



▶ Looking Back on Quality Successes



With 2020 just beginning, let's take a look back on all we accomplished in 2019 with our Quality

and Patient Safety Program:

- We successfully received key accreditations: The Joint Commission's Triennial Accreditation Survey of Hospital Program, College of American Pathologists Accreditation of the Laboratory, recertification survey of 2W Dialysis Rockwell, and New York State Department of Health Survey of Laboratory and the Blood Bank. We also received the Get with the Guidelines-Stroke Gold Plus & Target: Stroke Elite Honor Roll Award and the Silver Plus for EMS (pre-hospital) Care award.
- We significantly lowered hospital onset of methicillin-resistant staphylococcus aureus (MRSA) infections. And we recorded a 45 percent reduction in health-care-associated Infections overall in 2019, as compared to 2018.
- We completed the 2019 Annual Assessment and developed 2020 goals and initiatives, as well as departmental goals.

These important achievements reflect TBHC's leadership actions that are fostering a climate of organization-wide culture of safety and quality. I'm heartened to see so many multidisciplinary efforts and pilot programs, which I know will continue to make long-lasting change into 2020!

Vasantha K. Kondamudi, MD
EXECUTIVE VICE PRESIDENT &
CHIEF MEDICAL OFFICER

▶ Hospitalist Program Makes Changes for Efficiency and Better Patient Care

TBHC recently restructured its hospitalist program to make it more efficient and patient-focused. Our hospitalists' patients are now better organized, admitted to the seventh and eighth floors of the main hospital across three different teams.

Patients outside of those designated units are treated immediately following admission to our ED (or from other units) by our new admitting/overflow team, comprised of Mahyar Mahmoudi, MD and Akiyomi O. Field, MD, hospitalists. They monitor these patients until beds are available and they are admitted to floors seven and eight where they are then handed off seamlessly to the unit-based hospitalist teams.

"With this new model, we can monitor the patients more closely with more consistency of care," says Dr. Mahmoudi. "The admitting hospitalists see patients right after their admission to the ED. We evaluate them and address their issues while we wait for admittance to floors seven and eight."

It's no surprise that our hospitalists maintain a close communication with TBHC's emergency medicine department and admitting team, as well as with

patients' personal primary doctors from the community. This all brings a greater level of interdepartmental communication and connection in the service of better patient care, which is critical for the 60 to 90 patients our hospitalists see on a daily basis.

"I like that I get to see the patient when they're in the hospital and they need more attention. I like having a huge impact on patient care in a short period of time," says Dr. Mahmoudi. "I'm excited to see what the future will bring. This field is growing, and it's growing fast. And that future is all about our patients."

The term "hospitalist" is a fairly new one, having only been coined a mere 20 years ago. Hospitalists were born out of a need for a deeper patient-focused level of care. If a patient has an emergency during their hospital stay, and their primary physicians are not available or if the patient does not have a primary physician, a hospitalist comes in. In lieu of a traditional model, in which only a primary physician sees a patient, a hospitalist can be that familiar face between busy rounds, making sure all care is coordinated so that the patient's needs are met.



Farzana Afroza, MD



Keith Cummings, MD



Akiyomi O. Fields, MD



Robert Levey, MD



Mahyar Mahmoudi, MD



Prabhjot Manes, MD

► TBHC's "New" OB/GYN Team!

For many young families, the first experience with regular medical care begins with having a baby. TBHC considers it a privilege to provide quality, convenient obstetric care to the community. "The department has recruited several wonderful physicians to join our already-excellent staff," says newly promoted department chair, Erroll Byer, Jr., MD. "We are committed to reaching a broader base of expectant women in the surrounding neighborhoods."

To that end, the hospital has freshened some of the L&D/maternity spaces, started patient tours of the L&D unit (call 718.250.8440 for scheduling), is moving the faculty practice to the brand-new Physicians Pavillion on 86 St. Felix Street, and has put in place more amenities and accommodations for faith- or culturally based needs. The obstetrics service is complemented by advanced gynecological care from annual exams to family planning, to gynecologic oncology and urogynecologic screenings, diagnosis and care.

To refer a patient, please **call 718.250.6364; fax, 718.250.6509.**



Erroll Byer, Jr., MD



Bahar Bybordi, MD



Natasha Fievre, MD



Ira Mitchell Jaffe, DO



Michael Moretti, MD
(maternal-fetal medicine)



Kannan Muralikrishnan, MD



George Noumi, MD



Cedric Olivera, MD
(urogynecology)



Dennis Radoshkevich, MD



Aviv Tarrab-Herzlich, MD



Dmitry Youshko, MD



Kristen Zelig, MD
(gynecologic oncology)

► Rounds



New Sites Coming Soon!

Relocation of the physician offices and TBHC services from the Maynard building will begin this spring! Some of the services will relocate to the main hospital building, but many of the faculty practices will find a home in this six-floor, newly built **Physicians Pavilion**, with our designated entrance and lobby on 86 St. Felix

Street, just a block and a half from the hospital. We are very excited about this development! It will be a win-win for physicians and patients alike, as well as for community physicians referring to our many specialties and subspecialties.

Also coming soon, we are moving our ambulatory dialysis services from Rockwell Place to a new space, **Myrtle Avenue Dialysis** (on 218 Myrtle Avenue in Fort Greene). The same award-winning service will be now provided in this brand-new space. Rockwell has been awarded the highest ranking of five stars from the Center for Medicare and Medicaid Service (CMS), one of only 13 facilities in the New York region to receive this distinction.

NYS Attorney General Letitia “Tish” James Visits TBHC.

In celebration of Black History Month, Attorney General Letitia “Tish” James joined TBHC on February 25, for a fireside chat about her remarkable journey. Lenny H. Singletary, TBHC’s Senior Vice President of External Affairs, Strategy and Marketing, moderated.

Ms. James is the 67th Attorney General for the State of New York. With decades of work, she is an experienced attorney and



public servant with a long record of accomplishments. She is the first woman of color to hold statewide office in New York and the first woman to be elected Attorney General.

In 2013, Ms. James was elected Public Advocate for the City of New York and became the first woman of color to hold citywide office. As Public Advocate, Ms. James served as a watchdog over New York City government agencies and as an advocate for the City’s most vulnerable communities. She transformed the Public Advocate’s office to be a formidable engine for change.

Her office handled more than 32,000 constituent complaints and passed more legislation than all previous Public Advocates combined, including a groundbreaking law that banned questions about salary history from the employment process to address the pervasive gender wage gap. Ms. James successfully took on the gun industry by pushing New York City’s largest pension fund to divest from gun and ammunition retailers. She fought in court on behalf of children and families on issues including children in foster care, children with disabilities, and tenant protection. New Yorkers overwhelmingly Ms. James to a second term as Public Advocate in November 2017.

Prior to serving as Public Advocate, Ms. James represented the 35th Council District in Brooklyn in the New York City Council for 10 years. As a Council Member, she passed the Safe Housing Act, legislation that forced landlords to improve living conditions for tenants in New York City’s worst buildings. She helped uncover the corruption behind the Office of Payroll Administration’s CityTime contract, a scheme that cost New York City over \$600 million. She also pushed through a revolutionary recycling program.

► How TBHC is Communicating About COVID-19

As of the time this newsletter went to press, The Center for Disease Control (CDC) and the New York Department of Health advise that COVID-19, also known as the coronavirus, will eventually impact our community and TBHC. The Brooklyn Hospital Center is committed to providing the highest quality of healthcare and wellness for our employees, patients and community. As we prepare for the potential of one or more infected patients, it is imperative that we continue to work together and be prepared to provide our absolute best for ALL patients who arrive at our doors.

We are working closely with local, state and federal public health agencies, as well as with our colleagues at other area hospitals to ensure that TBHC is prepared.

The first way we protect each other (beyond hand washing!) is to communicate clearly. In that spirit, here’s how The Brooklyn Hospital Center is communicating about this virus:

The Daily COVID-19 (Coronavirus) Digest. Every morning before 11 am, from Monday through Friday, Marketing sends out to the house a daily digest of important information regarding COVID-19 and what we all need to know. Messages within this digest may be

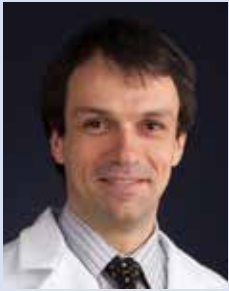
from a variety of sources, including from Infection Control, Human Resources, Nursing, Employee Health, and other pertinent departments and leaders. Anything we need to tell you will be in that digest. Look out for this digest every day and read it carefully. Please print it out and share copies with members of your department or division who may not have easy or regular access to email. We will also be posting these digests to the intranet (mytbhc.org).

Department-Specific Communication. Senior leaders may have information to share to specific teams (Nursing or the Emergency Department, for instance). You may also receive separate department-only communications.

Please review these digests and all communications that are sent. They will include specific clinical protocols and guidelines. All the ambulatory sites, urgent care sites, faculty practices, outpatient dialysis unit, radiology departments and other outpatient services should contact Gail Johnson, Director of Infection Control, at x6999 with any questions.

For more information, visit www.cdc.gov, www.health.ny.gov/diseases/communicable/coronavirus/ or www.NYC.gov/coronavirus

► Meet Our Voluntary Physician: Andras Fenyves, MD



What is your relationship to TBHC?

I am a private physician, working as part of a larger physician group that has multiple offices, both around TBHC in Fort Greene, Clinton Hill and Bedford-Stuyvesant and in other parts of Brooklyn, Queens and Staten Island. We also have a network of physicians that we work with aside from our group; we have our own IPA. We have developed affiliations with nursing homes, assisted living facilities and have our own

house-call program. We primarily bring and refer our patients to TBHC.

What made you choose TBHC? I started admitting patients to TBHC about 20 years ago, when I was working for a group practice that used to be called the "HIP" group. I was a hospitalist at the time

and later on, when I opened my private practice, I continued to refer patients to TBHC. I like the staff and I like the facilities. I feel like I have a long-term, emotional connection to the facilities in particular, since TBHC is the first place I worked after I graduated from residency. I already knew many of the physicians that worked at TBHC, especially many of the specialty physicians, so it was an easy and good fit for our practice to work with physicians I already knew.

What about your position gives you a unique perspective on patient care?

Since my practice has multiple medical offices in different parts of the borough, I've treated patients who are residents of big companies or professors of universities, and patients who hail from the housing projects and from the middle class. It gives you a special outlook to treat such a diverse patient population.

Andras Fenyves, MD, is board certified in internal medicine, and is owner and principal of Prominis Medical Services.

► Meet Our Chair of Pathology: Philip Xiao, MD



Tell us more about your department?

In Pathology and Lab, our goal is to provide patients with the highest quality of care. We have two sections: anatomic and clinical. In anatomic pathology, Pathologists render accurate diagnosis on biopsy, surgical specimen, frozen section, and cytology, including fine-needle aspiration. In clinical pathology, service includes chemistry, coagulation, hematology, microbiology, transfusion medicine and point of care testing.

Both sections are staffed with board certified pathologists, technicians, technologists and lab assistants and are accredited by The College of American Pathologists (CAP) and licensed by NYSDOH with CLIA certification. We support other departments as much as

possible. For instance, for a fine-needle aspiration, the procedure is done in Radiology and pathologists perform on-site evaluation. We also help the Gastroenterology division make on-site diagnosis during endoscopies. We are proud of our quick turnaround time. We also actively participate in teaching and scholarship activities..

What do you think makes your department successful?

Collective accountability and effective communication are the keys. We emphasize teamwork and take different perspectives into consideration. If someone has a different opinion than others, that's okay. The lab management team has a dedicated weekly meeting to discuss issues and come up solutions to fix them. Once the decision or plan of correction is made, we make all efforts to inform all involved staff. We are open and transparent. After all, our success depends on our dedicated staff.

► Welcome!

DENTISTRY: Jared Miller, DDS. **EMERGENCY MEDICINE:** Michael Chang, MD; Ailish O'Riordan, PA; Tahisha Tolbert, MD. **FAMILY MEDICINE:** Nusrat Mitu, NP; Kristen San Filippo, PA. **MEDICINE:** Youngjun "Peter" Park (nephrology). **OBSTETRICS/GYNECOLOGY:** Michael Moretti, MD (maternal-fetal medicine). **PEDIATRICS:** Kevin Khodabakhsh, MD (pediatric neurology); Sheera Minkowitz, MD (pediatric hematology/oncology). **RADIOLOGY:** David Chen, MD. **SURGERY:** Mark D'Angelo, MD (orthopaedics); Falon O'Neill, PA (orthopaedics); Ardeshir Hakami-Kermani, MD (thoracic).