



COMMUNITY RELATIONS COMMITTEE
OF THE BOARD OF DIRECTORS

February 6, 2024
5:00 P.M.
50 Water Street

AGENDA

- | | |
|------------------------------------------------------------------------------------|------------------------|
| I. Call to Order | Jackie Rowe-Adams |
| II. Adoption of November 14, 2023
Community Relations Committee Meeting Minutes | Jackie Rowe-Adams |
| III. Chairperson's Report | Jackie Rowe-Adams |
| IV. CEO President's Report | Mitchell Katz, M. D. |
| V. Information Items (Annual CAB Reports): | |
| a. NYC Health + Hospitals/Carter | Mrs. LaShawn Henry |
| b. NYC Health + Hospitals/Gotham Health, East New York | Mrs. Vere Gibbs |
| c. NYC Health + Hospitals/Kings County | Mrs. Francisca Leopold |
| d. NYC Health + Hospitals/Queens | Mrs. Robin Hogans |
| e. NYC Health + Hospitals/Woodhull | Mrs. Barbara William |
| VI. Old Business | |
| VII. New Business | |
| VIII. Adjournment | |

Community Relations Committee IN-PERSON MEETING - November 14, 2023
As Reported by Dr. Mitch Katz
Committee Members Present: Dr. Mitch Katz, Jackie Rowe-Adams, Dr. Patricia Marthone, Karen St. Hilaire
Sally B. Hernandez-Piñero - virtually in a listening capacity only

Dr. Mitch Katz called the meeting of the Community Relations Committee meeting to order at 5:08 p.m.

Dr. Katz noted for the record: According to the By-Laws - Section 13. Committee Attendance: If any member of a standing or special committee of the Board will not be present at a scheduled committee meeting, the member may ask the Chair of the Board to request that another Board member, not a member of that committee, attend the scheduled meeting and be counted as a member for purposes of quorum and voting.

Please note for the record José Pagán requested that Karen St. Hilaire attend this meeting and be counted as a member for purposes of quorum and voting on his behalf.

And that Sally Hernandez-Piñero is attending virtually in a listening capacity only.

Quorum was established - the minutes of the Community Relations Committee meeting held on September 12, 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/Gouverneur
2. NYC Health + Hospital/Harlem
3. NYC Health + Hospitals/Metropolitan
4. NYC Health + Hospitals/Gotham Health, Sydenham

Dr. Katz shared the President's report, stating that the public awareness campaign was launched to talk about the NYC Care program. NYC Care provides healthcare to those who are uninsured, and NYC health and hospitals is the only place where everyone receives the same care regardless of insurance status.

NYC Health + Hospitals board member Dr. Vincent Calamia is among the influential people recognized for their leadership and services to New Yorkers on the 2023 City and State's 2023 Staten Island Power 100 list.

There is a new mural that has opened at Lincoln Hospital, created with input from Bronx youths, affected by gun violence, and there has been other Mural openings at other hospitals.

The lung cancer screening program was expanded and will grow from 5 to 10 sites.

Services for people impacted by domestic and gender-based violence was also expanded with 2 new specialized mental health clinics that will be able to services 3,000 patients each year.

NYC Health +Hospitals has also received accreditation for obesity medicine and for metabolic and bariatric surgery center at Bellevue.

PRESENTERS:

Dr. Katz moved the agenda to the (4) facilities presenting their verbal annual reports. Each presentation is allotted 5 minutes.

NYC Health + Hospitals/Gouverneur

Ms. Laryssa Shainberg, Chair of NYC Health + Hospitals/Gouverneur Community Advisory Board, presented the report to the CRC. Ms. Shainberg stated that Gouverneur has two sections- the ambulatory side and the skilled nursing facility.

Ms. Shainberg shared that the main site has no significant infrastructure concerns and only the Judson location requires significant renovation to the second floor to make that usable clinical space, which will expand the ability to see patients. The skilled nursing facility has had upgrades to the outdoor garden and currently undergoing refurbishment of dining areas, and there are pending upgrades to the rehabilitation gym equipment. The CAB continues to monitor progress on the ongoing changes at the facilities and continues to advocate for funds and requests regular reports from the administration.

Ms. Shainberg shared that satisfaction on the ambulatory side is on par with the New York state average, as far as 91% for satisfaction and the comments are reviewed by administration and they investigate and find solutions to make improvements based on the feedback that they receive. Ms. Shainberg also shared that the skilled nursing facility is currently at a 90% satisfaction rating for safety for its residents and overall satisfaction rate is at a 72%.

Ms. Shainberg noted that CAB members continue to focus on outreach to patients, patient groups, and the Auxiliary to guide the understanding of the current needs and concerns of patients and relay those to leadership.

Ms. Shainberg stated that there are complaints regarding patient's communication and access and being able to reach their providers. The administration is very aware of these, and they are very responsive. The skilled nursing facility has few complaints, with about 3-4 per quarter. Most of the complaints are about food, ensuring that the food is culturally appropriate and the quality of the food.

Ms. Shainberg stated that the Lower East Side is historically an immigrant and working-class neighborhood. It began to experience change in the early 2000's becoming more gentrified. It is 1 of the oldest neighborhoods in Manhattan and it has been working class. We are very ethnically diverse that is reflected in the patient population at, and at the skilled nursing facility. and in the sensitivity of the staff toward these differences and cultural needs.

Ms. Shainberg stated that as of 2018, the preterm births and birth to teenage mothers are lower than the city average and the population of residents who are uninsured is also slightly lower than the city rate, which is partly due to the advocacy of hospital staff helping patients get in touch with insurance companies to find appropriate coverage.

Challenges that Gouverneur faces includes the concentration of the fine particular matter in the Lower East Side is slightly higher than the city average

and there is a higher rate of smokers on the Lower East side. The rate for obesity, diabetes and high blood pressure are lower than city averages respectively for each of those numbers however these are still concerning numbers and they can continue to be a focus of the facility.

Ms. Jackie Rowe-Adams asked how many teenage moms participate and how does staff go out and recruit them?

Dr. Katz stated that Gouverneur does have an active OB GYN department however there it's not a hospital so patients do not deliver there. Pregnant patients who go to Gouverneur are established patients who've been there for a long time.

NYC Health + Hospitals/Harlem

Ms. Abena Smith, first vice chair, of the NYC Health + Hospitals/Harlem CAB presented the report to the CRC. Ms. Smith stated there has been a collective of 13 Facilities management and support services, 2022 capital projects that have been completed for a total cost of 45,634,526 dollars.

Ms. Smith stated that 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. Patient Safety led weekly patient safety rounds that taught a different safety topic to the Harlem staff each week. 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. Two patient safety policies were revised in early 2023: Patient Identification and Suicide Assessment. Additionally, two proactive risk assessments were conducted.

Ms. Smith stated the top categories for grievances are for 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. Some complaints received are appointment issues or prescription issues. An example of an appointment complaint is: 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 patient's 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.

Dr. Katz asked is the staff in the ambulatory area reviewing the prescriptions to see whether they can be refilled without reaching the individual provider?

Mr. Georges Leconte, CEO of Harlem Hospital stated that there is someone else that can look at the prescription and then decide on renewing. Another helpful tool in refilling prescriptions is myChart, which patients can use to write to providers requesting refilled prescription and get a response within 24-48 hours.

Dr. Katz stated that Harlem staff should look into if there is someone who can look at refilling prescription requests before the provider looks at it because that is a time saving process.

Sally asked if the 4 million on Joint Commission Preparation is a typical expense

Mr. Leconte stated it is not typical but the hospital post COVID had a lot of expense in relation to the preparation.

Ms. Smith stated 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.

She also shared the highlights of Harlem Hospital, including: 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 and Get with the Guidelines: Stroke -Gold Plus Award. Challenges that Harlem Hospital faced includes: the aging infrastructure is in constant need of costly repairs and upgrades and recruitment of certain titles such as nursing.

Ms. Rowe-Adams commended the hospital on the work they are doing in providing quality care to patients.

NYC Health + Hospitals/Metropolitan

Mr. William Smith CAB Chair, NYC Health + Hospitals/Metropolitan, presented the report to the CRC. CEO Cristina Conteras was also present.

Mr. Smith shared that Metropolitan continues on the 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. The CAB also continue to advocate for \$65 million to renovate our Emergency Department.

Metropolitan opened a dedicated Pride Health Center to address the needs of our LGBTQ+ patients. Metropolitan's breast center was granted a full 3-year full accreditation designation by the national accreditation program for breast centers. This recognition means that our breast center has the highest care standards.

Dr. Katz commended Metropolitan for assisting other hospitals such as Bellevue and Jacobi by allowing rehab patients to be able to relocate to Metropolitan.

NYC Health + Hospitals/Gotham Health, Sydenham

Ms. Donna Veronica Gill, chair of the Sydenham CAB presented the report to the CRC. There is a center in Dykeman housing and Saint Nicholas. The women's health department has received a new ultrasound machine, and the dental service department has received a new panoramic x ray machine with over 1500 patients that will benefit from the x ray machine. Sites have communicated our specialty services to other Gotham sites and have provided patient incentives. The goal is to ensure patients are aware that their health needs can be accommodated at multiple sites throughout the regions.

Ms. Gill stated that patients expressed their concerns regarding making an appointment via surveys. The team has restructured the directory with the call

center to provide patients with ease of contact for scheduling. Residents also 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.

Ms. Gill stated that there was a national health week for the community to come in, with screenings for adults and children. There has also been new signage for the sites. Recognition includes American Heart Association 2023 Gold + for Hypertension Control rates and American Heart Association 2023 Gold for Diabetes Control rates. Sydenham has had a new mural installed on October 21st, 2023.

Challenges include recruitment difficulties, and the 340B pharmacy closure. To ensure that patient medications are not impacted by the pharmacy closure, the following actions were implemented: contracting with 3 local CVS pharmacies to provide at home deliveries, clinic to pharmacy pick up and drop off, Harlem Hospital option as a pick-up location and direct line of contact to patients for pharmacy inquiries.

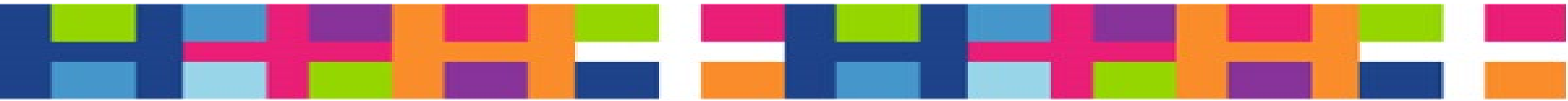
ADJOURNMENT:

Meeting adjourned at 6:09 P.M

HENRY J CARTER SPECIALTY HOSPITAL & NURSING FACILITY COMMUNITY ADVISORY BOARD

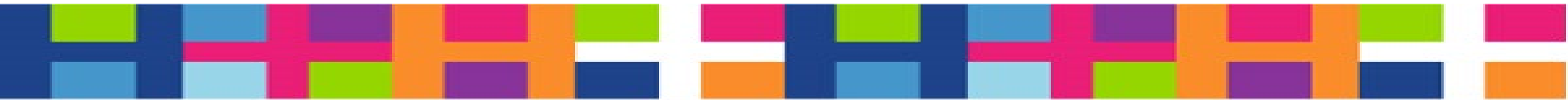
**NYC HEALTH + HOSPITAL COMMUNITY RELATIONS
REPORT**

FEBRUARY 6, 2024



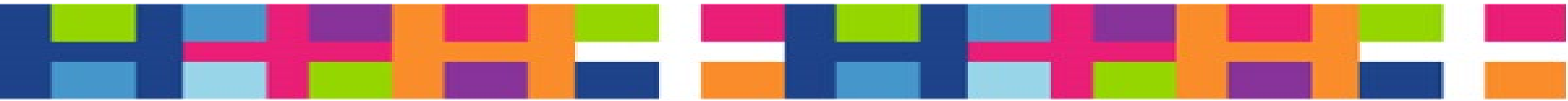
EQUIPMENT & INFRASTRUCTURE

- **Nursing Facility Dialysis:**
 - **Nursing facility Den Dialysis is fully licensed by the NYS DOH**
- **Blood Transfusion Program:**
 - **Expected to increase LTACH services to prevent lost billable days resulting from unplanned acute care hospitalizations**
 - **Carter has hired a Blood Bank Director to oversee the transfusion services**
- **Nursing Ventilator Expansion Project:**
 - **Phase I will include converting 7 beds;**
 - **Operating funds were made available following project quotes;**
 - **Purchase Orders for a design and construction are in process.**
- **Nursing Facility Telemetry:**
 - **Phillips installed telemetry equipment to enhance the Cardiac Rehab Program**



Patient Safety & Satisfaction

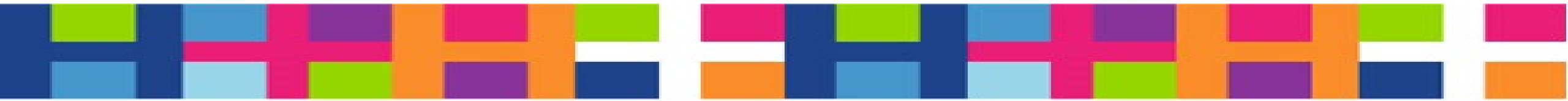
- **Patient safety and satisfaction is a continued priority for Leadership, CAB, and staff.**
- **Throughout the most recent periods, Carter's overall rating remains high among our post-acute peers**
- **In the Nursing Home, Carter continues to earn a CMS 5-Star rating and was named to Newsweek Magazine's Best Nursing Homes List, Ranking #6 out of over 600 Nursing Homes in the state. Carter was recently acknowledged as a "High Performing" facility for short-term rehab by U.S. News & Work Report**



FREQUENT COMPLAINTS BY PATIENTS & RESIDENTS

- **Overall, patient/resident complaints remained low during the past year; an analysis identified the most common issues:**
 - **Delay of Care**
 - **Communication**

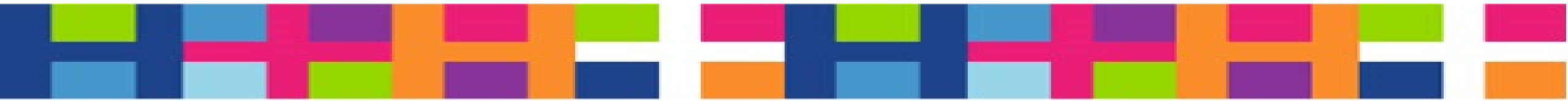
- **Action Plan:**
 - **To address the delay of care, care plans will continue to be re-modified based on patient/resident preference in care.**
 - **To address communication, providers will continue to immediately contact the NOK upon every new admission, provide them updates and share their direct contact numbers. In addition, every new admitted patient will be assigned the same provider, until their discharge.**



Carter Programs & Plans

- **Carter's Nursing Aide Certification Program continues to go well. Since the program's inception in January 2022, to date, there have been forty-eight (48) candidates. Of the forty-eight (48) candidates, twenty-nine (29) are currently working on the units. Of the twenty-nine (29) candidates, three (3) are awaiting to take the state examination. The program remains open to the community.**
- **In 2024, we will continue moving forward with plans to open outpatient Radiology and Rehab Service which will include CT Scan, Ultrasound and Bone Density in the Hospital while continue expanding our telemetry and ventilator services in the nursing facility.**

Cater recently celebrated its 10th Anniversary and we are excited about our strategic plans for 2024 and the positive impact our plans will have on the East Harlem Community. We look forward to furthering the Health and Hospital's Mission and ensuring Carter remains a premiere post-acute care facility. The Community Advisory Board members are excited about the expansion of additional services.



ACKNOWLEDGEMENTS

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

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

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

Signatures:

LaShawn Henry

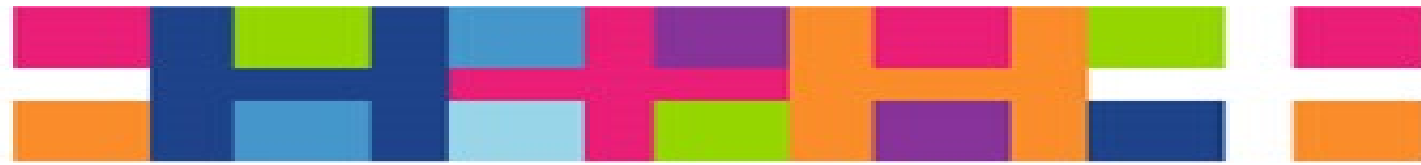
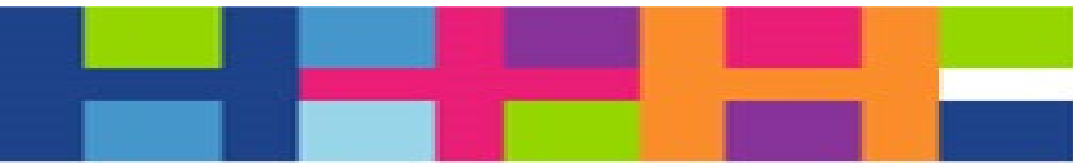
CAB Chairperson, LaShawn Henry

Date: 12/22/2023

Floyd R. Long

Chief Executive Officer, Floyd R. Long

Date: 12/22/2023





COMMUNITY ADVISORY BOARD
NYC Health + Hospitals Community Relations Report
February 6, 2024



PLANE TREE CERTIFICATION



Gotham Health East NY underwent a Plane Tree Certification. The site received a Bronze level certification in Person Centered Care on 7/2023.

Plane Tree certification will be maintained for the next 3 years.

ENY is 1 out of 178 countries in the world to certify for Plane Tree.

The facility continues to bridge the gap in care by working alongside patients in order to better co-design health care.



EQUIPMENT AND INFRASTRUCTURE

- **ENY was awarded a total of \$1.6 Million in capital funding from NYC Council Members Charles Barron and Sandy Nurse. These were for improvements to H-VAC, electrical, and lighting infrastructure to optimize efficiency and create a more sustainable health center.**
- **NYS Senator Roxane Persaud awarded ENY with two grants:**
 - 1. \$100,000 for new furniture in patient waiting areas**
 - 2. \$110,000 for upgrades to the main entryway and exterior lighting.**
- **ENY is slated to roll out a new Hologic 3D Mammography unit 1/2024**



FREQUENT COMPLAINTS RAISED BY PATIENTS & RESIDENTS

- 1. Long wait time continues;**
 - ***Response:*** Due to staffing challenges
- 2. No COVID-testing access for non-patients;**
 - ***Response:*** ENY provides non-patients with local resources to assist with getting access to testing.
- 3. Walk-ins/ Unscheduled Appointments resulting in scheduling challenges;**
 - ***Response:*** We are working closely with our scheduling team to identify the best appointments available. For urgent matters other options are usually recommended.



- We continue to monitor our Press Ganey scores and respond to negative feedback in a timely fashion.
- We aim to have each patient have the positive experience.
- We aim to increase our response rates by collecting real time patient feedback before patients are checked out. This will allow us an opportunity to deliver any service if any are needed as well as highlight great work that staff perform.



ISSUES IMPACTING THE COMMUNITIES SERVED BY THE FACILITY

- **COVID-19 & Influenza**
- **Chronic Diseases such as Diabetes and Hypertension**
- **Obesity**
- **Behavioral Health Challenges**



Community Affairs Update

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

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

The following are a few community-based highlights:

National HIV Testing Awareness

Ms. Teen Brownsville Health Education Seminar

Medicaid Recertification Event

Resource Fair/Back to School Giveaway

Halloween Reading and Book Giveaway

World Aids Day Event

Maxwell High School Nursing Students facility tour

Holiday Toy Giveaway





Medicaid Recertification Event



World Aids Day



World Aids Day





Maxwell High School Tour



National HIV Testing Day





Ms. Teen Brownsville





Health and Resource Fair



Halloween Reading Event



ACKNOWLEDGEMENTS

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

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

Signatures:



CAB Chairperson, Vere Gibbs



Regional Director of Ambulatory Care Services, Charmaine Roach-Valentine





COMMUNITY ADVISORY BOARD

Community Relations Report

February 6, 2024



Kings County

NYC Health + Hospitals/Kings County seeks to provide the best medical services, care and a safe environment to all patients and staff. The leadership at Kings County seeks multiple pathways to ensure that the medical equipment is up to date & reliable. Also, Kings County is constantly identifying critical infrastructure needs to ensure that the support services are robust, consistent and reliable. Below we have provided a snapshot of critical projects that are currently active on the Kings County campus.

Infrastructure In-Progress:

➤ **C Building**

- a. Type 1 EES Electrical Branches - installation of new emergency circuits for the first floor
- b. Construction of Two New Ambulatory Operating Rooms;

➤ **D Building**

- a. Building Electrical System Upgrade: Design and Installation of new emergency automatic switchgear and generator reconfiguration.



INFRASTRUCTURE & EQUIPMENT (Cont'd)



Kings County

➤ E Building

- a. Elevator Modernization- Complete modernization of four existing elevator cars to meet all new regulatory requirements.
- b. 1st Floor - ED Express Care – Creation of new Express Care Practice on first floor.
- c. Installation of new steam supply line in the basement for E Building only.

➤ P Building

- a. Local Law 11 Façade Renovation

➤ R Building

- a. Creation of 4 new primary care suites on the first floor

➤ S Building

- a. Labor and delivery suite expansion – Design Phase

➤ T Building

- a. Local Law 11 Façade Renovation

Medical Equipment in Progress

➤ S Building

- a. Installation of new Bi-Plane machine – est. comp. Feb 2024
- b. Replacement of the Linear Accelerator – est. comp. Dec 2024
- c. Replacement of one nuclear Camera - est. comp. May 2024
- d. Replacement of X-Ray equipment - planning phase
- e. Replacement of the CT equipment - planning Phase



PATIENT SATISFACTION

Kings County

- In 2023, NYC Health + Hospitals/Kings County experienced significant milestones in the area of patient satisfaction. We had four areas of focus in our 2023 Patient Experience strategic plan. We successfully completed the rigorous process to achieve Silver-level certification for excellence in person-centered care from Planetree Institute in our first attempt at certification. Kings County take great pride in being acknowledged for our culture of partnership with patients, their loved ones, and the surrounding community in providing exceptional care to all.
- Our patient satisfaction surveys reflect the benefits of this partnership. In 2023, we saw increased scores in patient satisfaction in the areas of:
 - a) Responsiveness of hospital staff
 - b) Staff working together to take care of patients; and inpatient behavioral health overall scores for care providers. Kings County has enhanced patient advocacy services to maintain access to assistance 24 hours, 7 days per week and have improved language access services for patients whose preferred language is other than English.



Kings County

Opportunities for improvement have been noted in the trends seen in complaints and grievances.

➤ **WAIT TIMES:**

- a) As we continue to serve an increasing number of patients in our emergency department, our patients and their loved ones have expressed concerns about wait times.
- b) In our ambulatory care practices, patients have been challenged with wait times for getting appointments.

➤ **COMMUNICATION:**

- a) In our inpatient department, trends indicate a need for improved communication about transitions from one level of care to the next.

FUTURE PLANNING

➤ **FOCUS GROUPS:**

- a) We want to thank the many patients, loved ones, and staff who have taken part in focus groups that have informed decision-making on such varied topics as construction design, food programs, clinical care, and health equity. We are in the final phases of our 2024 Patient Experience strategic planning and look forward to even greater partnership in the months ahead.



Kings County

ISSUES IMPACTING THE COMMUNITY –

CHALLENGES

- + **Socioeconomic Issues** - The economic impact of the pandemic has exacerbated financial pressures and caused more residents to become displaced or homeless.
- + **Crime and Safety** - Long-time residents who used to call their neighborhood very safe are no longer able to do so as incidents of violence increase and “you are now subject to be a victim of a crime at any hour of the day.”
- + **Mental Health** - Residents do not believe that there are not enough mental health services available, and that there is a need for more awareness in the community as well.
- + **Access to Resources** - Many residents live in food deserts, and often cannot afford the fresh, healthy foods they want.



Kings County

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

- Office of Communications and Public Affairs
- Congresswoman Yvette D. Clarke
- BP Antonio Reynoso
- Assembly Member Brian Cunningham
- Senator Zellnor Myrie
- NYC Council Member Rita Joseph
- NYC Council Member Mercedes Narcisse
- Kings County CAB Executive Leadership
- Kings County CAB Members
- Kings County Auxiliary
- Kings County Hospital Police
- Community Partners

SIGNATURES:



Francisca Leopold
CAB Chairperson



Sheldon McLeod
Chief Executive Office



COMMUNITY ADVISORY BOARD



NYC Health + Hospitals Community
Relations Report

February 6, 2024



EQUIPMENT & INFRASTRUCTURE

- + **Master Plan Initiative:** Over the next 5 to 10 years the hospital hopes to increase its in-patient bed capacity (single rooms) and ambulatory care capacity; construct a much-needed parking garage to accommodate staff, patients, and visitors; alleviate overcrowding in the emergency department by enlarging the area and relocating ambulance entrances for improved flow; increase the capacity of the behavioral health services offered by our hospital; and build a cardiac catheterization suite so that we can offer these services to members of the community.
- + **N-Building Home Dialysis Training Center:** This project aims to renovate the existing 3,200 square foot swimming pool area located in the N-Building into usable space. The existing pool will require infill accordingly to fit-out the space for a new Home Dialysis Training Center, the first of its kind in our Health System. A modified storefront wall entrance and ramp will be provided for direct patient access.
- + **Queens Retail Pharmacy:** The intent is to separate the outpatient pharmacy from inpatient pharmacy and accommodate with a front-end OTC section to help ensure patients leave with everything they need in addition to their prescription. In addition, the moving of the outpatient pharmacy will also enhance patient accessibility and the renovation will improve workflow efficiency.



EQUIPMENT & INFRASTRUCTURE

- + **First Robotic Surgery Performed:** The hospital recently performed its first minimally invasive robotic surgery with its state-of-the-art da Vinci Surgical System. This new surgical option will improve clinical outcomes and the patient experience by allowing increased precision and accuracy, as well as faster recovery times.
- + **Interventional Radiology Suite Renovation:** The I.R. equipment has reached its end of useful life, which is no longer adequate in meeting the needs of our patients. The existing 580 SF IR Suite will be renovated with a new GE I.R. Equipment system and will be expanded to 900 SF to improve workflow.
- + **MRI Replacement & Renovation:** The MRI has reached its end of useful life and will be replaced with a new GE MRI. In addition, the MRI room will be expanded to better establish the MRI Safety Zones and reconfiguration of associated support spaces for optimal workflow.



PATIENT SAFETY & SATISFACTION

- + Queens Hospital received a Leapfrog Hospital Patient Safety Grade Score of 'B' for the fall of 2023 and was one of only three hospitals in the borough of Queens to earn an 'A' or 'B' grade. This survey uses 22 national performance measures from CMS plus information from other supplemental data sources, including data on hospital-acquired infections and patient satisfaction scores. The survey includes both process and outcome measures (each about 50 percent of the overall score). More than 2600 acute-care hospitals participate in this survey.
- + Patient experience and person-centered care continue to be a priority at Queens Hospital. In 2023, we received Silver Certification in Person-Centered Care by Planetree International. Worldwide, there are only 185 organizations that are Planetree Certified and only 65 that received Silver designation. As part of our continuous improvement efforts, all service lines review that data and comments from the patient satisfaction surveys. Our successes include the following: Ambulatory Care scores for Recommend this Provider's Office increased from 85.9 in 2022 to 87.9 in 2023 (2.3%); Emergency Department Overall scores increased from 75.9 in 2022 to 76.2 in 2023 (0.4%); Inpatient Behavioral Health Overall scores increased from 79.2 in 2022 to 86.8 in 2023 (9.6%); Outpatient Behavioral Health Overall scores increased from 80.6 in 2022 to 88 in 2023 (9.2%).

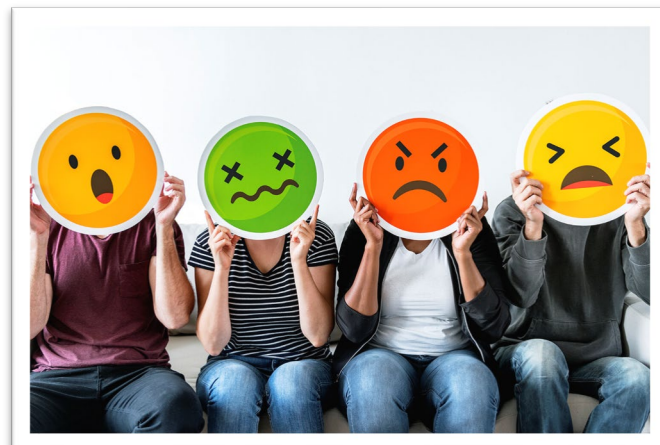


2023 Nursing Excellence Awardee
Neena Babu, BSN, RN



FREQUENT COMPLAINTS BY PATIENTS

- + For calendar year 2023, Queens received a total of 70 complaints. This is a 2.8% reduction from the 72 received in 2022. In descending order of frequency, the categories are attitude and communication, quality of care, discharge, overall experience, nursing care, medical care, wait time and property. privacy.
- + During the same time period, we received a total of 76 grievances. The categories (in descending order of frequency) are medical care, attitude and communication, allegations of abuse, property, quality of care, overall experience, nursing care, wait time and HIPAA.



ACCOMPLISHMENTS FOR 2023

- + The hospital achieved an almost **flawless Joint Commission review** in April 2023 with unheard of results of no citations in several areas, including Nursing, the Emergency Department and Behavioral Health.
- + Our nurses achieved the **prestigious pathway to excellence designation**, and have embarked on a new mission to earn magnet status.
- + **The hospital received a 'B' grade for patient safety** from the Leapfrog Group in the fall of 2023. Queens is one of only three hospitals in the borough of Queens to earn an 'A' or 'B' grade.
- + Led by our Patient Experience team, the hospital achieved a **Silver Designation for Person Centered Care** from Planetree International for its commitment to enhancing the staff, patient and family experience in health care settings.
- + The hospital's Intensive Care Unit (ICU) joined a select group of ICUs' across the country that have received a **Gold-Level Beacon Award for Excellence**. This national recognition highlights the accomplishments of Queens Hospital to produce the highest standards of quality patient care.
- + The hospital was designated a **Top 100 Safety Net Hospital** by The Lown Group for Social Justice.
- + Queens Hospital was recognized by **U.S. News and World Report** in its annual "Best Hospitals" list for **high performance in heart failure and diabetes**.



ISSUES IMPACTING THE COMMUNITY

HIGHLIGHTS

- + The hospital's Primary Stroke Center was the **"Get with the Guidelines"** poster winners for its work on Exploring Reasons for Prolonged Arrival from Last Known Well in Stroke Patients.
- + Achieved Advanced Certification as a Primary Stroke Center by Joint Commission-January 25, 2023.
- + Emergency Department achieved accreditation as a Geriatric Emergency Department-Bronze level from the American College of Emergency Medicine-July 24, 2023.
- + Received "Leader" Designation Status in 2024 Healthcare Equality Index Survey-October 30, 2023.

CHALLENGES

- + Continued focus on Staff Wellness initiatives following the COVID -19 pandemic, including the H3 Wellness team coordinating events and activities for employees, including the recent opening of a new Wellness Room.
- + Coordinating multiple construction projects to create much needed space for increasing clinical services and emergency services, as well as space for hospital employees.



ACKNOWLEDGMENTS

We would like to extend our gratitude to NYC Health + Hospitals/Queens' Clinical and Operational Leadership for their tireless commitment to serving the healthcare needs of our neighborhoods in southeast as well as our partners in government who help to secure the resources we need to provide our community with excellent and safe health care services.

- + Congresswoman Grace Meng
- + Congressman Gregory Meeks
- + Queens Borough President Donovan Richards
- + NYS Senator Leroy Comrie
- + NYS Senator John Liu
- + NYS Senator James Sanders
- + NYS Assembly Member Nily Rozic

- + NYS Assembly Member Alicia Hyndman
- + NYS Assembly Member David Weprin
- + City Council Speaker Adrienne Adams
- + City Council Member James Gennaro
- + City Council Member Nantasha Williams
- + City Council Member Selvena Brooks-Powers

Signatures:



Robin Hogans, CAB Chairperson
Date: 1/2/2024



Neil J. Moore, MBA, MPA, FACHE, Chief Executive Officer
Date: 1/2/2024

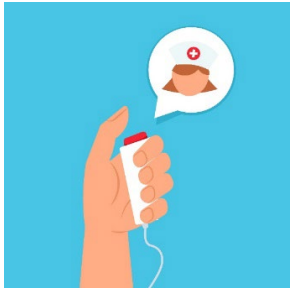




COMMUNITY ADVISORY BOARD

February 6, 2024





INFRASTRUCTURE & EQUIPMENT

- + In January 2023, Woodhull expanded into Robotic Surgery launching the:
 - “da Vinci Xi Surgical System.” As of now the system will be utilized to target services such as Urology, Bariatrics & General surgery along with GYN.
- + With this system we are able to see the following improvements:
 - + Shorter hospital stay
 - + Fewer complications – Surgical site infections
 - + Less pain and blood loss
 - + Enhanced precision
 - + Doctors have better visual ability to see the site compared with traditional techniques
- + Installation of 507 bedside flat screen televisions (accompanied by an upgraded cable television package) was completed.



- + Planning the installation of a new Nurse Call Bell System continues.
- + FEMA-funding is being sought to enhance facility resilience and preparedness for severe weather events.
- + Turnstiles have been installed in the main lobby/entrance to increase safety and security by controlling access to the facility.



DECANTING PROJECTS

* Parts of ninth and tenth floors will be occupied by the Correctional Health so all programs currently there are being relocated to the other areas in the building.

+ Pediatrics

- + The upgraded in-patient pediatrics unit includes state of the art classroom space, updated furniture, beds and equipment that allows us to better support the pediatric team.

+ 5-300 Outpatient Chemical Dependency

- + This unit has been fully upgraded to allow for an integrated, dedicated space for chemical dependency program with new offices, workstations, counseling, group and exam rooms.

+ On-Call Support Space

- + This new space will assist physicians that remain on-site to ensure the highest quality care for our patients are afforded private, comfortable and functional space for their use.

+ 6-200 Admin and Hemodialysis

- + The fully upgraded space also includes updated clinical areas as well as more comfortable surroundings for patients as they undergo dialysis treatments.

+ 3-200 Upgraded Medical Student Locker Room

- + The project also allowed for new locker units to be installed to allow medical students a dedicated space to secure their personal items and their uniforms to adhere to infection control procedures which enhances the safety of patients, staff and visitors.

+ Occupational Health Services

- + The new area is conveniently located near an elevator bank to enhance access and provide an attractive space for those that are newly recruited as well as our more seasoned employees.



PATIENT EXPERIENCE

- Woodhull was one of the 7 acute sites that partnered with Planetree International to assist in creating a Person-centered care culture. Our Lived Experience Validation was held September 19th through 21st. On November 29th Woodhull was awarded Certification for Excellence in Person-Centered Care by Planetree International.
- A Person-Centered Care Executive Steering Committee comprised of patients, family members, frontline staff, managers and leadership was established with the purpose of providing guidance and support for our hospital.
- Based on Press Ganey results, the patient satisfaction survey revealed an increase in patient reported satisfaction Inpatient “Rate the hospital” and Medicine Practice “Recommend this Provider,” leadership is addressing:

- + **Enhanced communications by offering workshop/in-service** to our staff as well as including and reinforcing communication tools/methods (i.e. AIDET, Communicating Empathy and Middle Manager Training).
- + **Developing Partnerships –**
 - + We reinstated our Patient & Family Advisory Council (PFAC) and revamped the membership composition to ensure patients and family voices are represented.
 - + Employee Engagement Survey was revised to include culture of safety questions.
 - + Care Partner program was Piloted on 6100 (surgical unit) to assist patients, family, friends and/or loved ones as equal partners in the planning, developing and monitoring of the care of the patient to meet better their needs.



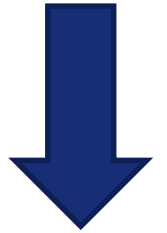
WORKFORCE WELLNESS

- + Robust Workforce Wellness Program provides emotional support, decreases stress and promotes overall staff wellness.
- + This comprehensive program is comprised of a hospital wide committee, expertly designed Wellness Room, Wellness events and programs, one to one and group support as well as outside referrals and resources.
- + The hope is that keeping our staff healthy will result in less medical errors and improve the staff 's ability to provide compassionate care to our patients, families and community.



FREQUENT COMPLAINTS

- + Patients Frequent Complaints for Q1-Q4 2022 were related to property. The complaints were specifically on items not returned or misplaced. As a result the following was implemented during Q1 2023:
 - + Property Task Force created with monthly meetings.
 - + Changes made in Patient Property Policy & Procedure and converted from a departmental policy to a hospital-wide policy.
 - + Policy includes documentation requirements in EPIC EMR.
 - + Reinforcement of all staff to ensure there are two (2) witnesses when vouchering valuables. HP must be present as witness for any cash more than **\$250.00**.
 - + Property Room reorganized to better manage patient property. Ledger kept in room to document compliance.
 - + Expansion of Property Office team to assist with daily checks and monitoring of unclaimed property.
- With the above implementation, there has been a significant decrease in patient complaints related to property for Q1 and Q2 2023.



IMPACTS WITHIN THE COMMUNITY

HIGHLIGHTS

- + Woodhull has been:
 - + Designated as a baby friendly hospital by Baby-Friendly USA.
 - + Certified as a Safe Sleep Hospital.
 - + ACS recognized Woodhull as a Surgical Quality Partner.
 - + Awarded Beacon Gold Award for Excellence by the AACN.
 - + Awarded a NYS Patient-Centered Medical Home.
 - + Awarded Planetree Certification in Person-Centered Care.

- + Lifestyle Medicine was launched in November, 2023. The program has a strong focus on whole food diet, physical activity, sleep and stress management. This provides our patients with the tools and resources they need to combat chronic illnesses as a major step forward in improving the quality of life of so many of our patients.



Designated a
Baby-Friendly
Hospital



IMPACTING THE COMMUNITY

CHALLENGES

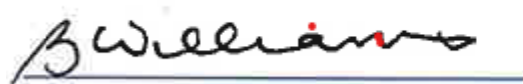
- + Opening in 1982, Woodhull's aging facility is in constant need of costly repairs and upgrades to infrastructure (elevators and plant)
- + While all vacant positions have been approved to be back-filled, it remains difficult to recruit certain titles (e.g. Nursing, Social Work and Medical Staff)
- + Vacancies are covered by agency staff and overtime in the interim to ensure patient safety.



ACKNOWLEDGEMENTS:

- For their on-going support for the person-centered care, treatment, and services provided to the residents of Woodhull, our special thanks and gratitude are extended to:
 - Brooklyn Borough President Antonio Reynoso
 - Congresswoman Nydia M. Velazquez
 - Congressman Hakeem Jeffries
 - Senator Julia Salazar
 - Senator Jabari Brisport
 - Senator Kevin Parker
 - Assemblywoman Stefani Zinerman
 - Assemblywoman Maritza Davila
 - Assemblywoman Emily Gallagher
 - Council Member Chi Osse
 - Council Member Jennifer Gutierrez
 - Council Member Lincoln Restler
 - Council Member Sandy Nurse
 - Woodhull Community Advisory Board
 - Woodhull Auxiliary

SIGNATURES:



Barbara Williams
CAB Chairperson



Gregory Calliste
Chief Executive Officer

