

Fiscal Year 2026

Annual Public Borough Meetings

Responses

Board of Directors Meeting

September 24, 2026

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Fiscal Year 2026 Annual Public Meetings

In accordance with §7384(10) of the HHC Enabling Act, the Board of Directors of the New York City Health + Hospitals facilitated the Fiscal Year 2026 Annual Public Meetings in all five boroughs of NYC:

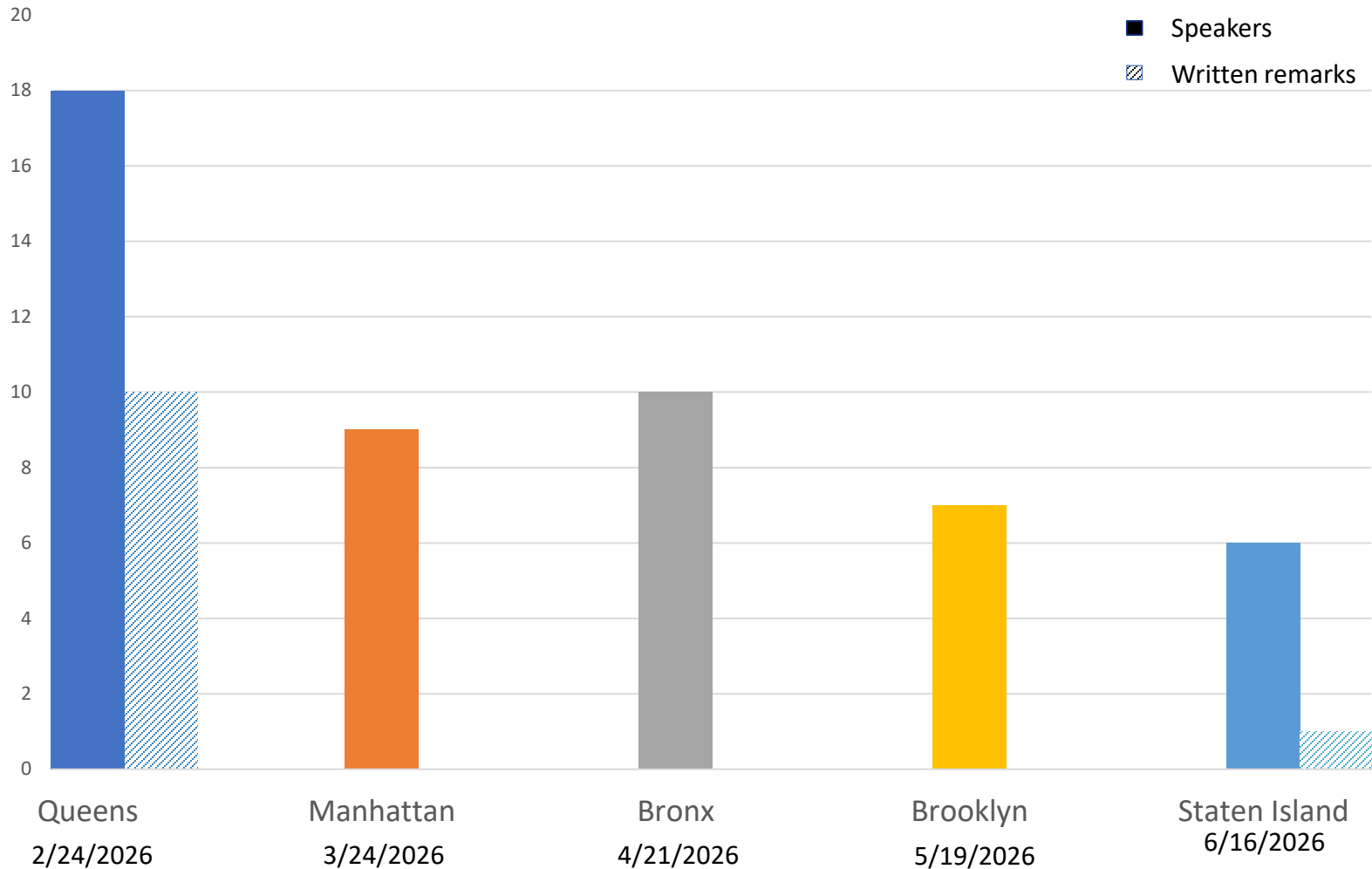
Queens	-	February 24, 2026		NYC Health + Hospitals/Queens
Manhattan	-	March 24, 2026		NYC Health + Hospitals/Harlem
Bronx	-	April 21, 2026		NYC Health + Hospitals/Lincoln
Brooklyn	-	May 19, 2026		NYC Health + Hospitals/Woodhull
Staten Island	-	June 16, 2025		NYC Health + Hospitals/Sea View

The President and CEO informed the public on the programs and plans of NYC Health + Hospitals, as well as afforded the public an opportunity to present oral and/or written testimony concerning the performance of NYC Health + Hospitals to the Board of Directors.

Compilation of questions and responses

- NYC Health +Hospitals recorded the individual questions/ concerns from each of the public meetings.
- This deck contains a comprehensive listing of questions/ concerns and responsive information.
- We will provide an overview today.
- The full deck will be posted for public review:
<https://www.nychealthandhospitals.org/public-meetings-notice/>
- Each slide is identified with the name of the borough in which the question/ concern was raised.
- When a specific facility is referenced in the question/ concern, it is also included on the slide.

Total Speakers and Written Submissions per Borough



Main Areas of Concern Raised by the Public

INFRASTRUCTURE

- Infrastructure modernization and upgrades
- Expansion of Emergency Department

AWARENESS

- Increase awareness of quality and extent of services available at H+H facilities

HEALTHCARE ACCESS

- Impact on facilities of HR 1 and changes to Medicaid and Essential Plan
- Potential loss of coverage to patients due to recertification and eligibility requirements
- Closure of Bellevue's Program for Survivor's of Torture

Public Concern:

Community member expressed the need to expand NYC Care and NYC Care partnerships with community-based partners to ensure patients and community members who may be at risk of losing Medicare or Essential Plan coverage due to changes in the Federal budget can continue to access care.

Response:

NYC H+H and NYC Care have spent the past several months preparing both its telephonic/onsite financial counseling teams and contracted community partners to support New Yorkers experiencing health care coverage transitions in applying for NYC Care. We have also been working with NYSOH Marketplace Assistors from nonprofit organizations across the city, as well as from the NYC DOHMH, to help their clients apply for NYC Care. We have also begun working with other City Agencies with client-facing programs to better understand NYC Care and how to provide clients with appropriate referrals to NYC Care. Additionally, for about two weeks in July 2026, we ran a special marketing campaign that brought an NYC Care outreach van to communities across NYC to provide accessible information about NYC Care and how to apply.

Public Concern:

Community member asked whether special Federal funding to increase Medicaid reimbursement for NYC Health + Hospitals would mitigate the impact of Federal budget cuts to our safety-net system.

Response:

We are still fully accounting for the negative impacts of H.R. 1. Our immediate budget can partially absorb these cuts thanks to our efforts to maximize reimbursement, including the recently federally authorized State Directed Payment (SDP) arrangement, which provides enhanced reimbursement for certain Medicaid encounters but will also be diminished by H.R. 1 over time.

Public Concern:

Community member expressed concern with the proposed Maimonides merger and potential financial impact on NYC Health + Hospitals. They also expressed concern in the different strike implications in union contracts at Maimonides and NYC Health + Hospitals, as City staff would be under the Taylor Law, while Maimonides employees would be under Taft-Harley.

Response:

With respect to concerns about financial impact, this transaction is contingent on State grant support of more than \$2.2 billion over five years.

With respect to concerns about unions, we manage different employment relationships and union arrangements already in the System via our affiliates. The Maimonides transaction allows the vast majority of employees to retain their employment and union relationships and will support a strong ongoing operation.

Public Concern:

Community member asked whether the tradition of the President of NYC Health + Hospitals meeting quarterly with community partners and community-based organizations can be reimplemented to improve community engagement efforts.

Response:

NYC Health + Hospitals recognizes the importance of maintaining ongoing dialogue with community partners and community-based organizations. The Office of Community Affairs supports systemwide community engagement efforts, including working with the 21 Community Advisory Boards (CABs), which serve as a direct link between H+H facilities and the communities they serve. CABs meet regularly and provide a forum for community members to raise concerns, share feedback, and remain informed about facility programs and services.

At the facility level, Community Affairs teams and CABs also engage local Community Boards, community-based organizations, elected officials, and other stakeholders through outreach, community events, meetings, and partnerships. H+H will continue to strengthen these existing engagement mechanisms and explore opportunities to further connect community partners with system and facility leadership.

Public Concern:

Community member emphasized the need for hospitals to remain safe spaces where patient health information is protected from immigration enforcement and safe spaces for immigrant communities. They also raised concerns about contracts and affiliations with external organizations and requested a public review of partnerships to ensure protected health information is not shared with immigration authorities, along with safeguards to protect patient privacy and community trust.

Response:

NYC Health and Hospitals is strongly committed to protecting the privacy of its patients' information, including any incidental information that may indicate immigration status, in accordance with all applicable federal, state, and local confidentiality laws. In addition, NYC Health + Hospitals is obligated by law to ensure that any party receiving patient information to carry out any function on behalf of NYC Health + Hospitals is bound to stringent confidentiality provisions protecting patient health information, including but not limited to HIPAA.

Public Concern:

Community Advisory Board (CAB) member shared the CAB's efforts to strengthen public support for Bellevue Hospital and raise community awareness of Bellevue's modern facility and dedicated workforce through presentations at Community Boards and health fairs. They highlighted the importance of facility tours for Community Boards and elected officials to raise awareness.

Response:

Bellevue will continue working with the CAB to raise awareness of Bellevue's services and priorities through community presentations, hospital tours, and engagement with the Community Boards and elected officials

Public Concern:

Community member shared that it sometimes takes over 6 months to hear about a specialty appointment at Bellevue Hospital. This is not the time to receive an appointment date; this is the time to receive a call to schedule the appointment.

Response:

We are reviewing the referral and scheduling process with our clinical and operational teams to improve response times and communication with patients. Additionally, we are working to expand access to specialty services to better meet our community's needs.

Public Concern:

Community members expressed concern about the planned closure of the Bellevue Survivors of Torture Program emphasizing that the program's funding is legally protected and available regardless of immigration status. They urged NYC Health + Hospitals to continue to provide this program to the most vulnerable populations.

Response:

We recognize the important services provided. Since May, patients have been receiving care through the new Primary Care Human Rights Clinic.

Public Concern:

Community member expressed their concern that proposed Medicaid and Medicare reimbursement cuts could result in over \$2 million in lost funding for NYC Health + Hospitals/Carter. They requested that NYC Health + Hospitals continue to prioritize Carter in its budgets so it can continue providing quality long-term and short-term care to the community.

Response:

Carter plays a vital role in the H+H care continuum. Carter Executive Leadership will continue to work closely with H+H Central Office Leadership to ensure that budget allocations support the continued provision of post-acute care services, including LTACH and Nursing Facility services.

Carter remains a high-performing facility, achieving some of the strongest performance and quality outcomes within Post-Acute Care. As Carter continues to fulfill the H+H mission, we will continually reassess the services offered to ensure efficient operations while meeting the evolving needs of our patients, communities, and all NYC stakeholders.

Public Concern:

Community member shared the need for regular upgrades due to the aging infrastructure of the facility, and stressed the need for more Certified Nursing Assistants (CNAs) to meet the long-term care needs of the skilled nursing facility.

Response:

Coler has implemented a number of initiatives to increase the number of CNAs to address our long-term needs:

- Certified Nursing Assistant (CNA) Training Program: Sponsored by the Department of Health, our program continues to draw overwhelming interest and generates hundreds of inquiries. We proudly celebrated the graduation of our 2nd cohort this past May.
- Superior Resident Care & Staffing: Our direct care hours per resident remain well above the minimum standards set by New York State. Thanks to this commitment to quality, we have achieved a 5-out-of-5-star rating in CMS staffing metrics.
- HR Achievements: A huge thank you to our Human Resources team, who has done an amazing job aggressively filling vacancies and significantly reducing our open positions.

We Continue to upgrade our aging infrastructure to meet the needs of our patient population. Most recently, we have:

- Completed the Call Bell System-Installation for improved resident response.
- Installed Commercial Bake Ovens to prepare freshly baked pastries, cookies, and bread on site.
- Established Coler Café, providing our residents with a high-quality, restaurant-style lunch experience.

Public Concern:

Community member emphasized the need to address major building infrastructure challenges and shared the CAB's efforts to advocate directly to elected officials as community members, in partnership with Gotham Health.

They also stressed the need to increase community awareness of the important services provided by the Development Evaluation Center, a pediatric specialty program serving children and young adults with developmental and behavioral health needs.

Response:

Gotham Health, Sydenham appreciates the community's advocacy and are acutely aware of the aging infrastructure challenges. We have been actively addressing major issues, and recent roof repairs have successfully withstood the major storms over the past few weeks. While these immediate repairs are holding, we recognize that the building's age presents ongoing challenges that would require significant capital investment. As a long-term solution, we have conducted additional site visits for potential relocation spaces, which we plan to review with the Community Advisory Board (CAB) in the near future.

Regarding the Developmental Evaluation Center at St. Nicholas, we are committed to increasing community awareness of this vital program. We will collaborate with our marketing team to explore additional outreach strategies to ensure we are connecting with all children and young adults who need these services.

Public Concern:

Community member shared the need for important infrastructure upgrades which include a new CAT scanner, new DISH machine, and renovation of the auditorium. They shared the efforts of the CAB who have advocated directly to elected officials for support with the upgrades.

Response:

The site acknowledges the need for these important infrastructure upgrades. The CT scanner is functional, though at end-of-life, and the renovation of the auditorium is needed to enhance existing infrastructure to support site and community needs. Though funding for these has not yet been identified, the dishwasher is being procured. The efforts of the CAB in advocating directly to elected officials for support is noted and greatly appreciated.

Public Concern:

Community member highlighted the challenges at NYC Health + Hospitals/Harlem due to aging infrastructure and the need for costly equipment upgrades. They highlighted recent costly HVAC upgrades and efforts with the Department of Health and Mental Hygiene (DOHMH) to mitigate and prevent future disease outbreaks.

Response:

Harlem Hospital routinely aims to upgrade and maintain its infrastructure. We are committed to providing the safest care environment for our patients, staff, and community at large. We have enhanced our testing, tracing, and disease surveillance protocols.

Public Concern:

Community member emphasized the need to secure funding to expand and upgrade the outdated Emergency Department (ED) at NYC Health + Hospitals/Metropolitan. The current ED no longer meets the community's growing patient and mental health needs.

Response:

Metropolitan continues to pursue an updated emergency room in partnership with Central Office and our elected representatives.

We are taking a new direction that will allow us to meet our needs at less cost and in a shorter timeframe. Rather than a drastic expansion, we will maximize our existing footprint by reconfiguring and modernizing the space and improving workflow.

A key feature of the new emergency department will be a new adult psychiatric emergency room, relocated to the current emergency annex, adding 700 square feet of space. The new adult emergency room will be separate from the main emergency department, ensuring both safety and high-quality care for people in a mental health crisis.

Additionally, We will maintain crucial components of our emergency department, including SART services, pediatric emergencies, and critical care.

Public Concern:

Community member emphasized the need for a state-of-the-art ambulatory care pavilion at Lincoln Hospital to meet the needs of the community and requested that funding for this capital project be included in the upcoming fiscal year's budget.

Response:

The Ambulatory Care Pavilion at NYC Health + Hospitals/Lincoln remains a priority within our capital allocation and planning efforts. However, we do not currently have the funding to move forward with construction. The current estimated cost is approximately \$600 million.

The Pavilion remains on our list of capital funding priorities, and we continue to advocate for support from our elected officials at all levels of government, while also exploring additional funding opportunities.

At the same time, Lincoln is open to exploring alternative approaches that could help us achieve our ambulatory care goals. We welcome options that may offer a more realistic, financially feasible, and sustainable path forward while still addressing the needs of our patients and the community we serve.

Public Concern:

Community member emphasized the need for an Ambulatory Neuroscience Program and Comprehensive Stroke Center to meet the needs of Southern Brooklyn's aging population and improve access to life-saving care. Community member also emphasized the need for a Level 1 Trauma Center.

Response:

South Brooklyn Health understands the need for an Ambulatory Neuroscience Program to meet the needs of South Brooklyn's aging population. We are reviewing direct funding needs and will work with the HHC Central Office intergovernmental affairs team to lobby the city, state, and federal government for funding during their respective upcoming legislative sessions.

South Brooklyn Health is now a TJC Thrombectomy Stroke Center and is currently assessing our programmatic structure.

South Brooklyn Health is a comprehensive care center that has served the community with emergency care for over 150 years. We remain the first stop for many injuries and crises, stabilizing patients. We continue to review and improve our trauma care capabilities to ensure our team is equipped to serve our patients effectively, including delivering life-saving care.

Public Concern:

The District Attorney of Richmond County expressed concern over the borough's lack of equitable access to NYC Health + Hospitals services, highlighting:

- The loss of Street, Health, Outreach and Wellness (SHOW) vans,
- The absence of a public NYC Health + Hospitals hospital on Staten Island,
- The resulting disparities in public health resources and behavioral health services

The District Attorney urged NYC Health + Hospitals to provide equitable services, engage directly with Staten Island's treatment and recovery providers, ensure a fair settlement of future opioid settlement-based funding based on community need and impact, and strengthen its public health presence in the borough.

Response:

The SHOW program is working with the city to expand our work with encampments. As we identify locations in Staten Island, we will include them in that work.

Public Concern:

Community partner, Camelot Counseling, is developing a residential treatment facility for women and children recovering from substance use disorders on Sea View's campus. Camelot Counseling has requested relocating a nearby campus MTA bus stop and turnaround to improve safety for future residents and staff.

Response:

Sea View staff will reach out to the MTA to explore this and the addition of other bus routes to enhance accessibility for the Sea View community.