



COMMUNITY RELATIONS COMMITTEE  
OF THE BOARD OF DIRECTORS

November 12, 2024  
5:00 P.M.  
50 Water Street

AGENDA

- |   |                      |
|---|----------------------|
| I. Call to Order  | Jackie Rowe-Adams    |
| II. Adoption of September 10, 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/Harlem  | Ms. Abena Smith      |
| b. NYC Health + Hospitals/Metropolitan  | Ms. Jewel Jones      |
| c. NYC Health + Hospitals/Sydenham  | Ms. Joyce Rivers     |
| d. NYC Health + Hospitals/Woodhull  | Ms. Barbara Williams |
| VI. Old Business  |                      |
| VII. New Business   |                      |
| VIII. Adjournment   |                      |

COMMUNITY RELATIONS COMMITTEE  
OF THE BOARD OF DIRECTORS  
September 10, 2024  
5:00 P.M.  
NYC Health + Hospitals Board Room

MINUTES

Attendees

Community Relations Committee IN-PERSON MEETING - September 10 2024  
As Reported by Ms. Jackie Rowe Adams  
Committee Members Present: Jackie Rowe-Adams, Dr. Jose Pagan, Dr.  
Patricia Marthone, Sally B. Hernandez-Piñero, Deborah Brown  
(representing Dr. Mitchell Katz), Anita Kawatra

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  
Okenfe Lebarty, Assistant Vice President, Community Affairs  
Emaan Moosani, Director, 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- Josephine Byne  
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-Jacqueline Narine  
NYC Health + Hospitals/Gotham/East New York-Vere Gibbs  
NYC Health + Hospitals/Elmhurst-Raj Punjabi  
NYC Health + Hospitals/Gotham/Gouverneur- Pauline Lock  
NYC Health + Hospitals/Harlem-Abena Smith  
NYC Health + Hospitals/Jacobi- Judith Benitez  
NYC Health + Hospitals/Kings County-Lorna Chin  
NYC Health + Hospitals/Lincoln- Richard Izquierdo Arroyo  
NYC Health + Hospitals/McKinney- Debera Tyndall  
NYC Health + Hospitals/Metropolitan- Jewel Jones  
NYC Health + Hospitals/Gotham/Morrisania- Leslie Harrison  
NYC Health + Hospitals/North Central Bronx - Joe Ithier  
NYC Health + Hospitals/Queens- Robin Hogan  
NYC Health + Hospitals/Gotham/Sydenham- Joyce Rivers

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 5:12 p.m.

Quorum was established - the minutes of the Community Relations Committee meeting held on September 10, 2024 were reviewed and upon motion made, and duly seconded the minutes were unanimously approved.

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

1. NYC Health + Hospitals/Coler
2. NYC Health + Hospital/Jacobi
3. NYC Health + Hospitals/NCB
4. NYC Health + Hospitals/McKinney

**Ms. Deborah Brown shared the President's report:**

- Two new CEOs have been appointed, Ms. Christina Contreras and Mr. Julian John will be starting September 16<sup>th</sup> at NYC Health + Hospitals/Lincoln and NYC Health + Hospitals/Metropolitan, respectively
- Governor Kathy Hochul donated \$7.5 million dollars to NYC Health + Hospitals/Elmhurst to expand maternal and pediatric health
- Over 1000 patients have been housed in the Housing for Health initiative
- Over 25,000 patients have worked with the System's community health workers
- NYC Health + Hospitals/ Kings County has recently opened their new cardio obstetric program, meant to address maternal mortality and morbidity among women of color
- All of the System's long-term care facilities earn five-star CMS quality ratings

**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/Coler**

Ms. Verna Fitzpatrick, Chair of the NYC Health + Hospitals/Coler CAB, presented the report to the CRC. Ms. Fitzpatrick stated that Coler has installed a new permanent generator, replacing temporary ones used post superstorm Sandy in 2012. There have been replacements of the old nurse call bell system started in February 2024. Funding has been allocated for upgrading electrical infrastructure and the facility has secured \$900,000 for an indoor greenhouse. Improvements include successful launch of the Coler café and larger, more plush towels.

The facility has maintained a 5-star CMS rating in quality measures and nurse staffing, and is the first skilled nursing facility to receive the silver level Beacon Award for excellence. Challenges include continuous repairs due to the building's age and difficulties in recruitment and retention.

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

The Committee commented on the facility focus on quality that is commendable and for providing excellent services to a vulnerable population. They also commended the engagement of resident and staff in the decision-making process for person centered approach.

#### **NYC Health + Hospitals/Jacobi**

Ms. Charmaine Grant, member of the NYC Health + Hospitals/Jacobi CAB, presented the report to the CRC. Ms. Grant stated the accomplishments of the facility, including being the first public hospital to receive ACS QVP verification with the American College of Surgeons. The facility also received accreditation from the American College of Radiology for excellence and Planetree Silver Certification for Excellence in Person-Centered Care. Completed projects include sinkhole remediation and roadway paving, upgrades to Hematology Lab and Auditorium HVAC and audio-visual upgrades, roof replacement at building 1 and tunnel washer replacement at Central Sterile.

Patient care improvements include commitment to person-centered care, a patient and family partnership council, and a care partner program. Frequent complaints include attitude and communication issues across the institution, and are being improved with an ICARE with Kindness taskforce.

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

Hearing none the agenda was moved.

### **NYC Health + Hospitals/NCB**

Mr. Joe Ithier, Chair of the NYC Health + Hospitals/NCB CAB presented the report to the CRC. Mr. Ithier stated that NCB has received Senior Friendly Care Accreditation for providing the highest standards of care of older citizens in the Bronx Communities. The facility is also the only one in the Bronx that has been certified as a Gold Safe Sleep Champion. Completed projects include: freight elevator upgrades, 12A inpatient behavioral health unit renovations, onmicell implementation throughout clinical areas, installation of new sterilizer at Central Sterile, and new CT room renovations and equipment replacement.

The facility 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. The Emergency Department scores has continuously led the system quarter over quarter with notable improvement shown from Quarter 1 2024 to Quarter 2 2024. Medical Practice scores has been maintained quarter over quarter with an average of 87% overall satisfaction. Attitude and communication continue to be a challenge, the facility is 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.

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

Hearing none the agenda was moved.

### **NYC Health + Hospitals/McKinney**

Ms. Debera Tyndall, Chair of the NYC Health + Hospitals/McKinney CAB presented the report to the CRC. Ms. Tyndall stated that the facility completed installation of a new state-of-the-art Nursing Call Bell System, replaced outdated beds with 80 new Beds and upgraded resident rooms with flat-screen TVs, pillow speakers, new overbed tables, and nightstands. The facility has also added a new patient relations representative to improve customer service and continues themed monthly dinners and hosting summer BBQs. Resident feedback is monitored with Press Ganey results. The facility's H3 Leadership promoted I-CARE with various initiatives including: Wellness, compassion, gratitude and stress awareness days and

plans for McKinney End of Summer Family Games Day

Issues impacting the community include residents continue to be more medically complex and younger and challenges in recruiting qualified staff. The aging infrastructure also needs modern restoration.

Accomplishments include: 5-star CMS Quality Rating, ranked 28 in NYs Best Nursing Homes Review, and dedicating a staff wellness center with a new massage chair for staff.

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

**The Committee commended the facility for its initiative of recruiting from the community and thanked everyone for their work and commitment.**

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

**ADJOURNMENT:**

Meeting adjourned at 5:45 P.M



## **COMMUNITY ADVISORY BOARD**

### Community Relations Report

**November 12, 2024**

## ACTIVE PROJECTS CAPITAL \$88M

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### INFRASTRUCTURE - \$82M

- Harlem Boiler Plant Upgrade - \$34.1 M
- MLK 4<sup>th</sup> Post Partum Unit Renovation - \$4.1M
- MLK 4<sup>th</sup> Fl. Labor & Delivery OR's - \$1.5M
- MLK/KP Local Law 11 - \$15.9M
- MLK Condenser Water Piping Project - \$4M
- HVAC Equipment - \$125K
- Phase II Harlem MDF Data Closet Upgrade - \$19.5M
- Cooling Towers - \$2.9M

### EQUIPMENT \$5.9M

- GE CT Scanner \$3M
- Neuwave Ablation System - \$131K
- Baxter Prismas CRRT Machines - \$190K
- GE Nuclear Camera - \$1.2M
- Venue GO R4 US Ultrasounds - \$130K
- GE Bariatric RF Equipment System - \$692K
- 3D Hologic Mammographic Unit System - \$513K

## ACTIVE PROJECTS EXPENSE \$ 1.3M

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- Volmar – Mechanical Plumbing Upgrade in MLK CPEP - \$38,648.47
- WDF – Air Balancing Survey of Existing AC Units and Ductwork MLK AC 7B - \$26,472.54
- JEMCO – Lighting Upgrade in Mural Pavilion Lobby - \$35,094.86
- JEMCO – Electrical Upgrade for Omnicell Cabinet Installation Project - \$230,233.39
- JEMCO – Furnish and Install Emergency Dept. Nurse’s Station - \$66,549.77
- JEMCO – Installation of Feeders for MRI UPS in MLK Cellar - \$151,759.82
- JEMCO – Demolish and Rebuild 2 Bathrooms MLK 2<sup>nd</sup> Fl. - \$331,500.25
- NYES – Insulation and ACM Abatement throughout Campus - \$93,273.05
- WDF - MLK 15<sup>th</sup> CCU Renovation - \$468,264.79/ Facilitator Technologies –  
- Door Installation - \$96,000
- Facilitator Technologies – Installation of Emergency Dept. Doors - \$250,000

## 2024 CAPITAL PROJECTS COMPLETED \$3.4M

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- Nuclear Medicine Camera - \$1.1M
- LOGIQ Ultrasound Systems -1.1M
- Affiniti CVx Ultrasound System - \$395K
- Baxter (5) CRRT Machines - \$184K
- Flashpad HD Detectors - \$122K
- 3D Mammographic Unit System - \$512K

## Patient Safety

- + The patient safety department was involved in many culture of safety, educational, RCA investigations, proactive risk assessments and performance improvement activities over the last year.
- + The Harlem Patient Safety Committee met monthly to review topics including the good catches, national patient safety goals, Leapfrog survey and patient safety performance improvement initiatives.
- + The good catch program continued to thrive with 162 good catches in Q1-3 2024.
- + Harlem Hospital maintained a Leapfrog Safety Grade of C in Spring 2024.
- + Patient Safety led weekly patient safety rounds that taught a different safety topic to the Harlem staff each week. There have been 28 safety rounds to date in Q1-3 of 2024.
- + Patient safety conducted safety topic didactics for multiple residency programs and hosted pediatric residents for their 2-week patient safety elective.
- + The patient safety team also actively participated in the Harlem House Staff Patient Safety Council and helped address any safety concerns brought up by the House Staff.
- + Patient safety conducted hospital-wide and department specific Just Culture trainings and helped formalize guidance and standard operating procedure for the Harlem Peer Review committee based on systemwide guidance
- + Patient safety collaborated with Workforce Wellness, Care Experience and Human Resources to disseminate results of the Fall 2023 employee engagement survey and worked with departments on action planning based on the results.
- + In 2024, patient safety revised the patient identification and suicide screening policies and collaborated with stakeholders to write two new policies on Abuse and Health Equity.
- + Patient safety worked on a performance improvement project to improve compliance to the level of observation policy and reduce total one to one hours.





## FREQUENT COMPLAINTS

- + Our top grievance categories Attitude, Care, and Communication. Grievances are sent to the Chief of service for review and response (3 -4 days turnaround time), keeping with regulatory guidelines to resolve by 7 calendar days. Patients receive a response letter in the mail, or email, telling them the finding of our investigation, and of corrective actions/recommendations.
  - **Care example:** Patient feels that their needs are not being responded to timely, i.e. – call bells, medications.
  - **Communication example:** The patient does not understand their care plan because the providers are not explaining it to the patient in a manner they can understand, or discharge instructions were not clarified.
  - **Attitude example:** Patient talks to caregiver/provider and feels that their narrative is being dismissed or ignored; patient feels ignored, Patients feels disrespected.
  - Some complaints we received were regarding canceled appointments, poor attitude.
  - **Canceled Appointment example:** A patient waited for quite some time to obtain an appointment, however, on the day of the appointment, it was re-scheduled.
  - **Poor Attitude example:** Patient feels that staff is reluctant to assist them, especially with using the new kiosks; Patient feels ignored;
- + We have welcomed a new Chief Nursing Officer and Chief Experience Officer to our team. They will be collaborating with the team to assess and develop strategies for improving patient experience and satisfaction.

## ISSUES IMPACTING THE COMMUNITY

### HIGHLIGHTS

- + 96 Percent of Our Internal Medicine Residents passed their boards this year.
- + Harlem Hospital is a Center of Excellence in Surgical Safety: Prevention of RSI
- + Harlem Hospital is a Baby-Friendly Institution
- + LGBTQ+ Designation
- + Harlem Hospital has a robust Robotic Surgery Program
- + AHA GOLD PLUS Target: TYPE 2 Diabetes Honor Roll (Heart Failure)
- + AHA Check. Change. Control. Cholesterol Program: GOLD Target: Type 2 Diabetes
- + AHA Target: Type 2 Diabetes Program: GOLD

### CHALLENGES

- + Harlem's aging infrastructure is in constant need of costly repairs and upgrades.
- + Our hospital has worked diligently to replace equipment that has been deemed end-of-life.
- + We are working to reduce costs by converting temporary workers to permanent lines.



**SIGNATURES:**



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Abena Smith  
CAB Chairperson



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Georges H. Leconte  
Chief Executive Officer



## **COMMUNITY ADVISORY BOARD**

### **Community Relations Report**

**November 12, 2024**

## INFRASTRUCTURE & EQUIPMENT

- Metropolitan continues to invest in our infrastructure and in innovation and technology to support the delivery of clinical excellence and patient-centered care
- We currently have over \$190 million in capital funded infrastructure projects in-progress, including the following:
  - MRI Replacement
  - Indoor/Outdoor Respite Space Renovation
  - CT Suite Renovation
  - Nuclear Camera
  - Out Patient/In Patient Rehab Renovation
  - Contact Center
  - FEMA Flood Wall Project
  - Fire Protection Upgrades
  - EES Power Separation
  - Medium Pressure Steam Condensate
  - 6C Infusion renovation with 797/800 Pharmacy
  - XR-RF Machine
  - Bariatric bathroom renovation



## INFRASTRUCTURE & EQUIPMENT CONT'D

### FY 25 Capital Funding Awards

\$1.45 million received from Deputy Speaker Diana Ayala and the NYC Council

- Will be used for Optometry Department, Ophthalmology Equipment and the Infant Protection System.

### Bond Funding \$29 Million Request Submitted to OFD

Inpatient Rehab Suite 3C and 8A

- \$ 15 million in FY-25 bond funding to allocate in total 35 inpatient Rehab beds to Metropolitan

ADA Bathrooms

- Metropolitan hospital general and patient bathrooms do not meet ADA standards. The request is for \$10 million dollars to update bathrooms so that they accommodate wheel chairs for patients and staff.

Operating Room updates

- Update Operating rooms 7 and 9. This will include some infrastructure assist with uncontrolled humidity when temperatures rise and fall at an extreme pace. The cost request for this project is \$4 million dollars.

### Emergency Department

We continue to advocate for \$65 million to renovate our Emergency Department

- 67 yr. old ED is in desperate need of renovation, the inefficiency of the space is evident
- New Proposed ED would be expanded to more than 3x its current footprint from 12,700 sq ft to 43,740 sq ft
- Metropolitan CEO, Senior Leadership and CAB have been advocating with elected officials on the city, state and federal levels to get the funding to renovate the ED

## PATIENT SATISFACTION & SAFETY, H3

- Strengthen our culture of kindness by using the ICARE values to ensure that kindness, empathy, and compassion are integrated into our everyday interactions. Provide ICARE w/kindness customer service excellence standard training for all staff.
- Utilize the results from the employee feedback survey to enhance employee engagement, which will lead to improved employee performance and a better patient experience.
- Foster collaboration between the Care Experience Steering Committee and Patient Family Advisory Council to enhance the quality, safety, and overall hospital experience for all patients, their families, and staff.
- Weekly rounding by CEO along with Director, Patient Experience and Director, Guest Relations to interview patients directly.
- H3 Wellness Center officially opened for all staff to utilize for rest, relaxation and rejuvenation. The space is open 24-7 to support all tours. Our wellness team provides and facilitates various wellness activities for staff participation including yoga, meditation, community music and art.

# Metropolitan

## FREQUENT COMPLAINTS

Q1 – Q3, 2024

### Complaints & Grievances reduce significantly:

- Complaints : Decreased y/y 30% from 456 to 322
- Grievances : Decreased y/y 37% from 35 to 22

### Top Complaint Categories :

- Access to Care – ability to obtain an appointment, in some specialty services such as Dental
- Communication with staff – phones not being answered in a timely manner, especially in some of the high volume practices (Dental and Behavioral Health)

### Continuous Improvement to Address Complaints:

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

## HAPPENINGS IMPACTING THE COMMUNITY

### HIGHLIGHTS

- NYC Health + Hospitals/Metropolitan Emergency Department has received the Emergency Nurses Association's 2024 Lantern Award which recognizes the high quality care our dedicated staff is delivering to our community.
- Metropolitan NICU received Gold Beacon Award for Excellence from the American Association of Critical Nurses, and is the only NICU in New York City to secure this prestigious designation for the highest quality care to our smallest patients.
- Metropolitan has been designated as the System's official Acute Rehab Center, we are adding an additional 20 rehab beds.
- The Metropolitan Ronald McDonald House Family Room in pediatric OPD was completed. This will provide support to families and their children when they arrive for care. The Ribbon Cutting took place on Nov 4.

### CHALLENGES

- Mental Health Resources - There is increased need for mental health and substance use services in the community post pandemic.
- Staying Healthy- High Blood Pressure and Diabetes has a high prevalence in our community, we are healthy food options, cost, and access to necessary medication for these conditions is a problem for our community that we are committed to help improve.

## ACKNOWLEDGEMENTS:

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

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

## SIGNATURES:



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Jewel Jones  
CAB Chairperson



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Julian John  
Chief Executive Officer

**NYC Health + Hospitals/Gotham  
Health, Sydenham  
COMMUNITY ADVISORY BOARD  
Community Relations Committee Report  
November 12, 2024**

# INFRASTRUCTURE & EQUIPMENT

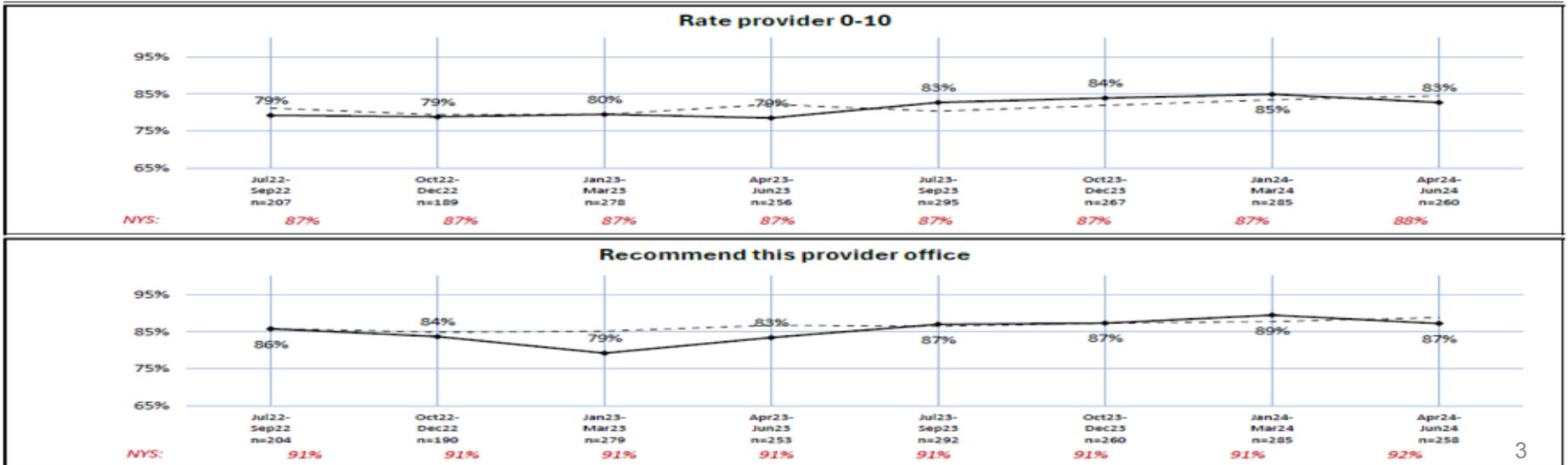


- New water fountain installations at all sites are underway. Dyckman was first to have one installed. These new state of the art water fountains are beneficial for staff as well as patients wellness.
- Sydenham's Women's Health Department has received a sonogram machine. This new equipment addition to the site will allow to expand on our services to our established patients as well as encourage the quality of service to our new patients.
- Sydenham, Dyckman and St. Nicholas have received brand new EKG machines to service our Medicine and Pediatric departments.
- Dyckman received an internal upgrade including a new paint job and signage. New signage project underway for all sites showcasing our services for Developmental Pediatrics, Mammogram, Nutrition and Smoking Cessation.

# PATIENT EXPERIENCE

- The Q2 Press Ganey “Rate Provider” score was at 83%.
- The Q2 Press Ganey “Recommend this provider’s office” was at 87%.
  - Both of these scores were slightly below NY State averages, but the site has had significant improvement in these areas over prior years.
    - See trendlines below
  - Q1 2024 scores marked record highs for Sydenham.

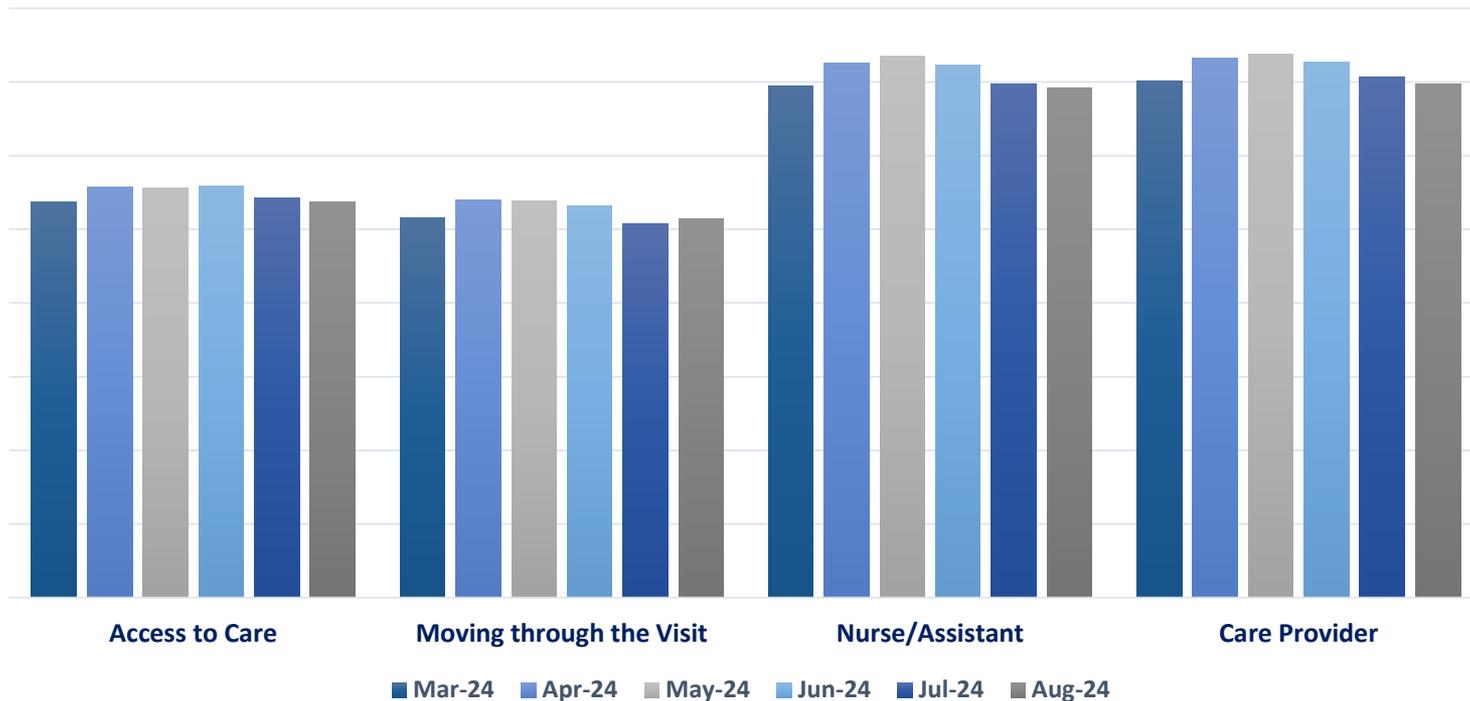
(Q3 2024 scores are not available as of this writing.)



# PATIENT EXPERIENCE

- Best areas relate to staff performance, with Nursing and Care Providers achieving high scores for patient satisfaction.
- Areas for opportunity lie in improving access and in moving through the visit.

## SYDENHAM



# FREQUENT COMPLAINTS BY PATIENTS

- Complaints are few in 2024
- Seven to date, per the below distribution:

SYDENHAM COMPLAINTS AND GRIEVANCES												
	JAN '24	FEB '24	MAR '24	APR '24	MAY '24	JUN '24	JUL '24	AUG '24	SEP '24	OCT '24	NOV '24	DEC '24
WAIT TIME												
NURSE/ASSISTANT												
REGISTRATION												
PROVIDER												
OTHER												
ACCESS APPOINTMENT												
AFTER HOUR ACCESS												
COMMUNICATION												
QUALITY OF SERVICE												
TOTAL	0	0	0	2	2	0	1	2				

# ISSUES IMPACTING THE COMMUNITY

## ■ **Aging Infrastructure**

- Due to the age of the building Sydenham is in constant need of repairs and upgrades to improve providing services and the patient care experience.
  - The HVAC system presents a concern; however, contracts have been duly approved, and efforts are currently underway to address this issue effectively.
  - We would benefit from expanding our Radiology offerings, but the infrastructure plays a role in the modification of the space.

## ■ **Outside Referrals**

- Many patients face challenges accessing specialty care across our sites.
  - We are actively working to improve and expand patient access.

# ACCOMPLISHMENTS

## + HEALTHCARE EQUALITY INDEX

- + LGBTQ+ Healthcare Equity Leader

## + HUMAN RIGHTS CAMPAIGN

- + 100% score on all criteria

## + PCMH

- + 2024 recertification for patient centered medical home

## + AMERICAN HEART ASSOCIATION

- + Certified Gold for Diabetes
- + Certified Gold for Cholesterol
- + Certified Gold + for Hypertension



100

2024 SCORE





**We would like to extend our Gratitude and Acknowledgements:**

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



Joyce M. Rivers, MA  
Chairperson, Sydenham CAB



Yesenia Pabon, MPA  
Deputy Director



Michelle Lewis  
Chief Executive Officer



**NYC HEALTH+ HOSPITALS/WOODHULL  
COMMUNITY ADVISORY BOARD  
November 12, 2024**

# INFRASTRUCTURE & EQUIPMENT



- **Replacement of 5<sup>th</sup> Floor Roof**
  - Woodhull replaced the 5<sup>th</sup> floor roof which had sustained major damages over the years following natural disasters and intensive rainstorms.
- **Replacement of Auditorium Roof**
  - Woodhull replaced the auditorium roof allowing access for staff and community events.
- **Interventional Radiology Suite**
  - The project included the installation of a new multi-diagnostic machine, along with the construction of a supply room, exam room(s), control room(s), nurses' station, soiled utility room, clean holding room and equipment room.
  - The new room improves the diagnostic capabilities of healthcare providers and allows clinicians to diagnose and treat cancer without major surgery.
- **Emergency Department CT Scanner**
  - Woodhull purchased a new CT scanner for the emergency department. The project included a suite upgrade to enhance the patient and staff experience.

# INFRASTRUCTURE & EQUIPMENT



- **Generator Replacement Project**
  - Woodhull received \$15m to design and replace the existing obsolete generators.
  - With the replacement of the old generators, the hospital will be able to have more efficient, reliable power to run critical systems ensuring sustainability and resiliency during weather events.
- **Fire Alarm Upgrade**
  - Woodhull's fire alarm system is original to the building and obsolete.
  - The facility will upgrade the fire alarm system including components and the software operating system.
- **Pneumatic Tube System Upgrade**
  - The pneumatic tube system was upgraded to enhance the efficiency of specimen delivery to the laboratory.

# INFRASTRUCTURE & EQUIPMENT



- **Labor and Birthing Suite Renovation**

- Woodhull received \$17.4m to renovate the Labor and Birthing suite.
- The project will improve patient access and safety, while promoting continuity of care in an enhanced environment of care.
- The upgrade includes refurbished operating rooms, birthing rooms, the installation of birthing tubs, a simulation lab for staff training as well a new nurses' station and lounge.

- **OTxHU Decanting Project**

- As part of the Outposted Therapeutic Housing Units (OTxHU) project, floors 9 & 10 of the facility will be vacated to allow treatment areas for detainees of Correctional Health Services.
- This project afforded an opportunity to relocate departments and provide newly constructed spaces with an enhanced environment for in-patient Pediatrics, Outpatient Chemical Dependency, Hemodialysis, Occupational Health Services and several administrative spaces.
- The new spaces should be available for use by the end of the year.

\*These projects were made possible through capital funding from the Office of Management and Budget (OMB)

# INFRASTRUCTURE & EQUIPMENT



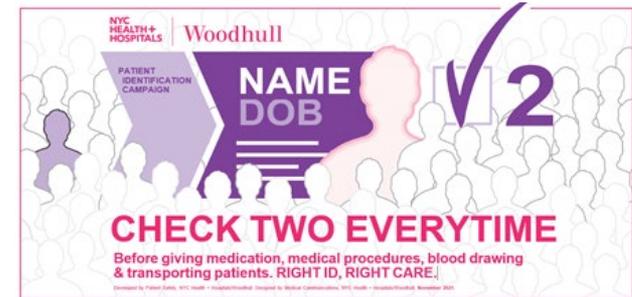
- **Hospital Police Command Center**
  - Woodhull upgraded the Hospital Police Command Center.
  - The project included updated security surveillance cameras and other safety features to decrease the potential for security breaches or unauthorized entry. The CCTV digital upgrades also allow for more effective screening and monitoring as well as assists in the investigation of incidents.
  - The enhancements also provided updated fixtures and furnishings for the supervisory and frontline staff.

# PATIENT EXPERIENCE/STAFF ENGAGEMENT



- Woodhull was awarded **Bronze Certification for Excellence** in Person-Centered Care by Planetree International.
- Woodhull launched its **All-Star Recognition Program**, to enhance real-time peer-to-peer recognition.
- Recent Press Ganey Satisfaction survey revealed an increase in “**Rate the Hospital**” and “**Recommend the Hospital**” for inpatient services, “**Likelihood to Recommend**” for Inpatient Behavioral Health and the Emergency Department, and “**Rate the Provider**” Ambulatory Care Practice.
- We continue to work with our **Patient and Family Advisory Council (PFAC)** to ensure patients’ and family input is included in new initiatives such as revising the admission package to better reflect information that is useful to the patient.
- **The ICARE With Kindness** initiative has been launched, with **825** employees signing the pledge. Additionally, **214** staff members and **60** managers have received training.

# PATIENT SAFETY



- Woodhull hospital's Patient Safety Program continues to focus on the accurate identification of patients, ensuring "right care for the right patient". Patient misidentification is the most commonly occurring errors in healthcare facilities and is the #1 Joint Commission National Patient Safety Goals.

## What We Are Doing:

- We have active participation from **every** department and **every** discipline in the hospital. Monitoring is likewise occurring across the board, **without exception**, including evening and night tours.
- Our current Patient Identification campaign, Check Two Everytime, is posted throughout the hospital and is routinely communicated to all staff via email communication.
- Patients and families are encouraged to SPEAK UP and actively participate in their care. One of the tools we provide to our patients and families is called "CUS" (I'm concerned, I'm uncomfortable and I am scared.) This tool is provided to patients in a booklet form upon admission, entitled, "No Decision About Me Without Me" as part of the Patient Guide. It is reviewed with patients by the Patient Representative.

# WORKFORCE WELLNESS

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



## FREQUENT COMPLAINTS

- + Patients Frequent Complaints for Q1-Q4 2023 were related to Attitude & Behavior. The complaints included, and were not limited to, the patients' perception of the interaction. As a result the following are continuous efforts at Woodhull during 2023 into 2024:
  - + Continuously reinforcing the importance of Attitude and behavior and addressing through “Compact of Professional Behavior” training.
  - + Compact of Professional Behaviors training – during orientation for all newly onboarded staff.
  - + Communication Matters training – open for all staff.
  - + Staff are continuously strengthening collaboration with Patient Relations, Patient Experience and Departmental leadership from Outpatient & Inpatient areas.
  - + Patient Relations provides monthly data on complaint cases to all departmental leadership, both for Outpatient and Inpatient areas in order to provide the Voice of the Patients through identifying trends for improvement.
- In 2022, with frequent complaints related to Property, and initiatives implemented, there has been a significant decrease throughout 2023.



# IMPACTS WITHIN THE COMMUNITY

**+ Highlights:**

- Awarded Planetree Certification for Excellence in Person Centered Care
- American Academy of Critical Care Nursing Beacon Gold designation (2023-2026)
- Re-Designated as a baby friendly hospital by Baby Friendly USA
- American College of Surgeons recognized Woodhull as a Surgical Quality Partner
- Accredited as a Comprehensive Center by American Society for Metabolic and Bariatric Surgery
- Recognized as a High Performing Hospital for COPD Care by US News & World Report
- Recognized as a High Performing Hospital for Diabetes Care by US News & World Report
- IPRO Quality Improvement Award 2024 - CAUTI and CLABSI reduction in Med/surg and Critical Care
- American Heart Association (AHA) Get with the Guidelines: Gold Plus Stroke Designation 2024
- American Heart Association Check. Change. Control Cholesterol- Gold Designation 2024
- AMA & American Heart Association Target: Blood Pressure Gold Plus Designation 2024
- American Heart Association Target: Type 2 Diabetes Gold Designation 2024
- Human Rights Campaign designated Woodhull an LGBTQ+ Health Care Equality Leader
- Certified as a Safe Sleep Hospital
- Recognized by NCQA as a NYS Patient-Centered Medical Home



# IMPACTS WITHIN THE COMMUNITY

## HIGHLIGHTS: Cont'd

- + Designated and accredited by DOH and Joint commission as a Primary Stroke Center
- + A teaching facility with 5 sponsored programs (*Medicine, Pediatrics, Oral maxillofacial, Pediatric Dentistry and General Dentistry*) with total of 141 trainees
- + Services we now offer:
  - + ENT
  - + Thoracic surgery
  - + Interventional pulmonary
  - + Advanced gastroenterology procedures
  - + Pain management
  - + Fetal Echoes

# IMPACTING THE COMMUNITY



## CHALLENGES

- + Opening in 1982, Woodhull's aging facility is in constant need of costly repairs and upgrades to the infrastructure (i.e. – generators, boilers, elevators, etc.). This is further exacerbated by climate change and the need for resiliency.
- + Maternal Morbidity and Mortality continues to be a concern for the community. We, as a team are looking to continuing to improve care in the community and implement new efforts. We are looking to emphasize the importance of receiving care throughout the pregnancy and postpartum.
- + While all vacant positions have been approved to be back-filled, it remains difficult to recruit certain titles (e.g. Nursing, Social Work and Medical Staff).
  - + Vacancies are covered by agency staff and overtime in the interim to ensure patient safety.

## IMPACTING THE COMMUNITY

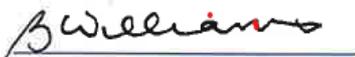
### OPPORTUNITIES

- + Additional resources/partnering with community organizations to support patient care programs to reduce anxiety and re-build trust.
- + Increase transparency and communication to engage the community and highlight successful hospital stories.
- + Expansion of Service Opportunities:
  - Plastic Surgery
  - Orthopedics surgical services
  - EMPOWER Program – a comprehensive trauma-informed medical and social service to survivors of commercial sexual exploitation and other form of sexual and gender based violence (SGBV)
  - Reproductive Mental Health

## ACKNOWLEDGEMENTS:

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

### SIGNATURES:



Barbara Williams  
CAB Chairperson



Gregory Calliste  
Chief Executive Officer