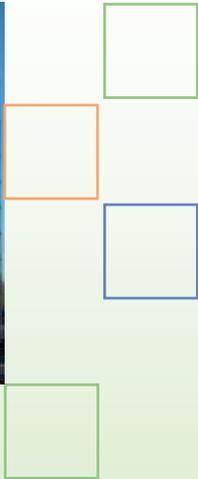


Community Service Plan

Long Island Jewish Medical Center

2011-2012



Mission Statement for Long Island Jewish Medical Center

As a member of the North Shore-LIJ 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 not-for-profit, 888-certified bed, tertiary care teaching medical center serving the greater metropolitan New York area, Queens and Long Island. LIJMC has three divisions: (1) a 488-bed tertiary hospital, Long Island Jewish Hospital (LIJ); (2) a 164-bed children's hospital, Steven and Alexandra Cohen Children's Medical Center of NY (CCMC), formerly known as Schneider Children's Hospital); and (3) a 236-bed psychiatric hospital, the Zucker Hillside Hospital (ZHH). In 2011, the three divisions of LIJMC had 46,885 discharges (excluding normal newborn discharges), delivered 4,969 babies, provided 103,590 Emergency Department visits (including Emergency Department admissions), and performed 22,388 ambulatory surgeries, including endoscopies and cardiac catheterizations.

Long Island Jewish Hospital (LIJ) – serving as a clinical campus for the Hofstra North Shore-LIJ School of Medicine and as the Long Island Campus for the Albert Einstein College of 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 (NYS); 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. LIJ is a New York State Department of Health (NYS-DOH)-designated Stroke Center and a recipient of the AHA Get With The Guidelines-Stroke Gold Plus Award for 2011.



The Steven and Alexandra Cohen Children's Medical Center (CCMC) – is one of four acute care children's hospitals in downstate New York and one of the two children's hospitals on Long Island. CCMC provides primary, secondary, tertiary and quaternary care through a continuum of medical, surgical, psychiatric and dental programs and services, on an

inpatient and ambulatory basis. Subspecialty areas include 35 pediatric medical subspecialties, nine pediatric surgical subspecialties, child and adolescent psychiatry, pediatric anesthesia, radiology, pathology, and physical medicine. CCMC also maintains tertiary consultation centers in Commack, Hewlett, Flushing, Bensonhurst, Williamsburg, and Manhattan. CCMC has disease specific multi-disciplinary centers in the following specialties: hemophilia, cystic fibrosis, minimally invasive pediatric surgery, epilepsy, interventional cardiology, bloodless medicine program, eating disorders and oncology. The Regional Pediatric Trauma Center at CCMC is one of only three such centers in all of New York State that has received this designation.

The Zucker Hillside Hospital (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 to all age groups. Inpatient services include units for general psychiatry, schizophrenia, affective disorders, geriatrics, children and adolescents. Outpatient services are provided both on campus and through a coordinated network of community based programs, and include: Geriatric Psychiatry; Child & Adolescent Services; Partial and Day Treatment Programs; Early Onset Diagnostic & Treatment Services; Vocational Rehabilitation and Training; and Addiction Recovery Services. In addition to its clinical and research recognition, the Zucker Hillside Hospital is a major regional training site for psychiatrists, psychologists and nursing and social work students.

Prevention Agenda Information

Prevention Agenda for the Healthiest State

In April of 2008, New York State (NYS) Commissioner of Health, Richard Daines, established the Prevention Agenda for NYS. The agenda includes 10 public health priorities for improving the health of all New Yorkers. Each hospital in NYS has been asked to collaborate with area public health departments, healthcare providers, community organizations and their respective counties, and select two of the 10 public health priorities for collaborative programming. Long Island Jewish Medical Center (LIJMC) selected decreased tobacco use and unintentional injuries, specifically falls within the elderly population. Since 2009, as part of the four-year Prevention Agenda Program, LIJMC continues to address these priorities by: a) raising public awareness of both issues; b) developing and expanding provider training and community education programs; and c) impacting public policy through advocacy, research and grant opportunities.

Tobacco Use

Through collaboration with local health departments and other community partners, North Shore-LIJ organized a wide range of initiatives over the past year related to smoking cessation. A cornerstone of this campaign was the announcement that, as of January 2010, all member hospital campuses are smoke free, as part of the “Breathe Easy Campaign.” Employees, visitors and patients are informed of this program through indoor and outdoor signage and offered materials on how to quit using tobacco through written educational information available on site, through hospital newsletters (circulation 75,000), and the health system’s Vivo Health TV programming available at over 80 ambulatory sites. In addition, North Shore-LIJ began working with community organizations in order to increase

awareness of the dangers of secondhand smoke, decrease retail advertising of tobacco products to youth, and assist in the development and implementation of smoke free outdoor air policies and appropriate signage. In 2011, more than 8,200 people attended North Shore-LIJ decrease tobacco programs, including 5,600 community members who attended education events, 1,100 community members who completed community-based smoking cessation programs and 1,500 who attended provider facilitated support groups.

Unintentional Injuries

Unintentional injury, including falls, is the number one cause of disabilities and injury deaths among seniors 65 years of age and older. As part of planning work, members of the Office of Community and Public Health met with leaders from numerous community groups, including senior citizen centers, to ensure that potential programs complement existing initiatives within the community. As a result of their feedback, a fall and injury prevention webpage, <http://preventfalls.northshorelij.com>, is now available to patients and community members. The webpage provides information on how adults can prevent injuries and stay independent. It also contains videos, downloadable educational brochures and links to web resources and support groups. North Shore-LIJ has also launched an evidence-based, seven week community-based injury prevention program, Stepping On, at hospital and community sites located throughout our service area. For more information call (516) 465-2500. The health system continues to work closely with community, regional and state partners to develop and evaluate strategies to address injury prevention in seniors.

Other Community Benefit Programs

Additional community-based programs at Long Island Jewish Medical Center (LIJMC) complement and enhance the priorities of the Prevention Agenda. LIJMC fully anticipates that the coalition building inherent in the planning for Prevention Agenda priorities may well afford opportunities to expand the reach of the other community programs that are in place within the hospital.



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

- A. Access to Healthcare Services and Caring for the Medically Underserved
- B. Health Professions Education
- C. Screenings and Health Fairs
- D. Community Education and Outreach
- E. New York City 911 Program
- F. Support Groups

A brief description of each program is found below.

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

Financial Assistance Program – North Shore-LIJ is a regional leader in the development of financial assistance programs for the uninsured. The 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 the uninsured residents of our service area.

All medically necessary services are covered under the plan. 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 financial assistance program, along with the program's toll-free number, 1(888) 214-4065

This program is available for individuals earning up to five times the federal poverty level (\$110,250 for a family of four). In addition, the application process for financial assistance has been streamlined by simplifying the application to one page and reducing the administrative burden of compiling documentation for the application. Financial Assistance applications are available on-line at www.northshorelij.com/assistance. The application is available in 15 languages. 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 the North Shore-LIJ Health System. The HAC, staffed by bilingual employees, assists community residents with referrals for enrollment into government-subsidized 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 for assistance with Medicaid for pregnant women and to the Senior Navigator Program within North Shore-LIJ for assistance with Medicare enrollment for seniors. Those not eligible for public health insurance are referred for reduced-cost care at North Shore-LIJ facilities through hospital financial assistance programs and to other low-cost health insurance programs such as Healthy New York and New York Bridge Plan. For more information on the Healthcare Access Center or the services that they provide, please visit www.northshorelij.com/NSLIJ/assistance or call 1(866) 381-1931.

Language Services – With a service area that is growing in its cultural diversity, effective communication in the preferred languages of our patients and community is a priority. A language coordinator leads the language assistance services program. Access to medical interpreters is available in more than 200 languages 24/7, as well as telephonic and onsite interpreters for Limited English Proficiency (LEP) patients. Sign Language interpreters for deaf and hearing impaired

patients and specific communication tools for speech-impaired patients are also available. For more information, please call (516) 396-6377.

Diversity, Inclusion and Health Literacy – As the surrounding communities have become more diverse, North Shore-LIJ has identified Diversity, Inclusion and Health Literacy as core characteristics of the organization. In July 2010, North Shore-LIJ and the Hofstra North Shore-LIJ School of Medicine merged its existing diversity and health literacy initiatives and established the Office of Diversity, Inclusion, and Health Literacy (ODIHL). It was created to drive the health system's mission to provide excellent patient care and foster an environment that supports principles of equity, diversity, inclusion and effective communication. Through initiatives such as a conference entitled, "Health Literacy: Partnering for Patient-Centered Care," a collaboration and development of an educational program with Long Island-Regional Adult Education Network, engaging underserved students through Hofstra North Shore-LIJ School of Medicine Pipeline Program, and providing cultural and communication resources and education to our employees, the ODIHL is advancing cultural and linguistic competence, and promoting effective communication to enhance patient outcomes and eliminate health disparities in the community.

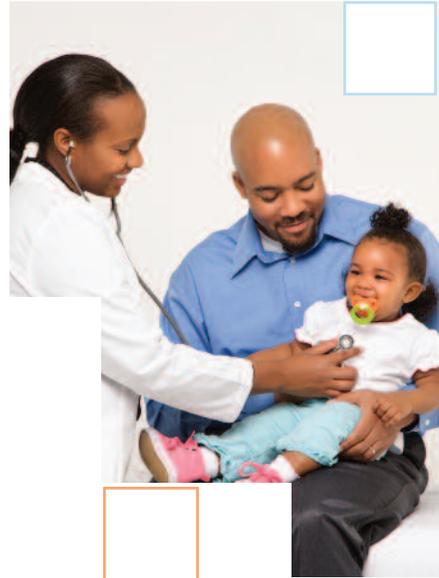
Senior Navigator Helpline – North Shore-LIJ provides an information, referral, and assistance helpline designed to help seniors and their families find and access services. Callers receive free support, guidance, and assistance with issues such as caregiving, home services, insurance, benefits, and referrals. In 2011, the Senior Navigator Helpline assisted with more than 680 inquiries and placed more than 677 follow-up calls to seniors and their families. This year, the Senior Navigator Helpline staff also met with nearly 2,330 individuals through presentations, conferences and health fairs located in various communities. The toll-free service can be reached at 1(888) AGE-MAP2 or 1(888) 243-6272.

North Shore-LIJ Physician Referral Service 1-888-321-DOCS – North Shore-LIJ operates a referral service to help community residents find a perfect local match for their medical needs. Information is available for physician specialties, office locations, languages spoken, hospital privileges and accepted health insurance plans (including Medicaid and Medicare). Bilingual telephone operators are available 24 hours a day, every day. Information can also be found at www.northshorelij.com. More than 3,600 physicians affiliated with North Shore-LIJ are included in the directory.

MedShare – North Shore-LIJ collaborates with MedShare, an organization dedicated to improving both 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 both the US and the developing world. In 2011, North Shore-LIJ donated more than 11,400 pounds of unused medical supplies. For more information, please visit www.medshare.org.

B. Health Professions Education

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 1,400 residents and fellows are trained in graduate education programs at 15 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, 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. The programs listed below will be found in ERAS as the Hofstra North Shore-LIJ School of Medicine. For more information about the individual training programs of the North Shore-LIJ Health System, please visit <http://www.northshorelij.com/GME>.



Hofstra North Shore-LIJ School of Medicine – Hofstra North Shore-LIJ School of Medicine is the first new allopathic medical school in the New York metropolitan area to open in more than 35 years. The academic partnership enhanced recruitment of faculty, leadership, and researchers; furthered the expansions of residencies and fellowships; increased North Shore-LIJ's competitiveness for grants and referrals for patient care; and enhanced integration of clinical and translational science. Hofstra North Shore-LIJ School of Medicine welcomed its inaugural class of 40 students in the summer of 2011. For more information, please visit <http://medicine.hofstra.edu> or call (516) 463-7516.

Medical Scholars Pipeline Program – To increase the diversity of healthcare workforce, and provide career opportunities for students from our surrounding communities, Hofstra North Shore-LIJ School of Medicine conducts a five year intensive program for high school students from underprivileged backgrounds who are interested in pursuing health-related careers. Students engage in numerous academic and social exercises such as: SAT preparation, CPR training, and team-building. Each year, a new class of 22 students gains exposure through clinical and research activities and mentoring from physicians and health system administrators. For more information about the program please call (516) 463-7515.

C. Screenings and Health Fairs

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 can be referred for follow-up care at our North Shore-LIJ facilities. Uninsured individuals who require follow up care can utilize the services of the hospital's sliding fee scale program, with services starting at \$0.

In 2011, North Shore-LIJ hosted more than 150 health fairs in collaboration with community partners, providing more than 32,800 health screenings and distributing valuable health and wellness information.

D. Community Education and Outreach

Long Island Jewish Medical Center (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.

American Heart Association (AHA) Training Center – 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 members of the public and to healthcare professionals who require certification in their respective professions. In 2011, more than 7,900 individuals received approximately 4,800 hours of training and participated in more than 1,270 programs. Please call (516) 465-2500 for more information about the North Shore-LIJ American Heart Association Training Center.

Blood Donor Services – Each year, employees of LIJMC help to ensure an adequate blood supply for New Yorkers in need by donating blood. There were more than 7,065 pints of whole blood donated in 2011 by employees of the hospital and health system.

Center for Tobacco Control (CTC) – The Center for Tobacco Control (CTC) is an innovator in the development of smoking cessation classes achieving a quit rate that far exceeds the national average. The Center provides free smoking cessation classes as well as individualized quit programs and school-based tobacco prevention initiatives. The Center's Adolescent Cessation Program targets teens and young adults to help them live smoke-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. 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.

City Parks Foundation – The North Shore-LIJ Health System is proud to be the first ever City Parks Foundation Sports & Fitness Programs Signature sponsor. This program provides free, park-based programs to all New Yorkers, focusing on those neighborhoods that are underserved.

Combining sports, art and education with community involvement, the partnership benefits thousands of young people and seniors citywide by keeping them active, fit and engaged in fun, rewarding activities that enrich their bodies and minds. In 2011, more than 2,000 New York City kids, ages 5 to 16, gathered at the Icahn Stadium on Randall's Island for a day filled with fun, excitement and healthy competition at the annual City Parks Track & Field Citywide Championships. North Shore-LIJ provided health information and giveaways to encourage all participants to stay active. For more information or to register for a program, please call (718) 760-6999 or visit www.CityParksFoundation.org.



Drug Take Back – North Shore-LIJ participates in a nationwide prescription drug take-back initiative to prevent pill abuse and theft and reduce the amount of unused medications that currently enter landfills and drinking water systems. In conjunction with the Drug Enforcement Administration, North Shore-LIJ hospital facilities collected 624 pounds of potentially dangerous, expired, unused and unwanted medication in 2011, and over 1,300 pounds since 2010. For information on additional Drug Take Back Days and locations call (516) 465-2535.

Gift of Life – Currently, more than 98,000 men, women and children nationally are awaiting life saving organs for transplantation. Every 13 minutes, a new name is added to the national organ transplant waiting list. In an effort to increase organ and tissue donor awareness, North Shore-LIJ hospitals host annual Gift of Life Programs for employees and visitors. Donor families and recipients participate in these annual events to acknowledge the importance of this need. In addition, system hospitals, in collaboration with the New York Donor Network, provide 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. All cleft palate services are available free of charge to all community members and include cleft clinics, a parent program 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.

Heath Information Team Center At Citi Field (H.I.T.) – In partnership with the New York Mets organization, North Shore-LIJ and the Katz Institute for Women's Health opened the

Health Information Team 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, discovering 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 the variety of services, physicians, and locations throughout New York City and Long Island. For more information about the HIT Center at Citi Field, please call (516) 465-2500.

Naturally Occurring Retirement Community (NORC) – North Shore-LIJ serves as the medical partner for six Naturally Occurring Retirement Communities across the region, including Deepdale Cares in Queens, Project Independence in North Hempstead 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, to help seniors stay healthy and safe within their homes. More than 3,800 seniors are actively receiving care from North Shore-LIJ community nurses. For more information, please call 1(888) AGEMAP2 or 1(888) 243-6272.

New York City Smoke Free Hospital Pledge – Long Island Jewish Medical Center has joined The New York City Department of Health and Mental Hygiene Tobacco-Free Hospitals Campaign, The goal is to create a smoke free environment for all patients and visitors by creating tobacco-free campuses and comprehensive tobacco cessation programs.

North Shore-LIJ Health TV – In October 2011, North Shore-LIJ Health System and Cablevision introduced “North Shore-LIJ Health TV,” a new Video-on-Demand service available on Cablevision’s Channel 616. This channel offers relevant, informative wellness and medical videos, free of charge, to the 3.1 million homes in Cablevision’s tri-state footprint. It also includes information about health system news, facilities, and services. Since the channel’s inception, there have been 362,199 visits from 193,222 households. On 20,458 occasions, users navigated into the channel’s video library and played one of its medical videos. New videos are introduced on the channel regularly and video topics include heart health, nutrition, neuroscience, medical research, cancer treatment and prevention, and more. For more information, please call (516) 719-5801.

Obesity Prevention – To address the problem of childhood obesity, North Shore-LIJ has focused on school-based wellness programs, partnering with community organizations to improve physical activity and nutrition for children and their families. The North Shore-LIJ Activity Works program increases children’s daily activity levels through 10-minute learning modules, which combine physical activity with cognitive learning in the classroom. Delivered in elementary school classrooms, it currently reaches over 12,000 students on Long Island, NYC and New Jersey. The Teens as Wellness Trainers high school student and faculty workshops bring together students and faculty from diverse school districts to educate and empower the teens to become wellness educators and advocates within their own school communities. Working closely with the NYSDOH Healthy Schools Program, North Shore-LIJ assists schools in strengthening their school wellness policies. The health system is also an active member in local, regional and national school wellness coalitions.

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 free and available to all community members. This pocket-sized, portable booklet helps patients organize important health information, 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 and have it available for physician visits and emergencies. To obtain a Passport, please call (516) 823-8871.

Positive Outreach With Integrated Resources (P.O.W.I.R.)

– North Shore-LIJ's Positive Outreach With Integrated Resources is a program 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 2011 more than 225 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.

Queens World Trade Center 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 World Trade Center responders. The WTC Health Program is administered by the National Institute for Occupational Safety and Health (NIOSH) 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 Health System network of providers. In addition to monitoring and treatment examinations, the Queens Clinical Center is federally funded to provide 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 QCCE at (718) 670-4174; WTC Health Program at 1(888)WTC-HP4U 1(888)982-4748; or <http://www.cdc.gov/niosh/topics/wtc/>.

Rosen Family Wellness Center – The health system's Rosen Family Wellness Center counsels Iraq and Afghanistan 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, all at no cost to those in need. The Rosen Center also partners with Give An Hour, a national organization dedicated to developing national networks of professional volunteers capable of responding to both acute and chronic conditions that arise within our society. To receive a free confidential phone consultation, or to set up an appointment, call (516) 562-3260.



Safe Kids – In 2011, more than 6,000 children participated in more than 60 injury prevention/safety education workshops sponsored by the Safe Kids Coalition, led by North Shore-LIJ, in partnership with Queens, Nassau and Suffolk County area schools, the PBA, government, 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,” pets and pals, and summer safety. In addition, child car seat check-up stations are located on the campuses of Plainview Hospital and Long Island Jewish Medical Center. Please call (516) 465-2500 for more information about the New York State Safe Kids Program.

Stroke Task Force – North Shore-LIJ provides a comprehensive approach to the treatment of stroke. The task force is an interdisciplinary group of health care professionals including: neurologists, interventionists and nurses, each representing the health system’s individual hospitals, along with rehabilitation, emergency and home care service units. This community and patient-based initiative includes ongoing educational seminars in order that healthcare providers deliver state-of-the-art care, as well as support groups, rehabilitation, medical therapy and surgical care for patients who have experienced a stroke. For more information, please call the Cushing Neuroscience Institutes Stroke Center at (516) 562-3064 or email neuro@nshs.edu.

Long Island Jewish Medical Center (LIJMC) specific programs & services:

Chinese Outreach Program – In an effort to reduce health disparities in the Chinese-speaking communities, LIJMC provides outreach through a series of patient education programs delivered in Chinese. These health and wellness programs include forums with patient support groups at the New York Asian Initiatives of the American Cancer Society, interactive lectures on Men’s Health issues and educational radio segments in collaboration with AM radio 1480. For more information, please call (718) 396-8888.



Cancer Survivors’ Day – Each June, LIJMC and North Shore University Hospital honor their current and past cancer patients, their families and caregivers at an annual Cancer Survivors’ Day celebration. Cancer survivors, along with friends, families and health care professionals gather to celebrate their health and share emotions and experiences with other survivors and their families. In 2011, more than 2,200 people attended this event. For more information, please call the Monter Cancer Center at (516) 734-8900 or visit Survivorsday@nshs.edu.

Cancer Services Program – As part of the New York State Department of Health’s Cancer Services Program, LIJMC provides uninsured and underinsured women ages 18 and over with access to free breast, cervical and colorectal screening services and education. For more information, please call the Cancer Services Program at (718) 470-4165.

Family Planning – 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 such as routine gynecology; birth control options; pregnancy testing; preconception 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 who are uninsured. Low income families receive free services. 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 more information, please call (516) or (718) 470-7036.

Farmer's Market – In order to promote wellness and encourage people to eat more fruits and vegetables, LIJMC runs a weekly farmer's market where community members can purchase healthy, locally grown produce. Please visit vivohealth.com/community/events for dates.

Girl Scouts Heart Health Patch Program – As heart disease is the leading cause of death in American women, the Girl Scouts of Nassau County and the American Heart Association joined North Shore-LIJ in its mission to increase awareness of the dangers of heart disease in women. Through this collaboration, a "Red Dress" patch was created and the Scouts complete a workshop designed to teach the signs and symptoms of a heart attack in women, as well as how eating healthy, exercising and remaining tobacco free play a role in the prevention of heart disease. The workshops are provided in the spring and fall of each year. In 2011, approximately 100 Girl Scouts earned the Heart Health Patch and more than 30 adult women also completed the workshop. For more information, please call (516) or (718) 470-3533.

Give Kids a Smile Day – LIJMC partners with the Nassau County Dental Society for "Give Kids A Smile," an annual event held across the US to educate under-served children and their families about the importance of dental care. The program focuses attention on the epidemic of untreated oral disease among disadvantaged children and delivers the message that dentists alone can't solve this problem without a real commitment from government and society. The children are taught the importance of brushing and the everyday care of their teeth. In 2011, more than 1,000 pre-K to 2nd grade children received free dental services including an examination and a fluoride varnish. For more information, please call (516) 227-1112 or (718) 454-8344.

Heart Club – LIJMC offers educational cardiac programs four times a year that are free and open to the community, including such topics as "How to Find Help When You Need It," "Stroke Prevention," "Health Promotion...Disease Prevention," and "Heart Healthy Eating for the Holidays." For more information, please call (516) or (718) 470-3533.

Prenatal Program – LIJMC's 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 the entire pregnancy, delivery and postpartum care. Newborns receive medical coverage for a full year following birth. For more information, please call (516) or (718) 470-4400.

Prenatal Layette Program – The Prenatal Layette program provides much-needed clothing and supplies for needy new mothers enrolled in LIJMC's Prenatal Program. The Layette Program also distributes free gift bags of newborn layette items including blankets, sweaters, hats, t-shirts and books. For more information, please call (516) or (718) 470-4400.

Queens Child Advocacy Center (QCAC) - The QCAC is 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, while 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 Center strives to coordinate care and collect evidence in a child friendly environment and to minimize the number of interviews that a child must tolerate 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.

Steven and Alexandra Cohen Children's Medical Center of New York (CCMC) specific programs & services:

Child Life Program – The Child Life program at CCMC donates arts and crafts materials, educational materials, and toys to needy children throughout the world. Physicians providing international services carry these donated items with them as they travel. For more information on this program, please call (516) or (718) 470-3005.

Childhood Injury Prevention – CCMC and Kohl's Department Stores teamed up in 2011 to educate families in local communities on the importance of injury prevention. This multifaceted program provides community education, staff development, hospital operations support and community outreach services for both the general public and professionals. Staff members from the pediatric sports medicine program at CCMC provide evaluation and screening services for area high school and college teams and have also worked with the Special Olympics. Lectures are provided throughout the community on topics related to home, sports and recreational safety. In addition, all patients and parents receive age-appropriate safety information at every well child visit. Children who have sustained sports-related injuries are educated on the importance of using the appropriate safety gear. 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 300 helmets to children in need. For more information, please contact (516) or (718) 470-3359.

Education Inc. – CCMC partners with both the NYC Board of Education and Education, Inc. to provide academic support services for hospitalized children. The program supplies a teacher who collaborates with the child's school district and healthcare professionals to tailor tutoring to the child's medical, educational and developmental needs. For more information, please call (516) or (718) 470-3002.

Family Resource Center – A health library including books, pamphlets, videos and Internet access is available on site at CCMC 24 hours a day, seven days per week. Family members may search for information on their own or a librarian is available to assist them in locating appropriate information. For more information, please call (516) or (718) 470-3199.

Kohl's Cares Keeping Kids Healthy Program – Kohl's, in conjunction with CCMC, has developed the multifaceted Keeping Kids Healthy program to address the epidemic of childhood obesity. Keeping Kids Healthy is a year-long initiative designed to promote healthy eating as well as fitness for students in grades K-12. The year-long initiative includes programs such as: Activity Works Program, Create Your Plate and Healthy Eating Habits Last a Lifetime. For more information, please call (516) or (718) 470-3359.

Pre-Surgical Orientation Teaching Program – CCMC offers one-hour preoperative teaching programs to all children scheduled for surgery and their families in order to educate children about their upcoming hospital experience and alleviate their fears of the hospital. This comprehensive program utilizes materials that focus on each of the five senses in children. 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 – CCMC participates in the national Reach Out and Read program, promoting early literacy and school readiness during pediatric exam visits by giving new books to children and advice to parents about the importance of reading early and reading aloud. Volunteers also read to children while they wait to see the doctor. During well child visits for children ages six months to five years, physicians and nurses give information about reading as well as new, age-appropriate books in English and Spanish for children to take home. For more information, please call (516) or (718) 470-3005.

Special Supplemental Nutrition Program (W.I.C.) – A federally-funded and state-supported program, WIC 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. For infants, WIC provides formula, baby food and vouchers for healthy foods. The WIC program also provides referrals for SNAP benefits, Medicaid, and other needed social services including dental services. For more information, please call (516) or (718) 470-4620.



Zucker Hillside Hospital (ZHH) specific programs & services:

Bully Reduction/Anti-Violence Education (BRAVE) – The Zucker Hillside Hospital has a consultation service available to school personnel on how to initiate a bully and violence prevention program in their school. This service can help teachers and administrators become more aware of and sensitive to bullying and provide interventional strategies to address and prevent common bullying problems. 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 (516) or (718) 470-4846.

Consumer Support Network (CSN) – The CSN is a program that provides free and low-cost services that help people with psychiatric illnesses socialize and stay independent. The program matches people with “buddies” to help them stay active and involved with group activities. The network is open to anyone ages 18–59 who is currently receiving services at Zucker Hillside Hospital. For more information, please call (718) 470-8244.

Day Training/Sign-On Evaluation – This affirmative business initiative of the Zucker Hillside Hospital works in conjunction with the NYS VESID program to afford psychiatrically disabled individuals the opportunity to cultivate a skill and enter or reenter 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. The Nassau Day Training program places clients both in house and within the community. The Queens Day Training program provides award winning mentoring services in which the clients are placed with mentors who work at the hospital in an “on the job” training program. For more information, please call (718) 264-1789.

Eating Disorders Center (EDC) – The EDC at the Zucker Hillside Hospital is one of three centers of excellence in New York State providing extensive case management services through residential, partial hospital and intensive outpatient program facilities. The EDC collaborates on eating disorder research with its colleagues across the State. For more information, please call (516) 465-3270.

E. New York City 911 Program

The North Shore-LIJ Center for Emergency Medical Services operates nine ambulances in the New York City system, providing emergency care to the residents surrounding North Shore-LIJ’s facilities in Forest Hills and Eastern Queens. The equipment and staff are provided as a service to the city of New York, and more than 41,000 calls are handled by North Shore-LIJ each year, with more than 28,300 people transported and/or treated.

F. 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. LIJ provides free, ongoing support groups for the community in the following areas: bereavement, diabetes, leukemia, breast cancer, oral, head and neck cancer (SPOHNC), relaxation, epilepsy, cochlear implant, laryngectomy, heart disease, Huntington's disease, parents of hearing impaired children, stroke, caregiving, and pulmonary illness. To learn more about our support groups at LIJ, please call (516) or (718) 470-7540 or visit our website at www.northshorelij.com/community.

CCMC provides free, ongoing support groups for children and their families in the following areas: newborn intensive care, bereavement, cleft palate and sibling support. The sibling support program meets weekly with the goal of educating siblings about their hospitalized sibling, fostering normal relationships within the family and alleviating fears about the hospital environment. To learn more about our support groups at CCMC, please call the Social Work office at (516) or (718) 470-3124.

ZHH provides free, ongoing support groups for the community in the following areas: adult caregiving, dementia, National Association for the Mentally Ill (NAMI) Caring and Sharing, NAMI Bipolar Illness, gender variance, and schizophrenia. The START program offers monthly support and education for families of patients with a first episode of schizophrenia. To learn more about support groups at ZHH, please call (516) or (718) 470-8100.

AWARDS AND ACCOMPLISHMENTS

- In 2011, Michael Dowling received the Gail L. Warden Leadership Excellence Award from the National Center for Healthcare Leadership for bringing innovation and accountability to healthcare and contributing significant, lasting improvements to the field.
- In 2011, North Shore-LIJ received the US Department of Health and Human Services' Outstanding Leadership Award for its achievement in reducing and eliminating ventilator-associated pneumonias and central line associated bloodstream infections.
- Modern Healthcare ranked North Shore-LIJ 31st among the nation's Top 100 Integrated Healthcare Networks in the US, the highest of any healthcare provider in the New York State metropolitan area in 2012.
- During the sixth and final year of the US Centers for Medicare & Medicaid Services Hospital Quality Incentive Demonstration™, North Shore-LIJ surpassed all other health systems in terms of quality awards and financial incentives earned.
- Ninety-nine North Shore-LIJ physicians were listed in New York Magazine's Best Doctors of New York in 2011.
- Long Island Jewish Hospital was recognized as one of America's 100 Best Cardiac Care-Cardiac Care Excellence Award by HealthGrades in 2011.
- Long Island Jewish Hospital was recognized as one of America's 100 Best Cardiac Surgery-Cardiac Surgery Excellence Award as well as Best Coronary Intervention-Coronary Intervention Excellence Award by HealthGrades for 2010, 2011, and 2012.
- U.S. News & World Report ranked Long Island Jewish Hospital #19 in the New York metropolitan area. Long Island Jewish Hospital was listed as high performing in cancer, ear, nose and throat, geriatrics, gynecology, nephrology, neurology, neurosurgery, psychiatry, and urology in 2011-2012.
- Long Island Jewish Hospital received a Consumers Choice Award, Queens for Most Preferred Hospital Overall Quality and Image for 2011-2012.
- Long Island Jewish Hospital was a recipient of the Cystic Fibrosis Center of Excellence and the National Cystic Fibrosis Foundation's Quality Award in 2011.
- Long Island Jewish Hospital 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 in 2011.
- U.S. News & World Report ranked the Steven and Alexandra Cohen Children's Medical Center of New York among the nation's Top 50 Children's Hospitals in cancer care, cardiology, heart surgery, diabetes, endocrinology, gastroenterology, neonatology, nephrology, neurology, neurosurgery, orthopedics, pulmonology and urology in 2011-2012.
- The Steven and Alexandra Cohen Children's Medical Center received the Excellence in Life Support Award for their extracorporeal life support program by the Extracorporeal Life Support Organization in 2011.
- Sixteen physicians of the Steven and Alexandra Cohen Children's Medical Center were listed in New York Magazine's Best Doctors of New York in 2011.
- The Zucker Hillside Hospital was selected by New York State to operate the first Long Island Regional Behavioral Health Organization (BHO), one of five regional BHO's established to improve the efficiency and quality of behavioral health services across New York State.

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