

# Keepin' it real

A YOUNG PHILANTHROPIST



COMMUNITY OUTREACH UPDATE



AN ORTHOPAEDIC PATIENT'S STORY



TAKE ANOTHER LOOK AT TBHC!



**Best in Brooklyn  
for patient  
safety!**  
(see page 5)



I am so very proud to announce that **this spring, The Brooklyn Hospital Center received the highest grade of all Brooklyn hospitals** for our commitment to keeping patients

safe as measured by the Leapfrog Hospital Safety Grade. In fact, no other hospital in New York City received a B, and only one received an A. The Leapfrog Group, a national nonprofit healthcare ratings organization, grades approximately 2,500 hospitals across the country on how well they keep patients safe from harm.

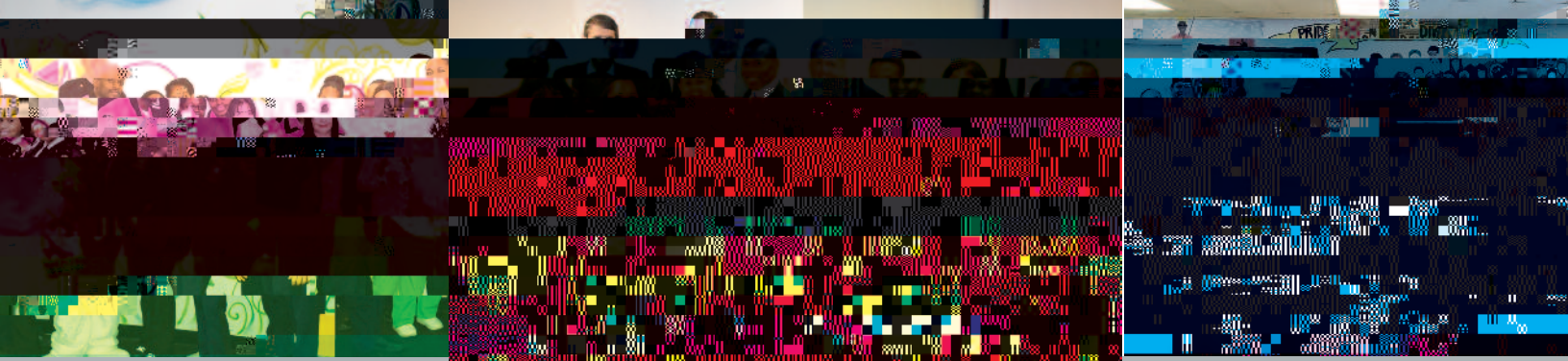
Developed under the guidance of a Blue Ribbon National Expert Panel, the Leapfrog Hospital Safety Grade uses multiple measures of publicly available hospital safety data to assign A, B, C, D and F grades to hospitals twice per year. It is calculated by top patient safety experts, peer reviewed, fully transparent and free to the public.

Through hard work and careful focus on quality, we have received this excellent grade. TBHC has invested millions of dollars over the last few years to hire top doctors and specialists who have created new approaches to care and a better quality and safer environment for patients.

The hard work has been a group effort. This grade is a testament to the outstanding effort made by all the clinical, nursing and ancillary teams throughout the hospital. On page 5, you'll read a more in-depth story of what this all means for you and your family. These efforts are all important pieces of a larger long-term transformation plan for TBHC as we prepare ourselves for the next 175 years of serving our Brooklyn community.

As you can see, The Brooklyn Hospital Center is committed to even higher levels of excellence as we continue with our mission:

Take another look at TBHC!



# GO TOGETHER WITH OUR COMMUNITY

**TBHC is doing more outreach than ever, working with the 88th Precinct, community leaders, elected officials and senior centers to further our mission: *Keeping Brooklyn Healthy.***

This spring, TBHC hosted a breakfast for worship leaders, which kicked off a major health collaboration working with local clergy and the Borough President's Office. We are also working with seniors at Raices Times Plaza Senior Center, Fort Greene Senior Center, Grace Agard Neighborhood Senior Center, Wyckoff Garden Neighborhood Senior Center and Ingersoll Housing. Shown here: 1) The Easter bunny and the 88th Police Precinct paid a visit to our youngest patients. 2) We gathered on April 17, at the hospital for our annual Community Advisory Board meeting. Pictured: Bernard Drayton, TBHC Trustee; Mavis Yon, CAB member; Habib Joudeh,

CAB member; Amanda Geneste-Archer, CAB member; Fulvia Fobes, CAB member; John Gupta, TBHC's Chief Strategy Officer; Eric Adams, Brooklyn Borough President; Gary G. Terrinoni, TBHC's President & CEO; Lauri Cumbo, NYC Council Majority Leader; Dr. Kim Best, CAB Chair; Dr. Loretta Patton-Greenidge, CAB Vice Chair; Adriana Banks Martin, CAB member. 3) Ricardo A. Alonso, MD, Family Medicine Resident, speaks about diabetes at Raices Senior Center.

**If you are interested in TBHC coming to your health event to provide screenings or lectures, please email [gcaputohansen@tbh.org](mailto:gcaputohansen@tbh.org).**

# INTRODUCING ELECTRONIC MEDICAL RECORDS

**We are launching the system this summer, starting with our ambulatory sites. Eventually Epic will expand throughout the entire hospital operations.**

Epic is recognized as the premier electronic medical record. You're going to love the Internet-age ease of doing business like you do in other industries. For instance, you'll be able to:

- Schedule and confirm appointments online.
- Fill out health forms at your convenience.
- See your test results on your cell phone, tablet or home computer.
- Text questions to your care team at the time and place of your choice.
- Send referral information to another physician at a click of a button.
- Receive easy-to-read discharge instructions and bills

Epic has very powerful tools to help us continue to improve both patient care and patient experience. Epic's best-of-class clinical decision supports our clinicians and its in-built efficiencies will mean less waiting room time for you. Plus, you'll rest easy knowing that your complete medical record does not need to be repeated and is available to all our providers who need it.

If you're a TBHC ambulatory patient, you'll receive information in August via email or at your next appointment at [www.tbh.org](http://www.tbh.org).

# O E PATIE T'S E PERIE E

**Elspeth Macdonald: designer, teacher, writer,  
dancer, TBHC orthopaedic patient**

Elspeth Macdonald has been active all her life. She ran three marathons, the last one at age 50. More recently, she enjoyed cross-country distance running. When she tripped while running on a dirt road a few years back, she hurt her left knee. She was afraid of surgery, but when the pain only got worse, her acupuncturist told her, "Go to Dr. Joseph Fetto at The Brooklyn Hospital Cn hær Id has b



# TAKE ANOTHER LOOK AT THE GREAT THINGS A SAFE QUALITY LOCAL CARE

**TBHC is constantly improving to deliver the best quality care possible to you. It all adds up.  
TBHC earned the best safety grade in Brooklyn!**

Over the past few years, new leadership at The Brooklyn Hospital Center (TBHC) made quality and safety a reinvigorated priority. A team of dedicated staff has designed a comprehensive program that resulted in a myriad of national quality recognitions and, this spring, the best Leapfrog Hospital Safety-Grade of all hospitals in Brooklyn.

What does this achievement, along with other new innovations at TBHC mean for you and your family?

## You're in the forefront of patient safety

Several hospital-wide initiatives and implementation of many patient-safety best practices have resulted in significant reductions in infections and hospital-acquired conditions. In fact, 2017 was the best year at TBHC with the lowest levels of hospital-acquired infections. 2018 is shaping up to be as good and probably better!

## Your reliable expert experience

The hospital has recruited top physicians to join our bench of already-established and often-beloved physicians. New doctors come with new ideas, and innovations have been introduced (such as the Critical Care Center, which assures that the sickest patients

are being cared for by the most experienced physicians), the latest surgical advances are being offered, and babies and their parents are enjoying more intimate and family-friendly maternity experiences.

## You're able to take the latest technology right here in Brooklyn

It's no secret that many Brooklynites feel they have to cross a bridge to Manhattan to get state-of-the-art care. Not true! For instance, TBHC has acquired the latest version of the da Vinci robot allowing surgeons to perform cutting-edge, minimally invasive procedures. Heart patients have access to sophisticated cardiac catheterization procedures thanks to a recent clinical collaboration with Mount Sinai Heart. Weight loss patients can receive the best bariatric surgery options with full nutritional and emotional support. And joint replacement patients can get up and moving with the best practices of orthopaedic surgery.


## Take another look at TBHC! You're right here in Downtown Brooklyn, ready to serve you and your family

Visit [www.tbh.org](http://www.tbh.org) to learn more about our wide variety of medical and surgical services, our community-based Family Health Center near you, and choose a just-right doctor for you and your family members!

For more information, call (718) 623-1234 or visit [www.tbh.org](http://www.tbh.org).

At TBHC, we're committed to providing the highest quality of care to our patients and their families.

**LET'S CONNECT!** There are lots of ways to connect with us. Call (718) 623-1234 or visit [www.tbh.org](http://www.tbh.org).



Brooklyn is known for its great restaurants, beautiful blocks and friendly neighbors. Moving here also means reconsidering the best and most convenient way to take care of your

health. The Brooklyn Hospital Center can help you find the best medical services, right in your neighborhood.

**Looking for a primary care physician?  
A good OB/GYN? A great pediatrician?  
A wide range of specialists?**

Call 1.877.TBHC.GENERAL@BCPH.NOJNW.R. or visit [www.brooklynhospitalcenter.com](http://www.brooklynhospitalcenter.com) for more information.