



The Brooklyn Hospital Center
Keeping Brooklyn Healthy



Journey of Care

The 2025 Report
to the Community

The Brooklyn Hospital Center provides comprehensive, compassionate care for all patients, no matter their story. Here you'll learn about a longtime TBHC executive who decided, with all the cancer care available in this city, that her "home" was the place to receive treatment. You'll read about a young woman who chose TBHC to deliver her first child and then chose to remain here for ongoing care. You'll follow a bariatric surgery patient who emerged from the 2020 Covid isolation, determined to make changes in his life.

In the following pages, you'll read of these journeys and the decade-long TBHC commitments behind them that have created a culture where every patient's journey is the most important one. You'll see real-life examples of a community hospital treating patients like family. You'll understand that patients can traverse the full scope of their journeys all in the heart of Fort Greene/Downtown Brooklyn, at a hospital committed for more than 180 years to Keeping Brooklyn Healthy.

“TBHC is a full-service hospital for our diverse community.”

A Hidden Gem on Strong Foundations:

Thoughts from the CEO and Board Chair

TBHC Board Chair Lizanne Fontaine and President and Chief Executive Officer Gary G. Terrinoni sat down to reflect on what serves as the foundations of a positive patient journey and how TBHC has built its enduring and reliable framework from there.

Ms. Fontaine—the only nurse to serve as chair in the hospital’s 181-year history—knows her industry from the ground up. At the onset of her nursing career, she worked in outreach healthcare services, then served on TBHC’s board and ultimately chaired it. She sees the emphasis on patient-centered care as the most important foundation to all the journeys.

“This is the culture we have developed under Gary’s transformative leadership,” she says. “It’s important to realize when healthcare so often is highly specialized and episodic, that it’s a unique experience for each patient. You must meet them where they are, deal with their concerns and provide the appropriate care for their case.”

Mr. Terrinoni agrees and adds the importance, too, of safety, quality and diversity of access points. TBHC has focused on improving the patient experience by continually improving facilities and expanding specialties and partnerships with other leading clinical providers. “Underneath it all, the focus has been on safety and quality,” he adds.

Care ultimately is delivered by people, and TBHC enjoys a staff that is tight-knit and loyal. “Each year, we have a special dinner to recognize our staff’s longevity,” Mr. Terrinoni recalls. “At the most recent event, I was so proud to see those with 35 years, then 40 years, even 50 years.” In fact, at TBHC, it’s common to see multiple generations from one family serving side-by-side. Such unity and continuity serve as important touchstones for our patients, who come to see their team as important “family” members.

For 10 years, Mr. Terrinoni and senior leadership have focused on recruiting and retaining the best possible physicians, nurses, leaders and clinicians. At the same time, Human Resources has built a program that ensures that a patient-first attitude is an ethos of the employee culture.

There is more on the horizon to make our patients’ journeys a series of continually improving experiences. For instance, TBHC was recently awarded \$33.6 million by New York State’s Department of Health to expand our EPIC



“We’re a hidden gem.”

electronic medical record to our inpatients. We have had EPIC in the ambulatory setting for several years and once this new implementation is complete, staff and patients alike will have instant access to a complete online medical record.

“One of our strengths lies in the importance of TBHC to the Downtown Brooklyn community. We are a full-service hospital for our diverse community,” Mr. Terrinoni says. “We’re a hidden gem, and people need to know how much we’ve improved the healthcare journeys of all our patients.”

No Place Like Home:

Cancer Care Without Crossing a Bridge



*Kim C. Flodin at home
in Crown Heights.*

When Kim C. Flodin was diagnosed with breast cancer in autumn 2025, her options were numerous and varied. They included some of the best-known and most respected institutions in the country right here in New York City.

But for Kim, who has served TBHC for nine years currently as Vice President, Marketing and Communications, there was no place like home. “Of course, I considered everything available to me,” she says. “There are some snazzy names out there. But TBHC has the new Cancer Center and I felt very confident with our team. The idea of getting on a subway for multiple doctor and treatment appointments was daunting.”

Kim’s cancer journey began with a screening. She is a strong believer in annual mammograms, and on that year’s routine checkup something suspicious appeared. Monica Mishra, MD, Attending Radiologist, kept an eye on it and eventually performed a needle biopsy on two separate areas.

Only 18 percent of such procedures yield a

cancer diagnosis. Kim was in that group for both areas. “We have the most current imaging equipment and an excellent staff,” Dr. Mishra says. “We collaborate to provide the best care and experience for the patient.”

These were the reasons Kim trusted TBHC. “I really loved that my surgeon, Dr. Cynthia Chen, would say, ‘Hey I spoke with Dr. Mishra and we think this.’ I’m sure such teamwork happens elsewhere, particularly when it comes to cancer, but the intimate scale of TBHC made me trust that all my doctors were in easy and frequent conversation with each other, resulting in my best care.”

Kim’s team was largely female by choice and included Dr. Mishra, Dr. Chen, Haritha Veeramachaneni, MD, Attending Plastic Surgeon, Shreya Goyal, MD, Medical Oncologist at The Brooklyn Cancer Center, and the “quarterback” of Kim’s cancer care, as well as her primary care physician Nada Al-Hashimi, MD. With her own research and the team’s expert



Kim’s Team (from L–R) Radiologist Dr. Monica Mishra, Breast Cancer Surgeon Dr. Cynthia Chen, Plastic Surgeon Dr. Haritha Veeramachaneni, Medical Oncologist Dr. Shreya Goyal, Radiation Oncologist Dr. Jason Naziri, Family Medicine Attending Dr. Nada Al-Hashimi

input, Kim elected to go with two lumpectomies immediately followed by reconstructive surgery.

Radiation therapy followed the procedure, overseen by Jason Naziri, MD, Radiation Oncologist at the Cancer Center. Ahead, there will be targeted hormone therapy, more frequent screenings and more reconstructive surgery, some approaches lasting as long as five years.

For Dr. Goyal, it is important to give the patient a sense of control in a journey that can take that long. “How does our patient want it to go?” Dr. Goyal asks. “We take it in small increments, tackling one step at a time. The journey does get easier, but it is a long game that we experience together. The goal is to give the patient her life back.”

The great news for Kim is that the outcome has been extremely positive. “Thanks to everyone’s diligence and the excellent screenings I received at the onset, my cancers were even smaller and earlier than we initially thought,” she explains. “I never regret picking TBHC. I’ve only experienced excellence, comfort and convenience; it’s been the right choice for me.”

Should you face your own healthcare journey in Brooklyn, like Kim, you’ll find there’s no place like home. ■

“TBHC’s intimate scale made me trust that all my doctors were in easy and frequent conversation with each other.”

WHY CONVENIENCE IS SO IMPORTANT IN CANCER TREATMENTS

“Cancer is busy business,” Kim says. “With so many appointments, being close to home and work was such a relief!” Here’s a peek at what she means exactly:

- + Her mammograms and the needle biopsy were done by Monica Mishra, MD, Attending Radiologist. The biopsy tissues were analyzed by TBHC’s Pathology Department.
- + Throughout her journey, Kim’s primary physician, Nadia Al-Hashimi, MD, Family Medicine Attending, wrote referrals and eventually cleared her for surgery.
- + After several consults with Cynthia Chen, DO, Breast Cancer Surgeon, the treatment plan was solidified. Kim then consulted about reconstructive surgery with Haritha Veeramachaneni, MD, Plastic Surgeon.
- + Kim asked to be tested with Genetic Counselor Talya Boisjoli. Her results showed a small increased likelihood in breast cancer, though not the more negatively impactful BRCA gene. This helped her inform her adult daughters, sisters and three nieces, some who opted for their own testing.
- + A few days before surgery, Kim was back to Dr. Mishra, who implanted tiny seeds near her cancer sites to help Dr. Chen make accurate incisions.
- + The day before surgery, she had a radioactive tracer dye injected that made its way to the lymph nodes in her left armpit. Dr. Chen was able to see the first nodes (they turn bright blue!) to accurately dissect them to make sure cancer hadn’t spread further (it hadn’t!).
- + Throughout this pre-surgical time, there were several consults with Shreya Goyal, MD, Medical Oncologist.
- + The day of surgery, both Drs. Chen and Veeramachaneni together drew their surgical plans in marker on Kim’s breast. “I felt like a coloring book, but the results were worth it: clear margins and a reconstruction result I’m super pleased with,” she says.
- + After six weeks of healing (and multiple follow-up visits with Drs. Chen and Veeramachaneni), Kim was ready for radiation, which was overseen by Jason Naziri, MD, Radiation Oncologist. Her course was every workday for four weeks.
- + In the meantime, Kim’s cancer tissues were further examined for the possibility of adding chemotherapy, but that was determined unnecessary in her case. Had chemo been added, she would have received that at the Cancer Center.
- + Down the road, Kim will see more of Dr. Mishra with six-month screenings and more of Dr. Goyal who will manage a five-year course of targeted hormone therapy.

A Delivery Journey Extended to Regular and Comprehensive Gynecological Care



Junior Charles Derozier, Julian Reign Castillo and Gloribel Tejada at home in Canarsie.

TBHC wasn't top of mind when Gloribel Tejada began searching for the right place and the right doctor to deliver her first child.

She was long familiar with TBHC, both because it was nearby, and also because it had been the emergency room of choice for her childhood family and the inevitable bumps and bruises children experience. But delivering a child? Gloribel wasn't sure and opted first to check out a "fancier" facility in Brooklyn that was

part of a Manhattan-based hospital system. Their first appointment was 14 weeks out, and she already wasn't feeling well. So, she turned to the hospital of her childhood and reached out to TBHC.

With its patient-centered focus, the staff recognized the urgency of her situation. A week later Gloribel was sitting down with Juana Cuevas, MD, Obstetrician/Gynecologist and Associate Program Director of the Obstetrics & Gynecology Residency Program.

Gloribel found a warm welcome in the beautiful Physicians Pavilion at 86 Saint Felix Street, just blocks from the hospital. She received prenatal care in that efficient, professional and caring environment, including referrals to sonography at the Perinatal Diagnostic Center at 255 Duffield Street, also an easy walk from the Pavilion. And she felt deeply connected to Dr. Cuevas. "It was like a sign from God that I made the right choice," she says.

"Dr. Cuevas was super nice," Gloribel recalls. "She asked so many questions. I needed confirmation and comfort and she gave me a feeling of being safe."

This is exactly the sort of reaction Dr. Cuevas strives for and teaches her residents to create. "It makes me feel great that no matter the challenge, we take pride in providing really good care to our women," Dr. Cuevas says. "Time and again I see this—our patients are happy, they're healthy, and they have a good experience."

A complication on the delivery day provided the team at TBHC another opportunity to display professionalism. "Every doctor and nurse had a mothering instinct," Gloribel says. "Though I did not need it, it was also nice to know that TBHC has a well-regarded Level 3 neonatal intensive care unit."

Since the birth of her child, postpartum care and annual follow-ups have been delivered with the same attention and compassion. In fact, Gloribel has undergone a procedure with Dr. Cuevas on the gynecological side of the department. Gloribel can expect the same compassionate and comprehensive care for her entire reproductive life cycle, including family planning and regular checkups, as well as



Mother and baby get to recover in newly renovated maternity rooms, some overlooking beautiful Fort Greene Park.



OB/GYN Dr. Juana Cuevas during a delivery.

care into her menopausal years and beyond.

Would Gloribel recommend TBHC to other women for their delivery journey and their ongoing gynecological care?

“I already have!” she says. ■

“It was like a sign from God that I made the right choice.”

A SAFE, COMFORTING (AND ARTISTIC!) MATERNITY PROGRAM

For many patients like Gloribel Tejeda, their first experience with regular medical care begins with having a baby. TBHC has been taking care of women and families since 1845, and we deliver about a thousand babies each year!

Not only does the hospital have a capable and compassionate staff, but we also have a family-friendly philosophy that provides amenities and accommodations for all your cultural and faith-based needs.

Other highlights include:

- + Excellent maternal safety ratings that are above the national average with a special program to screen for racial disparities in maternal care.
- + High-risk fetal-maternal medicine specialists, who are here to help you if complications start before your delivery or if you start as a high-risk case.

- + A Level 3 neonatal intensive care unit.
- + A policy that welcomes partners and doulas.
- + Thoughtful touches, such as a gourmet meal for the first after-delivery dinner.
- + Newly renovated birthing rooms with views of Fort Greene Park and space for your birth support team to settle in comfortably.
- + Guidance for breastfeeding moms with rooming-in options, as well as lactation consultants and nurses to help you on your journey.

And once you're on our maternity floor you will admire the extraordinary artwork because it is simply unforgettable. Our very own OB nurses created them! Shout-out to Marvel Collazos, RN, Maria Cardenas, RN, and Leonie Harry, RN, whose love for their patients shines through this work.



A Weight-Loss Journey from the Kitchen and Back

Whether it was his stint working at an independent bakery, or another stretch in a commercial food service, or even in his small Brooklyn apartment, Matthew Arrington's life has revolved around kitchens. He is a people person, at home in the orderly chaos of a cook's world.

Covid stopped all that. With no one to cook for, Matthew cooked for himself, and not always healthily. Weight gain followed as did a sense that he had lost control of his life.

Eventually, Matthew's path took him straight to TBHC's Weight Loss Center, where his journey became one of hope, healing and health. "Like so many people, Covid for me was topsy-turvy. I was tired of it and unhappy in my body. I was ready to get a hold of my life," he recalls.

Matthew had a goal to lose weight so he could visit his family in South Carolina for the first time in 10 years. "I wanted to take walks with them, interact with them, simply enjoy their company without the physical restrictions of my weight," he explains.

TBHC's bariatric surgery program wasn't familiar to him, which is not unusual. Many of our neighbors think they must leave their community for the specialized care they need. But a friend's experience at TBHC opened Matthew's



(Top) Matthew Arrington and his mom, Yvette, at home in East New York.

(Far left) Chief of Robotic Surgery Dr. Peter Einersen.

(Left) Bariatric Dietitian Tori Endow.



eyes to this Brooklyn alternative that is the equal of any bariatric care anywhere. “My friend had bariatric surgery and lost weight and got her confidence back,” Matthew says. “I did my research and saw they had great results. Between my surgeon, Dr. Peter Einersen, and my bariatric dietitian, Tori Endow, I felt the most comfortable I’ve ever felt with a hospital.”

Dr. Einersen is TBHC’s chief of bariatric surgery and the co-director of robotic surgery. “People put on weight in times of distress and many were deeply affected by Covid,” he said. “We want to erase the stigma surrounding obesity and all its causes. We want this to be patient centric, while delivering excellent outcomes.”

In mid-2025, Dr. Einersen performed a bariatric sleeve procedure on Matthew. Ms. Endow worked with him extensively on preparing physically for surgery, as well as for a post-surgical life with a new perspective on food and cooking. “I did a ton of nutrition classes and I really enjoyed them!” says Matthew. It has been a successful journey so far. He has lost 70 pounds and is counting on losing more.

“I thank everyone at TBHC. Without them, I wouldn’t be here,” Matthew says. “You learn along the way not to be too hard on yourself, to give yourself some grace. Just know that you may not see it at first, but you’re going to lose the weight. It’ll be a change, but it will be a healthy change. I love to cook, but now I cook in ways that take care of my body.” ■

“I did my research and saw they had great results.”



Matthew preparing veggies.



A HEALTHY HUMMUS THAT DELIVERS ON NUTRITION AND FLAVOR!

“Everyone assumes snacking isn’t good for you, but I believe that balanced snacks can be a great part of a healthy diet,” says Bariatric Dietitian Tori Endow. “I love meal prepping some homemade hummus to have throughout the week as a small afternoon stomach filler. It tastes way better than store-bought, and it’s much less expensive to make this way! It’s also high in fiber, healthy fats and protein. Served with veggies, it’s a great way to get in lots of good nutritional stuff.”

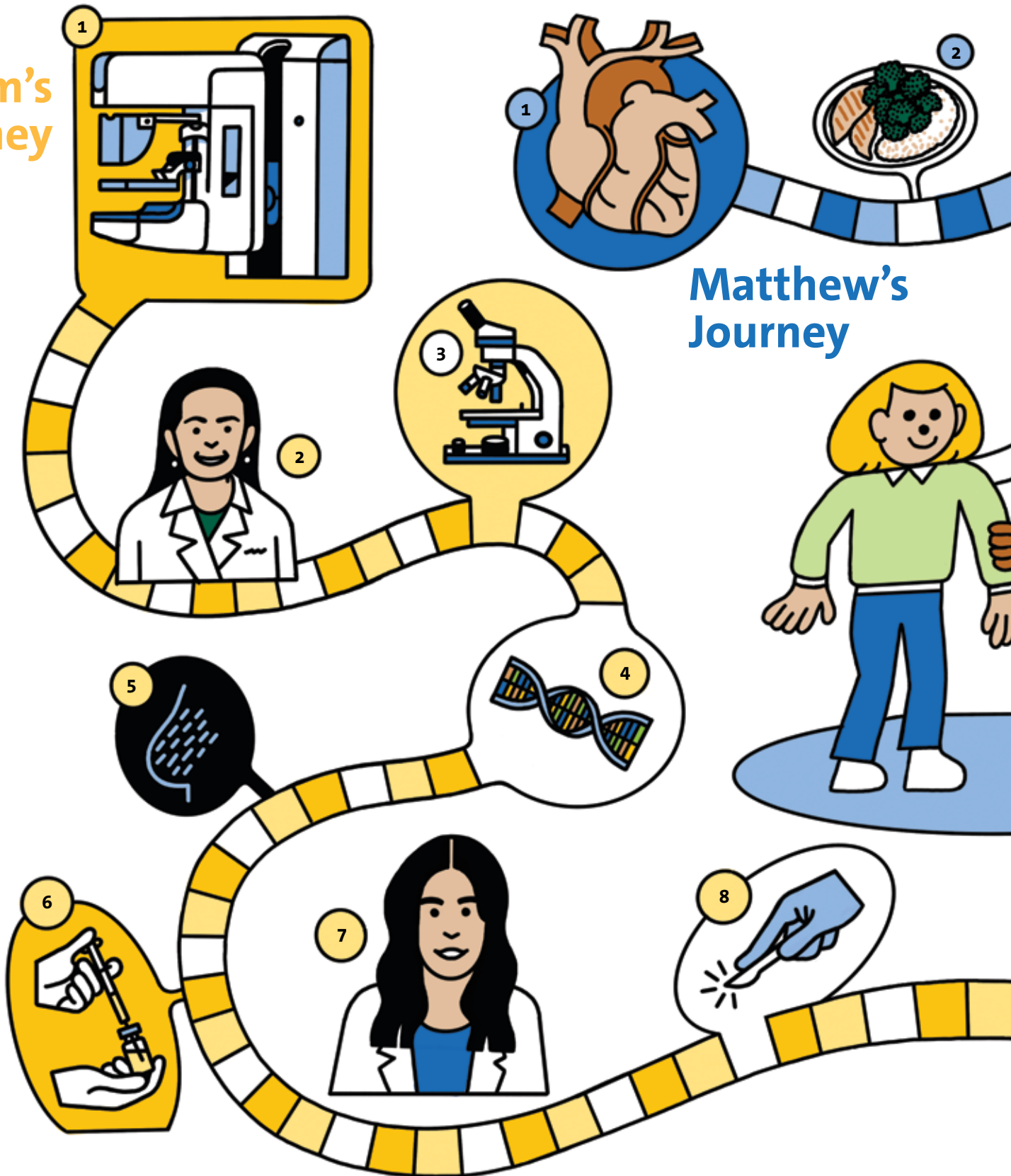
Note, Ms. Endow recommends rinsing and draining your chickpeas before using to eliminate extra salt.

- + 15.5 oz can chickpeas
- + $\frac{1}{3}$ cup tahini
- + 3-4 gloves of garlic
- + Juice of 1 lemon
- + $\frac{1}{4}$ tsp salt
- + Vegetables and/or crackers of your choice for dipping

Directions

- + Rinse and drain the chickpeas.
 - + Put chickpeas, tahini, garlic, lemon juice and salt into a food processor or blender. Mix until smooth.
 - + Enjoy with some cut-up vegetables or crackers.
- Ms. Endow’s personal favorite hummus go-withs: carrots, broccoli, bell peppers, cucumber and pita chips.

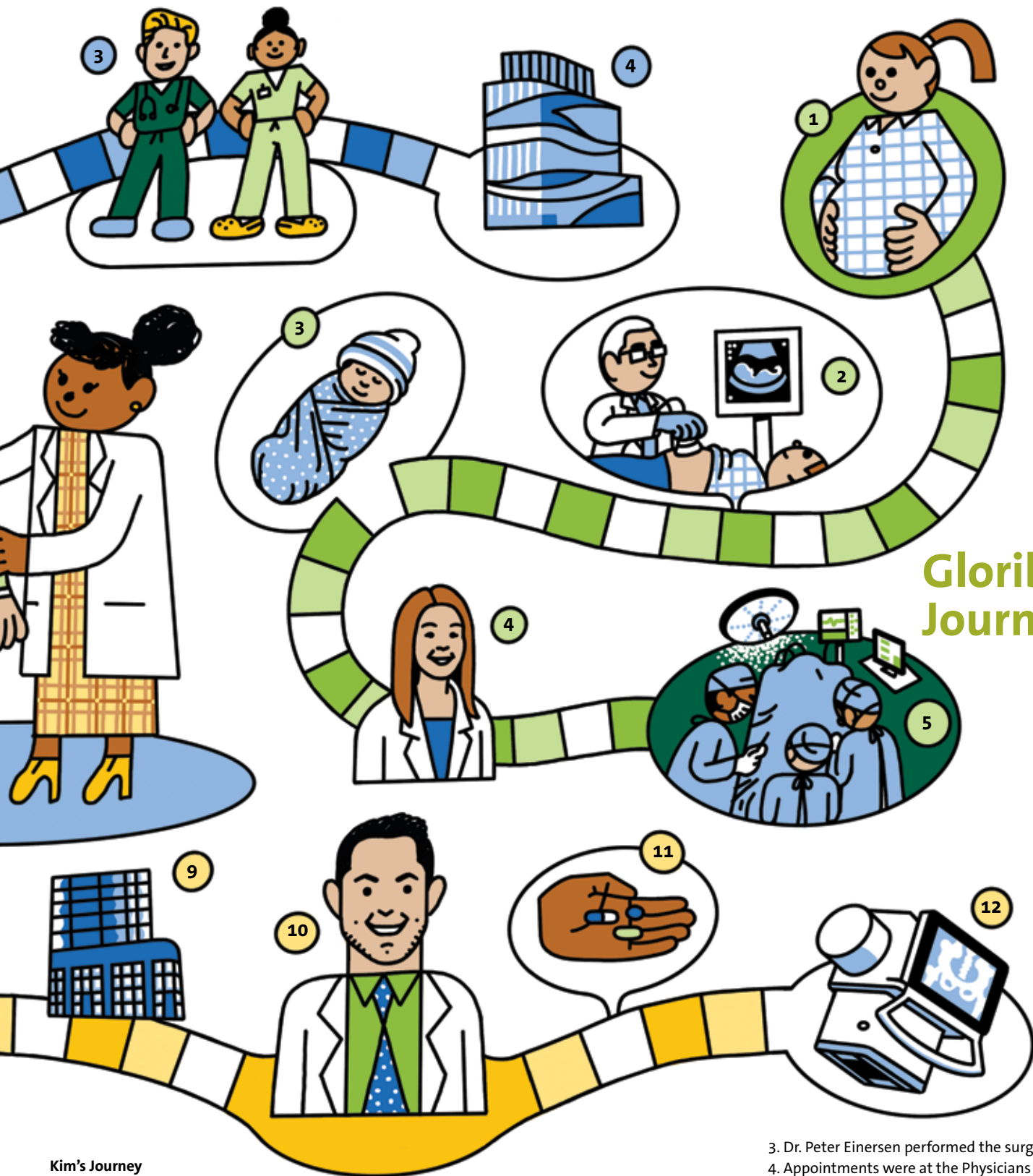
Kim's Journey



Matthew's Journey



THREE SEPARATE JOURNEYS,
One Community Hospital in Brooklyn



Gloribel's Journey

Kim's Journey

1. Yearly mammograms were lifesaving.
2. Referrals from Dr. Nadia Al-Hashimi.
3. Pathology diagnosed breast cancer.
4. Talya Boisjoli did genetic testing.
5. Implanted seeds done pre-surgery.
6. There were several surgical consults.
7. Dr. Cynthia Chen excised the cancer.
8. Dr. Haritha Veeramachaneni did reconstructive surgery.

9. Dr. Shreya Goyal is at The Brooklyn Cancer Center.
10. Dr. Jason Naziri oversaw radiation.
11. Hormone therapy will last 5 years...
12. ...as will frequent breast screenings.

Matthew's Journey

1. Goals included better heart health.
2. Tori Endow taught a new way to cook.

3. Dr. Peter Einersen performed the surgery.
4. Appointments were at the Physicians Pavilion.

Gloribel's Journey

1. Prenatal care is vitally important.
2. Gloribel received her sonograms at the Perinatal Diagnostic Center at 255 Duffield Street.
3. Her new baby was delivered at the hospital.
4. Dr. Juana Cuevas continued to provide care.
5. Dr. Cuevas also did gynecological procedures.

Illustration by Vinnie Neuberger

Patient Journeys Are Paved With Generosity

The journeys of TBHC patients are paved with kind and visionary generosity from donors large and small, all managed by The Brooklyn Hospital Foundation, the development arm for the organization.

There's the 2025 annual Founders Ball that raised \$1.4 million. There are the significant gifts raised from private foundations, corporations and kind individuals. As inspiring is the \$96,000 that TBHC employees gave in 2025, knowing 100% of their donations would be spent on critically needed projects throughout the hospital.

Just a few examples of where those employee contributions were invested:

- + For the neonatal intensive care unit (NICU), a newborn simulation manikin which is vital for provider training.
- + For the PATH Center, our HIV/AIDS Center, food vouchers for those facing food insecurity.
- + For the Emergency Department, two vein finders to speed medication delivery.

Whether opening brand-new facilities or upgrading an existing hospital floor, every aspect of The Brooklyn Hospital Center is touched by those who go above and beyond to support us.

The 2026 gala on May 18 is aptly themed "We've Got You!" It's completely true. The Brooklyn Hospital Center benefits from remarkable generosity and focuses on providing every patient the very best journey of healthcare possible.

From meeting the needs of all our patients, to taking health education to our community, to providing state-of-the-art care across all disciplines, to partnering with specialty providers as appropriate, to leveraging available government support — The Brooklyn Hospital Center has "got you." Your healthcare journey need not begin or end anywhere else but in the heart of Downtown Brooklyn/Fort Greene.

To learn more about how you can support the health-care journeys of all The Brooklyn Hospital Center patients, please visit tbh.org/how-to-help/ways-give or contact Deborah Niederhoffer, VP & Chief Development Officer, at dniederhoffer@tbh.org or 718-250-8599.

SHOTS FROM THE 2025 FOUNDERS BALL!

1. Ben Paz, Dino Veronese, Deborah Niederhoffer, Dr. Luca Milone, Louise Harris
2. Gary and Celeste Terrinoni, Lizanne Fontaine, Dr. Madhavi Reddy, Danielle Davi
3. Gary Terrinoni, Bernard Drayton, Joseph Davi
4. Bernard Drayton
5. Johanne Byer, PharmD, Olivia Byer, Dr. Erroll I. Byer, Jr., Bernard Drayton
6. Dr. Kim Best
7. Danielle and Joseph Davi
8. Joseph Davi and actress Dascha Polanco
9. Celeste and Gary Terrinoni, Joseph Davi, Deborah Niederhoffer
10. Jessie McClintock Kelly, Keith Kinch, Bernard Drayton, Maria Fiorini Ramirez
11. Joseph Davi, Gary Terrinoni, Bernard Drayton, Dascha Polanco, Dr. Erroll I. Byer, Jr.
12. Charley Drayton, Everly Petty, Adria Petty-Cedrone
13. Lizanne Fontaine, Martha Bakos Dietz, Jessie McClintock Kelly





**Your healthcare
journey need
not begin or end
anywhere else.**

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