



COMMUNITY RELATIONS COMMITTEE
OF THE BOARD OF DIRECTORS

November 14, 2023
5:00 P.M.
50 Water Street

AGENDA

- | | |
|---|--------------------------|
| I. Call to Order | Robert Nolan |
| II. Adoption of September 12, 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/ Gouverneur— | Mrs. Laryssa Shainberg |
| b. NYC Health + Hospitals/Harlem | Mrs. Karen Dixon |
| c. NYC Health + Hospitals/Metropolitan | Mr. William Smith |
| d. NYC Health + Hospitals/Sydenham | Mrs. Donna Veronica Gill |
| VI. Old Business | |
| VII. New Business | |
| VIII. Adjournment | |

COMMUNITY RELATIONS COMMITTEE
OF THE BOARD OF DIRECTORS

September 12, 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— Michael Smook

NYC Health + Hospitals/Gotham/Belvis— Iliana Almanzar

NYC Health + Hospitals/Carter— LaShawn Henry

NYC Health + Hospitals/Coler—Verna Fitzpatrick

NYC Health + Hospitals/South Brooklyn Health—Rosanne DeGennaro

NYC Health + Hospitals/Gotham/Cumberland—Corey Evans

NYC Health + Hospitals/Gotham/East New York—Vere Gibbs

NYC Health + Hospitals/Elmhurst—Luisang Tamang

NYC Health + Hospitals/Gotham/Gouverneur— Laryssa Shainberg

NYC Health + Hospitals/Harlem—Karen Dixon

NYC Health + Hospitals/Jacobi— Judith Benitez

NYC Health + Hospitals/Kings County—Francisca Leopold

NYC Health + Hospitals/Lincoln— Richard Izquierdo Arroyo

NYC Health + Hospitals/McKinney— Debera Tyndall

NYC Health + Hospitals/Metropolitan—William Smith

NYC Health + Hospitals/Gotham/Morrisania— Mariano Laboy

NYC Health + Hospitals/North Central Bronx – Joe Ithier

NYC Health + Hospitals/Queens— Robin Hogan

NYC Health + Hospitals/Gotham/Sydenham- Donna Veronica Gill

NYC Health + Hospitals/Sea View—George Marino

NYC Health + Hospitals/Woodhull— Barbara William

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 5:10 p.m. and noted for the record that Deborah Brown is representing Dr. Mitchell Katz in a voting capacity.

Quorum was established – the minutes of the Community Relations Committee meeting held on May 2, 2023 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 Community Advisory Boards (CABs).

1. NYC Health + Hospitals/ Coler
2. NYC Health + Hospital/ Elmhurst
3. NYC Health + Hospitals/ McKinney
4. NYC Health + Hospitals/ Jacobi
5. NYC Health + Hospitals/ North Central Bronx

Mr. Nolan shared that Dr. Katz's President's report is included in the materials and that a response will be coordinated if there are any questions.

PRESENTERS:

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

NYC Health + Hospitals/ Coler

Ms. Verna Fitzpatrick, Chair of NYC Health + Hospitals/Coler Community Advisory Board, presented the report to the CRC. Mr. Catullo, CEO NYC Health + Hospitals/Coler was also present. Ms. Fitzpatrick noted that Covid-19 boosters continue to be available to residents and staff at Coler. Visitors are no longer required to present negative tests to visit the building and community outings have resumed for residents.

Ms. Fitzpatrick shared that capital improvements included 507 bedside flat-screen televisions

which have been installed for the residents, and that the gym has been renovated and is staffed with proper supervision for the residents. Coler is also planning an indoor resident greenhouse and is scheduled to complete refurbishing of the library in a few months.

Ms. Fitzpatrick mentioned that work continues to replace Coler's emergency generators and they anticipate it to be completed this calendar year.

Ms. Fitzpatrick shared that Coler is the pilot public nursing facility to partner with Planetree International, to implement programs that will improve resident satisfaction and experiences in the building. Coler is currently being surveyed by Planetree for certification.

She also noted that a Care Experience Committee has been established, who work diligently to improve resident satisfaction in the building. Ms. Fitzpatrick mentioned that satisfaction surveys have been positive, and residents are satisfied with the service and standards.

Ms. Fitzpatrick mentioned that the system chef is involved with providing food tastings for the residents and modifying the menu to address concerns regarding meal services. Coler has also established a special group to improve the quality of laundry services for the residents.

Ms. Fitzpatrick shared that Coler was identified by Newsweek as the 5th best nursing home in New York State and maintains its 5-star rating in Quality Measures and Nurse Staffing.

Challenges include Coler's aging facility, which is in constant need of costly repairs and upgrades. Staffing continues to be an issue, although the facility continues to fill the necessary slots to ensure the safety and quality of care of the residents.

Jackie Rowe-Adams complimented the staff on their hard work and highlighted a positive interaction during a site visit with fellow Board member Sally Hernandez- Piñero.

NYC Health + Hospitals/ Elmhurst

Mr. Luisang Tamang, Elmhurst's CAB Chair, started his report by sharing that in the past year Elmhurst hospital had close to 700,000 ambulatory care visits and over 130,000 emergency room visits. Elmhurst Hospital also provides over 125 language translation services at the hospital.

Elmhurst hospital was recently recognized by US News and World Report as a high performing hospital, and ranked nationally as one of the best hospitals in the United States. The hospital has also received Nursing Excellence awards from the AACN (American Association of Critical Care Nursing) for providing top quality care to patients. The American Heart Association has recognized Elmhurst Hospital for several years in a row for providing life-saving care for stroke, diabetes and heart attack patients. Mr. Tamang shared that Elmhurst was recently recognized by Planetree International for Excellence in Patient Centered Care.

Mr. Tamang mentioned that Elmhurst hospital was awarded \$18.59m in funds from elected officials for FY-24. Recently funded projects include surgical sub-specialties funding, portable x-ray machines, mother-baby unit relocation, cardiac CATH lab replacement, an additional MRI suite, and NICU relocation.

Mr. Tamang mentioned that over the past few years the hospital has vaccinated over 135,000 people with the COVID-19 vaccine and performed well over 225,000 COVID-19 tests. Elmhurst continues to support the community by performing tests and vaccines in the clinic.

Mr. Tamang concluded his report by sharing that the Community Outreach team works to promote wellness and health equity. In the past year they have reached over 28,000 people through community health events in Central and Western Queens.

Mr. Tamang recognized a few of CAB members who were present at the meeting including Helen Sears and Raj Punjabi, and Kim Cheung, Elmhurst's CAB liaison.

NYC Health + Hospitals/ McKinney

Mr. David Weinstein, CEO of McKinney, presented the report on behalf of Debra Tyndall, McKinney CAB Chair.

Mr. Weinstein shared that McKinney is a 320-bed nursing home, which runs about 98%-99% occupied, and employs about 400 individuals. McKinney also has a day care program in Neponsit, Queens, which serves around 50 registrants per day.

Mr. Weinstein shared some projects which have been completed including new call bells, new beds, night stands, and over bed tables. McKinney is in the process of installing flat screen televisions to enhance the quality of stay for residents. Infrastructure improvements that need to be started includes enhanced cameras for surveillance, shower rooms, pantries, a cooling system for IT closets, and a fire alarm system. Mr. Weinstein shared that new nursing conference room, wellness room, enhanced dining and energy efficiency projects have taken off.

For resident/staff safety and satisfaction, McKinney continues to collaborate with the Care Experience Committee to facilitate the provision of person-centered care. Some programs McKinney is proud of having Downstate medical students joining their residents and doing assessments from afar, a resident steel band which performed at Christmas time, and a garden where the resident's grow their own gardens.

Mr. Weinstein highlighted that McKinney was listed by Newsweek as one of the best nursing homes, included in the top 5%, and has increased its CMS rating to 5 stars in 2023.

Challenges include an aging facility which needs some updates. In response to Mr. Nolan's

inquiry, Mr. Weinstein mentioned that his most urgent capital request would be replacing fire alarms for safety.

Mr. Weinstein shared that McKinney will be hosting International Day on October 5.

Ms. Adams asked about the structure and population of the day care facility. Mr. Weinstein clarified that the daycare is used by people living in the community, who come to the daycare program up to 5 days a week; it is not used by residents of the nursing home.

NYC Health + Hospitals/ Jacobi

Mr. Christopher Mastromano, CEO of Jacobi and North Central Bronx, presented the report on behalf of Charmaine Graham, Jacobi CAB Member. Mr. Nolan began by congratulating Mr. Mastromano for a successful event on September 11 at Jacobi Medical Center to remember the men and women who lost their lives on September 11.

Mr. Mastromano reminded the audience that Jacobi and NCB are one hospital with two campuses, but the CABs continue to operate separately.

Mr. Mastromano shared that Jacobi was the first public hospital in the United States to receive an American College of Surgeons quality verification. Jacobi has also received a Planetree Silver Certification for Excellence in Person Centered Care.

Jacobi is an aging facility. They have received funding recently which they are using to upgrade the HVAC units. They are also renovating to build a wellness center, which will include a demonstration kitchen to teach the community healthy cooking skills and a gym.

Jacobi has seen a steady increase in their press Ganey scores for patient satisfaction due to Planetree's assistance and also Dr. Katz's kindness campaign.

Ms. Rowe-Adams mentioned the need to uplift the NCB facility.

NYC Health + Hospitals, Gotham Health/ North Central Bronx

Mr. Christopher Mastromano, CEO of Jacobi and North Central Bronx (NCB), presented the report on behalf of Joe Ithier, NCB CAB Chair.

Mr. Mastromano began by sharing the accomplishments of NCB which included certification by the American College of Emergency Physicians as a Geriatric Emergency Department. NCB is also the only facility in the Bronx that is certified as a Gold Safe Sleep Champion.

Mr. Mastromano shared that NCB will be making some infrastructure improvements to align with the correctional health services outpost therapy unit that will be in NCB. Following that,

NCB will refurbish their building. The outpost therapeutic unit is for patients that need nursing home type care, but it will be operated of the facility. It will be about 100 beds over 3 floors.

Mr. Mastromano shared that NCB has high Press Ganey scores and they will begin the Planetree certification program to further improve patient centered care.

Ms. Hernandez-Pinero asked if NCB had a doula program, to which Mr. Mastromano said they do not.

ADJOURNMENT:

Meeting adjourned at 5:50 P.M



COMMUNITY ADVISORY BOARD

Community Relations Committee Report



INFRASTRUCTURE & EQUIPMENT

Ambulatory Care

- The main site has no significant infrastructure concerns.
- Judson requires significant renovations to the second floor to make that usable clinical space.
- Roberto Clemente had flooding associated with a late September 2023 storm and is undergoing minor repair, but is functioning at full capacity.
- No site has any equipment concerns.

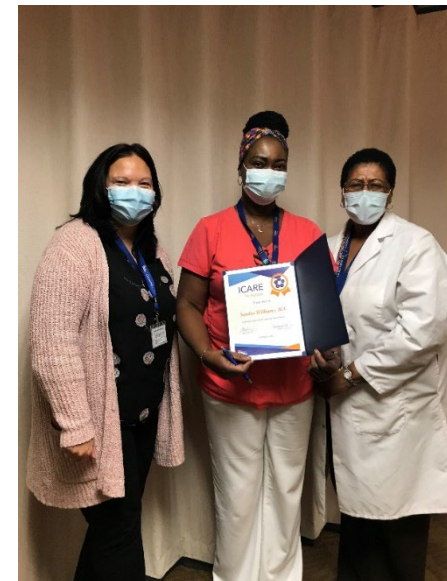
Skilled Nursing Facility

- Upgrade of Outdoor Community Garden (Funded By H+H Capital Budget) - Completed
- NYC Council Funding Reallocation – Initial funding of \$100K awarded to renovate Community Garden, we have requested a reallocation to upgrade our Rehabilitation unit with State-of-the-Art Gym Equipment (*Pending Approval from NYC Council*)
- Refurbishment of Dining Areas Underway



SAFETY/SATISFACTION

- The **Ambulatory Care** site has seen progressive increases in patient satisfaction survey results. Scores have continuously trended upward.
 - The “Recommend this provider’s office” is considered most critical of these scores. Prior gains were sustained in Q2 and built upon, to 91%, matching the NY State average.
 - Comments received on the clinical services via Press Ganey are largely positive.
- We continue to reinforce ICARE values with staff, reward good behavior with recognition, and use coaching where necessary, all in efforts to improve the patient experience.
- The **Skilled Nursing Facility** safety concerns are addressed promptly and questions on the Press Ganey survey concerning the security of the facility are given a 90% satisfaction rating. The latest survey results showed the overall satisfaction rate as 72%. Our residents are quite pleased with the rehabilitation services.



FREQUENT COMPLAINTS

The **Ambulatory Care** site averages 10-12 patient complaints/ quarter, for a rate of 0.3 per 1,000 visits largely are about communication and access.

- The complaints largely relate to staff attitude, or communication issues.
- Patients also sometimes report struggles with accessing their personal providers for follow up.

The **Skilled Nursing Facility**, receives 3-4 complaints per quarter and several comments on the Press Ganey Survey. Complaints relate to promptness of response and quality of food. A focused initiative towards improving the dining experience is underway.



ISSUES IMPACTING THE COMMUNITY

HIGHLIGHTS

- The Lower East Side is a historic neighborhood in the southeastern part of Manhattan, roughly between the Bowery and the East River from Canal to Houston streets. Traditionally an immigrant, working class neighborhood, it began rapid gentrification in the mid-2000s. One of the oldest neighborhoods of the city, the Lower East Side has long been a working-class neighborhood and often a poor and ethnically diverse section of New York.
- As of 2018, preterm births and births to teenage mothers are less common in the Lower East Side and East Village than in other places citywide. The neighborhood has a lower population of residents who are uninsured, estimated to be 11%, slightly less than the citywide rate of 12%.


CHALLENGES

- The concentration of fine particulate matter, the deadliest type of air pollutant, in the Lower East Side and East Village is 0.0089 milligrams per cubic meter, more than the city average.
- Twenty percent of Lower East Side and East Village residents are smokers, which is more than the city average of 14% of residents being smokers.
- In the Lower East Side and East Village, 10% of residents are obese, 11% are diabetic, and 22% have high blood pressure—compared to the citywide averages of 24%, 11%, and 28% respectively.
- In addition, 16% of children are obese, compared to the citywide average of 20%. While the neighborhood has better-than-average health, these are still impactful.
- A large number of our patients have significant social needs that impact their health.


ACKNOWLEDGEMENTS:

For their dedication to the patient-centered care, improvement of community health outcomes of our diverse community around Gouverneur, our gratitude is extended to:


- Mitchell Katz, MD, President and CEO, NYC Health + Hospitals
- Gouverneur CAB Executive Leadership and Dedicated Members
- Gouverneur Auxiliary
- Gouverneur Leadership and Employees



Laryssa Shainberg
CAB Chairperson



Susan A. Sales, FACHE
Chief Executive Officer
Skilled Nursing Facility



Morris Gagliardi, MD, MBA
Medical Director
Ambulatory Care



COMMUNITY ADVISORY BOARD

Community Relations Report

November 14, 2023



INFRASTRUCTURE & EQUIPMENT

FACILITIES MANAGEMENT & SUPPORT SERVICES
2022 CAPITAL PROJECTS COMPLETED

PROJECT	COST
TYPE 1 EES	\$21,200,000
LOCAL LAW -11 "KOUNTZ PAVILION"	\$1,400,000
O2 TANK FARM	\$2,200,000
M.R.I.	\$2,800,000
EXPRESS CARE	\$9,600,000
COOLING TOWER	\$6,400,000
MEN'S LOCKER ROOM	\$865,000
CPEP UNIT	\$650,000
X-RAY UNIT	\$825,000
HOLOGIC MAMOGRAPHY UNIT	\$1,100,000
RON BROWN P.E.D.S.EXAM ROOMS MILL WORK	\$389,000
PAINTING RON BROWN & MLK PATIENT FLOORS	\$610,000
JOINT COMMISSION PREPARATION	\$3,995,526
TOTAL	\$45,634,526



Patient Safety

- + The patient safety department was involved in many culture of safety, educational, RCA investigations, proactive risk assessments and performance improvement activities over the last year.
- + The Harlem Patient Safety Committee met monthly to review topics including the good catches, national patient safety goals, Leapfrog survey and patient safety performance improvement initiatives.
- + The good catch program continued to thrive with 105 good catches awarded in 2022 and 205 already in Q1 to Q3 2023.
- + Harlem Hospital Center improved the Leapfrog Safety Grade from a D in Spring 2022 to a C in the Fall 2022, which was maintained for Spring 2023.
- + Patient Safety led weekly patient safety rounds that taught a different safety topic to the Harlem staff each week.
- + There were 32 safety rounds in 2022 and 31 to date in 2023.
- + Patient safety conducted didactics for pediatrics, internal medicine, behavioral health and radiology residency programs and hosted pediatric residents for their 2-week patient safety elective.
- + The patient safety team also actively participated in the Harlem House Staff Patient Safety Council and helped address any safety concerns brought up by the House Staff.
- + Two patient safety policies were revised in early 2023: Patient Identification and Suicide Assessment. Additionally, two proactive risk assessments were conducted.



FREQUENT COMPLAINTS

- + Our top grievance categories Attitude, Care, and Communication.
 - + Grievances are sent to the Chief of service for review and response (3 days) and regulatory guidelines state we should resolve them by 7 calendar days. Patients receive a response letter in the mail which tells them the finding of our investigation, and/or corrective actions.
 - + Care example: A patient is pressing the call bell because they need assistance however no one is responding timely to their request.
 - + Communication example: The patient does not understand their care plan because the providers are not explaining it to the patient in a manner they can understand.
 - + Attitude example: A patient goes to register in the clinic and the clerk has an unpleasant attitude, or ignores them when they are at the counter. Or a person calls one of our units to check on their family and the staff hangs up on them.
 - + Some complaints we receive are appointment issues or prescription issues.
 - + Appointment example: A patient needs an appointment with the dentist but are having a hard time reaching someone. We would send an email to the manager of the clinic with the patients information and request. The manager will follow up and send us a resolution, we will then call the patient and confirm that their complaint has been resolved.
 - + Prescription example: The patient needs a refill for their prescription but cannot reach their doctor. We will send out an email to the provider with the patient's concerns, the provider will respond with follow up and we will call the patient and confirm resolution.
- The Community Advisory Board's Patient Care Committee partners with several departments to support them in their efforts to improve their Press Ganey results and the experiences of patients.



ISSUES IMPACTING THE COMMUNITY

HIGHLIGHTS

- + 100 Percent of Our Internal Medicine Residents passed their boards this year.
- + One Resident had the second highest score in the nation.
- + Harlem Hospital Center is a Baby-Friendly Institution
- + LGBTQ+ Designation
- + Harlem Hospital Center introduced a robust Robotics Program
- + Get with the Guidelines: Heart Failure – Gold Plus Award
- + Target: Heart Failure Honor Roll
- + Target: Diabetes Honor Roll
- + Get with the Guidelines: Stroke – Gold Plus Award

CHALLENGES

- + Harlem’s aging infrastructure is in constant need of costly repairs and upgrades.
- + Our hospital has worked diligently to replace equipment that has been deemed end-of-life.
- + Recruitment of certain titles has been challenging (nursing, laboratory) however, the new nursing contract has begun to improve recruitment efforts.
- + We are working to reduce costs by converting temporary workers to permanent lines.



SIGNATURES:



Karen Dixon
CAB Chairperson



Georges H. Leconte
Chief Executive Officer





COMMUNITY ADVISORY BOARD

Community Relations Report

November 14, 2023



INFRASTRUCTURE & EQUIPMENT

- Metropolitan continues to invest in our infrastructure and in innovation and technology to support the delivery of clinical excellence and patient-centered care
- We currently have over \$191 million in capital funded infrastructure projects in-progress, including the following:
 - MRI Replacement – Construction of a new MRI suite will add a critically needed new MRI to better serve the community and reduce wait times
 - Indoor/Outdoor Respite Space Renovation – to support staff wellness
 - CT Suite Renovation
 - Out Patient Rehab Renovation
 - FEMA Flood Wall Project – in response to Hurricane Sandy, the flood wall will provide 500-year flood protection around Metropolitan’s perimeter; expected to be completed in 2024



INFRASTRUCTURE & EQUIPMENT CONT'D

FY 24 Capital Funding Awards:

- \$171,000 received from Borough President Mark Levine
 - Will be used to purchase NICU Equipment
- \$4 million received from Deputy Speaker Diana Ayala and the NYC Council
 - Will be used to upgrade the interventional radiology suite and to purchase anesthesia monitors
- We continue to advocate for \$65 million to renovate our Emergency Department
 - 67 yr. old ED is in desperate need of renovation, the inefficiency of the space is evident
 - New Proposed ED would be expanded to more than 3x its current footprint from 12,700 sq ft to 43,740 sq ft
 - Metropolitan CEO, Senior Leadership and CAB have been advocating with elected officials on the city, state and federal levels to get the funding to renovate the ED
 - NYC Council Speaker Adriene Adams, Lieutenant Governor Antonio Delgado, Congressman Adriano Espaillat and US Health + Human Services Secretary Xavier Becerra have visited Metropolitan and toured the ED.

PATIENT SATISFACTION

Metropolitan recently hired a Patient Experience Officer with the goals of:

- Enhancing and improving patient satisfaction across all our service lines
- Establishing a Care Experience Steering Committee composed of front-line staff, department heads, and leadership, to facilitate the provision of person-centered care and improve the patient experience.
- Establishing training sessions for "Communicating with Empathy" and "Leading in a Person-Centered Culture" to improve hospital-wide communication
- Re-establishing the Patient Family Advisory Council to include the voice of our patients in enhancing the quality, safety, and overall hospital experience for all patients and their families.

FREQUENT COMPLAINTS

Top Complaint Categories Q1 – Q3, 2023:

- Access to Care – ability to get an appointment, especially in some specialty services
- Communication with staff – phones not being answered in a timely manner, especially in some of the high volume practices

Continuous Improvement to Address Complaints:

- Patient experience and Guest Relations staff have been partnering to conduct proactive rounding to address complaints in real time, quickly responding to concerns and following up as frequently as possible
- Guest relations staff have been working with Ambulatory Care Administrators on the expeditious resolution of patient /family concerns

ISSUES IMPACTING THE COMMUNITY

HIGHLIGHTS

- NYC Health + Hospitals/Metropolitan was identified as an asset to the community, and a “hospital beyond it’s walls” in our last Community Health Needs Assessment
- Metropolitan was recognized by the Lown Institute as America’s most inclusive hospital for serving low-income patients and communities of color. Over 3,500 hospitals nationwide was graded by Lown, and Metropolitan also ranked #1 in New York for racial inclusivity
- Metropolitan opened a dedicated Pride Health Center to address the needs of our LGBTQ+ patients
- Metropolitan acquired a state-of-the art Davinci Robot and has already completed over 100 robotic surgeries

CHALLENGES

The following issues were identified in our last Community Health Needs Assessment:

- Mental health resources - there is increased need for mental health and substance use services in the community, especially after the pandemic
- Crime and safety - Community members are concerned about high crime levels, and the impact on residents of all ages.
- Housing – lack of affordable housing



ACKNOWLEDGEMENTS:

For their on-going support for the expanding and enhancing access to person-centered care, treatment, and services provided to the patients and staff of NYC Health + Hospitals/Metropolitan, our special thanks and gratitude are extended to:

- NYC Council Deputy Speaker Diana Ayala
- NYC Council Speaker Adrienne Adams
- Manhattan Borough President Mark Levine
- NYC Health + Hospitals/Metropolitan Community Advisory Board Members
- NYC Health + Hospitals/Metropolitan Auxiliary Members

SIGNATURES:

William Smith

William Smith
CAB Chairperson

Cristina Contreras

Cristina Contreras, LMSW, MPA, FABC
Chief Executive Officer



**Sydenham Community Advisory Board
NYC Health + Hospitals Community Relations Report
November 14, 2023**



+ Infrastructure & Equipment

We have added an ultrasound machine to our Women's Health Department.

- Need #1: Improve quality of care and safety for patients attending the Women's Health clinic
- Need #2: Increase access to OB/GYN ultrasound services
- Need #3: Expedite performing ultrasound to same visit service
- Need #4: Improve continuity of care with one's own Sydenham provider
- Result #1: Increase in Women's Health patient satisfaction
- Result #2: Increase in visit volume for Women's Health services
- Result #3: Improve retention of patients at Sydenham
- Result #4: Improve provider and staff satisfaction

+ Infrastructure & Equipment

New panoramic x-ray machine installed in Dental.

- Over 1,500 patients will benefit from the new panoramic X-ray.

+ Patient Safety and Satisfaction

SITE / DEPT CROSS COVERAGE

We have communicated our specialty services to other Gotham sites and have provided patient incentives.

Our goal is to ensure our patients are aware that their health needs can be accommodated at multiple sites throughout the regions.

PATIENT COMPLAINT / COMPLIMENT CARDS

We have these cards at every front desk

Our patient relations representative follows up with the patients

Our goal is to ensure our patients understand that their concerns are being addressed.

Frequent complaints raised by patients and residents

+ ACCESS TO CARE

- + Patients expressed their concerns regarding making an appointment via surveys.
 - + We have restructured the directory with the call center to provide patients with ease of contact for scheduling.

+ AVAILABLE AMBULETTE PARKING

- + Residents had concern with the Ambulette space in front of the clinic being illegally occupied.
 - + Hospital Police is enforcing traffic tickets for violating the parking regulation in front of the clinic to ensure the space is always open for any emergency vehicle.



Issues Impacting the Community

HIGHLIGHTS

- National Health Center Week:
 - All sites w/ Nutritionist participated
 - Provided educational materials to the community on diabetes & hypertension prevention
 - Conducted BMI screenings on adults and children.
- Off-site external signage: St. Nicholas and Dyckman received an update on their outside signage.
- American Heart Association 2023 Gold + for Hypertension Control rates
- American Heart Association 2023 Gold for Diabetes Control rates
- Video remote Interpretation: Devices that will assist with patients that are hearing impaired or w/ language barriers
- Arts & Medicine Mural for Sydenham 2nd floor installed on 10/21/23.
- 90% on HIV Quality Improvement (patients engaged in HIV Primary Care)
- Diabetes Group Classes are being held every Friday by the Nutritionist: Sydenham's Nutritionist received her certification as a Diabetes Educator
- 90th percentile for Metroplus Tele-retinal Eye Exams
- 97% of our patients are screened annually for Depression
- 75% for Mychart Enrollment Improvement
- 92% for Patient Experience Improvement (Provider Listens Carefully to you // Gotham target 92%)

Issues Impacting the Community

CHALLENGES

OPEN VACANCIES

- ❖ While all vacant positions have been approved to be back-filled, it remains difficult to recruit certain titles (ie. Nursing)

340B PHARMACY CLOSURE, 3/31/23

- ❖ To ensure our self pay patient populations' access to their medications were not affected by the pharmacy closure we implemented the following actions:
 - *Contract w/ 3 local CVS pharmacies providing at home deliveries, clinic to pharmacy pick up and drop off*
 - *Harlem Hospital option as a pick up location which is now a preferred patient pharmacy*
 - *Sydenham provided a direct line of contact to patients for pharmacy inquiries*
 - *Direct patient outreach to confirm smooth transition of medication retrieval*
 - *Mail correspondence to our patients to inform of closure and pharmacy options*
 - *Financial services for prescriptions offered and provided on site*

We would like to extend our Gratitude and Acknowledgements:

- Leader New York County Democrats Keith L.T. Wright
- U.S. Congressman Adriano Espaillat
- Manhattan Borough President Mark Levine
- Manhattan Deputy President Keisha Sutton James
- NYS Senator Cordell Cleare
- NYS Senator Robert Jackson
- NYS Assembly Member Inez E. Dickens
- NYS Assembly Member Al Taylor
- President, NAACP New York State Conference Dr. Hazel N. Dukes
- NYPD
- FDNY
- St. Nicholas Tenant Association
- Dyckman Tenant Association

Signature

Donna Veronica Gill

Donna Veronica Gill, MSED-HEA
CAB Chairperson

Yesenia Pabon

Yesenia Pabon, MPA
Chief Executive Officer



