



Dear colleagues,

In this newsletter, you will find:

- [The newly-released report on CCB-funded, community-driven research and recommendations for improving health outcomes in Canarsie, Flatlands, and Flatbush](#)
- [An announcement on the kick-off of the next community study, taking place this summer in Southwest Brooklyn](#)
- [CCB's investments in the next generation of healthcare workers, in partnership with the city's Ladders for Leaders program](#)
- [A spotlight on one CCB partner's transformation success through innovative quality improvement practices](#)
- [A re-cap of a training hosted for hospital staff working to improve patients' transitions from hospital to outpatient care](#)
- [Upcoming training opportunities—don't forget to check out our online offerings!](#)

HOT OFF THE PRESS: Findings from Community Surveys and Recommendations for Improving Health in Canarsie, Flatlands, and Flatbush

Recommendations for achieving maximum health and wellbeing in the neighborhoods focus on increasing awareness, communication, and programming, enhancing existing systems, institutions, and CBOs, and building relationships among community stakeholders.

Ninety-two percent of Canarsie, Flatlands, and Flatbush residents believe that violence affects their neighborhoods. However, unlike traditional studies, the survey that revealed this finding—and others regarding twelve social, economic, and environmental factors affecting health in these communities—also asked residents what they believe could help change it. In the case of violence, most residents recommended more job training, youth development, and athletic programs as possible solutions.



A report summarizing the complete findings of this study, titled *People-Focused Research: Participatory Action Research in Canarsie, Flatlands, and Flatbush*, is now available [online](#), and is being distributed within the community and among stakeholders and elected officials. The report includes the history of CCB's Participatory Action Research (PAR) work in Brooklyn; comprehensive community profiles, including demographic characteristics and historic health outcomes of residents; survey findings; and recommendations for improving health and wellness based on these results.

“Beyond revealing community members’ priorities and insights for ways their communities can change, findings from this study and other PAR projects have shed light on a need for Brooklyn’s stakeholders to work together to improve health outcomes in its communities. Greater unity and a more comprehensive, shared vision will allow us to tackle long-running, interrelated issues and to drive change in more proactive and collaborative ways,” said Maurice Reid, Chair of CCB’s Community Action and Advocacy Workgroup.

The Canarsie, Flatlands, and Flatbush PAR study is the third iteration of an initiative sponsored by CCB to better understand the health issues facing Brooklyn communities, determined by community residents themselves. Leveraging the unique perspectives of people who reside,

work, or pursue education in the target neighborhoods both as survey participants and informed researchers considerably enhances the validity of the results and next steps. For this particular study, 38 high school and undergraduate students from local institutions, guided by a small team of graduate students, participated on the research team and surveyed over 1,000 neighborhood residents.

A brief two-pager on the results of this study can be found [here](#).



Stakeholders and Elected Officials Representing Southwest Brooklyn Meet to Kick Off Next PAR Study

Community leaders have been engaged, the students have started work...the next PAR study must be underway!

Building on the success of the last three PAR studies (see above), ground has officially broken on the fourth iteration of the PAR initiative. This summer's research, dubbed the "Southwest Brooklyn PAR," will focus on the neighborhoods of Bay Ridge, Borough Park, and Sunset Park—each of which have rich cultural histories and unique needs, with over 30% of residents being foreign-born.

CCB hosted a briefing for community stakeholders and elected officials on May 9 to raise awareness of and help plan the study, which will survey community members in public spaces over the coming months. The briefing also sought to garner support from these leaders in order to implement recommendations generated from findings. The meeting was attended by nearly fifty individuals, including representatives from the Offices of Congressman Jerrold Nadler, Congressman Max Rose, Congresswoman Nydia Velázquez, State Senator Andrew Gounardes, and State Senator Diane Savino, and community organizations providing a wide range of cultural, health, and social services.

The Southwest Brooklyn PAR Research Coordinators, each of whom has experience in research, community engagement, public health, asset mapping, introduced themselves at this meeting, and we are so excited to have them aboard:

- Eduardo Garcia, Assistant Research Coordinator
- Charlotte Kurz, Assistant Research Coordinator
- Kei Yeung Chan, Associate Researcher
- Annastesia Harris, Associate Researcher

To support the Southwest Brooklyn PAR, the DuBois Bunche Center at Medgar Evers College, Kingsborough Community College, MIT Co-Lab, and Brownsville Multi-Service Family Health Center will all be providing assistance with implementation. Brooklyn College has opened up its facilities as a place for student researchers to convene in June, and J.H.S. 220 John J. Pershing will host the students in July and August.

CCB Sponsors Student Internships at Partner Sites and Organizations

Forty-two students will be spending their summers supporting CCB partners' achievement DSRIP goals and gaining practical experience working in healthcare.

Community Care of Brooklyn has partnered with the New York City Ladders for Leaders Program again this summer to sponsor summer internships for high school and college students. Ladders for Leaders is a nationally recognized program that offers selected students summer internships with organizations in New York City.

This summer, forty-two interns have been paired with eighteen organizations in the CCB network, including hospitals, primary care sites, and family resource centers. The internship will provide students with practical exposure to the healthcare sector and community-based organizations, while providing partner organizations with valuable support in furthering their DSRIP goals. Interns will also gain exposure to workforce opportunities in healthcare and develop skills related to their own potential future in the healthcare workforce. CCB considers the professional development that comes from this internship experience as vital to ensuring that today's high school and college students learn about the various ways in which they can participate in the transformation of the healthcare delivery system, whether as future physicians, nurses, quality improvement specialists, care coordinators or community health workers.

CCB and the Ladders for Leaders program will be responsible for the administrative oversight of the internship program, and provide guidance, training, and stipends to the interns. All NYC Ladders for Leaders program participants will receive training to ensure that they are ready to intern in a professional work environment.



Celebrating the Success of our PCMH Partners: Maimonides' Adult Primary Care Clinic

Shout-out to Maimonides' Adult Primary Care Clinic for responding to patient feedback and developing an internal system to hold themselves accountable for improving wait times at their practice! Sincerely, your CCB PCMH technical assistance providers

CCB's PCMH technical assistance team has been working with Maimonides Medical Center's Ambulatory Health Services Network over the last several months to educate staff in cultural competency by engaging in discussions about cultural identity, diversity, and cultural humility and the impact each play in healthcare delivery and patient experience. These topics are particularly important to these practices due to the diversity of the communities served by Maimonides. Additionally, in order to achieve and maintain PCMH recognition, practices must, among other things, report on patient experience using a specific metric. The Maimonides Medical Center's Adult Primary Care Clinic has utilized results from patient experience surveys and patient interviews to report on wait time.

In tandem to PCMH reporting of patient experience, the Adult Primary Care Clinic piloted the use of an innovative tracker system to help reduce lengthy cycle and wait times. Now, patient movement throughout the clinic is documented by the appropriate staff via tracker system. For example, when a patient walks into clinic, front desk staff marks them as "kept," then once the patient is registered, they're entered as "ready for intake," once the patient is in the intake room, that is marked by staff, and so on.

The photos above show the performance improvement board located in the clinic, which is being used to study the tracker's success on targets such as "percent of patients seen by nurse after registration within specific time period" and "tracker use rate by staff member." Staff names are not listed on the board, but labeled alphabetically for accountability. The board is updated each month with improvements to the process through collected tracker data.



Inpatient Transitional Care Teams at CCB Hospitals Meet to Discuss Post-Acute Care, Case Conferencing, Palliative Care, and More

Reducing readmissions is hard work! That's why CCB hosts regular trainings for transitional care teams at its partner hospitals, keeping them up to speed on new innovations and best practices.

On Tuesday May 7th, CCB held a transitional care team training for the inpatient transitional teams at Brookdale Hospital Medical Center, Interfaith Medical Center, Kingsbrook Jewish Medical Center, Maimonides Medical Center, New York-Presbyterian Brooklyn Methodist Hospital, and Wyckoff Heights Medical Center.

Sessions on Medicare's Bundled Payments for Care Improvement Advanced program, working with skilled nursing facilities and home care agencies, warm-hand offs and case conference tips, palliative care and hospice, and medication reconciliation were held to educate team members and better equip them to handle scenarios dealing with patient care post-discharge. Speakers for the day included:

- **Alex Alvarez**, Vice President for Care Management and Post-Acute Transitions at Maimonides Medical Center, who shared best practices for working with post-acute partners and transitioning patients to their care
- **Lorraine Woltman, RN**, Clinical Implementation Director and Transitional Care Nurse at Wyckoff Heights Medical Center, who presented role-specific activities to improve case conferencing and warm hand-offs
- Guests from the **Community Pharmacy Enhanced Services Network**, who discussed their medication reconciliation program and held a feedback session to identify potential barriers to using the resource

- **Russ Portenoy, MD**, Executive Director, Metropolitan Jewish Health System (MJHS) Institute for Innovation in Palliative Care and Chief Medical Officer at MJHS Hospice and Palliative Care, who educated the teams on palliative care and hospice to clarify the misconceptions around the topics, and to advise team members on how to approach physicians and families when discussing future plans of care.

Thank you to all who attended. We are always glad to see your smiling faces!



ATTENTION: LEARNING OPPORTUNITIES AHEAD

UPCOMING INSTRUCTOR-LED TRAININGS

Unless otherwise noted, these trainings are held at the 1199SEIU Employment Center at 25 Elm Place, Brooklyn, NY. To offset some of the costs incurred by organizations to send certain staff to training, CCB provides its partners with stipends for the number of hours spent in training, and attendees may be eligible to receive CME or CEU credit. Click the links below to enroll.

- [Mental Health First Aid](#) | JUNE 12, 9:00 AM – 5:00 PM
- [Motivational Interviewing](#) | JUNE 13, 9:00 AM – 5:00 PM
- *NEW* [Mentoring for Healthcare Supervisors of Care Managers](#) | JUNE 13 AND 18 9:00 AM – 5:00 PM*

**Trainees must attend both days for completion credit*

ONLINE TRAININGS VIA CCB'S RESOURCE PORTAL

To access CCB's catalog of CME or CEU-eligible online courses, existing users can log in to the [CCB Resource Portal](#) and browse the "My Training" section. New users can easily self-register to access these features (click below to watch a brief video explaining the registration process). Please contact support@CCBrooklyn.org if you have any questions or have any difficulty.

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