

Navigating Transition: Creating Success in the Midst of Chaos

Family Health Centers
Community Medicine Program
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Overview

What are we trying to accomplish in the next 90 minutes?

- **Share the story of how one of the first and largest HCH programs almost perished, but survived and thrived**
- **Share what we did well, what we didn't do well, and how that might be useful to others**
- **Encourage our audience to take a personal and professional inventory – an essential step in the face of inevitable and massive change**

What and who was St. Vincent's Catholic Medical Centers?

- **What and who were (and are) wonderful?**
- **What and who caused the demise of the institution?**
- **What is the legacy of St. Vincent's, good, bad or otherwise?**

What and who is NYU Lutheran Family Health Centers?

- **How big, and is bigger better these days?**
- **How does an HCH program belong in a large community health center?**
- **Where might it fit in a comprehensive health system?**

The day the Homeless Program almost became Homeless, *May 27, 2010*

- **What does Barbara remember?**
- **What does Mark remember?**
- **What does Aaron remember?**



Success in Transition – Seamless Provision of Care

- **How did we make sure our patients would be served, no matter what?**
- **What would we do differently, if we could?**

Success in Transition – Retention and Transfer of Personnel

- **How did we manage employee anxiety and expectations during transition?**
- **Did we end up holding on to the “right” people?**
- **How could we have done a better job?**

Success in Transition – HIM/IT

- **Why exactly was this so very challenging?**
- **Why did it take so long, and when will it end?**
- **What advice do we have to give to others?**

Success in Transition – Patient and Staff Satisfaction

- **Five years later – are our patients satisfied?**
- **Five years later – are our staff satisfied?**
- **Why or why not, and what can we do to improve?**

Success in Transition – Continuity of Funding

- **Do we have enough money?**
- **What are we doing to plan for our present and future?**
- **Why did ANY of our funders stay with such a risky venture?**

Success in Transition – Regulatory Challenges

- **What were the challenges?**
- **Did we solve them, or just apply a Band-Aid?**
- **Five years later – we're stuck and can't open new sites – so what next?**

Success in Transition – Communications

- **How did 24 sites across four boroughs without internet stay in touch?**
- **Who was left out?**
- **Five years later – are we communicating better?**

Success in Transition – Finding a New Home

- **Are we home?**
- **Would we go back if we could?**
- **What's next?**

Conclusion and Takeaways

- **It will hurt**
- **QTIP**
- **Identifying natural supports**
- **Self-care**
- **Attachment**
- **Flexibility and fluidity**

Conclusion and Takeaways

- **Staying patient-focused**
- **Making new friends, keeping the old**
- **Staying focused on your worth when you're broke**
- **Value over volume- it's what's next, and you're already doing it.**