



IN THE COMMUNITY 2024

Our Commitment to Addressing Social Determinants of Health





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MESSAGE FROM THE DEAN AND CEO

Dear Friends,

NYU Langone Health's purpose is "Deliver the best outcomes in patient care, education, and science." An intrinsic part of delivering the best outcomes is ensuring that all people—no matter their background, zip code, or ability to pay—have access to world-class healthcare. We are committed to strengthening health equity in the communities we serve through targeting the social determinants of health that most gravely impact our patients. Through addressing social determinants of health, we work to improve social conditions that give rise to health inequities in our communities.

We deliver innovative community programs that address all social determinants of health domains: healthcare access and quality, education access and quality, economic stability, neighborhood and built environment, and social and community context. These programs are led by departments throughout our institution, including our hospitals and ambulatory care centers, our academic medicine departments, and the Family Health Centers at NYU Langone. Our programs' reach ranges from underserved neighborhoods like Sunset Park in Brooklyn to citywide, region-wide, and nationwide scales.

Our Community Service Plan and Community Health Needs and Assets Assessment provide the foundation for our efforts to strengthen health equity through innovative programming to improve the health of our community. Our Community Service Plan represents the exceptionalism with which we accomplish all aspects of our mission, and serves as a model for academic medicine institutions across the state. Our Community Service Plan programs span multiple sectors and address multiple social determinants of health.

Addressing social determinants of health to strengthen health equity requires innovation across our three mission areas: care, education, and science.

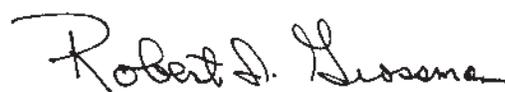
We deliver care that tends to our patients' clinical and social needs. Providers in our Ronald O. Perleman Center for Emergency Services, inpatient units, and Family Health Centers at NYU Langone screen patients for social determinants of health, such as food insecurity or housing instability, and provide direct services or referrals to services to patients in need. NYU Langone's Perlmutter Cancer Center is leading the way on addressing barriers to cancer screening and care in underserved populations through culturally competent cancer navigation programs.

We are committed to bettering medical education, as well as education access and quality for all students. Through tuition-free medical education provided by NYU Grossman School of Medicine and NYU Grossman Long Island School of Medicine, we educate the best aspiring doctors across a diversity of backgrounds and experiences regardless of their ability to pay. These programs free doctors to pursue primary care and other specialties that benefit our communities, without the burden of debt. Our original community programs enhance school readiness in Sunset Park, Brooklyn, and improve the pre-K experience for children and families across the country.

Our scientific research tests new models to improve community health in the areas of pregnancy support, the link between air quality and blood pressure, equity in organ donation and cancer care, and much more. Our Clinical and Translational Science Institute's Community-Led Grants Program has awarded grants to community-based organizations throughout New York City to improve the delivery of community-facing health programs and disseminate this evidence to the broader community.

Our community programs, physician training, and research, along with the charity care and financial assistance we provide, add up to approximately **\$2.7 billion in community benefit contributions** in the 2023 fiscal year. And all patients at NYU Langone receive the same world-class care, whether they have private insurance or Medicaid. That's why organizations like Vizient, The Leapfrog Group, the Centers for Medicare and Medicaid Services, and The Joint Commission have consistently named NYU Langone #1 in the US for quality and safety. Across New York City and Long Island, our communities drive our exceptionalism. These are just some of the stories of how we heal and care for those communities in turn.

Sincerely,



Robert I. Grossman, MD
Dean and CEO

MEASURING OUR IMPACT:

COMMUNITY BENEFIT CONTRIBUTIONS

\$2.7 BILLION IN COMMUNITY BENEFIT CONTRIBUTIONS

NYU Langone Health's total community benefit contribution of \$2.7 billion equates to more than 22% of the institution's total expenditures for the fiscal year ended August 31, 2023. Over 74% of NYU Langone Health's total community benefit contribution reflects the cost of providing charity and underfunded care.

\$2 BILLION

CHARITY AND UNDERFUNDED CARE

- Charity: \$88 million
- Governmental Payors: \$1.8 billion
- Other Unsubsidized Care: \$64 million

\$662 MILLION

PHYSICIAN TRAINING AND RESEARCH

- Education and Training: \$298 million
- Medical Research Funding: \$364 million

\$87 MILLION

COMMUNITY HEALTH CONTRIBUTIONS

- Community Health Improvements: \$36 million
- Cash In Kind: \$50 million
- Environmental Improvements and Other Community Support: \$1 million



\$2.7
BILLION

HOW WE ADDRESS SOCIAL DETERMINANTS OF HEALTH

Leading the Way in Social Determinants of Health Screening

NYU Langone Health has created structures to screen for and address social determinants of health among our patients. Screening, tracking, and referrals for unmet needs are incorporated across the care continuum.

Family Health Centers at NYU Langone

Providers at the Family Health Centers at NYU Langone in Brooklyn developed a program to screen for social determinants of health, such as food insecurity or housing instability, and track interventions and outcomes using a standardized screening tool integrated within a patient's electronic health record. As a result of this innovative screening program, the Family Health Centers launched The Table food pantry to support patients who identify food insecurity among their top concerns.

The Family Support Center

An essential component of the Family Health Centers at NYU Langone network is its Family Support Center, which provides a variety of services to individuals and families grappling with a range of needs, including lack of childcare, hunger, domestic violence, housing insecurity, under-employment, legal issues and more.

Ambulatory Care

Providers at NYU Langone Hospital—Long Island Pediatric Center's Family Support Service Program screen families for social determinants of health needs and refer them to services. In partnership with the pediatric team, the program is led by a counselor who coordinates appointments, advocates for patients, and ensures comprehensive care coordination to connect families with vital support services to address issues such as financial strain, food insecurity, housing instability, and immigration support.

Hospital

The Ronald O. Perelman Department of Emergency Medicine at NYU Langone established a dedicated social determinants of health screening initiative at NYU Langone Hospital—Brooklyn and Tisch Hospital in Manhattan. Providers, case managers, and social workers at NYU Langone Hospital—Brooklyn utilize a questionnaire within a patient's electronic health record that addresses the categories of financial resource strain, housing instability, transportation needs, food insecurity, intimate partner violence, education, and a depression severity measure, to screen patients. If a patient screens positive for any category, a referral is placed to NYU Langone services for financial counseling, social work, the Family Support Center, or The Table food pantry. NYU Langone Hospital—Brooklyn's case management and technology teams developed a closed-loop referral pathway to identify patients admitted to the hospital with chronic illness who could benefit from medically tailored meals. The hospital partners with community-based organization God's Love We Deliver to link eligible patients with meal delivery services, connecting 231 patients so far.

NYU Langone Hospital—Brooklyn's social determinants of health screening initiative

has screened approximately **6,000 patients** to date for social determinant of health-related needs.

Social Determinants of Health Domains



Healthcare
Access and
Quality



Education
Access and
Quality



Economic
Stability



Neighborhood and
Built Environment



Social and
Community
Context

Our Community Service Plan

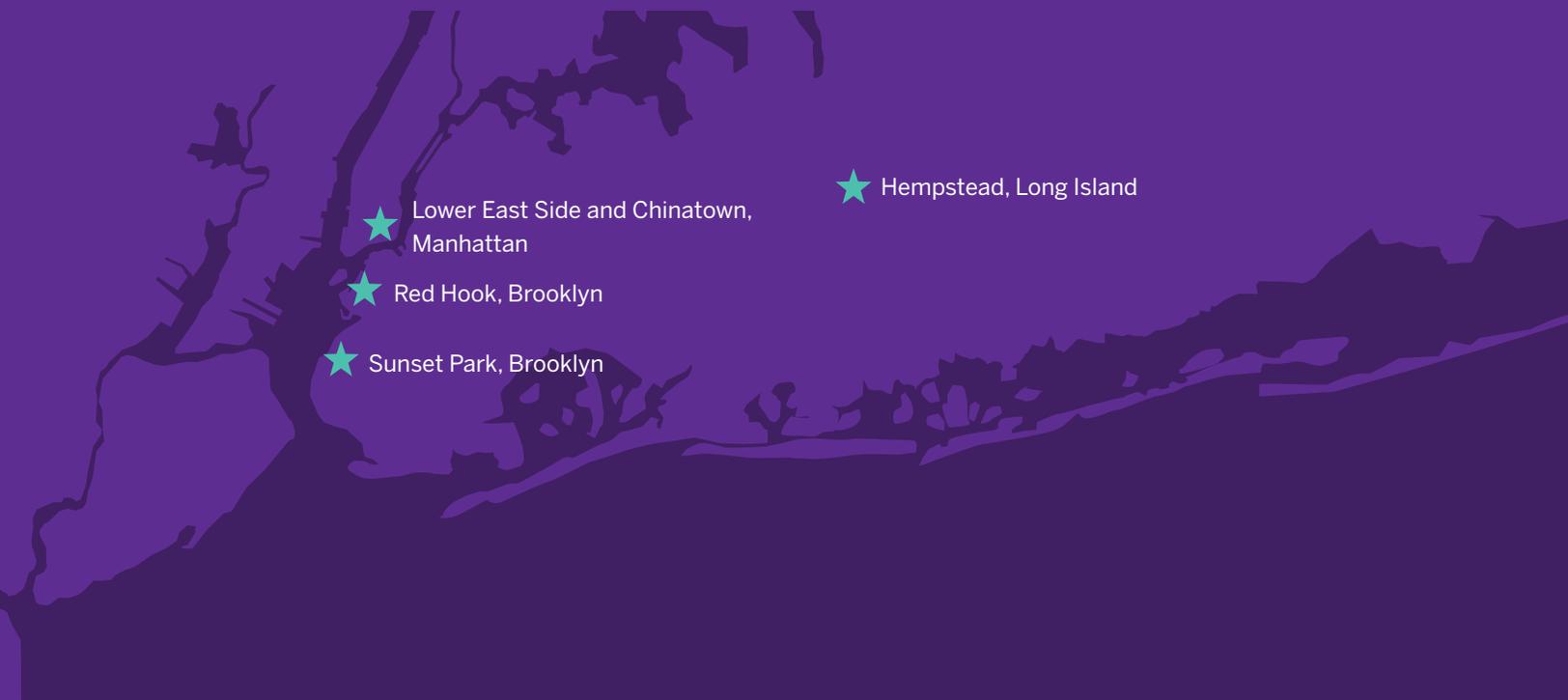
Growing out of our triennial Community Health Needs and Assets Assessment and aligning with the New York State Prevention Agenda and New York City and Nassau County public health priorities, the NYU Langone Hospitals three-year implementation plan (the Community Service Plan) focuses on health priorities shared by the communities we serve.

- **Preventing Chronic Diseases** by promoting healthy eating and food security, decreasing tobacco use and exposure to secondhand smoke, addressing the intersection of health and housing, supporting disease self-management, and connecting people to resources that address social and health risk factors.
- **Promoting Healthy Women, Infants, and Children** through parenting programs, by connecting families to needed resources, and through early childhood and teen pregnancy-prevention programs.
- **Promoting a Healthy and Safe Environment** by reducing falls among vulnerable populations.

Our Community Service Plan programs span multiple sectors and address multiple social determinants of health: stable and safe housing, access to healthy food, connection to social services and economic support, and parenting and educational support. Several programs have a citywide or national reach. Other programs are focused on the neighborhoods of need where NYU Langone Health facilities are located: the Lower East Side and Chinatown in Manhattan, Sunset Park and Red Hook in Brooklyn, and Hempstead in Nassau County, Long Island. Although these communities are not geographically contiguous, they share important similarities, including the diversity of their populations and an infrastructure of strong community-based organizations.

The Community Service Plan Coordinating Council, composed of NYU Langone Health faculty and staff from across the institution, leadership and staff of our community partners, and other interested partners and policymakers, meets every three months. The council coordinates Community Service Plan projects, ensuring that they are meeting milestones, maximizing their impact, and fostering collaboration across institutions and sectors.

Through the Community Health Needs and Assets Assessment and partnerships embedded in the Community Service Plan, we aim to create a platform for evidence-based health promotion and disease prevention at the neighborhood level, with a focus on issues of high priority to the public's health. See our full Community Health Needs and Assets Assessment and Community Service Plan at nyulangone.org/csp.



HEALTHCARE ACCESS AND QUALITY

Expanding the School Health Program Throughout New York City

The School Health Program—Family Health Centers at NYU Langone operates school-based health centers in preschool, elementary, middle, and secondary schools throughout New York City, one of the largest networks of its kind in the state. School-based health centers provide much-needed primary and preventive physical, mental, and dental health services in preschool, elementary, middle, and secondary schools in high-risk areas. Having school-based medical resources means parents do not have to miss work and children do not have to miss school to access care.

The School Health Program offers comprehensive physical and behavioral health services in Brooklyn, Manhattan, and Queens, with our newest clinics at Long Island City High School in Queens and Norman Thomas High School in Manhattan. Additionally, the School Health Program offers dental services in schools throughout all five boroughs.



School Health Program—Family Health Centers' Reach

66	School Health Program sites
19,138	Children and adolescents served annually
49,201	Medical visits provided annually
20,747	Behavioral health visits provided annually
28,193	Dental visits provided annually

Cutting-Edge Pediatric Behavioral Health Services in Brooklyn

The Family Health Centers at NYU Langone, in collaboration with the NYU Langone Department of Child and Adolescent Psychiatry, is expanding access to cutting-edge pediatric behavioral health services to address the youth mental health crisis with effective evidence-based treatments. Studies show that experiences of trauma and adversity are a strong risk factor for suicide. With rising youth suicide rates, particularly in communities of color and urban communities, access to effective pediatric behavioral health services is critical, yet across New York State, 42% of youth experiencing a behavioral health condition do not receive the treatment they need.

To address this treatment gap, the Family Health Centers at NYU Langone launched the first-ever Center for Childhood Trauma Treatment within the Behavioral Health Program—Family Health Centers at NYU Langone, supported by the National Child Traumatic Stress Network and federal Substance Abuse and Mental Health Services Administration funding. The Center for Childhood Trauma Treatment expands access to gold-standard trauma treatment to youth, utilizing proven models of care including trauma-focused cognitive behavioral therapy and trauma systems therapy. The NYU Langone Department of Child and Adolescent Psychiatry oversees trainings, implementation of the program, and collaboration with community partners. Department of Child and Adolescent Psychiatry and Family Health Centers faculty members Yessenia Mejia, PsyD; Aaron Reliford, MD; and Ruth Gerson, MD, were instrumental in implementing this important initiative.

The Center for Childhood Trauma within the Behavioral Health Program—Family Health Centers at NYU Langone

will provide **evidence-based trauma treatment** to more than **200 youths and families** over five years and has already provided **training to almost 25 clinicians** working at the Family Health Centers.

Closing Gaps in Cancer Disparities Through Care Navigation

Beatrice W. Welters Breast Health Outreach and Navigation Program

The Beatrice W. Welters Breast Health Outreach and Navigation Program, an initiative of NYU Langone's Perlmutter Cancer Center, aims to reduce the cancer burden on medically underserved populations by ensuring their proportional representation in clinical care and research. The program offers breast health outreach and education in community venues such as beauty salons, churches, and mosques throughout New York City. Navigators support patients in scheduling appointments, managing a diagnosis, and enrolling in clinical trials. Since its inception, the program has provided breast health outreach to more than 25,000 people.



NYU Langone's team of multilingual community health workers provides community-based outreach, education, and navigation services along the cancer continuum, with particular emphasis on primary prevention and screening.



NYU Langone Health's Perlmutter Cancer Center participates in the annual American Cancer Society's Making Strides Against Breast Cancer walks in Manhattan, Brooklyn, and Long Island to raise breast cancer awareness. This year, almost 450 people walked with NYU Langone to raise more than \$50,000 for cancer research.

Stamp Out Cancer Brooklyn

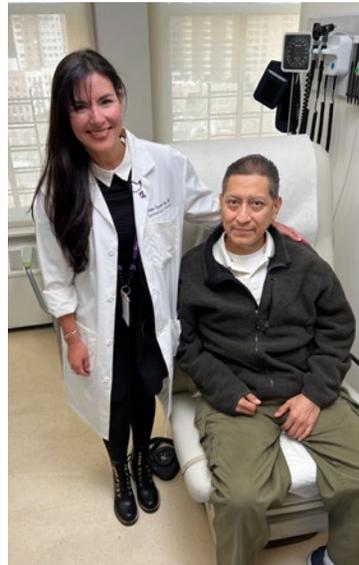
Stamp Out Cancer Brooklyn, an initiative of NYU Langone's Perlmutter Cancer Center and NYU Langone Hospital—Brooklyn, funded by Beyond Bridges, aims to reduce cancer-related disparities and the overall burden of cancer in New York City's largest borough. Stamp Out Cancer Brooklyn focuses on underserved immigrant neighborhoods and the types of cancers that most affect those communities, including breast, lung, colorectal, and prostate cancer.

Led by community health workers, in collaboration with community-based organizations, Stamp Out Cancer Brooklyn developed a large-scale needs assessment and detailed community reports on cancer-related data in immigrant communities across Brooklyn that help guide the Perlmutter Cancer Center's research and resource deployment.

HEALTHCARE ACCESS AND QUALITY

Reducing Disparities in Liver Transplantation

In the United States, the rate of chronic liver disease among people of Hispanic and Latino ethnicity is twice that of the non-Hispanic white population. NYU Langone's Latino Liver Program, part of the NYU Langone Transplant Institute, aims to address significant disparities in access to liver transplantation by providing the most medically advanced and culturally conscious care to Hispanic and Latino children and adults who need a liver transplant or liver surgery. Bilingual hepatologists, transplant surgeons, and nurse practitioners who understand the many cultural nuances within the larger Latino community help patients and families more easily understand and navigate the transplant or liver surgery process.



The NYU Langone Transplant Institute outreach clinics engage communities across Manhattan, Brooklyn, Queens, and Long Island to help address barriers to transplantation access and ensure that lifesaving transplant services reach those who need them most.

Reaching Key Populations with HIV Prevention

The HIV Prevention Program of the Family Health Centers at NYU Langone provides outreach and care to reach populations disproportionately affected by HIV across New York City, funded by a \$2 million grant through the Centers for Disease Control and Prevention. Program staff collaborate with local community-based organizations to engage the community through social media outreach and encourage referrals through peer networks. As a result, there has been an increase in the number of HIV tests done within the priority population. This year, the program reached over 95% of patients who identify as LGBTQ+, with most patients identifying as Hispanic/Latino or Black/African American. Through the HIV Prevention Program, the Family Health Centers has seen continuous growth in patients linked to HIV prevention services such as PrEP, and 100% of HIV-positive identified patients were linked to care.

Caring for Veterans and Their Families

The NYU Langone Military Family Center provides free, compassionate care for veterans and military families who are experiencing the long-term effects of all phases of military service and other life stresses, including relationship difficulties, school problems, and unemployment and relocation issues.

Confidential mental healthcare services are available in person or through the Telemental Health Program, which allows personalized care for veterans and family members who prefer remote or flexible times. The center offers top tailored therapeutic treatments for post-traumatic stress disorder, anxiety, depression, and substance use disorders, including prolonged exposure therapy, cognitive processing therapy, cognitive behavioral therapy, and written exposure therapy. The center provides cognitive assessments for veterans with a history of traumatic brain injury, ADHD, or other cognitive and executive functioning challenges.



The HIV Prevention Program team includes Jose Porras, patient navigator; Mitchell Caponi, MPH, network HIV director; and Eduardo Bayter, program supervisor.

Coordinating Care for Down Syndrome Families on Long Island

NYU Langone Hospital—Long Island's Down Syndrome Program provides compassionate, comprehensive, and coordinated care for children with Down syndrome. Patients receive care from a multidisciplinary team of pediatric specialists—including a pediatrician, registered nutritionist, speech language pathologist, and licensed clinical social worker—at a single scheduled visit to the NYU Langone Ambulatory Care Center Garden City. Colocated and coordinated appointments alleviate the stress of traveling for multiple medical appointments with a child with Down syndrome. The care team identifies age-specific medical needs using a group approach, refers families for follow-up, and helps to coordinate care. The Down Syndrome Program aims to enable children diagnosed with Down syndrome to have a healthier future and reach their full potential.



NYU Langone Hospital—Long Island's Down Syndrome Program

is the **first** of its kind in the tristate region,
and is proud to celebrate its
10th anniversary this year.

Lori Benzoni, program and event specialist, works with Down syndrome families to coordinate care with the range of pediatric specialists available at NYU Langone Hospital—Long Island.

Supporting Maternal Health

NYU Langone's Institute for Excellence in Health Equity, with Natasha J. Williams, EdD, MPH, MSW, as contact principal investigator; Mary Sevick, ScD; Mary Jo Messito, MD; and Gbenga Ogedegbe, MD, launched Just Mothers, the adaptation of an evidence-based supportive nutrition and lifestyle counseling program for pregnant women. The project, funded by a \$12.5 million grant from the National Heart, Lung, and Blood Institute of the National Institutes of Health, aims to reverse the alarming trend in the maternal mortality rate in the United States, which has doubled in the past 20 years. At least half of maternal deaths are preventable, and many are driven by systemic issues and social determinants of health, such as poor access to quality and culturally appropriate care, gaps in insurance coverage, food insecurity, and housing.

Just Mothers is a culturally responsive program that will be delivered digitally using text messaging and video links, and by community health workers, with a focus on supporting Black and Latina communities most impacted by the maternal mortality crisis. Guided by a robust implementation science framework, the research team at NYU Langone will evaluate adoption and dissemination of Just Mothers across NYC Health + Hospitals and the Family Health Centers at NYU Langone.

Preventing Opioid Overdose

NYU Langone Hospital—Brooklyn's Emergency Department implemented a program to address the opioid epidemic. The program screens 90% of patients in the Emergency Department for opioid use disorder on arrival. All patients screening positive for opioid use disorder are provided a Naloxone kit and educated on the purpose and administration of the kit.

EDUCATION ACCESS AND QUALITY

Innovating Tuition-Free Medical Education

In 2018, NYU Grossman School of Medicine announced that it would be offering full-tuition scholarships to all current and future students in its MD degree program regardless of need or merit—a bold effort to simultaneously address the rising costs of medical education and attract the best and brightest students to careers in medicine. It was the first top 10–ranked medical school in the nation to do so. Just one year later, NYU Grossman Long Island School of Medicine debuted with the same full-tuition scholarship model.



Students at NYU Grossman School of Medicine and NYU Grossman Long Island School of Medicine have the opportunity to receive a world-class medical education without the burden of overwhelming student debt.

Mentoring the Future of a Diverse Healthcare Workforce

Department of Emergency Medicine College Student Medical Pathways Interest Group

The Medical Pathways Interest Group, supported by the Department of Emergency Medicine at NYU Grossman Long Island School of Medicine, mentors underrepresented college students aspiring to healthcare careers in collaboration with Nassau Community College. The program offers mentorship sessions on clinical subjects, résumé building, interview skills, and more. Funded by the New York State Education Department's Collegiate Science and Technology Entry Program, it aims to increase diversity in STEM and health fields. Participants culminate the program with research-based presentations, and the recent cohort saw participants secure healthcare positions.

NYU Langone Hospital—Long Island Healthcare Mentorship Program

The future of healthcare depends on a diverse workforce passionate about high-quality care. The NYU Langone Hospital—Long Island Healthcare Mentorship Program provides hands-on learning opportunities for high school students in underserved Long Island communities. The intensive four-week program, hosted at NYU Langone Hospital—Long Island, offers students from Hempstead High School and Evergreen Charter school an inside look at medical professions by allowing them to view procedures, trail nurses, and see other hospital staff at work. During the program, students gained a better understanding of healthcare careers and were inspired to consider a career in the field. In 2024, the program won the Impact Award from the Society of Healthcare Volunteer Leaders.

Enhancing School Readiness

Together Growing Strong, housed in NYU Langone's Department of Population Health, strengthens the health, well-being, and development trajectories of young children in Sunset Park by supporting families, educators, and healthcare providers, with an ultimate goal of enhancing community-wide school readiness. The Together Growing Strong initiative uses equity-centered strategies to engage in individual-level and systems-level approaches to ensure that children and families are physically, cognitively, and emotionally ready for kindergarten, the benchmark outcome. Together Growing Strong relies on community partnerships to inform the ongoing development and modification of the initiative.

Together Growing Strong's individual-level programs are directed at children and their families, as well as educators and healthcare providers who interact with children and families frequently. These programs are implemented in the context of the Sunset Park community and are adapted to local racial and ethnic groups, as well as specific settings. Together, these programs form an integrated system of continuous care from the prenatal period through school entry in the Sunset Park, Brooklyn, community.

Together Growing Strong also recognizes the importance of addressing inequities in systems for families and children to thrive. Our systems-level approaches focus this work on the social service, education, and healthcare systems to advance the health of young children and their families in Sunset Park, Brooklyn.

Learn more about Together Growing Strong's programs at nyulmc.org/tgs.

Transforming the Pre-K Experience

High-quality early education holds the potential to transform children's lives making it a crucial equity lever for millions of children who, due to poverty and structural racism, aren't being set up to succeed. But it's complicated: many educators struggle to build strong family engagement and emotionally responsive environments, two essential aspects of quality, and need more support to provide a high-quality, family-centered pre-K experience.

Based at NYU Langone's Department of Population Health, ParentCorps is an evidence-based program targeting this problem. ParentCorps strengthens adult capacity to support young children's development in the face of early childhood adversity through professional development for educators, a program for pre-K families to build community and support their children's early learning and development, and a social-emotional learning classroom curriculum for children.

Randomized trials show ParentCorps boosts children's academic achievement, mental health, and physical health. Findings also demonstrate that professional development alone boosts home-school connection and parents' trust in their child's school.

ParentCorps is growing nationwide through partnerships with school systems in New York, Michigan, Oklahoma, North Carolina, and Texas.

Learn more about ParentCorp's programs at weareparentcorps.org.



Because most children and families spend only a fraction of their time in contact with the healthcare system, efforts to improve the health of populations must focus not only on actual medical care, but also on where children spend the majority of their lives, including school and early childhood education settings.

ECONOMIC STABILITY

Tailoring Emergency Food Distribution to the Sunset Park Community

The Table food pantry of the Family Health Centers at NYU Langone provides emergency food to over 2,000 households each month through a client-choice model, including a variety of shelf-stable foods, fresh produce, and dairy products. With \$50,000 awarded through the New York Food for New York Families grant program and the support of New York State Senator Iwen Chu, The Table will increase its capacity to provide fresh produce grown by local farmers to New Yorkers facing food insecurity.



The fruits and vegetables distributed at The Table food pantry are custom grown at the Brooklyn Grange, a rooftop farm in Sunset Park that utilizes natural and organic farming practices. This produce is culturally relevant, nutrient dense, devoid of chemicals, and grown locally, which reduces transport-related pollution in the neighborhood.

Advancing Community Leadership in Health Disparities Research

NYU Langone Health's Clinical and Translational Science Institute's Community-Led Grants Program aims to foster community leadership in generating evidence that addresses health disparities, and to support dissemination of this evidence to improve delivery of community-facing health programs. Designed to increase capacity for health disparities research and evaluation activities in community settings, the Community-Led Grants Program provides funding and technical assistance to support quality improvement and evaluation projects in community-based organizations throughout New York City. Grantees often partner with NYU Langone faculty, students, and staff to design and conduct these projects and generate publications to disseminate findings. Now in its third cycle, the program has awarded grants addressing food insecurity, mental health services, dementia and Alzheimer's education, community health worker programs, healthcare delivery, and community needs assessments for diverse populations.

Providing Care on Long Island Regardless of Ability to Pay

NYU Langone Women's Wellness OB/GYN—Long Island
NYU Langone Women's Wellness OB/GYN—Long Island provides comprehensive obstetrical and gynecological care for low-income women in Hempstead. The center offers a wide range of services, with a focus on Spanish-language access, including gynecological, prenatal, and postpartum care; breastfeeding education; nutritional counseling; and social work support services.

NYU Langone Primary Care Clinic—Mineola

The NYU Langone Primary Care Clinic—Mineola serves patients who need follow-up care after a hospital stay, with the goal to reduce Emergency Department utilization. Clinic staff assess social determinants of health affecting blood pressure management among low-income patients with hypertension and identify factors impacting medication adherence.

Generating Jobs in the Communities We Serve

Veteran Recruiting at NYU Langone Health

Veterans of the US military have the training, skills, and values that make them a perfect fit for our institution. To successfully reach the veteran population, NYU Langone Human Resources Department recruiters are trained to seek out those with military backgrounds. Recruiters regularly attend career fairs sponsored by veterans' organizations, and the institution collaborates with organizations that assist veterans transitioning to civilian life. NYU Langone Health hired more veterans this year than ever before, almost doubling the previous year's hires, a conscious effort based on the teamwork, respect, and dedication veterans bring to the job.



For the growing legion of staff members who arrive following military service, NYU Langone's Veterans Employee Resource Group offers a place to connect. The group's 100-plus members meet quarterly. For many years, the group has coordinated NYU Langone's participation in the annual New York City Veterans Day Parade.



NYU Langone Health partners with community-based organizations to participate in career fairs throughout New York City to attract talent that reflects the diversity of the communities we serve.

NYU Langone Health Workforce Development Program

One of the greatest social drivers of health is an individual's economic status. Short-term job training programs can lead to life-changing results for Brooklyn community members. The NYU Langone Health Workforce Development Program, in partnership with leadership from Human Resources, NYU Langone Hospital—Brooklyn, and Beyond Bridges, as well as the Family Health Centers at NYU Langone's Department of Community-Based Programs offer job-training programs aimed at expanding health career opportunities in underserved communities.

The NYU Langone Health Workforce Development Program offers professional training for pathways to become an emergency medical technician (EMT), dental associate, security guard, and paramedic. The Family Health Centers' Department of Community-Based Programs offers adult education and workforce development programs to support community residents along each step of the pathway to success. Services include English classes, GED prep, career counseling, and job training focused on the healthcare and early childhood sectors. Through a partnership with CUNY-Kingsborough Community College, the Family Health Centers launched a community health worker and a patient service associates training program.

NEIGHBORHOOD AND BUILT ENVIRONMENT

Uplifting Lived Experiences of Homelessness

The Health x Housing Lab launched a Speakers Bureau and Peer Network with an inaugural cohort of 10 members who have experiences navigating homelessness and who have expertise on critical issues at the intersection of health and housing.

At the public launch event, members shared their backgrounds and advocacy interests with the NYU Langone Health community and beyond. Speakers Bureau and Peer Network members offer expertise in healthy aging, affordable housing, and mental health and community safety. Members are available to connect with interested parties for interviews, presentations, panels, individual consulting, and research collaborations.



The Health x Housing Lab Speakers Bureau members will serve as a resource for researchers, healthcare professionals, journalists, and policymakers to improve systems of care for those experiencing homelessness.

NYU Langone Health x Housing Lab

Within the Department of Population Health, the Health x Housing Lab provides evidence-based guidance for initiatives sitting at the intersection of health and housing. The lab focuses on the following key activities and focus areas:

- Conducting research to build the evidence base for initiatives, programs, and policies at the intersection of health and housing
- Informing policy and programs related to health and housing through evidence-based advising and research dissemination
- Providing education to expand the reach of practice-relevant evidence on health and housing

Beautifying Neighborhood Parks

During Earth Month, NYU Langone employees and their families volunteered in Dag Hammarskjöld Plaza and Luther Gulick Park in Manhattan to clean up trash and plant native seeds.

Parks are an important part of our neighborhoods: central hubs for residents to meet with one another, be outdoors, and enjoy nature. Public spaces focused on nature promote biodiversity and provide a habitat for native species to thrive in our cities.



Taking a Prevention-Based Approach to Emergency Medical Services in Decatur, GA

NYU Langone Health launched the City Health Dashboard six years ago to help cities nationwide access actionable data on health and social determinants of health in a user-friendly way. Decatur, Georgia, is one of over 950 municipalities nationwide that uses the City Health Dashboard's local-level data to understand health and its drivers.

The Fire Rescue team in Decatur, Georgia, successfully applied to the annual Put Us On the Map Challenge, an opportunity for smaller cities to be added to the City Health Dashboard. Historically, the Fire Department used heat maps to illustrate the geographic distribution of its emergency medical service responses, such as cardiovascular arrests and diabetes emergencies. Access to City Health Dashboard metrics on key physical environment and social and economic factors, including Housing with Potential Lead Risk and Neighborhood Racial/Ethnic Segregation, broadened the department's perspective on factors that influence health outcomes in their community.



By combining their own emergency service response heat maps with the City Health Dashboard's metric maps, the Fire Rescue team has been able to determine potential underlying causes of emergency response calls and to target their prevention efforts in the higher-need areas.

Studying Indoor Air Quality and Blood Pressure

NYU Langone researchers are testing if improving indoor air quality with portable air cleaners in individual apartments can lower blood pressure. The National Institutes of Health awarded researchers at NYU Langone's Center for the Prevention of Cardiovascular Disease and Department of Population Health a \$4.3 million grant to examine whether reducing indoor air pollution can lower blood pressure among New York City public housing residents with high blood pressure. Findings from this randomized clinical trial will inform policy and practice regarding strategies to reduce air pollution exposure and improve blood pressure control in the community.

Building Healthy Interiors

Across all NYU Langone Health locations, the majority of the furniture and furnishings are free of key chemicals of concerns—such as formaldehyde, flame retardants, and antimicrobials—exposure to which can cause health problems such as respiratory diseases, heart diseases, and some types of cancer. Through these choices, we aim to reduce health risks derived from environmental exposure to toxins in the communities we serve.



NYU Langone Health designs buildings and interiors with materials that are healthier for staff and patients.

SOCIAL AND COMMUNITY CONTEXT

Sharing Resources to Support Community Health Workers

The idea for the Community Health Worker Resource Hub grew from a desire to compile and share the vast body of work developed for community health worker (CHW) interventions and initiatives across NYU Langone, often in close collaboration with community partners. We hope the wealth of knowledge and expertise that guided the creation of these resources will be of benefit to researchers, community members, and CHWs who are looking to develop, enhance, or evaluate a CHW project. The hub's search categories and filters are intended to capture what site users may find most interesting and helpful.

The Community Health Worker Research and Resource Center, based in the Department of Population Health and supported by NYU Langone Health's Community Service Plan, aims to strengthen and support CHW and patient navigator programs across NYU Langone to improve health, reduce health inequities, and recognize and help build community capacity and leadership. The center accomplishes these goals by cultivating a culturally competent CHW workforce, providing support and professional development opportunities to this workforce, supporting community-clinic linkage models, and stimulating cross-project learning of best practices in community and patient engagement. Find the Community Health Worker Resource Hub at chwresourcehub.org.

Community Health Workers at NYU Langone

Community health workers are frontline health workers who are trusted members of their communities and play a critical linkage and support role for patients throughout various clinical and community-based settings. Programs across NYU Langone that utilize CHWs seek to enhance care, link services, improve community health, address social determinants of health, and build community leadership and capacity. Because of their shared life experiences with the communities they serve, CHWs are well positioned to provide culturally relevant care and health coaching for community members who face significant health disparities and barriers to care.

Promoting Sustainability and Health at the Farmers' Market

NYU Langone Hospital—Long Island hosts a seasonal farmers' market each year featuring more than 10 local farms and businesses. We invite family-run businesses, promote products that are organic and sustainably made, and feature vendors that have social missions, such as providing meaningful employment and vocational and educational opportunities for people with disabilities.

NYU Langone Hospital—Long Island partnered with Nassau County Department of Health's Food Insecurity Program to collect nonperishable food items to distribute to communities in need.



Alzheimer's Disease and Related Dementias

Reducing Alzheimer's Disease Disparities

African Americans are 2 times as likely and Latinos are 1.5 times as likely to have Alzheimer's disease as their white counterparts. NYU Langone Center for Cognitive Neurology's Alzheimer's Disease Research Center created a multicultural program to address racial and ethnic disparities in diagnosis and treatment by facilitating access to community education, diagnostic services, and research opportunities with a focus on building trust and strong partnerships in the community. This year, the center partnered with the Henry Street Settlement and Carter Burden Older Adult Centers in Manhattan to lead Health Jeopardy, featuring questions that raise awareness about Alzheimer's disease research and clinical trials.

Caring for the Caregivers

Caring for a family member who has Alzheimer's disease or another dementia can be emotionally and physically challenging. NYU Langone's Alzheimer's Disease and Related Dementias Family Support Program provides the resources needed for caregivers to maintain their own well-being while taking care of their family members with dementia. Research at NYU Langone has shown that emotional and practical support helps family members to navigate the caregiving journey. The Family Support Program offers comprehensive services, including care consultation, resources, education, and cultural experiences free of charge, online, and in person for family caregivers in Manhattan, Brooklyn, and Staten Island.

Addressing Hypertension Through Community-Led Walking Groups

NYU Langone's Institute for Excellence in Health Equity launched Community-Led Walking Groups in neighborhoods that carry a greater burden of health disparities, including poor outcomes resulting from heart disease, diabetes, and stroke, inspired by evidence of the benefits of walking to prevent hypertension. In some neighborhoods, residents do not feel safe walking alone outdoors. To encourage neighbors and friends to get together to walk, the institute worked with 25 faith-based organizations to start walking groups across New York City and Long Island. So far, more than 330 participants joined together for walks.



Beyond Bridges community health workers outreach directly to patients who have visited the Emergency Department at NYU Langone Hospital—Brooklyn and are in need of primary care.

Linking Community Members to Care

NYU Langone Health's Beyond Bridges is a multidisciplinary health equity initiative established in Sunset Park, Brooklyn, and designed to scale to health systems across the nation. Through clinical and community-based efforts built on the strengths of NYU Langone Hospital—Brooklyn, the Family Health Centers at NYU Langone, and some of Brooklyn's most successful community-based organizations, Beyond Bridges seeks to address health disparities and social determinants of health by deeply embedding the health system in the communities that it serves. Beyond Bridges is focused on improving access and health outcomes related to the most common conditions that lead to health disparities: primary care engagement, maternal and family health, heart disease, cancer, and behavioral health.

MILESTONES AND AWARDS

Rusk Rehabilitation Celebrates 75th Anniversary

Rusk Rehabilitation at NYU Langone Health was founded in 1948 on the belief that recovery care should consider not only the physical condition, but also the emotional, psychological, social, and vocational needs of the patient.

To honor the 75th anniversary, New York City Council Member Keith Powers presented Rusk Chairman Steven Flanagan, MD, with a proclamation recognizing Rusk Rehabilitation for its role as New York's premier rehabilitation center with excellence in clinical care, education, training, and research.



Sala Institute for Child and Family Centered Care Celebrates 10th Anniversary

Since its founding in 2013, Sala Institute for Child and Family Centered Care at NYU Langone's Hassenfeld Children's Hospital has profoundly influenced and complemented excellence in clinical care across Hassenfeld Children's Hospital and supported healthcare providers to deliver the best child- and family-centered care with the highest safety standards. Family-centered care is a team effort that includes parents, grandparents, siblings, and everyone who is involved in caring for the patient. Providers partner with families every step of the way—from the clinical office, to the exam room, to the bedside—to make decisions that put families first.



Family Health Centers at NYU Langone Celebrates One Year in Red Hook

In June 2023, the Red Hook Family Health Center at NYU Langone opened to the community. Over the past year, the Red Hook Family Health Center has expanded its services to include an HIV prevention team and dental hygiene services. The clinical staff at the Red Hook Family Health Center has actively engaged with community-based organizations such as the Red Hook Initiative, NYC Housing Justice Center, and Redemption Church to ensure access to neighborhood healthcare. The Red Hook Family Health Center offers primary care, pediatric, women's health, dental, and behavioral health services.





U.S. News & World Report

Best Hospitals Ranking

NYU Langone Health

Thirteen specialties nationally ranked in the top 20 by U.S. News & World Report

NYU Langone’s Rusk Rehabilitation

Ranked #1 for rehabilitation in New York State and among the top 5 in the nation



Practice Greenhealth

System for Change Award

Schneider Electric

Sustainability Impact Award

NYU Langone Health

Awarded for system-wide achievements in sustainability



Leapfrog Hospital Safety Grade

“A” safety rating

NYU Langone Health

Achieved by 30% of hospitals nationwide



Human Resources Services Administration (HRSA)

National Quality Leader Gold Badge

The Family Health Centers at NYU Langone

Awarded to the top 10% of Federally Qualified Health Centers across the country



Vizient

Bernard A. Birnbaum, MD, Quality Leadership Award

NYU Langone Health

#1 for Quality Care in the US

Source: 2024 Vizient Quality and Accountability Ranking; ranked #1 out of 115 participating comprehensive academic medical centers.



Emergency Nurses Association

Lantern Award

American Nurses Credentialing Center

Magnet Recognition

NYU Langone Health

Awarded to the only health system in New York State

MEASURING OUR IMPACT: ACCESS TO WORLD-CLASS CARE

NYU Langone strives to provide medically necessary care to patients of their inpatient and outpatient facilities regardless of patients' ability to pay for the services rendered. We're here to help you navigate through any questions you have about your bill from NYU Langone, which includes our Manhattan hospitals (Tisch Hospital, Kimmel, Hassenfeld, Langone Orthopedic Hospital, Rusk Rehabilitation), NYU Langone Hospital—Brooklyn, NYU Langone Hospital—Long Island, the Family Health Centers at NYU Langone, as well as associated outpatient locations.

Payor Mix and Navigating Insurance Coverage

NYU Langone participates in many health plan networks. Each health plan creates a network of doctors and hospitals who have agreed to be in that network. Some health plans use smaller networks for certain services, so it is important to check whether we participate in the specific plan that covers you.

In 2023, 99% of our inpatients were enrolled in a commercial or government-sponsored insurance plan. Nearly two-thirds of our inpatients were enrolled in a government-sponsored insurance plan.

If you do not have health insurance, please call us at 212-263-1481 to get information about an out-of-pocket cost estimate, or to learn more about our Financial Assistance Policy and your eligibility for subsidized health insurance through programs such as Medicaid.

Price Transparency and Out-of-Pocket Costs

Out-of-pocket costs for healthcare services may vary significantly across health systems, even for common procedures. At NYU Langone, we are committed to providing you with this information up front so that you can make the best choice for yourself and your family. For more information, please visit our website at med.nyu.edu/standard-charges.

Charity Care and Financial Assistance Policy

In the last fiscal year, NYU Langone Hospitals provided almost \$77M in charity care to our patients. NYU Langone Hospitals recognizes that there are times when patients in need of care will have difficulty paying for the services provided. The hospital provides discounts to qualifying individuals based on income. In addition, we can help you apply for free or low-cost insurance if you qualify. Just contact one of our Financial Counseling Offices at these convenient locations for free, confidential assistance.

Manhattan

550 1st Avenue, Room SK
866-486-9847

Brooklyn

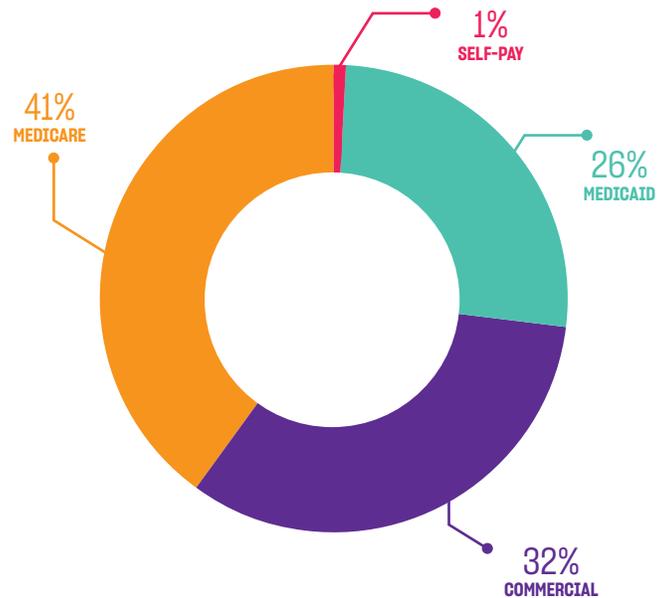
150 55th Street, Suite LB 2940
718-630-6252

Long Island

131 Mineola Blvd., Suite 105
516-663-8373

For more information, please visit our website at nyulangone.org/insurance-billing-financial-assistance.

2023 PAYOR MIX



The Government and Community Affairs team at NYU Langone Health collaborates with city, state, and federal officials, community boards, and community-based organizations through partnerships that enhance the vibrancy of the communities in which our patients reside, and that provide services, programs, and events to the community at large.

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