

FORT GREENE

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THE BROOKLYN HOSPITAL CENTER

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The Brooklyn Hospital Center **KEEPING** 80 Annual Report 2016



OUR MISSION

E

Hospital Center

Keeping Brooklyn healthy.

The Brooklyn Hospital Center is dedicated to providing outstanding health services, education, and research to keep the people of Brooklyn and greater New York healthy.

A CONVERSATION BETWEEN

CARLOS NAUDON · Chairman of the Board of Trustees **GARY TERRINONI** · Chief Executive Officer and President

HE BROOKLYN HOSPITAL CENTER (TBHC) has been keeping Brooklyn healthy for 170 years and counting. Over these 17 decades, TBHC has evolved into a leading provider of the highest quality healthcare, education and community engagement, with a special commitment to excellence and compassion. Now, we are poised to build for the future on our long tradition of outstanding service.

CARLOS There are about a million residents here in North-Central Brooklyn, and its neighborhoods are thriving and growing. TBHC has made the commitment to be a destination for exceptional and compassionate healthcare to all Brooklynites. A little more than a year ago, Lizanne Fontaine and I led the Board of Trustees search for a new CEO. You stood out to me as a true change agent. We needed that! What would you say are the hallmarks of your first year at TBHC?

GARY To begin with, applying *my* definition of TLC — Trust, Listen and Challenge! Successful leaders have to be able to listen, to take complex principles and ideas and put them in a

language that people will understand, and challenge them to focus on common goals. Brooklyn is undergoing a total renaissance. Learning about the community and how we can best serve our neighbors is very important to me. Our biggest challenge may be understanding how to communicate with and serve all the members of our changing community.

CARLOS That's right. What would you say were the other major challenges of your first year at TBHC?

GARY Identifying the priorities for TBHC during my first year and setting the path for growth and sustainability over the next five years was

THE BROOKLYN HOS

IT IS TRULY EXCITING TO CONSIDER THE POSSIBILITIES FOR TBHC AS WE PLAN FOR A FUTURE HOSPITAL CAMPUS

critical. We now have a *Blueprint for Financial and Operational Success*. It serves to organize staff as well as inform the community and key stakeholders about TBHC's goals and targets for success, and how we plan to realize them. Vital to this process is measuring and monitoring how we are doing as we go forward. The goals outlined in our *2020 Vision* plan, which is also TBHC's 175th anniversary, are a guide for advancing TBHC's role as the key healthcare provider for Downtown Brooklyn and its surrounding neighborhoods.

CARLOS You and I have a lot in common. For me, my responsibility of running a community bank

with deep neighborhood roots makes me realize the degree of commitment to residents and the special role we both serve. What are the key issues you see in moving TBHC forward?

GARY Making sure we are meeting all the healthcare needs of our community's residents is vital. We're focused on providing a stellar, quality patient experience. Our *National Quality, Brooklyn Address* campaign showcases our quality performance and recognition received during 2016 for heart and stroke care, breast health and patient safety. We will achieve a clinically integrated delivery system to meet community need. We have



launched a not-for-profit parent corporation. We are expanding the ambulatory network which consists of primary care and urgent care practices. These actions ensure an overall organizational structure that promotes diversity in services, with multiple practice locations and programs throughout the Brooklyn neighborhoods. TBHC is much more than a hospital campus and is really part of the community. As part of that, improving management of population health keeping people healthy in our communities — and expanding care outside of the hospital campus and into our neighborhoods is the foundation for success. **CARLOS** Speaking of neighborhoods, I think we both agree that Brooklyn is tops! We want everyone to get to know TBHC and seek our services. We'd like to be known not only as a premier healthcare resource but also as an organization with a heart.

GARY Yes! Brooklyn is on an amazing trajectory and our hospital and ambulatory family health centers are in the center of it. In fact, we launched a community outreach initiative, the Good Neighbors campaign, in the summer, with Congressman Hakeem Jeffries. TBHC's Good Neighbors are residents, businesses, community providers and other key stakeholders in Brooklyn. We seek their input to make sure we are providing the right services in the most patient-centered environment. It is truly exciting to consider the possibilities for TBHC, as we plan for a future hospital campus that meets residents' healthcare needs in a modern, efficient, and financially strong manner. We strive to do this and be true to our independent, community teaching hospital mission.

CARLOS That is the same passion and commitment I remember during our first discussion — and it continues today. I know TBHC's Board made the right choice in selecting you, Gary.

GARY Thanks, Carlos. About 95% of my job is to be forward-thinking, looking out to see where TBHC can go and how to get there — to keep Brooklyn healthy for another 170 years! I look forward to working together to ensure TBHC is the first place our Brooklyn neighbors reach out to when they need help.

OUR RESPONSE TO OUR CONNUNITY

TAKING CARE OF OUR OWN

NATIONAL QUALITY — BROOKLYN ADDRESS

AN AWARD-WINNING YEAR

he year 2016 has advanced TBHC's mission and goals in a multitude of exciting ways. We have undergone a metamorphosis, much as our Brooklyn neighborhood has. Our community outside the hospital's walls is growing dramatically and changing significantly in numbers and diversity.

Our patients come from every background and economic strata. Inside the main campus hospital and within the network of TBHC's neighborhood-based healthcare centers, each member of the TBHC family has a role and a responsibility to provide easy access to quality healthcare services in a patient-friendly manner, improve the health status of residents, and maximize the efficiency of services provided.

During 2016, our doctors, nurses and staff, along with technological advances, have garnered us recognition for stroke treatment, breast health, heart care and patient safety from national governing healthcare agencies. New facilities, programs, clinicians and community-based partnerships are underway to serve the evolving Brooklyn neighborhoods and provide residents with even more top-quality, compassionate healthcare that is easily accessible.

For 170 years — and counting — TBHC has never strayed from our original steadfast pledge to keep the people of Brooklyn healthy. That's what we will continue to do — and do even better — for years to come.

2016 AWARDS

US News & World Report High Performing Hospital for Heart Failure Care 2016–2017

The Leapfrog Group Top Six of 15 Brooklyn Hospitals for Patient Safety

American College of Radiology Breast Imaging Center of Excellence

American Heart and Stroke Associations Gold Plus Achievement Award for High-Quality Stroke Care Six Years in a Row

AMERICAN HEART ASSOCIATION

SILVER PLUS QUALITY ACHIEVEMENT AWARD FOR QUALITY IMPROVEMENTS IN HEART FAILURE CARE

MOST WIRED

Most Wired Award for Utilizing Latest Healthcare Information Technology

CENTERS FOR MEDICARE AND MEDICAID SERVICES

2015 Five-Star Rating for the Rockwell Chronic Renal Dialysis Center

PATIENT SUCCESS STORY

David Henry Hwang

rooklyn has been my home for many years. It's where I've raised my family and laid down roots. Late last year, when I was stabbed in the neck by an unknown assailant, who severed my vertebral artery, those roots supported me in an unexpected way. They became the difference between life and death.

That night, after being stabbed, I walked two blocks to the nearest ER — our community hospital — The Brooklyn Hospital Center. Immediately, skilled and caring doctors and nurses stabilized my condition.

Most people who sustain the injuries I did, suffer strokes, losing feeling in half their bodies. Very fortunately, I recovered and have only a small scar behind my ear. I have no doubt that I escaped long-term damage due to the quick thinking, compassion and expertise of the medical professionals at The Brooklyn Hospital Center.

After all this time living in Brooklyn, I had been unaware of such a vital resource in my community, one that was literally destined to save my life. The Brooklyn Hospital Center stood ready and waiting, right in my backyard."

David Henry Hwang is a Tony Award-winning American playwright, librettist, screenwriter, and theater professor.

(continued from page 8)

Dynamic Leadership

To run an organization like ours and successfully implement a range of changes and improvements, it is vital that the right team is in place.

Heading TBHC's new leadership team is Gary Terrinoni, President and Chief Executive Officer, named to this position in late 2015, as a result of a national search. Previously an executive leader of the Kennedy Health System in New Jersey, he guided that system toward financial and operational success. In Gary's words: "A successful outcome demands a high-performing team honed by training, discipline and hard work."

Under Mr. Terrinoni's leadership, the search for several critical leadership positions was completed during 2016, to assist in advancing TBHC's quality, surgical depth and medical sub-specialties.

James Gasperino, M.D., Ph.D., M.P.H. Dr. Gasperino joined us as the Chair of the Department of Medicine, Associate Chief Medical Officer and Vice President for Critical Care, Peri-operative and Hospitalist Medicine. Dr. Gasperino provides clinical and administrative leadership for the Department of Medicine and is focused on quality improvements, patient safety and public-health issues for TBHC.

Pratibha Vemulapalli, M.D. Dr. Vemulapalli joined us as the Chair of the Department of Surgery. Dr. Vemulapalli is a general surgeon with expertise in robotics, bariatric and laproscopic surgery. She is expanding the depth and scope of TBHC's surgical services, building new programs and advancing the patient experience.



EXPANDED CARDIAC CARE

Named a High Performing Hospital for Heart Failure Care by U.S. News & World Report for 2016-17, and the American Heart Association designate, TBHC has filled a need for local accessibility to outstanding heart care designed to help people live longer, healthier lives.

This year, under the leadership of Dr. Sarath Reddy, Chief of the Cardiology Division, TBHC enhanced its cardiac-care services to offer state-of-the-art, percutaneous coronary interventions (PCI) and electro-physiology (EP) procedures and preventive measures. A clinical collaboration with Mount Sinai Heart, The Brooklyn Heart Center offers care options that benefit more patients by building on our current excellent cardiology services.

INNOVATIVE FACILITIES AND PROGRESSIVE PROGRAMS

Providing the best care possible goes beyond physicians, specialists and highly skilled staff to include patient-care spaces that are welcoming and accessible.

We are proud that this year has brought improvements to our facilities and ambulatory-care centers that allow us to give Brooklynites superior care in a number of specialty areas — from newly renovated facilities to an ability to care for patients in better ways. Among this year's accomplishments:

THE CHURCH AVENUE FAMILY HEATH CENTER in the Flatbush-Ditmas Park neighborhood. The Center opened in newly built and expanded space with the additional services of dental, primary care, podiatry, gastroenterology and gynecological care.

THE WOUND CARE AND HYPERBARIC CENTER opened, providing specialized, advanced therapies to aid and accelerate the healing process.

THE HOSPITALIST SERVICE was initiated to provide patients and physicians with coordinated and customized inpatient care, managed by our skilled primary-care physicians, from admission to discharge.

THE WOMEN, INFANTS & CHILDREN (WIC) CENTER opened in Williamsburg, marking TBHC's sixth facility to assist families in need of nutritional support. The seventh WIC center is scheduled to

← Our new Hospice Unit

open in 2017. Our WIC service is the second largest in New York State.

THE HOSPICE UNIT was initiated to assist patients and families with end-of-life options, support and guidance.

Commitment to Keeping Brooklyn Healthy

Critical to our mission is providing access to healthcare services to

area residents and promoting a healthier community. We expanded and improved our wellness offerings, with more options to all neighborhood residents, free of charge, among them:

FREE LUNG, COLORECTAL, BREAST AND PROSTATE CANCER SCREENINGS to the uninsured and underinsured

HOME VISIT PROGRAM for individuals who are home-bound and require medical follow-up, support and engagement

OBESITY COUNSELING AND TREATMENT

HIV AIDS CARE

Dental Services

We are proud of the *Good Neighbors* program we launched this year during a community and legislative breakfast led by U.S. Congressman Hakeem Jeffries. This program aims to deepen our connection with community and civic leaders. In addition, TBHC is grateful for the efforts of our Community Advisory Board members. This is a diverse group of residents with strong ties to the community and the hospital. Their input and guidance are critical as TBHC continually works to meet community need.

TBHC seeks to build relationships that make us stronger as an organization, one that is dedicated to those who live in the areas around TBHC. We count The Brooklyn Academy of Music (BAM); JPMorgan Chase; Long Island University (LIU); Barclays Center; The Downtown Brooklyn Partnership; The Brooklyn Chamber of Commerce; Brooklyn Tech High School; and Fort Greene Park Conservancy among them.



↑ Our new Wound Care and Hyperbaric Center

CLINICAL PARTNERSHIPS

Partnership is today's watchword. TBHC defines itself as an institution that will be stronger the more it works together with local residents, community leaders and businesses. 2016 has been a pivotal year to engage our elected officials and partners to seek their advocacy to help ensure TBHC's sustainability going forward.

As an independent community hospital, TBHC is committed to broadening and fortifying these vital connections. We share a clinical affiliation with Mount Sinai Hospital and an academic affiliation with The Icahn School of Medicine at Mount Sinai. This affiliation benefits both institutions and patients, as the transformation and restructuring of Brooklyn healthcare continues. Clinical partnership is how we define our relationship. It allows TBHC to remain an independent, community hospital, with the full range of Mount Sinai's clinical expertise behind us.

TBHC launched a not-for-profit parent corporation, in an effort to provide top-quality healthcare to Brooklyn.

Drs. Sarath Reddy, Chennareddy Swaminathan and Lalasa Valasareddi are the first practice in a series of new primary care facilities. Plans are underway to develop additional sites next year.

VISION FOR THE FUTURE

BHC's 2020 Vision Plan for the next five years is designed to achieve the priority objectives of the Blueprint for Financial and Operational Success, including the master plan for campus infrastructure improvements. The modernization of the campus is critical to our future.

One such priority is the renovation of the Emergency Department to effectively accommodate an influx of

patients as the neighborhood expands. Built to handle some 40,000 visits annually, it has nearly doubled in its volume. Our planned improvements include significant space expansion, an appealing and welcoming environment, modernized work areas and advanced technology.

The Emergency Department renovation is the centerpiece of a larger, integrated plan to expand TBHC's emergency, urgent-care and ambulatory-care services. TBHC's CEO, Gary Terrinoni, puts it this way: "As healthcare providers, we must be dynamic and willing to take calculated risks." TBHC is all about making what's good better, staying attuned to patients' needs, providing consistent excellence in care, and being the hospital that is close by and ready, especially when every second may make a difference.

We are serious about taking care of our own. It is an exciting and energizing time. Some of the highlights of this year that will continue to yield value in the future include:

The Department of Clinical Integration and Population Health was created. This department will advance the goals of better health outcomes, improved patient experience and lower costs for care.



↑ Dr. Pratibha Vemulapalli, Chair, Department of Surgery with the new Da Vinci Xi Robot surgical device

Efforts were completed to obtain Patient Centered Medical Home (PCMH) status for eight ambulatory health centers. PCMH is an approach to delivery of primary care based on quality, safety and coordinated services, all conveniently accessed in one location. It is expected that in 2017, we will be recognized for the highest status level.

TBHC finished 2016 with the purchase of the Da Vinci Xi Robot — the most sophisticated surgical device in existence. This robot has a dual console. Surgeons can operate together or be trained on a particular procedure. TBHC became the first hospital in Brooklyn with a dual console.

Also on the horizon is the installation of Epic, a new electronic medical-record system. This technology will make it easier for TBHC providers to manage patient care in a more coordinated and integrated manner, and provide higher-quality services.

National Quality, Brooklyn Address describes TBHC — the hospital Brooklynites can count on to be the first responder for quality healthcare. Even in the midst of its busy urban setting, it is the place where a smiling member of the staff greets every patient entering the hospital doors. First impressions can be lasting ones.

PATIENT SUCCESS STORY Barbara Williams

hen I first came to The Brooklyn Hospital Center, I was losing hope. I had been treated by countless medical professionals who consistently told me nothing could be done, that I had to

learn to manage and live with my condition. The life that I had worked so hard to create for myself was being taken away from me.

For all my 83 years I have been a fighter. I raised my 11 children and my grandchildren. I joyfully dedicated my life to my church and to my community. I pushed through chronic pain for years, but it became unbearable. Years were stolen, spent in bed, unable to move or fully participate in life.

Then I met Dr. Anders Cohen, Chief of Neurosurgery and Co-Director of the Neurosciences Center.

Dr. Cohen and his team of expert surgeons did for me what no other doctor had been able to: they fixed my condition. Within days of my procedure I was walking and moving like my old self; within months, I was able to travel, even para sail.

TBHC gave me back the life I was meant to live. My mind and my body are no longer at odds with each other."

Barbara Williams is the subject of a documentary filmed by her grandson to tell her story of victory over debilitating back and spinal conditions.



"I WAS BORN IN THIS HOSPITAL. ITS MISSION AND FOCUS ON SERVING THE COMMUNITY IS EXACTLY IN TUNE WITH MY PERSONAL LIFE AND MY PROFESSIONAL WORK. FOR THE PAST 170 YEARS. NO **OTHER BROOKLYN INSTITUTION HAS BEEN** AS LONG SERVING OR AS **DEDICATED TO MEETING** THIS BOROUGH'S HEALTHCARE NEEDS AS THE BROOKLYN HOSPITAL CENTER."



HAKEEM JEFFRIES United States Congressman, Eighth District of New York

ongressman Jeffries says, in a nutshell, what TBHC is all about. The peace of mind of having a hospital near where we live and/ or work, one so dedicated to its patients and community, is without equal. In her testimonial for this Annual Report, a patient says how much safer and more secure her family feels because of the proximity and expertise of TBHC. This fulfills our mission today, just as it did 170 years ago.

TBHC fulfills the vital role that all community hospitals have in the fabric of neighborhoods, especially such a rapidly changing and diverse one as Brooklyn. A community hospital needs first and foremost to remain firmly planted in its roots — the neighborhoods it serves — to be successful in providing the care residents need to stay healthy and productive in their lives.

A hospital like ours is dedicated to patient-centered care. We are proud of our talented and skilled physicians, nurses and staff, who treat patients with all kinds of health issues every day. We are committed to improving the lives of patients, building loyalty and reinforcing the fact that TBHC is the first place to go to seek any kind of medical help from minor injuries to complicated surgeries.

Patients who have experienced this benefit of a great hospital in their "backyard," as one of them puts it, tell their stories in testimonials throughout this Annual Report. In times of great stress for each of them — a crime victim (see page 9), a woman in labor during an historic blizzard (see page 27), a case of chronic debilitating pain (see page 13) — they were within reach of expert help nearby. These are only a few of the countless reports of amazing outcomes from patient experiences at TBHC. Access to outstanding medical care is a major advantage for a community hospital.

As an affiliate of Mount Sinai Hospital, TBHC benefits from the clinical depth of a renowned academic medical provider and our community benefits from such access to care. Access to world-class care, delivered locally in Brooklyn, is a huge advantage for residents.

Healthcare is evolving at a rapid rate. Community hospitals must meet the challenge to deliver superior care. TBHC is putting its heart and expertise into growing and maintaining its role as the healthcare hub for Downtown and North-Central Brooklyn.

We have brought outstanding medical professionals to our staff. We have established the community partnerships that are vital to our success. We are making the hospital and its programs accessible to the public, and providing opportunities for active feedback to identify ways to improve our services, especially the ones that have a direct impact on our patient population.

There should be a strong and deep connection between a hospital and its community. TBHC represents the best in medical excellence. We are Brooklyn's first hospital — historically — and today we strive to be the first place for our community's residents to seek medical care. We have changed as our Brooklyn neighborhoods have changed but we remain a constant presence where quality and compassionate healthcare is "right around the corner."

2016 STATISTICAL HIGHLIGHTS

PATIENT		
CARE	INPATIENT DISCHARGES ¹	Ambulatory Surgical Procedures
STATISTICS	14,823	11,499
	PATIENT DAYS ¹	Emergency Department Visits
	77,774	77,792
	Average Length of Stay	Emergency Department Admits
	5.25	11,016
	Occupancy (staffed beds) ²	Emergency Department Observation
	72%	3,441
	Deliveries	Hospice Days
	2,132	1,648
		¹ Excludes Newborn, includes NICL ² Acute Services, excludes Newborn

Operating Performance³

(In thousands)

TOTAL PATIENT REVENUE (net of provision for bad debts) 386,505

OTHER OPERATING REVENUE

35,019

TOTAL OPERATING REVENUE 421,524

SALARIES AND BENEFITS
277,018

SUPPLIES AND OTHER

123,030

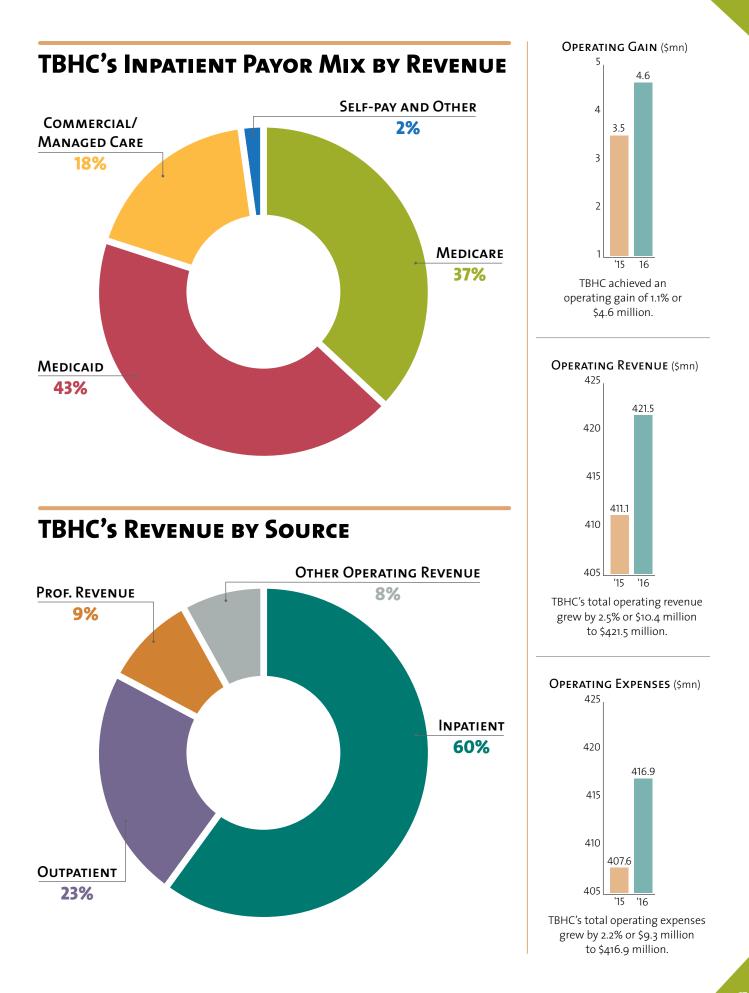
DEPRECIATION AND INTEREST 16,815

TOTAL OPERATING EXPENSES 416,926

Excess of Revenue Over Expenses

4,598

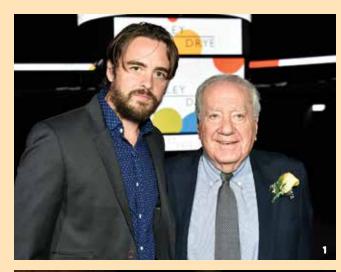
³ Source: 2016 Unaudited Financial Statements



2016 FOUNDERS BALL IS A GREAT SUCCESS

he Brooklyn Hospital Foundation hosted over 700 guests on September 13, 2016, at the annual Founders Ball. For the fourth year in a row the event netted over one million dollars to benefit the Hospital. Held at Barclays Center in downtown Brooklyn, the event welcomed honored guests, donors, public officials and hospital leadership and introduced TBHC's new President and CEO, Gary Terrinoni, to the extended community. Karen Peetz, President, BNY Mellon, was awarded the prestigious Founders Medal; and TBHC's own, Abraham Jelin, M.D., Division Chief, Pediatric Gastroenterology and Angela Kerr, M.D., Chief of Gynecology, received the 2016 Walter E. Reed Medals. Celebrity guests included David Henry Hwang, Tony Award-winning and Pulitzer Prize nominee playwright (M Butterfly); Clark Gillies, hockey's Islanders legend; Vincent Piazza, star of Jersey Boys and Boardwalk Empire; and Ralph Macchio, star of The Karate Kid and My Cousin Vinny. Emmy Awardwinning PIX11 Morning Anchor Sukanya Krishnan emceed the evening's program for the second year in a row. Highlights included a rockin' after party dancing to The Love Revival Orchestra in the 40/40 Club and the announcement of the Hospital's forthcoming 175th Anniversary Celebration in 2020.

The proceeds from the event are being used to purchase the Da Vinci Xi surgical robot, which will further TBHC's expertise in minimally invasive surgery. This technology is state-of-the-art and the most advanced robot available to date — the wave of the future in healthcare. Thank you to all of our loyal and generous supporters. We hope everyone had a ball at the Ball!





The Brooklyn Heading Foundation 2016 Founders Ball

elcome to the nationalgrid

HERE WITH YOU. HERE FOR YOU

Lounge!



1. Film and TV star Vincent Piazza, with Dino Veronese, Chairman of The Brooklyn Hospital Foundation 2. 2012 Honoree Robert Knakal with wife Cynthia 3. Hockey Legend Clark Gillies with Trustee Lori Acker, National Grid 4. TBHC President & CEO, Gary Terrinoni, and Emcee Sukanya Krishnan, PIX11 5. Current and former Walter E. Reed Medalists: Dr. Vasantha Kondamudi, Dr. Angela Kerr, Dr. Michael Cabbad, Dr. Harry Dym, Dr. Armand Asarian 6. Trustee Susan Skerritt, Gary Terrinoni, Trustee Lenny Singletary, Founders Medalist Karen Peetz 7. Trustees Ofer Cohen, Earl Weiner, Carlos Naudon 8. St. George's University Chancellor

Charles R. Modica, Trustee Barclay Collins, II; Gary Terrinoni, and Chairman of the Board of Trustees, Carlos P. Naudon **9.** Celebrity guests Ralph Macchio and Vincent Piazza **10.** Trustees Lizanne Fontaine and Jon Weld **11.** TD Bank enjoying major sponsor recognition **12.** Trustee Will Archie, Clark Gillies, VP and Chief Development Officer, Debbie Niederhoffer; Trustee Leo Slootsky and wife, Dr. Lana Slootsky. **13.** Gary Terrinoni, 2015 Honoree Christopher Conlon; 2016 honorees Drs. Abraham Jelin and Angela Kerr; David Henry Hwang, Vincent Piazza, TD Bank President, Peter Meyer; Dr. Daniel Ricciardi

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PATIENT
SUCCESS
STORYAmy Bernett

s a business owner, there are few things that matter more to me than my community. When I became pregnant with my second child, after moving from

Manhattan to Brooklyn, I was unsure of where I would feel comfortable having my baby.

There are many hospitals in Brooklyn, and it was a challenge to feel confident when making such an important choice for myself and my growing family. All of my uncertainty evaporated when I met Dr. Angela Kerr and her warm, caring OB/GYN staff.

Little did any of us predict our son would decide to be born at the height of a recordbreaking blizzard that dumped 15 inches on our Fort Greene neighborhood. Parking on a snowdrift near the hospital, we rushed inside where Dr. Kerr and her team were waiting to deliver a very ready-to-be-born baby.

Our next child was born at TBHC three years later and in the meantime, there have been the usual visits to the Emergency Department for various medical issues. TBHC — you just never know when you will need it. Knowing it is five minutes away has given our family great peace of mind."

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Amy Bennett is a local entrepreneur, owner of The Greene Grape grocery and wine stores, Scoops ice cream shop and The Annex bar and cafe.

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RESIMMON

HOW YOU CAN HELP

ou don't have to thank me — this is my hospital!" I felt humbled and inspired by the words of this long-time donor. Her annual gift came from the heart. She made her contribution to advance the work of The Brooklyn Hospital Center because she is able to, because there are those in need, and because she believes in our mission.

So many generous friends of TBHC step forward to help enhance our ability to provide the best in healthcare. Philanthropic support funds research studies and equipment purchases, medical programs, services and outreach efforts. They help renovate important facilities — such as family waiting areas and the Hospital's Chapel.

These gifts benefit our youngest patients, underwriting the cost of sleeper chairs for parents' overnight stays with ill children. They assure a steady supply of new clothing for youngsters when they are discharged to go home and new school backpacks to encourage chronically ill children to

stay in school. The kindness of donors means we can provide Kindles for patients undergoing chemotherapy and offer mammograms to uninsured women.

The list goes on and on. Donations mean that we can touch the lives of our patients in many significant ways.

Our goal is to always better meet not only today's healthcare needs but future challenges. It is fundamental to the health and safety of our expanding community. A priority now is the renovation and expansion of the Emergency Department. It is the centerpiece of a larger, integrated plan to improve the Hospital's emergency and urgent-care services. That's what The Brooklyn Hospital Center is all about. TBHC is that place near home that people can count on to be there for them when health issues arise and medical crises hit. That is our commitment to you.

Won't you join us in making a difference? Your partnership at any level of support is invaluable. Every gift counts. Please consider returning the attached reply card with your donation. If you would like more information about the opportunities to help, please email me. I would be thrilled to answer your questions, and if you are interested, take you on a tour to show you what your support can do.

Thank you in advance for sharing the gift of health. This is your hospital, too.

Debbie Niederhoffer

Vice President and Chief Development Officer The Brooklyn Hospital Foundation dniederhoffer@tbh.org



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