

2013 Community Health Needs Assessment Summary

Revised December 2013



New York
Eye and Ear
Infirmary of
**Mount
Sinai**

New York Eye and Ear Infirmary of Mount Sinai 2013 Community Health Needs Assessment

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Our Mission

With 69 certified beds, New York Eye and Ear Infirmary of Mount Sinai (NYEE) is one of the world's leading hospitals for the diagnosis and treatment of all diseases of the eyes, ears, nose, and throat. NYEE was established in 1820 to meet the eye care needs of New Yorkers, especially the working poor. In keeping with this heritage, today NYEE is a voluntary, not-for-profit specialty hospital providing comprehensive outpatient and state-of-the-art medical/surgical care in the disciplines of Ophthalmology, Otolaryngology/Head & Neck Surgery, and Plastic & Reconstructive Surgery. NYEE's outpatient ophthalmology and otolaryngology programs provide primary care and treatment in these specialties throughout New York City, with concentrations of patients from the institution's historic Lower East Side patient base, Brooklyn, and Queens. NYEE also serves the regional, national, and international communities with tertiary medical/surgical specialty care in our fields of expertise.

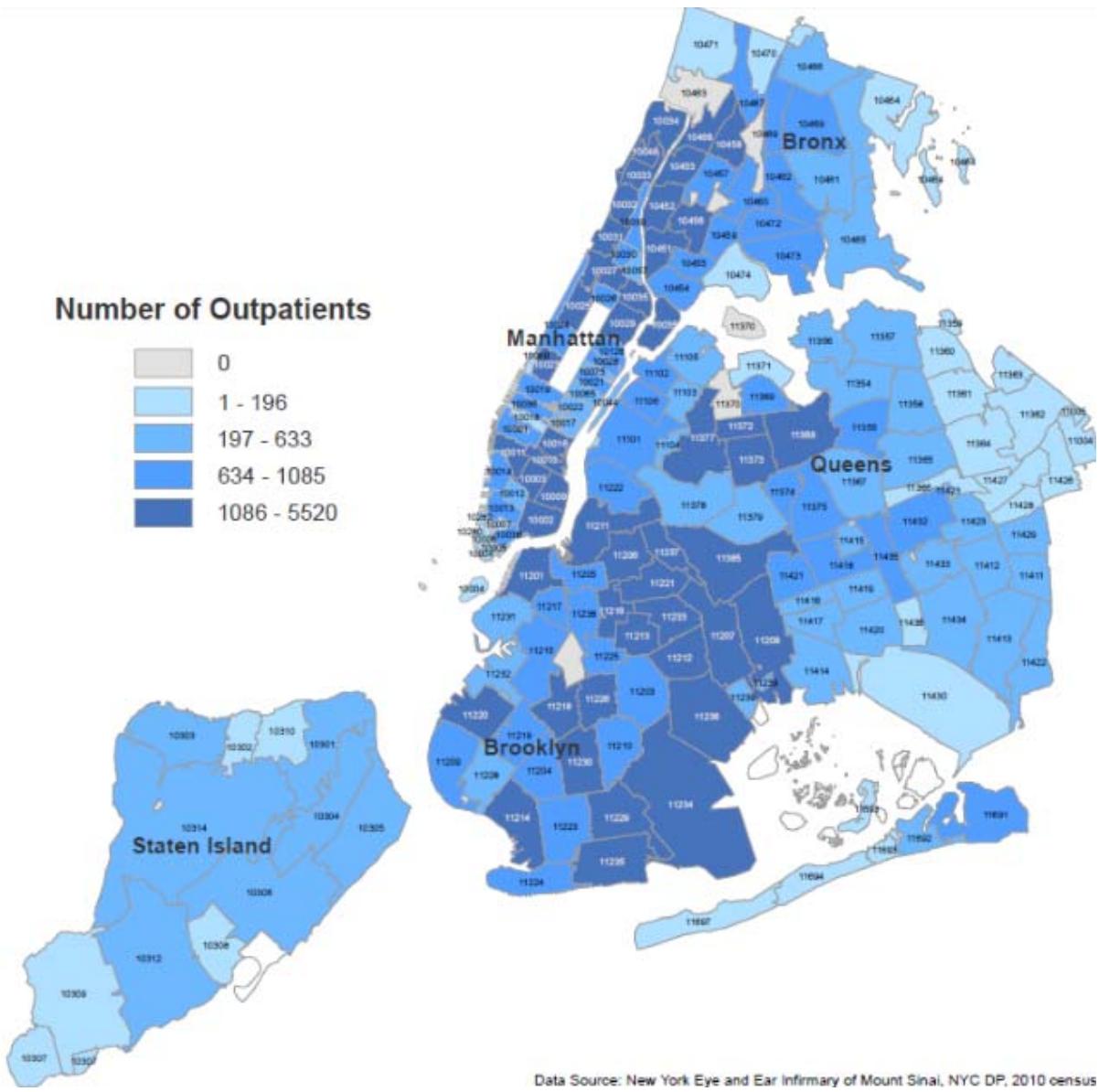


Figure 1: Zip code distribution of New York City outpatients treated by the hospital in 2012.

Our Community

NYEE has a commitment to providing care to residents of the Lower East Side of Manhattan – which is in the heart of the hospital’s Primary Service Area (PSA). The PSA is composed of the seven zip codes where a significant concentration of patients come from. Many patients come from the Lower East Side and Manhattan service areas (25%), Brooklyn (41%), Queens (17%), the Bronx (13%), and tri-state area/national/international (4%). With more than 126,000 outpatient clinic visits and 31,000 surgical cases in 2012, it is difficult to profile a “typical” NYEE patient. In 2012, 55% of outpatients were persons of Spanish origin, 22% were African American, 6% were Asian, and the remaining 17% other.



In addition to our focus on the Lower East Side (LES), much of the institution’s community service reaches beyond the immediate area surrounding the hospital. Through a toll-free 1-800 information service, more than 6,000 people a year request and receive free literature on hundreds of topics related to the eyes, ears, nose, and throat with a high of 6,499 observed in 2012, an increase of 18% since 2008. In 2012, the NYEE website received 514,203 unique visitors. There were also 702 emailed inquiries on eye and ear-nose-throat health concerns, an increase of 151% since 2008. In addition, NYEE solicits feedback from approximately 6,000-8,500 individuals a year through mass media, the internet, and other direct response mediums.

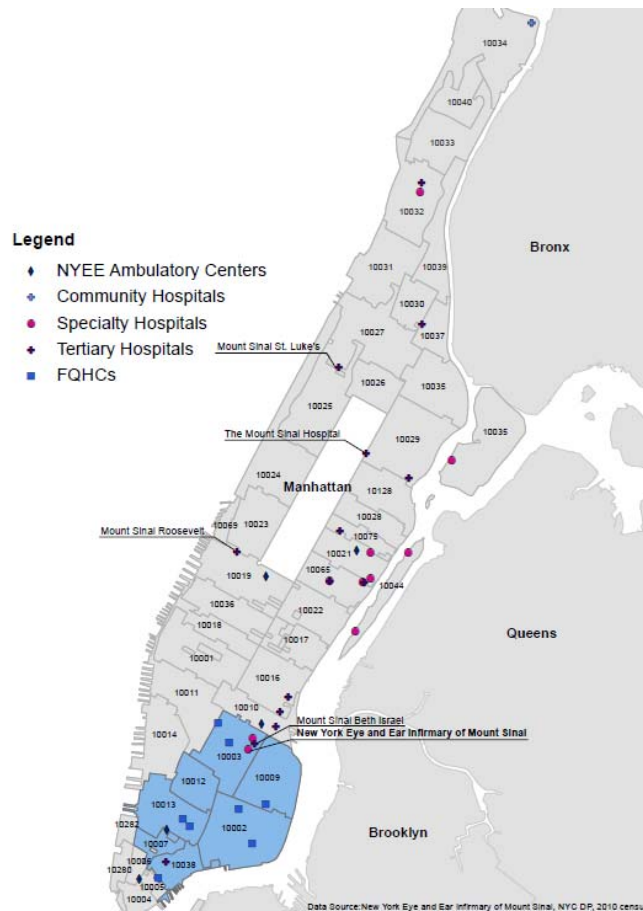


Figure 2: The primary service area zip codes of New York Eye and Ear Infirmary of Mount Sinai are highlighted in blue. Identified healthcare providers include Mount Sinai Health System hospitals in Manhattan, other hospitals of Manhattan, the ambulatory centers of NYEE, and the various FQHCs in the primary service area.

Community Health Needs Assessment

Information regarding eye and ear health issues in publicly available data on a state, county, or local level is not available for New York City or New York State. Because of this, NYEE determined that a Community Health Needs Assessment (CHNA) was necessary to assess the burden of eye and ear conditions as well as the overall health needs in the community served.

Information from the CHNA was derived from surveys distributed to hospital patients for six consecutive weeks during the summary of 2013. 541 surveys were completed by patients in three languages (English, Spanish, and Chinese). A second survey was distributed to community organizations located in the Primary Service Area of the hospital. Survey questions were designed to estimate the prevalence of health needs in the community. The top five prevailing illnesses self-reported among surveyed patients include: correctable vision problems (50.1%), high blood pressure (27.8%), diabetes (22.4%), allergies (10.6%), and hearing loss (10.2%). This closely followed the relative prevalence of illnesses described by the surveyed community organizations surveyed as well as available local level health statistics. Also, both of these surveys shed light on the eye and ear needs of the community. This helped NYEE leadership strategically prioritize meeting these identified health needs. NYEE has prioritized addressing chronic diseases, lifestyle habits (particularly smoking), and access to healthcare services in the community. Each of these health needs are precursors to or exacerbate eye and ear disease.



Figure 3: The hospital facilitates support groups and lectures for topics such as macular degeneration and hearing loss, among other conditions, to help meet community health needs.

Community Outreach

In order to address the identified health needs, NYEE has established a multi-year partnership with New York City Department of Health and Mental Hygiene (NYCDOHMH). The primary objective of this partnership is to track the blood pressure of patients served in the ambulatory care setting over time. Eye and ear conditions, as well as more common chronic conditions, can be caused by high blood pressure. This partnership will leverage the capabilities of the hospital's meaningful use of electronic health records while measuring the effectiveness of efforts by NYEE and public health interventions to improve this key population health indicator.

NYEE continues to undertake the promotion of culturally competent chronic disease self-management education. Several support groups to address conditions including diabetes, macular degeneration, and uveitis have been formed to foster collaboration among clinical and non-clinical professionals to provide education to patients so they can manage their conditions in the community.

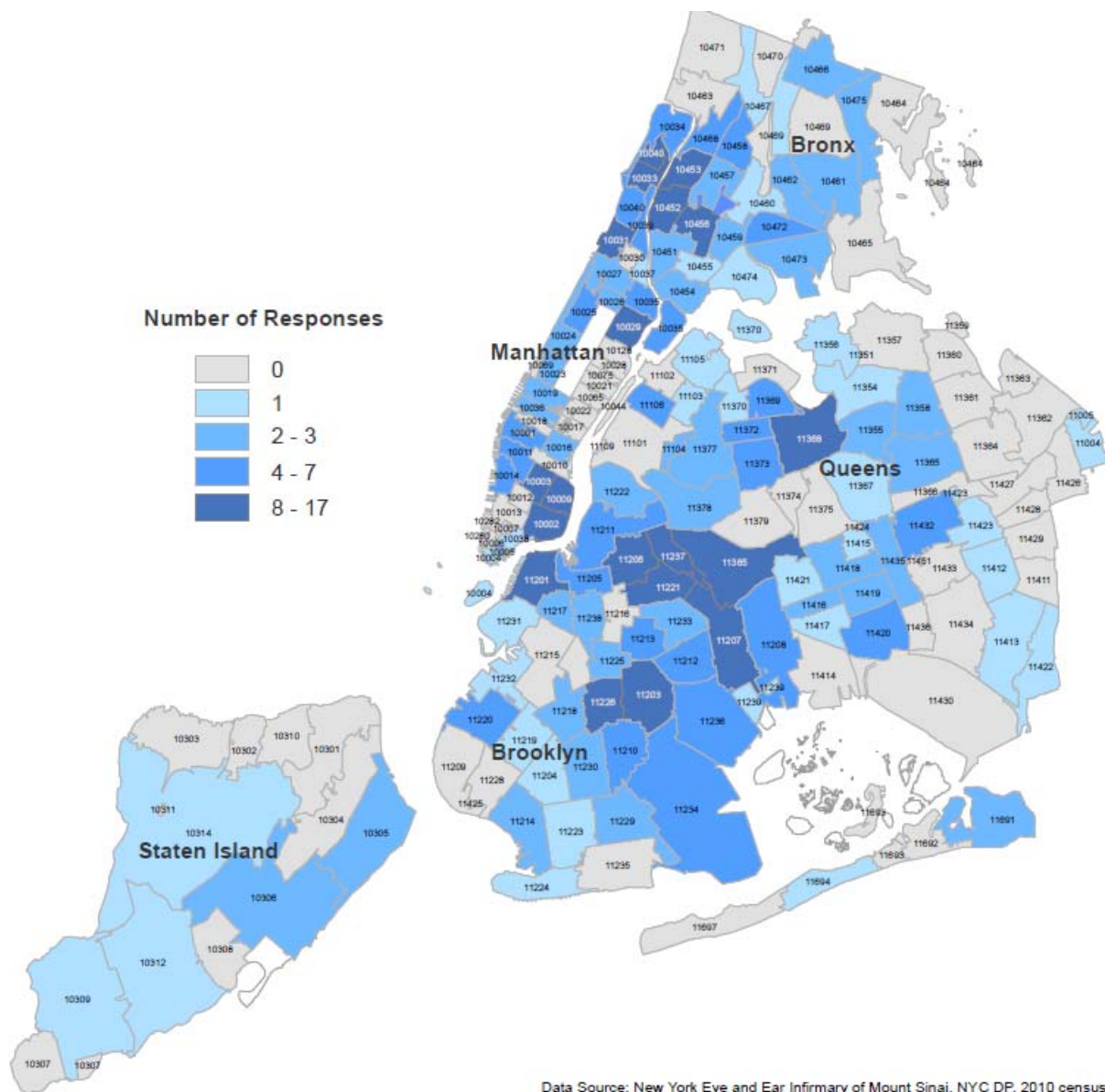


Figure 4: The distribution of community health needs survey participants by zip code across the city.

Program Enhancements

Retina Center

A state-of-the-art outpatient facility for diagnosis and treatment of retinal disease was created out of an underutilized inpatient floor. It now handles more than 39,500 visits/procedures a year (an almost 20% increase in volume each year) as a result of the increased percentage of older individuals most at-risk for age-related macular degeneration and the rapidly rising number of New Yorkers with Type 2 diabetes. Recently, the New York City Department of Health and Mental Hygiene reported that in the past eight years, diabetes has doubled among adults in New York City. Twenty percent of the Retina Center's visit volume is with pediatric patients with many of the children presenting with conditions resulting from premature birth. Retinoblastoma (an ocular tumor) can develop in these children around ages 4-5.

The Voice and Swallowing Institute and Speech Pathology Service

An expanded clinical and research facility provides comprehensive outpatient services to children and adults with communication disorders, such as pediatric articulation and language disorders, fluency, voice, dysphagia (swallowing), aphasia, and counseling of head and neck cancer patients. The Voice and Swallowing Institute and Speech Pathology Service serves patients with vocal fold paralysis and paresis, spasmodic dysphonia, and vocal overuse syndromes for "professional voice users" such as actors and singers, as well as teachers, salespeople, and all others who use their voices in their jobs every day.

Early Intervention Program (EIP)

To better serve the needs of children in this community with speech, hearing, and language disabilities under the age of three, we conduct this program in conjunction with the City of New York. There is an increasing incidence of both mild and profound disability in the 0-3 age group. The New York City Department of Health recently renewed NYEE's contract for both core and specialty evaluations.

Clinical Trials Center

This will enable us to further increase the number of clinical trials, the vast majority of which enroll patients from the immediate community and patient population. Many of these research efforts are targeted to address specific health problems noted in the needs assessment for this community. Two examples are an NIH five-year funded project to study "Glaucoma in African Americans" (the incidence in African Americans is five times that of Caucasians) as well as a new research protocol utilizing "Laser procedures to measure persistent narrow-angles in the interior portion of Hispanic eyes."

Managed Care Liaison Program

This expanded program addresses patient needs for HMO primary care physician referrals, especially for Medicaid recipients, as they can no longer be seen on the basis of self-referral. Additional patient advocates are now stationed in high-traffic locations.

Increased Cultural and Linguistic Competency

Language spoken at home and need for medical interpreter information is solicited from every patient treated at NYEE to assist us in better serving our culturally diverse patient population.

Charity Care Policy

In order to address access to healthcare services, New York Eye and Ear Infirmary of Mount Sinai is an institution that provides care for all patients regardless of ability to pay for emergent and/or urgent medical needs. If patients do not have an emergent or urgent situation and do not have insurance and want to speak to a Financial Counselor, they will be asked to notify the NYEE Registrar. They will be directed to our Financial Counseling Office on the 1st floor of the Main Building at 310 East 14th Street. The telephone numbers of the Financial Counseling Office are: (212) 979-4183, (212) 979-4576, (212) 979-4747, and (212) 979-4046.



Figure 5: NYEE provides charity care to diverse communities of individuals – both locally and abroad.

All of our Financial Counselors will do their best to help meet a patient's needs. If an individual is without insurance and not eligible for Medicaid, he or she may qualify for charity care. An excerpt of the policy follows. Please refer to the hospital website (www.nyee.edu) for more details.

Charity Care Policy Excerpt

All patients of NYEE will have access to information regarding estimated or actual charges for hospital services and will be assisted in applying for public insurance or government or hospital charity care programs based on financial need. Eligible services include all hospital charges that are medically necessary, such as: inpatient services, ambulatory surgery, emergency care, and outpatient services including clinic visits. Non-eligible services include: services provided that are not medically necessary, e.g. cosmetic surgery, and discretionary charges, e.g. requested private room, private nurse, phone, TV, etc. Physician fees are not covered by this policy.

The Financial Counseling Office (FCO) will assist all patients with insufficient or no third party coverage by applying for government insurance programs, including New York State Health Care Exchange programs. If a patient is ineligible for government insurance programs and FCO agree with such determination, the Charity Care Policy and associated payment options should be explained to the patient and an application should be completed by the patient or responsible party. Charity Care eligibility is determined based on family size and income level. FCO will apply a sliding fee scale based on gross income. A patient has the right to appeal decisions on eligibility for Charity Care within 30 days of notification of non-eligibility.

NYEE Key Financial Indicators	2012
Net Operating Revenue	\$ 159,499,000
Net Operating Expenses	142,342,000
Net Operating Gain (Loss)	17,157,000
Charity Care	1,937,000
Bad Debt	7,703,000
Total Uncompensated Care	\$ 9,640,000
Uncompensated Care (Percent of Net Patient Revenue)	7.12%

About the Mount Sinai Health System

The Health System's mission is to provide compassionate patient care with seamless coordination and to advance medicine through unrivaled education, research, and outreach in the many diverse communities we serve. The Health System was created from the combination of The Mount Sinai Medical Center and Continuum Health Partners in September 2013. Member hospitals of the Health System include Mount Sinai Beth Israel, Mount Sinai Beth Israel Brooklyn, The Mount Sinai Hospital, Mount Sinai Queens, Mount Sinai Roosevelt, Mount Sinai St. Luke's, and New York Eye and Ear Infirmary of Mount Sinai.

The Mount Sinai Health System is designed to increase efficiencies and economies of scale, improve quality and outcomes, and expand access to advanced primary, specialty, and ambulatory care services throughout a wide clinical Network. The Health System includes 2,784 full- and part-time physicians, 3,783 voluntary physicians, and 12 freestanding ambulatory surgery centers. With more than 430 full- and part-time primary care physicians, clinical teams are able to manage large populations of patients in the lowest-cost, most effective settings. Mount Sinai also features a robust and continually expanding network of multispecialty services, including more than 45 ambulatory practices throughout the five boroughs of New York City, Westchester, and Long Island. It has more than 40 clinical and academic relations with other local health care organizations, and Mount Sinai physicians can be found in more than 200 community locations throughout the New York metropolitan area. With an extraordinary array of resources for the provision of compassionate, state-of-the-art care, the Mount Sinai Health System is poised to identify and respond to the health-related needs of the diverse populations we serve.



Figure 6: The main campus of the health system is located at One L. Gustave Levy Place on Manhattan's Upper East Side.

Other Community Assets Identified

As well as the healthcare organizations across The Mount Sinai Health System, NYEE has identified the following healthcare facilities within the community available to meet the health needs NYEE has identified.

Tertiary Care/Community Hospitals and Specialty Hospitals of Manhattan

Tertiary Care/Community Hospitals:

- The Mount Sinai Hospital (MSH)
- Mount Sinai Beth Israel (MSH)
- Mount Sinai St. Luke’s Hospital (MSH)
- Mount Sinai Roosevelt Hospital (MSH)
- Allen Hospital (NYP)
- Bellevue Hospital Center (HHC)
- Harlem Hospital Center (HHC)
- Lenox Hill Hospital (NSLIJ)
- Manhattan VA Hospital
- Metropolitan Hospital Center (HHC)
- New York – Presbyterian Hospital/Weill-Cornell Medical Center (NYP)
- New York – Presbyterian Hospital/Columbia University Medical Center (NYP)
- Lower Manhattan Hospital (NYP)
- NYU Langone Medical Center (NYU)

Specialty Hospitals

- Gracie Square Hospital (NYP)
- Hospital for Joint Diseases (NYU)
- Hospital for Special Surgery
- Manhattan Eye, Ear, and Throat Hospital (NSLIJ)
- Manhattan Psychiatric Center
- Memorial Sloan-Kettering Cancer Center
- Morgan Stanley Children’s Hospital (NYP)
- New York Eye and Ear Infirmary of Mount Sinai (MSH)

MSH: The Mount Sinai Health System
 HHC: Health and Hospitals Corporation
 NSLIJ: North Shore-LIJ Health System
 NYP: New York-Presbyterian Healthcare System
 NYU: NYU Langone Medical Center

Federally Qualified Health Centers within NYEE’s Primary Service Area

FQHCs:	Address:	Zip Code
• Betances Health Center	280 Henry Street	10002
• Downtown Health Center	150 Essex Street	10002
• Institute for Urban Family Health	113 East 13 th Street	10003
• Institute for Urban Family Health	16 East 16 th Street	10003
• Nena Health Council	279 East 3 rd Street	10003
• Charles B Wang Community Health Center	268 Canal Street	10013
• Charles B Wang Community Health Center	125 Walker Street	10013
• AHRC Health Care Inc.	83 Maiden Lane	10038

In addition to its main hospital facility in the vibrant Union Square area, NYEE has an established and growing network of satellite offices and is developing free-standing ambulatory care centers throughout the Greater New York metro area. Currently, there are 15 offices in high density business districts and select residential neighborhoods. They are staffed with NYEE physicians and equipped with the latest diagnostic equipment, making access to specialty eye and ear care more convenient to people where they live or work. Six of these facilities are located in Manhattan. Soon, patients will be able to have many same-day surgical procedures in the NYEE ambulatory surgery centers located in Brooklyn, Queens, the Bronx, and Long Island. This is another means of extending expertise with increased efficiency and convenience for a wider community.



Satellite Offices and Ambulatory Surgery Centers



Manhattan	Manhattan	Queens	Westchester
<p>1 Columbus Circle EYE ENT PLS 200 W 57th Street, Suite 1410 New York, NY 10019 (212) 957-6933</p> <p>2 Ear Institute ENT 380 2nd Avenue, 9th Floor New York, NY 10010 (212) 614-8379</p> <p>3 Financial District ENT 65 Broadway, #901 New York, NY 10006 (212) 514-6933</p> <p>4 Madison Avenue ENT PLS 161 Madison Avenue New York, NY 10016</p> <p>5 Tribeca EYE ENT PLS 77 Worth Street New York, NY 10013 (212) 966-3901</p>	<p>6 Upper East Side ENT PLS 1430 2nd Avenue New York, NY 10021 (212) 535-2298</p> <p>6 Upper East Side EYE ENT PLS Office Relocation & Expansion 62 East 88th Street New York, NY 10128 <i>Opening Summer 2014</i></p>	<p>11 A Bayside EYE ENT PLS 45-64 Francis Lewis Blvd., 2nd Fl. Bayside, NY <i>Opening Winter 2013</i></p> <p>12 Forest Hills ENT PLS 108-12 72nd Avenue Forest Hills, NY 11375 (718) 544-9300</p>	<p>15 Chappaqua ENT PLS 59 S Greeley Ave Chappaqua, NY 10514 (914) 238-5500</p> <p>16 Rye Brook EYE 90 South Ridge Street, Suite LL8 Rye Brook, NY 10573 (914) 934-5280</p> <p>17 White Plains ENT 244 Westchester Ave, #215 White Plains, NY 10604 (914) 997-9100</p>
	Brooklyn	Bronx	New Jersey
	<p>7 Bay Ridge EYE ENT PLS 9020 5th Avenue, 3rd Floor Bay Ridge NY 11209 (718) 333-5120</p> <p>8 Midwood EYE 1630 E 15th Street, #203 Brooklyn, NY 11229 (718) 375-6933</p> <p>9 Sheepshead Bay ENT 2560 Ocean Avenue Brooklyn, NY 11229 (718) 646-1234</p> <p>10 Williamsburg EYE ENT 101 Broadway, #201 Brooklyn, NY 11249 (718) 384-6933</p>	<p>13 A Bronx ASC EYE ENT PLS 3170 Webster Avenue Bronx, NY 10467 <i>Opening Fall 2013 – Winter 2014</i></p>	<p>18 Short Hills PLS 1046 S Orange Ave Short Hills, NJ 07078 (973) 379-0101</p>
		Long Island	
		<p>14 Mineola EYE 200 Old Country Rd, #130 Mineola, NY 11501 (516) 408-4900</p>	
			<p>Legend</p> <p>● Physician Office Future Ambulatory Surgery Center (ASC) * Future Office</p> <p>*Additional ASCs are currently in development</p> <p>EYE Ophthalmology ENT Otolaryngology PLS Plastic Surgery</p> <p>REV 3/2014</p>

2013 Community Health Needs Assessment
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Supported by the Public Affairs, Finance,
IT, and Volunteer Departments



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