



COMMUNITY RELATIONS COMMITTEE
OF THE BOARD OF DIRECTORS

September 10, 2024
5:00 P.M.
50 Water Street

AGENDA

- | | |
|--|-----------------------|
| I. Call to Order | Jackie Rowe-Adams |
| II. Adoption of May 7, 2024
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/Coler | Ms. Verna Fitzpatrick |
| b. NYC Health + Hospitals/Jacobi | Ms. Judith Benitez |
| c. NYC Health + Hospitals/NCB | Mr. Joe Ithier |
| d. NYC Health + Hospitals/McKinney | Ms. Debera Tyndall |
| VI. Old Business | |
| VII. New Business | |
| VIII. Adjournment | |

COMMUNITY RELATIONS COMMITTEE
OF THE BOARD OF DIRECTORS

May 7, 2024

5:00 P.M.

NYC Health + Hospitals Board Room

MINUTES

Attendees

Community Relations Committee IN-PERSON MEETING - May 7 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)

NYC HEALTH + HOSPITALS' CENTRAL OFFICE STAFF

Deborah Brown, Senior Vice President, External and Regulatory Affairs
Colicia Hercules, Chief of Staff to and Corporate Secretary, Board Affairs

Janny Jose, Associate Director, Board Affairs

Emaan Moosani, Director, Community Affairs

Manelle Jacques Belizaire, Government & Community Affairs

Emmanuella Chevalier, Assistant Director, Community Affairs

Council of the Community Advisory Boards

NYC Health + Hospitals/Bellevue- Michael Smook

NYC Health + Hospitals/Gotham/Belvis- Iliana Almanzar

NYC Health + Hospitals/Carter- LaShawn Henry

NYC Health + Hospitals/Coler-Verna Fitzpatrick

NYC Health + Hospitals/South Brooklyn Health-Rosanne DeGennaro

NYC Health + Hospitals/Gotham/Cumberland-Corey Evans

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

NYC Health + Hospitals/Elmhurst-Luisang Tamang

NYC Health + Hospitals/Gotham/Gouverneur- Laryssa Shainberg

NYC Health + Hospitals/Harlem-Karen Dixon

NYC Health + Hospitals/Jacobi- Judith Benitez

NYC Health + Hospitals/Kings County-Francisca Leopold

NYC Health + Hospitals/Lincoln- Richard Izquierdo Arroyo

NYC Health + Hospitals/McKinney- Debera Tyndall

NYC Health + Hospitals/Metropolitan-William Smith

NYC Health + Hospitals/Gotham/Morrisania- Mariano Laboy

NYC Health + Hospitals/North Central Bronx - Joe Ithier

NYC Health + Hospitals/Queens- Robin Hogan

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

NYC Health + Hospitals/Sea View—George Marino
NYC Health + Hospitals/Woodhull— Barbara William

Ms. Jackie Rowe-Adams called the meeting of the Community Relations Committee meeting to order at 5:00 p.m.

Quorum was established - the minutes of the Community Relations Committee meeting held on March 5, 2024 were reviewed and upon motion made, and duly seconded the minutes were unanimously approved.

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

- 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

Ms. Rowe-Adams noted the Community Advisory Boards annual verbal reports scheduled to present at this meeting:

1. NYC Health + Hospitals/Cumberland
2. NYC Health + Hospital/Elmhurst
3. NYC Health + Hospitals/Gouverneur
4. NYC Health + Hospitals/Lincoln

Dr. Katz shared the President's report:

- The Bloomberg Connects App has 850 pieces of art that can be viewed by anyone from NYC Health + Hospitals.
- Michelle Lewis was recognized as a power woman of Manhattan for 2024
- Several staff members were honored by the media for healthcare heroes recognition
- 14,000 people have been served through telehealth behavioral health services

- NYC Health + Hospitals/ South Brooklyn Health has had a year without catheter associated urinary tract infections
- NYC Health + Hospitals/ Elmhurst celebrated earth month with a series of green events
- Local author Carmen Noboa Espinal had an event at NYC Health + Hospitals/Queens inspiring children and families
- NYC Health + Hospitals/Gotham Health, East New York has a new mammogram machine which is more effective and comfortable for patients
- Correctional Health Services unveiled a new mural at the Reentry Center at Riker's Island
- NYC Health + Hospitals is opening 16 mental health clinics in public schools
- NYC health + Hospitals/ Bellevue is now able to do a micrographic surgery for the treatment of skin cancer

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/Cumberland

Mr. Corey Evans, Chair of the NYC Health + Hospitals/Cumberland CAB, presented the report to the CRC. Mr. Evans stated the accomplishments and recognitions which includes AHA and AMA Gold + Award for BP Control for September 2023, over 13 successful employees engagement events, and 2023 Patient Centered Medical Home Re-Accreditation. Projects completed include replacement of cooling towers, parking lot LED lighting, wellness center project, and radiology department improvements. Mr. Evans presented on the frequent complaints and responses, which included communication/updates on wait time; response- ADIET training provided to all staff members and clinicians, and access improvement; response- overbooking strategy and recruitment improvements. Issues impacting the community includes challenges in mental health services, unaffordable housing market/distribution of low-income lotteries apartments, and access to healthier food options.

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

NYC Health + Hospitals/Elmhurst

Ms. Luisang Tamang, Chair of the NYC Health + Hospitals/Elmhurst CAB, presented the report to the CRC. Mr. Tamang stated that last year the hospital had close to 700,000 ambulatory care visits and over 130,000 emergency room visits and are an economic engine in the community. The hospital has had one of the highest levels of translation services in the system. Awards received includes recognition from US News and World Report as a "Best Regional Hospital" and recognition from the American Heart Association for several years in a row.

Accomplishments include Phil Jackson, Care Experience Ambassador being recognized as 2023 Amazing Employee of the Year for the entire system, and a partnership with EHL Hospitality Business School. In addition, multiple improvements to the facility have been recently completed, including new operation rooms. Elmhurst Hospital is in an underserved community. Expanded access to resources such as youth centers and services for seniors are needed.

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

NYC Health + Hospitals/Gouverneur

Dr. Morris from NYC Health + Hospitals/Gouverneur presented the report to the CRC. Dr. Morris was accompanied by Ms. Susan Sales, CEO of Gouverneur Skilled Nursing Facility. Dr. Morris stated that the main site has no significant infrastructure concerns. One of the satellite sites requires significant renovations to the second floor to make that usable clinical space. The upgrade of outdoor community garden has been completed and gym equipment upgrade and refurbishment of dining areas is underway. Dr. Morris stated that march data for patient satisfaction at the ambulatory care site has surpassed to city and state statistics. The patient satisfaction rates for the skilled nursing site are at about 70 percent as well. The structured process has been put in the patient relations department to address complaints.

Historically the neighborhood surrounding the facility has dealt with poverty but the life expectancy is higher and chronic illness outcomes are better overall.

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

Dr. Katz asked what is the long-term plan for the vacant street level space, Dr. Morris stated that there is a plan to potentially expand the dental department and use that space, or enhancing the space and making it a community art center.

Ms. Rowe-Adams asked if patients have been receptive to the plant-based food. Ms. Sales stated that some meal items are embraced more than others, and the food service staff has been hosting tasting to see what could be changed to make the meals more palatable.

NYC Health + Hospitals/Lincoln

Mr. Richard Izquierdo, CAB Liaison of the Lincoln CAB presented the report to the CRC. The facility has received support from elected officials including from Bronx borough President, councilmembers and US senators. Guest experience hours have extended to 9PM, to improve patient experience. The facility has also been awarded the Silver Level Beacon Award for Excellence and the Brown Certificate for Excellence in People Centered Care, Plantree Certification. Frequent complaints include communication, attitude-behavior, coordination of care, and waiting time, in addition to mishandling of property.

Issues impacting the community includes gun violence. The facility has implemented initiatives targeting gun violence through its Guns Down Life Up program. The lifestyle medicine program has also been implemented at the facility and helps to improve sleep patterns, stress reduction, and avoidance of substance use.

Dr. Katz recognized the challenges at NYC Health + Hospitals/Lincoln and health disparities among the community.

Dr. Marthone and Ms. Rowe-Adams commended the team for their efforts in the fight against gun violence.

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

ADJOURNMENT:

Meeting adjourned at 5:52 P.M



Coler is the place to be!

COMMUNITY ADVISORY BOARD

Community Relations Committee Report

September 10, 2024



INFRASTRUCTURE & EQUIPMENT

+ Generator Replacement Project

As of December 2023, Coler is operating a new permanent generator.

- + Temporary generators had been installed as a result of damage sustained by Super Storm Sandy (2012).

+ Nurse Call Alarm Replacement Project

The replacement of an antiquated nurse call bell system began in February 2024.

- + Every resident bed will receive an upgraded call bell.
- + To date, 57% of the project has been completed.
- + Project completion is expected by the end of January 2025.

+ Resident Unit Refresh Project

- + New bedside privacy curtains have been installed.
- + New bedside night stands have been distributed.
- + New over-the-bed tables are to be distributed in September 2024.
- + Unit Day Rooms are in the process of being painted in colors selected by the residents.
- + New Day Room Blinds are in the process of being installed.
- + Unit Shower Rooms are in the process of being repaired and painted.



**not actual images of nursing call system or resident rooms*



INFRASTRUCTURE & EQUIPMENT

+ Cable Channel Upgrade Project

- + A new cable television vendor was selected in order to provide residents with an increase in the number and variety of television channel options, as per their request.
- + This project follows the recent installation of new flat screen televisions in all resident rooms.
- + Next steps includes the creation of a new Coler Community television channel to provide residents with information regarding Facility events, meal menus, etc.

+ Greenhouse Project

- + Coler received \$900,000 from local elected officials to create an indoor Greenhouse, as requested by the residents.
- + Selection of a design consultant is underway.

+ Electrical System Upgrade Project

- + With FY24 Capital Funding (\$200K) secured by Manhattan Borough President Mark Levine, Coler will begin upgrading its electrical infrastructure to help address challenges with electricity utilization and create a path towards efficiency and environmental sustainability.



INFRASTRUCTURE & EQUIPMENT

+ Coler Flood Mitigation Project

- + Planning for the FEMA-funded berm project to provide 500-year flood protection around Coler's perimeter continues.
- + A construction start date has not yet been established.
- + In response to concerns expressed by the community regarding the effect of the berm design on the Coler residents and staff, the Engineering team is undertaking efforts to survey the facility to understand existing conditions of the building and programming within.
- + Official public informational website launched: www.colercoastalresiliency.com

+ Security Systems Upgrade Project

- + Installed news/additional security cameras inside/outside of Facility.
- + Installed security cameras in the elevators.
- + Renovated the Hospital Police Command Center.



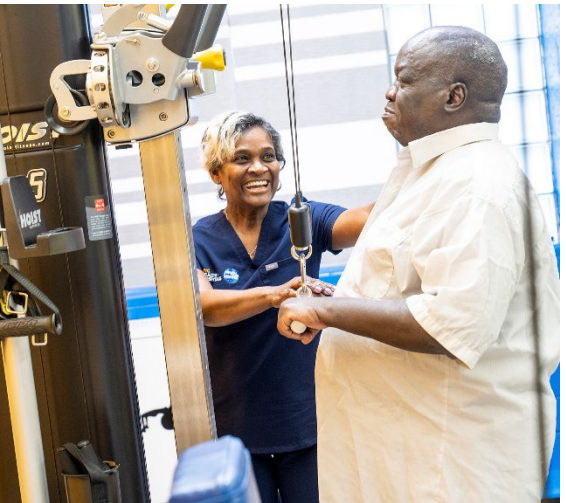
PERSON-CENTERED CARE

- + A **Care Experience Committee** comprised of residents, family members, front line staff, Department Heads, and Senior Leadership was established to facilitate the provision of person-centered care and to improve the resident experience during their time at Coler.
- + To address complaints concerning the quality of the interactions between residents and staff, the facility is conducting in-person experiential training which focuses on staff approach to produce positive staff-resident interactions.
- + Resident meal service has been enhanced due to measures initiated by the resident-led Food Committee in partnership with the Kitchen and Senior Leadership.
 - + Launched the Coler Café dining experience (which has achieved a 4.9 out of 5.0 Star rating).
 - + Provide on-going food tastings for the residents re: proposed modifications to their menus.
 - + Enhanced Kitchen communication/customer service for improved service for call backs.



PERSON-CENTERED CARE

- + As part of a resident-staff co-designed improvement project, the Linen and Laundry department is working on securing larger and more plush resident shower towels
- + Recent Press Ganey Resident Satisfaction survey results revealed an increase in reported satisfaction in all service areas monitored (Room, Meals, Nursing RNs and Aides, and Activities).
- + These findings support the person-centered accomplishments that continue to enhance the Coler experience for residents.



ACCOMPLISHMENTS

- + **Centers for Medicare and Medicaid Services 5-Star Rating**
 - + Coler maintains its five (out of five) star CMS rating in Quality Measures and Nurse Staffing and an overall rating of four stars.
- + **Top Quintile Ranking**
 - + Coler maintains its first quintile (top performance) in the New York State Department of Health Quality Initiative.
- + **Providing Nursing Care**
 - + Coler consistently exceeds the minimum Nurse staffing hours mandated by the New York State Department of Health.
- + **Best of the Best Nursing Facilities in New York State**
 - + Coler was identified by Newsweek as the #6 Best Nursing Home in New York State in 2023 and #5 in 2024.
- + **Beacon Award**
 - + Coler is the first and only skilled nursing facility in the country to be awarded the coveted silver-level Beacon Award for Excellence from the American Association of Critical Care Nurses (AACN)
 - + The Award recognized Coler's caregivers who successfully improve resident outcomes in memory care and aligned practices with AACN's six Healthy Work Environment Standards



Five-Star Quality Rated
by Centers for Medicare and Medicaid Services



ACCOMPLISHMENTS

- + **NYS-Approved Certified Nurse Assistants Training Program**
 - + Launched in Spring 2024, the Program graduated it's first cohort of students (all whom passed the certification exam on their first attempt).
 - + A second student cohort is scheduled to start in Fall 2024.
- + **Garden Beautification Project**
 - + New flower gardens were planted by Coler residents and staff.
 - + Iron wrought benches and bistro tables were installed to create additional outdoor seating areas.
 - + Outdoor lighting to showcase the new gardens was installed.
 - + At the request of our residents, a Remembrance Tree was planted to remember departed Coler residents and staff; an inaugural year Remembrance Celebration was held.



ACCOMPLISHMENTS

+ Brunch-on-Demand

- + Enhanced the monthly on-demand brunch events, as requested by our residents.



+ Staff Wellness Room

- + Created a space for staff to relax, rejuvenate, and engage in a variety of wellness activities.
- + The Room is open 24/7.



+ New Employee Dining Hall

- + A new, vibrant dining space was created by a Committee comprised of front line staff and Senior Leadership, equipped with flat screens, charging stations, computer workspace, and accessible 24/7.



ISSUES IMPACTING THE COMMUNITY

+ Aging Infrastructure

- + Due to the age of the building, which opened in 1952, Coler is in constant need of costly repairs and upgrades to improve service delivery and the resident care experience.

+ Recruitment and Retention

- + While vacant positions have been approved to be back-filled, it remains difficult to recruit certain titles (e.g. Nursing, Housekeeping, Service Aides) that are vital to the provision of care and treatment.
- + Additionally, 20% of the Coler workforce has reached retirement age.
- + The use of agency staff and overtime has been utilized to supplement staffing needs.

+ Resident Behaviors Affecting Others

- + 70% of our admissions have behaviors which negatively affect others.
- + As a result, Nursing, Psychiatry, Social Work, and Therapeutic Recreation resource allocations must constantly be adjusted/increased.

+ Barriers to Discharge

- + Residents who may qualify for discharge to a lower level of care are often unable to leave Coler due to a lack of supportive housing/resources or some residents may not be entitled to such services due to their documentation status, history of substance abuse, criminal history, etc.





Coler

ACKNOWLEDGEMENTS

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

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

SIGNATURES:

A handwritten signature in black ink, reading "Verna FitzPatrick", written over a horizontal blue line.

Verna FitzPatrick
CAB Chairperson

A handwritten signature in black ink, reading "Stephen J. Catullo", written over a horizontal blue line.

Stephen J. Catullo
Chief Executive Officer



JACOBI CAMPUS
COMMUNITY ADVISORY BOARD

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



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

NYC
HEALTH+
HOSPITALS

Jacobi | North Central Bronx

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

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



@JacobiHosp

OVERVIEW



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

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

ACCOMPLISHMENTS

We are thrilled to announce



Jacobi is the First public hospital to receive ACS QVP verification with the American College of Surgeons. The facility recently received Breast Center Accreditation.

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



Jacobi received Accreditation from the American College of Radiology ACR® for excellence in high-caliber imaging and quality person-centered care.

Jacobi received Accreditation from the American College of Radiology ACR® for demonstrating our commitment to safety and quality, to ensure that CT exams are conducted using the best equipment and practices.



Jacobi | North Central Bronx

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

Infrastructure + Equipment

COMPLETED PROJECTS (LAST FY):

- Sinkhole remediation & roadway paving
- Installation of Omnicell throughout clinical areas
- Hematology Lab HVAC upgrades
- Auditorium HVAC upgrades + upgraded Audio Visual
- Roof #1 replacement at Building #1
- Tunnel washers replacement at Central Sterile

UPCOMING PROJECTS

- Fire Alarm upgrades at Building #1
- Hyperbaric renovations and expansion
- Interventional radiology equipment replacement and room renovation
- ED X-ray room renovations and equipment replacement

ONGOING CONSTRUCTION PROJECTS

- Wellness center renovations
- Nurse call upgrades throughout all patient areas
- Façade Repairs / Local Law 11 project at Buildings #1 & #6
- Renovation and modernization of the Post Partum Wings at Building #1
- Installations of second DaVinci Surgical Robot
- MRI Suite Renovations and installation of second MRI at Building #6
- New ambulatory Operating Rooms renovations on 11E at Building #1
- Sprinkler installation and fire alarm upgrade at Building #4 and Rotunda
- Fire Alarm upgrades at Building #1

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

PATIENT SATISFACTION & SAFETY

- **Person-Centered Care (PCC):** The philosophy that earned us the prestigious silver certification in Person-Centered Care by Planetree™ continues to be the one that defines our strategies, and essentially, all that we do. Our PCC Steering Team has worked tirelessly to formulate a designation sustainment plan, ensuring that we are adequately prepared for re-certification in 2026. Person-centered care is an evidence-based framework for improved patient and family engagement, better clinical outcomes, increased staff retention and recruitment, and high value care. It places patients and caregivers at the center of the care experience and unites communities around health and wellness and creates workplaces that energize and inspire joy. We have fully integrated the notion that PCC means putting our patients and their families at the center of decisions and seeing them as experts, working alongside professionals to get the best outcome. We see patients as partners and truly value their voices in all we do.
- **Patient & Family Partnership Council (PFPC):** PFPCs look at patient and family experiences in healthcare organizations “through the patient’s eyes.” Collectively, they use their personal experiences and first-hand knowledge to improve how healthcare is delivered. Our Hospital-Wide Patient and Family Partnership Council (PFPC) changed our focus from a having an “advisory” council to a “partnership” council, by truly partnering with patients. We expanded our membership and goal of true co-design to include more active participation in projects throughout the organization. Members were active participants in a number of projects including: interviewing prospective staff for leadership positions, as well as hospital renovations, including our new OR suites and Hyperbaric Chamber. Our PFPC and staff designed Person-Centered Care Communication Boards that were piloted on a single unit were installed on all inpatient units.
- **Care Partner Program:** Rather than marginalizing family members or close friends who know the patient best and who will likely be responsible for assisting the patient with home care after discharge from the hospital, the Care Partner Programs maximizes access to these important members of the patient’s social support system. The hospitalization episode is used as an opportunity to provide education, hands-on training and support to those who will serve (and likely already have been serving) as their caregiving extensions outside of the healthcare setting. The Care Partner Program was successfully piloted in the Medical ICU and expanded to the CCU, with accolades not only from the patients, but also from the staff on those units.



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

FREQUENT COMPLAINTS RAISED BY PATIENTS

Attitude/Communication remains one of our greatest challenges and is not isolated to any specific area, rather a global issue. In an effort to decrease some of our grievances, our Patient Relations Department initiated a collaborative rounding program encouraging patients to voice any concerns that they may have in an attempt to ameliorate them on-the-spot. Although we have noticed a decrease in the number of grievances, we have also noted an increase in the number of complaints, likely attributable to the fact that many of the complaints that the rounding team are receiving may have gone unvoiced and unanswered, perhaps leading to a less than optimal stay.

Improvement Strategies:

- We are currently part of a system-wide ICARE with Kindness taskforce and will be implementing house-wide training sessions with all staff on how to care for our patients and each other with kindness.
- Our physicians are participating in an Advanced Communication for Physicians Course and we have noticed some significant increases in terms of Physician Communication on our HCAHPS scores.
- Our nurse leaders just completed a 2-week, comprehensive training program called CD2 which is a structured approach that will enhance nurse communication, allow nurses and nurse leaders to share information and expertise, reinforce clinical skills, and strengthen patient safety and the overall care experience.



Jacobi | North Central Bronx

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

FREQUENT COMPLAINTS RAISED BY PATIENTS

- Noise/quiet at night: our patients often complain that it is difficult to achieve a restful night's sleep due to the noise levels on the unit and frequent interruptions. The CCU team is trialing a comprehensive program aimed at noise reduction including: daily "quiet-time", noise meters, staff education, and eye masks and ear plugs (as appropriate), to name a few.
- **Quality of Care:** Any complaints or grievances that are indicative of quality of care issues are immediately referred to the Departmental Chair, Chief Nursing Officer (and Director of Nursing for the area involved) as well as the area Administrator for evaluation and plan of correction as applicable. In addition, all quality of care cases are analyzed by the Grievance Committee (which meets monthly) looking specifically for any trends or processes that may be contributory, as well as any structural inequities or racial/gender biases. Plans of correction when required, are submitted to and reviewed by the Grievance Committee. Quality of Care issues are discussed in all appropriate venues: staff meetings, local Performance and or Quality Improvement meetings as well as the Hospital-wide QAPI Committee (HPIC), departmental meetings, and when deemed necessary the Medical Executive Committee.
- **General Concerns:** We are trialing the Press Ganey Consumerism Platform to improve response time to both negative and positive patient reviews. Essentially, social media platforms such as Facebook, Google, Yelp, Twitter, etc. are sourced by Press Ganey for comments related to our facility. In collaboration with our Communications Department, we can respond to these reviews in real time and provide service recovery or assistance as needed.

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

ISSUES IMPACTING THE COMMUNITIES SERVED BY THE FACILITY

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



MAJOR HEALTH CHALLENGES

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

Thank you

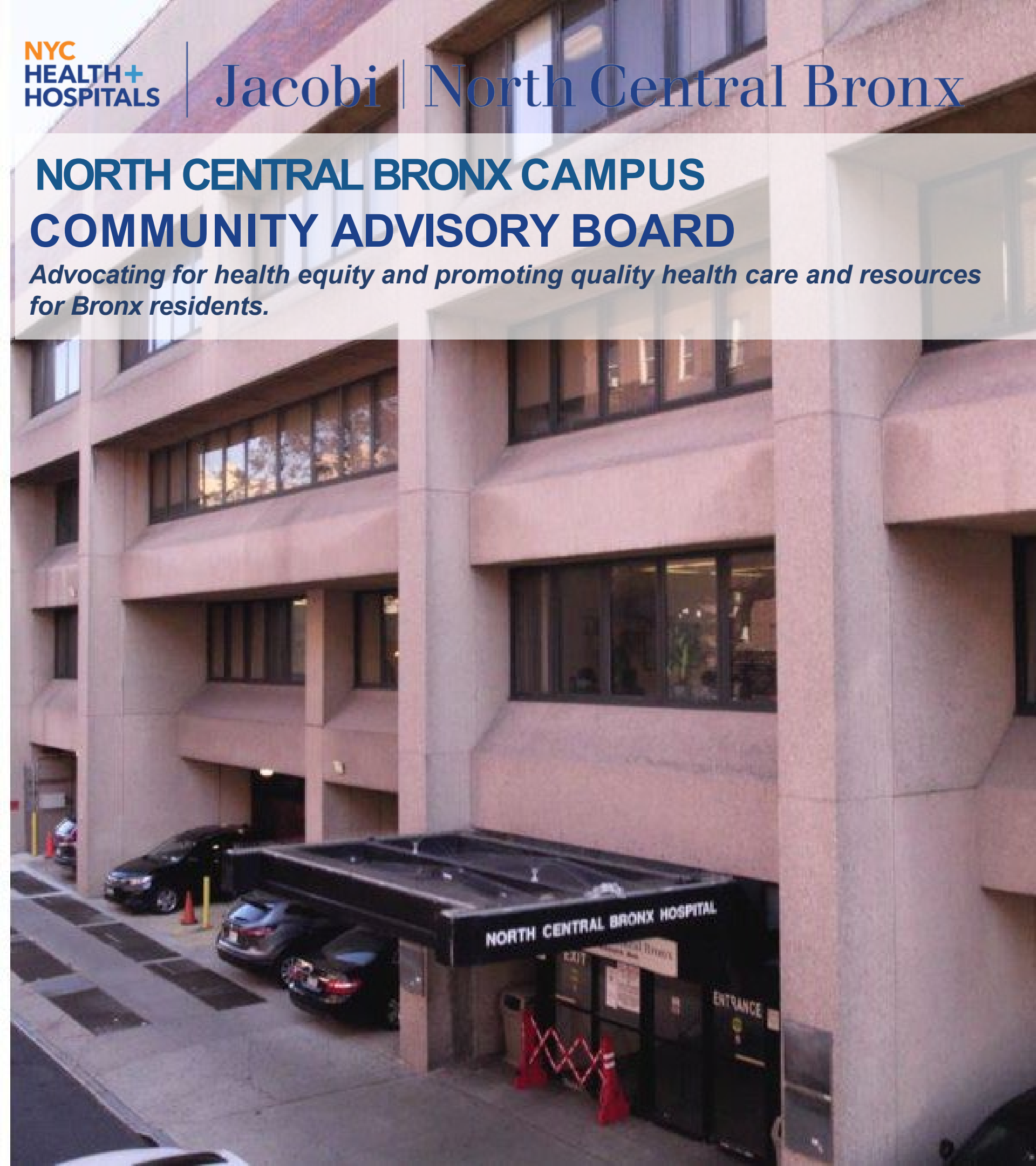
Thank you to Jacobi CEO
Chris Mastromano, the Senior
Leadership team, and all the
members of the Jacobi
Community Advisory Board.

Chris Mastromano



NORTH CENTRAL BRONX CAMPUS COMMUNITY ADVISORY BOARD

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



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



Jacobi | North Central Bronx

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

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



OVERVIEW



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

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

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

ACCOMPLISHMENTS



We are proud of our accreditations



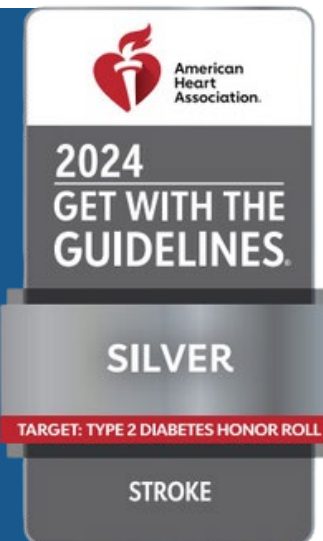
North Central Bronx received Senior-Friendly Care Accreditation for providing the highest standards of care for older citizens in the Bronx communities we serve

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



North Central Bronx received Accreditation from the American College of Radiology ACR® for excellence in high-caliber imaging and quality person-centered care.

North Central Bronx received Get With The Guidelines® Stoke Silver Award Target: Type 2 Diabetes Honor Roll.



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

Infrastructure + Equipment

- Freight Elevators upgrades
- 12A inpatient behavioral health unit renovations
- Omnicell implementation throughout clinical areas
- Installation of new sterilizer at Central Sterile
- New CT room renovations and equipment replacement

ONGOING INFRASTRUCTURE PROJECTS

- Boilers upgrades
- Type 1 EES Power separations
- New generator installation

UPCOMING PROJECTS

- Fire Alarm upgrades throughout
- MRI equipment upgrades and room renovations
- Energy upgrades throughout the building
- Sprinklers installation throughout



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

PATIENT SATISFACTION & SAFETY

Our patients, families, and guest experience at North Central Bronx are of utmost importance. We continue to provide a welcoming, safe, and healing environment for all. We utilize all forms of feedback to amplify our patient voices, such as written and verbal communication and patient satisfaction surveys. The collection of patient satisfaction data has shown the following:

- North Central Bronx Inpatient HCAHPS scores has shown slight fluctuations from Quarter 1 of 2023 to Quarter 2 of 2024, with notable improvements shown in Quarter 1 of 2024.
- North Central Bronx Emergency Department scores has continuously led the system quarter over quarter with notable improvement shown from Quarter 1 2024 to Quarter 2 2024.
- North Central Bronx Medical Practice scores has been maintained quarter over quarter with an average of 87% overall satisfaction.
- As the Patient Relations Team continuously supports our patients and community members with concerns that are raised, we analyze the top trending categories and partner with our internal stakeholders to initiate improvement. As attitude and communication continue to be a challenge, we are working closely with our local and central care experience teams to implement curriculums and trainings to enhance the patient experience through every touch point such as ICARE with Kindness, which directly related to Dr. Katz #1 goal of being a kinder and gentler place to receive care. Training has begun for managers and senior leaders with front-line teams to follow. We recently launched the Care Experience Committee, which serves as an interdisciplinary forum to discuss patient and employee satisfaction and collaborate on actionable items for improvements.

Patient Care related changes that have been made at Jacobi pertaining to: **FREQUENT COMPLAINTS RAISED BY PATIENTS**



ATTITUDE/COMMUNICATION:

- Communication along with Attitude and Behavior are the top themes of the complaints received and is not isolated to one specific department, however, a facility-wide issue.
- Any complaints or grievances that are indicative of quality of care/allegation of abuse issues are immediately referred to the Departmental Chair, Chief Nursing Officer (and Director of Nursing for the area involved) as well as the area Administrator for evaluation and plan of correction as applicable. Quality of Care issues are discussed in all appropriate venues: staff meetings, grievance committee, local Performance and/ or Quality Improvement meetings as well as the Hospital- wide Quality Assurance Performance Improvement Committee, and departmental meetings and when deemed necessary the Medical Executive Committee. We continue to manage patient perception of quality of care.

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

ISSUES IMPACTING THE COMMUNITIES SERVED BY THE FACILITY

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



MAJOR HEALTH CHALLENGES

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

Thank you

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

Christina Mastromano





COMMUNITY ADVISORY BOARD

Community Relations Committee Report

September 10, 2024



INFRASTRUCTURE & EQUIPMENT

- + Completion of new state-of-the art Nursing Call bell System
- + Eighty New Hillrom Beds replacing old obsolete beds
- + Upgrades of Residents Rooms
 - + Flat Screens Television
 - + Pillow Speakers(controlling bed, call bells, overhead lights and televisions).
- + New Overbed Tables & Night Stands
- + New IV and Feeding Pumps
- + Energy Efficient Grant Projects
 - + New Lighting
 - + Building Management Systems
- + Additional Security Cameras
- + New Rehabilitation Equipment



PERSON-CENTERED CARE

- + Newly approved position of Patient Relations Representative has proven to enhance the customer service relationship.
- + Continued monthly themed dinners for residents.
- + Successful efforts made in identifying and recommending products for resident's care (e.g. incontinent briefs and resident ID Bands).
- + Positive Press Ganey results used to monitor resident's feedback on areas for improvement.
- + Successful deployment of Parkinson's Foundation education and competencies for staff caring for residents with Parkinson. A Support group has been created along with our own Parkin- song Choir.
- + Summer BBQs.
- + Weekly cooking with Chef Alli.



EMPLOYEE WELLNESS

McKinney's H3 Leadership continues monthly interventions in promoting I-CARE:

- + Wellness Check Mondays
- + Compassion Cart Tuesdays
- + Wellness Wednesdays
- + Gratitude Thursday
- + Free Up Fridays
- + Stress Awareness Days
- + Mental Health Awareness Month
- + Inside Out Day
- + Fireside chat under the canopy / Picture your Emotions
- + Socialization & Team Building Game Day
- + Plans for McKinney End of Summer Family Games Day



ISSUES IMPACTING THE COMMUNITY

- + Residents admitted to McKinney continues to be more medically complex and younger.
- + Constant challenges in recruiting qualified staff
- + Ensuring that occupied beds are reflective of the residents who need a specific level of care.
- + Due to ongoing shortage of lower level alternative community based care, it becomes challenging to place residents who no longer requires Nursing Home care.
- + Aging infrastructure in need of modern restoration.



ACCOMPLISHMENTS

- + Overall 5 Star CMS Quality Rating & Overall Rating
- + Ranked 28 in NYS Best Nursing Homes Review (Top 5%)
- + Hosted PAC DAISY Awards
- + Awarded a NYS Nursing Aide Training Program (NATP) due to commence by year end.
- + Hired and credentialed a new CMO following the retirement of former CMO after 10 years.
- + Dedication of completed Staff Wellness Center
- + Donation of Massage chair for staff
- + Held Senior Olympics in Paris during the actual summer games.
- + New raised gardening beds for residents in Gardening Club.
- + Distribution of McKinney fresh summer produce.
- + McKinney Staff member placed 1st in the NYC Health + Hospitals' Ping Pong Championship ,



Five-Star Quality Rated
by Centers for Medicare and Medicaid Services



ACKNOWLEDGEMENTS

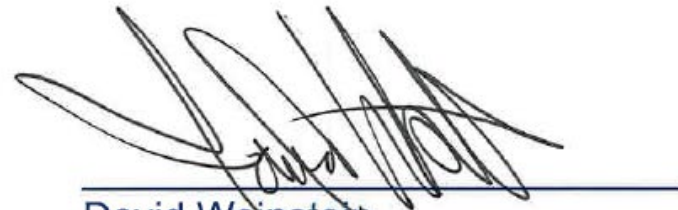
For their on-going support for the person-centered care, treatment, and services provided to the residents of McKinney, our special thanks and gratitude are extended to:

- Brooklyn Borough President Antonio Reynoso
- NYC Council Speaker Adrienne Adams
- NYC Council Member Rita Joseph
- McKinney Community Advisory Board
- McKinney Auxiliary Board
- McKinney Resident Council Leadership

SIGNATURES:



CAB Chairperson



David Weinstein
Chief Executive Officer

