



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

May 3, 2022

5:00 P.M.  
50 Water Street, Via WebEx

**AGENDA**

- |  |                             |
|--|-----------------------------|
| <b>I. Call to Order</b>  | <b>José A. Pagán, PhD</b>   |
| <b>II. Adoption of March 1, 2022<br/>Community Relations Committee Meeting Minutes</b> | <b>José A. Pagán, PhD</b>   |
| <b>III. Chairperson's Report</b>   | <b>José A. Pagán, PhD</b>   |
| <b>IV. CEO President's Report</b>  | <b>Mitchell Katz, M. D.</b> |
| <b>V. Information Items (Annual CAB Reports):</b>                                      |                             |
| a. NYC Health + Hospitals/Cumberland   | Mr. Corey Evans             |
| b. NYC Health + Hospitals/Elmhurst   | Mr. Carlos Cortes           |
| c. NYC Health +Hospitals/ Gouverneur   | Ms. Laryssa Shainberg       |
| d. NYC Health+ Hospitals/Lincoln   | Mr. Ngande Ambroise         |
| <b>VI. Old Business</b>  |                             |
| <b>VII. New Business</b>   |                             |
| <b>VIII. Adjournment</b>   |                             |

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

**March 1, 2022**

**5:00 P.M.**

**Via WebEx**

**NYC Health + Hospitals Board Room  
Virtual Meeting**

**MINUTES**

**ATTENDEES**

**COMMITTEE MEMBERS**

Robert Nolan, Chairperson

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

Dr. Katz, President, NYC Health + Hospitals

Dr. Patricia Marthone & Anita Kawatra

**COUNCIL OF THE COMMUNITY ADVISORY BOARDS**

NYC Health + Hospitals/Bellevue— Ronnie White

NYC Health + Hospitals/Gotham/Belvis— Iliana Almanzar

NYC Health + Hospitals/Carter—LaShawn Henry

NYC Health + Hospitals/Coler—Gary Delamothe

NYC Health + Hospitals/Coney Island—Theresa Scavo

NYC Health + Hospitals/Gotham/Cumberland—Corey Evans

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— Joseph Menta

NYC Health + Hospitals/Kings County—Warren Berke

NYC Health + Hospitals/Lincoln— Ngande Ambroise

NYC Health + Hospitals/McKinney—Antoine Jean-Pierre

NYC Health + Hospitals/Metropolitan—William Smith

NYC Health + Hospitals/Gotham/Morrisania— Beverly Johnson

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

NYC Health + Hospitals/Queens— Carolyn Brown

NYC Health + Hospitals/Gotham/Sydenham—Everett Person

NYC Health + Hospitals/Sea View—George Marino

NYC Health + Hospitals/Woodhull— Jose Rolando Guzman

**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

Manelle Jacques Belizaire, Government & Community Relations

## **CALL TO ORDER:**

Mr. Pagán call the meeting to order at 5:14 p.m.

Upon motion made, duly seconded the minutes of the January 11, 2022 Community Relations Committee meeting was unanimously approved.

## **CEO/ PRESIDENT's REMARKS:**

Dr. Katz started by recognizing the 100,000<sup>th</sup> member milestone of NYC Cares, he proceeded to recognize the addition of Senior VP of Post-Acute Care Khoi Luong to the System, and announced Test & Traces partnership with 14 cultural sites and the NY Public Library to distribute at home COVID tests as of February 14<sup>th</sup>. Dr. Katz also discussed Test & Traces new Opioid Use Disorder protocol to connect New Yorkers struggling with addiction to virtual clinics, the \$75,000 Foundation Grant H+H received from the George Link Jr. Foundation, and the impressive text message efforts of Test & Trace – that sent 700,000 text messages during the Omicron wave.

## **NYC Health + Hospitals/Sea View – report was postponed until next meeting**

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

Theresa Scavo of the Coney Island CAB reported that they peaked with COVID-19 cases in January 2022 with 220 patients on average. During this peak they saw positivity rates hit 40% but by mid-February they were 6%. The variant significantly effected the staff but thankful service was not affected. Construction will begin on the Ruth Bader Ginsburg Hospital, 80% of the complex is complete with occupancy projected for October 2022. Limited parking around the facility is a significant issue but increased parking enforcement hopes to address the problem.

Ms. Lipyanskaya, CEO of NYC Health + Hospitals/Coney Island recognized that there are limited parking at the facility and noted that there are plans to mitigate this issue with parking spaces under the new campus building currently being constructed. A study is being conducted on how to effective implement the flow of traffic into the space and other parking spaces that will become available in the outside lots around the campus. She is also advocating on keeping the current off-site.

In response to questions from the Committee, Dr. Katz acknowledge that language barriers does play a role when communication care plans to a patient, especially around the translation of jargons and native languages. He also acknowledge that there is room for improvement.

### **NYC Health + Hospitals/Belvis**

Iliana Almanzar of Belvis CAB reported on several infrastructure projects underway at Belvis including the lobby redesign, renovations to the pediatric

asthma suite, diabetic center, and radiology suite. The clinic is also seeing a wellness room and roof installed. Patients are hoping that the facility will see renovations to the pharmacy and bathrooms to make it ADA compliant, as well as a replacement of the elevators.

In response to questions on whether these infrastructure plans are funding or not, Mr. Reginald Fernandez, Associate Director of Nursing informed the Committee that the request has been submitted to the Capital Budget process in February.

Clarification was made that the facility is in fact requesting addition security patrol around the site. Dr. Katz updated the Committee that this issue is being addressed by Central Office Security under the leadership of Dr. Eric Wei and that there is a close partnership with Hospital Police for security within the facility and NYPD to address safety concerns around the facility.

### **NYC Health + Hospitals/Morrisania**

Beverly Johnson of Morrisania CAB reported that the clinic tested over 44,800 patients and vaccinated 23,700 people since the beginning of the pandemic. The clinic has been working to create a mural in the pediatric unit, a Garden Committee hopes to upgrade the courtyard garden, and install sneeze guards throughout the building. Patients have expressed issues with the waiting room and the call center in receiving service. The community also asked for more Spanish speaking providers and OB/GYN services.

Mr. Nolan discussed the need to reach out to the new Borough President's offices to support our Community Advisory Boards; Deborah Brown confirmed that letters were submitted and conversations were underway.

With all reports concluded, Sally Pinero used the opportunity to discuss her satisfactory patient experience using the virtual emergency room. Mr. Nolan noted the upcoming Annual Public Meeting – March 22<sup>nd</sup> in Staten Island, April 5<sup>th</sup> in Manhattan, May 10<sup>th</sup> in Queens, May 17<sup>th</sup> in the Bronx, and June 14<sup>th</sup> in Brooklyn.

### **ADJOURNMENT:**

Meeting adjourned at 5:52 p.m.

Gotham Health I Cumberland Executive CAB Report  
Mr. Corey Evans, Chair, Community Advisory Board

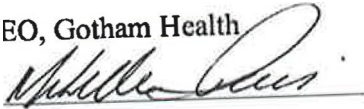
- Completion of façade project improving overall aesthetics of Cumberland's external facade
- Expanded COVID operations due to COVID Variant 7 days a week
- PCMH Recognition awarded
- Successful Article 28 survey with minimal findings
- Implementation of 4 VRI interpreter units in the clinic for improved language interpretation services to our patients
- OASAS Successful survey for chemical dependency program
- (Donations) All Gotham's sites received donations Cumberland received donations from the Frontline Impact Project and the Lubetzky Foundation. For healthcare staff and frontline workers. From snacks to beauty products, some of what was donated are listed below:
  - ❖ Kind Bars & Kind Bags
  - ❖ Hint Waters
  - ❖ Breakfast Bars
  - ❖ Mary Kay Hand sanitizers
  - ❖ Huron (Men's Shampoo)
  - ❖ Glossier
  - ❖ Laderach Chocolates
  - ❖ Rise Coffee
  - ❖ Tonys' Choclonely
  - ❖ Sakara life
  - ❖ Estee Lauder (Lipsticks and face toner)
- Donation of clinical equipment from ALFA organization through CHACNYS
- LGBTQ Healthcare Index Certification awarded for Cumberland
- Cumberland COVID Team recognized as healthcare heroes showcased in Commodore park
- Unveiling of Pediatrics painting by local artist
- Raised over 5K for breast cancer awareness

- Special thank you:
- We thank Ms. Michelle Lewis, CEO of Gotham Health, for her continued support of Cumberland /Gotham.
- The Community Advisory Board would also like to thank Ms. Michel Clarke, Senior Director and Mervin DeCosta, Director of Patient Relations for their continued support and leadership.

- Mr. Corey Evans
- Chair, Cumberland CAB
- X Corey Evans

Ms. Michelle Lewis

EO, Gotham Health

A handwritten signature in black ink, appearing to read "Michelle Lewis", written over a horizontal line.

CEO, Gotham

# Elmhurst

## EXECUTIVE SUMMARY

NYC Health + Hospitals/Elmhurst's Community Advisory Board is happy to report on our hospital's current priorities.

- **COVID-19--We've given nearly 120,000 vaccine doses to patients and our community members. In addition:**
  - Vaccinations run 5 days a week and testing continues, 6 days a week. We have provided over 192,000 tests since opening in March 2020.
  - Community partnerships have been nurtured with Voces Latinas, Make the Road New York, NICE, Adhikaar, the 82<sup>nd</sup> Street Partnership, Commonpoint Queens, the Elmhurst Community Partnership, the Elmhurst Corona Recovery Coalition, and other organizations to share news about COVID-19 testing and vaccination, resulting in hundreds of additional vaccinated community members. As of today, over 99% of adults over age 18 are fully vaccinated in Elmhurst and Jackson Heights and over 92% are fully vaccinated in Corona. Elmhurst was recently selected to present this work at the annual conference for America's Essential Hospitals in Boston, MA in June 2022. We have also used these partnerships to promote other hospital programs and services
  - Since the pandemic senior and clinical leadership at Elmhurst have participated in over 100 town halls, webinars, and information sessions to educate the community about COVID-19 and the importance of vaccination.
- **Infrastructure/Equipment:** NYC Health + Hospitals/Elmhurst is an aging facility greatly in need of capital investment and improvement. We have been working with our local legislators to secure funding for a number of projects, including an extensive renovation of our J1 Infectious Diseases Clinic (\$5 million) an expansion of our Women's Pavilion (\$50 million), and the greening of hospital entranceways (\$6 million). We have also received support of \$3 million through federal funds for the renovation for our Labor and Delivery Unit to create a new birthing center to serve mothers and babies in Queens.
- **Patient Safety/Satisfaction:** Our Care Experience team is working on a number of key initiatives to allow the organization to receive the Excellence in Person-Centered Care Certification by Planetree International; as well as other key initiatives related to improving care at Elmhurst, including additional Patients & Guests Services presence in the Emergency Department, improving grievances closure rates, and maintaining high HCAHPS scores. The CAB Chair fully participates in the Care Experience Team as a member of the Strategic Planning Committee and the Patient-Family Advisory Council. The Elmhurst Care Experience team was also selected to present their improvement strategy at the Press Ganey National Client Conference in February 2022 (more than 1,100 people from health care facilities from across the nation attended the session). In addition:
  - We have worked to increase our language access by getting additional 25 video iPads for clinical inpatient units making it standard that all units have 3 video units. We have also worked to increase efficiency of language access in outpatient areas by having direct lines to the six major languages at Elmhurst (Spanish, Mandarin, Bengali, Korean, Nepali and Cantonese), and connecting 99% of patients in under 40 seconds.
- **Frequent Complaints:**
  - Wait time, perception of adequacy of care. Specifically, there is a very long wait time for appointments to see certain specialists, including in Dermatology, Women Health, and Gastroenterology. Elmhurst is in the process of recruiting more attending physicians to alleviate this issue. There is also the issue of

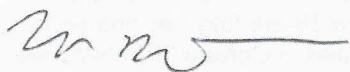


# Elmhurst

excessive wait times during visits for some specialties. For instance, patients have encountered excessive time spent at the Ophthalmology Clinic waiting to see the ophthalmologist.

**Visiting Hours**— Current visiting hours are 11am to 9pm.

- **Community Issues:** The communities surrounding Elmhurst struggle with risk factors for chronic diseases like alcoholism and substance use, smoking, poor diet and lack of exercise and obesity. Our communities also lack sufficient parks, green space and community centers to meet the needs of growing populations. Many in our communities also face significant socioeconomic challenges that lead to health disparities. There are vast cultural and linguistic barriers as well as legal issues relating to immigration status that preclude easy access to health care services.



Helen Arteaga-Landaverde, CEO



Carlos Cortes, Community Advisory Board Chair

## Gouverneur Gotham Ambulatory Site and Gouverneur Skilled Nursing Facility Community Relations Committee Meeting, Tuesday, May 3, 2022

I would like to thank Dr. Katz, the leadership at Gouverneur, Dr. Morris Gagliardi, CMO of Gouverneur Gotham Ambulatory Site and Susan Sales, CEO of Gouverneur Skilled Nursing Facility and the Community Relations Committee of NYC Health + Hospitals for this forum so that I can provide you some of the highlights of the CAB's activities at Gouverneur Gotham Ambulatory Site and Gouverneur Skilled Nursing Facility.

Gouverneur Gotham Ambulatory Site provides nearly 175,000 visits annually and became a Vaccination and Testing site throughout the pandemic. Demand for testing increased during the surges, in particular the Omicron surge, when the site tested 600+ per day. Nearly 28,000 doses for the COVID Vaccine were given as of mid-April 2022.

Gouverneur Skilled Nursing Facility has 295 beds with 95 beds providing subacute rehabilitation and 200 traditional long-term care beds. Throughout the last year, the Skilled Nursing Facility has continued to serve its long-term residents and keep them connected with their families and has returned over 600 patients to the community following rehabilitation.

As requested for this report I will review the following areas for both service lines:

- COVID-19
- Infrastructure/Equipment
- Patient Safety/Satisfaction
- Frequent complaints raised by patients/residents
- Issues impacting the communities served by the facility

### **COVID (TESTING AND VACCINATION)**

#### **Gouverneur Gotham Ambulatory Site**

- The site has maintained a testing site throughout the year, with demand variable.
- We distribute at-home tests to patients and staff through the test site, as well as oximeters.
- The vaccine was offered throughout the year, with demand peaking for boosters during the Omicron surge. Demand has since diminished, and the site is developing workflows to incorporate the vaccines in the practice.
- We encouraged all staff to meet the Fall 2021 mandate and to get their COVID Vaccine Booster.
- We offer Moderna for adults (18+) and Pfizer vaccine for children 5-11.

#### **Gouverneur Skilled Nursing Facility**

- COVID-19 PCR and Antigen tests for SARS-CoV-2 are available as indicated for all SNF residents and staff with over 20,000 tests performed for CY 2021.
- We offer Pfizer-BioNTech COVID-19 vaccine for all eligible residents and staff ages 12 years and older.
- For CY 2021, we conducted 24 vaccine clinics with a total of 1,310 doses given.

### **INFRASTRUCTURE/EQUIPMENT**

#### **Gouverneur Gotham Ambulatory Site**

- There are no major infrastructure concerns for current programming at the main site. The CAB has been engaged in seeking funding for undeveloped space on the first floor, where considerations for that build out have included urgent care, the relocation of the World Trade

## Gouverneur Gotham Ambulatory Site and Gouverneur Skilled Nursing Facility

Community Relations Committee Meeting, Tuesday, May 3, 2022

Center Program and/ or Physical Therapy, and the development of a Diabetes Center of Excellence.

- The CAB is also interested in funding to develop the second floor at the Judson site, unusable in its current state.

### **Gouverneur Skilled Nursing Facility**

- The facility recently received NYS DOH approval for "Home Dialysis", the service will allow residents to receive dialysis in the building rather than travelling multiple times per week to offsite locations. Construction is expected to start later this year.
- The facility has recently installed automatic entry doors on all resident units, allowing for easier access on and off the resident units.
- For patient and staff safety Clinton St. Courtyard was renovated to fix the drainage concerns.

### **PATIENT SAFETY AND SATISFACTION**

#### **Gouverneur Gotham Ambulatory Site**

- Patient safety is taken very seriously, and the site undergoes proactive evaluation of the structure, policies, procedures and workflows to minimize risk to patient safety.
- Patient satisfaction scores have steadily improved, with the site at or above average scores at other H+H sites. The most recent Press Ganey score on *Likelihood of recommending Care Provider*, considered the single most important indicator, was 92.0. (February, 2022)

#### **Gouverneur Skilled Nursing Facility**

- During the pandemic patient satisfaction has been affected by the lack of activities and other programs. For entertainment we provided residents iPads for watching movies, to listen to music and facilitated virtual visits when visitation was restricted.
- We continue to utilize Press Ganey to conduct satisfaction surveys for our residents and their families. The latest survey results showed an increase in our overall satisfaction rate from 72% to 75%. Our residents are quite pleased with our housekeeping and linen services.

### **FREQUENT COMPLAINTS RAISED BY PATIENTS**

#### **Gouverneur Gotham Ambulatory Site**

- The site recorded 57 complaints and grievances and 3,215 compliments in 2021, a year with 172,913 visits, for rates of 0.33 complaints/ 1,000 visits and 18.6 compliments/ 1,000 visits. The most common complaints are around communication and staff attitude, opportunities for the site to coach staff on ICARE values to improve our patient experience.

#### **Gouverneur Skilled Nursing Facility**

- The facility received 11 complaints and grievances and 184 compliments in 2021, a year with 104,243 patient/resident days for a rate of 0.10 complaints/ 1,000 patient/resident days. The most common complaints are around communication/care issues and meeting personal preferences. The Interdisciplinary Team addresses all complaints and confirms that the residents and families are satisfied with the actions taken.

**ISSUES IMPACTING THE COMMUNITY**

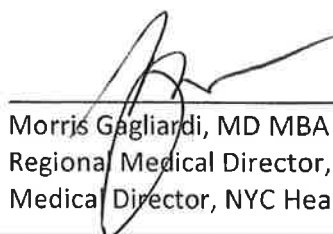
**Gouverneur Gotham Ambulatory Site: Health Equity**

- The site has developed a Steering Committee, with CAB membership, to proactively identify, investigate and bring awareness to inequities affecting our patients, staff and community, with intentional implementation of thoughtful, practical, iterative and innovative strategies to address these inequities. CAB membership involvement has been very appreciated.
- **Gouverneur CAB Summary/Objectives 2022:**
- The Community Advisory Board has focused on three major areas this year. As representatives and advocates for the patients of Gouverneur, we continue to bring to the attention of the administration the need to improve outreach for covid booters and scheduling these appointments timely. The wait time for appointments in many departments have risen to unacceptable levels. After communicating this with the administration, the causes were researched, and times have begun to improve.
- Functioning without a full-time support staff member affects the board's ability to meet our set goals year over year. Scheduling meetings and coordinating subcommittee agendas should be delegated to a support staff member. We are currently receiving part time support from the administration's staff. While this has provided the CAB with timely minutes and full board meeting coordination, we need a full-time staffer to assist with our goals of increased outreach to the community and help facilitate compilation of community take aways.
- We are encouraged after recent meetings with the new Director of Growth and Community Affairs, Raphael Dominguez. The CAB is looking forward to partnering with Raphael to facilitating an increase in community outreach that we feel has been lacking at Gouverneur. His office, we hope will be one more additional needed resource to assist the board in reaching our goals for the community.




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Susan A. Sales, FACHE  
Chief Executive Officer



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Morris Gagliardi, MD MBA  
Regional Medical Director, NYC Health + Hospitals/Gotham, Manhattan  
Medical Director, NYC Health + Hospitals/ Gotham, Gouverneur



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Isabel Ching, LMSW  
Gouverneur CAB Chair

**NYC Health + Hospitals | Lincoln**  
**Community Advisory Board**  
**CRC Report**  
**Tuesday, May 3, 2022**

As members of the Lincoln Community Advisory Board, we join with the administration to advocate and serve as the conduits for community and the hospital to achieve to provide the best possible health care to our community residents. The hospital Administration keeps us informed of all new endeavors, initiatives and programs. We are here as a team to work together to better serve our community needs.

The hard work that the Lincoln has done during the COVID -19 Pandemic was Exceptional. Even today the hospital continues to prevent the spread of COVID-19.

- By providing mask and screening upon point of entry of our facility,
- Encouraging and maintaining social distancing thru all communication outlets, i.e.: signage, posters, verbal, etc.
- Continue to offer COVID testing and Vaccination six days a week
- Schedule patient visitation to continue to monitor contact tracing to keep patients, staff and the community safe

Patient Centered initiative that brings up the moral to our community and enhances patient experience:

- **Infrastructure/Equipment**

New Radiology System installed.

Opening of new "Birthing Simulation Room".

Opened a Recharge room.

Wellness Resource Lounge for Staff.

- **Patient Safety/Satisfaction**

New "White boards" created by a PFAC member were installed.

A lobby Concierge is in place to navigate and answer patient/visitor's questions.

Officially received "Baby Friendly" re-designation.

Speakers installed inside and outside the entrance of the facility to provide soothing music.

Mural unveiling in OB/GYN for Women's International Day.

All effort is initiated in preparation to achieve the "ultimate goal" of The Plain Tree, Person Centered. Care certification.

Frequent complaints raised by patients/residents go to the Guest Relations department which provides a centralized mechanism for patients and visitors to express their concerns and provide feedback through suggestions and/or complaints. Service recovery are conducted to remedy all complaints. All Grievances are investigated by the chief/Director of the service and responded to in accordance with the CMS regulations. **The top three patient complaints and remediations taken are:**

## Effective Communication

### Remediation

- Nursing Communication improvement contest, systemwide.
- The Patient Experience team meet with the heads of the departments, leaders of the care areas, and line staff through various improvement committee meetings, unit huddles, executive townhalls and trainings to improve effective communication.

## Loss Property

### Remediations

- To decrease Loss property complaints, we began a steering committee to identify gaps and implement strategic best practice actions to our processes and create a new policy and procedure to reduce this area of complaints.
- Continue to reinforce/ in-service staff on the process compliance.

## Attitude & Inappropriate Behavior

### Remediations

- Identified staff are subject to ICARE and other hospitality retraining.
- When applicable, disciplinary actions issued.

Lincoln Hospital continues to impact the community by showing that we care physically and mentally about their healthcare needs. We are not just serving our community in these four walls but we go beyond. We celebrate our holidays, our victories and more:

- Completed a successful Joint Commission survey
- Hosted a food drive for families of the community for Thanksgiving
- Hosted a tree lighting ceremony with the community
- Hosted a toy drive for the children of the community
- Performed first gender affirming surgery within the Pride Health Center
- Hosted a "Black History Month" celebration with Mayor Eric Adams
- "Guns Down Life Up" invited to meet with President Biden to address gun violence
- Collaborate with Regional Director of the CVS Pharmacy in the Bronx to improve delivery of medication to the community

The CAB with help of the administration will continue to recruit members and work closely with the administration to advocate for Lincoln Hospital to provide state-of-the-art health care to our community.



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Ambroise Nyande  
Chairman



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Christopher Roker  
CEO