

<p><u>CALL TO ORDER - 3 PM</u></p> <p>1. Adoption of Minutes: May 26, 2016</p>	<p>Dr. Barrios-Paoli</p>
<p><u>Chair's Report</u></p>	<p>Dr. Barrios-Paoli</p>
<p><u>President's Report</u></p> <p>➤ Information Item: * DSRIP Program Update Presenter: Christina L. Jenkins, M.D.</p> <p>>>Action Items<<</p>	<p>Dr. Raju</p>
<p>2. RESOLUTION adopting in the name of the New York City Health and Hospitals Corporation (“NYC Health + Hospitals”) Board of Directors the twelve Community Health Needs Assessments prepared for each of NYC Health + Hospitals’ eleven acute care and for the Henry J. Carter Specialty Hospital and Rehabilitation Center. (Strategic Planning Committee – 06/08/2016)</p>	<p>Mr. Campbell</p>
<p>3. RESOLUTION authorizing the New York City Health + Hospitals to negotiate and execute a Physician Services Agreement with the State University of New York/Health Science Center at Brooklyn for the provision of General Care and Behavioral Health Services at NYC Health + Hospitals Kings County and NYC Health + Hospitals Coney Island for a period of four years, commencing July 1, 2016 and terminating on June 30, 2020, for an amount not to exceed \$86,659,516, AND further authorizing NYC Health + Hospitals to make adjustments to the contract amounts, providing such adjustments are consistent with the System’s financial plan, professional standards of care and equal employment opportunity policy except that the System will seek approval from the Board of Directors for any increases in costs in any fiscal year exceeding twenty-five percent (25%) of the not to exceed amount identified in this resolution. (Med & Professional Affairs Committee – 06/09/2016)</p>	<p>Dr. Calamia</p>
<p>4. RESOLUTION authorizing the New York City Health and Hospitals Corporation (the “NYC Health + Hospitals”) to execute a contract with Deloitte Consulting, LLP to provide implementation services for the PeopleSoft Enterprise Resource Planning System. The contract will be for a term of three (3) years with two one-year options to renew exercisable solely by NYC Health + Hospitals for an amount not to exceed \$18,203,795 during the initial three-year term. (Information Technology Committee – 06/09/2016) EEO: Approved</p>	<p>Dr. Barrios-Paoli</p>
<p>5. RESOLUTION authorizing the New York City Health and Hospitals Corporation (“NYC Health + Hospitals”) to execute a five-year lease extension with UE Forest Plaza, LLC for 1,975 square feet of space at 2040 Forest Avenue, Borough of Staten Island to house the Mariner’s Harbor Houses Family Health Center at a base rent of \$32.50 per square foot to be escalated by 3% per year and a common area maintenance charge of \$2.74 per square foot or \$5,412 per year and real estate taxes in the amount of \$6.97 per square foot or \$13,764 per year for a five year total of approximately \$436,665. (Capital Committee – 06/09/2016)</p>	<p>Ms. Youssouf</p>
	<p><i>(over)</i></p>

NYC HEALTH + HOSPITALS

A meeting of the Board of Directors of NYC Health + Hospitals was held in Room 532 at 125 Worth Street, New York, New York 10013 on the 26th day of May 2016 at 3:00 P.M. pursuant to a notice which was sent to all of the Directors of NYC Health + Hospitals and which was provided to the public by the Secretary. The following Directors were present in person:

Dr. Lilliam Barrios-Paoli
Dr. Ramanathan Raju
Ms. Helen Arteaga Landaverde
Dr. Mary T. Bassett
Dr. Gary S. Belkin
Barbara A. Lowe, R.N.
Mr. Mark Page
Dr. Herminia Palacio
Mr. Bernard Rosen
Ms. Emily Youssouf

Jennifer Yeaw was in attendance representing Commissioner Steven Banks in a voting capacity. Dr. Barrios-Paoli chaired the meeting and Mr. Salvatore J. Russo, Secretary to the Board, kept the minutes thereof.

ADOPTION OF MINUTES

The minutes of the meeting of the Board of Directors held on April 21, 2016 were presented to the Board. Then on motion made by Dr. Barrios-Paoli and duly seconded, the Board unanimously adopted the minutes.

1. **RESOLVED**, that the minutes of the meeting of the Board of Directors held on April 21, 2016, copies of which have been presented to this meeting, be and hereby are adopted.

CHAIRPERSON'S REPORT

Dr. Barrios-Paoli reported that the Joint Commission made unannounced visits to NYC Health + Hospitals/Metropolitan and NYC Health + Hospitals/McKinney, and both facilities did exceptionally well.

Dr. Barrios-Paoli thanked the Board members who participated in the 2016 annual public meetings and who completed the mandated compliance training.

Dr. Barrios-Paoli announced that there will be a Board strategic educational session on June 8, 2016 for all Board members.

Dr. Barrios-Paoli updated the Board on approved and pending Vendex.

PRESIDENT'S REPORT

Dr. Raju's remarks were in the Board package and made available on HHC's internet site. A copy is attached hereto and incorporated by reference.

Dr. Raju highlighted the success that NYC Health + Hospitals/Carter has achieved in weaning patients off ventilators. He introduced Mr. Joel White, a former ventilator patient, who recounted his experience at Carter and thanked the respirator team for their dedication and level of performance. Dr. Raju also introduced and thanked Mr. Jerry Westley, Consumer Advocate of NYC Health + Hospitals/Kings County, and Ms. Althea Buckner, Director

of Pharmacy at NYC Health + Hospitals/Gouverneur, for the extraordinary work they do for patients in our system.

INFORMATION ITEM

Ms. Matilde Roman, Senior Director, Office of Diversity & Inclusion, discussed the goals that her office plans to achieve to promote diversity and inclusion at NYC Health + Hospitals. She explained that their role is to support direct care providers and front-line workers in the delivery of equitable, culturally responsive and linguistically appropriate services.

ACTION ITEMS

RESOLUTION

2. Authorizing the New York City Health and Hospitals Corporation ("NYC Health + Hospitals") to negotiate and execute a five-year contract with **Canon Solutions America** to provide **System-wide Managed Print Services** with one, two-year option to renew solely exercisable by NYC Health + Hospitals, in an amount not to exceed \$74.3 million for seven years.

Mr. Sal Guido, Chief Information Officer, provided the Board with an overview of how the consolidation of a print services agreement with one vendor would result in the improvement of productivity, as well as saving money. After a lengthy discussion, the decision to table the resolution was unanimously approved by the Board.

RESOLUTION

3. Authorizing the New York City Health and Hospitals Corporation (the "NYC Health + Hospitals") to negotiate and execute an amendment to **increase funding and extend the contract for an active/active data center and business continuity services** with **SunGard Availability Services**. The initial funding increase is in

an amount not to exceed \$8,010,000 for the remainder of the Contract option (exercisable at the NYC Health + Hospital's sole discretion) is in an amount not to exceed \$23,142,062, for a total of \$31,152,062 (including a contingency of \$3,018,530 for additional power and cooling and/or changes to the equipment.

Dr. Barrios-Paoli moved the adoption of the resolution which was duly seconded and unanimously adopted by the Board.

RESOLUTION

4. Authorizing the NYC Health and Hospitals Corporation (the "NYC Health + Hospitals") to negotiate and execute an addendum to its contract with **The Advisory Board Company's Clinovations division** that will extend its term through March 31, 2017 and add additional services during the final month of the existing contract to provide for **leadership and consulting services to support the optimization of the Epic installation at Elmhurst and Queens Hospitals** and to achieve the go live installation of Epic at **Jacobi Medical Center and North Bronx Hospital** with two one-year options to renew, exclusive to NYC Health + Hospitals, for an amount not to exceed \$3,790,517 for the initial term and \$4,344,432 for each of the two renewal terms for a total not to exceed an amount of \$12,479,381.

Dr. Barrios-Paoli moved the adoption of the resolution which was duly seconded and unanimously adopted by the Board.

RESOLUTION

5. Authorizing the NYC Health and Hospitals Corporation ("NYC Health + Hospitals") to negotiate and execute a three-year contract, with two two-year options to renew, in an amount not to exceed \$15,518,873, with **Base Tactical Disaster Recovery, Inc.** to provide **project management consulting services for the repair, restoration and hazard mitigation** of NYC Health + Hospitals facilities damaged by **Hurricane Sandy**.

Dr. Barrios-Paoli moved the adoption of the resolution which was duly seconded and unanimously adopted by the Board.

RESOLUTION

6. Authorizing the NYC Health and Hospitals Corporation ("NYC Health + Hospitals") to execute a **Customer Installation Commitment**

with the **New York City Department of Citywide Administrative Services** and the **New York Power Authority** for an amount not-to-exceed \$10,855,666 for the planning, pre-construction, design, construction, procurement, construction management and project management services necessary for the **Energy Conservation Measures upgrade project at NYC Health + Hospitals /Harlem.**

Ms. Youssouf moved the adoption of the resolution which was duly seconded and unanimously adopted by the Board.

RESOLUTION

7. Authorizing the New York City Health and Hospitals Corporation ("NYC Health + Hospitals") to negotiate and execute a contract with **Loeb & Troper LLP, CPAs for Annual Financial and Compliance Audits of twenty-two (22) Corporation Auxiliaries.** This contract is for audit services for calendar years 2015 through 2017 with two separate one year renewal options in an amount not-to-exceed \$855,000. The NYC Health + Hospitals, at its sole option and discretion, may renew this Agreement for an additional one or two successive one-year terms(s).

Ms. Youssouf moved the adoption of the resolution which was duly seconded and unanimously adopted by the Board.

BOARD COMMITTEE AND SUBSIDIARY REPORTS

Attached hereto is a compilation of reports of the NYC Health + Hospitals Board Committees and Subsidiary Boards that have been convened since the last meeting of the Board of Directors. The reports were received by Dr. Barrios-Paoli at the Board meeting.

FACILITY GOVERNING BODY/EXECUTIVE SESSION

Dr. Barrios-Paoli received the Board's approval to convene an Executive Session to discuss matters of quality assurance and personnel.

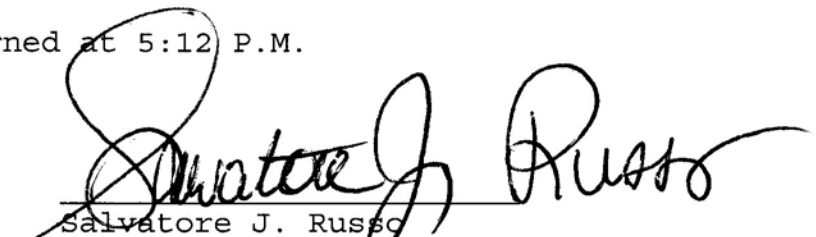
The Board convened in Executive Session. When it reconvened in open session, Dr. Barrios-Paoli reported that, 1) the Board of

Directors, as the governing body of NYC Health + Hospitals/Jacobi, received an oral report and written governing body submission and reviewed, discussed and adopted the facility's report presented; (2) as governing body of NYC Health + Hospitals/North Central Bronx, received an oral report and written governing body submission and reviewed, discussed and adopted the facility's report presented; and (3) as governing body of NYC Health + Hospitals/Harlem, the Board reviewed and approved its semi-annual written report.

Additionally, the Board received and approved the 2016 quality assurance and performance improvement and evaluation for NYC Health + Hospitals/Gouverneur, a Gotham Health Center.

ADJOURNMENT

Thereupon, there being no further business before the Board, the meeting was adjourned at 5:12 P.M.



Salvatore J. Russo
Senior Vice President/General Counsel
and Secretary to the Board of Directors

COMMITTEE REPORTS

Capital Committee – May 12, 2016 As reported by Ms. Emily Youssouf

Vice President's Report

Roslyn Weinstein, Vice President, Operations, advised that the meeting agenda would include resolutions for; approval of space occupied by the American Cancer Society at Queens and Elmhurst Hospitals, to operate their Patient Navigator Program; authorization to execute a Customer Installation Commitment with the Department of Citywide Administrative Services (DCAS) and the New York Power Authority (NYPA) for an Energy Conservation Measures Upgrade project at Harlem; and, consent to enter into contract with Base Tactical Disaster Recovery, for their continued service involving Federal Emergency Management Agency (FEMA) related projects.

Ms. Weinstein said she would conclude her report with an update on progress of FEMA projects, as promised at the April 2016 Capital Committee Meeting.

Ms. Weinstein was joined by Frederick Covino, Senior Assistant Vice President, Corporate Budget, and John Levy, President, Base Tactical Disaster Recovery.

Ms. Weinstein noted that electrical systems at all vulnerable hospitals had been raised, slat wall flood protection had been installed to prevent water from coming into receiving docks and other places, and various critical systems had been raised, such as fuel tanks. Quick connect systems had been installed to allow quick connection to electrical generators and other critical needs. Additionally, there was a contract in place with Northstar, a disaster recovery organization that provide not only disaster emergency assistance, but also were part of Health + Hospitals Ebola response team.

Ms. Youssouf asked if these accomplishments had been made at all the hospitals. Ms. Weinstein said that quick connects had been completed at all four of the effected hospitals; Coney Island, Bellevue, Coler and Metropolitan. Ms. Weinstein added that the Northstar contract was for system wide services.

Ms. Weinstein explained that current work at Bellevue included hardening of elevators, and medical gas protection, the bidding out of duct bank improvements, and raising of switch gear. At Coler, a new auditorium and basement were being designed. New generators would be placed at Bellevue and Coler. Design, mechanical, engineering and plumbing, and the flood walls for Bellevue and Metropolitan were under way.

Ms. Weinstein noted that these were only some of the accomplishments that had been completed and a broad overview of the extensive work underway, and asked Mr. Levy to elaborate on some of the mitigation work.

Mr. Levy explained that slat walls were interlocking pieces of metal that formed a protective barrier, and were used to keep flood waters out. He noted that was how a majority of water had seeped into Bellevue during Hurricane Sandy. He said the same slat walls were being used to protect the lower elevators at the facility.

Ms. Levy noted that this particular type of slat wall was not deconstructed into individual slats, but rather they were a complete assembly that rolled in one piece, and was therefore easier to deploy, as it wrapped around two poles, and was not in many separate pieces.

Ms. Weinstein stated that the new Critical Services Building at Coney Island was in design, and would be raised above 500 year flood level requirements. The building would include; patient rooms with improved services, high tech operating rooms, a parking structure, and a unique flood wall. Ms. Weinstein explained that part of the challenge at Coney Island was not only the ocean reaching the hospital, but the low water table which allowed water to seep in from below. It was important to address all these issues and at the same time protect the community as well as the facility.

Renderings of possible designs for the wall were shared. Dr. Barrios-Paoli asked if benches featured in one of the designs were a viable option. Mr. Levy said yes, that was one that provided protection as well as community gathering space. He explained that the back side of the wall would likely have added supports.

Ramanathan Raju, MD, President, asked how tall the wall would be. Ms. Weinstein said that at Coney Island the flood wall would be approximately five (5) feet, but wall heights would vary at other facilities. Mr. Levy added that the wall at Coney Island was only being designed to meet 100 year flood level requirements because the new building would be meeting 500 year requirements. He said the wall at Metropolitan would be much taller, meeting 500 year flood level requirements.

Dr. Raju asked if the 500 year walls would be as attractive as the 100 year wall. Mr. Levy said that larger walls will be much larger and more imposing but there are various design ideas to make it more aesthetically pleasing.

Ms. Weinstein advised that the current plan for the new Coney Island building would be to move all inpatient beds out of the main building into the new Critical Services building. That would be approximately 66 medical-surgical beds, 14 post-partum beds, labor and delivery, caesarian section rooms, continuing care nursery, behavioral health, a new emergency department, radiology, and more. There was still work to be done, she said, we are designing to budget, so some things may change. Weekly meetings are ongoing and we are moving into concept design.

Dr. Raju asked if there was much consideration as to the changing strategic goals of Health + Hospitals, or was the plan to simply replicate existing services. Ms. Weinstein said that was a great point and all details were being reviewed and discussed in user groups, with needed central office departments and with the FEMA projects Steering Committee. Changes could, and likely would, be made based on what makes the most sense for the system and for the community.

Dr. Raju asked how the community was being involved. Ms. Weinstein said that Community Advisory Boards had been met with and all health councils would be met with. There would be additional meetings as needed to keep groups informed.

Ms. Weinstein showed a short video featuring completed mitigation projects and renderings of upcoming work.

Ms. Youssouf asked how the tiger dam at Coney Island worked. Mr. Levy said it was filled with water and held its position by weight. He noted that it was a mitigation measure and not a permanent solution, and took time to deploy.

Ms. Youssouf asked what mitigation had been performed to protect the emergency room at Coney Island. Mr. Levy said the tiger dams were the main protection there. He explained that generators had muscle walls to protect them from water, and alternative, more permanent protections were being researched.

Ms. Weinstein noted that hurricane season was approaching and the team was always discussing new, better options for protection.

Ms. Weinstein advised that the Community Advisory Board at Metropolitan had been pleased with the variety of renderings presented for the possible wall design.

That concluded Ms. Weinstein's report.

Action Items

Authorizing the New York City Health and Hospitals Corporation ("NYC Health + Hospitals") to negotiate and execute a three-year contract, with two two-year options to renew, in an amount not to exceed \$15,518,873, with Base Tactical Disaster Recovery, Inc. ("Base Tactical") to provide project management consulting services for the repair, restoration and hazard mitigation of NYC Health + Hospitals facilities damaged by Hurricane Sandy.

Roslyn Weinstein, Vice President, Operations, read the resolution into the record. Ms. Weinstein was joined by John Levy, President, Base Tactical Disaster Recovery, Inc.

Ms. Weinstein noted that Base Tactical has been providing services to Health + Hospitals since immediately after Hurricane Sandy, and had provided significant assistance. They helped secure the \$1.72 billion capital grant from FEMA and use their expertise to negotiate directly with FEMA on behalf of Health + Hospitals. There were also a number of other grants that they had assisted in securing. In total there was approximately \$1.8 billion that was being used to help harden facilities. They would also be critical in ensuring that no dollars were lost as projects neared completion. We rely on their expertise and look forward to a continued relationship.

Ms. Youssouf asked if this contract, and not to exceed funding, would last through the completion of planned construction. Mr. Levy said yes, it was anticipated to carry through final construction and close-out with the State and FEMA.

Ms. Weinstein noted that any sign-off on change orders or designs would include the Economic Development Corporation (EDC), Health + Hospitals and Base Tactical, to ensure that FEMA regulatory requirements were being met.

There being no further questions or comments, the Committee Chair offered the matter for a Committee vote.

On motion by the Chair, the Committee approved the resolution for the full Board's consideration.

Authorizing the New York City Health and Hospitals Corporation ("NYC Health + Hospitals") to execute a five year revocable license agreement with the American Cancer Society, Eastern Division, Inc. (the "Licensee") for its continued use and occupancy of 120 square feet of space on the campus of Queens Hospital Center and 120 square feet of space on the campus of Elmhurst Hospital Center (the "Facilities") to provide non-clinical patient support services with the occupancy fee waived.

Roslyn Weinstein, Vice President, Operations, read the resolution into the record. Ms. Weinstein was joined by Dean Mihaltses, Deputy Executive Director, and Elsie Furr, Senior Associate Director, Queens Hospital Center.

Mr. Mihaltses explained that a prior agreement had been in place for a number of years, allowing American Cancer Society Patient Navigators to provide education, and access to related resources, to cancer patients. He noted that the space they occupied was approximately 120 square feet at both Elmhurst and Queens Hospitals, and a financial analysis confirmed a value add benefit.

Ms. Youssouf asked how many patients were assisted annually. Ms. Furr said there were 1,200 at Queens and 779 at Elmhurst over the previous three year term. Mr. Mihaltses added that volume was higher at Queens and that was why the program operated at that site for more hours per week.

There being no further questions or comments, the Committee Chair offered the matter for a Committee vote.

On motion by the Chair, the Committee approved the resolution for the full Board's consideration.

Authorizing the New York City Health and Hospitals Corporation ("NYC Health + Hospitals") to execute a Customer Installation Commitment ("CIC") with the New York City Department of Citywide Administrative Services ("DCAS") and the New York Power Authority ("NYPA") for an amount not-to-exceed \$10,855,666 for the planning, pre-construction, design, construction, procurement, construction management and project management services necessary for the Energy Conservation Measures upgrade project (the "Project") at NYC Health + Hospitals / Harlem (the "Facility").

Roslyn Weinstein, Vice President, Operations, read the resolution into the record. Ms. Weinstein was joined by Ebone Carrington, Executive Director, Harlem Hospital Center, and Cyril Toussaint, Director, Office of Facilities Development.

Mrs. Carrington explained that a comprehensive energy audit performed at Harlem Hospital Center had determined that a number of energy conservation measures could be implemented at the site. An application was submitted to the Department of Citywide Administrative Services (DCAS) and the Accelerated Conservation and Efficiency (ACE) program and it was approved. Project components would include; modernization of the existing air handling system in the Martin Luther King (MLK) Pavilion; secondary pump modulation; steam trap and distribution survey and remediation; steam pipe insulation; and, building lighting and controls upgrade.

Mrs. Carrington noted that the project had been fully designed and competitively bid under NYPA and would cost \$10,855,666, funded through a DCAS grant and General Obligation Bonds. Mrs. Carrington expressed excitement that annual estimated savings would be approximately \$1.72 million, with simple payback in approximately 10 years. She said the project was anticipated to be complete in June, 2017.

Ms. Youssouf asked if any work was planned for the recently constructed building. Ms. Carrington said no, the work was to be completed in the MLK Pavilion, which was not part of the modernization project at Harlem Hospital Center.

There being no further questions or comments, the Committee Chair offered the matter for a Committee vote.

On motion by the Chair, the Committee approved the resolution for the full Board's consideration.

Ms. Weinstein advised that she would provide an update on energy projects at the July, 2016, Capital Committee meeting.

Dr. Raju and Ms. Youssouf thanked Ms. Weinstein for her work.

Community Relations Committee – May 3, 2016

As reported by Josephine Bolus, RN

Chairperson's Report

Mrs. Bolus welcomed Committee Members and highlighted key NYCH+H events that occurred since the March 15, 2016 meeting. She reported the following:

- Provided the Committee with an update on the Board's Annual Public meetings. Mrs. Bolus noted that three (3) meetings had been held: Staten Island Meeting was held on April 4th Manhattan Meeting was held on April 11th The Bronx Meeting was held on April 19th
- Announced the Queens Annual Public Meeting will be held on May 11th and the Brooklyn Meeting will be held on May 18th. She reported that at the public meetings that were held thus far, Dr. Raju, in his report, highlighted the specific health challenges of the borough; key accomplishments and improvement initiatives of the NYC Health + Hospitals' facilities of the borough; and progress made on his 2020 Vision Plan.
- Announced that this year's Annual Marjorie Matthews Community Advocate Recognition Event will be held on the NYC Health + Hospitals' Coler Campus on Wednesday, July 20, 2016, from 4:30pm to 7:30 p.m. Mrs. Bolus noted that this year, all CAB and Auxiliary volunteers will be recognized and provided with a small token of our appreciation for the vital service that they provide to our facilities and the patients we serve. She added that a special recognition would be given to CAB Chairs and Auxiliary Presidents for their leadership and their commitment. Mrs. Bolus emphasized that this year and going forward, the Board want to recognize all of our volunteers at this annual event!
- Reported the film, "Healing with Harmony: A Music and Memory Story" was premiered at Coler in mid-April. She explained that this film describes a special program that is being planned for all NYC Health + Hospitals' facilities, which will help to revive the consciousness and verbal capacity of dementia patients through personalized, historical music tapes. Mrs. Bolus added that this film has also been shown at the Grammys and was also presented to the American Medical Directors Association. Earlier this month, through
- Reported that the Fund for HHC's longstanding partnership with the American Cancer Society (ACS), Toms of Maine and New England made a sizable donation of natural personal care products to NYC Health + Hospitals' sites that treat women who are either survivors of breast cancer or who are getting screenings for breast cancer. NYC Health + Hospitals/Bellevue, Coney Island, Queens, Kings, and Lincoln were chosen because of their commitment to cancer care, which is demonstrated by their designation as certified Cancer Care programs. These facilities will be able to distribute the items to more than 3,100 patients.
- Announced that the Board had given special, in-person recognition to a "Team of the Month." The team is comprised of four leadership staff of the two Queens hospitals. Mrs. Bolus added that the honorees included: Pamela Saechow, Project Manager; Ginu John, Interim Director for Epic Implementation and Training; Agnes Ho-Periola, RN in Psychiatry at Elmhurst, who helped to create our EMR for behavioral health; and Jennifer Coard, Breakthrough Deployment Officer. Mrs. Bolus continued and added that these individuals labored continuously to get the new Electronic Health Record on line, by the deadline, without any serious glitches. Mrs. Bolus noted that their work reflects the first phase of NYC Health + Hospitals' adoption of EPIC.
- Informed the Committee that under the leadership of the Office of Diversity and Inclusion, the NYC Health + Hospitals had launched its first celebration of Immigrant Heritage, which began in mid-April and would end on May 20th. Mrs. Bolus noted that this celebration includes a photo exhibit at 21 NYC Health + Hospitals' locations; information about different immigrant cultures featured on our website; Cultural Food Expo events featuring international food dishes prepared by staff; and eight Interreligious Diversity Workshops to explore how religious beliefs and practices intersect with care for patients and families.
- Announced that NYC Health + Hospitals launched a "WE ARE AN ALLY" LGBTQ Awareness Campaign that targets our workforce, patient sat our facilities and community-based partners throughout the City. Mrs. Bolus explained that this campaign is being promoted with marketing items such as pins, posters, and postcards, which are available at all NYC Health + Hospitals patient care locations. Mrs. Bolus added that special events were held at each facility in March through April as part of this campaign.

Mrs. Bolus concluded her remarks by informing the Committee, CAB Chairs and invited guests that twenty- seven (27) representatives of NYC Health + Hospitals' Auxiliary organizations and volunteers were recognized at a United Hospital Fund luncheon that was held at the Waldorf-Astoria on March 18th. Mrs. Bolus continued and congratulated Dr. Raju, who received the "Booker T. Washington Award" from the National Minority Quality Forum (NMQF) for his efforts to advance diversity in health care, reduce health disparities and provide health equity to all patients.

Before turning the meeting over to Dr. Raju for his remarks Mrs. Bolus introduced Ms. Helen Artega Landaverde, MPH, NYC Health + Hospitals Board member and member of this committee and Ms. Maureen McClusky, Senior Vice President of Post-Acute/Long Term Care.

President's Remarks

Dr. Raju greeted everyone. Dr. Raju shared the following:

- Thanked all CAB Chairs who had participated on the Tuesday, April 26th conference call with Herminia Palacio, Deputy Mayor, for Health and Human Services for a very important.
- Informed the Committee that on Tuesday, April 26th Mayor Bill de Blasio announced that as part of his executive budget, proposed a restructuring and an infusion of \$2 billion in subsidies for NYC Health + Hospitals.
- Dr. Raju continued and noted that the Mayor's One New York Plan will ensure no lay-offs and no hospital closure. Dr. Raju noted that the plans includes a welcome investment by the City of almost \$2 billion for this fiscal year and will focus on four (4) primary goals to help the health care system succeed: (1) by stabilizing funding (2) expanding community-based health care (3) improving efficiency and (4) remodeling an outdated system. Dr. Raju noted that the NYC Health + Hospitals will create an office of "Transformation" to drive planning and implementation.

Dr. Raju concluded his remarks by informing all that the Mayor will appoint a blue ribbon "Commission on Health Care for our Neighborhoods" comprised of national policy experts and community leaders to inform implementation of a plan that realizes excellence in quality and financial stability for NYC Health + Hospitals. Dr. Raju added that the Mayor's administration will coordinate substantive input from labor partners, Community Advisory Boards and community stakeholders across the five boroughs.

CAB Annual Reports

NYC Health + Hospitals | Harlem (Harlem) Community Advisory Board

Mrs. Bolus introduced Ms. Bette White, Chairperson of NYC Health + Hospitals/Harlem and invited her to present the CAB's annual report.

Ms. White began the Harlem CAB's report by greeting members of the Committee, CAB Chairperson and invited guests and informing the Committee that in lieu of giving the Harlem's CAB report, she would like to take the opportunity to extend her appreciation to the current administration, fellow CAB members and support staff. Ms. White explained that tonight's CRC meeting is her last meeting before rotating off the Harlem CAB due to term limits.

Ms. White continued and acknowledged with gratitude, Josephine Bolus, CRC Committee Chairperson, Ebone Carrington, Chief Executive Officer, NYC Health + Hospitals/Harlem, Maurice Wright, M.D., Medical Director, Philip Cooke, Associate Executive Director, Public Affairs, Charlotte Ozuna, CAB Liaison, and CAB colleagues.

NYC Health + Hospitals | Renaissance-A Gotham Health Center Community Advisory Board

Mrs. Bolus introduced Ms. Jackie Rowe-Adams, Chairperson of NYC Health + Hospitals/Renaissance and invited her to present the CAB's annual report.

Ms. Rowe-Adams began her presentation by greeting members of the Committee and thanking them for the opportunity to present. Ms. Rowe-Adams gave the following report:

- Renaissance CAB is focused on the patient's experience. Ms. Rowe-Adams noted that the CAB had been active in the facility's outreach screening and health fairs.
- Worked in collaboration with the Harlem CAB to host a joint legislative brunch. Ms. Rowe-Adams noted that this year's theme: Shaping the Future, Becoming Agents of Change was well attended by the community and elected officials.
- Reported that recruitment efforts are on-going for the CAB. Ms. Rowe-Adams noted that the CAB had recruited three new members. Ms. Rowe-Adams asked for all members of the RHCN CAB to stand and be recognized.

Ms. Adams concluded her presentation by commending Gregory Atwater, Deputy Executive Director and the staff of RHCN for their dedication and commitment to the community.

NYC Health + Hospitals | Lincoln Community Advisory Board

In the excused absence of Lincoln CAB Chairperson, Mr. George Rodriguez, Mrs. Bolus introduced Ms. Carmen Benitez, and invited her to present the CAB's annual report.

Ms. Benitez began the Lincoln CAB report by thanking members of the Committee for the opportunity to present the CAB's annual report and she presented the following report summary:

- The most significant health care concerns is that the NYC Health + Hospitals is facing huge deficit and the community is concerned want to know what will happen to the delivery of health care in the Downtown Bronx community.
- Ms. Benitez continued and noted that the Lincoln CAB is in the process of planning this year's Annual Public Meeting. Ms. Benitez added that the Lincoln CAB is also working to identify a member of the CAB to attend NYC Health + Hospitals Council of CAB's meeting.

Ms. Benitez concluded the Lincoln CAB report by informing members of the Committee and invited guests that under the leadership of Milton Nunez, Executive Director waiting times in the clinics and emergency department have improved. Ms. Benitez thanked Mr. Nunez for his dedication and commitment to the community.

NYC Health + Hospitals | Morrisania-A Gotham Health Center

- Mrs. Bolus introduced George Robinson, Chairperson of Morrisania CAB and invited him to present the CAB's annual report.
- Mr. Robinson began the Morrisania CAB report by thanking members of the Committee for the opportunity to present. The following overview was presented:
- Major improvements were made to Morrisania and currently there are no complaints from the CAB or the community. Mr. Robinson noted that patients are treated with respect.
- Announced Morrisania expanded its Dental clinic and introduced a dental plan affordable to the community

Mr. Robinson concluded his presentation by reiterating Morrisania's staff is doing a great job.

Dr. McCray, former Chair Gotham Board commended all CAB Chairs for their hard work.

Bobby Lee thanked Dr. Raju for balancing NYC Health + Hospitals' budget.

Finance Committee – May 12, 2016

As reported by Mr. Bernard Rosen

Senior Vice President's Report

Mr. PV Anantharam informed the Committee that the month of April 2016 was a fairly good one in that H+H cash balance was at \$500 million which Mr. John would expound upon in his report.

Cash Flow

Mr. Julian John reported that H+H ended April with a cash balance of approximately \$504 million (32 days cash on hand). There were no payments received for DSH or UPL funding. During the month of April 2016, H+H collected \$204 million from the City which was reported at the last Board meeting for DSH Preservation in addition to \$98 million in risk pool payments. It is anticipated that \$488 million in UPL funds will be forthcoming in May 2016 and in June 2016, \$144 million is expected in UPL funds and \$265 million in DSH funds. It is important to note that there is a potential "clawback" on funds that could potentially reduce the \$265 million. If all of these payments are received H+H is projected to end the year with a cash balance of \$166 million.

Mr. Anantharam added that the \$265 million which was included in the financial plan submitted to City Council by OMB is being updated to reflect those "clawbacks" noted by Mr. John. Additionally, \$160 million was added to the FY 16 budget for debt service which Mr. Covino would cover in his report. Also, the City has removed H+H obligation for debt service payments throughout the life of the plan. Through further assessment of potential DSH reimbursement, H+H concluded that it would be more financially prudent to not assume any reimbursement for DSH and UPL payments over the next three months. However, if those payments are received this FY 16 the year-end forecast does not reflect the receipt of those payments.

Committee member, Ms. Emily Youssef asked how much was included in the clawback. Mr. John stated that it was approximately \$109 million out of the \$265 million to \$156 million.

Board Chair Dr. Lilliam Barrios-Paoli asked why that had happened to which Mr. Anantharam explained that it relates back to the DSH that could be given to H+H that created a mechanism that would allow other voluntary hospitals to get UPL/DSH that created an over estimation on the amount of DSH that could be recouped.

Ms. Youssof confirming the discussion stated that in essence H+H will not get \$265 million but rather \$156 million to which Mr. Anantharam replied in the affirmative.

Key Indicators Report

Ms. Krista Olson reported that FY16 Utilization trends through March remain fairly consistent with what was reported last quarter. Ambulatory care visits overall were up by 1.7%, slightly improved over last quarter. Acute visits were up by 2.1%, but Diagnostic & Treatment Visits were down by 1.7%. Discharges were down by 2.6%. NCB was up by 22.4% due to the re-opening of the labor & delivery unit, primarily due to the shift from Jacobi. Nursing home days were down slightly (1.9%) compared with last year. Length of stay a comparison of specific hospitals to the corporate-wide average showed that Coney Island remained significantly above average at 9/10ths of a day. However, the facility did show significant improvement in the month of March 2016 due to the implementation of a number of new initiatives, but the result was masked by the year-to-date reporting. Corporate Budget will continue to monitor the hospital's performance to determine whether there has been significant progress that will result in sustained improvement. The case-Mix Index was up by 4.1% over last year.

Cash Receipts and Disbursements Reports

Global FTE Target

Mr. Fred Covino reported that in March 2016 global FTEs declined by 160, this was in addition to a reduction of 159 in January and 97 in December. April's number will continue this trend with full and part time down by 115 FTEs. However, Global FTEs were still up 451 this fiscal year and 1,368 above the target for June of 2016. A comparison of fiscal year to date through March 2016 cash receipts to last year for the same period, receipts for the month were up \$108 million due to the receipt of the MetroPlus Enhancement \$74 million, a Supp SLIPA payment \$68 million and an Indigent Care pool payment \$6 million. FYTD receipts were up by \$482 million. This increase was primarily in DSH/UPL \$370 million and Tax Levy receipts from the City \$218 million offset by a decline in Outpatient Medicaid Managed Care Risk pool down by \$102 million. \$98 million was received in risk pool from MetroPlus in April 2016. A comparison of the FYTD February cash disbursements vs last year, Disbursements for the month were up \$4 million due to prior year collective bargaining payments offset by increased fringe payments.

Ms. Youssof asked for clarification of the changes in the FTEs. Mr. Covino explained that back in November 2015 the FTE count was 2,000 over the target; however, there has been a reduction of 735 FTEs since that period with 400 FTEs above the target for the year.

Ms. Youssof asked if as reported global FTEs were 1,368 above the target how did it get to 400 FTEs. Mr. Anantharam explained that since November 2016, through very controlled efforts of the VCB process at both the hospitals and central office levels there has been some progress in reducing the headcount in those areas that are not direct patient care related while ensuring that those critical care area are properly staffed to meet the health care needs of H+H patient population.

Dr. Barrios-Paoli asked what steps if any were being taken to address those hospitals that have remained above their target.

Mr. Covino in response stated that there have been discussion with those hospitals and the majority have presented to this Committee their plans for meeting their targets.

Mr. Covino continuing with the reporting stated that FYTD disbursements were up by \$436 million. This increase was primarily due to payments made to the City, increased staffing levels, and collective bargaining for the affiliates contained in the new contracts. Comparing FYTD March 2016 cash receipts to budget, receipts were up \$9 million for the month and down \$39 million year to date, due to a combination of some declines in workload and aggressive budgeting. Comparing FYTD March 2016 cash disbursements compared to budget, disbursements for the month were \$9 million over budget. FYTD disbursements were \$124 million over budget. This variance was primarily due to increased staffing levels, increased OTPS expenditures and prior year affiliates costs.

Highlights of City Changes in the January Financial Plan

Mr. Covino stated that there were three area of change, expense budget, City revenue budget or changes in H+H payments to the City as well as the capital plan. On the expense side, \$223 million was received in FY 16 primarily for the City's cash subsidy to supplement HHC cash flow of \$160 million; \$35 million for collective bargaining for retroactive payments for NYSNA and 1199 settlements as part of a structured settlement for employees. Intra-city funding totaling \$4 million; \$7.5 million in FY 17 for correctional health; \$12 million in FY 18; \$15 million in FY 19 and in FY 20 \$117 million which is the same baseline carried forward

plus the developmental opportunity of \$100 million. On the revenue side, debt services payments for H+H were absorbed by the City for the life of the plan in addition to 87 administrative payments.

Ms. Youssef asked what the total of those administrative payments was.

Mr. Covino stated that it translates to \$180 million in FY 17 growing to \$203 million per year by FY 2020. \$362 million over the life of the plan for capital funding which includes funding for the EPIC EMR or \$185 million; \$9 million for Radiology initiative and \$15 million for ERP business system geared towards improving the accuracy of H+H data. \$100 million funding for primary care expansion; \$20 million for the Vanderbilt clinic; \$16 million for mental health capacity expansions. Overall H+H received substantial support from the City.

Mr. Anantharam added that there remains a considerable amount of effort for H+H in terms of achieving the proposed initiatives included in the financial plan.

Information Technology Committee – May 12, 2016

As reported by Dr. Lilliam Barrios-Paoli

Chief Information Officer Report

Mr. Sal Guido, Senior Vice President and Chief Information Officer, presented the Chief Information Officer Report. He told the Committee that it had been 40 days since the successful implementation of the Epic electronic medical record (EMR) at Queens and Elmhurst. He thanked many people for the team effort, including this Committee, Dr. Raju, Mr. Martin, Dr. Wilson and Kenra Ford for labs.

Mr. Guido added that there were never any patient safety issues identified in the rollout. He also told the Committee that today's information item would be a presentation on Data Sciences.

Mr. Guido addressed the report's Major IT Program Status Updates on a red-yellow-green color scale: Meaningful Use (Overall yellow, Budget green, On-Time yellow); Electronic Medical Record (Overall yellow, Budget and On-Time status green); Enterprise Resource Planning (all green); Radiology Consolidation (all green); and Data Sciences (all green).

The following initiatives were also reported on:

IDNYC Update

Mr. Guido said IDNYC (an identity card for undocumented immigrants produced by New York City) was deployed at Coney Island in the last several weeks. It allows individuals to use their IDNYC card for registration. Mr. Guido said the trials at Queens and Elmhurst Hospitals have gone well over the past several years. He explained to the Committee that we have been working with City Council and community leaders to explain the program and they are now advocating for us in their communities.

ActionHealth NYC

Mr. Guido explained this program used to be called Immigration Health. It went live on May 2 and we have 120 patients registered. He said that, in combination with the Mayor's Office and Dr. Wilson, we were able to modify our systems to accept IDNYC.

Secure Texting

Mr. Guido stated that Information Technology (IT) has been working closely with Dr. Wilson and the Chief Medical Officers (CMOs) at the facilities on this initiative. Secure texting allows for communication between a physician and patient; as well as between physician and physician with PHI (Protected Health Information) protected. Two different products have been tested and IT is in the process of awarding a contract. Dr. Wilson also recognized the efforts of our house staff Quality Council who advocated for this application.

Dr. Raju commented on the joint collaboration and cooperation between IT, M&PA, Operations, and Finance on this project and congratulated all parties.

Action Items:

Authorizing the President of the New York City Health and Hospitals Corporation ("NYC Health + Hospitals") to negotiate and execute a five year contract with Canon Solutions America to provide system-wide Managed Print Services with one two-year option to renew solely exercisable by New York City Health and Hospitals Corporation, in an amount not to exceed \$74.3 million for seven years.

A PowerPoint presentation entitled, “Managed Print Services Contract with Canon Solutions America” was given to the Committee members.

Approved for consideration by the full board.

Authorizing the President of the New York City Health and Hospitals Corporation (“NYC Health + Hospitals”) to execute documents necessary to increase funding for and extend the existing contract with SunGard Availability Services (“SunGard”) for an active/active redundant data center, business continuity and associated professional services. The funding increase for the current contract, an amount not to exceed \$8.01 million, covers the remainder of the Contract term through October 31, 2016, and the rest of the funding, in an amount not to exceed \$23.1 million covers a two-year extension plus a one-year renewal option (exercisable solely by the NYC Health + Hospitals) for a total of \$31.1 million (including a contingency of \$3.02 million for costs that may be incurred in the event of any additional power and cooling needs and/or mores or changes to the equipment).

Mr. Guido clarified this resolution by saying this is a request to extend a current contract with SunGard, NYC Health + Hospitals data center provider. He stated said there is also a request for additional funding on our existing contract that was overspent, until October 2016. The reason for increased spend was due to an upsurge in our storage and consolidation. Additional power and especially cooling was needed as eleven (11) data centers were consolidated down to two. Mr. Guido said it is above the contingency.

A PowerPoint presentation entitled, “SunGard Availability Services – Alternate Data Center “was presented to the Committee members.

Mr. Martin said he would recommend doing an analysis on what it would cost to build a new data center. He did not see the logic of spending \$31 million over three years instead of a one-time investment of \$40 million resulting in a space owned by NYC Health+ Hospitals.

Mr. Guido said he agreed and we want to insure that the data presented you is the most accurate information. He stated his preference would be to have capital outlay to build out the data center and reduce our costs significantly over time. From a Return on Investment (ROI) point of view, it would pay for itself in three years.

Approved for consideration by the full board.

Information Item:

Vijay Saradhi, Assistant Vice President, Data Sciences, delivered a presentation on “Compass”, a program developed by him and his team to provide directional data to policy makers so that they can make informed decisions based on the real-time data available to them.

Mr. Guido told the Committee that he wanted to give them a preview of what Mr. Saradhi and his team have accomplished to date.

Medical & Professional Affairs Committee – May 12, 2016

As reported by Dr. Vincent Calamia

Chief Medical Officer Report

Ross Wilson MD, Senior Vice President/Corporate Chief Medical Officer, reported on the following initiatives.

Office of Accountable Care

The Comprehensive Care for Joint Replacement (CJR) Model is underway as of April 1st. CMS recently provided baseline data on target costs for 90-day major joint replacement episodes for each of our hospitals. Early analysis indicates variability in post-acute care spending across NYC H+H, which represents an opportunity to reduce costs and improve patient outcomes by standardizing discharge protocols. The ACO office is collaborating with Finance and local leadership to kick off CJR strategy and planning sessions at each site.

The ACO was recently selected as a high-performing safety net leader to present on its experience and best practices to America’s Essential Hospitals (formerly the National Association of Public Hospitals and Health Systems) members.

Behavioral Health

NYC Health & Hospitals is launching Home and Community Based Services (HCBS) for Behavioral Health patients. HCBS provide opportunities for Medicaid beneficiaries with mental illness and/or substance use disorders to receive services in their own home or community. We are approved to provide 7 different HCBS services across the system, with most facilities approved for Community Psychiatric Support, Family Support and Training, and Peer Support. The rollout is co-championed by the Office of Behavioral Health and the Council of Psychiatry Directors.

The Office of Behavioral Health with Ambulatory Care, Women's Health and Pediatrics is working on implementation of a process to screen for depression in pregnant women from prenatal through the postpartum aspects of delivery. This is part of the Mayor's Office city-wide initiative. NYC Health + Hospitals is one of the pilot systems to develop and implement the practice that will be spread across all city agencies. Pilots are focused at Elmhurst, Queens, and Coney Island and scheduled for February.

OBH continues to work on the following: Establishment of on-site assessment and short-term treatment in the Family Justice Centers providing increased mental health services to victims of domestic violence. There will be one in each borough for a total of five sites. NYC Health + Hospitals will provide screening, assessment and short-term mental health services at these sites. The MOA is scheduled for signature and meetings with the host facilities are being scheduled.

DSRIP

To date, OneCity Health has earned 100 percent of potential performance dollars, reflecting achievement of 100 percent of DSRIP milestone commitments (162 of 162). OneCity Health continues to progress with clinical project implementation and development of a final funds flow model.

Clinical Project Implementation

For Project 11, OneCity Health issued new schedules to 40 community partners, reflecting implementation efforts through DSRIP Year Two (April 1, 2016 – March 31, 2017). For this time period, in addition to continuing Patient Activation Measure (PAM®) surveys, hospitals and community based partners will begin implementing and refining operational processes to link uninsured New Yorkers and low- and non-utilizers of Medicaid to primary care and social services.

For palliative care integration into the PCMH, OneCity Health held two health care proxy trainings in April, and continues its initial work to provide simple advance care planning at 12 NYC Health + Hospitals neighborhood health centers and acute care facilities.

For Care Transitions planning, which focuses upon hospital readmissions reduction by providing a supportive transition to the community for appropriate patients, planning efforts continue at two NYC Health + Hospitals facilities. Eight Transition Managers have been hired and have received initial training in April. They will begin to receive patient referrals in May.

ED Care Triage implementation planning continues at four NYC Health + Hospitals facilities, which begins the effort to connect patients with primary care from the Emergency Department. Health Home At-Risk planning also continues at three NYC Health + Hospitals sites, in which the objective is to extend care management services equivalent to the New York State Health Home program.

The asthma home-based self-management work also continues at both select NYC Health + Hospital and community partner sites.

Office of Ambulatory Care Transformation (OACT)

Specialty Care Access

In the beginning of this month Coney Island Hospital went live with an enhanced EHR referral tracking system to provide improved specialty care for patients; additional facilities are developing their referral tracking systems for implementation over the next several months.

Collaborative Care for Depression

In Q1 2016, Collaborative Care for Depression exceeded targets for Screening Rate, Psychiatric Consultation and Improvement Rate.

Our bottom-line clinical metric, Improvement Rate, saw continued significant gains this quarter; 11 sites exceeded the target of ≥50%

Improvement Rate (all patients): Q2/15 17.73% à Q3/15 31.56% à Q4/15 44.71% à Q1/16 57.59%

Sites continue to work to ensure that all required elements of depression care outlined by NYS OMH (Depression Dx, Monthly PHQ-9 Screen, Monthly Encounter) are provided to Collaborative Care patients so that they meet the state's billing requirements. During Q1/16, we saw improvements across H+H in this area:

Billable Patients (Medicaid): Dec 15, 36.29% à Jan 16, 40.21% à Feb 16, 43.85% à March 16, 47.0%

Q1 2016 Primary Care Assessment analysis findings:

Similar to last year, the analysis found that improving moving through the visit and referral tracking as two of the biggest opportunity areas across NYC Health + Hospitals.

Notable site improvements include NYC Health + Hospitals/Bellevue and NYC Health + Hospitals/Coney Island improving team-based care through an Office of Ambulatory Care Transformation facilitated training and NYC Health + Hospitals/Gouverneur and NYC Health + Hospitals/Coney Island improving referral tracking via an enhanced EHR referral tracking system.

Site-specific detail is available through the Office of Ambulatory Care Transformation, and Facilities are encouraged to utilize their action plans to guide transformation priorities throughout Q2 2016.

Outpatient appointment waiting times have continued to steadily improve in both primary care and mental health. In the month of March, the system-wide average wait for new patients appointments were:

- 6 days in adult mental health (vs. 31 days at baseline and 13 days three months prior); 9 sites at target
- 20 days in adult primary care (vs. 55 days at baseline and 23 days three months prior); 9 sites are at target
- 5 days in pediatrics (vs. 14 days at baseline and 9 days three months prior); 10 sites are at target

In adult primary care, we hope to build on this momentum by making sure critical vacant clinical positions are filled as soon as possible.

A Brooklyn-wide contact center for appointments is live. Patients can now call 24/7 and schedule appointments with a live agent in 5 languages (English, Spanish, Creole, Polish, Russian; other languages available through translator). The live agent can help the patient with appointments in any part of Brooklyn, and can offer more choices to patients. In addition to better service, call waiting times and caller abandonment has improved compared to prior levels -- despite no incremental costs. This is due to capturing the benefits of scale and streamlining. This model is in the process of being replicated in other borough, starting with Bronx and Manhattan in June.

Laboratory Services

Enterprise glucometer replacement: in accordance with the enterprise implementation timeline, Woodhull, Queens and Elmhurst facilities implemented the U.S. FDA cleared NOVA StatStrip glucose meter (CLIA –waived) for use throughout all hospital and professional healthcare settings. This addresses the regulatory issues that had been raised at several facilities.

Queens and Elmhurst hospital laboratories implemented the Cerner Laboratory Information Systems (LIS) as planned, in conjunction with the Epic go-live at the beginning of April. This step is an essential component of our joint lab project with Northwell.

MetroPlus Health Plan, Inc.

Arnold Saperstein, MD Executive Director, MetroPlus Health Plan Inc. Presented to the Committee the total plan enrollment as of April 1, 2016 was 493,070. Breakdown of plan enrollment by line of business is as follows:

Medicaid	385,351
Child Health Plus	13,788
MetroPlus Gold	4,751
Partnership in Care (HIV/SNP)	4,505
Medicare	8,386
MLTC	1,082
QHP	20,409
SHOP	989
FIDA	186
HARP	8,274
Essential Plan	45,349

MetroPlus membership has been steadily increasing since February despite the high number of Medicaid members losing their eligibility as a result of New York State changing the recertification process to an electronic format.

To date, the State appears to have made little progress to address plan concerns regarding ongoing issues related to significant drops in plan enrollment. The Department of Health (DOH) counsel has indicated that plans may send termination letters and post-termination letters to members/former members. However, they have not addressed the root cause of why there are so many disenrollments. The PHP Coalition is currently collecting data from all plans to be able to discuss the specific causes with the State.

In my last report I described the initiative we are undertaking with ZocDoc. We made additional progress in that ZocDoc will install a scheduling application in the MetroPlus directory enabling direct scheduling for any physicians who have joined their service. When a member searching the MetroPlus directory decides on a physician they want to see, if that physician is a ZocDoc participant, an app in the MetroPlus directory will allow for easy scheduling of an appointment. In addition, a link on the MetroPlus page will take a member to the ZocDoc page where they can see all the ZocDoc enrolled physicians, read reviews and have access to the scheduling software. ZocDoc does not currently offer the ability to host a customized plan directory available on its web site but we are having ongoing conversations about making this a feasible feature in the near future.

I would like to bring a few informational items to the Board's attention. Firstly, the NYS Department of Health (DOH) is planning to "turn on" auto-assignment of enrollees to a Medicaid managed care plan (MMC). This auto-assignment will occur for both new enrollees and for the backlog of enrollees who are eligible for MMC enrollment but never completed plan selection and are sitting in fee-for-service as a result. The latest information on the status of auto-assignment is as follows: for new enrollees, DOH will begin the auto-assignment process on May 21, 2016. From this point forward, new enrollees will have 10 days to select a plan once they've been determined eligible for Medicaid. This means that someone who is determined eligible on May 21st will have ten days to select a plan; enrollees who do not select a plan within those ten days will be auto-assigned to a plan on the eleventh day (i.e., assignments for this batch will go out on June 1st). Auto-assignment will occur on a daily basis. For the backlog of enrollees, after May 21, 2016, they will become eligible for auto-assignment at their renewal or if they report a change to NYSOH. For example, if an enrollee currently in the backlog renews for September 1st coverage and fails to select a plan at the time of renewal, they would be auto-assigned a plan on September 11th (the eleventh day). If that same individual were to report a life status change to NYSOH on May 3rd, NYSOH would rerun his/her eligibility and, absent a plan selection, auto-assign them on May 13th (assuming they remain eligible for Medicaid).

Secondly, as of April 15th, victims of domestic violence or spousal abandonment are eligible to enroll for health insurance on the state's health exchange throughout the year. The governor announced the new special enrollment period (SEP) rule this week. Health Plan Alliance (HPA) and other associations worked with DFS on guidance related to domestic violence SEP, including language that allows health plans to request applicants to attest to their eligibility.

In addition, the NY State of Health (NYSOH) posted the 2017 invitation, providing information and materials necessary for plans intending to offer Qualified Health Plans (QHPs), stand-alone dental (SAD) plans or Essential Plan (EP) products in the coming year. There are two 2017 standard plan designs for the QHP: 2017 Standard and an "optional" 2017 Standard that includes three primary care provider (PCP) visits. We will be offering the optional plan with three primary care visits free of copays or coinsurance. After adding these plans, we will have over 200 variations of benefits in our Exchange programs.

As a follow-up on School Based Health Centers (SBHC), please note that the Department of Health formally announced that the carve-in into the Medicaid managed care benefit package has been delayed until July of 2017.

We have also been working closely with H+H Finance on the ActionHealth program that went live at Elmhurst Hospital on May 2nd. MetroPlus staff located at Elmhurst will be performing insurance screening of patients, as well as enrollments if those patients are eligible for insurance. These screenings and enrollments will be monitored and the results will be used for similar programs throughout H+H facilities.

I am pleased to introduce Dr. Talya Schwartz as the new MetroPlus Chief Medical Officer. Dr. Schwartz comes to us with an impressive set of credentials and a proven talent for leadership. As a member of the Quartet Health founding team, Talya led clinical operations, strategic partnerships, and had a critical role in business development. Prior to her time at Quartet Health, she served as the SVP of Clinical Strategy and Product Development and Senior Medical Director at Universal American (an APS Healthcare acquisition), where she provided leadership, strategic direction and oversight for all clinical operations, and implemented numerous savings initiatives in the program and product development areas. Additionally, she has done extensive work in population health and health informatics and has developed models to measure clinical standards across a wide range of providers.

An accomplished physician executive, Dr. Schwartz has successfully led business units to innovation, growth, and operational efficiencies combining technology, data, and clinical acumen with individuals' skills and talents.

Dr. Schwartz was educated at Tel-Aviv University, Sackler Medical School. She completed her residency in Pediatrics and a fellowship in Pediatric Infectious Diseases, conducted post-doctoral research at the University of Pennsylvania, was Clinical Associate at the Children's National Medical Center, Washington, D.C., and Clinical Research Fellow at the National Institute of Health. In addition, she holds a Graduate Certificate in Health Services Management and Leadership from The George Washington University, Washington DC.

Information Items:

Ross Wilson MD, Senior Vice President/Corporate Chief Medical Officer, updated the committee on Quality of Metrics. The following items were covered:

Quality Measurement, CMS measure (CMS Hospital Compare Website, CMS Hospital Compare, CMS Value Based Purchasing – FY2018), Hospital-Acquired Condition Reduction Program – FY2016, Financial Impact of Quality measures – FY 2016, NYS DOH – Quality Assurance Reporting Requirement (QARR), The Leapfrog Group Hospital Safety Score – Spring 2016 and Measures submitted to the Joint Commission in 2016.

SUBSIDIARY BOARD REPORT

MetroPlus Health Plan Inc. – May 3, 2016

As reported by Mr. Bernard Rosen

Chairperson's Remarks

Chair Rosen welcomed everyone to the MetroPlus Board of Directors meeting of May 3rd, 2016. Mr. Rosen stated that the meeting would start with the Executive Director's report presented by Dr. Saperstein.

Executive Director's Report

Dr. Saperstein stated that MetroPlus' membership has increased from March to April despite the high number of Medicaid members losing their eligibility as a result of New York State Department of Health (SDOH) changing the recertification process to an electronic format.

Dr. Saperstein reported that one of the Plan's challenges involves lack of payment of the \$20 monthly premium by Essential Plan (EP) members. MetroPlus has been losing almost 2,000 EP members each month due to lack of payment. Consistent outreach to educate and assist the new population has taken place in order to maintain continuity of coverage: email campaigns, texts and phone calls. These efforts have been extremely successful.

Dr. Saperstein reported that MetroPlus is embarking on a partnership with ZocDoc. This partnership will help facilitate the members in making appointments with their providers. ZocDoc provides a scheduling system on a paid subscription basis for medical personnel. The scheduling system can be accessed by subscribers both as an online service and via the deployed office calendar software or integrated with provider websites. The subscriber's schedules are available to the end users – patients – free of charge.

Dr. Saperstein stated that starting April 15th, victims of domestic violence or spousal abandonment are eligible to enroll for health insurance on the State's health exchange throughout the year. The Governor announced the new special enrollment period (SEP) rule this week. Health Plan Alliance and other associations worked with Department of Financial Services on guidance related to domestic violence SEP, including language that allows health plans to request applicants to attest their eligibility.

The NY State of Health (NYSOH) posted the 2017 invitation, providing information and materials necessary for plans intending to offer Qualified Health Plans (QHPs), stand-alone dental plans or EP products in the coming year. There are two 2017 standard plan designs for the QHP: 2017 Standard and an "optional" 2017 Standard that includes three primary care provider (PCP) visits. MetroPlus is finalizing its rates and a draft will be submitted on Monday, May 9, 2016.

Dr. Saperstein mentioned that SDOH formally announced that the carve-in into the Medicaid managed care benefit package has been delayed until July 2017 regarding the School Based Health Centers.

Dr. Saperstein welcomed and introduced Dr. Talya Schwartz as the new MetroPlus Chief Medical Officer. Dr. Saperstein gave a very special thank you to Dr. Kathie Rones for serving as the interim Chief Medical Officer.

Dr. Saperstein gave a special thank you to Mr. Lloyd Williams for inviting MetroPlus to participate in the 6th National Urban Health Conference. MetroPlus was one of the main corporate sponsors for this conference. Dr. Van Dunn, MetroPlus' former Chief Medical Officer was honored with the Outstanding Service and Achievement award. Dr. Ronces presented the award to Dr. Dunn citing his achievements at MetroPlus as well as his long and auspicious career in public service. Mr. Williams gave praises to Dr. Ronces for her incredible presentation as well as Mr. Roger Milliner for serving as the moderator for both panels.

Medical Director's Report

Dr. Ronces provided the Behavioral Health Services update. Regarding the HARP/Enhanced Membership, there were 8,245 for Medicaid Enhanced, 847 for HIV SNP Enhanced and 1,945 additional HARP eligible flagged in the Plan's Medicaid population. MetroPlus staff members traveled to Beacon earlier this month to conduct an on-site audit of their facilities. A desk audit of utilization and case management, denials and appeals as well as claims is concluding. A full report of findings will be issued shortly. Health Home liaison units are located at high volume facilities to educate eligible members as well as the facility staff about health home. MetroPlus will partner with Harlem Health + Hospitals Home and Health Care to begin a pilot project to assist with discharge planning.

The AIDS Institute awarded MetroPlus with the End of the Epidemic Grant, which is about \$1M per year for three years to conduct targeted support activities to members who are HIV+ and do not have their viral load suppressed. The Plan's targeted programs will include an outreach component to locate members who are not in care and get them back into care, a Tele-Nurse support to improve adherence and an HIV+ peer care navigation program to put boots on the ground in selected New York City Health + Hospitals and other community sites who need extra support.

In preparation to meet URAC Accreditation Standards, MetroPlus has contracted with a new vendor, Advanced Medical Reviews who will provide first and second level appeal physician reviews. URAC standards requires that the specialty of the Plan's physician reviewer must match the specialty of the physician requesting the appeal. Thus far, 100 appeals have been submitted for review. Turnaround times have exceeded expected timeframes and the quality of the reviews have been excellent.

As of May 2, 2016, MetroPlus has contracted with Varis. Varis has management experience in the field of coding, Diagnosis –Related Group (DRG) validation and analysis and overpayment recovery for inpatient hospital claims. Varis' audit services will validate the diagnosis, procedures, age, sex, discharge status and presence of complications or comorbidities for accuracy of DRG payments.

Dr. Ronces provided the Provider Contracting and Credentialing update. The contract with Quest Diagnostics Laboratories has been completed. Quest Laboratories is now a participating provider and can access Quest Lab data for HEDIS and for Plan members.

MetroPlus' criteria for Credential Committee reviews of provider applications for initial and re-credentialing have been modified to include providers with any malpractice settlements and awards over the past 10 years. Dr. Saperstein asked how that is a change from what the Plan was doing before. Dr. Ronces responded by saying that before, one had to have had more than two settlements and appeals and it had to be over half a million or a million dollars. This would be for any malpractice.

Action Items

The resolution was introduced by Dr. Ronces, MetroPlus' Deputy Chief Medical Officer.

Authorizing the Executive Director of MetroPlus Health Plan Inc., ("MetroPlus") to increase the spending authority for the requirement contracts with Greater New York Nursing Services ("GNYNS") and New York County Health Services Review Organization ("NYCHSRO") dated December 9, 2015 and to allocate additional funds for an amount not to exceed \$1,350,000 per year for a term of three years with two 1-year renewals.

Dr. Saperstein explained to the Board the need for the additional funds for this contract. The State has determined that Personal Care Services (PCS) assessments are now not to be replaced by Uniform Assessment Systems (UAS) assessments until, at least the end of 2016. It is essential to the health and well-being of MetroPlus members that PCS assessments continue without interruption and due to the fact that PCS assessments were not phased out last year, MetroPlus is requesting an additional \$350,000 per year.

The adoption of this resolution was duly seconded and unanimously adopted by the MetroPlus Health Plan Board of Directors.

Information Item

Dr. Saperstein presented and discussed MetroPlus' Strategic Plan for 2016 through 2018.

Dr. Saperstein introduced Mr. Michael Curran Hays, who is a senior member of Kepner Tregoe. Kepner Tregoe is an international workflow process organization that will help MetroPlus with utilization management as well as assisting with the strategic plan.

Regarding the development process for MetroPlus' strategy, the Executive Team has worked over three months to select the best performing, lowest risk "Driving Force" strategy model, identify the growth and return targets and expected results and identify the first critical projects and organizational structure to support the strategy and growth.

Dr. Saperstein discussed the statement of strategic vision for 2016 -2018. Over the next three years, MetroPlus will provide its members with access to the highest quality health care and to help them live healthier lives. This goal will be accomplished by partnering with key hospitals and medical professionals throughout New York City to improve the health and well-being of each and every one of MetroPlus' members. The Plan will strive to make health care coverage accessible to all New Yorkers at an affordable price.

Dr. Saperstein discussed critical issues along with the key executives that will be responsible in assisting to possess a solution with a specific time frame, at least by the end of the third quarter by 2016.

Mr. Dan Still asked since the current strategic plan is to 2018, the prior strategic plan went to 2020. Dr. Saperstein mentioned that the 2020 Plan was initially a million members, but a more reasonable expectation, the growth was put to 680,000 members by the end of 2020. Dr. Christina Jenkins asked Dr. Saperstein how the adjusted target lines up with the McKinsey work that was done prior to the Manatt work. Dr. Saperstein responded by saying that this is on the graph of the McKinsey work. The Plan is online with McKinsey and with Manatt. Mr. Hayes reiterated that this is a three year strategy so that is why you don't see it going up to 2020.

*** * * * * End of Reports * * * * ***

RAMANATHAN RAJU, MD
NYC HEALTH + HOSPITALS PRESIDENT AND CHIEF EXECUTIVE OFFICER
REPORT TO THE BOARD OF DIRECTORS
May 26, 2016

Good afternoon. As is customary, I will highlight just a few items from my report to the board. The full version is available to all here and will be posted on our website.

There are a number of positive stories to report to you this month from different corners of our system, I'll touch on some of these stories briefly before we recognize the program and persons of the month.

NYC HEALTH + HOSPITALS EARNS HONORS FOR QUALITY IN CARDIAC AND STROKE CARE

Last week 10 facilities in our system were recognized by the American Heart Association/American Stroke Association for improving the quality of care for patients suffering from cardiac diseases and stroke.

The awards were presented for meeting and exceeding standards established by "Get with the Guidelines" a national, hospital-based, quality improvement initiative. To earn this recognition, our hospitals achieved high rates of adherence to quality care standards for cardiac and stroke care set by the Guidelines program. Congratulations to the clinical teams at Bellevue, Elmhurst, Jacobi, Kings County, Coney Island, Metropolitan, Woodhull, North Central Bronx, Lincoln, and Harlem.

NEW ENGLAND JOURNAL OF MEDICINE/CATALYST ARTICLE ON COLLABORATIVE CARE FOR DEPRESSION IN NYC HEALTH + HOSPITALS

On May 24 we were delighted that four members of our team authored an article featured by the New England Journal of Medicine about our collaborative care for depression initiative. This initiative deploys a population-based, stepped-care approach in the primary care setting to treat depression or depression occurring with a chronic illness, and has demonstrated improved depression symptoms in more than half of our enrolled patients. It supports our belief that collaborative care is an essential model for reaching and treating patients with mental illness. Congratulations to the authors of the article, [Jessica Black](#), MSW, MPH, Program Manager, Collaborative Care, NYC Health + Hospitals, Dave A. Chokshi, MD, MSC Assistant Vice President, Ambulatory Care Transformation, NYC Health + Hospitals Monica Gould, MPH, Data Analyst, NYC Health + Hospitals, and Jesse Singer, DO, MPH Senior Director, Ambulatory Care Operations, NYC Health + Hospitals.

MUSIC & MEMORY PROGRAM AT NYC HEALTH + HOSPITALS' SKILLED NURSING FACILITY IMPROVES QUALITY OUTCOMES FOR RESIDENTS WITH DEMENTIA

Earlier this week we announced measurable improvements in quality outcomes stemming from NYC Health + Hospitals/Coler's Music & Memory program, which was introduced and spearheaded by The Fund for NYC Health + Hospitals, and is improving the quality of life for residents with dementia.

- From June 2014-June 2015:
 - The number of patients participating in Coler's Music & Memory programs rose from 4%-78%
 - The percentage of residents requiring antipsychotic medications dropped from 30% to 18 % at Coler, a significant trend that is expected to continue
 - The number of patients involved in physical altercations dropped from 8 to 0 incidents
 - The number of falls dropped from 11 to 3

At the heart of Coler's successful interventions is the Music & Memory program, which features personalized iPod soundtracks for individual residents.

We are very proud of our expert team of doctors, nurses and therapists at Coler for their innovative use of music to improve the quality of life of our most frail and elderly patients. When the music starts, lethargy becomes laughter, isolation becomes interaction and we can break through and make a special connection with our residents with dementia and Alzheimer's.

The profound impact on patients and staff is captured in "Healing with Harmony: A Music & Memory Story," the short film produced by The Fund for NYC Health + Hospitals that we viewed at our March Board meeting, and which recently won a "Communicator Award of Excellence" from the Academy of Interactive & Visual Arts.

NATIONAL RECOGNITION DAYS

Over the past month we were glad to honor several national recognitions for professionals working in our essential health care system:

NATIONAL NURSES WEEK

During National Nurses Week we honored our phenomenal nursing staff, who do a difficult job with skill, expertise, and grace under pressure on the frontline of care. And who are always committed to the highest standards of excellence. Every day our nurses touch the lives of thousands of New Yorkers who trust us with their health and the health of loved ones – sometimes with their very lives.

The theme of this year's Nurses Week, *Creating a Culture of Safety*, reinforces two of our Guiding Principles: Keep Patients First and Keep Everyone Safe. Our nurses follow these principles no matter the situation, from the beginning of life to the end, in health care facilities and in the home. They are essential to providing the best quality of care and the best possible patient experience – which, in turn, are fundamental to realizing our 20/20 Vision and ultimately the ongoing success of our health care system.

NYC HEALTH + HOSPITALS HONORS SUPERIOR PHYSICIANS DURING ANNUAL "DOCTORS' DAY" CELEBRATION

On Doctors' Day we honored 23 physicians representing all five boroughs for excellence and their commitment to our patients.

Physicians from the health system's hospitals, community health centers, and our MetroPlus Health Plan were recognized for leadership and commitment to providing the highest quality health care to New Yorkers. The physicians honored also represent NYC Health + Hospitals' diverse workforce and ability to provide culturally responsive care with the knowledge and sensitivity required to care for all without exception.

ADMINISTRATIVE PROFESSIONALS DAY

At the end of April we also celebrated Administrative Professionals Day with a breakfast reception honoring those in our system who rarely get enough credit for the great support they offer our caregivers on the front lines and those of us in the back offices.

NATIONAL NURSING HOME WEEK

And finally, we observed National Nursing Home Week, and celebrated the staff and volunteers who provide care in our five skilled nursing facilities. These are more than just health care facilities – they are communities, and for many of our residents, they are home.

Our skilled nursing facilities have received the highest national ranking of four and five star ratings by the Centers for Medicare & Medicaid Services (CMS).

We also take pride in the fact that they are leaders in reducing the rate of falls among residents – 1.22 percent across our centers compared to the state average of 2.8 percent and the national average of 3.3 percent – and in consistently lowering the use of antipsychotic medications among our long-term care residents.

PROGRESS RE: WORKFORCE MANAGEMENT

I'd also like to bring to your attention the fact that since November, NYC Health + Hospital has reduced its total full time equivalents level by over 1,100. This reduction was accomplished strictly through attrition and reductions in temporary service lines and overtime. During this period, the attrition rate has been approximately 3.5%, leading to over 1,700 separations. The total separations were offset by the backfill of critical patient care positions in areas like the Emergency Room, Behavioral Health and Ambulatory Care.

Reduction details:

Health & Hospital Full & Part time Staff (562)

Hourly Employees (73)

Overtime (78)

Temporary Service (397)

Affiliate (23)

NEW YORK KICKS BUTTS ANTI-SMOKING CAMPAIGN

NYC Health + Hospitals is pleased to join forces with the American Cancer Society and other major organizations in support of the 2016 New York Kicks Butts Smoking cessation campaign---a weeklong effort to raise awareness about the benefits of quitting---and resources available for those ready to quit. New York Kicks Butts launches at a public event at NYC Health + Hospitals/ Gouverneur on Tuesday May 31.

We stand with New Yorkers who want to quit smoking. That is why we have active smoking cessation programs at each of our hospitals employing an array of approaches and techniques to help our patients quit, and to help them keep from starting again.

We screen patients for tobacco use annually in all of our primary care settings. And for patients who self-identify as smokers, we actively follow up with appropriate medical care, be it counseling, nicotine replacement, or referrals to other resources they may prefer, such as the New York State Smoker's Quitline. And, our facilities have their own in-house quit smoking programs, with coordinators who serve as compassionate and informed resources for our patients.

LEADERSHIP APPOINTMENTS

Earlier this month NYC Health + Hospitals announced the appointment of two health care executives who will fill senior leadership positions at NYC Health + Hospitals/Coney Island, as part of our 20/20 Vision efforts to reach financial stability, growth and bring excellence to the patient experience. Anthony Rajkumar will serve as Chief Executive Officer (CEO) and Mei Kong, RN, will serve as Chief Operating Officer (COO) at Coney Island. Both Mr. Rajkumar and Ms. Kong will be highly visible leaders, accountable to patients, and committed to fully engaging the communities we serve. We welcome them both. They join a new leadership team of clinical and nursing professionals who were appointed over the past two months, including Chief Medical Officer Wehbeh Wehbeh, MD, MBA, FACP Chairman of Emergency Medicine Mark Kindschuh, MD, MBA, FACEP, Chief Nursing Officer Barbara Campfield, MSN, MS, EDU, BSN, and Associate Director of Nursing, Emergency Department, Janice Nini, RN, BS, MS, TNCC.

These appointments follow other high ranking leadership changes across our system designed to prioritize patient experience, as well as to motivate our workforce. These include; Steven Bussey, NYC Health + Hospitals Chief of Ambulatory Care, Sal Guido, Senior Vice President and Chief Information Officer, and Alina Moran, Acting Chief Executive Officer, NYC Health + Hospitals/Metropolitan.

While these new leaders each have unique professional expertise and come from diverse backgrounds, they all have one important thing in common: they share the commitment to build a strong, viable public health care system that will continue to provide essential, high quality, safe care and an exceptional patient experience to many future generations of New Yorkers.

MAYOR DE BLASIO ANNOUNCES ONE NEW YORK NYC HEALTH + HOSPITALS TRANSFORMATION PLAN

On April 26, Mayor Bill de Blasio unveiled One New York: Health Care for Our Neighborhoods, a comprehensive report outlining the City's plan to address a growing financial shortfall forecasted, without intervention, to reach \$1.8 billion by FY20. The plan will focus on four primary goals for the city hospital system's success: stabilizing funding, expanding community-based health care, improving efficiency, and remodeling an outdated system.

The Comprehensive plan builds on efforts to restructure outdated care models and expand access to high-quality health care in high-needs communities. It focuses on improving health outcomes and financial stabilization of the public hospital system. As part of the Executive Budget, New York City will make an unprecedented investment in support of Health + Hospitals by adding \$160 million in FY16, which grows to \$180 million thereafter. This will bring the City's total commitment to Health + Hospitals to nearly \$2 billion in FY20. The City will also make a \$100 million investment in critical, new infrastructure shifting from inpatient care to ambulatory care and outpatient services. This bold transformation plan includes \$700 million of expense reductions, \$1.1 billion of new revenue, and a commitment to increased advocacy by the city for fairer reimbursement from the state and federal governments for care provided to the uninsured and to low-income populations enrolled in Medicaid.

WOODHULL eCONSULT EXPANSION

In coordination with Central Office/ Office of Ambulatory Care, NYC Health + Hospitals/Woodhull recently expanded eConsult from gastroenterology (which has been using the system for years) to nephrology, cardiology and endocrinology.

eConsut is a process that occurs within quadramed involving a provider sending an electronic request for a consultation by a particular specialty. The consulting service then reviews these consult requests on a daily basis using the entire medical record

in Quadramed as needed and responds. This broadening of eConsult's applicability supports our 20/20 Vision goals by expanding access to serve more patients as unnecessary visits and less efficient first visits are eliminated. It also helps anticipate and meet the needs of our patients by reducing the number of visits to diagnose and treat conditions. And, it engages staff and improves staff satisfaction because office visits are more efficient and less time is wasted ordering first-line tests and making wrong specialty referrals.

ELMHURST RECEIVES JOINT COMMISSION ADVANCED CERTIFICATION IN PALLIATIVE CARE

On April 11 the Joint Commission surveyed the Palliative Care program. The Palliative Care team successfully passed the survey to receive Advanced Certification in Palliative Care. The Elmhurst Palliative Care program is one of only a few programs in New York State with this designation.

JACOBI JOINT COMMISSION VISIT AND CRANIOFACIAL CARE ACCREDITATION

In May, NYC Health + Hospitals/Jacobi completed a successful 5-day survey visit from the Joint Commission (TJC) resulting in 7 direct and 12 indirect findings. During her summary, TJC team leader Rose Pierce said that in her consideration, Jacobi had earned a spot as one of the top five hospitals the team has surveyed so far, for the quality of patient care programs and systems.

Also this month, Jacobi's Congenital Craniofacial Care Center received accreditation by the American Cleft Palate/Craniofacial Association (ACPA), the national organization that provides formal recognition of cleft/craniofacial teams. We are currently the only Health + Hospitals institution with this designation, the only accredited team in the Bronx, and one of only 9 such teams in New York State.

Under the direction of Eugene Sidoti, MD, the Jacobi Congenital Craniofacial Care Center is comprised of specialists from Plastic Surgery, Pediatrics, Dental, OMFS, Orthodontics, ENT, Neurosurgery, Audiology, Speech & Language, Genetics, Social Work, and Psychology/Psychiatry.

BREAKTHROUGH UPDATE

Ambulatory Care: At Kings County, a new model was tested in the Adult Med Clinic. For the time from having patient vital sign measured to discharge, the average time was reduced from 73.1 minutes to 50 minutes (32% reduction). At Morrisania Breakthrough has reduced the Patient Cycle Times from 79 minutes to 60 minutes during experiments when controlling just registration (24% reduction).

Emergency Services: At Jacobi, experiments to improve turnaround time for urgent patients' radiology services has resulted in the median time for 'provider order to read' time decreasing from 103 minutes to 64 minutes (38% reduction).

Behavioral Health: Also at Kings County, target was to reduce excess inpatient bed days (anything over 15 day LOS) by 36%. From January to March excess bed days were reduced by a total of 8,723 (56% reduction). This increased the inpatient services' capacity to accept additional patients (and reduced loss by total of \$149,597).

DSRIP UPDATE

OneCity Health continues to progress with clinical project implementation across the entire OneCity Health network.

For Care Transitions planning, which focuses on hospital readmissions reduction by providing a supportive transition to the community for appropriate patients, Transition Managers are now receiving patient referrals at our first NYC Health + Hospitals facility. Eight Transition Managers have been hired, and will begin seeing patients at three more facilities soon.

We issued new schedules to 40 community partners for Project 11, reflecting implementation efforts through DSRIP Year Two (April 1, 2016 – March 31, 2017). For this time period, in addition to continuing Patient Activation Measure (PAM®) surveys, our hospital and community based partners will begin implementing and refining operational processes to link uninsured New Yorkers and low- and non-utilizers of Medicaid to primary care and social services.

We held two health care proxy trainings in April for palliative care integration into the PCMH. This continues our initial work to provide simple advance care planning at 12 NYC Health + Hospitals neighborhood health centers and acute care facilities.

ED Care Triage implementation planning continues at four NYC Health + Hospitals facilities, which begins the effort to connect patients with primary care from the Emergency Department. Health Home At-Risk planning also continues at three NYC Health

+ Hospitals sites, in which the objective is to extend care management services equivalent to the New York State Health Home program.

The asthma home-based self-management work also continues at both select NYC Health + Hospital and community partner sites.

To ensure we engage our clients and patients in a culturally and linguistically appropriate manner, we have initiated the process of selecting a vendor to conduct organizational assessments and identify strengths and areas of improvement as it pertains to cultural competency and health literacy across our Performing Provider System (PPS).

THE FUND FOR NYC HEALTH + HOSPITALS UPDATE

The Fund for NYC Health + Hospitals Collaborates with Starfish Foundation on Young Women's Summits

The Fund for NYC Health + Hospitals has been collaborating with journalist and documentarian Soledad O'Brien and her Starfish Foundation since 2014. Led by O'Brien and Brad Raymond, Starfish awards scholarships to several young women every year and through its PowerHERful Summit gatherings, brings together young women from low income families, who are often the first in their families to go to college, and gives them an opportunity to explore different career options, receive guidance and advice, and interact with successful professionals.

Ms. O'Brien, whose featured work on CNN as a frontline reporter and whose long-form documentaries on race and social issues have earned her three Emmy awards and 2 Peabody awards, asked The Fund to create a health care panel for PowHERful-NYC to address the health concerns of adolescent women. Our expert panelists for the past two years –Monique Collier-Nickles, M.D. and Lillian Diaz, R.N. (both from NYC Health + Hospitals / Lincoln) and Elet Howe, Director of our Teen Health Initiative – led standing-room-only events and equally successful follow-up interactive online sessions.

This year, Starfish expanded PowHERful to seven cities across the country, and asked The Fund for NYC Health + Hospitals to help find local panelists and create the curriculum for the health panels at each summit. In early May, The Fund was able to connect with our colleagues in the University of Alabama at Birmingham (UAB) health system and organize a PowerHERful health panel for Birmingham's young women.

Ashley Wagner, Assistant Director of The Fund, went to Birmingham to oversee the panel, which was moderated by Soledad O'Brien and which attracted more than 300 young women. Panelists included Dr. Stephanie Wallace, adolescent medicine physician; Dr. Heather Austin, adolescent psychologist; Dr. Lara Embry, psychologist for the Comprehensive Gender Clinic; and Dr. Trish Hawley, social worker, who expertly answered the young women's questions about physical and mental health, healthy lifestyle choices, and local health resources.

The Fund for NYC Health + Hospitals Ecuador Relief

The Fund for NYC Health + Hospitals has historically led our system's relief efforts when global environmental disasters occur. The Fund is coordinating our response to the recent earthquake in Ecuador, a nation that has significant representation in both our patient and staff populations. Since April 27, The Fund has collected more than \$1,200 in staff donations, with additional amounts pledged. All funds collected will be distributed to Direct Relief, a health-related charity that is directly supporting the relief and recovery efforts on the ground in Ecuador. The Fund will ensure that all donations will be presented collectively from NYC Health + Hospitals and acknowledged individually.

PROGRAM OF THE MONTH NYC HEALTH + HOSPITALS/ CARTER VENTILATOR WEANING PROGRAM

This month we are highlighting a program that generates a special degree of pride for our system. Since opening in 2013, our Long Term Acute Care Hospital at NYC Health + Hospitals/Carter has successfully weaned 250 patients from their dependence on ventilators.

Is there anything more frightening to a patient, or their loved ones, than being hooked up to a machine, unable to communicate, in order to breathe?

Carter is giving these patients hope.

A study last year of nearly 6000 patients in 14 long term acute care hospitals nationwide, found only 49% of patients were weaned successfully. But at Carter, the rate of success is currently 61%.

Each year over 10,000 patients leave acute hospitals while still on ventilators and go to post-acute settings. But Carter's team is doing phenomenal work to change this story, by bringing about positive outcomes for our patients, even those who have been on ventilators for a prolonged period of time, or who are struggling with multiple chronic diseases.

Carter is combining the strongest post-acute care expertise in New York City with a matching level of compassion and caring. Carter's ventilator weaning team finds it hugely rewarding to know that hope exists for our patients to one day be free from the ventilator and breathe again under their own ability.

They have confidence in the quality of care they are providing. They have faith in the strength and resiliency of the patients they are helping. This combination drives the remarkable success of this program.

We also want to welcome a guest today, and a success story. Mr. Joel White, joins us.

He is a former New York City school teacher and principal, who was also a ventilator patient at Carter.

Please join me in thanking Mr. White, and the Carter ventilator team for the great work they are doing.

PERSONS OF THE MONTH ALTHEA BUCKNER and JERRY WESLEY IV

Today we are delighted to celebrate the work of two great public servants working within the public hospital system. In a city where the news cycle is often dominated by sensational tabloid stories, here's an antidote: Two members of our workforce who quietly and without fanfare do terrific work every day to improve the lives of our patients. They epitomize the compassion, generosity and civic mindedness that make ours the strongest public health system in this country.

Jerry Wesley IV is a Customer Service Advocate at NYC Health and Hospitals/Kings County. In April we were delighted when Jerry was selected as a recipient of the Mayor's 2016 Excellence in Customer Service Award at a ceremony at the Surrogates Court.

A passion for compassionate customer care animates Jerry's professional life. He came to work for NYC Health + Hospitals in 2000 as a Hospital police officer and is now a member of the Breakthrough team at Kings County.

During his 16 years with our system, Jerry designed a training program which helps employees to always offer a safe, pleasant, and respectful encounter to our patients, and an attitude of helpfulness and teamwork to colleagues. He values people and the voice of the customer, and responds in a timely manner to fulfill their expressed and unexpressed needs. His innovations have been adopted as best practices across the system.

We are gratified to have him as a longtime member of the Health + Hospitals family and as a 20/20 Visionary.

Althea Buckner has been the Director of Pharmacy at NYC Health and Hospitals / Gouverneur since 2008. Last month she was selected as a 2016 Alfred P. Sloan Award for Public Service winner. Only six New York City employees -- from among the more than 300,000 city employees -- are chosen for this exceptional honor.

Prior to her work at Gouverneur, Althea spent 27 years as a pharmacist at Metropolitan, where among her many achievements, she instituted a 24/7 Adverse Drug Reaction Hotline. Today, Althea is responsible for filling up to 200,000 prescriptions annually for Gouverneur's ambulatory care pavilion and nursing facility. Under her leadership, Gouverneur now provides even more Prescription Assistance Programs (PAP) for anti-diabetic medicines, asthma inhalers and other crucial medicines that patients need on a daily basis.

Her complex and demanding job requires an ability to fuse clinical knowledge with great leadership skills. She is never frazzled, always caring, and knows how to share knowledge so that pharmacists, the medical staff, and the hospital's leadership operate with complete confidence in her department.

We are delighted that the Mayor's Office, the Alfred P. Sloan foundation, and the Fund for the City of New York recognize what we already knew, that Jerry Wesley IV and Althea Buckner are tremendous assets to our system. Please join me in congratulating them both.

Resolution

Authorizing the New York City Health and Hospitals Corporation (the “NYC Health + Hospitals”) to negotiate and execute an amendment to increase funding and extend the contract (the “Contract”) for an active/active data center and business continuity services with SunGard Availability Services (“SunGard”). The initial funding increase is in an amount not to exceed \$8,010,000 for the remainder of the Contract term through October 31, 2016. The funding for the two-year extension plus a one-year renewal option (exercisable at the NYC Health + Hospital’s sole discretion) is in an amount not to exceed \$23,142,062, for a total of \$31,152,062 (including a contingency of \$3,018,530 for additional power and cooling and/or changes to the equipment).

WHEREAS, the Contract with SunGard, which was procured originally via a GNYHA third party contract, provides an active/active redundant data center that expires on October 31, 2016; and

WHEREAS, SunGard has hosted mission critical servers and computer systems and has provided customized solutions for NYC Health + Hospitals under the Contract; and

WHEREAS, the extension of the Contract is required to allow sufficient time to conduct a competitive solicitation and contract award process, plan, prepare and design a transition and then migrate to a new data center with the selected vendor (if other than SunGard) prior to the expiration of such extension; and

WHEREAS, the increase in funding for the Contract is required to cover the costs associated with increasing the power and cooling capacity for the Data Center; and

WHEREAS, the Contract will be managed and monitored under the direction of the Senior Vice President/Corporate Chief Information Officer.

NOW, THEREFORE, be it:

RESOLVED, THAT the New York City Health and Hospitals Corporation (the “NYC Health + Hospitals”) be and hereby is authorized to negotiate and execute an amendment to increase funding and extend the contract (the “Contract”) for an active/active data center and business continuity services with SunGard Availability Services (“SunGard”). The initial funding increase is in an amount not to exceed \$8,010,000 for the remainder of the Contract term through October 31, 2016. The funding for the two-year extension plus a one-year renewal option (exercisable at the NYC Health + Hospital’s sole discretion) is in an amount not to exceed \$23,142,062, for a total of \$31,152,062 (including a contingency of \$3,018,530 for additional power and cooling and/or changes to the equipment).

RESOLUTION

Authorizing the New York City Health and Hospitals Corporation (“NYC Health + Hospitals”) to negotiate and execute an addendum to its contract with The Advisory Board Company’s Clinovations division (“Clinovations”) that will extend its term through March 31, 2017 and add additional services during the final month of the existing contract to provide for leadership and consulting services to support the optimization of the Epic installation at Elmhurst and Queens Hospitals and to achieve the go live installation of Epic at Jacobi Medical Center and North Bronx Hospital with two one-year options to renew, exclusive to NYC Health + Hospitals, for an amount not to exceed \$3,790,517 for the initial term and \$4,344,432 for each of the two renewal terms for a total not to exceed amount of \$12,479,381.

WHEREAS, NYC Health + Hospitals’ entered into a contract with Clinovations pursuant to a March 30, 2015 Exception to Policy dated to provide professional services for the Epic implementation from April 1, 2015 to June 30, 2016 for not more than \$4,008,000; and

WHEREAS, as demonstrated by the successful deployment of Epic at Queens and Elmhurst Hospitals on time, Clinovations has the significant experience in Epic implementation leadership necessary to work within the NYC Health + Hospitals’ Epic governance structure to support the Epic implementation goals, adhere to the project timelines and ensure staff engagement and alignment; and

WHEREAS, Clinovations has forged a successful collaboration with senior NYC Health + Hospitals Enterprise Information Technology Services and has acquired invaluable knowledge of NYC Health + Hospitals’ structure and systems; and

WHEREAS, under the proposed addendum, Clinovations will continue to serve as a strategic partner to NYC Health + Hospitals, providing a core leadership team to support the Epic implementation to best achieve the goals of optimizing and supporting the first Epic four sites, Queens, Elmhurst, Jacobi Hospital Center and North Central Bronx Hospital; and

WHEREAS, the overall responsibility for monitoring the contract shall be with the Senior Vice President/Chief Information Officer.

NOW, THEREFORE, be it

RESOLVED, THAT the New York City Health and Hospitals Corporation be and hereby is authorized to negotiate and execute an addendum to the contract with The Advisory Board Company that will extend its term through March 31, 2017 and add additional services during the final month of the existing contract to provide for leadership and consulting services to support the optimization of the Epic installation at Elmhurst and Queens Hospitals, with two one-year options to renew, exclusive to NYC Health + Hospitals to achieve the go live installation of Epic at Jacobi Medical Center and North Bronx Hospital for amount not to exceed \$3,790,517 for the initial term and \$4,344,432 for each of the two renewal terms for a total not to exceed amount of \$12,479,381.

RESOLUTION

Authorizing the New York City Health and Hospitals Corporation ("NYC Health + Hospitals") to negotiate and execute a three-year contract, with two two-year options to renew, in an amount not to exceed \$15,518,873, with Base Tactical Disaster Recovery, Inc. ("Base Tactical") to provide project management consulting services for the repair, restoration and hazard mitigation of NYC Health + Hospitals facilities damaged by Hurricane Sandy.

WHEREAS, four NYC Health + Hospitals facilities, Bellevue Hospital Center, Coler Specialty Hospital and Nursing Facility, Coney Island Hospital and Metropolitan Hospital Center, sustained major damage in October 2012 as a result of Hurricane Sandy; and

WHEREAS, NYC Health + Hospitals, through its dedicated leadership and staff, engaged consultants and others to complete certain emergency repair and restoration work permitting the impacted facilities to safely operate and continue to provide care to New York City residents; and

WHEREAS, NYC Health + Hospitals engaged Base Tactical by agreements dated November 6, 2012 and August 1, 2015 to provide disaster recovery consulting services including advising NYC Health + Hospitals in its negotiations and other dealings with FEMA and assisting to manage the temporary repair and restoration of the impacted facilities; and

WHEREAS, the Base Tactical agreement will expire November 30, 2016; and

WHEREAS, NYC Health + Hospitals needs to complete the repair and restoration of the impacted facilities and implement hazard mitigation measures to reduce or eliminate potential damage from future storms; and

WHEREAS, by Letter of Undertaking dated March 26, 2015, the Federal Emergency Management Agency ("FEMA") acknowledged that the impacted facilities sustained damage as result of Hurricane Sandy and awarded NYC Health + Hospitals a fixed, capped grant totaling \$1,722,705,384, consisting of \$901,322,089 for the repair and restoration of the impacted facilities, \$755,125,396 for hazard mitigation work and \$66,257,899 for direct administrative costs; and

WHEREAS, NYC Health + Hospitals issued a Request for Proposals to engage a vendor with extensive expertise and experience in managing and planning repair, restoration and hazard mitigation work for healthcare organizations, knowledge of FEMA rules, practices and procedures, and familiarity with applicable law; and

WHEREAS, after a careful review of all proposals and in person presentations by each proposer, the NYC Health + Hospitals RFP Evaluation Committee selected Base Tactical as the vendor to provide the solicited services; and

WHEREAS, the overall responsibility for monitoring the proposed contract shall be with the Vice President for Supply Chain Services and the Senior Assistant Vice President for Finance.

NOW, THEREFORE, be it

RESOLVED, that the New York City Health and Hospitals Corporation be, and hereby is, authorized to negotiate and execute a three-year contract, with two two-year options to renew, in an amount not to exceed \$15,518,873, with Base Tactical Disaster Recovery, Inc. to provide project management consulting services for the repair, restoration and hazard mitigation of certain NYC Health + Hospitals facilities damaged by Hurricane Sandy.

RESOLUTION

Authorizing the New York City Health and Hospitals Corporation (“NYC Health + Hospitals”) to execute a Customer Installation Commitment (“CIC”) with the New York City Department of Citywide Administrative Services (“DCAS”) and the New York Power Authority (“NYPA”) for an amount not-to-exceed \$10,855,666 for the planning, pre-construction, design, construction, procurement, construction management and project management services necessary for the Energy Conservation Measures upgrade project (the “Project”) at NYC Health + Hospitals / Harlem (the “Facility”).

WHEREAS, in March 2005, NYC Health + Hospitals, the City University of New York, the New York City Board of Education, and the City of New York, through the Department of Citywide Administrative Services (collectively, the “Customers”), entered into an Energy Efficiency-Clean Energy Technology Program Agreement (“ENCORE Agreement”) with NYPA; and

WHEREAS, in September 2014, the City mandated a 80% reduction in greenhouse gas emissions in City-owned properties by 2050, managed by Division of Energy Management within Department of Citywide Administrative Services (“DCAS”); and

WHEREAS, in December 2009, as part of PlaNYC 2030, the City passed major legislation known as the “Greener, Greater Buildings Plan” that included more stringent code requirements; required installation of lighting upgrades and tenant meters in non-residential spaces; and required all buildings over 50,000 square feet to undertake benchmarking and audits; and implement retro-commissioning measures. Local Law 87 mandated Comprehensive Energy Audits be completed within a 10 year time frame (2013 – 2023); and

WHEREAS, the City, through DCAS, has allocated funding under the Accelerated Conservation and Efficiency (“ACE”) program for improvements and upgrades to increase energy efficiency and energy cost savings at City-owned facilities in line with the PlaNYC initiative to reduce energy and greenhouse gas emissions of municipal operations 80% by 2050; and

WHEREAS, NYC Health + Hospitals has determined that it is necessary to address the proposed energy conservation measures at the Facility by undertaking the project at a not-to-exceed cost of \$10,855,666 (see Exhibit A – Executive Project Summary), to enhance the reliability of its systems, as well as increase the comfort and safety of the building occupants; and

WHEREAS, DCAS has deemed this ACE project to be eligible under the PlaNYC initiative and has allocated \$10,000,000 in the PlaNYC capital budget; and

WHEREAS, NYPA demonstrates that the project will produce total annual cost savings to the Facility estimated at \$1,072,288; and

WHEREAS, the overall management of the construction contract will be under the direction of the Assistant Vice President - Facilities Development.

NOW THEREFORE, be it

RESOLVED, the New York City Health and Hospitals Corporation be, and hereby is, authorized to execute a Customer Installation Commitment (“CIC”) with the New York City Department of Citywide Administrative Services (“DCAS”) and the New York Power Authority (“NYPA”) for an amount not-to-exceed \$10,855,666 for the planning, pre-construction, design, construction, procurement, construction management and project management services necessary for the Energy Conservation Measures upgrade project (the “Project”) at NYC Health + Hospitals / Harlem (the “Facility”).

RESOLUTION

Authorizing the New York City Health and Hospitals Corporation (“NYC Health + Hospitals”) to negotiate and execute a contract with Loeb & Troper LLP, CPAs for Annual Financial and Compliance Audits of twenty-two (22) Corporation Auxiliaries. This contract is for audit services for calendar years 2015 through 2017 with two separate one year renewal options in an amount not-to-exceed \$855,000. The NYC Health + Hospitals, at its sole option and discretion, may renew this Agreement for an additional one or two successive one-year term(s).

WHEREAS, the NYC Health + Hospitals has determined that retention of an outside independent Certified Public Accounting firm to perform independent audits of twenty-two (22) Corporation Auxiliaries best serves the interests of the Corporation; and

WHEREAS, the NYC Health + Hospitals conducted a competitive selection process for consulting services, using a Request for Proposals (“RFP”) issued December 8, 2015 in compliance with Corporate Policy and Procedures to identify and select qualified firms to provide audit services; and

WHEREAS, under the direction and oversight of the Office of Internal Audits, such audits will enable the NYC Health + Hospitals to obtain an accurate appraisal of the management of its auxiliaries that engage in fund raising efforts, monitor receipt and disbursements of funds from dues, fund raising efforts, gifts, bequests, donations and/or revenue generating sources other than patient service; and

WHEREAS, Loeb & Troper LLP is a licensed Certified Public Accounting Firm in New York State satisfying all the minimum qualifications as set forth in the RFP; and

WHEREAS, the overall responsibility for monitoring the contract shall be under the direction of the Assistant Vice President/Chief Internal Auditor; and

NOW, THEREFORE, be it

RESOLVED, that the New York City Health + Hospitals be and hereby is, authorized to negotiate and execute a contract with Loeb & Troper LLP, CPAs for Annual Financial and Compliance Audits of twenty-two (22) Corporation Auxiliaries. This contract is for audit services for calendar years 2015 through 2017, exclusive of two separate one year renewal options, in an amount not-to-exceed \$855,000. The NYC Health + Hospitals, at its sole option and discretion, may renew this Agreement for an additional one or two successive one-year term(s).

OneCity Health

DSRIP Program Update

NYC Health + Hospitals Board of Directors

Christina Jenkins, MD
CEO, OneCity Health Services

June 30, 2016



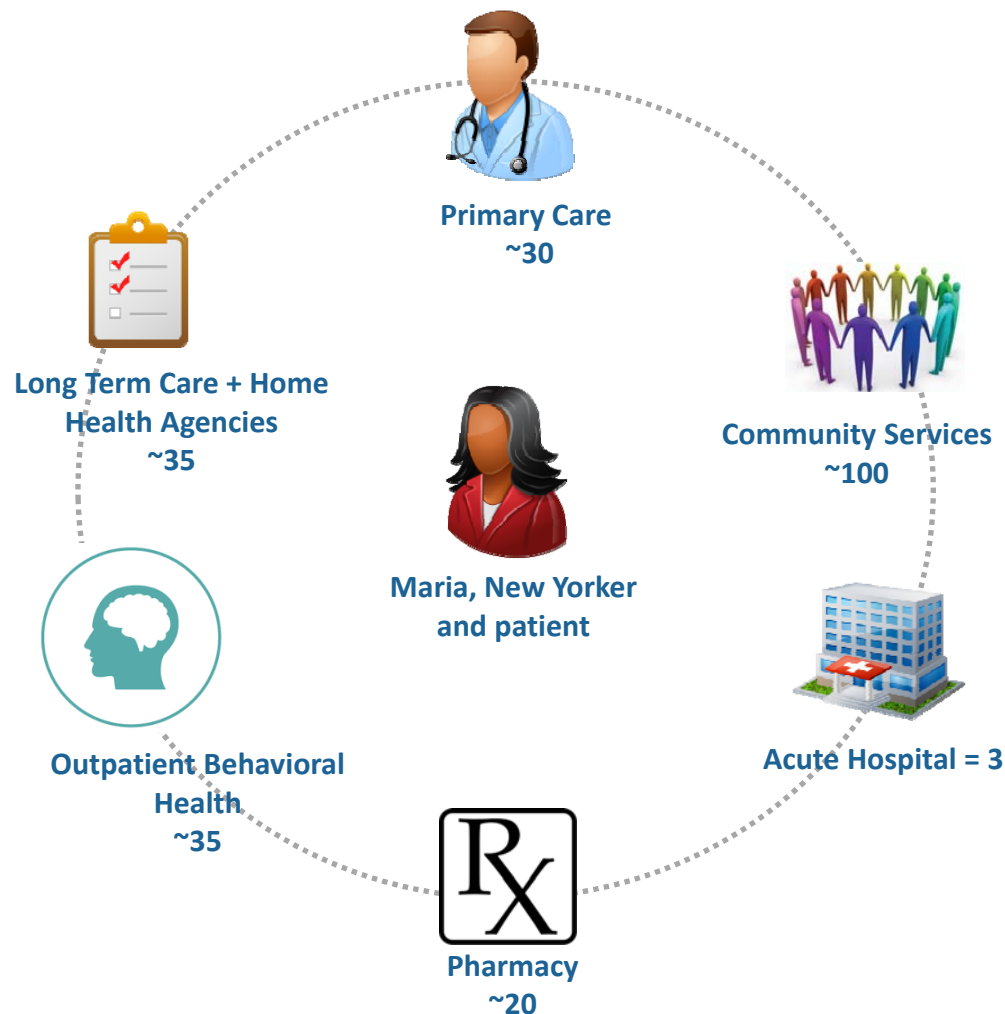
- ❑ Our DSRIP program efforts are aligned with NYC Health + Hospitals' ongoing transformation. We will use the program to enable sustainability through growth, improved access to primary care, and improved patient experience.

- ❑ In DSRIP Year 1, we earned 100% of potential performance payments totaling \$148M. We are now in DSRIP Year 2 (April 1, 2016 – March 31, 2017). OneCity Health is eligible for up to \$1.2B in payments over the five-year program.

- ❑ Contracting with DSRIP partners is ongoing:
 - \$55M in total potential payments for project implementation through March 31, 2017
 - Budget for project implementation set conservatively based upon reliable revenues
 - This period used to strengthen network and develop and test approaches for sustainability

- ❑ Significant risk present through year 2020:
 - Performance risk – 40% of dollars considered high risk – mitigated by implementation planning and frontline staff support
 - Reputational risk – mitigated by transparency and engagement
 - Sustainability risk – requires continued strategic planning and payment reform

Bronx Hub Example*



Highlights

- Four borough-based hubs
- Complete continuum of services in each hub
- Ongoing partner assessments for building of integrated delivery system
- Total OneCity Health primary care network*:
 - ~140 sites (~50 H+H)
 - ~85 sites with some PCMH certification
 - Work underway to quantify available non-H+H capacity
- By DOH attribution algorithm, network is concentrated: nine partner systems carry 90%
- We focus on the *continuum*, not on attribution:
 - We share Medicaid and uninsured patients across most OneCity Health partners, including partners who do not bill Medicaid

* Number of sites providing service according to OneCity Health Partner Readiness Assessment Tool

One City Health’s Eleven DSRIP Clinical Projects

Domain 2: System Transformation	
2.a.i	Create Integrated Delivery Systems that are focused on evidence-based medicine / population health management
2.a.iii	Health Home At-Risk Intervention Program —proactive management of higher risk patients not currently eligible for Health Homes through access to high quality primary care and support services.
2.b.iii	ED Care Triage for At-Risk Populations
2.b.iv	Care Transitions Intervention to reduce 30-day readmissions for chronic health conditions
2.d.i	“ Project 11 ”: Implementation of patient activation activities to engage, educate, and integrate the UI, NU, and LU Medicaid populations into community-based care
Domain 3: Clinical Improvement Projects	
3.a.i	Integration of Primary Care and Behavioral Health Services
3.b.i	Evidence-based strategies for Cardiovascular Disease Management in high risk / affected populations (adult only)
3.d.ii	Expansion of the Asthma Home-Based Self-Management program
3.g.i	Integration of Palliative Care into the PCMH Model
Domain 4: Population-Wide Projects	
4.a.iii	Strengthen Mental Health and Substance Abuse Infrastructure across systems – behavioral health in schools
4.c.ii	Increase early access to, and retention in, HIV Care

Updates for H+H

- Nine of 11 projects underway in 2-17 H+H sites each – many build on prior work
- Early focus on transitions and linkages to care:
 - Four new transition teams in pilots for high-risk inpatient discharges
 - Three new pilots in EDs focused upon linkages to primary care
 - Outside H+H, 30 CBOs working on linking Medicaid-eligible and uninsured New Yorkers to services
- Success hinges on access to strong primary care teams and effective care management
- Executing plans for frontline staff training, engagement and input

Implementation Example: Project 11



Maria, New Yorker and patient

Project Phasing
DY1: Learn workflows for Patient Activation Measure (PAM®) survey

DY2: Continue survey effort, plus implement workflows to link up to 55,000 uninsured and Medicaid non- or low-utilizing New Yorkers to insurance and services



She visits a community-based organization (CBO)

~30 CBOs now, including insurance navigators

Keys to success

- IT infrastructure
- Technical support



She visits an Emergency Department or clinic

15 EDs + clinics now

Keys to success

- Primary care access
- Care management access
- Culturally competent motivational interviewing skills



We perform outreach to find her

~15 CBOs + 2 MCOs now

Keys to Success

- MCO data sharing
- DSRIP claims data
- Reliable data sources for uninsured

- ❑ \$55M budgeted for project implementation through March 31, 2017
- ❑ DSRIP payments to partners are incentives and do not replace Medicaid revenues
- ❑ Funds flow from OneCity Health to each DSRIP partner according to transparent methodology approved by the OneCity Health Executive Committee, which reports to H+H as fiduciary
- ❑ H+H is the largest performing partner and will earn funds according to the same methodology as other partners

Components of OneCity Health Partner Contracts

Master Services Agreement (~210 executed)

- Establishes general roles and responsibilities
- Outlines general framework for distributing DSRIP payments
- Outlines governance process
- Provides basic legal terms governing relationships among the parties

Project Schedules (Began Dec 2015, ~180 for execution in July)

- Details specific obligations related to project implementation
- Identifies funding a partner is eligible to receive for implementing component(s) of a project
- Outlines performance measures and data and reporting obligations

DSRIP Program Risks and Mitigation Strategies

Risk Category	Risk Description	Mitigation Strategies
<p>Performance</p>	<ul style="list-style-type: none"> • Limited data availability • No proven roadmap for outcomes improvement • Organizational anxiety 	<ul style="list-style-type: none"> • Alternate data sources to plan and evaluate interventions • Use continuous improvement approach • Toolkits, technical assistance and proper resourcing • Frontline staff support
<p>Reputational</p>	<ul style="list-style-type: none"> • Expectation management across stakeholders 	<ul style="list-style-type: none"> • Continue engagement efforts • Continue transparency • Initiate and support joint planning activities with community partners (e.g. NYS planning grants for CBOs)
<p>Sustainability</p>	<ul style="list-style-type: none"> • Value Based Payments (VBP) only for Medicaid – need uninsured strategy • No proven model for care management services • Fragile healthcare ecosystem 	<ul style="list-style-type: none"> • Advocate for further payment reform • Better understand cost structures • Use DSRIP contracting to supplement network strategy

RESOLUTION

Adopting in the name of the New York City Health and Hospitals Corporation (“NYC Health + Hospitals”) Board of Directors the twelve Community Health Needs Assessments (“CHNA”) prepared for each of NYC Health + Hospitals’ eleven acute care hospitals and for the Henry J. Carter Specialty Hospital and Rehabilitation Center (“HJC”).

WHEREAS, NYC Health + Hospitals operates eleven acute care hospitals and HJC, a long term acute care hospital; and

WHEREAS, NYC Health + Hospitals has 501(c)(3) tax exempt status under the Internal Revenue Code; and

WHEREAS, The Patient Protection and Affordable Care Act, signed into law in 2010 (the “Affordable Care Act”), added to the Internal Revenue Code Section 501(r)(3) which requires that hospitals with 501(c)(3) tax status conduct a CHNA at least once every three years; and

WHEREAS, regulations adopted under the Affordable Care Act specify that a CHNA be prepared for each licensed facility operated by hospital organizations enjoying 501(c)(3) status; and

WHEREAS, on May 30, 2013 the NYC Health + Hospital’s Board of Directors approved the Implementation Strategies that are responsive to the findings of the CHNAs conducted by for the eleven acute care hospitals and HJC; and

WHEREAS, NYC Health + Hospitals has conducted CHNAs summaries of which are attached as Exhibit A; and

WHEREAS, under the Affordable Care Act, a hospital organization’s governing body or a committee authorized by the governing body must adopt the CHNA.

NOW, THEREFORE, BE IT

RESOLVED, that the New York City Health and Hospitals Corporation’s Board of Directors hereby adopts the twelve Community Health Needs Assessments prepared for each of NYC Health + Hospitals’ eleven acute care hospitals and for the Henry J. Carter Specialty Hospital and Rehabilitation Center

EXHIBIT A

COMMUNITY HEALTH NEEDS ASSESSMENT - 2016 UPDATE

EXECUTIVE SUMMARY

Purpose of the Community Health Needs Assessment

This 2016 Community Health Needs Assessment (CHNA) updates the CHNA completed in 2013 to meet the requirements of Section 9007 of the 2010 federal law, The Affordable Care Act (“ACA”). The ACA requires that any tax-exempt, IRS-designated 501(c) (3) hospital complete or update a publicly-available, comprehensive CHNA every three years in order to document the extent to which it understands the unique characteristics and needs of the local communities it serves, and responds to these needs by delivering meaningful and effective community benefit through clinical services and other programming.

Required Components

A CHNA report has five required components:

- 1) Definition of community served
- 2) A prioritized description of the significant health needs of the community
- 3) Transparency in the process and methods used to conduct the CHNA, including how it took into account input from the community served and prioritized community health needs
- 4) A description of the resources potentially available to address the identified significant prioritized community health needs
- 5) An evaluation of the impact of actions taken to address the significant health needs identified in the previous CHNA report (June 2013).

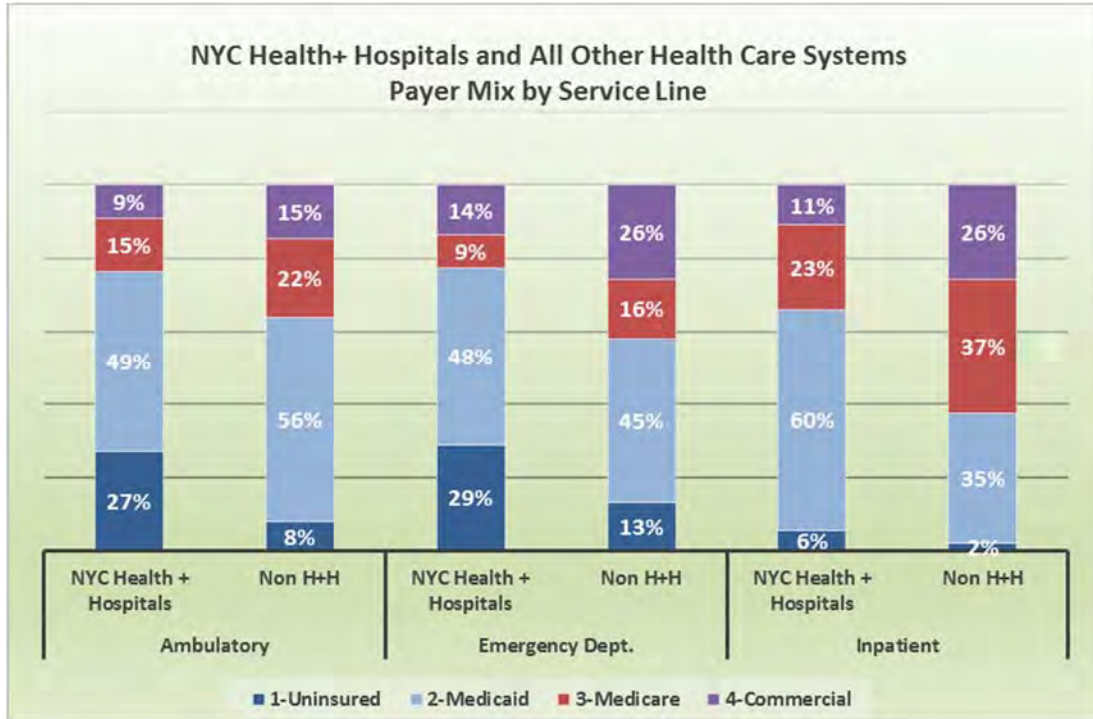
A CHNA report is considered complete when it is adopted by a governing body of the facility and made widely available to the public.

Community Served

NYC Health + Hospitals serve all New Yorkers in every neighborhood in New York City regardless of their ability to pay. Addressing disparity throughout New York City, NYC Health + Hospitals is *the* safety-net for the uninsured and underserved in New York City.

As a share of its total volume, NYC Health + Hospitals provides three times greater share of ambulatory care to the uninsured than other New York City hospitals (27% and 8%, respectively) and twice as many ED visits (29% and 13%, respectively). Medicaid and uninsured patients together account for nearly twice as many hospital stays compared to other New York City hospitals (66% and 37%, respectively) (chart 1).

Chart 1: NYC Health + Hospitals Payer Mix by Service



Sources and notes: 2014 Hospital Institutional Cost Report, 2014 DTC Cost Report for HHC using internal data, and 2013 Health Center Cost Report for all other DTCs. Includes all NYC acute, general care hospitals and related wholly owned or controlled community health centers, including HHC DTCs. Discharges exclude normal newborns. ED visits include treat and release, and visits that result in admission. Clinic visits include comprehensive care and primary care visits only.

The service area of individual hospitals in the NYC Health + Hospitals System are identified in Appendix 1. A description of these communities, including demographic characteristics identifying vulnerable populations such as disabled and residency status; and health status such as chronic disease prevalence and the rate of potentially avoidable emergency health care use, is in Appendix 2.

Process and Methods

The process and methods was designed collaboratively by a work group of facility planning directors and other representatives.

The community served by each acute care facility is defined as the geographic area in which 75% of its ambulatory care patients reside. An initial list of over 40 health needs were identified based on a review of published literature and internal analyses that have been made publically available including the 2013 CHNA and the DSRIP Community Needs Assessment. Incorporating input from other facility representatives and pilot tested with hospital users, this list was refined to 13 community health needs. Input from facility users (approximately 150 per facility were surveyed), Community Advisory Boards, facility leadership, and the prevalence of these health needs within the community were blended together to prioritize the health needs. The five highest priority community needs were considered *significant*.

Prioritized Significant Community Health Needs

All 13 identified community health needs were identified as important within the hospitals’ communities according to community input. Those considered most significant and their priority order in accordance with regulatory requirements are indicated in blue in the table below. Hypertension/high blood pressure and diabetes are significant community health needs at all hospitals; obesity and heart disease are significant at the majority of hospitals (Chart 2).

Chart 2: Community Health Need by Hospital

	Bellevue	Carter	Coney Island	Elmhurst	Harlem	Jacobi	Kings County	Lincoln	Metro-politan	NCB	Queens	Woodhull
Hypertension/ High Blood Pressure	1	1 (tie)	4	2	1	1	2	1	2	2 (tie)	2	1
Diabetes	5	1 (tie)	1	1	2 (tie)	3	1	3	1	2 (tie)	1	3 (tie)
Obesity	2 (tie)	4 (tie)	6	4 (tie)	9	4	6	6	3	4	5	3 (tie)
Heart Disease, High Cholesterol, Stroke	2 (tie)	3	2 (tie)	4 (tie)	8	5 (tie)	4	4 (tie)	5	6	10 (tie)	5
Mental Illness	4	6 (tie)	8 (tie)	4 (tie)	6	5 (tie)	3	10 (tie)	9	5	3 (tie)	6
Alcohol and/or Drug Use	6	9	10	7	5	9	7 (tie)	2	7	9	6 (tie)	2
Asthma and Other Breathing Issues	8	6 (tie)	8 (tie)	12	2 (tie)	2	9	4 (tie)	4	1	13	7 (tie)
Cancer	7	10	2 (tie)	3	11	8	5	9	8	7	8 (tie)	11
Smoking	11	6 (tie)	5	8	4	7	12	7	12	8	3 (tie)	10
Violence	10	12 (tie)	11	9	10	10	10	8	6	10	6 (tie)	7 (tie)
HIV/AIDS, Hepatitis, STDs	9	11	13	10	7	11	7 (tie)	10 (tie)	10	11	12	7 (tie)
Dementia	12	4 (tie)	7	11	12 (tie)	12	13	12	11	12	10 (tie)	12 (tie)
Premature Births, Low Birth Weight	13	12 (tie)	12	13	12 (tie)	13	11	13	13	13	8 (tie)	12 (tie)

Comparison of 2013 and 2016 Significant Community Health Needs

Most of the significant community health needs identified in 2013 were again identified in 2016. In both 2013 and 2016, a large number of hospitals identified diabetes, hypertension/high blood pressure, heart disease, obesity, mental illness and asthma as a significant community health need.

HIV/AIDS and other infectious diseases were considered a significant community health need at five hospitals in 2013, but none considered it among their most significant in 2016. A decrease in importance is consistent with the continued progress in reducing HIV/AIDS diagnoses and deaths in NYC.

Other changes in health needs between 2013 and 2016 are partly attributable to changes in federal requirements regarding methodology (see Process and Methods).

Significant Community Health Needs Identified in 2016 and 2013

	Significant Community Health Needs	
	Number of Hospitals Identified in 2016	Number of Hospitals Identified in 2013
Diabetes	12	12
Hypertension / High Blood Pressure	12	10
Heart Disease, High Cholesterol, Stroke	9	10
Obesity	8	8
Mental illness	6	10
Asthma and other Breathing Issues	5	5
Alcohol and/or Drug Use	3	9
Cancer	3	6
Smoking	3	1
Dementia	1	1
HIV/AIDS, Hepatitis, STDs	0	5
Violence	0	2
Premature Births, Low Birth Weight	0	1

Resources Potentially Available

Appendix 4 is a listing of health and social service organizations available to members of low-income, medically underserved, and other minority populations in the neighborhoods included in the primary service area of NYC Health + Hospitals,

by borough and sorted by neighborhood. These populations may experience health disparity or are at risk of not receiving medical care as a result of being uninsured or underinsured or due to geographic, language, financial, immigration status, or other barriers. Organization services provided are arranged accordingly into the following categories: Dental, Vision, Adult Day Health, Health center, Insurance enrollment, Home Health, Hospital, Nursing Home, Prescription Drug, Immigration Support, Mental Health-Inpatient, Mental Health-Ambulatory, Substance Use, Social Services, Financial Assistance, and Wellness/Prevention.

Evaluation of 2013 Implementation Plan

NYC Health + Hospitals evaluated each hospital's 2013 Implementation Plan and the impact of specific interventions that addressed identified health care needs (Appendix 3). Included in the evaluation is a list of the significant health needs identified in 2013, a description of the planned activities that addressed each of the health needs, an indication whether the planned activity was implemented, the target population and goal of the activity, and the impact or outcome of the activity.

2016 Implementation Strategy

The 2016 CHNA Implementation Strategy due in November 2016 will be designed to address the prioritized significant community health needs identified in the 2016 CHNA and must be adopted by the hospital's governing body.

The NYC Health + Hospitals Board of Directors' approval of the twelve hospitals' Community Health Needs Assessment at its June 2016 meeting will enable the hospitals in the NYC Health + Hospitals system be in compliance with the mandated deadline of June 30, 2016.

NYC Health + Hospitals' Community Health Needs Assessments Update 2016

**NYC Health + Hospitals
Board of Directors Meeting**

**Corporate Planning
June 2016**



Why a Community Health Needs Assessment?

- The Affordable Care Act (ACA) added requirements that 501(c) (3) tax-exempt hospitals must conduct a Community Health Needs Assessment (CHNA).
- The goal is to improve community health by identifying opportunities to improve health care delivery or address other community needs.
- CHNA reports must be:
 - Adopted by a governing body of the facility;
 - Made widely available to the public and upon demand; and
 - Completed or updated at least every three years.
- Hospitals are also required to develop implementation strategies to address high priority needs identified in the CHNA. Implementation strategies must be adopted by an authorized body of the facility no later than November 15.
- The ACA also added an excise tax of \$50,000 on any hospital organization that fails to meet these requirements.

Required Components of a CHNA Report

- Definition of the community served
- A prioritized description of the significant health needs of the community
- Transparency in the process and methods used to conduct the CHNA, including how it took into account input from the community served and prioritized community health needs
- A description of the resources potentially available to address the significant health needs identified
- An evaluation of the impact of actions taken to address the significant health needs identified in the 2013 CHNA report

Process and Methods to Identify and Prioritize Community Health Needs

- A work group of facility planning directors and other representatives reviewed documentation from city, state and federal public health resources, the NYC Health + Hospitals' 2013 CHNAs, and the DSRIP Community Needs Assessment. A list of over 40 health needs were identified.
- Incorporating input from other facility representatives and tested with hospital users this list was refined to 13 community health needs.
- Each community's *most significant* health needs and their priority order was determined by blending input from:
 1. Facility Users (approximately 150 per facility) completed a survey with questions regarding issues include health concerns, barriers to care, reasons for ED use, and to prioritize their community's health needs. The surveys were translated into NYC Health + Hospitals' top 7 languages.
 2. Community Advisory Boards were asked to prioritize their community's needs.
 3. Facility Leadership were surveyed to identify and prioritize the health needs of their service area.
 4. Prevalence within community (variance to citywide average)
- Final results reviewed by hospital leadership and staff.

Findings: Significant Community Health Needs

- Hypertension/high blood pressure and diabetes are significant community health needs at all hospitals
- Obesity and heart disease are significant at the majority of hospitals.
- HIV/AIDS was identified as a significant community health need at 5 hospitals in 2013, but by none in 2015, reflecting progress in reducing HIV/AIDS diagnoses and deaths in NYC.

Significant health need and its rank
(1=greatest need; 13=lowest need)

Not a significant health need and its
rank (1=greatest need; 13=lowest need)

Need	Bellevue	Carter	Coney Island	Elmhurst	Harlem	Jacobi	Kings County	Lincoln	Metro-politan	NCB	Queens	Woodhull
Hypertension	1	1 (tie)	4	2	1	1	2	1	2	2 (tie)	2	1
Diabetes	5	1 (tie)	1	1	2 (tie)	3	1	3	1	2 (tie)	1	3 (tie)
Obesity	2 (tie)	4 (tie)	6	4 (tie)	9	4	6	6	3	4	5	3 (tie)
Heart Disease	2 (tie)	3	2 (tie)	4 (tie)	8	5 (tie)	4	4 (tie)	5	6	10 (tie)	5
Mental Illness	4	6 (tie)	8 (tie)	4 (tie)	6	5 (tie)	3	10 (tie)	9	5	3 (tie)	6
Substance Use	6	9	10	7	5	9	7 (tie)	2	7	9	6 (tie)	2
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HIV/AIDS	9	11	13	10	7	11	7 (tie)	10 (tie)	10	11	12	7 (tie)
Dementia	12	4 (tie)	7	11	12 (tie)	12	13	12	11	12	10 (tie)	12 (tie)
Perinatal	13	12 (tie)	12	13	12 (tie)	13	11	13	13	13	8 (tie)	12 (tie) ⁵

Implications and next steps

How do we use this information?

- Community health needs identified with community participation should be taken into consideration in determining hospital priorities and allocating resources.
- Examples of other factors include:
 - Gap between community need and existing community resources
 - Fit with organizational mission, its market share, resources and competing priorities
 - Capacity and services provided by other providers within the community

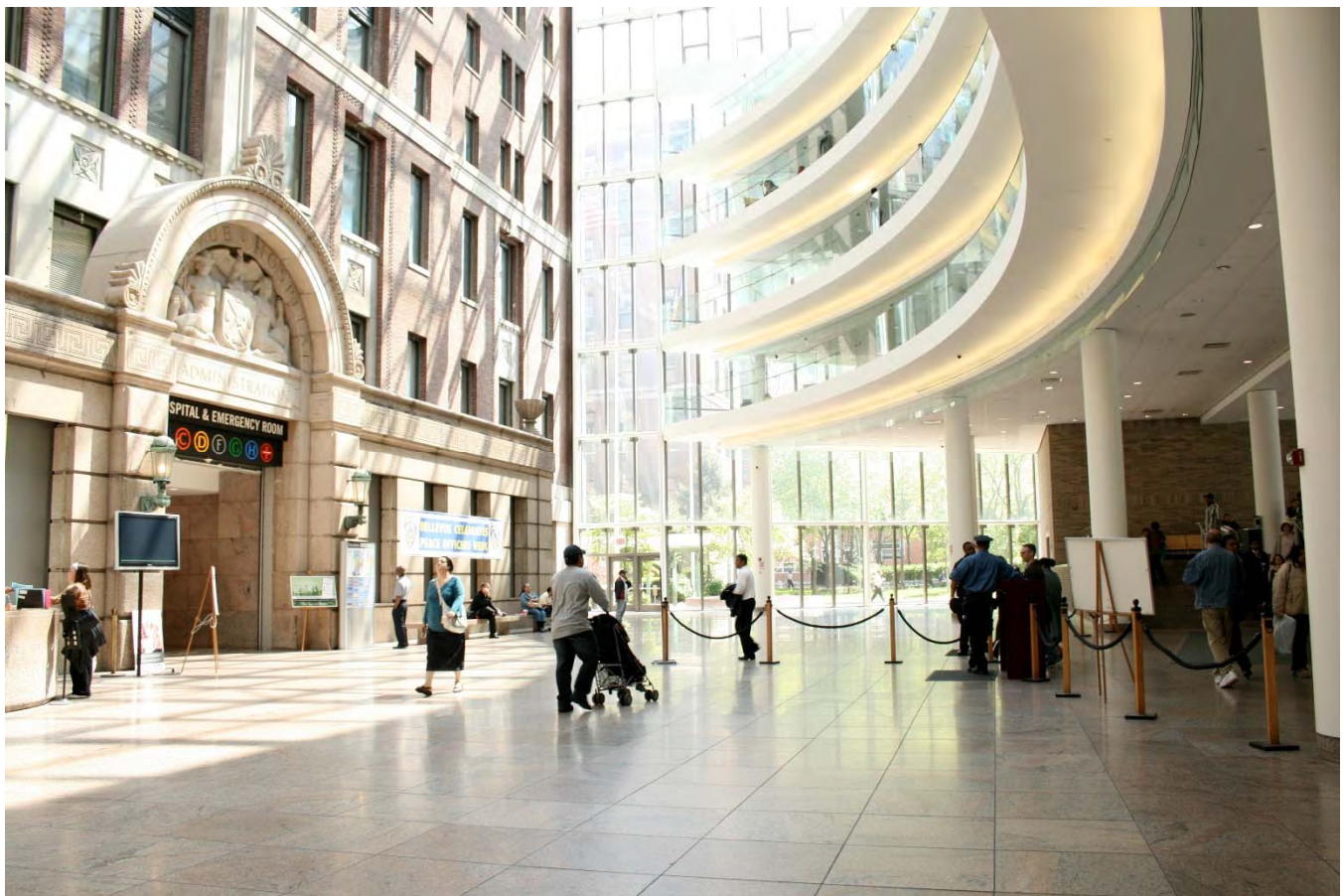
Next Steps

- Each hospital is required to prepare an implementation strategy that describes how it will address each of the significant community needs identified in its community health needs assessment. The strategy must be adopted by the Board and posted on the hospital website.

Live Your Healthiest Life.

2016

COMMUNITY HEALTH NEEDS ASSESSMENT



EXECUTIVE SUMMARY

Community Health Needs Assessment, 2016 Update

Purpose of the Community Health Needs Assessment

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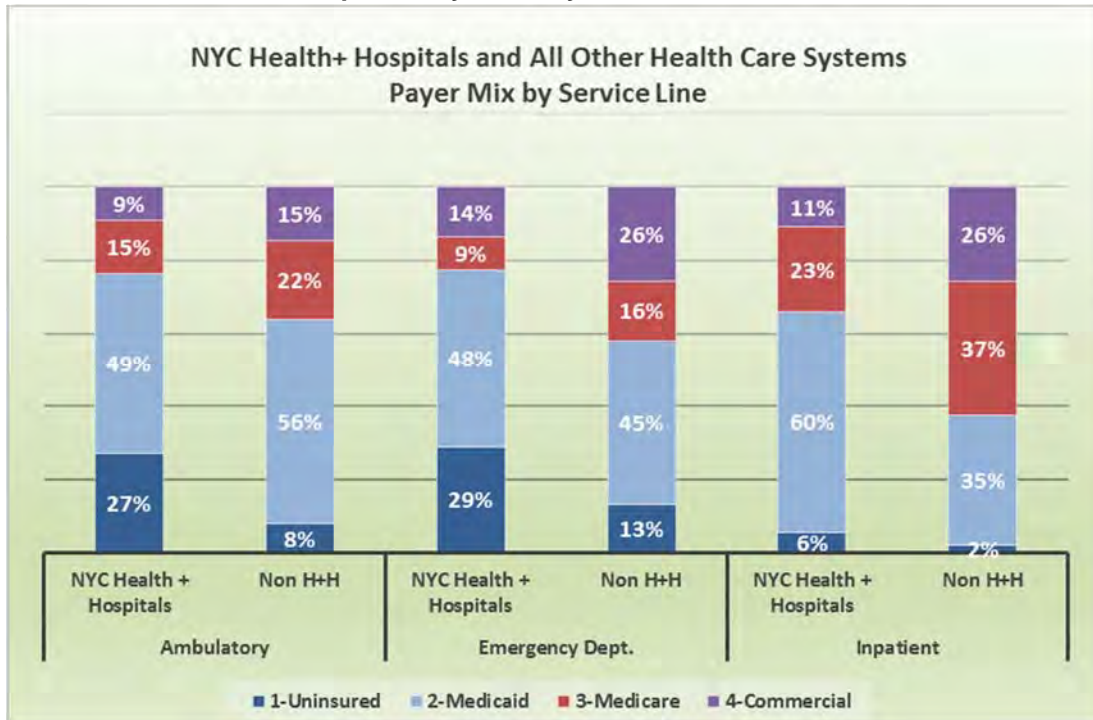
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Chart 2: Community Health Need by Hospital

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Hypertension/ High Blood Pressure	1	1 (tie)	4	2	1	1	2	1	2	2 (tie)	2	1
Diabetes	5	1 (tie)	1	1	2 (tie)	3	1	3	1	2 (tie)	1	3 (tie)
Obesity	2 (tie)	4 (tie)	6	4 (tie)	9	4	6	6	3	4	5	3 (tie)
Heart Disease, High Cholesterol, Stroke	2 (tie)	3	2 (tie)	4 (tie)	8	5 (tie)	4	4 (tie)	5	6	10 (tie)	5
Mental Illness	4	6 (tie)	8 (tie)	4 (tie)	6	5 (tie)	3	10 (tie)	9	5	3 (tie)	6
Alcohol and/or Drug Use	6	9	10	7	5	9	7 (tie)	2	7	9	6 (tie)	2
Asthma and Other Breathing Issues	8	6 (tie)	8 (tie)	12	2 (tie)	2	9	4 (tie)	4	1	13	7 (tie)
Cancer	7	10	2 (tie)	3	11	8	5	9	8	7	8 (tie)	11
Smoking	11	6 (tie)	5	8	4	7	12	7	12	8	3 (tie)	10
Violence	10	12 (tie)	11	9	10	10	10	8	6	10	6 (tie)	7 (tie)
HIV/AIDS, Hepatitis, STDs	9	11	13	10	7	11	7 (tie)	10 (tie)	10	11	12	7 (tie)
Dementia	12	4 (tie)	7	11	12 (tie)	12	13	12	11	12	10 (tie)	12 (tie)
Premature Births, Low Birth Weight	13	12 (tie)	12	13	12 (tie)	13	11	13	13	13	8 (tie)	12 (tie)

Comparison of 2013 and 2016 Significant Community Health Needs

Most of the significant community health needs identified in 2013 were again identified in 2016. In both 2013 and 2016, a large number of hospitals identified diabetes, hypertension/high blood pressure, heart disease, obesity, mental illness and asthma as a significant community health need.

HIV/AIDS and other infectious diseases were considered a significant community health need at five hospitals in 2013, but none considered it among their most significant in 2016. A decrease in importance is consistent with the continued progress in reducing HIV/AIDS diagnoses and deaths in NYC.

Other changes in health needs between 2013 and 2016 are partly attributable to changes in federal requirements regarding methodology (see Process and Methods).

Significant Community Health Needs Identified in 2016 and 2013

	Significant Community Health Needs	
	Number of Hospitals Identified in 2016	Number of Hospitals Identified in 2013
Diabetes	12	12
Hypertension / High Blood Pressure	12	10
Heart Disease, High Cholesterol, Stroke	9	10
Obesity	8	8
Mental illness	6	10
Asthma and other Breathing Issues	5	5
Alcohol and/or Drug Use	3	9
Cancer	3	6
Smoking	3	1
Dementia	1	1
HIV/AIDS, Hepatitis, STDs	0	5
Violence	0	2
Premature Births, Low Birth Weight	0	1

Resources Potentially Available

Appendix 4 is a listing of health and social service organizations available to members of low-income, medically underserved, and other minority populations in the neighborhoods included in the primary service area of NYC Health + Hospitals, by borough and sorted by neighborhood. These populations may experience health disparity or are at risk of not receiving medical care as a result of being uninsured or underinsured or due to geographic, language, financial, immigration status, or other barriers. Organization services provided are arranged accordingly into the following categories: Dental, Vision, Adult Day Health, Health center, Insurance enrollment, Home Health, Hospital, Nursing Home, Prescription Drug, Immigration Support, Mental Health-Inpatient, Mental Health-Ambulatory, Substance Use, Social Services, Financial Assistance, and Wellness/Prevention.

Evaluation of 2013 Implementation Plan

NYC Health + Hospitals evaluated each hospital's 2013 Implementation Plan and the impact of specific interventions that addressed identified health care needs (Appendix 3). Included in the evaluation is a list of the significant health needs identified in 2013, a description of the planned activities that addressed each of the health needs, an indication whether the planned activity was implemented, the target population and goal of the activity, and the impact or outcome of the activity.

2016 Implementation Strategy

The 2016 CHNA Implementation Strategy due in November 2016 will be designed to address the prioritized significant community health needs identified in the 2016 CHNA and must be adopted by the hospital's governing body.

PROCESS AND METHODS

Community Served

Each hospital's primary and secondary service area is defined as the zip codes that comprise the residence of 50%, 75% of its ambulatory patients, respectively.

Community Input

Community input was obtained using three different strategies:

1) Community Advisory Board

Community Advisory Boards (CAB) are the formal and direct links between each NYC Health + Hospitals facility and its patients and local advocates. The CAB members, consisting of residents, patients and community workers, represent the views of the community in the health care facility's decision making-process to ensure access to the best possible medical care in their communities. The CAB members provide vital insight on the development of facility plans and programs, as well as keep the community informed of NYC Health + Hospitals' goals and objectives. All hospitals in the NYC Health + Hospitals system have a CAB which meets on a regular basis.

The CHNA report and process was presented to each CAB individually. A survey was administered anonymously and confidentially to each CAB member which asked them to indicate the relative importance of each of the 13 identified community health needs in their community (see survey instrument in appendix 6). These responses were coded for inclusion in the prioritization matrix. CAB members were also asked to provide additional input beyond the survey question.

2) Facility Users

NYC Health + Hospitals engaged approximately 150 adult facility users from each hospital throughout the main facility and within community-based clinic sites. These individuals completed a survey anonymously and confidentially with questions focused on demographics, health insurance status, language preferences, health concerns, primary and preventive health care utilization, barriers in obtaining ambulatory care and reasons for use of emergency care. Respondents were also asked to indicate the relative importance of each of the 13 identified community health needs in their community. These responses were coded for inclusion in the prioritization matrix.

Surveys were self-administered or administered by facility staff. The surveys were translated into NYC Health + Hospitals' top 7 languages: Bengali, Chinese (simplified),

Haitian-Creole, French, Polish, Russian and Spanish. Participants received a two-trip Metrocard valued at \$5.50 for completing the survey (see survey instrument in Appendix 5).

3) Additional Community Engagement

NYC Health + Hospitals completed a community needs assessment in December 2014 as a requirement to participate in the Delivery System Reform Incentive Payment (DSRIP) program, a statewide initiative that focuses on improving health care delivery promoting community-level collaborations to ensure that Medicaid and uninsured populations receive culturally competent, highly integrated, well-coordinated, and easily accessible health services. As part of this needs assessment, the system collaborated with government agencies, numerous community organizations, engaged experts in the community and conducted focus groups with vulnerable populations. Key informant interviews were conducted with community experts having population-specific expertise, including particular immigrant groups, older adults, children and adolescents or expertise in specific issues, including supportive housing, care coordination, corrections, and homelessness (conducted as part of the NYC Health + Hospitals DSRIP Community Needs Assessment). Focus groups were conducted with community members recruited by community organizations which included targeted vulnerable groups such as older adults, local immigrant groups, LGBTQ and individuals with disabilities.

Additional Resources

4) Facility Leadership

Hospital leadership were engaged to support the initial identification of potential community health needs, and refine the list to 13 needs which were used in hospital user and CAB member surveys. In addition, a survey was administered to hospital leaders which asked them to indicate the relative importance of each of the 13 identified community health needs in their service area (see survey instrument in Appendix 6). Finally, hospital leaders were asked to review the list of significant health needs identified by the CHNA process.

5) Publically available community health, socio-demographic, economic data

The CHNA work group reviewed all publically available data and supplemented with review of public health literature prepared by New York City of Department of Health and Mental Hygiene (including Take Care New York 2020); New York State Department of Health (including NYS Prevention Agenda 2013-2018); federal agencies, Centers for

Disease Control and Prevention and Healthy People 2020. Sources of Data and Brief Description include:

- American Academy of Family Physicians UDS Mapper
 - UDS Mapper provides ZIP code-level age-adjusted mortality estimates and prevalence estimates on health care access and chronic condition. Can be accessed at: <http://www.udsmapper.org/>.
- Emory University Rollins School of Public Health AIDS Vu
 - AIDS Vu provides ZIP code-level incidence and prevalence data on HIV/AIDS as of 2012. Can be accessed at: <http://aidsvu.org/>.
- New York State Department of Health Cancer Registry
 - The NYS Cancer Registry provides ZIP code-level age-adjusted estimates on incidence of the top malignant cancers (colorectal, female breast, lung and bronchus and prostate) as of 2008-2012. Can be accessed at: <https://www.health.ny.gov/statistics/cancer/registry/zipcode/index.htm>.
- New York State Department of Health DSRIP Performance data
 - The New York State Department of Health provides key statistics on the health care utilization and health status of Medicaid beneficiaries in calendar year 2012. Can be accessed at: https://www.health.ny.gov/health_care/medicaid/redesign/dsrip/performance_data/.
- New York State Department of Health Vital Statistics
 - NYS Vital Statistics provides ZIP-code level key perinatal statistics including access to prenatal care and birth outcomes as of 2011-2013. Can be accessed at: <http://www.health.ny.gov/statistics/chac/perinatal/county/2011-2013/>.
- New York Department of Health and Mental Hygiene (DOHMH) Community Health Survey (CHS)
 - CHS is a telephone survey conducted annually by DOHMH and provides data on the health of New Yorkers, including prevalence estimates on a broad range of chronic condition, health care utilization and other behavioral risk factors. 2010 through 2014 data are used in this report. Can be accessed at: <https://a816-healthpsi.nyc.gov/epiquery/CHS/CHSXIndex.html>.
- New York Department of Health and Mental Hygiene Vital Statistics
 - DOHMH vital statistics data provides 2013 age-adjusted mortality data by cause and by neighborhood. Can be accessed at <https://a816-healthpsi.nyc.gov/epiquery/VS/index.html>.
- United States Census American Community Survey (ACS) 5-year estimates

- ACS provides ZIP code-level demographic, economic, social and housing data as of 2008-2012, and 2010-2014. Can be accessed at: <http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>.

Process and Criteria to Identify Health Needs

A work group composed of central office corporate planning staff, facility planning directors and other facility representatives from all hospitals in the NYC Health + Hospitals system was formed in April 2015 and met monthly to coordinate and conduct the CHNA process. To identify community health needs, the work group reviewed documentation from city, state and federal public health resources, including but not limited to Take Care New York 2020, New York State Prevention Agenda 2013-2018 and Healthy People 2020. The work group also reviewed facility 2013 CHNA and NYC Health + Hospitals DSRIP Community Needs Assessment reports. From this literature review, a list of over 40 potential community health needs were identified. To refine the list, the work group solicited input from other facility representatives and pilot tested the list with hospital users using a survey. The result of this process identified 13 community health needs as indicated below (note: this is not in priority order):

1. Heart disease, high cholesterol, stroke
2. Cancer
3. Diabetes
4. Asthma and other breathing issues
5. Hypertension/ high blood pressure
6. Violence
7. Mental illness and psychiatric disorders
8. Dementia including Alzheimer's
9. Obesity
10. Premature births, low birth weight
11. HIV, Hepatitis, STDs
12. Alcohol and/or drug use
13. Smoking

Prioritization of Community Health Needs

Hospitals developed their facility specific community health needs prioritization by ranking the community needs as determined by facility users, CAB members, hospital leaders, and the prevalence of the conditions within their respective communities – independently - to create an overall blended rank score of each community health need.

Facility users, CAB members, and hospital leaders completed a survey which asked them to rate each of the community health needs using the criteria: “Very Serious” = 3; “Somewhat Serious” = 2; “Not Serious” = 1. The option, “Don’t Know/Not Applicable” was also provided and were excluded for that health need score.

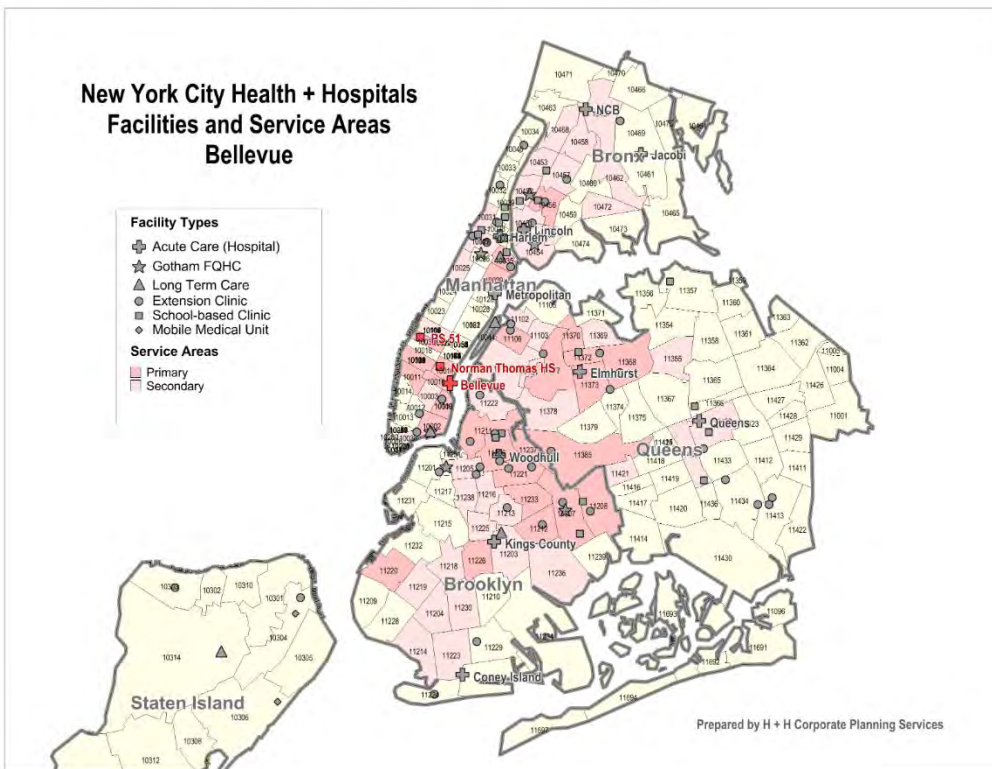
Condition prevalence within the hospital service area was also a considered in prioritizing the community health needs. A ‘z’ score, which represents the distance/variance between the raw score (service area average) and the population mean (citywide average) in units of the standard deviation was calculated for each condition prevalence. A positive number suggests that service area experiences more prevalence in the area than the rest of the city, while a negative number suggest that there is less prevalence in the area relative to other NYC neighborhoods.

Each of the community health needs were assigned a rank from 1 to 13 by each of the three groups – hospital users, CAB members, and hospital leaders – based on their survey results. Community health needs were also assigned a rank from 1 to 13 based on their prevalence, using ‘z’ scores. Finally, each of the four ranks (Users, CAB members, hospital leaders, and prevalence) were added together and health issues were re-ranked based on their overall score.

Community health needs that were considered *significant* were ranked among the top five of identified needs. The final list, including the identified significant community health needs, were reviewed by hospital leadership.

Appendix 1: Description of NYC Health + Hospitals / Bellevue and Community Served

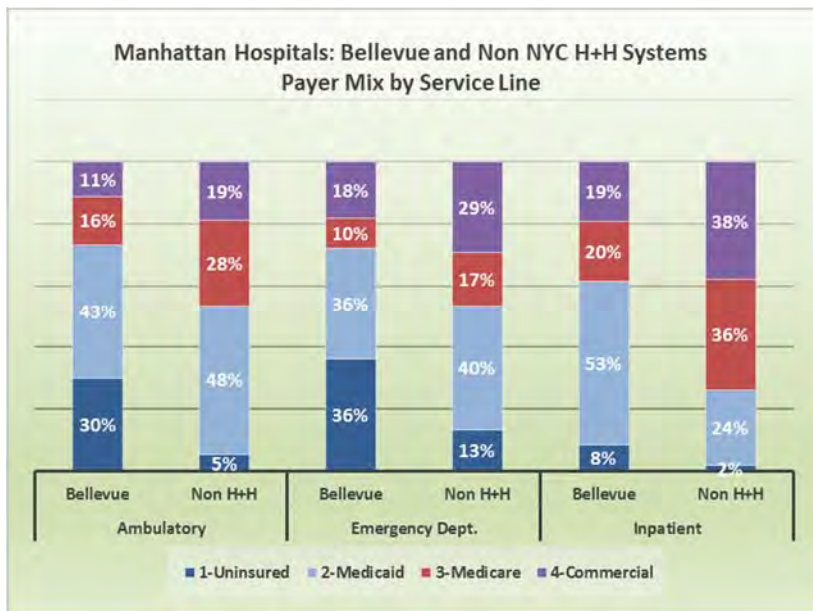
Located on an 11-acre campus based on First Avenue and 27th Street in the Gramercy Park-Murray Hill neighborhood in Manhattan, NYC Health + Hospitals / Bellevue serves a diverse patient population from communities throughout the New York metropolitan area service area which includes the neighborhoods of Bedford Stuy/Crown Heights, Chelsea/Clinton, East Harlem, East New York, Flatbush/E. Flatbush, Gramercy Park/Murray Hill, Greenpoint, Highbridge/Morrisania, Long Island City/Astoria, Ridgewood/Forest Hills, Sunset Park, Union Sq./Lower East Side, West Queens, and Williamsburg/Bushwick.¹ The map below shows the primary service area in red. Bellevue is labeled in red and other NYC Health + Hospitals sites are in gray. The NYC Health + Hospitals / Bellevue service area encompasses many neighborhoods that the federal Health Resources and Services Administration (HRSA) has identified as being medically underserved and/or or having a shortage of health providers (HPSA) and also has a facility-specific mental health HPSA designation for high average daily census and workload.²



¹ Bellevue's Service area is defined as the Zip codes that comprise the residence of 50% of its ambulatory patients, respectively and includes the zip codes: 10001, 10002, 10009, 10010, 10011, 10016, 10029, 10035, 10036, 10456, 11106, 11206, 11207, 11208, 11211, 11212, 11220, 11221, 11226, 11233, 11237, 11368, 11370, 11372, 11373, 11377, and 11385.

² A Medically Underserved Area /Population (MUA/P) designation applies to a neighborhood or collection of census tracts based on four factors: the ratio of primary medical care physicians per 1,000 population, infant mortality rate, percentage of the population with incomes below the poverty level, and percentage of the population age 65 or over. A Healthcare Provider Shortage Area (HPSA) is a collection of census tracts that has been designated as having a shortage of health professionals. There are three categories of HPSAs: primary care (shortage of primary care clinicians), dental (shortage of oral health professionals), and mental health (shortage of mental health professionals).

NYC Health + Hospitals / Bellevue provides a disproportionate share of services for the borough's low income and uninsured population. In 2014, 30% of its ambulatory visits, and 36% of its ED visits were uninsured compared to 5% and 13% at Voluntary hospitals in Manhattan. In addition, 61% of its inpatient discharges were either uninsured or enrolled in Medicaid, compared to 26% at Voluntary hospitals in Manhattan.



Sources and Notes: 2014 Hospital Institutional Cost Report, 2014 DTC Cost Report for HHC using internal data, and 2013 Health Center Cost Report for all other DTCs. Includes all NYC acute, general care hospitals and related wholly owned or controlled community health centers, including HHC DTCs. Discharges exclude normal newborns. ED visits include treat and release, and visits that result in admission. Clinic visits include comprehensive care and primary care visits only.

Facility Size and Patient Volume

With 132,421 patients and 645,330 encounters (FY 2015), NYC Health + Hospitals / Bellevue is a full service hospital with 912 certified beds. In FY 2015, it had 30,000 discharges including 1,300 newborn deliveries, 112,000 Emergency Department visits, and 502,000 ambulatory visits.

Inpatient Services

	Certified Beds	Discharges
General Care	473	19,847
Newborn	n/a	1,340
Psychiatric	373	6,529
Detox	20	2,186
Physical Rehabilitation	46	466
Total	912	30,368

Source: Internal financial data, FY 2015. Beds are current as of 2/2016.

Emergency Department Services

	Visits
General	97,152
Psychiatric, includes CPEP	15,103
Total visits	112,255

Source: Internal financial data, FY 2015. Includes visits that result in admissions.

Ambulatory Services

Site	Primary Care	Dental	Specialty Care	Mental Health	Chemical Dependency	Total
Bellevue Hospital	134,518	22,121	229,434	46,806	68,080	500,959
PS 51	930	-	-	-	-	930
Norman Thomas HS	524	-	-	-	-	524
Total Bellevue	135,972	22,121	229,434	46,806	68,080	502,413

Primary Care includes adult and pediatric primary care and women's health services. Specialty includes adult and pediatric specialties, surgeries, ophthalmology, ancillaries and occupational health. Source: internal financial data, FY 2015.

Patient Demographics

Forty-eight percent (48%) of NYC Health + Hospitals / Bellevue patients are female and 52% are male. Among total patients, 15% of all patients are under age 21; 32% are ages 21-44; 38% are ages 45-64; and 15% are aged 65 and older. System wide, 57% of patients are female and 43% are male, with 19% of total patients under age 21; 31% are ages 21-44; 34% are ages 45-64; and 15% are aged 65 and older.

Patient Encounters by Age

Age Group	%
0-4	5%
5-10	4%
11-14	2%
15-18	3%
19-20	1%
21-44	32%
45-54	19%
55-64	19%
65-74	10%
75-84	4%
85+	1%
Total	100%

Source: Internal financial data, FY2015

The hospital is racially diverse, with 39% of patients identifying as Hispanic or Latino; 20% as Black Non-Hispanic; 15% as White Non-Hispanic; 10% as Multi-Race/Other; 8% as Asian or Other Pacific Islander; and 7% of patients declining identification. System wide, 40% of patients identified as Hispanic or Latino; 34% as Black Non-Hispanic; 8% as White Non-Hispanic; 7% as Multi-Race/Other; 6% as Asian or Other Pacific Islander; and 5% of patients declining identification.

Patient Encounters by Race/ Ethnicity

Race/ Ethnicity	%
Hispanic or Latino	39.2%
Black Non-Hispanic	20.2%
White Non-Hispanic	15.2%
Multi Race/Other	9.5%
Asian/ Pacific Islander	8.4%
Patient Decline	7.2%
American Indian or Native	0.4%
Total	100%

Source: Internal financial data, FY2015

Appendix 2: Demographic and Population Health Statistics by Neighborhood

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Table 1. Key Demographic Factors

		% Population below 100% Federal Poverty Level	% Population Non-US Citizen	% Population ≥ 25 years with Less than HS Education	% Population Speaking English "Less than Well"	Average Jail Rate (Per 100,000)	% Population Living with a Disability
NYS		14.9%	10.5%	15.1%	13.4%	382	10.7%
NYC		19.8%	17.7%	20.5%	23.2%	868	10.3%
UHF Neighborhoods							
Bronx	Hunts Point/Mott Haven	43.1%	19.2%	44.4%	36.3%	2,219	17.3%
Bronx	Crotona/Tremont	39.3%	23.8%	38.7%	32.2%	1,903	14.6%
Bronx	Highbridge/Morrisania	38.3%	22.4%	39.1%	32.8%	2,107	15.4%
Kings	East New York	32.8%	16.0%	27.0%	14.0%	1,907	8.9%
Kings	Williamsburg/Bushwick	32.5%	19.9%	37.2%	32.2%	1,793	10.5%
New York	East Harlem	31.8%	16.4%	32.2%	23.6%	2,250	14.1%
Bronx	Fordham/Bronx Park	31.3%	23.0%	31.3%	28.2%	1,320	13.4%
Kings	Greenpoint	28.5%	12.2%	18.6%	23.9%	540	7.2%
Kings	Sunset Park	28.4%	34.3%	45.7%	51.8%	482	8.1%
New York	Central Harlem/Morningside Hgt	27.7%	13.3%	19.8%	12.7%	2,124	12.9%
Kings	Bedford/Stuy/Crown Heights	27.1%	13.7%	20.0%	7.0%	2,129	10.6%
New York	Washington Hgts/Inwood	25.8%	26.0%	30.9%	37.9%	1,135	11.9%
Kings	Borough Park	25.2%	20.1%	24.4%	37.5%	225	9.4%
Bronx	Pelham/Throgs Neck	21.8%	14.3%	26.2%	21.3%	911	11.1%
Richmond	Port Richmond	21.6%	12.7%	16.6%	14.1%	1,302	9.4%
Queens	Rockaway	21.4%	11.3%	21.4%	14.1%	1,277	12.7%
New York	Union Sq./Lower Eastside	21.4%	14.3%	21.6%	22.5%	705	11.1%
Kings	Coney Island/Sheepshead Bay	18.2%	14.6%	18.6%	40.3%	567	14.5%
Queens	West Queens	18.2%	35.1%	29.5%	47.0%	400	8.0%
Kings	Flatbush/E. Flatbush	18.1%	20.4%	17.2%	14.0%	926	7.9%
Richmond	Stapleton/St. George	17.0%	12.0%	17.3%	16.1%	1,068	10.5%
Kings	Downtown/Heights/Slope	16.3%	9.3%	11.7%	10.4%	851	8.0%
Queens	Long Island City/Astoria	16.1%	21.6%	18.1%	27.8%	475	9.3%
Bronx	Northeast Bronx	15.4%	13.4%	19.7%	8.9%	761	11.7%
Queens	Jamaica	15.3%	18.5%	20.1%	16.4%	1,118	10.9%
Bronx	Kingsbridge/Riverdale	15.1%	12.0%	17.5%	20.1%	402	12.0%
Kings	Bensonhurst/Bay Ridge	14.7%	15.7%	21.8%	34.3%	283	10.0%
Queens	Fresh Meadows	14.1%	15.9%	12.9%	25.7%	300	9.8%
Queens	Flushing/Clearview	13.0%	25.8%	20.0%	40.8%	200	9.5%
Kings	Canarsie/Flatlands	12.9%	12.6%	13.4%	13.4%	616	9.3%
New York	Lower Manhattan	12.4%	18.1%	9.3%	12.7%	527	6.1%
Queens	Ridgewood/Forest Hills	12.4%	17.8%	14.5%	25.3%	273	9.1%
New York	Upper West Side	12.0%	11.2%	6.2%	7.7%	446	9.4%
Queens	Southwest Queens	11.9%	18.6%	20.9%	18.5%	442	10.0%
New York	Chelsea/Clinton	11.7%	14.3%	6.6%	9.1%	601	8.7%
New York	Greenwich Village/Soho	10.5%	12.5%	9.3%	12.4%	299	6.7%
New York	Gramercy Park/Murray Hill	8.7%	12.6%	2.5%	6.9%	283	6.8%
Richmond	Willowbrook	8.2%	6.3%	10.7%	11.1%	282	10.0%
Queens	Bayside/Little Neck	7.9%	13.3%	10.5%	27.0%	141	9.1%
Queens	Southeast Queens	7.4%	13.2%	13.2%	12.1%	507	9.1%
New York	Upper East Side	6.9%	11.2%	3.5%	5.7%	162	6.8%
Richmond	South Beach/Tottenville	5.6%	3.5%	8.8%	7.8%	294	9.2%

Sources: U.S. Census American Community Survey (ACS), 2008-2012; New York City Department of Corrections Jail Admissions, 2007-2012, Via Gothamist.

Table 2. Disability by Numbers of Disability and Type

		% ≥Two Disability	% One Disability	% Self Care	% Independent Living	% Cognitive	% Ambulatory	% Vision	% Hearing
NYS		5.3%	5.6%	2.5%	5.3%	4.2%	6.5%	1.9%	4.0%
NYC		5.4%	5.0%	2.7%	5.4%	4.1%	6.8%	2.1%	3.4%
UHF Neighborhoods									
Kings	Coney Island/Sheepshead Bay	9.6%	5.0%	5.6%	10.2%	6.6%	10.7%	3.8%	6.0%
Bronx	Hunts Point/Mott Haven	8.6%	8.8%	3.6%	8.4%	8.9%	11.1%	3.8%	3.3%
Bronx	Highbridge/Morrisania	7.7%	7.7%	3.3%	7.1%	7.5%	10.1%	3.1%	2.9%
Bronx	Crotona/Tremont	7.6%	7.1%	3.2%	7.5%	7.5%	9.1%	2.8%	3.2%
New York	East Harlem	7.5%	6.8%	3.6%	7.1%	6.7%	9.2%	3.3%	3.6%
Queens	Rockaway	6.6%	6.5%	3.6%	7.4%	5.6%	8.3%	3.2%	3.9%
New York	Central Harlem/Morningside Hgt	6.3%	6.7%	2.9%	5.9%	4.8%	9.0%	2.6%	2.6%
Bronx	Fordham/Bronx Park	6.3%	7.2%	2.5%	6.1%	6.6%	8.2%	2.6%	2.8%
New York	Washington Hgts/Inwood	6.2%	5.8%	3.1%	5.9%	4.6%	8.0%	2.4%	2.8%
New York	Union Sq./Lower Eastside	6.2%	5.0%	2.9%	5.5%	4.5%	7.4%	2.2%	4.2%
Bronx	Northeast Bronx	6.1%	5.8%	2.8%	5.8%	4.6%	7.8%	2.8%	3.8%
Bronx	Pelham/Throgs Neck	5.9%	5.2%	2.7%	6.1%	4.6%	7.3%	2.3%	3.5%
Bronx	Kingsbridge/Riverdale	5.9%	6.5%	3.1%	5.7%	5.1%	7.3%	2.2%	4.3%
Kings	Williamsburg/Bushwick	5.7%	4.8%	2.9%	5.9%	4.8%	7.3%	2.3%	2.3%
Kings	Bensonhurst/Bay Ridge	5.7%	4.4%	3.1%	6.5%	3.7%	6.6%	1.7%	4.4%
Richmond	Stapleton/St. George	5.5%	5.1%	3.0%	6.6%	3.8%	6.8%	1.7%	3.3%
Kings	Borough Park	5.5%	3.9%	3.2%	6.5%	4.0%	6.7%	2.0%	3.3%
Queens	Jamaica	5.5%	5.5%	2.7%	5.5%	3.9%	7.0%	2.6%	3.3%
Kings	Bedford/Stuy/Crown Heights	5.2%	5.4%	2.6%	5.3%	3.9%	6.9%	3.0%	2.6%
Queens	Southwest Queens	5.2%	4.8%	2.7%	5.6%	3.6%	6.3%	2.3%	3.7%
Queens	Flushing/Clearview	5.2%	4.4%	2.6%	5.0%	3.1%	6.5%	1.4%	4.4%
Richmond	Willowbrook	5.1%	5.0%	2.6%	6.0%	3.2%	6.9%	1.0%	3.5%
Kings	Canarsie/Flatlands	5.1%	4.2%	2.9%	5.5%	3.5%	6.3%	2.2%	3.3%
Queens	Fresh Meadows	4.9%	5.0%	2.3%	4.9%	3.1%	6.8%	1.9%	4.1%
Queens	Long Island City/Astoria	4.8%	4.5%	2.3%	4.8%	3.1%	6.2%	1.3%	3.3%
Queens	Ridgewood/Forest Hills	4.8%	4.4%	2.5%	5.3%	3.2%	6.3%	1.7%	3.9%
Queens	Bayside/Little Neck	4.7%	4.5%	2.2%	4.9%	2.8%	5.6%	1.8%	4.2%
Kings	East New York	4.5%	4.3%	2.4%	5.2%	3.7%	6.0%	2.2%	2.2%
Richmond	South Beach/Tottenville	4.5%	4.7%	2.1%	4.8%	2.9%	6.0%	1.1%	3.3%
Richmond	Port Richmond	4.5%	5.0%	2.1%	4.8%	3.9%	5.8%	1.3%	2.8%
Kings	Sunset Park	4.4%	3.8%	2.3%	4.8%	4.0%	5.2%	1.8%	2.5%
New York	Upper West Side	4.4%	5.1%	2.4%	4.2%	3.3%	5.9%	1.7%	4.3%
Queens	Southeast Queens	4.3%	4.9%	2.2%	4.8%	3.4%	5.4%	1.5%	3.4%
Kings	Downtown/Heights/Slope	4.2%	4.0%	1.8%	3.8%	3.3%	5.1%	1.6%	2.6%
Kings	Greenpoint	4.2%	3.1%	2.5%	4.4%	3.4%	5.0%	1.9%	2.6%
Queens	West Queens	4.0%	4.2%	1.9%	3.8%	2.9%	5.1%	1.7%	2.9%
Kings	Flatbush/E. Flatbush	3.9%	4.0%	2.0%	4.2%	3.0%	5.2%	1.6%	2.5%
New York	Chelsea/Clinton	3.9%	4.8%	1.7%	3.1%	2.9%	4.9%	1.9%	3.5%
New York	Lower Manhattan	3.3%	2.9%	1.8%	3.4%	2.9%	4.1%	1.0%	2.4%
New York	Gramercy Park/Murray Hill	3.1%	3.8%	1.4%	3.1%	2.5%	3.7%	1.3%	3.4%
New York	Upper East Side	3.0%	3.8%	1.6%	3.0%	2.1%	4.5%	1.1%	4.1%
New York	Greenwich Village/Soho	3.0%	3.8%	1.5%	3.0%	2.2%	3.8%	1.1%	3.6%

Sources: U.S. Census American Community Survey (ACS), 2008-2012.

*Self-Care – Difficulty bathing or dressing; Independent Living – Difficulty with errands; Cognitive – Difficulty remembering, concentrating, making decisions; Ambulatory – Difficulty walking or climbing stairs; Vision – Blind or serious difficulty seeing; Hearing – Deaf or having serious difficulty hearing

Table 3. Potentially Preventable ED Visits (PPV)

		Medicaid Population	PPV Total (Observed)	PPV Total (Risk-Adjusted Expected)	Rate per 100 ED Visits (Observed)	Rate per 100 ED Visits (Risk-Adjusted Expected)	Observed (/) Risk Adjusted Expected Ratio	Observed (-) Risk-Adjusted Expected Gap Total
NYS		5,852,016	2,111,517	2,069,915	36.08			(41,602)
NYC		3,600,712	1,192,918	1,184,340	33.13	32.89	1.01	(8,578)
UHF Neighborhoods								
Brooklyn	Bedford/Stuy/Crown Heights	167,295	74,035	62,671	44.25	37.46	1.18	(11,364)
Manhattan	Central Harlem/Morningside Hgt	80,517	44,215	37,872	54.91	47.04	1.17	(6,343)
Brooklyn	Flatbush/E. Flatbush	135,879	44,131	37,935	32.48	27.92	1.16	(6,196)
Bronx	Highbridge/Morrisania	157,126	67,220	59,232	42.78	37.70	1.13	(7,988)
Bronx	Crotona/Tremont	158,677	68,998	60,948	43.48	38.41	1.13	(8,050)
Brooklyn	East New York	117,951	47,135	41,721	39.96	35.37	1.13	(5,414)
Bronx	Hunts Point/Mott Haven	102,277	44,460	39,547	43.47	38.67	1.12	(4,913)
Bronx	Northeast Bronx	75,259	31,979	28,647	42.49	38.06	1.12	(3,332)
Brooklyn	Canarsie/Flatlands	68,942	18,647	16,896	27.05	24.51	1.10	(1,751)
Bronx	Fordham/Bronx Park	159,307	71,626	65,539	44.96	41.14	1.09	(6,087)
Manhattan	East Harlem	65,233	35,244	32,424	54.03	49.70	1.09	(2,820)
Staten Island	Port Richmond	28,494	13,493	12,448	47.35	43.68	1.08	(1,045)
Brooklyn	Williamsburg/Bushwick	128,546	52,742	48,737	41.03	37.91	1.08	(4,005)
Queens	Rockaway	52,726	18,553	17,206	35.19	32.63	1.08	(1,347)
Manhattan	Washington Hgts/Inwood	143,654	45,340	42,657	31.56	29.69	1.06	(2,683)
Bronx	Pelham/Throgs Neck	139,468	53,267	50,796	38.19	36.42	1.05	(2,471)
Manhattan	Chelsea/Clinton	33,364	20,526	19,607	61.52	58.77	1.05	(919)
Brooklyn	Downtown/Heights/Slope	58,328	23,408	22,661	40.13	38.85	1.03	(747)
Staten Island	Stapleton/St. George	46,913	19,397	18,980	41.35	40.46	1.02	(417)
Queens	Southeast Queens	61,114	16,199	16,107	26.51	26.36	1.01	(92)
Bronx	Kingsbridge/Riverdale	29,994	9,287	9,270	30.96	30.91	1.00	(17)
Manhattan	Upper West Side	31,538	15,536	15,657	49.26	49.64	0.99	121
Queens	Jamaica	134,719	45,813	46,355	34.01	34.41	0.99	542
Manhattan	Gramercy Park/Murray Hill	9,909	4,922	4,996	49.67	50.42	0.99	74
Staten Island	South Beach/Tottenville	31,842	8,390	8,728	26.35	27.41	0.96	338
Brooklyn	Greenpoint	49,140	9,112	9,485	18.54	19.30	0.96	373
Queens	Ridgewood/Forest Hills	76,683	17,730	19,134	23.12	24.95	0.93	1,404
Queens	Long Island City/Astoria	71,860	21,041	22,873	29.28	31.83	0.92	1,832
Staten Island	Willowbrook	20,710	5,004	5,581	24.16	26.95	0.90	577
Manhattan	Upper East Side	13,219	4,674	5,224	35.36	39.52	0.89	550
Queens	West Queens	229,929	68,271	77,793	29.69	33.83	0.88	9,522
Queens	Southwest Queens	124,369	33,190	38,415	26.69	30.89	0.86	5,225
Manhattan	Lower Manhattan	12,194	5,744	6,673	47.11	54.72	0.86	929
Brooklyn	Coney Island/Sheepshead Bay	136,183	23,227	27,800	17.06	20.41	0.84	4,573
Brooklyn	Borough Park	195,905	26,744	33,459	13.65	17.08	0.80	6,715
Brooklyn	Bensonhurst/Bay Ridge	80,319	11,180	14,859	13.92	18.50	0.75	3,679
Queens	Fresh Meadows	34,877	7,591	10,201	21.77	29.25	0.74	2,610
Manhattan	Union Sq./Lower Eastside	81,104	22,872	30,851	28.20	38.04	0.74	7,979
Brooklyn	Sunset Park	99,590	16,971	24,170	17.04	24.27	0.70	7,199
Manhattan	Greenwich Village/Soho	14,323	3,334	5,174	23.28	36.12	0.64	1,840
Queens	Bayside/Little Neck	19,932	2,236	3,724	11.22	18.68	0.60	1,488
Queens	Flushing/Clearview	116,900	17,342	29,251	14.83	25.02	0.59	11,909

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Potentially Preventable Visits (PPVs), based on proprietary 3M software, are emergency visits for ambulatory care sensitive conditions (ACSC) that may result from a lack of adequate access to care or ambulatory care coordination. These ambulatory sensitive conditions could be reduced or eliminated with adequate patient monitoring and follow up. Unlike with PQIs, which can be disease specific, there is only one PPV indicator which represents all potentially avoidable ED visit regardless of condition or disease.

PPV Events are observed or "actual" ED visits that meet the criteria of an ACSC visit as defined by the 3M software. The Observed Rate is the number of PPV events divided by the population. Risk Adjusted Expected Visits are PPV visits adjusted by age, gender and race/ethnicity. The Expected rate is the number of Expected visits divided by the population. Risk Adjusted Expected Rate is the observed PPV rate divided by the expected PPV rate, multiplied by the statewide PPV rate. A lower number is better.

Table 4. Medicaid Beneficiaries with a Respiratory Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	558,700	9.6%	35.3%	47.3%
NYC		3,595,868	348,955	9.7%	36.0%	44.9%
UHF Neighborhoods						
Queens	Rockaway	52,664	8,148	15.5%	43.8%	44.0%
Manhattan	East Harlem	65,008	9,304	14.3%	40.2%	55.6%
Bronx	Hunts Point/Mott Haven	102,165	14,577	14.3%	35.7%	50.4%
Manhattan	Chelsea/Clinton	33,022	4,432	13.4%	49.6%	51.2%
Manhattan	Upper West Side	31,499	3,860	12.3%	44.0%	48.4%
Bronx	Highbridge/Morrisania	157,071	19,125	12.2%	38.7%	52.1%
Bronx	Crotona/Tremont	158,601	18,698	11.8%	37.5%	53.4%
Manhattan	Central Harlem/Morningside Hgt	80,466	9,465	11.8%	39.9%	59.3%
Staten Island	Stapleton/St. George	46,686	5,435	11.6%	41.3%	48.6%
Brooklyn	Coney Island/Sheepshead Bay	136,160	15,846	11.6%	34.9%	25.3%
Bronx	Pelham/Throgs Neck	139,194	16,181	11.6%	36.4%	47.9%
Bronx	Fordham/Bronx Park	159,182	18,340	11.5%	39.1%	51.8%
Bronx	Kingsbridge/Riverdale	29,957	3,408	11.4%	43.7%	42.7%
Bronx	Northeast Bronx	75,167	8,496	11.3%	44.5%	48.9%
Brooklyn	Downtown/Heights/Slope	58,124	6,507	11.2%	42.1%	48.7%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	18,349	11.0%	41.3%	55.0%
Manhattan	Upper East Side	13,206	1,428	10.8%	49.6%	33.9%
Brooklyn	East New York	117,543	12,412	10.6%	36.8%	53.5%
Staten Island	Port Richmond	28,478	2,926	10.3%	33.9%	55.1%
Brooklyn	Williamsburg/Bushwick	128,474	13,152	10.2%	35.8%	52.3%
Manhattan	Gramercy Park/Murray Hill	9,839	994	10.1%	42.2%	52.0%
Manhattan	Union Sq./Lower Eastside	81,093	7,890	9.7%	33.9%	40.4%
Brooklyn	Canarsie/Flatlands	68,906	6,594	9.6%	39.2%	40.9%
Queens	Ridgewood/Forest Hills	76,645	7,060	9.2%	28.5%	32.7%
Brooklyn	Bensonhurst/Bay Ridge	80,271	7,316	9.1%	29.8%	23.7%
Staten Island	Willowbrook	20,550	1,871	9.1%	33.7%	34.2%
Manhattan	Washington Hgts/Inwood	143,590	12,911	9.0%	31.2%	44.1%
Staten Island	South Beach/Tottenville	31,799	2,827	8.9%	35.7%	37.4%
Manhattan	Lower Manhattan	12,054	1,006	8.3%	38.6%	45.7%
Queens	Jamaica	134,473	10,759	8.0%	34.2%	48.5%
Manhattan	Greenwich Village/Soho	14,273	1,129	7.9%	33.5%	25.2%
Queens	Fresh Meadows	34,868	2,713	7.8%	25.9%	33.7%
Brooklyn	Flatbush/E. Flatbush	135,688	10,306	7.6%	40.7%	47.8%
Queens	Long Island City/Astoria	71,850	5,436	7.6%	31.2%	39.6%
Brooklyn	Sunset Park	99,554	7,460	7.5%	25.5%	31.1%
Queens	Southwest Queens	124,306	8,733	7.0%	27.0%	42.1%
Queens	Flushing/Clearview	116,769	8,003	6.9%	30.6%	28.8%
Brooklyn	Borough Park	195,830	12,978	6.6%	29.9%	27.0%
Queens	West Queens	229,888	15,193	6.6%	26.2%	39.2%
Brooklyn	Greenpoint	49,127	3,114	6.3%	33.0%	39.2%
Queens	Southeast Queens	60,254	3,511	5.8%	33.4%	44.5%
Queens	Bayside/Little Neck	19,922	952	4.8%	25.6%	25.2%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 5. Medicaid Beneficiaries with a Cardiovascular Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	1,543,129	26.4%	40.0%	31.3%
NYC		3,595,868	1,085,013	30.2%	40.4%	28.1%
UHF Neighborhoods						
Brooklyn	Coney Island/Sheepshead Bay	136,160	78,135	57.4%	37.0%	14.4%
Queens	Rockaway	52,664	23,924	45.4%	47.7%	30.1%
Manhattan	Upper East Side	13,206	5,741	43.5%	46.0%	24.2%
Bronx	Kingsbridge/Riverdale	29,957	12,509	41.8%	47.9%	26.7%
Manhattan	Upper West Side	31,499	13,133	41.7%	48.0%	33.2%
Brooklyn	Bensonhurst/Bay Ridge	80,271	31,357	39.1%	32.8%	15.3%
Brooklyn	Canarsie/Flatlands	68,906	26,818	38.9%	43.2%	25.2%
Manhattan	Chelsea/Clinton	33,022	12,615	38.2%	48.2%	39.0%
Queens	Ridgewood/Forest Hills	76,645	27,747	36.2%	35.5%	20.2%
Manhattan	Union Sq./Lower Eastside	81,093	28,702	35.4%	34.2%	22.8%
Brooklyn	Downtown/Heights/Slope	58,124	19,812	34.1%	50.7%	34.6%
Manhattan	Greenwich Village/Soho	14,273	4,788	33.5%	30.8%	15.5%
Manhattan	Washington Hgts/Inwood	143,590	47,415	33.0%	37.4%	28.1%
Bronx	Northeast Bronx	75,167	24,796	33.0%	51.3%	33.1%
Manhattan	East Harlem	65,008	21,434	33.0%	50.2%	40.2%
Staten Island	Willowbrook	20,550	6,763	32.9%	39.2%	22.9%
Manhattan	Lower Manhattan	12,054	3,951	32.8%	34.6%	25.5%
Queens	Flushing/Clearview	116,769	37,374	32.0%	29.0%	16.6%
Staten Island	Stapleton/St. George	46,686	14,414	30.9%	46.4%	34.2%
Queens	Fresh Meadows	34,868	10,718	30.7%	28.7%	19.9%
Queens	Bayside/Little Neck	19,922	5,924	29.7%	24.7%	13.2%
Brooklyn	Borough Park	195,830	57,387	29.3%	34.5%	17.5%
Staten Island	South Beach/Tottenville	31,799	9,293	29.2%	38.0%	25.4%
Queens	Jamaica	134,473	38,881	28.9%	41.2%	30.8%
Queens	Southwest Queens	124,306	35,914	28.9%	35.5%	25.9%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	47,741	28.6%	49.0%	37.7%
Queens	Long Island City/Astoria	71,850	20,511	28.5%	37.5%	26.7%
Manhattan	Gramercy Park/Murray Hill	9,839	2,745	27.9%	42.1%	34.5%
Manhattan	Central Harlem/Morningside Hgt	80,466	22,268	27.7%	46.5%	42.5%
Brooklyn	Flatbush/E. Flatbush	135,688	37,531	27.7%	42.7%	30.5%
Bronx	Pelham/Throgs Neck	139,194	37,536	27.0%	43.1%	33.2%
Brooklyn	East New York	117,543	31,027	26.4%	44.8%	36.4%
Bronx	Highbridge/Morrisania	157,071	40,636	25.9%	44.4%	36.9%
Bronx	Fordham/Bronx Park	159,182	40,823	25.6%	44.8%	35.2%
Queens	Southeast Queens	60,254	15,411	25.6%	37.4%	28.7%
Brooklyn	Williamsburg/Bushwick	128,474	32,841	25.6%	45.0%	37.0%
Bronx	Crotona/Tremont	158,601	40,131	25.3%	44.0%	37.9%
Bronx	Hunts Point/Mott Haven	102,165	24,678	24.2%	44.5%	38.0%
Queens	West Queens	229,888	54,707	23.8%	32.1%	21.3%
Brooklyn	Greenpoint	49,127	10,796	22.0%	40.5%	25.0%
Brooklyn	Sunset Park	99,554	20,214	20.3%	31.7%	21.2%
Staten Island	Port Richmond	28,478	5,303	18.6%	43.2%	40.3%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 6. Medicaid Beneficiaries with a Congestive Heart Failure Condition Diagnosis

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence (Per 100,000)	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	90,070	1,543	61.2%	30.2%
NYC		3,595,868	62,821	1,747	61.6%	28.1%
UHF Neighborhoods						
Brooklyn	Coney Island/Sheepshead Bay	136,160	6,063	4,453	48.0%	13.4%
Bronx	Kingsbridge/Riverdale	29,957	1,109	3,702	60.7%	23.0%
Manhattan	Upper East Side	13,206	464	3,514	61.9%	17.2%
Queens	Rockaway	52,664	1,795	3,408	65.2%	29.1%
Manhattan	Upper West Side	31,499	941	2,987	64.3%	29.9%
Bronx	Northeast Bronx	75,167	2,033	2,705	67.4%	30.3%
Brooklyn	Canarsie/Flatlands	68,906	1,859	2,698	60.3%	24.3%
Manhattan	Chelsea/Clinton	33,022	832	2,520	69.2%	38.9%
Brooklyn	Downtown/Heights/Slope	58,124	1,333	2,293	68.5%	32.7%
Brooklyn	Bensonhurst/Bay Ridge	80,271	1,829	2,279	51.8%	16.2%
Queens	Ridgewood/Forest Hills	76,645	1,703	2,222	52.1%	20.7%
Manhattan	East Harlem	65,008	1,374	2,114	68.0%	40.5%
Brooklyn	Borough Park	195,830	3,580	1,828	51.3%	17.6%
Staten Island	Willowbrook	20,550	368	1,791	56.3%	20.4%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	2,935	1,756	68.0%	36.4%
Queens	Jamaica	134,473	2,255	1,677	62.4%	30.7%
Brooklyn	Flatbush/E. Flatbush	135,688	2,269	1,672	64.8%	29.9%
Brooklyn	Williamsburg/Bushwick	128,474	2,130	1,658	65.4%	38.2%
Manhattan	Central Harlem/Morningside Hgt	80,466	1,290	1,603	69.5%	43.2%
Bronx	Pelham/Throgs Neck	139,194	2,230	1,602	64.4%	31.4%
Staten Island	Stapleton/St. George	46,686	736	1,576	64.3%	31.4%
Manhattan	Greenwich Village/Soho	14,273	224	1,569	57.1%	16.1%
Manhattan	Washington Hgts/Inwood	143,590	2,245	1,563	64.8%	29.0%
Queens	Bayside/Little Neck	19,922	310	1,556	50.3%	14.8%
Manhattan	Lower Manhattan	12,054	187	1,551	56.1%	30.5%
Manhattan	Union Sq./Lower Eastside	81,093	1,255	1,548	59.3%	28.8%
Manhattan	Gramercy Park/Murray Hill	9,839	152	1,545	63.2%	36.8%
Queens	Fresh Meadows	34,868	534	1,531	52.4%	23.0%
Queens	Southeast Queens	60,254	884	1,467	59.8%	29.8%
Bronx	Fordham/Bronx Park	159,182	2,326	1,461	70.9%	33.5%
Brooklyn	East New York	117,543	1,706	1,451	66.2%	37.0%
Staten Island	South Beach/Tottenville	31,799	459	1,443	64.9%	24.2%
Bronx	Highbridge/Morrisania	157,071	2,242	1,427	68.6%	37.4%
Queens	Flushing/Clearview	116,769	1,646	1,410	56.7%	22.0%
Bronx	Crotona/Tremont	158,601	2,063	1,301	70.3%	39.3%
Queens	Long Island City/Astoria	71,850	916	1,275	64.1%	28.4%
Brooklyn	Greenpoint	49,127	614	1,250	64.7%	26.1%
Queens	Southwest Queens	124,306	1,533	1,233	62.4%	28.6%
Bronx	Hunts Point/Mott Haven	102,165	1,255	1,228	68.8%	36.2%
Queens	West Queens	229,888	2,049	891	62.3%	23.6%
Brooklyn	Sunset Park	99,554	862	866	56.7%	25.9%
Staten Island	Port Richmond	28,478	231	811	67.1%	38.5%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 7. Medicaid Beneficiaries with a Diabetes Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	562,637	9.6%	32.5%	31.2%
NYC		3,595,868	409,227	11.4%	32.3%	28.6%
UHF Neighborhoods						
Brooklyn	Coney Island/Sheepshead Bay	136,160	23,603	17.3%	30.0%	15.4%
Queens	Rockaway	52,664	8,424	16.0%	42.0%	29.8%
Manhattan	Upper West Side	31,499	4,461	14.2%	37.9%	33.7%
Brooklyn	Canarsie/Flatlands	68,906	9,754	14.2%	36.0%	24.9%
Manhattan	East Harlem	65,008	8,958	13.8%	40.4%	38.6%
Manhattan	Chelsea/Clinton	33,022	4,420	13.4%	38.3%	37.6%
Bronx	Kingsbridge/Riverdale	29,957	4,001	13.4%	40.7%	28.1%
Bronx	Northeast Bronx	75,167	9,869	13.1%	41.3%	33.6%
Manhattan	Union Sq./Lower Eastside	81,093	10,391	12.8%	27.5%	23.8%
Manhattan	Washington Hgts/Inwood	143,590	18,374	12.8%	29.7%	27.9%
Brooklyn	Downtown/Heights/Slope	58,124	7,416	12.8%	39.7%	34.7%
Queens	Southwest Queens	124,306	15,534	12.5%	23.6%	23.9%
Queens	Jamaica	134,473	16,526	12.3%	28.9%	29.6%
Manhattan	Upper East Side	13,206	1,582	12.0%	40.4%	25.2%
Queens	Ridgewood/Forest Hills	76,645	9,134	11.9%	27.7%	19.7%
Bronx	Pelham/Throgs Neck	139,194	16,221	11.7%	34.0%	33.4%
Brooklyn	Bensonhurst/Bay Ridge	80,271	9,282	11.6%	24.1%	15.4%
Staten Island	Stapleton/St. George	46,686	5,310	11.4%	39.5%	34.6%
Brooklyn	Flatbush/E. Flatbush	135,688	15,416	11.4%	34.4%	30.0%
Staten Island	Willowbrook	20,550	2,319	11.3%	29.9%	21.9%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	18,715	11.2%	40.3%	36.9%
Queens	Fresh Meadows	34,868	3,902	11.2%	21.2%	18.6%
Queens	Flushing/Clearview	116,769	12,964	11.1%	21.4%	15.8%
Queens	Long Island City/Astoria	71,850	7,959	11.1%	27.2%	25.9%
Manhattan	Central Harlem/Morningside Hgt	80,466	8,774	10.9%	36.9%	41.8%
Bronx	Hunts Point/Mott Haven	102,165	11,020	10.8%	35.9%	37.8%
Bronx	Fordham/Bronx Park	159,182	17,130	10.8%	37.3%	35.8%
Bronx	Highbridge/Morrisania	157,071	16,834	10.7%	37.7%	36.8%
Brooklyn	East New York	117,543	12,580	10.7%	35.4%	35.7%
Manhattan	Lower Manhattan	12,054	1,262	10.5%	32.3%	31.1%
Brooklyn	Williamsburg/Bushwick	128,474	13,297	10.3%	35.2%	36.8%
Bronx	Crotona/Tremont	158,601	16,367	10.3%	38.1%	37.8%
Manhattan	Greenwich Village/Soho	14,273	1,438	10.1%	25.3%	16.9%
Queens	Southeast Queens	60,254	6,003	10.0%	25.5%	27.1%
Queens	West Queens	229,888	22,717	9.9%	24.9%	20.6%
Brooklyn	Borough Park	195,830	18,996	9.7%	24.6%	17.8%
Manhattan	Gramercy Park/Murray Hill	9,839	929	9.4%	35.6%	38.0%
Queens	Bayside/Little Neck	19,922	1,795	9.0%	20.9%	13.8%
Staten Island	South Beach/Tottenville	31,799	2,673	8.4%	32.6%	24.7%
Brooklyn	Greenpoint	49,127	3,642	7.4%	29.7%	27.1%
Brooklyn	Sunset Park	99,554	7,054	7.1%	26.5%	21.7%
Staten Island	Port Richmond	28,478	2,009	7.1%	33.4%	39.4%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 8. Medicaid Beneficiaries with a Mental Health Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	1,328,558	22.8%	30.9%	45.8%
NYC		3,595,868	702,585	19.5%	32.3%	42.3%
UHF Neighborhoods						
Manhattan	Chelsea/Clinton	33,022	16,610	50.3%	41.4%	49.9%
Manhattan	Gramercy Park/Murray Hill	9,839	3,642	37.0%	38.9%	47.1%
Manhattan	Upper West Side	31,499	11,028	35.0%	36.5%	45.1%
Queens	Rockaway	52,664	17,488	33.2%	43.4%	40.2%
Manhattan	Lower Manhattan	12,054	3,994	33.1%	37.1%	48.2%
Manhattan	Upper East Side	13,206	4,158	31.5%	37.6%	38.3%
Manhattan	East Harlem	65,008	20,410	31.4%	37.6%	52.2%
Bronx	Kingsbridge/Riverdale	29,957	9,026	30.1%	37.5%	36.9%
Staten Island	South Beach/Tottenville	31,799	8,714	27.4%	30.3%	40.6%
Brooklyn	Downtown/Heights/Slope	58,124	15,868	27.3%	36.9%	46.0%
Staten Island	Stapleton/St. George	46,686	12,408	26.6%	39.0%	48.8%
Brooklyn	Coney Island/Sheepshead Bay	136,160	34,703	25.5%	28.2%	24.6%
Bronx	Hunts Point/Mott Haven	102,165	25,701	25.2%	31.7%	48.6%
Manhattan	Central Harlem/Morningside Hgt	80,466	19,986	24.8%	36.7%	53.6%
Manhattan	Greenwich Village/Soho	14,273	3,381	23.7%	38.3%	40.4%
Bronx	Crotona/Tremont	158,601	36,406	23.0%	34.1%	50.0%
Staten Island	Willowbrook	20,550	4,703	22.9%	29.5%	35.3%
Bronx	Fordham/Bronx Park	159,182	35,728	22.4%	33.1%	47.9%
Bronx	Pelham/Throgs Neck	139,194	30,833	22.2%	28.9%	43.6%
Bronx	Highbridge/Morrisania	157,071	34,754	22.1%	32.9%	49.0%
Bronx	Northeast Bronx	75,167	16,019	21.3%	37.5%	44.3%
Manhattan	Union Sq./Lower Eastside	81,093	16,891	20.8%	32.3%	42.9%
Manhattan	Washington Hgts/Inwood	143,590	29,748	20.7%	28.2%	40.1%
Queens	Ridgewood/Forest Hills	76,645	15,446	20.2%	25.1%	30.0%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	32,956	19.7%	37.6%	50.6%
Staten Island	Port Richmond	28,478	5,577	19.6%	31.8%	51.2%
Brooklyn	East New York	117,543	22,969	19.5%	33.6%	47.6%
Brooklyn	Williamsburg/Bushwick	128,474	24,881	19.4%	30.3%	48.5%
Brooklyn	Bensonhurst/Bay Ridge	80,271	14,138	17.6%	27.2%	27.8%
Brooklyn	Canarsie/Flatlands	68,906	11,728	17.0%	33.0%	35.4%
Queens	Fresh Meadows	34,868	5,652	16.2%	24.6%	34.2%
Brooklyn	Greenpoint	49,127	7,325	14.9%	27.3%	35.9%
Queens	Jamaica	134,473	19,784	14.7%	32.7%	44.2%
Queens	Long Island City/Astoria	71,850	10,432	14.5%	27.9%	39.5%
Brooklyn	Borough Park	195,830	26,941	13.8%	24.0%	24.1%
Brooklyn	Flatbush/E. Flatbush	135,688	17,611	13.0%	36.5%	43.0%
Queens	Flushing/Clearview	116,769	14,390	12.3%	29.9%	32.7%
Queens	Bayside/Little Neck	19,922	2,400	12.0%	24.9%	27.2%
Queens	Southwest Queens	124,306	14,752	11.9%	25.3%	38.6%
Queens	West Queens	229,888	26,313	11.4%	26.3%	36.2%
Queens	Southeast Queens	60,254	6,509	10.8%	37.2%	46.3%
Brooklyn	Sunset Park	99,554	10,227	10.3%	26.5%	35.9%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 9. Medicaid Beneficiaries with a Substance Use Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	370,898	6.4%	59.6%	59.9%
NYC		3,595,868	222,198	6.2%	65.0%	58.4%
UHF Neighborhoods						
Manhattan	Chelsea/Clinton	33,022	10,401	31.5%	71.6%	59.2%
Manhattan	Upper West Side	31,499	5,374	17.1%	63.9%	58.1%
Manhattan	Gramercy Park/Murray Hill	9,839	1,659	16.9%	69.5%	65.4%
Manhattan	East Harlem	65,008	9,878	15.2%	68.3%	61.2%
Manhattan	Lower Manhattan	12,054	1,603	13.3%	73.8%	66.0%
Manhattan	Central Harlem/Morningside Hgt	80,466	10,093	12.5%	66.2%	63.3%
Bronx	Hunts Point/Mott Haven	102,165	12,551	12.3%	61.5%	57.0%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	16,159	9.7%	65.8%	61.3%
Bronx	Crotona/Tremont	158,601	15,141	9.5%	67.0%	59.2%
Brooklyn	Downtown/Heights/Slope	58,124	5,464	9.4%	68.5%	63.7%
Staten Island	Stapleton/St. George	46,686	4,329	9.3%	70.7%	60.6%
Staten Island	South Beach/Tottenville	31,799	2,948	9.3%	61.3%	57.9%
Bronx	Highbridge/Morrisania	157,071	14,126	9.0%	65.5%	57.5%
Manhattan	Union Sq./Lower Eastside	81,093	6,788	8.4%	69.4%	62.1%
Manhattan	Greenwich Village/Soho	14,273	1,172	8.2%	71.6%	62.6%
Brooklyn	East New York	117,543	8,911	7.6%	64.3%	59.4%
Bronx	Fordham/Bronx Park	159,182	11,575	7.3%	66.3%	60.6%
Brooklyn	Williamsburg/Bushwick	128,474	8,983	7.0%	64.3%	60.6%
Manhattan	Upper East Side	13,206	910	6.9%	61.9%	55.7%
Staten Island	Port Richmond	28,478	1,885	6.6%	64.2%	62.7%
Queens	Rockaway	52,664	3,386	6.4%	62.8%	58.3%
Bronx	Pelham/Throgs Neck	139,194	8,820	6.3%	61.9%	52.2%
Bronx	Northeast Bronx	75,167	4,430	5.9%	66.2%	60.2%
Staten Island	Willowbrook	20,550	1,195	5.8%	62.4%	55.2%
Queens	Jamaica	134,473	7,496	5.6%	59.7%	56.6%
Brooklyn	Greenpoint	49,127	2,588	5.3%	70.4%	57.1%
Bronx	Kingsbridge/Riverdale	29,957	1,497	5.0%	68.1%	58.1%
Brooklyn	Flatbush/E. Flatbush	135,688	6,193	4.6%	65.9%	57.5%
Manhattan	Washington Hgts/Inwood	143,590	6,388	4.4%	65.7%	58.0%
Brooklyn	Coney Island/Sheepshead Bay	136,160	5,393	4.0%	62.1%	52.2%
Brooklyn	Canarsie/Flatlands	68,906	2,428	3.5%	62.9%	52.1%
Queens	Southeast Queens	60,254	2,045	3.4%	68.4%	62.0%
Queens	Fresh Meadows	34,868	1,115	3.2%	71.1%	53.3%
Queens	Ridgewood/Forest Hills	76,645	2,294	3.0%	53.4%	46.2%
Brooklyn	Bensonhurst/Bay Ridge	80,271	2,159	2.7%	56.3%	50.5%
Queens	Long Island City/Astoria	71,850	1,909	2.7%	56.1%	56.6%
Queens	Southwest Queens	124,306	2,488	2.0%	57.6%	53.8%
Brooklyn	Sunset Park	99,554	1,888	1.9%	56.3%	54.0%
Queens	West Queens	229,888	3,664	1.6%	60.0%	47.7%
Brooklyn	Borough Park	195,830	3,005	1.5%	58.4%	52.6%
Queens	Flushing/Clearview	116,769	1,617	1.4%	59.4%	47.6%
Queens	Bayside/Little Neck	19,922	250	1.3%	54.4%	47.6%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 10. Medicaid Beneficiaries with a HIV/AIDS Condition Diagnosis

		Medicaid Population	Population with a Diagnosis	Weighted Prevalence (Per 100,000)	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	53,901	924	25.3%	36.4%
NYC		3,595,868	49,984	1,390	25.1%	35.4%
UHF Neighborhoods						
Manhattan	Chelsea/Clinton	33,022	1,378	4,173	26.1%	35.6%
Manhattan	Gramercy Park/Murray Hill	9,839	290	2,947	29.0%	36.9%
Manhattan	Upper West Side	31,499	900	2,857	31.9%	43.6%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	4,199	2,512	26.8%	41.8%
Manhattan	Central Harlem/Morningside Hgt	80,466	1,902	2,364	27.3%	42.0%
Manhattan	Union Sq./Lower Eastside	81,093	1,902	2,345	19.3%	25.0%
Manhattan	Greenwich Village/Soho	14,273	321	2,249	19.6%	23.4%
Bronx	Hunts Point/Mott Haven	102,165	2,271	2,223	31.8%	43.2%
Manhattan	East Harlem	65,008	1,373	2,112	31.2%	41.4%
Bronx	Crotona/Tremont	158,601	3,292	2,076	32.1%	41.1%
Bronx	Highbridge/Morrisania	157,071	3,255	2,072	33.1%	39.8%
Bronx	Fordham/Bronx Park	159,182	3,111	1,954	27.5%	40.5%
Brooklyn	Flatbush/E. Flatbush	135,688	2,450	1,806	25.9%	37.2%
Bronx	Northeast Bronx	75,167	1,303	1,733	29.2%	42.9%
Brooklyn	Sunset Park	99,554	1,654	1,661	12.0%	9.8%
Brooklyn	East New York	117,543	1,870	1,591	26.7%	41.6%
Manhattan	Upper East Side	13,206	208	1,575	24.5%	30.8%
Bronx	Pelham/Throgs Neck	139,194	2,186	1,570	26.0%	37.9%
Brooklyn	Downtown/Heights/Slope	58,124	833	1,433	26.7%	40.1%
Brooklyn	Williamsburg/Bushwick	128,474	1,840	1,432	24.1%	42.1%
Queens	Rockaway	52,664	658	1,249	27.2%	43.3%
Staten Island	Stapleton/St. George	46,686	573	1,227	31.2%	41.5%
Manhattan	Washington Hgts/Inwood	143,590	1,624	1,131	25.4%	35.5%
Queens	Flushing/Clearview	116,769	1,273	1,090	9.4%	9.6%
Manhattan	Lower Manhattan	12,054	120	996	20.0%	25.8%
Queens	Jamaica	134,473	1,337	994	24.6%	39.3%
Staten Island	Port Richmond	28,478	280	983	27.9%	49.6%
Brooklyn	Canarsie/Flatlands	68,906	595	863	24.0%	32.6%
Bronx	Kingsbridge/Riverdale	29,957	256	855	28.5%	39.8%
Brooklyn	Bensonhurst/Bay Ridge	80,271	576	718	12.5%	9.7%
Queens	West Queens	229,888	1,501	653	13.7%	18.8%
Queens	Fresh Meadows	34,868	220	631	13.2%	16.8%
Queens	Bayside/Little Neck	19,922	125	627	8.8%	8.8%
Brooklyn	Borough Park	195,830	1,221	623	12.4%	15.8%
Queens	Southeast Queens	60,254	366	607	23.2%	37.7%
Queens	Ridgewood/Forest Hills	76,645	462	603	17.5%	29.4%
Brooklyn	Coney Island/Sheepshead Bay	136,160	798	586	17.2%	24.8%
Queens	Long Island City/Astoria	71,850	395	550	20.8%	30.6%
Queens	Southwest Queens	124,306	647	520	17.9%	34.9%
Staten Island	Willowbrook	20,550	98	477	26.5%	37.8%
Brooklyn	Greenpoint	49,127	227	462	24.2%	33.5%
Staten Island	South Beach/Tottenville	31,799	94	296	21.3%	33.0%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 11. Maternal and Child Health Indicators

		% Low Birth Weight	% Preterm Birth	% Medicaid or Self Pay Payer	% Late or No Prenatal Care	Teen Birth per 1000	Infant Death per 1000	Neonatal Death per 1000
NYS		8.1%	11.1%	50.0%	5.5%	24.4	4.8	3.3
NYC		8.5%	11.3%	59.5%	7.0%	25.3	4.4	2.9
UHF Neighborhoods								
Brooklyn	Bedford/Stuy/Crown Heights	11.7%	14.7%	69.5%	8.6%	31.7	6.4	3.7
Manhattan	Central Harlem/Morningside Hgt	11.3%	14.1%	62.2%	9.8%	30.4	8.0	5.4
Queens	Jamaica	11.3%	13.7%	54.0%	9.1%	27.4	7.5	4.8
Brooklyn	Canarsie/Flatlands	10.7%	14.8%	55.9%	8.3%	19.6	6.1	4.0
Brooklyn	Flatbush/E. Flatbush	10.6%	14.4%	69.2%	9.8%	21.5	4.9	3.3
Manhattan	East Harlem	10.4%	13.1%	72.5%	9.1%	40.9	4.9	3.8
Brooklyn	East New York	10.4%	14.7%	72.3%	9.0%	40.9	7.1	4.3
Queens	Southeast Queens	10.4%	13.0%	43.2%	7.1%	13.8	6.5	5.4
Bronx	Northeast Bronx	10.3%	12.4%	64.2%	12.9%	29.2	5.4	3.6
Bronx	Highbridge/Morrisania	9.8%	12.4%	82.2%	11.4%	45.6	5.5	3.2
Bronx	Hunts Point/Mott Haven	9.6%	12.7%	84.9%	11.3%	47.4	7.1	3.9
Queens	Southwest Queens	9.6%	11.8%	43.5%	6.3%	20.0	3.7	2.1
Bronx	Fordham/Bronx Park	9.5%	12.1%	80.5%	10.2%	36.8	4.8	3.3
Bronx	Pelham/Throgs Neck	9.3%	11.8%	66.1%	10.6%	29.4	3.9	2.5
Bronx	Crotona/Tremont	9.3%	12.3%	83.1%	11.3%	45.9	6.4	4.6
Staten Island	Port Richmond	8.9%	13.5%	62.3%	4.1%	36.4	6.0	2.9
Manhattan	Upper West Side	8.7%	10.1%	12.3%	3.0%	8.6	2.2	1.5
Manhattan	Chelsea/Clinton	8.6%	10.1%	18.0%	4.1%	14.3	4.2	2.5
Manhattan	Gramercy Park/Murray Hill	8.5%	10.0%	6.5%	2.9%	3.9	3.0	2.0
Queens	Rockaway	8.4%	11.6%	56.4%	9.4%	32.4	6.1	4.0
Staten Island	Stapleton/St. George	8.2%	11.4%	54.1%	4.5%	21.2	6.5	5.7
Brooklyn	Coney Island/Sheepshead Bay	8.0%	11.1%	62.2%	5.8%	23.6	4.1	2.2
Manhattan	Upper East Side	8.0%	8.7%	6.2%	2.7%	4.6	1.5	1.2
Manhattan	Washington Hgts/Inwood	7.9%	11.0%	69.6%	7.4%	33.5	4.1	2.0
Staten Island	Willowbrook	7.9%	10.3%	33.8%	2.5%	9.1	3.9	2.8
Manhattan	Lower Manhattan	7.8%	9.8%	11.7%	3.1%	3.4	0.7	0.7
Brooklyn	Williamsburg/Bushwick	7.8%	11.7%	80.2%	7.3%	37.5	5.5	3.3
Queens	Long Island City/Astoria	7.7%	10.6%	50.6%	10.9%	18.0	3.7	2.3
Bronx	Kingsbridge/Riverdale	7.7%	10.2%	43.1%	5.3%	17.5	3.5	3.2
Manhattan	Union Sq./Lower Eastside	7.5%	10.4%	54.1%	4.3%	17.9	2.1	1.1
Staten Island	South Beach/Tottenville	7.4%	10.6%	23.8%	2.1%	4.5	4.0	3.4
Manhattan	Greenwich Village/Soho	7.1%	8.3%	15.5%	1.7%	2.1	1.1	1.1
Brooklyn	Bensonhurst/Bay Ridge	6.9%	10.6%	55.7%	5.2%	15.2	4.5	2.7
Queens	Ridgewood/Forest Hills	6.9%	9.3%	44.9%	5.1%	15.4	3.3	2.6
Queens	Fresh Meadows	6.8%	8.7%	42.0%	3.9%	9.6	2.9	1.6
Brooklyn	Downtown/Heights/Slope	6.8%	9.0%	28.8%	2.6%	18.6	2.8	1.8
Queens	West Queens	6.8%	10.8%	78.1%	8.9%	33.3	4.3	3.0
Queens	Bayside/Little Neck	6.7%	8.7%	27.5%	2.6%	4.1	2.0	2.0
Brooklyn	Borough Park	6.2%	8.6%	72.5%	3.5%	20.1	2.3	1.4
Queens	Flushing/Clearview	6.2%	8.4%	61.3%	5.2%	10.1	2.8	1.9
Brooklyn	Sunset Park	5.8%	8.5%	90.0%	4.0%	37.5	2.1	1.7
Brooklyn	Greenpoint	5.4%	8.2%	62.1%	3.4%	16.6	2.5	1.8

Source: 2010-2012 New York State Vital Statistics County/ZIP Code Perinatal Data Profile as of March, 2014, accessed December, 6 2014, <http://www.health.ny.gov/statistics/chac/perinatal/index.htm>.

* Preterm Births –prior to 37 weeks of gestation; Low Birth Weight– weight between 100-2499 grams; Late or No Prenatal care– initiated during the third trimester of pregnancy or not at all; Teen Birth – Births to females ages 15-19; Infant Deaths –occurred at less than twelve months of age; Neonatal Deaths –occurred at less than 28 days of age. Total Births are over three year time period.

Appendix 3. Evaluation of 2013 Implementation Plan

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
Mental Illness	Increase depression screening in the Primary Care setting for adults and children	Yes	Bellevue has significantly increased the numbers of patients screened in the primary care setting resulting in a 12% case finding for appropriate depression screenings. There has been a significant increase in referrals to the psychiatrist and social worker embedded in Primary Care	Quadramed
Mental Illness	Integrate behavioral health practitioners within Primary Care to Provide "One-Stop" Model of Care	Yes	An additional supervising psychiatrists as well as Psychiatric Nurse Practitioner have been added to the Adult Primary Care team. Additionally an internist is now embedded in the out patient psychiatry department	Chief of Psychiatry and Chief of Internal Medicine
Mental Illness	Deploy Breakthrough/Lean Methodology of Performance Improvement to Reduce Delays for Appointments and to Reduce Delays on the Day of the Appointment	Yes	A number of Breakthrough events were conducted in Out Patient Psychiatry which has resulted in a decrease TNAA of 8 days to 5 days for new visits and from 5 days to 3 days for revisits. Decreases were 37.5% and 40% respectively.	Soarian
Mental Illness	Create Patient Panels to Ensure Continuity Between Patient and Primary Care Provider	Yes	The Childrens Comprehensive Psychiatric Emergency Program was opened resulting in 1360 visits in FY2015. These visits lead to 653 pediatric inpatient psychiatric admissions. The pediatric CPEP has drastically altered emergency psychiatric care throughout the city in a positive way.	Business Intelligence
Mental Illness	Establish the only Children's Comprehensive Psychiatric Emergency Program (CPEP) in NYC	Yes	Approximately 5,000 patients are managed through the use of the Diabetes Registry resulting in a greater portion of patients being in compliance with treatment and maintaining appropriate levels of care.	
Diabetes	Coordinate Care and Patient Education through Diabetes Registry	Yes	All Adult Diabetic Patients are referred to the Primary Care practice. A physician dashboard was created to enable tracking of diabetic patients resulting in a greater portion of patients being in compliance with treatment and maintaining appropriate levels of care.	
Diabetes	Assign Adult Diabetic Patients to Primary Care Practice to Ensure Continuity of Care	Yes	1 care manager and 2 diabetic nurse educators were added to facilitate care coordination and education for our diabetic patients	
Diabetes	Provide Care Coordination and/or Care Management Services	Yes	An Intensive Medical Weight Management Clinic has been opened at Bellevue. Services include: intensive lifestyle counseling and goal-setting;	

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
			individualized nutrition and physical activity recommendations; and pharmacotherapy. Treatments are specifically tailored to a patient's cultural background, functional capacity, and other medical conditions.	
Diabetes	Develop Intensive Medical Weight Management Clinic	Yes	Through the use of a variety of process improvement tools and efficiencies the Bariatric Surgery Clinic TNAA for new visits has decreased to 17 days from a high of 51 days, a decrease of 66%.	Soarian
Diabetes	Expand Access to Bariatric Surgery Clinic	Yes	All Adult HTN Patients are referred to the Primary Care practice. A Cardiovascular Risk Registry was created to help track patient compliance. Patients in compliance has risen from 33.79% in 2014 to 62.0% at the end of CY2015	Cardiovascular Risk Registry
Hypertension	Connect Patients to Primary Care Providers for Continuity of Care and Disease Management	Yes	See Above	
Hypertension	Provide Regular Performance Reports to Primary Care Providers	Yes	Care plans are developed in consultation with the patient, their family and Bellevue physicians and nurses. The care plan is included in the Ambulatory Care notes and contains goals for patients and providers allowing both groups to set expectations and actions to meet the goals	
Hypertension	Develop Self-Care Plans in Collaboration with Patients	No	FTE and budgetary restraints prevented this from moving forward but is again under consideration for the new fiscal year	
Hypertension	Obtain Additional Dietician Support through Patient Centered Medical Home (PCMH) Initiative	No	This program is currently being implemented and is on track to come online by the end of 2016	
Hypertension	Develop Group Classes on Topics such as Healthy Cooking and Stress Management	Yes	We have actively been enrolling these patients in our Health Homes program. Each patient receives care management, care coordination, primary care, substance and mental health services as determined by the needs of the patient.	
Substance Abuse	Provide Care Management and Connect Patient to Regular Care through NYS Health Home Program (HH)	Yes	The program has the capacity to provide care coordination to 180 patients by care managers who comprise six full-time employees. There are three populations from which we can accept patients into the program: HIV-infected patients from the Virology Clinic (using set criteria for referral) in need of intensive care management, high-risk patients from the	

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
			primary care clinic, and a New York State Department of Health list of high risk patients.	
Substance Abuse	Move Virology Community Follow-up Program (COBRA) Patients into the HH Model	Yes	Bellevue Hospital continues to be a leader in providing inpatient substance abuse services. In FY 2015 there were 2,247 adult discharges in our drug and alcohol detox program.	
Substance Abuse	Refer Patients to Inpatient Detoxification Services	Yes	The program was developed and implemented by Dr. Shonna Yin and teaches parents how to administer medicine to their children through the use of pictograms.	
Health Literacy	Teach Parents How to Administer Medication to Children through HealthPix Program	Yes	Through the use of Breakthrough and other process improvement initiatives we have been able to improve the tools used to educate patients throughout the hospital. Activities included ensuring all materials are written at the appropriate reading level, that patient materials are available in as many languages as possible and the use of pictures and diagrams that are easy to understand	
Health Literacy	Identify Effective Tools to Educate Patients/Family using Breakthrough Methodology	No	This effort was worked on within individual departments and through the Breakthrough process to determine best practices	
Health Literacy	Convene Patient Focus Groups to Ascertain Effectiveness of Education Materials	Yes	Implemented must complete screens in the EMR to offer testing to all patients 13 years and above	
Cancer Services	Screen Patients for Lifestyle Habits that are Known to Increase Cancer Risk	Yes	Through the use of Breakthrough and other process improvement initiatives we have continually worked to provide expanded access and best practices to the greatest number of patients possible here at Bellevue	
Cancer Services	Expand Access to Cancer Screening and Treatment through Cancer Program	Yes	Hospitals/Bellevue Cancer Center include: <ul style="list-style-type: none"> • Psychiatry and psychology • Genetic counseling for patients at high risk of cancer • Social work • Nutritional counseling • Art therapy • Patient navigators 	

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
			<ul style="list-style-type: none"> Legal health support <p>Patients have the opportunity to participate in cutting-edge clinical research trials evaluating new and potentially more effective approaches to diagnosing and treating cancer.</p>	
Cancer Services	Improve Outreach, Education, Access and Coordination of Services	Yes	Through process redesign overall TNAA for our cancer services has declined in many areas, though some still lag. A small example of improvements are New Breas CA Clinic visits went from 38 days to 15 days, GYN from 43 days to 25 days and Neuro Onc from 31 days to 16 days.	
Cancer Services	Implement Referral and Scheduling Guidelines to Decrease Wait Time for Appointment	Yes	The BHC Nutrition and Fitness Program (BENEFIT) provides comprehensive evaluation and treatment for children and youth with weight management programs.	
Obesity	Provide Comprehensive Evaluation and Treatment for Children and Youth through the BHC Nutrition and Fitness Program (BENEFIT)	Yes	See responses from above for Bariatric. Medical weight management TNAA has not decreased.	
Obesity	Improve Access to Weight Management Clinic, Dietary Services and Bariatric Surgery	Yes	Implemented must complete screens in the EMR to offer testing to all patients 13 years and above	
HIV/AIDS/STDs	Screen All Adults in Emergency, Inpatient and Outpatient Settings for HIV/AIDS	Yes	The HR program offers the following services: individual and group education and counseling, buprenorphine treatment support, syringe exchange, overdose prevention including naloxone kits, nicotine replacement therapy (NRT), referrals to substance use treatment and other services (both hospital- and community-based), and care coordination.	
HIV/AIDS/STDs	Increase Patient Involvement in HIV Harm Reduction, Recovery Readiness and Relapse Prevention Program (HRR)	Yes	Bellevue has increased its HIV screening from 15,889 patients in FY13 to 18,378 in FY15. Bellevue is also above NYC benchmarks in most all STD screening categories for HIV patients. Examples includes 97.1% for HepC, 80% for	HIVQual

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
			Syphilis and 58.1% for Chlamydia	
HIV/AIDS/STDs	Screen Patients Annually for STDs	No	This program was not implemented due to other best practices identified.	
HIV/AIDS/STDs	Improve Accuracy of STD Screening Tests for Men who have Sex with Men by Employing Rectal Swab Test	Yes	Bellevue has significantly increased the numbers of patients screened in the primary care setting resulting in a 12% case finding for appropriate depression screenings. There has been a significant increase in referrals to the psychiatrist and social worker embedded in Primary Care	Quadramed

Appendix 4. Community Resources

Appendix 4 is a listing of health and social services available to low-income, uninsured, and underinsured individuals in the neighborhoods included in the primary service area of NYC Health + Hospitals, sorted by borough and neighborhood. Organization services are in the following categories: Dental, Vision, Adult Day Health, Health center, Insurance enrollment, Home Health, Hospital, Nursing Home, Prescription Drug, Immigration Support, Mental Health-Inpatient, Mental Health-Ambulatory, Substance Use, Social Services, Financial Assistance, and Wellness/Prevention.

Source: Health Information Tool for Empowerment (HITE), a program of the not-for-profit Foundation affiliate of the Greater New York Hospital Association (GNYHA). <http://www.hitesite.org/Default.aspx>. Accessed 3/11/2016.

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
	NY 10462																
JASA - East Bronx Case Management	1354 White Plains Road, Bronx, NY 10462														Y		
JASA - Van Cortlandt Senior Center	3880 Sedgewick Avenue, Bronx, NY 10462														Y		
Mechler Hall Senior Center	2158 Watson Avenue, (entrance behind church in the basement), Bronx, NY 10472														Y		
Montefiore Medical Group - Bronx East	2300 Westchester Avenue, Bronx, NY 10462	Y	Y		Y	Y											
Montefiore Medical Group - Castle Hill Family Practice	2175 Westchester Avenue, Bronx, NY 10462				Y	Y											Y
Montefiore Medical Group - White Plains Road	2100 White Plains Road, Bronx, NY 10462				Y	Y											
Muslim Women's Institute for Research and Development - The Benedict Avenue Community Food Pantry	2044 Benedict Avenue, Bronx, NY 10462														Y	Y	
Office of Adult Career and Continuing Education Services (ACCES) - Vocational Rehabilitation (VR)	1215 Zerega Avenue, Bronx, NY 10462														Y		
Parkchester Enhancement Program (PEP) for Seniors NORC Program	1525 Unionport Rd., Apt. #ME, Bronx, NY 10462														Y		
Rebekah Rehab & Extended Care Center	1070 Havemeyer Avenue, Bronx, NY 10462								Y								
Regional Aid for Interim Needs (RAIN) - One Stop Program	1380 Metropolitan Avenue, Bronx, NY 10462														Y		
Regional Aid for Interim Needs (RAIN) - Parkchester Senior Center	1380 Metropolitan Avenue, 2nd Floor, Bronx, NY 10462														Y		
Services for the Underserved - Lydig Avenue	708 Lydig Avenue, Bronx, NY 10462														Y		
South Bronx Educational Foundation - Rosedale Center	1724 East 174th Street, Bronx, NY 10472														Y		
St. Barnabas Hospital - Bronx Park Medical Pavilion	2016 Bronxdale Avenue, Bronx, NY 10462	Y	Y		Y												Y
St. Paul's Evangelical Lutheran Church - Food Pantry	1891 McGraw Avenue, Bronx, NY 10462														Y	Y	
United Cerebral Palsy of NYC - Harbor Residence	2190 Barnes Avenue, Bronx, NY 10462														Y		
Urban Health Plan - St. Lawrence Community Health Center	1764 Westchester Avenue, (Corner of St. Lawrence Avenue), Bronx, NY 10472				Y	Y											Y
Volunteers of America - Commonwealth Veterans' Residence	1150 Commonwealth Avenue, Bronx, NY 10472														Y		
YMPJ - Center for Education for Liberation	1384 Stratford Avenue, Bronx, NY 10472										Y				Y		
YMPJ Center for Community Justice (CCJ)	1384 Stratford Avenue, Bronx, NY 10462										Y				Y		
YMPJ Center for Wellness	1384 Stratford Avenue, Bronx, NY 10472																Y
Brooklyn:																	
Bedford- Stuy- Crown Heights																	
ACT Team - Services for the Underserved (SUS)	2010 Atlantic Ave, Brooklyn, NY 11233													Y			
Ancient Song Doula Services	375 Stuyvesant Avenue, Second Floor, Brooklyn, NY 11233																Y
Bed-Stuy Campaign Against Hunger	2010 Fulton Street, Brooklyn, NY 11233					Y									Y	Y	Y
BMS Institute for Specialty and Integrative Services (ISIS @ Bristol)	259 Bristol Street, 3rd floor, Brooklyn, NY 11212				Y	Y											Y
BMS WIC Program - Faith Hope & Charity Day Care Center	408 Rockaway Ave, Brooklyn, NY 11212															Y	Y
Brookdale Family Care Center - Bristol Street	1380 Linden Boulevard, (at Bristol Street), Brooklyn, NY 11212				Y	Y											Y
Brookdale Family Care Center - Eastern Parkway	1873 Eastern Parkway, (at Atlantic Avenue), Brooklyn, NY 11233				Y	Y											Y
Brookdale Medical Center - Children's Inpatient Mental Health Services	One Brookdale Plaza, Brooklyn, NY 11212											Y					
Brookdale Medical Center - Children's Outpatient Mental Health Services	One Brookdale Plaza, 12th Floor, Brooklyn, NY 11212												Y				
Brookdale University Hospital Ambulatory Care Center	One Brookdale Plaza, Brooklyn, NY 11212	Y	Y		Y	Y											Y
Brookdale University Hospital and Medical Center - Adult Mental Health Services	One Brookdale Plaza, Brooklyn, NY 11212											Y	Y		Y		
Brookdale University Hospital and Medical Center - Dental Clinic	One Brookdale Plaza, Brooklyn, NY 11212	Y															
Brookdale University Hospital and Medical Center	One Brookdale Plaza, Brooklyn, NY 11212							Y									
Brookdale Urgent Care Center	1235 Linden Boulevard, Brooklyn, NY 11212				Y												
Brooklyn Community Services - Atlantic Avenue Early Learning Center	1825 Atlantic Avenue, Brooklyn, NY 11233														Y		
Brooklyn Jubilee - Community Meal Legal Help Desk at Gethsemane Baptist Church of Deliverance	144 Newport Street, Brooklyn, NY 11212														Y		Y
Brooklyn Public Library - The Place - Saratoga	8 Thomas S. Boyland Street, Brooklyn, NY 11233														Y		
Brownsville Child Health Clinic	259 Bristol Street, Brooklyn, NY 11212				Y	Y											
Brownsville Multi-Service (BMS) Family Health Center - Main Site	592 Rockaway Avenue, Brooklyn, NY 11212	Y	Y		Y	Y							Y		Y	Y	Y
Brownsville Multi-Service Family Health Center - Life & Wellness Center	408 Rockaway Avenue, Brooklyn, NY 11212				Y										Y	Y	Y
Brownsville Recreation Center	1555 Linden Boulevard, Brooklyn, NY 11212																Y
CAMBA - Beacon Center at I.S. 271	1137 Herkimer Street, Brooklyn, NY 11233														Y		
CAMBA - The Gathering Place Homeless Drop-In Center	2402 Atlantic Avenue, Brooklyn, NY 11233														Y	Y	
CHAD Home Health Agency	1430 Pitkin Avenue, Brooklyn, NY 11233						Y										
Community Parents, Inc. - Community Parents Head Start	90 Chauncey Street, Brooklyn, NY 11233														Y		

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Community Parents, Inc. - Medgar Evers Head Start	60 East 93rd Street, Brooklyn, NY 11212														Y		
Comunilife - Doña Rosita II, Congregate Housing	750 Rockaway Avenue, Brooklyn, NY 11212														Y		
EmblemHealth Small Steps Free Classes - Bedford-Stuyvesant	1137 Herkimer Street, IS 271, Brooklyn, NY 11233																Y
Family Services Network of New York - Mother Gaston Blvd.	406 Mother Gaston Boulevard, Brooklyn, NY 11212														Y		Y
Healthy Families Brookdale	1 Brookdale Plaza, Brookdale Hospital Medical Center, Brooklyn, NY 11212														Y		Y
Hugh Gilroy Senior Center	447 Kingsboro 4th Walk, 2nd floor, Brooklyn, NY 11233														Y		
Interfaith Medical Center - Alternative Housing Apartment Program	1366 East New York Avenue, Brooklyn, NY 11212														Y		
Live Light Live Right	1 Brookdale Plaza, Brookdale Hospital, Brooklyn, NY 11212																Y
Long Life Information and Referral Network	1958 Fulton Street, Brooklyn, NY 11233														Y		
MIC Women's Health Services - Eastern Parkway	1873 Eastern Parkway, Brooklyn, NY 11233				Y												Y
Missionaries of Charity - Queen of Hope Maternity Residence	262 Macon Street, Brooklyn, NY 11233														Y		Y
Neighbors Together	2094 Fulton Street, Brooklyn, NY 11233														Y	Y	
New York City Children's Center - Brooklyn	1819 Bergen Street, Brooklyn, NY 11233											Y			Y		
Paul J. Cooper Center for Human Services - Alcohol and Substance Abuse Services	510 Gates Avenue, 2nd Floor, Brooklyn, NY 11212													Y			
Police Athletic League - Brownsville Beacon	985 Rockaway Avenue, Brooklyn, NY 11212														Y		Y
Saint Vincent's - Methadone Maintenance Treatment Services - Powell Street	211-221 Powell Street, Brooklyn, NY 11212													Y			
Salvation Army - Brownsville Community Center	280 Riverdale Avenue, Brooklyn, NY 11212														Y	Y	
Saratoga Square Senior Center	930 Halsey Street, Brooklyn, NY 11233														Y		
SCO Early Head Start Program at First Step NYC	225 Newport Street, Brooklyn, NY 11212														Y		Y
SCO Family of Services - Early Childhood Programs	69-71 Saratoga Avenue, Brooklyn, NY 11233																Y
SCO Family of Services - Family Dynamics Beacon Center	272 MacDonough Street, Beacon Center at MS 35, Brooklyn, NY 11233														Y		
SCO Family of Services - FirstStepNYC	225 Newport Street, Brooklyn, NY 11212																Y
Seamen's Society for Children and Families - Brooklyn	1668 Pitkin Ave, Brooklyn, NY 11212														Y		
St. Mark's Family Services Council - Bishop Sexton Head Start	933 Herkimer Street, Brooklyn, NY 11233														Y		
The Brookdale University Hospital and Medical Center - Treatment for Life Center	One Brookdale Plaza, Aaron Pavilion, 5th Floor, Brooklyn, NY 11212				Y										Y		Y
The Brooklyn Children's Center - Community Respite Program	451 Ralph Avenue, Brooklyn, NY 11233										Y						
The Schulman and Schachne Institute for Nursing and Rehabilitation	555 Rockaway Parkway, Brooklyn, NY 11212								Y								
Tilden Senior Center	630 Mother Gaston Boulevard, Brooklyn, NY 11212														Y		
True Holy Church of God in Christ Jesus - Food Pantry	2340 Atlantic Avenue, Brooklyn, NY 11233														Y	Y	
Urban Strategies - Fannie Barnes Residence	829 Saratoga Avenue, Brooklyn, NY 11212														Y	Y	
Volunteers of America - East New York SRO	1381 East New York Avenue, Brooklyn, NY 11212														Y		
Wayside Out-Reach Development, Inc. - Mount Ararat Presentation Senior Center	1630 St. Marks Avenue, Brooklyn, NY 11233														Y		
Wayside Out-Reach Development, Inc. - Rosetta Gaston Senior Center	460 Dumont Avenue, Brooklyn, NY 11212														Y		
Wayside Out-Reach Development, Inc. - Wayside Meals on Wheels	467 Thomas S. Boyland Street, Brooklyn, NY 11233														Y	Y	
Canarsie- Flatlands																	
Abe Stark Senior Center	103-15 Farragut Road, Brooklyn, NY 11236														Y		
Brownsville Community Residential Center	657 East 98th Street, Brooklyn, NY 11236													Y			
Catholic Charities of Brooklyn and Queens - East New York/ Brownsville Family Support Center	1165 Rockaway Avenue, Brooklyn, NY 11236														Y		
Four Seasons Nursing and Rehabilitation Center	1555 Rockaway Parkway, Brooklyn, NY 11236								Y								
ICL - Canarsie Mental Health Center	1310 Rockaway Parkway, Brooklyn, NY 11236											Y					
ICL - Rockaway Parkway Center	2128 Rockaway Parkway, Brooklyn, NY 11236											Y					
Interborough Developmental and Consultation Center - Canarsie Clinic	9413 Flatlands Avenue, Brooklyn, NY 11236												Y				
JASA at HES Senior Center	9502 Seaview Avenue, Brooklyn, NY 11236														Y		
Neighborhood Housing Services of New York City (NHSNYC) - Canarsie Satellite Office	9715 Avenue L, Brooklyn, NY 11236															Y	
River Manor Care Center	611 East 103rd Street, Brooklyn, NY 11236								Y								
Sesame Flyers International, Inc. Bilderssee Beacon at I.S. 68	956 East 82nd Street, Brooklyn, NY 11236									Y					Y		Y
The New H.E.S. (Hebrew Educational Society)	9502 Seaview Avenue, Brooklyn, NY 11236														Y		Y
The New HES - Healthy Families	9502 Seaview Avenue, Brooklyn, NY 11236												Y		Y		
Coney Island- Sheepshead Bay																	
Bridge Back to Life Center - Coney Island	3044 Coney Island Avenue, 3rd Floor, Brooklyn, NY 11235													Y	Y		
Brighton Neighborhood Association	1002 Brighton Beach Avenue, Space inside Chase Manhattan Bank, Brooklyn, NY 11235										Y				Y	Y	

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
City-Pro Group Inc. - Brooklyn	2625 East 14th Street, Brooklyn, NY 11235														Y		
Coney Island Hospital - Acute Care Addictions Program (ACAP)	2601 Ocean Parkway, 3 East, Main Bldg, Brooklyn, NY 11235													Y			
Coney Island Hospital - Adult Mental Health Inpatient Services	2601 Ocean Parkway, Hammett Pavilion, Brooklyn, NY 11235											Y					
Coney Island Hospital - Chemical Dependency Treatment Services	2601 Ocean Parkway, Hammett Pavilion, Brooklyn, NY 11235													Y			Y
Coney Island Hospital - Mental Health Outpatient Services	2601 Ocean Parkway, Hammett Pavilion, Brooklyn, NY 11235											Y					
Coney Island Hospital - Outpatient Department	2601 Ocean Parkway, Brooklyn, NY 11235				Y										Y		Y
Coney Island Hospital Ambulatory Care - Health Homes	2601 Ocean Parkway, Hammett Pavilion, Brooklyn, NY 11235												Y				
Coney Island Hospital	2601 Ocean Parkway, Brooklyn, NY 11235							Y									
First Steps to Recovery - Brooklyn	2990 Brighton 12th Street, Suite F1, Brooklyn, NY 11235													Y			
JASA - Brighton - Manhattan Beach Senior Center	60 West End Avenue, Brooklyn, NY 11235														Y		
JASA - Manhattan Beach Senior Alliance Senior Center	161 Corbin Place, Brooklyn, NY 11235														Y		
JASA Warbasse Cares for Seniors NORC (Naturally Occurring Retirement Community)	2844 Ocean Parkway, Brooklyn, NY 11235														Y		
JBFC - Neptune Family Services	3360 Shore Parkway, Suite C1, Brooklyn, NY 11235														Y		
Menorah Center for Rehabilitation and Nursing Care	1516 Oriental Boulevard, Brooklyn, NY 11235								Y								
Sheepshead Nursing & Rehabilitation Center	2840 Knapp Street, Brooklyn, NY 11235								Y								
Shorefront Y of Brighton - Manhattan Beach	3300 Coney Island Avenue, Brooklyn, NY 11235										Y				Y		
Shoreview Nursing Home	2865 Brighton 3rd Street, Brooklyn, NY 11235								Y								
Stephen B. Siegal Adult Day Center - AHRC	2621 East 17th Street, Brooklyn, NY 11235														Y		
Warbasse Practice	2952 Brighton 3rd Street, Brooklyn, NY 11235				Y												
East New York																	
AdvantageCare Physicians - Lindenwood Medical Center	2832 Linden Boulevard, Brooklyn, NY 11208		Y		Y												Y
Anthony L. LaMarca Family Health Center	179 Jamaica Avenue, Brooklyn, NY 11207				Y											Y	Y
BMS Family Health Center at Genesis	360 Snediker Avenue, Brooklyn, NY 11207				Y	Y									Y		Y
Bowery Residents' Committee - Fulton House	2570 Fulton Street, Brooklyn, NY 11207														Y		
Brightpoint Health - Alpha School	2400 Linden Blvd, Brooklyn, NY 11208													Y			
Brookdale Family Care Center - Linden Boulevard	2554 Linden Boulevard, Brooklyn, NY 11208	Y			Y	Y											Y
Brookdale Family Care Center - New Lots Avenue	465 New Lots Avenue, Brooklyn, NY 11207	Y			Y	Y										Y	Y
Brookdale Family Care Center - Pennsylvania Avenue	1110 Pennsylvania Avenue, Brooklyn, NY 11207				Y	Y											Y
Brooklyn Community Services - Adolescent Education and Employment Program	2673 Atlantic Avenue, Brooklyn, NY 11207														Y		
Brooklyn Community Services - East New York Clubhouse	2697 Atlantic Avenue, Brooklyn, NY 11207														Y		
Brooklyn Community Services - East New York Family Center	400 Liberty Avenue, 2nd Floor, Brooklyn, NY 11207														Y		
Brooklyn Queens Nursing Home	2749 Linden Boulevard, Brooklyn, NY 11208								Y								
Brooklyn United Methodist Church Home & Adult Day Care Center	1485 Dumont Avenue, Brooklyn, NY 11208			Y					Y								
Bushwick Bright Start - Healthy Families New York	1491 Broadway, 4th Floor, Brooklyn, NY 11207														Y		Y
Bushwick Center for Rehabilitation and Healthcare (Centers for Specialty Care Group)	50 Sheffield Avenue, Brooklyn, NY 11207			Y					Y								
Catholic Charities of Brooklyn and Queens - ENY Family Support Center	3060 Fulton Street, Brooklyn, NY 11208														Y		
Christ the Rock World Restoration Church International - Social Service Ministry	770-784 Glenmore Avenue, Brooklyn, NY 11208					Y									Y		Y
COACH Young Adult Internship Program	2930 Fulton Street, 2nd Floor, Brooklyn, NY 11207														Y		
Community Healthcare Network - Dr. Betty Shabazz Health Center	999 Blake Avenue, Brooklyn, NY 11208				Y	Y							Y	Y	Y		Y
Cypress Hills - Fulton Street Senior Center	3208 Fulton Street, Brooklyn, NY 11208														Y		
Cypress Hills Child Care Corporation	3295 Fulton Street, Brooklyn, NY 11208														Y		
Cypress Hills Community Learning Center at I.S. 171	528 Ridgewood Avenue, Brooklyn, NY 11208										Y				Y		
Cypress Hills Local Development Corp. - Health Insurance Counseling	2966 Fulton Street, Brooklyn, NY 11208				Y												
Cypress Hills Local Development Corp.	3214 Fulton Street, Brooklyn, NY 11208														Y		Y
Cypress Hills Local Development Corporation - East New York Beacon at I.S. 302	350 Linwood Street, Brooklyn, NY 11208										Y				Y		
East New York Diagnostic & Treatment Center	2094 Pitkin Avenue, Brooklyn, NY 11207	Y	Y		Y	Y							Y	Y	Y	Y	Y
East New York Family Center	400 Liberty Avenue, Brooklyn, NY 11207														Y		
East New York Urban Youth Corps	539 Alabama Avenue, Brooklyn, NY 11207														Y		Y
Family Services Network of New York - Bushwick Ave.	1420 Bushwick Avenue, Brooklyn, NY 11207														Y	Y	Y
Family Services Network of New York - Harm Reduction Program	1766 Broadway, Brooklyn, NY 11207													Y	Y		Y
Georgia L. McMurray Day Care	675 Lincoln Avenue, Brooklyn, NY 11208														Y		
Groundwork for Success (GWS) Program	692 Blake Avenue, Brooklyn, NY 11207														Y		

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Dr. Susan Smith McKinney Nursing & Rehabilitation Center	594 Albany Avenue, Brooklyn, NY 11203			Y					Y								
EmblemHealth Small Steps Free Classes - Flatbush	157 St. Paul's Place, St. Paul's Episcopal Church, Brooklyn, NY 11226																Y
Erasmus Neighborhood Federation (ENF)	814 Rogers Avenue, Brooklyn, NY 11226									Y					Y		
Family Health Services - Lefferts Avenue	840 Lefferts Avenue, Brooklyn, NY 11203				Y												Y
Family Services Network of New York - Community Follow-up Program	123 Linden Blvd., Brooklyn, NY 11226														Y		
Flatbush Development Corporation	1616 Newkirk Avenue, Brooklyn, NY 11226										Y				Y		
HCC, Inc.	123 Linden Boulevard, 3rd Floor, Brooklyn, NY 11226									Y		Y	Y	Y	Y		Y
HeartShare St. Vincent's Services - East Brooklyn Family Service Center	123 Linden Boulevard, Brooklyn, NY 11226														Y		Y
HEAT (Health & Education Alternatives for Teens)	760 Parkside Avenue, #308, Brooklyn, NY 11226				Y										Y		Y
Interborough Developmental and Consultation Center - Crown Heights Clinic	921 East New York Avenue, Brooklyn, NY 11203												Y				
Kings County Hospital - Comprehensive Alcoholism Outpatient Center	451 Clarkson Avenue, R Building, Brooklyn, NY 11203													Y			
Kings County Hospital - Dental Clinic	451 Clarkson Avenue, Brooklyn, NY 11203	Y															
Kings County Hospital - Dental Clinic	451 Clarkson Avenue, E Building, 1st Floor, Brooklyn, NY 11203	Y															
Kings County Hospital Center - Center for HOPE	451 Clarkson Avenue, E Building, Suite C, 4th Floor, Brooklyn, NY 11203				Y										Y		Y
Kings County Hospital Center - Child and Adolescent Psychiatry Outpatient Clinic	451 Clarkson Avenue, R building, 7th Floor, Brooklyn, NY 11203												Y				
Kings County Hospital Center - Department of Behavioral Health	451 Clarkson Avenue, R Building, Brooklyn, NY 11203										Y	Y	Y				
Kings County Hospital Center - Family Care Center	451 Clarkson Avenue, E Building, 4th Floor, Brooklyn, NY 11203				Y										Y		Y
Kings County Hospital Center - Outpatient Department	451 Clarkson Avenue, E Building, Brooklyn, NY 11203		Y		Y	Y							Y				Y
Kings County Hospital Center - Parkinson's Disease Clinical Center of Excellence	451 Clarkson Avenue, E Building, 8th Floor, Brooklyn, NY 11203				Y												
Kings County Hospital Center - The Adolescent Clinic	451 Clarkson Avenue, E Building, 4th Floor, Suite B, Brooklyn, NY 11203				Y										Y		Y
Kings County Hospital Center - WIC Program - Downtown Campus	451 Clarkson Avenue, T Building, Brooklyn, NY 11203															Y	Y
Kings County Hospital Center	451 Clarkson Avenue, Brooklyn, NY 11203							Y									
Kingsbrook Jewish Medical Center - Elias Thall Dental Center	585 Schenectady Avenue, Brooklyn, NY 11203	Y															
Kingsbrook Jewish Medical Center - Mental Health Unit	585 Schenectady Avenue, Brooklyn, NY 11203											Y	Y		Y		
Kingsbrook Jewish Medical Center - Outpatient Department	585 Schenectady Avenue, Brooklyn, NY 11203	Y	Y		Y												Y
Kingsbrook Jewish Medical Center - Screenings	535 Schenectady Avenue, Suite 100, Brooklyn, NY 11203																Y
Kingsbrook Jewish Medical Center	585 Schenectady Avenue, Brooklyn, NY 11203							Y									Y
Linden Children's Services - Pediatric Office	350 Ocean Avenue, Brooklyn, NY 11226				Y												
Metro Community Health Center - Brooklyn	842 Lefferts Avenue, Brooklyn, NY 11203	Y	Y		Y								Y		Y		
Neighborhood Housing Services of New York City (NHSNYC) - East Flatbush Office	2806 Church Avenue, Brooklyn, NY 11226															Y	
New York Methodist Hospital Family Health Center - Nostrand Avenue	1910 Nostrand Avenue, Brooklyn, NY 11226				Y												Y
Newkirk Family Health Center	1401 Newkirk Avenue, Brooklyn, NY 11226				Y												Y
Rutland Nursing Home	585 Schenectady Avenue, Brooklyn, NY 11203								Y								
S.U.N.Y. Downstate Medical Center - Center for Healthcare Services/Internal Medicine Annex	470 Clarkson Avenue, Brooklyn, NY 11203				Y												Y
S.U.N.Y. Downstate Medical Center - Family Practice Center	470 Clarkson Avenue, Suite B, Brooklyn, NY 11203				Y												Y
S.U.N.Y. Downstate Medical Center - Star Health Center	470 Clarkson Avenue, Box 1240, Brooklyn, NY 11203				Y										Y		Y
S.U.N.Y. Downstate Medical Center (Health Science Center at Brooklyn)	450 Clarkson Avenue, Brooklyn, NY 11203					Y		Y									
Sesame Flyers International Inc. Winthrop Beacon III Community Center	905 Winthrop Street, Brooklyn, NY 11203										Y				Y		Y
Sesame Flyers International, Inc.	3510 Church Avenue, Brooklyn, NY 11203																Y
St. Mark's Family Services Council - St. Mark's Head Start	2017 Beverly Road, Brooklyn, NY 11226														Y		
SUNY Downstate Medical Center - Center for Community Health Promotion & Wellness	445 Lenox Road, Brooklyn, NY 11203														Y		Y
The League School	567 Kingston Avenue, Brooklyn, NY 11203														Y		
The League Treatment Center - East Flatbush	885 Rogers Avenue, Brooklyn, NY 11226														Y		
The PATH Center - Brooklyn Community Program	2222 Church Avenue, Brooklyn, NY 11226				Y										Y		Y
Thomas S. Murphy Clubhouse - Madison Square Boys and Girls Club	2245 Bedford Avenue, Brooklyn, NY 11226														Y		

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
- Eastern District																	
Manhattan:																	
East Harlem																	
116th Street Block Association	55 East 115th Street, Suite 101 ground floor, New York, NY 10029														Y		
Amber Charter School	220 East 106th Street, New York, NY 10029										Y				Y		
ArchCare at Terence Cardinal Cooke Health Care Center	1249 Fifth Avenue, New York, NY 10029														Y		
ASCNYC - Keith Haring ASC Harlem Center	315 East 104th Street, New York, NY 10029													Y	Y		
Association to Benefit Children - Keith Haring School	318 East 116th Street, New York, NY 10029														Y		
Association to Benefit Children - Supportive Housing	318 East 116th Street, New York, NY 10029														Y		
Boys and Girls Harbor - Main Office	One East 104th Street, New York, NY 10029														Y		Y
Center for Comprehensive Health Practice - Addiction Center	1900 Second Avenue, 12th floor, New York, NY 10029													Y			
Center for Comprehensive Health Practice - Early Childhood Development Center	1900 Second Avenue, 9th Floor, New York, NY 10029														Y		Y
Center for Comprehensive Health Practice - Primary Care Center	1900 Second Avenue, 9th Floor, New York, NY 10029				Y								Y				
Child Welfare Organizing Project (CWOP)	80 East 110th Street, Suite 1E, New York, NY 10029														Y		
Children's Aid Society - East Harlem Center	130 East 101st Street, New York, NY 10029														Y		
Children's Aid Society - Hope Leadership Academy	1732 Madison Avenue, New York, NY 10029														Y		
Children's Aid Society - Rhinelander's Saturday Program for Deaf & Hard of Hearing Children & Teens	130 East 101 Street, New York, NY 10029														Y		
Children's Aid Society - Taft Early Childhood Center	1724-26 Madison Avenue, New York, NY 10029														Y		
Dental Clinic - Mount Sinai Hospital Dept. of Dentistry	1468 Madison Avenue, Annenberg Building - 2nd Floor, Area B, New York, NY 10029	Y															
East Harlem Asthma Center of Excellence (EHACE)	161-169 East 110th Street, New York, NY 10029														Y		
East Harlem Churches and Community Urban Center - Booker T. Washington Learning Center	325 East 101 Street, New York, NY 10029														Y		
East Harlem Health Outreach Partnership (EHHOP) Clinic	17 East 102nd Street, 7th floor, New York, NY 10029				Y												
East Harlem Tutorial Program	2035 Second Avenue, New York, NY 10029														Y		
Edwin Gould Academy-Multi-Service Center and Residence	55 East 110th Street, New York, NY 10029														Y		
Exodus Transitional Community (ETC)	2271 3rd Ave., New York, NY 10029														Y		
Gaylord White Senior Center	237 East 104th Street, (also an entrance at 2029 Second Avenue), New York, NY 10029														Y		
Getting Out & Staying Out (GOSO)	91 East 116th Street, New York, NY 10029														Y		
Harlem Center for Education - Educational Opportunity Center	1 East 104th Street, PH Level, New York, NY 10029										Y				Y		
Harlem Center for Education - Main Office	1 East 104th Street, New York, NY 10029														Y		
Harlem RBI	333 East 100th Street, New York, NY 10029																Y
Harlem United - East Side Adult Day Health Center (El Faro)	179 East 116th Street, New York, NY 10029														Y		
Institute for Advanced Medicine - Jack Martin Fund Clinic	17 East 102nd Street, 3rd Floor, New York, NY 10029				Y										Y		Y
Institute for Puerto Rican/Hispanic Elderly - Carver Senior Center	55 East 102nd Street, New York, NY 10029														Y		
Iris House - East Harlem	2271 Second Avenue, New York, NY 10029														Y		
Kravis Children's Hospital	1184 Fifth Avenue, New York, NY 10029				Y			Y									
Legal Aid Society - Harlem Community Law Office	230 East 106th Street, New York, NY 10029										Y				Y		
Little Sisters of the Assumption Family Health Service	333 East 115th Street, New York, NY 10029						Y				Y				Y	Y	
Lott Assisted Living Residence	1261 Fifth Avenue, New York, NY 10029														Y		
Manna House Workshops - Center for the Performing Arts	338 East 106th Street, New York, NY 10029														Y		
Metropolitan Hospital - Special Family Assistance Program	1901 First Avenue, Room 5A12, New York, NY 10029				Y										Y		Y
Metropolitan Hospital - Virology Clinic	1901 1st Avenue, 14th Floor, Side B, New York, NY 10029				Y										Y		Y
Metropolitan Hospital Center - Adult Mental Health Clinic	1900 Second Avenue, First Floor, New York, NY 10029												Y				
Metropolitan Hospital Center - Child and Adolescent Outpatient Psychiatric Clinic	1900 Second Avenue, Sixth Floor, 6M22, New York, NY 10029												Y				
Metropolitan Hospital Center - Community Support Services (CSS)	1900 First Ave, Seventh Floor, New York, NY 10029												Y				
Metropolitan Hospital Center - Comprehensive LGBT Health Center	1901 First Avenue, 1st Floor OPD Building, New York, NY 10029				Y										Y		Y
Metropolitan Hospital Center - Consultation-Liaison Psychiatry Service	1901 Second Avenue, Room 7B22, New York, NY 10029												Y				
Metropolitan Hospital Center - Dental Clinic	1901 First Avenue, New York, NY 10029	Y															
Metropolitan Hospital Center - Detoxification Unit	1901 First Avenue, New York, NY 10029														Y		
Metropolitan Hospital Center - Inpatient Behavioral Health Services	1901 First Avenue, New York, NY 10029											Y					
Metropolitan Hospital Center - Walk-in Evaluation	1900 Second Avenue, First Floor, New York,														Y		

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Queens Parent Resource Center - Day Habilitation Center	88-50 165th Street, Jamaica, NY 11432														Y		
Safe Horizon - Queens Community Program	151-20 Jamaica Avenue, 2nd Floor, Jamaica, NY 11432										Y				Y		
Salvation Army - Jamaica Community Center	90-23 161st Street, Jamaica, NY 11432														Y	Y	
Sheltering Arms / Safe Space - Transitional Living Programs	89-74 162nd Street, Jamaica, NY 11432														Y		
Tabernacle of Prayer for All People - Hope Hall Ministries	90-07 Merrick Blvd., Jamaica, NY 11432														Y	Y	
The Afrikan Poetry Theatre	176-03 Jamaica Avenue, Jamaica, NY 11432														Y		Y
The Child Center of New York - Jamaica Clinic	89-56 162nd Street, Second Floor, Jamaica, NY 11432												Y		Y		
The Child Center of New York - Jamaica Family Center	89-56 162nd Street, 3rd Floor, Jamaica, NY 11432													Y	Y		Y
The Child Center of NY - SingleStop Services	163-18 Jamaica Avenue, 4th Floor, Jamaica, NY 11432					Y					Y				Y	Y	Y
TJH Medical Services - Jamaica	88-10 Parsons Blvd, Jamaica, NY 11432				Y												Y
Venture House	150-10 Hillside Avenue, Jamaica, NY 11432															Y	
Volunteers of America - Queens Forensic Linkage Program	163-18 Jamaica Avenue, 5th Floor, Jamaica, NY 11432															Y	
Workforce1 Career Center - Queens	168-25 Jamaica Avenue, 2nd Floor, Jamaica, NY 11432										Y					Y	
Workforce1 Industrial & Transportation Career Center	168-46 91st Avenue, Jamaica, NY 11432															Y	
YMCA of Greater New York - Y Roads Center - Jamaica	161-04 Jamaica Avenue, Jamaica, NY 11432															Y	
Ridgewood- Forest Hills																	
Bushwick Center for Rehabilitation and Healthcare - Ridgewood Center	59-25 67th Avenue, Emmaus Lutheran Church, Ridgewood, NY 11385															Y	
CCNS - Glendale Guidance Center and Mobile Outreach Team	67-29 Myrtle Avenue, Glendale, NY 11385												Y		Y		
Glendale Mental Health Clinic	6729 Myrtle Avenue, Glendale, NY 11385												Y				
Greater Ridgewood Youth Council - IS 93 Beacon Program	66-56 Forest Avenue, Ridgewood, NY 11385										Y				Y		
Greater Ridgewood Youth Council, Inc - Main	5903 Summerfield St., Ridgewood, NY 11385															Y	
Peter Cardella Senior Center	68-52 Fresh Pond Road, Ridgewood, NY 11385															Y	
Polonians Organized to Minister to Our Community (POMOC)	66-60 Fresh Pond Road, Ridgewood, NY 11385										Y				Y		
Public Health Solutions - Health Insurance Navigator Program- Ridgewood	853 Onderdonk Avenue, Ridgewood, NY 11385					Y										Y	
Public Health Solutions Neighborhood WIC Center - Ridgewood	853 Onderdonk Avenue, Ridgewood, NY 11385																Y
Ridgewood Communicare Clinic	769 Onderdonk Avenue, Ridgewood, NY 11385				Y	Y											Y
Ridgewood Older Adult Center	59-14 70th Avenue, Ridgewood, NY 11385															Y	Y
RidgeWood YMCA	69-02 64th Street, Queens, NY 11385																Y
Salvation Army - Ridgewood Corps Community Center	6923 Cypress Hills Street, Ridgewood, NY 11385															Y	Y
United We Stand of New York, Inc. (UWS)	1907 Flushing Avenue, Ridgewood, NY 11385															Y	
West Queens																	
Adhikaar	71-07 Woodside Avenue, 1st Floor, Woodside, NY 11377										Y						
AIDS Center of Queens County - Woodside Office	62-07 Woodside Avenue, Queens, NY 11377												Y		Y		Y
American Family Community Services, Inc.	76-05 Roosevelt Ave., Jackson Heights, NY 11372										Y				Y		
American Immigrants	51-07 43rd Avenue, Woodside, NY 11377										Y				Y		
Asociacion Benefica Cultural Padre Billini	35-34 105th Street, Corona, NY 11368															Y	
Catholic Charities- Corona Behavioral Health Clinic	9114 37th Ave, Jackson Heights, NY 11372												Y		Y		
Catholic Charities Neighborhood Services (CCNS) Catherine Sheridan Senior Center	35-24 83rd Street, Jackson Heights, NY 11372														Y		
Catholic Charities of Brooklyn and Queens - Corona PROS Program	91-14 37th Avenue, Jackson Heights, NY 11372												Y		Y		
Catholic Charities of Brooklyn and Queens - WIC Program Site (Woodside)	42-71 65th Place, Woodside, NY 11377															Y	Y
Chhaya Community Development Corporation	37-43 77th Street, 2nd Floor, Jackson Heights, NY 11372										Y				Y		
City-Pro Group Inc.- Queens	8910 35th Avenue, Jackson Heights, NY 11372															Y	
Community United Methodist Church - English Conversation Program	81-10 35th Avenue, Jackson Heights, NY 11372										Y				Y		
Concerned Citizens of Queens	8108 37th Avenue, 2nd Floor, Jackson Heights, NY 11372										Y						
Corona Medical Center	104-04 Corona Avenue, Corona, NY 11368				Y	Y											
Desis Rising Up and Moving (DRUM)	72-18 Roosevelt Avenue, Jackson Heights, NY 11372										Y						
Dominico-American Society	40-27 97th Street, 1st Floor, Corona, NY 11368										Y						
East Side WIC Program - Sunnyside	49-02 Queens Boulevard, Woodside, NY															Y	Y

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Regal Heights Rehabilitation & Health Care Center	70-05 35th Avenue, Jackson Heights, NY 11372			Y					Y								
Rego Park Health Care	111-26 Corona Avenue, Flushing, NY 11368								Y								
Salvation Army Corps Community Center - Queens Temple	86-07 35th Avenue, Jackson Heights, NY 11372														Y	Y	
South Asian Marrow Association of Recruiters	55-13 96th Street, Corona, NY 11368														Y		
St. Adalbert Church - Bereavement Support Groups	52-40 84th Street, Elmhurst, NY 11373														Y		
St. John's University - Project CONNECT	152-11 Union Turnpike, Flushing, NY 11368														Y		
The Child Center of New York - Asian Outreach Clinic	81-14 Queens Boulevard, Elmhurst, NY 11373											Y	Y				
The Child Center of NY - Early Learn Woodside	60-02 Roosevelt Avenue, 2nd Floor, Woodside, NY 11377																Y
The Child Center of NY - Woodside Clinic	67-14 41st Avenue, Woodside, NY 11377											Y					
Urban Health Plan - Plaza del Sol Family Health Center	37-16 108th Street, Corona, NY 11368	Y	Y		Y	Y						Y		Y	Y		Y
Voces Latinas	37-63 83rd Street, Suite 1B, Jackson Heights, NY 11372					Y				Y				Y			Y
Western Queens Consultation Center - Jackson Heights	37-08 91st St, Suite 3A, Jackson Heights, NY 11372											Y		Y	Y		
Western Queens Consultation Center - Woodside	61-20 Woodside Avenue, Woodside, NY 11377											Y		Y			
Western Queens Recovery Services	62-07 Woodside Avenue, 4th floor, Woodside, NY 11377													Y			
Woodside on the Move	39-42 59th Street, 2nd floor, Woodside, NY 11377														Y		
Woodside Senior Center	50-37 Newtown Road, Building 19, Woodside, NY 11377														Y		

Appendix 5. User Survey Instrument

Date:
Facility:
Location:
Staff Initials:

Assisted Self-Administered

NYC Health and Hospitals Corporation Community Health Needs Survey

The New York City Health and Hospitals Corporation (HHC) is conducting this survey as part of a community health needs assessment. The information that you provide will help HHC to better serve you and members of your community.

The survey is voluntary and confidential. You do not have to complete the survey, and you can skip questions you do not want to answer. Your name will not be written on the survey, and we will not be able to connect your answers to you personally.

It will take about 15 minutes to complete this survey. In appreciation of your time and effort, you will receive a \$5.50 MetroCard for completing this survey.

1. In general, would you say that your health is:
Excellent Good Fair Poor

2. Do you currently have health insurance?
Yes No Don't Know

2a. If yes, what type of insurance do you have?

Medicaid
Medicare
Private insurance through my employer or my spouse's employer
Private insurance through the NY State Exchange (Obamacare)
ADAP or other NY State AIDS Insurance Assistance
Other (please specify) _____

3. Have you seen a personal doctor or your regular doctor in the past 12 months for a visit (for example, for an annual check-up or for a medication refill)?
Yes No Don't know Prefer not to answer

4. Have you seen a dentist in the past 12 months?
Yes No Don't know Prefer not to answer

5. Do you have children under the age of 18 living with you?

Yes

No

5a. If yes, are you able to get an appointment with your child's doctor when you need to?

Always

Sometimes

Never

6. Based on your experience with your family, friends, and neighbors, please rate each of the following health issues based on how serious and/or widespread they are ***in your community***.

	Very serious	Somewhat serious	Not serious	Don't know / Not applicable
Heart disease, high cholesterol, stroke				
Cancer				
Diabetes				
Asthma and other breathing issues				
Hypertension/ high blood pressure				
Violence				
Mental illness and psychiatric disorders				
Dementia including Alzheimer's				
Obesity				
Premature births, low birth weight				
HIV, Hepatitis, STDs				
Alcohol and/or drug use				
Smoking				

7. Have there been times in the last month when you could not afford to eat?
 Yes No

8. Have you encountered any of the following challenges when seeking or obtaining health care?

	Yes	No
Barriers related to finances, such as the cost of co-pays, not having insurance, or not being able to take time off from paid work to see your doctor.		
Barriers related to accessing healthcare, such as not having transportation, or not being able to get a timely appointment.		
Barriers related to culture, language, or religion, including concerns that you may experience stigma or discrimination by your healthcare providers.		

9. Have you been to the emergency room in the last year?
 Yes No

9a. If yes, some people go to the emergency room because they do not have a regular doctor. In the past year, have you gone to the emergency room instead of visiting your doctor for any of the following reasons? (Check all that apply.)

I didn't have insurance

I do not have a regular doctor

It takes too long to get an appointment

My doctor's office or clinic wasn't open

I like that I can get everything I need during a single visit to the emergency room (for example, see a doctor, get a lab test and have my prescription filled)

Other, specify: _____

Finally, we'd like to get some background information.

10. What is your ZIP code: _____

11. How old are you? _____

12. What do you consider yourself?

Female

Male

Transgender

Prefer not to answer

13. What is your race/ethnicity?

White
Black or African American
More than 1 race
Asian, specify: _____
Hispanic or Latino/a, specify: _____
American Indian or Alaskan Native
Prefer not to answer

Native Hawaiian or other Pacific Islander
Other, specify: _____

14. Were you born outside of the U.S.?

Yes
No
Prefer not to answer

14a. If yes, in what country you were born?

15. In what language do you prefer to receive health care?

English	Haitian/French Creole	Urdu
Spanish	Hindi	Yiddish
Arabic	Italian	
Chinese (Mandarin, Cantonese, or other)		
Korean	Prefer not to answer	
French	Russian	
Other, specify: _____		

16. In the past year, have you gone anywhere else to receive healthcare?

Yes
No

If yes, where _____

17. What is it about [FACILITY] that you like the MOST? (Check all that apply)

- Physicians
- Nurses
- Clerical Staff
- Social Services
- Cost
- Location
- Hospital Environment
- Wait time
- Language/Interpretation Services
- Other _____

18. What is it about [FACILITY] that you like the LEAST? (Check all that apply)

- Physicians
- Nurses
- Clerical Staff
- Social Services
- Cost
- Location
- Hospital Environment
- Wait time
- Language/Interpretation Services
- Other _____

19. How likely are you to recommend [FACILITY] to your family and friends?

- Very likely
- Somewhat Likely
- Not likely
- Would not recommend

20. How long have you have lived in your current neighborhood:

- Less than 1 year
- 1-5 years
- 6-10 years
- More than 10 years

21. What is your sexual orientation?

- Straight/heterosexual
- Gay, lesbian or homosexual
- Bisexual
- Other (please specify) _____
- Prefer not to answer

22. Do you know who your primary care provider is?

- Yes
- No

22a. If yes, Name of your primary care provider:

23. When being discharged, are you concerned about the following challenges:

	Yes	No
Medical condition(s)		
Family support		
Access to Home care		
Access to medications		
Access to medical care		
Access to mental health services		
Access to affordable housing		
Access to health insurance		
Financial Barriers		
Access to housing adapted for your disability needs		
Transportation		

Appendix 6. Survey Instrument for Community Advisory Boards and Hospital Leadership

Based on your experience with your family, friends, and neighbors, please rate each of the following health issues based on how serious and/or widespread they are in your hospital community.

	Very serious	Somewhat serious	Not serious	Don't know / Not applicable
Heart disease, high cholesterol, stroke				
Cancer				
Diabetes				
Asthma and other breathing issues				
Hypertension/ high blood pressure				
Violence				
Mental illness and psychiatric disorders				
Dementia including Alzheimer's				
Obesity				
Premature births, low birth weight				
HIV, Hepatitis, STDs				
Alcohol and/or drug use				
Smoking				

Live Your Healthiest Life.

2016

COMMUNITY HEALTH NEEDS ASSESSMENT



EXECUTIVE SUMMARY

Community Health Needs Assessment, 2016 Update

Purpose of the Community Health Needs Assessment

This 2016 Community Health Needs Assessment (CHNA) updates the CHNA completed in 2013 to meet the requirements of Section 9007 of the 2010 federal law, The Affordable Care Act (“ACA”). The ACA requires that any tax-exempt, IRS-designated 501(c) (3) hospital complete or update a publicly-available, comprehensive CHNA every three years in order to document the extent to which it understands the unique characteristics and needs of the local communities it serves, and responds to these needs by delivering meaningful and effective community benefit through clinical services and other programming.

Required Components

A CHNA report has five required components:

- 1) Definition of community served
- 2) A prioritized description of the significant health needs of the community
- 3) Transparency in the process and methods used to conduct the CHNA, including how it took into account input from the community served and prioritized community health needs
- 4) A description of the resources potentially available to address the identified significant prioritized community health needs
- 5) An evaluation of the impact of actions taken to address the significant health needs identified in the previous CHNA report (June 2013).

A CHNA report is considered complete when it is adopted by a governing body of the facility and made widely available to the public.

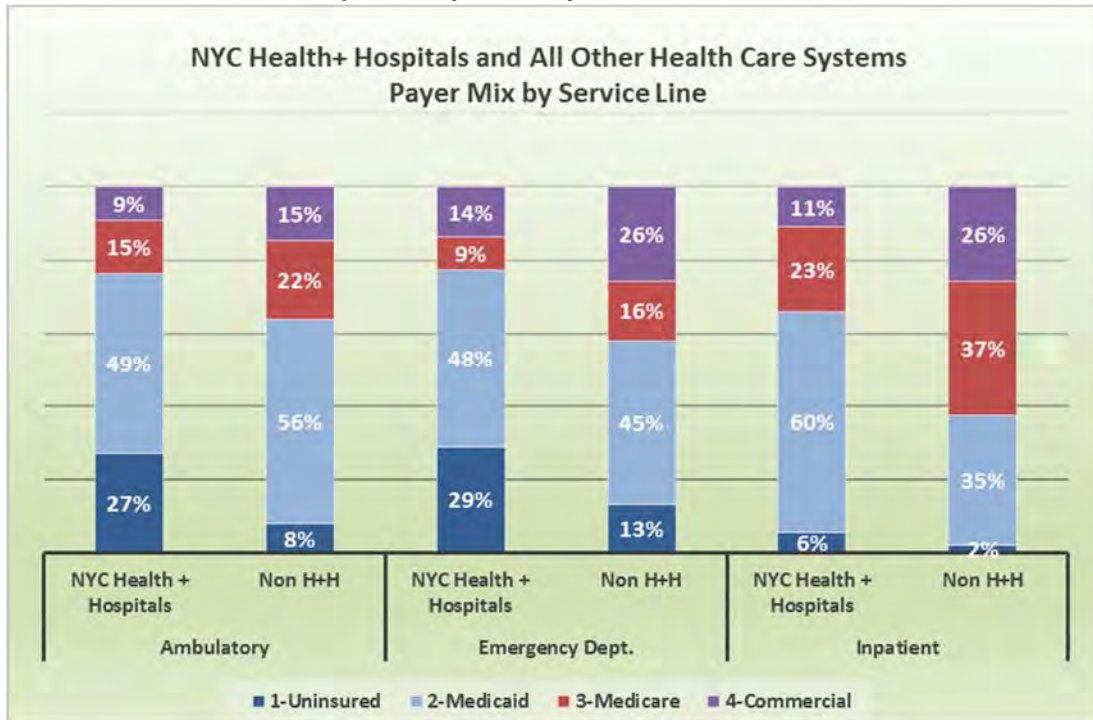
Community Served

NYC Health + Hospitals serve all New Yorkers in every neighborhood in New York City regardless of their ability to pay. Addressing disparity throughout New York City, NYC Health + Hospitals is *the* safety-net for the uninsured and underserved in New York City.

As a share of its total volume, NYC Health + Hospitals provides three times greater share of ambulatory care to the uninsured than other New York City hospitals (27% and 8%, respectively) and twice as many ED visits (29% and 13%, respectively). Medicaid

and uninsured patients together account for nearly twice as many hospital stays compared to other New York City hospitals (66% and 37%, respectively) (chart 1).

Chart 1: NYC Health + Hospitals Payer Mix by Service



Sources and notes: 2014 Hospital Institutional Cost Report, 2014 DTC Cost Report for HHC using internal data, and 2013 Health Center Cost Report for all other DTCs. Includes all NYC acute, general care hospitals and related wholly owned or controlled community health centers, including HHC DTCs. Discharges exclude normal newborns. ED visits include treat and release, and visits that result in admission. Clinic visits include comprehensive care and primary care visits only.

The service area of individual hospitals in the NYC Health + Hospitals System are identified in Appendix 1. A description of these communities, including demographic characteristics identifying vulnerable populations such as disabled and residency status; and health status such as chronic disease prevalence and the rate of potentially avoidable emergency health care use, is in Appendix 2.

Process and Methods

The process and methods was designed collaboratively by a work group of facility planning directors and other representatives.

The community served by each acute care facility is defined as the geographic area in which 75% of its ambulatory care patients reside. An initial list of over 40 health needs were identified based on a review of published literature and internal analyses that have been made publically available including the 2013 CHNA and the DSRIP Community Needs Assessment. Incorporating input from other facility representatives and pilot

tested with hospital users, this list was refined to 13 community health needs. Input from facility users (approximately 150 per facility were surveyed), Community Advisory Boards, facility leadership, and the prevalence of these health needs within the community were blended together to prioritize the health needs. The five highest priority community needs were considered *significant*.

Prioritized Significant Community Health Needs

All 13 identified community health needs were identified as important within the hospitals' communities according to community input. Those considered most significant and their priority order in accordance with regulatory requirements are indicated in blue in the table below. Hypertension/high blood pressure and diabetes are significant community health needs at all hospitals; obesity and heart disease are significant at the majority of hospitals (Chart 2).

Chart 2: Community Health Need by Hospital

	Bellevue	Carter	Coney Island	Elmhurst	Harlem	Jacobi	Kings County	Lincoln	Metro-politan	NCB	Queens	Woodhull
Hypertension/ High Blood Pressure	1	1 (tie)	4	2	1	1	2	1	2	2 (tie)	2	1
Diabetes	5	1 (tie)	1	1	2 (tie)	3	1	3	1	2 (tie)	1	3 (tie)
Obesity	2 (tie)	4 (tie)	6	4 (tie)	9	4	6	6	3	4	5	3 (tie)
Heart Disease, High Cholesterol, Stroke	2 (tie)	3	2 (tie)	4 (tie)	8	5 (tie)	4	4 (tie)	5	6	10 (tie)	5
Mental Illness	4	6 (tie)	8 (tie)	4 (tie)	6	5 (tie)	3	10 (tie)	9	5	3 (tie)	6
Alcohol and/or Drug Use	6	9	10	7	5	9	7 (tie)	2	7	9	6 (tie)	2
Asthma and Other Breathing Issues	8	6 (tie)	8 (tie)	12	2 (tie)	2	9	4 (tie)	4	1	13	7 (tie)
Cancer	7	10	2 (tie)	3	11	8	5	9	8	7	8 (tie)	11
Smoking	11	6 (tie)	5	8	4	7	12	7	12	8	3 (tie)	10
Violence	10	12 (tie)	11	9	10	10	10	8	6	10	6 (tie)	7 (tie)
HIV/AIDS, Hepatitis, STDs	9	11	13	10	7	11	7 (tie)	10 (tie)	10	11	12	7 (tie)
Dementia	12	4 (tie)	7	11	12 (tie)	12	13	12	11	12	10 (tie)	12 (tie)
Premature Births, Low Birth Weight	13	12 (tie)	12	13	12 (tie)	13	11	13	13	13	8 (tie)	12 (tie)

Comparison of 2013 and 2016 Significant Community Health Needs

Most of the significant community health needs identified in 2013 were again identified in 2016. In both 2013 and 2016, a large number of hospitals identified diabetes, hypertension/high blood pressure, heart disease, obesity, mental illness and asthma as a significant community health need.

HIV/AIDS and other infectious diseases were considered a significant community health need at five hospitals in 2013, but none considered it among their most significant in 2016. A decrease in importance is consistent with the continued progress in reducing HIV/AIDS diagnoses and deaths in NYC.

Other changes in health needs between 2013 and 2016 are partly attributable to changes in federal requirements regarding methodology (see Process and Methods).

Significant Community Health Needs Identified in 2016 and 2013

	Significant Community Health Needs	
	Number of Hospitals Identified in 2016	Number of Hospitals Identified in 2013
Diabetes	12	12
Hypertension / High Blood Pressure	12	10
Heart Disease, High Cholesterol, Stroke	9	10
Obesity	8	8
Mental illness	6	10
Asthma and other Breathing Issues	5	5
Alcohol and/or Drug Use	3	9
Cancer	3	6
Smoking	3	1
Dementia	1	1
HIV/AIDS, Hepatitis, STDs	0	5
Violence	0	2
Premature Births, Low Birth Weight	0	1

Resources Potentially Available

Appendix 4 is a listing of health and social service organizations available to members of low-income, medically underserved, and other minority populations in the neighborhoods included in the primary service area of NYC Health + Hospitals, by borough and sorted by neighborhood. These populations may experience health disparity or are at risk of not receiving medical care as a result of being uninsured or underinsured or due to geographic, language, financial, immigration status, or other barriers. Organization services provided are arranged accordingly into the following categories: Dental, Vision, Adult Day Health, Health center, Insurance enrollment, Home Health, Hospital, Nursing Home, Prescription Drug, Immigration Support, Mental Health-Inpatient, Mental Health-Ambulatory, Substance Use, Social Services, Financial Assistance, and Wellness/Prevention.

Evaluation of 2013 Implementation Plan

NYC Health + Hospitals evaluated each hospital's 2013 Implementation Plan and the impact of specific interventions that addressed identified health care needs (Appendix 3). Included in the evaluation is a list of the significant health needs identified in 2013, a description of the planned activities that addressed each of the health needs, an indication whether the planned activity was implemented, the target population and goal of the activity, and the impact or outcome of the activity.

2016 Implementation Strategy

The 2016 CHNA Implementation Strategy due in November 2016 will be designed to address the prioritized significant community health needs identified in the 2016 CHNA and must be adopted by the hospital's governing body.

PROCESS AND METHODS

Community Served

Each hospital's primary and secondary service area is defined as the zip codes that comprise the residence of 50%, 75% of its ambulatory patients, respectively.

Community Input

Community input was obtained using three different strategies:

1) Community Advisory Board

Community Advisory Boards (CAB) are the formal and direct links between each NYC Health + Hospitals facility and its patients and local advocates. The CAB members, consisting of residents, patients and community workers, represent the views of the community in the health care facility's decision making-process to ensure access to the best possible medical care in their communities. The CAB members provide vital insight on the development of facility plans and programs, as well as keep the community informed of NYC Health + Hospitals' goals and objectives. All hospitals in the NYC Health + Hospitals system have a CAB which meets on a regular basis.

The CHNA report and process was presented to each CAB individually. A survey was administered anonymously and confidentially to each CAB member which asked them to indicate the relative importance of each of the 13 identified community health needs in their community (see survey instrument in appendix 6). These responses were coded for inclusion in the prioritization matrix. CAB members were also asked to provide additional input beyond the survey question.

2) Facility Users

NYC Health + Hospitals engaged approximately 150 adult facility users from each hospital throughout the main facility and within community-based clinic sites. These individuals completed a survey anonymously and confidentially with questions focused on demographics, health insurance status, language preferences, health concerns, primary and preventive health care utilization, barriers in obtaining ambulatory care and reasons for use of emergency care. Respondents were also asked to indicate the relative importance of each of the 13 identified community health needs in their community. These responses were coded for inclusion in the prioritization matrix.

Surveys were self-administered or administered by facility staff. The surveys were translated into NYC Health + Hospitals' top 7 languages: Bengali, Chinese (simplified),

Haitian-Creole, French, Polish, Russian and Spanish. Participants received a two-trip Metrocard valued at \$5.50 for completing the survey (see survey instrument in Appendix 5).

3) Additional Community Engagement

NYC Health + Hospitals completed a community needs assessment in December 2014 as a requirement to participate in the Delivery System Reform Incentive Payment (DSRIP) program, a statewide initiative that focuses on improving health care delivery promoting community-level collaborations to ensure that Medicaid and uninsured populations receive culturally competent, highly integrated, well-coordinated, and easily accessible health services. As part of this needs assessment, the system collaborated with government agencies, numerous community organizations, engaged experts in the community and conducted focus groups with vulnerable populations. Key informant interviews were conducted with community experts having population-specific expertise, including particular immigrant groups, older adults, children and adolescents or expertise in specific issues, including supportive housing, care coordination, corrections, and homelessness (conducted as part of the NYC Health + Hospitals DSRIP Community Needs Assessment). Focus groups were conducted with community members recruited by community organizations which included targeted vulnerable groups such as older adults, local immigrant groups, LGBTQ and individuals with disabilities.

Additional Resources

4) Facility Leadership

Hospital leadership were engaged to support the initial identification of potential community health needs, and refine the list to 13 needs which were used in hospital user and CAB member surveys. In addition, a survey was administered to hospital leaders which asked them to indicate the relative importance of each of the 13 identified community health needs in their service area (see survey instrument in Appendix 6). Finally, hospital leaders were asked to review the list of significant health needs identified by the CHNA process.

5) Publically available community health, socio-demographic, economic data

The CHNA work group reviewed all publically available data and supplemented with review of public health literature prepared by New York City of Department of Health and Mental Hygiene (including Take Care New York 2020); New York State Department of Health (including NYS Prevention Agenda 2013-2018); federal agencies, Centers for

Disease Control and Prevention and Healthy People 2020. Sources of Data and Brief Description include:

- American Academy of Family Physicians UDS Mapper
 - UDS Mapper provides ZIP code-level age-adjusted mortality estimates and prevalence estimates on health care access and chronic condition. Can be accessed at: <http://www.udsmapper.org/>.
- Emory University Rollins School of Public Health AIDS Vu
 - AIDS Vu provides ZIP code-level incidence and prevalence data on HIV/AIDS as of 2012. Can be accessed at: <http://aidsvu.org/>.
- New York State Department of Health Cancer Registry
 - The NYS Cancer Registry provides ZIP code-level age-adjusted estimates on incidence of the top malignant cancers (colorectal, female breast, lung and bronchus and prostate) as of 2008-2012. Can be accessed at: <https://www.health.ny.gov/statistics/cancer/registry/zipcode/index.htm>.
- New York State Department of Health DSRIP Performance data
 - The New York State Department of Health provides key statistics on the health care utilization and health status of Medicaid beneficiaries in calendar year 2012. Can be accessed at: https://www.health.ny.gov/health_care/medicaid/redesign/dsrip/performance_data/.
- New York State Department of Health Vital Statistics
 - NYS Vital Statistics provides ZIP-code level key perinatal statistics including access to prenatal care and birth outcomes as of 2011-2013. Can be accessed at: <http://www.health.ny.gov/statistics/chac/perinatal/county/2011-2013/>.
- New York Department of Health and Mental Hygiene (DOHMH) Community Health Survey (CHS)
 - CHS is a telephone survey conducted annually by DOHMH and provides data on the health of New Yorkers, including prevalence estimates on a broad range of chronic condition, health care utilization and other behavioral risk factors. 2010 through 2014 data are used in this report. Can be accessed at: <https://a816-healthpsi.nyc.gov/epiquery/CHS/CHSXIndex.html>.
- New York Department of Health and Mental Hygiene Vital Statistics
 - DOHMH vital statistics data provides 2013 age-adjusted mortality data by cause and by neighborhood. Can be accessed at <https://a816-healthpsi.nyc.gov/epiquery/VS/index.html>.
- United States Census American Community Survey (ACS) 5-year estimates

- ACS provides ZIP code-level demographic, economic, social and housing data as of 2008-2012, and 2010-2014. Can be accessed at: <http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>.

Process and Criteria to Identify Health Needs

A work group composed of central office corporate planning staff, facility planning directors and other facility representatives from all hospitals in the NYC Health + Hospitals system was formed in April 2015 and met monthly to coordinate and conduct the CHNA process. To identify community health needs, the work group reviewed documentation from city, state and federal public health resources, including but not limited to Take Care New York 2020, New York State Prevention Agenda 2013-2018 and Healthy People 2020. The work group also reviewed facility 2013 CHNA and NYC Health + Hospitals DSRIP Community Needs Assessment reports. From this literature review, a list of over 40 potential community health needs were identified. To refine the list, the work group solicited input from other facility representatives and pilot tested the list with hospital users using a survey. The result of this process identified 13 community health needs as indicated below (note: this is not in priority order):

1. Heart disease, high cholesterol, stroke
2. Cancer
3. Diabetes
4. Asthma and other breathing issues
5. Hypertension/ high blood pressure
6. Violence
7. Mental illness and psychiatric disorders
8. Dementia including Alzheimer's
9. Obesity
10. Premature births, low birth weight
11. HIV, Hepatitis, STDs
12. Alcohol and/or drug use
13. Smoking

Prioritization of Community Health Needs

Hospitals developed their facility specific community health needs prioritization by ranking the community needs as determined by facility users, CAB members, hospital leaders, and the prevalence of the conditions within their respective communities – independently - to create an overall blended rank score of each community health need.

Facility users, CAB members, and hospital leaders completed a survey which asked them to rate each of the community health needs using the criteria: “Very Serious” = 3; “Somewhat Serious” = 2; “Not Serious” = 1. The option, “Don’t Know/Not Applicable” was also provided and were excluded for that health need score.

Condition prevalence within the hospital service area was also a considered in prioritizing the community health needs. A ‘z’ score, which represents the distance/variance between the raw score (service area average) and the population mean (citywide average) in units of the standard deviation was calculated for each condition prevalence. A positive number suggests that service area experiences more prevalence in the area than the rest of the city, while a negative number suggest that there is less prevalence in the area relative to other NYC neighborhoods.

Each of the community health needs were assigned a rank from 1 to 13 by each of the three groups – hospital users, CAB members, and hospital leaders – based on their survey results. Community health needs were also assigned a rank from 1 to 13 based on their prevalence, using ‘z’ scores. Finally, each of the four ranks (Users, CAB members, hospital leaders, and prevalence) were added together and health issues were re-ranked based on their overall score.

Community health needs that were considered *significant* were ranked among the top five of identified needs. The final list, including the identified significant community health needs, were reviewed by hospital leadership.

Appendix 1: Description of NYC Health + Hospitals / Carter and Community Served

The NYC Health + Hospitals / Henry J. Carter is a Joint Commission-accredited 201 bed long term acute care hospital (LTACH) with an adjoining 164 bed nursing home.¹ Serving the Greater New York metropolitan area, Carter is designed, equipped and staffed to provide specialized clinical support for high acuity, medically fragile patients on a 24-hour basis.

NYC Health + Hospitals / Henry J. Carter LTACH offers high quality care to patients with complex medical needs. Our areas of excellence include ventilator care, post-surgical and wound care and the management of complications from common chronic illnesses. Our patients receive comprehensive assessments and treatment planning from an interdisciplinary team including Medicine, Nursing, Rehabilitation Medicine, Pulmonary Services, Respiratory Therapy, Pharmacy, Diagnostic Radiology, Pathology/Laboratory, Psychiatry, Dentistry, Clinical Dieticians, Social Work and sub-specialty consultative services staff. The Hospital also maintains Specialty units for the care of ventilator-dependent patients with monitored beds used for ventilator-weaning purposes and other medical needs.

NYC Health + Hospitals / Henry J. Carter is affiliated with the New York University School of Medicine, which provides primary and consultative sub-specialty clinical services to Carter patients. In addition, the Facility maintains nursing education programs and allied health profession training programs through this affiliation.

Demographics

NYC Health + Hospitals/Henry J. Carter is located in East Harlem, on Park Avenue and East 122nd Street (Zip code 10035). The facility draws patients from across the NYC area: 37% of patients are from Manhattan, 24% from Brooklyn, 15% from the Bronx, and 14% from Queens.²

Forty-nine percent (49%) of Carter's LTACH patients are male and 51% are female. Carter's patients tend to be younger than a traditional nursing facility - 46% are under age 65, and 54% are age 65 and above. Of those age 65 and above, 19% are age 85 or older. By comparison, the percent of nursing home residents citywide is 20% citywide, and only 10% statewide.³

¹ A "long term acute care hospital" (LTACH) is a federal designation for facilities that anticipate the length of a patient hospitalization to last more than 25 days due to the complexity of care required. These facilities provide specialized acute care for these patients, offering a level of staffing, specialized treatment programs and aggressive clinical and therapeutic intervention on a 24-hour/7-day-a-week basis. LTACHs care for patients with serious respiratory conditions, including those who are ventilator-dependent, and this level of care is not generally available or appropriate in short term acute care settings. Many LTACH patients are admitted directly from acute care hospitals' Intensive Care Units.

Admission to a LTACH is required when there is a documented history of past treatment failures and exacerbation of acute symptoms in other settings, and a pattern of readmissions to a short term, acute care hospital.

² Does not add up to 100% due to patients with unknown origin of residency.

³ "New York's Nursing Homes: Shifting Roles and New Challenges." Medicaid Institute at United Hospital Fund. 2013.

Table I. Patient Discharges by Age

Age Group	Discharges by Age
19-20	1%
21-44	12%
45-54	13%
55-64	22%
65-74	27%
75-84	15%
85+	11%
Total	100%

Source: Internal financial data, FY2015

The hospital is racially diverse, with 32% of patients identified as Black (or Black Hispanic); 25% as White (or White Hispanic); 16% as Hispanic; and 6% as Asian (Table Ia).

Table 1a. Patient Discharges by Race and Ethnicity

	Race & Ethnicity
Asian	6%
Black	32%
Hispanic	16%
White	25%
Other/Unknown	21%
Total	100%

Source: Internal financial data, FY2015

Medicaid and Medicare cover the cost of most patient care (34% and 55%, respectively).

Patient Discharges by Payer Mix

	Payer Mix
Medicaid	34%
Medicare	55%
Uninsured	2%
Other	9%
Total	100%

Source: Internal financial data, FY2015. Other includes Family Health Plus, Child Health Plus, and Commercial FFS and Managed Care.

Appendix 2: Demographic and Population Health Statistics by Neighborhood

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Table 1. Key Demographic Factors

		% Population below 100% Federal Poverty Level	% Population Non-US Citizen	% Population ≥ 25 years with Less than HS Education	% Population Speaking English "Less than Well"	Average Jail Rate (Per 100,000)	% Population Living with a Disability
NYS		14.9%	10.5%	15.1%	13.4%	382	10.7%
NYC		19.8%	17.7%	20.5%	23.2%	868	10.3%
UHF Neighborhoods							
Bronx	Hunts Point/Mott Haven	43.1%	19.2%	44.4%	36.3%	2,219	17.3%
Bronx	Crotona/Tremont	39.3%	23.8%	38.7%	32.2%	1,903	14.6%
Bronx	Highbridge/Morrisania	38.3%	22.4%	39.1%	32.8%	2,107	15.4%
Kings	East New York	32.8%	16.0%	27.0%	14.0%	1,907	8.9%
Kings	Williamsburg/Bushwick	32.5%	19.9%	37.2%	32.2%	1,793	10.5%
New York	East Harlem	31.8%	16.4%	32.2%	23.6%	2,250	14.1%
Bronx	Fordham/Bronx Park	31.3%	23.0%	31.3%	28.2%	1,320	13.4%
Kings	Greenpoint	28.5%	12.2%	18.6%	23.9%	540	7.2%
Kings	Sunset Park	28.4%	34.3%	45.7%	51.8%	482	8.1%
New York	Central Harlem/Morningside Hgt	27.7%	13.3%	19.8%	12.7%	2,124	12.9%
Kings	Bedford/Stuy/Crown Heights	27.1%	13.7%	20.0%	7.0%	2,129	10.6%
New York	Washington Hgts/Inwood	25.8%	26.0%	30.9%	37.9%	1,135	11.9%
Kings	Borough Park	25.2%	20.1%	24.4%	37.5%	225	9.4%
Bronx	Pelham/Throgs Neck	21.8%	14.3%	26.2%	21.3%	911	11.1%
Richmond	Port Richmond	21.6%	12.7%	16.6%	14.1%	1,302	9.4%
Queens	Rockaway	21.4%	11.3%	21.4%	14.1%	1,277	12.7%
New York	Union Sq./Lower Eastside	21.4%	14.3%	21.6%	22.5%	705	11.1%
Kings	Coney Island/Sheepshead Bay	18.2%	14.6%	18.6%	40.3%	567	14.5%
Queens	West Queens	18.2%	35.1%	29.5%	47.0%	400	8.0%
Kings	Flatbush/E. Flatbush	18.1%	20.4%	17.2%	14.0%	926	7.9%
Richmond	Stapleton/St. George	17.0%	12.0%	17.3%	16.1%	1,068	10.5%
Kings	Downtown/Heights/Slope	16.3%	9.3%	11.7%	10.4%	851	8.0%
Queens	Long Island City/Astoria	16.1%	21.6%	18.1%	27.8%	475	9.3%
Bronx	Northeast Bronx	15.4%	13.4%	19.7%	8.9%	761	11.7%
Queens	Jamaica	15.3%	18.5%	20.1%	16.4%	1,118	10.9%
Bronx	Kingsbridge/Riverdale	15.1%	12.0%	17.5%	20.1%	402	12.0%
Kings	Bensonhurst/Bay Ridge	14.7%	15.7%	21.8%	34.3%	283	10.0%
Queens	Fresh Meadows	14.1%	15.9%	12.9%	25.7%	300	9.8%
Queens	Flushing/Clearview	13.0%	25.8%	20.0%	40.8%	200	9.5%
Kings	Canarsie/Flatlands	12.9%	12.6%	13.4%	13.4%	616	9.3%
New York	Lower Manhattan	12.4%	18.1%	9.3%	12.7%	527	6.1%
Queens	Ridgewood/Forest Hills	12.4%	17.8%	14.5%	25.3%	273	9.1%
New York	Upper West Side	12.0%	11.2%	6.2%	7.7%	446	9.4%
Queens	Southwest Queens	11.9%	18.6%	20.9%	18.5%	442	10.0%
New York	Chelsea/Clinton	11.7%	14.3%	6.6%	9.1%	601	8.7%
New York	Greenwich Village/Soho	10.5%	12.5%	9.3%	12.4%	299	6.7%
New York	Gramercy Park/Murray Hill	8.7%	12.6%	2.5%	6.9%	283	6.8%
Richmond	Willowbrook	8.2%	6.3%	10.7%	11.1%	282	10.0%
Queens	Bayside/Little Neck	7.9%	13.3%	10.5%	27.0%	141	9.1%
Queens	Southeast Queens	7.4%	13.2%	13.2%	12.1%	507	9.1%
New York	Upper East Side	6.9%	11.2%	3.5%	5.7%	162	6.8%
Richmond	South Beach/Tottenville	5.6%	3.5%	8.8%	7.8%	294	9.2%

Sources: U.S. Census American Community Survey (ACS), 2008-2012; New York City Department of Corrections Jail Admissions, 2007-2012, Via Gothamist.

Table 2. Disability by Numbers of Disability and Type

		% ≥Two Disability	% One Disability	% Self Care	% Independent Living	% Cognitive	% Ambulatory	% Vision	% Hearing
NYS		5.3%	5.6%	2.5%	5.3%	4.2%	6.5%	1.9%	4.0%
NYC		5.4%	5.0%	2.7%	5.4%	4.1%	6.8%	2.1%	3.4%
UHF Neighborhoods									
Kings	Coney Island/Sheepshead Bay	9.6%	5.0%	5.6%	10.2%	6.6%	10.7%	3.8%	6.0%
Bronx	Hunts Point/Mott Haven	8.6%	8.8%	3.6%	8.4%	8.9%	11.1%	3.8%	3.3%
Bronx	Highbridge/Morrisania	7.7%	7.7%	3.3%	7.1%	7.5%	10.1%	3.1%	2.9%
Bronx	Crotona/Tremont	7.6%	7.1%	3.2%	7.5%	7.5%	9.1%	2.8%	3.2%
New York	East Harlem	7.5%	6.8%	3.6%	7.1%	6.7%	9.2%	3.3%	3.6%
Queens	Rockaway	6.6%	6.5%	3.6%	7.4%	5.6%	8.3%	3.2%	3.9%
New York	Central Harlem/Morningside Hgt	6.3%	6.7%	2.9%	5.9%	4.8%	9.0%	2.6%	2.6%
Bronx	Fordham/Bronx Park	6.3%	7.2%	2.5%	6.1%	6.6%	8.2%	2.6%	2.8%
New York	Washington Hgts/Inwood	6.2%	5.8%	3.1%	5.9%	4.6%	8.0%	2.4%	2.8%
New York	Union Sq./Lower Eastside	6.2%	5.0%	2.9%	5.5%	4.5%	7.4%	2.2%	4.2%
Bronx	Northeast Bronx	6.1%	5.8%	2.8%	5.8%	4.6%	7.8%	2.8%	3.8%
Bronx	Pelham/Throgs Neck	5.9%	5.2%	2.7%	6.1%	4.6%	7.3%	2.3%	3.5%
Bronx	Kingsbridge/Riverdale	5.9%	6.5%	3.1%	5.7%	5.1%	7.3%	2.2%	4.3%
Kings	Williamsburg/Bushwick	5.7%	4.8%	2.9%	5.9%	4.8%	7.3%	2.3%	2.3%
Kings	Bensonhurst/Bay Ridge	5.7%	4.4%	3.1%	6.5%	3.7%	6.6%	1.7%	4.4%
Richmond	Stapleton/St. George	5.5%	5.1%	3.0%	6.6%	3.8%	6.8%	1.7%	3.3%
Kings	Borough Park	5.5%	3.9%	3.2%	6.5%	4.0%	6.7%	2.0%	3.3%
Queens	Jamaica	5.5%	5.5%	2.7%	5.5%	3.9%	7.0%	2.6%	3.3%
Kings	Bedford/Stuy/Crown Heights	5.2%	5.4%	2.6%	5.3%	3.9%	6.9%	3.0%	2.6%
Queens	Southwest Queens	5.2%	4.8%	2.7%	5.6%	3.6%	6.3%	2.3%	3.7%
Queens	Flushing/Clearview	5.2%	4.4%	2.6%	5.0%	3.1%	6.5%	1.4%	4.4%
Richmond	Willowbrook	5.1%	5.0%	2.6%	6.0%	3.2%	6.9%	1.0%	3.5%
Kings	Canarsie/Flatlands	5.1%	4.2%	2.9%	5.5%	3.5%	6.3%	2.2%	3.3%
Queens	Fresh Meadows	4.9%	5.0%	2.3%	4.9%	3.1%	6.8%	1.9%	4.1%
Queens	Long Island City/Astoria	4.8%	4.5%	2.3%	4.8%	3.1%	6.2%	1.3%	3.3%
Queens	Ridgewood/Forest Hills	4.8%	4.4%	2.5%	5.3%	3.2%	6.3%	1.7%	3.9%
Queens	Bayside/Little Neck	4.7%	4.5%	2.2%	4.9%	2.8%	5.6%	1.8%	4.2%
Kings	East New York	4.5%	4.3%	2.4%	5.2%	3.7%	6.0%	2.2%	2.2%
Richmond	South Beach/Tottenville	4.5%	4.7%	2.1%	4.8%	2.9%	6.0%	1.1%	3.3%
Richmond	Port Richmond	4.5%	5.0%	2.1%	4.8%	3.9%	5.8%	1.3%	2.8%
Kings	Sunset Park	4.4%	3.8%	2.3%	4.8%	4.0%	5.2%	1.8%	2.5%
New York	Upper West Side	4.4%	5.1%	2.4%	4.2%	3.3%	5.9%	1.7%	4.3%
Queens	Southeast Queens	4.3%	4.9%	2.2%	4.8%	3.4%	5.4%	1.5%	3.4%
Kings	Downtown/Heights/Slope	4.2%	4.0%	1.8%	3.8%	3.3%	5.1%	1.6%	2.6%
Kings	Greenpoint	4.2%	3.1%	2.5%	4.4%	3.4%	5.0%	1.9%	2.6%
Queens	West Queens	4.0%	4.2%	1.9%	3.8%	2.9%	5.1%	1.7%	2.9%
Kings	Flatbush/E. Flatbush	3.9%	4.0%	2.0%	4.2%	3.0%	5.2%	1.6%	2.5%
New York	Chelsea/Clinton	3.9%	4.8%	1.7%	3.1%	2.9%	4.9%	1.9%	3.5%
New York	Lower Manhattan	3.3%	2.9%	1.8%	3.4%	2.9%	4.1%	1.0%	2.4%
New York	Gramercy Park/Murray Hill	3.1%	3.8%	1.4%	3.1%	2.5%	3.7%	1.3%	3.4%
New York	Upper East Side	3.0%	3.8%	1.6%	3.0%	2.1%	4.5%	1.1%	4.1%
New York	Greenwich Village/Soho	3.0%	3.8%	1.5%	3.0%	2.2%	3.8%	1.1%	3.6%

Sources: U.S. Census American Community Survey (ACS), 2008-2012.

*Self-Care – Difficulty bathing or dressing; Independent Living – Difficulty with errands; Cognitive – Difficulty remembering, concentrating, making decisions; Ambulatory – Difficulty walking or climbing stairs; Vision – Blind or serious difficulty seeing; Hearing – Deaf or having serious difficulty hearing

Table 3. Potentially Preventable ED Visits (PPV)

		Medicaid Population	PPV Total (Observed)	PPV Total (Risk-Adjusted Expected)	Rate per 100 ED Visits (Observed)	Rate per 100 ED Visits (Risk-Adjusted Expected)	Observed (/) Risk Adjusted Expected Ratio	Observed (-) Risk-Adjusted Expected Gap Total
NYS		5,852,016	2,111,517	2,069,915	36.08			(41,602)
NYC		3,600,712	1,192,918	1,184,340	33.13	32.89	1.01	(8,578)
UHF Neighborhoods								
Brooklyn	Bedford/Stuy/Crown Heights	167,295	74,035	62,671	44.25	37.46	1.18	(11,364)
Manhattan	Central Harlem/Morningside Hgt	80,517	44,215	37,872	54.91	47.04	1.17	(6,343)
Brooklyn	Flatbush/E. Flatbush	135,879	44,131	37,935	32.48	27.92	1.16	(6,196)
Bronx	Highbridge/Morrisania	157,126	67,220	59,232	42.78	37.70	1.13	(7,988)
Bronx	Crotona/Tremont	158,677	68,998	60,948	43.48	38.41	1.13	(8,050)
Brooklyn	East New York	117,951	47,135	41,721	39.96	35.37	1.13	(5,414)
Bronx	Hunts Point/Mott Haven	102,277	44,460	39,547	43.47	38.67	1.12	(4,913)
Bronx	Northeast Bronx	75,259	31,979	28,647	42.49	38.06	1.12	(3,332)
Brooklyn	Canarsie/Flatlands	68,942	18,647	16,896	27.05	24.51	1.10	(1,751)
Bronx	Fordham/Bronx Park	159,307	71,626	65,539	44.96	41.14	1.09	(6,087)
Manhattan	East Harlem	65,233	35,244	32,424	54.03	49.70	1.09	(2,820)
Staten Island	Port Richmond	28,494	13,493	12,448	47.35	43.68	1.08	(1,045)
Brooklyn	Williamsburg/Bushwick	128,546	52,742	48,737	41.03	37.91	1.08	(4,005)
Queens	Rockaway	52,726	18,553	17,206	35.19	32.63	1.08	(1,347)
Manhattan	Washington Hgts/Inwood	143,654	45,340	42,657	31.56	29.69	1.06	(2,683)
Bronx	Pelham/Throgs Neck	139,468	53,267	50,796	38.19	36.42	1.05	(2,471)
Manhattan	Chelsea/Clinton	33,364	20,526	19,607	61.52	58.77	1.05	(919)
Brooklyn	Downtown/Heights/Slope	58,328	23,408	22,661	40.13	38.85	1.03	(747)
Staten Island	Stapleton/St. George	46,913	19,397	18,980	41.35	40.46	1.02	(417)
Queens	Southeast Queens	61,114	16,199	16,107	26.51	26.36	1.01	(92)
Bronx	Kingsbridge/Riverdale	29,994	9,287	9,270	30.96	30.91	1.00	(17)
Manhattan	Upper West Side	31,538	15,536	15,657	49.26	49.64	0.99	121
Queens	Jamaica	134,719	45,813	46,355	34.01	34.41	0.99	542
Manhattan	Gramercy Park/Murray Hill	9,909	4,922	4,996	49.67	50.42	0.99	74
Staten Island	South Beach/Tottenville	31,842	8,390	8,728	26.35	27.41	0.96	338
Brooklyn	Greenpoint	49,140	9,112	9,485	18.54	19.30	0.96	373
Queens	Ridgewood/Forest Hills	76,683	17,730	19,134	23.12	24.95	0.93	1,404
Queens	Long Island City/Astoria	71,860	21,041	22,873	29.28	31.83	0.92	1,832
Staten Island	Willowbrook	20,710	5,004	5,581	24.16	26.95	0.90	577
Manhattan	Upper East Side	13,219	4,674	5,224	35.36	39.52	0.89	550
Queens	West Queens	229,929	68,271	77,793	29.69	33.83	0.88	9,522
Queens	Southwest Queens	124,369	33,190	38,415	26.69	30.89	0.86	5,225
Manhattan	Lower Manhattan	12,194	5,744	6,673	47.11	54.72	0.86	929
Brooklyn	Coney Island/Sheepshead Bay	136,183	23,227	27,800	17.06	20.41	0.84	4,573
Brooklyn	Borough Park	195,905	26,744	33,459	13.65	17.08	0.80	6,715
Brooklyn	Bensonhurst/Bay Ridge	80,319	11,180	14,859	13.92	18.50	0.75	3,679
Queens	Fresh Meadows	34,877	7,591	10,201	21.77	29.25	0.74	2,610
Manhattan	Union Sq./Lower Eastside	81,104	22,872	30,851	28.20	38.04	0.74	7,979
Brooklyn	Sunset Park	99,590	16,971	24,170	17.04	24.27	0.70	7,199
Manhattan	Greenwich Village/Soho	14,323	3,334	5,174	23.28	36.12	0.64	1,840
Queens	Bayside/Little Neck	19,932	2,236	3,724	11.22	18.68	0.60	1,488
Queens	Flushing/Clearview	116,900	17,342	29,251	14.83	25.02	0.59	11,909

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Potentially Preventable Visits (PPVs), based on proprietary 3M software, are emergency visits for ambulatory care sensitive conditions (ACSC) that may result from a lack of adequate access to care or ambulatory care coordination. These ambulatory sensitive conditions could be reduced or eliminated with adequate patient monitoring and follow up. Unlike with PQIs, which can be disease specific, there is only one PPV indicator which represents all potentially avoidable ED visit regardless of condition or disease.

PPV Events are observed or "actual" ED visits that meet the criteria of an ACSC visit as defined by the 3M software. The Observed Rate is the number of PPV events divided by the population. Risk Adjusted Expected Visits are PPV visits adjusted by age, gender and race/ethnicity. The Expected rate is the number of Expected visits divided by the population. Risk Adjusted Expected Rate is the observed PPV rate divided by the expected PPV rate, multiplied by the statewide PPV rate. A lower number is better.

Table 4. Medicaid Beneficiaries with a Respiratory Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	558,700	9.6%	35.3%	47.3%
NYC		3,595,868	348,955	9.7%	36.0%	44.9%
UHF Neighborhoods						
Queens	Rockaway	52,664	8,148	15.5%	43.8%	44.0%
Manhattan	East Harlem	65,008	9,304	14.3%	40.2%	55.6%
Bronx	Hunts Point/Mott Haven	102,165	14,577	14.3%	35.7%	50.4%
Manhattan	Chelsea/Clinton	33,022	4,432	13.4%	49.6%	51.2%
Manhattan	Upper West Side	31,499	3,860	12.3%	44.0%	48.4%
Bronx	Highbridge/Morrisania	157,071	19,125	12.2%	38.7%	52.1%
Bronx	Crotona/Tremont	158,601	18,698	11.8%	37.5%	53.4%
Manhattan	Central Harlem/Morningside Hgt	80,466	9,465	11.8%	39.9%	59.3%
Staten Island	Stapleton/St. George	46,686	5,435	11.6%	41.3%	48.6%
Brooklyn	Coney Island/Sheepshead Bay	136,160	15,846	11.6%	34.9%	25.3%
Bronx	Pelham/Throgs Neck	139,194	16,181	11.6%	36.4%	47.9%
Bronx	Fordham/Bronx Park	159,182	18,340	11.5%	39.1%	51.8%
Bronx	Kingsbridge/Riverdale	29,957	3,408	11.4%	43.7%	42.7%
Bronx	Northeast Bronx	75,167	8,496	11.3%	44.5%	48.9%
Brooklyn	Downtown/Heights/Slope	58,124	6,507	11.2%	42.1%	48.7%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	18,349	11.0%	41.3%	55.0%
Manhattan	Upper East Side	13,206	1,428	10.8%	49.6%	33.9%
Brooklyn	East New York	117,543	12,412	10.6%	36.8%	53.5%
Staten Island	Port Richmond	28,478	2,926	10.3%	33.9%	55.1%
Brooklyn	Williamsburg/Bushwick	128,474	13,152	10.2%	35.8%	52.3%
Manhattan	Gramercy Park/Murray Hill	9,839	994	10.1%	42.2%	52.0%
Manhattan	Union Sq./Lower Eastside	81,093	7,890	9.7%	33.9%	40.4%
Brooklyn	Canarsie/Flatlands	68,906	6,594	9.6%	39.2%	40.9%
Queens	Ridgewood/Forest Hills	76,645	7,060	9.2%	28.5%	32.7%
Brooklyn	Bensonhurst/Bay Ridge	80,271	7,316	9.1%	29.8%	23.7%
Staten Island	Willowbrook	20,550	1,871	9.1%	33.7%	34.2%
Manhattan	Washington Hgts/Inwood	143,590	12,911	9.0%	31.2%	44.1%
Staten Island	South Beach/Tottenville	31,799	2,827	8.9%	35.7%	37.4%
Manhattan	Lower Manhattan	12,054	1,006	8.3%	38.6%	45.7%
Queens	Jamaica	134,473	10,759	8.0%	34.2%	48.5%
Manhattan	Greenwich Village/Soho	14,273	1,129	7.9%	33.5%	25.2%
Queens	Fresh Meadows	34,868	2,713	7.8%	25.9%	33.7%
Brooklyn	Flatbush/E. Flatbush	135,688	10,306	7.6%	40.7%	47.8%
Queens	Long Island City/Astoria	71,850	5,436	7.6%	31.2%	39.6%
Brooklyn	Sunset Park	99,554	7,460	7.5%	25.5%	31.1%
Queens	Southwest Queens	124,306	8,733	7.0%	27.0%	42.1%
Queens	Flushing/Clearview	116,769	8,003	6.9%	30.6%	28.8%
Brooklyn	Borough Park	195,830	12,978	6.6%	29.9%	27.0%
Queens	West Queens	229,888	15,193	6.6%	26.2%	39.2%
Brooklyn	Greenpoint	49,127	3,114	6.3%	33.0%	39.2%
Queens	Southeast Queens	60,254	3,511	5.8%	33.4%	44.5%
Queens	Bayside/Little Neck	19,922	952	4.8%	25.6%	25.2%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 5. Medicaid Beneficiaries with a Cardiovascular Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	1,543,129	26.4%	40.0%	31.3%
NYC		3,595,868	1,085,013	30.2%	40.4%	28.1%
UHF Neighborhoods						
Brooklyn	Coney Island/Sheepshead Bay	136,160	78,135	57.4%	37.0%	14.4%
Queens	Rockaway	52,664	23,924	45.4%	47.7%	30.1%
Manhattan	Upper East Side	13,206	5,741	43.5%	46.0%	24.2%
Bronx	Kingsbridge/Riverdale	29,957	12,509	41.8%	47.9%	26.7%
Manhattan	Upper West Side	31,499	13,133	41.7%	48.0%	33.2%
Brooklyn	Bensonhurst/Bay Ridge	80,271	31,357	39.1%	32.8%	15.3%
Brooklyn	Canarsie/Flatlands	68,906	26,818	38.9%	43.2%	25.2%
Manhattan	Chelsea/Clinton	33,022	12,615	38.2%	48.2%	39.0%
Queens	Ridgewood/Forest Hills	76,645	27,747	36.2%	35.5%	20.2%
Manhattan	Union Sq./Lower Eastside	81,093	28,702	35.4%	34.2%	22.8%
Brooklyn	Downtown/Heights/Slope	58,124	19,812	34.1%	50.7%	34.6%
Manhattan	Greenwich Village/Soho	14,273	4,788	33.5%	30.8%	15.5%
Manhattan	Washington Hgts/Inwood	143,590	47,415	33.0%	37.4%	28.1%
Bronx	Northeast Bronx	75,167	24,796	33.0%	51.3%	33.1%
Manhattan	East Harlem	65,008	21,434	33.0%	50.2%	40.2%
Staten Island	Willowbrook	20,550	6,763	32.9%	39.2%	22.9%
Manhattan	Lower Manhattan	12,054	3,951	32.8%	34.6%	25.5%
Queens	Flushing/Clearview	116,769	37,374	32.0%	29.0%	16.6%
Staten Island	Stapleton/St. George	46,686	14,414	30.9%	46.4%	34.2%
Queens	Fresh Meadows	34,868	10,718	30.7%	28.7%	19.9%
Queens	Bayside/Little Neck	19,922	5,924	29.7%	24.7%	13.2%
Brooklyn	Borough Park	195,830	57,387	29.3%	34.5%	17.5%
Staten Island	South Beach/Tottenville	31,799	9,293	29.2%	38.0%	25.4%
Queens	Jamaica	134,473	38,881	28.9%	41.2%	30.8%
Queens	Southwest Queens	124,306	35,914	28.9%	35.5%	25.9%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	47,741	28.6%	49.0%	37.7%
Queens	Long Island City/Astoria	71,850	20,511	28.5%	37.5%	26.7%
Manhattan	Gramercy Park/Murray Hill	9,839	2,745	27.9%	42.1%	34.5%
Manhattan	Central Harlem/Morningside Hgt	80,466	22,268	27.7%	46.5%	42.5%
Brooklyn	Flatbush/E. Flatbush	135,688	37,531	27.7%	42.7%	30.5%
Bronx	Pelham/Throgs Neck	139,194	37,536	27.0%	43.1%	33.2%
Brooklyn	East New York	117,543	31,027	26.4%	44.8%	36.4%
Bronx	Highbridge/Morrisania	157,071	40,636	25.9%	44.4%	36.9%
Bronx	Fordham/Bronx Park	159,182	40,823	25.6%	44.8%	35.2%
Queens	Southeast Queens	60,254	15,411	25.6%	37.4%	28.7%
Brooklyn	Williamsburg/Bushwick	128,474	32,841	25.6%	45.0%	37.0%
Bronx	Crotona/Tremont	158,601	40,131	25.3%	44.0%	37.9%
Bronx	Hunts Point/Mott Haven	102,165	24,678	24.2%	44.5%	38.0%
Queens	West Queens	229,888	54,707	23.8%	32.1%	21.3%
Brooklyn	Greenpoint	49,127	10,796	22.0%	40.5%	25.0%
Brooklyn	Sunset Park	99,554	20,214	20.3%	31.7%	21.2%
Staten Island	Port Richmond	28,478	5,303	18.6%	43.2%	40.3%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 6. Medicaid Beneficiaries with a Congestive Heart Failure Condition Diagnosis

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence (Per 100,000)	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	90,070	1,543	61.2%	30.2%
NYC		3,595,868	62,821	1,747	61.6%	28.1%
UHF Neighborhoods						
Brooklyn	Coney Island/Sheepshead Bay	136,160	6,063	4,453	48.0%	13.4%
Bronx	Kingsbridge/Riverdale	29,957	1,109	3,702	60.7%	23.0%
Manhattan	Upper East Side	13,206	464	3,514	61.9%	17.2%
Queens	Rockaway	52,664	1,795	3,408	65.2%	29.1%
Manhattan	Upper West Side	31,499	941	2,987	64.3%	29.9%
Bronx	Northeast Bronx	75,167	2,033	2,705	67.4%	30.3%
Brooklyn	Canarsie/Flatlands	68,906	1,859	2,698	60.3%	24.3%
Manhattan	Chelsea/Clinton	33,022	832	2,520	69.2%	38.9%
Brooklyn	Downtown/Heights/Slope	58,124	1,333	2,293	68.5%	32.7%
Brooklyn	Bensonhurst/Bay Ridge	80,271	1,829	2,279	51.8%	16.2%
Queens	Ridgewood/Forest Hills	76,645	1,703	2,222	52.1%	20.7%
Manhattan	East Harlem	65,008	1,374	2,114	68.0%	40.5%
Brooklyn	Borough Park	195,830	3,580	1,828	51.3%	17.6%
Staten Island	Willowbrook	20,550	368	1,791	56.3%	20.4%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	2,935	1,756	68.0%	36.4%
Queens	Jamaica	134,473	2,255	1,677	62.4%	30.7%
Brooklyn	Flatbush/E. Flatbush	135,688	2,269	1,672	64.8%	29.9%
Brooklyn	Williamsburg/Bushwick	128,474	2,130	1,658	65.4%	38.2%
Manhattan	Central Harlem/Morningside Hgt	80,466	1,290	1,603	69.5%	43.2%
Bronx	Pelham/Throgs Neck	139,194	2,230	1,602	64.4%	31.4%
Staten Island	Stapleton/St. George	46,686	736	1,576	64.3%	31.4%
Manhattan	Greenwich Village/Soho	14,273	224	1,569	57.1%	16.1%
Manhattan	Washington Hgts/Inwood	143,590	2,245	1,563	64.8%	29.0%
Queens	Bayside/Little Neck	19,922	310	1,556	50.3%	14.8%
Manhattan	Lower Manhattan	12,054	187	1,551	56.1%	30.5%
Manhattan	Union Sq./Lower Eastside	81,093	1,255	1,548	59.3%	28.8%
Manhattan	Gramercy Park/Murray Hill	9,839	152	1,545	63.2%	36.8%
Queens	Fresh Meadows	34,868	534	1,531	52.4%	23.0%
Queens	Southeast Queens	60,254	884	1,467	59.8%	29.8%
Bronx	Fordham/Bronx Park	159,182	2,326	1,461	70.9%	33.5%
Brooklyn	East New York	117,543	1,706	1,451	66.2%	37.0%
Staten Island	South Beach/Tottenville	31,799	459	1,443	64.9%	24.2%
Bronx	Highbridge/Morrisania	157,071	2,242	1,427	68.6%	37.4%
Queens	Flushing/Clearview	116,769	1,646	1,410	56.7%	22.0%
Bronx	Crotona/Tremont	158,601	2,063	1,301	70.3%	39.3%
Queens	Long Island City/Astoria	71,850	916	1,275	64.1%	28.4%
Brooklyn	Greenpoint	49,127	614	1,250	64.7%	26.1%
Queens	Southwest Queens	124,306	1,533	1,233	62.4%	28.6%
Bronx	Hunts Point/Mott Haven	102,165	1,255	1,228	68.8%	36.2%
Queens	West Queens	229,888	2,049	891	62.3%	23.6%
Brooklyn	Sunset Park	99,554	862	866	56.7%	25.9%
Staten Island	Port Richmond	28,478	231	811	67.1%	38.5%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 7. Medicaid Beneficiaries with a Diabetes Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	562,637	9.6%	32.5%	31.2%
NYC		3,595,868	409,227	11.4%	32.3%	28.6%
UHF Neighborhoods						
Brooklyn	Coney Island/Sheepshead Bay	136,160	23,603	17.3%	30.0%	15.4%
Queens	Rockaway	52,664	8,424	16.0%	42.0%	29.8%
Manhattan	Upper West Side	31,499	4,461	14.2%	37.9%	33.7%
Brooklyn	Canarsie/Flatlands	68,906	9,754	14.2%	36.0%	24.9%
Manhattan	East Harlem	65,008	8,958	13.8%	40.4%	38.6%
Manhattan	Chelsea/Clinton	33,022	4,420	13.4%	38.3%	37.6%
Bronx	Kingsbridge/Riverdale	29,957	4,001	13.4%	40.7%	28.1%
Bronx	Northeast Bronx	75,167	9,869	13.1%	41.3%	33.6%
Manhattan	Union Sq./Lower Eastside	81,093	10,391	12.8%	27.5%	23.8%
Manhattan	Washington Hgts/Inwood	143,590	18,374	12.8%	29.7%	27.9%
Brooklyn	Downtown/Heights/Slope	58,124	7,416	12.8%	39.7%	34.7%
Queens	Southwest Queens	124,306	15,534	12.5%	23.6%	23.9%
Queens	Jamaica	134,473	16,526	12.3%	28.9%	29.6%
Manhattan	Upper East Side	13,206	1,582	12.0%	40.4%	25.2%
Queens	Ridgewood/Forest Hills	76,645	9,134	11.9%	27.7%	19.7%
Bronx	Pelham/Throgs Neck	139,194	16,221	11.7%	34.0%	33.4%
Brooklyn	Bensonhurst/Bay Ridge	80,271	9,282	11.6%	24.1%	15.4%
Staten Island	Stapleton/St. George	46,686	5,310	11.4%	39.5%	34.6%
Brooklyn	Flatbush/E. Flatbush	135,688	15,416	11.4%	34.4%	30.0%
Staten Island	Willowbrook	20,550	2,319	11.3%	29.9%	21.9%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	18,715	11.2%	40.3%	36.9%
Queens	Fresh Meadows	34,868	3,902	11.2%	21.2%	18.6%
Queens	Flushing/Clearview	116,769	12,964	11.1%	21.4%	15.8%
Queens	Long Island City/Astoria	71,850	7,959	11.1%	27.2%	25.9%
Manhattan	Central Harlem/Morningside Hgt	80,466	8,774	10.9%	36.9%	41.8%
Bronx	Hunts Point/Mott Haven	102,165	11,020	10.8%	35.9%	37.8%
Bronx	Fordham/Bronx Park	159,182	17,130	10.8%	37.3%	35.8%
Bronx	Highbridge/Morrisania	157,071	16,834	10.7%	37.7%	36.8%
Brooklyn	East New York	117,543	12,580	10.7%	35.4%	35.7%
Manhattan	Lower Manhattan	12,054	1,262	10.5%	32.3%	31.1%
Brooklyn	Williamsburg/Bushwick	128,474	13,297	10.3%	35.2%	36.8%
Bronx	Crotona/Tremont	158,601	16,367	10.3%	38.1%	37.8%
Manhattan	Greenwich Village/Soho	14,273	1,438	10.1%	25.3%	16.9%
Queens	Southeast Queens	60,254	6,003	10.0%	25.5%	27.1%
Queens	West Queens	229,888	22,717	9.9%	24.9%	20.6%
Brooklyn	Borough Park	195,830	18,996	9.7%	24.6%	17.8%
Manhattan	Gramercy Park/Murray Hill	9,839	929	9.4%	35.6%	38.0%
Queens	Bayside/Little Neck	19,922	1,795	9.0%	20.9%	13.8%
Staten Island	South Beach/Tottenville	31,799	2,673	8.4%	32.6%	24.7%
Brooklyn	Greenpoint	49,127	3,642	7.4%	29.7%	27.1%
Brooklyn	Sunset Park	99,554	7,054	7.1%	26.5%	21.7%
Staten Island	Port Richmond	28,478	2,009	7.1%	33.4%	39.4%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 8. Medicaid Beneficiaries with a Mental Health Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	1,328,558	22.8%	30.9%	45.8%
NYC		3,595,868	702,585	19.5%	32.3%	42.3%
UHF Neighborhoods						
Manhattan	Chelsea/Clinton	33,022	16,610	50.3%	41.4%	49.9%
Manhattan	Gramercy Park/Murray Hill	9,839	3,642	37.0%	38.9%	47.1%
Manhattan	Upper West Side	31,499	11,028	35.0%	36.5%	45.1%
Queens	Rockaway	52,664	17,488	33.2%	43.4%	40.2%
Manhattan	Lower Manhattan	12,054	3,994	33.1%	37.1%	48.2%
Manhattan	Upper East Side	13,206	4,158	31.5%	37.6%	38.3%
Manhattan	East Harlem	65,008	20,410	31.4%	37.6%	52.2%
Bronx	Kingsbridge/Riverdale	29,957	9,026	30.1%	37.5%	36.9%
Staten Island	South Beach/Tottenville	31,799	8,714	27.4%	30.3%	40.6%
Brooklyn	Downtown/Heights/Slope	58,124	15,868	27.3%	36.9%	46.0%
Staten Island	Stapleton/St. George	46,686	12,408	26.6%	39.0%	48.8%
Brooklyn	Coney Island/Sheepshead Bay	136,160	34,703	25.5%	28.2%	24.6%
Bronx	Hunts Point/Mott Haven	102,165	25,701	25.2%	31.7%	48.6%
Manhattan	Central Harlem/Morningside Hgt	80,466	19,986	24.8%	36.7%	53.6%
Manhattan	Greenwich Village/Soho	14,273	3,381	23.7%	38.3%	40.4%
Bronx	Crotona/Tremont	158,601	36,406	23.0%	34.1%	50.0%
Staten Island	Willowbrook	20,550	4,703	22.9%	29.5%	35.3%
Bronx	Fordham/Bronx Park	159,182	35,728	22.4%	33.1%	47.9%
Bronx	Pelham/Throgs Neck	139,194	30,833	22.2%	28.9%	43.6%
Bronx	Highbridge/Morrisania	157,071	34,754	22.1%	32.9%	49.0%
Bronx	Northeast Bronx	75,167	16,019	21.3%	37.5%	44.3%
Manhattan	Union Sq./Lower Eastside	81,093	16,891	20.8%	32.3%	42.9%
Manhattan	Washington Hgts/Inwood	143,590	29,748	20.7%	28.2%	40.1%
Queens	Ridgewood/Forest Hills	76,645	15,446	20.2%	25.1%	30.0%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	32,956	19.7%	37.6%	50.6%
Staten Island	Port Richmond	28,478	5,577	19.6%	31.8%	51.2%
Brooklyn	East New York	117,543	22,969	19.5%	33.6%	47.6%
Brooklyn	Williamsburg/Bushwick	128,474	24,881	19.4%	30.3%	48.5%
Brooklyn	Bensonhurst/Bay Ridge	80,271	14,138	17.6%	27.2%	27.8%
Brooklyn	Canarsie/Flatlands	68,906	11,728	17.0%	33.0%	35.4%
Queens	Fresh Meadows	34,868	5,652	16.2%	24.6%	34.2%
Brooklyn	Greenpoint	49,127	7,325	14.9%	27.3%	35.9%
Queens	Jamaica	134,473	19,784	14.7%	32.7%	44.2%
Queens	Long Island City/Astoria	71,850	10,432	14.5%	27.9%	39.5%
Brooklyn	Borough Park	195,830	26,941	13.8%	24.0%	24.1%
Brooklyn	Flatbush/E. Flatbush	135,688	17,611	13.0%	36.5%	43.0%
Queens	Flushing/Clearview	116,769	14,390	12.3%	29.9%	32.7%
Queens	Bayside/Little Neck	19,922	2,400	12.0%	24.9%	27.2%
Queens	Southwest Queens	124,306	14,752	11.9%	25.3%	38.6%
Queens	West Queens	229,888	26,313	11.4%	26.3%	36.2%
Queens	Southeast Queens	60,254	6,509	10.8%	37.2%	46.3%
Brooklyn	Sunset Park	99,554	10,227	10.3%	26.5%	35.9%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 9. Medicaid Beneficiaries with a Substance Use Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	370,898	6.4%	59.6%	59.9%
NYC		3,595,868	222,198	6.2%	65.0%	58.4%
UHF Neighborhoods						
Manhattan	Chelsea/Clinton	33,022	10,401	31.5%	71.6%	59.2%
Manhattan	Upper West Side	31,499	5,374	17.1%	63.9%	58.1%
Manhattan	Gramercy Park/Murray Hill	9,839	1,659	16.9%	69.5%	65.4%
Manhattan	East Harlem	65,008	9,878	15.2%	68.3%	61.2%
Manhattan	Lower Manhattan	12,054	1,603	13.3%	73.8%	66.0%
Manhattan	Central Harlem/Morningside Hgt	80,466	10,093	12.5%	66.2%	63.3%
Bronx	Hunts Point/Mott Haven	102,165	12,551	12.3%	61.5%	57.0%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	16,159	9.7%	65.8%	61.3%
Bronx	Crotona/Tremont	158,601	15,141	9.5%	67.0%	59.2%
Brooklyn	Downtown/Heights/Slope	58,124	5,464	9.4%	68.5%	63.7%
Staten Island	Stapleton/St. George	46,686	4,329	9.3%	70.7%	60.6%
Staten Island	South Beach/Tottenville	31,799	2,948	9.3%	61.3%	57.9%
Bronx	Highbridge/Morrisania	157,071	14,126	9.0%	65.5%	57.5%
Manhattan	Union Sq./Lower Eastside	81,093	6,788	8.4%	69.4%	62.1%
Manhattan	Greenwich Village/Soho	14,273	1,172	8.2%	71.6%	62.6%
Brooklyn	East New York	117,543	8,911	7.6%	64.3%	59.4%
Bronx	Fordham/Bronx Park	159,182	11,575	7.3%	66.3%	60.6%
Brooklyn	Williamsburg/Bushwick	128,474	8,983	7.0%	64.3%	60.6%
Manhattan	Upper East Side	13,206	910	6.9%	61.9%	55.7%
Staten Island	Port Richmond	28,478	1,885	6.6%	64.2%	62.7%
Queens	Rockaway	52,664	3,386	6.4%	62.8%	58.3%
Bronx	Pelham/Throgs Neck	139,194	8,820	6.3%	61.9%	52.2%
Bronx	Northeast Bronx	75,167	4,430	5.9%	66.2%	60.2%
Staten Island	Willowbrook	20,550	1,195	5.8%	62.4%	55.2%
Queens	Jamaica	134,473	7,496	5.6%	59.7%	56.6%
Brooklyn	Greenpoint	49,127	2,588	5.3%	70.4%	57.1%
Bronx	Kingsbridge/Riverdale	29,957	1,497	5.0%	68.1%	58.1%
Brooklyn	Flatbush/E. Flatbush	135,688	6,193	4.6%	65.9%	57.5%
Manhattan	Washington Hgts/Inwood	143,590	6,388	4.4%	65.7%	58.0%
Brooklyn	Coney Island/Sheepshead Bay	136,160	5,393	4.0%	62.1%	52.2%
Brooklyn	Canarsie/Flatlands	68,906	2,428	3.5%	62.9%	52.1%
Queens	Southeast Queens	60,254	2,045	3.4%	68.4%	62.0%
Queens	Fresh Meadows	34,868	1,115	3.2%	71.1%	53.3%
Queens	Ridgewood/Forest Hills	76,645	2,294	3.0%	53.4%	46.2%
Brooklyn	Bensonhurst/Bay Ridge	80,271	2,159	2.7%	56.3%	50.5%
Queens	Long Island City/Astoria	71,850	1,909	2.7%	56.1%	56.6%
Queens	Southwest Queens	124,306	2,488	2.0%	57.6%	53.8%
Brooklyn	Sunset Park	99,554	1,888	1.9%	56.3%	54.0%
Queens	West Queens	229,888	3,664	1.6%	60.0%	47.7%
Brooklyn	Borough Park	195,830	3,005	1.5%	58.4%	52.6%
Queens	Flushing/Clearview	116,769	1,617	1.4%	59.4%	47.6%
Queens	Bayside/Little Neck	19,922	250	1.3%	54.4%	47.6%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 10. Medicaid Beneficiaries with a HIV/AIDS Condition Diagnosis

		Medicaid Population	Population with a Diagnosis	Weighted Prevalence (Per 100,000)	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	53,901	924	25.3%	36.4%
NYC		3,595,868	49,984	1,390	25.1%	35.4%
UHF Neighborhoods						
Manhattan	Chelsea/Clinton	33,022	1,378	4,173	26.1%	35.6%
Manhattan	Gramercy Park/Murray Hill	9,839	290	2,947	29.0%	36.9%
Manhattan	Upper West Side	31,499	900	2,857	31.9%	43.6%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	4,199	2,512	26.8%	41.8%
Manhattan	Central Harlem/Morningside Hgt	80,466	1,902	2,364	27.3%	42.0%
Manhattan	Union Sq./Lower Eastside	81,093	1,902	2,345	19.3%	25.0%
Manhattan	Greenwich Village/Soho	14,273	321	2,249	19.6%	23.4%
Bronx	Hunts Point/Mott Haven	102,165	2,271	2,223	31.8%	43.2%
Manhattan	East Harlem	65,008	1,373	2,112	31.2%	41.4%
Bronx	Crotona/Tremont	158,601	3,292	2,076	32.1%	41.1%
Bronx	Highbridge/Morrisania	157,071	3,255	2,072	33.1%	39.8%
Bronx	Fordham/Bronx Park	159,182	3,111	1,954	27.5%	40.5%
Brooklyn	Flatbush/E. Flatbush	135,688	2,450	1,806	25.9%	37.2%
Bronx	Northeast Bronx	75,167	1,303	1,733	29.2%	42.9%
Brooklyn	Sunset Park	99,554	1,654	1,661	12.0%	9.8%
Brooklyn	East New York	117,543	1,870	1,591	26.7%	41.6%
Manhattan	Upper East Side	13,206	208	1,575	24.5%	30.8%
Bronx	Pelham/Throgs Neck	139,194	2,186	1,570	26.0%	37.9%
Brooklyn	Downtown/Heights/Slope	58,124	833	1,433	26.7%	40.1%
Brooklyn	Williamsburg/Bushwick	128,474	1,840	1,432	24.1%	42.1%
Queens	Rockaway	52,664	658	1,249	27.2%	43.3%
Staten Island	Stapleton/St. George	46,686	573	1,227	31.2%	41.5%
Manhattan	Washington Hgts/Inwood	143,590	1,624	1,131	25.4%	35.5%
Queens	Flushing/Clearview	116,769	1,273	1,090	9.4%	9.6%
Manhattan	Lower Manhattan	12,054	120	996	20.0%	25.8%
Queens	Jamaica	134,473	1,337	994	24.6%	39.3%
Staten Island	Port Richmond	28,478	280	983	27.9%	49.6%
Brooklyn	Canarsie/Flatlands	68,906	595	863	24.0%	32.6%
Bronx	Kingsbridge/Riverdale	29,957	256	855	28.5%	39.8%
Brooklyn	Bensonhurst/Bay Ridge	80,271	576	718	12.5%	9.7%
Queens	West Queens	229,888	1,501	653	13.7%	18.8%
Queens	Fresh Meadows	34,868	220	631	13.2%	16.8%
Queens	Bayside/Little Neck	19,922	125	627	8.8%	8.8%
Brooklyn	Borough Park	195,830	1,221	623	12.4%	15.8%
Queens	Southeast Queens	60,254	366	607	23.2%	37.7%
Queens	Ridgewood/Forest Hills	76,645	462	603	17.5%	29.4%
Brooklyn	Coney Island/Sheepshead Bay	136,160	798	586	17.2%	24.8%
Queens	Long Island City/Astoria	71,850	395	550	20.8%	30.6%
Queens	Southwest Queens	124,306	647	520	17.9%	34.9%
Staten Island	Willowbrook	20,550	98	477	26.5%	37.8%
Brooklyn	Greenpoint	49,127	227	462	24.2%	33.5%
Staten Island	South Beach/Tottenville	31,799	94	296	21.3%	33.0%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 11. Maternal and Child Health Indicators

		% Low Birth Weight	% Preterm Birth	% Medicaid or Self Pay Payer	% Late or No Prenatal Care	Teen Birth per 1000	Infant Death per 1000	Neonatal Death per 1000
NYS		8.1%	11.1%	50.0%	5.5%	24.4	4.8	3.3
NYC		8.5%	11.3%	59.5%	7.0%	25.3	4.4	2.9
UHF Neighborhoods								
Brooklyn	Bedford/Stuy/Crown Heights	11.7%	14.7%	69.5%	8.6%	31.7	6.4	3.7
Manhattan	Central Harlem/Morningside Hgt	11.3%	14.1%	62.2%	9.8%	30.4	8.0	5.4
Queens	Jamaica	11.3%	13.7%	54.0%	9.1%	27.4	7.5	4.8
Brooklyn	Canarsie/Flatlands	10.7%	14.8%	55.9%	8.3%	19.6	6.1	4.0
Brooklyn	Flatbush/E. Flatbush	10.6%	14.4%	69.2%	9.8%	21.5	4.9	3.3
Manhattan	East Harlem	10.4%	13.1%	72.5%	9.1%	40.9	4.9	3.8
Brooklyn	East New York	10.4%	14.7%	72.3%	9.0%	40.9	7.1	4.3
Queens	Southeast Queens	10.4%	13.0%	43.2%	7.1%	13.8	6.5	5.4
Bronx	Northeast Bronx	10.3%	12.4%	64.2%	12.9%	29.2	5.4	3.6
Bronx	Highbridge/Morrisania	9.8%	12.4%	82.2%	11.4%	45.6	5.5	3.2
Bronx	Hunts Point/Mott Haven	9.6%	12.7%	84.9%	11.3%	47.4	7.1	3.9
Queens	Southwest Queens	9.6%	11.8%	43.5%	6.3%	20.0	3.7	2.1
Bronx	Fordham/Bronx Park	9.5%	12.1%	80.5%	10.2%	36.8	4.8	3.3
Bronx	Pelham/Throgs Neck	9.3%	11.8%	66.1%	10.6%	29.4	3.9	2.5
Bronx	Crotona/Tremont	9.3%	12.3%	83.1%	11.3%	45.9	6.4	4.6
Staten Island	Port Richmond	8.9%	13.5%	62.3%	4.1%	36.4	6.0	2.9
Manhattan	Upper West Side	8.7%	10.1%	12.3%	3.0%	8.6	2.2	1.5
Manhattan	Chelsea/Clinton	8.6%	10.1%	18.0%	4.1%	14.3	4.2	2.5
Manhattan	Gramercy Park/Murray Hill	8.5%	10.0%	6.5%	2.9%	3.9	3.0	2.0
Queens	Rockaway	8.4%	11.6%	56.4%	9.4%	32.4	6.1	4.0
Staten Island	Stapleton/St. George	8.2%	11.4%	54.1%	4.5%	21.2	6.5	5.7
Brooklyn	Coney Island/Sheepshead Bay	8.0%	11.1%	62.2%	5.8%	23.6	4.1	2.2
Manhattan	Upper East Side	8.0%	8.7%	6.2%	2.7%	4.6	1.5	1.2
Manhattan	Washington Hgts/Inwood	7.9%	11.0%	69.6%	7.4%	33.5	4.1	2.0
Staten Island	Willowbrook	7.9%	10.3%	33.8%	2.5%	9.1	3.9	2.8
Manhattan	Lower Manhattan	7.8%	9.8%	11.7%	3.1%	3.4	0.7	0.7
Brooklyn	Williamsburg/Bushwick	7.8%	11.7%	80.2%	7.3%	37.5	5.5	3.3
Queens	Long Island City/Astoria	7.7%	10.6%	50.6%	10.9%	18.0	3.7	2.3
Bronx	Kingsbridge/Riverdale	7.7%	10.2%	43.1%	5.3%	17.5	3.5	3.2
Manhattan	Union Sq./Lower Eastside	7.5%	10.4%	54.1%	4.3%	17.9	2.1	1.1
Staten Island	South Beach/Tottenville	7.4%	10.6%	23.8%	2.1%	4.5	4.0	3.4
Manhattan	Greenwich Village/Soho	7.1%	8.3%	15.5%	1.7%	2.1	1.1	1.1
Brooklyn	Bensonhurst/Bay Ridge	6.9%	10.6%	55.7%	5.2%	15.2	4.5	2.7
Queens	Ridgewood/Forest Hills	6.9%	9.3%	44.9%	5.1%	15.4	3.3	2.6
Queens	Fresh Meadows	6.8%	8.7%	42.0%	3.9%	9.6	2.9	1.6
Brooklyn	Downtown/Heights/Slope	6.8%	9.0%	28.8%	2.6%	18.6	2.8	1.8
Queens	West Queens	6.8%	10.8%	78.1%	8.9%	33.3	4.3	3.0
Queens	Bayside/Little Neck	6.7%	8.7%	27.5%	2.6%	4.1	2.0	2.0
Brooklyn	Borough Park	6.2%	8.6%	72.5%	3.5%	20.1	2.3	1.4
Queens	Flushing/Clearview	6.2%	8.4%	61.3%	5.2%	10.1	2.8	1.9
Brooklyn	Sunset Park	5.8%	8.5%	90.0%	4.0%	37.5	2.1	1.7
Brooklyn	Greenpoint	5.4%	8.2%	62.1%	3.4%	16.6	2.5	1.8

Source: 2010-2012 New York State Vital Statistics County/ZIP Code Perinatal Data Profile as of March, 2014, accessed December, 6 2014, <http://www.health.ny.gov/statistics/chac/perinatal/index.htm>.

* Preterm Births –prior to 37 weeks of gestation; Low Birth Weight– weight between 100-2499 grams; Late or No Prenatal care– initiated during the third trimester of pregnancy or not at all; Teen Birth – Births to females ages 15-19; Infant Deaths –occurred at less than twelve months of age; Neonatal Deaths –occurred at less than 28 days of age. Total Births are over three year time period.

Appendix 3. Evaluation of 2013 Implementation Plan

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Supporting Data and Data Sources
Housing for Disabled Persons	Provide Housing through NYCHA 504 Housing, CAMBA, Assisted Living Programs, NYS' Nursing Home and Transition and Diversion Waiver and TBI Programs and the 99th Street Housing Project	Yes	<p>Target Population: LTACH Patients/Nursing Facility (SNF)Residents</p> <p>Goal: Increase discharges to the community by identifying housing opportunities for the disabled.</p> <p>Plan: Partner with government agencies and community based organizations to provide greater access to housing options.</p> <p>Outcome: 183 safe discharges to the community were achieved from August 2012 to November 2013. Successful established linkages with <i>several governmental agencies and programs continue to date:</i></p> <ul style="list-style-type: none"> • The Nursing Home Transitional Diversion Program (NHTD); • NYCHA referrals tracked with NYCHA officials on a monthly basis; • Placement of residents in non-profit housing developments such as the 99th Street; • Assisted living programs and adult care facilities; • Aligning with the Center for Urban Community Services (CUCS) to provide information regarding mental health supportive housing across NYC. Services include: referral assistance through the SPOA Housing and NY/NY Referral Assistance Programs as well as phone consultation on housing options, effective documentation and referral. 	
Mental / Behavioral Health	<ul style="list-style-type: none"> - Develop Workgroup to Assess and Treat Early Signs of Depression by Developing Protocol for Care Plan Based on Depression Screen Score - Enhance Existing Activities to Address Substance Abuse and Associated Behaviors - Coordinate Workgroup to Assess Needs of Population and Identify Future Community Needs 	No, See Result or Impact	<p>Target Population: LTACH Patients/SNF Residents</p> <p>Goal: Improve mental health services, including early detection and treatment for depression as well as effective intervention for substance use.</p> <p>Plan: Create workgroup to establish an improved protocols and practices for mental health.</p> <p>Outcome: This initiative was not actualized due to a change in the patient population served since the move from Goldwater to Carter. At Carter, there has been an increase in the acuity level and a decrease in number of patients with HIV as an active diagnosis. Prior to our relocation from Goldwater to Carter, there was a large patient population receiving methadone. However, substance abuse is no longer a significant issue of concern in the current patient population served.</p> <p>In Carter, there is a consistent process for identifying mental/psychosocial needs. This is promptly addressed through primary care and psychiatry. We have full-time psychiatrists and psychologists onsite to meet the needs of the patient population.</p>	
Diabetes Management	<ul style="list-style-type: none"> - Develop Peer Workgroup to Partner with Community Based Organizations that Provide Diabetes Management and Education Services 	Yes	<p>Target Population: LTACH Patients</p> <p>Goal: Improve diabetes management in care, education and training of patients.</p> <p>Plan: Create workgroup to establish an improved process in diabetes management and education.</p> <p>Outcome: The current diabetes management process in Carter LTACH is comprehensive. At admission, MD, RN and Dietician educate the patient and family on Diabetes – impact of disease progression, dietary and medication management and other needs. Dietary management is based on American Diabetes Association recommendations. Every two weeks, the patient/family are invited to join the Interdisciplinary Care Planning team to discuss the current status of the patient and the ensuing plan of care. Part of the discussion at the interdisciplinary care planning meeting includes the discussion on the discharge potential, and a review of the patient and family educational needs.</p> <p>The outcomes show a significant improvement over the last 3 years in HbA1C (blood glucose) and Blood Pressure control. Percent of diabetic patients with “HbA1C greater than 9” went down from 6.8% (2013) to 0.6% (2015). Percent of diabetic patients with “BP less than 140/90” went from 83% (2014) to 91.9% (2015).</p>	
Dementia Care	<ul style="list-style-type: none"> - Develop Protocol for Early Detection, 	Yes	<p>Target Population: LTACH Patients/SNF Residents</p>	

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Supporting Data and Data Sources
	<p>Assessment and Treatment</p> <ul style="list-style-type: none"> - Reduce Unnecessary Psychotropic Medication Use by Assessing Patient Behavior and Use of Psychotropic Medication Quarterly - Increase Outreach to Families - Expand Music and Memory Program 		<p>Goal: Improve dementia care through increased programming and reduced use of anti-psychotic medications.</p> <p>Plan: Create workgroup to establish improved protocols and practices for dementia care.</p> <p>Outcome: During the transition from Goldwater to Carter, we've met the community need by expanding our Memory Care (Dementia) Program to over 100 specialized beds while enhancing our dementia care services in Coler Rehabilitation & Nursing Care Center. The use of antipsychotics in Coler Memory Care Units has reduced from 30% to 18% (from last quarter of 2014 to last quarter of 2015), as compared to the national average of 18.6% in nursing homes. Many of the Goldwater LTACH patients with dementia, such as HIV patients with AIDS-related dementia, were transferred to a lower level of care either to the nursing facility or in the community.</p> <p>Currently, in the context of higher clinical acuity patients since the move from Goldwater to Carter, the clinical focus of dementia care at Carter has shifted to the management of acute behavioral/psychiatric presentations more prevalent in the acute care settings, such as Delirium, and commensurate with patient/family support.</p>	
Patient Experience	<ul style="list-style-type: none"> - Continue Quarterly Grievance Committee Meetings - Conduct Patient Focus Groups to Ascertain Protocols for Better Patient Experiences - Implement "Patient First Program" 	Yes	<p>Target Population: LTACH Patients/SNF Residents</p> <p>Goal: Improve patient experience in the priority areas of improvement in communication, respect and dignity, responsiveness of staff to patient needs and food selection.</p> <p>Plan: Create workgroup to consistently make improvements in patient experience over time.</p> <p>Outcome: There are two workgroups that are actively addressing patient experience. First, the Grievance Committee meets quarterly to review and make improvements on grievances received. Second, the Patient Experience Committee meets monthly. The later committee is a group of clinical and non-clinical leaders that are engaged in developing and implementing action plans for patient experience. We have achieved improvement in our survey scores and will continue to pursue patient experience efforts. Overall, our LTACH patient experience survey mean score has increased from 60.3 (2013) to 77.7 (2015). From 2013 to 2015, the physician score has increased from 65.7 to 71.1, the nurse score has increased from 60.6 to 69.1 and meals have improved from 56.3 to 76.3.</p>	

Appendix 4. Community Resources

Appendix 4 is a listing of health and social services available to low-income, uninsured, and underinsured individuals in the neighborhoods included in the primary service area of NYC Health + Hospitals, sorted by borough and neighborhood. Organization services are in the following categories: Dental, Vision, Adult Day Health, Health center, Insurance enrollment, Home Health, Hospital, Nursing Home, Prescription Drug, Immigration Support, Mental Health-Inpatient, Mental Health-Ambulatory, Substance Use, Social Services, Financial Assistance, and Wellness/Prevention.

Source: Health Information Tool for Empowerment (HITE), a program of the not-for-profit Foundation affiliate of the Greater New York Hospital Association (GNYHA). <http://www.hitesite.org/Default.aspx>. Accessed 3/11/2016.

When preparing for discharge to a lower level of care, Carter LTACH patients are connected with the appropriate community-based clinical and support services based on their geographic and provider preferences. This ensures a smooth transition and coordination of care once discharged. Patients are often discharged to nursing homes as the most appropriate next step in their journey. Alternatively they may be discharged directly into the community and connected with the proper outpatient clinic appointments, home care, adult day care and other social services as needed.

Some of the many community resources most commonly used by our patients include:

Outpatient Clinics & Inpatient Hospital Services

- NYC Health + Hospitals/Bellevue (Hospital, Outpatient Clinic)
- NYC Health + Hospitals/Metropolitan (Hospital, Outpatient Clinic)
- NYC Health + Hospitals/Harlem (Hospital, Outpatient Clinic)
- NYC Health + Hospitals/Lincoln (Hospital, Outpatient Clinic)
- NYC Health + Hospitals/Kings County (Hospital, Outpatient Clinic)
- Mount Sinai Health System
- New York-Presbyterian/Columbia University Medical Center

Nursing Home Services

- NYC Health + Hospitals/Coler Rehabilitation and Nursing Care Center
- Northern Manhattan (nursing home and adult day care)
- Greater Harlem
- Terrence Cardinal Cooke
- Bronx-Lebanon

Home Care/Adult Day Care/Other

- NYC Health + Hospitals/ Health and Home Care
- Visiting Nurse Service of NY (home care)
- Americare (home care)
- Extended Care (home care)
- CASA (HRA, Medicaid home care)
- Calvary Home Care and Hospice
- Union Settlement (adult day care)
- Providence Rest Adult Day Care

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
SEBNC - Leisurely Yours After-School Program	3289 Third Avenue, Bronx, NY 10456																
SEBNC - United Day Habilitation Program	3289 Third Avenue, Bronx, NY 10456												Y		Y		
SEBNC - Youth Activity and Night Center	955 Tinton Avenue, 1st Floor, Bronx, NY 10456														Y		
Service For The Underserved, Inc. (SUS)- Central Admissions for Substance Abuse Treatment	1600 Macombs Road, Bronx, NY 10452													Y	Y		
Steinway Child and Family Services - Courtlandt Avenue Clinic	522 Courtlandt Avenue, Bronx, NY 10451												Y				
SUS/Palladia - Comprehensive Treatment Institute - Bronx	1366 Inwood Avenue, Bronx, NY 10452													Y			
The Bronx Health Link	851 Grand Concourse, Room 914, Bronx, NY 10451														Y		Y
The Dannelisse Corporation - Bronx Office	349 East 149th Street, Suite 605, Bronx, NY 10451														Y		
The Momentum Project - The Church of God of Prophecy	85 East 165th Street, Bronx, NY 10452														Y		Y
The Neighborhood Association for Inter-Cultural Affairs (NAICA)	1075 Grand Concourse, Suite 1B, Bronx, NY 10452														Y	Y	
University Behavioral Associates - Supporting Healthy Relationships Program	334 East 148th Street, 2nd Floor, Bronx, NY 10451														Y		Y
University Consultation and Treatment Center - Ehrlich Apartment Program	1020 Grand Concourse, Suite 7, Bronx, NY 10451														Y		
Urban Horizons Family Health Center - COMPASS Program	50 East 168th Street, Bronx, NY 10452				Y	Y									Y		Y
Volunteers of America - Eden House	50 West Mount Eden Avenue, Bronx, NY 10452														Y		
We Stay/Nos Quedamos, Inc.	754 Melrose Avenue, Bronx, NY 10451														Y	Y	
West Bronx Recreation Center	1527 Jesup Avenue, Bronx, NY 10452																Y
WHEDCO - Education and Youth Development	1220 Gerard Avenue, Located within PS/MS 218, Bronx, NY 10452														Y		
WHEDCO - Family Day Care Microenterprise Network	50 East 168th Street, Bronx, NY 10452														Y		
WHEDCO - Family Support Program	50 East 168th Street, Bronx, NY 10452														Y	Y	
Woodycrest Center for Human Development, Inc. - Main Office and Work Readiness Program	153 West 165th Street, Bronx, NY 10452														Y		
Woodycrest Center for Human Development, Inc. - Parent Support and Out of School Time Programs	175 West 166th Street, Room 113, Bronx, NY 10452														Y		
YMCA of Greater New York - Y Roads Center - Bronx	332 East 149th Street, Bronx, NY 10451														Y		
Hunts Point- Mott Haven																	
Abraham House	340 Willis Avenue, Bronx, NY 10454										Y				Y		
Abundant Life Tabernacle - Food Pantry	2692 Third Avenue, Bronx, NY 10454														Y	Y	
Acacia Network, Inc. - La Casa de la Salud/Community Health Center	966 Prospect Avenue, Bronx, NY 10459	Y			Y										Y		Y
America Works, Inc. - Back to Work Program - Bronx	424 East 147th Street, 3rd Floor, Bronx, NY 10455										Y				Y		
ArchCare at San Vicente de Paul Skilled Nursing and Rehabilitation Center	900 Intervale Avenue, Bronx, NY 10459								Y								
Argus Community - Harbor House I	402 East 156th Street, Bronx, NY 10455														Y		
Association for Energy Affordability, Inc. (AEA) - Weatherization Assistance Program	105 Bruckner Boulevard, Bronx, NY 10454															Y	
Baltic Street Advocacy, Employment, and Housing (AEH), Inc. - Bronx Home Works	369 East 148th Street, Lower Level, Bronx, NY 10455														Y	Y	
Baltic Street Advocacy, Employment, and Housing (AEH), Inc. - Bronx Self-Help & Advocacy Center	369 East 148th Street, Lower Level, Bronx, NY 10455														Y		
Banana Kelly Community Improvement	863 Prospect Avenue, Bronx, NY 10459														Y		
Betances Senior Center	607 Concord Avenue, Bronx, NY 10455														Y		
BOOM!Health - Go Girl!	953 Southern Blvd, Suite 201, Bronx, NY 10459														Y		
BOOM!Health - Prevention and Service Center	953 Southern Boulevard, Bronx, NY 10459														Y	Y	Y
Bowery Residents' Committee - HomePlus	357 East 145th St., Bronx, NY 10454														Y		
Bowery Residents' Committee - SPAN Bronx	500 Bergen Avenue, Bronx, NY 10455														Y		
Bronx Spanish Evangelical Church - Meal Program	800 East 156th Street, Bronx, NY 10455														Y	Y	
BronxCare - Tiffany Medical & Pediatric Practice	853 Tiffany Street, Bronx, NY 10459				Y	Y											Y
BronxWorks - Betances Community Center	547 East 146th Street, Bronx, NY 10455														Y		Y
BronxWorks - E. Roberts Moore Senior Center	515 Jackson Avenue, Bronx, NY 10455														Y		
BronxWorks - Employment Services	391 East 149th Street, 5th floor, Rm. 520, Bronx, NY 10455														Y		
BronxWorks - Family Eviction Prevention Supplement Program	630 Jackson Avenue, 3rd Floor, Bronx, NY 10455														Y	Y	
BronxWorks - Southern Boulevard	630 Southern Boulevard, Bronx, NY 10455														Y		
Cardinal McCloskey Emergency Food Pantry & Family Outreach	953 Southern Blvd., Bronx, NY 10459														Y	Y	
Casita Maria, Inc.	928 Simpson Street, 6th Floor, Bronx, NY 10459														Y		
Catholic Charities Community Services	402 East 152nd Street, Main Floor, Bronx, NY 10455														Y	Y	
Community Healthcare Network - Bronx Health Center	975 Westchester Avenue, Bronx, NY 10459				Y	Y							Y	Y	Y		Y

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Creative Lifestyles, Inc.	67 Bruckner Boulevard, Bronx, NY 10454														Y		Y
Dominican Sisters Family Health Services - Bronx	279 Alexander Avenue, Bronx, NY 10454						Y								Y	Y	
Dominican Sisters Family Health Services - Nursing Department	279 Alexander Avenue, Bronx, NY 10454						Y										
Early Childhood Services - East Side House Settlement	375 East 143rd Street, Bronx, NY 10454														Y		Y
East Side House Settlement - Pre-K/Head Start (Mill Brook Center)	201 St. Ann's Avenue, Bronx, NY 10454														Y		
East Side House Settlement - Pre-K/Head Start (Mott Haven Center)	375 East 143rd Street, Bronx, NY 10454														Y		
East Side House Settlement - Pre-K/Head Start (Winifred Wheeler Center)	200 Alexander Avenue, Bronx, NY 10454														Y		
East Side House Settlement - Social Services	337 Alexander Avenue, Bronx, NY 10454														Y		
East Side House Settlement - Youth Services	337 Alexander Avenue, Bronx, NY 10454														Y		
Friends 2 Fathers	391 East 149th Street, Room 414 B-C, Bronx, NY 10455														Y		
Girls Prep - Bronx Elementary	681 Kelly Street, Room 205, Bronx, NY 10455														Y		
Goodwill Industries - Bronx Employment Support and Training	384 East 149th Street, Room 622, Bronx, NY 10455														Y		
Grace Outreach	378 East 151st Street, Fifth Floor, Bronx, NY 10455														Y		
Harmony at 154 Social Adult Day Care Center	367 East 154th street, Bronx, NY 10454														Y		
Health People - Community Preventive Health Institute	552 Southern Boulevard, Bronx, NY 10455														Y		Y
Hispanic AIDS Forum (HAF) - Bronx	975 Kelly Street, 4th Floor, Suite 402, Bronx, NY 10459														Y		Y
Homes for the Homeless - Prospect Family Support Center	730 Kelly Street, Bronx, NY 10455														Y		
Hope Case Management	368 East 148th Street, Bronx, NY 10455														Y		
Institute for Mediation and Conflict Resolution (IMCR)	384 East 149th Street, Suite 330, Bronx, NY 10455														Y		
JBFC - South Bronx Counseling Center	412-424 East 147th Street, 4th Floor, Bronx, NY 10455												Y		Y		
Latino Youth In Action (LYIA)	975 Kelly Street, Suite 402, Bronx, NY 10459														Y		
Leon Senior Center	735 East 152nd Street, Bronx, NY 10455														Y		
Lincoln Recovery Center	545 East 142nd Street, Lower Level, Bronx, NY 10454													Y			
Lupus Cooperative of New York - Bronx Division	1070 Southern Blvd., 1st Floor, Bronx, NY 10459														Y	Y	
Melrose Mott Haven Senior Center	372 East 152nd Street, Bronx, NY 10455														Y		
Mental Health Association of NYC - Family Resource Center - Northern and Southern Bronx	975 Kelly Street, Suite 301, Bronx, NY 10459														Y		
Mental Health Association of NYC - The Adolescent Skills Center	975 Kelly Street, Suite 302, Bronx, NY 10459														Y		
Mercy Center	377 East 145th Street, Bronx, NY 10454										Y				Y		Y
MHA of NYC - Another Way	975 Kelly Street, Suite 302, Bronx, NY 10459														Y		
Mitchel Senior Center	188 Lincoln Avenue, Bronx, NY 10454														Y		
Morris Heights Health Center - 137th Street	625 East 137th Street, Bronx, NY 10454	Y			Y	Y									Y		
Mott Haven Community Partnership	555 Bergen Ave, 4th Floor, Bronx, NY 10455														Y		
Narco Freedom - New Beginnings Community Counseling Center	2780 Third Avenue, Bronx, NY 10455												Y		Y		
Neighborhood Coalition for Shelter (NCS) - OPTIONS Program	1323 Louis Nine Boulevard, Bronx, NY 10459														Y		
Neighborhood Coalition for Shelter (NCS) - Transitions	401 East 142nd Street, Bronx, NY 10454														Y		
Neighborhood Self-Help by Older Persons Project (SHOPP)	953 Southern Boulevard, Suite 203, Bronx, NY 10459									Y					Y		
Odyssey House - Outpatient Services	953 Southern Boulevard, Suite 301, Bronx, NY 10459													Y			
Per Scholas	804 East 138th St., Bronx, NY 10454														Y		
Police Athletic League - New South Bronx	991 Longwood Avenue, Bronx, NY 10459														Y		Y
Presbyterian Senior Services (PSS) - Davidson Neighborhood Center	950 Union Avenue, Bronx, NY 10459														Y		Y
Prospect Montefiore Dental Clinic	951 Prospect Avenue, Bronx, NY 10459	Y															
PSCH - Bronx Assertive Community Treatment (ACT) Team	987 Prospect Avenue, Bronx, NY 10459													Y			
Saint Dominic's Home - Bronx Office	853 Longwood Avenue, Bronx, NY 10459														Y		
Saint Mary's Recreation Center	450 St. Ann's Avenue, Bronx, NY 10455																Y
Sebco Neighborhood Senior Center	887 Southern Boulevard, Bronx, NY 10459														Y		
Segundo Ruiz Belvis Diagnostic & Treatment Center	545 East 142nd Street, Bronx, NY 10454	Y			Y	Y										Y	Y
Services for the Underserved - Adult Day Habilitation Program - 149th Street	391 East 149th Street, Bronx, NY 10455														Y		
Services for the Underserved - South Bronx Day Habilitation Program - 163rd Street	1029 East 163rd Street, 2nd Floor, Bronx, NY 10459														Y		
Sheltering Arms Children and Family Services - Bronx	500 Bergen Avenue, Bronx, NY 10455														Y		Y
SoBRO - Business Development Services	555 Bergen Avenue, Bronx, NY 10455														Y	Y	
SoBRO - Education & Career Development	555 Bergen Avenue, Bronx, NY 10455										Y				Y		

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
	NY 10462																
JASA - East Bronx Case Management	1354 White Plains Road, Bronx, NY 10462														Y		
JASA - Van Cortlandt Senior Center	3880 Sedgewick Avenue, Bronx, NY 10462														Y		
Mechler Hall Senior Center	2158 Watson Avenue, (entrance behind church in the basement), Bronx, NY 10472														Y		
Montefiore Medical Group - Bronx East	2300 Westchester Avenue, Bronx, NY 10462	Y	Y		Y	Y											
Montefiore Medical Group - Castle Hill Family Practice	2175 Westchester Avenue, Bronx, NY 10462				Y	Y											Y
Montefiore Medical Group - White Plains Road	2100 White Plains Road, Bronx, NY 10462				Y	Y											
Muslim Women's Institute for Research and Development - The Benedict Avenue Community Food Pantry	2044 Benedit Avenue, Bronx, NY 10462														Y	Y	
Office of Adult Career and Continuing Education Services (ACCES) - Vocational Rehabilitation (VR)	1215 Zerega Avenue, Bronx, NY 10462														Y		
Parkchester Enhancement Program (PEP) for Seniors NORC Program	1525 Unionport Rd., Apt. #ME, Bronx, NY 10462														Y		
Rebekah Rehab & Extended Care Center	1070 Havemeyer Avenue, Bronx, NY 10462								Y								
Regional Aid for Interim Needs (RAIN) - One Stop Program	1380 Metropolitan Avenue, Bronx, NY 10462														Y		
Regional Aid for Interim Needs (RAIN) - Parkchester Senior Center	1380 Metropolitan Avenue, 2nd Floor, Bronx, NY 10462														Y		
Services for the Underserved - Lydig Avenue	708 Lydig Avenue, Bronx, NY 10462														Y		
South Bronx Educational Foundation - Rosedale Center	1724 East 174th Street, Bronx, NY 10472														Y		
St. Barnabas Hospital - Bronx Park Medical Pavilion	2016 Bronxdale Avenue, Bronx, NY 10462	Y	Y		Y										Y		Y
St. Paul's Evangelical Lutheran Church - Food Pantry	1891 McGraw Avenue, Bronx, NY 10462														Y	Y	
United Cerebral Palsy of NYC - Harbor Residence	2190 Barnes Avenue, Bronx, NY 10462														Y		
Urban Health Plan - St. Lawrence Community Health Center	1764 Westchester Avenue, (Corner of St. Lawrence Avenue), Bronx, NY 10472				Y	Y											Y
Volunteers of America - Commonwealth Veterans' Residence	1150 Commonwealth Avenue, Bronx, NY 10472														Y		
YMPJ - Center for Education for Liberation	1384 Stratford Avenue, Bronx, NY 10472										Y				Y		
YMPJ Center for Community Justice (CCJ)	1384 Stratford Avenue, Bronx, NY 10462										Y				Y		
YMPJ Center for Wellness	1384 Stratford Avenue, Bronx, NY 10472																Y
Brooklyn:																	
Bedford- Stuy- Crown Heights																	
ACT Team - Services for the Underserved (SUS)	2010 Atlantic Ave, Brooklyn, NY 11233													Y			
Ancient Song Doula Services	375 Stuyvesant Avenue, Second Floor, Brooklyn, NY 11233																Y
Bed-Stuy Campaign Against Hunger	2010 Fulton Street, Brooklyn, NY 11233					Y									Y	Y	Y
BMS Institute for Specialty and Integrative Services (ISIS @ Bristol)	259 Bristol Street, 3rd floor, Brooklyn, NY 11212				Y	Y											Y
BMS WIC Program - Faith Hope & Charity Day Care Center	408 Rockaway Ave, Brooklyn, NY 11212															Y	Y
Brookdale Family Care Center - Bristol Street	1380 Linden Boulevard, (at Bristol Street), Brooklyn, NY 11212				Y	Y											Y
Brookdale Family Care Center - Eastern Parkway	1873 Eastern Parkway, (at Atlantic Avenue), Brooklyn, NY 11233				Y	Y											Y
Brookdale Medical Center - Children's Inpatient Mental Health Services	One Brookdale Plaza, Brooklyn, NY 11212											Y					
Brookdale Medical Center - Children's Outpatient Mental Health Services	One Brookdale Plaza, 12th Floor, Brooklyn, NY 11212												Y				
Brookdale University Hospital Ambulatory Care Center	One Brookdale Plaza, Brooklyn, NY 11212	Y	Y		Y	Y											Y
Brookdale University Hospital and Medical Center - Adult Mental Health Services	One Brookdale Plaza, Brooklyn, NY 11212											Y	Y		Y		
Brookdale University Hospital and Medical Center - Dental Clinic	One Brookdale Plaza, Brooklyn, NY 11212	Y															
Brookdale University Hospital and Medical Center	One Brookdale Plaza, Brooklyn, NY 11212							Y									
Brookdale Urgent Care Center	1235 Linden Boulevard, Brooklyn, NY 11212				Y												
Brooklyn Community Services - Atlantic Avenue Early Learning Center	1825 Atlantic Avenue, Brooklyn, NY 11233														Y		
Brooklyn Jubilee - Community Meal Legal Help Desk at Gethsemane Baptist Church of Deliverance	144 Newport Street, Brooklyn, NY 11212														Y		Y
Brooklyn Public Library - The Place - Saratoga	8 Thomas S. Boyland Street, Brooklyn, NY 11233														Y		
Brownsville Child Health Clinic	259 Bristol Street, Brooklyn, NY 11212				Y	Y											
Brownsville Multi-Service (BMS) Family Health Center - Main Site	592 Rockaway Avenue, Brooklyn, NY 11212	Y	Y		Y	Y							Y		Y	Y	Y
Brownsville Multi-Service Family Health Center - Life & Wellness Center	408 Rockaway Avenue, Brooklyn, NY 11212					Y									Y	Y	Y
Brownsville Recreation Center	1555 Linden Boulevard, Brooklyn, NY 11212																Y
CAMBA - Beacon Center at I.S. 271	1137 Herkimer Street, Brooklyn, NY 11233														Y		
CAMBA - The Gathering Place Homeless Drop-In Center	2402 Atlantic Avenue, Brooklyn, NY 11233														Y	Y	
CHAD Home Health Agency	1430 Pitkin Avenue, Brooklyn, NY 11233							Y									
Community Parents, Inc. - Community Parents Head Start	90 Chauncey Street, Brooklyn, NY 11233														Y		

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Dr. Susan Smith McKinney Nursing & Rehabilitation Center	594 Albany Avenue, Brooklyn, NY 11203			Y					Y								
EmblemHealth Small Steps Free Classes - Flatbush	157 St. Paul's Place, St. Paul's Episcopal Church, Brooklyn, NY 11226																Y
Erasmus Neighborhood Federation (ENF)	814 Rogers Avenue, Brooklyn, NY 11226									Y					Y		
Family Health Services - Lefferts Avenue	840 Lefferts Avenue, Brooklyn, NY 11203				Y												Y
Family Services Network of New York - Community Follow-up Program	123 Linden Blvd., Brooklyn, NY 11226														Y		
Flatbush Development Corporation	1616 Newkirk Avenue, Brooklyn, NY 11226									Y					Y		
HCC, Inc.	123 Linden Boulevard, 3rd Floor, Brooklyn, NY 11226									Y		Y	Y	Y	Y		Y
HeartShare St. Vincent's Services - East Brooklyn Family Service Center	123 Linden Boulevard, Brooklyn, NY 11226														Y		Y
HEAT (Health & Education Alternatives for Teens)	760 Parkside Avenue, #308, Brooklyn, NY 11226				Y										Y		Y
Interborough Developmental and Consultation Center - Crown Heights Clinic	921 East New York Avenue, Brooklyn, NY 11203												Y				
Kings County Hospital - Comprehensive Alcoholism Outpatient Center	451 Clarkson Avenue, R Building, Brooklyn, NY 11203													Y			
Kings County Hospital - Dental Clinic	451 Clarkson Avenue, Brooklyn, NY 11203	Y															
Kings County Hospital - Dental Clinic	451 Clarkson Avenue, E Building, 1st Floor, Brooklyn, NY 11203	Y															
Kings County Hospital Center - Center for HOPE	451 Clarkson Avenue, E Building, Suite C, 4th Floor, Brooklyn, NY 11203				Y										Y		Y
Kings County Hospital Center - Child and Adolescent Psychiatry Outpatient Clinic	451 Clarkson Avenue, R building, 7th Floor, Brooklyn, NY 11203												Y				
Kings County Hospital Center - Department of Behavioral Health	451 Clarkson Avenue, R Building, Brooklyn, NY 11203											Y	Y	Y			
Kings County Hospital Center - Family Care Center	451 Clarkson Avenue, E Building, 4th Floor, Brooklyn, NY 11203				Y										Y		Y
Kings County Hospital Center - Outpatient Department	451 Clarkson Avenue, E Building, Brooklyn, NY 11203		Y		Y	Y							Y				Y
Kings County Hospital Center - Parkinson's Disease Clinical Center of Excellence	451 Clarkson Avenue, E Building, 8th Floor, Brooklyn, NY 11203				Y												
Kings County Hospital Center - The Adolescent Clinic	451 Clarkson Avenue, E Building, 4th Floor, Suite B, Brooklyn, NY 11203				Y										Y		Y
Kings County Hospital Center - WIC Program - Downtown Campus	451 Clarkson Avenue, T Building, Brooklyn, NY 11203															Y	Y
Kings County Hospital Center	451 Clarkson Avenue, Brooklyn, NY 11203							Y									
Kingsbrook Jewish Medical Center - Elias Thall Dental Center	585 Schenectady Avenue, Brooklyn, NY 11203	Y															
Kingsbrook Jewish Medical Center - Mental Health Unit	585 Schenectady Avenue, Brooklyn, NY 11203											Y	Y		Y		
Kingsbrook Jewish Medical Center - Outpatient Department	585 Schenectady Avenue, Brooklyn, NY 11203	Y	Y		Y												Y
Kingsbrook Jewish Medical Center - Screenings	535 Schenectady Avenue, Suite 100, Brooklyn, NY 11203																Y
Kingsbrook Jewish Medical Center	585 Schenectady Avenue, Brooklyn, NY 11203							Y									Y
Linden Children's Services - Pediatric Office	350 Ocean Avenue, Brooklyn, NY 11226				Y												
Metro Community Health Center - Brooklyn	842 Lefferts Avenue, Brooklyn, NY 11203	Y	Y		Y								Y		Y		
Neighborhood Housing Services of New York City (NHSNYC) - East Flatbush Office	2806 Church Avenue, Brooklyn, NY 11226															Y	
New York Methodist Hospital Family Health Center - Nostrand Avenue	1910 Nostrand Avenue, Brooklyn, NY 11226				Y												Y
Newkirk Family Health Center	1401 Newkirk Avenue, Brooklyn, NY 11226				Y												Y
Rutland Nursing Home	585 Schenectady Avenue, Brooklyn, NY 11203								Y								
S.U.N.Y. Downstate Medical Center - Center for Healthcare Services/Internal Medicine Annex	470 Clarkson Avenue, Brooklyn, NY 11203				Y												Y
S.U.N.Y. Downstate Medical Center - Family Practice Center	470 Clarkson Avenue, Suite B, Brooklyn, NY 11203				Y												Y
S.U.N.Y. Downstate Medical Center - Star Health Center	470 Clarkson Avenue, Box 1240, Brooklyn, NY 11203				Y										Y		Y
S.U.N.Y. Downstate Medical Center (Health Science Center at Brooklyn)	450 Clarkson Avenue, Brooklyn, NY 11203					Y		Y									
Sesame Flyers International Inc. Winthrop Beacon Ill Community Center	905 Winthrop Street, Brooklyn, NY 11203										Y				Y		Y
Sesame Flyers International, Inc.	3510 Church Avenue, Brooklyn, NY 11203																Y
St. Mark's Family Services Council - St. Mark's Head Start	2017 Beverly Road, Brooklyn, NY 11226														Y		
SUNY Downstate Medical Center - Center for Community Health Promotion & Wellness	445 Lenox Road, Brooklyn, NY 11203														Y		Y
The League School	567 Kingston Avenue, Brooklyn, NY 11203														Y		
The League Treatment Center - East Flatbush	885 Rogers Avenue, Brooklyn, NY 11226														Y		
The PATH Center - Brooklyn Community Program	2222 Church Avenue, Brooklyn, NY 11226				Y										Y		Y
Thomas S. Murphy Clubhouse - Madison Square Boys and Girls Club	2245 Bedford Avenue, Brooklyn, NY 11226														Y		

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Regal Heights Rehabilitation & Health Care Center	70-05 35th Avenue, Jackson Heights, NY 11372			Y					Y								
Rego Park Health Care	111-26 Corona Avenue, Flushing, NY 11368								Y								
Salvation Army Corps Community Center - Queens Temple	86-07 35th Avenue, Jackson Heights, NY 11372														Y	Y	
South Asian Marrow Association of Recruiters	55-13 96th Street, Corona, NY 11368														Y		
St. Adalbert Church - Bereavement Support Groups	52-40 84th Street, Elmhurst, NY 11373														Y		
St. John's University - Project CONNECT	152-11 Union Turnpike, Flushing, NY 11368														Y		
The Child Center of New York - Asian Outreach Clinic	81-14 Queens Boulevard, Elmhurst, NY 11373											Y	Y				
The Child Center of NY - Early Learn Woodside	60-02 Roosevelt Avenue, 2nd Floor, Woodside, NY 11377																Y
The Child Center of NY - Woodside Clinic	67-14 41st Avenue, Woodside, NY 11377											Y					
Urban Health Plan - Plaza del Sol Family Health Center	37-16 108th Street, Corona, NY 11368	Y	Y		Y	Y						Y		Y			Y
Voces Latinas	37-63 83rd Street, Suite 1B, Jackson Heights, NY 11372					Y				Y				Y			Y
Western Queens Consultation Center - Jackson Heights	37-08 91st St, Suite 3A, Jackson Heights, NY 11372											Y		Y			
Western Queens Consultation Center - Woodside	61-20 Woodside Avenue, Woodside, NY 11377											Y		Y			
Western Queens Recovery Services	62-07 Woodside Avenue, 4th floor, Woodside, NY 11377													Y			
Woodside on the Move	39-42 59th Street, 2nd floor, Woodside, NY 11377														Y		
Woodside Senior Center	50-37 Newtown Road, Building 19, Woodside, NY 11377														Y		

Appendix 5. User Survey Instrument

Date:
Facility:
Location:
Staff Initials:

Assisted Self-Administered

NYC Health and Hospitals Corporation Community Health Needs Survey

The New York City Health and Hospitals Corporation (HHC) is conducting this survey as part of a community health needs assessment. The information that you provide will help HHC to better serve you and members of your community.

The survey is voluntary and confidential. You do not have to complete the survey, and you can skip questions you do not want to answer. Your name will not be written on the survey, and we will not be able to connect your answers to you personally.

It will take about 15 minutes to complete this survey. In appreciation of your time and effort, you will receive a \$5.50 MetroCard for completing this survey.

1. In general, would you say that your health is:

Excellent Good Fair Poor

2. Do you currently have health insurance?

Yes No Don't Know

2a. If yes, what type of insurance do you have?

Medicaid

Medicare

Private insurance through my employer or my spouse's employer

Private insurance through the NY State Exchange (Obamacare)

ADAP or other NY State AIDS Insurance Assistance

Other (please specify) _____

3. Have you seen a personal doctor or your regular doctor in the past 12 months for a visit (for example, for an annual check-up or for a medication refill)?

Yes No Don't know Prefer not to answer

4. Have you seen a dentist in the past 12 months?

Yes No Don't know Prefer not to answer

5. Do you have children under the age of 18 living with you?

Yes

No

5a. If yes, are you able to get an appointment with your child's doctor when you need to?

Always

Sometimes

Never

6. Based on your experience with your family, friends, and neighbors, please rate each of the following health issues based on how serious and/or widespread they are ***in your community***.

	Very serious	Somewhat serious	Not serious	Don't know / Not applicable
Heart disease, high cholesterol, stroke				
Cancer				
Diabetes				
Asthma and other breathing issues				
Hypertension/ high blood pressure				
Violence				
Mental illness and psychiatric disorders				
Dementia including Alzheimer's				
Obesity				
Premature births, low birth weight				
HIV, Hepatitis, STDs				
Alcohol and/or drug use				
Smoking				

7. Have there been times in the last month when you could not afford to eat?

Yes No

8. Have you encountered any of the following challenges when seeking or obtaining health care?

	Yes	No
Barriers related to finances, such as the cost of co-pays, not having insurance, or not being able to take time off from paid work to see your doctor.		
Barriers related to accessing healthcare, such as not having transportation, or not being able to get a timely appointment.		
Barriers related to culture, language, or religion, including concerns that you may experience stigma or discrimination by your healthcare providers.		

9. Have you been to the emergency room in the last year?

Yes No

9a. If yes, some people go to the emergency room because they do not have a regular doctor. In the past year, have you gone to the emergency room instead of visiting your doctor for any of the following reasons? (Check all that apply.)

I didn't have insurance

I do not have a regular doctor

It takes too long to get an appointment

My doctor's office or clinic wasn't open

I like that I can get everything I need during a single visit to the emergency room (for example, see a doctor, get a lab test and have my prescription filled)

Other, specify: _____

Finally, we'd like to get some background information.

10. What is your ZIP code: _____

11. How old are you? _____

12. What do you consider yourself?

Female

Male

Transgender

Prefer not to answer

13. What is your race/ethnicity?

White
Black or African American
More than 1 race
Asian, specify: _____
Hispanic or Latino/a, specify: _____
American Indian or Alaskan Native
Prefer not to answer

Native Hawaiian or other Pacific Islander
Other, specify: _____

14. Were you born outside of the U.S.?

Yes
No
Prefer not to answer

14a. If yes, in what country you were born?

15. In what language do you prefer to receive health care?

English	Haitian/French Creole	Urdu
Spanish	Hindi	Yiddish
Arabic	Italian	
Chinese (Mandarin, Cantonese, or other)		
Korean	Prefer not to answer	
French	Russian	
Other, specify: _____		

16. In the past year, have you gone anywhere else to receive healthcare?

Yes
No

If yes, where _____

17. What is it about [FACILITY] that you like the MOST? (Check all that apply)

- Physicians
- Nurses
- Clerical Staff
- Social Services
- Cost
- Location
- Hospital Environment
- Wait time
- Language/Interpretation Services
- Other _____

18. What is it about [FACILITY] that you like the LEAST? (Check all that apply)

- Physicians
- Nurses
- Clerical Staff
- Social Services
- Cost
- Location
- Hospital Environment
- Wait time
- Language/Interpretation Services
- Other _____

19. How likely are you to recommend [FACILITY] to your family and friends?

- Very likely
- Somewhat Likely
- Not likely
- Would not recommend

20. How long have you have lived in your current neighborhood:

- Less than 1 year
- 1-5 years
- 6-10 years
- More than 10 years

21. What is your sexual orientation?

- Straight/heterosexual
- Gay, lesbian or homosexual
- Bisexual
- Other (please specify) _____
- Prefer not to answer

22. Do you know who your primary care provider is?

- Yes
- No

22a. If yes, Name of your primary care provider:

23. When being discharged, are you concerned about the following challenges:

	Yes	No
Medical condition(s)		
Family support		
Access to Home care		
Access to medications		
Access to medical care		
Access to mental health services		
Access to affordable housing		
Access to health insurance		
Financial Barriers		
Access to housing adapted for your disability needs		
Transportation		

Appendix 6. Survey Instrument for Community Advisory Boards and Hospital Leadership

Based on your experience with your family, friends, and neighbors, please rate each of the following health issues based on how serious and/or widespread they are in your hospital community.

	Very serious	Somewhat serious	Not serious	Don't know / Not applicable
Heart disease, high cholesterol, stroke				
Cancer				
Diabetes				
Asthma and other breathing issues				
Hypertension/ high blood pressure				
Violence				
Mental illness and psychiatric disorders				
Dementia including Alzheimer's				
Obesity				
Premature births, low birth weight				
HIV, Hepatitis, STDs				
Alcohol and/or drug use				
Smoking				

Live Your Healthiest Life.

2016

COMMUNITY HEALTH NEEDS ASSESSMENT



EXECUTIVE SUMMARY

Community Health Needs Assessment, 2016 Update

Purpose of the Community Health Needs Assessment

This 2016 Community Health Needs Assessment (CHNA) updates the CHNA completed in 2013 to meet the requirements of Section 9007 of the 2010 federal law, The Affordable Care Act (“ACA”). The ACA requires that any tax-exempt, IRS-designated 501(c) (3) hospital complete or update a publicly-available, comprehensive CHNA every three years in order to document the extent to which it understands the unique characteristics and needs of the local communities it serves, and responds to these needs by delivering meaningful and effective community benefit through clinical services and other programming.

Required Components

A CHNA report has five required components:

- 1) Definition of community served
- 2) A prioritized description of the significant health needs of the community
- 3) Transparency in the process and methods used to conduct the CHNA, including how it took into account input from the community served and prioritized community health needs
- 4) A description of the resources potentially available to address the identified significant prioritized community health needs
- 5) An evaluation of the impact of actions taken to address the significant health needs identified in the previous CHNA report (June 2013).

A CHNA report is considered complete when it is adopted by a governing body of the facility and made widely available to the public.

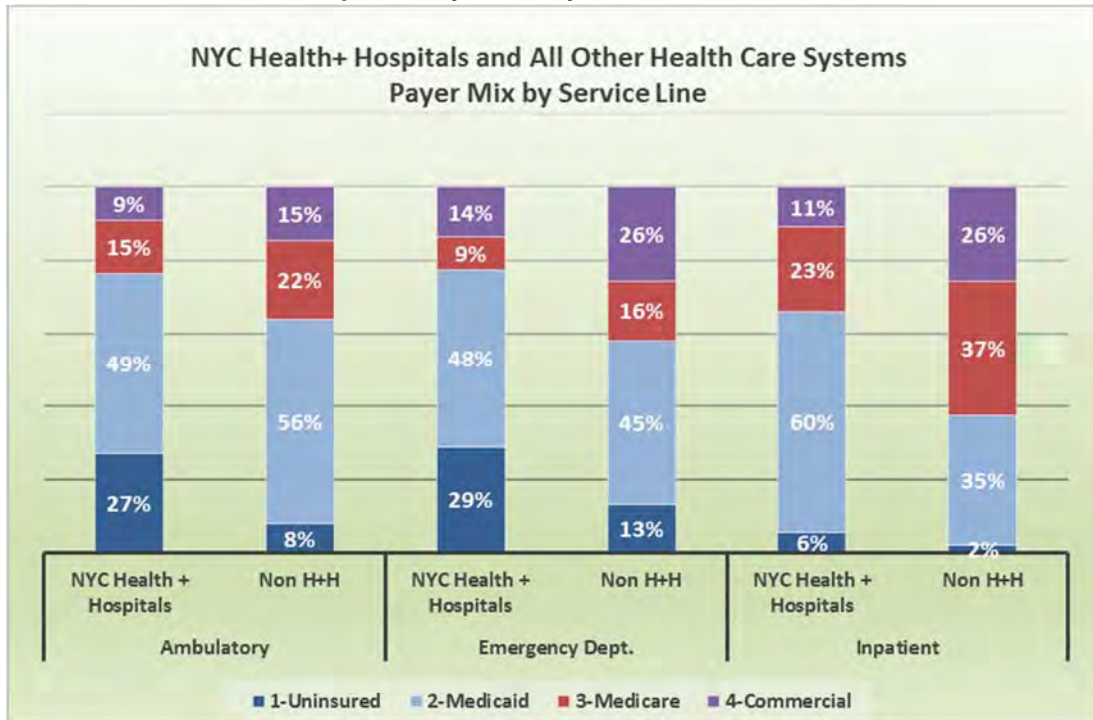
Community Served

NYC Health + Hospitals serve all New Yorkers in every neighborhood in New York City regardless of their ability to pay. Addressing disparity throughout New York City, NYC Health + Hospitals is *the* safety-net for the uninsured and underserved in New York City.

As a share of its total volume, NYC Health + Hospitals provides three times greater share of ambulatory care to the uninsured than other New York City hospitals (27% and 8%, respectively) and twice as many ED visits (29% and 13%, respectively). Medicaid

and uninsured patients together account for nearly twice as many hospital stays compared to other New York City hospitals (66% and 37%, respectively) (chart 1).

Chart 1: NYC Health + Hospitals Payer Mix by Service



Sources and notes: 2014 Hospital Institutional Cost Report, 2014 DTC Cost Report for HHC using internal data, and 2013 Health Center Cost Report for all other DTCs. Includes all NYC acute, general care hospitals and related wholly owned or controlled community health centers, including HHC DTCs. Discharges exclude normal newborns. ED visits include treat and release, and visits that result in admission. Clinic visits include comprehensive care and primary care visits only.

The service area of individual hospitals in the NYC Health + Hospitals System are identified in Appendix 1. A description of these communities, including demographic characteristics identifying vulnerable populations such as disabled and residency status; and health status such as chronic disease prevalence and the rate of potentially avoidable emergency health care use, is in Appendix 2.

Process and Methods

The process and methods was designed collaboratively by a work group of facility planning directors and other representatives.

The community served by each acute care facility is defined as the geographic area in which 75% of its ambulatory care patients reside. An initial list of over 40 health needs were identified based on a review of published literature and internal analyses that have been made publically available including the 2013 CHNA and the DSRIP Community Needs Assessment. Incorporating input from other facility representatives and pilot

tested with hospital users, this list was refined to 13 community health needs. Input from facility users (approximately 150 per facility were surveyed), Community Advisory Boards, facility leadership, and the prevalence of these health needs within the community were blended together to prioritize the health needs. The five highest priority community needs were considered *significant*.

Prioritized Significant Community Health Needs

All 13 identified community health needs were identified as important within the hospitals' communities according to community input. Those considered most significant and their priority order in accordance with regulatory requirements are indicated in blue in the table below. Hypertension/high blood pressure and diabetes are significant community health needs at all hospitals; obesity and heart disease are significant at the majority of hospitals (Chart 2).

Chart 2: Community Health Need by Hospital

	Bellevue	Carter	Coney Island	Elmhurst	Harlem	Jacobi	Kings County	Lincoln	Metro-politan	NCB	Queens	Woodhull
Hypertension/ High Blood Pressure	1	1 (tie)	4	2	1	1	2	1	2	2 (tie)	2	1
Diabetes	5	1 (tie)	1	1	2 (tie)	3	1	3	1	2 (tie)	1	3 (tie)
Obesity	2 (tie)	4 (tie)	6	4 (tie)	9	4	6	6	3	4	5	3 (tie)
Heart Disease, High Cholesterol, Stroke	2 (tie)	3	2 (tie)	4 (tie)	8	5 (tie)	4	4 (tie)	5	6	10 (tie)	5
Mental Illness	4	6 (tie)	8 (tie)	4 (tie)	6	5 (tie)	3	10 (tie)	9	5	3 (tie)	6
Alcohol and/or Drug Use	6	9	10	7	5	9	7 (tie)	2	7	9	6 (tie)	2
Asthma and Other Breathing Issues	8	6 (tie)	8 (tie)	12	2 (tie)	2	9	4 (tie)	4	1	13	7 (tie)
Cancer	7	10	2 (tie)	3	11	8	5	9	8	7	8 (tie)	11
Smoking	11	6 (tie)	5	8	4	7	12	7	12	8	3 (tie)	10
Violence	10	12 (tie)	11	9	10	10	10	8	6	10	6 (tie)	7 (tie)
HIV/AIDS, Hepatitis, STDs	9	11	13	10	7	11	7 (tie)	10 (tie)	10	11	12	7 (tie)
Dementia	12	4 (tie)	7	11	12 (tie)	12	13	12	11	12	10 (tie)	12 (tie)
Premature Births, Low Birth Weight	13	12 (tie)	12	13	12 (tie)	13	11	13	13	13	8 (tie)	12 (tie)

Comparison of 2013 and 2016 Significant Community Health Needs

Most of the significant community health needs identified in 2013 were again identified in 2016. In both 2013 and 2016, a large number of hospitals identified diabetes, hypertension/high blood pressure, heart disease, obesity, mental illness and asthma as a significant community health need.

HIV/AIDS and other infectious diseases were considered a significant community health need at five hospitals in 2013, but none considered it among their most significant in 2016. A decrease in importance is consistent with the continued progress in reducing HIV/AIDS diagnoses and deaths in NYC.

Other changes in health needs between 2013 and 2016 are partly attributable to changes in federal requirements regarding methodology (see Process and Methods).

Significant Community Health Needs Identified in 2016 and 2013

	Significant Community Health Needs	
	Number of Hospitals Identified in 2016	Number of Hospitals Identified in 2013
Diabetes	12	12
Hypertension / High Blood Pressure	12	10
Heart Disease, High Cholesterol, Stroke	9	10
Obesity	8	8
Mental illness	6	10
Asthma and other Breathing Issues	5	5
Alcohol and/or Drug Use	3	9
Cancer	3	6
Smoking	3	1
Dementia	1	1
HIV/AIDS, Hepatitis, STDs	0	5
Violence	0	2
Premature Births, Low Birth Weight	0	1

Resources Potentially Available

Appendix 4 is a listing of health and social service organizations available to members of low-income, medically underserved, and other minority populations in the neighborhoods included in the primary service area of NYC Health + Hospitals, by borough and sorted by neighborhood. These populations may experience health disparity or are at risk of not receiving medical care as a result of being uninsured or underinsured or due to geographic, language, financial, immigration status, or other barriers. Organization services provided are arranged accordingly into the following categories: Dental, Vision, Adult Day Health, Health center, Insurance enrollment, Home Health, Hospital, Nursing Home, Prescription Drug, Immigration Support, Mental Health-Inpatient, Mental Health-Ambulatory, Substance Use, Social Services, Financial Assistance, and Wellness/Prevention.

Evaluation of 2013 Implementation Plan

NYC Health + Hospitals evaluated each hospital's 2013 Implementation Plan and the impact of specific interventions that addressed identified health care needs (Appendix 3). Included in the evaluation is a list of the significant health needs identified in 2013, a description of the planned activities that addressed each of the health needs, an indication whether the planned activity was implemented, the target population and goal of the activity, and the impact or outcome of the activity.

2016 Implementation Strategy

The 2016 CHNA Implementation Strategy due in November 2016 will be designed to address the prioritized significant community health needs identified in the 2016 CHNA and must be adopted by the hospital's governing body.

PROCESS AND METHODS

Community Served

Each hospital's primary and secondary service area is defined as the zip codes that comprise the residence of 50%, 75% of its ambulatory patients, respectively.

Community Input

Community input was obtained using three different strategies:

1) Community Advisory Board

Community Advisory Boards (CAB) are the formal and direct links between each NYC Health + Hospitals facility and its patients and local advocates. The CAB members, consisting of residents, patients and community workers, represent the views of the community in the health care facility's decision making-process to ensure access to the best possible medical care in their communities. The CAB members provide vital insight on the development of facility plans and programs, as well as keep the community informed of NYC Health + Hospitals' goals and objectives. All hospitals in the NYC Health + Hospitals system have a CAB which meets on a regular basis.

The CHNA report and process was presented to each CAB individually. A survey was administered anonymously and confidentially to each CAB member which asked them to indicate the relative importance of each of the 13 identified community health needs in their community (see survey instrument in appendix 6). These responses were coded for inclusion in the prioritization matrix. CAB members were also asked to provide additional input beyond the survey question.

2) Facility Users

NYC Health + Hospitals engaged approximately 150 adult facility users from each hospital throughout the main facility and within community-based clinic sites. These individuals completed a survey anonymously and confidentially with questions focused on demographics, health insurance status, language preferences, health concerns, primary and preventive health care utilization, barriers in obtaining ambulatory care and reasons for use of emergency care. Respondents were also asked to indicate the relative importance of each of the 13 identified community health needs in their community. These responses were coded for inclusion in the prioritization matrix.

Surveys were self-administered or administered by facility staff. The surveys were translated into NYC Health + Hospitals' top 7 languages: Bengali, Chinese (simplified),

Haitian-Creole, French, Polish, Russian and Spanish. Participants received a two-trip Metrocard valued at \$5.50 for completing the survey (see survey instrument in Appendix 5).

3) Additional Community Engagement

NYC Health + Hospitals completed a community needs assessment in December 2014 as a requirement to participate in the Delivery System Reform Incentive Payment (DSRIP) program, a statewide initiative that focuses on improving health care delivery promoting community-level collaborations to ensure that Medicaid and uninsured populations receive culturally competent, highly integrated, well-coordinated, and easily accessible health services. As part of this needs assessment, the system collaborated with government agencies, numerous community organizations, engaged experts in the community and conducted focus groups with vulnerable populations. Key informant interviews were conducted with community experts having population-specific expertise, including particular immigrant groups, older adults, children and adolescents or expertise in specific issues, including supportive housing, care coordination, corrections, and homelessness (conducted as part of the NYC Health + Hospitals DSRIP Community Needs Assessment). Focus groups were conducted with community members recruited by community organizations which included targeted vulnerable groups such as older adults, local immigrant groups, LGBTQ and individuals with disabilities.

Additional Resources

4) Facility Leadership

Hospital leadership were engaged to support the initial identification of potential community health needs, and refine the list to 13 needs which were used in hospital user and CAB member surveys. In addition, a survey was administered to hospital leaders which asked them to indicate the relative importance of each of the 13 identified community health needs in their service area (see survey instrument in Appendix 6). Finally, hospital leaders were asked to review the list of significant health needs identified by the CHNA process.

5) Publically available community health, socio-demographic, economic data

The CHNA work group reviewed all publically available data and supplemented with review of public health literature prepared by New York City of Department of Health and Mental Hygiene (including Take Care New York 2020); New York State Department of Health (including NYS Prevention Agenda 2013-2018); federal agencies, Centers for

Disease Control and Prevention and Healthy People 2020. Sources of Data and Brief Description include:

- American Academy of Family Physicians UDS Mapper
 - UDS Mapper provides ZIP code-level age-adjusted mortality estimates and prevalence estimates on health care access and chronic condition. Can be accessed at: <http://www.udsmapper.org/>.
- Emory University Rollins School of Public Health AIDS Vu
 - AIDS Vu provides ZIP code-level incidence and prevalence data on HIV/AIDS as of 2012. Can be accessed at: <http://aidsvu.org/>.
- New York State Department of Health Cancer Registry
 - The NYS Cancer Registry provides ZIP code-level age-adjusted estimates on incidence of the top malignant cancers (colorectal, female breast, lung and bronchus and prostate) as of 2008-2012. Can be accessed at: <https://www.health.ny.gov/statistics/cancer/registry/zipcode/index.htm>.
- New York State Department of Health DSRIP Performance data
 - The New York State Department of Health provides key statistics on the health care utilization and health status of Medicaid beneficiaries in calendar year 2012. Can be accessed at: https://www.health.ny.gov/health_care/medicaid/redesign/dsrip/performance_data/.
- New York State Department of Health Vital Statistics
 - NYS Vital Statistics provides ZIP-code level key perinatal statistics including access to prenatal care and birth outcomes as of 2011-2013. Can be accessed at: <http://www.health.ny.gov/statistics/chac/perinatal/county/2011-2013/>.
- New York Department of Health and Mental Hygiene (DOHMH) Community Health Survey (CHS)
 - CHS is a telephone survey conducted annually by DOHMH and provides data on the health of New Yorkers, including prevalence estimates on a broad range of chronic condition, health care utilization and other behavioral risk factors. 2010 through 2014 data are used in this report. Can be accessed at: <https://a816-healthpsi.nyc.gov/epiquery/CHS/CHSXIndex.html>.
- New York Department of Health and Mental Hygiene Vital Statistics
 - DOHMH vital statistics data provides 2013 age-adjusted mortality data by cause and by neighborhood. Can be accessed at <https://a816-healthpsi.nyc.gov/epiquery/VS/index.html>.
- United States Census American Community Survey (ACS) 5-year estimates

- ACS provides ZIP code-level demographic, economic, social and housing data as of 2008-2012, and 2010-2014. Can be accessed at: <http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>.

Process and Criteria to Identify Health Needs

A work group composed of central office corporate planning staff, facility planning directors and other facility representatives from all hospitals in the NYC Health + Hospitals system was formed in April 2015 and met monthly to coordinate and conduct the CHNA process. To identify community health needs, the work group reviewed documentation from city, state and federal public health resources, including but not limited to Take Care New York 2020, New York State Prevention Agenda 2013-2018 and Healthy People 2020. The work group also reviewed facility 2013 CHNA and NYC Health + Hospitals DSRIP Community Needs Assessment reports. From this literature review, a list of over 40 potential community health needs were identified. To refine the list, the work group solicited input from other facility representatives and pilot tested the list with hospital users using a survey. The result of this process identified 13 community health needs as indicated below (note: this is not in priority order):

1. Heart disease, high cholesterol, stroke
2. Cancer
3. Diabetes
4. Asthma and other breathing issues
5. Hypertension/ high blood pressure
6. Violence
7. Mental illness and psychiatric disorders
8. Dementia including Alzheimer's
9. Obesity
10. Premature births, low birth weight
11. HIV, Hepatitis, STDs
12. Alcohol and/or drug use
13. Smoking

Prioritization of Community Health Needs

Hospitals developed their facility specific community health needs prioritization by ranking the community needs as determined by facility users, CAB members, hospital leaders, and the prevalence of the conditions within their respective communities – independently - to create an overall blended rank score of each community health need.

Facility users, CAB members, and hospital leaders completed a survey which asked them to rate each of the community health needs using the criteria: “Very Serious” = 3; “Somewhat Serious” = 2; “Not Serious” = 1. The option, “Don’t Know/Not Applicable” was also provided and were excluded for that health need score.

Condition prevalence within the hospital service area was also a considered in prioritizing the community health needs. A ‘z’ score, which represents the distance/variance between the raw score (service area average) and the population mean (citywide average) in units of the standard deviation was calculated for each condition prevalence. A positive number suggests that service area experiences more prevalence in the area than the rest of the city, while a negative number suggest that there is less prevalence in the area relative to other NYC neighborhoods.

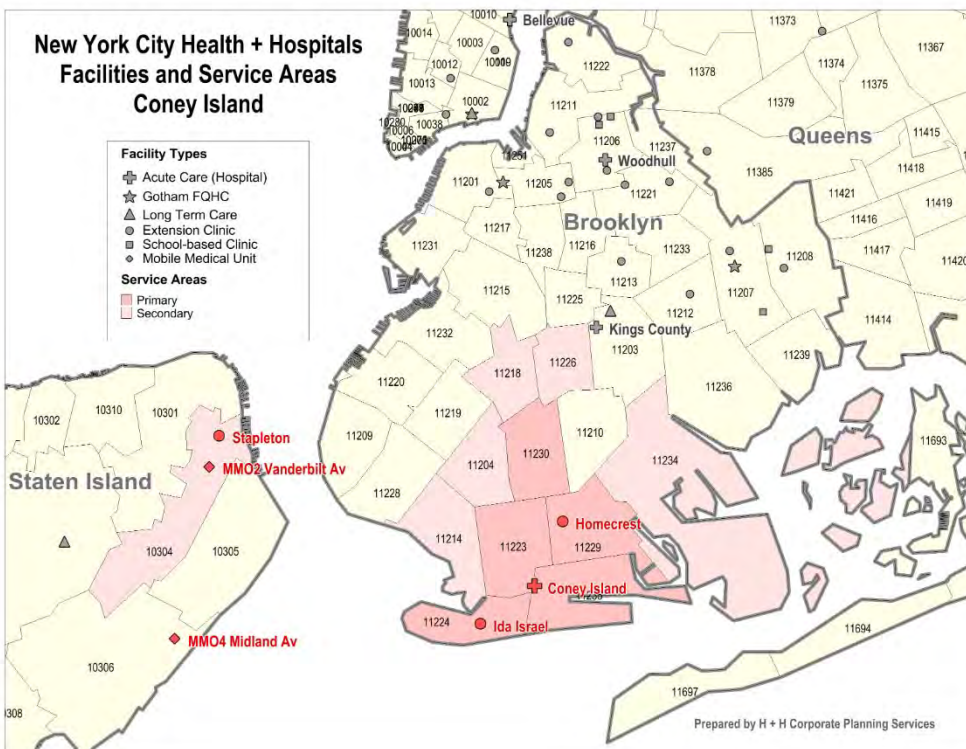
Each of the community health needs were assigned a rank from 1 to 13 by each of the three groups – hospital users, CAB members, and hospital leaders – based on their survey results. Community health needs were also assigned a rank from 1 to 13 based on their prevalence, using ‘z’ scores. Finally, each of the four ranks (Users, CAB members, hospital leaders, and prevalence) were added together and health issues were re-ranked based on their overall score.

Community health needs that were considered *significant* were ranked among the top five of identified needs. The final list, including the identified significant community health needs, were reviewed by hospital leadership.

Appendix 1: Description of NYC Health + Hospitals / Coney Island and Community Served

Located in Coney Island-Sheepshead Bay at 2601 Ocean Parkway in Zip code 11235, NYC Health + Hospitals / Coney Island's primary service area consists of the neighborhoods Coney Island, Seagate, at the tip of the Coney Island peninsula, Brighton Beach, Manhattan Beach, Sheepshead Bay, Gravesend, and Midwood/East Midwood. Its secondary service area consists of Bensonhurst and Bath Beach, Kensington, Borough Park, Parkville, Flatbush/East Flatbush, and Flatlands/ Mill Basin/ Bergen Beach. NYC Health + Hospitals / Coney Island's service area also includes Stapleton/St. George in Staten Island.

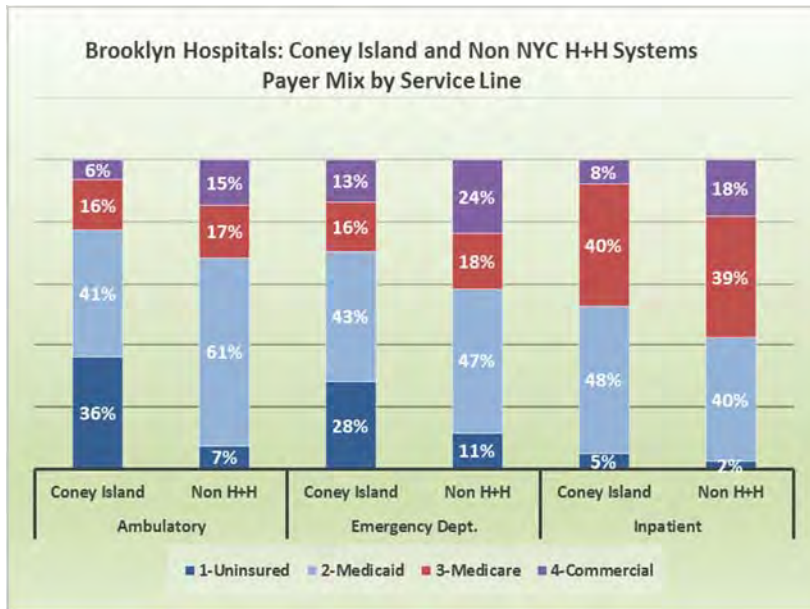
The map below shows the primary service area in red and the secondary service area in light red. Coney Island sites are labeled in red, and other NYC Health + Hospitals sites are identified in gray.¹ The NYC Health + Hospitals / Coney Island service area encompasses many neighborhoods that the federal Health Resources and Services Administration (HRSA) has identified as being medically underserved and/or or having a shortage of health providers (HPSA).² NYC Health + Hospitals / Coney Island is specifically located in special population (Medicaid) Dental Health, Mental Health and Primary Care HPSAs.



¹ Primary and secondary service area is defined as the zip codes that comprise the residence of 50%, 75% of its ambulatory patients. CIH's primary and secondary service area includes the zip codes 10304, 11204, 11214, 11218, 11223, 11224, 11226, 11229, 11230, 11234, and 11235.

² A Medically Underserved Area /Population (MUA/P) designation applies to a neighborhood or collection of census tracts based on four factors: the ratio of primary medical care physicians per 1,000 population, infant mortality rate, percentage of the population with incomes below the poverty level, and percentage of the population age 65 or over. A Healthcare Provider Shortage Area (HPSA) is a collection of census tracts that has been designated as having a shortage of health professionals. There are three categories of HPSAs: primary care (shortage of primary care clinicians), dental (shortage of oral health professionals), and mental health (shortage of mental health professionals).

NYC Health + Hospitals / Coney Island provides a disproportionate share of services for the borough’s low income and uninsured population. In 2014, 36% of its ambulatory visits, and 28% of its ED visits were uninsured compared to 7% and 11% at Voluntary and State hospitals in Brooklyn. In addition, 53% of its inpatient discharges were either uninsured or enrolled in Medicaid, compared to 42% at Brooklyn Voluntary and state hospitals.



Sources and Notes: 2014 Hospital Institutional Cost Report, 2014 DTC Cost Report for HHC using internal data, and 2013 Health Center Cost Report for all other DTCs. Includes all NYC acute, general care hospitals and related wholly owned or controlled community health centers, including HHC DTCs. Discharges exclude normal newborns. ED visits include treat and release, and visits that result in admission. Clinic visits include comprehensive care and primary care visits only.

Facility Size and Patient Volume

With 79,689 patients and 362,808 encounters (FY 2015), NYC Health + Hospitals / Coney Island is a large, full service hospital with 377 certified beds. In fy 2015, it had more than 216,000 discharges including more than 1,000 newborn deliveries, 85,000 Emergency Department visits, and 260,000 ambulatory visits.

Inpatient Services

	Certified Beds	Discharges
General Care	277	12,658
Newborn	0	1,065
Psychiatric	64	1,034
Detox	15	1,294
Physical Rehabilitation	15	161
Total	371	16,212

Source: Internal financial data, FY 2015. Beds are current as of 2/2016.

Emergency Department Services

	Visits
General	97,152
Psychiatric, includes CPEP	15,103
Total visits	112,255

Source: Internal financial data, FY 2015. Includes visits that result in admissions.

Ambulatory Services

Site	Primary Care	Dental	Specialty Care	Mental Health	Chemical Dependency	Total
Coney Island Hospital	93,339	3,470	115,151	20,345	4,276	236,581
Ida G Israel Community Health Center	305	3,578	13	0	10,087	13,983
Mariner's Harbor Family Health Center	3,196	0	173	0	0	3,369
Stapleton Clinic	2,703	0	477	0	0	3,180
Homecrest Clinic	611	0	63	0	0	674
Mobile Medical Unit Stapleton-St. George	1,278	0	153	0	0	1,431
Mobile Medical Unit South Beach-Tottenville	0	0	1,090	0	0	1,090
Total CIH	101,432	7,048	117,120	20,345	14,363	260,308

Primary Care includes adult and pediatric primary care and women's health services. Specialty includes adult and pediatric specialties, surgeries, ophthalmology, ancillaries and occupational health. Source: internal financial data, FY 2015.

Patient Demographics

Fifty-eight percent (58%) of NYC Health + Hospitals / Coney Island patients are female and 42% are male. Among total patients, 15% of all patients are under age 21; 31% are ages 21-44; 34% are ages 45-64; and 20% are aged 65 and older. System wide, 57% of patients are female and 43% are male. Among total patients, 19% are under age 21; 31% are ages 21-44; 34% are ages 45-64; and 15% are aged 65 and older.

Patient Encounters by Age

Age Group	%
0-4	6%
5-10	4%
11-14	2%
15-18	2%
19-20	1%
21-44	31%
45-54	16%
55-64	18%
65-74	11%
75-84	6%
85+	3%
Total	100%

Source: Internal financial data, FY2015

The hospital is racially diverse, with 37% of patients identifying as White Non-Hispanic, 23% as Hispanic or Latino; 18% as Black Non-Hispanic; 9% as Multi-Race/Other; 8% as Asian or Other Pacific Islander; and 4% of patients declining identification. System wide, 40% of patients identified as Hispanic or Latino; 34% as Black Non-Hispanic; 8% as White Non-Hispanic; 7% as Multi-Race/Other; 6% as Asian or Other Pacific Islander; and 5% of patients declining identification.

Patient Encounters by Race/ Ethnicity

Race/ Ethnicity	%
White Non-Hispanic	36.7%
Hispanic or Latino	23.3%
Black Non-Hispanic	18.2%
Multi Race/Other	9.1%
Asian/ Pacific Islander	8.4%
Patient Decline	4.1%
American Indian or Native	0.2%
Total	100%

Source: Internal financial data, FY2015

Appendix 2: Demographic and Population Health Statistics by Neighborhood

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Table 1. Key Demographic Factors

		% Population below 100% Federal Poverty Level	% Population Non-US Citizen	% Population ≥ 25 years with Less than HS Education	% Population Speaking English "Less than Well"	Average Jail Rate (Per 100,000)	% Population Living with a Disability
NYS		14.9%	10.5%	15.1%	13.4%	382	10.7%
NYC		19.8%	17.7%	20.5%	23.2%	868	10.3%
UHF Neighborhoods							
Bronx	Hunts Point/Mott Haven	43.1%	19.2%	44.4%	36.3%	2,219	17.3%
Bronx	Crotona/Tremont	39.3%	23.8%	38.7%	32.2%	1,903	14.6%
Bronx	Highbridge/Morrisania	38.3%	22.4%	39.1%	32.8%	2,107	15.4%
Kings	East New York	32.8%	16.0%	27.0%	14.0%	1,907	8.9%
Kings	Williamsburg/Bushwick	32.5%	19.9%	37.2%	32.2%	1,793	10.5%
New York	East Harlem	31.8%	16.4%	32.2%	23.6%	2,250	14.1%
Bronx	Fordham/Bronx Park	31.3%	23.0%	31.3%	28.2%	1,320	13.4%
Kings	Greenpoint	28.5%	12.2%	18.6%	23.9%	540	7.2%
Kings	Sunset Park	28.4%	34.3%	45.7%	51.8%	482	8.1%
New York	Central Harlem/Morningside Hgt	27.7%	13.3%	19.8%	12.7%	2,124	12.9%
Kings	Bedford/Stuy/Crown Heights	27.1%	13.7%	20.0%	7.0%	2,129	10.6%
New York	Washington Hgts/Inwood	25.8%	26.0%	30.9%	37.9%	1,135	11.9%
Kings	Borough Park	25.2%	20.1%	24.4%	37.5%	225	9.4%
Bronx	Pelham/Throgs Neck	21.8%	14.3%	26.2%	21.3%	911	11.1%
Richmond	Port Richmond	21.6%	12.7%	16.6%	14.1%	1,302	9.4%
Queens	Rockaway	21.4%	11.3%	21.4%	14.1%	1,277	12.7%
New York	Union Sq./Lower Eastside	21.4%	14.3%	21.6%	22.5%	705	11.1%
Kings	Coney Island/Sheepshead Bay	18.2%	14.6%	18.6%	40.3%	567	14.5%
Queens	West Queens	18.2%	35.1%	29.5%	47.0%	400	8.0%
Kings	Flatbush/E. Flatbush	18.1%	20.4%	17.2%	14.0%	926	7.9%
Richmond	Stapleton/St. George	17.0%	12.0%	17.3%	16.1%	1,068	10.5%
Kings	Downtown/Heights/Slope	16.3%	9.3%	11.7%	10.4%	851	8.0%
Queens	Long Island City/Astoria	16.1%	21.6%	18.1%	27.8%	475	9.3%
Bronx	Northeast Bronx	15.4%	13.4%	19.7%	8.9%	761	11.7%
Queens	Jamaica	15.3%	18.5%	20.1%	16.4%	1,118	10.9%
Bronx	Kingsbridge/Riverdale	15.1%	12.0%	17.5%	20.1%	402	12.0%
Kings	Bensonhurst/Bay Ridge	14.7%	15.7%	21.8%	34.3%	283	10.0%
Queens	Fresh Meadows	14.1%	15.9%	12.9%	25.7%	300	9.8%
Queens	Flushing/Clearview	13.0%	25.8%	20.0%	40.8%	200	9.5%
Kings	Canarsie/Flatlands	12.9%	12.6%	13.4%	13.4%	616	9.3%
New York	Lower Manhattan	12.4%	18.1%	9.3%	12.7%	527	6.1%
Queens	Ridgewood/Forest Hills	12.4%	17.8%	14.5%	25.3%	273	9.1%
New York	Upper West Side	12.0%	11.2%	6.2%	7.7%	446	9.4%
Queens	Southwest Queens	11.9%	18.6%	20.9%	18.5%	442	10.0%
New York	Chelsea/Clinton	11.7%	14.3%	6.6%	9.1%	601	8.7%
New York	Greenwich Village/Soho	10.5%	12.5%	9.3%	12.4%	299	6.7%
New York	Gramercy Park/Murray Hill	8.7%	12.6%	2.5%	6.9%	283	6.8%
Richmond	Willowbrook	8.2%	6.3%	10.7%	11.1%	282	10.0%
Queens	Bayside/Little Neck	7.9%	13.3%	10.5%	27.0%	141	9.1%
Queens	Southeast Queens	7.4%	13.2%	13.2%	12.1%	507	9.1%
New York	Upper East Side	6.9%	11.2%	3.5%	5.7%	162	6.8%
Richmond	South Beach/Tottenville	5.6%	3.5%	8.8%	7.8%	294	9.2%

Sources: U.S. Census American Community Survey (ACS), 2008-2012; New York City Department of Corrections Jail Admissions, 2007-2012, Via Gothamist.

Table 2. Disability by Numbers of Disability and Type

		% ≥Two Disability	% One Disability	% Self Care	% Independent Living	% Cognitive	% Ambulatory	% Vision	% Hearing
NYS		5.3%	5.6%	2.5%	5.3%	4.2%	6.5%	1.9%	4.0%
NYC		5.4%	5.0%	2.7%	5.4%	4.1%	6.8%	2.1%	3.4%
UHF Neighborhoods									
Kings	Coney Island/Sheepshead Bay	9.6%	5.0%	5.6%	10.2%	6.6%	10.7%	3.8%	6.0%
Bronx	Hunts Point/Mott Haven	8.6%	8.8%	3.6%	8.4%	8.9%	11.1%	3.8%	3.3%
Bronx	Highbridge/Morrisania	7.7%	7.7%	3.3%	7.1%	7.5%	10.1%	3.1%	2.9%
Bronx	Crotona/Tremont	7.6%	7.1%	3.2%	7.5%	7.5%	9.1%	2.8%	3.2%
New York	East Harlem	7.5%	6.8%	3.6%	7.1%	6.7%	9.2%	3.3%	3.6%
Queens	Rockaway	6.6%	6.5%	3.6%	7.4%	5.6%	8.3%	3.2%	3.9%
New York	Central Harlem/Morningside Hgt	6.3%	6.7%	2.9%	5.9%	4.8%	9.0%	2.6%	2.6%
Bronx	Fordham/Bronx Park	6.3%	7.2%	2.5%	6.1%	6.6%	8.2%	2.6%	2.8%
New York	Washington Hgts/Inwood	6.2%	5.8%	3.1%	5.9%	4.6%	8.0%	2.4%	2.8%
New York	Union Sq./Lower Eastside	6.2%	5.0%	2.9%	5.5%	4.5%	7.4%	2.2%	4.2%
Bronx	Northeast Bronx	6.1%	5.8%	2.8%	5.8%	4.6%	7.8%	2.8%	3.8%
Bronx	Pelham/Throgs Neck	5.9%	5.2%	2.7%	6.1%	4.6%	7.3%	2.3%	3.5%
Bronx	Kingsbridge/Riverdale	5.9%	6.5%	3.1%	5.7%	5.1%	7.3%	2.2%	4.3%
Kings	Williamsburg/Bushwick	5.7%	4.8%	2.9%	5.9%	4.8%	7.3%	2.3%	2.3%
Kings	Bensonhurst/Bay Ridge	5.7%	4.4%	3.1%	6.5%	3.7%	6.6%	1.7%	4.4%
Richmond	Stapleton/St. George	5.5%	5.1%	3.0%	6.6%	3.8%	6.8%	1.7%	3.3%
Kings	Borough Park	5.5%	3.9%	3.2%	6.5%	4.0%	6.7%	2.0%	3.3%
Queens	Jamaica	5.5%	5.5%	2.7%	5.5%	3.9%	7.0%	2.6%	3.3%
Kings	Bedford/Stuy/Crown Heights	5.2%	5.4%	2.6%	5.3%	3.9%	6.9%	3.0%	2.6%
Queens	Southwest Queens	5.2%	4.8%	2.7%	5.6%	3.6%	6.3%	2.3%	3.7%
Queens	Flushing/Clearview	5.2%	4.4%	2.6%	5.0%	3.1%	6.5%	1.4%	4.4%
Richmond	Willowbrook	5.1%	5.0%	2.6%	6.0%	3.2%	6.9%	1.0%	3.5%
Kings	Canarsie/Flatlands	5.1%	4.2%	2.9%	5.5%	3.5%	6.3%	2.2%	3.3%
Queens	Fresh Meadows	4.9%	5.0%	2.3%	4.9%	3.1%	6.8%	1.9%	4.1%
Queens	Long Island City/Astoria	4.8%	4.5%	2.3%	4.8%	3.1%	6.2%	1.3%	3.3%
Queens	Ridgewood/Forest Hills	4.8%	4.4%	2.5%	5.3%	3.2%	6.3%	1.7%	3.9%
Queens	Bayside/Little Neck	4.7%	4.5%	2.2%	4.9%	2.8%	5.6%	1.8%	4.2%
Kings	East New York	4.5%	4.3%	2.4%	5.2%	3.7%	6.0%	2.2%	2.2%
Richmond	South Beach/Tottenville	4.5%	4.7%	2.1%	4.8%	2.9%	6.0%	1.1%	3.3%
Richmond	Port Richmond	4.5%	5.0%	2.1%	4.8%	3.9%	5.8%	1.3%	2.8%
Kings	Sunset Park	4.4%	3.8%	2.3%	4.8%	4.0%	5.2%	1.8%	2.5%
New York	Upper West Side	4.4%	5.1%	2.4%	4.2%	3.3%	5.9%	1.7%	4.3%
Queens	Southeast Queens	4.3%	4.9%	2.2%	4.8%	3.4%	5.4%	1.5%	3.4%
Kings	Downtown/Heights/Slope	4.2%	4.0%	1.8%	3.8%	3.3%	5.1%	1.6%	2.6%
Kings	Greenpoint	4.2%	3.1%	2.5%	4.4%	3.4%	5.0%	1.9%	2.6%
Queens	West Queens	4.0%	4.2%	1.9%	3.8%	2.9%	5.1%	1.7%	2.9%
Kings	Flatbush/E. Flatbush	3.9%	4.0%	2.0%	4.2%	3.0%	5.2%	1.6%	2.5%
New York	Chelsea/Clinton	3.9%	4.8%	1.7%	3.1%	2.9%	4.9%	1.9%	3.5%
New York	Lower Manhattan	3.3%	2.9%	1.8%	3.4%	2.9%	4.1%	1.0%	2.4%
New York	Gramercy Park/Murray Hill	3.1%	3.8%	1.4%	3.1%	2.5%	3.7%	1.3%	3.4%
New York	Upper East Side	3.0%	3.8%	1.6%	3.0%	2.1%	4.5%	1.1%	4.1%
New York	Greenwich Village/Soho	3.0%	3.8%	1.5%	3.0%	2.2%	3.8%	1.1%	3.6%

Sources: U.S. Census American Community Survey (ACS), 2008-2012.

*Self-Care – Difficulty bathing or dressing; Independent Living – Difficulty with errands; Cognitive – Difficulty remembering, concentrating, making decisions; Ambulatory – Difficulty walking or climbing stairs; Vision – Blind or serious difficulty seeing; Hearing – Deaf or having serious difficulty hearing

Table 3. Potentially Preventable ED Visits (PPV)

		Medicaid Population	PPV Total (Observed)	PPV Total (Risk-Adjusted Expected)	Rate per 100 ED Visits (Observed)	Rate per 100 ED Visits (Risk-Adjusted Expected)	Observed (/) Risk Adjusted Expected Ratio	Observed (-) Risk-Adjusted Expected Gap Total
NYS		5,852,016	2,111,517	2,069,915	36.08			(41,602)
NYC		3,600,712	1,192,918	1,184,340	33.13	32.89	1.01	(8,578)
UHF Neighborhoods								
Brooklyn	Bedford/Stuy/Crown Heights	167,295	74,035	62,671	44.25	37.46	1.18	(11,364)
Manhattan	Central Harlem/Morningside Hgt	80,517	44,215	37,872	54.91	47.04	1.17	(6,343)
Brooklyn	Flatbush/E. Flatbush	135,879	44,131	37,935	32.48	27.92	1.16	(6,196)
Bronx	Highbridge/Morrisania	157,126	67,220	59,232	42.78	37.70	1.13	(7,988)
Bronx	Crotona/Tremont	158,677	68,998	60,948	43.48	38.41	1.13	(8,050)
Brooklyn	East New York	117,951	47,135	41,721	39.96	35.37	1.13	(5,414)
Bronx	Hunts Point/Mott Haven	102,277	44,460	39,547	43.47	38.67	1.12	(4,913)
Bronx	Northeast Bronx	75,259	31,979	28,647	42.49	38.06	1.12	(3,332)
Brooklyn	Canarsie/Flatlands	68,942	18,647	16,896	27.05	24.51	1.10	(1,751)
Bronx	Fordham/Bronx Park	159,307	71,626	65,539	44.96	41.14	1.09	(6,087)
Manhattan	East Harlem	65,233	35,244	32,424	54.03	49.70	1.09	(2,820)
Staten Island	Port Richmond	28,494	13,493	12,448	47.35	43.68	1.08	(1,045)
Brooklyn	Williamsburg/Bushwick	128,546	52,742	48,737	41.03	37.91	1.08	(4,005)
Queens	Rockaway	52,726	18,553	17,206	35.19	32.63	1.08	(1,347)
Manhattan	Washington Hgts/Inwood	143,654	45,340	42,657	31.56	29.69	1.06	(2,683)
Bronx	Pelham/Throgs Neck	139,468	53,267	50,796	38.19	36.42	1.05	(2,471)
Manhattan	Chelsea/Clinton	33,364	20,526	19,607	61.52	58.77	1.05	(919)
Brooklyn	Downtown/Heights/Slope	58,328	23,408	22,661	40.13	38.85	1.03	(747)
Staten Island	Stapleton/St. George	46,913	19,397	18,980	41.35	40.46	1.02	(417)
Queens	Southeast Queens	61,114	16,199	16,107	26.51	26.36	1.01	(92)
Bronx	Kingsbridge/Riverdale	29,994	9,287	9,270	30.96	30.91	1.00	(17)
Manhattan	Upper West Side	31,538	15,536	15,657	49.26	49.64	0.99	121
Queens	Jamaica	134,719	45,813	46,355	34.01	34.41	0.99	542
Manhattan	Gramercy Park/Murray Hill	9,909	4,922	4,996	49.67	50.42	0.99	74
Staten Island	South Beach/Tottenville	31,842	8,390	8,728	26.35	27.41	0.96	338
Brooklyn	Greenpoint	49,140	9,112	9,485	18.54	19.30	0.96	373
Queens	Ridgewood/Forest Hills	76,683	17,730	19,134	23.12	24.95	0.93	1,404
Queens	Long Island City/Astoria	71,860	21,041	22,873	29.28	31.83	0.92	1,832
Staten Island	Willowbrook	20,710	5,004	5,581	24.16	26.95	0.90	577
Manhattan	Upper East Side	13,219	4,674	5,224	35.36	39.52	0.89	550
Queens	West Queens	229,929	68,271	77,793	29.69	33.83	0.88	9,522
Queens	Southwest Queens	124,369	33,190	38,415	26.69	30.89	0.86	5,225
Manhattan	Lower Manhattan	12,194	5,744	6,673	47.11	54.72	0.86	929
Brooklyn	Coney Island/Sheepshead Bay	136,183	23,227	27,800	17.06	20.41	0.84	4,573
Brooklyn	Borough Park	195,905	26,744	33,459	13.65	17.08	0.80	6,715
Brooklyn	Bensonhurst/Bay Ridge	80,319	11,180	14,859	13.92	18.50	0.75	3,679
Queens	Fresh Meadows	34,877	7,591	10,201	21.77	29.25	0.74	2,610
Manhattan	Union Sq./Lower Eastside	81,104	22,872	30,851	28.20	38.04	0.74	7,979
Brooklyn	Sunset Park	99,590	16,971	24,170	17.04	24.27	0.70	7,199
Manhattan	Greenwich Village/Soho	14,323	3,334	5,174	23.28	36.12	0.64	1,840
Queens	Bayside/Little Neck	19,932	2,236	3,724	11.22	18.68	0.60	1,488
Queens	Flushing/Clearview	116,900	17,342	29,251	14.83	25.02	0.59	11,909

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Potentially Preventable Visits (PPVs), based on proprietary 3M software, are emergency visits for ambulatory care sensitive conditions (ACSC) that may result from a lack of adequate access to care or ambulatory care coordination. These ambulatory sensitive conditions could be reduced or eliminated with adequate patient monitoring and follow up. Unlike with PQIs, which can be disease specific, there is only one PPV indicator which represents all potentially avoidable ED visit regardless of condition or disease.

PPV Events are observed or "actual" ED visits that meet the criteria of an ACSC visit as defined by the 3M software. The Observed Rate is the number of PPV events divided by the population. Risk Adjusted Expected Visits are PPV visits adjusted by age, gender and race/ethnicity. The Expected rate is the number of Expected visits divided by the population. Risk Adjusted Expected Rate is the observed PPV rate divided by the expected PPV rate, multiplied by the statewide PPV rate. A lower number is better.

Table 4. Medicaid Beneficiaries with a Respiratory Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	558,700	9.6%	35.3%	47.3%
NYC		3,595,868	348,955	9.7%	36.0%	44.9%
UHF Neighborhoods						
Queens	Rockaway	52,664	8,148	15.5%	43.8%	44.0%
Manhattan	East Harlem	65,008	9,304	14.3%	40.2%	55.6%
Bronx	Hunts Point/Mott Haven	102,165	14,577	14.3%	35.7%	50.4%
Manhattan	Chelsea/Clinton	33,022	4,432	13.4%	49.6%	51.2%
Manhattan	Upper West Side	31,499	3,860	12.3%	44.0%	48.4%
Bronx	Highbridge/Morrisania	157,071	19,125	12.2%	38.7%	52.1%
Bronx	Crotona/Tremont	158,601	18,698	11.8%	37.5%	53.4%
Manhattan	Central Harlem/Morningside Hgt	80,466	9,465	11.8%	39.9%	59.3%
Staten Island	Stapleton/St. George	46,686	5,435	11.6%	41.3%	48.6%
Brooklyn	Coney Island/Sheepshead Bay	136,160	15,846	11.6%	34.9%	25.3%
Bronx	Pelham/Throgs Neck	139,194	16,181	11.6%	36.4%	47.9%
Bronx	Fordham/Bronx Park	159,182	18,340	11.5%	39.1%	51.8%
Bronx	Kingsbridge/Riverdale	29,957	3,408	11.4%	43.7%	42.7%
Bronx	Northeast Bronx	75,167	8,496	11.3%	44.5%	48.9%
Brooklyn	Downtown/Heights/Slope	58,124	6,507	11.2%	42.1%	48.7%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	18,349	11.0%	41.3%	55.0%
Manhattan	Upper East Side	13,206	1,428	10.8%	49.6%	33.9%
Brooklyn	East New York	117,543	12,412	10.6%	36.8%	53.5%
Staten Island	Port Richmond	28,478	2,926	10.3%	33.9%	55.1%
Brooklyn	Williamsburg/Bushwick	128,474	13,152	10.2%	35.8%	52.3%
Manhattan	Gramercy Park/Murray Hill	9,839	994	10.1%	42.2%	52.0%
Manhattan	Union Sq./Lower Eastside	81,093	7,890	9.7%	33.9%	40.4%
Brooklyn	Canarsie/Flatlands	68,906	6,594	9.6%	39.2%	40.9%
Queens	Ridgewood/Forest Hills	76,645	7,060	9.2%	28.5%	32.7%
Brooklyn	Bensonhurst/Bay Ridge	80,271	7,316	9.1%	29.8%	23.7%
Staten Island	Willowbrook	20,550	1,871	9.1%	33.7%	34.2%
Manhattan	Washington Hgts/Inwood	143,590	12,911	9.0%	31.2%	44.1%
Staten Island	South Beach/Tottenville	31,799	2,827	8.9%	35.7%	37.4%
Manhattan	Lower Manhattan	12,054	1,006	8.3%	38.6%	45.7%
Queens	Jamaica	134,473	10,759	8.0%	34.2%	48.5%
Manhattan	Greenwich Village/Soho	14,273	1,129	7.9%	33.5%	25.2%
Queens	Fresh Meadows	34,868	2,713	7.8%	25.9%	33.7%
Brooklyn	Flatbush/E. Flatbush	135,688	10,306	7.6%	40.7%	47.8%
Queens	Long Island City/Astoria	71,850	5,436	7.6%	31.2%	39.6%
Brooklyn	Sunset Park	99,554	7,460	7.5%	25.5%	31.1%
Queens	Southwest Queens	124,306	8,733	7.0%	27.0%	42.1%
Queens	Flushing/Clearview	116,769	8,003	6.9%	30.6%	28.8%
Brooklyn	Borough Park	195,830	12,978	6.6%	29.9%	27.0%
Queens	West Queens	229,888	15,193	6.6%	26.2%	39.2%
Brooklyn	Greenpoint	49,127	3,114	6.3%	33.0%	39.2%
Queens	Southeast Queens	60,254	3,511	5.8%	33.4%	44.5%
Queens	Bayside/Little Neck	19,922	952	4.8%	25.6%	25.2%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 5. Medicaid Beneficiaries with a Cardiovascular Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	1,543,129	26.4%	40.0%	31.3%
NYC		3,595,868	1,085,013	30.2%	40.4%	28.1%
UHF Neighborhoods						
Brooklyn	Coney Island/Sheepshead Bay	136,160	78,135	57.4%	37.0%	14.4%
Queens	Rockaway	52,664	23,924	45.4%	47.7%	30.1%
Manhattan	Upper East Side	13,206	5,741	43.5%	46.0%	24.2%
Bronx	Kingsbridge/Riverdale	29,957	12,509	41.8%	47.9%	26.7%
Manhattan	Upper West Side	31,499	13,133	41.7%	48.0%	33.2%
Brooklyn	Bensonhurst/Bay Ridge	80,271	31,357	39.1%	32.8%	15.3%
Brooklyn	Canarsie/Flatlands	68,906	26,818	38.9%	43.2%	25.2%
Manhattan	Chelsea/Clinton	33,022	12,615	38.2%	48.2%	39.0%
Queens	Ridgewood/Forest Hills	76,645	27,747	36.2%	35.5%	20.2%
Manhattan	Union Sq./Lower Eastside	81,093	28,702	35.4%	34.2%	22.8%
Brooklyn	Downtown/Heights/Slope	58,124	19,812	34.1%	50.7%	34.6%
Manhattan	Greenwich Village/Soho	14,273	4,788	33.5%	30.8%	15.5%
Manhattan	Washington Hgts/Inwood	143,590	47,415	33.0%	37.4%	28.1%
Bronx	Northeast Bronx	75,167	24,796	33.0%	51.3%	33.1%
Manhattan	East Harlem	65,008	21,434	33.0%	50.2%	40.2%
Staten Island	Willowbrook	20,550	6,763	32.9%	39.2%	22.9%
Manhattan	Lower Manhattan	12,054	3,951	32.8%	34.6%	25.5%
Queens	Flushing/Clearview	116,769	37,374	32.0%	29.0%	16.6%
Staten Island	Stapleton/St. George	46,686	14,414	30.9%	46.4%	34.2%
Queens	Fresh Meadows	34,868	10,718	30.7%	28.7%	19.9%
Queens	Bayside/Little Neck	19,922	5,924	29.7%	24.7%	13.2%
Brooklyn	Borough Park	195,830	57,387	29.3%	34.5%	17.5%
Staten Island	South Beach/Tottenville	31,799	9,293	29.2%	38.0%	25.4%
Queens	Jamaica	134,473	38,881	28.9%	41.2%	30.8%
Queens	Southwest Queens	124,306	35,914	28.9%	35.5%	25.9%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	47,741	28.6%	49.0%	37.7%
Queens	Long Island City/Astoria	71,850	20,511	28.5%	37.5%	26.7%
Manhattan	Gramercy Park/Murray Hill	9,839	2,745	27.9%	42.1%	34.5%
Manhattan	Central Harlem/Morningside Hgt	80,466	22,268	27.7%	46.5%	42.5%
Brooklyn	Flatbush/E. Flatbush	135,688	37,531	27.7%	42.7%	30.5%
Bronx	Pelham/Throgs Neck	139,194	37,536	27.0%	43.1%	33.2%
Brooklyn	East New York	117,543	31,027	26.4%	44.8%	36.4%
Bronx	Highbridge/Morrisania	157,071	40,636	25.9%	44.4%	36.9%
Bronx	Fordham/Bronx Park	159,182	40,823	25.6%	44.8%	35.2%
Queens	Southeast Queens	60,254	15,411	25.6%	37.4%	28.7%
Brooklyn	Williamsburg/Bushwick	128,474	32,841	25.6%	45.0%	37.0%
Bronx	Crotona/Tremont	158,601	40,131	25.3%	44.0%	37.9%
Bronx	Hunts Point/Mott Haven	102,165	24,678	24.2%	44.5%	38.0%
Queens	West Queens	229,888	54,707	23.8%	32.1%	21.3%
Brooklyn	Greenpoint	49,127	10,796	22.0%	40.5%	25.0%
Brooklyn	Sunset Park	99,554	20,214	20.3%	31.7%	21.2%
Staten Island	Port Richmond	28,478	5,303	18.6%	43.2%	40.3%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 6. Medicaid Beneficiaries with a Congestive Heart Failure Condition Diagnosis

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence (Per 100,000)	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	90,070	1,543	61.2%	30.2%
NYC		3,595,868	62,821	1,747	61.6%	28.1%
UHF Neighborhoods						
Brooklyn	Coney Island/Sheepshead Bay	136,160	6,063	4,453	48.0%	13.4%
Bronx	Kingsbridge/Riverdale	29,957	1,109	3,702	60.7%	23.0%
Manhattan	Upper East Side	13,206	464	3,514	61.9%	17.2%
Queens	Rockaway	52,664	1,795	3,408	65.2%	29.1%
Manhattan	Upper West Side	31,499	941	2,987	64.3%	29.9%
Bronx	Northeast Bronx	75,167	2,033	2,705	67.4%	30.3%
Brooklyn	Canarsie/Flatlands	68,906	1,859	2,698	60.3%	24.3%
Manhattan	Chelsea/Clinton	33,022	832	2,520	69.2%	38.9%
Brooklyn	Downtown/Heights/Slope	58,124	1,333	2,293	68.5%	32.7%
Brooklyn	Bensonhurst/Bay Ridge	80,271	1,829	2,279	51.8%	16.2%
Queens	Ridgewood/Forest Hills	76,645	1,703	2,222	52.1%	20.7%
Manhattan	East Harlem	65,008	1,374	2,114	68.0%	40.5%
Brooklyn	Borough Park	195,830	3,580	1,828	51.3%	17.6%
Staten Island	Willowbrook	20,550	368	1,791	56.3%	20.4%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	2,935	1,756	68.0%	36.4%
Queens	Jamaica	134,473	2,255	1,677	62.4%	30.7%
Brooklyn	Flatbush/E. Flatbush	135,688	2,269	1,672	64.8%	29.9%
Brooklyn	Williamsburg/Bushwick	128,474	2,130	1,658	65.4%	38.2%
Manhattan	Central Harlem/Morningside Hgt	80,466	1,290	1,603	69.5%	43.2%
Bronx	Pelham/Throgs Neck	139,194	2,230	1,602	64.4%	31.4%
Staten Island	Stapleton/St. George	46,686	736	1,576	64.3%	31.4%
Manhattan	Greenwich Village/Soho	14,273	224	1,569	57.1%	16.1%
Manhattan	Washington Hgts/Inwood	143,590	2,245	1,563	64.8%	29.0%
Queens	Bayside/Little Neck	19,922	310	1,556	50.3%	14.8%
Manhattan	Lower Manhattan	12,054	187	1,551	56.1%	30.5%
Manhattan	Union Sq./Lower Eastside	81,093	1,255	1,548	59.3%	28.8%
Manhattan	Gramercy Park/Murray Hill	9,839	152	1,545	63.2%	36.8%
Queens	Fresh Meadows	34,868	534	1,531	52.4%	23.0%
Queens	Southeast Queens	60,254	884	1,467	59.8%	29.8%
Bronx	Fordham/Bronx Park	159,182	2,326	1,461	70.9%	33.5%
Brooklyn	East New York	117,543	1,706	1,451	66.2%	37.0%
Staten Island	South Beach/Tottenville	31,799	459	1,443	64.9%	24.2%
Bronx	Highbridge/Morrisania	157,071	2,242	1,427	68.6%	37.4%
Queens	Flushing/Clearview	116,769	1,646	1,410	56.7%	22.0%
Bronx	Crotona/Tremont	158,601	2,063	1,301	70.3%	39.3%
Queens	Long Island City/Astoria	71,850	916	1,275	64.1%	28.4%
Brooklyn	Greenpoint	49,127	614	1,250	64.7%	26.1%
Queens	Southwest Queens	124,306	1,533	1,233	62.4%	28.6%
Bronx	Hunts Point/Mott Haven	102,165	1,255	1,228	68.8%	36.2%
Queens	West Queens	229,888	2,049	891	62.3%	23.6%
Brooklyn	Sunset Park	99,554	862	866	56.7%	25.9%
Staten Island	Port Richmond	28,478	231	811	67.1%	38.5%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 7. Medicaid Beneficiaries with a Diabetes Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	562,637	9.6%	32.5%	31.2%
NYC		3,595,868	409,227	11.4%	32.3%	28.6%
UHF Neighborhoods						
Brooklyn	Coney Island/Sheepshead Bay	136,160	23,603	17.3%	30.0%	15.4%
Queens	Rockaway	52,664	8,424	16.0%	42.0%	29.8%
Manhattan	Upper West Side	31,499	4,461	14.2%	37.9%	33.7%
Brooklyn	Canarsie/Flatlands	68,906	9,754	14.2%	36.0%	24.9%
Manhattan	East Harlem	65,008	8,958	13.8%	40.4%	38.6%
Manhattan	Chelsea/Clinton	33,022	4,420	13.4%	38.3%	37.6%
Bronx	Kingsbridge/Riverdale	29,957	4,001	13.4%	40.7%	28.1%
Bronx	Northeast Bronx	75,167	9,869	13.1%	41.3%	33.6%
Manhattan	Union Sq./Lower Eastside	81,093	10,391	12.8%	27.5%	23.8%
Manhattan	Washington Hgts/Inwood	143,590	18,374	12.8%	29.7%	27.9%
Brooklyn	Downtown/Heights/Slope	58,124	7,416	12.8%	39.7%	34.7%
Queens	Southwest Queens	124,306	15,534	12.5%	23.6%	23.9%
Queens	Jamaica	134,473	16,526	12.3%	28.9%	29.6%
Manhattan	Upper East Side	13,206	1,582	12.0%	40.4%	25.2%
Queens	Ridgewood/Forest Hills	76,645	9,134	11.9%	27.7%	19.7%
Bronx	Pelham/Throgs Neck	139,194	16,221	11.7%	34.0%	33.4%
Brooklyn	Bensonhurst/Bay Ridge	80,271	9,282	11.6%	24.1%	15.4%
Staten Island	Stapleton/St. George	46,686	5,310	11.4%	39.5%	34.6%
Brooklyn	Flatbush/E. Flatbush	135,688	15,416	11.4%	34.4%	30.0%
Staten Island	Willowbrook	20,550	2,319	11.3%	29.9%	21.9%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	18,715	11.2%	40.3%	36.9%
Queens	Fresh Meadows	34,868	3,902	11.2%	21.2%	18.6%
Queens	Flushing/Clearview	116,769	12,964	11.1%	21.4%	15.8%
Queens	Long Island City/Astoria	71,850	7,959	11.1%	27.2%	25.9%
Manhattan	Central Harlem/Morningside Hgt	80,466	8,774	10.9%	36.9%	41.8%
Bronx	Hunts Point/Mott Haven	102,165	11,020	10.8%	35.9%	37.8%
Bronx	Fordham/Bronx Park	159,182	17,130	10.8%	37.3%	35.8%
Bronx	Highbridge/Morrisania	157,071	16,834	10.7%	37.7%	36.8%
Brooklyn	East New York	117,543	12,580	10.7%	35.4%	35.7%
Manhattan	Lower Manhattan	12,054	1,262	10.5%	32.3%	31.1%
Brooklyn	Williamsburg/Bushwick	128,474	13,297	10.3%	35.2%	36.8%
Bronx	Crotona/Tremont	158,601	16,367	10.3%	38.1%	37.8%
Manhattan	Greenwich Village/Soho	14,273	1,438	10.1%	25.3%	16.9%
Queens	Southeast Queens	60,254	6,003	10.0%	25.5%	27.1%
Queens	West Queens	229,888	22,717	9.9%	24.9%	20.6%
Brooklyn	Borough Park	195,830	18,996	9.7%	24.6%	17.8%
Manhattan	Gramercy Park/Murray Hill	9,839	929	9.4%	35.6%	38.0%
Queens	Bayside/Little Neck	19,922	1,795	9.0%	20.9%	13.8%
Staten Island	South Beach/Tottenville	31,799	2,673	8.4%	32.6%	24.7%
Brooklyn	Greenpoint	49,127	3,642	7.4%	29.7%	27.1%
Brooklyn	Sunset Park	99,554	7,054	7.1%	26.5%	21.7%
Staten Island	Port Richmond	28,478	2,009	7.1%	33.4%	39.4%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 8. Medicaid Beneficiaries with a Mental Health Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	1,328,558	22.8%	30.9%	45.8%
NYC		3,595,868	702,585	19.5%	32.3%	42.3%
UHF Neighborhoods						
Manhattan	Chelsea/Clinton	33,022	16,610	50.3%	41.4%	49.9%
Manhattan	Gramercy Park/Murray Hill	9,839	3,642	37.0%	38.9%	47.1%
Manhattan	Upper West Side	31,499	11,028	35.0%	36.5%	45.1%
Queens	Rockaway	52,664	17,488	33.2%	43.4%	40.2%
Manhattan	Lower Manhattan	12,054	3,994	33.1%	37.1%	48.2%
Manhattan	Upper East Side	13,206	4,158	31.5%	37.6%	38.3%
Manhattan	East Harlem	65,008	20,410	31.4%	37.6%	52.2%
Bronx	Kingsbridge/Riverdale	29,957	9,026	30.1%	37.5%	36.9%
Staten Island	South Beach/Tottenville	31,799	8,714	27.4%	30.3%	40.6%
Brooklyn	Downtown/Heights/Slope	58,124	15,868	27.3%	36.9%	46.0%
Staten Island	Stapleton/St. George	46,686	12,408	26.6%	39.0%	48.8%
Brooklyn	Coney Island/Sheepshead Bay	136,160	34,703	25.5%	28.2%	24.6%
Bronx	Hunts Point/Mott Haven	102,165	25,701	25.2%	31.7%	48.6%
Manhattan	Central Harlem/Morningside Hgt	80,466	19,986	24.8%	36.7%	53.6%
Manhattan	Greenwich Village/Soho	14,273	3,381	23.7%	38.3%	40.4%
Bronx	Crotona/Tremont	158,601	36,406	23.0%	34.1%	50.0%
Staten Island	Willowbrook	20,550	4,703	22.9%	29.5%	35.3%
Bronx	Fordham/Bronx Park	159,182	35,728	22.4%	33.1%	47.9%
Bronx	Pelham/Throgs Neck	139,194	30,833	22.2%	28.9%	43.6%
Bronx	Highbridge/Morrisania	157,071	34,754	22.1%	32.9%	49.0%
Bronx	Northeast Bronx	75,167	16,019	21.3%	37.5%	44.3%
Manhattan	Union Sq./Lower Eastside	81,093	16,891	20.8%	32.3%	42.9%
Manhattan	Washington Hgts/Inwood	143,590	29,748	20.7%	28.2%	40.1%
Queens	Ridgewood/Forest Hills	76,645	15,446	20.2%	25.1%	30.0%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	32,956	19.7%	37.6%	50.6%
Staten Island	Port Richmond	28,478	5,577	19.6%	31.8%	51.2%
Brooklyn	East New York	117,543	22,969	19.5%	33.6%	47.6%
Brooklyn	Williamsburg/Bushwick	128,474	24,881	19.4%	30.3%	48.5%
Brooklyn	Bensonhurst/Bay Ridge	80,271	14,138	17.6%	27.2%	27.8%
Brooklyn	Canarsie/Flatlands	68,906	11,728	17.0%	33.0%	35.4%
Queens	Fresh Meadows	34,868	5,652	16.2%	24.6%	34.2%
Brooklyn	Greenpoint	49,127	7,325	14.9%	27.3%	35.9%
Queens	Jamaica	134,473	19,784	14.7%	32.7%	44.2%
Queens	Long Island City/Astoria	71,850	10,432	14.5%	27.9%	39.5%
Brooklyn	Borough Park	195,830	26,941	13.8%	24.0%	24.1%
Brooklyn	Flatbush/E. Flatbush	135,688	17,611	13.0%	36.5%	43.0%
Queens	Flushing/Clearview	116,769	14,390	12.3%	29.9%	32.7%
Queens	Bayside/Little Neck	19,922	2,400	12.0%	24.9%	27.2%
Queens	Southwest Queens	124,306	14,752	11.9%	25.3%	38.6%
Queens	West Queens	229,888	26,313	11.4%	26.3%	36.2%
Queens	Southeast Queens	60,254	6,509	10.8%	37.2%	46.3%
Brooklyn	Sunset Park	99,554	10,227	10.3%	26.5%	35.9%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 9. Medicaid Beneficiaries with a Substance Use Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	370,898	6.4%	59.6%	59.9%
NYC		3,595,868	222,198	6.2%	65.0%	58.4%
UHF Neighborhoods						
Manhattan	Chelsea/Clinton	33,022	10,401	31.5%	71.6%	59.2%
Manhattan	Upper West Side	31,499	5,374	17.1%	63.9%	58.1%
Manhattan	Gramercy Park/Murray Hill	9,839	1,659	16.9%	69.5%	65.4%
Manhattan	East Harlem	65,008	9,878	15.2%	68.3%	61.2%
Manhattan	Lower Manhattan	12,054	1,603	13.3%	73.8%	66.0%
Manhattan	Central Harlem/Morningside Hgt	80,466	10,093	12.5%	66.2%	63.3%
Bronx	Hunts Point/Mott Haven	102,165	12,551	12.3%	61.5%	57.0%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	16,159	9.7%	65.8%	61.3%
Bronx	Crotona/Tremont	158,601	15,141	9.5%	67.0%	59.2%
Brooklyn	Downtown/Heights/Slope	58,124	5,464	9.4%	68.5%	63.7%
Staten Island	Stapleton/St. George	46,686	4,329	9.3%	70.7%	60.6%
Staten Island	South Beach/Tottenville	31,799	2,948	9.3%	61.3%	57.9%
Bronx	Highbridge/Morrisania	157,071	14,126	9.0%	65.5%	57.5%
Manhattan	Union Sq./Lower Eastside	81,093	6,788	8.4%	69.4%	62.1%
Manhattan	Greenwich Village/Soho	14,273	1,172	8.2%	71.6%	62.6%
Brooklyn	East New York	117,543	8,911	7.6%	64.3%	59.4%
Bronx	Fordham/Bronx Park	159,182	11,575	7.3%	66.3%	60.6%
Brooklyn	Williamsburg/Bushwick	128,474	8,983	7.0%	64.3%	60.6%
Manhattan	Upper East Side	13,206	910	6.9%	61.9%	55.7%
Staten Island	Port Richmond	28,478	1,885	6.6%	64.2%	62.7%
Queens	Rockaway	52,664	3,386	6.4%	62.8%	58.3%
Bronx	Pelham/Throgs Neck	139,194	8,820	6.3%	61.9%	52.2%
Bronx	Northeast Bronx	75,167	4,430	5.9%	66.2%	60.2%
Staten Island	Willowbrook	20,550	1,195	5.8%	62.4%	55.2%
Queens	Jamaica	134,473	7,496	5.6%	59.7%	56.6%
Brooklyn	Greenpoint	49,127	2,588	5.3%	70.4%	57.1%
Bronx	Kingsbridge/Riverdale	29,957	1,497	5.0%	68.1%	58.1%
Brooklyn	Flatbush/E. Flatbush	135,688	6,193	4.6%	65.9%	57.5%
Manhattan	Washington Hgts/Inwood	143,590	6,388	4.4%	65.7%	58.0%
Brooklyn	Coney Island/Sheepshead Bay	136,160	5,393	4.0%	62.1%	52.2%
Brooklyn	Canarsie/Flatlands	68,906	2,428	3.5%	62.9%	52.1%
Queens	Southeast Queens	60,254	2,045	3.4%	68.4%	62.0%
Queens	Fresh Meadows	34,868	1,115	3.2%	71.1%	53.3%
Queens	Ridgewood/Forest Hills	76,645	2,294	3.0%	53.4%	46.2%
Brooklyn	Bensonhurst/Bay Ridge	80,271	2,159	2.7%	56.3%	50.5%
Queens	Long Island City/Astoria	71,850	1,909	2.7%	56.1%	56.6%
Queens	Southwest Queens	124,306	2,488	2.0%	57.6%	53.8%
Brooklyn	Sunset Park	99,554	1,888	1.9%	56.3%	54.0%
Queens	West Queens	229,888	3,664	1.6%	60.0%	47.7%
Brooklyn	Borough Park	195,830	3,005	1.5%	58.4%	52.6%
Queens	Flushing/Clearview	116,769	1,617	1.4%	59.4%	47.6%
Queens	Bayside/Little Neck	19,922	250	1.3%	54.4%	47.6%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 10. Medicaid Beneficiaries with a HIV/AIDS Condition Diagnosis

		Medicaid Population	Population with a Diagnosis	Weighted Prevalence (Per 100,000)	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	53,901	924	25.3%	36.4%
NYC		3,595,868	49,984	1,390	25.1%	35.4%
UHF Neighborhoods						
Manhattan	Chelsea/Clinton	33,022	1,378	4,173	26.1%	35.6%
Manhattan	Gramercy Park/Murray Hill	9,839	290	2,947	29.0%	36.9%
Manhattan	Upper West Side	31,499	900	2,857	31.9%	43.6%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	4,199	2,512	26.8%	41.8%
Manhattan	Central Harlem/Morningside Hgt	80,466	1,902	2,364	27.3%	42.0%
Manhattan	Union Sq./Lower Eastside	81,093	1,902	2,345	19.3%	25.0%
Manhattan	Greenwich Village/Soho	14,273	321	2,249	19.6%	23.4%
Bronx	Hunts Point/Mott Haven	102,165	2,271	2,223	31.8%	43.2%
Manhattan	East Harlem	65,008	1,373	2,112	31.2%	41.4%
Bronx	Crotona/Tremont	158,601	3,292	2,076	32.1%	41.1%
Bronx	Highbridge/Morrisania	157,071	3,255	2,072	33.1%	39.8%
Bronx	Fordham/Bronx Park	159,182	3,111	1,954	27.5%	40.5%
Brooklyn	Flatbush/E. Flatbush	135,688	2,450	1,806	25.9%	37.2%
Bronx	Northeast Bronx	75,167	1,303	1,733	29.2%	42.9%
Brooklyn	Sunset Park	99,554	1,654	1,661	12.0%	9.8%
Brooklyn	East New York	117,543	1,870	1,591	26.7%	41.6%
Manhattan	Upper East Side	13,206	208	1,575	24.5%	30.8%
Bronx	Pelham/Throgs Neck	139,194	2,186	1,570	26.0%	37.9%
Brooklyn	Downtown/Heights/Slope	58,124	833	1,433	26.7%	40.1%
Brooklyn	Williamsburg/Bushwick	128,474	1,840	1,432	24.1%	42.1%
Queens	Rockaway	52,664	658	1,249	27.2%	43.3%
Staten Island	Stapleton/St. George	46,686	573	1,227	31.2%	41.5%
Manhattan	Washington Hgts/Inwood	143,590	1,624	1,131	25.4%	35.5%
Queens	Flushing/Clearview	116,769	1,273	1,090	9.4%	9.6%
Manhattan	Lower Manhattan	12,054	120	996	20.0%	25.8%
Queens	Jamaica	134,473	1,337	994	24.6%	39.3%
Staten Island	Port Richmond	28,478	280	983	27.9%	49.6%
Brooklyn	Canarsie/Flatlands	68,906	595	863	24.0%	32.6%
Bronx	Kingsbridge/Riverdale	29,957	256	855	28.5%	39.8%
Brooklyn	Bensonhurst/Bay Ridge	80,271	576	718	12.5%	9.7%
Queens	West Queens	229,888	1,501	653	13.7%	18.8%
Queens	Fresh Meadows	34,868	220	631	13.2%	16.8%
Queens	Bayside/Little Neck	19,922	125	627	8.8%	8.8%
Brooklyn	Borough Park	195,830	1,221	623	12.4%	15.8%
Queens	Southeast Queens	60,254	366	607	23.2%	37.7%
Queens	Ridgewood/Forest Hills	76,645	462	603	17.5%	29.4%
Brooklyn	Coney Island/Sheepshead Bay	136,160	798	586	17.2%	24.8%
Queens	Long Island City/Astoria	71,850	395	550	20.8%	30.6%
Queens	Southwest Queens	124,306	647	520	17.9%	34.9%
Staten Island	Willowbrook	20,550	98	477	26.5%	37.8%
Brooklyn	Greenpoint	49,127	227	462	24.2%	33.5%
Staten Island	South Beach/Tottenville	31,799	94	296	21.3%	33.0%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 11. Maternal and Child Health Indicators

		% Low Birth Weight	% Preterm Birth	% Medicaid or Self Pay Payer	% Late or No Prenatal Care	Teen Birth per 1000	Infant Death per 1000	Neonatal Death per 1000
NYS		8.1%	11.1%	50.0%	5.5%	24.4	4.8	3.3
NYC		8.5%	11.3%	59.5%	7.0%	25.3	4.4	2.9
UHF Neighborhoods								
Brooklyn	Bedford/Stuy/Crown Heights	11.7%	14.7%	69.5%	8.6%	31.7	6.4	3.7
Manhattan	Central Harlem/Morningside Hgt	11.3%	14.1%	62.2%	9.8%	30.4	8.0	5.4
Queens	Jamaica	11.3%	13.7%	54.0%	9.1%	27.4	7.5	4.8
Brooklyn	Canarsie/Flatlands	10.7%	14.8%	55.9%	8.3%	19.6	6.1	4.0
Brooklyn	Flatbush/E. Flatbush	10.6%	14.4%	69.2%	9.8%	21.5	4.9	3.3
Manhattan	East Harlem	10.4%	13.1%	72.5%	9.1%	40.9	4.9	3.8
Brooklyn	East New York	10.4%	14.7%	72.3%	9.0%	40.9	7.1	4.3
Queens	Southeast Queens	10.4%	13.0%	43.2%	7.1%	13.8	6.5	5.4
Bronx	Northeast Bronx	10.3%	12.4%	64.2%	12.9%	29.2	5.4	3.6
Bronx	Highbridge/Morrisania	9.8%	12.4%	82.2%	11.4%	45.6	5.5	3.2
Bronx	Hunts Point/Mott Haven	9.6%	12.7%	84.9%	11.3%	47.4	7.1	3.9
Queens	Southwest Queens	9.6%	11.8%	43.5%	6.3%	20.0	3.7	2.1
Bronx	Fordham/Bronx Park	9.5%	12.1%	80.5%	10.2%	36.8	4.8	3.3
Bronx	Pelham/Throgs Neck	9.3%	11.8%	66.1%	10.6%	29.4	3.9	2.5
Bronx	Crotona/Tremont	9.3%	12.3%	83.1%	11.3%	45.9	6.4	4.6
Staten Island	Port Richmond	8.9%	13.5%	62.3%	4.1%	36.4	6.0	2.9
Manhattan	Upper West Side	8.7%	10.1%	12.3%	3.0%	8.6	2.2	1.5
Manhattan	Chelsea/Clinton	8.6%	10.1%	18.0%	4.1%	14.3	4.2	2.5
Manhattan	Gramercy Park/Murray Hill	8.5%	10.0%	6.5%	2.9%	3.9	3.0	2.0
Queens	Rockaway	8.4%	11.6%	56.4%	9.4%	32.4	6.1	4.0
Staten Island	Stapleton/St. George	8.2%	11.4%	54.1%	4.5%	21.2	6.5	5.7
Brooklyn	Coney Island/Sheepshead Bay	8.0%	11.1%	62.2%	5.8%	23.6	4.1	2.2
Manhattan	Upper East Side	8.0%	8.7%	6.2%	2.7%	4.6	1.5	1.2
Manhattan	Washington Hgts/Inwood	7.9%	11.0%	69.6%	7.4%	33.5	4.1	2.0
Staten Island	Willowbrook	7.9%	10.3%	33.8%	2.5%	9.1	3.9	2.8
Manhattan	Lower Manhattan	7.8%	9.8%	11.7%	3.1%	3.4	0.7	0.7
Brooklyn	Williamsburg/Bushwick	7.8%	11.7%	80.2%	7.3%	37.5	5.5	3.3
Queens	Long Island City/Astoria	7.7%	10.6%	50.6%	10.9%	18.0	3.7	2.3
Bronx	Kingsbridge/Riverdale	7.7%	10.2%	43.1%	5.3%	17.5	3.5	3.2
Manhattan	Union Sq./Lower Eastside	7.5%	10.4%	54.1%	4.3%	17.9	2.1	1.1
Staten Island	South Beach/Tottenville	7.4%	10.6%	23.8%	2.1%	4.5	4.0	3.4
Manhattan	Greenwich Village/Soho	7.1%	8.3%	15.5%	1.7%	2.1	1.1	1.1
Brooklyn	Bensonhurst/Bay Ridge	6.9%	10.6%	55.7%	5.2%	15.2	4.5	2.7
Queens	Ridgewood/Forest Hills	6.9%	9.3%	44.9%	5.1%	15.4	3.3	2.6
Queens	Fresh Meadows	6.8%	8.7%	42.0%	3.9%	9.6	2.9	1.6
Brooklyn	Downtown/Heights/Slope	6.8%	9.0%	28.8%	2.6%	18.6	2.8	1.8
Queens	West Queens	6.8%	10.8%	78.1%	8.9%	33.3	4.3	3.0
Queens	Bayside/Little Neck	6.7%	8.7%	27.5%	2.6%	4.1	2.0	2.0
Brooklyn	Borough Park	6.2%	8.6%	72.5%	3.5%	20.1	2.3	1.4
Queens	Flushing/Clearview	6.2%	8.4%	61.3%	5.2%	10.1	2.8	1.9
Brooklyn	Sunset Park	5.8%	8.5%	90.0%	4.0%	37.5	2.1	1.7
Brooklyn	Greenpoint	5.4%	8.2%	62.1%	3.4%	16.6	2.5	1.8

Source: 2010-2012 New York State Vital Statistics County/ZIP Code Perinatal Data Profile as of March, 2014, accessed December, 6 2014, <http://www.health.ny.gov/statistics/chac/perinatal/index.htm>.

* Preterm Births –prior to 37 weeks of gestation; Low Birth Weight– weight between 100-2499 grams; Late or No Prenatal care– initiated during the third trimester of pregnancy or not at all; Teen Birth – Births to females ages 15-19; Infant Deaths –occurred at less than twelve months of age; Neonatal Deaths –occurred at less than 28 days of age. Total Births are over three year time period.

Appendix 3. Evaluation of 2013 Implementation Plan

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
Diabetes	Coordinate Care and Patient Education through Diabetes Registry	Yes		<p>Program Description A Registered Nurse Coordinator follows up with any patient with an HbA1c of 8 or over for the purpose of coordinating follow up care and patient education. The registry provides outcome information which is included in "report cards" for the patient's physician.</p> <p>Program Goal Increase the number of diabetes patients in the Registry.</p> <p>Action Plan Continue the follow up of all patients with an HbA1c of 8 or over.</p> <p>Outcome At the present time, there are some 4,283 patients in the Diabetes Registry. The percentage of patients with HbA1c levels <u>below</u> 8 increased, between June 2015 and March 2016, from <u>35%</u> to <u>66%</u>. See further information in "Educate Patients About Their Disease through Project RED (Re-Engineering Discharge) Program and Diabetes Support Proactive Care and Improve Self-Management Skills through Chronic Disease Collaborative, below.</p>
Diabetes	Provide Diabetes Management and Education through Frequent Classes and Specialized Clinic Sessions	Yes		<p>Program Description Patients learn how to control obesity and prevent complications from diabetes. Patients with diabetes can take advantage of frequent classes staffed by bi-lingual instructors, who can best address culturally influenced health beliefs, attitudes and practices.</p> <p>Program Goal Obtain certification as a Diabetes Center and develop expanded program with extensive inpatient and outpatient components.</p> <p>Action Plan Utilize three (3) staff Diabetes educators to follow patients from the ER through the inpatient and post-discharge periods</p> <p>Outcome Diabetes patients continue to be followed and educated throughout their pre-hospital, inpatient and ambulatory care periods. Education has been expanded to the Hospital's off-site facilities. Monthly sessions with relevant specialists in diabetes care are held monthly at the Hospital for the greater southern Brooklyn community</p>
Diabetes	Educate Patients About Their Disease through Project RED (Re-Engineering Discharge) Program	Yes		<p>Program Description Under Project RED, which is <u>inpatient-based</u>, patients are educated about their diseases, beginning with their hospital stay (in addition to Diabetes, there are Case Managers for CHF, Myocardial Infarctions/Pneumonia and COPD/Asthma). An RN case manager meets with the patient and family, evaluates their understanding of diabetes and educates the patient about the disease, the medications and the importance of following the plan set by the physician. The first post-hospital contact is made within the first two days after discharge. The program continues until the patient has made his/her first post-discharge visit to the primary care physician.</p> <p>Program Goal Provide the tools for diabetic patients to optimally manage their condition, utilizing the resources of Hospital staff at all locations, both within and outside the Hospital.</p> <p>Action Plan Under the care of a Diabetes Care Manager, optimally manage the patient's diabetes. Continue to provide direct care by the Care Manager through 30-days post-discharge.</p> <p>Outcome As noted above, there are almost 4,300 persons in the Diabetes Registry, and the registry grows by 5-10 persons each month.</p>
Diabetes	Support Proactive Care and Improve Self-Management Skills through Chronic Disease Collaborative	Yes		<p>Program Description This collaborative, together with other NYC H + H facilities, focuses on using a dynamic group process to identify "best practices" and redesign systems to improve care and clinical outcomes for patients with diabetes (other Collaboratives are in Heart Failure, Depression and Pediatric Asthma). The Collaboratives are <u>outpatient-based</u> and focus on improving the control of risk factors and uses data and information systems to support proactive care and improve self-management skills.</p> <p>Program Goal The long term goal is to maximize the length and quality of life for people with chronic diseases.</p> <p>Action Plan</p>

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
			<p>The Collaborative, ongoing since 2013, is one of four H +H collaboratives in which HHC facilities work together to address selected chronic diseases.</p> <p>Outcome There are almost 4,300 Diabetic patients in our registry and some 65% of their conditions are controlled, i.e., HbA1c less than 8.</p>	
Cardiovascular Disease	Establish a Care Plan with Patient through Collaborative Care Model for Congestive Heart Disease and Hypertension Control	Yes	<p>This Collaborative has been ongoing since 2014. The team includes the Primary Care Provider, consulting specialists and a CHF Care Manager, who establish a plan for regular, ongoing clinical care and at-home monitoring and lifestyle modification goals in order to effectively manage these chronic conditions.</p> <p>Program Goal The goal of this collaborative is to manage, on an <u>outpatient</u> basis, CHF and hypertensive patients to Blood Pressure (BP) reading of 139/79 and lower. Those who are above these levels are cared for in the Treat to Target program.</p> <p>Action Plan Provide the professional assistance so that CHF patients will be able to manage themselves, utilizing techniques such diet, exercise and ongoing monitoring.</p> <p>Outcome Overall, the patients are actively engaged in their care and management and are exceeding our goals. As proof of this, the percentage of patients with LDL's below 100, for the period June 2015 to March 2016, rose from <u>31%</u> to <u>43%</u>. Further, for the same period, the percentage of patients with controlled blood pressure, i.e., <=139/79, rose from <u>55%</u> to <u>59%</u>.</p>	
Cardiovascular Disease	Educate Patients About Their Disease through Project RED (Re-Engineering Discharge) Program	Yes	<p>As with Diabetes, above, under Project RED, which is <u>inpatient-based</u>, patients are educated about their diseases, beginning with their hospital stay and continuing through 30- days post-discharge. It continues on an ambulatory basis and is administered by a CHF case manager. The RN case manager, meets with the patient and family, evaluates their understanding of cardiovascular disease and educates the patient about the disease, the medications and the importance of following the plan set by the physician. The first post-Hospital contact is within the first two-three days after discharge. The process continues until the patient has made his/her first post-discharge visit to the primary care physician.</p> <p>Program Goal Provide the tools for CHF patients to optimally manage their condition, utilizing the resources of Hospital staff at all locations, both within and outside the Hospital.</p> <p>Action Plan Under the care of the CHF Care Manager, optimally manage the patient's cardiac condition. Continue to provide direct care by the Care Manager through 30-days post-discharge.</p> <p>Outcome There here are approximately 6,900 persons in the CHF Registry, and the registry.increases by more than 10 new patients each month.</p>	
Behavioral Health Issues	Consolidate and Expand Access to Outpatient Substance Abuse Services to be Located at the Former Ida Israel Site	Yes	<p>Program Description Due to Superstorm Sandy-related destruction of the Hospital's outpatient substance abuse facility, all programs are to be consolidated in a new community site with an expanded scope of services. Further, our Substance Abuse Programs are to be designed so as to better address the issues of alcoholism, abuse and suicide attempts.</p>	
Behavioral Health Issues	Redesign Psychiatry and Substance Abuse Programs to Programmatically Address Issues of Alcoholism, Abuse and Suicide Attempts		<p>Program Goal Re-establish the substance abuse and related programs formerly located at the Ida G Israel Community Health Center (CHC) in its new, nearby facility within the same southern Brooklyn shorefront area. Design the program to address the issues of alcoholism, abuse and suicide attempts.</p> <p>Action Plan The new Ida G Israel was opened in September 2015 and the Substance Abuse services were transferred from the Hospital, where they had been provided since Superstorm Sandy.</p> <p>Outcome Visits for Substance Abuse are increasing regularly, with a total <u>8,847</u> for</p>	

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
			FY 2016 YTD (July 2015 to February 2016).	
Asthma	Assure 24-hour Access to Physician Specialist through Pediatric Asthma Program	Yes	<p>Program Description All patients 5 and over are identified at the level of asthma they are, i.e.,</p> <ol style="list-style-type: none"> intermittent, persistent and well controlled, or persistent and not well-controlled. <p>The patients 5 and over with Persistent Asthma will get an Asthma Care Plan and will be cared for by a team consisting of the physician and the nurse.</p> <p>Program Goal Refer all children diagnosed with asthma to the pulmonologist and assure 24-hour access to the specialist.</p> <p>Action Plan Develop Asthma Care Plan for children 5 and over with Persistent Asthma and maintain adherence to the Guidelines of the Institute for Clinical System Improvement. Assure 24-hour Attending availability for all Pediatric patients.</p> <p>Outcome There is always a Pediatric Attending on the premises. Hospital staff includes a Pediatric Pulmonologist. CIH ED revisits for asthma, at 1.3%, compares very favorably to the system wide rate of 3.0%.</p>	
Asthma	Monitor and Control Asthma Symptoms and Provide Health Information through Pediatric Clinics	Yes	<p>The Pediatric Department holds pediatric pulmonary and allergy clinics, where the Pediatric Asthma Team monitors and controls asthma symptoms and provides health information on methods to reduce exposure to asthma triggers, utilize medications correctly and deal medication side effects.</p> <p>Program Goal Using our CIH Pediatric Asthma Guidelines, actively manage and provide Asthma Care Plans for our target population of persons 5 years old and over with persistent asthma.</p> <p>Action Plan The provider generates an initial Asthma Care Plan and reviews and updates plan as needed at visits where asthma is addressed. The Plan will be reviewed and managed by a Nurse and the plan will be scanned into Quadramed. Patients with asthma will be followed up, at the following minimums:</p> <ul style="list-style-type: none"> - Intermittent asthma- every six months - Persistent well-controlled asthma- every 3 months - Persistent and not well-controlled asthma- every 6 weeks. <p>Patients can be seen more frequently if needed.</p> <p>Outcome These guidelines are new and data are not available.</p>	
Asthma	Develop Individualized Care Plan through Adult Asthma Teams	Yes	<p>Asthma patients are primarily followed in the Ambulatory Care clinics by nurse clinicians, with the difficult cases seen within the Department of Pulmonary Medicine. There are individualized care plans for patients in the form of Asthma Action Plans, which are in Quadramed, and this information is discussed with the patients. Individualized care plans are designed to manage symptoms, reduce triggers and deal with impeding attacks effectively. There is no formal Adult Asthma Team, as the Pulmonary nurse clinician and the Primary Care physicians provide the direct clinical care. Patient education is provided during regular office visits to monitor the patient's responses to medication and environmental management goals.</p> <p>Program Goal Provide care with within the Ambulatory Care areas, together with the nurse clinicians and physicians, both in Primary Care and in the Department of Pulmonary Medicine. Note that Project RED was expanded to include Asthma and COPD in June 2013.</p> <p>Action Plan Our nurse clinician interacts with asthma patients regarding education on asthma control, proper use of asthma medications and on teaching the patients the proper delivery technique of the inhaler medications.</p>	

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
			Outcome Unavailable at this time	
Obesity	Refer Obese Pediatric Patients to Weight Loss Program	Yes	<p>Obese pediatric patients are referred to the Hospital's weight loss program, which is operated by our Pediatric Endocrinologist.</p> <p>Program Goal Continue to operate Pediatric Weight Loss Program following the guidelines of the Institute for Clinical Systems Improvement's "Prevention and Management of Obesity for Children and Adolescents."</p> <p>Action Plan Employ a Pediatric Endocrinologist to operate the Pediatric Obesity Clinic. Continue to refer obese patients to our Pediatric Obesity program.</p> <p>Outcome Employed Pediatric Endocrinologist and saw significant increase in the number of visits to our Pediatric Obesity Clinic. That clinic has had a 23% increase in visits between FY 2013 and 2015.</p>	
Obesity	Provide Patient and Family Counseling through Nutritionist	Yes	<p>Program Description Patients and their families are counseled by the nutritionist and monitored by the physician.</p> <p>Program Goal Continue and expand our counseling program which is led by our nutritionist.</p> <p>Action Plan Assign obese pediatric patients to care by a Hospital nutritionist.</p> <p>Outcome Nutritionist and dieticians go to local schools for educational purposes. They also are assigned to our Staten Island sites at Mariner's Harbor, Stapleton as well as the new Ida G Israel CHC.</p>	
Obesity	Provide Community Health Education and Outreach Programs	<p>Program Description The Hospital has been raising awareness of accessible preventive and wellness programs to the communities which we serve. We continue to go to local schools and address both the students and staff on relationship issues and on health educational materials and we offer workshops and health screening and on topics, such as diabetes, high blood pressure, cholesterol control, podiatry, and asthma, among others. Many of our health screenings are held at local political offices through the year.</p> <p>Program Goal Expand our outreach programs within our southern Brooklyn community, using our Dietary and Public Affairs staff.</p> <p>Action Plan 1- Send three outpatient dieticians to local groups and provide community education information 2- Participate in local health fairs and visit local educational sites.</p> <p>Outcome The Hospital provides a Farmers Market twice a week between June and November. Health education provided at community organizations The following is a summary of events held between August 2015 and April 2016: 1) Participated in screenings, such as blood pressure, dental, vision, and hypertension, and provided flu inoculations on <u>21</u> occasions. Locations ranged from local elected official offices, the local Police precinct, Kingsborough Community College and local churches. Included in the activities is the Hospital's annual Health Fair, held at our newly opened Ida G Israel CHC.</p> <p>Health Education Seminars were held throughout our service area, including local schools and the local YMCA, among others, on <u>17</u> occasions. Presenters at these events included Hospital physicians, dentists, nurses, PA's and dietitians. Topics discussed ranged from breast health, healthy eating, healthy heart, asthma/allergies, strokes and discussions of Hospital services available to participants. This level of activity represents significant increases over past years continues to further grow at the present time (May 2016).</p>		
Obesity	Conduct Health Fairs and other Health Educational Programs			

Appendix 4. Community Resources

Appendix 4 is a listing of health and social services available to low-income, uninsured, and underinsured individuals in the neighborhoods included in the primary service area of NYC Health + Hospitals, sorted by borough and neighborhood. Organization services are in the following categories: Dental, Vision, Adult Day Health, Health center, Insurance enrollment, Home Health, Hospital, Nursing Home, Prescription Drug, Immigration Support, Mental Health-Inpatient, Mental Health-Ambulatory, Substance Use, Social Services, Financial Assistance, and Wellness/Prevention.

Source: Health Information Tool for Empowerment (HITE), a program of the not-for-profit Foundation affiliate of the Greater New York Hospital Association (GNYHA). <http://www.hitesite.org/Default.aspx>. Accessed 3/11/2016.

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
JBFCs - Horizons	PO Box 060280, Brooklyn, NY 11206														Y		
La Providencia Family Health Center	1280 Dekalb Avenue, Brooklyn, NY 11221	Y			Y	Y									Y		Y
Maria Lawton Senior Center	400 Hart Street, Brooklyn, NY 11206														Y		Y
Neighborhood Housing Services of New York City (NHSNYC) - Bedford-Stuyvesant Office	1012 Gates Avenue, 1st Floor, Brooklyn, NY 11221																Y
Open Door Church of God in Christ - Food Program	999 Greene Avenue, Brooklyn, NY 11221														Y	Y	
Opportunities for a Better Tomorrow - Williamsburg	25 Thornton Street, Brooklyn, NY 11206									Y					Y		
PAC Program of Brooklyn	7 Debevoise Street, 2nd Floor, Brooklyn, NY 11206													Y	Y		
Pesach Tikvah	18 Middleton Street, Brooklyn, NY 11206												Y		Y		
Project Re-Generation (PR-G)	150 Tompkins Avenue, Brooklyn, NY 11206														Y		
Public Health Solutions Neighborhood WIC Center - Bushwick	335 Central Avenue, Brooklyn, NY 11221																Y
Puerto Rican Family Institute - Brooklyn Mental Health Clinic	28 Debevoise St., 5th Floor, Brooklyn, NY 11206												Y		Y		
Puerto Rican Family Institute - Children's Intensive Case Management Program	28 Debevoise Street, 5th Floor, Brooklyn, NY 11206												Y				
Puerto Rican Family Institute - Home-Based Crisis Intervention Program	28 Debevoise Street, 5th Floor, Brooklyn, NY 11206														Y		
Ridgewood Bushwick Senior Citizens Council - Hope Gardens Multi-Service Center	195 Linden Street, Brooklyn, NY 11221														Y		
Ridgewood Bushwick Senior Citizens Home Care Council	533 Bushwick Avenue, Brooklyn, NY 11206														Y		
Ridgewood Bushwick Senior Citizens Houses	143 Himrod Street, Brooklyn, NY 11221														Y		
Salvation Army - Bushwick Community Center	1151 Bushwick Avenue, Brooklyn, NY 11221														Y	Y	
St. John the Baptist Parish Social Service Program	333 Hart Street, Brooklyn, NY 11206														Y	Y	
St. John's Bread and Life Program	795 Lexington Avenue, Brooklyn, NY 11221				Y					Y					Y		Y
St. Nicks Alliance - Williamsburg Community Center	195 Graham Avenue, Brooklyn, NY 11206														Y		
St. Nicks Alliance - Workforce Development	790 Broadway, 2nd Floor, Brooklyn, NY 11206									Y					Y		
START Treatment & Recovery Centers - Bushwick	1149-55 Myrtle Avenue, Brooklyn, NY 11206												Y		Y		
The Maura Clarke - Ita Ford Center - Educational Services	280 Wyckoff Avenue, Brooklyn, NY 11206									Y					Y		
Trinity Human Service Center	153 Johnson Avenue, Brooklyn, NY 11206														Y	Y	
Woodhull Medical and Mental Health Center - Bushwick Communicare	335 Central Avenue, Brooklyn, NY 11221				Y	Y											Y
Woodhull Medical and Mental Health Center - Chemical Dependency Department	760 Broadway, Brooklyn, NY 11206													Y			Y
Woodhull Medical and Mental Health Center - Dental Practice	760 Broadway, Brooklyn, NY 11206	Y															
Woodhull Medical and Mental Health Center - Sumner Avenue Houses Child Health Clinic	47 Marcus Garvey Boulevard, Brooklyn, NY 11206				Y	Y											
Woodhull Medical and Mental Health Center	760 Broadway, Brooklyn, NY 11206							Y									
Woodhull Medical Center - Paul Paroski Family Center	760 Broadway, Room 2B-151, Brooklyn, NY 11206	Y	Y		Y	Y							Y		Y		Y
Woodhull Medical Center - Pediatric Clinic	760 Broadway, Brooklyn, NY 11206				Y												Y
Woodhull Medical Center - WIC Program	760 Broadway, Brooklyn, NY 11206															Y	Y
Y After School - Beacon Center	35 Starr Street, Brooklyn, NY 11221														Y		
Y After School - Eastern District YMCA	125 Humboldt Street, Brooklyn, NY 11206														Y		
YMCA of Greater New York - Y Roads Literacy Center - Eastern District	125 Humboldt Street, Brooklyn, NY 11206														Y		

Appendix 5. User Survey Instrument

Date:
Facility:
Location:
Staff Initials:

Assisted Self-Administered

NYC Health and Hospitals Corporation Community Health Needs Survey

The New York City Health and Hospitals Corporation (HHC) is conducting this survey as part of a community health needs assessment. The information that you provide will help HHC to better serve you and members of your community.

The survey is voluntary and confidential. You do not have to complete the survey, and you can skip questions you do not want to answer. Your name will not be written on the survey, and we will not be able to connect your answers to you personally.

It will take about 15 minutes to complete this survey. In appreciation of your time and effort, you will receive a \$5.50 MetroCard for completing this survey.

1. In general, would you say that your health is:

Excellent Good Fair Poor

2. Do you currently have health insurance?

Yes No Don't Know

2a. If yes, what type of insurance do you have?

Medicaid

Medicare

Private insurance through my employer or my spouse's employer

Private insurance through the NY State Exchange (Obamacare)

ADAP or other NY State AIDS Insurance Assistance

Other (please specify) _____

3. Have you seen a personal doctor or your regular doctor in the past 12 months for a visit (for example, for an annual check-up or for a medication refill)?

Yes No Don't know Prefer not to answer

4. Have you seen a dentist in the past 12 months?

Yes No Don't know Prefer not to answer

5. Do you have children under the age of 18 living with you?

Yes

No

5a. If yes, are you able to get an appointment with your child's doctor when you need to?

Always

Sometimes

Never

6. Based on your experience with your family, friends, and neighbors, please rate each of the following health issues based on how serious and/or widespread they are ***in your community***.

	Very serious	Somewhat serious	Not serious	Don't know / Not applicable
Heart disease, high cholesterol, stroke				
Cancer				
Diabetes				
Asthma and other breathing issues				
Hypertension/ high blood pressure				
Violence				
Mental illness and psychiatric disorders				
Dementia including Alzheimer's				
Obesity				
Premature births, low birth weight				
HIV, Hepatitis, STDs				
Alcohol and/or drug use				
Smoking				

7. Have there been times in the last month when you could not afford to eat?
 Yes No

8. Have you encountered any of the following challenges when seeking or obtaining health care?

	Yes	No
Barriers related to finances, such as the cost of co-pays, not having insurance, or not being able to take time off from paid work to see your doctor.		
Barriers related to accessing healthcare, such as not having transportation, or not being able to get a timely appointment.		
Barriers related to culture, language, or religion, including concerns that you may experience stigma or discrimination by your healthcare providers.		

9. Have you been to the emergency room in the last year?
 Yes No

9a. If yes, some people go to the emergency room because they do not have a regular doctor. In the past year, have you gone to the emergency room instead of visiting your doctor for any of the following reasons? (Check all that apply.)

- I didn't have insurance
- I do not have a regular doctor
- It takes too long to get an appointment
- My doctor's office or clinic wasn't open
- I like that I can get everything I need during a single visit to the emergency room (for example, see a doctor, get a lab test and have my prescription filled)
- Other, specify: _____

Finally, we'd like to get some background information.

10. What is your ZIP code: _____

11. How old are you? _____

12. What do you consider yourself?

- Female
- Male
- Transgender
- Prefer not to answer

13. What is your race/ethnicity?

White
Black or African American
More than 1 race
Asian, specify: _____
Hispanic or Latino/a, specify: _____
American Indian or Alaskan Native
Prefer not to answer

Native Hawaiian or other Pacific Islander
Other, specify: _____

14. Were you born outside of the U.S.?

Yes
No
Prefer not to answer

14a. If yes, in what country you were born?

15. In what language do you prefer to receive health care?

English	Haitian/French Creole	Urdu
Spanish	Hindi	Yiddish
Arabic	Italian	
Chinese (Mandarin, Cantonese, or other)		
Korean	Prefer not to answer	
French	Russian	
Other, specify: _____		

16. In the past year, have you gone anywhere else to receive healthcare?

Yes
No

If yes, where _____

17. What is it about [FACILITY] that you like the MOST? (Check all that apply)

- Physicians
- Nurses
- Clerical Staff
- Social Services
- Cost
- Location
- Hospital Environment
- Wait time
- Language/Interpretation Services
- Other _____

18. What is it about [FACILITY] that you like the LEAST? (Check all that apply)

- Physicians
- Nurses
- Clerical Staff
- Social Services
- Cost
- Location
- Hospital Environment
- Wait time
- Language/Interpretation Services
- Other _____

19. How likely are you to recommend [FACILITY] to your family and friends?

- Very likely
- Somewhat Likely
- Not likely
- Would not recommend

20. How long have you have lived in your current neighborhood:

- Less than 1 year
- 1-5 years
- 6-10 years
- More than 10 years

21. What is your sexual orientation?

- Straight/heterosexual
- Gay, lesbian or homosexual
- Bisexual
- Other (please specify) _____
- Prefer not to answer

22. Do you know who your primary care provider is?

- Yes
- No

22a. If yes, Name of your primary care provider:

23. When being discharged, are you concerned about the following challenges:

	Yes	No
Medical condition(s)		
Family support		
Access to Home care		
Access to medications		
Access to medical care		
Access to mental health services		
Access to affordable housing		
Access to health insurance		
Financial Barriers		
Access to housing adapted for your disability needs		
Transportation		

Appendix 6. Survey Instrument for Community Advisory Boards and Hospital Leadership

Based on your experience with your family, friends, and neighbors, please rate each of the following health issues based on how serious and/or widespread they are in your hospital community.

	Very serious	Somewhat serious	Not serious	Don't know / Not applicable
Heart disease, high cholesterol, stroke				
Cancer				
Diabetes				
Asthma and other breathing issues				
Hypertension/ high blood pressure				
Violence				
Mental illness and psychiatric disorders				
Dementia including Alzheimer's				
Obesity				
Premature births, low birth weight				
HIV, Hepatitis, STDs				
Alcohol and/or drug use				
Smoking				

Live Your Healthiest Life.

2016

COMMUNITY HEALTH NEEDS ASSESSMENT



EXECUTIVE SUMMARY

Community Health Needs Assessment, 2016 Update

Purpose of the Community Health Needs Assessment

This 2016 Community Health Needs Assessment (CHNA) updates the CHNA completed in 2013 to meet the requirements of Section 9007 of the 2010 federal law, The Affordable Care Act (“ACA”). The ACA requires that any tax-exempt, IRS-designated 501(c) (3) hospital complete or update a publicly-available, comprehensive CHNA every three years in order to document the extent to which it understands the unique characteristics and needs of the local communities it serves, and responds to these needs by delivering meaningful and effective community benefit through clinical services and other programming.

Required Components

A CHNA report has five required components:

- 1) Definition of community served
- 2) A prioritized description of the significant health needs of the community
- 3) Transparency in the process and methods used to conduct the CHNA, including how it took into account input from the community served and prioritized community health needs
- 4) A description of the resources potentially available to address the identified significant prioritized community health needs
- 5) An evaluation of the impact of actions taken to address the significant health needs identified in the previous CHNA report (June 2013).

A CHNA report is considered complete when it is adopted by a governing body of the facility and made widely available to the public.

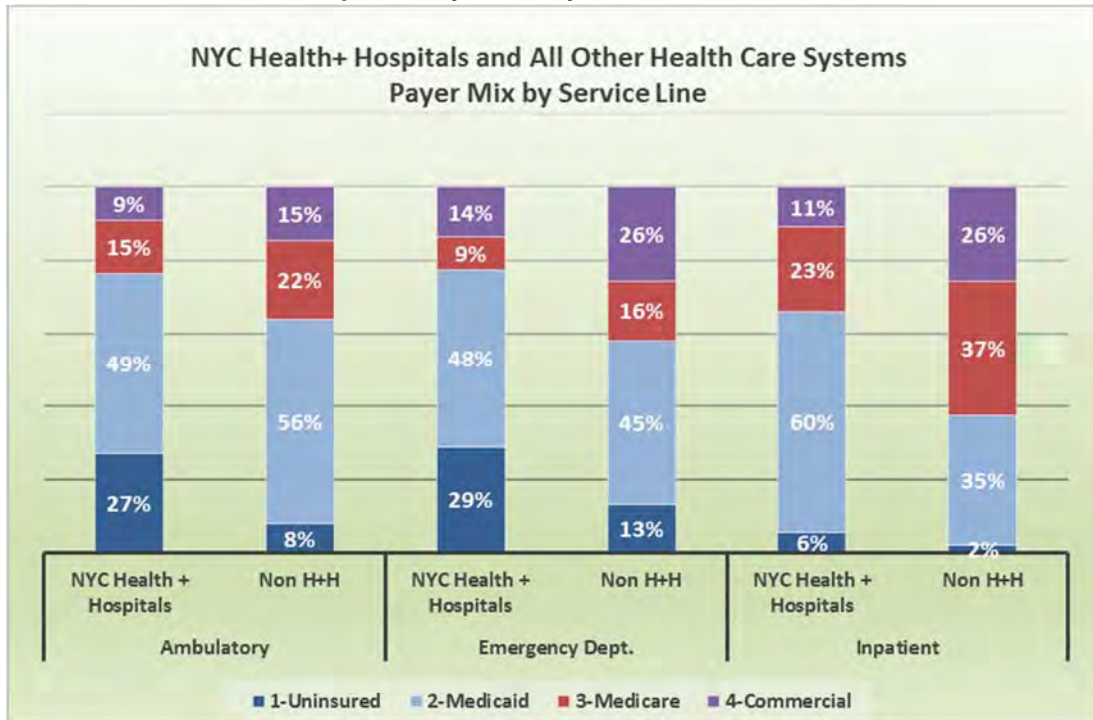
Community Served

NYC Health + Hospitals serve all New Yorkers in every neighborhood in New York City regardless of their ability to pay. Addressing disparity throughout New York City, NYC Health + Hospitals is *the* safety-net for the uninsured and underserved in New York City.

As a share of its total volume, NYC Health + Hospitals provides three times greater share of ambulatory care to the uninsured than other New York City hospitals (27% and 8%, respectively) and twice as many ED visits (29% and 13%, respectively). Medicaid

and uninsured patients together account for nearly twice as many hospital stays compared to other New York City hospitals (66% and 37%, respectively) (chart 1).

Chart 1: NYC Health + Hospitals Payer Mix by Service



Sources and notes: 2014 Hospital Institutional Cost Report, 2014 DTC Cost Report for HHC using internal data, and 2013 Health Center Cost Report for all other DTCs. Includes all NYC acute, general care hospitals and related wholly owned or controlled community health centers, including HHC DTCs. Discharges exclude normal newborns. ED visits include treat and release, and visits that result in admission. Clinic visits include comprehensive care and primary care visits only.

The service area of individual hospitals in the NYC Health + Hospitals System are identified in Appendix 1. A description of these communities, including demographic characteristics identifying vulnerable populations such as disabled and residency status; and health status such as chronic disease prevalence and the rate of potentially avoidable emergency health care use, is in Appendix 2.

Process and Methods

The process and methods was designed collaboratively by a work group of facility planning directors and other representatives.

The community served by each acute care facility is defined as the geographic area in which 75% of its ambulatory care patients reside. An initial list of over 40 health needs were identified based on a review of published literature and internal analyses that have been made publically available including the 2013 CHNA and the DSRIP Community Needs Assessment. Incorporating input from other facility representatives and pilot

tested with hospital users, this list was refined to 13 community health needs. Input from facility users (approximately 150 per facility were surveyed), Community Advisory Boards, facility leadership, and the prevalence of these health needs within the community were blended together to prioritize the health needs. The five highest priority community needs were considered *significant*.

Prioritized Significant Community Health Needs

All 13 identified community health needs were identified as important within the hospitals' communities according to community input. Those considered most significant and their priority order in accordance with regulatory requirements are indicated in blue in the table below. Hypertension/high blood pressure and diabetes are significant community health needs at all hospitals; obesity and heart disease are significant at the majority of hospitals (Chart 2).

Chart 2: Community Health Need by Hospital

	Bellevue	Carter	Coney Island	Elmhurst	Harlem	Jacobi	Kings County	Lincoln	Metro-politan	NCB	Queens	Woodhull
Hypertension/ High Blood Pressure	1	1 (tie)	4	2	1	1	2	1	2	2 (tie)	2	1
Diabetes	5	1 (tie)	1	1	2 (tie)	3	1	3	1	2 (tie)	1	3 (tie)
Obesity	2 (tie)	4 (tie)	6	4 (tie)	9	4	6	6	3	4	5	3 (tie)
Heart Disease, High Cholesterol, Stroke	2 (tie)	3	2 (tie)	4 (tie)	8	5 (tie)	4	4 (tie)	5	6	10 (tie)	5
Mental Illness	4	6 (tie)	8 (tie)	4 (tie)	6	5 (tie)	3	10 (tie)	9	5	3 (tie)	6
Alcohol and/or Drug Use	6	9	10	7	5	9	7 (tie)	2	7	9	6 (tie)	2
Asthma and Other Breathing Issues	8	6 (tie)	8 (tie)	12	2 (tie)	2	9	4 (tie)	4	1	13	7 (tie)
Cancer	7	10	2 (tie)	3	11	8	5	9	8	7	8 (tie)	11
Smoking	11	6 (tie)	5	8	4	7	12	7	12	8	3 (tie)	10
Violence	10	12 (tie)	11	9	10	10	10	8	6	10	6 (tie)	7 (tie)
HIV/AIDS, Hepatitis, STDs	9	11	13	10	7	11	7 (tie)	10 (tie)	10	11	12	7 (tie)
Dementia	12	4 (tie)	7	11	12 (tie)	12	13	12	11	12	10 (tie)	12 (tie)
Premature Births, Low Birth Weight	13	12 (tie)	12	13	12 (tie)	13	11	13	13	13	8 (tie)	12 (tie)

Comparison of 2013 and 2016 Significant Community Health Needs

Most of the significant community health needs identified in 2013 were again identified in 2016. In both 2013 and 2016, a large number of hospitals identified diabetes, hypertension/high blood pressure, heart disease, obesity, mental illness and asthma as a significant community health need.

HIV/AIDS and other infectious diseases were considered a significant community health need at five hospitals in 2013, but none considered it among their most significant in 2016. A decrease in importance is consistent with the continued progress in reducing HIV/AIDS diagnoses and deaths in NYC.

Other changes in health needs between 2013 and 2016 are partly attributable to changes in federal requirements regarding methodology (see Process and Methods).

Significant Community Health Needs Identified in 2016 and 2013

	Significant Community Health Needs	
	Number of Hospitals Identified in 2016	Number of Hospitals Identified in 2013
Diabetes	12	12
Hypertension / High Blood Pressure	12	10
Heart Disease, High Cholesterol, Stroke	9	10
Obesity	8	8
Mental illness	6	10
Asthma and other Breathing Issues	5	5
Alcohol and/or Drug Use	3	9
Cancer	3	6
Smoking	3	1
Dementia	1	1
HIV/AIDS, Hepatitis, STDs	0	5
Violence	0	2
Premature Births, Low Birth Weight	0	1

Resources Potentially Available

Appendix 4 is a listing of health and social service organizations available to members of low-income, medically underserved, and other minority populations in the neighborhoods included in the primary service area of NYC Health + Hospitals, by borough and sorted by neighborhood. These populations may experience health disparity or are at risk of not receiving medical care as a result of being uninsured or underinsured or due to geographic, language, financial, immigration status, or other barriers. Organization services provided are arranged accordingly into the following categories: Dental, Vision, Adult Day Health, Health center, Insurance enrollment, Home Health, Hospital, Nursing Home, Prescription Drug, Immigration Support, Mental Health-Inpatient, Mental Health-Ambulatory, Substance Use, Social Services, Financial Assistance, and Wellness/Prevention.

Evaluation of 2013 Implementation Plan

NYC Health + Hospitals evaluated each hospital's 2013 Implementation Plan and the impact of specific interventions that addressed identified health care needs (Appendix 3). Included in the evaluation is a list of the significant health needs identified in 2013, a description of the planned activities that addressed each of the health needs, an indication whether the planned activity was implemented, the target population and goal of the activity, and the impact or outcome of the activity.

2016 Implementation Strategy

The 2016 CHNA Implementation Strategy due in November 2016 will be designed to address the prioritized significant community health needs identified in the 2016 CHNA and must be adopted by the hospital's governing body.

PROCESS AND METHODS

Community Served

Each hospital's primary and secondary service area is defined as the zip codes that comprise the residence of 50%, 75% of its ambulatory patients, respectively.

Community Input

Community input was obtained using three different strategies:

1) Community Advisory Board

Community Advisory Boards (CAB) are the formal and direct links between each NYC Health + Hospitals facility and its patients and local advocates. The CAB members, consisting of residents, patients and community workers, represent the views of the community in the health care facility's decision making-process to ensure access to the best possible medical care in their communities. The CAB members provide vital insight on the development of facility plans and programs, as well as keep the community informed of NYC Health + Hospitals' goals and objectives. All hospitals in the NYC Health + Hospitals system have a CAB which meets on a regular basis.

The CHNA report and process was presented to each CAB individually. A survey was administered anonymously and confidentially to each CAB member which asked them to indicate the relative importance of each of the 13 identified community health needs in their community (see survey instrument in appendix 6). These responses were coded for inclusion in the prioritization matrix. CAB members were also asked to provide additional input beyond the survey question.

2) Facility Users

NYC Health + Hospitals engaged approximately 150 adult facility users from each hospital throughout the main facility and within community-based clinic sites. These individuals completed a survey anonymously and confidentially with questions focused on demographics, health insurance status, language preferences, health concerns, primary and preventive health care utilization, barriers in obtaining ambulatory care and reasons for use of emergency care. Respondents were also asked to indicate the relative importance of each of the 13 identified community health needs in their community. These responses were coded for inclusion in the prioritization matrix.

Surveys were self-administered or administered by facility staff. The surveys were translated into NYC Health + Hospitals' top 7 languages: Bengali, Chinese (simplified),

Haitian-Creole, French, Polish, Russian and Spanish. Participants received a two-trip Metrocard valued at \$5.50 for completing the survey (see survey instrument in Appendix 5).

3) Additional Community Engagement

NYC Health + Hospitals completed a community needs assessment in December 2014 as a requirement to participate in the Delivery System Reform Incentive Payment (DSRIP) program, a statewide initiative that focuses on improving health care delivery promoting community-level collaborations to ensure that Medicaid and uninsured populations receive culturally competent, highly integrated, well-coordinated, and easily accessible health services. As part of this needs assessment, the system collaborated with government agencies, numerous community organizations, engaged experts in the community and conducted focus groups with vulnerable populations. Key informant interviews were conducted with community experts having population-specific expertise, including particular immigrant groups, older adults, children and adolescents or expertise in specific issues, including supportive housing, care coordination, corrections, and homelessness (conducted as part of the NYC Health + Hospitals DSRIP Community Needs Assessment). Focus groups were conducted with community members recruited by community organizations which included targeted vulnerable groups such as older adults, local immigrant groups, LGBTQ and individuals with disabilities.

Additional Resources

4) Facility Leadership

Hospital leadership were engaged to support the initial identification of potential community health needs, and refine the list to 13 needs which were used in hospital user and CAB member surveys. In addition, a survey was administered to hospital leaders which asked them to indicate the relative importance of each of the 13 identified community health needs in their service area (see survey instrument in Appendix 6). Finally, hospital leaders were asked to review the list of significant health needs identified by the CHNA process.

5) Publically available community health, socio-demographic, economic data

The CHNA work group reviewed all publically available data and supplemented with review of public health literature prepared by New York City of Department of Health and Mental Hygiene (including Take Care New York 2020); New York State Department of Health (including NYS Prevention Agenda 2013-2018); federal agencies, Centers for

Disease Control and Prevention and Healthy People 2020. Sources of Data and Brief Description include:

- American Academy of Family Physicians UDS Mapper
 - UDS Mapper provides ZIP code-level age-adjusted mortality estimates and prevalence estimates on health care access and chronic condition. Can be accessed at: <http://www.udsmapper.org/>.
- Emory University Rollins School of Public Health AIDS Vu
 - AIDS Vu provides ZIP code-level incidence and prevalence data on HIV/AIDS as of 2012. Can be accessed at: <http://aidsvu.org/>.
- New York State Department of Health Cancer Registry
 - The NYS Cancer Registry provides ZIP code-level age-adjusted estimates on incidence of the top malignant cancers (colorectal, female breast, lung and bronchus and prostate) as of 2008-2012. Can be accessed at: <https://www.health.ny.gov/statistics/cancer/registry/zipcode/index.htm>.
- New York State Department of Health DSRIP Performance data
 - The New York State Department of Health provides key statistics on the health care utilization and health status of Medicaid beneficiaries in calendar year 2012. Can be accessed at: https://www.health.ny.gov/health_care/medicaid/redesign/dsrip/performance_data/.
- New York State Department of Health Vital Statistics
 - NYS Vital Statistics provides ZIP-code level key perinatal statistics including access to prenatal care and birth outcomes as of 2011-2013. Can be accessed at: <http://www.health.ny.gov/statistics/chac/perinatal/county/2011-2013/>.
- New York Department of Health and Mental Hygiene (DOHMH) Community Health Survey (CHS)
 - CHS is a telephone survey conducted annually by DOHMH and provides data on the health of New Yorkers, including prevalence estimates on a broad range of chronic condition, health care utilization and other behavioral risk factors. 2010 through 2014 data are used in this report. Can be accessed at: <https://a816-healthpsi.nyc.gov/epiquery/CHS/CHSXIndex.html>.
- New York Department of Health and Mental Hygiene Vital Statistics
 - DOHMH vital statistics data provides 2013 age-adjusted mortality data by cause and by neighborhood. Can be accessed at <https://a816-healthpsi.nyc.gov/epiquery/VS/index.html>.
- United States Census American Community Survey (ACS) 5-year estimates

- ACS provides ZIP code-level demographic, economic, social and housing data as of 2008-2012, and 2010-2014. Can be accessed at: <http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>.

Process and Criteria to Identify Health Needs

A work group composed of central office corporate planning staff, facility planning directors and other facility representatives from all hospitals in the NYC Health + Hospitals system was formed in April 2015 and met monthly to coordinate and conduct the CHNA process. To identify community health needs, the work group reviewed documentation from city, state and federal public health resources, including but not limited to Take Care New York 2020, New York State Prevention Agenda 2013-2018 and Healthy People 2020. The work group also reviewed facility 2013 CHNA and NYC Health + Hospitals DSRIP Community Needs Assessment reports. From this literature review, a list of over 40 potential community health needs were identified. To refine the list, the work group solicited input from other facility representatives and pilot tested the list with hospital users using a survey. The result of this process identified 13 community health needs as indicated below (note: this is not in priority order):

1. Heart disease, high cholesterol, stroke
2. Cancer
3. Diabetes
4. Asthma and other breathing issues
5. Hypertension/ high blood pressure
6. Violence
7. Mental illness and psychiatric disorders
8. Dementia including Alzheimer's
9. Obesity
10. Premature births, low birth weight
11. HIV, Hepatitis, STDs
12. Alcohol and/or drug use
13. Smoking

Prioritization of Community Health Needs

Hospitals developed their facility specific community health needs prioritization by ranking the community needs as determined by facility users, CAB members, hospital leaders, and the prevalence of the conditions within their respective communities – independently - to create an overall blended rank score of each community health need.

Facility users, CAB members, and hospital leaders completed a survey which asked them to rate each of the community health needs using the criteria: “Very Serious” = 3; “Somewhat Serious” = 2; “Not Serious” = 1. The option, “Don’t Know/Not Applicable” was also provided and were excluded for that health need score.

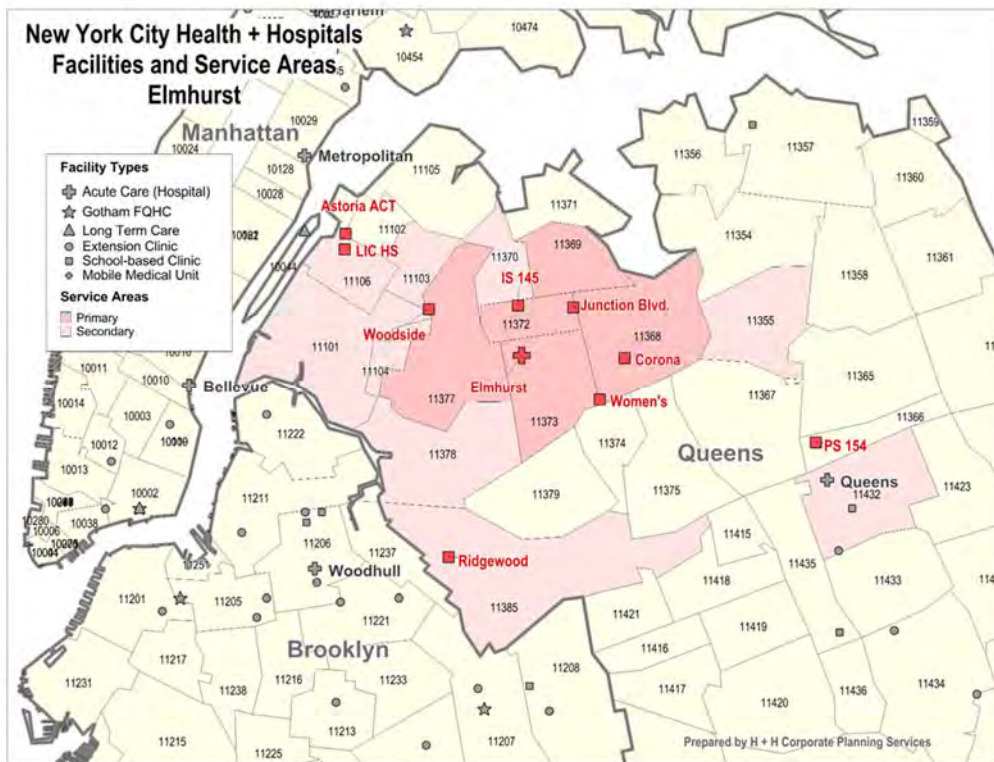
Condition prevalence within the hospital service area was also a considered in prioritizing the community health needs. A ‘z’ score, which represents the distance/variance between the raw score (service area average) and the population mean (citywide average) in units of the standard deviation was calculated for each condition prevalence. A positive number suggests that service area experiences more prevalence in the area than the rest of the city, while a negative number suggest that there is less prevalence in the area relative to other NYC neighborhoods.

Each of the community health needs were assigned a rank from 1 to 13 by each of the three groups – hospital users, CAB members, and hospital leaders – based on their survey results. Community health needs were also assigned a rank from 1 to 13 based on their prevalence, using ‘z’ scores. Finally, each of the four ranks (Users, CAB members, hospital leaders, and prevalence) were added together and health issues were re-ranked based on their overall score.

Community health needs that were considered *significant* were ranked among the top five of identified needs. The final list, including the identified significant community health needs, were reviewed by hospital leadership.

Appendix 1: Description of NYC Health + Hospitals / Elmhurst and Community Served

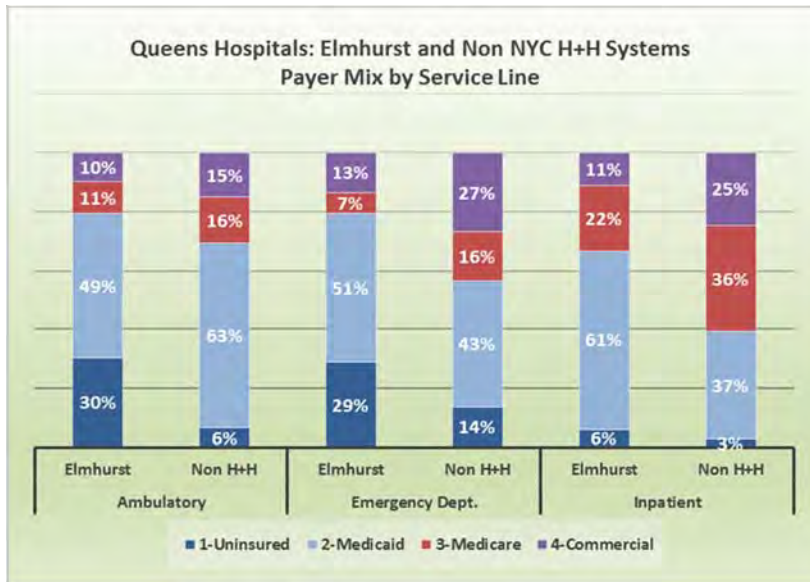
Located in Elmhurst at 79-01 Broadway in Zip code 11373, NYC Health + Hospitals / Elmhurst primary service area neighborhoods include Corona, Elmhurst, Jackson Heights, and Woodside. EHC's overall service area encompasses the neighborhoods of Northwest Queens (Astoria Long Island City, Sunnyside), West Central Queens (Forest Hills, Glendale, Middle Village, Rego Park, Ridgewood), and West Queens (Elmhurst, Jackson Heights, Woodside, Maspeth and Corona).¹ The map below shows the primary service area in red and the secondary service area in light red. NYC Health + Hospitals / Elmhurst sites are labeled in red and other NYC Health + Hospitals sites are in gray. The NYC Health + Hospitals / Elmhurst service area encompasses many neighborhoods that the federal Health Resources and Services Administration (HRSA) has identified as being medically underserved and/or or having a shortage of health providers (HPSA).² NYC Health + Hospitals / Elmhurst is specifically located in a special population (Medicaid) Primary Care HPSA and the Corona medically underserved population.



¹ Service area is defined as the zip codes that comprise the residence of 75% of its ambulatory patients. Elmhurst Hospital's service area includes zip codes: 11101, 11103, 11104, 11106, 11355, 11368, 11369, 11370, 11372, 11373, 11377, 11378, 11385, and 11432.

² A Medically Underserved Area /Population (MUA/P) designation applies to a neighborhood or collection of census tracts based on four factors: the ratio of primary medical care physicians per 1,000 population, infant mortality rate, percentage of the population with incomes below the poverty level, and percentage of the population age 65 or over. A Healthcare Provider Shortage Area (HPSA) is a collection of census tracts that has been designated as having a shortage of health professionals. There are three categories of HPSAs: primary care (shortage of primary care clinicians), dental (shortage of oral health professionals), and mental health (shortage of mental health professionals).

NYC Health + Hospitals / Elmhurst provides a disproportionate share of services for the borough's low income and uninsured population. In 2014, 30% of their ambulatory visits, and 29% of their ED visits were uninsured compared to 6% and 14%, respectively, at other hospitals in Queens. In addition, 67% of their inpatient discharges were either uninsured or enrolled in Medicaid, compared to 40% at other Queens hospitals.



Sources and Notes: 2014 Hospital Institutional Cost Report, 2014 DTC Cost Report for HHC using internal data, and 2013 Health Center Cost Report for all other DTCs. Includes all NYC acute, general care hospitals and related wholly owned or controlled community health centers, including HHC DTCs. Discharges exclude normal newborns. ED visits include treat and release, and visits that result in admission. Clinic visits include comprehensive care and primary care visits only.

Facility Size and Patient Volume

With 147,692 patients and 673,382 encounters (FY 2015), NYC Health + Hospitals / Elmhurst is a full service hospital with 545 certified beds. In FY 2015, it had 24,000 discharges including 2,500 newborn deliveries, 144,000 Emergency Department visits, and 505,000 ambulatory visits.

Inpatient Services

	Certified Beds	Discharges
General Care	350	17,782
Newborn	n/a	2,525
Psychiatric	177	3,015
Physical Rehabilitation	18	268
Total	545	23,590

Source: Internal financial data, FY 2015. Beds are current as of 2/2016.

Emergency Department Services

	Visits
General	135,968
Psychiatric, includes CPEP	8,185
Total visits	144,153

Source: Internal financial data, FY 2015. Includes visits that result in admissions.

Ambulatory Services

Site	Primary Care	Dental	Specialty Care	Mental Health	Chemical Dependency	Total
Elmhurst Hospital	196,280	3,962	182,435	56,373	43,452	482,502
Junction Medical Center	6,841	-	-	-	-	6,841
Women's Health Center	5,749	-	-	-	-	5,749
Ridgewood Communicare Clinic	4,842	-	-	-	-	4,842
Corona Medical Center	2,887	-	-	-	-	2,887
Woodside Houses Health Clinic	1,632	-	-	-	-	1,632
Long Island City High School	367	-	451	-	-	818
IS145	272	-	-	-	-	272
ACT 1	-	-	-	73	-	73
Total EHC	218,868	3,962	182,888	56,446	43,452	505,616

Primary Care includes adult and pediatric primary care and women's health services. Specialty includes adult and pediatric specialties, surgeries, ophthalmology, ancillaries and occupational health. Source: internal financial data, FY 2015.

Patient Demographics

Fifty-six percent (56%) of NYC Health + Hospitals / Elmhurst patients are female and 44% are male. 23% of all patients are under age 21; 34% are ages 21-44; 29% are ages 45-64; and 14% are aged 65 and older. System wide, 57% of patients are female and 43% are male. 19% are under age 21; 31% are ages 21-44; 34% are ages 45-64; and 15% are aged 65 and older.

Patient Encounters by Age

Age Group	%
0-4	10%
5-10	6%
11-14	3%
15-18	3%
19-20	1%
21-44	34%
45-54	15%
55-64	14%
65-74	8%
75-84	4%
85+	2%
Total	100%

Source: Internal financial data, FY2015

The hospital is racially diverse, with 52% of patients identifying as Hispanic or Latino; 15% as Asian or Other Pacific Islander; 11% as Multi-Race/Other; 10% as White Non-Hispanic; 7% as

Black Non-Hispanic; and 5% of patients declining identification. System wide, 40% of patients identified as Hispanic or Latino; 34% as Black Non-Hispanic; 8% as White Non-Hispanic; 7% as Multi-Race/Other; 6% as Asian or Other Pacific Islander; and 5% of patients declining identification.

Patient Encounters by Race/ Ethnicity

Race/ Ethnicity	%
Hispanic or Latino	52.1%
Asian/ Pacific Islander	14.9%
Multi Race/Other	10.7%
White Non-Hispanic	9.7%
Black Non-Hispanic	6.5%
Patient Decline	5.1%
American Indian or Native	1.0%
Total	100%

Source: Internal financial data, FY2015

Appendix 2: Demographic and Population Health Statistics by Neighborhood

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Table 1. Key Demographic Factors

		% Population below 100% Federal Poverty Level	% Population Non-US Citizen	% Population ≥ 25 years with Less than HS Education	% Population Speaking English "Less than Well"	Average Jail Rate (Per 100,000)	% Population Living with a Disability
NYS		14.9%	10.5%	15.1%	13.4%	382	10.7%
NYC		19.8%	17.7%	20.5%	23.2%	868	10.3%
UHF Neighborhoods							
Bronx	Hunts Point/Mott Haven	43.1%	19.2%	44.4%	36.3%	2,219	17.3%
Bronx	Crotona/Tremont	39.3%	23.8%	38.7%	32.2%	1,903	14.6%
Bronx	Highbridge/Morrisania	38.3%	22.4%	39.1%	32.8%	2,107	15.4%
Kings	East New York	32.8%	16.0%	27.0%	14.0%	1,907	8.9%
Kings	Williamsburg/Bushwick	32.5%	19.9%	37.2%	32.2%	1,793	10.5%
New York	East Harlem	31.8%	16.4%	32.2%	23.6%	2,250	14.1%
Bronx	Fordham/Bronx Park	31.3%	23.0%	31.3%	28.2%	1,320	13.4%
Kings	Greenpoint	28.5%	12.2%	18.6%	23.9%	540	7.2%
Kings	Sunset Park	28.4%	34.3%	45.7%	51.8%	482	8.1%
New York	Central Harlem/Morningside Hgt	27.7%	13.3%	19.8%	12.7%	2,124	12.9%
Kings	Bedford/Stuy/Crown Heights	27.1%	13.7%	20.0%	7.0%	2,129	10.6%
New York	Washington Hgts/Inwood	25.8%	26.0%	30.9%	37.9%	1,135	11.9%
Kings	Borough Park	25.2%	20.1%	24.4%	37.5%	225	9.4%
Bronx	Pelham/Throgs Neck	21.8%	14.3%	26.2%	21.3%	911	11.1%
Richmond	Port Richmond	21.6%	12.7%	16.6%	14.1%	1,302	9.4%
Queens	Rockaway	21.4%	11.3%	21.4%	14.1%	1,277	12.7%
New York	Union Sq./Lower Eastside	21.4%	14.3%	21.6%	22.5%	705	11.1%
Kings	Coney Island/Sheepshead Bay	18.2%	14.6%	18.6%	40.3%	567	14.5%
Queens	West Queens	18.2%	35.1%	29.5%	47.0%	400	8.0%
Kings	Flatbush/E. Flatbush	18.1%	20.4%	17.2%	14.0%	926	7.9%
Richmond	Stapleton/St. George	17.0%	12.0%	17.3%	16.1%	1,068	10.5%
Kings	Downtown/Heights/Slope	16.3%	9.3%	11.7%	10.4%	851	8.0%
Queens	Long Island City/Astoria	16.1%	21.6%	18.1%	27.8%	475	9.3%
Bronx	Northeast Bronx	15.4%	13.4%	19.7%	8.9%	761	11.7%
Queens	Jamaica	15.3%	18.5%	20.1%	16.4%	1,118	10.9%
Bronx	Kingsbridge/Riverdale	15.1%	12.0%	17.5%	20.1%	402	12.0%
Kings	Bensonhurst/Bay Ridge	14.7%	15.7%	21.8%	34.3%	283	10.0%
Queens	Fresh Meadows	14.1%	15.9%	12.9%	25.7%	300	9.8%
Queens	Flushing/Clearview	13.0%	25.8%	20.0%	40.8%	200	9.5%
Kings	Canarsie/Flatlands	12.9%	12.6%	13.4%	13.4%	616	9.3%
New York	Lower Manhattan	12.4%	18.1%	9.3%	12.7%	527	6.1%
Queens	Ridgewood/Forest Hills	12.4%	17.8%	14.5%	25.3%	273	9.1%
New York	Upper West Side	12.0%	11.2%	6.2%	7.7%	446	9.4%
Queens	Southwest Queens	11.9%	18.6%	20.9%	18.5%	442	10.0%
New York	Chelsea/Clinton	11.7%	14.3%	6.6%	9.1%	601	8.7%
New York	Greenwich Village/Soho	10.5%	12.5%	9.3%	12.4%	299	6.7%
New York	Gramercy Park/Murray Hill	8.7%	12.6%	2.5%	6.9%	283	6.8%
Richmond	Willowbrook	8.2%	6.3%	10.7%	11.1%	282	10.0%
Queens	Bayside/Little Neck	7.9%	13.3%	10.5%	27.0%	141	9.1%
Queens	Southeast Queens	7.4%	13.2%	13.2%	12.1%	507	9.1%
New York	Upper East Side	6.9%	11.2%	3.5%	5.7%	162	6.8%
Richmond	South Beach/Tottenville	5.6%	3.5%	8.8%	7.8%	294	9.2%

Sources: U.S. Census American Community Survey (ACS), 2008-2012; New York City Department of Corrections Jail Admissions, 2007-2012, Via Gothamist.

Table 2. Disability by Numbers of Disability and Type

		% ≥Two Disability	% One Disability	% Self Care	% Independent Living	% Cognitive	% Ambulatory	% Vision	% Hearing
NYS		5.3%	5.6%	2.5%	5.3%	4.2%	6.5%	1.9%	4.0%
NYC		5.4%	5.0%	2.7%	5.4%	4.1%	6.8%	2.1%	3.4%
UHF Neighborhoods									
Kings	Coney Island/Sheepshead Bay	9.6%	5.0%	5.6%	10.2%	6.6%	10.7%	3.8%	6.0%
Bronx	Hunts Point/Mott Haven	8.6%	8.8%	3.6%	8.4%	8.9%	11.1%	3.8%	3.3%
Bronx	Highbridge/Morrisania	7.7%	7.7%	3.3%	7.1%	7.5%	10.1%	3.1%	2.9%
Bronx	Crotona/Tremont	7.6%	7.1%	3.2%	7.5%	7.5%	9.1%	2.8%	3.2%
New York	East Harlem	7.5%	6.8%	3.6%	7.1%	6.7%	9.2%	3.3%	3.6%
Queens	Rockaway	6.6%	6.5%	3.6%	7.4%	5.6%	8.3%	3.2%	3.9%
New York	Central Harlem/Morningside Hgt	6.3%	6.7%	2.9%	5.9%	4.8%	9.0%	2.6%	2.6%
Bronx	Fordham/Bronx Park	6.3%	7.2%	2.5%	6.1%	6.6%	8.2%	2.6%	2.8%
New York	Washington Hgts/Inwood	6.2%	5.8%	3.1%	5.9%	4.6%	8.0%	2.4%	2.8%
New York	Union Sq./Lower Eastside	6.2%	5.0%	2.9%	5.5%	4.5%	7.4%	2.2%	4.2%
Bronx	Northeast Bronx	6.1%	5.8%	2.8%	5.8%	4.6%	7.8%	2.8%	3.8%
Bronx	Pelham/Throgs Neck	5.9%	5.2%	2.7%	6.1%	4.6%	7.3%	2.3%	3.5%
Bronx	Kingsbridge/Riverdale	5.9%	6.5%	3.1%	5.7%	5.1%	7.3%	2.2%	4.3%
Kings	Williamsburg/Bushwick	5.7%	4.8%	2.9%	5.9%	4.8%	7.3%	2.3%	2.3%
Kings	Bensonhurst/Bay Ridge	5.7%	4.4%	3.1%	6.5%	3.7%	6.6%	1.7%	4.4%
Richmond	Stapleton/St. George	5.5%	5.1%	3.0%	6.6%	3.8%	6.8%	1.7%	3.3%
Kings	Borough Park	5.5%	3.9%	3.2%	6.5%	4.0%	6.7%	2.0%	3.3%
Queens	Jamaica	5.5%	5.5%	2.7%	5.5%	3.9%	7.0%	2.6%	3.3%
Kings	Bedford/Stuy/Crown Heights	5.2%	5.4%	2.6%	5.3%	3.9%	6.9%	3.0%	2.6%
Queens	Southwest Queens	5.2%	4.8%	2.7%	5.6%	3.6%	6.3%	2.3%	3.7%
Queens	Flushing/Clearview	5.2%	4.4%	2.6%	5.0%	3.1%	6.5%	1.4%	4.4%
Richmond	Willowbrook	5.1%	5.0%	2.6%	6.0%	3.2%	6.9%	1.0%	3.5%
Kings	Canarsie/Flatlands	5.1%	4.2%	2.9%	5.5%	3.5%	6.3%	2.2%	3.3%
Queens	Fresh Meadows	4.9%	5.0%	2.3%	4.9%	3.1%	6.8%	1.9%	4.1%
Queens	Long Island City/Astoria	4.8%	4.5%	2.3%	4.8%	3.1%	6.2%	1.3%	3.3%
Queens	Ridgewood/Forest Hills	4.8%	4.4%	2.5%	5.3%	3.2%	6.3%	1.7%	3.9%
Queens	Bayside/Little Neck	4.7%	4.5%	2.2%	4.9%	2.8%	5.6%	1.8%	4.2%
Kings	East New York	4.5%	4.3%	2.4%	5.2%	3.7%	6.0%	2.2%	2.2%
Richmond	South Beach/Tottenville	4.5%	4.7%	2.1%	4.8%	2.9%	6.0%	1.1%	3.3%
Richmond	Port Richmond	4.5%	5.0%	2.1%	4.8%	3.9%	5.8%	1.3%	2.8%
Kings	Sunset Park	4.4%	3.8%	2.3%	4.8%	4.0%	5.2%	1.8%	2.5%
New York	Upper West Side	4.4%	5.1%	2.4%	4.2%	3.3%	5.9%	1.7%	4.3%
Queens	Southeast Queens	4.3%	4.9%	2.2%	4.8%	3.4%	5.4%	1.5%	3.4%
Kings	Downtown/Heights/Slope	4.2%	4.0%	1.8%	3.8%	3.3%	5.1%	1.6%	2.6%
Kings	Greenpoint	4.2%	3.1%	2.5%	4.4%	3.4%	5.0%	1.9%	2.6%
Queens	West Queens	4.0%	4.2%	1.9%	3.8%	2.9%	5.1%	1.7%	2.9%
Kings	Flatbush/E. Flatbush	3.9%	4.0%	2.0%	4.2%	3.0%	5.2%	1.6%	2.5%
New York	Chelsea/Clinton	3.9%	4.8%	1.7%	3.1%	2.9%	4.9%	1.9%	3.5%
New York	Lower Manhattan	3.3%	2.9%	1.8%	3.4%	2.9%	4.1%	1.0%	2.4%
New York	Gramercy Park/Murray Hill	3.1%	3.8%	1.4%	3.1%	2.5%	3.7%	1.3%	3.4%
New York	Upper East Side	3.0%	3.8%	1.6%	3.0%	2.1%	4.5%	1.1%	4.1%
New York	Greenwich Village/Soho	3.0%	3.8%	1.5%	3.0%	2.2%	3.8%	1.1%	3.6%

Sources: U.S. Census American Community Survey (ACS), 2008-2012.

*Self-Care – Difficulty bathing or dressing; Independent Living – Difficulty with errands; Cognitive – Difficulty remembering, concentrating, making decisions; Ambulatory – Difficulty walking or climbing stairs; Vision – Blind or serious difficulty seeing; Hearing – Deaf or having serious difficulty hearing

Table 3. Potentially Preventable ED Visits (PPV)

		Medicaid Population	PPV Total (Observed)	PPV Total (Risk-Adjusted Expected)	Rate per 100 ED Visits (Observed)	Rate per 100 ED Visits (Risk-Adjusted Expected)	Observed (/) Risk Adjusted Expected Ratio	Observed (-) Risk-Adjusted Expected Gap Total
NYS		5,852,016	2,111,517	2,069,915	36.08			(41,602)
NYC		3,600,712	1,192,918	1,184,340	33.13	32.89	1.01	(8,578)
UHF Neighborhoods								
Brooklyn	Bedford/Stuy/Crown Heights	167,295	74,035	62,671	44.25	37.46	1.18	(11,364)
Manhattan	Central Harlem/Morningside Hgt	80,517	44,215	37,872	54.91	47.04	1.17	(6,343)
Brooklyn	Flatbush/E. Flatbush	135,879	44,131	37,935	32.48	27.92	1.16	(6,196)
Bronx	Highbridge/Morrisania	157,126	67,220	59,232	42.78	37.70	1.13	(7,988)
Bronx	Crotona/Tremont	158,677	68,998	60,948	43.48	38.41	1.13	(8,050)
Brooklyn	East New York	117,951	47,135	41,721	39.96	35.37	1.13	(5,414)
Bronx	Hunts Point/Mott Haven	102,277	44,460	39,547	43.47	38.67	1.12	(4,913)
Bronx	Northeast Bronx	75,259	31,979	28,647	42.49	38.06	1.12	(3,332)
Brooklyn	Canarsie/Flatlands	68,942	18,647	16,896	27.05	24.51	1.10	(1,751)
Bronx	Fordham/Bronx Park	159,307	71,626	65,539	44.96	41.14	1.09	(6,087)
Manhattan	East Harlem	65,233	35,244	32,424	54.03	49.70	1.09	(2,820)
Staten Island	Port Richmond	28,494	13,493	12,448	47.35	43.68	1.08	(1,045)
Brooklyn	Williamsburg/Bushwick	128,546	52,742	48,737	41.03	37.91	1.08	(4,005)
Queens	Rockaway	52,726	18,553	17,206	35.19	32.63	1.08	(1,347)
Manhattan	Washington Hgts/Inwood	143,654	45,340	42,657	31.56	29.69	1.06	(2,683)
Bronx	Pelham/Throgs Neck	139,468	53,267	50,796	38.19	36.42	1.05	(2,471)
Manhattan	Chelsea/Clinton	33,364	20,526	19,607	61.52	58.77	1.05	(919)
Brooklyn	Downtown/Heights/Slope	58,328	23,408	22,661	40.13	38.85	1.03	(747)
Staten Island	Stapleton/St. George	46,913	19,397	18,980	41.35	40.46	1.02	(417)
Queens	Southeast Queens	61,114	16,199	16,107	26.51	26.36	1.01	(92)
Bronx	Kingsbridge/Riverdale	29,994	9,287	9,270	30.96	30.91	1.00	(17)
Manhattan	Upper West Side	31,538	15,536	15,657	49.26	49.64	0.99	121
Queens	Jamaica	134,719	45,813	46,355	34.01	34.41	0.99	542
Manhattan	Gramercy Park/Murray Hill	9,909	4,922	4,996	49.67	50.42	0.99	74
Staten Island	South Beach/Tottenville	31,842	8,390	8,728	26.35	27.41	0.96	338
Brooklyn	Greenpoint	49,140	9,112	9,485	18.54	19.30	0.96	373
Queens	Ridgewood/Forest Hills	76,683	17,730	19,134	23.12	24.95	0.93	1,404
Queens	Long Island City/Astoria	71,860	21,041	22,873	29.28	31.83	0.92	1,832
Staten Island	Willowbrook	20,710	5,004	5,581	24.16	26.95	0.90	577
Manhattan	Upper East Side	13,219	4,674	5,224	35.36	39.52	0.89	550
Queens	West Queens	229,929	68,271	77,793	29.69	33.83	0.88	9,522
Queens	Southwest Queens	124,369	33,190	38,415	26.69	30.89	0.86	5,225
Manhattan	Lower Manhattan	12,194	5,744	6,673	47.11	54.72	0.86	929
Brooklyn	Coney Island/Sheepshead Bay	136,183	23,227	27,800	17.06	20.41	0.84	4,573
Brooklyn	Borough Park	195,905	26,744	33,459	13.65	17.08	0.80	6,715
Brooklyn	Bensonhurst/Bay Ridge	80,319	11,180	14,859	13.92	18.50	0.75	3,679
Queens	Fresh Meadows	34,877	7,591	10,201	21.77	29.25	0.74	2,610
Manhattan	Union Sq./Lower Eastside	81,104	22,872	30,851	28.20	38.04	0.74	7,979
Brooklyn	Sunset Park	99,590	16,971	24,170	17.04	24.27	0.70	7,199
Manhattan	Greenwich Village/Soho	14,323	3,334	5,174	23.28	36.12	0.64	1,840
Queens	Bayside/Little Neck	19,932	2,236	3,724	11.22	18.68	0.60	1,488
Queens	Flushing/Clearview	116,900	17,342	29,251	14.83	25.02	0.59	11,909

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Potentially Preventable Visits (PPVs), based on proprietary 3M software, are emergency visits for ambulatory care sensitive conditions (ACSC) that may result from a lack of adequate access to care or ambulatory care coordination. These ambulatory sensitive conditions could be reduced or eliminated with adequate patient monitoring and follow up. Unlike with PQIs, which can be disease specific, there is only one PPV indicator which represents all potentially avoidable ED visit regardless of condition or disease.

PPV Events are observed or "actual" ED visits that meet the criteria of an ACSC visit as defined by the 3M software. The Observed Rate is the number of PPV events divided by the population. Risk Adjusted Expected Visits are PPV visits adjusted by age, gender and race/ethnicity. The Expected rate is the number of Expected visits divided by the population. Risk Adjusted Expected Rate is the observed PPV rate divided by the expected PPV rate, multiplied by the statewide PPV rate. A lower number is better.

Table 4. Medicaid Beneficiaries with a Respiratory Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	558,700	9.6%	35.3%	47.3%
NYC		3,595,868	348,955	9.7%	36.0%	44.9%
UHF Neighborhoods						
Queens	Rockaway	52,664	8,148	15.5%	43.8%	44.0%
Manhattan	East Harlem	65,008	9,304	14.3%	40.2%	55.6%
Bronx	Hunts Point/Mott Haven	102,165	14,577	14.3%	35.7%	50.4%
Manhattan	Chelsea/Clinton	33,022	4,432	13.4%	49.6%	51.2%
Manhattan	Upper West Side	31,499	3,860	12.3%	44.0%	48.4%
Bronx	Highbridge/Morrisania	157,071	19,125	12.2%	38.7%	52.1%
Bronx	Crotona/Tremont	158,601	18,698	11.8%	37.5%	53.4%
Manhattan	Central Harlem/Morningside Hgt	80,466	9,465	11.8%	39.9%	59.3%
Staten Island	Stapleton/St. George	46,686	5,435	11.6%	41.3%	48.6%
Brooklyn	Coney Island/Sheepshead Bay	136,160	15,846	11.6%	34.9%	25.3%
Bronx	Pelham/Throgs Neck	139,194	16,181	11.6%	36.4%	47.9%
Bronx	Fordham/Bronx Park	159,182	18,340	11.5%	39.1%	51.8%
Bronx	Kingsbridge/Riverdale	29,957	3,408	11.4%	43.7%	42.7%
Bronx	Northeast Bronx	75,167	8,496	11.3%	44.5%	48.9%
Brooklyn	Downtown/Heights/Slope	58,124	6,507	11.2%	42.1%	48.7%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	18,349	11.0%	41.3%	55.0%
Manhattan	Upper East Side	13,206	1,428	10.8%	49.6%	33.9%
Brooklyn	East New York	117,543	12,412	10.6%	36.8%	53.5%
Staten Island	Port Richmond	28,478	2,926	10.3%	33.9%	55.1%
Brooklyn	Williamsburg/Bushwick	128,474	13,152	10.2%	35.8%	52.3%
Manhattan	Gramercy Park/Murray Hill	9,839	994	10.1%	42.2%	52.0%
Manhattan	Union Sq./Lower Eastside	81,093	7,890	9.7%	33.9%	40.4%
Brooklyn	Canarsie/Flatlands	68,906	6,594	9.6%	39.2%	40.9%
Queens	Ridgewood/Forest Hills	76,645	7,060	9.2%	28.5%	32.7%
Brooklyn	Bensonhurst/Bay Ridge	80,271	7,316	9.1%	29.8%	23.7%
Staten Island	Willowbrook	20,550	1,871	9.1%	33.7%	34.2%
Manhattan	Washington Hgts/Inwood	143,590	12,911	9.0%	31.2%	44.1%
Staten Island	South Beach/Tottenville	31,799	2,827	8.9%	35.7%	37.4%
Manhattan	Lower Manhattan	12,054	1,006	8.3%	38.6%	45.7%
Queens	Jamaica	134,473	10,759	8.0%	34.2%	48.5%
Manhattan	Greenwich Village/Soho	14,273	1,129	7.9%	33.5%	25.2%
Queens	Fresh Meadows	34,868	2,713	7.8%	25.9%	33.7%
Brooklyn	Flatbush/E. Flatbush	135,688	10,306	7.6%	40.7%	47.8%
Queens	Long Island City/Astoria	71,850	5,436	7.6%	31.2%	39.6%
Brooklyn	Sunset Park	99,554	7,460	7.5%	25.5%	31.1%
Queens	Southwest Queens	124,306	8,733	7.0%	27.0%	42.1%
Queens	Flushing/Clearview	116,769	8,003	6.9%	30.6%	28.8%
Brooklyn	Borough Park	195,830	12,978	6.6%	29.9%	27.0%
Queens	West Queens	229,888	15,193	6.6%	26.2%	39.2%
Brooklyn	Greenpoint	49,127	3,114	6.3%	33.0%	39.2%
Queens	Southeast Queens	60,254	3,511	5.8%	33.4%	44.5%
Queens	Bayside/Little Neck	19,922	952	4.8%	25.6%	25.2%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 5. Medicaid Beneficiaries with a Cardiovascular Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	1,543,129	26.4%	40.0%	31.3%
NYC		3,595,868	1,085,013	30.2%	40.4%	28.1%
UHF Neighborhoods						
Brooklyn	Coney Island/Sheepshead Bay	136,160	78,135	57.4%	37.0%	14.4%
Queens	Rockaway	52,664	23,924	45.4%	47.7%	30.1%
Manhattan	Upper East Side	13,206	5,741	43.5%	46.0%	24.2%
Bronx	Kingsbridge/Riverdale	29,957	12,509	41.8%	47.9%	26.7%
Manhattan	Upper West Side	31,499	13,133	41.7%	48.0%	33.2%
Brooklyn	Bensonhurst/Bay Ridge	80,271	31,357	39.1%	32.8%	15.3%
Brooklyn	Canarsie/Flatlands	68,906	26,818	38.9%	43.2%	25.2%
Manhattan	Chelsea/Clinton	33,022	12,615	38.2%	48.2%	39.0%
Queens	Ridgewood/Forest Hills	76,645	27,747	36.2%	35.5%	20.2%
Manhattan	Union Sq./Lower Eastside	81,093	28,702	35.4%	34.2%	22.8%
Brooklyn	Downtown/Heights/Slope	58,124	19,812	34.1%	50.7%	34.6%
Manhattan	Greenwich Village/Soho	14,273	4,788	33.5%	30.8%	15.5%
Manhattan	Washington Hgts/Inwood	143,590	47,415	33.0%	37.4%	28.1%
Bronx	Northeast Bronx	75,167	24,796	33.0%	51.3%	33.1%
Manhattan	East Harlem	65,008	21,434	33.0%	50.2%	40.2%
Staten Island	Willowbrook	20,550	6,763	32.9%	39.2%	22.9%
Manhattan	Lower Manhattan	12,054	3,951	32.8%	34.6%	25.5%
Queens	Flushing/Clearview	116,769	37,374	32.0%	29.0%	16.6%
Staten Island	Stapleton/St. George	46,686	14,414	30.9%	46.4%	34.2%
Queens	Fresh Meadows	34,868	10,718	30.7%	28.7%	19.9%
Queens	Bayside/Little Neck	19,922	5,924	29.7%	24.7%	13.2%
Brooklyn	Borough Park	195,830	57,387	29.3%	34.5%	17.5%
Staten Island	South Beach/Tottenville	31,799	9,293	29.2%	38.0%	25.4%
Queens	Jamaica	134,473	38,881	28.9%	41.2%	30.8%
Queens	Southwest Queens	124,306	35,914	28.9%	35.5%	25.9%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	47,741	28.6%	49.0%	37.7%
Queens	Long Island City/Astoria	71,850	20,511	28.5%	37.5%	26.7%
Manhattan	Gramercy Park/Murray Hill	9,839	2,745	27.9%	42.1%	34.5%
Manhattan	Central Harlem/Morningside Hgt	80,466	22,268	27.7%	46.5%	42.5%
Brooklyn	Flatbush/E. Flatbush	135,688	37,531	27.7%	42.7%	30.5%
Bronx	Pelham/Throgs Neck	139,194	37,536	27.0%	43.1%	33.2%
Brooklyn	East New York	117,543	31,027	26.4%	44.8%	36.4%
Bronx	Highbridge/Morrisania	157,071	40,636	25.9%	44.4%	36.9%
Bronx	Fordham/Bronx Park	159,182	40,823	25.6%	44.8%	35.2%
Queens	Southeast Queens	60,254	15,411	25.6%	37.4%	28.7%
Brooklyn	Williamsburg/Bushwick	128,474	32,841	25.6%	45.0%	37.0%
Bronx	Crotona/Tremont	158,601	40,131	25.3%	44.0%	37.9%
Bronx	Hunts Point/Mott Haven	102,165	24,678	24.2%	44.5%	38.0%
Queens	West Queens	229,888	54,707	23.8%	32.1%	21.3%
Brooklyn	Greenpoint	49,127	10,796	22.0%	40.5%	25.0%
Brooklyn	Sunset Park	99,554	20,214	20.3%	31.7%	21.2%
Staten Island	Port Richmond	28,478	5,303	18.6%	43.2%	40.3%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 6. Medicaid Beneficiaries with a Congestive Heart Failure Condition Diagnosis

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence (Per 100,000)	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	90,070	1,543	61.2%	30.2%
NYC		3,595,868	62,821	1,747	61.6%	28.1%
UHF Neighborhoods						
Brooklyn	Coney Island/Sheepshead Bay	136,160	6,063	4,453	48.0%	13.4%
Bronx	Kingsbridge/Riverdale	29,957	1,109	3,702	60.7%	23.0%
Manhattan	Upper East Side	13,206	464	3,514	61.9%	17.2%
Queens	Rockaway	52,664	1,795	3,408	65.2%	29.1%
Manhattan	Upper West Side	31,499	941	2,987	64.3%	29.9%
Bronx	Northeast Bronx	75,167	2,033	2,705	67.4%	30.3%
Brooklyn	Canarsie/Flatlands	68,906	1,859	2,698	60.3%	24.3%
Manhattan	Chelsea/Clinton	33,022	832	2,520	69.2%	38.9%
Brooklyn	Downtown/Heights/Slope	58,124	1,333	2,293	68.5%	32.7%
Brooklyn	Bensonhurst/Bay Ridge	80,271	1,829	2,279	51.8%	16.2%
Queens	Ridgewood/Forest Hills	76,645	1,703	2,222	52.1%	20.7%
Manhattan	East Harlem	65,008	1,374	2,114	68.0%	40.5%
Brooklyn	Borough Park	195,830	3,580	1,828	51.3%	17.6%
Staten Island	Willowbrook	20,550	368	1,791	56.3%	20.4%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	2,935	1,756	68.0%	36.4%
Queens	Jamaica	134,473	2,255	1,677	62.4%	30.7%
Brooklyn	Flatbush/E. Flatbush	135,688	2,269	1,672	64.8%	29.9%
Brooklyn	Williamsburg/Bushwick	128,474	2,130	1,658	65.4%	38.2%
Manhattan	Central Harlem/Morningside Hgt	80,466	1,290	1,603	69.5%	43.2%
Bronx	Pelham/Throgs Neck	139,194	2,230	1,602	64.4%	31.4%
Staten Island	Stapleton/St. George	46,686	736	1,576	64.3%	31.4%
Manhattan	Greenwich Village/Soho	14,273	224	1,569	57.1%	16.1%
Manhattan	Washington Hgts/Inwood	143,590	2,245	1,563	64.8%	29.0%
Queens	Bayside/Little Neck	19,922	310	1,556	50.3%	14.8%
Manhattan	Lower Manhattan	12,054	187	1,551	56.1%	30.5%
Manhattan	Union Sq./Lower Eastside	81,093	1,255	1,548	59.3%	28.8%
Manhattan	Gramercy Park/Murray Hill	9,839	152	1,545	63.2%	36.8%
Queens	Fresh Meadows	34,868	534	1,531	52.4%	23.0%
Queens	Southeast Queens	60,254	884	1,467	59.8%	29.8%
Bronx	Fordham/Bronx Park	159,182	2,326	1,461	70.9%	33.5%
Brooklyn	East New York	117,543	1,706	1,451	66.2%	37.0%
Staten Island	South Beach/Tottenville	31,799	459	1,443	64.9%	24.2%
Bronx	Highbridge/Morrisania	157,071	2,242	1,427	68.6%	37.4%
Queens	Flushing/Clearview	116,769	1,646	1,410	56.7%	22.0%
Bronx	Crotona/Tremont	158,601	2,063	1,301	70.3%	39.3%
Queens	Long Island City/Astoria	71,850	916	1,275	64.1%	28.4%
Brooklyn	Greenpoint	49,127	614	1,250	64.7%	26.1%
Queens	Southwest Queens	124,306	1,533	1,233	62.4%	28.6%
Bronx	Hunts Point/Mott Haven	102,165	1,255	1,228	68.8%	36.2%
Queens	West Queens	229,888	2,049	891	62.3%	23.6%
Brooklyn	Sunset Park	99,554	862	866	56.7%	25.9%
Staten Island	Port Richmond	28,478	231	811	67.1%	38.5%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 7. Medicaid Beneficiaries with a Diabetes Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	562,637	9.6%	32.5%	31.2%
NYC		3,595,868	409,227	11.4%	32.3%	28.6%
UHF Neighborhoods						
Brooklyn	Coney Island/Sheepshead Bay	136,160	23,603	17.3%	30.0%	15.4%
Queens	Rockaway	52,664	8,424	16.0%	42.0%	29.8%
Manhattan	Upper West Side	31,499	4,461	14.2%	37.9%	33.7%
Brooklyn	Canarsie/Flatlands	68,906	9,754	14.2%	36.0%	24.9%
Manhattan	East Harlem	65,008	8,958	13.8%	40.4%	38.6%
Manhattan	Chelsea/Clinton	33,022	4,420	13.4%	38.3%	37.6%
Bronx	Kingsbridge/Riverdale	29,957	4,001	13.4%	40.7%	28.1%
Bronx	Northeast Bronx	75,167	9,869	13.1%	41.3%	33.6%
Manhattan	Union Sq./Lower Eastside	81,093	10,391	12.8%	27.5%	23.8%
Manhattan	Washington Hgts/Inwood	143,590	18,374	12.8%	29.7%	27.9%
Brooklyn	Downtown/Heights/Slope	58,124	7,416	12.8%	39.7%	34.7%
Queens	Southwest Queens	124,306	15,534	12.5%	23.6%	23.9%
Queens	Jamaica	134,473	16,526	12.3%	28.9%	29.6%
Manhattan	Upper East Side	13,206	1,582	12.0%	40.4%	25.2%
Queens	Ridgewood/Forest Hills	76,645	9,134	11.9%	27.7%	19.7%
Bronx	Pelham/Throgs Neck	139,194	16,221	11.7%	34.0%	33.4%
Brooklyn	Bensonhurst/Bay Ridge	80,271	9,282	11.6%	24.1%	15.4%
Staten Island	Stapleton/St. George	46,686	5,310	11.4%	39.5%	34.6%
Brooklyn	Flatbush/E. Flatbush	135,688	15,416	11.4%	34.4%	30.0%
Staten Island	Willowbrook	20,550	2,319	11.3%	29.9%	21.9%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	18,715	11.2%	40.3%	36.9%
Queens	Fresh Meadows	34,868	3,902	11.2%	21.2%	18.6%
Queens	Flushing/Clearview	116,769	12,964	11.1%	21.4%	15.8%
Queens	Long Island City/Astoria	71,850	7,959	11.1%	27.2%	25.9%
Manhattan	Central Harlem/Morningside Hgt	80,466	8,774	10.9%	36.9%	41.8%
Bronx	Hunts Point/Mott Haven	102,165	11,020	10.8%	35.9%	37.8%
Bronx	Fordham/Bronx Park	159,182	17,130	10.8%	37.3%	35.8%
Bronx	Highbridge/Morrisania	157,071	16,834	10.7%	37.7%	36.8%
Brooklyn	East New York	117,543	12,580	10.7%	35.4%	35.7%
Manhattan	Lower Manhattan	12,054	1,262	10.5%	32.3%	31.1%
Brooklyn	Williamsburg/Bushwick	128,474	13,297	10.3%	35.2%	36.8%
Bronx	Crotona/Tremont	158,601	16,367	10.3%	38.1%	37.8%
Manhattan	Greenwich Village/Soho	14,273	1,438	10.1%	25.3%	16.9%
Queens	Southeast Queens	60,254	6,003	10.0%	25.5%	27.1%
Queens	West Queens	229,888	22,717	9.9%	24.9%	20.6%
Brooklyn	Borough Park	195,830	18,996	9.7%	24.6%	17.8%
Manhattan	Gramercy Park/Murray Hill	9,839	929	9.4%	35.6%	38.0%
Queens	Bayside/Little Neck	19,922	1,795	9.0%	20.9%	13.8%
Staten Island	South Beach/Tottenville	31,799	2,673	8.4%	32.6%	24.7%
Brooklyn	Greenpoint	49,127	3,642	7.4%	29.7%	27.1%
Brooklyn	Sunset Park	99,554	7,054	7.1%	26.5%	21.7%
Staten Island	Port Richmond	28,478	2,009	7.1%	33.4%	39.4%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 8. Medicaid Beneficiaries with a Mental Health Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	1,328,558	22.8%	30.9%	45.8%
NYC		3,595,868	702,585	19.5%	32.3%	42.3%
UHF Neighborhoods						
Manhattan	Chelsea/Clinton	33,022	16,610	50.3%	41.4%	49.9%
Manhattan	Gramercy Park/Murray Hill	9,839	3,642	37.0%	38.9%	47.1%
Manhattan	Upper West Side	31,499	11,028	35.0%	36.5%	45.1%
Queens	Rockaway	52,664	17,488	33.2%	43.4%	40.2%
Manhattan	Lower Manhattan	12,054	3,994	33.1%	37.1%	48.2%
Manhattan	Upper East Side	13,206	4,158	31.5%	37.6%	38.3%
Manhattan	East Harlem	65,008	20,410	31.4%	37.6%	52.2%
Bronx	Kingsbridge/Riverdale	29,957	9,026	30.1%	37.5%	36.9%
Staten Island	South Beach/Tottenville	31,799	8,714	27.4%	30.3%	40.6%
Brooklyn	Downtown/Heights/Slope	58,124	15,868	27.3%	36.9%	46.0%
Staten Island	Stapleton/St. George	46,686	12,408	26.6%	39.0%	48.8%
Brooklyn	Coney Island/Sheepshead Bay	136,160	34,703	25.5%	28.2%	24.6%
Bronx	Hunts Point/Mott Haven	102,165	25,701	25.2%	31.7%	48.6%
Manhattan	Central Harlem/Morningside Hgt	80,466	19,986	24.8%	36.7%	53.6%
Manhattan	Greenwich Village/Soho	14,273	3,381	23.7%	38.3%	40.4%
Bronx	Crotona/Tremont	158,601	36,406	23.0%	34.1%	50.0%
Staten Island	Willowbrook	20,550	4,703	22.9%	29.5%	35.3%
Bronx	Fordham/Bronx Park	159,182	35,728	22.4%	33.1%	47.9%
Bronx	Pelham/Throgs Neck	139,194	30,833	22.2%	28.9%	43.6%
Bronx	Highbridge/Morrisania	157,071	34,754	22.1%	32.9%	49.0%
Bronx	Northeast Bronx	75,167	16,019	21.3%	37.5%	44.3%
Manhattan	Union Sq./Lower Eastside	81,093	16,891	20.8%	32.3%	42.9%
Manhattan	Washington Hgts/Inwood	143,590	29,748	20.7%	28.2%	40.1%
Queens	Ridgewood/Forest Hills	76,645	15,446	20.2%	25.1%	30.0%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	32,956	19.7%	37.6%	50.6%
Staten Island	Port Richmond	28,478	5,577	19.6%	31.8%	51.2%
Brooklyn	East New York	117,543	22,969	19.5%	33.6%	47.6%
Brooklyn	Williamsburg/Bushwick	128,474	24,881	19.4%	30.3%	48.5%
Brooklyn	Bensonhurst/Bay Ridge	80,271	14,138	17.6%	27.2%	27.8%
Brooklyn	Canarsie/Flatlands	68,906	11,728	17.0%	33.0%	35.4%
Queens	Fresh Meadows	34,868	5,652	16.2%	24.6%	34.2%
Brooklyn	Greenpoint	49,127	7,325	14.9%	27.3%	35.9%
Queens	Jamaica	134,473	19,784	14.7%	32.7%	44.2%
Queens	Long Island City/Astoria	71,850	10,432	14.5%	27.9%	39.5%
Brooklyn	Borough Park	195,830	26,941	13.8%	24.0%	24.1%
Brooklyn	Flatbush/E. Flatbush	135,688	17,611	13.0%	36.5%	43.0%
Queens	Flushing/Clearview	116,769	14,390	12.3%	29.9%	32.7%
Queens	Bayside/Little Neck	19,922	2,400	12.0%	24.9%	27.2%
Queens	Southwest Queens	124,306	14,752	11.9%	25.3%	38.6%
Queens	West Queens	229,888	26,313	11.4%	26.3%	36.2%
Queens	Southeast Queens	60,254	6,509	10.8%	37.2%	46.3%
Brooklyn	Sunset Park	99,554	10,227	10.3%	26.5%	35.9%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 9. Medicaid Beneficiaries with a Substance Use Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	370,898	6.4%	59.6%	59.9%
NYC		3,595,868	222,198	6.2%	65.0%	58.4%
UHF Neighborhoods						
Manhattan	Chelsea/Clinton	33,022	10,401	31.5%	71.6%	59.2%
Manhattan	Upper West Side	31,499	5,374	17.1%	63.9%	58.1%
Manhattan	Gramercy Park/Murray Hill	9,839	1,659	16.9%	69.5%	65.4%
Manhattan	East Harlem	65,008	9,878	15.2%	68.3%	61.2%
Manhattan	Lower Manhattan	12,054	1,603	13.3%	73.8%	66.0%
Manhattan	Central Harlem/Morningside Hgt	80,466	10,093	12.5%	66.2%	63.3%
Bronx	Hunts Point/Mott Haven	102,165	12,551	12.3%	61.5%	57.0%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	16,159	9.7%	65.8%	61.3%
Bronx	Crotona/Tremont	158,601	15,141	9.5%	67.0%	59.2%
Brooklyn	Downtown/Heights/Slope	58,124	5,464	9.4%	68.5%	63.7%
Staten Island	Stapleton/St. George	46,686	4,329	9.3%	70.7%	60.6%
Staten Island	South Beach/Tottenville	31,799	2,948	9.3%	61.3%	57.9%
Bronx	Highbridge/Morrisania	157,071	14,126	9.0%	65.5%	57.5%
Manhattan	Union Sq./Lower Eastside	81,093	6,788	8.4%	69.4%	62.1%
Manhattan	Greenwich Village/Soho	14,273	1,172	8.2%	71.6%	62.6%
Brooklyn	East New York	117,543	8,911	7.6%	64.3%	59.4%
Bronx	Fordham/Bronx Park	159,182	11,575	7.3%	66.3%	60.6%
Brooklyn	Williamsburg/Bushwick	128,474	8,983	7.0%	64.3%	60.6%
Manhattan	Upper East Side	13,206	910	6.9%	61.9%	55.7%
Staten Island	Port Richmond	28,478	1,885	6.6%	64.2%	62.7%
Queens	Rockaway	52,664	3,386	6.4%	62.8%	58.3%
Bronx	Pelham/Throgs Neck	139,194	8,820	6.3%	61.9%	52.2%
Bronx	Northeast Bronx	75,167	4,430	5.9%	66.2%	60.2%
Staten Island	Willowbrook	20,550	1,195	5.8%	62.4%	55.2%
Queens	Jamaica	134,473	7,496	5.6%	59.7%	56.6%
Brooklyn	Greenpoint	49,127	2,588	5.3%	70.4%	57.1%
Bronx	Kingsbridge/Riverdale	29,957	1,497	5.0%	68.1%	58.1%
Brooklyn	Flatbush/E. Flatbush	135,688	6,193	4.6%	65.9%	57.5%
Manhattan	Washington Hgts/Inwood	143,590	6,388	4.4%	65.7%	58.0%
Brooklyn	Coney Island/Sheepshead Bay	136,160	5,393	4.0%	62.1%	52.2%
Brooklyn	Canarsie/Flatlands	68,906	2,428	3.5%	62.9%	52.1%
Queens	Southeast Queens	60,254	2,045	3.4%	68.4%	62.0%
Queens	Fresh Meadows	34,868	1,115	3.2%	71.1%	53.3%
Queens	Ridgewood/Forest Hills	76,645	2,294	3.0%	53.4%	46.2%
Brooklyn	Bensonhurst/Bay Ridge	80,271	2,159	2.7%	56.3%	50.5%
Queens	Long Island City/Astoria	71,850	1,909	2.7%	56.1%	56.6%
Queens	Southwest Queens	124,306	2,488	2.0%	57.6%	53.8%
Brooklyn	Sunset Park	99,554	1,888	1.9%	56.3%	54.0%
Queens	West Queens	229,888	3,664	1.6%	60.0%	47.7%
Brooklyn	Borough Park	195,830	3,005	1.5%	58.4%	52.6%
Queens	Flushing/Clearview	116,769	1,617	1.4%	59.4%	47.6%
Queens	Bayside/Little Neck	19,922	250	1.3%	54.4%	47.6%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 10. Medicaid Beneficiaries with a HIV/AIDS Condition Diagnosis

		Medicaid Population	Population with a Diagnosis	Weighted Prevalence (Per 100,000)	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	53,901	924	25.3%	36.4%
NYC		3,595,868	49,984	1,390	25.1%	35.4%
UHF Neighborhoods						
Manhattan	Chelsea/Clinton	33,022	1,378	4,173	26.1%	35.6%
Manhattan	Gramercy Park/Murray Hill	9,839	290	2,947	29.0%	36.9%
Manhattan	Upper West Side	31,499	900	2,857	31.9%	43.6%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	4,199	2,512	26.8%	41.8%
Manhattan	Central Harlem/Morningside Hgt	80,466	1,902	2,364	27.3%	42.0%
Manhattan	Union Sq./Lower Eastside	81,093	1,902	2,345	19.3%	25.0%
Manhattan	Greenwich Village/Soho	14,273	321	2,249	19.6%	23.4%
Bronx	Hunts Point/Mott Haven	102,165	2,271	2,223	31.8%	43.2%
Manhattan	East Harlem	65,008	1,373	2,112	31.2%	41.4%
Bronx	Crotona/Tremont	158,601	3,292	2,076	32.1%	41.1%
Bronx	Highbridge/Morrisania	157,071	3,255	2,072	33.1%	39.8%
Bronx	Fordham/Bronx Park	159,182	3,111	1,954	27.5%	40.5%
Brooklyn	Flatbush/E. Flatbush	135,688	2,450	1,806	25.9%	37.2%
Bronx	Northeast Bronx	75,167	1,303	1,733	29.2%	42.9%
Brooklyn	Sunset Park	99,554	1,654	1,661	12.0%	9.8%
Brooklyn	East New York	117,543	1,870	1,591	26.7%	41.6%
Manhattan	Upper East Side	13,206	208	1,575	24.5%	30.8%
Bronx	Pelham/Throgs Neck	139,194	2,186	1,570	26.0%	37.9%
Brooklyn	Downtown/Heights/Slope	58,124	833	1,433	26.7%	40.1%
Brooklyn	Williamsburg/Bushwick	128,474	1,840	1,432	24.1%	42.1%
Queens	Rockaway	52,664	658	1,249	27.2%	43.3%
Staten Island	Stapleton/St. George	46,686	573	1,227	31.2%	41.5%
Manhattan	Washington Hgts/Inwood	143,590	1,624	1,131	25.4%	35.5%
Queens	Flushing/Clearview	116,769	1,273	1,090	9.4%	9.6%
Manhattan	Lower Manhattan	12,054	120	996	20.0%	25.8%
Queens	Jamaica	134,473	1,337	994	24.6%	39.3%
Staten Island	Port Richmond	28,478	280	983	27.9%	49.6%
Brooklyn	Canarsie/Flatlands	68,906	595	863	24.0%	32.6%
Bronx	Kingsbridge/Riverdale	29,957	256	855	28.5%	39.8%
Brooklyn	Bensonhurst/Bay Ridge	80,271	576	718	12.5%	9.7%
Queens	West Queens	229,888	1,501	653	13.7%	18.8%
Queens	Fresh Meadows	34,868	220	631	13.2%	16.8%
Queens	Bayside/Little Neck	19,922	125	627	8.8%	8.8%
Brooklyn	Borough Park	195,830	1,221	623	12.4%	15.8%
Queens	Southeast Queens	60,254	366	607	23.2%	37.7%
Queens	Ridgewood/Forest Hills	76,645	462	603	17.5%	29.4%
Brooklyn	Coney Island/Sheepshead Bay	136,160	798	586	17.2%	24.8%
Queens	Long Island City/Astoria	71,850	395	550	20.8%	30.6%
Queens	Southwest Queens	124,306	647	520	17.9%	34.9%
Staten Island	Willowbrook	20,550	98	477	26.5%	37.8%
Brooklyn	Greenpoint	49,127	227	462	24.2%	33.5%
Staten Island	South Beach/Tottenville	31,799	94	296	21.3%	33.0%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 11. Maternal and Child Health Indicators

		% Low Birth Weight	% Preterm Birth	% Medicaid or Self Pay Payer	% Late or No Prenatal Care	Teen Birth per 1000	Infant Death per 1000	Neonatal Death per 1000
NYS		8.1%	11.1%	50.0%	5.5%	24.4	4.8	3.3
NYC		8.5%	11.3%	59.5%	7.0%	25.3	4.4	2.9
UHF Neighborhoods								
Brooklyn	Bedford/Stuy/Crown Heights	11.7%	14.7%	69.5%	8.6%	31.7	6.4	3.7
Manhattan	Central Harlem/Morningside Hgt	11.3%	14.1%	62.2%	9.8%	30.4	8.0	5.4
Queens	Jamaica	11.3%	13.7%	54.0%	9.1%	27.4	7.5	4.8
Brooklyn	Canarsie/Flatlands	10.7%	14.8%	55.9%	8.3%	19.6	6.1	4.0
Brooklyn	Flatbush/E. Flatbush	10.6%	14.4%	69.2%	9.8%	21.5	4.9	3.3
Manhattan	East Harlem	10.4%	13.1%	72.5%	9.1%	40.9	4.9	3.8
Brooklyn	East New York	10.4%	14.7%	72.3%	9.0%	40.9	7.1	4.3
Queens	Southeast Queens	10.4%	13.0%	43.2%	7.1%	13.8	6.5	5.4
Bronx	Northeast Bronx	10.3%	12.4%	64.2%	12.9%	29.2	5.4	3.6
Bronx	Highbridge/Morrisania	9.8%	12.4%	82.2%	11.4%	45.6	5.5	3.2
Bronx	Hunts Point/Mott Haven	9.6%	12.7%	84.9%	11.3%	47.4	7.1	3.9
Queens	Southwest Queens	9.6%	11.8%	43.5%	6.3%	20.0	3.7	2.1
Bronx	Fordham/Bronx Park	9.5%	12.1%	80.5%	10.2%	36.8	4.8	3.3
Bronx	Pelham/Throgs Neck	9.3%	11.8%	66.1%	10.6%	29.4	3.9	2.5
Bronx	Crotona/Tremont	9.3%	12.3%	83.1%	11.3%	45.9	6.4	4.6
Staten Island	Port Richmond	8.9%	13.5%	62.3%	4.1%	36.4	6.0	2.9
Manhattan	Upper West Side	8.7%	10.1%	12.3%	3.0%	8.6	2.2	1.5
Manhattan	Chelsea/Clinton	8.6%	10.1%	18.0%	4.1%	14.3	4.2	2.5
Manhattan	Gramercy Park/Murray Hill	8.5%	10.0%	6.5%	2.9%	3.9	3.0	2.0
Queens	Rockaway	8.4%	11.6%	56.4%	9.4%	32.4	6.1	4.0
Staten Island	Stapleton/St. George	8.2%	11.4%	54.1%	4.5%	21.2	6.5	5.7
Brooklyn	Coney Island/Sheepshead Bay	8.0%	11.1%	62.2%	5.8%	23.6	4.1	2.2
Manhattan	Upper East Side	8.0%	8.7%	6.2%	2.7%	4.6	1.5	1.2
Manhattan	Washington Hgts/Inwood	7.9%	11.0%	69.6%	7.4%	33.5	4.1	2.0
Staten Island	Willowbrook	7.9%	10.3%	33.8%	2.5%	9.1	3.9	2.8
Manhattan	Lower Manhattan	7.8%	9.8%	11.7%	3.1%	3.4	0.7	0.7
Brooklyn	Williamsburg/Bushwick	7.8%	11.7%	80.2%	7.3%	37.5	5.5	3.3
Queens	Long Island City/Astoria	7.7%	10.6%	50.6%	10.9%	18.0	3.7	2.3
Bronx	Kingsbridge/Riverdale	7.7%	10.2%	43.1%	5.3%	17.5	3.5	3.2
Manhattan	Union Sq./Lower Eastside	7.5%	10.4%	54.1%	4.3%	17.9	2.1	1.1
Staten Island	South Beach/Tottenville	7.4%	10.6%	23.8%	2.1%	4.5	4.0	3.4
Manhattan	Greenwich Village/Soho	7.1%	8.3%	15.5%	1.7%	2.1	1.1	1.1
Brooklyn	Bensonhurst/Bay Ridge	6.9%	10.6%	55.7%	5.2%	15.2	4.5	2.7
Queens	Ridgewood/Forest Hills	6.9%	9.3%	44.9%	5.1%	15.4	3.3	2.6
Queens	Fresh Meadows	6.8%	8.7%	42.0%	3.9%	9.6	2.9	1.6
Brooklyn	Downtown/Heights/Slope	6.8%	9.0%	28.8%	2.6%	18.6	2.8	1.8
Queens	West Queens	6.8%	10.8%	78.1%	8.9%	33.3	4.3	3.0
Queens	Bayside/Little Neck	6.7%	8.7%	27.5%	2.6%	4.1	2.0	2.0
Brooklyn	Borough Park	6.2%	8.6%	72.5%	3.5%	20.1	2.3	1.4
Queens	Flushing/Clearview	6.2%	8.4%	61.3%	5.2%	10.1	2.8	1.9
Brooklyn	Sunset Park	5.8%	8.5%	90.0%	4.0%	37.5	2.1	1.7
Brooklyn	Greenpoint	5.4%	8.2%	62.1%	3.4%	16.6	2.5	1.8

Source: 2010-2012 New York State Vital Statistics County/ZIP Code Perinatal Data Profile as of March, 2014, accessed December, 6 2014, <http://www.health.ny.gov/statistics/chac/perinatal/index.htm>.

* Preterm Births –prior to 37 weeks of gestation; Low Birth Weight– weight between 100-2499 grams; Late or No Prenatal care– initiated during the third trimester of pregnancy or not at all; Teen Birth – Births to females ages 15-19; Infant Deaths –occurred at less than twelve months of age; Neonatal Deaths –occurred at less than 28 days of age. Total Births are over three year time period.

Appendix 3. Evaluation of 2013 Implementation Plan

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
Cancer Care	Provide Comprehensive Cancer Care Program Focusing on Screening, Education and Treatment	Yes	Elmhurst increased total mammograms from 10,341 in 2010 to 12,176 in 2014, also increasing its patient population screening rate from 69% to 79%. Elmhurst increased colon screening from 1,814 colonoscopies performed in 2010 to 2,368 colonoscopies performed in 2014.	
Cancer Care	Provide State-of-the-Art Cancer Care through The Hope Pavilion Cancer Center	Yes	Opened in 2008 and completed at a cost of \$11.6 million, The Hope Pavilion is Elmhurst Hospital Center's state-of-the-art, comprehensive cancer treatment facility.	
Cancer Care	Provide "One Stop Shopping" Access to a Comprehensive Range of Specialized Services to Uninsured/Underinsured Women through the Breast Service and Oncology Department	Yes	Elmhurst increased access to breast tumor service, expanding annual visits from 500 in FY 2010 to 600 in FY 2015.	
Diabetes	Monitor Patient and Track Outcomes through Diabetes Registry	Yes	<p>Target Population: patients with diabetes and pre-diabetes, especially from underserved communities</p> <p>Goal: Improve ongoing treatment through the use of a diabetes registry.</p> <p>Plan: We have implemented an improved electronic diabetes registry. In addition to the basic implementation, we carried out a three month project in 2015 where we used the registry to improve the percentage of patients who had diabetes under control.</p> <p>Outcome: We saw modest outcome results after our three month project. We have identified targeted areas for further improvement.</p>	
Hypertension	Track Clinical Outcomes through Cardiovascular Risk Registry	Yes	<p>Target Population: patients with hypertension</p> <p>Goal: improve measurable outcomes of hypertension patients; improve care coordination</p> <p>Plan: We have implemented an electronic cardiovascular risk registry in the past few years, with a process similar to the implementation of our electronic diabetes registry.</p> <p>Outcome: We have shown a modest improvement in results and have identified further areas for improvement.</p>	
Hypertension	Expand Outreach to Patients through Patient Centered Medical Home Initiative	Yes	See projects under primary care for discussion of the Patient Centered Medical Home (PCMH).	
Cardiac Care	Provide Prevention and Treatment Services through Education and Medication	Yes	<p>Target Population: patients at risk and with severe cardiac condition</p> <p>Goal: improve measurable outcomes of patients at risk for and living with severe cardiac conditions</p> <p>Plan: Elmhurst expanded access to cardiac clinic services, including general clinic, as well as specialty heart failure and pacemaker/defibrillator clinic services.</p> <p>Outcome: (tbd)</p>	
Cardiac Care	Offer Elective Percutaneous Coronary Intervention (angioplasty with stent)	Yes	Elmhurst was the first hospital in Queens to be approved to perform Elective Angioplasty procedures – giving patients the choice to stay within the borough of Queens when having this procedure done. The hospital provides 24/7 emergency angioplasty services, allowing the most severe heart attack victims to receive rapid and advanced care.	
Primary Care	Enhance Primary Pediatric, Adult and HIV Care Services	Yes	Target Population: Our entire ambulatory primary care population.	

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
			<p>Goal: To provide more accessible care for routine and urgent needs for patients and families.</p> <p>Plan: We expanded primary care to have additional evening hours and regular weekend hours.</p> <p>Outcome: We observed that evening hours continue to be in great demand. Many more patients are using primary care on Saturdays.</p>	
Primary Care	Transform Primary Care Practices through Patient Centered Medical Homes Initiative	Yes	<p>Target Population: all primary care patients.</p> <p>Goal: Maintain our designation as a Level III Patient Centered Medical Home (PCMH).</p> <p>Plan: Our care has been transformed through patient-centered access. Our care is now team-based. We practice population health management, care management, and care coordination.</p> <p>Outcome: We have maintained our designation. We are in the process of submitting the latest application for continued PCMH Level III designation (2014), which if successful will continue our designation for another three years.</p>	
Primary Care	Increase Access to Care by Expanding Hours, Open Scheduling and Offering Traditional and Non-Traditional Modes of Communication (Telephone, Electronic)	Yes	<p>Target Population: All patients in primary care.</p> <p>Goal: Maintain our designation as a Level III Patient Centered Medical Home (PCMH).</p> <p>Plan: This project is a portion of the standards necessary to continue our Level III PCMH designation. We provide same day appointments for routine and urgent care outside of regular business hours.</p> <p>Outcome: We have maintained our designation. We are in the process of submitting the latest application for continued PCMH Level III designation (2014), which if successful will continue our designation for another three years.</p>	
Primary Care	Facilitate Care through Health Information Exchange, Sharing and Technology	Yes	<p>Target Population: Our entire patient population.</p> <p>Goal: Implement our new EPIC electronic health record (EHR)</p> <p>Plan: Our new EPIC EHC allows major care improvements, including a state-of-the-art patient portal. It allows us to care for the patients in a much more expeditious fashion. EPIC charts are more integrated and the after-visit summary is both a comprehensive view and a care plan for the patients. The patients receive an integrated care plan, including referrals and drug prescriptions, all on one sheet.</p> <p>Outcome: The printed integrated patient care plan has improved adherence. In addition the doctors feel that EPIC is vast improvement in patient care management</p>	
Primary Care	Increase Patient Satisfaction and Assist Patients in Achieving Care Plan Outcome Goals	Yes	<p>Target Population: Our entire primary care population.</p> <p>Goal: Maintain our designation as a Level III Patient Centered Medical Home (PCMH).</p> <p>Plan: We implemented a TEAMSTEPS approach for care planning for the entire primary care team. Staff were trained in primary care clinics. We regularly</p>	

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
			review and monitor care management activities and outcomes.	
			<p>Outcome: We have maintained our PCMH designation. We are in the process of submitting the latest application for continued PCMH Level III designation (2014), which if successful will continue our designation for another three years.</p>	
Primary Care	Tailor Care to Each Patient's Needs	Yes	<p>Target Population: We have established a systemic process and criteria for identifying patients who may benefit from care management. Examples are: patients with behavioral health (BH) issues; patients with high cost and high utilization issues; patients with poorly controlled and complex conditions.</p> <p>Goal: Maintain our designation as a Level III Patient Centered Medical Home (PCMH).</p> <p>Plan: As part of our emphasis on care planning, the practice specifies criteria for identifying patients who require care plans. Care plans are created with specific outcome goals, barriers, and treatment plans. The process and criteria are monitored closely for all patients.</p> <p>Outcome: We have maintained our PCMH designation. We are in the process of submitting the latest application for continued PCMH Level III designation (2014), which if successful will continue our designation for another three years.</p>	
Primary Care	Enhance Patient's Ability to Develop and Learn Self-Management Skills	Yes	<p>Target Population: Patients who meet the criteria for care planning. We have established a systemic process and criteria for identifying patients who may benefit from care management. Examples are: patients with behavioral health (BH) issues; patients with high cost and high utilization issues; patients with poorly controlled and complex conditions.</p> <p>Goal: Maintain our designation as a Level III Patient Centered Medical Home (PCMH).</p> <p>Plan: We include specific goals and methods for the patient to monitor self-care. Patients are given instructions, education, tools, and resources as appropriate. For example: hypertension patients receive blood pressure monitors.</p> <p>Outcome: We have maintained our PCMH designation. We are in the process of submitting the latest application for continued PCMH Level III designation (2014), which if successful will continue our designation for another three years.</p>	
Behavioral Health	Offer Culturally Sensitive Services to Adults, Children and Adolescents	Yes	<p>Elmhurst Hospital operates a Hispanic and Asian (targeted to Korean and Chinese patient populations) mental health program for both ambulatory and hospital patients to ensure culturally sensitive behavioral health services.</p> <p>Culturally tailored services provided encompass many levels, including:</p> <ul style="list-style-type: none"> - emergency services for adults & children/adolescents; acute care hospitalization for adults & children/adolescents; ambulatory behavioral health services for adults & children/adolescents; community oriented services for adults & children/adolescents 	
Behavioral Health	Provide Treatment for Mental Illnesses and	Yes	<p>Target Population: patients with a Schizophrenia</p>	

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
	Disorders through the Outpatient Clinic and Partial Hospitalization Program and Inpatient and Emergency Services		diagnosis in an inpatient setting.	Outcome: Reduced average length of stay for patients in inpatient setting with a final diagnosis of Schizophrenia from 23.8 days as of fiscal year 2013 to 20.5 days in FY2015.
Disease Management	Monitor Patient, Track Outcomes and Improve Care for Patients with Diabetes, Depression and Hypertension through Chronic Disease Collaborative	Yes		<p>Target Population: Patients with diabetes, depression, and/or hypertension.</p> <p>Goal: To improve care for these patients.</p> <p>Plan: A team approach to care has been set up for diabetes, depression and hypertension patients. For each case, there is a formal collaborative. The collaborative includes the primary provider, a nurse, a care manager, in some cases a social worker, a psychiatrist (depression), and a dietician (diabetes and hypertension). All providers are co-located in primary care setting.</p> <p>Outcome: Analysis of the results of this effort is ongoing.</p>

Appendix 4. Community Resources

Appendix 4 is a listing of health and social services available to low-income, uninsured, and underinsured individuals in the neighborhoods included in the primary service area of NYC Health + Hospitals, sorted by borough and neighborhood. Organization services are in the following categories: Dental, Vision, Adult Day Health, Health center, Insurance enrollment, Home Health, Hospital, Nursing Home, Prescription Drug, Immigration Support, Mental Health-Inpatient, Mental Health-Ambulatory, Substance Use, Social Services, Financial Assistance, and Wellness/Prevention.

Source: Health Information Tool for Empowerment (HITE), a program of the not-for-profit Foundation affiliate of the Greater New York Hospital Association (GNYHA). <http://www.hitesite.org/Default.aspx>. Accessed 3/11/2016.

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Queens:																	
Jamaica																	
AIDS Center of Queens County - Jamaica Harm Reduction Program	89-31 162nd, 7th floor, Jamaica, NY 11432														Y		Y
AIDS Center of Queens County - Jamaica/Queens HIV Care Networks	89-31 161st Street, 7th Floor, Suite 710, Jamaica, NY 11432												Y		Y		Y
AIDS Center of Queens County - Main Site	161-21 Jamaica Avenue, 6th and 7th Floors, Jamaica, NY 11432				Y										Y		Y
Bethesda Missionary Baptist Church - Food Program	179-09 Jamaica Avenue, Jamaica, NY 11432														Y		Y
Brightpoint Health - Queens Health Home Case Management	89-31 161st Street, 10th Floor, Jamaica, NY 11432						Y								Y		
CASES (Center for Alternative Sentencing and Employment Services) - Queens Justice Corps Program	89-31 161st Street, 2nd Floor, Jamaica, NY 11432														Y		
Catholic Charities - Hillcrest Senior Center	168-01 Hillside Avenue, Jamaica, NY 11432														Y		
Catholic Charities - Jamaica Behavioral Health Clinic	161-10 Jamaica Avenue, 2nd Floor, Jamaica, NY 11432											Y			Y		
Catholic Charities Behavioral Health Center	161-10 Jamaica Avenue, 2nd Floor, Jamaica, NY 11432											Y					
Catholic Charities of Brooklyn and Queens - WIC Program Site (Jamaica)	161-10 Jamaica Avenue, Suite 306, Jamaica, NY 11432														Y	Y	Y
Chapin Home for the Aging	165-01 Chapin Parkway, Jamaica, NY 11432			Y					Y								
Community Healthcare Network - Family Health Center	90-04 161st Street, 5th Floor, Jamaica, NY 11432				Y	Y											Y
Community Mediation Services, Inc.	89-64 163rd Street, Jamaica, NY 11432														Y		
Counseling Service of EDNY - Queens	163-18 Jamaica Avenue, Suite 502, Jamaica, NY 11432												Y	Y			
Firehouse Health Center	89-56 162nd Street, Jamaica, NY 11432	Y			Y	Y						Y			Y		Y
First Presbyterian Church - Jamaica	89-60 164th Street, Jamaica, NY 11432										Y				Y	Y	Y
Goodwill Industries - Queens Back to Work Program	92-31 Union Hall Street, Jamaica, NY 11432														Y		
Hands Across Long Island (HALI) - Jamaica	163-18 Jamaica Avenue, Jamaica, NY 11432														Y	Y	
Heartshare St. Vincent's Services - Outpatient Chemical Dependence Treatment Program - Jamaica	89-31 161st Street, 4th Floor, Jamaica, NY 11432														Y	Y	
Highland Care Center	91-31 175th Street, Jamaica, NY 11432								Y								
Hillside Manor Skilled Nursing Facility	182-15 Hillside Avenue, Jamaica Estates, NY 11432								Y								
Jamaica Community Partnership	89-64 163rd Street, Jamaica, NY 11432														Y		
Jamaica Hospital Medical Center - Jamaica Estates Advanced Center for Psychotherapy	178-10 Wexford Terrace, Jamaica Estates, NY 11432											Y					
Jamaica YMCA	89-25 Parsons Boulevard, Jamaica, NY 11432									Y					Y		Y
Margaret Tietz Nursing and Rehabilitation Center	164-11 Chapin Parkway, Jamaica, NY 11432								Y								
Neighborhood Housing Services of Jamaica	89-70 162nd Street, Jamaica, NY 11432														Y	Y	
New York City Commission on Human Rights - Jamaica	153-01 Jamaica Avenue, Room 203, Jamaica, NY 11432										Y				Y		
NYC Dept. of Health - STD Control and Prevention Clinic - Jamaica	90-37 Parsons Boulevard (off Jamaica Ave), 1st Floor, Jamaica, NY 11432				Y										Y		Y
Parsons Communicare Clinic	90-37 Parsons Boulevard, Jamaica, NY 11432				Y	Y											Y
PSCH - Queens Care Coordination & Assertive Community Treatment (ACT) Team	153-17 Jamaica Avenue, 3rd Floor, Jamaica, NY 11432														Y		
Public Health Solutions - Health Insurance Navigator Program - Jamaica	90-40 160th Street, Jamaica, NY 11432					Y									Y		
Public Health Solutions - Jamaica Southeast Queens Healthy Start	90-04 161st, Jamaica, NY 11432																Y
Public Health Solutions Neighborhood WIC Center - Jamaica	90-40 160th Street, Jamaica, NY 11432																Y
Queens Centers for Progress - Adult Center	81-15 164th Street, Jamaica, NY 11432														Y		
Queens Centers for Progress - Children's Center	82-25 164th Street, Jamaica, NY 11432														Y		
Queens Centers for Progress - Community Connections Center	81-15 164th Street, Jamaica, NY 11432														Y		
Queens Hospital Center - Child & Adolescent Clinic	82-68 164th Street, Jamaica, NY 11432												Y				
Queens Hospital Center - Dental Department	82-68 164th Street, Jamaica, NY 11432	Y															
Queens Hospital Center - Harm Reduction Program	82-41 Parson Boulevard, T Building, Room 2B-9A, Jamaica, NY 11432														Y	Y	Y
Queens Hospital Center - Health Homes	82-41 Parsons Blvd, T Building 3rd Floor, Jamaica, NY 11432														Y		
Queens Hospital Center - HIV Immunology Clinic	82-68 164th Street, 8th Floor, Room 827, Jamaica, NY 11432				Y										Y		Y
Queens Hospital Center - Outpatient Chemical Dependency Services	82-68 164th Street, Pavillion Building, Jamaica, NY 11432														Y		
Queens Hospital Center - Outpatient Department	82-68 164th Street, Queens, NY 11432	Y	Y		Y												Y
Queens Hospital Center - WIC Program	79-18 164th Street, Jamaica, NY 11432															Y	Y
Queens Hospital Center	82-68 164th Street, Jamaica, NY 11432							Y									
Queens Library - New Americans Program	89-11 Merrick Boulevard, Jamaica, NY 11432										Y						
Queens Parent Resource Center - Day Habilitation Center	88-50 165th Street, Jamaica, NY 11432														Y		
Safe Horizon - Queens Community Program	151-20 Jamaica Avenue, 2nd Floor, Jamaica, NY 11432										Y				Y		
Salvation Army - Jamaica Community Center	90-23 161st Street, Jamaica, NY 11432														Y	Y	

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Sheltering Arms / Safe Space - Transitional Living Programs	89-74 162nd Street, Jamaica, NY 11432														Y		
Tabernacle of Prayer for All People - Hope Hall Ministries	90-07 Merrick Blvd., Jamaica, NY 11432														Y	Y	
The Afrikan Poetry Theatre	176-03 Jamaica Avenue, Jamaica, NY 11432														Y		Y
The Child Center of New York - Jamaica Clinic	89-56 162nd Street, Second Floor, Jamaica, NY 11432											Y			Y		
The Child Center of New York - Jamaica Family Center	89-56 162nd Street, 3rd Floor, Jamaica, NY 11432													Y	Y		Y
The Child Center of NY - SingleStop Services	163-18 Jamaica Avenue, 4th Floor, Jamaica, NY 11432					Y					Y				Y	Y	Y
TJH Medical Services - Jamaica	88-10 Parsons Blvd, Jamaica, NY 11432				Y												Y
Venture House	150-10 Hillside Avenue, Jamaica, NY 11432														Y		
Volunteers of America - Queens Forensic Linkage Program	163-18 Jamaica Avenue, 5th Floor, Jamaica, NY 11432														Y		
Workforce1 Career Center - Queens	168-25 Jamaica Avenue, 2nd Floor, Jamaica, NY 11432										Y				Y		
Workforce1 Industrial & Transportation Career Center	168-46 91st Avenue, Jamaica, NY 11432														Y		
YMCA of Greater New York - Y Roads Center - Jamaica	161-04 Jamaica Avenue, Jamaica, NY 11432														Y		
Ridgewood- Forest Hills																	
Bushwick Center for Rehabilitation and Healthcare - Ridgewood Center	59-25 67th Avenue, Emmaus Lutheran Church, Ridgewood, NY 11385														Y		
CCNS - Glendale Guidance Center and Mobile Outreach Team	67-29 Myrtle Avenue, Glendale, NY 11385											Y			Y		
Glendale Mental Health Clinic	6729 Myrtle Avenue, Glendale, NY 11385											Y					
Greater Ridgewood Youth Council - IS 93 Beacon Program	66-56 Forest Avenue, Ridgewood, NY 11385										Y				Y		
Greater Ridgewood Youth Council, Inc - Main	5903 Summerfield St., Ridgewood, NY 11385														Y		
Peter Cardella Senior Center	68-52 Fresh Pond Road, Ridgewood, NY 11385														Y		
Polonians Organized to Minister to Our Community (POMOC)	66-60 Fresh Pond Road, Ridgewood, NY 11385										Y				Y		
Public Health Solutions - Health Insurance Navigator Program- Ridgewood	853 Onderdonk Avenue, Ridgewood, NY 11385					Y									Y		
Public Health Solutions Neighborhood WIC Center - Ridgewood	853 Onderdonk Avenue, Ridgewood, NY 11385																Y
Ridgewood Communicare Clinic	769 Onderdonk Avenue, Ridgewood, NY 11385				Y	Y											Y
Ridgewood Older Adult Center	59-14 70th Avenue, Ridgewood, NY 11385														Y	Y	
RidgeWood YMCA	69-02 64th Street, Queens, NY 11385																Y
Salvation Army - Ridgewood Corps Community Center	6923 Cypress Hills Street, Ridgewood, NY 11385														Y	Y	
United We Stand of New York, Inc. (UWS)	1907 Flushing Avenue, Ridgewood, NY 11385														Y		
West Queens																	
Adhikaar	71-07 Woodside Avenue, 1st Floor, Woodside, NY 11377										Y						
AIDS Center of Queens County - Woodside Office	62-07 Woodside Avenue, Queens, NY 11377												Y		Y		Y
American Family Community Services, Inc.	76-05 Roosevelt Ave., Jackson Heights, NY 11372										Y				Y		
American Immigrants	51-07 43rd Avenue, Woodside, NY 11377										Y				Y		
Asociacion Benefica Cultural Padre Billini	35-34 105th Street, Corona, NY 11368														Y		
Catholic Charities- Corona Behavioral Health Clinic	9114 37th Ave, Jackson Heights, NY 11372												Y		Y		
Catholic Charities Neighborhood Services (CCNS) Catherine Sheridan Senior Center	35-24 83rd Street, Jackson Heights, NY 11372														Y		
Catholic Charities of Brooklyn and Queens - Corona PROS Program	91-14 37th Avenue, Jackson Heights, NY 11372												Y		Y		
Catholic Charities of Brooklyn and Queens - WIC Program Site (Woodside)	42-71 65th Place, Woodside, NY 11377															Y	Y
Chhaya Community Development Corporation	37-43 77th Street, 2nd Floor, Jackson Heights, NY 11372										Y				Y		
City-Pro Group Inc.- Queens	8910 35th Avenue, Jackson Heights, NY 11372														Y		
Community United Methodist Church - English Conversation Program	81-10 35th Avenue, Jackson Heights, NY 11372										Y				Y		
Concerned Citizens of Queens	8108 37th Avenue, 2nd Floor, Jackson Heights, NY 11372										Y						
Corona Medical Center	104-04 Corona Avenue, Corona, NY 11368				Y	Y											
Desis Rising Up and Moving (DRUM)	72-18 Roosevelt Avenue, Jackson Heights, NY 11372										Y						
Dominico-American Society	40-27 97th Street, 1st Floor, Corona, NY 11368										Y						
East Side WIC Program - Sunnyside	49-02 Queens Boulevard, Woodside, NY 11377															Y	Y
Ecuadorian International Center	37-47 76th Street, Jackson Heights, NY 11372										Y				Y		Y
Elmcor - Lefrak Senior Citizens Center	98-16 55th Avenue, St. Paul the Apostle Church, Corona, NY 11368														Y		
ELMCOR Drug Rehabilitation	107-20 Northern Boulevard, Corona, NY													Y			

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
	11368																
Elmhurst Halfway House	8130 Baxter Avenue, Elmhurst, NY 11373															Y	
Elmhurst Hospital - Infectious Disease (ID) Clinic	79-01 Broadway, Rm. J1, Elmhurst, NY 11373				Y										Y		Y
Elmhurst Hospital Center - Adult Partial Hospitalization Program	79-01 Broadway, H- Building, 3rd Floor, Room 146, Elmhurst, NY 11373											Y					
Elmhurst Hospital Center - Ambulatory Care	79-01 Broadway, Elmhurst, NY 11373		Y		Y	Y						Y			Y		Y
Elmhurst Hospital Center - Chemical Dependency Program	79-01 Broadway, Community Medical Center, Elmhurst, NY 11373													Y	Y		Y
Elmhurst Hospital Center - Community Follow Up Program	79-01 Broadway, Trailer 2 - Baxter Ave, Elmhurst, NY 11373				Y										Y		Y
Elmhurst Hospital Center - Women's Health Center	59-17 Junction Blvd., Corona, NY 11368				Y												Y
Elmhurst Hospital Center	79-01 Broadway, Elmhurst, NY 11373							Y									
Elmhurst Hospital Child & Adolescent Outpatient Mental Health Clinic	79-01 Broadway, Building H-338, Elmhurst, NY 11373												Y				
Elmhurst Hospital WIC Program	81-06 Baxter Avenue, Elmhurst, NY 11373															Y	Y
Elmhurst Jackson Heights Senior Center	75-01 Broadway, Elmhurst, NY 11373														Y		
EmblemHealth Small Steps Free Classes - Jackson Heights	35-59 81st Street, Renaissance Charter School, Jackson Heights, NY 11372																Y
Emerald Isle Immigration Center of New York - Queens Office	59-26 Woodside Avenue, 2nd Floor, Woodside, NY 11377					Y				Y							
Florence E. Smith Senior Services	102-19 34th Avenue, Corona, NY 11368														Y		
Goodwill Industries - PS 149 Beacon Program	93-11 34th Avenue, Jackson Heights, NY 11372														Y		Y
Hamilton-Madison House - Korean Clinic	108-11 48th Avenue, 1st, Corona, NY 11368												Y		Y		
Hamilton-Madison House - Supported Housing Program	108-11 48th Avenue, Corona, NY 11368														Y		
HANAC - Queens Community Services/Corona Beacon	40-32 99th Street, Corona, NY 11368									Y					Y		
IPR/HE Corona Senior Center	108-74 Roosevelt Avenue, Corona, NY 11368														Y		
Junction Boulevard Child Health Clinic	34-33 Junction Blvd., Jackson Heights, NY 11372				Y	Y											
Kalusugan Coalition	39-04 63rd Street, Woodside, NY 11377									Y							Y
Korean Community Services of Metropolitan New York, Inc - Corona Senior Center	37-06 111th Street, Corona, NY 11368									Y					Y	Y	
Latin Women In Action	103-06 39th Avenue, Corona, NY 11368									Y					Y		
Make the Road New York - Elmhurst Center	92-10 Roosevelt Avenue, Elmhurst, NY 11372					Y				Y					Y	Y	
Make the Road New York - Jackson Heights	92-10 Roosevelt Avenue, Jackson Heights, NY 11372									Y					Y		
Metro Community Health Center - Queens	51-40 59th Street, Woodside, NY 11377				Y								Y		Y		
Mount Sinai Sexual Assault and Violence Intervention Program (SAVI) - Queens	79-01 Broadway, Elmhurst Hospital Center, Elmhurst, NY 11373														Y		
Neighborhood Housing Services of Northern Queens, Inc.	60-20 Woodside Avenue, 2nd Floor, Queens, NY 11377														Y	Y	
New Immigrant Community Empowerment (NICE)	37-41 77th Street, 2nd Floor, Jackson Heights, NY 11372									Y							
New Life Community Development Corporation	82-10 Queens Blvd, Elmhurst, NY 11373				Y										Y	Y	
New York Asian Women's Center (NYAWC) - Asian Women Empowerment Center	86-26 Broadway, 2nd Floor, Elmhurst, NY 11373									Y					Y		
Newtown Italian Senior Center	83-20 Queens Boulevard, Flushing, NY 11373														Y		
NewYork-Presbyterian/Queens - Jackson Heights Family Health Center	73-15 Northern Boulevard, Jackson Heights, NY 11372				Y												Y
NYC Dept. of Health - STD Control and Prevention Clinic - Corona	34-33 Junction Boulevard, 1st Floor, Jackson Heights, NY 11372				Y										Y	Y	
NYPCC - Queens Adult Home Clinic	80-20 45th Avenue, Elmhurst, NY 11373												Y				
Office of Adult Career and Continuing Education Services (ACCES) - Vocational Rehabilitation (VR) - Queens	11-15 47th Avenue, Long Island City, NY 11368														Y		
PAC Program of Queens	40-11 Warren Street, Elmhurst, NY 11373													Y	Y		
Park Terrace Care Center	59-20 Van Doren Street, Corona, NY 11368							Y									
Public Health Solutions - Health Insurance Navigator Program - Corona	103-24 Roosevelt Avenue, 3rd Floor, Corona, NY 11368					Y									Y		
Public Health Solutions Neighborhood WIC Center - Corona	103-24 Roosevelt Avenue, 3rd Floor, Corona, NY 11368																Y
Queens Boulevard Extended Care Facility	61-11 Queens Boulevard, Woodside, NY 11377			Y					Y								
Queens Business Outreach Center (BOC)	96-11 40th Road, Ground Floor, Corona, NY 11368														Y	Y	
Queens Center for Gay Seniors	37-06 77th street, The Jewish Center of Jackson Heights building, Jackson Heights, NY 11372														Y		
Queens Pride House	76-11 37th Avenue, Suite 206, Jackson Heights, NY 11372														Y		
RAICES Corona Senior Center	107-24 Corona Avenue, Corona, NY 11368									Y					Y		
Regal Heights Rehabilitation & Health Care Center	70-05 35th Avenue, Jackson Heights, NY 11372			Y					Y								
Rego Park Health Care	111-26 Corona Avenue, Flushing, NY 11368								Y								
Salvation Army Corps Community Center - Queens Temple	86-07 35th Avenue, Jackson Heights, NY 11372														Y	Y	

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
South Asian Marrow Association of Recruiters	55-13 96th Street, Corona, NY 11368														Y		
St. Adalbert Church - Bereavement Support Groups	52-40 84th Street, Elmhurst, NY 11373														Y		
St. John's University - Project CONNECT	152-11 Union Turnpike, Flushing, NY 11368														Y		
The Child Center of New York - Asian Outreach Clinic	81-14 Queens Boulevard, Elmhurst, NY 11373											Y	Y				
The Child Center of NY - Early Learn Woodside	60-02 Roosevelt Avenue, 2nd Floor, Woodside, NY 11377																Y
The Child Center of NY - Woodside Clinic	67-14 41st Avenue, Woodside, NY 11377											Y					
Urban Health Plan - Plaza del Sol Family Health Center	37-16 108th Street, Corona, NY 11368	Y	Y		Y	Y							Y		Y		Y
Voces Latinas	37-63 83rd Street, Suite 1B, Jackson Heights, NY 11372					Y				Y					Y		Y
Western Queens Consultation Center - Jackson Heights	37-08 91st St, Suite 3A, Jackson Heights, NY 11372											Y			Y		
Western Queens Consultation Center - Woodside	61-20 Woodside Avenue, Woodside, NY 11377											Y			Y		
Western Queens Recovery Services	62-07 Woodside Avenue, 4th floor, Woodside, NY 11377													Y			
Woodside on the Move	39-42 59th Street, 2nd floor, Woodside, NY 11377														Y		
Woodside Senior Center	50-37 Newtown Road, Building 19, Woodside, NY 11377														Y		

Appendix 5. User Survey Instrument

Date:
Facility:
Location:
Staff Initials:

Assisted Self-Administered

NYC Health and Hospitals Corporation Community Health Needs Survey

The New York City Health and Hospitals Corporation (HHC) is conducting this survey as part of a community health needs assessment. The information that you provide will help HHC to better serve you and members of your community.

The survey is voluntary and confidential. You do not have to complete the survey, and you can skip questions you do not want to answer. Your name will not be written on the survey, and we will not be able to connect your answers to you personally.

It will take about 15 minutes to complete this survey. In appreciation of your time and effort, you will receive a \$5.50 MetroCard for completing this survey.

1. In general, would you say that your health is:
Excellent Good Fair Poor

2. Do you currently have health insurance?
Yes No Don't Know

2a. If yes, what type of insurance do you have?

Medicaid
Medicare
Private insurance through my employer or my spouse's employer
Private insurance through the NY State Exchange (Obamacare)
ADAP or other NY State AIDS Insurance Assistance
Other (please specify) _____

3. Have you seen a personal doctor or your regular doctor in the past 12 months for a visit (for example, for an annual check-up or for a medication refill)?
Yes No Don't know Prefer not to answer

4. Have you seen a dentist in the past 12 months?
Yes No Don't know Prefer not to answer

5. Do you have children under the age of 18 living with you?

Yes

No

5a. If yes, are you able to get an appointment with your child's doctor when you need to?

Always

Sometimes

Never

6. Based on your experience with your family, friends, and neighbors, please rate each of the following health issues based on how serious and/or widespread they are ***in your community***.

	Very serious	Somewhat serious	Not serious	Don't know / Not applicable
Heart disease, high cholesterol, stroke				
Cancer				
Diabetes				
Asthma and other breathing issues				
Hypertension/ high blood pressure				
Violence				
Mental illness and psychiatric disorders				
Dementia including Alzheimer's				
Obesity				
Premature births, low birth weight				
HIV, Hepatitis, STDs				
Alcohol and/or drug use				
Smoking				

7. Have there been times in the last month when you could not afford to eat?

Yes No

8. Have you encountered any of the following challenges when seeking or obtaining health care?

	Yes	No
Barriers related to finances, such as the cost of co-pays, not having insurance, or not being able to take time off from paid work to see your doctor.		
Barriers related to accessing healthcare, such as not having transportation, or not being able to get a timely appointment.		
Barriers related to culture, language, or religion, including concerns that you may experience stigma or discrimination by your healthcare providers.		

9. Have you been to the emergency room in the last year?

Yes No

9a. If yes, some people go to the emergency room because they do not have a regular doctor. In the past year, have you gone to the emergency room instead of visiting your doctor for any of the following reasons? (Check all that apply.)

I didn't have insurance

I do not have a regular doctor

It takes too long to get an appointment

My doctor's office or clinic wasn't open

I like that I can get everything I need during a single visit to the emergency room (for example, see a doctor, get a lab test and have my prescription filled)

Other, specify: _____

Finally, we'd like to get some background information.

10. What is your ZIP code: _____

11. How old are you? _____

12. What do you consider yourself?

Female Male Transgender
Prefer not to answer

13. What is your race/ethnicity?

White
Black or African American
More than 1 race
Asian, specify: _____
Hispanic or Latino/a, specify: _____
American Indian or Alaskan Native
Prefer not to answer

Native Hawaiian or other Pacific Islander
Other, specify: _____

14. Were you born outside of the U.S.?

Yes
No
Prefer not to answer

14a. If yes, in what country you were born?

15. In what language do you prefer to receive health care?

English	Haitian/French Creole	Urdu
Spanish	Hindi	Yiddish
Arabic	Italian	
Chinese (Mandarin, Cantonese, or other)		
Korean	Prefer not to answer	
French	Russian	
Other, specify: _____		

16. In the past year, have you gone anywhere else to receive healthcare?

Yes
No

If yes, where _____

17. What is it about [FACILITY] that you like the MOST? (Check all that apply)

- Physicians
- Nurses
- Clerical Staff
- Social Services
- Cost
- Location
- Hospital Environment
- Wait time
- Language/Interpretation Services
- Other _____

18. What is it about [FACILITY] that you like the LEAST? (Check all that apply)

- Physicians
- Nurses
- Clerical Staff
- Social Services
- Cost
- Location
- Hospital Environment
- Wait time
- Language/Interpretation Services
- Other _____

19. How likely are you to recommend [FACILITY] to your family and friends?

- Very likely
- Somewhat Likely
- Not likely
- Would not recommend

20. How long have you have lived in your current neighborhood:

- Less than 1 year
- 1-5 years
- 6-10 years
- More than 10 years

21. What is your sexual orientation?

- Straight/heterosexual
- Gay, lesbian or homosexual
- Bisexual
- Other (please specify) _____
- Prefer not to answer

22. Do you know who your primary care provider is?

- Yes
- No

22a. If yes, Name of your primary care provider:

23. When being discharged, are you concerned about the following challenges:

	Yes	No
Medical condition(s)		
Family support		
Access to Home care		
Access to medications		
Access to medical care		
Access to mental health services		
Access to affordable housing		
Access to health insurance		
Financial Barriers		
Access to housing adapted for your disability needs		
Transportation		

Appendix 6. Survey Instrument for Community Advisory Boards and Hospital Leadership

Based on your experience with your family, friends, and neighbors, please rate each of the following health issues based on how serious and/or widespread they are in your hospital community.

	Very serious	Somewhat serious	Not serious	Don't know / Not applicable
Heart disease, high cholesterol, stroke				
Cancer				
Diabetes				
Asthma and other breathing issues				
Hypertension/ high blood pressure				
Violence				
Mental illness and psychiatric disorders				
Dementia including Alzheimer's				
Obesity				
Premature births, low birth weight				
HIV, Hepatitis, STDs				
Alcohol and/or drug use				
Smoking				

Live Your Healthiest Life.

2016

COMMUNITY HEALTH NEEDS ASSESSMENT



EXECUTIVE SUMMARY

Community Health Needs Assessment, 2016 Update

Purpose of the Community Health Needs Assessment

This 2016 Community Health Needs Assessment (CHNA) updates the CHNA completed in 2013 to meet the requirements of Section 9007 of the 2010 federal law, The Affordable Care Act (“ACA”). The ACA requires that any tax-exempt, IRS-designated 501(c) (3) hospital complete or update a publicly-available, comprehensive CHNA every three years in order to document the extent to which it understands the unique characteristics and needs of the local communities it serves, and responds to these needs by delivering meaningful and effective community benefit through clinical services and other programming.

Required Components

A CHNA report has five required components:

- 1) Definition of community served
- 2) A prioritized description of the significant health needs of the community
- 3) Transparency in the process and methods used to conduct the CHNA, including how it took into account input from the community served and prioritized community health needs
- 4) A description of the resources potentially available to address the identified significant prioritized community health needs
- 5) An evaluation of the impact of actions taken to address the significant health needs identified in the previous CHNA report (June 2013).

A CHNA report is considered complete when it is adopted by a governing body of the facility and made widely available to the public.

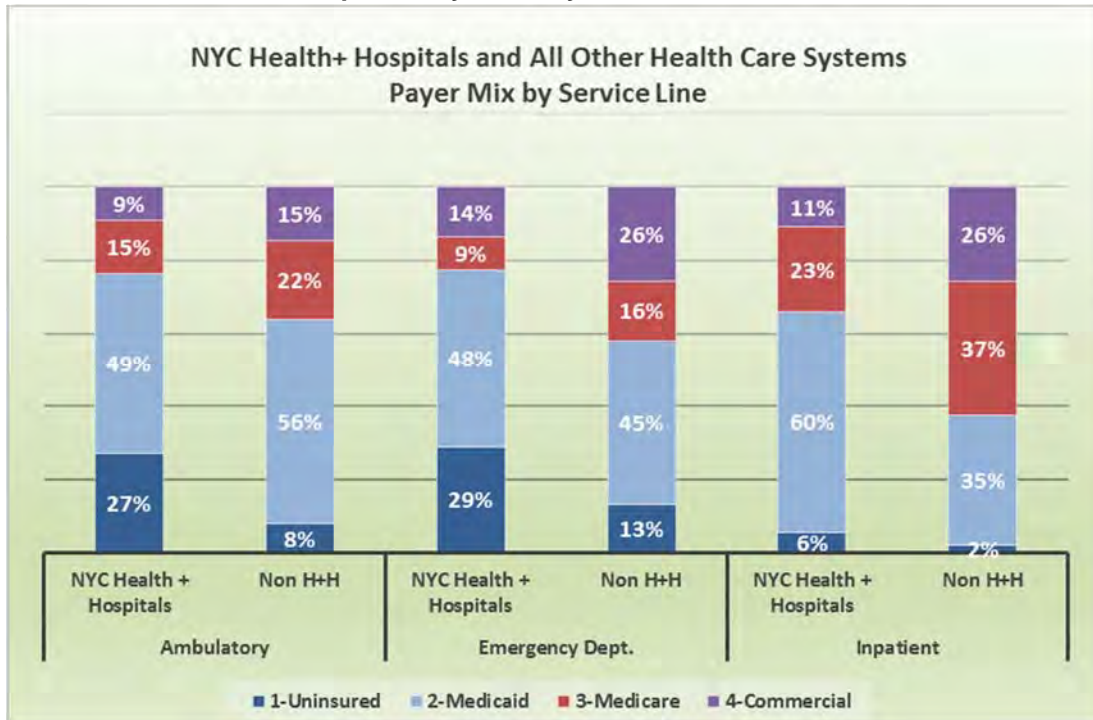
Community Served

NYC Health + Hospitals serve all New Yorkers in every neighborhood in New York City regardless of their ability to pay. Addressing disparity throughout New York City, NYC Health + Hospitals is *the* safety-net for the uninsured and underserved in New York City.

As a share of its total volume, NYC Health + Hospitals provides three times greater share of ambulatory care to the uninsured than other New York City hospitals (27% and 8%, respectively) and twice as many ED visits (29% and 13%, respectively). Medicaid

and uninsured patients together account for nearly twice as many hospital stays compared to other New York City hospitals (66% and 37%, respectively) (chart 1).

Chart 1: NYC Health + Hospitals Payer Mix by Service



Sources and notes: 2014 Hospital Institutional Cost Report, 2014 DTC Cost Report for HHC using internal data, and 2013 Health Center Cost Report for all other DTCs. Includes all NYC acute, general care hospitals and related wholly owned or controlled community health centers, including HHC DTCs. Discharges exclude normal newborns. ED visits include treat and release, and visits that result in admission. Clinic visits include comprehensive care and primary care visits only.

The service area of individual hospitals in the NYC Health + Hospitals System are identified in Appendix 1. A description of these communities, including demographic characteristics identifying vulnerable populations such as disabled and residency status; and health status such as chronic disease prevalence and the rate of potentially avoidable emergency health care use, is in Appendix 2.

Process and Methods

The process and methods was designed collaboratively by a work group of facility planning directors and other representatives.

The community served by each acute care facility is defined as the geographic area in which 75% of its ambulatory care patients reside. An initial list of over 40 health needs were identified based on a review of published literature and internal analyses that have been made publically available including the 2013 CHNA and the DSRIP Community Needs Assessment. Incorporating input from other facility representatives and pilot

tested with hospital users, this list was refined to 13 community health needs. Input from facility users (approximately 150 per facility were surveyed), Community Advisory Boards, facility leadership, and the prevalence of these health needs within the community were blended together to prioritize the health needs. The five highest priority community needs were considered *significant*.

Prioritized Significant Community Health Needs

All 13 identified community health needs were identified as important within the hospitals' communities according to community input. Those considered most significant and their priority order in accordance with regulatory requirements are indicated in blue in the table below. Hypertension/high blood pressure and diabetes are significant community health needs at all hospitals; obesity and heart disease are significant at the majority of hospitals (Chart 2).

Chart 2: Community Health Need by Hospital

	Bellevue	Carter	Coney Island	Elmhurst	Harlem	Jacobi	Kings County	Lincoln	Metro-politan	NCB	Queens	Woodhull
Hypertension/ High Blood Pressure	1	1 (tie)	4	2	1	1	2	1	2	2 (tie)	2	1
Diabetes	5	1 (tie)	1	1	2 (tie)	3	1	3	1	2 (tie)	1	3 (tie)
Obesity	2 (tie)	4 (tie)	6	4 (tie)	9	4	6	6	3	4	5	3 (tie)
Heart Disease, High Cholesterol, Stroke	2 (tie)	3	2 (tie)	4 (tie)	8	5 (tie)	4	4 (tie)	5	6	10 (tie)	5
Mental Illness	4	6 (tie)	8 (tie)	4 (tie)	6	5 (tie)	3	10 (tie)	9	5	3 (tie)	6
Alcohol and/or Drug Use	6	9	10	7	5	9	7 (tie)	2	7	9	6 (tie)	2
Asthma and Other Breathing Issues	8	6 (tie)	8 (tie)	12	2 (tie)	2	9	4 (tie)	4	1	13	7 (tie)
Cancer	7	10	2 (tie)	3	11	8	5	9	8	7	8 (tie)	11
Smoking	11	6 (tie)	5	8	4	7	12	7	12	8	3 (tie)	10
Violence	10	12 (tie)	11	9	10	10	10	8	6	10	6 (tie)	7 (tie)
HIV/AIDS, Hepatitis, STDs	9	11	13	10	7	11	7 (tie)	10 (tie)	10	11	12	7 (tie)
Dementia	12	4 (tie)	7	11	12 (tie)	12	13	12	11	12	10 (tie)	12 (tie)
Premature Births, Low Birth Weight	13	12 (tie)	12	13	12 (tie)	13	11	13	13	13	8 (tie)	12 (tie)

Comparison of 2013 and 2016 Significant Community Health Needs

Most of the significant community health needs identified in 2013 were again identified in 2016. In both 2013 and 2016, a large number of hospitals identified diabetes, hypertension/high blood pressure, heart disease, obesity, mental illness and asthma as a significant community health need.

HIV/AIDS and other infectious diseases were considered a significant community health need at five hospitals in 2013, but none considered it among their most significant in 2016. A decrease in importance is consistent with the continued progress in reducing HIV/AIDS diagnoses and deaths in NYC.

Other changes in health needs between 2013 and 2016 are partly attributable to changes in federal requirements regarding methodology (see Process and Methods).

Significant Community Health Needs Identified in 2016 and 2013

	Significant Community Health Needs	
	Number of Hospitals Identified in 2016	Number of Hospitals Identified in 2013
Diabetes	12	12
Hypertension / High Blood Pressure	12	10
Heart Disease, High Cholesterol, Stroke	9	10
Obesity	8	8
Mental illness	6	10
Asthma and other Breathing Issues	5	5
Alcohol and/or Drug Use	3	9
Cancer	3	6
Smoking	3	1
Dementia	1	1
HIV/AIDS, Hepatitis, STDs	0	5
Violence	0	2
Premature Births, Low Birth Weight	0	1

Resources Potentially Available

Appendix 4 is a listing of health and social service organizations available to members of low-income, medically underserved, and other minority populations in the neighborhoods included in the primary service area of NYC Health + Hospitals, by borough and sorted by neighborhood. These populations may experience health disparity or are at risk of not receiving medical care as a result of being uninsured or underinsured or due to geographic, language, financial, immigration status, or other barriers. Organization services provided are arranged accordingly into the following categories: Dental, Vision, Adult Day Health, Health center, Insurance enrollment, Home Health, Hospital, Nursing Home, Prescription Drug, Immigration Support, Mental Health-Inpatient, Mental Health-Ambulatory, Substance Use, Social Services, Financial Assistance, and Wellness/Prevention.

Evaluation of 2013 Implementation Plan

NYC Health + Hospitals evaluated each hospital's 2013 Implementation Plan and the impact of specific interventions that addressed identified health care needs (Appendix 3). Included in the evaluation is a list of the significant health needs identified in 2013, a description of the planned activities that addressed each of the health needs, an indication whether the planned activity was implemented, the target population and goal of the activity, and the impact or outcome of the activity.

2016 Implementation Strategy

The 2016 CHNA Implementation Strategy due in November 2016 will be designed to address the prioritized significant community health needs identified in the 2016 CHNA and must be adopted by the hospital's governing body.

PROCESS AND METHODS

Community Served

Each hospital's primary and secondary service area is defined as the zip codes that comprise the residence of 50%, 75% of its ambulatory patients, respectively.

Community Input

Community input was obtained using three different strategies:

1) Community Advisory Board

Community Advisory Boards (CAB) are the formal and direct links between each NYC Health + Hospitals facility and its patients and local advocates. The CAB members, consisting of residents, patients and community workers, represent the views of the community in the health care facility's decision making-process to ensure access to the best possible medical care in their communities. The CAB members provide vital insight on the development of facility plans and programs, as well as keep the community informed of NYC Health + Hospitals' goals and objectives. All hospitals in the NYC Health + Hospitals system have a CAB which meets on a regular basis.

The CHNA report and process was presented to each CAB individually. A survey was administered anonymously and confidentially to each CAB member which asked them to indicate the relative importance of each of the 13 identified community health needs in their community (see survey instrument in appendix 6). These responses were coded for inclusion in the prioritization matrix. CAB members were also asked to provide additional input beyond the survey question.

2) Facility Users

NYC Health + Hospitals engaged approximately 150 adult facility users from each hospital throughout the main facility and within community-based clinic sites. These individuals completed a survey anonymously and confidentially with questions focused on demographics, health insurance status, language preferences, health concerns, primary and preventive health care utilization, barriers in obtaining ambulatory care and reasons for use of emergency care. Respondents were also asked to indicate the relative importance of each of the 13 identified community health needs in their community. These responses were coded for inclusion in the prioritization matrix.

Surveys were self-administered or administered by facility staff. The surveys were translated into NYC Health + Hospitals' top 7 languages: Bengali, Chinese (simplified),

Haitian-Creole, French, Polish, Russian and Spanish. Participants received a two-trip Metrocard valued at \$5.50 for completing the survey (see survey instrument in Appendix 5).

3) Additional Community Engagement

NYC Health + Hospitals completed a community needs assessment in December 2014 as a requirement to participate in the Delivery System Reform Incentive Payment (DSRIP) program, a statewide initiative that focuses on improving health care delivery promoting community-level collaborations to ensure that Medicaid and uninsured populations receive culturally competent, highly integrated, well-coordinated, and easily accessible health services. As part of this needs assessment, the system collaborated with government agencies, numerous community organizations, engaged experts in the community and conducted focus groups with vulnerable populations. Key informant interviews were conducted with community experts having population-specific expertise, including particular immigrant groups, older adults, children and adolescents or expertise in specific issues, including supportive housing, care coordination, corrections, and homelessness (conducted as part of the NYC Health + Hospitals DSRIP Community Needs Assessment). Focus groups were conducted with community members recruited by community organizations which included targeted vulnerable groups such as older adults, local immigrant groups, LGBTQ and individuals with disabilities.

Additional Resources

4) Facility Leadership

Hospital leadership were engaged to support the initial identification of potential community health needs, and refine the list to 13 needs which were used in hospital user and CAB member surveys. In addition, a survey was administered to hospital leaders which asked them to indicate the relative importance of each of the 13 identified community health needs in their service area (see survey instrument in Appendix 6). Finally, hospital leaders were asked to review the list of significant health needs identified by the CHNA process.

5) Publically available community health, socio-demographic, economic data

The CHNA work group reviewed all publically available data and supplemented with review of public health literature prepared by New York City of Department of Health and Mental Hygiene (including Take Care New York 2020); New York State Department of Health (including NYS Prevention Agenda 2013-2018); federal agencies, Centers for

Disease Control and Prevention and Healthy People 2020. Sources of Data and Brief Description include:

- American Academy of Family Physicians UDS Mapper
 - UDS Mapper provides ZIP code-level age-adjusted mortality estimates and prevalence estimates on health care access and chronic condition. Can be accessed at: <http://www.udsmapper.org/>.
- Emory University Rollins School of Public Health AIDS Vu
 - AIDS Vu provides ZIP code-level incidence and prevalence data on HIV/AIDS as of 2012. Can be accessed at: <http://aidsvu.org/>.
- New York State Department of Health Cancer Registry
 - The NYS Cancer Registry provides ZIP code-level age-adjusted estimates on incidence of the top malignant cancers (colorectal, female breast, lung and bronchus and prostate) as of 2008-2012. Can be accessed at: <https://www.health.ny.gov/statistics/cancer/registry/zipcode/index.htm>.
- New York State Department of Health DSRIP Performance data
 - The New York State Department of Health provides key statistics on the health care utilization and health status of Medicaid beneficiaries in calendar year 2012. Can be accessed at: https://www.health.ny.gov/health_care/medicaid/redesign/dsrip/performance_data/.
- New York State Department of Health Vital Statistics
 - NYS Vital Statistics provides ZIP-code level key perinatal statistics including access to prenatal care and birth outcomes as of 2011-2013. Can be accessed at: <http://www.health.ny.gov/statistics/chac/perinatal/county/2011-2013/>.
- New York Department of Health and Mental Hygiene (DOHMH) Community Health Survey (CHS)
 - CHS is a telephone survey conducted annually by DOHMH and provides data on the health of New Yorkers, including prevalence estimates on a broad range of chronic condition, health care utilization and other behavioral risk factors. 2010 through 2014 data are used in this report. Can be accessed at: <https://a816-healthpsi.nyc.gov/epiquery/CHS/CHSXIndex.html>.
- New York Department of Health and Mental Hygiene Vital Statistics
 - DOHMH vital statistics data provides 2013 age-adjusted mortality data by cause and by neighborhood. Can be accessed at <https://a816-healthpsi.nyc.gov/epiquery/VS/index.html>.
- United States Census American Community Survey (ACS) 5-year estimates

- ACS provides ZIP code-level demographic, economic, social and housing data as of 2008-2012, and 2010-2014. Can be accessed at: <http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>.

Process and Criteria to Identify Health Needs

A work group composed of central office corporate planning staff, facility planning directors and other facility representatives from all hospitals in the NYC Health + Hospitals system was formed in April 2015 and met monthly to coordinate and conduct the CHNA process. To identify community health needs, the work group reviewed documentation from city, state and federal public health resources, including but not limited to Take Care New York 2020, New York State Prevention Agenda 2013-2018 and Healthy People 2020. The work group also reviewed facility 2013 CHNA and NYC Health + Hospitals DSRIP Community Needs Assessment reports. From this literature review, a list of over 40 potential community health needs were identified. To refine the list, the work group solicited input from other facility representatives and pilot tested the list with hospital users using a survey. The result of this process identified 13 community health needs as indicated below (note: this is not in priority order):

1. Heart disease, high cholesterol, stroke
2. Cancer
3. Diabetes
4. Asthma and other breathing issues
5. Hypertension/ high blood pressure
6. Violence
7. Mental illness and psychiatric disorders
8. Dementia including Alzheimer's
9. Obesity
10. Premature births, low birth weight
11. HIV, Hepatitis, STDs
12. Alcohol and/or drug use
13. Smoking

Prioritization of Community Health Needs

Hospitals developed their facility specific community health needs prioritization by ranking the community needs as determined by facility users, CAB members, hospital leaders, and the prevalence of the conditions within their respective communities – independently - to create an overall blended rank score of each community health need.

Facility users, CAB members, and hospital leaders completed a survey which asked them to rate each of the community health needs using the criteria: “Very Serious” = 3; “Somewhat Serious” = 2; “Not Serious” = 1. The option, “Don’t Know/Not Applicable” was also provided and were excluded for that health need score.

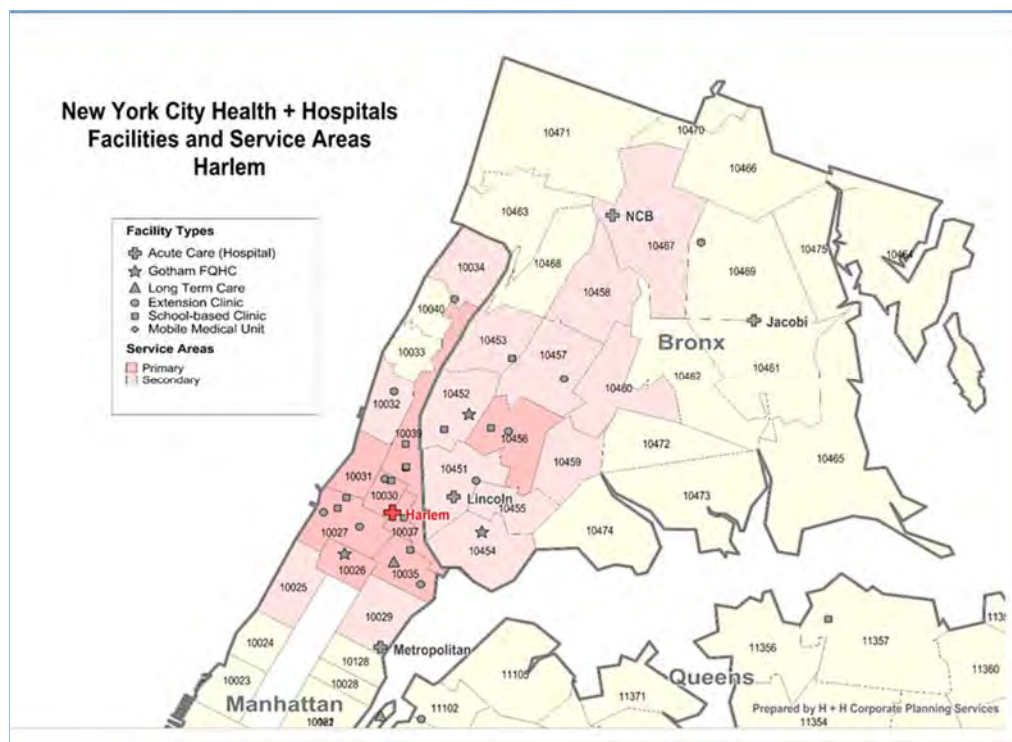
Condition prevalence within the hospital service area was also a considered in prioritizing the community health needs. A ‘z’ score, which represents the distance/variance between the raw score (service area average) and the population mean (citywide average) in units of the standard deviation was calculated for each condition prevalence. A positive number suggests that service area experiences more prevalence in the area than the rest of the city, while a negative number suggest that there is less prevalence in the area relative to other NYC neighborhoods.

Each of the community health needs were assigned a rank from 1 to 13 by each of the three groups – hospital users, CAB members, and hospital leaders – based on their survey results. Community health needs were also assigned a rank from 1 to 13 based on their prevalence, using ‘z’ scores. Finally, each of the four ranks (Users, CAB members, hospital leaders, and prevalence) were added together and health issues were re-ranked based on their overall score.

Community health needs that were considered *significant* were ranked among the top five of identified needs. The final list, including the identified significant community health needs, were reviewed by hospital leadership.

Appendix 1: Description of NYC Health + Hospitals / Harlem and Community Served

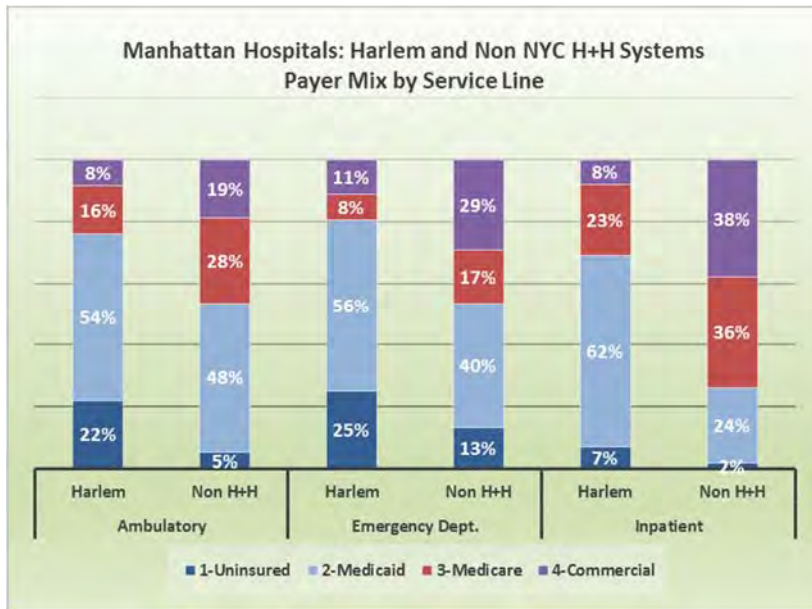
NYC Health + Hospitals / Harlem is an iconic healthcare facility in Central Harlem, providing healthcare services to the residents of Harlem, Upper Manhattan and the South Bronx. Located in Central Harlem at 506 Lenox Avenue in the Zip code 10037, Harlem Hospital provides healthcare for an ethnically and economically diverse service area which includes the neighborhoods Central Harlem/Morningside Heights, Crotona/Tremont (Bronx), East Harlem, Fordham/Bronx Park (Bronx), Highbridge/Morrisania (Bronx), Hunts Point/Mott Haven (Bronx), Upper West Side, and Washington Heights/Inwood.¹ The map below shows the primary service area in red and the secondary service area in light red. Other NYC Health + Hospitals sites are identified in gray. The NYC Health + Hospitals / Harlem service area encompasses many neighborhoods that the federal Health Resources and Services Administration (HRSA) has identified as being medically underserved and/or or having a shortage of health providers (HPSA).² NYC Health + Hospitals / Harlem is specifically located in special population (Medicaid) Dental, Mental Health, Primary Care HPSAs and the West-Central Harlem medically underserved population.



¹ Service area is defined as the zip codes that comprise the residence of 75% of the facility's ambulatory patients. Harlem Hospital's service area includes zip codes: 10025, 10026, 10027, 10029, 10030, 10031, 10032, 10034, 10035, 10037, 10039, 10451, 10452, 10453, 10454, 10455, 10456, 10457, 10458, 10459, 10460, and 10467.

² A Medically Underserved Area /Population (MUA/P) designation applies to a neighborhood or collection of census tracts based on four factors: the ratio of primary medical care physicians per 1,000 population, infant mortality rate, percentage of the population with incomes below the poverty level, and percentage of the population age 65 or over. A Healthcare Provider Shortage Area (HPSA) is a collection of census tracts that has been designated as having a shortage of health professionals. There are three categories of HPSAs: primary care (shortage of primary care clinicians), dental (shortage of oral health professionals), and mental health (shortage of mental health professionals).

NYC Health + Hospitals / Harlem provides a disproportionate share of services for the borough's low income and uninsured population. In 2014, 22% of its ambulatory visits, and 25% of its ED visits were uninsured compared with 5% and 13%, respectively, at Voluntary Manhattan hospitals. In addition, 69% of its inpatient discharges were either uninsured or enrolled in Medicaid, compared to 26% at Manhattan's Voluntary hospitals.



Sources and Notes: 2014 Hospital Institutional Cost Report, 2014 DTC Cost Report for HHC using internal data, and 2013 Health Center Cost Report for all other DTCs. Includes all NYC acute, general care hospitals and related wholly owned or controlled community health centers, including HHC DTCs. Discharges exclude normal newborns. ED visits include treat and release, and visits that result in admission. Clinic visits include comprehensive care and primary care visits only.

Facility Size and Patient Volume

With 76,175 patients and 341,963 encounters (FY 2015), NYC Health + Hospitals / Harlem is a full service hospital with 282 certified beds. In FY 2015, it had 13,000 discharges including 743 newborn deliveries, 80,000 Emergency department visits, and 248,000 ambulatory visits.

Inpatient Services

	Certified Beds	Discharges
General Care	208	9,386
Newborn	n/a	743
Psychiatric	51	1,503
Detox	14	979
Physical Rehabilitation	9	168
Total	282	12,779

Source: Internal financial data, FY 2015. Beds are current as of 2/2016.

Emergency Department Services

	Visits
General	77,189
Psychiatric, includes CPEP	3,376
Total visits	80,565

Source: Internal financial data, FY 2015. Includes visits that result in admissions.

Ambulatory Services

	Visits
Primary Care	77,766
Dental	21,582
Specialty Care	107,554
Mental Health	39,752
Chemical Dependency	1,892
Total visits	248,546

Primary Care includes adult and pediatric primary care and women's health services. Specialty includes adult and pediatric specialties, surgeries, ophthalmology, ancillaries and occupational health. Source: internal financial data, FY 2015.

Patient Demographics

Fifty-seven percent (57%) of NYC Health + Hospitals / Harlem patients are female and 43% are male. Among total patients, 18% are under age 21; 31% are ages 21-44; 37% are ages 45-64; and 15% are aged 65 and older. System wide, fifty-seven percent (57%) of patients are female and 43% are male. 19% are under age 21; 31% are ages 21-44; 34% are ages 45-64; and 15% are aged 65 and older.

Patient Encounters by Age

Age Group	%
0-4	6%
5-10	5%
11-14	3%
15-18	2%
19-20	2%
21-44	31%
45-54	19%
55-64	18%
65-74	9%
75-84	4%
85+	1%
Total	100%

Source: Internal financial data, FY2015

The hospital is racially diverse, with 69% of patients identifying as Black Non-Hispanic; 22% as Hispanic or Latino; 3% as Multi-Race/Other; and 4% of patients declining identification. System wide, 40% of patients identified as Hispanic or Latino; 34% as Black Non-Hispanic; 8% as White Non-Hispanic; 7% as Multi-Race/Other; 6% as Asian or Other Pacific Islander; and 5% of patients declining identification.

Patient Encounters by Race/ Ethnicity

Race/ Ethnicity	%
Black Non-Hispanic	68.6%
Hispanic or Latino	21.8%
Patient Decline	3.9%
Multi Race/Other	3.2%
White Non-Hispanic	1.8%
Asian/ Pacific Islander	0.7%
American Indian or Native	0.1%
Total	100%

Source: Internal financial data, FY2015

Appendix 2: Demographic and Population Health Statistics by Neighborhood

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Table 1. Key Demographic Factors

		% Population below 100% Federal Poverty Level	% Population Non-US Citizen	% Population ≥ 25 years with Less than HS Education	% Population Speaking English "Less than Well"	Average Jail Rate (Per 100,000)	% Population Living with a Disability
NYS		14.9%	10.5%	15.1%	13.4%	382	10.7%
NYC		19.8%	17.7%	20.5%	23.2%	868	10.3%
UHF Neighborhoods							
Bronx	Hunts Point/Mott Haven	43.1%	19.2%	44.4%	36.3%	2,219	17.3%
Bronx	Crotona/Tremont	39.3%	23.8%	38.7%	32.2%	1,903	14.6%
Bronx	Highbridge/Morrisania	38.3%	22.4%	39.1%	32.8%	2,107	15.4%
Kings	East New York	32.8%	16.0%	27.0%	14.0%	1,907	8.9%
Kings	Williamsburg/Bushwick	32.5%	19.9%	37.2%	32.2%	1,793	10.5%
New York	East Harlem	31.8%	16.4%	32.2%	23.6%	2,250	14.1%
Bronx	Fordham/Bronx Park	31.3%	23.0%	31.3%	28.2%	1,320	13.4%
Kings	Greenpoint	28.5%	12.2%	18.6%	23.9%	540	7.2%
Kings	Sunset Park	28.4%	34.3%	45.7%	51.8%	482	8.1%
New York	Central Harlem/Morningside Hgt	27.7%	13.3%	19.8%	12.7%	2,124	12.9%
Kings	Bedford/Stuy/Crown Heights	27.1%	13.7%	20.0%	7.0%	2,129	10.6%
New York	Washington Hgts/Inwood	25.8%	26.0%	30.9%	37.9%	1,135	11.9%
Kings	Borough Park	25.2%	20.1%	24.4%	37.5%	225	9.4%
Bronx	Pelham/Throgs Neck	21.8%	14.3%	26.2%	21.3%	911	11.1%
Richmond	Port Richmond	21.6%	12.7%	16.6%	14.1%	1,302	9.4%
Queens	Rockaway	21.4%	11.3%	21.4%	14.1%	1,277	12.7%
New York	Union Sq./Lower Eastside	21.4%	14.3%	21.6%	22.5%	705	11.1%
Kings	Coney Island/Sheepshead Bay	18.2%	14.6%	18.6%	40.3%	567	14.5%
Queens	West Queens	18.2%	35.1%	29.5%	47.0%	400	8.0%
Kings	Flatbush/E. Flatbush	18.1%	20.4%	17.2%	14.0%	926	7.9%
Richmond	Stapleton/St. George	17.0%	12.0%	17.3%	16.1%	1,068	10.5%
Kings	Downtown/Heights/Slope	16.3%	9.3%	11.7%	10.4%	851	8.0%
Queens	Long Island City/Astoria	16.1%	21.6%	18.1%	27.8%	475	9.3%
Bronx	Northeast Bronx	15.4%	13.4%	19.7%	8.9%	761	11.7%
Queens	Jamaica	15.3%	18.5%	20.1%	16.4%	1,118	10.9%
Bronx	Kingsbridge/Riverdale	15.1%	12.0%	17.5%	20.1%	402	12.0%
Kings	Bensonhurst/Bay Ridge	14.7%	15.7%	21.8%	34.3%	283	10.0%
Queens	Fresh Meadows	14.1%	15.9%	12.9%	25.7%	300	9.8%
Queens	Flushing/Clearview	13.0%	25.8%	20.0%	40.8%	200	9.5%
Kings	Canarsie/Flatlands	12.9%	12.6%	13.4%	13.4%	616	9.3%
New York	Lower Manhattan	12.4%	18.1%	9.3%	12.7%	527	6.1%
Queens	Ridgewood/Forest Hills	12.4%	17.8%	14.5%	25.3%	273	9.1%
New York	Upper West Side	12.0%	11.2%	6.2%	7.7%	446	9.4%
Queens	Southwest Queens	11.9%	18.6%	20.9%	18.5%	442	10.0%
New York	Chelsea/Clinton	11.7%	14.3%	6.6%	9.1%	601	8.7%
New York	Greenwich Village/Soho	10.5%	12.5%	9.3%	12.4%	299	6.7%
New York	Gramercy Park/Murray Hill	8.7%	12.6%	2.5%	6.9%	283	6.8%
Richmond	Willowbrook	8.2%	6.3%	10.7%	11.1%	282	10.0%
Queens	Bayside/Little Neck	7.9%	13.3%	10.5%	27.0%	141	9.1%
Queens	Southeast Queens	7.4%	13.2%	13.2%	12.1%	507	9.1%
New York	Upper East Side	6.9%	11.2%	3.5%	5.7%	162	6.8%
Richmond	South Beach/Tottenville	5.6%	3.5%	8.8%	7.8%	294	9.2%

Sources: U.S. Census American Community Survey (ACS), 2008-2012; New York City Department of Corrections Jail Admissions, 2007-2012, Via Gothamist.

Table 2. Disability by Numbers of Disability and Type

		% ≥Two Disability	% One Disability	% Self Care	% Independent Living	% Cognitive	% Ambulatory	% Vision	% Hearing
NYS		5.3%	5.6%	2.5%	5.3%	4.2%	6.5%	1.9%	4.0%
NYC		5.4%	5.0%	2.7%	5.4%	4.1%	6.8%	2.1%	3.4%
UHF Neighborhoods									
Kings	Coney Island/Sheepshead Bay	9.6%	5.0%	5.6%	10.2%	6.6%	10.7%	3.8%	6.0%
Bronx	Hunts Point/Mott Haven	8.6%	8.8%	3.6%	8.4%	8.9%	11.1%	3.8%	3.3%
Bronx	Highbridge/Morrisania	7.7%	7.7%	3.3%	7.1%	7.5%	10.1%	3.1%	2.9%
Bronx	Crotona/Tremont	7.6%	7.1%	3.2%	7.5%	7.5%	9.1%	2.8%	3.2%
New York	East Harlem	7.5%	6.8%	3.6%	7.1%	6.7%	9.2%	3.3%	3.6%
Queens	Rockaway	6.6%	6.5%	3.6%	7.4%	5.6%	8.3%	3.2%	3.9%
New York	Central Harlem/Morningside Hgt	6.3%	6.7%	2.9%	5.9%	4.8%	9.0%	2.6%	2.6%
Bronx	Fordham/Bronx Park	6.3%	7.2%	2.5%	6.1%	6.6%	8.2%	2.6%	2.8%
New York	Washington Hgts/Inwood	6.2%	5.8%	3.1%	5.9%	4.6%	8.0%	2.4%	2.8%
New York	Union Sq./Lower Eastside	6.2%	5.0%	2.9%	5.5%	4.5%	7.4%	2.2%	4.2%
Bronx	Northeast Bronx	6.1%	5.8%	2.8%	5.8%	4.6%	7.8%	2.8%	3.8%
Bronx	Pelham/Throgs Neck	5.9%	5.2%	2.7%	6.1%	4.6%	7.3%	2.3%	3.5%
Bronx	Kingsbridge/Riverdale	5.9%	6.5%	3.1%	5.7%	5.1%	7.3%	2.2%	4.3%
Kings	Williamsburg/Bushwick	5.7%	4.8%	2.9%	5.9%	4.8%	7.3%	2.3%	2.3%
Kings	Bensonhurst/Bay Ridge	5.7%	4.4%	3.1%	6.5%	3.7%	6.6%	1.7%	4.4%
Richmond	Stapleton/St. George	5.5%	5.1%	3.0%	6.6%	3.8%	6.8%	1.7%	3.3%
Kings	Borough Park	5.5%	3.9%	3.2%	6.5%	4.0%	6.7%	2.0%	3.3%
Queens	Jamaica	5.5%	5.5%	2.7%	5.5%	3.9%	7.0%	2.6%	3.3%
Kings	Bedford/Stuy/Crown Heights	5.2%	5.4%	2.6%	5.3%	3.9%	6.9%	3.0%	2.6%
Queens	Southwest Queens	5.2%	4.8%	2.7%	5.6%	3.6%	6.3%	2.3%	3.7%
Queens	Flushing/Clearview	5.2%	4.4%	2.6%	5.0%	3.1%	6.5%	1.4%	4.4%
Richmond	Willowbrook	5.1%	5.0%	2.6%	6.0%	3.2%	6.9%	1.0%	3.5%
Kings	Canarsie/Flatlands	5.1%	4.2%	2.9%	5.5%	3.5%	6.3%	2.2%	3.3%
Queens	Fresh Meadows	4.9%	5.0%	2.3%	4.9%	3.1%	6.8%	1.9%	4.1%
Queens	Long Island City/Astoria	4.8%	4.5%	2.3%	4.8%	3.1%	6.2%	1.3%	3.3%
Queens	Ridgewood/Forest Hills	4.8%	4.4%	2.5%	5.3%	3.2%	6.3%	1.7%	3.9%
Queens	Bayside/Little Neck	4.7%	4.5%	2.2%	4.9%	2.8%	5.6%	1.8%	4.2%
Kings	East New York	4.5%	4.3%	2.4%	5.2%	3.7%	6.0%	2.2%	2.2%
Richmond	South Beach/Tottenville	4.5%	4.7%	2.1%	4.8%	2.9%	6.0%	1.1%	3.3%
Richmond	Port Richmond	4.5%	5.0%	2.1%	4.8%	3.9%	5.8%	1.3%	2.8%
Kings	Sunset Park	4.4%	3.8%	2.3%	4.8%	4.0%	5.2%	1.8%	2.5%
New York	Upper West Side	4.4%	5.1%	2.4%	4.2%	3.3%	5.9%	1.7%	4.3%
Queens	Southeast Queens	4.3%	4.9%	2.2%	4.8%	3.4%	5.4%	1.5%	3.4%
Kings	Downtown/Heights/Slope	4.2%	4.0%	1.8%	3.8%	3.3%	5.1%	1.6%	2.6%
Kings	Greenpoint	4.2%	3.1%	2.5%	4.4%	3.4%	5.0%	1.9%	2.6%
Queens	West Queens	4.0%	4.2%	1.9%	3.8%	2.9%	5.1%	1.7%	2.9%
Kings	Flatbush/E. Flatbush	3.9%	4.0%	2.0%	4.2%	3.0%	5.2%	1.6%	2.5%
New York	Chelsea/Clinton	3.9%	4.8%	1.7%	3.1%	2.9%	4.9%	1.9%	3.5%
New York	Lower Manhattan	3.3%	2.9%	1.8%	3.4%	2.9%	4.1%	1.0%	2.4%
New York	Gramercy Park/Murray Hill	3.1%	3.8%	1.4%	3.1%	2.5%	3.7%	1.3%	3.4%
New York	Upper East Side	3.0%	3.8%	1.6%	3.0%	2.1%	4.5%	1.1%	4.1%
New York	Greenwich Village/Soho	3.0%	3.8%	1.5%	3.0%	2.2%	3.8%	1.1%	3.6%

Sources: U.S. Census American Community Survey (ACS), 2008-2012.

*Self-Care – Difficulty bathing or dressing; Independent Living – Difficulty with errands; Cognitive – Difficulty remembering, concentrating, making decisions; Ambulatory – Difficulty walking or climbing stairs; Vision – Blind or serious difficulty seeing; Hearing – Deaf or having serious difficulty hearing

Table 3. Potentially Preventable ED Visits (PPV)

		Medicaid Population	PPV Total (Observed)	PPV Total (Risk-Adjusted Expected)	Rate per 100 ED Visits (Observed)	Rate per 100 ED Visits (Risk-Adjusted Expected)	Observed (/) Risk Adjusted Expected Ratio	Observed (-) Risk-Adjusted Expected Gap Total
NYS		5,852,016	2,111,517	2,069,915	36.08			(41,602)
NYC		3,600,712	1,192,918	1,184,340	33.13	32.89	1.01	(8,578)
UHF Neighborhoods								
Brooklyn	Bedford/Stuy/Crown Heights	167,295	74,035	62,671	44.25	37.46	1.18	(11,364)
Manhattan	Central Harlem/Morningside Hgt	80,517	44,215	37,872	54.91	47.04	1.17	(6,343)
Brooklyn	Flatbush/E. Flatbush	135,879	44,131	37,935	32.48	27.92	1.16	(6,196)
Bronx	Highbridge/Morrisania	157,126	67,220	59,232	42.78	37.70	1.13	(7,988)
Bronx	Crotona/Tremont	158,677	68,998	60,948	43.48	38.41	1.13	(8,050)
Brooklyn	East New York	117,951	47,135	41,721	39.96	35.37	1.13	(5,414)
Bronx	Hunts Point/Mott Haven	102,277	44,460	39,547	43.47	38.67	1.12	(4,913)
Bronx	Northeast Bronx	75,259	31,979	28,647	42.49	38.06	1.12	(3,332)
Brooklyn	Canarsie/Flatlands	68,942	18,647	16,896	27.05	24.51	1.10	(1,751)
Bronx	Fordham/Bronx Park	159,307	71,626	65,539	44.96	41.14	1.09	(6,087)
Manhattan	East Harlem	65,233	35,244	32,424	54.03	49.70	1.09	(2,820)
Staten Island	Port Richmond	28,494	13,493	12,448	47.35	43.68	1.08	(1,045)
Brooklyn	Williamsburg/Bushwick	128,546	52,742	48,737	41.03	37.91	1.08	(4,005)
Queens	Rockaway	52,726	18,553	17,206	35.19	32.63	1.08	(1,347)
Manhattan	Washington Hgts/Inwood	143,654	45,340	42,657	31.56	29.69	1.06	(2,683)
Bronx	Pelham/Throgs Neck	139,468	53,267	50,796	38.19	36.42	1.05	(2,471)
Manhattan	Chelsea/Clinton	33,364	20,526	19,607	61.52	58.77	1.05	(919)
Brooklyn	Downtown/Heights/Slope	58,328	23,408	22,661	40.13	38.85	1.03	(747)
Staten Island	Stapleton/St. George	46,913	19,397	18,980	41.35	40.46	1.02	(417)
Queens	Southeast Queens	61,114	16,199	16,107	26.51	26.36	1.01	(92)
Bronx	Kingsbridge/Riverdale	29,994	9,287	9,270	30.96	30.91	1.00	(17)
Manhattan	Upper West Side	31,538	15,536	15,657	49.26	49.64	0.99	121
Queens	Jamaica	134,719	45,813	46,355	34.01	34.41	0.99	542
Manhattan	Gramercy Park/Murray Hill	9,909	4,922	4,996	49.67	50.42	0.99	74
Staten Island	South Beach/Tottenville	31,842	8,390	8,728	26.35	27.41	0.96	338
Brooklyn	Greenpoint	49,140	9,112	9,485	18.54	19.30	0.96	373
Queens	Ridgewood/Forest Hills	76,683	17,730	19,134	23.12	24.95	0.93	1,404
Queens	Long Island City/Astoria	71,860	21,041	22,873	29.28	31.83	0.92	1,832
Staten Island	Willowbrook	20,710	5,004	5,581	24.16	26.95	0.90	577
Manhattan	Upper East Side	13,219	4,674	5,224	35.36	39.52	0.89	550
Queens	West Queens	229,929	68,271	77,793	29.69	33.83	0.88	9,522
Queens	Southwest Queens	124,369	33,190	38,415	26.69	30.89	0.86	5,225
Manhattan	Lower Manhattan	12,194	5,744	6,673	47.11	54.72	0.86	929
Brooklyn	Coney Island/Sheepshead Bay	136,183	23,227	27,800	17.06	20.41	0.84	4,573
Brooklyn	Borough Park	195,905	26,744	33,459	13.65	17.08	0.80	6,715
Brooklyn	Bensonhurst/Bay Ridge	80,319	11,180	14,859	13.92	18.50	0.75	3,679
Queens	Fresh Meadows	34,877	7,591	10,201	21.77	29.25	0.74	2,610
Manhattan	Union Sq./Lower Eastside	81,104	22,872	30,851	28.20	38.04	0.74	7,979
Brooklyn	Sunset Park	99,590	16,971	24,170	17.04	24.27	0.70	7,199
Manhattan	Greenwich Village/Soho	14,323	3,334	5,174	23.28	36.12	0.64	1,840
Queens	Bayside/Little Neck	19,932	2,236	3,724	11.22	18.68	0.60	1,488
Queens	Flushing/Clearview	116,900	17,342	29,251	14.83	25.02	0.59	11,909

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Potentially Preventable Visits (PPVs), based on proprietary 3M software, are emergency visits for ambulatory care sensitive conditions (ACSC) that may result from a lack of adequate access to care or ambulatory care coordination. These ambulatory sensitive conditions could be reduced or eliminated with adequate patient monitoring and follow up. Unlike with PQIs, which can be disease specific, there is only one PPV indicator which represents all potentially avoidable ED visit regardless of condition or disease.

PPV Events are observed or "actual" ED visits that meet the criteria of an ACSC visit as defined by the 3M software. The Observed Rate is the number of PPV events divided by the population. Risk Adjusted Expected Visits are PPV visits adjusted by age, gender and race/ethnicity. The Expected rate is the number of Expected visits divided by the population. Risk Adjusted Expected Rate is the observed PPV rate divided by the expected PPV rate, multiplied by the statewide PPV rate. A lower number is better.

Table 4. Medicaid Beneficiaries with a Respiratory Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	558,700	9.6%	35.3%	47.3%
NYC		3,595,868	348,955	9.7%	36.0%	44.9%
UHF Neighborhoods						
Queens	Rockaway	52,664	8,148	15.5%	43.8%	44.0%
Manhattan	East Harlem	65,008	9,304	14.3%	40.2%	55.6%
Bronx	Hunts Point/Mott Haven	102,165	14,577	14.3%	35.7%	50.4%
Manhattan	Chelsea/Clinton	33,022	4,432	13.4%	49.6%	51.2%
Manhattan	Upper West Side	31,499	3,860	12.3%	44.0%	48.4%
Bronx	Highbridge/Morrisania	157,071	19,125	12.2%	38.7%	52.1%
Bronx	Crotona/Tremont	158,601	18,698	11.8%	37.5%	53.4%
Manhattan	Central Harlem/Morningside Hgt	80,466	9,465	11.8%	39.9%	59.3%
Staten Island	Stapleton/St. George	46,686	5,435	11.6%	41.3%	48.6%
Brooklyn	Coney Island/Sheepshead Bay	136,160	15,846	11.6%	34.9%	25.3%
Bronx	Pelham/Throgs Neck	139,194	16,181	11.6%	36.4%	47.9%
Bronx	Fordham/Bronx Park	159,182	18,340	11.5%	39.1%	51.8%
Bronx	Kingsbridge/Riverdale	29,957	3,408	11.4%	43.7%	42.7%
Bronx	Northeast Bronx	75,167	8,496	11.3%	44.5%	48.9%
Brooklyn	Downtown/Heights/Slope	58,124	6,507	11.2%	42.1%	48.7%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	18,349	11.0%	41.3%	55.0%
Manhattan	Upper East Side	13,206	1,428	10.8%	49.6%	33.9%
Brooklyn	East New York	117,543	12,412	10.6%	36.8%	53.5%
Staten Island	Port Richmond	28,478	2,926	10.3%	33.9%	55.1%
Brooklyn	Williamsburg/Bushwick	128,474	13,152	10.2%	35.8%	52.3%
Manhattan	Gramercy Park/Murray Hill	9,839	994	10.1%	42.2%	52.0%
Manhattan	Union Sq./Lower Eastside	81,093	7,890	9.7%	33.9%	40.4%
Brooklyn	Canarsie/Flatlands	68,906	6,594	9.6%	39.2%	40.9%
Queens	Ridgewood/Forest Hills	76,645	7,060	9.2%	28.5%	32.7%
Brooklyn	Bensonhurst/Bay Ridge	80,271	7,316	9.1%	29.8%	23.7%
Staten Island	Willowbrook	20,550	1,871	9.1%	33.7%	34.2%
Manhattan	Washington Hgts/Inwood	143,590	12,911	9.0%	31.2%	44.1%
Staten Island	South Beach/Tottenville	31,799	2,827	8.9%	35.7%	37.4%
Manhattan	Lower Manhattan	12,054	1,006	8.3%	38.6%	45.7%
Queens	Jamaica	134,473	10,759	8.0%	34.2%	48.5%
Manhattan	Greenwich Village/Soho	14,273	1,129	7.9%	33.5%	25.2%
Queens	Fresh Meadows	34,868	2,713	7.8%	25.9%	33.7%
Brooklyn	Flatbush/E. Flatbush	135,688	10,306	7.6%	40.7%	47.8%
Queens	Long Island City/Astoria	71,850	5,436	7.6%	31.2%	39.6%
Brooklyn	Sunset Park	99,554	7,460	7.5%	25.5%	31.1%
Queens	Southwest Queens	124,306	8,733	7.0%	27.0%	42.1%
Queens	Flushing/Clearview	116,769	8,003	6.9%	30.6%	28.8%
Brooklyn	Borough Park	195,830	12,978	6.6%	29.9%	27.0%
Queens	West Queens	229,888	15,193	6.6%	26.2%	39.2%
Brooklyn	Greenpoint	49,127	3,114	6.3%	33.0%	39.2%
Queens	Southeast Queens	60,254	3,511	5.8%	33.4%	44.5%
Queens	Bayside/Little Neck	19,922	952	4.8%	25.6%	25.2%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 5. Medicaid Beneficiaries with a Cardiovascular Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	1,543,129	26.4%	40.0%	31.3%
NYC		3,595,868	1,085,013	30.2%	40.4%	28.1%
UHF Neighborhoods						
Brooklyn	Coney Island/Sheepshead Bay	136,160	78,135	57.4%	37.0%	14.4%
Queens	Rockaway	52,664	23,924	45.4%	47.7%	30.1%
Manhattan	Upper East Side	13,206	5,741	43.5%	46.0%	24.2%
Bronx	Kingsbridge/Riverdale	29,957	12,509	41.8%	47.9%	26.7%
Manhattan	Upper West Side	31,499	13,133	41.7%	48.0%	33.2%
Brooklyn	Bensonhurst/Bay Ridge	80,271	31,357	39.1%	32.8%	15.3%
Brooklyn	Canarsie/Flatlands	68,906	26,818	38.9%	43.2%	25.2%
Manhattan	Chelsea/Clinton	33,022	12,615	38.2%	48.2%	39.0%
Queens	Ridgewood/Forest Hills	76,645	27,747	36.2%	35.5%	20.2%
Manhattan	Union Sq./Lower Eastside	81,093	28,702	35.4%	34.2%	22.8%
Brooklyn	Downtown/Heights/Slope	58,124	19,812	34.1%	50.7%	34.6%
Manhattan	Greenwich Village/Soho	14,273	4,788	33.5%	30.8%	15.5%
Manhattan	Washington Hgts/Inwood	143,590	47,415	33.0%	37.4%	28.1%
Bronx	Northeast Bronx	75,167	24,796	33.0%	51.3%	33.1%
Manhattan	East Harlem	65,008	21,434	33.0%	50.2%	40.2%
Staten Island	Willowbrook	20,550	6,763	32.9%	39.2%	22.9%
Manhattan	Lower Manhattan	12,054	3,951	32.8%	34.6%	25.5%
Queens	Flushing/Clearview	116,769	37,374	32.0%	29.0%	16.6%
Staten Island	Stapleton/St. George	46,686	14,414	30.9%	46.4%	34.2%
Queens	Fresh Meadows	34,868	10,718	30.7%	28.7%	19.9%
Queens	Bayside/Little Neck	19,922	5,924	29.7%	24.7%	13.2%
Brooklyn	Borough Park	195,830	57,387	29.3%	34.5%	17.5%
Staten Island	South Beach/Tottenville	31,799	9,293	29.2%	38.0%	25.4%
Queens	Jamaica	134,473	38,881	28.9%	41.2%	30.8%
Queens	Southwest Queens	124,306	35,914	28.9%	35.5%	25.9%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	47,741	28.6%	49.0%	37.7%
Queens	Long Island City/Astoria	71,850	20,511	28.5%	37.5%	26.7%
Manhattan	Gramercy Park/Murray Hill	9,839	2,745	27.9%	42.1%	34.5%
Manhattan	Central Harlem/Morningside Hgt	80,466	22,268	27.7%	46.5%	42.5%
Brooklyn	Flatbush/E. Flatbush	135,688	37,531	27.7%	42.7%	30.5%
Bronx	Pelham/Throgs Neck	139,194	37,536	27.0%	43.1%	33.2%
Brooklyn	East New York	117,543	31,027	26.4%	44.8%	36.4%
Bronx	Highbridge/Morrisania	157,071	40,636	25.9%	44.4%	36.9%
Bronx	Fordham/Bronx Park	159,182	40,823	25.6%	44.8%	35.2%
Queens	Southeast Queens	60,254	15,411	25.6%	37.4%	28.7%
Brooklyn	Williamsburg/Bushwick	128,474	32,841	25.6%	45.0%	37.0%
Bronx	Crotona/Tremont	158,601	40,131	25.3%	44.0%	37.9%
Bronx	Hunts Point/Mott Haven	102,165	24,678	24.2%	44.5%	38.0%
Queens	West Queens	229,888	54,707	23.8%	32.1%	21.3%
Brooklyn	Greenpoint	49,127	10,796	22.0%	40.5%	25.0%
Brooklyn	Sunset Park	99,554	20,214	20.3%	31.7%	21.2%
Staten Island	Port Richmond	28,478	5,303	18.6%	43.2%	40.3%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 6. Medicaid Beneficiaries with a Congestive Heart Failure Condition Diagnosis

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence (Per 100,000)	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	90,070	1,543	61.2%	30.2%
NYC		3,595,868	62,821	1,747	61.6%	28.1%
UHF Neighborhoods						
Brooklyn	Coney Island/Sheepshead Bay	136,160	6,063	4,453	48.0%	13.4%
Bronx	Kingsbridge/Riverdale	29,957	1,109	3,702	60.7%	23.0%
Manhattan	Upper East Side	13,206	464	3,514	61.9%	17.2%
Queens	Rockaway	52,664	1,795	3,408	65.2%	29.1%
Manhattan	Upper West Side	31,499	941	2,987	64.3%	29.9%
Bronx	Northeast Bronx	75,167	2,033	2,705	67.4%	30.3%
Brooklyn	Canarsie/Flatlands	68,906	1,859	2,698	60.3%	24.3%
Manhattan	Chelsea/Clinton	33,022	832	2,520	69.2%	38.9%
Brooklyn	Downtown/Heights/Slope	58,124	1,333	2,293	68.5%	32.7%
Brooklyn	Bensonhurst/Bay Ridge	80,271	1,829	2,279	51.8%	16.2%
Queens	Ridgewood/Forest Hills	76,645	1,703	2,222	52.1%	20.7%
Manhattan	East Harlem	65,008	1,374	2,114	68.0%	40.5%
Brooklyn	Borough Park	195,830	3,580	1,828	51.3%	17.6%
Staten Island	Willowbrook	20,550	368	1,791	56.3%	20.4%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	2,935	1,756	68.0%	36.4%
Queens	Jamaica	134,473	2,255	1,677	62.4%	30.7%
Brooklyn	Flatbush/E. Flatbush	135,688	2,269	1,672	64.8%	29.9%
Brooklyn	Williamsburg/Bushwick	128,474	2,130	1,658	65.4%	38.2%
Manhattan	Central Harlem/Morningside Hgt	80,466	1,290	1,603	69.5%	43.2%
Bronx	Pelham/Throgs Neck	139,194	2,230	1,602	64.4%	31.4%
Staten Island	Stapleton/St. George	46,686	736	1,576	64.3%	31.4%
Manhattan	Greenwich Village/Soho	14,273	224	1,569	57.1%	16.1%
Manhattan	Washington Hgts/Inwood	143,590	2,245	1,563	64.8%	29.0%
Queens	Bayside/Little Neck	19,922	310	1,556	50.3%	14.8%
Manhattan	Lower Manhattan	12,054	187	1,551	56.1%	30.5%
Manhattan	Union Sq./Lower Eastside	81,093	1,255	1,548	59.3%	28.8%
Manhattan	Gramercy Park/Murray Hill	9,839	152	1,545	63.2%	36.8%
Queens	Fresh Meadows	34,868	534	1,531	52.4%	23.0%
Queens	Southeast Queens	60,254	884	1,467	59.8%	29.8%
Bronx	Fordham/Bronx Park	159,182	2,326	1,461	70.9%	33.5%
Brooklyn	East New York	117,543	1,706	1,451	66.2%	37.0%
Staten Island	South Beach/Tottenville	31,799	459	1,443	64.9%	24.2%
Bronx	Highbridge/Morrisania	157,071	2,242	1,427	68.6%	37.4%
Queens	Flushing/Clearview	116,769	1,646	1,410	56.7%	22.0%
Bronx	Crotona/Tremont	158,601	2,063	1,301	70.3%	39.3%
Queens	Long Island City/Astoria	71,850	916	1,275	64.1%	28.4%
Brooklyn	Greenpoint	49,127	614	1,250	64.7%	26.1%
Queens	Southwest Queens	124,306	1,533	1,233	62.4%	28.6%
Bronx	Hunts Point/Mott Haven	102,165	1,255	1,228	68.8%	36.2%
Queens	West Queens	229,888	2,049	891	62.3%	23.6%
Brooklyn	Sunset Park	99,554	862	866	56.7%	25.9%
Staten Island	Port Richmond	28,478	231	811	67.1%	38.5%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 7. Medicaid Beneficiaries with a Diabetes Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	562,637	9.6%	32.5%	31.2%
NYC		3,595,868	409,227	11.4%	32.3%	28.6%
UHF Neighborhoods						
Brooklyn	Coney Island/Sheepshead Bay	136,160	23,603	17.3%	30.0%	15.4%
Queens	Rockaway	52,664	8,424	16.0%	42.0%	29.8%
Manhattan	Upper West Side	31,499	4,461	14.2%	37.9%	33.7%
Brooklyn	Canarsie/Flatlands	68,906	9,754	14.2%	36.0%	24.9%
Manhattan	East Harlem	65,008	8,958	13.8%	40.4%	38.6%
Manhattan	Chelsea/Clinton	33,022	4,420	13.4%	38.3%	37.6%
Bronx	Kingsbridge/Riverdale	29,957	4,001	13.4%	40.7%	28.1%
Bronx	Northeast Bronx	75,167	9,869	13.1%	41.3%	33.6%
Manhattan	Union Sq./Lower Eastside	81,093	10,391	12.8%	27.5%	23.8%
Manhattan	Washington Hgts/Inwood	143,590	18,374	12.8%	29.7%	27.9%
Brooklyn	Downtown/Heights/Slope	58,124	7,416	12.8%	39.7%	34.7%
Queens	Southwest Queens	124,306	15,534	12.5%	23.6%	23.9%
Queens	Jamaica	134,473	16,526	12.3%	28.9%	29.6%
Manhattan	Upper East Side	13,206	1,582	12.0%	40.4%	25.2%
Queens	Ridgewood/Forest Hills	76,645	9,134	11.9%	27.7%	19.7%
Bronx	Pelham/Throgs Neck	139,194	16,221	11.7%	34.0%	33.4%
Brooklyn	Bensonhurst/Bay Ridge	80,271	9,282	11.6%	24.1%	15.4%
Staten Island	Stapleton/St. George	46,686	5,310	11.4%	39.5%	34.6%
Brooklyn	Flatbush/E. Flatbush	135,688	15,416	11.4%	34.4%	30.0%
Staten Island	Willowbrook	20,550	2,319	11.3%	29.9%	21.9%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	18,715	11.2%	40.3%	36.9%
Queens	Fresh Meadows	34,868	3,902	11.2%	21.2%	18.6%
Queens	Flushing/Clearview	116,769	12,964	11.1%	21.4%	15.8%
Queens	Long Island City/Astoria	71,850	7,959	11.1%	27.2%	25.9%
Manhattan	Central Harlem/Morningside Hgt	80,466	8,774	10.9%	36.9%	41.8%
Bronx	Hunts Point/Mott Haven	102,165	11,020	10.8%	35.9%	37.8%
Bronx	Fordham/Bronx Park	159,182	17,130	10.8%	37.3%	35.8%
Bronx	Highbridge/Morrisania	157,071	16,834	10.7%	37.7%	36.8%
Brooklyn	East New York	117,543	12,580	10.7%	35.4%	35.7%
Manhattan	Lower Manhattan	12,054	1,262	10.5%	32.3%	31.1%
Brooklyn	Williamsburg/Bushwick	128,474	13,297	10.3%	35.2%	36.8%
Bronx	Crotona/Tremont	158,601	16,367	10.3%	38.1%	37.8%
Manhattan	Greenwich Village/Soho	14,273	1,438	10.1%	25.3%	16.9%
Queens	Southeast Queens	60,254	6,003	10.0%	25.5%	27.1%
Queens	West Queens	229,888	22,717	9.9%	24.9%	20.6%
Brooklyn	Borough Park	195,830	18,996	9.7%	24.6%	17.8%
Manhattan	Gramercy Park/Murray Hill	9,839	929	9.4%	35.6%	38.0%
Queens	Bayside/Little Neck	19,922	1,795	9.0%	20.9%	13.8%
Staten Island	South Beach/Tottenville	31,799	2,673	8.4%	32.6%	24.7%
Brooklyn	Greenpoint	49,127	3,642	7.4%	29.7%	27.1%
Brooklyn	Sunset Park	99,554	7,054	7.1%	26.5%	21.7%
Staten Island	Port Richmond	28,478	2,009	7.1%	33.4%	39.4%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 8. Medicaid Beneficiaries with a Mental Health Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	1,328,558	22.8%	30.9%	45.8%
NYC		3,595,868	702,585	19.5%	32.3%	42.3%
UHF Neighborhoods						
Manhattan	Chelsea/Clinton	33,022	16,610	50.3%	41.4%	49.9%
Manhattan	Gramercy Park/Murray Hill	9,839	3,642	37.0%	38.9%	47.1%
Manhattan	Upper West Side	31,499	11,028	35.0%	36.5%	45.1%
Queens	Rockaway	52,664	17,488	33.2%	43.4%	40.2%
Manhattan	Lower Manhattan	12,054	3,994	33.1%	37.1%	48.2%
Manhattan	Upper East Side	13,206	4,158	31.5%	37.6%	38.3%
Manhattan	East Harlem	65,008	20,410	31.4%	37.6%	52.2%
Bronx	Kingsbridge/Riverdale	29,957	9,026	30.1%	37.5%	36.9%
Staten Island	South Beach/Tottenville	31,799	8,714	27.4%	30.3%	40.6%
Brooklyn	Downtown/Heights/Slope	58,124	15,868	27.3%	36.9%	46.0%
Staten Island	Stapleton/St. George	46,686	12,408	26.6%	39.0%	48.8%
Brooklyn	Coney Island/Sheepshead Bay	136,160	34,703	25.5%	28.2%	24.6%
Bronx	Hunts Point/Mott Haven	102,165	25,701	25.2%	31.7%	48.6%
Manhattan	Central Harlem/Morningside Hgt	80,466	19,986	24.8%	36.7%	53.6%
Manhattan	Greenwich Village/Soho	14,273	3,381	23.7%	38.3%	40.4%
Bronx	Crotona/Tremont	158,601	36,406	23.0%	34.1%	50.0%
Staten Island	Willowbrook	20,550	4,703	22.9%	29.5%	35.3%
Bronx	Fordham/Bronx Park	159,182	35,728	22.4%	33.1%	47.9%
Bronx	Pelham/Throgs Neck	139,194	30,833	22.2%	28.9%	43.6%
Bronx	Highbridge/Morrisania	157,071	34,754	22.1%	32.9%	49.0%
Bronx	Northeast Bronx	75,167	16,019	21.3%	37.5%	44.3%
Manhattan	Union Sq./Lower Eastside	81,093	16,891	20.8%	32.3%	42.9%
Manhattan	Washington Hgts/Inwood	143,590	29,748	20.7%	28.2%	40.1%
Queens	Ridgewood/Forest Hills	76,645	15,446	20.2%	25.1%	30.0%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	32,956	19.7%	37.6%	50.6%
Staten Island	Port Richmond	28,478	5,577	19.6%	31.8%	51.2%
Brooklyn	East New York	117,543	22,969	19.5%	33.6%	47.6%
Brooklyn	Williamsburg/Bushwick	128,474	24,881	19.4%	30.3%	48.5%
Brooklyn	Bensonhurst/Bay Ridge	80,271	14,138	17.6%	27.2%	27.8%
Brooklyn	Canarsie/Flatlands	68,906	11,728	17.0%	33.0%	35.4%
Queens	Fresh Meadows	34,868	5,652	16.2%	24.6%	34.2%
Brooklyn	Greenpoint	49,127	7,325	14.9%	27.3%	35.9%
Queens	Jamaica	134,473	19,784	14.7%	32.7%	44.2%
Queens	Long Island City/Astoria	71,850	10,432	14.5%	27.9%	39.5%
Brooklyn	Borough Park	195,830	26,941	13.8%	24.0%	24.1%
Brooklyn	Flatbush/E. Flatbush	135,688	17,611	13.0%	36.5%	43.0%
Queens	Flushing/Clearview	116,769	14,390	12.3%	29.9%	32.7%
Queens	Bayside/Little Neck	19,922	2,400	12.0%	24.9%	27.2%
Queens	Southwest Queens	124,306	14,752	11.9%	25.3%	38.6%
Queens	West Queens	229,888	26,313	11.4%	26.3%	36.2%
Queens	Southeast Queens	60,254	6,509	10.8%	37.2%	46.3%
Brooklyn	Sunset Park	99,554	10,227	10.3%	26.5%	35.9%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 9. Medicaid Beneficiaries with a Substance Use Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	370,898	6.4%	59.6%	59.9%
NYC		3,595,868	222,198	6.2%	65.0%	58.4%
UHF Neighborhoods						
Manhattan	Chelsea/Clinton	33,022	10,401	31.5%	71.6%	59.2%
Manhattan	Upper West Side	31,499	5,374	17.1%	63.9%	58.1%
Manhattan	Gramercy Park/Murray Hill	9,839	1,659	16.9%	69.5%	65.4%
Manhattan	East Harlem	65,008	9,878	15.2%	68.3%	61.2%
Manhattan	Lower Manhattan	12,054	1,603	13.3%	73.8%	66.0%
Manhattan	Central Harlem/Morningside Hgt	80,466	10,093	12.5%	66.2%	63.3%
Bronx	Hunts Point/Mott Haven	102,165	12,551	12.3%	61.5%	57.0%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	16,159	9.7%	65.8%	61.3%
Bronx	Crotona/Tremont	158,601	15,141	9.5%	67.0%	59.2%
Brooklyn	Downtown/Heights/Slope	58,124	5,464	9.4%	68.5%	63.7%
Staten Island	Stapleton/St. George	46,686	4,329	9.3%	70.7%	60.6%
Staten Island	South Beach/Tottenville	31,799	2,948	9.3%	61.3%	57.9%
Bronx	Highbridge/Morrisania	157,071	14,126	9.0%	65.5%	57.5%
Manhattan	Union Sq./Lower Eastside	81,093	6,788	8.4%	69.4%	62.1%
Manhattan	Greenwich Village/Soho	14,273	1,172	8.2%	71.6%	62.6%
Brooklyn	East New York	117,543	8,911	7.6%	64.3%	59.4%
Bronx	Fordham/Bronx Park	159,182	11,575	7.3%	66.3%	60.6%
Brooklyn	Williamsburg/Bushwick	128,474	8,983	7.0%	64.3%	60.6%
Manhattan	Upper East Side	13,206	910	6.9%	61.9%	55.7%
Staten Island	Port Richmond	28,478	1,885	6.6%	64.2%	62.7%
Queens	Rockaway	52,664	3,386	6.4%	62.8%	58.3%
Bronx	Pelham/Throgs Neck	139,194	8,820	6.3%	61.9%	52.2%
Bronx	Northeast Bronx	75,167	4,430	5.9%	66.2%	60.2%
Staten Island	Willowbrook	20,550	1,195	5.8%	62.4%	55.2%
Queens	Jamaica	134,473	7,496	5.6%	59.7%	56.6%
Brooklyn	Greenpoint	49,127	2,588	5.3%	70.4%	57.1%
Bronx	Kingsbridge/Riverdale	29,957	1,497	5.0%	68.1%	58.1%
Brooklyn	Flatbush/E. Flatbush	135,688	6,193	4.6%	65.9%	57.5%
Manhattan	Washington Hgts/Inwood	143,590	6,388	4.4%	65.7%	58.0%
Brooklyn	Coney Island/Sheepshead Bay	136,160	5,393	4.0%	62.1%	52.2%
Brooklyn	Canarsie/Flatlands	68,906	2,428	3.5%	62.9%	52.1%
Queens	Southeast Queens	60,254	2,045	3.4%	68.4%	62.0%
Queens	Fresh Meadows	34,868	1,115	3.2%	71.1%	53.3%
Queens	Ridgewood/Forest Hills	76,645	2,294	3.0%	53.4%	46.2%
Brooklyn	Bensonhurst/Bay Ridge	80,271	2,159	2.7%	56.3%	50.5%
Queens	Long Island City/Astoria	71,850	1,909	2.7%	56.1%	56.6%
Queens	Southwest Queens	124,306	2,488	2.0%	57.6%	53.8%
Brooklyn	Sunset Park	99,554	1,888	1.9%	56.3%	54.0%
Queens	West Queens	229,888	3,664	1.6%	60.0%	47.7%
Brooklyn	Borough Park	195,830	3,005	1.5%	58.4%	52.6%
Queens	Flushing/Clearview	116,769	1,617	1.4%	59.4%	47.6%
Queens	Bayside/Little Neck	19,922	250	1.3%	54.4%	47.6%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 10. Medicaid Beneficiaries with a HIV/AIDS Condition Diagnosis

		Medicaid Population	Population with a Diagnosis	Weighted Prevalence (Per 100,000)	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	53,901	924	25.3%	36.4%
NYC		3,595,868	49,984	1,390	25.1%	35.4%
UHF Neighborhoods						
Manhattan	Chelsea/Clinton	33,022	1,378	4,173	26.1%	35.6%
Manhattan	Gramercy Park/Murray Hill	9,839	290	2,947	29.0%	36.9%
Manhattan	Upper West Side	31,499	900	2,857	31.9%	43.6%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	4,199	2,512	26.8%	41.8%
Manhattan	Central Harlem/Morningside Hgt	80,466	1,902	2,364	27.3%	42.0%
Manhattan	Union Sq./Lower Eastside	81,093	1,902	2,345	19.3%	25.0%
Manhattan	Greenwich Village/Soho	14,273	321	2,249	19.6%	23.4%
Bronx	Hunts Point/Mott Haven	102,165	2,271	2,223	31.8%	43.2%
Manhattan	East Harlem	65,008	1,373	2,112	31.2%	41.4%
Bronx	Crotona/Tremont	158,601	3,292	2,076	32.1%	41.1%
Bronx	Highbridge/Morrisania	157,071	3,255	2,072	33.1%	39.8%
Bronx	Fordham/Bronx Park	159,182	3,111	1,954	27.5%	40.5%
Brooklyn	Flatbush/E. Flatbush	135,688	2,450	1,806	25.9%	37.2%
Bronx	Northeast Bronx	75,167	1,303	1,733	29.2%	42.9%
Brooklyn	Sunset Park	99,554	1,654	1,661	12.0%	9.8%
Brooklyn	East New York	117,543	1,870	1,591	26.7%	41.6%
Manhattan	Upper East Side	13,206	208	1,575	24.5%	30.8%
Bronx	Pelham/Throgs Neck	139,194	2,186	1,570	26.0%	37.9%
Brooklyn	Downtown/Heights/Slope	58,124	833	1,433	26.7%	40.1%
Brooklyn	Williamsburg/Bushwick	128,474	1,840	1,432	24.1%	42.1%
Queens	Rockaway	52,664	658	1,249	27.2%	43.3%
Staten Island	Stapleton/St. George	46,686	573	1,227	31.2%	41.5%
Manhattan	Washington Hgts/Inwood	143,590	1,624	1,131	25.4%	35.5%
Queens	Flushing/Clearview	116,769	1,273	1,090	9.4%	9.6%
Manhattan	Lower Manhattan	12,054	120	996	20.0%	25.8%
Queens	Jamaica	134,473	1,337	994	24.6%	39.3%
Staten Island	Port Richmond	28,478	280	983	27.9%	49.6%
Brooklyn	Canarsie/Flatlands	68,906	595	863	24.0%	32.6%
Bronx	Kingsbridge/Riverdale	29,957	256	855	28.5%	39.8%
Brooklyn	Bensonhurst/Bay Ridge	80,271	576	718	12.5%	9.7%
Queens	West Queens	229,888	1,501	653	13.7%	18.8%
Queens	Fresh Meadows	34,868	220	631	13.2%	16.8%
Queens	Bayside/Little Neck	19,922	125	627	8.8%	8.8%
Brooklyn	Borough Park	195,830	1,221	623	12.4%	15.8%
Queens	Southeast Queens	60,254	366	607	23.2%	37.7%
Queens	Ridgewood/Forest Hills	76,645	462	603	17.5%	29.4%
Brooklyn	Coney Island/Sheepshead Bay	136,160	798	586	17.2%	24.8%
Queens	Long Island City/Astoria	71,850	395	550	20.8%	30.6%
Queens	Southwest Queens	124,306	647	520	17.9%	34.9%
Staten Island	Willowbrook	20,550	98	477	26.5%	37.8%
Brooklyn	Greenpoint	49,127	227	462	24.2%	33.5%
Staten Island	South Beach/Tottenville	31,799	94	296	21.3%	33.0%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 11. Maternal and Child Health Indicators

		% Low Birth Weight	% Preterm Birth	% Medicaid or Self Pay Payer	% Late or No Prenatal Care	Teen Birth per 1000	Infant Death per 1000	Neonatal Death per 1000
NYS		8.1%	11.1%	50.0%	5.5%	24.4	4.8	3.3
NYC		8.5%	11.3%	59.5%	7.0%	25.3	4.4	2.9
UHF Neighborhoods								
Brooklyn	Bedford/Stuy/Crown Heights	11.7%	14.7%	69.5%	8.6%	31.7	6.4	3.7
Manhattan	Central Harlem/Morningside Hgt	11.3%	14.1%	62.2%	9.8%	30.4	8.0	5.4
Queens	Jamaica	11.3%	13.7%	54.0%	9.1%	27.4	7.5	4.8
Brooklyn	Canarsie/Flatlands	10.7%	14.8%	55.9%	8.3%	19.6	6.1	4.0
Brooklyn	Flatbush/E. Flatbush	10.6%	14.4%	69.2%	9.8%	21.5	4.9	3.3
Manhattan	East Harlem	10.4%	13.1%	72.5%	9.1%	40.9	4.9	3.8
Brooklyn	East New York	10.4%	14.7%	72.3%	9.0%	40.9	7.1	4.3
Queens	Southeast Queens	10.4%	13.0%	43.2%	7.1%	13.8	6.5	5.4
Bronx	Northeast Bronx	10.3%	12.4%	64.2%	12.9%	29.2	5.4	3.6
Bronx	Highbridge/Morrisania	9.8%	12.4%	82.2%	11.4%	45.6	5.5	3.2
Bronx	Hunts Point/Mott Haven	9.6%	12.7%	84.9%	11.3%	47.4	7.1	3.9
Queens	Southwest Queens	9.6%	11.8%	43.5%	6.3%	20.0	3.7	2.1
Bronx	Fordham/Bronx Park	9.5%	12.1%	80.5%	10.2%	36.8	4.8	3.3
Bronx	Pelham/Throgs Neck	9.3%	11.8%	66.1%	10.6%	29.4	3.9	2.5
Bronx	Crotona/Tremont	9.3%	12.3%	83.1%	11.3%	45.9	6.4	4.6
Staten Island	Port Richmond	8.9%	13.5%	62.3%	4.1%	36.4	6.0	2.9
Manhattan	Upper West Side	8.7%	10.1%	12.3%	3.0%	8.6	2.2	1.5
Manhattan	Chelsea/Clinton	8.6%	10.1%	18.0%	4.1%	14.3	4.2	2.5
Manhattan	Gramercy Park/Murray Hill	8.5%	10.0%	6.5%	2.9%	3.9	3.0	2.0
Queens	Rockaway	8.4%	11.6%	56.4%	9.4%	32.4	6.1	4.0
Staten Island	Stapleton/St. George	8.2%	11.4%	54.1%	4.5%	21.2	6.5	5.7
Brooklyn	Coney Island/Sheepshead Bay	8.0%	11.1%	62.2%	5.8%	23.6	4.1	2.2
Manhattan	Upper East Side	8.0%	8.7%	6.2%	2.7%	4.6	1.5	1.2
Manhattan	Washington Hgts/Inwood	7.9%	11.0%	69.6%	7.4%	33.5	4.1	2.0
Staten Island	Willowbrook	7.9%	10.3%	33.8%	2.5%	9.1	3.9	2.8
Manhattan	Lower Manhattan	7.8%	9.8%	11.7%	3.1%	3.4	0.7	0.7
Brooklyn	Williamsburg/Bushwick	7.8%	11.7%	80.2%	7.3%	37.5	5.5	3.3
Queens	Long Island City/Astoria	7.7%	10.6%	50.6%	10.9%	18.0	3.7	2.3
Bronx	Kingsbridge/Riverdale	7.7%	10.2%	43.1%	5.3%	17.5	3.5	3.2
Manhattan	Union Sq./Lower Eastside	7.5%	10.4%	54.1%	4.3%	17.9	2.1	1.1
Staten Island	South Beach/Tottenville	7.4%	10.6%	23.8%	2.1%	4.5	4.0	3.4
Manhattan	Greenwich Village/Soho	7.1%	8.3%	15.5%	1.7%	2.1	1.1	1.1
Brooklyn	Bensonhurst/Bay Ridge	6.9%	10.6%	55.7%	5.2%	15.2	4.5	2.7
Queens	Ridgewood/Forest Hills	6.9%	9.3%	44.9%	5.1%	15.4	3.3	2.6
Queens	Fresh Meadows	6.8%	8.7%	42.0%	3.9%	9.6	2.9	1.6
Brooklyn	Downtown/Heights/Slope	6.8%	9.0%	28.8%	2.6%	18.6	2.8	1.8
Queens	West Queens	6.8%	10.8%	78.1%	8.9%	33.3	4.3	3.0
Queens	Bayside/Little Neck	6.7%	8.7%	27.5%	2.6%	4.1	2.0	2.0
Brooklyn	Borough Park	6.2%	8.6%	72.5%	3.5%	20.1	2.3	1.4
Queens	Flushing/Clearview	6.2%	8.4%	61.3%	5.2%	10.1	2.8	1.9
Brooklyn	Sunset Park	5.8%	8.5%	90.0%	4.0%	37.5	2.1	1.7
Brooklyn	Greenpoint	5.4%	8.2%	62.1%	3.4%	16.6	2.5	1.8

Source: 2010-2012 New York State Vital Statistics County/ZIP Code Perinatal Data Profile as of March, 2014, accessed December, 6 2014, <http://www.health.ny.gov/statistics/chac/perinatal/index.htm>.

* Preterm Births –prior to 37 weeks of gestation; Low Birth Weight– weight between 100-2499 grams; Late or No Prenatal care– initiated during the third trimester of pregnancy or not at all; Teen Birth – Births to females ages 15-19; Infant Deaths –occurred at less than twelve months of age; Neonatal Deaths –occurred at less than 28 days of age. Total Births are over three year time period.

Appendix 3. Evaluation of 2013 Implementation Plan

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
Diabetes	Follow-up with Non-Compliant Patients through Diabetes Registry	Yes	<p>Target population: Patients with uncontrolled diabetes</p> <p>Goal: Aggressive follow-up on patients in diabetic registry who are non-compliant with Diabetes regimen.</p> <p>Outcome: Outreach to diabetic patients is done by chronic disease coordinator through the chronic disease management program. Percent of patients who have taken A1C exam every six months has steadily increased and has reached to 73%.</p>	
Diabetes	Utilize Certified Diabetic Educators to Provide Patient Education on Diabetes Self-Management	Yes	<p>Target population: Patients with diabetes</p> <p>Goal: Improve compliance for appointments, dietary restrictions and medication management</p> <p>Outcome: Certified Diabetic educators have templates to schedule patients. They schedule in person and phone appointments for patients with diabetes. They do continuous education on controlling diabetes and to increase the number of patients with controlled diabetes. The percent of patients at Harlem with an A1C >9 has fluctuated but it remains below 15%.</p>	
Diabetes	Implement NYS Medical Home Demonstration Project and Increase Number of Patients who Received HbA1c Test by 10%	Yes	<p>Target population: Patients with diabetes</p> <p>Goal: Increase of 10% in the number of diabetic patients who have had an A1C test, compared to the year before.</p> <p>Outcome: The percentage of patients who are compliant with an A1C exam has increased 10%. The number has peaked at 73.9% which is an increase from 60% in 2014.</p>	
Cardiovascular Disease	Increase Care Managers who Oversee Care of Patients with Congestive Heart Failure	Yes	<p>Target population: Patients with CHF</p> <p>Goal: To add two care managers to oversee inpatient, outpatient and post hospital care of patients with congestive heart failure</p> <p>Outcome: Three new care managers were hired for Project Red, to provide supportive care patients who are diagnosed and have congestive heart failure.</p>	
Cardiovascular Disease	Enhance Disease Management Strategies through Harlem Healthy Hearts Initiative	Yes	<p>Target population: Patients with Cardiovascular disease</p> <p>Goal: Train post graduate student volunteers in nursing, pharmacology and social work to support patients with disease management strategies</p> <p>Outcome: The Harlem Healthy Hearts Initiative, operated by medical and graduate school students, has led to a positive reduction in readmissions for patients with congestive heart failure and other cardiovascular diseases.</p>	
Cardiovascular Disease	Offer Hypertension Target to Treat Pathway Program to Improve Clinical Outcomes	Yes	<p>Target population: patients with hypertension</p> <p>Goal: Increase the number of patients with controlled blood pressure by 10%</p> <p>Outcome: The treat to target program is run by nurse care managers. Nurses schedule visits for patients with hypertension in the nurses' template. Patients are educated on their high blood pressure with support from the care managers. The percentage of patients at Harlem with controlled blood pressures (BP< 140/90) is 67%, up from 50% of the previous year (2014).</p>	
Cardiovascular Disease	Implement NYS Medical Home Demonstration Project and Increase Number of Patients with Blood Pressure Under Control by 10%	Yes		
Obesity	Provide Continuum of Services through Bariatric Surgery Service to Support Patients through their Procedure and Post-Operative Recuperation and Transition	Yes	<p>Goal: Provide continuum of services to support patients through their bariatric procedures as well add an additional surgeon to increase access.</p> <p>Outcome: In January of 2013 an additional surgeon was hired for the Department of Surgery-Bariatric. In FY '14 there were 376 cases of bariatric surgery performed. There was an increase in FY '15 with 435 cases of bariatric surgery performed.</p>	
Obesity	Increase Children's and Parent's Understanding and Knowledge of Weight Management through Hip Hop Healthy Eating and Living in Schools Program	Yes	<p>Target population: Children and their parents</p> <p>Goal: To increase their knowledge of healthy eating through hip hop</p> <p>Outcome: The program is in progress. The work entails presentations/workshops within schools from all five boroughs. This program has been excelling meeting their grant goals/quotas outreaching to the age specific programs.</p>	
Obesity	Provide Family Fitness Program through Shape Up NYC	Yes	<p>Target Population: community and all New Yorkers</p> <p>Goal: Provide an opportunity for the community to have safe, low cost and fun physical activity.</p>	

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
			Outcome: Shape Up NYC is a free, drop-in fitness program with locations across the five boroughs. Harlem Hospital provides space for the program to facilitate 8 classes: BODCON, Cardio Bootcamp, Chair Zumba, Dance Fitness, Dance Fusion, Kickboxing, Yoga and Zumba.	
HIV/AIDS	Assist Patients with Compliance to Medication Regimens through the Harlem Adherence to Treatment Program	Yes	Target Population: HIV patients Goal: Provide support services to people living with HIV/AIDS to assist in complying with their medication Outcome: The program continues to actively engage this population. The program is currently servicing 107 clients.	
HIV/AIDS	Provide Comprehensive Medical and Specialty Services and Support Services to Children, Adolescents and Adults and their Families through the Family Care Center and the Family Centered Program	Yes	Target population: Children and adolescents living with HIV/AIDS and their families Goal: Provides comprehensive medical and support services for children, adolescents and adults with HIV/AIDS and their families. Outcome: The program continues to actively engage this population. The program is currently servicing 80 clients.	
HIV/AIDS	Provide HIV Testing on All Emergency, Inpatient and Outpatient Units through the HIV Rapid Testing Program	Yes	Target population: All patients Goal: Provide rapid testing on all emergency, inpatient and outpatient units Outcome: The program continues to administer HIV Rapid Testing throughout the clinical areas of the Hospital	
HIV/AIDS	Employ Harm Reduction Model to HIV-infected Individuals with Past or Current Substance Use Issues to Address Personal Behavior Patterns and Prevent the Transmission of HIV through the Harm Reduction Recovery Readiness Program	Yes	Target population: Persons with HIV and substance abuse history Goal: Use a harm reduction model to support HIV infected individuals with a history of substance abuse. Outcome: The program continues to service clients who struggle with addiction and clients who are practicing sobriety.	
HIV/AIDS	Provide Comprehensive Primary Care Services through the Ryan White Part C Program	Yes	Target population: Persons with HIV Goal: To provide primary care to HIV infected persons Outcome: The program continues to provide comprehensive Primary care services within the Harlem Family Center.	
HIV/AIDS	Enhance Community Access to HIV Testing through Project Brief	Yes	Target population: All patients Goal: Facilitate the immediate enrollment of patients testing positive for HIV to the HIV services for HIV treatment regimens. Outcome: Project Brief was <i>not</i> implemented due to lack of facility resources – Wifi access to access, view web based educational materials.	
HIV/AIDS	Implement Ryan White Part D Program to Address Needs of Women, Infants and Children	Yes	Target population: Children living with HIV and their families Goal: Providing HIV care and social support for children, adolescents and Women who are HIV infected. Outcome: The program continues to actively engage this population. The program is currently servicing 80 clients.	
Cancer Screening	Assist Patients in Navigating Healthcare System and Accessing Breast Cancer Screening and Breast Health Service through the Family Navigator Program	Yes	Target population: All patients who receive imaging exams Goal: Through the family navigator program support patients as they are screened for breast cancer Outcome: The development of the Cancer Control Center. The program has trained patient navigators to assist patients in accessing all appropriate health and supportive care services in the Hospital and in the community.	
Cancer Screening	Provide Education to Patients on the Health Consequences Associated with Smoking through the Quit Smoking Program	Yes	Target population: Women Goal: With the installation of new equipment improve number of women receiving breast imaging services Outcome: Average annual volume (2013 to present) for imaging exams is 8,400- screening for mammograms is 3,200, which represents 38% of the total volume.	

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
Cancer Screening	Provide Women's Imaging Services through Breast Imaging Center	Yes	<p>Target population: Women</p> <p>Goal: Improve number of women receiving breast imaging services</p> <p>Outcome: Harlem increased % population screened from 67% in 2010 to 70% in 2014.</p>	
Cancer Screening	Increase Outreach Activities and Lectures to Community Organizations	Yes	<p>Target population: Community members in Hospital's catchment area</p> <p>Goal: Increase the number of outreach activities to community organizations</p> <p>Outcome: The Cancer Control Center often do presentations in churches, schools, tenants organizations, sororities, fraternities and senior citizen centers.</p>	
Cancer Screening	Increase Breast Cancer, Colorectal Cancer, Prostate Cancer and Lung Cancer Screenings	Yes	<p>Target population: Eligible adult populations as per US Preventive Task Force recommendations</p> <p>Goal: Maintain or Increase the number of screened adults or the population screening rate</p> <p>Outcome: The Cancer Control Center often do presentations in churches, schools, tenants organizations, sororities, fraternities and senior citizen centers.</p>	
Trauma-Related Gun Violence	Provide Health and Support Services to Victims of Gun Shots, Stabbings and Assaults	Yes	<p>Target Population: Youth between the ages of 13 to 24</p> <p>Goal: Reduce violent retaliations by victims of violence</p> <p>Outcome: Through the Hospital Responder program implemented by the Guns Down Life Up! Initiative, youth between the ages of 13 to 24 who are admitted to Harlem Hospital as a result of penetrating wound trauma are visited by staff who work with them and their families to help quell any retaliatory actions as well as counsel patients on the importance of changing their lives. Patients and their families are also shown the short documentary 'Triggering Wounds', an internally produced project that highlights the pitfalls of gun violence and shares the effects from the viewpoint of families, friends, law enforcement and the community.</p>	
Trauma-Related Gun Violence	Host Community Forms to Discuss Strategies for Preventing Gun Violence	Yes	<p>Target Population: Community members in Hospital's catchment area</p> <p>Goal: To enhance collaboration with community and hospital in violence prevention efforts</p> <p>Outcome: We regularly partner with community-based organizations in what we have named our 'Circle of Safety' to collaborate, discuss and focus efforts on combating gun violence. These meetings serve as a way to inform like-minded organizations on the efforts being put forth and also serve as a launching pad for collaborative efforts to make an impact in the community. These meetings also allow us to share out the data and statistics that we track as a hospital with regard to trauma related injuries and also hear the qualitative data gathered by those who perform different functions at the community level.</p>	
Trauma-Related Gun Violence	Develop Young Men's Mentoring Program to Offer Structured Activities	Yes	<p>Target Population: Young men ages 14-21 in Hospital's catchment area</p> <p>Goal: To connect young men with mentors who are successful community members. To enrich young men with structured activities that will be of benefit to them in the future.</p> <p>Outcome: The Six Winners Mentoring Program is a life skills enrichment program designed for young men. The program meets regularly and works with approximately 15-20 students and delivers modules covering a wide variety of topics. The baseline mantra for the program is "Occupy a young person's time with enriching and creative activities, so that they don't have the time to hurt themselves or hurt others"</p>	

Appendix 4. Community Resources

Appendix 4 is a listing of health and social services available to low-income, uninsured, and underinsured individuals in the neighborhoods included in the primary service area of NYC Health + Hospitals, sorted by borough and neighborhood. Organization services are in the following categories: Dental, Vision, Adult Day Health, Health center, Insurance enrollment, Home Health, Hospital, Nursing Home, Prescription Drug, Immigration Support, Mental Health-Inpatient, Mental Health-Ambulatory, Substance Use, Social Services, Financial Assistance, and Wellness/Prevention.

Source: Health Information Tool for Empowerment (HITE), a program of the not-for-profit Foundation affiliate of the Greater New York Hospital Association (GNYHA). <http://www.hitesite.org/Default.aspx>. Accessed 3/11/2016.

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
	10467																
Montefiore Medical Center - Center for Positive Living	3444 Kossuth Avenue, Family Care Center Building, 3rd Floor, Bronx, NY 10467				Y								Y		Y		Y
Montefiore Medical Center - Child Advocacy Center	3314 Steuben Avenue, Bronx, NY 10467				Y	Y											
Montefiore Medical Center - Community Health	111 East 210th Street, Bronx, NY 10467																Y
Montefiore Medical Center - Department of Child Outpatient Psychiatry	3340 Bainbridge Avenue, Bronx, NY 10467												Y				
Montefiore Medical Center - Department of Dentistry - Centennial II Site	3332 Rochambeau Avenue, Bronx, NY 10467	Y															
Montefiore Medical Center - Department of Dentistry - Schiff Pavilion	3444 Kossuth Avenue, First Floor, Bronx, NY 10467	Y															
Montefiore Medical Center - Family Learning Place	3415 Bainbridge Avenue, Bronx, NY 10467														Y		
Montefiore Medical Center - Greene Medical Arts Pavilion	3400 Bainbridge Avenue, Eighth Floor, Bronx, NY 10467				Y	Y											Y
Montefiore Medical Center - Medical Group University Avenue Family Practice	105 W 188th Street, Bronx, NY 10468				Y	Y									Y		Y
Montefiore Medical Center - Moses Campus	111 East 210th Street, Bronx, NY 10467							Y									Y
Montefiore Medical Center - Narcolepsy Institute	111 East 210th Street, New York, NY 10467														Y		
Montefiore Medical Center - Oval Center	3230 Bainbridge Avenue, Bronx, NY 10467				Y										Y		Y
Montefiore Medical Center - Substance Abuse Treatment Program Unit I	3550 Jerome Avenue, Bronx, NY 10467													Y			
Montefiore Medical Center - WIC Program - Fordham Plaza	1 Fordham Plaza, 5th Floor, Bronx, NY 10458															Y	Y
Montefiore Medical Group - Family Care Center	3444 Kossuth Avenue, Bronx, NY 10467				Y	Y											Y
Montefiore Medical Group - Family Health Center	1 Fordham Plaza, 5th Floor, Bronx, NY 10458				Y	Y											Y
Montefiore Medical Group - Grand Concourse Site	2532 Grand Concourse, Bronx, NY 10458				Y	Y											Y
Mosholu Montefiore Community Center - College Bound Program	3512 DeKalb Avenue, Basement, Bronx, NY 10467														Y		
Mosholu Montefiore Community Center - Edenwald Center	1150 E 229th Street, Bronx, NY 10467														Y		
Mosholu Montefiore Community Center - Main Office	3450 DeKalb Avenue, Bronx, NY 10467									Y					Y		
Mosholu Montefiore Community Center - Senior Services	3450 DeKalb Avenue, Bronx, NY 10467														Y		
Mosholu Parkway Nursing and Rehabilitation Center, LLC	3356 Perry Avenue, Bronx, NY 10467								Y								
Mount Carmel Center for Senior Citizens	2405 Southern Boulevard, Bronx, NY 10458														Y		
New York Center for Infants and Toddlers - Bronx	2336 Andrews Ave, 2nd Floor, Bronx, NY 10468														Y		
New York State Division of Human Rights - Bronx	One Fordham Plaza, 4th Floor, Bronx, NY 10458														Y		
North Central Bronx Hospital - Adult Primary Care Clinic	3424 Kossuth Avenue, 3rd floor, Bronx, NY 10467				Y												
North Central Bronx Hospital - Partial Hospitalization Program	3424 Kossuth Ave, Unit 11A, Bronx, NY 10467												Y				
North Central Bronx Hospital - Pediatric Clinic	3424 Kossuth Avenue, 4th Floor, Bronx, NY 10467				Y												Y
North Central Bronx Hospital - Psychiatric Emergency Services	3424 Kossuth Avenue, Room 1D-01, Bronx, NY 10467												Y				
North Central Bronx Hospital - Special Care Unit	3424 Kossuth Avenue, 10-A, Bronx, NY 10467				Y										Y		Y
North Central Bronx Hospital - WIC Program	3424 Kossuth Avenue, 3rd Floor, Room 3G-06, Bronx, NY 10467															Y	Y
North Central Bronx Hospital	3424 Kossuth Avenue, Bronx, NY 10467							Y									
Our Lady of Refuge - Food Pantry	290 East 196th Street, Bronx, NY 10458														Y		
Paradise Transitional Housing Program	2395 Grand Concourse, Bronx, NY 10468														Y		
Parkchester Enhancement Program for Seniors	1525 Unionport Road, Apartment #ME, Bronx, NY 10467														Y		
Part of the Solution (P.O.T.S.)	2759 Webster Ave., Bronx, NY 10458					Y									Y		Y
Pentecostal Care Community Outreach	621 East 216th Street, Bronx, NY 10467														Y		Y
Presbyterian Senior Services (PSS) - Parkside Neighborhood Center	644 Adees Avenue, Bronx, NY 10467														Y		
Puerto Rican Family Institute - Intermediate Care Facility III	194 West 180th Street, Bronx, NY 10467														Y		
Regional Aid for Interim Needs (RAIN) - Boston Road Senior Center	2424 Boston Road, Bronx, NY 10467														Y		
Regional Aid for Interim Needs (RAIN) - Gunhill Senior Center	3377 White Plains Road, Bronx, NY 10467														Y		
Regional Aid for Interim Needs (RAIN) - Multi-Services for Seniors	3377 White Plains Road, Bronx, NY 10467														Y		Y
Saint James Recreation Center	2530 Jerome Avenue, Bronx, NY 10468														Y		Y
St. Rita's Center for Immigrant and Refugee Services	2342 Andrews Avenue, Bronx, NY 10468									Y					Y		
SUNY North Bronx Career Counseling & Outreach Center	2901 White Plains Road, Bronx, NY 10467														Y		
The Children's Hospital at Montefiore - Endocrinology Department	3415 Bainbridge Avenue, Bronx, NY 10467				Y												
The Children's Hospital at Montefiore	111 E 210th St., Bronx, NY 10467							Y									
The Institutes of Applied Human Dynamics - Bronx Residential Services	3625 Banbridge Avenue, Bronx, NY 10467														Y		

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
HAC - Day Care Center	1181 Nelson Avenue, Bronx, NY 10452														Y		
HAC - Marshall England Early Learning Center, Universal Pre-K and Family Day Care	800 Concourse Village East, Bronx, NY 10451														Y		
Highbridge Woodycrest Center	936 Woodycrest Avenue, Bronx, NY 10452								Y						Y		
Holy Tabernacle Church - Outreach Program	3780 Third Avenue, Bronx, NY 10456														Y	Y	
Hope Center	1401 University Avenue, Bronx, NY 10452								Y						Y		
Hope of Israel Senior Citizen Center	1068 Gerard Avenue, Bronx, NY 10452														Y		
Hostos Community College - Allied Health Career Pipeline Program	427 Walton Avenue, Bronx, NY 10451														Y		
Hostos Community College Immigration Center	427 Walton Avenue, T-501, Bronx, NY 10451										Y						
Institute for Family Health - Urban Horizons Family Health Center	50-98 East 168th Street, Bronx, NY 10452				Y	Y									Y		
Legal Aid Society - Bronx Neighborhood Office	260 East 161st Street, 8th Floor, Bronx, NY 10451														Y		
Legal Aid Society of New York - Bronx Criminal Practice	260 E 161st Street, 8th-10th floor, Bronx, NY 10451														Y		
Legal Aid Society of New York - Bronx Housing Court Office	1118 Grand Concourse, Room 540, Bronx, NY 10451														Y		
Legal Services NYC - Bronx	349 East 149th Street, 10th Floor, Bronx, NY 10451										Y				Y		
LIFT - The Bronx	349 East 149th Street, Suite 500, Bronx, NY 10451					Y									Y	Y	
Lincoln Hospital - Immunotherapy Clinic	234 East 149th Street, 2A5 Clinic-2nd Floor, Bronx, NY 10451				Y										Y		Y
Lincoln Hospital - Teen Center	234 East 149th Street, 1st Floor, Room 1C2, Bronx, NY 10451				Y										Y		Y
Lincoln Medical and Mental Health Center - Child/Adolescent Outpatient Mental Health Clinic	234 East 149th Street, 4th Floor, Unit 4A, Bronx, NY 10451												Y				
Lincoln Medical and Mental Health Center - Mental Health Outpatient Clinic	234 East 149th Street, 7th Floor, Unit 7B, Bronx, NY 10451												Y		Y		
Lincoln Medical and Mental Health Center - WIC Program	234 East 149th Street, 1st floor, New York, NY 10451															Y	Y
Lincoln Medical and Mental Health Center	234 East 149th Street, Bronx, NY 10451							Y									
Melrose Houses Child Health Clinic	348 East 156th Street, Bronx, NY 10451				Y	Y											
Mid-Bronx Senior Citizens Council - Family Preservation Center	1125 Grand Concourse, Bronx, NY 10451										Y				Y	Y	Y
Mid-Bronx Senior Citizens Council	900 Grand Concourse, (at 161st Street), Bronx, NY 10451						Y								Y		
Montefiore Comprehensive Health Care Center (CHCC)	305 East 161st Street, Bronx, NY 10451	Y	Y		Y	Y											Y
Morrisania Diagnostic & Treatment Center	1225 Gerard Avenue, Bronx, NY 10452	Y	Y		Y	Y							Y		Y		Y
Muslim Women's Institute for Research and Development - Community Food Pantry at Highbridge	1363 Ogden Avenue, Bronx, NY 10452										Y				Y		Y
Narco Freedom - Alternatives Program	528 Morris Avenue, Bronx, NY 10451													Y			
Narco Freedom - Neighborhood & Family Community Health Center (Bronx)	324 East 149th Street, Bronx, NY 10451				Y												Y
Neighborhood Housing Services of New York City (NHSNYC) - South Bronx Office	848 Concourse Village West, Bronx, NY 10451															Y	
NEOPEDS	800 Grand Concourse, Office # 5, Bronx, NY 10451				Y												Y
New Settlement College Access Center	1563 Walton Avenue, Bronx, NY 10452														Y		
New Settlement Community Center	1501 Jerome Avenue, Bronx, NY 10452																Y
New York Metropolitan Martin Luther King, Jr. Center for Nonviolence	576 East 165th Street, Bronx, NY 10456										Y				Y		
NYC Dept. of Health - STD Control and Prevention Clinic - Morrisania	1309 Fulton Avenue (E 169th St. off 3rd), 2nd Floor, Bronx, NY 10456				Y										Y		Y
NYPCC - Bronx Child and Family Mental Health Center	579 Courtlandt Avenue, Bronx, NY 10451												Y				
Patterson Houses Senior Center	308 East 145th Street, Bronx, NY 10451														Y		
Phipps Houses Group - Phipps Opportunity Center	3125 Third Avenue, Bronx, NY 10451					Y					Y				Y		
Planned Parenthood of New York City - Bronx Center	349 East 149th Street, (at Courtlandt Avenue), Bronx, NY 10451				Y										Y		Y
Planned Parenthood of New York City - Project Street Beat Bronx	349 East 149th Street, 3rd Floor, Bronx, NY 10451														Y		Y
Presbyterian Senior Services (PSS) - Andrew Jackson Neighborhood Center	325 East 156th Street, Bronx, NY 10451														Y		
Presbyterian Senior Services (PSS) - Highbridge Neighborhood Center	1181 Nelson Avenue, 2nd floor, Bronx, NY 10452														Y	Y	
Project Renewal - Leona Blanche House	960 Tinton Avenue, Bronx, NY 10456														Y		
Puerto Rican Family Institute, Inc - Bronx Child Preventive Program	3251 Third Avenue, 3rd Fl., Bronx, NY 10456														Y		
Safe Horizon/44th Precinct - Bronx Domestic Violence Department	2 East 169th Street, Bronx, NY 10452														Y		
Salvation Army - Citadel	425 East 159th Street, Bronx, NY 10451														Y	Y	
Sauti Yetu Center for African Women, Inc.	2417 3rd Avenue, Bronx, NY 10451										Y				Y		
SEBNC - After School Program	955 Tinton Avenue, Bronx, NY 10456														Y		
SEBNC - Best of Me Day Habilitation Program	751 East 161st Street, Bronx, NY 10456														Y		

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
SEBNC - Leisure Time I & II, Accent Cafe Recreation Programs	3289 Third Avenue, Bronx, NY 10456																
SEBNC - Leisurely Yours After-School Program	3289 Third Avenue, Bronx, NY 10456																
SEBNC - United Day Habilitation Program	3289 Third Avenue, Bronx, NY 10456																
SEBNC - Youth Activity and Night Center	955 Tinton Avenue, 1st Floor, Bronx, NY 10456																
Service For The Underserved, Inc. (SUS)- Central Admissions for Substance Abuse Treatment	1600 Macombs Road, Bronx, NY 10452																
Steinway Child and Family Services - Courtlandt Avenue Clinic	522 Courtlandt Avenue, Bronx, NY 10451																
SUS/Palladia - Comprehensive Treatment Institute - Bronx	1366 Inwood Avenue, Bronx, NY 10452																
The Bronx Health Link	851 Grand Concourse, Room 914, Bronx, NY 10451																
The Dennesse Corporation - Bronx Office	349 East 149th Street, Suite 605, Bronx, NY 10451																
The Momentum Project - The Church of God of Prophecy	85 East 165th Street, Bronx, NY 10452																
The Neighborhood Association for Inter-Cultural Affairs (NAICA)	1075 Grand Concourse, Suite 1B, Bronx, NY 10452																
University Behavioral Associates - Supporting Healthy Relationships Program	334 East 148th Street, 2nd Floor, Bronx, NY 10451																
University Consultation and Treatment Center - Ehrlich Apartment Program	1020 Grand Concourse, Suite 7, Bronx, NY 10451																
Urban Horizons Family Health Center - COMPASS Program	50 East 168th Street, Bronx, NY 10452					Y	Y										
Volunteers of America - Eden House	50 West Mount Eden Avenue, Bronx, NY 10452																
We Stay/Nos Quedamos, Inc.	754 Melrose Avenue, Bronx, NY 10451																
West Bronx Recreation Center	1527 Jesup Avenue, Bronx, NY 10452																
WHEDCO - Education and Youth Development	1220 Gerard Avenue, Located within PS/MS 218, Bronx, NY 10452																
WHEDCO - Family Day Care Microenterprise Network	50 East 168th Street, Bronx, NY 10452																
WHEDCO - Family Support Program	50 East 168th Street, Bronx, NY 10452																
Woodycrest Center for Human Development, Inc. - Main Office and Work Readiness Program	153 West 165th Street, Bronx, NY 10452																
Woodycrest Center for Human Development, Inc. - Parent Support and Out of School Time Programs	175 West 166th Street, Room 113, Bronx, NY 10452																
YMCA of Greater New York - Y Roads Center - Bronx	332 East 149th Street, Bronx, NY 10451																
Hunts Point- Mott Haven																	
Abraham House	340 Willis Avenue, Bronx, NY 10454										Y						
Abundant Life Tabernacle - Food Pantry	2692 Third Avenue, Bronx, NY 10454																
Acacia Network, Inc. - La Casa de la Salud/Community Health Center	966 Prospect Avenue, Bronx, NY 10459	Y			Y												
America Works, Inc. - Back to Work Program - Bronx	424 East 147th Street, 3rd Floor, Bronx, NY 10455										Y						
ArchCare at San Vicente de Paul Skilled Nursing and Rehabilitation Center	900 Intervale Avenue, Bronx, NY 10459								Y								
Argus Community - Harbor House I	402 East 156th Street, Bronx, NY 10455																
Association for Energy Affordability, Inc. (AEA) - Weatherization Assistance Program	105 Bruckner Boulevard, Bronx, NY 10454																
Baltic Street Advocacy, Employment, and Housing (AEH), Inc. - Bronx Home Works	369 East 148th Street, Lower Level, Bronx, NY 10455																
Baltic Street Advocacy, Employment, and Housing (AEH), Inc. - Bronx Self-Help & Advocacy Center	369 East 148th Street, Lower Level, Bronx, NY 10455																
Banana Kelly Community Improvement	863 Prospect Avenue, Bronx, NY 10459																
Betances Senior Center	607 Concord Avenue, Bronx, NY 10455																
BOOM!Health - Go Girl!	953 Southern Blvd, Suite 201, Bronx, NY 10459																
BOOM!Health - Prevention and Service Center	953 Southern Boulevard, Bronx, NY 10459																
Bowery Residents' Committee - HomePlus	357 East 145th St., Bronx, NY 10454																
Bowery Residents' Committee - SPAN Bronx	500 Bergen Avenue, Bronx, NY 10455																
Bronx Spanish Evangelical Church - Meal Program	800 East 156th Street, Bronx, NY 10455																
BronxCare - Tiffany Medical & Pediatric Practice	853 Tiffany Street, Bronx, NY 10459					Y	Y										
BronxWorks - Betances Community Center	547 East 146th Street, Bronx, NY 10455																
BronxWorks - E. Roberts Moore Senior Center	515 Jackson Avenue, Bronx, NY 10455																
BronxWorks - Employment Services	391 East 149th Street, 5th floor, Rm. 520, Bronx, NY 10455																
BronxWorks - Family Eviction Prevention Supplement Program	630 Jackson Avenue, 3rd Floor, Bronx, NY 10455																
BronxWorks - Southern Boulevard	630 Southern Boulevard, Bronx, NY 10455																
Cardinal McCloskey Emergency Food Pantry & Family Outreach	953 Southern Blvd., Bronx, NY 10459																
Casita Maria, Inc.	928 Simpson Street, 6th Floor, Bronx, NY 10459																
Catholic Charities Community Services	402 East 152nd Street, Main Floor, Bronx, NY 10455																

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Community Healthcare Network - Bronx Health Center	975 Westchester Avenue, Bronx, NY 10459				Y	Y							Y		Y		Y
Creative Lifestyles, Inc.	67 Bruckner Boulevard, Bronx, NY 10454														Y		Y
Dominican Sisters Family Health Services - Bronx	279 Alexander Avenue, Bronx, NY 10454						Y								Y	Y	
Dominican Sisters Family Health Services - Nursing Department	279 Alexander Avenue, Bronx, NY 10454						Y										
Early Childhood Services - East Side House Settlement	375 East 143rd Street, Bronx, NY 10454														Y		Y
East Side House Settlement - Pre-K/Head Start (Mill Brook Center)	201 St. Ann's Avenue, Bronx, NY 10454														Y		
East Side House Settlement - Pre-K/Head Start (Mott Haven Center)	375 East 143rd Street, Bronx, NY 10454														Y		
East Side House Settlement - Pre-K/Head Start (Winifred Wheeler Center)	200 Alexander Avenue, Bronx, NY 10454														Y		
East Side House Settlement - Social Services	337 Alexander Avenue, Bronx, NY 10454														Y		
East Side House Settlement - Youth Services	337 Alexander Avenue, Bronx, NY 10454														Y		
Friends 2 Fathers	391 East 149th Street, Room 414 B-C, Bronx, NY 10455														Y		
Girls Prep - Bronx Elementary	681 Kelly Street, Room 205, Bronx, NY 10455														Y		
Goodwill Industries - Bronx Employment Support and Training	384 East 149th Street, Room 622, Bronx, NY 10455														Y		
Grace Outreach	378 East 151st Street, Fifth Floor, Bronx, NY 10455														Y		
Harmony at 154 Social Adult Day Care Center	367 East 154th street, Bronx, NY 10454														Y		
Health People - Community Preventive Health Institute	552 Southern Boulevard, Bronx, NY 10455														Y		Y
Hispanic AIDS Forum (HAF) - Bronx	975 Kelly Street, 4th Floor, Suite 402, Bronx, NY 10459														Y		Y
Homes for the Homeless - Prospect Family Support Center	730 Kelly Street, Bronx, NY 10455														Y		
Hope Case Management	368 East 148th Street, Bronx, NY 10455														Y		
Institute for Mediation and Conflict Resolution (IMCR)	384 East 149th Street, Suite 330, Bronx, NY 10455														Y		
JBFCS - South Bronx Counseling Center	412-424 East 147th Street, 4th Floor, Bronx, NY 10455												Y		Y		
Latino Youth In Action (LYIA)	975 Kelly Street, Suite 402, Bronx, NY 10459														Y		
Leon Senior Center	735 East 152nd Street, Bronx, NY 10455														Y		
Lincoln Recovery Center	545 East 142nd Street, Lower Level, Bronx, NY 10454													Y			
Lupus Cooperative of New York - Bronx Division	1070 Southern Blvd., 1st Floor, Bronx, NY 10459														Y	Y	
Melrose Mott Haven Senior Center	372 East 152nd Street, Bronx, NY 10455														Y		
Mental Health Association of NYC - Family Resource Center - Northern and Southern Bronx	975 Kelly Street, Suite 301, Bronx, NY 10459														Y		
Mental Health Association of NYC - The Adolescent Skills Center	975 Kelly Street, Suite 302, Bronx, NY 10459														Y		
Mercy Center	377 East 145th Street, Bronx, NY 10454									Y					Y		Y
MHA of NYC - Another Way	975 Kelly Street, Suite 302, Bronx, NY 10459														Y		
Mitchel Senior Center	188 Lincoln Avenue, Bronx, NY 10454														Y		
Morris Heights Health Center - 137th Street	625 East 137th Street, Bronx, NY 10454	Y			Y	Y									Y		
Mott Haven Community Partnership	555 Bergen Ave, 4th Floor, Bronx, NY 10455														Y		
Narco Freedom - New Beginnings Community Counseling Center	2780 Third Avenue, Bronx, NY 10455												Y		Y		
Neighborhood Coalition for Shelter (NCS) - OPTIONS Program	1323 Louis Nine Boulevard, Bronx, NY 10459														Y		
Neighborhood Coalition for Shelter (NCS) - Transitions	401 East 142nd Street, Bronx, NY 10454														Y		
Neighborhood Self-Help by Older Persons Project (SHOPP)	953 Southern Boulevard, Suite 203, Bronx, NY 10459									Y					Y		
Odyssey House - Outpatient Services	953 Southern Boulevard, Suite 301, Bronx, NY 10459													Y			
Per Scholas	804 East 138th St., Bronx, NY 10454														Y		
Police Athletic League - New South Bronx	991 Longwood Avenue, Bronx, NY 10459														Y		Y
Presbyterian Senior Services (PSS) - Davidson Neighborhood Center	950 Union Avenue, Bronx, NY 10459														Y		Y
Prospect Montefiore Dental Clinic	951 Prospect Avenue, Bronx, NY 10459	Y															
PSCH - Bronx Assertive Community Treatment (ACT) Team	987 Prospect Avenue, Bronx, NY 10459													Y			
Saint Dominic's Home - Bronx Office	853 Longwood Avenue, Bronx, NY 10459														Y		
Saint Mary's Recreation Center	450 St. Ann's Avenue, Bronx, NY 10455																Y
Sebco Neighborhood Senior Center	887 Southern Boulevard, Bronx, NY 10459														Y		
Segundo Ruiz Belvis Diagnostic & Treatment Center	545 East 142nd Street, Bronx, NY 10454	Y			Y	Y										Y	Y
Services for the Underserved - Adult Day Habilitation Program - 149th Street	391 East 149th Street, Bronx, NY 10455														Y		
Services for the Underserved - South Bronx Day Habilitation Program - 163rd Street	1029 East 163rd Street, 2nd Floor, Bronx, NY 10459														Y		
Sheltering Arms Children and Family Services - Bronx	500 Bergen Avenue, Bronx, NY 10455														Y		Y

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Grandparents Advocacy Project (GAP)	1595 Metropolitan Avenue, Bronx, NY 10462														Y		
Healthy Families Parkchester	1990 Westchester Avenue, 2nd Floor, Bronx, NY 10462														Y		Y
JASA - East Bronx Case Management	1354 White Plains Road, Bronx, NY 10462														Y		
JASA - Van Cortlandt Senior Center	3880 Sedgewick Avenue, Bronx, NY 10462														Y		
Mechler Hall Senior Center	2158 Watson Avenue, (entrance behind church in the basement), Bronx, NY 10472														Y		
Montefiore Medical Group - Bronx East	2300 Westchester Avenue, Bronx, NY 10462	Y	Y		Y	Y											
Montefiore Medical Group - Castle Hill Family Practice	2175 Westchester Avenue, Bronx, NY 10462				Y	Y											Y
Montefiore Medical Group - White Plains Road	2100 White Plains Road, Bronx, NY 10462				Y	Y											
Muslim Women's Institute for Research and Development - The Benedict Avenue Community Food Pantry	2044 Benedict Avenue, Bronx, NY 10462														Y	Y	
Office of Adult Career and Continuing Education Services (ACCES) - Vocational Rehabilitation (VR)	1215 Zerega Avenue, Bronx, NY 10462														Y		
Parkchester Enhancement Program (PEP) for Seniors NORC Program	1525 Unionport Rd., Apt. #ME, Bronx, NY 10462														Y		
Rebekah Rehab & Extended Care Center	1070 Havemeyer Avenue, Bronx, NY 10462								Y								
Regional Aid for Interim Needs (RAIN) - One Stop Program	1380 Metropolitan Avenue, Bronx, NY 10462														Y		
Regional Aid for Interim Needs (RAIN) - Parkchester Senior Center	1380 Metropolitan Avenue, 2nd Floor, Bronx, NY 10462														Y		
Services for the Underserved - Lydig Avenue	708 Lydig Avenue, Bronx, NY 10462														Y		
South Bronx Educational Foundation - Rosedale Center	1724 East 174th Street, Bronx, NY 10472														Y		
St. Barnabas Hospital - Bronx Park Medical Pavilion	2016 Bronxdale Avenue, Bronx, NY 10462	Y	Y		Y												Y
St. Paul's Evangelical Lutheran Church - Food Pantry	1891 McGraw Avenue, Bronx, NY 10462														Y	Y	
United Cerebral Palsy of NYC - Harbor Residence	2190 Barnes Avenue, Bronx, NY 10462														Y		
Urban Health Plan - St. Lawrence Community Health Center	1764 Westchester Avenue, (Corner of St. Lawrence Avenue), Bronx, NY 10472				Y	Y											Y
Volunteers of America - Commonwealth Veterans' Residence	1150 Commonwealth Avenue, Bronx, NY 10472														Y		
YMPJ - Center for Education for Liberation	1384 Stratford Avenue, Bronx, NY 10472										Y				Y		
YMPJ Center for Community Justice (CCJ)	1384 Stratford Avenue, Bronx, NY 10462										Y				Y		
YMPJ Center for Wellness	1384 Stratford Avenue, Bronx, NY 10472																Y
Manhattan:																	
East Harlem																	
116th Street Block Association	55 East 115th Street, Suite 101 ground floor, New York, NY 10029														Y		
Amber Charter School	220 East 106th Street, New York, NY 10029										Y				Y		
ArchCare at Terence Cardinal Cooke Health Care Center	1249 Fifth Avenue, New York, NY 10029														Y		
ASCNYC - Keith Haring ASC Harlem Center	315 East 104th Street, New York, NY 10029													Y	Y		
Association to Benefit Children - Keith Haring School	318 East 116th Street, New York, NY 10029														Y		
Association to Benefit Children - Supportive Housing	318 East 116th Street, New York, NY 10029														Y		
Boys and Girls Harbor - Main Office	One East 104th Street, New York, NY 10029														Y		Y
Center for Comprehensive Health Practice - Addiction Center	1900 Second Avenue, 12th floor, New York, NY 10029													Y			
Center for Comprehensive Health Practice - Early Childhood Development Center	1900 Second Avenue, 9th Floor, New York, NY 10029														Y		Y
Center for Comprehensive Health Practice - Primary Care Center	1900 Second Avenue, 9th Floor, New York, NY 10029				Y								Y				
Child Welfare Organizing Project (CWOP)	80 East 110th Street, Suite 1E, New York, NY 10029														Y		
Children's Aid Society - East Harlem Center	130 East 101st Street, New York, NY 10029														Y		
Children's Aid Society - Hope Leadership Academy	1732 Madison Avenue, New York, NY 10029														Y		
Children's Aid Society - Rhinelander's Saturday Program for Deaf & Hard of Hearing Children & Teens	130 East 101 Street, New York, NY 10029														Y		
Children's Aid Society - Taft Early Childhood Center	1724-26 Madison Avenue, New York, NY 10029														Y		
Dental Clinic - Mount Sinai Hospital Dept. of Dentistry	1468 Madison Avenue, Annenberg Building - 2nd Floor, Area B, New York, NY 10029	Y															
East Harlem Asthma Center of Excellence (EHACE)	161-169 East 110th Street, New York, NY 10029														Y		
East Harlem Churches and Community Urban Center - Booker T. Washington Learning Center	325 East 101 Street, New York, NY 10029														Y		
East Harlem Health Outreach Partnership (EHHOP) Clinic	17 East 102nd Street, 7th floor, New York, NY 10029				Y												
East Harlem Tutorial Program	2035 Second Avenue, New York, NY 10029														Y		
Edwin Gould Academy-Multi-Service Center and Residence	55 East 110th Street, New York, NY 10029														Y		
Exodus Transitional Community (ETC)	2271 3rd Ave., New York, NY 10029														Y		
Gaylord White Senior Center	237 East 104th Street, (also an entrance at 2029 Second Avenue), New York, NY 10029														Y		
Getting Out & Staying Out (GOSO)	91 East 116th Street, New York, NY 10029														Y		

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Harlem Center for Education - Educational Opportunity Center	1 East 104th Street, PH Level, New York, NY 10029										Y				Y		
Harlem Center for Education - Main Office	1 East 104th Street, New York, NY 10029														Y		
Harlem RBI	333 East 100th Street, New York, NY 10029																Y
Harlem United - East Side Adult Day Health Center (El Faro)	179 East 116th Street, New York, NY 10029														Y		
Institute for Advanced Medicine - Jack Martin Fund Clinic	17 East 102nd Street, 3rd Floor, New York, NY 10029				Y										Y		Y
Institute for Puerto Rican/Hispanic Elderly - Carver Senior Center	55 East 102nd Street, New York, NY 10029														Y		
Iris House - East Harlem	2271 Second Avenue, New York, NY 10029														Y		
Kravis Children's Hospital	1184 Fifth Avenue, New York, NY 10029				Y			Y									
Legal Aid Society - Harlem Community Law Office	230 East 106th Street, New York, NY 10029									Y					Y		
Little Sisters of the Assumption Family Health Service	333 East 115th Street, New York, NY 10029						Y			Y					Y	Y	
Lott Assisted Living Residence	1261 Fifth Avenue, New York, NY 10029														Y		
Manna House Workshops - Center for the Performing Arts	338 East 106th Street, New York, NY 10029														Y		
Metropolitan Hospital - Special Family Assistance Program	1901 First Avenue, Room 5A12, New York, NY 10029				Y										Y		Y
Metropolitan Hospital - Virology Clinic	1901 1st Avenue, 14th Floor, Side B, New York, NY 10029				Y										Y		Y
Metropolitan Hospital Center - Adult Mental Health Clinic	1900 Second Avenue, First Floor, New York, NY 10029											Y					
Metropolitan Hospital Center - Child and Adolescent Outpatient Psychiatric Clinic	1900 Second Avenue, Sixth Floor, 6M22, New York, NY 10029											Y					
Metropolitan Hospital Center - Community Support Services (CSS)	1900 First Ave, Seventh Floor, New York, NY 10029											Y					
Metropolitan Hospital Center - Comprehensive LGBT Health Center	1901 First Avenue, 1st Floor OPD Building, New York, NY 10029				Y										Y		Y
Metropolitan Hospital Center - Consultation-Liaison Psychiatry Service	1901 Second Avenue, Room 7B22, New York, NY 10029												Y				
Metropolitan Hospital Center - Dental Clinic	1901 First Avenue, New York, NY 10029	Y															
Metropolitan Hospital Center - Detoxification Unit	1901 First Avenue, New York, NY 10029													Y			
Metropolitan Hospital Center - Inpatient Behavioral Health Services	1901 First Avenue, New York, NY 10029										Y						
Metropolitan Hospital Center - Walk-in Evaluation Unit	1900 Second Avenue, First Floor, New York, NY 10029													Y			
Metropolitan Hospital Center - WIC Program	1901 First Avenue, 1st Floor, New York, NY 10029															Y	Y
Metropolitan Hospital Center	1901 First Avenue, New York, NY 10029							Y									
Mount Sinai - Ambulatory Care Clinic	17 East 102nd Street, New York, NY 10029		Y		Y										Y		
Mount Sinai Hospital - Breast Health Resource Program	16 East 98th Street, New York, NY 10029														Y		
Mount Sinai Hospital - Diabetes Services	10 East 102nd street, 5th Floor, New York, NY 10029				Y												
Mount Sinai Hospital - Pediatric Diabetes Department	1468 Madison Avenue, Annenberg Building, 4th Floor, New York City, NY 10029				Y												
Mount Sinai Hospital - Visiting Doctors Program	1 Gustave Levy Place, Box 1216, New York, NY 10029		Y				Y										
Mount Sinai Medical Center - Hematology/Oncology Support Groups	1 Gustave L. Levy Place, Box 1252, New York, NY 10029														Y		
Mount Sinai Medical Center - Obstetrics and Gynecology	1176 Fifth Avenue, Klingenstein Pavilion, New York, NY 10029				Y										Y		Y
Mount Sinai Medical Center - WIC Program	1701 Lexington Ave., New York, NY 10029															Y	Y
Mount Sinai Primary Care Hepatitis C Clinic	17 East 102nd Street, 7th Floor, Area D, New York, NY 10029				Y	Y									Y		Y
Mt. Zion AME Church - Food Pantry	1765 Madison Avenue, New York, NY 10029														Y	Y	
New York Common Pantry	8 East 109th Street, (btw Madison & 5th Ave), New York, NY 10029									Y					Y	Y	Y
Northside Center for Child Development - The Susan Patricof Head Start Center	302 East 111th Street, New York, NY 10029														Y		Y
Northside Center for Child Development	35 East 110th St, New York, NY 10029											Y			Y		
NYC Department of Health - Newborn Home Visiting Program (Manhattan)	158 East 115th Street, Room 224, New York, NY 10029																Y
Resource, Entitlement and Advocacy Program (R.E.A.P)	1403-5 Madison Avenue, New York, NY 10029														Y		
SCAN - LaGuardia Nursery	414-416 East 105th St, New York, NY 10029														Y		
SCAN LaGuardia Memorial House	307 East 116th Street, New York, NY 10029														Y	Y	Y
Settlement Health	212 East 106th Street, New York, NY 10029				Y	Y									Y	Y	Y
SMART (Sisterhood Mobilized for AIDS/HIV Research & Treatment)	161 East 110th Street, New York, NY 10029														Y		
St. Cecilia's Parish Services - Food Pantry	125 East 105th Street, New York, NY 10029														Y	Y	
SUS/Palladia - Esperanza Transitional Residence	170 East 107th Street, New York, NY 10029														Y		
The Boys' Club of New York - Elbridge T. Gerry, Jr. Clubhouse	321 East 111th Street, New York, NY 10029																Y
The Carter Burden/Leonard Covello Senior Program	312 East 109th Street, New York, NY 10029														Y		
The Doe Fund - Peter Jay Sharp Residence	223 East 117th Street, New York, NY 10029														Y		

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
The Martha Stewart Center for Living at Mount Sinai	1440 Madison Avenue, New York, NY 10029				Y										Y		
The Mount Sinai Hospital	One Gustave L. Levy Place, 1190 Fifth Avenue, New York, NY 10029							Y									
The Shield Institute - Manhattan Day Habilitation Center	110 East 107th Street, New York, NY 10029														Y		
Third Avenue Pediatric Care	2032 3rd Avenue, New York, NY 10029				Y												
Thomas Jefferson Recreation Center	2180 First Avenue, New York, NY 10029																Y
Union Carver Child Care Center	1565 Madison Avenue, New York, NY 10029														Y		
Union Settlement - Adult Education	237 East 104th Street, 2nd Floor, New York, NY 10029										Y				Y		
Union Settlement - Corsi Senior Center	307 East 116th Street, New York, NY 10029														Y		
Union Settlement - Franklin Plaza Head Start	2081 Second Avenue, New York, NY 10029														Y		
Union Settlement - Leggett Memorial Day Care Center	237 East 104th Street, New York, NY 10029														Y		
Union Settlement - Metro North Day Care Center	304 East 102nd Street, New York, NY 10029														Y		
Union Settlement - Washington Community Center	1775 Third Avenue, New York, NY 10029										Y				Y		
Union Settlement College Readiness Program	1775 Third Avenue, New York, NY 10029														Y		
Union Settlement Mental Health Services	2089 Third Avenue, New York, NY 10029												Y		Y		
Union Settlement Senior Services - Jefferson Senior Center	2205 First Avenue, New York, NY 10029														Y		
Union Washington Child Care Center	1893 Second Avenue, New York, NY 10029														Y		
Upper Manhattan Mental Health Center - Able House	2009 Third Avenue, Between 110th and 111th Streets, New York, NY 10029														Y		
VIDA Family Services	127 East 105th Street, New York, NY 10029													Y			
Union Sq.- Lower Eastside																	
Asian Americans for Equality - Housing and Immigration Services	111 Division Street, New York, NY 10002					Y					Y				Y		
Asian Americans For Equality-Community Development Fund	2 Allen Street, 7th Floor, New York, NY 10002					Y					Y				Y	Y	
Betances Health Center	280 Henry Street, New York, NY 10002	Y			Y	Y											
Bowery Residents' Committee - Delancey Street Senior Center	30 Delancey Street, New York, NY 10002														Y		
Bowery Residents' Committee - Los Vecinos Community Residence	91 Pitt Street, New York, NY 10002														Y		
Bowery Residents' Committee - Los Vecinos SRO	93 Pitt Street, New York, NY 10002														Y		
Cabrini Immigrant Services	139 Henry Street, New York, NY 10002										Y				Y	Y	
Chinatown YMCA Hester Street Community Center	100 Hester Street, New York, NY 10002										Y				Y		
Chinatown YMCA	273 Bowery, New York, NY 10002																Y
Chinese Christian Herald Crusade - Chinatown Branch	48 Allen Street, New York, NY 10002										Y				Y		
Chinese Methodist Center Corporation	69 Madison Street, New York, NY 10002										Y				Y		
Chinese-American Planning Council - Manhattan Community Services Center	165 Eldridge Street, New York, NY 10002					Y					Y				Y		
Chinese-American Planning Council - Project Reach	39 Eldridge Street, New York, NY 10002										Y				Y		
Chinese-American Planning Council - Youth Employment Program (YEP) - Manhattan	165 Eldridge Street, Basement, New York, NY 10002														Y		
Community Healthcare Network (CHN) - Catherine M. Abate Health Center	150 Essex Street, New York, NY 10002	Y			Y	Y									Y	Y	Y
Dewitt Reformed Church Food Pantry	280 Rivington Street, New York, NY 10002														Y		
Educational Alliance - Weinberg Center for Balanced Living	197 East Broadway, New York, NY 10002														Y		
First Chinese Presbyterian Church - Community Affairs Corporation	61 Henry Street, New York, NY 10002										Y						
First Chinese Presbyterian Church Community Affairs Corporation - Housekeeper Vendor Program	121 Avenue of the Americas, Room 504, New York, NY 10002							Y							Y		
Girls Prep - Lower East Side	442 East Houston Street, Room 312, New York, NY 10002														Y		
Gouverneur Health - Center for Community Health & Wellness	227 Madison Street, New York, NY 10002	Y	Y		Y	Y											Y
Gouverneur Health - Daniel C. Leicht Clinic	227 Madison Street, 2nd Floor, New York, NY 10002				Y										Y		Y
Gouverneur Health - Nursing Facility	227 Madison Street, New York, NY 10002							Y									
Gouverneur Health - WIC Program - Main Site	227 Madison Street, 3rd Floor, New York, NY 10002															Y	Y
Gouverneur Health	227 Madison Street, New York, NY 10002	Y	Y		Y	Y											
Grand St. Settlement - Beacon Center	145 Stanton Street, New York, NY 10002										Y				Y		
Grand St. Settlement - SingleStop	80 Pitt Street, New York, NY 10002										Y				Y		
Grand St. Settlement	80 Pitt Street, New York, NY 10002					Y									Y		Y
Greenwich Village Youth Council - "The Cage" - West 4th Street Summer Basketball League/J.O.Y Center	213 Eldridge Street, New York, NY 10002														Y		Y
Hamilton Fish Recreation Center	128 Pitt Street, New York, NY 10002																Y
Hamilton-Madison House - Asian American Recovery Services	253 South Street, 2nd Floor, New York, NY 10002													Y			
Hamilton-Madison House - Chinatown Family Consultation Center	253 South Street, New York, NY 10002												Y				
Harlem United - FROST'D - Foundation House South	175 East Houston Street, New York, NY 10002														Y		
Henry Street Settlement - Community Consultation	40 Montgomery Street, New York, NY 10002				Y								Y		Y		Y

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Center																	
Henry Street Settlement - Good Companions Senior Center	334 Madison Street, New York, NY 10002														Y	Y	
Henry Street Settlement - Neighborhood Resource Center	281 East Broadway, New York, NY 10002					Y					Y				Y	Y	
Henry Street Settlement - Workforce Development Center	99 Essex Street, 3rd Floor, New York, NY 10002														Y		
Henry Street Settlement - Youth Employment Services	301 Henry Street, New York, NY 10002														Y		
Henry Street Settlement - Youth Services	301 Henry Street, New York, NY 10002														Y		
Immigrant Social Services, Inc.	137 Henry Street, New York, NY 10002										Y						
Indochina Sino-American Community Center	170 Forsyth Street, 2nd Floor, New York, NY 10002										Y				Y	Y	
LESC - Outpatient Services	46 East Broadway, New York, NY 10002													Y			
Lower East Side Community Partnership	184 Eldridge Street, c/o University Settlement, New York, NY 10002														Y		
Lower East Side Harm Reduction Center	25 Allen Street, New York, NY 10002					Y							Y	Y	Y		Y
Manhattan Center for Nursing and Rehabilitation	45 Rivington Street, Manhattan Center, New York, NY 10002							Y									
Mount Sinai Beth Israel - Gouverneur Clinic	109 Delancey Street, New York, NY 10002													Y			
New East Side Nursing Home	25 Bialystoker Place, New York, NY 10002							Y									
New York Foundation for Senior Citizens - LaGuardia Good Health and Happiness Senior Center	280 Cherry Street, New York, NY 10002														Y		
Our Lady of Sorrows - Food Pantry	103 Pitt Street, New York, NY 10002														Y	Y	
Primitive Christian Church Food Pantry	207-209 East Broadway, Clinton & Jefferson Streets, New York, NY 10002														Y	Y	
Renaissance Economic Development Corporation (REDC)	2 Allen Street, 7th Floor, New York, NY 10002														Y	Y	
Safe Horizon Streetwork - Lower East Side	33 Essex Street, New York, NY 10002														Y		Y
The Bowery Mission	227 Bowery St., New York, NY 10002														Y	Y	
The Educational Alliance - East Broadway Office	197 East Broadway, New York, NY 10002														Y		Y
The Jeanne Otter Memorial Youth (JOY) Center	213-15 Eldridge Street, New York, NY 10002																Y
United Jewish Council of the Lower East Side	235 East Broadway, New York, NY 10002										Y				Y	Y	
University Settlement - Consultation Center	184 Eldridge Street, New York, NY 10002												Y				
University Settlement - Early Childhood Center	184 Eldridge Street, 5th Floor, New York, NY 10002														Y		Y
University Settlement - Houston Street Center	273 Bowery, New York, NY 10002														Y		Y
University Settlement - Older Adults Program	189 Allen Street, New York, NY 10002										Y				Y		
University Settlement - Project Home	189 Allen Street, New York, NY 10002														Y	Y	
University Settlement - The Adult Literacy Program	175 Eldridge Street, New York, NY 10002										Y						
Vision Urbana, Inc.	207 East Broadway, New York, NY 10002										Y				Y		Y

Appendix 5. User Survey Instrument

Date:
Facility:
Location:
Staff Initials:

Assisted Self-Administered

NYC Health and Hospitals Corporation Community Health Needs Survey

The New York City Health and Hospitals Corporation (HHC) is conducting this survey as part of a community health needs assessment. The information that you provide will help HHC to better serve you and members of your community.

The survey is voluntary and confidential. You do not have to complete the survey, and you can skip questions you do not want to answer. Your name will not be written on the survey, and we will not be able to connect your answers to you personally.

It will take about 15 minutes to complete this survey. In appreciation of your time and effort, you will receive a \$5.50 MetroCard for completing this survey.

1. In general, would you say that your health is:
Excellent Good Fair Poor

2. Do you currently have health insurance?
Yes No Don't Know

2a. If yes, what type of insurance do you have?

Medicaid
Medicare
Private insurance through my employer or my spouse's employer
Private insurance through the NY State Exchange (Obamacare)
ADAP or other NY State AIDS Insurance Assistance
Other (please specify) _____

3. Have you seen a personal doctor or your regular doctor in the past 12 months for a visit (for example, for an annual check-up or for a medication refill)?
Yes No Don't know Prefer not to answer

4. Have you seen a dentist in the past 12 months?
Yes No Don't know Prefer not to answer

5. Do you have children under the age of 18 living with you?

Yes

No

5a. If yes, are you able to get an appointment with your child's doctor when you need to?

Always

Sometimes

Never

6. Based on your experience with your family, friends, and neighbors, please rate each of the following health issues based on how serious and/or widespread they are ***in your community***.

	Very serious	Somewhat serious	Not serious	Don't know / Not applicable
Heart disease, high cholesterol, stroke				
Cancer				
Diabetes				
Asthma and other breathing issues				
Hypertension/ high blood pressure				
Violence				
Mental illness and psychiatric disorders				
Dementia including Alzheimer's				
Obesity				
Premature births, low birth weight				
HIV, Hepatitis, STDs				
Alcohol and/or drug use				
Smoking				

7. Have there been times in the last month when you could not afford to eat?
 Yes No

8. Have you encountered any of the following challenges when seeking or obtaining health care?

	Yes	No
Barriers related to finances, such as the cost of co-pays, not having insurance, or not being able to take time off from paid work to see your doctor.		
Barriers related to accessing healthcare, such as not having transportation, or not being able to get a timely appointment.		
Barriers related to culture, language, or religion, including concerns that you may experience stigma or discrimination by your healthcare providers.		

9. Have you been to the emergency room in the last year?
 Yes No

9a. If yes, some people go to the emergency room because they do not have a regular doctor. In the past year, have you gone to the emergency room instead of visiting your doctor for any of the following reasons? (Check all that apply.)

- I didn't have insurance
- I do not have a regular doctor
- It takes too long to get an appointment
- My doctor's office or clinic wasn't open
- I like that I can get everything I need during a single visit to the emergency room (for example, see a doctor, get a lab test and have my prescription filled)
- Other, specify: _____

Finally, we'd like to get some background information.

10. What is your ZIP code: _____

11. How old are you? _____

12. What do you consider yourself?

- Female
- Male
- Transgender
- Prefer not to answer

13. What is your race/ethnicity?

White
Black or African American
More than 1 race
Asian, specify: _____
Hispanic or Latino/a, specify: _____
American Indian or Alaskan Native
Prefer not to answer

Native Hawaiian or other Pacific Islander
Other, specify: _____

14. Were you born outside of the U.S.?

Yes
No
Prefer not to answer

14a. If yes, in what country you were born?

15. In what language do you prefer to receive health care?

English	Haitian/French Creole	Urdu
Spanish	Hindi	Yiddish
Arabic	Italian	
Chinese (Mandarin, Cantonese, or other)		
Korean	Prefer not to answer	
French	Russian	
Other, specify: _____		

16. In the past year, have you gone anywhere else to receive healthcare?

Yes
No

If yes, where _____

17. What is it about [FACILITY] that you like the MOST? (Check all that apply)

- Physicians
- Nurses
- Clerical Staff
- Social Services
- Cost
- Location
- Hospital Environment
- Wait time
- Language/Interpretation Services
- Other _____

18. What is it about [FACILITY] that you like the LEAST? (Check all that apply)

- Physicians
- Nurses
- Clerical Staff
- Social Services
- Cost
- Location
- Hospital Environment
- Wait time
- Language/Interpretation Services
- Other _____

19. How likely are you to recommend [FACILITY] to your family and friends?

- Very likely
- Somewhat Likely
- Not likely
- Would not recommend

20. How long have you have lived in your current neighborhood:

- Less than 1 year
- 1-5 years
- 6-10 years
- More than 10 years

21. What is your sexual orientation?

- Straight/heterosexual
- Gay, lesbian or homosexual
- Bisexual
- Other (please specify) _____
- Prefer not to answer

22. Do you know who your primary care provider is?

- Yes
- No

22a. If yes, Name of your primary care provider:

23. When being discharged, are you concerned about the following challenges:

	Yes	No
Medical condition(s)		
Family support		
Access to Home care		
Access to medications		
Access to medical care		
Access to mental health services		
Access to affordable housing		
Access to health insurance		
Financial Barriers		
Access to housing adapted for your disability needs		
Transportation		

Appendix 6. Survey Instrument for Community Advisory Boards and Hospital Leadership

Based on your experience with your family, friends, and neighbors, please rate each of the following health issues based on how serious and/or widespread they are in your hospital community.

	Very serious	Somewhat serious	Not serious	Don't know / Not applicable
Heart disease, high cholesterol, stroke				
Cancer				
Diabetes				
Asthma and other breathing issues				
Hypertension/ high blood pressure				
Violence				
Mental illness and psychiatric disorders				
Dementia including Alzheimer's				
Obesity				
Premature births, low birth weight				
HIV, Hepatitis, STDs				
Alcohol and/or drug use				
Smoking				

Live Your Healthiest Life.

2016

COMMUNITY HEALTH NEEDS ASSESSMENT



EXECUTIVE SUMMARY
Community Health Needs Assessment, 2016 Update

Purpose of the Community Health Needs Assessment

This 2016 Community Health Needs Assessment (CHNA) updates the CHNA completed in 2013 to meet the requirements of Section 9007 of the 2010 federal law, The Affordable Care Act (“ACA”). The ACA requires that any tax-exempt, IRS-designated 501(c) (3) hospital complete or update a publicly-available, comprehensive CHNA every three years in order to document the extent to which it understands the unique characteristics and needs of the local communities it serves, and responds to these needs by delivering meaningful and effective community benefit through clinical services and other programming.

Required Components

A CHNA report has five required components:

- 1) Definition of community served
- 2) A prioritized description of the significant health needs of the community
- 3) Transparency in the process and methods used to conduct the CHNA, including how it took into account input from the community served and prioritized community health needs
- 4) A description of the resources potentially available to address the identified significant prioritized community health needs
- 5) An evaluation of the impact of actions taken to address the significant health needs identified in the previous CHNA report (June 2013).

A CHNA report is considered complete when it is adopted by a governing body of the facility and made widely available to the public.

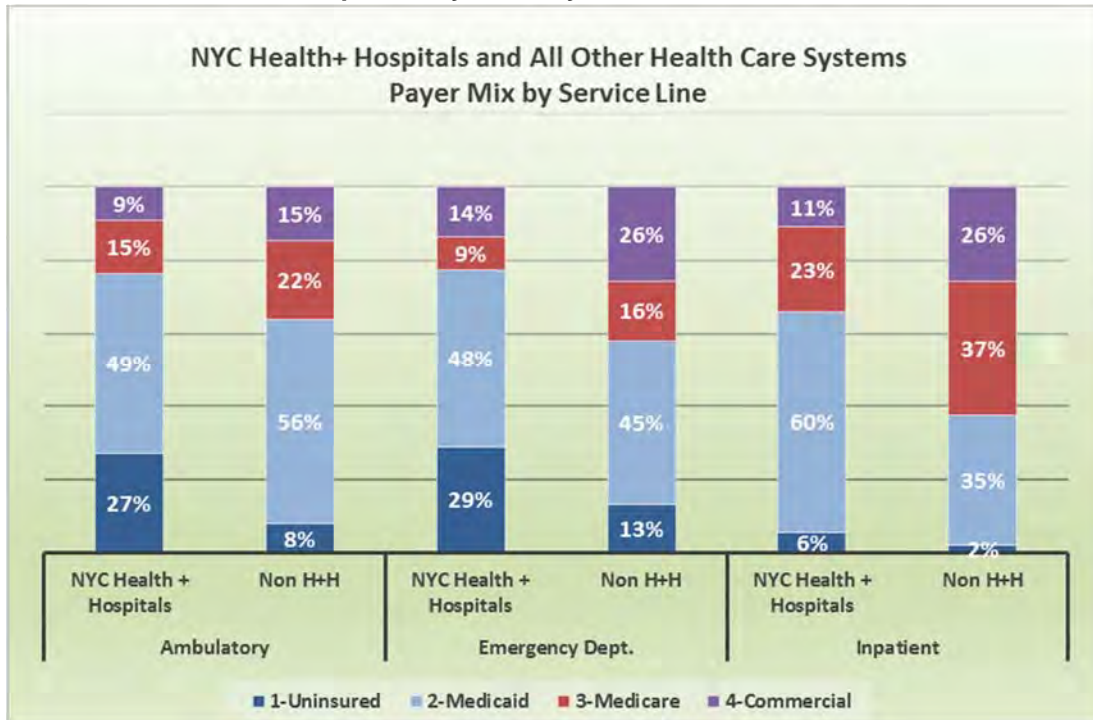
Community Served

NYC Health + Hospitals serve all New Yorkers in every neighborhood in New York City regardless of their ability to pay. Addressing disparity throughout New York City, NYC Health + Hospitals is *the* safety-net for the uninsured and underserved in New York City.

As a share of its total volume, NYC Health + Hospitals provides three times greater share of ambulatory care to the uninsured than other New York City hospitals (27% and 8%, respectively) and twice as many ED visits (29% and 13%, respectively). Medicaid

and uninsured patients together account for nearly twice as many hospital stays compared to other New York City hospitals (66% and 37%, respectively) (chart 1).

Chart 1: NYC Health + Hospitals Payer Mix by Service



Sources and notes: 2014 Hospital Institutional Cost Report, 2014 DTC Cost Report for HHC using internal data, and 2013 Health Center Cost Report for all other DTCs. Includes all NYC acute, general care hospitals and related wholly owned or controlled community health centers, including HHC DTCs. Discharges exclude normal newborns. ED visits include treat and release, and visits that result in admission. Clinic visits include comprehensive care and primary care visits only.

The service area of individual hospitals in the NYC Health + Hospitals System are identified in Appendix 1. A description of these communities, including demographic characteristics identifying vulnerable populations such as disabled and residency status; and health status such as chronic disease prevalence and the rate of potentially avoidable emergency health care use, is in Appendix 2.

Process and Methods

The process and methods was designed collaboratively by a work group of facility planning directors and other representatives.

The community served by each acute care facility is defined as the geographic area in which 75% of its ambulatory care patients reside. An initial list of over 40 health needs were identified based on a review of published literature and internal analyses that have been made publically available including the 2013 CHNA and the DSRIP Community Needs Assessment. Incorporating input from other facility representatives and pilot

tested with hospital users, this list was refined to 13 community health needs. Input from facility users (approximately 150 per facility were surveyed), Community Advisory Boards, facility leadership, and the prevalence of these health needs within the community were blended together to prioritize the health needs. The five highest priority community needs were considered *significant*.

Prioritized Significant Community Health Needs

All 13 identified community health needs were identified as important within the hospitals' communities according to community input. Those considered most significant and their priority order in accordance with regulatory requirements are indicated in blue in the table below. Hypertension/high blood pressure and diabetes are significant community health needs at all hospitals; obesity and heart disease are significant at the majority of hospitals (Chart 2).

Chart 2: Community Health Need by Hospital

	Bellevue	Carter	Coney Island	Elmhurst	Harlem	Jacobi	Kings County	Lincoln	Metro-politan	NCB	Queens	Woodhull
Hypertension/ High Blood Pressure	1	1 (tie)	4	2	1	1	2	1	2	2 (tie)	2	1
Diabetes	5	1 (tie)	1	1	2 (tie)	3	1	3	1	2 (tie)	1	3 (tie)
Obesity	2 (tie)	4 (tie)	6	4 (tie)	9	4	6	6	3	4	5	3 (tie)
Heart Disease, High Cholesterol, Stroke	2 (tie)	3	2 (tie)	4 (tie)	8	5 (tie)	4	4 (tie)	5	6	10 (tie)	5
Mental Illness	4	6 (tie)	8 (tie)	4 (tie)	6	5 (tie)	3	10 (tie)	9	5	3 (tie)	6
Alcohol and/or Drug Use	6	9	10	7	5	9	7 (tie)	2	7	9	6 (tie)	2
Asthma and Other Breathing Issues	8	6 (tie)	8 (tie)	12	2 (tie)	2	9	4 (tie)	4	1	13	7 (tie)
Cancer	7	10	2 (tie)	3	11	8	5	9	8	7	8 (tie)	11
Smoking	11	6 (tie)	5	8	4	7	12	7	12	8	3 (tie)	10
Violence	10	12 (tie)	11	9	10	10	10	8	6	10	6 (tie)	7 (tie)
HIV/AIDS, Hepatitis, STDs	9	11	13	10	7	11	7 (tie)	10 (tie)	10	11	12	7 (tie)
Dementia	12	4 (tie)	7	11	12 (tie)	12	13	12	11	12	10 (tie)	12 (tie)
Premature Births, Low Birth Weight	13	12 (tie)	12	13	12 (tie)	13	11	13	13	13	8 (tie)	12 (tie)

Comparison of 2013 and 2016 Significant Community Health Needs

Most of the significant community health needs identified in 2013 were again identified in 2016. In both 2013 and 2016, a large number of hospitals identified diabetes, hypertension/high blood pressure, heart disease, obesity, mental illness and asthma as a significant community health need.

HIV/AIDS and other infectious diseases were considered a significant community health need at five hospitals in 2013, but none considered it among their most significant in 2016. A decrease in importance is consistent with the continued progress in reducing HIV/AIDS diagnoses and deaths in NYC.

Other changes in health needs between 2013 and 2016 are partly attributable to changes in federal requirements regarding methodology (see Process and Methods).

Significant Community Health Needs Identified in 2016 and 2013

	Significant Community Health Needs	
	Number of Hospitals Identified in 2016	Number of Hospitals Identified in 2013
Diabetes	12	12
Hypertension / High Blood Pressure	12	10
Heart Disease, High Cholesterol, Stroke	9	10
Obesity	8	8
Mental illness	6	10
Asthma and other Breathing Issues	5	5
Alcohol and/or Drug Use	3	9
Cancer	3	6
Smoking	3	1
Dementia	1	1
HIV/AIDS, Hepatitis, STDs	0	5
Violence	0	2
Premature Births, Low Birth Weight	0	1

Resources Potentially Available

Appendix 4 is a listing of health and social service organizations available to members of low-income, medically underserved, and other minority populations in the neighborhoods included in the primary service area of NYC Health + Hospitals, by borough and sorted by neighborhood. These populations may experience health disparity or are at risk of not receiving medical care as a result of being uninsured or underinsured or due to geographic, language, financial, immigration status, or other barriers. Organization services provided are arranged accordingly into the following categories: Dental, Vision, Adult Day Health, Health center, Insurance enrollment, Home Health, Hospital, Nursing Home, Prescription Drug, Immigration Support, Mental Health-Inpatient, Mental Health-Ambulatory, Substance Use, Social Services, Financial Assistance, and Wellness/Prevention.

Evaluation of 2013 Implementation Plan

NYC Health + Hospitals evaluated each hospital's 2013 Implementation Plan and the impact of specific interventions that addressed identified health care needs (Appendix 3). Included in the evaluation is a list of the significant health needs identified in 2013, a description of the planned activities that addressed each of the health needs, an indication whether the planned activity was implemented, the target population and goal of the activity, and the impact or outcome of the activity.

2016 Implementation Strategy

The 2016 CHNA Implementation Strategy due in November 2016 will be designed to address the prioritized significant community health needs identified in the 2016 CHNA and must be adopted by the hospital's governing body.

PROCESS AND METHODS

Community Served

Each hospital's primary and secondary service area is defined as the zip codes that comprise the residence of 50%, 75% of its ambulatory patients, respectively.

Community Input

Community input was obtained using three different strategies:

1) Community Advisory Board

Community Advisory Boards (CAB) are the formal and direct links between each NYC Health + Hospitals facility and its patients and local advocates. The CAB members, consisting of residents, patients and community workers, represent the views of the community in the health care facility's decision making-process to ensure access to the best possible medical care in their communities. The CAB members provide vital insight on the development of facility plans and programs, as well as keep the community informed of NYC Health + Hospitals' goals and objectives. All hospitals in the NYC Health + Hospitals system have a CAB which meets on a regular basis.

The CHNA report and process was presented to each CAB individually. A survey was administered anonymously and confidentially to each CAB member which asked them to indicate the relative importance of each of the 13 identified community health needs in their community (see survey instrument in appendix 6). These responses were coded for inclusion in the prioritization matrix. CAB members were also asked to provide additional input beyond the survey question.

2) Facility Users

NYC Health + Hospitals engaged approximately 150 adult facility users from each hospital throughout the main facility and within community-based clinic sites. These individuals completed a survey anonymously and confidentially with questions focused on demographics, health insurance status, language preferences, health concerns, primary and preventive health care utilization, barriers in obtaining ambulatory care and reasons for use of emergency care. Respondents were also asked to indicate the relative importance of each of the 13 identified community health needs in their community. These responses were coded for inclusion in the prioritization matrix.

Surveys were self-administered or administered by facility staff. The surveys were translated into NYC Health + Hospitals' top 7 languages: Bengali, Chinese (simplified),

Haitian-Creole, French, Polish, Russian and Spanish. Participants received a two-trip Metrocard valued at \$5.50 for completing the survey (see survey instrument in Appendix 5).

3) Additional Community Engagement

NYC Health + Hospitals completed a community needs assessment in December 2014 as a requirement to participate in the Delivery System Reform Incentive Payment (DSRIP) program, a statewide initiative that focuses on improving health care delivery promoting community-level collaborations to ensure that Medicaid and uninsured populations receive culturally competent, highly integrated, well-coordinated, and easily accessible health services. As part of this needs assessment, the system collaborated with government agencies, numerous community organizations, engaged experts in the community and conducted focus groups with vulnerable populations. Key informant interviews were conducted with community experts having population-specific expertise, including particular immigrant groups, older adults, children and adolescents or expertise in specific issues, including supportive housing, care coordination, corrections, and homelessness (conducted as part of the NYC Health + Hospitals DSRIP Community Needs Assessment). Focus groups were conducted with community members recruited by community organizations which included targeted vulnerable groups such as older adults, local immigrant groups, LGBTQ and individuals with disabilities.

Additional Resources

4) Facility Leadership

Hospital leadership were engaged to support the initial identification of potential community health needs, and refine the list to 13 needs which were used in hospital user and CAB member surveys. In addition, a survey was administered to hospital leaders which asked them to indicate the relative importance of each of the 13 identified community health needs in their service area (see survey instrument in Appendix 6). Finally, hospital leaders were asked to review the list of significant health needs identified by the CHNA process.

5) Publically available community health, socio-demographic, economic data

The CHNA work group reviewed all publically available data and supplemented with review of public health literature prepared by New York City of Department of Health and Mental Hygiene (including Take Care New York 2020); New York State Department of Health (including NYS Prevention Agenda 2013-2018); federal agencies, Centers for

Disease Control and Prevention and Healthy People 2020. Sources of Data and Brief Description include:

- American Academy of Family Physicians UDS Mapper
 - UDS Mapper provides ZIP code-level age-adjusted mortality estimates and prevalence estimates on health care access and chronic condition. Can be accessed at: <http://www.udsmapper.org/>.
- Emory University Rollins School of Public Health AIDS Vu
 - AIDS Vu provides ZIP code-level incidence and prevalence data on HIV/AIDS as of 2012. Can be accessed at: <http://aidsvu.org/>.
- New York State Department of Health Cancer Registry
 - The NYS Cancer Registry provides ZIP code-level age-adjusted estimates on incidence of the top malignant cancers (colorectal, female breast, lung and bronchus and prostate) as of 2008-2012. Can be accessed at: <https://www.health.ny.gov/statistics/cancer/registry/zipcode/index.htm>.
- New York State Department of Health DSRIP Performance data
 - The New York State Department of Health provides key statistics on the health care utilization and health status of Medicaid beneficiaries in calendar year 2012. Can be accessed at: https://www.health.ny.gov/health_care/medicaid/redesign/dsrip/performance_data/.
- New York State Department of Health Vital Statistics
 - NYS Vital Statistics provides ZIP-code level key perinatal statistics including access to prenatal care and birth outcomes as of 2011-2013. Can be accessed at: <http://www.health.ny.gov/statistics/chac/perinatal/county/2011-2013/>.
- New York Department of Health and Mental Hygiene (DOHMH) Community Health Survey (CHS)
 - CHS is a telephone survey conducted annually by DOHMH and provides data on the health of New Yorkers, including prevalence estimates on a broad range of chronic condition, health care utilization and other behavioral risk factors. 2010 through 2014 data are used in this report. Can be accessed at: <https://a816-healthpsi.nyc.gov/epiquery/CHS/CHSXIndex.html>.
- New York Department of Health and Mental Hygiene Vital Statistics
 - DOHMH vital statistics data provides 2013 age-adjusted mortality data by cause and by neighborhood. Can be accessed at <https://a816-healthpsi.nyc.gov/epiquery/VS/index.html>.
- United States Census American Community Survey (ACS) 5-year estimates

- ACS provides ZIP code-level demographic, economic, social and housing data as of 2008-2012, and 2010-2014. Can be accessed at: <http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>.

Process and Criteria to Identify Health Needs

A work group composed of central office corporate planning staff, facility planning directors and other facility representatives from all hospitals in the NYC Health + Hospitals system was formed in April 2015 and met monthly to coordinate and conduct the CHNA process. To identify community health needs, the work group reviewed documentation from city, state and federal public health resources, including but not limited to Take Care New York 2020, New York State Prevention Agenda 2013-2018 and Healthy People 2020. The work group also reviewed facility 2013 CHNA and NYC Health + Hospitals DSRIP Community Needs Assessment reports. From this literature review, a list of over 40 potential community health needs were identified. To refine the list, the work group solicited input from other facility representatives and pilot tested the list with hospital users using a survey. The result of this process identified 13 community health needs as indicated below (note: this is not in priority order):

1. Heart disease, high cholesterol, stroke
2. Cancer
3. Diabetes
4. Asthma and other breathing issues
5. Hypertension/ high blood pressure
6. Violence
7. Mental illness and psychiatric disorders
8. Dementia including Alzheimer's
9. Obesity
10. Premature births, low birth weight
11. HIV, Hepatitis, STDs
12. Alcohol and/or drug use
13. Smoking

Prioritization of Community Health Needs

Hospitals developed their facility specific community health needs prioritization by ranking the community needs as determined by facility users, CAB members, hospital leaders, and the prevalence of the conditions within their respective communities – independently - to create an overall blended rank score of each community health need.

Facility users, CAB members, and hospital leaders completed a survey which asked them to rate each of the community health needs using the criteria: “Very Serious” = 3; “Somewhat Serious” = 2; “Not Serious” = 1. The option, “Don’t Know/Not Applicable” was also provided and were excluded for that health need score.

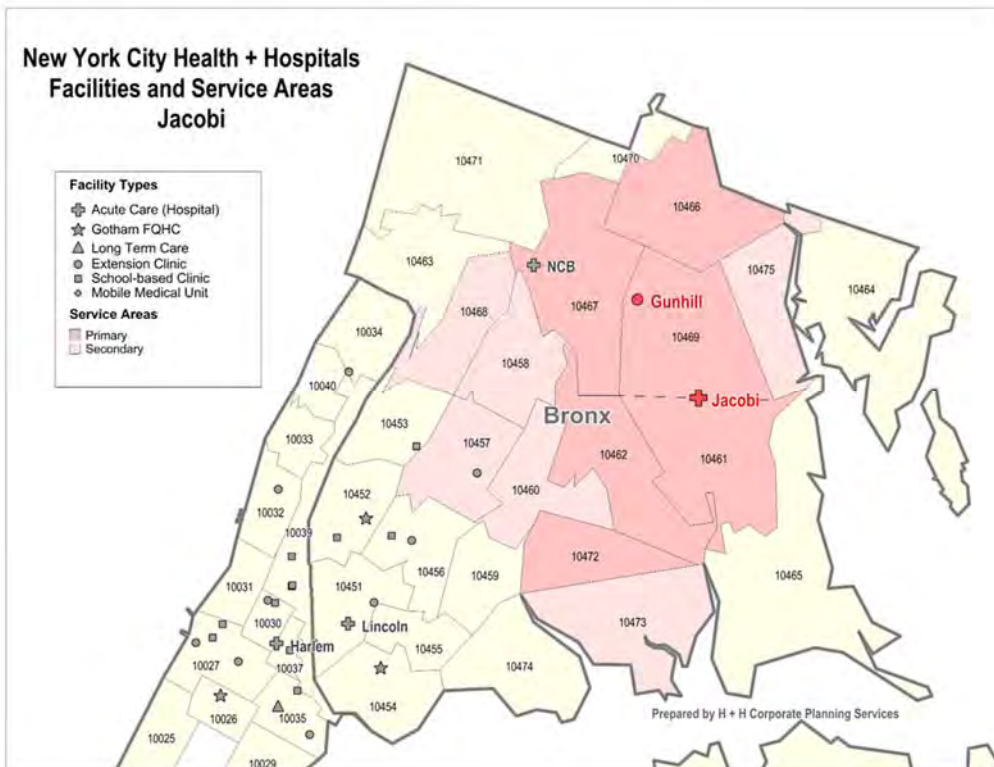
Condition prevalence within the hospital service area was also a considered in prioritizing the community health needs. A ‘z’ score, which represents the distance/variance between the raw score (service area average) and the population mean (citywide average) in units of the standard deviation was calculated for each condition prevalence. A positive number suggests that service area experiences more prevalence in the area than the rest of the city, while a negative number suggest that there is less prevalence in the area relative to other NYC neighborhoods.

Each of the community health needs were assigned a rank from 1 to 13 by each of the three groups – hospital users, CAB members, and hospital leaders – based on their survey results. Community health needs were also assigned a rank from 1 to 13 based on their prevalence, using ‘z’ scores. Finally, each of the four ranks (Users, CAB members, hospital leaders, and prevalence) were added together and health issues were re-ranked based on their overall score.

Community health needs that were considered *significant* were ranked among the top five of identified needs. The final list, including the identified significant community health needs, were reviewed by hospital leadership.

Appendix 1: Description of NYC Health + Hospitals / Jacobi and Community Served

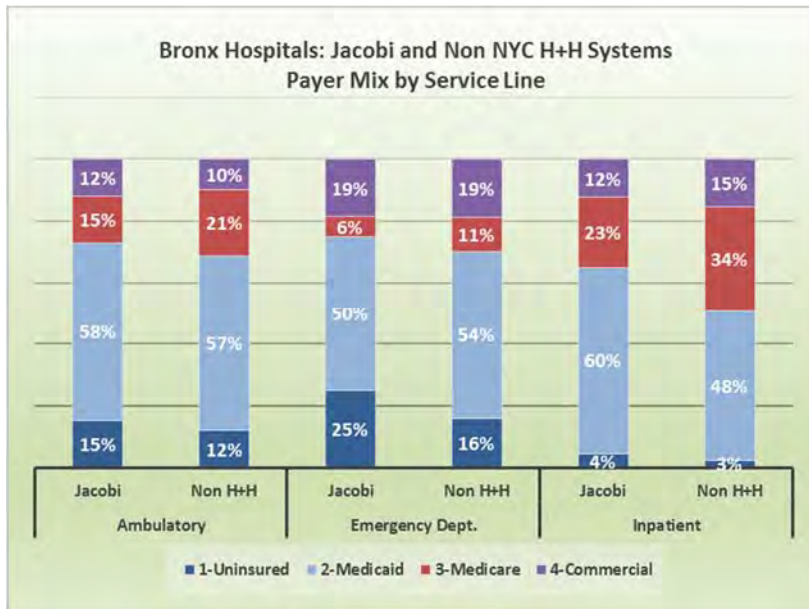
Located in Zip code 10461, NYC Health + Hospitals / Jacobi's service area encompasses the neighborhoods of Crotona/Tremont, Fordham/Bronx Park, Northeast Bronx, and Pelham/Throgs Neck.¹ The map below shows the primary service area in red and the secondary service area in light red. The hospital's sites are labeled in red and other NYC Health + Hospitals' inpatient and outpatient sites are in labeled in gray. The NYC Health + Hospitals / Jacobi service area encompasses many neighborhoods that the federal Health Resources and Services Administration (HRSA) has identified as being medically underserved and/or or having a shortage of health providers (HPSA).² NYC Health + Hospitals / Jacobi is specifically located in special population (Medicaid) Dental, Mental Health, Primary Care HPSAs.



¹ Service area is defined as the Zip codes that comprise the residence of 75% of its ambulatory patients. Jacobi's service area includes Zip codes: 10457, 10458, 10460, 10461, 10462, 10466, 10467, 10468, 10469, 10472, 10473, and 10475.

² A Medically Underserved Area /Population (MUA/P) designation applies to a neighborhood or collection of census tracts based on four factors: the ratio of primary medical care physicians per 1,000 population, infant mortality rate, percentage of the population with incomes below the poverty level, and percentage of the population age 65 or over. A Healthcare Provider Shortage Area (HPSA) is a collection of census tracts that has been designated as having a shortage of health professionals. There are three categories of HPSAs: primary care (shortage of primary care clinicians), dental (shortage of oral health professionals), and mental health (shortage of mental health professionals).

NYC Health + Hospitals / Jacobi provides a disproportionate share of services for the borough's low income and uninsured population. In 2014, uninsured patients accounted for 15% of its ambulatory visits, and 25% of its ED visits, compared to rates of 12% and 16% at Voluntary hospitals in borough. In addition, 64% of its inpatient discharges were either uninsured or enrolled in Medicaid, compared to 51% at Voluntary hospitals in Bronx.



Sources and Notes: 2014 Hospital Institutional Cost Report, 2014 DTC Cost Report for HHC using internal data, and 2013 Health Center Cost Report for all other DTCs. Includes all NYC acute, general care hospitals and related wholly owned or controlled community health centers, including HHC DTCs. Discharges exclude normal newborns. ED visits include treat and release, and visits that result in admission. Clinic visits include comprehensive care and primary care visits only.

Facility Size and Patient Volume

With 110,492 patients and 460,735 encounters (FY 2015), NYC Health + Hospitals / Jacobi is a full service hospital with 457 certified beds. In FY 2015, it had 21,000 discharges including 2,000 newborn deliveries, 104,000 Emergency Department visits, and 335,000 ambulatory visits.

Inpatient Services

	Certified Beds	Discharges
General Care	310	15,665
Newborn	n/a	1,962
Psychiatric	107	2,188
Detox	16	913
Physical Rehabilitation	24	460
Total	457	21,188

Source: Internal financial data, FY 2015. Beds are current as of 2/2016.

Emergency Department Services

	Visits
General	95,997
Psychiatric, includes CPEP	8,112
Total visits	104,109

Source: Internal financial data, FY 2015. Includes visits that result in admissions.

Ambulatory Services

Site	Primary Care	Dental	Specialty Care	Mental Health	Chemical Dependency	Total
Jacobi Medical Center	135,616	20,440	153,163	15,647	5,672	330,538
Gunhill Health Center	4,888	0	0	0	0	4,888
Total Jacobi	140,504	20,440	153,163	15,647	5,672	335,426

Primary Care includes adult and pediatric primary care and women's health services. Specialty includes adult and pediatric specialties, surgeries, ophthalmology, ancillaries and occupational health. Source: internal financial data, FY 2015.

Patient Demographics

Sixty percent (60%) of NYC Health + Hospitals / Jacobi patients are female and 40% are male. Among total patients, 24% are under age 21; 32% are ages 21-44; 28% are ages 45-64; and 15% are aged 65 and older. System wide, 57% of patients are female and 43% are male, with 19% of total patients under age 21; 31% are ages 21-44; 34% are ages 45-64; and 15% are aged 65 and older.

Patient Encounters by Age

Age Group	%
0-4	10%
5-10	6%
11-14	3%
15-18	3%
19-20	2%
21-44	32%
45-54	14%
55-64	14%
65-74	9%
75-84	5%
85+	1%
Total	100%

Source: Internal financial data, FY2015

The hospital is racially diverse, with 41% of patients identifying as Hispanic or Latino; 33% as Black Non-Hispanic; 9% as White Non-Hispanic; 6% as Asian or Other Pacific Islander; 5% as Multi-Race/Other; and 5% of patients declining identification. System wide, 40% of patients identified as Hispanic or Latino; 34% as Black Non-Hispanic; 8% as White Non-Hispanic; 7% as Multi-Race/Other; 6% as Asian or Other Pacific Islander; and 5% of patients declining identification.

Patient Encounters by Race/ Ethnicity

Race/ Ethnicity	%
Hispanic or Latino	41.1%
Black Non-Hispanic	33.2%
White Non-Hispanic	8.5%
Asian/ Pacific Islander	5.6%
Patient Decline	5.2%
Multi Race/Other	4.9%
American Indian or Native	1.5%
Total	100%

Source: Internal financial data, FY2015

Appendix 2: Demographic and Population Health Statistics by Neighborhood

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Table 1. Key Demographic Factors

		% Population below 100% Federal Poverty Level	% Population Non-US Citizen	% Population ≥ 25 years with Less than HS Education	% Population Speaking English "Less than Well"	Average Jail Rate (Per 100,000)	% Population Living with a Disability
NYS		14.9%	10.5%	15.1%	13.4%	382	10.7%
NYC		19.8%	17.7%	20.5%	23.2%	868	10.3%
UHF Neighborhoods							
Bronx	Hunts Point/Mott Haven	43.1%	19.2%	44.4%	36.3%	2,219	17.3%
Bronx	Crotona/Tremont	39.3%	23.8%	38.7%	32.2%	1,903	14.6%
Bronx	Highbridge/Morrisania	38.3%	22.4%	39.1%	32.8%	2,107	15.4%
Kings	East New York	32.8%	16.0%	27.0%	14.0%	1,907	8.9%
Kings	Williamsburg/Bushwick	32.5%	19.9%	37.2%	32.2%	1,793	10.5%
New York	East Harlem	31.8%	16.4%	32.2%	23.6%	2,250	14.1%
Bronx	Fordham/Bronx Park	31.3%	23.0%	31.3%	28.2%	1,320	13.4%
Kings	Greenpoint	28.5%	12.2%	18.6%	23.9%	540	7.2%
Kings	Sunset Park	28.4%	34.3%	45.7%	51.8%	482	8.1%
New York	Central Harlem/Morningside Hgt	27.7%	13.3%	19.8%	12.7%	2,124	12.9%
Kings	Bedford/Stuy/Crown Heights	27.1%	13.7%	20.0%	7.0%	2,129	10.6%
New York	Washington Hgts/Inwood	25.8%	26.0%	30.9%	37.9%	1,135	11.9%
Kings	Borough Park	25.2%	20.1%	24.4%	37.5%	225	9.4%
Bronx	Pelham/Throgs Neck	21.8%	14.3%	26.2%	21.3%	911	11.1%
Richmond	Port Richmond	21.6%	12.7%	16.6%	14.1%	1,302	9.4%
Queens	Rockaway	21.4%	11.3%	21.4%	14.1%	1,277	12.7%
New York	Union Sq./Lower Eastside	21.4%	14.3%	21.6%	22.5%	705	11.1%
Kings	Coney Island/Sheepshead Bay	18.2%	14.6%	18.6%	40.3%	567	14.5%
Queens	West Queens	18.2%	35.1%	29.5%	47.0%	400	8.0%
Kings	Flatbush/E. Flatbush	18.1%	20.4%	17.2%	14.0%	926	7.9%
Richmond	Stapleton/St. George	17.0%	12.0%	17.3%	16.1%	1,068	10.5%
Kings	Downtown/Heights/Slope	16.3%	9.3%	11.7%	10.4%	851	8.0%
Queens	Long Island City/Astoria	16.1%	21.6%	18.1%	27.8%	475	9.3%
Bronx	Northeast Bronx	15.4%	13.4%	19.7%	8.9%	761	11.7%
Queens	Jamaica	15.3%	18.5%	20.1%	16.4%	1,118	10.9%
Bronx	Kingsbridge/Riverdale	15.1%	12.0%	17.5%	20.1%	402	12.0%
Kings	Bensonhurst/Bay Ridge	14.7%	15.7%	21.8%	34.3%	283	10.0%
Queens	Fresh Meadows	14.1%	15.9%	12.9%	25.7%	300	9.8%
Queens	Flushing/Clearview	13.0%	25.8%	20.0%	40.8%	200	9.5%
Kings	Canarsie/Flatlands	12.9%	12.6%	13.4%	13.4%	616	9.3%
New York	Lower Manhattan	12.4%	18.1%	9.3%	12.7%	527	6.1%
Queens	Ridgewood/Forest Hills	12.4%	17.8%	14.5%	25.3%	273	9.1%
New York	Upper West Side	12.0%	11.2%	6.2%	7.7%	446	9.4%
Queens	Southwest Queens	11.9%	18.6%	20.9%	18.5%	442	10.0%
New York	Chelsea/Clinton	11.7%	14.3%	6.6%	9.1%	601	8.7%
New York	Greenwich Village/Soho	10.5%	12.5%	9.3%	12.4%	299	6.7%
New York	Gramercy Park/Murray Hill	8.7%	12.6%	2.5%	6.9%	283	6.8%
Richmond	Willowbrook	8.2%	6.3%	10.7%	11.1%	282	10.0%
Queens	Bayside/Little Neck	7.9%	13.3%	10.5%	27.0%	141	9.1%
Queens	Southeast Queens	7.4%	13.2%	13.2%	12.1%	507	9.1%
New York	Upper East Side	6.9%	11.2%	3.5%	5.7%	162	6.8%
Richmond	South Beach/Tottenville	5.6%	3.5%	8.8%	7.8%	294	9.2%

Sources: U.S. Census American Community Survey (ACS), 2008-2012; New York City Department of Corrections Jail Admissions, 2007-2012, Via Gothamist.

Table 2. Disability by Numbers of Disability and Type

		% ≥Two Disability	% One Disability	% Self Care	% Independent Living	% Cognitive	% Ambulatory	% Vision	% Hearing
NYS		5.3%	5.6%	2.5%	5.3%	4.2%	6.5%	1.9%	4.0%
NYC		5.4%	5.0%	2.7%	5.4%	4.1%	6.8%	2.1%	3.4%
UHF Neighborhoods									
Kings	Coney Island/Sheepshead Bay	9.6%	5.0%	5.6%	10.2%	6.6%	10.7%	3.8%	6.0%
Bronx	Hunts Point/Mott Haven	8.6%	8.8%	3.6%	8.4%	8.9%	11.1%	3.8%	3.3%
Bronx	Highbridge/Morrisania	7.7%	7.7%	3.3%	7.1%	7.5%	10.1%	3.1%	2.9%
Bronx	Crotona/Tremont	7.6%	7.1%	3.2%	7.5%	7.5%	9.1%	2.8%	3.2%
New York	East Harlem	7.5%	6.8%	3.6%	7.1%	6.7%	9.2%	3.3%	3.6%
Queens	Rockaway	6.6%	6.5%	3.6%	7.4%	5.6%	8.3%	3.2%	3.9%
New York	Central Harlem/Morningside Hgt	6.3%	6.7%	2.9%	5.9%	4.8%	9.0%	2.6%	2.6%
Bronx	Fordham/Bronx Park	6.3%	7.2%	2.5%	6.1%	6.6%	8.2%	2.6%	2.8%
New York	Washington Hgts/Inwood	6.2%	5.8%	3.1%	5.9%	4.6%	8.0%	2.4%	2.8%
New York	Union Sq./Lower Eastside	6.2%	5.0%	2.9%	5.5%	4.5%	7.4%	2.2%	4.2%
Bronx	Northeast Bronx	6.1%	5.8%	2.8%	5.8%	4.6%	7.8%	2.8%	3.8%
Bronx	Pelham/Throgs Neck	5.9%	5.2%	2.7%	6.1%	4.6%	7.3%	2.3%	3.5%
Bronx	Kingsbridge/Riverdale	5.9%	6.5%	3.1%	5.7%	5.1%	7.3%	2.2%	4.3%
Kings	Williamsburg/Bushwick	5.7%	4.8%	2.9%	5.9%	4.8%	7.3%	2.3%	2.3%
Kings	Bensonhurst/Bay Ridge	5.7%	4.4%	3.1%	6.5%	3.7%	6.6%	1.7%	4.4%
Richmond	Stapleton/St. George	5.5%	5.1%	3.0%	6.6%	3.8%	6.8%	1.7%	3.3%
Kings	Borough Park	5.5%	3.9%	3.2%	6.5%	4.0%	6.7%	2.0%	3.3%
Queens	Jamaica	5.5%	5.5%	2.7%	5.5%	3.9%	7.0%	2.6%	3.3%
Kings	Bedford/Stuy/Crown Heights	5.2%	5.4%	2.6%	5.3%	3.9%	6.9%	3.0%	2.6%
Queens	Southwest Queens	5.2%	4.8%	2.7%	5.6%	3.6%	6.3%	2.3%	3.7%
Queens	Flushing/Clearview	5.2%	4.4%	2.6%	5.0%	3.1%	6.5%	1.4%	4.4%
Richmond	Willowbrook	5.1%	5.0%	2.6%	6.0%	3.2%	6.9%	1.0%	3.5%
Kings	Canarsie/Flatlands	5.1%	4.2%	2.9%	5.5%	3.5%	6.3%	2.2%	3.3%
Queens	Fresh Meadows	4.9%	5.0%	2.3%	4.9%	3.1%	6.8%	1.9%	4.1%
Queens	Long Island City/Astoria	4.8%	4.5%	2.3%	4.8%	3.1%	6.2%	1.3%	3.3%
Queens	Ridgewood/Forest Hills	4.8%	4.4%	2.5%	5.3%	3.2%	6.3%	1.7%	3.9%
Queens	Bayside/Little Neck	4.7%	4.5%	2.2%	4.9%	2.8%	5.6%	1.8%	4.2%
Kings	East New York	4.5%	4.3%	2.4%	5.2%	3.7%	6.0%	2.2%	2.2%
Richmond	South Beach/Tottenville	4.5%	4.7%	2.1%	4.8%	2.9%	6.0%	1.1%	3.3%
Richmond	Port Richmond	4.5%	5.0%	2.1%	4.8%	3.9%	5.8%	1.3%	2.8%
Kings	Sunset Park	4.4%	3.8%	2.3%	4.8%	4.0%	5.2%	1.8%	2.5%
New York	Upper West Side	4.4%	5.1%	2.4%	4.2%	3.3%	5.9%	1.7%	4.3%
Queens	Southeast Queens	4.3%	4.9%	2.2%	4.8%	3.4%	5.4%	1.5%	3.4%
Kings	Downtown/Heights/Slope	4.2%	4.0%	1.8%	3.8%	3.3%	5.1%	1.6%	2.6%
Kings	Greenpoint	4.2%	3.1%	2.5%	4.4%	3.4%	5.0%	1.9%	2.6%
Queens	West Queens	4.0%	4.2%	1.9%	3.8%	2.9%	5.1%	1.7%	2.9%
Kings	Flatbush/E. Flatbush	3.9%	4.0%	2.0%	4.2%	3.0%	5.2%	1.6%	2.5%
New York	Chelsea/Clinton	3.9%	4.8%	1.7%	3.1%	2.9%	4.9%	1.9%	3.5%
New York	Lower Manhattan	3.3%	2.9%	1.8%	3.4%	2.9%	4.1%	1.0%	2.4%
New York	Gramercy Park/Murray Hill	3.1%	3.8%	1.4%	3.1%	2.5%	3.7%	1.3%	3.4%
New York	Upper East Side	3.0%	3.8%	1.6%	3.0%	2.1%	4.5%	1.1%	4.1%
New York	Greenwich Village/Soho	3.0%	3.8%	1.5%	3.0%	2.2%	3.8%	1.1%	3.6%

Sources: U.S. Census American Community Survey (ACS), 2008-2012.

*Self-Care – Difficulty bathing or dressing; Independent Living – Difficulty with errands; Cognitive – Difficulty remembering, concentrating, making decisions; Ambulatory – Difficulty walking or climbing stairs; Vision – Blind or serious difficulty seeing; Hearing – Deaf or having serious difficulty hearing

Table 3. Potentially Preventable ED Visits (PPV)

		Medicaid Population	PPV Total (Observed)	PPV Total (Risk-Adjusted Expected)	Rate per 100 ED Visits (Observed)	Rate per 100 ED Visits (Risk-Adjusted Expected)	Observed (/) Risk Adjusted Expected Ratio	Observed (-) Risk-Adjusted Expected Gap Total
NYS		5,852,016	2,111,517	2,069,915	36.08			(41,602)
NYC		3,600,712	1,192,918	1,184,340	33.13	32.89	1.01	(8,578)
UHF Neighborhoods								
Brooklyn	Bedford/Stuy/Crown Heights	167,295	74,035	62,671	44.25	37.46	1.18	(11,364)
Manhattan	Central Harlem/Morningside Hgt	80,517	44,215	37,872	54.91	47.04	1.17	(6,343)
Brooklyn	Flatbush/E. Flatbush	135,879	44,131	37,935	32.48	27.92	1.16	(6,196)
Bronx	Highbridge/Morrisania	157,126	67,220	59,232	42.78	37.70	1.13	(7,988)
Bronx	Crotona/Tremont	158,677	68,998	60,948	43.48	38.41	1.13	(8,050)
Brooklyn	East New York	117,951	47,135	41,721	39.96	35.37	1.13	(5,414)
Bronx	Hunts Point/Mott Haven	102,277	44,460	39,547	43.47	38.67	1.12	(4,913)
Bronx	Northeast Bronx	75,259	31,979	28,647	42.49	38.06	1.12	(3,332)
Brooklyn	Canarsie/Flatlands	68,942	18,647	16,896	27.05	24.51	1.10	(1,751)
Bronx	Fordham/Bronx Park	159,307	71,626	65,539	44.96	41.14	1.09	(6,087)
Manhattan	East Harlem	65,233	35,244	32,424	54.03	49.70	1.09	(2,820)
Staten Island	Port Richmond	28,494	13,493	12,448	47.35	43.68	1.08	(1,045)
Brooklyn	Williamsburg/Bushwick	128,546	52,742	48,737	41.03	37.91	1.08	(4,005)
Queens	Rockaway	52,726	18,553	17,206	35.19	32.63	1.08	(1,347)
Manhattan	Washington Hgts/Inwood	143,654	45,340	42,657	31.56	29.69	1.06	(2,683)
Bronx	Pelham/Throgs Neck	139,468	53,267	50,796	38.19	36.42	1.05	(2,471)
Manhattan	Chelsea/Clinton	33,364	20,526	19,607	61.52	58.77	1.05	(919)
Brooklyn	Downtown/Heights/Slope	58,328	23,408	22,661	40.13	38.85	1.03	(747)
Staten Island	Stapleton/St. George	46,913	19,397	18,980	41.35	40.46	1.02	(417)
Queens	Southeast Queens	61,114	16,199	16,107	26.51	26.36	1.01	(92)
Bronx	Kingsbridge/Riverdale	29,994	9,287	9,270	30.96	30.91	1.00	(17)
Manhattan	Upper West Side	31,538	15,536	15,657	49.26	49.64	0.99	121
Queens	Jamaica	134,719	45,813	46,355	34.01	34.41	0.99	542
Manhattan	Gramercy Park/Murray Hill	9,909	4,922	4,996	49.67	50.42	0.99	74
Staten Island	South Beach/Tottenville	31,842	8,390	8,728	26.35	27.41	0.96	338
Brooklyn	Greenpoint	49,140	9,112	9,485	18.54	19.30	0.96	373
Queens	Ridgewood/Forest Hills	76,683	17,730	19,134	23.12	24.95	0.93	1,404
Queens	Long Island City/Astoria	71,860	21,041	22,873	29.28	31.83	0.92	1,832
Staten Island	Willowbrook	20,710	5,004	5,581	24.16	26.95	0.90	577
Manhattan	Upper East Side	13,219	4,674	5,224	35.36	39.52	0.89	550
Queens	West Queens	229,929	68,271	77,793	29.69	33.83	0.88	9,522
Queens	Southwest Queens	124,369	33,190	38,415	26.69	30.89	0.86	5,225
Manhattan	Lower Manhattan	12,194	5,744	6,673	47.11	54.72	0.86	929
Brooklyn	Coney Island/Sheepshead Bay	136,183	23,227	27,800	17.06	20.41	0.84	4,573
Brooklyn	Borough Park	195,905	26,744	33,459	13.65	17.08	0.80	6,715
Brooklyn	Bensonhurst/Bay Ridge	80,319	11,180	14,859	13.92	18.50	0.75	3,679
Queens	Fresh Meadows	34,877	7,591	10,201	21.77	29.25	0.74	2,610
Manhattan	Union Sq./Lower Eastside	81,104	22,872	30,851	28.20	38.04	0.74	7,979
Brooklyn	Sunset Park	99,590	16,971	24,170	17.04	24.27	0.70	7,199
Manhattan	Greenwich Village/Soho	14,323	3,334	5,174	23.28	36.12	0.64	1,840
Queens	Bayside/Little Neck	19,932	2,236	3,724	11.22	18.68	0.60	1,488
Queens	Flushing/Clearview	116,900	17,342	29,251	14.83	25.02	0.59	11,909

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Potentially Preventable Visits (PPVs), based on proprietary 3M software, are emergency visits for ambulatory care sensitive conditions (ACSC) that may result from a lack of adequate access to care or ambulatory care coordination. These ambulatory sensitive conditions could be reduced or eliminated with adequate patient monitoring and follow up. Unlike with PQIs, which can be disease specific, there is only one PPV indicator which represents all potentially avoidable ED visit regardless of condition or disease.

PPV Events are observed or "actual" ED visits that meet the criteria of an ACSC visit as defined by the 3M software. The Observed Rate is the number of PPV events divided by the population. Risk Adjusted Expected Visits are PPV visits adjusted by age, gender and race/ethnicity. The Expected rate is the number of Expected visits divided by the population. Risk Adjusted Expected Rate is the observed PPV rate divided by the expected PPV rate, multiplied by the statewide PPV rate. A lower number is better.

Table 4. Medicaid Beneficiaries with a Respiratory Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	558,700	9.6%	35.3%	47.3%
NYC		3,595,868	348,955	9.7%	36.0%	44.9%
UHF Neighborhoods						
Queens	Rockaway	52,664	8,148	15.5%	43.8%	44.0%
Manhattan	East Harlem	65,008	9,304	14.3%	40.2%	55.6%
Bronx	Hunts Point/Mott Haven	102,165	14,577	14.3%	35.7%	50.4%
Manhattan	Chelsea/Clinton	33,022	4,432	13.4%	49.6%	51.2%
Manhattan	Upper West Side	31,499	3,860	12.3%	44.0%	48.4%
Bronx	Highbridge/Morrisania	157,071	19,125	12.2%	38.7%	52.1%
Bronx	Crotona/Tremont	158,601	18,698	11.8%	37.5%	53.4%
Manhattan	Central Harlem/Morningside Hgt	80,466	9,465	11.8%	39.9%	59.3%
Staten Island	Stapleton/St. George	46,686	5,435	11.6%	41.3%	48.6%
Brooklyn	Coney Island/Sheepshead Bay	136,160	15,846	11.6%	34.9%	25.3%
Bronx	Pelham/Throgs Neck	139,194	16,181	11.6%	36.4%	47.9%
Bronx	Fordham/Bronx Park	159,182	18,340	11.5%	39.1%	51.8%
Bronx	Kingsbridge/Riverdale	29,957	3,408	11.4%	43.7%	42.7%
Bronx	Northeast Bronx	75,167	8,496	11.3%	44.5%	48.9%
Brooklyn	Downtown/Heights/Slope	58,124	6,507	11.2%	42.1%	48.7%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	18,349	11.0%	41.3%	55.0%
Manhattan	Upper East Side	13,206	1,428	10.8%	49.6%	33.9%
Brooklyn	East New York	117,543	12,412	10.6%	36.8%	53.5%
Staten Island	Port Richmond	28,478	2,926	10.3%	33.9%	55.1%
Brooklyn	Williamsburg/Bushwick	128,474	13,152	10.2%	35.8%	52.3%
Manhattan	Gramercy Park/Murray Hill	9,839	994	10.1%	42.2%	52.0%
Manhattan	Union Sq./Lower Eastside	81,093	7,890	9.7%	33.9%	40.4%
Brooklyn	Canarsie/Flatlands	68,906	6,594	9.6%	39.2%	40.9%
Queens	Ridgewood/Forest Hills	76,645	7,060	9.2%	28.5%	32.7%
Brooklyn	Bensonhurst/Bay Ridge	80,271	7,316	9.1%	29.8%	23.7%
Staten Island	Willowbrook	20,550	1,871	9.1%	33.7%	34.2%
Manhattan	Washington Hgts/Inwood	143,590	12,911	9.0%	31.2%	44.1%
Staten Island	South Beach/Tottenville	31,799	2,827	8.9%	35.7%	37.4%
Manhattan	Lower Manhattan	12,054	1,006	8.3%	38.6%	45.7%
Queens	Jamaica	134,473	10,759	8.0%	34.2%	48.5%
Manhattan	Greenwich Village/Soho	14,273	1,129	7.9%	33.5%	25.2%
Queens	Fresh Meadows	34,868	2,713	7.8%	25.9%	33.7%
Brooklyn	Flatbush/E. Flatbush	135,688	10,306	7.6%	40.7%	47.8%
Queens	Long Island City/Astoria	71,850	5,436	7.6%	31.2%	39.6%
Brooklyn	Sunset Park	99,554	7,460	7.5%	25.5%	31.1%
Queens	Southwest Queens	124,306	8,733	7.0%	27.0%	42.1%
Queens	Flushing/Clearview	116,769	8,003	6.9%	30.6%	28.8%
Brooklyn	Borough Park	195,830	12,978	6.6%	29.9%	27.0%
Queens	West Queens	229,888	15,193	6.6%	26.2%	39.2%
Brooklyn	Greenpoint	49,127	3,114	6.3%	33.0%	39.2%
Queens	Southeast Queens	60,254	3,511	5.8%	33.4%	44.5%
Queens	Bayside/Little Neck	19,922	952	4.8%	25.6%	25.2%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 5. Medicaid Beneficiaries with a Cardiovascular Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	1,543,129	26.4%	40.0%	31.3%
NYC		3,595,868	1,085,013	30.2%	40.4%	28.1%
UHF Neighborhoods						
Brooklyn	Coney Island/Sheepshead Bay	136,160	78,135	57.4%	37.0%	14.4%
Queens	Rockaway	52,664	23,924	45.4%	47.7%	30.1%
Manhattan	Upper East Side	13,206	5,741	43.5%	46.0%	24.2%
Bronx	Kingsbridge/Riverdale	29,957	12,509	41.8%	47.9%	26.7%
Manhattan	Upper West Side	31,499	13,133	41.7%	48.0%	33.2%
Brooklyn	Bensonhurst/Bay Ridge	80,271	31,357	39.1%	32.8%	15.3%
Brooklyn	Canarsie/Flatlands	68,906	26,818	38.9%	43.2%	25.2%
Manhattan	Chelsea/Clinton	33,022	12,615	38.2%	48.2%	39.0%
Queens	Ridgewood/Forest Hills	76,645	27,747	36.2%	35.5%	20.2%
Manhattan	Union Sq./Lower Eastside	81,093	28,702	35.4%	34.2%	22.8%
Brooklyn	Downtown/Heights/Slope	58,124	19,812	34.1%	50.7%	34.6%
Manhattan	Greenwich Village/Soho	14,273	4,788	33.5%	30.8%	15.5%
Manhattan	Washington Hgts/Inwood	143,590	47,415	33.0%	37.4%	28.1%
Bronx	Northeast Bronx	75,167	24,796	33.0%	51.3%	33.1%
Manhattan	East Harlem	65,008	21,434	33.0%	50.2%	40.2%
Staten Island	Willowbrook	20,550	6,763	32.9%	39.2%	22.9%
Manhattan	Lower Manhattan	12,054	3,951	32.8%	34.6%	25.5%
Queens	Flushing/Clearview	116,769	37,374	32.0%	29.0%	16.6%
Staten Island	Stapleton/St. George	46,686	14,414	30.9%	46.4%	34.2%
Queens	Fresh Meadows	34,868	10,718	30.7%	28.7%	19.9%
Queens	Bayside/Little Neck	19,922	5,924	29.7%	24.7%	13.2%
Brooklyn	Borough Park	195,830	57,387	29.3%	34.5%	17.5%
Staten Island	South Beach/Tottenville	31,799	9,293	29.2%	38.0%	25.4%
Queens	Jamaica	134,473	38,881	28.9%	41.2%	30.8%
Queens	Southwest Queens	124,306	35,914	28.9%	35.5%	25.9%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	47,741	28.6%	49.0%	37.7%
Queens	Long Island City/Astoria	71,850	20,511	28.5%	37.5%	26.7%
Manhattan	Gramercy Park/Murray Hill	9,839	2,745	27.9%	42.1%	34.5%
Manhattan	Central Harlem/Morningside Hgt	80,466	22,268	27.7%	46.5%	42.5%
Brooklyn	Flatbush/E. Flatbush	135,688	37,531	27.7%	42.7%	30.5%
Bronx	Pelham/Throgs Neck	139,194	37,536	27.0%	43.1%	33.2%
Brooklyn	East New York	117,543	31,027	26.4%	44.8%	36.4%
Bronx	Highbridge/Morrisania	157,071	40,636	25.9%	44.4%	36.9%
Bronx	Fordham/Bronx Park	159,182	40,823	25.6%	44.8%	35.2%
Queens	Southeast Queens	60,254	15,411	25.6%	37.4%	28.7%
Brooklyn	Williamsburg/Bushwick	128,474	32,841	25.6%	45.0%	37.0%
Bronx	Crotona/Tremont	158,601	40,131	25.3%	44.0%	37.9%
Bronx	Hunts Point/Mott Haven	102,165	24,678	24.2%	44.5%	38.0%
Queens	West Queens	229,888	54,707	23.8%	32.1%	21.3%
Brooklyn	Greenpoint	49,127	10,796	22.0%	40.5%	25.0%
Brooklyn	Sunset Park	99,554	20,214	20.3%	31.7%	21.2%
Staten Island	Port Richmond	28,478	5,303	18.6%	43.2%	40.3%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 6. Medicaid Beneficiaries with a Congestive Heart Failure Condition Diagnosis

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence (Per 100,000)	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	90,070	1,543	61.2%	30.2%
NYC		3,595,868	62,821	1,747	61.6%	28.1%
UHF Neighborhoods						
Brooklyn	Coney Island/Sheepshead Bay	136,160	6,063	4,453	48.0%	13.4%
Bronx	Kingsbridge/Riverdale	29,957	1,109	3,702	60.7%	23.0%
Manhattan	Upper East Side	13,206	464	3,514	61.9%	17.2%
Queens	Rockaway	52,664	1,795	3,408	65.2%	29.1%
Manhattan	Upper West Side	31,499	941	2,987	64.3%	29.9%
Bronx	Northeast Bronx	75,167	2,033	2,705	67.4%	30.3%
Brooklyn	Canarsie/Flatlands	68,906	1,859	2,698	60.3%	24.3%
Manhattan	Chelsea/Clinton	33,022	832	2,520	69.2%	38.9%
Brooklyn	Downtown/Heights/Slope	58,124	1,333	2,293	68.5%	32.7%
Brooklyn	Bensonhurst/Bay Ridge	80,271	1,829	2,279	51.8%	16.2%
Queens	Ridgewood/Forest Hills	76,645	1,703	2,222	52.1%	20.7%
Manhattan	East Harlem	65,008	1,374	2,114	68.0%	40.5%
Brooklyn	Borough Park	195,830	3,580	1,828	51.3%	17.6%
Staten Island	Willowbrook	20,550	368	1,791	56.3%	20.4%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	2,935	1,756	68.0%	36.4%
Queens	Jamaica	134,473	2,255	1,677	62.4%	30.7%
Brooklyn	Flatbush/E. Flatbush	135,688	2,269	1,672	64.8%	29.9%
Brooklyn	Williamsburg/Bushwick	128,474	2,130	1,658	65.4%	38.2%
Manhattan	Central Harlem/Morningside Hgt	80,466	1,290	1,603	69.5%	43.2%
Bronx	Pelham/Throgs Neck	139,194	2,230	1,602	64.4%	31.4%
Staten Island	Stapleton/St. George	46,686	736	1,576	64.3%	31.4%
Manhattan	Greenwich Village/Soho	14,273	224	1,569	57.1%	16.1%
Manhattan	Washington Hgts/Inwood	143,590	2,245	1,563	64.8%	29.0%
Queens	Bayside/Little Neck	19,922	310	1,556	50.3%	14.8%
Manhattan	Lower Manhattan	12,054	187	1,551	56.1%	30.5%
Manhattan	Union Sq./Lower Eastside	81,093	1,255	1,548	59.3%	28.8%
Manhattan	Gramercy Park/Murray Hill	9,839	152	1,545	63.2%	36.8%
Queens	Fresh Meadows	34,868	534	1,531	52.4%	23.0%
Queens	Southeast Queens	60,254	884	1,467	59.8%	29.8%
Bronx	Fordham/Bronx Park	159,182	2,326	1,461	70.9%	33.5%
Brooklyn	East New York	117,543	1,706	1,451	66.2%	37.0%
Staten Island	South Beach/Tottenville	31,799	459	1,443	64.9%	24.2%
Bronx	Highbridge/Morrisania	157,071	2,242	1,427	68.6%	37.4%
Queens	Flushing/Clearview	116,769	1,646	1,410	56.7%	22.0%
Bronx	Crotona/Tremont	158,601	2,063	1,301	70.3%	39.3%
Queens	Long Island City/Astoria	71,850	916	1,275	64.1%	28.4%
Brooklyn	Greenpoint	49,127	614	1,250	64.7%	26.1%
Queens	Southwest Queens	124,306	1,533	1,233	62.4%	28.6%
Bronx	Hunts Point/Mott Haven	102,165	1,255	1,228	68.8%	36.2%
Queens	West Queens	229,888	2,049	891	62.3%	23.6%
Brooklyn	Sunset Park	99,554	862	866	56.7%	25.9%
Staten Island	Port Richmond	28,478	231	811	67.1%	38.5%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 7. Medicaid Beneficiaries with a Diabetes Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	562,637	9.6%	32.5%	31.2%
NYC		3,595,868	409,227	11.4%	32.3%	28.6%
UHF Neighborhoods						
Brooklyn	Coney Island/Sheepshead Bay	136,160	23,603	17.3%	30.0%	15.4%
Queens	Rockaway	52,664	8,424	16.0%	42.0%	29.8%
Manhattan	Upper West Side	31,499	4,461	14.2%	37.9%	33.7%
Brooklyn	Canarsie/Flatlands	68,906	9,754	14.2%	36.0%	24.9%
Manhattan	East Harlem	65,008	8,958	13.8%	40.4%	38.6%
Manhattan	Chelsea/Clinton	33,022	4,420	13.4%	38.3%	37.6%
Bronx	Kingsbridge/Riverdale	29,957	4,001	13.4%	40.7%	28.1%
Bronx	Northeast Bronx	75,167	9,869	13.1%	41.3%	33.6%
Manhattan	Union Sq./Lower Eastside	81,093	10,391	12.8%	27.5%	23.8%
Manhattan	Washington Hgts/Inwood	143,590	18,374	12.8%	29.7%	27.9%
Brooklyn	Downtown/Heights/Slope	58,124	7,416	12.8%	39.7%	34.7%
Queens	Southwest Queens	124,306	15,534	12.5%	23.6%	23.9%
Queens	Jamaica	134,473	16,526	12.3%	28.9%	29.6%
Manhattan	Upper East Side	13,206	1,582	12.0%	40.4%	25.2%
Queens	Ridgewood/Forest Hills	76,645	9,134	11.9%	27.7%	19.7%
Bronx	Pelham/Throgs Neck	139,194	16,221	11.7%	34.0%	33.4%
Brooklyn	Bensonhurst/Bay Ridge	80,271	9,282	11.6%	24.1%	15.4%
Staten Island	Stapleton/St. George	46,686	5,310	11.4%	39.5%	34.6%
Brooklyn	Flatbush/E. Flatbush	135,688	15,416	11.4%	34.4%	30.0%
Staten Island	Willowbrook	20,550	2,319	11.3%	29.9%	21.9%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	18,715	11.2%	40.3%	36.9%
Queens	Fresh Meadows	34,868	3,902	11.2%	21.2%	18.6%
Queens	Flushing/Clearview	116,769	12,964	11.1%	21.4%	15.8%
Queens	Long Island City/Astoria	71,850	7,959	11.1%	27.2%	25.9%
Manhattan	Central Harlem/Morningside Hgt	80,466	8,774	10.9%	36.9%	41.8%
Bronx	Hunts Point/Mott Haven	102,165	11,020	10.8%	35.9%	37.8%
Bronx	Fordham/Bronx Park	159,182	17,130	10.8%	37.3%	35.8%
Bronx	Highbridge/Morrisania	157,071	16,834	10.7%	37.7%	36.8%
Brooklyn	East New York	117,543	12,580	10.7%	35.4%	35.7%
Manhattan	Lower Manhattan	12,054	1,262	10.5%	32.3%	31.1%
Brooklyn	Williamsburg/Bushwick	128,474	13,297	10.3%	35.2%	36.8%
Bronx	Crotona/Tremont	158,601	16,367	10.3%	38.1%	37.8%
Manhattan	Greenwich Village/Soho	14,273	1,438	10.1%	25.3%	16.9%
Queens	Southeast Queens	60,254	6,003	10.0%	25.5%	27.1%
Queens	West Queens	229,888	22,717	9.9%	24.9%	20.6%
Brooklyn	Borough Park	195,830	18,996	9.7%	24.6%	17.8%
Manhattan	Gramercy Park/Murray Hill	9,839	929	9.4%	35.6%	38.0%
Queens	Bayside/Little Neck	19,922	1,795	9.0%	20.9%	13.8%
Staten Island	South Beach/Tottenville	31,799	2,673	8.4%	32.6%	24.7%
Brooklyn	Greenpoint	49,127	3,642	7.4%	29.7%	27.1%
Brooklyn	Sunset Park	99,554	7,054	7.1%	26.5%	21.7%
Staten Island	Port Richmond	28,478	2,009	7.1%	33.4%	39.4%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 8. Medicaid Beneficiaries with a Mental Health Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	1,328,558	22.8%	30.9%	45.8%
NYC		3,595,868	702,585	19.5%	32.3%	42.3%
UHF Neighborhoods						
Manhattan	Chelsea/Clinton	33,022	16,610	50.3%	41.4%	49.9%
Manhattan	Gramercy Park/Murray Hill	9,839	3,642	37.0%	38.9%	47.1%
Manhattan	Upper West Side	31,499	11,028	35.0%	36.5%	45.1%
Queens	Rockaway	52,664	17,488	33.2%	43.4%	40.2%
Manhattan	Lower Manhattan	12,054	3,994	33.1%	37.1%	48.2%
Manhattan	Upper East Side	13,206	4,158	31.5%	37.6%	38.3%
Manhattan	East Harlem	65,008	20,410	31.4%	37.6%	52.2%
Bronx	Kingsbridge/Riverdale	29,957	9,026	30.1%	37.5%	36.9%
Staten Island	South Beach/Tottenville	31,799	8,714	27.4%	30.3%	40.6%
Brooklyn	Downtown/Heights/Slope	58,124	15,868	27.3%	36.9%	46.0%
Staten Island	Stapleton/St. George	46,686	12,408	26.6%	39.0%	48.8%
Brooklyn	Coney Island/Sheepshead Bay	136,160	34,703	25.5%	28.2%	24.6%
Bronx	Hunts Point/Mott Haven	102,165	25,701	25.2%	31.7%	48.6%
Manhattan	Central Harlem/Morningside Hgt	80,466	19,986	24.8%	36.7%	53.6%
Manhattan	Greenwich Village/Soho	14,273	3,381	23.7%	38.3%	40.4%
Bronx	Crotona/Tremont	158,601	36,406	23.0%	34.1%	50.0%
Staten Island	Willowbrook	20,550	4,703	22.9%	29.5%	35.3%
Bronx	Fordham/Bronx Park	159,182	35,728	22.4%	33.1%	47.9%
Bronx	Pelham/Throgs Neck	139,194	30,833	22.2%	28.9%	43.6%
Bronx	Highbridge/Morrisania	157,071	34,754	22.1%	32.9%	49.0%
Bronx	Northeast Bronx	75,167	16,019	21.3%	37.5%	44.3%
Manhattan	Union Sq./Lower Eastside	81,093	16,891	20.8%	32.3%	42.9%
Manhattan	Washington Hgts/Inwood	143,590	29,748	20.7%	28.2%	40.1%
Queens	Ridgewood/Forest Hills	76,645	15,446	20.2%	25.1%	30.0%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	32,956	19.7%	37.6%	50.6%
Staten Island	Port Richmond	28,478	5,577	19.6%	31.8%	51.2%
Brooklyn	East New York	117,543	22,969	19.5%	33.6%	47.6%
Brooklyn	Williamsburg/Bushwick	128,474	24,881	19.4%	30.3%	48.5%
Brooklyn	Bensonhurst/Bay Ridge	80,271	14,138	17.6%	27.2%	27.8%
Brooklyn	Canarsie/Flatlands	68,906	11,728	17.0%	33.0%	35.4%
Queens	Fresh Meadows	34,868	5,652	16.2%	24.6%	34.2%
Brooklyn	Greenpoint	49,127	7,325	14.9%	27.3%	35.9%
Queens	Jamaica	134,473	19,784	14.7%	32.7%	44.2%
Queens	Long Island City/Astoria	71,850	10,432	14.5%	27.9%	39.5%
Brooklyn	Borough Park	195,830	26,941	13.8%	24.0%	24.1%
Brooklyn	Flatbush/E. Flatbush	135,688	17,611	13.0%	36.5%	43.0%
Queens	Flushing/Clearview	116,769	14,390	12.3%	29.9%	32.7%
Queens	Bayside/Little Neck	19,922	2,400	12.0%	24.9%	27.2%
Queens	Southwest Queens	124,306	14,752	11.9%	25.3%	38.6%
Queens	West Queens	229,888	26,313	11.4%	26.3%	36.2%
Queens	Southeast Queens	60,254	6,509	10.8%	37.2%	46.3%
Brooklyn	Sunset Park	99,554	10,227	10.3%	26.5%	35.9%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 9. Medicaid Beneficiaries with a Substance Use Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	370,898	6.4%	59.6%	59.9%
NYC		3,595,868	222,198	6.2%	65.0%	58.4%
UHF Neighborhoods						
Manhattan	Chelsea/Clinton	33,022	10,401	31.5%	71.6%	59.2%
Manhattan	Upper West Side	31,499	5,374	17.1%	63.9%	58.1%
Manhattan	Gramercy Park/Murray Hill	9,839	1,659	16.9%	69.5%	65.4%
Manhattan	East Harlem	65,008	9,878	15.2%	68.3%	61.2%
Manhattan	Lower Manhattan	12,054	1,603	13.3%	73.8%	66.0%
Manhattan	Central Harlem/Morningside Hgt	80,466	10,093	12.5%	66.2%	63.3%
Bronx	Hunts Point/Mott Haven	102,165	12,551	12.3%	61.5%	57.0%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	16,159	9.7%	65.8%	61.3%
Bronx	Crotona/Tremont	158,601	15,141	9.5%	67.0%	59.2%
Brooklyn	Downtown/Heights/Slope	58,124	5,464	9.4%	68.5%	63.7%
Staten Island	Stapleton/St. George	46,686	4,329	9.3%	70.7%	60.6%
Staten Island	South Beach/Tottenville	31,799	2,948	9.3%	61.3%	57.9%
Bronx	Highbridge/Morrisania	157,071	14,126	9.0%	65.5%	57.5%
Manhattan	Union Sq./Lower Eastside	81,093	6,788	8.4%	69.4%	62.1%
Manhattan	Greenwich Village/Soho	14,273	1,172	8.2%	71.6%	62.6%
Brooklyn	East New York	117,543	8,911	7.6%	64.3%	59.4%
Bronx	Fordham/Bronx Park	159,182	11,575	7.3%	66.3%	60.6%
Brooklyn	Williamsburg/Bushwick	128,474	8,983	7.0%	64.3%	60.6%
Manhattan	Upper East Side	13,206	910	6.9%	61.9%	55.7%
Staten Island	Port Richmond	28,478	1,885	6.6%	64.2%	62.7%
Queens	Rockaway	52,664	3,386	6.4%	62.8%	58.3%
Bronx	Pelham/Throgs Neck	139,194	8,820	6.3%	61.9%	52.2%
Bronx	Northeast Bronx	75,167	4,430	5.9%	66.2%	60.2%
Staten Island	Willowbrook	20,550	1,195	5.8%	62.4%	55.2%
Queens	Jamaica	134,473	7,496	5.6%	59.7%	56.6%
Brooklyn	Greenpoint	49,127	2,588	5.3%	70.4%	57.1%
Bronx	Kingsbridge/Riverdale	29,957	1,497	5.0%	68.1%	58.1%
Brooklyn	Flatbush/E. Flatbush	135,688	6,193	4.6%	65.9%	57.5%
Manhattan	Washington Hgts/Inwood	143,590	6,388	4.4%	65.7%	58.0%
Brooklyn	Coney Island/Sheepshead Bay	136,160	5,393	4.0%	62.1%	52.2%
Brooklyn	Canarsie/Flatlands	68,906	2,428	3.5%	62.9%	52.1%
Queens	Southeast Queens	60,254	2,045	3.4%	68.4%	62.0%
Queens	Fresh Meadows	34,868	1,115	3.2%	71.1%	53.3%
Queens	Ridgewood/Forest Hills	76,645	2,294	3.0%	53.4%	46.2%
Brooklyn	Bensonhurst/Bay Ridge	80,271	2,159	2.7%	56.3%	50.5%
Queens	Long Island City/Astoria	71,850	1,909	2.7%	56.1%	56.6%
Queens	Southwest Queens	124,306	2,488	2.0%	57.6%	53.8%
Brooklyn	Sunset Park	99,554	1,888	1.9%	56.3%	54.0%
Queens	West Queens	229,888	3,664	1.6%	60.0%	47.7%
Brooklyn	Borough Park	195,830	3,005	1.5%	58.4%	52.6%
Queens	Flushing/Clearview	116,769	1,617	1.4%	59.4%	47.6%
Queens	Bayside/Little Neck	19,922	250	1.3%	54.4%	47.6%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 10. Medicaid Beneficiaries with a HIV/AIDS Condition Diagnosis

		Medicaid Population	Population with a Diagnosis	Weighted Prevalence (Per 100,000)	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	53,901	924	25.3%	36.4%
NYC		3,595,868	49,984	1,390	25.1%	35.4%
UHF Neighborhoods						
Manhattan	Chelsea/Clinton	33,022	1,378	4,173	26.1%	35.6%
Manhattan	Gramercy Park/Murray Hill	9,839	290	2,947	29.0%	36.9%
Manhattan	Upper West Side	31,499	900	2,857	31.9%	43.6%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	4,199	2,512	26.8%	41.8%
Manhattan	Central Harlem/Morningside Hgt	80,466	1,902	2,364	27.3%	42.0%
Manhattan	Union Sq./Lower Eastside	81,093	1,902	2,345	19.3%	25.0%
Manhattan	Greenwich Village/Soho	14,273	321	2,249	19.6%	23.4%
Bronx	Hunts Point/Mott Haven	102,165	2,271	2,223	31.8%	43.2%
Manhattan	East Harlem	65,008	1,373	2,112	31.2%	41.4%
Bronx	Crotona/Tremont	158,601	3,292	2,076	32.1%	41.1%
Bronx	Highbridge/Morrisania	157,071	3,255	2,072	33.1%	39.8%
Bronx	Fordham/Bronx Park	159,182	3,111	1,954	27.5%	40.5%
Brooklyn	Flatbush/E. Flatbush	135,688	2,450	1,806	25.9%	37.2%
Bronx	Northeast Bronx	75,167	1,303	1,733	29.2%	42.9%
Brooklyn	Sunset Park	99,554	1,654	1,661	12.0%	9.8%
Brooklyn	East New York	117,543	1,870	1,591	26.7%	41.6%
Manhattan	Upper East Side	13,206	208	1,575	24.5%	30.8%
Bronx	Pelham/Throgs Neck	139,194	2,186	1,570	26.0%	37.9%
Brooklyn	Downtown/Heights/Slope	58,124	833	1,433	26.7%	40.1%
Brooklyn	Williamsburg/Bushwick	128,474	1,840	1,432	24.1%	42.1%
Queens	Rockaway	52,664	658	1,249	27.2%	43.3%
Staten Island	Stapleton/St. George	46,686	573	1,227	31.2%	41.5%
Manhattan	Washington Hgts/Inwood	143,590	1,624	1,131	25.4%	35.5%
Queens	Flushing/Clearview	116,769	1,273	1,090	9.4%	9.6%
Manhattan	Lower Manhattan	12,054	120	996	20.0%	25.8%
Queens	Jamaica	134,473	1,337	994	24.6%	39.3%
Staten Island	Port Richmond	28,478	280	983	27.9%	49.6%
Brooklyn	Canarsie/Flatlands	68,906	595	863	24.0%	32.6%
Bronx	Kingsbridge/Riverdale	29,957	256	855	28.5%	39.8%
Brooklyn	Bensonhurst/Bay Ridge	80,271	576	718	12.5%	9.7%
Queens	West Queens	229,888	1,501	653	13.7%	18.8%
Queens	Fresh Meadows	34,868	220	631	13.2%	16.8%
Queens	Bayside/Little Neck	19,922	125	627	8.8%	8.8%
Brooklyn	Borough Park	195,830	1,221	623	12.4%	15.8%
Queens	Southeast Queens	60,254	366	607	23.2%	37.7%
Queens	Ridgewood/Forest Hills	76,645	462	603	17.5%	29.4%
Brooklyn	Coney Island/Sheepshead Bay	136,160	798	586	17.2%	24.8%
Queens	Long Island City/Astoria	71,850	395	550	20.8%	30.6%
Queens	Southwest Queens	124,306	647	520	17.9%	34.9%
Staten Island	Willowbrook	20,550	98	477	26.5%	37.8%
Brooklyn	Greenpoint	49,127	227	462	24.2%	33.5%
Staten Island	South Beach/Tottenville	31,799	94	296	21.3%	33.0%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 11. Maternal and Child Health Indicators

		% Low Birth Weight	% Preterm Birth	% Medicaid or Self Pay Payer	% Late or No Prenatal Care	Teen Birth per 1000	Infant Death per 1000	Neonatal Death per 1000
NYS		8.1%	11.1%	50.0%	5.5%	24.4	4.8	3.3
NYC		8.5%	11.3%	59.5%	7.0%	25.3	4.4	2.9
UHF Neighborhoods								
Brooklyn	Bedford/Stuy/Crown Heights	11.7%	14.7%	69.5%	8.6%	31.7	6.4	3.7
Manhattan	Central Harlem/Morningside Hgt	11.3%	14.1%	62.2%	9.8%	30.4	8.0	5.4
Queens	Jamaica	11.3%	13.7%	54.0%	9.1%	27.4	7.5	4.8
Brooklyn	Canarsie/Flatlands	10.7%	14.8%	55.9%	8.3%	19.6	6.1	4.0
Brooklyn	Flatbush/E. Flatbush	10.6%	14.4%	69.2%	9.8%	21.5	4.9	3.3
Manhattan	East Harlem	10.4%	13.1%	72.5%	9.1%	40.9	4.9	3.8
Brooklyn	East New York	10.4%	14.7%	72.3%	9.0%	40.9	7.1	4.3
Queens	Southeast Queens	10.4%	13.0%	43.2%	7.1%	13.8	6.5	5.4
Bronx	Northeast Bronx	10.3%	12.4%	64.2%	12.9%	29.2	5.4	3.6
Bronx	Highbridge/Morrisania	9.8%	12.4%	82.2%	11.4%	45.6	5.5	3.2
Bronx	Hunts Point/Mott Haven	9.6%	12.7%	84.9%	11.3%	47.4	7.1	3.9
Queens	Southwest Queens	9.6%	11.8%	43.5%	6.3%	20.0	3.7	2.1
Bronx	Fordham/Bronx Park	9.5%	12.1%	80.5%	10.2%	36.8	4.8	3.3
Bronx	Pelham/Throgs Neck	9.3%	11.8%	66.1%	10.6%	29.4	3.9	2.5
Bronx	Crotona/Tremont	9.3%	12.3%	83.1%	11.3%	45.9	6.4	4.6
Staten Island	Port Richmond	8.9%	13.5%	62.3%	4.1%	36.4	6.0	2.9
Manhattan	Upper West Side	8.7%	10.1%	12.3%	3.0%	8.6	2.2	1.5
Manhattan	Chelsea/Clinton	8.6%	10.1%	18.0%	4.1%	14.3	4.2	2.5
Manhattan	Gramercy Park/Murray Hill	8.5%	10.0%	6.5%	2.9%	3.9	3.0	2.0
Queens	Rockaway	8.4%	11.6%	56.4%	9.4%	32.4	6.1	4.0
Staten Island	Stapleton/St. George	8.2%	11.4%	54.1%	4.5%	21.2	6.5	5.7
Brooklyn	Coney Island/Sheepshead Bay	8.0%	11.1%	62.2%	5.8%	23.6	4.1	2.2
Manhattan	Upper East Side	8.0%	8.7%	6.2%	2.7%	4.6	1.5	1.2
Manhattan	Washington Hgts/Inwood	7.9%	11.0%	69.6%	7.4%	33.5	4.1	2.0
Staten Island	Willowbrook	7.9%	10.3%	33.8%	2.5%	9.1	3.9	2.8
Manhattan	Lower Manhattan	7.8%	9.8%	11.7%	3.1%	3.4	0.7	0.7
Brooklyn	Williamsburg/Bushwick	7.8%	11.7%	80.2%	7.3%	37.5	5.5	3.3
Queens	Long Island City/Astoria	7.7%	10.6%	50.6%	10.9%	18.0	3.7	2.3
Bronx	Kingsbridge/Riverdale	7.7%	10.2%	43.1%	5.3%	17.5	3.5	3.2
Manhattan	Union Sq./Lower Eastside	7.5%	10.4%	54.1%	4.3%	17.9	2.1	1.1
Staten Island	South Beach/Tottenville	7.4%	10.6%	23.8%	2.1%	4.5	4.0	3.4
Manhattan	Greenwich Village/Soho	7.1%	8.3%	15.5%	1.7%	2.1	1.1	1.1
Brooklyn	Bensonhurst/Bay Ridge	6.9%	10.6%	55.7%	5.2%	15.2	4.5	2.7
Queens	Ridgewood/Forest Hills	6.9%	9.3%	44.9%	5.1%	15.4	3.3	2.6
Queens	Fresh Meadows	6.8%	8.7%	42.0%	3.9%	9.6	2.9	1.6
Brooklyn	Downtown/Heights/Slope	6.8%	9.0%	28.8%	2.6%	18.6	2.8	1.8
Queens	West Queens	6.8%	10.8%	78.1%	8.9%	33.3	4.3	3.0
Queens	Bayside/Little Neck	6.7%	8.7%	27.5%	2.6%	4.1	2.0	2.0
Brooklyn	Borough Park	6.2%	8.6%	72.5%	3.5%	20.1	2.3	1.4
Queens	Flushing/Clearview	6.2%	8.4%	61.3%	5.2%	10.1	2.8	1.9
Brooklyn	Sunset Park	5.8%	8.5%	90.0%	4.0%	37.5	2.1	1.7
Brooklyn	Greenpoint	5.4%	8.2%	62.1%	3.4%	16.6	2.5	1.8

Source: 2010-2012 New York State Vital Statistics County/ZIP Code Perinatal Data Profile as of March, 2014, accessed December, 6 2014, <http://www.health.ny.gov/statistics/chac/perinatal/index.htm>.

* Preterm Births –prior to 37 weeks of gestation; Low Birth Weight– weight between 100-2499 grams; Late or No Prenatal care– initiated during the third trimester of pregnancy or not at all; Teen Birth – Births to females ages 15-19; Infant Deaths –occurred at less than twelve months of age; Neonatal Deaths –occurred at less than 28 days of age. Total Births are over three year time period.

Appendix 3. Evaluation of 2013 Implementation Plan

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
Diabetes	Increase "Kept Appointment Rates" and Implement a Weight-Based Insulin Protocol through Diabetes Registry	Yes	<p><u>Target Population:</u> Diabetes patients.</p> <p><u>Goal:</u> By monitoring important vital signs (hbA1c, cholesterol and blood pressure levels) and keep track of vital patient appointments. Providers are then able to monitor the patient's overall needs and compliance and pro-actively schedule appointments and educational interventions when needed.</p> <p><u>Plan:</u> By having patients who are healthier and compliant with their treatment regimens, attendance rates should also improve and minimize the need for chronic care.</p> <p><u>Outcome:</u> Jacobi's patients who are compliant with their treatment regimens and have acceptable hbA1c levels is now close to 70% exceeding the goals within our health system.</p>	
Diabetes	Support Proactive Care and Improve Self-Management Skills through the Chronic Disease Collaborative			
Obesity	Offer Introductory Health Education and Monthly Support Group Sessions through Bariatric Center of Excellence	Yes	<p><u>Target Population:</u> Obesity Patients.</p> <p><u>Goal:</u> Providing the highest quality surgical, nutritional and psychological care to help patients who are obese turn their lives around and start living healthier.</p> <p><u>Plan:</u> By educating our obese population to the opportunities that exist. We hope to increase the patients seen by our service and see a reduction in the obesity population within Bronx County.</p> <p><u>Outcome:</u> We doubled our outreach sessions from 12 a year in 2013 to 24 in 2015. This outreach has resulted in comparable population growth. In the past few years surgeries have dramatically increased from 145 in Fiscal Year 2013 to 213 in Fiscal Year 2015. We anticipate completing 250 surgeries in the next fiscal year.</p>	
Obesity	Increase Informational Sessions for Patients in Bariatric Program and Incorporate Program Information on Hospital Website to Educate Public About Service			
Obesity	Promote General Health and Long-Term Weight Management Strategies for Overweight and Obese Children and their Families through the Family Weight Management Program	Yes	<p><u>Target Population:</u> overweight and obese children (≥ 85th percentile BMI) and their families.</p> <p><u>Goal:</u> Promoting general health and long-term weight management through healthy eating habits and increased physical activity.</p> <p><u>Plan:</u> The FWMP includes a team of two pediatricians, one nutritionist, one social worker, and a fitness trainer who integrates medical, nutritional, psychosocial, and physical activity approaches to weight loss and weight management.</p> <p><u>Outcome:</u> n/a</p>	
Obesity	Increase Access to Fresh Fruits and Vegetables through Farmers Market	Yes	<p><u>Target Population:</u> General population at large.</p> <p><u>Goal:</u> Provide Bronx residents with a low-cost, local source to buy fresh and nutritious fruits and vegetables.</p> <p><u>Plan:</u> Continue to host our farmers market between mid-June to late November while also providing numerous health education outreach events to customers.</p> <p><u>Outcome:</u> (tbd)</p>	
Obesity	Promote Exercise and Physical Activity as a Means of Controlling Weight and Other Chronic Health Conditions through Session with an Exercise Physiologist	Yes	<p><u>Target Population:</u> Patients of the weight management and adult primary care practices.</p> <p><u>Goal:</u> A certified personal trainer reaches our patients through both one on one appointments as well as providing demonstrations in the waiting area.</p>	

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
			<p><u>Plan:</u> The trainer is set up within the waiting room of the diabetes treatment area. Usually he engages between 15-to-20 people per visit per week to provide health education. Future plans include setting up a clinic where physicians will monitor patients as they exercise and guide them on their weight and health management journey. The program will start with a small group of twelve who will be provided extensive oversight.</p> <p><u>Outcome:</u> Based on the data collected, our trainer reaches almost 1,000 patients each year and provides basic health education and exercise advice.</p>	
Obesity	Supply Land on Hospital Campus on which Community Residents, Patients and Staff Can Grow their Own Produce (Jacobi Community Garden)	Yes	<p><u>Target Population:</u> The garden is open to both Jacobi patients as well as the general public. Currently, 140 individuals tend to 40 garden beds, each 32 square feet.</p> <p><u>Goal:</u> The garden provides community residents, as well as patients and staff to learn more about growing their own food. It also provides an excellent form of exercise. Currently four different services have programs that utilize the garden and give patients the opportunity to grow their own food.</p> <p><u>Plan:</u> Given the sizable demand for garden spaces. We will again be expanding the garden.</p> <p><u>Outcome:</u> in 2012, there were only 28 garden beds, now there are garden 40 with further plans to expand this space being considered.</p>	
Cardiovascular Conditions	Provide Education on Nutritional and Lifestyle Factors Affecting Blood Pressure	Yes	<p><u>Target Population:</u> Patients with uncontrolled hypertension.</p> <p><u>Goal:</u> Reduce risk factors for those suffering from high blood pressure.</p> <p><u>Plan:</u> Through intervention, self-testing and education medical personal help patients understand risk factors affecting their blood pressure. Through shared healthcare decision making, we are able to help patients understand their condition with the hopes they can one day take responsibility in keeping a healthy lifestyle.</p> <p><u>Outcome:</u> Using similar monitoring mechanisms as our diabetes registry, 63% of our patients have managed to control their blood pressure levels and bring them to an acceptable level. We are planning to increase that rate to 70% in the coming years.</p>	
Cardiovascular Conditions	Reduce Fragmented Care Delivery During Transitions from One Level of Care to Another through Project RED (Re-Engineered Discharge)	Yes	<p><u>Target Population:</u> Patients with Congestive Heart Failure and those recovering from acute myocardial infarction.</p> <p><u>Goal:</u> Through reducing fragmented care during transitions in care, we hope to improve patient engagement and education, reduce readmissions and ensure patients attend their follow-up appointments.</p> <p><u>Plan:</u> Each patient is matched with a primary care team who stays with the patient throughout their visits to the hospital. Constant patient education and interventions are common, both while they're inpatient and upon discharge. Patients are then contacted within 72 hours of their discharge, connected with an appointment within</p>	

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
			7 days (so long as they are identified as high risk), and the calls also provide an opportunity for members of the health team to consult with patients and to provide advice on any challenges they are experiencing.	<p><u>Outcome:</u> Program has expanded to COPD, Asthma and Diabetes. Project RED Program has expanded to COPD, Asthma and Diabetes. The program managed 1,219 discharges in 2015. Jacobi's Adjusted readmission rate for chronic conditions decreased from 7.5% in 2009 to 5.8% in 2014.</p>
Mental Illness / Substance Abuse	Maintain Patients in Outpatient Treatment and Reduce Hospitalizations through Assertive Community Treatment (ACT)	Yes		<p><u>Target Population:</u> Those suffering with the most severe cases of debilitating, chronic and persistent psychiatric disorders have difficulty keeping traditional appointments or suffer from other psycho-social issues that hamper their recovery and in some cases, threaten their wellbeing.</p> <p><u>Goal:</u> ACT teams deliver comprehensive and intensive outpatient treatment to these individuals who are most likely to skip appointments or not adhere to their medication regimen yet at the same time are also high users of emergency room and inpatient hospitalization services. These situations are not only costly, but can also lead to fragmented care by providers who may not be familiar with a patient's past medical or psychiatric history.</p> <p><u>Plan:</u> the ACT team goes out into the field, counseling these individuals and working with them to develop individualized treatment plans to keep them healthy and safe. These plans address patients' medications, housing, finances, employment support and anything else that is essential to their success. Over time, this type of engagement and treatment can improve their symptoms, stability and quality of life.</p> <p><u>Outcome:</u> the National Alliance on Mental Illness (NAMI) estimates ACT Programs can reduce hospitalizations by 20%.</p>
Mental Illness / Substance Abuse	Perform Extended Observation, Assessment and Stabilization of Acute Psychiatric Patients through Comprehensive Psychiatric Emergency Program (CPEP)	Yes		<p><u>Target Population:</u> the CPEP treats patients from early childhood to geriatric age who present with major mood or psychotic disorders, substance associated disorders, and/or organic mental syndromes with acute behavioral complications.</p> <p><u>Goal:</u> CPEP is the primary admission point for the Psychiatric Inpatient Service. Patients may be held for a 24-hour period to assess their mental status and determine the need for acute inpatient stay.</p> <p><u>Plan:</u> Multidisciplinary clinical staff provide direct services to all. Triage patients within 30 minutes of arrival. 24 hours a day, 7 days a week. This includes psychiatric, psychosocial, and physical care. There is strong coordination between CPEP, the hospital's social work department</p> <p><u>Outcome:</u> Our CPEP program treated 8,014 patients in CY 2014 and 7773 in CY 2015.</p>

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
Asthma	Develop Asthma Action Plan through Pediatric Asthma Program	Yes	<p><u>Target Population:</u> Children with asthma and allergies.</p>	
Asthma	Develop Individualized Care Plan to Manage Symptoms, Reduce Triggers and Deal with Impending Asthma Attacks through Adult Asthma Program	Yes	<p><u>Goal:</u> Through written asthma action plans, family education and medication. We plan to reduce the rate of symptoms so asthmatic episodes, attacks and hospital visits are rare.</p>	
Asthma	Study Effectiveness of Environmental Interventions through Asthma Research Programs	Yes	<p><u>Plan:</u> Regular and timely appointments (5 days a week), in addition to easy prescription renewal and coordination between parents and educators we will ensure that children and their caretakers know the early signs of asthma, what triggers asthma and how to make your environment asthma friendly. By providing asthma education during each visit we can tailor a treatment plan to each individual. Asthma action plans which are embedded in the electronic patient record of our asthma patients.</p> <p><u>Outcome:</u> Pediatric hospitalization rates among MetroPlus insured patients (NYC H+H's health plan) of Jacobi have fallen incrementally from 3.71% in 2010 to 3.43% in 2014.</p>	
Infectious Diseases	Provide HIV Counseling and Testing through Designated AIDS Center (DAC) Service	Yes	<p><u>Target Population:</u> Those patients who are HIV infection or at-risk.</p> <p><u>Goal:</u> providing comprehensive model of care on site to all HIV/AIDS patients.</p> <p><u>Plan:</u> co-located medical services for HIV patients including dental, mental health care with social work case management services to link patients and coordinate other care they may need.</p> <p><u>Outcome:</u> between Jacobi and NCB, 2500 patients receive care. 85% of these are linked to HIV care.</p>	
Infectious Diseases	Adapt B.R.I.E.F Model for Hospital's Community Pharmacy Testing Initiative	Yes	<p><u>Target Population:</u> The Bronx unfortunately has some of the highest STD/HIV transmission rates in the country. This testing, modeled after the Project BRIEF rapid testing pioneered at Jacobi which rapid tests patients in an ER setting, was paid for by grant funding allowed Jacobi and NCB to go into the community and provide testing in at risk areas.</p> <p><u>Goal:</u> Provide care to those at risk and link them to services at our facilities.</p> <p><u>Plan:</u> By testing patients, care providers are able to engage patients about at-risk behaviors and those who are tested positive can be matched to the services they need.</p> <p><u>Outcome:</u> In the last year, over 10,000 people were tested for care.</p>	
Infectious Diseases	Reduce Substance Abuse and HIV/AIDS Transmission through Ryan White Harm Reduction Program	Yes	<p><u>Target Population:</u> The Ryan White program offers free group and individual counseling for HIV positive individuals who have a desire to get sober.</p> <p><u>Goal:</u> To prevent substance abuse among those infected with HIV aids.</p> <p><u>Plan:</u> Our professionals work to enhance an individual's life, holistically striving to improve social, psychological</p>	

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
				<p>and interpersonal function. Working under a harm reduction model, we are able to meet clients where they are, to assist with their recovery. We provide services that include comprehensive assessment, individual sessions, overdose prevention groups, creative sobriety groups, stress management groups, STD prevention, and healthcare management.</p> <p><u>Outcome:</u> We see approximately 100 unique patients a year, some of which attend the program on a daily basis both at JMC and NCB. It is somewhat difficult to determine how many are treated successfully. We measure a patient's success on their ability to attend the program on a regular basis and maintaining abstinence.</p>

Appendix 4. Community Resources

Appendix 4 is a listing of health and social services available to low-income, uninsured, and underinsured individuals in the neighborhoods included in the primary service area of NYC Health + Hospitals, sorted by borough and neighborhood. Organization services are in the following categories: Dental, Vision, Adult Day Health, Health center, Insurance enrollment, Home Health, Hospital, Nursing Home, Prescription Drug, Immigration Support, Mental Health-Inpatient, Mental Health-Ambulatory, Substance Use, Social Services, Financial Assistance, and Wellness/Prevention.

Source: Health Information Tool for Empowerment (HITE), a program of the not-for-profit Foundation affiliate of the Greater New York Hospital Association (GNYHA). <http://www.hitesite.org/Default.aspx>. Accessed 3/11/2016.

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Bronx:																	
Fordham- Bronx Park																	
AHRC - Article 16 Clinic (Bronx)	2488 Grand Concourse, 3rd Floor Room 337, Bronx, NY 10458													Y		Y	
AHRC - Bronx Community Rehabilitation and Training Center	3600 Jerome Avenue, 1st Floor, Bronx, NY 10467															Y	
AHRC - Bronx Early Childhood Direction Center	2488 Grand Concourse, Room 303, Bronx, NY 10458															Y	
AHRC - Family Reimbursement: The Francesca Nicosia Fund	2488 Grand Concourse, Room 404, Bronx, NY 10458															Y	Y
Astor Child Guidance Services - Tilden OPC	750 Tilden Street, Bronx, NY 10467												Y				
Bainbridge Nursing and Rehabilitation Center, LLC	3518 Bainbridge Avenue, Bronx, NY 10467			Y					Y								
Bedford Park Senior Center	243 East 204th Street, Bronx, NY 10458															Y	
BOOM!Health - Main Office	540 East Fordham Road, Bronx, NY 10458															Y	Y
Bronx Jewish Community Council	2930 Wallace Avenue, Bronx, NY 10467						Y			Y					Y	Y	
Bronx Park Rehabilitation & Nursing Center	3845 Carpenter Avenue, Bronx, NY 10467								Y								
Bronx SBDC - Lehman College Campus	250 Bedford Park Boulevard, Bronx, NY 10468					Y										Y	
Bronx Vet Center	2471 Morris Ave, Suite 1A, Bronx, NY 10468												Y		Y		
Bronx Women's Business Resource Center	2488 Grand Concourse, Suite 321-B, Bronx, NY 10458															Y	
BronxCare - Autism Treatment and Advocacy Center	2432 Grand Concourse, Bronx, NY 10468	Y			Y												Y
BronxCare - Poe Medical and Dental Center	2432 Grand Concourse, Bronx, NY 10458	Y			Y	Y											Y
Bronxwood Home for the Aged	799 East Gun Hill Road, Bronx, NY 10467						Y		Y							Y	
BronxWorks - Bedford Park Center	2925 Grand Concourse, (entrance on 199th Street), Bronx, NY 10468															Y	
CenterLight Health System - Home Health Care Training Program - Bronx	2275 Olinville Avenue, Lower Level, Bronx, NY 10467															Y	
CenterLight Health System - Skilled Nursing	612 Allerton Avenue, Bronx, NY 10467						Y		Y							Y	
Cerebral Palsy Associations of New York State - Article 16 Clinic - Bronx Comprehensive Care Center	2432 Grand Concourse, Bronx, NY 10467				Y								Y		Y		
Children's Hospital at Montefiore - Adolescent AIDS Program	3514 Wayne Avenue, Bronx, NY 10467				Y											Y	Y
Council of Belmont Organizations (COBO)	630 East 187th Street, Bronx, NY 10458															Y	
Creston Avenue Baptist Church - Food Pantry and Soup Kitchen	114 East 188th Street, Bronx, NY 10468															Y	Y
Davidson Pediatric Center - Comprehensive Pediatrics Care, PC	2400 Davidson Avenue, Bronx, NY 10468				Y												
Fordham Bedford Community Services	2715 Bainbridge Avenue, Bronx, NY 10458										Y					Y	
Fordham-Tremont CMHC - Community Recovering Services	2021 Grand Concourse, 6th Floor, Bronx, NY 10458													Y			
Fordham-Tremont CMHC - Rev. David Casella Children's Services (DCCS)	260 East 188th Street, 5th Floor, Bronx, NY 10458													Y		Y	
Good Shepherd Services - Beacon MS 45 Counseling Prevention Program/Family Empowerment Program	685 East 187th Street, 2nd Floor, Bronx, NY 10458															Y	
Good Shepherd Services - Community Center Beacon at MS 45	2502 Lorillard Place, Bronx, NY 10458															Y	
Goodwill Industries - Family Reimbursement Program	2432 Grand Concourse, 2nd Floor, Bronx, NY 10458															Y	
Healthy Families Morris Heights at Morris Heights Health Center	2306 Walton Avenue and 183rd, Health Connections, Bronx, NY 10468					Y											Y
James J. Peters VA Medical Center - Outpatient Services	130 West Kingsbridge Road, Bronx, NY 10468				Y							Y	Y	Y	Y		
James J. Peters VA Medical Center	130 West Kingsbridge Road, Bronx, NY 10468							Y	Y							Y	Y
JASA - Geriatric Mental Health Outreach Service	1 Fordham Plaza, Suite 908, Bronx, NY 10458						Y						Y			Y	
JBFC - Genesis	PO Box 45, Bronx, NY 10468															Y	
JBFC - Ittleson Holland Avenue Community Residence	2215 Holland Avenue, Bronx, NY 10467															Y	
JBFC - Pelham Family Center	2250 Holland Avenue, Bronx, NY 10467															Y	
JBFC - Personalized Recovery Oriented Services (PROS) Possibilities - Bronx	3600 Jerome Avenue, The Harry & Jeanette Weinberg Mental Health Center, Bronx, NY 10467												Y				
JBFC - The Harry Blumenfeld Pelham Counseling Center	750 Astor Avenue, 2nd Floor, Bronx, NY 10467												Y		Y		
JBFC - The Honorable Caroline K. Simon Counseling Center - Bronx	3600 Jerome Avenue, The Harry & Jeanette Weinberg Mental Health Center, Bronx, NY 10467												Y	Y			
JBFC - White Plains Road Service - CR/SRO	3735 White Plains Road, Bronx, NY 10467															Y	
Jewish Home Lifecare - Bronx Division	100 West Kingsbridge Road, Harry and Jeanette Weinberg Campus, Bronx, NY 10468			Y			Y		Y							Y	
Kingsbridge Heights Community Center - Changing Futures - Fordham Annex	538 East Fordham Road, Bronx, NY 10458															Y	
Madison Square Boys and Girls Club - Columbus Clubhouse	543 East 189th Street, Bronx, NY 10458															Y	
Mekong NYC	2471 University Avenue, Bronx, NY 10468					Y					Y					Y	
Mental Health Association - Supported Housing Program	2488 Grand Concourse, Suite 403, Bronx, NY 10458															Y	
Mind-Builders Creative Arts Center	3415 Olinville Avenue, Bronx, NY 10467															Y	Y
Montefiore Medical Center - AIDS Center	3444 Kossuth Avenue, 3rd Floor, Bronx, NY				Y	Y										Y	

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
HAC - Day Care Center	1181 Nelson Avenue, Bronx, NY 10452														Y		
HAC - Marshall England Early Learning Center, Universal Pre-K and Family Day Care	800 Concourse Village East, Bronx, NY 10451														Y		
Highbridge Woodycrest Center	936 Woodycrest Avenue, Bronx, NY 10452								Y						Y		
Holy Tabernacle Church - Outreach Program	3780 Third Avenue, Bronx, NY 10456														Y	Y	
Hope Center	1401 University Avenue, Bronx, NY 10452								Y						Y		
Hope of Israel Senior Citizen Center	1068 Gerard Avenue, Bronx, NY 10452														Y		
Hostos Community College - Allied Health Career Pipeline Program	427 Walton Avenue, Bronx, NY 10451														Y		
Hostos Community College Immigration Center	427 Walton Avenue, T-501, Bronx, NY 10451									Y							
Institute for Family Health - Urban Horizons Family Health Center	50-98 East 168th Street, Bronx, NY 10452				Y	Y									Y		
Legal Aid Society - Bronx Neighborhood Office	260 East 161st Street, 8th Floor, Bronx, NY 10451														Y		
Legal Aid Society of New York - Bronx Criminal Practice	260 E 161st Street, 8th-10th floor, Bronx, NY 10451														Y		
Legal Aid Society of New York - Bronx Housing Court Office	1118 Grand Concourse, Room 540, Bronx, NY 10451														Y		
Legal Services NYC - Bronx	349 East 149th Street, 10th Floor, Bronx, NY 10451									Y					Y		
LIFT - The Bronx	349 East 149th Street, Suite 500, Bronx, NY 10451					Y									Y	Y	
Lincoln Hospital - Immunotherapy Clinic	234 East 149th Street, 2A5 Clinic-2nd Floor, Bronx, NY 10451				Y										Y		Y
Lincoln Hospital - Teen Center	234 East 149th Street, 1st Floor, Room 1C2, Bronx, NY 10451				Y										Y		Y
Lincoln Medical and Mental Health Center - Child/Adolescent Outpatient Mental Health Clinic	234 East 149th Street, 4th Floor, Unit 4A, Bronx, NY 10451											Y					
Lincoln Medical and Mental Health Center - Mental Health Outpatient Clinic	234 East 149th Street, 7th Floor, Unit 7B, Bronx, NY 10451											Y		Y			
Lincoln Medical and Mental Health Center - WIC Program	234 East 149th Street, 1st floor, New York, NY 10451															Y	Y
Lincoln Medical and Mental Health Center	234 East 149th Street, Bronx, NY 10451							Y									
Melrose Houses Child Health Clinic	348 East 156th Street, Bronx, NY 10451				Y	Y											
Mid-Bronx Senior Citizens Council - Family Preservation Center	1125 Grand Concourse, Bronx, NY 10451									Y					Y	Y	Y
Mid-Bronx Senior Citizens Council	900 Grand Concourse, (at 161st Street), Bronx, NY 10451						Y								Y		
Montefiore Comprehensive Health Care Center (CHCC)	305 East 161st Street, Bronx, NY 10451	Y	Y		Y	Y											Y
Morrisania Diagnostic & Treatment Center	1225 Gerard Avenue, Bronx, NY 10452	Y	Y		Y	Y						Y			Y		Y
Muslim Women's Institute for Research and Development - Community Food Pantry at Highbridge	1363 Ogden Avenue, Bronx, NY 10452									Y					Y		Y
Narco Freedom - Alternatives Program	528 Morris Avenue, Bronx, NY 10451														Y		
Narco Freedom - Neighborhood & Family Community Health Center (Bronx)	324 East 149th Street, Bronx, NY 10451				Y												Y
Neighborhood Housing Services of New York City (NHSNYC) - South Bronx Office	848 Concourse Village West, Bronx, NY 10451															Y	
NEOPEDS	800 Grand Concourse, Office # 5, Bronx, NY 10451				Y												Y
New Settlement College Access Center	1563 Walton Avenue, Bronx, NY 10452														Y		
New Settlement Community Center	1501 Jerome Avenue, Bronx, NY 10452																Y
New York Metropolitan Martin Luther King, Jr. Center for Nonviolence	576 East 165th Street, Bronx, NY 10456									Y					Y		
NYC Dept. of Health - STD Control and Prevention Clinic - Morrisania	1309 Fulton Avenue (E 169th St. off 3rd), 2nd Floor, Bronx, NY 10456				Y										Y		Y
NYPCC - Bronx Child and Family Mental Health Center	579 Courtlandt Avenue, Bronx, NY 10451											Y					
Patterson Houses Senior Center	308 East 145th Street, Bronx, NY 10451														Y		
Phipps Houses Group - Phipps Opportunity Center	3125 Third Avenue, Bronx, NY 10451					Y				Y					Y		
Planned Parenthood of New York City - Bronx Center	349 East 149th Street, (at Courtlandt Avenue), Bronx, NY 10451				Y										Y		Y
Planned Parenthood of New York City - Project Street Beat Bronx	349 East 149th Street, 3rd Floor, Bronx, NY 10451														Y		Y
Presbyterian Senior Services (PSS) - Andrew Jackson Neighborhood Center	325 East 156th Street, Bronx, NY 10451														Y		
Presbyterian Senior Services (PSS) - Highbridge Neighborhood Center	1181 Nelson Avenue, 2nd floor, Bronx, NY 10452														Y	Y	
Project Renewal - Leona Blanche House	960 Tinton Avenue, Bronx, NY 10456														Y		
Puerto Rican Family Institute, Inc - Bronx Child Preventive Program	3251 Third Avenue, 3rd Fl., Bronx, NY 10456														Y		
Safe Horizon/44th Precinct - Bronx Domestic Violence Department	2 East 169th Street, Bronx, NY 10452														Y		
Salvation Army - Citadel	425 East 159th Street, Bronx, NY 10451														Y	Y	
Sauti Yetu Center for African Women, Inc.	2417 3rd Avenue, Bronx, NY 10451									Y					Y		
SEBNC - After School Program	955 Tinton Avenue, Bronx, NY 10456														Y		
SEBNC - Best of Me Day Habilitation Program	751 East 161st Street, Bronx, NY 10456														Y		

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
SEBNC - Leisure Time I & II, Accent Cafe Recreation Programs	3289 Third Avenue, Bronx, NY 10456																
SEBNC - Leisurely Yours After-School Program	3289 Third Avenue, Bronx, NY 10456																
SEBNC - United Day Habilitation Program	3289 Third Avenue, Bronx, NY 10456																
SEBNC - Youth Activity and Night Center	955 Tinton Avenue, 1st Floor, Bronx, NY 10456																
Service For The Underserved, Inc. (SUS)- Central Admissions for Substance Abuse Treatment	1600 Macombs Road, Bronx, NY 10452													Y	Y		
Steinway Child and Family Services - Courtlandt Avenue Clinic	522 Courtlandt Avenue, Bronx, NY 10451												Y				
SUS/Palladia - Comprehensive Treatment Institute - Bronx	1366 Inwood Avenue, Bronx, NY 10452													Y			
The Bronx Health Link	851 Grand Concourse, Room 914, Bronx, NY 10451														Y		Y
The Dennesse Corporation - Bronx Office	349 East 149th Street, Suite 605, Bronx, NY 10451														Y		
The Momentum Project - The Church of God of Prophecy	85 East 165th Street, Bronx, NY 10452														Y		Y
The Neighborhood Association for Inter-Cultural Affairs (NAICA)	1075 Grand Concourse, Suite 1B, Bronx, NY 10452														Y	Y	
University Behavioral Associates - Supporting Healthy Relationships Program	334 East 148th Street, 2nd Floor, Bronx, NY 10451														Y		Y
University Consultation and Treatment Center - Ehrlich Apartment Program	1020 Grand Concourse, Suite 7, Bronx, NY 10451														Y		
Urban Horizons Family Health Center - COMPASS Program	50 East 168th Street, Bronx, NY 10452				Y	Y									Y		Y
Volunteers of America - Eden House	50 West Mount Eden Avenue, Bronx, NY 10452														Y		
We Stay/Nos Quedamos, Inc.	754 Melrose Avenue, Bronx, NY 10451														Y	Y	
West Bronx Recreation Center	1527 Jesup Avenue, Bronx, NY 10452																Y
WHEDCO - Education and Youth Development	1220 Gerard Avenue, Located within PS/MS 218, Bronx, NY 10452														Y		
WHEDCO - Family Day Care Microenterprise Network	50 East 168th Street, Bronx, NY 10452														Y		
WHEDCO - Family Support Program	50 East 168th Street, Bronx, NY 10452														Y	Y	
Woodycrest Center for Human Development, Inc. - Main Office and Work Readiness Program	153 West 165th Street, Bronx, NY 10452														Y		
Woodycrest Center for Human Development, Inc. - Parent Support and Out of School Time Programs	175 West 166th Street, Room 113, Bronx, NY 10452														Y		
YMCA of Greater New York - Y Roads Center - Bronx	332 East 149th Street, Bronx, NY 10451														Y		
Hunts Point- Mott Haven																	
Abraham House	340 Willis Avenue, Bronx, NY 10454										Y				Y		
Abundant Life Tabernacle - Food Pantry	2692 Third Avenue, Bronx, NY 10454														Y	Y	
Acacia Network, Inc. - La Casa de la Salud/Community Health Center	966 Prospect Avenue, Bronx, NY 10459	Y			Y										Y		Y
America Works, Inc. - Back to Work Program - Bronx	424 East 147th Street, 3rd Floor, Bronx, NY 10455										Y				Y		
ArchCare at San Vicente de Paul Skilled Nursing and Rehabilitation Center	900 Intervale Avenue, Bronx, NY 10459								Y								
Argus Community - Harbor House I	402 East 156th Street, Bronx, NY 10455														Y		
Association for Energy Affordability, Inc. (AEA) - Weatherization Assistance Program	105 Bruckner Boulevard, Bronx, NY 10454															Y	
Baltic Street Advocacy, Employment, and Housing (AEH), Inc. - Bronx Home Works	369 East 148th Street, Lower Level, Bronx, NY 10455														Y	Y	
Baltic Street Advocacy, Employment, and Housing (AEH), Inc. - Bronx Self-Help & Advocacy Center	369 East 148th Street, Lower Level, Bronx, NY 10455														Y		
Banana Kelly Community Improvement	863 Prospect Avenue, Bronx, NY 10459														Y		
Betances Senior Center	607 Concord Avenue, Bronx, NY 10455														Y		
BOOM!Health - Go Girl!	953 Southern Blvd, Suite 201, Bronx, NY 10459														Y		
BOOM!Health - Prevention and Service Center	953 Southern Boulevard, Bronx, NY 10459														Y	Y	Y
Bowery Residents' Committee - HomePlus	357 East 145th St., Bronx, NY 10454														Y		
Bowery Residents' Committee - SPAN Bronx	500 Bergen Avenue, Bronx, NY 10455														Y		
Bronx Spanish Evangelical Church - Meal Program	800 East 156th Street, Bronx, NY 10455														Y	Y	
BronxCare - Tiffany Medical & Pediatric Practice	853 Tiffany Street, Bronx, NY 10459				Y	Y											Y
BronxWorks - Betances Community Center	547 East 146th Street, Bronx, NY 10455														Y		Y
BronxWorks - E. Roberts Moore Senior Center	515 Jackson Avenue, Bronx, NY 10455														Y		
BronxWorks - Employment Services	391 East 149th Street, 5th floor, Rm. 520, Bronx, NY 10455														Y		
BronxWorks - Family Eviction Prevention Supplement Program	630 Jackson Avenue, 3rd Floor, Bronx, NY 10455														Y	Y	
BronxWorks - Southern Boulevard	630 Southern Boulevard, Bronx, NY 10455														Y		
Cardinal McCloskey Emergency Food Pantry & Family Outreach	953 Southern Blvd., Bronx, NY 10459														Y	Y	
Casita Maria, Inc.	928 Simpson Street, 6th Floor, Bronx, NY 10459														Y		
Catholic Charities Community Services	402 East 152nd Street, Main Floor, Bronx, NY 10455														Y	Y	

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Community Healthcare Network - Bronx Health Center	975 Westchester Avenue, Bronx, NY 10459				Y	Y							Y		Y		Y
Creative Lifestyles, Inc.	67 Bruckner Boulevard, Bronx, NY 10454														Y		Y
Dominican Sisters Family Health Services - Bronx	279 Alexander Avenue, Bronx, NY 10454						Y								Y	Y	
Dominican Sisters Family Health Services - Nursing Department	279 Alexander Avenue, Bronx, NY 10454						Y										
Early Childhood Services - East Side House Settlement	375 East 143rd Street, Bronx, NY 10454														Y		Y
East Side House Settlement - Pre-K/Head Start (Mill Brook Center)	201 St. Ann's Avenue, Bronx, NY 10454														Y		
East Side House Settlement - Pre-K/Head Start (Mott Haven Center)	375 East 143rd Street, Bronx, NY 10454														Y		
East Side House Settlement - Pre-K/Head Start (Winifred Wheeler Center)	200 Alexander Avenue, Bronx, NY 10454														Y		
East Side House Settlement - Social Services	337 Alexander Avenue, Bronx, NY 10454														Y		
East Side House Settlement - Youth Services	337 Alexander Avenue, Bronx, NY 10454														Y		
Friends 2 Fathers	391 East 149th Street, Room 414 B-C, Bronx, NY 10455														Y		
Girls Prep - Bronx Elementary	681 Kelly Street, Room 205, Bronx, NY 10455														Y		
Goodwill Industries - Bronx Employment Support and Training	384 East 149th Street, Room 622, Bronx, NY 10455														Y		
Grace Outreach	378 East 151st Street, Fifth Floor, Bronx, NY 10455														Y		
Harmony at 154 Social Adult Day Care Center	367 East 154th street, Bronx, NY 10454														Y		
Health People - Community Preventive Health Institute	552 Southern Boulevard, Bronx, NY 10455														Y		Y
Hispanic AIDS Forum (HAF) - Bronx	975 Kelly Street, 4th Floor, Suite 402, Bronx, NY 10459														Y		Y
Homes for the Homeless - Prospect Family Support Center	730 Kelly Street, Bronx, NY 10455														Y		
Hope Case Management	368 East 148th Street, Bronx, NY 10455														Y		
Institute for Mediation and Conflict Resolution (IMCR)	384 East 149th Street, Suite 330, Bronx, NY 10455														Y		
JBFCS - South Bronx Counseling Center	412-424 East 147th Street, 4th Floor, Bronx, NY 10455												Y		Y		
Latino Youth In Action (LYIA)	975 Kelly Street, Suite 402, Bronx, NY 10459														Y		
Leon Senior Center	735 East 152nd Street, Bronx, NY 10455														Y		
Lincoln Recovery Center	545 East 142nd Street, Lower Level, Bronx, NY 10454													Y			
Lupus Cooperative of New York - Bronx Division	1070 Southern Blvd., 1st Floor, Bronx, NY 10459														Y	Y	
Melrose Mott Haven Senior Center	372 East 152nd Street, Bronx, NY 10455														Y		
Mental Health Association of NYC - Family Resource Center - Northern and Southern Bronx	975 Kelly Street, Suite 301, Bronx, NY 10459														Y		
Mental Health Association of NYC - The Adolescent Skills Center	975 Kelly Street, Suite 302, Bronx, NY 10459														Y		
Mercy Center	377 East 145th Street, Bronx, NY 10454									Y					Y		Y
MHA of NYC - Another Way	975 Kelly Street, Suite 302, Bronx, NY 10459														Y		
Mitchel Senior Center	188 Lincoln Avenue, Bronx, NY 10454														Y		
Morris Heights Health Center - 137th Street	625 East 137th Street, Bronx, NY 10454	Y			Y	Y									Y		
Mott Haven Community Partnership	555 Bergen Ave, 4th Floor, Bronx, NY 10455														Y		
Narco Freedom - New Beginnings Community Counseling Center	2780 Third Avenue, Bronx, NY 10455												Y		Y		
Neighborhood Coalition for Shelter (NCS) - OPTIONS Program	1323 Louis Nine Boulevard, Bronx, NY 10459														Y		
Neighborhood Coalition for Shelter (NCS) - Transitions	401 East 142nd Street, Bronx, NY 10454														Y		
Neighborhood Self-Help by Older Persons Project (SHOPP)	953 Southern Boulevard, Suite 203, Bronx, NY 10459									Y					Y		
Odyssey House - Outpatient Services	953 Southern Boulevard, Suite 301, Bronx, NY 10459													Y			
Per Scholas	804 East 138th St., Bronx, NY 10454														Y		
Police Athletic League - New South Bronx	991 Longwood Avenue, Bronx, NY 10459														Y		Y
Presbyterian Senior Services (PSS) - Davidson Neighborhood Center	950 Union Avenue, Bronx, NY 10459														Y		Y
Prospect Montefiore Dental Clinic	951 Prospect Avenue, Bronx, NY 10459	Y															
PSCH - Bronx Assertive Community Treatment (ACT) Team	987 Prospect Avenue, Bronx, NY 10459													Y			
Saint Dominic's Home - Bronx Office	853 Longwood Avenue, Bronx, NY 10459														Y		
Saint Mary's Recreation Center	450 St. Ann's Avenue, Bronx, NY 10455																Y
Sebco Neighborhood Senior Center	887 Southern Boulevard, Bronx, NY 10459														Y		
Segundo Ruiz Belvis Diagnostic & Treatment Center	545 East 142nd Street, Bronx, NY 10454	Y			Y	Y										Y	Y
Services for the Underserved - Adult Day Habilitation Program - 149th Street	391 East 149th Street, Bronx, NY 10455														Y		
Services for the Underserved - South Bronx Day Habilitation Program - 163rd Street	1029 East 163rd Street, 2nd Floor, Bronx, NY 10459														Y		
Sheltering Arms Children and Family Services - Bronx	500 Bergen Avenue, Bronx, NY 10455														Y		Y

Organization	Address	Dental	Vision	Adult Day	Health Center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
SoBRO - Business Development Services	555 Bergen Avenue, Bronx, NY 10455														Y	Y	
SoBRO - Education & Career Development	555 Bergen Avenue, Bronx, NY 10455										Y				Y		
SoBRO - Youth Development Center	555 Bergen Avenue, Bronx, NY 10455														Y		
South Bronx Concerned Citizens, Inc.	1019 Avenue Saint John, Bronx, NY 10455														Y		
South Bronx Health Center / Center for Child Health and Resiliency	871 Prospect Avenue, (at 161st Street), Bronx, NY 10459				Y	Y									Y	Y	Y
South Bronx Health Center Annex - WIC Program	856 Longwood Avenue, Bronx, NY 10459															Y	Y
Sports Foundation, Inc.	871 B Westchester Avenue, Bronx, NY 10459														Y		Y
St. Ann's Corner of Harm Reduction	886 Westchester Avenue, Bronx, NY 10459														Y		Y
St. Ann's Episcopal Church	295 St. Ann's Avenue, Bronx, NY 10454														Y		
St. Anthony Shelter	410 East 156th Street, Bronx, NY 10455														Y		
St. Anthony's Free Medical Clinic	421 East 155th Street, Bronx, NY 10455				Y										Y	Y	
St. Luke's Church - Food Pantry	623 East 138th Street, Bronx, NY 10454														Y		
The Door - Bronx Youth Center and Academy	412 East 147th Street, 4th Floor, Bronx, NY 10455														Y		
The Hope Line	402 East 152nd Street, Bronx, NY 10455									Y					Y	Y	
The Osborne Association - Bronx	809 Westchester Avenue, Bronx, NY 10455											Y			Y		Y
UNITAS Therapeutic Community	830 Southern Boulevard, Bronx, NY 10459														Y		
United Bronx Parents - Casita Esperanza	974 Prospect Avenue, Bronx, NY 10459														Y		Y
United Bronx Parents - Headquarters	966 Prospect Avenue, Bronx, NY 10455									Y				Y	Y	Y	
United Bronx Parents - La Casita III	1006 East 151st Street, Bronx, NY 10455														Y	Y	
United Bronx Parents - La Casita	834 East 156th Street, Bronx, NY 10455														Y	Y	
United Bronx Parents, Inc. - Mrs. A's Place	966 Prospect Avenue, Bronx, NY 10459														Y		
United Cerebral Palsy of NYC - Bronx Health Care Services	408 East 137th Street, Bronx, NY 10454	Y	Y		Y								Y		Y		Y
Urban Health Plan - Adolescent Health and Wellness Center/Club TIA	960 Southern Boulevard, Bronx, NY 10459				Y	Y											Y
Urban Health Plan - El Nuevo San Juan Health Center	1054 Simpson Street, Bronx, NY 10459	Y	Y		Y	Y							Y	Y	Y	Y	Y
Visiting Nurse Service of New York - Bronx Fatherhood Program	489 East 153rd Street, Bronx, NY 10455														Y		
Visiting Nurse Service of New York - FRIENDS Program and Clinic	489-493 East 153rd Street, 2nd Floor, Bronx, NY 10455												Y		Y		
Workforce1 Career Center - Hunts Point	1029 E 163rd Street, 3rd Floor, Bronx, NY 10459														Y		
Northeast Bronx																	
Community Action for Human Services - Main Office	2225 Lodovick Avenue, Bronx, NY 10469														Y		
East Haven Nursing and Rehabilitation Center, LLC	2323 Eastchester Road, Bronx, NY 10469								Y								
Eastchester Rehabilitation & Health Care Center, LLC	2700 Eastchester Road, Bronx, NY 10469								Y								
Gold Crest Care Center	2316 Bruner Avenue, Bronx, NY 10469								Y								
Jacobi Medical Center - Gunhill Health Center	1012 East Gunhill Road, Bronx, NY 10469				Y	Y									Y		Y
Kings Harbor Multicare Center	2000 East Gun Hill Road, Bronx, NY 10469								Y								
Montefiore Medical Group - Astor Avenue Pediatrics	1500 Astor Avenue, Bronx, NY 10469				Y	Y											Y
Montefiore Medical Group - Burke Avenue Office	941 Burke Avenue, Bronx, NY 10469				Y	Y											
Montefiore Medical Group - Williamsbridge Family Practice	3011 Boston Road, Bronx, NY 10469				Y	Y											Y
Morris Park Nursing Home	1235 Pelham Parkway North, Bronx, NY 10469								Y								
Neighborhood Housing Services of New York City (NHSNYC) - North Bronx Office	1451 East Gun Hill Road, 2nd Floor, Bronx, NY 10469																Y
New York Urban League - Bronx Employment Services	3008 Eastchester Road, Bronx, NY 10469														Y		
Pelham Parkway Nursing Care and Rehab Center, LLC	2401 Laconia Avenue, Bronx, NY 10469								Y								
Puerto Rican Family Institute - Intermediate Care Facility I	3050 Laconia Avenue, Bronx, NY 10469														Y		
Regional Aid for Interim Needs (RAIN) - Boston East Senior Center	3450 Boston Road, Bronx, NY 10469														Y		
Regional Aid for Interim Needs (RAIN) - Eastchester Senior Center	1246 Burke Avenue, Bronx, NY 10469														Y		
Sue Ginsburg Senior Center	975 Waring Avenue, Bronx, NY 10469														Y		
United Cerebral Palsy of NYC - Bronx Children's Program	1770 Stillwell Avenue, Bronx, NY 10469														Y		
United Cerebral Palsy of NYC - Overnight Respite Program	1822 Stillwell Avenue, Bronx, NY 10469														Y		
Urban Neighborhood Educational Technology for You, Inc.	3480 Seymour Avenue, Bronx, NY 10469														Y		
Workmen's Circle Multicare Center	3155 Grace Avenue, Bronx, NY 10469								Y								
Pelham- Throgs Neck																	
AHRC - Howard Haber Early Learning Center	2300 Westchester Avenue, Bronx, NY 10462														Y		
Bronx Center for Rehabilitation and Healthcare, LLC	1010 Underhill Avenue, Bronx, NY 10472						Y		Y								
Bronx Jewish Community Council - Pelham Parkway Community Service Center and Food Pantry	2157 Holland Avenue, Bronx, NY 10462														Y	Y	
Bronx River Senior Center	1619 East 174th Street, Bronx, NY 10472														Y		
Catholic Guardian Services - Westchester Ave. Office	1990 Westchester Avenue, 1st and 2nd Floors, Bronx, NY 10462														Y		Y
CUNY Preparatory School	2122 White Plains Road, Bronx, NY 10462														Y		

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Grandparents Advocacy Project (GAP)	1595 Metropolitan Avenue, Bronx, NY 10462														Y		
Healthy Families Parkchester	1990 Westchester Avenue, 2nd Floor, Bronx, NY 10462														Y		Y
JASA - East Bronx Case Management	1354 White Plains Road, Bronx, NY 10462														Y		
JASA - Van Cortlandt Senior Center	3880 Sedgewick Avenue, Bronx, NY 10462														Y		
Mechler Hall Senior Center	2158 Watson Avenue, (entrance behind church in the basement), Bronx, NY 10472														Y		
Montefiore Medical Group - Bronx East	2300 Westchester Avenue, Bronx, NY 10462	Y	Y		Y	Y											
Montefiore Medical Group - Castle Hill Family Practice	2175 Westchester Avenue, Bronx, NY 10462				Y	Y											Y
Montefiore Medical Group - White Plains Road	2100 White Plains Road, Bronx, NY 10462				Y	Y											
Muslim Women's Institute for Research and Development - The Benedict Avenue Community Food Pantry	2044 Benedict Avenue, Bronx, NY 10462														Y	Y	
Office of Adult Career and Continuing Education Services (ACCES) - Vocational Rehabilitation (VR)	1215 Zerega Avenue, Bronx, NY 10462														Y		
Parkchester Enhancement Program (PEP) for Seniors NORC Program	1525 Unionport Rd., Apt. #ME, Bronx, NY 10462														Y		
Rebekah Rehab & Extended Care Center	1070 Havemeyer Avenue, Bronx, NY 10462								Y								
Regional Aid for Interim Needs (RAIN) - One Stop Program	1380 Metropolitan Avenue, Bronx, NY 10462														Y		
Regional Aid for Interim Needs (RAIN) - Parkchester Senior Center	1380 Metropolitan Avenue, 2nd Floor, Bronx, NY 10462														Y		
Services for the Underserved - Lydig Avenue	708 Lydig Avenue, Bronx, NY 10462														Y		
South Bronx Educational Foundation - Rosedale Center	1724 East 174th Street, Bronx, NY 10472														Y		
St. Barnabas Hospital - Bronx Park Medical Pavilion	2016 Bronxdale Avenue, Bronx, NY 10462	Y	Y		Y												Y
St. Paul's Evangelical Lutheran Church - Food Pantry	1891 McGraw Avenue, Bronx, NY 10462														Y	Y	
United Cerebral Palsy of NYC - Harbor Residence	2190 Barnes Avenue, Bronx, NY 10462														Y		
Urban Health Plan - St. Lawrence Community Health Center	1764 Westchester Avenue, (Corner of St. Lawrence Avenue), Bronx, NY 10472				Y	Y											Y
Volunteers of America - Commonwealth Veterans' Residence	1150 Commonwealth Avenue, Bronx, NY 10472														Y		
YMPJ - Center for Education for Liberation	1384 Stratford Avenue, Bronx, NY 10472									Y					Y		
YMPJ Center for Community Justice (CCJ)	1384 Stratford Avenue, Bronx, NY 10462									Y					Y		
YMPJ Center for Wellness	1384 Stratford Avenue, Bronx, NY 10472																Y

Appendix 5. User Survey Instrument

Date:
Facility:
Location:
Staff Initials:

Assisted Self-Administered

NYC Health and Hospitals Corporation Community Health Needs Survey

The New York City Health and Hospitals Corporation (HHC) is conducting this survey as part of a community health needs assessment. The information that you provide will help HHC to better serve you and members of your community.

The survey is voluntary and confidential. You do not have to complete the survey, and you can skip questions you do not want to answer. Your name will not be written on the survey, and we will not be able to connect your answers to you personally.

It will take about 15 minutes to complete this survey. In appreciation of your time and effort, you will receive a \$5.50 MetroCard for completing this survey.

1. In general, would you say that your health is:
Excellent Good Fair Poor

2. Do you currently have health insurance?
Yes No Don't Know

2a. If yes, what type of insurance do you have?

Medicaid
Medicare
Private insurance through my employer or my spouse's employer
Private insurance through the NY State Exchange (Obamacare)
ADAP or other NY State AIDS Insurance Assistance
Other (please specify) _____

3. Have you seen a personal doctor or your regular doctor in the past 12 months for a visit (for example, for an annual check-up or for a medication refill)?
Yes No Don't know Prefer not to answer

4. Have you seen a dentist in the past 12 months?
Yes No Don't know Prefer not to answer

5. Do you have children under the age of 18 living with you?

Yes

No

5a. If yes, are you able to get an appointment with your child's doctor when you need to?

Always

Sometimes

Never

6. Based on your experience with your family, friends, and neighbors, please rate each of the following health issues based on how serious and/or widespread they are ***in your community***.

	Very serious	Somewhat serious	Not serious	Don't know / Not applicable
Heart disease, high cholesterol, stroke				
Cancer				
Diabetes				
Asthma and other breathing issues				
Hypertension/ high blood pressure				
Violence				
Mental illness and psychiatric disorders				
Dementia including Alzheimer's				
Obesity				
Premature births, low birth weight				
HIV, Hepatitis, STDs				
Alcohol and/or drug use				
Smoking				

7. Have there been times in the last month when you could not afford to eat?

Yes No

8. Have you encountered any of the following challenges when seeking or obtaining health care?

	Yes	No
Barriers related to finances, such as the cost of co-pays, not having insurance, or not being able to take time off from paid work to see your doctor.		
Barriers related to accessing healthcare, such as not having transportation, or not being able to get a timely appointment.		
Barriers related to culture, language, or religion, including concerns that you may experience stigma or discrimination by your healthcare providers.		

9. Have you been to the emergency room in the last year?

Yes No

9a. If yes, some people go to the emergency room because they do not have a regular doctor. In the past year, have you gone to the emergency room instead of visiting your doctor for any of the following reasons? (Check all that apply.)

I didn't have insurance

I do not have a regular doctor

It takes too long to get an appointment

My doctor's office or clinic wasn't open

I like that I can get everything I need during a single visit to the emergency room (for example, see a doctor, get a lab test and have my prescription filled)

Other, specify: _____

Finally, we'd like to get some background information.

10. What is your ZIP code: _____

11. How old are you? _____

12. What do you consider yourself?

Female

Male

Transgender

Prefer not to answer

13. What is your race/ethnicity?

White
Black or African American
More than 1 race
Asian, specify: _____
Hispanic or Latino/a, specify: _____
American Indian or Alaskan Native
Prefer not to answer

Native Hawaiian or other Pacific Islander
Other, specify: _____

14. Were you born outside of the U.S.?

Yes
No
Prefer not to answer

14a. If yes, in what country you were born?

15. In what language do you prefer to receive health care?

English	Haitian/French Creole	Urdu
Spanish	Hindi	Yiddish
Arabic	Italian	
Chinese (Mandarin, Cantonese, or other)		
Korean	Prefer not to answer	
French	Russian	
Other, specify: _____		

16. In the past year, have you gone anywhere else to receive healthcare?

Yes
No

If yes, where _____

17. What is it about [FACILITY] that you like the MOST? (Check all that apply)

- Physicians
- Nurses
- Clerical Staff
- Social Services
- Cost
- Location
- Hospital Environment
- Wait time
- Language/Interpretation Services
- Other _____

18. What is it about [FACILITY] that you like the LEAST? (Check all that apply)

- Physicians
- Nurses
- Clerical Staff
- Social Services
- Cost
- Location
- Hospital Environment
- Wait time
- Language/Interpretation Services
- Other _____

19. How likely are you to recommend [FACILITY] to your family and friends?

- Very likely
- Somewhat Likely
- Not likely
- Would not recommend

20. How long have you have lived in your current neighborhood:

- Less than 1 year
- 1-5 years
- 6-10 years
- More than 10 years

21. What is your sexual orientation?

- Straight/heterosexual
- Gay, lesbian or homosexual
- Bisexual
- Other (please specify) _____
- Prefer not to answer

22. Do you know who your primary care provider is?

- Yes
- No

22a. If yes, Name of your primary care provider:

23. When being discharged, are you concerned about the following challenges:

	Yes	No
Medical condition(s)		
Family support		
Access to Home care		
Access to medications		
Access to medical care		
Access to mental health services		
Access to affordable housing		
Access to health insurance		
Financial Barriers		
Access to housing adapted for your disability needs		
Transportation		

Appendix 6. Survey Instrument for Community Advisory Boards and Hospital Leadership

Based on your experience with your family, friends, and neighbors, please rate each of the following health issues based on how serious and/or widespread they are in your hospital community.

	Very serious	Somewhat serious	Not serious	Don't know / Not applicable
Heart disease, high cholesterol, stroke				
Cancer				
Diabetes				
Asthma and other breathing issues				
Hypertension/ high blood pressure				
Violence				
Mental illness and psychiatric disorders				
Dementia including Alzheimer's				
Obesity				
Premature births, low birth weight				
HIV, Hepatitis, STDs				
Alcohol and/or drug use				
Smoking				

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2016

COMMUNITY HEALTH NEEDS ASSESSMENT



EXECUTIVE SUMMARY

Community Health Needs Assessment, 2016 Update

Purpose of the Community Health Needs Assessment

This 2016 Community Health Needs Assessment (CHNA) updates the CHNA completed in 2013 to meet the requirements of Section 9007 of the 2010 federal law, The Affordable Care Act (“ACA”). The ACA requires that any tax-exempt, IRS-designated 501(c) (3) hospital complete or update a publicly-available, comprehensive CHNA every three years in order to document the extent to which it understands the unique characteristics and needs of the local communities it serves, and responds to these needs by delivering meaningful and effective community benefit through clinical services and other programming.

Required Components

A CHNA report has five required components:

- 1) Definition of community served
- 2) A prioritized description of the significant health needs of the community
- 3) Transparency in the process and methods used to conduct the CHNA, including how it took into account input from the community served and prioritized community health needs
- 4) A description of the resources potentially available to address the identified significant prioritized community health needs
- 5) An evaluation of the impact of actions taken to address the significant health needs identified in the previous CHNA report (June 2013).

A CHNA report is considered complete when it is adopted by a governing body of the facility and made widely available to the public.

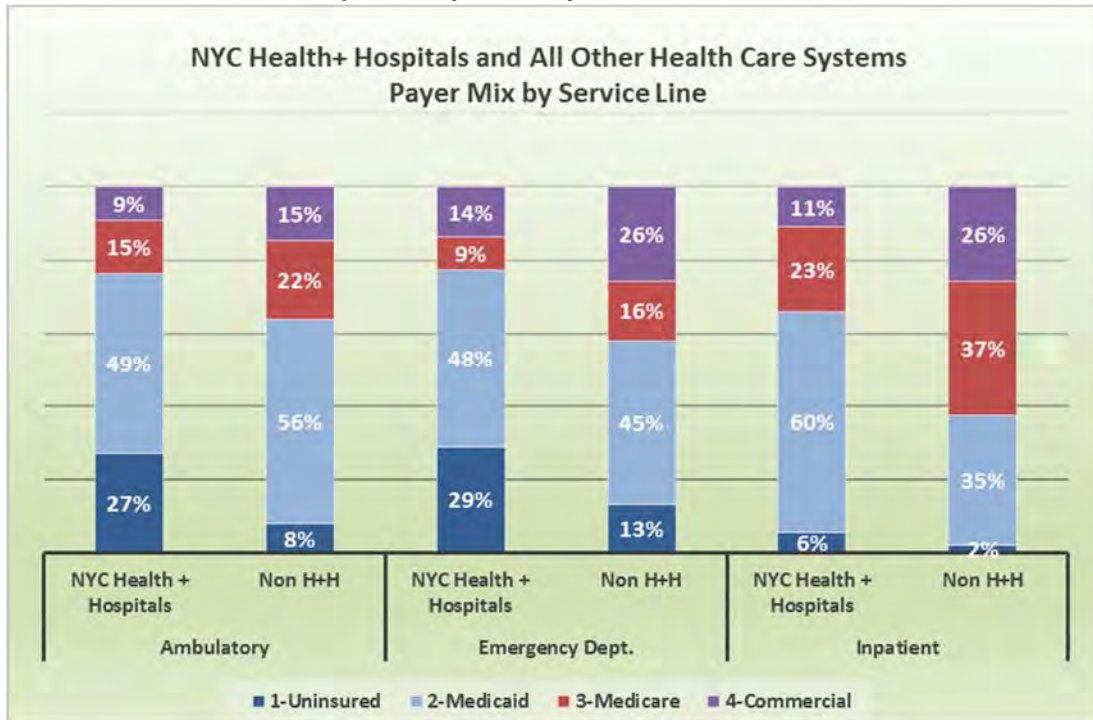
Community Served

NYC Health + Hospitals serve all New Yorkers in every neighborhood in New York City regardless of their ability to pay. Addressing disparity throughout New York City, NYC Health + Hospitals is *the* safety-net for the uninsured and underserved in New York City.

As a share of its total volume, NYC Health + Hospitals provides three times greater share of ambulatory care to the uninsured than other New York City hospitals (27% and 8%, respectively) and twice as many ED visits (29% and 13%, respectively). Medicaid

and uninsured patients together account for nearly twice as many hospital stays compared to other New York City hospitals (66% and 37%, respectively) (chart 1).

Chart 1: NYC Health + Hospitals Payer Mix by Service



Sources and notes: 2014 Hospital Institutional Cost Report, 2014 DTC Cost Report for HHC using internal data, and 2013 Health Center Cost Report for all other DTCs. Includes all NYC acute, general care hospitals and related wholly owned or controlled community health centers, including HHC DTCs. Discharges exclude normal newborns. ED visits include treat and release, and visits that result in admission. Clinic visits include comprehensive care and primary care visits only.

The service area of individual hospitals in the NYC Health + Hospitals System are identified in Appendix 1. A description of these communities, including demographic characteristics identifying vulnerable populations such as disabled and residency status; and health status such as chronic disease prevalence and the rate of potentially avoidable emergency health care use, is in Appendix 2.

Process and Methods

The process and methods was designed collaboratively by a work group of facility planning directors and other representatives.

The community served by each acute care facility is defined as the geographic area in which 75% of its ambulatory care patients reside. An initial list of over 40 health needs were identified based on a review of published literature and internal analyses that have been made publically available including the 2013 CHNA and the DSRIP Community Needs Assessment. Incorporating input from other facility representatives and pilot

tested with hospital users, this list was refined to 13 community health needs. Input from facility users (approximately 150 per facility were surveyed), Community Advisory Boards, facility leadership, and the prevalence of these health needs within the community were blended together to prioritize the health needs. The five highest priority community needs were considered *significant*.

Prioritized Significant Community Health Needs

All 13 identified community health needs were identified as important within the hospitals' communities according to community input. Those considered most significant and their priority order in accordance with regulatory requirements are indicated in blue in the table below. Hypertension/high blood pressure and diabetes are significant community health needs at all hospitals; obesity and heart disease are significant at the majority of hospitals (Chart 2).

Chart 2: Community Health Need by Hospital

	Bellevue	Carter	Coney Island	Elmhurst	Harlem	Jacobi	Kings County	Lincoln	Metro-politan	NCB	Queens	Woodhull
Hypertension/ High Blood Pressure	1	1 (tie)	4	2	1	1	2	1	2	2 (tie)	2	1
Diabetes	5	1 (tie)	1	1	2 (tie)	3	1	3	1	2 (tie)	1	3 (tie)
Obesity	2 (tie)	4 (tie)	6	4 (tie)	9	4	6	6	3	4	5	3 (tie)
Heart Disease, High Cholesterol, Stroke	2 (tie)	3	2 (tie)	4 (tie)	8	5 (tie)	4	4 (tie)	5	6	10 (tie)	5
Mental Illness	4	6 (tie)	8 (tie)	4 (tie)	6	5 (tie)	3	10 (tie)	9	5	3 (tie)	6
Alcohol and/or Drug Use	6	9	10	7	5	9	7 (tie)	2	7	9	6 (tie)	2
Asthma and Other Breathing Issues	8	6 (tie)	8 (tie)	12	2 (tie)	2	9	4 (tie)	4	1	13	7 (tie)
Cancer	7	10	2 (tie)	3	11	8	5	9	8	7	8 (tie)	11
Smoking	11	6 (tie)	5	8	4	7	12	7	12	8	3 (tie)	10
Violence	10	12 (tie)	11	9	10	10	10	8	6	10	6 (tie)	7 (tie)
HIV/AIDS, Hepatitis, STDs	9	11	13	10	7	11	7 (tie)	10 (tie)	10	11	12	7 (tie)
Dementia	12	4 (tie)	7	11	12 (tie)	12	13	12	11	12	10 (tie)	12 (tie)
Premature Births, Low Birth Weight	13	12 (tie)	12	13	12 (tie)	13	11	13	13	13	8 (tie)	12 (tie)

Comparison of 2013 and 2016 Significant Community Health Needs

Most of the significant community health needs identified in 2013 were again identified in 2016. In both 2013 and 2016, a large number of hospitals identified diabetes,

hypertension/high blood pressure, heart disease, obesity, mental illness and asthma as a significant community health need.

HIV/AIDS and other infectious diseases were considered a significant community health need at five hospitals in 2013, but none considered it among their most significant in 2016. A decrease in importance is consistent with the continued progress in reducing HIV/AIDS diagnoses and deaths in NYC.

Other changes in health needs between 2013 and 2016 are partly attributable to changes in federal requirements regarding methodology (see Process and Methods).

Significant Community Health Needs Identified in 2016 and 2013

	Significant Community Health Needs	
	Number of Hospitals Identified in 2016	Number of Hospitals Identified in 2013
Diabetes	12	12
Hypertension / High Blood Pressure	12	10
Heart Disease, High Cholesterol, Stroke	9	10
Obesity	8	8
Mental illness	6	10
Asthma and other Breathing Issues	5	5
Alcohol and/or Drug Use	3	9
Cancer	3	6
Smoking	3	1
Dementia	1	1
HIV/AIDS, Hepatitis, STDs	0	5
Violence	0	2
Premature Births, Low Birth Weight	0	1

Resources Potentially Available

Appendix 4 is a listing of health and social service organizations available to members of low-income, medically underserved, and other minority populations in the neighborhoods included in the primary service area of NYC Health + Hospitals, by borough and sorted by neighborhood. These populations may experience health disparity or are at risk of not receiving medical care as a result of being uninsured or underinsured or due to geographic, language, financial, immigration status, or other barriers. Organization services provided are arranged accordingly into the following categories: Dental, Vision, Adult Day Health, Health center, Insurance enrollment, Home Health, Hospital, Nursing Home, Prescription Drug, Immigration Support, Mental

Health-Inpatient, Mental Health-Ambulatory, Substance Use, Social Services, Financial Assistance, and Wellness/Prevention.

Evaluation of 2013 Implementation Plan

NYC Health + Hospitals evaluated each hospital's 2013 Implementation Plan and the impact of specific interventions that addressed identified health care needs (Appendix 3). Included in the evaluation is a list of the significant health needs identified in 2013, a description of the planned activities that addressed each of the health needs, an indication whether the planned activity was implemented, the target population and goal of the activity, and the impact or outcome of the activity.

2016 Implementation Strategy

The 2016 CHNA Implementation Strategy due in November 2016 will be designed to address the prioritized significant community health needs identified in the 2016 CHNA and must be adopted by the hospital's governing body.

PROCESS AND METHODS

Community Served

Each hospital's primary and secondary service area is defined as the zip codes that comprise the residence of 50%, 75% of its ambulatory patients, respectively.

Community Input

Community input was obtained using three different strategies:

1) Community Advisory Board

Community Advisory Boards (CAB) are the formal and direct links between each NYC Health + Hospitals facility and its patients and local advocates. The CAB members, consisting of residents, patients and community workers, represent the views of the community in the health care facility's decision making-process to ensure access to the best possible medical care in their communities. The CAB members provide vital insight on the development of facility plans and programs, as well as keep the community informed of NYC Health + Hospitals' goals and objectives. All hospitals in the NYC Health + Hospitals system have a CAB which meets on a regular basis.

The CHNA report and process was presented to each CAB individually. A survey was administered anonymously and confidentially to each CAB member which asked them to indicate the relative importance of each of the 13 identified community health needs in their community (see survey instrument in appendix 6). These responses were coded for inclusion in the prioritization matrix. CAB members were also asked to provide additional input beyond the survey question.

2) Facility Users

NYC Health + Hospitals engaged approximately 150 adult facility users from each hospital throughout the main facility and within community-based clinic sites. These individuals completed a survey anonymously and confidentially with questions focused on demographics, health insurance status, language preferences, health concerns, primary and preventive health care utilization, barriers in obtaining ambulatory care and reasons for use of emergency care. Respondents were also asked to indicate the relative importance of each of the 13 identified community health needs in their community. These responses were coded for inclusion in the prioritization matrix.

Surveys were self-administered or administered by facility staff. The surveys were translated into NYC Health + Hospitals' top 7 languages: Bengali, Chinese (simplified),

Haitian-Creole, French, Polish, Russian and Spanish. Participants received a two-trip Metrocard valued at \$5.50 for completing the survey (see survey instrument in Appendix 5).

3) Additional Community Engagement

NYC Health + Hospitals completed a community needs assessment in December 2014 as a requirement to participate in the Delivery System Reform Incentive Payment (DSRIP) program, a statewide initiative that focuses on improving health care delivery promoting community-level collaborations to ensure that Medicaid and uninsured populations receive culturally competent, highly integrated, well-coordinated, and easily accessible health services. As part of this needs assessment, the system collaborated with government agencies, numerous community organizations, engaged experts in the community and conducted focus groups with vulnerable populations. Key informant interviews were conducted with community experts having population-specific expertise, including particular immigrant groups, older adults, children and adolescents or expertise in specific issues, including supportive housing, care coordination, corrections, and homelessness (conducted as part of the NYC Health + Hospitals DSRIP Community Needs Assessment). Focus groups were conducted with community members recruited by community organizations which included targeted vulnerable groups such as older adults, local immigrant groups, LGBTQ and individuals with disabilities.

Additional Resources

4) Facility Leadership

Hospital leadership were engaged to support the initial identification of potential community health needs, and refine the list to 13 needs which were used in hospital user and CAB member surveys. In addition, a survey was administered to hospital leaders which asked them to indicate the relative importance of each of the 13 identified community health needs in their service area (see survey instrument in Appendix 6). Finally, hospital leaders were asked to review the list of significant health needs identified by the CHNA process.

5) Publically available community health, socio-demographic, economic data

The CHNA work group reviewed all publically available data and supplemented with review of public health literature prepared by New York City of Department of Health and Mental Hygiene (including Take Care New York 2020); New York State Department of Health (including NYS Prevention Agenda 2013-2018); federal agencies, Centers for

Disease Control and Prevention and Healthy People 2020. Sources of Data and Brief Description include:

- American Academy of Family Physicians UDS Mapper
 - UDS Mapper provides ZIP code-level age-adjusted mortality estimates and prevalence estimates on health care access and chronic condition. Can be accessed at: <http://www.udsmapper.org/>.
- Emory University Rollins School of Public Health AIDS Vu
 - AIDS Vu provides ZIP code-level incidence and prevalence data on HIV/AIDS as of 2012. Can be accessed at: <http://aidsvu.org/>.
- New York State Department of Health Cancer Registry
 - The NYS Cancer Registry provides ZIP code-level age-adjusted estimates on incidence of the top malignant cancers (colorectal, female breast, lung and bronchus and prostate) as of 2008-2012. Can be accessed at: <https://www.health.ny.gov/statistics/cancer/registry/zipcode/index.htm>.
- New York State Department of Health DSRIP Performance data
 - The New York State Department of Health provides key statistics on the health care utilization and health status of Medicaid beneficiaries in calendar year 2012. Can be accessed at: https://www.health.ny.gov/health_care/medicaid/redesign/dsrip/performance_data/.
- New York State Department of Health Vital Statistics
 - NYS Vital Statistics provides ZIP-code level key perinatal statistics including access to prenatal care and birth outcomes as of 2011-2013. Can be accessed at: <http://www.health.ny.gov/statistics/chac/perinatal/county/2011-2013/>.
- New York Department of Health and Mental Hygiene (DOHMH) Community Health Survey (CHS)
 - CHS is a telephone survey conducted annually by DOHMH and provides data on the health of New Yorkers, including prevalence estimates on a broad range of chronic condition, health care utilization and other behavioral risk factors. 2010 through 2014 data are used in this report. Can be accessed at: <https://a816-healthpsi.nyc.gov/epiquery/CHS/CHSXIndex.html>.
- New York Department of Health and Mental Hygiene Vital Statistics
 - DOHMH vital statistics data provides 2013 age-adjusted mortality data by cause and by neighborhood. Can be accessed at <https://a816-healthpsi.nyc.gov/epiquery/VS/index.html>.
- United States Census American Community Survey (ACS) 5-year estimates

- ACS provides ZIP code-level demographic, economic, social and housing data as of 2008-2012, and 2010-2014. Can be accessed at: <http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>.

Process and Criteria to Identify Health Needs

A work group composed of central office corporate planning staff, facility planning directors and other facility representatives from all hospitals in the NYC Health + Hospitals system was formed in April 2015 and met monthly to coordinate and conduct the CHNA process. To identify community health needs, the work group reviewed documentation from city, state and federal public health resources, including but not limited to Take Care New York 2020, New York State Prevention Agenda 2013-2018 and Healthy People 2020. The work group also reviewed facility 2013 CHNA and NYC Health + Hospitals DSRIP Community Needs Assessment reports. From this literature review, a list of over 40 potential community health needs were identified. To refine the list, the work group solicited input from other facility representatives and pilot tested the list with hospital users using a survey. The result of this process identified 13 community health needs as indicated below (note: this is not in priority order):

1. Heart disease, high cholesterol, stroke
2. Cancer
3. Diabetes
4. Asthma and other breathing issues
5. Hypertension/ high blood pressure
6. Violence
7. Mental illness and psychiatric disorders
8. Dementia including Alzheimer's
9. Obesity
10. Premature births, low birth weight
11. HIV, Hepatitis, STDs
12. Alcohol and/or drug use
13. Smoking

Prioritization of Community Health Needs

Hospitals developed their facility specific community health needs prioritization by ranking the community needs as determined by facility users, CAB members, hospital leaders, and the prevalence of the conditions within their respective communities – independently - to create an overall blended rank score of each community health need.

Facility users, CAB members, and hospital leaders completed a survey which asked them to rate each of the community health needs using the criteria: “Very Serious” = 3; “Somewhat Serious” = 2; “Not Serious” = 1. The option, “Don’t Know/Not Applicable” was also provided and were excluded for that health need score.

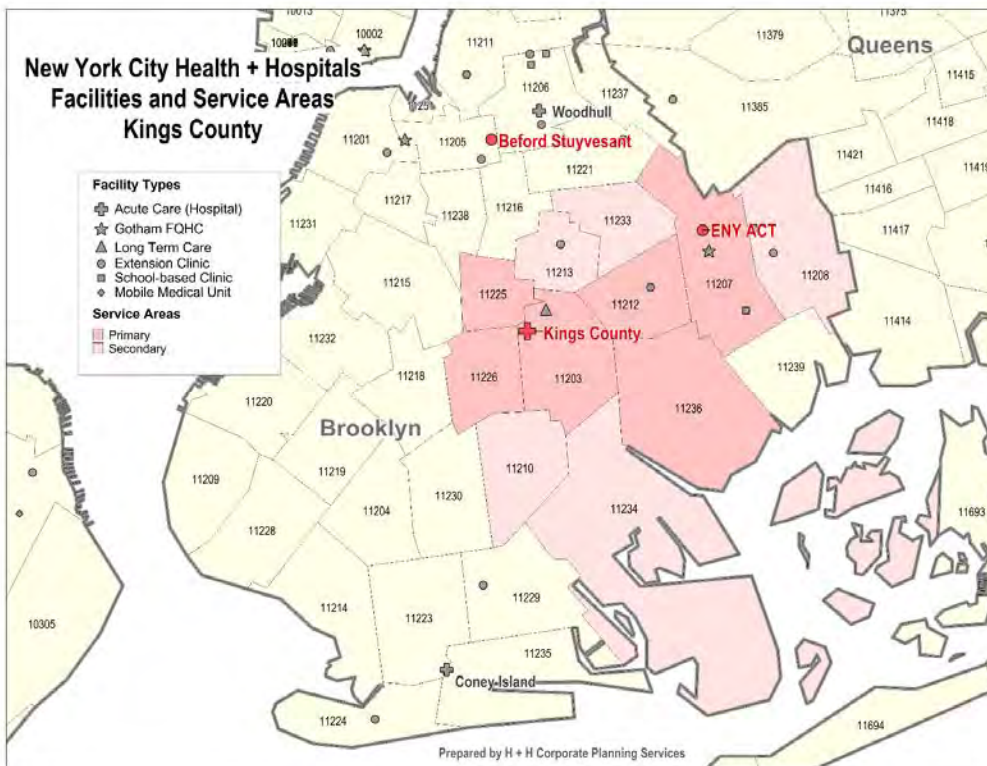
Condition prevalence within the hospital service area was also a considered in prioritizing the community health needs. A ‘z’ score, which represents the distance/variance between the raw score (service area average) and the population mean (citywide average) in units of the standard deviation was calculated for each condition prevalence. A positive number suggests that service area experiences more prevalence in the area than the rest of the city, while a negative number suggest that there is less prevalence in the area relative to other NYC neighborhoods.

Each of the community health needs were assigned a rank from 1 to 13 by each of the three groups – hospital users, CAB members, and hospital leaders – based on their survey results. Community health needs were also assigned a rank from 1 to 13 based on their prevalence, using ‘z’ scores. Finally, each of the four ranks (Users, CAB members, hospital leaders, and prevalence) were added together and health issues were re-ranked based on their overall score.

Community health needs that were considered *significant* were ranked among the top five of identified needs. The final list, including the identified significant community health needs, were reviewed by hospital leadership.

Appendix 1: Description of NYC Health + Hospitals / Kings County and Community Served

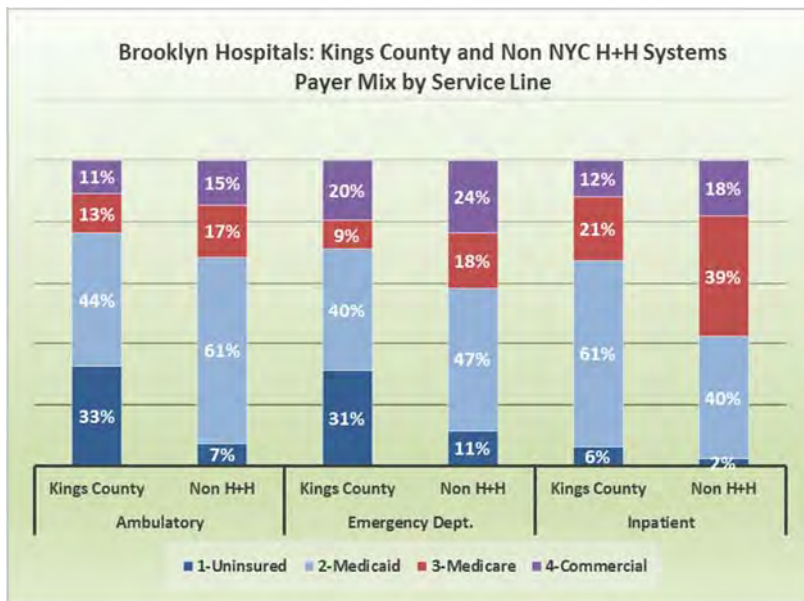
Located in the heart of Central Brooklyn in the neighborhood of East Flatbush-Flatbush at 451 Clarkson Avenue in Zip code 11203, KCHC's primary service area includes the zip codes: 11203, 11207, 11212, 11213, 11226 and 11236 and secondary service area of zip codes 11208, 11210, 11225 and 11233. These 10 zip codes comprise much of the neighborhoods of Bedford Stuyvesant, Crown Heights, Canarsie/Flatlands, East New York and Flatbush/East Flatbush.¹ The map below shows the primary service area in red and the secondary service area in light red. Kings sites are labeled in red and other NYC Health + Hospitals sites are in gray. The NYC Health + Hospitals / Kings County service area encompasses many neighborhoods that the federal Health Resources and Services Administration (HRSA) has identified as being medically underserved and/or or having a shortage of providers.² NYC Health + Hospitals / Kings is specifically located in a federally designated primary care HPSA, a mental health HPSA, a dental HPSA, and the Crown Heights medically underserved area. NYC Health + Hospitals / Kings also has a facility-specific mental health provider shortage designation for high average daily census and workload.



¹ Primary and Secondary Service area is defined as the Zip codes that comprise the residence of 50% and 75% of its ambulatory patients, respectively.

² A Medically Underserved Area /Population (MUA/P) designation applies to a neighborhood or collection of census tracts based on four factors: the ratio of primary medical care physicians per 1,000 population, infant mortality rate, percentage of the population with incomes below the poverty level, and percentage of the population age 65 or over. A Healthcare Provider Shortage Area (HPSA) is a collection of census tracts that has been designated as having a shortage of health professionals. There are three categories of HPSAs: primary care (shortage of primary care clinicians), dental (shortage of oral health professionals), and mental health (shortage of mental health professionals).

NYC Health + Hospitals / Kings County provides a disproportionate share of the borough's low income and uninsured population. In 2014, 33% of their ambulatory visits, and 31% of their ED visits were uninsured compared to 7% and 11% at Voluntary and State hospitals in Brooklyn. In addition, 67% of its inpatient discharges were either uninsured or enrolled in Medicaid, compared to 42% at Brooklyn Voluntary and state hospitals.



Sources and Notes: 2014 Hospital Institutional Cost Report, 2014 DTC Cost Report for HHC using internal data, and 2013 Health Center Cost Report for all other DTCs. Includes all NYC acute, general care hospitals and related wholly owned or controlled community health centers, including HHC DTCs. Discharges exclude normal newborns. ED visits include treat and release, and visits that result in admission. Clinic visits include comprehensive care and primary care visits only.

Facility Size and Patient Volume

With 148,870 patients and 739,176 encounters (FY 2015), NYC Health + Hospitals / Kings County is a full service hospital with 639 certified beds. In FY 2015, it had nearly 26,000 discharges including 1,800 newborn deliveries, 141,000 emergency department visits, and 572,000 ambulatory visits.

Inpatient Services

	Certified Beds	Discharges
General Care	381	19,191
Newborn	n/a	1,859
Psychiatric	205	3,709
Detox	30	752
Physical Rehabilitation	23	319
Total	639	25,830

Source: Internal financial data, FY 2015. Beds are current as of 2/2016.

Emergency Department Services

	Visits
General	130,569
Psychiatric, includes CPEP	11,247
Total Visits	141,816

Source: Internal financial data, FY 2015. Includes visits that result in admissions.

Ambulatory Services

Site	Primary Care	Dental	Specialty Care	Mental Health	Chemical Dependency	Total
Kings County Hospital	153,345	36,008	232,952	42,146	98,914	563,365
Bedford-Stuyvesant Alcoholism Treatment Center	0	0	0	0	8,185	8,185
Total Kings County	153,345	36,008	232,952	42,146	107,099	571,550

Primary Care includes adult and pediatric primary care and women's health services. Specialty includes adult and pediatric specialties, surgeries, ophthalmology, ancillaries and occupational health. Source: internal financial data, FY 2015.

Patient Demographics

Fifty-six percent (56%) of NYC Health + Hospitals / Kings County patients are female and 44% are male. Among total patients, 15% of all patients are under age 21; 29% are ages 21-44; 39% are ages 45-64; and 16% are aged 65 and older. System wide, Fifty-seven percent (57%) of patients are female and 43% are male. 19% are under age 21; 31% are ages 21-44; 34% are ages 45-64; and 15% are aged 65 and older.

Patient Encounters by Age/Gender

Age Group	%
0-4	5%
5-10	4%
11-14	2%
15-18	3%
19-20	1%
21-44	29%
45-54	19%
55-64	20%
65-74	11%
75-84	4%
85+	1%
Total	100%

Source: Internal financial data, FY2015

The hospital is racially diverse, with 82% of patients identifying as Black Non-Hispanic; 8% as Hispanic or Latino; 5% as White Non-Hispanic; 3% as Multi-Race/Other; and 2% of patients declining identification. System wide, 40% of patients identified as Hispanic or Latino; 34% as Black Non-Hispanic; 8% as White Non-Hispanic; 7% as Multi-Race/Other; 6% as Asian or Other Pacific Islander; and 5% of patients declining identification.

Patient Encounters by Race/ Ethnicity

Race/ Ethnicity	%
Black Non-Hispanic	82.0%
Hispanic or Latino	8.0%
White Non-Hispanic	4.5%
Multi Race/Other	2.5%
Patient Decline	2.2%
Asian/ Pacific Islander	0.6%
American Indian or Native	0.2%
Total	100%

Source: Internal financial data, FY2015

Appendix 2: Demographic and Population Health Statistics by Neighborhood

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Table 1. Key Demographic Factors

		% Population below 100% Federal Poverty Level	% Population Non-US Citizen	% Population ≥ 25 years with Less than HS Education	% Population Speaking English "Less than Well"	Average Jail Rate (Per 100,000)	% Population Living with a Disability
NYS		14.9%	10.5%	15.1%	13.4%	382	10.7%
NYC		19.8%	17.7%	20.5%	23.2%	868	10.3%
UHF Neighborhoods							
Bronx	Hunts Point/Mott Haven	43.1%	19.2%	44.4%	36.3%	2,219	17.3%
Bronx	Crotona/Tremont	39.3%	23.8%	38.7%	32.2%	1,903	14.6%
Bronx	Highbridge/Morrisania	38.3%	22.4%	39.1%	32.8%	2,107	15.4%
Kings	East New York	32.8%	16.0%	27.0%	14.0%	1,907	8.9%
Kings	Williamsburg/Bushwick	32.5%	19.9%	37.2%	32.2%	1,793	10.5%
New York	East Harlem	31.8%	16.4%	32.2%	23.6%	2,250	14.1%
Bronx	Fordham/Bronx Park	31.3%	23.0%	31.3%	28.2%	1,320	13.4%
Kings	Greenpoint	28.5%	12.2%	18.6%	23.9%	540	7.2%
Kings	Sunset Park	28.4%	34.3%	45.7%	51.8%	482	8.1%
New York	Central Harlem/Morningside Hgt	27.7%	13.3%	19.8%	12.7%	2,124	12.9%
Kings	Bedford/Stuy/Crown Heights	27.1%	13.7%	20.0%	7.0%	2,129	10.6%
New York	Washington Hgts/Inwood	25.8%	26.0%	30.9%	37.9%	1,135	11.9%
Kings	Borough Park	25.2%	20.1%	24.4%	37.5%	225	9.4%
Bronx	Pelham/Throgs Neck	21.8%	14.3%	26.2%	21.3%	911	11.1%
Richmond	Port Richmond	21.6%	12.7%	16.6%	14.1%	1,302	9.4%
Queens	Rockaway	21.4%	11.3%	21.4%	14.1%	1,277	12.7%
New York	Union Sq./Lower Eastside	21.4%	14.3%	21.6%	22.5%	705	11.1%
Kings	Coney Island/Sheepshead Bay	18.2%	14.6%	18.6%	40.3%	567	14.5%
Queens	West Queens	18.2%	35.1%	29.5%	47.0%	400	8.0%
Kings	Flatbush/E. Flatbush	18.1%	20.4%	17.2%	14.0%	926	7.9%
Richmond	Stapleton/St. George	17.0%	12.0%	17.3%	16.1%	1,068	10.5%
Kings	Downtown/Heights/Slope	16.3%	9.3%	11.7%	10.4%	851	8.0%
Queens	Long Island City/Astoria	16.1%	21.6%	18.1%	27.8%	475	9.3%
Bronx	Northeast Bronx	15.4%	13.4%	19.7%	8.9%	761	11.7%
Queens	Jamaica	15.3%	18.5%	20.1%	16.4%	1,118	10.9%
Bronx	Kingsbridge/Riverdale	15.1%	12.0%	17.5%	20.1%	402	12.0%
Kings	Bensonhurst/Bay Ridge	14.7%	15.7%	21.8%	34.3%	283	10.0%
Queens	Fresh Meadows	14.1%	15.9%	12.9%	25.7%	300	9.8%
Queens	Flushing/Clearview	13.0%	25.8%	20.0%	40.8%	200	9.5%
Kings	Canarsie/Flatlands	12.9%	12.6%	13.4%	13.4%	616	9.3%
New York	Lower Manhattan	12.4%	18.1%	9.3%	12.7%	527	6.1%
Queens	Ridgewood/Forest Hills	12.4%	17.8%	14.5%	25.3%	273	9.1%
New York	Upper West Side	12.0%	11.2%	6.2%	7.7%	446	9.4%
Queens	Southwest Queens	11.9%	18.6%	20.9%	18.5%	442	10.0%
New York	Chelsea/Clinton	11.7%	14.3%	6.6%	9.1%	601	8.7%
New York	Greenwich Village/Soho	10.5%	12.5%	9.3%	12.4%	299	6.7%
New York	Gramercy Park/Murray Hill	8.7%	12.6%	2.5%	6.9%	283	6.8%
Richmond	Willowbrook	8.2%	6.3%	10.7%	11.1%	282	10.0%
Queens	Bayside/Little Neck	7.9%	13.3%	10.5%	27.0%	141	9.1%
Queens	Southeast Queens	7.4%	13.2%	13.2%	12.1%	507	9.1%
New York	Upper East Side	6.9%	11.2%	3.5%	5.7%	162	6.8%
Richmond	South Beach/Tottenville	5.6%	3.5%	8.8%	7.8%	294	9.2%

Sources: U.S. Census American Community Survey (ACS), 2008-2012; New York City Department of Corrections Jail Admissions, 2007-2012, Via Gothamist.

Table 2. Disability by Numbers of Disability and Type

		% ≥Two Disability	% One Disability	% Self Care	% Independent Living	% Cognitive	% Ambulatory	% Vision	% Hearing
NYS		5.3%	5.6%	2.5%	5.3%	4.2%	6.5%	1.9%	4.0%
NYC		5.4%	5.0%	2.7%	5.4%	4.1%	6.8%	2.1%	3.4%
UHF Neighborhoods									
Kings	Coney Island/Sheepshead Bay	9.6%	5.0%	5.6%	10.2%	6.6%	10.7%	3.8%	6.0%
Bronx	Hunts Point/Mott Haven	8.6%	8.8%	3.6%	8.4%	8.9%	11.1%	3.8%	3.3%
Bronx	Highbridge/Morrisania	7.7%	7.7%	3.3%	7.1%	7.5%	10.1%	3.1%	2.9%
Bronx	Crotona/Tremont	7.6%	7.1%	3.2%	7.5%	7.5%	9.1%	2.8%	3.2%
New York	East Harlem	7.5%	6.8%	3.6%	7.1%	6.7%	9.2%	3.3%	3.6%
Queens	Rockaway	6.6%	6.5%	3.6%	7.4%	5.6%	8.3%	3.2%	3.9%
New York	Central Harlem/Morningside Hgt	6.3%	6.7%	2.9%	5.9%	4.8%	9.0%	2.6%	2.6%
Bronx	Fordham/Bronx Park	6.3%	7.2%	2.5%	6.1%	6.6%	8.2%	2.6%	2.8%
New York	Washington Hgts/Inwood	6.2%	5.8%	3.1%	5.9%	4.6%	8.0%	2.4%	2.8%
New York	Union Sq./Lower Eastside	6.2%	5.0%	2.9%	5.5%	4.5%	7.4%	2.2%	4.2%
Bronx	Northeast Bronx	6.1%	5.8%	2.8%	5.8%	4.6%	7.8%	2.8%	3.8%
Bronx	Pelham/Throgs Neck	5.9%	5.2%	2.7%	6.1%	4.6%	7.3%	2.3%	3.5%
Bronx	Kingsbridge/Riverdale	5.9%	6.5%	3.1%	5.7%	5.1%	7.3%	2.2%	4.3%
Kings	Williamsburg/Bushwick	5.7%	4.8%	2.9%	5.9%	4.8%	7.3%	2.3%	2.3%
Kings	Bensonhurst/Bay Ridge	5.7%	4.4%	3.1%	6.5%	3.7%	6.6%	1.7%	4.4%
Richmond	Stapleton/St. George	5.5%	5.1%	3.0%	6.6%	3.8%	6.8%	1.7%	3.3%
Kings	Borough Park	5.5%	3.9%	3.2%	6.5%	4.0%	6.7%	2.0%	3.3%
Queens	Jamaica	5.5%	5.5%	2.7%	5.5%	3.9%	7.0%	2.6%	3.3%
Kings	Bedford/Stuy/Crown Heights	5.2%	5.4%	2.6%	5.3%	3.9%	6.9%	3.0%	2.6%
Queens	Southwest Queens	5.2%	4.8%	2.7%	5.6%	3.6%	6.3%	2.3%	3.7%
Queens	Flushing/Clearview	5.2%	4.4%	2.6%	5.0%	3.1%	6.5%	1.4%	4.4%
Richmond	Willowbrook	5.1%	5.0%	2.6%	6.0%	3.2%	6.9%	1.0%	3.5%
Kings	Canarsie/Flatlands	5.1%	4.2%	2.9%	5.5%	3.5%	6.3%	2.2%	3.3%
Queens	Fresh Meadows	4.9%	5.0%	2.3%	4.9%	3.1%	6.8%	1.9%	4.1%
Queens	Long Island City/Astoria	4.8%	4.5%	2.3%	4.8%	3.1%	6.2%	1.3%	3.3%
Queens	Ridgewood/Forest Hills	4.8%	4.4%	2.5%	5.3%	3.2%	6.3%	1.7%	3.9%
Queens	Bayside/Little Neck	4.7%	4.5%	2.2%	4.9%	2.8%	5.6%	1.8%	4.2%
Kings	East New York	4.5%	4.3%	2.4%	5.2%	3.7%	6.0%	2.2%	2.2%
Richmond	South Beach/Tottenville	4.5%	4.7%	2.1%	4.8%	2.9%	6.0%	1.1%	3.3%
Richmond	Port Richmond	4.5%	5.0%	2.1%	4.8%	3.9%	5.8%	1.3%	2.8%
Kings	Sunset Park	4.4%	3.8%	2.3%	4.8%	4.0%	5.2%	1.8%	2.5%
New York	Upper West Side	4.4%	5.1%	2.4%	4.2%	3.3%	5.9%	1.7%	4.3%
Queens	Southeast Queens	4.3%	4.9%	2.2%	4.8%	3.4%	5.4%	1.5%	3.4%
Kings	Downtown/Heights/Slope	4.2%	4.0%	1.8%	3.8%	3.3%	5.1%	1.6%	2.6%
Kings	Greenpoint	4.2%	3.1%	2.5%	4.4%	3.4%	5.0%	1.9%	2.6%
Queens	West Queens	4.0%	4.2%	1.9%	3.8%	2.9%	5.1%	1.7%	2.9%
Kings	Flatbush/E. Flatbush	3.9%	4.0%	2.0%	4.2%	3.0%	5.2%	1.6%	2.5%
New York	Chelsea/Clinton	3.9%	4.8%	1.7%	3.1%	2.9%	4.9%	1.9%	3.5%
New York	Lower Manhattan	3.3%	2.9%	1.8%	3.4%	2.9%	4.1%	1.0%	2.4%
New York	Gramercy Park/Murray Hill	3.1%	3.8%	1.4%	3.1%	2.5%	3.7%	1.3%	3.4%
New York	Upper East Side	3.0%	3.8%	1.6%	3.0%	2.1%	4.5%	1.1%	4.1%
New York	Greenwich Village/Soho	3.0%	3.8%	1.5%	3.0%	2.2%	3.8%	1.1%	3.6%

Sources: U.S. Census American Community Survey (ACS), 2008-2012.

*Self-Care – Difficulty bathing or dressing; Independent Living – Difficulty with errands; Cognitive – Difficulty remembering, concentrating, making decisions; Ambulatory – Difficulty walking or climbing stairs; Vision – Blind or serious difficulty seeing; Hearing – Deaf or having serious difficulty hearing

Table 3. Potentially Preventable ED Visits (PPV)

		Medicaid Population	PPV Total (Observed)	PPV Total (Risk-Adjusted Expected)	Rate per 100 ED Visits (Observed)	Rate per 100 ED Visits (Risk-Adjusted Expected)	Observed (/) Risk-Adjusted Expected Ratio	Observed (-) Risk-Adjusted Expected Gap Total
NYS		5,852,016	2,111,517	2,069,915	36.08			(41,602)
NYC		3,600,712	1,192,918	1,184,340	33.13	32.89	1.01	(8,578)
UHF Neighborhoods								
Brooklyn	Bedford/Stuy/Crown Heights	167,295	74,035	62,671	44.25	37.46	1.18	(11,364)
Manhattan	Central Harlem/Morningside Hgt	80,517	44,215	37,872	54.91	47.04	1.17	(6,343)
Brooklyn	Flatbush/E. Flatbush	135,879	44,131	37,935	32.48	27.92	1.16	(6,196)
Bronx	Highbridge/Morrisania	157,126	67,220	59,232	42.78	37.70	1.13	(7,988)
Bronx	Crotona/Tremont	158,677	68,998	60,948	43.48	38.41	1.13	(8,050)
Brooklyn	East New York	117,951	47,135	41,721	39.96	35.37	1.13	(5,414)
Bronx	Hunts Point/Mott Haven	102,277	44,460	39,547	43.47	38.67	1.12	(4,913)
Bronx	Northeast Bronx	75,259	31,979	28,647	42.49	38.06	1.12	(3,332)
Brooklyn	Canarsie/Flatlands	68,942	18,647	16,896	27.05	24.51	1.10	(1,751)
Bronx	Fordham/Bronx Park	159,307	71,626	65,539	44.96	41.14	1.09	(6,087)
Manhattan	East Harlem	65,233	35,244	32,424	54.03	49.70	1.09	(2,820)
Staten Island	Port Richmond	28,494	13,493	12,448	47.35	43.68	1.08	(1,045)
Brooklyn	Williamsburg/Bushwick	128,546	52,742	48,737	41.03	37.91	1.08	(4,005)
Queens	Rockaway	52,726	18,553	17,206	35.19	32.63	1.08	(1,347)
Manhattan	Washington Hgts/Inwood	143,654	45,340	42,657	31.56	29.69	1.06	(2,683)
Bronx	Pelham/Throgs Neck	139,468	53,267	50,796	38.19	36.42	1.05	(2,471)
Manhattan	Chelsea/Clinton	33,364	20,526	19,607	61.52	58.77	1.05	(919)
Brooklyn	Downtown/Heights/Slope	58,328	23,408	22,661	40.13	38.85	1.03	(747)
Staten Island	Stapleton/St. George	46,913	19,397	18,980	41.35	40.46	1.02	(417)
Queens	Southeast Queens	61,114	16,199	16,107	26.51	26.36	1.01	(92)
Bronx	Kingsbridge/Riverdale	29,994	9,287	9,270	30.96	30.91	1.00	(17)
Manhattan	Upper West Side	31,538	15,536	15,657	49.26	49.64	0.99	121
Queens	Jamaica	134,719	45,813	46,355	34.01	34.41	0.99	542
Manhattan	Gramercy Park/Murray Hill	9,909	4,922	4,996	49.67	50.42	0.99	74
Staten Island	South Beach/Tottenville	31,842	8,390	8,728	26.35	27.41	0.96	338
Brooklyn	Greenpoint	49,140	9,112	9,485	18.54	19.30	0.96	373
Queens	Ridgewood/Forest Hills	76,683	17,730	19,134	23.12	24.95	0.93	1,404
Queens	Long Island City/Astoria	71,860	21,041	22,873	29.28	31.83	0.92	1,832
Staten Island	Willowbrook	20,710	5,004	5,581	24.16	26.95	0.90	577
Manhattan	Upper East Side	13,219	4,674	5,224	35.36	39.52	0.89	550
Queens	West Queens	229,929	68,271	77,793	29.69	33.83	0.88	9,522
Queens	Southwest Queens	124,369	33,190	38,415	26.69	30.89	0.86	5,225
Manhattan	Lower Manhattan	12,194	5,744	6,673	47.11	54.72	0.86	929
Brooklyn	Coney Island/Sheepshead Bay	136,183	23,227	27,800	17.06	20.41	0.84	4,573
Brooklyn	Borough Park	195,905	26,744	33,459	13.65	17.08	0.80	6,715
Brooklyn	Bensonhurst/Bay Ridge	80,319	11,180	14,859	13.92	18.50	0.75	3,679
Queens	Fresh Meadows	34,877	7,591	10,201	21.77	29.25	0.74	2,610
Manhattan	Union Sq./Lower Eastside	81,104	22,872	30,851	28.20	38.04	0.74	7,979
Brooklyn	Sunset Park	99,590	16,971	24,170	17.04	24.27	0.70	7,199
Manhattan	Greenwich Village/Soho	14,323	3,334	5,174	23.28	36.12	0.64	1,840
Queens	Bayside/Little Neck	19,932	2,236	3,724	11.22	18.68	0.60	1,488
Queens	Flushing/Clearview	116,900	17,342	29,251	14.83	25.02	0.59	11,909

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Potentially Preventable Visits (PPVs), based on proprietary 3M software, are emergency visits for ambulatory care sensitive conditions (ACSC) that may result from a lack of adequate access to care or ambulatory care coordination. These ambulatory sensitive conditions could be reduced or eliminated with adequate patient monitoring and follow up. Unlike with PQIs, which can be disease specific, there is only one PPV indicator which represents all potentially avoidable ED visit regardless of condition or disease.

PPV Events are observed or "actual" ED visits that meet the criteria of an ACSC visit as defined by the 3M software. The Observed Rate is the number of PPV events divided by the population. Risk Adjusted Expected Visits are PPV visits adjusted by age, gender and race/ethnicity. The Expected rate is the number of Expected visits divided by the population. Risk Adjusted Expected Rate is the observed PPV rate divided by the expected PPV rate, multiplied by the statewide PPV rate. A lower number is better.

Table 4. Medicaid Beneficiaries with a Respiratory Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	558,700	9.6%	35.3%	47.3%
NYC		3,595,868	348,955	9.7%	36.0%	44.9%
UHF Neighborhoods						
Queens	Rockaway	52,664	8,148	15.5%	43.8%	44.0%
Manhattan	East Harlem	65,008	9,304	14.3%	40.2%	55.6%
Bronx	Hunts Point/Mott Haven	102,165	14,577	14.3%	35.7%	50.4%
Manhattan	Chelsea/Clinton	33,022	4,432	13.4%	49.6%	51.2%
Manhattan	Upper West Side	31,499	3,860	12.3%	44.0%	48.4%
Bronx	Highbridge/Morrisania	157,071	19,125	12.2%	38.7%	52.1%
Bronx	Crotona/Tremont	158,601	18,698	11.8%	37.5%	53.4%
Manhattan	Central Harlem/Morningside Hgt	80,466	9,465	11.8%	39.9%	59.3%
Staten Island	Stapleton/St. George	46,686	5,435	11.6%	41.3%	48.6%
Brooklyn	Coney Island/Sheepshead Bay	136,160	15,846	11.6%	34.9%	25.3%
Bronx	Pelham/Throgs Neck	139,194	16,181	11.6%	36.4%	47.9%
Bronx	Fordham/Bronx Park	159,182	18,340	11.5%	39.1%	51.8%
Bronx	Kingsbridge/Riverdale	29,957	3,408	11.4%	43.7%	42.7%
Bronx	Northeast Bronx	75,167	8,496	11.3%	44.5%	48.9%
Brooklyn	Downtown/Heights/Slope	58,124	6,507	11.2%	42.1%	48.7%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	18,349	11.0%	41.3%	55.0%
Manhattan	Upper East Side	13,206	1,428	10.8%	49.6%	33.9%
Brooklyn	East New York	117,543	12,412	10.6%	36.8%	53.5%
Staten Island	Port Richmond	28,478	2,926	10.3%	33.9%	55.1%
Brooklyn	Williamsburg/Bushwick	128,474	13,152	10.2%	35.8%	52.3%
Manhattan	Gramercy Park/Murray Hill	9,839	994	10.1%	42.2%	52.0%
Manhattan	Union Sq./Lower Eastside	81,093	7,890	9.7%	33.9%	40.4%
Brooklyn	Canarsie/Flatlands	68,906	6,594	9.6%	39.2%	40.9%
Queens	Ridgewood/Forest Hills	76,645	7,060	9.2%	28.5%	32.7%
Brooklyn	Bensonhurst/Bay Ridge	80,271	7,316	9.1%	29.8%	23.7%
Staten Island	Willowbrook	20,550	1,871	9.1%	33.7%	34.2%
Manhattan	Washington Hgts/Inwood	143,590	12,911	9.0%	31.2%	44.1%
Staten Island	South Beach/Tottenville	31,799	2,827	8.9%	35.7%	37.4%
Manhattan	Lower Manhattan	12,054	1,006	8.3%	38.6%	45.7%
Queens	Jamaica	134,473	10,759	8.0%	34.2%	48.5%
Manhattan	Greenwich Village/Soho	14,273	1,129	7.9%	33.5%	25.2%
Queens	Fresh Meadows	34,868	2,713	7.8%	25.9%	33.7%
Brooklyn	Flatbush/E. Flatbush	135,688	10,306	7.6%	40.7%	47.8%
Queens	Long Island City/Astoria	71,850	5,436	7.6%	31.2%	39.6%
Brooklyn	Sunset Park	99,554	7,460	7.5%	25.5%	31.1%
Queens	Southwest Queens	124,306	8,733	7.0%	27.0%	42.1%
Queens	Flushing/Clearview	116,769	8,003	6.9%	30.6%	28.8%
Brooklyn	Borough Park	195,830	12,978	6.6%	29.9%	27.0%
Queens	West Queens	229,888	15,193	6.6%	26.2%	39.2%
Brooklyn	Greenpoint	49,127	3,114	6.3%	33.0%	39.2%
Queens	Southeast Queens	60,254	3,511	5.8%	33.4%	44.5%
Queens	Bayside/Little Neck	19,922	952	4.8%	25.6%	25.2%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 5. Medicaid Beneficiaries with a Cardiovascular Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	1,543,129	26.4%	40.0%	31.3%
NYC		3,595,868	1,085,013	30.2%	40.4%	28.1%
UHF Neighborhoods						
Brooklyn	Coney Island/Sheepshead Bay	136,160	78,135	57.4%	37.0%	14.4%
Queens	Rockaway	52,664	23,924	45.4%	47.7%	30.1%
Manhattan	Upper East Side	13,206	5,741	43.5%	46.0%	24.2%
Bronx	Kingsbridge/Riverdale	29,957	12,509	41.8%	47.9%	26.7%
Manhattan	Upper West Side	31,499	13,133	41.7%	48.0%	33.2%
Brooklyn	Bensonhurst/Bay Ridge	80,271	31,357	39.1%	32.8%	15.3%
Brooklyn	Canarsie/Flatlands	68,906	26,818	38.9%	43.2%	25.2%
Manhattan	Chelsea/Clinton	33,022	12,615	38.2%	48.2%	39.0%
Queens	Ridgewood/Forest Hills	76,645	27,747	36.2%	35.5%	20.2%
Manhattan	Union Sq./Lower Eastside	81,093	28,702	35.4%	34.2%	22.8%
Brooklyn	Downtown/Heights/Slope	58,124	19,812	34.1%	50.7%	34.6%
Manhattan	Greenwich Village/Soho	14,273	4,788	33.5%	30.8%	15.5%
Manhattan	Washington Hgts/Inwood	143,590	47,415	33.0%	37.4%	28.1%
Bronx	Northeast Bronx	75,167	24,796	33.0%	51.3%	33.1%
Manhattan	East Harlem	65,008	21,434	33.0%	50.2%	40.2%
Staten Island	Willowbrook	20,550	6,763	32.9%	39.2%	22.9%
Manhattan	Lower Manhattan	12,054	3,951	32.8%	34.6%	25.5%
Queens	Flushing/Clearview	116,769	37,374	32.0%	29.0%	16.6%
Staten Island	Stapleton/St. George	46,686	14,414	30.9%	46.4%	34.2%
Queens	Fresh Meadows	34,868	10,718	30.7%	28.7%	19.9%
Queens	Bayside/Little Neck	19,922	5,924	29.7%	24.7%	13.2%
Brooklyn	Borough Park	195,830	57,387	29.3%	34.5%	17.5%
Staten Island	South Beach/Tottenville	31,799	9,293	29.2%	38.0%	25.4%
Queens	Jamaica	134,473	38,881	28.9%	41.2%	30.8%
Queens	Southwest Queens	124,306	35,914	28.9%	35.5%	25.9%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	47,741	28.6%	49.0%	37.7%
Queens	Long Island City/Astoria	71,850	20,511	28.5%	37.5%	26.7%
Manhattan	Gramercy Park/Murray Hill	9,839	2,745	27.9%	42.1%	34.5%
Manhattan	Central Harlem/Morningside Hgt	80,466	22,268	27.7%	46.5%	42.5%
Brooklyn	Flatbush/E. Flatbush	135,688	37,531	27.7%	42.7%	30.5%
Bronx	Pelham/Throgs Neck	139,194	37,536	27.0%	43.1%	33.2%
Brooklyn	East New York	117,543	31,027	26.4%	44.8%	36.4%
Bronx	Highbridge/Morrisania	157,071	40,636	25.9%	44.4%	36.9%
Bronx	Fordham/Bronx Park	159,182	40,823	25.6%	44.8%	35.2%
Queens	Southeast Queens	60,254	15,411	25.6%	37.4%	28.7%
Brooklyn	Williamsburg/Bushwick	128,474	32,841	25.6%	45.0%	37.0%
Bronx	Crotona/Tremont	158,601	40,131	25.3%	44.0%	37.9%
Bronx	Hunts Point/Mott Haven	102,165	24,678	24.2%	44.5%	38.0%
Queens	West Queens	229,888	54,707	23.8%	32.1%	21.3%
Brooklyn	Greenpoint	49,127	10,796	22.0%	40.5%	25.0%
Brooklyn	Sunset Park	99,554	20,214	20.3%	31.7%	21.2%
Staten Island	Port Richmond	28,478	5,303	18.6%	43.2%	40.3%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 6. Medicaid Beneficiaries with a Congestive Heart Failure Condition Diagnosis

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence (Per 100,000)	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	90,070	1,543	61.2%	30.2%
NYC		3,595,868	62,821	1,747	61.6%	28.1%
UHF Neighborhoods						
Brooklyn	Coney Island/Sheepshead Bay	136,160	6,063	4,453	48.0%	13.4%
Bronx	Kingsbridge/Riverdale	29,957	1,109	3,702	60.7%	23.0%
Manhattan	Upper East Side	13,206	464	3,514	61.9%	17.2%
Queens	Rockaway	52,664	1,795	3,408	65.2%	29.1%
Manhattan	Upper West Side	31,499	941	2,987	64.3%	29.9%
Bronx	Northeast Bronx	75,167	2,033	2,705	67.4%	30.3%
Brooklyn	Canarsie/Flatlands	68,906	1,859	2,698	60.3%	24.3%
Manhattan	Chelsea/Clinton	33,022	832	2,520	69.2%	38.9%
Brooklyn	Downtown/Heights/Slope	58,124	1,333	2,293	68.5%	32.7%
Brooklyn	Bensonhurst/Bay Ridge	80,271	1,829	2,279	51.8%	16.2%
Queens	Ridgewood/Forest Hills	76,645	1,703	2,222	52.1%	20.7%
Manhattan	East Harlem	65,008	1,374	2,114	68.0%	40.5%
Brooklyn	Borough Park	195,830	3,580	1,828	51.3%	17.6%
Staten Island	Willowbrook	20,550	368	1,791	56.3%	20.4%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	2,935	1,756	68.0%	36.4%
Queens	Jamaica	134,473	2,255	1,677	62.4%	30.7%
Brooklyn	Flatbush/E. Flatbush	135,688	2,269	1,672	64.8%	29.9%
Brooklyn	Williamsburg/Bushwick	128,474	2,130	1,658	65.4%	38.2%
Manhattan	Central Harlem/Morningside Hgt	80,466	1,290	1,603	69.5%	43.2%
Bronx	Pelham/Throgs Neck	139,194	2,230	1,602	64.4%	31.4%
Staten Island	Stapleton/St. George	46,686	736	1,576	64.3%	31.4%
Manhattan	Greenwich Village/Soho	14,273	224	1,569	57.1%	16.1%
Manhattan	Washington Hgts/Inwood	143,590	2,245	1,563	64.8%	29.0%
Queens	Bayside/Little Neck	19,922	310	1,556	50.3%	14.8%
Manhattan	Lower Manhattan	12,054	187	1,551	56.1%	30.5%
Manhattan	Union Sq./Lower Eastside	81,093	1,255	1,548	59.3%	28.8%
Manhattan	Gramercy Park/Murray Hill	9,839	152	1,545	63.2%	36.8%
Queens	Fresh Meadows	34,868	534	1,531	52.4%	23.0%
Queens	Southeast Queens	60,254	884	1,467	59.8%	29.8%
Bronx	Fordham/Bronx Park	159,182	2,326	1,461	70.9%	33.5%
Brooklyn	East New York	117,543	1,706	1,451	66.2%	37.0%
Staten Island	South Beach/Tottenville	31,799	459	1,443	64.9%	24.2%
Bronx	Highbridge/Morrisania	157,071	2,242	1,427	68.6%	37.4%
Queens	Flushing/Clearview	116,769	1,646	1,410	56.7%	22.0%
Bronx	Crotona/Tremont	158,601	2,063	1,301	70.3%	39.3%
Queens	Long Island City/Astoria	71,850	916	1,275	64.1%	28.4%
Brooklyn	Greenpoint	49,127	614	1,250	64.7%	26.1%
Queens	Southwest Queens	124,306	1,533	1,233	62.4%	28.6%
Bronx	Hunts Point/Mott Haven	102,165	1,255	1,228	68.8%	36.2%
Queens	West Queens	229,888	2,049	891	62.3%	23.6%
Brooklyn	Sunset Park	99,554	862	866	56.7%	25.9%
Staten Island	Port Richmond	28,478	231	811	67.1%	38.5%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 7. Medicaid Beneficiaries with a Diabetes Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	562,637	9.6%	32.5%	31.2%
NYC		3,595,868	409,227	11.4%	32.3%	28.6%
UHF Neighborhoods						
Brooklyn	Coney Island/Sheepshead Bay	136,160	23,603	17.3%	30.0%	15.4%
Queens	Rockaway	52,664	8,424	16.0%	42.0%	29.8%
Manhattan	Upper West Side	31,499	4,461	14.2%	37.9%	33.7%
Brooklyn	Canarsie/Flatlands	68,906	9,754	14.2%	36.0%	24.9%
Manhattan	East Harlem	65,008	8,958	13.8%	40.4%	38.6%
Manhattan	Chelsea/Clinton	33,022	4,420	13.4%	38.3%	37.6%
Bronx	Kingsbridge/Riverdale	29,957	4,001	13.4%	40.7%	28.1%
Bronx	Northeast Bronx	75,167	9,869	13.1%	41.3%	33.6%
Manhattan	Union Sq./Lower Eastside	81,093	10,391	12.8%	27.5%	23.8%
Manhattan	Washington Hgts/Inwood	143,590	18,374	12.8%	29.7%	27.9%
Brooklyn	Downtown/Heights/Slope	58,124	7,416	12.8%	39.7%	34.7%
Queens	Southwest Queens	124,306	15,534	12.5%	23.6%	23.9%
Queens	Jamaica	134,473	16,526	12.3%	28.9%	29.6%
Manhattan	Upper East Side	13,206	1,582	12.0%	40.4%	25.2%
Queens	Ridgewood/Forest Hills	76,645	9,134	11.9%	27.7%	19.7%
Bronx	Pelham/Throgs Neck	139,194	16,221	11.7%	34.0%	33.4%
Brooklyn	Bensonhurst/Bay Ridge	80,271	9,282	11.6%	24.1%	15.4%
Staten Island	Stapleton/St. George	46,686	5,310	11.4%	39.5%	34.6%
Brooklyn	Flatbush/E. Flatbush	135,688	15,416	11.4%	34.4%	30.0%
Staten Island	Willowbrook	20,550	2,319	11.3%	29.9%	21.9%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	18,715	11.2%	40.3%	36.9%
Queens	Fresh Meadows	34,868	3,902	11.2%	21.2%	18.6%
Queens	Flushing/Clearview	116,769	12,964	11.1%	21.4%	15.8%
Queens	Long Island City/Astoria	71,850	7,959	11.1%	27.2%	25.9%
Manhattan	Central Harlem/Morningside Hgt	80,466	8,774	10.9%	36.9%	41.8%
Bronx	Hunts Point/Mott Haven	102,165	11,020	10.8%	35.9%	37.8%
Bronx	Fordham/Bronx Park	159,182	17,130	10.8%	37.3%	35.8%
Bronx	Highbridge/Morrisania	157,071	16,834	10.7%	37.7%	36.8%
Brooklyn	East New York	117,543	12,580	10.7%	35.4%	35.7%
Manhattan	Lower Manhattan	12,054	1,262	10.5%	32.3%	31.1%
Brooklyn	Williamsburg/Bushwick	128,474	13,297	10.3%	35.2%	36.8%
Bronx	Crotona/Tremont	158,601	16,367	10.3%	38.1%	37.8%
Manhattan	Greenwich Village/Soho	14,273	1,438	10.1%	25.3%	16.9%
Queens	Southeast Queens	60,254	6,003	10.0%	25.5%	27.1%
Queens	West Queens	229,888	22,717	9.9%	24.9%	20.6%
Brooklyn	Borough Park	195,830	18,996	9.7%	24.6%	17.8%
Manhattan	Gramercy Park/Murray Hill	9,839	929	9.4%	35.6%	38.0%
Queens	Bayside/Little Neck	19,922	1,795	9.0%	20.9%	13.8%
Staten Island	South Beach/Tottenville	31,799	2,673	8.4%	32.6%	24.7%
Brooklyn	Greenpoint	49,127	3,642	7.4%	29.7%	27.1%
Brooklyn	Sunset Park	99,554	7,054	7.1%	26.5%	21.7%
Staten Island	Port Richmond	28,478	2,009	7.1%	33.4%	39.4%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 8. Medicaid Beneficiaries with a Mental Health Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	1,328,558	22.8%	30.9%	45.8%
NYC		3,595,868	702,585	19.5%	32.3%	42.3%
UHF Neighborhoods						
Manhattan	Chelsea/Clinton	33,022	16,610	50.3%	41.4%	49.9%
Manhattan	Gramercy Park/Murray Hill	9,839	3,642	37.0%	38.9%	47.1%
Manhattan	Upper West Side	31,499	11,028	35.0%	36.5%	45.1%
Queens	Rockaway	52,664	17,488	33.2%	43.4%	40.2%
Manhattan	Lower Manhattan	12,054	3,994	33.1%	37.1%	48.2%
Manhattan	Upper East Side	13,206	4,158	31.5%	37.6%	38.3%
Manhattan	East Harlem	65,008	20,410	31.4%	37.6%	52.2%
Bronx	Kingsbridge/Riverdale	29,957	9,026	30.1%	37.5%	36.9%
Staten Island	South Beach/Tottenville	31,799	8,714	27.4%	30.3%	40.6%
Brooklyn	Downtown/Heights/Slope	58,124	15,868	27.3%	36.9%	46.0%
Staten Island	Stapleton/St. George	46,686	12,408	26.6%	39.0%	48.8%
Brooklyn	Coney Island/Sheepshead Bay	136,160	34,703	25.5%	28.2%	24.6%
Bronx	Hunts Point/Mott Haven	102,165	25,701	25.2%	31.7%	48.6%
Manhattan	Central Harlem/Morningside Hgt	80,466	19,986	24.8%	36.7%	53.6%
Manhattan	Greenwich Village/Soho	14,273	3,381	23.7%	38.3%	40.4%
Bronx	Crotona/Tremont	158,601	36,406	23.0%	34.1%	50.0%
Staten Island	Willowbrook	20,550	4,703	22.9%	29.5%	35.3%
Bronx	Fordham/Bronx Park	159,182	35,728	22.4%	33.1%	47.9%
Bronx	Pelham/Throgs Neck	139,194	30,833	22.2%	28.9%	43.6%
Bronx	Highbridge/Morrisania	157,071	34,754	22.1%	32.9%	49.0%
Bronx	Northeast Bronx	75,167	16,019	21.3%	37.5%	44.3%
Manhattan	Union Sq./Lower Eastside	81,093	16,891	20.8%	32.3%	42.9%
Manhattan	Washington Hgts/Inwood	143,590	29,748	20.7%	28.2%	40.1%
Queens	Ridgewood/Forest Hills	76,645	15,446	20.2%	25.1%	30.0%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	32,956	19.7%	37.6%	50.6%
Staten Island	Port Richmond	28,478	5,577	19.6%	31.8%	51.2%
Brooklyn	East New York	117,543	22,969	19.5%	33.6%	47.6%
Brooklyn	Williamsburg/Bushwick	128,474	24,881	19.4%	30.3%	48.5%
Brooklyn	Bensonhurst/Bay Ridge	80,271	14,138	17.6%	27.2%	27.8%
Brooklyn	Canarsie/Flatlands	68,906	11,728	17.0%	33.0%	35.4%
Queens	Fresh Meadows	34,868	5,652	16.2%	24.6%	34.2%
Brooklyn	Greenpoint	49,127	7,325	14.9%	27.3%	35.9%
Queens	Jamaica	134,473	19,784	14.7%	32.7%	44.2%
Queens	Long Island City/Astoria	71,850	10,432	14.5%	27.9%	39.5%
Brooklyn	Borough Park	195,830	26,941	13.8%	24.0%	24.1%
Brooklyn	Flatbush/E. Flatbush	135,688	17,611	13.0%	36.5%	43.0%
Queens	Flushing/Clearview	116,769	14,390	12.3%	29.9%	32.7%
Queens	Bayside/Little Neck	19,922	2,400	12.0%	24.9%	27.2%
Queens	Southwest Queens	124,306	14,752	11.9%	25.3%	38.6%
Queens	West Queens	229,888	26,313	11.4%	26.3%	36.2%
Queens	Southeast Queens	60,254	6,509	10.8%	37.2%	46.3%
Brooklyn	Sunset Park	99,554	10,227	10.3%	26.5%	35.9%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 9. Medicaid Beneficiaries with a Substance Use Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	370,898	6.4%	59.6%	59.9%
NYC		3,595,868	222,198	6.2%	65.0%	58.4%
UHF Neighborhoods						
Manhattan	Chelsea/Clinton	33,022	10,401	31.5%	71.6%	59.2%
Manhattan	Upper West Side	31,499	5,374	17.1%	63.9%	58.1%
Manhattan	Gramercy Park/Murray Hill	9,839	1,659	16.9%	69.5%	65.4%
Manhattan	East Harlem	65,008	9,878	15.2%	68.3%	61.2%
Manhattan	Lower Manhattan	12,054	1,603	13.3%	73.8%	66.0%
Manhattan	Central Harlem/Morningside Hgt	80,466	10,093	12.5%	66.2%	63.3%
Bronx	Hunts Point/Mott Haven	102,165	12,551	12.3%	61.5%	57.0%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	16,159	9.7%	65.8%	61.3%
Bronx	Crotona/Tremont	158,601	15,141	9.5%	67.0%	59.2%
Brooklyn	Downtown/Heights/Slope	58,124	5,464	9.4%	68.5%	63.7%
Staten Island	Stapleton/St. George	46,686	4,329	9.3%	70.7%	60.6%
Staten Island	South Beach/Tottenville	31,799	2,948	9.3%	61.3%	57.9%
Bronx	Highbridge/Morrisania	157,071	14,126	9.0%	65.5%	57.5%
Manhattan	Union Sq./Lower Eastside	81,093	6,788	8.4%	69.4%	62.1%
Manhattan	Greenwich Village/Soho	14,273	1,172	8.2%	71.6%	62.6%
Brooklyn	East New York	117,543	8,911	7.6%	64.3%	59.4%
Bronx	Fordham/Bronx Park	159,182	11,575	7.3%	66.3%	60.6%
Brooklyn	Williamsburg/Bushwick	128,474	8,983	7.0%	64.3%	60.6%
Manhattan	Upper East Side	13,206	910	6.9%	61.9%	55.7%
Staten Island	Port Richmond	28,478	1,885	6.6%	64.2%	62.7%
Queens	Rockaway	52,664	3,386	6.4%	62.8%	58.3%
Bronx	Pelham/Throgs Neck	139,194	8,820	6.3%	61.9%	52.2%
Bronx	Northeast Bronx	75,167	4,430	5.9%	66.2%	60.2%
Staten Island	Willowbrook	20,550	1,195	5.8%	62.4%	55.2%
Queens	Jamaica	134,473	7,496	5.6%	59.7%	56.6%
Brooklyn	Greenpoint	49,127	2,588	5.3%	70.4%	57.1%
Bronx	Kingsbridge/Riverdale	29,957	1,497	5.0%	68.1%	58.1%
Brooklyn	Flatbush/E. Flatbush	135,688	6,193	4.6%	65.9%	57.5%
Manhattan	Washington Hgts/Inwood	143,590	6,388	4.4%	65.7%	58.0%
Brooklyn	Coney Island/Sheepshead Bay	136,160	5,393	4.0%	62.1%	52.2%
Brooklyn	Canarsie/Flatlands	68,906	2,428	3.5%	62.9%	52.1%
Queens	Southeast Queens	60,254	2,045	3.4%	68.4%	62.0%
Queens	Fresh Meadows	34,868	1,115	3.2%	71.1%	53.3%
Queens	Ridgewood/Forest Hills	76,645	2,294	3.0%	53.4%	46.2%
Brooklyn	Bensonhurst/Bay Ridge	80,271	2,159	2.7%	56.3%	50.5%
Queens	Long Island City/Astoria	71,850	1,909	2.7%	56.1%	56.6%
Queens	Southwest Queens	124,306	2,488	2.0%	57.6%	53.8%
Brooklyn	Sunset Park	99,554	1,888	1.9%	56.3%	54.0%
Queens	West Queens	229,888	3,664	1.6%	60.0%	47.7%
Brooklyn	Borough Park	195,830	3,005	1.5%	58.4%	52.6%
Queens	Flushing/Clearview	116,769	1,617	1.4%	59.4%	47.6%
Queens	Bayside/Little Neck	19,922	250	1.3%	54.4%	47.6%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 10. Medicaid Beneficiaries with a HIV/AIDS Condition Diagnosis

		Medicaid Population	Population with a Diagnosis	Weighted Prevalence (Per 100,000)	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	53,901	924	25.3%	36.4%
NYC		3,595,868	49,984	1,390	25.1%	35.4%
UHF Neighborhoods						
Manhattan	Chelsea/Clinton	33,022	1,378	4,173	26.1%	35.6%
Manhattan	Gramercy Park/Murray Hill	9,839	290	2,947	29.0%	36.9%
Manhattan	Upper West Side	31,499	900	2,857	31.9%	43.6%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	4,199	2,512	26.8%	41.8%
Manhattan	Central Harlem/Morningside Hgt	80,466	1,902	2,364	27.3%	42.0%
Manhattan	Union Sq./Lower Eastside	81,093	1,902	2,345	19.3%	25.0%
Manhattan	Greenwich Village/Soho	14,273	321	2,249	19.6%	23.4%
Bronx	Hunts Point/Mott Haven	102,165	2,271	2,223	31.8%	43.2%
Manhattan	East Harlem	65,008	1,373	2,112	31.2%	41.4%
Bronx	Crotona/Tremont	158,601	3,292	2,076	32.1%	41.1%
Bronx	Highbridge/Morrisania	157,071	3,255	2,072	33.1%	39.8%
Bronx	Fordham/Bronx Park	159,182	3,111	1,954	27.5%	40.5%
Brooklyn	Flatbush/E. Flatbush	135,688	2,450	1,806	25.9%	37.2%
Bronx	Northeast Bronx	75,167	1,303	1,733	29.2%	42.9%
Brooklyn	Sunset Park	99,554	1,654	1,661	12.0%	9.8%
Brooklyn	East New York	117,543	1,870	1,591	26.7%	41.6%
Manhattan	Upper East Side	13,206	208	1,575	24.5%	30.8%
Bronx	Pelham/Throgs Neck	139,194	2,186	1,570	26.0%	37.9%
Brooklyn	Downtown/Heights/Slope	58,124	833	1,433	26.7%	40.1%
Brooklyn	Williamsburg/Bushwick	128,474	1,840	1,432	24.1%	42.1%
Queens	Rockaway	52,664	658	1,249	27.2%	43.3%
Staten Island	Stapleton/St. George	46,686	573	1,227	31.2%	41.5%
Manhattan	Washington Hgts/Inwood	143,590	1,624	1,131	25.4%	35.5%
Queens	Flushing/Clearview	116,769	1,273	1,090	9.4%	9.6%
Manhattan	Lower Manhattan	12,054	120	996	20.0%	25.8%
Queens	Jamaica	134,473	1,337	994	24.6%	39.3%
Staten Island	Port Richmond	28,478	280	983	27.9%	49.6%
Brooklyn	Canarsie/Flatlands	68,906	595	863	24.0%	32.6%
Bronx	Kingsbridge/Riverdale	29,957	256	855	28.5%	39.8%
Brooklyn	Bensonhurst/Bay Ridge	80,271	576	718	12.5%	9.7%
Queens	West Queens	229,888	1,501	653	13.7%	18.8%
Queens	Fresh Meadows	34,868	220	631	13.2%	16.8%
Queens	Bayside/Little Neck	19,922	125	627	8.8%	8.8%
Brooklyn	Borough Park	195,830	1,221	623	12.4%	15.8%
Queens	Southeast Queens	60,254	366	607	23.2%	37.7%
Queens	Ridgewood/Forest Hills	76,645	462	603	17.5%	29.4%
Brooklyn	Coney Island/Sheepshead Bay	136,160	798	586	17.2%	24.8%
Queens	Long Island City/Astoria	71,850	395	550	20.8%	30.6%
Queens	Southwest Queens	124,306	647	520	17.9%	34.9%
Staten Island	Willowbrook	20,550	98	477	26.5%	37.8%
Brooklyn	Greenpoint	49,127	227	462	24.2%	33.5%
Staten Island	South Beach/Tottenville	31,799	94	296	21.3%	33.0%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 11. Maternal and Child Health Indicators

		% Low Birth Weight	% Preterm Birth	% Medicaid or Self Pay Payer	% Late or No Prenatal Care	Teen Birth per 1000	Infant Death per 1000	Neonatal Death per 1000
NYS		8.1%	11.1%	50.0%	5.5%	24.4	4.8	3.3
NYC		8.5%	11.3%	59.5%	7.0%	25.3	4.4	2.9
UHF Neighborhoods								
Brooklyn	Bedford/Stuy/Crown Heights	11.7%	14.7%	69.5%	8.6%	31.7	6.4	3.7
Manhattan	Central Harlem/Morningside Hgt	11.3%	14.1%	62.2%	9.8%	30.4	8.0	5.4
Queens	Jamaica	11.3%	13.7%	54.0%	9.1%	27.4	7.5	4.8
Brooklyn	Canarsie/Flatlands	10.7%	14.8%	55.9%	8.3%	19.6	6.1	4.0
Brooklyn	Flatbush/E. Flatbush	10.6%	14.4%	69.2%	9.8%	21.5	4.9	3.3
Manhattan	East Harlem	10.4%	13.1%	72.5%	9.1%	40.9	4.9	3.8
Brooklyn	East New York	10.4%	14.7%	72.3%	9.0%	40.9	7.1	4.3
Queens	Southeast Queens	10.4%	13.0%	43.2%	7.1%	13.8	6.5	5.4
Bronx	Northeast Bronx	10.3%	12.4%	64.2%	12.9%	29.2	5.4	3.6
Bronx	Highbridge/Morrisania	9.8%	12.4%	82.2%	11.4%	45.6	5.5	3.2
Bronx	Hunts Point/Mott Haven	9.6%	12.7%	84.9%	11.3%	47.4	7.1	3.9
Queens	Southwest Queens	9.6%	11.8%	43.5%	6.3%	20.0	3.7	2.1
Bronx	Fordham/Bronx Park	9.5%	12.1%	80.5%	10.2%	36.8	4.8	3.3
Bronx	Pelham/Throgs Neck	9.3%	11.8%	66.1%	10.6%	29.4	3.9	2.5
Bronx	Crotona/Tremont	9.3%	12.3%	83.1%	11.3%	45.9	6.4	4.6
Staten Island	Port Richmond	8.9%	13.5%	62.3%	4.1%	36.4	6.0	2.9
Manhattan	Upper West Side	8.7%	10.1%	12.3%	3.0%	8.6	2.2	1.5
Manhattan	Chelsea/Clinton	8.6%	10.1%	18.0%	4.1%	14.3	4.2	2.5
Manhattan	Gramercy Park/Murray Hill	8.5%	10.0%	6.5%	2.9%	3.9	3.0	2.0
Queens	Rockaway	8.4%	11.6%	56.4%	9.4%	32.4	6.1	4.0
Staten Island	Stapleton/St. George	8.2%	11.4%	54.1%	4.5%	21.2	6.5	5.7
Brooklyn	Coney Island/Sheepshead Bay	8.0%	11.1%	62.2%	5.8%	23.6	4.1	2.2
Manhattan	Upper East Side	8.0%	8.7%	6.2%	2.7%	4.6	1.5	1.2
Manhattan	Washington Hgts/Inwood	7.9%	11.0%	69.6%	7.4%	33.5	4.1	2.0
Staten Island	Willowbrook	7.9%	10.3%	33.8%	2.5%	9.1	3.9	2.8
Manhattan	Lower Manhattan	7.8%	9.8%	11.7%	3.1%	3.4	0.7	0.7
Brooklyn	Williamsburg/Bushwick	7.8%	11.7%	80.2%	7.3%	37.5	5.5	3.3
Queens	Long Island City/Astoria	7.7%	10.6%	50.6%	10.9%	18.0	3.7	2.3
Bronx	Kingsbridge/Riverdale	7.7%	10.2%	43.1%	5.3%	17.5	3.5	3.2
Manhattan	Union Sq./Lower Eastside	7.5%	10.4%	54.1%	4.3%	17.9	2.1	1.1
Staten Island	South Beach/Tottenville	7.4%	10.6%	23.8%	2.1%	4.5	4.0	3.4
Manhattan	Greenwich Village/Soho	7.1%	8.3%	15.5%	1.7%	2.1	1.1	1.1
Brooklyn	Bensonhurst/Bay Ridge	6.9%	10.6%	55.7%	5.2%	15.2	4.5	2.7
Queens	Ridgewood/Forest Hills	6.9%	9.3%	44.9%	5.1%	15.4	3.3	2.6
Queens	Fresh Meadows	6.8%	8.7%	42.0%	3.9%	9.6	2.9	1.6
Brooklyn	Downtown/Heights/Slope	6.8%	9.0%	28.8%	2.6%	18.6	2.8	1.8
Queens	West Queens	6.8%	10.8%	78.1%	8.9%	33.3	4.3	3.0
Queens	Bayside/Little Neck	6.7%	8.7%	27.5%	2.6%	4.1	2.0	2.0
Brooklyn	Borough Park	6.2%	8.6%	72.5%	3.5%	20.1	2.3	1.4
Queens	Flushing/Clearview	6.2%	8.4%	61.3%	5.2%	10.1	2.8	1.9
Brooklyn	Sunset Park	5.8%	8.5%	90.0%	4.0%	37.5	2.1	1.7
Brooklyn	Greenpoint	5.4%	8.2%	62.1%	3.4%	16.6	2.5	1.8

Source: 2010-2012 New York State Vital Statistics County/ZIP Code Perinatal Data Profile as of March, 2014, accessed December, 6 2014, <http://www.health.ny.gov/statistics/chac/perinatal/index.htm>.

* Preterm Births –prior to 37 weeks of gestation; Low Birth Weight– weight between 100-2499 grams; Late or No Prenatal care– initiated during the third trimester of pregnancy or not at all; Teen Birth – Births to females ages 15-19; Infant Deaths –occurred at less than twelve months of age; Neonatal Deaths –occurred at less than 28 days of age. Total Births are over three year time period.

Appendix 3. Evaluation of 2013 Implementation Plan

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
Chronic Diseases	Implement Primary Care Service Enhancement Strategies through Patient Centered Medical Home	Yes	<p>Treat-To-Target Hypertension Program Target Population: Hypertension patients Goal: Reduce hypertension target levels to 140/90 in patients enrolled in <i>Treat-To-Target Hypertension Program</i> at Kings County Hospital. Plan: Patients referred to the program receive a blood pressure machine & log book and scheduled for bi-weekly visits with the Team RN to monitor their blood pressure & discuss strategies for improvement. Outcome: Approximately 1,000 patients participated in the program resulting in a population-level hypertension control rate improvement to 61% (compared to 53% at program's inception) for the blood pressure target of 140/90.</p>	
Chronic Diseases	Enhance Access to Primary Care and Improve Overall Quality of Care	Yes	<p>Collaborative Care Model for Depression Detection and Management in Primary Care Target Population: Patients accessing primary care services. Goal: Identify and treat adult patients with minor depression in primary care and reduce unnecessary referrals to Behavioral Health. Plan: A joint program between Adult Primary Care and Behavioral Health to identify patients that screen positive for depression for inclusion into the model program. Patients referred to the program are counseled weekly via Nurse Care Managers in consultation with the patient's primary care physician and supervising psychiatrist from Behavioral Health. Outcome: 290 adult patients were identified in primary care and treated for minor depression. 62% of the patients so far have successfully graduated from the program.</p>	
Chronic Diseases	Reduce Time Patients Wait on Hold while Scheduling an Appointment	Yes	<p>Tunstall Initiative for Patient Appointment Scheduling Target Population: Patients scheduling appointments at Kings County Hospital. Goal: Reduce the time on hold to 2 minutes when trying to schedule an appointment at NYC Health +Hospitals/Kings County. Plan: An outside vendor (Tunstall) was engaged to implement and manage the initiative. Outcome: The initiative at NYC Health +Hospitals/Kings County has transitioned to a joint venture with the Woodhull Call Center in December 2015. The combined project is managed under the vendor Tunstall America.</p>	
Chronic Diseases	Improve Overall Access to the Adult and Primary Care, Cardiology, and Gastroenterology Clinics	Yes	<p>Target Population: Low complexity needs patients in adult and primary care. Goal: Improve patient access to needed services and reduce unnecessary appointments at NYC Health +Hospitals/Kings County. Plan: Low complexity needs patients with appointments are seen through the Patient Assistance Area and are given a direct phone number to a Team RN for clinical questions. Outcome: Patient access for new adult primary care appointments within 30 days have improved over the course of this initiative. Appointments went from 82 days out to 1 to 5 days for an existing patient and 14 days for New Patient. No new initiatives were reported for cardiology and gastroenterology.</p>	

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
Chronic Diseases	Expand and Relocate Diabetes Resource Center to Include New Exam Room and Enhanced Facilities	Yes		<p>Target Population: Diabetes patients in the community with special outreach to patients in shelters or shared living situations.</p> <p>Goal: Expand the capacity of existing diabetes resource education program.</p> <p>Plan: Develop an intensive six week diabetes education course focused on family education and support; literacy levels of patients, and how to apply concepts to real-life situations.</p> <p>Outcome: As of 2014, 158 persons were enrolled in formal classes; with 101 graduating from the program. The median A1C prior to taking the class was 10%; after the class it was 8.2%, with 58% of patients achieving a decrease. In addition, 58% of patients in the program lost weight.</p> <p>During the implementation of the program, it was observed that many patients in the clinics who met the parameters (A1C<8) were not being referred to the program by healthcare staff. Enrollment increased significantly after training primary care physicians and RNs on the parameters for selection to program and through direct outreach to the community using mailed brochures. Referrals increased from 63/month to 296/month. Enrollment increased from 17% to 37% of the primary care clinic patients.</p>
Chronic Diseases	Increase Number of Clinic Sessions in Cardiology Clinic	Yes		<p>Target Population: patients at risk and with severe cardiac condition</p> <p>Goal: improve measurable outcomes of patients at risk for and living with severe cardiac conditions</p> <p>Plan: NYC Health + Hospitals/Kings County's new Cardiac Catheterization Laboratory will enable us to perform 600 cardiac catheterizations each year, and will serve out-patients and in-patients who are experiencing chest pain (angina) and a possible heart attack (myocardial infarction), who are in heart failure, or have heart valve disease.</p> <p>In addition, we provide ongoing care for patients with every type of heart disease in our General Cardiac Clinic. The clinic, which is open one-half day each week, provides diagnostic and treatment services by appointment for continuity of care.</p> <p>Outcome: NYC Health +Hospitals/Kings County general cardiology clinic increased annual visits from 1,512 visits in fiscal year 2010 to 1,920 visits in fiscal year 2015.</p>
Chronic Diseases	Continue Staff Wellness Programs	Yes		<p>Target Population: Employees of NYC Health +Hospitals/Kings County</p> <p>Goal: Promote participation of facility staff/employees in an array of facility-lead health and well-being services, health awareness, and educational activities.</p> <p>Plan: The present program is a continuation and expansion of the program that was in operation prior to 2013. It has continued under the auspices of the Kings County Hospital Wellness Program.</p> <p>Outcome: Since 2013, on average eighty-five hundred employees made visits annually to the Wellness Center Program for health-related sessions, information and activities. The program also puts on the Annual Employee Wellness Fair and the Annual "Go Red" project.</p>
Chronic Diseases	Expand Community Outreach Programs Via a Mobile Health Van	No		Expansion of Outreach Program using a Mobile Health Van has not been developed. This initiative is still under consideration.

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
Violence	Provide Competent Compassionate and Prompt Care to Victims of Sexual Abuse through the Sexual Assault Forensic Examiner (SAFE) Program	Yes		<p>Target Population: Patients who present with complaints of sexual assault.</p> <p>Goal: Provide timely compassionate care to victims of sexual abuse and enhanced evidence to the criminal justice system/forensic examiner for medical testimony relating to sexual assault.</p> <p>Plan: Patients who present with complaints of sexual assault are evaluated by both a physician and a SAFE program Sexual Assault Nurse Examiner with advanced training in collecting and evaluating forensic evidence. The SAFE examiner also provides appropriate referrals to the patient. <i>The program works in concert with the ED programs at Coney Island and Woodhull Hospital by sharing both resources and on-call examiners.</i></p> <p>Outcome: Over the last year, approximately 160 patients were evaluated at Kings County Hospital for sexual abuse.</p>
Violence	Implement KAVI (Kings Against Violence Initiative)/Cure Violence Program to Address Violence in the Community	Yes		<p>Target Population: Adolescents and young adults.</p> <p>Goal: Disrupt the cycle of violence and retaliation; provide a safer discharge; and prevent further violence in youth residing the surrounding communities.</p> <p>Plan: Institute safer discharge protocols and follow up opportunities with information and direct community interventions through partnerships with other community based organizations.</p> <p>Outcome: Since 2013, over 560 patients have had bedside interventions that offer information and provide resources and direct community interventions to decrease violence and retaliation. Community-based partnerships with KAVI and surrounding schools, (e.g. Wingate, Eagle) have been established to provide mentoring and leadership building activities on reducing violence and retaliation.</p>
Violence	Sponsor a Community Forum to Develop Recommendations for Intervention Strategies	Yes		The NYC Health + Hospitals/Kings County Community Advisory Board collaborated with the NYC Health + Hospital's led Guns Down, Life Up (GDLU) in developing and hosting a Youth Anti-Violence Forum on June 27, 2015.
Mental Illness / Substance Abuse	Reconfigure Medically Managed Withdrawal and Stabilization Service	Yes		Anticipated start for late 2016. State licensure secured and developing program to begin implementation.
Mental Illness / Substance Abuse	Establish Inpatient Rehabilitation Unit to Better Meet Needs of Substance Users	No		State approval to change detox unit was not approved or received. Present detox unit service will remain intact.
Mental Illness / Substance Abuse	Offer Additional Health Screening at Community Events Via Mobile Van	Yes		Since 2013, we continue to participate in community events and provide outreach activities, including screening services. Screenings using a Mobile Van is being provided by other agencies (with whom we are in partnership).

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
Mental Illness / Substance Abuse	Provide Depression Screening During Primary Care Assessment	Yes	<p>Target Population: Patients receiving primary care assessments in ambulatory care.</p> <p>Goal: Screen all patients accessing behavioral health and ambulatory care services for depression.</p> <p>Plan: BH staff screen all patients utilizing services in the Behavioral Health Center and Ambulatory Care Services clinics for depression.</p> <p>Outcome: Since Autumn 2013, 100 percent of patients in all BH clinics are screened for depression and 98% of patients seeking care in ACS have been screened for depression.</p>	
HIV/AIDS	Provide Additional HIV Testing Hours in Emergency Department	Yes	<p>The Center for HOPE's HIV Services</p> <p>Target Population: Patients entering emergency services after hours.</p> <p>Goal: Identify potential HIV cases and link them to care to suppress their viral loads, increase their T-cell counts and ultimately decrease the transmission rate.</p> <p>Plan: Center for HOPE's HIV Services testing team captures patients utilizing emergency department services during off hours to counsel and identify new and old positives and linked them to appropriate care.</p> <p>Outcome: Of the 2,715 patients tested in the emergency department, 13 persons were identified as HIV positive and subsequently have been linked to care.</p>	
HIV/AIDS	Increase Access to HIV Counseling and Testing in Clinics	Yes	<p>Target Population: Patients utilizing hospital clinic services.</p> <p>Goal: Identify new HIV cases and link them to care to suppress their viral loads, increase their T-cell counts and ultimately decrease the transmission rate.</p> <p>Plan: Center for HOPE's HIV Services testing team counsels and identifies new cases from patients utilizing clinic services linked them to appropriate care.</p> <p>Outcome: This service started in November 2013 and is ongoing. Of the 2,967 patients tested, 25 people were identified as HIV positive and have been linked to care.</p>	
Cancers	Provide a Variety of Treatment and Support Services through on-site Cancer Care Center	Yes	<p>Target Population: Women diagnosed with breast cancer.</p> <p>Goal: Reduce the level of stress and feeling of isolation in women diagnosed with breast cancer.</p> <p>Plan: The program conducts a weekly Cancer Support Group and Stress Reduction Workshops, with educational lectures and two social events for patients. In 2014, the program developed a second weekly support group to meet demand.</p> <p>Outcome: Since 2014, a total of 25 workshops have been implemented to date with 3 additional educational lectures provided to guide patients through their cancer experience. 93% of our members reported that participating in the support program's workshops and educational lectures helped them feel less isolated. The evaluation surveys from participants have shown an average score of 4 or above (on a 1-5 point scale).</p>	

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
Cancers	Install 2nd Linear Accelerator to Better Meet Needs of Radiation Therapy Patients	Yes		<p>Target Population: Patients seeking radiation treatment services.</p> <p>Goal: Improve timely access to life-saving radiation treatment services.</p> <p>Plan: Expand treatment of radiation services by installing a second linear accelerator.</p> <p>Outcome: A second linear accelerator was funded and installed and received operational approval from the New York State Department of Health in December 2015.</p>
Cancers	Hire Additional Oncologist to Increase Patient Access to Specialist	Yes		<p>Target Population: New patients seeking oncology treatment.</p> <p>Goal: Reduce the wait time of 4 to 6 weeks for getting a new appointment for an oncology specialist.</p> <p>Plan: The oncology center expanded its service to include an additional oncologist.</p> <p>Outcome: The new service saw a decrease in wait time to 2 weeks and an increase patient satisfaction.</p>

Appendix 4. Community Resources

Appendix 4 is a listing of health and social services available to low-income, uninsured, and underinsured individuals in the neighborhoods included in the primary service area of NYC Health + Hospitals, sorted by borough and neighborhood. Organization services are in the following categories: Dental, Vision, Adult Day Health, Health center, Insurance enrollment, Home Health, Hospital, Nursing Home, Prescription Drug, Immigration Support, Mental Health-Inpatient, Mental Health-Ambulatory, Substance Use, Social Services, Financial Assistance, and Wellness/Prevention.

Source: Health Information Tool for Empowerment (HITE), a program of the not-for-profit Foundation affiliate of the Greater New York Hospital Association (GNYHA). <http://www.hitesite.org/Default.aspx>. Accessed 3/11/2016.

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Brooklyn:																	
Bedford- Stuy- Crown Heights																	
ACT Team - Services for the Underserved (SUS)	2010 Atlantic Ave, Brooklyn, NY 11233												Y				
Ancient Song Doula Services	375 Stuyvesant Avenue, Second Floor, Brooklyn, NY 11233																Y
Bed-Stuy Campaign Against Hunger	2010 Fulton Street, Brooklyn, NY 11233					Y	Y								Y	Y	Y
BMS Institute for Specialty and Integrative Services (ISIS @ Bristol)	259 Bristol Street, 3rd floor, Brooklyn, NY 11212				Y	Y											Y
BMS WIC Program - Faith Hope & Charity Day Care Center	408 Rockaway Ave, Brooklyn, NY 11212															Y	Y
Brookdale Family Care Center - Bristol Street	1380 Linden Boulevard, (at Bristol Street), Brooklyn, NY 11212				Y	Y											Y
Brookdale Family Care Center - Eastern Parkway	1873 Eastern Parkway, (at Atlantic Avenue), Brooklyn, NY 11233				Y	Y											Y
Brookdale Medical Center - Children's Inpatient Mental Health Services	One Brookdale Plaza, Brooklyn, NY 11212										Y						
Brookdale Medical Center - Children's Outpatient Mental Health Services	One Brookdale Plaza, 12th Floor, Brooklyn, NY 11212											Y					
Brookdale University Hospital Ambulatory Care Center	One Brookdale Plaza, Brooklyn, NY 11212	Y	Y		Y	Y											Y
Brookdale University Hospital and Medical Center - Adult Mental Health Services	One Brookdale Plaza, Brooklyn, NY 11212											Y	Y		Y		
Brookdale University Hospital and Medical Center - Dental Clinic	One Brookdale Plaza, Brooklyn, NY 11212	Y															
Brookdale University Hospital and Medical Center - Brookdale Urgent Care Center	One Brookdale Plaza, Brooklyn, NY 11212							Y									
Brookdale Urgent Care Center	1235 Linden Boulevard, Brooklyn, NY 11212				Y												
Brooklyn Community Services - Atlantic Avenue Early Learning Center	1825 Atlantic Avenue, Brooklyn, NY 11233														Y		
Brooklyn Jubilee - Community Meal Legal Help Desk at Gethsemane Baptist Church of Deliverance	144 Newport Street, Brooklyn, NY 11212														Y		Y
Brooklyn Public Library - The Place - Saratoga	8 Thomas S. Boyland Street, Brooklyn, NY 11233														Y		
Brownsville Child Health Clinic	259 Bristol Street, Brooklyn, NY 11212				Y	Y											
Brownsville Multi-Service (BMS) Family Health Center - Main Site	592 Rockaway Avenue, Brooklyn, NY 11212	Y	Y		Y	Y						Y		Y	Y	Y	Y
Brownsville Multi-Service Family Health Center - Life & Wellness Center	408 Rockaway Avenue, Brooklyn, NY 11212					Y									Y	Y	Y
Brownsville Recreation Center	1555 Linden Boulevard, Brooklyn, NY 11212																Y
CAMBA - Beacon Center at I.S. 271	1137 Herkimer Street, Brooklyn, NY 11233														Y		
CAMBA - The Gathering Place Homeless Drop-In Center	2402 Atlantic Avenue, Brooklyn, NY 11233														Y	Y	
CHAD Home Health Agency	1430 Pitkin Avenue, Brooklyn, NY 11233						Y										
Community Parents, Inc. - Community Parents Head Start	90 Chauncey Street, Brooklyn, NY 11233														Y		
Community Parents, Inc. - Medgar Evers Head Start	60 East 93rd Street, Brooklyn, NY 11212														Y		
Comunilife - Doña Rosita II, Congregate Housing	750 Rockaway Avenue, Brooklyn, NY 11212														Y		
EmblemHealth Small Steps Free Classes - Bedford-Stuyvesant	1137 Herkimer Street, IS 271, Brooklyn, NY 11233																Y
Family Services Network of New York - Mother Gaston Blvd.	406 Mother Gaston Boulevard, Brooklyn, NY 11212														Y		Y
Healthy Families Brookdale	1 Brookdale Plaza, Brookdale Hospital Medical Center, Brooklyn, NY 11212														Y		Y
Hugh Gilroy Senior Center	447 Kingsboro 4th Walk, 2nd floor, Brooklyn, NY 11233														Y		
Interfaith Medical Center - Alternative Housing Apartment Program	1366 East New York Avenue, Brooklyn, NY 11212														Y		
Live Light Live Right	1 Brookdale Plaza, Brookdale Hospital, Brooklyn, NY 11212																Y
Long Life Information and Referral Network	1958 Fulton Street, Brooklyn, NY 11233														Y		
MIC Women's Health Services - Eastern Parkway	1873 Eastern Parkway, Brooklyn, NY 11233				Y												Y
Missionaries of Charity - Queen of Hope Maternity Residence	262 Macon Street, Brooklyn, NY 11233														Y		Y
Neighbors Together	2094 Fulton Street, Brooklyn, NY 11233														Y	Y	
New York City Children's Center - Brooklyn	1819 Bergen Street, Brooklyn, NY 11233											Y			Y		
Paul J. Cooper Center for Human Services - Alcohol and Substance Abuse Services	510 Gates Avenue, 2nd Floor, Brooklyn, NY 11212													Y			
Police Athletic League - Brownsville Beacon	985 Rockaway Avenue, Brooklyn, NY 11212														Y		Y
Saint Vincent's - Methadone Maintenance Treatment Services - Powell Street	211-221 Powell Street, Brooklyn, NY 11212													Y			
Salvation Army - Brownsville Community Center	280 Riverdale Avenue, Brooklyn, NY 11212														Y	Y	
Saratoga Square Senior Center	930 Halsey Street, Brooklyn, NY 11233														Y		
SCO Early Head Start Program at First Step NYC	225 Newport Street, Brooklyn, NY 11212														Y		Y

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
SCO Family of Services - Early Childhood Programs	69-71 Saratoga Avenue, Brooklyn, NY 11233																Y
SCO Family of Services - Family Dynamics Beacon Center	272 MacDonough Street, Beacon Center at MS 35, Brooklyn, NY 11233														Y		
SCO Family of Services - FirstStepNYC	225 Newport Street, Brooklyn, NY 11212																Y
Seamen's Society for Children and Families - Brooklyn	1668 Pitkin Ave, Brooklyn, NY 11212														Y		
St. Mark's Family Services Council - Bishop Sexton Head Start	933 Herkimer Street, Brooklyn, NY 11233														Y		
The Brookdale University Hospital and Medical Center - Treatment for Life Center	One Brookdale Plaza, Aaron Pavilion, 5th Floor, Brooklyn, NY 11212				Y										Y		Y
The Brooklyn Children's Center - Community Respite Program	451 Ralph Avenue, Brooklyn, NY 11233										Y						
The Schulman and Schachne Institute for Nursing and Rehabilitation	555 Rockaway Parkway, Brooklyn, NY 11212							Y									
Tilden Senior Center	630 Mother Gaston Boulevard, Brooklyn, NY 11212														Y		
True Holy Church of God in Christ Jesus - Food Pantry	2340 Atlantic Avenue, Brooklyn, NY 11233														Y	Y	
Urban Strategies - Fannie Barnes Residence	829 Saratoga Avenue, Brooklyn, NY 11212														Y	Y	
Volunteers of America - East New York SRO	1381 East New York Avenue, Brooklyn, NY 11212														Y		
Wayside Out-Reach Development, Inc. - Mount Ararat Presentation Senior Center	1630 St. Marks Avenue, Brooklyn, NY 11233														Y		
Wayside Out-Reach Development, Inc. - Rosetta Gaston Senior Center	460 Dumont Avenue, Brooklyn, NY 11212														Y		
Wayside Out-Reach Development, Inc. - Wayside Meals on Wheels	467 Thomas S. Boyland Street, Brooklyn, NY 11233														Y	Y	
Canarsie- Flatlands																	
Abe Stark Senior Center	103-15 Farragut Road, Brooklyn, NY 11236														Y		
Brownsville Community Residential Center	657 East 98th Street, Brooklyn, NY 11236													Y			
Catholic Charities of Brooklyn and Queens - East New York/ Brownsville Family Support Center	1165 Rockaway Avenue, Brooklyn, NY 11236														Y		
Four Seasons Nursing and Rehabilitation Center	1555 Rockaway Parkway, Brooklyn, NY 11236							Y									
ICL - Canarsie Mental Health Center	1310 Rockaway Parkway, Brooklyn, NY 11236											Y					
ICL - Rockaway Parkway Center	2128 Rockaway Parkway, Brooklyn, NY 11236											Y					
Interborough Developmental and Consultation Center - Canarsie Clinic	9413 Flatlands Avenue, Brooklyn, NY 11236											Y					
JASA at HES Senior Center	9502 Seaview Avenue, Brooklyn, NY 11236														Y		
Neighborhood Housing Services of New York City (NHSNYC) - Canarsie Satellite Office	9715 Avenue L, Brooklyn, NY 11236															Y	
River Manor Care Center	611 East 103rd Street, Brooklyn, NY 11236							Y									
Sesame Flyers International, Inc. Bildersee Beacon at I.S. 68	956 East 82nd Street, Brooklyn, NY 11236									Y					Y		Y
The New H.E.S. (Hebrew Educational Society)	9502 Seaview Avenue, Brooklyn, NY 11236														Y		Y
The New HES - Healthy Families	9502 Seaview Avenue, Brooklyn, NY 11236											Y		Y			
Coney Island- Sheepshead Bay																	
Bridge Back to Life Center - Coney Island	3044 Coney Island Avenue, 3rd Floor, Brooklyn, NY 11235											Y	Y				
Brighton Neighborhood Association	1002 Brighton Beach Avenue, Space inside Chase Manhattan Bank, Brooklyn, NY 11235									Y					Y	Y	
City-Pro Group Inc.- Brooklyn	2625 East 14th Street, Brooklyn, NY 11235														Y		
Coney Island Hospital - Acute Care Addictions Program (ACAP)	2601 Ocean Parkway, 3 East, Main Bldg, Brooklyn, NY 11235													Y			
Coney Island Hospital - Adult Mental Health Inpatient Services	2601 Ocean Parkway, Hammett Pavilion, Brooklyn, NY 11235										Y						
Coney Island Hospital - Chemical Dependency Treatment Services	2601 Ocean Parkway, Hammett Pavilion, Brooklyn, NY 11235												Y				Y
Coney Island Hospital - Mental Health Outpatient Services	2601 Ocean Parkway, Hammett Pavilion, Brooklyn, NY 11235											Y					
Coney Island Hospital - Outpatient Department	2601 Ocean Parkway, Brooklyn, NY 11235				Y										Y		Y
Coney Island Hospital Ambulatory Care - Health Homes	2601 Ocean Parkway, Hammett Pavilion, Brooklyn, NY 11235											Y					
Coney Island Hospital	2601 Ocean Parkway, Brooklyn, NY 11235							Y									
First Steps to Recovery - Brooklyn	2990 Brighton 12th Street, Suite F1, Brooklyn, NY 11235													Y			
JASA - Brighton - Manhattan Beach Senior Center	60 West End Avenue, Brooklyn, NY 11235														Y		
JASA - Manhattan Beach Senior Alliance Senior Center	161 Corbin Place, Brooklyn, NY 11235														Y		
JASA Warbasse Cares for Seniors NORC (Naturally Occurring Retirement Community)	2844 Ocean Parkway, Brooklyn, NY 11235														Y		

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
JBFCS - Neptune Family Services	3360 Shore Parkway, Suite C1, Brooklyn, NY 11235														Y		
Menorah Center for Rehabilitation and Nursing Care	1516 Oriental Boulevard, Brooklyn, NY 11235								Y								
Sheepshead Nursing & Rehabilitation Center	2840 Knapp Street, Brooklyn, NY 11235							Y									
Shorefront Y of Brighton - Manhattan Beach	3300 Coney Island Avenue, Brooklyn, NY 11235									Y					Y		
Shoreview Nursing Home	2865 Brighton 3rd Street, Brooklyn, NY 11235								Y								
Stephen B. Siegal Adult Day Center - AHRC	2621 East 17th Street, Brooklyn, NY 11235														Y		
Warbasse Practice	2952 Brighton 3rd Street, Brooklyn, NY 11235				Y												
East New York																	
AdvantageCare Physicians - Lindenwood Medical Center	2832 Linden Boulevard, Brooklyn, NY 11208		Y		Y												Y
Anthony L. LaMarca Family Health Center	179 Jamaica Avenue, Brooklyn, NY 11207				Y											Y	Y
BMS Family Health Center at Genesis	360 Snediker Avenue, Brooklyn, NY 11207				Y	Y									Y		Y
Bowery Residents' Committee - Fulton House	2570 Fulton Street, Brooklyn, NY 11207														Y		
Brightpoint Health - Alpha School	2400 Linden Blvd, Brooklyn, NY 11208													Y			
Brookdale Family Care Center - Linden Boulevard	2554 Linden Boulevard, Brooklyn, NY 11208	Y			Y	Y											Y
Brookdale Family Care Center - New Lots Avenue	465 New Lots Avenue, Brooklyn, NY 11207	Y			Y	Y										Y	Y
Brookdale Family Care Center - Pennsylvania Avenue	1110 Pennsylvania Avenue, Brooklyn, NY 11207				Y	Y											Y
Brooklyn Community Services - Adolescent Education and Employment Program	2673 Atlantic Avenue, Brooklyn, NY 11207														Y		
Brooklyn Community Services - East New York Clubhouse	2697 Atlantic Avenue, Brooklyn, NY 11207														Y		
Brooklyn Community Services - East New York Family Center	400 Liberty Avenue, 2nd Floor, Brooklyn, NY 11207														Y		
Brooklyn Queens Nursing Home	2749 Linden Boulevard, Brooklyn, NY 11208								Y								
Brooklyn United Methodist Church Home & Adult Day Care Center	1485 Dumont Avenue, Brooklyn, NY 11208			Y					Y								
Bushwick Bright Start - Healthy Families New York	1491 Broadway, 4th Floor, Brooklyn, NY 11207														Y		Y
Bushwick Center for Rehabilitation and Healthcare (Centers for Specialty Care Group)	50 Sheffield Avenue, Brooklyn, NY 11207			Y					Y								
Catholic Charities of Brooklyn and Queens - ENY Family Support Center	3060 Fulton Street, Brooklyn, NY 11208														Y		
Christ the Rock World Restoration Church International - Social Service Ministry	770-784 Glenmore Avenue, Brooklyn, NY 11208					Y									Y		Y
COACH Young Adult Internship Program	2930 Fulton Street, 2nd Floor, Brooklyn, NY 11207														Y		
Community Healthcare Network - Dr. Betty Shabazz Health Center	999 Blake Avenue, Brooklyn, NY 11208				Y	Y							Y	Y	Y		Y
Cypress Hills - Fulton Street Senior Center	3208 Fulton Street, Brooklyn, NY 11208														Y		
Cypress Hills Child Care Corporation	3295 Fulton Street, Brooklyn, NY 11208														Y		
Cypress Hills Community Learning Center at I.S. 171	528 Ridgewood Avenue, Brooklyn, NY 11208									Y					Y		
Cypress Hills Local Development Corp. - Health Insurance Counseling	2966 Fulton Street, Brooklyn, NY 11208					Y											
Cypress Hills Local Development Corp.	3214 Fulton Street, Brooklyn, NY 11208														Y	Y	
Cypress Hills Local Development Corporation - East New York Beacon at I.S. 302	350 Linwood Street, Brooklyn, NY 11208									Y					Y		
East New York Diagnostic & Treatment Center	2094 Pitkin Avenue, Brooklyn, NY 11207	Y	Y		Y	Y							Y	Y	Y	Y	Y
East New York Family Center	400 Liberty Avenue, Brooklyn, NY 11207														Y		
East New York Urban Youth Corps	539 Alabama Avenue, Brooklyn, NY 11207														Y		Y
Family Services Network of New York - Bushwick Ave.	1420 Bushwick Avenue, Brooklyn, NY 11207														Y	Y	Y
Family Services Network of New York - Harm Reduction Program	1766 Broadway, Brooklyn, NY 11207													Y	Y		Y
Georgia L. McMurray Day Care	675 Lincoln Avenue, Brooklyn, NY 11208														Y		
Groundwork for Success (GWS) Program	692 Blake Avenue, Brooklyn, NY 11207														Y		
ICL - Family Resource Center	2581 Atlantic Avenue, 2nd floor, Brooklyn, NY 11207														Y		
ICL - Highland Park Center	2581 Atlantic Avenue, Brooklyn, NY 11207												Y				
Kings County Hospital Center - Commodity Supplemental Food Program (CSFP)	840 Alabama Avenue, Brooklyn, NY 11207														Y	Y	Y
Linden Center for Nursing and Rehabilitation	2237 Linden Boulevard, Brooklyn, NY 11207								Y								
MediSys Family Care Center - East New York	3080 Atlantic Avenue, Brooklyn, NY 11208	Y			Y												Y
North Brooklyn YMCA	570 Jamaica Avenue, Brooklyn, NY 11208														Y		Y
NYPCC - Bushwick Child and Family Mental Health Center	102 Pilling Street, Brooklyn, NY 11207													Y			
NYPCC - East New York Child and Family Mental Health Center	2857 Linden Boulevard, Brooklyn, NY 11208													Y			

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Partnership for the Homeless - Family Resource Center	100 Pennsylvania Avenue, 3rd Floor, Brooklyn, NY 11207														Y	Y	
Police Athletic League - I.S. 218 Beacon	370 Fountain Avenue, Brooklyn, NY 11208														Y		Y
Puerto Rican Family Institute - East New York Child Placement Prevention Program	2924 Fulton Street, 1st Floor, Brooklyn, NY 11207														Y		
Saint Vincent's - St. Martin DePorres Methadone Maintenance Treatment Center	480 Alabama Avenue, Brooklyn, NY 11207													Y			
SCO Family of Services - Brooklyn Blended Case Management/Home and Community-Based Waiver Services	1420 Bushwick Avenue, 2nd Floor, Brooklyn, NY 11207										Y	Y					
SCO Family of Services - Family Dynamics Bushwick	1420 Bushwick Avenue, Brooklyn, NY 11207														Y		
START Treatment & Recovery Centers - East New York	494 Dumont Avenue, Brooklyn, NY 11207													Y			
Sutter Avenue Child Health Clinic	1091 Sutter Avenue, Brooklyn, NY 11208				Y												
United Community Center	613 New Lots Avenue, Brooklyn, NY 11208										Y				Y		Y
University Settlement - Children's Corner Early Childhood Center	565 Livonia Avenue, Brooklyn, NY 11207														Y		
Urban Resource Institute - The Marguerite T. Saunders Urban Center for Alcoholism Services	2639 Atlantic Avenue, Brooklyn, NY 11207													Y			
Urban Strategies - Early Learn	1091 Sutter Ave, Brooklyn, NY 11208														Y		
Wayside Out-Reach Development, Inc. - Boulevard Senior Center	726 Stanley Avenue, Brooklyn, NY 11207														Y		
Women's Prison Association - Brooklyn Community Office/Family Treatment Rehabilitation	2632 Atlantic Avenue, Brooklyn, NY 11207														Y		
YMCA of Greater New York - Y Roads Literacy Center - East New York	60 Williams Avenue, Brooklyn, NY 11207														Y		
Flatbush- E. Flatbush																	
Aim High Children's Services	83 Marlborough Road, Brooklyn, NY 11226														Y		
Baltic Street Advocacy, Employment, and Housing (AEH), Inc. - Self-Help & Advocacy for Older Adults	681 Clarkson Avenue, Kingsboro Psychiatric Center, Brooklyn, NY 11203														Y		
Bridging Access to Care - Church Avenue	2261 Church Avenue, Brooklyn, NY 11226														Y		Y
Bridging Access to Care (formerly Brooklyn AIDS Task Force) - Chapel Street	2261 Church Avenue, Brooklyn, NY 11226														Y	Y	
Brookdale Family Care Center - Flatbush Avenue	1095 Flatbush Avenue, Brooklyn, NY 11226				Y	Y											Y
Brooklyn Center for Families in Crisis	1309-1311 Foster Avenue, Brooklyn, NY 11226												Y				
Brooklyn Free Clinic	840 Lefferts Avenue, Brooklyn, NY 11203				Y												
Brooklyn Public Library - Adult Literacy - Flatbush Learning Center	22 Linden Boulevard, Brooklyn, NY 11226										Y				Y		
CAMBA - Adult Literacy Center	885 Flatbush Avenue, Brooklyn, NY 11226														Y		
CAMBA - Home Visiting Program	2241 Church Avenue, 2nd Floor, Brooklyn, NY 11226														Y		Y
CAMBA - Immigration, Refugee, and Diversity Programs	2211 Church Avenue, 3rd Floor, Room 301, Brooklyn, NY 11226										Y						
CAMBA - Job Training and Placement Services	2211 Church Avenue, Brooklyn, NY 11226														Y		
CAMBA - Legal Services	885 Flatbush Avenue, Second Floor, Brooklyn, NY 11226										Y				Y		
CAMBA - Next Step Program	2211 Church Avenue, Brooklyn, NY 11226														Y		
CAMBA - Nutrition Outreach Education Program	885 Flatbush Avenue, Brooklyn, NY 11226																Y
CAMBA - Small Business Services	2211 Church Avenue, Suite 207, Brooklyn, NY 11226														Y	Y	
CAMBA - Tenant Support Services	2211 Church Avenue, Brooklyn, NY 11226														Y		
CAMBA - Victim Assistance Program	885 Flatbush Avenue, 3rd Floor, Brooklyn, NY 11226														Y		
CAMBA	1720 Church Avenue, Brooklyn, NY 11226										Y			Y	Y	Y	
Caribbean Women's Health Association - Main Office	3512 Church Avenue, Brooklyn, NY 11203										Y				Y		Y
Caribbean-American Family Health Center	3414 Church Avenue, Brooklyn, NY 11203	Y			Y	Y									Y		Y
Caton Park Nursing Home	1312 Caton Avenue, Brooklyn, NY 11226							Y									
Cerebral Palsy Associations of NYS - Linda-Buch Gherardi Center Day Program	921 East New York Avenue, Brooklyn, NY 11203														Y		
Christopher C. Blenman Senior Center	720 East New York Avenue, Brooklyn, NY 11203														Y		
Community Options, Inc. - Brooklyn Office	161 Woodruff Avenue, Brooklyn, NY 11226														Y		
Diaspora Community Services - Satellite Office	2222 Church Avenue, Brooklyn, NY 11226					Y					Y				Y		Y
Ditmas Park Care Center	2107 Ditmas Avenue, Brooklyn, NY 11226							Y									
Dr. Claude Michel Memorial Medical Clinic	2814 Clarendon Road, Brooklyn, NY 11226	Y			Y												
Dr. Susan Smith McKinney Nursing & Rehabilitation Center	594 Albany Avenue, Brooklyn, NY 11203			Y				Y									
EmblemHealth Small Steps Free Classes - Flatbush	157 St. Paul's Place, St. Paul's Episcopal Church, Brooklyn, NY 11226																Y
Erasmus Neighborhood Federation (ENF)	814 Rogers Avenue, Brooklyn, NY 11226										Y				Y		
Family Health Services - Lefferts Avenue	840 Lefferts Avenue, Brooklyn, NY 11203				Y												Y
Family Services Network of New York - Community Follow-up Program	123 Linden Blvd., Brooklyn, NY 11226														Y		
Flatbush Development Corporation	1616 Newkirk Avenue, Brooklyn, NY 11226										Y				Y		

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/Preventive
HCC, Inc.	123 Linden Boulevard, 3rd Floor, Brooklyn, NY 11226										Y		Y	Y	Y		Y
HeartShare St. Vincent's Services - East Brooklyn Family Service Center	123 Linden Boulevard, Brooklyn, NY 11226														Y		Y
HEAT (Health & Education Alternatives for Teens)	760 Parkside Avenue, #308, Brooklyn, NY 11226				Y										Y		Y
Interborough Developmental and Consultation Center - Crown Heights Clinic	921 East New York Avenue, Brooklyn, NY 11203											Y					
Kings County Hospital - Comprehensive Alcoholism Outpatient Center	451 Clarkson Avenue, R Building, Brooklyn, NY 11203													Y			
Kings County Hospital - Dental Clinic	451 Clarkson Avenue, Brooklyn, NY 11203	Y															
Kings County Hospital - Dental Clinic	451 Clarkson Avenue, E Building, 1st Floor, Brooklyn, NY 11203	Y															
Kings County Hospital Center - Center for HOPE	451 Clarkson Avenue, E Building, Suite C, 4th Floor, Brooklyn, NY 11203				Y										Y		Y
Kings County Hospital Center - Child and Adolescent Psychiatry Outpatient Clinic	451 Clarkson Avenue, R building, 7th Floor, Brooklyn, NY 11203											Y					
Kings County Hospital Center - Department of Behavioral Health	451 Clarkson Avenue, R Building, Brooklyn, NY 11203										Y	Y	Y				
Kings County Hospital Center - Family Care Center	451 Clarkson Avenue, E Building, 4th Floor, Brooklyn, NY 11203				Y										Y		Y
Kings County Hospital Center - Outpatient Department	451 Clarkson Avenue, E Building, Brooklyn, NY 11203	Y			Y	Y						Y					Y
Kings County Hospital Center - Parkinson's Disease Clinical Center of Excellence	451 Clarkson Avenue, E Building, 8th Floor, Brooklyn, NY 11203				Y												
Kings County Hospital Center - The Adolescent Clinic	451 Clarkson Avenue, E Building, 4th Floor, Suite B, Brooklyn, NY 11203				Y										Y		Y
Kings County Hospital Center - WIC Program - Downtown Campus	451 Clarkson Avenue, T Building, Brooklyn, NY 11203															Y	Y
Kings County Hospital Center	451 Clarkson Avenue, Brooklyn, NY 11203							Y									
Kingsbrook Jewish Medical Center - Elias Thall Dental Center	585 Schenectady Avenue, Brooklyn, NY 11203	Y															
Kingsbrook Jewish Medical Center - Mental Health Unit	585 Schenectady Avenue, Brooklyn, NY 11203										Y	Y			Y		
Kingsbrook Jewish Medical Center - Outpatient Department	585 Schenectady Avenue, Brooklyn, NY 11203	Y	Y		Y												Y
Kingsbrook Jewish Medical Center - Screenings	535 Schenectady Avenue, Suite 100, Brooklyn, NY 11203																Y
Kingsbrook Jewish Medical Center	585 Schenectady Avenue, Brooklyn, NY 11203							Y									Y
Linden Children's Services - Pediatric Office	350 Ocean Avenue, Brooklyn, NY 11226				Y												
Metro Community Health Center - Brooklyn	842 Lefferts Avenue, Brooklyn, NY 11203	Y	Y		Y							Y			Y		
Neighborhood Housing Services of New York City (NHSNYC) - East Flatbush Office	2806 Church Avenue, Brooklyn, NY 11226															Y	
New York Methodist Hospital Family Health Center - Nostrand Avenue	1910 Nostrand Avenue, Brooklyn, NY 11226				Y												Y
Newkirk Family Health Center	1401 Newkirk Avenue, Brooklyn, NY 11226				Y												Y
Rutland Nursing Home	585 Schenectady Avenue, Brooklyn, NY 11203								Y								
S.U.N.Y. Downstate Medical Center - Center for Healthcare Services/Internal Medicine Annex	470 Clarkson Avenue, Brooklyn, NY 11203				Y												Y
S.U.N.Y. Downstate Medical Center - Family Practice Center	470 Clarkson Avenue, Suite B, Brooklyn, NY 11203				Y												Y
S.U.N.Y. Downstate Medical Center - Star Health Center	470 Clarkson Avenue, Box 1240, Brooklyn, NY 11203				Y										Y		Y
S.U.N.Y. Downstate Medical Center (Health Science Center at Brooklyn)	450 Clarkson Avenue, Brooklyn, NY 11203					Y	Y										
Sesame Flyers International Inc. Winthrop Beacon III Community Center	905 Winthrop Street, Brooklyn, NY 11203										Y				Y		Y
Sesame Flyers International, Inc.	3510 Church Avenue, Brooklyn, NY 11203																Y
St. Mark's Family Services Council - St. Mark's Head Start	2017 Beverly Road, Brooklyn, NY 11226														Y		
SUNY Downstate Medical Center - Center for Community Health Promotion & Wellness	445 Lenox Road, Brooklyn, NY 11203														Y		Y
The League School	567 Kingston Avenue, Brooklyn, NY 11203														Y		
The League Treatment Center - East Flatbush	885 Rogers Avenue, Brooklyn, NY 11226														Y		
The PATH Center - Brooklyn Community Program	2222 Church Avenue, Brooklyn, NY 11226				Y										Y		Y
Thomas S. Murphy Clubhouse - Madison Square Boys and Girls Club	2245 Bedford Avenue, Brooklyn, NY 11226														Y		
Williamsburg- Bushwick																	
ACE Integration Head Start	1419 Broadway, Brooklyn, NY 11221														Y	Y	
After Hours Project, Inc.	1204 Broadway, Brooklyn, NY 11221													Y	Y		Y
Bedford Medical Family Health Center	314 Wallabout Street, 1B, Brooklyn, NY 11206				Y												
Bedford-Stuyvesant Family Health Center - Broadway	1238 Broadway, Brooklyn, NY 11221				Y	Y											Y
Black Veterans for Social Justice, Inc.	665 Willoughby Avenue, Brooklyn, NY 11206														Y	Y	

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Borinquen Plaza Neighborhood Senior Center - Ridgewood Bushwick Senior Citizens Council	80 Seigel Street, Brooklyn, NY 11206														Y		
Bridge Street AWME Church	277 Stuyvesant Avenue, Brooklyn, NY 11221														Y	Y	
Buena Vida Continuing Care and Rehabilitation Center	48 Cedar Street, Brooklyn, NY 11221								Y								
Bushwick Community Partnership	484 Knickerbocker Ave., 3rd Floor, Room 12, Brooklyn, NY 11221														Y		
Community Healthcare Network - CABS Center	94-98 Manhattan Avenue, Brooklyn, NY 11206	Y			Y	Y						Y		Y	Y		Y
Comunilife - "Life is Precious" Program - Brooklyn	113 Throop Avenue, Brooklyn, NY 11206														Y		
Comunilife - Brooklyn Scattered-Site Apartments	113 Throop Avenue, Brooklyn, NY 11206														Y		
Diana H. Jones Innovative Senior Center - Ridgewood Bushwick Senior Citizens Council	9 Noll Street, Brooklyn, NY 11206										Y				Y		
El Puente - Bushwick Leadership Center	311 Central Avenue, Brooklyn, NY 11221														Y		
Eleanor Roosevelt Houses Child Health Clinic	388 Pulaski Street, Brooklyn, NY 11206				Y	Y											
Grand St. Settlement - Bushwick/Hylan Community Center	50 Humboldt Street, Brooklyn, NY 11206														Y		
Interborough Developmental and Consultation Center - Williamsburg Clinic	790 Broadway, Brooklyn, NY 11206											Y					
Interfaith Medical Center - Behavioral Health Program Adult Clinic (Satellite Location)	1038 Broadway, Brooklyn, NY 11221											Y					
JASA - Brooklyn Friendship House	202 Graham Avenue, Brooklyn, NY 11206														Y		Y
JASA - Williamsburg Senior Center	202 Graham Avenue, Brooklyn, NY 11206														Y		
JBFC - Horizons	PO Box 060280, Brooklyn, NY 11206														Y		
La Providencia Family Health Center	1280 Dekalb Avenue, Brooklyn, NY 11221	Y			Y	Y									Y		Y
Maria Lawton Senior Center	400 Hart Street, Brooklyn, NY 11206														Y		Y
Neighborhood Housing Services of New York City (NHSNYC) - Bedford-Stuyvesant Office	1012 Gates Avenue, 1st Floor, Brooklyn, NY 11221																Y
Open Door Church of God in Christ - Food Program	999 Greene Avenue, Brooklyn, NY 11221														Y		Y
Opportunities for a Better Tomorrow - Williamsburg PAC Program of Brooklyn	25 Thornton Street, Brooklyn, NY 11206 7 Debevoise Street, 2nd Floor, Brooklyn, NY 11206										Y			Y	Y		
Pesach Tikvah	18 Middleton Street, Brooklyn, NY 11206												Y		Y		
Project Re-Generation (PR-G)	150 Tompkins Avenue, Brooklyn, NY 11206														Y		
Public Health Solutions Neighborhood WIC Center - Bushwick	335 Central Avenue, Brooklyn, NY 11221																Y
Puerto Rican Family Institute - Brooklyn Mental Health Clinic	28 Debevoise St., 5th Floor, Brooklyn, NY 11206											Y		Y	Y		
Puerto Rican Family Institute - Children's Intensive Case Management Program	28 Debevoise Street, 5th Floor, Brooklyn, NY 11206											Y					
Puerto Rican Family Institute - Home-Based Crisis Intervention Program	28 Debevoise Street, 5th Floor, Brooklyn, NY 11206														Y		
Ridgewood Bushwick Senior Citizens Council - Hope Gardens Multi-Service Center	195 Linden Street, Brooklyn, NY 11221														Y		
Ridgewood Bushwick Senior Citizens Home Care Council	533 Bushwick Avenue, Brooklyn, NY 11206														Y		
Ridgewood Bushwick Senior Citizens Houses	143 Himrod Street, Brooklyn, NY 11221														Y		
Salvation Army - Bushwick Community Center	1151 Bushwick Avenue, Brooklyn, NY 11221														Y	Y	
St. John the Baptist Parish Social Service Program	333 Hart Street, Brooklyn, NY 11206														Y	Y	
St. John's Bread and Life Program	795 Lexington Avenue, Brooklyn, NY 11221				Y						Y				Y		Y
St. Nicks Alliance - Williamsburg Community Center	195 Graham Avenue, Brooklyn, NY 11206														Y		
St. Nicks Alliance - Workforce Development	790 Broadway, 2nd Floor, Brooklyn, NY 11206										Y				Y		
START Treatment & Recovery Centers - Bushwick	1149-55 Myrtle Avenue, Brooklyn, NY 11206												Y		Y		
The Maura Clarke - Ita Ford Center - Educational Services	280 Wyckoff Avenue, Brooklyn, NY 11206										Y				Y		
Trinity Human Service Center	153 Johnson Avenue, Brooklyn, NY 11206														Y	Y	
Woodhull Medical and Mental Health Center - Bushwick Communicare	335 Central Avenue, Brooklyn, NY 11221				Y	Y											Y
Woodhull Medical and Mental Health Center - Chemical Dependency Department	760 Broadway, Brooklyn, NY 11206													Y			Y
Woodhull Medical and Mental Health Center - Dental Practice	760 Broadway, Brooklyn, NY 11206	Y															
Woodhull Medical and Mental Health Center - Sumner Avenue Houses Child Health Clinic	47 Marcus Garvey Boulevard, Brooklyn, NY 11206				Y	Y											
Woodhull Medical and Mental Health Center	760 Broadway, Brooklyn, NY 11206							Y									
Woodhull Medical Center - Paul Paroski Family Center	760 Broadway, Room 2B-151, Brooklyn, NY 11206	Y	Y		Y	Y						Y		Y	Y		Y
Woodhull Medical Center - Pediatric Clinic	760 Broadway, Brooklyn, NY 11206				Y												Y
Woodhull Medical Center - WIC Program	760 Broadway, Brooklyn, NY 11206															Y	Y
Y After School - Beacon Center	35 Starr Street, Brooklyn, NY 11221														Y		
Y After School - Eastern District YMCA	125 Humboldt Street, Brooklyn, NY 11206														Y		

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
YMCA of Greater New York - Y Roads Literacy Center - Eastern District	125 Humboldt Street, Brooklyn, NY 11206													Y			

Appendix 5. User Survey Instrument

Date:
Facility:
Location:
Staff Initials:

Assisted Self-Administered

NYC Health and Hospitals Corporation Community Health Needs Survey

The New York City Health and Hospitals Corporation (HHC) is conducting this survey as part of a community health needs assessment. The information that you provide will help HHC to better serve you and members of your community.

The survey is voluntary and confidential. You do not have to complete the survey, and you can skip questions you do not want to answer. Your name will not be written on the survey, and we will not be able to connect your answers to you personally.

It will take about 15 minutes to complete this survey. In appreciation of your time and effort, you will receive a \$5.50 MetroCard for completing this survey.

1. In general, would you say that your health is:

Excellent Good Fair Poor

2. Do you currently have health insurance?

Yes No Don't Know

2a. If yes, what type of insurance do you have?

Medicaid

Medicare

Private insurance through my employer or my spouse's employer

Private insurance through the NY State Exchange (Obamacare)

ADAP or other NY State AIDS Insurance Assistance

Other (please specify) _____

3. Have you seen a personal doctor or your regular doctor in the past 12 months for a visit (for example, for an annual check-up or for a medication refill)?

Yes No Don't know Prefer not to answer

4. Have you seen a dentist in the past 12 months?

Yes No Don't know Prefer not to answer

5. Do you have children under the age of 18 living with you?

Yes No

5a. If yes, are you able to get an appointment with your child's doctor when you need to?

- Always
- Sometimes
- Never

6. Based on your experience with your family, friends, and neighbors, please rate each of the following health issues based on how serious and/or widespread they are ***in your community***.

	Very serious	Somewhat serious	Not serious	Don't know / Not applicable
Heart disease, high cholesterol, stroke				
Cancer				
Diabetes				
Asthma and other breathing issues				
Hypertension/ high blood pressure				
Violence				
Mental illness and psychiatric disorders				
Dementia including Alzheimer's				
Obesity				
Premature births, low birth weight				
HIV, Hepatitis, STDs				
Alcohol and/or drug use				
Smoking				

7. Have there been times in the last month when you could not afford to eat?
 Yes No

8. Have you encountered any of the following challenges when seeking or obtaining health care?

	Yes	No
Barriers related to finances, such as the cost of co-pays, not having insurance, or not being able to take time off from paid work to see your doctor.		
Barriers related to accessing healthcare, such as not having transportation, or not being able to get a timely appointment.		
Barriers related to culture, language, or religion, including concerns that you may experience stigma or discrimination by your healthcare providers.		

9. Have you been to the emergency room in the last year?
 Yes No

9a. If yes, some people go to the emergency room because they do not have a regular doctor. In the past year, have you gone to the emergency room instead of visiting your doctor for any of the following reasons? (Check all that apply.)

I didn't have insurance

I do not have a regular doctor

It takes too long to get an appointment

My doctor's office or clinic wasn't open

I like that I can get everything I need during a single visit to the emergency room (for example, see a doctor, get a lab test and have my prescription filled)

Other, specify: _____

Finally, we'd like to get some background information.

10. What is your ZIP code: _____

11. How old are you? _____

12. What do you consider yourself?

Female

Male

Transgender

Prefer not to answer

13. What is your race/ethnicity?

White
Black or African American
More than 1 race
Asian, specify: _____
Hispanic or Latino/a, specify: _____
American Indian or Alaskan Native
Prefer not to answer

Native Hawaiian or other Pacific Islander
Other, specify: _____

14. Were you born outside of the U.S.?

Yes
No
Prefer not to answer

14a. If yes, in what country you were born?

15. In what language do you prefer to receive health care?

English	Haitian/French Creole	Urdu
Spanish	Hindi	Yiddish
Arabic	Italian	
Chinese (Mandarin, Cantonese, or other)		
Korean	Prefer not to answer	
French	Russian	
Other, specify: _____		

16. In the past year, have you gone anywhere else to receive healthcare?

Yes
No

If yes, where _____

17. What is it about [FACILITY] that you like the MOST? (Check all that apply)

- Physicians
- Nurses
- Clerical Staff
- Social Services
- Cost
- Location
- Hospital Environment
- Wait time
- Language/Interpretation Services
- Other _____

18. What is it about [FACILITY] that you like the LEAST? (Check all that apply)

- Physicians
- Nurses
- Clerical Staff
- Social Services
- Cost
- Location
- Hospital Environment
- Wait time
- Language/Interpretation Services
- Other _____

19. How likely are you to recommend [FACILITY] to your family and friends?

- Very likely
- Somewhat Likely
- Not likely
- Would not recommend

20. How long have you have lived in your current neighborhood:

- Less than 1 year
- 1-5 years
- 6-10 years
- More than 10 years

21. What is your sexual orientation?

- Straight/heterosexual
- Gay, lesbian or homosexual
- Bisexual
- Other (please specify) _____
- Prefer not to answer

22. Do you know who your primary care provider is?

- Yes
- No

22a. If yes, Name of your primary care provider:

23. When being discharged, are you concerned about the following challenges:

	Yes	No
Medical condition(s)		
Family support		
Access to Home care		
Access to medications		
Access to medical care		
Access to mental health services		
Access to affordable housing		
Access to health insurance		
Financial Barriers		
Access to housing adapted for your disability needs		
Transportation		

Appendix 6. Survey Instrument for Community Advisory Boards and Hospital Leadership

Based on your experience with your family, friends, and neighbors, please rate each of the following health issues based on how serious and/or widespread they are in your hospital community.

	Very serious	Somewhat serious	Not serious	Don't know / Not applicable
Heart disease, high cholesterol, stroke				
Cancer				
Diabetes				
Asthma and other breathing issues				
Hypertension/ high blood pressure				
Violence				
Mental illness and psychiatric disorders				
Dementia including Alzheimer's				
Obesity				
Premature births, low birth weight				
HIV, Hepatitis, STDs				
Alcohol and/or drug use				
Smoking				

Live Your Healthiest Life.

2016

COMMUNITY HEALTH NEEDS ASSESSMENT



EXECUTIVE SUMMARY

Community Health Needs Assessment, 2016 Update

Purpose of the Community Health Needs Assessment

This 2016 Community Health Needs Assessment (CHNA) updates the CHNA completed in 2013 to meet the requirements of Section 9007 of the 2010 federal law, The Affordable Care Act (“ACA”). The ACA requires that any tax-exempt, IRS-designated 501(c) (3) hospital complete or update a publicly-available, comprehensive CHNA every three years in order to document the extent to which it understands the unique characteristics and needs of the local communities it serves, and responds to these needs by delivering meaningful and effective community benefit through clinical services and other programming.

Required Components

A CHNA report has five required components:

- 1) Definition of community served
- 2) A prioritized description of the significant health needs of the community
- 3) Transparency in the process and methods used to conduct the CHNA, including how it took into account input from the community served and prioritized community health needs
- 4) A description of the resources potentially available to address the identified significant prioritized community health needs
- 5) An evaluation of the impact of actions taken to address the significant health needs identified in the previous CHNA report (June 2013).

A CHNA report is considered complete when it is adopted by a governing body of the facility and made widely available to the public.

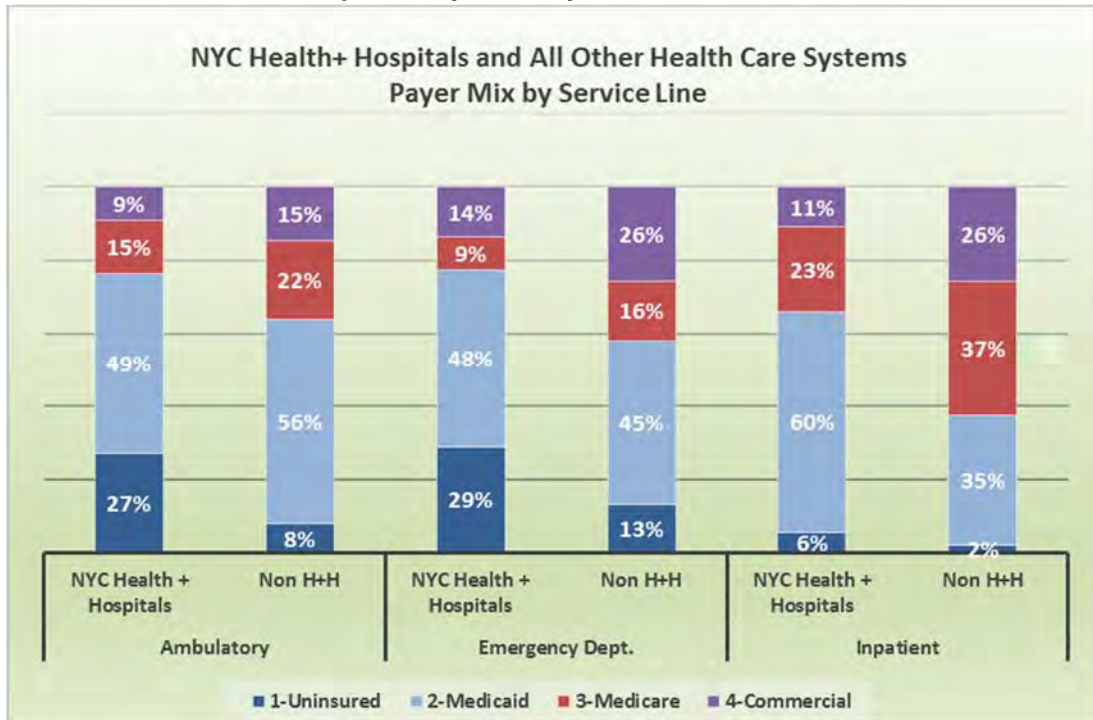
Community Served

NYC Health + Hospitals serve all New Yorkers in every neighborhood in New York City regardless of their ability to pay. Addressing disparity throughout New York City, NYC Health + Hospitals is *the* safety-net for the uninsured and underserved in New York City.

As a share of its total volume, NYC Health + Hospitals provides three times greater share of ambulatory care to the uninsured than other New York City hospitals (27% and 8%, respectively) and twice as many ED visits (29% and 13%, respectively). Medicaid

and uninsured patients together account for nearly twice as many hospital stays compared to other New York City hospitals (66% and 37%, respectively) (chart 1).

Chart 1: NYC Health + Hospitals Payer Mix by Service



Sources and notes: 2014 Hospital Institutional Cost Report, 2014 DTC Cost Report for HHC using internal data, and 2013 Health Center Cost Report for all other DTCs. Includes all NYC acute, general care hospitals and related wholly owned or controlled community health centers, including HHC DTCs. Discharges exclude normal newborns. ED visits include treat and release, and visits that result in admission. Clinic visits include comprehensive care and primary care visits only.

The service area of individual hospitals in the NYC Health + Hospitals System are identified in Appendix 1. A description of these communities, including demographic characteristics identifying vulnerable populations such as disabled and residency status; and health status such as chronic disease prevalence and the rate of potentially avoidable emergency health care use, is in Appendix 2.

Process and Methods

The process and methods was designed collaboratively by a work group of facility planning directors and other representatives.

The community served by each acute care facility is defined as the geographic area in which 75% of its ambulatory care patients reside. An initial list of over 40 health needs were identified based on a review of published literature and internal analyses that have been made publically available including the 2013 CHNA and the DSRIP Community Needs Assessment. Incorporating input from other facility representatives and pilot

tested with hospital users, this list was refined to 13 community health needs. Input from facility users (approximately 150 per facility were surveyed), Community Advisory Boards, facility leadership, and the prevalence of these health needs within the community were blended together to prioritize the health needs. The five highest priority community needs were considered *significant*.

Prioritized Significant Community Health Needs

All 13 identified community health needs were identified as important within the hospitals' communities according to community input. Those considered most significant and their priority order in accordance with regulatory requirements are indicated in blue in the table below. Hypertension/high blood pressure and diabetes are significant community health needs at all hospitals; obesity and heart disease are significant at the majority of hospitals (Chart 2).

Chart 2: Community Health Need by Hospital

	Bellevue	Carter	Coney Island	Elmhurst	Harlem	Jacobi	Kings County	Lincoln	Metro-politan	NCB	Queens	Woodhull
Hypertension/ High Blood Pressure	1	1 (tie)	4	2	1	1	2	1	2	2 (tie)	2	1
Diabetes	5	1 (tie)	1	1	2 (tie)	3	1	3	1	2 (tie)	1	3 (tie)
Obesity	2 (tie)	4 (tie)	6	4 (tie)	9	4	6	6	3	4	5	3 (tie)
Heart Disease, High Cholesterol, Stroke	2 (tie)	3	2 (tie)	4 (tie)	8	5 (tie)	4	4 (tie)	5	6	10 (tie)	5
Mental Illness	4	6 (tie)	8 (tie)	4 (tie)	6	5 (tie)	3	10 (tie)	9	5	3 (tie)	6
Alcohol and/or Drug Use	6	9	10	7	5	9	7 (tie)	2	7	9	6 (tie)	2
Asthma and Other Breathing Issues	8	6 (tie)	8 (tie)	12	2 (tie)	2	9	4 (tie)	4	1	13	7 (tie)
Cancer	7	10	2 (tie)	3	11	8	5	9	8	7	8 (tie)	11
Smoking	11	6 (tie)	5	8	4	7	12	7	12	8	3 (tie)	10
Violence	10	12 (tie)	11	9	10	10	10	8	6	10	6 (tie)	7 (tie)
HIV/AIDS, Hepatitis, STDs	9	11	13	10	7	11	7 (tie)	10 (tie)	10	11	12	7 (tie)
Dementia	12	4 (tie)	7	11	12 (tie)	12	13	12	11	12	10 (tie)	12 (tie)
Premature Births, Low Birth Weight	13	12 (tie)	12	13	12 (tie)	13	11	13	13	13	8 (tie)	12 (tie)

Comparison of 2013 and 2016 Significant Community Health Needs

Most of the significant community health needs identified in 2013 were again identified in 2016. In both 2013 and 2016, a large number of hospitals identified diabetes, hypertension/high blood pressure, heart disease, obesity, mental illness and asthma as a significant community health need.

HIV/AIDS and other infectious diseases were considered a significant community health need at five hospitals in 2013, but none considered it among their most significant in 2016. A decrease in importance is consistent with the continued progress in reducing HIV/AIDS diagnoses and deaths in NYC.

Other changes in health needs between 2013 and 2016 are partly attributable to changes in federal requirements regarding methodology (see Process and Methods).

Significant Community Health Needs Identified in 2016 and 2013

	Significant Community Health Needs	
	Number of Hospitals Identified in 2016	Number of Hospitals Identified in 2013
Diabetes	12	12
Hypertension / High Blood Pressure	12	10
Heart Disease, High Cholesterol, Stroke	9	10
Obesity	8	8
Mental illness	6	10
Asthma and other Breathing Issues	5	5
Alcohol and/or Drug Use	3	9
Cancer	3	6
Smoking	3	1
Dementia	1	1
HIV/AIDS, Hepatitis, STDs	0	5
Violence	0	2
Premature Births, Low Birth Weight	0	1

Resources Potentially Available

Appendix 4 is a listing of health and social service organizations available to members of low-income, medically underserved, and other minority populations in the neighborhoods included in the primary service area of NYC Health + Hospitals, by borough and sorted by neighborhood. These populations may experience health disparity or are at risk of not receiving medical care as a result of being uninsured or underinsured or due to geographic, language, financial, immigration status, or other barriers. Organization services provided are arranged accordingly into the following categories: Dental, Vision, Adult Day Health, Health center, Insurance enrollment, Home Health, Hospital, Nursing Home, Prescription Drug, Immigration Support, Mental Health-Inpatient, Mental Health-Ambulatory, Substance Use, Social Services, Financial Assistance, and Wellness/Prevention.

Evaluation of 2013 Implementation Plan

NYC Health + Hospitals evaluated each hospital's 2013 Implementation Plan and the impact of specific interventions that addressed identified health care needs (Appendix 3). Included in the evaluation is a list of the significant health needs identified in 2013, a description of the planned activities that addressed each of the health needs, an indication whether the planned activity was implemented, the target population and goal of the activity, and the impact or outcome of the activity.

2016 Implementation Strategy

The 2016 CHNA Implementation Strategy due in November 2016 will be designed to address the prioritized significant community health needs identified in the 2016 CHNA and must be adopted by the hospital's governing body.

PROCESS AND METHODS

Community Served

Each hospital's primary and secondary service area is defined as the zip codes that comprise the residence of 50%, 75% of its ambulatory patients, respectively.

Community Input

Community input was obtained using three different strategies:

1) Community Advisory Board

Community Advisory Boards (CAB) are the formal and direct links between each NYC Health + Hospitals facility and its patients and local advocates. The CAB members, consisting of residents, patients and community workers, represent the views of the community in the health care facility's decision making-process to ensure access to the best possible medical care in their communities. The CAB members provide vital insight on the development of facility plans and programs, as well as keep the community informed of NYC Health + Hospitals' goals and objectives. All hospitals in the NYC Health + Hospitals system have a CAB which meets on a regular basis.

The CHNA report and process was presented to each CAB individually. A survey was administered anonymously and confidentially to each CAB member which asked them to indicate the relative importance of each of the 13 identified community health needs in their community (see survey instrument in appendix 6). These responses were coded for inclusion in the prioritization matrix. CAB members were also asked to provide additional input beyond the survey question.

2) Facility Users

NYC Health + Hospitals engaged approximately 150 adult facility users from each hospital throughout the main facility and within community-based clinic sites. These individuals completed a survey anonymously and confidentially with questions focused on demographics, health insurance status, language preferences, health concerns, primary and preventive health care utilization, barriers in obtaining ambulatory care and reasons for use of emergency care. Respondents were also asked to indicate the relative importance of each of the 13 identified community health needs in their community. These responses were coded for inclusion in the prioritization matrix.

Surveys were self-administered or administered by facility staff. The surveys were translated into NYC Health + Hospitals' top 7 languages: Bengali, Chinese (simplified),

Haitian-Creole, French, Polish, Russian and Spanish. Participants received a two-trip Metrocard valued at \$5.50 for completing the survey (see survey instrument in Appendix 5).

3) Additional Community Engagement

NYC Health + Hospitals completed a community needs assessment in December 2014 as a requirement to participate in the Delivery System Reform Incentive Payment (DSRIP) program, a statewide initiative that focuses on improving health care delivery promoting community-level collaborations to ensure that Medicaid and uninsured populations receive culturally competent, highly integrated, well-coordinated, and easily accessible health services. As part of this needs assessment, the system collaborated with government agencies, numerous community organizations, engaged experts in the community and conducted focus groups with vulnerable populations. Key informant interviews were conducted with community experts having population-specific expertise, including particular immigrant groups, older adults, children and adolescents or expertise in specific issues, including supportive housing, care coordination, corrections, and homelessness (conducted as part of the NYC Health + Hospitals DSRIP Community Needs Assessment). Focus groups were conducted with community members recruited by community organizations which included targeted vulnerable groups such as older adults, local immigrant groups, LGBTQ and individuals with disabilities.

Additional Resources

4) Facility Leadership

Hospital leadership were engaged to support the initial identification of potential community health needs, and refine the list to 13 needs which were used in hospital user and CAB member surveys. In addition, a survey was administered to hospital leaders which asked them to indicate the relative importance of each of the 13 identified community health needs in their service area (see survey instrument in Appendix 6). Finally, hospital leaders were asked to review the list of significant health needs identified by the CHNA process.

5) Publically available community health, socio-demographic, economic data

The CHNA work group reviewed all publically available data and supplemented with review of public health literature prepared by New York City of Department of Health and Mental Hygiene (including Take Care New York 2020); New York State Department of Health (including NYS Prevention Agenda 2013-2018); federal agencies, Centers for

Disease Control and Prevention and Healthy People 2020. Sources of Data and Brief Description include:

- American Academy of Family Physicians UDS Mapper
 - UDS Mapper provides ZIP code-level age-adjusted mortality estimates and prevalence estimates on health care access and chronic condition. Can be accessed at: <http://www.udsmapper.org/>.
- Emory University Rollins School of Public Health AIDS Vu
 - AIDS Vu provides ZIP code-level incidence and prevalence data on HIV/AIDS as of 2012. Can be accessed at: <http://aidsvu.org/>.
- New York State Department of Health Cancer Registry
 - The NYS Cancer Registry provides ZIP code-level age-adjusted estimates on incidence of the top malignant cancers (colorectal, female breast, lung and bronchus and prostate) as of 2008-2012. Can be accessed at: <https://www.health.ny.gov/statistics/cancer/registry/zipcode/index.htm>.
- New York State Department of Health DSRIP Performance data
 - The New York State Department of Health provides key statistics on the health care utilization and health status of Medicaid beneficiaries in calendar year 2012. Can be accessed at: https://www.health.ny.gov/health_care/medicaid/redesign/dsrip/performance_data/.
- New York State Department of Health Vital Statistics
 - NYS Vital Statistics provides ZIP-code level key perinatal statistics including access to prenatal care and birth outcomes as of 2011-2013. Can be accessed at: <http://www.health.ny.gov/statistics/chac/perinatal/county/2011-2013/>.
- New York Department of Health and Mental Hygiene (DOHMH) Community Health Survey (CHS)
 - CHS is a telephone survey conducted annually by DOHMH and provides data on the health of New Yorkers, including prevalence estimates on a broad range of chronic condition, health care utilization and other behavioral risk factors. 2010 through 2014 data are used in this report. Can be accessed at: <https://a816-healthpsi.nyc.gov/epiquery/CHS/CHSXIndex.html>.
- New York Department of Health and Mental Hygiene Vital Statistics
 - DOHMH vital statistics data provides 2013 age-adjusted mortality data by cause and by neighborhood. Can be accessed at <https://a816-healthpsi.nyc.gov/epiquery/VS/index.html>.
- United States Census American Community Survey (ACS) 5-year estimates

- ACS provides ZIP code-level demographic, economic, social and housing data as of 2008-2012, and 2010-2014. Can be accessed at: <http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>.

Process and Criteria to Identify Health Needs

A work group composed of central office corporate planning staff, facility planning directors and other facility representatives from all hospitals in the NYC Health + Hospitals system was formed in April 2015 and met monthly to coordinate and conduct the CHNA process. To identify community health needs, the work group reviewed documentation from city, state and federal public health resources, including but not limited to Take Care New York 2020, New York State Prevention Agenda 2013-2018 and Healthy People 2020. The work group also reviewed facility 2013 CHNA and NYC Health + Hospitals DSRIP Community Needs Assessment reports. From this literature review, a list of over 40 potential community health needs were identified. To refine the list, the work group solicited input from other facility representatives and pilot tested the list with hospital users using a survey. The result of this process identified 13 community health needs as indicated below (note: this is not in priority order):

1. Heart disease, high cholesterol, stroke
2. Cancer
3. Diabetes
4. Asthma and other breathing issues
5. Hypertension/ high blood pressure
6. Violence
7. Mental illness and psychiatric disorders
8. Dementia including Alzheimer's
9. Obesity
10. Premature births, low birth weight
11. HIV, Hepatitis, STDs
12. Alcohol and/or drug use
13. Smoking

Prioritization of Community Health Needs

Hospitals developed their facility specific community health needs prioritization by ranking the community needs as determined by facility users, CAB members, hospital leaders, and the prevalence of the conditions within their respective communities – independently - to create an overall blended rank score of each community health need.

Facility users, CAB members, and hospital leaders completed a survey which asked them to rate each of the community health needs using the criteria: “Very Serious” = 3; “Somewhat Serious” = 2; “Not Serious” = 1. The option, “Don’t Know/Not Applicable” was also provided and were excluded for that health need score.

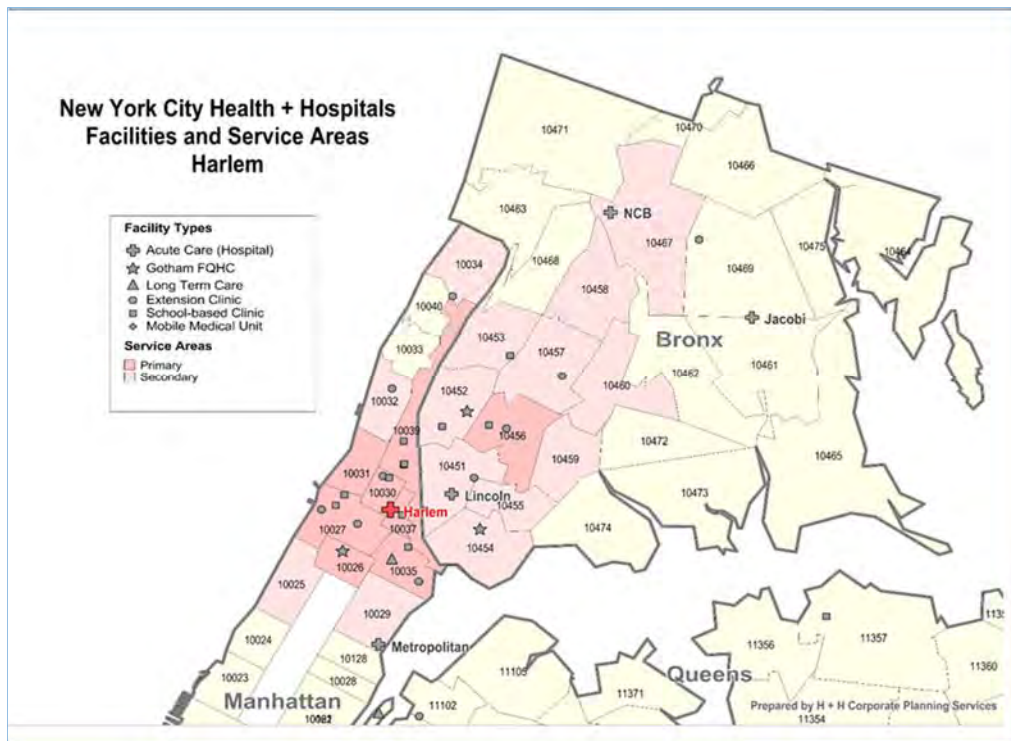
Condition prevalence within the hospital service area was also a considered in prioritizing the community health needs. A ‘z’ score, which represents the distance/variance between the raw score (service area average) and the population mean (citywide average) in units of the standard deviation was calculated for each condition prevalence. A positive number suggests that service area experiences more prevalence in the area than the rest of the city, while a negative number suggest that there is less prevalence in the area relative to other NYC neighborhoods.

Each of the community health needs were assigned a rank from 1 to 13 by each of the three groups – hospital users, CAB members, and hospital leaders – based on their survey results. Community health needs were also assigned a rank from 1 to 13 based on their prevalence, using ‘z’ scores. Finally, each of the four ranks (Users, CAB members, hospital leaders, and prevalence) were added together and health issues were re-ranked based on their overall score.

Community health needs that were considered *significant* were ranked among the top five of identified needs. The final list, including the identified significant community health needs, were reviewed by hospital leadership.

Appendix 1: Description of NYC Health + Hospitals / Lincoln and Community Served

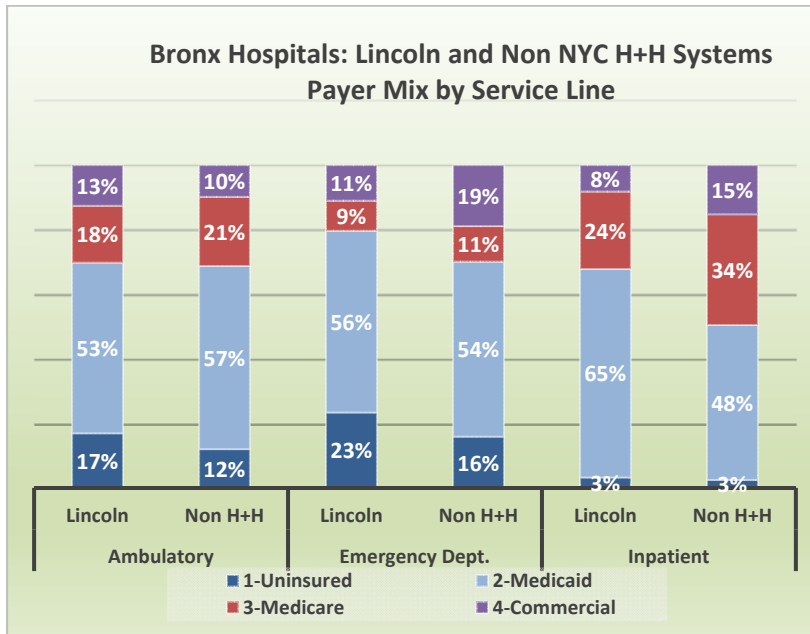
Located in the High Bridge-Morrisania neighborhood in The Bronx in Zip code 10451, NYC Health + Hospitals/ Lincoln's primary service area includes the neighborhoods of Mott Haven, Hunts Point, Highbridge and Morrisania neighborhoods of the South Bronx (zip codes: 10451, 10542, 10454, 10455, 10456 and 10459). The secondary service area includes Crotona/Tremont, Fordham/Bronx Park and Pelham-Throgs Neck (zip codes: 10457, 10453, 10460, 10458, 10468, 10472 and 10473).¹ The map below shows the primary service area in red and the secondary service area in light red. Other NYC Health + Hospitals sites are identified in gray. The NYC Health + Hospitals / Lincoln service area encompasses many neighborhoods that the federal Health Resources and Services Administration (HRSA) has identified as being medically underserved and/or or having a shortage of health providers (HPSA).² NYC Health + Hospitals / Lincoln is specifically located in special population (Medicaid) Dental, Mental Health, Primary Care HPSAs and the Morrisania medically underserved population.



¹ Primary and Secondary Service area is defined as the Zip codes that comprise the residence of 50% and 75% of its ambulatory patients, respectively.

² A Medically Underserved Area /Population (MUA/P) designation applies to a neighborhood or collection of census tracts based on four factors: the ratio of primary medical care physicians per 1,000 population, infant mortality rate, percentage of the population with incomes below the poverty level, and percentage of the population age 65 or over. A Healthcare Provider Shortage Area (HPSA) is a collection of census tracts that has been designated as having a shortage of health professionals. There are three categories of HPSAs: primary care (shortage of primary care clinicians), dental (shortage of oral health professionals), and mental health (shortage of mental health professionals).

NYC Health + Hospitals / Lincoln provides a disproportionate share of services for the borough's low income and uninsured population. In 2014, 17% of its ambulatory visits, and 23% of its ED visits were uninsured compared to 12% and 16% at Voluntary hospitals in Bronx. In addition, 69% of its inpatient discharges were either uninsured or enrolled in Medicaid, compared to 51% at Voluntary hospitals in Bronx.



Sources and Notes: 2014 Hospital Institutional Cost Report, 2014 DTC Cost Report for HHC using internal data, and 2013 Health Center Cost Report for all other DTCs. Includes all NYC acute, general care hospitals and related wholly owned or controlled community health centers, including HHC DTCs. Discharges exclude normal newborns. ED visits include treat and release, and visits that result in admission. Clinic visits include comprehensive care and primary care visits only.

Facility Size and Patient Volume

With 139,680 patients and 596,905 encounters (FY 2015), Lincoln is a full service hospital with 362 certified beds. In FY 2015, it had 24,000 discharges including nearly 2,000 newborn deliveries, 162,000 Emergency Department visits, and 409,000 ambulatory visits.

Inpatient Services

	Certified Beds	Discharges
General Care	302	21,248
Newborn	0	1,988
Psychiatric	60	1,190
Total	362	24,426

Source: Internal financial data, FY 2015. Beds are current as of 2/2016.

Emergency Department Services

	Visits
General	160,971
Psychiatric, includes CPEP	1,609
Total visits	162,580

Source: Internal financial data, FY 2015. Includes visits that result in admissions.

Ambulatory Services

	Primary Care	Dental	Specialty Care	Mental Health	Chemical Dependency	Total
Lincoln Medical Center	147,632	31,136	197,451	21,723	11,980	409,922

Primary Care includes adult and pediatric primary care and women's health services. Specialty includes adult and pediatric specialties, surgeries, ophthalmology, ancillaries and occupational health. Source: internal financial data, FY 2015.

Patient Demographics

Fifty-seven percent (57%) of NYC Health + Hospitals / Lincoln patients are female and 43% are male. Among total patients, 20% are under age 21; 32% are ages 21-44; 32% are ages 45-64; and 16% are aged 65 and older. System wide, fifty-seven percent (57%) of patients are female and 43% are male. 19% are under age 21; 31% are ages 21-44; 34% are ages 45-64; and 15% are aged 65 and older.

Patient Encounters by Age

Age Group	%
0-4	7%
5-10	5%
11-14	3%
15-18	3%
19-20	2%
21-44	32%
45-54	16%
55-64	16%
65-74	10%
75-84	5%
85+	1%
Total	100%

Source: Internal financial data, FY2015

The hospital is racially diverse, with 63% of patients identifying as Hispanic or Latino; 28% as Black Non-Hispanic; 4% as Multi-Race/Other; and 3% of patients declining identification. System wide, 40% of patients identified as Hispanic or Latino; 34% as Black Non-Hispanic; 8% as White Non-Hispanic; 7% as Multi-Race/Other; 6% as Asian or Other Pacific Islander; and 5% of patients declining identification.

Patient Encounters by Race/ Ethnicity

Race/ Ethnicity	%
Hispanic or Latino	62.7%
Black Non-Hispanic	27.8%
Multi Race/Other	3.9%
Patient Decline	2.8%
White Non-Hispanic	1.3%
Asian/ Pacific Islander	1.2%
American Indian or Native	0.3%
Total	100%

Source: Internal financial data, FY2015

Appendix 2: Demographic and Population Health Statistics by Neighborhood

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Table 1. Key Demographic Factors

		% Population below 100% Federal Poverty Level	% Population Non-US Citizen	% Population ≥ 25 years with Less than HS Education	% Population Speaking English "Less than Well"	Average Jail Rate (Per 100,000)	% Population Living with a Disability
NYS		14.9%	10.5%	15.1%	13.4%	382	10.7%
NYC		19.8%	17.7%	20.5%	23.2%	868	10.3%
UHF Neighborhoods							
Bronx	Hunts Point/Mott Haven	43.1%	19.2%	44.4%	36.3%	2,219	17.3%
Bronx	Crotona/Tremont	39.3%	23.8%	38.7%	32.2%	1,903	14.6%
Bronx	Highbridge/Morrisania	38.3%	22.4%	39.1%	32.8%	2,107	15.4%
Kings	East New York	32.8%	16.0%	27.0%	14.0%	1,907	8.9%
Kings	Williamsburg/Bushwick	32.5%	19.9%	37.2%	32.2%	1,793	10.5%
New York	East Harlem	31.8%	16.4%	32.2%	23.6%	2,250	14.1%
Bronx	Fordham/Bronx Park	31.3%	23.0%	31.3%	28.2%	1,320	13.4%
Kings	Greenpoint	28.5%	12.2%	18.6%	23.9%	540	7.2%
Kings	Sunset Park	28.4%	34.3%	45.7%	51.8%	482	8.1%
New York	Central Harlem/Morningside Hgt	27.7%	13.3%	19.8%	12.7%	2,124	12.9%
Kings	Bedford/Stuy/Crown Heights	27.1%	13.7%	20.0%	7.0%	2,129	10.6%
New York	Washington Hgts/Inwood	25.8%	26.0%	30.9%	37.9%	1,135	11.9%
Kings	Borough Park	25.2%	20.1%	24.4%	37.5%	225	9.4%
Bronx	Pelham/Throgs Neck	21.8%	14.3%	26.2%	21.3%	911	11.1%
Richmond	Port Richmond	21.6%	12.7%	16.6%	14.1%	1,302	9.4%
Queens	Rockaway	21.4%	11.3%	21.4%	14.1%	1,277	12.7%
New York	Union Sq./Lower Eastside	21.4%	14.3%	21.6%	22.5%	705	11.1%
Kings	Coney Island/Sheepshead Bay	18.2%	14.6%	18.6%	40.3%	567	14.5%
Queens	West Queens	18.2%	35.1%	29.5%	47.0%	400	8.0%
Kings	Flatbush/E. Flatbush	18.1%	20.4%	17.2%	14.0%	926	7.9%
Richmond	Stapleton/St. George	17.0%	12.0%	17.3%	16.1%	1,068	10.5%
Kings	Downtown/Heights/Slope	16.3%	9.3%	11.7%	10.4%	851	8.0%
Queens	Long Island City/Astoria	16.1%	21.6%	18.1%	27.8%	475	9.3%
Bronx	Northeast Bronx	15.4%	13.4%	19.7%	8.9%	761	11.7%
Queens	Jamaica	15.3%	18.5%	20.1%	16.4%	1,118	10.9%
Bronx	Kingsbridge/Riverdale	15.1%	12.0%	17.5%	20.1%	402	12.0%
Kings	Bensonhurst/Bay Ridge	14.7%	15.7%	21.8%	34.3%	283	10.0%
Queens	Fresh Meadows	14.1%	15.9%	12.9%	25.7%	300	9.8%
Queens	Flushing/Clearview	13.0%	25.8%	20.0%	40.8%	200	9.5%
Kings	Canarsie/Flatlands	12.9%	12.6%	13.4%	13.4%	616	9.3%
New York	Lower Manhattan	12.4%	18.1%	9.3%	12.7%	527	6.1%
Queens	Ridgewood/Forest Hills	12.4%	17.8%	14.5%	25.3%	273	9.1%
New York	Upper West Side	12.0%	11.2%	6.2%	7.7%	446	9.4%
Queens	Southwest Queens	11.9%	18.6%	20.9%	18.5%	442	10.0%
New York	Chelsea/Clinton	11.7%	14.3%	6.6%	9.1%	601	8.7%
New York	Greenwich Village/Soho	10.5%	12.5%	9.3%	12.4%	299	6.7%
New York	Gramercy Park/Murray Hill	8.7%	12.6%	2.5%	6.9%	283	6.8%
Richmond	Willowbrook	8.2%	6.3%	10.7%	11.1%	282	10.0%
Queens	Bayside/Little Neck	7.9%	13.3%	10.5%	27.0%	141	9.1%
Queens	Southeast Queens	7.4%	13.2%	13.2%	12.1%	507	9.1%
New York	Upper East Side	6.9%	11.2%	3.5%	5.7%	162	6.8%
Richmond	South Beach/Tottenville	5.6%	3.5%	8.8%	7.8%	294	9.2%

Sources: U.S. Census American Community Survey (ACS), 2008-2012; New York City Department of Corrections Jail Admissions, 2007-2012, Via Gothamist.

Table 2. Disability by Numbers of Disability and Type

		% ≥Two Disability	% One Disability	% Self Care	% Independent Living	% Cognitive	% Ambulatory	% Vision	% Hearing
NYS		5.3%	5.6%	2.5%	5.3%	4.2%	6.5%	1.9%	4.0%
NYC		5.4%	5.0%	2.7%	5.4%	4.1%	6.8%	2.1%	3.4%
UHF Neighborhoods									
Kings	Coney Island/Sheepshead Bay	9.6%	5.0%	5.6%	10.2%	6.6%	10.7%	3.8%	6.0%
Bronx	Hunts Point/Mott Haven	8.6%	8.8%	3.6%	8.4%	8.9%	11.1%	3.8%	3.3%
Bronx	Highbridge/Morrisania	7.7%	7.7%	3.3%	7.1%	7.5%	10.1%	3.1%	2.9%
Bronx	Crotona/Tremont	7.6%	7.1%	3.2%	7.5%	7.5%	9.1%	2.8%	3.2%
New York	East Harlem	7.5%	6.8%	3.6%	7.1%	6.7%	9.2%	3.3%	3.6%
Queens	Rockaway	6.6%	6.5%	3.6%	7.4%	5.6%	8.3%	3.2%	3.9%
New York	Central Harlem/Morningside Hgt	6.3%	6.7%	2.9%	5.9%	4.8%	9.0%	2.6%	2.6%
Bronx	Fordham/Bronx Park	6.3%	7.2%	2.5%	6.1%	6.6%	8.2%	2.6%	2.8%
New York	Washington Hgts/Inwood	6.2%	5.8%	3.1%	5.9%	4.6%	8.0%	2.4%	2.8%
New York	Union Sq./Lower Eastside	6.2%	5.0%	2.9%	5.5%	4.5%	7.4%	2.2%	4.2%
Bronx	Northeast Bronx	6.1%	5.8%	2.8%	5.8%	4.6%	7.8%	2.8%	3.8%
Bronx	Pelham/Throgs Neck	5.9%	5.2%	2.7%	6.1%	4.6%	7.3%	2.3%	3.5%
Bronx	Kingsbridge/Riverdale	5.9%	6.5%	3.1%	5.7%	5.1%	7.3%	2.2%	4.3%
Kings	Williamsburg/Bushwick	5.7%	4.8%	2.9%	5.9%	4.8%	7.3%	2.3%	2.3%
Kings	Bensonhurst/Bay Ridge	5.7%	4.4%	3.1%	6.5%	3.7%	6.6%	1.7%	4.4%
Richmond	Stapleton/St. George	5.5%	5.1%	3.0%	6.6%	3.8%	6.8%	1.7%	3.3%
Kings	Borough Park	5.5%	3.9%	3.2%	6.5%	4.0%	6.7%	2.0%	3.3%
Queens	Jamaica	5.5%	5.5%	2.7%	5.5%	3.9%	7.0%	2.6%	3.3%
Kings	Bedford/Stuy/Crown Heights	5.2%	5.4%	2.6%	5.3%	3.9%	6.9%	3.0%	2.6%
Queens	Southwest Queens	5.2%	4.8%	2.7%	5.6%	3.6%	6.3%	2.3%	3.7%
Queens	Flushing/Clearview	5.2%	4.4%	2.6%	5.0%	3.1%	6.5%	1.4%	4.4%
Richmond	Willowbrook	5.1%	5.0%	2.6%	6.0%	3.2%	6.9%	1.0%	3.5%
Kings	Canarsie/Flatlands	5.1%	4.2%	2.9%	5.5%	3.5%	6.3%	2.2%	3.3%
Queens	Fresh Meadows	4.9%	5.0%	2.3%	4.9%	3.1%	6.8%	1.9%	4.1%
Queens	Long Island City/Astoria	4.8%	4.5%	2.3%	4.8%	3.1%	6.2%	1.3%	3.3%
Queens	Ridgewood/Forest Hills	4.8%	4.4%	2.5%	5.3%	3.2%	6.3%	1.7%	3.9%
Queens	Bayside/Little Neck	4.7%	4.5%	2.2%	4.9%	2.8%	5.6%	1.8%	4.2%
Kings	East New York	4.5%	4.3%	2.4%	5.2%	3.7%	6.0%	2.2%	2.2%
Richmond	South Beach/Tottenville	4.5%	4.7%	2.1%	4.8%	2.9%	6.0%	1.1%	3.3%
Richmond	Port Richmond	4.5%	5.0%	2.1%	4.8%	3.9%	5.8%	1.3%	2.8%
Kings	Sunset Park	4.4%	3.8%	2.3%	4.8%	4.0%	5.2%	1.8%	2.5%
New York	Upper West Side	4.4%	5.1%	2.4%	4.2%	3.3%	5.9%	1.7%	4.3%
Queens	Southeast Queens	4.3%	4.9%	2.2%	4.8%	3.4%	5.4%	1.5%	3.4%
Kings	Downtown/Heights/Slope	4.2%	4.0%	1.8%	3.8%	3.3%	5.1%	1.6%	2.6%
Kings	Greenpoint	4.2%	3.1%	2.5%	4.4%	3.4%	5.0%	1.9%	2.6%
Queens	West Queens	4.0%	4.2%	1.9%	3.8%	2.9%	5.1%	1.7%	2.9%
Kings	Flatbush/E. Flatbush	3.9%	4.0%	2.0%	4.2%	3.0%	5.2%	1.6%	2.5%
New York	Chelsea/Clinton	3.9%	4.8%	1.7%	3.1%	2.9%	4.9%	1.9%	3.5%
New York	Lower Manhattan	3.3%	2.9%	1.8%	3.4%	2.9%	4.1%	1.0%	2.4%
New York	Gramercy Park/Murray Hill	3.1%	3.8%	1.4%	3.1%	2.5%	3.7%	1.3%	3.4%
New York	Upper East Side	3.0%	3.8%	1.6%	3.0%	2.1%	4.5%	1.1%	4.1%
New York	Greenwich Village/Soho	3.0%	3.8%	1.5%	3.0%	2.2%	3.8%	1.1%	3.6%

Sources: U.S. Census American Community Survey (ACS), 2008-2012.

*Self-Care – Difficulty bathing or dressing; Independent Living – Difficulty with errands; Cognitive – Difficulty remembering, concentrating, making decisions; Ambulatory – Difficulty walking or climbing stairs; Vision – Blind or serious difficulty seeing; Hearing – Deaf or having serious difficulty hearing

Table 3. Potentially Preventable ED Visits (PPV)

		Medicaid Population	PPV Total (Observed)	PPV Total (Risk-Adjusted Expected)	Rate per 100 ED Visits (Observed)	Rate per 100 ED Visits (Risk-Adjusted Expected)	Observed (/) Risk Adjusted Expected Ratio	Observed (-) Risk-Adjusted Expected Gap Total
NYS		5,852,016	2,111,517	2,069,915	36.08			(41,602)
NYC		3,600,712	1,192,918	1,184,340	33.13	32.89	1.01	(8,578)
UHF Neighborhoods								
Brooklyn	Bedford/Stuy/Crown Heights	167,295	74,035	62,671	44.25	37.46	1.18	(11,364)
Manhattan	Central Harlem/Morningside Hgt	80,517	44,215	37,872	54.91	47.04	1.17	(6,343)
Brooklyn	Flatbush/E. Flatbush	135,879	44,131	37,935	32.48	27.92	1.16	(6,196)
Bronx	Highbridge/Morrisania	157,126	67,220	59,232	42.78	37.70	1.13	(7,988)
Bronx	Crotona/Tremont	158,677	68,998	60,948	43.48	38.41	1.13	(8,050)
Brooklyn	East New York	117,951	47,135	41,721	39.96	35.37	1.13	(5,414)
Bronx	Hunts Point/Mott Haven	102,277	44,460	39,547	43.47	38.67	1.12	(4,913)
Bronx	Northeast Bronx	75,259	31,979	28,647	42.49	38.06	1.12	(3,332)
Brooklyn	Canarsie/Flatlands	68,942	18,647	16,896	27.05	24.51	1.10	(1,751)
Bronx	Fordham/Bronx Park	159,307	71,626	65,539	44.96	41.14	1.09	(6,087)
Manhattan	East Harlem	65,233	35,244	32,424	54.03	49.70	1.09	(2,820)
Staten Island	Port Richmond	28,494	13,493	12,448	47.35	43.68	1.08	(1,045)
Brooklyn	Williamsburg/Bushwick	128,546	52,742	48,737	41.03	37.91	1.08	(4,005)
Queens	Rockaway	52,726	18,553	17,206	35.19	32.63	1.08	(1,347)
Manhattan	Washington Hgts/Inwood	143,654	45,340	42,657	31.56	29.69	1.06	(2,683)
Bronx	Pelham/Throgs Neck	139,468	53,267	50,796	38.19	36.42	1.05	(2,471)
Manhattan	Chelsea/Clinton	33,364	20,526	19,607	61.52	58.77	1.05	(919)
Brooklyn	Downtown/Heights/Slope	58,328	23,408	22,661	40.13	38.85	1.03	(747)
Staten Island	Stapleton/St. George	46,913	19,397	18,980	41.35	40.46	1.02	(417)
Queens	Southeast Queens	61,114	16,199	16,107	26.51	26.36	1.01	(92)
Bronx	Kingsbridge/Riverdale	29,994	9,287	9,270	30.96	30.91	1.00	(17)
Manhattan	Upper West Side	31,538	15,536	15,657	49.26	49.64	0.99	121
Queens	Jamaica	134,719	45,813	46,355	34.01	34.41	0.99	542
Manhattan	Gramercy Park/Murray Hill	9,909	4,922	4,996	49.67	50.42	0.99	74
Staten Island	South Beach/Tottenville	31,842	8,390	8,728	26.35	27.41	0.96	338
Brooklyn	Greenpoint	49,140	9,112	9,485	18.54	19.30	0.96	373
Queens	Ridgewood/Forest Hills	76,683	17,730	19,134	23.12	24.95	0.93	1,404
Queens	Long Island City/Astoria	71,860	21,041	22,873	29.28	31.83	0.92	1,832
Staten Island	Willowbrook	20,710	5,004	5,581	24.16	26.95	0.90	577
Manhattan	Upper East Side	13,219	4,674	5,224	35.36	39.52	0.89	550
Queens	West Queens	229,929	68,271	77,793	29.69	33.83	0.88	9,522
Queens	Southwest Queens	124,369	33,190	38,415	26.69	30.89	0.86	5,225
Manhattan	Lower Manhattan	12,194	5,744	6,673	47.11	54.72	0.86	929
Brooklyn	Coney Island/Sheepshead Bay	136,183	23,227	27,800	17.06	20.41	0.84	4,573
Brooklyn	Borough Park	195,905	26,744	33,459	13.65	17.08	0.80	6,715
Brooklyn	Bensonhurst/Bay Ridge	80,319	11,180	14,859	13.92	18.50	0.75	3,679
Queens	Fresh Meadows	34,877	7,591	10,201	21.77	29.25	0.74	2,610
Manhattan	Union Sq./Lower Eastside	81,104	22,872	30,851	28.20	38.04	0.74	7,979
Brooklyn	Sunset Park	99,590	16,971	24,170	17.04	24.27	0.70	7,199
Manhattan	Greenwich Village/Soho	14,323	3,334	5,174	23.28	36.12	0.64	1,840
Queens	Bayside/Little Neck	19,932	2,236	3,724	11.22	18.68	0.60	1,488
Queens	Flushing/Clearview	116,900	17,342	29,251	14.83	25.02	0.59	11,909

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Potentially Preventable Visits (PPVs), based on proprietary 3M software, are emergency visits for ambulatory care sensitive conditions (ACSC) that may result from a lack of adequate access to care or ambulatory care coordination. These ambulatory sensitive conditions could be reduced or eliminated with adequate patient monitoring and follow up. Unlike with PQIs, which can be disease specific, there is only one PPV indicator which represents all potentially avoidable ED visit regardless of condition or disease.

PPV Events are observed or "actual" ED visits that meet the criteria of an ACSC visit as defined by the 3M software. The Observed Rate is the number of PPV events divided by the population. Risk Adjusted Expected Visits are PPV visits adjusted by age, gender and race/ethnicity. The Expected rate is the number of Expected visits divided by the population. Risk Adjusted Expected Rate is the observed PPV rate divided by the expected PPV rate, multiplied by the statewide PPV rate. A lower number is better.

Table 4. Medicaid Beneficiaries with a Respiratory Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	558,700	9.6%	35.3%	47.3%
NYC		3,595,868	348,955	9.7%	36.0%	44.9%
UHF Neighborhoods						
Queens	Rockaway	52,664	8,148	15.5%	43.8%	44.0%
Manhattan	East Harlem	65,008	9,304	14.3%	40.2%	55.6%
Bronx	Hunts Point/Mott Haven	102,165	14,577	14.3%	35.7%	50.4%
Manhattan	Chelsea/Clinton	33,022	4,432	13.4%	49.6%	51.2%
Manhattan	Upper West Side	31,499	3,860	12.3%	44.0%	48.4%
Bronx	Highbridge/Morrisania	157,071	19,125	12.2%	38.7%	52.1%
Bronx	Crotona/Tremont	158,601	18,698	11.8%	37.5%	53.4%
Manhattan	Central Harlem/Morningside Hgt	80,466	9,465	11.8%	39.9%	59.3%
Staten Island	Stapleton/St. George	46,686	5,435	11.6%	41.3%	48.6%
Brooklyn	Coney Island/Sheepshead Bay	136,160	15,846	11.6%	34.9%	25.3%
Bronx	Pelham/Throgs Neck	139,194	16,181	11.6%	36.4%	47.9%
Bronx	Fordham/Bronx Park	159,182	18,340	11.5%	39.1%	51.8%
Bronx	Kingsbridge/Riverdale	29,957	3,408	11.4%	43.7%	42.7%
Bronx	Northeast Bronx	75,167	8,496	11.3%	44.5%	48.9%
Brooklyn	Downtown/Heights/Slope	58,124	6,507	11.2%	42.1%	48.7%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	18,349	11.0%	41.3%	55.0%
Manhattan	Upper East Side	13,206	1,428	10.8%	49.6%	33.9%
Brooklyn	East New York	117,543	12,412	10.6%	36.8%	53.5%
Staten Island	Port Richmond	28,478	2,926	10.3%	33.9%	55.1%
Brooklyn	Williamsburg/Bushwick	128,474	13,152	10.2%	35.8%	52.3%
Manhattan	Gramercy Park/Murray Hill	9,839	994	10.1%	42.2%	52.0%
Manhattan	Union Sq./Lower Eastside	81,093	7,890	9.7%	33.9%	40.4%
Brooklyn	Canarsie/Flatlands	68,906	6,594	9.6%	39.2%	40.9%
Queens	Ridgewood/Forest Hills	76,645	7,060	9.2%	28.5%	32.7%
Brooklyn	Bensonhurst/Bay Ridge	80,271	7,316	9.1%	29.8%	23.7%
Staten Island	Willowbrook	20,550	1,871	9.1%	33.7%	34.2%
Manhattan	Washington Hgts/Inwood	143,590	12,911	9.0%	31.2%	44.1%
Staten Island	South Beach/Tottenville	31,799	2,827	8.9%	35.7%	37.4%
Manhattan	Lower Manhattan	12,054	1,006	8.3%	38.6%	45.7%
Queens	Jamaica	134,473	10,759	8.0%	34.2%	48.5%
Manhattan	Greenwich Village/Soho	14,273	1,129	7.9%	33.5%	25.2%
Queens	Fresh Meadows	34,868	2,713	7.8%	25.9%	33.7%
Brooklyn	Flatbush/E. Flatbush	135,688	10,306	7.6%	40.7%	47.8%
Queens	Long Island City/Astoria	71,850	5,436	7.6%	31.2%	39.6%
Brooklyn	Sunset Park	99,554	7,460	7.5%	25.5%	31.1%
Queens	Southwest Queens	124,306	8,733	7.0%	27.0%	42.1%
Queens	Flushing/Clearview	116,769	8,003	6.9%	30.6%	28.8%
Brooklyn	Borough Park	195,830	12,978	6.6%	29.9%	27.0%
Queens	West Queens	229,888	15,193	6.6%	26.2%	39.2%
Brooklyn	Greenpoint	49,127	3,114	6.3%	33.0%	39.2%
Queens	Southeast Queens	60,254	3,511	5.8%	33.4%	44.5%
Queens	Bayside/Little Neck	19,922	952	4.8%	25.6%	25.2%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 5. Medicaid Beneficiaries with a Cardiovascular Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	1,543,129	26.4%	40.0%	31.3%
NYC		3,595,868	1,085,013	30.2%	40.4%	28.1%
UHF Neighborhoods						
Brooklyn	Coney Island/Sheepshead Bay	136,160	78,135	57.4%	37.0%	14.4%
Queens	Rockaway	52,664	23,924	45.4%	47.7%	30.1%
Manhattan	Upper East Side	13,206	5,741	43.5%	46.0%	24.2%
Bronx	Kingsbridge/Riverdale	29,957	12,509	41.8%	47.9%	26.7%
Manhattan	Upper West Side	31,499	13,133	41.7%	48.0%	33.2%
Brooklyn	Bensonhurst/Bay Ridge	80,271	31,357	39.1%	32.8%	15.3%
Brooklyn	Canarsie/Flatlands	68,906	26,818	38.9%	43.2%	25.2%
Manhattan	Chelsea/Clinton	33,022	12,615	38.2%	48.2%	39.0%
Queens	Ridgewood/Forest Hills	76,645	27,747	36.2%	35.5%	20.2%
Manhattan	Union Sq./Lower Eastside	81,093	28,702	35.4%	34.2%	22.8%
Brooklyn	Downtown/Heights/Slope	58,124	19,812	34.1%	50.7%	34.6%
Manhattan	Greenwich Village/Soho	14,273	4,788	33.5%	30.8%	15.5%
Manhattan	Washington Hgts/Inwood	143,590	47,415	33.0%	37.4%	28.1%
Bronx	Northeast Bronx	75,167	24,796	33.0%	51.3%	33.1%
Manhattan	East Harlem	65,008	21,434	33.0%	50.2%	40.2%
Staten Island	Willowbrook	20,550	6,763	32.9%	39.2%	22.9%
Manhattan	Lower Manhattan	12,054	3,951	32.8%	34.6%	25.5%
Queens	Flushing/Clearview	116,769	37,374	32.0%	29.0%	16.6%
Staten Island	Stapleton/St. George	46,686	14,414	30.9%	46.4%	34.2%
Queens	Fresh Meadows	34,868	10,718	30.7%	28.7%	19.9%
Queens	Bayside/Little Neck	19,922	5,924	29.7%	24.7%	13.2%
Brooklyn	Borough Park	195,830	57,387	29.3%	34.5%	17.5%
Staten Island	South Beach/Tottenville	31,799	9,293	29.2%	38.0%	25.4%
Queens	Jamaica	134,473	38,881	28.9%	41.2%	30.8%
Queens	Southwest Queens	124,306	35,914	28.9%	35.5%	25.9%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	47,741	28.6%	49.0%	37.7%
Queens	Long Island City/Astoria	71,850	20,511	28.5%	37.5%	26.7%
Manhattan	Gramercy Park/Murray Hill	9,839	2,745	27.9%	42.1%	34.5%
Manhattan	Central Harlem/Morningside Hgt	80,466	22,268	27.7%	46.5%	42.5%
Brooklyn	Flatbush/E. Flatbush	135,688	37,531	27.7%	42.7%	30.5%
Bronx	Pelham/Throgs Neck	139,194	37,536	27.0%	43.1%	33.2%
Brooklyn	East New York	117,543	31,027	26.4%	44.8%	36.4%
Bronx	Highbridge/Morrisania	157,071	40,636	25.9%	44.4%	36.9%
Bronx	Fordham/Bronx Park	159,182	40,823	25.6%	44.8%	35.2%
Queens	Southeast Queens	60,254	15,411	25.6%	37.4%	28.7%
Brooklyn	Williamsburg/Bushwick	128,474	32,841	25.6%	45.0%	37.0%
Bronx	Crotona/Tremont	158,601	40,131	25.3%	44.0%	37.9%
Bronx	Hunts Point/Mott Haven	102,165	24,678	24.2%	44.5%	38.0%
Queens	West Queens	229,888	54,707	23.8%	32.1%	21.3%
Brooklyn	Greenpoint	49,127	10,796	22.0%	40.5%	25.0%
Brooklyn	Sunset Park	99,554	20,214	20.3%	31.7%	21.2%
Staten Island	Port Richmond	28,478	5,303	18.6%	43.2%	40.3%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 6. Medicaid Beneficiaries with a Congestive Heart Failure Condition Diagnosis

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence (Per 100,000)	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	90,070	1,543	61.2%	30.2%
NYC		3,595,868	62,821	1,747	61.6%	28.1%
UHF Neighborhoods						
Brooklyn	Coney Island/Sheepshead Bay	136,160	6,063	4,453	48.0%	13.4%
Bronx	Kingsbridge/Riverdale	29,957	1,109	3,702	60.7%	23.0%
Manhattan	Upper East Side	13,206	464	3,514	61.9%	17.2%
Queens	Rockaway	52,664	1,795	3,408	65.2%	29.1%
Manhattan	Upper West Side	31,499	941	2,987	64.3%	29.9%
Bronx	Northeast Bronx	75,167	2,033	2,705	67.4%	30.3%
Brooklyn	Canarsie/Flatlands	68,906	1,859	2,698	60.3%	24.3%
Manhattan	Chelsea/Clinton	33,022	832	2,520	69.2%	38.9%
Brooklyn	Downtown/Heights/Slope	58,124	1,333	2,293	68.5%	32.7%
Brooklyn	Bensonhurst/Bay Ridge	80,271	1,829	2,279	51.8%	16.2%
Queens	Ridgewood/Forest Hills	76,645	1,703	2,222	52.1%	20.7%
Manhattan	East Harlem	65,008	1,374	2,114	68.0%	40.5%
Brooklyn	Borough Park	195,830	3,580	1,828	51.3%	17.6%
Staten Island	Willowbrook	20,550	368	1,791	56.3%	20.4%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	2,935	1,756	68.0%	36.4%
Queens	Jamaica	134,473	2,255	1,677	62.4%	30.7%
Brooklyn	Flatbush/E. Flatbush	135,688	2,269	1,672	64.8%	29.9%
Brooklyn	Williamsburg/Bushwick	128,474	2,130	1,658	65.4%	38.2%
Manhattan	Central Harlem/Morningside Hgt	80,466	1,290	1,603	69.5%	43.2%
Bronx	Pelham/Throgs Neck	139,194	2,230	1,602	64.4%	31.4%
Staten Island	Stapleton/St. George	46,686	736	1,576	64.3%	31.4%
Manhattan	Greenwich Village/Soho	14,273	224	1,569	57.1%	16.1%
Manhattan	Washington Hgts/Inwood	143,590	2,245	1,563	64.8%	29.0%
Queens	Bayside/Little Neck	19,922	310	1,556	50.3%	14.8%
Manhattan	Lower Manhattan	12,054	187	1,551	56.1%	30.5%
Manhattan	Union Sq./Lower Eastside	81,093	1,255	1,548	59.3%	28.8%
Manhattan	Gramercy Park/Murray Hill	9,839	152	1,545	63.2%	36.8%
Queens	Fresh Meadows	34,868	534	1,531	52.4%	23.0%
Queens	Southeast Queens	60,254	884	1,467	59.8%	29.8%
Bronx	Fordham/Bronx Park	159,182	2,326	1,461	70.9%	33.5%
Brooklyn	East New York	117,543	1,706	1,451	66.2%	37.0%
Staten Island	South Beach/Tottenville	31,799	459	1,443	64.9%	24.2%
Bronx	Highbridge/Morrisania	157,071	2,242	1,427	68.6%	37.4%
Queens	Flushing/Clearview	116,769	1,646	1,410	56.7%	22.0%
Bronx	Crotona/Tremont	158,601	2,063	1,301	70.3%	39.3%
Queens	Long Island City/Astoria	71,850	916	1,275	64.1%	28.4%
Brooklyn	Greenpoint	49,127	614	1,250	64.7%	26.1%
Queens	Southwest Queens	124,306	1,533	1,233	62.4%	28.6%
Bronx	Hunts Point/Mott Haven	102,165	1,255	1,228	68.8%	36.2%
Queens	West Queens	229,888	2,049	891	62.3%	23.6%
Brooklyn	Sunset Park	99,554	862	866	56.7%	25.9%
Staten Island	Port Richmond	28,478	231	811	67.1%	38.5%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 7. Medicaid Beneficiaries with a Diabetes Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	562,637	9.6%	32.5%	31.2%
NYC		3,595,868	409,227	11.4%	32.3%	28.6%
UHF Neighborhoods						
Brooklyn	Coney Island/Sheepshead Bay	136,160	23,603	17.3%	30.0%	15.4%
Queens	Rockaway	52,664	8,424	16.0%	42.0%	29.8%
Manhattan	Upper West Side	31,499	4,461	14.2%	37.9%	33.7%
Brooklyn	Canarsie/Flatlands	68,906	9,754	14.2%	36.0%	24.9%
Manhattan	East Harlem	65,008	8,958	13.8%	40.4%	38.6%
Manhattan	Chelsea/Clinton	33,022	4,420	13.4%	38.3%	37.6%
Bronx	Kingsbridge/Riverdale	29,957	4,001	13.4%	40.7%	28.1%
Bronx	Northeast Bronx	75,167	9,869	13.1%	41.3%	33.6%
Manhattan	Union Sq./Lower Eastside	81,093	10,391	12.8%	27.5%	23.8%
Manhattan	Washington Hgts/Inwood	143,590	18,374	12.8%	29.7%	27.9%
Brooklyn	Downtown/Heights/Slope	58,124	7,416	12.8%	39.7%	34.7%
Queens	Southwest Queens	124,306	15,534	12.5%	23.6%	23.9%
Queens	Jamaica	134,473	16,526	12.3%	28.9%	29.6%
Manhattan	Upper East Side	13,206	1,582	12.0%	40.4%	25.2%
Queens	Ridgewood/Forest Hills	76,645	9,134	11.9%	27.7%	19.7%
Bronx	Pelham/Throgs Neck	139,194	16,221	11.7%	34.0%	33.4%
Brooklyn	Bensonhurst/Bay Ridge	80,271	9,282	11.6%	24.1%	15.4%
Staten Island	Stapleton/St. George	46,686	5,310	11.4%	39.5%	34.6%
Brooklyn	Flatbush/E. Flatbush	135,688	15,416	11.4%	34.4%	30.0%
Staten Island	Willowbrook	20,550	2,319	11.3%	29.9%	21.9%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	18,715	11.2%	40.3%	36.9%
Queens	Fresh Meadows	34,868	3,902	11.2%	21.2%	18.6%
Queens	Flushing/Clearview	116,769	12,964	11.1%	21.4%	15.8%
Queens	Long Island City/Astoria	71,850	7,959	11.1%	27.2%	25.9%
Manhattan	Central Harlem/Morningside Hgt	80,466	8,774	10.9%	36.9%	41.8%
Bronx	Hunts Point/Mott Haven	102,165	11,020	10.8%	35.9%	37.8%
Bronx	Fordham/Bronx Park	159,182	17,130	10.8%	37.3%	35.8%
Bronx	Highbridge/Morrisania	157,071	16,834	10.7%	37.7%	36.8%
Brooklyn	East New York	117,543	12,580	10.7%	35.4%	35.7%
Manhattan	Lower Manhattan	12,054	1,262	10.5%	32.3%	31.1%
Brooklyn	Williamsburg/Bushwick	128,474	13,297	10.3%	35.2%	36.8%
Bronx	Crotona/Tremont	158,601	16,367	10.3%	38.1%	37.8%
Manhattan	Greenwich Village/Soho	14,273	1,438	10.1%	25.3%	16.9%
Queens	Southeast Queens	60,254	6,003	10.0%	25.5%	27.1%
Queens	West Queens	229,888	22,717	9.9%	24.9%	20.6%
Brooklyn	Borough Park	195,830	18,996	9.7%	24.6%	17.8%
Manhattan	Gramercy Park/Murray Hill	9,839	929	9.4%	35.6%	38.0%
Queens	Bayside/Little Neck	19,922	1,795	9.0%	20.9%	13.8%
Staten Island	South Beach/Tottenville	31,799	2,673	8.4%	32.6%	24.7%
Brooklyn	Greenpoint	49,127	3,642	7.4%	29.7%	27.1%
Brooklyn	Sunset Park	99,554	7,054	7.1%	26.5%	21.7%
Staten Island	Port Richmond	28,478	2,009	7.1%	33.4%	39.4%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 8. Medicaid Beneficiaries with a Mental Health Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	1,328,558	22.8%	30.9%	45.8%
NYC		3,595,868	702,585	19.5%	32.3%	42.3%
UHF Neighborhoods						
Manhattan	Chelsea/Clinton	33,022	16,610	50.3%	41.4%	49.9%
Manhattan	Gramercy Park/Murray Hill	9,839	3,642	37.0%	38.9%	47.1%
Manhattan	Upper West Side	31,499	11,028	35.0%	36.5%	45.1%
Queens	Rockaway	52,664	17,488	33.2%	43.4%	40.2%
Manhattan	Lower Manhattan	12,054	3,994	33.1%	37.1%	48.2%
Manhattan	Upper East Side	13,206	4,158	31.5%	37.6%	38.3%
Manhattan	East Harlem	65,008	20,410	31.4%	37.6%	52.2%
Bronx	Kingsbridge/Riverdale	29,957	9,026	30.1%	37.5%	36.9%
Staten Island	South Beach/Tottenville	31,799	8,714	27.4%	30.3%	40.6%
Brooklyn	Downtown/Heights/Slope	58,124	15,868	27.3%	36.9%	46.0%
Staten Island	Stapleton/St. George	46,686	12,408	26.6%	39.0%	48.8%
Brooklyn	Coney Island/Sheepshead Bay	136,160	34,703	25.5%	28.2%	24.6%
Bronx	Hunts Point/Mott Haven	102,165	25,701	25.2%	31.7%	48.6%
Manhattan	Central Harlem/Morningside Hgt	80,466	19,986	24.8%	36.7%	53.6%
Manhattan	Greenwich Village/Soho	14,273	3,381	23.7%	38.3%	40.4%
Bronx	Crotona/Tremont	158,601	36,406	23.0%	34.1%	50.0%
Staten Island	Willowbrook	20,550	4,703	22.9%	29.5%	35.3%
Bronx	Fordham/Bronx Park	159,182	35,728	22.4%	33.1%	47.9%
Bronx	Pelham/Throgs Neck	139,194	30,833	22.2%	28.9%	43.6%
Bronx	Highbridge/Morrisania	157,071	34,754	22.1%	32.9%	49.0%
Bronx	Northeast Bronx	75,167	16,019	21.3%	37.5%	44.3%
Manhattan	Union Sq./Lower Eastside	81,093	16,891	20.8%	32.3%	42.9%
Manhattan	Washington Hgts/Inwood	143,590	29,748	20.7%	28.2%	40.1%
Queens	Ridgewood/Forest Hills	76,645	15,446	20.2%	25.1%	30.0%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	32,956	19.7%	37.6%	50.6%
Staten Island	Port Richmond	28,478	5,577	19.6%	31.8%	51.2%
Brooklyn	East New York	117,543	22,969	19.5%	33.6%	47.6%
Brooklyn	Williamsburg/Bushwick	128,474	24,881	19.4%	30.3%	48.5%
Brooklyn	Bensonhurst/Bay Ridge	80,271	14,138	17.6%	27.2%	27.8%
Brooklyn	Canarsie/Flatlands	68,906	11,728	17.0%	33.0%	35.4%
Queens	Fresh Meadows	34,868	5,652	16.2%	24.6%	34.2%
Brooklyn	Greenpoint	49,127	7,325	14.9%	27.3%	35.9%
Queens	Jamaica	134,473	19,784	14.7%	32.7%	44.2%
Queens	Long Island City/Astoria	71,850	10,432	14.5%	27.9%	39.5%
Brooklyn	Borough Park	195,830	26,941	13.8%	24.0%	24.1%
Brooklyn	Flatbush/E. Flatbush	135,688	17,611	13.0%	36.5%	43.0%
Queens	Flushing/Clearview	116,769	14,390	12.3%	29.9%	32.7%
Queens	Bayside/Little Neck	19,922	2,400	12.0%	24.9%	27.2%
Queens	Southwest Queens	124,306	14,752	11.9%	25.3%	38.6%
Queens	West Queens	229,888	26,313	11.4%	26.3%	36.2%
Queens	Southeast Queens	60,254	6,509	10.8%	37.2%	46.3%
Brooklyn	Sunset Park	99,554	10,227	10.3%	26.5%	35.9%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 9. Medicaid Beneficiaries with a Substance Use Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	370,898	6.4%	59.6%	59.9%
NYC		3,595,868	222,198	6.2%	65.0%	58.4%
UHF Neighborhoods						
Manhattan	Chelsea/Clinton	33,022	10,401	31.5%	71.6%	59.2%
Manhattan	Upper West Side	31,499	5,374	17.1%	63.9%	58.1%
Manhattan	Gramercy Park/Murray Hill	9,839	1,659	16.9%	69.5%	65.4%
Manhattan	East Harlem	65,008	9,878	15.2%	68.3%	61.2%
Manhattan	Lower Manhattan	12,054	1,603	13.3%	73.8%	66.0%
Manhattan	Central Harlem/Morningside Hgt	80,466	10,093	12.5%	66.2%	63.3%
Bronx	Hunts Point/Mott Haven	102,165	12,551	12.3%	61.5%	57.0%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	16,159	9.7%	65.8%	61.3%
Bronx	Crotona/Tremont	158,601	15,141	9.5%	67.0%	59.2%
Brooklyn	Downtown/Heights/Slope	58,124	5,464	9.4%	68.5%	63.7%
Staten Island	Stapleton/St. George	46,686	4,329	9.3%	70.7%	60.6%
Staten Island	South Beach/Tottenville	31,799	2,948	9.3%	61.3%	57.9%
Bronx	Highbridge/Morrisania	157,071	14,126	9.0%	65.5%	57.5%
Manhattan	Union Sq./Lower Eastside	81,093	6,788	8.4%	69.4%	62.1%
Manhattan	Greenwich Village/Soho	14,273	1,172	8.2%	71.6%	62.6%
Brooklyn	East New York	117,543	8,911	7.6%	64.3%	59.4%
Bronx	Fordham/Bronx Park	159,182	11,575	7.3%	66.3%	60.6%
Brooklyn	Williamsburg/Bushwick	128,474	8,983	7.0%	64.3%	60.6%
Manhattan	Upper East Side	13,206	910	6.9%	61.9%	55.7%
Staten Island	Port Richmond	28,478	1,885	6.6%	64.2%	62.7%
Queens	Rockaway	52,664	3,386	6.4%	62.8%	58.3%
Bronx	Pelham/Throgs Neck	139,194	8,820	6.3%	61.9%	52.2%
Bronx	Northeast Bronx	75,167	4,430	5.9%	66.2%	60.2%
Staten Island	Willowbrook	20,550	1,195	5.8%	62.4%	55.2%
Queens	Jamaica	134,473	7,496	5.6%	59.7%	56.6%
Brooklyn	Greenpoint	49,127	2,588	5.3%	70.4%	57.1%
Bronx	Kingsbridge/Riverdale	29,957	1,497	5.0%	68.1%	58.1%
Brooklyn	Flatbush/E. Flatbush	135,688	6,193	4.6%	65.9%	57.5%
Manhattan	Washington Hgts/Inwood	143,590	6,388	4.4%	65.7%	58.0%
Brooklyn	Coney Island/Sheepshead Bay	136,160	5,393	4.0%	62.1%	52.2%
Brooklyn	Canarsie/Flatlands	68,906	2,428	3.5%	62.9%	52.1%
Queens	Southeast Queens	60,254	2,045	3.4%	68.4%	62.0%
Queens	Fresh Meadows	34,868	1,115	3.2%	71.1%	53.3%
Queens	Ridgewood/Forest Hills	76,645	2,294	3.0%	53.4%	46.2%
Brooklyn	Bensonhurst/Bay Ridge	80,271	2,159	2.7%	56.3%	50.5%
Queens	Long Island City/Astoria	71,850	1,909	2.7%	56.1%	56.6%
Queens	Southwest Queens	124,306	2,488	2.0%	57.6%	53.8%
Brooklyn	Sunset Park	99,554	1,888	1.9%	56.3%	54.0%
Queens	West Queens	229,888	3,664	1.6%	60.0%	47.7%
Brooklyn	Borough Park	195,830	3,005	1.5%	58.4%	52.6%
Queens	Flushing/Clearview	116,769	1,617	1.4%	59.4%	47.6%
Queens	Bayside/Little Neck	19,922	250	1.3%	54.4%	47.6%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 10. Medicaid Beneficiaries with a HIV/AIDS Condition Diagnosis

		Medicaid Population	Population with a Diagnosis	Weighted Prevalence (Per 100,000)	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	53,901	924	25.3%	36.4%
NYC		3,595,868	49,984	1,390	25.1%	35.4%
UHF Neighborhoods						
Manhattan	Chelsea/Clinton	33,022	1,378	4,173	26.1%	35.6%
Manhattan	Gramercy Park/Murray Hill	9,839	290	2,947	29.0%	36.9%
Manhattan	Upper West Side	31,499	900	2,857	31.9%	43.6%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	4,199	2,512	26.8%	41.8%
Manhattan	Central Harlem/Morningside Hgt	80,466	1,902	2,364	27.3%	42.0%
Manhattan	Union Sq./Lower Eastside	81,093	1,902	2,345	19.3%	25.0%
Manhattan	Greenwich Village/Soho	14,273	321	2,249	19.6%	23.4%
Bronx	Hunts Point/Mott Haven	102,165	2,271	2,223	31.8%	43.2%
Manhattan	East Harlem	65,008	1,373	2,112	31.2%	41.4%
Bronx	Crotona/Tremont	158,601	3,292	2,076	32.1%	41.1%
Bronx	Highbridge/Morrisania	157,071	3,255	2,072	33.1%	39.8%
Bronx	Fordham/Bronx Park	159,182	3,111	1,954	27.5%	40.5%
Brooklyn	Flatbush/E. Flatbush	135,688	2,450	1,806	25.9%	37.2%
Bronx	Northeast Bronx	75,167	1,303	1,733	29.2%	42.9%
Brooklyn	Sunset Park	99,554	1,654	1,661	12.0%	9.8%
Brooklyn	East New York	117,543	1,870	1,591	26.7%	41.6%
Manhattan	Upper East Side	13,206	208	1,575	24.5%	30.8%
Bronx	Pelham/Throgs Neck	139,194	2,186	1,570	26.0%	37.9%
Brooklyn	Downtown/Heights/Slope	58,124	833	1,433	26.7%	40.1%
Brooklyn	Williamsburg/Bushwick	128,474	1,840	1,432	24.1%	42.1%
Queens	Rockaway	52,664	658	1,249	27.2%	43.3%
Staten Island	Stapleton/St. George	46,686	573	1,227	31.2%	41.5%
Manhattan	Washington Hgts/Inwood	143,590	1,624	1,131	25.4%	35.5%
Queens	Flushing/Clearview	116,769	1,273	1,090	9.4%	9.6%
Manhattan	Lower Manhattan	12,054	120	996	20.0%	25.8%
Queens	Jamaica	134,473	1,337	994	24.6%	39.3%
Staten Island	Port Richmond	28,478	280	983	27.9%	49.6%
Brooklyn	Canarsie/Flatlands	68,906	595	863	24.0%	32.6%
Bronx	Kingsbridge/Riverdale	29,957	256	855	28.5%	39.8%
Brooklyn	Bensonhurst/Bay Ridge	80,271	576	718	12.5%	9.7%
Queens	West Queens	229,888	1,501	653	13.7%	18.8%
Queens	Fresh Meadows	34,868	220	631	13.2%	16.8%
Queens	Bayside/Little Neck	19,922	125	627	8.8%	8.8%
Brooklyn	Borough Park	195,830	1,221	623	12.4%	15.8%
Queens	Southeast Queens	60,254	366	607	23.2%	37.7%
Queens	Ridgewood/Forest Hills	76,645	462	603	17.5%	29.4%
Brooklyn	Coney Island/Sheepshead Bay	136,160	798	586	17.2%	24.8%
Queens	Long Island City/Astoria	71,850	395	550	20.8%	30.6%
Queens	Southwest Queens	124,306	647	520	17.9%	34.9%
Staten Island	Willowbrook	20,550	98	477	26.5%	37.8%
Brooklyn	Greenpoint	49,127	227	462	24.2%	33.5%
Staten Island	South Beach/Tottenville	31,799	94	296	21.3%	33.0%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 11. Maternal and Child Health Indicators

		% Low Birth Weight	% Preterm Birth	% Medicaid or Self Pay Payer	% Late or No Prenatal Care	Teen Birth per 1000	Infant Death per 1000	Neonatal Death per 1000
NYS		8.1%	11.1%	50.0%	5.5%	24.4	4.8	3.3
NYC		8.5%	11.3%	59.5%	7.0%	25.3	4.4	2.9
UHF Neighborhoods								
Brooklyn	Bedford/Stuy/Crown Heights	11.7%	14.7%	69.5%	8.6%	31.7	6.4	3.7
Manhattan	Central Harlem/Morningside Hgt	11.3%	14.1%	62.2%	9.8%	30.4	8.0	5.4
Queens	Jamaica	11.3%	13.7%	54.0%	9.1%	27.4	7.5	4.8
Brooklyn	Canarsie/Flatlands	10.7%	14.8%	55.9%	8.3%	19.6	6.1	4.0
Brooklyn	Flatbush/E. Flatbush	10.6%	14.4%	69.2%	9.8%	21.5	4.9	3.3
Manhattan	East Harlem	10.4%	13.1%	72.5%	9.1%	40.9	4.9	3.8
Brooklyn	East New York	10.4%	14.7%	72.3%	9.0%	40.9	7.1	4.3
Queens	Southeast Queens	10.4%	13.0%	43.2%	7.1%	13.8	6.5	5.4
Bronx	Northeast Bronx	10.3%	12.4%	64.2%	12.9%	29.2	5.4	3.6
Bronx	Highbridge/Morrisania	9.8%	12.4%	82.2%	11.4%	45.6	5.5	3.2
Bronx	Hunts Point/Mott Haven	9.6%	12.7%	84.9%	11.3%	47.4	7.1	3.9
Queens	Southwest Queens	9.6%	11.8%	43.5%	6.3%	20.0	3.7	2.1
Bronx	Fordham/Bronx Park	9.5%	12.1%	80.5%	10.2%	36.8	4.8	3.3
Bronx	Pelham/Throgs Neck	9.3%	11.8%	66.1%	10.6%	29.4	3.9	2.5
Bronx	Crotona/Tremont	9.3%	12.3%	83.1%	11.3%	45.9	6.4	4.6
Staten Island	Port Richmond	8.9%	13.5%	62.3%	4.1%	36.4	6.0	2.9
Manhattan	Upper West Side	8.7%	10.1%	12.3%	3.0%	8.6	2.2	1.5
Manhattan	Chelsea/Clinton	8.6%	10.1%	18.0%	4.1%	14.3	4.2	2.5
Manhattan	Gramercy Park/Murray Hill	8.5%	10.0%	6.5%	2.9%	3.9	3.0	2.0
Queens	Rockaway	8.4%	11.6%	56.4%	9.4%	32.4	6.1	4.0
Staten Island	Stapleton/St. George	8.2%	11.4%	54.1%	4.5%	21.2	6.5	5.7
Brooklyn	Coney Island/Sheepshead Bay	8.0%	11.1%	62.2%	5.8%	23.6	4.1	2.2
Manhattan	Upper East Side	8.0%	8.7%	6.2%	2.7%	4.6	1.5	1.2
Manhattan	Washington Hgts/Inwood	7.9%	11.0%	69.6%	7.4%	33.5	4.1	2.0
Staten Island	Willowbrook	7.9%	10.3%	33.8%	2.5%	9.1	3.9	2.8
Manhattan	Lower Manhattan	7.8%	9.8%	11.7%	3.1%	3.4	0.7	0.7
Brooklyn	Williamsburg/Bushwick	7.8%	11.7%	80.2%	7.3%	37.5	5.5	3.3
Queens	Long Island City/Astoria	7.7%	10.6%	50.6%	10.9%	18.0	3.7	2.3
Bronx	Kingsbridge/Riverdale	7.7%	10.2%	43.1%	5.3%	17.5	3.5	3.2
Manhattan	Union Sq./Lower Eastside	7.5%	10.4%	54.1%	4.3%	17.9	2.1	1.1
Staten Island	South Beach/Tottenville	7.4%	10.6%	23.8%	2.1%	4.5	4.0	3.4
Manhattan	Greenwich Village/Soho	7.1%	8.3%	15.5%	1.7%	2.1	1.1	1.1
Brooklyn	Bensonhurst/Bay Ridge	6.9%	10.6%	55.7%	5.2%	15.2	4.5	2.7
Queens	Ridgewood/Forest Hills	6.9%	9.3%	44.9%	5.1%	15.4	3.3	2.6
Queens	Fresh Meadows	6.8%	8.7%	42.0%	3.9%	9.6	2.9	1.6
Brooklyn	Downtown/Heights/Slope	6.8%	9.0%	28.8%	2.6%	18.6	2.8	1.8
Queens	West Queens	6.8%	10.8%	78.1%	8.9%	33.3	4.3	3.0
Queens	Bayside/Little Neck	6.7%	8.7%	27.5%	2.6%	4.1	2.0	2.0
Brooklyn	Borough Park	6.2%	8.6%	72.5%	3.5%	20.1	2.3	1.4
Queens	Flushing/Clearview	6.2%	8.4%	61.3%	5.2%	10.1	2.8	1.9
Brooklyn	Sunset Park	5.8%	8.5%	90.0%	4.0%	37.5	2.1	1.7
Brooklyn	Greenpoint	5.4%	8.2%	62.1%	3.4%	16.6	2.5	1.8

Source: 2010-2012 New York State Vital Statistics County/ZIP Code Perinatal Data Profile as of March, 2014, accessed December, 6 2014, <http://www.health.ny.gov/statistics/chac/perinatal/index.htm>.

* Preterm Births –prior to 37 weeks of gestation; Low Birth Weight– weight between 100-2499 grams; Late or No Prenatal care– initiated during the third trimester of pregnancy or not at all; Teen Birth – Births to females ages 15-19; Infant Deaths –occurred at less than twelve months of age; Neonatal Deaths –occurred at less than 28 days of age. Total Births are over three year time period.

Appendix 3. Evaluation of 2013 Implementation Plan

A. HEALTH NEED: ASTHMA

Interventions:

- **Provide Comprehensive Asthma Care and Access to Care through Adult Asthma and Allergy Clinic**
- **Manage Patients' Symptoms and Reactions to Asthma Attacks through Lincoln's Asthma Team**
- **Develop Asthma Action Plans to Define Patients' Treatment Regimens**

OBJECTIVE	ACTIVITIES/ CHANGE IDEAS	PERFORMANCE MEASURES
<p><u>Project-specific Aim Statement:</u></p> <p>From April 2015 – March 2016, the Adult Asthma Clinic at Lincoln Medical Center will improve asthma control and reduce the burden of asthma in the South Bronx with a goal of reducing the total number of Emergency Department visits in the population.</p> <p>Utilizing:</p> <ul style="list-style-type: none"> • <i>Asthma EMR note with decision support</i> • <i>Evidence-based asthma care tools (e.g. ACT and AAP)</i> • <i>Monthly monitoring and feedback on key asthma measures via provider and clinic reports</i> • <i>Annual asthma CME</i> • <i>PDSAs</i> 	<p>a. <u>Self-Management:</u></p> <ol style="list-style-type: none"> 1. Evaluate pre- and post- Adult Asthma Clinic data to assess effectiveness of High Risk Asthma Management Program. 2. Continue the High Risk Asthma Management Program. 3. Continue using the low literacy asthma action plans. <hr/> <p>b. <u>Decision Support:</u></p> <ol style="list-style-type: none"> 1. Develop Asthma Documentations in EMR with snapshot summary of relevant asthma measures. 2. Administer annual CME on asthma for Adult Asthma MDs. <hr/> <p>c. <u>Clinical Information Systems:</u></p> <ol style="list-style-type: none"> 1. Use EMR to identify high risk patients. 2. Develop Asthma Documentations and reports in EMR. 3. Continue to generate monthly reports from EMR to monitor practice and physician performance. 4. Develop an Asthma Registry. <hr/> <p>d. <u>Delivery System Design:</u></p> <ol style="list-style-type: none"> 1. Continue the of High Risk Asthma Management program. 2. Develop protocol to follow-up asthma no show appointments 3. Continue to improve information links between the Emergency Department and PCPs. <hr/> <p>e. <u>Health System, Organization of Health Care:</u></p> <ol style="list-style-type: none"> 1. Present findings of BRAC intervention at Chief Medical Officer's Hospital-wide Performance Improvement Committee. 2. Continue to develop partnerships with health plans to improve care coordination. <hr/> <p>f. <u>Community Resources and Policies:</u></p> <ol style="list-style-type: none"> 1. Collaborate with Bronx Smoke-Free Partnership and the American Lung Association on smoke-free housing and other initiatives. 2. Increase awareness of and support for asthma interventions from community members, local policy makers and elected officials. 3. Engage community physicians in care coordination for patients seen at Lincoln Medical & Mental Health Center. 	<p><u>Process Measures:</u> (Required)</p> <ul style="list-style-type: none"> • 90% of patients/individuals with asthma who have a documented level of asthma severity • 90% of patients/individuals with asthma who have a documented level of asthma control at the last asthma visit • 95% of patients/individuals with persistent asthma, or those who have "not well controlled" or "poorly controlled" asthma, who have a current prescription for an inhaled corticoid steroid at the last asthma visit • 90% of patients/individuals with asthma who have a completed, documented Asthma Action Plan, updated in the past 12 months • 90% of patients/individuals with asthma who were evaluated by history for environmental asthma triggers • 80% of patients/individuals with asthma that received education on environmental asthma triggers and practices to reduce/eliminate exposure • 90% of patients/individuals with asthma ages 12 years and older with a documented smoking status • 90% of patients/individuals with asthma ages 12 years and older who screened positive for smoking status that received smoking cessation counseling • 90% of patients/individuals with asthma with documented assessment for exposure to environmental tobacco smoke (ETS) • 90% of patients/individuals with asthma that received education regarding exposure to ETS <p><u>Process Measures:</u> (Optional)</p> <ul style="list-style-type: none"> • 80% of patients/individuals with asthma ages 6 years and older who received spirometry in the past 12 months • 90% of patients/individuals with asthma with a documented seasonal/novel influenza vaccination in the past 12 months • 75% of patients/individuals with asthma with at least one scheduled asthma maintenance visit completed in the past 12 months <p><u>Outcome Measures:</u> (optional) None.</p>

The Bronx RESPIRAR Asthma Coalition Program is a New York State grant funded program based at Lincoln Medical Center. Our mission is to reduce asthma disparities and improve the outcomes of asthmatics in the Bronx by promoting culturally sensitive and evidence-based best

practices through patient, healthcare, and community partnerships. RESPIRAR, which means Breathe in Spanish, is also the acronym for Resources, Education, Self-Management, Prevention and Integration to Reduce Asthma Rates.

Our Goals:

Reduce asthma related ED utilization and hospitalization by early identification of high risk asthma patients and provide them with an integrated community-based intervention that focuses on education and care coordination.

Increase community capacity and resources to improve the availability, accessibility, and coordination of asthma awareness and educational programs and support services.

Develop and maintain a regional asthma coalition that will bring sustainable improvements to reducing the asthma burden in the Bronx.

Our Current Clinic Projects at Lincoln Medical Center:

- Pulmonary Clinic
- Pediatric General Clinic
- Adult Inpatient Unit
- Pediatric Inpatient Unit
- Adult Emergency Department
- Pediatric Emergency Department

The Bronx Regional Asthma Coalition (BRAC) Team at Lincoln Medical Center utilizes an Asthma EMR note with decision support; integrated Asthma Action Plan into regular care; implements monthly monitoring and provides feedback on key asthma measures via provider and department reports.

The Asthma Case Management - Community Health Worker Program, which is funded by New York City Department of Health Asthma Initiative, is based at Lincoln Medical Center. This Program falls under the umbrella of The RESPIRAR Program (Bronx Asthma Coalition). The purpose of the program is to: educate families regarding asthma triggers in their homes, conduct environmental assessments, and reinforce remediation efforts. The population of focus is patients with asthma recently discharged from the Pediatrics ED.

For FY 2015, a total of 75 families were recruited and enrolled by two (2) CHWs into the Community Health Worker program within a period of Nine (9) months. Of these 75 families, 39 completed baseline Emergency Department (ED) assessment and the required four (4) home visits plus thirty-two (40) of those families were referred for IPM Services, eight (8) families refused the IPM Services. An additional two (2) families had a baseline ED assessment and three (3) home visit completed and IPM services were provided.

B. HEALTH NEED: ALCOHOL AND DRUG USE

Interventions:

- **Conduct Assessments and Motivational Interviews to Substance Users through the Program to Address Substance Abuse (PASA)**

PASA consists of an inpatient addiction medicine team which provides specialist level care to patients at Lincoln Hospital with substance use disorders, as well as technical assistance/support for staff. The team consists of a 0.8 FTE Board Certified Internist/MD, who is also board certified in Addiction Medicine, Pain Medicine, Hospice and Palliative Care and 1 FTE PASA Certified Substance Abuse Counselor (CSAC). Approximately 60-80 inpatient consultations are performed each month by the physician to address medical detoxification, medication assisted treatment and pain management for substance using inpatients. The CSAC sees 15-20 referred patients daily for screenings, he provides brief interventions utilizing motivational interviewing techniques and individualized referrals for drug treatment. The majority of patients are also referred to the Lincoln Recovery Center for intensive outpatient counseling. Engagement in outpatient care for substance use disorders offsite at this location has been poor. The efficacy of medication assisted treatment and risk of overdose is discussed with opioid dependent patients and referrals for methadone or buprenorphine maintenance provided. Eligible patients are picked up from the hospital or escorted by the PASA CASAC for inpatient detoxification or rehabilitation services provided by St. John's Riverside Hospital or Harlem Hospital with good retention and completion of the programs offered.

The PASA program is involved in several exciting initiatives at Lincoln Hospital, including naloxone distribution for patients at risk of overdose from opioids and a peer program to address alcohol use, both are based in the ED and are funded by the NYC DOH. PASA provides assessments (SBIRT) as indicated for the designated Lincoln Medical Center trauma program patients who screen positive for alcohol and/or other substance use, using motivational interviewing technique to reduce injury recurrence. PASA refers all eligible inpatients patients to the Lincoln Medical Center Health Home Care Coordination program to be enrolled during their hospital stay with virtually 90% acceptance of enrollment. Enrolled patients can receive enhanced social services: case management and care coordination to help with follow up and attendance at outpatient medical/drug treatment facilities when discharged. A Quality Improvement Initiative is being introduced to implement the use of measureable outcomes recently developed and released by the American Society of Addiction Medicine and other bodies.

Goals of PASA 2014

Complete PASA policies and procedures

- Use completed drafts to convert to standard LH policy format; rough drafts partially completed

Create growth structure for PASA

- Reiterate/redefine qualifications for PASA staff as a highly specialized team; currently reviewing original requirements and credentials
- Create levels of both Social Workers and Addiction counselors to deliver competent services and to encourage retention of staff
- Implement Clinical Supervision; SW's to supervise AC's
- Institute regular staff training for growth and development; first in series of clinical trainings scheduled for June 2014

Implement Program Linkages Project

- Schedule outreach presentations on a regular basis; first presentation scheduled for July 8, 2014
- Develop new brochures for program to be distributed to outreach staff, patients and families to help familiarize them with PASA services; rough draft for revamped brochure for staff has been completed

Implement Recidivism Project

- define recidivism as it will be understood for PASA; done
- define goals of project; done
- develop methods, protocols to attain stated goals; done
- utilize newly obtained PASA phone number to assist in patient follow up

- utilize physical space designated for PASA to aid in achieving stated goals and to enhance Patient privacy and HIPPA compliance; space has been designed and work is out for bid

SBIRT Billing

- Review SBIRT and PASA comprehensive assessment to combine into one efficient billing tool
- Present tool and billing codes to finance
- Present tool to Quadramed for incorporation into EMR
- Retrain all staff on SBIRT
- Set up SBIRT billing training by SAMHSA

Opioid Overdose Program implementation

- Schedule meeting with Dr Sharon Stanclif to give overview of program and discuss ways to implement in hospital setting
- Schedule meeting with Medical Director and president for approval to move forward

Establish strong linkages with Lincoln Recovery

- Meet with leadership of LR and Behavioral Health to continue to explore ways to do so as discussed at preliminary meetings
- Explore suboxone as way to expand services and potentially generate revenue
- Explore ambulatory detox as way to expand services and generate revenue

Interventions:

- **Provide Services to Individuals with Chemical Addictions through Recovery Center**

The Recovery Center for 2014 saw 1,134 unique patients – total visits of 11,861.

The Recovery Center for 2015 saw 897 unique patients – total visits of 9,411.

They provide service to individuals with chemical/alcohol addictions.

They provide medical evaluations on site by a Psychiatrist who is board certified in chemical dependency/substance abuse, along with individual and group counseling.

Unique to Recovery Center is that they also have a certified Acupuncturist, and include Reiki as a holistic treatment modality.

The Recovery Center, along with our Adult and Geriatric Outpatient Center, provide treatment for individuals who are experiencing both mental health and substance abuse issues (MICA), however raw data on those individuals is hard to get.

- **Provide Job Training to Patients Adhering to Treatment Regimen through Recovery Center**

We do not provide job training for people who have substance abuse issues – we refer out to specialized programs.

- **Provide Services and Referrals to MICA (Mentally Ill Chemical Abusers) Patients**

We do not have a MICA program

- **Provide Short Term Crisis Intervention Services through Mobile Crisis Unit to Adults, Children and Families**

Lincoln's Mobile Crisis Unit (LMCU) is clinically linked to the Psychiatric Emergency Services to facilitate evaluations and/or admissions as needed. The LMCU is geared toward the provision of an alternative treatment that supports reduction in of acute psychiatric distress and the subsequent need for admission to psychiatric inpatient and/or emergency room services. This program received grant funding beginning April 14, 1987. Mobile Crisis services emphasize utilization of community-based mental health programs for persons in need of non-emergency psychiatric services.

Goals & Objectives:

The goals and objectives of the LMCU are to provide:

- Services with the intention, when possible, to prevent hospitalization and to maintain stabilization and connection to mental health services within the community.
- Rapid crisis assessment and psychiatric evaluation which is used to determine the appropriateness of the overall plan of care and/or need for referral.
- Stabilization and acute treatment.
- Linkages with appropriate mental health treatment and/or other interagency support systems deemed appropriate.
- Supportive counseling and psycho-education to persons in crisis.
- Increase the individuals' capacity to manage their health & wellness, live a self-directed life, and reach their fullest potential by providing consumer-directed, recovery-oriented services.
- Peer support and counseling focused on crisis resolution and recovery from mental illness and substance abuse disorders.

The LMCU consists of three components, 1) Child and Adolescent, 2) Adult and 3) Consumer Participation which all function to serve as a vehicle to offer short-term, mental health services for persons difficult to engage within their community who may have been unable to successfully maintain stability. The Child and Adolescent component places emphasis on meeting the needs of persons in the 0-18 age range, and the Consumer Participation component incorporates the supportive services of a peer counselor.

LMCU is unique in that it provides visits to individuals in their homes or current place of residence who may be in crisis or who have become disconnected from their outpatient mental health treatment provider. Services provided by the LMCU include in-the-field psychiatric evaluation; rapid assessment of strengths, problems and needs; as well as treatment, which may include medication services that are appropriate to their assessed needs; psycho-education; and referral to appropriate treatment and support. The LMCU functions to provide a short-term link between inpatient and/or outpatient services for patients in need of additional psychiatric support and services while reducing the rate of psychiatric inpatient re-admission and emergency room visits. In addition, Peer Counselors (Community Liaison Workers) provide support and counseling focused on recovery from mental illness and substance abuse disorders.

The LMCU makes home visits to individuals unable to access services on their own, in order to deliver direct in-home patient care assessments and treatment.

The LMCU participates in systematic approaches to continuous quality improvement (CQI) and performance-based outcome measures as part of the quality improvement efforts within the Department of Psychiatry.

The program will increase the individuals' capacity to manage their health & wellness, live a self-directed life, and reach their fullest potential by providing consumer-directed, recovery-oriented services. The program will maintain information on co-occurring disorders and will offer

the availability of services (direct or indirect) pertaining to mental health and substance use. All staff should have an understanding of recovery and co-occurring disorders, and understand the supports and interventions needed.

C. HEALTH NEED: ACCIDENTS

Interventions:

- **Provide Community Outreach Educators, Preventative Health Assessments, Emergency Department Assessments and Substance Abuse Intervention through the Injury Prevention Program**

Guns Down Life Up, a cure violence model was launched September 23, 2015.

Lincoln Medical Center's Injury Prevention Program has partnered with Save Our Streets, South Bronx (SOS) and the 40th and 42nd Precinct's, in efforts to reduce gun violence in the S. Bronx community. The SOS team (Violence Interrupters) has been working closely with the Lincoln ER Nursing staff and Hospital Police and are available to support our patients and patient's family members, who've been victims of Trauma.

The mission of GDLU is to save lives through the empowerment of communities- young people, families, organizations, and community members- by providing positive activities, mentorship, and resources. GDLU is HHC's response to violence in New York City; bringing together HHC's health experts and community-based organizations to move healing beyond hospital walls and break the cycles of violence.

The GDLU Program model consists of three components: (1) a hospital-based, trauma-informed, injury prevention, alternatives-providing, social empowerment component, (2) the complementary Cure Violence intervention component, and (3) the coalition of community stakeholders (Circle of Safety). The hospital-based prevention work draws on HHC staff members' and local community resources to provide opportunities for youth to engage in positive activities, such as sports, dance, and the arts to occupy their otherwise free time and remove them from potentially violent circumstances.

Recognizing that trauma is central in violence reduction work, our GDLU Programs use a trauma-informed approach. This means recognizing the signs and symptoms of trauma in the young people who participate in our programs and responding by creating safe, trustworthy, supportive, collaborative, cultural sensitive, empowering spaces for them to recover and move beyond their trauma. Injury prevention is at the core of our GDLU Programs, as we aim to keep young people out of harm's way and recognize that intervening before the onset of violence improves outcomes more effectively and with less intensive treatment.

Preventing injuries also minimizes the trauma that families and communities experience, prevents young people from being incarcerated, and reduces medical costs.

Alternatives-providing activities are the foundation of GDLU Programs, providing young people with positive activities to fill their otherwise free time. The activities are meant to engage young people, keep them invested in the program, and divert them from violence, which creates time and space for them to grow in a positive environment.

Social empowerment is the process of developing agency, self-confidence, self-esteem, and self-awareness, which facilitate the ability to imagine and aspire to a better future. Instilling this sense of competence, usefulness, and belonging is necessary for positive youth development and GDLU Program lessons are infused with lessons that create this sense of personal value and power.

The Injury Prevention team has also partnered up with the Bronx Borough President, Rubin Diaz and District City Councilwoman, Vanessa Gibson and given out a total of 400 book bags to students in an effort to "keep kids safe" in the South Bronx. Councilwoman Gibson also awarded Lincoln's Injury Prevention Program the Green Rock Foundation Award, for our extensive efforts to prevent violence in the South Bronx.

September was Geriatric Fall Prevention Month and Lincoln's Injury Prevention Program partnered with FDNY, at the Patterson Project, Senior Living Center and passed out pill boxes, smoke detectors and flash lights to residents. The program instructed the Seniors on safeguarding their homes to prevent falls.

D. HEALTH NEED: DIABETES

Interventions:

- **Provide Education Programs Focused on Type 1 and Type 2 Diabetes**
 - The registry population grew from 5,083 to 5401 poor control for the whole registry population reduced to 17.6 for the whole registry approx. 2%, and Blood pressure control remained flat for the whole registry population.
 - For patients in treatment (who had a visit: registry 18 months) seen in the last year poor A1c control is 14.8%

Appendix 4. Community Resources

Appendix 4 is a listing of health and social services available to low-income, uninsured, and underinsured individuals in the neighborhoods included in the primary service area of NYC Health + Hospitals, sorted by borough and neighborhood. Organization services are in the following categories: Dental, Vision, Adult Day Health, Health center, Insurance enrollment, Home Health, Hospital, Nursing Home, Prescription Drug, Immigration Support, Mental Health-Inpatient, Mental Health-Ambulatory, Substance Use, Social Services, Financial Assistance, and Wellness/Prevention.

Source: Health Information Tool for Empowerment (HITE), a program of the not-for-profit Foundation affiliate of the Greater New York Hospital Association (GNYHA). <http://www.hitesite.org/Default.aspx>. Accessed 3/11/2016.

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Bronx:																	
Fordham- Bronx Park																	
AHRC - Article 16 Clinic (Bronx)	2488 Grand Concourse, 3rd Floor Room 337, Bronx, NY 10458													Y	Y		
AHRC - Bronx Community Rehabilitation and Training Center	3600 Jerome Avenue, 1st Floor, Bronx, NY 10467														Y		
AHRC - Bronx Early Childhood Direction Center	2488 Grand Concourse, Room 303, Bronx, NY 10458														Y		
AHRC - Family Reimbursement: The Francesca Nicosia Fund	2488 Grand Concourse, Room 404, Bronx, NY 10458														Y	Y	
Astor Child Guidance Services - Tilden OPC	750 Tilden Street, Bronx, NY 10467											Y					
Bainbridge Nursing and Rehabilitation Center, LLC	3518 Bainbridge Avenue, Bronx, NY 10467			Y					Y								
Bedford Park Senior Center	243 East 204th Street, Bronx, NY 10458														Y		
BOOM!Health - Main Office	540 East Fordham Road, Bronx, NY 10458														Y		
Bronx Jewish Community Council	2930 Wallace Avenue, Bronx, NY 10467						Y			Y					Y	Y	
Bronx Park Rehabilitation & Nursing Center	3845 Carpenter Avenue, Bronx, NY 10467								Y								
Bronx SBDC - Lehman College Campus	250 Bedford Park Boulevard, Bronx, NY 10468					Y										Y	
Bronx Vet Center	2471 Morris Ave, Suite 1A, Bronx, NY 10468												Y	Y			
Bronx Women's Business Resource Center	2488 Grand Concourse, Suite 321-B, Bronx, NY 10458															Y	
BronxCare - Autism Treatment and Advocacy Center	2432 Grand Concourse, Bronx, NY 10468	Y			Y												Y
BronxCare - Poe Medical and Dental Center	2432 Grand Concourse, Bronx, NY 10458	Y			Y	Y											Y
Bronxwood Home for the Aged	799 East Gun Hill Road, Bronx, NY 10467						Y		Y						Y		
BronxWorks - Bedford Park Center	2925 Grand Concourse, (entrance on 199th Street), Bronx, NY 10468														Y		
CenterLight Health System - Home Health Care Training Program - Bronx	2275 Olinville Avenue, Lower Level, Bronx, NY 10467														Y		
CenterLight Health System - Skilled Nursing	612 Allerton Avenue, Bronx, NY 10467						Y		Y						Y		
Cerebral Palsy Associations of New York State - Article 16 Clinic - Bronx Comprehensive Care Center	2432 Grand Concourse, Bronx, NY 10467				Y								Y	Y			
Children's Hospital at Montefiore - Adolescent AIDS Program	3514 Wayne Avenue, Bronx, NY 10467				Y										Y	Y	
Council of Belmont Organizations (COBO)	630 East 187th Street, Bronx, NY 10458														Y		
Creston Avenue Baptist Church - Food Pantry and Soup Kitchen	114 East 188th Street, Bronx, NY 10468														Y	Y	
Davidson Pediatric Center - Comprehensive Pediatrics Care, PC	2400 Davidson Avenue, Bronx, NY 10468				Y												
Fordham Bedford Community Services	2715 Bainbridge Avenue, Bronx, NY 10458									Y					Y		
Fordham-Tremont CMHC - Community Recovering Services	2021 Grand Concourse, 6th Floor, Bronx, NY 10458												Y				
Fordham-Tremont CMHC - Rev. David Casella Children's Services (DCCS)	260 East 188th Street, 5th Floor, Bronx, NY 10458												Y	Y			
Good Shepherd Services - Beacon MS 45 Counseling Prevention Program/Family Empowerment Program	685 East 187th Street, 2nd Floor, Bronx, NY 10458														Y		
Good Shepherd Services - Community Center Beacon at MS 45	2502 Lorillard Place, Bronx, NY 10458														Y		
Goodwill Industries - Family Reimbursement Program	2432 Grand Concourse, 2nd Floor, Bronx, NY 10458														Y		
Healthy Families Morris Heights at Morris Heights Health Center	2306 Walton Avenue and 183rd, Health Connections, Bronx, NY 10468					Y											Y
James J. Peters VA Medical Center - Outpatient Services	130 West Kingsbridge Road, Bronx, NY 10468				Y							Y	Y	Y	Y		
James J. Peters VA Medical Center	130 West Kingsbridge Road, Bronx, NY 10468							Y	Y						Y	Y	
JASA - Geriatric Mental Health Outreach Service	1 Fordham Plaza, Suite 908, Bronx, NY 10458						Y						Y	Y			
JBFC - Genesis	PO Box 45, Bronx, NY 10468														Y		
JBFC - Ittleson Holland Avenue Community Residence	2215 Holland Avenue, Bronx, NY 10467														Y		
JBFC - Pelham Family Center	2250 Holland Avenue, Bronx, NY 10467														Y		
JBFC - Personalized Recovery Oriented Services (PROS) Possibilities - Bronx	3600 Jerome Avenue, The Harry & Jeanette Weinberg Mental Health Center, Bronx, NY 10467												Y				
JBFC - The Harry Blumenfeld Pelham Counseling Center	750 Astor Avenue, 2nd Floor, Bronx, NY 10467												Y	Y			
JBFC - The Honorable Caroline K. Simon Counseling Center - Bronx	3600 Jerome Avenue, The Harry & Jeanette Weinberg Mental Health Center, Bronx, NY 10467												Y	Y			
JBFC - White Plains Road Service - CR/SRO	3735 White Plains Road, Bronx, NY 10467														Y		
Jewish Home Lifecare - Bronx Division	100 West Kingsbridge Road, Harry and Jeanette Weinberg Campus, Bronx, NY 10468			Y			Y		Y						Y		
Kingsbridge Heights Community Center - Changing Futures - Fordham Annex	538 East Fordham Road, Bronx, NY 10458														Y		
Madison Square Boys and Girls Club - Columbus Clubhouse	543 East 189th Street, Bronx, NY 10458														Y		
Mekong NYC	2471 University Avenue, Bronx, NY 10468					Y				Y					Y		
Mental Health Association - Supported Housing Program	2488 Grand Concourse, Suite 403, Bronx, NY 10458														Y		
Mind-Builders Creative Arts Center	3415 Olinville Avenue, Bronx, NY 10467														Y	Y	
Montefiore Medical Center - AIDS Center	3444 Kossuth Avenue, 3rd Floor, Bronx, NY				Y	Y									Y		

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
	10467																
Montefiore Medical Center - Center for Positive Living	3444 Kossuth Avenue, Family Care Center Building, 3rd Floor, Bronx, NY 10467				Y								Y		Y		Y
Montefiore Medical Center - Child Advocacy Center	3314 Steuben Avenue, Bronx, NY 10467				Y	Y											
Montefiore Medical Center - Community Health	111 East 210th Street, Bronx, NY 10467																Y
Montefiore Medical Center - Department of Child Outpatient Psychiatry	3340 Bainbridge Avenue, Bronx, NY 10467												Y				
Montefiore Medical Center - Department of Dentistry - Centennial II Site	3332 Rochambeau Avenue, Bronx, NY 10467	Y															
Montefiore Medical Center - Department of Dentistry - Schiff Pavilion	3444 Kossuth Avenue, First Floor, Bronx, NY 10467	Y															
Montefiore Medical Center - Family Learning Place	3415 Bainbridge Avenue, Bronx, NY 10467														Y		
Montefiore Medical Center - Greene Medical Arts Pavilion	3400 Bainbridge Avenue, Eighth Floor, Bronx, NY 10467				Y	Y											Y
Montefiore Medical Center - Medical Group University Avenue Family Practice	105 W 188th Street, Bronx, NY 10468				Y	Y									Y		Y
Montefiore Medical Center - Moses Campus	111 East 210th Street, Bronx, NY 10467							Y									Y
Montefiore Medical Center - Narcolepsy Institute	111 East 210th Street, New York, NY 10467														Y		
Montefiore Medical Center - Oval Center	3230 Bainbridge Avenue, Bronx, NY 10467				Y										Y		Y
Montefiore Medical Center - Substance Abuse Treatment Program Unit I	3550 Jerome Avenue, Bronx, NY 10467													Y			
Montefiore Medical Center - WIC Program - Fordham Plaza	1 Fordham Plaza, 5th Floor, Bronx, NY 10458															Y	Y
Montefiore Medical Group - Family Care Center	3444 Kossuth Avenue, Bronx, NY 10467				Y	Y											Y
Montefiore Medical Group - Family Health Center	1 Fordham Plaza, 5th Floor, Bronx, NY 10458				Y	Y											Y
Montefiore Medical Group - Grand Concourse Site	2532 Grand Concourse, Bronx, NY 10458				Y	Y											Y
Mosholu Montefiore Community Center - College Bound Program	3512 DeKalb Avenue, Basement, Bronx, NY 10467														Y		
Mosholu Montefiore Community Center - Edenwald Center	1150 E 229th Street, Bronx, NY 10467														Y		
Mosholu Montefiore Community Center - Main Office	3450 DeKalb Avenue, Bronx, NY 10467										Y				Y		
Mosholu Montefiore Community Center - Senior Services	3450 DeKalb Avenue, Bronx, NY 10467														Y		
Mosholu Parkway Nursing and Rehabilitation Center, LLC	3356 Perry Avenue, Bronx, NY 10467								Y								
Mount Carmel Center for Senior Citizens	2405 Southern Boulevard, Bronx, NY 10458															Y	
New York Center for Infants and Toddlers - Bronx	2336 Andrews Ave, 2nd Floor, Bronx, NY 10468															Y	
New York State Division of Human Rights - Bronx	One Fordham Plaza, 4th Floor, Bronx, NY 10458															Y	
North Central Bronx Hospital - Adult Primary Care Clinic	3424 Kossuth Avenue, 3rd floor, Bronx, NY 10467				Y												
North Central Bronx Hospital - Partial Hospitalization Program	3424 Kossuth Ave, Unit 11A, Bronx, NY 10467												Y				
North Central Bronx Hospital - Pediatric Clinic	3424 Kossuth Avenue, 4th Floor, Bronx, NY 10467				Y												Y
North Central Bronx Hospital - Psychiatric Emergency Services	3424 Kossuth Avenue, Room 1D-01, Bronx, NY 10467												Y				
North Central Bronx Hospital - Special Care Unit	3424 Kossuth Avenue, 10-A, Bronx, NY 10467				Y										Y		Y
North Central Bronx Hospital - WIC Program	3424 Kossuth Avenue, 3rd Floor, Room 3G-06, Bronx, NY 10467															Y	Y
North Central Bronx Hospital	3424 Kossuth Avenue, Bronx, NY 10467							Y									
Our Lady of Refuge - Food Pantry	290 East 196th Street, Bronx, NY 10458															Y	
Paradise Transitional Housing Program	2395 Grand Concourse, Bronx, NY 10468															Y	
Parkchester Enhancement Program for Seniors	1525 Unionport Road, Apartment #ME, Bronx, NY 10467															Y	
Part of the Solution (P.O.T.S.)	2759 Webster Ave., Bronx, NY 10458					Y										Y	Y
Pentecostal Care Community Outreach	621 East 216th Street, Bronx, NY 10467															Y	Y
Presbyterian Senior Services (PSS) - Parkside Neighborhood Center	644 Adeo Avenue, Bronx, NY 10467															Y	
Puerto Rican Family Institute - Intermediate Care Facility III	194 West 180th Street, Bronx, NY 10467															Y	
Regional Aid for Interim Needs (RAIN) - Boston Road Senior Center	2424 Boston Road, Bronx, NY 10467															Y	
Regional Aid for Interim Needs (RAIN) - Gunhill Senior Center	3377 White Plains Road, Bronx, NY 10467															Y	
Regional Aid for Interim Needs (RAIN) - Multi-Services for Seniors	3377 White Plains Road, Bronx, NY 10467															Y	Y
Saint James Recreation Center	2530 Jerome Avenue, Bronx, NY 10468															Y	Y
St. Rita's Center for Immigrant and Refugee Services	2342 Andrews Avenue, Bronx, NY 10468										Y					Y	
SUNY North Bronx Career Counseling & Outreach Center	2901 White Plains Road, Bronx, NY 10467															Y	
The Children's Hospital at Montefiore - Endocrinology Department	3415 Bainbridge Avenue, Bronx, NY 10467				Y												
The Children's Hospital at Montefiore	111 E 210th St., Bronx, NY 10467							Y									
The Institutes of Applied Human Dynamics - Bronx Residential Services	3625 Banbridge Avenue, Bronx, NY 10467															Y	

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-P	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Thorpe Family Residence & Community Services - Park Avenue Thorpe	406 East 184th Street, Bronx, NY 10458														Y		
Tolentine Zeiser Community Life Center - Sammon Build Center	2294-96 Grand Avenue, Bronx, NY 10468														Y		
Tolentine-Zeiser Community Life Center	2345 University Avenue, Bronx, NY 10468														Y		
Tri Center - Bronx	2488 Grand Concourse, 4th Floor, Bronx, NY 10458												Y	Y			
Union Community Health Center - Fordham Plaza	470 East Fordham Road, Bronx, NY 10458		Y		Y												
Union Community Health Center - Main Facility	260 East 188th Street, Bronx, NY 10458	Y	Y		Y								Y		Y	Y	Y
United Cerebral Palsy of NYC - Day Habilitation Services - Bronx	2432 Grand Concourse, 3rd Floor, Bronx, NY 10458														Y		
United Cerebral Palsy of NYC - Transitional Opportunities Program (TOP) Day Habilitation	24-32 Grand Concourse, 3rd Floor, Bronx, NY 10468												Y	Y			
University Nursing Home, LLC	2505 Grand Avenue, Bronx, NY 10468								Y								
Wayne Center for Nursing and Rehabilitation, LLC	3530 Wayne Avenue, Bronx, NY 10467								Y								
Workforce1 Career Center - Bronx	400 East Fordham Road, Entrance on Webster Ave, Bronx, NY 10458														Y		
YAI - New York League for Early Learning - Harry H. Gordon Preschool & Early Intervention Center	2465 Bathgate Avenue, Bronx, NY 10458														Y		
Highbridge- Morrisania																	
163rd Street Improvement Council	490 East 167th Street, Bronx, NY 10456														Y		
Albert Einstein College of Medicine - Substance Abuse Div.-Central Intake/Melrose Ontrack Clinic	260 East 161st Street, T Level, Bronx, NY 10451														Y		Y
Argus Career Training Institute (ACT I)	760 East 160th Street, 3rd Floor, Bronx, NY 10456														Y		
Argus Community - ACCESS I & II	760 East 160th Street, Bronx, NY 10456														Y	Y	
Argus Community - Elizabeth L. Sturz Center	760 East 160th Street, Bronx, NY 10456												Y	Y	Y		Y
Argus Community - Harbor House II	760 East 160th Street, Bronx, NY 10456														Y		
Ariva, Inc.	69 East 167th Street, Bronx, NY 10452															Y	
Arturo Schomberg Senior Center	1315 Franklin Avenue, Bronx, NY 10456															Y	
Astor Child Guidance Services - Highbridge Clinic	1419 Shakespeare Avenue, Bronx, NY 10452												Y				
BASICS - Adolescent and Adult Outpatient Program	488 East 164th Street, Bronx, NY 10456														Y		
BoomiHealth - Harm Reduction	226 East 144th Street, Bronx, NY 10451														Y		Y
Brightpoint Health - Bronx Adult Day Health Care Program	1545 Inwood Avenue, Bronx, NY 10452															Y	
Bronx Defenders	360 East 161st Street, Bronx, NY 10451										Y				Y	Y	
Bronx District Attorney - Crime Victims Assistance Unit	198 East 161st Street, 5th floor, Bronx, NY 10451										Y						
Bronx SCAN (Supportive Children's Advocacy Network)	1377 Jerome Avenue, Bronx, NY 10452														Y	Y	
BronxCare - Child and Adolescent Inpatient Service	1276 Fulton Avenue, 5th Floor, Bronx, NY 10456												Y				
BronxCare - Crotona Park Family Practice	1591 Fulton Avenue, Bronx, NY 10456				Y	Y											Y
BronxCare - Fulton Family Practice Center	1276 Fulton Avenue, 3rd Floor, Bronx, NY 10456				Y	Y											Y
BronxCare - Ogden Family Medical & Dental Center	1067 Ogden Avenue, Bronx, NY 10451	Y			Y	Y											Y
BronxCare - Special Care Center	1265 Fulton Avenue, Bronx, NY 10456					Y			Y							Y	
BronxCare - WIC Program	21 East Mount Eden, Bronx, NY 10452																Y
BronxCare Adult Outpatient Center	401 East 167th St., (Wester Avenue), Bronx, NY 10456												Y		Y		
BronxCare at Third Avenue	2739-45 Third Avenue, Bronx, NY 10451	Y	Y		Y	Y											Y
Bronx-Lebanon Hospital Center - Fulton Division	1276 Fulton Avenue, Bronx, NY 10456					Y		Y									
BronxWorks - Community Center at Grand Concourse	1130 Grand Concourse, Bronx, NY 10456					Y									Y	Y	Y
BronxWorks - Melrose Eviction Prevention Services	1130 Grand Concourse, Bronx, NY 10456														Y	Y	
BronxWorks - Townsend Avenue	1477 Townsend Avenue, Bronx, NY 10452														Y	Y	
City-Pro Group Inc. - Bronx	329 East 149th St, Bronx, NY 10451														Y		
Claremont Neighborhood Center	489 East 169th Street, Bronx, NY 10456															Y	
Community Connections for Youth	369 East 149th Street, 7th Floor, Bronx, NY 10456															Y	
Concourse Rehabilitation and Nursing Center, Inc.	1072 Grand Concourse, Bronx, NY 10456								Y								
Concourse Village Special Adult Senior Center	773 Concourse Village East, #LD, Bronx, NY 10451															Y	
Daniel Webster Houses Child Health Center	401 East 168th Street, Bronx, NY 10456					Y											
Daughters of Jacob Nursing Home	1160 Teller Avenue, Bronx, NY 10456								Y								
Department of Homeless Services - Franklin Women's Shelter	1122 Franklin Avenue, Bronx, NY 10456															Y	
Dr. Martin Luther King Jr. Health Center	1265 Franklin Avenue, Bronx, NY 10456	Y	Y		Y	Y								Y			Y
Dr. Martin Luther King Jr. Health Center	1265 Franklin Avenue, 3rd floor, Bronx, NY 10456	Y	Y		Y	Y								Y			Y
EAC Network - Treatment Alternatives for Safer Communities (TASC) - Bronx	1030 Grand Concourse, Bronx, NY 10451															Y	
East Side House Settlement - Head Start/Day Care	414 Morris Avenue, Bronx, NY 10451															Y	
FEDCAP - Behavioral Health Services	1011 Washington Avenue, Bronx, NY 10456														Y		
Fordham-Tremont CMHC - Fordham-Tremont South	326 East 149th Street, Bronx, NY 10451														Y		
Fountain House Bronx- Psychosocial Clubhouse	564 Walton Avenue, Bronx, NY 10451															Y	
Green Chimneys - Transitional Living Program	2417 3rd Ave, Room 606, Bronx, NY 10451															Y	

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
HAC - Day Care Center	1181 Nelson Avenue, Bronx, NY 10452														Y		
HAC - Marshall England Early Learning Center, Universal Pre-K and Family Day Care	800 Concourse Village East, Bronx, NY 10451														Y		
Highbridge Woodcrest Center	936 Woodcrest Avenue, Bronx, NY 10452								Y						Y		
Holy Tabernacle Church - Outreach Program	3780 Third Avenue, Bronx, NY 10456														Y	Y	
Hope Center	1401 University Avenue, Bronx, NY 10452								Y						Y		
Hope of Israel Senior Citizen Center	1068 Gerard Avenue, Bronx, NY 10452														Y		
Hostos Community College - Allied Health Career Pipeline Program	427 Walton Avenue, Bronx, NY 10451														Y		
Hostos Community College Immigration Center	427 Walton Avenue, T-501, Bronx, NY 10451									Y							
Institute for Family Health - Urban Horizons Family Health Center	50-98 East 168th Street, Bronx, NY 10452				Y	Y									Y		
Legal Aid Society - Bronx Neighborhood Office	260 East 161st Street, 8th Floor, Bronx, NY 10451														Y		
Legal Aid Society of New York - Bronx Criminal Practice	260 E 161st Street, 8th-10th floor, Bronx, NY 10451														Y		
Legal Aid Society of New York - Bronx Housing Court Office	1118 Grand Concourse, Room 540, Bronx, NY 10451														Y		
Legal Services NYC - Bronx	349 East 149th Street, 10th Floor, Bronx, NY 10451									Y					Y		
LIFT - The Bronx	349 East 149th Street, Suite 500, Bronx, NY 10451					Y									Y	Y	
Lincoln Hospital - Immunotherapy Clinic	234 East 149th Street, 2A5 Clinic-2nd Floor, Bronx, NY 10451				Y										Y		Y
Lincoln Hospital - Teen Center	234 East 149th Street, 1st Floor, Room 1C2, Bronx, NY 10451				Y										Y		Y
Lincoln Medical and Mental Health Center - Child/Adolescent Outpatient Mental Health Clinic	234 East 149th Street, 4th Floor, Unit 4A, Bronx, NY 10451											Y					
Lincoln Medical and Mental Health Center - Mental Health Outpatient Clinic	234 East 149th Street, 7th Floor, Unit 7B, Bronx, NY 10451											Y		Y			
Lincoln Medical and Mental Health Center - WIC Program	234 East 149th Street, 1st floor, New York, NY 10451															Y	Y
Lincoln Medical and Mental Health Center	234 East 149th Street, Bronx, NY 10451							Y									
Melrose Houses Child Health Clinic	348 East 156th Street, Bronx, NY 10451				Y	Y											
Mid-Bronx Senior Citizens Council - Family Preservation Center	1125 Grand Concourse, Bronx, NY 10451									Y					Y	Y	Y
Mid-Bronx Senior Citizens Council	900 Grand Concourse, (at 161st Street), Bronx, NY 10451						Y								Y		
Montefiore Comprehensive Health Care Center (CHCC)	305 East 161st Street, Bronx, NY 10451	Y	Y		Y	Y											Y
Morrisania Diagnostic & Treatment Center	1225 Gerard Avenue, Bronx, NY 10452	Y	Y		Y	Y						Y			Y		Y
Muslim Women's Institute for Research and Development - Community Food Pantry at Highbridge	1363 Ogden Avenue, Bronx, NY 10452									Y					Y		Y
Narco Freedom - Alternatives Program	528 Morris Avenue, Bronx, NY 10451													Y			
Narco Freedom - Neighborhood & Family Community Health Center (Bronx)	324 East 149th Street, Bronx, NY 10451				Y												Y
Neighborhood Housing Services of New York City (NHSNYC) - South Bronx Office	848 Concourse Village West, Bronx, NY 10451															Y	
NEOPEDS	800 Grand Concourse, Office # 5, Bronx, NY 10451				Y												Y
New Settlement College Access Center	1563 Walton Avenue, Bronx, NY 10452														Y		
New Settlement Community Center	1501 Jerome Avenue, Bronx, NY 10452																Y
New York Metropolitan Martin Luther King, Jr. Center for Nonviolence	576 East 165th Street, Bronx, NY 10456									Y					Y		
NYC Dept. of Health - STD Control and Prevention Clinic - Morrisania	1309 Fulton Avenue (E 169th St. off 3rd), 2nd Floor, Bronx, NY 10456				Y										Y		Y
NYPCC - Bronx Child and Family Mental Health Center	579 Courtlandt Avenue, Bronx, NY 10451											Y					
Patterson Houses Senior Center	308 East 145th Street, Bronx, NY 10451														Y		
Phipps Houses Group - Phipps Opportunity Center	3125 Third Avenue, Bronx, NY 10451					Y				Y					Y		
Planned Parenthood of New York City - Bronx Center	349 East 149th Street, (at Courtlandt Avenue), Bronx, NY 10451				Y										Y		Y
Planned Parenthood of New York City - Project Street Beat Bronx	349 East 149th Street, 3rd Floor, Bronx, NY 10451														Y		Y
Presbyterian Senior Services (PSS) - Andrew Jackson Neighborhood Center	325 East 156th Street, Bronx, NY 10451														Y		
Presbyterian Senior Services (PSS) - Highbridge Neighborhood Center	1181 Nelson Avenue, 2nd floor, Bronx, NY 10452														Y	Y	
Project Renewal - Leona Blanche House	960 Tinton Avenue, Bronx, NY 10456														Y		
Puerto Rican Family Institute, Inc - Bronx Child Preventive Program	3251 Third Avenue, 3rd Fl., Bronx, NY 10456														Y		
Safe Horizon/44th Precinct - Bronx Domestic Violence Department	2 East 169th Street, Bronx, NY 10452														Y		
Salvation Army - Citadel	425 East 159th Street, Bronx, NY 10451														Y	Y	
Sauti Yetu Center for African Women, Inc.	2417 3rd Avenue, Bronx, NY 10451									Y					Y		
SEBNC - After School Program	955 Tinton Avenue, Bronx, NY 10456														Y		
SEBNC - Best of Me Day Habilitation Program	751 East 161st Street, Bronx, NY 10456														Y		

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
SEBNC - Leisure Time I & II, Accent Cafe Recreation Programs	3289 Third Avenue, Bronx, NY 10456														Y		
SEBNC - Leisurely Yours After-School Program	3289 Third Avenue, Bronx, NY 10456														Y		
SEBNC - United Day Habilitation Program	3289 Third Avenue, Bronx, NY 10456												Y		Y		
SEBNC - Youth Activity and Night Center	955 Tinton Avenue, 1st Floor, Bronx, NY 10456														Y		
Service For The Underserved, Inc. (SUS)- Central Admissions for Substance Abuse Treatment	1600 Macombs Road, Bronx, NY 10452													Y	Y		
Steinway Child and Family Services - Courtlandt Avenue Clinic	522 Courtlandt Avenue, Bronx, NY 10451												Y				
SUS/Palladia - Comprehensive Treatment Institute - Bronx	1366 Inwood Avenue, Bronx, NY 10452													Y			
The Bronx Health Link	851 Grand Concourse, Room 914, Bronx, NY 10451														Y		Y
The Dannelisse Corporation - Bronx Office	349 East 149th Street, Suite 605, Bronx, NY 10451														Y		
The Momentum Project - The Church of God of Prophecy	85 East 165th Street, Bronx, NY 10452														Y		Y
The Neighborhood Association for Inter-Cultural Affairs (NAICA)	1075 Grand Concourse, Suite 1B, Bronx, NY 10452														Y	Y	
University Behavioral Associates - Supporting Healthy Relationships Program	334 East 148th Street, 2nd Floor, Bronx, NY 10451														Y		Y
University Consultation and Treatment Center - Ehrlich Apartment Program	1020 Grand Concourse, Suite 7, Bronx, NY 10451														Y		
Urban Horizons Family Health Center - COMPASS Program	50 East 168th Street, Bronx, NY 10452				Y	Y									Y		Y
Volunteers of America - Eden House	50 West Mount Eden Avenue, Bronx, NY 10452														Y		
We Stay/Nos Quedamos, Inc.	754 Melrose Avenue, Bronx, NY 10451														Y	Y	
West Bronx Recreation Center	1527 Jesup Avenue, Bronx, NY 10452																Y
WHEDCO - Education and Youth Development	1220 Gerard Avenue, Located within PS/MS 218, Bronx, NY 10452														Y		
WHEDCO - Family Day Care Microenterprise Network	50 East 168th Street, Bronx, NY 10452														Y		
WHEDCO - Family Support Program	50 East 168th Street, Bronx, NY 10452														Y	Y	
Woodycrest Center for Human Development, Inc. - Main Office and Work Readiness Program	153 West 165th Street, Bronx, NY 10452														Y		
Woodycrest Center for Human Development, Inc. - Parent Support and Out of School Time Programs	175 West 166th Street, Room 113, Bronx, NY 10452														Y		
YMCA of Greater New York - Y Roads Center - Bronx	332 East 149th Street, Bronx, NY 10451														Y		
Hunts Point- Mott Haven																	
Abraham House	340 Willis Avenue, Bronx, NY 10454										Y				Y		
Abundant Life Tabernacle - Food Pantry	2692 Third Avenue, Bronx, NY 10454														Y	Y	
Acacia Network, Inc. - La Casa de la Salud/Community Health Center	966 Prospect Avenue, Bronx, NY 10459	Y			Y										Y		Y
America Works, Inc. - Back to Work Program - Bronx	424 East 147th Street, 3rd Floor, Bronx, NY 10455										Y				Y		
ArchCare at San Vicente de Paul Skilled Nursing and Rehabilitation Center	900 Intervale Avenue, Bronx, NY 10459								Y								
Argus Community - Harbor House I	402 East 156th Street, Bronx, NY 10455														Y		
Association for Energy Affordability, Inc. (AEA) - Weatherization Assistance Program	105 Bruckner Boulevard, Bronx, NY 10454															Y	
Baltic Street Advocacy, Employment, and Housing (AEH), Inc. - Bronx Home Works	369 East 148th Street, Lower Level, Bronx, NY 10455														Y	Y	
Baltic Street Advocacy, Employment, and Housing (AEH), Inc. - Bronx Self-Help & Advocacy Center	369 East 148th Street, Lower Level, Bronx, NY 10455														Y		
Banana Kelly Community Improvement	863 Prospect Avenue, Bronx, NY 10459														Y		
Betances Senior Center	607 Concord Avenue, Bronx, NY 10455														Y		
BOOM!Health - Go Girl!	953 Southern Blvd, Suite 201, Bronx, NY 10459														Y		
BOOM!Health - Prevention and Service Center	953 Southern Boulevard, Bronx, NY 10459														Y	Y	Y
Bowery Residents' Committee - HomePlus	357 East 145th St., Bronx, NY 10454														Y		
Bowery Residents' Committee - SPAN Bronx	500 Bergen Avenue, Bronx, NY 10455														Y		
Bronx Spanish Evangelical Church - Meal Program	800 East 156th Street, Bronx, NY 10455														Y	Y	
BronxCare - Tiffany Medical & Pediatric Practice	853 Tiffany Street, Bronx, NY 10459				Y	Y											Y
BronxWorks - Betances Community Center	547 East 146th Street, Bronx, NY 10455														Y		Y
BronxWorks - E. Roberts Moore Senior Center	515 Jackson Avenue, Bronx, NY 10455														Y		
BronxWorks - Employment Services	391 East 149th Street, 5th floor, Rm. 520, Bronx, NY 10455														Y		
BronxWorks - Family Eviction Prevention Supplement Program	630 Jackson Avenue, 3rd Floor, Bronx, NY 10455														Y	Y	
BronxWorks - Southern Boulevard	630 Southern Boulevard, Bronx, NY 10455														Y		
Cardinal McCloskey Emergency Food Pantry & Family Outreach	953 Southern Blvd., Bronx, NY 10459														Y	Y	
Casita Maria, Inc.	928 Simpson Street, 6th Floor, Bronx, NY 10459														Y		
Catholic Charities Community Services	402 East 152nd Street, Main Floor, Bronx, NY 10455														Y	Y	

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Community Healthcare Network - Bronx Health Center	975 Westchester Avenue, Bronx, NY 10459				Y	Y							Y		Y		Y
Creative Lifestyles, Inc.	67 Bruckner Boulevard, Bronx, NY 10454														Y		Y
Dominican Sisters Family Health Services - Bronx	279 Alexander Avenue, Bronx, NY 10454						Y								Y	Y	
Dominican Sisters Family Health Services - Nursing Department	279 Alexander Avenue, Bronx, NY 10454						Y										
Early Childhood Services - East Side House Settlement	375 East 143rd Street, Bronx, NY 10454														Y		Y
East Side House Settlement - Pre-K/Head Start (Mill Brook Center)	201 St. Ann's Avenue, Bronx, NY 10454														Y		
East Side House Settlement - Pre-K/Head Start (Mott Haven Center)	375 East 143rd Street, Bronx, NY 10454														Y		
East Side House Settlement - Pre-K/Head Start (Winifred Wheeler Center)	200 Alexander Avenue, Bronx, NY 10454														Y		
East Side House Settlement - Social Services	337 Alexander Avenue, Bronx, NY 10454														Y		
East Side House Settlement - Youth Services	337 Alexander Avenue, Bronx, NY 10454														Y		
Friends 2 Fathers	391 East 149th Street, Room 414 B-C, Bronx, NY 10455														Y		
Girls Prep - Bronx Elementary	681 Kelly Street, Room 205, Bronx, NY 10455														Y		
Goodwill Industries - Bronx Employment Support and Training	384 East 149th Street, Room 622, Bronx, NY 10455														Y		
Grace Outreach	378 East 151st Street, Fifth Floor, Bronx, NY 10455														Y		
Harmony at 154 Social Adult Day Care Center	367 East 154th street, Bronx, NY 10454														Y		
Health People - Community Preventive Health Institute	552 Southern Boulevard, Bronx, NY 10455														Y		Y
Hispanic AIDS Forum (HAF) - Bronx	975 Kelly Street, 4th Floor, Suite 402, Bronx, NY 10459														Y		Y
Homes for the Homeless - Prospect Family Support Center	730 Kelly Street, Bronx, NY 10455														Y		
Hope Case Management	368 East 148th Street, Bronx, NY 10455														Y		
Institute for Mediation and Conflict Resolution (IMCR)	384 East 149th Street, Suite 330, Bronx, NY 10455														Y		
JBFCS - South Bronx Counseling Center	412-424 East 147th Street, 4th Floor, Bronx, NY 10455												Y		Y		
Latino Youth In Action (LYIA)	975 Kelly Street, Suite 402, Bronx, NY 10459														Y		
Leon Senior Center	735 East 152nd Street, Bronx, NY 10455														Y		
Lincoln Recovery Center	545 East 142nd Street, Lower Level, Bronx, NY 10454													Y			
Lupus Cooperative of New York - Bronx Division	1070 Southern Blvd., 1st Floor, Bronx, NY 10459														Y	Y	
Melrose Mott Haven Senior Center	372 East 152nd Street, Bronx, NY 10455														Y		
Mental Health Association of NYC - Family Resource Center - Northern and Southern Bronx	975 Kelly Street, Suite 301, Bronx, NY 10459														Y		
Mental Health Association of NYC - The Adolescent Skills Center	975 Kelly Street, Suite 302, Bronx, NY 10459														Y		
Mercy Center	377 East 145th Street, Bronx, NY 10454										Y				Y		Y
MHA of NYC - Another Way	975 Kelly Street, Suite 302, Bronx, NY 10459														Y		
Mitchel Senior Center	188 Lincoln Avenue, Bronx, NY 10454														Y		
Morris Heights Health Center - 137th Street	625 East 137th Street, Bronx, NY 10454	Y			Y	Y									Y		
Mott Haven Community Partnership	555 Bergen Ave, 4th Floor, Bronx, NY 10455														Y		
Narco Freedom - New Beginnings Community Counseling Center	2780 Third Avenue, Bronx, NY 10455												Y		Y		
Neighborhood Coalition for Shelter (NCS) - OPTIONS Program	1323 Louis Nine Boulevard, Bronx, NY 10459														Y		
Neighborhood Coalition for Shelter (NCS) - Transitions	401 East 142nd Street, Bronx, NY 10454														Y		
Neighborhood Self-Help by Older Persons Project (SHOPP)	953 Southern Boulevard, Suite 203, Bronx, NY 10459									Y					Y		
Odyssey House - Outpatient Services	953 Southern Boulevard, Suite 301, Bronx, NY 10459													Y			
Per Scholas	804 East 138th St., Bronx, NY 10454														Y		
Police Athletic League - New South Bronx	991 Longwood Avenue, Bronx, NY 10459														Y		Y
Presbyterian Senior Services (PSS) - Davidson Neighborhood Center	950 Union Avenue, Bronx, NY 10459														Y		Y
Prospect Montefiore Dental Clinic	951 Prospect Avenue, Bronx, NY 10459	Y															
PSCH - Bronx Assertive Community Treatment (ACT) Team	987 Prospect Avenue, Bronx, NY 10459													Y			
Saint Dominic's Home - Bronx Office	853 Longwood Avenue, Bronx, NY 10459														Y		
Saint Mary's Recreation Center	450 St. Ann's Avenue, Bronx, NY 10455																Y
Sebco Neighborhood Senior Center	887 Southern Boulevard, Bronx, NY 10459														Y		
Segundo Ruiz Belvis Diagnostic & Treatment Center	545 East 142nd Street, Bronx, NY 10454	Y			Y	Y										Y	Y
Services for the Underserved - Adult Day Habilitation Program - 149th Street	391 East 149th Street, Bronx, NY 10455														Y		
Services for the Underserved - South Bronx Day Habilitation Program - 163rd Street	1029 East 163rd Street, 2nd Floor, Bronx, NY 10459														Y		
Sheltering Arms Children and Family Services - Bronx	500 Bergen Avenue, Bronx, NY 10455														Y		Y

Organization	Address	Dental	Vision	Adult Day	Health Center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/Wellness'
SoBRO - Business Development Services	555 Bergen Avenue, Bronx, NY 10455													Y	Y		
SoBRO - Education & Career Development	555 Bergen Avenue, Bronx, NY 10455									Y					Y		
SoBRO - Youth Development Center	555 Bergen Avenue, Bronx, NY 10455														Y		
South Bronx Concerned Citizens, Inc.	1019 Avenue Saint John, Bronx, NY 10455														Y		
South Bronx Health Center / Center for Child Health and Resiliency	871 Prospect Avenue, (at 161st Street), Bronx, NY 10459				Y	Y									Y	Y	Y
South Bronx Health Center Annex - WIC Program	856 Longwood Avenue, Bronx, NY 10459															Y	Y
Sports Foundation, Inc.	871 B Westchester Avenue, Bronx, NY 10459														Y		Y
St. Ann's Corner of Harm Reduction	886 Westchester Avenue, Bronx, NY 10459														Y		Y
St. Ann's Episcopal Church	295 St. Ann's Avenue, Bronx, NY 10454														Y		
St. Anthony Shelter	410 East 156th Street, Bronx, NY 10455														Y		
St. Anthony's Free Medical Clinic	421 East 155th Street, Bronx, NY 10455				Y												
St. Luke's Church - Food Pantry	623 East 138th Street, Bronx, NY 10454														Y		Y
The Door - Bronx Youth Center and Academy	412 East 147th Street, 4th Floor, Bronx, NY 10455														Y		
The Hope Line	402 East 152nd Street, Bronx, NY 10455									Y					Y	Y	
The Osborne Association - Bronx	809 Westchester Avenue, Bronx, NY 10455											Y			Y		Y
UNITAS Therapeutic Community	830 Southern Boulevard, Bronx, NY 10459														Y		
United Bronx Parents - Casita Esperanza	974 Prospect Avenue, Bronx, NY 10459														Y		Y
United Bronx Parents - Headquarters	966 Prospect Avenue, Bronx, NY 10455									Y				Y	Y	Y	
United Bronx Parents - La Casita III	1006 East 151st Street, Bronx, NY 10455													Y	Y		
United Bronx Parents - La Casita	834 East 156th Street, Bronx, NY 10455													Y	Y		
United Bronx Parents, Inc. - Mrs. A's Place	966 Prospect Avenue, Bronx, NY 10459													Y			
United Cerebral Palsy of NYC - Bronx Health Care Services	408 East 137th Street, Bronx, NY 10454	Y	Y		Y								Y		Y		Y
Urban Health Plan - Adolescent Health and Wellness Center/Club TIA	960 Southern Boulevard, Bronx, NY 10459				Y	Y											Y
Urban Health Plan - El Nuevo San Juan Health Center	1054 Simpson Street, Bronx, NY 10459	Y	Y		Y	Y							Y	Y	Y	Y	Y
Visiting Nurse Service of New York - Bronx Fatherhood Program	489 East 153rd Street, Bronx, NY 10455														Y		
Visiting Nurse Service of New York - FRIENDS Program and Clinic	489-493 East 153rd Street, 2nd Floor, Bronx, NY 10455												Y		Y		
Workforce1 Career Center - Hunts Point	1029 E 163rd Street, 3rd Floor, Bronx, NY 10459														Y		
Northeast Bronx																	
Community Action for Human Services - Main Office	2225 Lodovick Avenue, Bronx, NY 10469														Y		
East Haven Nursing and Rehabilitation Center, LLC	2323 Eastchester Road, Bronx, NY 10469								Y								
Eastchester Rehabilitation & Health Care Center, LLC	2700 Eastchester Road, Bronx, NY 10469								Y								
Gold Crest Care Center	2316 Bruner Avenue, Bronx, NY 10469								Y								
Jacobi Medical Center - Gunhill Health Center	1012 East Gunhill Road, Bronx, NY 10469				Y	Y									Y		Y
Kings Harbor Multicare Center	2000 East Gun Hill Road, Bronx, NY 10469								Y								
Montefiore Medical Group - Astor Avenue Pediatrics	1500 Astor Avenue, Bronx, NY 10469				Y	Y											Y
Montefiore Medical Group - Burke Avenue Office	941 Burke Avenue, Bronx, NY 10469				Y	Y											
Montefiore Medical Group - Williamsbridge Family Practice	3011 Boston Road, Bronx, NY 10469				Y	Y											Y
Morris Park Nursing Home	1235 Pelham Parkway North, Bronx, NY 10469								Y								
Neighborhood Housing Services of New York City (NHSNYC) - North Bronx Office	1451 East Gun Hill Road, 2nd Floor, Bronx, NY 10469																Y
New York Urban League - Bronx Employment Services	3008 Eastchester Road, Bronx, NY 10469														Y		
Pelham Parkway Nursing Care and Rehab Center, LLC	2401 Laconia Avenue, Bronx, NY 10469								Y								
Puerto Rican Family Institute - Intermediate Care Facility I	3050 Laconia Avenue, Bronx, NY 10469														Y		
Regional Aid for Interim Needs (RAIN) - Boston East Senior Center	3450 Boston Road, Bronx, NY 10469														Y		
Regional Aid for Interim Needs (RAIN) - Eastchester Senior Center	1246 Burke Avenue, Bronx, NY 10469														Y		
Sue Ginsburg Senior Center	975 Waring Avenue, Bronx, NY 10469														Y		
United Cerebral Palsy of NYC - Bronx Children's Program	1770 Stillwell Avenue, Bronx, NY 10469														Y		
United Cerebral Palsy of NYC - Overnight Respite Program	1822 Stillwell Avenue, Bronx, NY 10469														Y		
Urban Neighborhood Educational Technology for You, Inc.	3480 Seymour Avenue, Bronx, NY 10469														Y		
Workmen's Circle Multicare Center	3155 Grace Avenue, Bronx, NY 10469								Y								
Pelham- Throgs Neck																	
AHRC - Howard Haber Early Learning Center	2300 Westchester Avenue, Bronx, NY 10462														Y		
Bronx Center for Rehabilitation and Healthcare, LLC	1010 Underhill Avenue, Bronx, NY 10472						Y		Y								
Bronx Jewish Community Council - Pelham Parkway Community Service Center and Food Pantry	2157 Holland Avenue, Bronx, NY 10462														Y	Y	
Bronx River Senior Center	1619 East 174th Street, Bronx, NY 10472														Y		
Catholic Guardian Services - Westchester Ave. Office	1990 Westchester Avenue, 1st and 2nd Floors, Bronx, NY 10462														Y		Y
CUNY Preparatory School	2122 White Plains Road, Bronx, NY 10462														Y		

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Grandparents Advocacy Project (GAP)	1595 Metropolitan Avenue, Bronx, NY 10462														Y		
Healthy Families Parkchester	1990 Westchester Avenue, 2nd Floor, Bronx, NY 10462														Y		Y
JASA - East Bronx Case Management	1354 White Plains Road, Bronx, NY 10462														Y		
JASA - Van Cortlandt Senior Center	3880 Sedgewick Avenue, Bronx, NY 10462														Y		
Mechler Hall Senior Center	2158 Watson Avenue, (entrance behind church in the basement), Bronx, NY 10472														Y		
Montefiore Medical Group - Bronx East	2300 Westchester Avenue, Bronx, NY 10462	Y	Y		Y	Y											
Montefiore Medical Group - Castle Hill Family Practice	2175 Westchester Avenue, Bronx, NY 10462				Y	Y											Y
Montefiore Medical Group - White Plains Road	2100 White Plains Road, Bronx, NY 10462				Y	Y											
Muslim Women's Institute for Research and Development - The Benedict Avenue Community Food Pantry	2044 Benedict Avenue, Bronx, NY 10462														Y	Y	
Office of Adult Career and Continuing Education Services (ACCES) - Vocational Rehabilitation (VR)	1215 Zerega Avenue, Bronx, NY 10462														Y		
Parkchester Enhancement Program (PEP) for Seniors NORC Program	1525 Unionport Rd., Apt. #ME, Bronx, NY 10462														Y		
Rebekah Rehab & Extended Care Center	1070 Havemeyer Avenue, Bronx, NY 10462								Y								
Regional Aid for Interim Needs (RAIN) - One Stop Program	1380 Metropolitan Avenue, Bronx, NY 10462														Y		
Regional Aid for Interim Needs (RAIN) - Parkchester Senior Center	1380 Metropolitan Avenue, 2nd Floor, Bronx, NY 10462														Y		
Services for the Underserved - Lydig Avenue	708 Lydig Avenue, Bronx, NY 10462														Y		
South Bronx Educational Foundation - Rosedale Center	1724 East 174th Street, Bronx, NY 10472														Y		
St. Barnabas Hospital - Bronx Park Medical Pavilion	2016 Bronxdale Avenue, Bronx, NY 10462	Y	Y		Y												Y
St. Paul's Evangelical Lutheran Church - Food Pantry	1891 McGraw Avenue, Bronx, NY 10462														Y	Y	
United Cerebral Palsy of NYC - Harbor Residence	2190 Barnes Avenue, Bronx, NY 10462														Y		
Urban Health Plan - St. Lawrence Community Health Center	1764 Westchester Avenue, (Corner of St. Lawrence Avenue), Bronx, NY 10472				Y	Y											Y
Volunteers of America - Commonwealth Veterans' Residence	1150 Commonwealth Avenue, Bronx, NY 10472														Y		
YMPJ - Center for Education for Liberation	1384 Stratford Avenue, Bronx, NY 10472									Y					Y		
YMPJ Center for Community Justice (CCJ)	1384 Stratford Avenue, Bronx, NY 10462									Y					Y		
YMPJ Center for Wellness	1384 Stratford Avenue, Bronx, NY 10472																Y

Appendix 5. User Survey Instrument

Date:
Facility:
Location:
Staff Initials:

Assisted Self-Administered

NYC Health and Hospitals Corporation Community Health Needs Survey

The New York City Health and Hospitals Corporation (HHC) is conducting this survey as part of a community health needs assessment. The information that you provide will help HHC to better serve you and members of your community.

The survey is voluntary and confidential. You do not have to complete the survey, and you can skip questions you do not want to answer. Your name will not be written on the survey, and we will not be able to connect your answers to you personally.

It will take about 15 minutes to complete this survey. In appreciation of your time and effort, you will receive a \$5.50 MetroCard for completing this survey.

1. In general, would you say that your health is:

Excellent Good Fair Poor

2. Do you currently have health insurance?

Yes No Don't Know

2a. If yes, what type of insurance do you have?

Medicaid

Medicare

Private insurance through my employer or my spouse's employer

Private insurance through the NY State Exchange (Obamacare)

ADAP or other NY State AIDS Insurance Assistance

Other (please specify) _____

3. Have you seen a personal doctor or your regular doctor in the past 12 months for a visit (for example, for an annual check-up or for a medication refill)?

Yes No Don't know Prefer not to answer

4. Have you seen a dentist in the past 12 months?

Yes No Don't know Prefer not to answer

5. Do you have children under the age of 18 living with you?

Yes

No

5a. If yes, are you able to get an appointment with your child's doctor when you need to?

Always

Sometimes

Never

6. Based on your experience with your family, friends, and neighbors, please rate each of the following health issues based on how serious and/or widespread they are ***in your community***.

	Very serious	Somewhat serious	Not serious	Don't know / Not applicable
Heart disease, high cholesterol, stroke				
Cancer				
Diabetes				
Asthma and other breathing issues				
Hypertension/ high blood pressure				
Violence				
Mental illness and psychiatric disorders				
Dementia including Alzheimer's				
Obesity				
Premature births, low birth weight				
HIV, Hepatitis, STDs				
Alcohol and/or drug use				
Smoking				

7. Have there been times in the last month when you could not afford to eat?
 Yes No

8. Have you encountered any of the following challenges when seeking or obtaining health care?

	Yes	No
Barriers related to finances, such as the cost of co-pays, not having insurance, or not being able to take time off from paid work to see your doctor.		
Barriers related to accessing healthcare, such as not having transportation, or not being able to get a timely appointment.		
Barriers related to culture, language, or religion, including concerns that you may experience stigma or discrimination by your healthcare providers.		

9. Have you been to the emergency room in the last year?
 Yes No

9a. If yes, some people go to the emergency room because they do not have a regular doctor. In the past year, have you gone to the emergency room instead of visiting your doctor for any of the following reasons? (Check all that apply.)

- I didn't have insurance
- I do not have a regular doctor
- It takes too long to get an appointment
- My doctor's office or clinic wasn't open
- I like that I can get everything I need during a single visit to the emergency room (for example, see a doctor, get a lab test and have my prescription filled)
- Other, specify: _____

Finally, we'd like to get some background information.

10. What is your ZIP code: _____

11. How old are you? _____

12. What do you consider yourself?

- Female
- Male
- Transgender
- Prefer not to answer

13. What is your race/ethnicity?

White
Black or African American
More than 1 race
Asian, specify: _____
Hispanic or Latino/a, specify: _____
American Indian or Alaskan Native
Prefer not to answer

Native Hawaiian or other Pacific Islander
Other, specify: _____

14. Were you born outside of the U.S.?

Yes
No
Prefer not to answer

14a. If yes, in what country you were born?

15. In what language do you prefer to receive health care?

English	Haitian/French Creole	Urdu
Spanish	Hindi	Yiddish
Arabic	Italian	
Chinese (Mandarin, Cantonese, or other)		
Korean	Prefer not to answer	
French	Russian	
Other, specify: _____		

16. In the past year, have you gone anywhere else to receive healthcare?

Yes
No

If yes, where _____

17. What is it about [FACILITY] that you like the MOST? (Check all that apply)

- Physicians
- Nurses
- Clerical Staff
- Social Services
- Cost
- Location
- Hospital Environment
- Wait time
- Language/Interpretation Services
- Other _____

18. What is it about [FACILITY] that you like the LEAST? (Check all that apply)

- Physicians
- Nurses
- Clerical Staff
- Social Services
- Cost
- Location
- Hospital Environment
- Wait time
- Language/Interpretation Services
- Other _____

19. How likely are you to recommend [FACILITY] to your family and friends?

- Very likely
- Somewhat Likely
- Not likely
- Would not recommend

20. How long have you have lived in your current neighborhood:

- Less than 1 year
- 1-5 years
- 6-10 years
- More than 10 years

21. What is your sexual orientation?

- Straight/heterosexual
- Gay, lesbian or homosexual
- Bisexual
- Other (please specify) _____
- Prefer not to answer

22. Do you know who your primary care provider is?

- Yes
- No

22a. If yes, Name of your primary care provider:

23. When being discharged, are you concerned about the following challenges:

	Yes	No
Medical condition(s)		
Family support		
Access to Home care		
Access to medications		
Access to medical care		
Access to mental health services		
Access to affordable housing		
Access to health insurance		
Financial Barriers		
Access to housing adapted for your disability needs		
Transportation		

Appendix 6. Survey Instrument for Community Advisory Boards and Hospital Leadership

Based on your experience with your family, friends, and neighbors, please rate each of the following health issues based on how serious and/or widespread they are in your hospital community.

	Very serious	Somewhat serious	Not serious	Don't know / Not applicable
Heart disease, high cholesterol, stroke				
Cancer				
Diabetes				
Asthma and other breathing issues				
Hypertension/ high blood pressure				
Violence				
Mental illness and psychiatric disorders				
Dementia including Alzheimer's				
Obesity				
Premature births, low birth weight				
HIV, Hepatitis, STDs				
Alcohol and/or drug use				
Smoking				

Live Your Healthiest Life.

2016

COMMUNITY HEALTH NEEDS ASSESSMENT



EXECUTIVE SUMMARY

Community Health Needs Assessment, 2016 Update

Purpose of the Community Health Needs Assessment

This 2016 Community Health Needs Assessment (CHNA) updates the CHNA completed in 2013 to meet the requirements of Section 9007 of the 2010 federal law, The Affordable Care Act (“ACA”). The ACA requires that any tax-exempt, IRS-designated 501(c) (3) hospital complete or update a publicly-available, comprehensive CHNA every three years in order to document the extent to which it understands the unique characteristics and needs of the local communities it serves, and responds to these needs by delivering meaningful and effective community benefit through clinical services and other programming.

Required Components

A CHNA report has five required components:

- 1) Definition of community served
- 2) A prioritized description of the significant health needs of the community
- 3) Transparency in the process and methods used to conduct the CHNA, including how it took into account input from the community served and prioritized community health needs
- 4) A description of the resources potentially available to address the identified significant prioritized community health needs
- 5) An evaluation of the impact of actions taken to address the significant health needs identified in the previous CHNA report (June 2013).

A CHNA report is considered complete when it is adopted by a governing body of the facility and made widely available to the public.

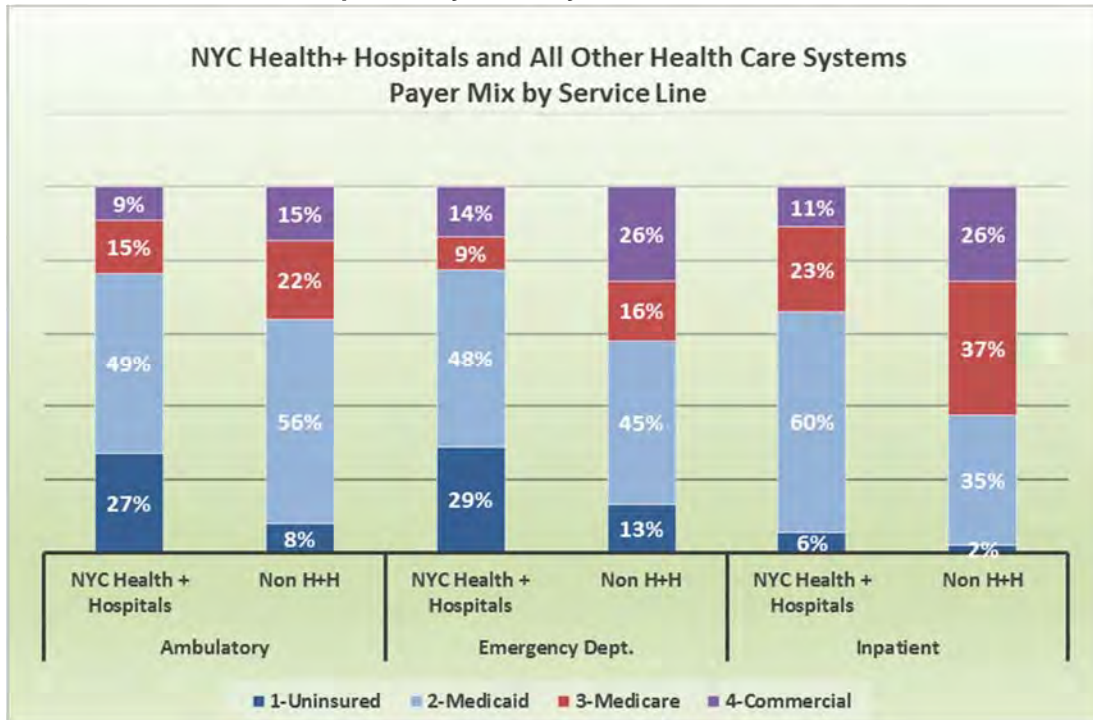
Community Served

NYC Health + Hospitals serve all New Yorkers in every neighborhood in New York City regardless of their ability to pay. Addressing disparity throughout New York City, NYC Health + Hospitals is *the* safety-net for the uninsured and underserved in New York City.

As a share of its total volume, NYC Health + Hospitals provides three times greater share of ambulatory care to the uninsured than other New York City hospitals (27% and 8%, respectively) and twice as many ED visits (29% and 13%, respectively). Medicaid

and uninsured patients together account for nearly twice as many hospital stays compared to other New York City hospitals (66% and 37%, respectively) (chart 1).

Chart 1: NYC Health + Hospitals Payer Mix by Service



Sources and notes: 2014 Hospital Institutional Cost Report, 2014 DTC Cost Report for HHC using internal data, and 2013 Health Center Cost Report for all other DTCs. Includes all NYC acute, general care hospitals and related wholly owned or controlled community health centers, including HHC DTCs. Discharges exclude normal newborns. ED visits include treat and release, and visits that result in admission. Clinic visits include comprehensive care and primary care visits only.

The service area of individual hospitals in the NYC Health + Hospitals System are identified in Appendix 1. A description of these communities, including demographic characteristics identifying vulnerable populations such as disabled and residency status; and health status such as chronic disease prevalence and the rate of potentially avoidable emergency health care use, is in Appendix 2.

Process and Methods

The process and methods was designed collaboratively by a work group of facility planning directors and other representatives.

The community served by each acute care facility is defined as the geographic area in which 75% of its ambulatory care patients reside. An initial list of over 40 health needs were identified based on a review of published literature and internal analyses that have been made publically available including the 2013 CHNA and the DSRIP Community Needs Assessment. Incorporating input from other facility representatives and pilot

tested with hospital users, this list was refined to 13 community health needs. Input from facility users (approximately 150 per facility were surveyed), Community Advisory Boards, facility leadership, and the prevalence of these health needs within the community were blended together to prioritize the health needs. The five highest priority community needs were considered *significant*.

Prioritized Significant Community Health Needs

All 13 identified community health needs were identified as important within the hospitals' communities according to community input. Those considered most significant and their priority order in accordance with regulatory requirements are indicated in blue in the table below. Hypertension/high blood pressure and diabetes are significant community health needs at all hospitals; obesity and heart disease are significant at the majority of hospitals (Chart 2).

Chart 2: Community Health Need by Hospital

	Bellevue	Carter	Coney Island	Elmhurst	Harlem	Jacobi	Kings County	Lincoln	Metro-politan	NCB	Queens	Woodhull
Hypertension/ High Blood Pressure	1	1 (tie)	4	2	1	1	2	1	2	2 (tie)	2	1
Diabetes	5	1 (tie)	1	1	2 (tie)	3	1	3	1	2 (tie)	1	3 (tie)
Obesity	2 (tie)	4 (tie)	6	4 (tie)	9	4	6	6	3	4	5	3 (tie)
Heart Disease, High Cholesterol, Stroke	2 (tie)	3	2 (tie)	4 (tie)	8	5 (tie)	4	4 (tie)	5	6	10 (tie)	5
Mental Illness	4	6 (tie)	8 (tie)	4 (tie)	6	5 (tie)	3	10 (tie)	9	5	3 (tie)	6
Alcohol and/or Drug Use	6	9	10	7	5	9	7 (tie)	2	7	9	6 (tie)	2
Asthma and Other Breathing Issues	8	6 (tie)	8 (tie)	12	2 (tie)	2	9	4 (tie)	4	1	13	7 (tie)
Cancer	7	10	2 (tie)	3	11	8	5	9	8	7	8 (tie)	11
Smoking	11	6 (tie)	5	8	4	7	12	7	12	8	3 (tie)	10
Violence	10	12 (tie)	11	9	10	10	10	8	6	10	6 (tie)	7 (tie)
HIV/AIDS, Hepatitis, STDs	9	11	13	10	7	11	7 (tie)	10 (tie)	10	11	12	7 (tie)
Dementia	12	4 (tie)	7	11	12 (tie)	12	13	12	11	12	10 (tie)	12 (tie)
Premature Births, Low Birth Weight	13	12 (tie)	12	13	12 (tie)	13	11	13	13	13	8 (tie)	12 (tie)

Comparison of 2013 and 2016 Significant Community Health Needs

Most of the significant community health needs identified in 2013 were again identified in 2016. In both 2013 and 2016, a large number of hospitals identified diabetes, hypertension/high blood pressure, heart disease, obesity, mental illness and asthma as a significant community health need.

HIV/AIDS and other infectious diseases were considered a significant community health need at five hospitals in 2013, but none considered it among their most significant in 2016. A decrease in importance is consistent with the continued progress in reducing HIV/AIDS diagnoses and deaths in NYC.

Other changes in health needs between 2013 and 2016 are partly attributable to changes in federal requirements regarding methodology (see Process and Methods).

Significant Community Health Needs Identified in 2016 and 2013

	Significant Community Health Needs	
	Number of Hospitals Identified in 2016	Number of Hospitals Identified in 2013
Diabetes	12	12
Hypertension / High Blood Pressure	12	10
Heart Disease, High Cholesterol, Stroke	9	10
Obesity	8	8
Mental illness	6	10
Asthma and other Breathing Issues	5	5
Alcohol and/or Drug Use	3	9
Cancer	3	6
Smoking	3	1
Dementia	1	1
HIV/AIDS, Hepatitis, STDs	0	5
Violence	0	2
Premature Births, Low Birth Weight	0	1

Resources Potentially Available

Appendix 4 is a listing of health and social service organizations available to members of low-income, medically underserved, and other minority populations in the neighborhoods included in the primary service area of NYC Health + Hospitals, by borough and sorted by neighborhood. These populations may experience health disparity or are at risk of not receiving medical care as a result of being uninsured or underinsured or due to geographic, language, financial, immigration status, or other barriers. Organization services provided are arranged accordingly into the following categories: Dental, Vision, Adult Day Health, Health center, Insurance enrollment, Home Health, Hospital, Nursing Home, Prescription Drug, Immigration Support, Mental Health-Inpatient, Mental Health-Ambulatory, Substance Use, Social Services, Financial Assistance, and Wellness/Prevention.

Evaluation of 2013 Implementation Plan

NYC Health + Hospitals evaluated each hospital's 2013 Implementation Plan and the impact of specific interventions that addressed identified health care needs (Appendix 3). Included in the evaluation is a list of the significant health needs identified in 2013, a description of the planned activities that addressed each of the health needs, an indication whether the planned activity was implemented, the target population and goal of the activity, and the impact or outcome of the activity.

2016 Implementation Strategy

The 2016 CHNA Implementation Strategy due in November 2016 will be designed to address the prioritized significant community health needs identified in the 2016 CHNA and must be adopted by the hospital's governing body.

PROCESS AND METHODS

Community Served

Each hospital's primary and secondary service area is defined as the zip codes that comprise the residence of 50%, 75% of its ambulatory patients, respectively.

Community Input

Community input was obtained using three different strategies:

1) Community Advisory Board

Community Advisory Boards (CAB) are the formal and direct links between each NYC Health + Hospitals facility and its patients and local advocates. The CAB members, consisting of residents, patients and community workers, represent the views of the community in the health care facility's decision making-process to ensure access to the best possible medical care in their communities. The CAB members provide vital insight on the development of facility plans and programs, as well as keep the community informed of NYC Health + Hospitals' goals and objectives. All hospitals in the NYC Health + Hospitals system have a CAB which meets on a regular basis.

The CHNA report and process was presented to each CAB individually. A survey was administered anonymously and confidentially to each CAB member which asked them to indicate the relative importance of each of the 13 identified community health needs in their community (see survey instrument in appendix 6). These responses were coded for inclusion in the prioritization matrix. CAB members were also asked to provide additional input beyond the survey question.

2) Facility Users

NYC Health + Hospitals engaged approximately 150 adult facility users from each hospital throughout the main facility and within community-based clinic sites. These individuals completed a survey anonymously and confidentially with questions focused on demographics, health insurance status, language preferences, health concerns, primary and preventive health care utilization, barriers in obtaining ambulatory care and reasons for use of emergency care. Respondents were also asked to indicate the relative importance of each of the 13 identified community health needs in their community. These responses were coded for inclusion in the prioritization matrix.

Surveys were self-administered or administered by facility staff. The surveys were translated into NYC Health + Hospitals' top 7 languages: Bengali, Chinese (simplified),

Haitian-Creole, French, Polish, Russian and Spanish. Participants received a two-trip Metrocard valued at \$5.50 for completing the survey (see survey instrument in Appendix 5).

3) Additional Community Engagement

NYC Health + Hospitals completed a community needs assessment in December 2014 as a requirement to participate in the Delivery System Reform Incentive Payment (DSRIP) program, a statewide initiative that focuses on improving health care delivery promoting community-level collaborations to ensure that Medicaid and uninsured populations receive culturally competent, highly integrated, well-coordinated, and easily accessible health services. As part of this needs assessment, the system collaborated with government agencies, numerous community organizations, engaged experts in the community and conducted focus groups with vulnerable populations. Key informant interviews were conducted with community experts having population-specific expertise, including particular immigrant groups, older adults, children and adolescents or expertise in specific issues, including supportive housing, care coordination, corrections, and homelessness (conducted as part of the NYC Health + Hospitals DSRIP Community Needs Assessment). Focus groups were conducted with community members recruited by community organizations which included targeted vulnerable groups such as older adults, local immigrant groups, LGBTQ and individuals with disabilities.

Additional Resources

4) Facility Leadership

Hospital leadership were engaged to support the initial identification of potential community health needs, and refine the list to 13 needs which were used in hospital user and CAB member surveys. In addition, a survey was administered to hospital leaders which asked them to indicate the relative importance of each of the 13 identified community health needs in their service area (see survey instrument in Appendix 6). Finally, hospital leaders were asked to review the list of significant health needs identified by the CHNA process.

5) Publically available community health, socio-demographic, economic data

The CHNA work group reviewed all publically available data and supplemented with review of public health literature prepared by New York City of Department of Health and Mental Hygiene (including Take Care New York 2020); New York State Department of Health (including NYS Prevention Agenda 2013-2018); federal agencies, Centers for

Disease Control and Prevention and Healthy People 2020. Sources of Data and Brief Description include:

- American Academy of Family Physicians UDS Mapper
 - UDS Mapper provides ZIP code-level age-adjusted mortality estimates and prevalence estimates on health care access and chronic condition. Can be accessed at: <http://www.udsmapper.org/>.
- Emory University Rollins School of Public Health AIDS Vu
 - AIDS Vu provides ZIP code-level incidence and prevalence data on HIV/AIDS as of 2012. Can be accessed at: <http://aidsvu.org/>.
- New York State Department of Health Cancer Registry
 - The NYS Cancer Registry provides ZIP code-level age-adjusted estimates on incidence of the top malignant cancers (colorectal, female breast, lung and bronchus and prostate) as of 2008-2012. Can be accessed at: <https://www.health.ny.gov/statistics/cancer/registry/zipcode/index.htm>.
- New York State Department of Health DSRIP Performance data
 - The New York State Department of Health provides key statistics on the health care utilization and health status of Medicaid beneficiaries in calendar year 2012. Can be accessed at: https://www.health.ny.gov/health_care/medicaid/redesign/dsrip/performance_data/.
- New York State Department of Health Vital Statistics
 - NYS Vital Statistics provides ZIP-code level key perinatal statistics including access to prenatal care and birth outcomes as of 2011-2013. Can be accessed at: <http://www.health.ny.gov/statistics/chac/perinatal/county/2011-2013/>.
- New York Department of Health and Mental Hygiene (DOHMH) Community Health Survey (CHS)
 - CHS is a telephone survey conducted annually by DOHMH and provides data on the health of New Yorkers, including prevalence estimates on a broad range of chronic condition, health care utilization and other behavioral risk factors. 2010 through 2014 data are used in this report. Can be accessed at: <https://a816-healthpsi.nyc.gov/epiquery/CHS/CHSXIndex.html>.
- New York Department of Health and Mental Hygiene Vital Statistics
 - DOHMH vital statistics data provides 2013 age-adjusted mortality data by cause and by neighborhood. Can be accessed at <https://a816-healthpsi.nyc.gov/epiquery/VS/index.html>.
- United States Census American Community Survey (ACS) 5-year estimates

- ACS provides ZIP code-level demographic, economic, social and housing data as of 2008-2012, and 2010-2014. Can be accessed at: <http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>.

Process and Criteria to Identify Health Needs

A work group composed of central office corporate planning staff, facility planning directors and other facility representatives from all hospitals in the NYC Health + Hospitals system was formed in April 2015 and met monthly to coordinate and conduct the CHNA process. To identify community health needs, the work group reviewed documentation from city, state and federal public health resources, including but not limited to Take Care New York 2020, New York State Prevention Agenda 2013-2018 and Healthy People 2020. The work group also reviewed facility 2013 CHNA and NYC Health + Hospitals DSRIP Community Needs Assessment reports. From this literature review, a list of over 40 potential community health needs were identified. To refine the list, the work group solicited input from other facility representatives and pilot tested the list with hospital users using a survey. The result of this process identified 13 community health needs as indicated below (note: this is not in priority order):

1. Heart disease, high cholesterol, stroke
2. Cancer
3. Diabetes
4. Asthma and other breathing issues
5. Hypertension/ high blood pressure
6. Violence
7. Mental illness and psychiatric disorders
8. Dementia including Alzheimer's
9. Obesity
10. Premature births, low birth weight
11. HIV, Hepatitis, STDs
12. Alcohol and/or drug use
13. Smoking

Prioritization of Community Health Needs

Hospitals developed their facility specific community health needs prioritization by ranking the community needs as determined by facility users, CAB members, hospital leaders, and the prevalence of the conditions within their respective communities – independently - to create an overall blended rank score of each community health need.

Facility users, CAB members, and hospital leaders completed a survey which asked them to rate each of the community health needs using the criteria: “Very Serious” = 3; “Somewhat Serious” = 2; “Not Serious” = 1. The option, “Don’t Know/Not Applicable” was also provided and were excluded for that health need score.

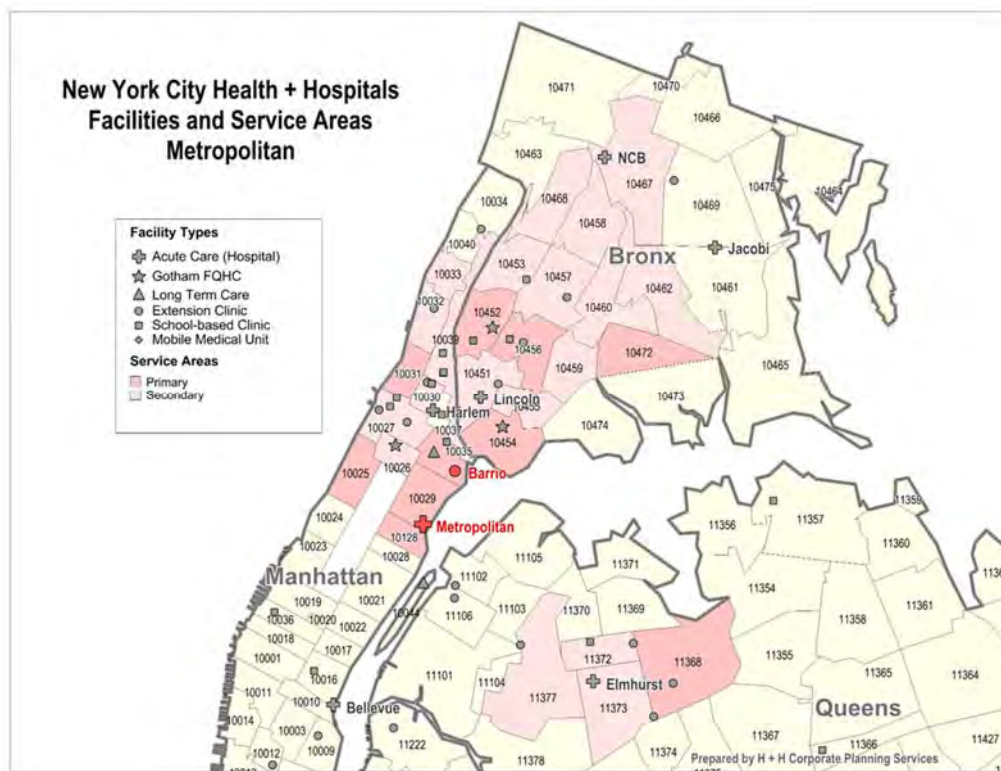
Condition prevalence within the hospital service area was also a considered in prioritizing the community health needs. A ‘z’ score, which represents the distance/variance between the raw score (service area average) and the population mean (citywide average) in units of the standard deviation was calculated for each condition prevalence. A positive number suggests that service area experiences more prevalence in the area than the rest of the city, while a negative number suggest that there is less prevalence in the area relative to other NYC neighborhoods.

Each of the community health needs were assigned a rank from 1 to 13 by each of the three groups – hospital users, CAB members, and hospital leaders – based on their survey results. Community health needs were also assigned a rank from 1 to 13 based on their prevalence, using ‘z’ scores. Finally, each of the four ranks (Users, CAB members, hospital leaders, and prevalence) were added together and health issues were re-ranked based on their overall score.

Community health needs that were considered *significant* were ranked among the top five of identified needs. The final list, including the identified significant community health needs, were reviewed by hospital leadership.

Appendix 1: Description of NYC Health + Hospitals / Metropolitan and Community Served

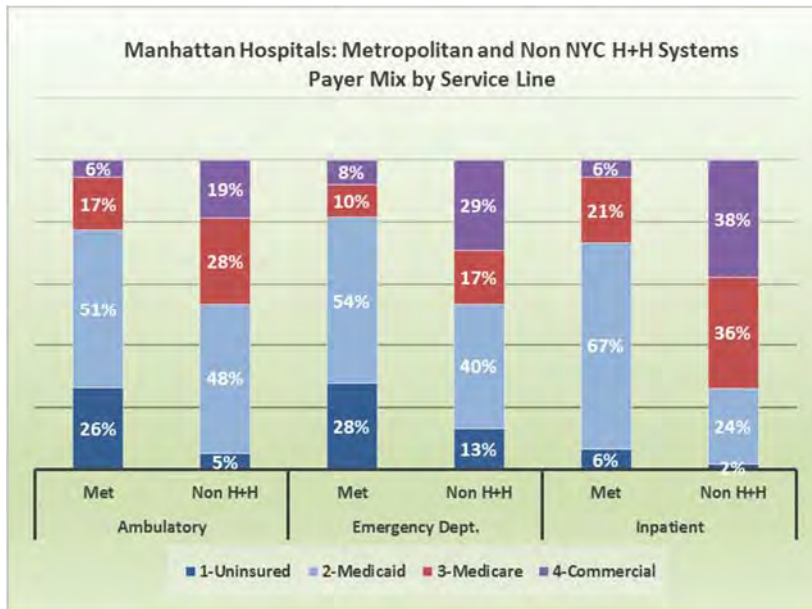
Located in Manhattan's East Harlem at 1901 First Avenue on East 87th Street in Zip code 10029, NYC Health + Hospitals / Metropolitan's service area includes the neighborhoods: Central Harlem/Morningside Heights, Crotona/Tremont, East Harlem, Fordham/Bronx Park, Highbridge/Morrisania, Hunts Point/Mott Haven, Pelham/Throgs Neck, Upper East Side, Upper West Side, Washington Heights/Inwood, and West Queens.¹ The map below shows the primary service area in red and the secondary service area in light red. Other NYC Health + Hospitals sites are identified in gray. The NYC Health + Hospitals / Metropolitan service area encompasses many neighborhoods that the federal Health Resources and Services Administration (HRSA) has identified as being medically underserved and/or or having a shortage of health providers (HPSA).² NYC Health + Hospitals / Metropolitan is specifically located in special population (Medicaid) Dental, Mental Health, Primary Care HPSAs and the East Harlem medically underserved population.



¹ Service area is defined as the zip codes that comprise the residence of 75% of its ambulatory patients. Metropolitan Hospital's service area includes zip codes: 10025, 10026, 10027, 10029, 10030, 10031, 10032, 10033, 10035, 10039, 10128, 10451, 10452, 10453, 10454, 10455, 10456, 10457, 10458, 10459, 10460, 10462, 10467, 10468, 10472, 11368, 11372, 11373, and 11377.

² A Medically Underserved Area/Population (MUA/P) designation applies to a neighborhood or collection of census tracts based on four factors: the ratio of primary medical care physicians per 1,000 population, infant mortality rate, percentage of the population with incomes below the poverty level, and percentage of the population age 65 or over. A Healthcare Provider Shortage Area (HPSA) is a collection of census tracts that has been designated as having a shortage of health professionals. There are three categories of HPSAs: primary care (shortage of primary care clinicians), dental (shortage of oral health professionals), and mental health (shortage of mental health professionals).

NYC Health + Hospitals / Metropolitan provides a disproportionate share of the borough's low income and uninsured population. In 2014, 26% of its ambulatory visits, and 28% of its ED visits were uninsured compared to 5% and 13% at Voluntary hospitals in Manhattan. In addition, 53% of its inpatient discharges were either uninsured or enrolled in Medicaid, compared to 26% at Manhattan Voluntary hospitals.



Sources and Notes: 2014 Hospital Institutional Cost Report, 2014 DTC Cost Report for HHC using internal data, and 2013 Health Center Cost Report for all other DTCs. Includes all NYC acute, general care hospitals and related wholly owned or controlled community health centers, including HHC DTCs. Discharges exclude normal newborns. ED visits include treat and release, and visits that result in admission. Clinic visits include comprehensive care and primary care visits only.

Facility Size and Patient Volume

With 70,380 patients and 420,250 encounters (FY 2015), NYC Health + Hospitals / Metropolitan is a full service hospital with 338 certified beds including 122 Psychiatric beds. In fy 2015, it had more than 12,000 discharges including nearly 900 newborn deliveries, 70,000 Emergency Department visits, and 338,000 ambulatory visits.

Inpatient Services

	Certified Beds	Discharges
General Care	177	7,946
Newborn	0	853
Psychiatric	122	2,440
Detox	19	973
Physical Rehabilitation	20	240
Total	338	12,452

Source: Internal financial data, FY 2015. Beds are current as of 2/2016.

Emergency Department Services

	Visits
General	62,446
Psychiatric, includes CPEP	7,251
Total visits	69,697

Source: Internal financial data, FY 2015. Includes visits that result in admissions.

Ambulatory Services

Site	Primary Care	Dental	Specialty Care	Mental Health	Chemical Dependency	Total
Metropolitan	89,754	14,243	139,591	43,687	44,121	331,396
Del Barrio	5,629	-	1,130	-	-	6,759
Total Metropolitan Hospital Center	95,383	14,243	140,721	43,687	44,121	338,155

Primary Care includes adult and pediatric primary care and women's health services. Specialty includes adult and pediatric specialties, surgeries, ophthalmology, ancillaries and occupational health. Source: internal financial data, FY 2015.

Patient Demographics

Fifty-four percent (54%) of NYC Health + Hospitals / Metropolitan patients are female and 46% are male. Among total patients, 14% are under age 21; 33% are ages 21-44; 38% are ages 45-64; and 15% are aged 65 and older. System wide, fifty-seven percent (57%) of patients are female and 43% are male. 19% are under age 21; 31% are ages 21-44; 34% are ages 45-64; and 15% are aged 65 and older.

Patient Encounters by Age

Age Group	%
0-4	5%
5-10	4%
11-14	2%
15-18	2%
19-20	1%
21-44	33%
45-54	20%
55-64	18%
65-74	9%
75-84	4%
85+	1%
Total	100%

Source: Internal financial data, FY2015

The hospital is racially diverse, with 62% of patients identifying as Hispanic or Latino; 21% as Black Non-Hispanic; 7% as Multi-Race/Other; 5% as White Non-Hispanic; and 3% of patients declining identification. System wide, 40% of patients identified as Hispanic or Latino; 34% as Black Non-Hispanic; 8% as White Non-Hispanic; 7% as Multi-Race/Other; 6% as Asian or Other Pacific Islander; and 5% of patients declining identification.

Patient Encounters by Race/ Ethnicity

Race/ Ethnicity	%
Hispanic or Latino	61.8%
Black Non-Hispanic	21.1%
Multi Race/Other	6.9%
White Non-Hispanic	5.1%
Patient Decline	3.3%
Asian/ Pacific Islander	1.6%
American Indian or Native	0.1%
Total	100%

Source: Internal financial data, FY2015

Appendix 2: Demographic and Population Health Statistics by Neighborhood

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Table 1. Key Demographic Factors

		% Population below 100% Federal Poverty Level	% Population Non-US Citizen	% Population ≥ 25 years with Less than HS Education	% Population Speaking English "Less than Well"	Average Jail Rate (Per 100,000)	% Population Living with a Disability
NYS		14.9%	10.5%	15.1%	13.4%	382	10.7%
NYC		19.8%	17.7%	20.5%	23.2%	868	10.3%
UHF Neighborhoods							
Bronx	Hunts Point/Mott Haven	43.1%	19.2%	44.4%	36.3%	2,219	17.3%
Bronx	Crotona/Tremont	39.3%	23.8%	38.7%	32.2%	1,903	14.6%
Bronx	Highbridge/Morrisania	38.3%	22.4%	39.1%	32.8%	2,107	15.4%
Kings	East New York	32.8%	16.0%	27.0%	14.0%	1,907	8.9%
Kings	Williamsburg/Bushwick	32.5%	19.9%	37.2%	32.2%	1,793	10.5%
New York	East Harlem	31.8%	16.4%	32.2%	23.6%	2,250	14.1%
Bronx	Fordham/Bronx Park	31.3%	23.0%	31.3%	28.2%	1,320	13.4%
Kings	Greenpoint	28.5%	12.2%	18.6%	23.9%	540	7.2%
Kings	Sunset Park	28.4%	34.3%	45.7%	51.8%	482	8.1%
New York	Central Harlem/Morningside Hgt	27.7%	13.3%	19.8%	12.7%	2,124	12.9%
Kings	Bedford/Stuy/Crown Heights	27.1%	13.7%	20.0%	7.0%	2,129	10.6%
New York	Washington Hgts/Inwood	25.8%	26.0%	30.9%	37.9%	1,135	11.9%
Kings	Borough Park	25.2%	20.1%	24.4%	37.5%	225	9.4%
Bronx	Pelham/Throgs Neck	21.8%	14.3%	26.2%	21.3%	911	11.1%
Richmond	Port Richmond	21.6%	12.7%	16.6%	14.1%	1,302	9.4%
Queens	Rockaway	21.4%	11.3%	21.4%	14.1%	1,277	12.7%
New York	Union Sq./Lower Eastside	21.4%	14.3%	21.6%	22.5%	705	11.1%
Kings	Coney Island/Sheepshead Bay	18.2%	14.6%	18.6%	40.3%	567	14.5%
Queens	West Queens	18.2%	35.1%	29.5%	47.0%	400	8.0%
Kings	Flatbush/E. Flatbush	18.1%	20.4%	17.2%	14.0%	926	7.9%
Richmond	Stapleton/St. George	17.0%	12.0%	17.3%	16.1%	1,068	10.5%
Kings	Downtown/Heights/Slope	16.3%	9.3%	11.7%	10.4%	851	8.0%
Queens	Long Island City/Astoria	16.1%	21.6%	18.1%	27.8%	475	9.3%
Bronx	Northeast Bronx	15.4%	13.4%	19.7%	8.9%	761	11.7%
Queens	Jamaica	15.3%	18.5%	20.1%	16.4%	1,118	10.9%
Bronx	Kingsbridge/Riverdale	15.1%	12.0%	17.5%	20.1%	402	12.0%
Kings	Bensonhurst/Bay Ridge	14.7%	15.7%	21.8%	34.3%	283	10.0%
Queens	Fresh Meadows	14.1%	15.9%	12.9%	25.7%	300	9.8%
Queens	Flushing/Clearview	13.0%	25.8%	20.0%	40.8%	200	9.5%
Kings	Canarsie/Flatlands	12.9%	12.6%	13.4%	13.4%	616	9.3%
New York	Lower Manhattan	12.4%	18.1%	9.3%	12.7%	527	6.1%
Queens	Ridgewood/Forest Hills	12.4%	17.8%	14.5%	25.3%	273	9.1%
New York	Upper West Side	12.0%	11.2%	6.2%	7.7%	446	9.4%
Queens	Southwest Queens	11.9%	18.6%	20.9%	18.5%	442	10.0%
New York	Chelsea/Clinton	11.7%	14.3%	6.6%	9.1%	601	8.7%
New York	Greenwich Village/Soho	10.5%	12.5%	9.3%	12.4%	299	6.7%
New York	Gramercy Park/Murray Hill	8.7%	12.6%	2.5%	6.9%	283	6.8%
Richmond	Willowbrook	8.2%	6.3%	10.7%	11.1%	282	10.0%
Queens	Bayside/Little Neck	7.9%	13.3%	10.5%	27.0%	141	9.1%
Queens	Southeast Queens	7.4%	13.2%	13.2%	12.1%	507	9.1%
New York	Upper East Side	6.9%	11.2%	3.5%	5.7%	162	6.8%
Richmond	South Beach/Tottenville	5.6%	3.5%	8.8%	7.8%	294	9.2%

Sources: U.S. Census American Community Survey (ACS), 2008-2012; New York City Department of Corrections Jail Admissions, 2007-2012, Via Gothamist.

Table 2. Disability by Numbers of Disability and Type

		% ≥Two Disability	% One Disability	% Self Care	% Independent Living	% Cognitive	% Ambulatory	% Vision	% Hearing
NYS		5.3%	5.6%	2.5%	5.3%	4.2%	6.5%	1.9%	4.0%
NYC		5.4%	5.0%	2.7%	5.4%	4.1%	6.8%	2.1%	3.4%
UHF Neighborhoods									
Kings	Coney Island/Sheepshead Bay	9.6%	5.0%	5.6%	10.2%	6.6%	10.7%	3.8%	6.0%
Bronx	Hunts Point/Mott Haven	8.6%	8.8%	3.6%	8.4%	8.9%	11.1%	3.8%	3.3%
Bronx	Highbridge/Morrisania	7.7%	7.7%	3.3%	7.1%	7.5%	10.1%	3.1%	2.9%
Bronx	Crotona/Tremont	7.6%	7.1%	3.2%	7.5%	7.5%	9.1%	2.8%	3.2%
New York	East Harlem	7.5%	6.8%	3.6%	7.1%	6.7%	9.2%	3.3%	3.6%
Queens	Rockaway	6.6%	6.5%	3.6%	7.4%	5.6%	8.3%	3.2%	3.9%
New York	Central Harlem/Morningside Hgt	6.3%	6.7%	2.9%	5.9%	4.8%	9.0%	2.6%	2.6%
Bronx	Fordham/Bronx Park	6.3%	7.2%	2.5%	6.1%	6.6%	8.2%	2.6%	2.8%
New York	Washington Hgts/Inwood	6.2%	5.8%	3.1%	5.9%	4.6%	8.0%	2.4%	2.8%
New York	Union Sq./Lower Eastside	6.2%	5.0%	2.9%	5.5%	4.5%	7.4%	2.2%	4.2%
Bronx	Northeast Bronx	6.1%	5.8%	2.8%	5.8%	4.6%	7.8%	2.8%	3.8%
Bronx	Pelham/Throgs Neck	5.9%	5.2%	2.7%	6.1%	4.6%	7.3%	2.3%	3.5%
Bronx	Kingsbridge/Riverdale	5.9%	6.5%	3.1%	5.7%	5.1%	7.3%	2.2%	4.3%
Kings	Williamsburg/Bushwick	5.7%	4.8%	2.9%	5.9%	4.8%	7.3%	2.3%	2.3%
Kings	Bensonhurst/Bay Ridge	5.7%	4.4%	3.1%	6.5%	3.7%	6.6%	1.7%	4.4%
Richmond	Stapleton/St. George	5.5%	5.1%	3.0%	6.6%	3.8%	6.8%	1.7%	3.3%
Kings	Borough Park	5.5%	3.9%	3.2%	6.5%	4.0%	6.7%	2.0%	3.3%
Queens	Jamaica	5.5%	5.5%	2.7%	5.5%	3.9%	7.0%	2.6%	3.3%
Kings	Bedford/Stuy/Crown Heights	5.2%	5.4%	2.6%	5.3%	3.9%	6.9%	3.0%	2.6%
Queens	Southwest Queens	5.2%	4.8%	2.7%	5.6%	3.6%	6.3%	2.3%	3.7%
Queens	Flushing/Clearview	5.2%	4.4%	2.6%	5.0%	3.1%	6.5%	1.4%	4.4%
Richmond	Willowbrook	5.1%	5.0%	2.6%	6.0%	3.2%	6.9%	1.0%	3.5%
Kings	Canarsie/Flatlands	5.1%	4.2%	2.9%	5.5%	3.5%	6.3%	2.2%	3.3%
Queens	Fresh Meadows	4.9%	5.0%	2.3%	4.9%	3.1%	6.8%	1.9%	4.1%
Queens	Long Island City/Astoria	4.8%	4.5%	2.3%	4.8%	3.1%	6.2%	1.3%	3.3%
Queens	Ridgewood/Forest Hills	4.8%	4.4%	2.5%	5.3%	3.2%	6.3%	1.7%	3.9%
Queens	Bayside/Little Neck	4.7%	4.5%	2.2%	4.9%	2.8%	5.6%	1.8%	4.2%
Kings	East New York	4.5%	4.3%	2.4%	5.2%	3.7%	6.0%	2.2%	2.2%
Richmond	South Beach/Tottenville	4.5%	4.7%	2.1%	4.8%	2.9%	6.0%	1.1%	3.3%
Richmond	Port Richmond	4.5%	5.0%	2.1%	4.8%	3.9%	5.8%	1.3%	2.8%
Kings	Sunset Park	4.4%	3.8%	2.3%	4.8%	4.0%	5.2%	1.8%	2.5%
New York	Upper West Side	4.4%	5.1%	2.4%	4.2%	3.3%	5.9%	1.7%	4.3%
Queens	Southeast Queens	4.3%	4.9%	2.2%	4.8%	3.4%	5.4%	1.5%	3.4%
Kings	Downtown/Heights/Slope	4.2%	4.0%	1.8%	3.8%	3.3%	5.1%	1.6%	2.6%
Kings	Greenpoint	4.2%	3.1%	2.5%	4.4%	3.4%	5.0%	1.9%	2.6%
Queens	West Queens	4.0%	4.2%	1.9%	3.8%	2.9%	5.1%	1.7%	2.9%
Kings	Flatbush/E. Flatbush	3.9%	4.0%	2.0%	4.2%	3.0%	5.2%	1.6%	2.5%
New York	Chelsea/Clinton	3.9%	4.8%	1.7%	3.1%	2.9%	4.9%	1.9%	3.5%
New York	Lower Manhattan	3.3%	2.9%	1.8%	3.4%	2.9%	4.1%	1.0%	2.4%
New York	Gramercy Park/Murray Hill	3.1%	3.8%	1.4%	3.1%	2.5%	3.7%	1.3%	3.4%
New York	Upper East Side	3.0%	3.8%	1.6%	3.0%	2.1%	4.5%	1.1%	4.1%
New York	Greenwich Village/Soho	3.0%	3.8%	1.5%	3.0%	2.2%	3.8%	1.1%	3.6%

Sources: U.S. Census American Community Survey (ACS), 2008-2012.

*Self-Care – Difficulty bathing or dressing; Independent Living – Difficulty with errands; Cognitive – Difficulty remembering, concentrating, making decisions; Ambulatory – Difficulty walking or climbing stairs; Vision – Blind or serious difficulty seeing; Hearing – Deaf or having serious difficulty hearing

Table 3. Potentially Preventable ED Visits (PPV)

		Medicaid Population	PPV Total (Observed)	PPV Total (Risk-Adjusted Expected)	Rate per 100 ED Visits (Observed)	Rate per 100 ED Visits (Risk-Adjusted Expected)	Observed (/) Risk Adjusted Expected Ratio	Observed (-) Risk-Adjusted Expected Gap Total
NYS		5,852,016	2,111,517	2,069,915	36.08			(41,602)
NYC		3,600,712	1,192,918	1,184,340	33.13	32.89	1.01	(8,578)
UHF Neighborhoods								
Brooklyn	Bedford/Stuy/Crown Heights	167,295	74,035	62,671	44.25	37.46	1.18	(11,364)
Manhattan	Central Harlem/Morningside Hgt	80,517	44,215	37,872	54.91	47.04	1.17	(6,343)
Brooklyn	Flatbush/E. Flatbush	135,879	44,131	37,935	32.48	27.92	1.16	(6,196)
Bronx	Highbridge/Morrisania	157,126	67,220	59,232	42.78	37.70	1.13	(7,988)
Bronx	Crotona/Tremont	158,677	68,998	60,948	43.48	38.41	1.13	(8,050)
Brooklyn	East New York	117,951	47,135	41,721	39.96	35.37	1.13	(5,414)
Bronx	Hunts Point/Mott Haven	102,277	44,460	39,547	43.47	38.67	1.12	(4,913)
Bronx	Northeast Bronx	75,259	31,979	28,647	42.49	38.06	1.12	(3,332)
Brooklyn	Canarsie/Flatlands	68,942	18,647	16,896	27.05	24.51	1.10	(1,751)
Bronx	Fordham/Bronx Park	159,307	71,626	65,539	44.96	41.14	1.09	(6,087)
Manhattan	East Harlem	65,233	35,244	32,424	54.03	49.70	1.09	(2,820)
Staten Island	Port Richmond	28,494	13,493	12,448	47.35	43.68	1.08	(1,045)
Brooklyn	Williamsburg/Bushwick	128,546	52,742	48,737	41.03	37.91	1.08	(4,005)
Queens	Rockaway	52,726	18,553	17,206	35.19	32.63	1.08	(1,347)
Manhattan	Washington Hgts/Inwood	143,654	45,340	42,657	31.56	29.69	1.06	(2,683)
Bronx	Pelham/Throgs Neck	139,468	53,267	50,796	38.19	36.42	1.05	(2,471)
Manhattan	Chelsea/Clinton	33,364	20,526	19,607	61.52	58.77	1.05	(919)
Brooklyn	Downtown/Heights/Slope	58,328	23,408	22,661	40.13	38.85	1.03	(747)
Staten Island	Stapleton/St. George	46,913	19,397	18,980	41.35	40.46	1.02	(417)
Queens	Southeast Queens	61,114	16,199	16,107	26.51	26.36	1.01	(92)
Bronx	Kingsbridge/Riverdale	29,994	9,287	9,270	30.96	30.91	1.00	(17)
Manhattan	Upper West Side	31,538	15,536	15,657	49.26	49.64	0.99	121
Queens	Jamaica	134,719	45,813	46,355	34.01	34.41	0.99	542
Manhattan	Gramercy Park/Murray Hill	9,909	4,922	4,996	49.67	50.42	0.99	74
Staten Island	South Beach/Tottenville	31,842	8,390	8,728	26.35	27.41	0.96	338
Brooklyn	Greenpoint	49,140	9,112	9,485	18.54	19.30	0.96	373
Queens	Ridgewood/Forest Hills	76,683	17,730	19,134	23.12	24.95	0.93	1,404
Queens	Long Island City/Astoria	71,860	21,041	22,873	29.28	31.83	0.92	1,832
Staten Island	Willowbrook	20,710	5,004	5,581	24.16	26.95	0.90	577
Manhattan	Upper East Side	13,219	4,674	5,224	35.36	39.52	0.89	550
Queens	West Queens	229,929	68,271	77,793	29.69	33.83	0.88	9,522
Queens	Southwest Queens	124,369	33,190	38,415	26.69	30.89	0.86	5,225
Manhattan	Lower Manhattan	12,194	5,744	6,673	47.11	54.72	0.86	929
Brooklyn	Coney Island/Sheepshead Bay	136,183	23,227	27,800	17.06	20.41	0.84	4,573
Brooklyn	Borough Park	195,905	26,744	33,459	13.65	17.08	0.80	6,715
Brooklyn	Bensonhurst/Bay Ridge	80,319	11,180	14,859	13.92	18.50	0.75	3,679
Queens	Fresh Meadows	34,877	7,591	10,201	21.77	29.25	0.74	2,610
Manhattan	Union Sq./Lower Eastside	81,104	22,872	30,851	28.20	38.04	0.74	7,979
Brooklyn	Sunset Park	99,590	16,971	24,170	17.04	24.27	0.70	7,199
Manhattan	Greenwich Village/Soho	14,323	3,334	5,174	23.28	36.12	0.64	1,840
Queens	Bayside/Little Neck	19,932	2,236	3,724	11.22	18.68	0.60	1,488
Queens	Flushing/Clearview	116,900	17,342	29,251	14.83	25.02	0.59	11,909

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Potentially Preventable Visits (PPVs), based on proprietary 3M software, are emergency visits for ambulatory care sensitive conditions (ACSC) that may result from a lack of adequate access to care or ambulatory care coordination. These ambulatory sensitive conditions could be reduced or eliminated with adequate patient monitoring and follow up. Unlike with PQIs, which can be disease specific, there is only one PPV indicator which represents all potentially avoidable ED visit regardless of condition or disease.

PPV Events are observed or "actual" ED visits that meet the criteria of an ACSC visit as defined by the 3M software. The Observed Rate is the number of PPV events divided by the population. Risk Adjusted Expected Visits are PPV visits adjusted by age, gender and race/ethnicity. The Expected rate is the number of Expected visits divided by the population. Risk Adjusted Expected Rate is the observed PPV rate divided by the expected PPV rate, multiplied by the statewide PPV rate. A lower number is better.

Table 4. Medicaid Beneficiaries with a Respiratory Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	558,700	9.6%	35.3%	47.3%
NYC		3,595,868	348,955	9.7%	36.0%	44.9%
UHF Neighborhoods						
Queens	Rockaway	52,664	8,148	15.5%	43.8%	44.0%
Manhattan	East Harlem	65,008	9,304	14.3%	40.2%	55.6%
Bronx	Hunts Point/Mott Haven	102,165	14,577	14.3%	35.7%	50.4%
Manhattan	Chelsea/Clinton	33,022	4,432	13.4%	49.6%	51.2%
Manhattan	Upper West Side	31,499	3,860	12.3%	44.0%	48.4%
Bronx	Highbridge/Morrisania	157,071	19,125	12.2%	38.7%	52.1%
Bronx	Crotona/Tremont	158,601	18,698	11.8%	37.5%	53.4%
Manhattan	Central Harlem/Morningside Hgt	80,466	9,465	11.8%	39.9%	59.3%
Staten Island	Stapleton/St. George	46,686	5,435	11.6%	41.3%	48.6%
Brooklyn	Coney Island/Sheepshead Bay	136,160	15,846	11.6%	34.9%	25.3%
Bronx	Pelham/Throgs Neck	139,194	16,181	11.6%	36.4%	47.9%
Bronx	Fordham/Bronx Park	159,182	18,340	11.5%	39.1%	51.8%
Bronx	Kingsbridge/Riverdale	29,957	3,408	11.4%	43.7%	42.7%
Bronx	Northeast Bronx	75,167	8,496	11.3%	44.5%	48.9%
Brooklyn	Downtown/Heights/Slope	58,124	6,507	11.2%	42.1%	48.7%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	18,349	11.0%	41.3%	55.0%
Manhattan	Upper East Side	13,206	1,428	10.8%	49.6%	33.9%
Brooklyn	East New York	117,543	12,412	10.6%	36.8%	53.5%
Staten Island	Port Richmond	28,478	2,926	10.3%	33.9%	55.1%
Brooklyn	Williamsburg/Bushwick	128,474	13,152	10.2%	35.8%	52.3%
Manhattan	Gramercy Park/Murray Hill	9,839	994	10.1%	42.2%	52.0%
Manhattan	Union Sq./Lower Eastside	81,093	7,890	9.7%	33.9%	40.4%
Brooklyn	Canarsie/Flatlands	68,906	6,594	9.6%	39.2%	40.9%
Queens	Ridgewood/Forest Hills	76,645	7,060	9.2%	28.5%	32.7%
Brooklyn	Bensonhurst/Bay Ridge	80,271	7,316	9.1%	29.8%	23.7%
Staten Island	Willowbrook	20,550	1,871	9.1%	33.7%	34.2%
Manhattan	Washington Hgts/Inwood	143,590	12,911	9.0%	31.2%	44.1%
Staten Island	South Beach/Tottenville	31,799	2,827	8.9%	35.7%	37.4%
Manhattan	Lower Manhattan	12,054	1,006	8.3%	38.6%	45.7%
Queens	Jamaica	134,473	10,759	8.0%	34.2%	48.5%
Manhattan	Greenwich Village/Soho	14,273	1,129	7.9%	33.5%	25.2%
Queens	Fresh Meadows	34,868	2,713	7.8%	25.9%	33.7%
Brooklyn	Flatbush/E. Flatbush	135,688	10,306	7.6%	40.7%	47.8%
Queens	Long Island City/Astoria	71,850	5,436	7.6%	31.2%	39.6%
Brooklyn	Sunset Park	99,554	7,460	7.5%	25.5%	31.1%
Queens	Southwest Queens	124,306	8,733	7.0%	27.0%	42.1%
Queens	Flushing/Clearview	116,769	8,003	6.9%	30.6%	28.8%
Brooklyn	Borough Park	195,830	12,978	6.6%	29.9%	27.0%
Queens	West Queens	229,888	15,193	6.6%	26.2%	39.2%
Brooklyn	Greenpoint	49,127	3,114	6.3%	33.0%	39.2%
Queens	Southeast Queens	60,254	3,511	5.8%	33.4%	44.5%
Queens	Bayside/Little Neck	19,922	952	4.8%	25.6%	25.2%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 5. Medicaid Beneficiaries with a Cardiovascular Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	1,543,129	26.4%	40.0%	31.3%
NYC		3,595,868	1,085,013	30.2%	40.4%	28.1%
UHF Neighborhoods						
Brooklyn	Coney Island/Sheepshead Bay	136,160	78,135	57.4%	37.0%	14.4%
Queens	Rockaway	52,664	23,924	45.4%	47.7%	30.1%
Manhattan	Upper East Side	13,206	5,741	43.5%	46.0%	24.2%
Bronx	Kingsbridge/Riverdale	29,957	12,509	41.8%	47.9%	26.7%
Manhattan	Upper West Side	31,499	13,133	41.7%	48.0%	33.2%
Brooklyn	Bensonhurst/Bay Ridge	80,271	31,357	39.1%	32.8%	15.3%
Brooklyn	Canarsie/Flatlands	68,906	26,818	38.9%	43.2%	25.2%
Manhattan	Chelsea/Clinton	33,022	12,615	38.2%	48.2%	39.0%
Queens	Ridgewood/Forest Hills	76,645	27,747	36.2%	35.5%	20.2%
Manhattan	Union Sq./Lower Eastside	81,093	28,702	35.4%	34.2%	22.8%
Brooklyn	Downtown/Heights/Slope	58,124	19,812	34.1%	50.7%	34.6%
Manhattan	Greenwich Village/Soho	14,273	4,788	33.5%	30.8%	15.5%
Manhattan	Washington Hgts/Inwood	143,590	47,415	33.0%	37.4%	28.1%
Bronx	Northeast Bronx	75,167	24,796	33.0%	51.3%	33.1%
Manhattan	East Harlem	65,008	21,434	33.0%	50.2%	40.2%
Staten Island	Willowbrook	20,550	6,763	32.9%	39.2%	22.9%
Manhattan	Lower Manhattan	12,054	3,951	32.8%	34.6%	25.5%
Queens	Flushing/Clearview	116,769	37,374	32.0%	29.0%	16.6%
Staten Island	Stapleton/St. George	46,686	14,414	30.9%	46.4%	34.2%
Queens	Fresh Meadows	34,868	10,718	30.7%	28.7%	19.9%
Queens	Bayside/Little Neck	19,922	5,924	29.7%	24.7%	13.2%
Brooklyn	Borough Park	195,830	57,387	29.3%	34.5%	17.5%
Staten Island	South Beach/Tottenville	31,799	9,293	29.2%	38.0%	25.4%
Queens	Jamaica	134,473	38,881	28.9%	41.2%	30.8%
Queens	Southwest Queens	124,306	35,914	28.9%	35.5%	25.9%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	47,741	28.6%	49.0%	37.7%
Queens	Long Island City/Astoria	71,850	20,511	28.5%	37.5%	26.7%
Manhattan	Gramercy Park/Murray Hill	9,839	2,745	27.9%	42.1%	34.5%
Manhattan	Central Harlem/Morningside Hgt	80,466	22,268	27.7%	46.5%	42.5%
Brooklyn	Flatbush/E. Flatbush	135,688	37,531	27.7%	42.7%	30.5%
Bronx	Pelham/Throgs Neck	139,194	37,536	27.0%	43.1%	33.2%
Brooklyn	East New York	117,543	31,027	26.4%	44.8%	36.4%
Bronx	Highbridge/Morrisania	157,071	40,636	25.9%	44.4%	36.9%
Bronx	Fordham/Bronx Park	159,182	40,823	25.6%	44.8%	35.2%
Queens	Southeast Queens	60,254	15,411	25.6%	37.4%	28.7%
Brooklyn	Williamsburg/Bushwick	128,474	32,841	25.6%	45.0%	37.0%
Bronx	Crotona/Tremont	158,601	40,131	25.3%	44.0%	37.9%
Bronx	Hunts Point/Mott Haven	102,165	24,678	24.2%	44.5%	38.0%
Queens	West Queens	229,888	54,707	23.8%	32.1%	21.3%
Brooklyn	Greenpoint	49,127	10,796	22.0%	40.5%	25.0%
Brooklyn	Sunset Park	99,554	20,214	20.3%	31.7%	21.2%
Staten Island	Port Richmond	28,478	5,303	18.6%	43.2%	40.3%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 6. Medicaid Beneficiaries with a Congestive Heart Failure Condition Diagnosis

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence (Per 100,000)	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	90,070	1,543	61.2%	30.2%
NYC		3,595,868	62,821	1,747	61.6%	28.1%
UHF Neighborhoods						
Brooklyn	Coney Island/Sheepshead Bay	136,160	6,063	4,453	48.0%	13.4%
Bronx	Kingsbridge/Riverdale	29,957	1,109	3,702	60.7%	23.0%
Manhattan	Upper East Side	13,206	464	3,514	61.9%	17.2%
Queens	Rockaway	52,664	1,795	3,408	65.2%	29.1%
Manhattan	Upper West Side	31,499	941	2,987	64.3%	29.9%
Bronx	Northeast Bronx	75,167	2,033	2,705	67.4%	30.3%
Brooklyn	Canarsie/Flatlands	68,906	1,859	2,698	60.3%	24.3%
Manhattan	Chelsea/Clinton	33,022	832	2,520	69.2%	38.9%
Brooklyn	Downtown/Heights/Slope	58,124	1,333	2,293	68.5%	32.7%
Brooklyn	Bensonhurst/Bay Ridge	80,271	1,829	2,279	51.8%	16.2%
Queens	Ridgewood/Forest Hills	76,645	1,703	2,222	52.1%	20.7%
Manhattan	East Harlem	65,008	1,374	2,114	68.0%	40.5%
Brooklyn	Borough Park	195,830	3,580	1,828	51.3%	17.6%
Staten Island	Willowbrook	20,550	368	1,791	56.3%	20.4%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	2,935	1,756	68.0%	36.4%
Queens	Jamaica	134,473	2,255	1,677	62.4%	30.7%
Brooklyn	Flatbush/E. Flatbush	135,688	2,269	1,672	64.8%	29.9%
Brooklyn	Williamsburg/Bushwick	128,474	2,130	1,658	65.4%	38.2%
Manhattan	Central Harlem/Morningside Hgt	80,466	1,290	1,603	69.5%	43.2%
Bronx	Pelham/Throgs Neck	139,194	2,230	1,602	64.4%	31.4%
Staten Island	Stapleton/St. George	46,686	736	1,576	64.3%	31.4%
Manhattan	Greenwich Village/Soho	14,273	224	1,569	57.1%	16.1%
Manhattan	Washington Hgts/Inwood	143,590	2,245	1,563	64.8%	29.0%
Queens	Bayside/Little Neck	19,922	310	1,556	50.3%	14.8%
Manhattan	Lower Manhattan	12,054	187	1,551	56.1%	30.5%
Manhattan	Union Sq./Lower Eastside	81,093	1,255	1,548	59.3%	28.8%
Manhattan	Gramercy Park/Murray Hill	9,839	152	1,545	63.2%	36.8%
Queens	Fresh Meadows	34,868	534	1,531	52.4%	23.0%
Queens	Southeast Queens	60,254	884	1,467	59.8%	29.8%
Bronx	Fordham/Bronx Park	159,182	2,326	1,461	70.9%	33.5%
Brooklyn	East New York	117,543	1,706	1,451	66.2%	37.0%
Staten Island	South Beach/Tottenville	31,799	459	1,443	64.9%	24.2%
Bronx	Highbridge/Morrisania	157,071	2,242	1,427	68.6%	37.4%
Queens	Flushing/Clearview	116,769	1,646	1,410	56.7%	22.0%
Bronx	Crotona/Tremont	158,601	2,063	1,301	70.3%	39.3%
Queens	Long Island City/Astoria	71,850	916	1,275	64.1%	28.4%
Brooklyn	Greenpoint	49,127	614	1,250	64.7%	26.1%
Queens	Southwest Queens	124,306	1,533	1,233	62.4%	28.6%
Bronx	Hunts Point/Mott Haven	102,165	1,255	1,228	68.8%	36.2%
Queens	West Queens	229,888	2,049	891	62.3%	23.6%
Brooklyn	Sunset Park	99,554	862	866	56.7%	25.9%
Staten Island	Port Richmond	28,478	231	811	67.1%	38.5%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 7. Medicaid Beneficiaries with a Diabetes Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	562,637	9.6%	32.5%	31.2%
NYC		3,595,868	409,227	11.4%	32.3%	28.6%
UHF Neighborhoods						
Brooklyn	Coney Island/Sheepshead Bay	136,160	23,603	17.3%	30.0%	15.4%
Queens	Rockaway	52,664	8,424	16.0%	42.0%	29.8%
Manhattan	Upper West Side	31,499	4,461	14.2%	37.9%	33.7%
Brooklyn	Canarsie/Flatlands	68,906	9,754	14.2%	36.0%	24.9%
Manhattan	East Harlem	65,008	8,958	13.8%	40.4%	38.6%
Manhattan	Chelsea/Clinton	33,022	4,420	13.4%	38.3%	37.6%
Bronx	Kingsbridge/Riverdale	29,957	4,001	13.4%	40.7%	28.1%
Bronx	Northeast Bronx	75,167	9,869	13.1%	41.3%	33.6%
Manhattan	Union Sq./Lower Eastside	81,093	10,391	12.8%	27.5%	23.8%
Manhattan	Washington Hgts/Inwood	143,590	18,374	12.8%	29.7%	27.9%
Brooklyn	Downtown/Heights/Slope	58,124	7,416	12.8%	39.7%	34.7%
Queens	Southwest Queens	124,306	15,534	12.5%	23.6%	23.9%
Queens	Jamaica	134,473	16,526	12.3%	28.9%	29.6%
Manhattan	Upper East Side	13,206	1,582	12.0%	40.4%	25.2%
Queens	Ridgewood/Forest Hills	76,645	9,134	11.9%	27.7%	19.7%
Bronx	Pelham/Throgs Neck	139,194	16,221	11.7%	34.0%	33.4%
Brooklyn	Bensonhurst/Bay Ridge	80,271	9,282	11.6%	24.1%	15.4%
Staten Island	Stapleton/St. George	46,686	5,310	11.4%	39.5%	34.6%
Brooklyn	Flatbush/E. Flatbush	135,688	15,416	11.4%	34.4%	30.0%
Staten Island	Willowbrook	20,550	2,319	11.3%	29.9%	21.9%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	18,715	11.2%	40.3%	36.9%
Queens	Fresh Meadows	34,868	3,902	11.2%	21.2%	18.6%
Queens	Flushing/Clearview	116,769	12,964	11.1%	21.4%	15.8%
Queens	Long Island City/Astoria	71,850	7,959	11.1%	27.2%	25.9%
Manhattan	Central Harlem/Morningside Hgt	80,466	8,774	10.9%	36.9%	41.8%
Bronx	Hunts Point/Mott Haven	102,165	11,020	10.8%	35.9%	37.8%
Bronx	Fordham/Bronx Park	159,182	17,130	10.8%	37.3%	35.8%
Bronx	Highbridge/Morrisania	157,071	16,834	10.7%	37.7%	36.8%
Brooklyn	East New York	117,543	12,580	10.7%	35.4%	35.7%
Manhattan	Lower Manhattan	12,054	1,262	10.5%	32.3%	31.1%
Brooklyn	Williamsburg/Bushwick	128,474	13,297	10.3%	35.2%	36.8%
Bronx	Crotona/Tremont	158,601	16,367	10.3%	38.1%	37.8%
Manhattan	Greenwich Village/Soho	14,273	1,438	10.1%	25.3%	16.9%
Queens	Southeast Queens	60,254	6,003	10.0%	25.5%	27.1%
Queens	West Queens	229,888	22,717	9.9%	24.9%	20.6%
Brooklyn	Borough Park	195,830	18,996	9.7%	24.6%	17.8%
Manhattan	Gramercy Park/Murray Hill	9,839	929	9.4%	35.6%	38.0%
Queens	Bayside/Little Neck	19,922	1,795	9.0%	20.9%	13.8%
Staten Island	South Beach/Tottenville	31,799	2,673	8.4%	32.6%	24.7%
Brooklyn	Greenpoint	49,127	3,642	7.4%	29.7%	27.1%
Brooklyn	Sunset Park	99,554	7,054	7.1%	26.5%	21.7%
Staten Island	Port Richmond	28,478	2,009	7.1%	33.4%	39.4%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 8. Medicaid Beneficiaries with a Mental Health Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	1,328,558	22.8%	30.9%	45.8%
NYC		3,595,868	702,585	19.5%	32.3%	42.3%
UHF Neighborhoods						
Manhattan	Chelsea/Clinton	33,022	16,610	50.3%	41.4%	49.9%
Manhattan	Gramercy Park/Murray Hill	9,839	3,642	37.0%	38.9%	47.1%
Manhattan	Upper West Side	31,499	11,028	35.0%	36.5%	45.1%
Queens	Rockaway	52,664	17,488	33.2%	43.4%	40.2%
Manhattan	Lower Manhattan	12,054	3,994	33.1%	37.1%	48.2%
Manhattan	Upper East Side	13,206	4,158	31.5%	37.6%	38.3%
Manhattan	East Harlem	65,008	20,410	31.4%	37.6%	52.2%
Bronx	Kingsbridge/Riverdale	29,957	9,026	30.1%	37.5%	36.9%
Staten Island	South Beach/Tottenville	31,799	8,714	27.4%	30.3%	40.6%
Brooklyn	Downtown/Heights/Slope	58,124	15,868	27.3%	36.9%	46.0%
Staten Island	Stapleton/St. George	46,686	12,408	26.6%	39.0%	48.8%
Brooklyn	Coney Island/Sheepshead Bay	136,160	34,703	25.5%	28.2%	24.6%
Bronx	Hunts Point/Mott Haven	102,165	25,701	25.2%	31.7%	48.6%
Manhattan	Central Harlem/Morningside Hgt	80,466	19,986	24.8%	36.7%	53.6%
Manhattan	Greenwich Village/Soho	14,273	3,381	23.7%	38.3%	40.4%
Bronx	Crotona/Tremont	158,601	36,406	23.0%	34.1%	50.0%
Staten Island	Willowbrook	20,550	4,703	22.9%	29.5%	35.3%
Bronx	Fordham/Bronx Park	159,182	35,728	22.4%	33.1%	47.9%
Bronx	Pelham/Throgs Neck	139,194	30,833	22.2%	28.9%	43.6%
Bronx	Highbridge/Morrisania	157,071	34,754	22.1%	32.9%	49.0%
Bronx	Northeast Bronx	75,167	16,019	21.3%	37.5%	44.3%
Manhattan	Union Sq./Lower Eastside	81,093	16,891	20.8%	32.3%	42.9%
Manhattan	Washington Hgts/Inwood	143,590	29,748	20.7%	28.2%	40.1%
Queens	Ridgewood/Forest Hills	76,645	15,446	20.2%	25.1%	30.0%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	32,956	19.7%	37.6%	50.6%
Staten Island	Port Richmond	28,478	5,577	19.6%	31.8%	51.2%
Brooklyn	East New York	117,543	22,969	19.5%	33.6%	47.6%
Brooklyn	Williamsburg/Bushwick	128,474	24,881	19.4%	30.3%	48.5%
Brooklyn	Bensonhurst/Bay Ridge	80,271	14,138	17.6%	27.2%	27.8%
Brooklyn	Canarsie/Flatlands	68,906	11,728	17.0%	33.0%	35.4%
Queens	Fresh Meadows	34,868	5,652	16.2%	24.6%	34.2%
Brooklyn	Greenpoint	49,127	7,325	14.9%	27.3%	35.9%
Queens	Jamaica	134,473	19,784	14.7%	32.7%	44.2%
Queens	Long Island City/Astoria	71,850	10,432	14.5%	27.9%	39.5%
Brooklyn	Borough Park	195,830	26,941	13.8%	24.0%	24.1%
Brooklyn	Flatbush/E. Flatbush	135,688	17,611	13.0%	36.5%	43.0%
Queens	Flushing/Clearview	116,769	14,390	12.3%	29.9%	32.7%
Queens	Bayside/Little Neck	19,922	2,400	12.0%	24.9%	27.2%
Queens	Southwest Queens	124,306	14,752	11.9%	25.3%	38.6%
Queens	West Queens	229,888	26,313	11.4%	26.3%	36.2%
Queens	Southeast Queens	60,254	6,509	10.8%	37.2%	46.3%
Brooklyn	Sunset Park	99,554	10,227	10.3%	26.5%	35.9%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 9. Medicaid Beneficiaries with a Substance Use Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	370,898	6.4%	59.6%	59.9%
NYC		3,595,868	222,198	6.2%	65.0%	58.4%
UHF Neighborhoods						
Manhattan	Chelsea/Clinton	33,022	10,401	31.5%	71.6%	59.2%
Manhattan	Upper West Side	31,499	5,374	17.1%	63.9%	58.1%
Manhattan	Gramercy Park/Murray Hill	9,839	1,659	16.9%	69.5%	65.4%
Manhattan	East Harlem	65,008	9,878	15.2%	68.3%	61.2%
Manhattan	Lower Manhattan	12,054	1,603	13.3%	73.8%	66.0%
Manhattan	Central Harlem/Morningside Hgt	80,466	10,093	12.5%	66.2%	63.3%
Bronx	Hunts Point/Mott Haven	102,165	12,551	12.3%	61.5%	57.0%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	16,159	9.7%	65.8%	61.3%
Bronx	Crotona/Tremont	158,601	15,141	9.5%	67.0%	59.2%
Brooklyn	Downtown/Heights/Slope	58,124	5,464	9.4%	68.5%	63.7%
Staten Island	Stapleton/St. George	46,686	4,329	9.3%	70.7%	60.6%
Staten Island	South Beach/Tottenville	31,799	2,948	9.3%	61.3%	57.9%
Bronx	Highbridge/Morrisania	157,071	14,126	9.0%	65.5%	57.5%
Manhattan	Union Sq./Lower Eastside	81,093	6,788	8.4%	69.4%	62.1%
Manhattan	Greenwich Village/Soho	14,273	1,172	8.2%	71.6%	62.6%
Brooklyn	East New York	117,543	8,911	7.6%	64.3%	59.4%
Bronx	Fordham/Bronx Park	159,182	11,575	7.3%	66.3%	60.6%
Brooklyn	Williamsburg/Bushwick	128,474	8,983	7.0%	64.3%	60.6%
Manhattan	Upper East Side	13,206	910	6.9%	61.9%	55.7%
Staten Island	Port Richmond	28,478	1,885	6.6%	64.2%	62.7%
Queens	Rockaway	52,664	3,386	6.4%	62.8%	58.3%
Bronx	Pelham/Throgs Neck	139,194	8,820	6.3%	61.9%	52.2%
Bronx	Northeast Bronx	75,167	4,430	5.9%	66.2%	60.2%
Staten Island	Willowbrook	20,550	1,195	5.8%	62.4%	55.2%
Queens	Jamaica	134,473	7,496	5.6%	59.7%	56.6%
Brooklyn	Greenpoint	49,127	2,588	5.3%	70.4%	57.1%
Bronx	Kingsbridge/Riverdale	29,957	1,497	5.0%	68.1%	58.1%
Brooklyn	Flatbush/E. Flatbush	135,688	6,193	4.6%	65.9%	57.5%
Manhattan	Washington Hgts/Inwood	143,590	6,388	4.4%	65.7%	58.0%
Brooklyn	Coney Island/Sheepshead Bay	136,160	5,393	4.0%	62.1%	52.2%
Brooklyn	Canarsie/Flatlands	68,906	2,428	3.5%	62.9%	52.1%
Queens	Southeast Queens	60,254	2,045	3.4%	68.4%	62.0%
Queens	Fresh Meadows	34,868	1,115	3.2%	71.1%	53.3%
Queens	Ridgewood/Forest Hills	76,645	2,294	3.0%	53.4%	46.2%
Brooklyn	Bensonhurst/Bay Ridge	80,271	2,159	2.7%	56.3%	50.5%
Queens	Long Island City/Astoria	71,850	1,909	2.7%	56.1%	56.6%
Queens	Southwest Queens	124,306	2,488	2.0%	57.6%	53.8%
Brooklyn	Sunset Park	99,554	1,888	1.9%	56.3%	54.0%
Queens	West Queens	229,888	3,664	1.6%	60.0%	47.7%
Brooklyn	Borough Park	195,830	3,005	1.5%	58.4%	52.6%
Queens	Flushing/Clearview	116,769	1,617	1.4%	59.4%	47.6%
Queens	Bayside/Little Neck	19,922	250	1.3%	54.4%	47.6%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 10. Medicaid Beneficiaries with a HIV/AIDS Condition Diagnosis

		Medicaid Population	Population with a Diagnosis	Weighted Prevalence (Per 100,000)	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	53,901	924	25.3%	36.4%
NYC		3,595,868	49,984	1,390	25.1%	35.4%
UHF Neighborhoods						
Manhattan	Chelsea/Clinton	33,022	1,378	4,173	26.1%	35.6%
Manhattan	Gramercy Park/Murray Hill	9,839	290	2,947	29.0%	36.9%
Manhattan	Upper West Side	31,499	900	2,857	31.9%	43.6%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	4,199	2,512	26.8%	41.8%
Manhattan	Central Harlem/Morningside Hgt	80,466	1,902	2,364	27.3%	42.0%
Manhattan	Union Sq./Lower Eastside	81,093	1,902	2,345	19.3%	25.0%
Manhattan	Greenwich Village/Soho	14,273	321	2,249	19.6%	23.4%
Bronx	Hunts Point/Mott Haven	102,165	2,271	2,223	31.8%	43.2%
Manhattan	East Harlem	65,008	1,373	2,112	31.2%	41.4%
Bronx	Crotona/Tremont	158,601	3,292	2,076	32.1%	41.1%
Bronx	Highbridge/Morrisania	157,071	3,255	2,072	33.1%	39.8%
Bronx	Fordham/Bronx Park	159,182	3,111	1,954	27.5%	40.5%
Brooklyn	Flatbush/E. Flatbush	135,688	2,450	1,806	25.9%	37.2%
Bronx	Northeast Bronx	75,167	1,303	1,733	29.2%	42.9%
Brooklyn	Sunset Park	99,554	1,654	1,661	12.0%	9.8%
Brooklyn	East New York	117,543	1,870	1,591	26.7%	41.6%
Manhattan	Upper East Side	13,206	208	1,575	24.5%	30.8%
Bronx	Pelham/Throgs Neck	139,194	2,186	1,570	26.0%	37.9%
Brooklyn	Downtown/Heights/Slope	58,124	833	1,433	26.7%	40.1%
Brooklyn	Williamsburg/Bushwick	128,474	1,840	1,432	24.1%	42.1%
Queens	Rockaway	52,664	658	1,249	27.2%	43.3%
Staten Island	Stapleton/St. George	46,686	573	1,227	31.2%	41.5%
Manhattan	Washington Hgts/Inwood	143,590	1,624	1,131	25.4%	35.5%
Queens	Flushing/Clearview	116,769	1,273	1,090	9.4%	9.6%
Manhattan	Lower Manhattan	12,054	120	996	20.0%	25.8%
Queens	Jamaica	134,473	1,337	994	24.6%	39.3%
Staten Island	Port Richmond	28,478	280	983	27.9%	49.6%
Brooklyn	Canarsie/Flatlands	68,906	595	863	24.0%	32.6%
Bronx	Kingsbridge/Riverdale	29,957	256	855	28.5%	39.8%
Brooklyn	Bensonhurst/Bay Ridge	80,271	576	718	12.5%	9.7%
Queens	West Queens	229,888	1,501	653	13.7%	18.8%
Queens	Fresh Meadows	34,868	220	631	13.2%	16.8%
Queens	Bayside/Little Neck	19,922	125	627	8.8%	8.8%
Brooklyn	Borough Park	195,830	1,221	623	12.4%	15.8%
Queens	Southeast Queens	60,254	366	607	23.2%	37.7%
Queens	Ridgewood/Forest Hills	76,645	462	603	17.5%	29.4%
Brooklyn	Coney Island/Sheepshead Bay	136,160	798	586	17.2%	24.8%
Queens	Long Island City/Astoria	71,850	395	550	20.8%	30.6%
Queens	Southwest Queens	124,306	647	520	17.9%	34.9%
Staten Island	Willowbrook	20,550	98	477	26.5%	37.8%
Brooklyn	Greenpoint	49,127	227	462	24.2%	33.5%
Staten Island	South Beach/Tottenville	31,799	94	296	21.3%	33.0%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 11. Maternal and Child Health Indicators

		% Low Birth Weight	% Preterm Birth	% Medicaid or Self Pay Payer	% Late or No Prenatal Care	Teen Birth per 1000	Infant Death per 1000	Neonatal Death per 1000
NYS		8.1%	11.1%	50.0%	5.5%	24.4	4.8	3.3
NYC		8.5%	11.3%	59.5%	7.0%	25.3	4.4	2.9
UHF Neighborhoods								
Brooklyn	Bedford/Stuy/Crown Heights	11.7%	14.7%	69.5%	8.6%	31.7	6.4	3.7
Manhattan	Central Harlem/Morningside Hgt	11.3%	14.1%	62.2%	9.8%	30.4	8.0	5.4
Queens	Jamaica	11.3%	13.7%	54.0%	9.1%	27.4	7.5	4.8
Brooklyn	Canarsie/Flatlands	10.7%	14.8%	55.9%	8.3%	19.6	6.1	4.0
Brooklyn	Flatbush/E. Flatbush	10.6%	14.4%	69.2%	9.8%	21.5	4.9	3.3
Manhattan	East Harlem	10.4%	13.1%	72.5%	9.1%	40.9	4.9	3.8
Brooklyn	East New York	10.4%	14.7%	72.3%	9.0%	40.9	7.1	4.3
Queens	Southeast Queens	10.4%	13.0%	43.2%	7.1%	13.8	6.5	5.4
Bronx	Northeast Bronx	10.3%	12.4%	64.2%	12.9%	29.2	5.4	3.6
Bronx	Highbridge/Morrisania	9.8%	12.4%	82.2%	11.4%	45.6	5.5	3.2
Bronx	Hunts Point/Mott Haven	9.6%	12.7%	84.9%	11.3%	47.4	7.1	3.9
Queens	Southwest Queens	9.6%	11.8%	43.5%	6.3%	20.0	3.7	2.1
Bronx	Fordham/Bronx Park	9.5%	12.1%	80.5%	10.2%	36.8	4.8	3.3
Bronx	Pelham/Throgs Neck	9.3%	11.8%	66.1%	10.6%	29.4	3.9	2.5
Bronx	Crotona/Tremont	9.3%	12.3%	83.1%	11.3%	45.9	6.4	4.6
Staten Island	Port Richmond	8.9%	13.5%	62.3%	4.1%	36.4	6.0	2.9
Manhattan	Upper West Side	8.7%	10.1%	12.3%	3.0%	8.6	2.2	1.5
Manhattan	Chelsea/Clinton	8.6%	10.1%	18.0%	4.1%	14.3	4.2	2.5
Manhattan	Gramercy Park/Murray Hill	8.5%	10.0%	6.5%	2.9%	3.9	3.0	2.0
Queens	Rockaway	8.4%	11.6%	56.4%	9.4%	32.4	6.1	4.0
Staten Island	Stapleton/St. George	8.2%	11.4%	54.1%	4.5%	21.2	6.5	5.7
Brooklyn	Coney Island/Sheepshead Bay	8.0%	11.1%	62.2%	5.8%	23.6	4.1	2.2
Manhattan	Upper East Side	8.0%	8.7%	6.2%	2.7%	4.6	1.5	1.2
Manhattan	Washington Hgts/Inwood	7.9%	11.0%	69.6%	7.4%	33.5	4.1	2.0
Staten Island	Willowbrook	7.9%	10.3%	33.8%	2.5%	9.1	3.9	2.8
Manhattan	Lower Manhattan	7.8%	9.8%	11.7%	3.1%	3.4	0.7	0.7
Brooklyn	Williamsburg/Bushwick	7.8%	11.7%	80.2%	7.3%	37.5	5.5	3.3
Queens	Long Island City/Astoria	7.7%	10.6%	50.6%	10.9%	18.0	3.7	2.3
Bronx	Kingsbridge/Riverdale	7.7%	10.2%	43.1%	5.3%	17.5	3.5	3.2
Manhattan	Union Sq./Lower Eastside	7.5%	10.4%	54.1%	4.3%	17.9	2.1	1.1
Staten Island	South Beach/Tottenville	7.4%	10.6%	23.8%	2.1%	4.5	4.0	3.4
Manhattan	Greenwich Village/Soho	7.1%	8.3%	15.5%	1.7%	2.1	1.1	1.1
Brooklyn	Bensonhurst/Bay Ridge	6.9%	10.6%	55.7%	5.2%	15.2	4.5	2.7
Queens	Ridgewood/Forest Hills	6.9%	9.3%	44.9%	5.1%	15.4	3.3	2.6
Queens	Fresh Meadows	6.8%	8.7%	42.0%	3.9%	9.6	2.9	1.6
Brooklyn	Downtown/Heights/Slope	6.8%	9.0%	28.8%	2.6%	18.6	2.8	1.8
Queens	West Queens	6.8%	10.8%	78.1%	8.9%	33.3	4.3	3.0
Queens	Bayside/Little Neck	6.7%	8.7%	27.5%	2.6%	4.1	2.0	2.0
Brooklyn	Borough Park	6.2%	8.6%	72.5%	3.5%	20.1	2.3	1.4
Queens	Flushing/Clearview	6.2%	8.4%	61.3%	5.2%	10.1	2.8	1.9
Brooklyn	Sunset Park	5.8%	8.5%	90.0%	4.0%	37.5	2.1	1.7
Brooklyn	Greenpoint	5.4%	8.2%	62.1%	3.4%	16.6	2.5	1.8

Source: 2010-2012 New York State Vital Statistics County/ZIP Code Perinatal Data Profile as of March, 2014, accessed December, 6 2014, <http://www.health.ny.gov/statistics/chac/perinatal/index.htm>.

* Preterm Births –prior to 37 weeks of gestation; Low Birth Weight– weight between 100-2499 grams; Late or No Prenatal care– initiated during the third trimester of pregnancy or not at all; Teen Birth – Births to females ages 15-19; Infant Deaths –occurred at less than twelve months of age; Neonatal Deaths –occurred at less than 28 days of age. Total Births are over three year time period.

Appendix 3. Evaluation of 2013 Implementation Plan

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
Diabetes	Provide "One Stop Shopping" Care through Designated Diabetes Clinic Sessions within Primary Care Medicine	Yes	<p>Goal: improve health education and self-management for patients with Hgb>9 or other indicators of a poorly controlled condition</p> <p>Plan: Comprehensive, one-stop diabetes care is provided foremost by the hospital's primary care teams, but also in designated diabetes clinic sessions within primary care medicine or in the hospital's endocrinology specialty clinic. In 2015 the hospital began working in partnership with Neighborhood Diabetes, which provides discount diabetic testing supplies on site as well as in-depth teaching in their proper use, and in 2016 is piloting a community-based patient engagement program that pairs patients with health coaches who motivate compliance with diabetic treatment plans (as well as treatments plans for other chronic illnesses) through supportive in-person visits at home or other community locations.</p> <p>Outcome: tracking of patients who are self-monitoring has begun and will continue.</p>	
Diabetes	Provide Management and Education Services through Clinic Sessions			
Diabetes	Facilitate Direct Communication with Providers through House Calls Telehealth Program			
Diabetes	Expand Access to Diabetes Educators			
Diabetes	Engage Patients in Self-Direction and Proactive Involvement in Care by Improving Access Via the Electronic Health Record System			
Obesity	Conduct BMI for Each Patient at Every Visit	Yes	<p>Goal: Teaching patients and families in two high risk populations how to reduce obesity through education and behavior modification</p> <p>Plan: For children who are overweight or obese, the Pediatrics Department has developed a standardized obesity protocol for all patients and their families which incorporates standards of care and targeted metabolic screenings, while also addressing and treating co-morbidities such as hypertension and diabetes. The hospital also undertakes targeted outreach to patients and their families to raise awareness of indicators for obesity, especially in families where a parent is also obese. The health educator and other staff work closely with the hospital's outreach team to provide education at local schools, PTA meetings, churches, community-based organizations, health fairs, and other community activities.</p> <p>Behavioral Health Services addresses obesity in both its inpatient and outpatient settings. For outpatients, Community Support Services/Continuing Day Treatment serves approximately 70 patients, and offers daily groups such as "Waist Watchers", "Healthy Eating", "Healthy Lifestyles", as well as "Move Your Imagination", a group that concentrates on stretching and exercise. In the 6 inpatient units, Head Nurses run daily groups on medication education, including managing side effects such as weight gain and increased appetite. One unit is piloting an educational program that identifies patients with co-morbidities related to obesity and educates them in the "Plate" method of healthy diet.</p> <p>Outcome: at discharge about 85% of patients can articulate the means of maintaining a healthy diet for themselves and the goal is to reach 95% in 2016 and to expand it to other units. Child and Adolescent inpatients have gym classes provided by the Department of Education, and adult inpatients may also use the gymnasium, or participate in groups centered upon movement and stretching or sound nutrition. The hallways have been marked with milestones to encourage patients to keep track of the distances they walk during their stay. Nutritionists and other health educators also utilize the weekly Farmers Market sponsored by the hospital to provide periodic classes on healthy food choices.</p>	
Obesity	Include Weight Loss Goals in Obese Patients Treatment Plan			
Obesity	Offer Get Fit! Classes Weekly			
Obesity	Develop Obesity Action Plan for Pediatric Patient and Families			
Asthma	Provide Culturally-Sensitive, Bilingual Education for Patients and Families through Children's Asthma Program (CAP)	Yes	<p>Goal: reduce emergency visits and hospitalizations for asthma and improve the control of asthma symptoms for adults with difficult-to-manage asthma, as reflected by hospitalizations, recurrent emergency visits, or frequent requirement for oral steroids.</p>	

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
				<p>Plan: The program and its clinic provide culturally-sensitive, bilingual education for patients and their families. Staff includes a pulmonologist and allergy/immunology specialist, health educator, and a registered nurse. The team reviews all asthma-related hospital admissions and emergency room visits, and provides follow up appointments, home visits, and intensive case management is provided as necessary. The hospital also works with the DOHMH East Harlem Asthma Center of Excellence to expedite control of environmental triggers and implement pest control strategies.</p> <p>Outcome: Effective preventive care is demonstrated by a reduction in hospital admissions. Using claims data for patient patients who are members of MetroPlus, the NYC Health + Hospitals health plan, and who receive their primary care from a provider within the public hospital system, pediatric asthma-related hospital admissions have been reduced from 3.18% in 2010 to 2.14% for 2014.</p>
Asthma	Offer Adult Asthma/Primary Care Services in Clinics	Yes		<p>Goal: reduce emergency visits and hospitalizations for asthma and improve the control of asthma symptoms for adults with difficult-to-manage asthma, as reflected by hospitalizations, recurrent emergency visits, or frequent requirement for oral steroids.</p> <p>Plan: To continue to improve the services and outreach of the special adult asthma clinic. The clinic currently offers daily sessions, provides treatment of acute exacerbations and patients referred from the adult ED are assured an appointment within two weeks of their ED visit. Continue to monitor the overall return rate to the ED within 7 days for asthma, assess the numbers of hospitalizations and ED visits of patients managed in the Special Adult Asthma Clinic. This clinic is in addition to a traditional asthma clinic held on Monday afternoons where patients are referred for assistance in asthma management.</p> <p>Outcome: Effective preventive care is demonstrated by a reduction in hospital admissions. Using claims data for patient patients who are members of MetroPlus, the NYC Health + Hospitals health plan, and who receive their primary care from a provider within the public hospital system, asthma-related hospital admissions among adults have been reduced from 1.54% in 2010 to 0.74% in 2014.</p>
Hypertension	Provide Blood Pressure Screenings in Clinics and at Community Events			<p>Goal: The staff of NYC Health + Hospitals / Metropolitan reflects the diverse multi-ethnic character of our community and our outreach to the community is multipronged and systematic. Outreach events play a substantial role in identifying undiagnosed chronic conditions such as Hypertension, educating the community on the system's services and introducing other community organizations for community support services.</p> <p>Plan: Utilize and leverage community events to reach goals</p> <p>Outcome: Metropolitan conducted a number of outreach events in 2015, including the annual Power of Aging Well Festival (draws 800 seniors with staff providing glucose, blood pressure and BMI screenings, medical consultations with residents, as well introductions to thirty community-based organization partners who shared information on support services for seniors) and the Metropolitan Hospital food market (offers affordable staple foods to the community as well as educational opportunities).</p>
Hypertension	Expand Community Based Clinical and Educational Services			
Heart Disease	Reduce Fragmented Care Delivery During Transitions from One Level of Care to Another through Project RED (Re-			<p>Goal: reduce repeat hospitalizations of heart failure patients</p> <p>Plan: Its main components include medication reconciliation; patient engagement and education; linkages to physicians</p>

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
	Engineered Discharge)			and timely follow-up appointments, referrals for post-acute (home care) services; and telephone reinforcement calls post discharge. This program currently focuses on patients with congestive heart failure and patients recovering from acute myocardial infarction, and has been replicated for patients with severe asthma and chronic obstructive pulmonary disease. Outcome: Met's Adjusted readmission rate for chronic conditions decreased from 10.2% in 2009 to 7.0% in 2014.
Behavioral/Mental Health & Substance Abuse	Provide Support Services and Blood Pressure, Glucose and Drug Screenings through Assertive Community Treatment (ACT) Program	Yes		Name: MHC Behavioral Health Initiatives Goal: to provide comprehensive outpatient and inpatient services to patients with emotional, psychiatric, behavioral or chemical dependency related issues Plan: Adult Outpatient Mental Health Clinic patient have access to an Internist embedded within the clinic who is available to see patients without a primary care physician, or patients not feeling well on the day of their mental health appointments. Adult Outpatient Mental Health Clinic patients are offered HIV screenings while they wait to be seen, and all confirmed positive patients are offered links to care. Methadone patients are screened annually for Hepatitis C, and any who are confirmed as active for Hepatitis C are offered links to treatment. Methadone patients who use tobacco are offered nicotine-replacement therapy and attendance in weekly smoking cessation groups. Methadone patients' medical appointments are tracked by the program staff to better insure overall wellness. Assertive Community Treatment patients are monitored for psychiatric hospital admissions and their treatment plans are revised accordingly. Medical Primary Care patients are part of an integrative model program where those screened as positive for depression are offered treatment for depression by their primary care physician in consultation with a Behavioral Health Specialist. Outcome: tracking patients to detect effect of early intervention, especially regarding HIV and HepC screenings.
Behavioral/Mental Health & Substance Abuse	Provide Comprehensive Outpatient and Inpatient Services to Patients with Addictive Behaviors through the Addiction Recovery Center, the Methadone Treatment Program and the inpatient Drug Detoxification Program			
Behavioral/Mental Health & Substance Abuse	Provide Depression Screenings to Every Primary Care Patient			
Behavioral/Mental Health & Substance Abuse	Offer Smoking Cessation Group Weekly in the Adult Inpatient Mental Health Units and Implement Similar Program in Child/Adolescent Unit			
Behavioral/Mental Health & Substance Abuse	Implement "Build-A-Bear" Program for Pediatric Patients			

Appendix 4. Community Resources

Appendix 4 is a listing of health and social services available to low-income, uninsured, and underinsured individuals in the neighborhoods included in the primary service area of NYC Health + Hospitals, sorted by borough and neighborhood. Organization services are in the following categories: Dental, Vision, Adult Day Health, Health center, Insurance enrollment, Home Health, Hospital, Nursing Home, Prescription Drug, Immigration Support, Mental Health-Inpatient, Mental Health-Ambulatory, Substance Use, Social Services, Financial Assistance, and Wellness/Prevention.

Source: Health Information Tool for Empowerment (HITE), a program of the not-for-profit Foundation affiliate of the Greater New York Hospital Association (GNYHA). <http://www.hitesite.org/Default.aspx>. Accessed 3/11/2016.

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Bronx:																	
Fordham- Bronx Park																	
AHRC - Article 16 Clinic (Bronx)	2488 Grand Concourse, 3rd Floor Room 337, Bronx, NY 10458												Y		Y		
AHRC - Bronx Community Rehabilitation and Training Center	3600 Jerome Avenue, 1st Floor, Bronx, NY 10467														Y		
AHRC - Bronx Early Childhood Direction Center	2488 Grand Concourse, Room 303, Bronx, NY 10458														Y		
AHRC - Family Reimbursement: The Francesca Nicosia Fund	2488 Grand Concourse, Room 404, Bronx, NY 10458														Y	Y	
Astor Child Guidance Services - Tilden OPC	750 Tilden Street, Bronx, NY 10467											Y					
Bainbridge Nursing and Rehabilitation Center, LLC	3518 Bainbridge Avenue, Bronx, NY 10467		Y						Y								
Bedford Park Senior Center	243 East 204th Street, Bronx, NY 10458														Y		
BOOM!Health - Main Office	540 East Fordham Road, Bronx, NY 10458														Y		Y
Bronx Jewish Community Council	2930 Wallace Avenue, Bronx, NY 10467					Y				Y					Y	Y	
Bronx Park Rehabilitation & Nursing Center	3845 Carpenter Avenue, Bronx, NY 10467							Y									
Bronx SBDC - Lehman College Campus	250 Bedford Park Boulevard, Bronx, NY 10468					Y										Y	
Bronx Vet Center	2471 Morris Ave, Suite 1A, Bronx, NY 10468												Y		Y		
Bronx Women's Business Resource Center	2488 Grand Concourse, Suite 321-B, Bronx, NY 10458															Y	
BronxCare - Autism Treatment and Advocacy Center	2432 Grand Concourse, Bronx, NY 10468	Y			Y												Y
BronxCare - Poe Medical and Dental Center	2432 Grand Concourse, Bronx, NY 10458	Y			Y	Y											Y
Bronxwood Home for the Aged	799 East Gun Hill Road, Bronx, NY 10467						Y		Y						Y		
BronxWorks - Bedford Park Center	2925 Grand Concourse, (entrance on 199th Street), Bronx, NY 10468															Y	
CenterLight Health System - Home Health Care Training Program - Bronx	2275 Olinville Avenue, Lower Level, Bronx, NY 10467															Y	
CenterLight Health System - Skilled Nursing	612 Allerton Avenue, Bronx, NY 10467						Y		Y								
Cerebral Palsy Associations of New York State - Article 16 Clinic - Bronx Comprehensive Care Center	2432 Grand Concourse, Bronx, NY 10467				Y							Y			Y		
Children's Hospital at Montefiore - Adolescent AIDS Program	3514 Wayne Avenue, Bronx, NY 10467				Y										Y		Y
Council of Belmont Organizations (COBO)	630 East 187th Street, Bronx, NY 10458															Y	
Creston Avenue Baptist Church - Food Pantry and Soup Kitchen	114 East 188th Street, Bronx, NY 10468															Y	Y
Davidson Pediatric Center - Comprehensive Pediatrics Care, PC	2400 Davidson Avenue, Bronx, NY 10468				Y												
Fordham Bedford Community Services	2715 Bainbridge Avenue, Bronx, NY 10458										Y				Y		
Fordham-Tremont CMHC - Community Recovering Services	2021 Grand Concourse, 6th Floor, Bronx, NY 10458												Y				
Fordham-Tremont CMHC - Rev. David Casella Children's Services (DCCS)	260 East 188th Street, 5th Floor, Bronx, NY 10458												Y		Y		
Good Shepherd Services - Beacon MS 45 Counseling Prevention Program/Family Empowerment Program	685 East 187th Street, 2nd Floor, Bronx, NY 10458															Y	
Good Shepherd Services - Community Center Beacon at MS 45	2502 Lorillard Place, Bronx, NY 10458															Y	
Goodwill Industries - Family Reimbursement Program	2432 Grand Concourse, 2nd Floor, Bronx, NY 10458															Y	
Healthy Families Morris Heights at Morris Heights Health Center	2306 Walton Avenue and 183rd, Health Connections, Bronx, NY 10468					Y											Y
James J. Peters VA Medical Center - Outpatient Services	130 West Kingsbridge Road, Bronx, NY 10468				Y							Y	Y	Y	Y		
James J. Peters VA Medical Center	130 West Kingsbridge Road, Bronx, NY 10468							Y	Y						Y		Y
JASA - Geriatric Mental Health Outreach Service	1 Fordham Plaza, Suite 908, Bronx, NY 10458						Y						Y		Y		
JBFC - Genesis	PO Box 45, Bronx, NY 10468															Y	
JBFC - Ittleton Holland Avenue Community Residence	2215 Holland Avenue, Bronx, NY 10467															Y	
JBFC - Pelham Family Center	2250 Holland Avenue, Bronx, NY 10467															Y	
JBFC - Personalized Recovery Oriented Services (PROS) Possibilities - Bronx	3600 Jerome Avenue, The Harry & Jeanette Weinberg Mental Health Center, Bronx, NY 10467												Y				
JBFC - The Harry Blumenfeld Pelham Counseling Center	750 Astor Avenue, 2nd Floor, Bronx, NY 10467												Y		Y		
JBFC - The Honorable Caroline K. Simon Counseling Center - Bronx	3600 Jerome Avenue, The Harry & Jeanette Weinberg Mental Health Center, Bronx, NY 10467												Y	Y			
JBFC - White Plains Road Service - CR/SRO	3735 White Plains Road, Bronx, NY 10467															Y	
Jewish Home Lifecare - Bronx Division	100 West Kingsbridge Road, Harry and Jeanette Weinberg Campus, Bronx, NY 10468		Y				Y		Y							Y	
Kingsbridge Heights Community Center - Changing Futures - Fordham Annex	538 East Fordham Road, Bronx, NY 10458															Y	
Madison Square Boys and Girls Club - Columbus Clubhouse	543 East 189th Street, Bronx, NY 10458															Y	
Mekong NYC	2471 University Avenue, Bronx, NY 10468					Y					Y					Y	
Mental Health Association - Supported Housing Program	2488 Grand Concourse, Suite 403, Bronx, NY 10458															Y	
Mind-Builders Creative Arts Center	3415 Olinville Avenue, Bronx, NY 10467															Y	Y
Montefiore Medical Center - AIDS Center	3444 Kossuth Avenue, 3rd Floor, Bronx, NY				Y	Y									Y		

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Montefiore Medical Center - Center for Positive Living	10467 3444 Kossuth Avenue, Family Care Center Building, 3rd Floor, Bronx, NY 10467				Y								Y		Y		Y
Montefiore Medical Center - Child Advocacy Center	3314 Steuben Avenue, Bronx, NY 10467				Y	Y											
Montefiore Medical Center - Community Health	111 East 210th Street, Bronx, NY 10467																Y
Montefiore Medical Center - Department of Child Outpatient Psychiatry	3340 Bainbridge Avenue, Bronx, NY 10467												Y				
Montefiore Medical Center - Department of Dentistry - Centennial II Site	3332 Rochambeau Avenue, Bronx, NY 10467	Y															
Montefiore Medical Center - Department of Dentistry - Schiff Pavilion	3444 Kossuth Avenue, First Floor, Bronx, NY 10467	Y															
Montefiore Medical Center - Family Learning Place	3415 Bainbridge Avenue, Bronx, NY 10467														Y		
Montefiore Medical Center - Greene Medical Arts Pavilion	3400 Bainbridge Avenue, Eighth Floor, Bronx, NY 10467				Y	Y											Y
Montefiore Medical Center - Medical Group University Avenue Family Practice	105 W 188th Street, Bronx, NY 10468				Y	Y									Y		Y
Montefiore Medical Center - Moses Campus	111 East 210th Street, Bronx, NY 10467							Y									Y
Montefiore Medical Center - Narcolepsy Institute	111 East 210th Street, New York, NY 10467															Y	
Montefiore Medical Center - Oval Center	3230 Bainbridge Avenue, Bronx, NY 10467				Y										Y		Y
Montefiore Medical Center - Substance Abuse Treatment Program Unit I	3550 Jerome Avenue, Bronx, NY 10467													Y			
Montefiore Medical Center - WIC Program - Fordham Plaza	1 Fordham Plaza, 5th Floor, Bronx, NY 10458															Y	Y
Montefiore Medical Group - Family Care Center	3444 Kossuth Avenue, Bronx, NY 10467				Y	Y											Y
Montefiore Medical Group - Family Health Center	1 Fordham Plaza, 5th Floor, Bronx, NY 10458				Y	Y											Y
Montefiore Medical Group - Grand Concourse Site	2532 Grand Concourse, Bronx, NY 10458				Y	Y											Y
Mosholu Montefiore Community Center - College Bound Program	3512 DeKalb Avenue, Basement, Bronx, NY 10467															Y	
Mosholu Montefiore Community Center - Edenwald Center	1150 E 229th Street, Bronx, NY 10467															Y	
Mosholu Montefiore Community Center - Main Office	3450 DeKalb Avenue, Bronx, NY 10467										Y					Y	
Mosholu Montefiore Community Center - Senior Services	3450 DeKalb Avenue, Bronx, NY 10467															Y	
Mosholu Parkway Nursing and Rehabilitation Center, LLC	3356 Perry Avenue, Bronx, NY 10467								Y								
Mount Carmel Center for Senior Citizens	2405 Southern Boulevard, Bronx, NY 10458															Y	
New York Center for Infants and Toddlers - Bronx	2336 Andrews Ave, 2nd Floor, Bronx, NY 10468															Y	
New York State Division of Human Rights - Bronx	One Fordham Plaza, 4th Floor, Bronx, NY 10458															Y	
North Central Bronx Hospital - Adult Primary Care Clinic	3424 Kossuth Avenue, 3rd floor, Bronx, NY 10467				Y												
North Central Bronx Hospital - Partial Hospitalization Program	3424 Kossuth Ave, Unit 11A, Bronx, NY 10467												Y				
North Central Bronx Hospital - Pediatric Clinic	3424 Kossuth Avenue, 4th Floor, Bronx, NY 10467				Y												Y
North Central Bronx Hospital - Psychiatric Emergency Services	3424 Kossuth Avenue, Room 1D-01, Bronx, NY 10467												Y				
North Central Bronx Hospital - Special Care Unit	3424 Kossuth Avenue, 10-A, Bronx, NY 10467				Y											Y	Y
North Central Bronx Hospital - WIC Program	3424 Kossuth Avenue, 3rd Floor, Room 3G-06, Bronx, NY 10467															Y	Y
North Central Bronx Hospital	3424 Kossuth Avenue, Bronx, NY 10467							Y									
Our Lady of Refuge - Food Pantry	290 East 196th Street, Bronx, NY 10458															Y	
Paradise Transitional Housing Program	2395 Grand Concourse, Bronx, NY 10468															Y	
Parkchester Enhancement Program for Seniors	1525 Unionport Road, Apartment #ME, Bronx, NY 10467															Y	
Part of the Solution (P.O.T.S.)	2759 Webster Ave., Bronx, NY 10458					Y										Y	Y
Pentecostal Care Community Outreach	621 East 216th Street, Bronx, NY 10467															Y	Y
Presbyterian Senior Services (PSS) - Parkside Neighborhood Center	644 Adeo Avenue, Bronx, NY 10467															Y	
Puerto Rican Family Institute - Intermediate Care Facility III	194 West 180th Street, Bronx, NY 10467															Y	
Regional Aid for Interim Needs (RAIN) - Boston Road Senior Center	2424 Boston Road, Bronx, NY 10467															Y	
Regional Aid for Interim Needs (RAIN) - Gunhill Senior Center	3377 White Plains Road, Bronx, NY 10467															Y	
Regional Aid for Interim Needs (RAIN) - Multi-Services for Seniors	3377 White Plains Road, Bronx, NY 10467															Y	Y
Saint James Recreation Center	2530 Jerome Avenue, Bronx, NY 10468															Y	Y
St. Rita's Center for Immigrant and Refugee Services	2342 Andrews Avenue, Bronx, NY 10468										Y					Y	
SUNY North Bronx Career Counseling & Outreach Center	2901 White Plains Road, Bronx, NY 10467															Y	
The Children's Hospital at Montefiore - Endocrinology Department	3415 Bainbridge Avenue, Bronx, NY 10467				Y												
The Children's Hospital at Montefiore	111 E 210th St., Bronx, NY 10467							Y									
The Institutes of Applied Human Dynamics - Bronx Residential Services	3625 Banbridge Avenue, Bronx, NY 10467															Y	
Thorpe Family Residence & Community Services -	406 East 184th Street, Bronx, NY 10458															Y	

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Park Avenue Thorpe																	
Tolentine Zeiser Community Life Center - Sammon Build Center	2294-96 Grand Avenue, Bronx, NY 10468														Y		
Tolentine-Zeiser Community Life Center	2345 University Avenue, Bronx, NY 10468														Y		
Tri Center - Bronx	2488 Grand Concourse, 4th Floor, Bronx, NY 10458												Y	Y			
Union Community Health Center - Fordham Plaza	470 East Fordham Road, Bronx, NY 10458		Y		Y												
Union Community Health Center - Main Facility	260 East 188th Street, Bronx, NY 10458	Y	Y		Y							Y			Y	Y	Y
United Cerebral Palsy of NYC - Day Habilitation Services - Bronx	2432 Grand Concourse, 3rd Floor, Bronx, NY 10458														Y		
United Cerebral Palsy of NYC - Transitional Opportunities Program (TOP) Day Habilitation	24-32 Grand Concourse, 3rd Floor, Bronx, NY 10468												Y		Y		
University Nursing Home, LLC	2505 Grand Avenue, Bronx, NY 10468								Y								
Wayne Center for Nursing and Rehabilitation, LLC	3530 Wayne Avenue, Bronx, NY 10467								Y								
Workforce1 Career Center - Bronx	400 East Fordham Road, Entrance on Webster Ave, Bronx, NY 10458														Y		
YAI - New York League for Early Learning - Harry H. Gordon Preschool & Early Intervention Center	2465 Bathgate Avenue, Bronx, NY 10458														Y		
Highbridge- Morrisania																	
163rd Street Improvement Council	490 East 167th Street, Bronx, NY 10456														Y		
Albert Einstein College of Medicine - Substance Abuse Div.-Central Intake/Melrose Ontrack Clinic	260 East 161st Street, T Level, Bronx, NY 10451													Y			Y
Argus Career Training Institute (ACT I)	760 East 160th Street, 3rd Floor, Bronx, NY 10456														Y		
Argus Community - ACCESS I & II	760 East 160th Street, Bronx, NY 10456													Y	Y		
Argus Community - Elizabeth L. Sturz Center	760 East 160th Street, Bronx, NY 10456											Y	Y	Y	Y		Y
Argus Community - Harbor House II	760 East 160th Street, Bronx, NY 10456													Y			
Ariva, Inc.	69 East 167th Street, Bronx, NY 10452														Y		
Arturo Schomberg Senior Center	1315 Franklin Avenue, Bronx, NY 10456														Y		
Astor Child Guidance Services - Highbridge Clinic	1419 Shakespeare Avenue, Bronx, NY 10452											Y					
BASICS - Adolescent and Adult Outpatient Program	488 East 164th Street, Bronx, NY 10456													Y			
Boom!Health - Harm Reduction	226 East 144th Street, Bronx, NY 10451														Y		Y
Brightpoint Health - Bronx Adult Day Health Care Program	1545 Inwood Avenue, Bronx, NY 10452														Y		
Bronx Defenders	360 East 161st Street, Bronx, NY 10451										Y				Y	Y	
Bronx District Attorney - Crime Victims Assistance Unit	198 East 161st Street, 5th floor, Bronx, NY 10451										Y						
Bronx SCAN (Supportive Children's Advocacy Network)	1377 Jerome Avenue, Bronx, NY 10452													Y	Y		
BronxCare - Child and Adolescent Inpatient Service	1276 Fulton Avenue, 5th Floor, Bronx, NY 10456											Y					
BronxCare - Crotona Park Family Practice	1591 Fulton Avenue, Bronx, NY 10456				Y	Y											Y
BronxCare - Fulton Family Practice Center	1276 Fulton Avenue, 3rd Floor, Bronx, NY 10456				Y	Y											Y
BronxCare - Ogden Family Medical & Dental Center	1067 Ogden Avenue, Bronx, NY 10451	Y			Y	Y											Y
BronxCare - Special Care Center	1265 Fulton Avenue, Bronx, NY 10456					Y			Y						Y		
BronxCare - WIC Program	21 East Mount Eden, Bronx, NY 10452															Y	Y
BronxCare Adult Outpatient Center	401 East 167th St., (Wester Avenue), Bronx, NY 10456												Y		Y		
BronxCare at Third Avenue	2739-45 Third Avenue, Bronx, NY 10451	Y	Y		Y	Y											Y
Bronx-Lebanon Hospital Center - Fulton Division	1276 Fulton Avenue, Bronx, NY 10456					Y		Y									
BronxWorks - Community Center at Grand Concourse	1130 Grand Concourse, Bronx, NY 10456					Y									Y	Y	Y
BronxWorks - Melrose Eviction Prevention Services	1130 Grand Concourse, Bronx, NY 10456														Y	Y	
BronxWorks - Townsend Avenue	1477 Townsend Avenue, Bronx, NY 10452														Y	Y	
City-Pro Group Inc. - Bronx	329 East 149th St, Bronx, NY 10451														Y		
Claremont Neighborhood Center	489 East 169th Street, Bronx, NY 10456														Y		
Community Connections for Youth	369 East 149th Street, 7th Floor, Bronx, NY 10456														Y		
Concourse Rehabilitation and Nursing Center, Inc.	1072 Grand Concourse, Bronx, NY 10456								Y								
Concourse Village Special Adult Senior Center	773 Concourse Village East, #LD, Bronx, NY 10451														Y		
Daniel Webster Houses Child Health Center	401 East 168th Street, Bronx, NY 10456				Y												
Daughters of Jacob Nursing Home	1160 Teller Avenue, Bronx, NY 10456								Y								
Department of Homeless Services - Franklin Women's Shelter	1122 Franklin Avenue, Bronx, NY 10456														Y		
Dr. Martin Luther King Jr. Health Center	1265 Franklin Avenue, Bronx, NY 10456	Y	Y		Y	Y							Y				Y
Dr. Martin Luther King Jr. Health Center	1265 Franklin Avenue, 3rd floor, Bronx, NY 10456	Y	Y		Y	Y							Y				Y
EAC Network - Treatment Alternatives for Safer Communities (TASC) - Bronx	1030 Grand Concourse, Bronx, NY 10451														Y		
East Side House Settlement - Head Start/Day Care	414 Morris Avenue, Bronx, NY 10451														Y		
FEDCAP - Behavioral Health Services	1011 Washington Avenue, Bronx, NY 10456												Y				
Fordham-Tremont CMHC - Fordham-Tremont South	326 East 149th Street, Bronx, NY 10451												Y				
Fountain House Bronx- Psychosocial Clubhouse	564 Walton Avenue, Bronx, NY 10451														Y		
Green Chimneys - Transitional Living Program	2417 3rd Ave, Room 606, Bronx, NY 10451														Y		
HAC - Day Care Center	1181 Nelson Avenue, Bronx, NY 10452														Y		

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
HAC - Marshall England Early Learning Center, Universal Pre-K and Family Day Care	800 Concourse Village East, Bronx, NY 10451														Y		
Highbridge Woodcrest Center	936 Woodcrest Avenue, Bronx, NY 10452								Y						Y		
Holy Tabernacle Church - Outreach Program	3780 Third Avenue, Bronx, NY 10456														Y	Y	
Hope Center	1401 University Avenue, Bronx, NY 10452								Y						Y		
Hope of Israel Senior Citizen Center	1068 Gerard Avenue, Bronx, NY 10452														Y		
Hostos Community College - Allied Health Career Pipeline Program	427 Walton Avenue, Bronx, NY 10451														Y		
Hostos Community College Immigration Center	427 Walton Avenue, T-501, Bronx, NY 10451									Y							
Institute for Family Health - Urban Horizons Family Health Center	50-98 East 168th Street, Bronx, NY 10452				Y	Y									Y		
Legal Aid Society - Bronx Neighborhood Office	260 East 161st Street, 8th Floor, Bronx, NY 10451														Y		
Legal Aid Society of New York - Bronx Criminal Practice	260 E 161st Street, 8th-10th floor, Bronx, NY 10451														Y		
Legal Aid Society of New York - Bronx Housing Court Office	1118 Grand Concourse, Room 540, Bronx, NY 10451														Y		
Legal Services NYC - Bronx	349 East 149th Street, 10th Floor, Bronx, NY 10451									Y					Y		
LIFT - The Bronx	349 East 149th Street, Suite 500, Bronx, NY 10451				Y										Y	Y	
Lincoln Hospital - Immunotherapy Clinic	234 East 149th Street, 2A5 Clinic-2nd Floor, Bronx, NY 10451				Y										Y		Y
Lincoln Hospital - Teen Center	234 East 149th Street, 1st Floor, Room 1C2, Bronx, NY 10451				Y										Y		Y
Lincoln Medical and Mental Health Center - Child/Adolescent Outpatient Mental Health Clinic	234 East 149th Street, 4th Floor, Unit 4A, Bronx, NY 10451											Y					
Lincoln Medical and Mental Health Center - Mental Health Outpatient Clinic	234 East 149th Street, 7th Floor, Unit 7B, Bronx, NY 10451											Y			Y		
Lincoln Medical and Mental Health Center - WIC Program	234 East 149th Street, 1st floor, New York, NY 10451															Y	Y
Lincoln Medical and Mental Health Center	234 East 149th Street, Bronx, NY 10451							Y									
Melrose Houses Child Health Clinic	348 East 156th Street, Bronx, NY 10451				Y	Y											
Mid-Bronx Senior Citizens Council - Family Preservation Center	1125 Grand Concourse, Bronx, NY 10451										Y				Y	Y	Y
Mid-Bronx Senior Citizens Council	900 Grand Concourse, (at 161st Street), Bronx, NY 10451						Y								Y		
Montefiore Comprehensive Health Care Center (CHCC)	305 East 161st Street, Bronx, NY 10451	Y	Y		Y	Y											Y
Morrisania Diagnostic & Treatment Center	1225 Gerard Avenue, Bronx, NY 10452	Y	Y		Y	Y						Y			Y		Y
Muslim Women's Institute for Research and Development - Community Food Pantry at Highbridge	1363 Ogden Avenue, Bronx, NY 10452										Y				Y		Y
Narco Freedom - Alternatives Program	528 Morris Avenue, Bronx, NY 10451													Y			
Narco Freedom - Neighborhood & Family Community Health Center (Bronx)	324 East 149th Street, Bronx, NY 10451				Y												Y
Neighborhood Housing Services of New York City (NHSNYC) - South Bronx Office	848 Concourse Village West, Bronx, NY 10451																Y
NEOPEDS	800 Grand Concourse, Office # 5, Bronx, NY 10451				Y												Y
New Settlement College Access Center	1563 Walton Avenue, Bronx, NY 10452														Y		
New Settlement Community Center	1501 Jerome Avenue, Bronx, NY 10452																Y
New York Metropolitan Martin Luther King, Jr. Center for Nonviolence	576 East 165th Street, Bronx, NY 10456										Y				Y		
NYC Dept. of Health - STD Control and Prevention Clinic - Morrisania	1309 Fulton Avenue (E 169th St. off 3rd), 2nd Floor, Bronx, NY 10456				Y										Y		Y
NYPCC - Bronx Child and Family Mental Health Center	579 Courtlandt Avenue, Bronx, NY 10451												Y				
Patterson Houses Senior Center	308 East 145th Street, Bronx, NY 10451														Y		
Phipps Houses Group - Phipps Opportunity Center	3125 Third Avenue, Bronx, NY 10451					Y					Y				Y		
Planned Parenthood of New York City - Bronx Center	349 East 149th Street, (at Courtlandt Avenue), Bronx, NY 10451				Y										Y		Y
Planned Parenthood of New York City - Project Street Beat Bronx	349 East 149th Street, 3rd Floor, Bronx, NY 10451														Y		Y
Presbyterian Senior Services (PSS) - Andrew Jackson Neighborhood Center	325 East 156th Street, Bronx, NY 10451														Y		
Presbyterian Senior Services (PSS) - Highbridge Neighborhood Center	1181 Nelson Avenue, 2nd floor, Bronx, NY 10452														Y	Y	
Project Renewal - Leona Blanche House	960 Tinton Avenue, Bronx, NY 10456														Y		
Puerto Rican Family Institute, Inc - Bronx Child Preventive Program	3251 Third Avenue, 3rd Fl., Bronx, NY 10456														Y		
Safe Horizon/44th Precinct - Bronx Domestic Violence Department	2 East 169th Street, Bronx, NY 10452														Y		
Salvation Army - Citadel	425 East 159th Street, Bronx, NY 10451														Y	Y	
Sauti Yetu Center for African Women, Inc.	2417 3rd Avenue, Bronx, NY 10451										Y				Y		
SEBNC - After School Program	955 Tinton Avenue, Bronx, NY 10456														Y		
SEBNC - Best of Me Day Habilitation Program	751 East 161st Street, Bronx, NY 10456														Y		
SEBNC - Leisure Time I & II, Accent Cafe Recreation	3289 Third Avenue, Bronx, NY 10456														Y		

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Programs																	
SEBNC - Leisurely Yours After-School Program	3289 Third Avenue, Bronx, NY 10456														Y		
SEBNC - United Day Habilitation Program	3289 Third Avenue, Bronx, NY 10456												Y		Y		
SEBNC - Youth Activity and Night Center	955 Tinton Avenue, 1st Floor, Bronx, NY 10456														Y		
Service For The Underserved, Inc. (SUS)- Central Admissions for Substance Abuse Treatment	1600 Macombs Road, Bronx, NY 10452													Y	Y		
Steinway Child and Family Services - Courtlandt Avenue Clinic	522 Courtlandt Avenue, Bronx, NY 10451												Y				
SUS/Palladia - Comprehensive Treatment Institute - Bronx	1366 Inwood Avenue, Bronx, NY 10452													Y			
The Bronx Health Link	851 Grand Concourse, Room 914, Bronx, NY 10451														Y		Y
The Dennesse Corporation - Bronx Office	349 East 149th Street, Suite 605, Bronx, NY 10451														Y		
The Momentum Project - The Church of God of Prophecy	85 East 165th Street, Bronx, NY 10452														Y		Y
The Neighborhood Association for Inter-Cultural Affairs (NAICA)	1075 Grand Concourse, Suite 1B, Bronx, NY 10452														Y	Y	
University Behavioral Associates - Supporting Healthy Relationships Program	334 East 148th Street, 2nd Floor, Bronx, NY 10451														Y		Y
University Consultation and Treatment Center - Ehrlich Apartment Program	1020 Grand Concourse, Suite 7, Bronx, NY 10451														Y		
Urban Horizons Family Health Center - COMPASS Program	50 East 168th Street, Bronx, NY 10452				Y	Y									Y		Y
Volunteers of America - Eden House	50 West Mount Eden Avenue, Bronx, NY 10452														Y		
We Stay/Nos Quedamos, Inc.	754 Melrose Avenue, Bronx, NY 10451														Y	Y	
West Bronx Recreation Center	1527 Jesup Avenue, Bronx, NY 10452																Y
WHEDCO - Education and Youth Development	1220 Gerard Avenue, Located within PS/MS 218, Bronx, NY 10452														Y		
WHEDCO - Family Day Care Microenterprise Network	50 East 168th Street, Bronx, NY 10452														Y		
WHEDCO - Family Support Program	50 East 168th Street, Bronx, NY 10452														Y	Y	
Woodycrest Center for Human Development, Inc. - Main Office and Work Readiness Program	153 West 165th Street, Bronx, NY 10452														Y		
Woodycrest Center for Human Development, Inc. - Parent Support and Out of School Time Programs	175 West 166th Street, Room 113, Bronx, NY 10452														Y		
YMCA of Greater New York - Y Roads Center - Bronx	332 East 149th Street, Bronx, NY 10451														Y		
Hunts Point- Mott Haven																	
Abraham House	340 Willis Avenue, Bronx, NY 10454										Y				Y		
Abundant Life Tabernacle - Food Pantry	2692 Third Avenue, Bronx, NY 10454														Y	Y	
Acacia Network, Inc. - La Casa de la Salud/Community Health Center	966 Prospect Avenue, Bronx, NY 10459	Y			Y										Y		Y
America Works, Inc. - Back to Work Program - Bronx	424 East 147th Street, 3rd Floor, Bronx, NY 10455										Y				Y		
ArchCare at San Vicente de Paul Skilled Nursing and Rehabilitation Center	900 Intervale Avenue, Bronx, NY 10459								Y								
Argus Community - Harbor House I	402 East 156th Street, Bronx, NY 10455														Y		
Association for Energy Affordability, Inc. (AEA) - Weatherization Assistance Program	105 Bruckner Boulevard, Bronx, NY 10454															Y	
Baltic Street Advocacy, Employment, and Housing (AEH), Inc. - Bronx Home Works	369 East 148th Street, Lower Level, Bronx, NY 10455														Y	Y	
Baltic Street Advocacy, Employment, and Housing (AEH), Inc. - Bronx Self-Help & Advocacy Center	369 East 148th Street, Lower Level, Bronx, NY 10455														Y		
Banana Kelly Community Improvement	863 Prospect Avenue, Bronx, NY 10459														Y		
Betances Senior Center	607 Concord Avenue, Bronx, NY 10455														Y		
BOOM!Health - Go Girl!	953 Southern Blvd, Suite 201, Bronx, NY 10459														Y		
BOOM!Health - Prevention and Service Center	953 Southern Boulevard, Bronx, NY 10459														Y	Y	Y
Bowery Residents' Committee - HomePlus	357 East 145th St., Bronx, NY 10454														Y		
Bowery Residents' Committee - SPAN Bronx	500 Bergen Avenue, Bronx, NY 10455														Y		
Bronx Spanish Evangelical Church - Meal Program	800 East 156th Street, Bronx, NY 10455														Y	Y	
BronxCare - Tiffany Medical & Pediatric Practice	853 Tiffany Street, Bronx, NY 10459				Y	Y											Y
BronxWorks - Betances Community Center	547 East 146th Street, Bronx, NY 10455														Y		Y
BronxWorks - E. Roberts Moore Senior Center	515 Jackson Avenue, Bronx, NY 10455														Y		
BronxWorks - Employment Services	391 East 149th Street, 5th floor, Rm. 520, Bronx, NY 10455														Y		
BronxWorks - Family Eviction Prevention Supplement Program	630 Jackson Avenue, 3rd Floor, Bronx, NY 10455														Y	Y	
BronxWorks - Southern Boulevard	630 Southern Boulevard, Bronx, NY 10455														Y		
Cardinal McCloskey Emergency Food Pantry & Family Outreach	953 Southern Blvd., Bronx, NY 10459														Y	Y	
Casita Maria, Inc.	928 Simpson Street, 6th Floor, Bronx, NY 10459														Y		
Catholic Charities Community Services	402 East 152nd Street, Main Floor, Bronx, NY 10455														Y	Y	

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Community Healthcare Network - Bronx Health Center	975 Westchester Avenue, Bronx, NY 10459				Y	Y							Y		Y		Y
Creative Lifestyles, Inc.	67 Bruckner Boulevard, Bronx, NY 10454														Y		Y
Dominican Sisters Family Health Services - Bronx	279 Alexander Avenue, Bronx, NY 10454						Y								Y	Y	
Dominican Sisters Family Health Services - Nursing Department	279 Alexander Avenue, Bronx, NY 10454						Y										
Early Childhood Services - East Side House Settlement	375 East 143rd Street, Bronx, NY 10454														Y		Y
East Side House Settlement - Pre-K/Head Start (Mill Brook Center)	201 St. Ann's Avenue, Bronx, NY 10454														Y		
East Side House Settlement - Pre-K/Head Start (Mott Haven Center)	375 East 143rd Street, Bronx, NY 10454														Y		
East Side House Settlement - Pre-K/Head Start (Winifred Wheeler Center)	200 Alexander Avenue, Bronx, NY 10454														Y		
East Side House Settlement - Social Services	337 Alexander Avenue, Bronx, NY 10454														Y		
East Side House Settlement - Youth Services	337 Alexander Avenue, Bronx, NY 10454														Y		
Friends 2 Fathers	391 East 149th Street, Room 414 B-C, Bronx, NY 10455														Y		
Girls Prep - Bronx Elementary	681 Kelly Street, Room 205, Bronx, NY 10455														Y		
Goodwill Industries - Bronx Employment Support and Training	384 East 149th Street, Room 622, Bronx, NY 10455														Y		
Grace Outreach	378 East 151st Street, Fifth Floor, Bronx, NY 10455														Y		
Harmony at 154 Social Adult Day Care Center	367 East 154th street, Bronx, NY 10454														Y		
Health People - Community Preventive Health Institute	552 Southern Boulevard, Bronx, NY 10455														Y		Y
Hispanic AIDS Forum (HAF) - Bronx	975 Kelly Street, 4th Floor, Suite 402, Bronx, NY 10459														Y		Y
Homes for the Homeless - Prospect Family Support Center	730 Kelly Street, Bronx, NY 10455														Y		
Hope Case Management	368 East 148th Street, Bronx, NY 10455														Y		
Institute for Mediation and Conflict Resolution (IMCR)	384 East 149th Street, Suite 330, Bronx, NY 10455														Y		
JBFCS - South Bronx Counseling Center	412-424 East 147th Street, 4th Floor, Bronx, NY 10455												Y		Y		
Latino Youth In Action (LYIA)	975 Kelly Street, Suite 402, Bronx, NY 10459														Y		
Leon Senior Center	735 East 152nd Street, Bronx, NY 10455														Y		
Lincoln Recovery Center	545 East 142nd Street, Lower Level, Bronx, NY 10454													Y			
Lupus Cooperative of New York - Bronx Division	1070 Southern Blvd., 1st Floor, Bronx, NY 10459														Y	Y	
Melrose Mott Haven Senior Center	372 East 152nd Street, Bronx, NY 10455														Y		
Mental Health Association of NYC - Family Resource Center - Northern and Southern Bronx	975 Kelly Street, Suite 301, Bronx, NY 10459														Y		
Mental Health Association of NYC - The Adolescent Skills Center	975 Kelly Street, Suite 302, Bronx, NY 10459														Y		
Mercy Center	377 East 145th Street, Bronx, NY 10454									Y					Y		Y
MHA of NYC - Another Way	975 Kelly Street, Suite 302, Bronx, NY 10459														Y		
Mitchel Senior Center	188 Lincoln Avenue, Bronx, NY 10454														Y		
Morris Heights Health Center - 137th Street	625 East 137th Street, Bronx, NY 10454	Y			Y	Y									Y		
Mott Haven Community Partnership	555 Bergen Ave, 4th Floor, Bronx, NY 10455														Y		
Narco Freedom - New Beginnings Community Counseling Center	2780 Third Avenue, Bronx, NY 10455												Y		Y		
Neighborhood Coalition for Shelter (NCS) - OPTIONS Program	1323 Louis Nine Boulevard, Bronx, NY 10459														Y		
Neighborhood Coalition for Shelter (NCS) - Transitions	401 East 142nd Street, Bronx, NY 10454														Y		
Neighborhood Self-Help by Older Persons Project (SHOPP)	953 Southern Boulevard, Suite 203, Bronx, NY 10459									Y					Y		
Odyssey House - Outpatient Services	953 Southern Boulevard, Suite 301, Bronx, NY 10459													Y			
Per Scholas	804 East 138th St., Bronx, NY 10454														Y		
Police Athletic League - New South Bronx	991 Longwood Avenue, Bronx, NY 10459														Y		Y
Presbyterian Senior Services (PSS) - Davidson Neighborhood Center	950 Union Avenue, Bronx, NY 10459														Y		Y
Prospect Montefiore Dental Clinic	951 Prospect Avenue, Bronx, NY 10459	Y															
PSCH - Bronx Assertive Community Treatment (ACT) Team	987 Prospect Avenue, Bronx, NY 10459													Y			
Saint Dominic's Home - Bronx Office	853 Longwood Avenue, Bronx, NY 10459														Y		
Saint Mary's Recreation Center	450 St. Ann's Avenue, Bronx, NY 10455																Y
Sebco Neighborhood Senior Center	887 Southern Boulevard, Bronx, NY 10459														Y		
Segundo Ruiz Belvis Diagnostic & Treatment Center	545 East 142nd Street, Bronx, NY 10454	Y			Y	Y										Y	Y
Services for the Underserved - Adult Day Habilitation Program - 149th Street	391 East 149th Street, Bronx, NY 10455														Y		
Services for the Underserved - South Bronx Day Habilitation Program - 163rd Street	1029 East 163rd Street, 2nd Floor, Bronx, NY 10459														Y		
Sheltering Arms Children and Family Services - Bronx	500 Bergen Avenue, Bronx, NY 10455														Y		Y

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
SoBRO - Business Development Services	555 Bergen Avenue, Bronx, NY 10455														Y	Y	
SoBRO - Education & Career Development	555 Bergen Avenue, Bronx, NY 10455										Y				Y		
SoBRO - Youth Development Center	555 Bergen Avenue, Bronx, NY 10455														Y		
South Bronx Concerned Citizens, Inc.	1019 Avenue Saint John, Bronx, NY 10455														Y		
South Bronx Health Center / Center for Child Health and Resiliency	871 Prospect Avenue, (at 161st Street), Bronx, NY 10459				Y	Y									Y	Y	Y
South Bronx Health Center Annex - WIC Program	856 Longwood Avenue, Bronx, NY 10459															Y	Y
Sports Foundation, Inc.	871 B Westchester Avenue, Bronx, NY 10459														Y		Y
St. Ann's Corner of Harm Reduction	886 Westchester Avenue, Bronx, NY 10459														Y		Y
St. Ann's Episcopal Church	295 St. Ann's Avenue, Bronx, NY 10454														Y		
St. Anthony Shelter	410 East 156th Street, Bronx, NY 10455														Y		
St. Anthony's Free Medical Clinic	421 East 155th Street, Bronx, NY 10455				Y												
St. Luke's Church - Food Pantry	623 East 138th Street, Bronx, NY 10454														Y	Y	
The Door - Bronx Youth Center and Academy	412 East 147th Street, 4th Floor, Bronx, NY 10455														Y		
The Hope Line	402 East 152nd Street, Bronx, NY 10455										Y				Y	Y	
The Osborne Association - Bronx	809 Westchester Avenue, Bronx, NY 10455											Y			Y		Y
UNITAS Therapeutic Community	830 Southern Boulevard, Bronx, NY 10459														Y		
United Bronx Parents - Casita Esperanza	974 Prospect Avenue, Bronx, NY 10459														Y		Y
United Bronx Parents - Headquarters	966 Prospect Avenue, Bronx, NY 10455										Y			Y	Y	Y	
United Bronx Parents - La Casita III	1006 East 151st Street, Bronx, NY 10455														Y	Y	
United Bronx Parents - La Casita	834 East 156th Street, Bronx, NY 10455														Y	Y	
United Bronx Parents, Inc. - Mrs. A's Place	966 Prospect Avenue, Bronx, NY 10459														Y		
United Cerebral Palsy of NYC - Bronx Health Care Services	408 East 137th Street, Bronx, NY 10454	Y	Y		Y								Y		Y		Y
Urban Health Plan - Adolescent Health and Wellness Center/Club TIA	960 Southern Boulevard, Bronx, NY 10459				Y	Y											Y
Urban Health Plan - El Nuevo San Juan Health Center	1054 Simpson Street, Bronx, NY 10459	Y	Y		Y	Y							Y	Y	Y	Y	Y
Visiting Nurse Service of New York - Bronx Fatherhood Program	489 East 153rd Street, Bronx, NY 10455														Y		
Visiting Nurse Service of New York - FRIENDS Program and Clinic	489-493 East 153rd Street, 2nd Floor, Bronx, NY 10455												Y		Y		
Workforce1 Career Center - Hunts Point	1029 E 163rd Street, 3rd Floor, Bronx, NY 10459														Y		
Northeast Bronx																	
Community Action for Human Services - Main Office	2225 Lodovick Avenue, Bronx, NY 10469														Y		
East Haven Nursing and Rehabilitation Center, LLC	2323 Eastchester Road, Bronx, NY 10469								Y								
Eastchester Rehabilitation & Health Care Center, LLC	2700 Eastchester Road, Bronx, NY 10469								Y								
Gold Crest Care Center	2316 Bruner Avenue, Bronx, NY 10469								Y								
Jacobi Medical Center - Gunhill Health Center	1012 East Gunhill Road, Bronx, NY 10469				Y	Y									Y		Y
Kings Harbor Multicare Center	2000 East Gun Hill Road, Bronx, NY 10469								Y								
Montefiore Medical Group - Astor Avenue Pediatrics	1500 Astor Avenue, Bronx, NY 10469				Y	Y											Y
Montefiore Medical Group - Burke Avenue Office	941 Burke Avenue, Bronx, NY 10469				Y	Y											
Montefiore Medical Group - Williamsbridge Family Practice	3011 Boston Road, Bronx, NY 10469				Y	Y											Y
Morris Park Nursing Home	1235 Pelham Parkway North, Bronx, NY 10469								Y								
Neighborhood Housing Services of New York City (NHSNYC) - North Bronx Office	1451 East Gun Hill Road, 2nd Floor, Bronx, NY 10469																Y
New York Urban League - Bronx Employment Services	3008 Eastchester Road, Bronx, NY 10469														Y		
Pelham Parkway Nursing Care and Rehab Center, LLC	2401 Laconia Avenue, Bronx, NY 10469								Y								
Puerto Rican Family Institute - Intermediate Care Facility I	3050 Laconia Avenue, Bronx, NY 10469														Y		
Regional Aid for Interim Needs (RAIN) - Boston East Senior Center	3450 Boston Road, Bronx, NY 10469														Y		
Regional Aid for Interim Needs (RAIN) - Eastchester Senior Center	1246 Burke Avenue, Bronx, NY 10469														Y		
Sue Ginsburg Senior Center	975 Waring Avenue, Bronx, NY 10469														Y		
United Cerebral Palsy of NYC - Bronx Children's Program	1770 Stillwell Avenue, Bronx, NY 10469														Y		
United Cerebral Palsy of NYC - Overnight Respite Program	1822 Stillwell Avenue, Bronx, NY 10469														Y		
Urban Neighborhood Educational Technology for You, Inc.	3480 Seymour Avenue, Bronx, NY 10469														Y		
Workmen's Circle Multicare Center	3155 Grace Avenue, Bronx, NY 10469								Y								
Pelham- Throgs Neck																	
AHRC - Howard Haber Early Learning Center	2300 Westchester Avenue, Bronx, NY 10462						Y		Y						Y		
Bronx Center for Rehabilitation and Healthcare, LLC	1010 Underhill Avenue, Bronx, NY 10472						Y		Y								
Bronx Jewish Community Council - Pelham Parkway Community Service Center and Food Pantry	2157 Holland Avenue, Bronx, NY 10462														Y	Y	
Bronx River Senior Center	1619 East 174th Street, Bronx, NY 10472														Y		
Catholic Guardian Services - Westchester Ave. Office	1990 Westchester Avenue, 1st and 2nd Floors, Bronx, NY 10462														Y		Y

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
CUNY Preparatory School	2122 White Plains Road, Bronx, NY 10462														Y		
Grandparents Advocacy Project (GAP)	1595 Metropolitan Avenue, Bronx, NY 10462														Y		
Healthy Families Parkchester	1990 Westchester Avenue, 2nd Floor, Bronx, NY 10462														Y		Y
JASA - East Bronx Case Management	1354 White Plains Road, Bronx, NY 10462														Y		
JASA - Van Cortlandt Senior Center	3880 Sedgewick Avenue, Bronx, NY 10462														Y		
Mechler Hall Senior Center	2158 Watson Avenue, (entrance behind church in the basement), Bronx, NY 10472														Y		
Montefiore Medical Group - Bronx East	2300 Westchester Avenue, Bronx, NY 10462	Y	Y		Y	Y											
Montefiore Medical Group - Castle Hill Family Practice	2175 Westchester Avenue, Bronx, NY 10462				Y	Y											Y
Montefiore Medical Group - White Plains Road	2100 White Plains Road, Bronx, NY 10462				Y	Y											
Muslim Women's Institute for Research and Development - The Benedict Avenue Community Food Pantry	2044 Benedict Avenue, Bronx, NY 10462														Y	Y	
Office of Adult Career and Continuing Education Services (ACCES) - Vocational Rehabilitation (VR)	1215 Zerega Avenue, Bronx, NY 10462														Y		
Parkchester Enhancement Program (PEP) for Seniors NORC Program	1525 Unionport Rd., Apt. #ME, Bronx, NY 10462														Y		
Rebekah Rehab & Extended Care Center	1070 Havemeyer Avenue, Bronx, NY 10462								Y								
Regional Aid for Interim Needs (RAIN) - One Stop Program	1380 Metropolitan Avenue, Bronx, NY 10462														Y		
Regional Aid for Interim Needs (RAIN) - Parkchester Senior Center	1380 Metropolitan Avenue, 2nd Floor, Bronx, NY 10462														Y		
Services for the Underserved - Lydig Avenue	708 Lydig Avenue, Bronx, NY 10462														Y		
South Bronx Educational Foundation - Rosedale Center	1724 East 174th Street, Bronx, NY 10472														Y		
St. Barnabas Hospital - Bronx Park Medical Pavilion	2016 Bronxdale Avenue, Bronx, NY 10462	Y	Y		Y												Y
St. Paul's Evangelical Lutheran Church - Food Pantry	1891 McGraw Avenue, Bronx, NY 10462														Y	Y	
United Cerebral Palsy of NYC - Harbor Residence	2190 Barnes Avenue, Bronx, NY 10462														Y		
Urban Health Plan - St. Lawrence Community Health Center	1764 Westchester Avenue, (Corner of St. Lawrence Avenue), Bronx, NY 10472				Y	Y											Y
Volunteers of America - Commonwealth Veterans' Residence	1150 Commonwealth Avenue, Bronx, NY 10472														Y		
YMPJ - Center for Education for Liberation	1384 Stratford Avenue, Bronx, NY 10472									Y					Y		
YMPJ Center for Community Justice (CCJ)	1384 Stratford Avenue, Bronx, NY 10462									Y					Y		
YMPJ Center for Wellness	1384 Stratford Avenue, Bronx, NY 10472																Y
Manhattan:																	
East Harlem																	
116th Street Block Association	55 East 115th Street, Suite 101 ground floor, New York, NY 10029														Y		
Amber Charter School	220 East 106th Street, New York, NY 10029									Y					Y		
ArchCare at Terence Cardinal Cooke Health Care Center	1249 Fifth Avenue, New York, NY 10029														Y		
ASCNYC - Keith Haring ASC Harlem Center	315 East 104th Street, New York, NY 10029													Y	Y		
Association to Benefit Children - Keith Haring School	318 East 116th Street, New York, NY 10029														Y		
Association to Benefit Children - Supportive Housing	318 East 116th Street, New York, NY 10029														Y		
Boys and Girls Harbor - Main Office	One East 104th Street, New York, NY 10029														Y		Y
Center for Comprehensive Health Practice - Addiction Center	1900 Second Avenue, 12th floor, New York, NY 10029													Y			
Center for Comprehensive Health Practice - Early Childhood Development Center	1900 Second Avenue, 9th Floor, New York, NY 10029														Y		Y
Center for Comprehensive Health Practice - Primary Care Center	1900 Second Avenue, 9th Floor, New York, NY 10029				Y								Y				
Child Welfare Organizing Project (CWOP)	80 East 110th Street, Suite 1E, New York, NY 10029														Y		
Children's Aid Society - East Harlem Center	130 East 101st Street, New York, NY 10029														Y		
Children's Aid Society - Hope Leadership Academy	1732 Madison Avenue, New York, NY 10029														Y		
Children's Aid Society - Rhinelanders' Saturday Program for Deaf & Hard of Hearing Children & Teens	130 East 101 Street, New York, NY 10029														Y		
Children's Aid Society - Taft Early Childhood Center	1724-26 Madison Avenue, New York, NY 10029														Y		
Dental Clinic - Mount Sinai Hospital Dept. of Dentistry	1468 Madison Avenue, Annenberg Building - 2nd Floor, Area B, New York, NY 10029	Y															
East Harlem Asthma Center of Excellence (EHACE)	161-169 East 110th Street, New York, NY 10029														Y		
East Harlem Churches and Community Urban Center - Booker T. Washington Learning Center	325 East 101 Street, New York, NY 10029														Y		
East Harlem Health Outreach Partnership (EHHOP) Clinic	17 East 102nd Street, 7th floor, New York, NY 10029				Y												
East Harlem Tutorial Program	2035 Second Avenue, New York, NY 10029														Y		
Edwin Gould Academy-Multi-Service Center and Residence	55 East 110th Street, New York, NY 10029														Y		
Exodus Transitional Community (ETC)	2271 3rd Ave., New York, NY 10029														Y		
Gaylord White Senior Center	237 East 104th Street, (also an entrance at 2029 Second Avenue), New York, NY 10029														Y		
Getting Out & Staying Out (GOSO)	91 East 116th Street, New York, NY 10029														Y		

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Harlem Center for Education - Educational Opportunity Center	1 East 104th Street, PH Level, New York, NY 10029										Y				Y		
Harlem Center for Education - Main Office	1 East 104th Street, New York, NY 10029														Y		
Harlem RBI	333 East 100th Street, New York, NY 10029																Y
Harlem United - East Side Adult Day Health Center (El Faro)	179 East 116th Street, New York, NY 10029														Y		
Institute for Advanced Medicine - Jack Martin Fund Clinic	17 East 102nd Street, 3rd Floor, New York, NY 10029				Y										Y		Y
Institute for Puerto Rican/Hispanic Elderly - Carver Senior Center	55 East 102nd Street, New York, NY 10029														Y		
Iris House - East Harlem	2271 Second Avenue, New York, NY 10029														Y		
Kravis Children's Hospital	1184 Fifth Avenue, New York, NY 10029				Y			Y									
Legal Aid Society - Harlem Community Law Office	230 East 106th Street, New York, NY 10029										Y				Y		
Little Sisters of the Assumption Family Health Service	333 East 115th Street, New York, NY 10029						Y				Y				Y	Y	
Lott Assisted Living Residence	1261 Fifth Avenue, New York, NY 10029														Y		
Manna House Workshops - Center for the Performing Arts	338 East 106th Street, New York, NY 10029														Y		
Metropolitan Hospital - Special Family Assistance Program	1901 First Avenue, Room 5A12, New York, NY 10029				Y										Y		Y
Metropolitan Hospital - Virology Clinic	1901 1st Avenue, 14th Floor, Side B, New York, NY 10029				Y										Y		Y
Metropolitan Hospital Center - Adult Mental Health Clinic	1900 Second Avenue, First Floor, New York, NY 10029												Y				
Metropolitan Hospital Center - Child and Adolescent Outpatient Psychiatric Clinic	1900 Second Avenue, Sixth Floor, 6M22, New York, NY 10029												Y				
Metropolitan Hospital Center - Community Support Services (CSS)	1900 First Ave, Seventh Floor, New York, NY 10029												Y				
Metropolitan Hospital Center - Comprehensive LGBT Health Center	1901 First Avenue, 1st Floor OPD Building, New York, NY 10029				Y										Y		Y
Metropolitan Hospital Center - Consultation-Liaison Psychiatry Service	1901 Second Avenue, Room 7B22, New York, NY 10029												Y				
Metropolitan Hospital Center - Dental Clinic	1901 First Avenue, New York, NY 10029	Y															
Metropolitan Hospital Center - Detoxification Unit	1901 First Avenue, New York, NY 10029													Y			
Metropolitan Hospital Center - Inpatient Behavioral Health Services	1901 First Avenue, New York, NY 10029											Y					
Metropolitan Hospital Center - Walk-in Evaluation Unit	1900 Second Avenue, First Floor, New York, NY 10029													Y			
Metropolitan Hospital Center - WIC Program	1901 First Avenue, 1st Floor, New York, NY 10029															Y	Y
Metropolitan Hospital Center	1901 First Avenue, New York, NY 10029							Y									
Mount Sinai - Ambulatory Care Clinic	17 East 102nd Street, New York, NY 10029		Y		Y										Y		
Mount Sinai Hospital - Breast Health Resource Program	16 East 98th Street, New York, NY 10029														Y		
Mount Sinai Hospital - Diabetes Services	10 East 102nd street, 5th Floor, New York, NY 10029				Y												
Mount Sinai Hospital - Pediatric Diabetes Department	1468 Madison Avenue, Annenberg Building, 4th Floor, New York City, NY 10029				Y												
Mount Sinai Hospital - Visiting Doctors Program	1 Gustave Levy Place, Box 1216, New York, NY 10029		Y				Y										
Mount Sinai Medical Center - Hematology/Oncology Support Groups	1 Gustave L. Levy Place, Box 1252, New York, NY 10029														Y		
Mount Sinai Medical Center - Obstetrics and Gynecology	1176 Fifth Avenue, Klingenstein Pavilion, New York, NY 10029				Y										Y		Y
Mount Sinai Medical Center - WIC Program	1701 Lexington Ave., New York, NY 10029															Y	Y
Mount Sinai Primary Care Hepatitis C Clinic	17 East 102nd Street, 7th Floor, Area D, New York, NY 10029				Y	Y									Y		Y
Mt. Zion AME Church - Food Pantry	1765 Madison Avenue, New York, NY 10029														Y	Y	
New York Common Pantry	8 East 109th Street, (btw Madison & 5th Ave), New York, NY 10029										Y				Y	Y	Y
Northside Center for Child Development - The Susan Patricof Head Start Center	302 East 111th Street, New York, NY 10029														Y		Y
Northside Center for Child Development	35 East 110st, New York, NY 10029												Y		Y		
NYC Department of Health - Newborn Home Visiting Program (Manhattan)	158 East 115th Street, Room 224, New York, NY 10029																Y
Resource, Entitlement and Advocacy Program (R.E.A.P)	1403-5 Madison Avenue, New York, NY 10029														Y		
SCAN - LaGuardia Nursery	414-416 East 105th St, New York, NY 10029														Y		
SCAN LaGuardia Memorial House	307 East 116th Street, New York, NY 10029														Y	Y	Y
Settlement Health	212 East 106th Street, New York, NY 10029				Y	Y									Y	Y	Y
SMART (Sisterhood Mobilized for AIDS/HIV Research & Treatment)	161 East 110th Street, New York, NY 10029														Y		
St. Cecilia's Parish Services - Food Pantry	125 East 105th Street, New York, NY 10029														Y	Y	
SUS/Palladia - Esperanza Transitional Residence	170 East 107th Street, New York, NY 10029														Y		
The Boys' Club of New York - Elbridge T. Gerry, Jr. Clubhouse	321 East 111th Street, New York, NY 10029																Y
The Carter Burden/Leonard Covello Senior Program	312 East 109th Street, New York, NY 10029														Y		
The Doe Fund - Peter Jay Sharp Residence	223 East 117th Street, New York, NY 10029														Y		
The Martha Stewart Center for Living at Mount Sinai	1440 Madison Avenue, New York, NY 10029				Y										Y		

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
The Mount Sinai Hospital	One Gustave L. Levy Place, 1190 Fifth Avenue, New York, NY 10029							Y									
The Shield Institute - Manhattan Day Habilitation Center	110 East 107th Street, New York, NY 10029														Y		
Third Avenue Pediatric Care	2032 3rd Avenue, New York, NY 10029				Y												
Thomas Jefferson Recreation Center	2180 First Avenue, New York, NY 10029																Y
Union Carver Child Care Center	1565 Madison Avenue, New York, NY 10029														Y		
Union Settlement - Adult Education	237 East 104th Street, 2nd Floor, New York, NY 10029									Y					Y		
Union Settlement - Corsi Senior Center	307 East 116th Street, New York, NY 10029														Y		
Union Settlement - Franklin Plaza Head Start	2081 Second Avenue, New York, NY 10029														Y		
Union Settlement - Leggett Memorial Day Care Center	237 East 104th Street, New York, NY 10029														Y		
Union Settlement - Metro North Day Care Center	304 East 102nd Street, New York, NY 10029														Y		
Union Settlement - Washington Community Center	1775 Third Avenue, New York, NY 10029									Y					Y		
Union Settlement College Readiness Program	1775 Third Avenue, New York, NY 10029														Y		
Union Settlement Mental Health Services	2089 Third Avenue, New York, NY 10029											Y			Y		
Union Settlement Senior Services - Jefferson Senior Center	2205 First Avenue, New York, NY 10029														Y		
Union Washington Child Care Center	1893 Second Avenue, New York, NY 10029														Y		
Upper Manhattan Mental Health Center - Able House	2009 Third Avenue, Between 110th and 111th Streets, New York, NY 10029														Y		
VIDA Family Services	127 East 105th Street, New York, NY 10029													Y			
Union Sq. - Lower Eastside																	
Asian Americans for Equality - Housing and Immigration Services	111 Division Street, New York, NY 10002					Y				Y					Y		
Asian Americans For Equality-Community Development Fund	2 Allen Street, 7th Floor, New York, NY 10002					Y				Y					Y	Y	
Betances Health Center	280 Henry Street, New York, NY 10002	Y			Y	Y											
Bowery Residents' Committee - Delancey Street Senior Center	30 Delancey Street, New York, NY 10002														Y		
Bowery Residents' Committee - Los Vecinos Community Residence	91 Pitt Street, New York, NY 10002														Y		
Bowery Residents' Committee - Los Vecinos SRO	93 Pitt Street, New York, NY 10002														Y		
Cabrini Immigrant Services	139 Henry Street, New York, NY 10002									Y					Y	Y	
Chinatown YMCA Hester Street Community Center	100 Hester Street, New York, NY 10002									Y					Y		
Chinatown YMCA	273 Bowery, New York, NY 10002																Y
Chinese Christian Herald Crusade - Chinatown Branch	48 Allen Street, New York, NY 10002									Y					Y		
Chinese Methodist Center Corporation	69 Madison Street, New York, NY 10002									Y					Y		
Chinese-American Planning Council - Manhattan Community Services Center	165 Eldridge Street, New York, NY 10002					Y				Y					Y		
Chinese-American Planning Council - Project Reach	39 Eldridge Street, New York, NY 10002									Y					Y		
Chinese-American Planning Council - Youth Employment Program (YEP) - Manhattan	165 Eldridge Street, Basement, New York, NY 10002									Y					Y		
Community Healthcare Network (CHN) - Catherine M. Abate Health Center	150 Essex Street, New York, NY 10002	Y			Y	Y									Y	Y	Y
Dewitt Reformed Church Food Pantry	280 Rivington Street, New York, NY 10002														Y		
Educational Alliance - Weinberg Center for Balanced Living	197 East Broadway, New York, NY 10002														Y		
First Chinese Presbyterian Church - Community Affairs Corporation	61 Henry Street, New York, NY 10002									Y							
First Chinese Presbyterian Church Community Affairs Corporation - Housekeeper Vendor Program	121 Avenue of the Americas, Room 504, New York, NY 10002						Y								Y		
Girls Prep - Lower East Side	442 East Houston Street, Room 312, New York, NY 10002														Y		
Gouverneur Health - Center for Community Health & Wellness	227 Madison Street, New York, NY 10002	Y	Y		Y	Y											Y
Gouverneur Health - Daniel C. Leicht Clinic	227 Madison Street, 2nd Floor, New York, NY 10002				Y										Y		Y
Gouverneur Health - Nursing Facility	227 Madison Street, New York, NY 10002								Y								
Gouverneur Health - WIC Program - Main Site	227 Madison Street, 3rd Floor, New York, NY 10002															Y	Y
Gouverneur Health	227 Madison Street, New York, NY 10002	Y	Y		Y	Y											
Grand St. Settlement - Beacon Center	145 Stanton Street, New York, NY 10002									Y					Y		
Grand St. Settlement - SingleStop	80 Pitt Street, New York, NY 10002									Y					Y		
Grand St. Settlement	80 Pitt Street, New York, NY 10002				Y										Y		Y
Greenwich Village Youth Council - "The Cage" - West 4th Street Summer Basketball League/J.O.Y Center	213 Eldridge Street, New York, NY 10002														Y		Y
Hamilton Fish Recreation Center	128 Pitt Street, New York, NY 10002																Y
Hamilton-Madison House - Asian American Recovery Services	253 South Street, 2nd Floor, New York, NY 10002													Y			
Hamilton-Madison House - Chinatown Family Consultation Center	253 South Street, New York, NY 10002											Y					
Harlem United - FROST'D - Foundation House South	175 East Houston Street, New York, NY 10002														Y		
Henry Street Settlement - Community Consultation Center	40 Montgomery Street, New York, NY 10002				Y								Y		Y		Y
Henry Street Settlement - Good Companions Senior	334 Madison Street, New York, NY 10002														Y	Y	

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Center																	
Henry Street Settlement - Neighborhood Resource Center	281 East Broadway, New York, NY 10002					Y					Y				Y	Y	
Henry Street Settlement - Workforce Development Center	99 Essex Street, 3rd Floor, New York, NY 10002														Y		
Henry Street Settlement - Youth Employment Services	301 Henry Street, New York, NY 10002														Y		
Henry Street Settlement - Youth Services	301 Henry Street, New York, NY 10002														Y		
Immigrant Social Services, Inc.	137 Henry Street, New York, NY 10002										Y						
Indochina Sino-American Community Center	170 Forsyth Street, 2nd Floor, New York, NY 10002										Y				Y	Y	
LESC - Outpatient Services	46 East Broadway, New York, NY 10002													Y			
Lower East Side Community Partnership	184 Eldridge Street, c/o University Settlement, New York, NY 10002														Y		
Lower East Side Harm Reduction Center	25 Allen Street, New York, NY 10002					Y							Y	Y	Y		Y
Manhattan Center for Nursing and Rehabilitation	45 Rivington Street, Manhattan Center, New York, NY 10002								Y								
Mount Sinai Beth Israel - Gouverneur Clinic	109 Delancey Street, New York, NY 10002														Y		
New East Side Nursing Home	25 Bialystoker Place, New York, NY 10002								Y								
New York Foundation for Senior Citizens - LaGuardia Good Health and Happiness Senior Center	280 Cherry Street, New York, NY 10002														Y		
Our Lady of Sorrows - Food Pantry	103 Pitt Street, New York, NY 10002														Y	Y	
Primitive Christian Church Food Pantry	207-209 East Broadway, Clinton & Jefferson Streets, New York, NY 10002														Y	Y	
Renaissance Economic Development Corporation (REDC)	2 Allen Street, 7th Floor, New York, NY 10002														Y	Y	
Safe Horizon Streetwork - Lower East Side	33 Essex Street, New York, NY 10002														Y		Y
The Bowery Mission	227 Bowery St., New York, NY 10002														Y	Y	
The Educational Alliance - East Broadway Office	197 East Broadway, New York, NY 10002														Y		Y
The Jeanne Otter Memorial Youth (JOY) Center	213-15 Eldridge Street, New York, NY 10002																Y
United Jewish Council of the Lower East Side	235 East Broadway, New York, NY 10002										Y				Y	Y	
University Settlement - Consultation Center	184 Eldridge Street, New York, NY 10002												Y				
University Settlement - Early Childhood Center	184 Eldridge Street, 5th Floor, New York, NY 10002														Y		Y
University Settlement - Houston Street Center	273 Bowery, New York, NY 10002														Y		Y
University Settlement - Older Adults Program	189 Allen Street, New York, NY 10002										Y				Y		
University Settlement - Project Home	189 Allen Street, New York, NY 10002														Y	Y	
University Settlement - The Adult Literacy Program	175 Eldridge Street, New York, NY 10002										Y						
Vision Urbana, Inc.	207 East Broadway, New York, NY 10002										Y				Y		Y
Queens:																	
West Queens																	
Adhikaar	71-07 Woodside Avenue, 1st Floor, Woodside, NY 11377										Y						
AIDS Center of Queens County - Woodside Office	62-07 Woodside Avenue, Queens, NY 11377												Y		Y		Y
American Family Community Services, Inc.	76-05 Roosevelt Ave., Jackson Heights, NY 11372										Y				Y		
American Immigrants	51-07 43rd Avenue, Woodside, NY 11377										Y				Y		
Asociacion Benefica Cultural Padre Billini	35-34 105th Street, Corona, NY 11368														Y		
Catholic Charities- Corona Behavioral Health Clinic	9114 37th Ave, Jackson Heights, NY 11372												Y		Y		
Catholic Charities Neighborhood Services (CCNS)	35-24 83rd Street, Jackson Heights, NY 11372														Y		
Catherine Sheridan Senior Center																	
Catholic Charities of Brooklyn and Queens - Corona PROS Program	91-14 37th Avenue, Jackson Heights, NY 11372												Y		Y		
Catholic Charities of Brooklyn and Queens - WIC Program Site (Woodside)	42-71 65th Place, Woodside, NY 11377															Y	Y
Chhaya Community Development Corporation	37-43 77th Street, 2nd Floor, Jackson Heights, NY 11372										Y				Y		
City-Pro Group Inc.- Queens	8910 35th Avenue, Jackson Heights, NY 11372														Y		
Community United Methodist Church - English Conversation Program	81-10 35th Avenue, Jackson Heights, NY 11372										Y				Y		
Concerned Citizens of Queens	8108 37th Avenue, 2nd Floor, Jackson Heights, NY 11372										Y						
Corona Medical Center	104-04 Corona Avenue, Corona, NY 11368				Y	Y											
Desis Rising Up and Moving (DRUM)	72-18 Roosevelt Avenue, Jackson Heights, NY 11372										Y						
Dominico-American Society	40-27 97th Street, 1st Floor, Corona, NY 11368										Y						
East Side WIC Program - Sunnyside	49-02 Queens Boulevard, Woodside, NY 11377															Y	Y
Ecuadorian International Center	37-47 76th Street, Jackson Heights, NY 11372										Y				Y		Y
Elmcor - Lefrak Senior Citizens Center	98-16 55th Avenue, St. Paul the Apostle Church, Corona, NY 11368														Y		
ELMCOR Drug Rehabilitation	107-20 Northern Boulevard, Corona, NY 11368													Y			
Elmhurst Halfway House	8130 Baxter Avenue, Elmhurst, NY 11373														Y		
Elmhurst Hospital - Infectious Disease (ID) Clinic	79-01 Broadway, Rm. J1, Elmhurst, NY 11373				Y										Y		Y

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Elmhurst Hospital Center - Adult Partial Hospitalization Program	79-01 Broadway, H- Building, 3rd Floor, Room 146, Elmhurst, NY 11373												Y				
Elmhurst Hospital Center - Ambulatory Care	79-01 Broadway, Elmhurst, NY 11373		Y		Y	Y							Y		Y		Y
Elmhurst Hospital Center - Chemical Dependency Program	79-01 Broadway, Community Medical Center, Elmhurst, NY 11373													Y	Y		Y
Elmhurst Hospital Center - Community Follow Up Program	79-01 Broadway, Trailer 2 - Baxter Ave, Elmhurst, NY 11373				Y										Y		Y
Elmhurst Hospital Center - Women's Health Center	59-17 Junction Blvd., Corona, NY 11368				Y												Y
Elmhurst Hospital Center	79-01 Broadway, Elmhurst, NY 11373							Y									
Elmhurst Hospital Child & Adolescent Outpatient Mental Health Clinic	79-01 Broadway, Building H-338, Elmhurst, NY 11373												Y				
Elmhurst Hospital WIC Program	81-06 Baxter Avenue, Elmhurst, NY 11373															Y	Y
Elmhurst Jackson Heights Senior Center	75-01 Broadway, Elmhurst, NY 11373														Y		
EmblemHealth Small Steps Free Classes - Jackson Heights	35-59 81st Street, Renaissance Charter School, Jackson Heights, NY 11372																Y
Emerald Isle Immigration Center of New York - Queens Office	59-26 Woodside Avenue, 2nd Floor, Woodside, NY 11377					Y					Y						
Florence E. Smith Senior Services	102-19 34th Avenue, Corona, NY 11368															Y	
Goodwill Industries - PS 149 Beacon Program	93-11 34th Avenue, Jackson Heights, NY 11372														Y		Y
Hamilton-Madison House - Korean Clinic	108-11 48th Avenue, 1st, Corona, NY 11368												Y		Y		
Hamilton-Madison House - Supported Housing Program	108-11 48th Avenue, Corona, NY 11368														Y		
HANAC - Queens Community Services/Corona Beacon	40-32 99th Street, Corona, NY 11368										Y				Y		
IPR/HE Corona Senior Center	108-74 Roosevelt Avenue, Corona, NY 11368															Y	
Junction Boulevard Child Health Clinic	34-33 Junction Blvd., Jackson Heights, NY 11372				Y	Y											
Kalusugan Coalition	39-04 63rd Street, Woodside, NY 11377										Y						Y
Korean Community Services of Metropolitan New York, Inc - Corona Senior Center	37-06 111th Street, Corona, NY 11368										Y				Y	Y	
Latin Women In Action	103-06 39th Avenue, Corona, NY 11368										Y				Y		
Make the Road New York - Elmhurst Center	92-10 Roosevelt Avenue, Elmhurst, NY 11372					Y					Y				Y	Y	
Make the Road New York - Jackson Heights	92-10 Roosevelt Avenue, Jackson Heights, NY 11372										Y				Y		
Metro Community Health Center - Queens	51-40 59th Street, Woodside, NY 11377				Y								Y		Y		
Mount Sinai Sexual Assault and Violence Intervention Program (SAVI) - Queens	79-01 Broadway, Elmhurst Hospital Center, Elmhurst, NY 11373														Y		
Neighborhood Housing Services of Northern Queens, Inc.	60-20 Woodside Avenue, 2nd Floor, Queens, NY 11377														Y	Y	
New Immigrant Community Empowerment (NICE)	37-41 77th Street, 2nd Floor, Jackson Heights, NY 11372										Y						
New Life Community Development Corporation	82-10 Queens Blvd, Elmhurst, NY 11373				Y										Y	Y	
New York Asian Women's Center (NYAWC) - Asian Women Empowerment Center	86-26 Broadway, 2nd Floor, Elmhurst, NY 11373										Y				Y		
Newtown Italian Senior Center	83-20 Queens Boulevard, Flushing, NY 11373														Y		
NewYork-Presbyterian/Queens - Jackson Heights Family Health Center	73-15 Northern Boulevard, Jackson Heights, NY 11372				Y												Y
NYC Dept. of Health - STD Control and Prevention Clinic - Corona	34-33 Junction Boulevard, 1st Floor, Jackson Heights, NY 11372				Y										Y		Y
NYPCC - Queens Adult Home Clinic	80-20 45th Avenue, Elmhurst, NY 11373												Y				
Office of Adult Career and Continuing Education Services (ACCES) - Vocational Rehabilitation (VR) - Queens	11-15 47th Avenue, Long Island City, NY 11368														Y		
PAC Program of Queens	40-11 Warren Street, Elmhurst, NY 11373													Y	Y		
Park Terrace Care Center	59-20 Van Doren Street, Corona, NY 11368								Y								
Public Health Solutions - Health Insurance Navigator Program - Corona	103-24 Roosevelt Avenue, 3rd Floor, Corona, NY 11368					Y									Y		
Public Health Solutions Neighborhood WIC Center - Corona	103-24 Roosevelt Avenue, 3rd Floor, Corona, NY 11368																Y
Queens Boulevard Extended Care Facility	61-11 Queens Boulevard, Woodside, NY 11377			Y					Y								
Queens Business Outreach Center (BOC)	96-11 40th Road, Ground Floor, Corona, NY 11368														Y	Y	
Queens Center for Gay Seniors	37-06 77th street, The Jewish Center of Jackson Heights building, Jackson Heights, NY 11372														Y		
Queens Pride House	76-11 37th Avenue, Suite 206, Jackson Heights, NY 11372														Y		
RAICES Corona Senior Center	107-24 Corona Avenue, Corona, NY 11368										Y				Y		
Regal Heights Rehabilitation & Health Care Center	70-05 35th Avenue, Jackson Heights, NY 11372			Y					Y								
Rego Park Health Care	111-26 Corona Avenue, Flushing, NY 11368								Y								
Salvation Army Corps Community Center - Queens Temple	86-07 35th Avenue, Jackson Heights, NY 11372														Y	Y	
South Asian Marrow Association of Recruiters	55-13 96th Street, Corona, NY 11368														Y		
St. Adalbert Church - Bereavement Support Groups	52-40 84th Street, Elmhurst, NY 11373														Y		
St. John's University - Project CONNECT	152-11 Union Turnpike, Flushing, NY 11368														Y		

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
The Child Center of New York - Asian Outreach Clinic	81-14 Queens Boulevard, Elmhurst, NY 11373												Y	Y			
The Child Center of NY - Early Learn Woodside	60-02 Roosevelt Avenue, 2nd Floor, Woodside, NY 11377																Y
The Child Center of NY - Woodside Clinic	67-14 41st Avenue, Woodside, NY 11377											Y					
Urban Health Plan - Plaza del Sol Family Health Center	37-16 108th Street, Corona, NY 11368	Y	Y		Y	Y							Y		Y		Y
Voces Latinas	37-63 83rd Street, Suite 1B, Jackson Heights, NY 11372					Y					Y				Y		Y
Western Queens Consultation Center - Jackson Heights	37-08 91st St, Suite 3A, Jackson Heights, NY 11372												Y		Y		
Western Queens Consultation Center - Woodside	61-20 Woodside Avenue, Woodside, NY 11377												Y		Y		
Western Queens Recovery Services	62-07 Woodside Avenue, 4th floor, Woodside, NY 11377													Y			
Woodside on the Move	39-42 59th Street, 2nd floor, Woodside, NY 11377														Y		
Woodside Senior Center	50-37 Newtown Road, Building 19, Woodside, NY 11377														Y		

Appendix 5. User Survey Instrument

Date:
Facility:
Location:
Staff Initials:

Assisted Self-Administered

NYC Health and Hospitals Corporation Community Health Needs Survey

The New York City Health and Hospitals Corporation (HHC) is conducting this survey as part of a community health needs assessment. The information that you provide will help HHC to better serve you and members of your community.

The survey is voluntary and confidential. You do not have to complete the survey, and you can skip questions you do not want to answer. Your name will not be written on the survey, and we will not be able to connect your answers to you personally.

It will take about 15 minutes to complete this survey. In appreciation of your time and effort, you will receive a \$5.50 MetroCard for completing this survey.

1. In general, would you say that your health is:

Excellent Good Fair Poor

2. Do you currently have health insurance?

Yes No Don't Know

2a. If yes, what type of insurance do you have?

Medicaid

Medicare

Private insurance through my employer or my spouse's employer

Private insurance through the NY State Exchange (Obamacare)

ADAP or other NY State AIDS Insurance Assistance

Other (please specify) _____

3. Have you seen a personal doctor or your regular doctor in the past 12 months for a visit (for example, for an annual check-up or for a medication refill)?

Yes No Don't know Prefer not to answer

4. Have you seen a dentist in the past 12 months?

Yes No Don't know Prefer not to answer

5. Do you have children under the age of 18 living with you?

Yes

No

5a. If yes, are you able to get an appointment with your child's doctor when you need to?

Always

Sometimes

Never

6. Based on your experience with your family, friends, and neighbors, please rate each of the following health issues based on how serious and/or widespread they are ***in your community***.

	Very serious	Somewhat serious	Not serious	Don't know / Not applicable
Heart disease, high cholesterol, stroke				
Cancer				
Diabetes				
Asthma and other breathing issues				
Hypertension/ high blood pressure				
Violence				
Mental illness and psychiatric disorders				
Dementia including Alzheimer's				
Obesity				
Premature births, low birth weight				
HIV, Hepatitis, STDs				
Alcohol and/or drug use				
Smoking				

7. Have there been times in the last month when you could not afford to eat?

Yes No

8. Have you encountered any of the following challenges when seeking or obtaining health care?

	Yes	No
Barriers related to finances, such as the cost of co-pays, not having insurance, or not being able to take time off from paid work to see your doctor.		
Barriers related to accessing healthcare, such as not having transportation, or not being able to get a timely appointment.		
Barriers related to culture, language, or religion, including concerns that you may experience stigma or discrimination by your healthcare providers.		

9. Have you been to the emergency room in the last year?

Yes No

9a. If yes, some people go to the emergency room because they do not have a regular doctor. In the past year, have you gone to the emergency room instead of visiting your doctor for any of the following reasons? (Check all that apply.)

I didn't have insurance

I do not have a regular doctor

It takes too long to get an appointment

My doctor's office or clinic wasn't open

I like that I can get everything I need during a single visit to the emergency room (for example, see a doctor, get a lab test and have my prescription filled)

Other, specify: _____

Finally, we'd like to get some background information.

10. What is your ZIP code: _____

11. How old are you? _____

12. What do you consider yourself?

Female

Male

Transgender

Prefer not to answer

13. What is your race/ethnicity?

White
Black or African American
More than 1 race
Asian, specify: _____
Hispanic or Latino/a, specify: _____
American Indian or Alaskan Native
Prefer not to answer

Native Hawaiian or other Pacific Islander
Other, specify: _____

14. Were you born outside of the U.S.?

Yes
No
Prefer not to answer

14a. If yes, in what country you were born?

15. In what language do you prefer to receive health care?

English	Haitian/French Creole	Urdu
Spanish	Hindi	Yiddish
Arabic	Italian	
Chinese (Mandarin, Cantonese, or other)		
Korean	Prefer not to answer	
French	Russian	
Other, specify: _____		

16. In the past year, have you gone anywhere else to receive healthcare?

Yes
No

If yes, where _____

17. What is it about [FACILITY] that you like the MOST? (Check all that apply)

- Physicians
- Nurses
- Clerical Staff
- Social Services
- Cost
- Location
- Hospital Environment
- Wait time
- Language/Interpretation Services
- Other _____

18. What is it about [FACILITY] that you like the LEAST? (Check all that apply)

- Physicians
- Nurses
- Clerical Staff
- Social Services
- Cost
- Location
- Hospital Environment
- Wait time
- Language/Interpretation Services
- Other _____

19. How likely are you to recommend [FACILITY] to your family and friends?

- Very likely
- Somewhat Likely
- Not likely
- Would not recommend

20. How long have you have lived in your current neighborhood:

- Less than 1 year
- 1-5 years
- 6-10 years
- More than 10 years

21. What is your sexual orientation?

- Straight/heterosexual
- Gay, lesbian or homosexual
- Bisexual
- Other (please specify) _____
- Prefer not to answer

22. Do you know who your primary care provider is?

- Yes
- No

22a. If yes, Name of your primary care provider:

23. When being discharged, are you concerned about the following challenges:

	Yes	No
Medical condition(s)		
Family support		
Access to Home care		
Access to medications		
Access to medical care		
Access to mental health services		
Access to affordable housing		
Access to health insurance		
Financial Barriers		
Access to housing adapted for your disability needs		
Transportation		

Appendix 6. Survey Instrument for Community Advisory Boards and Hospital Leadership

Based on your experience with your family, friends, and neighbors, please rate each of the following health issues based on how serious and/or widespread they are in your hospital community.

	Very serious	Somewhat serious	Not serious	Don't know / Not applicable
Heart disease, high cholesterol, stroke				
Cancer				
Diabetes				
Asthma and other breathing issues				
Hypertension/ high blood pressure				
Violence				
Mental illness and psychiatric disorders				
Dementia including Alzheimer's				
Obesity				
Premature births, low birth weight				
HIV, Hepatitis, STDs				
Alcohol and/or drug use				
Smoking				

Live Your Healthiest Life.

2016

COMMUNITY HEALTH NEEDS ASSESSMENT



EXECUTIVE SUMMARY

Community Health Needs Assessment, 2016 Update

Purpose of the Community Health Needs Assessment

This 2016 Community Health Needs Assessment (CHNA) updates the CHNA completed in 2013 to meet the requirements of Section 9007 of the 2010 federal law, The Affordable Care Act (“ACA”). The ACA requires that any tax-exempt, IRS-designated 501(c) (3) hospital complete or update a publicly-available, comprehensive CHNA every three years in order to document the extent to which it understands the unique characteristics and needs of the local communities it serves, and responds to these needs by delivering meaningful and effective community benefit through clinical services and other programming.

Required Components

A CHNA report has five required components:

- 1) Definition of community served
- 2) A prioritized description of the significant health needs of the community
- 3) Transparency in the process and methods used to conduct the CHNA, including how it took into account input from the community served and prioritized community health needs
- 4) A description of the resources potentially available to address the identified significant prioritized community health needs
- 5) An evaluation of the impact of actions taken to address the significant health needs identified in the previous CHNA report (June 2013).

A CHNA report is considered complete when it is adopted by a governing body of the facility and made widely available to the public.

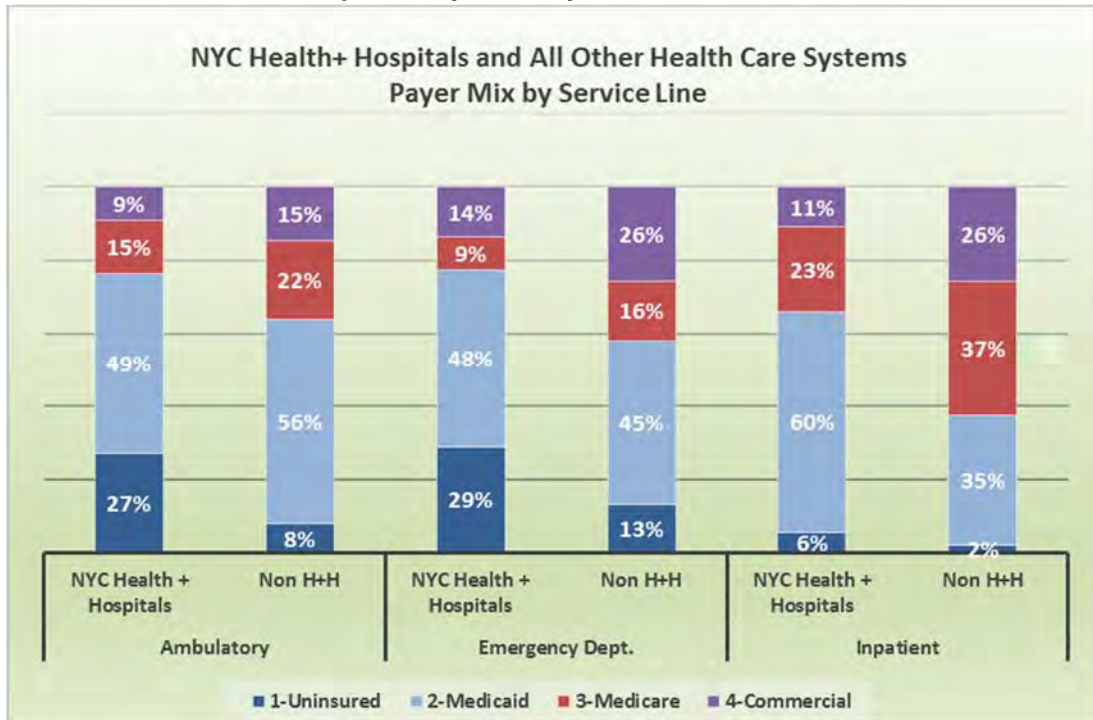
Community Served

NYC Health + Hospitals serve all New Yorkers in every neighborhood in New York City regardless of their ability to pay. Addressing disparity throughout New York City, NYC Health + Hospitals is *the* safety-net for the uninsured and underserved in New York City.

As a share of its total volume, NYC Health + Hospitals provides three times greater share of ambulatory care to the uninsured than other New York City hospitals (27% and 8%, respectively) and twice as many ED visits (29% and 13%, respectively). Medicaid

and uninsured patients together account for nearly twice as many hospital stays compared to other New York City hospitals (66% and 37%, respectively) (chart 1).

Chart 1: NYC Health + Hospitals Payer Mix by Service



Sources and notes: 2014 Hospital Institutional Cost Report, 2014 DTC Cost Report for HHC using internal data, and 2013 Health Center Cost Report for all other DTCs. Includes all NYC acute, general care hospitals and related wholly owned or controlled community health centers, including HHC DTCs. Discharges exclude normal newborns. ED visits include treat and release, and visits that result in admission. Clinic visits include comprehensive care and primary care visits only.

The service area of individual hospitals in the NYC Health + Hospitals System are identified in Appendix 1. A description of these communities, including demographic characteristics identifying vulnerable populations such as disabled and residency status; and health status such as chronic disease prevalence and the rate of potentially avoidable emergency health care use, is in Appendix 2.

Process and Methods

The process and methods was designed collaboratively by a work group of facility planning directors and other representatives.

The community served by each acute care facility is defined as the geographic area in which 75% of its ambulatory care patients reside. An initial list of over 40 health needs were identified based on a review of published literature and internal analyses that have been made publically available including the 2013 CHNA and the DSRIP Community Needs Assessment. Incorporating input from other facility representatives and pilot

tested with hospital users, this list was refined to 13 community health needs. Input from facility users (approximately 150 per facility were surveyed), Community Advisory Boards, facility leadership, and the prevalence of these health needs within the community were blended together to prioritize the health needs. The five highest priority community needs were considered *significant*.

Prioritized Significant Community Health Needs

All 13 identified community health needs were identified as important within the hospitals' communities according to community input. Those considered most significant and their priority order in accordance with regulatory requirements are indicated in blue in the table below. Hypertension/high blood pressure and diabetes are significant community health needs at all hospitals; obesity and heart disease are significant at the majority of hospitals (Chart 2).

Chart 2: Community Health Need by Hospital

	Bellevue	Carter	Coney Island	Elmhurst	Harlem	Jacobi	Kings County	Lincoln	Metro-politan	NCB	Queens	Woodhull
Hypertension/ High Blood Pressure	1	1 (tie)	4	2	1	1	2	1	2	2 (tie)	2	1
Diabetes	5	1 (tie)	1	1	2 (tie)	3	1	3	1	2 (tie)	1	3 (tie)
Obesity	2 (tie)	4 (tie)	6	4 (tie)	9	4	6	6	3	4	5	3 (tie)
Heart Disease, High Cholesterol, Stroke	2 (tie)	3	2 (tie)	4 (tie)	8	5 (tie)	4	4 (tie)	5	6	10 (tie)	5
Mental Illness	4	6 (tie)	8 (tie)	4 (tie)	6	5 (tie)	3	10 (tie)	9	5	3 (tie)	6
Alcohol and/or Drug Use	6	9	10	7	5	9	7 (tie)	2	7	9	6 (tie)	2
Asthma and Other Breathing Issues	8	6 (tie)	8 (tie)	12	2 (tie)	2	9	4 (tie)	4	1	13	7 (tie)
Cancer	7	10	2 (tie)	3	11	8	5	9	8	7	8 (tie)	11
Smoking	11	6 (tie)	5	8	4	7	12	7	12	8	3 (tie)	10
Violence	10	12 (tie)	11	9	10	10	10	8	6	10	6 (tie)	7 (tie)
HIV/AIDS, Hepatitis, STDs	9	11	13	10	7	11	7 (tie)	10 (tie)	10	11	12	7 (tie)
Dementia	12	4 (tie)	7	11	12 (tie)	12	13	12	11	12	10 (tie)	12 (tie)
Premature Births, Low Birth Weight	13	12 (tie)	12	13	12 (tie)	13	11	13	13	13	8 (tie)	12 (tie)

Comparison of 2013 and 2016 Significant Community Health Needs

Most of the significant community health needs identified in 2013 were again identified in 2016. In both 2013 and 2016, a large number of hospitals identified diabetes, hypertension/high blood pressure, heart disease, obesity, mental illness and asthma as a significant community health need.

HIV/AIDS and other infectious diseases were considered a significant community health need at five hospitals in 2013, but none considered it among their most significant in 2016. A decrease in importance is consistent with the continued progress in reducing HIV/AIDS diagnoses and deaths in NYC.

Other changes in health needs between 2013 and 2016 are partly attributable to changes in federal requirements regarding methodology (see Process and Methods).

Significant Community Health Needs Identified in 2016 and 2013

	Significant Community Health Needs	
	Number of Hospitals Identified in 2016	Number of Hospitals Identified in 2013
Diabetes	12	12
Hypertension / High Blood Pressure	12	10
Heart Disease, High Cholesterol, Stroke	9	10
Obesity	8	8
Mental illness	6	10
Asthma and other Breathing Issues	5	5
Alcohol and/or Drug Use	3	9
Cancer	3	6
Smoking	3	1
Dementia	1	1
HIV/AIDS, Hepatitis, STDs	0	5
Violence	0	2
Premature Births, Low Birth Weight	0	1

Resources Potentially Available

Appendix 4 is a listing of health and social service organizations available to members of low-income, medically underserved, and other minority populations in the neighborhoods included in the primary service area of NYC Health + Hospitals, by borough and sorted by neighborhood. These populations may experience health disparity or are at risk of not receiving medical care as a result of being uninsured or underinsured or due to geographic, language, financial, immigration status, or other barriers. Organization services provided are arranged accordingly into the following categories: Dental, Vision, Adult Day Health, Health center, Insurance enrollment, Home Health, Hospital, Nursing Home, Prescription Drug, Immigration Support, Mental Health-Inpatient, Mental Health-Ambulatory, Substance Use, Social Services, Financial Assistance, and Wellness/Prevention.

Evaluation of 2013 Implementation Plan

NYC Health + Hospitals evaluated each hospital's 2013 Implementation Plan and the impact of specific interventions that addressed identified health care needs (Appendix 3). Included in the evaluation is a list of the significant health needs identified in 2013, a description of the planned activities that addressed each of the health needs, an indication whether the planned activity was implemented, the target population and goal of the activity, and the impact or outcome of the activity.

2016 Implementation Strategy

The 2016 CHNA Implementation Strategy due in November 2016 will be designed to address the prioritized significant community health needs identified in the 2016 CHNA and must be adopted by the hospital's governing body.

PROCESS AND METHODS

Community Served

Each hospital's primary and secondary service area is defined as the zip codes that comprise the residence of 50%, 75% of its ambulatory patients, respectively.

Community Input

Community input was obtained using three different strategies:

1) Community Advisory Board

Community Advisory Boards (CAB) are the formal and direct links between each NYC Health + Hospitals facility and its patients and local advocates. The CAB members, consisting of residents, patients and community workers, represent the views of the community in the health care facility's decision making-process to ensure access to the best possible medical care in their communities. The CAB members provide vital insight on the development of facility plans and programs, as well as keep the community informed of NYC Health + Hospitals' goals and objectives. All hospitals in the NYC Health + Hospitals system have a CAB which meets on a regular basis.

The CHNA report and process was presented to each CAB individually. A survey was administered anonymously and confidentially to each CAB member which asked them to indicate the relative importance of each of the 13 identified community health needs in their community (see survey instrument in appendix 6). These responses were coded for inclusion in the prioritization matrix. CAB members were also asked to provide additional input beyond the survey question.

2) Facility Users

NYC Health + Hospitals engaged approximately 150 adult facility users from each hospital throughout the main facility and within community-based clinic sites. These individuals completed a survey anonymously and confidentially with questions focused on demographics, health insurance status, language preferences, health concerns, primary and preventive health care utilization, barriers in obtaining ambulatory care and reasons for use of emergency care. Respondents were also asked to indicate the relative importance of each of the 13 identified community health needs in their community. These responses were coded for inclusion in the prioritization matrix.

Surveys were self-administered or administered by facility staff. The surveys were translated into NYC Health + Hospitals' top 7 languages: Bengali, Chinese (simplified),

Haitian-Creole, French, Polish, Russian and Spanish. Participants received a two-trip Metrocard valued at \$5.50 for completing the survey (see survey instrument in Appendix 5).

3) Additional Community Engagement

NYC Health + Hospitals completed a community needs assessment in December 2014 as a requirement to participate in the Delivery System Reform Incentive Payment (DSRIP) program, a statewide initiative that focuses on improving health care delivery promoting community-level collaborations to ensure that Medicaid and uninsured populations receive culturally competent, highly integrated, well-coordinated, and easily accessible health services. As part of this needs assessment, the system collaborated with government agencies, numerous community organizations, engaged experts in the community and conducted focus groups with vulnerable populations. Key informant interviews were conducted with community experts having population-specific expertise, including particular immigrant groups, older adults, children and adolescents or expertise in specific issues, including supportive housing, care coordination, corrections, and homelessness (conducted as part of the NYC Health + Hospitals DSRIP Community Needs Assessment). Focus groups were conducted with community members recruited by community organizations which included targeted vulnerable groups such as older adults, local immigrant groups, LGBTQ and individuals with disabilities.

Additional Resources

4) Facility Leadership

Hospital leadership were engaged to support the initial identification of potential community health needs, and refine the list to 13 needs which were used in hospital user and CAB member surveys. In addition, a survey was administered to hospital leaders which asked them to indicate the relative importance of each of the 13 identified community health needs in their service area (see survey instrument in Appendix 6). Finally, hospital leaders were asked to review the list of significant health needs identified by the CHNA process.

5) Publically available community health, socio-demographic, economic data

The CHNA work group reviewed all publically available data and supplemented with review of public health literature prepared by New York City of Department of Health and Mental Hygiene (including Take Care New York 2020); New York State Department of Health (including NYS Prevention Agenda 2013-2018); federal agencies, Centers for

Disease Control and Prevention and Healthy People 2020. Sources of Data and Brief Description include:

- American Academy of Family Physicians UDS Mapper
 - UDS Mapper provides ZIP code-level age-adjusted mortality estimates and prevalence estimates on health care access and chronic condition. Can be accessed at: <http://www.udsmapper.org/>.
- Emory University Rollins School of Public Health AIDS Vu
 - AIDS Vu provides ZIP code-level incidence and prevalence data on HIV/AIDS as of 2012. Can be accessed at: <http://aidsvu.org/>.
- New York State Department of Health Cancer Registry
 - The NYS Cancer Registry provides ZIP code-level age-adjusted estimates on incidence of the top malignant cancers (colorectal, female breast, lung and bronchus and prostate) as of 2008-2012. Can be accessed at: <https://www.health.ny.gov/statistics/cancer/registry/zipcode/index.htm>.
- New York State Department of Health DSRIP Performance data
 - The New York State Department of Health provides key statistics on the health care utilization and health status of Medicaid beneficiaries in calendar year 2012. Can be accessed at: https://www.health.ny.gov/health_care/medicaid/redesign/dsrip/performance_data/.
- New York State Department of Health Vital Statistics
 - NYS Vital Statistics provides ZIP-code level key perinatal statistics including access to prenatal care and birth outcomes as of 2011-2013. Can be accessed at: <http://www.health.ny.gov/statistics/chac/perinatal/county/2011-2013/>.
- New York Department of Health and Mental Hygiene (DOHMH) Community Health Survey (CHS)
 - CHS is a telephone survey conducted annually by DOHMH and provides data on the health of New Yorkers, including prevalence estimates on a broad range of chronic condition, health care utilization and other behavioral risk factors. 2010 through 2014 data are used in this report. Can be accessed at: <https://a816-healthpsi.nyc.gov/epiquery/CHS/CHSXIndex.html>.
- New York Department of Health and Mental Hygiene Vital Statistics
 - DOHMH vital statistics data provides 2013 age-adjusted mortality data by cause and by neighborhood. Can be accessed at <https://a816-healthpsi.nyc.gov/epiquery/VS/index.html>.
- United States Census American Community Survey (ACS) 5-year estimates

- ACS provides ZIP code-level demographic, economic, social and housing data as of 2008-2012, and 2010-2014. Can be accessed at: <http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>.

Process and Criteria to Identify Health Needs

A work group composed of central office corporate planning staff, facility planning directors and other facility representatives from all hospitals in the NYC Health + Hospitals system was formed in April 2015 and met monthly to coordinate and conduct the CHNA process. To identify community health needs, the work group reviewed documentation from city, state and federal public health resources, including but not limited to Take Care New York 2020, New York State Prevention Agenda 2013-2018 and Healthy People 2020. The work group also reviewed facility 2013 CHNA and NYC Health + Hospitals DSRIP Community Needs Assessment reports. From this literature review, a list of over 40 potential community health needs were identified. To refine the list, the work group solicited input from other facility representatives and pilot tested the list with hospital users using a survey. The result of this process identified 13 community health needs as indicated below (note: this is not in priority order):

1. Heart disease, high cholesterol, stroke
2. Cancer
3. Diabetes
4. Asthma and other breathing issues
5. Hypertension/ high blood pressure
6. Violence
7. Mental illness and psychiatric disorders
8. Dementia including Alzheimer's
9. Obesity
10. Premature births, low birth weight
11. HIV, Hepatitis, STDs
12. Alcohol and/or drug use
13. Smoking

Prioritization of Community Health Needs

Hospitals developed their facility specific community health needs prioritization by ranking the community needs as determined by facility users, CAB members, hospital leaders, and the prevalence of the conditions within their respective communities – independently - to create an overall blended rank score of each community health need.

Facility users, CAB members, and hospital leaders completed a survey which asked them to rate each of the community health needs using the criteria: “Very Serious” = 3; “Somewhat Serious” = 2; “Not Serious” = 1. The option, “Don’t Know/Not Applicable” was also provided and were excluded for that health need score.

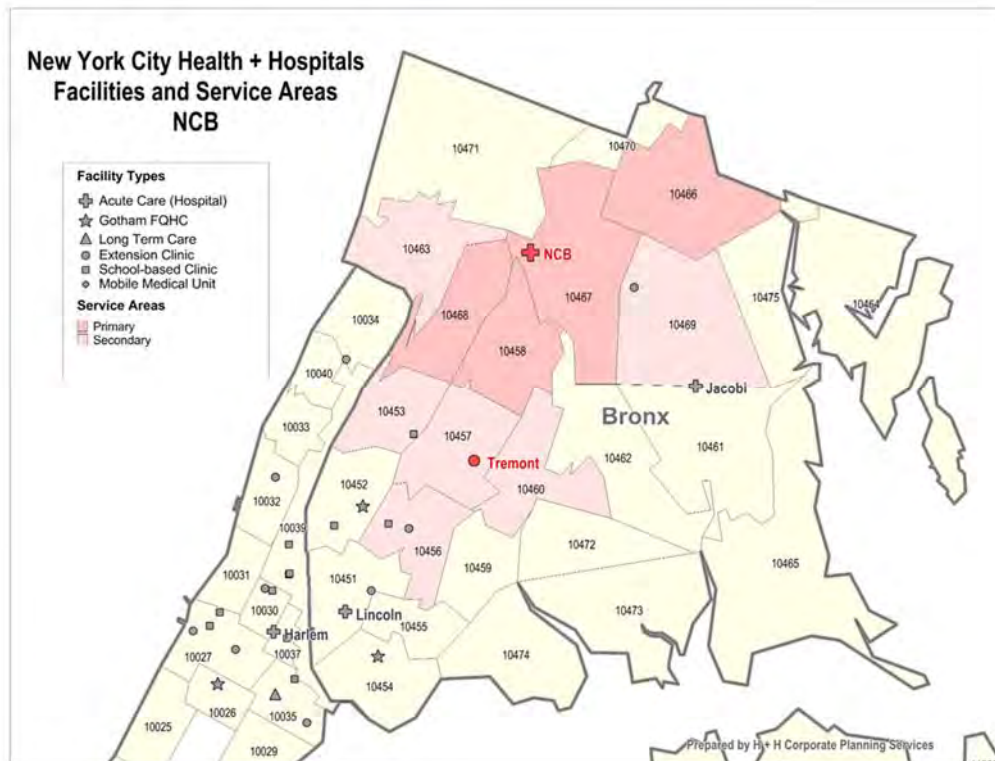
Condition prevalence within the hospital service area was also a considered in prioritizing the community health needs. A ‘z’ score, which represents the distance/variance between the raw score (service area average) and the population mean (citywide average) in units of the standard deviation was calculated for each condition prevalence. A positive number suggests that service area experiences more prevalence in the area than the rest of the city, while a negative number suggest that there is less prevalence in the area relative to other NYC neighborhoods.

Each of the community health needs were assigned a rank from 1 to 13 by each of the three groups – hospital users, CAB members, and hospital leaders – based on their survey results. Community health needs were also assigned a rank from 1 to 13 based on their prevalence, using ‘z’ scores. Finally, each of the four ranks (Users, CAB members, hospital leaders, and prevalence) were added together and health issues were re-ranked based on their overall score.

Community health needs that were considered *significant* were ranked among the top five of identified needs. The final list, including the identified significant community health needs, were reviewed by hospital leadership.

Appendix 1: Description of NYC Health + Hospitals / North Central Bronx and Community Served

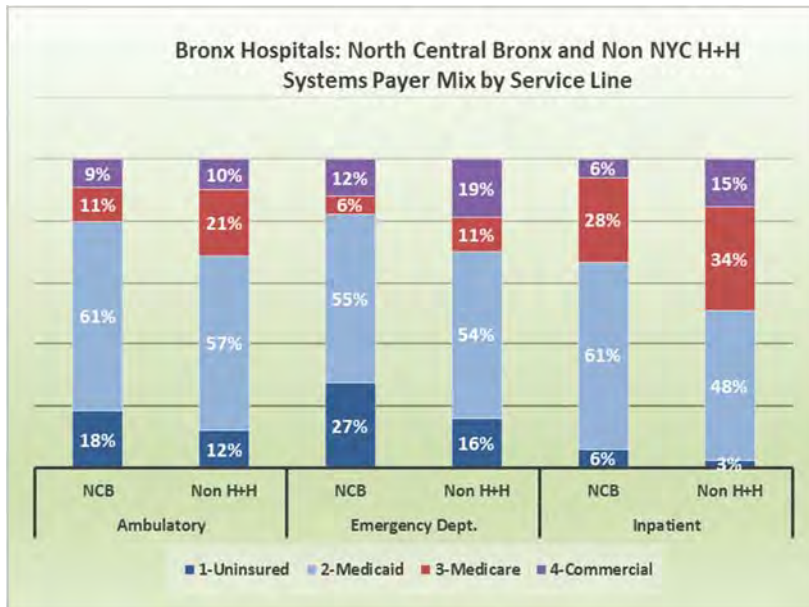
NYC Health + Hospitals / North Central Bronx, a fixture in the Bronx Norwood community, is located in the Fordham-Bronx Park area (Zip code 10467), with a service area that encompasses Crotona/Tremont, Fordham/Bronx Park, Highbridge/Morrisania, Kingsbridge/Riverdale, and Northeast Bronx.¹ The map below shows the primary service area in red and the secondary service area in light red. The hospital's sites are labeled in red and other NYC Health + Hospitals' inpatient and outpatient sites are labeled in gray. The NYC Health + Hospitals / North Central Bronx service area encompasses many neighborhoods that the federal Health Resources and Services Administration (HRSA) has identified as being medically underserved and/or having a shortage of health providers (HPSA).² NYC Health + Hospitals / North Central Bronx is specifically located in special population (Medicaid) Dental, Mental Health, Primary Care HPSAs and the Bedford Park medically underserved area.



¹ Service area is defined as the Zip codes that comprise the residence of 75% of its ambulatory patients. NCB's service area includes Zip codes: 10453, 10456, 10457, 10458, 10460, 10463, 10466, 10467, 10468, and 10469.

² A Medically Underserved Area /Population (MUA/P) designation applies to a neighborhood or collection of census tracts based on four factors: the ratio of primary medical care physicians per 1,000 population, infant mortality rate, percentage of the population with incomes below the poverty level, and percentage of the population age 65 or over. A Healthcare Provider Shortage Area (HPSA) is a collection of census tracts that has been designated as having a shortage of health professionals. There are three categories of HPSAs: primary care (shortage of primary care clinicians), dental (shortage of oral health professionals), and mental health (shortage of mental health professionals).

NYC Health + Hospitals / North Central Bronx provides a disproportionate share of services for the borough's low income and uninsured population. In 2014, 18% of its ambulatory visits, and 27% of its ED visits were uninsured compared to 12% and 16% at Voluntary hospitals in Bronx. In addition, 67% of its inpatient discharges were either uninsured or enrolled in Medicaid, compared to 51% at Voluntary hospitals in Bronx.



Sources and Notes: 2014 Hospital Institutional Cost Report, 2014 DTC Cost Report for HHC using internal data, and 2013 Health Center Cost Report for all other DTCs. Includes all NYC acute, general care hospitals and related wholly owned or controlled community health centers, including HHC DTCs. Discharges exclude normal newborns. ED visits include treat and release, and visits that result in admission. Clinic visits include comprehensive care and primary care visits only.

Facility Size and Patient Volume

With 56,460 patients and 221,839 encounters (FY 2015), NYC Health + Hospitals / North Central Bronx is a full service hospital with 213 certified beds. In FY 2015, it had 6,800 discharges including 600 newborn deliveries, 53,000 Emergency Department visits, and 162,000 ambulatory visits.

Inpatient Services

	Certified Beds	Discharges
General Care	143	4,929
Newborn		605
Psychiatric	70	1,303
Total	213	6,837

Source: Internal financial data, FY 2015. Beds are current as of 2/2016.

Emergency Department Services

	Visits
General	48,869
Psychiatric, includes CPEP	4,161
Total visits	53,030

Source: Internal financial data, FY 2015. Includes visits that result in admissions.

Ambulatory Services

Site	Primary Care	Dental	Specialty Care	Mental Health	Chemical Dependency	Total
North Central Bronx Hospital	79,083	13,942	48,633	15,736		157,394
Tremont Health Center	4,604					4,604
Total NCB	83,687	13,942	48,633	15,736		161,998

Primary Care includes adult and pediatric primary care and women's health services. Specialty includes adult and pediatric specialties, surgeries, ophthalmology, ancillaries and occupational health. Source: internal financial data, FY 2015.

Patient Demographics

Sixty-four percent (64%) of NYC Health + Hospitals / North Central Bronx patients are female and 36% are male. Among total patients, 24% are under age 21; 36% are ages 21-44; 29% are ages 45-64; and 11% are aged 65 and older. System wide, fifty-seven percent (57%) of patients are female and 43% are male. 19% are under age 21; 31% are ages 21-44; 34% are ages 45-64; and 15% are aged 65 and older.

Patient Encounters by Age

Age Group	%
0-4	9%
5-10	7%
11-14	3%
15-18	3%
19-20	2%
21-44	36%
45-54	15%
55-64	14%
65-74	7%
75-84	3%
85+	1%
Total	100%

Source: Internal financial data, FY2015

The hospital is racially diverse, with 42% of patients identifying as Hispanic or Latino; 32% as Black Non-Hispanic; 7% as Asian or Other Pacific Islander; 5% as Multi-Race/Other; 4% as White Non-Hispanic; and 6% of patients declining identification. System wide, 40% of patients identified as Hispanic or Latino; 34% as Black Non-Hispanic; 8% as White Non-Hispanic; 7% as Multi-Race/Other; 6% as Asian or Other Pacific Islander; and 5% of patients declining identification.

Patient Encounters by Race/ Ethnicity

Race/ Ethnicity	%
Hispanic or Latino	41.9%
Black Non-Hispanic	31.5%
Asian/ Pacific Islander	7.2%
Patient Decline	6.4%
Multi Race/Other	4.9%
American Indian or Native	4.1%
White Non-Hispanic	4.0%
Total	100%

Source: Internal financial data, FY2015

Appendix 2: Demographic and Population Health Statistics by Neighborhood

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Table 1. Key Demographic Factors

		% Population below 100% Federal Poverty Level	% Population Non-US Citizen	% Population ≥ 25 years with Less than HS Education	% Population Speaking English "Less than Well"	Average Jail Rate (Per 100,000)	% Population Living with a Disability
NYS		14.9%	10.5%	15.1%	13.4%	382	10.7%
NYC		19.8%	17.7%	20.5%	23.2%	868	10.3%
UHF Neighborhoods							
Bronx	Hunts Point/Mott Haven	43.1%	19.2%	44.4%	36.3%	2,219	17.3%
Bronx	Crotona/Tremont	39.3%	23.8%	38.7%	32.2%	1,903	14.6%
Bronx	Highbridge/Morrisania	38.3%	22.4%	39.1%	32.8%	2,107	15.4%
Kings	East New York	32.8%	16.0%	27.0%	14.0%	1,907	8.9%
Kings	Williamsburg/Bushwick	32.5%	19.9%	37.2%	32.2%	1,793	10.5%
New York	East Harlem	31.8%	16.4%	32.2%	23.6%	2,250	14.1%
Bronx	Fordham/Bronx Park	31.3%	23.0%	31.3%	28.2%	1,320	13.4%
Kings	Greenpoint	28.5%	12.2%	18.6%	23.9%	540	7.2%
Kings	Sunset Park	28.4%	34.3%	45.7%	51.8%	482	8.1%
New York	Central Harlem/Morningside Hgt	27.7%	13.3%	19.8%	12.7%	2,124	12.9%
Kings	Bedford/Stuy/Crown Heights	27.1%	13.7%	20.0%	7.0%	2,129	10.6%
New York	Washington Hgts/Inwood	25.8%	26.0%	30.9%	37.9%	1,135	11.9%
Kings	Borough Park	25.2%	20.1%	24.4%	37.5%	225	9.4%
Bronx	Pelham/Throgs Neck	21.8%	14.3%	26.2%	21.3%	911	11.1%
Richmond	Port Richmond	21.6%	12.7%	16.6%	14.1%	1,302	9.4%
Queens	Rockaway	21.4%	11.3%	21.4%	14.1%	1,277	12.7%
New York	Union Sq./Lower Eastside	21.4%	14.3%	21.6%	22.5%	705	11.1%
Kings	Coney Island/Sheepshead Bay	18.2%	14.6%	18.6%	40.3%	567	14.5%
Queens	West Queens	18.2%	35.1%	29.5%	47.0%	400	8.0%
Kings	Flatbush/E. Flatbush	18.1%	20.4%	17.2%	14.0%	926	7.9%
Richmond	Stapleton/St. George	17.0%	12.0%	17.3%	16.1%	1,068	10.5%
Kings	Downtown/Heights/Slope	16.3%	9.3%	11.7%	10.4%	851	8.0%
Queens	Long Island City/Astoria	16.1%	21.6%	18.1%	27.8%	475	9.3%
Bronx	Northeast Bronx	15.4%	13.4%	19.7%	8.9%	761	11.7%
Queens	Jamaica	15.3%	18.5%	20.1%	16.4%	1,118	10.9%
Bronx	Kingsbridge/Riverdale	15.1%	12.0%	17.5%	20.1%	402	12.0%
Kings	Bensonhurst/Bay Ridge	14.7%	15.7%	21.8%	34.3%	283	10.0%
Queens	Fresh Meadows	14.1%	15.9%	12.9%	25.7%	300	9.8%
Queens	Flushing/Clearview	13.0%	25.8%	20.0%	40.8%	200	9.5%
Kings	Canarsie/Flatlands	12.9%	12.6%	13.4%	13.4%	616	9.3%
New York	Lower Manhattan	12.4%	18.1%	9.3%	12.7%	527	6.1%
Queens	Ridgewood/Forest Hills	12.4%	17.8%	14.5%	25.3%	273	9.1%
New York	Upper West Side	12.0%	11.2%	6.2%	7.7%	446	9.4%
Queens	Southwest Queens	11.9%	18.6%	20.9%	18.5%	442	10.0%
New York	Chelsea/Clinton	11.7%	14.3%	6.6%	9.1%	601	8.7%
New York	Greenwich Village/Soho	10.5%	12.5%	9.3%	12.4%	299	6.7%
New York	Gramercy Park/Murray Hill	8.7%	12.6%	2.5%	6.9%	283	6.8%
Richmond	Willowbrook	8.2%	6.3%	10.7%	11.1%	282	10.0%
Queens	Bayside/Little Neck	7.9%	13.3%	10.5%	27.0%	141	9.1%
Queens	Southeast Queens	7.4%	13.2%	13.2%	12.1%	507	9.1%
New York	Upper East Side	6.9%	11.2%	3.5%	5.7%	162	6.8%
Richmond	South Beach/Tottenville	5.6%	3.5%	8.8%	7.8%	294	9.2%

Sources: U.S. Census American Community Survey (ACS), 2008-2012; New York City Department of Corrections Jail Admissions, 2007-2012, Via Gothamist.

Table 2. Disability by Numbers of Disability and Type

		% ≥Two Disability	% One Disability	% Self Care	% Independent Living	% Cognitive	% Ambulatory	% Vision	% Hearing
NYS		5.3%	5.6%	2.5%	5.3%	4.2%	6.5%	1.9%	4.0%
NYC		5.4%	5.0%	2.7%	5.4%	4.1%	6.8%	2.1%	3.4%
UHF Neighborhoods									
Kings	Coney Island/Sheepshead Bay	9.6%	5.0%	5.6%	10.2%	6.6%	10.7%	3.8%	6.0%
Bronx	Hunts Point/Mott Haven	8.6%	8.8%	3.6%	8.4%	8.9%	11.1%	3.8%	3.3%
Bronx	Highbridge/Morrisania	7.7%	7.7%	3.3%	7.1%	7.5%	10.1%	3.1%	2.9%
Bronx	Crotona/Tremont	7.6%	7.1%	3.2%	7.5%	7.5%	9.1%	2.8%	3.2%
New York	East Harlem	7.5%	6.8%	3.6%	7.1%	6.7%	9.2%	3.3%	3.6%
Queens	Rockaway	6.6%	6.5%	3.6%	7.4%	5.6%	8.3%	3.2%	3.9%
New York	Central Harlem/Morningside Hgt	6.3%	6.7%	2.9%	5.9%	4.8%	9.0%	2.6%	2.6%
Bronx	Fordham/Bronx Park	6.3%	7.2%	2.5%	6.1%	6.6%	8.2%	2.6%	2.8%
New York	Washington Hgts/Inwood	6.2%	5.8%	3.1%	5.9%	4.6%	8.0%	2.4%	2.8%
New York	Union Sq./Lower Eastside	6.2%	5.0%	2.9%	5.5%	4.5%	7.4%	2.2%	4.2%
Bronx	Northeast Bronx	6.1%	5.8%	2.8%	5.8%	4.6%	7.8%	2.8%	3.8%
Bronx	Pelham/Throgs Neck	5.9%	5.2%	2.7%	6.1%	4.6%	7.3%	2.3%	3.5%
Bronx	Kingsbridge/Riverdale	5.9%	6.5%	3.1%	5.7%	5.1%	7.3%	2.2%	4.3%
Kings	Williamsburg/Bushwick	5.7%	4.8%	2.9%	5.9%	4.8%	7.3%	2.3%	2.3%
Kings	Bensonhurst/Bay Ridge	5.7%	4.4%	3.1%	6.5%	3.7%	6.6%	1.7%	4.4%
Richmond	Stapleton/St. George	5.5%	5.1%	3.0%	6.6%	3.8%	6.8%	1.7%	3.3%
Kings	Borough Park	5.5%	3.9%	3.2%	6.5%	4.0%	6.7%	2.0%	3.3%
Queens	Jamaica	5.5%	5.5%	2.7%	5.5%	3.9%	7.0%	2.6%	3.3%
Kings	Bedford/Stuy/Crown Heights	5.2%	5.4%	2.6%	5.3%	3.9%	6.9%	3.0%	2.6%
Queens	Southwest Queens	5.2%	4.8%	2.7%	5.6%	3.6%	6.3%	2.3%	3.7%
Queens	Flushing/Clearview	5.2%	4.4%	2.6%	5.0%	3.1%	6.5%	1.4%	4.4%
Richmond	Willowbrook	5.1%	5.0%	2.6%	6.0%	3.2%	6.9%	1.0%	3.5%
Kings	Canarsie/Flatlands	5.1%	4.2%	2.9%	5.5%	3.5%	6.3%	2.2%	3.3%
Queens	Fresh Meadows	4.9%	5.0%	2.3%	4.9%	3.1%	6.8%	1.9%	4.1%
Queens	Long Island City/Astoria	4.8%	4.5%	2.3%	4.8%	3.1%	6.2%	1.3%	3.3%
Queens	Ridgewood/Forest Hills	4.8%	4.4%	2.5%	5.3%	3.2%	6.3%	1.7%	3.9%
Queens	Bayside/Little Neck	4.7%	4.5%	2.2%	4.9%	2.8%	5.6%	1.8%	4.2%
Kings	East New York	4.5%	4.3%	2.4%	5.2%	3.7%	6.0%	2.2%	2.2%
Richmond	South Beach/Tottenville	4.5%	4.7%	2.1%	4.8%	2.9%	6.0%	1.1%	3.3%
Richmond	Port Richmond	4.5%	5.0%	2.1%	4.8%	3.9%	5.8%	1.3%	2.8%
Kings	Sunset Park	4.4%	3.8%	2.3%	4.8%	4.0%	5.2%	1.8%	2.5%
New York	Upper West Side	4.4%	5.1%	2.4%	4.2%	3.3%	5.9%	1.7%	4.3%
Queens	Southeast Queens	4.3%	4.9%	2.2%	4.8%	3.4%	5.4%	1.5%	3.4%
Kings	Downtown/Heights/Slope	4.2%	4.0%	1.8%	3.8%	3.3%	5.1%	1.6%	2.6%
Kings	Greenpoint	4.2%	3.1%	2.5%	4.4%	3.4%	5.0%	1.9%	2.6%
Queens	West Queens	4.0%	4.2%	1.9%	3.8%	2.9%	5.1%	1.7%	2.9%
Kings	Flatbush/E. Flatbush	3.9%	4.0%	2.0%	4.2%	3.0%	5.2%	1.6%	2.5%
New York	Chelsea/Clinton	3.9%	4.8%	1.7%	3.1%	2.9%	4.9%	1.9%	3.5%
New York	Lower Manhattan	3.3%	2.9%	1.8%	3.4%	2.9%	4.1%	1.0%	2.4%
New York	Gramercy Park/Murray Hill	3.1%	3.8%	1.4%	3.1%	2.5%	3.7%	1.3%	3.4%
New York	Upper East Side	3.0%	3.8%	1.6%	3.0%	2.1%	4.5%	1.1%	4.1%
New York	Greenwich Village/Soho	3.0%	3.8%	1.5%	3.0%	2.2%	3.8%	1.1%	3.6%

Sources: U.S. Census American Community Survey (ACS), 2008-2012.

*Self-Care – Difficulty bathing or dressing; Independent Living – Difficulty with errands; Cognitive – Difficulty remembering, concentrating, making decisions; Ambulatory – Difficulty walking or climbing stairs; Vision – Blind or serious difficulty seeing; Hearing – Deaf or having serious difficulty hearing

Table 3. Potentially Preventable ED Visits (PPV)

		Medicaid Population	PPV Total (Observed)	PPV Total (Risk-Adjusted Expected)	Rate per 100 ED Visits (Observed)	Rate per 100 ED Visits (Risk-Adjusted Expected)	Observed (/) Risk Adjusted Expected Ratio	Observed (-) Risk-Adjusted Expected Gap Total
NYS		5,852,016	2,111,517	2,069,915	36.08			(41,602)
NYC		3,600,712	1,192,918	1,184,340	33.13	32.89	1.01	(8,578)
UHF Neighborhoods								
Brooklyn	Bedford/Stuy/Crown Heights	167,295	74,035	62,671	44.25	37.46	1.18	(11,364)
Manhattan	Central Harlem/Morningside Hgt	80,517	44,215	37,872	54.91	47.04	1.17	(6,343)
Brooklyn	Flatbush/E. Flatbush	135,879	44,131	37,935	32.48	27.92	1.16	(6,196)
Bronx	Highbridge/Morrisania	157,126	67,220	59,232	42.78	37.70	1.13	(7,988)
Bronx	Crotona/Tremont	158,677	68,998	60,948	43.48	38.41	1.13	(8,050)
Brooklyn	East New York	117,951	47,135	41,721	39.96	35.37	1.13	(5,414)
Bronx	Hunts Point/Mott Haven	102,277	44,460	39,547	43.47	38.67	1.12	(4,913)
Bronx	Northeast Bronx	75,259	31,979	28,647	42.49	38.06	1.12	(3,332)
Brooklyn	Canarsie/Flatlands	68,942	18,647	16,896	27.05	24.51	1.10	(1,751)
Bronx	Fordham/Bronx Park	159,307	71,626	65,539	44.96	41.14	1.09	(6,087)
Manhattan	East Harlem	65,233	35,244	32,424	54.03	49.70	1.09	(2,820)
Staten Island	Port Richmond	28,494	13,493	12,448	47.35	43.68	1.08	(1,045)
Brooklyn	Williamsburg/Bushwick	128,546	52,742	48,737	41.03	37.91	1.08	(4,005)
Queens	Rockaway	52,726	18,553	17,206	35.19	32.63	1.08	(1,347)
Manhattan	Washington Hgts/Inwood	143,654	45,340	42,657	31.56	29.69	1.06	(2,683)
Bronx	Pelham/Throgs Neck	139,468	53,267	50,796	38.19	36.42	1.05	(2,471)
Manhattan	Chelsea/Clinton	33,364	20,526	19,607	61.52	58.77	1.05	(919)
Brooklyn	Downtown/Heights/Slope	58,328	23,408	22,661	40.13	38.85	1.03	(747)
Staten Island	Stapleton/St. George	46,913	19,397	18,980	41.35	40.46	1.02	(417)
Queens	Southeast Queens	61,114	16,199	16,107	26.51	26.36	1.01	(92)
Bronx	Kingsbridge/Riverdale	29,994	9,287	9,270	30.96	30.91	1.00	(17)
Manhattan	Upper West Side	31,538	15,536	15,657	49.26	49.64	0.99	121
Queens	Jamaica	134,719	45,813	46,355	34.01	34.41	0.99	542
Manhattan	Gramercy Park/Murray Hill	9,909	4,922	4,996	49.67	50.42	0.99	74
Staten Island	South Beach/Tottenville	31,842	8,390	8,728	26.35	27.41	0.96	338
Brooklyn	Greenpoint	49,140	9,112	9,485	18.54	19.30	0.96	373
Queens	Ridgewood/Forest Hills	76,683	17,730	19,134	23.12	24.95	0.93	1,404
Queens	Long Island City/Astoria	71,860	21,041	22,873	29.28	31.83	0.92	1,832
Staten Island	Willowbrook	20,710	5,004	5,581	24.16	26.95	0.90	577
Manhattan	Upper East Side	13,219	4,674	5,224	35.36	39.52	0.89	550
Queens	West Queens	229,929	68,271	77,793	29.69	33.83	0.88	9,522
Queens	Southwest Queens	124,369	33,190	38,415	26.69	30.89	0.86	5,225
Manhattan	Lower Manhattan	12,194	5,744	6,673	47.11	54.72	0.86	929
Brooklyn	Coney Island/Sheepshead Bay	136,183	23,227	27,800	17.06	20.41	0.84	4,573
Brooklyn	Borough Park	195,905	26,744	33,459	13.65	17.08	0.80	6,715
Brooklyn	Bensonhurst/Bay Ridge	80,319	11,180	14,859	13.92	18.50	0.75	3,679
Queens	Fresh Meadows	34,877	7,591	10,201	21.77	29.25	0.74	2,610
Manhattan	Union Sq./Lower Eastside	81,104	22,872	30,851	28.20	38.04	0.74	7,979
Brooklyn	Sunset Park	99,590	16,971	24,170	17.04	24.27	0.70	7,199
Manhattan	Greenwich Village/Soho	14,323	3,334	5,174	23.28	36.12	0.64	1,840
Queens	Bayside/Little Neck	19,932	2,236	3,724	11.22	18.68	0.60	1,488
Queens	Flushing/Clearview	116,900	17,342	29,251	14.83	25.02	0.59	11,909

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Potentially Preventable Visits (PPVs), based on proprietary 3M software, are emergency visits for ambulatory care sensitive conditions (ACSC) that may result from a lack of adequate access to care or ambulatory care coordination. These ambulatory sensitive conditions could be reduced or eliminated with adequate patient monitoring and follow up. Unlike with PQIs, which can be disease specific, there is only one PPV indicator which represents all potentially avoidable ED visit regardless of condition or disease.

PPV Events are observed or "actual" ED visits that meet the criteria of an ACSC visit as defined by the 3M software. The Observed Rate is the number of PPV events divided by the population. Risk Adjusted Expected Visits are PPV visits adjusted by age, gender and race/ethnicity. The Expected rate is the number of Expected visits divided by the population. Risk Adjusted Expected Rate is the observed PPV rate divided by the expected PPV rate, multiplied by the statewide PPV rate. A lower number is better.

Table 4. Medicaid Beneficiaries with a Respiratory Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	558,700	9.6%	35.3%	47.3%
NYC		3,595,868	348,955	9.7%	36.0%	44.9%
UHF Neighborhoods						
Queens	Rockaway	52,664	8,148	15.5%	43.8%	44.0%
Manhattan	East Harlem	65,008	9,304	14.3%	40.2%	55.6%
Bronx	Hunts Point/Mott Haven	102,165	14,577	14.3%	35.7%	50.4%
Manhattan	Chelsea/Clinton	33,022	4,432	13.4%	49.6%	51.2%
Manhattan	Upper West Side	31,499	3,860	12.3%	44.0%	48.4%
Bronx	Highbridge/Morrisania	157,071	19,125	12.2%	38.7%	52.1%
Bronx	Crotona/Tremont	158,601	18,698	11.8%	37.5%	53.4%
Manhattan	Central Harlem/Morningside Hgt	80,466	9,465	11.8%	39.9%	59.3%
Staten Island	Stapleton/St. George	46,686	5,435	11.6%	41.3%	48.6%
Brooklyn	Coney Island/Sheepshead Bay	136,160	15,846	11.6%	34.9%	25.3%
Bronx	Pelham/Throgs Neck	139,194	16,181	11.6%	36.4%	47.9%
Bronx	Fordham/Bronx Park	159,182	18,340	11.5%	39.1%	51.8%
Bronx	Kingsbridge/Riverdale	29,957	3,408	11.4%	43.7%	42.7%
Bronx	Northeast Bronx	75,167	8,496	11.3%	44.5%	48.9%
Brooklyn	Downtown/Heights/Slope	58,124	6,507	11.2%	42.1%	48.7%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	18,349	11.0%	41.3%	55.0%
Manhattan	Upper East Side	13,206	1,428	10.8%	49.6%	33.9%
Brooklyn	East New York	117,543	12,412	10.6%	36.8%	53.5%
Staten Island	Port Richmond	28,478	2,926	10.3%	33.9%	55.1%
Brooklyn	Williamsburg/Bushwick	128,474	13,152	10.2%	35.8%	52.3%
Manhattan	Gramercy Park/Murray Hill	9,839	994	10.1%	42.2%	52.0%
Manhattan	Union Sq./Lower Eastside	81,093	7,890	9.7%	33.9%	40.4%
Brooklyn	Canarsie/Flatlands	68,906	6,594	9.6%	39.2%	40.9%
Queens	Ridgewood/Forest Hills	76,645	7,060	9.2%	28.5%	32.7%
Brooklyn	Bensonhurst/Bay Ridge	80,271	7,316	9.1%	29.8%	23.7%
Staten Island	Willowbrook	20,550	1,871	9.1%	33.7%	34.2%
Manhattan	Washington Hgts/Inwood	143,590	12,911	9.0%	31.2%	44.1%
Staten Island	South Beach/Tottenville	31,799	2,827	8.9%	35.7%	37.4%
Manhattan	Lower Manhattan	12,054	1,006	8.3%	38.6%	45.7%
Queens	Jamaica	134,473	10,759	8.0%	34.2%	48.5%
Manhattan	Greenwich Village/Soho	14,273	1,129	7.9%	33.5%	25.2%
Queens	Fresh Meadows	34,868	2,713	7.8%	25.9%	33.7%
Brooklyn	Flatbush/E. Flatbush	135,688	10,306	7.6%	40.7%	47.8%
Queens	Long Island City/Astoria	71,850	5,436	7.6%	31.2%	39.6%
Brooklyn	Sunset Park	99,554	7,460	7.5%	25.5%	31.1%
Queens	Southwest Queens	124,306	8,733	7.0%	27.0%	42.1%
Queens	Flushing/Clearview	116,769	8,003	6.9%	30.6%	28.8%
Brooklyn	Borough Park	195,830	12,978	6.6%	29.9%	27.0%
Queens	West Queens	229,888	15,193	6.6%	26.2%	39.2%
Brooklyn	Greenpoint	49,127	3,114	6.3%	33.0%	39.2%
Queens	Southeast Queens	60,254	3,511	5.8%	33.4%	44.5%
Queens	Bayside/Little Neck	19,922	952	4.8%	25.6%	25.2%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 5. Medicaid Beneficiaries with a Cardiovascular Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	1,543,129	26.4%	40.0%	31.3%
NYC		3,595,868	1,085,013	30.2%	40.4%	28.1%
UHF Neighborhoods						
Brooklyn	Coney Island/Sheepshead Bay	136,160	78,135	57.4%	37.0%	14.4%
Queens	Rockaway	52,664	23,924	45.4%	47.7%	30.1%
Manhattan	Upper East Side	13,206	5,741	43.5%	46.0%	24.2%
Bronx	Kingsbridge/Riverdale	29,957	12,509	41.8%	47.9%	26.7%
Manhattan	Upper West Side	31,499	13,133	41.7%	48.0%	33.2%
Brooklyn	Bensonhurst/Bay Ridge	80,271	31,357	39.1%	32.8%	15.3%
Brooklyn	Canarsie/Flatlands	68,906	26,818	38.9%	43.2%	25.2%
Manhattan	Chelsea/Clinton	33,022	12,615	38.2%	48.2%	39.0%
Queens	Ridgewood/Forest Hills	76,645	27,747	36.2%	35.5%	20.2%
Manhattan	Union Sq./Lower Eastside	81,093	28,702	35.4%	34.2%	22.8%
Brooklyn	Downtown/Heights/Slope	58,124	19,812	34.1%	50.7%	34.6%
Manhattan	Greenwich Village/Soho	14,273	4,788	33.5%	30.8%	15.5%
Manhattan	Washington Hgts/Inwood	143,590	47,415	33.0%	37.4%	28.1%
Bronx	Northeast Bronx	75,167	24,796	33.0%	51.3%	33.1%
Manhattan	East Harlem	65,008	21,434	33.0%	50.2%	40.2%
Staten Island	Willowbrook	20,550	6,763	32.9%	39.2%	22.9%
Manhattan	Lower Manhattan	12,054	3,951	32.8%	34.6%	25.5%
Queens	Flushing/Clearview	116,769	37,374	32.0%	29.0%	16.6%
Staten Island	Stapleton/St. George	46,686	14,414	30.9%	46.4%	34.2%
Queens	Fresh Meadows	34,868	10,718	30.7%	28.7%	19.9%
Queens	Bayside/Little Neck	19,922	5,924	29.7%	24.7%	13.2%
Brooklyn	Borough Park	195,830	57,387	29.3%	34.5%	17.5%
Staten Island	South Beach/Tottenville	31,799	9,293	29.2%	38.0%	25.4%
Queens	Jamaica	134,473	38,881	28.9%	41.2%	30.8%
Queens	Southwest Queens	124,306	35,914	28.9%	35.5%	25.9%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	47,741	28.6%	49.0%	37.7%
Queens	Long Island City/Astoria	71,850	20,511	28.5%	37.5%	26.7%
Manhattan	Gramercy Park/Murray Hill	9,839	2,745	27.9%	42.1%	34.5%
Manhattan	Central Harlem/Morningside Hgt	80,466	22,268	27.7%	46.5%	42.5%
Brooklyn	Flatbush/E. Flatbush	135,688	37,531	27.7%	42.7%	30.5%
Bronx	Pelham/Throgs Neck	139,194	37,536	27.0%	43.1%	33.2%
Brooklyn	East New York	117,543	31,027	26.4%	44.8%	36.4%
Bronx	Highbridge/Morrisania	157,071	40,636	25.9%	44.4%	36.9%
Bronx	Fordham/Bronx Park	159,182	40,823	25.6%	44.8%	35.2%
Queens	Southeast Queens	60,254	15,411	25.6%	37.4%	28.7%
Brooklyn	Williamsburg/Bushwick	128,474	32,841	25.6%	45.0%	37.0%
Bronx	Crotona/Tremont	158,601	40,131	25.3%	44.0%	37.9%
Bronx	Hunts Point/Mott Haven	102,165	24,678	24.2%	44.5%	38.0%
Queens	West Queens	229,888	54,707	23.8%	32.1%	21.3%
Brooklyn	Greenpoint	49,127	10,796	22.0%	40.5%	25.0%
Brooklyn	Sunset Park	99,554	20,214	20.3%	31.7%	21.2%
Staten Island	Port Richmond	28,478	5,303	18.6%	43.2%	40.3%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 6. Medicaid Beneficiaries with a Congestive Heart Failure Condition Diagnosis

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence (Per 100,000)	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	90,070	1,543	61.2%	30.2%
NYC		3,595,868	62,821	1,747	61.6%	28.1%
UHF Neighborhoods						
Brooklyn	Coney Island/Sheepshead Bay	136,160	6,063	4,453	48.0%	13.4%
Bronx	Kingsbridge/Riverdale	29,957	1,109	3,702	60.7%	23.0%
Manhattan	Upper East Side	13,206	464	3,514	61.9%	17.2%
Queens	Rockaway	52,664	1,795	3,408	65.2%	29.1%
Manhattan	Upper West Side	31,499	941	2,987	64.3%	29.9%
Bronx	Northeast Bronx	75,167	2,033	2,705	67.4%	30.3%
Brooklyn	Canarsie/Flatlands	68,906	1,859	2,698	60.3%	24.3%
Manhattan	Chelsea/Clinton	33,022	832	2,520	69.2%	38.9%
Brooklyn	Downtown/Heights/Slope	58,124	1,333	2,293	68.5%	32.7%
Brooklyn	Bensonhurst/Bay Ridge	80,271	1,829	2,279	51.8%	16.2%
Queens	Ridgewood/Forest Hills	76,645	1,703	2,222	52.1%	20.7%
Manhattan	East Harlem	65,008	1,374	2,114	68.0%	40.5%
Brooklyn	Borough Park	195,830	3,580	1,828	51.3%	17.6%
Staten Island	Willowbrook	20,550	368	1,791	56.3%	20.4%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	2,935	1,756	68.0%	36.4%
Queens	Jamaica	134,473	2,255	1,677	62.4%	30.7%
Brooklyn	Flatbush/E. Flatbush	135,688	2,269	1,672	64.8%	29.9%
Brooklyn	Williamsburg/Bushwick	128,474	2,130	1,658	65.4%	38.2%
Manhattan	Central Harlem/Morningside Hgt	80,466	1,290	1,603	69.5%	43.2%
Bronx	Pelham/Throgs Neck	139,194	2,230	1,602	64.4%	31.4%
Staten Island	Stapleton/St. George	46,686	736	1,576	64.3%	31.4%
Manhattan	Greenwich Village/Soho	14,273	224	1,569	57.1%	16.1%
Manhattan	Washington Hgts/Inwood	143,590	2,245	1,563	64.8%	29.0%
Queens	Bayside/Little Neck	19,922	310	1,556	50.3%	14.8%
Manhattan	Lower Manhattan	12,054	187	1,551	56.1%	30.5%
Manhattan	Union Sq./Lower Eastside	81,093	1,255	1,548	59.3%	28.8%
Manhattan	Gramercy Park/Murray Hill	9,839	152	1,545	63.2%	36.8%
Queens	Fresh Meadows	34,868	534	1,531	52.4%	23.0%
Queens	Southeast Queens	60,254	884	1,467	59.8%	29.8%
Bronx	Fordham/Bronx Park	159,182	2,326	1,461	70.9%	33.5%
Brooklyn	East New York	117,543	1,706	1,451	66.2%	37.0%
Staten Island	South Beach/Tottenville	31,799	459	1,443	64.9%	24.2%
Bronx	Highbridge/Morrisania	157,071	2,242	1,427	68.6%	37.4%
Queens	Flushing/Clearview	116,769	1,646	1,410	56.7%	22.0%
Bronx	Crotona/Tremont	158,601	2,063	1,301	70.3%	39.3%
Queens	Long Island City/Astoria	71,850	916	1,275	64.1%	28.4%
Brooklyn	Greenpoint	49,127	614	1,250	64.7%	26.1%
Queens	Southwest Queens	124,306	1,533	1,233	62.4%	28.6%
Bronx	Hunts Point/Mott Haven	102,165	1,255	1,228	68.8%	36.2%
Queens	West Queens	229,888	2,049	891	62.3%	23.6%
Brooklyn	Sunset Park	99,554	862	866	56.7%	25.9%
Staten Island	Port Richmond	28,478	231	811	67.1%	38.5%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 7. Medicaid Beneficiaries with a Diabetes Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	562,637	9.6%	32.5%	31.2%
NYC		3,595,868	409,227	11.4%	32.3%	28.6%
UHF Neighborhoods						
Brooklyn	Coney Island/Sheepshead Bay	136,160	23,603	17.3%	30.0%	15.4%
Queens	Rockaway	52,664	8,424	16.0%	42.0%	29.8%
Manhattan	Upper West Side	31,499	4,461	14.2%	37.9%	33.7%
Brooklyn	Canarsie/Flatlands	68,906	9,754	14.2%	36.0%	24.9%
Manhattan	East Harlem	65,008	8,958	13.8%	40.4%	38.6%
Manhattan	Chelsea/Clinton	33,022	4,420	13.4%	38.3%	37.6%
Bronx	Kingsbridge/Riverdale	29,957	4,001	13.4%	40.7%	28.1%
Bronx	Northeast Bronx	75,167	9,869	13.1%	41.3%	33.6%
Manhattan	Union Sq./Lower Eastside	81,093	10,391	12.8%	27.5%	23.8%
Manhattan	Washington Hgts/Inwood	143,590	18,374	12.8%	29.7%	27.9%
Brooklyn	Downtown/Heights/Slope	58,124	7,416	12.8%	39.7%	34.7%
Queens	Southwest Queens	124,306	15,534	12.5%	23.6%	23.9%
Queens	Jamaica	134,473	16,526	12.3%	28.9%	29.6%
Manhattan	Upper East Side	13,206	1,582	12.0%	40.4%	25.2%
Queens	Ridgewood/Forest Hills	76,645	9,134	11.9%	27.7%	19.7%
Bronx	Pelham/Throgs Neck	139,194	16,221	11.7%	34.0%	33.4%
Brooklyn	Bensonhurst/Bay Ridge	80,271	9,282	11.6%	24.1%	15.4%
Staten Island	Stapleton/St. George	46,686	5,310	11.4%	39.5%	34.6%
Brooklyn	Flatbush/E. Flatbush	135,688	15,416	11.4%	34.4%	30.0%
Staten Island	Willowbrook	20,550	2,319	11.3%	29.9%	21.9%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	18,715	11.2%	40.3%	36.9%
Queens	Fresh Meadows	34,868	3,902	11.2%	21.2%	18.6%
Queens	Flushing/Clearview	116,769	12,964	11.1%	21.4%	15.8%
Queens	Long Island City/Astoria	71,850	7,959	11.1%	27.2%	25.9%
Manhattan	Central Harlem/Morningside Hgt	80,466	8,774	10.9%	36.9%	41.8%
Bronx	Hunts Point/Mott Haven	102,165	11,020	10.8%	35.9%	37.8%
Bronx	Fordham/Bronx Park	159,182	17,130	10.8%	37.3%	35.8%
Bronx	Highbridge/Morrisania	157,071	16,834	10.7%	37.7%	36.8%
Brooklyn	East New York	117,543	12,580	10.7%	35.4%	35.7%
Manhattan	Lower Manhattan	12,054	1,262	10.5%	32.3%	31.1%
Brooklyn	Williamsburg/Bushwick	128,474	13,297	10.3%	35.2%	36.8%
Bronx	Crotona/Tremont	158,601	16,367	10.3%	38.1%	37.8%
Manhattan	Greenwich Village/Soho	14,273	1,438	10.1%	25.3%	16.9%
Queens	Southeast Queens	60,254	6,003	10.0%	25.5%	27.1%
Queens	West Queens	229,888	22,717	9.9%	24.9%	20.6%
Brooklyn	Borough Park	195,830	18,996	9.7%	24.6%	17.8%
Manhattan	Gramercy Park/Murray Hill	9,839	929	9.4%	35.6%	38.0%
Queens	Bayside/Little Neck	19,922	1,795	9.0%	20.9%	13.8%
Staten Island	South Beach/Tottenville	31,799	2,673	8.4%	32.6%	24.7%
Brooklyn	Greenpoint	49,127	3,642	7.4%	29.7%	27.1%
Brooklyn	Sunset Park	99,554	7,054	7.1%	26.5%	21.7%
Staten Island	Port Richmond	28,478	2,009	7.1%	33.4%	39.4%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 8. Medicaid Beneficiaries with a Mental Health Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	1,328,558	22.8%	30.9%	45.8%
NYC		3,595,868	702,585	19.5%	32.3%	42.3%
UHF Neighborhoods						
Manhattan	Chelsea/Clinton	33,022	16,610	50.3%	41.4%	49.9%
Manhattan	Gramercy Park/Murray Hill	9,839	3,642	37.0%	38.9%	47.1%
Manhattan	Upper West Side	31,499	11,028	35.0%	36.5%	45.1%
Queens	Rockaway	52,664	17,488	33.2%	43.4%	40.2%
Manhattan	Lower Manhattan	12,054	3,994	33.1%	37.1%	48.2%
Manhattan	Upper East Side	13,206	4,158	31.5%	37.6%	38.3%
Manhattan	East Harlem	65,008	20,410	31.4%	37.6%	52.2%
Bronx	Kingsbridge/Riverdale	29,957	9,026	30.1%	37.5%	36.9%
Staten Island	South Beach/Tottenville	31,799	8,714	27.4%	30.3%	40.6%
Brooklyn	Downtown/Heights/Slope	58,124	15,868	27.3%	36.9%	46.0%
Staten Island	Stapleton/St. George	46,686	12,408	26.6%	39.0%	48.8%
Brooklyn	Coney Island/Sheepshead Bay	136,160	34,703	25.5%	28.2%	24.6%
Bronx	Hunts Point/Mott Haven	102,165	25,701	25.2%	31.7%	48.6%
Manhattan	Central Harlem/Morningside Hgt	80,466	19,986	24.8%	36.7%	53.6%
Manhattan	Greenwich Village/Soho	14,273	3,381	23.7%	38.3%	40.4%
Bronx	Crotona/Tremont	158,601	36,406	23.0%	34.1%	50.0%
Staten Island	Willowbrook	20,550	4,703	22.9%	29.5%	35.3%
Bronx	Fordham/Bronx Park	159,182	35,728	22.4%	33.1%	47.9%
Bronx	Pelham/Throgs Neck	139,194	30,833	22.2%	28.9%	43.6%
Bronx	Highbridge/Morrisania	157,071	34,754	22.1%	32.9%	49.0%
Bronx	Northeast Bronx	75,167	16,019	21.3%	37.5%	44.3%
Manhattan	Union Sq./Lower Eastside	81,093	16,891	20.8%	32.3%	42.9%
Manhattan	Washington Hgts/Inwood	143,590	29,748	20.7%	28.2%	40.1%
Queens	Ridgewood/Forest Hills	76,645	15,446	20.2%	25.1%	30.0%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	32,956	19.7%	37.6%	50.6%
Staten Island	Port Richmond	28,478	5,577	19.6%	31.8%	51.2%
Brooklyn	East New York	117,543	22,969	19.5%	33.6%	47.6%
Brooklyn	Williamsburg/Bushwick	128,474	24,881	19.4%	30.3%	48.5%
Brooklyn	Bensonhurst/Bay Ridge	80,271	14,138	17.6%	27.2%	27.8%
Brooklyn	Canarsie/Flatlands	68,906	11,728	17.0%	33.0%	35.4%
Queens	Fresh Meadows	34,868	5,652	16.2%	24.6%	34.2%
Brooklyn	Greenpoint	49,127	7,325	14.9%	27.3%	35.9%
Queens	Jamaica	134,473	19,784	14.7%	32.7%	44.2%
Queens	Long Island City/Astoria	71,850	10,432	14.5%	27.9%	39.5%
Brooklyn	Borough Park	195,830	26,941	13.8%	24.0%	24.1%
Brooklyn	Flatbush/E. Flatbush	135,688	17,611	13.0%	36.5%	43.0%
Queens	Flushing/Clearview	116,769	14,390	12.3%	29.9%	32.7%
Queens	Bayside/Little Neck	19,922	2,400	12.0%	24.9%	27.2%
Queens	Southwest Queens	124,306	14,752	11.9%	25.3%	38.6%
Queens	West Queens	229,888	26,313	11.4%	26.3%	36.2%
Queens	Southeast Queens	60,254	6,509	10.8%	37.2%	46.3%
Brooklyn	Sunset Park	99,554	10,227	10.3%	26.5%	35.9%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 9. Medicaid Beneficiaries with a Substance Use Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	370,898	6.4%	59.6%	59.9%
NYC		3,595,868	222,198	6.2%	65.0%	58.4%
UHF Neighborhoods						
Manhattan	Chelsea/Clinton	33,022	10,401	31.5%	71.6%	59.2%
Manhattan	Upper West Side	31,499	5,374	17.1%	63.9%	58.1%
Manhattan	Gramercy Park/Murray Hill	9,839	1,659	16.9%	69.5%	65.4%
Manhattan	East Harlem	65,008	9,878	15.2%	68.3%	61.2%
Manhattan	Lower Manhattan	12,054	1,603	13.3%	73.8%	66.0%
Manhattan	Central Harlem/Morningside Hgt	80,466	10,093	12.5%	66.2%	63.3%
Bronx	Hunts Point/Mott Haven	102,165	12,551	12.3%	61.5%	57.0%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	16,159	9.7%	65.8%	61.3%
Bronx	Crotona/Tremont	158,601	15,141	9.5%	67.0%	59.2%
Brooklyn	Downtown/Heights/Slope	58,124	5,464	9.4%	68.5%	63.7%
Staten Island	Stapleton/St. George	46,686	4,329	9.3%	70.7%	60.6%
Staten Island	South Beach/Tottenville	31,799	2,948	9.3%	61.3%	57.9%
Bronx	Highbridge/Morrisania	157,071	14,126	9.0%	65.5%	57.5%
Manhattan	Union Sq./Lower Eastside	81,093	6,788	8.4%	69.4%	62.1%
Manhattan	Greenwich Village/Soho	14,273	1,172	8.2%	71.6%	62.6%
Brooklyn	East New York	117,543	8,911	7.6%	64.3%	59.4%
Bronx	Fordham/Bronx Park	159,182	11,575	7.3%	66.3%	60.6%
Brooklyn	Williamsburg/Bushwick	128,474	8,983	7.0%	64.3%	60.6%
Manhattan	Upper East Side	13,206	910	6.9%	61.9%	55.7%
Staten Island	Port Richmond	28,478	1,885	6.6%	64.2%	62.7%
Queens	Rockaway	52,664	3,386	6.4%	62.8%	58.3%
Bronx	Pelham/Throgs Neck	139,194	8,820	6.3%	61.9%	52.2%
Bronx	Northeast Bronx	75,167	4,430	5.9%	66.2%	60.2%
Staten Island	Willowbrook	20,550	1,195	5.8%	62.4%	55.2%
Queens	Jamaica	134,473	7,496	5.6%	59.7%	56.6%
Brooklyn	Greenpoint	49,127	2,588	5.3%	70.4%	57.1%
Bronx	Kingsbridge/Riverdale	29,957	1,497	5.0%	68.1%	58.1%
Brooklyn	Flatbush/E. Flatbush	135,688	6,193	4.6%	65.9%	57.5%
Manhattan	Washington Hgts/Inwood	143,590	6,388	4.4%	65.7%	58.0%
Brooklyn	Coney Island/Sheepshead Bay	136,160	5,393	4.0%	62.1%	52.2%
Brooklyn	Canarsie/Flatlands	68,906	2,428	3.5%	62.9%	52.1%
Queens	Southeast Queens	60,254	2,045	3.4%	68.4%	62.0%
Queens	Fresh Meadows	34,868	1,115	3.2%	71.1%	53.3%
Queens	Ridgewood/Forest Hills	76,645	2,294	3.0%	53.4%	46.2%
Brooklyn	Bensonhurst/Bay Ridge	80,271	2,159	2.7%	56.3%	50.5%
Queens	Long Island City/Astoria	71,850	1,909	2.7%	56.1%	56.6%
Queens	Southwest Queens	124,306	2,488	2.0%	57.6%	53.8%
Brooklyn	Sunset Park	99,554	1,888	1.9%	56.3%	54.0%
Queens	West Queens	229,888	3,664	1.6%	60.0%	47.7%
Brooklyn	Borough Park	195,830	3,005	1.5%	58.4%	52.6%
Queens	Flushing/Clearview	116,769	1,617	1.4%	59.4%	47.6%
Queens	Bayside/Little Neck	19,922	250	1.3%	54.4%	47.6%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 10. Medicaid Beneficiaries with a HIV/AIDS Condition Diagnosis

		Medicaid Population	Population with a Diagnosis	Weighted Prevalence (Per 100,000)	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	53,901	924	25.3%	36.4%
NYC		3,595,868	49,984	1,390	25.1%	35.4%
UHF Neighborhoods						
Manhattan	Chelsea/Clinton	33,022	1,378	4,173	26.1%	35.6%
Manhattan	Gramercy Park/Murray Hill	9,839	290	2,947	29.0%	36.9%
Manhattan	Upper West Side	31,499	900	2,857	31.9%	43.6%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	4,199	2,512	26.8%	41.8%
Manhattan	Central Harlem/Morningside Hgt	80,466	1,902	2,364	27.3%	42.0%
Manhattan	Union Sq./Lower Eastside	81,093	1,902	2,345	19.3%	25.0%
Manhattan	Greenwich Village/Soho	14,273	321	2,249	19.6%	23.4%
Bronx	Hunts Point/Mott Haven	102,165	2,271	2,223	31.8%	43.2%
Manhattan	East Harlem	65,008	1,373	2,112	31.2%	41.4%
Bronx	Crotona/Tremont	158,601	3,292	2,076	32.1%	41.1%
Bronx	Highbridge/Morrisania	157,071	3,255	2,072	33.1%	39.8%
Bronx	Fordham/Bronx Park	159,182	3,111	1,954	27.5%	40.5%
Brooklyn	Flatbush/E. Flatbush	135,688	2,450	1,806	25.9%	37.2%
Bronx	Northeast Bronx	75,167	1,303	1,733	29.2%	42.9%
Brooklyn	Sunset Park	99,554	1,654	1,661	12.0%	9.8%
Brooklyn	East New York	117,543	1,870	1,591	26.7%	41.6%
Manhattan	Upper East Side	13,206	208	1,575	24.5%	30.8%
Bronx	Pelham/Throgs Neck	139,194	2,186	1,570	26.0%	37.9%
Brooklyn	Downtown/Heights/Slope	58,124	833	1,433	26.7%	40.1%
Brooklyn	Williamsburg/Bushwick	128,474	1,840	1,432	24.1%	42.1%
Queens	Rockaway	52,664	658	1,249	27.2%	43.3%
Staten Island	Stapleton/St. George	46,686	573	1,227	31.2%	41.5%
Manhattan	Washington Hgts/Inwood	143,590	1,624	1,131	25.4%	35.5%
Queens	Flushing/Clearview	116,769	1,273	1,090	9.4%	9.6%
Manhattan	Lower Manhattan	12,054	120	996	20.0%	25.8%
Queens	Jamaica	134,473	1,337	994	24.6%	39.3%
Staten Island	Port Richmond	28,478	280	983	27.9%	49.6%
Brooklyn	Canarsie/Flatlands	68,906	595	863	24.0%	32.6%
Bronx	Kingsbridge/Riverdale	29,957	256	855	28.5%	39.8%
Brooklyn	Bensonhurst/Bay Ridge	80,271	576	718	12.5%	9.7%
Queens	West Queens	229,888	1,501	653	13.7%	18.8%
Queens	Fresh Meadows	34,868	220	631	13.2%	16.8%
Queens	Bayside/Little Neck	19,922	125	627	8.8%	8.8%
Brooklyn	Borough Park	195,830	1,221	623	12.4%	15.8%
Queens	Southeast Queens	60,254	366	607	23.2%	37.7%
Queens	Ridgewood/Forest Hills	76,645	462	603	17.5%	29.4%
Brooklyn	Coney Island/Sheepshead Bay	136,160	798	586	17.2%	24.8%
Queens	Long Island City/Astoria	71,850	395	550	20.8%	30.6%
Queens	Southwest Queens	124,306	647	520	17.9%	34.9%
Staten Island	Willowbrook	20,550	98	477	26.5%	37.8%
Brooklyn	Greenpoint	49,127	227	462	24.2%	33.5%
Staten Island	South Beach/Tottenville	31,799	94	296	21.3%	33.0%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 11. Maternal and Child Health Indicators

		% Low Birth Weight	% Preterm Birth	% Medicaid or Self Pay Payer	% Late or No Prenatal Care	Teen Birth per 1000	Infant Death per 1000	Neonatal Death per 1000
NYS		8.1%	11.1%	50.0%	5.5%	24.4	4.8	3.3
NYC		8.5%	11.3%	59.5%	7.0%	25.3	4.4	2.9
UHF Neighborhoods								
Brooklyn	Bedford/Stuy/Crown Heights	11.7%	14.7%	69.5%	8.6%	31.7	6.4	3.7
Manhattan	Central Harlem/Morningside Hgt	11.3%	14.1%	62.2%	9.8%	30.4	8.0	5.4
Queens	Jamaica	11.3%	13.7%	54.0%	9.1%	27.4	7.5	4.8
Brooklyn	Canarsie/Flatlands	10.7%	14.8%	55.9%	8.3%	19.6	6.1	4.0
Brooklyn	Flatbush/E. Flatbush	10.6%	14.4%	69.2%	9.8%	21.5	4.9	3.3
Manhattan	East Harlem	10.4%	13.1%	72.5%	9.1%	40.9	4.9	3.8
Brooklyn	East New York	10.4%	14.7%	72.3%	9.0%	40.9	7.1	4.3
Queens	Southeast Queens	10.4%	13.0%	43.2%	7.1%	13.8	6.5	5.4
Bronx	Northeast Bronx	10.3%	12.4%	64.2%	12.9%	29.2	5.4	3.6
Bronx	Highbridge/Morrisania	9.8%	12.4%	82.2%	11.4%	45.6	5.5	3.2
Bronx	Hunts Point/Mott Haven	9.6%	12.7%	84.9%	11.3%	47.4	7.1	3.9
Queens	Southwest Queens	9.6%	11.8%	43.5%	6.3%	20.0	3.7	2.1
Bronx	Fordham/Bronx Park	9.5%	12.1%	80.5%	10.2%	36.8	4.8	3.3
Bronx	Pelham/Throgs Neck	9.3%	11.8%	66.1%	10.6%	29.4	3.9	2.5
Bronx	Crotona/Tremont	9.3%	12.3%	83.1%	11.3%	45.9	6.4	4.6
Staten Island	Port Richmond	8.9%	13.5%	62.3%	4.1%	36.4	6.0	2.9
Manhattan	Upper West Side	8.7%	10.1%	12.3%	3.0%	8.6	2.2	1.5
Manhattan	Chelsea/Clinton	8.6%	10.1%	18.0%	4.1%	14.3	4.2	2.5
Manhattan	Gramercy Park/Murray Hill	8.5%	10.0%	6.5%	2.9%	3.9	3.0	2.0
Queens	Rockaway	8.4%	11.6%	56.4%	9.4%	32.4	6.1	4.0
Staten Island	Stapleton/St. George	8.2%	11.4%	54.1%	4.5%	21.2	6.5	5.7
Brooklyn	Coney Island/Sheepshead Bay	8.0%	11.1%	62.2%	5.8%	23.6	4.1	2.2
Manhattan	Upper East Side	8.0%	8.7%	6.2%	2.7%	4.6	1.5	1.2
Manhattan	Washington Hgts/Inwood	7.9%	11.0%	69.6%	7.4%	33.5	4.1	2.0
Staten Island	Willowbrook	7.9%	10.3%	33.8%	2.5%	9.1	3.9	2.8
Manhattan	Lower Manhattan	7.8%	9.8%	11.7%	3.1%	3.4	0.7	0.7
Brooklyn	Williamsburg/Bushwick	7.8%	11.7%	80.2%	7.3%	37.5	5.5	3.3
Queens	Long Island City/Astoria	7.7%	10.6%	50.6%	10.9%	18.0	3.7	2.3
Bronx	Kingsbridge/Riverdale	7.7%	10.2%	43.1%	5.3%	17.5	3.5	3.2
Manhattan	Union Sq./Lower Eastside	7.5%	10.4%	54.1%	4.3%	17.9	2.1	1.1
Staten Island	South Beach/Tottenville	7.4%	10.6%	23.8%	2.1%	4.5	4.0	3.4
Manhattan	Greenwich Village/Soho	7.1%	8.3%	15.5%	1.7%	2.1	1.1	1.1
Brooklyn	Bensonhurst/Bay Ridge	6.9%	10.6%	55.7%	5.2%	15.2	4.5	2.7
Queens	Ridgewood/Forest Hills	6.9%	9.3%	44.9%	5.1%	15.4	3.3	2.6
Queens	Fresh Meadows	6.8%	8.7%	42.0%	3.9%	9.6	2.9	1.6
Brooklyn	Downtown/Heights/Slope	6.8%	9.0%	28.8%	2.6%	18.6	2.8	1.8
Queens	West Queens	6.8%	10.8%	78.1%	8.9%	33.3	4.3	3.0
Queens	Bayside/Little Neck	6.7%	8.7%	27.5%	2.6%	4.1	2.0	2.0
Brooklyn	Borough Park	6.2%	8.6%	72.5%	3.5%	20.1	2.3	1.4
Queens	Flushing/Clearview	6.2%	8.4%	61.3%	5.2%	10.1	2.8	1.9
Brooklyn	Sunset Park	5.8%	8.5%	90.0%	4.0%	37.5	2.1	1.7
Brooklyn	Greenpoint	5.4%	8.2%	62.1%	3.4%	16.6	2.5	1.8

Source: 2010-2012 New York State Vital Statistics County/ZIP Code Perinatal Data Profile as of March, 2014, accessed December, 6 2014, <http://www.health.ny.gov/statistics/chac/perinatal/index.htm>.

* Preterm Births –prior to 37 weeks of gestation; Low Birth Weight– weight between 100-2499 grams; Late or No Prenatal care– initiated during the third trimester of pregnancy or not at all; Teen Birth – Births to females ages 15-19; Infant Deaths –occurred at less than twelve months of age; Neonatal Deaths –occurred at less than 28 days of age. Total Births are over three year time period.

Appendix 3. Evaluation of 2013 Implementation Plan

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
Diabetes	Increase "Kept Appointment Rates and Implement a Weight-Based Insulin Protocol through Diabetes Registry	Yes		<p><u>Target Population:</u> Diabetes patients.</p> <p><u>Goal:</u> By monitoring important vital signs (hbA1c, cholesterol and blood pressure levels) and keep track of vital patient appointments. Providers are then able to monitor the patient's overall needs and compliance and pro-actively schedule appointments and educational interventions when needed.</p> <p><u>Plan:</u> By having patients who are healthier and complaint with their treatment regiments, attendance rates should also improve and minimize the need for chronic care.</p> <p><u>Outcome:</u> NCB's patients who are compliant with their treatment regiments and have acceptable hbA1c levels is now close to 70% exceeding the goals within our health system.</p>
Diabetes	Improve Diabetes Management through Diabetes Clinic Sessions	Yes		
Diabetes	Provide Patients with Assistance in Adjusting Insulin Levels through Insulin Titration Clinic	Yes		
Diabetes	Improve Inpatient Management of Diabetes through Inpatient Glycemic Committee	Yes		
Obesity	Utilize Evidenced-Based Approaches to Weight Management through Twice Weekly Clinical Weight Management Program Sessions	Yes		<p><u>Target Population:</u> overweight and obese children (≥ 85th percentile BMI) and their families.</p> <p><u>Goal:</u> Promoting general health and long-term weight management through healthy eating habits and increased physical activity.</p> <p><u>Plan:</u> The FWMP includes a team of two pediatricians, one nutritionist, one social worker, and a fitness trainer who integrates medical, nutritional, psychosocial, and physical activity approaches to weight loss and weight management.</p> <p><u>Outcome:</u> n/a</p>
Cardiovascular Disease	Provide Education on Nutritional and Lifestyle Factor Affecting Blood Pressure through the Hypertension Clinic	Yes		<p><u>Target Population:</u> Patients with uncontrolled hypertension.</p> <p><u>Goal:</u> Reduce risk factors for those suffering from high blood pressure.</p> <p><u>Plan:</u> Through intervention, self-testing and education medical personal help patients understand risk factors affecting their blood pressure. Through shared healthcare decision making, we are able to help patients understand their condition with the hopes they can one day take responsibility in keeping a healthy lifestyle.</p> <p><u>Outcome:</u> Using similar monitoring mechanisms as our diabetes registry, 63% of our patients have managed to control their blood pressure levels and bring them to an acceptable level. We are planning to increase that rate to 70% in the coming years.</p>
Cardiovascular Disease	Reduce Fragmented Care Delivery During Transitions from One Level of Care to Another through Project RED (Re-Engineered Discharge)	Yes		<p><u>Target Population:</u> Patients with Congestive Heart Failure and those recovering from acute myocardial infarction.</p> <p><u>Goal:</u> Through reducing fragmented care during transitions in care, we hope to improve patient engagement and education, reduce readmissions and ensure patients attend their follow-up appointments.</p> <p><u>Plan:</u> Patients referred to the program receive a blood pressure machine & log book and scheduled for bi-weekly visits with the Team RN to monitor their blood pressure & discuss</p>

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
			strategies for improvement. <u>Outcome:</u> Program has expanded to COPD, Asthma and Diabetes. NCB's Adjusted readmission rate for chronic conditions decreased from 9.4% in 2009 to 5.9% in 2014.	
Behavioral Health & Substance Abuse	Treat Pediatric, Adult and Geriatric Patients through Psychiatric Emergency Services (PES)• Provide Short Term, Acute Intensive Day Treatment Services to Adults Over the Age of 18 through Partial Hospitalization Program (PHP)	Yes	<u>Target Population:</u> the PHP treats patients from early adulthood to geriatric age who present with major mood or psychotic disorders, substance associated disorders, and/or organic mental syndromes with acute behavioral complications.	
Behavioral Health & Substance Abuse	Provide Group Activities/Therapies through Therapeutic Activities Services	Yes	<p><u>Goal:</u> The partial hospital program serves as an alternative to inpatient hospitalization for patients with acute psychiatric symptoms, and can also serve as a transition after inpatient hospitalization. Treatment is short-term and focused on resolution of the acute psychiatric crisis. Program staff coordinates treatment with families and community support networks.</p> <p><u>Plan:</u> PHP offers an alternative to hospitalization. For those who are hospitalized, we offer culturally sensitive and tailored services. For example, the Geriatric Psych unit is the first in the Bronx exclusively to providing specialized mental health services for the elderly. NCB also offers community based services such as ACT to insure that the community can avoid inpatient services and receive the treatment that they need at home 24 hours a day (crisis)</p> <p><u>Outcome:</u> Our psychiatric program treated has 1,300 discharges, 4,000 ED Visits and 16,000 ambulatory visits in FY15.</p>	
Asthma	Coordinate Care Across the Clinical Continuum to Accommodate Children and their Lifestyles through the Pediatric Asthma Program	Yes	<u>Target Population:</u> Children with asthma and allergies.	
Asthma	Develop Individualized Care Plan to Manage Symptoms and Reduce Triggers through Adult Asthma Program		<p><u>Goal:</u> Through written asthma action plans, family education and medication. We plan to reduce the rate of symptoms so asthmatic episodes, attacks and hospital visits are rare.</p> <p><u>Plan:</u> Regular and timely appointments (5 days a week), in addition to easy prescription renewal and coordination between parents and educators we will ensure that children and their caretakers know the early signs of asthma, what triggers asthma and how to make your environment asthma friendly. By providing asthma education during each visit we can tailor a treatment plan to each individual. Asthma action plans which are embedded in the electronic patient record of our asthma patients.</p> <p><u>Outcome:</u> Pediatric hospitalization rates among MetroPlus insured patients (NYC H+H's health plan) of NCB have fallen incrementally from 2.07% in 2010 to 1.86% in 2014.</p>	
Infectious Disease (HIV/AIDS,	Provide HIV Counseling and Testing through Designated AIDS Center (DAC) Services	Yes	<p><u>Target Population:</u> Those patients who are HIV infection or at-risk.</p> <p><u>Goal:</u> providing comprehensive model of care</p>	

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
STDs, Hepatitis)				on site to all HIV/AIDS patients. <u>Plan:</u> co-located medical services for HIV patients including dental, mental health care with social work case management services to link patients and coordinate other care they may need. <u>Outcome:</u> between Jacobi and NCB, 2500 patients receive care. 85% of these are linked to HIV care.
Infectious Disease (HIV/AIDS, STDs, Hepatitis)	Redesign HIV Counseling and Testing through the Behavioral Intervention-Rapid HIV Testing Education & Follow-Up (B.R.I.E.F) Model	Yes		<u>Target Population:</u> The Bronx unfortunately has some of the highest STD/HIV transmission rates in the country. This testing, modeled after the Project BRIEF rapid testing pioneered at Jacobi which rapid tests patients in an ER setting, was paid for by grant funding allowed Jacobi and NCB to go into the community and provide testing in at risk areas. <u>Goal:</u> Provide care to those at risk and link them to services at our facilities. <u>Plan:</u> By testing patients, care providers are able to engage patients about at-risk behaviors and those who are tested positive can be matched to the services they need. <u>Outcome:</u> In the last year, over 10,000 people were tested for care.
Infectious Disease (HIV/AIDS, STDs, Hepatitis)	Adapt B.R.I.E.F Model for Hospital's Community Pharmacy Testing Initiative			
Infectious Disease (HIV/AIDS, STDs, Hepatitis)	Reduce Substance Abuse and HIV/AIDS Transmission through Ryan White Harm Reduction Program	Yes		<u>Target Population:</u> The Ryan White program offers free group and individual counseling for HIV positive individuals who have a desire to get sober. <u>Goal:</u> To prevent substance abuse among those infected with HIV aids. <u>Plan:</u> Our professionals work to enhance an individual's life, holistically striving to improve social, psychological and interpersonal function. Working under a harm reduction model, we are able to meet clients where they are, to assist with their recovery. We provide services that include comprehensive assessment, individual sessions, overdose prevention groups, creative sobriety groups, stress management groups, STD prevention, healthcare management. <u>Outcome:</u> tbd

Appendix 4. Community Resources

Appendix 4 is a listing of health and social services available to low-income, uninsured, and underinsured individuals in the neighborhoods included in the primary service area of NYC Health + Hospitals, sorted by borough and neighborhood. Organization services are in the following categories: Dental, Vision, Adult Day Health, Health center, Insurance enrollment, Home Health, Hospital, Nursing Home, Prescription Drug, Immigration Support, Mental Health-Inpatient, Mental Health-Ambulatory, Substance Use, Social Services, Financial Assistance, and Wellness/Prevention.

Source: Health Information Tool for Empowerment (HITE), a program of the not-for-profit Foundation affiliate of the Greater New York Hospital Association (GNYHA). <http://www.hitesite.org/Default.aspx>. Accessed 3/11/2016.

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Bronx:																	
Fordham- Bronx Park																	
AHRC - Article 16 Clinic (Bronx)	2488 Grand Concourse, 3rd Floor Room 337, Bronx, NY 10458													Y	Y		
AHRC - Bronx Community Rehabilitation and Training Center	3600 Jerome Avenue, 1st Floor, Bronx, NY 10467														Y		
AHRC - Bronx Early Childhood Direction Center	2488 Grand Concourse, Room 303, Bronx, NY 10458														Y		
AHRC - Family Reimbursement: The Francesca Nicosia Fund	2488 Grand Concourse, Room 404, Bronx, NY 10458														Y	Y	
Astor Child Guidance Services - Tilden OPC	750 Tilden Street, Bronx, NY 10467											Y					
Bainbridge Nursing and Rehabilitation Center, LLC	3518 Bainbridge Avenue, Bronx, NY 10467			Y					Y								
Bedford Park Senior Center	243 East 204th Street, Bronx, NY 10458														Y		
BOOM!Health - Main Office	540 East Fordham Road, Bronx, NY 10458														Y		
Bronx Jewish Community Council	2930 Wallace Avenue, Bronx, NY 10467						Y			Y					Y	Y	
Bronx Park Rehabilitation & Nursing Center	3845 Carpenter Avenue, Bronx, NY 10467								Y								
Bronx SBDC - Lehman College Campus	250 Bedford Park Boulevard, Bronx, NY 10468					Y										Y	
Bronx Vet Center	2471 Morris Ave, Suite 1A, Bronx, NY 10468												Y	Y			
Bronx Women's Business Resource Center	2488 Grand Concourse, Suite 321-B, Bronx, NY 10458															Y	
BronxCare - Autism Treatment and Advocacy Center	2432 Grand Concourse, Bronx, NY 10468	Y			Y												Y
BronxCare - Poe Medical and Dental Center	2432 Grand Concourse, Bronx, NY 10458	Y			Y	Y											Y
Bronxwood Home for the Aged	799 East Gun Hill Road, Bronx, NY 10467						Y		Y								
BronxWorks - Bedford Park Center	2925 Grand Concourse, (entrance on 199th Street), Bronx, NY 10468														Y		
CenterLight Health System - Home Health Care Training Program - Bronx	2275 Olinville Avenue, Lower Level, Bronx, NY 10467														Y		
CenterLight Health System - Skilled Nursing	612 Allerton Avenue, Bronx, NY 10467						Y		Y								
Cerebral Palsy Associations of New York State - Article 16 Clinic - Bronx Comprehensive Care Center	2432 Grand Concourse, Bronx, NY 10467				Y							Y		Y	Y		
Children's Hospital at Montefiore - Adolescent AIDS Program	3514 Wayne Avenue, Bronx, NY 10467				Y										Y	Y	
Council of Belmont Organizations (COBO)	630 East 187th Street, Bronx, NY 10458														Y		
Creston Avenue Baptist Church - Food Pantry and Soup Kitchen	114 East 188th Street, Bronx, NY 10468														Y	Y	
Davidson Pediatric Center - Comprehensive Pediatrics Care, PC	2400 Davidson Avenue, Bronx, NY 10468				Y												
Fordham Bedford Community Services	2715 Bainbridge Avenue, Bronx, NY 10458									Y					Y		
Fordham-Tremont CMHC - Community Recovering Services	2021 Grand Concourse, 6th Floor, Bronx, NY 10458												Y				
Fordham-Tremont CMHC - Rev. David Casella Children's Services (DCCS)	260 East 188th Street, 5th Floor, Bronx, NY 10458												Y	Y			
Good Shepherd Services - Beacon MS 45 Counseling Prevention Program/Family Empowerment Program	685 East 187th Street, 2nd Floor, Bronx, NY 10458															Y	
Good Shepherd Services - Community Center Beacon at MS 45	2502 Lorillard Place, Bronx, NY 10458															Y	
Goodwill Industries - Family Reimbursement Program	2432 Grand Concourse, 2nd Floor, Bronx, NY 10458															Y	
Healthy Families Morris Heights at Morris Heights Health Center	2306 Walton Avenue and 183rd, Health Connections, Bronx, NY 10468					Y											Y
James J. Peters VA Medical Center - Outpatient Services	130 West Kingsbridge Road, Bronx, NY 10468				Y							Y	Y	Y	Y		
James J. Peters VA Medical Center	130 West Kingsbridge Road, Bronx, NY 10468							Y	Y						Y	Y	
JASA - Geriatric Mental Health Outreach Service	1 Fordham Plaza, Suite 908, Bronx, NY 10458						Y						Y	Y			
JBFCS - Genesis	PO Box 45, Bronx, NY 10468															Y	
JBFCS - Ittleton Holland Avenue Community Residence	2215 Holland Avenue, Bronx, NY 10467															Y	
JBFCS - Pelham Family Center	2250 Holland Avenue, Bronx, NY 10467															Y	
JBFCS - Personalized Recovery Oriented Services (PROS) Possibilities - Bronx	3600 Jerome Avenue, The Harry & Jeanette Weinberg Mental Health Center, Bronx, NY 10467												Y				
JBFCS - The Harry Blumenfeld Pelham Counseling Center	750 Astor Avenue, 2nd Floor, Bronx, NY 10467												Y	Y			
JBFCS - The Honorable Caroline K. Simon Counseling Center - Bronx	3600 Jerome Avenue, The Harry & Jeanette Weinberg Mental Health Center, Bronx, NY 10467												Y	Y			
JBFCS - White Plains Road Service - CR/SRO	3735 White Plains Road, Bronx, NY 10467															Y	
Jewish Home Lifecare - Bronx Division	100 West Kingsbridge Road, Harry and Jeanette Weinberg Campus, Bronx, NY 10468			Y			Y		Y							Y	
Kingsbridge Heights Community Center - Changing Futures - Fordham Annex	538 East Fordham Road, Bronx, NY 10458															Y	
Madison Square Boys and Girls Club - Columbus Clubhouse	543 East 189th Street, Bronx, NY 10458															Y	
Mekong NYC	2471 University Avenue, Bronx, NY 10468					Y				Y						Y	
Mental Health Association - Supported Housing Program	2488 Grand Concourse, Suite 403, Bronx, NY 10458															Y	
Mind-Builders Creative Arts Center	3415 Olinville Avenue, Bronx, NY 10467															Y	Y
Montefiore Medical Center - AIDS Center	3444 Kossuth Avenue, 3rd Floor, Bronx, NY				Y	Y										Y	

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
	10467																
Montefiore Medical Center - Center for Positive Living	3444 Kossuth Avenue, Family Care Center Building, 3rd Floor, Bronx, NY 10467				Y								Y		Y		Y
Montefiore Medical Center - Child Advocacy Center	3314 Steuben Avenue, Bronx, NY 10467				Y	Y											
Montefiore Medical Center - Community Health	111 East 210th Street, Bronx, NY 10467																Y
Montefiore Medical Center - Department of Child Outpatient Psychiatry	3340 Bainbridge Avenue, Bronx, NY 10467												Y				
Montefiore Medical Center - Department of Dentistry - Centennial II Site	3332 Rochambeau Avenue, Bronx, NY 10467	Y															
Montefiore Medical Center - Department of Dentistry - Schiff Pavilion	3444 Kossuth Avenue, First Floor, Bronx, NY 10467	Y															
Montefiore Medical Center - Family Learning Place	3415 Bainbridge Avenue, Bronx, NY 10467														Y		
Montefiore Medical Center - Greene Medical Arts Pavilion	3400 Bainbridge Avenue, Eighth Floor, Bronx, NY 10467				Y	Y											Y
Montefiore Medical Center - Medical Group University Avenue Family Practice	105 W 188th Street, Bronx, NY 10468				Y	Y									Y		Y
Montefiore Medical Center - Moses Campus	111 East 210th Street, Bronx, NY 10467							Y									Y
Montefiore Medical Center - Narcolepsy Institute	111 East 210th Street, New York, NY 10467														Y		
Montefiore Medical Center - Oval Center	3230 Bainbridge Avenue, Bronx, NY 10467				Y										Y		Y
Montefiore Medical Center - Substance Abuse Treatment Program Unit I	3550 Jerome Avenue, Bronx, NY 10467													Y			
Montefiore Medical Center - WIC Program - Fordham Plaza	1 Fordham Plaza, 5th Floor, Bronx, NY 10458															Y	Y
Montefiore Medical Group - Family Care Center	3444 Kossuth Avenue, Bronx, NY 10467				Y	Y											Y
Montefiore Medical Group - Family Health Center	1 Fordham Plaza, 5th Floor, Bronx, NY 10458				Y	Y											Y
Montefiore Medical Group - Grand Concourse Site	2532 Grand Concourse, Bronx, NY 10458				Y	Y											Y
Mosholu Montefiore Community Center - College Bound Program	3512 DeKalb Avenue, Basement, Bronx, NY 10467														Y		
Mosholu Montefiore Community Center - Edenwald Center	1150 E 229th Street, Bronx, NY 10467														Y		
Mosholu Montefiore Community Center - Main Office	3450 DeKalb Avenue, Bronx, NY 10467									Y					Y		
Mosholu Montefiore Community Center - Senior Services	3450 DeKalb Avenue, Bronx, NY 10467														Y		
Mosholu Parkway Nursing and Rehabilitation Center, LLC	3356 Perry Avenue, Bronx, NY 10467								Y								
Mount Carmel Center for Senior Citizens	2405 Southern Boulevard, Bronx, NY 10458														Y		
New York Center for Infants and Toddlers - Bronx	2336 Andrews Ave, 2nd Floor, Bronx, NY 10468														Y		
New York State Division of Human Rights - Bronx	One Fordham Plaza, 4th Floor, Bronx, NY 10458														Y		
North Central Bronx Hospital - Adult Primary Care Clinic	3424 Kossuth Avenue, 3rd floor, Bronx, NY 10467				Y												
North Central Bronx Hospital - Partial Hospitalization Program	3424 Kossuth Ave, Unit 11A, Bronx, NY 10467												Y				
North Central Bronx Hospital - Pediatric Clinic	3424 Kossuth Avenue, 4th Floor, Bronx, NY 10467				Y												Y
North Central Bronx Hospital - Psychiatric Emergency Services	3424 Kossuth Avenue, Room 1D-01, Bronx, NY 10467												Y				
North Central Bronx Hospital - Special Care Unit	3424 Kossuth Avenue, 10-A, Bronx, NY 10467				Y										Y		Y
North Central Bronx Hospital - WIC Program	3424 Kossuth Avenue, 3rd Floor, Room 3G-06, Bronx, NY 10467															Y	Y
North Central Bronx Hospital	3424 Kossuth Avenue, Bronx, NY 10467							Y									
Our Lady of Refuge - Food Pantry	290 East 196th Street, Bronx, NY 10458														Y		
Paradise Transitional Housing Program	2395 Grand Concourse, Bronx, NY 10468														Y		
Parkchester Enhancement Program for Seniors	1525 Unionport Road, Apartment #ME, Bronx, NY 10467														Y		
Part of the Solution (P.O.T.S.)	2759 Webster Ave., Bronx, NY 10458					Y									Y		Y
Pentecostal Care Community Outreach	621 East 216th Street, Bronx, NY 10467														Y		Y
Presbyterian Senior Services (PSS) - Parkside Neighborhood Center	644 Adeo Avenue, Bronx, NY 10467														Y		
Puerto Rican Family Institute - Intermediate Care Facility III	194 West 180th Street, Bronx, NY 10467														Y		
Regional Aid for Interim Needs (RAIN) - Boston Road Senior Center	2424 Boston Road, Bronx, NY 10467														Y		
Regional Aid for Interim Needs (RAIN) - Gunhill Senior Center	3377 White Plains Road, Bronx, NY 10467														Y		
Regional Aid for Interim Needs (RAIN) - Multi-Services for Seniors	3377 White Plains Road, Bronx, NY 10467														Y		Y
Saint James Recreation Center	2530 Jerome Avenue, Bronx, NY 10468														Y		Y
St. Rita's Center for Immigrant and Refugee Services	2342 Andrews Avenue, Bronx, NY 10468									Y					Y		
SUNY North Bronx Career Counseling & Outreach Center	2901 White Plains Road, Bronx, NY 10467														Y		
The Children's Hospital at Montefiore - Endocrinology Department	3415 Bainbridge Avenue, Bronx, NY 10467				Y												
The Children's Hospital at Montefiore	111 E 210th St., Bronx, NY 10467							Y									
The Institutes of Applied Human Dynamics - Bronx Residential Services	3625 Banbridge Avenue, Bronx, NY 10467														Y		

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Thorpe Family Residence & Community Services - Park Avenue Thorpe	406 East 184th Street, Bronx, NY 10458														Y		
Tolentine Zeiser Community Life Center - Sammon Build Center	2294-96 Grand Avenue, Bronx, NY 10468														Y		
Tolentine-Zeiser Community Life Center	2345 University Avenue, Bronx, NY 10468														Y		
Tri Center - Bronx	2488 Grand Concourse, 4th Floor, Bronx, NY 10458												Y	Y			
Union Community Health Center - Fordham Plaza	470 East Fordham Road, Bronx, NY 10458		Y		Y												
Union Community Health Center - Main Facility	260 East 188th Street, Bronx, NY 10458	Y	Y		Y								Y		Y	Y	Y
United Cerebral Palsy of NYC - Day Habilitation Services - Bronx	2432 Grand Concourse, 3rd Floor, Bronx, NY 10458														Y		
United Cerebral Palsy of NYC - Transitional Opportunities Program (TOP) Day Habilitation	24-32 Grand Concourse, 3rd Floor, Bronx, NY 10468												Y		Y		
University Nursing Home, LLC	2505 Grand Avenue, Bronx, NY 10468								Y								
Wayne Center for Nursing and Rehabilitation, LLC	3530 Wayne Avenue, Bronx, NY 10467								Y								
Workforce1 Career Center - Bronx	400 East Fordham Road, Entrance on Webster Ave, Bronx, NY 10458														Y		
YAI - New York League for Early Learning - Harry H. Gordon Preschool & Early Intervention Center	2465 Bathgate Avenue, Bronx, NY 10458														Y		
Highbridge- Morrisania																	
163rd Street Improvement Council	490 East 167th Street, Bronx, NY 10456														Y		
Albert Einstein College of Medicine - Substance Abuse Div.-Central Intake/Melrose Ontrack Clinic	260 East 161st Street, T Level, Bronx, NY 10451														Y		Y
Argus Career Training Institute (ACT I)	760 East 160th Street, 3rd Floor, Bronx, NY 10456														Y		
Argus Community - ACCESS I & II	760 East 160th Street, Bronx, NY 10456														Y	Y	
Argus Community - Elizabeth L. Sturz Center	760 East 160th Street, Bronx, NY 10456												Y	Y	Y		Y
Argus Community - Harbor House II	760 East 160th Street, Bronx, NY 10456														Y		
Ariva, Inc.	69 East 167th Street, Bronx, NY 10452															Y	
Arturo Schomberg Senior Center	1315 Franklin Avenue, Bronx, NY 10456															Y	
Astor Child Guidance Services - Highbridge Clinic	1419 Shakespeare Avenue, Bronx, NY 10452												Y				
BASICS - Adolescent and Adult Outpatient Program	488 East 164th Street, Bronx, NY 10456														Y		
BoomiHealth - Harm Reduction	226 East 144th Street, Bronx, NY 10451															Y	Y
Brightpoint Health - Bronx Adult Day Health Care Program	1545 Inwood Avenue, Bronx, NY 10452															Y	
Bronx Defenders	360 East 161st Street, Bronx, NY 10451															Y	Y
Bronx District Attorney - Crime Victims Assistance Unit	198 East 161st Street, 5th floor, Bronx, NY 10451										Y						
Bronx SCAN (Supportive Children's Advocacy Network)	1377 Jerome Avenue, Bronx, NY 10452														Y	Y	
BronxCare - Child and Adolescent Inpatient Service	1276 Fulton Avenue, 5th Floor, Bronx, NY 10456											Y					
BronxCare - Crotona Park Family Practice	1591 Fulton Avenue, Bronx, NY 10456				Y	Y											Y
BronxCare - Fulton Family Practice Center	1276 Fulton Avenue, 3rd Floor, Bronx, NY 10456				Y	Y											Y
BronxCare - Ogden Family Medical & Dental Center	1067 Ogden Avenue, Bronx, NY 10451	Y			Y	Y											Y
BronxCare - Special Care Center	1265 Fulton Avenue, Bronx, NY 10456				Y			Y								Y	
BronxCare - WIC Program	21 East Mount Eden, Bronx, NY 10452																Y
BronxCare Adult Outpatient Center	401 East 167th St., (Wester Avenue), Bronx, NY 10456												Y		Y		
BronxCare at Third Avenue	2739-45 Third Avenue, Bronx, NY 10451	Y	Y		Y	Y											Y
Bronx-Lebanon Hospital Center - Fulton Division	1276 Fulton Avenue, Bronx, NY 10456				Y			Y									
BronxWorks - Community Center at Grand Concourse	1130 Grand Concourse, Bronx, NY 10456					Y										Y	Y
BronxWorks - Melrose Eviction Prevention Services	1130 Grand Concourse, Bronx, NY 10456															Y	Y
BronxWorks - Townsend Avenue	1477 Townsend Avenue, Bronx, NY 10452															Y	Y
City-Pro Group Inc. - Bronx	329 East 149th St, Bronx, NY 10451															Y	
Claremont Neighborhood Center	489 East 169th Street, Bronx, NY 10456															Y	
Community Connections for Youth	369 East 149th Street, 7th Floor, Bronx, NY 10456															Y	
Concourse Rehabilitation and Nursing Center, Inc.	1072 Grand Concourse, Bronx, NY 10456								Y								
Concourse Village Special Adult Senior Center	773 Concourse Village East, #LD, Bronx, NY 10451															Y	
Daniel Webster Houses Child Health Center	401 East 168th Street, Bronx, NY 10456				Y												
Daughters of Jacob Nursing Home	1160 Teller Avenue, Bronx, NY 10456								Y								
Department of Homeless Services - Franklin Women's Shelter	1122 Franklin Avenue, Bronx, NY 10456															Y	
Dr. Martin Luther King Jr. Health Center	1265 Franklin Avenue, Bronx, NY 10456	Y	Y		Y	Y								Y			Y
Dr. Martin Luther King Jr. Health Center	1265 Franklin Avenue, 3rd floor, Bronx, NY 10456	Y	Y		Y	Y								Y			Y
EAC Network - Treatment Alternatives for Safer Communities (TASC) - Bronx	1030 Grand Concourse, Bronx, NY 10451															Y	
East Side House Settlement - Head Start/Day Care	414 Morris Avenue, Bronx, NY 10451															Y	
FEDCAP - Behavioral Health Services	1011 Washington Avenue, Bronx, NY 10456															Y	
Fordham-Tremont CMHC - Fordham-Tremont South	326 East 149th Street, Bronx, NY 10451															Y	
Fountain House Bronx- Psychosocial Clubhouse	564 Walton Avenue, Bronx, NY 10451															Y	
Green Chimneys - Transitional Living Program	2417 3rd Ave, Room 606, Bronx, NY 10451															Y	

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
HAC - Day Care Center	1181 Nelson Avenue, Bronx, NY 10452																
HAC - Marshall England Early Learning Center, Universal Pre-K and Family Day Care	800 Concourse Village East, Bronx, NY 10451														Y		
Highbridge Woodcrest Center	936 Woodcrest Avenue, Bronx, NY 10452								Y						Y		
Holy Tabernacle Church - Outreach Program	3780 Third Avenue, Bronx, NY 10456														Y	Y	
Hope Center	1401 University Avenue, Bronx, NY 10452								Y						Y		
Hope of Israel Senior Citizen Center	1068 Gerard Avenue, Bronx, NY 10452														Y		
Hostos Community College - Allied Health Career Pipeline Program	427 Walton Avenue, Bronx, NY 10451														Y		
Hostos Community College Immigration Center	427 Walton Avenue, T-501, Bronx, NY 10451									Y							
Institute for Family Health - Urban Horizons Family Health Center	50-98 East 168th Street, Bronx, NY 10452				Y	Y									Y		
Legal Aid Society - Bronx Neighborhood Office	260 East 161st Street, 8th Floor, Bronx, NY 10451														Y		
Legal Aid Society of New York - Bronx Criminal Practice	260 E 161st Street, 8th-10th floor, Bronx, NY 10451														Y		
Legal Aid Society of New York - Bronx Housing Court Office	1118 Grand Concourse, Room 540, Bronx, NY 10451														Y		
Legal Services NYC - Bronx	349 East 149th Street, 10th Floor, Bronx, NY 10451									Y					Y		
LIFT - The Bronx	349 East 149th Street, Suite 500, Bronx, NY 10451					Y									Y	Y	
Lincoln Hospital - Immunotherapy Clinic	234 East 149th Street, 2A5 Clinic-2nd Floor, Bronx, NY 10451				Y										Y		Y
Lincoln Hospital - Teen Center	234 East 149th Street, 1st Floor, Room 1C2, Bronx, NY 10451				Y										Y		Y
Lincoln Medical and Mental Health Center - Child/Adolescent Outpatient Mental Health Clinic	234 East 149th Street, 4th Floor, Unit 4A, Bronx, NY 10451											Y					
Lincoln Medical and Mental Health Center - Mental Health Outpatient Clinic	234 East 149th Street, 7th Floor, Unit 7B, Bronx, NY 10451											Y			Y		
Lincoln Medical and Mental Health Center - WIC Program	234 East 149th Street, 1st floor, New York, NY 10451															Y	Y
Lincoln Medical and Mental Health Center	234 East 149th Street, Bronx, NY 10451							Y									
Melrose Houses Child Health Clinic	348 East 156th Street, Bronx, NY 10451				Y	Y											
Mid-Bronx Senior Citizens Council - Family Preservation Center	1125 Grand Concourse, Bronx, NY 10451									Y					Y	Y	Y
Mid-Bronx Senior Citizens Council	900 Grand Concourse, (at 161st Street), Bronx, NY 10451						Y								Y		
Montefiore Comprehensive Health Care Center (CHCC)	305 East 161st Street, Bronx, NY 10451	Y	Y		Y	Y											Y
Morrisania Diagnostic & Treatment Center	1225 Gerard Avenue, Bronx, NY 10452	Y	Y		Y	Y						Y			Y		Y
Muslim Women's Institute for Research and Development - Community Food Pantry at Highbridge	1363 Ogden Avenue, Bronx, NY 10452									Y					Y		Y
Narco Freedom - Alternatives Program	528 Morris Avenue, Bronx, NY 10451													Y			
Narco Freedom - Neighborhood & Family Community Health Center (Bronx)	324 East 149th Street, Bronx, NY 10451				Y												Y
Neighborhood Housing Services of New York City (NHSNYC) - South Bronx Office	848 Concourse Village West, Bronx, NY 10451															Y	
NEOPEDS	800 Grand Concourse, Office # 5, Bronx, NY 10451				Y												Y
New Settlement College Access Center	1563 Walton Avenue, Bronx, NY 10452														Y		
New Settlement Community Center	1501 Jerome Avenue, Bronx, NY 10452																Y
New York Metropolitan Martin Luther King, Jr. Center for Nonviolence	576 East 165th Street, Bronx, NY 10456									Y					Y		
NYC Dept. of Health - STD Control and Prevention Clinic - Morrisania	1309 Fulton Avenue (E 169th St. off 3rd), 2nd Floor, Bronx, NY 10456				Y										Y		Y
NYPCC - Bronx Child and Family Mental Health Center	579 Courtlandt Avenue, Bronx, NY 10451											Y					
Patterson Houses Senior Center	308 East 145th Street, Bronx, NY 10451														Y		
Phipps Houses Group - Phipps Opportunity Center	3125 Third Avenue, Bronx, NY 10451					Y				Y					Y		
Planned Parenthood of New York City - Bronx Center	349 East 149th Street, (at Courtlandt Avenue), Bronx, NY 10451				Y										Y		Y
Planned Parenthood of New York City - Project Street Beat Bronx	349 East 149th Street, 3rd Floor, Bronx, NY 10451														Y		Y
Presbyterian Senior Services (PSS) - Andrew Jackson Neighborhood Center	325 East 156th Street, Bronx, NY 10451														Y		
Presbyterian Senior Services (PSS) - Highbridge Neighborhood Center	1181 Nelson Avenue, 2nd floor, Bronx, NY 10452														Y	Y	
Project Renewal - Leona Blanche House	960 Tinton Avenue, Bronx, NY 10456														Y		
Puerto Rican Family Institute, Inc - Bronx Child Preventive Program	3251 Third Avenue, 3rd Fl., Bronx, NY 10456														Y		
Safe Horizon/44th Precinct - Bronx Domestic Violence Department	2 East 169th Street, Bronx, NY 10452														Y		
Salvation Army - Citadel	425 East 159th Street, Bronx, NY 10451														Y	Y	
Sauti Yetu Center for African Women, Inc.	2417 3rd Avenue, Bronx, NY 10451									Y					Y		
SEBNC - After School Program	955 Tinton Avenue, Bronx, NY 10456														Y		
SEBNC - Best of Me Day Habilitation Program	751 East 161st Street, Bronx, NY 10456														Y		

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
SEBNC - Leisure Time I & II, Accent Cafe Recreation Programs	3289 Third Avenue, Bronx, NY 10456														Y		
SEBNC - Leisurely Yours After-School Program	3289 Third Avenue, Bronx, NY 10456														Y		
SEBNC - United Day Habilitation Program	3289 Third Avenue, Bronx, NY 10456												Y		Y		
SEBNC - Youth Activity and Night Center	955 Tinton Avenue, 1st Floor, Bronx, NY 10456														Y		
Service For The Underserved, Inc. (SUS)- Central Admissions for Substance Abuse Treatment	1600 Macombs Road, Bronx, NY 10452													Y	Y		
Steinway Child and Family Services - Courtlandt Avenue Clinic	522 Courtlandt Avenue, Bronx, NY 10451												Y				
SUS/Palladia - Comprehensive Treatment Institute - Bronx	1366 Inwood Avenue, Bronx, NY 10452													Y			
The Bronx Health Link	851 Grand Concourse, Room 914, Bronx, NY 10451														Y		Y
The Dellenisse Corporation - Bronx Office	349 East 149th Street, Suite 605, Bronx, NY 10451														Y		
The Momentum Project - The Church of God of Prophecy	85 East 165th Street, Bronx, NY 10452														Y		Y
The Neighborhood Association for Inter-Cultural Affairs (NAICA)	1075 Grand Concourse, Suite 1B, Bronx, NY 10452														Y	Y	
University Behavioral Associates - Supporting Healthy Relationships Program	334 East 148th Street, 2nd Floor, Bronx, NY 10451														Y		Y
University Consultation and Treatment Center - Ehrlich Apartment Program	1020 Grand Concourse, Suite 7, Bronx, NY 10451														Y		
Urban Horizons Family Health Center - COMPASS Program	50 East 168th Street, Bronx, NY 10452				Y	Y									Y		Y
Volunteers of America - Eden House	50 West Mount Eden Avenue, Bronx, NY 10452														Y		
We Stay/Nos Quedamos, Inc.	754 Melrose Avenue, Bronx, NY 10451														Y	Y	
West Bronx Recreation Center	1527 Jesup Avenue, Bronx, NY 10452																Y
WHEDCO - Education and Youth Development	1220 Gerard Avenue, Located within PS/MS 218, Bronx, NY 10452														Y		
WHEDCO - Family Day Care Microenterprise Network	50 East 168th Street, Bronx, NY 10452														Y		
WHEDCO - Family Support Program	50 East 168th Street, Bronx, NY 10452														Y	Y	
Woodycrest Center for Human Development, Inc. - Main Office and Work Readiness Program	153 West 165th Street, Bronx, NY 10452														Y		
Woodycrest Center for Human Development, Inc. - Parent Support and Out of School Time Programs	175 West 166th Street, Room 113, Bronx, NY 10452														Y		
YMCA of Greater New York - Y Roads Center - Bronx	332 East 149th Street, Bronx, NY 10451														Y		
Hunts Point- Mott Haven																	
Abraham House	340 Willis Avenue, Bronx, NY 10454										Y				Y		
Abundant Life Tabernacle - Food Pantry	2692 Third Avenue, Bronx, NY 10454														Y	Y	
Acacia Network, Inc. - La Casa de la Salud/Community Health Center	966 Prospect Avenue, Bronx, NY 10459	Y			Y										Y		Y
America Works, Inc. - Back to Work Program - Bronx	424 East 147th Street, 3rd Floor, Bronx, NY 10455										Y				Y		
ArchCare at San Vicente de Paul Skilled Nursing and Rehabilitation Center	900 Intervale Avenue, Bronx, NY 10459								Y								
Argus Community - Harbor House I	402 East 156th Street, Bronx, NY 10455														Y		
Association for Energy Affordability, Inc. (AEA) - Weatherization Assistance Program	105 Bruckner Boulevard, Bronx, NY 10454																Y
Baltic Street Advocacy, Employment, and Housing (AEH), Inc. - Bronx Home Works	369 East 148th Street, Lower Level, Bronx, NY 10455														Y	Y	
Baltic Street Advocacy, Employment, and Housing (AEH), Inc. - Bronx Self-Help & Advocacy Center	369 East 148th Street, Lower Level, Bronx, NY 10455														Y		
Banana Kelly Community Improvement	863 Prospect Avenue, Bronx, NY 10459														Y		
Betances Senior Center	607 Concord Avenue, Bronx, NY 10455														Y		
BOOM!Health - Go Girl!	953 Southern Blvd, Suite 201, Bronx, NY 10459														Y		
BOOM!Health - Prevention and Service Center	953 Southern Boulevard, Bronx, NY 10459														Y	Y	Y
Bowery Residents' Committee - HomePlus	357 East 145th St., Bronx, NY 10454														Y		
Bowery Residents' Committee - SPAN Bronx	500 Bergen Avenue, Bronx, NY 10455														Y		
Bronx Spanish Evangelical Church - Meal Program	800 East 156th Street, Bronx, NY 10455														Y	Y	
BronxCare - Tiffany Medical & Pediatric Practice	853 Tiffany Street, Bronx, NY 10459				Y	Y											Y
BronxWorks - Betances Community Center	547 East 146th Street, Bronx, NY 10455														Y		Y
BronxWorks - E. Roberts Moore Senior Center	515 Jackson Avenue, Bronx, NY 10455														Y		
BronxWorks - Employment Services	391 East 149th Street, 5th floor, Rm. 520, Bronx, NY 10455														Y		
BronxWorks - Family Eviction Prevention Supplement Program	630 Jackson Avenue, 3rd Floor, Bronx, NY 10455														Y	Y	
BronxWorks - Southern Boulevard	630 Southern Boulevard, Bronx, NY 10455														Y		
Cardinal McCloskey Emergency Food Pantry & Family Outreach	953 Southern Blvd., Bronx, NY 10459														Y	Y	
Casita Maria, Inc.	928 Simpson Street, 6th Floor, Bronx, NY 10459														Y		
Catholic Charities Community Services	402 East 152nd Street, Main Floor, Bronx, NY 10455														Y	Y	

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Community Healthcare Network - Bronx Health Center	975 Westchester Avenue, Bronx, NY 10459				Y	Y							Y		Y		Y
Creative Lifestyles, Inc.	67 Bruckner Boulevard, Bronx, NY 10454														Y		Y
Dominican Sisters Family Health Services - Bronx	279 Alexander Avenue, Bronx, NY 10454						Y								Y	Y	
Dominican Sisters Family Health Services - Nursing Department	279 Alexander Avenue, Bronx, NY 10454						Y										
Early Childhood Services - East Side House Settlement	375 East 143rd Street, Bronx, NY 10454														Y		Y
East Side House Settlement - Pre-K/Head Start (Mill Brook Center)	201 St. Ann's Avenue, Bronx, NY 10454														Y		
East Side House Settlement - Pre-K/Head Start (Mott Haven Center)	375 East 143rd Street, Bronx, NY 10454														Y		
East Side House Settlement - Pre-K/Head Start (Winifred Wheeler Center)	200 Alexander Avenue, Bronx, NY 10454														Y		
East Side House Settlement - Social Services	337 Alexander Avenue, Bronx, NY 10454														Y		
East Side House Settlement - Youth Services	337 Alexander Avenue, Bronx, NY 10454														Y		
Friends 2 Fathers	391 East 149th Street, Room 414 B-C, Bronx, NY 10455														Y		
Girls Prep - Bronx Elementary	681 Kelly Street, Room 205, Bronx, NY 10455														Y		
Goodwill Industries - Bronx Employment Support and Training	384 East 149th Street, Room 622, Bronx, NY 10455														Y		
Grace Outreach	378 East 151st Street, Fifth Floor, Bronx, NY 10455														Y		
Harmony at 154 Social Adult Day Care Center	367 East 154th street, Bronx, NY 10454														Y		
Health People - Community Preventive Health Institute	552 Southern Boulevard, Bronx, NY 10455														Y		Y
Hispanic AIDS Forum (HAF) - Bronx	975 Kelly Street, 4th Floor, Suite 402, Bronx, NY 10459														Y		Y
Homes for the Homeless - Prospect Family Support Center	730 Kelly Street, Bronx, NY 10455														Y		
Hope Case Management	368 East 148th Street, Bronx, NY 10455														Y		
Institute for Mediation and Conflict Resolution (IMCR)	384 East 149th Street, Suite 330, Bronx, NY 10455														Y		
JBFCS - South Bronx Counseling Center	412-424 East 147th Street, 4th Floor, Bronx, NY 10455												Y		Y		
Latino Youth In Action (LYIA)	975 Kelly Street, Suite 402, Bronx, NY 10459														Y		
Leon Senior Center	735 East 152nd Street, Bronx, NY 10455														Y		
Lincoln Recovery Center	545 East 142nd Street, Lower Level, Bronx, NY 10454													Y			
Lupus Cooperative of New York - Bronx Division	1070 Southern Blvd., 1st Floor, Bronx, NY 10459														Y	Y	
Melrose Mott Haven Senior Center	372 East 152nd Street, Bronx, NY 10455														Y		
Mental Health Association of NYC - Family Resource Center - Northern and Southern Bronx	975 Kelly Street, Suite 301, Bronx, NY 10459														Y		
Mental Health Association of NYC - The Adolescent Skills Center	975 Kelly Street, Suite 302, Bronx, NY 10459														Y		
Mercy Center	377 East 145th Street, Bronx, NY 10454										Y				Y		Y
MHA of NYC - Another Way	975 Kelly Street, Suite 302, Bronx, NY 10459														Y		
Mitchel Senior Center	188 Lincoln Avenue, Bronx, NY 10454														Y		
Morris Heights Health Center - 137th Street	625 East 137th Street, Bronx, NY 10454	Y			Y	Y									Y		
Mott Haven Community Partnership	555 Bergen Ave, 4th Floor, Bronx, NY 10455														Y		
Narco Freedom - New Beginnings Community Counseling Center	2780 Third Avenue, Bronx, NY 10455												Y		Y		
Neighborhood Coalition for Shelter (NCS) - OPTIONS Program	1323 Louis Nine Boulevard, Bronx, NY 10459														Y		
Neighborhood Coalition for Shelter (NCS) - Transitions	401 East 142nd Street, Bronx, NY 10454														Y		
Neighborhood Self-Help by Older Persons Project (SHOPP)	953 Southern Boulevard, Suite 203, Bronx, NY 10459										Y				Y		
Odyssey House - Outpatient Services	953 Southern Boulevard, Suite 301, Bronx, NY 10459													Y			
Per Scholas	804 East 138th St., Bronx, NY 10454														Y		
Police Athletic League - New South Bronx	991 Longwood Avenue, Bronx, NY 10459														Y		Y
Presbyterian Senior Services (PSS) - Davidson Neighborhood Center	950 Union Avenue, Bronx, NY 10459														Y		Y
Prospect Montefiore Dental Clinic	951 Prospect Avenue, Bronx, NY 10459	Y															
PSCH - Bronx Assertive Community Treatment (ACT) Team	987 Prospect Avenue, Bronx, NY 10459														Y		
Saint Dominic's Home - Bronx Office	853 Longwood Avenue, Bronx, NY 10459														Y		
Saint Mary's Recreation Center	450 St. Ann's Avenue, Bronx, NY 10455																Y
Sebco Neighborhood Senior Center	887 Southern Boulevard, Bronx, NY 10459														Y		
Segundo Ruiz Belvis Diagnostic & Treatment Center	545 East 142nd Street, Bronx, NY 10454	Y			Y	Y										Y	Y
Services for the Underserved - Adult Day Habilitation Program - 149th Street	391 East 149th Street, Bronx, NY 10455														Y		
Services for the Underserved - South Bronx Day Habilitation Program - 163rd Street	1029 East 163rd Street, 2nd Floor, Bronx, NY 10459														Y		
Sheltering Arms Children and Family Services - Bronx	500 Bergen Avenue, Bronx, NY 10455														Y		Y

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-P	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
SoBRO - Business Development Services	555 Bergen Avenue, Bronx, NY 10455														Y	Y	
SoBRO - Education & Career Development	555 Bergen Avenue, Bronx, NY 10455										Y				Y		
SoBRO - Youth Development Center	555 Bergen Avenue, Bronx, NY 10455														Y		
South Bronx Concerned Citizens, Inc.	1019 Avenue Saint John, Bronx, NY 10455														Y		
South Bronx Health Center / Center for Child Health and Resiliency	871 Prospect Avenue, (at 161st Street), Bronx, NY 10459				Y	Y									Y	Y	Y
South Bronx Health Center Annex - WIC Program	856 Longwood Avenue, Bronx, NY 10459															Y	Y
Sports Foundation, Inc.	871 B Westchester Avenue, Bronx, NY 10459														Y		Y
St. Ann's Corner of Harm Reduction	886 Westchester Avenue, Bronx, NY 10459														Y		Y
St. Ann's Episcopal Church	295 St. Ann's Avenue, Bronx, NY 10454														Y		
St. Anthony Shelter	410 East 156th Street, Bronx, NY 10455														Y		
St. Anthony's Free Medical Clinic	421 East 155th Street, Bronx, NY 10455				Y												
St. Luke's Church - Food Pantry	623 East 138th Street, Bronx, NY 10454														Y	Y	
The Door - Bronx Youth Center and Academy	412 East 147th Street, 4th Floor, Bronx, NY 10455														Y		
The Hope Line	402 East 152nd Street, Bronx, NY 10455									Y					Y	Y	
The Osborne Association - Bronx	809 Westchester Avenue, Bronx, NY 10455											Y			Y		Y
UNITAS Therapeutic Community	830 Southern Boulevard, Bronx, NY 10459														Y		
United Bronx Parents - Casita Esperanza	974 Prospect Avenue, Bronx, NY 10459														Y		Y
United Bronx Parents - Headquarters	966 Prospect Avenue, Bronx, NY 10455									Y				Y	Y	Y	
United Bronx Parents - La Casita III	1006 East 151st Street, Bronx, NY 10455													Y	Y		
United Bronx Parents - La Casita	834 East 156th Street, Bronx, NY 10455													Y	Y		
United Bronx Parents, Inc. - Mrs. A's Place	966 Prospect Avenue, Bronx, NY 10459													Y			
United Cerebral Palsy of NYC - Bronx Health Care Services	408 East 137th Street, Bronx, NY 10454	Y	Y		Y								Y		Y		Y
Urban Health Plan - Adolescent Health and Wellness Center/Club TIA	960 Southern Boulevard, Bronx, NY 10459				Y	Y											Y
Urban Health Plan - El Nuevo San Juan Health Center	1054 Simpson Street, Bronx, NY 10459	Y	Y		Y	Y							Y	Y	Y	Y	Y
Visiting Nurse Service of New York - Bronx Fatherhood Program	489 East 153rd Street, Bronx, NY 10455														Y		
Visiting Nurse Service of New York - FRIENDS Program and Clinic	489-493 East 153rd Street, 2nd Floor, Bronx, NY 10455												Y		Y		
Workforce1 Career Center - Hunts Point	1029 E 163rd Street, 3rd Floor, Bronx, NY 10459														Y		
Northeast Bronx																	
Community Action for Human Services - Main Office	2225 Lodovick Avenue, Bronx, NY 10469														Y		
East Haven Nursing and Rehabilitation Center, LLC	2323 Eastchester Road, Bronx, NY 10469								Y								
Eastchester Rehabilitation & Health Care Center, LLC	2700 Eastchester Road, Bronx, NY 10469								Y								
Gold Crest Care Center	2316 Bruner Avenue, Bronx, NY 10469								Y								
Jacobi Medical Center - Gunhill Health Center	1012 East Gunhill Road, Bronx, NY 10469				Y	Y									Y		Y
Kings Harbor Multicare Center	2000 East Gun Hill Road, Bronx, NY 10469								Y								
Montefiore Medical Group - Astor Avenue Pediatrics	1500 Astor Avenue, Bronx, NY 10469				Y	Y											Y
Montefiore Medical Group - Burke Avenue Office	941 Burke Avenue, Bronx, NY 10469				Y	Y											
Montefiore Medical Group - Williamsbridge Family Practice	3011 Boston Road, Bronx, NY 10469				Y	Y											Y
Morris Park Nursing Home	1235 Pelham Parkway North, Bronx, NY 10469								Y								
Neighborhood Housing Services of New York City (NHSNYC) - North Bronx Office	1451 East Gun Hill Road, 2nd Floor, Bronx, NY 10469																Y
New York Urban League - Bronx Employment Services	3008 Eastchester Road, Bronx, NY 10469														Y		
Pelham Parkway Nursing Care and Rehab Center, LLC	2401 Laconia Avenue, Bronx, NY 10469								Y								
Puerto Rican Family Institute - Intermediate Care Facility I	3050 Laconia Avenue, Bronx, NY 10469														Y		
Regional Aid for Interim Needs (RAIN) - Boston East Senior Center	3450 Boston Road, Bronx, NY 10469														Y		
Regional Aid for Interim Needs (RAIN) - Eastchester Senior Center	1246 Burke Avenue, Bronx, NY 10469														Y		
Sue Ginsburg Senior Center	975 Waring Avenue, Bronx, NY 10469														Y		
United Cerebral Palsy of NYC - Bronx Children's Program	1770 Stillwell Avenue, Bronx, NY 10469														Y		
United Cerebral Palsy of NYC - Overnight Respite Program	1822 Stillwell Avenue, Bronx, NY 10469														Y		
Urban Neighborhood Educational Technology for You, Inc.	3480 Seymour Avenue, Bronx, NY 10469														Y		
Workmen's Circle Multicare Center	3155 Grace Avenue, Bronx, NY 10469								Y								
Pelham- Throgs Neck																	
AHRC - Howard Haber Early Learning Center	2300 Westchester Avenue, Bronx, NY 10462														Y		
Bronx Center for Rehabilitation and Healthcare, LLC	1010 Underhill Avenue, Bronx, NY 10472						Y		Y								
Bronx Jewish Community Council - Pelham Parkway Community Service Center and Food Pantry	2157 Holland Avenue, Bronx, NY 10462														Y	Y	
Bronx River Senior Center	1619 East 174th Street, Bronx, NY 10472														Y		
Catholic Guardian Services - Westchester Ave. Office	1990 Westchester Avenue, 1st and 2nd Floors, Bronx, NY 10462														Y		Y
CUNY Preparatory School	2122 White Plains Road, Bronx, NY 10462														Y		

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Grandparents Advocacy Project (GAP)	1595 Metropolitan Avenue, Bronx, NY 10462														Y		
Healthy Families Parkchester	1990 Westchester Avenue, 2nd Floor, Bronx, NY 10462														Y		Y
JASA - East Bronx Case Management	1354 White Plains Road, Bronx, NY 10462														Y		
JASA - Van Cortlandt Senior Center	3880 Sedgewick Avenue, Bronx, NY 10462														Y		
Mechler Hall Senior Center	2158 Watson Avenue, (entrance behind church in the basement), Bronx, NY 10472														Y		
Montefiore Medical Group - Bronx East	2300 Westchester Avenue, Bronx, NY 10462	Y	Y		Y	Y											
Montefiore Medical Group - Castle Hill Family Practice	2175 Westchester Avenue, Bronx, NY 10462				Y	Y											Y
Montefiore Medical Group - White Plains Road	2100 White Plains Road, Bronx, NY 10462				Y	Y											
Muslim Women's Institute for Research and Development - The Benedict Avenue Community Food Pantry	2044 Benedict Avenue, Bronx, NY 10462														Y	Y	
Office of Adult Career and Continuing Education Services (ACCES) - Vocational Rehabilitation (VR)	1215 Zerega Avenue, Bronx, NY 10462														Y		
Parkchester Enhancement Program (PEP) for Seniors NORC Program	1525 Unionport Rd., Apt. #ME, Bronx, NY 10462														Y		
Rebekah Rehab & Extended Care Center	1070 Havemeyer Avenue, Bronx, NY 10462								Y								
Regional Aid for Interim Needs (RAIN) - One Stop Program	1380 Metropolitan Avenue, Bronx, NY 10462														Y		
Regional Aid for Interim Needs (RAIN) - Parkchester Senior Center	1380 Metropolitan Avenue, 2nd Floor, Bronx, NY 10462														Y		
Services for the Underserved - Lydig Avenue	708 Lydig Avenue, Bronx, NY 10462														Y		
South Bronx Educational Foundation - Rosedale Center	1724 East 174th Street, Bronx, NY 10472														Y		
St. Barnabas Hospital - Bronx Park Medical Pavilion	2016 Bronxdale Avenue, Bronx, NY 10462	Y	Y		Y												Y
St. Paul's Evangelical Lutheran Church - Food Pantry	1891 McGraw Avenue, Bronx, NY 10462														Y	Y	
United Cerebral Palsy of NYC - Harbor Residence	2190 Barnes Avenue, Bronx, NY 10462														Y		
Urban Health Plan - St. Lawrence Community Health Center	1764 Westchester Avenue, (Corner of St. Lawrence Avenue), Bronx, NY 10472				Y	Y											Y
Volunteers of America - Commonwealth Veterans' Residence	1150 Commonwealth Avenue, Bronx, NY 10472														Y		
YMPJ - Center for Education for Liberation	1384 Stratford Avenue, Bronx, NY 10472									Y					Y		
YMPJ Center for Community Justice (CCJ)	1384 Stratford Avenue, Bronx, NY 10462									Y					Y		
YMPJ Center for Wellness	1384 Stratford Avenue, Bronx, NY 10472																Y

Appendix 5. User Survey Instrument

Date:
Facility:
Location:
Staff Initials:

Assisted Self-Administered

NYC Health and Hospitals Corporation Community Health Needs Survey

The New York City Health and Hospitals Corporation (HHC) is conducting this survey as part of a community health needs assessment. The information that you provide will help HHC to better serve you and members of your community.

The survey is voluntary and confidential. You do not have to complete the survey, and you can skip questions you do not want to answer. Your name will not be written on the survey, and we will not be able to connect your answers to you personally.

It will take about 15 minutes to complete this survey. In appreciation of your time and effort, you will receive a \$5.50 MetroCard for completing this survey.

1. In general, would you say that your health is:

Excellent Good Fair Poor

2. Do you currently have health insurance?

Yes No Don't Know

2a. If yes, what type of insurance do you have?

Medicaid

Medicare

Private insurance through my employer or my spouse's employer

Private insurance through the NY State Exchange (Obamacare)

ADAP or other NY State AIDS Insurance Assistance

Other (please specify) _____

3. Have you seen a personal doctor or your regular doctor in the past 12 months for a visit (for example, for an annual check-up or for a medication refill)?

Yes No Don't know Prefer not to answer

4. Have you seen a dentist in the past 12 months?

Yes No Don't know Prefer not to answer

5. Do you have children under the age of 18 living with you?

Yes

No

5a. If yes, are you able to get an appointment with your child's doctor when you need to?

Always

Sometimes

Never

6. Based on your experience with your family, friends, and neighbors, please rate each of the following health issues based on how serious and/or widespread they are ***in your community***.

	Very serious	Somewhat serious	Not serious	Don't know / Not applicable
Heart disease, high cholesterol, stroke				
Cancer				
Diabetes				
Asthma and other breathing issues				
Hypertension/ high blood pressure				
Violence				
Mental illness and psychiatric disorders				
Dementia including Alzheimer's				
Obesity				
Premature births, low birth weight				
HIV, Hepatitis, STDs				
Alcohol and/or drug use				
Smoking				

7. Have there been times in the last month when you could not afford to eat?
 Yes No

8. Have you encountered any of the following challenges when seeking or obtaining health care?

	Yes	No
Barriers related to finances, such as the cost of co-pays, not having insurance, or not being able to take time off from paid work to see your doctor.		
Barriers related to accessing healthcare, such as not having transportation, or not being able to get a timely appointment.		
Barriers related to culture, language, or religion, including concerns that you may experience stigma or discrimination by your healthcare providers.		

9. Have you been to the emergency room in the last year?
 Yes No

9a. If yes, some people go to the emergency room because they do not have a regular doctor. In the past year, have you gone to the emergency room instead of visiting your doctor for any of the following reasons? (Check all that apply.)

I didn't have insurance

I do not have a regular doctor

It takes too long to get an appointment

My doctor's office or clinic wasn't open

I like that I can get everything I need during a single visit to the emergency room (for example, see a doctor, get a lab test and have my prescription filled)

Other, specify: _____

Finally, we'd like to get some background information.

10. What is your ZIP code: _____

11. How old are you? _____

12. What do you consider yourself?

Female

Male

Transgender

Prefer not to answer

13. What is your race/ethnicity?

White
Black or African American
More than 1 race
Asian, specify: _____
Hispanic or Latino/a, specify: _____
American Indian or Alaskan Native
Prefer not to answer

Native Hawaiian or other Pacific Islander
Other, specify: _____

14. Were you born outside of the U.S.?

Yes
No
Prefer not to answer

14a. If yes, in what country you were born?

15. In what language do you prefer to receive health care?

English	Haitian/French Creole	Urdu
Spanish	Hindi	Yiddish
Arabic	Italian	
Chinese (Mandarin, Cantonese, or other)		
Korean	Prefer not to answer	
French	Russian	
Other, specify: _____		

16. In the past year, have you gone anywhere else to receive healthcare?

Yes
No

If yes, where _____

17. What is it about [FACILITY] that you like the MOST? (Check all that apply)

- Physicians
- Nurses
- Clerical Staff
- Social Services
- Cost
- Location
- Hospital Environment
- Wait time
- Language/Interpretation Services
- Other _____

18. What is it about [FACILITY] that you like the LEAST? (Check all that apply)

- Physicians
- Nurses
- Clerical Staff
- Social Services
- Cost
- Location
- Hospital Environment
- Wait time
- Language/Interpretation Services
- Other _____

19. How likely are you to recommend [FACILITY] to your family and friends?

- Very likely
- Somewhat Likely
- Not likely
- Would not recommend

20. How long have you have lived in your current neighborhood:

- Less than 1 year
- 1-5 years
- 6-10 years
- More than 10 years

21. What is your sexual orientation?

- Straight/heterosexual
- Gay, lesbian or homosexual
- Bisexual
- Other (please specify) _____
- Prefer not to answer

22. Do you know who your primary care provider is?

- Yes
- No

22a. If yes, Name of your primary care provider:

23. When being discharged, are you concerned about the following challenges:

	Yes	No
Medical condition(s)		
Family support		
Access to Home care		
Access to medications		
Access to medical care		
Access to mental health services		
Access to affordable housing		
Access to health insurance		
Financial Barriers		
Access to housing adapted for your disability needs		
Transportation		

Appendix 6. Survey Instrument for Community Advisory Boards and Hospital Leadership

Based on your experience with your family, friends, and neighbors, please rate each of the following health issues based on how serious and/or widespread they are in your hospital community.

	Very serious	Somewhat serious	Not serious	Don't know / Not applicable
Heart disease, high cholesterol, stroke				
Cancer				
Diabetes				
Asthma and other breathing issues				
Hypertension/ high blood pressure				
Violence				
Mental illness and psychiatric disorders				
Dementia including Alzheimer's				
Obesity				
Premature births, low birth weight				
HIV, Hepatitis, STDs				
Alcohol and/or drug use				
Smoking				

Live Your Healthiest Life.

2016

COMMUNITY HEALTH NEEDS ASSESSMENT



EXECUTIVE SUMMARY

Community Health Needs Assessment, 2016 Update

Purpose of the Community Health Needs Assessment

This 2016 Community Health Needs Assessment (CHNA) updates the CHNA completed in 2013 to meet the requirements of Section 9007 of the 2010 federal law, The Affordable Care Act (“ACA”). The ACA requires that any tax-exempt, IRS-designated 501(c) (3) hospital complete or update a publicly-available, comprehensive CHNA every three years in order to document the extent to which it understands the unique characteristics and needs of the local communities it serves, and responds to these needs by delivering meaningful and effective community benefit through clinical services and other programming.

Required Components

A CHNA report has five required components:

- 1) Definition of community served
- 2) A prioritized description of the significant health needs of the community
- 3) Transparency in the process and methods used to conduct the CHNA, including how it took into account input from the community served and prioritized community health needs
- 4) A description of the resources potentially available to address the identified significant prioritized community health needs
- 5) An evaluation of the impact of actions taken to address the significant health needs identified in the previous CHNA report (June 2013).

A CHNA report is considered complete when it is adopted by a governing body of the facility and made widely available to the public.

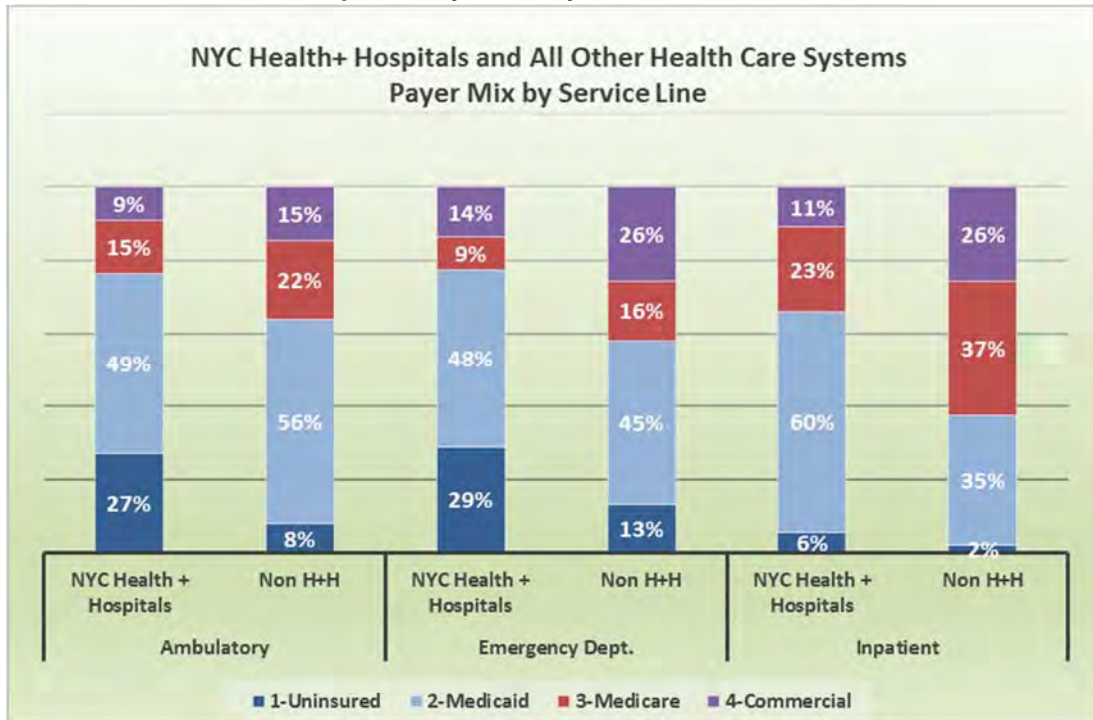
Community Served

NYC Health + Hospitals serve all New Yorkers in every neighborhood in New York City regardless of their ability to pay. Addressing disparity throughout New York City, NYC Health + Hospitals is *the* safety-net for the uninsured and underserved in New York City.

As a share of its total volume, NYC Health + Hospitals provides three times greater share of ambulatory care to the uninsured than other New York City hospitals (27% and 8%, respectively) and twice as many ED visits (29% and 13%, respectively). Medicaid

and uninsured patients together account for nearly twice as many hospital stays compared to other New York City hospitals (66% and 37%, respectively) (chart 1).

Chart 1: NYC Health + Hospitals Payer Mix by Service



Sources and notes: 2014 Hospital Institutional Cost Report, 2014 DTC Cost Report for HHC using internal data, and 2013 Health Center Cost Report for all other DTCs. Includes all NYC acute, general care hospitals and related wholly owned or controlled community health centers, including HHC DTCs. Discharges exclude normal newborns. ED visits include treat and release, and visits that result in admission. Clinic visits include comprehensive care and primary care visits only.

The service area of individual hospitals in the NYC Health + Hospitals System are identified in Appendix 1. A description of these communities, including demographic characteristics identifying vulnerable populations such as disabled and residency status; and health status such as chronic disease prevalence and the rate of potentially avoidable emergency health care use, is in Appendix 2.

Process and Methods

The process and methods was designed collaboratively by a work group of facility planning directors and other representatives.

The community served by each acute care facility is defined as the geographic area in which 75% of its ambulatory care patients reside. An initial list of over 40 health needs were identified based on a review of published literature and internal analyses that have been made publically available including the 2013 CHNA and the DSRIP Community Needs Assessment. Incorporating input from other facility representatives and pilot

tested with hospital users, this list was refined to 13 community health needs. Input from facility users (approximately 150 per facility were surveyed), Community Advisory Boards, facility leadership, and the prevalence of these health needs within the community were blended together to prioritize the health needs. The five highest priority community needs were considered *significant*.

Prioritized Significant Community Health Needs

All 13 identified community health needs were identified as important within the hospitals' communities according to community input. Those considered most significant and their priority order in accordance with regulatory requirements are indicated in blue in the table below. Hypertension/high blood pressure and diabetes are significant community health needs at all hospitals; obesity and heart disease are significant at the majority of hospitals (Chart 2).

Chart 2: Community Health Need by Hospital

	Bellevue	Carter	Coney Island	Elmhurst	Harlem	Jacobi	Kings County	Lincoln	Metro-politan	NCB	Queens	Woodhull
Hypertension/ High Blood Pressure	1	1 (tie)	4	2	1	1	2	1	2	2 (tie)	2	1
Diabetes	5	1 (tie)	1	1	2 (tie)	3	1	3	1	2 (tie)	1	3 (tie)
Obesity	2 (tie)	4 (tie)	6	4 (tie)	9	4	6	6	3	4	5	3 (tie)
Heart Disease, High Cholesterol, Stroke	2 (tie)	3	2 (tie)	4 (tie)	8	5 (tie)	4	4 (tie)	5	6	10 (tie)	5
Mental Illness	4	6 (tie)	8 (tie)	4 (tie)	6	5 (tie)	3	10 (tie)	9	5	3 (tie)	6
Alcohol and/or Drug Use	6	9	10	7	5	9	7 (tie)	2	7	9	6 (tie)	2
Asthma and Other Breathing Issues	8	6 (tie)	8 (tie)	12	2 (tie)	2	9	4 (tie)	4	1	13	7 (tie)
Cancer	7	10	2 (tie)	3	11	8	5	9	8	7	8 (tie)	11
Smoking	11	6 (tie)	5	8	4	7	12	7	12	8	3 (tie)	10
Violence	10	12 (tie)	11	9	10	10	10	8	6	10	6 (tie)	7 (tie)
HIV/AIDS, Hepatitis, STDs	9	11	13	10	7	11	7 (tie)	10 (tie)	10	11	12	7 (tie)
Dementia	12	4 (tie)	7	11	12 (tie)	12	13	12	11	12	10 (tie)	12 (tie)
Premature Births, Low Birth Weight	13	12 (tie)	12	13	12 (tie)	13	11	13	13	13	8 (tie)	12 (tie)

Comparison of 2013 and 2016 Significant Community Health Needs

Most of the significant community health needs identified in 2013 were again identified in 2016. In both 2013 and 2016, a large number of hospitals identified diabetes, hypertension/high blood pressure, heart disease, obesity, mental illness and asthma as a significant community health need.

HIV/AIDS and other infectious diseases were considered a significant community health need at five hospitals in 2013, but none considered it among their most significant in 2016. A decrease in importance is consistent with the continued progress in reducing HIV/AIDS diagnoses and deaths in NYC.

Other changes in health needs between 2013 and 2016 are partly attributable to changes in federal requirements regarding methodology (see Process and Methods).

Significant Community Health Needs Identified in 2016 and 2013

	Significant Community Health Needs	
	Number of Hospitals Identified in 2016	Number of Hospitals Identified in 2013
Diabetes	12	12
Hypertension / High Blood Pressure	12	10
Heart Disease, High Cholesterol, Stroke	9	10
Obesity	8	8
Mental illness	6	10
Asthma and other Breathing Issues	5	5
Alcohol and/or Drug Use	3	9
Cancer	3	6
Smoking	3	1
Dementia	1	1
HIV/AIDS, Hepatitis, STDs	0	5
Violence	0	2
Premature Births, Low Birth Weight	0	1

Resources Potentially Available

Appendix 4 is a listing of health and social service organizations available to members of low-income, medically underserved, and other minority populations in the neighborhoods included in the primary service area of NYC Health + Hospitals, by borough and sorted by neighborhood. These populations may experience health disparity or are at risk of not receiving medical care as a result of being uninsured or underinsured or due to geographic, language, financial, immigration status, or other barriers. Organization services provided are arranged accordingly into the following categories: Dental, Vision, Adult Day Health, Health center, Insurance enrollment, Home Health, Hospital, Nursing Home, Prescription Drug, Immigration Support, Mental Health-Inpatient, Mental Health-Ambulatory, Substance Use, Social Services, Financial Assistance, and Wellness/Prevention.

Evaluation of 2013 Implementation Plan

NYC Health + Hospitals evaluated each hospital's 2013 Implementation Plan and the impact of specific interventions that addressed identified health care needs (Appendix 3). Included in the evaluation is a list of the significant health needs identified in 2013, a description of the planned activities that addressed each of the health needs, an indication whether the planned activity was implemented, the target population and goal of the activity, and the impact or outcome of the activity.

2016 Implementation Strategy

The 2016 CHNA Implementation Strategy due in November 2016 will be designed to address the prioritized significant community health needs identified in the 2016 CHNA and must be adopted by the hospital's governing body.

PROCESS AND METHODS

Community Served

Each hospital's primary and secondary service area is defined as the zip codes that comprise the residence of 50%, 75% of its ambulatory patients, respectively.

Community Input

Community input was obtained using three different strategies:

1) Community Advisory Board

Community Advisory Boards (CAB) are the formal and direct links between each NYC Health + Hospitals facility and its patients and local advocates. The CAB members, consisting of residents, patients and community workers, represent the views of the community in the health care facility's decision making-process to ensure access to the best possible medical care in their communities. The CAB members provide vital insight on the development of facility plans and programs, as well as keep the community informed of NYC Health + Hospitals' goals and objectives. All hospitals in the NYC Health + Hospitals system have a CAB which meets on a regular basis.

The CHNA report and process was presented to each CAB individually. A survey was administered anonymously and confidentially to each CAB member which asked them to indicate the relative importance of each of the 13 identified community health needs in their community (see survey instrument in appendix 6). These responses were coded for inclusion in the prioritization matrix. CAB members were also asked to provide additional input beyond the survey question.

2) Facility Users

NYC Health + Hospitals engaged approximately 150 adult facility users from each hospital throughout the main facility and within community-based clinic sites. These individuals completed a survey anonymously and confidentially with questions focused on demographics, health insurance status, language preferences, health concerns, primary and preventive health care utilization, barriers in obtaining ambulatory care and reasons for use of emergency care. Respondents were also asked to indicate the relative importance of each of the 13 identified community health needs in their community. These responses were coded for inclusion in the prioritization matrix.

Surveys were self-administered or administered by facility staff. The surveys were translated into NYC Health + Hospitals' top 7 languages: Bengali, Chinese (simplified),

Haitian-Creole, French, Polish, Russian and Spanish. Participants received a two-trip Metrocard valued at \$5.50 for completing the survey (see survey instrument in Appendix 5).

3) Additional Community Engagement

NYC Health + Hospitals completed a community needs assessment in December 2014 as a requirement to participate in the Delivery System Reform Incentive Payment (DSRIP) program, a statewide initiative that focuses on improving health care delivery promoting community-level collaborations to ensure that Medicaid and uninsured populations receive culturally competent, highly integrated, well-coordinated, and easily accessible health services. As part of this needs assessment, the system collaborated with government agencies, numerous community organizations, engaged experts in the community and conducted focus groups with vulnerable populations. Key informant interviews were conducted with community experts having population-specific expertise, including particular immigrant groups, older adults, children and adolescents or expertise in specific issues, including supportive housing, care coordination, corrections, and homelessness (conducted as part of the NYC Health + Hospitals DSRIP Community Needs Assessment). Focus groups were conducted with community members recruited by community organizations which included targeted vulnerable groups such as older adults, local immigrant groups, LGBTQ and individuals with disabilities.

Additional Resources

4) Facility Leadership

Hospital leadership were engaged to support the initial identification of potential community health needs, and refine the list to 13 needs which were used in hospital user and CAB member surveys. In addition, a survey was administered to hospital leaders which asked them to indicate the relative importance of each of the 13 identified community health needs in their service area (see survey instrument in Appendix 6). Finally, hospital leaders were asked to review the list of significant health needs identified by the CHNA process.

5) Publically available community health, socio-demographic, economic data

The CHNA work group reviewed all publically available data and supplemented with review of public health literature prepared by New York City of Department of Health and Mental Hygiene (including Take Care New York 2020); New York State Department of Health (including NYS Prevention Agenda 2013-2018); federal agencies, Centers for

Disease Control and Prevention and Healthy People 2020. Sources of Data and Brief Description include:

- American Academy of Family Physicians UDS Mapper
 - UDS Mapper provides ZIP code-level age-adjusted mortality estimates and prevalence estimates on health care access and chronic condition. Can be accessed at: <http://www.udsmapper.org/>.
- Emory University Rollins School of Public Health AIDS Vu
 - AIDS Vu provides ZIP code-level incidence and prevalence data on HIV/AIDS as of 2012. Can be accessed at: <http://aidsvu.org/>.
- New York State Department of Health Cancer Registry
 - The NYS Cancer Registry provides ZIP code-level age-adjusted estimates on incidence of the top malignant cancers (colorectal, female breast, lung and bronchus and prostate) as of 2008-2012. Can be accessed at: <https://www.health.ny.gov/statistics/cancer/registry/zipcode/index.htm>.
- New York State Department of Health DSRIP Performance data
 - The New York State Department of Health provides key statistics on the health care utilization and health status of Medicaid beneficiaries in calendar year 2012. Can be accessed at: https://www.health.ny.gov/health_care/medicaid/redesign/dsrip/performance_data/.
- New York State Department of Health Vital Statistics
 - NYS Vital Statistics provides ZIP-code level key perinatal statistics including access to prenatal care and birth outcomes as of 2011-2013. Can be accessed at: <http://www.health.ny.gov/statistics/chac/perinatal/county/2011-2013/>.
- New York Department of Health and Mental Hygiene (DOHMH) Community Health Survey (CHS)
 - CHS is a telephone survey conducted annually by DOHMH and provides data on the health of New Yorkers, including prevalence estimates on a broad range of chronic condition, health care utilization and other behavioral risk factors. 2010 through 2014 data are used in this report. Can be accessed at: <https://a816-healthpsi.nyc.gov/epiquery/CHS/CHSXIndex.html>.
- New York Department of Health and Mental Hygiene Vital Statistics
 - DOHMH vital statistics data provides 2013 age-adjusted mortality data by cause and by neighborhood. Can be accessed at <https://a816-healthpsi.nyc.gov/epiquery/VS/index.html>.
- United States Census American Community Survey (ACS) 5-year estimates

- ACS provides ZIP code-level demographic, economic, social and housing data as of 2008-2012, and 2010-2014. Can be accessed at: <http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>.

Process and Criteria to Identify Health Needs

A work group composed of central office corporate planning staff, facility planning directors and other facility representatives from all hospitals in the NYC Health + Hospitals system was formed in April 2015 and met monthly to coordinate and conduct the CHNA process. To identify community health needs, the work group reviewed documentation from city, state and federal public health resources, including but not limited to Take Care New York 2020, New York State Prevention Agenda 2013-2018 and Healthy People 2020. The work group also reviewed facility 2013 CHNA and NYC Health + Hospitals DSRIP Community Needs Assessment reports. From this literature review, a list of over 40 potential community health needs were identified. To refine the list, the work group solicited input from other facility representatives and pilot tested the list with hospital users using a survey. The result of this process identified 13 community health needs as indicated below (note: this is not in priority order):

1. Heart disease, high cholesterol, stroke
2. Cancer
3. Diabetes
4. Asthma and other breathing issues
5. Hypertension/ high blood pressure
6. Violence
7. Mental illness and psychiatric disorders
8. Dementia including Alzheimer's
9. Obesity
10. Premature births, low birth weight
11. HIV, Hepatitis, STDs
12. Alcohol and/or drug use
13. Smoking

Prioritization of Community Health Needs

Hospitals developed their facility specific community health needs prioritization by ranking the community needs as determined by facility users, CAB members, hospital leaders, and the prevalence of the conditions within their respective communities – independently - to create an overall blended rank score of each community health need.

Facility users, CAB members, and hospital leaders completed a survey which asked them to rate each of the community health needs using the criteria: “Very Serious” = 3; “Somewhat Serious” = 2; “Not Serious” = 1. The option, “Don’t Know/Not Applicable” was also provided and were excluded for that health need score.

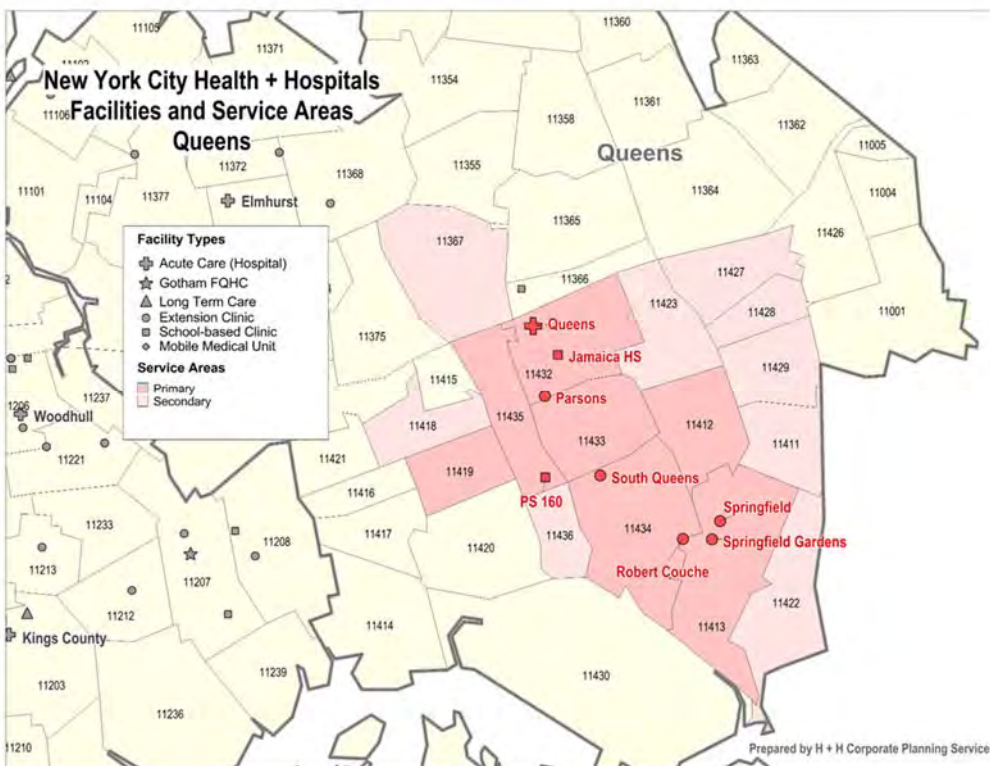
Condition prevalence within the hospital service area was also a considered in prioritizing the community health needs. A ‘z’ score, which represents the distance/variance between the raw score (service area average) and the population mean (citywide average) in units of the standard deviation was calculated for each condition prevalence. A positive number suggests that service area experiences more prevalence in the area than the rest of the city, while a negative number suggest that there is less prevalence in the area relative to other NYC neighborhoods.

Each of the community health needs were assigned a rank from 1 to 13 by each of the three groups – hospital users, CAB members, and hospital leaders – based on their survey results. Community health needs were also assigned a rank from 1 to 13 based on their prevalence, using ‘z’ scores. Finally, each of the four ranks (Users, CAB members, hospital leaders, and prevalence) were added together and health issues were re-ranked based on their overall score.

Community health needs that were considered *significant* were ranked among the top five of identified needs. The final list, including the identified significant community health needs, were reviewed by hospital leadership.

Appendix 1: NYC Health + Hospitals / Queens Community Served

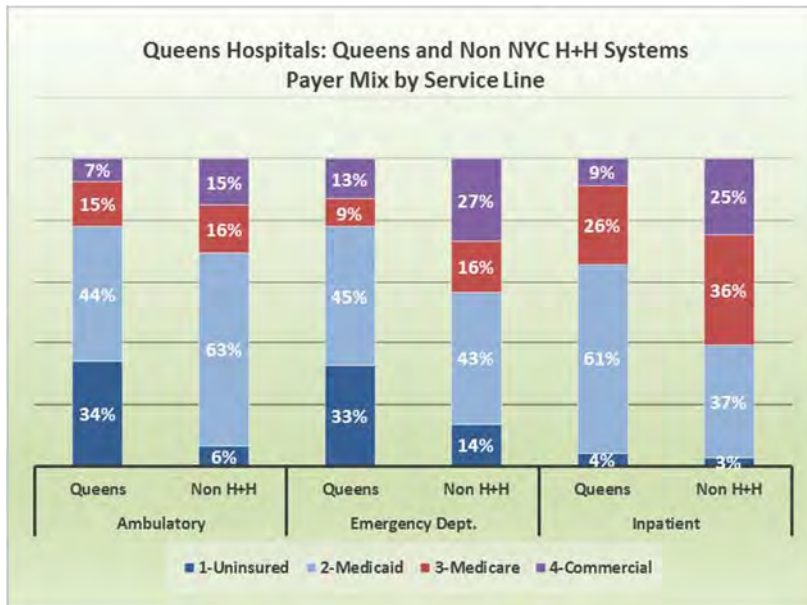
Located in Jamaica, Queens in Zip code 11432, NYC Health + Hospitals / Queens' service area includes the neighborhoods of Fresh Meadows, Jamaica, South Jamaica, South Ozone Park, St. Albans, Springfield Gardens, and Richmond Hill.¹ The map below shows the primary service area in red and the secondary service area in light red. New York Health + Hospitals / Queens sites are labeled in red and other NYC Health + Hospitals sites are in gray. The NYC Health + Hospitals / Queens service area encompasses many neighborhoods that the federal Health Resources and Services Administration (HRSA) has identified as being medically underserved and/or or having a shortage of health providers (HPSA).² NYC Health + Hospitals / Queens is specifically located in special population (Medicaid) Dental, Mental Health, Primary Care HPSAs.



¹ Service area is defined as the Zip codes that comprise the residence of 75% of its ambulatory patients. QHC's service area includes Zip codes: 11367, 11411, 11412, 11413, 11418, 11419, 11422, 11423, 11427, 11428, 11429, 11432, 11433, 11434, 11435, and 11436.

² A Medically Underserved Area /Population (MUA/P) designation applies to a neighborhood or collection of census tracts based on four factors: the ratio of primary medical care physicians per 1,000 population, infant mortality rate, percentage of the population with incomes below the poverty level, and percentage of the population age 65 or over. A Healthcare Provider Shortage Area (HPSA) is a collection of census tracts that has been designated as having a shortage of health professionals. There are three categories of HPSAs: primary care (shortage of primary care clinicians), dental (shortage of oral health professionals), and mental health (shortage of mental health professionals).

NYC Health + Hospitals / Queens provides a disproportionate share of services for the borough's low income and uninsured population. In 2014, 34% of its ambulatory visits, and 33% of its ED visits were uninsured compared to 6% and 14% at Voluntary hospitals in Queens. In addition, 65% of its inpatient discharges were either uninsured or enrolled in Medicaid, compared to 40% at voluntary hospitals in Queens.



Sources and Notes: 2014 Hospital Institutional Cost Report, 2014 DTC Cost Report for HHC using internal data, and 2013 Health Center Cost Report for all other DTCs. Includes all NYC acute, general care hospitals and related wholly owned or controlled community health centers, including HHC DTCs. Discharges exclude normal newborns. ED visits include treat and release, and visits that result in admission. Clinic visits include comprehensive care and primary care visits only.

Facility Size and Patient Volume

With 99,868 patients and 450,345 encounters (FY 2015), NYC Health + Hospitals / Queens is a full service hospital with 247 certified beds. In FY 2015, it had more than 13,000 discharges including more than 1,300 newborn deliveries, 101,000 Emergency Department visits, and 335,000 ambulatory visits.

Inpatient Services

	Certified Beds	Discharges
General Care	166	10,759
Newborn	0	1,355
Psychiatric	71	1,635
Physical Rehabilitation	10	169
Total	247	13,918

Source: Discharges are internal Financial data, FY 2015. Beds are current as of 2/2016.

Emergency Department Services

	Visits
General	96,629
Psychiatric, includes CPEP	4,653
Total visits	101,282

Source: Internal Financial data, FY 2015. Includes visits that result in admissions.

Ambulatory Care Services

Site	Primary Care	Dental	Specialty Care	Mental Health	Chemical Dependency	Total
Queens Hospital Center	112,020	12,256	127,278	38,605	8,329	298,488
Jamaica Parson Communicare Clinic	16,361	0	403	0	0	16,764
South Queens Multi Service Center	8,547	0	0	0	0	8,547
Springfield Medical Center	6,126	0	0	0	0	6,126
Jamaica HS, PS154, PS160 (sum)	0	0	0	2,257	0	2,257
Springfield Gardens Educational Campus	917	0	467	0	0	1,384
PS 86	1,165	0	0	0	0	1,165
Roberto H. Couche Senior Citizen Center	437	0	0	0	0	437
Total QHC	145,573	12,256	128,148	40,862	8,329	335,168

Primary Care includes adult and pediatric primary care and women's health services. Specialty includes adult and pediatric specialties, surgeries, ophthalmology, ancillaries and occupational health. Source: internal financial data, FY 2015.

Patient Demographics

Sixty-one percent (61%) of NYC Health + Hospitals / Queens patients are female and 39% are male. Among total patients, 19% are under age 21; 28% are ages 21-44; 36% are ages 45-64; and 19% are aged 65 and older. System wide, fifty-seven percent (57%) of patients are female and 43% are male. 19% are under age 21; 31% are ages 21-44; 34% are ages 45-64; and 15% are aged 65 and older.

Patient Encounters by Age

Age Group	%
0-4	7%
5-10	5%
11-14	2%
15-18	3%
19-20	2%
21-44	28%
45-54	17%
55-64	19%
65-74	12%
75-84	5%
85+	2%
Total	100%

Source: Internal financial data, FY2015

The hospital is racially diverse, with 41% of patients identifying as Black Non-Hispanic; 20% as Multi-Race/Other; 15% as Hispanic or Latino; 10% as Asian or Other Pacific Islander; 4% as White Non-Hispanic; and 8% of patients declining identification. System wide, 40% of patients identified as Hispanic or Latino; 34% as Black Non-Hispanic; 8% as White Non-Hispanic; 7% as Multi-Race/Other; 6% as Asian or Other Pacific Islander; and 5% of patients declining identification.

Patient Encounters by Race/ Ethnicity

Race/ Ethnicity	%
Black Non-Hispanic	41.3%
Multi Race/Other	20.1%
Hispanic or Latino	14.8%
Asian/ Pacific Islander	10.0%
Patient Decline	7.5%
White Non-Hispanic	4.1%
American Indian or Native	2.1%
Total	100%

Source: Internal financial data, FY2015

Appendix 2: Demographic and Population Health Statistics by Neighborhood

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Table 1. Key Demographic Factors

		% Population below 100% Federal Poverty Level	% Population Non-US Citizen	% Population ≥ 25 years with Less than HS Education	% Population Speaking English "Less than Well"	Average Jail Rate (Per 100,000)	% Population Living with a Disability
NYS		14.9%	10.5%	15.1%	13.4%	382	10.7%
NYC		19.8%	17.7%	20.5%	23.2%	868	10.3%
UHF Neighborhoods							
Bronx	Hunts Point/Mott Haven	43.1%	19.2%	44.4%	36.3%	2,219	17.3%
Bronx	Crotona/Tremont	39.3%	23.8%	38.7%	32.2%	1,903	14.6%
Bronx	Highbridge/Morrisania	38.3%	22.4%	39.1%	32.8%	2,107	15.4%
Kings	East New York	32.8%	16.0%	27.0%	14.0%	1,907	8.9%
Kings	Williamsburg/Bushwick	32.5%	19.9%	37.2%	32.2%	1,793	10.5%
New York	East Harlem	31.8%	16.4%	32.2%	23.6%	2,250	14.1%
Bronx	Fordham/Bronx Park	31.3%	23.0%	31.3%	28.2%	1,320	13.4%
Kings	Greenpoint	28.5%	12.2%	18.6%	23.9%	540	7.2%
Kings	Sunset Park	28.4%	34.3%	45.7%	51.8%	482	8.1%
New York	Central Harlem/Morningside Hgt	27.7%	13.3%	19.8%	12.7%	2,124	12.9%
Kings	Bedford/Stuy/Crown Heights	27.1%	13.7%	20.0%	7.0%	2,129	10.6%
New York	Washington Hgts/Inwood	25.8%	26.0%	30.9%	37.9%	1,135	11.9%
Kings	Borough Park	25.2%	20.1%	24.4%	37.5%	225	9.4%
Bronx	Pelham/Throgs Neck	21.8%	14.3%	26.2%	21.3%	911	11.1%
Richmond	Port Richmond	21.6%	12.7%	16.6%	14.1%	1,302	9.4%
Queens	Rockaway	21.4%	11.3%	21.4%	14.1%	1,277	12.7%
New York	Union Sq./Lower Eastside	21.4%	14.3%	21.6%	22.5%	705	11.1%
Kings	Coney Island/Sheepshead Bay	18.2%	14.6%	18.6%	40.3%	567	14.5%
Queens	West Queens	18.2%	35.1%	29.5%	47.0%	400	8.0%
Kings	Flatbush/E. Flatbush	18.1%	20.4%	17.2%	14.0%	926	7.9%
Richmond	Stapleton/St. George	17.0%	12.0%	17.3%	16.1%	1,068	10.5%
Kings	Downtown/Heights/Slope	16.3%	9.3%	11.7%	10.4%	851	8.0%
Queens	Long Island City/Astoria	16.1%	21.6%	18.1%	27.8%	475	9.3%
Bronx	Northeast Bronx	15.4%	13.4%	19.7%	8.9%	761	11.7%
Queens	Jamaica	15.3%	18.5%	20.1%	16.4%	1,118	10.9%
Bronx	Kingsbridge/Riverdale	15.1%	12.0%	17.5%	20.1%	402	12.0%
Kings	Bensonhurst/Bay Ridge	14.7%	15.7%	21.8%	34.3%	283	10.0%
Queens	Fresh Meadows	14.1%	15.9%	12.9%	25.7%	300	9.8%
Queens	Flushing/Clearview	13.0%	25.8%	20.0%	40.8%	200	9.5%
Kings	Canarsie/Flatlands	12.9%	12.6%	13.4%	13.4%	616	9.3%
New York	Lower Manhattan	12.4%	18.1%	9.3%	12.7%	527	6.1%
Queens	Ridgewood/Forest Hills	12.4%	17.8%	14.5%	25.3%	273	9.1%
New York	Upper West Side	12.0%	11.2%	6.2%	7.7%	446	9.4%
Queens	Southwest Queens	11.9%	18.6%	20.9%	18.5%	442	10.0%
New York	Chelsea/Clinton	11.7%	14.3%	6.6%	9.1%	601	8.7%
New York	Greenwich Village/Soho	10.5%	12.5%	9.3%	12.4%	299	6.7%
New York	Gramercy Park/Murray Hill	8.7%	12.6%	2.5%	6.9%	283	6.8%
Richmond	Willowbrook	8.2%	6.3%	10.7%	11.1%	282	10.0%
Queens	Bayside/Little Neck	7.9%	13.3%	10.5%	27.0%	141	9.1%
Queens	Southeast Queens	7.4%	13.2%	13.2%	12.1%	507	9.1%
New York	Upper East Side	6.9%	11.2%	3.5%	5.7%	162	6.8%
Richmond	South Beach/Tottenville	5.6%	3.5%	8.8%	7.8%	294	9.2%

Sources: U.S. Census American Community Survey (ACS), 2008-2012; New York City Department of Corrections Jail Admissions, 2007-2012, Via Gothamist.

Table 2. Disability by Numbers of Disability and Type

		% ≥Two Disability	% One Disability	% Self Care	% Independent Living	% Cognitive	% Ambulatory	% Vision	% Hearing
NYS		5.3%	5.6%	2.5%	5.3%	4.2%	6.5%	1.9%	4.0%
NYC		5.4%	5.0%	2.7%	5.4%	4.1%	6.8%	2.1%	3.4%
UHF Neighborhoods									
Kings	Coney Island/Sheepshead Bay	9.6%	5.0%	5.6%	10.2%	6.6%	10.7%	3.8%	6.0%
Bronx	Hunts Point/Mott Haven	8.6%	8.8%	3.6%	8.4%	8.9%	11.1%	3.8%	3.3%
Bronx	Highbridge/Morrisania	7.7%	7.7%	3.3%	7.1%	7.5%	10.1%	3.1%	2.9%
Bronx	Crotona/Tremont	7.6%	7.1%	3.2%	7.5%	7.5%	9.1%	2.8%	3.2%
New York	East Harlem	7.5%	6.8%	3.6%	7.1%	6.7%	9.2%	3.3%	3.6%
Queens	Rockaway	6.6%	6.5%	3.6%	7.4%	5.6%	8.3%	3.2%	3.9%
New York	Central Harlem/Morningside Hgt	6.3%	6.7%	2.9%	5.9%	4.8%	9.0%	2.6%	2.6%
Bronx	Fordham/Bronx Park	6.3%	7.2%	2.5%	6.1%	6.6%	8.2%	2.6%	2.8%
New York	Washington Hgts/Inwood	6.2%	5.8%	3.1%	5.9%	4.6%	8.0%	2.4%	2.8%
New York	Union Sq./Lower Eastside	6.2%	5.0%	2.9%	5.5%	4.5%	7.4%	2.2%	4.2%
Bronx	Northeast Bronx	6.1%	5.8%	2.8%	5.8%	4.6%	7.8%	2.8%	3.8%
Bronx	Pelham/Throgs Neck	5.9%	5.2%	2.7%	6.1%	4.6%	7.3%	2.3%	3.5%
Bronx	Kingsbridge/Riverdale	5.9%	6.5%	3.1%	5.7%	5.1%	7.3%	2.2%	4.3%
Kings	Williamsburg/Bushwick	5.7%	4.8%	2.9%	5.9%	4.8%	7.3%	2.3%	2.3%
Kings	Bensonhurst/Bay Ridge	5.7%	4.4%	3.1%	6.5%	3.7%	6.6%	1.7%	4.4%
Richmond	Stapleton/St. George	5.5%	5.1%	3.0%	6.6%	3.8%	6.8%	1.7%	3.3%
Kings	Borough Park	5.5%	3.9%	3.2%	6.5%	4.0%	6.7%	2.0%	3.3%
Queens	Jamaica	5.5%	5.5%	2.7%	5.5%	3.9%	7.0%	2.6%	3.3%
Kings	Bedford/Stuy/Crown Heights	5.2%	5.4%	2.6%	5.3%	3.9%	6.9%	3.0%	2.6%
Queens	Southwest Queens	5.2%	4.8%	2.7%	5.6%	3.6%	6.3%	2.3%	3.7%
Queens	Flushing/Clearview	5.2%	4.4%	2.6%	5.0%	3.1%	6.5%	1.4%	4.4%
Richmond	Willowbrook	5.1%	5.0%	2.6%	6.0%	3.2%	6.9%	1.0%	3.5%
Kings	Canarsie/Flatlands	5.1%	4.2%	2.9%	5.5%	3.5%	6.3%	2.2%	3.3%
Queens	Fresh Meadows	4.9%	5.0%	2.3%	4.9%	3.1%	6.8%	1.9%	4.1%
Queens	Long Island City/Astoria	4.8%	4.5%	2.3%	4.8%	3.1%	6.2%	1.3%	3.3%
Queens	Ridgewood/Forest Hills	4.8%	4.4%	2.5%	5.3%	3.2%	6.3%	1.7%	3.9%
Queens	Bayside/Little Neck	4.7%	4.5%	2.2%	4.9%	2.8%	5.6%	1.8%	4.2%
Kings	East New York	4.5%	4.3%	2.4%	5.2%	3.7%	6.0%	2.2%	2.2%
Richmond	South Beach/Tottenville	4.5%	4.7%	2.1%	4.8%	2.9%	6.0%	1.1%	3.3%
Richmond	Port Richmond	4.5%	5.0%	2.1%	4.8%	3.9%	5.8%	1.3%	2.8%
Kings	Sunset Park	4.4%	3.8%	2.3%	4.8%	4.0%	5.2%	1.8%	2.5%
New York	Upper West Side	4.4%	5.1%	2.4%	4.2%	3.3%	5.9%	1.7%	4.3%
Queens	Southeast Queens	4.3%	4.9%	2.2%	4.8%	3.4%	5.4%	1.5%	3.4%
Kings	Downtown/Heights/Slope	4.2%	4.0%	1.8%	3.8%	3.3%	5.1%	1.6%	2.6%
Kings	Greenpoint	4.2%	3.1%	2.5%	4.4%	3.4%	5.0%	1.9%	2.6%
Queens	West Queens	4.0%	4.2%	1.9%	3.8%	2.9%	5.1%	1.7%	2.9%
Kings	Flatbush/E. Flatbush	3.9%	4.0%	2.0%	4.2%	3.0%	5.2%	1.6%	2.5%
New York	Chelsea/Clinton	3.9%	4.8%	1.7%	3.1%	2.9%	4.9%	1.9%	3.5%
New York	Lower Manhattan	3.3%	2.9%	1.8%	3.4%	2.9%	4.1%	1.0%	2.4%
New York	Gramercy Park/Murray Hill	3.1%	3.8%	1.4%	3.1%	2.5%	3.7%	1.3%	3.4%
New York	Upper East Side	3.0%	3.8%	1.6%	3.0%	2.1%	4.5%	1.1%	4.1%
New York	Greenwich Village/Soho	3.0%	3.8%	1.5%	3.0%	2.2%	3.8%	1.1%	3.6%

Sources: U.S. Census American Community Survey (ACS), 2008-2012.

*Self-Care – Difficulty bathing or dressing; Independent Living – Difficulty with errands; Cognitive – Difficulty remembering, concentrating, making decisions; Ambulatory – Difficulty walking or climbing stairs; Vision – Blind or serious difficulty seeing; Hearing – Deaf or having serious difficulty hearing

Table 3. Potentially Preventable ED Visits (PPV)

		Medicaid Population	PPV Total (Observed)	PPV Total (Risk-Adjusted Expected)	Rate per 100 ED Visits (Observed)	Rate per 100 ED Visits (Risk-Adjusted Expected)	Observed (/) Risk Adjusted Expected Ratio	Observed (-) Risk-Adjusted Expected Gap Total
NYS		5,852,016	2,111,517	2,069,915	36.08			(41,602)
NYC		3,600,712	1,192,918	1,184,340	33.13	32.89	1.01	(8,578)
UHF Neighborhoods								
Brooklyn	Bedford/Stuy/Crown Heights	167,295	74,035	62,671	44.25	37.46	1.18	(11,364)
Manhattan	Central Harlem/Morningside Hgt	80,517	44,215	37,872	54.91	47.04	1.17	(6,343)
Brooklyn	Flatbush/E. Flatbush	135,879	44,131	37,935	32.48	27.92	1.16	(6,196)
Bronx	Highbridge/Morrisania	157,126	67,220	59,232	42.78	37.70	1.13	(7,988)
Bronx	Crotona/Tremont	158,677	68,998	60,948	43.48	38.41	1.13	(8,050)
Brooklyn	East New York	117,951	47,135	41,721	39.96	35.37	1.13	(5,414)
Bronx	Hunts Point/Mott Haven	102,277	44,460	39,547	43.47	38.67	1.12	(4,913)
Bronx	Northeast Bronx	75,259	31,979	28,647	42.49	38.06	1.12	(3,332)
Brooklyn	Canarsie/Flatlands	68,942	18,647	16,896	27.05	24.51	1.10	(1,751)
Bronx	Fordham/Bronx Park	159,307	71,626	65,539	44.96	41.14	1.09	(6,087)
Manhattan	East Harlem	65,233	35,244	32,424	54.03	49.70	1.09	(2,820)
Staten Island	Port Richmond	28,494	13,493	12,448	47.35	43.68	1.08	(1,045)
Brooklyn	Williamsburg/Bushwick	128,546	52,742	48,737	41.03	37.91	1.08	(4,005)
Queens	Rockaway	52,726	18,553	17,206	35.19	32.63	1.08	(1,347)
Manhattan	Washington Hgts/Inwood	143,654	45,340	42,657	31.56	29.69	1.06	(2,683)
Bronx	Pelham/Throgs Neck	139,468	53,267	50,796	38.19	36.42	1.05	(2,471)
Manhattan	Chelsea/Clinton	33,364	20,526	19,607	61.52	58.77	1.05	(919)
Brooklyn	Downtown/Heights/Slope	58,328	23,408	22,661	40.13	38.85	1.03	(747)
Staten Island	Stapleton/St. George	46,913	19,397	18,980	41.35	40.46	1.02	(417)
Queens	Southeast Queens	61,114	16,199	16,107	26.51	26.36	1.01	(92)
Bronx	Kingsbridge/Riverdale	29,994	9,287	9,270	30.96	30.91	1.00	(17)
Manhattan	Upper West Side	31,538	15,536	15,657	49.26	49.64	0.99	121
Queens	Jamaica	134,719	45,813	46,355	34.01	34.41	0.99	542
Manhattan	Gramercy Park/Murray Hill	9,909	4,922	4,996	49.67	50.42	0.99	74
Staten Island	South Beach/Tottenville	31,842	8,390	8,728	26.35	27.41	0.96	338
Brooklyn	Greenpoint	49,140	9,112	9,485	18.54	19.30	0.96	373
Queens	Ridgewood/Forest Hills	76,683	17,730	19,134	23.12	24.95	0.93	1,404
Queens	Long Island City/Astoria	71,860	21,041	22,873	29.28	31.83	0.92	1,832
Staten Island	Willowbrook	20,710	5,004	5,581	24.16	26.95	0.90	577
Manhattan	Upper East Side	13,219	4,674	5,224	35.36	39.52	0.89	550
Queens	West Queens	229,929	68,271	77,793	29.69	33.83	0.88	9,522
Queens	Southwest Queens	124,369	33,190	38,415	26.69	30.89	0.86	5,225
Manhattan	Lower Manhattan	12,194	5,744	6,673	47.11	54.72	0.86	929
Brooklyn	Coney Island/Sheepshead Bay	136,183	23,227	27,800	17.06	20.41	0.84	4,573
Brooklyn	Borough Park	195,905	26,744	33,459	13.65	17.08	0.80	6,715
Brooklyn	Bensonhurst/Bay Ridge	80,319	11,180	14,859	13.92	18.50	0.75	3,679
Queens	Fresh Meadows	34,877	7,591	10,201	21.77	29.25	0.74	2,610
Manhattan	Union Sq./Lower Eastside	81,104	22,872	30,851	28.20	38.04	0.74	7,979
Brooklyn	Sunset Park	99,590	16,971	24,170	17.04	24.27	0.70	7,199
Manhattan	Greenwich Village/Soho	14,323	3,334	5,174	23.28	36.12	0.64	1,840
Queens	Bayside/Little Neck	19,932	2,236	3,724	11.22	18.68	0.60	1,488
Queens	Flushing/Clearview	116,900	17,342	29,251	14.83	25.02	0.59	11,909

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Potentially Preventable Visits (PPVs), based on proprietary 3M software, are emergency visits for ambulatory care sensitive conditions (ACSC) that may result from a lack of adequate access to care or ambulatory care coordination. These ambulatory sensitive conditions could be reduced or eliminated with adequate patient monitoring and follow up. Unlike with PQIs, which can be disease specific, there is only one PPV indicator which represents all potentially avoidable ED visit regardless of condition or disease.

PPV Events are observed or "actual" ED visits that meet the criteria of an ACSC visit as defined by the 3M software. The Observed Rate is the number of PPV events divided by the population. Risk Adjusted Expected Visits are PPV visits adjusted by age, gender and race/ethnicity. The Expected rate is the number of Expected visits divided by the population. Risk Adjusted Expected Rate is the observed PPV rate divided by the expected PPV rate, multiplied by the statewide PPV rate. A lower number is better.

Table 4. Medicaid Beneficiaries with a Respiratory Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	558,700	9.6%	35.3%	47.3%
NYC		3,595,868	348,955	9.7%	36.0%	44.9%
UHF Neighborhoods						
Queens	Rockaway	52,664	8,148	15.5%	43.8%	44.0%
Manhattan	East Harlem	65,008	9,304	14.3%	40.2%	55.6%
Bronx	Hunts Point/Mott Haven	102,165	14,577	14.3%	35.7%	50.4%
Manhattan	Chelsea/Clinton	33,022	4,432	13.4%	49.6%	51.2%
Manhattan	Upper West Side	31,499	3,860	12.3%	44.0%	48.4%
Bronx	Highbridge/Morrisania	157,071	19,125	12.2%	38.7%	52.1%
Bronx	Crotona/Tremont	158,601	18,698	11.8%	37.5%	53.4%
Manhattan	Central Harlem/Morningside Hgt	80,466	9,465	11.8%	39.9%	59.3%
Staten Island	Stapleton/St. George	46,686	5,435	11.6%	41.3%	48.6%
Brooklyn	Coney Island/Sheepshead Bay	136,160	15,846	11.6%	34.9%	25.3%
Bronx	Pelham/Throgs Neck	139,194	16,181	11.6%	36.4%	47.9%
Bronx	Fordham/Bronx Park	159,182	18,340	11.5%	39.1%	51.8%
Bronx	Kingsbridge/Riverdale	29,957	3,408	11.4%	43.7%	42.7%
Bronx	Northeast Bronx	75,167	8,496	11.3%	44.5%	48.9%
Brooklyn	Downtown/Heights/Slope	58,124	6,507	11.2%	42.1%	48.7%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	18,349	11.0%	41.3%	55.0%
Manhattan	Upper East Side	13,206	1,428	10.8%	49.6%	33.9%
Brooklyn	East New York	117,543	12,412	10.6%	36.8%	53.5%
Staten Island	Port Richmond	28,478	2,926	10.3%	33.9%	55.1%
Brooklyn	Williamsburg/Bushwick	128,474	13,152	10.2%	35.8%	52.3%
Manhattan	Gramercy Park/Murray Hill	9,839	994	10.1%	42.2%	52.0%
Manhattan	Union Sq./Lower Eastside	81,093	7,890	9.7%	33.9%	40.4%
Brooklyn	Canarsie/Flatlands	68,906	6,594	9.6%	39.2%	40.9%
Queens	Ridgewood/Forest Hills	76,645	7,060	9.2%	28.5%	32.7%
Brooklyn	Bensonhurst/Bay Ridge	80,271	7,316	9.1%	29.8%	23.7%
Staten Island	Willowbrook	20,550	1,871	9.1%	33.7%	34.2%
Manhattan	Washington Hgts/Inwood	143,590	12,911	9.0%	31.2%	44.1%
Staten Island	South Beach/Tottenville	31,799	2,827	8.9%	35.7%	37.4%
Manhattan	Lower Manhattan	12,054	1,006	8.3%	38.6%	45.7%
Queens	Jamaica	134,473	10,759	8.0%	34.2%	48.5%
Manhattan	Greenwich Village/Soho	14,273	1,129	7.9%	33.5%	25.2%
Queens	Fresh Meadows	34,868	2,713	7.8%	25.9%	33.7%
Brooklyn	Flatbush/E. Flatbush	135,688	10,306	7.6%	40.7%	47.8%
Queens	Long Island City/Astoria	71,850	5,436	7.6%	31.2%	39.6%
Brooklyn	Sunset Park	99,554	7,460	7.5%	25.5%	31.1%
Queens	Southwest Queens	124,306	8,733	7.0%	27.0%	42.1%
Queens	Flushing/Clearview	116,769	8,003	6.9%	30.6%	28.8%
Brooklyn	Borough Park	195,830	12,978	6.6%	29.9%	27.0%
Queens	West Queens	229,888	15,193	6.6%	26.2%	39.2%
Brooklyn	Greenpoint	49,127	3,114	6.3%	33.0%	39.2%
Queens	Southeast Queens	60,254	3,511	5.8%	33.4%	44.5%
Queens	Bayside/Little Neck	19,922	952	4.8%	25.6%	25.2%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 5. Medicaid Beneficiaries with a Cardiovascular Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	1,543,129	26.4%	40.0%	31.3%
NYC		3,595,868	1,085,013	30.2%	40.4%	28.1%
UHF Neighborhoods						
Brooklyn	Coney Island/Sheepshead Bay	136,160	78,135	57.4%	37.0%	14.4%
Queens	Rockaway	52,664	23,924	45.4%	47.7%	30.1%
Manhattan	Upper East Side	13,206	5,741	43.5%	46.0%	24.2%
Bronx	Kingsbridge/Riverdale	29,957	12,509	41.8%	47.9%	26.7%
Manhattan	Upper West Side	31,499	13,133	41.7%	48.0%	33.2%
Brooklyn	Bensonhurst/Bay Ridge	80,271	31,357	39.1%	32.8%	15.3%
Brooklyn	Canarsie/Flatlands	68,906	26,818	38.9%	43.2%	25.2%
Manhattan	Chelsea/Clinton	33,022	12,615	38.2%	48.2%	39.0%
Queens	Ridgewood/Forest Hills	76,645	27,747	36.2%	35.5%	20.2%
Manhattan	Union Sq./Lower Eastside	81,093	28,702	35.4%	34.2%	22.8%
Brooklyn	Downtown/Heights/Slope	58,124	19,812	34.1%	50.7%	34.6%
Manhattan	Greenwich Village/Soho	14,273	4,788	33.5%	30.8%	15.5%
Manhattan	Washington Hgts/Inwood	143,590	47,415	33.0%	37.4%	28.1%
Bronx	Northeast Bronx	75,167	24,796	33.0%	51.3%	33.1%
Manhattan	East Harlem	65,008	21,434	33.0%	50.2%	40.2%
Staten Island	Willowbrook	20,550	6,763	32.9%	39.2%	22.9%
Manhattan	Lower Manhattan	12,054	3,951	32.8%	34.6%	25.5%
Queens	Flushing/Clearview	116,769	37,374	32.0%	29.0%	16.6%
Staten Island	Stapleton/St. George	46,686	14,414	30.9%	46.4%	34.2%
Queens	Fresh Meadows	34,868	10,718	30.7%	28.7%	19.9%
Queens	Bayside/Little Neck	19,922	5,924	29.7%	24.7%	13.2%
Brooklyn	Borough Park	195,830	57,387	29.3%	34.5%	17.5%
Staten Island	South Beach/Tottenville	31,799	9,293	29.2%	38.0%	25.4%
Queens	Jamaica	134,473	38,881	28.9%	41.2%	30.8%
Queens	Southwest Queens	124,306	35,914	28.9%	35.5%	25.9%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	47,741	28.6%	49.0%	37.7%
Queens	Long Island City/Astoria	71,850	20,511	28.5%	37.5%	26.7%
Manhattan	Gramercy Park/Murray Hill	9,839	2,745	27.9%	42.1%	34.5%
Manhattan	Central Harlem/Morningside Hgt	80,466	22,268	27.7%	46.5%	42.5%
Brooklyn	Flatbush/E. Flatbush	135,688	37,531	27.7%	42.7%	30.5%
Bronx	Pelham/Throgs Neck	139,194	37,536	27.0%	43.1%	33.2%
Brooklyn	East New York	117,543	31,027	26.4%	44.8%	36.4%
Bronx	Highbridge/Morrisania	157,071	40,636	25.9%	44.4%	36.9%
Bronx	Fordham/Bronx Park	159,182	40,823	25.6%	44.8%	35.2%
Queens	Southeast Queens	60,254	15,411	25.6%	37.4%	28.7%
Brooklyn	Williamsburg/Bushwick	128,474	32,841	25.6%	45.0%	37.0%
Bronx	Crotona/Tremont	158,601	40,131	25.3%	44.0%	37.9%
Bronx	Hunts Point/Mott Haven	102,165	24,678	24.2%	44.5%	38.0%
Queens	West Queens	229,888	54,707	23.8%	32.1%	21.3%
Brooklyn	Greenpoint	49,127	10,796	22.0%	40.5%	25.0%
Brooklyn	Sunset Park	99,554	20,214	20.3%	31.7%	21.2%
Staten Island	Port Richmond	28,478	5,303	18.6%	43.2%	40.3%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 6. Medicaid Beneficiaries with a Congestive Heart Failure Condition Diagnosis

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence (Per 100,000)	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	90,070	1,543	61.2%	30.2%
NYC		3,595,868	62,821	1,747	61.6%	28.1%
UHF Neighborhoods						
Brooklyn	Coney Island/Sheepshead Bay	136,160	6,063	4,453	48.0%	13.4%
Bronx	Kingsbridge/Riverdale	29,957	1,109	3,702	60.7%	23.0%
Manhattan	Upper East Side	13,206	464	3,514	61.9%	17.2%
Queens	Rockaway	52,664	1,795	3,408	65.2%	29.1%
Manhattan	Upper West Side	31,499	941	2,987	64.3%	29.9%
Bronx	Northeast Bronx	75,167	2,033	2,705	67.4%	30.3%
Brooklyn	Canarsie/Flatlands	68,906	1,859	2,698	60.3%	24.3%
Manhattan	Chelsea/Clinton	33,022	832	2,520	69.2%	38.9%
Brooklyn	Downtown/Heights/Slope	58,124	1,333	2,293	68.5%	32.7%
Brooklyn	Bensonhurst/Bay Ridge	80,271	1,829	2,279	51.8%	16.2%
Queens	Ridgewood/Forest Hills	76,645	1,703	2,222	52.1%	20.7%
Manhattan	East Harlem	65,008	1,374	2,114	68.0%	40.5%
Brooklyn	Borough Park	195,830	3,580	1,828	51.3%	17.6%
Staten Island	Willowbrook	20,550	368	1,791	56.3%	20.4%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	2,935	1,756	68.0%	36.4%
Queens	Jamaica	134,473	2,255	1,677	62.4%	30.7%
Brooklyn	Flatbush/E. Flatbush	135,688	2,269	1,672	64.8%	29.9%
Brooklyn	Williamsburg/Bushwick	128,474	2,130	1,658	65.4%	38.2%
Manhattan	Central Harlem/Morningside Hgt	80,466	1,290	1,603	69.5%	43.2%
Bronx	Pelham/Throgs Neck	139,194	2,230	1,602	64.4%	31.4%
Staten Island	Stapleton/St. George	46,686	736	1,576	64.3%	31.4%
Manhattan	Greenwich Village/Soho	14,273	224	1,569	57.1%	16.1%
Manhattan	Washington Hgts/Inwood	143,590	2,245	1,563	64.8%	29.0%
Queens	Bayside/Little Neck	19,922	310	1,556	50.3%	14.8%
Manhattan	Lower Manhattan	12,054	187	1,551	56.1%	30.5%
Manhattan	Union Sq./Lower Eastside	81,093	1,255	1,548	59.3%	28.8%
Manhattan	Gramercy Park/Murray Hill	9,839	152	1,545	63.2%	36.8%
Queens	Fresh Meadows	34,868	534	1,531	52.4%	23.0%
Queens	Southeast Queens	60,254	884	1,467	59.8%	29.8%
Bronx	Fordham/Bronx Park	159,182	2,326	1,461	70.9%	33.5%
Brooklyn	East New York	117,543	1,706	1,451	66.2%	37.0%
Staten Island	South Beach/Tottenville	31,799	459	1,443	64.9%	24.2%
Bronx	Highbridge/Morrisania	157,071	2,242	1,427	68.6%	37.4%
Queens	Flushing/Clearview	116,769	1,646	1,410	56.7%	22.0%
Bronx	Crotona/Tremont	158,601	2,063	1,301	70.3%	39.3%
Queens	Long Island City/Astoria	71,850	916	1,275	64.1%	28.4%
Brooklyn	Greenpoint	49,127	614	1,250	64.7%	26.1%
Queens	Southwest Queens	124,306	1,533	1,233	62.4%	28.6%
Bronx	Hunts Point/Mott Haven	102,165	1,255	1,228	68.8%	36.2%
Queens	West Queens	229,888	2,049	891	62.3%	23.6%
Brooklyn	Sunset Park	99,554	862	866	56.7%	25.9%
Staten Island	Port Richmond	28,478	231	811	67.1%	38.5%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 7. Medicaid Beneficiaries with a Diabetes Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	562,637	9.6%	32.5%	31.2%
NYC		3,595,868	409,227	11.4%	32.3%	28.6%
UHF Neighborhoods						
Brooklyn	Coney Island/Sheepshead Bay	136,160	23,603	17.3%	30.0%	15.4%
Queens	Rockaway	52,664	8,424	16.0%	42.0%	29.8%
Manhattan	Upper West Side	31,499	4,461	14.2%	37.9%	33.7%
Brooklyn	Canarsie/Flatlands	68,906	9,754	14.2%	36.0%	24.9%
Manhattan	East Harlem	65,008	8,958	13.8%	40.4%	38.6%
Manhattan	Chelsea/Clinton	33,022	4,420	13.4%	38.3%	37.6%
Bronx	Kingsbridge/Riverdale	29,957	4,001	13.4%	40.7%	28.1%
Bronx	Northeast Bronx	75,167	9,869	13.1%	41.3%	33.6%
Manhattan	Union Sq./Lower Eastside	81,093	10,391	12.8%	27.5%	23.8%
Manhattan	Washington Hgts/Inwood	143,590	18,374	12.8%	29.7%	27.9%
Brooklyn	Downtown/Heights/Slope	58,124	7,416	12.8%	39.7%	34.7%
Queens	Southwest Queens	124,306	15,534	12.5%	23.6%	23.9%
Queens	Jamaica	134,473	16,526	12.3%	28.9%	29.6%
Manhattan	Upper East Side	13,206	1,582	12.0%	40.4%	25.2%
Queens	Ridgewood/Forest Hills	76,645	9,134	11.9%	27.7%	19.7%
Bronx	Pelham/Throgs Neck	139,194	16,221	11.7%	34.0%	33.4%
Brooklyn	Bensonhurst/Bay Ridge	80,271	9,282	11.6%	24.1%	15.4%
Staten Island	Stapleton/St. George	46,686	5,310	11.4%	39.5%	34.6%
Brooklyn	Flatbush/E. Flatbush	135,688	15,416	11.4%	34.4%	30.0%
Staten Island	Willowbrook	20,550	2,319	11.3%	29.9%	21.9%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	18,715	11.2%	40.3%	36.9%
Queens	Fresh Meadows	34,868	3,902	11.2%	21.2%	18.6%
Queens	Flushing/Clearview	116,769	12,964	11.1%	21.4%	15.8%
Queens	Long Island City/Astoria	71,850	7,959	11.1%	27.2%	25.9%
Manhattan	Central Harlem/Morningside Hgt	80,466	8,774	10.9%	36.9%	41.8%
Bronx	Hunts Point/Mott Haven	102,165	11,020	10.8%	35.9%	37.8%
Bronx	Fordham/Bronx Park	159,182	17,130	10.8%	37.3%	35.8%
Bronx	Highbridge/Morrisania	157,071	16,834	10.7%	37.7%	36.8%
Brooklyn	East New York	117,543	12,580	10.7%	35.4%	35.7%
Manhattan	Lower Manhattan	12,054	1,262	10.5%	32.3%	31.1%
Brooklyn	Williamsburg/Bushwick	128,474	13,297	10.3%	35.2%	36.8%
Bronx	Crotona/Tremont	158,601	16,367	10.3%	38.1%	37.8%
Manhattan	Greenwich Village/Soho	14,273	1,438	10.1%	25.3%	16.9%
Queens	Southeast Queens	60,254	6,003	10.0%	25.5%	27.1%
Queens	West Queens	229,888	22,717	9.9%	24.9%	20.6%
Brooklyn	Borough Park	195,830	18,996	9.7%	24.6%	17.8%
Manhattan	Gramercy Park/Murray Hill	9,839	929	9.4%	35.6%	38.0%
Queens	Bayside/Little Neck	19,922	1,795	9.0%	20.9%	13.8%
Staten Island	South Beach/Tottenville	31,799	2,673	8.4%	32.6%	24.7%
Brooklyn	Greenpoint	49,127	3,642	7.4%	29.7%	27.1%
Brooklyn	Sunset Park	99,554	7,054	7.1%	26.5%	21.7%
Staten Island	Port Richmond	28,478	2,009	7.1%	33.4%	39.4%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 8. Medicaid Beneficiaries with a Mental Health Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	1,328,558	22.8%	30.9%	45.8%
NYC		3,595,868	702,585	19.5%	32.3%	42.3%
UHF Neighborhoods						
Manhattan	Chelsea/Clinton	33,022	16,610	50.3%	41.4%	49.9%
Manhattan	Gramercy Park/Murray Hill	9,839	3,642	37.0%	38.9%	47.1%
Manhattan	Upper West Side	31,499	11,028	35.0%	36.5%	45.1%
Queens	Rockaway	52,664	17,488	33.2%	43.4%	40.2%
Manhattan	Lower Manhattan	12,054	3,994	33.1%	37.1%	48.2%
Manhattan	Upper East Side	13,206	4,158	31.5%	37.6%	38.3%
Manhattan	East Harlem	65,008	20,410	31.4%	37.6%	52.2%
Bronx	Kingsbridge/Riverdale	29,957	9,026	30.1%	37.5%	36.9%
Staten Island	South Beach/Tottenville	31,799	8,714	27.4%	30.3%	40.6%
Brooklyn	Downtown/Heights/Slope	58,124	15,868	27.3%	36.9%	46.0%
Staten Island	Stapleton/St. George	46,686	12,408	26.6%	39.0%	48.8%
Brooklyn	Coney Island/Sheepshead Bay	136,160	34,703	25.5%	28.2%	24.6%
Bronx	Hunts Point/Mott Haven	102,165	25,701	25.2%	31.7%	48.6%
Manhattan	Central Harlem/Morningside Hgt	80,466	19,986	24.8%	36.7%	53.6%
Manhattan	Greenwich Village/Soho	14,273	3,381	23.7%	38.3%	40.4%
Bronx	Crotona/Tremont	158,601	36,406	23.0%	34.1%	50.0%
Staten Island	Willowbrook	20,550	4,703	22.9%	29.5%	35.3%
Bronx	Fordham/Bronx Park	159,182	35,728	22.4%	33.1%	47.9%
Bronx	Pelham/Throgs Neck	139,194	30,833	22.2%	28.9%	43.6%
Bronx	Highbridge/Morrisania	157,071	34,754	22.1%	32.9%	49.0%
Bronx	Northeast Bronx	75,167	16,019	21.3%	37.5%	44.3%
Manhattan	Union Sq./Lower Eastside	81,093	16,891	20.8%	32.3%	42.9%
Manhattan	Washington Hgts/Inwood	143,590	29,748	20.7%	28.2%	40.1%
Queens	Ridgewood/Forest Hills	76,645	15,446	20.2%	25.1%	30.0%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	32,956	19.7%	37.6%	50.6%
Staten Island	Port Richmond	28,478	5,577	19.6%	31.8%	51.2%
Brooklyn	East New York	117,543	22,969	19.5%	33.6%	47.6%
Brooklyn	Williamsburg/Bushwick	128,474	24,881	19.4%	30.3%	48.5%
Brooklyn	Bensonhurst/Bay Ridge	80,271	14,138	17.6%	27.2%	27.8%
Brooklyn	Canarsie/Flatlands	68,906	11,728	17.0%	33.0%	35.4%
Queens	Fresh Meadows	34,868	5,652	16.2%	24.6%	34.2%
Brooklyn	Greenpoint	49,127	7,325	14.9%	27.3%	35.9%
Queens	Jamaica	134,473	19,784	14.7%	32.7%	44.2%
Queens	Long Island City/Astoria	71,850	10,432	14.5%	27.9%	39.5%
Brooklyn	Borough Park	195,830	26,941	13.8%	24.0%	24.1%
Brooklyn	Flatbush/E. Flatbush	135,688	17,611	13.0%	36.5%	43.0%
Queens	Flushing/Clearview	116,769	14,390	12.3%	29.9%	32.7%
Queens	Bayside/Little Neck	19,922	2,400	12.0%	24.9%	27.2%
Queens	Southwest Queens	124,306	14,752	11.9%	25.3%	38.6%
Queens	West Queens	229,888	26,313	11.4%	26.3%	36.2%
Queens	Southeast Queens	60,254	6,509	10.8%	37.2%	46.3%
Brooklyn	Sunset Park	99,554	10,227	10.3%	26.5%	35.9%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 9. Medicaid Beneficiaries with a Substance Use Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	370,898	6.4%	59.6%	59.9%
NYC		3,595,868	222,198	6.2%	65.0%	58.4%
UHF Neighborhoods						
Manhattan	Chelsea/Clinton	33,022	10,401	31.5%	71.6%	59.2%
Manhattan	Upper West Side	31,499	5,374	17.1%	63.9%	58.1%
Manhattan	Gramercy Park/Murray Hill	9,839	1,659	16.9%	69.5%	65.4%
Manhattan	East Harlem	65,008	9,878	15.2%	68.3%	61.2%
Manhattan	Lower Manhattan	12,054	1,603	13.3%	73.8%	66.0%
Manhattan	Central Harlem/Morningside Hgt	80,466	10,093	12.5%	66.2%	63.3%
Bronx	Hunts Point/Mott Haven	102,165	12,551	12.3%	61.5%	57.0%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	16,159	9.7%	65.8%	61.3%
Bronx	Crotona/Tremont	158,601	15,141	9.5%	67.0%	59.2%
Brooklyn	Downtown/Heights/Slope	58,124	5,464	9.4%	68.5%	63.7%
Staten Island	Stapleton/St. George	46,686	4,329	9.3%	70.7%	60.6%
Staten Island	South Beach/Tottenville	31,799	2,948	9.3%	61.3%	57.9%
Bronx	Highbridge/Morrisania	157,071	14,126	9.0%	65.5%	57.5%
Manhattan	Union Sq./Lower Eastside	81,093	6,788	8.4%	69.4%	62.1%
Manhattan	Greenwich Village/Soho	14,273	1,172	8.2%	71.6%	62.6%
Brooklyn	East New York	117,543	8,911	7.6%	64.3%	59.4%
Bronx	Fordham/Bronx Park	159,182	11,575	7.3%	66.3%	60.6%
Brooklyn	Williamsburg/Bushwick	128,474	8,983	7.0%	64.3%	60.6%
Manhattan	Upper East Side	13,206	910	6.9%	61.9%	55.7%
Staten Island	Port Richmond	28,478	1,885	6.6%	64.2%	62.7%
Queens	Rockaway	52,664	3,386	6.4%	62.8%	58.3%
Bronx	Pelham/Throgs Neck	139,194	8,820	6.3%	61.9%	52.2%
Bronx	Northeast Bronx	75,167	4,430	5.9%	66.2%	60.2%
Staten Island	Willowbrook	20,550	1,195	5.8%	62.4%	55.2%
Queens	Jamaica	134,473	7,496	5.6%	59.7%	56.6%
Brooklyn	Greenpoint	49,127	2,588	5.3%	70.4%	57.1%
Bronx	Kingsbridge/Riverdale	29,957	1,497	5.0%	68.1%	58.1%
Brooklyn	Flatbush/E. Flatbush	135,688	6,193	4.6%	65.9%	57.5%
Manhattan	Washington Hgts/Inwood	143,590	6,388	4.4%	65.7%	58.0%
Brooklyn	Coney Island/Sheepshead Bay	136,160	5,393	4.0%	62.1%	52.2%
Brooklyn	Canarsie/Flatlands	68,906	2,428	3.5%	62.9%	52.1%
Queens	Southeast Queens	60,254	2,045	3.4%	68.4%	62.0%
Queens	Fresh Meadows	34,868	1,115	3.2%	71.1%	53.3%
Queens	Ridgewood/Forest Hills	76,645	2,294	3.0%	53.4%	46.2%
Brooklyn	Bensonhurst/Bay Ridge	80,271	2,159	2.7%	56.3%	50.5%
Queens	Long Island City/Astoria	71,850	1,909	2.7%	56.1%	56.6%
Queens	Southwest Queens	124,306	2,488	2.0%	57.6%	53.8%
Brooklyn	Sunset Park	99,554	1,888	1.9%	56.3%	54.0%
Queens	West Queens	229,888	3,664	1.6%	60.0%	47.7%
Brooklyn	Borough Park	195,830	3,005	1.5%	58.4%	52.6%
Queens	Flushing/Clearview	116,769	1,617	1.4%	59.4%	47.6%
Queens	Bayside/Little Neck	19,922	250	1.3%	54.4%	47.6%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 10. Medicaid Beneficiaries with a HIV/AIDS Condition Diagnosis

		Medicaid Population	Population with a Diagnosis	Weighted Prevalence (Per 100,000)	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	53,901	924	25.3%	36.4%
NYC		3,595,868	49,984	1,390	25.1%	35.4%
UHF Neighborhoods						
Manhattan	Chelsea/Clinton	33,022	1,378	4,173	26.1%	35.6%
Manhattan	Gramercy Park/Murray Hill	9,839	290	2,947	29.0%	36.9%
Manhattan	Upper West Side	31,499	900	2,857	31.9%	43.6%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	4,199	2,512	26.8%	41.8%
Manhattan	Central Harlem/Morningside Hgt	80,466	1,902	2,364	27.3%	42.0%
Manhattan	Union Sq./Lower Eastside	81,093	1,902	2,345	19.3%	25.0%
Manhattan	Greenwich Village/Soho	14,273	321	2,249	19.6%	23.4%
Bronx	Hunts Point/Mott Haven	102,165	2,271	2,223	31.8%	43.2%
Manhattan	East Harlem	65,008	1,373	2,112	31.2%	41.4%
Bronx	Crotona/Tremont	158,601	3,292	2,076	32.1%	41.1%
Bronx	Highbridge/Morrisania	157,071	3,255	2,072	33.1%	39.8%
Bronx	Fordham/Bronx Park	159,182	3,111	1,954	27.5%	40.5%
Brooklyn	Flatbush/E. Flatbush	135,688	2,450	1,806	25.9%	37.2%
Bronx	Northeast Bronx	75,167	1,303	1,733	29.2%	42.9%
Brooklyn	Sunset Park	99,554	1,654	1,661	12.0%	9.8%
Brooklyn	East New York	117,543	1,870	1,591	26.7%	41.6%
Manhattan	Upper East Side	13,206	208	1,575	24.5%	30.8%
Bronx	Pelham/Throgs Neck	139,194	2,186	1,570	26.0%	37.9%
Brooklyn	Downtown/Heights/Slope	58,124	833	1,433	26.7%	40.1%
Brooklyn	Williamsburg/Bushwick	128,474	1,840	1,432	24.1%	42.1%
Queens	Rockaway	52,664	658	1,249	27.2%	43.3%
Staten Island	Stapleton/St. George	46,686	573	1,227	31.2%	41.5%
Manhattan	Washington Hgts/Inwood	143,590	1,624	1,131	25.4%	35.5%
Queens	Flushing/Clearview	116,769	1,273	1,090	9.4%	9.6%
Manhattan	Lower Manhattan	12,054	120	996	20.0%	25.8%
Queens	Jamaica	134,473	1,337	994	24.6%	39.3%
Staten Island	Port Richmond	28,478	280	983	27.9%	49.6%
Brooklyn	Canarsie/Flatlands	68,906	595	863	24.0%	32.6%
Bronx	Kingsbridge/Riverdale	29,957	256	855	28.5%	39.8%
Brooklyn	Bensonhurst/Bay Ridge	80,271	576	718	12.5%	9.7%
Queens	West Queens	229,888	1,501	653	13.7%	18.8%
Queens	Fresh Meadows	34,868	220	631	13.2%	16.8%
Queens	Bayside/Little Neck	19,922	125	627	8.8%	8.8%
Brooklyn	Borough Park	195,830	1,221	623	12.4%	15.8%
Queens	Southeast Queens	60,254	366	607	23.2%	37.7%
Queens	Ridgewood/Forest Hills	76,645	462	603	17.5%	29.4%
Brooklyn	Coney Island/Sheepshead Bay	136,160	798	586	17.2%	24.8%
Queens	Long Island City/Astoria	71,850	395	550	20.8%	30.6%
Queens	Southwest Queens	124,306	647	520	17.9%	34.9%
Staten Island	Willowbrook	20,550	98	477	26.5%	37.8%
Brooklyn	Greenpoint	49,127	227	462	24.2%	33.5%
Staten Island	South Beach/Tottenville	31,799	94	296	21.3%	33.0%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 11. Maternal and Child Health Indicators

		% Low Birth Weight	% Preterm Birth	% Medicaid or Self Pay Payer	% Late or No Prenatal Care	Teen Birth per 1000	Infant Death per 1000	Neonatal Death per 1000
NYS		8.1%	11.1%	50.0%	5.5%	24.4	4.8	3.3
NYC		8.5%	11.3%	59.5%	7.0%	25.3	4.4	2.9
UHF Neighborhoods								
Brooklyn	Bedford/Stuy/Crown Heights	11.7%	14.7%	69.5%	8.6%	31.7	6.4	3.7
Manhattan	Central Harlem/Morningside Hgt	11.3%	14.1%	62.2%	9.8%	30.4	8.0	5.4
Queens	Jamaica	11.3%	13.7%	54.0%	9.1%	27.4	7.5	4.8
Brooklyn	Canarsie/Flatlands	10.7%	14.8%	55.9%	8.3%	19.6	6.1	4.0
Brooklyn	Flatbush/E. Flatbush	10.6%	14.4%	69.2%	9.8%	21.5	4.9	3.3
Manhattan	East Harlem	10.4%	13.1%	72.5%	9.1%	40.9	4.9	3.8
Brooklyn	East New York	10.4%	14.7%	72.3%	9.0%	40.9	7.1	4.3
Queens	Southeast Queens	10.4%	13.0%	43.2%	7.1%	13.8	6.5	5.4
Bronx	Northeast Bronx	10.3%	12.4%	64.2%	12.9%	29.2	5.4	3.6
Bronx	Highbridge/Morrisania	9.8%	12.4%	82.2%	11.4%	45.6	5.5	3.2
Bronx	Hunts Point/Mott Haven	9.6%	12.7%	84.9%	11.3%	47.4	7.1	3.9
Queens	Southwest Queens	9.6%	11.8%	43.5%	6.3%	20.0	3.7	2.1
Bronx	Fordham/Bronx Park	9.5%	12.1%	80.5%	10.2%	36.8	4.8	3.3
Bronx	Pelham/Throgs Neck	9.3%	11.8%	66.1%	10.6%	29.4	3.9	2.5
Bronx	Crotona/Tremont	9.3%	12.3%	83.1%	11.3%	45.9	6.4	4.6
Staten Island	Port Richmond	8.9%	13.5%	62.3%	4.1%	36.4	6.0	2.9
Manhattan	Upper West Side	8.7%	10.1%	12.3%	3.0%	8.6	2.2	1.5
Manhattan	Chelsea/Clinton	8.6%	10.1%	18.0%	4.1%	14.3	4.2	2.5
Manhattan	Gramercy Park/Murray Hill	8.5%	10.0%	6.5%	2.9%	3.9	3.0	2.0
Queens	Rockaway	8.4%	11.6%	56.4%	9.4%	32.4	6.1	4.0
Staten Island	Stapleton/St. George	8.2%	11.4%	54.1%	4.5%	21.2	6.5	5.7
Brooklyn	Coney Island/Sheepshead Bay	8.0%	11.1%	62.2%	5.8%	23.6	4.1	2.2
Manhattan	Upper East Side	8.0%	8.7%	6.2%	2.7%	4.6	1.5	1.2
Manhattan	Washington Hgts/Inwood	7.9%	11.0%	69.6%	7.4%	33.5	4.1	2.0
Staten Island	Willowbrook	7.9%	10.3%	33.8%	2.5%	9.1	3.9	2.8
Manhattan	Lower Manhattan	7.8%	9.8%	11.7%	3.1%	3.4	0.7	0.7
Brooklyn	Williamsburg/Bushwick	7.8%	11.7%	80.2%	7.3%	37.5	5.5	3.3
Queens	Long Island City/Astoria	7.7%	10.6%	50.6%	10.9%	18.0	3.7	2.3
Bronx	Kingsbridge/Riverdale	7.7%	10.2%	43.1%	5.3%	17.5	3.5	3.2
Manhattan	Union Sq./Lower Eastside	7.5%	10.4%	54.1%	4.3%	17.9	2.1	1.1
Staten Island	South Beach/Tottenville	7.4%	10.6%	23.8%	2.1%	4.5	4.0	3.4
Manhattan	Greenwich Village/Soho	7.1%	8.3%	15.5%	1.7%	2.1	1.1	1.1
Brooklyn	Bensonhurst/Bay Ridge	6.9%	10.6%	55.7%	5.2%	15.2	4.5	2.7
Queens	Ridgewood/Forest Hills	6.9%	9.3%	44.9%	5.1%	15.4	3.3	2.6
Queens	Fresh Meadows	6.8%	8.7%	42.0%	3.9%	9.6	2.9	1.6
Brooklyn	Downtown/Heights/Slope	6.8%	9.0%	28.8%	2.6%	18.6	2.8	1.8
Queens	West Queens	6.8%	10.8%	78.1%	8.9%	33.3	4.3	3.0
Queens	Bayside/Little Neck	6.7%	8.7%	27.5%	2.6%	4.1	2.0	2.0
Brooklyn	Borough Park	6.2%	8.6%	72.5%	3.5%	20.1	2.3	1.4
Queens	Flushing/Clearview	6.2%	8.4%	61.3%	5.2%	10.1	2.8	1.9
Brooklyn	Sunset Park	5.8%	8.5%	90.0%	4.0%	37.5	2.1	1.7
Brooklyn	Greenpoint	5.4%	8.2%	62.1%	3.4%	16.6	2.5	1.8

Source: 2010-2012 New York State Vital Statistics County/ZIP Code Perinatal Data Profile as of March, 2014, accessed December, 6 2014, <http://www.health.ny.gov/statistics/chac/perinatal/index.htm>.

* Preterm Births –prior to 37 weeks of gestation; Low Birth Weight– weight between 100-2499 grams; Late or No Prenatal care– initiated during the third trimester of pregnancy or not at all; Teen Birth – Births to females ages 15-19; Infant Deaths –occurred at less than twelve months of age; Neonatal Deaths –occurred at less than 28 days of age. Total Births are over three year time period.

Appendix 3. Evaluation of 2013 Implementation Plan

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
Cancer	Provide "One Stop Shopping" Access to a Comprehensive Range of Specialized Services to Uninsured/Underinsured Women through the Breast Service and Oncology Department	Yes		<p>Target Population: female cancer patients; uninsured and underserved adult women, with and without cancer</p> <p>Goal: improve screenings and early detections of cancers among underserved and uninsured women in the community; offer comprehensive treatment when cancers are found.</p> <p>Plan: The <i>Cancer Services Screening Program</i> at Queens Hospital Center offers underserved women "one stop shopping" access to a comprehensive range of specialized services: screenings, diagnostic evaluations, consultations and treatment with breast cancer specialists, second opinions for newly diagnosed and recurrent breast cancer patients, access to clinical trials, individual and family counseling, physical and occupational therapy, patient education, preventive services and follow-up care, and support services</p>
Diabetes	Monitor Patient and Track Outcomes through Diabetes Registry	Yes		<p>Target Population: patients with diabetes and pre-diabetes, especially from underserved communities</p> <p>Goal: Improve ongoing treatment through the use of a diabetes registry. Our overall objective is to have 60% of our diabetes patients have the disease controlled.</p> <p>Plan: NY H+H/Queens (QHC) has a Diabetes Center of Excellence where we provide diabetes care, education, and endocrinology services. Population management reports are implemented through an electronic diabetes registry. The registry is used corporation-wide in NYC H+H. We have a diabetes center of excellence</p> <p>Outcome: Over 55% of QHC's diabetes patients have the disease controlled. The diabetes registry has been instrumental in driving this improvement.</p>
Diabetes	Offer Comprehensive Diabetes Outpatient Education through the Diabetes Management Program	Yes		<p>Target Population: patients with diabetes and pre-diabetes; family and other people who give them aid and support</p> <p>Goal: Our objective for all of our diabetes programs is to have 60% of our diabetes patients have the disease controlled.</p> <p>Plan: The Diabetes Management Program at NYC H+H/Queens offers comprehensive diabetes outpatient education to people who have diabetes and to their support individuals. The Diabetes Self-Management Program is a year-long program designed to help individuals with diabetes develop and continuously practice self-management skills that will enhance and prolong the quality of their lives.</p> <p>Accommodations are made in the Diabetes Center for patients that may be visually impaired, hearing impaired, have low literacy and /or English is a second language. Unique features to overcome barriers to learning are incorporated into the Diabetes program including: print augmentation, interpretation service, low literacy education tools, and allowances for cultural diversity.</p> <p>Outcome: Over 55% of QHC's diabetes patients have the disease controlled. The Diabetes Management Program has been instrumental in driving this improvement</p>

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
Diabetes	Address Key Lifestyle Changes Needed to Prevent Diabetes through Pediatric Healthy Lifestyle Programs for Preschoolers, Pre-teens and Teens	Yes		<p>Target Population: children from the ages of pre-school through early teen years, especially children and early adolescents from underserved and minority communities.</p> <p>Goal: prevent onset of diabetes later in life.</p> <p>Plan: Our Pediatric Healthy Lifestyles Programs (for preschoolers, pre-teens and teens) address key lifestyle changes needed to help prevent or mitigate insulin resistance and Type II Diabetes, acquired hypertension and coronary artery disease. Preventive messaging and healthy habits counseling is also imbedded into our regular health maintenance visits for all patients beginning at birth.</p> <p>Outcome: (tbd)</p>
Hypertension	Adopt the Patient-Centered Medical Home (PCMH) Model of Care to Provide Care Coordination Services	Yes		<p>Target Population: patients with hypertension</p> <p>Goal: improve measurable outcomes of hypertension patients; improve care coordination</p> <p>Plan: NYC H+H/Queens provides comprehensive services for hypertensive patients in primary care, with specialty care available as needed. We have implemented Care Plans for patients with hypertension and have adopted the Patient Centered Medical Home (PCMH) model of care delivery which includes a focus on population management for individuals with hypertension. We are certified as Level III PCMH.</p> <p>QHC also has a <i>Treat To Target Program</i>, which includes a rigorous protocol for managing people with high blood pressure. The patients get multiple visits and phone calls within a short time frame, in order to monitor and properly treat their hypertension. <i>Treat to Target</i> functionality exceeds the requirements of PCMH</p> <p>Outcome: (tbd)</p>
Heart Disease	Improve Patient Experience and Outcomes using Breakthrough	Yes		<p>Target Population: patients with heart disease and hypertension</p> <p>Goal: (tbd)</p> <p>Plan: As part of our Breakthrough process improvement system, a Value Stream Analysis was implemented to focus on improving patient experiences and outcomes in patients with congestive heart failure and those receiving general outpatient cardiac services.</p> <p>Outcome: Patients with heart failure have been consolidated on a single floor. A "passport" has been created with consistent and correct information. Patient tracking and analysis has been improved.</p>
Heart Disease	Develop a Heart Failure Unit and a Heart Failure Clinic that Specifically Focuses on Caring for Patients with Chronic Heart Failure	Yes		<p>Target Population: patients admitted with diagnosis of heart failure</p> <p>Goal: to make sure they get appropriate follow up; to make sure they have a care plan; to make sure each patient has a passport; to identify patients who are qualified for cardiac rehab and refer them to cardiac rehab.</p> <p>Plan: Consolidate inpatients on one floor; train nurses in heart failure teaching so they can extend patient education from inpatient to outpatient settings; a computer module with education and information on heart failure was made available in outpatient settings.</p> <p>Outcome: From 2012 to 2015, we improved our show rate to follow up visits from approximately 50% to approximately 80%.</p>

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
Behavioral Health	Provide More Psychiatry /Psychology Consultative Time within Primary Care	Yes	<p>Target Population: the patient population that is in primary care with low level behavioral health (BH) problems.</p> <p>Goal: 1) educate the primary care staff in handling minor behavioral health problems and in psychiatric medications and 2) maintain patients within the primary care setting and still address their behavioral health needs.</p> <p>Plan: We have embedded a psychiatrist several days a week in the primary care clinic. He or she does initial assessments and works with the team within primary care. This makes it possible to not always refer these patients to the Behavioral Health (BH) departments. Minor problems can be monitored within the primary care clinics. The psychiatrists are also educating medical staff regarding how to monitor BH medications from within primary care. There are regular conferences between the primary care and BH doctors regarding care management and planning.</p> <p>Outcome: Our analysis of outcomes on this project is ongoing.</p>	
Behavioral Health	Adopt the Katon model for Collaborative Care which has Psychiatry Co-Supervising Care Managers for Patients with Depression	Yes	<p>Target Population: patients with a PHQ-9 above 10 who are not schizophrenic, bipolar, substance abuse or alcohol abuse. The PHQ-9 is a multipurpose instrument for screening, diagnosing, monitoring, and measuring the severity of depression. For a patient to be in the target population, they must be manageable in a primary care setting.</p> <p>Goal: provide a consultation with a psychiatrist initially; provide education to the patient every 2 – 4 weeks through face to face consultations or a telephone call with the clinician; re-assess PHQ-9 and current medication; reassess the consultation if the patient is not making any progress.</p> <p>Plan: patients receive coaching and motivational interviewing during all clinical interactions with RNs; staff assist patient in developing small manageable goals; patients should be administered a PHQ-9 at each patient contact; patients should have a second psychiatric review if they have not made progress within 70 days and/or are not showing clinically significant improvements.</p> <p>Outcome: we want to have patients “graduating”: a PHQ-9 under 10 sustained over 3 months and/or 50% reduction in their PHQ-9 from baseline. Approximately half the patients enrolled have graduated.</p>	
Behavioral Health	Institute the Use of the PHQ-9 as a Tracking Tool for Assisting Primary Care Clinicians in Diagnosing Depression as well as Selecting and Monitoring Treatment	Yes	See discussion of project above.	
Behavioral Health	Work with HHC’s Office of Behavioral Health to Develop a treatment pathway for Schizophrenia focused on reducing Inpatient Length of Hospital Stay and Connecting Patients to Aftercare	Yes	<p>Target Population: patients with a Schizophrenia diagnosis in an inpatient setting.</p> <p>Outcome: Reduced average length of stay for patients in inpatient setting with a final diagnosis of Schizophrenia from 21.3 days as of fiscal year 2013 to 15.8 days in FY2015.</p>	

Appendix 4. Community Resources

Appendix 4 is a listing of health and social services available to low-income, uninsured, and underinsured individuals in the neighborhoods included in the primary service area of NYC Health + Hospitals, sorted by borough and neighborhood. Organization services are in the following categories: Dental, Vision, Adult Day Health, Health center, Insurance enrollment, Home Health, Hospital, Nursing Home, Prescription Drug, Immigration Support, Mental Health-Inpatient, Mental Health-Ambulatory, Substance Use, Social Services, Financial Assistance, and Wellness/Prevention.

Source: Health Information Tool for Empowerment (HITE), a program of the not-for-profit Foundation affiliate of the Greater New York Hospital Association (GNYHA). <http://www.hitesite.org/Default.aspx>. Accessed 3/11/2016.

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Queens:																	
Jamaica																	
AIDS Center of Queens County - Jamaica Harm Reduction Program	89-31 162nd, 7th floor, Jamaica, NY 11432														Y		Y
AIDS Center of Queens County - Jamaica/Queens HIV Care Networks	89-31 161st Street, 7th Floor, Suite 710, Jamaica, NY 11432											Y			Y		Y
AIDS Center of Queens County - Main Site	161-21 Jamaica Avenue, 6th and 7th Floors, Jamaica, NY 11432				Y										Y		Y
Bethesda Missionary Baptist Church - Food Program	179-09 Jamaica Avenue, Jamaica, NY 11432														Y		Y
Brightpoint Health - Queens Health Home Case Management	89-31 161st Street, 10th Floor, Jamaica, NY 11432						Y								Y		
CASES (Center for Alternative Sentencing and Employment Services) - Queens Justice Corps Program	89-31 161st Street, 2nd Floor, Jamaica, NY 11432														Y		
Catholic Charities - Hillcrest Senior Center	168-01 Hillside Avenue, Jamaica, NY 11432														Y		
Catholic Charities - Jamaica Behavioral Health Clinic	161-10 Jamaica Avenue, 2nd Floor, Jamaica, NY 11432											Y			Y		
Catholic Charities Behavioral Health Center	161-10 Jamaica Avenue, 2nd Floor, Jamaica, NY 11432											Y					
Catholic Charities of Brooklyn and Queens - WIC Program Site (Jamaica)	161-10 Jamaica Avenue, Suite 306, Jamaica, NY 11432														Y	Y	Y
Chapin Home for the Aging	165-01 Chapin Parkway, Jamaica, NY 11432			Y				Y									
Community Healthcare Network - Family Health Center	90-04 161st Street, 5th Floor, Jamaica, NY 11432				Y	Y											Y
Community Mediation Services, Inc.	89-64 163rd Street, Jamaica, NY 11432														Y		
Counseling Service of EDNY - Queens	163-18 Jamaica Avenue, Suite 502, Jamaica, NY 11432											Y	Y				
Firehouse Health Center	89-56 162nd Street, Jamaica, NY 11432	Y			Y	Y						Y			Y		Y
First Presbyterian Church - Jamaica	89-60 164th Street, Jamaica, NY 11432									Y					Y	Y	Y
Goodwill Industries - Queens Back to Work Program	92-31 Union Hall Street, Jamaica, NY 11432														Y		
Hands Across Long Island (HALI) - Jamaica	163-18 Jamaica Avenue, Jamaica, NY 11432														Y	Y	
Heartshare St. Vincent's Services - Outpatient Chemical Dependence Treatment Program - Jamaica	89-31 161st Street, 4th Floor, Jamaica, NY 11432													Y	Y		
Highland Care Center	91-31 175th Street, Jamaica, NY 11432							Y									
Hillside Manor Skilled Nursing Facility	182-15 Hillside Avenue, Jamaica Estates, NY 11432							Y									
Jamaica Community Partnership	89-64 163rd Street, Jamaica, NY 11432														Y		
Jamaica Hospital Medical Center - Jamaica Estates Advanced Center for Psychotherapy	178-10 Wexford Terrace, Jamaica Estates, NY 11432											Y					
Jamaica YMCA	89-25 Parsons Boulevard, Jamaica, NY 11432									Y					Y		Y
Margaret Tietz Nursing and Rehabilitation Center	164-11 Chapin Parkway, Jamaica, NY 11432							Y							Y	Y	
Neighborhood Housing Services of Jamaica	89-70 162nd Street, Jamaica, NY 11432														Y	Y	
New York City Commission on Human Rights - Jamaica	153-01 Jamaica Avenue, Room 203, Jamaica, NY 11432										Y				Y		
NYC Dept. of Health - STD Control and Prevention Clinic - Jamaica	90-37 Parsons Boulevard (off Jamaica Ave), 1st Floor, Jamaica, NY 11432				Y										Y		Y
Parsons Communicare Clinic	90-37 Parsons Boulevard, Jamaica, NY 11432				Y	Y											Y
PSCH - Queens Care Coordination & Assertive Community Treatment (ACT) Team	153-17 Jamaica Avenue, 3rd Floor, Jamaica, NY 11432													Y			
Public Health Solutions - Health Insurance Navigator Program - Jamaica	90-40 160th Street, Jamaica, NY 11432					Y									Y		
Public Health Solutions - Jamaica Southeast Queens Healthy Start	90-04 161st, Jamaica, NY 11432																Y
Public Health Solutions Neighborhood WIC Center - Jamaica	90-40 160th Street, Jamaica, NY 11432																Y
Queens Centers for Progress - Adult Center	81-15 164th Street, Jamaica, NY 11432														Y		
Queens Centers for Progress - Children's Center	82-25 164th Street, Jamaica, NY 11432														Y		
Queens Centers for Progress - Community Connections Center	81-15 164th Street, Jamaica, NY 11432														Y		
Queens Hospital Center - Child & Adolescent Clinic	82-68 164th Street, Jamaica, NY 11432												Y				
Queens Hospital Center - Dental Department	82-68 164th Street, Jamaica, NY 11432	Y															
Queens Hospital Center - Harm Reduction Program	82-41 Parson Boulevard, T Building, Room 2B-9A, Jamaica, NY 11432													Y	Y		Y
Queens Hospital Center - Health Homes	82-41 Parsons Blvd, T Building 3rd Floor, Jamaica, NY 11432														Y		
Queens Hospital Center - HIV Immunology Clinic	82-68 164th Street, 8th Floor, Room 827, Jamaica, NY 11432				Y										Y		Y
Queens Hospital Center - Outpatient Chemical Dependency Services	82-68 164th Street, Pavillion Building, Jamaica, NY 11432													Y			
Queens Hospital Center - Outpatient Department	82-68 164th Street, Queens, NY 11432	Y	Y		Y												Y
Queens Hospital Center - WIC Program	79-18 164th Street, Jamaica, NY 11432															Y	Y
Queens Hospital Center	82-68 164th Street, Jamaica, NY 11432							Y									
Queens Library - New Americans Program	89-11 Merrick Boulevard, Jamaica, NY 11432									Y							
Queens Parent Resource Center - Day Habilitation Center	88-50 165th Street, Jamaica, NY 11432														Y		
Safe Horizon - Queens Community Program	151-20 Jamaica Avenue, 2nd Floor, Jamaica, NY 11432									Y					Y		
Salvation Army - Jamaica Community Center	90-23 161st Street, Jamaica, NY 11432														Y	Y	

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Sheltering Arms / Safe Space - Transitional Living Programs	89-74 162nd Street, Jamaica, NY 11432														Y		
Tabernacle of Prayer for All People - Hope Hall Ministries	90-07 Merrick Blvd., Jamaica, NY 11432														Y	Y	
The Afrikan Poetry Theatre	176-03 Jamaica Avenue, Jamaica, NY 11432														Y		Y
The Child Center of New York - Jamaica Clinic	89-56 162nd Street, Second Floor, Jamaica, NY 11432											Y			Y		
The Child Center of New York - Jamaica Family Center	89-56 162nd Street, 3rd Floor, Jamaica, NY 11432													Y	Y		Y
The Child Center of NY - SingleStop Services	163-18 Jamaica Avenue, 4th Floor, Jamaica, NY 11432					Y					Y				Y	Y	Y
TJH Medical Services - Jamaica	88-10 Parsons Blvd, Jamaica, NY 11432				Y												Y
Venture House	150-10 Hillside Avenue, Jamaica, NY 11432														Y		
Volunteers of America - Queens Forensic Linkage Program	163-18 Jamaica Avenue, 5th Floor, Jamaica, NY 11432														Y		
Workforce1 Career Center - Queens	168-25 Jamaica Avenue, 2nd Floor, Jamaica, NY 11432										Y				Y		
Workforce1 Industrial & Transportation Career Center	168-46 91st Avenue, Jamaica, NY 11432														Y		
YMCA of Greater New York - Y Roads Center - Jamaica	161-04 Jamaica Avenue, Jamaica, NY 11432														Y		
Ridgewood- Forest Hills																	
Bushwick Center for Rehabilitation and Healthcare - Ridgewood Center	59-25 67th Avenue, Emmaus Lutheran Church, Ridgewood, NY 11385														Y		
CCNS - Glendale Guidance Center and Mobile Outreach Team	67-29 Myrtle Avenue, Glendale, NY 11385											Y			Y		
Glendale Mental Health Clinic	6729 Myrtle Avenue, Glendale, NY 11385											Y					
Greater Ridgewood Youth Council - IS 93 Beacon Program	66-56 Forest Avenue, Ridgewood, NY 11385										Y				Y		
Greater Ridgewood Youth Council, Inc - Main	5903 Summerfield St., Ridgewood, NY 11385														Y		
Peter Cardella Senior Center	68-52 Fresh Pond Road, Ridgewood, NY 11385														Y		
Polonians Organized to Minister to Our Community (POMOC)	66-60 Fresh Pond Road, Ridgewood, NY 11385										Y				Y		
Public Health Solutions - Health Insurance Navigator Program- Ridgewood	853 Onderdonk Avenue, Ridgewood, NY 11385					Y									Y		
Public Health Solutions Neighborhood WIC Center - Ridgewood	853 Onderdonk Avenue, Ridgewood, NY 11385																Y
Ridgewood Communicare Clinic	769 Onderdonk Avenue, Ridgewood, NY 11385				Y	Y											Y
Ridgewood Older Adult Center	59-14 70th Avenue, Ridgewood, NY 11385														Y	Y	
RidgeWood YMCA	69-02 64th Street, Queens, NY 11385																Y
Salvation Army - Ridgewood Corps Community Center	6923 Cypress Hills Street, Ridgewood, NY 11385														Y	Y	
United We Stand of New York, Inc. (UWS)	1907 Flushing Avenue, Ridgewood, NY 11385														Y		
West Queens																	
Adhikaar	71-07 Woodside Avenue, 1st Floor, Woodside, NY 11377										Y						
AIDS Center of Queens County - Woodside Office	62-07 Woodside Avenue, Queens, NY 11377												Y		Y		Y
American Family Community Services, Inc.	76-05 Roosevelt Ave., Jackson Heights, NY 11372										Y				Y		
American Immigrants	51-07 43rd Avenue, Woodside, NY 11377										Y				Y		
Asociacion Benefica Cultural Padre Billini	35-34 105th Street, Corona, NY 11368														Y		
Catholic Charities- Corona Behavioral Health Clinic	9114 37th Ave, Jackson Heights, NY 11372											Y			Y		
Catholic Charities Neighborhood Services (CCNS) Catherine Sheridan Senior Center	35-24 83rd Street, Jackson Heights, NY 11372														Y		
Catholic Charities of Brooklyn and Queens - Corona PROS Program	91-14 37th Avenue, Jackson Heights, NY 11372											Y			Y		
Catholic Charities of Brooklyn and Queens - WIC Program Site (Woodside)	42-71 65th Place, Woodside, NY 11377															Y	Y
Chhaya Community Development Corporation	37-43 77th Street, 2nd Floor, Jackson Heights, NY 11372										Y				Y		
City-Pro Group Inc. - Queens	8910 35th Avenue, Jackson Heights, NY 11372														Y		
Community United Methodist Church - English Conversation Program	81-10 35th Avenue, Jackson Heights, NY 11372										Y				Y		
Concerned Citizens of Queens	8108 37th Avenue, 2nd Floor, Jackson Heights, NY 11372										Y						
Corona Medical Center	104-04 Corona Avenue, Corona, NY 11368				Y	Y											
Desis Rising Up and Moving (DRUM)	72-18 Roosevelt Avenue, Jackson Heights, NY 11372										Y						
Dominico-American Society	40-27 97th Street, 1st Floor, Corona, NY 11368										Y						
East Side WIC Program - Sunnyside	49-02 Queens Boulevard, Woodside, NY 11377															Y	Y
Ecuadorian International Center	37-47 76th Street, Jackson Heights, NY 11372										Y				Y		Y
Elmcor - Lefrak Senior Citizens Center	98-16 55th Avenue, St. Paul the Apostle Church, Corona, NY 11368														Y		
ELMCOR Drug Rehabilitation	107-20 Northern Boulevard, Corona, NY													Y			

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
	11368																
Elmhurst Halfway House	8130 Baxter Avenue, Elmhurst, NY 11373														Y		
Elmhurst Hospital - Infectious Disease (ID) Clinic	79-01 Broadway, Rm. J1, Elmhurst, NY 11373				Y										Y		Y
Elmhurst Hospital Center - Adult Partial Hospitalization Program	79-01 Broadway, H- Building, 3rd Floor, Room 146, Elmhurst, NY 11373											Y					
Elmhurst Hospital Center - Ambulatory Care	79-01 Broadway, Elmhurst, NY 11373		Y		Y	Y						Y			Y		Y
Elmhurst Hospital Center - Chemical Dependency Program	79-01 Broadway, Community Medical Center, Elmhurst, NY 11373													Y	Y		Y
Elmhurst Hospital Center - Community Follow Up Program	79-01 Broadway, Trailer 2 - Baxter Ave, Elmhurst, NY 11373				Y										Y		Y
Elmhurst Hospital Center - Women's Health Center	59-17 Junction Blvd., Corona, NY 11368				Y												Y
Elmhurst Hospital Center	79-01 Broadway, Elmhurst, NY 11373							Y									
Elmhurst Hospital Child & Adolescent Outpatient Mental Health Clinic	79-01 Broadway, Building H-338, Elmhurst, NY 11373											Y					
Elmhurst Hospital WIC Program	81-06 Baxter Avenue, Elmhurst, NY 11373															Y	Y
Elmhurst Jackson Heights Senior Center	75-01 Broadway, Elmhurst, NY 11373														Y		
EmblemHealth Small Steps Free Classes - Jackson Heights	35-59 81st Street, Renaissance Charter School, Jackson Heights, NY 11372																Y
Emerald Isle Immigration Center of New York - Queens Office	59-26 Woodside Avenue, 2nd Floor, Woodside, NY 11377					Y				Y							
Florence E. Smith Senior Services	102-19 34th Avenue, Corona, NY 11368														Y		
Goodwill Industries - PS 149 Beacon Program	93-11 34th Avenue, Jackson Heights, NY 11372														Y		Y
Hamilton-Madison House - Korean Clinic	108-11 48th Avenue, 1st, Corona, NY 11368												Y		Y		
Hamilton-Madison House - Supported Housing Program	108-11 48th Avenue, Corona, NY 11368														Y		
HANAC - Queens Community Services/Corona Beacon	40-32 99th Street, Corona, NY 11368									Y					Y		
IPR/HE Corona Senior Center	108-74 Roosevelt Avenue, Corona, NY 11368														Y		
Junction Boulevard Child Health Clinic	34-33 Junction Blvd., Jackson Heights, NY 11372				Y	Y											
Kalusugan Coalition	39-04 63rd Street, Woodside, NY 11377									Y							Y
Korean Community Services of Metropolitan New York, Inc - Corona Senior Center	37-06 111th Street, Corona, NY 11368									Y					Y	Y	
Latin Women In Action	103-06 39th Avenue, Corona, NY 11368									Y					Y		
Make the Road New York - Elmhurst Center	92-10 Roosevelt Avenue, Elmhurst, NY 11372					Y				Y					Y	Y	
Make the Road New York - Jackson Heights	92-10 Roosevelt Avenue, Jackson Heights, NY 11372									Y					Y		
Metro Community Health Center - Queens	51-40 59th Street, Woodside, NY 11377				Y								Y		Y		
Mount Sinai Sexual Assault and Violence Intervention Program (SAVI) - Queens	79-01 Broadway, Elmhurst Hospital Center, Elmhurst, NY 11373														Y		
Neighborhood Housing Services of Northern Queens, Inc.	60-20 Woodside Avenue, 2nd Floor, Queens, NY 11377														Y	Y	
New Immigrant Community Empowerment (NICE)	37-41 77th Street, 2nd Floor, Jackson Heights, NY 11372									Y							
New Life Community Development Corporation	82-10 Queens Blvd, Elmhurst, NY 11373				Y										Y	Y	
New York Asian Women's Center (NYAWC) - Asian Women Empowerment Center	86-26 Broadway, 2nd Floor, Elmhurst, NY 11373									Y					Y		
Newtown Italian Senior Center	83-20 Queens Boulevard, Flushing, NY 11373														Y		
NewYork-Presbyterian/Queens - Jackson Heights Family Health Center	73-15 Northern Boulevard, Jackson Heights, NY 11372				Y												Y
NYC Dept. of Health - STD Control and Prevention Clinic - Corona	34-33 Junction Boulevard, 1st Floor, Jackson Heights, NY 11372				Y										Y		Y
NYPCC - Queens Adult Home Clinic	80-20 45th Avenue, Elmhurst, NY 11373												Y				
Office of Adult Career and Continuing Education Services (ACCES) - Vocational Rehabilitation (VR) - Queens	11-15 47th Avenue, Long Island City, NY 11368														Y		
PAC Program of Queens	40-11 Warren Street, Elmhurst, NY 11373													Y	Y		
Park Terrace Care Center	59-20 Van Doren Street, Corona, NY 11368							Y							Y		
Public Health Solutions - Health Insurance Navigator Program - Corona	103-24 Roosevelt Avenue, 3rd Floor, Corona, NY 11368					Y											
Public Health Solutions Neighborhood WIC Center - Corona	103-24 Roosevelt Avenue, 3rd Floor, Corona, NY 11368																Y
Queens Boulevard Extended Care Facility	61-11 Queens Boulevard, Woodside, NY 11377			Y				Y									
Queens Business Outreach Center (BOC)	96-11 40th Road, Ground Floor, Corona, NY 11368														Y	Y	
Queens Center for Gay Seniors	37-06 77th street, The Jewish Center of Jackson Heights building, Jackson Heights, NY 11372														Y		
Queens Pride House	76-11 37th Avenue, Suite 206, Jackson Heights, NY 11372														Y		
RAICES Corona Senior Center	107-24 Corona Avenue, Corona, NY 11368									Y					Y		
Regal Heights Rehabilitation & Health Care Center	70-05 35th Avenue, Jackson Heights, NY 11372			Y				Y									
Rego Park Health Care	111-26 Corona Avenue, Flushing, NY 11368							Y									
Salvation Army Corps Community Center - Queens Temple	86-07 35th Avenue, Jackson Heights, NY 11372														Y	Y	

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
South Asian Marrow Association of Recruiters	55-13 96th Street, Corona, NY 11368														Y		
St. Adalbert Church - Bereavement Support Groups	52-40 84th Street, Elmhurst, NY 11373														Y		
St. John's University - Project CONNECT	152-11 Union Turnpike, Flushing, NY 11368														Y		
The Child Center of New York - Asian Outreach Clinic	81-14 Queens Boulevard, Elmhurst, NY 11373												Y	Y			
The Child Center of NY - Early Learn Woodside	60-02 Roosevelt Avenue, 2nd Floor, Woodside, NY 11377																Y
The Child Center of NY - Woodside Clinic	67-14 41st Avenue, Woodside, NY 11377												Y				
Urban Health Plan - Plaza del Sol Family Health Center	37-16 108th Street, Corona, NY 11368	Y	Y		Y	Y							Y		Y		Y
Voces Latinas	37-63 83rd Street, Suite 1B, Jackson Heights, NY 11372					Y				Y					Y		Y
Western Queens Consultation Center - Jackson Heights	37-08 91st St, Suite 3A, Jackson Heights, NY 11372												Y		Y		
Western Queens Consultation Center - Woodside	61-20 Woodside Avenue, Woodside, NY 11377												Y		Y		
Western Queens Recovery Services	62-07 Woodside Avenue, 4th floor, Woodside, NY 11377													Y			
Woodside on the Move	39-42 59th Street, 2nd floor, Woodside, NY 11377														Y		
Woodside Senior Center	50-37 Newtown Road, Building 19, Woodside, NY 11377														Y		

Appendix 5. User Survey Instrument

Date:
Facility:
Location:
Staff Initials:

Assisted Self-Administered

NYC Health and Hospitals Corporation Community Health Needs Survey

The New York City Health and Hospitals Corporation (HHC) is conducting this survey as part of a community health needs assessment. The information that you provide will help HHC to better serve you and members of your community.

The survey is voluntary and confidential. You do not have to complete the survey, and you can skip questions you do not want to answer. Your name will not be written on the survey, and we will not be able to connect your answers to you personally.

It will take about 15 minutes to complete this survey. In appreciation of your time and effort, you will receive a \$5.50 MetroCard for completing this survey.

1. In general, would you say that your health is:
Excellent Good Fair Poor

2. Do you currently have health insurance?
Yes No Don't Know

2a. If yes, what type of insurance do you have?

Medicaid
Medicare
Private insurance through my employer or my spouse's employer
Private insurance through the NY State Exchange (Obamacare)
ADAP or other NY State AIDS Insurance Assistance
Other (please specify) _____

3. Have you seen a personal doctor or your regular doctor in the past 12 months for a visit (for example, for an annual check-up or for a medication refill)?
Yes No Don't know Prefer not to answer

4. Have you seen a dentist in the past 12 months?
Yes No Don't know Prefer not to answer

5. Do you have children under the age of 18 living with you?

Yes

No

5a. If yes, are you able to get an appointment with your child's doctor when you need to?

Always

Sometimes

Never

6. Based on your experience with your family, friends, and neighbors, please rate each of the following health issues based on how serious and/or widespread they are ***in your community***.

	Very serious	Somewhat serious	Not serious	Don't know / Not applicable
Heart disease, high cholesterol, stroke				
Cancer				
Diabetes				
Asthma and other breathing issues				
Hypertension/ high blood pressure				
Violence				
Mental illness and psychiatric disorders				
Dementia including Alzheimer's				
Obesity				
Premature births, low birth weight				
HIV, Hepatitis, STDs				
Alcohol and/or drug use				
Smoking				

7. Have there been times in the last month when you could not afford to eat?
 Yes No

8. Have you encountered any of the following challenges when seeking or obtaining health care?

	Yes	No
Barriers related to finances, such as the cost of co-pays, not having insurance, or not being able to take time off from paid work to see your doctor.		
Barriers related to accessing healthcare, such as not having transportation, or not being able to get a timely appointment.		
Barriers related to culture, language, or religion, including concerns that you may experience stigma or discrimination by your healthcare providers.		

9. Have you been to the emergency room in the last year?
 Yes No

9a. If yes, some people go to the emergency room because they do not have a regular doctor. In the past year, have you gone to the emergency room instead of visiting your doctor for any of the following reasons? (Check all that apply.)

I didn't have insurance

I do not have a regular doctor

It takes too long to get an appointment

My doctor's office or clinic wasn't open

I like that I can get everything I need during a single visit to the emergency room (for example, see a doctor, get a lab test and have my prescription filled)

Other, specify: _____

Finally, we'd like to get some background information.

10. What is your ZIP code: _____

11. How old are you? _____

12. What do you consider yourself?

Female

Male

Transgender

Prefer not to answer

13. What is your race/ethnicity?

White
Black or African American
More than 1 race
Asian, specify: _____
Hispanic or Latino/a, specify: _____
American Indian or Alaskan Native
Prefer not to answer

Native Hawaiian or other Pacific Islander
Other, specify: _____

14. Were you born outside of the U.S.?

Yes
No
Prefer not to answer

14a. If yes, in what country you were born?

15. In what language do you prefer to receive health care?

English	Haitian/French Creole	Urdu
Spanish	Hindi	Yiddish
Arabic	Italian	
Chinese (Mandarin, Cantonese, or other)		
Korean	Prefer not to answer	
French	Russian	
Other, specify: _____		

16. In the past year, have you gone anywhere else to receive healthcare?

Yes
No

If yes, where _____

17. What is it about [FACILITY] that you like the MOST? (Check all that apply)

- Physicians
- Nurses
- Clerical Staff
- Social Services
- Cost
- Location
- Hospital Environment
- Wait time
- Language/Interpretation Services
- Other _____

18. What is it about [FACILITY] that you like the LEAST? (Check all that apply)

- Physicians
- Nurses
- Clerical Staff
- Social Services
- Cost
- Location
- Hospital Environment
- Wait time
- Language/Interpretation Services
- Other _____

19. How likely are you to recommend [FACILITY] to your family and friends?

- Very likely
- Somewhat Likely
- Not likely
- Would not recommend

20. How long have you have lived in your current neighborhood:

- Less than 1 year
- 1-5 years
- 6-10 years
- More than 10 years

21. What is your sexual orientation?

- Straight/heterosexual
- Gay, lesbian or homosexual
- Bisexual
- Other (please specify) _____
- Prefer not to answer

22. Do you know who your primary care provider is?

- Yes
- No

22a. If yes, Name of your primary care provider:

23. When being discharged, are you concerned about the following challenges:

	Yes	No
Medical condition(s)		
Family support		
Access to Home care		
Access to medications		
Access to medical care		
Access to mental health services		
Access to affordable housing		
Access to health insurance		
Financial Barriers		
Access to housing adapted for your disability needs		
Transportation		

Appendix 6. Survey Instrument for Community Advisory Boards and Hospital Leadership

Based on your experience with your family, friends, and neighbors, please rate each of the following health issues based on how serious and/or widespread they are in your hospital community.

	Very serious	Somewhat serious	Not serious	Don't know / Not applicable
Heart disease, high cholesterol, stroke				
Cancer				
Diabetes				
Asthma and other breathing issues				
Hypertension/ high blood pressure				
Violence				
Mental illness and psychiatric disorders				
Dementia including Alzheimer's				
Obesity				
Premature births, low birth weight				
HIV, Hepatitis, STDs				
Alcohol and/or drug use				
Smoking				

Live Your Healthiest Life.

2016

COMMUNITY HEALTH NEEDS ASSESSMENT



EXECUTIVE SUMMARY

Community Health Needs Assessment, 2016 Update

Purpose of the Community Health Needs Assessment

This 2016 Community Health Needs Assessment (CHNA) updates the CHNA completed in 2013 to meet the requirements of Section 9007 of the 2010 federal law, The Affordable Care Act (“ACA”). The ACA requires that any tax-exempt, IRS-designated 501(c) (3) hospital complete or update a publicly-available, comprehensive CHNA every three years in order to document the extent to which it understands the unique characteristics and needs of the local communities it serves, and responds to these needs by delivering meaningful and effective community benefit through clinical services and other programming.

Required Components

A CHNA report has five required components:

- 1) Definition of community served
- 2) A prioritized description of the significant health needs of the community
- 3) Transparency in the process and methods used to conduct the CHNA, including how it took into account input from the community served and prioritized community health needs
- 4) A description of the resources potentially available to address the identified significant prioritized community health needs
- 5) An evaluation of the impact of actions taken to address the significant health needs identified in the previous CHNA report (June 2013).

A CHNA report is considered complete when it is adopted by a governing body of the facility and made widely available to the public.

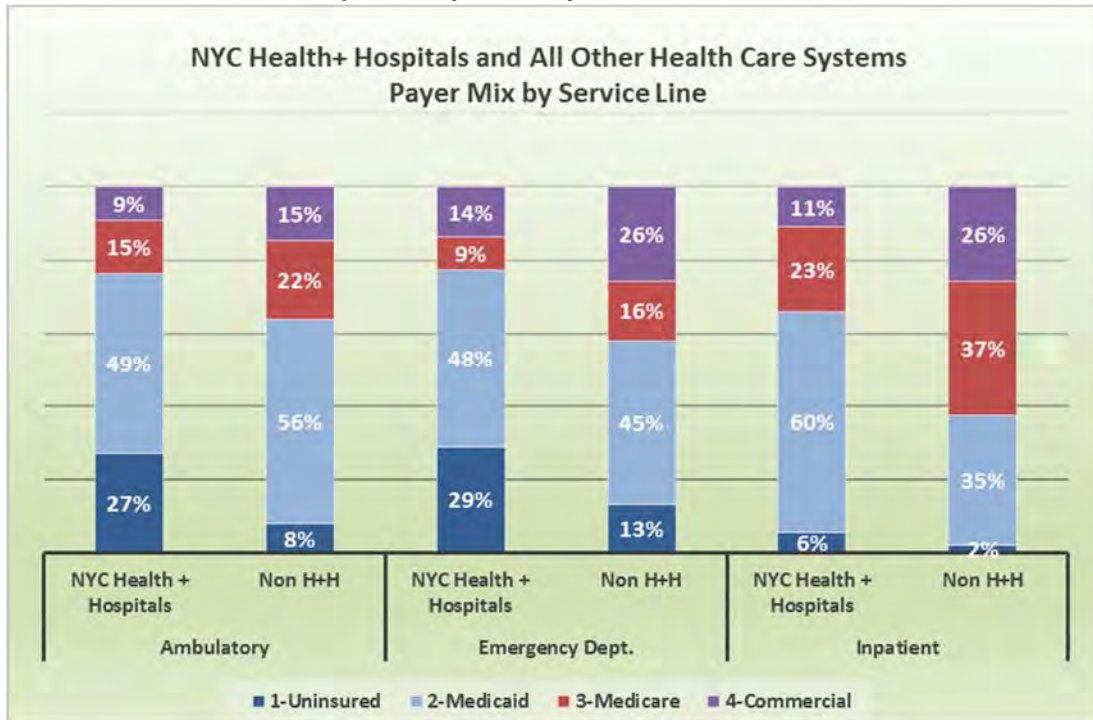
Community Served

NYC Health + Hospitals serve all New Yorkers in every neighborhood in New York City regardless of their ability to pay. Addressing disparity throughout New York City, NYC Health + Hospitals is *the* safety-net for the uninsured and underserved in New York City.

As a share of its total volume, NYC Health + Hospitals provides three times greater share of ambulatory care to the uninsured than other New York City hospitals (27% and 8%, respectively) and twice as many ED visits (29% and 13%, respectively). Medicaid

and uninsured patients together account for nearly twice as many hospital stays compared to other New York City hospitals (66% and 37%, respectively) (chart 1).

Chart 1: NYC Health + Hospitals Payer Mix by Service



Sources and notes: 2014 Hospital Institutional Cost Report, 2014 DTC Cost Report for HHC using internal data, and 2013 Health Center Cost Report for all other DTCs. Includes all NYC acute, general care hospitals and related wholly owned or controlled community health centers, including HHC DTCs. Discharges exclude normal newborns. ED visits include treat and release, and visits that result in admission. Clinic visits include comprehensive care and primary care visits only.

The service area of individual hospitals in the NYC Health + Hospitals System are identified in Appendix 1. A description of these communities, including demographic characteristics identifying vulnerable populations such as disabled and residency status; and health status such as chronic disease prevalence and the rate of potentially avoidable emergency health care use, is in Appendix 2.

Process and Methods

The process and methods was designed collaboratively by a work group of facility planning directors and other representatives.

The community served by each acute care facility is defined as the geographic area in which 75% of its ambulatory care patients reside. An initial list of over 40 health needs were identified based on a review of published literature and internal analyses that have been made publically available including the 2013 CHNA and the DSRIP Community Needs Assessment. Incorporating input from other facility representatives and pilot

tested with hospital users, this list was refined to 13 community health needs. Input from facility users (approximately 150 per facility were surveyed), Community Advisory Boards, facility leadership, and the prevalence of these health needs within the community were blended together to prioritize the health needs. The five highest priority community needs were considered *significant*.

Prioritized Significant Community Health Needs

All 13 identified community health needs were identified as important within the hospitals' communities according to community input. Those considered most significant and their priority order in accordance with regulatory requirements are indicated in blue in the table below. Hypertension/high blood pressure and diabetes are significant community health needs at all hospitals; obesity and heart disease are significant at the majority of hospitals (Chart 2).

Chart 2: Community Health Need by Hospital

	Bellevue	Carter	Coney Island	Elmhurst	Harlem	Jacobi	Kings County	Lincoln	Metro-politan	NCB	Queens	Woodhull
Hypertension/ High Blood Pressure	1	1 (tie)	4	2	1	1	2	1	2	2 (tie)	2	1
Diabetes	5	1 (tie)	1	1	2 (tie)	3	1	3	1	2 (tie)	1	3 (tie)
Obesity	2 (tie)	4 (tie)	6	4 (tie)	9	4	6	6	3	4	5	3 (tie)
Heart Disease, High Cholesterol, Stroke	2 (tie)	3	2 (tie)	4 (tie)	8	5 (tie)	4	4 (tie)	5	6	10 (tie)	5
Mental Illness	4	6 (tie)	8 (tie)	4 (tie)	6	5 (tie)	3	10 (tie)	9	5	3 (tie)	6
Alcohol and/or Drug Use	6	9	10	7	5	9	7 (tie)	2	7	9	6 (tie)	2
Asthma and Other Breathing Issues	8	6 (tie)	8 (tie)	12	2 (tie)	2	9	4 (tie)	4	1	13	7 (tie)
Cancer	7	10	2 (tie)	3	11	8	5	9	8	7	8 (tie)	11
Smoking	11	6 (tie)	5	8	4	7	12	7	12	8	3 (tie)	10
Violence	10	12 (tie)	11	9	10	10	10	8	6	10	6 (tie)	7 (tie)
HIV/AIDS, Hepatitis, STDs	9	11	13	10	7	11	7 (tie)	10 (tie)	10	11	12	7 (tie)
Dementia	12	4 (tie)	7	11	12 (tie)	12	13	12	11	12	10 (tie)	12 (tie)
Premature Births, Low Birth Weight	13	12 (tie)	12	13	12 (tie)	13	11	13	13	13	8 (tie)	12 (tie)

Comparison of 2013 and 2016 Significant Community Health Needs

Most of the significant community health needs identified in 2013 were again identified in 2016. In both 2013 and 2016, a large number of hospitals identified diabetes,

hypertension/high blood pressure, heart disease, obesity, mental illness and asthma as a significant community health need.

HIV/AIDS and other infectious diseases were considered a significant community health need at five hospitals in 2013, but none considered it among their most significant in 2016. A decrease in importance is consistent with the continued progress in reducing HIV/AIDS diagnoses and deaths in NYC.

Other changes in health needs between 2013 and 2016 are partly attributable to changes in federal requirements regarding methodology (see Process and Methods).

Significant Community Health Needs Identified in 2016 and 2013

	Significant Community Health Needs	
	Number of Hospitals Identified in 2016	Number of Hospitals Identified in 2013
Diabetes	12	12
Hypertension / High Blood Pressure	12	10
Heart Disease, High Cholesterol, Stroke	9	10
Obesity	8	8
Mental illness	6	10
Asthma and other Breathing Issues	5	5
Alcohol and/or Drug Use	3	9
Cancer	3	6
Smoking	3	1
Dementia	1	1
HIV/AIDS, Hepatitis, STDs	0	5
Violence	0	2
Premature Births, Low Birth Weight	0	1

Resources Potentially Available

Appendix 4 is a listing of health and social service organizations available to members of low-income, medically underserved, and other minority populations in the neighborhoods included in the primary service area of NYC Health + Hospitals, by borough and sorted by neighborhood. These populations may experience health disparity or are at risk of not receiving medical care as a result of being uninsured or underinsured or due to geographic, language, financial, immigration status, or other barriers. Organization services provided are arranged accordingly into the following categories: Dental, Vision, Adult Day Health, Health center, Insurance enrollment, Home Health, Hospital, Nursing Home, Prescription Drug, Immigration Support, Mental

Health-Inpatient, Mental Health-Ambulatory, Substance Use, Social Services, Financial Assistance, and Wellness/Prevention.

Evaluation of 2013 Implementation Plan

NYC Health + Hospitals evaluated each hospital's 2013 Implementation Plan and the impact of specific interventions that addressed identified health care needs (Appendix 3). Included in the evaluation is a list of the significant health needs identified in 2013, a description of the planned activities that addressed each of the health needs, an indication whether the planned activity was implemented, the target population and goal of the activity, and the impact or outcome of the activity.

2016 Implementation Strategy

The 2016 CHNA Implementation Strategy due in November 2016 will be designed to address the prioritized significant community health needs identified in the 2016 CHNA and must be adopted by the hospital's governing body.

PROCESS AND METHODS

Community Served

Each hospital's primary and secondary service area is defined as the zip codes that comprise the residence of 50%, 75% of its ambulatory patients, respectively.

Community Input

Community input was obtained using three different strategies:

1) Community Advisory Board

Community Advisory Boards (CAB) are the formal and direct links between each NYC Health + Hospitals facility and its patients and local advocates. The CAB members, consisting of residents, patients and community workers, represent the views of the community in the health care facility's decision making-process to ensure access to the best possible medical care in their communities. The CAB members provide vital insight on the development of facility plans and programs, as well as keep the community informed of NYC Health + Hospitals' goals and objectives. All hospitals in the NYC Health + Hospitals system have a CAB which meets on a regular basis.

The CHNA report and process was presented to each CAB individually. A survey was administered anonymously and confidentially to each CAB member which asked them to indicate the relative importance of each of the 13 identified community health needs in their community (see survey instrument in appendix 6). These responses were coded for inclusion in the prioritization matrix. CAB members were also asked to provide additional input beyond the survey question.

2) Facility Users

NYC Health + Hospitals engaged approximately 150 adult facility users from each hospital throughout the main facility and within community-based clinic sites. These individuals completed a survey anonymously and confidentially with questions focused on demographics, health insurance status, language preferences, health concerns, primary and preventive health care utilization, barriers in obtaining ambulatory care and reasons for use of emergency care. Respondents were also asked to indicate the relative importance of each of the 13 identified community health needs in their community. These responses were coded for inclusion in the prioritization matrix.

Surveys were self-administered or administered by facility staff. The surveys were translated into NYC Health + Hospitals' top 7 languages: Bengali, Chinese (simplified),

Haitian-Creole, French, Polish, Russian and Spanish. Participants received a two-trip Metrocard valued at \$5.50 for completing the survey (see survey instrument in Appendix 5).

3) Additional Community Engagement

NYC Health + Hospitals completed a community needs assessment in December 2014 as a requirement to participate in the Delivery System Reform Incentive Payment (DSRIP) program, a statewide initiative that focuses on improving health care delivery promoting community-level collaborations to ensure that Medicaid and uninsured populations receive culturally competent, highly integrated, well-coordinated, and easily accessible health services. As part of this needs assessment, the system collaborated with government agencies, numerous community organizations, engaged experts in the community and conducted focus groups with vulnerable populations. Key informant interviews were conducted with community experts having population-specific expertise, including particular immigrant groups, older adults, children and adolescents or expertise in specific issues, including supportive housing, care coordination, corrections, and homelessness (conducted as part of the NYC Health + Hospitals DSRIP Community Needs Assessment). Focus groups were conducted with community members recruited by community organizations which included targeted vulnerable groups such as older adults, local immigrant groups, LGBTQ and individuals with disabilities.

Additional Resources

4) Facility Leadership

Hospital leadership were engaged to support the initial identification of potential community health needs, and refine the list to 13 needs which were used in hospital user and CAB member surveys. In addition, a survey was administered to hospital leaders which asked them to indicate the relative importance of each of the 13 identified community health needs in their service area (see survey instrument in Appendix 6). Finally, hospital leaders were asked to review the list of significant health needs identified by the CHNA process.

5) Publically available community health, socio-demographic, economic data

The CHNA work group reviewed all publically available data and supplemented with review of public health literature prepared by New York City of Department of Health and Mental Hygiene (including Take Care New York 2020); New York State Department of Health (including NYS Prevention Agenda 2013-2018); federal agencies, Centers for

Disease Control and Prevention and Healthy People 2020. Sources of Data and Brief Description include:

- American Academy of Family Physicians UDS Mapper
 - UDS Mapper provides ZIP code-level age-adjusted mortality estimates and prevalence estimates on health care access and chronic condition. Can be accessed at: <http://www.udsmapper.org/>.
- Emory University Rollins School of Public Health AIDS Vu
 - AIDS Vu provides ZIP code-level incidence and prevalence data on HIV/AIDS as of 2012. Can be accessed at: <http://aidsvu.org/>.
- New York State Department of Health Cancer Registry
 - The NYS Cancer Registry provides ZIP code-level age-adjusted estimates on incidence of the top malignant cancers (colorectal, female breast, lung and bronchus and prostate) as of 2008-2012. Can be accessed at: <https://www.health.ny.gov/statistics/cancer/registry/zipcode/index.htm>.
- New York State Department of Health DSRIP Performance data
 - The New York State Department of Health provides key statistics on the health care utilization and health status of Medicaid beneficiaries in calendar year 2012. Can be accessed at: https://www.health.ny.gov/health_care/medicaid/redesign/dsrip/performance_data/.
- New York State Department of Health Vital Statistics
 - NYS Vital Statistics provides ZIP-code level key perinatal statistics including access to prenatal care and birth outcomes as of 2011-2013. Can be accessed at: <http://www.health.ny.gov/statistics/chac/perinatal/county/2011-2013/>.
- New York Department of Health and Mental Hygiene (DOHMH) Community Health Survey (CHS)
 - CHS is a telephone survey conducted annually by DOHMH and provides data on the health of New Yorkers, including prevalence estimates on a broad range of chronic condition, health care utilization and other behavioral risk factors. 2010 through 2014 data are used in this report. Can be accessed at: <https://a816-healthpsi.nyc.gov/epiquery/CHS/CHSXIndex.html>.
- New York Department of Health and Mental Hygiene Vital Statistics
 - DOHMH vital statistics data provides 2013 age-adjusted mortality data by cause and by neighborhood. Can be accessed at <https://a816-healthpsi.nyc.gov/epiquery/VS/index.html>.
- United States Census American Community Survey (ACS) 5-year estimates

- ACS provides ZIP code-level demographic, economic, social and housing data as of 2008-2012, and 2010-2014. Can be accessed at: <http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>.

Process and Criteria to Identify Health Needs

A work group composed of central office corporate planning staff, facility planning directors and other facility representatives from all hospitals in the NYC Health + Hospitals system was formed in April 2015 and met monthly to coordinate and conduct the CHNA process. To identify community health needs, the work group reviewed documentation from city, state and federal public health resources, including but not limited to Take Care New York 2020, New York State Prevention Agenda 2013-2018 and Healthy People 2020. The work group also reviewed facility 2013 CHNA and NYC Health + Hospitals DSRIP Community Needs Assessment reports. From this literature review, a list of over 40 potential community health needs were identified. To refine the list, the work group solicited input from other facility representatives and pilot tested the list with hospital users using a survey. The result of this process identified 13 community health needs as indicated below (note: this is not in priority order):

1. Heart disease, high cholesterol, stroke
2. Cancer
3. Diabetes
4. Asthma and other breathing issues
5. Hypertension/ high blood pressure
6. Violence
7. Mental illness and psychiatric disorders
8. Dementia including Alzheimer's
9. Obesity
10. Premature births, low birth weight
11. HIV, Hepatitis, STDs
12. Alcohol and/or drug use
13. Smoking

Prioritization of Community Health Needs

Hospitals developed their facility specific community health needs prioritization by ranking the community needs as determined by facility users, CAB members, hospital leaders, and the prevalence of the conditions within their respective communities – independently - to create an overall blended rank score of each community health need.

Facility users, CAB members, and hospital leaders completed a survey which asked them to rate each of the community health needs using the criteria: “Very Serious” = 3; “Somewhat Serious” = 2; “Not Serious” = 1. The option, “Don’t Know/Not Applicable” was also provided and were excluded for that health need score.

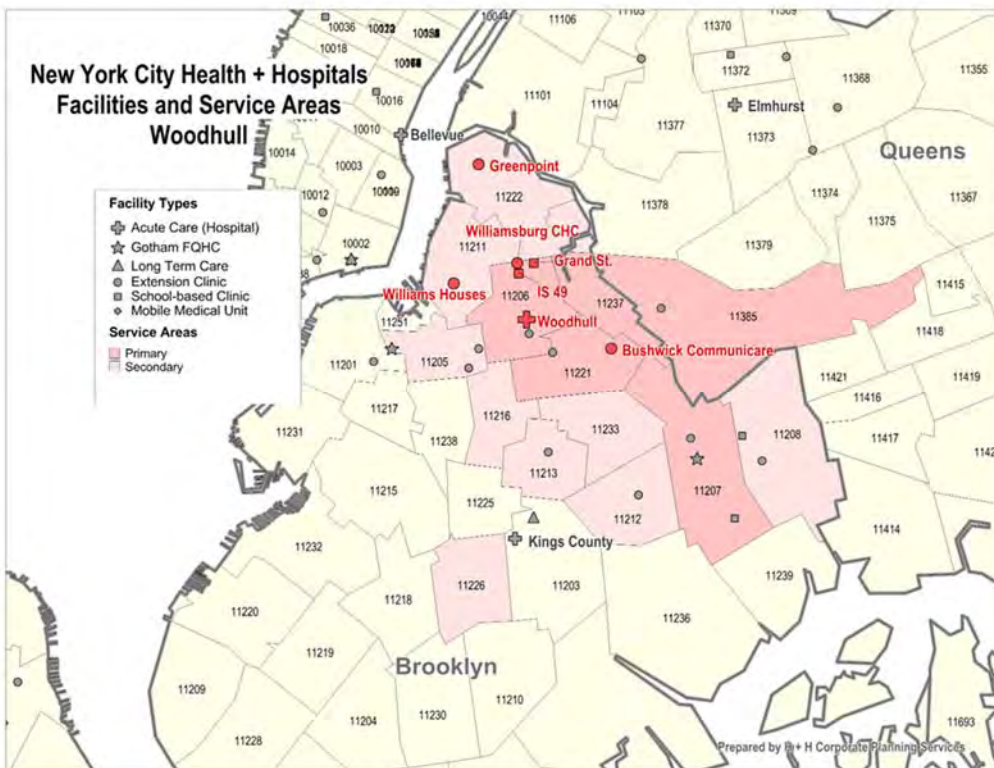
Condition prevalence within the hospital service area was also a considered in prioritizing the community health needs. A ‘z’ score, which represents the distance/variance between the raw score (service area average) and the population mean (citywide average) in units of the standard deviation was calculated for each condition prevalence. A positive number suggests that service area experiences more prevalence in the area than the rest of the city, while a negative number suggest that there is less prevalence in the area relative to other NYC neighborhoods.

Each of the community health needs were assigned a rank from 1 to 13 by each of the three groups – hospital users, CAB members, and hospital leaders – based on their survey results. Community health needs were also assigned a rank from 1 to 13 based on their prevalence, using ‘z’ scores. Finally, each of the four ranks (Users, CAB members, hospital leaders, and prevalence) were added together and health issues were re-ranked based on their overall score.

Community health needs that were considered *significant* were ranked among the top five of identified needs. The final list, including the identified significant community health needs, were reviewed by hospital leadership.

Appendix 1: Description of NYC Health + Hospitals / Woodhull and Community Served

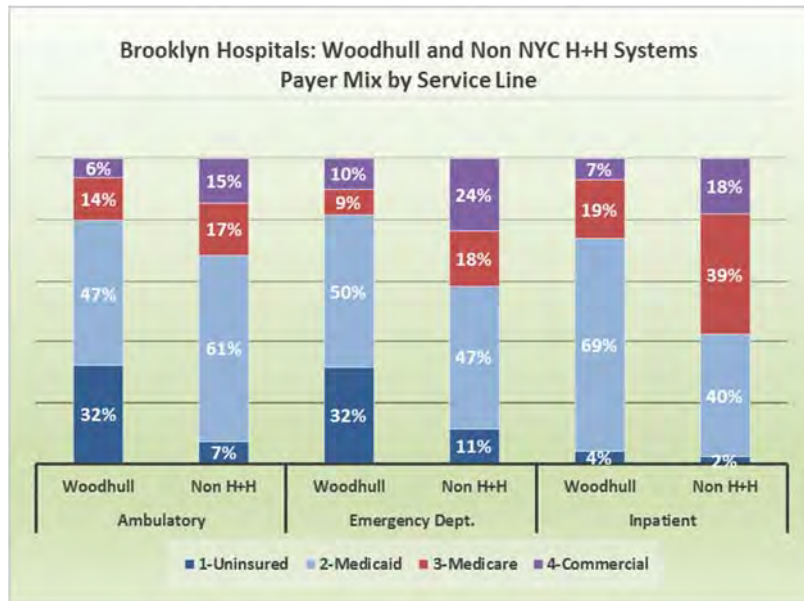
Located at the intersection of three northern Brooklyn neighborhoods – Williamsburg, Bushwick, and Bedford-Stuyvesant in Zip code 11206, Woodhull’s service area includes the neighborhoods of Bedford Stuyvesant/Crown Heights, Downtown/Heights/Slope, East New York, Flatbush/E. Flatbush, Greenpoint, Ridgewood/Forest Hills, and Williamsburg/Bushwick.¹ The map below shows the primary service area in red and the secondary service area in light red. Woodhull sites are labeled in red and other NYC Health + Hospitals sites are in gray. The NYC Health + Hospitals / Woodhull service area encompasses many neighborhoods that the federal Health Resources and Services Administration (HRSA) has identified as being medically underserved and/or or having a shortage of providers.² Woodhull is specifically located in a federally designated primary care HPSA, a mental health HPSA, and a dental HPSA and also has a facility-specific mental health provider shortage designation for high average daily census and workload.



¹ Service area is defined as the Zip codes that comprise the residence of 75% of its ambulatory patients. Woodhull’s service area includes Zip codes: 11205, 11206, 11207, 11208, 11211, 11212, 11213, 11216, 11221, 11222, 11226, 11233, 11237, and 11385.

² A Medically Underserved Area /Population (MUA/P) designation applies to a neighborhood or collection of census tracts based on four factors: the ratio of primary medical care physicians per 1,000 population, infant mortality rate, percentage of the population with incomes below the poverty level, and percentage of the population age 65 or over. A Healthcare Provider Shortage Area (HPSA) is a collection of census tracts that has been designated as having a shortage of health professionals. There are three categories of HPSAs: primary care (shortage of primary care clinicians), dental (shortage of oral health professionals), and mental health (shortage of mental health professionals).

NYC Health + Hospitals / Woodhull provides a disproportionate share of services for the borough's low income and uninsured population. In 2014, 32% of its ambulatory visits, and 32% of its ED visits were uninsured compared to 7% and 11% at Voluntary and State hospitals in Brooklyn. In addition, 73% of its inpatient discharges were either uninsured or enrolled in Medicaid, compared to 42% at voluntary and State hospitals in Brooklyn.



Sources and Notes: 2014 Hospital Institutional Cost Report, 2014 DTC Cost Report for HHC using internal data, and 2013 Health Center Cost Report for all other DTCs. Includes all NYC acute, general care hospitals and related wholly owned or controlled community health centers, including HHC DTCs. Discharges exclude normal newborns. ED visits include treat and release, and visits that result in admission. Clinic visits include comprehensive care and primary care visits only.

Facility Size and Patient Volume

With 113,643 patients and 509,828 encounters (FY 2015), NYC Health + Hospitals / Woodhull is a full service hospital with 374 certified beds. In FY 2015, it had more than 13,000 discharges including more than 1,600 newborn deliveries, 117,000 Emergency Department visits, and 379,000 ambulatory visits.

Inpatient Services

	Certified Beds	Discharges
General Care	220	8,088
Newborn	0	1,599
Psychiatric	133	2,230
Detox	21	1,371
Total	374	13,288

Source: Internal financial data, FY 2015. Beds are current as of 2/2016.

Emergency Department Services

	Visits
General	109,965
Psychiatric, includes CPEP	7,421
Total visits	117,386

Source: Internal financial data, FY 2015. Includes visits that result in admissions.

Ambulatory Services

Site	Primary Care	Dental	Specialty Care	Mental Health	Chemical Dependency	Total
Woodhull Medical Center	124,861	44,094	120,694	48,864	6,697	345,210
Greenpoint Clinic	12,103	-	-	-	-	12,103
Bushwick Clinic	8,936	-	-	-	-	8,936
Williamsburg Clinic	8,631	-	-	-	-	8,631
Progressive HS	2,443	-	-	-	-	2,443
IS 49	1,787	-	-	-	-	1,787
Total Woodhull	158,761	44,094	120,694	48,864	6,697	379,110

Primary Care includes adult and pediatric primary care and women's health services. Specialty includes adult and pediatric specialties, surgeries, ophthalmology, ancillaries and occupational health. Source: internal financial data, FY 2015.

Patient Demographics

Sixty percent (60%) of NYC Health + Hospitals / Woodhull patients are female and 40% are male. Among total patients, 19% are under age 21; 34% are ages 21-44; 34% are ages 45-64; and 14% are aged 65 and older. System wide, fifty-seven percent (57%) of patients are female and 43% are male. 19% are under age 21; 31% are ages 21-44; 34% are ages 45-64; and 15% are aged 65 and older.

Patient Encounters by Age

Age Group	%
0-4	6%
5-10	4%
11-14	3%
15-18	4%
19-20	2%
21-44	34%
45-54	17%
55-64	17%
65-74	9%
75-84	4%
85+	1%
Total	100%

Source: Internal financial data, FY2015

The hospital is racially diverse, with 55% of patients identifying as Hispanic or Latino; 29% as Black Non-Hispanic; 7% as White Non-Hispanic; 4% as Multi-Race/Other; and 2% of patients declining identification. System wide, 40% of patients identified as Hispanic or Latino; 34% as Black Non-Hispanic; 8% as White Non-Hispanic; 7% as Multi-Race/Other; 6% as Asian or Other Pacific Islander; and 5% of patients declining identification.

Patient Encounters by Race/ Ethnicity

Race/ Ethnicity	%
Hispanic or Latino	55.2%
Black Non-Hispanic	29.3%
White Non-Hispanic	7.3%
Multi Race/Other	3.5%
Patient Decline	2.3%
Asian/ Pacific Islander	1.9%
American Indian or Native	0.6%
Total	100%

Source: Internal financial data, FY2015

Appendix 2: Demographic and Population Health Statistics by Neighborhood

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Table 1. Key Demographic Factors

		% Population below 100% Federal Poverty Level	% Population Non-US Citizen	% Population ≥ 25 years with Less than HS Education	% Population Speaking English "Less than Well"	Average Jail Rate (Per 100,000)	% Population Living with a Disability
NYS		14.9%	10.5%	15.1%	13.4%	382	10.7%
NYC		19.8%	17.7%	20.5%	23.2%	868	10.3%
UHF Neighborhoods							
Bronx	Hunts Point/Mott Haven	43.1%	19.2%	44.4%	36.3%	2,219	17.3%
Bronx	Crotona/Tremont	39.3%	23.8%	38.7%	32.2%	1,903	14.6%
Bronx	Highbridge/Morrisania	38.3%	22.4%	39.1%	32.8%	2,107	15.4%
Kings	East New York	32.8%	16.0%	27.0%	14.0%	1,907	8.9%
Kings	Williamsburg/Bushwick	32.5%	19.9%	37.2%	32.2%	1,793	10.5%
New York	East Harlem	31.8%	16.4%	32.2%	23.6%	2,250	14.1%
Bronx	Fordham/Bronx Park	31.3%	23.0%	31.3%	28.2%	1,320	13.4%
Kings	Greenpoint	28.5%	12.2%	18.6%	23.9%	540	7.2%
Kings	Sunset Park	28.4%	34.3%	45.7%	51.8%	482	8.1%
New York	Central Harlem/Morningside Hgt	27.7%	13.3%	19.8%	12.7%	2,124	12.9%
Kings	Bedford/Stuy/Crown Heights	27.1%	13.7%	20.0%	7.0%	2,129	10.6%
New York	Washington Hgts/Inwood	25.8%	26.0%	30.9%	37.9%	1,135	11.9%
Kings	Borough Park	25.2%	20.1%	24.4%	37.5%	225	9.4%
Bronx	Pelham/Throgs Neck	21.8%	14.3%	26.2%	21.3%	911	11.1%
Richmond	Port Richmond	21.6%	12.7%	16.6%	14.1%	1,302	9.4%
Queens	Rockaway	21.4%	11.3%	21.4%	14.1%	1,277	12.7%
New York	Union Sq./Lower Eastside	21.4%	14.3%	21.6%	22.5%	705	11.1%
Kings	Coney Island/Sheepshead Bay	18.2%	14.6%	18.6%	40.3%	567	14.5%
Queens	West Queens	18.2%	35.1%	29.5%	47.0%	400	8.0%
Kings	Flatbush/E. Flatbush	18.1%	20.4%	17.2%	14.0%	926	7.9%
Richmond	Stapleton/St. George	17.0%	12.0%	17.3%	16.1%	1,068	10.5%
Kings	Downtown/Heights/Slope	16.3%	9.3%	11.7%	10.4%	851	8.0%
Queens	Long Island City/Astoria	16.1%	21.6%	18.1%	27.8%	475	9.3%
Bronx	Northeast Bronx	15.4%	13.4%	19.7%	8.9%	761	11.7%
Queens	Jamaica	15.3%	18.5%	20.1%	16.4%	1,118	10.9%
Bronx	Kingsbridge/Riverdale	15.1%	12.0%	17.5%	20.1%	402	12.0%
Kings	Bensonhurst/Bay Ridge	14.7%	15.7%	21.8%	34.3%	283	10.0%
Queens	Fresh Meadows	14.1%	15.9%	12.9%	25.7%	300	9.8%
Queens	Flushing/Clearview	13.0%	25.8%	20.0%	40.8%	200	9.5%
Kings	Canarsie/Flatlands	12.9%	12.6%	13.4%	13.4%	616	9.3%
New York	Lower Manhattan	12.4%	18.1%	9.3%	12.7%	527	6.1%
Queens	Ridgewood/Forest Hills	12.4%	17.8%	14.5%	25.3%	273	9.1%
New York	Upper West Side	12.0%	11.2%	6.2%	7.7%	446	9.4%
Queens	Southwest Queens	11.9%	18.6%	20.9%	18.5%	442	10.0%
New York	Chelsea/Clinton	11.7%	14.3%	6.6%	9.1%	601	8.7%
New York	Greenwich Village/Soho	10.5%	12.5%	9.3%	12.4%	299	6.7%
New York	Gramercy Park/Murray Hill	8.7%	12.6%	2.5%	6.9%	283	6.8%
Richmond	Willowbrook	8.2%	6.3%	10.7%	11.1%	282	10.0%
Queens	Bayside/Little Neck	7.9%	13.3%	10.5%	27.0%	141	9.1%
Queens	Southeast Queens	7.4%	13.2%	13.2%	12.1%	507	9.1%
New York	Upper East Side	6.9%	11.2%	3.5%	5.7%	162	6.8%
Richmond	South Beach/Tottenville	5.6%	3.5%	8.8%	7.8%	294	9.2%

Sources: U.S. Census American Community Survey (ACS), 2008-2012; New York City Department of Corrections Jail Admissions, 2007-2012, Via Gothamist.

Table 2. Disability by Numbers of Disability and Type

		% ≥Two Disability	% One Disability	% Self Care	% Independent Living	% Cognitive	% Ambulatory	% Vision	% Hearing
NYS		5.3%	5.6%	2.5%	5.3%	4.2%	6.5%	1.9%	4.0%
NYC		5.4%	5.0%	2.7%	5.4%	4.1%	6.8%	2.1%	3.4%
UHF Neighborhoods									
Kings	Coney Island/Sheepshead Bay	9.6%	5.0%	5.6%	10.2%	6.6%	10.7%	3.8%	6.0%
Bronx	Hunts Point/Mott Haven	8.6%	8.8%	3.6%	8.4%	8.9%	11.1%	3.8%	3.3%
Bronx	Highbridge/Morrisania	7.7%	7.7%	3.3%	7.1%	7.5%	10.1%	3.1%	2.9%
Bronx	Crotona/Tremont	7.6%	7.1%	3.2%	7.5%	7.5%	9.1%	2.8%	3.2%
New York	East Harlem	7.5%	6.8%	3.6%	7.1%	6.7%	9.2%	3.3%	3.6%
Queens	Rockaway	6.6%	6.5%	3.6%	7.4%	5.6%	8.3%	3.2%	3.9%
New York	Central Harlem/Morningside Hgt	6.3%	6.7%	2.9%	5.9%	4.8%	9.0%	2.6%	2.6%
Bronx	Fordham/Bronx Park	6.3%	7.2%	2.5%	6.1%	6.6%	8.2%	2.6%	2.8%
New York	Washington Hgts/Inwood	6.2%	5.8%	3.1%	5.9%	4.6%	8.0%	2.4%	2.8%
New York	Union Sq./Lower Eastside	6.2%	5.0%	2.9%	5.5%	4.5%	7.4%	2.2%	4.2%
Bronx	Northeast Bronx	6.1%	5.8%	2.8%	5.8%	4.6%	7.8%	2.8%	3.8%
Bronx	Pelham/Throgs Neck	5.9%	5.2%	2.7%	6.1%	4.6%	7.3%	2.3%	3.5%
Bronx	Kingsbridge/Riverdale	5.9%	6.5%	3.1%	5.7%	5.1%	7.3%	2.2%	4.3%
Kings	Williamsburg/Bushwick	5.7%	4.8%	2.9%	5.9%	4.8%	7.3%	2.3%	2.3%
Kings	Bensonhurst/Bay Ridge	5.7%	4.4%	3.1%	6.5%	3.7%	6.6%	1.7%	4.4%
Richmond	Stapleton/St. George	5.5%	5.1%	3.0%	6.6%	3.8%	6.8%	1.7%	3.3%
Kings	Borough Park	5.5%	3.9%	3.2%	6.5%	4.0%	6.7%	2.0%	3.3%
Queens	Jamaica	5.5%	5.5%	2.7%	5.5%	3.9%	7.0%	2.6%	3.3%
Kings	Bedford/Stuy/Crown Heights	5.2%	5.4%	2.6%	5.3%	3.9%	6.9%	3.0%	2.6%
Queens	Southwest Queens	5.2%	4.8%	2.7%	5.6%	3.6%	6.3%	2.3%	3.7%
Queens	Flushing/Clearview	5.2%	4.4%	2.6%	5.0%	3.1%	6.5%	1.4%	4.4%
Richmond	Willowbrook	5.1%	5.0%	2.6%	6.0%	3.2%	6.9%	1.0%	3.5%
Kings	Canarsie/Flatlands	5.1%	4.2%	2.9%	5.5%	3.5%	6.3%	2.2%	3.3%
Queens	Fresh Meadows	4.9%	5.0%	2.3%	4.9%	3.1%	6.8%	1.9%	4.1%
Queens	Long Island City/Astoria	4.8%	4.5%	2.3%	4.8%	3.1%	6.2%	1.3%	3.3%
Queens	Ridgewood/Forest Hills	4.8%	4.4%	2.5%	5.3%	3.2%	6.3%	1.7%	3.9%
Queens	Bayside/Little Neck	4.7%	4.5%	2.2%	4.9%	2.8%	5.6%	1.8%	4.2%
Kings	East New York	4.5%	4.3%	2.4%	5.2%	3.7%	6.0%	2.2%	2.2%
Richmond	South Beach/Tottenville	4.5%	4.7%	2.1%	4.8%	2.9%	6.0%	1.1%	3.3%
Richmond	Port Richmond	4.5%	5.0%	2.1%	4.8%	3.9%	5.8%	1.3%	2.8%
Kings	Sunset Park	4.4%	3.8%	2.3%	4.8%	4.0%	5.2%	1.8%	2.5%
New York	Upper West Side	4.4%	5.1%	2.4%	4.2%	3.3%	5.9%	1.7%	4.3%
Queens	Southeast Queens	4.3%	4.9%	2.2%	4.8%	3.4%	5.4%	1.5%	3.4%
Kings	Downtown/Heights/Slope	4.2%	4.0%	1.8%	3.8%	3.3%	5.1%	1.6%	2.6%
Kings	Greenpoint	4.2%	3.1%	2.5%	4.4%	3.4%	5.0%	1.9%	2.6%
Queens	West Queens	4.0%	4.2%	1.9%	3.8%	2.9%	5.1%	1.7%	2.9%
Kings	Flatbush/E. Flatbush	3.9%	4.0%	2.0%	4.2%	3.0%	5.2%	1.6%	2.5%
New York	Chelsea/Clinton	3.9%	4.8%	1.7%	3.1%	2.9%	4.9%	1.9%	3.5%
New York	Lower Manhattan	3.3%	2.9%	1.8%	3.4%	2.9%	4.1%	1.0%	2.4%
New York	Gramercy Park/Murray Hill	3.1%	3.8%	1.4%	3.1%	2.5%	3.7%	1.3%	3.4%
New York	Upper East Side	3.0%	3.8%	1.6%	3.0%	2.1%	4.5%	1.1%	4.1%
New York	Greenwich Village/Soho	3.0%	3.8%	1.5%	3.0%	2.2%	3.8%	1.1%	3.6%

Sources: U.S. Census American Community Survey (ACS), 2008-2012.

*Self-Care – Difficulty bathing or dressing; Independent Living – Difficulty with errands; Cognitive – Difficulty remembering, concentrating, making decisions; Ambulatory – Difficulty walking or climbing stairs; Vision – Blind or serious difficulty seeing; Hearing – Deaf or having serious difficulty hearing

Table 3. Potentially Preventable ED Visits (PPV)

		Medicaid Population	PPV Total (Observed)	PPV Total (Risk-Adjusted Expected)	Rate per 100 ED Visits (Observed)	Rate per 100 ED Visits (Risk-Adjusted Expected)	Observed (/) Risk-Adjusted Expected Ratio	Observed (-) Risk-Adjusted Expected Gap Total
NYS		5,852,016	2,111,517	2,069,915	36.08			(41,602)
NYC		3,600,712	1,192,918	1,184,340	33.13	32.89	1.01	(8,578)
UHF Neighborhoods								
Brooklyn	Bedford/Stuy/Crown Heights	167,295	74,035	62,671	44.25	37.46	1.18	(11,364)
Manhattan	Central Harlem/Morningside Hgt	80,517	44,215	37,872	54.91	47.04	1.17	(6,343)
Brooklyn	Flatbush/E. Flatbush	135,879	44,131	37,935	32.48	27.92	1.16	(6,196)
Bronx	Highbridge/Morrisania	157,126	67,220	59,232	42.78	37.70	1.13	(7,988)
Bronx	Crotona/Tremont	158,677	68,998	60,948	43.48	38.41	1.13	(8,050)
Brooklyn	East New York	117,951	47,135	41,721	39.96	35.37	1.13	(5,414)
Bronx	Hunts Point/Mott Haven	102,277	44,460	39,547	43.47	38.67	1.12	(4,913)
Bronx	Northeast Bronx	75,259	31,979	28,647	42.49	38.06	1.12	(3,332)
Brooklyn	Canarsie/Flatlands	68,942	18,647	16,896	27.05	24.51	1.10	(1,751)
Bronx	Fordham/Bronx Park	159,307	71,626	65,539	44.96	41.14	1.09	(6,087)
Manhattan	East Harlem	65,233	35,244	32,424	54.03	49.70	1.09	(2,820)
Staten Island	Port Richmond	28,494	13,493	12,448	47.35	43.68	1.08	(1,045)
Brooklyn	Williamsburg/Bushwick	128,546	52,742	48,737	41.03	37.91	1.08	(4,005)
Queens	Rockaway	52,726	18,553	17,206	35.19	32.63	1.08	(1,347)
Manhattan	Washington Hgts/Inwood	143,654	45,340	42,657	31.56	29.69	1.06	(2,683)
Bronx	Pelham/Throgs Neck	139,468	53,267	50,796	38.19	36.42	1.05	(2,471)
Manhattan	Chelsea/Clinton	33,364	20,526	19,607	61.52	58.77	1.05	(919)
Brooklyn	Downtown/Heights/Slope	58,328	23,408	22,661	40.13	38.85	1.03	(747)
Staten Island	Stapleton/St. George	46,913	19,397	18,980	41.35	40.46	1.02	(417)
Queens	Southeast Queens	61,114	16,199	16,107	26.51	26.36	1.01	(92)
Bronx	Kingsbridge/Riverdale	29,994	9,287	9,270	30.96	30.91	1.00	(17)
Manhattan	Upper West Side	31,538	15,536	15,657	49.26	49.64	0.99	121
Queens	Jamaica	134,719	45,813	46,355	34.01	34.41	0.99	542
Manhattan	Gramercy Park/Murray Hill	9,909	4,922	4,996	49.67	50.42	0.99	74
Staten Island	South Beach/Tottenville	31,842	8,390	8,728	26.35	27.41	0.96	338
Brooklyn	Greenpoint	49,140	9,112	9,485	18.54	19.30	0.96	373
Queens	Ridgewood/Forest Hills	76,683	17,730	19,134	23.12	24.95	0.93	1,404
Queens	Long Island City/Astoria	71,860	21,041	22,873	29.28	31.83	0.92	1,832
Staten Island	Willowbrook	20,710	5,004	5,581	24.16	26.95	0.90	577
Manhattan	Upper East Side	13,219	4,674	5,224	35.36	39.52	0.89	550
Queens	West Queens	229,929	68,271	77,793	29.69	33.83	0.88	9,522
Queens	Southwest Queens	124,369	33,190	38,415	26.69	30.89	0.86	5,225
Manhattan	Lower Manhattan	12,194	5,744	6,673	47.11	54.72	0.86	929
Brooklyn	Coney Island/Sheepshead Bay	136,183	23,227	27,800	17.06	20.41	0.84	4,573
Brooklyn	Borough Park	195,905	26,744	33,459	13.65	17.08	0.80	6,715
Brooklyn	Bensonhurst/Bay Ridge	80,319	11,180	14,859	13.92	18.50	0.75	3,679
Queens	Fresh Meadows	34,877	7,591	10,201	21.77	29.25	0.74	2,610
Manhattan	Union Sq./Lower Eastside	81,104	22,872	30,851	28.20	38.04	0.74	7,979
Brooklyn	Sunset Park	99,590	16,971	24,170	17.04	24.27	0.70	7,199
Manhattan	Greenwich Village/Soho	14,323	3,334	5,174	23.28	36.12	0.64	1,840
Queens	Bayside/Little Neck	19,932	2,236	3,724	11.22	18.68	0.60	1,488
Queens	Flushing/Clearview	116,900	17,342	29,251	14.83	25.02	0.59	11,909

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Potentially Preventable Visits (PPVs), based on proprietary 3M software, are emergency visits for ambulatory care sensitive conditions (ACSC) that may result from a lack of adequate access to care or ambulatory care coordination. These ambulatory sensitive conditions could be reduced or eliminated with adequate patient monitoring and follow up. Unlike with PQIs, which can be disease specific, there is only one PPV indicator which represents all potentially avoidable ED visit regardless of condition or disease.

PPV Events are observed or "actual" ED visits that meet the criteria of an ACSC visit as defined by the 3M software. The Observed Rate is the number of PPV events divided by the population. Risk Adjusted Expected Visits are PPV visits adjusted by age, gender and race/ethnicity. The Expected rate is the number of Expected visits divided by the population. Risk Adjusted Expected Rate is the observed PPV rate divided by the expected PPV rate, multiplied by the statewide PPV rate. A lower number is better.

Table 4. Medicaid Beneficiaries with a Respiratory Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	558,700	9.6%	35.3%	47.3%
NYC		3,595,868	348,955	9.7%	36.0%	44.9%
UHF Neighborhoods						
Queens	Rockaway	52,664	8,148	15.5%	43.8%	44.0%
Manhattan	East Harlem	65,008	9,304	14.3%	40.2%	55.6%
Bronx	Hunts Point/Mott Haven	102,165	14,577	14.3%	35.7%	50.4%
Manhattan	Chelsea/Clinton	33,022	4,432	13.4%	49.6%	51.2%
Manhattan	Upper West Side	31,499	3,860	12.3%	44.0%	48.4%
Bronx	Highbridge/Morrisania	157,071	19,125	12.2%	38.7%	52.1%
Bronx	Crotona/Tremont	158,601	18,698	11.8%	37.5%	53.4%
Manhattan	Central Harlem/Morningside Hgt	80,466	9,465	11.8%	39.9%	59.3%
Staten Island	Stapleton/St. George	46,686	5,435	11.6%	41.3%	48.6%
Brooklyn	Coney Island/Sheepshead Bay	136,160	15,846	11.6%	34.9%	25.3%
Bronx	Pelham/Throgs Neck	139,194	16,181	11.6%	36.4%	47.9%
Bronx	Fordham/Bronx Park	159,182	18,340	11.5%	39.1%	51.8%
Bronx	Kingsbridge/Riverdale	29,957	3,408	11.4%	43.7%	42.7%
Bronx	Northeast Bronx	75,167	8,496	11.3%	44.5%	48.9%
Brooklyn	Downtown/Heights/Slope	58,124	6,507	11.2%	42.1%	48.7%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	18,349	11.0%	41.3%	55.0%
Manhattan	Upper East Side	13,206	1,428	10.8%	49.6%	33.9%
Brooklyn	East New York	117,543	12,412	10.6%	36.8%	53.5%
Staten Island	Port Richmond	28,478	2,926	10.3%	33.9%	55.1%
Brooklyn	Williamsburg/Bushwick	128,474	13,152	10.2%	35.8%	52.3%
Manhattan	Gramercy Park/Murray Hill	9,839	994	10.1%	42.2%	52.0%
Manhattan	Union Sq./Lower Eastside	81,093	7,890	9.7%	33.9%	40.4%
Brooklyn	Canarsie/Flatlands	68,906	6,594	9.6%	39.2%	40.9%
Queens	Ridgewood/Forest Hills	76,645	7,060	9.2%	28.5%	32.7%
Brooklyn	Bensonhurst/Bay Ridge	80,271	7,316	9.1%	29.8%	23.7%
Staten Island	Willowbrook	20,550	1,871	9.1%	33.7%	34.2%
Manhattan	Washington Hgts/Inwood	143,590	12,911	9.0%	31.2%	44.1%
Staten Island	South Beach/Tottenville	31,799	2,827	8.9%	35.7%	37.4%
Manhattan	Lower Manhattan	12,054	1,006	8.3%	38.6%	45.7%
Queens	Jamaica	134,473	10,759	8.0%	34.2%	48.5%
Manhattan	Greenwich Village/Soho	14,273	1,129	7.9%	33.5%	25.2%
Queens	Fresh Meadows	34,868	2,713	7.8%	25.9%	33.7%
Brooklyn	Flatbush/E. Flatbush	135,688	10,306	7.6%	40.7%	47.8%
Queens	Long Island City/Astoria	71,850	5,436	7.6%	31.2%	39.6%
Brooklyn	Sunset Park	99,554	7,460	7.5%	25.5%	31.1%
Queens	Southwest Queens	124,306	8,733	7.0%	27.0%	42.1%
Queens	Flushing/Clearview	116,769	8,003	6.9%	30.6%	28.8%
Brooklyn	Borough Park	195,830	12,978	6.6%	29.9%	27.0%
Queens	West Queens	229,888	15,193	6.6%	26.2%	39.2%
Brooklyn	Greenpoint	49,127	3,114	6.3%	33.0%	39.2%
Queens	Southeast Queens	60,254	3,511	5.8%	33.4%	44.5%
Queens	Bayside/Little Neck	19,922	952	4.8%	25.6%	25.2%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 5. Medicaid Beneficiaries with a Cardiovascular Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	1,543,129	26.4%	40.0%	31.3%
NYC		3,595,868	1,085,013	30.2%	40.4%	28.1%
UHF Neighborhoods						
Brooklyn	Coney Island/Sheepshead Bay	136,160	78,135	57.4%	37.0%	14.4%
Queens	Rockaway	52,664	23,924	45.4%	47.7%	30.1%
Manhattan	Upper East Side	13,206	5,741	43.5%	46.0%	24.2%
Bronx	Kingsbridge/Riverdale	29,957	12,509	41.8%	47.9%	26.7%
Manhattan	Upper West Side	31,499	13,133	41.7%	48.0%	33.2%
Brooklyn	Bensonhurst/Bay Ridge	80,271	31,357	39.1%	32.8%	15.3%
Brooklyn	Canarsie/Flatlands	68,906	26,818	38.9%	43.2%	25.2%
Manhattan	Chelsea/Clinton	33,022	12,615	38.2%	48.2%	39.0%
Queens	Ridgewood/Forest Hills	76,645	27,747	36.2%	35.5%	20.2%
Manhattan	Union Sq./Lower Eastside	81,093	28,702	35.4%	34.2%	22.8%
Brooklyn	Downtown/Heights/Slope	58,124	19,812	34.1%	50.7%	34.6%
Manhattan	Greenwich Village/Soho	14,273	4,788	33.5%	30.8%	15.5%
Manhattan	Washington Hgts/Inwood	143,590	47,415	33.0%	37.4%	28.1%
Bronx	Northeast Bronx	75,167	24,796	33.0%	51.3%	33.1%
Manhattan	East Harlem	65,008	21,434	33.0%	50.2%	40.2%
Staten Island	Willowbrook	20,550	6,763	32.9%	39.2%	22.9%
Manhattan	Lower Manhattan	12,054	3,951	32.8%	34.6%	25.5%
Queens	Flushing/Clearview	116,769	37,374	32.0%	29.0%	16.6%
Staten Island	Stapleton/St. George	46,686	14,414	30.9%	46.4%	34.2%
Queens	Fresh Meadows	34,868	10,718	30.7%	28.7%	19.9%
Queens	Bayside/Little Neck	19,922	5,924	29.7%	24.7%	13.2%
Brooklyn	Borough Park	195,830	57,387	29.3%	34.5%	17.5%
Staten Island	South Beach/Tottenville	31,799	9,293	29.2%	38.0%	25.4%
Queens	Jamaica	134,473	38,881	28.9%	41.2%	30.8%
Queens	Southwest Queens	124,306	35,914	28.9%	35.5%	25.9%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	47,741	28.6%	49.0%	37.7%
Queens	Long Island City/Astoria	71,850	20,511	28.5%	37.5%	26.7%
Manhattan	Gramercy Park/Murray Hill	9,839	2,745	27.9%	42.1%	34.5%
Manhattan	Central Harlem/Morningside Hgt	80,466	22,268	27.7%	46.5%	42.5%
Brooklyn	Flatbush/E. Flatbush	135,688	37,531	27.7%	42.7%	30.5%
Bronx	Pelham/Throgs Neck	139,194	37,536	27.0%	43.1%	33.2%
Brooklyn	East New York	117,543	31,027	26.4%	44.8%	36.4%
Bronx	Highbridge/Morrisania	157,071	40,636	25.9%	44.4%	36.9%
Bronx	Fordham/Bronx Park	159,182	40,823	25.6%	44.8%	35.2%
Queens	Southeast Queens	60,254	15,411	25.6%	37.4%	28.7%
Brooklyn	Williamsburg/Bushwick	128,474	32,841	25.6%	45.0%	37.0%
Bronx	Crotona/Tremont	158,601	40,131	25.3%	44.0%	37.9%
Bronx	Hunts Point/Mott Haven	102,165	24,678	24.2%	44.5%	38.0%
Queens	West Queens	229,888	54,707	23.8%	32.1%	21.3%
Brooklyn	Greenpoint	49,127	10,796	22.0%	40.5%	25.0%
Brooklyn	Sunset Park	99,554	20,214	20.3%	31.7%	21.2%
Staten Island	Port Richmond	28,478	5,303	18.6%	43.2%	40.3%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 6. Medicaid Beneficiaries with a Congestive Heart Failure Condition Diagnosis

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence (Per 100,000)	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	90,070	1,543	61.2%	30.2%
NYC		3,595,868	62,821	1,747	61.6%	28.1%
UHF Neighborhoods						
Brooklyn	Coney Island/Sheepshead Bay	136,160	6,063	4,453	48.0%	13.4%
Bronx	Kingsbridge/Riverdale	29,957	1,109	3,702	60.7%	23.0%
Manhattan	Upper East Side	13,206	464	3,514	61.9%	17.2%
Queens	Rockaway	52,664	1,795	3,408	65.2%	29.1%
Manhattan	Upper West Side	31,499	941	2,987	64.3%	29.9%
Bronx	Northeast Bronx	75,167	2,033	2,705	67.4%	30.3%
Brooklyn	Canarsie/Flatlands	68,906	1,859	2,698	60.3%	24.3%
Manhattan	Chelsea/Clinton	33,022	832	2,520	69.2%	38.9%
Brooklyn	Downtown/Heights/Slope	58,124	1,333	2,293	68.5%	32.7%
Brooklyn	Bensonhurst/Bay Ridge	80,271	1,829	2,279	51.8%	16.2%
Queens	Ridgewood/Forest Hills	76,645	1,703	2,222	52.1%	20.7%
Manhattan	East Harlem	65,008	1,374	2,114	68.0%	40.5%
Brooklyn	Borough Park	195,830	3,580	1,828	51.3%	17.6%
Staten Island	Willowbrook	20,550	368	1,791	56.3%	20.4%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	2,935	1,756	68.0%	36.4%
Queens	Jamaica	134,473	2,255	1,677	62.4%	30.7%
Brooklyn	Flatbush/E. Flatbush	135,688	2,269	1,672	64.8%	29.9%
Brooklyn	Williamsburg/Bushwick	128,474	2,130	1,658	65.4%	38.2%
Manhattan	Central Harlem/Morningside Hgt	80,466	1,290	1,603	69.5%	43.2%
Bronx	Pelham/Throgs Neck	139,194	2,230	1,602	64.4%	31.4%
Staten Island	Stapleton/St. George	46,686	736	1,576	64.3%	31.4%
Manhattan	Greenwich Village/Soho	14,273	224	1,569	57.1%	16.1%
Manhattan	Washington Hgts/Inwood	143,590	2,245	1,563	64.8%	29.0%
Queens	Bayside/Little Neck	19,922	310	1,556	50.3%	14.8%
Manhattan	Lower Manhattan	12,054	187	1,551	56.1%	30.5%
Manhattan	Union Sq./Lower Eastside	81,093	1,255	1,548	59.3%	28.8%
Manhattan	Gramercy Park/Murray Hill	9,839	152	1,545	63.2%	36.8%
Queens	Fresh Meadows	34,868	534	1,531	52.4%	23.0%
Queens	Southeast Queens	60,254	884	1,467	59.8%	29.8%
Bronx	Fordham/Bronx Park	159,182	2,326	1,461	70.9%	33.5%
Brooklyn	East New York	117,543	1,706	1,451	66.2%	37.0%
Staten Island	South Beach/Tottenville	31,799	459	1,443	64.9%	24.2%
Bronx	Highbridge/Morrisania	157,071	2,242	1,427	68.6%	37.4%
Queens	Flushing/Clearview	116,769	1,646	1,410	56.7%	22.0%
Bronx	Crotona/Tremont	158,601	2,063	1,301	70.3%	39.3%
Queens	Long Island City/Astoria	71,850	916	1,275	64.1%	28.4%
Brooklyn	Greenpoint	49,127	614	1,250	64.7%	26.1%
Queens	Southwest Queens	124,306	1,533	1,233	62.4%	28.6%
Bronx	Hunts Point/Mott Haven	102,165	1,255	1,228	68.8%	36.2%
Queens	West Queens	229,888	2,049	891	62.3%	23.6%
Brooklyn	Sunset Park	99,554	862	866	56.7%	25.9%
Staten Island	Port Richmond	28,478	231	811	67.1%	38.5%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 7. Medicaid Beneficiaries with a Diabetes Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	562,637	9.6%	32.5%	31.2%
NYC		3,595,868	409,227	11.4%	32.3%	28.6%
UHF Neighborhoods						
Brooklyn	Coney Island/Sheepshead Bay	136,160	23,603	17.3%	30.0%	15.4%
Queens	Rockaway	52,664	8,424	16.0%	42.0%	29.8%
Manhattan	Upper West Side	31,499	4,461	14.2%	37.9%	33.7%
Brooklyn	Canarsie/Flatlands	68,906	9,754	14.2%	36.0%	24.9%
Manhattan	East Harlem	65,008	8,958	13.8%	40.4%	38.6%
Manhattan	Chelsea/Clinton	33,022	4,420	13.4%	38.3%	37.6%
Bronx	Kingsbridge/Riverdale	29,957	4,001	13.4%	40.7%	28.1%
Bronx	Northeast Bronx	75,167	9,869	13.1%	41.3%	33.6%
Manhattan	Union Sq./Lower Eastside	81,093	10,391	12.8%	27.5%	23.8%
Manhattan	Washington Hgts/Inwood	143,590	18,374	12.8%	29.7%	27.9%
Brooklyn	Downtown/Heights/Slope	58,124	7,416	12.8%	39.7%	34.7%
Queens	Southwest Queens	124,306	15,534	12.5%	23.6%	23.9%
Queens	Jamaica	134,473	16,526	12.3%	28.9%	29.6%
Manhattan	Upper East Side	13,206	1,582	12.0%	40.4%	25.2%
Queens	Ridgewood/Forest Hills	76,645	9,134	11.9%	27.7%	19.7%
Bronx	Pelham/Throgs Neck	139,194	16,221	11.7%	34.0%	33.4%
Brooklyn	Bensonhurst/Bay Ridge	80,271	9,282	11.6%	24.1%	15.4%
Staten Island	Stapleton/St. George	46,686	5,310	11.4%	39.5%	34.6%
Brooklyn	Flatbush/E. Flatbush	135,688	15,416	11.4%	34.4%	30.0%
Staten Island	Willowbrook	20,550	2,319	11.3%	29.9%	21.9%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	18,715	11.2%	40.3%	36.9%
Queens	Fresh Meadows	34,868	3,902	11.2%	21.2%	18.6%
Queens	Flushing/Clearview	116,769	12,964	11.1%	21.4%	15.8%
Queens	Long Island City/Astoria	71,850	7,959	11.1%	27.2%	25.9%
Manhattan	Central Harlem/Morningside Hgt	80,466	8,774	10.9%	36.9%	41.8%
Bronx	Hunts Point/Mott Haven	102,165	11,020	10.8%	35.9%	37.8%
Bronx	Fordham/Bronx Park	159,182	17,130	10.8%	37.3%	35.8%
Bronx	Highbridge/Morrisania	157,071	16,834	10.7%	37.7%	36.8%
Brooklyn	East New York	117,543	12,580	10.7%	35.4%	35.7%
Manhattan	Lower Manhattan	12,054	1,262	10.5%	32.3%	31.1%
Brooklyn	Williamsburg/Bushwick	128,474	13,297	10.3%	35.2%	36.8%
Bronx	Crotona/Tremont	158,601	16,367	10.3%	38.1%	37.8%
Manhattan	Greenwich Village/Soho	14,273	1,438	10.1%	25.3%	16.9%
Queens	Southeast Queens	60,254	6,003	10.0%	25.5%	27.1%
Queens	West Queens	229,888	22,717	9.9%	24.9%	20.6%
Brooklyn	Borough Park	195,830	18,996	9.7%	24.6%	17.8%
Manhattan	Gramercy Park/Murray Hill	9,839	929	9.4%	35.6%	38.0%
Queens	Bayside/Little Neck	19,922	1,795	9.0%	20.9%	13.8%
Staten Island	South Beach/Tottenville	31,799	2,673	8.4%	32.6%	24.7%
Brooklyn	Greenpoint	49,127	3,642	7.4%	29.7%	27.1%
Brooklyn	Sunset Park	99,554	7,054	7.1%	26.5%	21.7%
Staten Island	Port Richmond	28,478	2,009	7.1%	33.4%	39.4%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 8. Medicaid Beneficiaries with a Mental Health Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	1,328,558	22.8%	30.9%	45.8%
NYC		3,595,868	702,585	19.5%	32.3%	42.3%
UHF Neighborhoods						
Manhattan	Chelsea/Clinton	33,022	16,610	50.3%	41.4%	49.9%
Manhattan	Gramercy Park/Murray Hill	9,839	3,642	37.0%	38.9%	47.1%
Manhattan	Upper West Side	31,499	11,028	35.0%	36.5%	45.1%
Queens	Rockaway	52,664	17,488	33.2%	43.4%	40.2%
Manhattan	Lower Manhattan	12,054	3,994	33.1%	37.1%	48.2%
Manhattan	Upper East Side	13,206	4,158	31.5%	37.6%	38.3%
Manhattan	East Harlem	65,008	20,410	31.4%	37.6%	52.2%
Bronx	Kingsbridge/Riverdale	29,957	9,026	30.1%	37.5%	36.9%
Staten Island	South Beach/Tottenville	31,799	8,714	27.4%	30.3%	40.6%
Brooklyn	Downtown/Heights/Slope	58,124	15,868	27.3%	36.9%	46.0%
Staten Island	Stapleton/St. George	46,686	12,408	26.6%	39.0%	48.8%
Brooklyn	Coney Island/Sheepshead Bay	136,160	34,703	25.5%	28.2%	24.6%
Bronx	Hunts Point/Mott Haven	102,165	25,701	25.2%	31.7%	48.6%
Manhattan	Central Harlem/Morningside Hgt	80,466	19,986	24.8%	36.7%	53.6%
Manhattan	Greenwich Village/Soho	14,273	3,381	23.7%	38.3%	40.4%
Bronx	Crotona/Tremont	158,601	36,406	23.0%	34.1%	50.0%
Staten Island	Willowbrook	20,550	4,703	22.9%	29.5%	35.3%
Bronx	Fordham/Bronx Park	159,182	35,728	22.4%	33.1%	47.9%
Bronx	Pelham/Throgs Neck	139,194	30,833	22.2%	28.9%	43.6%
Bronx	Highbridge/Morrisania	157,071	34,754	22.1%	32.9%	49.0%
Bronx	Northeast Bronx	75,167	16,019	21.3%	37.5%	44.3%
Manhattan	Union Sq./Lower Eastside	81,093	16,891	20.8%	32.3%	42.9%
Manhattan	Washington Hgts/Inwood	143,590	29,748	20.7%	28.2%	40.1%
Queens	Ridgewood/Forest Hills	76,645	15,446	20.2%	25.1%	30.0%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	32,956	19.7%	37.6%	50.6%
Staten Island	Port Richmond	28,478	5,577	19.6%	31.8%	51.2%
Brooklyn	East New York	117,543	22,969	19.5%	33.6%	47.6%
Brooklyn	Williamsburg/Bushwick	128,474	24,881	19.4%	30.3%	48.5%
Brooklyn	Bensonhurst/Bay Ridge	80,271	14,138	17.6%	27.2%	27.8%
Brooklyn	Canarsie/Flatlands	68,906	11,728	17.0%	33.0%	35.4%
Queens	Fresh Meadows	34,868	5,652	16.2%	24.6%	34.2%
Brooklyn	Greenpoint	49,127	7,325	14.9%	27.3%	35.9%
Queens	Jamaica	134,473	19,784	14.7%	32.7%	44.2%
Queens	Long Island City/Astoria	71,850	10,432	14.5%	27.9%	39.5%
Brooklyn	Borough Park	195,830	26,941	13.8%	24.0%	24.1%
Brooklyn	Flatbush/E. Flatbush	135,688	17,611	13.0%	36.5%	43.0%
Queens	Flushing/Clearview	116,769	14,390	12.3%	29.9%	32.7%
Queens	Bayside/Little Neck	19,922	2,400	12.0%	24.9%	27.2%
Queens	Southwest Queens	124,306	14,752	11.9%	25.3%	38.6%
Queens	West Queens	229,888	26,313	11.4%	26.3%	36.2%
Queens	Southeast Queens	60,254	6,509	10.8%	37.2%	46.3%
Brooklyn	Sunset Park	99,554	10,227	10.3%	26.5%	35.9%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 9. Medicaid Beneficiaries with a Substance Use Clinical Risk Grouping Condition

		Medicaid Population	Population with a Diagnosis	Diagnosed Prevalence	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	370,898	6.4%	59.6%	59.9%
NYC		3,595,868	222,198	6.2%	65.0%	58.4%
UHF Neighborhoods						
Manhattan	Chelsea/Clinton	33,022	10,401	31.5%	71.6%	59.2%
Manhattan	Upper West Side	31,499	5,374	17.1%	63.9%	58.1%
Manhattan	Gramercy Park/Murray Hill	9,839	1,659	16.9%	69.5%	65.4%
Manhattan	East Harlem	65,008	9,878	15.2%	68.3%	61.2%
Manhattan	Lower Manhattan	12,054	1,603	13.3%	73.8%	66.0%
Manhattan	Central Harlem/Morningside Hgt	80,466	10,093	12.5%	66.2%	63.3%
Bronx	Hunts Point/Mott Haven	102,165	12,551	12.3%	61.5%	57.0%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	16,159	9.7%	65.8%	61.3%
Bronx	Crotona/Tremont	158,601	15,141	9.5%	67.0%	59.2%
Brooklyn	Downtown/Heights/Slope	58,124	5,464	9.4%	68.5%	63.7%
Staten Island	Stapleton/St. George	46,686	4,329	9.3%	70.7%	60.6%
Staten Island	South Beach/Tottenville	31,799	2,948	9.3%	61.3%	57.9%
Bronx	Highbridge/Morrisania	157,071	14,126	9.0%	65.5%	57.5%
Manhattan	Union Sq./Lower Eastside	81,093	6,788	8.4%	69.4%	62.1%
Manhattan	Greenwich Village/Soho	14,273	1,172	8.2%	71.6%	62.6%
Brooklyn	East New York	117,543	8,911	7.6%	64.3%	59.4%
Bronx	Fordham/Bronx Park	159,182	11,575	7.3%	66.3%	60.6%
Brooklyn	Williamsburg/Bushwick	128,474	8,983	7.0%	64.3%	60.6%
Manhattan	Upper East Side	13,206	910	6.9%	61.9%	55.7%
Staten Island	Port Richmond	28,478	1,885	6.6%	64.2%	62.7%
Queens	Rockaway	52,664	3,386	6.4%	62.8%	58.3%
Bronx	Pelham/Throgs Neck	139,194	8,820	6.3%	61.9%	52.2%
Bronx	Northeast Bronx	75,167	4,430	5.9%	66.2%	60.2%
Staten Island	Willowbrook	20,550	1,195	5.8%	62.4%	55.2%
Queens	Jamaica	134,473	7,496	5.6%	59.7%	56.6%
Brooklyn	Greenpoint	49,127	2,588	5.3%	70.4%	57.1%
Bronx	Kingsbridge/Riverdale	29,957	1,497	5.0%	68.1%	58.1%
Brooklyn	Flatbush/E. Flatbush	135,688	6,193	4.6%	65.9%	57.5%
Manhattan	Washington Hgts/Inwood	143,590	6,388	4.4%	65.7%	58.0%
Brooklyn	Coney Island/Sheepshead Bay	136,160	5,393	4.0%	62.1%	52.2%
Brooklyn	Canarsie/Flatlands	68,906	2,428	3.5%	62.9%	52.1%
Queens	Southeast Queens	60,254	2,045	3.4%	68.4%	62.0%
Queens	Fresh Meadows	34,868	1,115	3.2%	71.1%	53.3%
Queens	Ridgewood/Forest Hills	76,645	2,294	3.0%	53.4%	46.2%
Brooklyn	Bensonhurst/Bay Ridge	80,271	2,159	2.7%	56.3%	50.5%
Queens	Long Island City/Astoria	71,850	1,909	2.7%	56.1%	56.6%
Queens	Southwest Queens	124,306	2,488	2.0%	57.6%	53.8%
Brooklyn	Sunset Park	99,554	1,888	1.9%	56.3%	54.0%
Queens	West Queens	229,888	3,664	1.6%	60.0%	47.7%
Brooklyn	Borough Park	195,830	3,005	1.5%	58.4%	52.6%
Queens	Flushing/Clearview	116,769	1,617	1.4%	59.4%	47.6%
Queens	Bayside/Little Neck	19,922	250	1.3%	54.4%	47.6%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 10. Medicaid Beneficiaries with a HIV/AIDS Condition Diagnosis

		Medicaid Population	Population with a Diagnosis	Weighted Prevalence (Per 100,000)	% With At least 1 All Cause Admission	% With At least 1 All Cause ED Visit
NYS		5,835,794	53,901	924	25.3%	36.4%
NYC		3,595,868	49,984	1,390	25.1%	35.4%
UHF Neighborhoods						
Manhattan	Chelsea/Clinton	33,022	1,378	4,173	26.1%	35.6%
Manhattan	Gramercy Park/Murray Hill	9,839	290	2,947	29.0%	36.9%
Manhattan	Upper West Side	31,499	900	2,857	31.9%	43.6%
Brooklyn	Bedford/Stuy/Crown Heights	167,161	4,199	2,512	26.8%	41.8%
Manhattan	Central Harlem/Morningside Hgt	80,466	1,902	2,364	27.3%	42.0%
Manhattan	Union Sq./Lower Eastside	81,093	1,902	2,345	19.3%	25.0%
Manhattan	Greenwich Village/Soho	14,273	321	2,249	19.6%	23.4%
Bronx	Hunts Point/Mott Haven	102,165	2,271	2,223	31.8%	43.2%
Manhattan	East Harlem	65,008	1,373	2,112	31.2%	41.4%
Bronx	Crotona/Tremont	158,601	3,292	2,076	32.1%	41.1%
Bronx	Highbridge/Morrisania	157,071	3,255	2,072	33.1%	39.8%
Bronx	Fordham/Bronx Park	159,182	3,111	1,954	27.5%	40.5%
Brooklyn	Flatbush/E. Flatbush	135,688	2,450	1,806	25.9%	37.2%
Bronx	Northeast Bronx	75,167	1,303	1,733	29.2%	42.9%
Brooklyn	Sunset Park	99,554	1,654	1,661	12.0%	9.8%
Brooklyn	East New York	117,543	1,870	1,591	26.7%	41.6%
Manhattan	Upper East Side	13,206	208	1,575	24.5%	30.8%
Bronx	Pelham/Throgs Neck	139,194	2,186	1,570	26.0%	37.9%
Brooklyn	Downtown/Heights/Slope	58,124	833	1,433	26.7%	40.1%
Brooklyn	Williamsburg/Bushwick	128,474	1,840	1,432	24.1%	42.1%
Queens	Rockaway	52,664	658	1,249	27.2%	43.3%
Staten Island	Stapleton/St. George	46,686	573	1,227	31.2%	41.5%
Manhattan	Washington Hgts/Inwood	143,590	1,624	1,131	25.4%	35.5%
Queens	Flushing/Clearview	116,769	1,273	1,090	9.4%	9.6%
Manhattan	Lower Manhattan	12,054	120	996	20.0%	25.8%
Queens	Jamaica	134,473	1,337	994	24.6%	39.3%
Staten Island	Port Richmond	28,478	280	983	27.9%	49.6%
Brooklyn	Canarsie/Flatlands	68,906	595	863	24.0%	32.6%
Bronx	Kingsbridge/Riverdale	29,957	256	855	28.5%	39.8%
Brooklyn	Bensonhurst/Bay Ridge	80,271	576	718	12.5%	9.7%
Queens	West Queens	229,888	1,501	653	13.7%	18.8%
Queens	Fresh Meadows	34,868	220	631	13.2%	16.8%
Queens	Bayside/Little Neck	19,922	125	627	8.8%	8.8%
Brooklyn	Borough Park	195,830	1,221	623	12.4%	15.8%
Queens	Southeast Queens	60,254	366	607	23.2%	37.7%
Queens	Ridgewood/Forest Hills	76,645	462	603	17.5%	29.4%
Brooklyn	Coney Island/Sheepshead Bay	136,160	798	586	17.2%	24.8%
Queens	Long Island City/Astoria	71,850	395	550	20.8%	30.6%
Queens	Southwest Queens	124,306	647	520	17.9%	34.9%
Staten Island	Willowbrook	20,550	98	477	26.5%	37.8%
Brooklyn	Greenpoint	49,127	227	462	24.2%	33.5%
Staten Island	South Beach/Tottenville	31,799	94	296	21.3%	33.0%

Source: New York State DOH Office of Quality and Patient Safety Bureau of Health Informatics, Medicaid Claims Extract, 2012.

Table 11. Maternal and Child Health Indicators

		% Low Birth Weight	% Preterm Birth	% Medicaid or Self Pay Payer	% Late or No Prenatal Care	Teen Birth per 1000	Infant Death per 1000	Neonatal Death per 1000
NYS		8.1%	11.1%	50.0%	5.5%	24.4	4.8	3.3
NYC		8.5%	11.3%	59.5%	7.0%	25.3	4.4	2.9
UHF Neighborhoods								
Brooklyn	Bedford/Stuy/Crown Heights	11.7%	14.7%	69.5%	8.6%	31.7	6.4	3.7
Manhattan	Central Harlem/Morningside Hgt	11.3%	14.1%	62.2%	9.8%	30.4	8.0	5.4
Queens	Jamaica	11.3%	13.7%	54.0%	9.1%	27.4	7.5	4.8
Brooklyn	Canarsie/Flatlands	10.7%	14.8%	55.9%	8.3%	19.6	6.1	4.0
Brooklyn	Flatbush/E. Flatbush	10.6%	14.4%	69.2%	9.8%	21.5	4.9	3.3
Manhattan	East Harlem	10.4%	13.1%	72.5%	9.1%	40.9	4.9	3.8
Brooklyn	East New York	10.4%	14.7%	72.3%	9.0%	40.9	7.1	4.3
Queens	Southeast Queens	10.4%	13.0%	43.2%	7.1%	13.8	6.5	5.4
Bronx	Northeast Bronx	10.3%	12.4%	64.2%	12.9%	29.2	5.4	3.6
Bronx	Highbridge/Morrisania	9.8%	12.4%	82.2%	11.4%	45.6	5.5	3.2
Bronx	Hunts Point/Mott Haven	9.6%	12.7%	84.9%	11.3%	47.4	7.1	3.9
Queens	Southwest Queens	9.6%	11.8%	43.5%	6.3%	20.0	3.7	2.1
Bronx	Fordham/Bronx Park	9.5%	12.1%	80.5%	10.2%	36.8	4.8	3.3
Bronx	Pelham/Throgs Neck	9.3%	11.8%	66.1%	10.6%	29.4	3.9	2.5
Bronx	Crotona/Tremont	9.3%	12.3%	83.1%	11.3%	45.9	6.4	4.6
Staten Island	Port Richmond	8.9%	13.5%	62.3%	4.1%	36.4	6.0	2.9
Manhattan	Upper West Side	8.7%	10.1%	12.3%	3.0%	8.6	2.2	1.5
Manhattan	Chelsea/Clinton	8.6%	10.1%	18.0%	4.1%	14.3	4.2	2.5
Manhattan	Gramercy Park/Murray Hill	8.5%	10.0%	6.5%	2.9%	3.9	3.0	2.0
Queens	Rockaway	8.4%	11.6%	56.4%	9.4%	32.4	6.1	4.0
Staten Island	Stapleton/St. George	8.2%	11.4%	54.1%	4.5%	21.2	6.5	5.7
Brooklyn	Coney Island/Sheepshead Bay	8.0%	11.1%	62.2%	5.8%	23.6	4.1	2.2
Manhattan	Upper East Side	8.0%	8.7%	6.2%	2.7%	4.6	1.5	1.2
Manhattan	Washington Hgts/Inwood	7.9%	11.0%	69.6%	7.4%	33.5	4.1	2.0
Staten Island	Willowbrook	7.9%	10.3%	33.8%	2.5%	9.1	3.9	2.8
Manhattan	Lower Manhattan	7.8%	9.8%	11.7%	3.1%	3.4	0.7	0.7
Brooklyn	Williamsburg/Bushwick	7.8%	11.7%	80.2%	7.3%	37.5	5.5	3.3
Queens	Long Island City/Astoria	7.7%	10.6%	50.6%	10.9%	18.0	3.7	2.3
Bronx	Kingsbridge/Riverdale	7.7%	10.2%	43.1%	5.3%	17.5	3.5	3.2
Manhattan	Union Sq./Lower Eastside	7.5%	10.4%	54.1%	4.3%	17.9	2.1	1.1
Staten Island	South Beach/Tottenville	7.4%	10.6%	23.8%	2.1%	4.5	4.0	3.4
Manhattan	Greenwich Village/Soho	7.1%	8.3%	15.5%	1.7%	2.1	1.1	1.1
Brooklyn	Bensonhurst/Bay Ridge	6.9%	10.6%	55.7%	5.2%	15.2	4.5	2.7
Queens	Ridgewood/Forest Hills	6.9%	9.3%	44.9%	5.1%	15.4	3.3	2.6
Queens	Fresh Meadows	6.8%	8.7%	42.0%	3.9%	9.6	2.9	1.6
Brooklyn	Downtown/Heights/Slope	6.8%	9.0%	28.8%	2.6%	18.6	2.8	1.8
Queens	West Queens	6.8%	10.8%	78.1%	8.9%	33.3	4.3	3.0
Queens	Bayside/Little Neck	6.7%	8.7%	27.5%	2.6%	4.1	2.0	2.0
Brooklyn	Borough Park	6.2%	8.6%	72.5%	3.5%	20.1	2.3	1.4
Queens	Flushing/Clearview	6.2%	8.4%	61.3%	5.2%	10.1	2.8	1.9
Brooklyn	Sunset Park	5.8%	8.5%	90.0%	4.0%	37.5	2.1	1.7
Brooklyn	Greenpoint	5.4%	8.2%	62.1%	3.4%	16.6	2.5	1.8

Source: 2010-2012 New York State Vital Statistics County/ZIP Code Perinatal Data Profile as of March, 2014, accessed December, 6 2014, <http://www.health.ny.gov/statistics/chac/perinatal/index.htm>.

* Preterm Births –prior to 37 weeks of gestation; Low Birth Weight– weight between 100-2499 grams; Late or No Prenatal care– initiated during the third trimester of pregnancy or not at all; Teen Birth – Births to females ages 15-19; Infant Deaths –occurred at less than twelve months of age; Neonatal Deaths –occurred at less than 28 days of age. Total Births are over three year time period.

Appendix 3. Evaluation of 2013 Implementation Plan

Appendix 3. Evaluation of 2013 Implementation Plan

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
Improving Access for Adult Ambulatory Care	Reorganize Ambulatory Care Services to Expand Capacity, Decompress the Emergency Department, and Provide Coordinated Medical Services	Yes	Rotated Residents to Woodhull's off-site health centers to increase provider capacity and help shift patient volume from overcrowded hospital-based primary care to neighborhood health centers. This helps balance workload among sites and allows physicians to swing exam rooms at the Woodhull site - - the ability to swing rooms increases operational efficiencies and improves patient flow.	
Improving Access for Adult Ambulatory Care	Expand Access to Outpatient Physician Practices to Decrease the Length of Time for Patients to Get an Appointment and Decrease Wait times During Appointments	Yes	Hired additional staff and reconfigured schedules to provide evening and weekend hours in Adult Medicine and Dental Practices. In calendar year 2014, there were an additional 3,871 Medicine visits and 5,814 Dental visits.	VAP State Reports
Improving Access for Adult Ambulatory Care	Adopt Breakthrough Approach (Managing for Daily Improvement) Designed to Improve Key Metrics	Yes	DMS is operational in adult medicine and pediatric practices. The result has been an increase in satisfaction with the patient experience and improved through put. In the Pediatric clinic we have seen the next available appointment time drop from a high of eighteen days to a current average of five days, an over 70% decrease. The average Fill Rate, a productivity measure in Adult Medicine, has increased from 70 to 85%. In order to increase access for patients in Women's Health we now offer same day appointments for patients with a positive pregnancy test. We have also instituted a dedicated Provider for walk-in patients in both the Medicine and Pediatric clinics. Sorian compliance in Pediatrics has improved from a low of 40% to a December average of 100%. Adult Medicine improved from 89 to 100% compliance.	Feedback from consumers in the form of "Bravo" cards and HCAHPS scores DMS statistics
Improve Care Management / Coordination	Integrate Chemical Dependency and Psychiatry Staff to Provide Appropriate Treatment for Dual-Diagnosed Patients	Yes	Following a Rapid Improvement Event (RIE) in July of 2015 that tested the viability and impact of establishing a co-occurring disorder practice and the Integrated Recovery Program was opened. Patients with severe mental health issues coupled with substance use and social issues (e.g., housing stability) were referred to the unit via a warm hand-off to improve the likelihood of linkage to care. During the first five months of operation 17 patients were enrolled in services, currently 3 are active.	Interview with staff.

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
Obesity	Conduct Biweekly Obesity Clinic that Monitors Children Between 2 to 21 years Who are Overweight or at Risk of Overweight	Yes	The Practice operates twice monthly, seeing 11-12 children per session. Some resistance has been noted. Feedback from parents indicate that they do not accept that their children are obese. Pediatrics recognizes that there are cultural issues at play with parents not recognizing that their child has a weight problem. To address this, provider staff uses tools, such as a growth chart or FIT Cards to begin a dialog about weight control. For example, children with BMI in the 95 percentile will need to lose weight. The provider works with the parents to help them to identify intermediate goals, such as reducing sugary drinks and television time, and identifying healthy portions. Staff works with parents over time to modify behavior.	Utilization report and feedback from Director of the Practice.
Obesity	Develop Healthy Lifestyles Among Youth through Kids Ride Club	Yes	Under the auspices of the Medical Director's Office, children from area schools participated in 16 planned, chaperoned bike rides. Each participant rode an average of 383 miles, covering nearly 14,000 miles. It is estimated that they burned more than 777,000 calories, or the equivalent of 216 pounds.	Kids Ride Club Annual Report
Mental Health	Provide 24-hour, 7-days a Week Emergency Care to Individuals in Crisis through Psychiatric Emergency Department	Yes	All renovations completed and regulatory approval gained to operate CPEP (Comprehensive Psychiatric Emergency Program). CPEP was opened November 18, 2015.	
Mental Health	Address Unique Needs, Increase Engagement, and Improve Management of Chronic Medical Conditions for Adult Psychiatry Clinic Patients through the Center for Integrated Health (CIH)	Yes	A multi-disciplinary team managed a caseload of 845 patients with mental illness and provided 4,162 primary care visits in FY2013. Each patient has been referred into the service and is an active patient in the Psychiatric Practice. CIH has had a positive impact on health outcomes, e.g., the management of chronic diseases. There is a higher percentage of CIH patients with blood pressure under control, compared to the facility as a whole; a higher percentage of patients with diabetes under control; and a greater percentage of diabetics completing annual nephrology referrals.	Chronic care initiative data.

Significant Health Need Identified in 2013 CHNA	Planned Activities Listed in the 2013 Implementation Strategy	Was the Activity Implemented? (Yes/No)	Result or Impact	Supporting Data and Data Sources
Mental Health	Provide Intensive Group Counseling and Craving Reduction and or Nicotine Replacement Therapies to Individuals 19 Years of Age and Older Seeking Tobacco Dependence Treatment through the Tobacco Cessation Program	Yes	The Quit Smoking Program is housed in the Division of Chemical Dependency. Outreach daily in both the outpatient and inpatient settings, enrolling 300 per month into the program. At the time of enrollment they are offered individual and group interventions along with nicotine replacement therapy and Chantix. Success rate for quitting is approximately 27%.	Program Staff.

Appendix 4. Community Resources

Appendix 4 is a listing of health and social services available to low-income, uninsured, and underinsured individuals in the neighborhoods included in the primary service area of NYC Health + Hospitals, sorted by borough and neighborhood. Organization services are in the following categories: Dental, Vision, Adult Day Health, Health center, Insurance enrollment, Home Health, Hospital, Nursing Home, Prescription Drug, Immigration Support, Mental Health-Inpatient, Mental Health-Ambulatory, Substance Use, Social Services, Financial Assistance, and Wellness/Prevention.

Source: Health Information Tool for Empowerment (HITE), a program of the not-for-profit Foundation affiliate of the Greater New York Hospital Association (GNYHA). <http://www.hitesite.org/Default.aspx>. Accessed 3/11/2016.

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Brooklyn:																	
Bedford- Stuy- Crown Heights																	
ACT Team - Services for the Underserved (SUS)	2010 Atlantic Ave, Brooklyn, NY 11233												Y				
Ancient Song Doula Services	375 Stuyvesant Avenue, Second Floor, Brooklyn, NY 11233																Y
Bed-Stuy Campaign Against Hunger	2010 Fulton Street, Brooklyn, NY 11233					Y	Y								Y	Y	Y
BMS Institute for Specialty and Integrative Services (ISIS @ Bristol)	259 Bristol Street, 3rd floor, Brooklyn, NY 11212				Y	Y											Y
BMS WIC Program - Faith Hope & Charity Day Care Center	408 Rockaway Ave, Brooklyn, NY 11212															Y	Y
Brookdale Family Care Center - Bristol Street	1380 Linden Boulevard, (at Bristol Street), Brooklyn, NY 11212				Y	Y											Y
Brookdale Family Care Center - Eastern Parkway	1873 Eastern Parkway, (at Atlantic Avenue), Brooklyn, NY 11233				Y	Y											Y
Brookdale Medical Center - Children's Inpatient Mental Health Services	One Brookdale Plaza, Brooklyn, NY 11212										Y						
Brookdale Medical Center - Children's Outpatient Mental Health Services	One Brookdale Plaza, 12th Floor, Brooklyn, NY 11212											Y					
Brookdale University Hospital Ambulatory Care Center	One Brookdale Plaza, Brooklyn, NY 11212	Y	Y		Y	Y											Y
Brookdale University Hospital and Medical Center - Adult Mental Health Services	One Brookdale Plaza, Brooklyn, NY 11212										Y	Y		Y			
Brookdale University Hospital and Medical Center - Dental Clinic	One Brookdale Plaza, Brooklyn, NY 11212	Y															
Brookdale University Hospital and Medical Center - Brookdale Urgent Care Center	One Brookdale Plaza, Brooklyn, NY 11212							Y									
Brookdale Urgent Care Center	1235 Linden Boulevard, Brooklyn, NY 11212				Y												
Brooklyn Community Services - Atlantic Avenue Early Learning Center	1825 Atlantic Avenue, Brooklyn, NY 11233														Y		
Brooklyn Jubilee - Community Meal Legal Help Desk at Gethsemane Baptist Church of Deliverance	144 Newport Street, Brooklyn, NY 11212														Y		Y
Brooklyn Public Library - The Place - Saratoga	8 Thomas S. Boyland Street, Brooklyn, NY 11233														Y		
Brownsville Child Health Clinic	259 Bristol Street, Brooklyn, NY 11212				Y	Y											
Brownsville Multi-Service (BMS) Family Health Center - Main Site	592 Rockaway Avenue, Brooklyn, NY 11212	Y	Y		Y	Y						Y		Y	Y	Y	Y
Brownsville Multi-Service Family Health Center - Life & Wellness Center	408 Rockaway Avenue, Brooklyn, NY 11212					Y									Y	Y	Y
Brownsville Recreation Center	1555 Linden Boulevard, Brooklyn, NY 11212																Y
CAMBA - Beacon Center at I.S. 271	1137 Herkimer Street, Brooklyn, NY 11233														Y		
CAMBA - The Gathering Place Homeless Drop-In Center	2402 Atlantic Avenue, Brooklyn, NY 11233														Y	Y	
CHAD Home Health Agency	1430 Pitkin Avenue, Brooklyn, NY 11233						Y										
Community Parents, Inc. - Community Parents Head Start	90 Chauncey Street, Brooklyn, NY 11233														Y		
Community Parents, Inc. - Medgar Evers Head Start	60 East 93rd Street, Brooklyn, NY 11212														Y		
Comunilife - Doña Rosita II, Congregate Housing	750 Rockaway Avenue, Brooklyn, NY 11212														Y		
EmblemHealth Small Steps Free Classes - Bedford-Stuyvesant	1137 Herkimer Street, IS 271, Brooklyn, NY 11233																Y
Family Services Network of New York - Mother Gaston Blvd.	406 Mother Gaston Boulevard, Brooklyn, NY 11212														Y		Y
Healthy Families Brookdale	1 Brookdale Plaza, Brookdale Hospital Medical Center, Brooklyn, NY 11212														Y		Y
Hugh Gilroy Senior Center	447 Kingsboro 4th Walk, 2nd floor, Brooklyn, NY 11233														Y		
Interfaith Medical Center - Alternative Housing Apartment Program	1366 East New York Avenue, Brooklyn, NY 11212														Y		
Live Light Live Right	1 Brookdale Plaza, Brookdale Hospital, Brooklyn, NY 11212																Y
Long Life Information and Referral Network	1958 Fulton Street, Brooklyn, NY 11233														Y		
MIC Women's Health Services - Eastern Parkway	1873 Eastern Parkway, Brooklyn, NY 11233				Y												Y
Missionaries of Charity - Queen of Hope Maternity Residence	262 Macon Street, Brooklyn, NY 11233														Y		Y
Neighbors Together	2094 Fulton Street, Brooklyn, NY 11233														Y	Y	
New York City Children's Center - Brooklyn	1819 Bergen Street, Brooklyn, NY 11233											Y		Y			
Paul J. Cooper Center for Human Services - Alcohol and Substance Abuse Services	510 Gates Avenue, 2nd Floor, Brooklyn, NY 11212													Y			
Police Athletic League - Brownsville Beacon	985 Rockaway Avenue, Brooklyn, NY 11212														Y		Y
Saint Vincent's - Methadone Maintenance Treatment Services - Powell Street	211-221 Powell Street, Brooklyn, NY 11212													Y			
Salvation Army - Brownsville Community Center	280 Riverdale Avenue, Brooklyn, NY 11212														Y	Y	
Saratoga Square Senior Center	930 Halsey Street, Brooklyn, NY 11233														Y		
SCO Early Head Start Program at First Step NYC	225 Newport Street, Brooklyn, NY 11212														Y		Y

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
SCO Family of Services - Early Childhood Programs	69-71 Saratoga Avenue, Brooklyn, NY 11233																Y
SCO Family of Services - Family Dynamics Beacon Center	272 MacDonough Street, Beacon Center at MS 35, Brooklyn, NY 11233														Y		
SCO Family of Services - FirstStepNYC	225 Newport Street, Brooklyn, NY 11212																Y
Seamen's Society for Children and Families - Brooklyn	1668 Pitkin Ave, Brooklyn, NY 11212														Y		
St. Mark's Family Services Council - Bishop Sexton Head Start	933 Herkimer Street, Brooklyn, NY 11233														Y		
The Brookdale University Hospital and Medical Center - Treatment for Life Center	One Brookdale Plaza, Aaron Pavilion, 5th Floor, Brooklyn, NY 11212				Y										Y		Y
The Brooklyn Children's Center - Community Respite Program	451 Ralph Avenue, Brooklyn, NY 11233										Y						
The Schulman and Schachne Institute for Nursing and Rehabilitation	555 Rockaway Parkway, Brooklyn, NY 11212							Y									
Tilden Senior Center	630 Mother Gaston Boulevard, Brooklyn, NY 11212														Y		
True Holy Church of God in Christ Jesus - Food Pantry	2340 Atlantic Avenue, Brooklyn, NY 11233														Y	Y	
Urban Strategies - Fannie Barnes Residence	829 Saratoga Avenue, Brooklyn, NY 11212														Y	Y	
Volunteers of America - East New York SRO	1381 East New York Avenue, Brooklyn, NY 11212														Y		
Wayside Out-Reach Development, Inc. - Mount Ararat Presentation Senior Center	1630 St. Marks Avenue, Brooklyn, NY 11233														Y		
Wayside Out-Reach Development, Inc. - Rosetta Gaston Senior Center	460 Dumont Avenue, Brooklyn, NY 11212														Y		
Wayside Out-Reach Development, Inc. - Wayside Meals on Wheels	467 Thomas S. Boyland Street, Brooklyn, NY 11233														Y	Y	
Canarsie- Flatlands																	
Abe Stark Senior Center	103-15 Farragut Road, Brooklyn, NY 11236														Y		
Brownsville Community Residential Center	657 East 98th Street, Brooklyn, NY 11236													Y			
Catholic Charities of Brooklyn and Queens - East New York/ Brownsville Family Support Center	1165 Rockaway Avenue, Brooklyn, NY 11236														Y		
Four Seasons Nursing and Rehabilitation Center	1555 Rockaway Parkway, Brooklyn, NY 11236							Y									
ICL - Canarsie Mental Health Center	1310 Rockaway Parkway, Brooklyn, NY 11236											Y					
ICL - Rockaway Parkway Center	2128 Rockaway Parkway, Brooklyn, NY 11236											Y					
Interborough Developmental and Consultation Center - Canarsie Clinic	9413 Flatlands Avenue, Brooklyn, NY 11236											Y					
JASA at HES Senior Center	9502 Seaview Avenue, Brooklyn, NY 11236														Y		
Neighborhood Housing Services of New York City (NHSNYC) - Canarsie Satellite Office	9715 Avenue L, Brooklyn, NY 11236															Y	
River Manor Care Center	611 East 103rd Street, Brooklyn, NY 11236							Y									
Sesame Flyers International, Inc. Bildersee Beacon at I.S. 68	956 East 82nd Street, Brooklyn, NY 11236									Y					Y		Y
The New H.E.S. (Hebrew Educational Society)	9502 Seaview Avenue, Brooklyn, NY 11236														Y		Y
The New HES - Healthy Families	9502 Seaview Avenue, Brooklyn, NY 11236											Y			Y		
Coney Island- Sheepshead Bay																	
Bridge Back to Life Center - Coney Island	3044 Coney Island Avenue, 3rd Floor, Brooklyn, NY 11235											Y	Y				
Brighton Neighborhood Association	1002 Brighton Beach Avenue, Space inside Chase Manhattan Bank, Brooklyn, NY 11235									Y					Y	Y	
City-Pro Group Inc.- Brooklyn	2625 East 14th Street, Brooklyn, NY 11235														Y		
Coney Island Hospital - Acute Care Addictions Program (ACAP)	2601 Ocean Parkway, 3 East, Main Bldg, Brooklyn, NY 11235														Y		
Coney Island Hospital - Adult Mental Health Inpatient Services	2601 Ocean Parkway, Hammett Pavilion, Brooklyn, NY 11235										Y						
Coney Island Hospital - Chemical Dependency Treatment Services	2601 Ocean Parkway, Hammett Pavilion, Brooklyn, NY 11235												Y				Y
Coney Island Hospital - Mental Health Outpatient Services	2601 Ocean Parkway, Hammett Pavilion, Brooklyn, NY 11235											Y					
Coney Island Hospital - Outpatient Department	2601 Ocean Parkway, Brooklyn, NY 11235				Y										Y		Y
Coney Island Hospital Ambulatory Care - Health Homes	2601 Ocean Parkway, Hammett Pavilion, Brooklyn, NY 11235											Y					
Coney Island Hospital	2601 Ocean Parkway, Brooklyn, NY 11235							Y									
First Steps to Recovery - Brooklyn	2990 Brighton 12th Street, Suite F1, Brooklyn, NY 11235													Y			
JASA - Brighton - Manhattan Beach Senior Center	60 West End Avenue, Brooklyn, NY 11235														Y		
JASA - Manhattan Beach Senior Alliance Senior Center	161 Corbin Place, Brooklyn, NY 11235														Y		
JASA Warbasse Cares for Seniors NORC (Naturally Occurring Retirement Community)	2844 Ocean Parkway, Brooklyn, NY 11235														Y		

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
JBFCS - Neptune Family Services	3360 Shore Parkway, Suite C1, Brooklyn, NY 11235																
Menorah Center for Rehabilitation and Nursing Care	1516 Oriental Boulevard, Brooklyn, NY 11235								Y								
Sheepshead Nursing & Rehabilitation Center	2840 Knapp Street, Brooklyn, NY 11235								Y								
Shorefront Y of Brighton - Manhattan Beach	3300 Coney Island Avenue, Brooklyn, NY 11235									Y					Y		
Shoreview Nursing Home	2865 Brighton 3rd Street, Brooklyn, NY 11235								Y								
Stephen B. Siegal Adult Day Center - AHRC	2621 East 17th Street, Brooklyn, NY 11235														Y		
Warbasse Practice	2952 Brighton 3rd Street, Brooklyn, NY 11235				Y												
East New York																	
AdvantageCare Physicians - Lindenwood Medical Center	2832 Linden Boulevard, Brooklyn, NY 11208		Y		Y												Y
Anthony L. LaMarca Family Health Center	179 Jamaica Avenue, Brooklyn, NY 11207				Y											Y	Y
BMS Family Health Center at Genesis	360 Snediker Avenue, Brooklyn, NY 11207				Y	Y									Y		Y
Bowery Residents' Committee - Fulton House	2570 Fulton Street, Brooklyn, NY 11207														Y		
Brightpoint Health - Alpha School	2400 Linden Blvd, Brooklyn, NY 11208													Y			
Brookdale Family Care Center - Linden Boulevard	2554 Linden Boulevard, Brooklyn, NY 11208	Y			Y	Y											Y
Brookdale Family Care Center - New Lots Avenue	465 New Lots Avenue, Brooklyn, NY 11207	Y			Y	Y										Y	Y
Brookdale Family Care Center - Pennsylvania Avenue	1110 Pennsylvania Avenue, Brooklyn, NY 11207				Y	Y											Y
Brooklyn Community Services - Adolescent Education and Employment Program	2673 Atlantic Avenue, Brooklyn, NY 11207														Y		
Brooklyn Community Services - East New York Clubhouse	2697 Atlantic Avenue, Brooklyn, NY 11207														Y		
Brooklyn Community Services - East New York Family Center	400 Liberty Avenue, 2nd Floor, Brooklyn, NY 11207														Y		
Brooklyn Queens Nursing Home	2749 Linden Boulevard, Brooklyn, NY 11208								Y								
Brooklyn United Methodist Church Home & Adult Day Care Center	1485 Dumont Avenue, Brooklyn, NY 11208			Y					Y								
Bushwick Bright Start - Healthy Families New York	1491 Broadway, 4th Floor, Brooklyn, NY 11207														Y		Y
Bushwick Center for Rehabilitation and Healthcare (Centers for Specialty Care Group)	50 Sheffield Avenue, Brooklyn, NY 11207			Y					Y								
Catholic Charities of Brooklyn and Queens - ENY Family Support Center	3060 Fulton Street, Brooklyn, NY 11208														Y		
Christ the Rock World Restoration Church International - Social Service Ministry	770-784 Glenmore Avenue, Brooklyn, NY 11208					Y									Y		Y
COACH Young Adult Internship Program	2930 Fulton Street, 2nd Floor, Brooklyn, NY 11207														Y		
Community Healthcare Network - Dr. Betty Shabazz Health Center	999 Blake Avenue, Brooklyn, NY 11208				Y	Y							Y	Y	Y		Y
Cypress Hills - Fulton Street Senior Center	3208 Fulton Street, Brooklyn, NY 11208														Y		
Cypress Hills Child Care Corporation	3295 Fulton Street, Brooklyn, NY 11208														Y		
Cypress Hills Community Learning Center at I.S. 171	528 Ridgewood Avenue, Brooklyn, NY 11208									Y					Y		
Cypress Hills Local Development Corp. - Health Insurance Counseling	2966 Fulton Street, Brooklyn, NY 11208					Y											
Cypress Hills Local Development Corp.	3214 Fulton Street, Brooklyn, NY 11208														Y	Y	
Cypress Hills Local Development Corporation - East New York Beacon at I.S. 302	350 Linwood Street, Brooklyn, NY 11208									Y					Y		
East New York Diagnostic & Treatment Center	2094 Pitkin Avenue, Brooklyn, NY 11207	Y	Y		Y	Y							Y	Y	Y	Y	Y
East New York Family Center	400 Liberty Avenue, Brooklyn, NY 11207														Y		
East New York Urban Youth Corps	539 Alabama Avenue, Brooklyn, NY 11207														Y		Y
Family Services Network of New York - Bushwick Ave.	1420 Bushwick Avenue, Brooklyn, NY 11207														Y	Y	Y
Family Services Network of New York - Harm Reduction Program	1766 Broadway, Brooklyn, NY 11207													Y	Y		Y
Georgia L. McMurray Day Care	675 Lincoln Avenue, Brooklyn, NY 11208														Y		
Groundwork for Success (GWS) Program	692 Blake Avenue, Brooklyn, NY 11207														Y		
ICL - Family Resource Center	2581 Atlantic Avenue, 2nd floor, Brooklyn, NY 11207														Y		
ICL - Highland Park Center	2581 Atlantic Avenue, Brooklyn, NY 11207												Y				
Kings County Hospital Center - Commodity Supplemental Food Program (CSFP)	840 Alabama Avenue, Brooklyn, NY 11207														Y	Y	Y
Linden Center for Nursing and Rehabilitation	2237 Linden Boulevard, Brooklyn, NY 11207								Y								
MediSys Family Care Center - East New York	3080 Atlantic Avenue, Brooklyn, NY 11208	Y			Y												Y
North Brooklyn YMCA	570 Jamaica Avenue, Brooklyn, NY 11208														Y		Y
NYPCC - Bushwick Child and Family Mental Health Center	102 Pilling Street, Brooklyn, NY 11207												Y				
NYPCC - East New York Child and Family Mental Health Center	2857 Linden Boulevard, Brooklyn, NY 11208												Y				

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Partnership for the Homeless - Family Resource Center	100 Pennsylvania Avenue, 3rd Floor, Brooklyn, NY 11207														Y	Y	
Police Athletic League - I.S. 218 Beacon	370 Fountain Avenue, Brooklyn, NY 11208														Y		Y
Puerto Rican Family Institute - East New York Child Placement Prevention Program	2924 Fulton Street, 1st Floor, Brooklyn, NY 11207														Y		
Saint Vincent's - St. Martin DePorres Methadone Maintenance Treatment Center	480 Alabama Avenue, Brooklyn, NY 11207													Y			
SCO Family of Services - Brooklyn Blended Case Management/Home and Community-Based Waiver Services	1420 Bushwick Avenue, 2nd Floor, Brooklyn, NY 11207										Y	Y					
SCO Family of Services - Family Dynamics Bushwick	1420 Bushwick Avenue, Brooklyn, NY 11207														Y		
START Treatment & Recovery Centers - East New York	494 Dumont Avenue, Brooklyn, NY 11207													Y			
Sutter Avenue Child Health Clinic	1091 Sutter Avenue, Brooklyn, NY 11208				Y												
United Community Center	613 New Lots Avenue, Brooklyn, NY 11208										Y				Y		Y
University Settlement - Children's Corner Early Childhood Center	565 Livonia Avenue, Brooklyn, NY 11207														Y		
Urban Resource Institute - The Marguerite T. Saunders Urban Center for Alcoholism Services	2639 Atlantic Avenue, Brooklyn, NY 11207													Y			
Urban Strategies - Early Learn	1091 Sutter Ave, Brooklyn, NY 11208														Y		
Wayside Out-Reach Development, Inc. - Boulevard Senior Center	726 Stanley Avenue, Brooklyn, NY 11207														Y		
Women's Prison Association - Brooklyn Community Office/Family Treatment Rehabilitation	2632 Atlantic Avenue, Brooklyn, NY 11207														Y		
YMCA of Greater New York - Y Roads Literacy Center - East New York	60 Williams Avenue, Brooklyn, NY 11207														Y		
Flatbush- E. Flatbush																	
Aim High Children's Services	83 Marlborough Road, Brooklyn, NY 11226														Y		
Baltic Street Advocacy, Employment, and Housing (AEH), Inc. - Self-Help & Advocacy for Older Adults	681 Clarkson Avenue, Kingsboro Psychiatric Center, Brooklyn, NY 11203														Y		
Bridging Access to Care - Church Avenue	2261 Church Avenue, Brooklyn, NY 11226														Y		Y
Bridging Access to Care (formerly Brooklyn AIDS Task Force) - Chapel Street	2261 Church Avenue, Brooklyn, NY 11226														Y	Y	
Brookdale Family Care Center - Flatbush Avenue	1095 Flatbush Avenue, Brooklyn, NY 11226				Y	Y											Y
Brooklyn Center for Families in Crisis	1309-1311 Foster Avenue, Brooklyn, NY 11226												Y				
Brooklyn Free Clinic	840 Lefferts Avenue, Brooklyn, NY 11203				Y												
Brooklyn Public Library - Adult Literacy - Flatbush Learning Center	22 Linden Boulevard, Brooklyn, NY 11226										Y				Y		
CAMBA - Adult Literacy Center	885 Flatbush Avenue, Brooklyn, NY 11226														Y		
CAMBA - Home Visiting Program	2241 Church Avenue, 2nd Floor, Brooklyn, NY 11226														Y		Y
CAMBA - Immigration, Refugee, and Diversity Programs	2211 Church Avenue, 3rd Floor, Room 301, Brooklyn, NY 11226										Y						
CAMBA - Job Training and Placement Services	2211 Church Avenue, Brooklyn, NY 11226														Y		
CAMBA - Legal Services	885 Flatbush Avenue, Second Floor, Brooklyn, NY 11226										Y				Y		
CAMBA - Next Step Program	2211 Church Avenue, Brooklyn, NY 11226														Y		
CAMBA - Nutrition Outreach Education Program	885 Flatbush Avenue, Brooklyn, NY 11226																Y
CAMBA - Small Business Services	2211 Church Avenue, Suite 207, Brooklyn, NY 11226														Y	Y	
CAMBA - Tenant Support Services	2211 Church Avenue, Brooklyn, NY 11226														Y		
CAMBA - Victim Assistance Program	885 Flatbush Avenue, 3rd Floor, Brooklyn, NY 11226														Y		
CAMBA	1720 Church Avenue, Brooklyn, NY 11226										Y			Y	Y	Y	
Caribbean Women's Health Association - Main Office	3512 Church Avenue, Brooklyn, NY 11203										Y				Y		Y
Caribbean-American Family Health Center	3414 Church Avenue, Brooklyn, NY 11203	Y			Y	Y									Y		Y
Caton Park Nursing Home	1312 Caton Avenue, Brooklyn, NY 11226							Y									
Cerebral Palsy Associations of NYS - Linda-Buch Gherardi Center Day Program	921 East New York Avenue, Brooklyn, NY 11203														Y		
Christopher C. Blenman Senior Center	720 East New York Avenue, Brooklyn, NY 11203														Y		
Community Options, Inc. - Brooklyn Office	161 Woodruff Avenue, Brooklyn, NY 11226														Y		
Diaspora Community Services - Satellite Office	2222 Church Avenue, Brooklyn, NY 11226					Y					Y				Y		Y
Ditmas Park Care Center	2107 Ditmas Avenue, Brooklyn, NY 11226							Y									
Dr. Claude Michel Memorial Medical Clinic	2814 Clarendon Road, Brooklyn, NY 11226	Y			Y												
Dr. Susan Smith McKinney Nursing & Rehabilitation Center	594 Albany Avenue, Brooklyn, NY 11203			Y				Y									
EmblemHealth Small Steps Free Classes - Flatbush	157 St. Paul's Place, St. Paul's Episcopal Church, Brooklyn, NY 11226																Y
Erasmus Neighborhood Federation (ENF)	814 Rogers Avenue, Brooklyn, NY 11226										Y				Y		
Family Health Services - Lefferts Avenue	840 Lefferts Avenue, Brooklyn, NY 11203				Y												Y
Family Services Network of New York - Community Follow-up Program	123 Linden Blvd., Brooklyn, NY 11226														Y		
Flatbush Development Corporation	1616 Newkirk Avenue, Brooklyn, NY 11226										Y				Y		

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
HCC, Inc.	123 Linden Boulevard, 3rd Floor, Brooklyn, NY 11226										Y		Y	Y	Y		Y
HeartShare St. Vincent's Services - East Brooklyn Family Service Center	123 Linden Boulevard, Brooklyn, NY 11226														Y		Y
HEAT (Health & Education Alternatives for Teens)	760 Parkside Avenue, #308, Brooklyn, NY 11226				Y										Y		Y
Interborough Developmental and Consultation Center - Crown Heights Clinic	921 East New York Avenue, Brooklyn, NY 11203											Y					
Kings County Hospital - Comprehensive Alcoholism Outpatient Center	451 Clarkson Avenue, R Building, Brooklyn, NY 11203													Y			
Kings County Hospital - Dental Clinic	451 Clarkson Avenue, Brooklyn, NY 11203	Y															
Kings County Hospital - Dental Clinic	451 Clarkson Avenue, E Building, 1st Floor, Brooklyn, NY 11203	Y															
Kings County Hospital Center - Center for HOPE	451 Clarkson Avenue, E Building, Suite C, 4th Floor, Brooklyn, NY 11203				Y										Y		Y
Kings County Hospital Center - Child and Adolescent Psychiatry Outpatient Clinic	451 Clarkson Avenue, R building, 7th Floor, Brooklyn, NY 11203											Y					
Kings County Hospital Center - Department of Behavioral Health	451 Clarkson Avenue, R Building, Brooklyn, NY 11203										Y	Y	Y				
Kings County Hospital Center - Family Care Center	451 Clarkson Avenue, E Building, 4th Floor, Brooklyn, NY 11203				Y										Y		Y
Kings County Hospital Center - Outpatient Department	451 Clarkson Avenue, E Building, Brooklyn, NY 11203	Y			Y	Y						Y					Y
Kings County Hospital Center - Parkinson's Disease Clinical Center of Excellence	451 Clarkson Avenue, E Building, 8th Floor, Brooklyn, NY 11203				Y												
Kings County Hospital Center - The Adolescent Clinic	451 Clarkson Avenue, E Building, 4th Floor, Suite B, Brooklyn, NY 11203				Y										Y		Y
Kings County Hospital Center - WIC Program - Downtown Campus	451 Clarkson Avenue, T Building, Brooklyn, NY 11203															Y	Y
Kings County Hospital Center	451 Clarkson Avenue, Brooklyn, NY 11203							Y									
Kingsbrook Jewish Medical Center - Elias Thall Dental Center	585 Schenectady Avenue, Brooklyn, NY 11203	Y															
Kingsbrook Jewish Medical Center - Mental Health Unit	585 Schenectady Avenue, Brooklyn, NY 11203										Y	Y		Y			
Kingsbrook Jewish Medical Center - Outpatient Department	585 Schenectady Avenue, Brooklyn, NY 11203	Y	Y		Y												Y
Kingsbrook Jewish Medical Center - Screenings	535 Schenectady Avenue, Suite 100, Brooklyn, NY 11203																Y
Kingsbrook Jewish Medical Center	585 Schenectady Avenue, Brooklyn, NY 11203							Y									Y
Linden Children's Services - Pediatric Office	350 Ocean Avenue, Brooklyn, NY 11226				Y												
Metro Community Health Center - Brooklyn	842 Lefferts Avenue, Brooklyn, NY 11203	Y	Y		Y							Y		Y			
Neighborhood Housing Services of New York City (NHSNYC) - East Flatbush Office	2806 Church Avenue, Brooklyn, NY 11226															Y	
New York Methodist Hospital Family Health Center - Nostrand Avenue	1910 Nostrand Avenue, Brooklyn, NY 11226				Y												Y
Newkirk Family Health Center	1401 Newkirk Avenue, Brooklyn, NY 11226				Y												Y
Rutland Nursing Home	585 Schenectady Avenue, Brooklyn, NY 11203								Y								
S.U.N.Y. Downstate Medical Center - Center for Healthcare Services/Internal Medicine Annex	470 Clarkson Avenue, Brooklyn, NY 11203				Y												Y
S.U.N.Y. Downstate Medical Center - Family Practice Center	470 Clarkson Avenue, Suite B, Brooklyn, NY 11203				Y												Y
S.U.N.Y. Downstate Medical Center - Star Health Center	470 Clarkson Avenue, Box 1240, Brooklyn, NY 11203				Y										Y		Y
S.U.N.Y. Downstate Medical Center (Health Science Center at Brooklyn)	450 Clarkson Avenue, Brooklyn, NY 11203					Y	Y										
Sesame Flyers International Inc. Winthrop Beacon III Community Center	905 Winthrop Street, Brooklyn, NY 11203									Y					Y		Y
Sesame Flyers International, Inc.	3510 Church Avenue, Brooklyn, NY 11203																Y
St. Mark's Family Services Council - St. Mark's Head Start	2017 Beverly Road, Brooklyn, NY 11226														Y		
SUNY Downstate Medical Center - Center for Community Health Promotion & Wellness	445 Lenox Road, Brooklyn, NY 11203														Y		Y
The League School	567 Kingston Avenue, Brooklyn, NY 11203														Y		
The League Treatment Center - East Flatbush	885 Rogers Avenue, Brooklyn, NY 11226														Y		
The PATH Center - Brooklyn Community Program	2222 Church Avenue, Brooklyn, NY 11226				Y										Y		Y
Thomas S. Murphy Clubhouse - Madison Square Boys and Girls Club	2245 Bedford Avenue, Brooklyn, NY 11226														Y		
Williamsburg- Bushwick																	
ACE Integration Head Start	1419 Broadway, Brooklyn, NY 11221														Y		Y
After Hours Project, Inc.	1204 Broadway, Brooklyn, NY 11221													Y	Y		Y
Bedford Medical Family Health Center	314 Wallabout Street, 1B, Brooklyn, NY 11206				Y												
Bedford-Stuyvesant Family Health Center - Broadway	1238 Broadway, Brooklyn, NY 11221				Y	Y											Y
Black Veterans for Social Justice, Inc.	665 Willoughby Avenue, Brooklyn, NY 11206														Y	Y	

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
Borinquen Plaza Neighborhood Senior Center - Ridgewood Bushwick Senior Citizens Council	80 Seigel Street, Brooklyn, NY 11206														Y		
Bridge Street AWME Church	277 Stuyvesant Avenue, Brooklyn, NY 11221														Y	Y	
Buena Vida Continuing Care and Rehabilitation Center	48 Cedar Street, Brooklyn, NY 11221								Y								
Bushwick Community Partnership	484 Knickerbocker Ave., 3rd Floor, Room 12, Brooklyn, NY 11221														Y		
Community Healthcare Network - CABS Center	94-98 Manhattan Avenue, Brooklyn, NY 11206	Y			Y	Y						Y			Y		Y
Comunilife - "Life is Precious" Program - Brooklyn	113 Throop Avenue, Brooklyn, NY 11206															Y	
Comunilife - Brooklyn Scattered-Site Apartments	113 Throop Avenue, Brooklyn, NY 11206															Y	
Diana H. Jones Innovative Senior Center - Ridgewood Bushwick Senior Citizens Council	9 Noll Street, Brooklyn, NY 11206										Y				Y		
El Puente - Bushwick Leadership Center	311 Central Avenue, Brooklyn, NY 11221														Y		
Eleanor Roosevelt Houses Child Health Clinic	388 Pulaski Street, Brooklyn, NY 11206				Y	Y											
Grand St. Settlement - Bushwick/Hylan Community Center	50 Humboldt Street, Brooklyn, NY 11206														Y		
Interborough Developmental and Consultation Center - Williamsburg Clinic	790 Broadway, Brooklyn, NY 11206											Y					
Interfaith Medical Center - Behavioral Health Program Adult Clinic (Satellite Location)	1038 Broadway, Brooklyn, NY 11221											Y					
JASA - Brooklyn Friendship House	202 Graham Avenue, Brooklyn, NY 11206														Y		Y
JASA - Williamsburg Senior Center	202 Graham Avenue, Brooklyn, NY 11206														Y		
JBFC - Horizons	PO Box 060280, Brooklyn, NY 11206														Y		
La Providencia Family Health Center	1280 Dekalb Avenue, Brooklyn, NY 11221	Y			Y	Y									Y		Y
Maria Lawton Senior Center	400 Hart Street, Brooklyn, NY 11206														Y		Y
Neighborhood Housing Services of New York City (NHSNYC) - Bedford-Stuyvesant Office	1012 Gates Avenue, 1st Floor, Brooklyn, NY 11221																Y
Open Door Church of God in Christ - Food Program	999 Greene Avenue, Brooklyn, NY 11221														Y		Y
Opportunities for a Better Tomorrow - Williamsburg PAC Program of Brooklyn	25 Thornton Street, Brooklyn, NY 11206 7 Debevoise Street, 2nd Floor, Brooklyn, NY 11206										Y				Y	Y	
Pesach Tikvah	18 Middleton Street, Brooklyn, NY 11206												Y		Y		
Project Re-Generation (PR-G)	150 Tompkins Avenue, Brooklyn, NY 11206														Y		
Public Health Solutions Neighborhood WIC Center - Bushwick	335 Central Avenue, Brooklyn, NY 11221																Y
Puerto Rican Family Institute - Brooklyn Mental Health Clinic	28 Debevoise St., 5th Floor, Brooklyn, NY 11206											Y			Y		
Puerto Rican Family Institute - Children's Intensive Case Management Program	28 Debevoise Street, 5th Floor, Brooklyn, NY 11206											Y					
Puerto Rican Family Institute - Home-Based Crisis Intervention Program	28 Debevoise Street, 5th Floor, Brooklyn, NY 11206														Y		
Ridgewood Bushwick Senior Citizens Council - Hope Gardens Multi-Service Center	195 Linden Street, Brooklyn, NY 11221														Y		
Ridgewood Bushwick Senior Citizens Home Care Council	533 Bushwick Avenue, Brooklyn, NY 11206														Y		
Ridgewood Bushwick Senior Citizens Houses	143 Himrod Street, Brooklyn, NY 11221														Y		
Salvation Army - Bushwick Community Center	1151 Bushwick Avenue, Brooklyn, NY 11221														Y	Y	
St. John the Baptist Parish Social Service Program	333 Hart Street, Brooklyn, NY 11206														Y	Y	
St. John's Bread and Life Program	795 Lexington Avenue, Brooklyn, NY 11221				Y						Y				Y		Y
St. Nicks Alliance - Williamsburg Community Center	195 Graham Avenue, Brooklyn, NY 11206														Y		
St. Nicks Alliance - Workforce Development	790 Broadway, 2nd Floor, Brooklyn, NY 11206										Y				Y		
START Treatment & Recovery Centers - Bushwick	1149-55 Myrtle Avenue, Brooklyn, NY 11206												Y		Y		
The Maura Clarke - Ita Ford Center - Educational Services	280 Wyckoff Avenue, Brooklyn, NY 11206										Y				Y		
Trinity Human Service Center	153 Johnson Avenue, Brooklyn, NY 11206														Y	Y	
Woodhull Medical and Mental Health Center - Bushwick Communicare	335 Central Avenue, Brooklyn, NY 11221				Y	Y											Y
Woodhull Medical and Mental Health Center - Chemical Dependency Department	760 Broadway, Brooklyn, NY 11206													Y			Y
Woodhull Medical and Mental Health Center - Dental Practice	760 Broadway, Brooklyn, NY 11206	Y															
Woodhull Medical and Mental Health Center - Sumner Avenue Houses Child Health Clinic	47 Marcus Garvey Boulevard, Brooklyn, NY 11206				Y	Y											
Woodhull Medical and Mental Health Center	760 Broadway, Brooklyn, NY 11206							Y									
Woodhull Medical Center - Paul Paroski Family Center	760 Broadway, Room 2B-151, Brooklyn, NY 11206	Y	Y		Y	Y						Y		Y	Y		Y
Woodhull Medical Center - Pediatric Clinic	760 Broadway, Brooklyn, NY 11206				Y												Y
Woodhull Medical Center - WIC Program	760 Broadway, Brooklyn, NY 11206															Y	Y
Y After School - Beacon Center	35 Starr Street, Brooklyn, NY 11221														Y		
Y After School - Eastern District YMCA	125 Humboldt Street, Brooklyn, NY 11206														Y		

Organization	Address	Dental	Vision	Adult Day	Health center	Insurance	Home Health	Hospital	Nursing Home	Prescription drug	Immigration	Mental Health-IP	Mental Health-OP	Substance Use	Social Services	Financial	Wellness/
YMCA of Greater New York - Y Roads Literacy Center - Eastern District	125 Humboldt Street, Brooklyn, NY 11206													Y			

Appendix 5. User Survey Instrument

Date:
Facility:
Location:
Staff Initials:

Assisted Self-Administered

NYC Health and Hospitals Corporation Community Health Needs Survey

The New York City Health and Hospitals Corporation (HHC) is conducting this survey as part of a community health needs assessment. The information that you provide will help HHC to better serve you and members of your community.

The survey is voluntary and confidential. You do not have to complete the survey, and you can skip questions you do not want to answer. Your name will not be written on the survey, and we will not be able to connect your answers to you personally.

It will take about 15 minutes to complete this survey. In appreciation of your time and effort, you will receive a \$5.50 MetroCard for completing this survey.

1. In general, would you say that your health is:

Excellent Good Fair Poor

2. Do you currently have health insurance?

Yes No Don't Know

2a. If yes, what type of insurance do you have?

Medicaid

Medicare

Private insurance through my employer or my spouse's employer

Private insurance through the NY State Exchange (Obamacare)

ADAP or other NY State AIDS Insurance Assistance

Other (please specify) _____

3. Have you seen a personal doctor or your regular doctor in the past 12 months for a visit (for example, for an annual check-up or for a medication refill)?

Yes No Don't know Prefer not to answer

4. Have you seen a dentist in the past 12 months?

Yes No Don't know Prefer not to answer

5. Do you have children under the age of 18 living with you?

Yes No

5a. If yes, are you able to get an appointment with your child's doctor when you need to?

- Always
- Sometimes
- Never

6. Based on your experience with your family, friends, and neighbors, please rate each of the following health issues based on how serious and/or widespread they are ***in your community***.

	Very serious	Somewhat serious	Not serious	Don't know / Not applicable
Heart disease, high cholesterol, stroke				
Cancer				
Diabetes				
Asthma and other breathing issues				
Hypertension/ high blood pressure				
Violence				
Mental illness and psychiatric disorders				
Dementia including Alzheimer's				
Obesity				
Premature births, low birth weight				
HIV, Hepatitis, STDs				
Alcohol and/or drug use				
Smoking				

7. Have there been times in the last month when you could not afford to eat?
 Yes No

8. Have you encountered any of the following challenges when seeking or obtaining health care?

	Yes	No
Barriers related to finances, such as the cost of co-pays, not having insurance, or not being able to take time off from paid work to see your doctor.		
Barriers related to accessing healthcare, such as not having transportation, or not being able to get a timely appointment.		
Barriers related to culture, language, or religion, including concerns that you may experience stigma or discrimination by your healthcare providers.		

9. Have you been to the emergency room in the last year?
 Yes No

9a. If yes, some people go to the emergency room because they do not have a regular doctor. In the past year, have you gone to the emergency room instead of visiting your doctor for any of the following reasons? (Check all that apply.)

- I didn't have insurance
- I do not have a regular doctor
- It takes too long to get an appointment
- My doctor's office or clinic wasn't open
- I like that I can get everything I need during a single visit to the emergency room (for example, see a doctor, get a lab test and have my prescription filled)
- Other, specify: _____

Finally, we'd like to get some background information.

10. What is your ZIP code: _____

11. How old are you? _____

12. What do you consider yourself?

- Female
- Male
- Transgender
- Prefer not to answer

13. What is your race/ethnicity?

White
Black or African American
More than 1 race
Asian, specify: _____
Hispanic or Latino/a, specify: _____
American Indian or Alaskan Native
Prefer not to answer

Native Hawaiian or other Pacific Islander
Other, specify: _____

14. Were you born outside of the U.S.?

Yes
No
Prefer not to answer

14a. If yes, in what country you were born?

15. In what language do you prefer to receive health care?

English	Haitian/French Creole	Urdu
Spanish	Hindi	Yiddish
Arabic	Italian	
Chinese (Mandarin, Cantonese, or other)		
Korean	Prefer not to answer	
French	Russian	
Other, specify: _____		

16. In the past year, have you gone anywhere else to receive healthcare?

Yes
No

If yes, where _____

17. What is it about [FACILITY] that you like the MOST? (Check all that apply)

- Physicians
- Nurses
- Clerical Staff
- Social Services
- Cost
- Location
- Hospital Environment
- Wait time
- Language/Interpretation Services
- Other _____

18. What is it about [FACILITY] that you like the LEAST? (Check all that apply)

- Physicians
- Nurses
- Clerical Staff
- Social Services
- Cost
- Location
- Hospital Environment
- Wait time
- Language/Interpretation Services
- Other _____

19. How likely are you to recommend [FACILITY] to your family and friends?

- Very likely
- Somewhat Likely
- Not likely
- Would not recommend

20. How long have you have lived in your current neighborhood:

- Less than 1 year
- 1-5 years
- 6-10 years
- More than 10 years

21. What is your sexual orientation?

- Straight/heterosexual
- Gay, lesbian or homosexual
- Bisexual
- Other (please specify) _____
- Prefer not to answer

22. Do you know who your primary care provider is?

- Yes
- No

22a. If yes, Name of your primary care provider:

23. When being discharged, are you concerned about the following challenges:

	Yes	No
Medical condition(s)		
Family support		
Access to Home care		
Access to medications		
Access to medical care		
Access to mental health services		
Access to affordable housing		
Access to health insurance		
Financial Barriers		
Access to housing adapted for your disability needs		
Transportation		

Appendix 6. Survey Instrument for Community Advisory Boards and Hospital Leadership

Based on your experience with your family, friends, and neighbors, please rate each of the following health issues based on how serious and/or widespread they are in your hospital community.

	Very serious	Somewhat serious	Not serious	Don't know / Not applicable
Heart disease, high cholesterol, stroke				
Cancer				
Diabetes				
Asthma and other breathing issues				
Hypertension/ high blood pressure				
Violence				
Mental illness and psychiatric disorders				
Dementia including Alzheimer's				
Obesity				
Premature births, low birth weight				
HIV, Hepatitis, STDs				
Alcohol and/or drug use				
Smoking				

RESOLUTION

Authorizing NYC Health + Hospitals ("System") to negotiate and execute a Physician Services Agreement with the State University of New York/ Health Science Center at Brooklyn ("SUNY/HSCB") for the provision of General Care and Behavioral Health Services at NYC Health + Hospitals/ Kings County ("KCHC") and NYC Health + Hospitals/ Coney Island ("CIH") for a period of four years, commencing July 1, 2016 and terminating on June 30, 2020, for an amount not to exceed \$86,659,516;

AND

Further authorizing NYC Health + Hospitals to make adjustments to the contract amounts, providing such adjustments are consistent with the System's financial plan, professional standards of care and equal employment opportunity policy except that the System will seek approval from the Board of Directors for any increases in costs in any fiscal year exceeding twenty-five percent (25%) of the not to exceed amount identified in this resolution.

WHEREAS, the System has for some years entered into agreements pursuant to which various medical schools, voluntary hospitals and professional corporations provided General Care and Behavioral Health Services at System facilities; and

WHEREAS, the current Physician Services Agreement with SUNY/HSCB to provide General Care and Behavioral Health Services at KCHC shall expire on June 30, 2016; and

WHEREAS, the System, in the exercise of its powers and fulfillment of its corporate purposes, now desires that SUNY/HSCB continue to provide General Care and Behavioral Health Services at KCHC and begin to provide services at CIH; and

WHEREAS, the overall responsibility for monitoring the contract shall be under the Executive Vice President and Chief Operating Officer.

NOW, THEREFORE, BE IT

RESOLVED, that NYC Health + Hospitals ("System") is hereby authorized to negotiate and execute a Physician Services Agreement with the State University of New York/ Health Science Center at Brooklyn ("SUNY/HSCB") for the provision of General Care and Behavioral Health Services at NYC Health + Hospitals/ Kings County ("KCHC") and NYC Health + Hospitals/ Coney Island ("CIH") for a period of four years, commencing July 1, 2016 and terminating on June 30, 2020, for an amount not to exceed \$86,659,516;

BE IT FURTHER RESOLVED, that NYC Health + Hospitals is hereby authorized to make adjustments to the contract amounts, providing such adjustments are consistent with the System's financial plan, professional standards of care and equal employment opportunity policy except that the System will seek approval from the Board of Directors for any increases in costs in any fiscal year exceeding twenty-five percent (25%) of the not to exceed amount identified in this resolution.



Physician Services Contract Renewal FY 2017 to FY 2020

**State University of New York/
Health Science Center at Brooklyn**

**NYC Health + Hospitals | Kings County
NYC Health + Hospitals | Coney Island**

Antonio D. Martin, EVP & COO
Ross Wilson MD, SVP & CMO
P.V. Anantharam, SVP & CFO

NYC Health + Hospitals Board of Directors
June 30, 2016



Background

- ❖ Our hospitals have used contracting with affiliates (academic and non-academic) as a key method to engage physician services, even before NYC Health + Hospitals was formed
- ❖ The proposed contract is with the State University of New York/ Health Science Center at Brooklyn (“SUNY/HSCB”)
- ❖ The proposed total cost of this contract for consideration is \$86.7m over 4 years



Context

- ❖ The proposed agreement allows for the continued provision of some services at Kings County Hospital Center (KCHC), notably in Psychiatry, Radiology, Ophthalmology, and Radiation Oncology
- ❖ SUNY/HSCB will comply with state regulations, national accreditation standards and bylaws at KCHC, including appropriate supervision for resident programs
- ❖ The proposed agreement allows for the provision of some services at Coney Island Hospital



New Joint Challenges FY 2017 to FY 2020

- ❖ Strategic Imperatives for 2020
 - Improving patient experience
 - Increased market share
 - Improved Access
- ❖ Rolling out a new Electronic Health Record – EPIC
- ❖ Participating in service delivery changes as part of DSRIP, with workforce implications
- ❖ Workforce shortages in areas like psychiatry and primary care



Performance Incentives

- ❖ Performance measures are carefully selected to attain the goals of HHC's Strategic 2020 Vision to further assist in physician alignment with those goals
- ❖ Five percent of the physician's total contract costs are allocated to performance measures



Acute Care Performance Indicators

Patient Experience	Outpatient Access	Outpatient Care	Inpatient Care
<p>1. OUTPATIENT Satisfaction with Care Provider: Ambulatory (CMS CAHPS)</p> <p>2. INPATIENT Communication between Physicians and Patients (CMS HCAHPS)</p>	<p>3. Appointment Fill Rate in Primary Care</p> <p>4. ED Cycle Time – Improve median time from “Door to Leave” time in Emergency Room for Admitted Patients</p> <p>5. Primary Care panel size greater than or equal to 1,500</p>	<p>6. Documentation of Co-morbidities for Outpatient Services</p>	<p>7. Reduce ALOS for Acute Care Patients</p> <p>8. Reduce 30 Day Readmission Rate for All Cause</p>



Proposed Contract Costs

Facility	FY 2017	FY 2018	FY 2019	FY 2020	Total
KCHC	\$20,333,861	\$20,333,861	\$20,333,861	\$20,333,861	\$80,135,444
CIH	\$1,631,018	\$1,631,018	\$1,631,018	\$1,631,018	\$6,524,072
Total	\$21,664,879	\$21,664,879	\$21,664,879	\$21,664,879	\$86,659,516

- ❖ The current collective bargaining agreement for the physicians expires on July 1, 2016. A new agreement has to be negotiated. Impact on above amounts to be determined.
- ❖ The above amounts include \$4.1 million over the contract term in Performance Incentive payments. Actual payment may vary based on achieved results.



RESOLUTION

Authorizing the New York City Health and Hospitals Corporation (“NYC Health + Hospitals”) to execute a contract with Deloitte Consulting, LLP to provide implementation services for the PeopleSoft Enterprise Resource Planning (“ERP”) System. The contract will be for a term of three (3) years with two one-year options to renew exercisable solely by NYC Health + Hospitals for an amount not to exceed \$18,203,795 during the initial three-year term.

WHEREAS, NYC Health + Hospitals’ financial management applications currently in operation are over 30 years old and require upgrades, and consisting of five different software vendors and home grown systems to support NYC Health + Hospitals’ healthcare programs; and

WHEREAS, NYC Health + Hospitals’ financial management applications do not integrate with NYC Health + Hospitals’ procurement management or human resources systems; and

WHEREAS, without an ERP system joining together NYC Health + Hospitals’ disparate financial, procurement and human resource systems, NYC Health + Hospitals will be required to maintain outdated interfaces and systems; and

WHEREAS, NYC Health + Hospitals requires an ERP system to replace other independent financial systems and to integrate them with procurement and human resources functions corporate-wide; and

WHEREAS, a solicitation was issued to 27 vendors, that included 8 vendors that hold a third party contract (“TPC”) and the 19 EITS IT requirements vendors and Deloitte Consulting LLP was selected by the evaluation committee as its proposal offers NYC Health + Hospitals the best combination of technical ability, approach and price based on the evaluation factors set forth in the solicitation; and

WHEREAS, the overall responsibility for monitoring the contract shall be under the Senior Vice President of Finance, the Senior Vice President/Chief Information Officer and the Vice President Supply Chain Services.

NOW, THEREFORE, be it

RESOLVED, THAT the New York City Health and Hospitals Corporation (“NYC Health + Hospitals”) be and hereby is authorized to execute a contract with Deloitte Consulting, LLP to provide implementation services for the PeopleSoft Enterprise Resource Planning (“ERP”) System. The contract will be for a term of three (3) years with two one-year options to renew exercisable solely by NYC Health + Hospitals for an amount not to exceed \$18,203,795 during the initial three-year term.

Executive Summary

Proposed Contract with Deloitte Consulting, LLP

The accompanying Resolution requests approval to enter into a contract with Deloitte Consulting, LLP (“Deloitte”) to provide implementation services for the Enterprise Resource Planning (“ERP”) System with for an amount not to exceed \$18,203,795 for a term of three years with two one-year options to renew; the funding is for the initial contract period and does not include the renewal options. The contract is being funded through the ERP budget previously presented to the Board of Directors.

Under the contract, Deloitte will lead and support the business change processes, ERP software implementation, project planning, milestone setting, design, interfaces, conversions, and maintenance activities. This includes the implementation of Oracle/PeopleSoft ERP (Financials, Supply Chain and Payroll/Time and Attendance), and associated ancillary and support applications. Deloitte will provide specialized leadership and support expertise for the implementation teams working throughout NYC Health + Hospital’s eleven hospitals, five long-term care sites, six neighborhood health centers, and 80 plus clinics and ensure that a support structure and process is in place for the effective deployment of the ERP.

The ERP will replace the existing financial systems that are over 30 years old into one integrated system with multiple modules for Finance, Supply Chain, and Human Resources. Based on an assessment conducted to identify gaps, opportunities, and priorities for NYC Health + Hospitals back-office systems: Finance, Supply Chain, Budget, Grants, Time & Attendance, Payroll, Accounts Payable, Fixed Asset, Cost Accounting and General Ledger, it was determined that there are too many independent IT systems and that their architecture is not integrated. These disparate systems result in the overutilization of resources and manual data entries. The use of multiple system platforms drives up IT maintenance and support expenses with a diminishing business benefit due to the lack of integration.

Given the complexities involved in replacing the existing antiquated system and the specialized expertise required to design, project manage and implement the ERP system, NYC Health + Hospitals requires a seasoned vendor with ERP implementation experience within a large health care delivery system. The Deloitte implementation team is among the largest healthcare consulting practices equipped to deliver high-impact solutions to ensure that best practices are incorporated in this ERP roll-out.

A single ERP system allows for organic integration, workflow, business process, and reporting, streamlining operations and reducing cost of implementation and system maintenance. Reporting is much quicker and easier since all the information is stored in the same manner and in the same place. An ERP allows for increased productivity, accountability, performance-based management reporting and dashboards using outcome-based indicators. The goal is to implement a user friendly and fully integrated ERP application with related modules, data integration, training, implementation assistance and ongoing software support. The ERP architecture will be highly flexible to enable rapid change to support business needs and provide access to data.

A solicitation was issued to 27 vendors that included 8 vendors that hold a third party contract (“TPC”) and 19 EITS IT requirements vendors. Proposals were received from 2 vendors, Deloitte and HCI Group. The evaluation committee selected Deloitte as its proposal offers NYC Health + Hospitals the best combination of technical ability, approach and price based on the evaluation factors set forth in the solicitation. Deloitte demonstrated expertise in the implementation of PeopleSoft ERP in a multi-site healthcare organizations.

CONTRACT FACT SHEET

New York City Health and Hospitals Corporation

Contract Title: ENTERPRISE RESOURCE PLANNING
Project Title & Number: Enterprise Resource Planning – Implementation Partner
Project Location: 160 Water Street, New York, NY 10038
Requesting Dept.: Finance /Supply Chain Services/EITS

Successful Respondent: Deloitte Consulting, LLP
Contract Amount: \$18,203,795
Contract Term: 3 years with two (2) one-year renewals

Number of Respondents: 2
(If Sole Source, explain in Background section)

Range of Proposals: \$27 million – 36 million

Minority Business Enterprise Invited: Yes No

Funding Source: General Care Capital
 Grant: explain _____
 Other: explain _____

Method of Payment: Time and Rate _____
Other: explain *Payments will be made based on agreed upon deliverables*

EEO Analysis: Approved 3/2/16

Compliance with HHC's McBride Principles? Yes No

Vendex Clearance Yes No N/A

(Required for contracts in the amount of \$100,000 or more awarded pursuant to an RFP, NA or as a Sole Source, or \$100,000 or more if awarded pursuant to an RFB.)

CONTRACT FACT SHEET (continued)

Background (include description and history of problem; previous attempts, if any, to solve it; and how this contract will solve it):

EITS is seeking to enter into a contract with Deloitte Consulting LLP ("Deloitte") to implement an Enterprise Resource Planning (ERP) system for an amount not to exceed \$18,203,795, for a term of three (3) years with one (2) one-year option to renew. The funding is for the initial contract term and does not include the renewal periods.

Under the contract, Deloitte will lead and support the business change processes, ERP software implementation, project planning, milestone setting, design, interfaces, conversions, and maintenance activities. This includes the implementation of Oracle/PeopleSoft ERP (Financials, Supply Chain and Payroll/Time and Attendance), and associated ancillary and support applications.

Deloitte will provide specialized leadership and support expertise for the implementation teams working throughout NYC Health + Hospital's eleven hospitals, five long-term care sites, six diagnostic & treatment centers, and 80 plus clinics and ensure that a support structure and process is in place for the effective deployment of the ERP.

The ERP will replace the existing financial systems that are over 30 years old into one integrated system with multiple modules for Finance, Supply Chain, and Human Resources. One ERP allows for organic integration, workflow, business process, and reporting, streamlining operations and reducing cost of implementation and system maintenance. Reporting is much quicker and easier since all the information is stored in the same manner and in the same place. Many of our current manual paper-driven processes such as bank transfers and timesheets will no longer exist as we implement electronic time keeping and electronic bank transfers.

Our current back office systems represent more than five different software vendors and "home grown" systems. Most of these systems reside on the Mainframe and the processes are very manual and outdated. Most of these systems have interfaces that are scheduled to run to move data from one system to another. When there is a change in one system such as a new department or new general ledger account, it must be manually added to all the other systems

By moving to one integrated ERP system Health+Hospitals will experience:

1. Better gathering and sharing of information, enterprise-wide reporting, and improved internal controls.
2. Improved reporting, forecasting, and planning
3. Reduced data entry and redundancy
4. Reduced reliance on paper-based processes
5. Reduced reliance on legacy and custom developed systems
6. Reduce the number of IT interfaces required between independent systems
7. User-friendly system
8. Best Practices, automated work flows and electronic approvals are built into the software.
9. Ability to access and analyze information in real-time to improve decision making

CONTRACT FACT SHEET (continued)

Was the proposed contract presented at the Contract Review Committee (CRC)? (include date):

CRC Approval 5/24/16

Has the proposed contract's scope of work, timetable, budget, contract deliverables or accountable person changed since presentation to the CRC? If so, please indicate how the proposed contract differs since presentation to the CRC:

No

Selection Process (attach list of selection committee members, list of firms responding to RFP or NA, list of firms considered, describe here the process used to select the proposed contractor, the selection criteria, and the justification for the selection):

This solicitation was issued to 27 vendors that included 8 vendors that hold a third party contract ("TPC") and the 19 EITS IT requirements vendors. The third party vendors were selected based on market research to identify vendors that had demonstrated expertise in the implementation of PeopleSoft ERP in a multi-site healthcare organizations.

The solicitation specified the following minimum qualifications requirements ("MQRs"):

- must have implemented PeopleSoft ERP solution – Finance, Supply Chain, Payroll, Time and Labor, Time Collection, Hyperion Budget and Cost Accounting - within three (3) healthcare integrated delivery network (IDN) systems with a minimum of 15 facilities and during the past three (3) calendar years
- must provide ERP solution via a State, Local or Federal government procurement contract or Healthcare Group Purchasing Organization (GPO) procurement contract.
- Must have experience integrating PeopleSoft ERP with EMR's, such as QuadraMed and Epic, along with Patient Revenue Systems (Soarian Financials).
- must also have experience in implementing the PeopleSoft Human Capital Management module.

Proposals were received from 2 vendors, Deloitte and HCI Group.

The evaluation committee rated the proposals based on the following criteria:

Healthcare Experience	20%
Technical Merit/Solution	30%
Vendor Suitability and Approach	20%
Key Personnel/Management	10%
Cost to Value	20%

The evaluation committee asked both vendors to provide oral presentations. The evaluation committee then scored both proposals as follows:

Rank	Vendor	Score
1	Deloitte	86%
2	HCI Group	52%

The evaluation committee selected Deloitte as its proposal offers NYC Health + Hospitals the best combination of technical ability, approach and price based on the evaluation factors set forth in the solicitation.

The solicitation required that prior to contract award, the selected vendor would conduct a 30-day Business Process Review, at no cost to NYC Health + Hospitals. The purpose of the Business Process Review was to allow the proposer to discuss with NYC Health + Hospitals stakeholders current and future business processes and plans in order to give the vendor a comprehensive understanding of the size and depth of work that needs to be completed for the ERP implementation.

Based on their findings, Deloitte was required to submit a best and final technical and price proposal, including:

1. Current State and Process Review Document
2. Future State Design Document
3. Gap Analysis
4. Detailed Project Plan
5. Not exceed pricing that includes deliverable/milestone based payments

On May 11, Deloitte presented the best and final technical and price proposal to the evaluation committee, stakeholders and senior leadership from EITS, Finance and Supply Chain. Further discussions and negotiations were conducted to finalize the scope of work and further reduce the cost.

CONTRACT FACT SHEET (continued)

Scope of work and timetable:

The implementation will be delivered in two releases:

Release 1 *

Financial Management – anticipated deployment July 2017

Supply Chain - initial deployment July 2017 with phased additional deployments across all sites throughout 2017

Release 2 *

Payroll Processing – anticipated deployment January 2019

Time & Labor - phased rollouts through 2019-2020

Cost Accounting - anticipated deployment July 2019

Implementation will be completed by a combination of Deloitte resources and Health & Hospitals staff. Following the end of the Deloitte engagement, the balance of the work will be completed by Health and Hospitals staff.

Provide a brief costs/benefits analysis of the services to be purchased.

The existing financial systems are over 30 years old and are becoming harder to maintain. The hardware is obsolete and programming skillsets needed to maintain systems are not easily obtained as there are fewer people in the industry who can provide support. We anticipate that the cost of the ERP system will be offset by reduced IT maintenance of current systems.

In addition, the project team will be a blended team consisting of Deloitte resources and NYC Health + Hospitals staff. The NYC Health + Hospitals staff will work closely with Deloitte during the implementation of the core functionality after which the Deloitte resources will start to be reduced and rolled off the project. The NYC Health + Hospitals staff will continue the extended functionality implementation after Deloitte leaves the project, thereby reducing the total cost of the project.

Provide a brief summary of historical expenditure(s) for this service, if applicable.

There are no historical comparable contracts for these services.

Provide a brief summary as to why the work or services cannot be performed by the Corporation's staff.

PeopleSoft's software is proprietary and it will replace over five financial systems that are obsolete. Deloitte is bringing in staff that have implemented PeopleSoft ERP at multiple healthcare systems. Given the complexities involved in replacing the existing antiquated system and the specialized expertise required to design, project manage and implement the ERP system, NYC Health + Hospitals requires a vendor with ERP implementation experience

within a large health care delivery system.

The project team will be a blended team consisting of Deloitte resources and NYC Health + Hospitals FTE staff. The NYC Health + Hospitals staff will work closely with Deloitte during the implementation of the core functionality after which the Deloitte resources will start to roll off the project. This methodology will help to develop the internal NYC Health + Hospitals staff and provide the experience and knowledge required to continue the extended functionality implementation after Deloitte rolls off the project. Thereafter the NYC Health + Hospitals staff will be responsible for rolling out additional functionality and provide on-going updates and maintenance.

Will the contract produce artistic/creative/intellectual property? Who will own it? Will a copyright be obtained? Will it be marketable? Did the presence of such property and ownership thereof enter into contract price negotiations?

It is not anticipated that the contract will produce artistic, creative or intellectual property.

Contract monitoring (include which Senior Vice President is responsible):

P.V. Anantharam SVP, Finance

Sal Guido, SVP/CIO

Paul Albertson, VP, Supply Chain Services

Equal Employment Opportunity Analysis (include outreach efforts to MBE/WBE's, selection process, comparison of vendor/contractor EEO profile to EEO criteria. Indicate areas of under-representation and plan/timetable to address problem areas):

Received By E.E.O. _____
Date

Analysis Completed By E.E.O. **March 2, 2016**
Date

**NYC
HEALTH+
HOSPITALS**

32030

Gail Proto
Senior Director
Affirmative Action/EEO
160 Water Street, 13th Floor
New York, NY 10038
Gail.Proto@nychhc.org
Tel: 212-788-3383

TO: Ava Laughman
Assistant Director
Central Office – Supply Chain Services

FROM: Gail Proto *GP.*

DATE: March 2, 2016

SUBJECT: EEO CONTRACT COMPLIANCE REVIEW AND EVALUATION

The proposed contractor/consultant, Deloitte Consulting LLP, has submitted to the Affirmative Action Office a completed Contract Compliance Questionnaire and the appropriate EEO documents.

This company is a:

Minority Business Enterprise Woman Business Enterprise Non-M/WBE

Project Location(s): NYC Health + Hospitals

Contract Number: GSA #GS-10F-0083L

Project: Provide Chart of Accounts Redesign Services

Submitted by: Office of Supply Chain Services

EEO STATUS:

1. Approved
2. Conditionally approved with follow-up review and monitoring-No EEO Committee Review
3. Not approved
4. Conditionally approved subject to EEO Committee Review

COMMENTS:

c:

Contract Award for ERP Implementation Services – Deloitte Consulting LLP

**Board of Directors
June 30, 2016**



Request

Award Contract to Deloitte Consulting, LLP for PeopleSoft ERP Implementation Services

- Contract Term 3 years + 2 one-year renewals
- Not to exceed \$18.2 million; payment based on milestones and deliverables
- Funding for this contract is provided through the Enterprise Resource Planning (ERP) budget previously presented to the Board of Directors in December 2015
- Finance, EITS and Supply Chain presented the software / maintenance contract awarded to Mythics/ Oracle at the December 2015 Board meeting
- The software solution for the new ERP had to be identified prior to awarding the implementation partner contract

Deloitte Consulting will provide ERP Implementation Services

- Finance, Supply Chain and Project Management experts with direct experience implementing PeopleSoft applications in Healthcare Organizations
- Partner with NYC Health + Hospitals to establish standardized processes and best practices
- Detailed project plan, design, interfaces, conversions and maintenance activities



Business Justification

Current State

- Financial legacy system was installed in 1977 and does not fully meet our current business demands
- Disparate systems limits the visibility of data and creates redundant work.
- Reliance on multiple systems and many manual processes to collect data.

THE ERP will be a single source of data allowing for:

- Gathering and sharing information, enterprise-wide reporting, and improved internal controls.
- Improved reporting, forecasting, and planning
- Reduced data entry and redundancy
- Reduced reliance on paper-based processes
- User-friendly system
- Best Practices, automated work flows and electronic approvals are built into the software.
- Ability to access and analyze information in real-time to improve decision making



Procurement Process

Solicitation

- Issued to 27 vendors including third party contractors and the EITS IT requirements vendors.
- 2 proposals were received

Evaluation

- Based on the evaluation criteria that included experience, key personnel qualifications, vendor suitability, technical approach and price, and the oral presentations, the evaluation committee scored the Proposals:

Rank	Vendor	Score
1	Deloitte	86%
2	HCI Group	52%

- Deloitte was selected as its proposal offered NYC Health + Hospitals the best combination of technical ability, approach and price based on the evaluation factors set forth in the solicitation
- As required by the solicitation, Deloitte conducted a 30-day Business Process Review at no cost, and presented a detailed project plan and best and final pricing to the evaluation committee and stakeholders



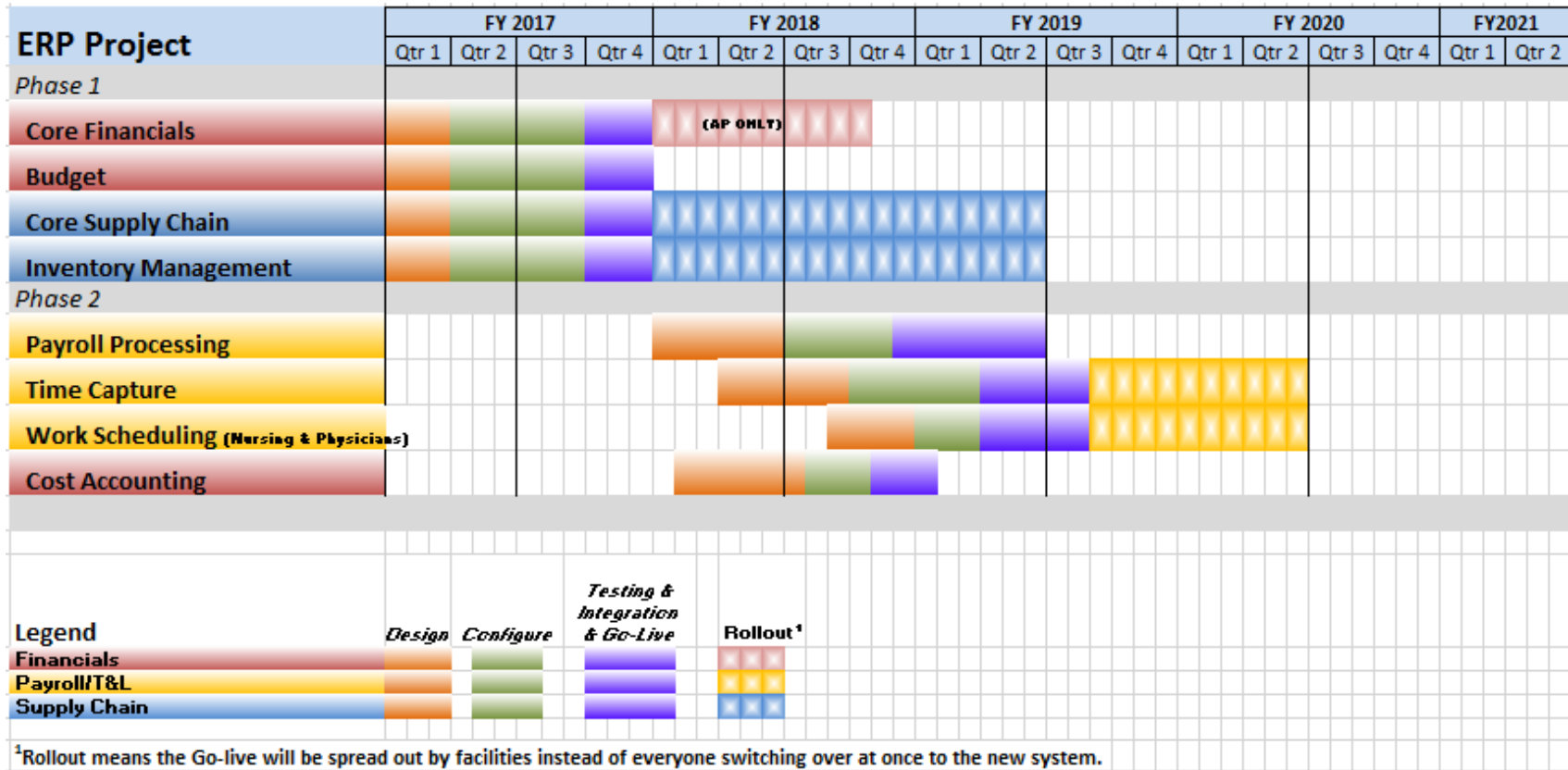
Approved ERP Budget

Enterprise Resource Planning (ERP) Projected Expenses		
Item	Description	Implementation Budget (Years 1 - 5) FY 2016 - FY 2020
Software & Maintenance (Mythics/Oracle Contract)	Includes Software, Training, and Software maintenance.	\$ 19,250,019
Hardware & Maintenance	Includes servers, storage, time capture devices, inventory handheld devices and maintenance fees.	\$ 5,841,470
Implementation Support	Third party vendor consulting & temporary agency staff to support daily operations while staff are being trained and performing implementation	\$ 26,570,285
ERP Permanent Staff	NYC H+H permanent staff who will have ERP expertise and be used throughout the implementation period (including fringe benefits). These costs will become on-going after implementation.	\$ 20,360,038
Total Five-Year Costs		\$ 72,021,812

Deloitte Contract for \$18.2 million is included within this line item of the ERP implementation budget



ERP Implementation Deployment Timeline



Questions?



RESOLUTION

Authorizing the New York City Health and Hospitals Corporation (the "Health Care System") to execute a five-year lease extension with UE Forest Plaza, LLC (the "Landlord") for 1,975 square feet of space at 2040 Forest Avenue, Borough of Staten Island to house the Mariner's Harbor Houses Family Health Center, operated by Coney Island Hospital (the "Facility") at a base rent of \$32.50 per square foot to be escalated by 3% per year and a common area maintenance charge of \$2.74 per square foot or \$5,412 per year and real estate taxes in the amount of \$6.97 per square foot or \$13,764 per year for a five year total of approximately \$436,665.

WHEREAS, in 2006, due to the poor physical condition and the unfeasibility of upgrading and expanding the Mariner's Harbor Children and Adolescents Health Center located at 142 Brabant Street, the program moved to its present location at 2040 Forest Avenue; and

WHEREAS, in May 2006 the Board of Directors authorized the President to enter a lease with the Landlord and in May 2011 a five year extension was authorized; and

Prior to the Health Care System's occupancy in 2006, Saint Vincent's Catholic Medical Center/Staten Island Division operated a clinic at 2040 Forest Avenue; and

WHEREAS, relocating the program to 2040 Forest Avenue has allowed the Facility to continue to provide needed services to the medically underserved population of Mariner's Harbor in Staten Island; and

WHEREAS, the responsibility for the clinic's operations and the proposed lease will rest with the Senior Vice President for Hospitals and the Chief of Ambulatory Care.

NOW, THEREFORE, be it

RESOLVED, that the New York City Health and Hospitals Corporation be and hereby is authorized to execute a five-year lease extension with UE Forest Plaza, LLC for 1,975 square feet of space at 2040 Forest Avenue, Borough of Staten Island to house the Mariner's Harbor Houses Family Health Center, operated by Coney Island Hospital at a base rent of \$32.50 per square foot to be escalated by 3% per year and a common area charge of \$2.74 per square foot or \$5,412 per year and real estate taxes in the amount of \$6.97 per square foot or \$13,764 per year for a five year total of approximately \$436,665.

EXECUTIVE SUMMARY

SOUTHERN BROOKLYN/STATEN ISLAND HEALTH NETWORK MARINER'S HARBOR HOUSES FAMILY HEALTH CENTER 2040 FOREST AVENUE BOROUGH OF STATEN ISLAND

OVERVIEW: The President of the New York City Health and Hospitals Corporation (the "Health Care System") seeks authorization from the Board of Directors of the Health Care System to execute a lease with UE Forest Plaza, LLC (the "Landlord"), for space at 2040 Forest Avenue, Borough of Staten Island. The space will house the Mariner's Harbor Houses Family Health Center ("Family Health Center").

**NEED/
PROGRAM:** In 2006, due to the poor physical condition and the unfeasibility of upgrading and expanding the 142 Brabant Avenue site, Coney Island moved the child health care clinic program, known as Mariner's Harbor Children and Adolescents Health Center, to a nearby site at 2040 Forest Avenue. Prior to the Health Care System's occupancy, Saint Vincent's Catholic Medical Center/Staten Island Division operated a clinic at 2040 Forest Avenue. The clinic is located in the Forest Avenue Shopping Center in northwestern part of Staten Island. Its catchment area is located between Richmond Terrace in the north, the Staten Island Expressway in the south; to the west, South Avenue and the MLK Expressway to the east. The area is a designated Health Professional Service Area ("HPSA") which indicates there is a need for primary care. Since 2006, the program has provided needed services to the medically underserved population of Mariner's Harbor.

UTILIZATION: The clinic provided approximately 3,370 visits in 2015

TERMS: The Health Care System will continue to occupy approximately 1,975 square feet of ground floor space at 2040 Forest Avenue. The lease extension will contain a five-year term. The base rent will be \$32.50 per square foot, or \$64,187.50 per year.

The base rent will be escalated by 3% per year. The Health System will also pay its pro rata share of common area charges at approximately \$2.74 per square foot or, approximately \$5,412 per year. The Health System will be responsible for payment of separately metered electricity and will be responsible for payment of heat, water, and air conditioning provided to the Premises. The Health Care System will also be

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Vornado Forest Plaza, LLC

Terms (cont'd) responsible for the payment of its pro rata share of real estate taxes in the amount of \$6.97 per square foot, or approximately \$13,765 per year.

The Landlord will be responsible for structural maintenance and repairs to the Premises, excluding doors and windows. The Health Care System will be responsible for non-structural maintenance repairs to the Premises.

FINANCING: Operations

SUMMARY OF ECONOMIC TERMS

SITE: 2040 Forest Avenue
Borough of Staten Island
Block 1696, Lot 8

LANDLORD: UE Forest Plaza LLC
210 Route 4 East
Paramus, N.J. 07652

FLOOR AREA: 1,975 square feet

TERM: Five (5) years

**RENEWAL
OPTION:** No renewal option

RENT: The base rent will be \$32.50 per square foot, or \$64,187.50 per year. The tenant will pay a common area charge of approximately \$2.74 per square foot, or \$5,412 per year.

Forrest Plaza Five Year Economic Term							
	Amount	Sq. Ft.	2016	2017	2018	2019	2020
Base Rent (3% escalation starting year 2)	32.5	1975	\$ 64,187.50	\$ 66,113.13	\$ 68,096.52	\$ 70,139.41	\$ 72,243.60
Common Charges	2.74	1975	\$ 5,411.50	\$ 5,411.50	\$ 5,411.50	\$ 5,411.50	\$ 5,411.50
Real Estate Taxes	6.97	1975	\$ 13,765.75	\$ 13,765.75	\$ 13,765.75	\$ 13,765.75	\$ 13,765.75
TOTAL			\$83,364.75	\$85,290.38	\$87,273.77	\$89,316.66	\$91,420.85

UTILITIES: The tenant will be responsible for payment of separately metered electricity. The tenant will be responsible for payment for heat, water, and air conditioning provided to the premises.

**MAINTENANCE/
REPAIRS:** The landlord will be responsible for structural maintenance and repairs to the premises, excluding doors and windows. The tenant will be responsible for non-structural maintenance repairs. The tenant will also be responsible for maintenance and repairs of sidewalks in front of the premises and snow removal from these sidewalks.

TAXES: The tenant will pay real estate taxes in the amount of approximately \$6.97 per square foot, or approximately \$13,765 per year.

2040 Forest Avenue

Prior Term Rates

Year	Base Rent	Annual	CAM	R.E. Taxes	Total (c+d+e)	PSF
1	29.43	58,124.25	6,360.00	12,778.00	77,262.25	39.12
2	29.43	58,124.25	6,360.00	12,778.00	77,262.25	39.12
3	29.43	58,124.25	6,360.00	12,778.00	77,262.25	39.12
4	29.43	58,124.25	6,360.00	12,778.00	77,262.25	39.12
5	29.43	<u>58,124.25</u>	6,360.00	12,778.00	<u>77,262.25</u>	39.12
		290,621.25			386,311.25	

CAM = \$3.22 psf

R.E. taxes = \$6.47 psf

Escalation = 0%

note: rent commenced 9.1.2011 per Chase Hagen

Proposed Rates

Year	Base Rent	Annual	CAM	R.E. Taxes	Total (c+d+e)	PSF
1	32.50	64,187.50	5,412.00	13,765.00	83,364.50	42.21
2	33.48	66,113.13	5,412.00	13,765.00	85,290.13	43.18
3	34.48	68,096.52	5,412.00	13,765.00	87,273.52	44.19
4	35.51	70,139.41	5,412.00	13,765.00	89,316.41	45.22
5	36.58	<u>72,243.60</u>	5,412.00	13,765.00	<u>91,420.60</u>	46.29
		340,780.15			436,665.15	

CAM = \$2.74 psf

R.E. taxes = \$6.97 psf

Escalation = 3%

note: term will commence 9.1.2016

REVISED TOTAL

Staten Island Mariners' Harbor Profit and Loss Statement

EXPENSES

PERSONAL SVCS

TITLES:	COST	FTE'S	ANNUAL SALARY
Clerical Associate III-Quendo Navarro, M	\$ 41,747	1.20	\$ 50,096
Coordinating Manager B-Z.Rivera	\$ 26,445	0.50	\$ 13,223
LPN-Spagnola, Kim	\$ 44,143	1.20	\$ 52,972

SUBTOTAL	\$ 469,439	2.90	\$ 116,291
NYC H+H FRINGE BENEFITS 55.15%	\$ 258,895		\$ 64,134

AFFILIATION DIRECT PERSONEL SVCS

TITLES:	COST	FTE'S	ANNUAL SALARY
Physicians-Reznik-Miroshnichenko	\$ 176,934	1.20	\$ 212,321
SUBTOTAL	\$ 176,934	1.20	\$ 212,321
AFFILIATION FRINGE BENEFITS 19%	\$ 33,617		\$ 40,341
AFFILIATION OVERHEAD 2.75%	\$ 5,790		\$ 5,839
TOTAL PS	\$ 944,675	4.10	\$ 438,925

OTHER THAN PERS. SVCS

Medical Supplies	\$ 4,000		\$ 4,000
Call Center/Telecommunications	\$ 2,000		\$ 2,000
Office Supplies	\$ 1,000		\$ 1,000
Purchased Services	\$ 27,600		\$ 27,600
Rent/Space Lease	\$ 87,333		\$ 87,333
Custodial Services	\$ 11,000		\$ 11,000
TOTAL OTPS	\$ 132,933		\$ 132,933

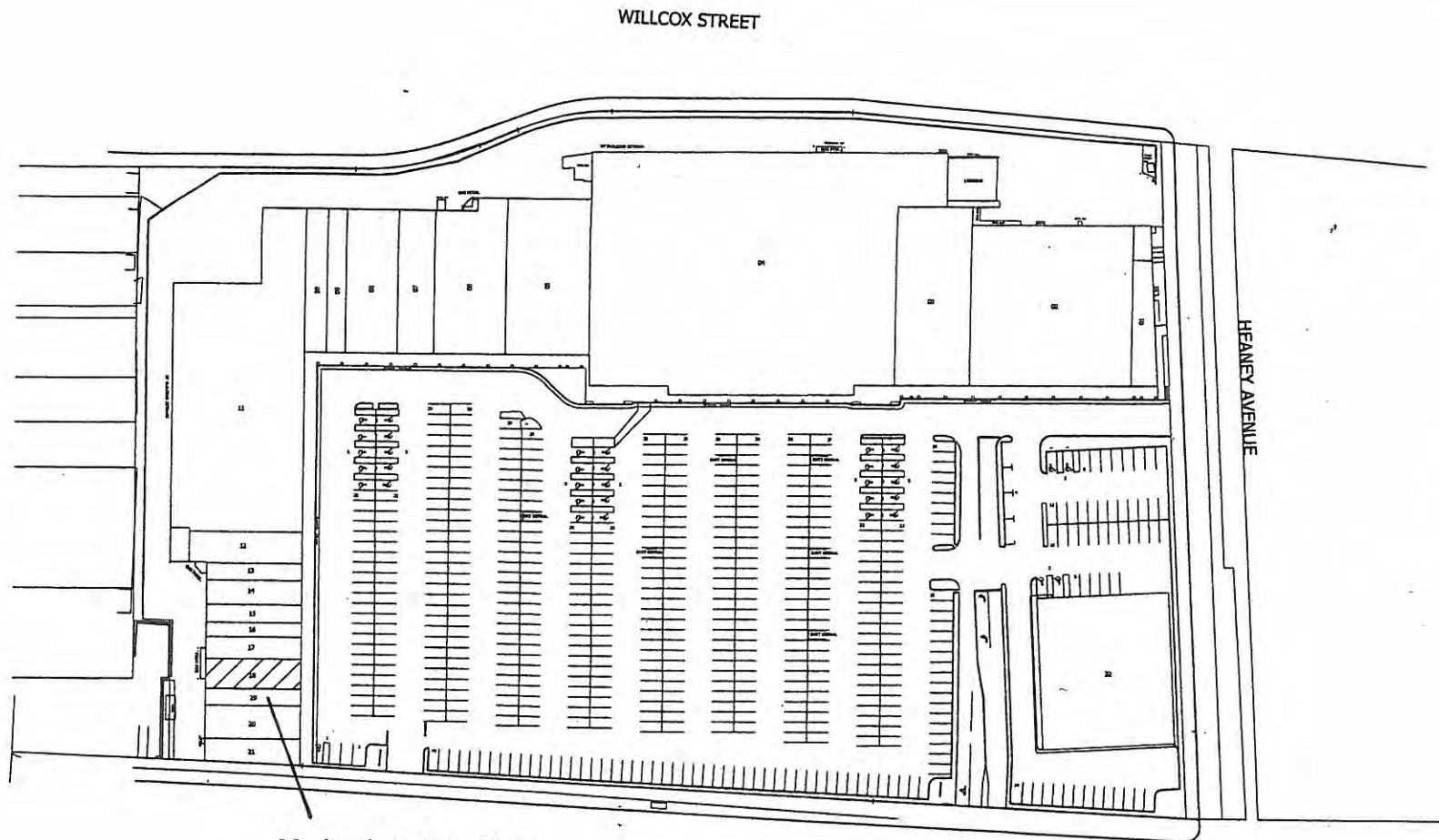
Indirect Overhead	10%		\$ 57,186
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TOTAL EXPENSES	\$ 1,077,609	4.10	\$ 629,044
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EXPECTED COLLECTIONS

	Visits	FY17
MEDICAID	151	33,176
MEDICAID HMO	665	146,230
MEDICARE	52	11,548
MEDICARE HMO	16	3,573
METROPLUS COMMERCIAL	0	0
METROPLUS MEDICAID	0	0
COMMERCIAL	67	12,837
COMMERCIAL HMO	117	9,904
GOVT/OTHER	16	0
CHARITY	1,428	0
SELF / PAY	387	17,569
TOTAL REVENUE	2,900	\$ 234,837

VARIANCE		\$ (394,207)
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WILCOX STREET

AVENUE VAN NAME

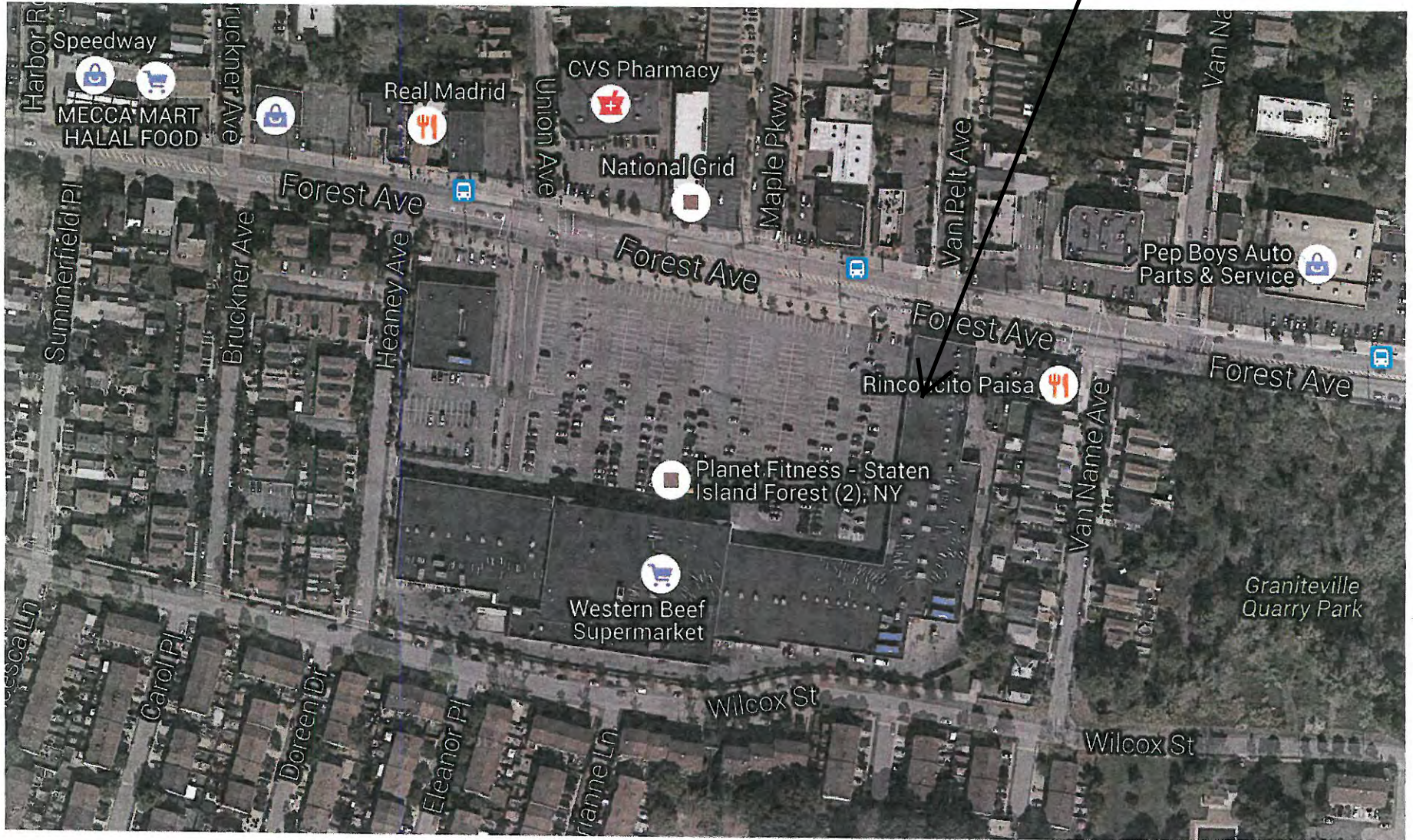
HEANEY AVENUE

Mariner's Harbor Clinic
2040 Forest Avenue

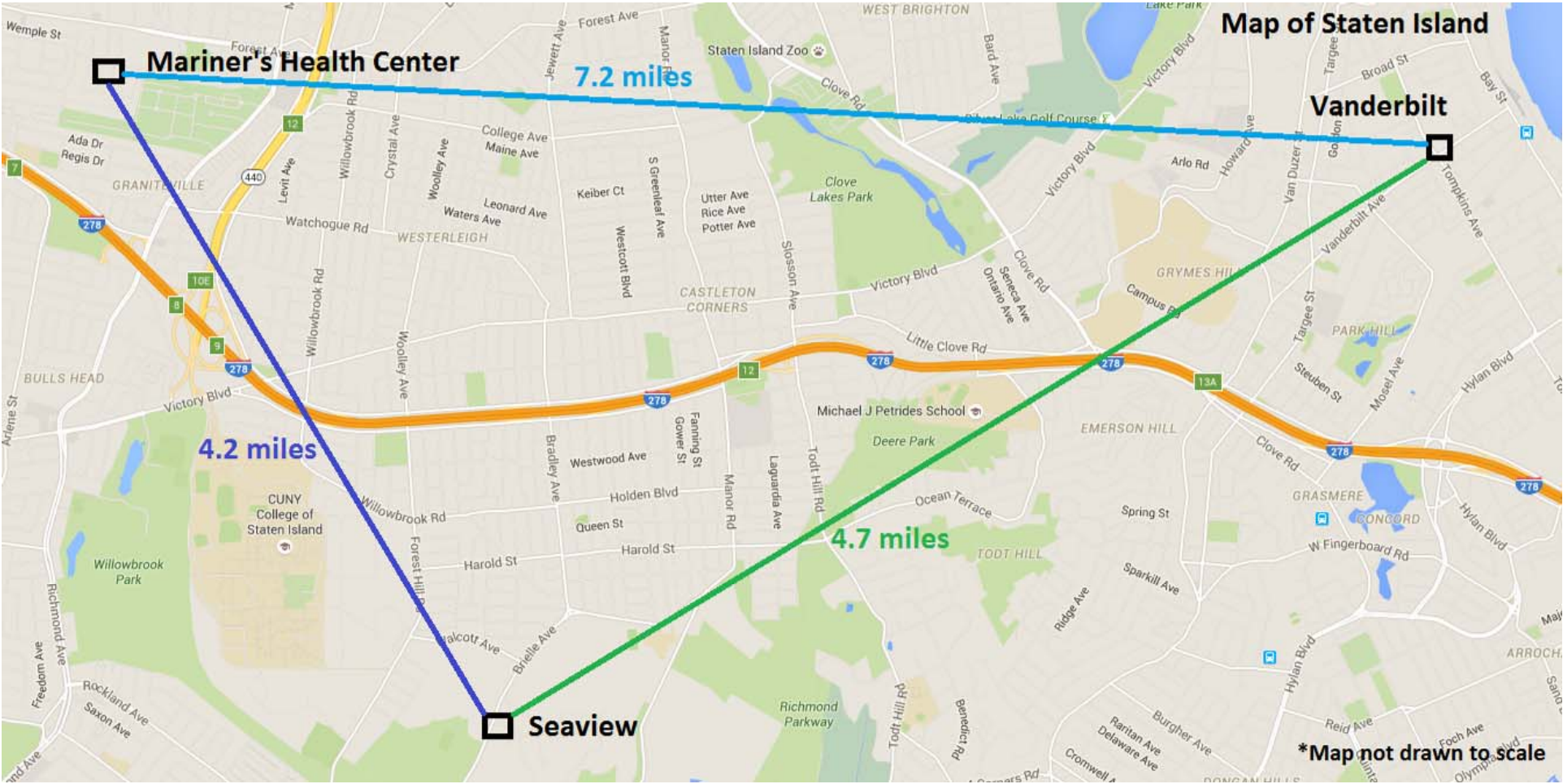
FOREST AVENUE

2040 Forest Avenue
Staten Island

Mariner's Harbor Houses Family Health Center



Map of Staten Island



Mariner's Health Center

7.2 miles

Vanderbilt

4.2 miles

4.7 miles

Seaview

*Map not drawn to scale

RESOLUTION

Authorizing the New York City Health and Hospitals Corporation ("NYC Health + Hospitals") to execute a five year revocable license agreement with the American Cancer Society, Eastern Division, Inc. (the "Licensee") for its continued use and occupancy of 120 square feet of space on the campus of Queens Hospital Center and 120 square feet of space on the campus of Elmhurst Hospital Center (the "Facilities") to provide non-clinical patient support services with the occupancy fee waived.

WHEREAS, in June 2013, the Board of Directors authorized the President to enter into a license agreement with the Licensee; and

WHEREAS, the annual cancer incidence in the Borough of Queens is over 9,000 cases, and cancer is among the leading causes of death for adults aged 25 to 64 in nearly all Queens neighborhoods; and

WHEREAS, the Licensee will make its Patient Navigation Program available to patients and staff at the Facilities; and

WHEREAS, the goal of the Licensee's Patient Navigation Program is to provide access to quality educational materials, support service referrals, and other resources for the medically underserved cancer patient population and their caregivers; and

WHEREAS, the Licensee's program shall enhance the continuum of care and treatment provided by the Facilities to patients diagnosed with cancer.

NOW, THEREFORE, be it

RESOLVED, that the New York City Health and Hospitals Corporation be, and hereby is, authorized to execute a five year revocable license agreement with the American Cancer Society, Eastern Division, Inc. (the "Licensee") for its continued use and occupancy of 120 square feet of space on the campus of Queens Hospital Center and 120 square feet of space on the campus of Elmhurst Hospital Center (the "Facilities") to provide non-clinical patient support services with the occupancy fee waived.

EXECUTIVE SUMMARY
LICENSE AGREEMENT
AMERICAN CANCER SOCIETY
QUEENS HEALTH NETWORK

NYC Health + Hospitals seeks authorization from the Board of Directors of the New York City Health and Hospitals Corporation to execute a five year revocable license agreement with the American Cancer Society, Eastern Division, Inc. ("ACS") for its continued use and occupancy of space to provide non-clinical patient support services at the campuses of Elmhurst and Queens Hospital Centers ("Elmhurst" and "Queens").

The annual cancer incidence in the Borough of Queens is over 9,000 cases, and cancer is among the leading causes of death for adults aged 25 to 64 in nearly all neighborhoods in the borough.

Since September 2007, the American Cancer Society, Eastern Division, Inc. ("ACS"), and the Queens Health Network have made the ACS Patient Navigation Program services available to cancer patients and caregivers at Elmhurst and Queens. The program provides services to approximately 1,200 patients per year.

The goal of the ACS Patient Navigation Program is to provide access to quality patient educational materials, support service referrals, and other resources for newly diagnosed cancer patients and their caregivers. Specifically, the Patient Navigation Program will:

- Provide cancer patients and caregivers with high-quality cancer information across the cancer survivorship continuum;
- Refer patients and caregivers to appropriate community-based state, and national resources including, but not limited to, ACS programs and services, as needed;
- Facilitate assistance for those with cultural or language barriers by referring patients and caregivers to appropriate resources;
- Help establish access to information and referral for support and resources (subject to patient consent) as part of the "standard of care" in the delivery of cancer-related services to the cancer patient population.

To meet these objectives, ACS provides a trained ACS employee ("Navigator") on-site at Elmhurst and Queens. The Navigator spends approximately 60% of his/her time at Queens, and 40% at Elmhurst. The Navigator is available to assist patients and staff Monday through Friday, from 9:00 a.m. to 5:00 p.m.

ACS will have the continued use of approximately 120 square feet of space in room A-520 of the main hospital building on the Queens campus and approximately 120 square feet of space in room 203 of the Hope Pavilion on the Elmhurst campus. In lieu of an occupancy fee, ACS will provide patient support services at the facilities. The facilities will provide electricity, maintenance, and housekeeping to the licensed space.

Page Two – Executive Summary
American Cancer Society

ACS will indemnify and hold harmless the Corporation and the City of New York from any and all claims arising by virtue of its use of the licensed space and will also provide appropriate insurance naming each as additional insured parties.

The license agreement shall not exceed five (5) years without further authorization by the Board of Directors of the Corporation and shall be revocable by either party on sixty (60) days written notice.

Vendex: Pending