



The Generations+/Northern Manhattan Health Network

Network Review

Building for Success

FALL | 2009 Edition



LINCOLN HOSPITAL'S STORY:

RICH IN HISTORY, ROOTED IN SERVICE

The history of Lincoln Hospital is deep-rooted in the pioneering spirit of abolitionists who fought for human rights during the end of the 18th century. It was in 1839, 170 years ago, when a group of prominent New York abolitionists formed the “Society for the Relief of Worthy Aged Indigent Colored Persons,” writing the first chapter in the history of what would evolve into the Black Home and Hospital towards the end of the 19th century. In the annals of history, the institution’s glorious past was destined to emerge as a 19th century trail blazer - [continue on page 12](#)

HARLEM HOSPITAL: FIVE-YEAR MODERNIZATION IN PROGRESS

Harlem Hospital Center celebrated a significant milestone in its \$319 million Modernization Project with a steel topping out ceremony on September 17, marking the completion of the structural steel construction for the hospital’s new Patient Pavilion. Distinguished guests, colleagues, community members and friends - [continue on page 8](#)





Senior Vice President Report

José R. Sánchez, LMSW, LCSW
Senior Vice President
Generations+/Northern Manhattan Health Network
Executive Director, Lincoln Medical and Mental Health Center

“Our Network is filled with individuals who have excelled in putting the patient experience first and who endeavor to provide top-rate quality care.”

Welcome to the Fall Edition of our Network Newsletter, showcasing the outstanding work that we, as public institutions, do each and every day. This year, the New York City Health and Hospitals Corporation has proven its resilience by responding to budget cuts and increasing deficits by drawing on the creativity and ingenuity of each Network and its providers, administrators and support staff. I am pleased to report that the Generations+/Northern Manhattan Health Network continues to stand out amongst New York City’s hospitals. We continue to perform at or above state and national averages in core measures and we outperform neighboring top research hospitals in our patient safety efforts.

Our facilities have taken a creative approach in tackling the health concerns of Central Harlem, South Bronx and Northern Manhattan, and we aim to continuously establish best practices. This past summer, Harlem Hospital Center and the Renaissance Health Care Network opened the Medina Clinic, which is the first clinic of its kind in New

York City designed to meet the needs of the Islamic community. Harlem was recognized by the Healthcare Association of New York State (HANYS) for the quality improvement initiative, "Improving Patient Safety by Appropriate Use of Influenza and Pneumococcal Vaccines." And Harlem also celebrated a significant milestone of the \$319 million Modernization Project with the Steel Topping Ceremony—a tradition in the construction industry celebrated when a project’s “crown” is placed on the building’s highest point.

In a most recent recognition, Lincoln Medical and Mental Health Center received Breast Center accreditation, making this institution the only one in New York City to be recognized with this distinction by the National Accreditation Program for Breast Centers (NAPBC), administered by the American College of Surgeons. At the state level, Lincoln’s Breast Center is 1 of 5 NAPBC accredited Breast Centers in New York State. Lincoln is the only hospital in The Bronx to have a Bi-Plane Imaging System that enhances the capability of our physicians

to diagnose and treat a variety of disorders including diseases of the heart and blood vessels, neurovascular disorders and strokes. In addition, Crain’s Health Pulse, the daily online version of Crain’s New York, cited a report naming Lincoln as one of the “stars among New York City hospitals with rates of infection that were lower than the state average.”

Meanwhile, our three Diagnostic and Treatment Centers (Segundo Ruiz Belvis and Morrisania Neighborhood Family Health Centers and the Renaissance Health Care Network) are doing a phenomenal job in the areas of prevention and health education. Daily, they are holding workshops, participating in seminars, and directing patients to avail themselves of our healthcare system.

We have much to be proud of in the entire Generations+/Northern Manhattan Health Network as a result of the skilled and dedicated individuals who have excelled in putting the patient experience first and who endeavor to provide top-rate quality care. Thank you to all those who have helped make our Network what it is today.



PRESCRIPTION FOR PATIENT SAFETY

John M. Palmer, Ph.D.
 Executive Director
 Harlem Hospital Center
 Renaissance Health Care Network

Harlem Hospital Center is committed to providing a safe environment for patients, visitors and staff. We understand the importance of establishing a culture that embraces Patient Safety as a priority to our mission to serve the Harlem community with first-class care. This year, the National Patient Safety Awareness Week theme was, “A Prescription for Patient Safety: One Partnership, One Team.” We used the week to remind faculty and staff that we all play a critical role in increasing patient safety, collectively achieving excellence. Similarly, we conducted the annual Hospital Patient Safety Culture Survey, assessing staff’s knowledge, ability to track changes, and evaluate the impact of our patient safety interventions.

The Department of Patient Safety, in collaboration with various departments, has launched many hospital-wide patient safety initiatives in order to promote and encourage organizational learning, improve clinical processes to achieve optimal outcomes for our patients, and lead an organizational effort to fight against hospital-acquired infections.

We released our first patient safety video, “Why Did I Have to Die?” to validate the concept that effective communication can lead to positive patient outcomes. All new employees are required to watch the video during employee orientation. Additionally, in an effort

to encourage near miss and incident reporting, we created the “Good Catch Award.” Employees were encouraged to use the option of calling the Risk Management Department anonymously or calling the established hotline. The “SBAR” (Situation, Background, Assessment, and Recommendation), was also implemented as a structured communication model to improve the hand-off process across all disciplines. These interventions have resulted in the improvement of system reliability.

The Golden Hands campaign is another initiative we used to enhance safety and raise awareness of hospital-acquired infections. Hand sanitizer dispensers were placed throughout the facility and we are determined to sustain the highest rate of compliance related to hand hygiene.

Harlem Hospital Center’s quest to obtain excellent patient safety was recently recognized by the Healthcare Association of New York State for the quality improvement initiative “Improving Patient Safety by Appropriate Use of Influenza and Pneumococcal Vaccines.” We are proud to note that the work being accomplished here is receiving national recognition and we will continue our efforts to stand firm on patient safety issues and the delivery of the highest quality of care for the residents of Harlem.

“A Prescription for Patient Safety: One Partnership, One Team.”



8TH ANNUAL URBAN HEALTH CONFERENCE

EXPLORED ROLE OF COMMUNITY PARTNERSHIPS IN REDUCING HEALTH DISPARITIES

For the eighth consecutive year, the Urban Health Conference gathered local and national health care professionals, community advocates and other stakeholders to share best practices in an effort to advance the elimination of disproportionate health burdens among minorities. The two-day forum, held at the Jumeirah Essex House in New York City on June 11th and 12th, focused on the role of population based medicine, utilization of community-based participatory research to assess chronic diseases as well as the need to ensure diversity in the healthcare delivery system. Other panel discussions centered on the risk factors and prevention of strokes, mental

health and substance abuse among the mentally ill, and the prevalence of pregnancy-related complications in obese women.

Addressing the conference attended by more than 250 physicians, nurses, social workers and other health care providers and advocates, keynote speaker Caya B. Lewis, MPH, Director of Outreach and Public Health Policy with the Office of Health Reform at the United States Department of Health and Human Services, discussed the health policy priorities of the Obama administration. Ms. Lewis stated that President Obama is committed to “supporting health care

reform that reduces costs for families, businesses and government; protects people’s choice of doctors, hospitals and health plans and assures affordable, quality health care for all Americans.”

“Communities of color, the poor, the uninsured, the under-insured, and recent immigrants tend to suffer disproportionately from preventable illnesses,” said HHC President Alan D. Aviles. “It is crucial that physicians, nurses, social workers and other health care providers gather to share best clinical practices and develop strategies to better care for these vulnerable populations and improve the overall health of the community.”

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Network Financial Overview

Despite a challenging financial climate, the Generations+ Northern Manhattan Health Network continues to do well. The Network ranks in the top 2 performing Networks in HHC with a modest deficit of \$1.6 million, which is less than a 0.3% negative variance. Our continually improving workload and Case Mix Index makes us confident that we will end FY 2010 in a good financial position. Our Diagnostic and Treatment Centers had a combined surplus through October 2009.



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The Network Review

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8TH ANNUAL URBAN HEALTH CONFERENCE

EXPLORED
ROLE OF
COMMUNITY
PARTNERSHIPS
IN REDUCING
HEALTH DISPARITIES



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Keynote speaker Robert Otto Valdez, PhD, Executive Director of the Robert Wood Johnson Foundation Center for Health Policy, underscored the health professional's role in improving the public's health by identifying the social, economic, political and environmental stressors that exacerbate the risks of illness and disease. "Preventing premature death and disabling chronic illnesses in low income urban populations require health care professionals to build meaningful partnerships with underserved communities."

Speaking before a panel that addressed the need to improve diversity and cultural awareness in the workplace, José R. Sánchez, GNMHN Sr. Vice President, noted that increased diversity and cultural competency in the health

professions potentially increases access and quality of care for underserved and minority populations in New York. "In a city where approximately 63% of the population is from a minority group and 170 languages are spoken, it is crucial that we begin to invest heavily in a workforce that will be able to meet the growing needs of a city that continues to experience demographic shifts."

Commenting on the success of the 8th annual Conference on Urban Health, Mr. Sanchez said, "Health care professionals and advocates will continue to make use of this platform to address the phenomenon of health disparities and advance the eradication of disproportionate burdens on susceptible populations."

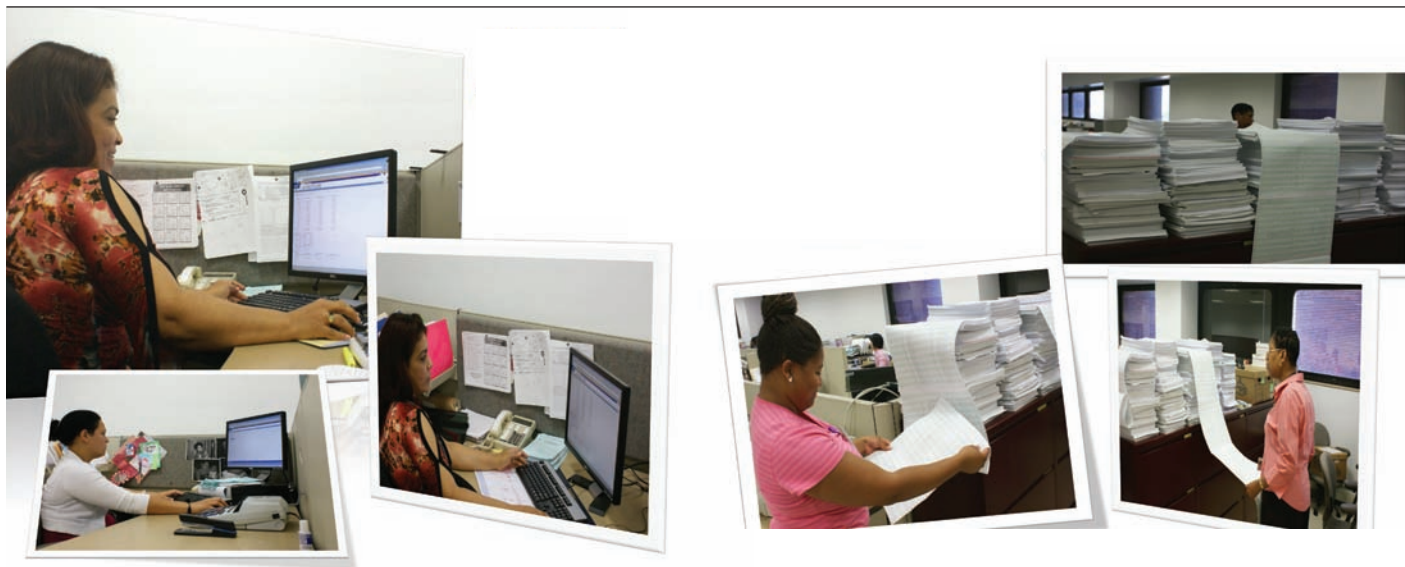
Awards Presented at the 8th Annual Urban Health Conference



The Downtown Bronx Medical Associates (DBMA) instituted summer internship awards for qualified students who live or attend schools in the South Bronx and have an interest in the health field. Left, Internship winner Chanel Freeman (center) poses with Peter Gordon, DBMA Executive Administrator and Dr. Anita Soni, DBMA President and Chair of Lincoln's Dept of Internal Medicine. The second awardee, Darlene Rozon, is not shown.

NETWORK INFORMATION TECHNOLOGY: A LEADER IN THE FIELD

“Ranks in the top 5% in health information technology nationwide.”



Let's go back for a moment to 1999. Imagine Generations+/Northern Manhattan Health Network's nurses transcribing doctors' orders, physicians carrying stacks of x-ray films, patients waiting in overcrowded clinics.

Now, let's fast-forward to 2009. The Network has become digitized and managing its patients in an electronic environment. State-of-the-art medical devices, electronic medical records, blackberries, wireless technology, filmless radiology and robotic pharmacy installed are supported and sustained every minute of the day by committed and dedicated staff.

As we have moved into an era where adoption of electronic health record (EHR) systems has become an integral part of our practice, our Network's Information Services Department continues its quest to create an all-digital and paperless environment, improving patients' safety and staff satisfaction while becoming ecologically friendly.

The Network's award winning information technology division has been a leader in the field. The Healthcare Information and Management Systems Society (HIMSS) recognized the Network as "an organization with the most enhanced utilization of Electronic Medical Records." A recipient of the prestigious Nicholas E. Davies Award, Generations+/Northern Manhattan Health Network is in the top 5% in health information technology nationwide.

"Today, doctors and nurses in our Network make their rounds carrying wireless devices to check lab results, view X-rays, update charts, order prescriptions, or transmit the results from the point of care directly to the patient's electronic medical record," says José R. Sánchez, Network Senior Vice President. "They are completely confident and competent in this new digital and paperless era."

In the last few months, the Network's Information Services, under the direction

of Maricar Barrameda, Network Chief Information Officer, has expanded its paperless initiatives to non-clinical departments, using health information technology to enhance efficiency of service and contain cost. In particular, IT has completed the task of decreasing by 90% the amount of paper cost with the implementation of an electronic report automation system (RAS.) The Network's IT is closing the gap where people, paper, and processes collide by creating a paperless finance department.

Most recently, in collaboration with Behavioral Health Services, the Network's Information Services completed the implementation of the Electronic Behavioral Health Record System at Lincoln Hospital and Morrisania and Harlem Hospital went live in November. "By creating electronic medical records for the behavioral health department, the once complex and time consuming treatment plan is now a thing of the past," said Ms. Barrameda.



URBAN HEALTH CONFERENCE 2009 SCHOLARSHIP RECIPIENTS

In keeping with the Urban Health Conference's commitment to help talented youth, scholarships were awarded to three deserving college-bound high school seniors who participated in the annual essay contest. They were each presented with scholarships of \$2000, sponsored by MetroPlus Health Plan.

The young participants presented excellent essays that demonstrated a keen awareness of the health status in their neighborhoods, expressed their concerns and even offered solutions to help eliminate health disparities in their

communities. The scholarship winners were Gerlyne Paul who graduated from Manhattan Center for Science and Math High School, Braulio J. Acuria, from the Foreign Language Academy of Global Studies in The Bronx, and Christina Johnson from Renaissance High School in The Bronx. Winners are shown above accompanied by Dr. John Palmer, Harlem Hospital Executive Director, José R. Sánchez, Network Senior Vice President and Melissa P. Schori, M.D., Lincoln Hospital Medical Director.



JAY BROWN HEART FAILURE CLINIC: HOPE FOR THE ELIMINATION OF DISPARITIES IN CARDIOVASCULAR DISEASES

Harlem Hospital Center, located in the middle of the Village of Harlem, an urban setting where the population is predominantly African American and Hispanic, is a community at risk of chronic illnesses, among them cardiovascular diseases. The American Heart Association has released findings that indicate there has been a reduction of cardiovascular disease morbidity and mortality within the United States. While this is true for the majority of the U.S. population, ethnic minorities continue to have negative outcomes.

Heart failure is the leading discharge diagnosis and one of the most costly and deadly conditions.

To fight this trend, Harlem Hospital Center has developed a new clinic called the "Jay Brown Heart Failure Clinic." This clinic will care for heart failure classification I-IV, as well as both diastolic and systolic dysfunction. Currently, the clinic's staff consists of two physicians, one nurse and a physician assistant. There are plans underway to hire a nurse practitioner that will play a vital role as the liaison between inpatients and outpatients.

African Americans remain underrepresented in clinical trials, particularly in heart disease. Harlem Hospital Center hopes to break this trend and become a leader in the sector of medical research. Harlem Hospital Center has the at-risk patient population, the academic affiliation and the critical personnel. The overall long-term goal is to reduce cardiovascular disease mortality rates and eliminate disparities in health care.



Joining Dr. John Palmer and HHC President Alan Aviles are Geoffrey Eaton, Congressman Charles Rangel's Deputy Chief of Staff and Lermond Mayes, District Office Director for Council Member Inez Dickens.

Steel Topping Out Ceremony Marks Progress of Five - Year Modernization

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of Harlem Hospital Center gathered for the ceremony at the site of the new Patient Pavilion on Lenox Avenue near 136th Street.

A steel topping out ceremony is a tradition in the construction industry and is celebrated when a project's "crown" is placed on the building's highest point. Invited guests autographed the final steel beam, which bore an American flag. The white steel beam was hoisted by a tower crane to its new home atop the 195,000-square-foot, seven-story building.

The five-year modernization plan for the hospital involves demolishing antiquated buildings, renovating space and building the new Patient Pavilion. When the modernization is completed in 2012, the new Patient Pavilion will integrate the inpatient, emergency room, and outpatient services, creating one large health care complex for the Harlem community. The new atrium lobby will link major components of the campus,

the Martin Luther King, Jr. Pavilion and the Ronald H. Brown Ambulatory Care Pavilion, creating a centerpiece for the complex that will house a new Emergency Department and allow for world class patient-centered care and service.

"For more than 120 years, Harlem Hospital Center has been a vital institution in the Harlem community," said HHC President Alan D. Aviles. "This modern medical complex is a world-class facility that will allow us to continue to provide exceptional health care and high-quality service to our patients, enabling us to meet the needs of this diverse and growing Northern Manhattan community well into the future."

"The new Patient Pavilion will allow us to continue our momentum in providing Harlem residents and surrounding communities with the latest technology and delivery of outstanding patient care," said José R. Sánchez, LCSW, LMSW, Senior Vice President,



Generations+/Northern Manhattan Health Network.

"With this phase of the construction complete, we can look forward to the newly renovated, modern Harlem Hospital Center, which is what the community needs and deserves," said John M. Palmer, Ph.D., Executive Director of Harlem Hospital Center. "The Modernization Project is an example of our commitment to providing superior medical care and services for our patients now and in the future."

“WALKING THE WALK” FOR A HEALTHIER HARLEM



The New York City Department of Health and Mental Hygiene reported that nearly half of the residents of East and Central Harlem “don’t exercise at all.” Facing up to the challenge, Executive Director Dr. John M. Palmer determined that, as the only facility in the heart of Harlem, we would initiate, implement and execute a program to encourage and motivate the community to get moving.

As a result, Harlem Hospital Center partnered with The Greater Harlem Chamber of Commerce, Harlem Healthy Living Initiative, City Life is Moving Bodies, New York City Department for the Aging and the New York City Department of Health and Mental Hygiene to improve the community’s health. The coalition of partners was awarded a five-year grant from the state’s Healthy Heart Program to develop enhanced access to places for physical activities as well as undertake informational outreach activities. The project, named *Harlem Healthy Walking Initiative*, will create and promote two family walking trails, two annual family health walks or runs and walking clubs for senior citizens.

Each of the walking trails will have a theme highlighting the history, culture, and art of the Harlem community. The annual family health walks and runs will be open to children and adults in order to encourage the community to observe exercise as a family activity.

The Walking Clubs for Senior Citizens will also include workshops on healthy eating and behavior modification for wellness. With the mortality rate for diabetes and cardiovascular diseases way over the national average, this is a life saving initiative that would obliterate the cycle of generational diseases and get Harlemites on the road to healthier lifestyles.

The initiative will offer positive results for seniors participating in the walking clubs, helping them to acquire stronger muscles and better balance and minimize the risks of falls and fractures.

THE MEDINA CLINIC: SERVING A GROWING MUSLIM POPULATION



Harlem Hospital Center received funding from the New York State Health Foundation and Health and Hospitals Corporation to develop a new initiative providing culturally and linguistically appropriate health care services to our growing population of Muslim patients. These patients often face unique challenges and barriers to health care including religious customs, the need for same gender providers, respect for modesty as well as, linguistic, financial and immigration issues. The new program will offer Gen-

eral Medicine, OB-GYN and Pediatric and support care services in a manner consistent with the cultural and religious observances of our Muslim residents.

The Medina Clinic is the first of its kind in New York City, and will provide comprehensive primary care, health education, and outreach screening with the cultures and languages of the Islamic Community in mind. The Medina Clinic is open to people of all cultures and everyone from the community is

welcome to visit the Center to receive first-class, culturally sensitive care. The clinic will be located at Harlem Hospital Center Ronald H. Brown Ambulatory Care Pavilion on 137th Street and at the Lenox Avenue Health Clinic located on 116th Street and Lenox Avenue. Due to the emphasis on preventive care, health education and outreach, it is estimated that these two clinics will decrease the number of emergency visits by the Muslim population.

JOINT CAB LEGISLATIVE BREAKFAST



Addressing the audience, CAB Chair David Weaver, and Manhattan Borough President Scott Stringer, spoke about the health care needs of the community and the role public hospitals play in ensuring quality health care.



Laray Brown, Senior VP, HHC Corporate Planning, Community Health, Intergovernmental Relations, interviewed by NYTV1 Website.

“Promoting Quality Healthcare for the Communities We Serve”

The Community Advisory Boards of Harlem Hospital Center and the Renaissance Health Care Network hosted their Joint CAB Legislative Breakfast in Harlem Hospital Center’s Herbert G. Cave Auditorium. The event was well attended by close to 400 community representatives, hospital staff and legislators.



Harlem CAB Chair David Weaver, Renaissance CAB member Dorothy Gordon, Dr. Palmer, RHCN CAB Chair Delores McCray, PhD and, Council member Inez E. Dickens at Legislative Breakfast.



Nancy Simmons, Lucila Jimenez (seated), Naomi Griffin, Charles Moore, Veronica Walker (background) with patients waiting for their flu shots made available before and during the Legislative Breakfast.

LINCOLN HOSPITAL AUXILIARY HOSTS 170TH ANNIVERSARY COMMEMORATION

Presents Recognition Awards, Raises
Funds for Juvenile Diabetes Program



In the Auxiliary's tradition of enhancing patient care, all proceeds from the 170th anniversary celebration were designated to advance the patient services provided by Lincoln Hospital's Juvenile Diabetes Program, headed by Dr. Swati Dave-Sharma.

In addition, the Auxiliary acknowledged the valuable contributions of four distinguished individuals who have made The Bronx a better place to live and work. New York Yankees' President Randy Levine was awarded the "Titan Award," acknowledging the New York Yankees' partnership with Lincoln's annual "Back-to-School" vaccination campaign to fight childhood diseases. The "Life time Achievement Award" was presented to Rawle F. Philbert, DDS,

FACD, President of Lincoln Hospital's Medical Staff and Chairman of the Department of Dentistry and Oral Maxillofacial Surgery, acknowledging his exemplary commitment to the highest standards for mentorship, professionalism and leadership. The "Corporate Achievement Award" was presented to real estate entrepreneur Radame Perez, President of Mastermind Development, LLC, for his contribution to advancing the economic and social development in the borough of The Bronx. Renee Rowell, Director of Community Affairs for the New York City Health and Hospitals Corporation received the Community Service Award for providing a valuable connection to the community, identifying and ensuring that HHC addresses relevant community and patients' needs.

FIFTH LEGISLATIVE SUMMIT AT LINCOLN HOSPITAL



The Fifth Annual Legislative Summit, held jointly by Lincoln Hospital, Belvis and Morrisania Family Health Centers' Community Advisory Boards, gathered over 150 individuals, many representing community based organizations, which were eager to hear their elected officials address issues that impact the future of their community. Addressing the public were Senator Rev. Ruben Diaz, Assembly members Michael Benjamin and Carmen Arroyo; as well as Council members Maria Del Carmen Arroyo and Joel Rivera.

NY YANKEES GIVE KIDS A "SHOT IN THE ARM" TO FIGHT CHILDHOOD DISEASES



On Thursday, September 3, 2009, the Yankees and Lincoln Hospital hosted their fourth collaborative "Back-to-School Immunization Fair" at the Yankee Stadium Banquet and Conference Center, welcoming enthusiastic parents and their children to the brand new baseball arena.

Children were vaccinated to protect them now and for years to come against serious,

sometimes life threatening diseases such as tetanus, diphtheria, whooping cough, and hepatitis. "Lincoln Medical and Mental Health Center is doing more than ever to ensure that our children are receiving the highest quality health care," said José R. Sánchez, Executive Director of Lincoln Medical and Mental Health Center and Network Senior Vice President. "It is important to make immunizations available to as

many children as possible," he added. Sanchez encouraged parents to have their children vaccinated at Pediatric Clinics at Lincoln Hospital, Morrisania and Belvis Neighborhood Family Health Centers in The Bronx as well as Harlem Hospital and Renaissance Health Network clinics in Central Harlem and Northern Manhattan.

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LINCOLN HOSPITAL'S STORY: RICH IN HISTORY, ROOTED IN SERVICE

**“Beacon of
Excellence in
Healthcare for
170 Years”**



that would play a pivotal role in the 1866 cholera outbreak when the then “Home for the Aged Colored” became the most active in treating cases in New York City, operating from its First Avenue and 51st Street location in Manhattan. The Bronx site on Concord Avenue and 141st Street opened in 1898, and once again, the vision and pioneering vein of the institution were evident when it became the site of the Lincoln School for Nurses--the first school in the nation to teach nursing arts to Negro women.

To meet the demands of a growing population and the need for a more modern facility, a new site on 149th Street and Morris Avenue was built and on March 28, 1976, the first 200 patients were moved to the hospital's present location. A group of Lincoln physicians and community leaders are early advocates of community empowerment as it relates to health care delivery. The initial mission to aid the ailing indigent with dignity and compassion has not only endured through the 19th and 20th century, but today's Lincoln Medical and Mental Health Center is known for innovative programs addressing the specific needs of the community it serves. Twenty first century Lincoln Hospital is striving to eliminate disparities in health outcomes that affect minority communities in urban settings, sharing best practices and promoting preventive medicine centered on the needs of our patients.

“From humble beginnings 170 years ago, Lincoln has become a pillar of strength for the South Bronx,” said New York City Health and Hospitals Corporation's President Alan D. Aviles. “We are proud of Lincoln Hospital's extraordinary progress, boasting major infrastructure modernization, investments in advanced health information technology and cutting-edge medical equipment that have improved efficiencies and quality of care to one of New York City's most vulnerable communities.”

Along the busy 149th Street corridor--from Park to Courtland Avenues and as one enters the Bronx Gateway from the 145th Bridge - passersby will spot Lincoln's 170th anniversary commemorative lamp post banners. Those entering the building will be welcomed by a giant banner affixed to the front of the structure, sharing with the public our 170 year history in healthcare.

NEW STATE-OF-THE-ART LABOR AND DELIVERY SUITE AT LINCOLN

New Space Offers Expectant Moms and Newborns a Safe, Modern and Welcoming Environment



Lincoln Hospital recently inaugurated a new Labor and Delivery Suite, further enhancing the exceptional obstetric care and comprehensive maternity services provided by highly specialized and caring medical professionals. The new state-of-the-art birthing suite — spanning an area of approximately 12,000 sq. ft.— is located on the fifth floor and constitutes the final phase of a multimillion dollar capital investment that includes the modernization of the adjacent postpartum, neonatal and nursery units.

“Lincoln Hospital delivers approximately 2,400 babies annually,” said José R. Sánchez, Lincoln Medical and Mental Health Center Executive Director and

Generations+/Northern Manhattan Health Network Senior Vice President. “I am very proud of this latest investment in patient care that allows Lincoln Hospital to offer a family-oriented space and the benefit of cutting-edge medical technology to the mothers who choose to deliver their babies with us.”

The Birthing Suite offers spacious, comfortable, private and family-friendly rooms equipped with cozy lounge chairs, private bathrooms, personal closet, flat screen televisions and telephones. In addition to the many amenities, the obstetrical services provided at Lincoln Hospital have been carefully designed to respond to complex care such as high risk pregnancies and monitoring fetal well-

being during the pregnancy stage. The recent upgrade of a state-of-the-art Fetal Monitoring System allows physicians to use this advanced technology to monitor fetal heart rate and other functions throughout the pregnancy. During the labor stage, fetal monitoring allows physicians to make quick decisions about the need to perform Cesarean sections when needed to prevent in utero injuries.

“This new Birthing Suite complements Lincoln’s other state-of-the-art obstetric services and furthers our public hospital system’s core mission of providing comprehensive, high-quality health services beginning at birth,” said HHC President Alan D. Aviles.

LINCOLN HOSPITAL WINS FIRST PRIZE FOR SURGICAL SAFETY CHECKLIST INITIATIVE



The Annual Patient Safety and Quality Expo, sponsored by HHC last September, once again showcased evidence-based patient safety and quality efforts taking place at HHC facilities. Lincoln Medical and Mental Health Center won first prize for its campaign “Impact of the Surgical Safety Checklist on Providers’ Perception, Processes and Patient Outcomes.”

The Surgical Safety Checklist’s primary objective is to prevent wrong site, wrong side, wrong patient surgeries and to assure that all the appropriate equipment and measures are available at the time of surgery.

“One of the most important aspects of the process is the enhancement of the

communication between the various members of the surgical team,” said Dr. Abdul Mondul, Patient Safety Director and Associate Program Director of the Medicine Resident Training Program. “At the same time, the implementation of the surgical safety checklist helps the team to sustain our compliance with the surgical care improvement project indicators.”

Lincoln Executive Director José R. Sánchez congratulated the Patient Safety Team for capturing the first prize at the Annual HHC Patient Safety and Quality Expo. “Consistent with the New York City Health and Hospitals Corporation, we have raised the bar in our efforts to make HHC the safest public health care system in the country.”

Lincoln’s Surgical Safety Checklist video was selected by the New York State Department of Health as an education tool for statewide distribution.

LINCOLN HOSPITAL PRAISED BY JOINT COMMISSION SURVEY TEAM

The Joint Commission conducted its triennial survey of Lincoln Hospital during the week of May 4, 2009, with five surveyors assessing the quality and safety of its patient care services. The survey results were extremely positive. At the Exit Conference, the survey Team Leader shared how impressed she was with the hospital and especially with the staff’s evident commitment to the hospital’s mission and their active focus on quality, patient safety and performance improvement.





NEW DIGITAL IMAGING SYSTEM ENHANCES PATIENT SAFETY AT LINCOLN

Lincoln has one of the most advanced imaging technologies in the country – a new all-digital X-Ray imaging system. The new Innova® digital flat panel biplane imaging system is used to diagnose and treat cardiovascular, neurovascular and other conditions and offers doctors a significant advantage over existing technologies by capturing extremely detailed, real-time images of patients during high precision medical procedures.

“Our digital biplane system is a state-of-the-art x-ray system that allows our medical teams to diagnose and treat many diseases in different parts of the body, including those in the brain and blood vessels,” said Paul Moh, Chief of Service, Radiology. “It enables doctors to see detailed anatomy in two different projections simultaneously, and enhances the accuracy of the diagnosis and the safety of the procedures.”

The Innova® system, developed by GE Healthcare, is an advanced X-ray capable of imaging the hard-to-see small blood vessels and anatomy, by covering the full size of the patient's lateral and frontal anatomy simultaneously. The new technology expands the hospitals' diagnostic and treatment options in a variety of interventional procedures such as stent placement, blood vessel interventions and the minimally invasive treatment of uterine fibroids, among others. These procedures can be done fast and accurate with fewer X-ray images and contrast injections, both significant benefits for the patient. As a result of the detailed three-dimensional images produced by the GE Innova®, physicians are able to see clearly enough to use small medical devices – such as catheters, stents, and guide wires – while performing a wide range of image-guided treatment.

According to the American Stroke Association, each year close to 700,000 people — approximately one person every 45 seconds — will suffer a new or recurrent stroke in the United States. In New York, the New York State Department of Health reported that cardiovascular diseases, specifically heart disease and stroke, are the leading causes of death among New Yorkers, killing more than 70,000 residents each year. For every person who dies from a heart attack or angina in New York, 18 people live with these conditions in the State.

The installation of this equipment at Lincoln Medical and Mental Health Center represents the facility's commitment to provide effective and efficient delivery of healthcare to the residents of the South Bronx, utilizing state-of-the-art technology.



Outstanding Performance at Neighborhood Family Health Centers

Walid Michelen, M.D.
Network Chief of Staff
Director of Business Development and Grants
Neighborhood Family Health Centers

As we reflect upon the past few months, we should be mindful that no matter how tough the times are, our Neighborhood Family Health Centers continue to successfully provide excellent quality care. Our sites lead the corporation's health centers in the management of diabetes, hypertension, preventive care, and women's health. In fact, MetroPlus recently recognized Morrisania as the "Best Performer" in the Corporation for "chlamydia screening," Renaissance was acknowledged for "use of imaging for lower back pain" and Belvis was recognized for "breast cancer screening." Evidently, this outstanding performance and quality indicators could not have been achieved without the collaboration of the competent and dedicated staff at our Neighborhood Family Health Centers.

At Renaissance, the Ambassadors Program, committed to enhancing customer service, began last March and is achieving its objective of ensuring that our patients experience the best possible care and attention during their visits. This initiative has gone exceptionally well; and I would like to encourage everyone in our Neighborhood Family Health Centers to become "ambassadors." If we are fully aware of the needs and expectations of our customers, not only will they remain our satisfied consumers but will also bring their families and friends for their health care needs. In partnership with Harlem Hospital, Renaissance opened the Medina Clinic at its Lenox Avenue site. This is the first clinic to offer culturally appropriate healthcare to the Muslim community. On another first, Dyckman's Clinica de Las Americas has been designated by HHC and New York City's Department of Health as a Flu Vaccine Center in Manhattan to distribute seasonal and H1N1 vaccines to the general public.

Belvis is #1 in the corporation for accommodating

walk-in patients through the implementation of same day access for patients. The center has recently renovated its Radiology Department and has a new suite for its asthmatic pediatric patients, offering them a soothing environment and focused medical care. Belvis staff should be proud of its financial performance, having been described as the most cost effective health center in the corporation.

At Morrisania, the modernization of its OB/GYN services is moving rapidly with completion expected in February of 2010. Once completed, it will provide a full scope of services in a comfortable, efficient and friendly environment.

We continue to establish solid partnerships with the community, becoming an integral part and resource to the population we serve in the South Bronx, Central Harlem and Upper Manhattan. At all Neighborhood Family Health Centers we are successfully reaching out to our commercial neighbors, taxi bases and community-based and faith-based organizations. In this regard, I would like to extend my deep appreciation to all of our CABs and Auxiliaries for being so supportive of these linkage endeavors.

Similarly, our Network Family Health Centers continue to take the lead in the Corporation for their untiring outreach efforts. Some of their awareness campaigns include promoting mammograms, high blood pressure screening and treatment of diabetes, to name a few. The community outreach staff in all our Centers deserve recognition for their hard work and efforts to ensure that life-saving information and screening is made available throughout the communities that depend on us for their health care.

MODERNIZATION OF MORRISANIA'S OB/GYN SERVICES



Designed for comfort, efficiency and safety

The modernization of Morrisania's OB/GYN Department is well under way with the completion of the reconstruction's first phase. The transformation of the 7,000 sq. ft. space into a state-of-the-art, customer-friendly suite is beginning to take shape. Reconfiguration of the area, which includes the existing 13 exam rooms, 3 procedure rooms, patient waiting area and a reception area, consists of a redesigning approach for maximum comfort, efficiency and safety. The exam and procedure rooms will be fitted with modern diagnostic panels, exam tables and furnishings, decorated in a coordinated color scheme which will give the area a warm and comfortable ambiance. New ceilings, flooring and wall coverings will put the final touches to the renovated spaces.



The full scope of services provides a one-stop shopping experience for the women who have chosen Morrisania Neighborhood Family Health Center for their obstetrics and gynecology care. From family planning, prenatal and postpartum care to general gynecology, colposcopy and HIV testing, women are provided with comprehensive, first class care. The renovation project is scheduled to be completed on or about February 2010.



RENAISSANCE AMBASSADORS: “EMISARIES OF GOOD WILL”



Maria Nuñez and Twanda Brown are the Ambassadors at the Lenox Avenue Health Center. They meet and greet the patients and escalate to senior staff any challenges which may impact patient satisfaction.

In enhancing its commitment to excellence in customer service, the Renaissance Health Care Network took service to the customer to the next level, introducing the "Ambassador Program." This initiative was developed to show the staff's dedication and support of the communities they serve. The program began in March 2009 to ensure that patients experience the best care possible during their visits. The Ambassadors greet them as they arrive at the Health Center, navigate patients through their visits, eliminating any challenges that may affect patient satisfaction.

The VIP treatment begins even before the patients step into the facility. The Ambassadors contact patients to introduce themselves and remind them of their appointments. This allows the patient to ask questions and connect with a RHCN Ambassador before their visit. The RHCN Ambassadors can be identified by their burgundy blazer and yellow carnations. In order to begin measuring the impact of this special service, patients receive a pamphlet and a survey, giving them an opportunity to share their clinic experience.



Dr. John M. Palmer, Dr. Dolores McCray, Honorable Inez Dickens, Paulette McCullough and Gideon Manasseh



Attendees, 2009 RHCN Auxiliary Annual Public Meeting

Renaissance Auxiliary Public Meeting 2009

“Mental Health in the Urban Community” was the theme addressed by Renaissance Auxiliary’s 2009 Annual Public Meeting at the Adam Clayton Powell, Jr. State Office Building. Ms. Olive Rogers, Auxiliary Member, offered opening remarks and Dr. John M. Palmer was the Keynote Speaker. Others in attendance were Mr. Jose R. Sanchez, Network Senior Vice President, Theresa Freeman, representing the 70th Assembly District, and the Honorable Inez E. Dickens, Majority Whip for the City Council, who gave closing remarks



BELVIS OPEN HOUSE: STRENGTHENING COMMUNITY TIES

The provision of health care based on the needs of the population we serve continues to be the driving force in our community outreach efforts. The Belvis Open House held on September 2009, was a true reflection of our desire to remain connected to our neighborhood and to solicit the input from community leaders on how we can better provide health care to the South Bronx.

Gathered in the newly renovated Belvis Courtyard, representatives from almost 30 community organizations including SOBRO, Hunts Point Multi-Service Center, Dominican Sisters, Planning Board #1, PTA's and school parent coordinators—exchanged ideas with staff and members of the Belvis CAB and reaffirmed their support of Segundo Ruiz Belvis and the important role it has played in the health of the community for over thirty years.

The Open House—hosted by Belvis Community Advisory Board, chaired by Justo Torres—provided a unique opportunity for community leaders to tour the facility and meet the administrative and clinical leadership.

“One of the reasons why Belvis is so successful is because we have strong relationships with our community members,” said



Network Senior Vice President José R. Sánchez. “We realize that providing care that is community-oriented is the only way that we can make a significant difference in improving the quality of life in our neighborhoods. Therefore, we have established solid relationships with various community stakeholders and we have a robust community advisory board that advocates for the needs of our patients.”

With approximately 70,000 visits per year, Belvis provides primary and specialized clinical services for the entire family in an environment that promotes excellence, pride and compassion in the delivery of health care services.



The Generations+/Northern Manhattan Health Network

Network Review

234 Eugenio Maria De Hostos Blvd. (East 149th Street), Bronx, NY 10451

Promoting Healthier Lifestyles

Harlem Hospital Center

Lincoln

Medical and Mental Health Center

Morrisania

Neighborhood Family Health Center

Renaissance

Health Care Network

Segundo Ruiz Belvis

Neighborhood Family Health Center



Pediatric Fitness is helping our children to stay healthy and improve their eating habits.



Network Community Outreach Staff provided life-saving information and screenings. The Nursing Departments joined in, providing numerous screenings, including blood pressure testing.



Smoking Cessation has been a very effective campaign that has helped countless individuals to "kick the habit."



Network staff participated in numerous awareness campaigns, including Breast Cancer, Diabetes and other awareness events. Above, Harlem Hospital and Renaissance Network staff poses with Dr. John Palmer during the 2009 Diabetes Awareness Walk.