

**COMMUNITY RELATIONS COMMITTEE
OF THE BOARD OF DIRECTORS**

May 14, 2019

5:30 P.M.
Board Room
125 Worth Street, Room 532

JOINT MEETING WITH COUNCIL OF COMMUNITY ADVISORY BOARDS

AGENDA

- | | |
|---|----------------------|
| I. Call to Order | José Pagán, PhD |
| II. Adoption of March 12, 2019
Community Relations Committee Meeting Minutes | José Pagán, PhD |
| III. Chairperson's Report | José Pagán, PhD |
| IV. CEO President's Report | Mitchell Katz, M.D., |
| V. Information Items (Annual CAB Reports): | |
| a. NYC Health + Hospitals/McKinney | Antoine Jean-Pierre |
| b. NYC Health + Hospitals/Carter | LaShawn Henry |
| c. NYC Health + Hospitals/Coler | Gladys Dixon |
| VI. Old Business | |
| VII. New Business | |
| VIII. Adjournment | |

**COMMUNITY RELATIONS COMMITTEE
OF THE BOARD OF DIRECTORS**

March 12, 2019
5:30 P.M.
NYC Health + Hospitals Board Room
125 Worth Street, Room 532

MINUTES

ATTENDEES

COMMITTEE MEMBERS

Sally Hernandez-Piñero
Robert Nolan, Board Member
Matthew Siegler, Representing Dr. Katz, President in a voting capacity

COUNCIL OF THE COMMUNITY ADVISORY BOARDS

Rosanne DeGennaro, Chairperson, NYC Health + Hospitals/Coney Island
Gladys Dixon, Chairperson, NYC Health + Hospitals/Coler
Anthony Andrews, Ph.D., Chairperson, NYC Health + Hospitals/Queens
Everett Person, Chairperson, NYC Health + Hospitals/Sydenham/A Gotham Health Center
John Roane, Chairperson, NYC Health + Hospitals/Bellevue
J. Edward Shaw, Chairperson, NYC Health + Hospitals/Metropolitan
Judy Wessler, (representing Enrique Cruz, Chairperson NYC Health + Hospitals/Gouverneur)
Warren Berke, Chairperson, NYC Health + Hospitals/Kings
Cheryl Alleyne, (representing, Esme Sattaur-Low Chairperson, NYC Health + Hospitals/NCB)
Eartha Washington, Chairperson, NYC Health + Hospitals/Elmhurst
William Hamer, Chairperson, NYC Health + Hospitals/Harlem
Sharon Oliver-Henderson, NYC Health + Hospitals/ Cumberland/A Gotham Health Center

FACILITY COMMUNITY ADVISORY BOARD MEMBERS

Janetha Hinds, NYC Health + Hospitals/Metropolitan
Jeanne Q. Battle, NYC Health + Hospitals/Metropolitan
Maria Zafra, NYC Health + Hospitals/Metropolitan
Ruth Jones, NYC Health + Hospitals/Harlem
Cindy Cain, NYC Health + Hospitals/Harlem
Zorona Hamm, NYC Health + Hospitals/Harlem
Elsie Trotman, NYC Health + Hospitals/Harlem
Irene Swilley-Wynn, NYC Health + Hospitals/Harlem
Gary Delamothe, NYC Health + Hospitals/Coler
Troy Berry, NYC Health + Hospitals/Sydenham/A Gotham Health Center
Sergio Donovan, NYC Health + Hospitals/Sydenham/A Gotham Health Center
Donna Gill, NYC Health + Hospitals/Sydenham/A Gotham Health Center
Nydia Goty, NYC Health + Hospitals/Bellevue
Luisang W, Tamang, NYC Health + Hospitals/Elmhurst

NYC HEALTH + HOSPITALS CENTRAL OFFICE STAFF

Colicia Hercules, Office of Board Affairs
Manelle Belizaire, Office of Government Relations
Renee Rowell, Office of Government Relations
Xiomara Wallace, Office of Government Relations

NYC HEALTH + HOSPITALS FACILITY STAFF

William Hicks, Chief Executive Officer, NYC Health + Hospitals/Bellevue
Alina Moran, Chief Executive Officer, NYC Health + Hospitals/Metropolitan
Ronald Law, Director of Intergovernmental Affairs, MetroPlus
Nancy Cuevas, CAB Liaison, NYC Health + Hospitals/Metropolitan
Jovemay Mantos, CAB Liaison, NYC Health + Hospitals/Coler
Esther Kin Yen Chung, CAB Liaison, NYC Health + Hospitals/Elmhurst
Sydnee Barton, CAB Liaison, NYC Health + Hospitals/Kings

GUESTS:

Sefton Rodney, Consumer
Anthony Feliciano, CPHS
Ann Bove, CPHS/NYSNA
Crystal Rogers, NYSNA

CALL TO ORDER:

The meeting of the Community Relations Committee (CRC) was called to order by Mr. Matthew Siegler, Senior Vice President, for Managed Care, Intergovernmental Relations and Patient Growth, NYC Health + Hospitals at 5:35p.m..

Mr. Siegler noted that a quorum had been established. He requested a motion for the adoption of the minutes of November 13, 2018. A motion was made and seconded. The minutes were adopted.

CHAIRPERSON'S /PRESIDENT'S REMARKS:

Mr. Siegler welcomed everyone and introduced himself. He explained that regrettably, Mrs. Bolus, Committee Chair nor Dr. Mitchell Katz, President, is not able to attend this evening. Mr. Siegler noted that NYC Health + Hospitals/Metropolitan, Bellevue and Elmhurst would present their annual activity report.

Mr. Siegler began his remarks by introducing Sally Hernandez-Piñero, newly elected member to NYC Health + Hospitals Board of Directors.

Mr. Siegler thanked all the CABs for a successful Lobby Day, in Albany, NY on Tuesday, February 12th. Mr. Siegler reported that over eighty (80) CAB and Auxiliary members made the trip, despite the inclement weather. Mr. Siegler noted that the CAB, Auxiliary members and staff connected with fifty (50) Assembly and Senate members. He added that an additional scheduled 20 legislators, whose appointments were canceled because of the snowstorm, were delivered informational packets at their offices with appointments sought for their local district offices.

Mr. Siegler reported that the States' Senate and Assembly had released its One House budgets in response to the Governor's budget. Mr. Siegler continued and recognized that NYC Health + Hospitals did not get everything we wanted in the State budget. He added while some of the key language on Disproportion Share Hospital (DSH) was not included, both houses took strong stance to oppose healthcare cuts and preserve Medicaid cuts. Mr. Siegler congratulated the CABs for their efforts and noted that there is more work to be done.

Mr. Siegler reported that in December 2018, the Mayor announced a \$52 million capital and infrastructure investment for NYC Health + Hospitals/Metropolitan. And noted that the investment is a testament that we (NYC Health + Hospitals) are not trying to close any of the facilities, but rather invest and keep them open.

Mr. Siegler concluded his remarks by announcing that in early January, Mayor de Blasio announced NYC Care, a Guaranteed Health Care Plan. Mr. Siegler noted that it is a two-part initiative to connect every New Yorker who is uninsured to health care. He continued and noted that the first part will be a new health access program called NYC Care that is funded with \$100 million dollars to connect New Yorkers who are ineligible or unable to afford insurance to care and coverage at NYC Health + Hospitals. Ms. Siegler noted NYC Care guarantees access to an assigned primary care doctor, specialty cares, prescription drug and customer service. Mr. Siegler announced that the program would roll out in Bronx this summer.

NYC Health + Hospitals/Metropolitan

Mr. Siegler introduced Mr. J. Edward Shaw, Chairperson of NYC Health + Hospitals/ Metropolitan and invited him to present the CAB's annual report.

Mr. Shaw began his presentation by thanking members of the Board for the opportunity to present the Metropolitan's CAB annual report. Mr. Shaw continued and noted that tonight's report would be brief and provided an overview.

Mr. Shaw announced that Metropolitan CAB held a successful Legislative Breakfast that was well attended by members of the community who were eager to hear the health system's legislative priorities.

Mr. Shaw reported that the Met CAB also hosted a successful Annual Public Meeting in June, 2018. At another event the CAB honored some local community leaders and reported to stakeholder on its work with the hospital on behalf of the community. Another highlight of 2018 was a community forum on Housing and Drug Epidemic. The forum focused on the rampant opioid use and the need for better services for homeless individuals in East Harlem.

Mr. Shaw concluded his presentation by stating that "the CAB has a continued focus on ensuring that Metropolitan remains open and ready to serve the complex and evolving health care needs of our community. East Harlem needs Metropolitan."

Mr. Siegler thanked Mr. Shaw for his report and moved the agenda.

NYC Health + Hospitals/Bellevue

Mr. Siegler introduced Mr. John Roane, Chairperson, NYC Health + Hospitals/Bellevue and invited him to present on behalf of the Bellevue CAB.

Mr. Roane began his presentation by reporting that, to better achieve its mission, the Bellevue CAB voted to accept the Executive Committee's recommendation to focus on those committees that have a major impact on the CAB activities. Mr. Roane explained that the CAB eliminated the following committees: Budget and Planning, Contracts and Affiliations, Psychiatry and Virology and Oncology. He noted that these committees or possibly new committees may be resurrected in the future, if needed. The current committees are: Events, Executive, Legislative, Membership, Patient Care & Advocacy, and Security & Emergency Preparedness.

Mr. Roane reported that the CAB members regularly support the special events and campaigns issued by Health +Hospitals held throughout the year. Mr. Roane added that whenever there is a special "awareness event" held in the atrium lobby such as Breast Cancer, Domestic Violence, Heart Health, Denim Day, Mammogram/ Mini Health Fair, Hispanic Heritage Celebration, Back to School, Black History Month the CAB participates by hosting a "tabling" event where the CAB seeks to educate the public about the services offered at Bellevue, recruit new members and register new voters. Mr. Roane added that in December 2018, Cardinal Timothy Dolan celebrated a Christmas Eve Mass, for patients, visitors and staff. He added that it was a special honor to host the Cardinal.

Mr. Roane continued and informed the Committee members, CAB Chairs and invited guests that outside of Bellevue, the CAB had held tabling events assembled by elected officials such as State Senators Brad

Hoylman, Chair Judiciary Committee and Liz Krueger's Senior Fairs to serve the community. Mr. Roane added that three (3) CAB members planned and coordinated an information sharing and voter registration drive in the housing complex Haven Plaza this past summer and participated in the National Night out Against Crime.

Mr. Roane thanked the staff of the Office of Intergovernmental Relations, for their support and knowledge. Mr. Roane stated that he became a better Chair having observed and put into use the "best practices" that he sees at the Council of CABS monthly meetings.

Mr. Roane informed members of the Committee, CAB Chairs and invited guests that at the Bellevue CAB monthly meeting William Hicks, Chief Executive Officer, gives his report on what is going on currently and what future plans are in the works at Bellevue and Health + Hospitals. Mr. Roane noted that the CAB voiced their questions and concerns. Also in attendance were: Michael Rawlings, Chief Operating Officer, Rebecca Fischer, Chief Financial Officer, Dr. Nathan Link, Medical Director, and Omar Abedalrhman, Chief Nursing Officer, Evelyn Hernandez Associate Executive Director Public Affairs & Community Relations and Justin Chin, CAB Liaison.

Mr. Roane concluded his presentation by announcing that on Friday, March 1st, the Bellevue CAB hosted a successful Legislative Breakfast. Mr. Roane added that this year's keynote speaker was Councilman Mark Levine, Chair of the Health Committee and that legislative updates were given by both Gayle Brewer, Manhattan Borough President and Carlina Rivera, Council member.

Mr. Siegler thanked Mr. Roane for his presentation and highlighted the following upcoming 2019 Annual Public meetings dates and locations:

- **Manhattan**- Tuesday, April 2, 2019-6:00 p.m., at NYC Health + Hospitals/Gouverneur located at 227 Madison Street Auditorium
- **Bronx**- Tuesday, April 30, 2019-6:00 p.m., at NYC Health + Hospitals/Jacobi 1400 Pelham Parkway South -Jacobi Training Center, Bldg 4- Second floor
- **Queens**-Tuesday, May 7, 2019-6:00 p.m. at NYC Health + Hospitals/Queens located at 79-01 Broadway, 1st Floor Rm A1-22
- **Staten Island**-Tuesday, June 11, 2019-6:00 p.m. at NYC Health + Hospitals/Sea View located at 460 Brielle Avenue—Lou Caravone Community Service Bldg
- **Brooklyn**-Tuesday, June 18, 2019 6:00 p.m., at NYC Health + Hospitals/Woodhull located at 760 Broadway- Dolores E. Jackson Auditorium-3rd floor Auditorium

NYC Health + Hospitals/Elmhurst

Mr. Siegler introduced Ms. Eartha Washington, Chairperson of NYC Health + Hospitals/ Elmhurst and invited her to present the CAB's annual report.

Ms. Washington began her presentation by reporting that the Elmhurst CAB had a very productive year under her leadership and Israel Rocha, Chief Executive Officer of NYC Health + Hospitals/Elmhurst. Ms. Washington noted that the CAB held ten (10) regularly scheduled meetings and at each meeting information on Community Health Partnership and programs were discussed.

Ms. Washington informed members of the Committee, that she is a valued member of the Community Engagement Pillar. She continued and explained that together the Pillar provide quality care focused on the evolving needs of Elmhurst patients and the community.

Ms. Washington continued and highlighted CAB members' support of Elmhurst achievements and key milestones in 2018:

Announced that Elmhurst was verified as a Level I Trauma Center by The Committee of Trauma of the American College of Surgeons (ACS). This verification is only awarded to select centers that provide the highest quality of trauma care for all injured patients. Elmhurst is only one of 3 Level 1 Trauma Center in the borough of Queens.

Announced that for the 2nd year in a row, Elmhurst's Department of Neurosurgery has been awarded the Health grades Cranial Neurosurgery Excellence Award. Ms. Washington explained that this award recognizes hospitals for superior outcomes in cranial neurosurgery. Patients who have cranial neurosurgery at these nationally recognized hospitals have a lower risk of dying.

Reported that in September, Elmhurst officially launched NYC Health + Hospitals' first Express Care Clinic. Ms. Washington explained that the new walk-in urgent care center provides patients 18 years and older, facing non-life-threatening medical issues, with faster access to appropriate levels of care.

Announced that Elmhurst successfully completed a one-day Joint Commission survey for Advanced Certification for Primary Stroke Care. Ms. Washington added that this vigorous survey now places Elmhurst on track to achieve The Joint Commission Thrombectomy Capable and Comprehensive Stroke certifications this year.

Ms. Washington concluded her presentation by stating "as the New Year begins, the CAB is committed to monitoring the quality of services provided to patients, assisting in the assessment of community needs, and ensuring that population health needs are met and reflected in the hospital's programs and activities." Ms. Washington continued and added that the Elmhurst CAB will continue to advise the hospital on the development of plans and new projects and establish and maintain dialog with the community.

Gladys Dixon, requested that a response to the Annual Public Meetings would be helpful to the CABs and the Community as a hold. Mr. Siegler accepted her suggestion and agreed to look into this.

OLD BUSINESS:

None.

NEW BUSINESS:

ADJOURNMENT

The meeting was adjourned at 6:30 PM.



McKinney Community Advisory Board

**REPORT TO THE COMMUNITY RELATIONS COMMITTEE
OF THE
HEALTH + HOSPITALS BOARD OF DIRECTORS**

Community Advisory Board

Report 2018 - 2019

Community Relations Committee

NYC Health & Hospitals

125 Worth Street

II. FACILITY'S PRIORITIES

1. What are the facility's strategic priorities?
 - *Quality short term and long-term care in a changing market place.*
 - *Assist residents who can be discharged to the proper setting.*
 - *Fiscal Viability*
 - *Working closely w/ community to promote and enable healthy living*
 - *Continued Improvement in the Provision of Resident and Staff Experience.*
 - *Increased In -servicing of staff to meet residents and staff safety criteria.*
 - *Increase Community Awareness of Facility and the Services Offered*

1. Describe how the CAB provides input into the development of the facility's strategic priorities?

Always attending monthly meetings

Continues advocacy for facility.

Provides insights of community needs.

Lobbies elected Officials where and whenever possible

Executive Director discusses and shares facility's strategic initiatives with CAB members at monthly meetings. Members share their input about the development of those plans.

2. Have CAB members been informed of and provided input into the facility's plans for new programs and modernization projects, prior to their implementation?

X yes

__no

III. PATIENTS'/RESIDENTS' EXPERIENCES

1. Patient safety and patient satisfaction are a priority of the facility. Are reports on these subjects provided on a regular basis to the Community Advisory Board?

XYes

__No

2. What are the most frequent complaints raised by patients/residents?

- o *Internal complaints are quality and variety of meals still remains.*
- o *Occasional lost items*

3. What are the most frequent compliments provided by patients/residents?

- o *Good medical management*
- o *Their interaction with staff on all levels at all time*
- o *Therapy in short term care*
- o *Enhancement and Cleanliness of the Facility.*
- o *Consistency and continuum of their social program.*
- o *Special in house and community interactive events at facility particularly during the year.*
- o *Commitment and dedication of Staff*
- o *Recreation Programs involvement*
- o *Enhancement of the dining services*

4. (For hospitals and D&TCs only). Are periodic reports or updates on the facility's access indicators such as appointment availability and cycle times/wait time(s) provided by facility leadership at CAB meetings?

Yes *N/A* No

5. From the CAB's perspective, rate the facility in the following areas:

	Poor	Satisfactory	Very good
Cleanliness	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Condition	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Appearance	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

6. Is signage about HHC's Options Program posted in areas that have high traffic?

Yes *N/A* No

6. Do Community (planning) Board representatives on the CAB communicate the facility's needs or concerns with local Community Board(s)?

Yes No

a. If yes, please describe actions taken.

They reports to their local community board.

7. Do Community Planning Board designees provide information at CAB meetings concerning the Community Board's(s) priorities or healthcare related issues brought to Community Board meetings?

Yes No

8. Did the CAB convene an Annual Public/"Community Health meeting" with the general public this year?

yes no

9. Did the CAB host or participate with the facility's leadership in a legislative forum this year?

yes no

10. Did a representative of the CAB provide testimony at HHC's Board of Directors' Annual Public Meeting?

yes no

a. If so, were the issues subsequently addressed?

Yes

11. Describe the CAB's involvement in its facility's outreach activities?

- *CAB members assist in community Health Fair: handouts and recruiting of new members.*
- *Attends educational community events that are coordinated by In- reach Committee*
- *Attends facility's special events*
- *Assist the Auxiliary with their events*

12. Does your CAB's Chairperson or alternate designee attend the Council of Community Advisory Boards meetings?

yes no

13. Did your CAB participate in last year's Council of CABs Annual Conference?

yes no

14. How would you describe the current level of technical and strategic assistance provided to the CAB by the Office of Intergovernmental Relations?

not enough just right

Very Involved and informative. They communicate every initiative and even host seminars for clarity of functions.

If not enough, what assistance would you need?

V. ADDITIONAL TOPICS FOR DISCUSSION (OPTIONAL)

Are there additional topics that the CAB would like to discuss with the Board of Directors' Community Relations Committee? Please list the topics.

- 1. What Mental Health initiatives are in place for the elderly*
- 2. Adequate staffing/or long term care.*
- 3. Recognition of Managerial staff*

NOTE: The comments in this report represent the consensus of the entire membership and have been shared with the facility administration.

Signatures:

CAB Chairperson:

Date:

Executive Director:

Date:



**REPORT TO THE COMMUNITY RELATIONS COMMITTEE
OF THE HEALTH + HOSPITALS BOARD OF DIRECTORS**

**HENRY J. CARTER SPECIALTY HOSPITAL & NURSING FACILITY
COMMUNITY ADVISORY BOARD**

I. COMMUNITY NEEDS

1. What are the most significant health care service needs or concerns of your community/communities?

- *Affordable housing for underserved population*
- *Mental health services*
- *Employment opportunities for unemployed and summer students*

2. How were these needs/concerns identified? (Please check all that apply).

- Community Board(s) meetings Other Public Meetings
 Needs Assessments Surveys Community Health Profile Data
 Reports from Community Organizations Other Activities (please list)

- *CAB Patient Care Committee*
- *Press Ganey Survey Report*
- *Members from Community Board 11*
- *Facility, Patients, and Residents Experience Program*

3. Is your facility leadership addressing these needs/concerns?

- yes no

a. If yes, please give examples of what the facility leadership is doing.

II. FACILITY'S PRIORITIES

1. What are the facility's strategic priorities?

- *Provide quality care for the patient/residents in a home-like setting*
- *Supportive discharges into the community*
- *Improve patients/residents overall experience*
- *Participate in local community activities and events*

2. Describe how the CAB provides input into the development of the facility's strategic priorities?

The CEO and Chairperson meet monthly with the department heads to discuss the listed strategic priorities. A report is presented to the Board during the monthly meeting.

3. Have CAB members been informed of and provided input into the facility's plans for new programs and modernization projects, prior to their implementation?

yes no

The Executive Administration provides information on the facility plans at the monthly Board meetings.

III. PATIENTS'/RESIDENTS' EXPERIENCES

1. Patient safety and patient satisfaction are a priority of the facility. Are reports on these subjects provided on a regular basis to the Community Advisory Board?

Yes No

2. What are the most frequent complaints raised by patients/residents?

Residents complained frequently about the food. However, the Food and Nutrition Department holds monthly meetings with residents to discuss the menu and sample new selections of food items.

3. What are the most frequent compliments provided by patients/residents?

Activities and trips provided by the Therapeutic Recreation Department

4. (For hospitals and D&TCs only). Are periodic reports or updates on the facility's access indicators such as appointment availability and cycle times/wait time(s) provided by facility leadership at CAB meetings? **NOT APPLICABLE**

Yes No

5. From the CAB's perspective, rate the facility in the following areas:

	Poor	Satisfactory	Very good
Cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Condition	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Appearance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

6. Is signage about HHC's Options Program posted in areas that have high traffic?

Yes No

IV. CAB ORGANIZATION, STRUCTURE AND RESPONSIBILITIES

1. According to the CAB's By-laws, what is the CAB's total allowable membership? 25

2. What are current numbers of members? 14 What are current numbers of vacancies? 11

3. What were the membership recruitment activities conducted by CAB this year?

- *Recommendations from the Resident Council*
- *Planning Board #10*
- *Planning Board #11*
- *Recommendations from local and state elected officials*

4. Do the CAB's recruitment efforts include outreach to new population groups in the community?

Yes No

Family members of the residents and the Family Council are invited the meetings.

5. Does the CAB have an active working committee structure? Please list committees and briefly describe their responsibilities.

Executive Committee meets monthly to discuss the agenda and important issues as related to the Board.

The Patient Care Committee meets monthly to discuss and evaluate the quality and quantity of the patient/resident care.

6. Do Community (planning) Board representatives on the CAB communicate the facility's needs or concerns with local Community Board(s)?

Yes No

- a. If yes, please describe actions taken.

Members of Planning Board #11 attends the meeting and present a report on the issues affecting the surrounding community.

7. Do Community Planning Board designees provide information at CAB meetings concerning the Community Board's(s') priorities or healthcare related issues brought to Community Board meetings?

Yes No

8. Did the CAB convene an Annual Public/"Community Health meeting" with the general public this year?

yes no

Board members attended the Network Community Advisory Board Annual Public meetings.

9. Did the CAB host or participate with the facility's leadership in a legislative forum this year?

yes no

10. Did a representative of the CAB provide testimony at HHC's Board of Directors' Annual Public Meeting?

yes no

- a. If so, were the issues subsequently addressed?

11. Describe the CAB's involvement in its facility's outreach activities?

The Board members participated in the zoning, housing development, workshops on employment opportunities, and block association meetings.

12. Does your CAB's Chairperson or alternate designee attend the Council of Community Advisory Boards meetings?

yes no

13. Did your CAB participate in last year's Council of CABs Annual Conference?

yes no

14. How would you describe the current level of technical and strategic assistance provided to the CAB by the Office of Intergovernmental Relations?

not enough just right

If not enough, what assistance would you need?

V. ADDITIONAL TOPICS FOR DISCUSSION (OPTIONAL)

Are there additional topics that the CAB would like to discuss with the Board of Directors' Community Relations Committee? Please list the topics.

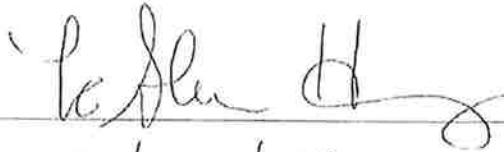
- 1.
- 2.
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- 4.
- 5.

NOTE: The comments in this report represent the consensus of the entire membership and have been shared with the facility administration.

Signatures:

CAB

Chairperson:

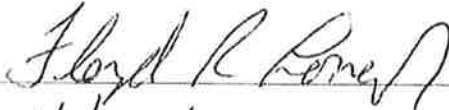


Date:

4/10/19

Executive

Director:



Date:

4/10/19

3. Memory Care Population:

There are 150 memory care residents and 5 units are now established to provide for the unique care, programming and therapeutic needs of this population. Facility leadership provides support for the music and memory program for this population. Coler's Memory Care is renowned for its use of Music and Memory as a modality to improve the quality of life of residents with dementia. This unique program utilizes Ipods with playlist personalized for each individual resident. This program has successfully reduced the behaviors associated with dementia, including falls, altercations and usage of antipsychotic medication. In addition, leadership ensures staff training and competencies are maintained to meet their needs.

4. Food Services:

The Food and Nutrition Department director provides information pertaining to food preparation and services at the monthly meetings. Plans to enhance the dining experience, provide special event meals and improve resident experience scores are presented and discussed.

II. FACILITY'S PRIORITIES

What are the facility's strategic priorities?

- Enhance Resident Experience
- Provide quality care to the residents in a home setting atmosphere.
- Supportive housing discharges into the community

1. Describe how the CAB provides input into the development of the facility's strategic priorities?

- The Community Advisory Board members work with Administration on various Ad hoc Committees to accomplishing the Facility's mission.
- The CAB Chairperson meets with the CEO on a monthly basis to discuss issues and concerns at the facility.
- Facility leadership discusses the strategic priorities at CAB meeting and feedback is shared.

2. Have CAB members been informed of and provided input into the facility's plans for new programs and modernization projects, prior to their implementation?

yes

no

The CEO provides information of the facility plans at the monthly Board meetings.

III. RESIDENTS' EXPERIENCES

1. Residents' safety and satisfaction is a priority of the facility.

Are reports on these subjects provided on a regular basis to the Community Advisory Board?

Yes No

2. What are the most frequent complaints raised by /residents?

Nursing Services
Environment
Resident Discharges
Food Service

3. What are the most frequent compliments provided by patients/residents?

Coler Compliments for 2018 (90); 68 Nursing; 4 HP; 8 Rehab; 2 Clinics, 1 Psych; 5 EVS; 1 MNT/ENG; 1 SW

1Q 2018- 28

2Q 2018- 22

3Q 2018- 20

4Q 2018- 20

Employee Recognition Program: Our new Employee Recognition Program, which was developed by staff and union representatives, recognizes two departments each month for the outstanding services and experience provided to our residents. The staff from each of these services select a staff member from within their department to receive recognition as one of the employees of the month. This selection is based on who best exemplifies the ICARE standards – Integrity, Compassion, Accountability, Respect and Excellence.

Honorable mention in recognition to devoted care services are made known in the Facilities' display window.

4. (For hospitals and D&TCs only). Are periodic reports or updates on the facility's access indicators such as appointment availability and cycle times/wait time(s) provided by facility leadership at CAB meetings?

Yes

No

5 From the CAB's perspective, rate the facility in the following areas:

	Poor	Satisfactory	Very good
Cleanliness		x	
Appearance		x	
Condition		x	

6. Is signage about HHC's Options Program posted in areas that have high traffic?

Yes

No

CAB ORGANIZATION, STRUCTURE AND RESPONSIBILITIES

III. According to the CAB's By-laws, what is the CAB's total allowable membership? 25

1. What are current numbers of members? 16 What are current numbers of vacancies? 9

2. What were the membership recruitment activities conducted by CAB this year?

- Solicitations and recommendations from Resident's Council; Patient Relation Department; Nursing Department; Facility's Auxiliary members, Planning Boards; Mayoral Office and the surrounding Communities.

3. Do the CAB's recruitment efforts include outreach to new population groups in the community?

Yes

No

- Community residents are invited to attend our Board meetings.

Community Advisory Board Report
Page 5

4. Does the CAB have an active working committee structure? Please list committees and briefly describe their responsibilities.

- Executive Committee consists of Committee Chairpersons and is responsible for implementing all undertakings of the Community Advisory Board.
- Legislative Committee researches legislation as it relates to health services. The committee carries out the Board's mandates.
- Nomination and Monitoring Committee refers candidates to the Board for consideration.
- The Patient Care Committee carries out the Board mandates in researching and evaluating the Facility's quality and quantity of resident care as affected by equipment, personnel, programs and activities rendered at the Facility. Findings are conveyed to the Board members at the monthly meetings.

5. Do Community (planning) Board representatives on the CAB communicate the facility's needs or concerns with local Community Board(s)?

Yes No

a. If yes, please describe actions taken.

6. Do Community Planning Board designees provide information at CAB meetings concerning the Community Board's(s') priorities or healthcare related issues brought to Community Board meetings?

Yes No

7. Did the CAB convene an Annual Public/"Community Health meeting" with the general public this year?

yes no

- Board members attended the Network Community Advisory Board Annual Public meetings.

8. Did the CAB host or participate with the facility's leadership in a legislative forum this year?

yes no

Community Advisory Board Report

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9. Did a representative of the CAB provide testimony at HHC's Board of Directors' Annual Public Meeting?

yes no

a. If so, were the issues subsequently addressed?

- CAB members provides testimonies at the Annual Public Meeting held by HHC's Board of Directors. However, they would appreciate correspondence concerning the issues raised at the Public Meetings.

10. Describe the CAB's involvement in its facility's outreach activities?

- The Board members assist in the Roosevelt Island yearly Influenza Campaign Programs.
- The members are involved in the outreach programs offered by the Facility.
- Voting and Voters Registration

11. Does your CAB's Chairperson or alternate designee attend the Council of Community Advisory Boards meetings?

yes no

12. Did your CAB participate in last year's Council of CABs Annual Conference?

Yes no

13. CAB members find the conferences interesting and helpful.

Yes

14. How would you describe the current level of technical and strategic assistance provided to the CAB by the Office of Intergovernmental Relations?

Not enough just right

If not enough, what assistance would you need?

We need additional support to represent to central office the concerns and issues that we have as a post-acute care/long term care facility.

IV. ADDITIONAL TOPICS FOR DISCUSSION (OPTIONAL)

Are there additional topics that the CAB would like to discuss with the Board of Directors' Community Relations Committee? Please list the topics.

NOTE: The comments in this report represent the consensus of the entire membership and have been shared with the facility administration.

Signatures:

CAB

Chairperson:

Date:

Executive
Director

Date:

Madip D. [unclear]

April 26, 2019

Robert [unclear]

April 29, 2019
