# NORTH SHORE UNIVERSITY HOSPITAL COMMUNITY SERVICE PLAN

2007





### WHO WE ARE

North Shore University Hospital (NSUH) is a 812 bed quaternary care teaching hospital, academically affiliated with New York University School of Medicine and Albert Einstein College of Medicine of Yeshiva University. NSUH provides a comprehensive continuum of inpatient and outpatient services for adults and children, providing medical, surgical, obstetrics/gynecology, dental and psychiatric services. NSUH offers a wide range of specialty and subspecialty residency and post-graduate training programs and 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 a Pediatric Mobile Unit.

NSUH is a major cardiac diagnostic, interventional and open heart surgical center. The hospital offers the largest cancer patient care, medical research and education network on Long Island. NSUH is home to The Stern Family Center for Extended Care & Rehabilitation, a 256 bed rehabilitation and care center. In 2007, NSUH had 53,949 inpatient discharges, including the delivery of 4,937 babies. NSUH provided 69,047 emergency department visits and performed 18,211 ambulatory surgeries, including endoscopies and outpatient catheterizations.

NSUH is a not-for-profit hospital in the North Shore-Long Island Jewish (LIJ) Health System. North Shore-LIJ includes the following healthcare providers: 13 hospitals, two long-term care facilities, five home healthcare agencies, two regional trauma centers, two area trauma centers, a pediatric trauma center, and the largest hospital-based EMS operation in the region. The ultimate corporate parent of North Shore-LIJ, North Shore-Long Island Jewish Health System, Inc., is a New York not-for-profit corporation, which is, directly or indirectly, the sole corporate member of each entity within North Shore-LIJ. NSUH shares a common board and management in the North Shore-LIJ Health System and as such is referred to as being commonly managed.



### **MISSION**

North Shore-LIJ 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.

### **COMMUNITY NEEDS ASSESSMENT**

On an ongoing basis, North Shore-LIJ conducts population, demographic and health status evaluations of our respective hospitals' service areas and the regions we serve. Multi-year analyses, trends and projections are developed, which identify areas of need for the continuum of health care services. Ongoing input concerning our communities' needs is also obtained through: (1) our Board of Trustees/Directors who are all area residents and leaders in their respective communities; (2) facility based Advisory Boards and Councils and, (3) the feedback received by our facility administrators and clinicians that serve on local community agency boards.

### **SERVING THE COMMUNITY**

## **Screenings and Health Fairs**

Each year, hundreds of community residents receive free health screenings through programs organized by NSUH. Screenings are held in conjunction with national campaigns (Heart Health, Blood Pressure, Prostate Cancer and Skin Cancer) and throughout the year at educational events. In addition, the Hospital hosts health fairs in collaboration with our community partners, and free health screenings are available at these events.

NSUH conducts outreach to risk-community populations and provides free community education programs regarding chronic kidney disease through the Raggio Institute. Programs are offered in four languages, and each year, thousands of high risk community residents are served through local health fairs and meetings at community/senior centers.

### **Community Education and Outreach**

NSUH offers free health education programs throughout the year as part of the System's Community and Women's Wellness Lecture Series (visit our website *www.northshorelij.edu* under the "news and events tab" or call **516-465-2500**). In addition, members of the NSUH staff are actively involved in providing health education programs within community settings such as senior centers, faith-based organizations, and schools.

**Tobacco Control** – the Center for Tobacco Control is an innovator in the development of smoking cessation classes that achieve a quit rate of 40%, far exceeding the national average of 24%. The Center provides

free, large-scale, smoking cessation classes as well as individual custom-tailored programs. The Center's Adolescent Cessation Program has been successful in getting teenagers reinstated in school after being expelled for smoking on school grounds. On average, over 7,000 individuals attend a program at the Center each year.

**Heart Health** – The Heart Healthy School Program provides educational information to students on heart health and also encourages students to consider a career in health care.

Center for AIDS Research and Treatment (CART) – CART is a New York State designated AIDS Center providing state of the art treatment for HIV infected patients across Long Island. CART is supported by a Client Advisory Board that meets monthly to provide community input to the structure of its programs and services. Each year, in recognition of World AIDS Day, CART staff provide community members with education lectures, workshops, and other activities paying tribute to AIDS awareness and research.

Passport to Health – In order to help patients navigate the often confusing world of healthcare, North Shore-LIJ has created a "Passport to Health" which is available at NSUH. The booklet helps patients keep track of everything from emergency contact numbers to their healthcare proxy cards. A key benefit of the book is that it enables patients to keep a current list of their medications, dietary supplements, immunizations and screening tests. To obtain a passport please call (516) 465-8871.

**Safe Kids** – Throughout the year over 11,000 children participate in public education workshops sponsored by the Safe Kids Coalition, in partnership with the North Shore-LIJ Health System, area schools, the PBA, government,

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and local businesses. These activities encourage kids to be active, have fun and be safe! Educational workshops cover topics such as water safety, pedestrian/motor vehicle safety, burn injury prevention, bicycle and sports injury prevention, enhanced "911" and summer safety. In addition, child car seat check up stations are located on the campuses of Plainview Hospital and LIJ Medical Center, members of the North Shore-LIJ Health System.

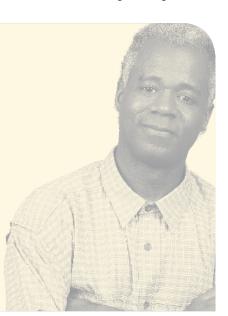
**AHA Training** – NSUH is a member of the North Shore-LIJ American Heart Association Training Center and provides trainings in Basic Life Support, PALS, and ACLS to members of the general public and to healthcare professionals that require certification in their respective professions.

**Blood Donor Services** – Each year, employees of NSUH help to ensure an adequate blood supply for New Yorkers in need by donating blood. There were over 3,282 whole blood donations in 2007 by employees of the hospital and health system.

North Shore-LIJ Physician Referral Service 1-888-321-DOCS — That's the number to call when seeking a local physician. Information is available on physician specialty(s), office location(s), language(s) 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 on our website at www.northshorelij.com. Over 3,000 physicians affiliated with North Shore-LIJ are included in the directory. In 2007, over 23,000 physician referrals were made through this service.

### Support groups

Throughout the year, NSUH provides multiple support groups to the community, free of charge, on a wide range of topics. Support groups available at the Hospital include: Pulmonary Hypertension, Cardiac, Look Good Feel Better, Patient/Caregiver's Group, Social Anxiety, Workshops for Step-Parents, Caregivers of Alzheimer Patients, Lymphoma, Brain Tumor, The Stroke Club, Stroke Club Caregiver's Group, Move, Soothe and Heal, Caregivers of Chronically III Children, Bereavement Group, Women's Group, 65+ Group, Bariatric Surgery, Children with ADHD, Panic Disorder, Anger Management for Adolescents, and Parenting Middle School Children.



Cancer Survivor's Day — Each year, NSUH hosts one of the largest Cancer Survivor's Days in the region, which is attended by over 1,000 patients, friends and family members. Patients who are recovering from cancer or who have already overcome their illness celebrate their health and share their emotions and experience with other survivors and their families.

Perinatal Bereavement and Infant Loss Support Group – The Perinatal Bereavement and Infant Loss Support Program provides free programs throughout the year to help families and friends with the grief process. Program components include: keepsake packages that contain memorabilia from the infant; support groups, an infant memorial garden with a memorial brick area containing the names of infants and sentiments from families and friends; yearly educational conferences and extensive referral service which includes pamphlets and educational material.

### Improving Access to Healthcare Services and Caring for the Medically Underserved

**Financial Assistance Program** – Uninsured patients with household incomes under 500% of the Federal Poverty Level (FPL) are eligible for reduced fees. All medically necessary services are covered under the reduced fee program for patients of the hospital service area. For more information please call **1-800-995-5727** or visit us online at *www.northshorelij.com/assistance*. In 2007, NSUH provided over \$80.6 million of uncompensated care.

Health Care Access Center – To ensure that no community member is denied access to health care, the North Shore-LIJ Health Care Access Center is staffed by bilingual Health Access Representatives that provide information on public insurance programs and the Health System's Sliding Fee Scale Program. During 2007, the Health Care Access Center received 2,000 phone calls and assisted with the enrollment of over 3,000 community residents into public insurance programs. The Center can be reached at 1-866-381-1931 or via email at healthcareaccess@nshs.edu.

**Prenatal Care Assistance Program (PCAP)** – PCAP offers access to comprehensive prenatal care for uninsured pregnant women, including those who do not have proof of citizenship. The program provides comprehensive medical and social work services throughout the entire pregnancy, delivery and postpartum care. Newborns receive medical coverage for a full year following birth. In 2007, there were 301 deliveries to women who participated in this program.

**Language Services** – North Shore University Hospital is committed to serving patients with diverse language requirements during their visit to the Hospital. In order to meet patients' medical needs and service expectations, North Shore University Hospital provides 24/7 access to over 150 languages using telephonic interpreters. Services for the deaf and hearing impaired are also available.

Mobile Health Long Island (MHLI) – The MHLI program provides primary medical and dental care services to medically underserved residents of Long Island through 2 licensed units—a mobile medical unit and a mobile dental unit. Services are provided free of charge and are available 6 days a week. Working with our community partners, MHLI units visit six service sites each week. These service sites include a homeless shelter, a community center, Naturally Occurring Retirement Centers, a church-sponsored migrant worker program on the East End and a child and family agency. Each year, 3,000 medical visits and 1,500 dental visits are provided on the mobile units.

### **RECENT AWARDS AND RECOGNITION**

- 3-year Joint Commission accreditation
- Designation as a New York State Department of Health Stroke Center, Regional Trauma Center, Regional Perinatal Center, SANE (Sexual Assault Nurse Examiner) hospital
- Designated as a Center of Excellence for Bariatric Surgery by the American College of Surgeons
- Consistently recognized by NYS Department of Health as being one of the top five cardiac surgery programs in the state
- Recognized by NYS Department of Health among the state's top five facilities for Trauma survival rate



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# FINANCIAL STATEMENT\*\* (IN THOUSANDS)

# **REVENUE**

Net Patient Services Revenue – Total all services	\$ 1,078,210
Other Operating Revenue (e.g. Investments)	256,704

Total Revenue	\$1,334,914
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### **EXPENSES**

Depreciation & Interest	\$ 96,898	
Salaries	595,622	
Employee/Fringe Benefits	148,005	
Supplies and All Other Expenses	449,379	
Total Expenses	\$1,289,904	

# **DETAILS OF SPECIFIC REVENUE/EXPENSES ITEMS**

Government Grants Revenue	\$ 576
Research & Medical Education Revenue	52,005
Research & Medical Education Expense	73,252
Bad Debt	16,994
Free Care/Charity Care	63,689

In addition to enhancing the health and well-being of the communities we serve, North Shore University Hospital contributes significantly to the area's economic health. In 2007, North Shore University Hospital had an estimated total annual Economic Impact of \$2,559,918,000.

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### Saul B. Katz

Chairman, Board of Trustees North Shore-LIJ Health System

# Michael J. Dowling

President & CEO
North Shore-LIJ Health System

# **Dennis Dowling**

Regional Executive Director North Shore University Hospital LIJ Medical Center

### Susan Somerville, RN

Executive Director

North Shore University Hospital

North Shore University Hospital 300 Community Drive Manhasset, NY 11030

> (516) 562-0100 www.northshorelij.com

<sup>\*\*</sup>Includes Syosset Hospital Source: 2007 Institutional Cost Report



North Shore-Long Island Jewish Health System

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