NewYork-Presbyterian

GEETA NASTASI, CHIEF NURSING INFORMATION OFFICER

Geeta Nastasi, MSA, BS, RN, is the Chief Nursing Informatics Officer. She first joined the hospital in 2016 as the director of information services. NewYork-Presbyterian Hospital is a nonprofit, world-class academic medical center in New York City, committed to excellence in patient care, research, education, and community service, affiliated with two Ivy League medical schools: Columbia University Vagelos College of Physicians and Surgeons and Weill Cornell Medicine.

At NewYork-Presbyterian, we put patients first. It's the kind of work that requires an unwavering commitment to excellence and a steady spirit of professionalism. And it's a unique opportunity for you to collaborate with some of the brightest minds in health care, while building on our success as one of the nation's best hospitals.

DEPARTMENT BREAKDOWN

WHAT ARE YOUR KEY DEPARTMENTAL OBJECTIVES OVER THE NEXT 6 TO 12 MONTHS?
Virtual Nursing, Telesitting, Hospital to home, Staffing

WHAT IS YOUR CURRENT TECHNOLOGY STACK?
EPIC

HOW MANY PEOPLE REPORT TO YOU (BOTH DIRECTLY AND INDIRECTLY)?
50

WHAT IS YOUR TOTAL BUDGET OVER THE NEXT 12 MONTHS PERIOD?
Up to $10 million

PROJECT INSIGHTS

PROJECT OR INITIATIVE DESCRIPTION
Solutions that can transform the lack of talent resources - virtual nursing, telesitting, RPM/hospital to home, and staffing. With the struggle around staffing - looking at technology to help streamline bottlenecks

WHAT NON-BUDGETARY CHALLENGES DO YOU ANTICIPATE?
Staffing

WHAT 3RD PARTIES ARE YOU HOPING TO MEET WITH?
Monitoring, experience, and engagement

WHAT IS YOUR TIMELINE FOR IMPLEMENTATION?
3 years

WHAT IS YOUR BUDGET FOR THIS PROJECT?
$2 to $10 million

What technology/services are of strategic importance to you in the next 12 months?

Please indicate level of need/importance below.

We realize everyone has priorities, so we asked the delegates theirs. This is so that we can create a more personalized experience for all our attendees.

Real-Time Data, Gamification, And Recognition: Bridging The Gap Between Employee Engagement And Patient Experience	A
Help Ensure Patients And Families Receive The Care And Respect They Deserve And Support The Well-Being Of Care Team Members	C
Consumer Expectations Applied To Health Care	B
Patient Engagement To Better Outcomes And Increase Service Line Growth And Patient Retention	C
Enterprise-Wide Patient Access	B
Shorter wait times and easier appointment scheduling = happier patients.	B
Offer multiple communication channels (phone, email, text) for patient convenience.	E
Empower patients with self-service tools for accessing records and scheduling appointments.	C
Provide educational resources and clear explanations of treatment options to enhance engagement	E
Mhealth: The Mobile Shift To Patient Care	C
Consumerizing And Personalizing Connected Health	B
Gather patient feedback and use it to continuously improve the care experience.	B
Personalize communication and care plans to address individual patient needs.	B
Enable Call Center Agents To Deliver On-The-Fly, Highly Personalized, World-Class Patient Experiences	D
Personalizing The Healthcare Experience By Understanding Individual Drivers Of Loyalty	B
Cloud-Based Patient Experience, Education And Engagement Solutions To Increase Top Line, Reduce Costs And Improve Outcomes	B
Loyalty in Healthcare through patient journey touchpoints.	C