



COMMUNITY RELATIONS COMMITTEE
OF THE BOARD OF DIRECTORS

March 7, 2023
5:00 P.M.
50 Water Street

AGENDA

- | | |
|---|----------------------|
| I. Call to Order | Robert Nolan |
| II. Adoption of January 10, 2023
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/Belvis | Iliana Almanzar |
| b. NYC Health + Hospitals/Bellevue | Ronnie White |
| c. NYC Health + Hospitals/Seaview | George Marino |
| VI. Old Business | |
| VII. New Business | |
| VIII. Adjournment | |

COMMUNITY RELATIONS COMMITTEE
OF THE BOARD OF DIRECTORS

January 10, 2023

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

Deborah Brown, for Dr. Katz, President, NYC Health + Hospitals

Sally Hernandez- Pinero

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

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 November 15, 2022 was reviewed and upon motion made, and duly seconded the minutes was unanimously approved. Mr. Nolan started his report by congratulation NYC Health + Hospitals/ South Brooklyn Health for welcoming the City's public health system's first baby of 2023 at the stroke of midnight. Ms. Brown mentioned that this continues their streak within the hospital system. Mr. Nolan also congratulated CEO Dr. Mitchell Katz for being listed as one of Modern Healthcare's 100 Most Influential People in Healthcare 2022. Modern Healthcare is the industry voice for health system leaders.

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

1. NYC Health + Hospitals/ Carter
2. NYC Health + Hospitals/ East New York
3. NYC Health + Hospitals/ Kings
4. NYC Health + Hospitals/ Queens

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 is submitted into the record and proceeded to highlight a few items:

- NYC Health + Hospitals announced a successful first year of its Peer Academy, a training program for people who have lived experience with mental health or substance use conditions to become peer counselors. In the first class this spring, students ranged in age from their 20s to their 60s, with an average age of 43. Twelve of the 18 graduates in the first class have been hired as peer counselors at NYC Health + Hospitals. Twenty additional students graduate from the program. NYC Health + Hospitals currently has

83 peers on staff across the system, the largest hospital-based peer workforce in the city.

- NYC Health + Hospitals/North Central Bronx received the Top Teaching Hospital designation from The Leapfrog Group, one of only 58 hospitals nationwide to earn the award this year. This follows the award last month of an A grade from the Leapfrog Group for North Central Bronx, the only hospital in the Bronx to receive the designation.
- NYC Health + Hospitals honored 32 nurse professionals from across the health system as part of its annual Nursing Excellence Awards. 24 nurses were recognized for Excellence in Clinical Nursing, and 4 nurses were recognized systemwide for their efforts in leadership, volunteering, education, mentorship, and home or ambulatory care. Another 4 nurses received the DAISY Award for Nurses Advancing Health Equity, created by the DAISY Foundation to honor nurses who go above and beyond in caring for patients and families who are disadvantaged demographically, psychosocially, or economically.
- NYC Health + Hospitals/South Brooklyn Health joins a premier group of health care organizations that have received the prestigious Pathway to Excellence designation from the American Nurses Credentialing Center (ANCC).
- NYC Health + Hospitals' bestowed its highest honor upon supporters of nurses and the nursing profession at the third annual Josephine Bolus Nursing Champion Award to Barbara A. Lowe, a retired nurse executive and public health educator and a current Board Member of NYC Health + Hospitals.

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.

NYC Health + Hospitals/ Carter

Mr. Travon Butler, Carter CAB Representative, started his report with an update on the COVID response at his facility. COVID activity continues to increase but Carter COVID cases are low and nursing home staff and patients are required to be fully vaccinated. Visitors must also show a negative COVID test before entering the building. Carter also introduced new dialysis treatment program – LTACH & Nursing Facility Inpatient Dialysis – which allows carter to admit vent dependent

dialysis patients and residents.

Carter produced some of the highest Press Ganey scores for both patient experience and staff engagement. Carter continues to earn a CMS 5-Star rating and named Newsweek Magazine's Besting Nursing Homes List. NYS DOH approved Carters Nursing Aide Certification Program which is open to the community, and in 2023 they plan an outpatient radiology and rehab service in the hospital and expanded medical services like telemetry, ventilator services, CT scan, ultrasound and bone density.

Mr. Nolan asked about frequent complaints listed in the written report regarding communication from the hospital. CEO Floyd Long of Carter explained that new technology was being used to improve communication with parent families.

NYC Health + Hospitals/ East New York

Ms. Vere Gibbs, CAB Chair for East New York CAB, started her report with an update on the 19,000-dose vaccination effort underway at their facility. COVID has impacted the workforce due to illness effecting worker attendance. East New York received \$1.6 million in HVAC and electrical upgrades from the NYC Council. East New York CAB participated in a HIV Testing Day event, Breast Cancer Awareness event, World Aids Day event, and Holiday Toy Giveaway for Pediatrics.

Mr. Nolan asked about frequent complaints listed in the written report regarding staff challenges which are faced across the hospital system. PAGNY is helping address the staff shortage but the issue is national.

NYC Health + Hospitals/ Kings

Ms. Jewel James, Kings CAB Representative, started her report by providing an overview on the COVID response at their facility. She discussed the allocation of \$15.6 million of capital funding to improve Kings County's Mother-Baby and NICU maternal health units. Kings Hospital recertified as a Level 1 Trauma Center in April, and as an Advanced Primary Stroke Center.

As for frequent complaints, her report outlined a need to improve patient satisfaction. The facility was planning to conduct care improvement contests, provider rounds in the Emergency Department, MyChart utilization trainings, and establishing a patient property working group.

NYC Health +Hospitals/ Queens

Ms. Robin Hogans, Queens CAB Chair, started her report by outlining the ongoing COVID response that proved over 115,000 doses to the community. Queens is working on a master plan that includes replacement of their linear accelerator,

renovating the interventional radiology suite, replacing OBGYN ultrasounds, IV pumps, and installing a DaVinci robot. Queens received a Leapfrog Hospital Patient Safety Grade of A. Ms. Hogans' outlined how Queens Hospital resolves grievances against staff through internal investigations. Queens Hospital also received designation as an Advanced Primary Stroke Center.

ADJOURNMENT:

Meeting adjourned at 5:58 P.M



COMMUNITY RELATIONS COMMITTEE REPORT

MARCH 7, 2023

PRESENTED BY:

GOTHAM HEALTH / BELVIS - COMMUNITY ADVISORY BOARD



COVID-19 RESPONSE

- + Currently, COVID-19 rates and hospitalizations have plateaued in The Bronx and across the other boroughs.
- + Belvis continues to encourage its staff and patients to get a booster dose with the new Bivalent booster.

EQUIPMENT & INFRASTRUCTURE

FY'24 Capital Request Submitted to BP's Office and City Council in January

+ 1st Floor Lobby Redesign:

- + Modernization of the lobby, waiting spaces, meeting rooms and reception area.**
- + Extended care suite to include isolation room to accommodate COVID-19 and infectious disease populations.**
- + Modernization of Laboratory Suite - Laboratory Chairs and sample storage refrigerator**

+ 2nd Floor Revitalization of Pediatric Asthma Suite:

- + Asthma Pediatric Suite - 16 exam rooms with locked cabinet and waiting area with child-friendly furnishing; play area; Medication Prep Room - 1 room**
- + Asthma education area**
- + Integration of Pediatric Dental into Pediatric Suite - Fluoride Treatment and Education**

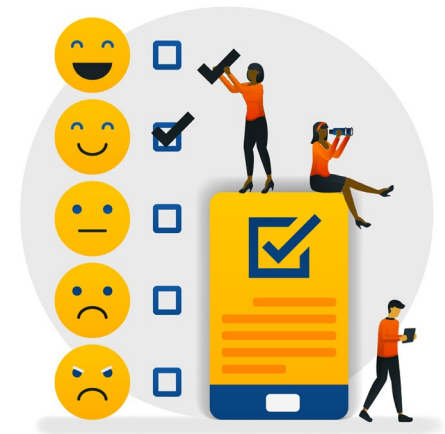
EQUIPMENT & INFRASTRUCTURE

FY'24 Capital Request Submitted to BP's Office and City Council in January

- + 3rd Floor Diabetic Center for Excellence**
 - + Chronic Disease Education Center- Patient health education and self-management classes
 - + Modernize Optometry Suite - Expansion of space - General Eye, Visual Field, autorefractometry and laser; Modernize Podiatry Suite - Expansion of Podiatry suite (2) exam rooms; Modernize Dental Suite - (8) operatories; Medication Prep Room
- + Modernization of Radiology Suite (New Needs)**
 - + DEXA Scanner with bariatric table
 - + Update Mammography Unit to perform 3D
- + Frontline healthcare worker lounge/wellness space**
- + Exterior**
 - + New Roof
 - + Point/seal facade to prevent water leaks that come through the window
- + Interior lighting upgrade for energy efficiency and safety throughout entire facility**

PATIENT SAFETY & SATISFACTION

- + Renovate the Pharmacy waiting area to become ADA compliant
- + Renovate all bathrooms to be ADA compliant



FREQUENT COMPLAINTS BY PATIENTS & RESIDENTS

- + Access to more in-house specialty services such as Optometry and lack of providers for Dentistry and OB/GYN services.

Response: Belvis is recruiting for Dental, OB/GYN, and Optometry providers by partnering with the SUNY School of Optometry and PAGNY to recruit providers for the facility to expand patient capacity.

- + The need for modernization and building upgrades to include community designated space for programs and events

Response: Although the facility can hold some community meetings, we are limited in meeting the community space request due to aging infrastructure and lack of available space. As such, we have requested capital funding from the BP's Office and the City Council in the *FY'24* budget request to expand our meeting rooms.

Issues impacting the communities served by the facility

- + Need Frequent NYPD patrol
- + Access to Healthier food options

ACKNOWLEDGEMENTS

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

- + Bronx Borough President – Hon. Vanessa Gibson
- + NYS Senator – Hon. Jose M. Serrano
- + NYS Assembly – Hon. Amanda Septimo
- + NYC Council – Hon. Diana Ayala
- + U.S. Congress – Hon. Ritchie Torres

Signatures:

Iliana Almanzar

CAB Chairperson, Iliana Almanzar:

Date:

Aukia Fowlin-Alenkhe

Deputy Director of Ambulatory Care Services, Aukia Fowlin-Alenkhe:

Date:

Bellevue



Community Advisory Board

NYC Health + Hospitals Community Relations Report

March 7, 2023



COVID-19 RESPONSE

Vaccinations and masking remain the best possible protection against severe illness and we continue to encourage the (bivalent) vaccine and the screening of staff, patients and visitors for symptoms.

- Currently offering the (bivalent) vaccine for everyone ages 6 months and older.
- On-site COVID-19 PCR tests, as well as Flu and RSV testing if symptomatic.
- Free take-home antigen tests are available for the community.



EQUIPMENT & INFRASTRUCTURE

- Bellevue continues to strive for innovation within the H+H system and hopes to add a Neuro Biplane Fluoroscopy suite to help diagnosis and treat neurological disorders, such as stroke and brain aneurysms in our efforts to continue to provide top-quality services in our award-winning Stroke Center.
- Replace the mammography unit in our Women's Medical Center.
- Replace two radiology rooms to better serve our patients immediate imaging needs.



PATIENT SAFETY & SATISFACTION

Our ASPIRE Patient Safety team is focused on meeting and surpassing National Patient Safety Goals in preparation of a visit from The Joint Commission in March 2023.

Goals include:

- Identifying patients correctly
- Improving staff communication
- Using medications safely
- Understanding alarms on medical equipment
- Preventing infection
- Identifying safety risks
- Preventing mistakes in surgery

Improving the environment of care is a quality and safety priority. Tools used to measure performance include surveys and after visit summaries in the patients preferred language.

FREQUENT COMPLAINTS BY PATIENTS

Lack of communication and long wait times are the most frequent complaints. Our Patient Experience department is always striving to improve quality of care, cultivate patient loyalty and improve staff engagement. The team is currently seeking certification in the Planetree person-centered-care method and is committed to:

- Developing patient and family partnership practices
- Improving nursing communication
- Addressing and resolving complaints and grievances through a committee process
- Employee feedback and recognition programs



PLANETREE
INTERNATIONAL

ISSUES IMPACTING THE COMMUNITY

The primary concerns of the communities we serve include opioid dependence and abuse, morbid obesity, diabetes, hypertension, post traumatic stress, and maternal health.

Bellevue continues its 269 year mission as the nation's oldest public hospital by responding to and providing services for the dynamic needs of the vulnerable and underserved in New York City.



ACKNOWLEDGEMENTS

Thank you to the NYC H+H CORPORATION Board and Karen Dixon and the COUNCIL OF CABS.

Very special thanks to William Hicks, CEO, Marcia Peters, COO, Gladys Lowe, Chief Experience Officer, Dr. Andrew Wallach, Evelyn Hernandez, and the entire Bellevue Hospital leadership cabinet for their dedication to health equity, diversity, inclusion and accessibility.



Advocate, Represent, Inform, Advise



NEW YORK CITY HEALTH + HOSPITALS
SEA VIEW HOSPITAL REHABILITATION CENTER AND HOME
COMMUNITY ADVISORY BOARD

March 7, 2023



COVID-19 RESPONSE

- Since the onset of the COVID-19 pandemic, Sea View has remained completely devoted to the health and safety of our vulnerable, resident population. In compliance with all CMS, CDC and NYSDOH recommendations as well as NYC H+H and Post-Acute Service Line guidance, Sea View has continuously acted to limit exposure and prevent the spread of COVID-19 within the facility. Hence over the last several months, a number of efforts have been initiated as a means of executing and enhancing our infection control and prevention program.
- Sea View has tracked and reported all suspected and laboratory positive COVID-19 cases. Through the implementation of effective infection control and prevention procedures including cohorting residents and designating a COVID unit, the majority of Sea View residents were not impacted. Cases have been shared with the Department of Health on a daily basis and most recently have been shared weekly with CMS and CDC via the National Healthcare Safety Network.



EQUIPMENT & INFRASTRUCTURE

- We are requesting new Hardware/Software for Assistant Directors of Nursing to help with patient assessments. Additionally, we are seeking new blood pressure machines for a few of our nursing units.
- Occupational Health Services/Clinic would also like to purchase a Bladder Scanner. This will help reduce the need for off-site clinics and reduce catheterization utilization.



PATIENT SAFETY & SATISFACTION

- Sea View continues to implement its strategy to improve the patient/resident experience. Despite COVID-19, our efforts resulted in Sea View patient/resident population remained satisfied with their experience at Sea View evidenced by strong satisfaction scores. The Likelihood to Recommend, Overall Satisfaction and Final Rating scores ranked at or above the 95 percentile rank when compared to other facilities in the Nation.



FREQUENT COMPLAINTS BY PATIENTS & RESIDENTS

- Frequently complaints raised by residents/families has to do with the visitors testing. As per CMS, CDC, and NYSDOH visitors must provide a COVID test prior to entry.
- Facility continues to provide Education for need of testing. In addition, the facility continues to offer families swabs at no cost.



ISSUES IMPACTING THE COMMUNITIES SERVED BY THE FACILITY

- Testing for visitors/community on-site through the New York City Test and Trace.
- Planning for weekend admissions to better serve the community and local hospitals.



**NEW YORK CITY HEALTH + HOSPITALS
SEA VIEW HOSPITAL REHABILITATION CENTER
AND HOME
COMMUNITY ADVISORY BOARD**



George Marino
CAB Chairperson



Matthew D. Levy, MHA, LNHA
Chief Executive Officer

