Community Service Plan

Lenox Hill Hospital 2012-2013
Mission Statement for Lenox Hill Hospital

As a member of the North Shore-Long Island Jewish Health System (referred to as “North Shore-LIJ”), Lenox Hill Hospital (LHH) strives to improve the health and quality of life for the people and communities we serve by providing world-class service and patient-centered care.

Who We Are

Founded in 1857, Lenox Hill Hospital, a 652-bed acute care teaching hospital located on Manhattan’s Upper East Side, has a tradition of providing outstanding patient care and innovative medical and surgical treatment. The hospital serves the residents of its surrounding Manhattan communities and also attracts patients from the Greater New York area, throughout the nation, and abroad.

An acute, tertiary care facility that has earned a national reputation for outstanding patient care and innovative medical and surgical treatments, LHH is well known for excellence in a variety of specialty services, including cardiovascular disease, orthopedic surgery, sports medicine, total joint replacement, maternal-child health, neurology and neurosurgery, ophthalmology, otolaryngology, digestive disorders, psychiatry, and bariatric surgery. The LHH is a New York State-designated Stroke Center, Level III Perinatal Center and AIDS Center, and an American Society for Metabolic and Bariatric Surgery-Designated Bariatric Surgery Center of Excellence.

Lenox Hill Hospital aspires to the highest standards of medical education, cutting-edge clinical research, and innovative community outreach programs. In May 2010, LHH became a member of North Shore-LIJ, further strengthening its commitment to the provision of state-of-the-art patient care and innovative programming. The hospital serves as a clinical campus for the Hofstra North Shore-LIJ School of Medicine, and is affiliated with New York Medical College and the State University of New York-Downstate for Graduate Medical Education. On a yearly basis, more than 215 medical residents and fellows train at LHH.

To further round out its services and respond to the needs of the community, LHH offers the following outpatient programs: the Outpatient Infusion and Blood Donor Center, Lenox Hill Primary Care Center, Manhattan Physicians Group, the Outpatient Center for Mental and Specialty Centers of Queens, Aortic Wellness Center, and Promise, the Center for Attention and Learning Disorders.

Originally established in 1869, Manhattan Eye, Ear & Throat Hospital (MEETH) is internationally recognized for its accomplishments in ophthalmology, otolaryngology, orthopedics, plastic surgery, and many other services. As part of North Shore-LIJ and a division of LHH, MEETH provides thousands of patients each year with the highest quality and most advanced treatments available in its state-of-the-art ambulatory
surgery department. In addition to surgery, MEETH provides numerous outpatient specialty visits for adults and children.

In 2012, LHH reported 29,469 discharges (excluding normal newborn discharges), 4,340 newborn deliveries, 57,430 Emergency Department visits (including Emergency Department admissions), and 25,827 ambulatory surgeries.

**Prevention Agenda for the Healthiest State**

In an effort to assess, identify, and address the community's health needs, LHH conducted a community health needs assessment (CHNA). The assessment was conducted by county and included the analysis of primary and secondary data. Primary data was obtained through qualitative analysis of community-based organization (CBO) informant interviews, CBO surveys, individual community member surveys, and participation in the New York County collaborative partner meetings. These meetings included representatives from the NYC Department of Health and Mental Hygiene (NYCDOHMH), CBOs, academic institutions, government agencies and hospitals. There was a special effort to include individuals with health disparities as well as organizations that serve these communities. Secondary data analysis of health statistics was performed in collaboration with the NYCDOHMH. The secondary analysis included data sources such as: (1) internal hospital data, including Prevention Quality Indicators (PQI), (2) Department of Health Community Health Assessments, (3) local regional New York State Prevention Agenda data sources, (4) E-BRFSS, (5) 2010 US Census data, and (6) Statewide Planning and Research System (SPARCS) data. The partnership among local health departments, hospitals, and CBOs, enabled region wide leveraging of resources, consensus on health priorities, and collaboration on health promotion strategies. The following major health needs were identified:

**New York County**

- Prevention and management of chronic disease
- Obesity prevention and treatment (including increasing physical activity, access to healthy foods, and access to counseling)
- Mental health and substance abuse

As a result of the CHNA analysis, the New York State Department of Health (NYSDOH) Priority Agenda Item for LHH recommended to, and approved by, the North Shore-LIJ Board of Trustees Subcommittee on Community Health, is Prevent Chronic Diseases, with focus areas of:

- Reducing obesity in children and adults
- Increasing access to high-quality chronic disease preventive care and management in both clinical and community settings*

*With an emphasis on the integration of mental health awareness and screening
A 3 year implementation plan, including evaluation metrics, addresses the chosen priorities through the use of public awareness campaigns, community education, provider training, health system changes, coalition building, research, and policy changes to support the following strategies:

- Creating community environments that promote and support healthy food and beverage choices and physical activity
- Preventing childhood obesity through promotion of breastfeeding and school-based initiatives.
- Expanding the role of health care, health service providers, and insurers in obesity prevention
- Expanding the role of public and private employers in obesity prevention
- Increasing screening rates for cardiovascular disease, diabetes, and breast/cervical/colorectal cancers, especially among disparate populations
- Promoting the use of evidence-based care to manage chronic diseases
- Promoting culturally relevant chronic disease self-management education

A detailed report of CHNA can be obtained by calling the Office of Community and Public Health at 516-881-7000.

**Other Community Benefit Programs**

Additional community-based programs at LHH complement and enhance the priorities of the Prevention Agenda. The LHH fully anticipates that the coalition building inherent in the planning for Prevention Agenda priorities may well afford opportunities to expand the reach of the other community programs that are in place within the hospital.

LHH, as part of North Shore-LIJ, provides a broad array of community benefit programs, such as:

- A. Access to Healthcare Services and Caring for the Medically Underserved
- B. Health Professions Education
- C. Community Health and Wellness
- D. Community Medical Support Services and Programs
- E. Support Groups

**A. Access to Healthcare Services and Caring for the Medically Underserved**

**Financial Assistance Program (FAP)** – North Shore-LIJ is a regional leader in providing financial relief to families who do not have access to the financial resources to pay for medical care. The FAP program was implemented in 2004 through the creation of a standard policy as the result of the combined efforts of the Finance Department and the Office of Community and Public Health. Developed after many months of discussion and input from senior leadership,
community members, and key staff, the policy provides a uniformly-administered system of reduced fees for uninsured and under-insured residents of North Shore-LIJ’s service area.

All medically necessary services are covered under the program. The program is communicated through:

• Multilingual signage throughout facilities
• Multilingual educational brochures at key points of patient contact
• Website (www.northshorelij.com/assistance)
• Staff outreach
• Patient bills - All bills include a notice about the FAP, along with the program's toll-free number, (888) 214-4065.

This program is available for individuals earning up to five times the federal poverty level ($117,750 for a family of four). In addition, the application process for financial assistance has been redesigned to improve the quality and friendliness of the user experience. Many of the FAP requests are now processed on the telephone via an interactive process, relieving the patient of the burden of providing current income documentation. This also reduces the administrative burden of compiling documentation for the application. Additionally, the FAP application has been simplified to one page. FAP applications are available on-line in 15 languages at www.northshorelij.com/assistance. For more information, please call (888) 214-4065.

Healthcare Access Center (HAC) – Access to care for those who lack insurance and the resources to pay remains a priority of North Shore-LIJ. The HAC, staffed by bilingual employees, assists community residents with referrals for enrollment into government-subsidized food assistance (SNAP) and insurance programs such as Medicaid, Child Health Plus, and Family Health Plus. In addition, the HAC staff refers patients to the Medicaid Prenatal Care Program and to the Senior Navigator Program within North Shore-LIJ for assistance with Medicaid for pregnant women and Medicare enrollment for seniors. Those not eligible for public health insurance are referred for reduced-cost care at North Shore-LIJ through hospital FAPs and to other low-cost health insurance programs such as Healthy New York. For more information on the HAC, please visit www.northshorelij.com/assistance or call (1-866) 381-1931.

Language and Communication Access Services (LCAS) – Facilitating effective communication in the preferred languages of patients and the community is a priority. The Office of Diversity, Inclusion and Health Literacy (ODIHL) provides Language and Communication Access Services (LCAS) in an effort to meet the needs of diverse populations. The ODIHL collaborates with each facility and provides resources for assessing, monitoring, overseeing, and ensuring the facility’s LCAS. To ensure meaningful access to health care services for persons with Limited English Proficiency (LEP) or persons whose preferred language is other than English, free medical interpretation and document translation services are available 24/7. Sign language interpretation services for the deaf and hearing impaired as well as specific communication tools for speech-impaired patients are also available. For more information, please call (516) 881-7082.
Diversity and Inclusion – As the surrounding communities have become more diverse, North Shore-LIJ has identified diversity and inclusion as essential components to patient and family centered care. The Office of Diversity, Inclusion, and Health Literacy (ODIHL) has implemented a system-wide educational curriculum and offers numerous programs, such as the Business Employee Resource Group program, to enhance employee engagement, leadership development, recruitment, and retention of top talent. Through the enhancement of internal and community partnerships, ODIHL proactively drives forward a culture of wellness and respond to the increasing diverse needs of patients, the workforce and the communities served – leveraging differences to achieve the highest potential. For more information, please contact the ODIHL at (516) 881-7083 or email DIHL@nshs.edu.

Patient Education and Health Literacy- The North Shore-LIJ has reaffirmed its commitment to providing excellent patient care by focusing on the integration of patient education and health literacy as a service line. This approach will help ensure consistency and sustainability across the health system. The ODIHL continues to be a system-wide resource and offers numerous educational opportunities for the workforce. It serves in a consultative manner for all facilities in the review and development of written health educational materials and ensures the integration of health literacy into the fabric of the organization. The ODIHL is advancing cultural and linguistic competence, and promoting effective communication to enhance patient outcomes and eliminate health disparities in our communities. For more information, please call the ODIHL at (516) 881-7083 or email DIHL@nshs.edu.

The Katz Institute for Women's Health (KIWH) Resource Center – The KIWH is dedicated to improving all aspects of a woman's health at every stage of her life. The KIWH Resource Center offers women seamless, coordinated access to all of North Shore-LIJ's clinical programs and services across the continuum of care. The Resource Center is staffed Monday - Friday from 9am - 5pm. During off-hours, please leave a voice message and your call will be returned within one business day. For questions related to Women's Health, please call (855) 850-KIWH (5494).

North Shore-LIJ Physician Referral Service 1-888-321-DOCS – North Shore-LIJ operates a referral service to help community residents find a perfect local match for their medical needs. Information is available for physician specialties, office locations, languages spoken, hospital privileges, and accepted health insurance plans (including Medicaid and Medicare). Bilingual telephone operators are available 24 hours a day, every day. Information can also be found at www.northshorelij.com. More than 5,300 physicians affiliated with North Shore-LIJ are included in the directory.

MedShare – North Shore-LIJ collaborates with MedShare, an organization dedicated to improving the environment and healthcare by connecting the surplus of medical supplies in one part of the world to a great need in another. This partnership provides critical resources to the medically underserved, both domestically and abroad. Physicians, nurses, and volunteers work collaboratively to collect, sort, ship, and distribute unused medical supplies to hospitals and patients in the U.S. and the developing world. In 2012, North Shore-LIJ donated more than 24,500 pounds of unused medical supplies.
Positive Outreach with Integrated Resources (P.O.W.I.R.) – North Shore-LIJ’s P.O.W.I.R. program is designed specifically for women, youth, and men under 24 years of age who are infected with, affected by, or at risk for HIV. The program links individuals to resources within the health system and the community. In 2012, more than 325 men, women, and youth attended programs for World AIDS Day. For more information on the P.O.W.I.R. program, please call (516) 622-5189.

B. Health Professions Education

Accelerated Career Training (ACT) Program – The Office of Community and Public Health at North Shore-LIJ partnered with New Yorkers for Children (NYFC) to create an educational/vocational training program for youth in foster care, ages 18 – 23, to gain crucial skills, knowledge, and support in order to become competitive in the marketplace and explore possible career paths in health care. The 10 week program, which targets youths who have successfully obtained a high school diploma or an academic equivalent, includes educational courses and training in healthcare careers, interpersonal and career skills development, wellness and nutrition, finance, and computer applications. These young adults are also matched with an individual mentor to guide and coach them on a more personal, one-on-one basis. Those who successfully complete the program are encouraged to apply for a part time, paid internship experience that will provide them with additional hands-on training for a career in healthcare. For more information about the ACT Program, please contact (516) 881-7000.

Graduate Medical Education – As a major academic health system in the New York metropolitan area, North Shore-LIJ is dedicated to excellence in patient care, teaching, and research. More than 1,500 residents and fellows are trained each year in graduate education programs at 16 member hospitals, with access to state-of-the-art simulation and a BioSkills Education Center. Clinical affiliations include Albert Einstein College of Medicine, NYU School of Medicine, New York Medical College, SUNY Downstate Medical Center, SUNY Stony Brook University Hospital, and New York College of Osteopathic Medicine. The Feinstein Institute for Medical Research is among the top six percent of research institutions that receive funding from the National Institutes of Health. For more information about the individual training programs at North Shore-LIJ, please visit http://www.northshorelij.com/GME.

Hofstra North Shore-LIJ School of Medicine – In 2008, Hofstra University and North Shore-LIJ entered into a formal agreement that established the Hofstra North Shore-LIJ School of Medicine, the first allopathic medical school in Nassau County and the first new medical school in the New York metropolitan area in more than 35 years. The academic partnership enhanced recruitment of
faculty, leadership, and researchers; furthered the expansions of residencies and fellowships; and enhanced the integration of clinical and translational science. In 2011, the School of Medicine welcomed its inaugural class of 40 students and plans to increase its class size by 20 students per year until a maximum class size of 100 students is achieved. For further information, please visit the School of Medicine’s website at http://medicine.hofstra.edu or call (516) 463-7516.

**Medical Scholars Pipeline Program** – To increase the diversity of the applicant pool for the medical school and healthcare workforce, Hofstra North Shore-LIJ School of Medicine conducts a four year intensive program for talented high school students from underprivileged communities who are interested in pursuing health-related careers. Students engage in learning sessions on topics ranging from the ethics of medical research, health-care reform, SAT preparation, CPR training, cardiology, pediatrics, team building, health literacy, and cultural competency. Each year, a new class of 22 students gains exposure to healthcare professions through clinical and research activities and mentoring opportunities from physicians and health system administrators. For more information, please call (516) 463-7550.

**C. Community Health and Wellness**

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

**Community Health Programs and Screenings** – North Shore-LIJ provides community residents with free health screenings through programs organized by each member hospital. Screenings are held in conjunction with national campaigns (heart health, blood pressure, prostate cancer, and skin cancer) and throughout the year at educational events, all of which are open to the public. Individuals may be referred for follow-up care at North Shore-LIJ. Uninsured individuals who require follow up care can utilize the services of LHHs sliding fee scale program, with services starting at $0. In 2012, North Shore-LIJ hosted or participated in more than 823 community health programs and provided more than 25,587 health screenings.

In 2012, LHH provided health screenings, including blood pressure, BMI, cancer, cardiovascular, cholesterol, diabetes, HIV/AIDS, neuropsych/learning disabilities, and sports injury, and participated in health awareness events at: WPIX Health Fair, Chelsea Bazaar Health Fair, Third Avenue Festival, Hunter High School Health Fair, McBurney YMCA Community Health Fair, Senator Krieger’s 6th Annual Senior Resource Fair, Respiratory Care Week, and Assemblyman Quart’s Senior Health Fair.

**Health Lectures** – Free health lectures and seminars are presented to the community by LHH physicians and guest speakers, including the annual Ernest J. and Elena A. Bruno Lecture, the David R. Jacobs, M.D. Memorial Lectureship, and the John O. Vieta Lecture. Programs are offered on nutrition, cholesterol, and various health topics as requested by the community. For more information, please call (212) 434-2047.
New York City Smoke Free Hospital Pledge – The LHH has joined the NYCDOHMH Tobacco-Free Hospitals Campaign and has been awarded Bronze Star status. The goal is to create a smoke-free environment for all patients and visitors by creating tobacco-free campuses and comprehensive tobacco cessation programs.

Nutrition Education Sessions – The Nutrition Department at LHH provides ongoing educational lectures on healthy eating to the community. These outreach sessions are tailored to specific groups and have reached school-aged children, adults, and the elderly. For more information, please call (212) 434-6198.

Sports Trauma and Overuse Prevention Program (STOP) – The Department of Orthopedic Surgery at LHH joined the American Orthopaedic Society for Sports Medicine’s STOP Campaign, dedicated to preventing athletic overuse and trauma injuries in children. The hospital’s orthopedists participate in this public health initiative to educate parents, coaches, young athletes, and healthcare providers about youth sports injuries. For more information, please call (1-855) 434-1800.

City Parks Foundation – North Shore-LIJ is proud to be the first ever City Parks Foundation Sports & Fitness Programs Signature Sponsor. This program provides free, park-based programs to all New Yorkers, focusing on neighborhoods that are underserved. Combining sports, art, and education with community involvement, the partnership benefits thousands of young people and older adults citywide by keeping them active, fit, and engaged in fun, rewarding activities that enrich their bodies and minds. In 2012, more than 500 NYC kids, ages 5 to 16, and their parents/guardians gathered at the Icahn Stadium on Randall’s Island for a day filled with fun, excitement, and healthy competition at the annual City Parks Track & Field Citywide Championships. North Shore-LIJ provided health information and giveaways designed to encourage all participants to stay active. For more information or to register for a program, please call (718) 760-6999 or visit www.CityParksFoundation.org.

Drug Take Back – North Shore-LIJ participates in a nationwide prescription drug take-back initiative to prevent pill abuse and theft, and reduce the amount of unused medications that currently enter landfills and drinking water systems. In conjunction with the Drug Enforcement Administration, North Shore-LIJ collected 1,145 pounds of potentially dangerous, expired, unused, and unwanted medication in 2012, and more than 2,000 pounds since 2010. For information on additional Drug Take Back Days and locations, call (516) 881-7000.
Heath Information Team Center At Citi Field (H.I.T.) – In partnership with the New York Mets organization, North Shore-LIJ's Katz Institute for Women's Health opened the H.I.T. Center at Citi Field. H.I.T. provides various health-related, multi-media presentations and activities for visitors, including the interactive wheel of health and the heart healthy station. Fans of all ages are welcome to play and learn tips on health topics such as nutrition, child safety, sun safety, and general wellness. H.I.T. also provides information about North Shore-LIJ and access to the variety of services, physicians, and locations. For more information about the H.I.T. Center at Citi Field, please call (516) 881-7000.

Healthy and Safe Environment Initiatives – For North Shore-LIJ, the essence of community health is underpinned by commitment to a strong environmental stewardship and social agenda; and in November 2010, North Shore-LIJ signed a Memorandum of Understanding with the Environmental Protection Agency to establish far-reaching, environmentally responsible programs and business practices at its facilities. The sustainability programs and projects have helped the health system to reduce North Shore-LIJ’s overall carbon footprint by 15.6% from 2009-2011. The LHH is part of the NYC Mayor’s Hospital Carbon Challenge and is working toward a 30% reduction in greenhouse gas emissions by 2019. Among the numerous initiatives, North Shore-LIJ currently has 11 LEED certified buildings, a comprehensive recycling and waste reduction program, and two Energy Star Award hospitals (Glen Cove and Franklin). For more information on our sustainability initiatives, visit http://www.northshorelij.com/hospitals/about-us/sustainability-social-responsibility, email sustainability@nshs.edu, or call 516-881-7028.

Safe Kids – In 2012, more than 5,600 children participated in 55 injury prevention/safety education programs sponsored by the New York State, Queens, and Nassau Safe Kids Coalitions, led by North Shore-LIJ. These programs, which encourage kids to be active, have fun, and be safe, are offered in partnership with area schools, Police Benevolent Associations, government, and local businesses. Educational programs cover topics such as water safety, pedestrian/motor vehicle safety, burn injury prevention, bicycle and sports injury prevention, enhanced “911,” pets and pals, and summer safety. In addition, child car seat check-up stations and special events are held throughout the state and on the campuses of North Shore-LIJ. Please call (516) 881-7000 for more information about the Safe Kids program.

Stepping On – Stepping On is a program that empowers independent, older adults to carry out health behaviors that reduce the risks of falls. It is a community based workshop offered once a week for seven weeks using adult education and self-efficacy principles. In a small group setting, older adults learn balance and strength exercises and develop specific knowledge and skills to prevent falls. Workshops are facilitated by trained leaders. For more information, please call the Office of Community and Public Health at (516) 881-7000.

D. Community Medical Support Services and Programs

Blood Donor Services – Each year, employees of LHH help to ensure an adequate blood supply for New Yorkers in need by donating blood. In 2012, more than 7,214 pints of whole blood were donated by employees of LHH and North Shore-LIJ.
Center for Attention and Learning (CAL) – The CAL is a unique, educational evaluation program for low-income NYC children with attention and learning disabilities. The center provides comprehensive neuropsychological evaluation, educational advocacy, follow-up parental guidance, and integrated agency involvement. CAL services include: comprehensive evaluations to identify specific learning needs and provide appropriate recommendations, referrals to community services, school faculty and administration workshops, and neuropsychology education for lawyers and other professionals to assist with educational advocacy efforts. CAL has the only hospital-based bilingual (Spanish/English) neuropsychologist trained in both language dominance assessment and Spanish language neuropsychological evaluations. Additionally, the CAL serves as a post-doctoral training program and awards two fellows annually with a certificate in pediatric neuropsychology, making them board eligible for certification in the field. The CAL is committed to helping low-income children and families in need receive the assistance they need to lead productive, meaningful, and fulfilling lives. For more information, please visit www.lenoxhillhospital.org or call (212) 434-4594.

Free HIV Testing – The LHH Primary Care Center, located at 210 East 64th Street, accepts walk-in patients requesting an HIV test between the hours of 9:00 a.m. and 5:00 p.m, Monday - Friday. Confidential pre-test counseling by an HIV specialist provider includes a brief medical history and discussion of the risks and types of exposure, as well as a needs assessment for other medical issues that may be identified during counseling, including evaluation for other sexually transmitted infections. Following pre-test counseling and consent, a Rapid HIV test is done on-site, delivering test results to the patient within 20 minutes. Post-test counseling is done after the results are available, with special emphasis on risk reduction education. This service is open to the public and free for those without insurance and/or ability to pay. For more information, please call (212) 434-4251.

Nicholas Institute of Sports Medicine and Athletic Trauma (NISMAT) Runner’s Injury Clinic – The NISMAT sponsors a free monthly runner’s injury clinic at LHH. Injured and recovering runners of all levels, as well as those who experience pain due to running, are educated about injury treatment and prevention. The NISMAT physical therapists perform one-on-one, 15-minute screenings of the runner’s injury and make appropriate recommendations. Four clinics were held in 2012 from June – September. For more information please call (212) 434-2700.

Park Avenue Armory Women’s Shelter – Managed by Lenox Hill Neighborhood House, this 100-bed shelter provides meals and short-term sleeping accommodations, as well as social service, psychiatric, and permanent housing placement services for mentally ill women ages 45 and older. The
LHH oversees the shelter’s medical clinic, which emphasizes preventive care and women’s health education, with special attention to nutrition, management of diabetes, hypertension, and orthopedic challenges in addition to a variety of chronic and acute health issues. A nurse practitioner works in close collaboration with social service and psychiatric professionals to coordinate and ensure comprehensive, effective treatment for the shelter’s clients. For more information, please call (212) 570-1461.

**American Heart Association (AHA) Training Center** – The LHH is a member of the North Shore-LIJ AHA Training Center and provides trainings in Basic Life Support (BLS), Pediatric Advanced Life Support (PALS), and Advanced Cardiac Life Support (ACLS) to healthcare professionals who require certification in their respective professions. Additionally, this training site offers numerous BLS (CPR, AED, Emergency First Aid) programs to community members, including schools, faith-based organizations, expectant parents, childcare providers, community children’s sports league volunteers, and the general public. In 2012, more than 16,500 individuals received approximately 8,750 hours of training and participated in more than 2,000 programs. Please call (516) 881-7000 for more information about the North Shore-LIJ AHA Training Center.

**Center for Tobacco Control (CTC)** – The CTC is an innovator in the development of tobacco dependence treatment programs, achieving one-year tobacco use quit rates that exceed the national average. Please visit www.northshorelij.com/stopsmoking, call (1-866) 864-7658 / (516) 466-1980, or e-mail TobaccoCenter@nshs.edu for more information about services and resources available at the CTC.

**Gift of Life** – Currently, more than 118,000 men, women, and children nationally are awaiting life saving organs for transplantation. Every 10 minutes, a new name is added to the national organ transplant waiting list; and in 2012, 18 people died each day due to the shortage of donated organs. In an effort to increase organ and tissue donor awareness, North Shore-LIJ hosts annual Gift of Life programs for employees and visitors. Donor families and recipients participate in these events to acknowledge the importance of this need. In addition, North Shore-LIJ, in collaboration with the New York Donor Network, provides education throughout the year to the public regarding the importance of organ and tissue donation. For more information, please contact the North Shore-LIJ Transplant Center at (516) 472-5829.

**Hagedorn Cleft Palate Center** – The Hagedorn Cleft Palate and Craniofacial Center provides diagnostic, medical, and surgical care to infants and children who are born with facial differences. The Center provides immediate medical and emotional care to all infants born with a facial difference and their families. All cleft palate services are available free of charge to all community members and include cleft clinics, a parent support group, Teen Talk/Kidz Talk support group, lectures, and conferences. For more information, please visit www.northshorelij.com/NSLIJ (under “Centers of Innovation”/“Hagedorn Cleft Palate and Craniofacial Center”) or call (516) 466-2990.
Queens World Trade Center (WTC) Health Program – The Long Island Jewish Medical Center is home to one of seven Clinical Centers of Excellence funded through the James Zadroga 9/11 Health and Compensation Act to provide annual monitoring examinations and treatment for WTC health effects to WTC responders. The WTC Health Program is administered by the National Institute for Occupational Safety and Health of the Centers for Disease Control and Prevention (CDC). Eligible members receive confidential physical and mental health screening and treatment within the Queens Clinical Center and through the North Shore-LIJ network of providers. In addition to monitoring and treatment examinations, the Queens Clinical Center provides outreach and education, social services, benefits counseling, work related benefits counseling, and case management. All WTC Health Program services are federally funded and provided at no cost to responders. For more information, contact Queens Clinical Center at (718) 267-2420, WTC Health Program at (1-888) WTC-HP4U (1-888-982-4748), or http://www.cdc.gov/niosh/topics/wtc/.

Rosen Family Wellness Center – North Shore-LIJ’s Rosen Family Wellness Center counsels Iraq and Afghanistan war veterans impacted by post-traumatic stress disorder, traumatic brain injury and associated behavioral health issues. The center also specializes in providing individual and family counseling, stress management, and medication management to law enforcement, 9/11 first responders, and families of those who have lost a loved one during 9/11. To receive a confidential phone consultation, or to set up an appointment, call (516) 562-3260.

Unified: Behavioral Health Center for Military Veterans and Their Families – Unified is an unprecedented collaboration between North Shore-LIJ and the U.S. Department of Veterans Affairs, in which clinicians from both organizations work together to provide the best evidenced-based behavioral healthcare possible to military personnel, veterans, and their families, including children. Care includes therapy for individuals, couples, and the family. Unified’s goal is to ensure a successful homecoming and reintegration for the military families into the community and to help them heal from the invisible wounds of war. For more information, please call (631) 647-2530.

E. Support Groups

Support groups offer people with similar medical conditions and life challenges an opportunity for discussion, a sharing of experience and knowledge, and a place to ask questions. The LHH provides ongoing support groups for the community in the following areas: bereavement, anxiety management, depression management, self-esteem, Spanish language support, women’s health, survivors of interpersonal violence, cancer, smoking cessation, HIV, weight management, NICU, and aging. For additional details, including a complete list of support groups, meeting times and dates, please visit www.lenoxhillhospital.org (click on “Our Services” and “Support Groups”). For additional details about bereavement, anxiety management, depression management, self-esteem, Spanish language support, women’s health, and survivors of interpersonal violence support groups, please call (212) 434-3365. For details about HIV, please call (212) 702-7439, and for details about NICU, please call (212) 434-6513. For all other support groups, please call (212) 434-3365.
## AWARDS AND ACCOMPLISHMENTS

- North Shore-LIJ Medical Group was awarded the 2012 Baldrige Partners in Performance Excellence Silver Award for outstanding management and operational practices.

- North Shore-LIJ received a Sepsis Heroes Award from the Global Sepsis Alliance in recognition for its leadership role in improving care for sepsis patients across all of their hospitals.

- Making the list for the second consecutive year, North Shore-LIJ was named one of the “100 Great Places to Work in Healthcare” by Becker’s Hospital Review and Becker’s ASC Review in 2012.

- In 2012, North Shore-LIJ received second place in the Champion category of the Leonard G. Doak Health Literacy Innovator Award for the demonstration of commitment to excellence in health literacy within an organization.

- Thirteen North Shore-LIJ physician practices were recognized by the National Committee for Quality Assurance (NCQA) for Diabetes Care in 2012.

- Lenox Hill Hospital was one of six North Shore-LIJ hospitals to be recognized as Bariatric Surgery Centers of Excellence by the American Society for Metabolic and Bariatric Surgery and the American Society of Bariatric Surgery in 2012.

- Lenox Hill Hospital was ranked among the nation’s top 50 hospitals in five clinical areas in the annual *U.S. News & World Report* “Best Hospitals” edition.

- Three hundred and twenty-nine LHH physicians were listed in *U.S. News & World Report’s* “Best Doctors” edition in 2012.

- Lenox Hill Hospital achieved the Bronze Star status from the New York City Department of Health and Mental Hygiene’s Tobacco-Free Hospitals Campaign for maintaining smoke-free campuses and providing effective smoking cessation programs.

- Lenox Hill Hospital received a Stroke Gold Award in 2012 in “Get with the Guidelines,” a national hospital-based quality improvement initiative spearheaded by the American Heart Association.

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