



COMMUNITY RELATIONS COMMITTEE  
OF THE BOARD OF DIRECTORS

May 7, 2024  
5:00 P.M.  
50 Water Street

AGENDA

- |   |                       |
|---|-----------------------|
| I. Call to Order  | Jackie Rowe-Adams     |
| II. Adoption of Mach 5, 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/Cumberland  | Mr. Corey Evans       |
| b. NYC Health + Hospitals/Elmhurst  | Mr. Luisang Tamang    |
| c. NYC Health + Hospitals/Gouverneur  | Ms. Laryssa Shainberg |
| d. NYC Health + Hospitals/Lincoln   | Mr. Richard Izquierdo |
| VI. Old Business  |                       |
| VII. New Business   |                       |
| VIII. Adjournment   |                       |

**Community Relations Committee IN-PERSON MEETING - March 5 2024**

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

**Committee Members Present: Dr. Mitchell Katz, Jackie Rowe-Adams, Dr. Jose Pagan, Dr. Patricia Marthone**

**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 5:12 p.m.

Quorum was established - the minutes of the Community Relations Committee meeting held on February 6 2024 was reviewed and upon motion made, and duly seconded the minutes was unanimously approved.

Ms. Rowe-Adams informed the Committee that the Board of Director's Annual Public Meetings for Fiscal Year 2024 has been scheduled as follows:

- For Queens: Tuesday, April 2, 2024 at Queens Hospital
- For Manhattan: Tuesday, April 16, 2024 at Bellevue Hospital
- For Brooklyn: Tuesday, May 14, 2024 at Kings County Hospital
- For the Bronx: Tuesday, June 4, 2024 at Lincoln Hospital
- For Staten Island: Tuesday, June 18, 2024 at Sea View Hospital

Speakers are asked to register in advance by calling:

**Ms. Colicia Hercules Secretary to the Corporation at 212-788-3359**

Scheduled to present annual verbal reports this evening are the following Community Advisory Boards (CABs).

1. NYC Health + Hospitals/Bellevue
2. NYC Health + Hospital/Gotham Health, Belvis
3. NYC Health + Hospitals/Gotham Health, Morrisania
5. 4. NYC Health + Hospitals/South Brooklyn Health NYC Health + Hospitals/Seaview  
written submission into the record.

Ms. Rowe-Adams commended Dr. Katz and his clear vision for H+H during his City Council Budget hearing earlier in the day.

**Dr. Katz shared the President's report:**

- NYC Health + Hospitals/Cumberland has a new state of the art mammogram machine which makes it less uncomfortable for patients.
- NYC Health + Hospitals/Vanderbilt has opened up a new lifestyle medicine program
- Mayor Adams and Health + Hospitals today announced free, in-person and virtual tax preparation services for New Yorkers as part of the New York City Department of Consumer and Worker Protection's (DCWP) NYC Free Tax Prep initiative.

- NYC Health + Hospitals' NYC Care program announced that outreach flyers are now available in 50 languages, a marked increase from the 10 City-designated languages they are currently available in.
- 1100 people have been served by the medical respite program.
- NYC Health + Hospitals has a new episode of The Remedy podcast.
- NYC Health + Hospitals has received nine awards for the palliative care.
- The Chief Women's health service officer of NYC Health + Hospitals/Harlem and NYC Health + Hospitals/ Lincoln have been recognized as top black doctors.
- Andy Cohen, general counsel was recognized among the 2024 notable general counsel.
- NYC Health + Hospitals/Morrisania was recognized with the prestigious USDA gold breastfeeding award.
- NYC Health + Hospitals announced launching the Artists in Residency program.

**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/Bellevue**

Mr. Michael Smook, Chair of the NYC Health + Hospitals/Bellevue CAB, presented the report to the CRC. Mr. Smook stated that Fiscal year capital awards included upgrade to 3D breast tomosynthesis unit, new crosslinking machine for the ophthalmology department and the opening of the serenity unit in the palliative care unit, to offer supportive care to end of life patients or those needing expert pain management. A cogeneration system will help achieve greater campus resilience and create a path towards energy efficiency and environmental sustainability. A FEMA funded flood wall will provide 500-year flood protection around Bellevue's perimeter. The hospital celebrated the conclusion of the triennial weeklong survey from the Joint Commission and in 2023 earned a silver certification in patient centered care by Planetree International.

Frequent complaint by patients and issues impacting the community was discussed with mitigation efforts.

Ms. Rowe-Adams poll Committee members for their comments or questions.

Dr. Katz commended the facility on maintaining quality care even while increasing in-patients served daily, with a current census of 200 more in-patients than before COVID.

Ms. Rowe-Adams asked is there is additional information to share on the impact of Mt. Sinai closure if having on Bellevue. Mr. Smook indicated that it is a motivation for him to see Bellevue providing the level of care to the community that is needs. Dr. Katz clarified that the increase census at Bellevue can be attributed to the closure.

### **NYC Health + Hospitals/Gotham Health, Belvis**

Ms. Claudia Williams, Gotham regional director of the Bronx presented the report to the CRC. Ms. Williams stated some of the accomplishments by the facility including 2023 patient-centered medical home NCQA accreditation, and 2023 American Heart association & American Medical Association Gold Recognition for Diabetes Care. The equipment upgrades due to capital awards has already been purchased or is already being utilized thanks to funding allocated by City Council member Diana Ayala and Bronx Borough President Vanessa Gibson. New equipment requests include eye care expansions, ADA compliant bathrooms, and lobby renovations. Ms. Williams also discussed issues impacting the community and how Belvis is collaborating to address these issues.

The FY-25 equipment and infrastructure request were discussed, along with patient engagement and satisfaction, issues impacting the community and mitigation efforts were presented.

Ms. Rowe-Adams poll Committee members for their comments or questions.

### **NYC Health + Hospitals/Gotham Health, Morrisania**

Ms. Lesley Harrison, Vice CAB Chair, NYC Health + Hospitals/Morrisania presented the report to the CRC. Some accomplishments include achieving a FY 2023 surplus of 20.5 million, a certification for excellence in person centered care, Bronze level, and 2023 Center for Disease Control and Prevention (CDC) Million Hearts Hypertension Champion. The facility also celebrated their 50<sup>th</sup> year anniversary with a block party, guest speakers included Dr. Katz and Dr. Long, with 50+ vendors and CBOs.

Equipment and Infrastructure updates includes a new 3D mammography system, new dual energy x ray absorptiometry (DEXA) machine, and two new elevators installed. She also noted the funding allocations by Bronx Borough President Vanessa Gibson and City Council member Althea Stevens

The FY-25 equipment and infrastructure request were discussed, along with patient engagement and satisfaction, issues impacting the community and mitigation efforts were presented.

Patient engagement includes the launch of Salud Mia fitness activities session and the care partner program in Medicine. Issues impacting the community and Morrisania collaboration to address those issues were also presented.

Ms. Rowe-Adams poll Committee members for their comments or questions.

### **NYC Health + Hospitals/South Brooklyn Health**

Ms. Rosanne De Janeiro, Chair of the South Brooklyn Health CAB presented the report to the CRC. The facility completed the construction of the new RBG building and it was 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. The facility received the Gold+ award from the American Heart Association for stroke and the emergency department nurses received the lantern award from the Emergency Nurse's association.

In August of 2022 the facility received a da Vinci Robot and has completed 875 robotic surgeries and because of that has received a second robot. A new CT for

outpatient radiology has also been received. Remodeling of the hematology and oncology infusion center is also set to start soon.

Ms. De Janeiro presented the issues impacting the community: the continuing crime on the streets and subways and she also requested that community request to make South Brooklyn Health a Level 1 Trauma center be revisited, she emphasized the need for the growing community and the distance and Belt Parkway traffic as the rationale for the designation. The pediatric clinic at the new location of the Ida G. Israel clinic has been eliminated and should be revisited.

Ms. Rowe-Adams poll Committee members for their comments or questions.

Dr. Katz agreed that the community is growing and the dynamics of the Belt Parkway and Ocean Parkway. Part of the issue is the requirements for the accreditation for the number of cases.

Hearing no old or new business to come before the Committee.

**ADJOURNMENT:**

Meeting adjourned at 5:54 P.M



*MAY 7, 2024*

*PRESENTED BY:*

*GOTHAM HEALTH/CUMBERLAND ADVISORY BOARD*



OASAS (SUD Program) 2 YR Recertification

## Accomplishments & Recognitions



AHA and AMA Gold + Award For BP Control Sept. 2023

Healthfirst Top Performer for Medicare Overall Quality Rating (OQR).  
Healthfirst quality incentive Program achieved an overall rating of 3.54 (YTD 2023) with over \$182,773 in incentive earnings (Medicare).

2023 Patient Centered Medical Home Re-Accreditation

Healthcare Equality Index (Promoting LGBTQ+ Patient Centered Care) FY24

VFC Audit 100%

Standardized vendor/ supply management which resulted into ZERO losses.

Over 13 successful employees engagement events. C.E.R.C

Prescription fills for insured patients. Visit volume ↑

New York State Plan Amendment (SPA) 23-0039- Awarded Cumberland Approximately \$2,25,000

100% VFC Audit

Champions of Change

## **COMPLETED EQUIPMENT & INFRASTRUCTURE**

### **Projects:**

#### **+ Replacement of Cooling Towers**

#### **+ Parking Lot LED lighting**

- + Upgrades to improve the lighting for patient safety during evening hour visits.

#### **+ Wellness Center Project**

- + The project supports the development of psychologically safe and wellness-centric spaces for all NYC Health + Hospitals employees.

#### **+ Radiology Department**

- + Replace outdated imaging equipment to improve health screenings, care delivery, and optimize patient outcomes.
- + Updated equipment received: Ultrasound, mammography machine.





## FREQUENT COMPLAINTS BY PATIENTS & RESIDENTS

+ *Communication/updates on wait time.*

***Response: ADIET Training provided to all staff members and clinicians***

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

+ *Access Improvement*

***Response: Overbooking strategy (Primary Care Departments)***

- ❖ *Standardized templates to ensure clinical teams have the availability to overbook same day and urgent visits.*

***Response: Recruitment Improvements (Women's Health)***

- ❖ Increase our availability through hiring an additional clinician to support the needs of the clinic. This has resulted into improvements with workqueue and waitlist management.

## Issues Impacting The Communities Served By the Facility

- + Challenges in Mental Health Services.
  - + Due to a shortage of providers.
- + Unaffordable housing market/ distribution of low income lotteries apartments.
- + Access to Healthier food options

## SAFETY & SATISFACTION

- + Updated way finding and directories throughout Cumberland.
- + Updated radiology equipment for Ultrasound, mammography machine.
- + AIDET training for all employees to ensure patient satisfaction.
- + Quarterly reeducation for all nursing in Phlebotomy, Chronic Disease Management and Preparation for Testing.



## **ACKNOWLEDGEMENTS**

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

*Corey Evans*

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CAB Chairperson, Corey Evans:

Date: 04/11/2024

*W. Syreeta Dipeolu*

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

Date: 04/11/2024

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

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





## About Our Hospital

- **NYC Health + Hospitals/Elmhurst** is a 545-bed community hospital and Level 1 Trauma Center.
- We had a very busy 2023! Last year, we had close to 700,00 ambulatory care visits and over 130,000 emergency room visits.
- We are a major economic engine in our community. According to HANYS, Elmhurst Hospital currently generates 6,000 jobs, \$210 Million in tax dollars, and an overall economic impact of over 1.5 Billion dollars.



## Serving a Culturally Diverse Community

- Translation services are provided in over **125 languages**.
- During the current fiscal year we have used a total of 4,600,944 minutes of translation services. That equates to an average of **511,216 minutes per month** and puts on pace for a total of **6,134,592 minutes** for FY 24. This is one of highest levels of translation services in H+H.





## Committed to Excellence

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



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



## Committed to Excellence

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



## Committed to Excellence

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



## Patient Safety & Satisfaction

- The hospital continues to deploy its Care Experience Ambassador program in the Emergency Department and in the Med-Surg units. **Our Care Experience Ambassador Phil Jackson** has been recognized as 2023 Amazing Employee of the Year for the entire NYC Health + Hospitals health system!
- Elmhurst Hospital also recently announced a partnership with EHL Hospitality Business School. Elmhurst is the first American hospital to join the EHL Alliance. This collaboration represents a significant milestone in the intersection of hospitality and healthcare.





## Patient Safety & Satisfaction

- NYC Health + Hospitals/Elmhurst is now Silver Certified in Excellence in Person-Centered Care.
- Elmhurst's Patient & Guest Services team opened the Guest Services Center. Located in the hospital's main lobby, it offers a fully renovated, calming and private environment where patients can get assistance.



## Building for the Future—Recently Completed

- 3D Mammo
- Nuclear Medicine Camera - City General Obligation Bonds (Regular Capital Process)
- CT Simulator (Rad Onc) - City Council
- Linear Accelerator (LINAC) - QBP
- Rad Onc Suite Renov - City Council
- OR's 11 & 12 - QBP
- BH Bed Re-openings (A5, D9 & D11) - 42 Beds in Total - H+H Bonds (D11), A5 & D9 Expense Funds
- TMS Suite - HRSA Funds - Congress Member Grace Meng
- Wellness Room - Expense Funds
- Solar Panels - DEC & Expense Funding
- ED Blood Fridge - Expense
- Pediatric Scales - NYS SAM Funds - State Senator Jessica Ramos
- OB/GYN Ultrasounds - NYS SAM Funds - State Senator Jessica Ramos
- Pediatric ED Windows - Expense Funds
- CT Apex - Imaging Funds
- Medicine Team Rooms - Expense Funds
- Mobile X-Ray - Council Member Shekar Krishnan
- C-Arm & Breast Biopsy System - NYS SAM Funds - Assembly Member Jef Aubry
- Roof Replacement (2nd + 12th Floors) - H+H Bonds
- Underground Fuel Storage Tank Replacement - H+H Bonds

## Building for the Future—Soon to start construction!



- A new Labor and Delivery wing
- A new Endoscopy suite
- The relocation and renovation of our Neonatal Intensive Care Unit
- A major renovation of our front entrances and lobbies
- Creating much-needed clinical space by moving non-clinical staff to satellite offices



## Community Outreach

- Elmhurst Community Outreach team works to promote wellness and health equity.
- In the past year, we have reached over **30,000** people through hundreds of community health events in Central and Western Queens (over 9 zip codes).



## Issues Impacting Our Community

- Community members are concerned that the rising cost of housing and food is affecting residents and is contributing to increased poverty in the community. Even with the assistance of food pantries (Elmhurst Hospital hosts a community food pantry every Thursday) the need is very high.
- Elmhurst Hospital is in an underserved community. Expanded access to resources such as youth centers and services for seniors are needed.
- Because of many stress factors, adults, children and young adults in the community suffer from anxiety. Many need expanded access to mental health care/resources



## Frequent Complaints

- Adequacy of care due to lack of communication between healthcare teams/staff attitude/behavior. The hospital has instituted “Ambassador Teams” and other patient care initiatives to improve communication amongst staff with the goal of reducing these types of complaints and grievances.
- Clinic wait times are generally long due to lack of space. We are unable to give providers more than one exam room per session and some providers MUST have televisit sessions because we don’t have exam rooms for primary care. The “gold standard” is to have 2 rooms/provider minimum so that there would be “swing” space. We’re working with the COO to expand primary care and specialty clinics to have more exam room space on H1 and H2. Our goal from is to be at or below 60 minutes and we’re generally at 80-90 minutes depending on the service area.
- Wait times in the Emergency Department are also a source of complaint. We are actively working to reduce these wait times through workflow improvements.

**CRC Report Signed By:**

**Helen Arteaga-Landaverde, Ph.D., CEO**

A handwritten signature in black ink, appearing to read 'Helen Arteaga-Landaverde', with a long horizontal stroke extending to the right.

**Luisang Tamang, CAB Chairperson**

A handwritten signature in black ink, appearing to read 'Luisang Tamang', with a long horizontal stroke extending to the right.



## 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
- Gouverneur needs a new CT scan

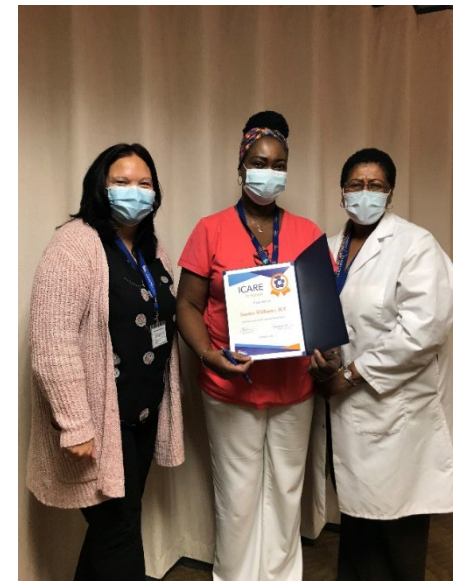
### Skilled Nursing Facility

- Upgrade of Outdoor Community Garden (Funded By H+H Capital Budget), Completed
- NYC Council Funding \$100K awarded to upgrade our State-of-the-Art Gym Equipment, Equipment Pending
- 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. In February 2024 (latest available), the top box score was 92.33%, at the 99<sup>th</sup> percentile for H+H.
  - 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 81% satisfaction rating. The latest survey results showed the overall satisfaction rate as 76%. Our residents are quite pleased with the rehabilitation services.





## FREQUENT COMPLAINTS

The **Ambulatory Care** site averages ~10 patient complaints/ quarter, for a rate of less than 0.3 per 1,000 visits, and are largely are about communication and access. Patients also sometimes report struggles with accessing their personal providers for follow up. We have a structured process in our patient relations department to address complaints. We strive to improve wherever possible, and ensure transparency and communication with our patients. Every complaint is used as an opportunity to examine our processes.

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 and CHALLENGES

- 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.
- Living in high poverty neighborhoods limits healthy options and makes it difficult to access healthcare and resources that promote health. In the Lower East Side, 22% of residents live in poverty, compared with 18% in NYC. The area also has higher unemployment, 6% vs. 5% in NYC overall for people ages 16 and older.
- A large number of our patients have significant social needs that impact their health.
- Despite these challenges, the Lower East Side's average life expectancy is 84.1 years, which is higher than NYC overall. The adult obesity rate is 14%, lower than NYC overall and chronic disease health outcomes for diabetes and diabetes are similar to NYC overall. The Lower East Side also has lower than average new diagnoses of HIV and Hepatitis C, per the next slide.

## ISSUES IMPACTING THE COMMUNITY

### HIGHLIGHTS and CHALLENGES: Chronic Disease Outcomes Graphs

**Lower East Side and Chinatown's** adult obesity rate is **14%**, which is **lower than** the rest of NYC.

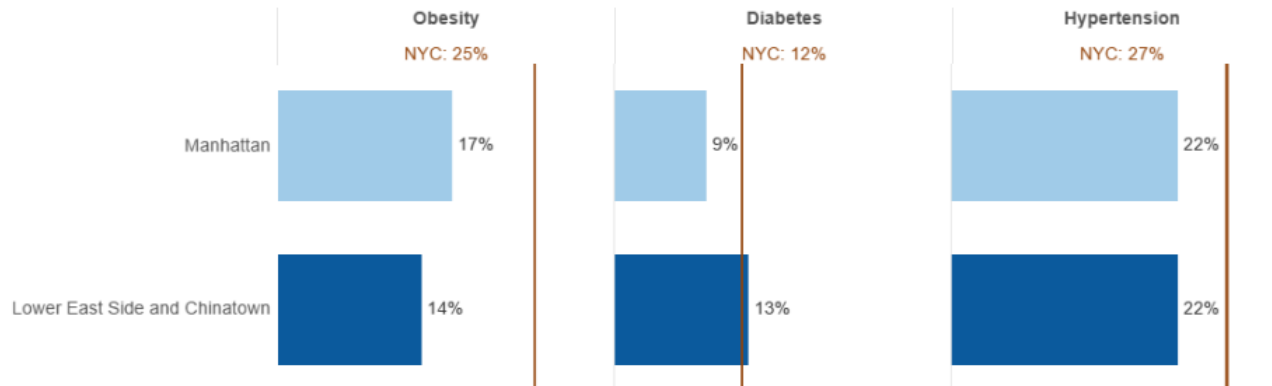
Nearly one million New Yorkers have diabetes. In **Lower East Side and Chinatown**, **13%** of adults have been diagnosed with diabetes, which is **similar to** the rest of NYC.

**22%** of adults in **Lower East Side and Chinatown** have been told they have hypertension, which is **similar to** the rest of NYC.

Obesity can lead to diabetes, high blood pressure and other health conditions.

Hypertension, also known as high blood pressure, is a leading risk factor for heart disease and stroke.

**Obesity, diabetes and hypertension** (percent of adults)



#### NEW HIV DIAGNOSES

Getting an HIV test is the first step to accessing treatment if you are positive or developing an HIV prevention strategy if you are negative.

**New HIV diagnoses** (per 100,000 people)



#### NEW HEPATITIS C REPORTS

Hepatitis C is a virus that damages the liver. New Yorkers born between 1945 and 1965, and people who have ever injected drugs should be tested because hepatitis C can be cured.

**New hepatitis C reports** (per 100,000 people)






## 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




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Laryssa Shainberg  
CAB Chairperson



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



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Morris Gagliardi, MD, MBA  
Medical Director  
Ambulatory Care



# COMMUNITY ADVISORY BOARD

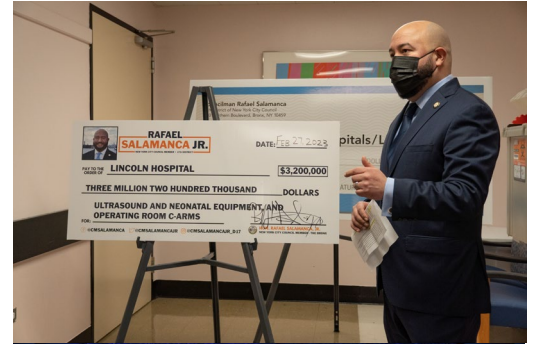
Community Relations Report

May 7, 2024

# INFRASTRUCTURE & EQUIPMENT

## Our Elected Supporters

- Councilmember Rafael Salamanca – \$3,200,000  
 Ultrasound and Neonatal Equipment and Operating Room C-Arms
  
- Bronx Borough President Vanessa Gibson – \$1,000,000  
 Guns Down Life Up Program
  
- US Senator Charles E. Schumer, US Senator Kristen Gillibrand and Congressman Ritchie Torres – \$3,000,000  
 State-of-the-art Hospital beds
  
- DaVinci Robotic System  
 Lincoln's New Assisted-Robotic Surgery Program. The DaVinci robot allows surgeons to perform minimally invasive procedures, through small incisions using robotic technology



# PATIENT SAFETY & SATISFACTION

- Guest Relations Patient Representatives have facilitated improved communication between unit leaders, providers, patients and visitors in support of Person-Centered Care culture.
- Guest Relations have extended their services to 9:00 pm. Between the hours of 5:00 pm to 9:00 pm evening rounds are conducted in the inpatient units to assist staff in addressing patient and visitors inquiries/concerns to improve Care Experience.



## PATIENT SAFETY & SATISFACTION

### PFAC

The Patient & Family Advisory Council Committee is a partnership between Patient's, families and our staff in decision-making from the bedside to the boardroom.

### PCC

The Person-Centered Care Steering Committee is a partnership that reflects the voices of your patients, families, community members and staff, and is a testament person-centered care, defined as a model of care delivery in which health care professionals partner with patients and families to identify and satisfy the full range of patient needs and preferences.

### GOOD CATCH PROGRAM

At Lincoln there were 98 good catches reported for 2023 compared to 68 from 2022. Reporting these good catches is critical to strengthening Lincoln' culture of safety. This enables investigation and follow up so events can be prevented from happening rather than reacting to mistakes that have been made.





# FREQUENT COMPLAINTS

- Communication, attitude-behavior, coordination of care, and waiting time remain as our patients' most frequent complaints.
- 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 ED, Patient Relations and Patient Experience:

- 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.
- 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.



HELPING HEALERS HEAL  
INVITES YOU TO JOIN US  
FOR...

## ZUMBA

Join us in the auditorium for some  
movement, music, and fun.

NYC  
HEALTH+  
HOSPITALS | Lincoln

**EVERY  
TUESDAY**

Auditorium  
6PM  
To Register scan the QR  
Code below of email  
jacksonr28@nychhc.org





# ISSUES IMPACTING THE COMMUNITY

The continuing issues. Not only on the streets but in the subways and school.

## Lincoln's Guns Down Life Up Program

- GDLP completed connections to OSHA Training and Job Placement 200plus trained. They provide services in NYC schools, expanded their community outreach services and have grown their youth employment services to include; Anti-Gun Violence Employment Program, 140 youth enrolled, 130 High-Risk youth enrolled in its After-School Program with 190 youth on waiting list.
- As of 2023 GDLU is known as the first and only hospital-based Crisis Management community program onsite and is a model for expansion of our systemwide efforts in partnership with Department of Youth Community Development for prevention, intervention and community mobilization.



## Mayor Adams Launches a Lifestyle Medicine Program at Lincoln

- The Lifestyle Medicine Program's team supports patients in making evidence-based lifestyle changes, including a healthful plant-based diet, increased physical activity, improved sleep habits, stress reduction, avoidance of substance use, and stronger social connections. Adults living with prediabetes, Type 2 diabetes, high blood pressure, heart disease, or health concerns related to excess weight are eligible to enroll.



# LINCOLN'S CAB ADVOCACY AT WORK



# Announcements

NYC Health + Hospitals| Lincoln intensive Care Unit II recognized with the American Association of critical care nurses Silver-Level Beacon Award for Excellence.

The silver-level Beacon Award for Excellence signifies an effective approach to policies, procedures and processes that includes engagement of staff and key stakeholders.

## CARE EXCELLENCE

Bronze Certification for Excellence in Person Centered Care, Planetree Certification.



## ACKNOWLEDGEMENTS:

A heartfelt thank you to:

- Mayor Eric L. Adams
- Dr. Mitch Katz, H&H President/CEO
- Ms. Karen Dixon, Chair NYC H&H Council of CABs
- Community Advisory Board Members
- All of our dedicated Federal, State and City Elected Officials
- The NYPD

for your continued support & commitment to the health and well being of the South Bronx Communities.

## SIGNATURES:

*Richard Izquierdo*

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Richard Izquierdo  
CAB Chairperson

*Christopher A. Roker, MBA*

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Christopher Roker  
Chief Executive Officer