

Greater New York Hospital Association

IMPROVING RESIDENCY PROGRAM AND CBO COLLABORATION

Thursday, September 20, 2018

9:00 a.m. – 12:00 noon

The New York Academy of Medicine
Reading Room



ABOUT GNYHA

Greater New York Hospital Association (GNYHA) is a dynamic, constantly evolving center for health care advocacy and expertise, but our core mission—helping hospitals deliver the finest patient care in the most cost-effective way—never changes. GNYHA's advocacy takes many forms, including fighting for our members' interests in Washington, DC, and Albany, and working alongside them to improve quality and patient safety. GNYHA offers members technical assistance in many areas, including health care finance, population and community health, and graduate medical education (GME). Every day, GNYHA works to ensure that our member hospitals have the tools to succeed.

GNYHA PROJECT BACKGROUND

Collaborations between primary care providers and community-based organizations (CBOs) that provide social services are critical as hospitals and health care organizations address their patients' social needs as part of health care delivery. Social determinants of health are broadly defined as conditions in the environment in which people are born, live, learn, work, play, worship, and age that affect a wide range of health, functioning, and quality-of-life outcomes and risks. Social needs such as housing and food insecurity are known for increasing health disparities and may also negatively affect health outcomes.

In New York, residents at teaching hospitals provide primary care services to populations with many social needs. While these residents have begun to receive more education and experience in enhanced primary care models and population health management, collaborating with CBOs that coordinate housing, food assistance, financial support, and other vital services has not always been integrated into their residency training.

To address this gap, the Greater New York Hospital Foundation, which administers grants on behalf of GNYHA, received funding from the New York State Health Foundation to conduct a two-year project to improve collaboration between primary care residency programs and CBOs. With this project, GNYHA linked primary care residency programs in New York with select CBOs centered on the development of immersion training opportunities for residents. Participating residents were placed onsite at the CBOs to learn about the services the CBOs offer their communities, as well as the social challenges affecting the patients they serve. A list of the participating residency programs and CBO partners is at the end of this program.

GNYHA also launched a learning series on social determinants of health and the role hospitals can play in addressing them. The learning series targeted Delivery System Reform Incentive Payment (DSRIP) performing provider system clinical leaders, graduate medical education (GME) leadership, residency program directors, and others in GNYHA's membership. Additionally, the *Training Primary Care Residents on Social Determinants of Health* curriculum was developed to specifically address elements of the DSRIP program along with the particular needs of New York State and residency training requirements. The curriculum and learning series materials are available at www.gnyha.org.

Today's program is an opportunity to learn about GNYHA's efforts and the experiences of project participants, who will share their perspectives on how these training opportunities and other resources enhanced residents' exposure to social determinants of health.

SYMPOSIUM AGENDA

Welcome Remarks

Tim Johnson, Senior Vice President, GNYHA

Keynote Address: *Bridging Public Health and Health Care in Addressing Social Determinants of Health*

Oxiris Barbot, MD, Acting Commissioner,
New York City Department of Health and Mental Hygiene

GNYHA Immersion Training Program

Anu Ashok, Associate Vice President,
Graduate Medical Education and Physician Workforce Policy, GNYHA

Panel Discussion: *Reflections on the Immersion Training Program*

Moderated by **Carla Nelson**, Assistant Vice President,
Ambulatory Care and Population Health, GNYHA

Kun Chen, MD, Mount Sinai St. Luke's/Mount Sinai West

Jamillah Hoy-Rosas, City HealthWorks

Mina Fanous, MD, SUNY Downstate Medical Center/NYC Health +
Hospitals/Kings County

Anna Sheehy, Young Adult Institute

Innovative Educational Frameworks that Support Resident/ CBO Partnerships

*Engaging in Health Advocacy through Neighborhood Collaboratives
and Education (EnHANCE) Program*

Johanna Martinez, MD, Assistant Professor,
Donald and Barbara Zucker School of Medicine at Hofstra/Northwell
Health

Teaching Residency Educational Experience (TREE) Program

Neil Pasco, MD, Clinical Associate Professor, Family Health Centers
at NYU Langone Health

Closing Remarks and Next Steps

Carla Nelson

**Program will conclude promptly at 12:00 noon.*

ABOUT THE KEYNOTE SPEAKER



Oxiris Barbot, MD, MPH

Dr. Barbot is an innovative public health influencer and pediatrician with over 20 years of experience in advancing equity and providing care to urban communities. As First Deputy Commissioner of the New York City Department of Health and Mental Hygiene (DOHMH), the nation's largest health department, Dr. Barbot oversees a diverse portfolio that encompasses health equity, health policy and operations. Additionally, she oversees cross-cutting areas such as bridging gaps between the public health and healthcare delivery systems, as well as emergency preparedness and agency performance to ensure every community in NYC is a healthy community. Dr. Barbot is currently serving as Acting Commissioner of DOHMH and previously served as Commissioner of Health for Baltimore City from 2010 to 2014.

GNYHA PROJECT PARTICIPANTS



Queens, NY



Oceanside, NY

AIDS Center of Queens County (ACQC) offers individuals with chronic illnesses such as HIV/AIDS various services, including case management, a needle exchange program, housing assistance, legal services, medical care and information, and harm reduction. ACQC is also a Medicaid Health Home.

Each first-year family medicine resident spent a full day shadowing the ACQC staff. Residents learned about Health Home program services and identifying the unique challenges faced by those living with HIV/AIDS. Residents also met with a team of ACQC care managers to discuss the challenges of working with primary care providers and how collaborations between primary care providers and CBOs positively impact patients and clients.



Bronx, NY



Bronx, NY

A.I.R. NYC offers chronic disease management, asthma education, asthma medication management, legal services for housing conditions, and social service referrals.

Internal medicine residents participated in several activities to understand A.I.R. NYC's mission and the links between social needs, environmental conditions, and health. In orientation and lectures, residents learned about health equity and social justice. They met with community health workers and outreach staff to understand how A.I.R. NYC communicates with clients to help them address the social and environmental factors impacting their health. Residents identified patients from their practice who were A.I.R. NYC clients and joined community health workers on home visits to their own patients.



Brooklyn, NY



Brooklyn, NY

The Arab-American Family Support Center (AAFSC) provides the Arab, Middle Eastern, Muslim, and South Asian (AMEMSA) communities with educational, preventive, social, and legal services in Brooklyn.

While at AAFSC, family medicine residents received educational experiences to better understand the relationship between social needs and health for AMEMSA communities. AAFSC staff delivered a comprehensive presentation on how to identify social determinants of health within low-income AMEMSA communities. In the program, residents observed, participated in, and otherwise learned about AAFSC's settlement house model and its trauma-informed, culturally and linguistically specific approach.



Queens, NY



Queens, NY

The Child Center of New York is an outpatient mental health clinic that provides those age 19 and under and their families with behavioral health, health homes and integrated care, prevention and family support, and youth development services.

Pediatric residents spent their immersion training at The Child Center of New York's Corona and Flushing sites. Residents participated in developmental programs, developed curricula for health and nutrition services, and had opportunities to deliver parenting presentations. Residents also learned how to effectively communicate with patients and families about prevention and public health through presentations, trainings, and neighborhood tours.



New York, NY



**Mount
Sinai**

New York, NY

City Health Works provides health coaching and care coordination in partnership with health care providers to address self-care and chronic disease management in the East Harlem community.

Internal medicine residents who participated in the immersion training learned about partnerships with community organizations that address various social needs, plus culturally appropriate health coaching for diabetes, asthma, hypertension, and congestive heart failure for chronic disease management. The residents learned the significance of bi-directional communication and how it could help patients facing complex self-care barriers. Additionally, there was opportunity to meet with organizational leadership and join a community health worker on home visits.



Rochester, NY

**ROCHESTER
REGIONAL HEALTH**

Rochester, NY

Foodlink is a regional food hub and food bank that distributes food to a network of human service agencies, serves meals in its commercial kitchen, and offers several community-based food-related programs.

Internal medicine residents learned about the emergency food system and attended workshops on food safety, nutrition, and shopping healthy on a budget. By participating in Foodlink's mobile farmer's market, residents learned about the barriers that prevent low-income individuals from eating healthy and the breadth of interventions that exist in low-income communities to increase food access, expand nutrition education, and address diet-related illness.



New York, NY



Brooklyn, NY

God's Love We Deliver (GLWD) provides individuals with serious illnesses home-delivered, medically tailored meals, plus nutrition counseling, client advocacy, and referrals.

GLWD's orientation for family medicine residents allowed them to learn about the referral process and taught them to screen for malnutrition, food insecurity, homelessness, and depression. Residents worked a hands-on shift at the GLWD kitchen to learn about the significance of meal delivery services in a patient's life. Residents also learned about the efficacy of food as medicine for chronic illnesses and the geriatric population's nutritional needs.



Brooklyn, NY



Brooklyn, NY

The Institute for Community Living (ICL) assists individuals and families affected by or at risk of mental illness or developmental disabilities with integrated comprehensive care designed to improve their wellbeing, recovery, and participation in community living.

Internal medicine residents were able to identify several social determinants of health and are now able to explain how they affect the health of shelter residents. Residents participated in a tour of one of the ICL shelters and a didactic session from an ICL primary care provider. Residents also had an opportunity to meet with ICL clients who shared their perspectives on the unique medical and social needs.



Hempstead, NY



Long Island, NY

The Interfaith Nutrition Network (INN) provides homeless individuals and families with emergency shelter, food, and supportive services in the Long Island community.

Internal medicine and family medicine residents learned about the relationship between housing and health, including the spectrum of housing insecurity, and the barriers facing the homeless population. Residents also learned of INN's methods for engaging those with housing insecurity.



New York, NY



Brooklyn, NY

The Jewish Board provides assistance in mental and behavioral health, children's services, and trauma and recovery, and is available to those of all ages from different cultures, ethnicities, religions, genders, sexual orientation, and socioeconomic backgrounds. Pediatric residents visited the Jewish Board's Brownsville Child Development Center to learn about the nature of the work and how social determinants of health influence service delivery and outcomes.

They also learned to assess and identify relevant social determinants of health such as housing, food access, and community resources. The training taught residents how to convey relevant primary care information and action to social service providers.



New York, NY



New York, NY

Little Sisters of the Assumption (LSA) Family Health Service provides low-income and immigrant families in East Harlem with several social service programs, including advocacy, home health, early childhood development, community life, and family support.

Pediatric residents learned about LSA's services, neighborhood history, and descriptions of demographics in the East Harlem community, and got an overview of the socioeconomic issues facing the community. The residents learned to identify the common social needs affecting LSA clients, and how these needs impact overall community health. Additionally, residents participated in client visits led by LSA advocacy staff, and had the opportunity to volunteer in the food pantry and interact directly with LSA clients. The residents also joined LSA staff on home visits. In immersion training, residents learned how language barriers impact patients' abilities to complete benefit applications for health and social services.



Staten Island, NY



Staten Island, NY

Person Centered Care Services (PCCS) provides individuals of all ages who have disabilities with day habilitation, respite services, supported employment programs, residential services, benefits and entitlements assistance, and other services.

Pediatric residents participated in activities designed to teach them how to best advocate and provide care for people with disabilities. In a two-week training program, residents rotated through PCCS service areas to observe staff. Residents worked with PCCS intake coordinators to learn how services are coordinated, shadowed counselors in their interactions with clients, and completed psychosocial evaluations. Residents also attended at least one community outreach event with PCCS staff.



Brooklyn, NY



Brooklyn, NY

RiseBoro Community Partnership offers services that support any age and meet the needs of communities by focusing on seniors, housing, education, health, and empowerment.

Internal medicine residents learned about the different social determinants of health that affect Brooklyn and Queens residents. In immersion training, residents participated in group activities, listened to daily morning reports on Riseboro senior living patients, and educated patients and families about quality-of-life issues while providing culturally competent care in a community-based setting. Residents also participated in assessments of the medical, social, and financial needs of community-based patients.



Huntington, NY



Stony Brook
Medicine

Stony Brook, NY

WellLife Network is an outpatient behavioral health care center serving adults with mental illness. Along with clinical services, WellLife provides case management services, including assistance identifying and accessing health and mental health resources, medical care coordination, medication monitoring, and re-integration assistance.

In immersion training, WellLife oriented internal medicine residents with available patient services. Residents learned how to use validated screening tools for mental health and social needs to refer patients to appropriate services. Residents joined two care coordination visits in the community and viewed presentations from WellLife staff on psychiatric assessments, developing coping skills in recovery, switching addictions, and mental health.



New York, NY



Brooklyn, NY

The Young Adult Institute (YAI) provides services to thousands of New Yorkers with significant intellectual and developmental disabilities, including residential opportunities, day habilitation, employment services, service coordination, respite, recreation, and more.

YAI oriented pediatric residents to the diversity of Intellectual and Developmental Disabilities (IDD), the unique needs of people living with IDD, and inclusion concepts. Additionally, residents spoke with self-advocates who were people with IDD to learn first-hand about the needs and challenges of this population while navigating the health care system and communicating with providers. Residents also visited a YAI primary care and specialty outpatient site to observe medical and dental visits.

ACKNOWLEDGEMENTS

GNYHA acknowledges the contributions of the representatives from participating residency programs and CBOs who contributed to the project's success:

CBO REPRESENTATIVES

Jaime Angarita
The Child Center of New York, Inc.

Max Banilivy, PhD
WellLife Network

Andrea Brognano
Person Centered Care Services

Shoshanah Brown
A.I.R. NYC

Jason Cheng
Institute for Community Living

Mitch Gruber, PhD
Foodlink

Mery Hackman
Young Adult Institute, Inc.

Jamillah Hoy-Rosas
City Health Works

John Kastan, Ph. D
The Jewish Board

Christopher Leto
RiseBoro Community Partnership

Nat Liengsirawat
AIDS Center of Queens County, Inc.

Ray Lopez
Little Sisters of the
Assumption Family Health

Hannah McIntire
Arab-American Family Support Center

Joanne Robinson
The Interfaith Nutrition Network

Lisa Zullig
God's Love We Deliver

RESIDENCY PROGRAM REPRESENTATIVES

Sherly Abraham, MD
The Brooklyn Hospital Center

Victoria Bengualid, MD
SBH Health System

Cynthia Chang, MD
Staten Island University Hospital

Allison Driansky, MD
Cohen Children's Medical Center

Michael DiSalle, MD
Unity Hospital

Eve Faber, MD
SUNY Downstate Medical Center/
NYC Health+Hospitals/Kings County

Tamara Goldberg, MD
Mount Sinai St. Luke's/Mount Sinai West

Christina Guillen, MD
SUNY Downstate Medical Center

Eric Keller, DO
NewYork-Presbyterian/
Brooklyn Methodist Hospital

Melissa Lee, MD
SUNY Downstate Medical Center/
NYC Health+Hospitals/Kings County

Johanna Martinez, MD
Northwell Health

Tanveer Mir, MD
Wyckoff Heights Medical Center

Leora Mogilner, MD
The Mount Sinai Hospital

Patricia Ng, MD
Stony Brook University Hospital

Samuel Sandowski, MD
South Nassau Communities Hospital

Stephen Silver, MD
Rochester General Hospital



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555 West 57th Street, 15th Floor
New York, New York 10019

p (212) 246-7100 | f (212) 262-6350

www.gnyha.org