



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

June 9, 2020

4:00 P.M.

Via WebEx/

125 Worth Street, Room 532

JOINT MEETING WITH COUNCIL OF COMMUNITY ADVISORY BOARDS

**AGENDA**

- |  |                             |
|--|-----------------------------|
| <b>I. Call To Order</b>                            | <b>Robert Nolan</b>         |
| <b>II. Adoption of the Agenda</b>                  |                             |
| <b>III. Adoption of Minutes of March 3, 2020</b>   |                             |
| <b>IV. Chairperson's Report</b>                    | <b>Robert Nolan</b>         |
| <b>V. CEO President's Report</b>                   | <b>Mitchell Katz, M. D.</b> |
| <b>VI. Information Items (Annual CAB Reports):</b> |                             |
| a. NYC Health + Hospitals/Metropolitan             | John Breceovich             |
| b. NYC Health + Hospitals/Lincoln                  | Roland Lopez                |
| c. NYC Health + Hospitals/Morrisania               | Louisia Watkins             |
| d. NYC Health + Hospitals/Gouverneur               | Enrique Cruz                |
| <b>VII. Old Business</b>                           |                             |
| <b>VIII. New Business</b>                          |                             |
| <b>IX. Adjournment</b>                             |                             |

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

March 3, 2020

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

**Attendees**

**Committee Members**

Robert Nolan, Chairperson  
José Pagán, Ph.D., Chair, NYC Health + Hospitals Board of Directors  
Machelle Allen representing Dr. Katz, President, NYC Health + Hospitals

**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  
(excused)  
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  
Cheryl Alleyne (representing Esme Sattaur-Lowe Chairperson,) NYC Health + Hospitals/NCB  
Sylvia Lask, Chairperson, NYC Health + Hospitals/Jacobi (excused)  
Carlos Cortes, Chairperson, NYC Health + Hospitals/Elmhurst  
William Hamer, Chairperson, NYC Health + Hospitals/Harlem  
Jacqueline Narine, NYC Health + Hospitals/ Cumberland (excused)  
Antoine Jean-Pierre, Chairperson, NYC Health + Hospitals/McKinney  
(excused)  
LaShawn Henry, Chairperson, NYC Health + Hospitals/Henry J. Carter  
Jessica Arocho, Chairperson, NYC Health + Hospitals/Woodhull

**Facility Community Advisory Board Members**

Gloria Thomas, NYC Health + Hospitals/Kings  
Ruth Jones, NYC Health + Hospitals/Harlem  
Elsie Trotman, NYC Health + Hospitals/Harlem  
Irene Swilley-Wynn, NYC Health + Hospitals/Harlem  
Carole Smith, NYC Health + Hospitals/Sydenham  
Judy Wessler, NYC Health + Hospitals/Gouverneur  
Clifford Duffus, NYC Health + Hospitals/Queens  
Merlene Smith-Sotillo, NYC Health + Hospitals/Queens  
James Bonaparte, NYC Health + Hospitals/Queens

**NYC Health + Hospitals Central Office Staff**

Deborah Brown, Office of Government Relations  
Colicia Hercules, 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  
Israel Rocha, CEO, NYC Health + Hospitals/ Elmhurst  
Matthew Levy, CEO, NYC Health + Hospitals/Sea View

**Guests:**

Ann Bove, CPHS/NYSNA

**CALL TO ORDER:**

Mr. Nolan noted that a quorum had been established and called the meeting to order at 5:39 p.m. He requested a motion for the adoption of the minutes of January 7, 2020. A motion was made and seconded. The minutes were adopted.

**CHAIRPERSON REMARKS:**

Mr. Nolan began his report by thanking NYC Health + Hospitals' CAB advocates, and particularly Legislative Committee members, for a successful NYC Health +Hospitals Week of Action that concluded, February 14<sup>th</sup> to 21<sup>st</sup>. Mr. Nolan added that during the Week of Action, CAB members across the system made enthusiastic plea to local Assembly and Senate members in their New York District Offices to oppose the Governor proposed cuts. Mr. Nolan continued and noted that CABs continue to advocate against to Governor's proposed cut by hosting their annual legislative breakfast. Mr. Nolan informed members of the Committee, CAB Chairs and invited guest, that he had the honor of attending the Jacobi CAB Legislative forum on Wednesday, February 19<sup>th</sup>. Mr. Nolan added the event was well attended by: Assemblyman Michael Benedetto, Councilmember Mark Gjonaj and Vanessa Gibson who were in attendance. Mr. Nolan announced Legislative Forums and Breakfasts are being hosted thru mid-March.

Mr. Nolan reported that the Governor early in the year implemented a 1% across the board cut to Medicaid reimbursement rates, which represents a \$30M annual reduction in Health + Hospitals revenue. Mr. Nolan added that federally, there is an additional delay of the pending Medicaid DSH cuts until May 22 of this year. He noted that there reportedly continues to be widespread bipartisan opposition to the cuts.

- Mr. Nolan announced that NYC Care Program launched in Brooklyn and Staten Island in January. Mr. Nolan added that enrollees would have access to a dedicated primary care provider, receive preventive care and routine screenings, enhanced access to pharmacy services, specialty care service and the ability to make appointments and navigate health care needs through a new 24/7

customer service center. Mr. Nolan noted that more than 13,000 in the Bronx were already enrolled in the program since its' launched in August 2019.

- Mr. Nolan reported that the U.S. Supreme Court in late January determined that the Trump administration could move forward with the "public charge" rule that would deny permanent legal status to certain immigrants who do not meet income thresholds or if they use public benefits like Medicaid, food stamps and housing vouchers for a period of time. Mr. Nolan added that it does not penalize people for enrolling in Emergency Medicaid, Medicaid for Pregnant Women, the Essential Health Insurance Plan, or NYC Care. Mr. Nolan noted that Dr. Katz continues to reinforce NYC Health + Hospitals commitment to help patients no matter where they came from, no matter their insurance status and no matter their income.

Mr. Nolan concluded his remarks by announcing the Board's Annual Borough Public Meetings would commence at NYC Health + Hospital/Harlem on Tuesday, March 31<sup>st</sup> and conclude at Sea View on Tuesday, June 2<sup>nd</sup>. Mr. Nolan encouraged CAB Chairs and members participation.

#### **NYC Health + Hospitals/Cumberland**

Mr. Nolan introduced Ms. Jacqueline Narine, Chairperson of NYC Health + Hospitals/ Cumberland and invited her to present the CAB's annual report.

Mr. Nolan thanked Ms. Narine for a very detailed report and directed her attention to page five (5) of the Cumberland CAB's report, regarding capital investment needed to improve the façade of the facility and the second phase of external signage.

Ms. Narine explained that the community would like to see improvements made within the facility and visible signage outside of the building. Ms. Narine continued and stated " that if you were to approach North Portland Avenue no signage is visible". Ms. Narine added that there are two (2) pillars in the front of the building that needs to be painted, as well as an interior paint job for the facility to make it more people friendly.

Mr. Nolan invited Mr. Oscar Gonzalez, Assistant Vice President, Facility Development to address the Cumberland CAB's concerns.

Mr. Gonzalez reported that these two items had been ongoing issues because there are specific laws and requirements that is tied to the City process when it comes to local laws, public safety and sprucing up a facility. Mr. Gonzalez noted the architect have a design that is complete and procured a contractor. Mr. Gonzalez added that as of today a work order had been completed for the contractor to mobilize onsite. Mr. Gonzalez noted that by the fall of this year the work is expected to be completed. He added that the façade would be done first before they can begin with the signage. Mr. Gonzalez continued and added there

are some structural eliminates with the signage and canopy. He stated "we want to make sure that all the structural components are in place then will proceed with something more realistic for signage."

Ms. Narine thanked Mr. Gonzalez for a positive report.

Ms. Narine concluded her report by acknowledging Michel Clarke, Associate Executive Director, Mervin DeCosta, CAB Liaison, CAB and Auxiliary members for their ongoing support and commitment.

Mr. Nolan moved the agenda and invited Dr. Machelles Allen to provide an update on the Coronavirus.

**PRESIDENTS REMARKS:**

**Machelle Allen, M.D.**

Dr. Allen reported that up until now there had been no reported case of the coronavirus in New York City. Dr. Allen noted that there has been one reported case in Westchester County. Dr. Allen continued and reported on "what you need to know about COVID-19:

- Reported commonly reported symptoms include fever, cough, and shortness of breath. Most people (80%) with COVID-19 will feel like they have a bad cold or the flu. Some people will require hospitalization. People who are at most risk for severe illness are elderly or have other health conditions.
- New Yorkers should go about their daily lives, but take certain precautions: Cover your coughs and sneezes with a tissue or your sleeve (not your hands).
- Wash hands often with soap and warm water for at least 20 seconds. Use an alcohol-based hand sanitizer if soap and water are not available. Do not touch your eyes, nose, or mouth with unwashed hands. If you feel sick, stay home. If you have fever, cough and/or shortness of breath, and recently traveled to an area with ongoing spread of coronavirus, or have been in close contact with someone who has recently traveled to any of those areas, go to your doctor.
- Reported one Person Under Investigation (PUI). Bucket (1) contact with a person who travelled. Bucket (3) no history of travel but have the symptoms. If you have these symptoms, but no travel history, stay home and call your doctor.

Dr. Allen concluded her report by informing members of the Committee, CAB Chairs and invited guests that this is a rapidly changing situation and NYC Health + Hospitals are working very closely with the NYCDOHMH and taking every step possible to ensure public safety. Dr. Allen noted that NYC Health + Hospital are using "secret shoppers" to ensure staff are following the appropriate protocols.

## **NYC Health + Hospitals/Coney Island**

Mr. Nolan introduced Ms. Rosanne DeGennaro, Chairperson of NYC Health + Hospitals/ Coney Island and invited her to present the CAB's annual report.

Ms. DeGennaro began her report by thanking Dr. Katz for his support of Coney Island Hospital and informing Committee members that after the resignation of Bill Brown, former CEO, the CAB welcome and support the new CEO Svetlana Lipyanskaya. Ms. DeGennaro added that it is very important for the staff to see stability at the leadership level.

Ms. DeGennaro reported that at Coney Island hospital there had been two (2) major clinical improvements during the past two years: the return of the blood bank and the approval by the state for performing PCI treatment. Ms. DeGennaro explained that when a patient is having chest pains due to a heart attack, the PCI treatment restores blood flow to the heart muscle to prevent the heart from failing.

Ms. DeGennaro reported that in March 2019, Coney Island hospital had a ground breaking ceremony for the new building Critical Service Structure (CSS).

Ms. DeGennaro informed members of the Committee, CAB Chairs and invited guests that the Coney Island CAB participated in this year's NYC Health + Hospitals Week of Action. She added that both Senator Diane Savino and Assemblywoman Mathylde Frontus pledged to support NYC Health + Hospitals in all endeavors. She continued that Coney Island CAB would host its annual legislative breakfast on Friday, March 13<sup>th</sup> all are invited to attend.

Ms. DeGennaro concluded the CAB's report by noting the CAB's top priority is to see the Coney Island Hospital designated as a Level I Trauma Center. Ms. DeGennaro added that this has been the CAB's and community first priority for past years and will remain so until the designation is approved.

## **NYC Health + Hospitals/Elmhurst**

Mr. Nolan introduced Mr. Carlos Cortez Chairperson of NYC Health + Hospitals/ Elmhurst and invited him to present the CAB's annual report.

Mr. Nolan thanked Mr. Cortez for his report and directed his attention to page three (3) of the Elmhurst CAB's report, regarding most frequent complaints.

Mr. Israel Rocha, CEO explained that the overcrowding in the ED has to do with size and capacity. He added that the emergency department is the oldest in the health system and built to service forty (40) patients. Currently Elmhurst service over 300 patients at any one-time and 150,000

visits per year. Mr. Rocha noted that Elmhurst would be breaking ground on a new emergency department soon.

Mr. Rocha addressed the complaints in regards to cold meals. He noted that Elmhurst administration is working with Sodexo Cook Chill to address the quality of food service.

Mr. Rocha reported that Elmhurst hospital recently upgraded its OB suite to private rooms, which was a big success with the Elmhurst community. He added that Elmhurst rates 99% percentile in the country for overall patient satisfaction up from 10% with the old rooms.

Mr. Rocha concluded his remarks by informing members of the Committee, CAB Chairs and invited guests that over the year's Elmhurst had raised over \$100M in capital and that money would be used to upgrade the facility infrastructure, which will address many of the patient's complaints over the next 36 months.

Mr. Cortez reported that one of his proudest achievements was when Elmhurst Hospital received the Joint Commission's triennial reaccreditation immediately at the conclusion of the Commission's survey. Mr. Cortez noted that usually the Commission deliberates for several weeks before notifying a hospital about its accreditation. He added that he attended Elmhurst's Leadership meeting with the Commission and spoke about the Hospital's CAB close working relationship with the Hospital's administration team. Mr. Cortez continued and noted that he indicated that the Elmhurst CAB gives its full support to the entire hospital staff in its commitment to provide the highest quality and safest care to the hospital's patients. He noted that at the meeting, the Commission's leaders gave its highest compliments to all the hospital staffs for their commitment and dedication to ensuring that all patients receive the best medical care possible and especially noting and acclaiming Elmhurst's nurses. Mr. Cortez added that the Commission's compliments were palpable.

#### **NYC Health + Hospitals/Sea View**

Mr. Nolan introduced Mr. Matthew Levy, CEO NYC Health + Hospitals Sea View and invited him to present the Sea View CAB's annual report.

Mr. Levy began his remarks by bringing greetings on behalf of George Marino, CAB Chair. Mr. Levy noted that he was extremely happy to report that currently Sea View's has 304 patients who are all healthy, productive and pleased with the services.

Mr. Levy concluded his remarks by announcing Sea View received its Department of Health (DOH) recertification survey and received two low level deficiencies.

#### **Old Business:**

#### **New Business:**

Ms. Gloria Thomas, Kings County CAB member/consumer asked if there are any consumers on NYC Health + Hospitals Board of Directors.

Mr. Nolan responded that the Mayor appoints the members of the Board. Mr. Nolan added that he himself is a consumer of Health + Hospital patient services.

Ms. Thomas informed members of the Committee that the EPIC form includes too much information such as patients' name, address and date of birth. Ms. Thomas suggested the form be revised. Dr. Allen will work with the EPIC to find a resolution.

**Adjournment:** Mr. Nolan adjourned the meeting at 6:40 p.m.