

# **Fiscal Year 2022**

## **Annual Public Borough Meetings Responses**

**Board of Directors Meeting**

**September 29, 2022**

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## Fiscal Year 2022 Annual Public Meetings

In accordance with §7384(10) of the HHC Enabling Act the Board of Directors of the New York City Health + Hospitals facilitated the Fiscal Year 2022 Annual Public Meetings in all five boroughs of NYC:

- Staten Island - March 22, 2022 via teleconference/videoconference
- Manhattan - April 5, 2022 via teleconference/videoconference
- Queens - May 10, 2022 via teleconference/videoconference
- Bronx - May 17, 2022 via teleconference/videoconference
- Brooklyn - June 14, 2022 via teleconference/videoconference

The President and CEO informed the public on the programs and plans of the NYC Health + Hospitals, as well as afforded the public an opportunity to present oral and or written testimony concerning the NYC Health + Hospitals performance to the Board of Directors.

## Compilation of questions and responses

- NYC Health +Hospitals recorded the individual questions/ concerns from each of the public meetings.
- This deck contains a comprehensive listing of questions/ concerns and responsive information.
- We will provide an overview today.
- The full deck will be posted for public review:  
<https://www.nychealthandhospitals.org/public-meetings-notices/>
- Each slide is identified with the name of the borough in which the question/ concern was raised.
- When a specific facility is referenced in the question/ concern, it is also included on the slide.

## Main Focus of Concerns Raised by the Public

Healthcare  
funding,  
disparities, and  
inequities

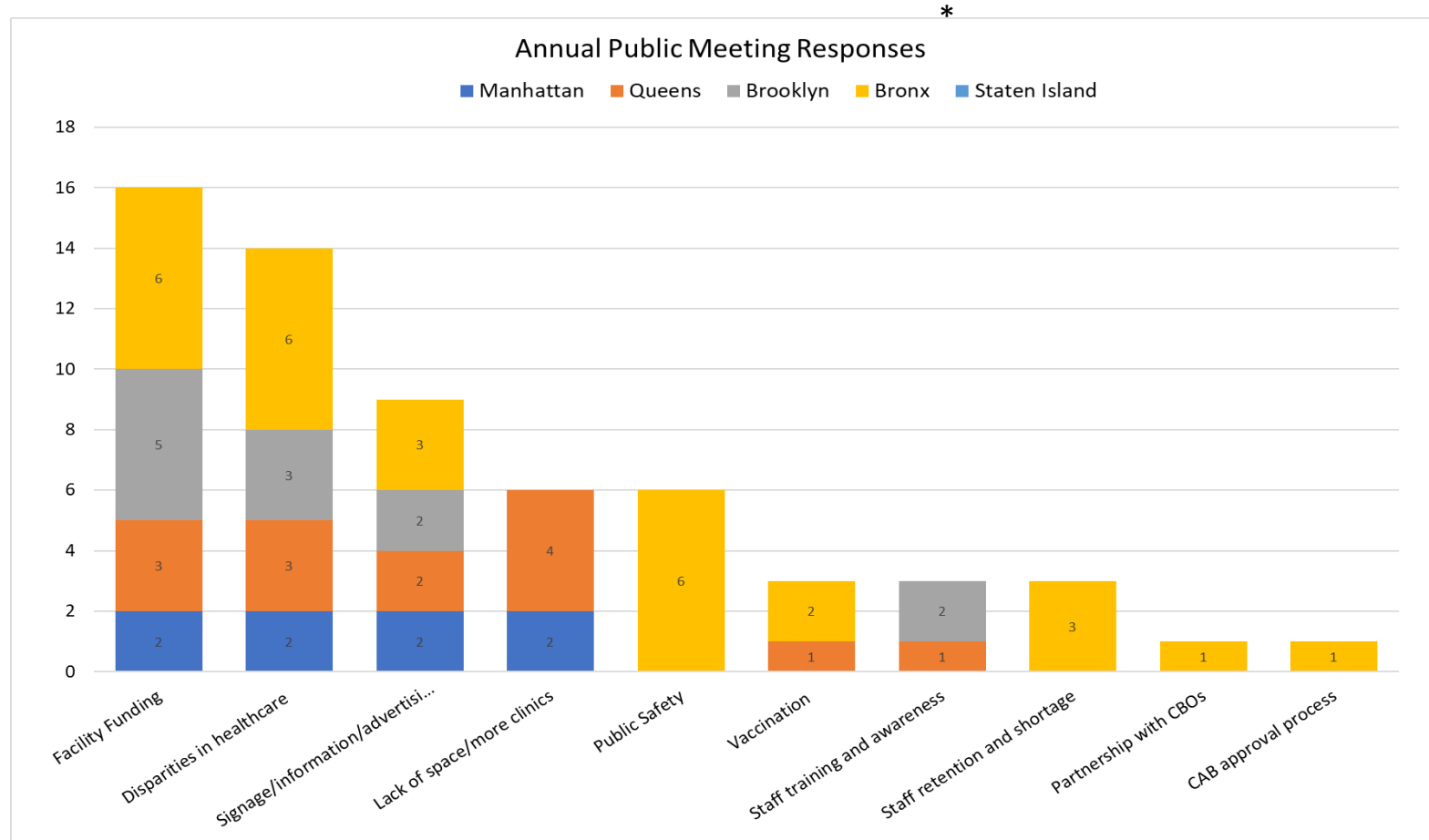
Facility funding,  
projects

COVID-19  
vaccinations

Public safety

Staff resources

# Main Focus of Concerns Raised by the Public



\*The New York City Health + Hospitals Board of Directors held the Staten Island Annual Public Meeting on Tuesday, March 22, 2022, via Webex. NYC Health + Hospitals engaged in repeated outreach to the community. Unfortunately, community members could not attend.

## Public Concern:

- Community member is seeking information on correctional health patients' access to care while in Rikers.

## Response:

- In 2016, NYC Health + Hospitals/Correctional Health Services (CHS) became the direct provider of health care in the city's jails as a new division of NYC Health + Hospitals. Our services include medical, nursing, mental health, substance use, treatment, social work, dental and vision care, discharge planning, and reentry support.
- Regarding access to care, sustained shortages in NYC Department of Correction (DOC) staffing have led to disruptions in the provision of clinical services, since DOC officers are required to escort patients to clinic visits and to maintain safe and secure conditions in all clinical areas. CHS continues to work with DOC to ensure people in custody can access the high-quality health services they need and deserve. Our patients can also contact CHS nurses directly by calling the Health Triage Line using their phones in their housing areas.

### Response (Cont'd):

- Regarding access to specialty and subspecialty services that are not available on Rikers, male patients are transported to NYC Health + Hospitals/Bellevue for care, and female patients are sent to NYC Health + Hospitals/Elmhurst. CHS looks forward to the opening of a new Outposted Therapeutic Housing Area (OTxHU) at Bellevue Hospital next year.
  - This will be a secure, clinical unit within the hospital that serves patients in custody who have serious health conditions.
  - The OTxHU will improve access to care for CHS patients who do not require inpatient admission but would benefit from close, regular access to specialty and subspecialty care available in the hospital.

## Public Concern:

- Community member would like to address disparities in health care related to: hypertension, smoking, diabetes, lung disease, such as asthma and tuberculosis, alcohol, drug use, obesity, HIV, sexually transmitted infections, cardiovascular disease, stroke, mental illness, psychiatric disorders, cancer and still the fear of Legionella disease.

## Response:

- At NYC Health + Hospitals/Harlem and throughout our system, we strive to address and reduce these inequities. We have expanded bariatric surgery services and have a weight management clinic. We are also working to offer co-located primary care and behavioral health services, and increased cancer screenings (for example screening for colorectal cancers, breast).
- NYC Health + Hospitals' Community Health Needs Assessment highlights many of these disparities among the community's most pressing health concerns. The Implementation Plan will articulate how we do and plan to address them.



## Reponse (Con't):

- NYC Health + Hospitals/Harlem has increased community outreach for trauma service for violence prevention (Stop the Bleed Tourniquet teaching).
- NYC Health + Hospitals/Harlem has improved access to the Pediatrics Sickle Cell clinic.
- NYC Health + Hospitals/Harlem will continue to provide health information via community outreach and education department to community stakeholders.

## Public Concern:

- Community members request funding to upgrade aging infrastructure and to renovate the Emergency Department.

## Response:

- The leadership at NYC Health + Hospitals/Metropolitan would like to thank our community members for their advocacy on behalf of the hospital for funding to renovate the emergency department. Requests for funding to renovate the Emergency Department have been made to several agencies and elected officials and we are awaiting responses.

**Public Concern:**

- Community member seeking information regarding the possibility of converting Hamilton House to cover increasing behavioral health needs.

**Response:**

- The Gotham Health strategic plan is not currently planning an expansion to Hamilton-Madison House, but will consider reviewing the proposal.

**Public Concern:**

- Community members seeking information regarding the empty space at former NYC Health + Hospitals/Gotham Health, Gouverneur location (60 Madison).

**Response:**

- The space at 60 Madison was leased and not owned by NYC Health + Hospitals/Gotham Health, Gouverneur or Gotham Health; NYC Health + Hospitals/Gotham Health, Gouverneur has no information on the plans for that site.

**Public Concern:**

- Given the inadequate space and the massive utilization of the services, community member is seeking an update on a new location.

**Response:**

- The Gotham Health team agrees this is a priority and is investigating real estate options.

**Public Concern:**

- Community members asked about the marketing strategies to reach and educate new and existing patients from the community to utilize the center for their primary medical needs.

**Response:**

- Marketing is via social media and print. Gotham Health's Community Affairs works collaboratively with the site, and plans to host health events to enhance community awareness of our services.



**Public Concern:**

- Community member requests public awareness campaign regarding the importance of primary care, particularly among men.

**Response:**

- The site agrees this is a priority and will work with Gotham Health's Community Affairs on hosting health events and promotions to create more community awareness on importance of Primary Care, and appreciates the suggestion on targeting men.

**Public Concern:**

- Community member requests an increase in the number of Gotham Health clinics at NYCHA facilities.

**Response:**

- The Gotham Health strategic plan is not currently planning further expansion into NYCHA developments in Harlem, but recognizes the need for this population to access health care and will consider reviewing the proposal.

### Public Concern:

- Community member would like to raise concern about the attendance of leadership at CAB meetings at all facilities, and concern that some facilities are not sharing relevant information with the CABs on a regular basis.

### Response:

- NYC Health Hospitals facility CEOs are encouraged to make themselves and/or senior staff available at the monthly CAB meetings to provide critical information.
- The health system's Senior Vice President of External and Regulatory Affairs gives leadership updates to the Council of CAB monthly and brings senior-level system speakers to provide presentations to those meetings.

## **Public Concern:**

- Community member seeks information regarding the child development unit, which was closed.

## **Response:**

- NYC Health + Hospitals/Coney Island had a state funded Child Developmental Center that closed many years ago when external funding discontinued. Since then, we have had a Pediatric Developmental-Behavioral specialist perform evaluations in our pediatric ambulatory care center.

## **Public Concern:**

- Community member requests increased and improved signage.

## **Response:**

- NYC Health + Hospitals/Coney Island has worked with specialized vendors to create updated signage for the future NYC Health + Hospitals/South Brooklyn Health campus and its Ruth Bader Ginsburg Hospital. The signage, which will be installed beginning this fall, is compliant with the requirements of the American Disabilities Act.

## Public Concern:

- Community member requests staff training for those working with patients with developmental disabilities.

## Response:

- We recognize that patients with developmental disabilities and psychiatric illness have unique needs. In consultation with our sister facility, NYC Health + Hospitals/Kings County, we are in the process of developing a curriculum with staff training and resources to ensure our staff are able to meet their needs. The trainings will be conducted by our behavioral health program directors and nurse educators.

## Public Concern:

- Community member requests additional sonogram availability.

## Response:

- We currently offer sonograms Monday – Friday, 8 am – 12 noon. However, in the fall when the new Ruth Bader Ginsburg Hospital opens, we will expand our hours.



## Public Concern:

- Community member expressed concern with lack of awareness regarding food allergies and food sensitivities.

## Response:

- NYC Health + Hospitals/Coney Island utilizes several approaches to monitor our patients' food allergies and sensitivities, including:
  - Utilizing EPIC to monitor allergies and sensitivities. EPIC interfaces with the Food and Nutrition Department's CBORD system, which then eliminates the patient's identified allergen and sensitivity from the food.
  - Additionally, food allergens and sensitivities are identified on the meal tickets so that staff at the tray line will be alerted of which food items should not be served to patients.
  - Participating in the system-wide Menu Item Allergen Compliance Project to improve and maintain accuracy of allergen coding of menu items in our CBORD software systems.

## Response (Cont'd):

- The project also aims to prevent future discrepancy in the provision of non-compliant food items to patients with food allergies.
- Incorporating food allergens and sensitivity in the dietitians' assessments, who then make necessary changes to patients' meals and provide nutrition education/counseling to patients.

## Public Concern:

- Community member requests parking lot upgrades to ensure areas are clear for Access-A-Ride vans.

## Response:

- Upon completion of the new Ruth Bader Ginsburg Hospital in fall of 2022 and the driveway in 2023, there will be significant space on Ocean Parkway for Access-A-Ride drop off and pick up with direct access to all entrances.

## **Public Concern:**

- Community seeks information regarding availability of breast MRIs and BRCA testing.

## **Response:**

- NYC Health + Hospitals/Coney Island is currently not offering breast MRIs; however, if a patient needs this service, we refer them to NYC Health + Hospitals/Kings.
- As of March 2022, NYC Health + Hospitals/Coney Island's Breast Clinic offers genetic testing and counseling for the BRCA gene. This service is provided to our patients regardless of insurance status.

## Public Concern:

- Community member requests speech testing and auditory testing for people with disabilities.

## Response:

- The NYC Health + Hospitals/Coney Island speech language pathology division is equipped to evaluate and treat an acute/subacute adult population.
- The audiologist can perform evaluations for patients with physical disabilities as long as they can be in a wheelchair (as opposed to a stretcher) during testing.
- The audiologist has experience testing patients with mental disabilities. These patients can be scheduled on a case-by-case basis depending on their intellectual ability to follow instructions.
- Patients with developmental disabilities are long-term patients who require on-going therapy. This type of therapy is best provided in their immediate environments such as schools, day centers, and group homes.

## **Public Concern:**

- Community member requests expansion of rehab physical therapy services, including the gym and occupational therapy services.

## **Response:**

- Due to the increased demand for inpatient and outpatient physical and occupational therapy, the Rehabilitation Department is actively looking to expand our space and increase our staffing. After completion of the new Ruth Bader Ginsburg Hospital we will be in a better position to reconfigure the gym and occupational therapy space.

## Public Concern:

- Community member seeking improvement of the system to address healthcare inequalities.

## Response:

- At NYC Health + Hospitals/Kings County and throughout our system, we strive to address and reduce these inequities through improved access to care, community outreach and partnerships.
- Borough President Antonio Reynoso has allocated \$15.6 million in capital funding to implement NYC Health + Hospitals/Kings County's vision to create a Family-Centered Birthing Center; to help close disparities of maternal mortality rates found among people of color compared to their white counterparts.
- This specific project is aligned with our health system's vision to address disparate health outcomes related to maternal and child health and to improve health equity in this population.



## Response (Cont'd):

- The allocation would convert units into family-friendly spaces providing comfort and privacy for parents and newborns. This funding is dedicated to renovating the 22,500 sq. ft. NICU and Mother-Baby units into single occupancy family rooms at the NICU and single occupancy post-partum family rooms within the Mother-Baby unit.
- These new developments allow NYC Health + Hospitals/Kings County to continue providing high-quality patient-centric care by offering the latest advancements to patients in an accommodating environment to encourage positive parent-infant relationships

## **Public Concern:**

- Community member expressed concerns regarding retention and recruitment of new health care providers as a means to improve access to care.

## **Response:**

- Recruitment of providers is ongoing. Vacant positions have been advertised, applicants are being interviewed and acceptable candidates are being processed and on-boarded as quickly as possible which has resulted in reduction of waiting times/improved access.

## **Public Concern:**

- Community member requests that the Board of Directors increase salaries to make recruiting and retaining the best health care providers more competitive.

## **Response:**

- Salaries for various specialties have been increased to make them more equitable with market salaries. This has helped with recruitment/retention. This is an ongoing process.



## **Public Concern:**

- Community member requests increased access to specialists that are in high need in the community.

## **Response:**

- Continuous monitoring of waiting time/access is done by leadership to ensure acceptable access to all services. Several additional services have been added based on need/demand such as bariatrics, pulmonary, Mohs, etc.

## **Public Concern:**

- Community member requests funding to upgrade the Emergency Department.

## **Response:**

- Requests for funding to renovate the Emergency Department have been made to several agencies and elected officials and we are awaiting responses. This project is also included as a priority on NYC Health + Hospitals/Woodhull's capital projects list.

## Public Concern:

- Community member expressed concern about plans for a corrections outposted unit on 9<sup>th</sup> and 10<sup>th</sup> floors at NYC Health + Hospitals/Woodhull and its overall effects on the hospital, including growth and safety.

## Response.

- The Outposted Therapeutic Housing Unit at NYC Health + Hospitals/Woodhull will benefit both the hospital and the patients in the care of NYC Health + Hospitals/Correctional Health Services (CHS).
- In addition to increasing access to specialty care for patients with complex clinical needs and to improving the continuity of care between CHS and the larger system, the Outposted unit will bring an infusion of capital funds to NYC Health + Hospitals/Woodhull to support the renovation and upgrading of hospital space and infrastructure.
- These repurposed spaces will improve flow and conditions for existing clinical and administration operations of the hospital. The NYC Department of Correction will provide security and custody management.

### **Public Concern:**

- Community member requests new trauma center in Far Rockaway or at the very minimum an emergency department that provides trauma care services

### **Response:**

- NYC Health +Hospitals is working with local leaders to assess specific need and identify the best way we can serve this important community, including the development of a new community health center.

### **Public Concern:**

- Community member expressed concern over low vaccination rates in Far Rockaway.

### **Response:**

- The Test and Treat Corps has provided opportunities for community members to access vaccine, whether in our two New York City Health + Hospitals acute care hospitals in the borough, through our mobile vans, and in partnerships with local CBOs and elected officials.



### Response (Cont'd)

- Test and Trace vaccinated more than 5,800 individuals in 477 vaccination days in the 11691 Far Rockaway area code.
- The NYC Department of Health and Mental Hygiene has engaged in a robust advertising and education campaign to encourage vaccines.
- Central office staff collaborated with the CAB Chairs from our various facilities, including NYC Health + Hospitals/Queens CAB, on a vaccine education PSA, focusing on communities with low vaccination rates.

## Queens: NYC Health + Hospitals

### Public Concern:

- Community member expressed concern that there are only 2 public hospitals in a borough of 2.8 million people, with the amount of hospital closures.

### Response:

- NYC Health + Hospitals is proud and committed to serving the borough of Queens, in partnership with our private hospital colleagues.

### Public Concern:

- Community member wants improved investment in quality and access to healthcare in Queens.

### Response

- NYC Health + Hospitals is fortunate to partner with local elected officials who have shown their commitment to quality and access in Queens. We are working with the Queens Borough President on the creation of a future community health center to expand healthcare access in the Rockaways.
- Though we are still in the planning phase, we preliminarily expect that the health center will be a part of the Gotham Health network of neighborhood health centers, and will offer a range of primary and preventive care services, based on the identified needs of the community.

## **Public Concern:**

- Community member requests funding to upgrade, renovate and expand Emergency Department, labor and delivery rooms, and additional operating room suites.

## **Response:**

- With the help of community leaders and elected representatives from the Elmhurst area at the city, state and federal level, NYC Health + Hospitals/Elmhurst has been fortunate to have received commitments of over \$160 M slated for capital infrastructure improvements, program expansion initiatives and medical equipment upgrades.
- These slated projects are in varying phases of development ranging from design & procurement to construction and deployment.

Response (Cont'd):

- We currently have an OR expansion project in construction that is slated for completion in November of this year that will provide 2 additional OR rooms.
- In addition, we have an Emergency Department Expansion project, an Ambulatory Surgery Expansion Project, and a full Labor & Delivery Service line renovation project well into design and expect to break ground on those projects in early spring of 2023.

## Public Concern:

- Community member seeking information regarding availability of translation services and materials in other languages.

## Response:

- The NYC Health + Hospitals Office of Diversity and Inclusion maintains contracts with outside vendors to assist with interpretation and translation services. NYC Health + Hospitals/Elmhurst utilizes translation services where appropriate.
- If a patient should come with medical records in another language, we would facilitate the translation request so their healthcare providers will have the necessary information required to address their care. Moreover, NYC Health + Hospitals/Elmhurst ensures that service and patient related information is available to patients and community members in other languages.
- In 2021, Elmhurst Interpretation Services (phone, video, etc.) used 4,124,456 minutes with a total spend of \$2,794,738. In the first half of 2022, NYC Health + Hospitals/Elmhurst used 2,346,039 in minutes for interpretation services, with a total spend of \$1,584,942.



### Public Concern:

- Community member seeking allocation of resources towards modalities of care including the treatment of Sickle Cell.

### Response:

- NYC Health + Hospitals/Queens has a variety of resources for patients with Sickle Cell Disease. Our most important is that the hospital has a full-time Nurse Practitioner (NP) whose entire focus is treating our Sickle Cell patients.
- This NP is overseen by our Oncologist who is assigned to our Sickle Cell patients. They are further supported by the team of oncologists who are available to fully support the program when patients are in crisis.
- The goal of the hospital's Sickle Cell program is to prevent end organ damage by providing immediate access to appropriate care.
- Additionally, we provide a patient navigator who helps our Sickle Cell patients learn about and access new medication, and Social Workers are available to help address any social and/or psychological needs.

### Response (Cont'd):

- The hospital also utilizes sub-specialties when it is determined that a patient is experiencing one of the many sequelae of sickle cell disease that requires that direct attention to an organ that can be affected by the disease over a period of time, and our Emergency Department (ED) endeavors to see patients in crisis as soon as possible in order to address any severe pain they may be experiencing.
- Our Sickle Cell team is also working on a research study that seeks to raise awareness among individuals with Sickle Cell Disease and are involved in a grant from the American Society of Hematology (ASH) to provide information about upcoming clinical trials in this area. The team is currently participating in four clinical trials with two more in negotiations, including a grant that focuses on the pediatric population. Members of the team has also been actively engaged in raising awareness about Sickle Cell Disease by participating in both in-person and virtual lectures.
- Our model of care is designed to reduce the number of visits to the ED on the part of individuals with Sickle Cell by ensuring that they have easy access to a Nurse-Practitioner that is solely dedicated to serving Sickle Cell patients. NYC Health + Hospitals/Queens will continue to invest its resources in a manner that strengthens our care model by enabling the hospital to provide resources that offer individuals suffering from Sickle Cell disease with access to appropriate levels of care.

## Public Concern:

- Community member requests improved advertising of Cancer Center.

## Response:

- Since its opening in early 2002, the Queens Cancer Center has often been referred to as the crown jewel of NYC Health + Hospitals/Queens. For the past twenty years it has consistently delivered unsurpassed, comprehensive care to its oncology patients and the hospital is committed to promoting the services provide by the center.
- To this end, we are producing a short promotional video that will highlight the superb medical and therapeutic services offered by the center, and include insightful interviews with key staff and patient testimonials.
- This video will be distributed widely, including on the hospital's social media accounts.
- We continue to promote the services of the Cancer Center by conducting community outreach; both in-person and virtually, and provide educational information about cancer awareness, preventive screening and the potential benefits of clinical trials.

Response (Cont'd):

- We are partnering with the Queens Public Library to develop a series of virtual and on-site workshops at local branches within the hospital's catchment area. Each service area, including the Queens Cancer Center, will be create workshops that will be designed promote health and wellness and hospital services

## Public Concern:

- Community member requests increased prenatal services.

## Response:

- NYC Health + Hospitals/Queens provides women with an entire range of obstetrical and gynecological subspecialties for emergency, primary, and preventative inpatient and outpatient activities, in a culturally humble environment. We are specifically providing full range of low- and high-risk prenatal care, including centering pregnancy (group prenatal care) and our newly developed doula services.
- Along with NYC Health + Hospitals/Elmhurst, NYC Health + Hospitals/Queens is integrating doulas into our maternity care services through the HoPE Doula program. HoPE stands for Helping Promote Birth Equity Through Community-Based Doula Care. The goal of the program is to transform the birthing experience for our patient population and improve childbirth outcomes by reducing racial and ethnic disparities across the prenatal-birth-postpartum care continuum.

Response (Cont'd):

- In addition, the obstetrical service at NYC Health + Hospitals/Queens consists of Labor and Delivery, the Antepartum Testing Unit, and the Postpartum Unit.
- Patients receive a complete range of care, including preconceptual counseling and complete prenatal care, from ultrasonography, labor and delivery coverage, and postpartum care.
- Specialty services are also available for pregnant teenagers and patients with diabetic, infectious disease and high-risk complications.
- Our social worker assists patients with transportation when necessary, and all patients are provided with a 24 hour hotline number to address any questions or concerns they may have about their pregnancy.

## **Public Concern:**

- Community member asked about provisions being made to manage a resurgence of COVID-19.

## **Response:**

- The current surge of Covid-19 is being monitored daily, and the impact on the hospital's Emergency Department and Inpatient Services has been relatively mild over the last few months.
- Most cases presenting are not serious, and can be treated efficiently with current modalities. As a result, many people are able to receive treatment in the ED and released.
- It is a rare patient that needs ICU, and the death rate is very low. The hospital continues to offer PCR testing and the Pfizer vaccine, and we are confident that our existing resources and contingency plans are sufficient to handle a potential surge of cases.

Response (Cont'd):

- Moreover, our experience dealing with past surges has underscored the necessity of maintaining constant state of readiness, including the ability to quickly activate alternative sites of care to deal with a sudden influx of patients.
- Additionally, because the hospital is part of a large multi-hospital system, we have the ability to “level-load” which entails transferring patients from the hardest-hit hospitals to hospitals with more capacity.



## **Public Concern:**

- Community member requests public awareness campaign as CBOs and faith-based organizations based organizations are not aware of the mental health services available at Health + Hospitals/Queens.

## **Response:**

- The hospital's Behavioral Health Treatment Center is a Center of Excellence that exists to meet the mental health needs of the Queens Community. The Center's multicultural staff comprises nurses, clinical psychiatrists, clinical psychologists, social workers, case workers, case managers, and activity therapists who are fully credentialed, licensed, and carefully screened.
- Faith at Work is a new program at NYC Health + Hospitals/ Queens that will provide hospital employees and their faith-based organizations (and CBOs) an opportunity to help the hospital partner with these organizations to provide information about available mental health services at the hospital.

### Response (Cont'd):

- Partnerships with faith-based communities also provides the hospital with an opportunity to distribute information that helps dispel myths about mental illness and build bridges to treatment for individuals living with serious mental illness and/or serious emotional disturbance.
- Because our employees are members of a number of faith-based organizations throughout the borough, they can serve as trusted ambassadors who will help the hospital deliver important information about mental illness and how members of the local community can access the mental health services they need.
- Each year, the hospital provides free screening activities at dozens of health fairs sponsored by faith-based organizations, and as part of the Faith at Work effort, NYC Health + Hospitals/Queens will start offering depression screening as well.

### Public Concern:

- Community member mentioned concerns regarding increasing gun violence, which is a health care crisis communities are facing.

### Response:

- NYC Health + Hospitals strives to break the cycle of violence and heal our communities through violence prevention programming including targeted hospital-based intervention, community-driven engagement and activation, and forward-looking prevention.
- We offer a targeted bedside hospital intervention with a multi-disciplinary care team, including violence intervention experts, to engage patients who are admitted for violence trauma during their most vulnerable moment and when they are most receptive to change, to mediate conflicts and prevention retaliation and recidivism.

## Response (Cont'd):

- In particular, NYC Health + Hospitals is committed to various community-based violence interruption programs like Kings Against Violence (KAVI) at NYC Health + Hospitals/Kings County, Stand up to Violence program at NYC Health + Hospitals/Jacobi, and WICK Against Violence at NYC Health +Hospitals/Woodhull.

## Public Concern:

- Community member expressed concern over the rise in COVID-19 and the need to reach communities through mobile vaccine sites at NYCHA and senior centers.

## Response:

- Health +Hospitals initial mobile vaccination units exclusively served NYCHA residents.
- Test and Trace Corps ran one of three mass vaccination sites in the Bronx (Bathgate) 24/7.
- New Yorkers can still receive vaccinations at NYC Health + Hospitals facilities or through at-home vaccination program if they're over 65 and/or immunocompromised.

## **Public Concern:**

- Community member expressed concerns regarding the behavioral health crisis that is apparent in the emergency and psychiatric departments.

## **Response:**

- NYC Health + Hospitals/Jacobi and NYC Health + Hospitals/North Central Bronx continue to work with the community to treat those who suffer from mental illness. This includes actively recruiting for additional staff and working with the NYC Health + Hospitals system on expansion possibilities.

## **Public Concern:**

- Community expressed concern about increasing violence and safety, specifically an individual's ability to enter emergency room and become a threat to others.

## **Response:**

- At NYC Health + Hospitals/Jacobi, there have been added safety measures instituted in the emergency room which include all patients and visitors being screened for any type of weapon prior to entering the emergency department, enhanced training for staff that is on-going, instituting emergency call buttons on all phones and computers that have an automatic hospital police response, and increased hospital police and security within the emergency department.

## **Public Concern:**

- What efforts is the hospital taking to address nurse retention, especially those with many years of experience?

## **Response:**

- NYC Health +Hospitals has utilized compensation strategies to retain nurses, including providing for monetary differentials to recognize and reward years of experience within the professional career of nursing.
- Post hire, there are annual retention bonuses built into nursing salary schedules.
- NYC Health + Hospitals has developed programs such as the Pathway to Excellence Program, Clinical Ladder Program, and the preceptorship to help with Nurse retention and recruitment drives.

## **Public Concern:**

- Community member asked how the hospital is working with community organizations to support diabetes self management.

## **Response:**

NYC Health + Hospitals/Jacobi and NYC Health + Hospitals/North Central Bronx have strong programs to help patients with diabetes. These include:

- Participating with NYSDOH in distributing Health Bucks as part of Chronic Disease Management, so patients can purchase healthy food options (fresh fruits and vegetables) to help manage the disease.
- Weekly on-site farmers markets at both hospitals.
- Referrals for peer to peer support and local organizations for assistance with diabetes self-management in patients who are uncontrolled.
- Attendance at Community Health Fairs to raise awareness and encourage the community members to be tested for diabetes.

### **Public Concern:**

- Community member requests additional allocation of resources to NYC Health + Hospitals/Lincoln and the NYC Health + Hospitals/Lincoln CAB.

### **Response:**

- The Community Advisory Board is the eyes and ears of the community and our link to providing the best possible health care to our residents.
- We have new membership on the Community Advisory Board to ensure the participation of active individuals from our community.
- Our members are Community Based Organization Directors, Community Planning Board members and Pastors that provide services to our residents. A few of these organizations are; Mexican Coalition, SOBRO, NAICA and RAIN. Within the Community Advisory Board there is a Legislative committee, which is in charge of advocacy.



Response (Cont'd):

- This committee advocates for facility and patient needs. Members work closely with the hospital CAB Liaison and Intergovernmental Liaison to help solidify funding needed from Elected Officials to upgrade and purchase much needed state of the art equipment and capital improvements, helping to provide NYC Health + Hospitals/Lincoln with the best possible health care.

## **Public Concern:**

- Community member requests funding for new equipment, including radiology equipment and ultrasound machine.

## **Response:**

- NYC Health + Hospitals/Gotham Health, Morrisania received a new x-ray machine that went live in early 2022. NYC Health + Hospitals/Gotham Health, Morrisania is also funded to receive new Mammogram and Bone Density machines. NYC Health + Hospitals/Gotham Health, Morrisania will continue to identify needs and seek supportive funding.

## **Public Concern:**

- Community member seeking expansion of NYC Health + Hospitals/Gotham Health, Morrisania dental department to maintain and increase dental care services.

## **Response:**

- NYC Health + Hospitals/Gotham Health, Morrisania has received \$345,000 from the City Council's office to renovate the dental suite.

## **Public Concern:**

- Community member requests funding to repair and upgrade the elevators and roof.

## **Response:**

- NYC Health + Hospitals/Gotham Health, Morrisania agrees with this need and is seeking funding for an elevator system modernization project.

## **Public Concern:**

- Community member seeking information regarding staff shortages that have lead to late appointments for new and existing patients, especially OBGYN appointments.

## **Response:**

- As of August 1, 2022, NYC Health + Hospitals/Gothm Health, Morrisania is sharing a Nurse Practitioner from NYC Health + Hospitals/Gotham Health, Belvis to increase NYC Health + Hospitals/Gotham Health, Morrisania's Women's Health Services access, and a new Certified Nurse Midwife was also onboarded on August 15, 2022. A new pediatrician started on August 1, 2022. We are actively recruiting two providers in Adult Medicine.

**Public Concern:**

- Community member seeking information about the shortage of nursing staff and additional funding for recruitment and retention.

**Response:**

- Gotham Health has recruitment events for Nurses and PCAs currently scheduled, while we are also going through a nurse and PCA onboarding. NYC Health and Hospitals/Gotham Health, Morrisania is utilizing agency nursing support.

**Public Concern:**

- CAB member requested CAB application approval process to be expedited.

**Response:**

- NYC Health + Hospitals and Gotham Health have modified the CAB application process to better mirror the onboarding for volunteers to help streamline new members.

The New York City Health + Hospitals Board of Directors held the Staten Island Annual Public Meeting on Tuesday, March 22, 2022, via Webex. NYC Health + Hospitals engaged in repeated outreach to the community. Unfortunately, community members could not attend.