

Community Service Plan

Southside Hospital

2017-2018





Mission Statement for Southside Hospital

As a member of Northwell Health, Southside Hospital (SS) 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

Southside Hospital is a 295-bed tertiary hospital located in Bay Shore, NY that has been serving the residents of the southwest region of Suffolk County for over 100 years. Southside Hospital became a tertiary, regional hospital in 2011, leading to the implementation of the first new certified cardiac surgery program on Long Island in more than 30 years.

Southside Hospital is regionally recognized for its specialized services, including cardiac surgery, Level II Perinatal Service, Level II Trauma Center, verified by the American College of Surgeons, and Stroke Care designations, medical/surgical services, women's health and pediatrics. The recently expanded 50,000 square foot Emergency Department is capable of handling up to 100,000 emergency visits per year. There are dedicated treatment areas for OB/GYN patients, bariatric patients and behavioral patients as well as a specially designed Pediatric Emergency Unit.

The hospital is recognized as a New York State Department of Health Designated Stroke Center and 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 each year since 2009. Southside Hospital has an Accredited Community Hospital Cancer Program as designated by the American College of Surgeons

Commission on Cancer, as well as a broad array of hospital-based ambulatory services, including ambulatory surgery and the Vascular Institute. The hospital is also well-known for its extensive physical medicine and rehabilitation programs. It has received accreditation from the Commission on Accreditation of Rehabilitation Facilities for outpatient rehabilitation. Southside also offers quality women's care, including minimally invasive gynecologic surgery utilizing the Da Vinci surgical system and is designated as a Center of Excellence in Minimally Invasive Gynecology.

Southside Hospital was the first hospital in Suffolk County to be recognized by the American Heart Association as a 2015 Mission: Lifeline Bronze Plus Receiving Center for implementing specific quality improvement measures for the treatment of patients who suffer severe heart attacks.

In 2017, SS reported 21,486 inpatient discharges (excluding normal newborn discharges), 2,607 deliveries, 70,457 emergency department visits (including emergency department admissions), and 12,385 ambulatory surgeries, including endoscopies and cardiac catheterizations.

Prevention Agenda for the Healthiest State

Southside 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 SS's NYSDOH Community Service Plan (CSP) 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; and 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 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 SS 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. Southside 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.

Southside Hospital, also, as part of Northwell Health, provides a broad array of community benefit programs, such as:

- 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 (FAP)

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 that 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.

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.

Born to Read

Each year, SS partners with the national Born To Read Program, a family literacy promotion program offered to every newborn delivered at the hospital.

Designed to empower parents to be their child's first teacher, handmade cloth bags are presented to the family, containing a book to be read to the child, a list of local libraries, a list of recommended reading to toddlers and preschoolers, and an application for English literacy. The program is available in both Spanish and English.

More than 3,000 newborns are touched each year by SS's Born to Read program. For more information, contact Volunteer Services at (631) 894-5336.

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 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.

C. Community Health and Wellness

Southside Hospital offers free and low cost health education programs throughout the year on a variety of topics. For more information, please call Community Relations at (631) 647-3862.

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 Southside Hospital'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.

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.

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.

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>.



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 desserts 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.

Teaching Kitchen Classes

Teaching Kitchen Cooking classes are opportunity to learn how to shop for, utilize, and prepare healthy and delicious meals. Each class focuses on a different topic that includes a nutrition lesson provided by a dietitian followed by a live cooking demonstration with a SS professional chef. Food sampling and recipes are provided. For more information, please call (631) 968-3593 or (631) 675-4114.

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

SkyHealth

Northwell Health launched the New York area's first hospital-based Helicopter Emergency Medical Service. SkyHealth is a partnership with Yale-New Haven Health. Patients who need lifesaving care for major traumas, 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 expect to serve 350-400 patients annually in the SkyHealth program. Southside Hospital has the only Federal Aviation Administration designated helipad in Suffolk County.

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 SS 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 SS and Northwell Health.

Diabetes Community Self-Management Education and Support Group

This comprehensive, interactive program focuses on diabetes self-management skills for community members who have been diagnosed with diabetes or pre-diabetes and their support persons. The program management that includes nutrition, exercise, medication management, emotional wellness, and mutual support. For more information, please call (631) 388-4716.



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)

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.

Northwell Immediate Care Center on Fire Island

Northwell Health immediate care centers are located in Ocean Beach and Cherry Grove on Fire Island. The facilities are open seven days a week from Memorial Day through Labor Day. The immediate care centers are staffed by a physician, physician's assistant or nurse practitioner. People can receive medical care for non-life threatening illnesses and injuries; for those who might need a higher level of medical care, they can call the emergency numbers and will be taken to Southside. After the summer season, the sites are utilized to provide free flu vaccines to Fire Island residents. For more information, please call Community Relations at (631) 396-6700.

Community Outreach and Health Education Council (COHEC)

The Community Outreach and Health Education Council was established in 2015. Its mission is to strengthen partnerships to promote access to the highest quality healthcare, health literacy and wellness to improve the quality of life in all the communities SS serves. In 2017, more than 17,000 people attended 89 events, including health screenings, educational sessions and immunization clinics, organized by COHEC. For more information, please call Community Relations at (631) 396-6708.

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, call 1-(866) 697-8487/(516) 466-1980, or email tobaccocenter@northwell.edu for more information.

Gift of Life

Currently, more than 120,000 people in the U.S. are awaiting life-saving organs for transplantation. Each day, about 75 people nation-wide will get an organ transplant and a second chance at life and; 20 people will die due to the shortage of donated organs. In an effort to increase organ and tissue donor awareness, Northwell Health hosts annual Gift of Life programs for employees and visitors. Donor families and recipients participate in these events to acknowledge

the importance of this need. Northwell Health, in collaboration with the New York Donor Network, provides education throughout the year to the public regarding the importance of organ and tissue donation. For more information, please contact the Northwell Health Transplant Center at (516) 472-5800.

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.

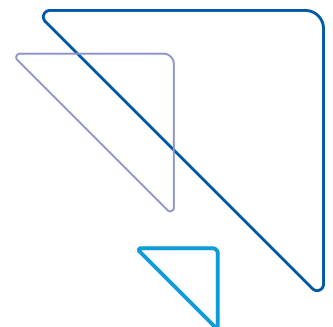
E. Support Groups

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. Southside Hospital provides free, ongoing support groups for the community in the following areas: amputation, asthma, brain injury, diabetes, mood disorders, multiple sclerosis, heart disease, scleroderma, breast feeding, stroke, and caregivers for all diagnoses. Cardiac support groups that focus on specific needs are Healing Hearts and We've Got Rhythm. In addition, the following resources available to the community are the Islip Breast Cancer Coalition, Labor and Delivery Class/Maternity Tour and Breast Feeding Class and Baby Café, ,Smoking Cessation Classes, Sleep Disorders Support Group, Military and Veterans Cardiac support. For more information about support groups at Southside Hospital, please call (631) 968-3000.



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.



Awards and accomplishments

Southside Hospital

- Sleep Center Accreditation from the American Academy of Sleep Medicine
- Level 3 Epilepsy Center accreditation from the National Association of Epilepsy Centers
- 2017 Healthcare Equity Index Top Performer from the Human Rights Campaign Foundation
- “Gold Seal of Approval” Hip and Knee Replacement Surgery from the Joint Commission
- “Center of Excellence in Robotic Surgery” by Surgical Review Corporation
- “Accredited Cancer Program” by the American College of Surgeons Commission on Cancer
- “2017 HealthCare’s Most Wired” by Health and Hospital Networks magazine
- “Center of Excellence” in Minimally Invasive Gynecology by the Surgical Review Corporation
- “Verified Level II Trauma Center” by the American College of Surgeons
- “Gold Plus Award” for 2017 Get with the Guidelines-Stroke by the American Heart Association
- American Heart Association Mission Lifeline Receiving Center
- Received five accreditations for Inpatient, Stroke, Brain Injury, Outpatient Rehabilitation and Pediatric Programs from the Commission on Accreditation of Rehabilitation

Mark L. Cluster

Chairman, Board of Trustees
Northwell Health

Michael J. Dowling

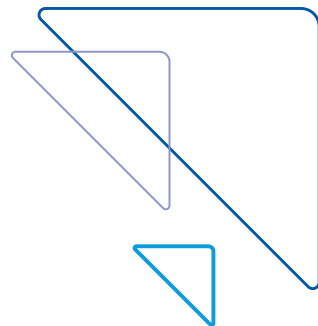
President and CEO
Northwell Health

Kevin Beiner

Senior Vice President and
Regional Executive Director, Eastern Region

Donna Moravick, RN, NP, MSN, MBA

Executive Director
Southside Hospital



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