



# HEALTH AND HOSPITALS CORPORATION

Alan D. Aviles, President

## What We Do

The Health and Hospitals Corporation (HHC), the largest municipal hospital and health care system in the country, is a \$7 billion public benefit corporation. It provides medical, mental health and substance abuse services through its 11 acute care hospitals, four skilled nursing facilities, six large diagnostic and treatment centers and more than 70 community and school-based clinics. HHC also provides specialized services such as trauma, high risk neonatal and obstetric care and burn care. HHC acute care hospitals serve as major teaching hospitals. HHC operates a certified home health agency and a health maintenance organization, MetroPlus. HHC is the single largest provider of health care to uninsured New Yorkers. One in every six New Yorkers receives health services at an HHC facility.

## Our Services and Goals

**Service 1: Provide medical, mental health and substance abuse services to New York City residents regardless of their ability to pay.**

Goal 1a: Improve access to outpatient services.

Goal 1b: Expand enrollment in insurance programs.

Goal 1c: Achieve/surpass local and national performance standards for specific health interventions and efficient delivery of health services.

Goal 1d: Reduce unnecessary emergency room visits and re-hospitalizations.

## How We Performed: July–October

- The percentage of eligible women ages 40 to 70 receiving a mammogram at the end of the first quarter of Fiscal 2012 to the end of the first quarter of Fiscal 2013 increased slightly to 72.2 percent and surpassed the Corporate target of 70 percent and the federal Healthy People 2020 target. All HHC hospitals have individual programs that focus on women's health needs. Outreach efforts such as the "Give your Mother a Gift" mammogram outreach campaign which provides mammograms at no cost to eligible patients is offered every year during the month of May.
- In the first four months of Fiscal 2013, HHC was able to retain 89.8 percent of prenatal patients through delivery as compared to 89.1 percent in the first quarter of last year. This increase may be attributed to facility efforts to promote prenatal patient education and patient-centered birthing environments. A number of HHC facilities have been recognized across the country for their family-friendly approach.
- The proportion of patients living with HIV/AIDS at HHC acute care facilities who use dedicated HIV clinics remained unchanged at 99.4 percent in the first quarter of Fiscal 2013 as compared to a year ago. HHC is committed to improving the quality of life for its patients living with HIV/AIDS and serves about 19,000 HIV/AIDS patients or nearly one fifth of the estimated 100,000 people known to be living with HIV/AIDS in New York City.
- The percentage of adult psychiatry re-hospitalizations within 15 days of discharge decreased significantly from 5.5 percent in the first quarter of Fiscal 2012 to 3.9 percent in first quarter of Fiscal 2013. Facilities have implemented targeted efforts to reduce psychiatric re-hospitalizations and effectively transition patients from the hospital to the community through such approaches as bringing patients to psychiatric outpatient clinics to meet staff before discharge, referring non-compliant patients to home care, and placing patients on assisted outpatient treatment (AOT), a state court-ordered program. In addition, HHC provides a post-hospitalization treatment and discharge plan for each psychiatric patient.

- The average time for a primary care clinic visit for adult medicine and women's health has increased in the first four months of Fiscal 2013 compared to the same period last year. The increase is attributable to a number of factors including temporary staffing vacancies, which HHC expects to fill shortly.

**Service 1: Provide medical, mental health and substance abuse services to New York City residents regardless of their ability to pay.**

**Goal 1a: Improve access to outpatient services.**

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ Prenatal patients retained in care through delivery (%)	86.5%	86.4%	85.8%	90.0%	90.0%	89.1%	89.8%
★ HIV patients retained in care (%)	87.1%	87.4%	87.4%	80.0%	80.0%	NA	NA
★ Average time spent by patient for a primary care visit at hospitals and diagnostic and treatment centers (minutes) - Adult medicine	59.0	61.0	75.0	60.0	60.0	69.0	72.0
★ Average time spent by patient for a primary care visit at hospitals and diagnostic and treatment centers (minutes) - Pediatric medicine	58.0	60.0	59.0	60.0	60.0	66.0	63.0
★ Average time spent by patient for a primary care visit at hospitals and diagnostic and treatment centers (minutes) - Women's health	61.0	61.0	75.0	60.0	60.0	71.0	81.0

**Goal 1b: Expand enrollment in insurance programs.**

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ Uninsured patients served	452,576	477,957	478,731	*	↓	NA	NA
Total Medicaid Managed Care, Child Health Plus and Family Health Plus enrollees	474,118	498,324	521,434	513,400	513,400	502,688	524,635
- MetroPlus Medicaid, Child Health Plus and Family Health Plus enrollees	383,797	401,967	420,459	446,932	446,932	404,778	420,555

**Goal 1c: Achieve/surpass local and national performance standards for specific health interventions and efficient delivery of health services.**

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Two-year olds immunized (%)	96.5%	97.0%	97.0%	98.0%	98.0%	NA	NA
★ Eligible women, aged 40-70, receiving a mammogram screening from HHC (%)	72.8%	72.0%	73.0%	70.0%	70.0%	72.1%	72.2%
★ General care average length of stay (days)	4.6	4.6	4.7	4.7	4.7	4.6	4.8
★ Net days of revenue for accounts receivable	55.5	52.3	56.4	56.0	56.0	50.3	59.4

**Goal 1d: Reduce unnecessary emergency room visits and re-hospitalizations.**

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ Emergency room revisits for adult asthma patients (%)	5.1%	5.1%	5.4%	5.0%	5.0%	5.8%	5.8%
★ Emergency room revisits for pediatric asthma patients (%)	3.2%	2.7%	3.7%	3.2%	3.2%	2.7%	3.5%
Adult patients discharged with a principal psychiatry diagnosis who are readmitted within 15 days (%)	5.1%	4.8%	4.6%	5.0%	5.0%	5.5%	3.9%

★ Critical Indicator "NA" - means Not Available in this report ↓ ↑ shows desired direction

## Agency Resources

Resource Statistics	Actual			September 2012 MMR	Updated		4-Month Actual	
	FY10	FY11	FY12	FY13	FY13 <sup>1</sup>	FY14 <sup>1</sup>	FY12	FY13
Expenditures (\$000,000) <sup>2</sup>	\$6,113.4	\$6,294.7	\$6,554.7	\$6,850.4	\$6,892.9	\$6,854.4	\$2,181.5	\$1,950.1
Revenues (\$000,000)	\$6,478.7	\$6,847.9	\$7,015.2	\$6,978.0	\$6,851.6	\$6,315.6	\$2,842.1	\$2,608.6
Personnel	39,872	38,898	38,387	37,748	38,243	37,864	38,726	37,902
Overtime paid (\$000,000)	\$123.1	\$125.9	\$128.5	\$120.3	\$120.3	\$121.8	\$45.9	\$42.4
Capital commitments (\$000,000)	\$124.4	\$147.4	\$272.7	\$124.5	\$824.2	\$504.4	\$65.8	\$100.1
<sup>1</sup> January 2013 Financial Plan <sup>2</sup> Expenditures include all funds.      *NA* - Not Available in this report January Plan figures reflect modifications in Federal, State, and other non-City funding since the adoption of the 2013 budget.								

## Noteworthy Changes, Additions or Deletions

- HHC has replaced the indicator 'Percent of HIV patients using dedicated HIV clinics' with 'Percent of HIV patients retained in care.' Advances in HIV prevention, care, and treatment have changed the landscape of how HIV care is provided. Retention in care has been shown to be one of the key factors for successful care and treatment of HIV-positive individuals. Retention in care is recognized as an important indicator for success by the New York State Department of Health and the New York City Department of Health and Mental Hygiene.
- The following indicators are reported on a quarterly basis: 'Prenatal patients retained in care through delivery (%)', 'Eligible women, aged 40-70, receiving a mammogram screening from HHC (%)' and 'Adult patients discharged with a principal psychiatry diagnosis who are readmitted within 15 days (%)'.

For additional performance statistics, please visit the website at: [www.nyc.gov/mmr](http://www.nyc.gov/mmr).

For more information on the agency, please visit: [www.nyc.gov/hhc](http://www.nyc.gov/hhc).

