

MOUNT SINAI HEALTH SYSTEM

THE MOUNT SINAI HOSPITAL | MOUNT SINAI QUEENS

Community Service Plan

2022-2024



COUNTIES COVERED: BRONX, KINGS, NEW YORK, QUEENS, RICHMOND



Mount Sinai Beth Israel

281 First Avenue
New York, NY 10003

The Mount Sinai Hospital

Gustave L. Levy Place
New York, NY 10029

Mount Sinai Morningside

1111 Amsterdam Avenue
New York, NY 10025

New York Eye and Ear Infirmary of Mount Sinai

310 East 14th Street
New York, NY 10003

Mount Sinai Brooklyn

3201 Kings Highway
Brooklyn, NY 11234

Mount Sinai Queens

25-10 30th Avenue
Astoria, NY 11102

Mount Sinai West

1000 Tenth Avenue
New York, NY 10019

Counties covered: Bronx, Kings, New York, Queens, Richmond

Participating Local Health Department

This report is supplemented with information provided by the New York City Department of Health and Mental Hygiene.

EXECUTIVE SUMMARY of the 2020 Community Health Needs Assessment and the 2021-2024 Implementation Strategy/Community Service Plan

CHNA Implementation Strategy

Adopted by:

- Mount Sinai Beth Israel Hospital Governing Board
- The Mount Sinai Hospital Governing Board
- Mount Sinai Morningside Governing Board
- New York Eye and Ear Infirmary of Mount Sinai Governing Board

May 15, 2021

Entity completing assessment and plan

Verite Consulting LLC and Mount Sinai Health System

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December 31, 2022

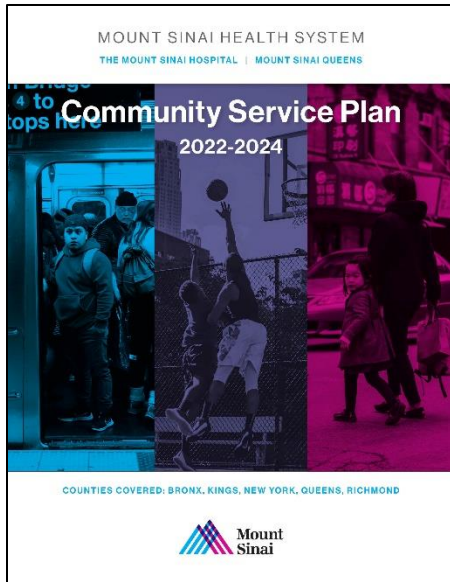


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OUR MISSION



Our Mission

Why we exist; why the world will be different because we are here

The mission of the Mount Sinai Health System 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.

Vision

Who we want to become; what we want to achieve or create

The Mount Sinai Health System's vision is to continue to grow and challenge convention through our pioneering spirit, scientific advancements, forward-thinking leadership, and collaborative approach to providing exceptional patient care in the many unique communities we serve.

Core Values

Safety: We protect our patients and our colleagues from harm.

Equity: We create a diverse and inclusive environment for our patients, students, and colleagues, free from bias, racism, and favoritism, to foster optimal care and just opportunities based on one's individual needs and abilities.

Agility: We are flexible and quick to adapt to changes.

Creativity: We identify and develop forward-thinking approaches to challenge conventions, solve problems, and push the boundaries of medicine.

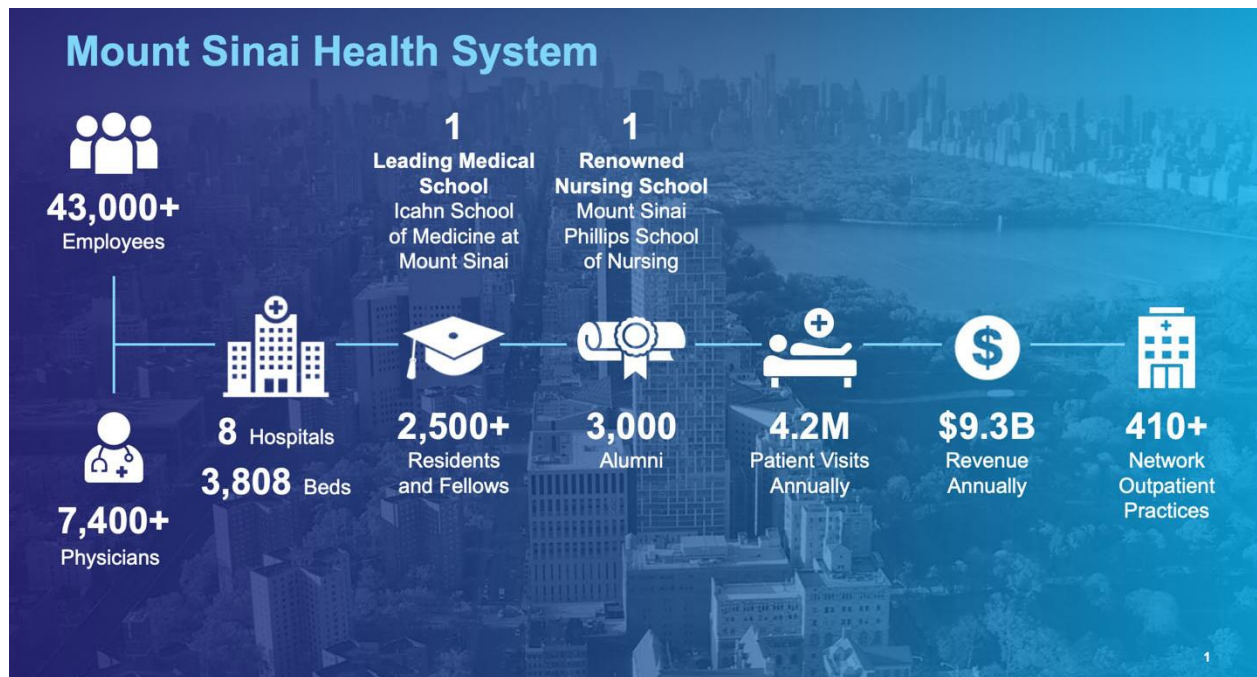
Empathy: We demonstrate a deep understanding of our colleagues, our patients, and their loved ones through inclusion, compassion, respect, and caring.

Teamwork: We are better together by including the diverse perspectives of each team member to achieve outcomes far superior to those any individual could achieve alone.





MOUNT SINAI AT-A-GLANCE



The Mount Sinai Health System is an integrated health care system providing exceptional medical care to our local and global communities.

Encompassing the Icahn School of Medicine at Mount Sinai and eight hospital campuses in the New York metropolitan area, as well as a large regional ambulatory footprint, Mount Sinai is internationally acclaimed for its excellence in research, patient care, and education across a range of specialties. The Mount Sinai Health System was created from the combination of the Mount Sinai Medical Center and Continuum Health Partners, which both agreed unanimously to combine the two entities in July 2013. The Health System hospital campuses include Mount Sinai Beth Israel, Mount Sinai Brooklyn, The Mount Sinai Hospital, Mount Sinai Morningside, Mount Sinai Queens, Mount Sinai West, New York Eye and Ear Infirmary of Mount Sinai, and Mount Sinai South Nassau.

The 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 more than 7,400+ physicians, including general practitioners and specialists, and 13 free-standing joint-venture centers. Mount Sinai also features a robust and continually expanding network of multispecialty services, including more than 410+ network outpatient practices located throughout the five boroughs of New York City, Westchester, and Long Island. 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.

The Mount Sinai Hospital ranked on *U.S. News & World Report's* 2022-23 "Honor Roll" of the top 20 U.S. hospitals and is top in the nation by specialty: No. 1 in Geriatrics and top 20 in Cardiology/Heart Surgery, Diabetes/Endocrinology, Gastroenterology/GI Surgery, Neurology/Neurosurgery, Orthopedics, Pulmonology/Lung Surgery, Rehabilitation, and Urology. New York Eye and Ear Infirmary of Mount Sinai ranked No. 12 in Ophthalmology. Mount Sinai Kravis Children's Hospital ranked in *U.S. News & World Report's* 2022-23 "Best Children's Hospitals" among the country's best in four out of 10 pediatric specialties.





COVID-19 PANDEMIC AND EFFECTS



In 2020, the Mount Sinai Health System assessment found that the COVID-19 pandemic had become a health emergency for New York City, the nation, and the world since its emergence in 2019. The virus has wrought severe illness and death, and stressed New York City health care providers. Further, the pandemic has contributed to unmet basic needs from the resulting economic crises, chronic disease severity, increased mental health needs, and decreased access to health services.

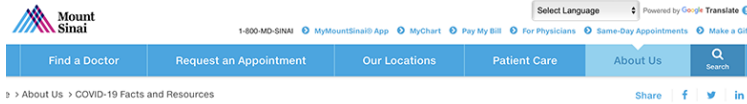
Throughout the course of the pandemic outbreak in New York, Mount Sinai has been on the forefront of both treating and researching the disease. The Health System's COVID-19 treatment innovations include the following:

- Developing an antibody test to identify individuals who have recovered from COVID-19 and using plasma from these individuals to help critically ill patients recover.
- Applying research by colleagues at the Icahn School of Medicine at Mount Sinai to front-line physicians to treat varied aspects of the disease—from thrombosis to the sudden inflammatory response known as a “cytokine storm.”

The Mount Sinai Health System remains committed to continuing its innovation surrounding COVID-19 prevention and treatment based on the most recent information. Planned activities to help prevent and treat COVID-19, and future infectious disease incidences, are described below. These activities are in addition to the Health System activities that impact multiple needs.

- **COVID-19 Testing and Treatment:** The Health System provides in-person testing at its urgent care clinics throughout New York City, as well as virtual appointments. Additionally, the Health System provides treatment for COVID-19 at its hospital facilities and urgent care facilities, as well as providing Mount Sinai Now Virtual Care for those seeking access to services related to COVID-19.





Information About the COVID-19 Vaccines

Getting vaccinated—including getting a booster shot—is the best way to protect yourself, your loved ones, and your community from COVID-19.

The Food and Drug Administration has granted full approval to the Pfizer-BioNTech COVID-19 vaccine for people ages 12 and older, and to the Moderna vaccine for those 18 and older. Children younger than that may receive the Pfizer-BioNTech or Moderna vaccines under emergency use authorization (EUA) if they are at least six months old. Also under EUA, the Johnson & Johnson and Novavax vaccines are available to those 18 and older.

COVID-19 Facts and Resources

COVID-19 Information and Resources

COVID-19 Vaccines Information

Vaccine Questions and Concerns

COVID-19 Policies



- **COVID-19 Vaccination:** The Health System participates in vaccine distribution activities developed by the New York State Department of Health. Mount Sinai is committed to providing vaccinations to New York City residents efficiently, effectively, and quickly. To facilitate vaccine distribution, The Health System maintains a COVID-vaccine webpage that provides details on vaccine access and to combat vaccine disinformation.
- **Center for Post-COVID Care at Mount Sinai:** Recovery from COVID-19 is posing a new set of challenges for patients and health care providers. The Center has developed an interdisciplinary team to guide development of COVID-19 aftercare by applying emerging evidence.
- **COVID-19 Resources:** In addition to testing, treatment, and post-COVID-19 care, the hospital also provides a range of resources aimed at preventing and limiting the spread of COVID-19. These resources include COVID-19 resources translated into Spanish, Chinese, and Russian, as well as resources specifically for disabled residents and adolescents



Si tiene un resfriado leve o síntomas similares a la gripe, lo alentamos a quedarse en casa.

La mayoría de los resfriados pueden tratarlos usted mismo en casa. Consulte con su médico si necesita ayuda para obtener más información.

Atención de Urgencias virtual Mount Sinai NOW® **Click4Care**

Comuníquese con nosotros en cualquier momento a través de nuestra plataforma virtual de atención de urgencias. Un médico o enfermera de diagnóstico, triaje y prescripción responderá en minutos. www.mountsinai.org/urgentcare

Text-to-Chat

Envíe un mensaje de texto a 4-SINAI para obtener información sobre COVID-19, síntomas, pruebas y opciones de atención. www.mountsinai.org/4-sinai

Если у вас проявились незначительные симптомы простуды или гриппа, просим вас оставаться дома.

Для большинства людей лечение COVID-19 заключается в использовании лекарств для облегчения симптомов. Если вы не уверены, что вам действительно нужен врач, мы предлагаем вам обратиться к врачу.

Служба неотложной помощи Mount Sinai NOW® **Click4Care**

В любое время суток вы можете обратиться к нам через нашу платформу виртуальной неотложной помощи. Медицинский работник по диагностике, сортировке и назначению лекарств ответит вам в течение нескольких минут. www.mountsinai.org/urgentcare

Text-to-Chat

Напишите сообщение в 4-SINAI, чтобы получить информацию о COVID-19, симптомах, тестах и вариантах лечения. www.mountsinai.org/4-sinai

如果您出现轻度感冒或类似流感的症状，我们建议您待在家里。

大多数人可以在家中使用非处方药治疗其症状。如果您不确定是否需要去看医生，我们建议您咨询医生。

Mount Sinai NOW® 紧急护理 **Click4Care**

您可以通过我们的平台全天候提供虚拟紧急护理。我们的医生或护士将为您提供诊断、治疗和处方。 www.mountsinai.org/urgentcare

Text-to-Chat

发送短信至 4-SINAI 以获取有关 COVID-19、症状、测试和护理选项的信息。 www.mountsinai.org/4-sinai

If you're experiencing mild cold or flu-like symptoms, we encourage you to stay home.

Most people can treat their symptoms at home with over-the-counter medicines. But if you feel you need to see a doctor, you can get help without even leaving home.

Mount Sinai NOW® Video Urgent Care
Chat live with a doctor through your phone, tablet, or computer in real-time. A physician will provide a diagnosis, next steps, and prescribe medication, if needed.
[mountsinai.org/appointment/telehealth-ms-now](https://www.mountsinai.org/appointment/telehealth-ms-now)

Click4Care
Go online and answer a short series of questions about your symptoms. A physician will respond within an hour with a diagnosis, treatment plan, and prescription, if necessary.
click4care.mountsinai.org



If you're experiencing severe symptoms and need medical care:

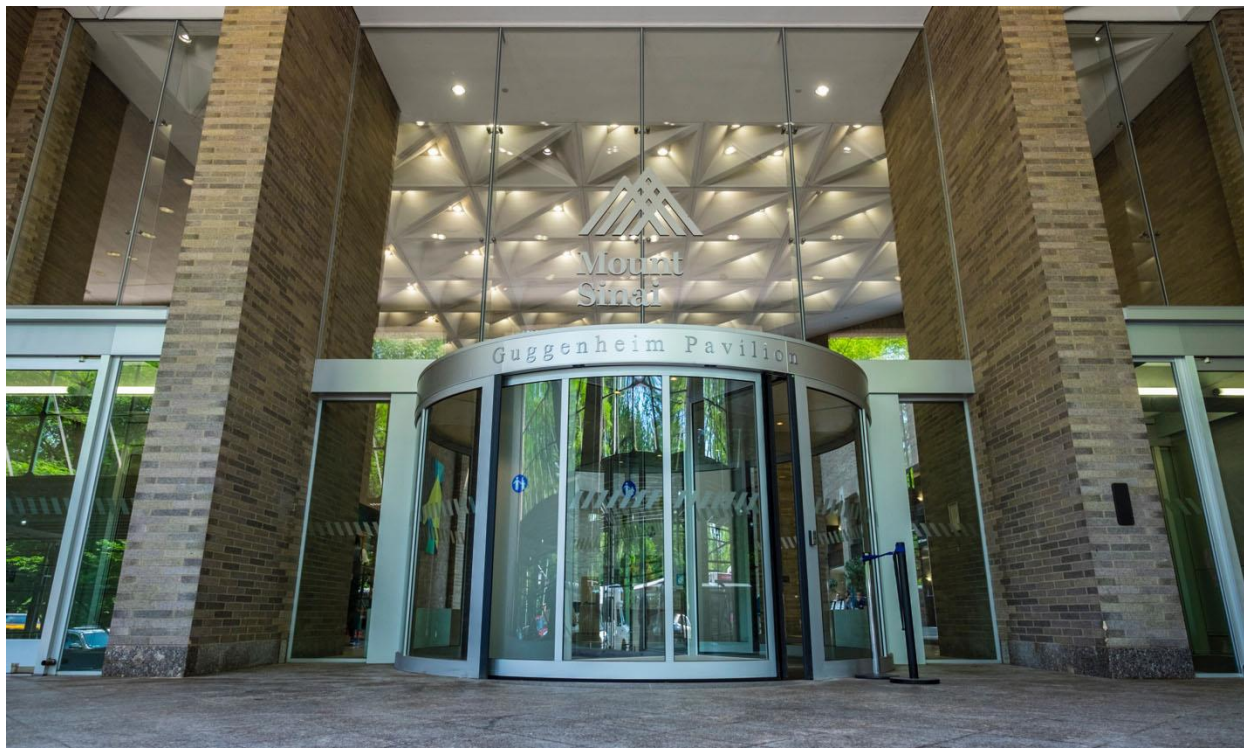
- Stay away from other people.
- Call ahead to an Urgent Care center or the emergency room. This will help us direct you to the most appropriate location and prepare for your arrival.

Text-to-Chat
Just text 4-SINAI from any mobile device to arrange a virtual video visit or in-office appointment.





THE MOUNT SINAI HOSPITAL



The Mount Sinai Hospital encompasses two campuses, The Mount Sinai Hospital and Mount Sinai Queens. These two facilities are one hospital, as licensed by the State of New York. The Mount Sinai Hospital is in Manhattan on the Upper East Side, and Mount Sinai Queens is in Astoria, Northwestern Queens.

Founded in 1852, The Mount Sinai Hospital is one of the nation's largest and most respected hospitals, acclaimed internationally for excellence in clinical care. Ranked among the top hospitals nationwide, we serve one of the most diverse populations in the world.

In the *U.S. News & World Report* 2022-23 "Best Hospitals" rankings, The Mount Sinai Hospital is designated with the highest recognition and our institution is nationally ranked in 11 specialties including Geriatrics; Cardiology/Heart Surgery; Diabetes/Endocrinology; Neurology/Neurosurgery; Orthopedics; Gastroenterology and GI Surgery; Rehabilitation; Urology; Pulmonology and Lung Surgery; Ear, Nose and Throat; and Cancer. Our pediatric center, Mount Sinai Kravis Children's Hospital is recognized on *U.S. News & World Report's* 2022-23 Best Children's Hospitals rankings.

The Mount Sinai Hospital consistently earns Magnet® status for nursing excellence, and it is the only medical center in New York State to earn Disease-Specific Care Comprehensive Stroke Center Certification from The Joint Commission. The institution also received a Health Care Innovation Award from the Centers for Medicare and Medicaid Services to open the first geriatric emergency department in New York City, and its Mount Sinai Access service is one of the largest and most sophisticated inpatient transfer services in the city.

For more information on programs and services at The Mount Sinai Hospital, visit:

mountsinai.org/locations/mount-sinai/about/community.





MOUNT SINAI QUEENS



Mount Sinai Queens is a welcoming hospital in the Astoria section of Queens, offering high-quality outpatient, emergency, and inpatient medical services. Our medical facility has a highly trained team of approximately 500 physicians representing close to 40 medical and surgical specialties and subspecialties.

We are evolving to meet the changing needs of the neighborhoods we serve and to extend our geographical reach throughout the borough. Our new \$175 million, 140,000 square foot Mount Sinai Queens Pavilion features the state-of-the-art Stavros Niarchos Foundation Emergency Department. Mount Sinai Queens Imaging, an outpatient imaging center; Mount Sinai Doctors Queens, a large, multispecialty physician practice; new state-of-the-art operating rooms with the latest technology; and an interventional radiology suite that enables Mount Sinai physicians to perform image-guided, minimally invasive procedures.

Mount Sinai Queens continues to expand its cancer programs with the opening of a new Infusion Center across the street from the hospital. As an extension of The Tisch Cancer Center at Mount Sinai, the attractive, convenient location provides state-of-the-art care with a team of clinicians on the faculty of the Icahn School of Medicine at Mount Sinai.

We have the distinction of being the only hospital in Queens designated a primary Stroke Center by the New York State Department of Health and the Joint Commission, and the only hospital in Queens to receive the prestigious Magnet® designation for nursing excellence awarded by the American Nurses Credentialing Center. We have received high marks for patient satisfaction, as evidenced by receiving the coveted Press Ganey Success Story Award®, which recognizes outstanding health care organizations that have measurably improved patient experience.

For more information on programs and services at Mount Sinai Queens, visit:

mountsinai.org/locations/queens/about/community.

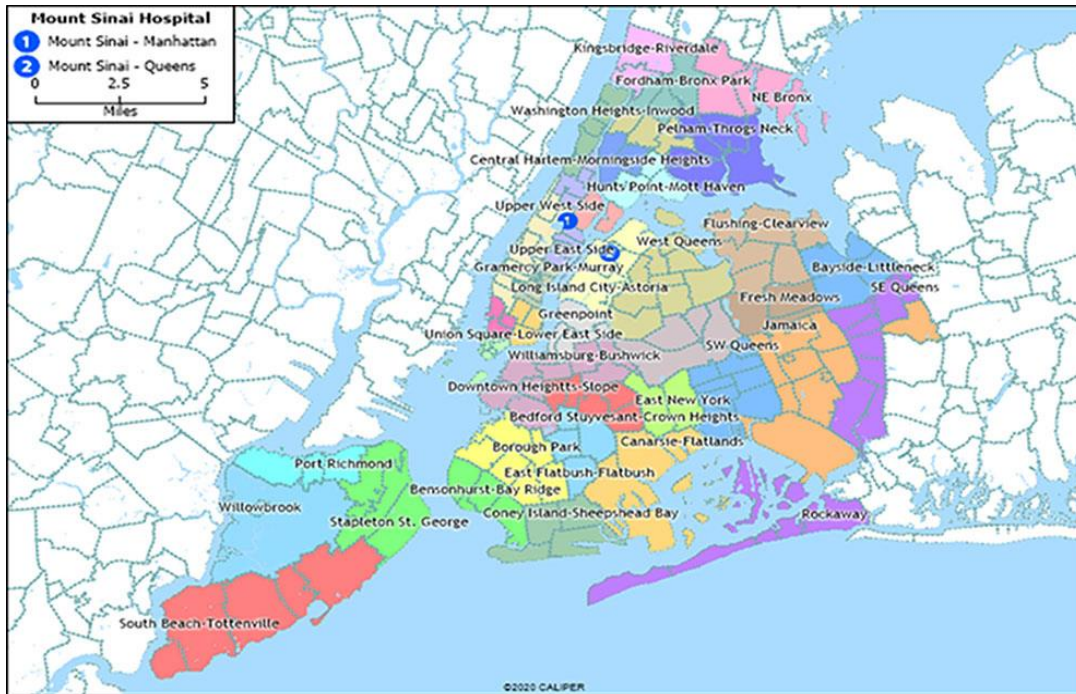




THE MOUNT SINAI HOSPITAL AND MOUNT SINAI QUEENS

Definition of "Community Assessed"

Hospitals and health care systems define the community served as those individuals residing within its service area and include all residents in a defined geographic area surrounding the hospital and does not exclude low-income or underserved populations. The hospital's patient population includes all who receive care without regard to insurance coverage or eligibility for assistance.



Sources: Caliper Multitude (2020) and the Mount Sinai Health System

The Mount Sinai Health System serves a broad community of diverse populations with a wide range of health care needs. The Mount Sinai Hospital and Mount Sinai Queens is comprised of all five boroughs of New York City, encompassing two hospital campuses.

The Mount Sinai Hospital is located on the Upper East Side of Manhattan in the East Harlem neighborhood. Mount Sinai Queens is in the Astoria neighborhood of Northwest Queens, in the borough of Queens. The two facilities are licensed by the New York State Department of Health as one hospital, and the CHNA applies to the community collectively served by both facilities.

The community assessed covers 188 ZIP Codes across the five boroughs, including the Bronx, Brooklyn, Manhattan, Queens, and Staten Island. The community is divided into neighborhoods utilized by the New York City Department of Health and Mental Hygiene. All 42 neighborhoods are in both hospitals' community benefit service area. Mount Sinai Morningside and Mount Sinai West serve the communities of Chelsea and Clinton; Manhattan's Upper West Side; Central Harlem; and Inwood and Washington Heights.

In 2018, The Mount Sinai Hospital community is estimated to serve a population of approximately 8.5 million people. The community definition is validated based on the geographic origins of discharges from The Mount Sinai Hospital and Mount Sinai Queens.

In 2019, the community collectively accounted for 80 percent of The Mount Sinai Hospital and Mount Sinai Queens' 65,868 inpatient discharges.





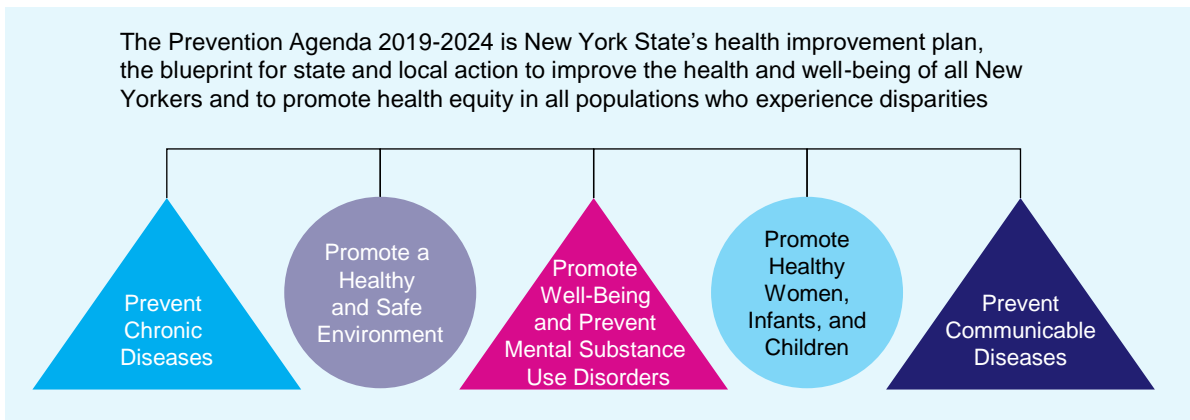
NEW YORK CITY PUBLIC HEALTH PRIORITIES AND NEW STATE PREVENTION AGENDA PRIORITIES

New York City Public Health Priorities

The Mount Sinai Health System has a proud tradition of serving the community and providing significant resources towards community benefit activities. Mount Sinai will continue to address health needs in the community, through a wide variety of initiatives, including health education, screenings, and customized programs.



Prevention Agenda Priorities



All not-for-profit hospitals in New York State are required to develop a Community Service Plan—a plan that begins by developing a Community Health Needs Assessment (CHNA) and aligning with the New York State Prevention Agenda and New York City Public Health priorities. One of New York State requirements is that each organization, along with the local department of health and other providers in their county, collaboratively choose to work on two Prevention Agenda priority focus areas and address disparities in at least one of them.





MOUNT SINAI PREVENTION AGENDA PRIORITY AREAS

Mount Sinai Health System hospitals selected four priority areas to focus on during the 2022-2024 cycle.

Prevent Chronic Diseases

- Focus Area: Chronic Disease Preventive Care and Management
- Goals:
 - Increase breast cancer screening rates
 - In the community setting, improve self-management skills for individuals with chronic diseases

Promote a Healthy and Safe Environment

- Focus Area: Injuries, Violence, and Occupational Health
- Goal: Reduce falls among vulnerable populations

Promote Well-Being and Prevent Mental and Substance Use Disorders

- Focus Area: Mental and Substance Use Disorders
- Goal: Prevent opioid and other substance misuse and deaths

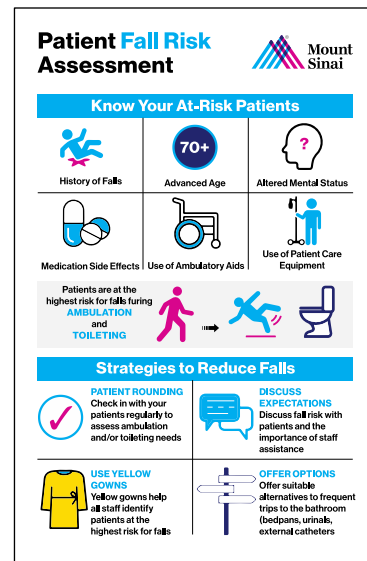
Prevent Communicable Diseases

- Focus Area: Vaccine-Preventable Diseases
- Goal: Improve vaccination rates

Public Participation

Public participation in assessing community needs and setting priorities is a continuous process. We have engaged a range of stakeholders with a particular focus on those with special knowledge of or expertise in public health—individuals or organizations serving or representing the interests of vulnerable populations; medically underserved residents—to assess community needs, set priorities, and develop, design, and implement programs. We rely on our extensive network of community partners and community advisory boards and committees to provide ongoing outreach and program development.

Drawing on its expertise in developing and implementing effective approaches to health promotion at the community level, the Health System engaged Verité Healthcare Consulting, LLC, to prepare the CHNA and Implementation Strategy. Mount Sinai’s project team for this assessment was led by the Office of Community and Government Affairs, and works collaboratively with the Health System hospitals’ campuses, including Mount Sinai Beth Israel, Mount Sinai Brooklyn, The Mount Sinai Hospital, Mount Sinai Morningside, Mount Sinai Queens, Mount Sinai West, and New York Eye and Ear Infirmary of Mount Sinai.





COMMUNITY HEALTH NEEDS ASSESSMENT – SUMMARY



As one of the largest health care providers in the New York City region, the Mount Sinai Health System continually looks for ways to improve the health of those who reside in our communities. To support this effort, we conduct an assessment every three years to understand the health concerns and issues faced by our community residents. The Mount Sinai Health System CHNA represents an internal collaboration across its facilities, along with external organizations to identify the health needs of the community and develop a strategy for addressing them. The purpose of this document is to describe how these needs will be addressed over a three-year period.

Our assessment is an organized systematic approach, bringing hospitals together with individuals representing a diverse cross-section of the community. Our communities reflect the hospitals' patient population and are geographically close to the hospitals that comprise the Mount Sinai Health System. These communities are not close to each other, but they share some similarities, such as community-based organizations, pockets of poverty in some areas of wealth and diversity of their populations.

The Health System developed an Implementation Strategy/Community Service Plan as a roadmap for the next three years, which will help us better invest our resources and position us to more efficiently and innovatively reduce inequities in health care. As an academic medical center, the Icahn School of Medicine at Mount Sinai has an important social responsibility to create and share knowledge that advances health and health care delivery, as well as to provide health care services to underserved populations. At Mount Sinai, we are deeply committed to reducing inequities and health disparities. The assessment shows us what health concerns our communities are experiencing and how we can help address these concerns.





Recognizing that hospitals and health systems often mutually serve the same communities, each hospital worked collaboratively and developed an assessment that identified health priorities in the region, particularly those who experienced health inequities. This collaborative process offers:

- Increased collaboration among local hospitals and health systems serving the same region;
- Reduced duplication of activities and community burden from participation in multiple community meetings and;
- Opportunities for shared learning.

Regulatory Requirements

This CHNA meets the requirements of both the Affordable Care Act and New York State Department of Health requirements that all not-for-profit hospitals must conduct a CHNA every three years to identify and prioritize the significant health needs of the communities they serve. The results of the 2020 CHNA guide the development of an Implementation Strategy and Community Service Plan aimed at addressing identified health needs.

Methodology Summary

The 2020 assessment was conducted from September to November 2020. Quantitative and qualitative methods, representing both primary and secondary data, were used to illustrate and compare health and social trends and disparities across the region and each hospital's service area. Specific methods included:

- Statistical analysis of health and socioeconomic data indicators
- Response from stakeholders' interview sessions, including experts in public health and individuals representing medically underserved, low-income, and minority populations
- Prioritization of community health needs to determine the most pressing health issues on which to focus community health improvement efforts

A complete list of the data sources can be found in the Data and Analysis section of the 2020 CHNA report.

Community and Public Participation

Data collection resulted in 55 responses from stakeholders/informants through 21 interview sessions. Stakeholders engaged by video conference calls, telephone calls, and email exchanges initiated and led by Verité Healthcare Consulting, LLC, from September through November 2020. In-person engagement sessions were initially planned but shifted to virtual sessions to reduce risks of potential COVID-19 transmission.

Guided structured discussion topics included topics related to community health and wellness, access to care and services, social determinants of health and the COVID-19 pandemic. Interviews and community response sessions included individuals with special knowledge of or expertise in public health, representatives from the local department of health provided current data and information about the health needs of the community, and leaders representing medically underserved, low-income, minority population. Together, we will continue to work with and strengthen the diverse network of partners within the state and local public health systems.





Partnerships and Community Engagement

Partnerships and community engagement are an important part of our process. We collaborated with community residents, service providers, and public health experts to understand needs strengths and health priorities. Our communities share similar health concerns. Based on each hospital partner's expertise, our collaborative will build and focus on priority areas that complement organizational strengths.

This approach allows us to support other organizations as they develop their own strategies and maximize opportunities to collaborate in addressing community health needs. The Health System maintains a network of affiliations, alliances, and partnerships with governing bodies, schools, faith-based organizations, and social services agencies, and, of course, our neighbors themselves. Our mission is to increase access to quality care for medically underserved populations.

Collaborating Organizations

- Catholic Charities of New York
- Children's Aid Society
- Hatzalah Lower East Side
- Lighthouse Guild
- Lower East Side Power Partnership
- Russian American Foundation
- SHAREing & CAREing
- New York City Department of Health and Mental Hygiene
- Mount Sinai Beth Israel Downtown–Community Advisory Board (CAB)
- Mount Sinai Queens Community Advisory Board (CAB)
- Mount Sinai Queens Community Advisory Board (CAB)
- Mount Sinai Health System Community Advisory Board (CAB)
- The Mount Sinai Hospital
- Mount Sinai Queens
- Mount Sinai Morningside
- Mount Sinai Brooklyn
- Icahn School of Medicine at Mount Sinai
- Mount Sinai Beth Israel Heritage Initiative
- Manhattan Community Board 3
- Manhattan Community Board 4
- Manhattan Community Board 6
- Manhattan Community Board 7
- Stuyvesant Town Peter Cooper Village Tenants Association
- Mount Sinai Morningside and Mount Sinai West (CAB)

The Mount Sinai Health System Community Advisory Boards

The Mount Sinai Health System's hospitals' Community Advisory Board (CAB) provides support to the Health System to further its goals on community and governmental issues, and communicate the Health System strategy to the community. The Board is responsible for helping the system to better reflect the opinions and needs of the communities it serves while developing best practices on community programs implemented by the system. Membership on the board consists of consumer and provider members of the respective hospital CAB. Under the Mount Sinai Health System, there are four respective CABs:

- The Mount Sinai Hospital and Icahn School of Medicine at Mount Sinai-CAB
- Mount Sinai Queens-CAB
- Mount Sinai Morningside and Mount Sinai West-CAB
- Mount Sinai Beth Israel-CAB

Discussions on COVID-19

Due to the ongoing COVID-19 pandemic, virtual discussion groups were held to protect the health and safety of participants. The purpose of the discussion groups was to get more in-depth input on health issues that matter to the community, and descriptions of ongoing challenges related to the COVID-19 pandemic. The following paragraphs summarize the main themes from some of the core questions included in the discussion guide.





COVID-19-related illness and deaths have affected all communities. With its emergence in New York City in March 2020, COVID-19 was responsible for the illness and deaths of New York City residents across all communities. Delays in testing may have understated illnesses and deaths, particularly in the early stages of the pandemic.

Anxiety and self-isolation have affected the mental health of many community members, as have perceptions of increased crime and decreased street safety, leading to increased substance misuse. Strains on mental health were especially evident for hospitalized patients and family members who were physically isolated from one another to reduce the spread of the disease. The aggregate impact of community changes, combined with daily stressors and self-isolation, has worsened mental health status for some residents. To cope with the COVID-19 pandemic changes, some community residents have increased misuse of alcohol and drugs.

The uncertainty and severity of COVID-19 changed the community rapidly, especially affecting seniors, low-income residents, racial and ethnic minorities, health care providers, and school-aged children. Mandated quarantines and closures, combined with self-imposed isolation, restricted typical daily activities, such as work, socialization, shopping, and accessing services. Seniors were impacted due to comorbidities and interactions in communal environments, such as senior centers. Low-income residents faced increased exposure to the virus due to front-line jobs as essential workers, use of public transportation, and high-density housing. Health care workers were impacted by the professional demands of high-severity patients, shifting treatment guidance, increased work hours, and supply constraints. High patient mortality rates, along with deaths of colleagues, were emotionally challenging for health care workers. School-age children were impacted by shifting to virtual classrooms, identified as a potential impediment to learning, isolation, and limited social development.



Evolving understanding and changing protocols have increased in navigating the health care system and have illuminated the “digital divide.” Information, recommendations, and protocols shifted as more understanding of COVID-19 developed. As a result, some residents avoided seeking medical care at hospitals and remain skeptical about the safety of emergency rooms and other hospital departments. Many residents shift to virtual visits in accessing care should be a long-term benefit of the community. However, not all community members can access providers remotely due to technical barriers described as the “digital divide.” Some low-income residents lack the appropriate technology and bandwidth necessary to communicate remotely. Some seniors lack both the technology and experience with the technical infrastructure.





Health Disparities

Decades of research has demonstrated that even in pre-pandemic times, some communities and populations have much poorer health care and outcomes than other communities or populations. These may be issues of access rooted in geography, issues of finance and insurance coverage, or systemic issues rooted in racism and discrimination. For example, “frontline” workers (people who are most involved in direct customer contact) could not work from home during the pandemic and were at higher risk of COVID exposure. This contributed to disproportionately higher mortality rates compared to groups that could work from home or quit work. In addition, the health of New Yorkers who were vulnerable before the pandemic, such as people experiencing homelessness, isolated seniors, LGBTQ+ youth, and children with special needs — deteriorated more acutely as they lost access to critical services and faced new barriers to their safety and economic stability.



Inequities

Many of the analyses included in the CHNA report highlight inequities that help us understand life in New York City prior to the onset of the COVID-19 pandemic. These findings describe areas in which people may have been more vulnerable to the impacts of the pandemic and may continue to be disproportionately burdened even after the



pandemic. The uneven economic impact of COVID-19 has increased many existing inequities, including poverty and unemployment for communities of color, and are also overrepresented in COVID-19 cases, deaths, and hospitalizations. Since COVID-19 information changes quickly and data is updated frequently, the COVID-19 section of the report highlights some ongoing disparities throughout the pandemic. Links to resources and regularly updated





dashboards, including the timeliest data, are included throughout the report. In addition, recent analyses (2020) and discussions of known COVID-19 impacts are integrated throughout the report.

Diversity, Equity, and Inclusion Mount Sinai Health System

At Mount Sinai, we are proud to be at the national and global forefront of health care providers who understand and acknowledge the value that diversity, equity, and inclusion brings to an organization. As the largest private health care system in New York City, we recognize the need to ensure that our leadership, faculty, staff, trainees, and students represent the diverse communities we serve.

In 2014, the Mount Sinai Health System established the Office for Diversity and Inclusion to guide and serve as organizational consultants on best practices in diversity, equity, and inclusion management. The overarching strategy to advance diversity, equity, and inclusion across the Health System is guided by the Executive Diversity Leadership Board, which is chaired by Kenneth L. Davis, MD, Chief Executive Officer, Mount Sinai Health System. Members include hospital presidents, senior leadership, and trustees.

The Mount Sinai Health System believes that diversity, equity, and inclusion are essential factors in creating an antiracist culture for patients, staff, and faculty. We are committed to fostering a health care and learning environment that supports the well-being of every person who walks through the door of Mount Sinai.

We believe that a thriving workplace starts with creating a diverse workplace. At Mount Sinai, we have a responsibility to increase our diversity efforts not only for our employees and staff, but to better serve our patients. Improving our diversity efforts allowed us to create a thriving workplace and provide the best environment for excellent patient care and patient satisfaction.



Prioritization Process and Criteria

Identification of priorities was first shaped by an understanding of the New York State Prevention Agenda, public health priorities, local community needs, existing partnerships and programming, and the Health System hospital's strengths within the context of the system's priorities.





Significant Community Health Needs Identified

The 2020 CHNA report identified several New York City public health priorities as significant to the community. The assessment process considered and assessed a wide range of primary and secondary data sources, including structured interviews and assessments and studies prepared by other organizations. Significant community health needs are listed below in alphabetical order.

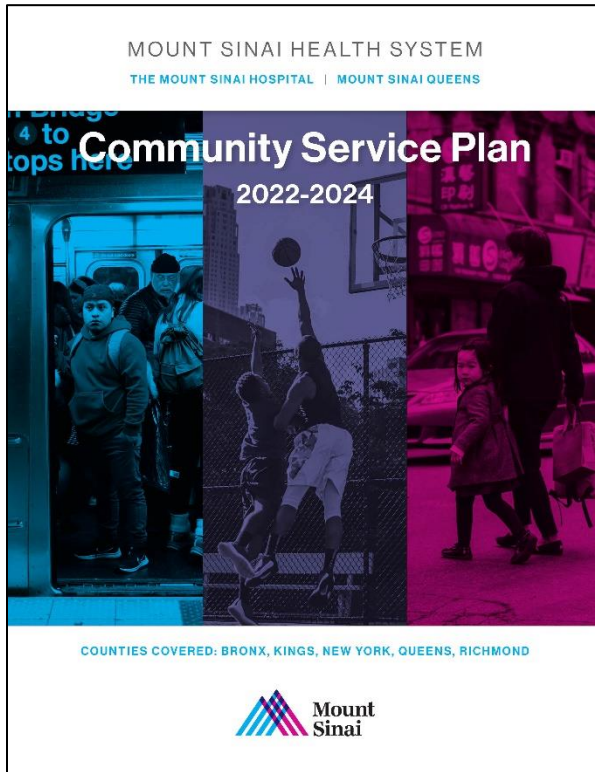
- Access to Mental Health Care and Poor Mental Health Status
- Access to Primary Health Care Services for Individuals with Limited Resources
- Aging Population
- Chronic Diseases and Contributing Lifestyle Factors
- COVID-19 Pandemic and Effects
- Environmental Determinants of Health
- Homelessness
- Navigating a Changing Health Care Provider Environment Safe and Affordable Housing
- Poverty, Financial Hardship, and Basic Needs Insecurity
- Economic, Racial, Cultural, Ethnic, and Linguistic Barriers to Care
- Substance Abuse

A detailed description and a full CHNA report are available to the public and can also be accessed on each hospital's website listed below.





IMPLEMENTATION STRATEGY AND COMMUNITY SERVICE PLAN



The Community Health Needs Assessment and Implementation Strategy were undertaken to better understand and address community health needs and to fulfill the requirements of the Internal Revenue Service (IRS) regulations, pursuant to the Affordable Care Act of 2010.

The hospital may amend the Implementation Strategy as circumstances warrant. For example, certain needs may become more pronounced and merit enhancements to the described strategic initiatives.

Alternatively, other organizations in the community may decide to address certain community health needs included in the plan. The full CHNA and Implementation Strategy and Community Service Plan are available on each hospital website listed below.

Mount Sinai Beth Israel and Mount Sinai Brooklyn websites:

<https://www.mountsinai.org/locations/beth-israel/about/community>

<https://www.mountsinai.org/locations/brooklyn/about/community>

The Mount Sinai Hospital and Mount Sinai Queen websites:

<https://www.mountsinai.org/locations/mount-sinai/about/community>

<https://www.mountsinai.org/locations/queens/about/community>

Mount Sinai Morningside and Mount Sinai West websites:

<https://www.mountsinai.org/locations/morningside/about/community>

<https://www.mountsinai.org/locations/west/about/community>

New York Eye and Ear Infirmary of Mount Sinai website:

<https://www.mountsinai.org/locations/NYEE/about/community>





SIGNIFICANT HEALTH NEEDS THE HEALTH SYSTEM WILL ADDRESS

Prevent Chronic Diseases

Focus Area: Chronic Disease Preventive Care and Management

Goal 4: Increase cancer screening rates for breast cancer

Objective: By December 31, 2024, increase the percentage of women with an annual household income of less than \$25,000 who receive a breast cancer screening based on most recent guidelines for women aged 50 to 74 years who have received a mammogram in the past two years by 5 to 79.7 percent.



Strategies/Interventions/Programs:

Mobile Mammography Van Program

- The Mobile Mammography Program at Mount Sinai provides early breast cancer detection and screening services to women in medically underserved communities throughout the five boroughs of New York City. We provide free clinical breast examinations, breast health education, mammography screening, and other diagnostic services at no cost to eligible patients.
- Establishes partnerships with clinical-community linkages to health care providers and clinics to assess the number of patients eligible for breast cancer screening services and provide feedback on their performance (Provider Assessment and Feedback).
- Remove structural barriers to breast screening, provide flexible screening hours, offer screening in non-clinical settings and provide on-site translation in multiple languages, including English, Spanish, Mandarin, Cantonese, and French. Offer patient navigation service.
- Conduct community outreach sessions, by phone, in-person, and/or group setting, breast health presentations, and other interactive sessions in churches, clinics, and other health care facilities.
- Use small media and printed materials, such as brochures, newsletters, and health communications to build public awareness.

Programs and Services:

- Breast Health Resource Program at the Tisch Cancer Center
- The Blavatnik Family Women's Health Research Institute
- Dubin Breast Center of The Tisch Cancer Institute
- Mount Sinai Queens Breast Health Program
- Tisch Cancer Institute
- Cancer Supportive Services and Support Groups
- National Cancer Survivors Day





Disparities:

Access to health care; lack health insurance; medically underserved and/or uninsured.

Family Measures:

Monitor program performance annually, including number of persons screened, number of events offered in the community, outcome data, and other selected indicators monitored as part of the chronic diseases priority area.

Commitment of Resources:

- Direct support from programs and activities
- Indirect and in-kind support
- Health professions education
- Health care services
- Subsidized health services
- Services to Medicaid enrollees
- Community health improvement activities
- Center for Spirituality and Health at Mount Sinai

Prevent Chronic Diseases (Vision and Hearing)

Focus Area: Preventive Care and Management

Goal: In the community setting, improve self-management skills for individuals with chronic diseases

Objectives: By December 31, 2024

- + Increase the percentage of adults with low vision, diabetes, glaucoma, cataracts, and macular degeneration, who take classes to learn how to manage their condition.
- + Increase the percentage of adults with hearing loss who take a class to learn how to manage their condition.
- + Provide access to supportive services to people impacted by vision and hearing loss.



Strategies/Interventions/Programs:

- Hold series of lectures and distribute educational materials in a community setting on risks factors, as well as medical, surgical, and lifestyle management of sight-threatening conditions, such as diabetes, glaucoma, cataracts, and macular degeneration.
- Offer support services to patients living with low vision, including education; access to optical and non-optical devices for maximizing remaining vision; and vision rehabilitation services provided by a multidisciplinary team that may include specially-trained ophthalmologists, optometrists, social workers, nurses, occupational therapists, career counselors, and orientation and mobility specialists.
- Hold lectures and distribute educational materials in a community setting on risks factors, as well as medical, surgical, and lifestyle management of hearing loss in adults.





- Provide comprehensive, early intervention services to infants diagnosed with hearing loss, including speech pathology and audiology, as well as assistive hearing devices.

Programs and Services:

- Low vision service
- Vision Rehabilitation Program
- Children Hearing Early Detection Program
- Ear Institute of NYEE
- Cochlear Implant Support Group for NYEE patients

Disparities:

Access to health care; lacks health insurance; medically underserved and/or uninsured populations

Family Measures:

Monitor performance annually, including the number of lectures and health fair events and tabling programs in community-based setting, outcomes data, and other selected indicators tracked as part of chronic diseases' priority area.

Commitment of Resources:

- Direct support from programs and activities
- Indirect and in-kind support
- Health professions education
- Health care services
- Subsidized health services
- Services to Medicaid enrollees
- Community health improvement activities
- Center for Spirituality and Health at Mount Sinai





Promote Well-Being and Prevent Mental and Substance Use Disorders

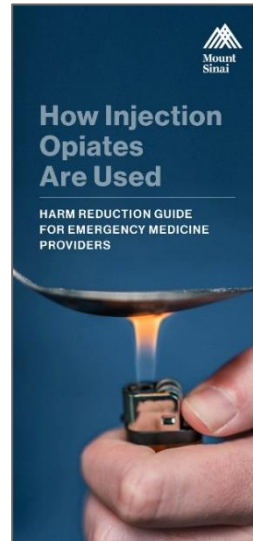
Focus Area: Prevent Mental and Substance Use Disorders

Goal: Prevent opioid and other substance misuse and deaths

Objective: By December 31, 2024, reduce age-adjusted overdose deaths involving any opioid by 7 percent to 14.0 per 1000,000 of the population

Strategies/Interventions/Programs:

- **The Respectful and Equitable Access to Comprehensive Healthcare (REACH) Program** provides a patient-centered, harm reduction approach to primary care for persons who use alcohol and other drugs, and for individuals living with a hepatitis C virus infection. The REACH program offers:
 - Trained medical providers and staff who provide opioid overdose prevention education training and naloxone take-home kits for at-risk individuals in our community.
 - Free opioid overdose prevention education and naloxone take-home kits for community-based organizations and community members who interface with the Mount Sinai Health System.
 - Offers weekly harm reduction group sessions to discuss the use of alcohol and other drugs.
 - Integrate opioid overdose prevention education and naloxone distribution in Mount Sinai Health System's mental health and substance use treatment programs.



Programs and Services:

- Overdose response training
- Support groups
- Research program
- Mental health services
- Emergency behavioral health
- Medication-Assisted Treatment Program

Disparities:

Access to preventative behavioral health visits for underserved and/or uninsured populations.

Family Measures:

- Percent increase in trainees attending opioid overdose prevention and naloxone training hosted in clinical and community settings.
- Number of patient referrals from community-based organizations, emergency rooms, and hospitals to substance use treatment programs.
- Number of individuals who participated in opioid overdose prevention and naloxone training.
- Number of naloxone take-home kits distributed.





Commitment of Resources:

- Direct support from programs and activities
- Indirect and in-kind support
- Health professions education
- Health care services
- Mental health services
- Subsidized health services
- Services to Medicaid enrollees
- Community health improvement activities
- Center for Spirituality and Health at Mount Sinai

Prevent Communicable Diseases

Focus Area: Vaccine – Preventable Diseases

Goal: Improve vaccination rates

Objective: By December 31, 2024, the age-adjusted influenza (flu) immunization rates of New Yorkers aged 65 and older will increase by 10 percent to 76 percent.

Intervention/Strategies/Activities:

Flu Vaccination Clinic

Influenza (flu) is a contagious disease that spreads around every year and can be worse if a person has chronic medical conditions. Offering the influenza vaccination can decrease the number of people getting the flu and helping those with chronic medical conditions not develop serious infections if they develop the flu.

- Offer the influenza (flu) vaccines at no cost to seniors.
- Offer vaccines in locations and hours that are convenient to the public and accessible in neighborhoods, and accessible to high-risk populations.
- Provide information on protecting seniors in flu season.
- Provide health information on flu prevention tips.

Programs and Services:

The Karpas Health Education and Community Outreach Department offers the annual influenza vaccine clinics throughout the community and underserved neighborhoods in Brooklyn and Manhattan.

Disparities:

Provide flu vaccines to at-risk populations, such as seniors and the uninsured.

Family Measures:

- Number of adult participants screened
- Number of screening locations
- Monitor performance annually, including the number of lectures and health fair events and tabling programs in community-based setting, outcomes data, and other selected indicators tracked as part of communicable diseases' priority area.

Commitment of Resources:

- Direct support from programs and activities
- Indirect and in-kind support
- Health professions education
- Health care services
- Mental health services
- Subsidized health services
- Services to Medicaid enrollees
- Community health improvement activities





Promote a Healthy and Safe Environment

Focus Area: Injuries, Violence, and Occupational Health

Goal: Reduce falls among vulnerable populations

Objective: By December 31, 2024, decrease the annual rate of hospitalization due to falls among residents ages 65 and over by 5 percent to 173.7 per 10,000 residents.



Intervention/Strategies/Activities:

The Martha Stewart Centers for Living

At The Martha Stewart Centers for Living, we provide more than great medical care—we offer integrative health programs, at both of our locations, as an adjunct to traditional clinical interventions including tai chi, yoga, mindfulness-based stress reduction, and exercises for balance and building strong bones. These therapies are designed to help patients use internal resources to aid in the healing process. The Centers:

- Promote screening for fall risk among older adults and people with disabilities.
- Develop a fall prevention plan of care, such as physical or occupational therapy, community-based programs, medication management, and vitamin D supplements.
- Connect older adults and people with disabilities with evidence-based falls prevention programs, such as Tai Chi for Arthritis.
- Mount Sinai Visiting Doctors Program

Disparities:

Older adults aged 60 and older

Family Measures:

- Number of patients screened and/or referred to falls prevention programs.
- Monitor performance annually, including number of lectures and health fair events and tabling programs in community-based setting, outcome data and other selected indicators monitored as part of promote a healthy and safe environment priority area.

Commitment of Resources:

- Direct support from programs and activities
- Indirect and in-kind support
- Health professions education
- Health care services
- Mental health services
- Subsidized health services
- Services to Medicaid enrollees
- Community health improvement activities





SIGNIFICANT HEALTH NEEDS THE HOSPITAL WILL NOT ADDRESS (DIRECTLY)

The Mount Sinai Health System is committed to serving the community by adhering to its mission, using its skills and capabilities, and remaining a strong organization so it can continue to provide a wide range of community benefits. However, no entity can address all the health needs present in its community.

Reasons for not addressing a need include the following, according to the Internal Revenue Service:

- Resource constraints
- Lack of expertise or competencies to effectively address the need
- A relatively low priority assigned to the need
- A lack of identified interventions to address the need
- The need is addressed by other facilities or organizations in the community

Across New York City and within Community Service Program neighborhoods, there are many health needs that are beyond the scope of this plan. Indeed, the New York State Prevention Agenda 2019-2024 identifies 20 focus areas under five overarching priority areas.

Many health needs and social risks have been highlighted and amplified by the COVID-19 pandemic. Mental health, which has consistently emerged as a top concern in the communities we work with, has become an even more pressing concern as people struggle to cope with the economic, health, and social consequences of the pandemic.

People experiencing economic resource strain, food insecurity, and poor home conditions experience higher incidences of depression and anxiety. Although our Community Service Plan programs do not directly provide mental health services, they are designed to address those underlying causes and consequences of poor mental health. The Community Service Plan includes initiatives that screen residents for these and other needs, and directly provides or connects them to services, including support for accessing health insurance and mental health services.





A MOMENT OF HEROISM AND HEART

During the height of the COVID-19 pandemic in New York City, the Mount Sinai Health System demonstrated incredible resilience to overcome extraordinary obstacles during a time of great uncertainty and personal sacrifice. The spring of 2020 was a period of incomparable demand on our institution's resources as our health care staff struggled to keep up with the overwhelming volume of critically ill and near-critically ill patients. However, during this time we displayed our heroism and our heart.





A Moment of Heroism and Heart



COVID-19 shined a light on the strength and perseverance of our health care staff across our hospitals. It also showcased the tremendous collaboration between our clinicians and scientists across our eight hospitals and Icahn School of Medicine at Mount Sinai to deliver real-time, life-saving treatments for patients impacted by this disease.

We highlight the doctors, nurses, and health care staff on the frontlines of the crisis. We also explore the exemplary work of our immensely talented scientists, who delivered important advances to treat and understand COVID-19. These advances extended not only to treating patients in our own backyard and on a global scale, but also to testing our staff due to the devastating psychological toll the virus has had on them as they risked their lives to serve and protect us all. For Mount Sinai, the COVID-19 crisis was a time like no other.





OUR COMMUNITY BENEFIT OUTREACH PROGRAMS AND ACTIVITIES

The Breast Health Resource Program of the Dubin Breast Center is dedicated to meeting the emotional and practical needs of women and men with breast cancer. We offer information, guidance, and critical support to patients from diagnosis through survivorship. Our clinical social workers offer highly individualized counseling to help manage the complex demands of a breast cancer diagnosis.

Women's Cancer Program at The Blavatnik Family Chelsea Medical Center at Mount Sinai is world-class care that is only minutes from your home or work. When you enter our treatment center, the atmosphere resembles a boutique hotel than a cancer center – it is welcoming, intimate, and comforting. Everything we do is on an outpatient basis, so you can go home the same day you are treated. To help ensure that we make an accurate diagnosis, we perform various tests and procedures ranging from a clinical physical breast examination to advanced digital tomosynthesis imaging and various types of biopsy. If you receive a breast cancer diagnosis, we have a team of specialists that can help design a treatment plan that works for you.



Mount Mobile Mammography Van Program provides early breast cancer detection and screening services to women in medically underserved communities throughout the five boroughs of New York City. We provide free clinical breast examinations, breast health education, mammography screening and other diagnostic services at no cost to eligible patients.

Dubin Breast Center of The Tisch Cancer Institute at Mount Sinai offers a full range of state-of-the-art breast health services as well as other specialized services including access to national breast cancer clinical trials, psychosocial counseling services, support programs for patients and families, genetic counseling and testing, nutritional counseling, wellness programs, and survivorship support.



Ruttenberg Treatment Center of the Tisch Cancer Institute provides outpatient treatment services to our patients with solid tumor cancers such as lung cancer and prostate cancer, as well as blood cancers, including leukemia, lymphoma, and multiple myeloma. Our medical oncologists, nurses, and support staff work together to deliver quality care to you or your loved ones.





Mount Sinai Queens Breast Cancer Program provides comprehensive clinical breast exams and mammograms to women 40 years of age and older. The program is available at no cost to women who are medically underserved or underinsured/uninsured in western Queens, through the New York State Cancer Services.

The Woman to Woman program is managed by experienced social workers who collaborate closely with Mount Sinai's Division of Gynecologic Oncology and Social Work Services to support women who have been diagnosed with cervical, ovarian, uterine, vaginal, vulvar, or other cancers. We connect patients in our program with resources and assistance specific to their situation.

Esperanza y Vida (Hope and Life) and the Witness Project of Harlem™ The Esperanza y Vida (Hope and Life) and the Witness Project of Harlem™ programs provide information to Latino and African American women about breast and cervical cancer prevention and early detection.

Cancer Support Services at Mount Sinai Health System will help you manage the distress that may arise from physical symptoms, emotional issues, and spiritual concerns that you experience with cancer. Our goal is to provide the types of services that contribute to your positive outlook and your wellbeing.

The Men's Health Program at the Mount Sinai Health System, we help you lead a longer, more productive and healthier life. We are dedicated to a comprehensive approach to men's health focusing on issues such as [prostate cancer](#) and sexual health but also supporting broader issues that are affected by mental health and lifestyle choices. We partner with various medical subspecialties as well as offer expertise in nutrition, exercise and holistic approaches to optimize health for men.

Mount Sinai Robert F. Smith Mobile Prostate Cancer Screening Van was created to address the disproportionately high incidence of prostate cancer in the Black community—Black men are 70 percent more likely to develop high-risk prostate cancer and are also more than twice as likely to die of the disease, as white men.



Skin Cancer Awareness Month Skin Cancer Awareness Month and Melanoma Monday, the Department of Dermatology will arm the public with vital tips on skin health prevention, along with free on-site skin cancer screenings across the Health System.

The FAMILIA Project is our pioneering educational initiative providing early childhood heart-health intervention and education program for three- to five-year old preschoolers and their parents and caregivers. We focus on children attending participating New York City Head Start Centers in Harlem. This four-year project, aims to reduce the epidemic of childhood obesity and better understand how the intersection of a child's behavior, environment, and genetics may lead to heart disease, while refining our future prevention techniques.





The Cardiovascular Disease Prevention Program is designed for people at risk of heart disease, who display evidence of heart disease, or who have already experienced a cardiac event such as heart attack or stroke. Because the majority of people with heart disease do not realize they have it, the program is open to anyone interested. Program features include behavioral risk assessment, medical risk assessment, lifestyle modifications, and development of a comprehensive, personalized treatment plan.

Women's Heart NY is a multi-site comprehensive heart program designed specifically for women who are at risk for, or have a history of heart disease. We offer diagnostic tests and treatments for a wide spectrum of heart diseases, including [coronary artery disease](#), [valvular heart disease](#), [arrhythmias](#), and failure.

Go Red for Women's Health - February is "American Heart Month." Every year, Mount Sinai Heart celebrates by participating in the American Heart Association's Go Red for Women campaign, designed to raise awareness of heart disease among women. Our nurses, work with other departments in the Mount Sinai Health System to organize and host a "Go Red for Women" Community Heart Health Fair with free screenings.

Mount Sinai Stroke Centers are dedicated to providing world-class care for both the treatment and prevention of stroke and other cardiovascular disorders. Experts across the Mount Sinai Health System are dedicated to community outreach and education, and provide a variety of opportunities for patients, families, and the public to learn about stroke care.

The Mount Sinai Clinical Diabetes Institute provides highly specialized care for people with diabetes and related conditions. At Mount Sinai, our goal is to empower our patients. We offer a series of classes that help you take control of your disease. Our multicultural and multilingual nurses, nurse practitioners, and dietitians, all of whom are certified diabetes educators, teach our classes. Our curriculum helps you learn how to prevent complications, control your diabetes, and thrive.

Educating the Community about High Blood Pressure and Stroke, many people in our community have no idea their blood pressure is elevated, putting them at risk for heart attacks and strokes. We treat high blood pressure with lifestyle changes and, when necessary, medication. Experts across Mount Sinai Health System provide community education programs that consist of several different components including: information on what is a stroke and how it can impact your life, stroke warning signs, risk factors, stroke prevention tips, and controllable risk factors such as smoking, high blood pressure, obesity, high cholesterol, and poor diet.

Mount Sinai Visiting Doctors Program provides personalized, home-based primary and palliative care to people with complex and serious illnesses. We coordinate care with a range of health professionals in the hospital and home setting, working closely with home care, visiting nurse, community, and hospice agencies. We are available by phone 24 hours a day, seven days a week, and our health care providers will respond to requests for emergency





visits and have language translation services available 24 hours a day. We also are able to connect to patients via telehealth options.

The Martha Stewart Centers for Living has two convenient locations offering older adults and their caregivers in New York City access to high quality primary care. The Martha Stewart Centers for Living at The Mount Sinai Hospital, in the Phyllis and Lee Coffey Geriatrics Practice, is located on the Upper East Side of Manhattan, and we provide care downtown at the Martha Stewart Centers for Living at Mount Sinai-Union Square. We provide primary care for older adults. We also offer activities, classes, and programs to help you remain energetic. Caregiver support is also available.

Palliative Care at Home offers an added layer of support for patients living with a serious illness, their family, and their healthcare providers. This type of care focuses on improving quality of life through expert symptom management. Patients maintain their current treatment plans and continue seeing their managing clinicians, while also benefiting from the additional social, emotional, and physical support.

The Mount Sinai Alzheimer's Disease Research Center offers a wide range of services for individuals coping with [memory loss](#). Our interdisciplinary team takes a compassionate, comprehensive approach—from [diagnostic evaluation](#) through treatment of memory loss—and provides support and education to the caregivers and families of our patients. Additionally, we conduct several types of [clinical research](#). Our investigators focus not only on the treatment and prevention of Alzheimer's disease, but also on techniques to improve diagnosis and delay disease progression.

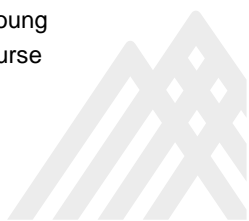
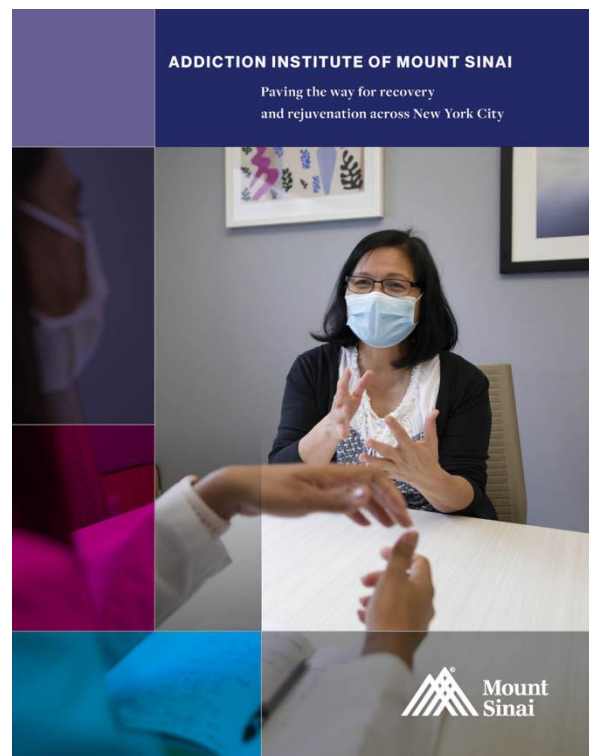
Mount Sinai at Home allows you to be treated for your medical condition in the comfort of your own home, instead of the hospital. The Mount Sinai doctors and staff you already know and trust will still care for you. In addition to doctors, your care team at home may include nurse practitioners, registered nurses, social workers, care coordinators, physical therapists, or other specialists. Patients often choose Hospitalization at Home because they receive quality, safe care, comfortably in their own home environment.

The Addiction Institute of Mount Sinai can help if you or your loved one is facing the challenges of addiction. We provide comprehensive and personalized care. Our centers treat people with addictions to alcohol, substances, and behaviors such as compulsive eating or gambling. We offer services throughout New York City, in clinics associated with our centers.

REACH (The Respectful and Equitable Access to Comprehensive Healthcare) provides a patient-centered, harm reduction approach to primary care for persons who use alcohol and other drugs, and for individuals living with hepatitis C virus (HCV) infection. REACH offers overdose prevention services, access to buprenorphine, and other medicines to treat substance use disorders.

New York Eye and Ear Infirmary of Mount Sinai (NYEE) offers support groups for select eye, ear, nose, and throat conditions. Macular Degeneration support group, members can discuss their experiences, share coping strategies, and provide emotional support to each other.

The Mount Sinai Adolescent Health Center offers a comprehensive array of [medical](#), [mental health](#), and [reproductive health services](#), and prevention education to young people aged 10 to 22. Our multidisciplinary staff includes pediatricians who specialize in Adolescent Medicine, nurse





practitioners, physician assistants, psychologists, psychiatrists, social workers, health educators, and support staff specially trained to work with teens.

LGB/TGNB Health at the Mount Sinai Health System is committed to meeting the special health care needs of lesbian, gay, bisexual, transgender and nonbinary (LGB/TGNB) community with respect and compassion. We provide a wide range of health, referral, and educational services that promote LGB/TGNB health equity and access to care. Mount Sinai has been consistently acknowledged as a Healthcare Equality Index Leader by the Human Rights Campaign Foundation for our efforts in caring for LGB/TGNB patients and recognizing the contributions of our LGB/TGNB employees. Our mission includes ensuring that our LGB/TGNB patients can access quality health care in a welcoming, supportive, affirming, and safe environment.



Mount Sinai Department of Health Education provides community-based health education programming in partnership with schools, senior centers, and non-profit organizations. We offer onsite, school-based health education for students, parents, and staff, including mental health and sexual and reproductive health curricula. We also offer programming for older adults, women and families in transitional housing settings, and groups operated by local community agencies.

Karpas Health Information Center provides wellness programs to enable our neighbors to remain safe, active, and vital members of our community. Staffed by health educators, we are committed to providing resources that are nurturing to the mind, body, and spirit. Karpas health and wellness programs are established through partnerships with community-based organizations, and dedicated to improving health outcomes for the communities we serve.

The Center for Spirituality and Health at Mount Sinai's Icahn School of Medicine is dedicated to providing compassionate patient care with seamless coordination and to advancing spiritual care through unrivaled education, research, and outreach in the many diverse communities we serve.

Language & Communication Access Services at Mount Sinai Health System provides interpretation and translation services to patients and/or family members who prefer to communicate in a language other than English. Assistive devices are also available to persons with disabilities to help them communicate with providers and staff during their visit. All services are provided free of charge.





Financial Assistance, and Billing and Collections Policy

Mount Sinai Health System hospitals recognize that many of our patients may be unable to access quality health care services without financial assistance because of the economic impact of the COVID-19 pandemic.

The Financial Assistance and Billing and Collections Policy for Mount Sinai Health System hospitals enables each hospital to uphold its mission, while carefully taking into consideration the ability of the patient to pay. The policy is applied in a fair and consistent manner for emergency medical care and other medically necessary care rendered in our hospitals by providers who are directly employed by or contracted by Icahn School of Medicine at Mount Sinai.

The policy, as well as the application for financial assistance is available online in English, Spanish, Chinese, Haitian Creole, Polish, and Russian. A uniform financial assistance policy across hospital facilities and providers and robust social services can help low-income patients manage treatment plans. A uniform financial assistance policy across hospital facilities and providers and robust social services can help low-income patients manage treatment while remaining in their homes.

Consultant Qualifications

Verité Healthcare Consulting, LLC (Verité) was founded in 2006 and is in Arlington, Virginia. The firm serves clients throughout the United States as a resource that helps health care providers conduct Community Health Needs Assessments and develop implementation strategies to address significant health needs. Verité has conducted more than 50 needs assessments for hospitals, health systems, and community partnerships nationally since 2010. The firm also helps hospitals, hospital associations, and policy makers with community benefit reporting, program infrastructure, compliance, and community benefit-related policy and guidelines development. Verité is a recognized national thought leader in community benefit and CHNAs. More information on the firm and its qualifications can be found at www.VeriteConsulting.com.

Plan Dissemination

Mount Sinai Health System's CHNA Implementation Strategy and Community Service Plan is posted on each hospital's website listed below.

Mount Sinai Beth Israel - <https://www.mountsinai.org/locations/beth-israel/about/community>

Mount Sinai Brooklyn - <https://www.mountsinai.org/locations/brooklyn/about/community>

The Mount Sinai Hospital - <https://www.mountsinai.org/locations/mount-sinai/about/community>

Mount Sinai Queens - <https://www.mountsinai.org/locations/queens/about/community>

Mount Sinai Morningside - <https://www.mountsinai.org/locations/Morningside/about/community>

Mount Sinai West - <https://www.mountsinai.org/locations/west/about/community>

New York Eye and Ear Infirmary of Mount Sinai - <https://www.mountsinai.org/locations/NYEE/about/community>

