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Montefiore Nyack Hospital Recognized as a 2020 Leading Innovator for Rapid Program Development in Response to Covid-19

Nyack, N.Y. November 17, 2020 – Montefiore Nyack Hospital has been named a 2020 Leading Innovator by [Press Ganey](https://www.pressganey.com) for its rapid and innovative development of programs that addressed challenges faced by the health care industry during COVID-19. These practices will continue to transform the safety, quality, and experience of care long after the crisis has passed.

Montefiore Nyack Hospital's Patient Experience staff needed a way to connect family members with their loved ones who could not visit due to visitation restrictions. A campaign to receive iPads and tablet donations from the community surpassed expectations with 592 received. Patients could see and hear from their family members from across the globe, helping to give hope and comfort as they battle the illness. "It has been so meaningful to our patients and their families to connect them during a stressful and anxiety-provoking time," says Kristin DeLorenzo, Director of Patient Experience. "The video calls also provide peace of mind as they enhance communication abilities for the patient, family, and clinical care team meetings."

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The Hospital also chose to celebrate successful outcomes, including patient extubations and discharges, by playing “Here Comes the Sun” by the Beatles over the speaker system. The music and lyrics prompted staff to dance and sing and brought smiles to the faces of patients. The song took on new meaning and was embraced to send off the Hospital’s 500th COVID-19 Conqueror discharge. Custom artwork promoted the song’s theme and was used on T-shirts, banners, and social media to share positive stories with the community.

“The caregivers and staff of Montefiore Nyack Hospital touch the lives of patients and their families in profound ways,” said Patrick T. Ryan, Chairman and Chief Executive Officer, Press Ganey. “This recognition reflects their deep commitment to our shared mission to reduce suffering and improve the safety, quality, and experience of care. I continue to be humbled and inspired by their heroic efforts to care for patients and their caregivers in the face of the uncertainty, stress, and fear brought on by the COVID-19 pandemic. Press Ganey is proud to partner with them in this noble work, and we congratulate them on this tremendous achievement.”

The [Leading Innovators Program](#) was created to celebrate the spirit of innovation in the face of adversity and showcase unique success stories that positively transform care delivery. For President and CEO Mark Geller, the honor represents an important recognition from the industry leader in measuring, understanding, and improving patient-centered care delivery. “Our team faced unprecedented challenges during the height of COVID-19 with grace and optimism,” said Dr. Geller. “They overcame every hurdle with creative ideas and innovative solutions which helped our patients and employees alike. They are so deserving of this recognition.”

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About Montefiore Nyack Hospital

Montefiore Nyack Hospital is a 391-bed community acute care medical and surgical hospital which was founded in 1895 and is located in Rockland County, NY. Its mission is to provide competent, innovative and accessible emergency and acute care services to the residents of Rockland County and surrounding areas. It is a member of Montefiore Health System and a partner with Albert Einstein College of Medicine and Touro College of Osteopathic Medicine, providing clinical rotations to medical students. To learn more visit www.montefiorenyack.org; follow us on [Facebook](#) , [Twitter](#), [LinkedIn](#) , [Instagram](#) and view us on [YouTube](#).

About Press Ganey

[Press Ganey](#) pioneered the health care performance improvement movement more than 35 years ago. Today Press Ganey offers an integrated suite of solutions that enable enterprise transformation across the patient journey. Delivered through a cutting-edge digital platform built on a foundation of data security, Press Ganey solutions address safety, clinical excellence, patient experience, and workforce engagement. The company works with more than 41,000 health care facilities in its mission to reduce patient suffering and enhance caregiver resilience to improve the overall safety, quality, and experience of care.