

Community Service Plan

Lenox Hill Hospital

2010-2011



Mission Statement for Lenox Hill Hospital

As a member of the North Shore-Long Island Jewish Health System, (referred to as North Shore-LIJ), Lenox Hill Hospital (LHH) strives to improve the health and quality of life for the people and communities we serve by providing world-class service and patient-centered care.

Who We Are

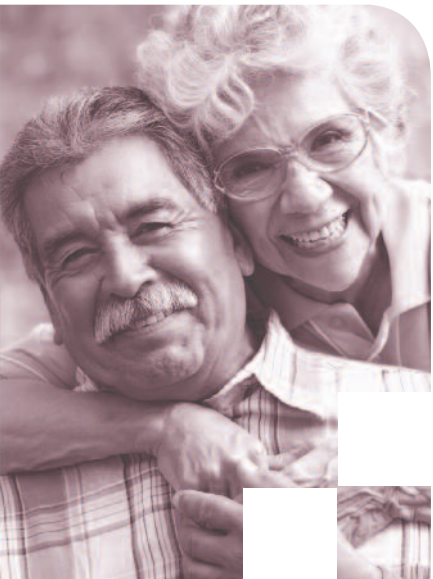
Founded in 1857, **Lenox Hill Hospital (LHH)**, a 652-bed acute care teaching hospital located on Manhattan's Upper East Side, has a tradition of providing outstanding patient care and innovative medical and surgical treatment. The hospital serves the residents of its surrounding Manhattan communities and also attracts patients from the Greater New York area, throughout the nation and abroad.

LHH, an acute, tertiary care facility that has earned a national reputation for outstanding patient care and innovative medical and surgical treatments, is well known for excellence in a variety of specialty services including cardiovascular disease, orthopedic surgery, sports medicine, total joint replacement, maternal-child health, neurology and neurosurgery, ophthalmology, otolaryngology, digestive disorders, psychiatry and bariatric surgery. LHH is a New York State-designated Stroke Center, Level III Perinatal Center and AIDS Center, and an American Society for Metabolic and Bariatric Surgery-Designated Bariatric Surgery Center of Excellence.

LHH is committed to the highest standards of medical education, cutting-edge clinical research and innovative community outreach programs. In May, 2010 it became a member of the North Shore-LIJ Health System, further strengthening its commitment to the provision of state-of-the-art patient care and innovative programming. The hospital serves as a clinical campus for the Hofstra North Shore-LIJ School of Medicine, and is affiliated with New York Medical College and the State University of New York-Downstate for Graduate Medical Education. On a yearly basis, 217 medical residents and fellows train at Lenox Hill Hospital.

To further round out its services and accessibility to the community, LHH offers the following outpatient programs: the Outpatient Infusion and Blood Donor Center, Lenox Hill Primary Care Center, Manhattan Physicians Group, the Outpatient Center for Mental Health and Specialty Centers of Queens, and Aortic Wellness Center, and The Center for Attention and Learning.

The Manhattan Eye, Ear and Throat Hospital (MEETH) campus on 64th Street, operated by LHH, provides ambulatory surgery and a variety of outpatient medical specialty services.



MEETH has earned an outstanding reputation in otolaryngology, ophthalmology, and plastic surgery. In 2010, LHH had 32,591 discharges (excluding newborns), performed 26,443 ambulatory surgeries, provided 37,375 Emergency Department visits, and delivered 3,848 babies.

Prevention Agenda for the Healthiest State

In April of 2008, New York State (NYS) Commissioner of Health, Richard Daines, established the Prevention Agenda for NYS. The agenda includes 10 public health priorities for improving the health of all New Yorkers. Each hospital in NYS has been asked to collaborate with area healthcare providers, community organizations and their respective counties, and select two of the 10 public health priorities for collaborative programming. LHH selected binge drinking and unintentional injuries, specifically falls within the elderly population. Since 2009, as part of the three-year Prevention Agenda Program, LHH continues to address these priorities by: a) raising public awareness of both issues; b) developing and expanding provider training and community education programs; and c) impacting public policy through research and grant opportunities.

Binge Drinking

In 2006, Upper East Side residents (19%) were more likely to report having engaged in binge drinking (defined as having five drinks or more on one occasion) in the past month than residents in Manhattan (18%) or New York City (14%) overall. Through community and hospital collaborations, LHH targeted this issue in several ways. Third-year residents participate in the Senior Outreach Program, offering health lectures in various senior community centers and housing facilities. During these lectures, residents are encouraged to highlight the direct and indirect influences that binge drinking may have on different health conditions and interactions with medications. Over the past two years, residents have provided more than 100 lectures to more than 1,100 seniors. LHH also provides health messaging from the New York City Department of Health (NYC DOH) and the Department of Transportation (DOT) on binge drinking through the hospital's video announcement system as well as providing NYC DOH brochures on safe drinking at various local health fairs annually. LHH provided additional community outreach through the DRINK SMART: Responsible Drinking Poetry Slam at the Bowery Poetry Club. Several poets from throughout the city participated in the contest. Videos featuring the winners' poems were posted on LHH's Facebook and YouTube pages and one of the winning poets performed at Hunter College's annual student talent show.



Unintentional Injuries

Unintentional injury, including falls, is the #1 cause of disabilities and injury deaths among seniors, 65 years of age and older. As part of our planning work, we have spoken to numerous community groups, including senior citizen centers, to ensure that our programs complement existing initiatives within the community. A Caregivers Conference was held on October 26, 2010, with an attendance of 250 people. This conference included a plenary session and workshops that addressed the prevention of unintentional injuries. As a result of the participant feedback, a fall and injury prevention webpage, <http://preventfalls.northshorelij.com>, is now available to patients and community members. The webpage provides information on how adults can prevent injuries and stay independent. It also contains videos, downloadable educational brochures, links to web resources and support groups, and access to retail home safety products. North Shore-LIJ is planning to launch a seven week community-based injury prevention program, Stepping On, in the fall of 2011 at sites located throughout our service area. For more information call 212-434-2047.

Other Community Benefit Programs

Additional community-based programs in place at LHH complement and enhance the priorities of the Prevention Agenda. LHH fully anticipates that the coalition building inherent in the planning for Prevention Agenda priorities may well afford opportunities to expand the reach of the other community programs that are in place within the hospital.

LHH, as part of North Shore-LIJ, provides a broad array of community benefit programs, such as:

- A. Improving Access to Healthcare Services and Caring for the Medically Underserved
- B. Screenings and Health Fairs
- C. Community Education and Outreach
- D. New York City 911 Program
- E. Support Groups

A brief description of each program is below.

A. Improving Access to Healthcare Services and Caring for the Medically Underserved

Hofstra North Shore-LIJ School of Medicine – Hofstra University and North Shore-LIJ entered into a joint academic agreement to work in close collaboration to develop an allopathic medical school, known as the Hofstra North Shore-LIJ School of Medicine. The university partnership enhanced recruitment of faculty, leadership, and researchers, furthered the expansions of residencies and fellowships, increased North Shore-LIJ's competitiveness for grants and referrals for patient care, and enhanced integration of clinical and translational science. Hofstra University



and North Shore-LIJ received the accreditations necessary for the Hofstra North Shore-LIJ School of Medicine to recruit its first class of 40 medical students, who will begin their studies in August 2011.

Financial Assistance Program – Uninsured patients with household incomes under 500% of the Federal Poverty Level (FPL) are eligible for reduced fees. All medically necessary services are covered under the reduced fee program for patients within the hospital service area. Please visit www.northshorelij.com/assistance or call (1-888) 214-4065 for more information.

Healthcare Access Center – The North Shore-LIJ Healthcare Access Center, staffed by bilingual employees, provides community residents with information and enrollment assistance for government health coverage, including Child Health Plus, Family Health Plus, the Prenatal Program, Healthy New York, and Medicaid. For those not eligible, referrals are made to primary care, through the North Shore-LIJ sliding scale program. During 2010, the Healthcare Access Center received 490 new phone calls, reached out to more than 1,760 people at community events and assisted with the enrollment of more than 2,850 community residents into public insurance programs. For more information on the Healthcare Access Center, please visit www.northshorelij.com/NSLIJ/assistance or call (1-866) 381-1931.

Senior Navigator Helpline – North Shore-LIJ provides an information, referral, and assistance center designed to help seniors and their families find and access services. Callers receive support, guidance, and assistance with issues such as caregiving, home services, insurance, benefits, and referrals. In 2010, the Senior Navigator Helpline serviced 500 new clients and provided more than 1,185 follow-up calls to seniors and their families. The toll-free service can be reached at (1-888) AGE-MAP2 or (1-888) 243-6272.

Language Services – With a service area that is growing in its cultural diversity, effective communication in the preferred languages of our patients and community is a priority. With access to qualified medical interpreters in over 150 languages 24/7, LHH strives to meet the needs of its increasingly diverse communities. Services for the deaf and hearing impaired are also available.

Free HIV Testing – The Primary Care Center, located at 210 East 64th Street, accepts walk-in patients who require a free HIV test from 9:00 a.m. to 5:00 p.m. Confidential pre-test counseling is performed by a Nurse Practitioner or Physician. This includes a brief medical history and discussion of the risks and types of exposure, plus a needs assessment for other medical issues as needed, including evaluation for other sexually transmitted infection. Following pre-test counseling and consent, a Rapid HIV test is done on-site allowing test results within 10-15 minutes. Post-test counseling is done after the results are available, with special emphasis in preventing exposure and safe practices. HIV testing is open to the public; walk-ins are welcome. For uninsured community members, this service is offered free of charge. For more information, please call (212) 434-4251.

The Center for Attention and Learning (CAL) – CAL serves low income New York City children who are struggling with learning disorders. The program identifies the exact nature of the learning disability; recommends services needed in order to learn; helps obtain recommended services from the Board of Education and trains parents to navigate the system on behalf of the child. For additional information, please call (212) 434-4594.

Park Avenue Armory Women’s Shelter – Managed by Lenox Hill Neighborhood House, the shelter provides meals, sleeping accommodations and social service support for women ages 45 and older. LHH oversees the shelter’s medical clinic, which emphasizes preventive care and women’s health education, and delivers ongoing educational workshops by resident physicians from the Department of Medicine.

Haiti Earthquake Relief Effort – North Shore-LIJ donated more than \$260,000 in medical supplies, equipments and medications for the Haiti earthquake relief effort to a physician group called “Hope for a Healthier Humanity.” North Shore-LIJ employees also donated tens of thousands of dollars toward relief efforts.

B. Screenings and Health Fairs

North Shore-LIJ provides community residents with free health screenings through programs organized by each member hospital. Screenings are held in conjunction with national campaigns (Heart Health, Diabetes, Prostate Cancer, and Oral, Head, and Neck Cancer) and throughout the year at educational events, all of which are open to the public. A director or chief of service oversees each screening event, and is available to see any individual that does not have an existing provider, for follow up. Uninsured individuals that require follow up care can utilize the services of the hospital’s sliding fee scale program, with services starting at \$0.

Throughout the year, North Shore-LIJ hosts health fairs in collaboration with community partners, and free health screenings are available at these events. In 2010, North Shore-LIJ provided more than 15,100 screenings and 138 health fairs to the community at large.

C. Community Education and Outreach

LHH offers free and low cost health education programs throughout the year on a variety of topics, and members of the LHH staff are actively involved in providing health education programs within community settings such as senior centers, faith-based organizations, and schools. For more information, please call (516) 465-2500 or visit www.northshorelij.com and click on the “classes” tab.

Ambulance Tours –The Department of Emergency Services visits local schools and organizations to provide ambulance tours and explain the role of emergency services. For additional information, please call (212) 434 3043.

Automated External Defibrillators (AED) Donation Project – The Department of Cardiovascular Medicine (DOCM) donates AEDs to local schools, community groups and religious institutions. Physicians and physician assistants from the DOCM provide training on recognizing the symptoms of sudden cardiac arrest. In 2010, 20 AEDs were donated in the local community.

Gift of Life – Currently, more than 110,000 men, women and children nationally are awaiting life saving organs for transplantation. Every 11 minutes, a new name is added to the national organ transplant waiting list. In an effort to increase organ and tissue donor awareness, North Shore-LIJ hospitals host annual Gift of Life Programs for employees and visitors. Donor families and recipients participate in these annual events to acknowledge the importance of this need. In addition, system hospitals, in collaboration with the New York Donor Network, provide educational tables throughout the year to educate the public of the need for organ and tissue donation. For additional information, please contact the North Shore-LIJ Transplant Center at (516) 472-5829.

Health Lectures – Free health lectures and seminars are presented to the community by LHH physicians and guest speakers. They include the annual Ernest J. and Elena A. Bruno Lecture, the David R. Jacobs, M.D. Memorial Lectureship, the John O. Vieta Lecture, and programs on nutrition, cholesterol, and various health topics as requested by the community. For additional information, please call (212) 434.2047.

Nutrition Education Sessions – LHH’s Nutrition Department provides ongoing educational lectures to the community on healthy eating. These outreach sessions are tailored to the target group and have reached school-aged children, adults and elderly communities.

Obesity Prevention – To address the problem of childhood obesity, North Shore-LIJ launched the Activity Works program, designed to increase children’s activity levels in a curriculum-based model implemented in the classroom and at home. The program was piloted during the 2008–2009 school year in 5 elementary school districts in Nassau County reaching 30 classes and approximately 1,000 students. In 2009, the New York State Department of Education designated the Activity Works Program (AWP) as physical education eligible to help elementary schools meet their physical education requirements. It has been accepted as a school obesity prevention resource by the Alliance for a Healthier Generation and the Suffolk NY Board of Cooperative Educational Services. The AWP has expanded to include other Long Island, New Jersey, and Philadelphia schools and was launched in 10 New York City Schools in the fall of 2010.

Passport to Health – In order to help patients navigate the often confusing world of healthcare, North Shore-LIJ has created a “Passport to Health” which is available to all community members for free. This pocket-sized, portable booklet helps patients organize important health information, from emergency contact numbers to their healthcare proxy cards. A key benefit of the book is that it enables patients to keep a current list of their medications, dietary supplements, immunizations and screening tests and have it available for physician visits and emergencies. In 2010, more than 32,400 “Passports to Health” were distributed to community members. To obtain a Passport, please call (516) 823-8871.

Safe Kids – In 2010, more than 3,600 children participated in over 50 injury prevention/safety education workshops sponsored by the Safe Kids Coalition, led by North Shore-LIJ, in partnership with Queens, Nassau and Suffolk County area schools, the PBA, government, and local businesses. These activities encourage kids to be active, have fun and be safe. Educational workshops cover topics such as water safety, pedestrian/motor vehicle safety, burn injury prevention, bicycle and sports injury prevention, enhanced “911”, pets and pals, and summer safety. In addition, child car seat check up stations are located on the campuses of Plainview Hospital and LIJ Medical Center. Please call (516) 465-2500 for additional information about the New York State Safe Kids Program.

ZocDoc Physician Directory and Appointment System – LHH offers a free directory online service listing physician and insurance information. More than 1,800 physicians are listed under this service and many offer the ability to book appointments online. To find a physician, please visit <http://www.zocdoc.com/hospitals/lenoxhill>.

D. New York City 911 Program

LHH Emergency Medical Services (EMS), a 911 EMS agency, responded to approximately 25,000 calls in 2010. The ambulances are staffed with highly trained EMTs and Paramedics and are capable of providing rapid defibrillation, access to IV medication and advanced airway procedures.

E. Support Groups

Support groups offer people with similar medical conditions and life challenges an opportunity for discussion, a sharing of experience and knowledge, and a place to ask questions. LHH provides ongoing support groups for the community in the following areas: bereavement, anxiety management, depression management, self-esteem, cancer, smoking cessation, HIV, weight management, and concerns about aging. LHH also provides free weekly Reiki sessions. For additional details, including a complete list of support groups, meeting times and dates, please call (212) 434-3365 or visit www.lenoxhillhospital.org (click on “Our Services” and “Support Groups”).

Financial Assistance Program

North Shore-LIJ is a regional leader in the development of financial assistance programs for the uninsured. The program was implemented in 2004 through the creation of a standard policy developed through the combined efforts of the Finance Department and the Office of Community Health. Developed after many months of discussion and input from senior leadership, community members, and key staff, the policy provides a uniformly-administered system of reduced fees for the uninsured residents of our service area.

All medically necessary services are covered under the plan. The program is communicated through:

- Multilingual signage throughout facilities
- Multilingual educational brochures at key points of patient contact
- Website (www.northshorelij.com/assistance)
- Staff outreach
- Patient bills – all bills include a notice about the financial assistance program, along with the program’s toll-free number, (888) 214-4065

In recognition of the current economic climate and the general cost of living in the region, this program is available for individuals earning up to five times the federal poverty level (\$111,750 for a family of four). In addition, we have streamlined the application process for financial assistance by simplifying our application to one page and reduced the administrative burden of compiling documentation for the application.

Financial Assistance applications are available on-line at www.northshorelij.com/assistance. The application is available in 15 languages. For more information or questions, please call (888) 214-4065.

AWARDS AND ACCOMPLISHMENTS

- The North Shore-LIJ Health System is the proud recipient of the 2010 National Quality Healthcare Award from the National Quality Forum (NQF). Recognized for its ongoing commitment to providing high-quality, transparent, patient-centered healthcare, North Shore-LIJ is the first healthcare organization in the New York metropolitan area to receive this prestigious award.
- The North Shore-LIJ Health System is ranked 20th in the nation – and number one in New York State – in Modern Healthcare magazine’s list of the top 100 integrated health networks, as compiled by SDI, a healthcare analytics organization.
- Nine North Shore-LIJ hospitals were rewarded for their quality performance as part of the US Centers for Medicare & Medicaid Services (CMS) Hospital Quality Incentive Demonstration™ project.
- Ninety-eight North Shore-LIJ physicians were on New York magazine’s Best Doctors of New York list in 2010, including 42 from LHH.
- LHH is the recipient of Excellence Awards for Gastrointestinal Surgery, Vascular Surgery, Maternity, Patient Safety, and Pediatric Patient Safety, HealthGrades, 2010.
- LHH has been named a National “Top Improver” in the Emergency Department, Press Ganey, 2010.

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