

**Continuum**  
Health Partners

# ***COMMUNITY SERVICE PLAN***

*September 15, 2009*

**Continuum** Health Partners, Inc.

**Beth Israel**

**Roosevelt  
Hospital**

**St. Luke's  
Hospital**

**Long Island  
College Hospital**

**NY Eye & Ear  
Infirmary**

This Community Service Plan is submitted by the hospitals that comprise the Continuum Health Partners, Inc. network: Beth Israel Medical Center, St. Luke's-Roosevelt Hospital Center and The Long Island College Hospital (collectively, the "Continuum Hospitals"). (The fourth hospital in the Continuum system, The New York Eye and Ear Infirmary, has submitted its annual report separately.) The Continuum Hospitals are proud of, and continue to affirm, their long-standing tradition of listening and responding to the health care needs of the communities that they serve.

## Introduction

In January of 1997, **Beth Israel Medical Center** and **St. Luke's-Roosevelt Hospital Center** joined to form **Continuum Health Partners, Inc.** This entity became the parent corporation of each hospital, while each hospital continued its separate corporate identity. Both institutions had well over a century of providing care to New York's poor and elderly, and an active tradition of community involvement, responsiveness to community needs and commitment to the improved health of the communities they served. Through the Continuum relationship, each hospital retained its own identity, its own governance structure, and its own unique relationship with its communities and its own financial independence. However, the relationship allowed the hospitals to work together in areas of mutual benefit, such as purchasing, human resource management, marketing and public affairs, government and community affairs, managed care contracting and information systems. It also, however, allowed each hospital to retain its unique and separate qualities, with separate clinical leadership. The dynamic, vibrant and community-based characteristics of each hospital were successfully retained within the relationship, distinguishing the Continuum Hospitals from many of their counterparts.

In May of 1998, another distinguished institution, **The Long Island College Hospital**, became a Continuum Hospital. Having served Brooklyn for over 150 years, LICH has had a special commitment to providing accessible and high quality health care to the poor and underserved.

In September of 1999, **The New York Eye and Ear Infirmary** — a specialty institution with a proud 189 year tradition of service to the Lower East Side of Manhattan, became the newest member of the Continuum network.

This report describes the role of each Continuum Hospital individually, and also reflects their unified activities and strategy as an integrated health care system.

## **Recognition Of The Unique Role Of Continuum Hospitals**

The Continuum Hospitals are distinguished by the extraordinary degree to which they provide uncompensated care to their communities and serve as hospitals for New York's poor and elderly. Each hospital has long been recognized for its role as a "safety net" hospital that serves a disproportionate number of Medicaid, low-income elderly and uninsured patients, and is distinguished by a similar inpatient payor mix that is over 60% Medicaid, Medicare and uninsured patients. As a group, the four Continuum Hospitals account for approximately 8% of the State's Medicaid hospital expenditures.

Notwithstanding the extraordinary financial pressures faced by all NY hospitals, the Continuum Hospitals continue to expand basic services and provide health education and outreach. The Continuum Hospitals offer a wide array of hospital-sponsored community health education and screening events. The community is notified of these events and screenings by various means – mailings, advertising in local newspapers, flyers, and through mailings of various NYC Community Boards, etc. Most of these are free to those we serve. In addition, Continuum generates an extraordinarily well-used health website — [www.chpnyc.org](http://www.chpnyc.org) — offering on-line health education and physician referral. **In 2008, 2,555,072 visitors browsed the Continuum website.** The Continuum Hospitals provide multi-lingual educational materials for their patients and communities and markets their services in New York's diverse ethnic communities.



**Continuum** Health Partners, Inc.

## Beth Israel Medical Center

### Overview

Beth Israel Medical Center (BIMC) was founded in 1889 to serve the immigrant Jewish community on the Lower East Side of Manhattan. Today, it has grown to be a major provider of primary and tertiary care with locations in both Manhattan and Brooklyn. It is composed of the Milton and Carroll Petrie Division located at 16<sup>th</sup> Street and First Avenue in Manhattan and the Kings Highway Division located at 3201 Kings Highway in Brooklyn. BIMC is also a major academic medical center and a University Hospital and Manhattan campus for the Albert Einstein College of Medicine. The Medical Center also operates the Phillips Beth Israel School of Nursing, a fully accredited two-year nursing school.

In addition to the two in-patient hospital sites, the Beth Israel Health Care system includes: the Phillips Ambulatory Care Center (PACC) on Union Square, a state-of-the-art primary and specialty care ambulatory care center; the Robert Mapplethorpe Residential Treatment Facility, with 28 beds adjacent to the main Medical Center campus; the Continuum Hospice Program and the Jacob Perlow Hospice with its Medical-Center based Leo and Rachel Sussman inpatient unit; The Beth Israel Medical Group (formerly known as DOCS), a series of primary and specialty care centers; the Phillips Family Practice Sidney Hillman Center; Max Meltzer Health Center; the Japanese Medical Practice and the Kings Highway SurgiCenter in Brooklyn, as well as other clinical affiliations and arrangements.

The Medical Center also has close ties with several primary care providers and freestanding clinics including the Institute for Urban Family Health, ODA Primary Care Health Center, Inc., Betances Health Unit, Inc., Ryan/Nena Community Health Center, Callen-Lorde Health Center and the Chinatown Health Clinic. In addition, the hospital (and its designee), serve on the Boards of the Manhattan Chamber of Commerce, the Union Square Partnership, The Brooklyn Chamber of Commerce, Lower Manhattan Health Care Coalition, and the Greater Southern Brooklyn Health Coalition.

### **Mission Statement**

Since its founding, 120 years ago, as a medical dispensary to meet the needs of the impoverished and underserved Jewish community of the Lower East Side, **Beth Israel Medical Center** has been committed to the care of persons of all races, religions and creeds. Now a major provider of a full range of primary, secondary and highly specialized tertiary health care services, the Medical Center remains proud of its heritage and reaffirms the original mission of Beth Israel Medical Center: to provide the highest quality patient care, with compassion and with concern for patient well-being.

To this end, we pledge to continue to maintain the highest standards of professionalism and dedication, and to provide training of the highest caliber for physicians, nurses and other health

care professionals. We remain committed to attract and retain outstanding staff at all levels, and to seek innovative and cost effective ways to deliver the finest quality health care services.

## Primary Service Area

**Determined by 2008 inpatient discharges excluding normal births.**

### Petrie Division

YEAR	ZIP CODE	ZIP CODE DESCRIPTION	CASES	LOS	%	Cumulative
2008	10002	UN SQ-L EAST SIDE	4,415	26,356	11.42%	11.4%
2008	10009	UN SQ-L EAST SIDE	4,274	25,213	11.05%	22.5%
2008	10003	UN SQ-L EAST SIDE	2,231	14,556	5.77%	28.2%
2008	11211	GRNPT-WILLIAMSBURG	1,517	7,853	3.92%	32.2%
2008	11206	GRNPT-WILLIAMSBURG	963	4,743	2.49%	34.7%
2008	10010	GRAM PK-MURRAY HLL	665	4,950	1.72%	36.4%
2008	10011	CHELSEA-CLINTON	589	3,482	1.52%	37.9%
2008	10016	GRAM PK-MURRAY HLL	535	3,479	1.38%	39.3%
2008	10001	CHELSEA-CLINTON	482	2,429	1.25%	40.5%
2008	11221	BEDSTUY-CROWN HTS	421	1,889	1.09%	41.6%
2008	11385	RIDGEWOOD-FOREST H	397	1,651	1.03%	42.6%
2008	11214	BENSONHRST-BAYRDG	374	1,554	0.97%	43.6%
2008	11222	GRNPT-WILLIAMSBURG	366	1,968	0.95%	44.6%
2008	11229	CONEY IS-SHEEP BAY	357	2,036	0.92%	45.5%
2008	11235	CONEY IS-SHEEP BAY	351	2,111	0.91%	46.4%
2008	10029	EAST HARLEM	337	2,053	0.87%	47.3%
2008	11234	CANARSIE-FLATLANDS	336	2,178	0.87%	48.1%
2008	10038	LOWER MANHATTAN	331	1,854	0.86%	49.0%
2008	10025	UPPER WEST SIDE	316	1,734	0.82%	49.8%
2008	10012	GR VILLAGE-SOHO	309	1,792	0.80%	50.6%
2008	11207	EAST NEW YORK	308	1,552	0.80%	51.4%
2008	11208	EAST NEW YORK	294	1,650	0.76%	52.2%
2008	10013	GR VILLAGE-SOHO	286	1,498	0.74%	52.9%
2008	11237	GRNPT-WILLIAMSBURG	279	1,416	0.72%	53.6%
2008	11223	CONEY IS-SHEEP BAY	276	1,459	0.71%	54.3%
2008	10035	EAST HARLEM	260	1,746	0.67%	55.0%
2008	11236	CANARSIE-FLATLANDS	246	1,459	0.64%	55.6%
2008	10027	C. HARLEM/MORN HTS	244	1,095	0.63%	56.3%
2008	11230	E. FLATBSH-FLATBUSH	243	1,023	0.63%	56.9%
2008	11220	SUNSET PARK	231	780	0.60%	57.5%
2008	11216	BEDSTUY-CROWN HTS	230	1,409	0.59%	58.1%
2008	11212	BEDSTUY-CROWN HTS	229	1,110	0.59%	58.7%
2008	11233	BEDSTUY-CROWN HTS	226	1,304	0.58%	59.3%
2008	10014	GR VILLAGE-SOHO	223	1,323	0.58%	59.8%
2008	11218	BOROUGH PARK	215	1,003	0.56%	60.4%
2008	11213	BEDSTUY-CROWN HTS	210	886	0.54%	60.9%
2008	11201	DNTN-BKHTS-PKSLP	209	916	0.54%	61.5%
2008	11204	BOROUGH PARK	208	805	0.54%	62.0%
2008	10456	HIGH BR-MORRISANIA	208	1,350	0.54%	62.6%
2008	11224	CONEY IS-SHEEP BAY	200	1,629	0.52%	63.1%
2008	10021	UPPER EAST SIDE	199	1,159	0.51%	63.6%

2008	11225	BEDSTUY-CROWN HTS	188	1,080	0.49%	64.1%
2008	11219	BOROUGH PARK	188	829	0.49%	64.6%
2008	11373	WEST QUEENS	185	884	0.48%	65.0%
2008	11377	WEST QUEENS	185	993	0.48%	65.5%
2008	11226	E. FLATBSH-FLATBUSH	184	1,210	0.48%	66.0%
2008	10468	FORDHAM-BRONX PK	179	1,215	0.46%	66.5%
2008	10036	CHELSEA-CLINTON	176	1,316	0.46%	66.9%
2008	10019	CHELSEA-CLINTON	173	764	0.45%	67.4%
2008	10030	C. HARLEM/MORN HTS	170	1,010	0.44%	67.8%
2008	11215	DNTN-BKHTS-PKSLP	168	812	0.43%	68.2%
2008	10023	UPPER WEST SIDE	163	842	0.42%	68.7%
2008	11210	E. FLATBSH-FLATBUSH	162	1,115	0.42%	69.1%
2008	11238	BEDSTUY-CROWN HTS	160	804	0.41%	69.5%
2008	10031	C. HARLEM/MORN HTS	153	1,074	0.40%	69.9%
2008	10026	C. HARLEM/MORN HTS	152	922	0.39%	70.3%
2008	11205	DNTN-BKHTS-PKSLP	152	669	0.39%	70.7%
2008	10454	HUNTS PT-MOTT HAVEN	150	852	0.39%	71.1%
2008	10039	C. HARLEM/MORN HTS	149	692	0.39%	71.4%
2008	11203	E. FLATBSH-FLATBUSH	147	623	0.38%	71.8%
2008	11375	RIDGEWOOD-FOREST H	147	639	0.38%	72.2%
2008	11209	BENSONHRST-BAYRDG	141	758	0.36%	72.6%
2008	10024	UPPER WEST SIDE	141	580	0.36%	72.9%
2008	10032	WASH HTS-INWOOD	141	1,064	0.36%	73.3%
2008	10451	HIGH BR-MORRISANIA	139	750	0.36%	73.7%
2008	10453	CROTONA-TREMONT	138	857	0.36%	74.0%
2008	10457	CROTONA-TREMONT	135	630	0.35%	74.4%
2008	10467	FORDHAM-BRONX PK	135	838	0.35%	74.7%
2008	10452	HIGH BR-MORRISANIA	129	650	0.33%	75.0%

### Kings Highway Division

ZIP CODE	NEIGHBORHOOD	CASES	LOS	ALOS	%	Cumulative
11234	CANARSIE-FLATLANDS	2,257	13,120	5.81	19.59%	20%
11229	CONEY IS-SHEEP BAY	1,641	10,262	6.25	14.24%	33.83%
11235	CONEY IS-SHEEP BAY	1,270	8,076	6.36	11.02%	44.85%
11236	CANARSIE-FLATLANDS	1,064	7,068	6.64	9.23%	54.08%
11230	E. FLATBSH-FLATBUSH	822	5,333	6.49	7.13%	61.21%
11210	E. FLATBSH-FLATBUSH	804	4,798	5.97	6.98%	68.19%
11223	CONEY IS-SHEEP BAY	396	2,303	5.82	3.44%	71.62%
11224	CONEY IS-SHEEP BAY	383	2,692	7.03	3.32%	74.95%

## Overview

For over 180 years, St. Luke's-Roosevelt Hospital Center (SLRHC) has provided high quality comprehensive health care services to the residents of Manhattan's Chelsea-Clinton, West Side, Harlem and Upper Manhattan communities. The Hospital Center has had a long-standing commitment to provide programs and services that meet the needs of an ethnically and economically diverse group of communities. The Hospital Center has a rich tradition of providing care to the poor and underinsured, and as such, is one of the largest voluntary providers of care to Medicaid and uninsured patients in New York State.

The Hospital Center is a voluntary, not-for-profit primary and tertiary care teaching hospital and is a University Hospital of the Columbia University College of Physicians and Surgeons. It was established in 1979 with the merger of two independent hospitals, St. Luke's and Roosevelt. Today, inpatient, outpatient and emergency services are provided primarily at two hospital locations — St. Luke's Hospital at Amsterdam Avenue at 114<sup>th</sup> Street and Roosevelt Hospital at Tenth Avenue at 59<sup>th</sup> Street. The Emergency Rooms at both St. Luke's and Roosevelt Hospitals are among New York City's busiest — handling a total of **175,486 visits in 2008** (a 16% increase from the previous year).

Because the communities served by St. Luke's and Roosevelt are significantly different, they are analyzed separately here.

The Hospital (and its designees) serves as Board members of the Morningside Area Alliance, the West Manhattan Chamber of Commerce, the Greater Harlem Chamber of Commerce, and as members of the Lincoln Square BID.

## MISSION STATEMENT

**St. Luke's-Roosevelt Hospital Center**, formed by merger in 1979, is a combination of three hospitals, each with a distinguished history of accomplishment and public service.

St. Luke's Hospital was founded in 1846, in affiliation with the Episcopal Church to *"provide care for the sick poor."* Women's Hospital was established in 1855, for the *"treatment of diseases peculiar to women."* Roosevelt Hospital, chartered in 1864, was dedicated to *"the reception and relief of sick and diseased persons."*

From the beginning, the Hospitals have considered spiritual, moral and emotional support for their patients as integral to the important work of healing. They have been aided by the contributions of people of good will of many faiths and moral and ethical traditions in a truly ecumenical effort.



In keeping with the traditions of these hospitals, the mission of the St. Luke's-Roosevelt Hospital Center is to provide:

- Outstanding health care to meet the needs of the Hospital Center's West Side community and the broader community of patients who utilize the services of the Hospital Center. Such care is provided without discrimination, including the care of the poor, while recognizing the limitations of the resources of the Hospital.
- Highest quality education of health professionals.
- Research to further medical knowledge and develop excellence in the delivery of health care.

## Primary Service Area

### Roosevelt Hospital Division

ZIP	Neighborhood	Cases	Days	%	Cumulative
10023	UPPER WEST SIDE	1,881	10,681	7.85%	7.85%
10019	CHELSEA-CLINTON	1,831	13,556	7.64%	15.49%
10025	UPPER WEST SIDE	1,592	9,969	6.64%	22.13%
10024	UPPER WEST SIDE	1,055	6,396	4.40%	26.53%
10036	CHELSEA-CLINTON	944	5,972	3.94%	30.47%
10027	C. HARLEM/MORN HTS	699	4,278	2.92%	33.39%
10031	C. HARLEM/MORN HTS	529	3,567	2.21%	35.60%
10026	C. HARLEM/MORN HTS	410	2,698	1.71%	37.31%
10029	EAST HARLEM	330	2,632	1.38%	38.69%
10032	WASH HTS-INWOOD	265	1,552	1.11%	39.79%
10033	WASH HTS-INWOOD	243	1,223	1.01%	40.81%
11215	DNTN-BKHTS-PKSLP	237	850	0.99%	41.79%
10463	KINGSBRIDGE-RDALE	227	905	0.95%	42.74%
10001	CHELSEA-CLINTON	223	1,367	0.93%	43.67%
10040	WASH HTS-INWOOD	222	1,186	0.93%	44.60%
10030	C. HARLEM/MORN HTS	219	1,393	0.91%	45.51%
10039	C. HARLEM/MORN HTS	208	1,160	0.87%	46.38%
10034	WASH HTS-INWOOD	191	797	0.80%	47.18%
10011	CHELSEA-CLINTON	190	892	0.79%	47.97%
10021	UPPER EAST SIDE	183	757	0.76%	48.73%
11201	DNTN-BKHTS-PKSLP	173	1,005	0.72%	49.46%
10452	HIGH BR-MORRISANIA	165	1,020	0.69%	50.14%
10456	HIGH BR-MORRISANIA	165	1,239	0.69%	50.83%
10002	UN SQ-L EAST SIDE	163	1,264	0.68%	51.51%
10035	EAST HARLEM	162	1,308	0.68%	52.19%
10009	UN SQ-L EAST SIDE	146	796	0.61%	52.80%
10128	UPPER EAST SIDE	142	718	0.59%	53.39%
11238	BEDSTUY-CROWN HTS	137	498	0.57%	53.96%
10037	EAST HARLEM	137	1,100	0.57%	54.53%
10457	CROTONA-TREMONT	135	810	0.56%	55.10%
7030	HOBOKEN,NJ	133	506	0.55%	55.65%
10453	CROTONA-TREMONT	132	950	0.55%	56.20%



10003	UN SQ-L EAST SIDE	129	726	0.54%	56.74%
10016	GRAM PK-MURRAY HLL	126	583	0.53%	57.27%
11211	GRNPT-WILLIAMSBURG	124	645	0.52%	57.78%
10458	FORDHAM-BRONX PK	121	635	0.50%	58.29%
10468	FORDHAM-BRONX PK	120	846	0.50%	58.79%
10462	PELHAM-THROGS NECK	120	595	0.50%	59.29%
99999	Unknown	117	698	0.49%	59.78%
10467	FORDHAM-BRONX PK	112	764	0.47%	60.25%
10022	GRAM PK-MURRAY HLL	109	520	0.45%	60.70%
10451	HIGH BR-MORRISANIA	107	543	0.45%	61.15%
11375	RIDGEWOOD-FOREST H	106	402	0.44%	61.59%
10028	UPPER EAST SIDE	105	535	0.44%	62.03%
11231	DNTN-BKHTS-PKSLP	103	339	0.43%	62.46%
11217	DNTN-BKHTS-PKSLP	100	576	0.42%	62.88%
11377	WEST QUEENS	95	429	0.40%	63.27%
11207	EAST NEW YORK	93	747	0.39%	63.66%
10013	GR VILLAGE-SOHO	92	297	0.38%	64.04%
10014	GR VILLAGE-SOHO	92	366	0.38%	64.43%
11106	LI CITY-ASTORIA	92	442	0.38%	64.81%
10010	GRAM PK-MURRAY HLL	91	506	0.38%	65.19%
11372	WEST QUEENS	90	372	0.38%	65.57%
11385	RIDGEWOOD-FOREST H	86	342	0.36%	65.93%
10018	CHELSEA-CLINTON	85	545	0.35%	66.28%
11205	DNTN-BKHTS-PKSLP	84	317	0.35%	66.63%
11226	E. FLATBSH-FLATBUSH	82	552	0.34%	66.97%
11233	BEDSTUY-CROWN HTS	81	567	0.34%	67.31%
11218	BOROUGH PARK	81	395	0.34%	67.65%
11234	CANARSIE-FLATLANDS	80	699	0.33%	67.98%
10460	CROTONA-TREMONT	80	499	0.33%	68.32%
7302	JERSEY CITY,NJ	79	223	0.33%	68.65%
11222	GRNPT-WILLIAMSBURG	78	290	0.33%	68.97%
11230	E. FLATBSH-FLATBUSH	77	330	0.32%	69.29%
11206	GRNPT-WILLIAMSBURG	76	434	0.32%	69.61%
11212	BEDSTUY-CROWN HTS	71	614	0.30%	69.91%
11104	LI CITY-ASTORIA	71	439	0.30%	70.20%
10472	PELHAM-THROGS NECK	68	294	0.28%	70.49%
10454	HUNTS PT-MOTT HAVEN	65	314	0.27%	70.76%
10455	HUNTS PT-MOTT HAVEN	63	370	0.26%	71.02%
11373	WEST QUEENS	63	365	0.26%	71.28%
10069	CHELSEA-CLINTON	62	215	0.26%	71.54%
10459	HUNTS PT-MOTT HAVEN	62	368	0.26%	71.80%
11101	LI CITY-ASTORIA	61	229	0.25%	72.06%
11213	BEDSTUY-CROWN HTS	60	388	0.25%	72.31%
11221	BEDSTUY-CROWN HTS	59	279	0.25%	72.55%
11208	EAST NEW YORK	59	403	0.25%	72.80%
10012	GR VILLAGE-SOHO	58	325	0.24%	73.04%
11103	LI CITY-ASTORIA	58	234	0.24%	73.28%
11105	LI CITY-ASTORIA	58	218	0.24%	73.52%
11368	WEST QUEENS	58	305	0.24%	73.77%
11225	BEDSTUY-CROWN HTS	55	219	0.23%	74.00%
10473	PELHAM-THROGS NECK	55	424	0.23%	74.22%
10471	KINGSBRIDGE-RDALE	54	318	0.23%	74.45%
11235	CONEY IS-SHEEP BAY	53	230	0.22%	74.67%

10469	NORTHEAST BRONX	52	250	0.22%	74.89%
11102	LI CITY-ASTORIA	51	184	0.21%	75.10%

**St. Luke's Hospital Division**

**Patient Origin By Zip Code  
Full Year 2008**

*\*Excludes Normal Newborns*

<b>ZIP</b>	<b>Neighborhood</b>	<b>Cases</b>	<b>Days</b>	<b>%</b>	<b>Cumulative</b>
10025	UPPER WEST SIDE	4,384	28,519	20.9%	20.9%
10027	C. HARLEM/MORN HTS	2,511	14,919	12.0%	32.8%
10031	C. HARLEM/MORN HTS	1,815	10,569	8.6%	41.5%
10026	C. HARLEM/MORN HTS	1,364	7,694	6.5%	47.9%
10024	UPPER WEST SIDE	920	6,508	4.4%	52.3%
10032	WASH HTS-INWOOD	682	4,011	3.2%	55.6%
10030	C. HARLEM/MORN HTS	597	3,506	2.8%	58.4%
10029	EAST HARLEM	540	3,290	2.6%	61.0%
10039	C. HARLEM/MORN HTS	513	2,867	2.4%	63.4%
10019	CHELSEA-CLINTON	391	2,888	1.9%	65.3%
10035	EAST HARLEM	370	2,387	1.8%	67.0%
10040	WASH HTS-INWOOD	355	2,479	1.7%	68.7%
10037	EAST HARLEM	352	1,988	1.7%	70.4%
10033	WASH HTS-INWOOD	322	1,518	1.5%	71.9%
10023	UPPER WEST SIDE	310	1,992	1.5%	73.4%
10452	HIGH BR-MORRISANIA	261	1,116	1.2%	74.7%
10034	WASH HTS-INWOOD	201	1,073	1.0%	75.6%

**Continuum** Health Partners, Inc.

## Overview

The Long Island College Hospital (LICH), was founded in 1858 in the Cobble Hill section of Brooklyn, was the first U.S. medical school to make bedside teaching a standard part of its medical curriculum. It celebrated its 150<sup>th</sup> Anniversary in 2008 and will be elaborated on in future reports. It continued to be a pioneer in medical education and practice well into the 20<sup>th</sup> Century. In 1930, the Long Island College of Medicine was incorporated as a separate institution to assume the medical education functions of Long Island College Hospital, with LICH as its hospital affiliate, and the College of Medicine became part of the State University of New York in 1954. Today LICH remains a primary teaching affiliate of the State University of New York Health Science Center at Brooklyn (SUNY— Downstate Medical Center), offering training programs for resident physicians in more than 20 medical specialties. The LICH School of Nursing, established in 1883, remains a vital part of the hospital. In addition, the hospital (and its designee) serve on the Boards of the Brooklyn Chamber of Commerce and the Greater Southern Brooklyn Health Coalition, and is a member of the Borough President's Health Care Advisory Council. Long Island College Hospital joined Continuum Health Partners, Inc. in May of 1998.

## **Mission Statement**

The mission of **The Long Island College Hospital** is to operate an acute care general hospital and to promote medical, dental, nursing and other health professional education. Toward that end, The Long Island College Hospital shall:

- Provide a broad spectrum of high quality medical care to its patients irrespective of residence, economic status, race, creed or ethnicity;
- Cooperate with other hospitals and health resources in the community so as to avoid unnecessary and costly duplication of services;
- Be responsive to community needs as these relate to the provision of medical care and health education programs;
- Develop an organizational structure which will develop and maintain services that satisfy the needs of those served by the Hospital and those who work within it;
- Provide an atmosphere which will be conducive to the development and maintenance of a research effort consistent with the status it wishes to achieve as a teaching hospital;
- Seek out and develop innovations in the organization and delivery of health care that will result in such services being more accessible and, where possible, less costly to those to be served.

## Primary Service Area

\*Excludes normal Newborns

ZIP CODE	NEIGHBORHOOD	CASES	LOS	ALOS	%	Cumulative
11201	DNTN-BKHTS-PKSLP	2,264	13,509	5.97	11.9%	<b>12%</b>
11231	DNTN-BKHTS-PKSLP	1,670	8,346	5.00	8.8%	20.7%
11217	DNTN-BKHTS-PKSLP	1,430	8,409	5.88	7.5%	28.3%
11233	BEDSTUY-CROWN HTS	802	3,572	4.45	4.2%	32.5%
11238	BEDSTUY-CROWN HTS	769	3,854	5.01	4.1%	36.6%
11216	BEDSTUY-CROWN HTS	722	3,418	4.73	3.8%	40.4%
11221	BEDSTUY-CROWN HTS	684	3,867	5.65	3.6%	44.0%
11205	DNTN-BKHTS-PKSLP	682	3,594	5.27	3.6%	47.6%
11206	GRNPT-WILLIAMSBURG	663	3,028	4.57	3.5%	51.1%
11213	BEDSTUY-CROWN HTS	615	2,974	4.84	3.2%	54.3%
11225	BEDSTUY-CROWN HTS	546	2,432	4.45	2.9%	57.2%
11207	EAST NEW YORK	545	2,559	4.70	2.9%	60.0%
11226	E. FLATBSH-FLATBUSH	533	2,768	5.19	2.8%	62.9%
11212	BEDSTUY-CROWN HTS	484	1,948	4.02	2.6%	65.4%
11211	GRNPT-WILLIAMSBURG	480	2,219	4.62	2.5%	67.9%
11203	E. FLATBSH-FLATBUSH	391	2,097	5.36	2.1%	70.0%
11236	CANARSIE-FLATLANDS	355	1,690	4.76	1.9%	71.9%
11215	DNTN-BKHTS-PKSLP	349	1,673	4.79	1.8%	73.7%
11208	EAST NEW YORK	347	1,537	4.43	1.8%	75.5%

## **Public Participation**

Each hospital in the Continuum system works collaboratively with a number of community-based organizations, health facilities, local elected officials and New York City Community Advisory Boards. In addition to that, each hospital has its own internal advisory board or council that is made up of representatives of these community partners and interested local residents. These boards and councils took part in the public participation in choosing the health priorities we will be focusing on in this Community Service Plan.

### **Beth Israel Medical Center - Petrie Division - Community Advisory Council includes representatives of:**

United Jewish Council of the Eastside, Henry Street Settlement, Asian Americans for Equality (AAFE), Chinese American Planning Council (CAP), Betances Health Unit, Bialystoker Nursing Home, ODA Primary Care Health Center, The Primitive Christian Church, Union Square Partnership, Manhattan Chamber of Commerce Hatzolah of the Eastside Ambulance Service, Stuyvesant Square Park Neighborhood Association, Peter Cooper Village/Stuyvesant Town, New York City Community Boards 3 and 6.

Beth Israel Medical Center is also a founding member of the Lower Manhattan Health Coalition that includes the Ryan Nena Health Center and Gouverneur Health Center and the Manhattan Mental Health Coalition.

### **Beth Israel - Kings Highway Division - Community Advisory Council includes representatives of:**

New York State Senate and Assembly, New York City Council, Guardians of the Sick, Yeshiva Ram Bam, Our Lady of Christians Church, Kingsway Jewish Center, Nottingham Association, Mill Island Civic Association, New York City Community Board 18 (Brooklyn), Council of Jewish Organizations (COJO) of Flatbush, Brooklyn Chamber of Commerce

### **St. Luke's and Roosevelt Hospitals - Community Advisory Board and Community Health Planning Committee includes representatives of:**

New York City Community Boards 4, 7, 9, 10 (Manhattan), Fountain House, Cancer Care Center, Ryan Community Health Centers, Morningside Area Alliance, Columbia University, Jewish Theological Seminary, Lincoln Square BID, West Side COJO, Harlem Chamber of Commerce, Westside Chamber of Commerce.

### **Long Island College Hospital - Community Advisory Board and Community Health Planning Committee includes representatives of:**

Cobble Hill Association, Brooklyn Heights Association, Carroll Gardens Association, Brooklyn Chamber of Commerce, US House of Representatives, New York State Senate and Assembly, New York City Council, Brooklyn Borough President, New York City Community Boards 2, 6, 7 (Brooklyn), Hatzolah of Williamsburgh, Bishop Mugavero Senior Center, 84<sup>th</sup> Precinct Community Council, 76<sup>th</sup> Precinct, Cobble Health Center (nursing home), Arab American Family Support Center, United Jewish Organization (UJO), Plymouth Church, CNR Center for Nursing and Rehabilitation, Brownsville Multi Services Family Health Center, Bed Stuy Family Health Center.

## **Assessment of Public Health Priorities**

In discussions with our internal boards and councils as well as our community partners, three areas of concentration were repeatedly mentioned:

- 1. Infectious Disease Control**
- 2. Community/Emergency Preparedness, and**
- 3. Tobacco Use/Smoking Cessation**

*It should be noted at the time we were assessing our priorities the first wave of Swine/H1N1 influenza had become an important topic of public conversation.*

In addition to the above priorities, Continuum Health Partners continues our commitment to improving access at our hospital emergency departments, including new facilities at Roosevelt Hospital and Beth Israel's Petrie Division. We are also committed to expanding primary care service and facilities to our community residents.

We will examine each of these priorities in a Continuum-wide system approach.

### **INFECTIOUS DISEASE CONTROL**

Over the past five years no private health care institution(s) have done more than the Continuum System in providing free flu shots to the community. In cooperation with our Infectious Disease Departments, Community Health Departments, and Pharmacy Departments, Continuum Hospitals provided in excess of 5,000 free flu shots to the community in 2008/2009.

#### **Beth Israel Medical Center**

Beth Israel Medical Center Petrie and Kings Highway Division have been the system leader in providing this service.

#### **In 2008/2009 Free Flu shots were provided at Beth Israel located at:**

- Karpas Health Information Center
- Phillips Ambulatory Care Center (PACC)
- Remote Locations Included:
  - Stuyvesant Town/Peter Cooper Village
  - Phipps Houses in Brooklyn

#### **The offices of:**

- State Senator Carl Kruger
- Assembly Member Helene Weinstein
- Assembly Member Steven Cymbrowitz

- Assembly Member Alan Maisel
- City Council Member Lew Fidler
- City Council Member Michael Nelson

**St. Luke's-Roosevelt Hospital Sites Include:**

- The Lobby of Roosevelt Hospital
- The Lobby of St. Luke's Hospital
- Remote Locations Included:
  - Office of Assembly Member Linda Rosenthal
  - Steven Wise Synagogue
  - Cathedral Church of St. John the Divine
  - St. Paul the Apostle
  - The Church of Jesus Christ of Latter Day Saints
  - Manhattan New York Temple
  - Lincoln Square Synagogue
  - Several locations of NORCS (Naturally Occurring Retirement Communities)

**Long Island College Hospital Sites Include:**

- Office of Assembly Member Joan Millman
- Office of Borough President Marty Markowitz

Our three year plan of action will strive to maintain the current level of vaccinations provided by Beth Israel, while expanding the number of vaccinations provided by both St. Luke's-Roosevelt and Long Island College Hospital. This expansion will be achieved by working with our local community boards, local elected officials and health facilities to identify populations and locations in need of the service.

**SWINE FLU/H1N1 / INFLUENZA A**

The Department of Infection Control (IC) at each Continuum hospital has played a critical role in our response to H1N1 Flu. Currently the IC staff is spending additional time monitoring our outpatient settings. Written reports are made each day of suspected or confirmed H1N1 cases. Additionally, monitoring of staff is being done to reduce any potential spread of H1N1.



At the time of publishing the Community Service Plan clear protocols and availability of vaccine had not yet been determined. This topic will be discussed further in the Community/Emergency Preparedness portion of this report.

## **INFECTION PREVENTION**

Under the leadership of Brian Koll, MD - Beth Israel, Bruce Polsky, MD - St. Luke's and Roosevelt and Douglas Sepkowitz, MD - Long Island College, Continuum Hospitals are striving to greatly reduce the incidence of Hospital Acquired Infections (HAI).

Each campus of the Continuum system has aggressive campaigns reminding employees, patients and visitors the importance of good hand hygiene. Additionally, throughout each campus there are numerous hand sanitizing dispenser stations available for staff and public use.

The ultimate goal for the system will be to prevent the existence of:

- Central Line Associated Bloodstream Infections (CLABs)
- Methicillin Resistant *S. aureus* (MRSA)
- *Clostridium difficile* (CDI)

The State has a new reporting tool on Hospital Acquired Infections and recently published their first findings. The reporting requirements related to this State report will make it easy for us to track our progress and improvement in these critical areas over the next three years and beyond.

## **Community /Emergency Preparedness**

September 11, 2001 changed the way everyone thought about emergency preparedness. While no one could have reasonably anticipated the actions that took place that day, hospitals always had been prepared for emergencies and the unexpected. However, since that date, emergency preparedness has become a phrase that all staff knows, and that the residents of New York City soon learned. Continuing community education is discussed below.

Internally, Continuum Hospitals have enhanced our emergency preparedness by taking different measures.

- Formation of Continuum's Emergency Management Leadership Group (EMLG) that consists of corporate, clinical and operational leadership from each Continuum hospital
- Constant training, drilling and testing of our "Code D" emergency notification pager system take place at each hospital site to ensure that our Hospital Incident Command System (HICS) is functioning at optimal efficiency.
- Upgrades to equipment to ensure better communication amongst involved staff.
- Distribution of an Employee Newsletter -- *Continuum Prepares*.

Over the next three years, we will continue to take a strategic, proactive approach to our emergency management efforts. To do so, we'll conduct hazard vulnerability analyses, increase surge capacity, stockpile equipment, supplies and pharmaceutical, and increase public information.

### **Working with the Community**

How we coordinate our preparedness efforts with the community takes on two major components.

- 1) What a member of the community should do personally in case of an emergency; and,
- 2) How the community can best help the hospital in case of an emergency.

### **Personal/Family Preparedness**

As previously stated, each Continuum hospital works with a number of different community-based organizations and serves a total of 13 New York City Community Boards. Over the past year we have worked with these organizations, when invited, to lecture on preparedness issues. At these events, we also distributed pamphlets and brochures (at our own expense) for attendees to take with them.

Our future plans will include taking a more proactive stance of working with all 13 New York City Community Boards and our own internal Community Advisory Boards to disseminate up-to-date information for the community to use in making their own preparedness plans.

### **Community Preparedness**

Another key component to our plans for preparedness is how to coordinate our efforts with those of our community partners and residents.

In coordinating our efforts with residents of the community, it is important for them to understand when it is advisable for individuals to come to the hospital and when to avoid the hospital. These circumstances will largely depend on the type of emergency incident we are facing. It is important for us to educate residents about the different types of emergency incidents we face. We also must educate interested residents about volunteer registration. On September 11, 2001 Continuum hospitals, and many other institutions, were overwhelmed with people who wanted to help out. Our current plan requires that those who wish to assist in an emergency be pre-registered and trained as a volunteer.

Along with our community partners, we are exploring new avenues of community integration. Over the next year we will work with the Primary Care Development Corporation to coordinate efforts of community need. We will be looking to the New York City Council for additional funding of these activities.

Year Two of this plan would require enhanced training and coordination with recording the efforts and goals we achieve.

In Year Three of this plan, with the acquisition of additional funding, we would look to upgrade our communication equipment for both internal and community-wide coordination.

## **H1N1 Flu**

As of July 1, 2009 The New York City Department of Health and Mental Hygiene reported 877 hospitalizations and 38 deaths related to H1N1 flu. Recently, there has been a significant reduction of patients reporting flu-like symptoms. Despite the decrease in Emergency Room visits, Continuum's hospitals are still admitting and treating a steady and consistent number of patients with suspected or confirmed H1N1 infection.

The EMLG is spearheading a Continuum-wide, multi disciplinary effort to ensure that our hospitals, clinicians and staff are fully prepared for a potential increase in flu-related illnesses, especially for the Fall and Winter of 2009/2010.

Contingencies are currently underway to make sure there is adequate supply of vaccine and personal protective equipment (PPE) for our at risk employees to prevent further spread of the illness.

For our hospitals that are most affected by patient volume surges, our Emergency Management leaders are reviewing, updating and testing their alternate care site plans and alternate triage models to ensure their abilities to manage significant increases in patient volume. These plans detail processes our Emergency Departments (ED) can take to use non-traditional triage and treatment areas, and if necessary, non-ED clinicians to offset the burdens they face.

Additionally, to keep all Continuum staff up-to-date, special issues related to H1N1 flu of *Continuum Prepares* have been distributed to our employees.

## **Tobacco Use/Smoking Cessation**

### **In-Patient Care:**

Beth Israel, St. Luke's, Roosevelt and Long Island College Hospitals all assess to see if entering patients are smokers. Information regarding the dangers of smoking and the availability of programs to help quit are given to patients. Long Island College Hospital has the strongest in-patient program in the Continuum system, offering one-on-one counseling to all interested patients in the hospital.

St. Luke's and Roosevelt Hospitals are currently applying for funding through grants that would afford their program the ability to offer individual counseling for all patients entering the hospital.

## **Community Intervention**

Beth Israel offers a weekly support group **Stay Off Smoking (SOS)** program at the Phillips Ambulatory Care Center (PACC).

St. Luke's and Roosevelt operate a **Smoking Cessation Clinic** that handles over 300 patients per year and trains 50 Interns and 25 medical students as well.

SLR employees attend numerous street and health fairs in our service area, counseling on smoking cessation and offering free patches and follow-up to any interested parties.

We have coordinated smoking cessation programs with the patients of SLR Addiction Institute.

Our hospitals carry-out programs in collaboration with local colleges including, John Jay, Fordham and City College.

Employees of Long Island College Hospital (LICH) also attend numerous street and health fairs to offer smoking cessation information and programs.

LICH also participates in the ***Clear the Air Program*** in Brooklyn to offer their services.

LICH is also a leader in **Asthma Programs in Brooklyn** and coordinate an Asthma Early Intervention for you (AIE) in 60 day care centers. Through these centers LICH offers counseling and programs to center employees as well as family members of the children attending the centers.

Our three-year plan of action would start with procuring additional funding so that a more enhanced in-patient counseling program could be done at both St. Luke's- and Roosevelt as well as Beth Israel. Additionally, Beth Israel will look to link with more of their community partners to enhance their community efforts.

## **Financial Assistance Program (FAP)**

Continuum Health Partners has always been a leader in offering financial assistance to patients in need throughout our system. Much of the language that is the current law in New York State was taken from Continuum's Financial Assistance Program. Signage and brochures are clearly displayed at each hospital entrance point. Information is also made available on our website. Continuum hospitals offer a wide variety of programs and language-appropriate assistance to needy patients at all of its member sites.

## **Changes Impacting Community Health**

Consistent with our mission, Continuum hospitals will continue to make every effort to maintain their current community health programs, serving our communities. It should be noted, that the largest impediment to the continued success and operation of these programs is not the cost of charity care/financial assistance we provide. The biggest threat to these programs are the diminishing reimbursements we receive from New York State for services we provide and the potential cuts being discussed to reimbursements by the federal government.

LICH has been in discussions with the State University of New York, Health Sciences Center at Brooklyn ("SUNY"), regarding a possible acquisition of LICH by SUNY. This transaction, if consummated, would enable LICH to continue its mission of providing quality patient care to the residents of Brooklyn.

Beth Israel Medical Center, St. Luke's-Roosevelt Hospital Center, Long Island College Hospital and New York Eye & Ear Infirmary each have long, distinguished and proud histories of accomplishment and public service. The four teaching hospitals that comprise Continuum Health Partners are true safety net hospitals whose missions are to deliver quality care to the elderly, poor and the uninsured of their respective communities.

Working closely together — as a large and uniquely integrated health care partnership — Continuum's leadership will hold fast to its commitment to working with its community and remain committed to allocating sufficient resources to ensure that the clinical and outreach services of the partner hospitals are responsive to community health needs by providing high quality, accessible and compassionate health care to the maximum extent possible.

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**Beth Israel**



**Roosevelt  
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**St. Luke's  
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**Long Island  
College Hospital**



**NY Eye & Ear  
Infirmary**