



**DETAILED CORE CONTENT SCHEDULE**  
**2022-2023**

<b>1ST YEAR FELLOW (12 MONTHS)</b>	<b>FORMAT</b>	<b>TIMING</b>
Intro to Administration at NYP	Didactics	July
Quality and Patient Safety	Didactics	Aug
ED Nursing	Day-in-the-Life	Sept
<b>WRITTEN BOARDS</b>		Oct
ED Operations	Didactics	Nov
ED Informatics & Analytics	Didactics	Dec
ED Executive Management	Didactics	Jan
ED Social Work	Day-in-the-Life	Feb
<b>ORAL BOARDS</b>		Mar
ED Lab (with lab tour)	Day-in-the-Life	Apr
ED Radiology	Didactics	May
PPOC (with Command Center tour)	Day-in-the-Life	June
<b>2ND YEAR FELLOW (FIRST 6 MONTHS)</b>		
Administrative Research	Didactics	July
Career Development	Didactics	Aug
Operations (Deep Dive)	Didactics	Sept
Quality and Patient Safety (Deep Dive)	Didactics	Oct
Informatics (Deep Dive)	Didactics	Nov
Executive Management (Deep Dive)	Didactics	Dec
<b>COMBINED MONTHLY Q&amp;A SESSIONS</b>		
WELCOME SHINDIG!	Q&A	July
APPs	Q&A	Aug
Inpatient Medicine	Q&A	Sept
Billing/Coding	Q&A	Oct
Scheduling and Staffing	Q&A	Nov
Patient Experience	Q&A	Dec
Compliance	Q&A	Jan
Innovation / Telehealth	Q&A	Feb
Patient Experience / Patient Services	Q&A	Mar
Managing Staff	Q&A	April
Disaster & Downtime	Q&A	May
Department & Hospital Finances	Q&A	June

## **DETAILED CORE CONTENT OUTLINE**

### **2022-2023**

#### **Intro to Administration at NYP**

- Departmental Culture
  - o Leadership priorities
  - o Vision, perspectives, personas
- Institutional Org Charts
  - o NYP Hospital
  - o WCM Medical College and WCM PO
  - o Concept of “tripartite” leadership
- Departmental “Nuts and Bolts”
  - o Leadership team composition
  - o Managing the work
  - o How the department functions (key meetings and persons)

#### **Quality & Patient Safety**

- Quality versus Safety
- Process Improvement (PDSA cycle)
- RCAs
- KEEPSAFE process
- Patient grievances
- Press-Ganey scores

#### **ED Operations**

- Basic Cornell and LMH ED stats (volume, flow, etc.)
- How to manage daily operations
- Major pain points, bottlenecks, and challenges
- Major ongoing projects
- Inter-departmental collaborations (radiology, lab, internal medicine, PPOC)
- Non-clinical services (operations, EVS, security)
- Staff safety and wellness
- Special patient populations (SAFE, high utilizer, SSRA)

#### **ED Nursing**

- Understanding the nursing leadership hierarchy
- Understanding the nature of nursing
- Understand the lifecycle of a nurse
- Strengths & challenges of nursing
- Regular staff versus travelers

#### **ED APPs**

- Understanding the APP leadership hierarchy
- Multiple APP roles (follow-up office, clinical shifts, SAFE examiners, etc)
- How to manage the team (APP perspective)
- Major pain points and challenges
- APP staffing



### **ED Billing/Coding**

- How the E&M coding process works
- Coding queries
- Denials

### **ED Scheduling and Provider Staffing**

- Staffing levels
- Managing staff
- Scheduling and staffing challenges

### **ED Informatics & Analytics**

- Epic and IT governance structure (how to make changes to Epic at NYP)
- Data governance (how to get reports at NYP)
- Major Epic and reporting projects
- Challenges and pitfalls of EMR-based QI initiatives
- Challenges and pitfalls of healthcare data

### **Executive Management**

- Academic development
- Productivity
- Provider satisfaction & wellbeing/burnout
- Hiring and retention

### **Department & Hospital Finances**

- Departmental budgeting
- Revenue & expenditures
- Incentive bonuses

### **Regulatory/Compliance**

- Joint Commission
- ACS Trauma Center Designation
- Stroke Center
- DOH

### **Innovation / Telemedicine**

- ED telehealth, CPTM, VUC
- ET3 program