



COMMUNITY RELATIONS COMMITTEE  
OF THE BOARD OF DIRECTORS

March 5, 2024  
5:00 P.M.  
50 Water Street

AGENDA

- |   |                       |
|---|-----------------------|
| I. Call to Order  | Jackie Rowe-Adams     |
| II. Adoption of February 6, 2024<br>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/Bellevue  | Mr. Michael Smook     |
| b. NYC Health + Hospitals/Gotham Health, Belvis                                   | Ms. Iliana Almanzar   |
| c. NYC Health + Hospitals/Gotham Health, Morrisania                               | Mr. Mariano Laboy     |
| d. NYC Health + Hospitals/Sea View  | Mr. George Marino     |
| e. NYC Health + Hospitals/South Brooklyn Health                                   | Ms. Rosanne DeGennaro |
| VI. Old Business  |                       |
| VII. New Business   |                       |
| VIII. Adjournment   |                       |

**Community Relations Committee IN-PERSON MEETING - February 6 2024**

**As Reported by Ms. Jackie Rowe Adams**

**Committee Members Present: Dr. Mitchell Katz, Jackie Rowe-Adams, Dr. Jose Pagan Sally B. Hernandez-Piñero (virtually so in a listening capacity only),**

Ms. Jackie Rowe-Adams called the meeting of the Community Relations Committee meeting to order at 5:07 p.m.

Ms. Rowe-Adams called for a moment of silence in honor of Mr. Robert Nolan, previous chair of the Community Relations Committee and Vanessa Pinero, NYC Health + Hospitals/Belvis CAB liaison, who both passed away December of 2023.

Quorum was established - the minutes of the Community Relations Committee meeting held on November 14, 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/Carter Specialty Hospital and Nursing Facility
2. NYC Health + Hospital/Gotham Health, East New York
3. NYC Health + Hospitals/Kings County
4. NYC Health + Hospitals/Queens
5. NYC Health + Hospitals/Woodhull

Dr. Katz shared the President's report:

- Stating that Chief Medical Officer, Dr. Machel Allen, was voted on the 2024 Black power players list.
- NYC Health + Hospitals is one of the few, if only public system that provides abortion care through a virtual system where people can call and get the care they need and the medications get mailed to them.
- Findhelp is the new tool that is used if patients have any social needs, food, housing or transportation. The tool can help connect them to community-based organizations to get those needs.
- NYC Health + Hospitals/Woodhull hosted a naloxone training.
- NYC Health + Hospitals/Queens had a ribbon cutting for a new surgical robot. NYC Health + Hospitals honored leprosy day and NYC Health + Hospitals/Metropolitan was re-designated as a baby friendly hospital.
- NYC Health + Hospital/Lincoln announced that the Medical Intensive Care Unit II recently received a silver-level Beacon Award for Excellence from the American Association of Critical care Nurses.
- NYC Health + Hospitals/Harlem unveiled a new community mural and also received the Scopy award for colon cancer outreach efforts. There has also been the completion of the first ever solar power installation.

- NYC Health + Hospitals/Elmhurst received national recognition lifestyle medicine program award, this is the first times these services will be offered in Queens.
- NYC Health + Hospitals/Sea View kicked off the New Year as the #1 ranked nursing home in New York State by Newsweek in 2024 for the second year in a row and as a high-performing nursing home in the nation for short-term rehabilitation and long-term care according to U.S. News World Report.

#### **PRESENTERS:**

Ms. Rowe-Adams moved the agenda to the (5) facilities presenting their verbal annual reports. Each presentation is allotted 5 minutes.

#### **NYC Health + Hospitals/Carter**

Ms. Lashawn Henry, Chair of the NYC Health + Hospitals/Carter CAB, presented the report to the CRC. Ms. Henry stated that the nursing facility is fully licensed by the New York State Department of Health. The blood transfusion program is expected to increase services to prevent lost billable days resulting from unplanned acute care hospitalizations. Patient safety and satisfaction is a continued priority and Carter's overall rating remains high among post-acute peers. Carter earned a CMS 5-star rating, was named to Newsweek Magazine Best Nursing Homes list and was acknowledged as a "High Performing" facility for short-term rehab by U.S. News & Work report. Patient complaints remain low and is identified in the area of delay of care and communication.

Ms. Rowe Adams asked how the family is involved, and the process that is followed when there is no family involvement. Mr. Floyd Long, CEO of NYC Health + Hospitals/Carter, shared that there is family involvement and there are resident services and other committees that encourage families to participate. Mr. Long also stated that there is family access to patients' MyChart, which includes them in the medical process.

#### **NYC Health + Hospitals/Kings County**

Ms. Joan Alexander-Bakiriddin vice president of the NYC Health + Hospitals/Kings County CAB presented the report to the CRC. Ms. Alexander-Bakiriddin stated that leadership seeks multiple pathways to guarantee that the medical equipment is up to date and reliable while identifying and updating infrastructure to ensure robust, reliable and consistent support services. NYC Health + Hospitals/ Kings County successfully achieved the Silver- level certification for excellence in person- centered care from Planetree Institute. There were increased scores in responsiveness of hospital staff, staff working together to take care of patients, and inpatient behavioral health overall scores for care providers.

Ms. Alexander-Bakiriddin stated that the patients and staff community outreach efforts have aided in understanding the issues impacting the local community such as socioeconomic concerns, public safety, mental health and equitable access to resources. The facility will leverage the insight shared about these challenges to continually improve their services.

Dr. Pagan asked how the facility helps with the perceptions of safety due to increased crime. Mr. Sheldon McLeod, Chief Executive Officer of NYC Health + Hospitals/Kings County, stated that it is a multipronged approach, working with the precincts to ensure patient safety, and providing devices to staff that can

be activated in case of an emergency and would make a loud noise and draw attention.

Dr. Katz stated that Downstate Medical Center across the street is facing possible closure due to deteriorating facility conditions, and in the case of a closure, NYC Health + Hospitals will work to provide care to patients facing the loss while ensuring the NYC Health + Hospitals/Kings County is not overburdened with patients.

Ms. Rowe-Adams asked what is contributing to the wait-time in the ambulatory care department and what the wait-time looks like.

Mr. McLeod stated that the Kingsbrook Hospital closure is contributing to the wait-times, due to patients choosing to come to Kings County instead of staying within the One Brooklyn Health System. This has caused for the number of patients admitted to increase and a reduction in available beds for admittance. The solutions proposed include working with Central Office to improve facility conditions in the short-term and in the long-term looking at solutions that will consider the possible closure of Downstate Medical Center also.

#### **NYC Health + Hospitals/Queens**

Mrs. Robin Hogans, CAB Chair, NYC Health + Hospitals/Queens, presented the report to the CRC. Over the next 5-10 years the hospital hopes to increase in-patient bed capacity and a parking garage to accommodate staff. The hospital also performed its first minimally invasive robotic surgery with the da Vinci Surgical system.

The hospital achieved an almost flawless Joint Commission review in April 2023 and received a B grade for patient safety. The Hospital also achieved a Silver Designation for Person Centered Care from Planetree International and the ICU received a Gold- Level Beacon Award for Excellence.

Ms. Rowe-Adams commended the facility on the opening of the wellness center for staff, she emphasized that while taking care of patients we also want to take care of ourselves, co-workers and each other.

#### **NYC Health + Hospitals/Gotham Health, East New York**

Ms. Vere Gibbs, Chair of the East New York CAB presented the report to the CRC. The facility underwent a Planetree Certification and received a Bronze level certification in Person Centered Care.

The facility was awarded \$1.6 million in capital funding which will be used to upgrade facilities. The facility will also be rolling out a Hologic 3D mammography unit. Challenges include long wait-times which still persist, and continue to monitor Press Ganey scores and increase response rates by collecting real time feedback from patients.

Ms. Gibbs stated that patients expressed their concerns regarding making an appointment, and that the staff is working closely to identify the best appointments available for urgent matters. The facility is also working to increase the response rates by collecting real-time patient feedback before patients are checked out.

#### **NYC Health + Hospitals/Woodhull**

Ms. Barbara Williams, CAB Chair, NYC Health + Hospitals/Woodhull, presented the report to the CRC. The facility has seen improvement in shorter hospital stays, fewer complications, less pain, and less blood loss.

The facility is seeking FEMA funding for the facility to improve preparedness. The facility has received certification for excellence in Person Centered Care by Planetree International. The facility has also reinstated the Patient and Family Advisory Council. There has also been a workforce wellness program to provide emotional support and promote overall staff wellness. The lifestyle and medicine program continue to be built out, vacancies continue to be backfilled to provide further care to the patients.

**ADJOURNMENT:**

Meeting adjourned at 6:16 P.M

# Bellevue



**Community Advisory Board**  
**NYC Health + Hospitals Community Relations Report**  
March 5, 2024





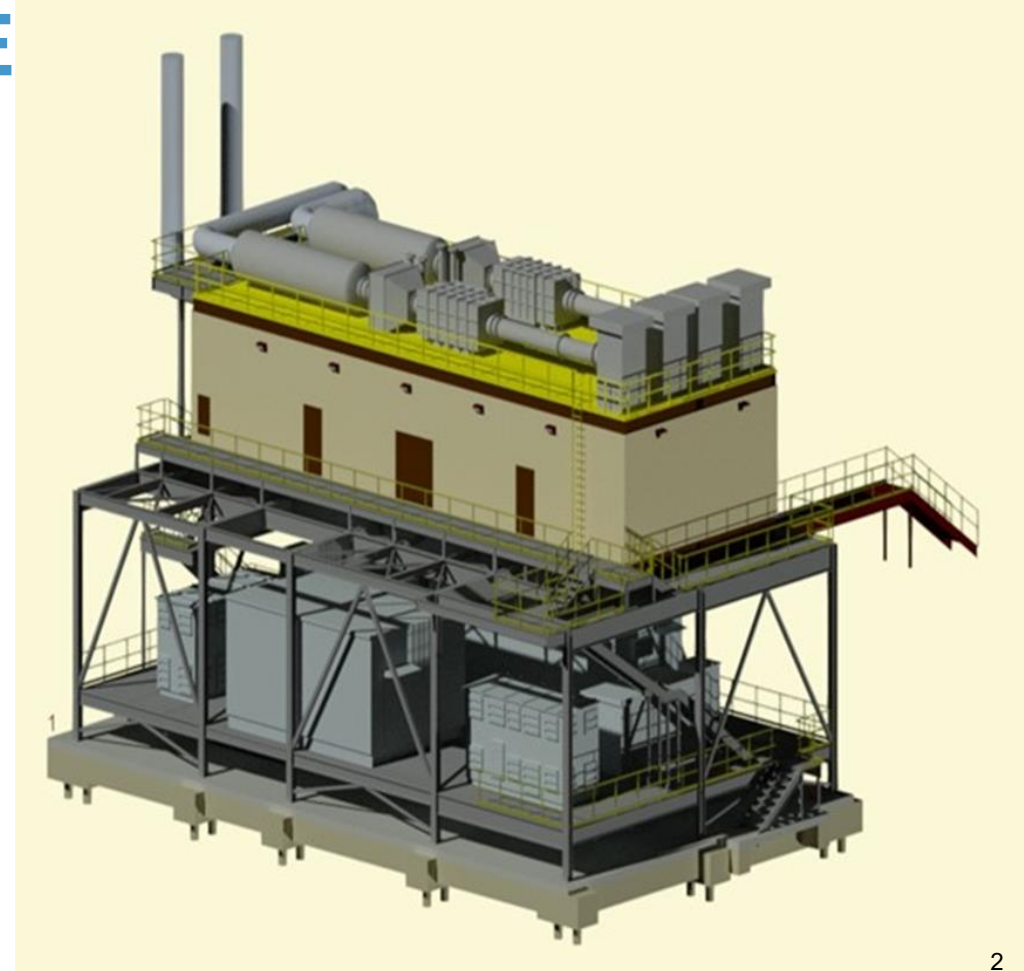
## EQUIPMENT & INFRASTRUCTURE

- FY24 capital awards include upgrade to 3D breast tomosynthesis unit, an advanced form of mammography, courtesy of Borough President Mark Levine and Council Members Powers and Rivera;
- New Crosslinking Machine for the Ophthalmology Department secured with \$50,000 from Council Member Justin Brannan;
- Opening of the Serenity Unit in our Palliative Care Unit to offer supportive care to end-of-life patients or those needing expert pain management.



## EQUIPMENT & INFRASTRUCTURE

- Cogeneration system will help achieve greater campus resiliency and create a path towards energy efficiency and environmental sustainability by enabling the hospital to maintain its mission-critical functions even when the electric grid is not available and emergency generators fail.
- A FEMA-funded flood wall, part of the east side coastal resiliency project, will provide 500-year flood protection around Bellevue's perimeter.





## PATIENT SAFETY & SATISFACTION

We celebrated the conclusion of our triannual, week-long survey from The Joint Commission, our first since the COVID-19 pandemic began.

Throughout the week, TJC surveyors commented on the great work they saw at Bellevue.

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



## ACCOMPLISHMENTS

In 2023, Bellevue earned a Silver certification in patient-centered care by Planetree International. Certification was awarded following a rigorous application process, and a site visit by representatives from Planetree International; focus groups with patients, families and staff; and a review of quality of care measures and patient outcomes.

## FREQUENT COMPLAINTS BY PATIENTS

We made data-driven improvements in a variety of areas, including clinical quality and patient experience. Poor communication, lost property and long wait times at our Pharmacy are the most frequent complaints. We are working with Press Ganey to improve response time to both negative and positive patient reviews.





## ISSUES IMPACTING THE COMMUNITY

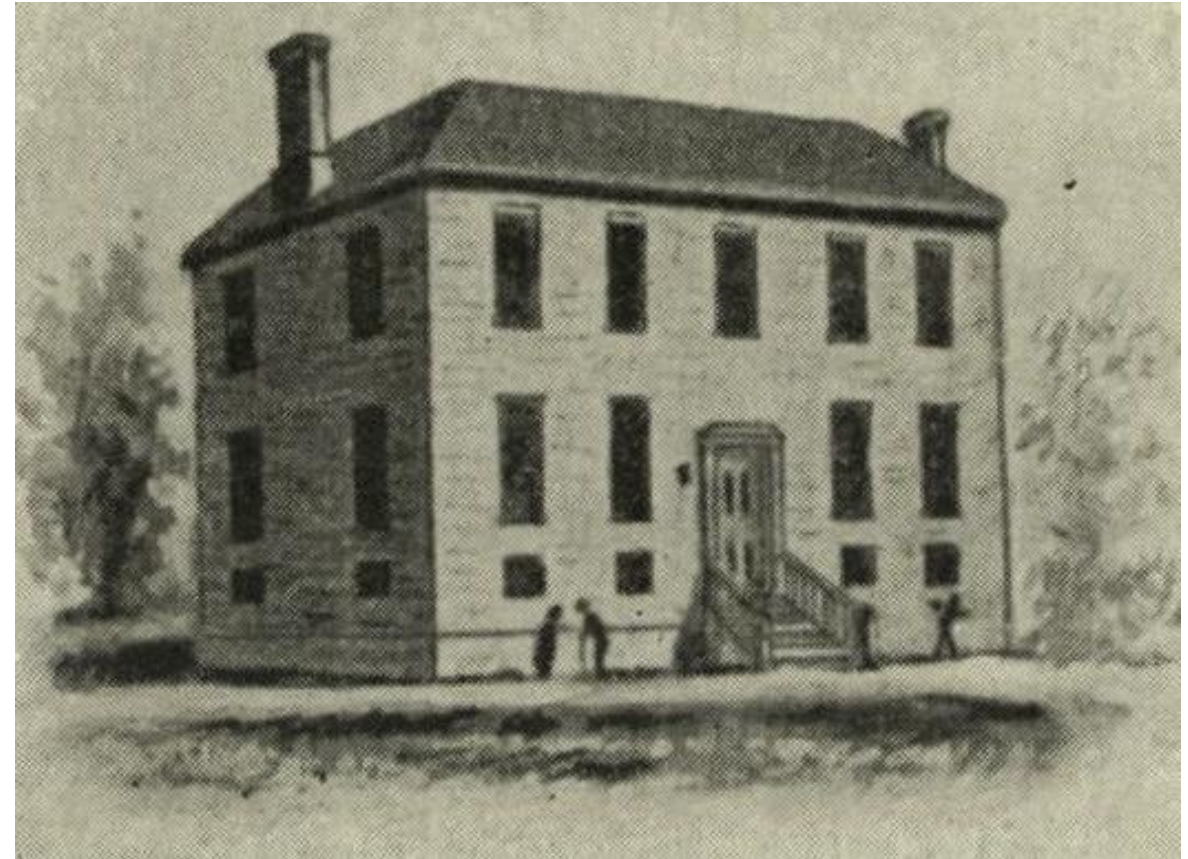
The primary health concerns of the communities we serve include:

- obesity, diabetes, and hypertension.

Access to care concerns include:

- the impending closure of the Mount Sinai Beth Israel campus.

Bellevue is the oldest public hospital in the nation. Despite being challenged by space and an aging infrastructure, we hold true to our mission and values by providing excellence in health care to all New Yorkers, regardless of their ability to pay, and continuing to address health care inequalities and inequities.

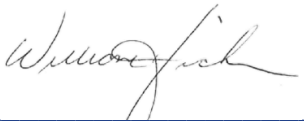


# ACKNOWLEDGEMENTS

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

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

**Signatures:**



CEO : William Hicks

*Michael Smook*

CAB Chairperson: Michael Smook

Date:

Date:







## COMMUNITY RELATIONS COMMITTEE REPORT

**MARCH 5, 2024**

*PRESENTED BY:*

**GOTHAM HEALTH / BELVIS - COMMUNITY ADVISORY BOARD**





## 2023 Accomplishments

- Department of Health and Mental Hygiene NYC Teen connection Lasting Partnership & Longevity Award
- 2023 Patient-Centered Medical Home NCQA Accredited
- 2023 American Heart Association & American Medical Association Gold Recognition for Diabetes Care
- 2023 American Heart Association & American Medical Association Gold Plus Recognition for Hypertension Control
- #1 in Diabetes Control A1C<8, 74%
- #1 in Colorectal Cancer Screening Rate, 80.1%
- #2 in Adult Depression Screening, 97.5%
- #2 in Tobacco Screening Rate, 90.3%
- #2 in Pediatric Immunization, 94.4 %
- #3 in Annual BMI Screening, 97.5%
- #4 in HTN Control 81.1%
- Gotham's First Place Best Operational Performance
- Gotham's First Place Best Overall Improvement
- Gotham's Runner Up Best Clinical Improvement
- Gotham's Runner Up Best Finance Improvement





## FY 24 Capital Awards

- \$1.5 million for Dental Suite upgrade from Speaker Diana Ayala
- \$1.4 million for Eye and Vision Expansion from Speaker Diana Ayala
- \$400,000 for New Imaging Equipment from Speaker Diana Ayala
- \$400,000 Women's Health Imaging Equipment from Bronx BP Vanessa L. Gibson

## EQUIPMENT & INFRASTRUCTURE UPDATE

- + New Dual-energy X-ray Absorptiometry (DEXA) Machine
- + Two new elevators installed
- + Meeting Areas & Conference Rooms Audio Visual Upgrade
- + Implementing a Wellness Room (*in progress*)

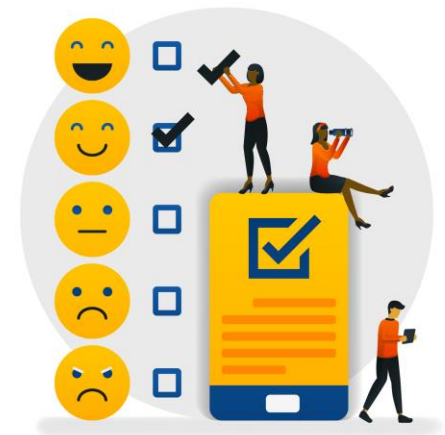
## EQUIPMENT & INFRASTRUCTURE REQUEST

For FY25 consideration, the following capital funding priorities were submitted in January 2024 to the Bronx Borough President and NYC Council:

- ❑ Eye Care Expansions
- ❑ ADA Compliant Bathroom
- ❑ Lobby Renovations

## PATIENT ENGAGEMENT & SATISFACTION

- + Host Community Bi-Monthly Diabetes & Hypertension Education Fairs
- + Hosted Annual Community Resources Fair
- + Promoted Screening, Awareness, & Education Events throughout the calendar year (HIV, Cancer)
- + Launched on-site Smoking Cessation Services
- + Provide Teen Clinic Tours & Education Partnering with Neighboring schools.



## Issues impacting the communities we serve

### + Access to Addressing Community Mental Health:

- + All patients are screened for Depression at each visit using Epic screening tools
  - + Our healthcare center has introduced a comprehensive Collaborative Care Program specifically designed to assist eligible patients in accessing social work and other relevant interventions based on their unique requirements. This program will ensure that our patients receive the highest quality of care and support.

### + Access to Healthier food options:

- + We have created community partnerships to promote nutrition and healthier lifestyles for our patients
  - + We collaborate with newly opened supermarkets and area Farmer markets to encourage healthy choices at events and provide information about New York Common Pantry to patients.

### + Access to other social services:

- + We are collaborating with Bronx non-profit organizations and city agencies to improve access to housing and other social services. Some community organizations we work with include BronxWorks, the Department of Health and Mental Hygiene, and other Bronx-based counseling support services offering substance abuse counseling.

### + Need Frequent NYPD Patrol:

- + We continue to partner with the 42<sup>nd</sup> Police Precinct to conduct patrols in and around our neighborhood.

## ACKNOWLEDGEMENTS

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

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

### Signatures:

*Iliana Almanzar*

CAB Chairperson, Iliana Almanzar:

Date:

*Aukia Fowlin-Alenkhe*

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

Date: 02/16/2024





## COMMUNITY RELATIONS COMMITTEE REPORT

**MARCH 5, 2024**

**PRESENTED BY:**

**GOTHAM HEALTH / MORRISANIA - COMMUNITY ADVISORY BOARD**



## 2023 Accomplishments

- + Achieved a FY2023 budget surplus of \$20.5 Million
- + Certification for Excellence in Person-Centered Care, Bronze Level
- + 2023 Center for Disease Control and Prevention (CDC) Million Hearts Hypertension Champion
- + 2023 Patient-Centered Medical Home Accredited
- + 2023 American Heart Association Gold Recognition for Diabetes Care
- + 2023 American Heart Association Gold Plus Recognition for Hypertension Control
- + #1 in the System for chronic disease outcomes
- + Celebrated Morrisania's 50th Year Anniversary with a block party, guest speakers included Dr. Katz and Dr. Long, 50+ vendors and CBOs

## 2023 Awards

- \$30,000 from Gotham Health for having the Best Clinical Performance
- \$30,000 from Gotham Health for having the Best Financial Performance
- \$225,000 for Asthma Pediatric Suite from Bronx BP Vanessa L. Gibson
- \$100,000 for New Imaging Equipment from Bronx BP Vanessa L. Gibson
- \$500,000 for Eye and Vision Expansion from Bronx BP Vanessa L. Gibson
- \$1,250,000 for Community Resource Center from City Council Member Althea Stevens

## EQUIPMENT & INFRASTRUCTURE UPDATE

- + New 3D Mammography System
- + New Dual-energy X-ray Absorptiometry (DEXA) Machine
- + Two new elevators installed
- + Community mural painted and installed in main entrance
- + Morrisania lobby was repainted and rejuvenated
- + Updating the women's and men's locker rooms (*in progress*)
- + Implementing a wellness room in the first floor (*in progress*)

## EQUIPMENT & INFRASTRUCTURE REQUESTS

For FY25 consideration, the following capital funding priorities were submitted in January 2024 to the Bronx Borough President and NYC Council:

- + Fixing Chronic Roof Leaks
- + Updating Blood Pressure and Vital Sign Machines

## PATIENT ENGAGEMENT & SATISFACTION

- + Hosted Santa Day on 12/15/23
- + Hosted two “Music for the Soul” Events at Morrisania
- + Launched Salud Mia fitness activities sessions
- + Creation of the Community Resource Center
- + Facility-wide renovation completed at Gunhill
- + Created and implemented the Infection Control Rounding Tool
- + Launched a Health Literacy Assessment tool in Medicine
- + Launched the Care Partner Program in Medicine





## Issues impacting the communities we serve

### + Access to Healthier food options:

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

### + Access to immigration support and legal services:

- + NYLAG (New York Legal Assistance Group) Service Appointments
- + Bronx Defenders

### + Access to other social services:

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

## ACKNOWLEDGEMENTS

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

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

### Signatures:

*Mariano Laboy*

CAB Chairperson, Mariano Laboy

Date: 03/01/2024

*Claudia A. Williams, MPA*

Regional Director of Ambulatory Care, Claudia Williams, MPA

Date: 03/01/2024



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

**March 5, 2024**



## EQUIPMENT & INFRASTRUCTURE

- Sea View will be purchasing new equipment for nursing units. This will include patient lifts and shower equipment.
- Sea View will also be looking to purchase a new dish washing machine for our kitchen.



## ENHANCED WOUND CARE PROGRAM

- Sea View has hired a full-time certified wound care provider. This practitioner works closely with nursing and medicine to help further develop our wound care capabilities which will better serve our patients and community as a whole.



## PATIENT/STAFF SAFETY & SATISFACTION

- Sea View continues to implement its strategy to improve the patient/resident experience. Despite COVID-19, our efforts resulted in Sea View patient/resident population remained satisfied with their experience at Sea View evidenced by strong satisfaction scores. The Likelihood to Recommend, Overall Satisfaction and Final Rating scores ranked at or above the 95 percentile rank when compared to other facilities in the Nation.
- Wellness Room – Sea View completed our wellness room. This private retreat was designed to provide our dedicated staff with a private area where they can decompress, unwind and reflect.





## FREQUENT COMPLAINTS BY PATIENTS & RESIDENTS

- Complaints are managed by our grievance/Social Work departments. Sea View remains actively engaged with our residents, patients, families and designated representatives to resolve the total number of complaints and to assist to help ensure timely resolution.



## ISSUES IMPACTING THE COMMUNITIES SERVED BY THE FACILITY

- We are expanding our Traumatic Brain Injury program at Sea View to better serve the local community and the greater New York area.



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



George Marino  
CAB Chairperson



Matthew D. Levy, MHA, LNHA  
Chief Executive Officer



## COMMUNITY ADVISORY BOARD

Community Relations Report

**March 5, 2024**



## INFRASTRUCTURE & EQUIPMENT

- Construction of the new RBG building was completed and opened in May. Access to the new front entrance and completion of the flood wall on Ocean Parkway will be completed in the fall of 2024.
- Design of the new 1<sup>st</sup> floor Ambulatory Care space has been completed and construction will begin in summer 2024.
- Women's Health Initiative Project - consolidating the services on one (1) floor. Construction will begin summer 2024.
- A new CT for Outpatient Radiology.



## PATIENT SAFETY & SATISFACTION

- Executive Leadership is committed to improving the culture of safety among staff. Patient Safety in collaboration with Wellness, HR, Patient Experience will work with the lowest performing units in leadership, teamwork, culture of safety and develop an improvement plan for each department.
- In 2023 the Patient Safety department successfully implemented the Biovigil Hand Hygiene program—an electronic hand hygiene adherence monitoring system, which will ensure hand hygiene compliance in every patient encounter. In 2024, we intend to improve compliance with this system and monitor the direct impact of the system on HAIs.
- A pilot project began in 2023 to identify and address the Patient Safety Indicators (PSIs), which impacts patient care, and Leapfrog Scores. We are expanding this project in 2024 to involve other disciplines. This multidisciplinary approach we anticipate will help improve our Leapfrog Safety Grade in 2025.

## FREQUENT COMPLAINTS

- Communication, attitude-behavior, coordination of care, and waiting time remain as our patients' most frequent complaints.
- For example:
  - Lack of communication regarding plan of care with patients/caregivers, poor communication among the treating teams, lack of empathy/compassion/respect.
  - Prolonged waiting time period for diagnostic tests, scheduling follow up appointments or patients to be seen by a provider in the ED/Ambulatory Clinics, etc.
- Also, property is not booked or is not placed in the patients' stretcher upon transfer from the ED to the unit.

## INITIATIVES TO ADDRESS FREQUENT COMPLAINTS

Several initiatives have been implemented by Internal Medicine, ED, Patient Relations and Patient Experience:

- Utilization of Epic Secure chat messenger to communicate with the treatment team.
- Frequent rounding by Patient Representatives on the units/ED, to proactively identify and resolve any issues prior to the escalation to a grievance and asking patients if they have any property to book at the admission and while on the units.
- ED revised property booking process, established designated property storage room in ED for patients' belongings and a program for Radiology ED safety box for valuables of patients during imaging exams.

## INITIATIVES TO ADDRESS FREQUENT COMPLAINTS

- Wellness Programs for the staff.
- Facility-wide strategic plan by Care Experience Executive Steering Committee that requires every department to have an active care experience initiative for which they are accountable including specific goals for questions on the survey.
- I-Pass and TAG (Therapeutic Accountable Greeting) systems in the Emergency Department.
- Establishment of a complaint and grievances subcommittee that meets weekly to take a deep dive into grievance responses and identify trends to be addressed by the Complaints and Grievance Executive Committee.
- Escalation process by Ambulatory Leadership.

## ISSUES IMPACTING THE COMMUNITY

- The continuing crime. Not only on the streets but in the subways.
- The need for South Brooklyn Health to become a Level 1 Trauma Center.
- A Pediatric clinic at the new location Ida G. Israel clinic

## ACKNOWLEDGEMENTS:

A Heartfelt thank you to:

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

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

## SIGNATURES:



Rosanne DeGennaro  
CAB Chairperson



Svetlana Lipyanskaya  
Chief Executive Officer