



SPRING 06

Finance Corner



SUNY
DOWNSTATE
Medical Center

AWARD-WINNING ROBOT TECHNOLOGY

“It can speak multiple pre-programmed languages and can carry up to 200 pounds of materials. The robot travels independently from floor to floor, communicates with hospital’s elevators...”



COMPUTERWORLD HONORS FOR DOWNSTATE MEDICAL CENTER



SUNY Downstate Medical Center has been recognized as a Laureate by the Computerworld Honors Program for utilizing a 600 pounds and 56 inches tall robot from Cardinal Health secure robotic courier system to deliver medications from the pharmacy to the nurse stations in the University Hospital of Brooklyn. This recognition is the result of joint efforts between the staff members of the Pharmacy, lead by Mr. Nicholas Galeota, Director of Pharmacy, the Information Services Department, lead by Mr. Joel Stern, Associate Director of Information Services, Network Technology Group, and Mr. Michael Burns of Clinical Applications Group who coordinated the institution’s efforts in making the project functional.

The robot makes hospital rounds four times a day, seven days a week, and works all shifts and holidays. Using a wireless local area network employing Cisco technology, data is transmitted and received over the air using radio frequency. The robot uses wireless radio and laser scanning technology to navigate through hallways and around obstructions. It can speak multiple pre-programmed languages and can carry up to 200 pounds of materials. It moves two feet per second and climb a 10 percent ramp grade with no problem. The robot travels independently from floor to floor, communicates with hospital’s elevators, and stays in constant communication with the Pharmacy which allows the Pharmacy to track the robot’s whereabouts.

This wireless network developed for the robot will allow Downstate Medical Center to develop other practical applications for the hospital environment. “We are planning to put in an entire patient data-gathering, monitoring, and order entry system,” Stern says. “And we envision using the wireless network for collecting patient data.” The new applications can enable nurses to take a patient’s vital signs at the bedside, enter the data into an IP-capable hand held device or laptop computer, and store the data directly on that patient’s computerized medical record.

The Computerworld Honors Program has, for almost two decades, acknowledged those individuals and organizations that have used information technology to benefit society. Each year, members of the Chairmen’s Committee submit nominations for organizations whose visionary applications of information technology promote positive social, economic and educational change. In 2006, the Computerworld Honors awarded 227 Laureate gold medals to organizations being recognized in 10 distinct categories.

MESSAGE FROM THE SENIOR VICE PRESIDENT AND CHIEF FINANCIAL OFFICER

Spring

by Nicole Sharpe

*When the morning gives
birth to a liquid golden sky,*

*Spreading across the horizon
like slow moving molasses,*

*At the exact second when a
blade of grass finally cuts
through the dewy surface,*

*To greet powdered pink and
lavender petals falling from
fluttery flower girls as they
trickle down white
satin aisles...*

*The earth releases a rousing
yawn, awakening from its
deep slumber,*

*Renewed and ready
For Spring*

The Finance Division continues to make progress in reaching the goals we set during the last two years. One recent achievement is the web-based procurement system which was implemented at Downstate Medical Center on April 19, 2006. The new system will eventually eliminate paper requisitions, simplify the procurement process and improve response time. As with the implementation of any new procedure, we are working on resolving the issues we encounter while navigating the new system. We are confident that everyone at Downstate will appreciate the improvement once this web-based system is fully integrated and tested.

The recruitment of an Associate Vice President for Finance to lead the Accounting and Budgeting area of the Division is progressing well. We have received many applications and I am confident that any of the finalists would be an ideal candidate for this job. The new AVP for Finance should have excellent management ability and first-rate financial and accounting skills. He/she will be charged with managing and safeguarding the assets of Downstate Medical Center as well as the oversight responsibility for an \$800 million academic medical center budget. He/she will be responsible for the medical center's compliance with all accounting policies and reporting requirements and will also be charged with the implementation of our new financial systems and continued transition to zero-based budgeting.

On June 5 Joel Stern, Associate Director of Information Services, received the Laureate gold medal from the Computerworld Honors Program on behalf of Downstate Medical Center at the Andrew Mellon Auditorium in Washington D.C. Mr. Stern led a team of Information Services network staff, in collaboration with the Pharmacy Department, to realize our commitment to maximize the use of modern technologies to improve efficiencies. The robot is a fine example of what we can achieve with innovation and dedication.

At the time this newsletter goes to print, we have received constructive analyses from the Hay Group, our consultant for the classification and compensation study. The final report is expected to be ready by the middle of June. We will continue to work with our Human Resources Department and the Hay Group to effectively utilize the information in this study to achieve our goals in providing equity to our staff members.

Before closing, I want to remind everyone that this newsletter is a vehicle for all Finance staff to communicate with one another and with the Downstate community. Your input and support are critical to its success. Our editor Lawrence Lam will be very happy to hear from you.



Frederick J. Hammond, Jr.

Budget Update – The FY 06/07 SUNY budget was approved by the SUNY Board of Trustees on May 25, 2006, with \$2.3 billion in the State budget for core instructional support for SUNY. This support consists of \$1.4 billion in State tax levy and other State support and \$.9 billion in State University income from tuition and other revenue sources. The Board of Trustees approved funding levels for the 64 SUNY campuses, consistent with the Budget Allocation Process (BAP II) methodology. With regards to Downstate, the campus received \$87.2 million in State allocation, which includes funding for FY 06/07 Cost of Living Allowances (COLA's), annualizations, energy inflation, and OTPS inflation. Downstate's budget assumes that the campus will increase its revenue by \$509K, as compared to the FY 05/06 revenue target, through increases in interest income and enrollment.

In regard to the FY 06/07 internal budget process, VP Area budget meetings began in April and will likely be completed in the beginning of June, with the final FY 06/07 budgets to be approved on or before June 30, 2006.

Feedback from the use of the new web-based FY 06/07 budget application has been positive as the campus transitions to zero-based budgeting. The Downstate web-based budget application differs from the SUNY budget system in that the SUNY system reports actual allocations, expenditures and encumbrances, etc. while the web-based application supports departmental administrators in developing their budget for upcoming fiscal years. There are currently 165 users (a department may have multiple users) who have access to the web-based budget application at Downstate Medical Center.

Our transition to a zero-based budgeting model will assist us in our budget planning process and allow the campus to make better decisions regarding the use of available resources.

Web-based Procurement System Promises Improvements in Efficiency and Productivity –

SUNY central administration has introduced a new web-based procurement system which will improve the procurement process for its campuses. Downstate's Contracts and Procurement Management Department implemented this system on April 19, 2006 and as our procurement staff is becoming familiar with the system, its benefits are apparent. First, because requisitions are submitted via the internet, the system will reduce, if not altogether eliminate, the need for paper and documentation in the procurement process. Second, because the system is interactive, end users with access to the system can track the procurement process online, eliminating the need for time-consuming status check communications. The system will be available for use by some departments at Downstate as early as January 2007.

Status of the Classification and Compensation Study –

In April, 117 Position Description Questionnaires, representing 145 filled/vacant M/C and UUP positions in three Finance Division departments, Accounting and Budgeting, Materials Management and Hospital Finance offices, were forwarded to our consultant the Hay Group for evaluation. The Hay Group had completed the evaluation of the ranking of the jobs/positions in order of their relative importance/value. The next phase of the project is to evaluate the position compensation component. We are expecting a final report in the middle of June, 2006.

Search for Associate Vice President for Finance –

A search committee was formed in March, led by Ms. Renee Poncet, Vice President for Compliance and Audit Services, and Dr. Ross Clinchy, College of Medicine Associate Dean for Administration. Approximately 80 resumes were received and preliminary interviews are being conducted by the committee. The Associate Vice President for Finance will report directly to Mr. Frederick Hammond, Senior Vice President and Chief Financial Officer, and oversee the accounting and budgeting functions of the Finance Division. He/she will supervise the IFR Management and Budget Administration Office, the Financial Management Office, the Bursar's Office and the Affiliations Office, and will serve as Assistant Treasurer of the HSCB Foundation, Inc. and Downstate Technology Center, Inc.

IT Training – The Information Services Department, in collaboration with New Horizons Computer Learning Centers, is offering Microsoft Project, Windows XP and PC Management, and Office Automation courses once a month to Downstate employees at nominal fees. Other technical training classes are also being offered. For information regarding registration, class schedules and fees, please visit <http://is.downstate.edu/is/training.asp>.

Planning new addition to Downstate Research Foundation website – To promote customer service, the Office of Research Administration is in the process of developing a webpage providing a one-stop information resource to principal investigators, departmental administrators and other employees. The webpage addresses Personal Services and Other Than Personal Services related issues in the form of a Frequently Asked Questions page and provides links to Research Foundation forms and notifications of issues that impact the Research community at Downstate. Details to follow.

RECRUITMENT TRAINING FOR FINANCE STAFF

On April 24, 2006, the Finance Division, in collaboration with the Human Resources Department, held a recruitment training session for approximately 25 Finance employees who have recruitment responsibility to refresh and update their understanding of the policies and procedures behind the university's recruitment efforts. The session covered subjects from determining a position's title, job description and compensation level, advertising procedures, interview and affirmative action policies, to all the necessary steps required to bring the new employee onboard. This training was well received by those who participated.

"I found the DHR Recruitment Training to be informative and I have a greater understanding of the process." - Ms. Franci Scharf, Assistant University Financial Analysis, Budget Administration. "I would suggest including a more in-depth training on the interview process.....and an affirmative action seminar."

"I left the training session knowing the basics for recruiting. I would recommend this session to all new supervisors responsible for recruiting." - Ms. Maria Lucido, Procurement Administrator for Clinical Services, Contracts and Procurement Management.

The Finance Division would like to thank Ms. Hendrina Goeloe-Alston, Assistant Vice President for Human Resources, Ms. Robin Meyers, First Deputy Director, and Ms. Maria Silas, Appointment Manager, for their time and eagerness to conduct this training session for the Finance staff.



Hendrina Goeloe-Alston (standing, left photo) addressing the audience.



CUSTOMER SERVICE -LESSONS LEARNED FROM THE BOOK, “*Inside the Magic Kingdom: Seven Keys to Disney’s Success*” by Tom Connellan

In order to provide excellent customer service, everyone must be very customer focused. That is to say, we need to think in terms of our customers and do our best to maintain an excellent relationship with everyone we interact with. A happy relationship with our customers energizes our work environment and reduces stress in our workplace. It is also a rewarding experience to be appreciated and thankful for the work we do. Here are the seven keys to success from *Inside the Magic Kingdom* with some stimulating comments for you to relish and digest.

1. The competition is anyone the customer compares you with.

Can the customer service we provide in our Patient Billing department compare with that of a commercial credit card company? Do we offer the same kind of friendly service and advanced technology to resolve billing problems?

2. Pay fantastic attention to detail.

Someone has to come to our Bursar’s window in person for a business transaction. Have we given him/her enough information as to what to bring or when to come? Do we think of how he/she would feel standing in line at the window, e.g. is light from the outside windows shining right into the eyes of our customers, is the hallway too congested or not properly ventilated, etc.

3. Everyone walks the talk.

When someone needs to rush a purchase requisition, will we take it as our own priority and go out of our way to direct him/her through the procurement process?

4. Everything walks the talk.

Do we have clear and precise policies and easy to follow procedures for our customers? Do our customers have all the tools they need to conduct business with us, e.g. online forms, training on web-based procurement process, up-to-date and accurate account information, etc.?

5. Customers are best heard through many ears.

Are we soliciting feedback from our customers? Is there an easy avenue set up for our customers to voice their opinions, e.g. following up with an email after providing a service, publicizing a hotline phone number or email address to receive customers’ response, etc.? Have we used focus groups to solicit suggestions and recommendations?

6. Reward, recognize, and celebrate.

Have we designed a tradition to recognize, reward and celebrate outstanding customer service achievements? Are we trumpeting our success to generate more enthusiasm to do better?

7. Xvxryonx makxs a diffxrxncx.

(Think about a typewriter with a broken key - the letter “e” above is broken and replaced by the letter “x.”)

“Everyone makes a difference.” Yes, everyone is unique and special. Is this message well recognized by every Finance employee? How do we empower our employees to take charge of their responsibilities while following all the rules and regulations, and being accountable for the results?



ANNOUNCEMENTS

Finance Division's best wishes go with Danny Cutler – After 21 years at Downstate Medical Center, Mr. Cutler, our Assistant Vice President for Finance, has decided to become his own boss. He is trading his government job for some very interesting and exciting business opportunities with his twin brother David. Good luck, Danny, and we will miss you!

Major New Sponsored Awards for Downstate Medical Center During Fiscal Year 2006 – Congratulations!

Dr. Howard Crystal	\$2.3 million	National Institute of Mental Health
Dr. Jack DeHovitz	\$1.3 million	Substance Abuse & Mental Health Services Administration
Dr. Edward Quadros	\$1.3 million	National Institute of Diabetes, Digestive, Kidney Disease
Dr. Richard Rubenstein	\$1.1 million	US Army Medical Research Acquisition Activity

Finance Division welcomes Charles Conway – who joined the Bursar's Office as Associate Director of Student Records & Finance in February, 2006. He can be reached at (718) 613-8650.

Finance Division welcomes the following new members – Borys Tsaryov of FSA Office and Beatrice York of Purchasing.

Congratulations to William Johnson – who is blessed with twin sons born on March 14, 2006: Tristan (6 lbs. 10 oz.) and Trevell (6 lbs. 1 oz.).

Deepest sympathy to Rosemary Ottley and family – Ms. Ottley's son Paul passed away on April 6, 2006.

MAKE THE TEAM – join the production team of this newsletter. Call Lawrence at x 3176.

Any suggestions, ideas, requests, announcements, etc., please write to us at Box 65 or contact us by email at finance@downstate.edu

BIRTHDAYS

		Philip Sills	Apr. 26	Grace Padmore-Cowan	May 20
		Tracy Coar	Apr. 28	Jeffrey Kostalos	May 21
Hazel Williams	Apr. 4	Victor Solomon	Apr. 29	Sharad Kumar	Jun. 7
Jackie HoSang	Apr. 7	Mary Ann Kelly	May 3	Vivian Ferebee	Jun. 17
Steve Fouchong	Apr. 16	Joseph Menuau	May 6	Jameliah Jones	Jun. 21
Donna Belgrave-Calder	Apr. 17	Frederick Hammond	May 18	Candice Watson	Jun. 28

Wedding anniversaries: Beverly Obiakor May 30 (36 years)
Jameliah Jones June 23 (16 years)

Milestone: Jackie HoSang May 5 (13 years)
Uriah Gardner May 22 (12 years)

(Editor's Note: This list may not be complete. We can only print what is submitted.)

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