
***NEWYORK-PRESBYTERIAN HOSPITAL
2009 COMMUNITY SERVICE PLAN***

***COMPREHENSIVE REPORT
YEAR 1 UPDATE***

September 2010

NEWYORK-PRESBYTERIAN HOSPITAL

**2009 COMMUNITY SERVICE PLAN
COMPREHENSIVE REPORT – Year 1 Update**

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EXECUTIVE SUMMARY

NewYork-Presbyterian Hospital (NewYork-Presbyterian) plays a dual role in healthcare, as both a world class academic medical center and as a leading community and safety-net Hospital in our service area. NewYork-Presbyterian is committed to providing one standard of care to all patients through a range of programs and services to local, regional, national and international communities. NewYork-Presbyterian is achieving this by enhancing access to its Emergency Departments and Ambulatory Care Network, promoting health education and prevention, offering culturally-sensitive language access services, and providing charity care to poor and qualified individuals among the uninsured and underinsured.

NewYork-Presbyterian's Vision is to maintain our position among the top academic medical centers in the nation in clinical and service excellence, patient safety, research and education. Strategic Initiatives provide the roadmap to achieving this Vision. NewYork-Presbyterian's six Strategic Initiatives are: Quality and Safety, People Development, Advancing Care, Financial and Operational Strength, Partnerships, and Serving the Community.

I. Hospital's Mission Statement & Strategic Initiatives

NewYork-Presbyterian Hospital's Mission Statement/Strategic Initiatives have not changed since the 2008 Community Service Plan Comprehensive Report.

II. Service Area

NewYork-Presbyterian Hospital's service area has not changed since the 2008 Community Service Plan Comprehensive Report, and is defined as the counties of New York, Queens, Kings, Bronx and Westchester.

III. Public Participation

NewYork-Presbyterian is committed to serving the vast array of neighborhoods comprising its service area and recognizes the importance of preserving a local community focus to effectively meet community need. NewYork-Presbyterian adheres to a single standard for assessing and meeting community need, while retaining a geographically-focused approach for soliciting community participation and involvement and providing community outreach. The Hospital has fostered continued community participation and outreach activities through linkages with the NewYork-Presbyterian Community Health Advisory Council, the NewYork-Presbyterian/Weill Cornell Community Advisory Board, the Westchester Division Consumer Advocacy Committee, the NewYork-Presbyterian/Allen Hospital Community Task Force and the Building Bridges-Building Knowledge-Building Health Coalition of Northern Manhattan, East Harlem and the South Bronx.

NewYork-Presbyterian has worked closely with Community Districts 8 and 12 to assess healthcare needs and coordinate efforts to better serve these areas. NewYork-Presbyterian has also assessed community need in consultation with a wide variety of community physicians that serve patients that receive care at three (3) of NewYork-Presbyterian's facilities: The Milstein Hospital Building at NewYork-Presbyterian/Columbia, NewYork-Presbyterian/Allen Hospital and the Morgan Stanley Children's Hospital. In 2009, NewYork-Presbyterian convened the WH/I Emergency Preparedness Task Force. This group focuses on community preparedness.

NewYork-Presbyterian has met with all of these community groups and discussions have yielded significant knowledge and cooperation on many fronts:

- ***The NewYork-Presbyterian Community Health Advisory Council:*** The NewYork-Presbyterian Hospital Community Health Advisory Council was established in 2004. The Council provides the opportunity for community leaders and residents to directly engage Hospital senior leadership and collaboratively develop ways to address community concerns. Meetings of the Council are held quarterly and notifications are provided through e-mails and regular postal mailings. During the last two meetings on March 11 and July 21, 2009, the Council addressed concerns regarding community preparedness, patient access and community engagement regarding the best approach to tackling chronic diseases.

Members of the Council are:

- **Sandra Garcia-Betancourt**, Executive Director & CEO, Northern New York Arts Alliance (NoMAA)
 - **Herbert Harwitt**, former Community Board 12 Board Member
 - **Fern Hertzberg**, Executive Director, ARC Fort Washington Senior Center
 - **Soledad Hiciano**, Executive Director, Association of Progressive Dominicans
 - **Maria Luna**, Community Leader and Community Board 12 Board Member
 - **Isabel Navarro**, Executive Director, Casa México
 - **Pamela Palanque-North**, Community Board 12 Board Member and Chair, Community Emergency Response Team (CERT)
 - **Ana Olivero, M.D.**, former President of the Community Physician Organization
 - **Rosita Romero**, Executive Director, Dominican Women's Development Corp.
 - **Rev. Luonne Rouse**, Pastor, Metropolitan Community United Methodist Church, and Co-Chair, Building Bridges-Building Knowledge-Building Health Coalition
 - **Andrew Rubinson**, Community activist and former Executive Director, Fresh Youth Initiative
 - **Yvonne Stennett**, Executive Director, Community League of the Heights
 - **Juan Tapia-Mendoza, M.D.**, Community Physician
 - **Juan Villar**, Principal, Gregorio Luperon High School
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- ***The NewYork-Presbyterian/Weill Cornell Community Advisory Board:*** The NewYork-Presbyterian/Weill Cornell Community Advisory Board was established in 1979 to enhance communication and cooperation between the Hospital and the communities that it serves. The Board identifies health needs of the community,

participates in determining how best to meet those health needs where appropriate, initiates the development of a collaboration between the Hospital and community-based organizations and brings internal service delivery problems to the attention of Hospital administration.

Community Advisory Board Members:

- **Jonathan B. Altschuler, Esq.**
- **William J. Dionne**, Executive Director, Burden Center for the Aging, Inc.
- **Peter Gorham**, Executive Director, Kennedy Child Study Center
- **Police Officer Chris Helms**, Community Affairs Officer, 19th Precinct
- **Police Officer Liam Lynch**, Community Affairs Officer, 19th Precinct
- **Stephen Petrillo**, Director of Safety, The Town School
- **Warren B. Scharf**, Executive Director, Lenox Hill Neighborhood House
- **Barry Schneider**, Member of Community Board 8
- **Leslie Slocum**, Press and Public Affairs Officer, British Consulate General, British Information Service
- **Ron Swift**, Member representing Western Queens
- **Louis Uliano**, Director of Community Relations and School Safety
- **Wanda Wooten**, Executive Director, Stanley M. Isaacs Neighborhood Center
- The following persons are ex-officio members of the Board

President, The New York-Presbyterian Hospital

Dean, Weill Cornell Medical College

Local elected officials

The New York-Presbyterian Community Advisory Board meets bi-annually; meetings were held on May 20, 2009 and November 16, 2009; community preparedness planning, the State and Federal budget, and H1N1 virus preparedness were addressed.

- ***The New York-Presbyterian/Allen Hospital Advisory Committee*** - The New York-Presbyterian/Allen Hospital Advisory Committee was established to foster greater community input in the delivery of healthcare and to promote community awareness of hospital activities and services. The Committee regularly meets twice a year or more frequently if needed, but in 2009, one meeting was held due to the renaming of the hospital from the “Allen Pavilion” to the “Allen Hospital”. The pilot of Care Connect, launched in 2009 at the New York-Presbyterian/Allen Hospital, enabled the hospital to alert community physicians if one of their patients arrives at the New York-Presbyterian/Allen emergency department for treatment. This fosters better care, as it enables community physicians to track their patients’ care. Several years ago, the Committee’s recommendations, based on the findings of Care Connect, led to the expansion of the New York-Presbyterian/Allen Hospital emergency department.

Advisory Committee Members:

- **Ms. Christie Allen**, Donor
- **Mrs. Ethel Allen**, Donor
- **Dr. Tzvi Bar-David**, Physician, at New York-Presbyterian/Allen

Luis Canela, Managing Director of Kaufman Brothers LLP

- and New York Presbyterian Trustee

- **Pamela Carlton**, New York-Presbyterian Trustee
 - **Dr. Roberta L. Donin**, Assistant Clinical Professor at New York-Presbyterian/Allen
 - **June Eisland**, Former New York City Council Member
 - **Charlotte Ford**, New York-Presbyterian Trustee
 - **David Gmach**, Director, Manhattan Public Affairs and Financial Planning & Analysis, Consolidated Edison Company of New York
 - **Anne Grand, Ph.D.**, Physician, at New York-Presbyterian Allen
 - **Marife Hernandez**, New York-Presbyterian Trustee
 - **Franz Leichter**, Former Senator
 - **Maria Luna**, Community Leader and Community Board 12 Board Member
 - **Leo Milonas**, Community Resident
 - **Franz Paasche**, Community Resident
 - **Louis Rana**, President, Manhattan Consolidated Edison Company of New York
- ***The Building Bridges-Building Knowledge-Building Health Coalition (BBKH or Coalition) of Northern Manhattan, East Harlem and the South Bronx:*** In 2005, New York-Presbyterian co-founded BBKH, a Community-Based Participatory Research Coalition (CBPR), which has served to bring together community, religious, academic and Hospital collaborators around the mission of measurably improving the health of the communities we serve. The members of BBKH include:

Community-Based Organizations (CBOs)

- Alianza Dominicana
- Bronx Health Link
- Community League of the Heights (CLOTH)
- Northern Manhattan Perinatal Partnership
- South Bronx Concerned Citizens

Faith-Based Organizations (FBOs, Churches)

- First Spanish United Methodist Church
- Grace United Methodist Church
- Madison United Methodist Church
- Metropolitan Community United Methodist Church

Academic Organizations and Healthcare Providers

- Heilbrun Population and Family Health (Mailman School of Public Health of Columbia University)
- Weill Cornell University's Department of Public Health
- New York-Presbyterian Hospital

BBKH has chosen diabetes as the focus of the Coalition's health promotion and disease prevention efforts. This determination was made according to the public participation principles of CBPR at the annual meeting in 2006. The Coalition meets every month and is supported by a five-year grant from the Community Partnerships program of the Office of Minority Health, New York State Department of Health. In

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2009, BBKH offered membership to many other CBOs and Faith-Based Organizations in Northern Manhattan and the South Bronx that are dedicated to the improvement of health status and healthcare access.

- ***Community Board Districts 8 and 12*** - NewYork-Presbyterian meets regularly with Community Board Districts 8 and 12. These Districts encompass two large sections of its service area. The Health Committee of Community Board District 12 in Manhattan meets monthly to discuss the health needs of the community. NewYork-Presbyterian's Vice President of Government and Community Affairs is a member of that Committee and regularly reports on NewYork-Presbyterian programs, services, community outreach and budget issues. The interaction between NewYork-Presbyterian and the Community Board is extremely valuable since it enables the hospital to have first hand reports of community concerns.
- ***Community Physicians of NewYork-Presbyterian/Columbia*** - This organization provides a forum for discussion and networking for NewYork-Presbyterian and the many community physicians who practice medicine in large sectors of the Hospital's service area. Notifications of meetings are sent to all community physicians who have been identified as having an interest in participation. The outreach has resulted in building an organization of more than 185 community physicians. This group meets on a monthly basis to discuss several issues including healthcare access, emergency services, and collaborations for diabetes management and obesity prevention, as well as health promotion efforts. In addition, more than fifty community physicians have also collaborated with NewYork-Presbyterian on grant funded efforts to improve access to healthcare and control asthma, obesity and diabetes (Access Improvement - NYSDOH HEAL 1, 6, and 9 – HEAL 10 award notifications pending; WIN for Asthma; CHALK award, NYSDOH).
- ***Corinthian Independent Physicians Association (IPA)*** – Corinthian IPA includes more than 500 physicians in the New York, Kings, Queens and Bronx Counties. NewYork-Presbyterian has met with their leadership on multiple occasions to address issues of diabetes control and expansion of healthcare access. On June 23, 2009, 150 Corinthian physicians met with NewYork-Presbyterian and the leadership of the New York City Department of Health and Mental Health, Division of Healthcare Access & Improvement Primary Care Information Project, to promote healthcare access through the development of Medical Homes and chronic disease management programs; the meeting was open to more than 500 members of Corinthian IPA from all over New York City.
- ***The Washington Heights/Inwood Emergency Preparedness Task Force*** - The first meeting of the Emergency Preparedness Task Force was held on September 9, 2009. The initial meeting focused on:
 - Vaccinations
 - Community resources
 - Distribution of flyers and posters
 - Effective communication and outreach, including utilization of local media

- Extensive outreach to immigrant and non-English speaking populations
- Alternate sites for expansion

Members include:

- New York-Presbyterian Hospital
- Columbia University Medical Center
- New York City Department of Health and Mental Hygiene
- Community Board 12
- Community Board 12 Emergency Response team (CERT)
- 33rd and 34th Police Precincts
- Community League of the Heights
- Project Renewal
- Isabella Geriatric Center
- Northern Manhattan Coalition for Immigrant Rights
- Yeshiva University
- Local elected officials

IV. Identification of Public Health Priorities

In accordance with the State Department of Health's Prevention Agenda Toward the Healthiest State, New York-Presbyterian conducted an assessment of its service area's demography and health needs. It gathered the formal and extensive input obtained from the multiple public discussion sessions, and analyzed the quantitative and qualitative data from the formal community health needs assessment. New York-Presbyterian also reviewed the heightened need for community preparedness as a City, State and Federal priority. Past concern over the H1N1 virus illustrated the importance of community preparedness and emergency planning for all residents in the Hospital's service area. New York-Presbyterian chose to address the following three (3) New York State Department of Health's Prevention Agenda Priorities:

1. Access to Quality Healthcare
2. Chronic Disease
3. Community Preparedness

During 2009, New York-Presbyterian conducted a wide variety of activities that support the three Prevention Agenda Priorities: access to healthcare, chronic disease and community preparedness. Activities designed to improve **healthcare access** targeted lack of insurance, systemic and structural barriers, as well as cognitive factors, including knowledge of disease and prevention strategies. These activities took place in communities throughout the service area, including schools, and also targeted the major community-based industries of livery drivers and shopkeepers (bodegueros). New York-Presbyterian also conducted many health promotion and disease prevention activities that addressed the following **chronic diseases**: diabetes and obesity, cardiovascular disease, asthma, and cancer. **Community preparedness** activities ranged from flu shot programs

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to extensive emergency medical services activities, conducted in coordination with the City of New York. In addition to the three priority areas NewYork-Presbyterian also conducted a number of other programs that support our organization’s mission and commitment to the overall health of the community. A detailed list of all of programs can be found on Appendix 1 of this report.

V. Update on Plan of Action

Prevention Agenda Priorities	2009 Plan	2009 Update
Access to Quality Healthcare	Adopt Patient Centered Medical Homes as a model for improved access	Planned NCQA recognition for seven NYP/CU sites Application in progress for NCQA recognition at seven NYP/CU sites
	Identify gaps required to meet Level 2 NCQA Recognition for NYP/ACN clinics	Prepared to update NYP/CU application for higher level designation
	Develop measures to benchmark Medical Homes (e.g. Transitions of Care, PQRI, PQL, readmissions)	Metrics include ED admissions, readmissions, inpatient admissions Disease specific metrics defined by evidence-based guidelines
	Provide preliminary specifications for an NYP/ACN patient Call Center design	Metrics and a monthly dashboard were designed Implementation of a notification board planned Next steps are to establish training targets, staffing requirements, and enable automation
	Develop plan to facilitate Medical Home access from NYP ED	Planned EMR (Eclipsys) roll-out in EDs to enable coordination with additional areas of the hospital.
	Develop educational programs with community partners and contracted health plans regarding insurance coverage	Financial advocacy programs in place at NYP to assist patients with Medicaid enrollment
	Together with community physicians, develop an IT strategy in an effort to improve their access to the necessary patient-specific clinical information	Peak Practice roll – out planned in the community with select MDs to enable care coordination and Continuity of Care Records (CCRs) Working on an Affiliate status for community physicians Planned roll – out of mynyp.org
	Develop a Forum for collaboration with Independent Community Physicians on access and quality of care	Planned Quality forum Planned CME or education program with NYP and community MDs
	Complete NYP/Allen Hospital pilot of community physician “Care Connect” ED visit notification program	Pilot of NYP/Allen Hospital “Care Connect” ED visit notification program completed in November 2009.
	Explore how to adapt the Personal Health Record, myNYP.org, for use by the NYP populations served by Medicaid in collaboration with Microsoft, Inc. and NYSDOH	Roll – out of mynyp.org in ACN practices Potential roll – out to community Use as disease management and patient self – management tool

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Prevention Agenda Priorities	2009 Plan	2009 Update
Chronic Disease	Design plans of care around chronic disease management	Completed disease management model development for Asthma, Congestive Heart Failure, Diabetes and Depression based on Evidence based guidelines
	Develop care coordination job descriptions for the NYP/ACN	Completed the development of job descriptions for an Office of Care Management (Director of Care Management & Case Management Nurses) that will coordinate care of patients with chronic illness.
	Develop a Diabetes and Pediatric Asthma Disease Management program to pilot at the ACN clinics; collaborate with VNSNY	Completed development of Disease Management models for Asthma, CHF, Diabetes and Depression based on evidence based guidelines. Implementation pilots were designed and are targeted for roll out in 2010.
	Specify Information Technology (IT) needs for the Diabetes and Pediatric Asthma pilots	Disease management templates created based on evidence - based guidelines Disease registries created to manage populations
	Identify Cultural Competence language and health literacy skills-based training for the NewYork-Presbyterian Emergency Department and the NYP/ACN	Developed Cultural Competency Training for NYP/ACN that included online training and in-class instruction. Established an NYP Work Force Diversity Task Force for Cultural Competency integration through out organization.
	Identify health literacy tools	Identified and began review of Health Literacy and Cultural Competency tools available through the Agency for Health Research and Quality (AHRQ) for adoption throughout the organization.
	Begin to plan an obesity prevention campaign for WH/I in collaboration with Columbia University, NYCDOHMH, NYSDOH, Community-based organizations, schools and churches	Began planning to develop a community wide campaign that would expand the Health Schools-Health Families program and CHALK programs. In 2010 we will begin planning to approach other partners and sponsors and roll out the expanded programs throughout the community.

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Prevention Agenda Priorities	2009 Plan	2009 Update
Community Preparedness	Design a pandemic plan in conjunction with Community Boards 8 and 12, and CERT team	July-August 2009, developed in collaboration with Community Board 12 a list of community stakeholders, including the participation from the Community Emergency Response Team (CERT) and NYCDOH.
	Convene WH/I Community Emergency Preparedness Task Force	Will convene in 2010
	Present NYP community preparedness plans and activities to Community Advisory committees	Presented initial plans and activities to the Presbyterian Hospital Community Health Council on March 11 and on May 20 and to the Community Health Advisory Council on July 21, 2009.
	Develop Mass Fatality Management Plans for NYP/Weill Cornell, NYP/Columbia, Morgan Stanley Children’s Hospital and the Allen Hospital	Mass Fatality Management Plans were completed for NYP/Weill Cornell, NYP/Columbia, Morgan Stanley Children’s Hospital and the Allen Hospital.
	Continue to work on updated evacuation plans for NYP/Weill Cornell, NYP/Columbia, Morgan Stanley Children’s Hospital and the Allen Hospital	Evacuation plans were completed for NYP/Weill Cornell, NYP/Columbia, Morgan Stanley Children’s Hospital and the Allen Hospital.
	Quarterly blood drives at each of the NYP campuses	Over the course of 2009 we conducted 44 blood drives throughout the NYP campuses and collected a total of 3,179 pints of blood.
	Develop H1N1 Community Task Force including NYCDOHMH, NYPD, FDNY, Port Authority, Community Boards/CERT teams, schools, universities, and other community organizations	September 9 th , 2009, as part of the overall Community Emergency Taskforce, developed strategic planning to deal with H1N1 outbreak, including identifying community centers and process of notification.
	Develop a collaborative community preparedness infrastructure with community stakeholders	Established initial infrastructure on September 9, 2009 with on going review. Community meetings were held on all campuses to discuss infrastructure around integrated emergency preparedness planning, pandemic planning, and preparedness for explosive and radiological events in NYC.
	Create community outreach efforts through local CBO’s and governmental agencies	Ongoing meetings with stakeholders. On October 8, 2009 lecture held to discuss pandemic and preparing for the worst.
	Identify community resources, and methods of notification	Established on-going dialogue with local CBO’s and NYPD on method of notification
	Enhance communication between NYP incident command and the community	Monthly meeting were held with community leaders to enhance communication with NYP incident command and the community. Community leaders included representatives from: NYCDOH, NYPD, NYFD, Port Authority, Nursing Homes, universities and schools.

VI. Dissemination of the Report to the Public

NewYork-Presbyterian operates a geographically-focused approach for soliciting community participation and involvement, providing community outreach, and distributing its myriad publications. Specifically, distribution of and access to NewYork-Presbyterian's Community Service Plan occurs through NewYork-Presbyterian/Columbia University Medical Center Community Health Council, the NewYork-Presbyterian/Weill Cornell Medical Center Community Advisory Board, and the NewYork-Presbyterian/Westchester Consumer Advisory Board. In addition, copies of the Plan are distributed through Community Boards 12 and 8 in New York, and Community Board 8 in the Bronx.

Any member of the public can get a copy of the *2008 Community Service Plan* by visiting NewYork-Presbyterian's website www.nyp.org or contacting one of the following offices:

OFFICE OF GOVERNMENT AND COMMUNITY AFFAIRS (212) 305-2114

OFFICE OF PUBLIC AFFAIRS

NEWYORK-PRESBYTERIAN/WEILL CORNELL (212) 821-0560

NEWYORK-PRESBYTERIAN /COLUMBIA (212) 305-5587

NEWYORK-PRESBYTERIAN/WESTCHESTER (914) 997-5779

*OFFICE OF REGULATORY PLANNING & POLICY DEVELOPMENT
(212) 746-7901*

VII. Changes Impacting Community Health/Provision of Charity Care/Access to Services

Despite the many financial challenges posed by federal and state funding of health care, NewYork-Presbyterian Hospital has been able maintain the same access and level of service to the community as in the 2008 Community Service Plan Comprehensive Report. Furthermore, in 2009 the hospital began a strategic initiative to measurably improve the health of the community by aligning its health care delivery system with the access and health care needs of the community.

VIII. FINANCIAL AID PROGRAM

The implementation of Charity Care Financial Aid (Financial Aid) programs at NewYork-Presbyterian has been very successful. Outlined below are highlights of the provisions of NewYork-Presbyterian's Financial Aid program:

Eligibility

- Although only obligated to offer assistance to patients with incomes less than 300% of the Federal Poverty Level (FPL), under NewYork-Presbyterian’s policy, any qualified patient residing in New York State who seeks emergency care, or any qualified patient who resides in the NewYork-Presbyterian Charity Care service area who seeks medically necessary non-emergency care, and have incomes less than 400% of the Federal Poverty Level are eligible for Charity Care.
- The Charity Care service area for the NewYork-Presbyterian/Columbia (including Morgan Stanley Children’s Hospital of NewYork-Presbyterian), NewYork-Presbyterian/Weill Cornell and NewYork-Presbyterian/ Allen are the 5 counties that represent New York City: New York, Bronx, Kings, Queens, and Richmond.
- The Charity Care service area for the NewYork-Presbyterian/ Westchester Division is the counties of Westchester, Bronx, Orange, Putnam and Rockland.
- NewYork-Presbyterian will consider patients for financial aid who meet some but not all criteria, including residency requirements in exceptional circumstances.
- The application process has been assigned to a specific unit for consistency in implementation of the program.
- NewYork-Presbyterian employs credit reporting software to determine eligibility on a presumptive basis for patients who fail to apply but may qualify for financial aid.

Medicaid or Public Insurance Plans

- NewYork-Presbyterian has a patient advocacy program through which patients without insurance are interviewed to determine if they may be eligible for coverage and, if not, the application process for public assistance is initiated where appropriate.
- Inpatients without insurance that may be eligible are interviewed by staff; outpatients receive information informing them how to request assistance.

Financial Aid Summary: A Financial Aid Summary that explains NewYork-Presbyterian Financial Aid Program is made available to patients.

Application: Although not required to do so by applicable law, NewYork-Presbyterian allows patients to apply for financial aid at any point throughout the billing process.

Installment plans: NewYork-Presbyterian allows patients to pay on an installment basis without the imposition of interest charges.

Billing and Collections: Contracts for billing and collection vendors require those vendors to comply with applicable NewYork-Presbyterian policies and procedures, including the Financial Aid Policy.

Best Practices: NewYork-Presbyterian conducts routine internal audits to determine whether:

- Financial summaries are being handed to all patients.
- Hospital staff are familiar with the Charity Care Program and can direct a patient to further information.
- The Financial Aid Policy provisions are being followed.

Challenges: Some of the challenges that have been faced in the application of the provisions of Public Health Law 32807-k (9-a) have been:

- Understanding which types of information may be requested from patients during the application process.
- Approving exceptions for patients residing outside of the Hospital’s service area in appropriate circumstances.
- Convincing patients who may be eligible for Financial Aid to complete and return applications. Many patients request applications, but far fewer actually return completed applications.

IX. PLAN CONTACT INFORMATION

Name of Facility: New York-Presbyterian Hospital

Address: 525 East 68th Street

City: New York

County: New York

DOH Area Office: Metropolitan Area Regional Office

CEO/Administrator: Herbert Pardes, M.D.

Title: President and Chief Executive Officer

CSP Contact Person: William A. Polf, Ph.D.

Title: Senior Vice President, External Relations

Phone: (212) 305-4223

Fax: (212) 212-342-5265

Email: polfwil@nyp.org

CSP Contact Person: J. Emilio Carrillo, M.D.

Title: Vice President, Community Health Development

Phone: (212) 297-5514

Fax: (212) 297-4239

Email: ecarrill@nyp.org

X. APPENDIX 1

2009 COMMUNITY SERVICE ACTIVITIES

1. Access to Quality Healthcare

- **School-Based Health Centers (SBHCs)** –The School-Based Health Centers (SBHCs) operated by the Center for Community Health and Education provide a multidisciplinary service model that integrates primary care, mental health counseling and health education in 7 NYPH Ambulatory Care sites which serve 15 Northern Manhattan intermediate and high schools. The sites are located at the George Washington Educational Campus, the Stitt Campus, the 143 Campus and the 52 Campus in Washington Heights and the 136 Campus, Thurgood Marshall Academy and Promise Academy in Central Harlem. Student patients incur no charges for the care that they receive from licensed providers. For many adolescents, the SBHCs meet important health and prevention needs that would otherwise be unaddressed and by providing services on site at school, students don't have to miss school and parents don't have to miss work for a medical appointment. The SBHCs are open year-round, Monday through Friday, 8:00 a.m. to 4:30 p.m. In the 2009 school year, 5,232 student patients made 43,092 visits.
- **Taxi Drivers Health Fair** – In collaboration with the Ambulatory Care Network, Community Board 12, and the United Drivers Group, New York-Presbyterian/Columbia sponsors an annual health fair dedicated to the health of local livery taxi cab drivers in Washington Heights/Inwood and adjacent Bronx areas. The fair provides many uninsured and underinsured taxi drivers with health information and screenings, including vision and free prescription eyeglasses, HIV testing and health insurance eligibility screening/enrollment. In 2009, services were expanded to include prostate, colorectal and mammogram screenings by physicians from New York-Presbyterian/Columbia; approximately 500 people attended the 2009 health fair.
- **Ambulatory Care Network-Pharmacy Assistance Program (ACN-PAP)** – ACN-PAP assists medically underserved patients and safety net providers in facilitating access to affordable pharmaceuticals donated by pharmaceutical companies. In 2009, ACN-PAP's total procurement of 1,240 prescriptions was valued at over \$2 million. In addition to the ACN clinics, ACN-PAP has been serving the Cardiology and Oncology communities at New York-Presbyterian/Columbia's Milstein Hospital building and the federally qualified health centers of New York City. In collaboration with the New York City Department of Health and Mental Hygiene, SASA-PAP has developed NYCRx, an innovative program to expand access to medicines for the nearly three million uninsured and underinsured New Yorkers. NYCRx is creating a practical system for New York's safety net providers to get medicines to their outpatients at a much lower cost through the

- Federal 340B drug discount program. ACN-PAP continues to expand to health centers in the Bronx, Brooklyn and the Lower East Side.
- **Community Physician Outreach Program** - New York-Presbyterian Community Physician Outreach Program's mission is to provide a link to physicians from full time independent practices in the Northern Manhattan, Washington Heights, Inwood and neighboring Bronx communities. The program's outreach coordinator serves as the key liaison for the community physicians and assists with all aspects of their interaction with the New York-Presbyterian/Columbia campus. This includes access to Hospital services, meeting space, CME conferences, as well as meetings with Hospital leadership. Part of the program's mission also includes integrating foreign trained physicians who are studying for their American licensing boards. In 2009, the outreach has resulted in building collaborations with more than 185 community physicians.
 - **Interpreter Services** - In 2009, the breadth and scope of New York-Presbyterian's medical interpreting program continued to expand. Interpretation assistance was provided to our patients more than 240,000 times, in more than 90 languages. New York-Presbyterian's annual budget commitment to this program exceeded \$3.1 million dollars for the year. The Limited English Proficiency Committee continues to conduct its annual assessment and implements an annual action plan. The action plan includes providing ongoing education to staff about our commitments to providing language assistance and how to access interpreters, as well as providing descriptions of the various projects geared to improve services and assess program quality. New York-Presbyterian Hospital/Weill Cornell campus, in partnership with the New York Presbyterian Hospital/Westchester Division Deaf and Hard of Hearing Program presented "Communication Access and Health Care for Deaf and Hard of Hearing People: A Practical Symposium and Information Exchange" on Monday, November 2, 2009 at New York-Presbyterian Morgan Stanley Children's Hospital. This symposium brought together over 120 health care professionals, authors, educators, policymakers, medical interpreters and others from the tri state area to exchange ideas regarding the development, implementation, and management of effective interpretation programs in clinical settings with special focus on protocols addressing the use of sign language Interpreters to facilitate effective interaction between deaf clients and staff.
 - **Bodeguero's Health Fair** - New York-Presbyterian worked with JETRO Bronx Foods Market distributors to educate local grocery store owners throughout the City on access to healthcare. The fair provided flu shots, and diabetes, cholesterol and blood pressure screenings to approximately 100 attendees. In addition, health educators were available on site to assist and provide participants with health-related literature and information.
 - **Reach Out and Read (ROR) Health Literacy Fair** – Since 1997, the ROR program in the ACN pediatric practices has promoted early literacy by providing new books and advice to parents about the importance of reading aloud to their

young children. In collaboration with the ACN Community Outreach department and Morgan Stanley Children's Hospital, ROR hosted an annual health literacy fair on May 16, 2009 at the Morgan Stanley Children's Hospital's Wintergarden. During the weeks prior to the event, Family literacy workshops were held for parents of children ages 3-5 years old, who attend Ft. George Community Center Head Start Program. Families participated in interactive workshops that focused on read a-loud strategies to help promote the cognitive and social growth of young children.

- ***The Flu Shots Program*** – The Flu Shots Program is a collaborative effort with NewYork-Presbyterian's Ambulatory Care Network, the Visiting Nurse Service of New York, and local elected officials. During 2009, 750 residents from the Bronx, northern New York, East Harlem, the Eastside and Queens were given free flu shots and health education.
- ***Lecture Series and Community Outreach*** – NewYork-Presbyterian/Westchester continued to offer a bi-annual calendar of free lectures to the community on diverse emotional wellness topics, such as coping with depression, anxiety, stress; anger management; and behavioral and parenting issues. During 2009, an average of 51 community residents attended each lecture. In addition, the Community Outreach department sponsored several free community screening days for eating disorders, alcoholism and depression. The department also participated in several presentations, educational forums and events for area public and private schools, Parent Teacher Associations, colleges, community groups, and religious organizations, as well as civic, business and social groups. The total number of community residents served through the lecture series and various presentations in 2009 was approximately 965 people.
- ***Community Update Newsletter*** – NewYork-Presbyterian/Westchester distributed its first edition of a *Community Update Newsletter* for the White Plains residential and business community in January 2004. The newsletter provides detailed profiles of all services provided as well as a comprehensive calendar of community events. The Community Update Newsletter continues to be published on a semi-annual basis. During 2009, more than 76,000 copies of the newsletter were distributed throughout the community, which is double the amount that was distributed in 2008.

2. Chronic Disease

- ***Research-*** Our dedicated research physicians and surgeons, all of whom are on the faculty of either Columbia University College of Physicians & Surgeons or Weill Medical College of Cornell University, have made extraordinary contributions. The Hospital is at the forefront of medical research and works closely with both medical schools to facilitate research and mobilize resources; faculty from both schools often collaborate on research projects. The Columbia University College of Physicians & Surgeons has a wide range of research centers and institutes. The research being conducted on this campus includes studies

addressing molecular therapeutics, neurobiology and behavior, reproductive sciences, women's health, the human genome, cancer genetics, and Alzheimer's disease. Columbia's Irving Center for Clinical Research, in particular, provides first-class facilities and services to clinical investigators working on the frontiers of modern medicine. The physicians and scientists of Weill Medical College of Cornell University are engaged in both basic and clinical research in such cutting-edge areas as genetics and gene therapy, neuroscience, structural biology, AIDS, cancer, and psychiatry. Investigators are delving ever deeper into the realms of cellular and molecular biology, which hold the secrets to both the normal functioning of the body and the malfunctions that lead to serious medical disorders.

Diabetes

- ***Building Bridges, Building Knowledge, and Building Health Coalition (BBKH)*** – BBKH is a collaborative comprised of faith-based organizations, community-based organizations, academic institutions, and academic medical centers. This coalition has been serving the low-income, underserved population of New York City for many years. The mission of the coalition is to advocate for and improve the quality of life, as well as reduce racial-ethnic health disparities of low-income residents living in Northern Manhattan and/or the South Bronx. This mission is accomplished through the joint study of community health needs and the development of community-specific interventions designed to overcome barriers to healthcare. During 2009, BBKH worked with the Cornell Internal Medical Associates Clinic to provide screening services to community residents for diabetes. Those identified were referred for appropriate case management.
- ***Faith-Based Community Health Nursing*** – The goal of this program is to develop a health ministry that stimulates and builds cooperative networks that are dedicated to improving the health and social well-being of their congregations and the community at large. This program is conducted by two New York-Presbyterian nurses who specialize in faith-based community health nursing. During 2009, the program, in collaboration with the BBKH coalition, New York-Presbyterian and Metropolitan Community United Methodist Church, sponsored “Diabetes Jazz Sundays” from February 2009 through November 2009. The events, attended by approximately 300 community residents in total, provided health screenings, and discussions over lunch about diabetes prevention and a healthy lifestyle. Participants were entertained with live jazz music.
- ***Healthy Schools, Healthy Families (HSHF)*** – The Healthy Schools, Healthy Families (HSHF) Coalition is a school-linked health promotion and obesity prevention program for medically underserved children in New York City. The HSHF Coalition is comprised of more than fifteen community-based, local government, public, and private organizations in conjunction with New York-Presbyterian/Columbia and New York-Presbyterian/Weill Cornell. The HSHF program was initiated in September 2004 and is currently associated with seven elementary schools in Washington Heights (PS 4, 128, 132, 152), Central Harlem

(PS 180), and East Harlem (PS 102, 206). The program currently serves approximately 5,000 children and targets obesity by encouraging students and their families, along with school staff to engage in physical activity. HSHF hosted cooking workshops for Adults and participated in the American Institute of Wine and Food's "Days of Taste," a national interactive program that bring chefs and farmers into classrooms to teach students in an engaging way about the importance of fresh food and how ingredients weave their way through daily life, from farm to table. In addition, New York Presbyterian Hospital/Columbia University's Choosing a Healthy and Active Lifestyle program distributed "Health Bucks" to parents as an incentive for participating in HSHF programming and workshops. The Health Bucks are valid for credit towards the purchase of produce at local farmers markets. During October and November 2009, H1N1 Informational Workshops for parents led by Community Pediatric Residents were also conducted at PS 4, PS 102, PS 132, PS 128, and PS 152.

Heart Disease

- With the opening of the Ronald Pearlman Heart Center at the Weill Cornell campus in September 2009, NewYork-Presbyterian's Cardiac Service line sponsored 15 events that targeted the prevention and detection of heart disease. Staff, patients and their families and the community were educated on nutrition and its role in the prevention of stroke, and the early assessment of chest pain, along with the diagnostic and treatment needs of patients experiencing Acute Coronary Syndrome. Workshops were held on stress management, smoking cessation and hands-only CPR, and staff, patients and their families and the community were also screened for Obstructive Sleep Apnea, and high glucose, cholesterol, and BMI levels. Over 1200 people were served by these events.
- ***Heart of Hearts: Open Heart Patients Education and Support Series-*** the Heart of Hearts program at NewYork-Presbyterian/Columbia held an education and support series for post discharged open heart surgery patients and their families and friends in 2009. The sessions were held on the 2nd Tuesday of every month and 200 patients and their friends and family participated.
- ***Vascular Disease Screening*** – The Bi-Campus Division of Vascular Surgery at NewYork-Presbyterian Hospital holds a free vascular disease screening each year. Faculty screens individuals in the community for Vascular Disease. The types of screening include; Carotid Duplex (Carotid Artery Ultrasound Scan) Abdominal Duplex (Aorta Ultrasound Scan) and Ankle Brachial Index (Test of blood flow in the legs). Participants also receive general cardiovascular counseling including smoking cessation, education on diabetes, hypertension, high cholesterol, nutrition and exercise. On September 12, 2009 of the 35 individuals screened at NewYork-Presbyterian/Weill Cornell, there were 11 abnormal findings with follow up care. At NewYork-Presbyterian/Columbia none of the 33 participants screened were required for follow up care with participating Divisional Faculty Rajeev Dayal, MD and Nicholas Morrissey, MD.

Asthma

- **Washington Heights/Inwood Network (WIN)** – Created in December 2005, Washington Heights/Inwood Network for Asthma of NewYork-Presbyterian is a 4-year program funded by the Merck Childhood Asthma Network. The program seeks to strengthen community-wide asthma management for children by building a care coordination “network”, and thus works to reduce asthma-related hospitalizations, Emergency Department visits and school absences. In 2009, the WIN for Asthma program provided monthly medications training sessions for parents in our program. Medications trainings were carried out by Dr. Adriana Matiz, Medical Director for WIN. Parents were provided with an opportunity to learn about the different types of asthma medications and to ask specific questions about their children's medication regimen. Medications trainings were held at Community League of the Heights (CLOTH), one of our partner Community Benefit Organizations. The Washington Heights Asthma Walk, an annual event, also occurred in June 2009. Program participants, staff, and community members joined together to march through Washington Heights to raise awareness about childhood asthma in the community. For the past 2 years, WIN for Asthma has partnered with Hike The Heights to encourage the Asthma Walk participants to share in the Hike The Heights festivities at Highbridge Park and learn more about great programs and services available in the community.

Cancer

Cancer Screening Program – The Cancer Screening Program at NewYork-Presbyterian/Columbia’s Herbert Irving Cancer Center, funded by the New York State Department of Health and the Centers for Disease Control and Prevention, provides breast, cervical, colorectal, skin and oral cancer screening at no cost to men and women. The program provides ongoing community-based outreach, education, cancer screening, work-up and treatment. Screening is provided in collaboration with the Breast Examination Center of Harlem, the Ralph Lauren Center, Union Health Center, MIC/Morningside, Planned Parenthood of NYC, Callen-Lorde Community Health Center, Project Renewal and through the mobile mammography programs of Women’s Outreach Network and Multi-Diagnostic Imaging, Inc. Follow-up is centralized at NewYork-Presbyterian/Columbia, a National Cancer Institute designated Cancer Center. Those in need of follow-up receive individualized case management services and financial support for treatment. The list below highlights cancer screening events that took place at NewYork-Presbyterian in 2009:

- **Breast Cancer Awareness Month** – During 2009, the Avon Foundation Breast Imaging Center at NewYork-Presbyterian/Columbia provided mammograms and PAP tests to eligible patients throughout the year by appointment and on 2 free screening days in October. In addition, 300 uninsured or underinsured women were screened by way of a mobile screening program, which travels to community health centers, churches, and senior centers to offer free walk-in screenings.

- **Colorectal Cancer Prevention** – The Colorectal Cancer Screening Program at NewYork-Presbyterian/Columbia is funded through a grant provided by the New York State Department of Health in an effort to decrease morbidity and mortality related to colorectal cancer. This program works with community agencies, private health providers, clinics, and hospitals, as recruitment and referral sites. Individuals are screened to meet the program’s eligibility criteria-based on the American Cancer Society guidelines for colorectal cancer screening. The program’s main goals include increasing the rate of colorectal cancer screening, and providing early detection and prevention among the poor, uninsured and underinsured populations of Manhattan and the Bronx.
 - **The Jay Monahan Center for Gastrointestinal Health Outreach Events** – In 2009, the Jay Monahan Center for Gastrointestinal Health conducted monthly free support groups for community members through-out the year. These include the Center’s regularly held educational seminars that are open to the public; an annual colorectal cancer prevention community health fair in the NewYork-Presbyterian/Weill Cornell courtyard; participation in NewYork-Presbyterian/Columbia’s taxicab campaign to raise awareness about colorectal cancer screening in collaboration with the New York City Department of Health; a mailing campaign to all NewYork-Presbyterian/Weill Cornell employees to raise awareness about colorectal cancer screening in collaboration with New York Presbyterian’s Department of Human Resources and the American Cancer Society; and free colorectal cancer seminars provided for various advocacy groups, professional organizations, corporate settings, and underserved communities.
- **Oral Cancer** - Faculty members of the Columbia University School of Dentistry offered screenings in their annual free oral cancer screening day. NewYork-Presbyterian employees participated in an annual Oral Cancer Walk to increase awareness on oral health and the risk associated with oral cancer.
- **Skin Cancer** – The Department of Dermatology at NewYork-Presbyterian/Columbia and NewYork-Presbyterian/Weill Cornell, conducted its annual free skin cancer screening in May 2009. The event drew participants from the surrounding areas. Approximately 530 people were screened and referrals were made for follow-up and more comprehensive testing.
- **Prostate Cancer – The “US TOO!”** The Prostate Cancer Support Group met throughout the year on a monthly basis, at NewYork-Presbyterian/Allen and NewYork-Presbyterian/Weill Cornell. This group provided education through lectures from experts in the field and support for men who are newly-diagnosed and undergoing treatment. Family members and friends are welcome to attend these meetings as well. During 2009, the group conducted its third annual free prostate cancer screening; 150 community residents were screened.

3. Community Preparedness

- **Annual Blood Drives-** According to the New York Blood Center, NewYork-Presbyterian is one of the largest donor groups in Manhattan and the largest hospital donor group in New York City. A total of 44 Drives were held at 7 sites within each of the 4 New York Presbyterian Hospital campuses and 3,179 pints of blood were collected in 2009.
- **Emergency Management Forum** – In the wake of the September 11, 2001 attacks, NewYork-Presbyterian Healthcare System’s leadership began the Emergency Management Forum consisting of emergency management coordinators from across its 37 acute, long-term and specialty care sites. Meeting every other month, the group identifies best practices and provides a venue for collaborative efforts such as mutual aid agreements, grant opportunities and academic initiatives. The Forum continued to meet during 2009. Recently discussed topics included performance measurement in hospital emergency management and community preparedness, pandemic influenza planning, community preparedness, surge capacity issues and lessons learned from natural disasters, as well as overall ways to enhance emergency management. A full-time System-wide Coordinator for Emergency Preparedness works with System leadership, each of the sites, and federal, state and local governments to develop and implement System-wide approaches to preparedness to bring the System to the forefront of healthcare emergency management.
- **NewYork-Presbyterian Emergency Medical Services (EMS)** - NewYork-Presbyterian’s EMS department is the largest Hospital-based EMS service in New York City, licensed by the New York State Department of Health to operate in the Five Boroughs of New York City, and the Counties of Westchester, Putnam, and Dutchess in Upstate New York. In addition, EMS is licensed by the State of New Jersey to operate a Specialty Care Transport Service (SCTU) throughout the State of New Jersey. The EMS department participates in the following programs:
 - **Community Preparedness Planning** - EMS participates with NYC Fire Department, the New York City Office of Emergency Management, the New York City Department of Health and Mental Hygiene, and the New York State Department of Health in emergency planning and preparedness activities that benefit the entire New York City region.
 - **Medical Decontamination Unit** - EMS maintains an outstanding Medical Decontamination Unit and Hazardous Materials Decontamination Team, coordinating its activities with the Mayor’s Office of Emergency Management, FDNY, and the NYSDOH and NYCDOHMH for readiness in case of either actual emergency need or elevated threat levels.
 - **Special Operations Team** - EMS’ Special Operations Team applies skills in many rescue situations and in concert with fire and police specialty units in New York and across the country.

- ***H1N1 Community Task Force***- Joint effort with NYCOHMH, NYPD, FDNY, Port Authority, Community Boards/CERT teams, schools, universities and other community organizations as part of the Community Emergency Task Force. In September 2009, this group met to develop strategic planning to deal with H1N1 outbreak, including identifying community centers and process of notification.
- ***Hospital Emergency Response Information System (HERIS)*** – In 2009, NewYork-Presbyterian, in collaboration with the NewYork-Presbyterian Healthcare System continued to conduct quarterly training and exercises with its unique Hospital Emergency Response Information System (HERIS). HERIS, developed in the wake of the 9/11 attacks, provides real-time, web-based tracking for all System sites resource needs and availabilities. A model for the New York State Department of Health's Hospital Emergency Response Data System or HERDS, HERIS continues to manage the difficult task of resource tracking and requests, particularly during emergencies, when the need for such information is crucial.
- ***The Westchester Division of NewYork-Presbyterian*** - Located in White Plains, New York, the Westchester Division of NewYork-Presbyterian has actively participated in Westchester County's community preparedness planning and Drill Program exercises for the past five years. This program consists of many of the area hospitals, as well as Police, Fire Department and Emergency Medical Services. The Westchester Division's 230 acre campus has been designated as the landing site for the County and White Plains Police Department, as well as for patient transport and the staging of vehicles. There are over 50 participants in the drill and the Westchester Division serves as the host for the "hot wash" and debriefing sessions afterward.

4. Other 2009 Community Activities

As part of NewYork-Presbyterian's commitment, many other programs, initiatives and events occur throughout each year that are available to the community. Described below are many health promotion and disease prevention programs that occurred during 2009.

CHILDREN'S HEALTH

- ***Center for Children's Health Advocacy*** – The Morgan Stanley Children's Hospital, in collaboration with the Komansky Center for Children's Health at NewYork-Presbyterian/Weill Cornell, formed the Center for Children's Health Advocacy. The mission of this Center is to bring together community-based organizations, healthcare professionals, families, institutions, educators, researchers and corporations to better understand the issues affecting the health and welfare of children, and to advance and shape policies and programs for positive change. The Center supports the development of strategies to improve the health status of all children. A core multidisciplinary team has been organized to lead these efforts and is focusing on developing initiatives in the following areas: preventing childhood obesity; improving healthcare access; injury prevention; and education and youth development.

- **Choosing Healthy & Active Lifestyles for Kids (CHALK)**- CHALK (Choosing Healthy & Active Lifestyles for Kids), a collaboration between Community Pediatrics at NewYork-Presbyterian Hospital/Columbia University Medical Center and our community, is a five year Center for Best Practices grant funded by the New York State Department of Health starting in 2008. The goals of CHALK are to reduce over time the prevalence of childhood obesity and its related morbidity in Northern Manhattan (with a focus on school-aged children), and to promote a culture and create an environment in which healthy lifestyles are integral to the lives of all children. Over 2,200 people were served by the plethora of events that were provided in 2009.

CHALK engages a coalition of various community agencies, leaders and elected officials initially focusing on Washington Heights/ Inwood by sponsoring the "Vive tu Vida, Live your Life" campaign and links its work internally to bringing institutional services that support healthy lifestyles. Below is a list of organizations/groups that have participated in the task force in some way in 2009, though none denote official partnership.

Healthy Schools, Healthy Families (HSHF). Ambulatory Care Network of NewYork-Presbyterian Hospital/Columbia University Medical Center. CHALK's community coalition piece is modeled after HSHF. CHALK will expand on strategies used in HSHF's social marketing campaign by broadening its reach to the larger community (rather than being school-based in 7 specific schools). HSHF markets and pilots CHALK programs in its network of 7 elementary schools. HSHF is a part of CHALK's Steering Committee.

WIN for Asthma . Ambulatory Care Network of NewYork-Presbyterian Hospital/Columbia University Medical Center. CHALK partners with WIN during community outreach events. Future collaboration will include training ACN providers in best practices in obesity prevention and treatment methods.

3.CLIMB- City Life Is Moving Bodies. Columbia University Medical Center. CLIMB's work addresses perceptions of environment and its impact on physical activity in Northern Manhattan. CLIMB is a part of CHALK's Steering Committee.

Be Fit to Be'ne'fit/Columbia University Medical Center. CU/NYPH's staff wellness program and CHALK collaborate to better market healthy habits and environments to CUMC/NYPH staff and patients.

Food and Fitness Partnership (FFP) of New York- Healthier Hospitals. Kellogg Foundation. FFP works with CHALK in engaging NY hospitals to increase community and institutional access to healthy foods while supporting sustainable food systems.

NYC Green Carts. NYC Department of Health and Mental Hygiene (NYC DOHMH). NYC Green Carts links with CHALK to promote Green Cart (fresh fruit and vegetable carts) locations and patronage in Washington Heights/Inwood. CHALK serves as a resource for Green Cart vendors for healthy, culturally relevant recipes and marketing materials.

Alianza Dominicana. This community based organization offers a large number of social, cultural and insurance services to the Washington Heights/Inwood

community. Besides providing a network for outreach, Alianza serves on CHALK Steering Committee.

Go Green Washington Heights/Inwood (Initiative of Manhattan Borough President Scott Stringer). Go Green collaborates with CHALK in its subcommittee on Healthy Foods and Farmers' Market and related Go Green community events. Go Green provides a marketing platform for a healthy lifestyles agenda, and a mobilization of buy-in from elected officials, businesses and institutions.

New York Civic Participation Project (NYCPP) collaborates with labor unions and community organizations supporting worker justice and civic empowerment for new immigrants across the City. It organizes in neighborhoods to bring together grassroots union members, community activists, congregations and immigrant associations—building bridges across national, racial and ethnic lines. NYCPP is focusing on an obesity and diabetes prevention campaign in Washington Heights/Inwood and partners with CHALK in bringing medical professionals to present community workshops, developing content for home visits and participating in health fairs and other community events.

Abadá Capoeira

Antojitos y Monadas/Little Cravings and Pretty Little Things

Asociación de Mujeres Progresistas, Inc

Beverly Isis Landscapes & Garden

Bike New York

Borough President Representative CEC, District 6

Children's Aid Society

CLIMB, Columbia University

Community Voices, Columbia University

Diabetes Prevention & Control Program, NYC Department of Health & Mental Hygiene

Freelance Artist

Get Focused Fitness

Greenmarket, Grow NYC

Harlem Children's Zone, Director, Healthy Living Initiative

Harlem Hospital, Pediatrics

Institute of Human Nutrition, Columbia University

JCL Team

N.D.E.P. Olympian

New York City Department of Parks and Recreation

NY Civic Participation Project/Healthcare Education Project

NYC Department of Education

NYPH-Cornell

Office of the Manhattan Borough President

People's Theater Project

Police Athletic League

Proyecto Dominicano

The Center for Community Health and Education, Columbia University

Washington Heights Inwood Coalition

WE ACT

- **Lang Youth Medical Program** – The Lang Youth Medical Program is the first hospital-based science enrichment, mentoring and internship program of its kind. Established through collaboration between Eugene Lang and NewYork-Presbyterian, the mission of Lang Youth is to put NewYork-Presbyterian resources to work inspiring, supporting and motivating young people from the Washington Heights area to realize their college and career aspirations, particularly in the health sciences. During 2009, 68 students from the Washington Heights community participated in the Lang Program. Lang scholars are required to attend Saturday Program during the academic year from 9am to 1:00pm or 1:30pm. The Program, taught by medical and undergraduate students from Columbia University, follows the NYC Department of Education calendar. It aims to provide a hands-on science experience that integrates character development and life skills with community activism. High School and College 1:1 meetings are part of the support Lang Youth offers during students' high school and college application process. Parents meet with the Phase I coordinator to learn about viable public, private, and parochial high school and college options. These free-of-charge counseling sessions prepare parents and students to navigate the admissions process. A school list is generated; due dates are given; and a plan of action is determined for each student.
- **Turn 2 Us**- This comprehensive program utilizes a holistic approach by promoting cognitive, physical and emotional well being to the entire PS 128 and PS 4 school community. TURN 2 Us works with the Healthy Schools Healthy Families program to mediate some of the health and mental health stressors in both schools so that students can perform better academically. In 2009, over 8,800 people participated in sleep away camp, boys and girls basketball leagues, dance teams, creative arts and drama programs and field trips to a NY Liberty basketball game, Manhattan College and a Broadway show.

COMMUNITY-BASED OUTREACH AND HEALTH EDUCATION

- **Volunteer Services** – 2009 was a banner year for the volunteer program at NewYork-Presbyterian Hospital. Our total number of volunteers rose to a new record from 2,360 in 2008 to nearly 3,008 in 2009. Volunteer hours also increased from 241,386 in 2008 to over 279,451 hours of service in 2009. In fact, 20 percent of all hospital volunteer hours given by New York City hospitals last year were given at NewYork-Presbyterian Hospital. Our volunteers provide service in a wide array of programs and in various roles in our Emergency Departments and on patient units at every campus. Volunteers also help out at information desks and in waiting areas in all Hospital facilities. The Volunteer Department continues to focus on crafting roles for volunteers that allow for meaningful interactions with the patients and families we serve and also support the work and outcomes of clinical caregivers. We also provide opportunities for young people to explore health care careers and for baby boomers and retirees to continue to share their expertise in new ways.
- **Burn Prevention and Investigation**- Community based social service providers that perform home visits, child evaluations, injury investigations and social service

planning/implementation in consultation with social service agencies or the City's Administration for Children's Services were provided an educational program addressing sources of burn injury, burn injury prevention and care of a burn injury and how these topics related to child and family safety by NewYork-Presbyterian Hospital/Weill Cornell staff. Topics included common etiologies of injury, methods for burn prevention, steps to take in the event an investigation reveals a child who has suffered a burn injury and tips to pass along to families and parents at risk of these injuries. Different age groups, and specific interest associations, such as Field Workers of NYC and the American Association of Blacks in Energy, were targeted. Over 6,500 members of the community were served by this program

- ***Burn Survivor Sensitivity Training-*** Burn survivors often sustain significant scarring and physical disfigurement. These alterations can affect survivors' physical and emotional function. Re-integration into society following burn injury can be extremely challenging. Teaching those who interact with burn survivors about the physical and psychological effects of burn injuries, recovery and potential limitations can help both the survivor and those around them to better interact. This sensitivity training builds awareness of the challenges of recovery and provides a non-confrontational, open forum in which to address any questions or issues. In June 2009, 220 people attended NewYork-Presbyterian/Weill Cornell's Sensitivity Training for WBC Volunteers and Service Providers.
- ***Comprehensive Epilepsy Center-*** Widely acclaimed for pioneering achievements in research and clinical innovations, the Comprehensive Epilepsy Center provides a multidisciplinary approach to the complex medical and social needs of patients with seizures. An active branch of the internationally-regarded Neurology and Neuroscience Department at the NewYork-Presbyterian Hospital/Weill Cornell Medical Center, individuals and families receiving care through the Comprehensive Epilepsy Center have available to them the vast resources of one of the country's most prestigious medical and teaching institutions. The Center also conducts several community outreach events throughout the community, focusing on epilepsy awareness, and education. In particular, an average of 90 patients and their friends or family attended each of the 5 presentations that were part of Epilepsy Center's annual patient education program in 2009.
- ***Family Planning Center and Young Men's Clinic-*** NewYork-Presbyterian's Washington Heights Family Planning Center, operated by the Center for Community and Health and Education, serves more than 12,000 adolescent and adult women annually, with more than 22,000 patient visits. The Center is Northern Manhattan's largest provider of comprehensive family planning services. All services are bilingual, and no patient is turned away because of inability to pay. Two-thirds of the patients are from Washington Heights-Inwood, and nearly all the remaining patients are from the South Bronx and Manhattan below 154th Street. Nearly 20% of the patients are age 19 or younger. The Family Planning Center has become widely recognized as an innovator of the new "Quick Start" method of contraception initiation. During 2009, the Family Planning Center provided over 34,000 patient

visits, of which approximately 50% were at either no charge or at a discounted fee to the patient.

- ***Young Men’s Clinic*** – Young Men’s Clinic, a discrete program of the Family Planning Center, is recognized nationally as model for male involvement in family planning and for addressing male's general health needs with a focus on their reproductive health. In 2009, approximately 2600 men between the ages of 14 and 35 received clinical care at 3400 visits. In 2010, a new grant from the Robin Hood Foundation will support the expansion of the Young Men’s Clinic to serve a greater number of young men who are disproportionately uninsured. In addition, with the support of the Robin Hood foundation, the family planning center/ Young Men’s Clinic is launching a new service called “single Stop” which will address the comprehensive needs of both our male and female patients. Single Stop services will include enrollment in health insurance and food stamps, Pharmacy Assistance for the uninsured; assistance with job training and placement; referrals to GED and English as a Second Language programs; housing assistance; referral to WIC programs; and referrals to free legal consultations.

- ***Hepatitis C Treatment and Prevention*** – The Adult Services Clinic at NewYork-Presbyterian/Weill Cornell campus program for the treatment and prevention of Hepatitis C provides treatment, psycho-educational group therapy sessions, and course of treatments and medications to patients. The program assists over 300 patients annually who are diagnosed with Hepatitis C. The clinic is also conducting biomedical translational research to develop and implement treatment algorithms for interventions throughout the country and other parts of the world. The research work at the clinic has been recognized by the Clinton Foundation Global Initiatives through the provision of a funding grant. Free Hepatitis B Screening and Counseling was provided to approximately 30 people at the Asian/Pacific American Heritage Festival on May 3, 2009.

GERIATRICS

- ***Health and Wellness Seminars*** - The Health and Wellness program at NewYork-Presbyterian/Weill Cornell sponsors seminars in the spring and fall and presentations are given by NewYork-Presbyterian doctors, nurses and nutritionists to community residents. During 2009, eight seminars were held and a total of 1,180 community residents attended. Topics discussed included Alzheimer's disease, eye health and acid reflux.

- ***The Allen Hospital HealthOutreach Program*** – The HealthOutreach Program at NewYork-Presbyterian’s Allen Hospital is designed specifically to address the health interests and concerns of individuals 60 and older. This free membership program focuses on promoting healthy, active living through a variety of services, including free lectures and workshops by leading physicians and other healthcare specialists, individualized counseling and support groups by certified social workers, diverse social events, and assistance for caregivers, as well as free health and insurance screenings. Additionally, individuals who enroll in the HealthOutreach Program are

automatically entitled to join a national discount prescription program at no cost. The program also publishes a quarterly newsletter filled with informative articles about current health issues, citywide resources for older adults, and social event calendars providing the opportunity for new friendships. During 2009, the Health Outreach program served over 1500 members. Key events included:

- ***Health Insurance Information Counseling & Assistance Program***- weekly two (2) hour long scheduled sessions for individual HealthOutreach members with a trained counselor.
- ***NorMEP Walks***- Members go for walks in Inwood Hill Park on a weekly basis, if weather permits.
- ***Middle Eastern Belly Dancing Classes***- for men and women are held on a weekly basis.
- ***Needle Arts Group*** – The Needle Arts Group is a self help program that met every Friday throughout 2009 and focused on enhancing socialization skills while teaching knitting and crocheting to Health Outreach members. Health Outreach members learned to make handmade baby clothes which they personally distributed to newborn infants at the NewYork-Presbyterian/Allen Nursery.
- ***Tai Chi Classes*** – Weekly classes led by a trained Tai Chi instructor were held throughout 2009 for Health Outreach members to promote healthy and active lives. On average, about ten members attended each session.
- ***Meditation for Hypertension and Stress and Sit Down Yoga Classes***- Members learn to relax and relieve stress from body, mind and spirit, and build strength and flexibility; stamina and muscle tone can also be improved.
- ***Weekly Medical Lectures*** on a vast array of physical and behavioral topics geared towards an older audience.

HIV/AIDS

- ***HIV Counseling and Testing Services Program*** – The Emergency Departments (EDs) at NewYork-Presbyterian/Columbia and NewYork-Presbyterian/Allen were awarded an important grant from the Medical and Health Research Association of New York City, a nonprofit health research and program development wing of the NYC Department of Health and Mental Hygiene. Both EDs now have on-site HIV counselors who offer patients in the ED free HIV testing with results available in less than 30 minutes.
- ***HIV Education, Counseling, and Testing in the Family Planning Center*** – The NewYork-Presbyterian Washington Heights Family Planning Center and Young Men’s Clinic currently participate in a three-year federal demonstration grant that enables the programs’ patients to be offered the new HIV rapid test. Patients receive

the results of the rapid test on the same day as their regular family planning visit, rather than having to return for a follow-up visit two weeks later. In 2009, 2,227 patients received rapid HIV testing.

WOMEN'S HEALTH

- ***Safe Start Promising Approaches/Family PEACE Program*** – The Family PEACE (Promoting, Education, Advocacy, Collaboration, and Empowerment) Program continues to provide treatment services to children and their caretakers who are exposed to domestic violence. This effort is part of the Safe Start Promising Approaches grant award from the US Department of Justice, Office of Juvenile Justice and Delinquency Prevention. The program received funding from the Weyerhaeuser Foundation to create a more comprehensive response in identifying, referring and treating young children and their mothers who are exposed to domestic violence in Northern Manhattan. This is accomplished by strengthening community cooperation and cross-agency protocols, implementing evidence and theory based interventions, and offering education and training to community partners and New York Presbyterian staff. The Family PEACE Program aims at creating a more comprehensive response in identifying, referring and treating families exposed to domestic violence. In 2009, over 300 people (children and families) exposed to domestic violence were treated by the PEACE program and approximately 200 child, adolescent and teen health care providers attended PEACE program trainings on the impact of domestic violence on children.