

COMMUNITY RELATIONS COMMITTEE  
OF THE BOARD OF DIRECTORS

March 3, 2026

5:00 P.M.

50 Water Street

AGENDA

- |  |                       |
|--|-----------------------|
| I. Call to Order   | Jackie Rowe-Adams     |
| II. Adoption of January 6, 2026<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/Belvis   | Ms. Josephine Byrne   |
| b. NYC Health + Hospitals/Morrisania   | Ms. Leslie Harrison   |
| c. NYC Health + Hospitals/Sea View   | Mr. George Wonica     |
| d. NYC Health + Hospitals/South Brooklyn Health                                  | Ms. Rosanne DeGennaro |
| VI. Old Business   |                       |
| VII. New Business  |                       |
| VIII. Adjournment  |                       |

COMMUNITY RELATIONS COMMITTEE

OF THE BOARD OF DIRECTORS

January 6, 2026

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  
Ms. Anita Kawatra  
Dr. Patricia Marthone  
Dr. José Pagán  
Ms. Sally Hernandez-Piñero

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–Karen Moore  
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– Jacqueline Narine  
NYC Health + Hospitals/Gotham/East New York– Crystal Matthews  
NYC Health + Hospitals/Elmhurst– Raj Punjabi  
NYC Health + Hospitals/Gotham/Gouverneur– Pauline Lock  
NYC Health + Hospitals/Harlem– Michelle Booker  
NYC Health + Hospitals/Jacobi– Charmaine Graham  
NYC Health + Hospitals/Kings County– Lorna Chin  
NYC Health + Hospitals/Lincoln– Richard Izquierdo Arroyo  
NYC Health + Hospitals/McKinney– Debera Tyndall  
NYC Health + Hospitals/Metropolitan– James Ratti  
NYC Health + Hospitals/Gotham/Morrisania– Leslie Harrison  
NYC Health + Hospitals/North Central Bronx– Rob Seitz  
NYC Health + Hospitals/Queens– Robin Hogans  
NYC Health + Hospitals/Gotham/Sydenham– Joyce M. Rivers-Clark  
NYC Health + Hospitals/Sea View– George Wonica  
NYC Health + Hospitals/Woodhull– Ivette Luperena Delgado

Ms. Jackie Rowe-Adams called the meeting of the Community Relations Committee to order at 5:02 p.m.

Quorum was established. The minutes of the Community Relations Committee meeting held on November 5, 2025, were reviewed. Upon motion made and duly seconded, the minutes were unanimously approved.

Ms. Rowe-Adams established the order of the meeting and welcomed the presentation of the President's report.

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

- Lincoln received national recognition by the American Council College of Surgeons
- Metropolitan gave out a thousand toys to children and families
- NYC H+H hosted Columbia University students for discussion on public health leadership
- NYC H+H is working aggressively to enforce laws to prevent driving while intoxicated
- Queens received national recognition for their excellence in surgical safety
- Jacobi received \$25,000 for the Stand Up to Violence Program
- \$750,000 was awarded from President Gibson and Deputy Speaker Ayala for improvements to Belvis
- Bellevue hosted infection prevention nurses from South Korea as a part of a training exchange
- The SHOW vans distributed over 14,000 clothing items
- NYC H+H is partnering with Consulates to promote health care access and provide blood pressure screenings
- Queens was named lung cancer screening Center of Excellence and received \$1M from the borough president for advanced surgical microscope equipment
- South Brooklyn Health was recognized for the highest quality stroke care
- Bellevue School of Radiology Technology celebrated its 51<sup>st</sup> graduating class
- Elmhurst received designation as a Center of Excellence in lung cancer screening
- Metropolitan achieved central line associated bloodstream infection rate of zero
- NYC H+H collaborated with Taiwan Centers for disease control on preparedness
- Five of the facilities was named to U.S. News and World Report
- One of NYC H+H anesthesiologists was named to Crane's notable leaders in sustainability
- A local Brooklyn artist Eddie Quan photo exhibits debuted at South Brooklyn Health

- Salina Booster was appointed as Chief Medical Officer at South Brooklyn Health
- NYC H+H celebrated World Aids Day in New York by remind people of the resources available.

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

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

**PRESENTERS:**

Ms. Rowe-Adams moved the agenda to the (4) facilities, presenting their verbal annual reports. Each presentation is allotted 5 minutes.

**NYC Health + Hospitals/Carter**

Ms. Marie Charles, member of the NYC Health + Hospitals/Carter CAB, presented the report to the CRC. Ms. Charles stated that the facility will be expanding the nursing facilities ventilator capacity this year. Carter has also acquired new feeding and IV pumps and installed a gym for all staff members based on employee feedback and surveys. The facility also eliminated Pxyxis and implemented Omnicell Medication Management Systems.

Carter has been listed as one of the best nursing homes by US News and World Report for short term rehabilitation and received acknowledgement for Long Term Care in 2026. Carter was also named to Newsweek Magazine's Best Nursing Homes List, ranking \$4 out of over 600 nursing homes in New York State.

Overall patient/resident complaints remained low in the past year with the most common issues being: Attitude/Courtesy and Delay of Care. To address these, ICARE with Kindness trainings and pledges are ongoing and care plans to be re-modified based on patient/resident preference in care.

Carter's Nursing Aide Training Program continues to go well and to date there have been 92 candidates. The CAB also officially welcomed two new members.

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

Dr. José Pagán commended the facility for the focus on employee wellness.

Ms. Sally Hernandez-Piñero asked for more information on the high blood pressure and diabetes outreach that was discussed.

Mr. Floyd Long, CEO of NYC Health + Hospitals/Carter state that the facility has made it a point of emphasis to have community outreach, specifically in the East Harlem and Greater Harlem Community. They have teamed up with Senator Cordell Clear and Representative Gibbs on some of their initiatives. They have also played a role at different health fairs and wellness programs

that are happening in the community to make themselves known to the community and what services they offer.

Ms. Anita Kawatra commended the facility on highlighting the priority of continuing to provide uncompensated care to those who are not eligible for public benefits, and asked if there are specific metrics, like how many patients have been served, how many hours the health practitioner has spent.

Mr. Long stated that there are no specifics for individual providers and they do not keep track of the hours that the providers serve in treatment.

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

Ms. Crystal Matthews, chair of NYC Health + Hospitals/Gotham Health, East New York CAB, presented the report to the CRC. This year the facility will be upgrading the bathrooms to be ADA compliant, and upgrading the DEXA and IDF/IT closets, as well as kicking off a facility-wide comprehensive energy project, and renovating the women's health and pediatric units.

Staffing challenges have occurred due to loss of primary care providers, which create longer wait-times for patients to receive an appointment. Site leadership is working with HR to interview qualified candidates to fill vacancies. There are also complaints about unanswered phones, to which the facility offers patients the option to call the centralized call center and are having staff check voicemail twice a day to address concerns.

iCARE with Kindness continues to be used as a strategic priority that aims to infuse the health System's culture with more kindness, ensuring that all employees take the pledge.

The facility has received multiple designations and ratings from the American Medical Association and Health First for the Diabetes, Hypertension, cancer screenings and eye exams services.

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

Dr. Katz commended the facility on the use of the call center and recalled a positive experience he had with the Gouverneur call center when he needed to use it for his sister's upcoming appointment and how efficient it was.

Dr. Patricia Marthone commended the cultural sensitivity with obesity because a lot of people do not stick with weight loss plans due to not eating the foods being told to eat, and would like to hear more about the program in the future.

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

Ms. Lorna Chin, Chair of the NYC Health + Hospitals/Kings CAB, presented the report to the CRC. Ms. Chin stated that the facility has completed many renovation projects such as the P-building exterior, D-building pharmacy Omnicell and S-building Sterile pharmacy. Projects in progress include the E-building elevator renovation, and replacing about 350 inpatient beds and 1800 infusion pumps. The facility also had a 60% reduction in non-emergency medical transport costs, generating savings of \$513,000 in 2024. There was also an 87% reduction in CLABSI events, and 94% reduction in CAUTI events.

The facility also received a Stroke and Heart failure Gold Plus designations and Resuscitation Gold, and recertification as an advanced thrombectomy capable stroke center and level 1 trauma center.

The top categories for complaints and grievances were care, communication, patient safety, attitude, wait-times, and lost property. A more proactive role through robust rounding practices have decreased these complaints. The facility received 99,7000 interpretation requests and fulfillment rate of interpretation is 99.6%. Emergency Department wait-times are being addressed through quality improvement initiatives to reduce patients leaving without being seen. The Emergency Department team has strengthened patient property management through enhanced bedside reconciliation of clothing, bag labeling, and documentation, as well as significant improvements to backend processes. The room is now organized, alphabetized and consistently maintained.

The facility has received re-certification as an American College of Surgeons Verified Level I Trauma Center and were designated as a Center of Excellence in Lung Cancer Screening.

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

Dr. Pagán commended the focus on patient experience, especially with the many patients from all over the world and different languages.

Dr. Katz asked how did the facility make the savings on the non-emergency transport?

Mr. Sheldon McLeod, CEO of NYC Health + Hospitals/Kings stated that by looking at patients being discharged and instead of being sent home in an ambulance or ambulette, they can use an uber instead. If they do not need to be on a stretcher or wheeled out, they can take an uber.

Dr. Katz also asked if the food commodity program is done on behalf of the state?

Mr. McLeod stated yes that they distribute food across the five boroughs.

Dr. Katz commended the effort being made around the kindness initiative and iCARE. Mr. McLeod stated that there has been an increase in compliments since the increased efforts.

Ms. Hernandez-Piñero asked what might be the top two patient facing things that has had the most positive receptivity from patients?

Mr. McLeod stated that the work that is being done in the ED in reducing the walk out rate, where the facility is bringing mid-levels to the point of entry where triage is taking place, so patients do not feel like they are waiting an inordinate amount of time. In addition, the rounding with the staff to hear their concerns has increased staff engagement and staff appreciate that their concerns are being heard.

Dr. Marthone stated that lost property is a big issue, and how is the facility doing with canes, walkers, and dentures?

Mr. McLeod stated that the facility informs patients to put items at the bedside in the receptacle, and also reinforcing with the families to take as many things with them home instead of leaving them in the hospital.

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

Ms. Robin Hogans, chair of the NYC Health + Hospitals/Queens CAB and chair of the Council of CABs, presented the report to the CRC. The facility made many enhancements such as the PET CT being replace and the interventional Radiology renovation completion. In progress projects includes the renovation of the MRI suite, the HUGs replacement, and campus lighting upgrades.

Capital improvement projects being prioritized include replacing smart beds and nurse call, CT simulators, a dialysis training center, and a community pharmacy. These improvements will shorten hospital stays, lower readmissions and per patient costs, and strengthen Queens Hospital's surgical leadership.

Patient satisfaction scores are increasing across many departments including Emergency Department, Ambulatory surgery, inpatient behavioral health, and outpatient behavioral health. The Care Experience Department and the Patient Partnership Council are working together to translate staff feedback into service improvements and elevate the overall care experience.

The facility has received the Leapfrog Safety Grades of A, US News and World Report Best Hospitals Rankings, American Heart Association awards, baby friendly re-designation, GO2 for lung cancer awareness, and AORN Center for Excellence in surgical safety.

Ms. Hogans stated that Many community members present with advanced cancers and other late stage diseases due to low screening uptake. The facility is launching a major public education and outreach campaign

focused on early cancer screening and chronic disease detection to increase timely diagnosis, reduce disparities, and improve outcomes.

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

Dr. Pagán asked when is the retail pharmacy opening and what is expected to be different?

Mr. Neil Moore, CEO of NYC Health + Hospitals/Queens stated that the pharmacy initiative will be working collaborative with members of senior staff to establish that. There is not a date for opening but there is a location identified. Where the pharmacy is currently located it is very tight so the new pharmacy will give the facility a chance to serve a larger volume of patients from the community as well as patients.

Ms. Hernandez-Piñero asked what will the \$70 million for expanding CPAP effort into the Clair Schulman Pavilion, what will it be used for?

Mr. Moore stated that the \$70 million will be used to add two floors to the pavilion building or an adjacent building to the pavilion but it will be attached. The behavioral health program currently functions in three different areas and what would like to be done is bring them all in one place so the facility can serve all the behavioral health patients and not have them in three different areas.

Ms. Kawatra commended the facility on the honor of having an A two years in a row.

**ADJOURNMENT:**

Meeting adjourned at 5:57 P.M

# Community Relations Committee Report

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March 3, 2026

PRESENTED BY

**Gotham Health Belvis Community Advisory Board**



- **Imaging Department**

Cosmetic upgrade (Completed 12/2025)

- **Facade Renovation**

- Bid meeting held with potential contractors
- Upon selection of contactor the procurement process will begin to enter into contract with the selected contractor

- **Fire Alarm Upgrade**

- The project entails the upgrade the current antiquated and obsolete fire alarm system from Class E to a Temp-3 system across the entire facility
- Kick off meeting scheduled with Architects and Engineers

- **Windows and Infrastructure Replacement**

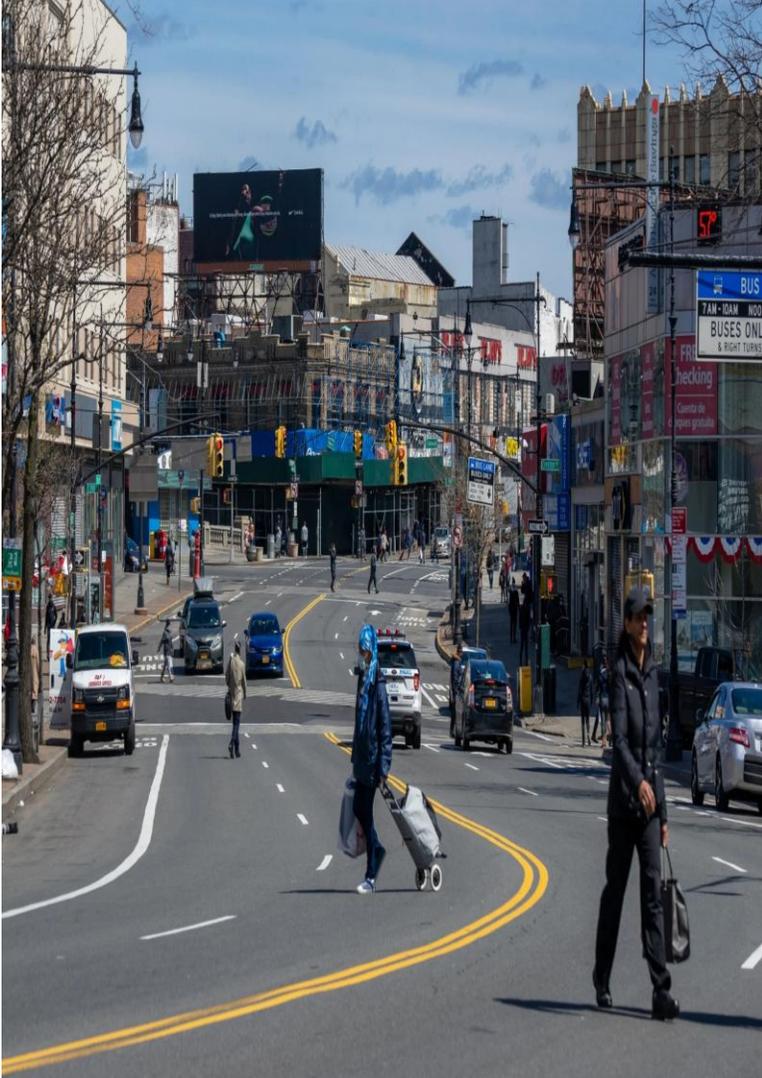
- The project entails replacing all existing windows and storefronts
- Kick off meeting scheduled with Architects and Engineers



- **Diabetes & Hypertension Education**  
Host bi-monthly community education fairs focused on prevention and management
- **Annual Community Resources Fair**  
Hosted annual fair connecting residents to essential community resources
- **Screening & Awareness Events**  
Promoted HIV, Cancer, and other health screening events throughout the year
- **Teen Clinic Tours**  
Provide teen clinic tours and education in partnership with neighboring schools



# Issues Impacting the Community



- **Mental Health Access**

All patients screened for Depression via Epic tools. Collaborative Care Program connects eligible patients to social work and relevant interventions.

- **Access to Healthier Food Options**

Community partnerships with supermarkets and Farmer's Markets. Connects patients to NY Common Pantry and promotes healthy choices at events.

- **Access to Social Services**

Collaborating with BronxWorks, Dept. of Health and Mental Hygiene, and Bronx-based counseling and substance abuse support services to improve housing and social service access.

- **Community Safety**

Continued partnership with the 42nd Police Precinct to conduct patrols in and around our neighborhood.

## Eye Care Services

**Patient Request:** Return of optometry services to Belvis

✓ **Response:** Optometry services restarted at Belvis July 2025 to meet ongoing community need for specialist care

## Pharmacy Hours

**Patient Request:** Extended pharmacy hours to better serve the community

✓ **Response:** Prescription delivery service launched December 2025 to meet community needs

## Woman's Health Services

**Patient Request:** Need for more women's health hours and providers

✓ **Response:** Expanded Women's Health Services to two late nights per week and increased accessibility by 50% through partnerships with Metropolitan and sister site Gotham Health Tremont for provider coverage.

### Our Commitment

We listen to our patients and community members. Every concern is an opportunity to improve the care and services we provide at Gotham Health Belvis.

## 2025 Accomplishments

- ★ Patient-Centered Medical Home — NCQA Accredited (2025)
- ★ AHA & AMA Gold Recognition — Diabetes Care (2025)
- ★ AHA & AMA Gold Plus Recognition — Hypertension Control (2025)
- ★ AHA & AMA Gold Plus Recognition — Cholesterol Control (2025)
- ★ Increased Woman's Health Capacity by 50%
- ★ Launched Optometry and Occupational Health Services
- ★ 80.1% Colorectal Cancer Screening rates ( #1 across Gotham & H+H)
- ★ 88% Breast Cancer Screening rates ( #2 in Gotham & H+H)



We are deeply grateful to Belvis' Clinical and Operational Leadership for their unwavering dedication to meeting the health care needs of Bronx communities, as well as to our valued strategic partners whose collaboration continues to amplify and expand the reach of our work — including, but not limited to:

**Elected Officials**

Hon. Vanessa Gibson — Bronx Borough President

Hon. Jose M. Serrano — NYS Senator

Hon. Amanda Septimo — NYS Assembly

Hon. Diana Ayala — NYC Council

Hon. Ritchie Torres — U.S. Congress

**Submitted By:**

*Aukia Fowlin - Alenkhe*

**Aukia Fowlin-Alenkhe**

Deputy Director of Ambulatory Care Services

Date: 03/03/2026

*Josephine Byrne*

**Josephine Byrne**

CAB Chairperson

Date: 03/03/2026



## COMMUNITY RELATIONS COMMITTEE REPORT

March 3, 2026

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

## EQUIPMENT

- The Heidelberg OCT Advance Spectralis is an advanced imaging system designed for ophthalmic applications, particularly in diagnosing and monitoring retinal diseases. It features a modular design, allowing clinicians to customize the system according to their specific diagnostic workflow.



# INFRASTRUCTURE

- **Phase One and Phase Two:** was completed and the following services are now located in their new location in Morrisania main building.
  - New CDC Space – Floor 1 – (Former Admin Office)
  - New Admin Space – Floor 1 – (Former HIM Space)
  - New Behavioral Health Space – Floor 3 – (Former Podiatry Space)
  - Podiatry relocated in a new location – Floor 3
  - Two new multi stall ADA Bathrooms were build – Floor 1



New CDC Space



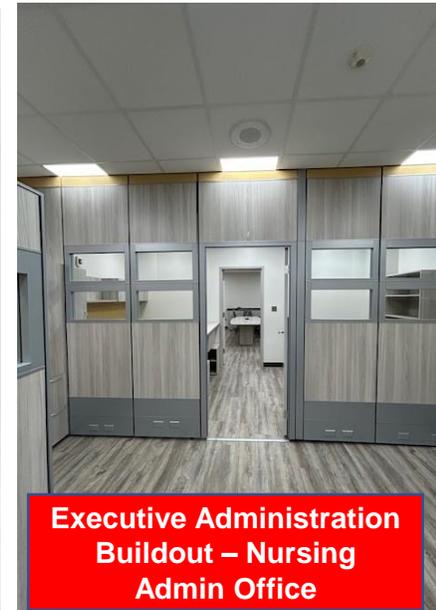
New Behavioral Health Offices



Men's Bathroom



Woman's Bathroom



Executive Administration Buildout – Nursing Admin Office

# INFRASTRUCTURE

## River Commons Project

- **October 31, 2025:** Morrisania annex building was turned over from H+H to L+M developers
- **December 14, 2025:** Morrisania parking was closed and turned over from H+H to L+M developers. Temporary parking lot for staff “City Parking” was established on Gerard Avenue and East 164<sup>th</sup> Street by the developers L+M for the duration of the construction and completion of the new building.
- **November – December 2025:** Walkthroughs occurred with L+M developers and sub-contractor FDL, in-house engineers, and trades to identify separation of water lines, electrical, and fire alarm systems between annex and main buildings.
- **November – December 2025:** Walkthroughs occurred with L+M and sub-contractor Unity, in-house engineers, and plumber to identify placement of water tower on roof and mapping new piping system
- **January 2026:** On-going preparation work continues for the demolition of the Morrisania annex building
  - Covered all annex-facing windows in main building
  - Temporary wall built between the annex build and the main building

# INFRASTRUCTURE



Overhead protection outside CDC



Fencing installed around perimeter.



Piping in progress to be connected from roof to basement.



New piping leading from roof to basement



Top of scaffolding and dunnage build out to hold water tower

# INFRASTRUCTURE

## ■ River Commons Project Update-To-date

Water Tower Installation (Unity)	Demolition (FDL)
Mobilization set up for contractors in annex basement and all DOB permits posted at entrance of main building	Mobilization set up for contractors in annex building and all DOB permits posted at entrance of main building
ICRA occurred and forms posted at entrance of building	ICRA occurred and forms posted at entrance of building
Installation of scaffolding to bring materials to roof - completed	Fencing installed around parking lot, as well as fencing and overhead protection around annex courtyard and CDC emergency exit
Installation of piping system in process from roof through basement.	Installation of sheetrock on floors 1-3 are completed to permanently separate main building from the annex for protection of demolition and dust mitigation
Installation of dunnage materials (to hold water tank) installed	Continue working with in-house engineers and plumber to separate piping, electrical, and fire alarm systems
Pending favorable conditions to bring water tower to roof – was scheduled 2/22 but canceled due to blizzard	Removal of ceiling tiles
Continue working with in-house engineers and plumber to separate piping	

# PATIENT SAFETY & SATISFACTION

- **PI Project Enhancing the Patient Experience**
  - Quality improvement efforts are focused on better referral coordination (“closing the loop”) and using ICARE with kindness values to increase patient satisfaction and Press-Ganey survey scores.
- **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 CONCERNS FROM PATIENTS

## ■ Service Improvements Opportunities

- Extended pharmacy access for improved patient convenience
  - New Pharmacy Home Delivery Service: Patients can now receive their prescriptions through our new pharmacy delivery service, eliminating the need for an in-person pickup.
- Recruiting new staff to improve access for patients
  - Primary Care, Optometry, Dental, Developmental Pediatrics

## ■ Patient Scheduling Solutions

- Challenges with scheduling/rescheduling appointments with the HHC call center
  - Strengthening Patient Engagement via MyChart: Helping patients use MyChart as an easy, convenient way to message care teams and manage appointments. Patients can schedule, cancel, and reschedule appointments easily via MyChart.

## ■ Building Stronger Care Team Connections

- Opportunities to strengthen information sharing and teamwork between departments and care providers
  - Provide ongoing education on effective communication and data sharing.
  - Gather frontline staff input on communication challenges and take action to strengthen information sharing processes.
  - Conduct routine audits to identify communication gaps and implement targeted improvements.

## UNDERSTANDING OUR COMMUNITY'S NEEDS

- **Access to Healthier food options** - We have created community partnerships to promote nutrition and healthier lifestyles:
  - New York Common Pantry
- **Access to Economic and Civic Support Services-** We are working alongside community-based organizations to reduce barriers to economic stability and essential documentation services.
  - TAX PREP
  - NYC ID
- **Access to other social services** – We are working with Non-Profits including BronxWorks, House Calls, ABC, and NY Common Pantry to promote better access to housing support services, home care, substance abuse counseling, and employment services like training and job coaching.



# 1 ACCOMPLISHMENTS

## 2 • **Expansion of Dental, Optometry, and Behavioral Health Services**

- 3 • New providers joined the team.

## 4 • **Hired Support NP**

- An Adult Primary Care Nurse Practitioner joined the team.

## • **Streamlined DME Prior Authorization**

- Improved process with parachute

## 6 • **Outstanding Performance on Care Gap/VBP Programs**

- 7 • Achieved #1 Overall Quality Score (Healthfirst Medicare),  
#1 Overall Performance on Healthfirst program measures including Breast Cancer Screening (Medicare), Glycemic Control (Medicare), and Medication Adherence (Medicare).

## • **Expanded HIV Prevention Services**

- Now offering long-acting injectibles

## • **Maintained PCMH Accreditation**

- Continued recognition for Patient-Centered / Medical Home Standards

## • **Expanded Sexual Health Services**

- Introduced 3-site STI testing

## • **Excellent Chronic Disease Outcomes**

- Met SMART target for blood pressure control improvement (3.5% improvement vs prior year)

## • **Continued Renovations**

- Preparations are underway for new construction

# 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*

CAB Chairperson  
Leslie Harrison

Date: 2/20/2026

*David Caldwell*

Deputy Director of Ambulatory Care Services,  
David Caldwell

Date: 2/20/2026



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**AMERICA'S  
BEST  
NURSING  
HOMES**

2026

**Newsweek**

POWERED BY  
**statista**

**BEST  
NURSING HOMES**

& WORLD REPORT  
**U.S. News**

LONG-TERM CARE  
2026

**BEST  
NURSING HOMES**

& WORLD REPORT  
**U.S. News**

SHORT-TERM  
REHABILITATION  
2026

## COMMUNITY ADVISORY BOARD

### Community Relations Committee Report 2026

March 3, 2026

## EQUIPMENT & INFRASTRUCTURE

- + Shower Room Improvement
- + Chapel Area Beautification

**Through H+H bond funding, the planning phase of these projects continues, and we are looking forward to entering the design stage to better outline the scope and detail of the enhancements to these important facility upgrades.**

## PATIENT SAFETY & SATISFACTION

Sea View is honored to be listed as one of the top-ranked nursing homes in New York City by Newsweek Magazine's Best Nursing Homes List, US News and World Report and Centers for Medicare and Medicaid Services.



A dark blue graphic with the NYC Health+Hospitals logo and "SeaView" at the top. Below, it says "CENTERS FOR MEDICARE AND MEDICAID SERVICES STAR RATINGS FOR NURSING HOMES". It features four star ratings in yellow starburst shapes: "OVERALL" (5.0 RATING), "STAFFING" (5.0 RATING), "HEALTH INSPECTIONS" (4.0 RATING), and "QUALITY MEASURES" (5.0 RATING).

## 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 96.93

### Top 3 Press Ganey Scores Include:

- + **Activities - 98.39%**, Activities and recreation were rated highly, showing that residents feel engaged, supported, and enriched through diverse program offerings.
- + **Likelihood to Recommend - 98.37%**, Sustaining this score requires high-performing, trust-based teams and specialized, compassionate patient care. We achieve this through patient communication, interdisciplinary coordination, and individualized care plans that address each patient's unique needs.
- + **Room - 98.25%**, Ratings for room quality reflect improved comfort and cleanliness standards

## FREQUENT COMPLAINTS BY PATIENTS & RESIDENTS

Missing clothing and room changes are at the top of the complaint list for Sea View residents:

- + Sea View Resident Representative will work with our residents to resolve these issues
- + 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.

# EMPLOYEE WELLNESS

With the recent hiring of a dedicated Wellness Director, H3 has strengthened its strategic leadership and system-wide integration. The Wellness Director is actively incorporating H3 programming at Sea View by embedding structured debriefs, proactive staff outreach, leadership collaboration, and holistic wellness initiatives into daily operations and organizational culture.

Beyond supporting staff well-being, this role enhances the patient experience by fostering a more resilient, emotionally supported workforce—improving communication, empathy, teamwork, and responsiveness at the point of care. By aligning wellness initiatives with quality, safety, and patient satisfaction goals, the Wellness Director ensures that workforce well-being remains directly connected to improved clinical outcomes and a more compassionate patient experience.



## COMMUNITY IMPACT

Sea View is expanding their Summer Youth Employment Program (SYEP) contract with New York Center for Interpersonal Development (NYCID) to the Winter Program & Work Ready Programs with:

- + **Wagner High School**
- + **Concord High School**
- + **Port Richmond High School**
- + **McKee High School**



The Expansion of schools will allow us to introduce careers in Health Care to our High School Students on Staten Island.

\*Founded in 1970, New York Center for Interpersonal Development (NYCID) is a not-for-profit organization on Staten Island. NYCID promotes the improvement of human relationships and the strengthening of communities.

# 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  
James Haynes  
Catherine Paradiso  
Dawn-Marie Carpenter

Michael Pillarella  
Michael Dougherty  
Franklin Ortega  
Marilyn Sasso  
Katherine Connors

*George Wonica*

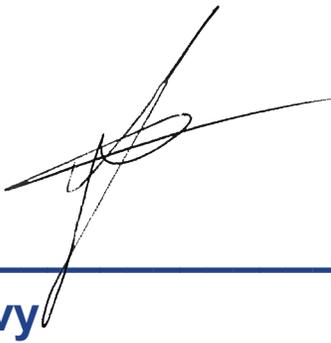
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**George Wonica**  
**CAB Chairperson**

## 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**

## COMMUNITY ADVISORY BOARD

Community Relations Report

**March 3, 2026**



## INFRASTRUCTURE & EQUIPMENT

- **Newly Renovated Oncology & Infusion Center**
  - ✓ Ribbon Cutting Ceremony February 27, 2026 1:00pm – 2:00pm
- **FEMA Project-RBG Plaza**
  - ✓ New driveway, planting and green space is complete
  - ✓ Flood wall is complete
  - ✓ Ribbon Cutting Ceremony – early Spring 2026
- **Women’s Health Center Project – Ambulatory Care renovations - 8<sup>th</sup> Floor**
  - ✓ Construction is in progress
  - ✓ Opening scheduled for Winter 2026
  - ✓ Ribbon Cutting Ceremony – Winter 2026
- **Ambulatory Care Space - 1<sup>st</sup> Floor**
  - ✓ Construction scheduled to begin 1<sup>st</sup> Quarter 2026
- **Ida G. Israel Community Health Center opened March 2025**
  - ✓ Ribbon Cutting Ceremony held on February 18, 2025

## PATIENT SAFETY & SATISFACTION

Executive Leadership is committed to improving the culture of safety among staff and is proud to be recognized as a leader in health care. The following are milestones and achievements at SBH:

- **Lantern Award** for Emergency Department Nurses from the *Emergency Nurses Association*
  - ✓ The highest recognition given to an Emergency department
- **Silver BEACON Award** for Surgical Excellence from the *American Nurses Credentialing Center*
  - ✓ Recognizing SICU for Excellence in care
- **Silver BEACON Award** for Medical Excellence from the *American Nurses Credentialing Center*
  - ✓ Recognizing MICU for Excellence in care
- **Pathway to Excellence** Designated Hospital from the *American Nurses Credentialing Center*
- **One of the Best Hospitals for Maternity Care** from *US News and World Report*



## PATIENT SAFETY & SATISFACTION CONT.

- **Thrombectomy-Capable Stroke Center** Certified from *The Joint Commission*
  - ✓ Recognized for meeting high standards for endovascular thrombectomy and providing post-procedural care
- **2025 Target: BP Gold+ Award** from the *American Heart Association*
- **2025 Target: Type 2 Diabetes Gold Award** from the *American Heart Association*
- **2025 Check. Change. Control. Cholesterol Gold Award** from *American Heart Association*
- **Achieved a B Leapfrog Hospital Safety Grade** from *The Leapfrog Group*
  - ✓ The highest grade SBH received in several years; one of the top Leapfrog grades across NYC Health + Hospitals for Fall 2025
- **Advanced Robotic Surgery:** A total of **2,104 surgeries** have been performed using the **da Vinci Xi Robot** since the launch in Summer 2022



## PATIENT COMPLAINTS & ACTIONS TO ADDRESS

**Communication** and **Coordination of Care** are the two most common complaint areas received from our patients.

### Actions:

- **Strengthening Our Communication**
  - ✓ Ongoing ICARE with Kindness and Communication Safety Skills (CSS) training
  - ✓ Focus on empathy, body language, tone, and active listening
  - ✓ Real-time resolution and service recovery, preventing formal grievances
  
- **Improving Our Coordination of Care**
  - ✓ Reinforce team-based real-time problem solving with care teams and leadership
  - ✓ Patient Representative rounding on units/ED to proactively address concerns
  - ✓ Optimized team approach to reduce diagnostic and appointment delays through active coordination and alternative solutions
  - ✓ Tea Time Pilot: Twice-weekly, relaxed social rounds led jointly by Nursing and Patient Representatives to build rapport, proactively identify concerns, and resolve issues in real time

## NEEDS/ISSUES IMPACTING THE COMMUNITY

- The need for South Brooklyn Health to become a Level 1 Trauma Center.
- A large volume of high rise building being constructed throughout Southern Brooklyn will only increase the health care needs of a growing community.
- The overwhelming traffic in and around the South Brooklyn Health Campus and the emergency entrance to the Ruth Bader Ginsburg Hospital is already an issue. The new high rise construction only adds to this problem.

## ACKNOWLEDGEMENTS:

A Heartfelt thank you to:

- Mayor Zohran Mamdani
- 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:



Rosanne DeGennaro  
CAB Chairperson



Svetlana Lipyanskaya  
Chief Executive Officer