



WINTER 07

Finance Corner



SUNY
DOWNSTATE
Medical Center

EMPLOYEE SATISFACTION SURVEY

To create an excellent workplace for Downstate Medical Center's employees and to measure the degree of their job satisfaction, President John C. LaRosa directed the Human Resources Department to conduct an employee satisfaction survey of all employees/faculty/physicians. The consultant firm Press Ganey Associates has been employed to assist in conducting the survey as well as the collection and analyses of the data. Using an outside vendor to conduct the survey provides strict confidentiality and guarantees that no Downstate employee has access to another employee's response.

"Your voice counts" is true in fact and in practice. This is a chance for all of us to share our thoughts and ideas with senior management. Your participation is vital to the success of this survey. Downstate's senior management is ready to work with you to achieve long-lasting change and improvement.

Lawrence Lam, Administrator of Finance, is designated as the Finance Division representative on the survey committee. If you have any questions or suggestions regarding this survey, please feel free to contact him at extension 3176.

FINANCE DIVISION 2006 EMPLOYEE OF THE YEAR AWARD



Left to Right: Mr. Frederick Hammond, Ms. Franci Scharf and President John LaRosa.

Once a year the Finance Division recognizes a staff member who has been effective in carrying out his/her responsibilities during the past year and who can serve as a role model for others in performance, reliability, customer service, and team work. This year the award was given to Franci Scharf, Assistant Director of IFR Management and Budget Administration.

Ms. Scharf joined Downstate in 1993 in the Budget Office and has since taken on a variety of responsibilities. Currently she has been instrumental in bringing a new budget system



Left to Right: Ms. Margaret Brady, Mr. David Csmereka, Ms. Mercedes Strier, Ms. Franci Scharf, Mr. Antony Selvadurai, Mr. Lester Parker.

application to the Downstate community through demonstration and training sessions for designated staff. The application is specially designed to assist departmental fiscal officers in developing their internal budget.

Franci is a warm and friendly person. She always has a smile and exhibits a positive attitude. She performs her duties with professionalism, dedication and effectiveness, and always makes time for anyone requiring her assistance.

There were seven nominees for the 2006 Employee of the Year Award. Joining Franci Scharf were Margaret Brady of the Bursar's Office, David Csmereka and Nandika Ekanayake of Hospital Business Office, Lester Parker of Mail Services, Antony Selvadurai of Research Administration, and Mercedes Strier of Hospital Finance. Congratulations to all nominees!

The Finance Division thanks the Selection Committee of the 2006 Employee of the Year award for their participation and support. The committee members were Mahalia Clunis of Hospital Inpatient, Mary Ann Kelly of Property Control, Gail Moore of Central Stores, Rocco Napoleone of Research Administration and Joseph Viau of Hospital Outpatient.

MESSAGE FROM THE SENIOR VICE PRESIDENT AND CHIEF FINANCIAL OFFICER

A new year brings new energy, vision and opportunity. As we make plans for the new year, we should also take the time to celebrate last year's accomplishments. 2006 was indeed a year of achievement. Downstate's budgeted expenses reached \$802.5 million, of which \$461.1 million was attributable to the University Hospital of Brooklyn. A five year operating budget plan was completed to chart the course of the future of the institution and our requests for High Needs Program and the Empire Innovation Program were approved by SUNY.

During the past year, the 300 plus staff members in the Finance Division reached out to every department of Downstate Medical Center and made a difference. The Finance employees dealt with every issue that had a financial impact on Downstate; from the recruitment of a new dean for the College of Medicine, to supporting the Hospital's strategic initiatives and providing financial guidance to our campus research enterprise.

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One of the outstanding achievements during 2006 was the certification by the State University and the Office of the State Comptroller to increase Downstate's expenditure threshold to \$150,000. This provides greater flexibility in procuring goods and services. The Finance Division also improved its work process by installing new computer systems for technologically advanced student and budget applications.

Staff development was an area high on the list of priorities. Staff recognition and training were utilized to improve commitment and performance with great success. The 2006 Employee of the Year award was presented to Ms. Franci H. Scharf of the Budget Administration office. The classification and compensation survey conducted earlier in the year identified areas where training would improve performance and efficiency. Salary adjustments were made to provide equity and maintain market competitiveness.

2007 presents additional opportunities and challenges. Our Information Services and Materials Management departments are collaborating on bringing paperless processes to the Downstate community, e.g. the document imaging initiative, the web-based procurement process, and the clinical assessment system, etc. The Research Administration Office is planning an upgrade of the Oracle application and the Budget Office will work on the implementation of the Lawson financial system.

My sincere thanks to everyone who has contributed to this success and for your commitment to the future.



Frederick J. Hammond, Jr.

CELEBRATING BLACK HISTORY

A dream doesn't become reality through magic; it takes sweat, determination and hard work. – Colin Powell

Look for intelligence and judgment and, most critically, a capacity to anticipate, to see around corners. Also look for loyalty, integrity, a high energy drive, a balanced ego and the drive to get things done. – Colin Powell

DOWNSTATE DEPOT NEARS COMPLETION

To achieve a more retail-like and customer service focused atmosphere, the Materials Management Department is creating Downstate Depot. The name is based on popular retail stores and it is a consolidation of administrative services including Mail Services, Copy Center, Central Stores, Shipping and Receiving, as well as warehouse services, in a one-stop shopping environment.

Construction is well underway in the Central Stores and Central Receiving area located on the lower level of the Hospital. Downstate Depot will provide new synergies to yield better customer service to the Downstate community. This customer center is anticipated to be completed by April, 2007.

Following the consolidation, planning will proceed on a new state-of-the-art print on-demand service within the Copy Center which will allow customers to send print jobs directly from their desktop.

NEWS FROM 711 PARKSIDE

711 Parkside Avenue is an office site for the Hospital Finance Department. The department is led by Mr. Gerry Dantis, Assistant Vice President for Hospital Finance. Hospital Finance is responsible for all financial matters related to the University Hospital of Brooklyn. Through multiple revenue enhancement initiatives and close monitoring of revenue and expense targets, the department strives to continually enhance the Hospital's financial position.

The department is comprised of two sections: (1) The Hospital Finance office, which handles the budget, general accounting, reimbursement, revenue cycle, and manage the financial reporting systems that are responsible for all financial data and reporting for the Hospital, and (2) The Patient Financial Services office (formerly Patient Accounts), which is responsible for all Hospital billing and collections.

Even though the Hospital Finance Department is separated from the main

campus by a few city blocks, for the past two years they have been eager to participate in the Hospital Holiday Decoration Competition and won the first prize both years. The staff members very creatively transformed the large area inside 711 Parkside to a winter wonderland. It was a rigorous competition involving all other departments in the Hospital and everyone was very proud of this accomplishment. After the competition, all the toys and children's books used for decoration were donated to the Downstate Medical Center Official Toy Drive, helping the toy drive to become one of the most successful in recent years.



Ms. June Nazaire, a supervisor in the Cash Processing Unit of the

Patients Financial Services offices, was selected by the University Hospital of Brooklyn Service Excellence Team as the Employee of the Month for January, 2007. Ms. Nazaire has been with the department for over ten years and she is an exemplary employee whose performance and efficiency are highly praised. She received the award from Ms. Debra Carey, Chief Executive Officer of University Hospital of Brooklyn, at a ceremony on January 18, 2007.

IT UPDATE

Eclipsys Computerized Physicians Order Entry (CPOE) System – This new system for the University hospital of Brooklyn will provide physician order entry, clinical documentation, medication management and an electronic medical records. The implementation of this system will benefit clinicians and administrators alike and will be a major factor in creating a state-of-the-art system which will carry Downstate to a new era in healthcare delivery. This project will continue for the next several years but

will have noticeable results within a year to eighteen months.

Banner Student Information System – This is a web-portal student information and student services system which Downstate embarked on with SunGard Higher Education since September, 2005. Banner provides a web-enabled, integrated student data management system that meets the needs of students, faculty and administrators. Once fully implemented, the system will work with our current web courseware PRIME, and provide online access for admission, registration, bursar,

financial aid, grades, student records, housing and other student service functions. Instructions on how to access the system and a Banner Helpline will be established as the system "go live" in the near future.

Cerner System – The Blood Bank Cerner module was implemented on January 27, 2007. This system allows physicians and hospital staff to order products, derivatives and test orders electronically and view patient's orders and results 24/7. The system also streamlines the process in reporting, charting and billing of tests and products.



2006 HOLIDAY PARTY NOTES

The weather was wonderfully warm for November contributing to the upbeat holiday mood up and down the hallways of the university. Everyone was busy preparing for holiday parties and shopping for gifts. The Finance Division's holiday party was scheduled for December 6 but on November 20 we still did not have a caterer for the party. The caterer we had contacted was not responding and we were desperate to finalize the arrangements to ensure a successful event. Several phone calls were made and three outside caterers were recommended. La Favorita Gourmet of East Rockaway, New York was selected.

Using an outside caterer for the first time was nerve wrecking. It required a lot of coordination and patience because the caterer was not familiar with the site and required special arrangements for the delivery of food, parking as well as in-house supply of tables, etc.

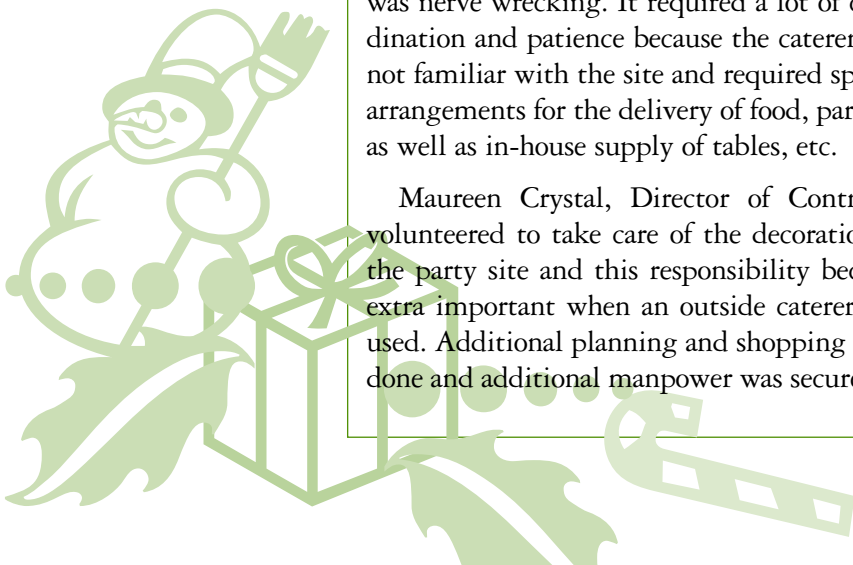
Maureen Crystal, Director of Contracts, volunteered to take care of the decoration of the party site and this responsibility became extra important when an outside caterer was used. Additional planning and shopping were done and additional manpower was secured to

ensure that the party site was properly decorated for the occasion.

At 7 a.m. on December 6, Mr. Michael Ragib of La Favorita Gourmet arrived with his team and brought in trays and trays of food plus maybe fifty pots of Poinsettias, big and small, and a four feet tall ice sculpture. At that time we were certain that the party would go down as one of the best parties of the year at Downstate Medical Center.

Maureen Crystal and her staff (Dionne Harper, Kenneth Lee, Maria Lucido, Yolanda Sullivan, Karimah Phillips) did a fantastic job in decorating the party site and the back drop of toys collected for Downstate's Toy Drive added to the joyful atmosphere. Together with the festive display of food and a center piece of ice sculpture with lines and groups of Poinsettias, the Atrium was transformed into an oasis of colors for the holiday party.

Over 300 staff members turned up to enjoy the food and the festivities. The Employee of the Year award was presented and cheered by everyone. Our heartfelt thanks to Maureen and her decorators, and to Mike of La Favorita Gourmet for doing such a great job!



Budget Update - The internal budget process for FY 2007/08 is now well underway with training and work sessions on the budget system application being held on campus as well as at 711 Parkside Avenue. The web-based system represents a shift in budgeting strategy from centralized budgeting to departmental involvement in the budget process. This creates greater accountability at department level for achieving balanced budget and planning new initiatives while considering ways to economize. Help in navigating the system is available for users online and via Budget Helpline or email.

The IFR Management and Budget Administration office is reviewing all IFR accounts before assuming responsibility for all invoicing and reporting. Standardized application forms have been designed for opening and maintaining accounts. This form, in addition to billing and descriptive information, provides justification, dates for commencing and terminating, and assignment of financial responsibility for the account.

Policies Review – To enhance its infrastructure and to improve its services to the Downstate community, the HSCB Foundation, Inc. has initiated a review of its policies and procedures as well as its accounting system. Similar reviews are being conducted at the Downstate Technology Center, Inc.

Finance Division SEFA Campaign – The Finance Division SEFA fund drive collected \$27,540 from 138 Finance staff members, a 45% participation rate. We thank everyone who has contributed and helped to make this a successful fund drive. We hope that next year even more staff members will join in as regular donors. This year we have one department in Hospital Finance with 100% participation, CONGRATULATIONS!

Finance Division Toy Drive – In response to the Downstate official toy drive and to add to the holiday atmosphere of sharing our joy with others, Finance Division staff members were asked to voluntarily bring a toy to the Division's 2006 Holiday Party. As a result, we collected almost 200 toys, big and small. The toys were distributed by the university's Institutional Advancement Office to the children in homeless shelters, child care centers and hospitals.

Materials Management Bulletin #06-12 – Appropriate approval signatures and authorizations must be obtained when purchasing a product or ordering a service. This includes the signature of the individual designated by the department or responsibility center to authorize a procurement request. In addition, all requisitions charged to a hospital function code must be signed by a senior hospital administrator. For details or questions, please call the Contracts and Procurement Department at extension 1132 or go to URL <http://138.5.102.102/finance/pdf%20files/MMbulletin.0612.pdf>.

Research Update – (1) The Internal Audit Department of the Research Foundation central office conducted an audit of vendor payments processed through the Office of Research Administration (ORA) at Downstate. The findings of this audit reinforced and validated the adequacy of the policies and procedures and internal controls that are currently in place at ORA. (2) As Downstate prepares for the filing of Facilities and Administration (F&A) Rate Proposal in the coming months, ORA staff members are working closely with all related departments to ensure accuracy and comprehensiveness of our Physical Space and Equipment Inventory and Recharge Centers. (3) The Research Foundation central office will be upgrading its ORACLE applications and the operating system is scheduled to be offline from the close of business on April 20 to May 1, 2007. More details will be forthcoming. For inquiries, please contact Mr. Gary Leipzig at extension 1178.



ANNOUNCEMENTS

Finance Division welcomes the following new members –

Keith Hercules (*x 7267*)

Director of Contracts & Procurement Construction & Related Services.

Brian McGraw (*x 1532*)

Director of Procurement.

Aleksandr Roytberg (*x 4902*)

Radiology PACS Support Database Administrator of the Clinical Applications Group, Information Services.

Congratulations to Antony Selvadurai – whose new title is Assistant Vice President for Research Administration.

Congratulations to June Nazaire – who was selected by the University Hospital of Brooklyn Service Excellence Team as the Employee of the Month for January, 2007. Ms. Nazaire is a supervisor in the Cash Processing Unit of Patients Financial Services in Hospital Finance.

Make the team – join the production team of this newsletter. Call Lawrence at x3176.

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

BIRTHDAYS

Anna Unlis	Jan. 1	Janita Guillaume	Feb. 3	Darlene Humphrey	Mar. 8
Gerry Dantis	Jan. 7	Dharry Jaikaran	Feb. 4	Janet Williams-Law	Mar. 10
Tanisha Ransom	Jan. 10	David Csmereka	Feb. 5	Maisha Price	Mar. 24
Gary Londner	Jan. 11	Ted Yu	Feb. 5	Florette Ross	Mar. 25
Sheila Duffy	Jan. 20	Lulu Garcia	Feb. 9	Carmen Craig	Mar. 26
Enrique Ongtiong	Jan. 24	Chandradat Johnnie	Feb. 9	Rosemarie Cipparulo	Mar. 27
Tonya Williams	Jan. 25	Joseph Viau	Mar. 4	Margarita Goyco	Mar. 28

MILESTONE

Maxine Bennett	(19 years)
Lawrence Lam	(20 years)

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

FINANCE DIVISION

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450 Clarkson Avenue, Box 65
Brooklyn, NY 11203-2098

FINANCE CORNER is published by the FINANCE DIVISION,
SUNY Downstate Medical Center.

Editor: **Lawrence Lam**
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Photography: **Hyer Laing**

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