



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

September 10, 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 May 14, 2019<br>Community Relations Committee Meeting Minutes | José Pagán, PhD   |
| III. Chairperson's Report   | José Pagán, PhD   |
| IV. CEO President's Report  | Eric Wei, M.D.    |
| V. Information Items (Annual CAB Reports):                                    |                   |
| a. NYC Health + Hospitals/Cumberland  | Jacqueline Narine |
| b. NYC Health + Hospitals/Jacobi  | Sylvia Lask       |
| c. NYC Health + Hospitals/NCB   | Esme Sattaur-Low  |
| VI. Old Business  |                   |
| VII. New Business   |                   |
| VIII. Adjournment   |                   |

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

May 14, 2019  
5:30 P.M.

NYC Health + Hospitals Board Room  
125 Worth Street, Room 532

**MINUTES**

**ATTENDEES**

**COMMITTEE MEMBERS**

José Pagán, Ph.D., Chair, NYC Health + Hospitals Board of Directors  
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 (excused)  
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 (excused)  
William Hamer, Chairperson, NYC Health + Hospitals/Harlem  
Sharon Oliver-Henderson, NYC Health + Hospitals/ Cumberland/A Gotham Health Center  
Eunice Sebro (representing Antoine Jean-Pierre, Chairperson, NYC Health + Hospitals/McKinney  
LaShawn Henry, Chairperson, NYC Health + Hospitals/Henry J. Carter  
Jessica Arocho, Chairperson, NYC Health + Hospitals/Woodhull

**FACILITY COMMUNITY ADVISORY BOARD MEMBERS**

Jeromane Berger-Gaskin, NYC Health + Hospitals/McKinney  
Glennis Bryant, NYC Health + Hospitals/Harlem  
Ruth Jones, NYC Health + Hospitals/Harlem  
Cindy Cain, NYC Health + Hospitals/Harlem  
Irene Swilley-Wynn, NYC Health + Hospitals/Harlem  
Lygia Kensenthuis, NYC Health + Hospitals/Henry J. Carter  
Gary Delamothe, NYC Health + Hospitals/Coler  
Donna Gill, NYC Health + Hospitals/Sydenham/A Gotham Health Center  
Rev. Harry Jean, NYC Health + Hospitals/Queens  
Hermin Lewis, NYC Health + Hospitals/McKinney

**NYC HEALTH + HOSPITALS CENTRAL OFFICE STAFF**

Colicia Hercules, Office of Board Affairs  
Sharon McPherson, Office of Board Affairs  
Renee Rowell, Office of Government Relations  
Robb Burlage, Office of Government Relations

**NYC HEALTH + HOSPITALS FACILITY STAFF**

Floyd Long, Chief Executive Officer, NYC Health + Hospitals/Henry J. Carter  
Robert Hughes, Chief Executive Officer, NYC Health + Hospitals/Coler  
Nyron McLeish, Director of Public Affairs, NYC Health + Hospitals/Henry J. Carter  
Sydnee Barton, CAB Liaison, NYC Health + Hospitals/Kings  
Jovemay Mantos, CAB Liaison, NYC Health + Hospitals/Coler  
Angela Cooper, CAB Liaison, NYC Health + Hospitals/McKinney  
Monsey Nieves-Martinez, NYC Health + Hospitals/Coler

**GUESTS:**

Ann Bove, CPHS/NYSNA  
Crystal Rogers, NYSNA  
Maria Velasquez, NYSNA/Harlem

**CALL TO ORDER:**

The meeting of the Community Relations Committee (CRC) was called to order by José Pagán, Ph.D., Chair, NYC Health + Hospitals Board of Directors at 5:35 p.m.

Mr. José Pagán noted that a quorum had been established. He requested a motion for the adoption of the minutes of March 12, 2019. A motion was made and seconded. The minutes were adopted.

**CHAIRPERSON'S REMARKS:**

Mr. Pagán opened the meeting with a warm welcome to all and noted some significant System, facility, CAB and other community developments as follows:

Reported that since the last CRC meeting, NYC Health + Hospitals Board of Directors had convened the 2019 Annual Public Meetings for the boroughs of Manhattan, Bronx, and Queens. Mr. Pagán noted that there had been important system announcements and facility recognitions in each borough and vital testimony from a range of community and labor representatives, including from CAB chairs and members, Auxilians and members. Mr. Pagán noted the remaining 2019 Annual Public Meetings are: Staten Island at Sea View on Tuesday, June 11<sup>th</sup> and Brooklyn at Woodhull on Tuesday, June 18<sup>th</sup>.

Mr. Pagán announced that this year, the CABs Educational Conference and the Marjorie Matthews Annual Volunteers Recognition Barbecue, will be held on the same day and place: Tuesday, July 23<sup>rd</sup> at the Jacobi Corporate Conference Center. The Conference is scheduled from noon until 3:45 p.m. with a kick-off luncheon. The Marjorie Matthews Volunteers Recognition event will start directly after the conference from 4:00 – 8:00 p.m. The system-wide CAB and Auxiliary “Agnes Abraham Leadership Awards” will be presented at the annual recognition event.

Noted was ground breaking for the new, state-of-the-art, flood-resistant, 11-story hospital building and campus for Coney Island Hospital. He noted that the \$922 million renovation includes plans to demolish, replace and repair flood damaged buildings from Superstorm Sandy.

Mr. Pagán reported that in April, 19 NYC Health + Hospitals patient care locations successfully went live with the new EMR, which we named H2O (Health + Hospitals Online), at Harlem, Bellevue and 17 Gotham Health ambulatory care sites. He added that this brings the total number of public hospitals and health centers using this advanced technology to 50 patient care locations with more than 19,000 users system-wide. By 2020, we will have more than 45,000 users unified under a single, shared platform.

Mr. Pagán reported that for National Patient Safety Awareness Week in mid-March, more than 200 employees were recognized. At the annual System-wide Patient Safety Conference, the Presidential Champion Award was presented to the Metropolitan Infection Prevention and Control Team.

Adolescent HPV Vaccination efforts have been expanded at Bellevue; which is receiving a national Champion recognition from CDC, the Association of American Cancer Institutes and the American Cancer Society.

Mr. Pagán informed members of the Board, CAB Chairs and invited guests that earlier this spring, staff from Woodhull and MetroPlus, and the health system's partners from Comunilife, marked the opening of a new 89-unit supportive and affordable housing residence for New Yorkers with special needs. He added that many of them were patients and members of MetroPlus Health Plan. He noted that the new studio apartments had been built in what used to be the hospital's parking lot and will be home to formerly homeless adults living with special needs and low-income community residents.

Mr. Pagán announced that with the help of OneCity Health, NYC Health + Hospitals was able to secure more than \$2 million in special loan forgiveness grants for 17 physicians in exchange for their commitment to continue serving needy New Yorkers in the Health + Hospitals system. He added that, in collaboration with OneCity Health, the system secured \$72M in funding as part of the New York State Care Restructuring Enhancement Pilot. He explained that the pilot aims to train the workforce to better serve the needs of the system's population with managed long-term care or significant behavioral health needs in home-and community-based settings.

Mr. Pagán announced that Elmhurst had earned the prestigious International "Baby-Friendly" designation for promoting the highest level of care for infants through breast-feeding and promoting bonding between mother and baby. He noted that Elmhurst joins nine hospitals in the public health system that have achieved Baby-Friendly designation.

Mr. Pagán concluded the Chairperson's remarks by announcing that in recognition of National Youth HIV/AIDS Awareness Day, Gotham Health/East New York received a grant from the New York City Department of Health and Mental Hygiene to provide young people ages 13 to 24 years HIV prevention services, including pre-exposure prophylaxis (PrEP).

#### **PRESIDENT'S REMARKS:**

**Matthew Siegler, Senior Vice President**

Mr. Siegler began the President's remarks with a warm welcome to Board members, CAB Chairs and invited guests. Mr. Siegler announced that Mayor de Blasio unveiled NYC Care Card on Tuesday, May 7<sup>th</sup> during a press conference at Lincoln. Mr. Siegler added that NYC Care is the key to quality and affordable health care for hundreds of thousands of New Yorkers who cannot afford or are ineligible for insurance. Mr. Siegler continued and noted that when NYC Care launches in the Bronx, on August 1<sup>st</sup>, residents will be able to use their NYC Care card to receive their own primary care provider, get preventive screenings and test and connect to a 24/7 service.

Mr. Siegler concluded his remarks by announcing the appointment of Marielle Kress as the inaugural NYC Care Executive Director. Mr. Siegler added that Ms. Kress most recently served as Director of Federal Advocacy at the American Academy of Pediatrics (AAP) in Washington, D.C. He invited all in welcoming her to NYC Health + Hospitals.

**Mr. Nolan also expanded on the importance of NYC Care in the reduction of unnecessary Emergency Room visit and the connection to a primary care physician for preventive health care.**

#### **NYC Health + Hospitals/McKinney**

Mr. Pagán introduced Ms. Eunice Sebro, representing Antoine Jean-Pierre, Chairperson, NYC Health +Hospitals/McKinney, and invited her to present on behalf of the McKinney CAB.

Ms. Sebro began her presentation by commending the leadership of McKinney. Ms. Sebro added that McKinney remains the Waldorf of Post-Acute Care to serve the community with best of quality care. Ms. Sebro continued and reported the following:

Ms. Sebro reported that the McKinney CAB participates in Community Outreach. She explained that each member takes the initiative to spread the word to various associations, boards and churches about the therapeutic and recreational services at McKinney.

Ms. Sebro reported that the McKinney CAB had also teamed up with the 71<sup>st</sup> Precinct Community Policing

Program. She added that the CAB was instrumental in adding a health component to their agenda. She noted that some of the health presentation included topics such as: Mental Health, Diabetes, Heart disease and Housing. Ms. Sebro added that more than 100 community residents were in attendance.

Ms. Sebro reported the residents' Dinex system of food service at McKinney has been upgraded and improved. Ms. Sebro added that for the summer months, Meatless Mondays, Dinner under the Stars in the backyard, will also be added.

Ms. Sebro concluded her presentation by thanking Mr. David Weinstein, Chief Executive Officer, McKinney, for being a visionary extraordinaire, Maureen McClusky, Senior Vice President, for her support of the CAB and Angela Cooper, CAB Liaison for her continued dedication and commitment. Ms. Sebro continued and stated that "though rocky the road and despite all the changes, McKinney still upholds its core values of giving the best care. The McKinney CAB will continue to support the facility in all its endeavors to ensure quality care; so all can clearly see why McKinney is and remains Brooklyn Post-Acute Care center of Excellence."

A pictorial report was distributed.

### **NYC Health + Hospitals/Coler**

Mr. Pagán introduced Ms. Gladys Dixon, Chairperson of NYC Health + Hospitals/ Coler and invited her to present the CAB's annual report.

Ms. Dixon began the Coler CAB report by thanking members of the Board for the opportunity to present and to share the Coler CAB's activities and thanked Robert Hughes, CEO and his administration for their dedication and commitment to the Coler community. Ms. Dixon continued and reported the following:

Ms. Dixon announced that Coler received a five (5) Star rating from the Center of Medicare and Medicaid Services (CMS).

She informed all that during the CAB's monthly, patient care and full board meetings, the facility's CEO, administrative staff and department heads provide relevant information pertaining to the facility's operational initiatives and healthcare issues.

Ms. Dixon highlighted Coler's accomplishments that included the Music and Memory program. Ms. Dixon added that the program had successfully reduced falls, altercation and usage of antipsychotic medication in residents with dementia.

Ms. Dixon reported on the Coler CAB activities which included: working with facility's ad-hoc committee, attending monthly Council of CABs meetings, quarterly Community Relations Committee meetings, Annual CAB Conference, Board of Directors Annual Public meeting, Lobby Day and a successful Legislative Brunch hosted by the Coler CAB.

Ms. Dixon concluded the CAB's report by reporting that the Coler CAB enjoys sharing of healthcare ideas and activities with other CAB members at the Annual Conference and looks forward to a continuous working relationship in accomplishing quality of healthcare provided to all. Ms. Dixon noted that the Coler CAB is most appreciative to NYC Health + Hospitals' Office of Government and Community Affairs.

Mr. Pagán thanked Ms. Dixon for her report and moved the agenda.

**NYC Health + Hospitals/Carter**

Mr. Pagán introduced Ms. LaShawn Henry, Chairperson of NYC Health + Hospitals/ Carter and invited her to present the CAB's annual report.

Ms. Henry began the Carter CAB's report by greetings members of the Board and introducing herself. Ms. Henry added that she was elected this past October to fulfill the remaining term of the late Ms. Beverly Alston.

Ms. Henry reported that the Carter CAB has an effective Patient Care Committee that meets monthly with the department heads to focus on patient/resident equipment and programs that improve their quality of life programs. Ms. Henry continued and noted that during the holidays, the Carter CAB participated in the purchase of blankets for patients and residents. She added that the blankets added to the overall beauty and enhancement of the patient rooms.

Ms. Henry informed members of the committee that the new system to re-thermal meals the Food and Nutrition Department started last year has been very successful. However, the food and nutrition department took it a step further; a large number of patients took part in "Meatless Mondays." Our very own President Katz and Brooklyn Borough President Eric Adams have been a staunch supporter for clean, healthy eating.

Ms. Henry reported that on February 12<sup>th</sup>, CAB members participated in NYC Health and Hospitals lobby day in Albany, NY. She noted that CAB members met with State Legislators to advocate for additional funding and changes to legislation that has had a critical impact to our funding.

Ms. Henry reported that during the month of March, the CAB hosted a very successful Annual Legislative Brunch which was well attended by over 100 community leaders, local and state representatives. The theme was "Bridging Health through Diversity,"

Ms. Henry reported that the Carter CAB has actively collaborated with local organizations. She added that on September 25<sup>th</sup>, the CAB partnered with the local NAACP branch in assisting a voter registration drive. The successful collaboration resulted in over twenty new registered voters.

Ms. Henry informed members of the committee that on September 30<sup>th</sup>, the CAB and staff members participated in The New Harlem East Merchant Association (NHEMA) in partnership with BHC Building Healthy Communities, NYC Health and Hospitals, New York City DOT, and City Bikes, hosted a "Party on Park." She continued and explained that City Bike New York offered free bike lessons for people with disabilities.

Ms. Henry reported that the Nursing Department met several times with the CAB and reported on their staff training for the patient experience programs. She noted that the information on the structure of the program was informative and that the facility has implemented the system-wide iCARE initiative. She added that the Carter CAB looks forward to hearing more about the results of the training.

Ms. Henry informed members of the Board that the Patient Experience Officer presented the 2018 midpoint patient experience survey results. Overall, there was an increase in almost every category. The highest response were received in the Good and Very Good ratings. A number of ongoing department initiatives have been put in place to continue to improve our overall patient/resident experience.

Ms. Henry concluded her presentation by commending Floyd Long, Chief Executive Officer for his commitment and dedication to the CAB. Ms. Henry added that the Carter CAB is grateful for the assistance and guidance of Jeannette Rosario, Director Public Affairs and Nyron McLeish, CAB Liaison.

**OLD BUSINESS:**

None.

**NEW BUSINESS:**

None.

**ADJOURNMENT**

The meeting was adjourned at 6:20 PM.



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

**NYC HEALTH + HOSPITALS/GOTHAM HEALTH- CUMBERLAND  
2019 Report**

**I. COMMUNITY NEEDS**

1. What are the most significant health care service needs or concerns of your community/communities? Mental Health, Pediatrics, HIV, Dental, Women's Health, Men's Health, Asthma, Diabetes, Hypertension and Teen Health.

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)  
Patient Involvement Testimonies

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

- Yes  No

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

The Administration works closely with the Community Advisory Board in health campaigns, community outreach and a constant presence in the community in order to inform the public of the services it provides and linking the community to said services.

## **II. FACILITY'S PRIORITIES**

1. What are the facility's strategic priorities? To continue providing exceptional health care to our community by improving accessibility and patient flow.
2. Describe how the CAB provides input into the development of the facility's strategic priorities? Based on the monthly reports the CAB receives from the Administrator, Medical Director, Operations, Nursing, Behavioral Health, ACP and Community Relations, they afforded the opportunity to give feedback and recommendations. In addition, members attend the facility for services and have direct input through personal experience.
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

## **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? Wait time to be seen by a provider. However, Administration continues to devote themselves to addressing this issue as it arises.
3. What are the most frequent compliments provided by patients/residents? Patients compliment the facility on its cleanliness and are enjoying the recent upgrades and aesthetic improvements.

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	<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? 21
2. What are current numbers of members? 18 What are current numbers of vacancies? 3
3. What were the membership recruitment activities conducted by CAB this year? Public meetings, NYCHA meetings and presentations.
4. Do the CAB's recruitment efforts include outreach to new population groups in the community?

Yes  No

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

Patient Care – This committee has the responsibility of acting as a patient care advocate for the community and as an advocate of quality patient care. This committee monitors the delivery of health care at the facility and makes recommendations to the Executive Director as it relates to the delivery of care.

Finance – This committee reviews, advises and makes recommendations to the Executive Director on proposals relating to the Finance and Capital Projects of the facility.

Community Relations – The mission of the committee is to help establish priorities within the facility’s programs. The committee recommends programs aimed at developing and maintaining good relationships with all of the communities served by the facility. The committee also participates with other groups and agencies in the development of community plans in health care and considers and advises the facility upon matters concerning the development of plans and programs of the facility.

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.  
Attendance at the Community Board meetings.

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?

11. Describe the CAB's involvement in its facility's outreach activities? Go Red for Women, Annual Back to School Health Fair, American Cancer Society's Making Strides Against Breast Cancer / Real Men Wear Pink, Albany Lobby Day, Gotham Health Prom Drive, Behavioral Health events and our Annual Legislative Forum.

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. Expand Insurance Options
2. Signage/Visibility of the Facility to the community

Sharon Olin - Henderson  
CAB chairperson

5/6/2019

Michelle Clarke  
AED Cumberland

5/10/2019



**2019 REPORT TO THE COMMUNITY RELATIONS COMMITTEE  
OF THE HEALTH + HOSPITALS BOARD OF DIRECTORS**

**NYC HEALTH + HOSPITALS/JACOBI  
COMMUNITY ADVISORY BOARD**

**I. COMMUNITY NEEDS**

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

Diabetes, obesity, asthma, heart disease, mental health/behavioral issues, gun violence and opioid abuse continue to be the most significant health concern affecting our community.

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)

- Health Awareness Events

- CAB sponsored Annual Mental Health Conference which focused on "Mental Health Legislation & Advocacy" and "Day-To-Day Operations Of A Mental Health Center" focused on the new Mental Health Education Law that requires that mental health education be taught in junior high and high schools. Speakers included Glenn Liebman, CEO, Mental Healthy Association in New York State (MHANYS) and Ellen Pendeger, CEO MHANYS Ulster County. The conference was attended by approximately 100 people (hospital staff, CAB members, and community members).

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

yes

no

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

Facility leadership addresses these concerns by health awareness events throughout the year and through the efforts of SUV (Stand Up To Violence) the first hospital-based cure violence program in NYS; and opioid abuse awareness and prevention programs.

Additionally, health messages are communicated in public areas of the facility via its flatscreen system, health education materials (and free screenings) are available at the facility's Farmer's Market

## II. FACILITY'S PRIORITIES

1. What are the facility's strategic priorities?

Jacobi is committed to the health and well-being of all New Yorkers and offers a wide range of high quality and affordable health care services to keep patients healthy and to address the needs of the diverse populations of the Bronx. The facility's strategic priorities include improving the patient experience; Leading the Way to Zero (no hospital acquired patient illness); improving our fiscal responsibility through better documentation and billing; and the continued improvement of the quality, safety and efficiency of our services.

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

The CAB is provided presentations directly from leadership, including ongoing updates and information from the Chief Executive Officer, and whenever appropriate from the Medical Director, Chief Nursing Officer, Senior Leadership, Chief Financial Officer, Department Chairs, Physicians, and Administrators. These sessions keep CAB members



informed and provide opportunities for them to raise questions and have issues to be addressed.

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

### **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?

Most frequent complaints raised include wait time in the ER and patient access to care.

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

Patients frequently compliment the medical staff on the medical attention they receive, the comprehensiveness of the care, and the kindness of staff. Patients also compliment the facility on its unique services. Patients and visitors frequently comment on how attractive the facility is, from the renovated buildings to the immaculate and safe exterior grounds (e.g., lighting, security systems, pathways, plantings, and benches).

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	<input type="checkbox"/>	<input type="checkbox"/>	X
Condition	<input type="checkbox"/>	<input type="checkbox"/>	X
Appearance	<input type="checkbox"/>	<input type="checkbox"/>	X

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? 15-27
2. What are current numbers of members? 13 What are current numbers of vacancies? 2

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

CAB members promote the CAB in the community and interested individuals are invited to attend meetings as guests. Posters, flatscreen shown throughout hospital lobbies and ads in local newspapers promote the CAB and CAB sponsored events. These events, open to the public, bring attention to the role of the CAB – for example, the annual September 11<sup>th</sup> Memorial Procession, the Legislative Forum, and the annual Mental Health Conference.

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

Yes                       No

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

The CAB has regular scheduled meetings throughout the year, including invitations to attend hospital conferences. The CAB has several sub-committees that meet as needed. These sub-committees include: Emergency Department, Behavioral Health Services, and HIV/AIDS. The sub-committee members are kept informed of new developments in the service and share this information at regular CAB meetings. In addition, a designated CAB member participates regularly in the hospital's monthly Patient Experience Committee – hearing directly patient experiences and providing a consumer perspective, advice and guidance.

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.

Community (planning) Board representatives are provided information on NYC Health + Hospitals initiatives, hospital services, news and events, and healthcare information which they can distribute to the Community Boards either through printed materials or emails. CAB members in general distribute information regarding the facility within the 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

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

CAB members did not provide testimony but were present.

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

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

CAB members attend and support facility events, including Ribbon Cuttings, health fairs, health campaigns and hospital conferences, such as the Annual Social Work Disaster Response Conference. They also are involved in outreach activities by sharing information and distributing information about the hospital (e.g., new programs, services, events, etc.) in the community.

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.
- 3.

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

Signatures:

CAB  
Chairperson: Sylvia Lusk /xk

Date: 8/20/19

Executive  
Director: 

Date: 8/20/19



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

**NORTH CENTRAL BRONX COMMUNITY ADVISORY BOARD**

**I. COMMUNITY NEEDS**

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

*The most significant health concerns affecting our community continues to be the high rate of chronic disease such as diabetes, obesity, heart disease, respiratory disease including asthma, and mental health/behavioral issues. Another concern is the population of un-insured in our community and in NYC*

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)

*Health Awareness Events, Outreach, NYC Care Tabling*

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

Yes

No

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

*Facility leadership addresses these concerns in a variety of ways, including: participating in system wide initiatives, providing specialty practice sessions, sponsoring health fairs where health education materials are distributed and free screenings are offered, and promotion of a Farmer's Market near the hospital.*

**II. FACILITY'S PRIORITIES**

1. What are the facility's strategic priorities?

*The facility's strategic priorities include Service Excellence initiative aimed at encouraging our staff to embrace standards of behavior for service excellence so we can provide the best care experience for our patients and community. Also, a strategic priority continues to be becoming one of the safest hospitals in the nation. NCB also aims to develop a diversified payor mix essential for fiscal responsibility, and employs performance improvement initiatives to continue to improve the safety, efficiency and quality of its services and systems.*

*Senior staff and the Community Advisory Board engage in discussions regarding the planning and promotion of services. Several CAB members attend community meetings so they can provide valuable feedback and input from the community.*

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

*The CAB is provided presentations directly from the Executive Director, Leadership, including Physicians, Nursing Leaders, Finance and Administrative Leaders. These sessions provide information on key performance indicators, relevant healthcare issues, services and events and provide opportunities for CAB members to raise questions and issues to be addressed.*

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

### **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?



*Most frequent complaints raised are regarding communication.*

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

*Patients frequently compliment the expertise of our medical staff and the quality of care they receive. NCB is a community hospital, serving generations of families, and patients remark that they feel comfortable and well-cared for in a familiar, compassionate setting.*

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	<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? 15 to 27
2. What are current numbers of members? 16 What are current numbers of vacancies? 11
3. What were the membership recruitment activities conducted by CAB this year?

*CAB members reach out to individuals in the community regarding the board and interested individuals are invited to attend meetings as guests. Also, special CAB sponsored events bring attention to the role of the CAB, for instance, participation in the annual 9/11 Memorial Procession and the Legislative Forum. Additionally, CAB participation in community health fairs also brings attention to the role of the CAB.*

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

Yes

No

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

*The CAB has a yearly calendar of regular meetings and/or special events, including healthcare conferences.*

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.

*Community Planning Board representatives on the CAB receive information and informational handouts on the hospital (e.g., services, initiatives, events, news, etc.) and also on NYC Health+ Hospitals initiatives that they can distribute at Community Board meetings.*

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

*The CAB participated in a Legislative Forum that was strongly promoted within the community for attendance. CAB members, elected officials, community board leaders, community members and staff attended.*

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

Yes

No

*CAB members do not provide testimony but they are present at Annual Public Meetings.*

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

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

*CAB members support the facility's outreach activities by attending health fairs, flu shots campaigns, and relevant hospital conferences. In addition, the CAB supports outreach activities by distributing communication and health materials in the community. Recently two of our CAB members were provided with NYC Care Ambassador Training to share the information via community outreach.*

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.
- 3.
- 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:

8/23/19

Executive Director:



Date:

8/23/19