



COMMUNITY RELATIONS COMMITTEE
OF THE BOARD OF DIRECTORS

September 12, 2023
5:00 P.M.
50 Water Street

AGENDA

- | | |
|--|------------------------|
| I. Call to Order | Robert Nolan |
| II. Adoption of May 2, 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/Coler | Mrs. Verna Fitzpatrick |
| b. NYC Health + Hospitals/Elmhurst | Mr. Luisang Tamang |
| c. NYC Health + Hospitals/McKinney | Mrs. Debra Tyndall |
| d. NYC Health + Hospitals/Jacobi | Mrs. Judith Benitez |
| e. NYC Health + Hospitals/NCB | Mr. Joe Ithier |
| VI. Old Business | |
| VII. New Business | |
| VIII. Adjournment | |

COMMUNITY RELATIONS COMMITTEE
OF THE BOARD OF DIRECTORS

May 2, 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 5:07 p.m.

Quorum was established – the minutes of the Community Relations Committee meeting held on March 7, 2023 was reviewed and upon motion made, and duly seconded the minutes was unanimously approved.

Mr. Nolan started his report by announcing the dates for the upcoming Annual Public Meetings in the Bronx on May 16th and in Brooklyn on June 13th and shared registration details.

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

1. NYC Health + Hospitals/ Sea View
2. NYC Health + Hospitals, Gotham Health/ Cumberland
3. NYC Health + Hospitals/ South Brooklyn Health
4. NYC Health + Hospitals/ Lincoln
5. NYC Health + Hospitals, Gotham Health/ Morrisania

PRESENTERS:

Mr. Nolan moved the agenda to the (5) facilities presenting their verbal annual reports. Each presentation is allotted 5 minutes.

NYC Health + Hospitals/ Sea View

Mr. Matthew Levy, CEO of NYC Health + Hospitals/Sea View, was present on behalf of Mr. George Marino, Sea View's CAB chair, who was not able to be in attendance. Mr. Levy started his report with an update on the COVID-19 response at the nursing home facility. Requirements have been reduced over time in the nursing home space, but they still maintain active infection control and continue to track and report suspected cases to Department of Health and CMS on a weekly basis. There have been no new cases in the past 3-4 months.

Mr. Levy mentioned they are working with infrastructure to purchase new blood pressure machines, and seeking to purchase a bladder scanner. Requests are not

formally made, because they use a specific product Point Click, but Sea View is currently testing and vetting the product. Intend to purchase in Fiscal Year 2025.

Mr. Levy shared that the overall patient satisfaction and final rating scores ranked at or above 95th percentile and that Sea View was recently named the highest performing nursing home in New York by Newsweek.

Visitors to nursing homes are no longer required to test for COVID-19 before visiting patients. Sea View currently requires staff and visitors to be masked due to influenza rates.

Mr. Levy expressed his gratitude for the around the clock testing van on the Sea View campus. Sea View is now able to take weekend admissions to better serve the community and local hospitals.

President's report:

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

- NYC Health + Hospitals announced the breaking of ground on the Comunilife Throop Residence, in partnership with NYC Department of Housing Preservation and Development (HPD) and Comunilife. The 93-unit apartment building on the campus of NYC Health + Hospitals/Woodhull, includes 56 units of supportive housing for patients of NYC Health + Hospitals who are experiencing homelessness. Residents will also receive services from Comunilife and health care from Woodhull.
- NYC Health + Hospitals' NYC Care program and MetroPlusHealth launched the 'Stay Covered NYC' webinar series to educate Staten Island-based community partners and New Yorkers about the benefits of continuous health care coverage.
- NYC Care and MetroPlusHealth partnered to launch a resource fair to support Staten Island's immigrant communities to celebrate Immigration Heritage Week. Tabling partners included Project Hospitality/El Centro, NY Foundling, La Colmena, the NYC Mayor's Office to End Domestic and Gender-Based Violence, the NYC Mayor's Office of Immigrant Affairs, African Refuge, and the United Network for Early Childhood Education Provider Network. The partners provided a range of services for Staten Islanders, including connecting them to health care coverage, sharing information on how to access free immigration legal help, and providing services for expecting mothers.
- NYC Health + Hospitals has earned the highest rating for sharing hospital pricing data and meeting federal requirements to help consumer understand the cost of health care. The public health system received the highest score of 5 in a study by Turquoise Health, which analyzed pricing data posted online

by more than 5,300 hospitals across the country.

- NYC Health + Hospitals celebrated NYC Immigrant Heritage Week. NYC Health + Hospitals provides health care services to over one million New Yorkers each year — many of whom are immigrants. As part of its mission, the public health system is committed to extending equally to all New Yorkers, regardless of their ability to pay, comprehensive health services of the highest quality in an atmosphere of humane care, dignity, and respect.

Mr. Nolan thanked Dr. Katz for the report and moved the meeting to the remaining (4) reports.

PRESENTERS CONTINUED:

NYC Health + Hospitals, Gotham Health/ Cumberland

Mr. Corey Evans, Cumberland's CAB Chair, started his report by discussing the plateau in current COVID-19 rates in Brooklyn and other boroughs. He shared that the vaccine Pod has been dismantled and vaccines are now available in primary care departments.

Mr. Evans discussed Cumberland's Capital requests which were submitted to the BP's office in January for FY 2024. They include: resurfacing the exterior plaza to mitigate flooding in the basement, 1st floor lobby redesign to improve patient flow, replacing outdated imaging equipment, dentistry department expansion, and Behavioral Health building improvements.

Mr. Evans shared the implementation of iRounding to capture patient responses in real time, and the integration of kiosks to enhance the check-in process.

Mr. Evans, mentioned frequent complaints by patients include a lack of communication and long wait-times. In response Cumberland has provided ADIET training to all staff members and clinicians, and appointment reminder texts to patients 24 and 48 hours prior to an appointment.

Mr. Evans shared challenges impacting the communities served by the facility, which include a shortage in mental health providers and access to healthier food options.

Cumberland's administrator, Syreeta Dipeolu, mentioned texts are used for primary care and all specialty care, excluding behavioral health. When appointments are not confirmed, outreach is conducted to patients with phone calls.

NYC Health + Hospitals/ South Brooklyn Health

Ms. Roseanne DeGennaro, chair of South Brooklyn Health (SBH), shared the

opening of the new Ruth Bader Ginsburg hospital.

Ms. DeGennaro shared that COVID-19 rates have plateaued and that rates at South Brooklyn Health are the lowest they have been since 2020. SBH continues to advocate bivalent immunization for the community and staff. South Brooklyn Health continues to recommend masking in patient care areas.

Ms. DeGennaro shared that SBH has 2 DaVinci Xi Robot, and has completed 385 surgeries using the robots. The robots provide minimal invasive surgery and reduce post-operative care. With a grant from the Brooklyn Borough President, the Women's Health Initiative Project's services will be consolidated to one floor and the NICU will be upgraded. Construction will begin on a new ambulatory care wellness center in summer 2023.

For patient and safety, SBH launched the 3C's initiative – Connect, Continue, Complete, to respond to patient grievances in a compassionate and patient centered manner. The Patient Safety Department will implement the Biovigil Hand Hygiene program to ensure hand hygiene in every patient encounter. A pilot program has been launched to address patient safety indicators (PSI).

Frequent complaints continue to be lack of communication, timely notification of incidents, lost property and long wait times. Initiatives to resolve these include: frequent rounding, resolving issues in real time, property intake and storage, 3C's initiatives.

Ms. DeGennaro shared that violence continues to impact the community. She also shared the need for a Level One Trauma Center in the area.

Ms. Adams inquired about the relationship with the Police, Ms. Lipyanskaya shared the close relationship between SBH and the Police partners. She also shared pathways for employment and mentorship to address violence and crime in the area. There was also a discussion regarding the data needed to be a Level One Trauma Center.

NYC Health + Hospitals/ Lincoln

Mr. Ngande Ambroise, CAB Chair at Lincoln, shared that COVID-19 levels have diminished in their community and they will take the lessons during the COVID-19 pandemic to improve patient care going forward.

Mr. Ambroise shared the following infrastructure and equipment upgrades at their facility: expansion of pediatric dental clinics, installation of metal detectors, DaVinci Robotic program, bed upgrades in Critical Care units.

Mr. Ambroise reported that Lincoln Hospital has shifted to an electronic system,

VOICE, since 2022 to improve patient safety and satisfaction. VOICE allows staff to document patient safety concerns, which are then analyzed and investigated by the Office of Quality Management. The Patient Safety Committee also uses technology to create dashboards to track and trend data relating to patient safety indicators and use data to improve performance.

Frequent complaints at Lincoln Hospital are made to Guest Relations and grievances are investigated by service chairs/directors and responded to in accordance to CMS regulations. To reduce frequent complaints regarding patient property loss, the Property Taskforce has piloted an ED trauma patient property point person to decrease loss and increase proper documentation. Lincoln has also hired a Program Manager with the goal to create a cultural change for Lincoln Hospital to be known as a holistic healing environment.

NYC Health + Hospitals, Gotham Health/ Morrisania

Mr. Mariano Laboy, CAB Chair at Morrisania, shared that it was the 50 year anniversary for Morrisania. Mr. Laboy shared that COVID-19 transmission rates were low in the Bronx and across NYC. Rapid home testing kits continue to be available free of charge for patients and staff, and Morrisania continues to encourage its staff and patients to take the new Bivalent booster. As of June 30, community testing and COVID-19 vaccinations will no longer be provided at Morrisania. Masking continues to be mandatory for staff and patients.

Mr. Laboy shared the following equipment and infrastructure updates including: ongoing renovation of locker rooms, ongoing renovation of an unused space into a wellness room, and the approval of security enhancements by the Office of Facility Developments for the Behavioral Health unit to create a partition door to prevent unauthorized patient access. Capital funding priorities have been submitted to the Bronx Borough President and NYC Council for FY 2024.

Mr. Laboy shared that to improve patient safety and satisfaction, Morrisania has created a Community Resource Center and launched iRounding to receive patient feedback. Additionally, Morrisania has increased CBO partnerships for onsite tabling and conducted repairs in a bathroom that had been out of service. Morrisania has also integrated kiosks systems and palm vein scanners.

Mr. Laboy shared that frequent complaints involve patient wait times while in the building for their appointments, long wait times for follow up appointments and new patients, and shortage of staff impacts access to pharmacy.

Access to healthier food continues to be an issue impacting the community served by Morrisania. Morrisania has created community partnerships to promote nutrition and healthier lifestyles. The community also requires legal assistance, immigration support and access to social services. Morrisania has built

partnerships with various CBOs and address the community's needs.

ADJOURNMENT:

Meeting adjourned at 6:00 P.M



COMMUNITY ADVISORY BOARD

Community Relations Report

September 12, 2023



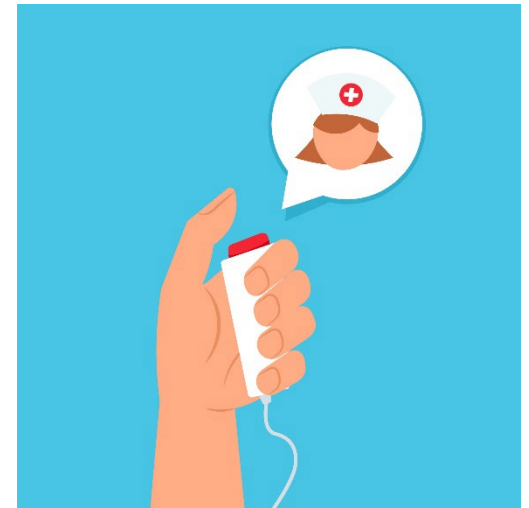
INFRASTRUCTURE & EQUIPMENT

- + Installation of 507 bedside flat screen televisions (accompanied by an upgraded cable television package) was completed;
- + Opening of new resident gym providing a location for daily exercise activities;
- + With FY24 Capital Funding (\$950K) secured by **NYC Council Speaker Adrienne Adams and Council Member Julie Menin**, Coler is planning for an indoor resident greenhouse to expand its horticulture activities;
- + Refurbishing the Resident Library is scheduled for completion in 3Q2023;



INFRASTRUCTURE & EQUIPMENT (Cont'd)

- + Planning the installation of a new Nurse Call Bell System continues;
- + With FY24 Capital Funding (\$200K) secured by **Manhattan Borough President Mark Levine**, Coler will begin upgrading its electrical infrastructure to help address challenges with electricity utilization and create a path towards efficiency and environmental sustainability.
- + Work continues on replacing Coler's existing emergency generators and outdated annunciator system; the anticipated completion date is 4Q2023;
- + Planning for the FEMA-funded berm project to provide 500-year flood protection around Coler's perimeter continues; the construction start date is not yet established;



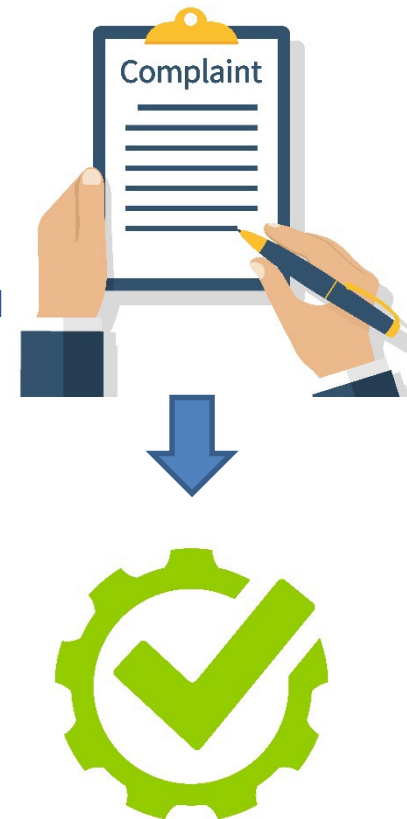
RESIDENT SAFETY & SATISFACTION

- + Coler is the pilot public nursing facility to partner with Planetree International to implement programs that strengthen a person-centered care culture and yield improved operational, clinical, and resident experience outcomes. Our inaugural Planetree certification survey is scheduled for September 2023;
- + A Care Experience Committee comprised of residents, family members, front line staff, department heads, and leadership, was established to facilitate the provision of person-centered care and to improve the resident experience;
- + Based on recent Press Ganey results, the resident satisfaction survey revealed a significant increase in resident and family reported satisfaction across all surveyed domains, including the “Likelihood of Recommending the Coler Facility to family and friends”
 - + Monthly “Coffee and Conversation with the CEO” sessions were initiated with a rotating group of residents as a forum for building closer CEO-resident relations



FREQUENT COMPLAINTS

- + As residents have expressed concerns regarding meal services, a resident-led Food Committee was established:
 - + The System's Chef has been on-site and provided several food tastings for the residents
 - + Menu items have been added/modified/deleted based upon resident feedback
 - + Food compliments by residents have increased; complaints have decreased
- + In partnership with residents and the Director of Laundry and Linen Services, a performance improvement project regarding the quality of the laundered linens and towels was initiated:
 - + Laundry compliments by residents have increased; complaints have decreased.
- + To solicit resident input on new hires that will have a significant impact on the resident experience, residents are involved in selected interviews of new staff (e.g., Chief Executive Officer, Chief Medical Officer, Food and Nutrition Director, Patient Relations Representative)



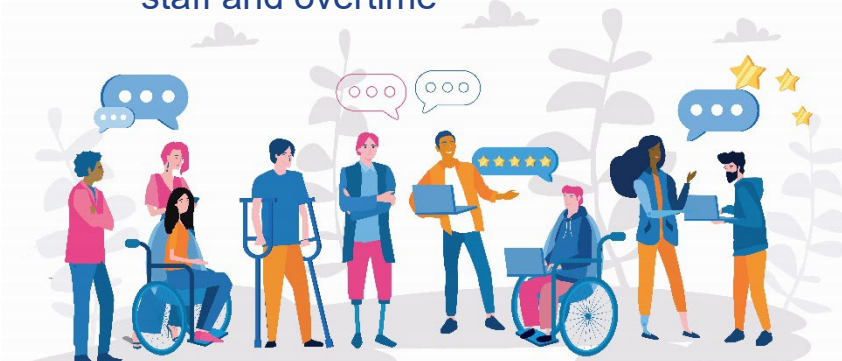
ISSUES IMPACTING THE COMMUNITY

HIGHLIGHTS

- + Coler was identified by Newsweek as the #6 Best Nursing Home in New York State in 2022 and #5 in 2023
- + Coler maintains its five (out of five) star CMS rating in Quality Measures and Nurse Staffing
- + Coler maintains its first quintile (top performance) in the New York State Department of Health Quality Initiative
- + Coler consistently exceeds the minimum Nurse staffing hours as mandated by the Department of Health

CHALLENGES

- + Opening in 1952, Coler's aging facility is in constant need of costly repairs and upgrades
- + While all vacant positions have been approved to be back-filled, it remains difficult to recruit certain titles (e.g. Nursing, Housekeeping, Kitchen)
 - + Vacancies are covered by agency staff and overtime



ACKNOWLEDGEMENTS:

For their on-going support for the person-centered care, treatment, and services provided to the residents of Coler, our special thanks and gratitude are extended to:

- Manhattan Borough President Mark Levine
- NYC Council Speaker Adrienne Adams
- NYC Council Member Julie Menin
- Mr. Henry J. Carter and Wheelchair Charities
- Coler CAB Executive Leadership
- Coler Auxiliary
- Coler Resident Council Leadership

SIGNATURES:



Gladys Dixon
CAB Chairperson



Stephen J. Catullo
Chief Executive Office



**NYC Health + Hospitals/Elmhurst's
Community Relations Committee Report**

September 12, 2023

Presented by Luisang Tamang
NYC Health + Hospitals/Elmhurst's
Community Advisory Board Chair



About Our Hospital

- NYC Health + Hospitals/Elmhurst is a 545-bed community hospital and Level 1 Trauma Center
- The hospital is very busy! Last year, we had close to 700,000 ambulatory care visits and over 130,000 emergency room visits.



Serving a Culturally Diverse Community

- Translation services are provided in over **125** languages.



Committed to Excellence

- The hospital recently received recognition from *US News and World Report* as a High Performing Hospital in **9 categories:**
 - Heart Attack
 - Heart Failure
 - Diabetes
 - Kidney Failure
 - Stroke
 - Hip Fracture
 - COPD
 - Pneumonia
 - Orthopedics



Elmhurst was also [ranked nationally](#) as one of the best hospitals overall in the U.S.!

Committed to Excellence

- Elmhurst has also received Nursing Excellence awards from the AACN for providing top-quality care to patients.



Committed to Excellence

- Elmhurst continues to be a leader in chronic disease prevention, and has been recognized for several years in a row by the **American Heart Association** for providing life-saving care for stroke, diabetes, and heart attack patients.



Patient Safety & Satisfaction

We have just been recognized by Planetree International for Excellence in Person Centered Care!



Building for the Future

Recently funded projects through elected officials for FY24 include:

- **Surgical Sub-Specialties Funding**
- **Portable X-Ray Machine**
- **Mother Baby Unit Relocation**
- **Cardiac Cath Lab Replacement**
- **Additional MRI Suite**
- **NICU Relocation**

Total FY 24 Award: \$18.59m



Community Outreach

- Elmhurst Community Outreach team works to promote wellness and health equity.
- In the past year, we have reached over 28,000 people through community health events in Central and Western Queens (over 9 zip codes).



CRC Report Signed By:



Helen Arteaga-Landaverde, Ph.D., CEO



Luisang Tamang, CAB Chairperson





**Congratulations
McKinney Team,
We Did It!**



COMMUNITY ADVISORY BOARD

Community Relations Committee Report

September 12, 2023



INFRASTRUCTURE & EQUIPMENT

- + Despite COVID, some major projects continue including Call Bells, New Beds, Night Stands, over bed tables, Flat screen televisions and Pillow Speakers
- + New Nursing Conference Room
- + H3 Wellness Room
- + Enhanced Dining
- + Energy Efficiency Project



RESIDENT/STAFF SAFETY & SATISFACTION

- + We have always followed all NYS and DOH policies to ensure the safety of both residents and staff.
- + In alignment with our safety standards, we are in process of remodeling residents' rooms.
- + Residents are happy with the implementation of new Call bells, beds, night tables and televisions.
- + New state of the art equipment for the Rehabilitation suite was well received by residents because it enhanced their therapy; increasing their independence and facilitated a speedier and safer return to their home environment.
- + Residents were happy with the modified projects and programs put in place by Therapeutic Recreation; contact with families remain a priority.
- + The McKinney Auxiliary continues to assist with residents' needs that are not met under facility budget.



SUNY Downstate Medical
Student with Resident



2023 Pre-Labor Day Carnival
comes to McKinney



Green Thumb Program

SAFETY & SATISFACTION (Cont'd)

- + McKinney continues to collaborate with SUNY Medical Students in a Resident Safety Program.
- + Annual residents BBQ's add to our resident experience;
- + Established our Care Experience Committee to facilitate the provision of person-centered care and to improve the resident experience;
- + Helping Healers Heal (H3) continues to amplify the safety and satisfaction of staff by facilitating programs that promote wellness and help boost staff morale;
- + Based on recent Press Ganey results, the resident satisfaction survey revealed a significant increase across all surveyed domains including: ***Nursing Care, Likelihood of Recommendation, Therapeutic Recreation Activities and Meals.***



David Weinstein, CEO & Ann Whyte-Akinyooye, CNO greet staff to spread holiday cheer as Mr. & Mrs. Claus.

ISSUES IMPACTING THE COMMUNITY

HIGHLIGHTS

- + McKinney was listed by Newsweek as one of the Best Nursing Homes in New York State both 2022 and 2023
- + In 2022 McKinney maintains its four (out of five) star CMS rating in Quality Measures and Nurse Staffing Ratio.

CHALLENGES

- + Opening in 1997, McKinney's aging facility is in constant need of upgrades and replacement.
- + While all vacant positions have been approved to be back-filled, it remains difficult to recruit certain titles (e.g. Nursing, Therapist, Environmental Services, Food Services)
- + Vacancies are covered by agency staff and overtime which are costly



ACKNOWLEDGEMENTS:

For their on-going support for the person-centered care, treatment, and services provided to the residents of McKinney, our special thanks and gratitude are extended to:

- Brooklyn Borough President Antonio Reynoso
- New York State Senator Zellnor Myrie
- McKinney Community Advisory Board
- McKinney Auxiliary Board
- McKinney Resident Council Leadership

SIGNATURES:



Debera Tyndall
CAB Chairperson



David Weinstein
Chief Executive Officer





Jacobi | North Central Bronx

JACOBI CAMPUS COMMUNITY RELATIONS COMMITTEE MEETING

September 12, 2023

Advocating for health equity and promoting quality health care
and resources for Bronx residents.



CAB CHAIR: MS. JUDITH BENITEZ
CEO: MR. CHRIS MASTROMANO

NYC
HEALTH +
HOSPITALS

Jacobi | North Central Bronx

NYC Health + Hospitals/ Jacobi founded the first Emergency Medical residency program in New York City. To this day, Jacobi remains a respected leader in emergency medicine, trauma surgery, burn care, and neonatal care.



1400 Pelham Pkwy
South Bronx, NY 10461
(718) 918-5000

 @JacobiHosp



OVERVIEW



NYC Health + Hospitals/ Jacobi|North Central Bronx is the only “one-hospital-two campus facility.” We continue to operate successfully as a unit. Despite the challenges of significantly increased volumes and acuity well above pre-pandemic levels, our staff remains committed to delivering high-quality, person-centered care. Fostering a culture of safety, including promoting open and bidirectional communication between frontline staff and facility leadership, is a top priority.

Our CAB continues to build through its stakeholder network of Elected Officials, Community Boards, and other stakeholder groups.

NYC
HEALTH+
HOSPITALS

Jacobi | North Central Bronx



ACCOMPLISHMENTS

We are thrilled to announce



Jacobi is the First public hospital to receive ACS QVP verification with the American College of Surgeons.

Jacobi received Planetree Silver Certification for Excellence in Person-Centered Care.



Jacobi received Get With The Guidelines® Resuscitation Gold Award (Adult)

Jacobi received Get With The Guidelines® Heart Failure Gold Plus Award



Jacobi | North Central Bronx



Patient Care related changes that have been made at Jacobi pertaining to:

Infrastructure + Equipment

WELLNESS CENTER

- Wellness Center project is 80% completed. As of now, the installation of finishes and kitchen appliances is underway. Doors, windows, and plumbing fixtures have already been installed, and electrical and lighting work has been completed. The new HVAC system has been installed and is fully operational. The main outstanding item is the elevator, which will arrive onsite by the end of October. The anticipated completion date is January 2024.

HVAC UPGRADES AT HEMATOLOGY LAB

- Installation of new air handling unit to replace existing end of life unit at Jacobi's Auditorium

FACADE REHABILITATION

- Comprehensive investigation and restoration of the exterior envelope at buildings 1,2,4 and 6

HVAC UPGRADES AT HEMATOLOGY LAB

Installation of new air handling unit to provide pressure, humidity and cooling control at Jacobi's hematology and chemistry labs.



Patient Care related changes that have been made at Jacobi pertaining to:

PATIENT SATISFACTION & SAFETY

- Using the prioritization matrix that our Planetree Steering Team had developed during the prior year, we developed processes, programs and initiatives focused on promoting person-centered care, i.e. caring for our patients, caring for our staff, and caring for our community. This included training sessions on “Communicating with Empathy,” “Leading in a Person-Centered Culture,” and “Advanced Communicating for Physicians”, all of which provided our staff with additional tools to communicate, not only more effectively with our patients and each other, but also more compassionately.
- We continued our efforts to ensure that our staff felt supported, as research clearly demonstrates the connection between staff engagement and patient satisfaction. Our staff appreciation program (APEX: Applauding Person-Centered Excellence) recognized 180 staff members and teams for going above and beyond. Our program has become so popular and received such notoriety that we have been asked to present the APEX Program at Planetree’s International Conference in October. The Helping Healers Heal Team were involved in 1735 total staff encounters including: 864 debriefs, 264 events, and 608 staff support rounds.
- Our Patient and Family Partnership Council members were active participants in a number of projects including the design of new inpatient whiteboard, interviewing prospective staff for leadership positions, and most recently hospital renovations, including our OR suites and Postpartum Unit.
- Our HCAHPS scores are the highest they have been in over 2 years, and most impressively, in December we submitted our application to Planetree International for a possible designation in person-centered care. Our application was scored at near perfect (159/160 possible points) and after a 3 day on-site, lived-experience validation, we were awarded “Silver Certification for Excellence in Person-Centered Care.”
- As one of only 62 organizations worldwide with this prestigious silver status to date (and one of only 178 organizations worldwide to earn Person-Centered Certification at any level!) this achievement recognizes NYC Health+Hospitals Jacobi as a model of a person-centered care in action.



Jacobi | North Central Bronx



Patient Care related changes that have been made at Jacobi pertaining to:

FREQUENT COMPLAINTS RAISED BY PATIENTS

Analyses of all complaints and grievances shows the top categories are attitude/communication and quality of care.

In an effort to decrease some of our grievances, we initiated a collaborative rounding program on one of our units whereby a team including Environmental Services, Food and Nutrition, Nursing, and Patient Relations encourage patients to voice any concerns that they may have in an attempt to ameliorate them on-the-spot.

Attitude/Communication: Communication remains our greatest challenge and is not isolated to any specific area, rather a global issue. We have been working closely with our Planetree Consultants and provided several training sessions to enhance communication between staff, patients and families. We are currently part of a system-wide taskforce called ICARE with Kindness which is targeting Dr. Katz's number one goal as part of his 5-year strategic plan which is to make NYC Health + Hospitals a friendlier place to get care.

Quality of Care: Any complaints or grievances that are indicative of quality of care/allegation of abuse issues are immediately referred to the Departmental Chair, Chief Nursing Officer (and Director of Nursing for the area involved) as well as the area Administrator for evaluation and plan of correction as applicable.

In addition, all quality of care cases are analyzed by the Grievance Committee (which meets monthly) looking specifically for any trends or processes that may be contributory, as well as any structural inequities or racial/gender biases. Plans of correction when required, are submitted to and reviewed by the Grievance Committee. Quality of Care issues are discussed in all appropriate venues: staff meetings, local Performance and or Quality Improvement meetings as well as the Hospital-wide Performance Improvement Committee (HPIC), departmental meetings, and when deemed necessary the Medical Executive Committee.

Patient Care related changes that have been made at Jacobi pertaining to:

ISSUES IMPACTING THE COMMUNITIES SERVED BY THE FACILITY

- The population in the Bronx burdened by a myriad of health challenges and socioeconomic circumstances that contribute to poor health outcomes.
- The Bronx has high rates of chronic diseases such as diabetes, cardiovascular disease, and respiratory diseases including asthma/COPD, obesity, and mental illness.
- The Bronx also outpaces NYC overall in household poverty and low educational attainment and is approximately on par with city rates of unemployment and health insurance.



MAJOR HEALTH CHALLENGES

- Low birth-weight infants
- High risk pregnancies
- Cardiovascular Disease
- Asthma
- Diabetes
- Mental illness/substance abuse
- Accidents and injuries
- Obesity
- HIV/AIDS

Thank you

Thank you to Jacobi CEO
Chris Mastromano, the
Senior Leadership team,
and all the members of
the Jacobi Community
Advisory Board.



CAB CHAIR: MR. JOE ITHIER
CEO: MR. CHRIS MASTROMANO

NYC
HEALTH +
HOSPITALS

Jacobi

North Central Bronx

COMMUNITY RELATIONS COMMITTEE MEETING
September 12, 2023

NYC Health + Hospitals/ North Central Bronx is a community hospital dedicated to serving the health needs of all New Yorkers. Since opening in 1976, North Central Bronx has offered outstanding care for women's health services, as well as primary care, pediatrics, and specialty ambulatory services.

3424 Kossuth Avenue
Bronx, NY 10467
(718) 519-5000



@NorthCentralBronx



OVERVIEW



NYC Health + Hospitals/ Jacobi|North Central Bronx is the only “one-hospital-two campus facility.”

We continue to operate successfully as a unit. Despite the challenges of significantly increased volumes and acuity well above pre-pandemic levels, our staff remains committed to delivering high-quality, person-centered care. Fostering a culture of safety, including promoting open and bidirectional communication between frontline staff and facility leadership, is a top priority.

Our CAB continues to build through its stakeholder network of Elected Officials, Community Boards, and other stakeholder groups.

NYC
HEALTH+
HOSPITALS

Jacobi | North Central Bronx



ACCOMPLISHMENTS



We are thrilled to announce



North Central Bronx received Senior Friendly Care Accreditation for providing the highest standards of care for older citizens in the Bronx communities we serve

North Central Bronx remains the only Facility in the Bronx as a Gold Safe Sleep Champion.



North Central Bronx received Get With The Guidelines® Resuscitation Silver Award (Adult)

North Central Bronx received Get With The Guidelines® Heart Failure Gold Award Target: Type 2 Diabetes Honor Roll



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Patient Care related changes that have been made at Jacobi pertaining to:

Infrastructure + Equipment

- Freight elevators complete and functional
- System wide standard EKG machines have been deployed

PLANNED

- MRI replacement (funded by Bronx Borough President Vanessa Gibson)
- 2nd AMSCO 400 Sterilizer in Central sterilizer
- \$165k for surgical equipment (funded by Council Member Eric Dinowitz)

ONGOING INFRASTRUCTURE PROJECTS

- \$2.6M was awarded for the emergency generator project
- MDF / IDF coolant project for EITS infrastructure to maintain safe temperature
- Scaffolding erected in preparation for Local law 11 façade work
- Renovations to the 12A behavioral health inpatient unit

Patient Care related changes that have been made at Jacobi pertaining to:

PATIENT SATISFACTION & SAFETY



- North Central Bronx inpatient HCAHPS scores from the third quarter of 2022 to the second quarter of 2023 showed slight fluctuations. There has been notable improvement from the first quarter to the second quarter of 2023 in all domains aside from, Discharge Information, where there was a slight decline.
- North Central Bronx Adult and Pediatric Emergency Departments has maintained an average overall patient satisfaction score of 85% from the third quarter of 2022 to the second quarter of 2023. North Central Bronx Emergency Departments has consistently been the top performer in patient satisfaction throughout the system.
- North Central Bronx Medical Practice CG CAHPS scores has been maintained an overall average patient satisfaction score of 87%. There has been notable performance in “Recommend this provider office” and “Physician Communication” with average scores of 90% in 2023.
- North Central Bronx Inpatient Behavioral Health the third quarter of 2022 to the second quarter of 2023 showed slight fluctuations, however, has maintained average scores quarter to quarter.

IMPROVEMENT STRATEGIES INCLUDE:

- Partnership with key stake holders such as Nursing and Residency to implement tailored orientations and trainings
- Continued Focus on Employee Engagement and Wellness through the Helping Healers Heal program as well as all available resources.
- The wellness room continues to be under upgrade renovations.
- Rewards and Recognition through our ICARE in Action Program
- Launch of the “ICARE with Kindness Campaign”
- Sharing quantitative and qualitative data to highlight the voice and experience of our patients

Patient Care related changes that have been made at Jacobi pertaining to:

FREQUENT COMPLAINTS RAISED BY PATIENTS



ATTITUDE/ COMMUNICATION:

- Communication along with Attitude and Behavior are the top themes of the complaints received and is not isolated to one specific department, however, a facility wide issue.
- All complaints or grievances that are indicative of quality of care/allegation of abuse issues are immediately referred to the Departmental Chair, Chief Nursing Officer (and Director of Nursing for the area involved) as well as the area Administrator for evaluation and plan of correction as applicable. In addition, all quality of care cases is analyzed by the Grievance Committee (which meets monthly) looking specifically for any trends or processes that may be contributory, as well as any structural inequities or racial/gender biases. Plans of correction when required, are submitted to and reviewed by the Grievance Committee. Quality of Care issues are discussed in all appropriate venues: staff meetings, local Performance and or Quality Improvement meetings as well as the Hospitalwide Performance Improvement Committee (HPIC), departmental meetings, and when deemed necessary the Medical Executive Committee.



Patient Care related changes that have been made at Jacobi pertaining to:

ISSUES IMPACTING THE COMMUNITIES SERVED BY THE FACILITY



- The population in the Bronx burdened by a myriad of health challenges and socioeconomic circumstances that contribute to poor health outcomes.
- The Bronx has high rates of chronic diseases such as diabetes, cardiovascular disease, and respiratory diseases including asthma/COPD, obesity, and mental illness.
- The Bronx also outpaces NYC overall in household poverty and low educational attainment and is approximately on par with city rates of unemployment and health insurance.

MAJOR HEALTH CHALLENGES

- Low birth-weight infants
- High risk pregnancies
- Cardiovascular Disease
- Asthma
- Diabetes
- Mental illness/substance abuse
- Accidents and injuries
- Obesity
- HIV/AIDS



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Thank you

Thank you to North Central Bronx
CEO Chris Mastromano, the
Senior Leadership team, and all
the members of the NCB
Community Advisory Board.

