Community Service Plan

North Shore University Hospital
Syosset Hospital

2012-2013
Mission Statement for North Shore University Hospital / Syosset Hospital

As members of the North Shore-Long Island Jewish Health System (referred to as “North Shore-LIJ”), North Shore University Hospital (NSUH) and Syosset Hospital (SH) strive 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

North Shore University Hospital is an 804-bed quaternary care teaching hospital that serves as the clinical campus for the Hofstra North Shore-LIJ School of Medicine and as an academic affiliate of Albert Einstein College of Medicine of Yeshiva University. The NSUH provides a comprehensive continuum of inpatient and outpatient services for adults and children, providing medical, surgical, obstetrics/gynecology, dental, and psychiatric services. The NSUH offers a wide range of specialty and subspecialty residency and post-graduate training programs as well as various clinical fellowships. In addition to the main tertiary hospital, its facilities include the Schwartz Ambulatory Surgery Center and a community health center with dental and psychiatric clinics located on the Manhasset campus, the Goldman Family Care Center, the Eye Center, the Chiari Center, the Israel and Julia Waldbaum Dialysis Center, and the Fay J. Lindner Autism Pavilion.

The NSUH is also a major cardiac diagnostic, interventional, and open heart surgical center. The hospital offers the largest network of cancer patient care, medical research, and education on Long Island. The NSUH is home to the Stern Family Center for Extended Care & Rehabilitation, a 256-bed rehabilitation and care center. In 2012, NSUH reported 47,247 discharges (excluding normal newborn discharges), 6,196 newborn deliveries, 88,341 Emergency Department visits (including Emergency Department admissions), and 20,964 ambulatory surgeries, including endoscopies and outpatient catheterizations. The NSUH is a NYS Department of Health Designated Stroke Center, a Bariatric Surgery Center of Excellence, as designated by the American Society of Metabolic and Bariatric Surgery, and a recipient of an American Heart Association “Get With The Guidelines-Stroke Gold Plus Award” in 2012.

Syosset Hospital is a 103-bed community hospital that maintains a 911 response Emergency Department and inpatient services, including an intensive care unit and telemetry unit, which also serves as a surgical step-down unit. The hospital’s state-of-the-art Center for Surgical Specialties focuses on ambulatory surgery or other surgeries requiring only a short-term hospital stay, such as laparoscopy, endoscopy, laser, bariatric, and other advanced procedures. The Davis Vision Eye Surgery Center at SH offers the most up-to-date ambulatory care for patients in need of specialized eye surgery. In 2012, SH reported 3,763 discharges, 17,291 Emergency
Department visits (including Emergency Department admissions), and 13,918 ambulatory surgeries. The SH is a NYS Department of Health Designated Stroke Center and a Bariatric Surgery Center of Excellence, as designated by the American Society of Metabolic and Bariatric Surgery and a recipient of an American Heart Association “Get With The Guidelines Stroke Gold Plus Award” in 2012.

**Prevention Agenda for the Healthiest State**

In an effort to assess, identify, and address the community’s health needs, North Shore University Hospital and Syosset Hospital 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 Nassau County collaborative partner meetings. These meetings included representatives from the Nassau County Department of Health (NCDOH), 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 NCDOH. 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:

**Nassau 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
- Elder care

As a result of the CHNA analysis, the NYS Department of Health (NYSDOH) Priority Agenda Item for NSUH and SH, recommended to, and approved by, the North Shore-LIJ Board of Trustees Committee 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 breast feeding promotion 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 NSUH and SH complement and enhance the priorities of the Prevention Agenda. The NSUH and SH fully anticipate 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.

The NSUH and SH, as part of North Shore-LIJ, provide 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 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.

FAPs are 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 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 or questions, 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 nutrition 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 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 facilities 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 of North Shore-LIJ. The Office of Diversity, Inclusion and Health Literacy (ODIHL) provides Language and Communication Access Services (LCAS) in an effort to meet the needs of our 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 hours a day, seven days a week. 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 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 responds 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 – 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 communities. For more information, please call the ODIHL at (516) 881-7083.

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 (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 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 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**

The NSUH and SH offer free and low cost health education programs throughout the year on a variety of topics, and members of the staff are actively involved in providing health education programs within community settings NSUH and SH 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 NSUH and SH 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, NSUH and SH provided health screenings, including blood pressure, BMI, cancer, cardiovascular, cholesterol, diabetes, HIV/AIDS, and nephrology/kidney, and participated in events at the following health fairs: NYC Administration for Children’s Services Family Health Fair, Senator Hannon’s Health Fair, ING NYC Marathon and Health and Fitness Expo, Oyster Bay Health and Fitness Fair, and many more through local schools, community centers, and faith-based organizations.

**Cancer Survivors’ Day** – Each June, NSUH honors its 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 2012, more than 1,800 people attended this event. For more information, please call the Monter Cancer Center at (516) 734-8900 or email Survivorsday@nshs.edu.
Farmer’s Market – In order to promote sustainable production and consumption of local produce and encourage people to eat more fruits and vegetables, NSUH and SH sell fresh produce from local farmers markets, where employees and community members can purchase healthy, locally grown produce. For more information about NSUH’s farmer’s market, please call Food and Nutrition Services at (516) 562-4113. For more information about SH’s farmer’s market, please call Food and Nutrition Services at (516) 496-6428.

Heart Healthy School Program – The Heart Healthy School Program began at NSUH in 2000 and has since expanded to other system hospitals. A cardiac nurse educator serves as a mentor for nurses interested in teaching school-age children about heart health. Since inception, over 11,000 students have received heart health education from a NSUH nurse, including 2,068 students who participated in 2012. The program educates school children (kindergarten - 12th grade) using an age-appropriate curriculum on the heart’s anatomy and function in addition to heart healthy lifestyle behaviors. Models of the heart and arteries are shown to the children, and educational materials are provided for the children and their parents. For more information, please call NSUH Cardiac Services Patient Education at (516) 562-8461.

Island Harvest Campaign – The NSUH takes an active role in addressing hunger in the community. Each year, there is an ongoing, hospital-wide campaign to collect and donate canned goods to Island Harvest, Long Island’s largest hunger relief organization. In 2012, more than 840 pounds of food were donated through this campaign. For more information, please contact the Volunteer Office at (516) 562-4947.

Pregnancy and Infant Loss Support Group – Through its Social Work Department, NSUH offers free bereavement support groups for women and couples who have experienced pregnancy loss, such as miscarriage, stillbirth, or early neonatal death. In a safe and supportive atmosphere, these groups address the process and stages of grieving, including such topics as: impact of loss, returning to work, and planning for the future. The Babies’ Memorial Garden and Path and an annual interfaith Babies’ Memorial Service provide additional comfort and support for families who have suffered a loss. For more information, please call (516) 562-8538.

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; 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. Among the numerous initiatives, North Shore-LIJ currently has 11 LEED certified buildings, a comprehensive recycling and waste reduction program, two compressed natural gas ambulances, 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](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.

**“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 2012, more than 32,000
community members took part in the campaign’s stroke awareness events. They 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.

D. Community Medical Support

Services and Programs

Blood Donor Services – Each year, employees of NSUH and SH 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 NSUH, SH, and North Shore-LIJ.

Center for AIDS Research and Treatment (CART) – The CART, located at NSUH, is the largest NYS designated AIDS center, providing state of the art treatment for HIV infected patients on Long Island. The CART offers a variety of services including HIV care and treatment, hepatitis C treatment, women’s health, pharmacy, mental health, nutrition, legal, and support groups. The CART is supported by a Client Advisory Board, which meets monthly to incorporate community input into the structure of its programs and services. Each year, in recognition of World AIDS Day, CART staff provides community members with educational lectures, workshops, and other activities that pay tribute to AIDS awareness and research. For more information, please call (516) 562-4280.

Prenatal Program – The NSUH Prenatal Program offers access to comprehensive prenatal care for uninsured pregnant women, including those who do not have proof of citizenship. The program provides full medical and social work services throughout pregnancy, delivery, and postpartum care. Newborns receive medical coverage for a full year following birth. For additional information, please contact (516) 622-5202.

American Heart Association (AHA) Training Center – The NSUH and SH are members 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, these training sites offer 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. The CTC provides free 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. 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 educational tables throughout the year to educate the public of 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.

Naturally Occurring Retirement Community (NORC) – North Shore-LIJ serves as the medical partner for six NORCs across the region, including Deepdale Cares in Queens, Project Independence in North Hempstead, Plainview-Old Bethpage Cares and P.A.C.E., Hands on Huntington, and NORC WOW (Without Walls) in eastern Queens. North Shore-LIJ nurses provide a wide range of services that include health assessments, care management, blood pressure monitoring, flu immunizations, nutrition counseling, and educational programs. This community-based intervention is 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. More than 4,000
seniors are actively receiving care from North Shore-LIJ community nurses. For more information, please call 1-(888) AGEMAP2 or 1-(888) 243-6272 and ask for the Senior Navigator program.

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 NSUH provides free, ongoing support groups for the community in the following areas: tobacco cessation, HIV/AIDS, women’s health, cancer, radiation therapy, bereavement, caregiving, heart disease, brain injury, brain tumor, brain aneurysm, stroke, Parkinson’s disease, bariatric surgery, pregnancy and infant loss, lymphoma, post transplant, and neuropathy. For more information on support groups at NSUH, please call (516) 562-0100 or visit www.northshorelij.com/community.
Syosset Hospital provides free, ongoing support groups for the community in the following areas: depression, fibromyalgia, weight management, multiple sclerosis, NAMI family to family, oral, head, and neck cancer (SPOHNC), and Parkinson’s disease. For more information on support groups at SH, please call Community Outreach at (516) 496-6409.

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.

• North Shore University Hospital and Syosset Hospital were two 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.

• North Shore University Hospital and Syosset Hospital received a Stroke Gold Plus Award in 2012 in “Get with the Guidelines,” a national hospital-based quality improvement initiative spearheaded by the American Heart Association.

• North Shore University Hospital received the Joint Commission Disease-Specific Care Certification for stroke and palliative care in 2012.

• North Shore University Hospital received a Consumers Choice Award in the category of Nassau-Suffolk’s Most Preferred Hospital Overall Quality and Image for the past ten years.

• North Shore University Hospital received an Outstanding Achievement Award from the Commission on Cancer in 2012.
• North Shore University Hospital is a designated Academic Center for Excellence for Minimally Invasive Surgery in Gynecologic Oncology and Gynecology by the American Institute of Minimally Invasive Surgery.

• North Shore University 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.

• Two hundred and ninety NSUH physicians were listed in *U.S. News & World Report’s* “Best Doctors” edition in 2012.

• North Shore University Hospital was ranked number two in NYS for overall cardiac services, cardiology services, and coronary interventional procedures, and received the 2012 Legacy Awards for cardiac care, cardiology services, coronary intervention, and a five-star rating for coronary intervention procedures, valve replacement surgery, and heart attack by HealthGrades.


• The NYS Department of Health 2012 PQI Report listed NSUH as achieving some of the best outcomes for emergent percutaneous coronary angioplasty in New York State.

• The NYS Department of Health ranked NSUH as having superior survival rates for emergency angioplasty and awarded it the prestigious double-asterisk.

• For the second consecutive year, NSUH received platinum-level recognition from the American Heart Association for being a “fit-friendly” organization.

• North Shore University Hospital received the Most Wired Hospital Award by the Hospital and Healthcare Network in 2012.

• North Shore University Hospital was recognized as one of the nation’s best hospitals at using information technology to improve efficiency and quality of care, according to the 2012 Most Wired Survey by the American Hospital Association.

• The NSUH Palliative Care Program was awarded advanced certification status by The Joint Commission in 2012.

• North Shore University Hospital received the 2012 Partner for Change Award from Practice Greenhealth in recognition of its efforts to continuously improve and expand mercury elimination, waste reduction, and source reduction programs.

• Syosset Hospital is a designated Center of Excellence in Minimally Invasive Gynecology by the American Association of Gynecologic Laparoscopists.

• Sixteen SH physicians were listed in *U.S. News & World Report’s* “Best Doctors” edition in 2012.

• In 2012, SH received J.D. Power and Associates Distinguished Hospital Program Recognition for Outstanding Emergency Department Experience.
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