The Hospital

The New York Hospital Medical Center of Queens [NYHQ] is a 489-bed voluntary, not-for-profit community teaching hospital. The medical center provides a broad spectrum of preventive, diagnostic, ambulatory, tertiary and secondary acute care, and rehabilitative health services at its main campus, and in 16 community-based programs throughout Queens County. Each year the medical center cares for approximately 35,000 inpatients, more than 100,000 emergency and trauma visits, and more than 120,000 outpatient visits.

Commitment to Those in Need

The New York Hospital Queens provides quality care to all who need it, without regard to financial condition or mode of payment. In 2009, NYHQ provided $27 million dollars in charity care. New York Hospital Queens conducts its financial policy and procedures in full compliance with the Financial Aid Law 2087. The Hospital's Financial Services Department also works with patients to obtain insurance when possible, and/or to arrange a manageable payment plan. Additional information regarding the hospital's charity care policy can be obtained by calling 718-670-1329 for inpatient assistance and 718-670-2824 for information or applications for Ambulatory Care assistance.

New York Hospital Queens

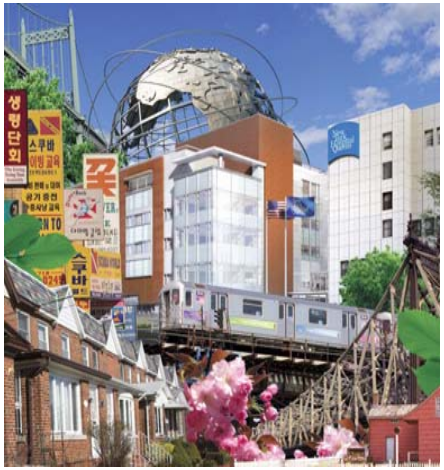
56-45 Main Street
Flushing, NY, 11355
Phone: 718-670-2000
www.nyhq.org

New York Hospital Queens

2010

Community Service Plan

Summary



Leading Queens in the Prevention Agenda for the Healthiest State

Phone: 718-670-1065
Department of Public Affairs & Marketing

Three Year Plan for A Healthier Queens Community

Prevention Agenda for the Healthiest State

In April of 2008, New York State Department of Health Commissioner Daines established 10 public health priorities and asked that hospitals, local health departments, and health care and community partners work together to bring about measurable progress toward mutually established goals.

New York Hospital Queens is fully invested in the Commissioner's goals and has established a supportive priority agenda to assist in achieving better health for the Queens community.

The Commissioner's public health priorities include:

- Access to Quality Health Care
- Healthy Mothers/Healthy Babies
- Physical Activity & Nutrition
- Unintentional Injury
- Chronic Disease
- Tobacco Use
- Healthy Environment
- Community Preparedness
- Mental Health & Substance Abuse
- Infectious Disease

Public Participation and Notice

NYHQ invites comment/input from the community with regard to public health priorities by placing ads in local newspapers, posting information in the lobby and on the Hospital's website at www.nyhq.org. The annual Community Service Plan is available to anyone on the website as well.

In addition, the Hospital collaborates, and establishes partnerships, with many organizations and community groups in ongoing discussion and analysis of public health need and resource availability to establish service and program priorities

Identification of Priorities

Two major criteria drive the Hospital's determination of prevention agenda priorities for continued and future focus – demonstration of need and the ability to positively impact outcomes.

Information and opinion elicited from key participants is combined with established indicators of Queens County's health status including New York State Department of Health County Health Indicator Profiles, and Queens Health Profile, and the New York City Department of Health and Mental Hygiene Community Health Profiles and other relevant health databases to further define priorities.

Three-Year Plan of Action

The needs assessment revealed the most significant public health opportunity in the Access to Quality Health Care and Chronic Disease prevention priorities.

The Hospital, in collaboration with its community partners, has chosen three strategies in these two prevention priorities to focus on for the next three years: The percentage of adults with a regular health provider, early stage diagnosis of colorectal cancer, and prevention of complications of diabetes. Specific initiatives include efforts to increase availability of primary care physicians, the implementation of a screening colonoscopy patient navigator program and the expansion of the Hospital's diabetes education program.

At the same time, initiatives continue in many other agenda priorities, including breast cancer awareness, regional electronic health record development, smoking cessation, immunization, prenatal health, childhood obesity, asthma, coronary heart disease and congestive heart failure, Health Outreach® and emergency preparedness.

For details on selected Prevention Agenda Priorities and other initiatives go to our on-line 2010 Community Service Plan One-Year Update at www.nyhq.org

Primary and prevention services and specialty care are available throughout the Queens community in NYHQ Ambulatory Centers listed below.

The Theresa Lang Children's Center
56th Ave and Main Street
Flushing, NY 11355
(718) 670-1800

The Ambulatory Care Center
182-15 & 19 Horace Harding Expwy.
Fresh Meadows, NY 11365
(718) 670-2903/2971

The Cardiac Health Center
174-03 Horace Harding Expwy.
Fresh Meadows, NY, 11365
(718) 670-1695

The Heart and Vascular Center
56-45 Main Street
Flushing, NY, 11355
(718) 670-2087

Center for Dental & Oral Medicine
174-11 Horace Harding Expwy.
Fresh Meadows, NY, 11365
(718) 670-1060

Family Health Center
136-56 39th Avenue
Flushing, NY 11354
(718) 886-7014

HealthOutreach Services
57-15A Main Street
Flushing, NY 11355
(718) 670-1211

Queens Eye Center
60-10 Main Street,
Flushing, NY 11355
(718) 661-8800

The Hollis Women's Center
189-04 Hillside Ave.
Hollis, NY 11423
(718) 740-5545

The Neuroscience Institute
59-16 174th St.
Fresh Meadows, NY, 11365
(718) 670-1777

The Pediatric Asthma Center
59-16 174th St.
Fresh Meadows, NY, 11365
(718) 670-1920
(800) 926-5182 (Emergency Hotline)

The Specialty Care Center
138-47 Horace Harding Expressway
Flushing, NY 11365
(718) 670-2530

Jackson Heights Family Health Center
73-15 Northern Blvd
Jackson Heights, NY, 11372
(718) 424-2788

Obstetrics & Gynecology Ambulatory Center
163-03 Horace Harding Expwy.
Fresh Meadows, NY, 11365
(718) 888-9121

NYHQ Center for
Orthopaedics & Rehabilitation
163-03 Horace Harding Expwy.
2nd Floor Fresh Meadows, NY, 11365
(866) 670-OUCH

The Breast Center
56-26 Main Street
Flushing, NY 11355
(718) 670-1185

The Cancer Center
56-45 Main Street
Flushing, NY 11355
(718) 670-1343