



**COMMUNITY RELATIONS COMMITTEE
OF THE BOARD OF DIRECTORS**

May 4, 2021

5:00 P.M.
Via WebEx

125 Worth Street, Room 532

AGENDA

- | | |
|--|-----------------------|
| I. Call to Order | Robert Nolan |
| II. Adoption of March 2, 2021
Community Relations Committee Meeting Minutes | Robert Nolan |
| III. Chairperson's Report | Robert Nolan |
| IV. CEO President's Report | Mitchell Katz, M. D. |
| V. Information Items (Annual CAB Reports): | |
| a. NYC Health + Hospitals/Cumberland | Ms. Jacqueline Narine |
| b. NYC Health + Hospitals/Elmhurst | Mr. Carlos Cortes |
| c. NYC Health + Hospitals/Lincoln | Mr. Roland Lopez |
| VI. Old Business | |
| VII. New Business | |
| VIII. Adjournment | |

**COMMUNITY RELATIONS COMMITTEE
OF THE BOARD OF DIRECTORS**

March 2, 2021

5:00 P.M.

Via WebEx

NYC Health + Hospitals Board Room
125 Worth Street, Room 532

MINUTES

ATTENDEES

COMMITTEE MEMBERS

Robert Nolan, Chairperson

José Pagán, Ph.D., Chair, NYC Health + Hospitals Board of Directors

Dr. Katz, President, NYC Health + Hospitals

Sally Hernandez- Pinero

COUNCIL OF THE COMMUNITY ADVISORY BOARDS

NYC Health + Hospitals/Bellevue—Ms. Louise Dankberg

NYC Health + Hospitals/Gotham/Belvis—Gabriel DeJesus

NYC Health + Hospitals/Carter—LaShawn Henry

NYC Health + Hospitals/Coler—Gary Delamothe

NYC Health + Hospitals/Coney Island—Theresa Scavo

NYC Health + Hospitals/Gotham/Cumberland—Jacqueline Narine

NYC Health + Hospitals/Gotham/East New York—Vere Gibbs

NYC Health + Hospitals/Elmhurst—Carlos Cortes

NYC Health + Hospitals/Gotham/Gouverneur— Isabel Ching

NYC Health + Hospitals/Harlem—Karen Dixon

NYC Health + Hospitals/Jacobi—Sylvia Lask

NYC Health + Hospitals/Kings County—Warren Berke

NYC Health + Hospitals/Lincoln—Roland Lopez

NYC Health + Hospitals/McKinney—Antoine Jean-Pierre

NYC Health + Hospitals/Metropolitan—John Giovanni Breceovich

NYC Health + Hospitals/Gotham/Morrisania—TBD

NYC Health + Hospitals/North Central Bronx – Esme Sattaur- Lowe

NYC Health + Hospitals/Queens—Anthony Andrews, Jr. E.D.

NYC Health + Hospitals/Gotham/Sydenham—Everett Person

NYC Health + Hospitals/Sea View—George Marino

NYC Health + Hospitals/Woodhull—Julissa Y.S Herrera

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

Okenfe Lebart, Senior Director, Community Relations

Amir Abbady, Director, Community Affairs

Xiomara Wallace, Director, Auxiliary & Community Affairs

Manelle Jacques Belizaire, Government & Community Relations

FACILITY STAFF

Mr. Mathew Levy, Chief Executive Officer, Seaview

Mrs. Cheryl Jones, Director of Community Affairs, H+H/Gotham Health

CALL TO ORDER:

Mr. Nolan called the meeting of the Community Relations Committee to order at 5:03 p.m. Quorum was established – the amended minutes to reflect the attendance of Jacqueline Narine of the Community Relations Committee meeting held on January 12, 2021 was reviewed and upon motion made, and duly seconded the minutes was unanimously approved.

CHAIRPERSON REMARKS:

Mr. Nolan welcomed everyone and noted the reporting facilities: Seaview, Coney Island, Belvis and Morrisania will be presenting their annual report.

Mr. Nolan informed everyone to mark their calendars for the Board of Director's Annual Public Meetings for Fiscal Year 2021. He encouraged CAB members to attend and provide testimony. These meetings will begin at 6pm on the following dates and locations:

- For Staten Island: **Tuesday, March 16, 2021** at Sea View
- For Manhattan: **Tuesday, April 20, 2021** at Bellevue
- For Queens: **Tuesday May 25, 2021** at Elmhurst Hospital
- For the Bronx: **Tuesday, June 8, 2021** at Jacobi
- For Brooklyn: **Tuesday, June 15, 2021** at Kings County

Speakers are asked to register in advance by writing or calling:

Ms. Colicia Hercules, Secretary to the Corporation, at 212-788-3360

Lastly, please note that appointments for Testing and Vaccinations is available at all NYC Health + Hospitals locations. For appointments by phone, call 1-877-VAX-4NYC or 1-877-829-4692. Online appoints can be made by using this link.

<https://www.nychealthandhospitals.org/covid-19-vaccines/>

PRESIDENT'S REMARKS:

Dr. Katz began his remark by thanking Mr. Nolan and the members of the Community Advisory Board for support. He proceeded his report by stating Health + Hospitals is still very much focused on COVID, dealing with the second resurgence. For the first time, we have seen the hospital numbers decrease within the second resurgence, however, the hospitals are still at historically high census because unlike in the first surge, patients have continued to come for other conditions, which is a positive and shows they trust the safety of our hospitals. As well, we have only had limited success in getting additional nurses and intensivist physicians from registry, because there is a high demand for doctors and nurses across the country during the second wave, New York was not as hard hit as other parts of the country.

We are providing people with the antibody treatments, the Monoclonal antibody treatments often in the Emergency Room. We are also treating patients with steroids, putting them in

the prone position, face down while minimizing the use of intubation. All of those things are resulting in markedly lower loss of life than what we experienced in the first horrible wave.

We are doing vaccination in all of our hospitals and our federally qualified health centers as well. Offering both first and second shots of Pfizer and Moderna at all of the hospitals. The federally qualified health centers are all offering Moderna vaccination. In addition, Health + Hospitals is running three of the mass vaccination sites: at Brooklyn Army Terminal, The Bathgate site in the Bronx, Citi Field in Queens and Vanderbilt in Staten Island is a 24 -hour site. We believe that by vaccinating people, we will be able to prevent a further wave of COVID.

Dr. Katz further mentioned that we are conducting a number of events in conjunction with our labor partners, 1199 SEIU, the State Nurses Association, the

Building and Construction Trade Unions, to promote vaccination. We also are continuing to do testing and tracing. We had more than 100,000 tests done on a single day for three days in a row in January. We continue to believe that testing with our ability to quarantine or isolate people is effective to help prevent the spread of COVID. Dr. Katz stated that, we continue to be very aggressive at recruiting for psychiatry positions. We recognize a huge part of our mission is Mental Health Care.

Mr. Nolan moved the agenda and asked Okenfe Lebarty, Senior Director for Community Engagement to report on last meeting follow-up.

FOLLOW UP TO LAST MEETING:

Okenfe Lebarty, Senior Director of Community Affairs, provided information on the follow up items from the Committee meeting on January 12, 2021:

- long wait times for the call centers at Woodhull & East New York
 - The Department of Patient Relations will continue to monitor those issues.
- Woodhull, - wait-times, staff attitude and property loss
 - A Lost Property Subcommittee was launched that is working to streamline the better workflow. Inpatient nursing, inpatient escorts, and Emergency Department staff will be trained on conducting property check and documentation in Epic. The process is hopefully going to ensure accountability and real-time recovery of property and valuables. They have since seen a reduction in the number of properties and valuable complaints over the last four months.
 - The Emergency Department wait time has improved. These statements were supported by Julissa Herrera, Chair of Woodhull CAB, and Cheryl Jones, CAB Liaison at Gotham Health East New York.

Mr. Nolan moved the agenda and asked the CAB Chair of Coney Island Hospital, Theresa Scavo to present her report.

NYC Health + Hospitals/Coney Island

Ms. Theresa Scavo, Chair of Coney Island's CAB, reported that Coney Island has been the hardest hit hospital in the H+H family, located in a Brooklyn zip code with the highest positivity rate of 15.14%. In just 10 short days, on March 12th, Coney Island will be remembering the one-year anniversary of the first positive COVID case at Coney. During that time, there were over 114 ventilators in use. When visitation was suspended, there were over 300 contact phone calls a day, whether it be via Skype, Facetime or just a phone call facilitated by the Comfort Team and the Patient Relations workers. What they learned from Phase One helped us to prepare for the eventual Phase Two. With lessons learned, they improved both staff and patient safety, while utilizing every available space in the hospital. Today they are educating, performing testing, trace and administering the vaccine.

As far as our infrastructure, our new critical services structure is projected for occupancy in June of 2022. The main building will be reimagined with the state-of-the-art facility for ambulatory care services. They are always prepared for trauma cases, but after many years of advert advocating for a Level One Trauma Center, the City is saying the cost to maintain it are prohibitive, but they still advocate daily for a Level One Trauma Center of Coney. Coney is now performing interventional cardiac procedures. Complaints are focused on not being able to visit loved ones. As far as issues impacting our community, questions asked are, "How do I get a COVID vaccine? How can I get an appointment?" Patients and the community are also concerned regarding the long wait time for appointments. However, there is strong outreach effort by the facility to the patients and community, with a focus on our seniors.

NYC Health + Hospitals/Seaview

Matthew Levy, CEO of Seaview, presented for the hospital, due to technology connectivity issues with the CAB representative. He explained that COVID certainly presented Seaview with challenges, however, the residents are doing well and the staff continue to do well. Residents are tested on a weekly basis and staff get tested for COVID-19 twice per week. Currently, two residents at Seaview are positive with COVID-19. They are both asymptomatic and are doing well. A vaccination program was launched in conjunction with our vendor pharmacy, PharmScript, they came on-site for three different clinics, and managed to immunize over 200 residents, and over close to 175 staff. They are working diligently with PharmScript to see when they can schedule additional clinics. The facility had multiple Department of Health inspections, focus infection control surveys. All of which have been extremely successful and yielded zero deficiencies.

Resident satisfaction remains at a high number. They are working diligently to keep their families engaged. As a facility, they hold a weekly COVID-19 Town Hall Meeting with their staff and with their patient's families, with over 100 families on that call weekly. And they're given an opportunity to speak with the CEO directly for about a half hour. COVID updates are provided and discuss how they can improve facility to better serve the patients.

NYC Health + Hospitals/Belvis

Gabriel DeJesus, Chair of Gotham Health-Belvis CAB, reported that Belvis has been able to test over 30,000 patients since the beginning of this pandemic. These numbers reflect both testing location and mobile testing. The clinical team provided patients with the most updated information regarding the pandemic, and provide education on the importance of getting tested. This has resulted in an increase in walk-in testing. Vaccinations, Belvis is currently vaccinating upwards of 80 patients daily. And they hope to increase those numbers as time goes by.

They continue to upgrade equipment as necessary to ensure that staff have the necessary resources to perform their jobs effectively and efficiently. Modernization of both elevators is a capital project and have been approved by the executive leadership. The pharmaceutical freezer/refrigerator and industrial freezer installed in the pharmacy to house COVID vaccines at the appropriate temps have been set. Body temperature cameras being installed for quick/accurate temperature readings at the facility entrance for all patients and staff entering the building.

Belvis has installed temporary sneeze guards throughout the building to protect both staff and the patients. Cellphone charging and sanitizing stations have been installed for patient and staff use in the Waiting Area on the first floor. Most frequent patient complaints is having to wait for vaccine appointments. And during the next COVID-19, patients expressed their satisfaction with the care provided by Gotham providers and staff. Community Affairs has distributed over 7,000 flyers to residents, New York City Housing Authorities, small businesses and community partners on the importance of getting COVID-19 testing done.

The report from NYC Health + Hospitals/Morrisania was postponed to next meeting as there were no representative present.

ADJOURNMENT:

Meeting adjourned at 5:52 P.M

Gotham Health | Cumberland Executive CAB Report
Mrs. Jacqueline Narine, Chair, Community Advisory Board

- **COVID-19:** Gotham Health | Cumberland has led community testing for Gotham health patients since the beginning of the pandemic.
- Launched Cumberland Testing Tents for Community Testing Yielding highest number of tests across Gotham Health averaging 260 a day and as high as 500 tests a day during holiday season.
- Cumberland is one of the few paperless testing operations with lower cycle times and higher number of tests performed per day
- Implemented HCI follow –up of community testers to collect insurance information where applicable
- Successfully Transitioned testing tent to Testing Trailers to continue testing during the winter months
- Launched Mobile testing Van across all boroughs. Highest number of tests performed as compared to other Gotham sites
- Launched Pop Up testing site at a NYCHA recreation center In LIC to expand testing efforts to underserved communities
- Successfully launched Vaccine clinic for staff and patients
- **Physical Plant/Equipment:**
- Dental expansion –Addition of three operatories in Dental
 - Boiler Project – Convert boiler to be more energy efficient by the NY Power authority
 - DSRIP BH Integration into Primary care – reduce barriers to primary care for BH patients
 - Façade Brick Project –improve building faced including bricks, awning and windows

- Signage external plan designed and approved by Gotham marketing team- Improve marketing and Visibility of our facility
- Aesthetics improvements have been made to the Pediatric & Women's health service areas
- Fresh paint and baseboards for the entire second floor
- New wallpaper and brighter lighting for registration and patient waiting areas
- New custom registration desk as well as new waiting area chairs currently being Processed sponsored by the Cumberland Auxiliary Board
- **Complaints:** Most frequent reason was for patient is cycle time
- **Compliments:** During COVID-19 patients expressed their satisfaction with the care provided by.
- **Community issues:** High rate of Diabetes, Hypertension, Obesity and COVID.
- **Community Outreach:** Community Affairs has distributed over 7000 flyers to residents, NYCHA, small businesses, and community partners on the importance of getting COVID-19 testing done.
- **Special thank you:**
 - We thank Dr. David John, CMO of Gotham Health, for his effective and continued leadership at Cumberland/Gotham.
 - We thank Ms. Michelle Lewis, CEO of Gotham Health, for her continued support of Cumberland /Gotham.
 - The Community Advisory Board would also like to thank Ms. Clarke, the AED and Marvin DeCosta, Director of Patient Relations for their continued support and leadership.

Mrs. Jacqueline Narine
 Chair, Cumberland CAB

X Jacqueline Narine 04/16/2021

Ms. Michelle Lewis

CEO, Gotham Health

X 

Elmhurst

EXECUTIVE SUMMARY

NYC Health + Hospitals/Elmhurst's Community Advisory Board is happy to report on our hospital's current priorities.

- **COVID-19: We've given nearly 40,000 vaccine doses to the patients and our community. In addition:**
 - Vaccinations run all week long, 7 days/week (while supplies last). Shipments are more predictable, allowing us to steadily vaccinate about 700+ patients/day.
 - COVID testing continues, 7 days a week. We have provided over 100k tests since opening in March 2020.
 - Community partnerships with CBOs Voces Latina, NICE and Adhikaar to engage their clients for vaccination, resulting in hundreds of additional vaccinated community members.
- **Infrastructure/Equipment:** Elmhurst Hospital is an aging facility greatly in need of capital investment and improvement. We have been working with our local legislators to secure funding for a number of projects, including renovation of our Neuro and Pediatric ICUs (which would cost \$12 million and \$3 million respectively). We have also requested support for a \$7.4 million renovation for our Labor and Delivery Unit to create a new birthing center to serve mothers and babies in Queens.
- **Patient Safety/Satisfaction:** Our Patient Experience team is working on a number of initiatives related to improving care at Elmhurst, including promoting a culture of safety, improving grievances closure rates, maintaining high HCAHPS scores, and increasing access to care for underserved communities.
- **Frequent Complaints:**
 - Complaints--related to COVID vaccination. Long registration process (delays) because of NYS mandatory consents and NYC H+H consents, especially with new patients. We have greeters and bilingual staff to assist all patients.
 - Visiting Hours--We have received complaints about restricting visiting hours and numbers of visitors due to NYS guidelines. We have been communicating with patients and the community that these restrictions have been implemented to protect both the welfare of patients and to facilitate our healthcare providers' ability to treat them.
- **Community Issues:** The communities surrounding Elmhurst struggle with risk factors for chronic disease like alcohol and substance use, smoking, poor diet and lack of exercise and obesity. Our communities also lack sufficient parks, green space and community centers to meet the needs of growing populations. Many in our communities also face significant socioeconomic challenges that lead to health disparities. There are vast cultural and linguistic barriers as well as legal issues relating to immigration status that preclude easy access to health care services.



Helen Arteaga-Landaverde, CEO



Carlos Cortes, Community Advisory Board Chair

REPORT TO THE COMMUNITY RELATIONS COMMITTEE
OF THE HEALTH + HOSPITALS BOARD OF DIRECTORS

Health + Hospitals Lincoln, Community Advisory Board

Roland Lopez, Chairman

April 16, 2021

Roland Lopez

4.16.21

- COVID-19: Lincoln had addressed the challenge provided by the global pandemic by operationalizing additional intensive care and medicine beds and working collaboratively within the system to care and support patients in other H+H communities. With positive cases trending downward, the focus shifts to vaccine administration. To date, Lincoln has administered vaccines to over 28,500 patients and continues to provide COVID testing to the community at the average rate of 220 per day. Monoclonal antibody therapy for COVID positive patients is also available and administered to up to 4 patients per day.
- Infrastructure/Equipment:
 - Members of the CAB have been invited to share the patient/end user's perspective on an Ambulatory Care expansion plan. The project is in the vendor selection stage focused on performing a feasibility study.
 - Fuel tank replacement project is underway to replace a 50+-years old tank for code compliance and efficiency.
 - Elevator upgrade is in progress.
 - Several imaging units have been replaced or are in progress: Construction for two CT scans with completion by mid-June. Two X-ray machines being installed in the coming weeks. Linear accelerator replacement completed. Construction for two MRI machines to serve Radiology and ED patients is in the design phase.
 - Turnstile installation will address security concerns and is awaiting funding allocation. Work should be complete by end of June.
 - Repair work for the sidewalks on Morris Avenue will begin early May.
- Patient Safety/Satisfaction:

Lincoln is proactive in managing patient safety concerns and has implemented several initiatives to improve the patient experience and positively impact Press Ganey scores. Concerns are limited to staff attitude and perceived lack of empathy. An organizational strategy to improve the patient experience will be defined and implemented in the coming weeks. The CAB has expressed a commitment to provide point of service feedback through informal interviews of patients.
- Frequent Complaints Raised by Patients/Residents:

With the implementation of COVID-19 safety precautions requiring social distancing and reduced volume, patient flow and access has been negatively impacted in the surgical practice and outpatient pharmacy. The CAB will be participating in a walk through at the end of April. The clinical areas have re-initiated transformational process meetings to address the concerns raised by the CAB and will continue to partner with our CAB for feedback and solutions.
- Issues Impacting the Communities Served by the Facility:
 - Homelessness: Care for the Homeless will be opening an 80-bed facility with an onsite federally qualified health center offering primary care and homeless services by the end of May. The facility is located across the street from the hospital.
 - Pollution: The community's high population density and proximity to industrial areas continue to concern the CAB. Addressing the negative impact to the community prevalence of asthma, cancer, and other chronic diseases is a priority for the CAB.