



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

September 14, 2021

5:00 P.M. – Virtual Meeting

**AGENDA**

- |  |                         |
|--|-------------------------|
| I. Call to Order   | Robert Nolan            |
| II. Adoption of May 4, 2021<br>Community Relations Committee Meeting Minutes | Robert Nolan            |
| III. Chairperson’s Report  | Robert Nolan            |
| IV. CEO President’s Report   | Mitchell Katz, M. D.    |
| V. Information Items (Annual CAB Reports):                                   |                         |
| a. NYC Health + Hospitals/Coler  | Mr. Gary Delamothe      |
| b. NYC Health + Hospitals/McKinney   | Mr. Antoine Jean-Pierre |
| VI. Old Business   |                         |
| VII. New Business  |                         |
| VIII. Adjournment  |                         |

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

Minutes - March 4, 2021

5:00 P.M.

Via WebEx

NYC Health + Hospitals Board Room  
Virtual Meeting

**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

**COUNCIL OF THE COMMUNITY ADVISORY BOARDS**

NYC Health + Hospitals/Bellevue—Ms. Louise Dankberg

NYC Health + Hospitals/Gotham/Belvis—Gabriel DeJesus

NYC Health + Hospitals/Carter—LaShawn Henry

NYC Health + Hospitals/Coler—Gary Delamothe

NYC Health + Hospitals/Coney Island—Theresa Scavo

NYC Health + Hospitals/Gotham/Cumberland—Jacqueline Narine

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

NYC Health + Hospitals/Jacobi—Sylvia Lask

NYC Health + Hospitals/Kings County—Warren Berke

NYC Health + Hospitals/Lincoln—Roland Lopez

NYC Health + Hospitals/McKinney—Antoine Jean-Pierre

NYC Health + Hospitals/Metropolitan—John Giovanni Brecevic

NYC Health + Hospitals/Gotham/Morrisania—TBD

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

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

NYC Health + Hospitals/Gotham/Sydenham—Everett Person

NYC Health + Hospitals/Sea View—George Marino

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 Learty, Senior Director, Community Relations

Amir Abbady, Director, Community Affairs

Xiomara Wallace, Director, Auxiliary & Community Affairs

Manelle Jacques Belizaire, Government & Community Relations

**FACILITY STAFF**

Mr. Chris Roker, Chief Executive Officer, Lincoln

Mrs. Helen Arteaga Landaverde, Chief Executive Officer, Elmhurst

## CALL TO ORDER:

Mr. Nolan called the meeting of the Community Relations Committee to order at 5:08 p.m.

Quorum was established – the minutes of the Community Relations Committee meeting held on March 2, 2021 was reviewed and upon motion made, and duly seconded the minutes was unanimously approved.

## CHAIRPERSON REMARKS:

Mr. Nolan took a moment to acknowledge the passing of Sylvia Lask, the President of the Jacobi Hospital CAB. Mr. Nolan informed the CAB members to mark their calendars for the Board of Director's Annual Public Meetings for Fiscal Year 2021. He encouraged CAB members to attend and provide testimony. These meetings will begin at 6pm on the following dates and locations:

- For Queens: Tuesday May 25, 2021 at Elmhurst Hospital
- For the Bronx: Tuesday, June 8, 2021 at Jacobi
- For Brooklyn: Tuesday, June 15, 2021 at Kings County

Speakers are asked to register in advance by writing or calling:

Ms. Colicia Hercules, Secretary to the Corporation, at 212-788-3360

## PRESIDENT'S REMARKS:

NYC Health + Hospitals has administered more than a half a million vaccinations. The City of New York's infection rate are low and dropping, as well as hospitalization rates. We must also keep in mind that the pandemic is not over, and acknowledge the pain of the people of India, parts of South America, and elsewhere on the frontlines of the ongoing pandemic. I want to acknowledge the generous donation of \$1 million to NYC Health + Hospitals, Queens by Hari Hariharan to fund a new diabetes management service and update related equipment for the Ophthalmology Clinic. He had been vaccinated at the hospital and received critical care which inspired his generosity.

NYC Health + Hospitals resumed using the Johnson and Johnson vaccine as permitted by the FDA, which is particularly helpful for certain populations of elderly persons or persons with serious disabilities who cannot leave their home. Our mobile vans have also been a huge success, with three mobile vans providing vaccinations to the homeless. The vans also provide wound care, food/ snacks and referrals for health and substance abuse treatment. Next week, NYC Health + Hospitals will begin offering vaccinations to 12 through 15-year old New Yorkers. NYC Test & Trace will also begin offering at-home testing and will begin offering aftercare to COVID patients.

## PRESENTERS:

Hear from the (3) facilities presenting their verbal annual reports. Each presentation is allotted 5 minutes of speaking time:

1. Cumberland – Jacqueline Narine, President of CAB
2. Elmhurst – Carlos Cortes, President of CAB
3. Lincoln – Annette Gonzalez, CAB Liaison/ Staff

Mr. Nolan moved the agenda and asked Jacqueline Narine, the CAB Chair of Gotham Health/Cumberland, to present her report.

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

Cumberland has led COVID-19 testing for Gotham patients since the beginning of the pandemic average 260 day with a high of 500 tests a day during the holiday seasons. We have successfully transitioned from testing tents to testing trailers to facilitate testing during the winter months. Mobile testing vans and pop-up testing at NYCHA Recreation Centers help expand testing in underserved communities, including Long Island City.

Integration of the Behavioral Health into Primary Care helped to reduce barriers for Behavioral Health patients. We also began putting in custom registration desks in the waiting room area, sponsored by our Cumberland Auxiliary Board. The most frequent complain is the wait-time for care as well as the ongoing issue of chronic illness, diabetes, hypertension and obesity. Lastly, the Gotham Health Community Outreach team also distributed 7,000 flyers to NYCHA residents, small businesses, and community partners regarding vaccine availability in the community.

Dr. Katz clarify the meaning of “cycle-time” – which is the length of time from arrival to an encounter with the physician. He also clarify that Gotham is working to address this issue System-wide.

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

Carlos Cortes, the President of Elmhurst CAB, presented for the facility. Elmhurst has given out nearly 40,000 vaccinations to patients in the community with distribution occurring seven days a week, while supplies last. Shipments are now more predictable, allowing us to steadily vaccinate about 700 or more people per day. COVID testing continues seven days a week as well. Elmhurst has provided over 100,000 tests since March 2020. This is all thanks in large part to our partnerships with Voices Latina, NICE and Adhikaar.

Our new CEO, Helen, has been working to secure government funding for the Neuro and Pediatric ICU, which would cost \$12 million and \$3 million respectively. We have also requested support for our \$7.4 million renovation of our Labor and Delivery Unit, to create a new birthing center to serve mothers and babies in Queens.

Our Patient Experience Team is working on a number of initiatives related to improving care at Elmhurst, including promoting a culture of safety, and improving grievance closure rates. Maintaining high HCAHPS scores and of course, always trying to increase access to care for the underserved communities. Some complaints have been reported about the wait-time for vaccinations and visiting hour restrictions, as we follow New York State guidelines.

The Elmhurst community still struggles to deal with risk factors for chronic disease, like alcohol and substance abuse, smoking, poor diet, lack of exercise, and of course, obesity.

Ms. Arteaga responded that Labor and Delivery is the top priority since funding has been secured for better delivery of care. The other projects was placed on hold due to COVID, there is a refocusing on these projects at this time so that they can be completed.

Ms. Arteaga also clarified that currently there are two companions allowed for maternity, and are slowing increasing visiting hours on the in-patient floors to ensure safety.

## **NYC Health + Hospitals/Lincoln**

Annette Gonzalez, the CAB Liaison for the Lincoln Hospital, presented on behalf of Mr. Roland Lopez. Lincoln has administered about 30,000 COVID vaccines to patients to date, and averages 150 to 200 first doses per day. The Lincoln Community Advisory Board has been brought in to share their perspective on the ambulatory care expansion plan, a multi-year project currently in the vendor selection stage to perform a feasibility study.

A fuel tank replacement project is replacing fifty-year-old tanks that are throughout the campus for code compliance. Lincoln is also having its elevators and imaging units upgraded. Construction is underway on two CT scanners to be completed by mid-June, and two x-ray machines are being installed in the coming weeks. Linus, a linear accelerator, is also receiving a full replacement, as well as two MRI machines. All projects are still on schedule. Lincoln is also repairing its sidewalk along Morris Avenue over the coming weeks.

Lincoln is implementing several initiatives focused on patient safety concerns and a general lack of empathy from staff. A lot of work is going on behind the scenes in having discussions with staff and the new CEO. We are happy to report Care for the Homeless is opening an 80-bed facility, with an on-site federally qualified health center that will be offering primary care and homeless services by the end of this month. The facility will be located across the street from the hospital with a commitment for Lincoln patients being priority.

The new CEO of Lincoln, Chris Roker, also spoke briefly about his governing philosophy to addressing some of the issues at Lincoln, such as prioritizing and empowering front-line workers at the hospital.

**ADJOURNMENT:**

Meeting adjourned at 5:52 P.M



## **REPORT TO THE COMMUNITY RELATIONS COMMITTEE OF THE HHC BOARD OF DIRECTORS**

**COLER COMMUNITY ADVISORY BOARD**  
Tuesday, September 14, 2021

### **I. COVID-19**

Throughout the COVID-19 pandemic, Coler Administration has continued to work closely with the Post Acute Care and system leadership, as well as following all CDC, CMS and NYS DOH guidelines to ensure the alignment of infection control and other clinical practices. This has enabled Coler to navigate this crisis with the overarching goal of minimizing the impact on residents and staff to the extent possible. The CAB has continued to receive routine updates from Administration and conduct virtual meetings throughout, enabling us to perform our role during this time.

Through an aggressive COVID-19 vaccination campaign, Coler has fully vaccinated 94% of the residents. The staff vaccination rate reached 75% prior to the NYS DOH mandate requiring all nursing facility staff to receive the vaccination. The facility continues to make the vaccine available to staff and provide education as we move towards full compliance with this mandate.

The facility has also been proactive when it comes to testing of unvaccinated staff. Coler is going above and beyond the NYS DOH and New York City requirement and testing unvaccinated staff twice per week. This is in line with other Health + Hospital's Post Acute Care facilities as we endeavor to do all we can to protect our residents and staff.

Coler is following the NYS DOH guidelines permitting residents to have visitors and off-campus passes. Outside visits are permitted at all times, while visits occurring inside the facility are permissible when there are no reported COVID-19 cases amongst staff or residents. Residents are able to have a compassionate care visit inside even during times of an outbreak. The facility has followed a broad interpretation of compassionate care to ensure residents are able to have visitors to benefit their quality of life and clinical condition.

Under these guidelines, residents are also able to travel off-campus for day or overnight trips. This has greatly benefitted many of our residents who travel independently throughout the community to attend events and visit friends and family.

### **II. INFRASTRUCTURE /EQUIPMENT**

- Coler has recently installed additional new bedside TVs on two (2) resident units located on A51 and A52, part of a complete TV upgrade program. With completion of the current two (2) resident units, Coler will have upgraded TVs in eight (8) of its resident units. This

is part of the goal to upgrade all resident units with state of the art bedside TVs. Funding has been provided through a combination of generous donations from our Auxiliary and other revenue sources.

- For the comfort and safety of residents and their guests, Coler erected a temporary, heated tent to facilitate safe, socially distant visitation, which has since been removed in June, after NYSDOH visitation restrictions were lifted.
- Coler has successfully constructed a new four (4) chair dialysis unit during the COVID emergency declaration, and is operating it at full capacity. Permanent NYSDOH approval was received in June 2021. This on-site dialysis means that residents no longer need to travel outside of the facility 3 days/week for this service.
- Coler will replace its existing temporary emergency generators and outdated annunciator systems under a new permanent emergency generator project currently completing the design phase, with construction expected to begin in early 2022.
- Coler is presently undergoing expansion of its current Broadband/Wi-Fi service. Work has already been completed to expand service and improve connectivity in areas within the facility that have previously experienced issues with Broadband/Wi-Fi service. Service improvements and reliability will continue to strengthen and improve as additional service access points are installed and made operational. This is an ongoing project.

### **III. PATIENT SAFETY/SATISFACTION**

Coler is one of a select group of NYC Health + Hospitals facilities to participate in partnering with PlaneTree, an organization guiding healthcare facilities in building patient-centered care and enhancing patient experience. PlaneTree works with healthcare organizations on an international level and is a recognized leader in the field of patient-centered care.

As part of the PlaneTree program, CAB and Auxiliary members, residents, families and staff have participated in focused groups, generating valuable information and ideas that will help guide our journey. This feedback has been pivotal in driving new process improvement projects. Some of the PlaneTree projects that have been completed or are in progress are:

- Leadership Rounds that engage staff
- Staff recognition programs developed from staff feedback
- Staff support services
- Staff “newsletter” to help promote communication
- Family Newsletter
- Creation by the residents of a Resident Credo

#### **IV. FREQUENT COMPLAINTS RAISED BY PATIENTS/RESIDENTS**

Coler has received resident concerns regarding the return of clothing being laundered. The facility conducted a review of the service and identified opportunities for improvement which were implemented and include further education of staff on the related processes and communication to residents and families regarding the process for labeling the resident's name on clothes brought in from outside Coler.

Residents have expressed concerns with the ability to access Wi-Fi in certain areas of the facility. In response to these concerns, Coler has undertaken measures to enhance the Wi-Fi coverage for resident access. The facility upgraded the Wi-Fi throughout the B building in the corridors, recreation and social areas. In addition, Coler purchased laptops and distributed them to residents for personal use, enabling them to better access Wi-Fi. In addition, the facility is presently conducting a Wi-Fi infrastructure upgrade project which will improve both coverage and signal strength on resident units and in activity areas.

#### **V. OTHER**

Coler was listed in Newsweek's Top 10 Ranking of the Best Nursing Homes for 2021. The rankings were based on three data sources: Performance data, peer recommendations and the facility's handling of COVID-19. In addition, Coler has an overall 4 Star rating and has a perfect 5 Star rating in the Quality of resident care and Staffing categories from the Centers for Medicare and Medicaid Services. Coler has repeatedly scored in the top quintile of the New York State Department of Health Nursing Home Quality Initiative.

Coler developed and implemented a dedicated palliative care unit to meet the needs of our seriously ill residents and to provide care on-site in alignment with their preferences. The program is referred to as EQOL for Enhanced Quality of Life. To date, we have been able to dedicate 8 sub-acute care beds to provide enhanced level of care to these residents.

This unit has interdisciplinary services ranging from a geriatrician who is also board certified in palliative care, skilled nursing staff, nutritionist, social worker, therapeutic recreation staff and spiritual services. Thus far, the unit has provided high quality health care services and very positive feedback from residents and their families along with their caregivers.

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



Community Advisory Board Report

**Signatures:**

**CAB  
Chairperson:**

*Larry Dehamette*

---

**Date:**

August 30, 2021

---

**Chief Executive Officer:**

*Robert Hayes*

---

**Date:**

*8/27/21*

---

Community Advisory Board Report

Chair: Antoine Jean Pierre

September 2021

## COVID-19

COVID-19 at McKinney left an experience no one will ever forget for an exceptionally long time. From the onset, we had our challenges as all other post-acute care centers. The most challenges were; we were fighting something that was invisible and no one had answers and we did lose some residents and one staff member.

Immediately, so much was taken away from the residents and that in itself was challenging ...how do we help them understand what was going on? Once our plan of care was implemented, we were better prepared to face our challenges. The amazing team at McKinney worked diligently to ensure all clinical measure were in place for everyone.

## Infrastructure/Equipment

During COVID, projects that were already earmarked were being executed and continues to today.

As a post-acute care center, operations are much more different that acute. Some infrastructure had to be place on hold such as the in-house dialysis because that space is designated as the COVID Suite, which takes precedent. However, new elevators were put in, a new morgue was constructed, a new learning center and all residents now has free telephone service. A cliniconex system is now in place for keeping all families informed of any adverse activity in a timely manner and a remote rehabilitation site was set up for sub-acute residents on the rehabilitation suite area.

## Patient Safety/Satisfaction

In alignment with our safety standards a new wanderguard system was put in place along with a new camera system. We have always followed all NYS and DOH policies to ensure the safety of both residents and staff. Residents were happy with the modified projects and programs put in place by Therapeutic Recreation. Contact with families were done daily through facetime and phones.

For Safety, one designated COVID Suite is still operational.

Cards from the community were again distributed to residents for Mothers' Day and Fathers' Day.

Front-line staff must be commended for their tireless efforts in ensuring that care was never compromised.


## Frequent complaints raised by patients/residents

The only complaints residents aired was the non-contact with their families, but as time elapsed, face-time and window visits were put in place to help alleviate anxiety. Visitation continued for qualified Compassionate care. Residents were kept occupied by the staff of the Therapeutic Recreation departments.

## Other

The McKinney spirit is always present. It is amazing too witness the staff as they adopted each resident with love and compassion during that difficult period. The care and compassion from staff leave us a Community Advisory Board satisfied about the quality of care given to our residents.

Sincerely,

  
Antoine Jean Pierre  
Chair

  
Stephen Catullo  
Deputy Executive Director