



COMMUNITY RELATIONS COMMITTEE  
OF THE BOARD OF DIRECTORS

March 4, 2025  
5:00 P.M.  
50 Water Street

AGENDA

- |                                                                                   |                       |
|-----------------------------------------------------------------------------------|-----------------------|
| I. Call to Order                                                                  | Jackie Rowe-Adams     |
| II. Adoption of January 14, 2025<br>Community Relations Committee Meeting Minutes | Jackie Rowe-Adams     |
| III. Chairperson's Report                                                         | Jackie Rowe-Adams     |
| IV. CEO President's Report                                                        | Mitchell Katz, M. D.  |
| V. Information Items (Annual CAB Reports):                                        |                       |
| a. NYC Health + Hospitals/Bellevue                                                | Mr. Michael Smook     |
| b. NYC Health + Hospitals/Gotham Health, Belvis                                   | Ms. Josephine Byrne   |
| c. NYC Health + Hospitals/Gotham Health Morrisania                                | Ms. Leslie Harrison   |
| d. NYC Health + Hospitals/South Brooklyn Health                                   | Ms. Rosanne DeGennaro |
| e. NYC Health + Hospitals/Sea View                                                | Mr. George Wonica     |
| VI. Old Business                                                                  |                       |
| VII. New Business                                                                 |                       |
| VIII. Adjournment                                                                 |                       |

COMMUNITY RELATIONS COMMITTEE  
OF THE BOARD OF DIRECTORS  
January 14, 2025  
5:00 P.M.  
NYC Health + Hospitals Board Room

MINUTES

ATTENDEES

COMMITTEE MEMBERS PRESENT

Ms. Jackie Rowe Adams, Chairperson  
Dr. Mitchell Katz, President, NYC Health + Hospitals  
Dr. Patricia Marthone

NYC HEALTH + HOSPITALS CENTRAL OFFICE STAFF

Deborah Brown, Senior Vice President, External and Regulatory Affairs  
Colicia Hercules, Chief of Staff to and Corporate Sec. Board Affairs  
Janny Jose, Associate Director, Board Affairs  
Okenfe Lebarty, Assistant Vice President, Government and Community Affairs  
Emaan Moosani, Director, Community Affairs  
Manelle Belizaire, 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 Byrne  
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- Jaqueline 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 Hogans  
NYC Health + Hospitals/Gotham/Sydenham- Joyce Rivers  
NYC Health + Hospitals/Sea View- George Marino  
NYC Health + Hospitals/Woodhull- Barbara Williams

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 November 12, 2024 were reviewed and upon motion made, and duly seconded the minutes were unanimously approved.

Ms. Rowe-Adams informed the Committee that the Board of Director's Annual Public Meetings for Fiscal Year 2025 has been scheduled as follows:

- For Queens: Tuesday, February 11, 2025 at Elmhurst Hospital
- For Manhattan: Tuesday, March 18, 2025 at Gouverneur Hospital
- For Brooklyn: Tuesday, April 29, 2025 at South Brooklyn Health
- For the Bronx: Tuesday, May 20, 2025 at Jacobi Hospital
- For Staten Island: Tuesday, June 17, 2025 at Sea View Hospital

Speakers are asked to register in advance by calling:

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

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

- NYC Health + Hospitals reached an agreement tentatively with the doctor's council at 1AM on Sunday morning.
- Kings County Hospital borough in the 1<sup>st</sup> babies of the year
- Bellevue Ambulatory Care received designation as aged friendly
- Elmhurst Hospital now has a long stay unit
- Pride Health Center staff was named 2024 winners of professional humanism
- Metropolitan opened their floodwall

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

1. NYC Health + Hospitals/Carter
2. NYC Health + Hospital/ Gotham Health, East New York
3. NYC Health + Hospitals/Kings County
4. NYC Health + Hospitals/Queens

## **PRESENTERS :**

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

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

Ms. LaShawn Henry, Chair of the NYC Health + Hospitals/Carter CAB, presented the report to the CRC. Ms. Henry has stated that the hospital has made significant improvements to equipment and infrastructure at the hospital. The Nursing Den Dialysis is fully completed and licensed by NYS Department of Health. Phillips-installed telemetry equipment is now in place to support and enhance the cardiac rehabilitation. New feeding and IV pumps have been added. The employee wellness room was redesigned and has received over 11,500 visits during 2023-2024. Carter was recognized by U.S. News & World Report as one of the "Best Nursing Homes" for 2025 and was ranked #5 on Newsweek Magazine's Best Nursing Homes list out of over 60 facilities in New York State.

Overall complaints remained low, with the most common issues being- attitude/courtesy and delay of care. ICARE with Kindness trainings, and ongoing wellness rounds have been put in place to support staff and modified care plans have addressed the delay of care.

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

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

Ms. Vere Gibbs, Chair of the NYC Health + Hospitals/Gotham Health, East New York CAB, presented the report to the CRC. Ms. Gibbs stated that East New York has made significant improvements to the facility. A staff wellness center has been newly opened, and a new Hologic 3D mammography unit has been installed. The behavioral health clinic is undergoing a cosmetic upgrade which includes new floors, lighting, painting, and some new furniture.

Most common complaints included: long wait times, unanswered phones and communication. These are being address by encouraging mychart use, staff accountability in patient flow, and focusing on enhancing staff-patient communication through active listening. ICARE with Kindness continues to be used to enhance patient experience.

Programs for Diabetes and Hypertension include Treat 2 Target Program and Diabetes Wellness Program. The facility has received awards from AMA/AHA for blood pressure and diabetes management. Community events that the facility is engaged in includes: Juneteenth Parade reception, back-to-school festival, and health education seminars.

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

Hearing none the agenda was moved.

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

Ms. Lorna Chin, Chair of the NYC Health + Hospitals/Kings County CAB presented the report to the CRC. Ms. Chin stated the facility is focused on continuous improvement to enhance patient experiences across the services. There is a transition area on C Ground Floor which will serve as an overflow area for the emergency department. There is a new project in the T building for an ADA-Compliant Bathroom to ensure accessibility and campus wide hot water system upgrades. Key initiatives include executive leadership rounding and the support of the Patient Family Advisory Council to rethink how care is delivered.

In the emergency department there is 24-hour patient advocacy through a dedicated team of bilingual patient representatives to help respond to patients' needs in real time. Complaints rose by 83% once the 24-hour patient advocacy began, however grievances also dropped by 37%. There is continuous improvement through ICARE with Kindness training and Communicating with Empathy programs.

Community programs such as Consumers about Friends Family Education (CAFFE) Support group continues for individuals in recovery and their families.

Wait times in Emergency department continues to be a challenge and the introduction of the pivot process and the hospitality cart in waiting is being used to address this. There is also a high demand for services in both dental and ophthalmology practices and more space is required to accommodate this need.

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

Dr. Marthone commended the facility on their 24-hour patient advocacy in the Emergency department, and stated that hopefully the face-to-face interaction will be very encouraging.

Ms. Rowe-Adams asked for dental and ophthalmology services are they referring patients to other facilities if possible?

CEO Sheldon McLeod responded, that the facility specializes in dental services and its hard to refer out to the sister facilities because they also have a residency program and facilities often refer out to them, they are the last stopgap for support The facility also has specialized ophthalmological services at the hospital and are the last stopgap for those services as well.

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

Ms. Doretha McFadden, vice chair of the NYC Health + Hospitals/Queens CAB presented the Queens report to the CRC on behalf of Ms. Robin Hogans, Chair of the NYC Health + Hospitals/Queens CAB. This year, the facility has made significant investments into critical infrastructure and equipment upgrades. Notable projects include renovations to the Interventional Radiology, MRI, and LINAC suites, as well as the launch of a Home Peritoneal Dialysis Center. In 2024, there were improvements in patient satisfaction across various service lines. The Inpatient Medicine department recorded a 9.1% increase in the hospital rating, and the Emergency Department's overall score improved by 6.0%.

Additionally, the facility has implemented proactive measures to address patient complaints. With a focus on person-centered initiatives, they have reinforced communication and service recovery strategies, contributing to a 2% decrease in grievances received this year.

#### **ADJOURNMENT:**

Meeting adjourned at 5:33 P.M



## **Community Advisory Board**

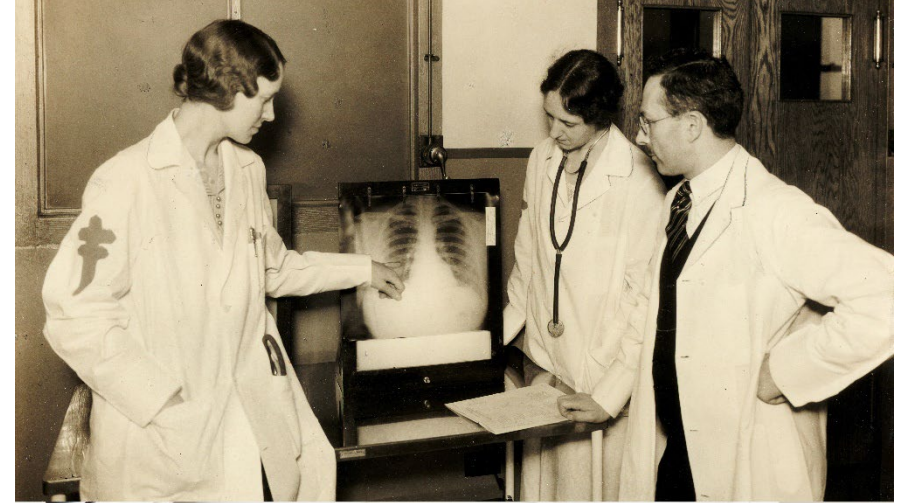
### **NYC Health + Hospitals Community Relations Report**

**March 4, 2025**

## EQUIPMENT & INFRASTRUCTURE

### Ongoing projects:

- 2nd floor Therapeutic Outposted Unit set to open Spring 2025
- New ED ambulance bay





## PATIENT SAFETY & SATISFACTION

Our Patient Safety team is focused on meeting and surpassing the National Patient Safety Goals as set by The Joint Commission. We have also implemented TeamSTEPPS training tools to help optimize patient outcomes by improving communication and teamwork skills and help create a culture of safety.

Goals include:

- Identifying patients correctly
- Improving staff communication
- Using medications safely
- Understanding alarms on medical equipment
- Preventing infection
- Identifying safety risks
- Preventing mistakes in surgery

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

## FREQUENT COMPLAINTS BY PATIENTS

Long wait times and lost property are the most frequent complaints. Our Patient Experience department is always striving to improve quality of care, cultivate patient loyalty and improve staff engagement. Patient advocates regularly round to address patient concerns and to escalate issues.

- We have implemented tracking protocols and remain focused on minimizing property loss between the ED and in patient.
- Wait times in the ED are a result of many factors including receiving transfers from other facilities, and loss of services at nearby facilities.

Planetree recently recognized Bellevue with a Silver certification in person-centered-care. We are currently working towards recertification in 2026 and are committed to:

- Developing patient and family partnership practices
- Improving nursing communication
- Addressing and resolving complaints and grievances through a committee process
- Employee feedback and recognition programs



PLANETREE<sup>4</sup>  
INTERNATIONAL

## ISSUES IMPACTING THE COMMUNITY

### Challenges:

- Opioid dependence and abuse
- Morbid obesity resulting in diabetes & hypertension
- Maternal health issues
- Loss of services due to the closure of MSBI

### Highlights:

- Recognized as a US News & World Report Best Hospital for Maternity Care
- 1,000 new nurses hired in 2024
- ED is recognized as a Pediatric Innovator and Always Ready for Children by the NYS Department of Health



## ACKNOWLEDGEMENTS

Bellevue continues its 289 year mission as the nation's oldest public hospital by responding to and providing services for the dynamic needs of the vulnerable and underserved in New York City

Thank you to the NYC H+H CORPORATION Board and the COUNCIL OF CABS. Very special thanks to Dr. Eric Wei, CEO, Gladys Lowe, Chief Experience Officer, Dr. Andrew Wallach, Evelyn Hernandez, and the entire Bellevue Hospital leadership cabinet for their dedication to health equity, diversity, inclusion and accessibility.



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Dr. Eric Wei, CEO, NYC Health + Hospitals/Bellevue

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Michael Smook, Chair, Bellevue Community Advisory Board



## **COMMUNITY RELATIONS COMMITTEE REPORT**

**MARCH 4, 2025**

*PRESENTED BY:*

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



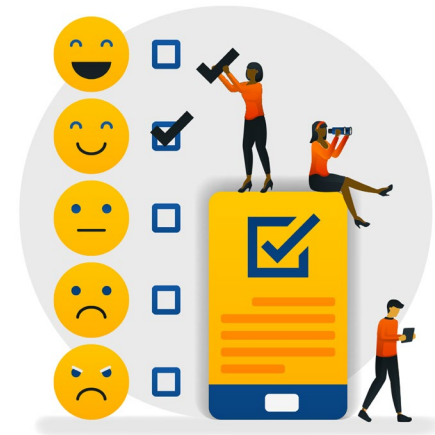
## EQUIPMENT & INFRASTRUCTURE UPDATE

- + Implementing a Wellness Room (*completed 1/2025*)
- + *Imaging Department Cosmetic upgrade(pending)*
- + *Façade renovation(pending)*
- + *Dental expansion (pending)*



## PATIENT ENGAGEMENT & SATISFACTION

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



## Issues impacting the communities we serve

### + Addressing Community Mental Health Needs:

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

### + Access to Healthier food options:

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

### + Access to other social services:

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

### + Need Frequent NYPD Patrol:

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



## FREQUENT COMPLAINTS BY PATIENTS



### Requesting Extended Hours for Radiology Department:

As of February 2025, we are excited to announce the implementation of extended hours for our radiology department. This enhancement aims to significantly improve patient access to crucial imaging services, ensuring that individuals can receive timely and essential diagnostics. By broadening our operating hours, we not only aim to reduce wait times but also accommodate the diverse schedules of our patients. This initiative reflects our commitment to providing efficient and high-quality care, enabling quicker access to treatment and promoting overall well-being for our community.

## 2024 Accomplishments

- 2024 Patient-Centered Medical Home NCQA Accredited
- Awarded Million Hearts Hypertension control Champion.
- 2024 American Heart Association & American Medical Association Gold Recognition for Diabetes Care
- 2024 American Heart Association & American Medical Association Gold Plus Recognition for Hypertension Control
- Department of Health and Mental Hygiene NYC Teen connection Lasting Partnership & Longevity Award



## ACKNOWLEDGEMENTS

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

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

### Signatures:

*Josephine Byrne*

CAB Chairperson, Josephine Byrne:

Date:02/19/25

*Aukia Fowlin-Alenkhe*

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

Date: 02/19/2025



## COMMUNITY RELATIONS COMMITTEE REPORT

MARCH 4, 2025

*PRESENTED BY: GOTHAM HEALTH MORRISANIA - COMMUNITY ADVISORY BOARD*



# EQUIPMENT & INFRASTRUCTURE UPDATE



Ribbon Cutting for our new 3D Mammography Unit



Opening a Peaceful Retreat: Our New Wellness Center



Funding received from Council Member Althea Stevens for medical equipment upgrades

# EQUIPMENT & INFRASTRUCTURE

## PHASE 1 Behavioral Health: COMPLETED !

- **New CDC Space – Floor 1 – (Former Admin Office)**
  - cosmetic upgraded, which involved installation of new floors, new energy efficient LED lighting, ceiling tiles and a paint job
- **New Admin Space – Floor 1 – (Former HIM Space)**
  - cosmetic upgraded, which involved installation of new floors, new energy efficient lighting, ceiling tiles and a paint job
- **New Behavioral Health Space – Floor 3 – (Former Podiatry Space)**
  - current examination room converted into offices, installation of new energy efficient LED lighting, painting, ceiling tiles, paint job new registration desk, new waiting room chairs and new office and conference room furniture.

## PHASE II – Type A Projects: UNDERWAY...

- **Site to be turned to contractor whose scope involves:**
  - Construction build of Podiatry Room,
  - CDC space which involves embedding primary into the space



## **PATIENT SAFETY & SATISFACTION**

### **Addressing Patient Experience: Wait times**

+ PI projects are actively underway, addressing patient experience by focusing on how to reduce wait times in adult medicine. This focus will enhance overall service delivery to improve patient satisfaction and care efficiency in care.

### **Patient Voice Day**

+ Twice a month, members of the Community Advisory Board support the Patient Relations Department by setting up a table in the lobby to conduct surveys with patients as they leave their appointments. This feedback is used to help make changes within the center.

### **Increased CBO Partnerships for Onsite Tabling**

+ Our facility has seen a growing number of community-based organization partnerships, strengthening collaboration and expanding resources to better serve our patients and the community by inviting CBO to table at our facility.

## FREQUENT COMPLAINTS BY PATIENTS



- + Extended pharmacy access for improved patient convenience
  - + Morrisania has hired an additional Director of Pharmacy to ensure adequate coverage during normal business hours. With a future goal to expand to weekend service.
  
- + Patient Scheduling Solutions
  - + Challenges with scheduling/rescheduling appointments with the HHC call center
    - + Morrisania leadership works with call center liaison to address patient complaints about the call center and directly contacting Morrisania.
    - + We offer our patient alternatives and encourage the use of MyChart to make appointments.



# Understanding Our Community's Needs

## Access to Healthier Food Options :

We have created community partnerships to promote nutrition and healthier lifestyles:

- + Corbin Hill Farm Fresh food program
  - + Food share program
- + New York Common Pantry

## Access to immigration support and legal services:

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

## Access to other social services:

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



# Accomplishments

- AHA Gold or Gold+ Recognition (HTN, HLD, DM)
- Successful Article 31 OMH Audit for Mental Health OP Services
- Streamlined DME prior authorization process (Parachute)
- Implementation of support NP role (adult primary care)
- Substantial improvement in cycle time and access (adult primary care)
- Maintained PCMH Accreditation
- Upgraded to 3D mammography + DEXA



# ACKNOWLEDGEMENTS

- We would like to extend our gratitude to Morrisania's Clinical and Operational Leadership for their tireless commitment to serving the health care needs of our neighborhoods in The Bronx as well as our strategic partners who help to amplify the impact of our work, just to name a few:
  - + Bronx Borough President – Hon. Vanessa Gibson
  - + NYC Council Member – Hon. Althea Stevens
  - + NYS Senator – Hon. Jose M. Serrano
  - + NYS Assembly Member – Hon. Amanda Septimo
  - + U.S. Congress Member – Hon. Ritchie Torres

*Leslie Harrison*

Leslie Harrison  
CAB Chairperson

*Claudia Williams*

Regional Director of Ambulatory Care Services,  
Claudia Williams, MPA

## COMMUNITY ADVISORY BOARD

- Community Relations Report

**March 4, 2025**

## INFRASTRUCTURE & EQUIPMENT

- FEMA Project
  - ✓ The Hammett Pavilion is completely down
  - ✓ New driveway, planting and green space is underway
  - ✓ Completion of flood wall is in progress, anticipated completion early summer 2025
- Relocation of satellite clinic—Ida G. Israel Community Health Center
  - ✓ Construction is complete
  - ✓ Anticipated opening end of February early March
- Ambulatory Care Space –Main Bldg.– 1<sup>st</sup> floor
  - ✓ Construction will begin in summer 2025
- Dental Practice – renovations in Main Bldg. 5<sup>th</sup> floor North will begin in the fall
- Women’s Health Initiative Project – renovation in Main Bldg. 8<sup>th</sup> floor
  - ✓ Consolidation of services to one (1) floor. Renovation is in progress
- Hematology/Oncology Infusion Center renovations in Main Bldg. 9<sup>th</sup> floor
  - ✓ Renovations are in progress
- Wayfinding & Digital Signage in the Main Bldg.
  - ✓ TV monitor installation is complete



## PATIENT SAFETY & SATISFACTION

Executive Leadership is committed to improving the culture of safety among staff. The following are milestones and achievements at SBH:

- Gold+ Award for Stroke and Silver Award NSTEMI from the American Heart Association
- Lantern Award for Emergency department nurses from Emergency Nurses Association. One of three hospitals to receive in NYC
- Gold Level for National Safe Sleep from Cribs for Kids
- Silver BEACON Award for SICU nurses from the American Nurses Credentialing Center Pathway to Excellence
- Gold+ Award for Blood Pressure Control from the American Heart Association
- A certified Stroke and PCI Center
- A total of 1484 surgeries have been performed using the da Vinci Xi Robot
- Received an A Grade from the Lown Institute for Pay Equity and most Socially Responsible Hospital
- Passed TJC triennial survey held in August 2024
- The Pathology and Laboratory department received full accreditation from the College of American Pathology (CAP) (12/2024)
- The Dental department successfully completed the Commission on Dental Accreditation

## PATIENT SAFETY & SATISFACTION



GWTG – NSTEMI Silver  
GWTG – Stroke Gold Plus  
-Target: Stroke Elite Plus Honor Roll  
-Target: Diabetes Honor Roll



#1 in NY for Pay Equity  
Earned 'A' grade for Health Equity and Community Benefit



Recognized as High Performing Hospital



Designated as Baby-Friendly Hospital



Safe Sleep Designation: Gold



AHA & AMA: Gold+ for Blood Pressure Control



Certified as Advanced Primary Stroke Center



SBH performed >1000 robotic surgeries with, da Vinci Xi Surgical System since summer 2022  
- 2nd robot installed in Feb 2024



Nurses Improving Care for Healthsystems Elders



Emergency Nurses Association (ENA) Lantern Award



American Assoc. of Critical Care Nurses Silver Beacon Award: SICU Nursing Team

## FREQUENT COMPLAINTS

- Communication, coordination of care, wait time and scheduling are our patients' most frequent complaints:
  - ✓ **Communication:** the need for clearer, more respectful exchanges. Patients and families express a desire for better explanations of diagnoses, more attentive listening, and overall improvement in how information is conveyed.
  - ✓ **Coordination of Care:** enhancing team coordination, ensuring patients and families receive consistent information and more timely updates. Issues such as delays in care, conflicting information, and testing or consultation delays.
  - ✓ **Wait Time:** prolonged waiting time for diagnostic tests, scheduling follow up appointments or patients to be seen by a provider in the ED/Ambulatory Care clinics, etc.
  - ✓ **Lost property**



## INITIATIVES TO ADDRESS FREQUENT COMPLAINTS

Several initiatives have been implemented by the care team, Patient Relations and leadership:

- **Communication:** ICARE with Kindness and Communication Safety Skills (CSS) training programs were launched in September 2024 with plans to further strengthen these efforts and improve communication skills across all teams. Over 1000 employees completed the ICARE training since the launch.
- **Coordination of Care:**
  - ✓ Reinforcing a team approach to resolve issues in real time – members of the care team meet with patients and/or their loved ones to listen and address concerns
  - ✓ Rounding by Patient Representatives on the units and the ED to proactively identify and resolve any issues prior to the escalating to a grievance
- **Wait Time:** optimizing a team-based approach to tackle extended wait times for diagnostic exams and appointments by actively involving care team members to expedite scheduling or implement alternative solutions to meet patient needs efficiently.
- **Lost Property:** a designated property storage room is available in ED for patient's belongings and a safety box in Radiology ED for patient during imaging exams. Patients are asked if they have any property to book at time of admission.

## ISSUES IMPACTING THE COMMUNITY

- The need for South Brooklyn Health to become a Level 1 Trauma Center.
- The continuing crime. Not only on the streets but in the subways.
- Traffic

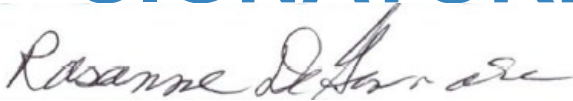
## ACKNOWLEDGEMENTS:

A Heartfelt thank you to:

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

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

## SIGNATURES:



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Rosanne DeGennaro  
CAB Chairperson



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Svetlana Lipyanskaya  
Chief Executive Officer



## COMMUNITY ADVISORY BOARD

### Community Relations Committee Report 2025

March 4, 2025

## EQUIPMENT & INFRASTRUCTURE

- We have secured \$2.5 Million in bond funding to update our residents shower rooms and our Chapel's roof which is great need of repairs. The Architects have been on site and have submitted a preliminary plan for the project. We are working with the Buildings Department and OFD to assure the project is completed within the budget.
- In addition we have secured funding for a new public announcement system and voice over I.P phone systems. The wiring had begun when our television system was upgraded. We are also seeking funding for new furniture for our lobbies and new beds for our residents rooms.

## Patient Safety & Satisfaction

- Sea View is honored to be listed as the #1 ranking nursing home in New York City by Newsweek Magazine's Best Nursing Homes List.





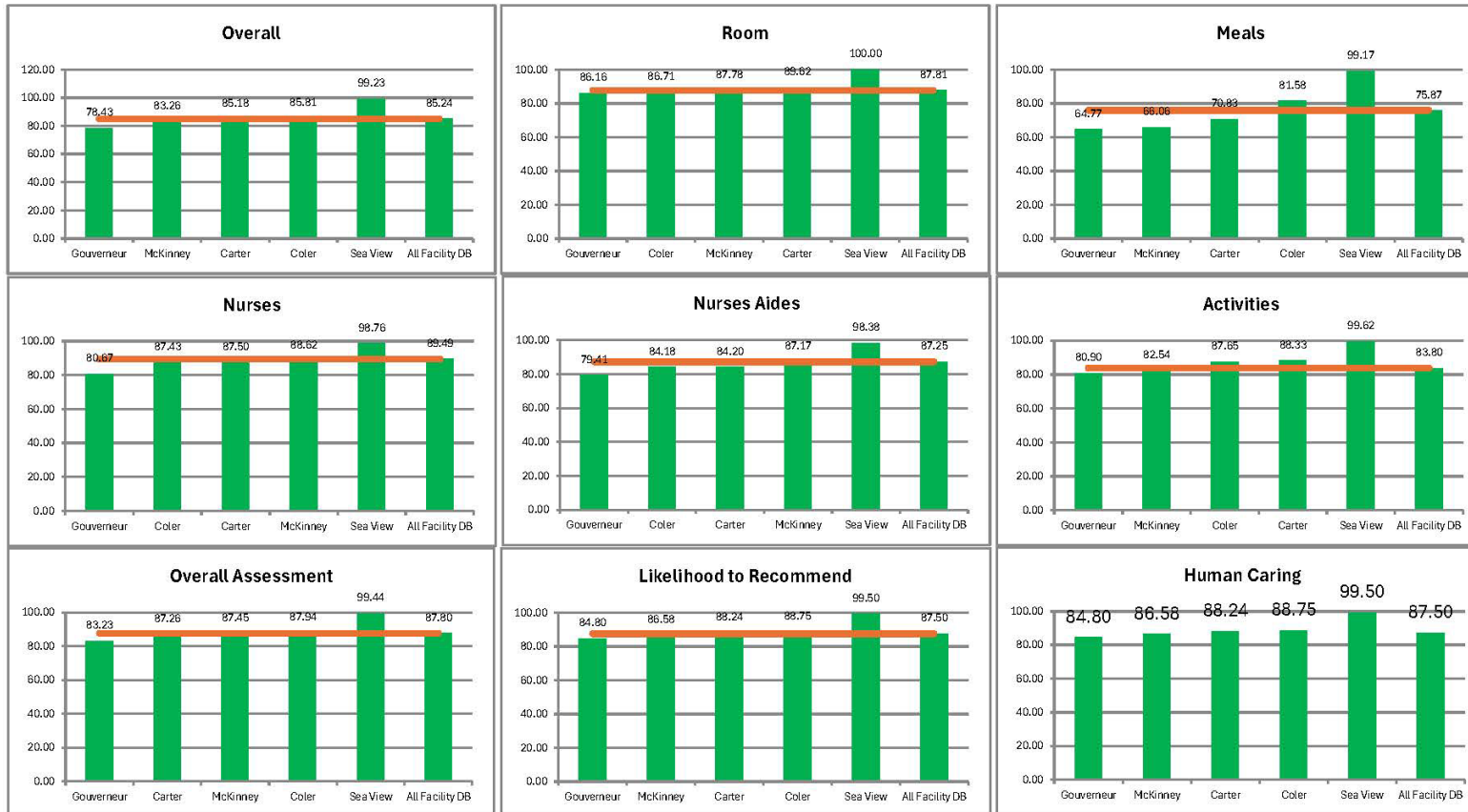
# Patient Safety & Satisfaction

Sea View continues to implement new strategies to improve the patient/resident experience. Patient safety and satisfaction remains a top priority and is evident by our Press Ganey satisfaction scores. They remain strong with an overall satisfaction score of 99.23



NYC Health + Hospitals  
Report to the Quality Assurance Committee of the Board of Directors (GB)

Nursing Home Facility Satisfaction Report



- Client scores are based on surveys received between 10/15/2024 and 01/16/2025
- Trendline represents All Facility Mean Score
- Peer Group scores based on Feb25 period

## FREQUENT COMPLAINTS BY PATIENTS & RESIDENTS

- Missing clothing and room changes are at the top of the complaint list for Sea View residents.
- Complaints are managed by our grievance/Social Work departments and personalized care plans. Sea View remains actively engaged with our residents, patients, families and designated representatives to resolve the total number of complaints and to assist to help ensure timely resolution.





## Sea View's Community Impact

The addition of an Assistant Community Affairs Director at Sea View has proven to be an asset to the facility by his involvement in the programs listed below.

Sea Views Volunteer program. The program has added volunteer organizations such as:

- Ameri-corps Seniors,
- RSVP
- Workforce Connect

Our list of volunteer organizations adds to the wellbeing of our residents through friendly visits, transporting and Therapeutic Recreation.

Future programs include a Veterans program where Sea View's Veteran community can reconnect and reminisce, talk and compare stories about their service time.



# ACKNOWLEDGEMENTS

We would like to extend our gratitude to Sea View’s CAB for their commitment to serving the needs of Sea View Residents and to our elected officials for their support of Sea View.

## Sea View CAB

Dr. John Imperio  
George Marino  
Joseph Tornello  
James Haynes  
Catherine Paradiso  
Dawn-Marie Carpenter

Michael Pillarella  
Michael Dougherty  
George Wonica  
Franklin Ortega  
Marilyn Sasso  
Debra Masucci



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**George Marino**  
**CAB Chairperson**

## Staten Island Elected Officials

Andrew Lanza, State Senator, District 24  
Vito J. Fossella, Borough President  
Kamillah Hanks, Councilwoman, District 49  
Michael E. McMahon, District Attorney

Nicole Malliotakis, Congresswoman  
Sam Pirozzolo, Assemblyman, District 63  
Michael Tannousis, Assemblyman, District 64  
David Carr, Councilman, District 50  
Joseph Borelli, Councilman, District 51



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**Matthew Levy**  
**Chief Executive Officer**