



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

November 15, 2022

5:00 P.M.
50 Water Street

AGENDA

- | | |
|---------------------------------------------------------------------------------------------|-----------------------------|
| I. Call to Order | Robert Nolan |
| II. Adoption of September 13, 2022 Community Relations Committee Meeting Minutes | Robert Nolan |
| III. Chairperson's Report | Robert Nolan |
| IV. President's Report | Mitchell Katz, M. D. |
| V. Information Items (Annual CAB Reports): | |
| a. NYC Health + Hospitals/Harlem | Mrs. Karen Dixon |
| b. NYC Health + Hospitals/Sydenham | Mrs. Donna Gil |
| c. NYC Health +Hospitals/Jacobi | Mrs. Judith Benitez |
| d. NYC Health+ Hospitals/Metropolitan | Mr. William Smith |
| VI. Old Business | |
| VII. New Business | |
| VIII. Adjournment | |

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

September 13, 2022

5:00 P.M.

NYC Health + Hospitals Board Room

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. Robert Nolan called the meeting of the Community Relations Committee meeting to order at 5:07 p.m.

In accordance with Section 14 of the By-Laws: Committee Attendance. If any member of a standing or special committee of the Board will not be present at a scheduled committee meeting, the member may ask the Chair of the Board to request that another Board member, not a member of that committee, attend the scheduled meeting and be counted as a member for purposes of quorum and voting.

Quorum was established – the minutes of the Community Relations Committee meeting held on May 3, 2022 was reviewed and upon motion made, and duly seconded the minutes was unanimously approved.

CHAIRPERSON REMARKS:

Mr. Nolan began by informing everyone that Mayor Eric Adams announced a distribution plan for the new bivalent COVID-19 boosters through NYC Health + Hospitals facilities, community-based health care providers, and pharmacies. Additionally, boosters are available through the at-home vaccination program for homebound and/or elderly New Yorkers.

New Yorkers can check with their providers to see if they are offering updated boosters or search the NYC Vaccine Finder for locations online offering the booster shots or do so by calling 877-829-4692.

PRESIDENT'S REMARKS:

Dr. Katz spoke about several updates to the System or are currently taking place including:

- all 11 acute care facilities have been designated as baby friendly.
- Kings County Hospital was again recognized as a Level One Trauma Center from the American College of Surgeons Committee.
- Following a dramatic increase in web traffic, we launched our new website.

There are several new programs that have launched:

- District Council Number 9, Local 9 Union 1969, civil service employees, the International Union of Painters and Allied Trades, announced the launch of a new apprenticeship program to train individuals for careers as unionized painters.
- NYC Health + Hospitals along with the Department of Housing Preservation and Development, announced Just Home, a project to house New Yorkers with

complex medical needs after they leave jail. Patients with medical needs, such as congestive heart failure, Stage IV Cancer, End Stage Renal Disease and other illnesses that make placement in the City's homeless shelters unfeasible will be eligible for this program.

- The New York Times Science section featured an article regarding how we are able to test wastewater for infectious diseases. This is an important tool for identifying emerging pandemics.

Dr. Katz finished his report with updates on two facilities including the Neponsit Adult Day Health Center in Rockaway Park which has reopened. The center had been closed because of COVID-19. And then finally Elmhurst Hospital begins robotic surgery for hip and knee replacements. Using this advanced technology enables patients to recover faster and more effectively.

PRESENTERS:

Today we will hear from the (4) facilities presenting their verbal annual reports. Each presenter is allotted 5 minutes, note we appreciate the members of the CABs for their commitment and dedication to Health + Hospitals.

1. Coler – Ms. Gladys Dixon
2. McKinney – Ms. Debera Tyndall
3. North Central Bronx – Ms. Esme Sattau-Low
4. Jacobi – Ms. Emily Sanchez

Mr. Nolan moved the agenda and asked the CAB Vice-Chair of Coler, Ms. Gladys Dixon to present her report.

NYC Health + Hospitals/ Coler

Ms. Gladys Dixon, Vice-Chair of Coler's CAB, began her report announcing that the facility has maintained its four out of five-star overall CMS rating (full submission is included in the materials.)

Coler has remained in compliance with infection prevention, control requirements, and best practices as established by the CDC and NYSDOH throughout the COVID-19 pandemic. All Coler staff have received the COVID-19 vaccination and those who have elected not to receive the vaccination are currently tested twice per week.

NYC Health + Hospitals/ McKinney

Ms. Debera Tyndall, Chair of McKinney's CAB, began her report (full submission is included in the materials) by stating that some major infrastructure and equipment improvements remain on hold due to COVID-19. This includes the in-house dialysis

suite, which is currently designated as the COVID-19 suite. The facility's new morgue is completed and the Nursing Department has a newly renovated Conference Center. McKinney is in the process of remodeling residence rooms that will have upgraded beds with call bells and night tables.

Patients and residents were happy with the modified projects and programs put in place by the Therapeutic Recreation department. McKinney continues to prioritize patient contact with families and carnations from the Auxiliary were given to residents for Mothers' Day. There are concerns from patients and residents about the food they are receiving, including the temperature, quality, and type of food.

NYC Health + Hospitals/ North Central Bronx

Ms. Esme Sattaur-Low, Chair of the North Central Bronx CAB, (full report is included in the materials) discussed how North Central Bronx and Jacobi hospitals continue to operate successfully as a unit. In July 2022, the two facilities completed their first combined Joint Commission survey since merging. North Central Bronx has been designated as a Baby-Friendly hospital for the second time and the facility recently received The Joint Commission Certification for Perinatal Care. The North Central Bronx nursing team is on the Pathway to Excellence Journey with the American Nurses Credentialing Center.

As we continue battling the COVID-19 pandemic and the onset of an emerging Monkeypox virus, the facilities are working cohesively to implement hospital preparedness strategies to continue providing a safe environment for patients, employees, and guests. The CAB continues to build through its stakeholder network of Elected Officials, Community Boards, and other stakeholder groups.

Mr. Nolan and Dr. Katz, both commended the successful and close collaboration of care between North Central Bronx and Jacobi.

NYC Health + Hospital/ Jacobi

Due to technical issues, the Board did not take up the Jacobi Hospital report from Ms. Emily Sanchez.

With all reports concluded, Mr. Nolan used the opportunity to congratulate Ms. Karen Dixon on being elected as the Council of CABs Chair in June.

Mr. Nolan requested an update on changes to Governor Kathy Hochul's Executive Order 11. Dr. Katz responded that Governor Hochul has let the emergency action lapse and Board members will be required to participate in-person in order to account toward quorum and vote in accordance with the Public Meeting Laws, as applicable before COVID. All staff members, as well, will need to be present at the meetings to present.

Mr. Nolan thanked all of the presenters and introduced a motion to adjourn the meeting.

ADJOURNMENT:

Meeting adjourned at 5:44 P.M

Community Relations Committee Meeting

November 15, 2022



Harlem Community Advisory Board Report

Karen Dixon

- NYC Health+ Hospitals/Harlem is a community hospital that serves the residents of Central Harlem, West Harlem, Washington Heights, and Inwood. NYC Health+ Hospitals/Harlem is the largest hospital in Central Harlem and only Safety Net Hospital in Northern Manhattan. In 1958, Harlem surgeons saved the life of Rev. Dr. Martin Luther King, Jr. after he was stabbed at a book signing. Today, Harlem Hospital Center continues providing outstanding care to all New Yorkers.
- We have 272 beds in operation. Annually we have 346,000 clinic visits. We are a Level II Trauma Center. Our emergency department has nearly 80,000 annual visits. Last year, we had just over 600 live births. We hope to increase our births by 25% percent in the coming year.

- **COVID-19**

We continue to use data to monitor COVID-19 infections in our community, with our patients and staff. We do not have a vaccination hub, but we vaccinate our employees in Occupational Health. Our patients can receive vaccines and boosters through their PCPs.

- **Infrastructure/Equipment**

The hospital has an aging infrastructure. We recently replaced our cooling towers in June. Currently, we are in the process of completing our Local Law 11 requirements on our building's exterior. In the coming months, we are planning for the upgrade of our boilers that are original to our buildings. Recently, we received our DaVinci surgical system. We hope to go live with robotic surgeries in the coming months.

Patient Safety/Satisfaction

- New York City Health and Hospitals/Harlem administers a hospital survey on patient safety culture to all employees on a biannual basis. On the most recent survey in the fall of 2021, the overall hospital patient safety grade decreased from 2019. Only 48% of respondents reported a very good or excellent overall safety grade compared to 51% for our health system and 69% nationally for healthcare organizations. Harlem scored below system and national healthcare averages in items related to safety culture prevention and reporting, pride and reputation and resources and teamwork. Communication between work units and different medical disciplines was among the lowest rated areas on the survey.
- An interdisciplinary collaboration between patient safety, care experience, workforce wellness and human resources is actively working on initiatives to improve safety culture and employee engagement at Harlem. We have ongoing patient safety initiatives that include; improving psychological safety through Good Catch awards celebrating members of the Harlem workforce who catch medical errors before they reach patients. We also have weekly interdisciplinary patient safety rounds and zero harm rounds, tracking the national patient safety goals and supporting related performance improvement initiatives, giving patient safety didactics to residents, attending the house staff patient safety committee, and sharing root cause analysis lessons learned at town hall meetings.

- **Frequent complaints raised by patients/residents**

The most frequent complaints that we receive from our patients are concerning communication, patient care and staff attitude.

- **Issues affecting the communities served by the facility**

Our community has a need for mental health care. Some of our patients suffer from Poly Substance Abuse, Food insecurity, Crime, Maternal and child health, Asthma and Violence. Many patients present with Hypertension, End-stage renal disease, Diabetes, Schizophrenia and other psychiatric disorders. Many of our patients are morbidly obese and have Heart Failure and Stroke.

We also have patients who seek medical attention around surgical follow-up, Pediatric well and preventative visits. Some of our patients are what we called the worried well - they have stressed induced concerns, etc.

Signatures:


Karen Dixon
Chair
Community Advisory Board


Georges Leconte
Chief Executive Officer
NYC Health + Hospitals/Harlem



Community Advisory Board Report

Donna Gil

COVID-19 RESPONSE

- COVID case rates and hospitalizations have plateaued in NYC and in the Harlem community at levels that are lower than in our Winter Omicron peak but significantly higher than in summers over the last 2 years.
- We anticipate that COVID cases will increase in the Winter and encourage all of our staff and patients to get a Booster dose with the new Bivalent booster. We are now offering COVID vaccines – including the Bivalent booster - to all of our Primary Care Patients.
- Testing is also available through the Van parked on the Sydenham block to the entire community, and in the clinic to our Primary Care patients. We are encouraging Influenza and COVID vaccines at the same time to make sure that everyone is vaccinated.



EQUIPMENT & INFRASTRUCTURE

- We are requesting new Blood Pressure monitors across all three sites as well as the school-based health centers.
- Seeking an upgrade in Sydenham's OB/GYN department with the addition of an ultrasound machine. This will allow a part of our women's health population to receive onsite, same day imaging. This will also increase patient satisfaction in our Women's Health Practice.



PATIENT SAFETY & SATISFACTION

- Patient safety and satisfaction is a continued priority for Sydenham CAB, Leadership and staff. We monitor our patient satisfaction survey results on a monthly basis and address issues regularly in our regular staff and Department meetings. Leadership attends the daily clinical team huddles and makes rounds during the day to hear from staff and from patients.
- Our priority for this year has been working on improving phone access to the site through better use of the Call Center. Messages are sent immediately in receipt to the site and nursing staff monitor those messages at frequent intervals during the day, addressing patient needs. We are hiring a Physician Assistant to work with the Provider and nursing staff and provide faster access for patients when they have a need that cannot wait for the next appointment.



FREQUENT COMPLAINTS BY PATIENTS & RESIDENTS

- Frequent complaints raised by patients have more to do with access. Since the switch to the call center back in February we saw a fall in patient satisfaction, however, we have continued to meet with the vendor and discuss. We saw a rise in the later months and we attribute this to having an on-site clerk handling warm transfers for calls outside of scheduling.
- We also restructured the on-call provider contacts for after hours. We continue to conduct audit calls so when we meet with the vendors we can trouble shoot where the disconnect lies.



DEVELOPMENTAL SERVICES

- We have seen a significant change in our access data in our Developmental Evaluation Center at our St. Nicholas location. In September, within the span of one week, we had:
 - 46% increase in Fill rate
 - 23% decrease in No Show rate
 - 38% increase in Booking rate



ACKNOWLEDGEMENTS

We would like to extend our gratitude to Sydenham’s Clinical and Operational Leadership for their tireless commitment to serving the health care needs of our neighborhoods in Northern Manhattan as well as our strategic partners who help to amplify the impact of our work, just to name a few:

- Manhattan Borough President, – Hon. Mark Levine
- NYS Senator – Hon. Cordell Cleare
- NYS Senator – Hon. Robert Jackson
- NYS Assembly – Hon. Inez Dickens
- NYS Assembly – Hon. Al Taylor
- U.S. Congress – Hon. Adriano Espaillat
- Manhattan Democratic Party Chair, Hon. Keith L.T. Wright
- NAACP: NYS Conference – Dr. Hazel N. Dukes
- NYPD
- FDNY
- NYCHA – Tenant Associations

Signatures:



CAB Chairperson, Donna Gil:
Date: 10/20/2022



Associate Executive Director, Yesenia Pabon:
Date: 10/20/2022

Jacobi

Community Advisory Board Report

Judith Benitez



Jacobi Community Advisory Report (2022)

- Jacobi and North Central Bronx hospitals continue to operate successfully as a unit. We are proud to report in July, 2022 the two facilities completed their first combined Joint Commission survey since merging to become "two facilities, one hospital." The Joint Commission surveyors were impressed with the hospitals' best practices to ensure equity for our patients and our staff members.
- Recently, Jacobi was awarded \$10M in Fiscal Year 2023 capital funding through Council Member Marjorie Velázquez and New York City Council Speaker Adrienne Adams to replace the hospital's Hyperbaric Chamber and expand Hyperbaric Medicine services. In addition to the \$10M in capital funding, Council Member Marjorie Velázquez also awarded Jacobi \$286K to purchase new ultrasound machines and \$500K to acquire echocardiography ultrasound machines.
- Jacobi's nursing team is on the Pathway to Excellence Journey with the American Nurses Credentialing Center. The program recognizes health care organizations that demonstrate a commitment to establishing the foundation of a healthy workplace for staff.
- As we continue battling the COVID-19 pandemic and the onset of an emerging monkeypox virus, our facilities work cohesively to implement hospital preparedness strategies to continue providing a safe environment for patients, employees, and guests.
- Our CAB continues to build through its stakeholder network of Elected Officials, Community Boards, and other stakeholder groups.

COVID-19

- We have continued to stand up and support our patients, staff and the wider community with our COVID-19 vaccination, testing and treatment options.
- The COVID-19 vaccine first became available in December 2020 and since then we have given out a total of 94, 043 vaccines at Jacobi.
- Our testing clinic opened in March of 2020 and to date we have provided testing to 139,549 individuals.
- The monoclonal antibody outpatient infusion suite has treated 1798 patients that are high risk to progression for severe COVID-19.
- On 8/31/22 we still stand up to provide evusheld, a monoclonal antibody given as prophylaxis for COVID-19 for those patients that have a contraindication to the vaccine or are deemed to be at high risk given their comorbidities and or immunosuppressed state.

Equipment/Infrastructure

- Install EVOLV metal detector in our Adult ED Triage Area
- Implemented Wandering for patients entering ED & CPEP area
- Installed Bullet Resistant Glass for our front desk registration & triage areas in both ED & CPEP
- Installed Bullet Resistant Glass for our HP Podiums
- Implemented SOS “pink” Panic buttons on every phone in ED which goes straight to Telecomm to trigger an emergency
- Installed on all hospital computer systems the SOS App which triggers a direct call to Hospital Police

Patient Safety/Satisfaction

- Despite the many challenges posed by COVID-19/Omicron surges our staff has remained committed to our patients. In fact, on our most recent Staff Safety and Engagement Survey, “I care for all patients/clients equally even when it is difficult” was the highest scoring item at 93% favorable. Staff also identified patient safety as a priority for this organization, ranking it in the top 10th percentile.
- Our HCAHPS scores have shown small, incremental changes in all domains, though often inconsistent.
- We continue to work closely with the Central Care Experience Office as well as Planetree International. Planetree International, is an organization that works closely with healthcare organizations across the globe to provide a construct for person-centered excellence which is proven process that leads to better care, better outcomes, better talent and an organizational culture focused on putting patients and their loved ones first. Our local Planetree Steering Committee has developed a prioritization matrix detailing all initiatives, processes, and programs to be implemented over the next 12 months to promote person centered care as well as achieve the requirements for designation as a Planetree certified facility.
- We plan to submit our application in the first quarter of 2023 in preparation for an on-site assessment in the 2nd quarter of 2023.

Patient Safety/Satisfaction

Subscribing to the notion that the healthier the staff is, the more engaged they will be, the more engaged our employees are the higher the quality and safety as well as compassionate care the patients will receive, a sub-committee, comprised of front-line staff is focusing on the staff experience and developed a full-scale appreciation program which launched in April 2022. Called APEX, it Applauds Person-Centered Excellence. APEX celebrates staff who make a difference in the lives of our patients and each other through actions and behaviors that demonstrate our ICARE values: (Integrity, Compassion, Accountability, Respect, Excellence).

- **The program offers three levels of recognition:**
 - Bronze: “On-the-spot” recognition by leaders
 - Silver: Formal nominations submitted to the APEX Committee by a colleague, superior, patient, or family member
 - Gold: Reserved for extraordinary acts of selflessness or heroism.

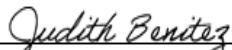
- **The program has received rave-reviews from our staff and since its launch has recognized more staff members that during the entirety of 2021.**
 - Communicating Empathy & Connecting to Purpose” train-the trainer sessions were conducted and the program will be rolled out to the entire facility in Fall 2022. Unit 5D participated in the system-wide care improvement contest (focusing on nurse communication) and implemented a series of PDSA cycles, including iRounding, post-discharge phone-calls, training sessions for the nurses on “teach-back” and communicating with empathy. The Unit was recognized as the 4thquarter winners for the system with an overall Improvement in nurse communication of 65% and their best practices are being implemented on the other med-surg units. Unit 5A has been selected for participation in the next round of the competition.
 - Our Patient and Family Partnership Council (PFPC) members were reengaged post-COVID-19. The Council, in collaboration with our staff, are changing the purpose/look of our inpatient white boards; specifically formatting them so that they are “communication boards” where our patients/family members can ask questions, understand their goals for the day, and tell us what is most important to them. Our Patient Partners have also been involved in hospital renovations as well as interviewing perspective employees at the leadership level.

Frequent Complaints raised by patients

Year over year showed an overall 15% increase in our complaints and grievances with the ED showing the greatest increase. NCB has been accommodating many more of our patients which is improving flow and throughput. To that end, we have seen an almost 50% reduction in complaints/grievances for the second quarter of 2022. Analyses shows the top categories of complaints and grievances are attitude/communication and quality of care.

- Attitude/Communication:** Communication remains our greatest challenge and is not isolated to any specific area, rather a global issue. We are working closely with our Planetree Consultants whose curriculum for our staff includes: Communicating Empathy, Language of Caring: Guide for Physicians, and Leadership Training. We will be providing the Communicating Empathy Curriculum to our entire workforce over the next several months in an experiential learning format and will be including a component on “connecting to purpose.” Person Centered Leadership Training is scheduled for September 26th and 27th and the Advanced Communication for Physicians Course will be available in early October.
- Quality of Care:** Any complaints or grievances that are indicative of quality of care/allegation of abuse issues are immediately referred to the Departmental Chair, Chief Nursing Officer (and Director of Nursing for the area involved) as well as the area Administrator for evaluation and plan of correction as applicable. In addition, all quality of care cases is analyzed by the Grievance Committee (which meets monthly) looking specifically for any trends or processes that may be contributory, as well as any structural inequities or racial/gender biases. Plans of correction when required, are submitted to and reviewed by the Grievance Committee. Quality of Care issues are discussed in all appropriate venues: staff meetings, local Performance and or Quality Improvement meetings as well as the Hospital-wide Performance Improvement Committee (HPIC), departmental meetings, and when deemed necessary the Medical Executive Committee.

Signatures:


Judith Benitez, CAB Chair

10/17/22
Date


Christopher Mastromano, Chief Executive Officer

10/17.22
Date

Metropolitan Community Advisory Board Report

William Smith



COVID-19

Metropolitan continues to be a resource for the East Harlem community in response to the ongoing COVID-19 pandemic. The number of COVID-19 admitted patients varies by day but has been relatively low over the past 6 months, and consists mainly of unvaccinated individuals. We are incredibly proud of the efforts made by hospital administration and staff in patient care, testing, and vaccine delivery. The hospital has shown its ability to respond quickly in times of crisis to meet the ongoing needs of the pandemic. Our COVID-19 response over the past year includes:

- Expanded testing and vaccine clinic hours to support community needs
- Administered over 75,000 COVID-19 in 2021 and over 30,00 tests YTD
- NYC COVID-19 Vaccine site; administered over 56,000 vaccine doses in 2021 and over 11,000 doses YTD

Infrastructure/Equipment

- Metropolitan needs a new emergency room in order to meet the growing needs of the East Harlem community. The hospital needs the capacity to efficiently diagnose and treat patients in the emergency room, and an unmodernized and inadequate facility reduces that care and endangers both patients and staff.
 - Hospital Administration and the CAB has partnered to advocate to our elected officials on the local, state and federal levels for funding to renovate the ED. Over the last year, we have hosted many elected officials at the hospital so they can have an opportunity to see the space
- Capital projects underway include a refurbished Infusion Center, new MRI Radiology Suite and a Nuclear Camera, a new Pride Center, and the FEMA flood wall. In addition, Met has received approximately 80M to support the improvement of infrastructure, including a new Building Management System, Roofing System, Chillers & HVAC System, Fire Panel as well as Windows and Façade improvements. The Façade improvements are part of Local Law 11 improvements. Many of our improvements are focused on also improving our environmental efficiency.
- During this FY, we have received over \$4.9m from The NY City Council to support the purchase of a Cartography Biopsy Machine, OR Ultrasound, CT scans, and C-ARM.

Patient Safety/Satisfaction

- Metropolitan recently completed our Triennial Survey by the Joint Commission and performed exceptionally well, receiving no substantial findings. The surveyors were very complimentary about the level of engagement by our staff and identified a number of best practices among our processes.
- Metropolitan received an “A” Leapfrog Hospital Safety Grade for spring 2022. This national distinction recognizes Metropolitan’s achievements in protecting patients from preventable harm and error in the hospital.
- Metropolitan also continues to be recognized for excellence in care in areas including stroke, heart failure, breast cancer, women’s health and LGBTQ health
- Our Care Experience Team is working with various departments to customize their care experience programs, focusing on enhancing collaboration between staff, patients and their families.
- We have added a Workforce Wellness Director to our team focused on ensuring that our staff have opportunities to practice wellness at work; wellness programs include Wellness Walks, Zumba exercise and Pet Therapy with our K-9, “Gus the Dog”.
- Our Press Ganey HCAHPS scores continue to reflect strong patient outcomes, however we are focused on being responsive to patient concerns and we continue to expand our performance improvement activities including our Patient Family Advisory Committee (PFAC) to benefit our care experience.

Issues Impacting the Communities served by the Facility

- Metropolitan recently completed our Community Health Needs Assessment and the top three health needs identified by the community were opioid abuse dependence, diabetes and hypertension.
- Safety is also a major concern in the community as crime, especially major traumas like shooting, have been increasing over the past year. The CAB shares the concerns of the larger community about high crime levels, and the impact on residents of all ages.
- There is increased need for mental health and substance use services in the community, especially after the pandemic.
- The hospital works with community partners to address the mental health and substance issues of the community, but more can be done to ensure that all patients are getting the services they need due to the increased demand.

Frequent Complaints

- The hospital works with patients and their families to address complaints in real time and find resolution as quickly as possible. Hospital leadership is very involved in reviewing concerns and works with staff to create long-term improvement in customer service.
- Communication and access to care have been ongoing challenges, and the areas with the most frequent complaints from patients, however, we have seen a decrease in patient complaints over the last quarter as a result of several initiatives including proactive rounding by our patient/guest relations staff.

Signatures


 William Smith
 Chair
 Community Advisory Board
 NYC Health + Hospitals/Metropolitan


 Cristina Contreras
 Chief Executive Officer