Community Service Plan

Long Island Jewish Medical Center 2013-2014
Mission Statement for Long Island Jewish Medical Center

As a member of the North Shore-Long Island Jewish Health System (referred to as North Shore-LIJ), Long Island Jewish Medical Center (LIJMC) 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

Long Island Jewish Medical Center (LIJMC) is a 948-certified bed, tertiary care teaching medical center serving the greater metropolitan New York area, Queens, and Long Island. The LIJMC has three divisions: (1) Long Island Jewish Hospital, a 524-bed tertiary hospital; (2) Steven and Alexandra Cohen Children’s Medical Center of NY, a 202-bed children’s hospital; and (3) the Zucker Hillside Hospital, a 222-bed psychiatric hospital. In 2013, the three divisions of LIJMC reported 49,622 discharges (excluding normal newborn discharges), 6,540 newborn deliveries, 119,861 Emergency Department visits (including Emergency Department admissions), and 21,852 ambulatory surgeries, including endoscopies and cardiac catheterizations. The LIJMC was recently upgraded to Silver Star Status by the New York City Health Department as part of the Department's Tobacco-Free Hospital's Campaign for efforts to achieve excellence in providing tobacco-free environments and programs for patients, employees and the community.

Long Island Jewish Hospital (LIJ) – Serving as a clinical campus for the Hofstra North Shore-LIJ School of Medicine and with Albert Einstein College of Medicine, NYU School of Medicine, SUNY Downstate Medical Center, SUNY Stony Brook University Hospital and New York College of Osteopathic Medicine, LIJ has one of the largest graduate medical education programs in New York State. Its specialty programs include the Sandra Atlas Bass Cardiology Center and the Harris Chasanoff Heart Institute, a major cardiac diagnostic, interventional, and open heart surgical center; the Francis and Alexander Cohen Institute of Oncology; the Joel Finkelstein Cancer Foundation Radiation Oncology Institute, a cancer patient care, medical research, and education network; the Ann and Jules Gottlieb Women’s Comprehensive Health Center, one of the largest providers of women's health services in New York State; and the Apelian Cochlear Implant Center, a major center for the advanced treatment of hearing loss disorders. Other major clinical centers include the Hearing and Speech Center, Epilepsy Center, Stroke Center, Comprehensive Hemophilia Treatment Center, Pain and Headache Treatment Center, Sleep/Wake Disorders Center, and the Ambulatory Care Unit. The Katz Women's Hospital at LIJ is committed to women's health and family-centered care, featuring a range of specialized women's services, including programs in perinatal and obstetrics, gynecology, urogynecology, minimally invasive and robotic surgery, infertility and pediatric and adolescent gynecology on four floors of LIJ's newest 10-story inpatient tower. The LIJ is a NYS Department
of Health designated Stroke Center and a recipient of the American Heart Association (AHA) “Get With The Guidelines-Stroke Gold Plus Award.”

The Steven and Alexandra Cohen Children’s Medical Center (CCMC) – The CCMC is one of four acute care children’s hospitals in downstate New York and one of only two children’s hospitals on Long Island. The CCMC, which services more than 35,000 children in the course of one year, provides primary, secondary, tertiary, and quaternary care on an inpatient and ambulatory basis through a continuum of medical, surgical, psychiatric, and dental programs and services. Subspecialty areas include 35 pediatric medical subspecialties, nine pediatric surgical subspecialties, child and adolescent psychiatry, pediatric anesthesia, radiology, pathology, and physical medicine. The CCMC also maintains tertiary consultation centers in Commack, Hewlett, Flushing, Brooklyn, and Manhattan. The CCMC has disease-specific multi-disciplinary centers in the following specialties: hemophilia, cystic fibrosis, minimally invasive pediatric surgery, epilepsy, interventional cardiology, bloodless medicine and surgery, eating disorders, and oncology. The Regional Pediatric Trauma Center at CCMC is the first regional pediatric trauma center in the entire downstate/Long Island region and one of only three such centers in all of New York State to receive this designation.

The Zucker Hillside Hospital (ZHH) – The ZHH is known for its pioneering work in the diagnosis, treatment, and research of mental illness. The hospital provides a comprehensive continuum of behavioral health services for all age groups. Inpatient services include units for adolescents, adults and geriatric patients. Treatment specialties at ZHH include early phase treatment, depression, schizophrenia, bipolar and personality disorders, as well as a specialized women’s unit. Outpatient services are provided both on campus and through a coordinated network of community based programs, and include: geriatric psychiatry, child and adolescent services, partial and day treatment programs, early onset diagnostic and treatment services, vocational rehabilitation and training, and addiction recovery services. The National Institute of Health has established a Clinical Research Center for the Study of Schizophrenia at Zucker Hillside Hospital, one of only four such facilities nationwide. In addition to its clinical and research recognition, ZHH is a major regional training site for psychiatrists, psychologists, nurses, and social work students.

Prevention Agenda Information

Long Island Jewish Medical Center, as part of North Shore-LIJ, utilizes the US Surgeon General’s National Prevention Strategy (NPS) to guide its community chronic disease prevention and wellness agenda. The Office of Community and Public Health incorporated the NPS into LIJMC’s NYSDOH Community Service Plan to impact the health of its surrounding communities. The strategic directions of the NPS include:

- Healthy and Safe Community Environments
- Clinical and Community Preventative Services
- Empowered People
- Elimination of Health Disparities

The Community Service Plan (CSP) focuses on the following areas:

- Increasing screening rates for cardiovascular diseases; diabetes; and breast, cervical and colorectal
cancers, especially among populations experiencing health disparities
- Increasing access to high quality chronic disease preventive care and management in both clinical and community settings
- Reducing obesity in children and adults
- Reducing illness, disability, and death related to tobacco use and secondhand smoke exposure
- Promoting mental health and preventing substance abuse

Examples of interventions that support these areas are:
- Robust chronic disease and cancer screening programs
- Implementation of culturally relevant evidence-based chronic disease self-management education
- Prevention of childhood obesity through early child-care and school projects as well as promotion of policies and practices in support of breastfeeding
- Creation of community environments that promote and support healthy food and beverage choices and physical activity
- Elimination of exposure to secondhand smoke and prevention of the initiation of tobacco use by youth, especially among low socioeconomic status (SES) populations. Promotion of tobacco cessation, especially among low SES populations and those with poor mental health.
- Strengthened infrastructure to promote mental, emotional and behavioral well-being. Prevention of the non-medical use of prescription pain reliever drugs by youth.

Community Benefit Programs

Community-based programs at LIJMC are the key components of its Community Service Plan. The following program descriptions demonstrate the depth and breadth of the hospital's CSP Implementation Plan activities that impact the health and well-being of the communities we serve. Long island Jewish Medical Center, through community partnerships and coalition building, has significantly expanded the reach and impact of community health improvement services that address the NYSDOH Prevention Agenda priorities.

The LIJMC, as part of North Shore-LIJ, provides a broad array of community benefit programs, including:

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

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

Financial Assistance Program – 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 through a collaboration of senior leadership, community members and key staff, the policy provides a uniformly-administered system of reduced fees for uninsured residents of North Shore-LIJ’s service area.

All medically necessary services are covered under the program. The program is promoted through:
- Multilingual signage throughout facilities
- Multilingual educational brochures at key points of patient contact
- Website (www.northshorelij.com/assistance)
- Community outreach events
- Patient bills - All bills include a notice about the FAP, along with the program’s toll-free number, 1-(888) 214-4065.

The FAP is available for individuals earning up to five times the federal poverty level ($119,250 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 FAP requests are now processed via telephone, relieving the patient of the burden of providing current income documentation. Additionally, the FAP application has been simplified to one page. These measures also serve to improve administrative efficiency and expedite the application process.

FAP applications are available online in 15 languages at www.northshorelij.com/assistance. For more information or questions, please call 1-(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 is a resource center, staffed by bilingual personnel, that conducts outreach and education to both community members and hospital personnel, and provides navigational assistance in obtaining access to:
- Government-subsidized health insurance programs such as Medicaid and Child Health Plus, as well as the Qualified Health Plans now offered through the New York State of Health Marketplace
- A medical home that provides affordable, quality healthcare within North Shore -LIJ facilities through the health system’s Sliding Fee Scale Program
- Reduced fees for medically necessary services within North Shore-LIJ facilities through our FAP
- Enrollment assistance and/or referral for the Supplemental Nutrition Assistance Program (SNAP) formerly known as the Food Stamp Program
- Information and/or referral for a Pharmacy Assistance Program that could help lower prescription drug costs

For more information on the HAC, please visit www.northshorelij.com/assistance or call 1-(866) 381-1931. Free interpretation services are available.

Effective Communication in Healthcare – The division of Diversity, Inclusion and Health Literacy (DIHL) is a system wide resource and offers numerous educational opportunities to ensure the integration of health literacy into the fabric of the organization. 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 visually and speech impaired patients are also available. For more information, please call the Office of Community and Public Health at (516) 881-7000.

**Diversity and Inclusion** – As the surrounding communities have become more diverse, North Shore-LIJ recognizes the need to advance an environment that supports principles of equity and community. Diversity and inclusion are identified as essential components for the delivery of quality, safe, excellent patient and family centered care. Aligning with the National Prevention Strategy to eliminate health disparities and empower people in the communities we serve, the division of Diversity, Inclusion and Health Literacy (DIHL) has implemented a systemwide educational curriculum and offers numerous programs, such as Business Employee Resource Groups, to enhance workforce engagement and development, recruitment, and retention of top talent. Employees have access to, and are encouraged to use, an online cultural diversity resource that provides accurate, up to date information and enables them to develop their cultural knowledge, enhancing the delivery of culturally competent patient care. Through the efforts of DIHL, North Shore-LIJ has received nationwide recognition from DiversityInc and the Human Rights Campaign: Healthcare Equality Index for leadership in LGBT patient care delivery, as well as the enhancement of community partnerships and system wide policies. DIHL continues to proactively drive forward a culture of inclusion and wellness, in response to the increasingly diverse needs of patients, the workforce, and the communities served – leveraging differences to achieve the highest potential. For more information, please contact the DIHL team by emailing 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 through Friday from 9am to 5pm. During off-hours, please leave a voice message and your call will be returned within one business day. For questions related to Women’s Health, please call 1-(855) 850-KIWH (5494).

**North Shore-LIJ Physician Referral Service 1-(888) 321-DOCS (3627)** – 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 24/7. Information can also be found at www.northshorelij.com. More than 3,700 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 2013, North Shore-LIJ donated more than 9,500 pounds of unused medical supplies.

Fatherhood Academy - North Shore-LIJ partners with LaGuardia Community College's Fatherhood Academy, a free 16-week program that helps young fathers gain academic and parenting skills. Programs in injury prevention/safety education, CPR, and parenting best practices are provided. The CUNY Fatherhood Academy, launched by former Mayor Bloomberg in 2011, is part of the NYC Young Men's Initiative, a comprehensive effort to help young African American and Latino men achieve their professional, educational and parental personal goals through a range of innovative programs that bolster and reinforce their success. For more information, please call (516) 881-7000.

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 offers a variety of primary, psychosocial, and support services in each of our departments servicing people living with HIV/AIDS, including the Center for AIDS Research and Treatment, the Youth Specialized Care Center, the High Risk Pregnancy Clinic, and Prenatal Care Assistance Program. An on-site community liaison, outreach social worker, and peer educator assist with navigating the comprehensive system of care. For more information on the P.O.W.I.R. program, please call (516) 622-5189.

B. Health Professions Education

Futures In Motion: A Youth Career Alliance Network (Youth CAN!) – The Office of Community and Public Health at North Shore-LIJ partners with New Yorkers For Children (NYFC), FECS Health and Human Services, and the Walgreens Family of Companies to offer an educational/vocational program for youth aging out of foster care that provides crucial skills, knowledge, and support to prepare them in finding sustainable employment and transition into stable adulthood. The 12-week program, which is available to youth aged 18-24 who have successfully obtained a high school diploma or an academic equivalent, includes an extensive range of educational workshops in: interpersonal and professional skills development, service excellence, finance, computer applications, CPR, and first-aid certification. These young adults are also paired with an individual mentor who provides guidance on developing professional and personal goals, networking, and establishing a career plan. Those who successfully complete the program are encouraged to apply for a part-time, paid internship that will provide them with additional hands-on training and career experience. For more information about Youth CAN!, 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. Over 1,500 residents and fellows are trained each year in more than 120 residency and fellowship programs at 19 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 https://www.northshorelij.com/research-and-education/graduate-medical-education.

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, in 2014, achieved its first year of full-capacity student enrollment of 100 students, its first match day, and graduation of its charter class. Plans are currently underway to open an environmentally-conscious 63,000 square-foot expansion of the school in 2015. 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, the 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, healthcare reform, SAT preparation, CPR training, cardiology, pediatrics, team building, health literacy, and cultural competency. In 2013, a new class of 61 students was introduced 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.

Summer Pre-Medical Program – In association with Hofstra North Shore-LIJ School of Medicine, the Summer Pre-Medical Program provides college students considering a career in the medical field the opportunity to learn more about the professionals and the system that deliver healthcare in our area. During a four week experience, students are directly exposed to the personnel and processes that make such care a reality. Students rotate through the departments of North Shore-LIJ hospitals and attend a series of discussions with physicians, while experiencing hospital care first-hand. For more information, please email Jrubenst@nshs.edu.

SPARK! Challenge - North Shore-LIJ is leading the charge on career awareness by partnering with local high schools in Nassau, Suffolk, Queens, Manhattan and Staten Island to participate in the
SPARK! Challenge. Thirty-one teams of employees across the health system introduced nearly 500 high school students to a wide variety of careers that require competencies in Science, Technology, Engineering and Math skills (STEM). The SPARK! Challenge engages students and showcases both clinical and non-clinical career paths available within healthcare. For more information, please email sparkchallenge@nshs.edu.

The Greater New York Hospital Summer Enrichment Program (SEP) – North Shore-LIJ participates in the SEP, an internship program for undergraduate and graduate students pursuing a degree or concentration in health services management. Students work with members of North Shore-LIJ leadership to gain firsthand experience in the major issues, skills, and responsibilities involved in day-to-day management of healthcare facilities. The program seeks to promote diversity in healthcare management, and members of underrepresented communities are strongly encouraged to apply. For more information, please contact the Office of Community and Public Health at (516) 881-7000.

C. Community Health and Wellness
The LIJMC offers free and low cost health education programs throughout the year on a variety of topics, and members of the LIJMC 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 LIJMC’s sliding fee scale program, with services starting at $0. In 2013, North Shore-LIJ participated in more than 2,400 community health programs and provided more than 33,000 health screenings and immunizations.

SkyHealth - The North Shore-LIJ Health System launched the New York area’s first hospital-based Helicopter Emergency Medical Service. SkyHealth is a partnership with Yale-New Haven Health in Connecticut. Patients of both health systems who need lifesaving care for major traumas, heart attack, stroke and other life-threatening brain injuries will receive emergency medical care by helicopter and be quickly flown to the most appropriate hospital. In this first year of the program, North Shore-LIJ and Yale-New Haven Health expect to serve 350-400 patients.
American Heart Association (AHA) Training Center – The LIJMC 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 2013, more than 17,330 individuals received approximately 10,500 hours of training and participated in more than 2,425 programs. Please call (516) 881-7000 for more information about the North Shore-LIJ AHA Training Center.

Public Access Defibrillation Program (PAD) – The PAD program is designed to increase the availability of automated external defibrillator (AED) devices in the community as well as empower people within the community to use them through AED/CPR training and education. The PAD staff assists local organizations with establishing an emergency response that includes the use of an AED, as well as both initial and refresher training in CPR and AED use. Trainings are held at locations throughout Nassau, Suffolk, Queens, and New York City as well as at all North Shore-LIJ hospitals. For more information, please call (516) 881-7000.

Health Information Team (H.I.T.) Center At Citi Field – 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. The H.I.T. Center provides various health-related, multi-media presentations and activities for visitors, including an interactive wheel of health and a 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. The H.I.T. Center 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.

Safe Kids – In 2013, approximately 5,800 children participated in 67 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. Please call (516) 881-7000 for more information about the Safe Kids program.

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 1,923 pounds of potentially dangerous, expired, unused, and unwanted medication in 2013, and more than 3,900 pounds since 2010. For information on additional Drug Take Back Days and locations, please call (516) 396-6082.
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. 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 12% from 2009 - 2013. All of our NYC hospitals are part of the NYC Mayor’s Hospital Carbon Challenge and are working toward a 30% reduction in greenhouse gas emissions by 2019. Among the numerous initiatives, North Shore-LIJ currently has 16 LEED certified buildings, a comprehensive recycling and waste reduction program, two Energy Star Award hospitals (Glen Cove and Franklin) and two compressed natural gas ambulances which dramatically reduce Greenhouse Gas emissions in the neighborhoods they serve. For more information on our sustainability initiatives, visit https://www.northshorelij.com/about/commitment-to-excellence/sustainability-and-social-responsibility, email sustainability@nshs.edu, or call (516) 396-6082.

Healthy Food Access – In order to encourage people to eat more fresh fruits and vegetables, LIJ runs a weekly Farmer’s Market where community members can purchase healthy, locally grown produce. North Shore-LIJ also launched the Unity Garden in Elmont, NY. This initiative is a partnership between the Office of Community and Public Health (OCPH), Franklin Hospital, Martin De Porres School, and the St. Boniface Human Services Food Pantry, with assistance from the Long Island Greenmarket and Sustainable Long Island. The Unity Garden has successfully fed over 250 individuals and families per month during the growing season, the produce has been incorporated in the school cafeteria and the garden is a nutrition learning laboratory for students. The OCPH managed the second annual Spinney Hill Farmer’s Market, supported by a grant from the Manhasset Community Fund Greentree Foundation. It is staffed with local youth workers and volunteers and operated from July through October. More than 5,200 community residents visited the market and participated in “Farm to Table” programs including cooking demonstrations, produce sampling, and nutrition education workshops. To increase access to locally grown produce for low-income residents, the market accepted Farmers’ Market Nutrition Program checks, as well as SNAP electronic benefit transfers during the season. For more information about LIJ’s farmer’s market, please call Food and Nutrition Services at (718) 470-7582. For more information about community gardens and farmers’ markets, please call (516) 881-7000.

Living Healthy – Chronic illness, such as diabetes, heart disease, depression and others, affects approximately 133 million Americans. Living Healthy, North Shore-LIJ’s Chronic Disease Self-
Management Program (CDSMP), is a 6-session, evidence-based health education program for people with any type of ongoing health problems. This program is designed to help people gain self-confidence in their ability to control their symptoms and manage how their health condition affects their lives. During the workshop, participants learn strategies that will help them make decisions and solve problems; create a manageable exercise plan; feel less tired; deal with anger, depression and other emotions; manage pain and stress; communicate better with family, friends and health professionals; use medicines safely and properly; eat healthy; understand treatments better and plan for future health care. Participants are invited to bring a family member, friend and/or caretaker. For more information on the Living Healthy Program, please call the Office of Community and Public Health at (516) 881-7000.

Naturally Occurring Retirement Community (NORC) – North Shore-LIJ Health System has been a health partner in Aging in Place NORC-Supportive Service Programs in Nassau, Suffolk and Queens since 2000, an initiative designed to reduce service fragmentation and create healthy, integrated communities in which older adults are able to age-in-place in their own homes with greater comfort, safety, and security. Community partnerships include housing entities, neighborhoods and the Town of North Hempstead, with an infrastructure through the North Shore-LIJ Home Care Network to oversee these community nursing activities. Nurses are currently in place at Deepdale Gardens, NORC Without Walls (Samuel Field Y), Plainview-Old Bethpage Cares and Plainview PACE (Mid Island Y), Hands on Huntington and New Hyde Park Project Independence (FEGS), Forest Hills (Queens Community Center) and five additional sites in the Town of North Hempstead. Nurses provide immunizations, falls prevention programs, Health Chats on a wide variety of topics, health screenings, caregiver education, and health management of older adults with complex illness. In total, the programs service 60,000 seniors across the communities. For more information, please call Community Program Development at (516) 505-4344.

Stepping On – One out of three adults aged 65 or older falls each year, leading to both fatal and nonfatal injuries, and threatening safety and independence. Falls, however, are not an inevitable consequence of aging. Stepping On is an evidence-based community prevention program that empowers independent, older adults to carry out health behaviors that reduce the risks of falls. The series, which is based on adult education and self-efficacy principles, is held once a week for seven weeks. 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.

Blood Donor Services – Each year, employees of LIJMC help to ensure an adequate blood supply for New Yorkers in need by donating blood. In 2013, more than 7,260 pints of whole blood were donated by employees of LIJMC and North Shore-LIJ.
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. The CTC provides group tobacco cessation classes as well as individualized quit programs. The CTC’s school-based tobacco prevention initiatives target children, teens, and young adults to help them live tobacco free lives. The CTC also collaborates with local colleges and student health services to educate young adults about the hazards of tobacco use and the benefits of quitting. In addition, the CTC provides training, education, and patient education materials regarding tobacco dependence treatment to healthcare providers throughout the community, including medical, nursing, pharmacy, and physician assistant students. The CTC, in collaboration with the NYS Department of Health’s Bureau of Tobacco Control, is working towards policy-driven health systems change to incorporate tobacco dependence treatment for all patients. Please visit www.northshorelij.com/stopsmoking, call 1-(866) 697-8487/(516) 466-1980, or email tobaccocenter@nshs.edu for more information or resources available at the CTC.

“Think F.A.S.T.” Stroke Awareness Campaign – The “Think F.A.S.T.” Stroke Awareness Campaign educates the public about the signs and symptoms of stroke. In 2013, more than 32,000 community members took part in the campaign’s stroke awareness events. Participants learned how to recognize stroke signs and symptoms, to call 911 immediately when symptoms occur, and to get to the hospital quickly. For more information about the Campaign, please contact (516) 562-1194.

New York City Smoke-Free Hospital Pledge – LIJMC has joined The NYC Department of Health and Mental Hygiene’s Tobacco-Free Hospitals Campaign and has been awarded Bronze Star status. The goal is to maintain a smoke-free environment for all patients and visitors through tobacco-free campuses and comprehensive tobacco cessation programs.

Queens World Trade Center (WTC) Health Program – The LIJMC 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/.

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.

C. D. Long Island Jewish Hospital Specific Programs and Services:

Cancer Services Program (CSP) - The CSP is a joint effort between LIJ and the NYS Department of Health to promote comprehensive screenings for breast, cervical, and colorectal cancers, and provide education to underserved populations. Additionally, the CSP provides diagnostic services for abnormal findings and case management for clients with barriers that may prevent them from seeking care. Financial support for treatment is available through the Medicaid Cancer Treatment Program for those eligible clients who are found to be in need of treatment for breast, cervical, colorectal, or prostate cancer and pre-cancerous conditions, but who may not qualify for traditional Medicaid. For more information, please call (718) 470-4165.

Cancer Survivors’ Day – Each June, LIJ honors their current and past cancer patients, their families, and caregivers at an annual Cancer Survivors’ Day celebration. Cancer survivors, along with friends, families, and healthcare professionals gather to celebrate their health and share emotions and experiences with other survivors and their families. In 2013, more than 1,000 people attended this event. For more information, please call the Monter Cancer Center at (516) 734-8900 or visit Survivorsday@nshs.edu.

Family Planning – The LIJMC offers a state-funded Family Planning program located in the Ambulatory Care Unit and the Division of Adolescent Medicine. The Family Planning program provides comprehensive reproductive healthcare for women, such as routine gynecology, pregnancy testing, and preconception counseling. Available to both men and women, the Family Planning program provides comprehensive reproductive healthcare including birth control counseling, HPV vaccine, testing and treatment for sexually transmitted infections, and testing for HIV. The program accepts both public and private insurances and offers an affordable sliding fee scale program to those with limited financial resources. In addition, assistance with enrollment in insurance such as the Family Planning Benefit program, which covers all family planning costs, is available. The program also supports community health education and provides workshops to community based organizations and schools throughout the area. For adult appointments, please call (718) 470-4400; for appointments for adolescents, please call (516) 465-3270; and for program inquires please call (718) 470-7794.

Give Kids a Smile Day – The LIJ partners with the Nassau County and Queens County Dental Societies for “Give Kids A Smile.” The program focuses attention on the epidemic of untreated oral dis-
ease among disadvantaged children. The children are taught the importance of brushing and the everyday care of their teeth. In 2013, more than 1,700 pre K-2nd grade children received free dental services, including screenings, an examination, fillings, and a fluoride varnish. Follow up treatment is arranged for children in need of additional services. For more information, please call (516) 227-1112 or (718) 454-8344.

Prenatal Program – The LIJ’s Prenatal Program offers access to comprehensive prenatal care for pregnant women, including those who do not have proof of citizenship. The program provides full medical and social work services throughout pregnancy, delivery, and the postpartum period. Newborns receive medical coverage for a full year following birth. For more information, please call (516) or (718) 470-4400.

Queens Child Advocacy Center (QCAC) – The LIJ partners with the QCAC, a child friendly, fully coordinated, multidisciplinary program dedicated to coordinating and expediting the investigation, prosecution, and delivery of treatment services in cases of child sexual abuse and serious physical abuse, ensuring that victims receive effective and immediate support. The goal of the QCAC is to protect victimized children from further abuse, minimize ongoing trauma, and provide comprehensive rehabilitation services. In addition, the QCAC strives to coordinate care, collect evidence in a child friendly environment, and minimize trauma to the child during the evaluation process. A co-located center for the collection of forensic evidence is also on the premises. For more information, please call (718) 575-1342.

C.D. Steven and Alexandra Cohen Children’s Medical Center of NY Specific Programs and Services:

Hagedorn Cleft Palate Center – Cleft lip and/or cleft palate is one of the most common birth defects in the U.S., affecting approximately one in 700 babies. The Hagedorn Cleft Palate and Craniofacial Center provides comprehensive diagnostic, medical, and surgical care to children with facial clefts or other malformations. The Center provides immediate medical and emotional care to all infants born with a facial difference and their families. Clinic services, cleft palate bottles, support groups for children, teens and parents, lectures and conferences are provided free of charge to all patients. For more information, please visit http://www.northshorelij.com/hospitals/location/hagedorn-cleft-palate-craniofacial-center-location or call (516) 466-2990.

Academic Instruction – The CCMC partners with both the NYC Board of Education (NYCBOE) to provide academic instruction and tutoring services for hospitalized children. The program is designed to keep hospitalized patients current with their academic studies. The program has five NYCBOE licensed teachers on staff that collaborate with the child’s home, school district, and healthcare professionals. They tailor the education and tutoring sessions to meet the child’s medical, educational, and developmental needs. For more information, please call (516) or (718) 470-3005.
**Child Life Program** – The Child Life program at CCMC collaborates with various departments to improve children’s and families’ understanding of hospitalization, illness, injury, and medical procedures. The Child Life Team utilizes teaching dolls, photo preparation slide shows, medical equipment, games, educational pamphlets, and coloring books to help minimize the psychological trauma illness and injury may cause. They educate children and families who participate in CCMCs health fairs, career days at local schools, Girl Scouts Heart Health Patch Program and NICU sibling support program. The team also trains pediatric residents who travel to La Romana, Dominican Republic to provide medical care to children. For more information, please call (516) or (718) 470-3005.

**Childhood Injury Prevention** – The CCMC provides education to families in local communities on the importance of injury prevention. This multifaceted program offers community education, staff development, hospital operations support, and community outreach services for the general public and professionals. The CCMC distributes helmets to Emergency Department patients with a sports-related head injury sustained during an activity for which a helmet is part of the recommended safety gear. Annually, CCMC provides 200 helmets to children in need. Car seat check-up events are held monthly, and Prenatal Program families with financial need are supplied with education and a car seat. All families with a financial constraint at the time of discharge receive a car seat; special need seats are available for children who are unable to use a conventional car seat. For more information, please contact (516) or (718) 470-3352.

**Family Resource Center** – A health library, including books, pamphlets, and internet access is available on site at CCMC 24/7. Family members may search for information on their own or utilize the services of an on-site librarian who is available during week days to assist them in locating appropriate information. For more information, please call (516) or (718) 470-3199.

**Kohl’s Cares Keeping Kids Healthy Program** – As Americans are experiencing epidemic rates of overweight and obesity, resources and tools can empower people to make healthier food choices for themselves, their families, and their children. Cohen Children’s Medical Center of New York, partnering with the Kohl’s Cares Keeping Kids Healthy Program, uses MyPlate, a national educational initiative designed to help children and families make healthy food choices and to be active every day. The CCMC partners with local schools, Girl Scouts, as well as Momma’s House residential home (for single mothers and their children) to educate young women and girls about the importance of healthy eating. MyPlate provides hands-on projects and puppet shows for younger children, nutrition Jeopardy for teens and programs tailored for children with special needs. Recipes from the Top Chef Cook-Off recipe contest, complete with photos and nutrition facts, have been compiled into a cookbook. More than 5,800 children and family members were educated in 2014. For more information, please visit the website at http://www.kohlshealthykidsny.com/.

**Pre-Surgical Orientation and Teaching Program** – The CCMC offers an interactive pre-surgical teaching and educational program to children who are scheduled to have surgery at CCMC. This program includes an individualized, preoperative teaching session for patients and their families. Children and families learn about their upcoming surgery and hospital experience to alleviate their fears and familiarize them with the environment. Sessions designed to demystify children’s fear of hospitals are also offered in local schools. For more information, please call (516) or (718) 470-3005.

**Reach Out and Read** – The CCMC participates in the national Reach Out and Read program, which promotes early literacy and school readiness during pediatric exams. Staff also advises par-
ents about the importance of reading early and reading aloud, and volunteers read to children while they wait to see the doctor. For more information regarding donations and volunteering opportunities, please call (516) 562-2568.

**Special Supplemental Nutrition Program (SNAP) for Women, Infants, and Children (W.I.C.)** – A federally-funded and state-supported program, W.I.C. provides nutrition education, nutrition counseling, and guidance for pregnant women and new mothers, as well as nutrition and health services for children from birth to five years of age. W.I.C. also encourages optimal infant nutrition through breastfeeding counseling and support for new mothers. When necessary, W.I.C. provides infant formula. The W.I.C. program also provides referrals for SNAP benefits, Medicaid, and other social services, including dentistry. For more information, please call (516) or (718) 470-4620.

**Survivors Facing Forward** – Survivors Facing Forward is a program designed to meet the complex needs of survivors of childhood cancers from throughout the New York area. The goal of this initiative is to improve survivors’ overall health and quality of life, decrease the effects of complications associated with their cancer treatments, and provide a comfortable, comprehensive and accessible patient experience. The program offers care coordination, education, specialist referrals, psychosocial support and research opportunities. SurFFs Up!, a quarterly newsletter, is published as part of Survivors Facing Forward. More than 800 people attended the 3rd Annual Les Nelkin Pediatric Cancer Survivors Day at Eisenhower Park. For more information, please call (718) 470-3151.

**C. D. Zucker Hillside Hospital Programs and Services:**

**Bully Reduction/Anti-Violence Education (BRAVE)** – The ZHH has a consultation service available to school personnel on how to initiate a bully and violence prevention program in their school. This service helps teachers and administrators become more aware of, and sensitive to, bullying as well as provide interventional strategies to address and prevent common bullying problems, including cyberbullying. For over 10 years, BRAVE has been implemented in more than a dozen schools, reaching more than 3,000 middle school students. For more information, please call (718) 470-8352.

**Consumer Support Network (CSN)** – The CSN is a socialization program open to psychiatric patients who receive services at ZHH. The focus of the program is to enhance socialization skills and community linkage utilizing a “peer buddy” system and helping members to stay active and involved in group activities. For more information, please call (718) 470-8244.

**Behavioral Health College Partnership** - The Zucker Hillside Hospital’s new Behavioral Health College Partnership works with 23 affiliated colleges and universities to address behavioral health crises on campuses through emergency protocols, enhanced school/hospital communication, and specialized evaluation and treatment. The Partnership offers unique and age-appropriate programs dedicating to meeting the needs of students and their families. For more information, please call (718) 470-8049. All calls are confidential.

**OnTrack NY** – OnTrack NY is an innovative, unique program for adolescents and young adults through ZHH’s Early Treatment program. The program provides comprehensive multi-
disciplinary, evidence based services, including psychiatric treatment, employment and educational support, and family education and support to adolescents and young adults who recently have had unusual thoughts and behaviors or who have started hearing or seeing things that others do not. For more information, please call (718) 470-8888.

**Ambulatory Psychiatric Rehabilitation Program** – This Ambulatory Psychiatric Rehabilitation program works collaboratively with the NYS VESID program to afford psychiatrically disabled individuals the opportunity to cultivate a skill and enter or re-enter the workforce. Functional assessments, case management, pre-vocational and vocational services, and skills training are provided to foster independence and integrate clients into the mainstream community. For more information, please call (718) 264-1789.

**Eating Disorders Center** – The Eating Disorders Center at North Shore-LIJ is a combined effort of the Division of Adolescent Medicine of CCMC and the Division of Child and Adolescent Psychiatry at ZHH. The program, which is the only one of its kind in the New York Metropolitan area, offers a comprehensive, multi-disciplinary approach to the treatment of eating disorders, including outpatient treatment, a day program, and inpatient treatment. The Eating Disorders Center has been designated as a New York State Comprehensive Center for Eating Disorders. For more information, please call (516) 465-3270. To request an appointment, please visit https://www.northshorelij.com/find-care/request-an-appointment.

**LIJMC Support Groups**

Support groups provide safe and confidential places for members to explore thoughts and feelings related to medical conditions and caregiving, and to share information and resources. The LIJ’s free, ongoing groups include diabetes, Implantable Cardioverter Defibillator (ICD), post-transplant, stroke, and oncology support groups for cancer survivors and their caregivers, and more specifically for people with head and neck cancers, prostate cancer, and women living with cancer. The LIJ’s Hearing and Speech Center provides a laryngectomy support group and hosts monthly meetings of the North Shore Chapter of the Hearing Loss Association of America. The Family Planning Program offers a monthly women’s educational and support group. To learn more about support groups at LIJ, please call (516) or (718) 470-7540.

The CCMC provides free, ongoing support groups for the community. To learn about support groups offered at CCMC, please call (516) or (718) 470-3124.

The ZHH provides free, ongoing support groups for the community in the following areas: adult caregiving, dementia, National Alliance on Mental Illness (NAMI) Caring and Sharing, NAMI Bipolar Illness, NAMI Anxiety and Depression, NAMI Family to Family, gender variance, and schizophrenia. For more information about dementia and dementia caregiving support groups, please call the Geriatric Center at (516) or (718) 470-8140. To learn more about other support groups at ZHH, please call (516) or (718) 470-8100.
AWARDS AND ACCOMPLISHMENTS

• North Shore-LIJ is among the top ten “BOLD” healthcare organizations recognized by the National Center for Healthcare Leadership (NCHL) in 2014 for use of evidence-based leadership development practices to achieve excellence and improve the quality of healthcare in their communities.

• North Shore-LIJ was selected as a finalist for the American Hospital Association 2013 Foster G. McGaw Prize for Excellence in Community Service, demonstrating the organization's commitment to improving the health and well-being of the communities it serves.

• North Shore-LIJ is ranked as one of the nation's top 10 hospital systems for diversity and inclusion practices for 2013 and 2014 as well as one of the top 10 companies for veterans by DiversityInc in 2013.

• North Shore-LIJ is among only three healthcare organizations in the nation to be designated a Center of Excellence in Nursing Education by the National League for Nursing.

• North Shore-LIJ received the 2014 Pinnacle Award for Quality and Patient Safety from the Health Care Association of New York State (HANYS).

Long Island Jewish Hospital:

• Recipient of America's 100 Best Cardiac Care-Cardiac Care Excellence Award, America's 100 Best Cardiac Surgery-Cardiac Surgery Excellence Award, and Best Coronary Intervention-Coronary Intervention Excellence Award from HealthGrades.

• Ranked LIJ #10 in NY and #11 in the NY metro area and among “Best Hospitals” nationally in psychiatry in U.S. News and World Report. Also recognized for high performance in cancer, cardiology and heart surgery, ear, nose and throat, gastroenterology and GI surgery, geriatrics, gynecology, nephrology, neurology and neurosurgery, orthopedics and urology.

• Received a five-star rating by HealthGrades for overall cardiac services for the second consecutive year, coronary interventional procedures for the tenth consecutive year, cardiac surgery for the third consecutive year, coronary bypass surgery for the fourth consecutive year, and valve surgery for the second consecutive year.

• Was recognized as an Academic Center for Excellence for Minimally Invasive Surgery in Gynecologic Oncology and Gynecology by the American Institute of Minimally Invasive Surgery.

• Received “2013 Practice of the Year Award” from the Cleveland Clinic and “2013 Commitment to Excellence Award” from Press Ganey.

Steven and Alexandra Cohen Children's Medical Center of NY:

• Ranked CCMC among the nation's Top 50 Children's Hospitals in diabetes and endocrinology, gastroenterology and GI surgery, neonatology, nephrology, neurology and neurosurgery, orthopedics and urology by U.S. News & World Report.

• Received the Excellence in Life Support Award for their extracorporeal life support program by the Extracorporeal Life Support Organization.

Zucker Hillside Hospital:

• Was selected by NYS to operate the Long Island Regional Behavioral Health Organization (BHO), one of five regional BHOs established to improve the efficiency and quality of behavioral health services across New York State.

• Ranked among “Best Hospitals” nationally among 16 hospitals for psychiatry (under Long Island Jewish Medical Center) by U.S. News & World Report in 2013-2014.