



# Coordinating the Journey: MSK Patient Residence

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### Description:

MSK recognized a housing opportunity for patients who require frequent treatment visits at our outpatient sites. In 2011, a brainstorm session recognized that we had 100 transplants per year that were staying at housing outside of MSK. Design and Construction reviewed our current housing portfolio and identified 411 East 75<sup>th</sup> Street as the optimal location. The Patient Residence provides a healing environment for patients and caregivers, supported by staff who help patients navigate their journey.

### Aim:

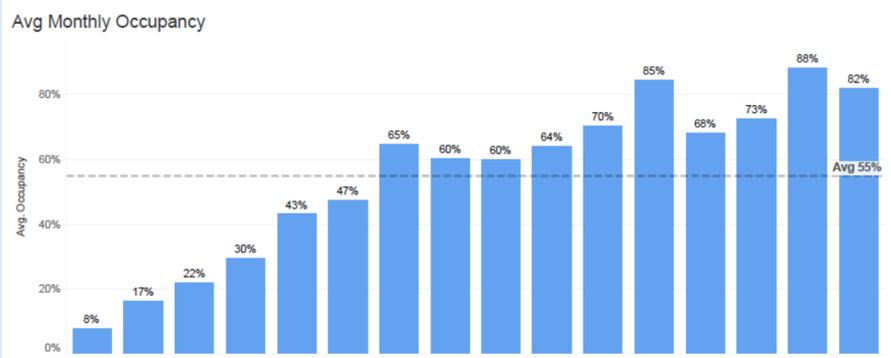
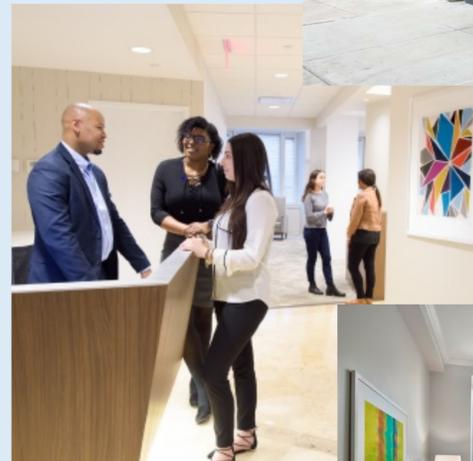
Provide a high-quality residence experience that enhances care coordination along the patient journey at MSK.

### Actions Taken:

An interdepartmental team comprised of Hospital Administration, Design & Construction, Housing, and Nursing worked to operationalize a patient residence focused on care coordination and integrated systems. The team consulted with many additional departments to ensure the needs of patients were being met. The Patient Residence is staffed by Care Coordinators who are familiar with outpatient operations and offer seamless transition between the inpatient setting, outpatient clinic, and the Residence.

### Results:

- Integrated reservation system for patients, caregivers and MSK staff
- Staffed with administrative personnel to assist in care coordination
- Created programming that focused on the continuing education for patients going through a transplant (i.e., nutrition)
- Outfitted apartments with telehealth functionality so clinicians and support services can connect with patients
- High patient satisfaction



### Next Steps:

- Increase programming for patients (i.e., integrative medicine, social work groups)
- Work to bring more inpatient regimens to outpatient setting
- Obtain feedback regarding Resident's experience via surveys
- Remote monitoring using telehealth capabilities

Average 2018 Occupancy: **76%**

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