

Community Service Plan

LIJ Valley Stream

2017-2018



**Long Island Jewish
Valley Stream**
Northwell Health®

Mission Statement for LIJ Valley Stream

As a member of Northwell Health, LIJ Valley Stream (LIJVS) strives to improve the health and quality of life for the people and communities it serves by providing world-class service and patient-centered care.

Who We Are

LIJ Valley Stream is a 305-bed community hospital located in Valley Stream. Inpatient services include general adult and geriatric care, a coronary care and intensive care unit, a telemetry unit, a surgical step down unit, a psychiatry unit, and a hospice unit. LIJ Valley Stream's seven operating rooms offer state of the art technology to perform the most advanced surgeries, including minimally invasive spine surgery, laparoscopic and bariatric surgery, and orthopedic surgery. LIJ Valley Stream's outpatient services include an emergency department, ambulatory surgery, pain management, and a center for wound care and hyperbaric medicine. LIJ Valley Stream is a New York State Department of Health Designated Stroke Center and an American Heart Association Get With The Guidelines-Stroke Gold Plus Award recipient. In 2015, LIJVS reported 9,332 inpatient discharges, 42,331 emergency department visits (including emergency department admissions), and 4,459 ambulatory surgeries. The hospital is also home to the Orzac Center for Extended Care and Rehabilitation, a state of the art 120-bed rehabilitation facility.

Prevention Agenda for the Healthiest State

LIJ Valley Stream, 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. The Center for Equity of Care and Community Health incorporated the NPS into LIJVS'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 LIJVS 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. LIJVS, 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.

LIJ Valley Stream, 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.

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.

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 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.

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.

Summer Junior Mentoring Program (SJMP)

Open to teenagers 16 and over, LIJVS's SMJP offers high school students an opportunity to explore a future career in the healing sciences. Students may volunteer on nursing units, in the emergency department, pharmacy, rehabilitation, patient relations, social work, radiology, nutrition, and patient access as well as nonareas. For additional information, please call the Volunteer Office at (516) 256-6144.

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.

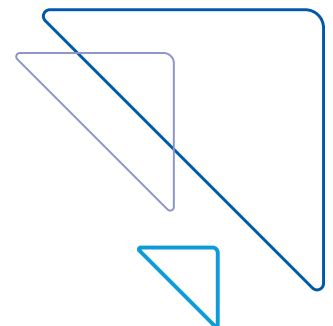
To date, 196 students have enrolled in the program and 98 students have completed the three-year curriculum. One hundred percent of the rising first-year college students in the program have enrolled in prestigious colleges and universities including Hofstra, Dartmouth, Yale, Harvard and Columbia. Eleven 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>.

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.

Summer Enrichment Program (SEP)

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



C. Community Health and Wellness

LIJ Valley Stream offers free and low cost health education programs throughout the year on a variety of topics, and members of the LIJVS 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 LIJVS 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.

Healthy Food Access

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



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

Long Island Health Collaborative (LIHC)

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

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

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

Blood Donor Services

Each year, employees of LIJVS 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 LIJVS and Northwell Health.

Emergency Medical Services (EMS) Lectures

This lecture series, presented quarterly by LIJVS emergency medicine physicians and EMS staff, provides essential continuing education to local volunteer and paid EMS workers. Through this continuing education, EMS workers become better prepared to provide initial assessment, stabilization, and transport of patients in need of emergency medical attention. For more information, please call (516) 256-6353.

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.

Center for Tobacco Control (CTC)

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

Hagedorn Cleft Palate and Craniofacial Center

Cleft lip and/or cleft palate is one of the most common birth defects in the U.S., affecting approximately one in 700 babies. The Hagedorn Cleft Palate and Craniofacial Center provides comprehensive diagnostic, medical, surgical and emotional care to children with facial clefts or other malformations and their families. Clinic services, cleft palate bottles, support groups and lectures are provided free of charge to all patients. For more information, please visit <https://www.northwell.edu/find-care/locations/cleft-palate-craniofacial-center> or call (516) 466-2990.

Queens World Trade Center (WTC) Health Program

Northwell Health is home the Clinical Center of Excellence funded through the James Zadroga 9/11 Health and Compensation Act to provide annual monitoring and treatment for WTC related health effects to 9/11 responders. Eligible members receive confidential physical and mental health monitoring and treatment within the Center and through referrals to the Northwell Health network of providers. In addition to monitoring and treatment examinations, the Center provides outreach and education, social services, benefits counseling, work related benefits counseling, and case management. All WTC Health Program services are federally funded and 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.



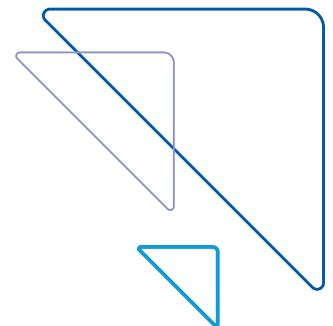
E. Support Groups

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. LIJ Valley Stream provides free, ongoing support groups for the community in the following areas: American Lung Association Better Breathers Club, alcohol abuse, cancer, bariatric, diabetes, and tinnitus. For further details, including a complete list of support groups, meeting times and dates, contact the Community Relations Department at (516) 256-6570.



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

LIJ Valley Stream

- Received the Orthopedic Surgery Excellence Award and ranked in the Top 10% in Nation for Overall Orthopedic Services by Health Grades.
- Was ranked the “Best on Long Island” for overall orthopedic services three years in a row by Health Grades.
- Received the Press Ganey Guardian of Excellence Award in Patient Experience for the third consecutive year.
- Earned Health Grades’ 5-star rating for knee replacement three years in a row and Health Grades’ 5-star rating for hip fracture treatment two years in a row.
- Orzac Center for Rehabilitation received a 5-star rating for America’s Best Nursing Homes from U.S. News & World Report for four consecutive years.
- Orzac Center for Rehabilitation was awarded a 5-star rating for Nursing Home Quality of Care by the Centers for Medicare & Medicaid Services.
- Is 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.
- 2014 Guardian of Excellence, Patient Experience, Inpatient Behavioral Health at LIJ Valley Stream.
- 2015 Guardian of Excellence, Patient Experience, Inpatient Behavioral Health at LIJ Valley Stream2016 Guardian of Excellence, Patient Experience, Inpatient Behavioral Health at LIJ Valley Stream.
- Long Island Jewish Valley Stream has been accredited by American College of Radiology Diagnostic Imaging Center of Excellence in MRI, CT, Ultrasound, and Nuclear Medicine.
- The American Heart Association/American Stroke Association’s Get With The Guidelines® – Stroke Quality Achievement Award has been given to Long Island Jewish Valley Stream.

Mark L. Cluster

Chairman, Board of Trustees
Northwell Health

Michael J. Dowling

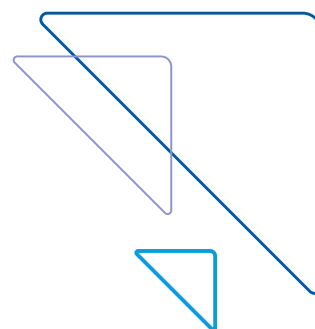
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This report was prepared by Community Health. For more information, please call (516) 600-1494.