



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

March 2nd, 2021

5:00 P.M.
Via WebEx
125 Worth Street, Room 532

AGENDA

- | | |
|---|----------------------|
| I. Call to Order | Robert Nolan |
| II. Adoption of January 12, 2021
Community Relations Committee Meeting Minutes | Robert Nolan |
| III. Chairperson's Report | Robert Nolan |
| IV. CEO President's Report | Mitchell Katz, M. D. |
| V. Follow-up Items from January 12 | Okenfe Lebarty, MA |
| VI. Information Items (Annual CAB Reports): | |
| a. NYC Health + Hospitals/Seaview | Mr. George Marino |
| b. NYC Health + Hospitals/Coney Island | Ms. Theresa Scavo |
| c. NYC Health + Hospitals/Belvis | Mr. Gabriel DeJusus |
| d. NYC Health and Hospitals/Morrisania | Ms. Donna Hill Young |
| VII. Old Business | |
| VIII. New Business | |
| IX. Adjournment | |

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

January 12, 2021

5:00 P.M.

Via WebEx

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

MINUTES

ATTENDEES

COMMITTEE MEMBERS

Robert Nolan, Chairperson

José Pagán, Ph.D., Chair, NYC Health + Hospitals Board of Directors

Dr. Katz, President, NYC Health + Hospitals

Anita Kawatra

Helen Arteaga Landaverde

COUNCIL OF THE COMMUNITY ADVISORY BOARDS

NYC Health + Hospitals/Bellevue—Ms. Louise Dankberg

NYC Health + Hospitals/Gotham/Belvis—Gabriel DeJesus **EXCUSED**

NYC Health + Hospitals/Carter—LaShawn Henry

NYC Health + Hospitals/Coler—Gary Delamothe **EXCUSED**

NYC Health + Hospitals/Coney Island—Theresa Scavo

NYC Health + Hospitals/Gotham/Cumberland—Jacqueline Narine **EXCUSED**

NYC Health + Hospitals/Gotham/East New York—Vere Gibbs

NYC Health + Hospitals/Elmhurst—Carlos Cortes

NYC Health + Hospitals/Gotham/Gouverneur— Isabel Ching

NYC Health + Hospitals/Harlem—Karen Dixon **EXCUSED**

NYC Health + Hospitals/Jacobi—Sylvia Lask **EXCUSED**

NYC Health + Hospitals/Kings County—Warren Berke

NYC Health + Hospitals/Lincoln—Roland Lopez **EXCUSED**

NYC Health + Hospitals/McKinney—Antoine Jean-Pierre **EXCUSED**

NYC Health + Hospitals/Metropolitan—John Giovanni Brecevic **EXCUSED**

NYC Health + Hospitals/Gotham/Morrisania—TBD

NYC Health + Hospitals/North Central Bronx – Esme Sattaur- Lowe **EXCUSED**

NYC Health + Hospitals/Queens—Anthony Andrews, Jr. E.D.

NYC Health + Hospitals/Gotham/Sydenham—Everett Person **EXCUSED**

NYC Health + Hospitals/Sea View—George Marino **EXCUSED**

NYC Health + Hospitals/Woodhull—Julissa Y.S Herrera

NYC HEALTH + HOSPITALS' CENTRAL OFFICE STAFF

Deborah Brown, Senior Vice President, External and Regulatory Affairs

Colicia Hercules, Chief of Staff to and Corporate Sec. Board Affairs

Okenfe Lebarty, Senior Director, Community Relations

Amir Abbady, Director, Community Affairs

Xiomara Wallace, Director, Auxiliary & Community Affairs

Manelle Jacques Belizaire, Government & Community Relations

FACILITY STAFF

Ms. Bridgette Ingraham- Roberts, Coney Island

Bill Hicks, Bellevue

Charmaine Valentine, Bushwick Communicare

GUESTS

Anne Bove, CPHS/ NASNA Rep

Anthony Feliciano, CPHS

CALL TO ORDER:

Mr. Nolan called the meeting of the Community Relations Committee to order at 5:01 p.m. Quorum was established – the minutes of the Community Relations Committee meeting held on November 10, 2020 was reviewed and upon motion made, and duly seconded the minutes was unanimously approved.

CHAIRPERSON REMARKS:

Mr. Nolan welcomed everyone and noted the reporting six facilities: East New York, Carter, Queens, Woodhull, Kings, and Bellevue will be presenting their annual report.

Mr. Nolan wished everyone a Happy New Year and acknowledged how the year of 2020 was very different and like no other. He added in the advent of long awaited COVID-19 vaccine, the year 2021 appears to be the light at the end of the tunnel that we have all been waiting for.

Mr. Nolan noted the launched of the COVID-19 heroes' website in honor of NYC Health + Hospitals team of over 40,000, healthcare workers for the remarkable performance, which saved countless lives during the pandemic. In addition, Mr. Nolan expressed his gratitude for the entire team's commitment and dedication to NYC Health + Hospitals patients. He personally thanks Dr. Katz for all his support and his outstanding leadership.

Mr. Nolan noted that the first of NYC Health + Hospitals three COVID-19 Centers of Excellence in the Bronx is now open to the public, with the remaining two scheduled to open in Queens and in Brooklyn in the upcoming months. He also noted the launched of the 3-2-1 Integrated Model for Parents and Children Together (IMPACT) program, which supports the health and well-being of young children and their families by integrating three disciplines, mental health, pediatrics, and women's health.

Mr. Nolan congratulated the Test & Trace team and recognized their high performance of conducting over one million COVID-19 tests with three out of four people reached by contract tracers completing the intake process, from only half in the first weeks of June. In addition, he added that 64% of the people who complete the intake process are sharing contact information, up from 35% in June. Notably, 18% report they did not have any contacts to share because they have not had any recent meaningful in person interactions.

PRESIDENT'S REMARKS:

Dr. Katz began his remark by thanking Mr. Nolan and the members of the Community Advisory Board. He proceeded his report by stating, in terms of the second wave resurgence, the hospitalization rate is up to approximately 450 patients across the 11 hospitals. He added that over 100 are in the ICU out of the 450 patients admitted. Dr. Katz stated, in comparison to the first COVID-19 wave the mortality is much lower. The System have sufficient PPEs and ventilators to take care of all patients. The additional 450 patients cause the public health system a strain, and there is a process in place for cancelling elective surgeries. To alleviate the overwhelming burden to the current staff members, the administration plans to bring nurses to the in-patient areas and scheduling of virtual visits for non-COVID patient care.

Dr. Katz announced, NYC Health + Hospitals is now the largest part of the City's vaccination efforts, with vaccinations at all 11 hospitals, all Federally Qualified Health Centers, including several other community sites such as the one in Bathgate that open in the Bronx on Sunday. The Mayor also announced today that there will be a vaccination site opening at Citi Field. The general public can go to the city's website which is <https://vaccinefinder.nyc.gov/> and a vaccination appointment.

Dr. Katz reported that the Test & Trace Corps passed the 100,000-test mark last week, and the majority of the test are rapid. The public continues to come forward to get tested and we continue to move around the demands.

Mr. Nolan requested a brief update on the specialty services being offered at the Centers for Excellence. Dr. Katz responded that these centers will be caring for people who were affected by COVID-19. A large percentage of people who tested positive for COVID-19 have remaining respiratory, cardiac, psychological impacts from the virus. The clinics were built especially equipped to treat the kind of radiologic and pulmonary testing. These Centers would also be conducting COVID test and hopefully vaccinations.

Mr. Nolan moved the agenda and asked the CAB Chair of Gotham Health East New York, Vera Gibbs to present her report.

NYC Health + Hospitals/East New York

Ms. Gibbs began her report by stating that Gotham Health East New York has tested over 26,000 patients since the beginning of the pandemic. This number reflects both the testing location and the mobile testing van. Education and information regarding COVID-19 and the importance of testing is being provided to the community.

The facility physical plant and equipment is under continuous upgrades. This is to ensure staff members are equipped to perform their duties effectively and efficiently. In addition, there were a partnership formed with Graffiti Free NYC – NYCCEDC to remove graffiti from the buildings. During COVID-19, patients expressed their satisfaction with the care provided by East New York Gotham.

Community issues remains to be the high rate of diabetes in the East New York Community. The Community affairs outreach has distributed over 7,000 fliers to residents, NYCHA, and small businesses. The Community Advisory Board partnered with Community Board 5 to clean up the Grace playground.

Ms. Gibbs expressed appreciation for the staff and leadership for their continued support and work in the community.

Mr. Nolan addressed the complaint issues regarding the Call Center. Ms. Gibbs mentioned that she thinks leadership is working on addressing the issues.

FOLLOW-UP – Mr. Nolan assured Ms. Gibbs the Committee will follow up with Ms. Lewis on this issue.

NYC Health + Hospitals/Henry J. Carter

Ms. LaShawn Henry, CAB Chair to Henry J. Carter noted her report was submitted into the record, however she would take the opportunity to commend Mr. Floyd Long, and staff members for their amazing work in providing COVID-19 testing of patients, staff and necessary quarantine to prevent an outbreak.

Ms. Henry noted that the facility investments in maintaining the connectivity of families and residents during COVID quarantine. The Wheelchair Charity Foundation donated iPads to connect families and patient via virtual calls. In addition, there were over 3,000 facetime calls and zoom meetings placed with the assistance of interpretation cards to provide effective communication. Lastly, the facility created a hotline number to update families about their loved one's daily care.

Ms. Henry concluded her report by expressing gratitude to Dr. Katz, and the Health + Hospitals entire team for their tremendous accomplishments. She also requested a moment of silence for the 379,000 souls that lost their lives to the disease.

Mr. Nolan extended congratulations to Ms. Henry on her report and to Henry J Carter's team on accommodating the calls with family members and on securing the donations of the iPads.

NYC Health + Hospitals/Queens

Anthony D. Andrews, Jr., E.D., Chair to Queens Community Advisory Board stated his report has been submitted into the record.

Dr. Andrews highlighted that the COVID-19 cases are increasing in Queens, this was expected, and the facility has been preparing for this. The facility administration is equipped with the necessary PPE and education that was not necessarily the case in the first surge of COVID.

He further noted the facility is continuing to work on infrastructure and equipment upgrade and they recently received new CT scan machines.

Dr. Andrews mentioned there has been some complaints from patients that has cause pressure and stress, especially to Queens Hospital staff. The facility is focusing on the I-Care Customer Service model to address these issues and complaints.

Lastly, Dr. Andrews mentioned that Queens's hospital is among the high performers of televisits.

Mr. Nolan thank Dr. Andrews for his report and asked him to please provide specifics around concerns the hospital diverted resources and the performance of the televisits.

Dr. Andrews stated that there is no current concern about ensuring the hospital have the appropriate resources in place, however if it becomes an issue in the future, they will come back to the table to address. He also stated the providers has become proficient in the use of televisit and it is working well. Dr. Katz also stated that he agrees with Dr. Andrews on the importance of televisits and being able to connect quicker with his patients is always a positive outcome.

NYC Health + Hospitals/Woodhull

Ms. Julissa Hererra began her report by expressing gratitude for the amazing work of the entire Woodhull's medical and administrative team.

She recognized Woodhull have been preparing for the second surge of COVID-19 and acknowledge is has been a continuous process. The hospital in-patient and other medical surgical spaces created for the second surge remains in place. 70 beds were added to satisfy the governor's order to increase capacity by 25%. The major renovations around the hospital have eliminated the spaces used during the first surge, however the ER operations have been extended to the Express Care area, and this is functioning very well. The Ambulatory clinics are running at regular operation at about 90% visits are in-person and 10% are televisits. The clinic is now closed, and the staff will be deployed to the in-patient and emergency areas. At the moment elective surgeries have been cancelled and only emergent surgeries are performed.

In terms of behavioral health, volume and activity are less than the pre-COVID level, and relatively stable. Supplies are adequate and PPE are available to ensure the safety of Staff. The hospital renovation continues to move forward, and a number of equipment have been upgraded. Major renovations, such as the emergency room are scheduled for February 2021. Elevators 7, 8, 9 are on schedule to be completed by June 2021. The kitchen warming systems, the outside gate repair project is scheduled to be completed early this year.

The board has heard a number of patient complaints in reference to wait time, issues with staff attitudes and property loss. Lastly, the community expressed concerns regarding specialty services not being available at Woodhull and patients being referred to Bellevue for care. There is also a shortage of staff that is currently being worked on.

Mr. Nolan thank Ms. Hererra for her report and asked if there were anyone from the capital unit within NYC Health + Hospitals that can provide an update on the capital projects listed on the report.

Dr. Katz assured Mr. Nolan that Staff will follow up and inform the Committee on the progress of these projects.

Staff also assured the Committee that transportation is provided to patients who are referred to Bellevue for specialty care.

NYC Health + Hospitals/Kings County

Mr. Warren Berke, CAB Chair to Kings County Community Advisory Board began his report by stating there is lots of great projects being successfully implemented at Kings County including the creation of hot zone, cold zones, testing, vaccines, ambulatory care transformation from phase 1 to phase 4. He commended the leadership for being dynamic and transparent during the process. Mr. Berke highlighted how the Community Advisory Board have successfully developed a coalition of organizations with Kings County Hospital background and the residents. In addition, there is immense collaboration with the elected officials, community boards and community stakeholders.

Mr. Nolan requested an example of concerns regarding profession and administrative customer services. Mr. Berke responded that a major concern is getting to the facility and the second is customer services and the treatment of patients, which create a fear and turn people away who are immigrants and who faces social determinant to health care.

NYC Health + Hospitals/Bellevue

Ms. Louise Dankberg, CAB chair at Bellevue Community Advisory Board presented her report by congratulating Mr. Hicks who was named number 41 in the City and State Power 50.

The Community Advisory Board members continue to encourage all elected officials to attend the monthly CAB meetings. This is an effort to build a stronger relationship with the district elected officials representing Bellevue.

In addition, three additional units opened for 38 ICU beds and negative pressure rooms. Bellevue performed more than 55,000 COVID test and turnaround time was less than 48 hours. Approximately over 17,065 COVID patients were treated and discharged. The staff in emergency, ICU and Patient Care have been vaccinated. The next step is to vaccinate the employees and volunteers, who are eligible for the vaccine.

In terms of infrastructure, renovation of the adult comprehensive psychiatric emergency program has been completed.

There have been many letters of compliments from patients regarding the quality of care provided at Bellevue. This is evident in the high patient satisfaction scores of 48 percentile and 52 percentiles for the hospital in despite of the pandemic. Lastly, Ms. Dankberg noted the continued partnership with Bellevue Auxiliary to offer Key Foods gift cards to all discharged patient with limited access to food.

Mr. Nolan provided his gratitude for Ms. Dankberg report and for the work of all the Community Advisory Board members and chairs.

OLD BUSINESS:

There being none.

NEW BUSINESS:

Mr. Nolan noted that the 2021 annual public meetings will be convene during March and April, the dates and locations will be published shortly. He admonished the CABs to participate in these meetings. He further noted that the next scheduled Community Relations Committee meeting will be held on March 2 at 5:00 p.m.

ADJOURNMENT:

Meeting adjourned at 5:57 p.m

Follow up Items

January 12, 2021, Community Relations Committee Meeting.

NYC Health + Hospitals Board of Directors' Community Relations Committee (CRC) meeting hosted the first meeting of 2021 on Tuesday, January 12. Facilities presentations were made by the Community Advisory Board Chairs from East New York, Carter, Queens, Woodhull, Kings County, and Bellevue

Two facilities (**East New York and Woodhull**) were advised to provide additional details regarding complaints, Infrastructure, and Equipment.

EAST NEW YORK

Complaints: Most frequent reason was for the patients not getting through to the call center.

Response:

Gotham Health East New York- leadership, informed the Call Center of the patients' issues and will continue to work with the call center. The Department of patient relations will continue monitoring patient complaints and escalating to East New York's Executive team as necessary.

Woodhull

Complaints: Most frequent reasons for patient complaints include waiting time, staff attitude, and property loss.

Response:

Woodhull has formed a Lost Property Sub-Committee that is working to streamline a better workflow. Inpatient Nursing, Patient Escorts, and Emergency Department staff have been trained on conducting a property check and documenting in EPIC. This process ensures accountability and real-time recovery of property and valuables. They have seen a reduction in the number of property and valuable complaints over the last four months- which can be validated by Patient Relations and the Grievance Committee. The Emergency Department **wait time** has improved throughout the 3rd and 4th quarter of 2020. The Provider in Triage model was introduced to decrease wait times and reduce the number of patients leaving without being seen.

The median Door-to-Triage time is consistently under 15 minutes, and the median door-to-doctor time has improved by more than 30%, from 65 minutes to 42 minutes. The overall Emergency Department length of stay is approximately 3hrs, and the length of stay for their Fast Track is 2 hours. To decant the Adult Emergency Department, they have also increased the age criteria in the Pediatric Emergency Department from 18 to 25.

Community Advisory Board Report – March 2, 2021

COVID-19:

Since the onset of the COVID-19 pandemic, Sea View has remained completely devoted to the health and safety of our vulnerable, resident population. In compliance with all CMS, CDC and NYSDOH recommendations as well as NYC H+H and Post-Acute Service Line guidance, Sea View has continuously acted to limit exposure and prevent the spread of COVID-19 within the facility. Hence over the last several months, a number of efforts have been initiated as a means of executing and enhancing our infection control and prevention program.

The initial response against COVID-19 was focused on awareness and screening of entrants into Sea View.

- In February, signage was posted at the entrance and lobby areas informing recent travelers to refrain from visiting if feeling ill. Facility-wide in-services were also conducted on the proper utilization of personal protective equipment and staff knowledge and awareness of COVID-19 signs/symptoms and procedures to follow when suspecting resident exposure.
- In the beginning of March, the facility's Emergency Operations Plan was tested via tabletop drills and secret shoppers. Response to COVID-19 was emphasized.
- Procedures were implemented to screen all visitors for recent travel and illness.

Given the critical importance in limiting COVID-19 exposure, additional measures were implemented beginning on March 13th, 2020 in compliance with CMS Public Health Action for Nursing Homes and NYSDOH guidance:

- All visitation was restricted except for end-of-life situations
- Screening of all staff including temperatures was instituted along with face mask requirements
- Active screening of all residents for fever and COVID-19 signs/symptoms was implemented
- Social distancing requirements limited in-person meetings and staff gathering areas
- Increased environment of care cleaning including high touch areas utilizing COVID approved products
- Restricting communal dining and group activities
- Isolation of residents in their rooms and on their units

Sea View has tracked and reported all suspected and laboratory positive COVID-19 cases. Through the implementation of effective infection control and prevention procedures including cohorting residents and designating a COVID unit, the majority of Sea View residents were not impacted. Cases have been shared with the Department of Health on a daily basis and most recently have been shared weekly with CMS and CDC via the National Healthcare Safety Network.

Cases and overall COVID status have also been shared with the Sea View families. A facility hotline number and weekly town hall conference calls were established for families to access regular updates. Open communication and consistent dialogue with the residents and their families has remained a priority, along with balancing safety measures and quality of life. Alternate visitation methods including virtual visits utilizing I-Pads and scheduled window visits have been very successful (approximately 150 virtual visits and 60 window visits are conducted weekly). Individual family requests have been honored for resident birthdays (short visits through the lobby window where resident remains inside with a mask and masked family members remain outside). "Sea View allowing us to see mom for her 80th birthday meant so much" read a recent headline of the local Staten Island newspaper quoting a Sea View resident's daughter who had not physically visited with her mother for several weeks.

There have been a total of six focused DOH Infection Control/Prevention COVID Surveys conducted at Sea View. DOH Surveyors focused on staff knowledge and awareness, PPE availability, prevalence of infection and resident cohorting. Sea View has been found to be in full compliance with no deficiencies.

Infrastructure and Equipment

- The Generator project is complete. Our generator is now state of the art. We are monitoring it on a weekly basis and running it on a full load once a month.
- The Grace Foundation project is moving along as well. Plans for this project have been approved by DEP, Landmarks and City Planning. There has been additional funding that have been receive through Councilman Matteo's office.
- The Residents room, we are working on a plan. COVID-19 pandemic had an alternate plan. We are behind in manpower either through retirement or disability. We are starting to get back on track. Our painters are working quickly as well as the carpenters on this project.
- Oxygen Storage Rooms – Locker rooms on the nursing units have been re-purposed as oxygen storage for those particular units and is complete.
- A Requisition has been processed to purchase new camera system for the First Dose room and the 8 medication rooms.

PATIENT/RESIDENT SAFETY/SATISFACTION:

NYC Health + Hospitals - Sea View continues to implement its strategy to improve the patient/resident experience. In 2020, the patient/resident satisfaction survey was administered facility-wide in the 4th Quarter 2020. Despite the COVID pandemic and suspension of visitation, group activity and dining, as well as a variety of additional limitations, the Sea View patient/resident population remained satisfied with their experience at Sea View evidenced by strong satisfaction scores. The Likelihood to Recommend, Overall Satisfaction and Final Rating scores ranked at or above the 95 percentile rank when compared to other facilities in the Nation. Areas of focus identified on the satisfaction survey were Activities and Finance.

FREQUENT COMPLAINTS RAISED BY PATIENTS/RESIDENTS:

In Accordance with Governor Cuomo's, CMS and CDC Guidelines Sea View will be following visitation of residents in nursing home facilities in accordance with CMS and CDC guidelines. The Department of Health recommends that visitors take a rapid test before entry into the facility, and DOH will provide rapid tests to nursing homes at no cost.

Although alternate visitation methods have been successful, patients/residents miss their regular in-person visits with family and friends. Families too express concern of limited visitation during weekly town hall calls however are appreciative of the care and service rendered at Sea View. Although ongoing dialogue with the Sea View community has helped to quell the concerns related to a lack of in-person visitation, we share in the frustration as our reopening is beyond our control. However, despite these challenges, we will continue to make every attempt to ensure that we remain as flexible as possible, so our residents and families can feel some sense of normalcy amid the pandemic.

ISSUES IMPACTING THE COMMUNITIES SERVED BY THE FACILITY:

High COVID infection rates impacted Richmond County designating the community as a yellow COVID-19 Cluster Zone for several months in 2020. However, Sea View has been able to keep the infection rate lower than that of Richmond County. As such, Sea View has been awarded incentive payments from the CARES Act Provider Relief Fund Nursing Home Infection Control Quality Incentive Program (QIP). In addition, COVID Vaccines are limited in the community. Sea View is working to identify additional vaccination locations.



Matthew Levy, MHA, LNHA
Chief Executive Officer



George Marino
Acting Chairperson, CAB

COVID-19: The COVID-19 pandemic has brought unprecedented challenges to hospitals across New York City, including Coney Island Hospital. We are currently the hardest hit hospital of all the Health + Hospitals facilities, located in the zip code (11235), which has the highest COVID-19 positivity rate at 15.14% vs. the entire borough of Brooklyn at 7.7% and NYC at 8.9%ⁱ

Our first confirmed COVID-19 positive patient presented on March 12, 2020. At our peak, we had over 114 ventilators in use and had surged to over 134% of our expected daily patient census. We opened an overflow tent to decant the emergency department and created additional surge units to expand our inpatient bed capacity. Hundreds of agency nurses and doctors were onboarded to provide patient care for our expanded beds. We managed and distributed personal protective equipment (PPE), which ensured adequate supply for our employees in the face of global shortages. Suspension of visitation was particularly painful for patients and families. At the peak, Coney Island Hospital averaged 300 patient/family calls per day, which were facilitated by our comfort team and patient relations through Skype, FaceTime and WhatsApp. We also reassigned dental residents to manage family communication and to proactively reach out to families to offer resources and support. Our participation in the NY State hospital visitation pilot in June allowed us to safely resume in-person visits for families and caregivers until November, when our zip code was designated by the State as being in the “red” zone – meaning the highest positivity rate.

Immediately after the first wave, we made a number of changes to ensure the safety of our staff and patients returning to the hospital and clinics for their care. We disinfected our facilities, changed the physical layout of our clinics to ensure social distancing, and implemented telehealth and video visits in our clinics. And, our operating rooms increased capacity to perform a higher number of scheduled medically necessary surgeries for existing patients.

In parallel to this, to prepare for the second wave, we convened a *Post-Pandemic Surge Taskforce* to debrief on lessons learned and develop recommendations for improvement. These improvements included developing surge staffing and bed plans, creating clinical care protocols, identifying and procuring critical supplies and equipment and making infrastructure improvements. Some of the critical infrastructure changes that were vital to adapting during the second wave included the installation of vision panels and dialysis plumbing in the Tower Building, to enable our medical and surgical beds to be flipped to critical care beds as needed. This has proven a valuable resource which we have since utilized.

We continue to provide COVID-19 testing and vaccinations to employees, patients, and community residents. On average, we are testing 220 individuals (employees, patients, community residents) per day down from 259 per day during December. Our peak was 380 per day. We have administered the first dose of the COVID-19 vaccine to over 5, 475 employees, patients, and community members. While approximately 48% of employees have taken this important step to get vaccinated, the remainder of the staff have not. We have administered a survey to better understand the hesitancy and are: leading weekly town hall meetings with vaccine-related updates; conducting rounds to answer questions on vaccine hesitancy and discuss benefits of vaccination; pushing out resources and recorded testimonials through our daily newsletter; and identifying vaccine champions.

INFRASTRUCTURE AND EQUIPMENT

New Critical Services Structure ("CSS"): 50% completed to date

- Projected occupancy: June 2022.
- Currently there are 350 trades persons working on the new building.
- Projected to increase by 100 to 450 in next couple of months.

Reimagine the current Main Building to provide top-notch ambulatory care services within state-of-the-art facilities

- Renovate 26,000 sq. ft of 1st floor space (50+ exam rooms) to be used for Primary Care, Diabetes, Hypertension and Cardiovascular Diseases, among other specialties.

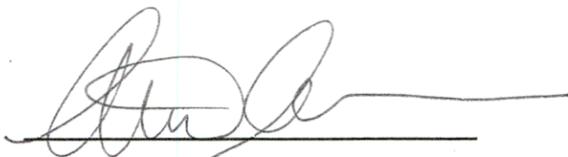
Trauma Center

- Coney Island Hospital cares for hundreds of trauma patients per year in our fully prepared resuscitation rooms. The hospital has a trauma response team on standby for any incoming codes and performs multiple drills to be ready for patients that are brought in for care. In addition, the Emergency Department **recently** appointed an EMS and Disaster Fellowship trained Director for Trauma and Prehospital Medicine to ensure preparedness and quality.
- While the Community Advisory Board has been advocating for the facility to pursue Level I Trauma Center, unfortunately, the cost associated with becoming a designated Trauma Center is prohibitive at this time due to the requirement of 24/7 specialty and trauma surgery coverage.
- Coney Island Hospital is now a New York State certified PCI Center, which means we can now care for patients who are having acute heart attacks. They no longer have to travel a far distance to receive life-saving care.

PATIENT SAFETY/SATISFACTION: Focus groups across various disciplines were conducted in the wake of the COVID-19 surge to gather feedback on patient safety and how to improve processes across the facility to reduce potential risks to patients and staff. The executive team now conducts safety rounds bi-weekly to clinical and non-clinical areas of the hospital, speaking with staff and patients and discussing important topics including personal protective equipment, vaccination, and the environment of care. The Emergency Department has focused on the care experience in recent months, successfully reducing time from patient arrival to first contact with a physician by 44%, reducing the rate of patients leaving without being seen to 1.0%, and improving patient satisfaction scores dramatically. Patient complaints have decreased in the last year by 44% and compliments have increased by 33%, reflective of our efforts to enhance the care experience and prioritize safety.

FREQUENT COMPLAINTS RAISED BY PATIENTS AND COMMUNITY MEMBERS: A frequent complaint raised by our patients and community members has been suspension of visitation during the pandemic. Per NYS guidelines, visitation was authorized for end-of-life and critical care. To address these concerns, families/caregivers have care packages delivered through our patient relations department. Additionally, we allow FaceTime visits to encourage a connection between patient/caregivers, which has helped ease the anxiety and allowed patients to connect with their loved ones during their stay at the hospital.

ISSUES IMPACTING THE COMMUNITY: Issues affecting the community include difficulty in making an appointment to receive the COVID-19 vaccine, especially for seniors. We have been working with our elected officials to facilitate scheduling the appointments for their constituents.



Svetlana Lipyanskaya, CEO



Theresa Scavo, CAB Chairperson

¹ 7-day citywide positivity rate as of 1/28; DOHMH.

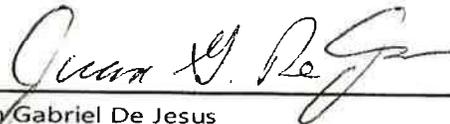
Gotham Health | BELVIS Executive CAB Report 2021

Gabe Dejesus, Community Advisory Board Member

- **COVID-19:** Gotham Health | BELVIS has tested over 30,000 patients since the beginning of the pandemic. This number reflects both the testing location and the mobile testing van. Clinical Team provided patients with most updated information about the pandemic and educated them on the importance of getting tested.
- **Vaccinations:** Belvis is currently vaccinating upward of 80 patients daily with the COVID 19 vaccine.
- **Physical Plant/Equipment:** We continue to upgrade equipment as necessary to ensure that staff is equipped to perform their jobs effectively/efficiently.
 - o Modernization of both elevators as a capital project has been approved by Executive Leadership.
 - o Pharmaceutical Freezer/Refrigerator and Industrial Freezer installed in the pharmacy to house COVID vaccines at the appropriate temps.
 - o Body temperature cameras being installed for quick accurate temperature readings at the facility entrance for all patients and staff entering the building.
 - o Temporary sneeze guards installed throughout the building to protect both staff and patients.
 - o Cell phone charging/sanitizing stations have been installed for patient and staff use in the waiting area on the first floor.
- **Complaints:** Most frequent patient complaints are patients having to wait for vaccine appointments.
- **Compliments:** During COVID-19 patients expressed their satisfaction with the care provided by Gotham Providers and staff.
- **Community issues:** High Asthma rates in the South Bronx
- **Community Outreach:** Community Affairs has distributed over 7000 flyers to residents, NYCHA, small businesses, and community partners on the importance of getting COVID-19 testing done.

- **Special thank you:**

- We thank Dr. David John, CMO of Gotham Health, for his effective and continued leadership at BELVIS/Gotham.
- We thank Ms. Michelle Lewis, CEO of Gotham Health, for her continued support of BELVIS/Gotham.
- We thank ALL staff, especially Community Affairs and BELVIS/Gotham Leadership for their input in making 2020 a successful year despite challenges faced.

X 

Juan Gabriel De Jesus
CAB Chair

X 

Michelle Lewis, CEO Gotham Health



Gotham Health

Gotham Health | Morrisania Executive CAB Report (February, 2021)

Donna Hill Young, Community Advisory Board Member

- **COVID-19: Gotham Health | Morrisania** has tested 19,897 patients since the beginning of the pandemic. Clinical Team provided patients with most updated information about the pandemic and educated them on the importance of getting tested and vaccinated.
- **Infrastructure/Equipment:** We continue to upgrade equipment as necessary to ensure that staff is equipped to perform their jobs and for patients to have a smooth experience.
- **Patient Satisfaction:** More patients are using and signing up for MYCHART, this helps with health literacy, self-empowerment, and increased communication with providers.
- **Complaints:** Most frequent complaint is regarding long appointment wait times and difficulty calling into the clinic.
- **Issues impacting the communities served by the facility:**
 - o Access to Health Care – this is mediated by the Community Outreach Team. They have connected members of the community to the health facility and health insurance.
- **Special Thank You:**
 - o We thank Ms. Michelle Lewis, CEO of Gotham Health, for her continued support of Morrisania/ Gotham.
 - o We thank Dr. David John, CMO of Gotham Health, for his effective and continued leadership at Morrisania/ Gotham.
 - o We thank Jeremy O'Connor, Medical Director of Morrisania, for his continued support
 - o We thank Victoria Kusi, Director of Nursing at Morrisania, for her continued support.

X Michelle Lewis

Michelle Lewis, CEO Gotham Health

X Donna Hill Young

Donna Hill Young, CAB Member