



The Generations+/Northern Manhattan Health Network

Network Review

Building for Success

FALL | 2010 Edition

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

LINCOLN HOSPITAL'S JOURNEY TO THE 21ST CENTURY

“TRACING OUR ROOTS BACK TO 1839”

A permanent exhibit, documenting Lincoln Hospital's historic trajectory from its humble beginnings in 1839 to its arrival into the twenty first century, was unveiled in September 2010 by Lincoln Hospital Executive Director José R. Sánchez. The gallery of period photography and sketches circa 1800s thru the 20th century and vintage artifacts dating back to the early 1900s occupies the first floor South corridor

adjacent to the Ambulatory Pavilion. The historical gallery was commissioned by Mr. Sánchez as a tribute to the pioneering spirit of those whose vision and benevolence paved the way to the foundation of an institution that would heed the health care needs of indigent and elderly black



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MODERNIZATION PROJECT MOVING FORWARD

Harlem Hospital Center's five-year modernization project is swiftly moving forward. The reconstruction plan entails the demolition of antiquated buildings, renovation of existing space, making way for the New Patient Pavilion. This new state-of-the-art health care facility is scheduled to be completed in 2012. The new Pavilion Atrium lobby will provide structural linkages between major components of the campus, the Martin Luther King, Jr. Pavilion and the Ronald H. Brown Ambulatory Care Pavilion, and will boast a Gallery designed to exhibit the Hospital's WPA Mural Collection.

Respecting the past as we embrace the future, the New Patient Pavilion's Mural curtain wall façade features three panels of Vertis Hayes' WPA Mural "Pursuit of Happiness." Completed in June, the curtain wall includes 429 glass panels, each with a digital image of a section of the Mural, enclosed between two sheets of specially treated glass. This award winning façade is an impressive 179 feet long and 72 feet high.

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SENIOR VICE PRESIDENT MESSAGE

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

“I conclude my fifteen years in HHC knowing that this Network is well positioned to forge ahead... and possesses the leadership and medical technology needed to excel in its endeavors.” - José R. Sánchez

Welcome to the Fall Edition of our Network Newsletter. As you browse through the pages of this publication, you will come across a network of facilities and a dynamic group of employees who are committed to thinking critically and creatively, rising above challenges, learning from past mistakes, fostering a healthy working environment, and providing the absolute best to our patients. When we began the year, we understood that 2010 presented several challenges and we fervently moved forward with the Road Ahead, HHC’s Restructuring Plan. And in the midst of our planning, we were amazed by the level of commitment that was demonstrated by staff at all levels and the energy they displayed in brainstorming new and efficient ways of providing services to the 569,000 patients that received their care at Harlem, Lincoln, Belvis, Morrisania, and Renaissance in FY’10. I am proud that the Generations+/Northern Manhattan Health Network eagerly embraces HHC’s mission to provide competent, culturally sensitive quality care to our patients with dignity and compassion in a safe environment regardless of ethnicity, nationality, religion or ability to pay.

Since our last Newsletter, there have been several program achievements across the Network. In the South Bronx, Lincoln is a recipient of the American Heart Association’s Get With The Guidelines—Coronary Artery Disease Gold Performance Achievement Award 3 years in a row, the HealthGrades General Surgery Excellence Award and the American Heart Association’s Get With The Guidelines—Stroke Silver Plus Achievement Award; Breakthrough is in full swing at Lincoln;

Morrisania has a newly renovated Women’s Health Clinic; and Belvis implemented shared medical visits for diabetic patients. In Central Harlem, the Harlem Hospital Outreach Center of Excellence held a very successful First Annual Health Expo; a workgroup has been established to implement marketing and outreach for the Bariatric Center of Excellence; and the New York City Council honored Sydenham Health Center for their participation in the Influenza and H1N1 Point of Dispensing Vaccines Program. The 9th Annual Conference on Urban Health at the Helmsley Park Lane Hotel was a resounding success with a record-making 330 registrants. And, four of our Network facilities, Harlem, Lincoln, Morrisania and Renaissance, received National Committee for Quality Assurance Diabetes Recognition.

As you can see, we have much to celebrate. I conclude my fifteen years in HHC knowing that this Network is well positioned to forge ahead with the strategic plan and possesses the leadership and skill level needed to excel in each of its endeavors. Not many can boast about working for an organization where one believes wholeheartedly in its mission, and few can say that their professional journey has been so rewarding. Thank you to all those whose resolute commitment helps this Network serve the specific needs of communities that depend on us for quality healthcare; and, thank you once again for your support throughout the years.



LET'S TALK: HEALTHY CONVERSATIONS FOR SAFER HEALTHCARE

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

“The Golden Hands campaign has brought awareness to Hospital Acquired Infections (HAIs) and the importance of hand hygiene.”

Harlem Hospital Center is committed to becoming one of the safest hospitals in the nation. We are serious about protecting our patients, visitors and staff; and making the Hospital environment safe and customer friendly. This year, the National Patient Safety Awareness Week theme was, “Let’s Talk: Healthy Conversations for Safer Healthcare.” We are taking the opportunity to use as a discussion tool, the best practices of safe healthcare in compliance meetings and staff education forums.

Having concluded a year long “Golden Hands” campaign, staff education, teamwork, and making hand washing facilities, including Alcohol Based Hand Sanitizer Dispensers readily available. The Department of Patient Safety is eager to begin their new initiatives dealing with Hand Washing Guidelines and Team-STEPPS Training.

The Golden Hands campaign brought awareness to Hospital Acquired Infections (HAIs) and the importance of hand hygiene. Healthcare facilities continue to combat HAIs, however, until we are able to conquer this challenge, our patients and staff will remain at risk. According to the CDC, nearly 2 million patients contract an infection during their hospitalization each year; 4.5% die from it. In an effort to fight HAIs, Harlem Hospital Center and Renaissance Health Care Network have adapted best practices to prevent ventilator-associated pneumonia, blood stream central-line infection, etc., and achieved great success in reducing these infections to zero for months at a time.

There is no doubt that hand washing is simply the most effective way to prevent the spread of germs. Therefore, it is time that we hold ourselves responsible and others accountable for 100% compliance of the Hospital Hand Hygiene Policy. Staff, patients, or visitors, non-compliant with proper hand hygiene are engaging in “at risk” behavior and puts us all at risk for infections.

The Department of Patient Safety will begin to introduce staff at Harlem Hospital Center and Renaissance Health Care Network to the new Team-STEPPS training. An evidence-based system that provides team strategies and tools to enhance performance and patient safety has proven to be effective by some organizations, such as the military and the aviation industry. The training is designed to optimize patient outcomes by improving communication and team work skills.

I strongly encourage all of our staff to continue advocating for patient safety: “Hand Hygiene Saves Lives.”

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This pictorial exhibit is a journey that will take you through the progression of events that documents 19th century healthcare trends such as the treatment of cholera in the mid 1800s and the creation of the Lincoln School of Nurses - the first accredited school of its kind in the nation to teach nursing arts to black women.

The sequence of period photography and sketches takes you further through the 20th and 21st centuries, portraying the evolution of the Lincoln Hospital and Home and its development into what is today Lincoln Medical and Mental Health Center, including the facility's move to its present location on March 28, 1976. Modern era photography shows renovation projects that began in 1999 and continued to expand throughout the first decade of the 21st century, transforming Lincoln Medical and Mental Health Center into a state of the art medical facility whose services are tailored to respond to the healthcare needs of the community.

“The New York City Health and Hospitals Corporation and the staff of Lincoln Medical and Mental Health Center are proud of the rich and extraordinary history of this hospital,” Mr. Sánchez said. “It is my hope that when our staff, patients and visitors ponder on the origins of this institution, they will be inspired by the proud legacy we have inherited; and that our staff will earnestly look forward to opportunities to further enhance the quality of healthcare to better serve present and future generations of New Yorkers.”

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To provide employment opportunities for community residents in our campus modernization construction project, the Hospital partnered with community residents, Construction Manager Mckissack & Mckissack and the Dormitory Authority of New York State to develop the Community Employment Program. This program has referred over 2,600 applicants for employment, career training and educational opportunities, provided free OSHA training for 268 applicants and secured employment for 127 applicants. “With the completion of each phase of the construction, we are one step closer to the newly renovated, state of the art Harlem Hospital Center,” said John M. Palmer, PhD, Executive Director of Harlem Hospital Center. “This Modernization Project exemplifies our commitment to providing optimal medical services, supporting our patient-centered approach to caring for our community’s health and well being today and in the future.”



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men and women, creating the “Society for the Relief of Worthy Aged Indigent Colored Persons” on October 12, 1839. As witnessed by history, that institution evolved into what is today a world class medical institution within the New York City Health and Hospitals Corporation.



NINTH ANNUAL CONFERENCE ON URBAN HEALTH EXPLORED IMPACT OF HEALTHCARE REFORM ON THE URBAN PATIENT

For nine consecutive years, health policy experts from government, the public sector, and academia as well as news media analysts, have eagerly joined our annual urban health conferences to address issues related to healthcare disparities among underserved populations. This year, as the conference focused its theme on Healthcare Reform Legislation and its Impact on the Urban Patient, conference speakers and participants responded, once more, with great enthusiasm. Over 230 registrants attended the two-day forum, held at the Helmsley Park Lane Hotel in New York City on June 17 and 18, 2010.

“The Annual Urban Health Conference continues to provide a platform where health professionals and policy experts can converge to discuss best practices, learn the latest in medical interventions and strategize ways to further improve health outcomes in underserved communities,” said José R. Sánchez, Network Senior Vice President. “As health providers, we know the struggle of providing care to New York City’s uninsured and undocumented and the need to have a system that ensures that all patients, regardless of economic status, have access to quality health care.”

Keynote speaker Mary K. Wakefield, Administrator of the Health Resources and Services Administration (HRSA) at the U.S. Department of Health and Human Services, discussed the agency’s goals and strategic direction to improve the health and well being of Americans, and support safety net hospitals and community health centers. “Together, the Recovery Act and the Affordable Care Act represent the most significant steps forward for underserved populations in recent memory and a chance to begin to address some of the more daunting challenges we face on the health equity front,” she said. “We are meeting the needs of extremely diverse populations; and as that diversity is accelerating, the opportunity to achieve those aims has never been greater than it is right now.”

CONFERENCE HIGHLIGHTS

Six clinical workshops and panel discussions focused on a multitude of topics, including lessons learned from the 2009 H1N1 pandemic, improving patient flow through emergency room redesign, the changing face of trauma, the integration of care to improve mental health services and how information technology has improved health care delivery.

Moderating the panel discussion addressing the vital role health information technology (HIT) plays in improving the delivery of quality healthcare, Mr. Sanchez said. “The improved care coordination and work flow redesign due to HIT implementation, has had enormous impact on our efforts to achieve a healthier community, as we strive to eliminate health disparities.” The panel explored the landscape of the American Recovery and Reinvestment Act of 2009 and the federally funded resources available to providers who wish to adopt and meaningfully use health information technology to improve the population’s health.

Addressing the impact of the 2009 H1N1 pandemic on urban hospitals, Dr. Raghu S. Loganathan, Director of Lincoln Hospital’s Intensive Care Unit and Stroke Center said, “Inner-city minorities are known to be most vulnerable when challenged with a health emergency like the influenza pandemic.” He presented findings on critically ill patients admitted to Lincoln Hospital where patients were notably younger and overweight. Other panelists focused on the unique vaccination efforts at Harlem Hospital and its community wide efforts through Project VIVA (Venue Intensive Vaccine for Adults) to increase vaccination in neighborhoods with a history of low vaccination rates.



“This Forum continues to provide a platform where health professionals and policy experts can converge to discuss best practices, learn the latest in medical interventions and strategize ways to further improve health outcomes in underserved communities.”

- José R. Sánchez, Network Senior Vice President

The panel titled, “Translating Medical Research into Action” explored the importance of academic community partnerships and barriers in translating research into community action. Panel experts from Weill Cornell Medical College, New York University and Generations+/Northern Manhattan Health Network elaborated on the individual roles of the academic affiliates, partner organizations and the Lincoln Center for Clinical and Community Research. This latter group is a Lincoln Hospital based forum of stakeholders engaged in community-based participatory research to address urban health disparities. Chaired by Balavenkatesh Kanna, MD, MPH, FACP, Associate Program Director of Lincoln Hospital’s Department of Internal Medicine and Walid Michelen, MD, GNMHN Director of Program Development, the panel explored methods of collaboration between healthcare institutions and the community that would result in achieving clinical translational research to address health disparities in urban populations. Dr. Michelen noted another important aspect, “The workshop connected participants with academic experts in community research and provided information on ways to obtain funding and assistance from major academic institutions for research projects.”

The integration of primary and psychiatric healthcare was another significant workshop dealing with obstacles to providing truly integrated care to people living with mental health and substance abuse problems. Conducted by John M. Palmer, PhD, Executive Director of Harlem Hospital Center and Amy S. Hoffman, MD, Chair of Lincoln Hospital Department of Psychiatry, the panel discussion centered on the need to have healthcare providers who are familiar and able to deal with the range of medical, mental health and substance abuse related problems that patients present. “The panel discussion reinforced the need to bring consumers of mental health services into a participatory role in constructing multiple menus of flexible services and medication regimes,” said Dr. Palmer. “In addition, the strengthening of the advocacy role of

consumers should be a primary goal and responsibility of mental health services providers.” Addressing some of the problems faced by patients struggling with mental health illness and substance abuse, Dr. Hoffman stated, “The negative attitude among health care providers towards mental health, and especially substance abuse problems, is a major obstacle to recognition of these problems and to the delivery of appropriate services.”

Addressing conference participants attending the panel on options to address emergency room overcrowding, Robert C. Chin, MD, Associate Chair, Lincoln Hospital Department of Emergency Medicine, noted, “From 1995 to 2005, the number of Emergency Department visits has risen 20% in the U.S. while simultaneously the number of operating Emergency Departments has decreased by 10%. These are some of the factors which have contributed to the crisis.” The panel discussed studies associated with negative patient outcomes such as delays in pain management, administration of antibiotics for pneumonia, and increased mortality. Some approaches were presented as opportunities to improve emergency room flow, such as the implementation of immediate Emergency Department bedding for waiting patients, triage-based treatment protocols to begin care earlier, expanded use of a Fast Track system for lower-acuity patients, and the placement of a practitioner in Triage. Dr. Chin noted that the “missing piece” of the puzzle has not been found but success will lie in the use of multiple strategies.

Once again, the Annual Conference on Urban Health—for the ninth consecutive year—offered an opportunity for healthcare professionals and advocates to strategize, exchange ideas and share best practices. This annual forum will continue to offer stakeholders a platform as they seek opportunities to provide quality healthcare and advance the elimination of disproportionate health burdens among underserved populations.

DR. JOHN B. CORSER AWARD PRESENTED TO DR. JO IVEY BOUFFORD

Alan D. Aviles, President of the New York City Health and Hospitals Corporation, presented the “*Dr. John B. Corser Award*” to Joe Ivey Boufford, MD, former HHC President and current President of the New York Academy of Medicine. The award, instituted by President Aviles, honors the memory of Dr. John B. Corser, who held the position of Chief of Medicine at Metropolitan Hospital Center. It is presented every year at the Urban Health Conference to individuals who, like Dr. Corser, have demonstrated exceptional commitment to identifying and employing strategies to eliminate disparities in health outcomes.



UHC SCHOLARSHIP PROGRAM A Smart Investment in Our Youth’s Future



The Urban Health Conference (UHC) has provided, to date, 15 scholarships to college-bound high school seniors interested in pursuing careers in the health field. So far, the Scholarship Program—an initiative of Senior Vice President Jose R. Sanchez—has provided over \$30,000 in aid to students who have met the required participation in essay contests and won through a fair and spirited competition. As part of the requirement criteria, students must reside or attend schools in the areas served by the facilities affiliated with the Generations+/Northern Manhattan Health Network. The \$2,000 one-time scholarships are presented each year during the annual urban health conferences (see photos of this year’s award recipients.)

The Scholarship Program is made possible through generous donations from MetroPlus Health Plan and Downtown Bronx Medical Associates. In addition, Healthfirst Health Plan and the Manhattan/Staten Island Area Health Education Center partnered with us in 2009 and provided funding for two scholarships. On behalf of the scholarship recipients, we extend our gratitude to these sponsors and encourage them to continue creating opportunities that enable students to reach their academic potentials.

DBMA (SPARK) INTERNSHIP PROGRAM

Downtown Bronx Medical Associates (DBMA), the affiliate of Lincoln Medical and Mental Health Center, has created a summer internship program in research and clinical medicine for local community students in senior high schools up-to the college freshman year. The goal of the *Student Program for Academic Research Knowledge* (SPARK) is to facilitate a structured experience to students from our community who aspire to pursue a career in healthcare. Each student received a \$2,000 award.

The program consists of a fully mentored 6-week internship at Lincoln Hospital under the supervision of a dedicated DBMA faculty member physician. This mentoring will provide basic understanding of clinical medicine and research by observation of faculty and healthcare staff.

Each intern will spend at least 4 hours a day Monday to Friday observing clinical practice and participating in a specifically designed section of a research project with appropriate institutional authorization and oversight.



NETWORK FINANCIAL OVERVIEW

The Generations+/Northern Manhattan Health Network remains fiscally strong posting a record net surplus of \$30.2M for FY10, the largest surplus in the Corporation. For 4 consecutive years, the Network has finished in surplus positions. Lincoln Hospital ended FY10 with a record surplus of \$37M. Instituting various cost-containment and revenue-enhancement initiatives have contributed to this surplus point, putting us in a better position going into 2011.



Harlem Hospital Center Designated Bariatric Surgery Center of Excellence



“Harlem Hospital is one of five in NYC and the first in HHC to receive Bariatric Surgery ‘Center of Excellence’ designation.”

BARIATRIC TEAM

Left to right (seated): Connie Scarlet-Coordinating Manager, Francheska Fernandez-Clerical Associate III, Danilda Abreu-Administrative Assistant, Myrna Smith-Clerical Associate III, Left to right (standing): Adeline Cruz-PCA, Jenny Choi-M.D./F.A.C.S., Amrita, Persaud-M.S./R.D./C.D.N., Patricia Debarros, H.N./N.M., Leaque Ahmed, M.D./ F.A.C.S., Doreen Fordyce-Adams, R.N., Jenny Seham, PHD, Shiranda Mccoy, RPA-C, Ruchi Bhutani-Kapoor, RPA-C

The Department of Bariatric and Metabolic Services at Harlem Hospital was designated as a Bariatric Surgery Center of Excellence by the American Society for Metabolic and Bariatric Surgery and the Surgical Review Corporation. The designation acknowledges that Harlem’s Bariatric Surgery Program provides safe, high quality care to the morbidly obese patient. This great achievement makes Harlem Hospital Center one of five hospitals in New York City and the first in the New York City Health and Hospitals Corporation to receive this honor.

Under the leadership of Dr. Leaque Ahmed, Chief of Bariatric Surgery, the department includes a team of multidisciplinary professionals; bariatric surgeons, endocrinologists, psychologists, nutritionists and physician assistants, who work together to provide continuity of care before and after bariatric surgery. The program helps obese patients lose a significant amount of weight by offering surgery, and other services that address behavioral changes, weight management, and other disorders associated with obesity.

The program offers three types of surgeries: Roux-en-Y Gastric Bypass, Gastric Banding, and Vertical Sleeve Gastrectomy. Roux-en-Y gastric bypass is a less invasive procedure that com-

bines restrictive and malabsorption techniques, reducing the amount of food a patient can eat and the amount of calories absorbed in the digestive system. Gastric banding, also known as the “Lap Band,” uses the same less invasive

technique, but differs in that it restricts how much the stomach can hold. Unlike the Roux-en-Y and lap band, the vertical sleeve gastrectomy procedure is irreversible. This procedure essentially removes 85% of the stomach from the digestive system, leaving the esophagus and small intestine connected by a significantly smaller stomach, restricting the food intake to approximately one ounce.

“We are most proud of Dr. Ahmed for his leadership, and the Department of Bariatric and Metabolic Services for their commitment and dedication to our mission to provide competent sensitive quality care to a population that has complex and life-threatening health conditions,” said John M. Palmer, PhD, Executive Director of Harlem Hospital Center. “This designation ensures patients will be treated by the most experienced providers, receive the best care and have exceptional outcomes.”

THE MEDINA CLINIC: PROMOTING HEALTHIER LIFESTYLES



During the ribbon-cutting ceremony, Dr. John M. Palmer poses with leaders from the Council of African Imams, Inc.



Imam Souleimane Konate, General Secretary of the Council of African Imams, Inc. addressing guests at the ribbon-cutting ceremony.



Dr. Naureen Zafar, Assistant Attending of the Medina Clinic

The Medina Clinic—the first in New York City to provide quality health care that specifically considers the cultures and languages of the Islamic population —is successfully reaching out to the growing number of West Africans in Harlem and the South Bronx, promoting healthier lifestyles and the importance of early diagnosis of chronic diseases. With two convenient sites, one at Lenox Avenue and 116th Street and the other at Harlem Hospital Center Ronald H. Brown Ambulatory Pavilion, the clinics have provided primary care to close to 2,000 patients, since they opened on November 20, 2009.

In recent years, the Harlem and South Bronx communities have witnessed a significant influx of West African residents who are facing barriers to health care services which involve cultural, religious, linguistic and financial obstacles as well as a lack of health education. The Medina Clinic provides patients with a culturally sensitive environment, health education and the confidence necessary to navigate through the healthcare system, ultimately resulting in saving of lives.

“We are seeing patients who had never been diagnosed, among them younger men and women in their 30’s with hypertension and diabetes,” said Dr. Naureen Zafar, Clinic Director, commenting on the medical problems presented by this patient population. “Other afflictions we have diagnosed are exposure to Hepatitis A virus, the H.Pylori bacteria, hernias in men and fibroid tumors linked to anemia, abortions, infertility and menorrhagia.”

The Medina Clinic was financed, in its first year of operation, with funds provided by the New York State Health Foundation. It is currently supported by the HHC Foundation of New York City. The expected outcome is to establish a replicable clinic model that will provide appropriate healthcare services consistent with the cultural and religious practices of the Harlem and South Bronx West African residents.

The Medina Clinic is named after the second holiest city in Islam in Saudi Arabia. It is open to people of all cultures and everyone from the Harlem and South Bronx community is welcome to visit the Medina Clinic for their healthcare.



SPOTLIGHT ON HEALTHCARE REFORM: CABs Joint Legislative Breakfast 2010 Explored Reform's Impact on the Community



Hundreds of concerned Harlem residents and staff filled the Herbert G. Cave Auditorium to hear elected officials and community leaders address concerns related to Healthcare Reform and how it would affect the Harlem community. The occasion was the annual Joint Legislative Breakfast sponsored by Harlem Hospital and Renaissance Community Advisory Boards convened on January 30, 2010. The standing-room only turnout provided an engaging audience for the discussion of the controversial legislation and the attendees listened attentively as HHC President Alan D. Aviles (pictured above) and elected officials addressed its urgency. Among the elected officials were the Hon. Charles B. Rangel, Chairman of the U.S. House Ways and Means Committee, the Honorable NYS Governor David A. Paterson, U.S. Senator Chuck Schumer, and others. Spearheaded by David

Weaver and Dolores McCray, PhD, Chairpersons of Harlem Hospital and Renaissance CABs, respectively, the forum provided an important platform for elected officials to speak regarding their roles and efforts in safeguarding the health of the Harlem community as well as all New Yorkers.

In light of the debate surrounding the proposed legislation (signed by President Obama on March 23, 2010) the Community Advisory Boards ensured that the community was offered opportunities to hear from their elected and other public officials. This important gathering was indicative of the CAB's steadfast support of HHC's mission as the only safety net healthcare system for New York City's most vulnerable populations. This support was gratefully acknowledged by HHC President Alan D. Aviles.

LINCOLN HOSPITAL RECOGNIZED FOR QUALITY STROKE CARE

Featured in US News & World Report's 100 Best Hospitals in America



Lincoln Hospital's Trauma Team celebrates receiving Stroke Silver Plus Performance Achievement Award. Above, team poses with Raghu S. Loganathan, MD, (center, back row) Director of Intensive Care Unit and Stroke Center.

Lincoln Hospital has been recognized for the successful implementation of higher standards of stroke care, aimed at reducing disability and improving the lives of stroke patients. For this performance achievement, the American Heart Association/American Stroke Association listed Lincoln Hospital in the July 2010 issue of *US News and World Report's 100 Best Hospitals in America*. As a New York State Designated Stroke Center, Lincoln continues to achieve a high level of performance for implementing life-prolonging treatments, and is dedicated to making its stroke program among the best in the country. The award is an advanced level of recognition that allows hospitals to be acknowledged for their compliance with the American Heart Association's Get With The Guidelines® nationally accepted standards and quality measures. These measures include aggressive use of medications, anticoagulation therapy, cholesterol reducing drugs, smoking cessation and other treatments designed to save lives, decrease disability and improve the quality of life of stroke patients.

"This is a crucial point in time for Lincoln Hospital to continue to enhance the quality of stroke care by implementing the 'Get with the Guidelines' Stroke protocols," said Raghu S. Loganathan, MD, FCCP, Director of Lincoln Hospital's Intensive Care Unit and Stroke Center. "The number of acute ischemic stroke patients eligible for treatment is expected to grow over the next decade due to increasing stroke incidence and a large aging population."

"The Get With The Guidelines Stroke Silver Plus Performance Achievement Award is evidence that our staff is committed to providing care that has been scientifically shown to quickly and efficiently treat stroke patients with evidence-based protocols," said José R. Sanchez, Lincoln Hospital Executive Director and Senior Vice President of the Generations+/Northern Manhattan Health Network. "I am proud to commend the multidisciplinary team that has worked so hard to develop the Lincoln Hospital Stroke Program in collaboration with Stroke Center Director, Dr. Raghu Loganathan."

GOLD PERFORMANCE ACHIEVEMENT AWARD FROM AHA

For the third year in a row, Lincoln Hospital is the recipient of the American Heart Association's *Get With The Guidelines Coronary Artery Disease Gold Performance Achievement Award*.

The award recognizes Lincoln's commitment and success in implementing a higher standard of cardiac care that effectively improves treatment of patients hospitalized with coronary artery disease (CAD.) "This recognition is especially significant to the South Bronx community, which suffers in disproportionate numbers from cardiovascular diseases," said José R. Sánchez, Lincoln Hospital Executive Director and Network Senior Vice President. "This acknowledgment from the American Heart Association demonstrates that our excellent staff has achieved a high level of performance in implementing life prolonging treatments for our cardiac patients, and is dedicated to making our cardiac service among the best."

SIXTH ANNUAL LEGISLATIVE SUMMIT

On March 12, 2010, the combined Community Advisory Boards of Belvis, Morrisania and Lincoln Hospital held their Annual Joint Legislative Summit with an impressive participation of elected officials, Board members and staff. In attendance were Council Speaker Melissa Mark Viverito, Councilwoman Maria Del Carmen Arroyo, Assembly members Carmen Arroyo and Michael Benjamin, District Leader Cynthia Cox, Regional Director of the NYS DOH, Celeste Johnson, from the Governor’s Office, and other dignitaries.

A video presentation of patients’ testimonials was shown, attesting to the quality healthcare they receive at Lincoln Hospital, Morrisania and Belvis Diagnostic and Treatment Centers. Patients urged elected officials to continue to advocate for the financial survival of our facilities. LaRay Brown, HHC Senior Vice President for Corporate Planning and Community Health, made a forceful and informative presentation. George Rodriquez, Chair of the Lincoln CAB, echoed the concern of patients and staff, and pledged his continued support.





Cancer Center team: The Cancer Center multidisciplinary team incorporates an array of specialties, including medical oncology, radiation oncology, surgery, radiology and nursing as well as experts in the areas of social services, nutrition, rehabilitation, pathology, genetics, pastoral care and community outreach. Dr. Melissa Schori, Lincoln Hospital's Medical Director and Dr. Bhagwati (front row, 5th and 6th from left) pose proudly with members of the team.

CANCER CENTER RECEIVES OUTSTANDING ACHIEVEMENT AWARD

Lincoln Hospital Cancer Center achieved the highest level of recognition from the American College of Surgeon's Commission on Cancer, receiving a three year accreditation as well as the 2009 Outstanding Achievement Award.

The multidisciplinary Cancer Center, headed by Niyati Bhagwati, MD, obtained six commendations for effectively fulfilling six standards that represent the full scope of the cancer program. According to the Commission on Cancer, only 18% or 82 out of 432 cancer programs surveyed in 2009 received Outstanding Achievement Awards. A facility receives the Outstanding Achievement Award after undergoing a survey that demonstrates compliance with six standards that include outstanding cancer committee leadership, cancer data management, research, community outreach, prevention and early detection and quality improvement.



Photo of Dr. Sidney McCalla with Dr. Soula Priovolous

BREAST CENTER TEAM RECOGNIZED BY NATIONAL ACCREDITATION PROGRAM

The only NAPBC Accredited Breast Center in New York City and 1 of 5 in New York State

Lincoln Hospital Breast Center received accreditation by the National Accreditation Program for Breast Centers (NAPBC), a program administered by the American College of Surgeons. Lincoln's Breast Center, under the leadership of Dr. Sydney McCalla, Attending Surgeon, is the only NAPBC accredited Breast Center in New York City and 1 of 5 in New York State. Accreditation by the NAPBC is only given to those centers that have voluntarily committed to provide the best in breast cancer diagnosis and treatment and that undergo a rigorous evaluation process and performance review.

"The full accreditation designation awarded by the prestigious American College of Surgeons attests to Lincoln Hospital Breast Center's adherence to the highest standards of care in an optimal clinical environment," said Melissa Schori, MD, Medical Director. "Lincoln's Breast Center demonstrated proficiency in the areas of center leadership, clinical management, research, community outreach, professional education and quality improvement."



Photo of machine and operator



LINCOLN HOSPITAL PIONEERS INNOVATIVE ECO-FRIENDLY AND COST-EFFECTIVE SYSTEM TO SAFELY DISPOSE OF MEDICAL WASTE

Lincoln Medical and Mental Health Center is breaking new ground in New York City with the use of state-of-the-art rotating autoclave technology to treat regulated medical waste on-site, protecting healthcare employees, other field professionals and the public as well as safeguarding the environment. Utilizing a rotating autoclave machine, regulated medical waste—such as sharps and other bio-hazardous material—is sterilized, ground in to unrecognized particles and disposed of as treated medical waste, in accordance with New York State Department of Health (NYSDOH) guidelines.

Lincoln Hospital is the only medical facility in New York City authorized by NYSDOH to use rotating autoclave technology for the treatment of regulated medical waste. It is an environmentally-sound and cost-effective solution for the management of a waste stream generated by healthcare facilities. This technology will help to prevent incidents of medical waste washing up on beaches and other public places, protecting communities from health risks as well as mitigating expenses of fines from regulatory agencies.

“This technology represents annual savings in regulated medical waste management at Lincoln Hospital of approximately \$170,000 per year.”

Spearheaded by a Lincoln Hospital cost-containment committee, working in collaboration with city and state regulatory agencies, extensive research on waste processing methods and alternatives was undertaken to ensure the safety and feasibility of rotating autoclave technology and its compliance with regulatory requirements. This initiative led the committee to formulate a set of guidelines to conform to City and State medical waste disposal policies and regulations.

“The implementation of this groundbreaking technology will not only play a vital role in preventing public exposure of contaminants by treating infectious material on site, but also represent a significant cost-containment tool,” said José R. Sánchez, Lincoln Hospital Executive Director. “I take this opportunity to congratulate the members of the cost-containment committee for their hard work, perseverance and important role they played in developing guidelines that meet the rigorous criteria of regulatory and enforcement agencies.”

MORRISANIA'S HEALTHY LIFESTYLES FAIR

Morrisania's Annual WIC Healthy Lifestyles Fair was again a very successful and well attended event. Although the skies showered upon hundreds of participants, the weather could not dampen the spirit and smiles of children and adults who had a great time during the much anticipated yearly event. Seventy-five children received dental screenings, fifty people took advantage of blood pressure, glucose and HIV screening. Within the first hour of the fair over 200 smoke alarms were given out and 700 bags full of fresh vegetables were distributed to the Morrisania community. Chefs from City Harvest, Just Foods, Morrisania WIC Program and the Just Say Yes to Fruits and Vegetables Team were on hand to teach participants how to prepare healthy foods at home.



Morrisania Achievements

Morrisania Neighborhood Family Health Center has achieved national Committee for Quality Assurance (NCQA) Diabetes Recognition. This voluntary program recognizes medical professionals who use evidence-based measures to provide excellent care to their patients with diabetes. The Diabetes Recognition Program is also designated by the Centers for Medicare and Medicaid as a registry for quality reporting for the Physician Quality Reporting Initiative. This recognition allows NCQA to submit the facility's clinical quality data to Medicare for use in the Physician Quality Reporting Initiative.

On another notable achievement, Morrisania exceeded Ryan White Grant goals by 120% in HIV testing of the uninsured. 100% of the patients who tested positive were immediately linked to a health-care team for comprehensive medical treatment. Patients are assigned a primary care provider and a multidisciplinary team that includes an HIV specialist, nurse, social worker, case manager and PCA. Currently, 82 patients from all walks of life are being served. Always looking for ways to improve services, the team is planning to establish "Open Dialogue" sessions to get input from their patients on how to better serve them.

BENEFITS OF BREASTFEEDING: Promotes Good Health for Mom and Baby



Clinical and social research has shown that breastmilk provides the only complete nutrition for babies. It is nature's recipe for ensuring the health and quality of life of infants. It is also beneficial for the mother's health. Just as significant is the fact that breastfeeding promotes a very special bond between mother and child—providing the baby with the nurturing that only a mother can give. At the Lenox Avenue Health Center, a breastfeeding and lactation room provides new mothers with the atmosphere conducive to strengthening that special connection with their babies, as they begin their life's journey.

The ambiance in the room provides comfort, privacy and educational support essential to successful breastfeeding. Mothers can nurse their babies in a comfortable rocking chair, while listening to the soft sound of flowing water from a miniature fountain. The Breastfeeding and Lactation Room offers a number of books and videos that put the necessary information and resources on breastfeeding

at the mother's fingertips, giving their child a first step to a healthy life.

Some of the benefits to babies who are breastfed include, reduced risks of chronic constipation, colic, and other stomach upsets; reduced risk of childhood diabetes, protection against ear infections, respiratory illnesses, pneumonia, bronchitis, kidney infections and septicemia (blood poisoning), to name a few. Among the many benefits to mothers who breastfeed are reduced risks of breast, ovarian, cervical, and endometrial cancers; reduced risk of anemia and protection against osteoporosis and hip fracture later in life.

The opening of the Breastfeeding and Lactation Room at the Renaissance Healthcare Network's Lenox Avenue Clinic was celebrated with a ribbon cutting ceremony. The photo above shows Senior Vice President José R. Sánchez, as he presided over the ceremony. Joining him were (left to right) Dr. Walid Michelen, patients Mary Hom and Popy Begun, Dr. Edgar Mandeville and Dr. John M. Palmer.

Belvis Recognized For Excellence In Diabetes

Belvis Diabetes Team’s efforts to improve the health of diabetic patients were acknowledged by the New York City Health and Hospitals Corporation. HHC President Alan Aviles presented members of the team with a Certificate of Recognition during a ceremony held at Metropolitan Hospital. Congratulations were extended to Dr. Amanda Ascher, Medical Director; Erica Gilbert, Chronic Disease Director; Peggy Hyman, Public Health Educator; Marie Inserra, NP, Diabetes Provider; Camille Montenegro, RN, Diabetes Nurse, and Parvaneh Golbari, Nutritionist. “Belvis has implemented shared medical visits for diabetic patients, which provides an interactive setting where patients can share experiences and advice from one another, in addition to hearing from a physician, nutritionist and public health educator,” said Dr. Ascher.

Diabetes education is an important element when treating the patient, providing vital information to help improve the quality of life of those afflicted with this disease. At a recent forum, Dr. Deborah Velasco, podiatrist at Belvis, discussed some of the risks and complications related to diabetes, the 6th leading cause of death in the United States. Diabetes management is an important step in helping patients to embrace healthier lifestyles. Foot care is an essential aspect of diabetes management. “Teaching the patient how to prevent ulcers and other foot ailments is an integral part of diabetes education,”



Dr. Amanda Ascher

said Dr. Velasco addressing the importance of checking the feet for loss of protective sensation and adequate blood flow. Kidney disease, lower extremity amputations and blindness can result from diabetes. The Belvis Diabetes Team’s proactive efforts help to improve the health of diabetes patients and avoid the complications that can result from the disease.



Belvis Health Fair 2010

Radio station 96.3 FM with disk jockeys from the popular “Luis Jimenez Show” provided great music with “Papa Swing” as the Master of Ceremonies.

The health education and community outreach team at Segundo Ruiz Belvis held its annual Health Fair in August, reaching hundreds of children and adults with their preventive care message and free screenings. Nursing staff, HIV counselors, Social Services, PCAP and WIC personnel as well as Hospital Police and other departments were on hand to make the yearly event another resounding success. Clinical staff provided screenings for blood pressure, glucose reading, HIV counseling, breast cancer and smoking cessation facts and other vital information to help

community residents live healthier lives. The New York City Fire Department, the Mental Health Association Family Resource Center and other community-based organizations were on hand to promote their services. Attendance at the Health Fair this year surpassed previous events with approximately 350 adults and well over 200 children in attendance. Many free items were distributed, including first aid kits, smoke detectors and other useful gifts such as water bottles, T-shirts, coloring books, crayons and pencil kits.



The Generations+/Northern Manhattan Health Network

Network Review

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

Celebrating 15 Years of Service to HHC

On Wednesday, September 22, 2010, over two hundred and fifty friends and colleagues of José R. Sánchez, Senior Vice President of the Generations+/Northern Manhattan Health Network and Executive Director of Lincoln Medical and Mental Health Center, came together at the Greentree Club in New Rochelle, NY to celebrate his 15 years of service to HHC. The beautiful ambiance was a nice addition to what turned out to be a wonderful evening filled with well wishing and accolades.

At the start of the evening Bronx Borough President Ruben Diaz, Jr. personally delivered a Citation of Merit to Mr. Sanchez. HHC President Alan Aviles, Executive Vice President Dr. Ramanathan Raju, and Senior Vice President of the South Manhattan Health Network/ Executive Director of Bellevue Hospital Center Lynda D. Curtis were among the invited guests who gave remarks, expressing their appreciation for Mr. Sanchez's contributions to HHC during a decade and half of service. He also received plaques and gifts of recognition from the Sports Foundation, East Harlem Business Capital Corporation, the Community Advisory Boards, Network Leadership, Lincoln Administration, Downtown Bronx Medical Associates (Lincoln's Faculty Practice) and Lincoln's Medical Board. John Palmer, Ph.D., Executive Director of Harlem Hospital Center was the evening's Master of Ceremonies. The evening concluded with dancing.

The Generations+/Northern Manhattan Health Network will miss the leadership and energy of José R. Sánchez. Because of his commitment to providing the absolute best services to Central Harlem and the South Bronx, today this Network stands as a star in HHC.

