

MONTEFIORE

Established in 1884 as a hospital for patients with chronic illnesses, Montefiore has grown and evolved to become a full-service integrated healthcare delivery system serving a large and complex urban population. A distinguished academic medical center with a renowned faculty and record of pioneering research and medical “firsts,” Montefiore is an exceptionally dedicated community partner with an unparalleled roster of innovative programs and services that address needs ranging far beyond medical care. Montefiore’s mission is *to heal, to teach, to discover and to advance the health of the communities it serves*. To this mission it brings a unique synergy of strengths and resources.

To Heal

The Montefiore delivery system offers a full range of healthcare services (preventive, primary, specialty, acute and post-acute) to the nearly 2 million residents of the Bronx and nearby Westchester County. Montefiore serves also as a tertiary care referral center for patients from across the entire metropolitan area, the nation and the world, and is known for advanced care in numerous specialties, including cardiology and cardiac surgery, cancer care, children’s health, tissue and organ transplantation, women’s health, surgery and surgical subspecialties.

At the center of the Montefiore system are four hospitals with a total of **1,491 beds**:

- The 620-bed Henry and Lucy Moses Division
- The 396-bed Jack D. Weiler Hospital of Albert Einstein College of Medicine
- The 106-bed Children’s Hospital at Montefiore, recognized as one of “America’s Best Children’s Hospitals” in U.S. News & World Report’s 2008, 2009 and 2010 rankings
- The 369-bed North Division

Together, these hospitals provide over **85,000 inpatient stays annually**, including over **7,000 births**.

Montefiore also operates extensive ambulatory care services:

- The faculty practices provide more than 1.1 million office visits annually
- Montefiore Medical Group, a network with 350 primary care physicians and 23 community-based locations throughout the Bronx and Westchester County, provides more than 800,000 visits annually
- Montefiore’s four Emergency Departments, among the busiest in the nation, have more than 255,000 visits a year
- The hospital-based clinics provide nearly 260,000 visits
- The Montefiore School Health Program is the largest in the nation, with 16 school-based health centers serving 27,000 children
- A system of mobile pediatric centers, operated in partnership with the New York Children’s Health Fund, cares for homeless children and families at locations throughout the city

The Montefiore Home Health Agency makes nearly 524,000 visits each year to homebound patients.

To Teach

Montefiore is the University Hospital for Albert Einstein College of Medicine. As the principal partner of this renowned medical school, Montefiore provides extensive clinical education and training programs, including clerkships for 750 Einstein medical students and graduate medical education for 1,000 residents and fellows. Montefiore and Einstein are aligned around

shared goals, with special emphasis on advancing clinical and translational research to accelerate the pace at which new discoveries are translated into treatments and therapies that benefit patients. Montefiore and Einstein are among 38 academic medical centers nationwide to be awarded a prestigious Clinical and Translational Science Award (CTSA) by the National Institutes of Health.

To Discover

At the intersection of Einstein science and Montefiore medicine are Centers of Excellence in Cancer Care, Cardiovascular Services, The Children's Hospital at Montefiore, Transplantation and Neurosciences. In these centers, renowned investigators and multidisciplinary clinical teams collaborate to develop and deliver the advanced innovative care available only at premier academic medical centers and provide the seamless continuum of services that ensures an ideal patient experience.

Montefiore is distinguished among academic medical centers by its longstanding commitment to community service, leading to a major expansion of basic health services in the Bronx and a wide range of innovative programs to address urgent problems. These programs include lead poisoning, child abuse and neglect, obesity and diabetes, elderly at risk, HIV infection/AIDS and tuberculosis. In addition, Montefiore's community development arm, the Mosholu Preservation Corporation, has a 25-year history of partnering with local groups to keep the neighborhoods around Montefiore well-maintained, safe and economically vibrant.

To Advance

To support its extensive care system, Montefiore has developed highly advanced clinical and management information systems. The centerpiece is a clinical information system that makes possible continuous, lifelong electronic medical records. To extend the power of health information technology across the Bronx, Montefiore has partnered with major providers in the in the Bronx to create the Bronx Regional Health Information Organization (RHIO) which is developing the infrastructure for Bronx-wide exchange of patient information.

Montefiore has taken steps over the past decade to greatly enhance its ability to manage care responsibly and succeed in a managed care environment. The Integrated Provider Association (IPA) currently has 1,650 member physicians. With the support of the Care Management Company (CMO), Montefiore is able to accept full-risk capitation and now has 155,000 capitated enrollees. Patients with chronic illnesses such as congestive heart failure, diabetes and asthma benefit from innovative disease management programs, including technology that allows home monitoring of patients.

Montefiore is increasingly recognized for success in delivering high-quality care to a large urban community, harnessing the power of health information technology and using care management tools to improve quality, safety and outcomes while controlling costs. As it continues to build on these accomplishments, Montefiore is transforming health and enriching lives, offering the nation a most promising model for healthcare reform.

CUSTOMER SERVICE

Patient Experience

Patients prefer Montefiore because we assure an exceptional experience that promotes health and healing where:

- Quality clinical outcomes are achieved with a high level of responsiveness to patients' anxiety, pain and personal needs

Patients and their families are:

- Valued as partners in the care process
- Listened to and educated
- Served by Associates who demonstrate Montefiore Standards of Behavior

Additionally:

- Services throughout the continuum of care are superior, coordinated and patient-centered
- The physical and emotional environments are welcoming, professional and confidence inspiring

Patient's Rights and Responsibilities

All patients have certain rights and responsibilities. New York State law outlines a Patient Bill of Rights and it is our responsibility to ensure that each patient understands his/her rights, has received a copy, and knows how to exercise those rights.

A partial list of patient rights includes:

- Understand his/her rights to receive assistance, including interpreter services, from Montefiore in order to understand these rights
- Receive treatment without discrimination
- Be informed of the names and titles of healthcare providers
- Receive complete information regarding his/her diagnosis, treatment and prognosis
- Participate in all decisions about his/her diagnosis, treatment and prognosis
- Provide considerate and respectful care, including privacy while at Montefiore and confidentiality of all information and records regarding his/her care
- Review his/her medical chart without charge

Patients have certain responsibilities, and should be provided a list of responsibilities at time of admission. These responsibilities include:

- Providing accurate information relating to his/her condition and care
- Following his/her treatment plan
- Respecting the desire of roommates and others for privacy and quiet times
- Being considerate of healthcare Associates

MONTEFIORE STANDARDS OF BEHAVIOR

Respect

I honor and value each person

Effective Communication

I listen carefully and keep others well informed

Sensitivity

I demonstrate my willingness and ability and listen and understand others' feelings, needs and circumstances

Professionalism

I demonstrate confidence, competence and pride in my work and appearance

Exceed Expectations

I assist others without being asked

Courtesy

I treat everyone with kindness and care

Teamwork

I am a member of the Montefiore Team; I support and encourage others and focus on our shared goals

Cultural Diversity

Culture provides the body of words and ways of living that have meaning for a group of people. It includes language, beliefs, customs, rituals and ceremonies. In order to understand our patients and co-workers, it is necessary to understand the layers of cultural experience that shape people's inward and outward expressions of disease and wellness.

A diverse workplace is a reflection of a changing world. The joining together of many backgrounds provides a greater diversity of talents, which include: personality styles, education, age, gender, socioeconomic background, cultural background, race, religion, family situation, sexual orientation, physical abilities and lifestyles.

We can demonstrate knowledge, understanding and respect of different cultures in many ways, some of which include: asking a customer/patient how they prefer to be addressed, always using Mr. or Ms. unless given permission to use the first name, and never using words such as "honey," "sweetie," or "darling," when talking to our customers or co-workers, no matter what the cultural background of the individual.

INTERPRETING SERVICES PROGRAM

Sign language interpreting is available throughout Montefiore. Whenever possible, please call Customer Services in advance to schedule an appointment with a sign language interpreter at 718 -920-4943. After hours, weekends and holidays, please call the Assistant Director of Nursing on duty for a list of sign language interpreters, or you can find the list on the intranet under Customer Services.

For Whom Do We Provide This Service?

- Deaf, Blind, Hard of Hearing and Deaf blind
- Limited English Proficient (LEP) patients
- Family members and companions

Why It Is Important?

Language services are needed to ensure that all patients have equal access to quality care. In addition, Federal and State law, Joint Commission standards and Montefiore policies protect persons with disabilities and mandate accommodations.

Hospital Policy Statement

"If you recognize or have any reason to believe a patient, relative, or companion of a patient is deaf or hard of hearing, you **MUST** offer the person appropriate auxiliary aids and/or services. Interpreters are available throughout Montefiore and affiliate sites and will be provided free of charge. **The offer and response must be documented.**"

Limited English Proficient Patients

Use the following number from ANY MONTEFIORE PHONE and an interpreter will be happy to assist you in over 150 different languages by calling 718-920-TALK (8255). Call Customer Services to obtain your department's access code.

Arranging For Interpreting Services

- You must inform the patient of the right to have an interpreter when making an appointment and upon arrival, and document the hospital's offer of services and the patient's response.
- Contact Interpreting Services/Special Needs in Customer Services at 718-920-4943.
- Contact Assistant Director of Nursing/Assistant Nurse Manager before and after business hours.

MONTEFIORE ORGAN AND TISSUE DONATION INITIATIVE

The Montefiore Organ and Tissue Donation Initiative was launched to promote education among Montefiore Associates and the nearly 2 million Bronx residents on the importance of becoming organ and tissue donors. The initiative represents Montefiore's dedication to promoting human life and dignity through organ and tissue donation. With strong support from the leadership at Montefiore, the initiative's goals are to 1) increase the awareness of its Associates and Bronx residents of the need to increase organ and tissue donation and to 2) increase enrollments on the New York State Donate Life Registry. A successful campaign can give great hope to over 100,000 people still on the national transplant wait list. This includes nearly 7,000 in the New York greater metropolitan area and many more that are in need of corneas, heart valves, skin, bones and other tissues.

Who Can Donate Organs and Tissues

People of all ages and medical histories should consider themselves potential donors. Your medical condition at the time of death will determine what organs and tissue can be donated. Organs and tissue that can be donated include: heart, kidneys, lungs, pancreas, liver, intestines, corneas, skin, tendons, bone and heart valves.

Enroll Today

Signing up to be an organ and tissue donor is easy. All you have to do is:

- Let your family members and doctors know that you want to be an organ and tissue donor

- Designate yourself as an organ and tissue donor when you get or renew your driver's license
- Enroll in the New York State Donor Life Registry by calling the Montefiore Organ and Tissue Donation Initiative

To learn more about becoming a donor, call the New York State Organ and Tissue Donor Registry at 1-866-693-6667 or register online: www.nyhealth.gov/donatelife

Montefiore Organ and Tissue Donation Initiative: 718-798-4285