



COMMUNITY RELATIONS COMMITTEE
OF THE BOARD OF DIRECTORS

May 2, 2023
5:00 P.M.
50 Water Street

AGENDA

- | | |
|--|------------------------|
| I. Call to Order | Robert Nolan |
| II. Adoption of March 7, 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/Cumberland | Mr. Corey Evans |
| b. NYC Health + Hospitals/Seaview | Mr. George Marino |
| c. NYC Health + Hospitals/SBH | Mrs. Rosanne DeGennaro |
| d. NYC Health + Hospitals/Lincoln | Mr. Ambroise Ngande |
| e. NYC Health + Hospitals/Morrisania | Mr. Mariano Laboy |
| VI. Old Business | |
| VII. New Business | |
| VIII. Adjournment | |

COMMUNITY RELATIONS COMMITTEE
OF THE BOARD OF DIRECTORS

March 7, 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

Dr. Mitch Katz, President, NYC Health + Hospitals

Jackie Rowe-Adams

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 5:08 p.m.

Mr. Nolan noted for the record, Sally Hernandez-Piñero was in attendance virtually in a listening capacity.

Quorum was established – the minutes of the Community Relations Committee meeting held on January 10, 2023 was reviewed and upon motion made, and duly seconded the minutes was unanimously approved.

Mr. Nolan started his report by congratulating NYC Health + Hospitals' President and CEO Mitchell Katz, MD, Chair of the Board of Directors José A. Pagán, PhD, President and CEO of MetroPlusHealth Talya Schwartz, MD, and infectious disease specialist Céline Gounder, MD, ScM, FIDSA were named to City & State New York's "2023 Health Care Power 100" list. This year, the publication considers the legislative victories, labor battles, newly launched initiatives and other noteworthy developments from the past 12 months.

Mr. Nolan also acknowledged NYC Health + Hospitals' Senior Vice President (SVP) and Chief Medical Officer (CMO) Dr. Machel Allen for being named on City & State New York's "2023 Power of Diversity: Black 100" list. Ranked number 64, Dr. Allen is recognized for her commitment to serving low-income patients.

Scheduled to present annual verbal reports this evening are the following CABs, of note NYC Health + Hospitals/Seaview report is being postponed to a future date, we will hear from:

1. NYC Health + Hospitals/ Belvis
2. NYC Health + Hospitals/ Bellevue

Mr. Nolan turned the meeting over to Dr. Mitchell Katz to present the President's report:

- NYC Health + Hospitals' NYC Care program held a Black History celebration at NYC Health + Hospitals/Lincoln which featured a resource fair with tabling from government and non-profit partners and an array of performances from local community artists, including the Addiction Recovery Choir (ARC) Gospel Choir.

Special guests included faith leaders, consular officials, elected and appointed City leaders, and community leaders.

- NYC Health + Hospitals announced that Ana Rodriguez, a nurse at NYC Health + Hospitals/Bellevue, was voted “2022 Amazing Employee of the Year,” representing the public health system’s 43,000-strong workforce. Ms. Rodriguez was recognized for her 15-year commitment and dedication to the health System as an ICU nurse and for her heroic actions saving a child on the Franklin D. Roosevelt East River Drive.
- The NYC Test & Treat Corps announced that its AfterCare program has reached out to over 500,000 New Yorkers recovering from COVID-19 and referred more than 57,000 people, including many experiencing symptoms of Long COVID, to critical health, social and financial support services.
- NYC Health + Hospitals announced the receipt of a \$3 million grant from the Laurie M. Tisch Illumination Fund to expand the health System’s Arts in Medicine program. The grant is the second from the Illumination Fund for the Arts in Medicine program. The first grant — which was for \$1.5 million in 2019 — launched the System’s Arts in Medicine program, creating arts programs citywide in all 11 hospitals and five long-term care facilities, as well as many NYC Health + Hospitals/Gotham Health community clinics.
- NYC Health + Hospitals announced a new initiative to encourage students, trainees and physicians from groups under-represented in medicine to join the System’s medical workforce. The new physician diversity initiative, Medical Opportunities for Students and Aspiring Inclusive Clinicians (MOSAIC), will work with students ranging from middle school through graduate medical education, as well as attending physicians, to increase diversity in medicine.

PRESENTERS:

Mr. Nolan thanked Dr. Katz for the report – and moved agenda to the (2) facilities presenting their verbal annual reports. Each presentation is allotted 5 minutes.

NYC Health + Hospitals/ Belvis

Ms. Josephine Bryne, First Vice Chair - Belvis CAB, started her report with an update on the COVID response at the facility. COVID activity has plateaued in the Bronx and the rest of the City. She discussed the capital requests submitted to the Bronx Borough President and City Council in January – the first-floor lobby redesign, the second-floor revitalization of the Pediatric Asthma Suite, the third-floor diabetic center of excellence, the modernization of radiology, the staff wellness space and other renovations.

Ms. Bryne discussed how patient satisfaction has improved since the pharmacy waiting area and bathrooms were renovated. She discussed the complaints received about in-house specialty wait-times for optometry, dentistry and OB/GYN services. Representatives from the facility reported that:

- The infrastructure projects are all new and the elevators are currently being modernized and should be completed in shortly.
- Recruitment is currently on the way to fill the specialist positions in partnerships with SUNY School of Optometry and PAGNY.
- There was a clarification that the pharmacy is currently open and the need is to become ADA compliant
- NYPD was contacted and visited the facility in response to request for more frequent patrol.

NYC Health + Hospitals/ Bellevue

Ms. Ronnie White started her report by discussing the free take-home antigen tests Bellevue makes available to the community, as well as on-site COVID-19 PCR tests. Ms. White discussed Bellevue's plan to add a Neuro Biplane Fluoroscopy suite to diagnosis neurological disorders, replace the mammography unit in the Women's Medical Center, and replace two radiology rooms.

Ms. White discussed frequent complaints by patients include a lack of communication and long wait-times. The Patient Experience 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, and employee feedback and recognition programs. In response to questions on remediation of long wait-times – there is on-going engagement of all team-members for suggestions on how to address this issue.

ADJOURNMENT:

Meeting adjourned at 5:38 P.M



COMMUNITY RELATIONS COMMITTEE REPORT

MAY 2, 2023

PRESENTED BY:

GOTHAM HEALTH / CUMBERLAND ADVISORY BOARD



COVID-19 RESPONSE

- + Currently, COVID-19 rates and hospitalizations have plateaued in Brooklyn and across the other boroughs.**
- + Cumberland's COVID-19 vaccine Pod was dismantled at the end of June 2022 and transitioned into the primary care departments where vaccines are made available for patients and staff.**
- + Cumberland 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

+Resurface Exterior Plaza

- +Mitigate flooding in the basement underneath the plaza.

+1st Floor Lobby Redesign

- +Modernization of the lobby, waiting spaces, and meeting rooms to improve patient flow into the facility.
- +Provide new ADA entry to a centralized location that minimizes the travel path for patients to the main elevator.



EQUIPMENT & INFRASTRUCTURE

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

+ Radiology Department

- + Replace outdated imaging equipment to improve health screenings, care delivery, and optimize patient outcomes.

+ Dentistry Department Expansion

- + Updating existing exam rooms to create a modernized look.
- + Replace outdated imaging equipment to improve health screenings, care delivery, and optimize patient outcomes.

+ Behavioral Health

- + Provide new energy efficient windows, doors, and rooftop units for the building.



PATIENT SAFETY & SATISFACTION

- + Implemented iRounding to capture patients responses in real time.
- + Newly purchased ultrasound unit for the Radiology department.
- + Integration of kiosks (7 total) to enhance the check-in process.



FREQUENT COMPLAINTS BY PATIENTS & RESIDENTS

+ Communication/updates on wait time.

Response: ADIET Training provided to all staff members and clinicians

❖ Communication framework created by the Studer Group for use by healthcare-based staff to communicate with patients and each other to decrease patient anxiety, increase patient compliance, and improve clinical outcomes.

+ Access to **Appointment Reminders**

Response: Lumion Program sends text reminders to the patients 24 and 48 hours before their appointment.



Issues Impacting The Communities Served By the Facility

- + Challenges in Mental Health Services.
 - + Due to a shortage of providers
- + Access to Healthier food options.



ACKNOWLEDGEMENTS

- We would like to extend our gratitude to Cumberland' Clinical and Operational Leadership for their tireless commitment to serving the healthcare needs of our neighborhoods in Brooklyn as well as our strategic partners who help to amplify the impact of our work, just to name a few:
 - + Brooklyn Borough President – Hon. Antonio Reynoso
 - + NYS Senator – Hon. Jabari Brisport
 - + NYS Assembly – Hon. Phara Souffrant Forrest
 - + NYC Council – Hon. Crystal Hudson
 - + U.S. Congress – Hon. Nydia M. Velazquez

Corey Evans

CAB Chairperson, Corey Evans:

Date: 04/28/2023

Syreeta Dipeolu

Deputy Director of Ambulatory Care Services, W. Syreeta Dipeolu:

Date: 04/28/2023





NEW YORK CITY HEALTH + HOSPITALS
SEA VIEW HOSPITAL REHABILITATION CENTER AND HOME
COMMUNITY ADVISORY BOARD
May 2, 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.





SeaView

**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



South Brooklyn Health



COMMUNITY ADVISORY BOARD

Community Relations Report

May 2, 2023



COVID-19 RESPONSE

- Throughout 2022, we have phased in COVID-19 vaccination for 12 y.o. and above; 5 y.o. and above; and 6 months and above.
- We continue to advocate bivalent immunization for the community and staff.
- The CDC and SDOH recently recommended to end the mask mandate; however, at this time, we will continue to recommend masking at South Brooklyn Health in patient care areas.



INFRASTRUCTURE & EQUIPMENT

- Construction of the new RBG building is near complete & a temporary certificate of occupancy has been issued by NYCDOB.
- Received a new surgical device—DaVinci Xi Robot—which provides minimal invasive surgery and reduces post-operative pain.
- Women’s Health Initiative Project – services will be consolidated to one floor while expanding outpatient access in a newly renovated space & upgrade of the NICU.
- New Ambulatory Care Wellness Center – construction is scheduled to begin in summer 2023. The center will be located on the 1st floor.



PATIENT SAFETY & SATISFACTION

- Executive Leadership is committed to improving the culture of safety among staff. A Culture Safety Survey, conducted in September 2021, demonstrated the need to work closely with staff to understand the barriers they face while providing care.
- Focus groups were conducted with departments with low response rates and poor safety scores and resulted in the launch of 3C's initiative—Connect, Continue, Complete—on January 11, 2023. A multidisciplinary approach will continue for patient satisfaction as well as a targeted approach to responding to patient grievances in a compassionate and patient centered manner.
- In 2023 the Patient Safety department will implement the Biovigil Hand Hygiene program—an electronic hand hygiene adherence monitoring system, which will ensure hand hygiene compliance in every patient encounter.
- A pilot project began to identify and address the Patient Safety Indicators (PSIs), which impacts patient care, patient satisfaction and Leapfrog Scores.



FREQUENT COMPLAINTS

Lack of communication, timely notification of incidents (e.g. falls, etc.), lost property, and long wait times for patients to be seen by a provider are the most frequent complaints. Several initiatives have been implemented by Internal Medicine, Emergency Department, Patient Relations and Patient Experience to resolve these issues:

- Frequent rounding by Patient Representatives on the units.
- Ensuring all patient issues are resolved in real-time.
- Booking patient property during admission: ED is revising the property intake process and a designated storage room for patient property.
- 3C's Initiative Program is being piloted on Towers 3 East and 3 West with plans to expand to all departments in the facility.



ISSUES IMPACTING THE COMMUNITY

- Violence in the community—violent crimes have increased happening 24 hours a day.
- Level One Trauma Center in South Brooklyn. The nearest Level One Trauma Center is more than 25 minutes away from a neighborhood with many NYCHA Developments, Condos, beach goers, amusement park, etc. We are also adjacent to the heavily traveled Belt Parkway.



ACKNOWLEDGEMENTS:

A Heartfelt thank you to:

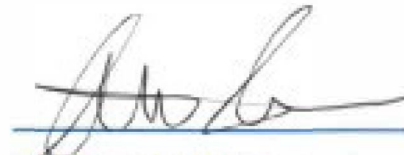
- Mayor Eric L. Adams
- Brooklyn Borough President Antonio Reynoso
- All of our dedicated Federal, State and City Officials
- The FDNY
- The NYPD

for your continued support & commitment to the health and well being of the Southern Brooklyn Communities.

SIGNATURES:



Rosanne DeGennaro
CAB Chairperson



Svetlana Lipyanskaya
Chief Executive Officer





COMMUNITY ADVISORY BOARD

Community Relations Report

May 2, 2023



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



COVID-19 RESPONSE

- The COVID-19 pandemic has shown us how important it is to work together. At Lincoln we witnessed every department and staff member come together to care for some of the sickest patients we have ever seen.
- We witnessed departments that were previously silo-ed, work together. We met passionate care givers from other departments that we would not have met or worked with had it not been for the pandemic.
- During the early waves, as we learned how to care for these patients and protect our staff, very few staff came down with COVID. A testament to their understanding and protecting themselves, while caring for the patients.
- We witnessed hundreds of people from our community die from this virus. We witnessed the pain and suffering of the families who could not visit and hold the hand of their family member. We witnessed our own staff suffer with the loss of each patient.
- Now as the public health emergency comes to an end, we have had no staff test positive for COVID at Lincoln and the number of patients admitted to the hospital with COVID has diminished tremendously. We will take the lessons learned on how to care for patients with a novel illness, how staff can work together for a common purpose and improve the care experience for our community and our caregivers.



INFRASTRUCTURE & EQUIPMENT

- Expansion of the Dental Clinic for Pediatrics.
- Installation of the metal detectors.
- DaVinci Robotic Program -Multifaceted and fully integrated approach to Minimally invasive surgery.
- Critical care units with bed upgrades.



PATIENT SAFETY & SATISFACTION

- Since 2022 we have shifted to an electronic system VOICE to enable all staff document patient safety concerns, Good Catches or near misses, adverse events including drug reactions, falls, returns to ORs etc, as well as staff input on either care delivery or communication among staff both in Behavioral and non-Behavioral units. This is monitored by Office of Quality Management which includes Patient Safety and Risk Management. These events are investigated, analyzed and Root Cause analysis and Action (RCA2) is done as needed.
- Infection Preventionists, Coordinators in Quality Management proactively assess patient safety concerns with regards to maintaining and following Infection prevention practices for all patients, observation and monitoring of National Patient Safety goals, actively giving feedback and reporting back to the frontline staff. This information is also monitored for trends and improvement opportunities identified and worked on by Patient safety committee and reported to the Hospital wide Quality assurance committee.
- Patient Safety Committee both at the institutional and at Central Office level, strives to make our patients safe and get equitable care and so we have started using technology to create dashboards to track and trend data relating to patient safety indicators and use data to improve.



FREQUENT COMPLAINTS

- Frequent complaints raised by patients/residents go to the Guest Relations department which provides a centralized mechanism for patients and visitors to express their concerns and provide feedback through suggestions and/or complaints.
- Service recovery are conducted to remedy all complaints. All Grievances are investigated by the chief/Director of the service and responded to in accordance with the CMS regulations.
- In an effort to reduce the number of complaints raised by patients we have done the following:
 - Established a patient property taskforce, partnered with the Planetree Organization, and an inpatient Performance Improvement projects now include Patient Representative as a Lead.
 - The Property Taskforce has piloted an ED trauma patient property point person, in an effort to decrease loss and increase proper documentation. In addition, a volunteer is assigned to maintain and manage the ED patient property room.
 - Our patient representative presents at the Board Meeting, a project on successfully reducing grievances on her assigned unit with the Service Recovery method. With the inception of the Planetree Advisors helping us on our journey of the Person-Centered Care certification, the goal is to create a culture change for Lincoln Hospital to be known as a holistic healing environment. The process began with us hiring a Program Manager, who began Communicating Empathy: Reconnecting to Purpose training for the staff, this began January 2023 and is an on-going process.



ISSUES IMPACTING THE COMMUNITY

- Attitude
- Inappropriate Behavior

Remediations

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



COMMUNITY ENGAGEMENT

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

- Hosted two food drives for families of the community for Thanksgiving one with the Bronx Borough President at Hunts Point and the other was hosted at Lincoln Hospital with Assemblywoman Amanda Septimo.
- Hosted a toy drive for the children of the community in partnership with the 40th Precinct, gave toys to 1,500 children.
- Performed first gender affirming surgery within the Pride Health Center.
- Hosted a “Black History Month” celebration with Mayor Eric Adams.



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

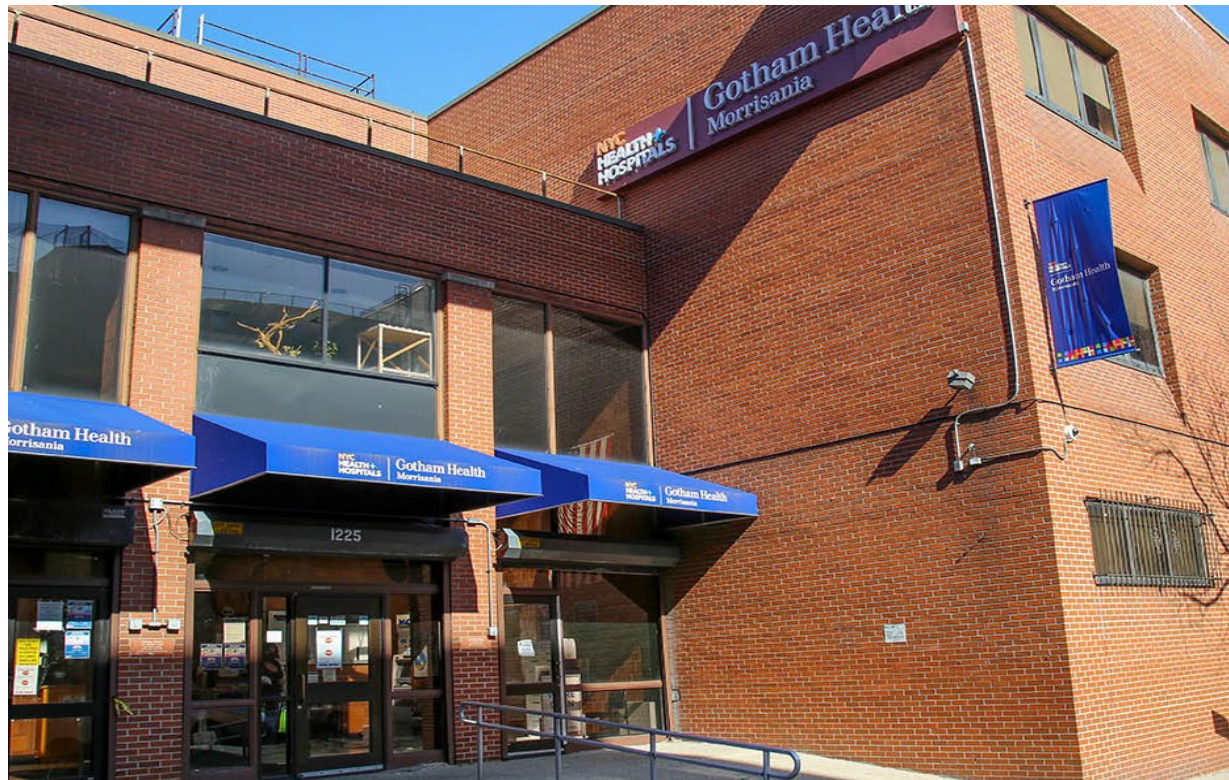


Ambroise Ngande
Chairman



Christopher Roker
Chief Executive Officer





COMMUNITY RELATIONS COMMITTEE REPORT

MAY 2, 2023

PRESENTED BY:

GOTHAM HEALTH / MORRISANIA - COMMUNITY ADVISORY BOARD



COVID-19 RESPONSE

- + Currently, COVID-19 Community transmission is low in The Bronx and across the other boroughs.
- + Rapid COVID-19 Home Testing Kits are available for free distribution to patients and staff
- + Morrisania continues to encourage its staff and patients to get a booster dose with the new Bivalent booster.
- + As of June 30, 2022, Morrisania is no longer providing community testing or vaccination.



EQUIPMENT & INFRASTRUCTURE

- + Updating the women's and men's locker rooms (*in progress*)
- + Implementing a wellness room in the first floor (*in progress*)
- + Security enhancements for Behavioral Health (*approved*)
- + Minor bathroom repairs have been completed and are no longer out of service.



EQUIPMENT & INFRASTRUCTURE (Cont'd)

For FY24 consideration, the following capital funding priorities were submitted in January/February 2023 to the Bronx Borough President and NYC Council:

- + Dental Suite Renovation
- + ADA-Compliant Main Entry
- + Dental Imaging Equipment
- + Pediatric Dentistry
- + Patient Education Center
- + New Imaging Equipment
- + Asthma Pediatric Suite
- + Lobby Modernization
- + Optometry Expansion
- + Bathroom Renovations (ADA-Compliant)



PATIENT SAFETY & SATISFACTION

- + Creation of the Community Resource Center
- + Launch of managerial iRounding for more patient feedback
- + Increased CBO partnerships for onsite tabling
- + Repair one of the bathroom partitions/locks that has been out of service
- + Integration of the kiosks system and palm vein scanners



FREQUENT COMPLAINTS BY PATIENTS

- + Patient Wait Times
 - + Long waiting time to be called and time spent in the building
- + Long wait for Next Appointment for New Patients
 - + Shortage of providers in adult medicine
- + Access to the Pharmacy
 - + Shortage of Staff



Issues impacting the communities served by the facility

- + **Access to Healthier food options** - We have created community partnerships to promote nutrition and healthier lifestyles:
 - + Corbin Hill Farm Fresh food program
 - + Food share program
 - + New York Common Pantry

- + **Access to immigration support and legal services:**
 - + NYLAG (New York Legal Assistance Group) Service Appointments
 - + Bronx Defenders

- + **Access to other social services** – We are working with Bronx Non-Profits including BronxWorks, Bridge Builders, and Mid-Bronx Senior Citizens Council to promote better access to housing support services, substance abuse counseling, and employment services like training and job coaching.

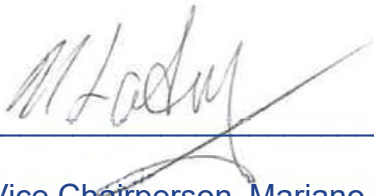


ACKNOWLEDGEMENTS

We would like to extend our gratitude to Morrisania's 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:

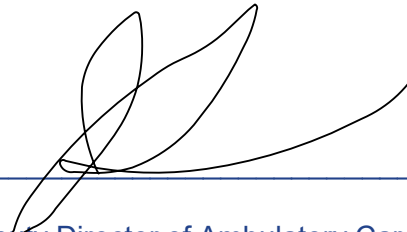
- + Bronx Borough President – Hon. Vanessa Gibson
- + NYC Council Member – Hon. Althea Stevens
- + NYS Senator – Hon. Jose M. Serrano
- + NYS Assembly Member – Hon. Amanda Septimo
- + U.S. Congress Member – Hon. Ritchie Torres

Signatures:



CAB Vice Chairperson, Mariano Laboy

Date: April 20, 2023



Deputy Director of Ambulatory Care Services, Joaquim Santos

Date: April 20, 2023

