

2016

COMMUNITY HEALTH NEEDS ASSESSMENT



## EXECUTIVE SUMMARY

### Community Health Needs Assessment, 2016 Update

#### **Purpose of the Community Health Needs Assessment**

This 2016 Community Health Needs Assessment (CHNA) updates the CHNA completed in 2013 to meet the requirements of Section 9007 of the 2010 federal law, The Affordable Care Act (“ACA”). The ACA requires that any tax-exempt, IRS-designated 501(c) (3) hospital complete or update a publicly-available, comprehensive CHNA every three years in order to document the extent to which it understands the unique characteristics and needs of the local communities it serves, and responds to these needs by delivering meaningful and effective community benefit through clinical services and other programming.

#### **Required Components**

A CHNA report has five required components:

- 1) Definition of community served
- 2) A prioritized description of the significant health needs of the community
- 3) Transparency in the process and methods used to conduct the CHNA, including how it took into account input from the community served and prioritized community health needs
- 4) A description of the resources potentially available to address the identified significant prioritized community health needs
- 5) An evaluation of the impact of actions taken to address the significant health needs identified in the previous CHNA report (June 2013).

A CHNA report is considered complete when it is adopted by a governing body of the facility and made widely available to the public.

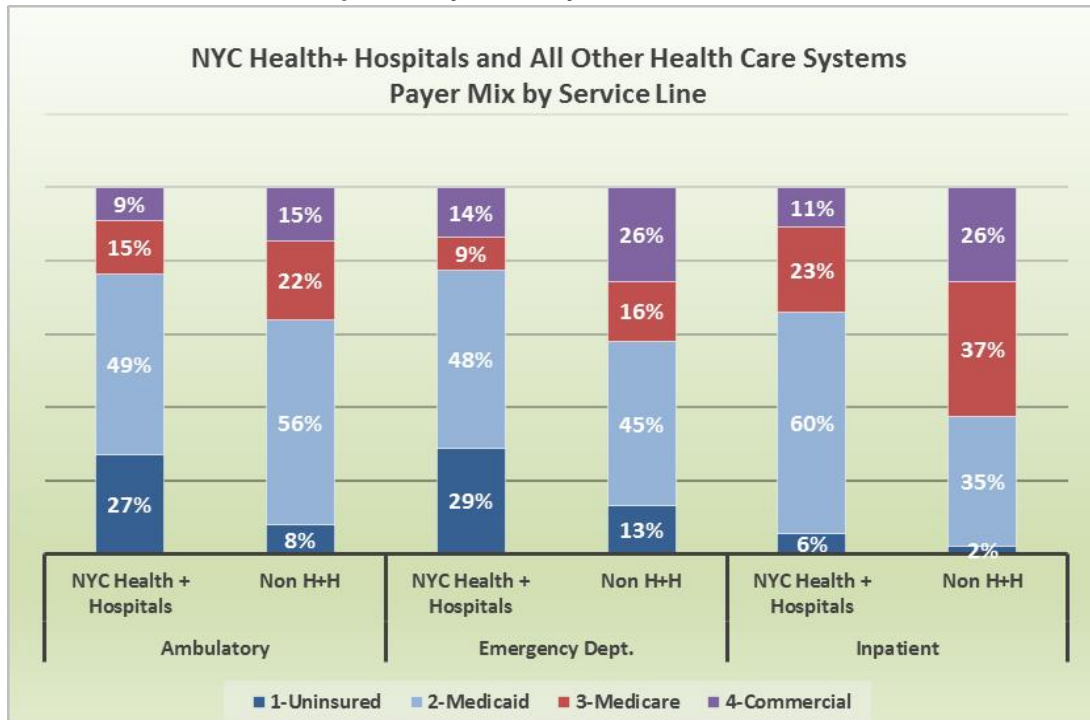
#### **Community Served**

NYC Health + Hospitals serve all New Yorkers in every neighborhood in New York City regardless of their ability to pay. Addressing disparity throughout New York City, NYC Health + Hospitals is *the* safety-net for the uninsured and underserved in New York City.

As a share of its total volume, NYC Health + Hospitals provides three times greater share of ambulatory care to the uninsured than other New York City hospitals (27% and 8%, respectively) and twice as many ED visits (29% and 13%, respectively). Medicaid

and uninsured patients together account for nearly twice as many hospital stays compared to other New York City hospitals (66% and 37%, respectively) (chart 1).

**Chart 1: NYC Health + Hospitals Payer Mix by Service**



Sources and notes: 2014 Hospital Institutional Cost Report, 2014 DTC Cost Report for HHC using internal data, and 2013 Health Center Cost Report for all other DTCs. Includes all NYC acute, general care hospitals and related wholly owned or controlled community health centers, including HHC DTCs. Discharges exclude normal newborns. ED visits include treat and release, and visits that result in admission. Clinic visits include comprehensive care and primary care visits only.

The service area of individual hospitals in the NYC Health + Hospitals System are identified in Appendix 1. A description of these communities, including demographic characteristics identifying vulnerable populations such as disabled and residency status; and health status such as chronic disease prevalence and the rate of potentially avoidable emergency health care use, is in Appendix 2.

**Process and Methods**

The process and methods was designed collaboratively by a work group of facility planning directors and other representatives.

The community served by each acute care facility is defined as the geographic area in which 75% of its ambulatory care patients reside. An initial list of over 40 health needs were identified based on a review of published literature and internal analyses that have been made publically available including the 2013 CHNA and the DSRIP Community Needs Assessment. Incorporating input from other facility representatives and pilot

tested with hospital users, this list was refined to 13 community health needs. Input from facility users (approximately 150 per facility were surveyed), Community Advisory Boards, facility leadership, and the prevalence of these health needs within the community were blended together to prioritize the health needs. The five highest priority community needs were considered *significant*.

### **Prioritized Significant Community Health Needs**

All 13 identified community health needs were identified as important within the hospitals' communities according to community input. Those considered most significant and their priority order in accordance with regulatory requirements are indicated in blue in the table below. Hypertension/high blood pressure and diabetes are significant community health needs at all hospitals; obesity and heart disease are significant at the majority of hospitals (Chart 2).

**Chart 2: Community Health Need by Hospital**

	Bellevue	Carter	Coney Island	Elmhurst	Harlem	Jacobi	Kings County	Lincoln	Metro-politan	NCB	Queens	Woodhull
Hypertension/ High Blood Pressure	1	1 (tie)	4	2	1	1	2	1	2	2 (tie)	2	1
Diabetes	5	1 (tie)	1	1	2 (tie)	3	1	3	1	2 (tie)	1	3 (tie)
Obesity	2 (tie)	4 (tie)	6	4 (tie)	9	4	6	6	3	4	5	3 (tie)
Heart Disease, High Cholesterol, Stroke	2 (tie)	3	2 (tie)	4 (tie)	8	5 (tie)	4	4 (tie)	5	6	10 (tie)	5
Mental Illness	4	6 (tie)	8 (tie)	4 (tie)	6	5 (tie)	3	10 (tie)	9	5	3 (tie)	6
Alcohol and/or Drug Use	6	9	10	7	5	9	7 (tie)	2	7	9	6 (tie)	2
Asthma and Other Breathing Issues	8	6 (tie)	8 (tie)	12	2 (tie)	2	9	4 (tie)	4	1	13	7 (tie)
Cancer	7	10	2 (tie)	3	11	8	5	9	8	7	8 (tie)	11
Smoking	11	6 (tie)	5	8	4	7	12	7	12	8	3 (tie)	10
Violence	10	12 (tie)	11	9	10	10	10	8	6	10	6 (tie)	7 (tie)
HIV/AIDS, Hepatitis, STDs	9	11	13	10	7	11	7 (tie)	10 (tie)	10	11	12	7 (tie)
Dementia	12	4 (tie)	7	11	12 (tie)	12	13	12	11	12	10 (tie)	12 (tie)
Premature Births, Low Birth Weight	13	12 (tie)	12	13	12 (tie)	13	11	13	13	13	8 (tie)	12 (tie)

### **Comparison of 2013 and 2016 Significant Community Health Needs**

Most of the significant community health needs identified in 2013 were again identified in 2016. In both 2013 and 2016, a large number of hospitals identified diabetes, hypertension/high blood pressure, heart disease, obesity, mental illness and asthma as a significant community health need.

HIV/AIDS and other infectious diseases were considered a significant community health need at five hospitals in 2013, but none considered it among their most significant in 2016. A decrease in importance is consistent with the continued progress in reducing HIV/AIDS diagnoses and deaths in NYC.

Other changes in health needs between 2013 and 2016 are partly attributable to changes in federal requirements regarding methodology (see Process and Methods).

**Significant Community Health Needs Identified in 2016 and 2013**

	Significant Community Health Needs	
	Number of Hospitals Identified in 2016	Number of Hospitals Identified in 2013
Diabetes	12	12
Hypertension / High Blood Pressure	12	10
Heart Disease, High Cholesterol, Stroke	9	10
Obesity	8	8
Mental illness	6	10
Asthma and other Breathing Issues	5	5
Alcohol and/or Drug Use	3	9
Cancer	3	6
Smoking	3	1
Dementia	1	1
HIV/AIDS, Hepatitis, STDs	0	5
Violence	0	2
Premature Births, Low Birth Weight	0	1

**Resources Potentially Available**

Appendix 4 is a listing of health and social service organizations available to members of low-income, medically underserved, and other minority populations in the neighborhoods included in the primary service area of NYC Health + Hospitals, by borough and sorted by neighborhood. These populations may experience health disparity or are at risk of not receiving medical care as a result of being uninsured or underinsured or due to geographic, language, financial, immigration status, or other barriers. Organization services provided are arranged accordingly into the following categories: Dental, Vision, Adult Day Health, Health center, Insurance enrollment, Home Health, Hospital, Nursing Home, Prescription Drug, Immigration Support, Mental Health-Inpatient, Mental Health-Ambulatory, Substance Use, Social Services, Financial Assistance, and Wellness/Prevention.

### **Evaluation of 2013 Implementation Plan**

NYC Health + Hospitals evaluated each hospital's 2013 Implementation Plan and the impact of specific interventions that addressed identified health care needs (Appendix 3). Included in the evaluation is a list of the significant health needs identified in 2013, a description of the planned activities that addressed each of the health needs, an indication whether the planned activity was implemented, the target population and goal of the activity, and the impact or outcome of the activity.

### **2016 Implementation Strategy**

The 2016 CHNA Implementation Strategy due in November 2016 will be designed to address the prioritized significant community health needs identified in the 2016 CHNA and must be adopted by the hospital's governing body.

## **PROCESS AND METHODS**

### **Community Served**

Each hospital's primary and secondary service area is defined as the zip codes that comprise the residence of 50%, 75% of its ambulatory patients, respectively.

### **Community Input**

Community input was obtained using three different strategies:

#### **1) Community Advisory Board**

Community Advisory Boards (CAB) are the formal and direct links between each NYC Health + Hospitals facility and its patients and local advocates. The CAB members, consisting of residents, patients and community workers, represent the views of the community in the health care facility's decision making-process to ensure access to the best possible medical care in their communities. The CAB members provide vital insight on the development of facility plans and programs, as well as keep the community informed of NYC Health + Hospitals' goals and objectives. All hospitals in the NYC Health + Hospitals system have a CAB which meets on a regular basis.

The CHNA report and process was presented to each CAB individually. A survey was administered anonymously and confidentially to each CAB member which asked them to indicate the relative importance of each of the 13 identified community health needs in their community (see survey instrument in appendix 6). These responses were coded for inclusion in the prioritization matrix. CAB members were also asked to provide additional input beyond the survey question.

#### **2) Facility Users**

NYC Health + Hospitals engaged approximately 150 adult facility users from each hospital throughout the main facility and within community-based clinic sites. These individuals completed a survey anonymously and confidentially with questions focused on demographics, health insurance status, language preferences, health concerns, primary and preventive health care utilization, barriers in obtaining ambulatory care and reasons for use of emergency care. Respondents were also asked to indicate the relative importance of each of the 13 identified community health needs in their community. These responses were coded for inclusion in the prioritization matrix.

Surveys were self-administered or administered by facility staff. The surveys were translated into NYC Health + Hospitals' top 7 languages: Bengali, Chinese (simplified),

Haitian-Creole, French, Polish, Russian and Spanish. Participants received a two-trip Metrocard valued at \$5.50 for completing the survey (see survey instrument in Appendix 5).

### **3) Additional Community Engagement**

NYC Health + Hospitals completed a community needs assessment in December 2014 as a requirement to participate in the Delivery System Reform Incentive Payment (DSRIP) program, a statewide initiative that focuses on improving health care delivery promoting community-level collaborations to ensure that Medicaid and uninsured populations receive culturally competent, highly integrated, well-coordinated, and easily accessible health services. As part of this needs assessment, the system collaborated with government agencies, numerous community organizations, engaged experts in the community and conducted focus groups with vulnerable populations. Key informant interviews were conducted with community experts having population-specific expertise, including particular immigrant groups, older adults, children and adolescents or expertise in specific issues, including supportive housing, care coordination, corrections, and homelessness (conducted as part of the NYC Health + Hospitals DSRIP Community Needs Assessment). Focus groups were conducted with community members recruited by community organizations which included targeted vulnerable groups such as older adults, local immigrant groups, LGBTQ and individuals with disabilities.

### **Additional Resources**

#### **4) Facility Leadership**

Hospital leadership were engaged to support the initial identification of potential community health needs, and refine the list to 13 needs which were used in hospital user and CAB member surveys. In addition, a survey was administered to hospital leaders which asked them to indicate the relative importance of each of the 13 identified community health needs in their service area (see survey instrument in Appendix 6). Finally, hospital leaders were asked to review the list of significant health needs identified by the CHNA process.

#### **5) Publically available community health, socio-demographic, economic data**

The CHNA work group reviewed all publically available data and supplemented with review of public health literature prepared by New York City of Department of Health and Mental Hygiene (including Take Care New York 2020); New York State Department of Health (including NYS Prevention Agenda 2013-2018); federal agencies, Centers for



Disease Control and Prevention and Healthy People 2020. Sources of Data and Brief Description include:

- American Academy of Family Physicians UDS Mapper
  - UDS Mapper provides ZIP code-level age-adjusted mortality estimates and prevalence estimates on health care access and chronic condition. Can be accessed at: <http://www.udsmapper.org/>.
- Emory University Rollins School of Public Health AIDS Vu
  - AIDS Vu provides ZIP code-level incidence and prevalence data on HIV/AIDS as of 2012. Can be accessed at: <http://aidsvu.org/>.
- New York State Department of Health Cancer Registry
  - The NYS Cancer Registry provides ZIP code-level age-adjusted estimates on incidence of the top malignant cancers (colorectal, female breast, lung and bronchus and prostate) as of 2008-2012. Can be accessed at: <https://www.health.ny.gov/statistics/cancer/registry/zipcode/index.htm>.
- New York State Department of Health DSRIP Performance data
  - The New York State Department of Health provides key statistics on the health care utilization and health status of Medicaid beneficiaries in calendar year 2012. Can be accessed at: [https://www.health.ny.gov/health\\_care/medicaid/redesign/dsrip/performance\\_data/](https://www.health.ny.gov/health_care/medicaid/redesign/dsrip/performance_data/).
- New York State Department of Health Vital Statistics
  - NYS Vital Statistics provides ZIP-code level key perinatal statistics including access to prenatal care and birth outcomes as of 2011-2013. Can be accessed at: <http://www.health.ny.gov/statistics/chac/perinatal/county/2011-2013/>.
- New York Department of Health and Mental Hygiene (DOHMH) Community Health Survey (CHS)
  - CHS is a telephone survey conducted annually by DOHMH and provides data on the health of New Yorkers, including prevalence estimates on a broad range of chronic condition, health care utilization and other behavioral risk factors. 2010 through 2014 data are used in this report. Can be accessed at: <https://a816-healthpsi.nyc.gov/epiquery/CHS/CHSXIndex.html>.
- New York Department of Health and Mental Hygiene Vital Statistics
  - DOHMH vital statistics data provides 2013 age-adjusted mortality data by cause and by neighborhood. Can be accessed at <https://a816-healthpsi.nyc.gov/epiquery/VS/index.html>.
- United States Census American Community Survey (ACS) 5-year estimates

- ACS provides ZIP code-level demographic, economic, social and housing data as of 2008-2012, and 2010-2014. Can be accessed at: <http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>.

### **Process and Criteria to Identify Health Needs**

A work group composed of central office corporate planning staff, facility planning directors and other facility representatives from all hospitals in the NYC Health + Hospitals system was formed in April 2015 and met monthly to coordinate and conduct the CHNA process. To identify community health needs, the work group reviewed documentation from city, state and federal public health resources, including but not limited to Take Care New York 2020, New York State Prevention Agenda 2013-2018 and Healthy People 2020. The work group also reviewed facility 2013 CHNA and NYC Health + Hospitals DSRIP Community Needs Assessment reports. From this literature review, a list of over 40 potential community health needs were identified. To refine the list, the work group solicited input from other facility representatives and pilot tested the list with hospital users using a survey. The result of this process identified 13 community health needs as indicated below (note: this is not in priority order):

1. Heart disease, high cholesterol, stroke
2. Cancer
3. Diabetes
4. Asthma and other breathing issues
5. Hypertension/ high blood pressure
6. Violence
7. Mental illness and psychiatric disorders
8. Dementia including Alzheimer's
9. Obesity
10. Premature births, low birth weight
11. HIV, Hepatitis, STDs
12. Alcohol and/or drug use
13. Smoking

### **Prioritization of Community Health Needs**

Hospitals developed their facility specific community health needs prioritization by ranking the community needs as determined by facility users, CAB members, hospital leaders, and the prevalence of the conditions within their respective communities – independently - to create an overall blended rank score of each community health need.

Facility users, CAB members, and hospital leaders completed a survey which asked them to rate each of the community health needs using the criteria: “Very Serious” = 3; “Somewhat Serious” = 2; “Not Serious” = 1. The option, “Don’t Know/Not Applicable” was also provided and were excluded for that health need score.

Condition prevalence within the hospital service area was also a considered in prioritizing the community health needs. A ‘z’ score, which represents the distance/variance between the raw score (service area average) and the population mean (citywide average) in units of the standard deviation was calculated for each condition prevalence. A positive number suggests that service area experiences more prevalence in the area than the rest of the city, while a negative number suggest that there is less prevalence in the area relative to other NYC neighborhoods.

Each of the community health needs were assigned a rank from 1 to 13 by each of the three groups – hospital users, CAB members, and hospital leaders – based on their survey results. Community health needs were also assigned a rank from 1 to 13 based on their prevalence, using ‘z’ scores. Finally, each of the four ranks (Users, CAB members, hospital leaders, and prevalence) were added together and health issues were re-ranked based on their overall score.

Community health needs that were considered *significant* were ranked among the top five of identified needs. The final list, including the identified significant community health needs, were reviewed by hospital leadership.

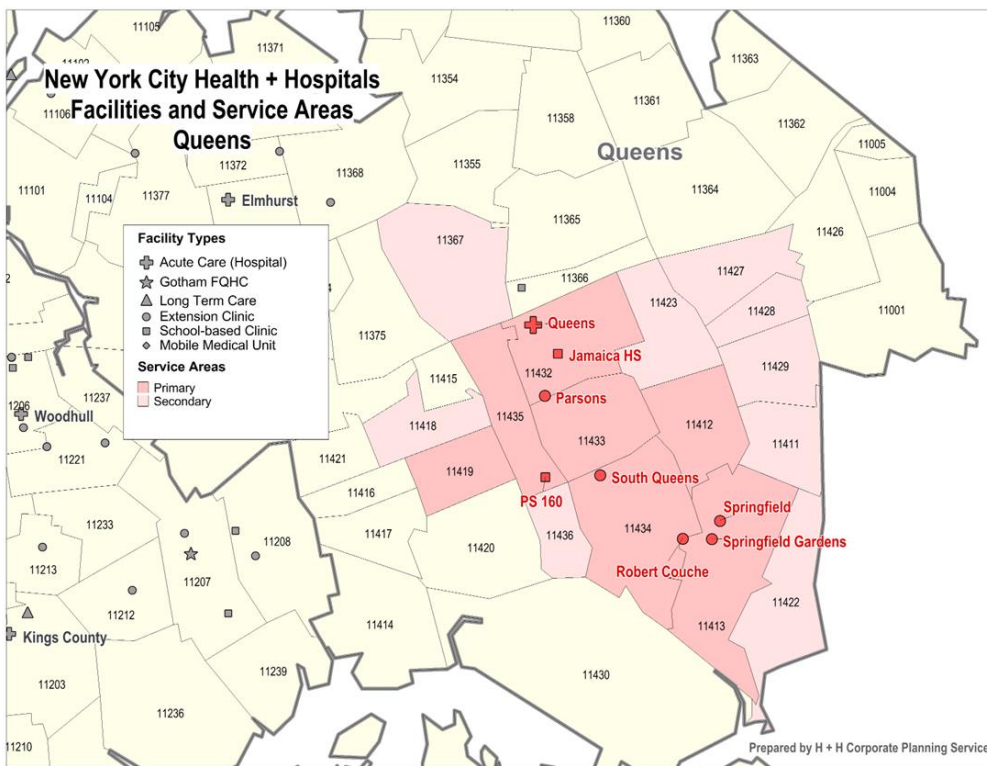
### **APPROVAL**

The Community Health Needs Assessment, 2016 Update, was adopted by the Board of Directors of NYC Health + Hospitals on June 30, 2016.

Written comments may be submitted via email to: [chna@nychhc.org](mailto:chna@nychhc.org)

## Appendix 1: NYC Health + Hospitals / Queens Community Served

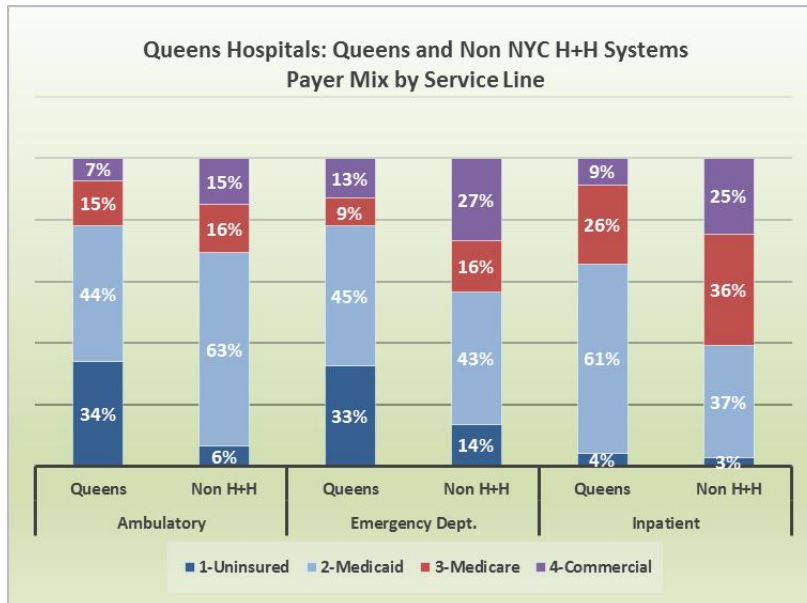
Located in Jamaica, Queens in Zip code 11432, NYC Health + Hospitals / Queens' service area includes the neighborhoods of Fresh Meadows, Jamaica, South Jamaica, South Ozone Park, St. Albans, Springfield Gardens, and Richmond Hill.<sup>1</sup> The map below shows the primary service area in red and the secondary service area in light red. New York Health + Hospitals / Queens sites are labeled in red and other NYC Health + Hospitals sites are in gray. The NYC Health + Hospitals / Queens service area encompasses many neighborhoods that the federal Health Resources and Services Administration (HRSA) has identified as being medically underserved and/or or having a shortage of health providers (HPSA).<sup>2</sup> NYC Health + Hospitals / Queens is specifically located in special population (Medicaid) Dental, Mental Health, Primary Care HPSAs.



<sup>1</sup> Primary and Secondary Service area is defined as the Zip codes that comprise the residence of 50% and 75% of its ambulatory patients, respectively. QHC's primary and secondary service areas includes Zip codes: 11367, 11411, 11412, 11413, 11418, 11419, 11422, 11423, 11427, 11428, 11429, 11432, 11433, 11434, 11435, and 11436.

<sup>2</sup> A Medically Underserved Area /Population (MUA/P) designation applies to a neighborhood or collection of census tracts based on four factors: the ratio of primary medical care physicians per 1,000 population, infant mortality rate, percentage of the population with incomes below the poverty level, and percentage of the population age 65 or over. A Healthcare Provider Shortage Area (HPSA) is a collection of census tracts that has been designated as having a shortage of health professionals. There are three categories of HPSAs: primary care (shortage of primary care clinicians), dental (shortage of oral health professionals), and mental health (shortage of mental health professionals).

NYC Health + Hospitals / Queens provides a disproportionate share of services for the borough’s low income and uninsured population. In 2014, 34% of its ambulatory visits, and 33% of its ED visits were uninsured compared to 6% and 14% at Voluntary hospitals in Queens. In addition, 65% of its inpatient discharges were either uninsured or enrolled in Medicaid, compared to 40% at voluntary hospitals in Queens.



Sources and Notes: 2014 Hospital Institutional Cost Report, 2014 DTC Cost Report for HHC using internal data, and 2013 Health Center Cost Report for all other DTCs. Includes all NYC acute, general care hospitals and related wholly owned or controlled community health centers, including HHC DTCs. Discharges exclude normal newborns. ED visits include treat and release, and visits that result in admission. Clinic visits include comprehensive care and primary care visits only.

### Facility Size and Patient Volume

With 99,868 patients and 450,345 encounters (FY 2015), NYC Health + Hospitals / Queens is a full service hospital with 247 certified beds. In FY 2015, it had nearly 14,000 discharges including more than 1,300 newborn deliveries, 101,000 Emergency Department visits, and 335,000 ambulatory visits.

### Inpatient Services

	Certified Beds	Discharges
General Care	166	10,759
Newborn	0	1,355
Psychiatric	71	1,635
Physical Rehabilitation	10	169
<b>Total</b>	<b>247</b>	<b>13,918</b>

Source: Discharges are internal financial data, FY 2015. Beds are current as of 2/2016.

## Emergency Department Services

	Visits
General	96,629
Psychiatric, includes CPEP	4,653
<b>Total visits</b>	<b>101,282</b>

Source: Internal Financial data, FY 2015. Includes visits that result in admissions.

## Ambulatory Care Services

Site	Primary Care	Dental	Specialty Care	Mental Health	Chemical Dependency	Total
Queens Hospital Center	112,020	12,256	127,278	38,605	8,329	298,488
Jamaica Parson Communicare Clinic	16,361	0	403	0	0	16,764
South Queens Multi Service Center	8,547	0	0	0	0	8,547
Springfield Medical Center	6,126	0	0	0	0	6,126
Jamaica HS, PS154, PS160 (sum)	0	0	0	2,257	0	2,257
Springfield Gardens Educational Campus	917	0	467	0	0	1,384
PS 86	1,165	0	0	0	0	1,165
Roberto H. Couche Senior Citizen Center	437	0	0	0	0	437
<b>Total QHC</b>	<b>145,573</b>	<b>12,256</b>	<b>128,148</b>	<b>40,862</b>	<b>8,329</b>	<b>335,168</b>

Primary Care includes adult and pediatric primary care and women's health services. Specialty includes adult and pediatric specialties, surgeries, ophthalmology, ancillaries and occupational health. Source: internal financial data, FY 2015.

### Patient Demographics

Sixty-one percent (61%) of NYC Health + Hospitals / Queens patients are female and 39% are male. Among total patients, 19% are under age 21; 28% are ages 21-44; 36% are ages 45-64; and 19% are aged 65 and older. System wide, fifty-seven percent (57%) of patients are female and 43% are male. 19% are under age 21; 31% are ages 21-44; 34% are ages 45-64; and 15% are aged 65 and older.

### Patient Encounters by Age

Age Group	%
0-4	7%
5-10	5%
11-14	2%
15-18	3%
19-20	2%
21-44	28%
45-54	17%
55-64	19%
65-74	12%
75-84	5%
85+	2%
Total	100%

Source: Internal financial data, FY2015

The hospital is racially diverse, with 41% of patients identifying as Black Non-Hispanic; 20% as Multi-Race/Other; 15% as Hispanic or Latino; 10% as Asian or Other Pacific Islander; 4% as White Non-Hispanic; and 8% of patients declining identification. System wide, 40% of patients identified as Hispanic or Latino; 34% as Black Non-Hispanic; 8% as White Non-Hispanic; 7% as Multi-Race/Other; 6% as Asian or Other Pacific Islander; and 5% of patients declining identification.

### Patient Encounters by Race/ Ethnicity

Race/ Ethnicity	%
Black Non-Hispanic	41.3%
Multi Race/Other	20.1%
Hispanic or Latino	14.8%
Asian/ Pacific Islander	10.0%
Patient Decline	7.5%
White Non-Hispanic	4.1%
American Indian or Native	2.1%
Total	100%

Source: Internal financial data, FY2015

**Appendix 2: Demographic and Population Health Statistics by Neighborhood**



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**Table 1. Key Demographic Factors**

		% Population below 100% Federal Poverty Level	% Population Non-US Citizen	% Population ≥ 25 years with Less than HS Education	% Population Speaking English "Less than Well"	Average Jail Rate (Per 100,000)	% Population Living with a Disability
<b>NYS</b>		14.9%	10.5%	15.1%	13.4%	382	10.7%
<b>NYC</b>		19.8%	17.7%	20.5%	23.2%	868	10.3%
<b>UHF Neighborhoods</b>							
<b>Bronx</b>	Hunts Point/Mott Haven	43.1%	19.2%	44.4%	36.3%	2,219	17.3%
<b>Bronx</b>	Crotona/Tremont	39.3%	23.8%	38.7%	32.2%	1,903	14.6%
<b>Bronx</b>	Highbridge/Morrisania	38.3%	22.4%	39.1%	32.8%	2,107	15.4%
<b>Kings</b>	East New York	32.8%	16.0%	27.0%	14.0%	1,907	8.9%
<b>Kings</b>	Williamsburg/Bushwick	32.5%	19.9%	37.2%	32.2%	1,793	10.5%
<b>New York</b>	East Harlem	31.8%	16.4%	32.2%	23.6%	2,250	14.1%
<b>Bronx</b>	Fordham/Bronx Park	31.3%	23.0%	31.3%	28.2%	1,320	13.4%
<b>Kings</b>	Greenpoint	28.5%	12.2%	18.6%	23.9%	540	7.2%
<b>Kings</b>	Sunset Park	28.4%	34.3%	45.7%	51.8%	482	8.1%
<b>New York</b>	Central Harlem/Morningside Hgt	27.7%	13.3%	19.8%	12.7%	2,124	12.9%
<b>Kings</b>	Bedford/Stuy/Crown Heights	27.1%	13.7%	20.0%	7.0%	2,129	10.6%
<b>New York</b>	Washington Hgts/Inwood	25.8%	26.0%	30.9%	37.9%	1,135	11.9%
<b>Kings</b>	Borough Park	25.2%	20.1%	24.4%	37.5%	225	9.4%
<b>Bronx</b>	Pelham/Throgs Neck	21.8%	14.3%	26.2%	21.3%	911	11.1%
<b>Richmond</b>	Port Richmond	21.6%	12.7%	16.6%	14.1%	1,302	9.4%
<b>Queens</b>	Rockaway	21.4%	11.3%	21.4%	14.1%	1,277	12.7%
<b>New York</b>	Union Sq./Lower Eastside	21.4%	14.3%	21.6%	22.5%	705	11.1%
<b>Kings</b>	Coney Island/Sheepshead Bay	18.2%	14.6%	18.6%	40.3%	567	14.5%
<b>Queens</b>	West Queens	18.2%	35.1%	29.5%	47.0%	400	8.0%
<b>Kings</b>	Flatbush/E. Flatbush	18.1%	20.4%	17.2%	14.0%	926	7.9%
<b>Richmond</b>	Stapleton/St. George	17.0%	12.0%	17.3%	16.1%	1,068	10.5%
<b>Kings</b>	Downtown/Heights/Slope	16.3%	9.3%	11.7%	10.4%	851	8.0%
<b>Queens</b>	Long Island City/Astoria	16.1%	21.6%	18.1%	27.8%	475	9.3%
<b>Bronx</b>	Northeast Bronx	15.4%	13.4%	19.7%	8.9%	761	11.7%
<b>Queens</b>	Jamaica	15.3%	18.5%	20.1%	16.4%	1,118	10.9%
<b>Bronx</b>	Kingsbridge/Riverdale	15.1%	12.0%	17.5%	20.1%	402	12.0%
<b>Kings</b>	Bensonhurst/Bay Ridge	14.7%	15.7%	21.8%	34.3%	283	10.0%
<b>Queens</b>	Fresh Meadows	14.1%	15.9%	12.9%	25.7%	300	9.8%
<b>Queens</b>	Flushing/Clearview	13.0%	25.8%	20.0%	40.8%	200	9.5%
<b>Kings</b>	Canarsie/Flatlands	12.9%	12.6%	13.4%	13.4%	616	9.3%
<b>New York</b>	Lower Manhattan	12.4%	18.1%	9.3%	12.7%	527	6.1%
<b>Queens</b>	Ridgewood/Forest Hills	12.4%	17.8%	14.5%	25.3%	273	9.1%
<b>New York</b>	Upper West Side	12.0%	11.2%	6.2%	7.7%	446	9.4%
<b>Queens</b>	Southwest Queens	11.9%	18.6%	20.9%	18.5%	442	10.0%
<b>New York</b>	Chelsea/Clinton	11.7%	14.3%	6.6%	9.1%	601	8.7%
<b>New York</b>	Greenwich Village/Soho	10.5%	12.5%	9.3%	12.4%	299	6.7%
<b>New York</b>	Gramercy Park/Murray Hill	8.7%	12.6%	2.5%	6.9%	283	6.8%
<b>Richmond</b>	Willowbrook	8.2%	6.3%	10.7%	11.1%	282	10.0%
<b>Queens</b>	Bayside/Little Neck	7.9%	13.3%	10.5%	27.0%	141	9.1%
<b>Queens</b>	Southeast Queens	7.4%	13.2%	13.2%	12.1%	507	9.1%
<b>New York</b>	Upper East Side	6.9%	11.2%	3.5%	5.7%	162	6.8%
<b>Richmond</b>	South Beach/Tottenville	5.6%	3.5%	8.8%	7.8%	294	9.2%

Sources: U.S. Census American Community Survey (ACS), 2008-2012; New York City Department of Corrections Jail Admissions, 2007-2012, Via Gothamist.

**Table 2. Disability by Numbers of Disability and Type**

		% ≥Two Disability	% One Disability	% Self Care	% Independent Living	% Cognitive	% Ambulatory	% Vision	% Hearing
<b>NYS</b>		5.3%	5.6%	2.5%	5.3%	4.2%	6.5%	1.9%	4.0%
<b>NYC</b>		5.4%	5.0%	2.7%	5.4%	4.1%	6.8%	2.1%	3.4%
<b>UHF Neighborhoods</b>									
<b>Kings</b>	Coney Island/Sheepshead Bay	9.6%	5.0%	5.6%	10.2%	6.6%	10.7%	3.8%	6.0%
<b>Bronx</b>	Hunts Point/Mott Haven	8.6%	8.8%	3.6%	8.4%	8.9%	11.1%	3.8%	3.3%
<b>Bronx</b>	Highbridge/Morrisania	7.7%	7.7%	3.3%	7.1%	7.5%	10.1%	3.1%	2.9%
<b>Bronx</b>	Crotona/Tremont	7.6%	7.1%	3.2%	7.5%	7.5%	9.1%	2.8%	3.2%
<b>New York</b>	East Harlem	7.5%	6.8%	3.6%	7.1%	6.7%	9.2%	3.3%	3.6%
<b>Queens</b>	Rockaway	6.6%	6.5%	3.6%	7.4%	5.6%	8.3%	3.2%	3.9%
<b>New York</b>	Central Harlem/Morningside Hgt	6.3%	6.7%	2.9%	5.9%	4.8%	9.0%	2.6%	2.6%
<b>Bronx</b>	Fordham/Bronx Park	6.3%	7.2%	2.5%	6.1%	6.6%	8.2%	2.6%	2.8%
<b>New York</b>	Washington Hgts/Inwood	6.2%	5.8%	3.1%	5.9%	4.6%	8.0%	2.4%	2.8%
<b>New York</b>	Union Sq./Lower Eastside	6.2%	5.0%	2.9%	5.5%	4.5%	7.4%	2.2%	4.2%
<b>Bronx</b>	Northeast Bronx	6.1%	5.8%	2.8%	5.8%	4.6%	7.8%	2.8%	3.8%
<b>Bronx</b>	Pelham/Throgs Neck	5.9%	5.2%	2.7%	6.1%	4.6%	7.3%	2.3%	3.5%
<b>Bronx</b>	Kingsbridge/Riverdale	5.9%	6.5%	3.1%	5.7%	5.1%	7.3%	2.2%	4.3%
<b>Kings</b>	Williamsburg/Bushwick	5.7%	4.8%	2.9%	5.9%	4.8%	7.3%	2.3%	2.3%
<b>Kings</b>	Bensonhurst/Bay Ridge	5.7%	4.4%	3.1%	6.5%	3.7%	6.6%	1.7%	4.4%
<b>Richmond</b>	Stapleton/St. George	5.5%	5.1%	3.0%	6.6%	3.8%	6.8%	1.7%	3.3%
<b>Kings</b>	Borough Park	5.5%	3.9%	3.2%	6.5%	4.0%	6.7%	2.0%	3.3%
<b>Queens</b>	Jamaica	5.5%	5.5%	2.7%	5.5%	3.9%	7.0%	2.6%	3.3%
<b>Kings</b>	Bedford/Stuy/Crown Heights	5.2%	5.4%	2.6%	5.3%	3.9%	6.9%	3.0%	2.6%
<b>Queens</b>	Southwest Queens	5.2%	4.8%	2.7%	5.6%	3.6%	6.3%	2.3%	3.7%
<b>Queens</b>	Flushing/Clearview	5.2%	4.4%	2.6%	5.0%	3.1%	6.5%	1.4%	4.4%
<b>Richmond</b>	Willowbrook	5.1%	5.0%	2.6%	6.0%	3.2%	6.9%	1.0%	3.5%
<b>Kings</b>	Canarsie/Flatlands	5.1%	4.2%	2.9%	5.5%	3.5%	6.3%	2.2%	3.3%
<b>Queens</b>	Fresh Meadows	4.9%	5.0%	2.3%	4.9%	3.1%	6.8%	1.9%	4.1%
<b>Queens</b>	Long Island City/Astoria	4.8%	4.5%	2.3%	4.8%	3.1%	6.2%	1.3%	3.3%
<b>Queens</b>	Ridgewood/Forest Hills	4.8%	4.4%	2.5%	5.3%	3.2%	6.3%	1.7%	3.9%
<b>Queens</b>	Bayside/Little Neck	4.7%	4.5%	2.2%	4.9%	2.8%	5.6%	1.8%	4.2%
<b>Kings</b>	East New York	4.5%	4.3%	2.4%	5.2%	3.7%	6.0%	2.2%	2.2%
<b>Richmond</b>	South Beach/Tottenville	4.5%	4.7%	2.1%	4.8%	2.9%	6.0%	1.1%	3.3%
<b>Richmond</b>	Port Richmond	4.5%	5.0%	2.1%	4.8%	3.9%	5.8%	1.3%	2.8%
<b>Kings</b>	Sunset Park	4.4%	3.8%	2.3%	4.8%	4.0%	5.2%	1.8%	2.5%
<b>New York</b>	Upper West Side	4.4%	5.1%	2.4%	4.2%	3.3%	5.9%	1.7%	4.3%
<b>Queens</b>	Southeast Queens	4.3%	4.9%	2.2%	4.8%	3.4%	5.4%	1.5%	3.4%
<b>Kings</b>	Downtown/Heights/Slope	4.2%	4.0%	1.8%	3.8%	3.3%	5.1%	1.6%	2.6%
<b>Kings</b>	Greenpoint	4.2%	3.1%	2.5%	4.4%	3.4%	5.0%	1.9%	2.6%
<b>Queens</b>	West Queens	4.0%	4.2%	1.9%	3.8%	2.9%	5.1%	1.7%	2.9%
<b>Kings</b>	Flatbush/E. Flatbush	3.9%	4.0%	2.0%	4.2%	3.0%	5.2%	1.6%	2.5%
<b>New York</b>	Chelsea/Clinton	3.9%	4.8%	1.7%	3.1%	2.9%	4.9%	1.9%	3.5%
<b>New York</b>	Lower Manhattan	3.3%	2.9%	1.8%	3.4%	2.9%	4.1%	1.0%	2.4%
<b>New York</b>	Gramercy Park/Murray Hill	3.1%	3.8%	1.4%	3.1%	2.5%	3.7%	1.3%	3.4%
<b>New York</b>	Upper East Side	3.0%	3.8%	1.6%	3.0%	2.1%	4.5%	1.1%	4.1%
<b>New York</b>	Greenwich Village/Soho	3.0%	3.8%	1.5%	3.0%	2.2%	3.8%	1.1%	3.6%

Sources: U.S. Census American Community Survey (ACS), 2008-2012.

\*Self-Care – Difficulty bathing or dressing; Independent Living – Difficulty with errands; Cognitive – Difficulty remembering, concentrating, making decisions; Ambulatory – Difficulty walking or climbing stairs; Vision – Blind or serious difficulty seeing; Hearing – Deaf or having serious difficulty hearing

**Table 3. Potentially Preventable ED Visits (PPV)**

		Medicaid Population	PPV Total (Observed)	PPV Total (Risk-Adjusted Expected)	Rate per 100 ED Visits (Observed)	Rate per 100 ED Visits (Risk-Adjusted Expected)	Observed (/) Risk Adjusted Expected Ratio	Observed (-) Risk-Adjusted Expected Gap Total
<b>NYS</b>		5,852,016	2,111,517	2,069,915	36.08			(41,602)
<b>NYC</b>		3,600,712	1,192,918	1,184,340	33.13	32.89	1.01	(8,578)
<b>UHF Neighborhoods</b>								
<b>Brooklyn</b>	Bedford/Stuy/Crown Heights	167,295	74,035	62,671	44.25	37.46	1.18	(11,364)
<b>Manhattan</b>	Central Harlem/Morningside Hgt	80,517	44,215	37,872	54.91	47.04	1.17	(6,343)
<b>Brooklyn</b>	Flatbush/E. Flatbush	135,879	44,131	37,935	32.48	27.92	1.16	(6,196)
<b>Bronx</b>	Highbridge/Morrisania	157,126	67,220	59,232	42.78	37.70	1.13	(7,988)
<b>Bronx</b>	Crotona/Tremont	158,677	68,998	60,948	43.48	38.41	1.13	(8,050)
<b>Brooklyn</b>	East New York	117,951	47,135	41,721	39.96	35.37	1.13	(5,414)
<b>Bronx</b>	Hunts Point/Mott Haven	102,277	44,460	39,547	43.47	38.67	1.12	(4,913)
<b>Bronx</b>	Northeast Bronx	75,259	31,979	28,647	42.49	38.06	1.12	(3,332)
<b>Brooklyn</b>	Canarsie/Flatlands	68,942	18,647	16,896	27.05	24.51	1.10	(1,751)
<b>Bronx</b>	Fordham/Bronx Park	159,307	71,626	65,539	44.96	41.14	1.09	(6,087)
<b>Manhattan</b>	East Harlem	65,233	35,244	32,424	54.03	49.70	1.09	(2,820)
<b>Staten Island</b>	Port Richmond	28,494	13,493	12,448	47.35	43.68	1.08	(1,045)
<b>Brooklyn</b>	Williamsburg/Bushwick	128,546	52,742	48,737	41.03	37.91	1.08	(4,005)
<b>Queens</b>	Rockaway	52,726	18,553	17,206	35.19	32.63	1.08	(1,347)
<b>Manhattan</b>	Washington Hgts/Inwood	143,654	45,340	42,657	31.56	29.69	1.06	(2,683)
<b>Bronx</b>	Pelham/Throgs Neck	139,468	53,267	50,796	38.19	36.42	1.05	(2,471)
<b>Manhattan</b>	Chelsea/Clinton	33,364	20,526	19,607	61.52	58.77	1.05	(919)
<b>Brooklyn</b>	Downtown/Heights/Slope	58,328	23,408	22,661	40.13	38.85	1.03	(747)
<b>Staten Island</b>	Stapleton/St. George	46,913	19,397	18,980	41.35	40.46	1.02	(417)
<b>Queens</b>	Southeast Queens	61,114	16,199	16,107	26.51	26.36	1.01	(92)
<b>Bronx</b>	Kingsbridge/Riverdale	29,994	9,287	9,270	30.96	30.91	1.00	(17)
<b>Manhattan</b>	Upper West Side	31,538	15,536	15,657	49.26	49.64	0.99	121
<b>Queens</b>	Jamaica	134,719	45,813	46,355	34.01	34.41	0.99	542
<b>Manhattan</b>	Gramercy Park/Murray Hill	9,909	4,922	4,996	49.67	50.42	0.99	74
<b>Staten Island</b>	South Beach/Tottenville	31,842	8,390	8,728	26.35	27.41	0.96	338
<b>Brooklyn</b>	Greenpoint	49,140	9,112	9,485	18.54	19.30	0.96	373
<b>Queens</b>	Ridgewood/Forest Hills	76,683	17,730	19,134	23.12	24.95	0.93	1,404
<b>Queens</b>	Long Island City/Astoria	71,860	21,041	22,873	29.28	31.83	0.92	1,832
<b>Staten Island</b>	Willowbrook	20,710	5,004	5,581	24.16	26.95	0.90	577
<b>Manhattan</b>	Upper East Side	13,219	4,674	5,224	35.36	39.52	0.89	550
<b>Queens</b>	West Queens	229,929	68,271	77,793	29.69	33.83	0.88	9,522
<b>Queens</b>	Southwest Queens	124,369	33,190	38,415	26.69	30.89	0.86	5,225
<b>Manhattan</b>	Lower Manhattan	12,194	5,744	6,673	47.11	54.72	0.86	929
<b>Brooklyn</b>	Coney Island/Sheepshead Bay	136,183	23,227	27,800	17.06	20.41	0.84	4,573
<b>Brooklyn</b>	Borough Park	195,905	26,744	33,459	13.65	17.08	0.80	6,715
<b>Brooklyn</b>	Bensonhurst/Bay Ridge	80,319	11,180	14,859	13.92	18.50	0.75	3,679
<b>Queens</b>	Fresh Meadows	34,877	7,591	10,201	21.77	29.25	0.74	2,610
<b>Manhattan</b>	Union Sq./Lower Eastside	81,104	22,872	30,851	28.20	38.04	0.74	7,979
<b>Brooklyn</b>	Sunset Park	99,590	16,971	24,170	17.04	24.27	0.70	7,199
<b>Manhattan</b>	Greenwich Village/Soho	14,323	3,334	5,174	23.28	36.12	0.64	1,840
<b>Queens</b>	Bayside/Little Neck	19,932	2,236	3,724	11.22	18.68	0.60	1,488
<b>Queens</b>	Flushing/Clearview	116,900	17,342	29,251	14.83	25.02	0.59	11,909

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Potentially Preventable Visits (PPVs), based on proprietary 3M software, are emergency visits for ambulatory care sensitive conditions (ACSC) that may result from a lack of adequate access to care or ambulatory care coordination. These ambulatory sensitive conditions could be reduced or eliminated with adequate patient monitoring and follow up. Unlike with PQIs, which can be disease specific, there is only one PPV indicator which represents all potentially avoidable ED visit regardless of condition or disease.

PPV Events are observed or "actual" ED visits that meet the criteria of an ACSC visit as defined by the 3M software. The Observed Rate is the number of PPV events divided by the population. Risk Adjusted Expected Visits are PPV visits adjusted by age, gender and race/ethnicity. The Expected rate is the number of Expected visits divided by the population. Risk Adjusted Expected Rate is the observed PPV rate divided by the expected PPV rate, multiplied by the statewide PPV rate. A lower number is better.

**Table 4. Medicaid Beneficiaries with a Respiratory Clinical Risk Grouping Condition**

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
<b>NYS</b>		5,835,794	558,700	9.6%	35.3%	47.3%
<b>NYC</b>		3,595,868	348,955	9.7%	36.0%	44.9%
<b>UHF Neighborhoods</b>						
<b>Queens</b>	Rockaway	52,664	8,148	15.5%	43.8%	44.0%
<b>Manhattan</b>	East Harlem	65,008	9,304	14.3%	40.2%	55.6%
<b>Bronx</b>	Hunts Point/Mott Haven	102,165	14,577	14.3%	35.7%	50.4%
<b>Manhattan</b>	Chelsea/Clinton	33,022	4,432	13.4%	49.6%	51.2%
<b>Manhattan</b>	Upper West Side	31,499	3,860	12.3%	44.0%	48.4%
<b>Bronx</b>	Highbridge/Morrisania	157,071	19,125	12.2%	38.7%	52.1%
<b>Bronx</b>	Crotona/Tremont	158,601	18,698	11.8%	37.5%	53.4%
<b>Manhattan</b>	Central Harlem/Morningside Hgt	80,466	9,465	11.8%	39.9%	59.3%
<b>Staten Island</b>	Stapleton/St. George	46,686	5,435	11.6%	41.3%	48.6%
<b>Brooklyn</b>	Coney Island/Sheepshead Bay	136,160	15,846	11.6%	34.9%	25.3%
<b>Bronx</b>	Pelham/Throgs Neck	139,194	16,181	11.6%	36.4%	47.9%
<b>Bronx</b>	Fordham/Bronx Park	159,182	18,340	11.5%	39.1%	51.8%
<b>Bronx</b>	Kingsbridge/Riverdale	29,957	3,408	11.4%	43.7%	42.7%
<b>Bronx</b>	Northeast Bronx	75,167	8,496	11.3%	44.5%	48.9%
<b>Brooklyn</b>	Downtown/Heights/Slope	58,124	6,507	11.2%	42.1%	48.7%
<b>Brooklyn</b>	Bedford/Stuy/Crown Heights	167,161	18,349	11.0%	41.3%	55.0%
<b>Manhattan</b>	Upper East Side	13,206	1,428	10.8%	49.6%	33.9%
<b>Brooklyn</b>	East New York	117,543	12,412	10.6%	36.8%	53.5%
<b>Staten Island</b>	Port Richmond	28,478	2,926	10.3%	33.9%	55.1%
<b>Brooklyn</b>	Williamsburg/Bushwick	128,474	13,152	10.2%	35.8%	52.3%
<b>Manhattan</b>	Gramercy Park/Murray Hill	9,839	994	10.1%	42.2%	52.0%
<b>Manhattan</b>	Union Sq./Lower Eastside	81,093	7,890	9.7%	33.9%	40.4%
<b>Brooklyn</b>	Canarsie/Flatlands	68,906	6,594	9.6%	39.2%	40.9%
<b>Queens</b>	Ridgewood/Forest Hills	76,645	7,060	9.2%	28.5%	32.7%
<b>Brooklyn</b>	Bensonhurst/Bay Ridge	80,271	7,316	9.1%	29.8%	23.7%
<b>Staten Island</b>	Willowbrook	20,550	1,871	9.1%	33.7%	34.2%
<b>Manhattan</b>	Washington Hgts/Inwood	143,590	12,911	9.0%	31.2%	44.1%
<b>Staten Island</b>	South Beach/Tottenville	31,799	2,827	8.9%	35.7%	37.4%
<b>Manhattan</b>	Lower Manhattan	12,054	1,006	8.3%	38.6%	45.7%
<b>Queens</b>	Jamaica	134,473	10,759	8.0%	34.2%	48.5%
<b>Manhattan</b>	Greenwich Village/Soho	14,273	1,129	7.9%	33.5%	25.2%
<b>Queens</b>	Fresh Meadows	34,868	2,713	7.8%	25.9%	33.7%
<b>Brooklyn</b>	Flatbush/E. Flatbush	135,688	10,306	7.6%	40.7%	47.8%
<b>Queens</b>	Long Island City/Astoria	71,850	5,436	7.6%	31.2%	39.6%
<b>Brooklyn</b>	Sunset Park	99,554	7,460	7.5%	25.5%	31.1%
<b>Queens</b>	Southwest Queens	124,306	8,733	7.0%	27.0%	42.1%
<b>Queens</b>	Flushing/Clearview	116,769	8,003	6.9%	30.6%	28.8%
<b>Brooklyn</b>	Borough Park	195,830	12,978	6.6%	29.9%	27.0%
<b>Queens</b>	West Queens	229,888	15,193	6.6%	26.2%	39.2%
<b>Brooklyn</b>	Greenpoint	49,127	3,114	6.3%	33.0%	39.2%
<b>Queens</b>	Southeast Queens	60,254	3,511	5.8%	33.4%	44.5%
<b>Queens</b>	Bayside/Little Neck	19,922	952	4.8%	25.6%	25.2%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

**Table 5. Medicaid Beneficiaries with a Cardiovascular Clinical Risk Grouping Condition**

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
<b>NYS</b>		5,835,794	1,543,129	26.4%	40.0%	31.3%
<b>NYC</b>		3,595,868	1,085,013	30.2%	40.4%	28.1%
<b>UHF Neighborhoods</b>						
<b>Brooklyn</b>	Coney Island/Sheepshead Bay	136,160	78,135	57.4%	37.0%	14.4%
<b>Queens</b>	Rockaway	52,664	23,924	45.4%	47.7%	30.1%
<b>Manhattan</b>	Upper East Side	13,206	5,741	43.5%	46.0%	24.2%
<b>Bronx</b>	Kingsbridge/Riverdale	29,957	12,509	41.8%	47.9%	26.7%
<b>Manhattan</b>	Upper West Side	31,499	13,133	41.7%	48.0%	33.2%
<b>Brooklyn</b>	Bensonhurst/Bay Ridge	80,271	31,357	39.1%	32.8%	15.3%
<b>Brooklyn</b>	Canarsie/Flatlands	68,906	26,818	38.9%	43.2%	25.2%
<b>Manhattan</b>	Chelsea/Clinton	33,022	12,615	38.2%	48.2%	39.0%
<b>Queens</b>	Ridgewood/Forest Hills	76,645	27,747	36.2%	35.5%	20.2%
<b>Manhattan</b>	Union Sq./Lower Eastside	81,093	28,702	35.4%	34.2%	22.8%
<b>Brooklyn</b>	Downtown/Heights/Slope	58,124	19,812	34.1%	50.7%	34.6%
<b>Manhattan</b>	Greenwich Village/Soho	14,273	4,788	33.5%	30.8%	15.5%
<b>Manhattan</b>	Washington Hgts/Inwood	143,590	47,415	33.0%	37.4%	28.1%
<b>Bronx</b>	Northeast Bronx	75,167	24,796	33.0%	51.3%	33.1%
<b>Manhattan</b>	East Harlem	65,008	21,434	33.0%	50.2%	40.2%
<b>Staten Island</b>	Willowbrook	20,550	6,763	32.9%	39.2%	22.9%
<b>Manhattan</b>	Lower Manhattan	12,054	3,951	32.8%	34.6%	25.5%
<b>Queens</b>	Flushing/Clearview	116,769	37,374	32.0%	29.0%	16.6%
<b>Staten Island</b>	Stapleton/St. George	46,686	14,414	30.9%	46.4%	34.2%
<b>Queens</b>	Fresh Meadows	34,868	10,718	30.7%	28.7%	19.9%
<b>Queens</b>	Bayside/Little Neck	19,922	5,924	29.7%	24.7%	13.2%
<b>Brooklyn</b>	Borough Park	195,830	57,387	29.3%	34.5%	17.5%
<b>Staten Island</b>	South Beach/Tottenville	31,799	9,293	29.2%	38.0%	25.4%
<b>Queens</b>	Jamaica	134,473	38,881	28.9%	41.2%	30.8%
<b>Queens</b>	Southwest Queens	124,306	35,914	28.9%	35.5%	25.9%
<b>Brooklyn</b>	Bedford/Stuy/Crown Heights	167,161	47,741	28.6%	49.0%	37.7%
<b>Queens</b>	Long Island City/Astoria	71,850	20,511	28.5%	37.5%	26.7%
<b>Manhattan</b>	Gramercy Park/Murray Hill	9,839	2,745	27.9%	42.1%	34.5%
<b>Manhattan</b>	Central Harlem/Morningside Hgt	80,466	22,268	27.7%	46.5%	42.5%
<b>Brooklyn</b>	Flatbush/E. Flatbush	135,688	37,531	27.7%	42.7%	30.5%
<b>Bronx</b>	Pelham/Throgs Neck	139,194	37,536	27.0%	43.1%	33.2%
<b>Brooklyn</b>	East New York	117,543	31,027	26.4%	44.8%	36.4%
<b>Bronx</b>	Highbridge/Morrisania	157,071	40,636	25.9%	44.4%	36.9%
<b>Bronx</b>	Fordham/Bronx Park	159,182	40,823	25.6%	44.8%	35.2%
<b>Queens</b>	Southeast Queens	60,254	15,411	25.6%	37.4%	28.7%
<b>Brooklyn</b>	Williamsburg/Bushwick	128,474	32,841	25.6%	45.0%	37.0%
<b>Bronx</b>	Crotona/Tremont	158,601	40,131	25.3%	44.0%	37.9%
<b>Bronx</b>	Hunts Point/Mott Haven	102,165	24,678	24.2%	44.5%	38.0%
<b>Queens</b>	West Queens	229,888	54,707	23.8%	32.1%	21.3%
<b>Brooklyn</b>	Greenpoint	49,127	10,796	22.0%	40.5%	25.0%
<b>Brooklyn</b>	Sunset Park	99,554	20,214	20.3%	31.7%	21.2%
<b>Staten Island</b>	Port Richmond	28,478	5,303	18.6%	43.2%	40.3%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

**Table 6. Medicaid Beneficiaries with a Congestive Heart Failure Condition Diagnosis**

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence (Per 100,000)	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
<b>NYS</b>		5,835,794	90,070	1,543	61.2%	30.2%
<b>NYC</b>		3,595,868	62,821	1,747	61.6%	28.1%
<b>UHF Neighborhoods</b>						
<b>Brooklyn</b>	Coney Island/Sheepshead Bay	136,160	6,063	4,453	48.0%	13.4%
<b>Bronx</b>	Kingsbridge/Riverdale	29,957	1,109	3,702	60.7%	23.0%
<b>Manhattan</b>	Upper East Side	13,206	464	3,514	61.9%	17.2%
<b>Queens</b>	Rockaway	52,664	1,795	3,408	65.2%	29.1%
<b>Manhattan</b>	Upper West Side	31,499	941	2,987	64.3%	29.9%
<b>Bronx</b>	Northeast Bronx	75,167	2,033	2,705	67.4%	30.3%
<b>Brooklyn</b>	Canarsie/Flatlands	68,906	1,859	2,698	60.3%	24.3%
<b>Manhattan</b>	Chelsea/Clinton	33,022	832	2,520	69.2%	38.9%
<b>Brooklyn</b>	Downtown/Heights/Slope	58,124	1,333	2,293	68.5%	32.7%
<b>Brooklyn</b>	Bensonhurst/Bay Ridge	80,271	1,829	2,279	51.8%	16.2%
<b>Queens</b>	Ridgewood/Forest Hills	76,645	1,703	2,222	52.1%	20.7%
<b>Manhattan</b>	East Harlem	65,008	1,374	2,114	68.0%	40.5%
<b>Brooklyn</b>	Borough Park	195,830	3,580	1,828	51.3%	17.6%
<b>Staten Island</b>	Willowbrook	20,550	368	1,791	56.3%	20.4%
<b>Brooklyn</b>	Bedford/Stuy/Crown Heights	167,161	2,935	1,756	68.0%	36.4%
<b>Queens</b>	Jamaica	134,473	2,255	1,677	62.4%	30.7%
<b>Brooklyn</b>	Flatbush/E. Flatbush	135,688	2,269	1,672	64.8%	29.9%
<b>Brooklyn</b>	Williamsburg/Bushwick	128,474	2,130	1,658	65.4%	38.2%
<b>Manhattan</b>	Central Harlem/Morningside Hgt	80,466	1,290	1,603	69.5%	43.2%
<b>Bronx</b>	Pelham/Throgs Neck	139,194	2,230	1,602	64.4%	31.4%
<b>Staten Island</b>	Stapleton/St. George	46,686	736	1,576	64.3%	31.4%
<b>Manhattan</b>	Greenwich Village/Soho	14,273	224	1,569	57.1%	16.1%
<b>Manhattan</b>	Washington Hgts/Inwood	143,590	2,245	1,563	64.8%	29.0%
<b>Queens</b>	Bayside/Little Neck	19,922	310	1,556	50.3%	14.8%
<b>Manhattan</b>	Lower Manhattan	12,054	187	1,551	56.1%	30.5%
<b>Manhattan</b>	Union Sq./Lower Eastside	81,093	1,255	1,548	59.3%	28.8%
<b>Manhattan</b>	Gramercy Park/Murray Hill	9,839	152	1,545	63.2%	36.8%
<b>Queens</b>	Fresh Meadows	34,868	534	1,531	52.4%	23.0%
<b>Queens</b>	Southeast Queens	60,254	884	1,467	59.8%	29.8%
<b>Bronx</b>	Fordham/Bronx Park	159,182	2,326	1,461	70.9%	33.5%
<b>Brooklyn</b>	East New York	117,543	1,706	1,451	66.2%	37.0%
<b>Staten Island</b>	South Beach/Tottenville	31,799	459	1,443	64.9%	24.2%
<b>Bronx</b>	Highbridge/Morrisania	157,071	2,242	1,427	68.6%	37.4%
<b>Queens</b>	Flushing/Clearview	116,769	1,646	1,410	56.7%	22.0%
<b>Bronx</b>	Crotona/Tremont	158,601	2,063	1,301	70.3%	39.3%
<b>Queens</b>	Long Island City/Astoria	71,850	916	1,275	64.1%	28.4%
<b>Brooklyn</b>	Greenpoint	49,127	614	1,250	64.7%	26.1%
<b>Queens</b>	Southwest Queens	124,306	1,533	1,233	62.4%	28.6%
<b>Bronx</b>	Hunts Point/Mott Haven	102,165	1,255	1,228	68.8%	36.2%
<b>Queens</b>	West Queens	229,888	2,049	891	62.3%	23.6%
<b>Brooklyn</b>	Sunset Park	99,554	862	866	56.7%	25.9%
<b>Staten Island</b>	Port Richmond	28,478	231	811	67.1%	38.5%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

**Table 7. Medicaid Beneficiaries with a Diabetes Clinical Risk Grouping Condition**

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
<b>NYS</b>		5,835,794	562,637	9.6%	32.5%	31.2%
<b>NYC</b>		3,595,868	409,227	11.4%	32.3%	28.6%
<b>UHF Neighborhoods</b>						
<b>Brooklyn</b>	Coney Island/Sheepshead Bay	136,160	23,603	17.3%	30.0%	15.4%
<b>Queens</b>	Rockaway	52,664	8,424	16.0%	42.0%	29.8%
<b>Manhattan</b>	Upper West Side	31,499	4,461	14.2%	37.9%	33.7%
<b>Brooklyn</b>	Canarsie/Flatlands	68,906	9,754	14.2%	36.0%	24.9%
<b>Manhattan</b>	East Harlem	65,008	8,958	13.8%	40.4%	38.6%
<b>Manhattan</b>	Chelsea/Clinton	33,022	4,420	13.4%	38.3%	37.6%
<b>Bronx</b>	Kingsbridge/Riverdale	29,957	4,001	13.4%	40.7%	28.1%
<b>Bronx</b>	Northeast Bronx	75,167	9,869	13.1%	41.3%	33.6%
<b>Manhattan</b>	Union Sq./Lower Eastside	81,093	10,391	12.8%	27.5%	23.8%
<b>Manhattan</b>	Washington Hgts/Inwood	143,590	18,374	12.8%	29.7%	27.9%
<b>Brooklyn</b>	Downtown/Heights/Slope	58,124	7,416	12.8%	39.7%	34.7%
<b>Queens</b>	Southwest Queens	124,306	15,534	12.5%	23.6%	23.9%
<b>Queens</b>	Jamaica	134,473	16,526	12.3%	28.9%	29.6%
<b>Manhattan</b>	Upper East Side	13,206	1,582	12.0%	40.4%	25.2%
<b>Queens</b>	Ridgewood/Forest Hills	76,645	9,134	11.9%	27.7%	19.7%
<b>Bronx</b>	Pelham/Throgs Neck	139,194	16,221	11.7%	34.0%	33.4%
<b>Brooklyn</b>	Bensonhurst/Bay Ridge	80,271	9,282	11.6%	24.1%	15.4%
<b>Staten Island</b>	Stapleton/St. George	46,686	5,310	11.4%	39.5%	34.6%
<b>Brooklyn</b>	Flatbush/E. Flatbush	135,688	15,416	11.4%	34.4%	30.0%
<b>Staten Island</b>	Willowbrook	20,550	2,319	11.3%	29.9%	21.9%
<b>Brooklyn</b>	Bedford/Stuy/Crown Heights	167,161	18,715	11.2%	40.3%	36.9%
<b>Queens</b>	Fresh Meadows	34,868	3,902	11.2%	21.2%	18.6%
<b>Queens</b>	Flushing/Clearview	116,769	12,964	11.1%	21.4%	15.8%
<b>Queens</b>	Long Island City/Astoria	71,850	7,959	11.1%	27.2%	25.9%
<b>Manhattan</b>	Central Harlem/Morningside Hgt	80,466	8,774	10.9%	36.9%	41.8%
<b>Bronx</b>	Hunts Point/Mott Haven	102,165	11,020	10.8%	35.9%	37.8%
<b>Bronx</b>	Fordham/Bronx Park	159,182	17,130	10.8%	37.3%	35.8%
<b>Bronx</b>	Highbridge/Morrisania	157,071	16,834	10.7%	37.7%	36.8%
<b>Brooklyn</b>	East New York	117,543	12,580	10.7%	35.4%	35.7%
<b>Manhattan</b>	Lower Manhattan	12,054	1,262	10.5%	32.3%	31.1%
<b>Brooklyn</b>	Williamsburg/Bushwick	128,474	13,297	10.3%	35.2%	36.8%
<b>Bronx</b>	Crotona/Tremont	158,601	16,367	10.3%	38.1%	37.8%
<b>Manhattan</b>	Greenwich Village/Soho	14,273	1,438	10.1%	25.3%	16.9%
<b>Queens</b>	Southeast Queens	60,254	6,003	10.0%	25.5%	27.1%
<b>Queens</b>	West Queens	229,888	22,717	9.9%	24.9%	20.6%
<b>Brooklyn</b>	Borough Park	195,830	18,996	9.7%	24.6%	17.8%
<b>Manhattan</b>	Gramercy Park/Murray Hill	9,839	929	9.4%	35.6%	38.0%
<b>Queens</b>	Bayside/Little Neck	19,922	1,795	9.0%	20.9%	13.8%
<b>Staten Island</b>	South Beach/Tottenville	31,799	2,673	8.4%	32.6%	24.7%
<b>Brooklyn</b>	Greenpoint	49,127	3,642	7.4%	29.7%	27.1%
<b>Brooklyn</b>	Sunset Park	99,554	7,054	7.1%	26.5%	21.7%
<b>Staten Island</b>	Port Richmond	28,478	2,009	7.1%	33.4%	39.4%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.



**Table 8. Medicaid Beneficiaries with a Mental Health Clinical Risk Grouping Condition**

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	1,328,558	22.8%	30.9%	45.8%
NYC		3,595,868	702,585	19.5%	32.3%	42.3%
<b>UHF Neighborhoods</b>						
Manhattan	Chelsea/Clinton	33,022	16,610	50.3%	41.4%	49.9%
Manhattan	Gramercy Park/Murray Hill	9,839	3,642	37.0%	38.9%	47.1%
Manhattan	Upper West Side	31,499	11,028	35.0%	36.5%	45.1%
Queens	Rockaway	52,664	17,488	33.2%	43.4%	40.2%
Manhattan	Lower Manhattan	12,054	3,994	33.1%	37.1%	48.2%
Manhattan	Upper East Side	13,206	4,158	31.5%	37.6%	38.3%
Manhattan	East Harlem	65,008	20,410	31.4%	37.6%	52.2%
Bronx	Kingsbridge/Riverdale	29,957	9,026	30.1%	37.5%	36.9%
Staten Island	South Beach/Tottenville	31,799	8,714	27.4%	30.3%	40.6%
Brooklyn	Downtown/Heights/Slope	58,124	15,868	27.3%	36.9%	46.0%
Staten Island	Stapleton/St. George	46,686	12,408	26.6%	39.0%	48.8%
Brooklyn	Coney Island/Sheepshead Bay	136,160	34,703	25.5%	28.2%	24.6%
Bronx	Hunts Point/Mott Haven	102,165	25,701	25.2%	31.7%	48.6%
Manhattan	Central Harlem/Morningside Hgt	80,466	19,986	24.8%	36.7%	53.6%
Manhattan	Greenwich Village/Soho	14,273	3,381	23.7%	38.3%	40.4%
Bronx	Crotona/Tremont	158,601	36,406	23.0%	34.1%	50.0%
Staten Island	Willowbrook	20,550	4,703	22.9%	29.5%	35.3%
Bronx	Fordham/Bronx Park	159,182	35,728	22.4%	33.1%	47.9%
Bronx	Pelham/Throgs Neck	139,194	30,833	22.2%	28.9%	43.6%
Bronx	Highbridge/Morrisania	157,071	34,754	22.1%	32.9%	49.0%
Bronx	Northeast Bronx	75,167	16,019	21.3%	37.5%	44.3%
Manhattan	Union Sq./Lower Eastside	81,093	16,891	20.8%	32.3%	42.9%
Manhattan	Washington Hgts/Inwood	143,590	29,748	20.7%	28.2%	40.1%
Queens	Ridgewood/Forest Hills	76,645	15,446	20.2%	25.1%	30.0%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	32,956	19.7%	37.6%	50.6%
Staten Island	Port Richmond	28,478	5,577	19.6%	31.8%	51.2%
Brooklyn	East New York	117,543	22,969	19.5%	33.6%	47.6%
Brooklyn	Williamsburg/Bushwick	128,474	24,881	19.4%	30.3%	48.5%
Brooklyn	Bensonhurst/Bay Ridge	80,271	14,138	17.6%	27.2%	27.8%
Brooklyn	Canarsie/Flatlands	68,906	11,728	17.0%	33.0%	35.4%
Queens	Fresh Meadows	34,868	5,652	16.2%	24.6%	34.2%
Brooklyn	Greenpoint	49,127	7,325	14.9%	27.3%	35.9%
Queens	Jamaica	134,473	19,784	14.7%	32.7%	44.2%
Queens	Long Island City/Astoria	71,850	10,432	14.5%	27.9%	39.5%
Brooklyn	Borough Park	195,830	26,941	13.8%	24.0%	24.1%
Brooklyn	Flatbush/E. Flatbush	135,688	17,611	13.0%	36.5%	43.0%
Queens	Flushing/Clearview	116,769	14,390	12.3%	29.9%	32.7%
Queens	Bayside/Little Neck	19,922	2,400	12.0%	24.9%	27.2%
Queens	Southwest Queens	124,306	14,752	11.9%	25.3%	38.6%
Queens	West Queens	229,888	26,313	11.4%	26.3%	36.2%
Queens	Southeast Queens	60,254	6,509	10.8%	37.2%	46.3%
Brooklyn	Sunset Park	99,554	10,227	10.3%	26.5%	35.9%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

**Table 9. Medicaid Beneficiaries with a Substance Use Clinical Risk Grouping Condition**

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
<b>NYS</b>		5,835,794	370,898	6.4%	59.6%	59.9%
<b>NYC</b>		3,595,868	222,198	6.2%	65.0%	58.4%
<b>UHF Neighborhoods</b>						
<b>Manhattan</b>	Chelsea/Clinton	33,022	10,401	31.5%	71.6%	59.2%
<b>Manhattan</b>	Upper West Side	31,499	5,374	17.1%	63.9%	58.1%
<b>Manhattan</b>	Gramercy Park/Murray Hill	9,839	1,659	16.9%	69.5%	65.4%
<b>Manhattan</b>	East Harlem	65,008	9,878	15.2%	68.3%	61.2%
<b>Manhattan</b>	Lower Manhattan	12,054	1,603	13.3%	73.8%	66.0%
<b>Manhattan</b>	Central Harlem/Morningside Hgt	80,466	10,093	12.5%	66.2%	63.3%
<b>Bronx</b>	Hunts Point/Mott Haven	102,165	12,551	12.3%	61.5%	57.0%
<b>Brooklyn</b>	Bedford/Stuy/Crown Heights	167,161	16,159	9.7%	65.8%	61.3%
<b>Bronx</b>	Crotona/Tremont	158,601	15,141	9.5%	67.0%	59.2%
<b>Brooklyn</b>	Downtown/Heights/Slope	58,124	5,464	9.4%	68.5%	63.7%
<b>Staten Island</b>	Stapleton/St. George	46,686	4,329	9.3%	70.7%	60.6%
<b>Staten Island</b>	South Beach/Tottenville	31,799	2,948	9.3%	61.3%	57.9%
<b>Bronx</b>	Highbridge/Morrisania	157,071	14,126	9.0%	65.5%	57.5%
<b>Manhattan</b>	Union Sq./Lower Eastside	81,093	6,788	8.4%	69.4%	62.1%
<b>Manhattan</b>	Greenwich Village/Soho	14,273	1,172	8.2%	71.6%	62.6%
<b>Brooklyn</b>	East New York	117,543	8,911	7.6%	64.3%	59.4%
<b>Bronx</b>	Fordham/Bronx Park	159,182	11,575	7.3%	66.3%	60.6%
<b>Brooklyn</b>	Williamsburg/Bushwick	128,474	8,983	7.0%	64.3%	60.6%
<b>Manhattan</b>	Upper East Side	13,206	910	6.9%	61.9%	55.7%
<b>Staten Island</b>	Port Richmond	28,478	1,885	6.6%	64.2%	62.7%
<b>Queens</b>	Rockaway	52,664	3,386	6.4%	62.8%	58.3%
<b>Bronx</b>	Pelham/Throgs Neck	139,194	8,820	6.3%	61.9%	52.2%
<b>Bronx</b>	Northeast Bronx	75,167	4,430	5.9%	66.2%	60.2%
<b>Staten Island</b>	Willowbrook	20,550	1,195	5.8%	62.4%	55.2%
<b>Queens</b>	Jamaica	134,473	7,496	5.6%	59.7%	56.6%
<b>Brooklyn</b>	Greenpoint	49,127	2,588	5.3%	70.4%	57.1%
<b>Bronx</b>	Kingsbridge/Riverdale	29,957	1,497	5.0%	68.1%	58.1%
<b>Brooklyn</b>	Flatbush/E. Flatbush	135,688	6,193	4.6%	65.9%	57.5%
<b>Manhattan</b>	Washington Hgts/Inwood	143,590	6,388	4.4%	65.7%	58.0%
<b>Brooklyn</b>	Coney Island/Sheepshead Bay	136,160	5,393	4.0%	62.1%	52.2%
<b>Brooklyn</b>	Canarsie/Flatlands	68,906	2,428	3.5%	62.9%	52.1%
<b>Queens</b>	Southeast Queens	60,254	2,045	3.4%	68.4%	62.0%
<b>Queens</b>	Fresh Meadows	34,868	1,115	3.2%	71.1%	53.3%
<b>Queens</b>	Ridgewood/Forest Hills	76,645	2,294	3.0%	53.4%	46.2%
<b>Brooklyn</b>	Bensonhurst/Bay Ridge	80,271	2,159	2.7%	56.3%	50.5%
<b>Queens</b>	Long Island City/Astoria	71,850	1,909	2.7%	56.1%	56.6%
<b>Queens</b>	Southwest Queens	124,306	2,488	2.0%	57.6%	53.8%
<b>Brooklyn</b>	Sunset Park	99,554	1,888	1.9%	56.3%	54.0%
<b>Queens</b>	West Queens	229,888	3,664	1.6%	60.0%	47.7%
<b>Brooklyn</b>	Borough Park	195,830	3,005	1.5%	58.4%	52.6%
<b>Queens</b>	Flushing/Clearview	116,769	1,617	1.4%	59.4%	47.6%
<b>Queens</b>	Bayside/Little Neck	19,922	250	1.3%	54.4%	47.6%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

**Table 10. Medicaid Beneficiaries with a HIV/AIDS Condition Diagnosis**

		Medicaid Population	Population with a Diagnosis	Weighted Prevalence (Per 100,000)	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
<b>NYS</b>		5,835,794	53,901	924	25.3%	36.4%
<b>NYC</b>		3,595,868	49,984	1,390	25.1%	35.4%
<b>UHF Neighborhoods</b>						
<b>Manhattan</b>	Chelsea/Clinton	33,022	1,378	4,173	26.1%	35.6%
<b>Manhattan</b>	Gramercy Park/Murray Hill	9,839	290	2,947	29.0%	36.9%
<b>Manhattan</b>	Upper West Side	31,499	900	2,857	31.9%	43.6%
<b>Brooklyn</b>	Bedford/Stuy/Crown Heights	167,161	4,199	2,512	26.8%	41.8%
<b>Manhattan</b>	Central Harlem/Morningside Hgt	80,466	1,902	2,364	27.3%	42.0%
<b>Manhattan</b>	Union Sq./Lower Eastside	81,093	1,902	2,345	19.3%	25.0%
<b>Manhattan</b>	Greenwich Village/Soho	14,273	321	2,249	19.6%	23.4%
<b>Bronx</b>	Hunts Point/Mott Haven	102,165	2,271	2,223	31.8%	43.2%
<b>Manhattan</b>	East Harlem	65,008	1,373	2,112	31.2%	41.4%
<b>Bronx</b>	Crotona/Tremont	158,601	3,292	2,076	32.1%	41.1%
<b>Bronx</b>	Highbridge/Morrisania	157,071	3,255	2,072	33.1%	39.8%
<b>Bronx</b>	Fordham/Bronx Park	159,182	3,111	1,954	27.5%	40.5%
<b>Brooklyn</b>	Flatbush/E. Flatbush	135,688	2,450	1,806	25.9%	37.2%
<b>Bronx</b>	Northeast Bronx	75,167	1,303	1,733	29.2%	42.9%
<b>Brooklyn</b>	Sunset Park	99,554	1,654	1,661	12.0%	9.8%
<b>Brooklyn</b>	East New York	117,543	1,870	1,591	26.7%	41.6%
<b>Manhattan</b>	Upper East Side	13,206	208	1,575	24.5%	30.8%
<b>Bronx</b>	Pelham/Throgs Neck	139,194	2,186	1,570	26.0%	37.9%
<b>Brooklyn</b>	Downtown/Heights/Slope	58,124	833	1,433	26.7%	40.1%
<b>Brooklyn</b>	Williamsburg/Bushwick	128,474	1,840	1,432	24.1%	42.1%
<b>Queens</b>	Rockaway	52,664	658	1,249	27.2%	43.3%
<b>Staten Island</b>	Stapleton/St. George	46,686	573	1,227	31.2%	41.5%
<b>Manhattan</b>	Washington Hgts/Inwood	143,590	1,624	1,131	25.4%	35.5%
<b>Queens</b>	Flushing/Clearview	116,769	1,273	1,090	9.4%	9.6%
<b>Manhattan</b>	Lower Manhattan	12,054	120	996	20.0%	25.8%
<b>Queens</b>	Jamaica	134,473	1,337	994	24.6%	39.3%
<b>Staten Island</b>	Port Richmond	28,478	280	983	27.9%	49.6%
<b>Brooklyn</b>	Canarsie/Flatlands	68,906	595	863	24.0%	32.6%
<b>Bronx</b>	Kingsbridge/Riverdale	29,957	256	855	28.5%	39.8%
<b>Brooklyn</b>	Bensonhurst/Bay Ridge	80,271	576	718	12.5%	9.7%
<b>Queens</b>	West Queens	229,888	1,501	653	13.7%	18.8%
<b>Queens</b>	Fresh Meadows	34,868	220	631	13.2%	16.8%
<b>Queens</b>	Bayside/Little Neck	19,922	125	627	8.8%	8.8%
<b>Brooklyn</b>	Borough Park	195,830	1,221	623	12.4%	15.8%
<b>Queens</b>	Southeast Queens	60,254	366	607	23.2%	37.7%
<b>Queens</b>	Ridgewood/Forest Hills	76,645	462	603	17.5%	29.4%
<b>Brooklyn</b>	Coney Island/Sheepshead Bay	136,160	798	586	17.2%	24.8%
<b>Queens</b>	Long Island City/Astoria	71,850	395	550	20.8%	30.6%
<b>Queens</b>	Southwest Queens	124,306	647	520	17.9%	34.9%
<b>Staten Island</b>	Willowbrook	20,550	98	477	26.5%	37.8%
<b>Brooklyn</b>	Greenpoint	49,127	227	462	24.2%	33.5%
<b>Staten Island</b>	South Beach/Tottenville	31,799	94	296	21.3%	33.0%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

**Table 11. Maternal and Child Health Indicators**

		% Low Birth Weight	% Preterm Birth	% Medicaid or Self Pay Payer	% Late or No Prenatal Care	Teen Birth per 1000	Infant Death per 1000	Neonatal Death per 1000
<b>NYS</b>		8.1%	11.1%	50.0%	5.5%	24.4	4.8	3.3
<b>NYC</b>		8.5%	11.3%	59.5%	7.0%	25.3	4.4	2.9
<b>UHF Neighborhoods</b>								
<b>Brooklyn</b>	Bedford/Stuy/Crown Heights	11.7%	14.7%	69.5%	8.6%	31.7	6.4	3.7
<b>Manhattan</b>	Central Harlem/Morningside Hgt	11.3%	14.1%	62.2%	9.8%	30.4	8.0	5.4
<b>Queens</b>	Jamaica	11.3%	13.7%	54.0%	9.1%	27.4	7.5	4.8
<b>Brooklyn</b>	Canarsie/Flatlands	10.7%	14.8%	55.9%	8.3%	19.6	6.1	4.0
<b>Brooklyn</b>	Flatbush/E. Flatbush	10.6%	14.4%	69.2%	9.8%	21.5	4.9	3.3
<b>Manhattan</b>	East Harlem	10.4%	13.1%	72.5%	9.1%	40.9	4.9	3.8
<b>Brooklyn</b>	East New York	10.4%	14.7%	72.3%	9.0%	40.9	7.1	4.3
<b>Queens</b>	Southeast Queens	10.4%	13.0%	43.2%	7.1%	13.8	6.5	5.4
<b>Bronx</b>	Northeast Bronx	10.3%	12.4%	64.2%	12.9%	29.2	5.4	3.6
<b>Bronx</b>	Highbridge/Morrisania	9.8%	12.4%	82.2%	11.4%	45.6	5.5	3.2
<b>Bronx</b>	Hunts Point/Mott Haven	9.6%	12.7%	84.9%	11.3%	47.4	7.1	3.9
<b>Queens</b>	Southwest Queens	9.6%	11.8%	43.5%	6.3%	20.0	3.7	2.1
<b>Bronx</b>	Fordham/Bronx Park	9.5%	12.1%	80.5%	10.2%	36.8	4.8	3.3
<b>Bronx</b>	Pelham/Throgs Neck	9.3%	11.8%	66.1%	10.6%	29.4	3.9	2.5
<b>Bronx</b>	Crotona/Tremont	9.3%	12.3%	83.1%	11.3%	45.9	6.4	4.6
<b>Staten Island</b>	Port Richmond	8.9%	13.5%	62.3%	4.1%	36.4	6.0	2.9
<b>Manhattan</b>	Upper West Side	8.7%	10.1%	12.3%	3.0%	8.6	2.2	1.5
<b>Manhattan</b>	Chelsea/Clinton	8.6%	10.1%	18.0%	4.1%	14.3	4.2	2.5
<b>Manhattan</b>	Gramercy Park/Murray Hill	8.5%	10.0%	6.5%	2.9%	3.9	3.0	2.0
<b>Queens</b>	Rockaway	8.4%	11.6%	56.4%	9.4%	32.4	6.1	4.0
<b>Staten Island</b>	Stapleton/St. George	8.2%	11.4%	54.1%	4.5%	21.2	6.5	5.7
<b>Brooklyn</b>	Coney Island/Sheepshead Bay	8.0%	11.1%	62.2%	5.8%	23.6	4.1	2.2
<b>Manhattan</b>	Upper East Side	8.0%	8.7%	6.2%	2.7%	4.6	1.5	1.2
<b>Manhattan</b>	Washington Hgts/Inwood	7.9%	11.0%	69.6%	7.4%	33.5	4.1	2.0
<b>Staten Island</b>	Willowbrook	7.9%	10.3%	33.8%	2.5%	9.1	3.9	2.8
<b>Manhattan</b>	Lower Manhattan	7.8%	9.8%	11.7%	3.1%	3.4	0.7	0.7
<b>Brooklyn</b>	Williamsburg/Bushwick	7.8%	11.7%	80.2%	7.3%	37.5	5.5	3.3
<b>Queens</b>	Long Island City/Astoria	7.7%	10.6%	50.6%	10.9%	18.0	3.7	2.3
<b>Bronx</b>	Kingsbridge/Riverdale	7.7%	10.2%	43.1%	5.3%	17.5	3.5	3.2
<b>Manhattan</b>	Union Sq./Lower Eastside	7.5%	10.4%	54.1%	4.3%	17.9	2.1	1.1
<b>Staten Island</b>	South Beach/Tottenville	7.4%	10.6%	23.8%	2.1%	4.5	4.0	3.4
<b>Manhattan</b>	Greenwich Village/Soho	7.1%	8.3%	15.5%	1.7%	2.1	1.1	1.1
<b>Brooklyn</b>	Bensonhurst/Bay Ridge	6.9%	10.6%	55.7%	5.2%	15.2	4.5	2.7
<b>Queens</b>	Ridgewood/Forest Hills	6.9%	9.3%	44.9%	5.1%	15.4	3.3	2.6
<b>Queens</b>	Fresh Meadows	6.8%	8.7%	42.0%	3.9%	9.6	2.9	1.6
<b>Brooklyn</b>	Downtown/Heights/Slope	6.8%	9.0%	28.8%	2.6%	18.6	2.8	1.8
<b>Queens</b>	West Queens	6.8%	10.8%	78.1%	8.9%	33.3	4.3	3.0
<b>Queens</b>	Bayside/Little Neck	6.7%	8.7%	27.5%	2.6%	4.1	2.0	2.0
<b>Brooklyn</b>	Borough Park	6.2%	8.6%	72.5%	3.5%	20.1	2.3	1.4
<b>Queens</b>	Flushing/Clearview	6.2%	8.4%	61.3%	5.2%	10.1	2.8	1.9
<b>Brooklyn</b>	Sunset Park	5.8%	8.5%	90.0%	4.0%	37.5	2.1	1.7
<b>Brooklyn</b>	Greenpoint	5.4%	8.2%	62.1%	3.4%	16.6	2.5	1.8

Source: 2010-2012 New York State Vital Statistics County/ZIP Code Perinatal Data Profile as of March, 2014, accessed December, 6 2014, <http://www.health.ny.gov/statistics/chac/perinatal/index.htm>.

\* Preterm Births –prior to 37 weeks of gestation; Low Birth Weight– weight between 100-2499 grams; Late or No Prenatal care– initiated during the third trimester of pregnancy or not at all; Teen Birth – Births to females ages 15-19; Infant Deaths –occurred at less than twelve months of age; Neonatal Deaths –occurred at less than 28 days of age. Total Births are over three year time period.

**Appendix 3. Evaluation of 2013 Implementation Plan**

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
Cancer	Provide "One Stop Shopping" Access to a Comprehensive Range of Specialized Services to Uninsured/Underinsured Women through the Breast Service and Oncology Department	Yes	<b>Target Population:</b> female cancer patients; uninsured and underserved adult women, with and without cancer <b>Goal:</b> improve screenings and early detections of cancers among underserved and uninsured women in the community; offer comprehensive treatment when cancers are found. <b>Plan:</b> The <i>Cancer Services Screening Program</i> at Queens Hospital Center offers underserved women "one stop shopping" access to a comprehensive range of specialized services: screenings, diagnostic evaluations, consultations and treatment with breast cancer specialists, second opinions for newly diagnosed and recurrent breast cancer patients, access to clinical trials, individual and family counseling, physical and occupational therapy, patient education, preventive services and follow-up care, and support services	
Diabetes	Monitor Patient and Track Outcomes through Diabetes Registry	Yes	<b>Target Population:</b> patients with diabetes and pre-diabetes, especially from underserved communities <b>Goal:</b> Improve ongoing treatment through the use of a diabetes registry. Our overall objective is to have 60% of our diabetes patients have the disease controlled. <b>Plan:</b> NY H+H/Queens (QHC) has a Diabetes Center of Excellence where we provide diabetes care, education, and endocrinology services. Population management reports are implemented through an electronic diabetes registry. The registry is used corporation-wide in NYC H+H. We have a diabetes center of excellence <b>Outcome:</b> Over 55% of QHC's diabetes patients have the disease controlled. The diabetes registry has been instrumental in driving this improvement.	
Diabetes	Offer Comprehensive Diabetes Outpatient Education through the Diabetes Management Program	Yes	<b>Target Population:</b> patients with diabetes and pre-diabetes; family and other people who give them aid and support <b>Goal:</b> Our objective for all of our diabetes programs is to have 60% of our diabetes patients have the disease controlled. <b>Plan:</b> The Diabetes Management Program at NYC H+H/Queens offers comprehensive diabetes outpatient education to people who have diabetes and to their support individuals. The Diabetes Self-Management Program is a year-long program designed to help individuals with diabetes develop and continuously practice self-management skills that will enhance and prolong the quality of their lives.  Accommodations are made in the Diabetes Center for patients that may be visually impaired, hearing impaired, have low literacy and /or English is a second language. Unique features to overcome barriers to learning are incorporated into the Diabetes program including: print augmentation, interpretation service, low literacy education tools, and allowances for cultural diversity.  <b>Outcome:</b> Over 55% of QHC's diabetes patients have the disease controlled. The Diabetes Management Program has been instrumental in driving this improvement	

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
Diabetes	Address Key Lifestyle Changes Needed to Prevent Diabetes through Pediatric Healthy Lifestyle Programs for Preschoolers, Pre-teens and Teens	Yes	<p><b>Target Population:</b> children from the ages of pre-school through early teen years, especially children and early adolescents from underserved and minority communities.</p> <p><b>Goal:</b> prevent onset of diabetes later in life.</p> <p><b>Plan:</b> Our Pediatric Healthy Lifestyles Programs (for preschoolers, pre-teens and teens) address key lifestyle changes needed to help prevent or mitigate insulin resistance and Type II Diabetes, acquired hypertension and coronary artery disease. Preventive messaging and healthy habits counseling is also imbedded into our regular health maintenance visits for all patients beginning at birth.</p> <p><b>Outcome:</b> (tbd)</p>	
Hypertension	Adopt the Patient-Centered Medical Home (PCMH) Model of Care to Provide Care Coordination Services	Yes	<p><b>Target Population:</b> patients with hypertension</p> <p><b>Goal:</b> improve measurable outcomes of hypertension patients; improve care coordination</p> <p><b>Plan:</b> NYC H+H/Queens provides comprehensive services for hypertensive patients in primary care, with specialty care available as needed. We have implemented Care Plans for patients with hypertension and have adopted the Patient Centered Medical Home (PCMH) model of care delivery which includes a focus on population management for individuals with hypertension. We are certified as Level III PCMH.</p> <p>QHC also has a <i>Treat To Target Program</i>, which includes a rigorous protocol for managing people with high blood pressure. The patients get multiple visits and phone calls within a short time frame, in order to monitor and properly treat their hypertension. <i>Treat to Target</i> functionality exceeds the requirements of PCMH</p>	
Heart Disease	Improve Patient Experience and Outcomes using Breakthrough	Yes	<p><b>Target Population:</b> patients with heart disease and hypertension</p> <p><b>Plan:</b> As part of our Breakthrough process improvement system, a Value Stream Analysis was implemented to focus on improving patient experiences and outcomes in patients with congestive heart failure and those receiving general outpatient cardiac services.</p> <p><b>Outcome:</b> Patients with heart failure have been consolidated on a single floor. A "passport" has been created with consistent and correct information. Patient tracking and analysis has been improved.</p>	
Heart Disease	Develop a Heart Failure Unit and a Heart Failure Clinic that Specifically Focuses on Caring for Patients with Chronic Heart Failure	Yes	<p><b>Target Population:</b> patients admitted with diagnosis of heart failure</p> <p><b>Goal:</b> to make sure they get appropriate follow up; to make sure they have a care plan; to make sure each patient has a passport; to identify patients who are qualified for cardiac rehab and refer them to cardiac rehab.</p> <p><b>Plan:</b> Consolidate inpatients on one floor; train nurses in heart failure teaching so they can extend patient education from inpatient to outpatient settings; a computer module with education and information on heart failure was made available in outpatient settings.</p> <p><b>Outcome:</b> From 2012 to 2015, we improved our show rate to follow up visits from approximately 50% to approximately 80%.</p>	
Behavioral Health	Provide More Psychiatry /Psychology Consultative Time within Primary Care	Yes	<p><b>Target Population:</b> the patient population that is in primary care with low level behavioral health (BH) problems.</p> <p><b>Goal:</b> 1) educate the primary care staff in handling minor behavioral health problems and in psychiatric medications and 2) maintain patients within the primary care setting and</p>	

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
			still address their behavioral health needs.	<p><b>Plan:</b> We have embedded a psychiatrist several days a week in the primary care clinic. He or she does initial assessments and works with the team within primary care. This makes it possible to not always refer these patients to the Behavioral Health (BH) departments. Minor problems can be monitored within the primary care clinics. The psychiatrists are also educating medical staff regarding how to monitor BH medications from within primary care. There are regular conferences between the primary care and BH doctors regarding care management and planning.</p>
Behavioral Health	Adopt the Katon model for Collaborative Care which has Psychiatry Co-Supervising Care Managers for Patients with Depression	Yes	<p><b>Target Population:</b> patients with a PHQ-9 above 10 who are not schizophrenic, bipolar, substance abuse or alcohol abuse. The PHQ-9 is a multipurpose instrument for screening, diagnosing, monitoring, and measuring the severity of depression. For a patient to be in the target population, they must be manageable in a primary care setting.</p> <p><b>Goal:</b> provide a consultation with a psychiatrist initially; provide education to the patient every 2 – 4 weeks through face to face consultations or a telephone call with the clinician; re-assess PHQ-9 and current medication; reassess the consultation if the patient is not making any progress.</p> <p><b>Plan:</b> patients receive coaching and motivational interviewing during all clinical interactions with RNs; staff assist patient in developing small manageable goals; patients should be administered a PHQ-9 at each patient contact; patients should have a second psychiatric review if they have not made progress within 70 days and/or are not showing clinically significant improvements.</p> <p><b>Outcome:</b> Approximately half the patients enrolled have graduated.</p>	
Behavioral Health	Institute the Use of the PHQ-9 as a Tracking Tool for Assisting Primary Care Clinicians in Diagnosing Depression as well as Selecting and Monitoring Treatment	Yes	See discussion of project above.	
Behavioral Health	Work with HHC's Office of Behavioral Health to Develop a treatment pathway for Schizophrenia focused on reducing Inpatient Length of Hospital Stay and Connecting Patients to Aftercare	Yes	<p><b>Target Population:</b> patients with a Schizophrenia diagnosis in an inpatient setting.</p> <p><b>Outcome:</b> Reduced average length of stay for patients in inpatient setting with a final diagnosis of Schizophrenia from 21.3 days as of fiscal year 2013 to 15.8 days in FY2015.</p>	



## **Appendix 4. Community Resources**

Appendix 4 is a listing of health and social services available to low-income, uninsured, and underinsured individuals in the neighborhoods included in the primary service area of NYC Health + Hospitals, sorted by borough and neighborhood. Organization services are in the following categories: Dental, Vision, Adult Day Health, Health center, Insurance enrollment, Home Health, Hospital, Nursing Home, Prescription Drug, Immigration Support, Mental Health-Inpatient, Mental Health-Ambulatory, Substance Use, Social Services, Financial Assistance, and Wellness/Prevention.

Source: Health Information Tool for Empowerment (HITE), a program of the not-for-profit Foundation affiliate of the Greater New York Hospital Association (GNYHA). <http://www.hitesite.org/Default.aspx>. Accessed 3/11/2016.

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
<b>Queens:</b>																	
<b>Jamaica</b>																	
AIDS Center of Queens County - Jamaica Harm Reduction Program	89-31 162nd, 7th floor, Jamaica, NY 11432														Y		Y
AIDS Center of Queens County - Jamaica/Queens HIV Care Networks	89-31 161st Street, 7th Floor, Suite 710, Jamaica, NY 11432												Y		Y		Y
AIDS Center of Queens County - Main Site	161-21 Jamaica Avenue, 6th and 7th Floors, Jamaica, NY 11432				Y										Y		Y
Bethesda Missionary Baptist Church - Food Program	179-09 Jamaica Avenue, Jamaica, NY 11432														Y		Y
Brightpoint Health - Queens Health Home Case Management	89-31 161st Street, 10th Floor, Jamaica, NY 11432						Y								Y		
CASES (Center for Alternative Sentencing and Employment Services) - Queens Justice Corps Program	89-31 161st Street, 2nd Floor, Jamaica, NY 11432														Y		
Catholic Charities - Hillcrest Senior Center	168-01 Hillside Avenue, Jamaica, NY 11432														Y		
Catholic Charities - Jamaica Behavioral Health Clinic	161-10 Jamaica Avenue, 2nd Floor, Jamaica, NY 11432											Y			Y		
Catholic Charities Behavioral Health Center	161-10 Jamaica Avenue, 2nd Floor, Jamaica, NY 11432											Y					
Catholic Charities of Brooklyn and Queens - WIC Program Site (Jamaica)	161-10 Jamaica Avenue, Suite 306, Jamaica, NY 11432														Y	Y	Y
Chapin Home for the Aging	165-01 Chapin Parkway, Jamaica, NY 11432			Y					Y								
Community Healthcare Network - Family Health Center	90-04 161st Street, 5th Floor, Jamaica, NY 11432				Y	Y											Y
Community Mediation Services, Inc.	89-64 163rd Street, Jamaica, NY 11432														Y		
Counseling Service of EDNY - Queens	163-18 Jamaica Avenue, Suite 502, Jamaica, NY 11432												Y	Y			
Firehouse Health Center	89-56 162nd Street, Jamaica, NY 11432	Y			Y	Y							Y		Y		Y
First Presbyterian Church - Jamaica	89-60 164th Street, Jamaica, NY 11432										Y				Y	Y	Y
Goodwill Industries - Queens Back to Work Program	92-31 Union Hall Street, Jamaica, NY 11432														Y		
Hands Across Long Island (HALI) - Jamaica	163-18 Jamaica Avenue, Jamaica, NY 11432														Y	Y	
Heartshare St. Vincent's Services - Outpatient Chemical Dependence Treatment Program - Jamaica	89-31 161st Street, 4th Floor, Jamaica, NY 11432													Y	Y		
Highland Care Center	91-31 175th Street, Jamaica, NY 11432								Y								
Hillside Manor Skilled Nursing Facility	182-15 Hillside Avenue, Jamaica Estates, NY 11432								Y								
Jamaica Community Partnership	89-64 163rd Street, Jamaica, NY 11432														Y		
Jamaica Hospital Medical Center - Jamaica Estates Advanced Center for Psychotherapy	178-10 Wexford Terrace, Jamaica Estates, NY 11432											Y					
Jamaica YMCA	89-25 Parsons Boulevard, Jamaica, NY 11432									Y					Y		Y
Margaret Tietz Nursing and Rehabilitation Center	164-11 Chapin Parkway, Jamaica, NY 11432								Y								
Neighborhood Housing Services of Jamaica	89-70 162nd Street, Jamaica, NY 11432														Y	Y	
New York City Commission on Human Rights - Jamaica	153-01 Jamaica Avenue, Room 203, Jamaica, NY 11432										Y				Y		
NYC Dept. of Health - STD Control and Prevention Clinic - Jamaica	90-37 Parsons Boulevard (off Jamaica Ave), 1st Floor, Jamaica, NY 11432				Y										Y		Y
Parsons Communicare Clinic	90-37 Parsons Boulevard, Jamaica, NY 11432				Y	Y											Y
PSCH - Queens Care Coordination & Assertive Community Treatment (ACT) Team	153-17 Jamaica Avenue, 3rd Floor, Jamaica, NY 11432														Y		
Public Health Solutions - Health Insurance Navigator Program - Jamaica	90-40 160th Street, Jamaica, NY 11432					Y									Y		
Public Health Solutions - Jamaica Southeast Queens Healthy Start	90-04 161st, Jamaica, NY 11432																Y
Public Health Solutions Neighborhood WIC Center - Jamaica	90-40 160th Street, Jamaica, NY 11432																Y
Queens Centers for Progress - Adult Center	81-15 164th Street, Jamaica, NY 11432														Y		
Queens Centers for Progress - Children's Center	82-25 164th Street, Jamaica, NY 11432														Y		
Queens Centers for Progress - Community Connections Center	81-15 164th Street, Jamaica, NY 11432														Y		
Queens Hospital Center - Child & Adolescent Clinic	82-68 164th Street, Jamaica, NY 11432												Y				
Queens Hospital Center - Dental Department	82-68 164th Street, Jamaica, NY 11432	Y															
Queens Hospital Center - Harm Reduction Program	82-41 Parson Boulevard, T Building, Room 2B-9A, Jamaica, NY 11432														Y	Y	Y
Queens Hospital Center - Health Homes	82-41 Parsons Blvd, T Building 3rd Floor, Jamaica, NY 11432														Y		
Queens Hospital Center - HIV Immunology Clinic	82-68 164th Street, 8th Floor, Room 827, Jamaica, NY 11432				Y										Y		Y
Queens Hospital Center - Outpatient Chemical Dependency Services	82-68 164th Street, Pavillion Building, Jamaica, NY 11432													Y			
Queens Hospital Center - Outpatient Department	82-68 164th Street, Queens, NY 11432	Y	Y		Y												Y
Queens Hospital Center - WIC Program	79-18 164th Street, Jamaica, NY 11432																Y
Queens Hospital Center	82-68 164th Street, Jamaica, NY 11432							Y									
Queens Library - New Americans Program	89-11 Merrick Boulevard, Jamaica, NY 11432										Y						
Queens Parent Resource Center - Day Habilitation Center	88-50 165th Street, Jamaica, NY 11432														Y		
Safe Horizon - Queens Community Program	151-20 Jamaica Avenue, 2nd Floor, Jamaica, NY 11432										Y				Y		
Salvation Army - Jamaica Community Center	90-23 161st Street, Jamaica, NY 11432														Y	Y	

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Sheltering Arms / Safe Space - Transitional Living Programs	89-74 162nd Street, Jamaica, NY 11432														Y		
Tabernacle of Prayer for All People - Hope Hall Ministries	90-07 Merrick Blvd., Jamaica, NY 11432														Y	Y	
The Afrikan Poetry Theatre	176-03 Jamaica Avenue, Jamaica, NY 11432														Y		Y
The Child Center of New York - Jamaica Clinic	89-56 162nd Street, Second Floor, Jamaica, NY 11432											Y			Y		
The Child Center of New York - Jamaica Family Center	89-56 162nd Street, 3rd Floor, Jamaica, NY 11432													Y	Y		Y
The Child Center of NY - SingleStop Services	163-18 Jamaica Avenue, 4th Floor, Jamaica, NY 11432					Y				Y					Y	Y	Y
TJH Medical Services - Jamaica	88-10 Parsons Blvd, Jamaica, NY 11432				Y												Y
Venture House	150-10 Hillside Avenue, Jamaica, NY 11432														Y		
Volunteers of America - Queens Forensic Linkage Program	163-18 Jamaica Avenue, 5th Floor, Jamaica, NY 11432														Y		
Workforce1 Career Center - Queens	168-25 Jamaica Avenue, 2nd Floor, Jamaica, NY 11432									Y					Y		
Workforce1 Industrial & Transportation Career Center	168-46 91st Avenue, Jamaica, NY 11432														Y		
YMCA of Greater New York - Y Roads Center - Jamaica	161-04 Jamaica Avenue, Jamaica, NY 11432														Y		
<b>Ridgewood- Forest Hills</b>																	
Bushwick Center for Rehabilitation and Healthcare - Ridgewood Center	59-25 67th Avenue, Emmaus Lutheran Church, Ridgewood, NY 11385														Y		
CCNS - Glendale Guidance Center and Mobile Outreach Team	67-29 Myrtle Avenue, Glendale, NY 11385											Y			Y		
Glendale Mental Health Clinic	6729 Myrtle Avenue, Glendale, NY 11385											Y					
Greater Ridgewood Youth Council - IS 93 Beacon Program	66-56 Forest Avenue, Ridgewood, NY 11385									Y					Y		
Greater Ridgewood Youth Council, Inc - Main	5903 Summerfield St., Ridgewood, NY 11385														Y		
Peter Cardella Senior Center	68-52 Fresh Pond Road, Ridgewood, NY 11385														Y		
Polonians Organized to Minister to Our Community (POMOC)	66-60 Fresh Pond Road, Ridgewood, NY 11385									Y					Y		
Public Health Solutions - Health Insurance Navigator Program- Ridgewood	853 Onderdonk Avenue, Ridgewood, NY 11385					Y									Y		
Public Health Solutions Neighborhood WIC Center - Ridgewood	853 Onderdonk Avenue, Ridgewood, NY 11385																Y
Ridgewood Communicare Clinic	769 Onderdonk Avenue, Ridgewood, NY 11385				Y	Y											Y
Ridgewood Older Adult Center	59-14 70th Avenue, Ridgewood, NY 11385														Y	Y	
RidgeWood YMCA	69-02 64th Street, Queens, NY 11385																Y
Salvation Army - Ridgewood Corps Community Center	6923 Cypress Hills Street, Ridgewood, NY 11385														Y	Y	
United We Stand of New York, Inc. (UWS)	1907 Flushing Avenue, Ridgewood, NY 11385														Y		
<b>West Queens</b>																	
Adhikaar	71-07 Woodside Avenue, 1st Floor, Woodside, NY 11377									Y							
AIDS Center of Queens County - Woodside Office	62-07 Woodside Avenue, Queens, NY 11377												Y		Y		Y
American Family Community Services, Inc.	76-05 Roosevelt Ave., Jackson Heights, NY 11372									Y					Y		
American Immigrants	51-07 43rd Avenue, Woodside, NY 11377									Y					Y		
Asociacion Benefica Cultural Padre Billini	35-34 105th Street, Corona, NY 11368														Y		
Catholic Charities- Corona Behavioral Health Clinic	9114 37th Ave, Jackson Heights, NY 11372											Y			Y		
Catholic Charities Neighborhood Services (CCNS) Catherine Sheridan Senior Center	35-24 83rd Street, Jackson Heights, NY 11372														Y		
Catholic Charities of Brooklyn and Queens - Corona PROS Program	91-14 37th Avenue, Jackson Heights, NY 11372											Y			Y		
Catholic Charities of Brooklyn and Queens - WIC Program Site (Woodside)	42-71 65th Place, Woodside, NY 11377															Y	Y
Chhaya Community Development Corporation	37-43 77th Street, 2nd Floor, Jackson Heights, NY 11372									Y					Y		
City-Pro Group Inc. - Queens	8910 35th Avenue, Jackson Heights, NY 11372														Y		
Community United Methodist Church - English Conversation Program	81-10 35th Avenue, Jackson Heights, NY 11372									Y					Y		
Concerned Citizens of Queens	8108 37th Avenue, 2nd Floor, Jackson Heights, NY 11372									Y							
Corona Medical Center	104-04 Corona Avenue, Corona, NY 11368				Y	Y											
Desis Rising Up and Moving (DRUM)	72-18 Roosevelt Avenue, Jackson Heights, NY 11372									Y							
Dominico-American Society	40-27 97th Street, 1st Floor, Corona, NY 11368									Y							
East Side WIC Program - Sunnyside	49-02 Queens Boulevard, Woodside, NY 11377															Y	Y
Ecuadorian International Center	37-47 76th Street, Jackson Heights, NY 11372									Y					Y		Y
Elmcor - Lefrak Senior Citizens Center	98-16 55th Avenue, St. Paul the Apostle Church, Corona, NY 11368														Y		
ELMCOR Drug Rehabilitation	107-20 Northern Boulevard, Corona, NY													Y			

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
	11368																
Elmhurst Halfway House	8130 Baxter Avenue, Elmhurst, NY 11373														Y		
Elmhurst Hospital - Infectious Disease (ID) Clinic	79-01 Broadway, Rm. J1, Elmhurst, NY 11373				Y										Y		Y
Elmhurst Hospital Center - Adult Partial Hospitalization Program	79-01 Broadway, H- Building, 3rd Floor, Room 146, Elmhurst, NY 11373											Y					
Elmhurst Hospital Center - Ambulatory Care	79-01 Broadway, Elmhurst, NY 11373		Y		Y	Y						Y			Y		Y
Elmhurst Hospital Center - Chemical Dependency Program	79-01 Broadway, Community Medical Center, Elmhurst, NY 11373													Y	Y		Y
Elmhurst Hospital Center - Community Follow Up Program	79-01 Broadway, Trailer 2 - Baxter Ave, Elmhurst, NY 11373				Y										Y		Y
Elmhurst Hospital Center - Women's Health Center	59-17 Junction Blvd., Corona, NY 11368				Y												Y
Elmhurst Hospital Center	79-01 Broadway, Elmhurst, NY 11373							Y									
Elmhurst Hospital Child & Adolescent Outpatient Mental Health Clinic	79-01 Broadway, Building H-338, Elmhurst, NY 11373											Y					
Elmhurst Hospital WIC Program	81-06 Baxter Avenue, Elmhurst, NY 11373															Y	Y
Elmhurst Jackson Heights Senior Center	75-01 Broadway, Elmhurst, NY 11373														Y		
EmblemHealth Small Steps Free Classes - Jackson Heights	35-59 81st Street, Renaissance Charter School, Jackson Heights, NY 11372																Y
Emerald Isle Immigration Center of New York - Queens Office	59-26 Woodside Avenue, 2nd Floor, Woodside, NY 11377					Y					Y						
Florence E. Smith Senior Services	102-19 34th Avenue, Corona, NY 11368														Y		
Goodwill Industries - PS 149 Beacon Program	93-11 34th Avenue, Jackson Heights, NY 11372														Y		Y
Hamilton-Madison House - Korean Clinic	108-11 48th Avenue, 1st, Corona, NY 11368												Y		Y		
Hamilton-Madison House - Supported Housing Program	108-11 48th Avenue, Corona, NY 11368														Y		
HANAC - Queens Community Services/Corona Beacon	40-32 99th Street, Corona, NY 11368										Y				Y		
IPR/HE Corona Senior Center	108-74 Roosevelt Avenue, Corona, NY 11368														Y		
Junction Boulevard Child Health Clinic	34-33 Junction Blvd., Jackson Heights, NY 11372				Y	Y											
Kalusugan Coalition	39-04 63rd Street, Woodside, NY 11377										Y						Y
Korean Community Services of Metropolitan New York, Inc - Corona Senior Center	37-06 111th Street, Corona, NY 11368										Y				Y	Y	
Latin Women In Action	103-06 39th Avenue, Corona, NY 11368										Y				Y		
Make the Road New York - Elmhurst Center	92-10 Roosevelt Avenue, Elmhurst, NY 11372					Y					Y				Y	Y	
Make the Road New York - Jackson Heights	92-10 Roosevelt Avenue, Jackson Heights, NY 11372										Y				Y		
Metro Community Health Center - Queens	51-40 59th Street, Woodside, NY 11377				Y								Y		Y		
Mount Sinai Sexual Assault and Violence Intervention Program (SAVI) - Queens	79-01 Broadway, Elmhurst Hospital Center, Elmhurst, NY 11373														Y		
Neighborhood Housing Services of Northern Queens, Inc.	60-20 Woodside Avenue, 2nd Floor, Queens, NY 11377														Y	Y	
New Immigrant Community Empowerment (NICE)	37-41 77th Street, 2nd Floor, Jackson Heights, NY 11372										Y						
New Life Community Development Corporation	82-10 Queens Blvd, Elmhurst, NY 11373				Y										Y	Y	
New York Asian Women's Center (NYAWC) - Asian Women Empowerment Center	86-26 Broadway, 2nd Floor, Elmhurst, NY 11373										Y				Y		
Newtown Italian Senior Center	83-20 Queens Boulevard, Flushing, NY 11373														Y		
NewYork-Presbyterian/Queens - Jackson Heights Family Health Center	73-15 Northern Boulevard, Jackson Heights, NY 11372				Y												Y
NYC Dept. of Health - STD Control and Prevention Clinic - Corona	34-33 Junction Boulevard, 1st Floor, Jackson Heights, NY 11372				Y										Y		Y
NYPCC - Queens Adult Home Clinic	80-20 45th Avenue, Elmhurst, NY 11373												Y				
Office of Adult Career and Continuing Education Services (ACCES) - Vocational Rehabilitation (VR) - Queens	11-15 47th Avenue, Long Island City, NY 11368														Y		
PAC Program of Queens	40-11 Warren Street, Elmhurst, NY 11373													Y	Y		
Park Terrace Care Center	59-20 Van Doren Street, Corona, NY 11368							Y							Y		
Public Health Solutions - Health Insurance Navigator Program - Corona	103-24 Roosevelt Avenue, 3rd Floor, Corona, NY 11368					Y											
Public Health Solutions Neighborhood WIC Center - Corona	103-24 Roosevelt Avenue, 3rd Floor, Corona, NY 11368																Y
Queens Boulevard Extended Care Facility	61-11 Queens Boulevard, Woodside, NY 11377			Y					Y								
Queens Business Outreach Center (BOC)	96-11 40th Road, Ground Floor, Corona, NY 11368														Y	Y	
Queens Center for Gay Seniors	37-06 77th street, The Jewish Center of Jackson Heights building, Jackson Heights, NY 11372														Y		
Queens Pride House	76-11 37th Avenue, Suite 206, Jackson Heights, NY 11372														Y		
RAICES Corona Senior Center	107-24 Corona Avenue, Corona, NY 11368										Y				Y		
Regal Heights Rehabilitation & Health Care Center	70-05 35th Avenue, Jackson Heights, NY 11372			Y					Y								
Rego Park Health Care	111-26 Corona Avenue, Flushing, NY 11368								Y								
Salvation Army Corps Community Center - Queens Temple	86-07 35th Avenue, Jackson Heights, NY 11372														Y	Y	

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
South Asian Marrow Association of Recruiters	55-13 96th Street, Corona, NY 11368																
St. Adalbert Church - Bereavement Support Groups	52-40 84th Street, Elmhurst, NY 11373														Y		
St. John's University - Project CONNECT	152-11 Union Turnpike, Flushing, NY 11368														Y		
The Child Center of New York - Asian Outreach Clinic	81-14 Queens Boulevard, Elmhurst, NY 11373												Y	Y			
The Child Center of NY - Early Learn Woodside	60-02 Roosevelt Avenue, 2nd Floor, Woodside, NY 11377																Y
The Child Center of NY - Woodside Clinic	67-14 41st Avenue, Woodside, NY 11377												Y				
Urban Health Plan - Plaza del Sol Family Health Center	37-16 108th Street, Corona, NY 11368	Y	Y		Y	Y							Y		Y		Y
Voces Latinas	37-63 83rd Street, Suite 1B, Jackson Heights, NY 11372					Y				Y					Y		Y
Western Queens Consultation Center - Jackson Heights	37-08 91st St, Suite 3A, Jackson Heights, NY 11372												Y		Y		
Western Queens Consultation Center - Woodside	61-20 Woodside Avenue, Woodside, NY 11377												Y		Y		
Western Queens Recovery Services	62-07 Woodside Avenue, 4th floor, Woodside, NY 11377													Y			
Woodside on the Move	39-42 59th Street, 2nd floor, Woodside, NY 11377															Y	
Woodside Senior Center	50-37 Newtown Road, Building 19, Woodside, NY 11377															Y	

## **Appendix 5. User Survey Instrument**

Date:  
Facility:  
Location:  
Staff Initials:

Assisted  Self-Administered

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## NYC Health and Hospitals Corporation Community Health Needs Survey

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The New York City Health and Hospitals Corporation (HHC) is conducting this survey as part of a community health needs assessment. The information that you provide will help HHC to better serve you and members of your community.

The survey is voluntary and confidential. You do not have to complete the survey, and you can skip questions you do not want to answer. Your name will not be written on the survey, and we will not be able to connect your answers to you personally.

It will take about 15 minutes to complete this survey. In appreciation of your time and effort, you will receive a \$5.50 MetroCard for completing this survey.

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1. In general, would you say that your health is:

- Excellent  Good  Fair  Poor

2. Do you currently have health insurance?

- Yes  No  Don't Know

2a. If yes, what type of insurance do you have?

- Medicaid  
 Medicare  
 Private insurance through my employer or my spouse's employer  
 Private insurance through the NY State Exchange (Obamacare)  
 ADAP or other NY State AIDS Insurance Assistance  
 Other (please specify) \_\_\_\_\_

3. Have you seen a personal doctor or your regular doctor in the past 12 months for a visit (for example, for an annual check-up or for a medication refill)?

- Yes  No  Don't know  Prefer not to answer

4. Have you seen a dentist in the past 12 months?

- Yes  No  Don't know  Prefer not to answer

5. Do you have children under the age of 18 living with you?

- Yes                       No

5a. If yes, are you able to get an appointment with your child's doctor when you need to?

- Always  
 Sometimes  
 Never

6. Based on your experience with your family, friends, and neighbors, please rate each of the following health issues based on how serious and/or widespread they are ***in your community.***

	Very serious	Somewhat serious	Not serious	Don't know / Not applicable
Heart disease, high cholesterol, stroke				
Cancer				
Diabetes				
Asthma and other breathing issues				
Hypertension/ high blood pressure				
Violence				
Mental illness and psychiatric disorders				
Dementia including Alzheimer's				
Obesity				
Premature births, low birth weight				
HIV, Hepatitis, STDs				
Alcohol and/or drug use				
Smoking				



7. Have there been times in the last month when you could not afford to eat?  
 Yes       No

8. Have you encountered any of the following challenges when seeking or obtaining health care?

	Yes	No
Barriers related to finances, such as the cost of co-pays, not having insurance, or not being able to take time off from paid work to see your doctor.		
Barriers related to accessing healthcare, such as not having transportation, or not being able to get a timely appointment.		
Barriers related to culture, language, or religion, including concerns that you may experience stigma or discrimination by your healthcare providers.		

9. Have you been to the emergency room in the last year?  
 Yes       No

9a. If yes, some people go to the emergency room because they do not have a regular doctor. In the past year, have you gone to the emergency room instead of visiting your doctor for any of the following reasons? (Check all that apply.)

- I didn't have insurance
- I do not have a regular doctor
- It takes too long to get an appointment
- My doctor's office or clinic wasn't open
- I like that I can get everything I need during a single visit to the emergency room (for example, see a doctor, get a lab test and have my prescription filled)
- Other, specify: \_\_\_\_\_

**Finally, we'd like to get some background information.**

10. What is your ZIP code: \_\_\_\_\_

11. How old are you? \_\_\_\_\_

12. What do you consider yourself?

- Female       Male       Transgender
- Prefer not to answer

13. What is your race/ethnicity?

- White
- Black or African American
- More than 1 race
- Asian, specify: \_\_\_\_\_
- Hispanic or Latino/a, specify: \_\_\_\_\_
- American Indian or Alaskan Native
- Prefer not to answer
- Native Hawaiian or other Pacific Islander
- Other, specify: \_\_\_\_\_

14. Were you born outside of the U.S.?

- Yes
- No
- Prefer not to answer

14a. If yes, in what country you were born?

\_\_\_\_\_

15. In what language do you prefer to receive health care?

- English
- Spanish
- Arabic
- Chinese (Mandarin, Cantonese, or other)
- Korean
- French
- Other, specify: \_\_\_\_\_
- Haitian/French Creole
- Hindi
- Italian
- Prefer not to answer
- Russian
- Urdu
- Yiddish

16. In the past year, have you gone anywhere else to receive healthcare?

- Yes
- No

If yes, where \_\_\_\_\_

17. What is it about [FACILITY] that you like the MOST? (Check all that apply)

- Physicians
- Nurses
- Clerical Staff
- Social Services
- Cost
- Location
- Hospital Environment
- Wait time
- Language/Interpretation Services
- Other \_\_\_\_\_

18. What is it about [FACILITY] that you like the LEAST? (Check all that apply)

- Physicians
- Nurses
- Clerical Staff
- Social Services
- Cost
- Location
- Hospital Environment
- Wait time
- Language/Interpretation Services
- Other \_\_\_\_\_

19. How likely are you to recommend [FACILITY] to your family and friends?

- Very likely
- Somewhat Likely
- Not likely
- Would not recommend

20. How long have you have lived in your current neighborhood:

- Less than 1 year
- 1-5 years
- 6-10 years
- More than 10 years

21. What is your sexual orientation?

- Straight/heterosexual
- Gay, lesbian or homosexual
- Bisexual
- Other (please specify) \_\_\_\_\_
- Prefer not to answer

22. Do you know who your primary care provider is?

- Yes
- No

22a. If yes, Name of your primary care provider:

\_\_\_\_\_

23. When being discharged, are you concerned about the following challenges:

	Yes	No
Medical condition(s)		
Family support		
Access to Home care		
Access to medications		
Access to medical care		
Access to mental health services		
Access to affordable housing		
Access to health insurance		
Financial Barriers		
Access to housing adapted for your disability needs		
Transportation		

## Appendix 6. Survey Instrument for Community Advisory Boards and Hospital Leadership

Based on your experience with your family, friends, and neighbors, please rate each of the following health issues based on how serious and/or widespread they are in your hospital community.

	Very serious	Somewhat serious	Not serious	Don't know / Not applicable
<b>Heart disease, high cholesterol, stroke</b>				
<b>Cancer</b>				
<b>Diabetes</b>				
<b>Asthma and other breathing issues</b>				
<b>Hypertension/ high blood pressure</b>				
<b>Violence</b>				
<b>Mental illness and psychiatric disorders</b>				
<b>Dementia including Alzheimer's</b>				
<b>Obesity</b>				
<b>Premature births, low birth weight</b>				
<b>HIV, Hepatitis, STDs</b>				
<b>Alcohol and/or drug use</b>				
<b>Smoking</b>				