

Community Service Plan

Glen Cove Hospital

2017-2018



**Glen Cove
Hospital**
Northwell
Health®

Mission Statement for Glen Cove Hospital

As a member of Northwell Health, Glen Cove Hospital (GCH) 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

Glen Cove Hospital (GCH) is a 247-bed hospital, located in Glen Cove, New York. While maintaining inpatient beds for both medical and surgical patients, along with emergency department and intensive care units for patients requiring critical care, GCH is placing a greater emphasis on outpatient, community-based and home-based services. Recently, a Clinical Decision Unit (CDU) has been added that provides an opportunity for the emergency department patient who may benefit from an extended observation period. In addition to treating traditional illnesses, this unit will cater to the unique needs of frail geriatric patients. The family medicine ambulatory center has been designated as a Patient Centered Medical Home. This prestigious designation recognizes the coordinated comprehensive medical care provided by an interdisciplinary medical team. The family medicine ambulatory center offers comprehensive healthcare, including perinatal and dental services as well as bilingual, Spanish-speaking staff. In addition, the following programs and services are offered at Glen Cove Hospital: a full service emergency department, ambulatory surgery, endoscopy, outpatient

cancer services, outpatient physical and occupational therapy, respiratory therapy, hospice care, and supportive home-based services.

In 2017, GCH was one of 35 Ebola treatment centers designated by the US Centers for Disease Control & Prevention (CDC). The state-of-the-art biocontainment unit is designed to care for patients with any type of serious transmittable infectious disease requiring a high level of specialized care. Glen Cove Hospital is one of five hospitals in the New York area – and the only facility on Long Island – identified by the CDC to receive this designation.

In 2017, GCH reported 4,830 inpatient discharges, 18,404 emergency department visits (including emergency department admissions), and 1,939 ambulatory surgeries.

Prevention Agenda for the Healthiest State

Glen Cove Hospital, as part of Northwell Health, utilizes the US Surgeon General's National Prevention Strategy (NPS) to guide its community chronic disease prevention and wellness agenda. Northwell Health incorporated the NPS into GCH's NYSDOH Community Service Plan to impact the health of its surrounding communities. The strategic directions of the NPS include:

- Healthy and Safe Community Environments
- Clinical and Community Preventative Services
- Empowered People
- Elimination of Health Disparities

The CSP focuses on the following areas:

- Increasing screening rates for cardiovascular diseases; diabetes; and breast, cervical and colorectal cancers, especially among populations experiencing health disparities
- Increasing access to high quality chronic disease preventive care and management in both clinical and community settings
- Reducing obesity in children and adults
- Reducing illness, disability, and death related to tobacco use and secondhand smoke exposure
- Promoting mental health and preventing substance abuse

Examples of interventions that support these areas are:

- Robust chronic disease and cancer screening programs
- Implementation of culturally relevant evidence-based chronic disease self-management education
- Prevention of childhood obesity through early child-care and school projects as well as promotion of policies and practices in support of breastfeeding
- Creation of community environments that promote and support healthy food and beverage choices and physical activity
- Elimination of exposure to secondhand smoke and prevention of the initiation of tobacco use by youth, especially among low socioeconomic status (SES) populations and the promotion of tobacco cessation, especially among low SES populations and those with poor mental health
- Strengthened infrastructure to promote mental, emotional and behavioral well-being

Community Benefit Programs

Community-based programs addressing both health and social needs at Glen Cove Hospital are the key components of its Community Service Plan. Social determinants of health encompass a range of personal, social, economic, and environmental factors that influence up to 80% of health outcomes. They reach beyond the boundaries of traditional health care to include sectors such as education, housing, food, employment and environment. The following program descriptions demonstrate the depth and breadth of the hospital's CSP Implementation Plan activities that impact the health and well-being of the communities we serve. Glen Cove Hospital through community partnerships and coalition building, has significantly expanded the reach and impact of community health improvement services that address the NYSDOH Prevention Agenda priorities.

Glen Cove Hospital, as part of Northwell Health, provides a broad array of community benefit programs, including:

- A. Access to Healthcare Services and Caring for the Medically Underserved
- B. Health Professions Education
- C. Community Health and Wellness
- D. Community Medical Support Services and Programs
- E. Support Groups



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

Financial Assistance Program

Northwell Health is a regional leader in providing financial relief to families who do not have access to the financial resources to pay for medical care. The FAP program was implemented in 2004 through the creation of a standard policy as the result of the combined efforts of the Finance Department, the Center for Equity of Care and Community Health. Developed through a collaboration of senior leadership, community members and key staff, the policy provides a uniformly administered system of reduced fees for uninsured residents of Northwell Health's service area.

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

- Multilingual signage throughout facilities
- Multilingual educational brochures at key points of patient contact
- Website (<https://www.northwell.edu/manage-your-care/financial-aid-programs/financial-assistance-program>)
- Community outreach events
- Patient bills - All bills include a notice about the FAP, along with the program's toll-free number, 1-(888) 214-4065.

The FAP is available for individuals earning up to five times the federal poverty level (\$121,250 for a family of four). In addition, the application process for financial assistance has been redesigned to improve the quality and friendliness of the user experience. Many FAP requests are now processed via telephone, relieving the patient of the burden of providing current income documentation. Additionally, the FAP application has been simplified to one page.

FAP applications are available online in 15 languages at <https://www.northwell.edu/manage-your-care/financial-aid-programs/financial-assistance-program>. For more information or questions, please call 1-(888) 214-4065.

Effective Communication in Healthcare

The Center for Equity of Care is a system wide resource and offers numerous educational opportunities to ensure the integration of cultural and linguistic competency into the fabric of the organization. To ensure meaningful access to healthcare services for persons with Limited English Proficiency (LEP) or persons whose



preferred language is other than English, free medical interpretation and document translation services are available 24/7. Sign language interpretation services for the deaf and hearing impaired, as well as specific communication tools for visually and speech impaired patients are also available. For more information, please call the Center for Equity of Care at (516) 881-7000.

Diversity and Inclusion

Diversity and inclusion are identified as essential components for the delivery of quality, safe, patient and family centered care that support principles of equity and community.

Aligning with the National Prevention Strategy to eliminate health disparities and empower people in the communities we serve, the Center for Equity of Care implements a system wide educational curriculum and supporting programs. Northwell's "Unconscious Bias" e-Learning program and seminars raise awareness of unconscious filters and their impact on patient care and the workplace. An online cultural diversity resource provides employees information to develop their cultural knowledge and enhance the delivery of culturally competent patient care. Northwell's Business Employee Resource Group (BERG) Program enhances employee engagement; talent recruitment, retention and development; and staff serve as community ambassadors. Northwell Health was recognized as 3rd place on the nationwide 2017 Top 12 Hospitals and Health Systems for Diversity by Diversity Inc.

The following Northwell Health sites and facilities were recognized as a "Leader in LGBT Healthcare Equality" in the 2017 Healthcare Equality Index (HEI) by the Human Rights Campaign Foundation: Lenox Hill Hospital, Long Island Jewish (LIJ) Medical Center and Staten Island University Hospital. Eleven other Northwell facilities were named top nationwide performers in the Healthcare Equality Index's 10th annual survey: Cohen Children's Medical Center, Glen Cove Hospital, Huntington Hospital, LIJ Forest Hills, LIJ Valley Stream, North Shore University Hospital, Northern Westchester Hospital, Plainview Hospital, Southside

Hospital, Syosset Hospital and the Feinstein Institute for Medical Research.

For more information, please contact the Center for Equity of Care at (516) 881-7000.

The Katz Institute for Women's Health (KIWH) Resource Center

The KIWH is dedicated to improving all aspects of a woman's health at every stage of her life. The Resource Center offers women seamless, coordinated access to all of Northwell Health's clinical programs and services across the continuum of care. The Center is staffed Monday through Friday from 9am to 5pm. During off-hours, please leave a voice message and your call will be returned within one business day. For questions related to Women's Health, please call 1-(855) 850-KIWH (5494).

Northwell Health Physician Referral Service 1-(888) 321-DOCS (3627)

Northwell Health operates a referral service to help community residents find a perfect local match for their medical needs. Information is available for physician specialties, office locations, languages spoken, hospital privileges, and accepted health insurance plans (including Medicaid and Medicare). Bilingual telephone operators are available 24/7. Information can also be found at www.northwell.edu.

MedShare

Northwell Health collaborates with MedShare, an organization dedicated to improving the environment and healthcare by connecting the surplus of medical supplies in one part of the world to a great need in another. This partnership provides critical resources to the medically underserved, both domestically and abroad. Physicians, nurses, and volunteers work collaboratively to collect, sort, ship, and distribute unused medical supplies to hospitals and patients in the U.S. and the developing world. In 2017, Northwell Health donated more than 15,135 pounds of unused medical supplies.

Positive Outreach with Integrated Resources (P.O.W.I.R.)

The P.O.W.I.R. program connects women, youth and men, from infancy to age 24, who are infected with or at risk of HIV, with health system and community resources. The program offers psychosocial and support services, including the Center for AIDS Research and Treatment (CART), the Youth Specialized Care Center, the High Risk Pregnancy Clinic and Prenatal Care Assistance Program, Case Management, and Support Groups for children, adolescents, young adults and caregivers. The program also offers Pre-Exposure Prophylaxis (PrEP) and post-exposure prophylaxis (PEP). For more information on the P.O.W.I.R. program, please call (516) 622-5189.

Cancer Services Program (CSP)

The CSP is a joint effort between GCH and the NYS Department of Health to promote comprehensive screenings for breast, cervical, and colorectal cancers, and provide education to underserved populations. Additionally, the CSP provides diagnostic services for abnormal findings and case management for clients with barriers that may prevent them from seeking care. Financial support for treatment is available through the Medicaid Cancer Treatment Program for those eligible clients who are found to be in need of treatment for breast, cervical, colorectal, or prostate cancer and pre-cancerous conditions, but who may not qualify for traditional Medicaid. For more information, please call the Glen Cove Hospital Family Medicine Group at (516) 674-7300.

B. Health Professions Education



Graduate Medical Education

As a major academic health system in the New York metropolitan area, Northwell Health is dedicated to excellence in patient care, teaching, and research. More than 1,600 residents and fellows are trained each year in over 120 residency and fellowship programs at 21 member hospitals, with access to state-of-the-art simulation and a BioSkills Education Center. Clinical affiliations include Donald and Barbara Zucker School of Medicine at Hofstra/Northwell, Albert Einstein College of

Medicine, SUNY Downstate College of Medicine, New York Medical College, New York University School of Medicine and New York College of Osteopathic Medicine. The Feinstein Institute for Medical Research is among the top six percent of research institutions that receive funding from the National Institutes of Health. For more information about the individual training programs at Northwell Health, please visit <https://www.northwell.edu/research-and-education/graduate-medical-education>.

The Donald and Barbara Zucker School of Medicine at Hofstra/Northwell

In 2008, Hofstra University and Northwell Health entered into a formal agreement that established the School of Medicine, the first allopathic medical school in Nassau County and the first new medical school in the New York metropolitan area in more than 35 years. The academic partnership enhanced recruitment of faculty, leadership, and researchers; furthered the expansions of residencies and fellowships; and enhanced the integration of clinical and translational science.

Hofstra Northwell School of Graduate Nursing and Health Professions

Launched in March 2015, the school is well poised to become a national and global leader in preparing students to meet the growing need for qualified advanced-care nurses and physician assistants who deliver community-based health care. The School offers several options for advanced learning: master's degrees in family nurse practitioner and adult-gerontology acute care nurse practitioner programs, as well as a master's degree and a dual bachelor's/master's degree program in physician assistant studies. The School expands the successful medical school partnership between Hofstra University and Northwell Health. It incorporates the University's diverse academic programs and infrastructure, as well as Northwell Health's significant clinical activities and educational resources, in its mission to provide an innovative inter-professional education to a new generation of healthcare leaders. For further information, please visit the Hofstra Northwell School of Graduate Nursing and Physician Assistant Studies' website at hofstra.edu/nursing or call (516) 463-7475.

Medical Scholars Pipeline Program

The Medical Scholars Pipeline Program at the Donald and Barbara Zucker School of Medicine at Hofstra/Northwell was created to provide an educational pathway for underrepresented in medicine

(URM) students from high schools in the five New York City boroughs, Nassau County and Suffolk County to enter into health care professions. The three-year curriculum strengthens students' academic skills, bolsters their written and oral communication skills, provides college test preparatory classes, introduces a wide variety of health care professions, and provides experiences at Northwell Health facilities.

To date, 196 students have enrolled in the program and 98 students have completed the three-year curriculum. One hundred percent of the rising first-year college students in the program have enrolled in prestigious colleges and universities including Hofstra, Dartmouth, Yale, Harvard and Columbia. Eleven MSPP graduates are enrolled in professional health care programs. In 2017, the MSPP expanded to Lenox Hill Hospital in New York City. In 2018, the MSPP will expand to Southside Hospital. These expansion efforts will expose more URM students from underserved communities to careers in medicine. For more information, please call (516) 463-7550 or visit the School of Medicine's website at <http://medicine.hofstra.edu>.

Summer Pre-Medical Program

In association with Donald and Barbara Zucker School of Medicine, the Summer Pre-Medical Program provides college students considering a career in the medical field the opportunity to learn more about the professionals and the system that deliver healthcare in our area. During a four week experience, students are directly exposed to the personnel and processes that make such care a reality. Students rotate through the departments of Northwell Health hospitals and attend a series of discussions with physicians, while experiencing real life hospital care. For more information, please email Jrubenst@northwell.edu.

SPARK! Challenge

Northwell Health is leading the charge on career awareness by partnering with local high schools in Nassau, Suffolk, Queens, Manhattan and Staten Island to participate in the SPARK! Challenge. Thirty-one teams of employees across the health system introduced nearly 500 high school students to a wide variety of careers that require

competencies in Science, Technology, Engineering and Math skills (STEM). The SPARK! Challenge engages students and showcases both clinical and non-clinical career paths available within healthcare. For more information, please email sparkchallenge@northwell.edu.

The Greater New York Hospital Summer Enrichment Program (SEP)

Northwell Health participates in the SEP, an internship program for undergraduate

and graduate students pursuing a degree or concentration in health services management. Students work with members of Northwell Health leadership to gain firsthand experience in the major issues, skills, and responsibilities involved in day-to-day management of healthcare facilities. The program seeks to promote diversity in healthcare management, and members of underrepresented communities are strongly encouraged to apply. For more information, please contact the Center for Equity of Care at (516) 881-7000.

C. Community Health and Wellness

Glen Cove Hospital offers free and low cost health education programs throughout the year on a variety of topics, and members of the GCH staff are actively involved in providing health education programs within community settings such as senior centers, faith-based organizations, and schools.

Community Health Programs and Screenings

Northwell Health provides community residents with free health screenings in conjunction with national campaigns (heart health, blood pressure, prostate cancer, and skin cancer) and throughout the year at educational events, all of which are open to the public. Individuals may be referred for follow-up care at Northwell Health. Uninsured individuals who require follow-up care can utilize the services of GCH's sliding fee scale program, with

services starting at \$0. In 2017, Northwell Health participated in more than 13,000 community health programs and provided approximately 32,000 health screenings and immunizations.

FollowMyHealth™

To help patients take a more active role in their health and wellness, Northwell Health rolls out a web-based patient portal that allows patients to access their personal health information anywhere and anytime. FollowMyHealth™ is available to patients who have received care from Northwell Health hospitals and physician practices. To access the portal, please visit <https://www.northwell.edu/manage-your-care/patient-portal/followmyhealth> or call (844) FMH-8108.



Northwell Health Concussion Program

The Concussion Program offers comprehensive and evidence based concussion management. To enter into the program, a patient must be evaluated by a physician. Additional services may include: Neuropsychology Consultation and Neurocognitive testing, IMPACT testing and interpretation, vestibular and balance rehabilitation, physical therapy and return-to-participation management. For more information, please call (855) 510-5110.

Check it Out Teen Breast and Testicular Cancer Awareness

Since 2003, the GCH Department of Family Medicine, in partnership with national Hadassah's Check It Out Health Awareness Teen Program, has reached more than 13,000 high school students, sharing the importance of self-awareness and self-examination for breast and testicular health. The Department of Family Medicine residents visit local high schools and present programs to the students on these important health issues. For more information, please call (516) 674-7637.

Healthy Cooking and Nutrition Education

The Nutrition and Food Service Department at GCH offers a Healthy Cooking and Nutrition Education program for seniors at the Glen Cove Senior Center. The program features a GCH chef who teaches the seniors healthy cooking through cooking demonstrations, provides nutritional education and recipes, and stresses the importance of food safety. For more information, please call (516) 674-7472.

Healthy Food Access

The Northwell Health service area contains over 1.5 million food insecure individuals. Increasing access to healthy affordable food improves individual and community health. The Northwell Food as Health Program impacts our patients, communities and employees. Northwell Health partners with local community Farmer's Markets to bring fresh affordable produce to food deserts and food swamps and increase Supplemental Nutrition Assistance Program benefit redemptions. The health system

has begun to implement food insecurity screening and in collaboration with regional food access partners has established hospital-based and community programs providing on site and home delivered emergency food supplies and meals, nutrition education, entitlement enrollment and navigation to community food and social service resources. Northwell Health has also engaged in a Farm to Bedside initiative of increasing local, organic and hormone free meats, chicken, fish, dairy and produce for patient meals as well as launching a comprehensive employee wellness program focusing on Healthy Choice meals, beverages and snacks at all of our facilities. For more information, please contact Community Health at (516) 600-1494.

Long Island Health Collaborative (LIHC)

Northwell Health is a founding member of the LIHC which was established in 2013. LIHC's goal is to help Long Islanders understand why prevention and primary care are important, why each patient must play a more active role in their own health, what resources and services are available here on Long Island, and how these resources and services can be accessed. LIHC is a working group of hospital members, local health department personnel, representatives from social service organizations, public health specialists from colleges, and others who form the core of health and human services for all Long Islanders. The LIHC focus areas are: obesity, chronic disease and mental health. For more information contact Community Health at (516) 600-1494 or visit <http://nshc.org/long-island-health-collaborative>.

Pharmacy Wellness Lectures

The Pharmacy Department at GCH conducts community presentations on a variety of subjects, including medication management, falls prevention for seniors, pediatric and adolescent wellness, diabetes, heart health, and student career days. A departmental newsletter, "Health and Wellness for the Community," is published annually in English and Spanish. For more information, please call (516) 674-7780.

Reach Out and Read

The GCH Department of Family Medicine participates in the national Reach Out and Read program, which promotes early literacy and school readiness during pediatric exams. At well- child visits from six months to five years old, physicians and nurses provide information about reading as well as new, age appropriate books in English and Spanish for children to take home. Staff also advises parents about the importance of reading early and reading aloud, and volunteers read to children while they wait to see the doctor. For more information, please call the Department of Family Medicine at (516) 674-7631.

Tar Wars

In collaboration with the American Academy of Family Physicians, attending and resident physicians in the GCH Family Medicine Residency Program offer lectures and discussions in local fourth grade classrooms on the consequences of tobacco use, the cost of using tobacco products, and the advertising techniques used by the tobacco industry to market their products to youth. Students are then encouraged to create and submit posters and videos that feature a creative, positive, tobacco free message for entry in local, state, and national poster contests. For more information, please call

the Family Medicine Residency Program at (516) 674-7900.

Living Healthy

Living Healthy, Northwell Health's Chronic Disease Self-Management Program (CDSMP), is a 6-session, evidence-based health education program for people with any type of ongoing health problems. This program is designed to help people gain self-confidence in their ability to control their symptoms and manage how their health condition affects their lives. To date, 33 programs have been held in English and Spanish, reaching more than 300 community members. For more information, please call the Center for Equity of Care at (516) 881-7000.

Safe Kids

Each year, approximately 3,700 children participate in more than 30 injury prevention/safety education programs sponsored by the New York State, Queens, and Nassau Safe Kids Coalitions, led by Northwell Health. These programs, which encourage kids to be active, have fun, and be safe, are offered in partnership with area schools, Police Benevolent Associations, government, and local businesses. Educational programs 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 and special events are held throughout the state and on the campuses of Northwell Health. Please call (516) 881-7000 for more information about the Safe Kids.

Stepping On

More than one out of four adults aged 65 or older falls each year, leading to both fatal and non-fatal injuries, and threatening safety and independence. Stepping On is an evidence-based community prevention program that empowers independent, older adults to carry out health behaviors

that reduce the risks of falls. More than 500 people have attended the 7-week program which is based on adult education and self-efficacy principles. In a small group setting, older adults learn balance and strength exercises and develop specific knowledge and skills to prevent falls. Workshops are facilitated by trained leaders. For more information, please call the Center for Equity of Care at (516) 881-7000.



D. Community Medical Support Services and Programs

House Calls Program

Northwell Health’s House Calls Program provides home-based care for frail, chronically ill patients who have difficulty getting to their doctor’s office. The program provides advanced illness management, with a variety of services available to them at home and was recently recognized by CMS for success in their Independence at Home Project providing home-based primary care. Clinicians are available to make urgent visits during the week and are available nights and weekends to answer clinical questions from patients and caregivers, or arrange urgent services. In addition, Northwell Health’s community paramedic program provides a 24/7 in the home clinical response with an on-line medical doctor utilizing telemedicine capabilities for at-risk patients requiring urgent care. For more information, please call (516) 876-4100.

Blood Donor Services

Each year, employees of GCH help to ensure an adequate blood supply for New Yorkers in need by donating blood. In 2017, more than 6,989 pints of whole blood were donated by employees of GCH and Northwell Health.

Prenatal Program

Glen Cove Hospital’s Prenatal Program offers access to comprehensive prenatal care for uninsured pregnant women, including those without proof of citizenship. The program provides full medical and social work services throughout pregnancy, delivery, and the postpartum period. Glen Cove Hospital patients give birth at Huntington Hospital in Huntington; high risk deliveries take place at North Shore University Hospital in Manhasset. Newborns receive medical coverage for a full year following birth. Transportation is also available for any woman in need of transportation for prenatal and postpartum visits. For more information, please call (516) 674-7631.

American Heart Association (AHA) Training Center

Health AHA Training Center and provides trainings in Basic Life Support (BLS), Pediatric Advanced Life Support (PALS), and Advanced Cardiac Life Support (ACLS) to healthcare professionals who require certification in their respective professions. Additionally, this training site offers numerous BLS (CPR, AED, Emergency First Aid) programs to community members, including schools, faith-based

organizations, expectant parents, childcare providers, community children's sports league volunteers, and the general public. More than 8,050 hours of training have been provided to more than 14,975 individuals through more than 2,049 programs. Please call (516) 881-7000 for more information.

Public Access Defibrillation Program (PAD)

The PAD program is designed to increase the availability of automated external defibrillator (AED) devices in the community as well as empower people within the community to use them through AED/CPR training and education. The PAD staff assists local organizations with establishing an emergency response that includes the use of an AED, as well as both initial and refresher training in CPR and AED use. For more information, please call (516) 881-7000.

Center for Tobacco Control (CTC)

Northwell Health's Center for Tobacco Control provides tobacco cessation treatment and support, including individual and group counseling, and support groups, reaching 3,450 individuals in 2017. The CTC also provides preventive services to community members and employees, as well as comprehensive evidence-based tobacco dependence treatment education to healthcare providers and healthcare students, educating 850 providers last year. The CTC provides tobacco control educational programs to the community in the form of health fairs, classroom presentations, expos, and other events, reaching more than 12,000 children and adults in 2017. The CTC guides leaders in healthcare organizations to develop policies that mandate tobacco dependence treatment for all tobacco users, in both the inpatient and outpatient settings. Please visit northwell.edu/stopsmoking, or call 1-(866) 697-8487/(516) 466-1980, or email tobaccocenter@northwell.edu for more information.

Hagedorn Cleft Palate and Craniofacial Center

Cleft lip and/or cleft palate is one of the most common birth defects in the U.S., affecting approximately one in 700 babies. The Hagedorn Cleft Palate and Craniofacial Center

provides comprehensive diagnostic, medical, surgical and emotional care to children with facial clefts or other malformations and their families. Clinic services, cleft palate bottles, support groups and lectures are provided free of charge to all patients. For more information, please visit <https://www.northwell.edu/find-care/locations/cleft-palate-craniofacial-center> or call (516) 466-2990.

Queens World Trade Center (WTC) Health Program

Northwell Health is home the Clinical Center of Excellence funded through the James Zadroga 9/11 Health and Compensation Act to provide annual monitoring and treatment for WTC related health effects to 9/11 responders. Eligible members receive confidential physical and mental health monitoring and treatment within the Center and through referrals to the Northwell Health network of providers. In addition to monitoring and treatment examinations, the Center provides outreach and education, social services, benefits counseling, work related benefits counseling, and case management. All WTC Health Program services are federally funded and are provided at no cost to responders. For more information, contact the Queens Clinical Center at (718) 267-2420, or the WTC Health Program at 1-(888) WTC-HP4U /1-(888) 982-4748, or <http://www.cdc.gov/niosh/topics/wtc/>.

The Mildred and Frank Feinberg Division of the Unified: Behavioral Health Center for Military Veterans and Their Families

Unified is an unprecedented collaboration between Northwell Health and the U.S. Department of Veterans Affairs, in which clinicians from both organizations work together to provide the best evidence-based behavioral healthcare possible to military personnel, veterans, and their families, including children. Care includes therapy for individuals, couples, and the family. Unified's goal is to ensure a successful homecoming and reintegration for military families into the community and to help them heal from the invisible wounds of war. For more information, please call (631) 647-2530.

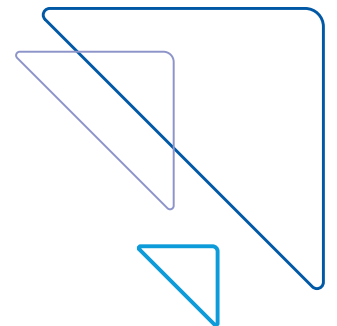
Diabetes Self-Management Education Program

The Diabetes Self-Management Education Program at GCH strives to offer high-quality education services to the patients it serves. Self-management education is an essential component of diabetes treatment. The participant in an American Association of Diabetes Educators (AADE) recognized program will be taught self-care skills that will promote better management of their treatment regimen. Group sessions are held

for a total of three sessions within a maximum of three to four weeks apart; they are held in the evening and are offered every other month. Each group session lasts 2 hours. For more information, please call (516) 674-7833.

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. Glen Cove Hospital provides free, ongoing support for the community in the following areas: diabetes (meets monthly, one group during the day and another in the evening) and congestive heart failure. To learn more about support groups at GCH, please call (516) 674-7300 or visit <https://www.northwell.edu/about/our-organization/office-community-and-public-health>.



Awards and accomplishments

- Northwell Health is the 2018 recipient of the American Hospital Association Quest for Quality Prize.
- Northwell's Clinical Call Center becomes 2nd center worldwide to earn Center of Excellence accreditation by the International Academies of Emergency Dispatch.
- Northwell Health among only three healthcare organizations in the nation to be designated a Center of Excellence in Nursing Education by the National League for Nursing.
- John M. Einsenberg Patient Safety and Quality Award from The Joint Commission and the National Quality Forum for its work since 2009 to lower sepsis mortalities.
- John Q. Sherman Award for Excellence in Patient Engagement for efforts to empower consumers with Eight Patient Rights by The National Patient Safety Foundation and EngagingPatients.org,
- The Unified Behavior Health Center for Military Veterans and their Families recognized by RAND Corporation as "the only national program that targets both veterans and their family members in a collaborative, family-centered care model".
- Northwell Health received high marks for LGBTQ inclusion in the Human Rights Campaign Foundation's 2017 Healthcare Equality Index.
- One of the nation's top 5 hospital systems for diversity and inclusion practices in 2017 by DiversityInc.
- Ethisphere Institute's top 10 of The World's Most Ethical Companies for superior achievements in transparency, integrity, ethics and compliance.
- 150 Northwell Health physicians were listed in the 20th edition of New York Magazine's "New York's Best Doctors" issue.
- U.S. News and World's Report's "Best Graduate Schools" issue ranks the Donald and Barbara Zucker School of Medicine at Hofstra/Northwell among the top medical schools for primary care.
- Northwell Health ranks 55 nationally out of 100 organizations on Fortune's annual Best Workplaces for Diversity and the only one in New York State
- Northwell was ranked as one of the top 10 companies for Veterans by Diversity
- The Center for Learning and Innovation received the Global Council of Corporate Universities silver trophy for "Best Corporate University".

Glen Cove Hospital:

- Received a Stroke Gold Plus Quality Achievement Award in "Get with the Guidelines," a national hospital-based quality improvement initiative spearheaded by the American Heart Association/American Stroke Association.
- Was ranked #31 "Best Hospitals" in New York State by U.S. News & World Report, and #42 in the New York metropolitan area. GCH was also recognized for high performance in Orthopedics in 2014.
- Received the Energy Star Award by the Environmental Protection Agency for the fifth consecutive year.
- Received accreditation from the Commission on Cancer. Glen Cove Hospital was recognized to be a facility that patients can have access to the full scope of services required to diagnose, treat, rehabilitate and support patients with cancer and their families.
- Received 2014 Guardian of Excellence awarded for Patient Experience, Emergency Department & Outpatient Oncology.
- Received 2017 Guardian of Excellence Award Winner.

Mark L. Cluster

Chairman, Board of Trustees
Northwell Health

Michael J. Dowling

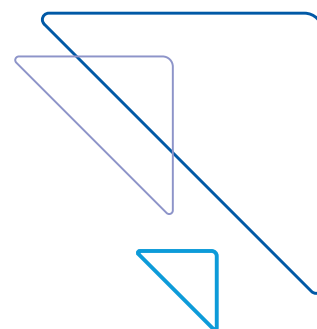
President and CEO
Northwell Health

Kevin Beiner

Senior Vice President and
Regional Executive Director, Eastern Region

Susan Kwiatek, MBA, BSN, RN, NE-BC

Executive Director
Glen Cove Hospital



This report was prepared by Community Health. For more information, please call (516) 600-1494.