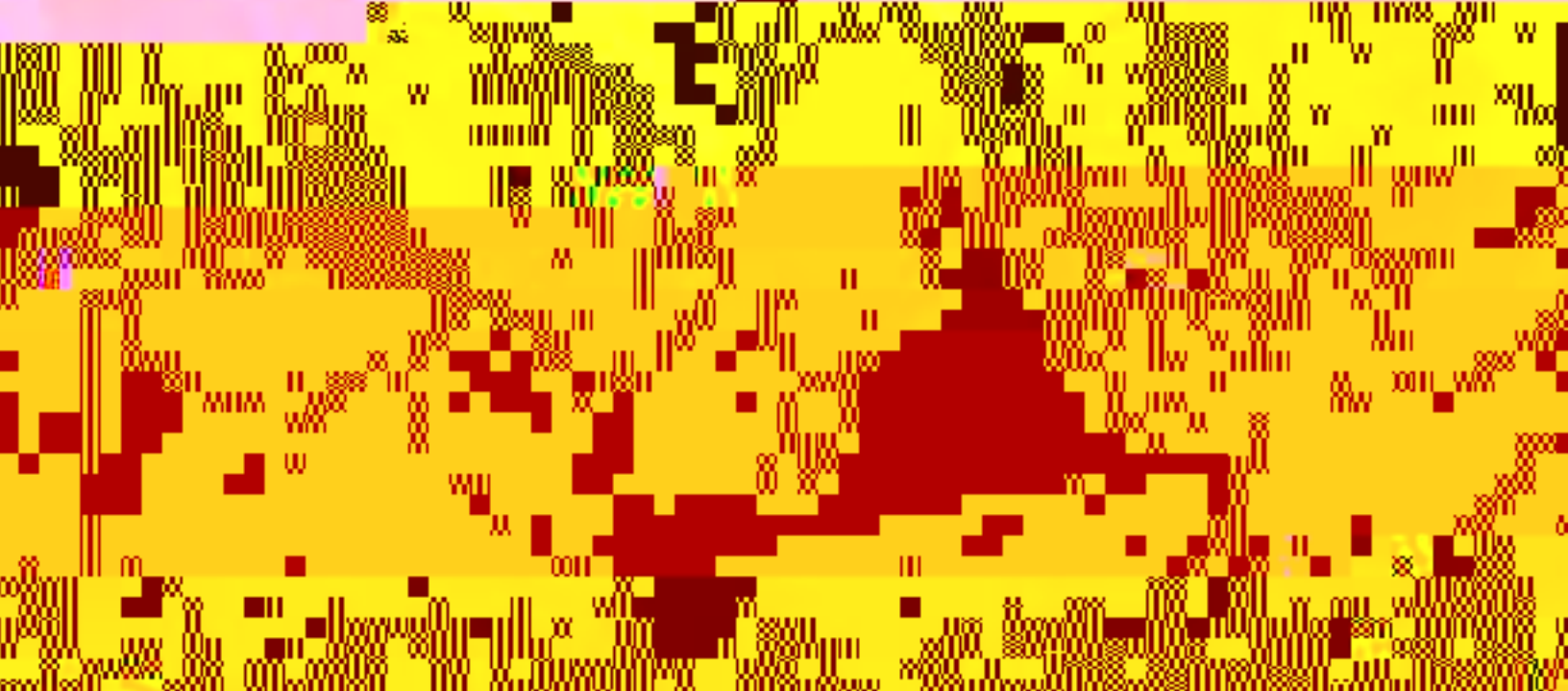




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## MESSAGE FROM OUR HOSPITAL'S PRESIDENT & CEO

We have more positive news for TBHC's quality and patient experience initiatives. In late March, the Children's Health Center was named a Level 3 PCMH (Patient

Centered Medical Home). TBHC earned this prestigious recognition by demonstrating delivery of excellent primary care within a team-based environment, as well as a commitment to performance improvement and integrating evidence-based medicine into the electronic health record. This is TBHC's ninth ambulatory health center to achieve top accreditation status, including all the Family Health Centers and the campus-based Ambulatory Care Center. We are very pleased to offer you all these options within our ambulatory services network.

In more good news, for 2017, TBHC was recognized by the American Heart Association's Get With The Guidelines®-Heart Failure quality improvement program with a Gold Plus-level status, an elevation from our previous Silver. Once again, we made the Heart Failure Honor Roll for exceptional heart failure care. And for the seventh year in a row, we received recognition by the American Heart Association/American Stroke Association's Get With The Guidelines®-Stroke quality improvement program as a Gold Plus Achievement-level recipient for 2017. We also made the Honor Roll Elite for stroke care. There's more! As a result of the Emergency Department's efforts, TBHC's EMS/Ambulance Service is the recipient of a Lifetime EMS Bronze Award. This recognition comes from the American Heart Association's "Mission Lifeline" program.

Take a look at the stories in this issue; among other things, you can learn about The Brooklyn Heart Center, our new patient experience initiative, our sponsorship of the Brooklyn Academy of Music, and get a glimpse of our new robot!

Gary G. Terrinoni



# ONE PATIENT'S EXPERIENCE

## **Amy Bennett: entrepreneur, community pillar, mom, TBHC patient**

If you live in or near Fort Greene, you probably know Amy Bennett's stores. Amy is the founder and owner of Greene Grape grocery and wine stores, Scoops Sweets, and The Annex bar and cafe. "As a business owner, there are few things that matter more to me than my community," says Amy, who has always been on the lookout to fill a need with an inventive venture.

She is also on the lookout for the health of her family. When she became pregnant with her second child, she had just moved from Manhattan to Brooklyn. "I didn't want to schlepp back to Manhattan," she says. "My decision was made easier when I met Dr. Angela Kerr and her caring OB/GYN staff at TBHC."

When her son was born in the midst of a blizzard, Amy was relieved she didn't have to travel far. So happy was she with the experience, Amy delivered her next child at TBHC three years later. Since then, there have been the usual visits to the Emergency Department for the usual medical issues that arise with kids.

"For my family and the teams at the stores, it's

What does robot-assisted surgery offer that other procedures can't? "The da Vinci's arms have better flexibility than that of a human hand, yet can

## “NATIONAL QUALITY, BROOKLYN ADDRESS”

The headline says it all. While we're proudly proud to be the borough's first hospital, we are ultimately a growing national reputation for excellence and recently we've earned multiple awards and recognitions that attest to our renewed excellence.

National Quality Brooklyn Address is also the slogan and a new campaign getting the word out that Total Health is near you and quality it-

