



2009

Prevention Agenda and Community Service Plan

**New York Downtown Hospital
170 William Street
New York, NY 10038**

New York Downtown Hospital is a community teaching hospital principally serving those who live or work in Lower Manhattan. It is the primary hospital serving the Lower Manhattan communities of the Financial District (FIDI); Chinatown; Battery Park City; Little Italy; TriBeCa; City Hall; Police Plaza; the Federal, State and City Courthouse complex; and the rapidly expanding residential community of Lower Manhattan. These neighborhoods currently employ 317,000 people and provide housing for 227,000. New York Downtown Hospital defines its primary Service Area as the area south of Canal Street. This area and those immediately adjacent deliver a high number of patients to the Hospital. The Hospital also serves a significant number of patients from Brooklyn and Queens. The South Street Seaport, the World Trade Center site and the Statue of Liberty attract 5 million tourists annually to the Hospital's Service Area.

New York Downtown Hospital offers services and technology appropriate to a community hospital with emphasis on outreach and ambulatory services. It achieves access to specialized services for its patients and community through formal affiliation with an academic medical center.

As a teaching hospital, New York Downtown Hospital conducts graduate and undergraduate educational programs and provides clinical experience for physicians, nurses and other health professionals.

As a community hospital, New York Downtown Hospital offers to its patients, medical staff and employees a caring environment, which emphasizes the value of patient dignity and employee and professional pride.

Assessment of Public Health Priorities

Through an extensive process, the Hospital has identified several trends affecting the healthcare needs of Lower Manhattan. Most significant is the rapid growth of Downtown's residential and business communities. Downtown Manhattan is home to more than 8,000 public and private firms. The resident population of Lower Manhattan has grown from 23,000 to 54,000 and is expected to reach almost 60,000 by 2011. New residents and workers will need access to quality preventive and emergency care close to home and workplace. The number of women of childbearing age living in the area has already increased by 50%.

Three Year Plan of Action

Wellness & Prevention

The Wellness & Prevention Center at New York Downtown Hospital is dedicated to the screening for, and the treatment and cure of, disease at as early a stage as possible. The Hospital is an affiliate member of the New York-Presbyterian Healthcare System and Weill Medical College of Cornell University, which are among the top-ranked clinical and medical research centers in the country. Both organizations support Downtown Hospital's commitment to provide the best medical and technological resources to serve Lower Manhattan's corporate and residential communities.

The Center will include:

- **A Health Screening Program** – This program includes age- and gender-specific risk assessment.
- **The Women's Health Center** – The emphasis of the Women's Health Center is early cancer detection, in addition to some of the common health care services provided to women today such as cardiology, diabetes, as well as diet and nutrition education.
- **Cardiovascular Disease Prevention Center** – The Cardiovascular Disease Prevention Center is focused on the prevention of heart and vascular disease through early detection, as well as implementation of therapeutic lifestyle changes and risk factor modification.

Colorectal Cancer Screening

The NYS Cancer Registry indicates that among Asian non-Hispanics, the 2005 Early Stage Colorectal Cancer Diagnosis was 38.7%. This is below the New York State diagnosis level of 40% and far below the White non-Hispanic level of 43.8% for the same period. The same source indicates that, among Asian non-Hispanics, the number of deaths per 100,000 from Colorectal Cancer was 11.2.

Under the direction of its Department of Community Affairs, New York Downtown Hospital will engage in a cooperative effort with the Visiting Nurse Service Chinatown NORC, along with the local DOH, the United Hospital Fund and other local partners to initiate a campaign to increase the colonoscopy screening rate within the Lower Manhattan Asian community.

DOHMH guidelines indicate that many seniors need to be "guided" through preparations before the test and reminded on the day of appointment for screenings to be successful. Language barriers, lack of social supports and lack of knowledge about the process have all been posited as barriers to colon screening. The navigator program team will expand outreach by targeting key clinics and private physicians within the Hospital and in our

catchment area and by an extensive program of community education and outreach to neighborhood institutions, providers and organizations. Navigators will also be responsible for arranging and supporting the colorectal cancer screening appointments and supporting the patient through the entire screening process.

Emergency Preparedness

By virtue of its history and setting, New York Downtown Hospital has earned a reputation for being the first responder to all Downtown emergencies. New York Downtown Hospital has consistently fulfilled its mission of providing vital safety-net services to the Lower Manhattan Community. These core services include the area's only Emergency Center, which plays a critical role in the community during times of individual crisis as well as city-wide disaster.

Since September 11, 2001, and in response to this tragedy, the Hospital has more than doubled the size of its emergency facilities to respond to a multiplicity of potential emergent situations.

The Emergency Center at Downtown Hospital presently includes the adjacent cafeteria which, in the event of a surge of patients, could be converted into an extension of the Emergency Center. The cafeteria is equipped with oxygen ports, suction ports and medical air concealed behind panels on the wall. The Cafeteria-Emergent Center would be able to hold an additional twenty patients.

The Emergency Center has one of the largest decontamination facilities in the city. As an Emergency Preparedness initiative, the Emergency Preparedness Committee has developed and trained a "Decontamination Strike Team," which would be activated in the event of a Hazardous Material condition. The Team would decontaminate patients before they entered the Emergency Center. Procedures have been developed along with the FDNY-EMS Haz-Tac Response team.

On September 10, 2009, New York Downtown Hospital conducted its 7th Annual International Emergency Preparedness Symposium, at the Goldman Sachs Training Center in Lower Manhattan. This year's topic was the H1N1 virus. Presenters discussed and reviewed the medical, governmental, corporate and social responses to an Influenza pandemic and the actions planned to protect the public. More than 230 participants attended the presentations.

Since 2003, the Hospital has brought together emergency preparedness specialists from all over the world to share their expertise to better prepare health care professionals, emergency response personnel, and community leaders for future emergencies. The Symposium will be an on-going emergency preparedness initiative of the Hospital.

As the only hospital in Lower Manhattan, New York Downtown Hospital was concerned that a proposed 30% reduction in the number of EMS stations would adversely impact the safety of Lower Manhattan.

In July 2009, the FDNY authorized the Hospital to station an additional Basic Life Support unit for twenty-hours a day at Catherine Street and Broadway. New York Downtown Hospital is currently meeting this challenge. During the second week of July, the Hospital put two state-of-the-art 2009 Horton ambulances into service, increasing the Hospital's fleet to six ambulances. These enhancements further ensure the health and security of local residents and workers.

Over the next three years, the Hospital will examine turnaround times in the Emergency Department, measuring the time when ambulance units are with a triage nurse. This study will be performed to reduce the amount of time units spend in the Hospital and enable them to return to service more expeditiously. This will enhance the provision of emergency services in our community.

Financial Aid Program

New York Downtown Hospital complies with all provisions of Section 2807-k(9-a) of the New York State Public Health Law. This Law applies to patients who are New York State residents, have no health insurance coverage for the medical services they seek and have incomes at or below 300% of the "federal poverty level. The Hospital extends discount policies and installment payment plans to those who have health insurance, but may be unable to remit full co-pay and deductible amounts. The Hospital also makes discounts available to patients with incomes above 300% of the federal poverty level. The level of discount from the Hospital's regular charges depends on a patient's income and the size of the patient's family.

This Program covers all medical services offered by the Hospital, including inpatient services, emergency room visits and other outpatient visits, such as to clinics operated by the Hospital.

The Hospital has staff on-site to help eligible patients enroll into Medicaid, PCAP or Family Health Plus/Child Health Plus.

Provision of Charity/ Access to Services

The Charity Care Program offers charity care to eligible patients. This includes access to emergency services for residents of New York State, as well as access to emergency and non-emergency services for residents of New York City. This service is provided through the Hospital's Medicaid – Charity Care Office.

NEW YORK
DOWNTOWN
HOSPITAL

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