

List of NHCC Accomplishments/ Reforms

NYS has defunded NHCC \$106,525,000.00 since 2019

1. Hired Qualified CFO (started January 1, 2024)- no CFO in 3 years.
2. Hired New AHP director (start date of Jan 22, 2024).
3. Updated Charge master (pricelist)- Not reviewed since 2013- **Completed 12/31/23.**
4. Timely annual audit completed for 2022 and in progress for 2023 by Grant Thornton.
5. Hiring of new CNO (2024).
6. Hiring of new CMO (2024).
7. Freezing CSEA negotiations due to lack of funding. 5/1/23
8. Reviewing and assessing all vendors and pricing and usage.
9. Cutting approved contracts to terms of six months to one year.
10. Switching collection vendors to improve optimal capture.
11. Freezing travel and conference expenses for employees.
12. Reducing all non-clinical OT. (23% percent decrease)
13. Reconciling and collecting monies due from Nassau County since 2018. (Over \$20 million). (Completed 2018-2022-Currently working on 2023)
14. Retaining Marwood through RFP and engaging team on site since mid-August.
15. The Marwood Group has already identified \$120 million worth of opportunities.
16. Creating work groups for revenue cycle.
17. Meeting with NHCC stakeholders and CSEA regarding NHCC need for state refunding.
18. Cash on hand was \$23 million on August 24th, and on March 28th -\$34 million.
19. Review and audit of all purchasing and pricing of supplies are underway.
20. Daily meetings with Revenue Cycle instead of monthly.
21. First time, Daily cash balance is available.
22. Timely monthly financial statements prepared.
23. Timely budgets in 2023 and in 2024.
24. Distressed hospital funding applications AHP and NUMC are pending with the state. **(2024 and 2025)**

25. Renegotiating all Managed Care Contract and added language tied to quality metrics because rates were not reviewed in 6 years (**6 contracts completed**). – (**\$4 million payment recvd in 2024**)
26. Review and release of \$4.5 million in medical malpractice reserves that were deemed unnecessary due to inaccurate financial review. 7/23
27. Re-negotiating of managed care contracts- will yield 7 percent higher increases beginning in Feb, 2024.
28. Restructuring NHCC Finance Leadership (Rank and Pavuk)
29. Exploring Real Estate opportunities at A. Holly Paterson (library).
30. Average daily patient net collections are now \$953K (unprecedented).
31. Collections increased by 19.1% from July to August and from August to September another 7.7%.
32. 32% increase in patient collections.
33. New MRI OPENED DECEMBER 2023. Completed.
34. Approval of Cath Lab to open Jan 2025.
35. Creation of Neurosciences Dept with hiring of neurosurgeon (June 2022).
36. Creation of admission guideline for ER physicians. (Reduce denials).
37. Enacting strict policies for 48-hour chart completion and weekly review since Jan 15, 2024. (MCR receives and reviews)
38. Creation of medicine resident classroom
39. Up lighting on building that can be changed for causes/ holidays to be completed Dec 2023-Completed.
40. NUMC lettering on building repaired (first time in 6 years).
41. New ER ambulance ramp completed.
42. Opening of Au Bon Pain in July 2023. *First time since 2019 public/ visitors have access to food/beverages.* REVENUE
43. Opening of Starbucks in April 2024.-REVENUE
44. Opening of Au Bon Pain at AHP in 2024-no cafeteria exists there for employees. First time visitors of residents and staff have access to food.
45. Cosmetic Improvements of NUMC main lobby (TV, Furniture, Art Work)- **Completed.**
46. Re-located and Re-designed NUMC chapel and mosque- **In Progress.**
47. Launched Marketing campaign “Nassau needs NUMC.”
48. Creation of ‘Excellence’ @ NHCC including employee of the month.
49. Proposal and approval of opiate funding from Nassau County for expansion of services.
50. Proposal and approval of \$2.5 million from Nassau County for creation and renovation of Central referral unit-wrap around detox treatment. (Feb 2024).
51. Renovation of ER entrance and vestibule (March 2024). **Completed**

52. Submission of special projects VAPAPP. (IT, Marwood etc-pending w NYS).
53. IT Audit
54. Timely payment of 2024 pension payment.
55. Creation of Patient Information Suite on 1st floor “**Care Experience Office**”. (Language services and advocates, patient care officer)
56. Employee of the Month Awards
57. Quality initiatives- January 2024- promotion of VP of Quality, consultant, safety meetings, 2 mock TJC surveys completed in 2024.
58. Perimeter secured-audit by NCPD, Cameras installed and license plate readers.
59. Creation of Excellence@NUMC.EDU-good catch awards-helps w TJC
60. Emphasis of Changing Culture-creation of values for quality
61. Culture of Safety priority- mock survey, consultant, retraining and education for staff
62. Implementation of Senior Leadership rounding –April 3 2024
63. Marketing campaign-social media
64. Creation of Health Equity work groups-first symposium held March 2024
LGBTQ Patient rights
65. Grand Opening of 8th floor surgical west
66. Creation of Community needs assessment with local CBOs and Universities.
67. Creation of CEO monthly roundtables.
68. Weekly CSEA meetings with Administration (as called by CSEA).
69. Agreement with Saint John’s University for tuition reduction for NHCC employees.
70. Creation of GO Fund Me for In Patient Child Psychology
71. New Distribution of Faculty Practice Plan (savings of \$1 Million)