



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

January 10, 2023
5:00 P.M.
50 Water Street

AGENDA

- | | |
|--|-----------------------------|
| I. Call to Order | Robert Nolan |
| II. Adoption of November 15, 2022
Community Relations Committee Meeting Minutes | Robert Nolan |
| III. Chairperson's Report | Robert Nolan |
| IV. CEO President's Report | Mitchell Katz, M. D. |
| V. Information Items (Annual CAB Reports): | |
| a. NYC Health + Hospitals/Carter | Mrs. LaShawn Henry |
| b. NYC Health + Hospitals/ENY | Mrs. Vere Gibbs |
| c. NYC Health + Hospitals/Kings | Mrs. Francisca Leopold |
| d. NYC Health + Hospitals/Queens | Mrs. Robin Hogans |
| VI. Old Business | |
| VII. New Business | |
| VIII. Adjournment | |

Community Relations Committee IN-PERSON MEETING - November 15, 2022

As Reported by Robert Nolan

Committee Members Present: Mr. Robert Nolan, Deborah Brown representing Dr. Mitchell Katz, Sally Hernandez-Piñero

Mr. Robert Nolan called the meeting of the Community Relations Committee meeting to order at 5:15 p.m.

Mr. Nolan noted for the record, Deborah Brown is representing Dr. Mitchell Katz in a voting capacity.

Quorum was established - the minutes of the Community Relations Committee meeting held on September 13, 2022 was reviewed and upon motion made, and duly seconded the minutes was unanimously approved.

Scheduled to present annual verbal reports this evening are the following CABs:

1. H+H/ Harlem
2. H+H/ Sydenham
3. H+H/ Jacobi
4. H+H/ Metropolitan

Mr. Nolan turned the meeting over to Senior Vice President Deborah Brown, to present the President's report on behalf of Dr. Katz.

Ms. Brown noted that Dr. Katz's full report in submitted into the record and proceeded to highlight a few items:

- She informed attendees that NYC Health + Hospitals is urging all New Yorkers to get vaccinated against the flu as health experts warn about a possible "twindemic" this fall and winter season with COVID-19 still circulating.
- Ms. Brown reported that NYC Health + Hospitals announced the completion of a major, five-year project to upgrade chemical laboratories across all 11 public hospitals with new technology and equipment that will improve turnaround times for test results and reduce lab costs by \$4.3 million annually. The final stage of the systemwide project was marked by the opening of the new state-of-the-art lab at NYC Health + Hospitals/Bellevue. NYC Health + Hospitals processes more than 4.3 million routine chemistry tests annually for cardiac conditions, diabetes, pregnancy and more. The health system replaced old laboratory equipment with new automated laboratory equipment that classify, analyze, and test a greater number of specimen types at the same time and require less manual intervention, ultimately improving turnaround time for test results.
- Ms. Brown further reported that The NYC Test & Treat Corps announced the opening of five walk-up sites at the NYC Department of Probation's Neighborhood Opportunity Network (NeON) Nutrition Kitchens, further expanding the city's network of over 240 walk-up at-home test distribution locations and improving testing equity for all New Yorkers.
- Lastly, the Joint Commission and Kaiser Permanente announced that NYC Health + Hospitals, New York, and Texas Children's Pavilion for Women, Houston, are co-awardees of the 2022 Bernard J. Tyson National Award for Excellence in

Pursuit of Healthcare Equity. The award, named for late Kaiser Permanente Chairman and CEO Bernard J. Tyson, a champion for healthcare equity, recognizes healthcare organizations that achieve a measurable, sustained reduction in one or more healthcare disparities.

PRESENTERS:

Mr. Nolan thanked Ms. Brown for the report - and moved agenda to the (4) facilities presenting their verbal annual reports. Each presentation is allotted 5 minutes, and we are grateful for the work that went into preparing them. Thank you in advance to all of our speakers for their time and commitment to the System.

Mr. Nolan asked the CAB Chair of Harlem Hospital Ms. Karen Dixon, who is also the Chair of the Council of CABs to present her report.

NYC Health + Hospitals/ Harlem

Ms. Karen Dixon, began her with an overview of Harlem Hospital services in the community noting how Harlem surgeons saved the life of Dr. Martin Luther King, Jr. in 1958. Most recently in January 2022, the hospital collaboration with the Mayor, Community Organizations and other partners, including our Behavioral Health leads to respond to the violence in the community of the slaying of the two officers from the 32nd precinct.

The facility continues to use data to monitor COVID-19 infections in the community, with 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.

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.

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

NYC Health + Hospitals/ Sydenham

Mr. Pearson, Vice Chair of Sydenham CAB stated in his report that 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. Testing is available through the Van parked on the Sydenham block to the entire community, and in the clinic to our Primary Care patients.

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. The Intergovernmental Staff will work closely with the facility to help with City Council new funding timely submission.

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 to mediate. 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.

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 and 38% increase in Booking rate.

Mr. Pearson also noted for the Committee the need for expansion of the clinic to meeting the needs of the community, since the site is at its full capacity.

The Committee complimented the innovative thinking of having an on-site clerk to handle "warm hand offs" to address the call center issues.

NYC Health + Hospitals/ Jacobi

Judith Benitez, Chairperson of Jacobi CAB stated in her report that 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.

Despite the many challenges posed by COVID-19/Omicron surges our staff has remained committed to our patients, since December 2020 the hospital has administered 94,043 vaccines and the clinic has administered 139,549 test and treated 1798 patients with monoclonal antibody infusion.

The 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

The Committee noted the equipment and infrastructure needs and asked how the funding and if City Council new needs funding is being sort. The Facility will be working with the Intergovernmental Staff to the City Council funding request.

The Committee noted the increase in grievances in the ED and requested clarification on whether the CAB is active in the ED. Mr. Mastromano clarified that the administrative is working actively to address this issue with the CAB convening a sub-committee to evaluate the issues and all staff was retrained in Plantree.

NYC Health +Hospitals/Metropolitan

Mr. William Smith, Chairperson of Metropolitan Hospital CAB complimented the work of the staff and CAB and noted an 8% growth increase in the operating room volume in 2022; 30% growth in the emergency room volume and 22.1% growth in discharges in 2022.

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 un-modernized 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.

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.

Mr. Nolan thanked all of the presenters. Any old business? New business? Hearing none, I now call a motion to adjourn this meeting. Thank you for all your support, please stay safe and be well.

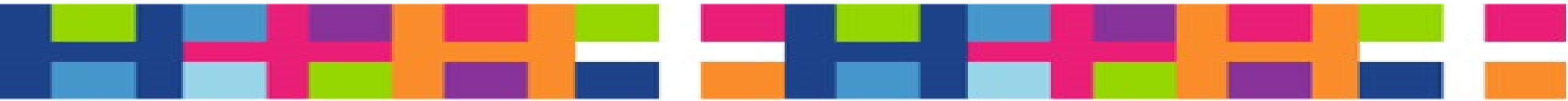
ADJOURNMENT:

Meeting adjourned at 5:57 P.M

HENRY J CARTER SPECIALTY HOSPITAL & NURSING FACILITY COMMUNITY ADVISORY BOARD

**NYC HEALTH + HOSPITAL COMMUNITY RELATIONS
REPORT**

JANUARY 10, 2023



COVID-19 Response

Carter throughout the pandemic has played a significant role in the H + H Level Loading activities. With pride, I must say that the Carter team has successfully met the challenges and served a significant role within our New York City and NYC Health+ Hospital response plan. Due to the influx at our Acute Hospitals patients were transferred to Carter to manage the med surge population. Our participation with H+H Hospitals strengthen their collaboration and confidence that Carter has the clinical capabilities to manage a high acuity population.

COVID activity and hospitalizations continue to increase in the community. Carter COVID cases are low and staff and patients are educated and encouraged to get the new Bivalent booster.

Cater offers its employees, patients and resident, the FLU Vaccine, Pfizer Vaccine, and the New updated Bivalent booster.

All employees, students, and volunteers must be fully vaccinated.

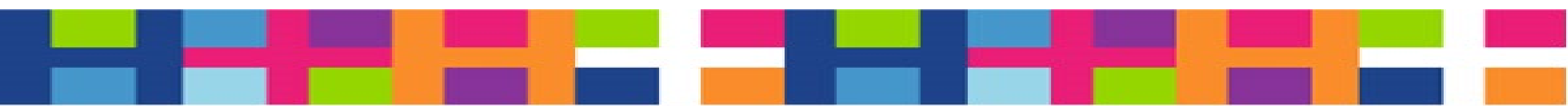
As per Department of Health guidelines, Nursing Home Visitors are required to show a COVID 19 negative test before entering the building.

Everyone entering the building are required to have their temperature taken and screened for COVID or Flu like symptoms.

Volunteer COVID testing continues for every staff



COVID-19
RESPONSE

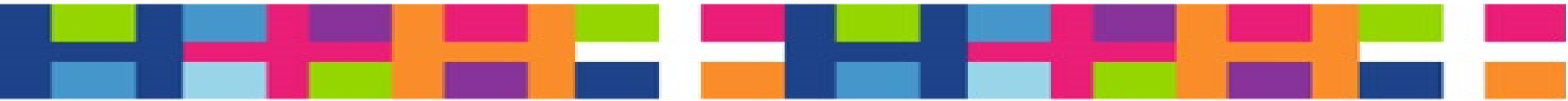


EQUIPMENT & INFRASTRUCTURE

LTACH & Nursing Facility Inpatient Dialysis Program Growth:

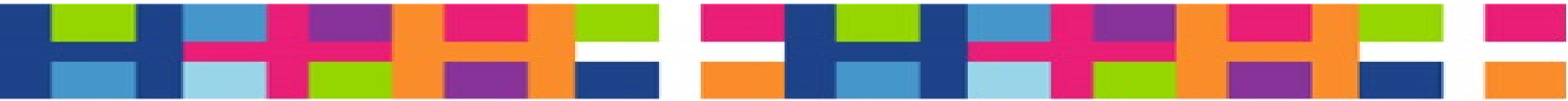
2022 was our first full calendar year of introducing bedside dialysis in the LTACH and “den style dialysis” in the Nursing Facility.

- Inpatient Dialysis Program allows Carter to admit vent dependent dialysis patients and residents
- Max census is 19 patients in the LTACH for bedside dialysis
- Max census is 8 in the Nursing Facility for Den Style dialysis
- The dialysis program expanded our service to patients that previously were not candidate for admission.
- Estimated Annualized Revenue expected to increase



Patient Safety & Satisfaction

- Patient safety and satisfaction is a continued priority for Leadership, CAB, and staff.
- Throughout the most recent periods, Carter has produced some of the highest Press Ganey scores for both patient experience and staff engagement.
- 2022 patients/residents PG Results: Carter LTACH rated overall in the 92 percentile and in the Nursing Facility overall in the 98 percentile.
- In the Nursing Home, Carter continues to earn a CMS 5-Star rating and was named to Newsweek Magazine's Best Nursing Homes List, Ranking #4 out of over 600 Nursing Homes in the State.
-
- In the Long Term Acute Care Hospital (LTACH), the Carter facility earned the Triennial Joint Commission Accreditation and achieved one of the best Ventilator Weaning Rates in the Country; weaning over 70% of patients entering the weaning trials.



FREQUENT COMPLAINTS BY PATIENTS & RESIDENTS

Findings:

- + Communication
- + Delay of Care

Action Plan:

- + To address communication, the provider will immediately contact the NOK upon every new admission, provides them updates and shares their direct contact numbers. In addition, every new admitted patient will be assigned the same provider, until their discharge.

- + To address the delay of care, care plans were re-modified based on patient/resident preference in care.

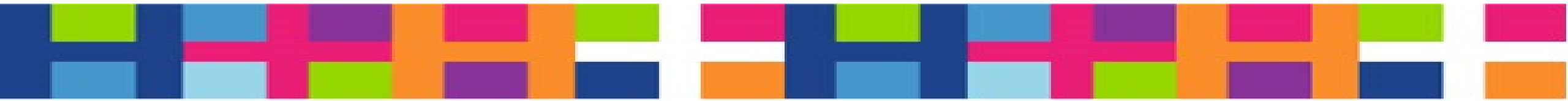


Carter Programs & Plans

- The NYS DOH approved our Nursing Aide Certification Program. To date, Carter had over 20 CNA graduates. This program is open to the community.
- In 2023, we plan to open outpatient Radiology and Rehab Service in the Hospital and expand our telemetry and ventilator services in the nursing facility.
- The Diagnostic Radiology testing will include CT Scan, Ultrasound and Bone Density.



We are excited about our strategic plans for 2023 and the positive impact our plans will have on the East Harlem Community. We look forward to furthering the Health and Hospital's Mission and ensuring Carter remains a premiere post-acute care facility. The Community Advisory Board members are excited about the expansion of additional services.



ACKNOWLEDGEMENTS

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

- + U.S. Congress – Hon. Andriano Espaillat
- + Manhattan Borough President – Hon. Mark Levine
- + NYS Senator – Cordell Cleare
- + NYS Assembly – Hon Inez Dickens
- + NYS Assembly – Edward Gibbs
- + Councilmember – Diana Ayala
- + Henry J Carter Wheelchair Charities – Hank Carter

- + Henry J Carter Auxiliary
- + Community Board 11
- + Uptown Grand Central – Karey King
- + NYPD
- + FDNY
- + NYCHA –Tenant Associations

Signatures:

LaShawn Henry

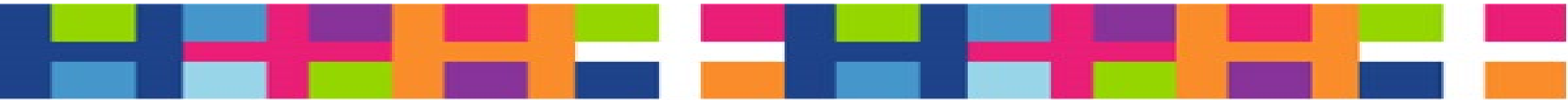
Floyd R. Long

CAB Chairperson, LaShawn Henry

Chief Executive Officer, Floyd R. Long

Date: 12/30/2022

Date: 12/30/2022





COMMUNITY ADVISORY BOARD

NYC Health + Hospitals Community Relations Report

January 10, 2023



COVID-19 RESPONSE

- + During the COVID-19 pandemic, the Gotham Health East New York site has offered COVID-19 testing and vaccinations to our patients and the surrounding Brooklyn community.
- + Since December 2021, the facility has successfully administered nearly 19,000 doses of the Moderna vaccine to both children and adults.
- + We continue to encourage all of our patients to obtain the primary COVID-19 vaccination series; also encouraging both staff and patients to receive the latest Bivalent Booster.
- + On the East New York campus, we adhere to NYC Health + Hospitals infection control protocols from April 2022 regarding Personal Protective Equipment (PPE), which includes N95 and eye protection, for all clinical encounters.
- + A significant and persistent number of staff continue to be unavailable for work due to illness, worsening over the past few weeks/months during this current Influenza season.



EQUIPMENT & INFRASTRUCTURE

- + In August, East New York (ENY) hosted a 'Meet and Greet' with **Brooklyn Borough President Antonio Reynoso**, his first visit since taking office in 2022. Our ENY leadership and CAB team offered a clinic tour of various patient settings and a detailed overview of programs and services; also discussing support to expand Women's Health services.
- + The FY23 Adopted Budget was passed in June. ENY was awarded a total of **\$1.6 Million** in capital funding from **NYC Council Members Charles Barron and Sandy Nurse** for improvements to H-VAC, electrical, and lighting infrastructure to optimize efficiency and create a more sustainable health center.
- + **NYS Senator Roxane Persaud** awarded ENY w/ two grants of \$100,000 for new furniture in patient waiting areas; \$110,000 for upgrades to the main entryway and exterior lighting.



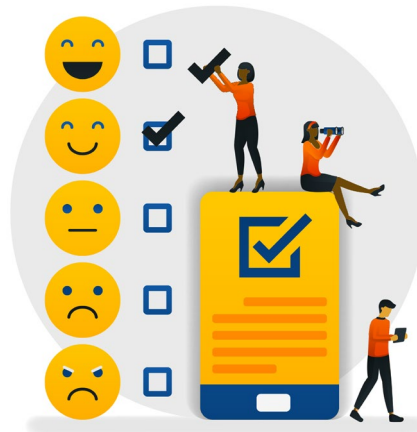
FREQUENT COMPLAINTS RAISED BY PATIENTS & RESIDENTS

1. Long wait times;
Response: Staffing Challenges
2. No COVID-testing access for non-patients;
Response: ENY plans to identify other testing resources like the DOH Mobile Units.
3. Walk-ins / Unscheduled Appointments resulting in scheduling challenges;
Response: Due to Provider shortage and overall capacity issues, we are working closely with our scheduling team to identify the best appointments available. For urgent matters, other options are usually recommended.
4. When will we be getting the GYN clinic back?
Response: Unfortunately, we are experiencing recruitment challenges for OB/GYN providers.



PATIENT SAFETY & SATISFACTION

- + We continue to monitor our Press Ganey scores and respond to negative feedback in a timely fashion.
- + We aim to have each patient have the positive experience.
- + We also do our ICare rounding to address patient's issues in real time.



ISSUES IMPACTING THE COMMUNITIES SERVED BY THE FACILITY

- + COVID-19 Vaccines/Boosters, RSV, and Flu (Tripledemic)
- + Nutrition & Weight Management
- + Diabetes Management
- + Chronic Disease Management



Community Affairs Update

With the support of our Community Advisory Board and the Community Affairs team, we continue to build on Gotham Health – East New York’s longstanding reputation as a trusted care provider to Brooklyn’s most vulnerable and underserved communities.

We accomplish this through active participation in community events, promoting health education and awareness in the neighborhoods who need it most.

Here are a few community-based highlights:

- + National HIV Testing Day Event
- + Breast Cancer Awareness
- + Halloween Reading and Book Giveaway
- + World Aids Day Event
- + Holiday Toy Giveaway for Pediatrics





Senator Roxanne Persaud



Council Member Charles Barron



Brooklyn BP Antonio Reynoso



Council Member Sandy Nurse





**District 19 Schools Health Fair
supported by CAB Members
and Community Affairs**



**ENY Nursing staff provide
community health screenings**





National HIV Testing Day



World Aids Day Event





Breast Cancer Awareness



Halloween Reading Event





Holiday Toy Giveaway For Pediatric Patients



ACKNOWLEDGEMENTS

We would like to thank East New York's Clinical and Operational Leadership for their tireless commitment to serving the health care needs of our neighborhoods in East Brooklyn as well as our strategic partners who help to amplify the impact of our work:

- + Brooklyn Borough President – Hon. Antonio Reynoso
- + NYS Senator – Hon. Roxane Persaud
- + NYC Council Member – Hon. Charles Barron
- + NYC Council Member – Hon. Sandy Nurse
- + NYC Council Member – Hon. Darlene Mealy

Signatures:



CAB Chairperson, Vere Gibbs

Date: 12/29/2022



**Regional Deputy Director of Ambulatory Care Services,
Charmaine Roach-Valentine**

Date: 12/29/2022



Kings County



COMMUNITY ADVISORY BOARD

NYC Health + Hospitals/Kings County Community Relations Report

January 10, 2023



COVID-19 RESPONSE

- Since early December 2021, NYC has been in the throes of a fourth COVID-19 wave. Although this continues to be a challenging time for all, we are incredibly grateful for the support of our health system, our central office colleagues, and our sister facilities as we work to mitigate the impact of the Omicron virus.
- We modified existing units to easily transition our surge/flex capacity to meet the increased demands for beds in our med/surge, ICU, behavioral health, and ED observation units.
- A tool we employed was to activate an ED screening process. We launched this on December 29, 2021; these patients were discharged from the ED right after screening with a take-home COVID-19 test kit. The screening is done by an ED attending assisted by mid-level providers and nursing. This has significantly reduced the number of patients waiting in the ED to be brought inside for evaluation. To support these additional clinical work units, we onboarded a mix of Physicians, PAs, NPs, RNs, and Ancillary staff.
- We implemented the amended hospital visitation policy based on NYSDOH guidelines as a measure to address the safety of our patients and staff. We had to expand our hours of operation for testing and vaccinations to increase access for both the community and our employees.
- We transitioned most of our primary care visits to tele-visits with the exception of services where in-person visits are necessary, such as for patients with HIV, Cancer, and other conditions.
- To ensure our staff's physical and psychological well-being, we re-initiated the Command Center's nourishment grab-and-go snack bags throughout the ED and Inpatient units on a daily basis in addition to comfort stations on the C & D links.



EQUIPMENT & INFRASTRUCTURE

On July 29, 2022, Borough President Reynoso held a press conference at NYC Health + Hospitals/Kings County to announce his FY23 allocation of \$15.6 million in capital funding to improve Kings County's Mother-Baby and NICU maternal health units.

- Create a state-of-the-art family-centered birthing center with contiguous space for ambulatory Women's Health and inpatient Obstetric services
- The programs will be distributed across the same floor of 3 aligned buildings of the hospital campus, providing the space needed to transform how care will be delivered to patients and their families

In September 2022, the hospital's leadership implemented a monthly meeting, which included participation by all stakeholders, to discuss project goals, phasing, and all the steps necessary to bring this important project to fruition.

Borough President Reynoso met with the hospital's leadership and staff on December 13, 2022, to obtain a first-hand look at the current space for these services, as well as a presentation of the preliminary planning and phasing for the proposed improvements. He was very pleased with the team's progress and thanked the staff for their commitment to this initiative.



ISSUES IMPACTING THE COMMUNITIES SERVED BY THE FACILITY

In 2022 NYC Health + Hospitals conducted a system-wide Community Health Needs Assessment (CHNA), which included an assessment of the issues that specifically pertain to the communities served by NYC Health + Hospitals/Kings County. Stakeholder interviews, community focus-groups, staff input, and community data provided a rich array of information.

The key areas of concern that were noted for Central Brooklyn, were consistent with those noted for the borough as a whole. These included socioeconomic concerns, such as:

- poverty and housing issues
- food insecurity
- access to health care and resources
- health equity, crime and safety
- the impact of COVID-19 on the community.

Additionally, health concerns most prevalent to the community Kings County Hospital serves include: heart disease, stroke, diabetes, hypertension, cancer, end-stage renal dialysis, substance use, mental health and other health conditions.

Kings County remains committed to addressing these health concerns through continued investments in our clinical programs established to meet the needs of our communities. We are also involved with numerous Community based organizations through outreach initiatives to collaborate on meeting many of the socioeconomic concerns raised.



2022 REGULATORY SURVEY HIGHLIGHTS

2022 has been a busy regulatory year for NYC Health + Hospitals/Kings County. We had over 10 successful regulatory visits that have resulted in us being able to continue delivering the high-quality care we are proud of. A few highlights:

- Kings was recertified as a level 1 Trauma center by the American College of Surgeons in April. This important asset allows lifesaving interventions to be performed right here in our community.
- Kings has been re-certified as an Advanced Primary Stroke Center, a critically important service that ensures our community members a better chance of recovery after a stroke.
- Kings has been granted provisional membership in the National Abortion Federation. This strengthens our dedication to providing women in our community with access to reproductive options.
- Kings successfully passed their NYC Department of Health and Mental Hygiene annual review of the Mobile Crisis Unit (CPEP), a service that improves access to professional mental help for our community members in crisis.



All our accredited programs surveyed in 2022 were compliant with all regulatory standards.



HCAHPS AND PATIENT SATISFACTION

- During Quarter four, our HCAHPS and patient satisfaction scores have noticeably improved across all service lines. The data helps to tell the story of our journey to excellence in person-centered care.
- We consistently receive feedback in our patient's own words about their experience, such as "I felt safe;" "My experience exceeded my expectations;" and "I felt like I was, and am, important."
- As a result of collaborative efforts among our Nursing, Care Experience, and Quality departments, Kings County is the system leader in Nursing Communication.



PATIENT SATISFACTION

Our journey to excellence in Person-centered care has resulted in significant improvements in the patient experience and employee engagement, as evidenced by results in our patient satisfaction and employee culture surveys. We have also received a record number of documented patient compliments regarding the care they have received here. This has led to the memorialization of this valuable feedback in the form of patient interviews and video testimonials that are widely shared within and without the organization.

The ICARE values (integrity, compassion, accountability, respect, excellence) remain our guiding principles and are fully operationalized into our strategy, including in our hiring practices and bedside manner expectations. Our Press Ganey results have achieved system targets, most notably in the domains of Rate the Hospital, and Communication with Nurses. Patient satisfaction improvements have also played a significant role in our achieving our most recent designations, as these outcome measures are required to support the applications processes.



FREQUENT COMPLAINTS BY PATIENTS AND RESIDENTS AND HOW THE FACILITY IS WORKING TO RESOLVE THESE ISSUES

Areas of opportunity include addressing the most frequent complaints and dissatisfiers for patients and their loved ones. The office of Patient Guest Relations reports that the following categories represent the most frequent concerns: Wait times in the Emergency Department; Ability to reach outpatient providers/practices; Communication regarding discharge from inpatient settings; and property loss. Performance improvement activities aimed at these specific areas utilize interprofessional approaches and partnership with patients as part of the teams.

The following improvement activities represent these efforts:

1. Care Improvement Contest – Unit Challenge on D4 South to improve communication about transitions of care as measured by improved scores on the metric “Staff Worked Together Well to Take Care of You.”
2. Provider rounds in the Emergency Department to improve patient flow through the ED.
3. MyChart utilization project – to improve patient utilization of MyChart Messaging as well as turnaround time for medical team response.
4. Patient Property Workgroup to identify issues within the property process for correction



ACKNOWLEDGEMENTS

We want to express our appreciation to the leadership and staff of NYC Health + Hospitals/Kings County for their unwavering dedication to meeting the healthcare needs of our Central Brooklyn community and our strategic partners that enhance our efforts.

Signatures:



CAB Chairperson, Francisca Leopold

Date: 1/10/22



CEO, Sheldon McLeod

Date: 1/10/22



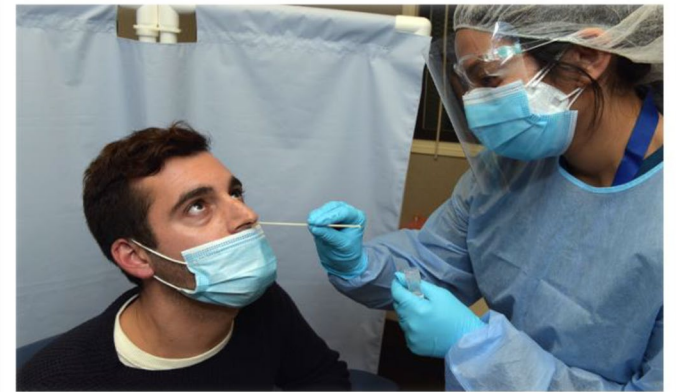
COMMUNITY ADVISORY BOARD



NYC Health + Hospitals Community Relations Report
January 10, 2023

COVID-19 RESPONSE

- + COVID and flu cases are increasing with the onset of winter, and we encourage all of our staff and patients to get a booster dose that includes the new bivalent booster as well as a seasonal flu vaccine. We are now offering COVID vaccines – including the bivalent booster – to all of our patients age six months and above.
- + Queens has provided a total of 115,242 COVID-19 vaccinations to our community to date.
- + All current treatments for COVID-19 are also available at Queens.
- + COVID testing continues to be available to all members of the Queens community via a white trailer located next to The Pavilion on 164th Street. We are encouraging influenza and COVID vaccines at the same time to ensure everyone is vaccinated.



EQUIPMENT & INFRASTRUCTURE

- + Queens Hospital is working on a Master Plan initiative that will determine our plan for the hospital over the course of the next five to ten years.
- + Current projects that are slated to be completed over the next two years include the replacement of our Linear Accelerator, renovation and upgrade of our Interventional Radiology Suite, the replacement of OBGYN ultrasounds, IV pumps, as well as the installation of a DaVinci Robot in our Operating Suite.
- + The hospital has also undertaken a project to upgrade patient rooms, as well as improve wayfinding with the intent of including patients and community members into our projects as part of our commitment to the Planetree concept of patient-centered care.



PATIENT SAFETY & SATISFACTION

- + Queens Hospital received a Leapfrog Hospital Patient Safety Grade Score of 'A' for the spring and fall of 2022. This survey uses 22 national performance measures from CMS plus information from other supplemental data sources, including data on hospital-acquired infections and patient satisfaction scores. The survey includes both process and outcome measures (each about 50 percent of the overall score). More than 2600 acute-care hospitals participate in this survey. Queens Hospital was one of two NYC H+H acute-care hospitals to receive an 'A' score. Our hospital had the highest letter-grade score (A) in the Jamaica area.
- + Patient experience is a priority for Queens Hospital. In our continuous improvement efforts, we conduct monthly interdisciplinary HCAHPS huddles on each of the medical units in which all staff on that unit review the scores and comments from the patient satisfaction surveys. Every month a different question from the survey is selected and discussed in detail, including the question definition, the voice of the patient and best practices and improvement opportunities. Our Nurse Communication top-box score increased by 5 percent, from 71.3 in 2021 to 75.0 in 2022 and is the highest score among all of the H+H acute-care facilities.



PATIENT COMPLAINTS

- + For Fiscal Year July 2021 to June 2022, Queens received a total of 42 grievances ranging (in descending order of frequency) from allegations of abuse, attitude and communication, property, medical care, nursing care, and an allegation of neglect.
- + During the same time period we received a total of 66 complaints which included, in descending order of frequency: attitude and communication, overall experience, discharges, property, medical care, nursing care, Behavioral Health overall care, and privacy.
- + Overall, the most frequent complaints and grievances combined were in the areas of attitude and communication, and property.
- + Patient complaints are utilized as opportunities for improvement.
- + All complaints are brought to the attention of department leadership for investigation and resolution. There are committees to review all complaints and action plans are created to address the more frequent issues.
- + The most frequent category of complaints relates to communication. Of note, there are ongoing efforts to reinforce behaviors that support our values (ICARE), which include empathy classes and communication training.
- + There has been a significant reduction in the number of complaints over the past 8 years.



ACCOMPLISHMENTS FOR 2022

- + A recent survey review from The Joint Commission indicates that Queens will soon acquire designation as an Advanced Primary Stroke Center.
- + We received designation as Leader in LGBTQ+ Healthcare Equality for 2022.
- + We are one of four NYC Health + Hospitals ranked among the “50 Most Racially Inclusive Hospitals in America” by the 2021 Low Institute Hospitals Index for Social Responsibility (received nationwide ranking of 14 out of >2,800 hospitals in April).
- + We achieved an “A” grade for Leapfrog Hospital Patient Safety Surveys for both spring and fall of 2022.
- + We received an Achievement Award from the American Hospital Association entitled “Get with the Guidelines Heart Failure Gold Plus with Target: Type 2 Diabetes Honor Roll” in June.
- + We obtained Certification of Recognition from the American Diabetes Association for “Educational Services of the Diabetes Center of Excellence in Meeting National Standards for Diabetes Self-Management Education.”
- + We received the “Silver Award-Target:BP” from AMA/AHA in recognition of commitment to improve BP control in October.



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- + Senator Charles Schumer
- + Congresswoman Grace Meng
- + Congressman Gregory Meeks
- + Queens Borough President Donovan Richards
- + NYS Senator Leroy Comrey
- + NYS Senator John Liu
- + NYS Senator James Sanders
- + NYS Assembly Member Alicia Hyndman
- + NYS Assembly Member David Weprin
- + City Council Speaker Adrienne Adams
- + City Council Member James Gennaro
- + City Council Member Nantasha Williams
- + City Council Member Selvena Brooks-Powers
- + District Leader, Anthony Andrews
- + District Leader, Jacqueline Boyce
- + The Jamaica YMCA
- + Shareing & Careing

Signatures:



Robin Hogans, CAB Chairperson
Date: 12/21/2022



Neil J. Moore, MBA, MPA, FACHE, Chief Executive Officer
Date: 12/21/2022