Community Service Plan
Northern Westchester Hospital
2015-2016
Northern Westchester Hospital (NWH) provides the highest quality diagnostic and treatment services for our community, while assuring access to a coordinated continuum of healthcare services. We seek to improve and protect the health of individuals in the community through programs that promote healing and wellness.

Who We Are

Northern Westchester Hospital (NWH) is committed to the values on which it was founded 100 years ago: dedicated and compassionate service to the community; individualized care that respects the unique needs of each patient and family; professionalism, teamwork and collaboration; commitment to delivering care in a healthy and healing environment; and, respect for staff and volunteers.

Located in Mount Kisco, New York, NWH provides a range of services to individuals who live in Northern Westchester, Putnam and Southern Dutchess Counties in New York. There are approximately 350,000 people in our catchment area. Northern Westchester Hospital is a full-service, state-of-the-art 245-bed facility with a medical staff of almost 700 physicians providing a spectrum of acute specialty/sub-specialty care in nearly every clinical area to adults and children on an outpatient, inpatient and emergency basis. In 2015, NWH served 67,856 people and had 152,971 outpatient visits; 10,577 inpatient admissions; 9,023 surgeries; 1,579 babies born and 30,102 Emergency Department visits, 20% of which were children.

The vision of NWH is to provide the highest quality health care within a supportive community setting and state-of-the-art facilities. Furthermore, we seek to improve and protect the health of individuals in the community through programs that promote healing and wellness. We are highly committed to creating an optimal healing environment for patients, families and staff through the effective system-wide integration of high quality, evidence-based holistic practices.

Northern Westchester Hospital is a teaching hospital and international role model for delivering patient-centered care and is the first hospital in the nation to achieve both designation as a Planetree Patient-Centered Hospital with Distinction and Magnet Recognition for quality patient care, nursing excellence and innovation in our professional nursing practice.

Northern Westchester Hospital was also the first, and since, the only hospital in New York State to receive the highest 5-star rating for patient satisfaction from the Centers for Medicare & Medicaid Services as part of their HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) survey of hospital patient treatment experience and is one of only 251 hospitals in the United States to deliver this level of patient satisfaction.

The hospital is designated and certified by the State of New York as a 10-bed Level III Neonatal Intensive Care Unit (NICU). The availability of this level of care has reduced the need to transfer sick newborns to other facilities and has allowed parents to be close by for their child’s care. Northern Westchester Hospital is a designated Breast imaging Center of Excellence by the American College of Radiology. The NWH Rehabilitation Program is certified by the American Association of Cardiovascular and Pulmonary Rehabilitation (AACVPR). This certification is the only peer-reviewed accreditation process designed to review individual rehabilitation programs for...
adherence to best practices developed by the AACVPR in conjunction with other professional societies.

Our highly-credentialed surgeons routinely perform minimally invasive surgeries to treat a wide range of conditions. A cornerstone of this program is the sophisticated robotic technology of the da Vinci® Surgical System, of which NWH is a Designated Training Epicenter for robotics-assisted colon and rectal surgery. Furthermore, the NWH Breast Institute hosts an aesthetic oncology breast surgery fellow every year, which enhances a surgeon’s experience in all aspects of breast surgery and management of breast cancer patients. Northern Westchester Hospital is in the final stage of Phase I of its Surgical Services Modernization project that will address the clinical sophistication and rapid surgical advancements taking place in the medical field. The new OR Suite was designed to accommodate up-to-date medical technology as well as attract and retain highly-skilled surgeons, nurses and support staff.

Prevention Agenda for the Healthiest State

County Hospitals and the County Department of Health were required to select two (2) of the same Prevention Agenda Priorities, one of which is required to address a healthcare disparity.

It’s important to note that the demographics of the Westchester County population served by each hospital vary significantly, specifically in the ability to impact the chosen disparity.

Selected Prevention Agenda Priorities

Promoting Healthy, Women, Infants and Children
Focus Area: Maternal and Infant Health
Goal: Increase the proportion of NYS babies who are breastfed

Preventing Chronic Diseases
Focus Area: Reduce Obesity in Children and Adults
Disparity: The rate of morbidity and mortality due to heart disease is disproportionately higher in the Hispanic and Latino population, as well as the African American population.
Goal: Decrease the percent of blacks and Hispanics dying prematurely from heart-related deaths.

The public health priorities were selected based on the following criteria:
- Data – the health of Westchester County’s population was evaluated relative to New York State’s Prevention Agenda indicators and goals to determine where improvement was needed.
- Impact – focusing on Obesity in the prevention of chronic disease will allow us to impact various health problems: cancer prevention, cardiovascular disease, stroke, and diabetes. Obesity, heart disease and stroke were identified as top concerns for our community. Breastfeeding has been shown to reduce childhood obesity and provide numerous health benefits for mother and child.
- Readiness – Northern Westchester Hospital has existing efforts and partnerships in place to support the chosen priorities.

Additional Prevention Priorities

Northern Westchester Hospital is committed to ensuring that all members of the community receive access to quality healthcare and actively participate in programs focused on the prevention, diagnosis and treatment of diseases. In addition to the initiatives that support the two selected priorities, NWH has numerous efforts and ongoing programs that support additional priority areas of New York State’s Prevention Agenda.
Community Benefit Programs

Additional community-based programs at NWH complement and enhance the priorities of the Prevention Agenda. Northern Westchester Hospital 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.

A safety net for our underserved community members

As a not-for-profit hospital, Northern Westchester Hospital provides many community benefits including charity care and outreach to the community’s most at-risk patients. Programs include:

**Patient Navigator** - Care coordination through the NWH Patient Navigator helps facilitate access to healthcare and resources primarily for patients who are uninsured or underinsured. The Patient Navigator is a specially trained, culturally sensitive, bilingual healthcare worker who provides support and guidance to patients and their family members. They also assist non-English speaking or limited English speaking patients with language translation services to ensure their understanding of complex healthcare issues. The Patient Navigator helps facilitate access to a variety of healthcare professionals and services at NWH and within the community, including our two (2) medical group partners: Mount Kisco Medical Group and Westchester Health Associates.

**The Breast Health Initiative**, funded in part by the Avon Foundation, provides a continuum of free breast health services from education to screening and diagnosis to treatment and follow-up to hundreds of uninsured and underinsured women each year. For more information, please call (914) 666-1289.

**The Prenatal Care Assistance Program (PCAP)** provides comprehensive care to underinsured and uninsured pregnant women in Westchester and Putnam Counties, helping to ensure healthy pregnancies and healthy babies. More than 250 babies are welcomed to the world each year through this program. Learn more about our Prenatal Care Center by calling (914) 666-1111 or visiting http://nwhc.net/treatment-and-specialties/nicu-and-other-specialty-care.

Northern Westchester Hospital, as part of Northwell Health, 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. Community Health and Wellness
D. Community Medical Support Services and Programs
E. Support Groups
The goal of effective communication is to fulfill the responsibility of all healthcare providers. Effective communication is the main factor that contributes to effective communication in healthcare: health literacy, language access, and cultural competence.

The division of Diversity, Inclusion and Health Literacy (DIHL) in the Office of Community and Public Health is a Northwell Health system-wide resource and offers numerous educational opportunities for the workforce to ensure the integration of health literacy into the fabric of the organization. To ensure meaningful access to healthcare services for persons with Limited English Proficiency (LEP) or persons whose preferred language is other than English, free medical interpretation and document translation services are available 24/7. At Northern Westchester Hospital, Cyracom phone services and/or certified medical interpreters are available for translating or interpreting medical information, diagnosis, treatment or decisions to patients.

Sign language interpretation services for the deaf and hearing impaired as well as specific communication tools for visually and speech impaired patients are also available. For more information, please call the Office of Community and Public Health at (516) 881-7000.

Diversity and Inclusion
As the surrounding communities have become more diverse, Northwell Health recognizes the need to advance an environment that supports principles of equity and community. Diversity and inclusion are identified as essential components for the delivery of quality, safe, excellent patient and family centered care. Aligning with the National Prevention Strategy to eliminate health disparities and empower people in the communities we serve, the division of Diversity, Inclusion and Health Literacy (DIHL) implements a system wide educational curriculum and offers numerous programs. Northwell’s Business Employee Resource Group Program enhances workforce and community engagement as well as development, recruitment, and retention of top talent. In collaboration with Cook Ross, Inc., DIHL launched an interactive “Unconscious Bias” e-Learning program through Northwell’s Learning Management System, iLearn, in addition to classroom seminars. This curriculum helps to raise awareness of unconscious filters and how it impacts patient care and the workplace. In addition, employees are encouraged to use an online cultural diversity resource that provides accurate, up to date information to develop their cultural knowledge and enhance the delivery of culturally competent patient care. Through the efforts of DIHL, Northwell Health has received nationwide recognition from DiversityInc and the Human Rights Campaign: Healthcare Equality Index for leadership in LGBT patient care delivery, as well as the enhancement of community partnerships and system-wide policies. For more information, please contact the DIHL team by emailing DIHL@northwell.edu.

Building Cultural Competency: A Community-Wide Initiative
Northern Westchester Hospital, in cooperation with Neighbors Link and the Mount Kisco Police Department, developed a cultural sensitivity training program for law enforcement officers designed to help achieve the complementary mission of each group and to increase cultural awareness in order to build positive relations with immigrant communities. The objectives are to increase cultural awareness in order to build positive relations with immigrant communities, encourage communication and trust between local law enforcement and the immigrant community, and actively enhance the healthy integration of immigrants in the community. This program has expanded to a county-wide initiative.

Find a Physician
More than 700 highly trained physicians make NWH their hospital of choice. Many are fellowship-trained in highly specialized fields, performing state-of-the-art procedures. To find a physician visit: http://nwhc.net/find-a-physician or call our referral line: (877) 4 NWH DOC or (877) 469-4362.
Advanced Surgical Breast Oncology Fellowship

This dynamic, multidisciplinary program is comprised of an interdisciplinary group of physicians and clinicians participating in the management of breast cancer patients, including specialists in breast surgery, plastic surgery, radiology, pathology, medical oncology, radiation oncology, genetic counseling, and a Breast Health Nurse Practitioner. The Fellowship program is designed to enhance a physician’s experiences and expertise in all aspects of breast surgery and management of the breast cancer patient; to provide comprehensive training for a surgeon who is already trained in the fundamentals of breast cancer surgery, and is capable of providing the full spectrum of breast procedures from diagnosis to treatment of breast masses, to participation in the planning and execution of reconstructive procedures.

The NWH Breast fellow is responsible to consult with patients in our Breast Health Initiative clinic for underinsured and uninsured women, located on-site at NWH, with access to collaborate with our interdisciplinary professionals in our Breast Program. For more information on the Advanced Surgical Breast Oncology Fellowship Program, call (914) 242-7611 or visit www.nwhbreastinstitute.org.

Internship and Shadowing Opportunities for the Community

Northern Westchester Hospital supports internship opportunities for engaged students in our community to support and grow health care careers as their primary choice.

Internships afford students great learning experiences, insight into the day-to-day responsibilities of support areas, and access to professionals within a hospital setting. Learning objectives for the individual internship are coordinated by referring schools/districts and matched through placement of interns with a corresponding department that can address the stated objectives and goals. Targeted audience is anyone with a strong desire to be in healthcare: Local High School Students, Technical School Students, College Students, Post-Graduate Students, Current community partners include: Bedford, Chappaqua, Armonk, North Salem School Districts, Putnam/ Northern Westchester BOCES, local colleges and universities.

To learn more about internship opportunities, contact Human Resources at (914) 666-1200.
Presidents Junior Leadership Council (PJLC)

The PJLC is a youth leadership organization that builds young people’s connections to their community and engages them on issues that matter to them. Council members are liaisons between the hospital and their schools and serve as ambassadors to the community conducting outreach, prevention and wellness programs. This select group of teens also has the opportunity to meet and interact with hospital personnel, explore career opportunities in health and medicine, and gain skills to help prepare them for the challenges and responsibilities they will face as college students and beyond.

Participation on the PJLC is open to high school students within the hospital’s catchment area. To learn more and apply, please contact Maria Simonetti, Director of Community Health and Outreach at msimonetti@nwhc.net or (914) 666-1294.

Graduate Medical Education

As a major academic health system in the New York metropolitan area, Northwell Health is dedicated to excellence in patient care, teaching, and research. More than 1600 residents and fellows are trained each year in over 120 residency and fellowship programs at 21 member hospitals, with access to state-of-the-art simulation and a BioSkills Education Center. Clinical affiliations include Hofstra Northwell School of Medicine, Albert Einstein College of Medicine, SUNY Downstate College of Medicine, New York Medical College, New York University School of Medicine 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. For more information about the individual training programs at Northwell Health, please visit https://www.northwell.edu/research-and-education/graduate-medical-education.

Hofstra Northwell Health School of Medicine

In 2008, Hofstra University and Northwell Health entered into a formal agreement that established the Hofstra Northwell Health School of Medicine (SOM), the first allopathic medical school in Nassau County and the first new medical school in the New York metropolitan area in more than 35 years. The academic partnership enhanced recruitment of faculty, leadership, and researchers; furthered the expansions of residencies and fellowships; and enhanced the integration of clinical and translational science. In 2015, the SOM has two classes at the full size of 100 students, is approaching its second Match Day and the graduation of a class of 60 students. The School also opened the doors to its expansion building in 2015 which almost doubled the size of the main education site to over 113,000 square feet. For further information, please visit the School of Medicine’s website at http://medicine.hofstra.edu or call (516) 463-7516.

Hofstra Northwell School of Graduate Nursing and Physician Assistant Studies

Launched in March 2015, the school is poised to become a national and global leader in preparing students to meet the growing need for qualified advanced-care nurses and physician assistants who deliver community-based health care. The School offers several options for advanced learning: master’s degrees in family nurse practitioner and adult-gerontology acute care nurse practitioner programs, as well as a master’s degree and a dual bachelor’s/master’s degree program in physician assistant studies. The School expands the successful medical school partnership between Hofstra University and Northwell Health. It incorporates the University’s diverse academic programs and infrastructure, as well as Northwell Health’s significant clinical activities and educational resources, in its mission to provide an innovative interprofessional education to a new generation of healthcare leaders. For further information, please visit the Hofstra Northwell School of Graduate Nursing and Physician Assistant Studies’ website at hofstra.edu/nursing or call (516) 463-7475.
Northern Westchester Hospital offers free and low cost health education programs throughout the year on a variety of topics, and members of the NWH staff are actively involved in providing health education programs within community settings such as senior centers, faith-based organizations, and schools.

Community Health Outreach Program (CHOP)
Community Health Outreach Programs improve healthcare access and delivery to the growing underserved population in our region through targeted and effective community outreach and education initiatives, and are intended to reduce healthcare disparities between the underserved, and the general public. The staff at NWH collaborate with more than 20 community organizations to conduct flu vaccine clinics as well as develop and implement health screenings and educational programming.

Health screenings include blood pressure, diabetes (glucose), osteoporosis, cholesterol, stroke, and vascular.

Culturally sensitive bilingual educational brochures are distributed to promote effective follow-up with a primary physician. Bilingual staff provide recommendations and resources available.

School Based Education
Northern Westchester Hospital makes a difference in the lives of young people by bringing expertise, attention, and creativity directly to the classroom, using age appropriate workshops and interactive display programs. Through generous grant-funding, we are proud to offer our interactive, skill-based health education programs free of charge to students in kindergarten through Grade 12 (K-12). Invite us to your classroom, summer camp, community events, and health fairs by calling Maria Simonetti, Director of Community Health and Outreach at msimonetti@nwhc.net or (914) 666-1294.

BetterinBalance
Our unique and interactive program includes discussions about the basics of healthy nutrition, the connection between a balanced diet and achieving goals, and extreme nature of dieting and its effect on our bodies. The goal is to provide students with a fun, positive, and memorable experience, to encourage positive body image, nutritious food choices, and leading healthy lifestyles.

Nutrition
Nutrition 101 and Portion Control (Grades K-12).
Nutrition plays an important role in our health. This class helps students understand basic nutrition principles, identifying food groups, and their basic functions and food sources. Students learn how to recognize appropriate portions in a supersized world through an interactive portion size display, as well as the principles of “mindful eating.” For elementary students, we play Nutrition Bingo to make learning interactive and memorable.

Eat the Rainbow (Grades K-5).
Did you eat the rainbow today? Using a colorful rainbow display and our “wheel of nutrition,” we get kids excited about fruits and vegetables. We encourage eating a variety of plant foods in all colors each day to get the vitamins and minerals students need to grow and be at their best. The workshop can include an interactive cooking component, where children prepare their own balanced “eat the rainbow” recipe.
Reasons to Love Labels and Smart Snacking (Grades K-12)
Healthy snacking is an essential part of a balanced diet. Snacks provide energy for students to stay focused and perform their best. Reading food labels can help anyone make healthful food choices. Students learn how to decipher food labels and the Nutrition Facts panel, reinforcing portion control. The workshop enhances label-reading skills and promotes an appreciation for whole foods and a critical eye for ingredients in processed food. The program can be enhanced with an interactive cooking component, where young people can prepare their own healthy snack.

Stress Less (Middle and High School)
School, home life, social pressures, and dating are all sources of stress, which, for impressionable teenagers, can sometimes be overwhelming. This program helps teens understand factors causing stress and strategies for reducing and avoiding stress and ways of coping with stress in healthy ways. Presentation includes interactive activities including Stress Bingo.

Healthy Interpersonal Relationships (Middle and High School)
As adolescents begin to form social relationships with their peers, they need support in establishing healthy and constructive relationships rather than harmful ones. This program focuses on recognizing the objectives and qualities of healthy relationships as well as the principles that support honest, equitable, and responsible interactions. Coverage of self-esteem and bullying issues is also included.

Impact of Alcohol/Drugs/Substance Abuse (Middle and High School)
Teenagers are at relatively high risk for experimentation and/or involvement with alcohol and legal or illegal drugs. Most are entirely inexperienced in these areas, and do not appreciate the life, legal, and health implications of drug involvement. This program promotes student understanding of the reality, effects, and consequences of alcohol and drugs on the body and brain. Strategies for avoiding involvement, and for confronting unfamiliar situations and substance-related emergencies, are discussed. This program is especially pertinent in the pre-prom season.

Think About Your Drink (Grades K-12)
Today we are drinking more sugary and caffeinated beverages than ever before. These liquid calories have a major impact on our health. Learn about the differences in nutritional quality of various beverages and how to make good beverage choices. Students calculate sugar in various beverages, understand the effects of high caffeine intake, and witness the importance of hydration. Also available is an option to include an interactive demonstration component, preparing lower sugar, healthier alternatives to soda.

Health and Safety Programs

First Aid (Elementary School)
Emergencies are frightening situations. Their unexpected nature makes them difficult to respond to; yet a little education and advanced planning can avert a disaster. Children will encounter emergencies, and despite their young age, they can save lives by simple actions. This program teaches young children how to keep safe, what to do in an emergency, how/where to call for help, and more.

Smoking Stinks! (Middle and High School)
Cigarette smoking is the number one cause of preventable disease and death worldwide, and statistics show that about 9 out of 10 tobacco users start before they’re 18 years old. This program addresses the many reasons that young people might start to smoke, and covers the many more reasons not to start smoking. Teens learn to identify the effects of smoking on the body and see the effects of smoking on real lungs.

Panel Programs or PTSA Presentations

The Transition Years (For parents of elementary, middle or high school students)
Northern Westchester Hospital coordinates panel presentations/discussions relating to adolescent health and development that focuses on the “transition” years from Elementary to Middle School and Middle to High School. This program offers parents the opportunity to hear from knowledgeable NWH specialists about physical, emotional, and social health during the transition years.

Impact of Alcohol/Drugs/Substance Abuse (For parents of elementary, middle or high school students)
With teenagers at relatively high risk for experimentation with alcohol and drugs, parents play an important role in helping them make good choices. An emergency room doctor describes real-life experiences about the consequences of drug and alcohol use, and offers strategies for preventing them and dealing with emergency situations.
The Big Talk – Small & Simple
(For parents of elementary, middle or high school students)
How and when do you talk with your kids about sex? This important topic is often overlooked or avoided by even the most competent parents. This program addresses when to start “the talk” and what to talk about at any age, and is designed to enhance comfort in communicating openly, honestly and comfortably about human sexuality.

For information about scheduling a Youth Program, please contact Maria Simonetti, Director of Community Health and Outreach at msimonetti@nwhc.net or (914) 666-1294 or visit our website at http://nwhc.net/wellness-and-prevention/school-based-education/.

Speaker Series
In partnership with members of the community, NWH presents educational sessions designed for families with children. The community can get to know Northern Westchester Hospital’s expert medical staff, learn how the hospital can meet their needs, and learn strategies to improve their family’s health and wellness. Attendees enjoy a relaxed atmosphere while learning about topics that interest them and relate directly to their life. To learn more about the Speaker Series, contact Whitney Wasserman at wwasserman@nwhc.net or (914) 242-8382.

55+ Community Connection Lecture Series
The goal of this program is to keep older adults within the community connected to education and resources. Many of the lectures are developed collaboratively with our community partners and include such topics as safe senior living, caregiver choices, financial savings, and navigating Medicare. For more information, please contact Ellen Muentener at emuentener@nwhc.net.

Focus on Health
Northwell Health’s TV show features patient-focused stories, expert interviews and in-depth reporting on important health topics like breast cancer, infection prevention and health care reform. Focus on Health airs Saturdays at 10:30 a.m. For a complete list of airing stations, please visit https://www.northwell.edu/about/news/focus-onhealth-tv.
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Neighborhood Link Family Health Day
Each year, NWH partners with Neighbors Link and Open Door Family Medical Centers for their annual family health event. The mission of Neighbors Link is to strengthen the whole community by actively enhancing the healthy integration of immigrants. By partnering with Neighbors Link, NWH is able to bring critical health screenings and health and wellness education to the immigrant community. At this day-long event, NWH offers cholesterol screenings, blood pressure and diabetes

D. Community Medical Support Services and Programs

Promoting Healthy, Women, Infants and Children
Northern Westchester Hospital’s Lactation Department and the Maternal Child Health Department partner to break down barriers that prevent mothers from achieving their breastfeeding goals and to effectively communicate best practices. Ensuring adequate prenatal education and support is essential to successful breastfeeding. We follow the evidence-based “10 Steps to Successful Breastfeeding.”

Our Lactation Support Group meets 1st & 3rd Monday, 1-3pm. Please contact Kim McKechnie RN, IBCLC at (914) 666-1370.

Our New Moms Support Group meets the 2nd Monday of every month. Please contact Patricia Chambers, RN at pchambers@nwhc.net.

Lactation Advisory Council
Ensuring the adequate education and support to both the inpatient and outpatient breastfeeding woman, the Lactation Advisory Council’s charge is to communicate best practices in breastfeeding to patients and healthcare professionals alike. Lactation Advisory Council members include: Northern Westchester Hospital Maternal Child Health, Nursery/NICU, Maternity, Labor & Delivery, Pediatrics, Lactation Consultants, Lactation Counselors, Prenatal Assistance Care Program, Mount Kisco Medical Group (MKMG) Lactation Consultant, Clinical Coordinator. For more information, please contact Kim McKechnie RN, IBCLC at (914) 666-1370.

Cancer Health and Wellness Program
Certain holistic therapies have been shown to provide help for cancer patients by supporting the healing process and enhancing the quality of life for a person undergoing cancer treatment. The Health and Wellness Program at the NWH Cancer Treatment and Wellness Center is designed to help our patients with cancer in conjunction with, or following, their medical treatment and introduces patients
and their families/caregivers to appropriate complementary therapies. A dedicated Nurse Practitioner Care Coordinator is available to integrate four additional disciplines into treatment plans, including nutritional assessment and planning, integrative medicine strategies, fitness and exercise programs and emotional support. For more information contact Marilyn Leroy-Sterling, NP-C, Wellness Coordinator at mleroysterling@nwhc.net or (914) 242-8146.

The Ken Hamilton Caregivers Center
This center is dedicated to the support and well-being of the family caregiver, with the goal of helping them effectively manage the stress associated with caring for a critically ill loved one. The program includes supportive counseling, assistance with navigating the health care system, providing community resources, offering a place of respite and relaxation to all caregivers, regardless of whether they have a loved one hospitalized at NWH. Services are offered free of charge. A monthly caregiver support group and a bi-monthly perinatal bereavement group are open to members of the community free of charge. Contact the Ken Hamilton Caregivers Center at (914) 242-8128.

The Center also provides materials and guidance for other institutions interested in creating and developing a Caregivers Center... Since its inception, the administration of The Ken Hamilton Caregivers Center has assisted numerous healthcare institutions in replicating the successful model. For more information, please contact jgottlieb@nwhc.net or (914) 242.7920.

Acute Stroke Assessment: Time is Brain
Northern Westchester Hospital’s Annual Stroke Symposium.
Under the direction of Dr. Akira Todo, Director of the Stroke Program at NWH, the hospital hosts an annual stroke symposium to educate first responders to recognize patients with potential acute stroke, convey the importance of rapid stroke assessment, and present patient care options. More than 100 EMS, VACs, and ER Clinical Staff (RNs & MDs) attend each year.

Live To Be Tobacco Free Smoking Cessation Program
Westchester Hospital offers a free smoking cessation clinic for anyone in the community. The four-week program meets weekly for an hour, and the instructor is available through email and phone between classes to help participants conquer their habit.

As part of the program, participants learn about helpful integrative therapies such as relaxation therapy, aromatherapy, and acupuncture. Nicotine patches and gum may be provided with physician approval. Staff, patients, family members, and community members are all invited to attend at no charge. Commit to quit, today! Contact Jennifer Lucas at jlucas@nwhc.net or (914) 666-1868.

LiveOnNY (organ donor enrollment day)
Currently, more than 120,000 people in the U.S. are awaiting life-saving organs for transplantation. In an effort to increase organ and tissue donor awareness and increase the number of New York residents registered as organ donors, NWH participated in Organ Donor Enrollment Day in collaboration with LiveOnNY. Northern Westchester Hospital is proud to receive an award from LiveOnNY for having signed up the “Most Enrollments by a Hospital without Transplant Service” to the New York organ donor registry on Donor Enrollment Day. To register as an organ donor, visit www.liveonny.org.

Blood Donor Services
Each year, employees of NWH help to ensure an adequate blood supply for New Yorkers in need by donating blood and hosting blood drives. In 2015, more than 6,620 pints of whole blood were donated by employees of NWH and Northwell Health.
Rosen Family Wellness Center for Military Veterans and Their Families
Northwell Health’s Rosen Family Wellness Center is dedicated to enhancing the well-being of law enforcement and military personnel, and their families. The center specializes in providing individual and family counseling, stress management, medication management and free adult wellness and health workshops to active law enforcement officers and their families, military personnel and their families, members of the Reserves, Naval Militia, National Guard and Service Academies, and their families, as well as qualified veterans and their families. To receive a confidential phone consultation, or to set up an appointment, call (516) 562-3260.

E. Support Groups

Support groups provide safe and confidential places for members to explore thoughts and feelings related to medical conditions and care-giving, and to share information and resources. Northern Westchester Hospital’s free, ongoing groups include cancer, bariatric, new moms, breastfeeding, and caregivers. To learn about all our support groups please visit our events calendar at www.nwhc.net/calendar.
Awards and accomplishments

- Northwell Health was among the top ten “BOLD” healthcare organizations recognized by the National Center for Healthcare Leadership (NCHL) in 2014 for use of evidence-based leadership development practices to achieve excellence and improve the quality of healthcare in their communities.

- Northwell Health was ranked as one of the nation’s top 5 hospital systems for diversity and inclusion practices in 2015 by DiversityInc.

- The Center for Learning and Innovation (CLI) was named among the best corporate universities worldwide by the first Global Council of Corporate Universities (CCU) receiving a silver trophy in the category of “Best Corporate University.”

- Northwell Health among only three healthcare organizations in the nation to be designated a Center of Excellence in Nursing Education by the National League for Nursing.

- Northwell Health received the 2014 Pinnacle Award for Quality and Patient Safety from the Health Care Association of New York State (HANYS).

- Northwell Health received the John M. Eisenberg Patient Safety and Quality Award from The Joint Commission and the National Quality Forum for its work since 2009 to lower sepsis mortalities.

- The Ethisphere Institute names Northwell Health among the top 10 of The World’s Most Ethical Companies for superior achievements in transparency, integrity, ethics and compliance.

- The Center to Advance Palliative Care names Northwell Health a Palliative Care Leadership Center for providing customized operational training and mentoring for palliative care programs at any age and any stage of illness.

- The Unified Behavior Health Center for Military Veterans and their Families is recognized in a RAND Corporation report as “the only program [nationally] that targets both veterans and their family members in a collaborative, family-centered care model where veteran and family providers work collaboratively to share information and expertise.”

- The National Patient Safety Foundation and EngagingPatients.org recognized Northwell Health with the John Q. Sherman Award for Excellence in Patient Engagement for efforts to empower consumers with Eight Patient Rights.

Northern Westchester Hospital

- is one of the first five hospitals in the country to receive the prestigious recognition of Designated Planetree Patient-Centered Care Hospital with Distinction. NWH is also the first hospital in New York State to receive this designation,

- received Magnet® Recognition from the American Nurses Credentialing Center for excellence in nursing service and the overall quality of care provided to patients and the community. NWH is the only Designated Planetree Hospital with Distinction in the nation that has also achieved Magnet Recognition. The Magnet Program is recognized as the gold standard of nursing excellence.

- In 2015, became the First and Only New York State Hospital to Receive Top 5-Star Rating from the Centers for Medicare & Medicaid Services when they introduced their new 5-star “Patient Experience” rating system as part of their HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) survey of hospital patient treatment experience.
- Northern Westchester Hospital was recognized, for a fourth consecutive year, as a 2014 Top Performer on Key Quality Measures® by The Joint Commission. Northern Westchester Hospital was recognized as part of The Joint Commission’s 2015 annual report “America’s Hospitals: Improving Quality and Safety,” for attaining and sustaining excellence in accountability measure performance for heart failure, pneumonia, surgical care, and perinatal care.

- U.S. News & World Report once again lists Northern Westchester Hospital among the “Best Hospitals 2015-16.” NWH has been also recognized by US News & World Report “Best Regional Hospitals” in Gynecology and Orthopedics.

- Northern Westchester Hospital was the only hospital in Westchester County to receive an ‘A’ grade for patient safety from the independent hospital watchdog The Leapfrog Group.

- NWH received the American Heart Association and American Stroke Association, Get With The Guidelines® – Gold Plus AND Target: Stroke Honor Roll Elite. Northern Westchester Hospital has also been recognized as a recipient of the association’s Target: Stroke Honor Roll Elite by the American Stroke Association.

- Northern Westchester Hospital’s Wound Care and Hyperbaric Medicine Program received the Center of Distinction Award by Healogics, Inc., the nation’s largest provider of advanced wound care services.

- NWH is the only hospital in Westchester County to earn the CEO Cancer Gold Standard accreditation for establishing programs to reduce cancer risk in prevention, screening, Cancer Clinical Trials, Quality Treatment and Survivorship, and Health Education and Health Promotion.
This report was prepared by the Office of Community and Public Health and the Office of Strategic Planning. For more information, please call (516) 881-7000.