Mission Statement for Lenox Hill Hospital

As a member of the Northwell Health, Lenox Hill Hospital (LHH) strives to improve the health and quality of life for the people and communities we serve by providing world-class service and patient-centered care.

Who We Are

Founded in 1857, Lenox Hill Hospital, a 676-bed acute care teaching hospital located on Manhattan’s Upper East Side, has a tradition of providing outstanding patient care and innovative medical and surgical treatment. The hospital serves the residents of its surrounding Manhattan communities and also attracts patients from the Greater New York area, throughout the nation, and abroad.

An acute, tertiary care facility that has earned a national reputation for outstanding patient care and innovative medical and surgical treatments, LHH is well known for excellence in a variety of specialty services, including internal medicine, cardiovascular disease, orthopaedics, sports medicine, otolaryngology/head and neck surgery and maternal/child health. The hospital is also a recognized leader in public health education and community outreach. Lenox Hill Hospital is home to Manhattan’s only Tomo Therapy unit, an extremely accurate, highly focused radiation therapy. The LHH is a New York State-designated Stroke Center, a Level III Perinatal Center, an AIDS Center and a Designated Bariatric Surgery Center of Excellence. Lenox Hill Hospital was recently recognized with a Bronze Star by the New York City Health Department for its achievements in tobacco control as part of the Department’s Tobacco-Free Hospital’s Campaign. Lenox Hill Hospital also received a Stroke Gold Award Plus Quality Achievement Award in “Get with the Guidelines,” a national hospital-based quality improvement initiative spearheaded by the American Heart Association.

To further respond to the needs of the community, LHH offers the following outpatient programs: the Outpatient Infusion and Blood Donor Center, Lenox Hill Primary Care Center, Manhattan Physicians Group, the Outpatient Center for Mental and Specialty Centers of Queens, Aortic Wellness Center, and Promise, the Center for Attention and Learning Disorders. Lenox Hill Greenwich Village (LHG) is Manhattan’s first freestanding emergency department, a new model of community-based care that integrates health and wellness services with access to 24-hour emergency care and a full range of medical specialists. In 2015, LHG reported 31,668 visits to the facility.

Lenox Hill Hospital serves as a clinical campus for the Hofstra Northwell Health
School of Medicine, and is affiliated with New York Medical College, NYU School of Medicine and the State University of New York-Downstate for Graduate Medical Education. Each academic year, nearly 200 medical residents and fellows train in 16 accredited independent graduate medical education (GME) programs at LHH.

Originally established in 1869, Manhattan Eye, Ear & Throat Hospital (MEETH) is internationally recognized for its accomplishments in ophthalmology, otolaryngology, orthopedics, plastic surgery, and many other services. A division of LHH, MEETH provides the highest quality and most advanced treatments available in its state-of-the-art ambulatory surgery department. In addition to surgery, MEETH provides numerous outpatient specialty visits for adults and children and serves as a training site for residents in ophthalmology, otolaryngology and plastic surgery.

In 2015, LHH reported 28,511 discharges (excluding normal newborn discharges), 4,235 newborn deliveries, 56,446 emergency department visits (including emergency department admissions), and 27,244 ambulatory surgeries.

Prevention Agenda for the Healthiest State

Lenox Hill Hospital, as part of Northwell Health, 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 LHH’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 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 and the 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

Community Benefit Programs

Community-based programs at LHH are the key components of its Community Service Plan. The following program descriptions demonstrate the depth and breadth of the hospital’s Community Service Plan Implementation Plan activities that impact the health and well-being of the communities we serve. Lenox Hill Hospital, through community partnerships and coalition building, has significantly expanded the reach and impact of community health improvement services that address the NYS-DOH Prevention Agenda priorities.

Lenox Hill Hospital, as part of Northwell Health, 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
Northwell Health 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 Northwell Health’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 (https://www.northwell.edu/manage-your-care/financial-aid-programs/financial-assistance-program)
- 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 ($121,250 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.

FAP applications are available online in 15 languages at https://www.northwell.edu/manage-your-care/financial-aid-programs/financial-assistance-program. For more information or questions, please call 1-(888) 214-4065.

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 healthcare 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
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, the division of Diversity, Inclusion and Health Literacy (DIHL) implements a system wide educational curriculum and offers numerous programs. Northwell’s Business Employee Resource Group Program enhances workforce and community engagement. In collaboration with Cook Ross, Inc., DIHL launched an interactive “Unconscious Bias” e-Learning program, helping to raise awareness of unconscious filters and how it impacts patient care and the workplace. Employees are encouraged to use an online cultural diversity resource that provides accurate, up to date information to enhance the delivery of culturally competent patient care.

Northwell Health 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. For more information, please contact the DIHL team by emailing DIHL@northwell.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 Northwell Health’s clinical programs and services across the continuum of care. The Resource Center is staffed Monday - Friday from 9am-5pm. During off-hours, please leave a voice message and your call will be returned within one business day. For questions related to Women’s Health, please call 1-(855) 850-KIWH (5494).

Northwell Health Physician Referral Service 1-(888) 321-DOCS (3627)
Northwell Health operates a referral service to help community residents find a perfect local match for their medical needs. Information is available for physician specialties, office locations, languages spoken, hospital privileges, and accepted health insurance plans (including Medicaid and Medicare). Bilingual telephone operators are available 24 hours a day, every day. Information can also be found at www.northwell.edu.

MedShare
Northwell Health 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 2015, Northwell Health donated more than 28,650 pounds of unused medical supplies.

Positive Outreach with Integrated Resources (P.O.W.I.R.)
Northwell Health’s P.O.W.I.R. program connects women, youth and men, from infancy to age 24, who are infected with or at risk of HIV, with the resources they need within the health system and the community. The program offers psychosocial and support services, including the Center for AIDS Research and Treatment (CART); the Youth Specialized Care Center; the High Risk Pregnancy Clinic and Prenatal Care Assistance Program; Case Management; and Support Groups for children, adolescents, young adults and caregivers. The program also offers Pre-Exposure Prophylaxis (PrEP) and post-exposure prophylaxis (PEP). For more information on the P.O.W.I.R. program, please call (516) 622-5189.
B. Health Professions Education

Graduate Medical Education
As a major academic health system in the New York metropolitan area, Northwell Health is dedicated to excellence in patient care, teaching, and research. More than 1600 residents and fellows are trained each year in over 120 residency and fellowship programs at 21 member hospitals, with access to state-of-the-art simulation and a BioSkills Education Center. Clinical affiliations include Hofstra Northwell School of Medicine, Albert Einstein College of Medicine, SUNY Downstate College of Medicine, New York Medical College, New York University School of Medicine 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 Northwell Health, please visit https://www.northwell.edu/research-and-education/graduate-medical-education.

Hofstra Northwell School of Medicine
In 2008, Hofstra University and Northwell Health entered into a formal agreement that established the Hofstra Northwell Health 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 2015, the School of Medicine has two classes at the full size of 100 students, is approaching its second Match Day and the graduation of a class of 60 students. The School also opened the doors to its expansion building which almost doubled the size of the main education site to 113,000 square feet. For further information, please visit the School of Medicine’s website at http://medicine.hofstra.edu or call (516) 463-7516.

Hofstra Northwell School of Graduate Nursing and Health Professions
Launched in March 2015, the school is poised to become a national and global leader in preparing students to meet the growing need for qualified advanced-care nurses and physician assistants who deliver community-based health care. The School offers several options for advanced learning: master’s degrees in family nurse practitioner and adult-gerontology acute care nurse practitioner programs, as well as a master’s degree and a dual bachelor’s/master’s degree program in physician assistant studies. The School expands the successful medical school partnership between Hofstra University
Northwell Health and Northwell Health. It incorporates the University’s diverse academic programs and infrastructure, as well as Northwell Health’s significant clinical activities and educational resources, in its mission to provide an innovative interprofessional education to a new generation of healthcare leaders. For further information, please visit the Hofstra Northwell School of Graduate Nursing and Physician Assistant Studies’ website at hofstra.edu/nursing or call (516) 463-7475.

Medical Scholars Pipeline Program
To increase the diversity of the applicant pool for the medical school and healthcare workforce, the Hofstra Northwell Health 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. In 2015, a new class of 60 students was introduced to healthcare professions through clinical and research activities and mentoring opportunities from physicians and health system administrators. Since its inception in 2010, 123 students have completed the program. For more information, please call (516) 463-7550.

Summer Pre-Medical Program
In association with Hofstra Northwell Health 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 Northwell Health hospitals and attend a series of discussions with physicians, while experiencing hospital care firsthand. For more information, please email Jrubenst@northwell.edu.

SPARK! Challenge
Northwell Health 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). For more information, please email sparkchallenge@northwell.edu.

The Greater New York Hospital Summer Enrichment Program (SEP)
Northwell Health 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 Northwell Health 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.
Lenox Hill Hospital offers free and low cost health education programs throughout the year on a variety of topics, and members of the LHH staff are actively involved in providing health education programs within community settings such as senior centers, faith-based organizations, and schools.

Community Health Programs and Screenings
Northwell Health 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 Northwell Health. Uninsured individuals who require follow-up care can utilize the services of LHH’s sliding fee scale program, with services starting at $0. In 2014, Northwell Health participated in more than 2,200 community health programs and provided more than 24,000 health screenings and immunizations. Lenox Hill Hospital provided health screenings, including blood pressure, BMI, cancer, cardiovascular, cholesterol, diabetes, HIV/AIDS, neuropsych/learning disabilities, hearing, and vision, and participated in health awareness events such as: LGBT Center Health and Wellness Fair, Chinatown Health Fair, World Sight Day, and Assembly member Quart’s Senior Action Fair as well as various health fairs at schools, community centers, and faith-based organizations.

Focus on Health
Northwell Health’s TV show features patient-focused stories, expert interviews and in-depth reporting on important health topics like breast cancer, infection prevention and health care reform. Focus on Health airs Saturdays at 10:30 a.m. For a complete list of airing stations, please visit https://www.northwell.edu/about/news/focus-onhealth-tv. faith-based organizations.

FollowMyHealth™
To help patients take a more active role in their health and wellness, Northwell Health rolls out a web-based patient portal that allows patients to access their personal health information anywhere and anytime. FollowMyHealth™ is available to patients who have received care from Northwell health hospitals and physician practices across Long Island and New York City. To access the portal, please visit https://www.northwell.edu/manage-your-care/patientportal/followmyhealth or call (844) FMH-8108.

Rooftop Garden
Victory Greens, Lenox Hill Hospital’s rooftop garden, reopened as part of the Northwell Health’s Integrative Health and Wellness Program. The goal is for doctors to learn to live, cook and eat by example, enabling and empowering them to become role models and teachers for their patients. Northwell Health is one of a growing number of health systems throughout the country emphasizing a diet of whole, plant-based foods to help prevent and treat chronic diseases.

Health Lectures
Free health lectures and seminars are presented to the community by LHH physicians and guest speakers, including the annual Ernest J. and Elena A. Bruno Lecture and the John O. Vieta Lecture. Programs are offered on nutrition, cholesterol, and various health topics as requested by the community. For more information, please call (212) 434-2410.

Tunnel to Towers Run
The Lenox Hill Hospital partners with the Stephen Siller Tunnel To Towers Foundation in the annual Stephen Siller Tunnel To Towers Run. This event brings people the world over together to run in the footsteps of the late firefighter Stephen Siller and support our first responders and military who make extraordinary sacrifices in the...
line of duty. Funds raised through the run support the NYC Firefighter Burn Center, scholarship programs for children who have lost parents in Iraq and Afghanistan, orphanages, and the construction of Smart Homes for military returning home with devastating injuries, as well as other charities. For more information, please call (516) 562-4113.

NYC Coalition for a Smoke-Free City
Northwell Health is an active member of the coalition whose goals are to: reduce access to tobacco products and limit tobacco industry marketing to youth; increase the number of smoke-free outdoor spaces, including neighborhood parks, grounds and entryways; increase the number of apartment buildings, co-ops and condos that are 100% smoke-free; and reduce pro-tobacco imagery from youth rated movies and the internet. Northwell has assisted in the creation of over 2000 units of smoke free housing and the passage of over 10 Community Boards Smoke–free housing resolutions. For more information contact the Office of Community and Public Health at (516) 881-7000 or visit http://www.nycsmokefree.org/.

Partnership for a Healthier NYC
Northwell Health is an active member of the coalition. The goal of the Partnership is to significantly reduce chronic disease in New York City—for everyone—by supporting proven, community-level efforts, to change the environments in which people make decisions that impact their health. We are committed to making NYC a healthier place to live, work and play. The Partnership has four key focus areas: healthy eating, active living, tobacco free-living and reducing underage and excessive alcohol use. For more information contact the Office of Community and Public Health at (516) 881-7000 or visit http://healthiernyc.org/about-the-partnership/.

Nutrition Education Sessions
The Nutrition Department at LHH provides ongoing educational lectures on healthy eating to the community. These outreach sessions are tailored to specific groups and have reached school-aged children, adults, and the elderly. For more information, please call (212) 434-6198.
Sports Trauma and Overuse Prevention Program (STOP)
The Department of Orthopedic Surgery at LHH joined the American Orthopaedic Society for Sports Medicine’s STOP Campaign, dedicated to preventing athletic overuse and trauma injuries in children. The hospital’s orthopedists are an integral part of this public health initiative to educate parents, coaches, young athletes, and healthcare providers about youth sports injuries. For more information, please call 1-(855) 434-1800.

Safe Kids
In 2015, approximately 3,500 children participated in 25 injury prevention/safety education programs sponsored by the New York State, Queens, and Nassau Safe Kids Coalitions, led by Northwell Health. 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 Northwell Health. Please call (516) 881-7000 for more information.

Living Healthy
Chronic illness, such as diabetes, heart disease, depression and others, affects approximately 133 million Americans. Living Healthy, Northwell Health’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. For more information, please call the Office of Community and Public Health at (516) 881-7000.

Stepping On
One out of three adults aged 65 or older falls each year, leading to both fatal and non-fatal injuries, and threatening safety and independence. 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. More than 500 people have attended the 7 week program which is based on adult education and self-efficacy principles. In a small group setting, older adults learn balance and strength exercises, and develop specific knowledge and skills to prevent falls. Workshops are facilitated by trained leaders. For more information, please call the Office of Community and Public Health at (516) 881-7000.
D. Community Medical Support Services and Programs

SkyHealth
Northwell Health 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 are quickly flown to the most appropriate hospital. Northwell Health and Yale-New Haven Health expect to serve 350-400 patients annually.

The SANE Program Center of Excellence
The Sexual Assault Nurse Examiner Program (SANE) is located in a private, discreet area of the Emergency Department at LHGV, and provides sexual assault victims with confidential and private, on-premises care, 24 hours a day/7 days a week. Specially trained staff provides medical assistance, emotional support and information. The program is a collaborative effort of: Special Victims Squad of the Nassau County Police Department, Nassau County Coalition Against Domestic Violence (NCCADV) Sex Offense and Domestic Violence Bureau of the Nassau County District Attorney’s Office. For more information, please visit https://www.northwell.edu/find-care/services-we-offer/sexual-assault-nurse-examiner-program-sane.

Blood Donor Services
Each year, employees of LHH help to ensure an adequate blood supply for New Yorkers in need by donating blood. In 2015, more than 6,620 pints of whole blood were donated by employees of LHH and Northwell Health.

Center for Attention and Learning (CAL)
The CAL is a unique, educational evaluation program for a broad range of children, focusing on low-income NYC children with attention and learning disabilities. The center provides comprehensive neuropsychological evaluation, educational advocacy, follow-up parental guidance, and integrated agency involvement. The CAL has the only hospital-based bilingual (Spanish/English) neuropsychologist in the greater New York metropolitan area trained in both language dominance assessment and Spanish language neuropsychological evaluations. CAL has receives partial funding from the Robin Hood Foundation. For more information, please visit www.lenoxhillhospital.org or call (212) 434-3292.

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

Nicholas Institute of Sports Medicine and Athletic Trauma (NISMAT) Runner’s Injury Clinic
The NISMAT sponsors a free monthly runner’s injury clinic at LHH. Injured and recovering runners of all levels, as well as those who experience pain due to running, are educated about injury treatment and prevention. The NISMAT physical therapists perform one-on-one, 15-minute screenings
E. Support Groups

Support groups offer people with similar medical conditions and life challenges an opportunity for discussion, a sharing of experience and knowledge, and a place to ask questions. The LHH provides ongoing support groups for the community in the following areas: bereavement, anxiety management, depression management, self-esteem, Spanish language support, women's health, survivors of interpersonal violence, cancer, smoking cessation, HIV, weight management, newborn intensive care, and aging. For additional details, including a complete list of support groups, meeting times and dates, please visit https://www.northwell.edu/support-and-resources/support-groups. For additional details about HIV Support Groups, please call (212) 434-4251. For all other support groups, please call (212) 434-3365.
Awards and accomplishments

- Northwell Health was 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.

- Northwell Health was ranked as one of the nation’s top 5 hospital systems for diversity and inclusion practices in 2015 by DiversityInc.

- The Center for Learning and Innovation (CLI) was named among the best corporate universities worldwide by the first Global Council of Corporate Universities (CCU) receiving a silver trophy in the category of “Best Corporate University.”

- Northwell Health among only three healthcare organizations in the nation to be designated a Center of Excellence in Nursing Education by the National League for Nursing.

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

- Northwell Health received the John M. Eisenberg Patient Safety and Quality Award from The Joint Commission and the National Quality Forum for its work since 2009 to lower sepsis mortalities.

- The Ethisphere Institute names Northwell Health among the top 10 of The World’s Most Ethical Companies for superior achievements in transparency, integrity, ethics and compliance.

- The Center to Advance Palliative Care names Northwell Health a Palliative Care Leadership Center for providing customized operational training and mentoring for palliative care programs at any age an any stage of a serious illness.

- The Unified Behavior Health Center for Military Veterans and their Families is recognized in a RAND Corporation report as “the only program [nationally] that targets both veterans and their family members in a collaborative, family-centered care model where veteran and family providers work collaboratively to share information and expertise.”

- The National Patient Safety Foundation and EngagingPatients.org recognized Northwell Health with the John Q. Sherman Award for Excellence in Patient Engagement for efforts to empower consumers with Eight Patient Rights.

Lenox Hill Hospital

- Was recognized as a Bariatric Surgery Center of Excellence by the American Society for Metabolic and Bariatric Surgery and the American Society of Bariatric Surgery.

- Ranked among the nation’s top 50 hospitals in five clinical areas in the annual U.S. News & World Report “Best Hospitals” edition.


- Received the American Heart Association’s Mission Lifeline EMS Bronze Award for improving clinical outcomes and the quality of life of severe heart attack patients.

- Ranked #9 in New York State and #10 in the New York metropolitan area by U.S. News & World Report. Also recognized for high performance in cancer, diabetes and endocrinology, gastroenterology, GI surgery, geriatrics, gynecology nephrology, neurology and neurosurgery, orthopedics, pulmonology, and urology in 2013-2014. LHH was also ranked nationally for ear, nose and throat.
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This report was prepared by the Office of Community and Public Health and the Office of Strategic Planning. For more information, please call (516) 881-7000.