



COMMUNITY RELATIONS COMMITTEE
OF THE BOARD OF DIRECTORS

June 3, 2025
5:00 P.M.
50 Water Street

AGENDA

- | | |
|--|------------------------------|
| I. Call to Order | Jackie Rowe-Adams |
| II. Adoption of March 4, 2025
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/Gotham Health, Cumberland | Ms. Jacqueline Narine |
| b. NYC Health + Hospitals/Elmhurst | Mr. Raj Punjabi |
| c. NYC Health + Hospitals/Gouverneur | Ms. Pauline Lock |
| d. NYC Health + Hospitals/Lincoln | Mr. Richard Izquierdo Arroyo |
| VI. Old Business | |
| VII. New Business | |
| VIII. Adjournment | |

COMMUNITY RELATIONS COMMITTEE
OF THE BOARD OF DIRECTORS

March 4, 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. Jose Pagan
Ms. 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 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 to order at 5:08 p.m.

Quorum was established. The Community Relations Committee meeting minutes held on January 14, 2025, were reviewed. Upon motion made and duly seconded, the minutes were unanimously approved.

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

- 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:

- The Mount Sinai Beth Israel closure is on hold by the court
- Woodhull Hospital welcomes new CEO Sandra Sneed, who was born at Queens Hospital and has worked at Queens Hospital and Kings County Hospital
- NYC H+H celebrated the beginning of construction of the Far Rockaway Gotham Health Center
- NYC H+H got a \$10,000 award from the Innovation and Leadership Healthcare from MCG
- Harlem Hospital was nominated as one of the best hospitals in Black America
- Dr. Machelie Allen recognized on the Black Power Leaders List
- Gotham Health Morrisania opens a new wellness room
- Free tax prep is available to patients through MetroPlus Health
- 100 Peer Academy students graduated to expand the behavioral health workforce

Ms. Rowe-Adams noted the Community Advisory Board's annual verbal reports scheduled to be presented at this meeting:

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

PRESENTERS:

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

NYC Health + Hospitals/Bellevue

Mr. Michael Smook, Chair of the NYC Health + Hospitals/Bellevue CAB, presented the report to the CRC. Mr. Smook stated that the facility has a new therapeutic outpatient unit and a new ED ambulance bay. The facility is also prioritizing modernizing the pediatric intensive care unit, upgrading equipment for interventional radiology. The patient safety team is focused on meeting and surpassing the National Patient Safety Goals as set by the Joint Commission. The facility has also implemented TeamSTEPPS training tools to help optimize patient outcomes by improving communication and teamwork skills. A committee process has helped address patient complaints. Tracking protocols have been implemented, focusing on minimizing property loss between the ED and the patient.

Planetree recognized the facility with a Silver certification in person-centered care and is working toward recertification in 2026. The facility was also recognized as a US News & World Report Best Hospital for Maternity Care, hired 1,000 new nurses, and the ED is recognized as a Pediatric Innovator and Always Ready for Children by the NYS Department of Health

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

Dr. Katz commended the facility on their hard work, especially with the increased volume of patients.

NYC Health + Hospitals/Gotham Health, Belvis

Ms. Josephine Byrne, Chair of NYC Health + Hospitals/Gotham Health, Belvis CAB, presented the report to the CRC. Ms. Byrne stated that Belvis has opened a new wellness room for staff and

will upgrade its imaging department and dental services. The community also needs access to healthier food options and social services. In response to frequent complaints, the facility have implemented extended hours for the radiology department.

Recognitions and awards include the Gold recognition from the American Heart Association and American Medical Association for Diabetes and hypertension care.

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

The Committee complimented the staff on implementing extended hours in the radiology department.

Ms. Rowe-Adams asked about the role of the community health worker for the pediatrics asthma patient, and is it working well, and is it being done at all Gotham sites.

Ms. Mika Noble, CAB liaison stated that it has been two months since the community health worker has been working and the workers come in about 2 times a week and help the parents in need.

NYC Health + Hospitals/Gotham Health, Morrisania

Ms. Leslie Harrison, Chair of the NYC Health + Hospitals/Gotham Health, Morrisania CAB presented the report to the CRC. Ms. Harrison stated the facility opened a new wellness room for staff and a new 3D mammography unit and upgraded medical equipment. The facility also completed renovations for behavioral health services and is prioritizing expanding dental and optometry services.

Access to healthier food options continues to be a concern in the community and the facility partners with local farm fresh programs to promote nutrition and access to healthier food choices. Accomplishments include Gold recognition from the American Heart Association and American Medical Association for Diabetes and hypertension care.

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

Dr. Katz stated the report helped him think of how the CAB can help with more usage in myChart, how can CAB members use myChart and give feedback on how to make it easier for patients.

Ms. Harrison stated that myChart can be daunting for older patients, whereas younger patients have an easier time. The more patients use it, the more they can discover its uses. They also have to know how to use it.

NYC Health + Hospitals/South Brooklyn Health

Ms. Rosanne Degennaro, chair of the NYC Health + Hospitals/South Brooklyn Health CAB presented the report to the CRC. This year, the facility has made significant investments into critical infrastructure and equipment upgrades. The floodwall is anticipated to be completed this summer. Constructions for the Ida G. Israel Community Health Center is also complete. Renovations for ambulatory care, dental practice and the women's health initiative program are also underway.

A total of 1484 robotic surgeries have been performed and the facility received an A Grade from the Lown Institute for Pay Equity and most Socially Responsible Hospital.

The care team has implemented several initiatives, including ICARE with Kindness and Communication Safety Skills training programs, a team approach to resolving issues, and a designated property storage room for patients' belongings in the ED.

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

The Committee encouraged the staff to contact Elmhurst and duplicate their customer services initiatives to help address their staff communication issues.

NYC Health + Hospitals/Seaview

Mr. George Wonica, CAB member of the NYC Health + Hospitals/Seaview CAB presented the report to the CRC. The facility secured \$2.5 million in funding to update resident shower rooms and the Chapel's roof. Funding is also secured for a new P.A. system and voice-over-IP phone systems. Seaview has also been listed as the \$1 ranking nursing home in New York City by Newsweek Magazine's Best Nursing Homes List.

Patient safety and satisfaction remain a top priority, and patient satisfaction is strong, with an overall satisfaction score of 99.23. The addition of an Assistant Director of Community Affairs has also proven to be an asset to the facility through his involvement in the Sea View Volunteers program.

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

The committee commended the facility on their recognitions and hard work.

ADJOURNMENT:

Meeting adjourned at 5:50 P.M



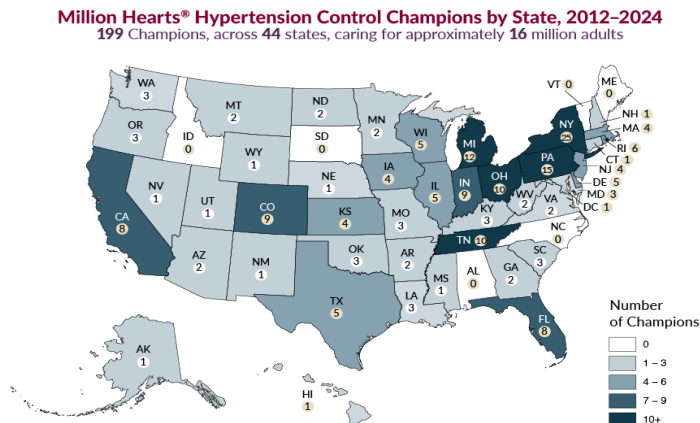
JUNE 3, 2025

PRESENTED BY:

GOTHAM HEALTH/CUMBERLAND ADVISORY BOARD

ACHIEVEMENTS- 2024 AWARDS

- **Million Hearts Champion** - 1 of 32 Gotham Health sites nationwide acknowledged for exceptional efforts and achievements in controlling hypertension within the community.
- **AHA/AMA Gold Plus award** for management of Hypertension
- **AHA Gold** for Type 2 Diabetes and Cholesterol management in 2024
- **AHA Gold** for Cholesterol management in 2024



ACHIEVEMENTS- 2024 AWARDS

GOTHAM HEALTH AWARDS

1st place for Most Improved site in all metrics amongst all Gotham Health sites

■ **2nd place** awarded for Best financial performance amongst all Gotham Health sites.



EQUIPMENT & INFRASTRUCTURE - COMPLETED

Projects:

+ Replacement of Cooling Towers

+ Parking Lot LED lighting

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

+ Wellness Center Project

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

+ Radiology Department

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

RENOVATIONS



- Integrated to Medicine BH Remodeling
 - Awaiting State inspection
- Radiology X-Ray Expansion- TBD
 - Room needs to be remodeled to accommodate replacement X-Ray machine
- Training Room (Old HIM)
- Pediatric Remodeling
 - Pending quotes from vendors
- Paint Project Initiative- Active

RADIOLOGY SERVICE INTERRUPTIONS

■ Mammography

- After replacement of outdated equipment, mammography service has resumed at Cumberland since January 13, 2025. Mammography services are offered Monday through Friday, 8:30 am - 4:30 pm
- External locations scheduled through RadNet

■ X-Ray Service Interruptions

- Radiology X-Ray services have been out of service for over a year
- The replacement unit has been received but requires remodeling of the space to be used
- Patients are being scheduled at alternate internal locations:
 - Broadway (Adult Only)
 - Woodhull(Adult & Peds)

FREQUENT COMPLAINTS BY PATIENTS & RESIDENTS



+ *Communication/updates on wait time.*

Response: AIDET Training provided to all staff members and clinicians

- Communication framework created by the Studer Group for use by healthcare-based staff to communicate with patients and each other to decrease patient anxiety, increase patient compliance, and improve clinical outcomes. The training is used systemwide.
- AIDET – Acknowledge, Introduce, Duration, Explanation, Thank You

+ *Access Improvement*

Response: Overbooking strategy (Primary Care Departments)

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

Response: Recruitment Improvements (Women's Health)

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

ISSUES IMPACTING THE COMMUNITIES SERVED BY THE FACILITY

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

SAFETY & SATISFACTION

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



ACKNOWLEDGEMENTS

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

Jacqueline Narine

Gotham Health Cumberland CAB Chairperson, Jacqueline Narine

Date: 05/21/2025

Nickiesha James

Interim Deputy Director of Ambulatory Care Services, Nickiesha James

Date: 05/21/2025

NYC Health + Hospitals/Elmhurst's Community Relations Committee Report June 3, 2025

Presented by Raj Punjabi

**NYC Health + Hospitals/Elmhurst's
Community Advisory Board Chair**

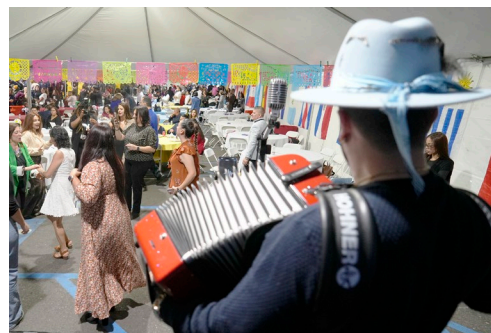
About Our Hospital

- NYC Health + Hospitals/Elmhurst is a 545-bed community hospital and Level 1 Trauma Center.
- We had a very busy 2024! Last year, we had over **ONE MILLION** outpatient/Ambulatory Care visits and close to 140,000 emergency room visits.
- We are a major economic engine in our community. According to HANYS, Elmhurst Hospital currently generates 6,000 jobs, \$210 Million in tax dollars, and an overall economic impact of over 1.5 Billion dollars.



Serving a Culturally Diverse Community

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



Committed to Excellence

- The hospital has received recognition from *US News and World Report* as a “Best Regional Hospital” and as High Performing Hospital in **6 categories**:
- Heart Attack
- Heart Failure
- Kidney Failure
- Orthopedics
- Maternity
- Hip Fracture



Elmhurst was also ranked nationally as one of the best hospitals overall in the U.S.!

Committed to Excellence



Patient Safety & Satisfaction

- Expanded ED Ambassadors to 24/7 coverage
- Food and Nutrition - improved ED experience and redesign new mom's dining experience
- EHL Student Business Project - enhance the experience of care through hospitality lens and personalization



Patient Safety & Satisfaction

- Expanded Spiritual Care interfaith experience throughout the organization for both patients and staff members
- Continued implementation of person-centered care frameworks to increase family presence
- Redesign complaints & grievances categorization model for better trending and action planning purposes



Building for the Future—Recently Completed

- Open our Queens Business Center at the former St. John space - Allowing for department relocations to assist with upcoming Renovation Projects - Expense Funded
- Converted vacant Medical record space into usable office space - Allowing for department relocations to assist with upcoming Renovation Projects - Expense Funded
- Acquired a 2nd DaVinci Surgical Robot - Expanding Robotic cases by 73% - Expense Funded
- Fluoroscopy Room Replacement - Imaging Funds
- (2) New Sterilizers Installed - Mayoral
- Cath Lab #2 Replacement - Imaging Funds'
- Ortho Fracture Table - Expense Funded
- New Vital Signs Monitors for the ED - Expense Funded
- Construction of a New Neurology Team Room - Expense Funded
- New Infusion Pumps hospital wide - Bond Funded
- (25) New Point of Care Ultrasounds - Imaging Funds
- New Central Sterile Cart Washer - Mayoral
- New Air Handler serving our MICU - Bond Funded
- New Air Handler serving Central Sterile - Bond Funded
- Construction of new Utility Rooms for NICU - Expense Funded
- Multiple Corridor Flooring Upgrades - Expense Funded
- Patient & Visitor Bathroom Upgrades - Expense Funded
- New Ceiling Sky Lighting - Donor Funded
- Replacement of 350+ Medical Beds - Bond Funded

Building for the Future—Soon to start construction!

- Labor & Delivery Renovation - June Start
- New Endo Suite - Fall Start
- ED Renovation - Phase I underway
- I.D. Clinic Renovation - Fall Start
- Entrances - Jan 2026
- Cath Lab #1 Replacement - Late Fall
- 2nd MRI Suite - Jan 2026
- New Elevators - Fall Start
- Various Roof Replacement - Summer Start
- Mini Neuro ICU - 2027
- PICU - 2027



Community Outreach

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



Issues Impacting Our Community

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

Frequent Complaints

- Timing and access – the continued increase of patient volume in our Emergency Department has impacted our admission time in the inpatient units at times. We are actively working on programs to reduce wait time, improve patient flow, and improve the patient experience in the ED.
- Communication – the complexity of most diagnosis requiring the involvement of multiple service lines could lead to communication breakdown caused by delayed communication with patients. We have a number of initiatives in place to improve communication between departments to enhance and improve patient care.
- Humanness – staff burnout could lead to the perception of staff being insensitive at times. We have developed an active “Wellness Program” called Helping Healers Heal (H3) to address concerns regarding staff burnout/stress.

CRC Report Signed By:

A handwritten signature in black ink, appearing to be 'H. Arteaga-Landaverde', written in a cursive style.

Helen Arteaga-Landaverde, Ph.D., CEO

A handwritten signature in black ink, appearing to be 'Raj Punjabi', written in a cursive style.

Raj Punjabi, CAB Chairperson



COMMUNITY ADVISORY BOARD

Community Relations Committee Report
June 3, 2025

INFRASTRUCTURE & EQUIPMENT

Ambulatory Care

- + Judson 2nd Floor Renovations, Completed
- + Gouverneur needs a new CT Scan
- + Local Law 11 Assessment for Building Exterior – Pending
- + Wellness Room, Completed

Skilled Nursing Facility

- + NYC Council Funding \$100K awarded to upgrade our State-of-the-Art Gym Equipment, Equipment Pending
- + Refurbishment of Dining Areas, Completed
- + Security Camera Installation on all Residents Units, Completed
- + Hemodialysis Den Construction, Underway



SAFETY/ SATISFACTION

The **Ambulatory Care** site has seen progressive increases in patient satisfaction survey results. Scores have continuously trended upward.

- + The “Recommend this provider’s office” is considered most critical of these scores. In February 2025 (latest available), the top box score was 95.06%, at the 97th percentile for H+H, and at the 66th percentile for New York State.
- + Comments received on the clinical services via Press Ganey are largely positive.

Gouverneur was nationally recognized by the American Heart Association (AHA) and the American Medical Association (AMA) for achieving outstanding clinical outcomes

- + Target: BP Gold+ Level: BP control >70%
- + Check. Change. Control. Cholesterol: Gold Award: >70% on appropriate statin
- + Target: Type 2 Diabetes Gold Award: Hba1c >9% poor control <25%

We continue to reinforce ICARE values with staff, reward good behavior with recognition, and use coaching where necessary, all in efforts to improve the patient experience. In addition, we have offered numerous ICARE with Kindness trainings—and continue to do so—and a good number of our staff have proudly signed the Kindness Pledge.



SAFETY/ SATISFACTION

The **Skilled Nursing Facility** safety concerns are addressed promptly and questions on the Press Ganey survey concerning the security of the facility are given a 91% satisfaction rating. The latest survey results showed the overall satisfaction rate as 78%. Our residents are quite pleased with the rehabilitation services.

We continue to reinforce ICARE values with staff, reward good behavior with recognition, and use coaching where necessary, all in efforts to improve the patient experience. In addition, we have offered numerous ICARE with Kindness trainings—and continue to do so—and a good number of our staff have proudly signed the Kindness Pledge.

Gouverneur was listed again, by U.S. News and World Report 2025, as one of the Best Nursing Homes in both categories of Short-Term Rehabilitation and Long Term Care.

Gouverneur maintains 5-Star CMS Quality Rating. The rating is based on Health Inspections, Staffing and Quality Measures.



FREQUENT COMPLAINTS

The **Ambulatory Care** site had 50 complaints/ grievances (all resolved) in CY 2024, for a rate of less than 0.3 per 1,000 visits, most frequently about communication and access. Patients also sometimes report struggles with accessing their personal providers for follow up. While most of these did not require formal corrective action plans, departments addressed those that did in the following ways:

- + Staff participated in PeopleSoft training sessions to improve communication with patients and colleagues.
- + The Directors of Service engaged directly with providers to reinforce the importance of strong bedside manner.
- + Departmental policies and procedures were reviewed and updated where necessary to improve workflow and patient experience.
- + Signage was enhanced throughout departments to better inform patients of their rights and HIPAA guidelines.
- + MyChart usage was promoted to help patients more easily access information and communicate with their care teams.

The **Skilled Nursing Facility**, The Skilled Nursing Facility received 12 complaints/grievances in CY2024 for a rate of 0.11 per 1,000 care days. Most frequently related to the promptness of response of staff. All complaints/grievances were resolved. All complaints/grievances are investigated and findings are reviewed with the patient/resident and addressed with staff. Staff are trained on the ICARE Values and on sensitivity to the patient experience. We work towards improving communication between our caregivers, patients and families.



ISSUES IMPACTING THE COMMUNITY

HIGHLIGHTS and CHALLENGES

- + The Lower East Side is a historic neighborhood in the Southeastern part of Manhattan, roughly between the Bowery and the East River from Canal to Houston Streets. One of the oldest neighborhoods of the city. The Lower East side has long been a gateway for working-class immigrants and continues to be an ethnically diverse section of New York. Traditionally an immigrant, working class neighborhood, it began rapid gentrification in the mid-2000s, but still maintains its community-based roots.
- + The neighborhood's population largely reflects the city overall, with the exception of fewer residents ages 0–17 (7% less) and more residents ages 65 and older (5% more). The Asian population makes up 38% of residents, 23% higher than NYC overall, while the percentage of Black (non-Hispanic) residents is 15% lower than the citywide average.
- + Living in high poverty neighborhoods limits healthy options and makes it difficult to access healthcare and resources that promote good health. In the Lower East Side, 22% of residents live in poverty, compared with 18% in NYC. The area also has higher unemployment, 6% vs. 5% in NYC overall for people ages 16 and older.
- + A large number of our patients have significant social needs that impact their health. In the Lower East Side 36% of households report seeing cockroaches, which are a potential asthma trigger.
- + Despite these challenges, the Lower East Side's average life expectancy is 84.1 years, which is higher than NYC overall. The adult obesity rate is 14%, lower than NYC overall. The chronic disease health outcomes for diabetes are similar to NYC overall. The Lower East Side also has lower than average new diagnoses of HIV and Hepatitis C.



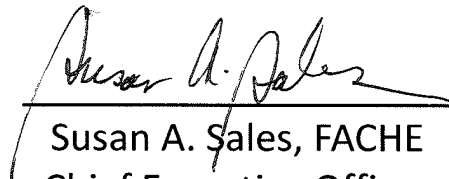
ACKNOWLEDGEMENTS:

For their dedication to the patient-centered care, improvement of community health outcomes of our diverse community around Gouverneur, our gratitude is extended to:


- Mitchell Katz, MD, President and CEO, NYC Health + Hospitals
- Gouverneur CAB Executive Leadership and Dedicated Members
- Gouverneur Auxiliary
- Gouverneur Leadership and Employees



Pauline Lock
CAB Chairperson



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



Morris Gagliardi, MD, MBA
Medical Director
Ambulatory Care



Community Advisory Board

NYC Health + Hospitals Community Relations Report

June 3, 2025

Infrastructure Projects in Progress

- Roof + Skylight Replacement
- Parking Garage Repair
- Energy Upgrades
- Electrical Switchgear Replacement
- Replacement of Emergency Generators



Currently Planned Projects

- Passenger Elevator Modernization
 - Upgrade & renovate the main elevator cars throughout the facility and the parking garage
- Nuclear Medicine
 - Renovating Nuclear medicine
 - Installing a new CT Scanner
- New MRI
 - Building a new MRI Suite
 - Installing new MRI scanner
- New Doctors Lounge
 - New functional lounge space for relaxation and collaboration
- On-Call Rooms
 - Build new on call rooms for healthcare staff for rest, recharge during their shifts
- Auditorium Renovation
 - Upgrade A/V equipment and renovate the Auditorium
- Installation of New Nurse Call System
 - Install new nurse call system in the In-patient units to ensure timely assistance for patient care
- Medical/Surgical Bed Replacement
 - Install 200+ new Medical/Surgical beds
- Replacement of ICU Doors and Headwall
 - Upgrade and improve the 9th floor ICU with the installation of new sliding doors and new head wall units.
- Employee Lounge Expansion
 - Expand employee lounge to create large public assembly space
- Replacing Sidewalks
 - Remove hazardous bricks from sections of plaza walkway, level and pour new concrete for safe and durable surface
- Laboratory and Pharmacy Upgrades
 - Replace and upgrade Lab & Pharmacy equipment

\$6M Funding – RISE Center

- Lincoln Received \$6 M in funding for RISE Center (Recovery, Integrated Supports, Empowerment)
- The Center will be relocated from Belvis, with services co-located in one space at Lincoln Hospital on the 6th Floor
 - Construction on the Center will start in the first quarter of 2026
- The physical space is almost double in size and will allow us to be able to triple the number of patients we serve in the first year



Frequent Complaints Raised by Patients

- **Attitude** and **lost property** are the most frequent complaints. Our Nursing, Patient Relations and Patient Experience departments are working in collaboration to improve the overall experience.
 - Patient Representatives conducts regularly round to address patient concerns and to escalate issues.
 - We have implemented ICARE with kindness training for the staff to embody professionalism, empathy and team work.
 - After 30 days, unclaimed items are placed on a designated lost and found managed by the property office
 - Property office is working on a more structured approach to ensure items are returned to their owners while maintaining security and efficiency.

Patient Safety/Satisfaction Initiates

Daily Welcome Rounds

- Lincoln recently started a new welcome rounds program
- Team from Guest Relations, EVS, Dietary and Patient Experience visit all new admitted patients daily
- Goal is to check-in with patients, address any concerns and make sure we are meeting their needs

Planetree Certification

- Planetree recently recognized Lincoln with a Bronze certification in person-centered-care.
- We are currently working towards Silver certification in 2026 and are committed to culture change that yields improvements in patient and family engagement, better clinical outcomes, increased staff retention and recruitment, and high value care.



Issues Impacting the Community

Challenges:

- Opioid Dependence and Abuse
- Diabetes & Hypertension
- Maternal Health issues
- Mental Health



Gun Violence: Lincoln's Guns Down Life Up Program

- GDLU has successfully established connections with OSHA Training, resulting in over 200 individuals trained. They continue to provide valuable services in NYC schools and have expanded their community outreach efforts. Notably, their youth employment services have grown to include an Anti-Gun Violence Employment Program, which currently has 140 youth enrolled. Additionally, 130 high-risk youth are participating in their After-School Program, with 190 more on the waiting list.
- As of 2023, GDLU is recognized as the first and only hospital-based Crisis Management community program on-site. This initiative serves as a model for the expansion of our system-wide efforts in partnership with the Department of Youth Community Development, focusing on prevention, intervention, and community mobilization.

Our Successes

Highlights:

- Recognized as a US News & World Report Best Hospital for Maternity Care
- Recognized by Healthgrades as a top 100 best hospital for prostate surgery
- Our Primary Care Services was recognized by the National Committee for Quality Assurance (NCQA) for delivering high-quality, patient-centered care

Community Engagement

Lincoln has been engaging our community and inviting them into the hospital so that we can be viewed as a community resource. Recent events include:

- Employment, Health and Resource Fair, connecting community residents with valuable resources and support services.
 - Over 400 people attended, 25 job offers were made.
- Easter Egg Hunt - Over 400 children from our local schools attended
- Town Hall meeting which was open to patients and staff – several patients attended and provided valuable feedback
- Prayer Vigil for victims of the Jet Set collapse in the Dominican Republic – over 200 people attended



Acknowledgements:

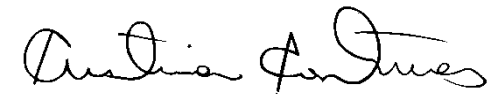
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- Dr. Mitch Katz, NYC Health & Hospitals President & CEO
- Cristina Contreras, Chief Executive Officer
- All of our dedicated Federal, State and City Officials
- The NYPD

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

Richard Izquierdo

Richard Izquierdo
CAB Chairperson



Cristina Contreras
Chief Executive Officer