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Engaging the Workforce with Emerging Technologies

James Lee and Katherine Williams

Becker's 5th Annual Health IT and Revenue Cycle Conference

AMAZING THINGS ARE HAPPENING HERE

About NYP

Brief introductory information about NYP to be included
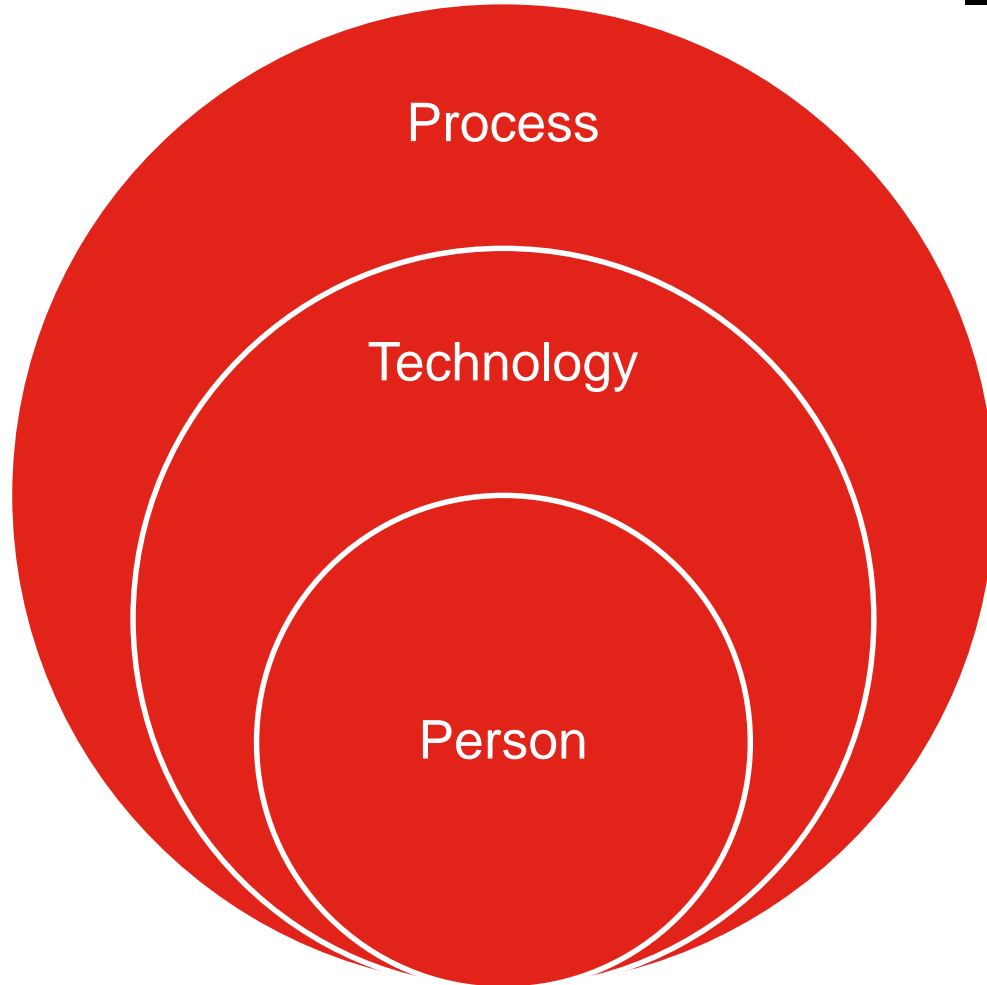
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Mission

To foster and support a workplace where people, processes, and technology work together seamlessly to fulfill the broader mission of NYP to provide innovative, patient-centered care.

Our focus is on . . .

the *employee*

and

sustaining *projects*

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Best Practice

Process

Technology

Person

- Put the person at the center
- Transformation, supported by technology, is the goal
- Build buy-in -What's in it for me?
- Go beyond ROI to ROE

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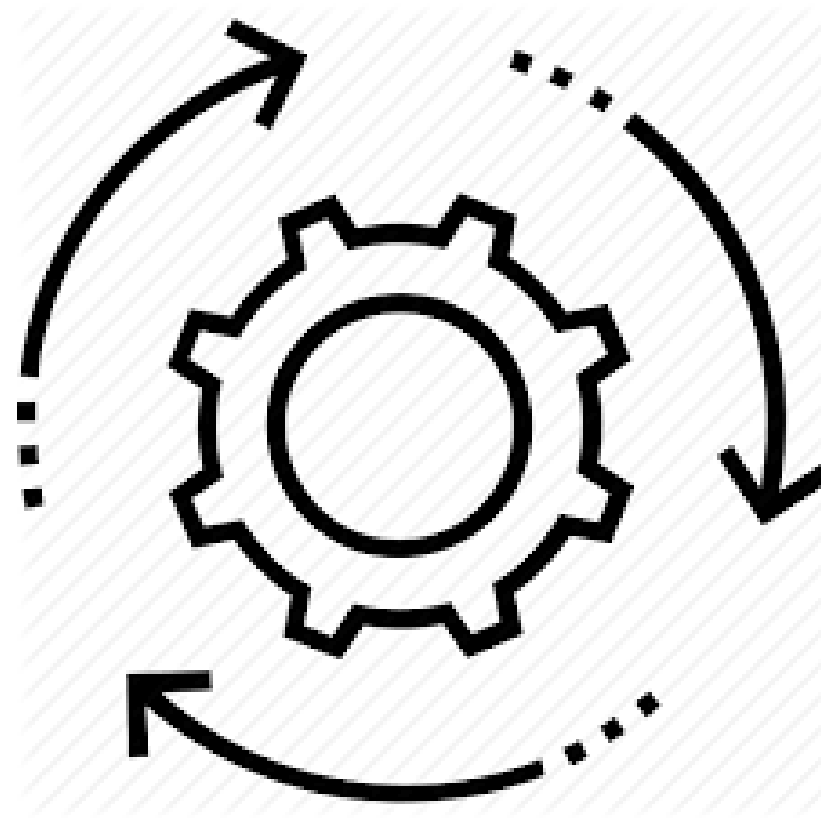# People-Focused Work

Transformation is the Goal

Build Individual Buy-In

What's in it for my organization?

What's in it for me as a leader?

What's in it for me as an employee?

Growth and Development

Communication

Valued as a Professional

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Moving beyond ROI

- Graphic in development to discuss:
- ROI is not strictly financial / efficiency –
- What's the impact on the day to day experience of the employee? Of the Patient?
- How are you making someone's life better?
- Are you driving…
    - Trust?
    - Engagement?
    - Retention?
    - Employee safety?
    - Organizational reputation?
- Are you delivering on the WIIFM?

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Where are we going next?

Collaboration

Communication

Evaluation

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Thank you

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