



COMMUNITY RELATIONS COMMITTEE  
OF THE BOARD OF DIRECTORS

November 12, 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  | Robert Nolan   |
| II. Adoption of September 10, 2019<br>Community Relations Committee Meeting Minutes | Robert Nolan   |
| III. Chairperson's Report   | Robert Nolan   |
| IV. CEO President's Report  | Eric Wei, M.D. |
| V. Information Items (Annual CAB Reports):  |                |
| a. NYC Health + Hospitals/Woodhull  | Jessica Arocho |
| b. NYC Health + Hospitals/Harlem  | William Hamer  |
| c. NYC Health + Hospitals/Sydenham  | Everett Person |
| VI. Old Business  |                |
| VII. New Business   |                |
| VIII. Adjournment   |                |



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

September 10, 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

Eric Wei, M.D., Representing Dr. Katz, President in a voting capacity

**COUNCIL OF THE COMMUNITY ADVISORY BOARDS**

Rosanne DeGennaro, Chairperson, NYC Health + Hospitals/Coney Island

Gary Delemonthe, Chairperson, NYC Health + Hospitals/Coler

Anthony Andrews, Ph.D., Chairperson, NYC Health + Hospitals/Queens

Donna Gil, (representing Everett Person Chairperson, NYC Health + Hospitals/Sydenham)

John Roane, Chairperson, NYC Health + Hospitals/Bellevue

John Breceovich, Chairperson, NYC Health + Hospitals/Metropolitan

Enrique Cruz, Chairperson NYC Health + Hospitals/Gouverneur (excused)

Warren Berke, Chairperson, NYC Health + Hospitals/Kings

Esme Sattaur-Lowe Chairperson, NYC Health + Hospitals/NCB

Sylvia Lask, Chairperson, NYC Health + Hospitals/Jacobi

Carlos Cortez, Chairperson, NYC Health + Hospitals/Elmhurst (excused)

William Hamer, Chairperson, NYC Health + Hospitals/Harlem

Jacqueline Narine, NYC Health + Hospitals/ Cumberland (excused)

Antoine Jean-Pierre, Chairperson, NYC Health + Hospitals/McKinney

LaShawn Henry, Chairperson, NYC Health + Hospitals/Henry J. Carter (excused)

Jessica Arocho, Chairperson, NYC Health + Hospitals/Woodhull

**FACILITY COMMUNITY ADVISORY BOARD MEMBERS**

Gloria Thomas, NYC Health + Hospitals/Kings

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

Claude Browne, NYC Health + Hospitals/McKinney

Eunice Sebros, NYC Health + Hospitals/McKinney

Michelle Griffith, NYC Health + Hospitals/Kings

Donna Gill, NYC Health + Hospitals/Sydenham/A Gotham Health Center

Rev. Harry Jean, NYC Health + Hospitals/Queens

Cheryl Alleyne, NYC Health + Hospitals/North Central Bronx

Gladys Dixon, NYC Health + Hospitals/Coler

Judith Benitez, NYC Health + Hospitals/Jacobi

**NYC HEALTH + HOSPITALS CENTRAL OFFICE STAFF**

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

**NYC HEALTH + HOSPITALS FACILITY STAFF**

Christopher Mastromano, Chief Executive Officer, NYC Health + Hospitals/Jacobi  
Sydnee Barton, CAB Liaison, NYC Health + Hospitals/Kings  
Jovemay Mantos, CAB Liaison, NYC Health + Hospitals/Coler

**GUESTS:**

Ann Bove, CPHS/NYSNA  
Crystal Rogers, NYSNA  
Ludwig Jones, Consumer  
Ed Shaw, Consumer

**CALL TO ORDER:**

The meeting of the Community Relations Committee (CRC) was called to order 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 May 14, 2019 meeting. A motion was made and seconded. The minutes were adopted.

**CHAIRPERSON REMARKS:**

Mr. Pagán opened the meeting by expressing grief and sorrow with the passing of Mrs. Josephine Bolus, longtime Community Relations Committee Chair and colleague. Mr. Pagán reflected on her many leadership and personal contributions to NYC Health + Hospitals patients and communities. He added that Mrs. Bolus made the Community Relations Committee so real and influential, including the launch of the Marjorie Matthews Annual Advocacy and Volunteer Recognition Awards event 15 years ago.

Mr. Pagán stated that as the City Council-designated Brooklyn representative, “Mrs. Bolus was a committed, passionate and very vocal NYC Health + Hospitals Board member for more than two decades. A proud Registered Nurse, she served Health + Hospitals for twenty-eight (28) years. Josephine Bolus will be very deeply missed.”

Mr. Pagán asked for a moment of silence in her memory.

Mr. Robert Nolan, offered reflections and words of condolences regarding the passing of Mrs. Bolus and announced the passing of George Rodriguez, NYC Health + Hospitals/Lincoln CAB Chair and community activist and advocate.

Mr. Pagán reported that the Board 2019 Annual Public Meetings were held from April 2nd through June 18<sup>th</sup> and noted that there were important system announcements and borough facility recognitions by Dr. Katz along with vital testimony from a range of community and labor representatives, including from CAB chairs and members, Auxilians, staff and patients. He added that most visible were expressions of concern by nurses and members of NYSNA regarding nursing staff shortages and problems at most facilities.

Mr. Pagán reported that the most recent Marjorie Matthews awards recognition event was held as a “double-header”, immediately following the Council of CABs Educational Conference, in the Corporate Conference Center at Health + Hospitals/Jacobi in the Bronx. He added that upwards of three hundred CAB members, Auxilians, and staff participated and noted that the now traditional barbecue, DJ music, and MetroPlus-contributed ice cream were reportedly thoroughly enjoyed by those in attendance. Mr. Pagán noted special awards for CAB service and leadership were presented to CABs Council Chairperson and Chair of Metropolitan CAB J. Edward Shaw and to Gladys Dixon, Chair of the Coler CAB, special longevity of service awards were presented to Lulu King of the Harlem Auxiliary and to Dr. Mary Ann Chiasson of the Children of Bellevue Auxiliary. Dr. Katz presented a tribute to all volunteers.”

Mr. Pagán reported that on August 1<sup>st</sup> was the launch of NYC Care in the Bronx and is scheduled to be implemented throughout the remainder of the City by end of 2020. Mr. Pagán noted that NYC Care provides coverage for all uninsured New Yorkers, including undocumented immigrants providing them with an assigned, community-based primary care practitioner and access to comprehensive online scheduling capacity, as well as continuation of care. Mr. Pagán added that since the launch, there has been great

success with enrollment, which has included partnerships with community-based organizations that employ certified application counselors.

Mr. Pagán reported that NYC Health + Hospitals will also work to ensure that NYC Care members have 24/7 pharmacy access, through extended pharmacy hours at all our hospitals and health center-based pharmacies in the Bronx and through a new arrangement with a 24 hour retail pharmacy in the Bronx for emergency prescriptions overnight.

Mr. Pagán reported that NYC Health + Hospitals is collaborating with the NYC Fire Department (FDNY) and the Regional Emergency Management Council (REMAC) to explore a new federal demonstration program from the Center for Medicare and Medicaid Services (CMS). The Emergency Triage, Treat, and Transport (ET3) model provides greater flexibility so that the City of New York could avoid 189,000 ambulance transports to emergency rooms per year. That is over 500 each day, as our 11 acute care facilities have some of the busiest emergency departments in the city.

Mr. Pagán reported that NYC Health + Hospitals/Elmhurst in June opened a new Medical Primary Care Center designed to support the health system's focus on expanding primary and preventive care to keep communities healthy and out of the hospital. The new outpatient center will bring together a diverse team of clinical experts to offer a wide range of internal medicine, women's health, mental health and adolescent health services in one space. With funding from the State, NYC Health + Hospitals invested approximately \$1 million to cover the cost of the renovations and new equipment.

Mr. Pagán reported that NYC Health + Hospitals' full-service community health center on Staten Island, the NYC Health + Hospitals/ Gotham Health Vanderbilt, now nearing the one year mark, will now offer Saturday and additional evening hours to expand access to primary and preventive health services to the community.

Mr. Pagán reported that NYC Health + Hospitals' announced earlier this summer that all 11 public hospitals would host free opioid overdose and naloxone training and dispensing events by the end of 2019. Mr. Pagán noted that as part of HealingNYC initiative, this program will train community members and non-clinical hospital staff to recognize an opioid overdose and properly and safely administer naloxone medication. Naloxone kits will be distributed free to all participants to empower friends, family and other community members to serve as first responders during a potential overdose.

Mr. Pagán also reported that in July a comprehensive, primary care-centered diabetes management program was launched that included investments in new clinical pharmacy staff, equipment, and telehealth strategies to help improve the health of more than 60,000 New Yorkers with diabetes who receive care in our system. Mr. Pagán noted that this program supports patients with uncontrolled diabetes, and help them adhere to their medications, monitor their vision, peer counseling, and empower them to take charge of their health with the help of a clinical pharmacist, teleretinal screening, and phone peer mentors, with a "Coach in Your Pocket" Smartphone App.

Mr. Pagán concluded the Chairpersons' remarks by congratulating NYC Health + Hospitals/North Central Bronx who in early summer opened a renovated and expanded midwifery unit.

**PRESIDENT REMARKS:**

**Eric Wei, M.D.,**

Dr. Wei began the President's remarks by congratulating new CAB chairs and others who assumed leadership positions on the CAB's Council. He added that the Administration looks forward to a continued strong collaboration and working relationship to make NYC Health + Hospitals an even better place for our staff and patients. Dr. Wei continued and gave the following updates:

**Epic**

Dr. Wei reported that Health + Hospitals went live in July at Lincoln, Jacobi, North Central Bronx and Metropolitan and their associated Gotham Health Clinics, which brings the count to 10 out of 11 acute hospitals and their associated community clinics now using our modern, integrated electronic health record system (H20). Dr. Wei added that under the leadership of Kevin Lynch, CIO, and Kim Mendez, CHIO, NYC Health + Hospitals compressed the implementation timeline.

**NYC Care**

Dr. Wei reported that there had been two thousand plus enrollments in the first two weeks alone. Dr. Wei added that there was enrollments by patients from every zip code in the Bronx and that 100% of new patients have been offered Primary Care appointment within 2 weeks. He added that hundreds of medications were filled during expanded hours at our pharmacies.

**Public Meetings**

Dr. Wei reported that NYC Health + Hospitals Board of Directors completed the 2019 public meetings in each borough. Dr. Wei thanked members of the CABs for attending and raising their concerns to the NYC Health + Hospitals Board and leadership.

Dr. Wei reported that the NYC Health + Hospitals administration took all the issues very seriously and the response are now posted on the website.

**Public Charge**

Dr. Wei reported that the Trump administration announced public charge rule in August with plans to take effect on October 15, 2019 Dr. Wei noted that immigrant patients not impacted by the proposed rule are patients who are pregnant and on Medicaid and patients using emergency Medicaid.

Dr. Wei informed members of the Committee, CAB Chairs and invited guests that accessing NYC Health + Hospitals NYC Care or Health + Hospitals Options would not cause someone to be identified as a "public charge." Dr. Wei noted that NYC Health + Hospitals is offering free confidential legal help through our partners, LegalHealth. Dr. Wei reminded all that NYC Health + Hospitals mission remains intact -we welcome everyone, no matter what their immigration status or income and that our commitment to this mission remains steadfast.

Dr. Wei concluded the President's remarks by adding NYC Health + Hospitals is monitoring events in Washington D.C. closely.

## NYC Health + Hospitals/Jacobi

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

Ms. Lask began her presentation by announcing that this was another meaningful and productive year for the Jacobi CAB. Ms. Lask thanked Christopher Mastromano, CEO for his leadership and guidance.

Ms. Lask reported that last year's annual 9/11 Memorial 2018 event was well attended by CAB members, community members, elected officials, district leaders and staff. She added that the event was held at the 9/11 Jacobi Memorial Garden which was established and designed to pay homage to the Bronx victims of 9/11. This memorial garden is always accessible to the public. She announced that tomorrow the Jacobi CAB would be commemorating the 18th anniversary of 9/11.

Ms. Lask reported that in lieu of a Legislative Forum this year, the Jacobi CAB decided to have a roundtable to allow a more private and direct conversation between senior staff, CAB members, and the elected officials regarding Jacobi's needs. Ms. Lask noted that Assemblywoman Fernandez and Councilman Gjonaj provided significant information in the discussion on legislative and fiscal issues that affect healthcare, and vowed to support Jacobi and public hospitals.

Ms. Lask reported that the Jacobi CAB sponsored an annual Mental Health Conference in recognition of May being National Mental Health Awareness month. She noted that this year's presentation on "Mental Health Legislation & Advocacy" was by Glenn Liebman, CEO of the Mental Health Association in NYS (MHANYS) focused on the recent Mental Health Education Bill and its successful impact. In addition, Ellen Pendeger, CEO MHANYS Ulster County presented on "Day to Day Operations of a Mental Health Center." Ms. Lask noted that these comprehensive presentations were followed by a discussion with CAB members on mental health concerns, issues and advocacy efforts in the community.

Ms. Lask noted that Mr. Mastromano provides a comprehensive update along with executive and clinical leadership at Jacobi CAB meetings. She added that the CAB members learn about health issues facing the community, and the hospital's initiatives, services and unique programs to address these and other concerns.

Ms. Lask reported that the CAB is kept informed of relevant information as it occurs throughout the year. She added that the CAB also receives current information through its Emergency Department and Mental Health sub-committees, and participated in the annual Social Work Disaster Response Conference.

Ms. Lask stated that, "Jacobi is committed to being one of the safest hospitals in the nation. She added that Jacobi's executive leadership sets a high standard for ongoing improvement hospital-wide, service excellence and patient satisfaction."

Ms. Lask concluded her presentation by stating, "Our CAB is proud of Jacobi's long history of medical accomplishments and innovations, unique services and programs, and staff members who are dedicated, knowledgeable and compassionate."

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



**NYC Health + Hospitals/North Central Bronx (NCB)**

Mr. Pagán introduced Ms. Esme Sattaur-Lowe, Chairperson of the NYC Health + Hospitals/North Central Bronx CAB, and invited her to present her report.

Ms. Sattaur-Lowe began her presentation by thanking members of the Committee for the opportunity to present the NCB CAB annual report.

Ms. Sattaur-Lowe reported that the NCB CAB receives periodic updates from Administration throughout the year on all services and outreach efforts, and that the CAB continues to promote those services and outreach events.

Ms. Sattaur-Lowe reported that NCB had opened a renovated and expanded OB Midwifery Unit in February 2019. She added that patients and staff are enjoying the new space, which has improved access and patient experience.

Ms. Sattaur-Lowe reported that NCB started a mentoring program for middle school, and high school aged students to expose them to internships in the health care field.

Ms. Sattaur-Lowe reported that the community's most significant health issues include obesity, diabetes and hypertension. She added that clinicians address these health issues and provide ongoing education and screening during community outreach.

Ms. Sattaur-Lowe reported that the community is concerned about the demand for services for geriatric patients and families with psychiatric disorders. She noted that a special and unique Geri-Psych Unit at NCB is addressing the need. She also added that the care of patients with substance abuse disorders is also a key issue. She noted that North Central Bronx is working with the Bronx District Attorney's Opioid Task Force to help address this issue by assessing and developing strategies with the Pharmacy and Ambulatory Departments.

Ms. Sattaur-Lowe reported that during the Month of August, the CAB participated in NCB's annual Back to School Health Fair. She added that it was a very successfully event with over 400 people in attendance with representation of both City and local community organizations. She noted that NCB CAB promoted NYC Care, which helps all those unable to obtain health insurance to get access to health care with little to no cost.

Ms. Sattaur-Lowe announced upcoming special events that included the Annual 911 Memorial Event sponsored by the NCB CAB, in collaboration with the Jacobi CAB. She added that the event is a solemn and moving ceremony to honor the victims of September 11.

Ms. Sattaur-Lowe concluded her presentation by informing Committee members, CAB Chairs and invited guests that North Central Bronx is a hospital that has provided quality healthcare to generations of families. It is a hospital that members of the community trust, having received compassionate care from experienced providers. She added that the NCB CAB is proud of the hospital and the community and will continue to work to make both stronger.

Mr. Pagán thanked Ms. Sattaur-Lowe for her presentation.

Hearing no old business or new business, Mr. Pagán adjourned the meeting at 6:00 p.m.



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

**WOODHULL HOSPITAL**

**I. COMMUNITY NEEDS**

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

- Diabetes
- Hypertension / High Blood Pressure
- Heart Disease, High Cholesterol, Stroke
- Obesity
- Mental Illness
- Asthma and other Breathing Issues
- Alcohol and/or Drug Use
- Cancer

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)

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

- Yes                       No

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

- Ongoing recruitment for specialists, including psychiatrists.
- Expanding Ambulatory Care area for better efficiency / experience.
- Outreach / public health education and screening in the community.

## II. FACILITY'S PRIORITIES

1. What are the facility's strategic priorities?
  - Expand ambulatory services – primary, specialty and surgery
  - Expand and renovate Emergency Services to better accommodate large volume of patients.
  
2. Describe how the CAB provides input into the development of the facility's strategic priorities?
  - CAB members provides input to leadership at monthly CAB meeting
  - CAB members participate in various hospital planning, quality and finance committees.
  
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?
  - Long waiting time in the Emergency Room (ER)
  - Lack of privacy in the ER because of overcrowding
  
3. What are the most frequent compliments provided by patients/residents?
  - Cleanliness of the facility
  - Overall improvements in services and operations
  - Good quality of care

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 checked="" type="checkbox"/>	<input 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? 24
2. What are current numbers of members? 17  
What are current numbers of vacancies? 07
3. What were the membership recruitment activities conducted by CAB this year?
- Word of mouth
  - Networking with community organizations
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.
- Finance – To review financial performance
  - Ambulatory Care – To monitor ambulatory care operations and provide input/suggestions to improve performance in areas like access, cycle time, services and patient experience.
  - Patient experience / advisory council – To provide feedback to leadership regarding patient satisfaction and ways to recruit and retain patients.
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.
- Facility's capital needs are provided to Community Boards and they have been included in overall Community Board's capital needs plan.
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
- Participated in H+H meeting at Woodhull.
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 and ongoing.

11. Describe the CAB's involvement in its facility's outreach activities?  
CAB Chair and members accompany CEO and team to meetings with community organizations and elected officials.

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.

Community Advisory Board Report  
Page 6

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

Signatures:

Jessica Arocho

Date:

10/7/19

CAB Chairperson: Jessica Arocho

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Signature:

Gregory Calliste

Date:

10/7/19

Executive Director: Gregory Calliste





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

**NYC Health + Hospitals/Harlem - 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 care service needs or concerns of the community and communities served by NYC Health + Hospitals/Harlem are:

Heart disease and high blood pressure, diabetes, drug use, including opioids, mental health disorders, including depression and asthma.

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)

Published literature NYC Health + Hospitals and One City Health –  
2019 Community Health Needs Assessment,

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

yes     no

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

Heart disease and high blood pressure:

Through Project RED the hospital has increased the number of Care Managers who oversee Care of Patients with Congestive Heart failure through to address cardiovascular disease. Disease management strategies have been enhanced through the Harlem Healthy Hearts Initiative which has led to a positive reduction in readmissions for patients with congestive heart failure and other cardiovascular diseases. Furthermore, patients with hypertension are enrolled in Hypertension Target to Treat Pathway Program to improve clinical outcomes. This program ensures that patients are educated on controlling their high blood pressure. The Hospital continues to target early detection and diagnostic and treatment services to provide effective management strategies for this disease. Social workers assess a patient's eligibility for home care support upon discharge.

Post-discharge, each patient receives an appointment for follow-up in the cardiology clinic within one week. Patients also receive a post-discharge call to ensure they are compliant with medications, dietary restrictions, appointments and not exhibiting any signs or symptoms of heart failure. The system in effect provides a safety net, helping patients stay healthy in their community and prevents readmission to the hospital. Staff members also enroll eligible patients in Cardiovascular Risk Registry.

**Diabetes and Obesity:**

Patients are enrolled in the Diabetes Registry, which helps the patient and providers to monitor the management of disease and ensure patients have received appropriate screenings. The Chronic disease management program has implemented aggressive follow-up with non-compliant patients. Also, Certified Diabetic Educators constantly provide patient education on diabetes self-management. Thanks to the Implementation of the NYS Medical Home Demonstration Project, the percentage of patients who are compliant with an A1C exam has increased 10% compared to 2014 data. The Hospital continues to access early detection, diagnostic and treatment services, and support groups to provide effective management strategies for Diabetes. Preventive and early detection interventions are offered through nutritional counseling, diabetes support groups, and cholesterol screenings.

Bariatric Surgery Service provides a comprehensive continuum of services including medical, surgical, nutritional, educational, and psychological services required to support patients through their Bariatric procedures and post-operative recuperation and transition. In FY'16 there were 469 and FY'17 430 cases of bariatric surgery performed.

Hip Hop Healthy Eating and Living in Schools is an innovative program that focuses on the need to increase children's and parents' understanding and knowledge of calorie intake and weight management as it relates to chronic medical conditions. Targeting pre-adolescent children in communities with a disproportionate burden of obesity and its related illnesses, this program delivers an interactive multi-media, educational interventions, using music and animation, to children and their parents. The program seeks to help them develop the skills required to make behavioral changes to maintain or initiate a healthy lifestyle.

Shape Up NYC is a free family fitness program that is offered throughout the five boroughs via collaboration between the New York City Department of Health and Mental Hygiene, New York City Department of Parks and Recreation, and Equinox Fitness Clubs. NYC Health + Hospitals/Harlem currently offers daily Shape Up NYC classes, Kickboxing and Zumba. Over 200 community members and hospital staff have participated in the Shape Up NYC program since its inception. Many of the

participants have reported decreases in weight and blood pressure, diminished stress levels, and improvements in mood and productivity as a result of their participation in the program.

GirlTrek is the largest nonprofit for African-American women and girls in the United States. With nearly 100,000 neighborhood walkers, GirlTrek encourages women to use walking as a practical first step to inspire healthy living, families, and communities. As women organize walking teams, they mobilize community members to support monthly advocacy efforts and lead a civil rights-inspired health movement.

## II. FACILITY'S PRIORITIES

### 1. What are the facility's strategic priorities?

Facility strategic plan: Improve the Patient Experience, Improve Employee Engagement, Increase Access Market Share & Outreach, Cost Reduction Strategies, Workforce Development and Modernization projects.

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

Members of the CAB participate in key committees held throughout the hospital. CAB members attend the Patient Family Advisory Council, the Hospital Wide Patient, and the Medical and Dental Executive Committee meetings and collaborate with staff to ensure that access to quality healthcare is at the forefront of all discussion.

### 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

The Chief Nurse Executive provides quarterly reports on patient satisfaction and the patient experience

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

- Care
- Attitude
- Communication
- MD availability
- Lost Property
- Primary Care

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

- *Quality of care*
- *Kindness and pleasant demeanor.*
- *Interpersonal relationships between staff and patients.*
- *More flexible clinic hours and weekends clinics.*
- *Cultural diversity of staff complements the cultural diversity of the patient population.*
- *Commitment of the providers and staff to the community.*
- *Hospital provides social services, financial and legal assistance, Mental Health, Women Infant Children (WIC) Supplement Food Program, AIDS Center of Excellence, Bariatric Center of Excellence, Patient Centered Medical Home, Quit Smoking Program, and Project RED Congestive Heart Failure Project.*
- *Strong collaborations with community organizations*
- *Hospital's physicians are experts in their fields.*
- *Hospital has unique sub-specialties including Burn Unit; Plastic Surgery, Interventional and Muscular-Skeletal Radiology and sub-specialties for reconstructive facial surgery.*
- *NYC Health + Hospitals/Harlem is the only acute care facility in Harlem*
- *Ability to secure grant funds for special initiatives to bridge gaps in service.*
- *Patient-centered leadership empowers management staff to rise to their potential.*

*Progressively enhancing the Information Technology Infrastructure to enhance the quality of care and communications.*

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?

25

2. What are current numbers of members? 17 What are current numbers of vacancies? 8

3. What were the membership recruitment activities conducted by CAB this year? The Membership Committee provided membership information and applications to the community at the Harlem Week Annual Health Fair. Also, the Membership Committee makes monthly announcements at the CAB Full Board Meeting and encourages CAB members to refer applicants to the Board.

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.

Membership Committee – this committee reviews applications, nominations, and recommend appointments to the applicable appointing source. The Committee convenes periodically as the need arises for new/replacement members.

Patient Care Committee – this committee served by all CAB members serves as liaisons with departments within the hospital to evaluate the medical care and

**Community Advisory Board Report**  
**Page 6**

services rendered to patients. The Committee reports its findings and recommendations to the Board.

**Annual Public Meeting Committee – this committee is responsible for the planning and executing the CAB Annual Public Meeting.**

**Legislative Breakfast Committee – this committee is responsible for the planning and executing the CAB Legislative Breakfast**

**By-Laws Committee – this committee is responsible for reviewing the proposals of the Board for amending the By-Laws and reporting to the membership.**

**Mental Health Committee – this committee with the facility Chief of Psychiatry are responsible for organizing awareness seminar and informational events.**

- 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 Board Members who are members of the CAB share reports and activities during monthly Community Board and Health Committee 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?

N/A

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

- Active participants in Harlem Week 2019
- Harlem Advocates for Seniors
- Community Centers
- Senior centers

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. Healthy Harlem 101
2. American Heart Association "Get with the Guidelines" for Stroke
3. U.S. News & World Report On High Performers List for heart failure
4. Dr. Gerald Fletcher Appointed to Accreditation Council for Graduate Medical Education (ACGME)

Community Advisory Board Report  
Page 8

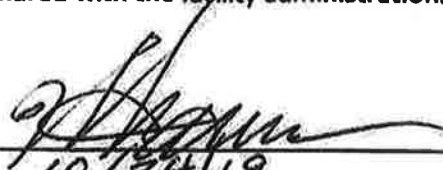
**NOTE:** The comments in this report represent the consensus of the entire membership and have been shared with the facility administration.

Signatures:

CAB

Chairperson: \_\_\_\_\_

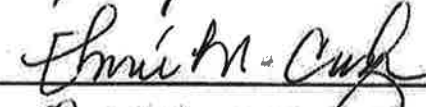
Date: \_\_\_\_\_

  
10/24/19

Executive

Director: \_\_\_\_\_

Date: \_\_\_\_\_

  
October 25, 2019





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

**NYC HEALTH + HOSPITALS/GOTHAM HEALTH, SYDENHAM  
COMMUNITY ADVISORY BOARD**

**COMMUNITY NEEDS**

- What are the most significant health care service needs or concerns of your community/communities?
  - AIDS and HIV
  - Asthma
  - Cancer
  - Developmental Evaluation & Early Intervention
  - Diabetes Counseling & Treatment
  - Heart Disease
  - Hypertension Counseling & Treatment
  - Mental Health and Counseling
  - Obesity (Children & Adult)
  - Opioid and Heroin Counseling & Treatment
  - Prenatal Care
  - Sickle Cell
  - Smoking
  - Social Services
  
- How were these needs/concerns identified? (Please check all that apply).
  - X Community Board(s) meetings
  - X Other Public Meetings
  - Needs Assessments
  - Surveys
  - X Community Health Profile Data
  - Reports from Community Organizations
  - X Other Activities (please list)
    - CAB Vice Chair Attend Lobby Day to Albany, N.Y. on February 12, 2019
    - CAB member attended PAL's annual Girl Sports Day, April 26, 2019 at PAL Harlem Center, 441 Manhattan Avenue
    - CAB Chair and Co-chair attend NYC Health + Hospitals CABs Conference, April 23, 2019
    - CAB Chair and Co-chair met with Leadership, May 16, 2019

- CAB hosted Sydenham's Harlem Week Children Village booth with Renaissance Auxiliary, August 17, 18, 2019. Members gave out back packs, school supplies, MetroPlus insurance information, health literature and information on our health services, centers and programs.
- CAB partner with NAACP Mid-Manhattan Branch Civic Engagement Committee for their First Annual Backpack Giveaway in honor of Hip-Hop Recognition month on Saturday, August 24<sup>th</sup> at the Children's AID Society on 118<sup>th</sup> Street in Harlem. Children were weighted and measured their height. Both parents and child (ren) were given health advice and literature. And, received school supplies and back packs.
- Attend Sydenham's Mammogram Ribbon cutting Ceremony, September 16, 2019 at Sydenham Health Center
- Will co-partner with the Auxiliary to host the Annual Pediatric Holiday toy give away on December 14, 2019
- Planning open house series of forums at Sydenham Health Center with leadership. Highlighting medical staff, programs and departments.
  
- Do your facility leadership address these needs/concerns?
  - X yes  no
  - a. If yes, please give examples of what the facility leadership is doing.
    - Hosting Health Outreach screenings throughout NYC Health + Hospitals/Gotham Health, Sydenham
    - Hosting Health Outreach screenings and promoting services through the Harlem, East Harlem and West Harlem Communities
    - Staff Training and Development
    - Meeting with community leaders, politicians, organizations and other health care advocates

### **FACILITY'S PRIORITIES**

- What are the facility's strategic priorities?
  - Improve Patients Experience- Strategic Pillar for The Corporation
    - Access: Improve quality of Care and safety while decreasing Cost.
    - Growth: Increase patient volume

- Outreach: Improve Patient and Staff relations
- Collaborative Care for Mental Health
- General Services: Surgery, Mammograms, Pharmacy, Neurology, Addiction, Medically Assisted Therapy, Hepatitis C Clinic and Tele-Psychiatry
  - Improve Patients Cycle Wait Time
  - Improve Patients Communication Wait Time
  - ICARE training
  - EPIC Training
  - Educating Patients on Healthy Eating
  - Developmental Evaluation and Early Intervention
  - Diabetes and Health Education
  - Community Outreach
  - Community and Staff fitness classes
  - Improving Patient Safety
  - Increasing Community Partnership
  - Mental Health Counseling
  - Opioid and Heroin Health Counseling
  - Prenatal Care, OBGYN
  - Improving Staff and Leadership Working relationships
- Describe how the CAB provides input into the development of the facility's strategic priorities?
  - Brainstorming forums, and make recommendations.
  - Participates in health fairs, forums and outreach.
  - The CAB offers input on how to improve the outreach and strategic priorities
  - The CAB offers input on staff customer service
  - The CAB hold public meetings to improve community relations
  - Regular discussions and access to Health Center Director/Chief Medical Officer, Deputy Executive Director and Director of Nursing
  - The CAB reacts to information given by the patients in NYC Health + Hospitals/Gotham Health, Sydenham centers on how to improve health care. Information is brought to the Council of

CABs meetings, making Senior Management aware of the concerns of the patients, and potential problems.

- 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

- The Senior Management team share information at the CAB full board meetings.

X yes  no

• **PATIENTS'/RESIDENTS' EXPERIENCES**

- 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?

X Yes  No

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

- Do not understand why there are not more subspecialties as NYC Health + Hospitals/Gotham Health, Sydenham.
- For sub specialty services patients are referred, primarily, to NYC Health + Hospitals/ Harlem, Lincoln and Metropolitan.

- (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?

X Yes  No

- Health Center Director/Chief Medical Officer, Deputy Executive Director, and Director of Nursing updated the CAB at the full board meetings.

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

Poor

Satisfactory

Very good

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

5. Is signage about HHC's Options Program posted in areas that have high traffic?  
X Yes                       No

• **CAB ORGANIZATION, STRUCTURE AND RESPONSIBILITIES**

- According to the CAB's By-laws, what is the CAB's total allowable membership? 26
- What are current numbers of members? 18      What are current numbers of vacancies? 8
- What were the membership recruitment activities conducted by CAB this year?
  - Applications were available at all Outreach and Community events.
  - Community Advisory Board Public Events
  - Requests were made to Community Boards.
  - CAB and Senior Management recommendations have been made.
- Do the CAB's recruitment efforts include outreach to new population groups in the community?  
X Yes                       No
- Does the CAB have an active working committee structure?  
Please list committees and briefly describe their responsibilities.

**Executive Committee** –establishes committees to carry out objectives of the Board. The Executive Committee has the authority to act on behalf of the entire Board subject to ratifications at the next regular Board meeting, when an opportunity for the full Board does not exist.

Receiving and acting on reports of committees of the Board. Prepare the agenda for the regular Board Meeting. Sponsor relevant community programs in health.

**Membership Committee** – solicits, screens and recommends to the Associate Executive Director and/or Manhattan Borough President names of proposed candidates for membership under the proper categories for replacement or categories for replacement or vacancies on the Board

**Legislative Committee** – is responsible for considering rules and regulations by which the Board will conduct its business. The committee shall keep abreast of New York City, New York State and Federal Legislations, which will affect the health needs of the consumers. The committee will be responsible for the election process.

**Patient Care Committee**- participate in the planning and/or initiation of programs for the patients, evaluates and monitors the acceptability of services rendered to patients; help to establish priorities within the RHCN.

**Public Relations Committee** – reaches out to the community to educate, increase health awareness, and promote the growth of a health constituency in concert with Patient Care Committee. Plans and coordinated the Annual Public Meetings.

**Finance Committee** – advises in the development, preparation and submission of the RHCN capital and expense budget and proposals. Advises the RHCN Executive Director and Corporation on the establishment of priorities within appropriate budgets.

**Hospitality Committee** – shall be responsible for the hospitality, good, and welfare to the Board members at times of illness and special recognition. The committee shall keep the records of the Board members voluntary contributions and transactions.

- Do Community (planning) Board representatives on the CAB communicate the facility's needs or concerns with local Community Board(s)?  
X Yes                       No
  - a. If yes, please describe actions taken
- The representative gives a report to the Health Committee.

- Do Community Planning Board designees provide information at CAB meetings concerning the Community Board(s) priorities or healthcare related issues brought to Community Board meetings?  
 Yes                       No
  
- Did the CAB convene an Annual Public "Community Health meeting" with the general public this year?  
 X Yes                       No
- Annual Public Meeting, April 12, 2019. Keynote speaker former NYC Health + Hospitals Former Vice Chair and Acting Board Chair Rev. Diane Lacey, M.Div.; Special Remarks, Hon. Dr. Basil Smikle, Jr., Former Executive Director, NYS Democratic Party; Honorees Manhattan Borough President Gale A. Brewer, Assemblywomen Inez E. Dickens, Curtis L. Archer, President of Harlem Community Development Corporation; Stephanie McCraw and Dr. Cynthia Grace, W.A.R.M.; Studio Museum of Harlem and staff member Lydia Robinson.
  
- Did the CAB host or participate with the facility's leadership in a legislative forum this year?  
 yes                       X no
- The CAB members meet directly with the legislators.
  
- Did a representative of the CAB provide testimony at HHC's Board of Directors' Annual Public Meeting?  
 yes                       X no
- 1. If so, were the issues subsequently addressed?
  
- Describe the CAB's involvement in its facility's outreach activities?
  - CAB member Jeanne Parnell-Habersham interview leadership, Medical staff, CAB and Auxiliary members bi-monthly on her radio show WHCR 90.3 FM
  - Hosting and attending outreach screening
  - Attend legislative, and community events
  - Annual Pediatric Holiday Event

- Does your CAB's Chairperson or alternate designee attend the Council of Community Advisory Boards meetings?  
 yes                       no
- Did your CAB participate in last year's Council of CABs Annual Conference?  
 X yes                       no
- 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?

**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.

- CAB have a marketing discussion/plans with Gotham Health's Public Affairs department.

**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:

10-15-19

Deputy Executive Director:



Date:

10/15/19



# Beacon on the scene

## Remembering

### New York City Health + Hospitals/Gotham Health, Sydenham Community Advisory Board pays tribute to Ruth Clark

BEACON, April 25 - May 1, 2019 newyorkbeacon.net

The NYC Health + Hospitals/Gotham Health, Sydenham Community Advisory Board (CAB) held their Annual Public Meeting on Friday, April 12, 2019 at the Adam Clayton Powell, Jr. State Office Building. The event was held in honor of their late CAB Chair Ruth Clark who died in September 2018. Clark was born in Sydenham Hospital. She was the first African American woman in the United States to own and operate a temporary agency. She was also Co-Founder of



The Late Ruth Clark (Photo by Dedra N. Tate)

Support Network, Inc. Her life partner Gil McGriff delivered memorable remarks about her national legacy and love for the Harlem community.

The co-hosts were CAB chair Everett L. Person, M.P.A. and CAB member Jackie Rowe-Adams, with welcome remarks from NYC Health + Hospitals/Gotham Health, Sydenham's executive director Gregory A. Atwater, M.S., and invocation given by Rev. Ronald E. Sullivan, Pastor of the Christian Parish for Spiritual Renewal. Greetings were also delivered by Assemblyman Al Taylor and President, Greater Harlem Chamber of Commerce Lloyd Williams.

The keynote speaker was the former board vice chair of NYC Health + Hospitals, current pastor of the Church of Gethsemane in Brooklyn, and member of concerned coalition that protested the closing of Sydenham Hospital Rev. Diane Lacey, M.Div., with special remarks from former executive director, New York State Democratic Party, and frequent political strategist on CNN and MSNBC, the Hon. Basil Smikle, Jr., Ph.D.

This year's honorees were Manhattan Borough President Gale A. Brewer; Assemblywomen Inez E. Dickens; The Studio Museum of Harlem (accepting the award Evans Richardson); Curtis L. Archer, President, Harlem Community Development Corporation; NYC Health + Hospitals/Gotham Health, Sydenham staff member Lydia Robinson, and W.A.R.M. (We All Really Matter) Founder and President Stephanie McGraw and W.A.R.M.'s board member Cynthia Grace, Ph.D. The awards were presented by New York County Leader Hon. Keith L. T. Wright, CAB members Michael J. Garner, M.B.A., Joyce Clark and Sergio Donovan.

Attendees included NYC 106<sup>th</sup> Mayor David N. Dinkins; New York State NAACP President Dr. Hazel N. Dukes; NYC Health + Hospitals/Gotham Health, Gotham Health, Sydenham medical director Reba Williams, M.D.; Gotham Health board chair Dolores R. McCray, Ph.D. and board treasurer Paul Covington; Susan Wright; Londel Davis, Jr.; Delores Dickens; Henrietta Lyle; NYC Health + Hospitals senior director Renee Rowell, M.P.A.; Faye Rodney, Bette White, Diane Collier, Robin McKinney, M.D.; NYC Health + Hospitals, Gotham Health, Sydenham Auxiliary president Veronica Harvey and many of Clark's fellow board members. Music was provided by the Naazil Person Quartet.



Left to Right: President, The Greater Harlem Chamber of Commerce Lloyd Williams; CAB member and co-host Jackie Rowe-Adams; CAB chair and co-host Everett L. Person, M.P.A.; Honoree The Hon. Assemblywomen Inez E. Dickens; CAB member Michael J. Garner; M.B.A. and NYC Health + Hospitals/Gotham Health, Sydenham executive director Gregory A. Atwater, M.S.



Left to Right: CAB member and co-host Jackie Rowe-Adams; NYC Health + Hospitals/Gotham Health, Sydenham executive director Gregory A. Atwater, M.S.; Honoree W.A.R.M. founder and president Stephanie McGraw and W.A.R.M. board member Cynthia Grace, Ph.D.; New York County Leader Hon. Keith L. T. Wright; and CAB chair and co-host Everett L. Person, M.P.A.

The NYC Health + Hospitals/Gotham Health Sydenham Community Advisory Board members are Everett L. Person, M.P.A., chair; Donna V. Gill, vice chair; Naomi C. Griffin, secretary; Joyce Clark, chair, hospitality committee; Robin Bell-Stevens; Troy Berry; Hugh W. Bobbit; Sergio Donovan; Paula K. Dowds; Michael J. Garner, M.B.A.; Jeanne Parnell-Habersham; Julian Hill; Denisha Johnson-Williams; Marcella Maxwell, Ph.D.; Jackie Rowe-Adams and Carole D. Smith; honorary member, former Sydenham Hospital executive director Robert Christmas, and NYC Health + Hospitals/Gotham Health, Sydenham Auxiliary liaison Sarah B. Calliman-Walker. (Photos by Sergio Donovan)



Left to Right: CAB member and co-host Jackie Rowe-Adams; CAB chair and co-host Everett L. Person, M.P.A.; Honoree Manhattan Borough President Gale A. Brewer; former New York State Democratic Party, Hon. Basil Smikle, Jr., Ph.D. and NYC Health + Hospitals/Gotham Health, Sydenham executive director Gregory A. Atwater, M.S.

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