Improving the Patient Experience One Resident at a Time.
Welcome and thank you for your interest in the Hackensack University Medical Center EM Residency Program! Our program is an ACGME three year program with 36 residents and 40 faculty located in northern New Jersey, just 15 minutes from New York City. We are the largest EM residency program in the state of New Jersey.

Our EM residency is a place where the faculty really cares about their patients and residents. Here, you will see a wide spectrum of diseases. The weekly educational conferences are interactive, exciting and informative as we discuss current evidence-based medicine principles. We also provide you with iPads to search topics in real-time during conferences.

Our mission is to train exceptional physicians with the passion to become the best emergency physicians possible. We will accomplish this by recruiting highly-motivated candidates who also appreciate the patient-centered approach to medical training. This training will occur at one of the nation’s most highly-recognized institutions. We will provide you with the tools, resources and opportunities to flourish in both academic and community emergency medicine.

Doug Finefrock, D.O.
Vice-Chairman, Emergency Services
Program Director,
Emergency Medicine Residency Program
Hackensack University Medical Center

“Improving the Patient Experience One Resident at a Time”
HackensackUMC Emergency and Trauma Center (ETC) At-A-Glance

- **HackensackUMC ETC** sees more than 120,000 patients per year with very high acuity
- **Level II Trauma Center**
- **Pediatric Emergency Department** tailored for children from birth to 22 years, that serves more than 37,000 children per year
- **Newly-renovated Emergency Trauma Department** and state-of-the-art resuscitation area with 75 private patient rooms
- **Diverse Patient Population**
Strong foundations are the key to any institution and at HackensackUMC, we have built our EM Residency program on that very principle. The tireless efforts of the physicians and staff have developed a program that is strong on every core principle of emergency medicine, while at the same time allowing for unparalleled flexibility and input from residents. Resident feedback is a crucial part of the weekly discussions with faculty who foster an environment of teamwork and cooperation in making HackensackUMC’s EM Program one of the premier programs in the area.

- **Weekly conference**
  - protected conference time
  - continual refinement of curriculum
  - priority in resident education

- **Progressive curriculum**
  - shaped by resident feedback
  - daily resident-run morning report
  - incorporation of new Simulation Lab

- **National and regional conference participation**
  - All New Jersey Symposium for Emergency Medicine
  - All NYC Emergency Medicine Conference
  - Resident Research Conference
  - American College of Emergency Physicians (ACEP)
  - Society for Academic Emergency Medicine (SAEM) Conference
  - All PGY1’s attend SAEM
  - All PGY3’s attend ACEP

- **NYC connections**
  - NYC Poison Control/Toxicology Center
  - Lincoln Medical Center, an urban Level 1 Trauma Center located in the Bronx
  - access to electives in NYC hospitals

- **Leadership – Committees**

  Education and Conference Committee
  - faculty partnerships in optimizing weekly conference experiences
  - lecture/presentation evaluations
  - AV assistance
Wellness Committee
• coordinate preinterview socials
• organize resident social events
• plan resident Wellness Days
• welcome new residents and medical students

Marketing & Web Development Committee
• online storage/access of educational resources & lectures
• online storage of evidence-based medicine (EBM) articles
• website development and social media

Teaching & Research Committee
• medical student evaluations/teaching/mentorship
• daily resident morning report
• research opportunities & resources

Simulation Committee
• resident-driven simulation curriculum
• weekly simulation experience

**1-1 Mentorship**
• ease of access to program director, assistant program director, program coordinator, ETC chairman and all faculty
• 1-on-1 mentorship with faculty member
• work with faculty on resident presentations

**Ultrasound Program**
• 4 weeks of dedicated emergency ultrasound training
• emergency ultrasound fellowship trained faculty
• opportunity to become Registered Diagnostic Medical Sonographer (RDMS) certified

**A Few More Highlights:**
• Shift-by-shift evaluations of each resident on core EM principles designed to provide real-time feedback on their progress
• Direct supervision of all procedures and patient care with attendings who are enthusiastic and dedicated to teaching residents
• A network of excellent off-service rotations where the EM resident is a crucial part of the patient care team
• An extensive online library of all lectures, case presentations and key journal articles
• Resident-run morning reports designed to highlight important and cutting-edge information in patient evaluation and management
• Extensive, interactive weekly conferences with guest and resident lectures focusing on treating the patient as well as the disease
Rotations

**Pediatric EM:** Residents spend four weeks a year in our busy pediatric emergency department. For longitudinal pediatric experience, residents work one shift a month in the pediatric ED when they are rotating in the adult ED.

**Ultrasound:** Interns have two weeks dedicated to emergency bedside ultrasound under the guidance of emergency ultrasound fellowship-trained faculty. In the third year, residents spend an additional two weeks solidifying advanced ultrasound techniques.

**Ob/Gyn:** A dedicated three weeks of night shifts on the ob/gyn service, during which residents gain proficiency in managing labor and delivery and participate in ED consults. Residents can also respond to neonatal resuscitations.

**Anesthesia:** Interns spend one month rotating in the surgical operating rooms as an introduction to airway management. Residents have the opportunity to manage airways in both pediatric and adult patients with a variety of techniques.

**MICU:** Interns spend one month in one of our medical ICU’s directly responsible for five critically ill patients. Third year residents rotate in the medical ICU again as the team senior and supervise the junior residents in managing their patients.

**SICU and PICU:** Second year residents spend four weeks in both the surgical and pediatric ICU’s learning to manage critical illness in these special populations.

On both rotations, there are focused lectures from the intensivists to augment the clinical experience.

**EMS:** All residents will do scheduled EMS shifts riding with ALS and BLS providers to learn about prehospital medicine. Residents will also do a shift with medical control to learn about the prehospital system and have the opportunity to fly with our AirMed One team.

**Toxicology:** Residents travel to the New York City Poison Control Center for four weeks of dedicated didactic in toxicologic emergencies. Residents participate in daily rounds with attending toxicologists and follow up on cases.

**Trauma:** Residents rotate with our trauma team for four weeks during first and third year to learn the management of injured patients and how to run a trauma code. All residents are certified in ATLS during orientation.

**Community Emergency Medicine:** Senior residents spend four weeks at Englewood Hospital and Medical Center to gain experience working in a community Emergency Department.

**Urban Emergency Medicine:** Second year residents rotate through Lincoln Medical Center, an urban Level 1 Trauma Center, to gain experience caring for the special needs of an urban population as well as to increase their exposure to trauma patients.

All residents have 4 weeks of elective time in the third year during which they can pursue their own interests in EM.

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<tr>
<th>YEAR - 1</th>
<th>YEAR - 2</th>
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<tbody>
<tr>
<td>Orientation</td>
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<td>1</td>
<td>ED</td>
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<td>OB</td>
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<td>ED</td>
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<td>8</td>
<td>MICU</td>
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<td>9</td>
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<td>Vacation (50%)</td>
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<td>ED</td>
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<td>Trauma</td>
<td>ED (75%)</td>
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<td>12</td>
<td>ED</td>
<td>Vacation (25%)</td>
</tr>
<tr>
<td>13</td>
<td>Peds ED</td>
<td>ED (50%)</td>
</tr>
</tbody>
</table>

| SICU | ED | ED | PICU | ED (75%) |
| 1 | 2 | 3 | 4 | 5 |
| 6 | ED | Tox@NYC Poison Control | ED | Urban ED @Lincoln |
| 7 | ED | ED | ED (75%) | ED (50%) |
| 8 | Urban ED | ED (75%) | Peds ED (50%) | ED (50%) |
| 9 | Peds ED (50%) | ED | ED | Vacation |
| 10 | 11 | 12 | 13 |

| ED | Community ED@EHMC | Community ED@EHMC | Vacation (25%) |
| 1 | 2 | 3 | 4 |
| 5 | Peds ED (50%) | ED (75%) |
| 6 | MICU | ED | Peds ED (50%) |
| 7 | US (25%) | ED | Peds ED (50%) |
| 8 | Admin (25%) | ED | ED |
| 9 | ED | Elective | ED |
| 10 | ED | Trauma | ED (75%) |
| 11 | ED | Vacation (25%) |
• New Simulation Lab
The residency has dedicated Sim Men and Sim Lab. Simulation will allow residents to act out case scenarios in a controlled setting and receive immediate feedback from attending physicians.

• MSED fleet
The NJ-MSED vehicles are one of only a few mobile medical assets of their kind in the nation, originally funded through a unique partnership with the U.S. Department of Defense and the Urban Areas Security Initiative. This funding ended in 2012, but in early 2015, HackensackUMC obtained state funding and a group of 16 hospitals and systems came together to form the Advanced Medical Emergency Resource Coalition (AMERCO). The nonprofit corporation selected HackensackUMC as the Host Hospital. We expect the MSED to be ready to deploy by early spring 2016.

The core of the NJ-MSED complex exists in the form of two 43-foot trailers and a 48-foot trailer with expandable sides. Two are fully outfitted with critical care beds, and one is outfitted as a mobile operating room. They are rapidly deployable fully functional mobile medical assets able to respond to large-scale incidents that result in the need for an on-site emergency services and can be pre-deployed to expected events like hurricanes or other potential incidents based on intelligence.

• Helipad and AirMed One
The medical center’s Helipad is operational 24 hours a day, allowing medevac helicopter access to the medical center for direct field transports. In addition, HackensackUMC’s air medical program “AirMed One,” provides emergent air medical lifesaving transportation of the critical and injured in our community.

Located at nearby Greenwood Lake Airport, AirMed One can travel from outlying communities to HackensackUMC in a short time with no compromise in patient care due to distance.
• **New Emergency and Trauma Center**
  
The department is divided into pods with the majority of shifts being one-to-one with teaching faculty. All critical patients are brought into our brand new resuscitation bay where residents run medical codes and resuscitations.

There are a variety of resident-driven academic projects in the department. Many of our residents have presented across the country and have had their work published. Projects range in scope from quality improvement initiatives to case reports to randomized trials.
HackensackUMC is a team committed to providing an exceptional patient experience through quality patient-centered care, education, research and community outreach.

HackensackUMC is a nonprofit teaching and research hospital. We were founded in 1888 with just 12 beds, as Bergen County’s first hospital and have become the largest provider of healthcare services in the state of New Jersey with 775 inpatient beds.

The **Comprehensive Stroke Center** is the largest of its kind in Bergen County and among the busiest in the nation, based on patient volume. Caring for more than 1,000 stroke patients annually, it is certified by the Joint Commission as a Primary Stroke Center and licensed as a Comprehensive Stroke Center by the New Jersey Department of Health and Senior Services (NJDOHSS).

**HackensackUMC At-A-Glance:**

- HackensackUMC is **RANKED #1 IN NJ AND ONE OF THE TOP FOUR NEW YORK METRO AREA HOSPITALS, according to U.S. News & World Report**
- **Founded in 1888** (12 beds, Bergen County’s first hospital), has 775 beds today
- **Comprehensive Stroke Center**
- **Heart & Vascular Hospital (An Accredited Chest Pain Center)**
- **Renowned John Theurer Cancer Center**
- **The Joseph M. Sanzari Children’s Hospital (Top 10 Green Hospitals)**
- **HOMETOWN HOSPITAL OF THE NY GIANTS AND NY RED BULLS**

**Hackensack University Medical Center**
30 Prospect Avenue • Hackensack, New Jersey 07601
Phone: 551-996-2000 • www.HackensackUMC.org
THE COMMUNITY

New York Metropolitan/Tri-State Area

HackensackUMC is a 15-minute drive from uptown Manhattan. HackensackUMC employees live in NYC and many commute daily.

The New York metropolitan area includes the most populous city in the United States - New York City - as well as the remaining four New York City boroughs, northern New Jersey, Central New Jersey, the Hudson Valley, and Western Connecticut.

As a center of many industries including finance, international trade, media and entertainment, tourism, biotechnology, and manufacturing, it is one of the most important economic regions in the world.

As of the 2010 Census, the metropolitan area had a population of 22,085,649. The population density was 1,865 per square mile. The racial markup was that 61.6% were White, 16.9% were African Americans, 0.5% were American Indian and Alaskan Native, Asians were 9.1%, Pacific Islanders were less than 1%, 8.8% listed themselves as “some other race”, while 3.2% were of two or more races.

Hispanics were 21.7% of any race.

The median age was 37.9. The average income for non-family households was $90,335, and the average income for families was $104,715. 13.3% of the population was below the poverty line.

BERGEN COUNTY

Bergen County is the most populous county in the state of New Jersey. It is also one of the top 25 wealthiest counties in the United States. This combination gives it a wide spectrum of diversity.

Hackensack is the county seat and the largest city in Bergen County. People travel more than an hour to receive the excellent healthcare we provide.

Bergen county population based on 2010 census: 905,116 residents
Hackensack population based on 2010 census: 43,010 residents

Bergen County was the location of several battles and troop movements during the American Revolutionary War. Fort Lee’s location on the bluffs of the New Jersey Palisades, opposite Fort Washington in Manhattan, made it a strategic position during the war. Fort Lee also happens to be the original Hollywood and birthplace of the motion picture industry.

Hoboken is a young, vibrant and thriving city across the river from downtown Manhattan. It is a 10-minute train ride from downtown Manhattan and a 25-minute drive from HackensackUMC, and many of our residents choose to live here to have easy access to the cultural experiences the area has to offer.

Cultural Demographics:
White- 75%, White alone (not Hispanic or latino)-60.7%, Hispanic/Latino- 17.3%, Asian-15.5%, Black/African American-6.7%, American Indian/Alaska native-0.4%, Multi Racial- 1.8%
One-month orientation and simulation
• The month-long orientation is designed to acclimate new interns to the flow of the ED and the hospital, refresh general medical knowledge through lectures and simulation labs, and to set up activities and events for resident bonding. Certification courses, including BCLS, ACLS, PALS, and ATLS, will be provided for all interns.

Schedule
• As our residents progress, they work fewer shifts. PGY-1 residents work 19 shifts, PGY-2’s 18 and PGY-3’s 17. As PGY-1 and PGY2’s two thirds of residents’ shifts will be 8 and 9 hour shifts, and one third will be 12 hour shifts. PGY3’s work only 8 and 9 hour shifts. This ensures that you learn to provide care to a wide variety of patients throughout their entire stay.
• Great effort is taken to accommodate vacation requests as-needed and shift-switches are allowed as-needed for more immediate changes in schedule.
• Strictly protected duty hours

Wellness days
• Several “Wellness Days” provided throughout the year encourage our residents and attendings to be not only coworkers, but a family.
• Possible activities include organized dinners, outings to local places like Central Park, and activities like skiing and hiking. Resident input is appreciated, and even encouraged!

Benefits
• Great benefits and salary, including available health, dental, and vision insurance – the in-network physicians available are the same ones working with HackensackUMC – the best in New Jersey!
• Resident rate for insurance
• Highest paid EM residency in New Jersey
Gourmet food
• $200/month meal stipend
• Numerous gourmet food options throughout the hospital – anything from hand-made paninis and deli sandwiches, to fresh pizza, fresh burgers, to salads – there are plenty of great healthy and satisfying options.
• Free coffee hours several times daily offer a delicious boost for all hospital employees throughout clinical shifts.

Beyond Day Spa
• An in-hospital day spa offers massage and beauty services for competitive prices.

New fitness facility
• HackensackUMC Fitness & Wellness: Powered by the Giants, is one of the largest of its kind in the state.
• Membership gives access to nutritional counseling, weight room, cardio machines, classes, an aquatic center, and much more, for rates far below competing gyms.
• Reduced rate incentive for attendance
Awards & Recognition

Hackensack Meridian Health Network Receives Some of the Most Prestigious Awards and Recognition in the Country:

U.S. News & World Report: Best Hospitals Rankings:
HackensackUMC:
• Ranked as the number one hospital in New Jersey — maintaining its place atop the rankings since the rating system was introduced.
• Listed as one of the top four New York Metro Area hospitals.
• Received four national rankings in: Cardiology & Heart Surgery, Ear, Nose & Throat, Orthopedics, and Urology.

Jersey Shore University Medical Center
• Ranked fourth in New Jersey
• Listed as one of the top 13 New York Metro Area hospitals.

Ocean Medical Center
• Ranked eighth in New Jersey
• Listed as one of the top 18 New York Metro Area hospitals.

U.S. News & World Report: Most Connected Hospitals 2015-16 (HackensackUMC)

Healthgrades:
• HackensackUMC was one of only five major academic medical centers in the nation to receive Healthgrades America’s 50 Best Hospitals Award for five or more years in a row

Magnet Nursing Recognition by the American Nurses Credentialing Center:
• Meridian Health was the first health system in the nation to receive Magnet designation.
• HackensackUMC was the first hospital in New Jersey and the second in the country to receive this designation. In 2014, HackensackUMC received its fifth consecutive Magnet designation - making the medical center just one of two hospitals in the entire nation to achieve this feat.

Joint Commission Gold Seals of Approval:
• Bayshore Community Hospital (1)
• HackensackUMC (25 - the most in the country)
• HackensackUMC at Pascack Valley (3)
• HackensackUMC Mountainside (6)
• Jersey Shore University Medical Center (5)
• Ocean Medical Center (4)
• Riverview Medical Center (5)

Hospitals & Health Network Magazine:
• Top 100 Most Wired and Top 25 Most Wireless Health Systems in New Jersey (HackensackUMC & Meridian Health)

Hospitals & Health Network Magazine:
• Top 100 Most Wired and Top 25 Most Wireless Health Systems in New Jersey – 16 consecutive years (Meridian Health)

National Research Corporation Consumer Choice Award 2015/16:
• 20th consecutive year and every year since the award's inception (HackensackUMC)

Standard & Poor’s Global Ratings: (July 2016)
• Hackensack Meridian Health upgraded from an “A” to an “A+” on its fixed rate bonds with an outlook of stable
• HackensackUMC upgraded from “A-” to “A+” with an outlook of stable
• HackensackUMC Palisades rating raised on bonds issued to “A-” from “BBB-” also with a stable outlook
ETC physicians see patients at their most vulnerable, frightened and stressful times in their lives. Therefore, it is crucial that we, as physicians, take the time to understand how we can empathize with their situation while simultaneously providing effective and compassionate patient care.

The EM Residency at HackensackUMC focuses on effective patient-physician communication from day one. We strive to instill those practices that will foster excellent patient care by developing a curriculum that includes patient satisfaction education and evaluation.

Our program director is a national leader in teaching patient satisfaction. He has developed a continuing medical education (CME) video series that many hospital systems use for their physicians, midlevel providers and nurses. He founded the national Council of Emergency Medicine Residency Directors (CORD) “Patient Experience Education and Evaluation” task force designed to assist all emergency medicine residency programs and has also presented material at the annual ACEP Scientific Assembly.

Our “Take a Break” program (TAB) was developed as a model in emergency medicine family-centered care. Take a Break is a unique, family-centered program designed to offer respite for caregivers at the bedside in the ETC. Volunteers in the Take a Break program have been carefully selected and trained in many aspects of the ETC, as well as communication strategies and listening skills in order to assist the patient and his or her caregiver during an ETC visit. Their goal is to provide patients and their family members with basic compassion and companionship.

Patients are not the only ones who benefit from the patient satisfaction skills utilized by emergency medicine physicians at HackensackUMC. Trusting patients are able to communicate their concerns in a more effective manner, leading to a better understanding about their condition or chief complaints. In addition, happier patients tend to decrease the stress felt in the ETC and lead to happier physicians and staff as well.