

# Community Service Plan

Long Island Jewish Medical Center

2017-2018



**Long Island Jewish  
Medical Center**  
Northwell Health®



## Mission Statement for Long Island Jewish Medical Center

As a member of Northwell Health, Long Island Jewish Medical Center (LIJMC) 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

### **Long Island Jewish Medical Center (LIJMC)**

is a 1,085-certified bed, tertiary care teaching medical center serving the greater metropolitan New York area, Queens, and Long Island. The LIJMC has three divisions: (1) Long Island Jewish Hospital, a 583-bed tertiary hospital; (2) Steven and Alexandra Cohen Children's Medical Center of NY, a 266-bed children's hospital; and (3) the Zucker Hillside Hospital, a 236-bed psychiatric hospital. In 2017, the three divisions of LIJMC reported a total of 56,393 discharges (excluding normal newborn discharges), 10,860 newborn deliveries, 147,787 emergency department visits (including emergency department admissions), and 22,705 ambulatory surgeries, including endoscopies and cardiac catheterizations. The LIJMC was recently upgraded to Gold Plus Status by the New York City Health Department as part of the Department's Tobacco-Free Hospital's Campaign for efforts to achieve excellence in providing tobacco-free environments and programs for patients, employees and the community.

### **Long Island Jewish Hospital (LIJ)**

Serving as a clinical campus for The Donald and Barbara Zucker School of Medicine at Hofstra/Northwell and with Albert Einstein College of Medicine, NYU School of Medicine, SUNY Downstate Medical Center,

SUNY Stony Brook University Hospital and New York College of Osteopathic Medicine, LIJ has one of the largest graduate medical education programs in New York State. Its specialty programs include Alexander Cohen Institute of Oncology; the Joel Finkelstein Cancer Foundation Radiation Oncology Institute, a cancer patient care, medical research, and education network; the Ann and Jules Gottlieb Women's Comprehensive Health Center, one of the largest providers of women's health services in New York State; and the Apelian Cochlear Implant Center, a major center for the advanced treatment of hearing loss disorders. Other major clinical centers include the Hearing and Speech Center, Epilepsy Center, Stroke Center, Comprehensive Hemophilia Treatment Center, Pain and Headache Treatment Center, Sleep/Wake Disorders Center, and the Ambulatory Care Unit. The Katz Women's Hospital at LIJ is committed to women's health and family-centered care, featuring a range of specialized women's services, including programs in perinatal and obstetrics, gynecology, urogynecology, minimally invasive and robotic surgery, infertility and pediatric and adolescent gynecology on four floors of LIJ's newest 10-story inpatient tower. LIJ is a NYS Department of Health designated Stroke Center and a recipient of the American Heart Association (AHA) "Get With The Guidelines-Stroke Gold Plus Award."

### **The Steven and Alexandra Cohen Children's Medical Center (CCMC)**

The CCMC is one of four acute care children's hospitals in downstate New York and one of only two children's hospitals on Long Island. The CCMC provides primary, secondary, tertiary, and quaternary care on an inpatient and ambulatory basis through a continuum of medical, surgical, psychiatric, and dental programs and services. Subspecialty areas include 35 pediatric medical subspecialties, nine pediatric surgical subspecialties, child and adolescent psychiatry, pediatric anesthesia, radiology, pathology, and physical medicine. The CCMC also maintains tertiary consultation centers in Commack, Hewlett, Flushing, Brooklyn, and Manhattan. The CCMC has disease-specific multi-disciplinary centers in the following specialties: hemophilia, cystic fibrosis, minimally invasive pediatric surgery, epilepsy, interventional cardiology, bloodless medicine and surgery, eating disorders, and oncology. The Regional Pediatric Trauma Center at CCMC is the first regional pediatric trauma center in the entire downstate/Long Island region and one of only three such centers in all of New York State to receive this designation.

### **The Zucker Hillside Hospital (ZHH)**

The ZHH is known for its pioneering work in the diagnosis, treatment, and research of mental illness. The hospital provides a comprehensive continuum of behavioral health services for all age groups. Inpatient services include units for adolescents, adults and geriatric patients. Treatment specialties at ZHH include early phase treatment, depression, schizophrenia, bipolar and personality disorders, as well as a specialized women's unit. Outpatient services are provided both on campus and through a coordinated network of community based programs, and include: geriatric psychiatry, child and adolescent services, partial and day treatment programs, early onset diagnostic and treatment services, vocational rehabilitation and training, and addiction recovery services. The National Institute of Health has established a Clinical Research Center for the Study of Schizophrenia at Zucker Hillside Hospital, one of only four such facilities nationwide. In addition to its clinical and research recognition, ZHH is a major regional training site for psychiatrists, psychologists, nurses, and social work students.



## Prevention Agenda for the Healthiest State

**Long Island Jewish Medical Center**, 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.

Long Island Jewish Medical Center incorporated the NPS into LIJMC'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 LIJMC 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. LIJMC, 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.

LIJMC, 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, Community Health and the Center for Equity of Care. 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 user-friendliness of the 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 DiversityInc.

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](http://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.

### Cancer Services Program (CSP)

The CSP is a joint effort between LIJ 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 patient navigation 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 (718) 470-4165.

### 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.



## 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>.

### Donald and Barbara Zucker School of Medicine

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](http://hofstra.edu/nursing) or call (516) 463-7475.

### Medical Scholars Pipeline Program

To increase the diversity of the applicant pool, 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](mailto: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](mailto: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 first-hand 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

The LIJMC offers free and low cost health education programs throughout the year on a variety of topics, and members of the LIJMC 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 LIJMC'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.

### NYC Coalition for a Smoke-Free City

Northwell Health is an active member of the coalition whose goals are to: reduce access to tobacco products and limit tobacco industry marketing to youth; increase the number of smoke-free outdoor spaces, including neighborhood parks, grounds and entryways; increase the number of apartment buildings, co-ops and condos that are 100% smoke-free; and reduce pro-tobacco imagery from youth

rated movies and the internet. Northwell has assisted in the creation of over 2000 units of smoke free housing and the passage of over 10 Community Boards Smoke-Free Housing resolutions. For more information contact the Center Community Health (516)600-1494 or visit <http://www.nycsmokefree.org/>.

### Take Care New York (TCNY)

The LIJMC is a partner with the NYC Department of Health and Mental Hygiene in its TCNY campaign, a city-wide initiative focusing on 10 core health issues that have the biggest impact on the morbidity and mortality rates of NYC residents. These health issues include tobacco-free living, healthy eating, active living, heart health, HIV prevention, promotion of mental health, reduction of alcohol and substance abuse, prevention and treatment of cancer, healthy indoor and outdoor air quality, and excellent preventive care. For more information, please call (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>.

### Northwell Health Concussion Program

The Northwell Health 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.

### The Resource Guide for Parents of Children With Hearing Loss

The Long Island Jewish Hearing and Speech Center has created a resource for parents of children with a hearing loss. The guide covers a variety of topics, including working with schools, preschool education, individualized education plan, available services and resources, and how to make listening easier at home. The book has been translated into Chinese, Korean and Spanish and was underwritten by The Long Island Hearing and Speech Society. Free printed

versions of the book are given to parents. To request a copy, please contact the Long Island Jewish Hearing and Speech Center at (718) 470-8920.

### American Heart Association (AHA) Training Center

The AHA Training Center provides trainings in Basic Life Support (BLS), Pediatric Advanced Life Support (PALS), and Advanced Cardiac Life Support (ACLS) to healthcare professionals who require certification. Additionally, this training site offers numerous (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)

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.

## 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.

## 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.

## 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.

## 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

### 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](http://northwell.edu/stopsmoking), call 1-(866) 697-8487/(516) 466-1980, or email [tobaccocenter@northwell.edu](mailto:tobaccocenter@northwell.edu) for more information.

### Blood Donor Services

Each year, employees of LIJMC 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 LIJMC and Northwell Health.

### 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.

### SkyHealth

The Northwell Health Health System launched the New York area's first hospital-based Helicopter Emergency Medical Service. SkyHealth is a partnership with Yale-New Haven Health in Connecticut. Patients of both health systems who need lifesaving care for major traumas, heart attack, stroke and other life-threatening brain injuries will receive emergency medical care by helicopter and be quickly flown to the most appropriate hospital. Northwell Health and Yale-New Haven Health expect to serve 350-400 patients annually.

### Emergency Telepsychiatry

The Division of Emergency Psychiatry at LIJMC operates a 24/7 Emergency Telepsychiatry hub to provide attending physician videoconference consultation to Northwell Health Emergency Departments to enhance on-site psychiatry staffing. This ensures patients are promptly evaluated, and admitted or discharged. This has reduced ED waiting times and length of stay, with a positive impact on patient health and safety, patient experience, and provider satisfaction.

### 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 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.



## C-D. Long Island Jewish Hospital Specific Programs and Services:

### Cancer Survivors' Day

Each June, LIJ honors their current and past cancer patients, their families, and caregivers at an annual Cancer Survivors' Day celebration. Cancer survivors, along with friends, families, and healthcare professionals gather to celebrate their health and share emotions and experiences with other survivors and their families. In 2017, more than 2,000 people attended this event. For more information, please contact us at [Survivorsday@northwell.edu](mailto:Survivorsday@northwell.edu).

### Family Planning

LIJMC offers a state-funded Family Planning program located in the Ambulatory Care Unit Available to both men and women of all ages, the Family Planning program provides comprehensive reproductive healthcare including birth control counseling, HPV vaccine, testing and treatment for sexually transmitted infections, and testing for HIV. The program accepts both public and private insurances and offers an affordable sliding fee scale program to those with limited financial resources. In addition, assistance with enrollment in insurance such as the Family Planning Benefit program, which covers all

family planning costs, is available.

The program also supports community health education and provides workshops to community based organizations and schools throughout the area. For appointments, please call (718) 470-4400 and for program inquiries please call (718) 470-4034.

### Give Kids a Smile Day

Long Island Jewish Medical Center's Pediatric Dental Department partners with the Nassau County Dental Society for "Give Kids a Smile," a program that focuses attention on the epidemic of untreated oral disease among disadvantaged children. The children are taught the importance of brushing and the everyday care of their teeth. In 2017, more than 900 Pre-K through 2nd grade children received free dental services, including screenings, an examination, fillings, and a fluoride varnish. Follow up treatment is arranged for children in need of additional services. For more information, please call (516) 227-1112 or (718) 454-8344.

### Prenatal Program

LIJ Prenatal Program offers access to comprehensive prenatal care for pregnant

women, including those who do not have proof of citizenship. The program provides full medical and social work, and nutritional services throughout pregnancy, delivery, and the postpartum period. Newborns receive medical coverage for a full year following birth. For more information, please call (516) or (718) 470-4400.

### Queens Child Advocacy Center (QCAC)

The LIJ partners with the QCAC, a child friendly, fully coordinated, multidisciplinary program dedicated to coordinating and expediting the investigation, prosecution, and delivery of treatment services in cases of child sexual abuse and serious physical abuse, ensuring that victims receive effective and immediate support. The goal of the QCAC is to protect victimized children from further abuse, minimize ongoing trauma, and provide comprehensive rehabilitation services. In addition, the QCAC strives to coordinate care, collect evidence in a child friendly environment, and minimize trauma to the child during the evaluation process. A co-located center for the collection of forensic evidence is also on the premises. For more information, please call (718) 575-1342.





# C-D. Steven and Alexandra Cohen Children's Medical Center of NY Specific Programs and Services:

## ThinkFirst National Injury Prevention Program

CCMC is the NYC/Long Island chapter for National ThinkFirst Injury Prevention Foundation. As a chapter, we partner with schools and community based organizations to present injury prevention education. Through these programs, people - especially those at high risk - children, teens and young adults - learn to reduce their risk for injury, thereby significantly lowering the incidence of injury-related death and disability. In 2016, Cohen Children's Medical Center brought Think First to schools, camps, and community centers across Long Island and Queens. To schedule a program please call (516) or (718) 470-7178 or visit the website at [www.thinkfirst.org](http://www.thinkfirst.org).

## 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-palatecraniofacial-center> or call (516) 466-2990.

## Child Life Program

The Child Life program at CCMC collaborates with various departments to improve children's and families' understanding of hospitalization, illness, injury, and medical procedures. The Child Life Team utilizes innovative educational strategies to help minimize the psychological trauma illness and injury may cause. They educate children and families as well as pediatric residents who travel to La Romana, Dominican Republic

to provide medical care to children. For more information, please call (516) or (718) 470-3005.

## Childhood Injury Prevention

CCMC provides education to families in local communities on the importance of injury prevention. These multifaceted programs offer community education, staff development, hospital operations support, and community outreach services for the general public and professionals. CCMC distributes helmets to Emergency Department patients with a sports-related head injury sustained during an activity for which a helmet is part of the recommended safety gear. Annually, CCMC provides approximately 200 helmets to children in need. Free Car seat check-up events are held monthly. All families with a financial constraint at the time of discharge receive a car seat; special need seats are available for children who are unable to use a conventional car seat. For more information, please contact (516) or (718) 470-7178.

## Family Resource Center

A health library, including books, pamphlets, and internet access is available on site at CCMC 24/7. Family members may search for information on their own or utilize the services of an on-site librarian who is available during week days to assist them in locating appropriate information. For more information, please call (516) or (718) 470-3199.

## Kohl's Cares Keeping Kids Healthy Program

As Americans are experiencing epidemic rates of overweight and obesity, resources and tools can empower people to make healthier food choices for themselves, their families, and their children. Cohen Children's Medical Center, partnering with the Kohl's Keeping Kids Healthy Program, uses MyPlate, a national educational initiative designed to help children and families make healthy food choices and

to be active every day. CCMC partners with local schools, Girl Scouts, as well as community organizations to educate children and their families about the importance of healthy eating. For more information, please visit the website or call 718-470-3352.

### Pre-Surgical Orientation and Teaching Program

The CCMC offers an interactive pre-surgical teaching and educational program to children who are scheduled to have surgery at CCMC. This program includes an individualized, preoperative teaching session for patients and their families. Children and families learn about their upcoming surgery and hospital experience to alleviate their fears and familiarize them with the environment. Sessions designed to demystify children's fear of hospitals are also offered in local schools. For more information, please call (516) or (718) 470-3005.

### Reach Out and Read

The CCMC participates in the national Reach Out and Read program, which promotes early literacy and school readiness during pediatric exams. 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 regarding donations and volunteering opportunities, please call (516) 562-2568.

### Special Supplemental Nutrition Program (SNAP) for Women, Infants, and Children (W.I.C.)

A federally-funded and state-supported program, W.I.C. provides nutrition education, nutrition counseling, and guidance for pregnant women and new mothers, as well as nutrition and health services for children from birth to five years of age. W.I.C. also encourages optimal infant nutrition through breastfeeding counseling and support for new mothers. When necessary, W.I.C. provides infant formula. The W.I.C. program also provides referrals for SNAP benefits, Medicaid, and other social services, including dentistry. For more information, please call (516) or (718) 470-4620.

### School and Community Based Educational Programs

Our experts are available to provide educational programs in schools and our communities. These programs can be tailored to the specific needs of your students, parents and/or community. For more information please email [ccmccommunityoutreach@northwell.edu](mailto:ccmccommunityoutreach@northwell.edu) or call (718) 470-3352.

### Survivors Facing Forward

Survivors Facing Forward is a program designed to meet the complex needs of survivors of childhood cancers from throughout the New York area. The goal of this initiative is to improve survivors' overall health and quality of life, decrease the effects of complications associated with their cancer treatments, and provide a comfortable, comprehensive and accessible patient experience. The program offers

care coordination, education, specialist referrals, psychosocial support and research opportunities. SurFFs Up!, a quarterly newsletter, is published as part of Survivors Facing Forward. More than 800 people attended the 3rd Annual Les Nelkin Pediatric Cancer Survivors Day at Eisenhower Park. For more information, please call (718) 470-3151.

### Family Needs Screening (FAMNEEDS) Program

In collaboration with the Child Center of New York, FAMNEEDS identifies and addresses the health-related social needs that many of our patients' families face including: food insecurity, utility needs, poor quality housing, homelessness, lack of health insurance, unemployment and social isolation.



## C-D. Zucker Hillside Hospital Programs and Services:

### Consumer Support Network (CSN)

The CSN is a socialization program open to psychiatric patients who receive services at ZHH. The focus of the program is to enhance socialization skills and community linkage utilizing a “peer buddy” system and helping members to stay active and involved in group activities. For more information, please call (718) 470-8244.

### Behavioral Health College Partnership

The Zucker Hillside Hospital’s Behavioral Health College Partnership works with 23 affiliated colleges and universities to address behavioral health crises on campuses through emergency protocols, enhanced school/hospital communication, and specialized age-appropriate evaluation and treatment. For more information, please call (718) 470-8049. All calls are confidential.

### Hill Care

A unique care coordination service to assist with benefits advocacy, peer support, family

support, navigation of health care needs and assistance with services that can help you reach your goals. Please call 718-470-8314 to schedule a consultation.

### OnTrack NY

OnTrack NY is an innovative, unique program for adolescents and young adults through ZHH’s Early Treatment program. The program provides comprehensive multi-disciplinary, evidence based services, including psychiatric treatment, employment and educational support, and family education and support to adolescents and young adults who recently have had unusual thoughts and behaviors. For more information, please call (718) 470-8888.

### Ambulatory Psychiatric Rehabilitation Program

This Ambulatory Psychiatric Rehabilitation program works collaboratively with the NYS VESID program to afford psychiatrically disabled individuals the opportunity to cultivate a skill and enter or re-enter the workforce. Functional

assessments, case management, pre-vocational and vocational services, and skills training are provided to foster independence and integrate clients into the mainstream community. For more information, please call (718) 264-1789.

### Eating Disorders Center

The Eating Disorders Center at Northwell Health, the only one of its kind in the New York Metropolitan area, offers a comprehensive, multi-disciplinary approach to the treatment of eating disorders, including outpatient treatment, a day program, and inpatient treatment. The Eating Disorders Center has been designated as a New York State Comprehensive Center for Eating Disorders. For more information, please call (516) 465-3270. To request an appointment, please visit <https://www.northwell.edu/find-care/request-an-appointment>.

Support groups provide safe and confidential places for members to explore thoughts and feelings related to medical conditions and caregiving, and to share information and resources. The LIJ’s free, ongoing groups include diabetes, Implantable Cardioverter Defibrillator (ICD), post-transplant, stroke, laryngectomy, and hearing loss. Oncology support includes groups for cancer survivors and their caregivers, head and neck cancers, prostate cancer, and women living with cancer. The LIJ’s Hearing and Speech Center hosts monthly meetings of the North Shore Chapter of the Hearing Loss Association of America. The Family Planning Program offers

a monthly women’s educational and support group. To learn more about support groups at LIJ, please call (718) 470-7794.

The **CCMC** provides free, ongoing support groups for the community. To learn about support groups offered at CCMC, please call (516) or (718) 470-3124.

The **ZHH** provides free, ongoing support groups for the community in the following areas: adult caregiving, dementia, National Alliance on Mental Illness (NAMI) Caring and Sharing, NAMI Bipolar Illness, NAMI Anxiety and Depression, NAMI Family to Family,

gender variance, and schizophrenia. For more information about dementia and dementia care giving support groups, please call the Geriatric Center at (516) or (718) 470-8140. To learn more about other support groups at ZHH, please call (516) or (718) 470-8100.

## E. Support Groups



# 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 Inc.
- The Center for Learning and Innovation received the Global Council of Corporate Universities silver trophy for "Best Corporate University."
- Northwell Health has been designated a 2017-18 STEM JobsSM Approved Employer for its emphasis on science, technology, engineering and math.

## **Long Island Jewish Hospital/Medical Center:**

- Recipient of America's 100 Best Cardiac Care-Cardiac Care Excellence Award, America's 100 Best Cardiac Surgery-Cardiac Surgery Excellence Award, and Best Coronary Intervention-Coronary Intervention Excellence Award from HealthGrades.
- Ranked LIJ #10 in NY and #11 in the NY metro area and among "Best Hospitals" nationally in psychiatry in U.S. News and World Report. Also recognized for high performance in cancer, cardiology and heart surgery, ear, nose and throat, gastroenterology and GI surgery, geriatrics, gynecology, nephrology, neurology and neurosurgery, orthopedics and urology.
- Recognized as an Academic Center for Excellence for Minimally Invasive Surgery in Gynecologic Oncology and Gynecology by the American Institute of Minimally Invasive Surgery.
- Earned a Magnet designation for nursing excellence and innovation from the American Nurses Credentialing Center.
- A NYS Department of Health report recognized LIJ Medical Center as having the state's best outcomes for open-heart surgery. Was named a 2016 Women's Choice Award winner as one of America's Best Hospitals for Obstetrics and for Cancer Care.
- Recognized by the Human Rights Campaign Foundation's Healthcare Equality Index for providing inclusive and respectful care to their lesbian, gay, bisexual and transgender (LGBT) patients and their families.

## **Steven and Alexandra Cohen Children's Medical Center of NY:**

- Ranked CCMC among the nation's Top 50 Children's Hospitals in diabetes and endocrinology, gastroenterology and GI surgery, neonatology, nephrology, neurology and neurosurgery, orthopedics and urology by U.S. News & World Report.
- Received the Excellence in Life Support Award for their extracorporeal life support program by the Extracorporeal Life Support Organization.

## **Zucker Hillside Hospital:**

- Selected by NYS to operate the Long Island Regional Behavioral Health Organization (BHO), one of five regional BHO's established to improve the efficiency and quality of behavioral health services across New York State.
- Ranked among "Best Hospitals" nationally among 16 hospitals for psychiatry (under Long Island Jewish Medical Center) by U.S. News & World Report in 2013-2014.

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This report was prepared by Community Health. For more information, please call (516) 666-1494.



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