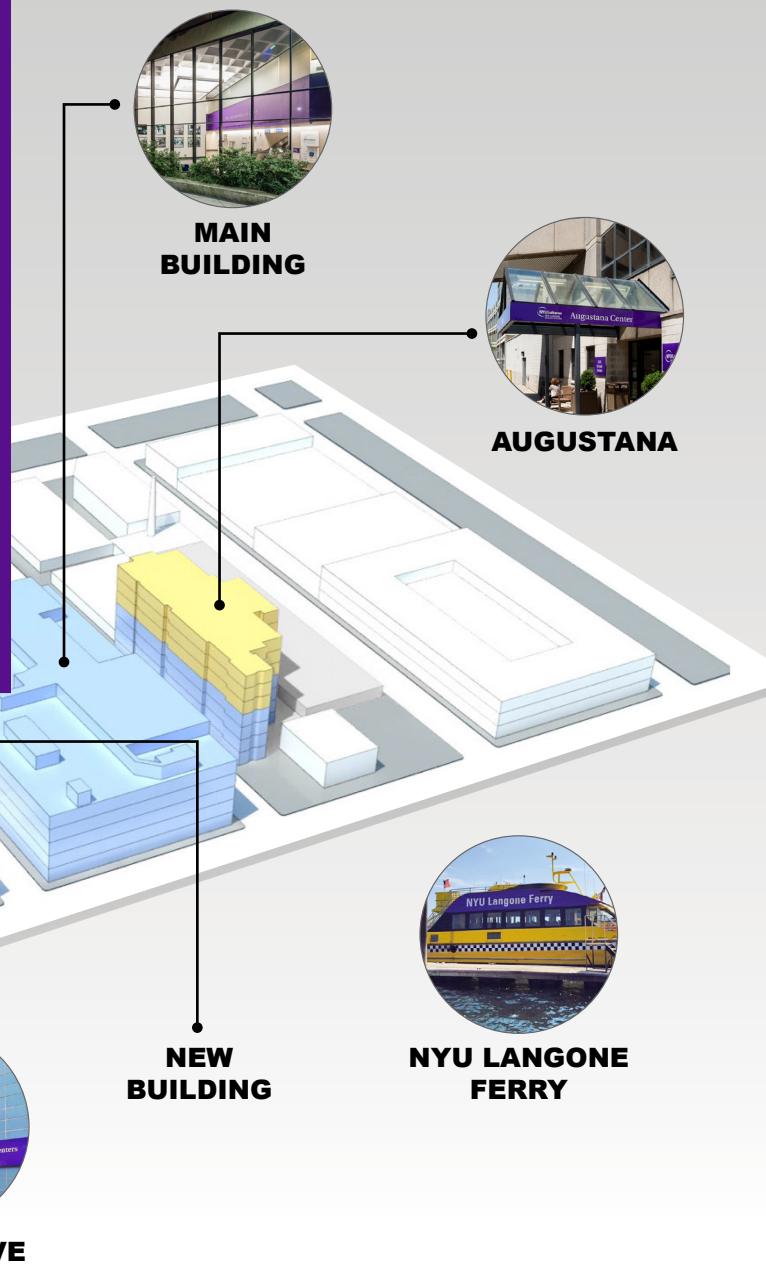
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# CAMPUS TRANSFORMATION

In the years ahead, we'll continue to modernize and grow our services. In addition to a number of renovation projects and system upgrades in the hospital, we've acquired a new building in Sunset Park that will be redeveloped as a state-of-the-art cancer treatment facility, and plans are underway to build new space for the Family Health Centers and create a new ambulatory surgery center. The new ferry and shuttle bus services for health system staff have created a direct link to Tisch Hospital and other Manhattan locations within the NYU Langone system. These transportation improvements have fostered the swift pace of growth we have seen so far and expect more of in 2017 and beyond.



## 2017 AND BEYOND

Everything we do impacts lives. If one piece of our system doesn't work, then the whole hospital doesn't work. All of our patients deserve the best possible care and it is up to us to show them what "excellence" truly means. We must continue to meet the highest quality and safety standards; build a world-class facility through the introduction and expansion of services that meet the community's needs; maximize efficiency; deliver the best-in-class patient experience; attract and retain top talent to build the best team in Brooklyn; and elevate our financial strength and sustainability.

This is truly a great moment to be part of NYU Lutheran and the community is counting on us to deliver the same kind of world-class health services expected of the NYU Langone health system. I extend special acknowledgments to the enormous talent, vision, and efforts of Dean and CEO Robert I. Grossman, MD, and the health system's executive leadership team. We have accomplished a great deal this year, but we are far from done. We truly are only at the beginning of this journey. We own this together and need to push ourselves to be even better. We're up to the challenge set before us and our institution is poised to exceed all expectations.

Thank you for all of your hard work this year and I look forward to working alongside you as we continue on this path toward redefining healthcare in Brooklyn. ■

**Bret J. Rudy, MD**