



The Brooklyn Hospital Center
Keeping Brooklyn Healthy

PROVIDING FOR OUR COMMUNITY FROM *A to Z*

2023 Report
to the Community



**THE BROOKLYN
HOSPITAL CENTER
PUNCHES ABOVE
ITS WEIGHT.**

We have excellent healthcare in so many areas, outstanding physicians in an enormous range of clinical specialties, and services that enrich the experience of our patients, our staff and our community. You might say, we're a hospital that provides for our neighbors from **A to Z**.





is for...

American College of Surgeons Quality Partner

At The Brooklyn Hospital Center's **BARIATRIC SURGERY PROGRAM**, "A" stands for "award" for quality of care from the American College of Surgeons (ACS)!

"This is one more validation of the quality of TBHC's bariatric surgery and weight loss program," says Pratibha Vemulapalli, MD, Chair of Surgery. "Our bariatric patients have their medical needs met in their neighborhood, with easy access to follow-up appointments, online services, and a standard of care equal to any in the five boroughs." The designation specifically cites TBHC's low rate of complications, among other factors of excellence.

"Bariatrics is one of the marquee programs of the hospital, and we deliver that care with an outstanding patient satisfaction level," Dr. Vemulapalli says. "In fact, 30 percent of our patients are referred by other patients. That speaks to a high level of satisfaction."

is for...

Best Hospital!

For the first time, The Brooklyn Hospital Center has been named a U.S. News & World Report "**BEST REGIONAL HOSPITAL.**"

That's quite an accomplishment for an independent, local, safety-net organization serving a diverse and evolving community like ours. It is confirmation of the hard work TBHC has invested over the past several years to improve quality, service and patient experience.

Of more than 4,500 hospitals evaluated, only 12 percent earned the prestigious Best Hospitals ranking! Among common conditions and procedures evaluated, TBHC also earned "High Performing" designation for COPD, Diabetes, Heart Attack, Heart Failure, Hip Fracture, Kidney Failure and Stroke.

"This is the first time TBHC has made the U.S.



News list. I like to think the hospital's founders back in the 1800s would be proud of where we are taking this essential community hospital today, all the while, remaining loyal to our mission: Keeping Brooklyn Healthy!" says Gary G. Terrinoni, President and CEO of TBHC.



C is for... Chaplaincy

On the first Friday of each month, Director of Spiritual Care, **REV. FRANCIS OBU-MENDS, BCC**, celebrates a Catholic mass in The Patrick J. Adams Family Multi-Faith Chapel. Fridays are busy; he also makes sure things are set up for the weekly Muslim Jummah afternoon prayer service. The rest of the week is full, too, with a Monday “spiritual refueling,” a standing non-denominational Christian prayer service, and one-on-one sessions for spiritual care and conversation with Father Francis, as he is known around TBHC.

In between, you’ll find Father Francis at a patient’s bedside, or with a staff member in the corridor offering counseling and encouragement, or working with External Affairs to reach out to faith communities. Working in a 24/7 environment, Father Francis ensures that if he is not available, someone from his network of spiritual caregivers is.

“A human is holistic — soul, spirit and body,” he says. “What affects the realm of the body also affects the spirit. The Spiritual Care Department is here to help people from all walks of life who are suffering pain or distress to connect to something larger than themselves for holistic healing.”

D is for... Detox

TBHC’s mission of Keeping Brooklyn Healthy is especially poignant when offering care to those who decide to **LEAVE SUBSTANCE ABUSE BEHIND**. With hard work, such resolved folks can make drugs and alcohol a part of their past and build toward a healthier future. TBHC’s Dependency Treatment Program provides the first vital step — medically managed detoxification.

Abruptly stopping substances can result in challenging mental and physical symptoms. Medical detoxification provides a safe and private way to address the withdrawal process. Care during this in-hospital program is highly personalized to the substances patients are using, including alcohol, opiates, benzodiazepines, pain medications, amphetamines and sedatives. State-licensed counselors coordinate around-the-clock care and work with patients to plan for post-hospitalization rehabilitation.

Our Dependency Treatment Program is one way we honor the community we serve.



is for...

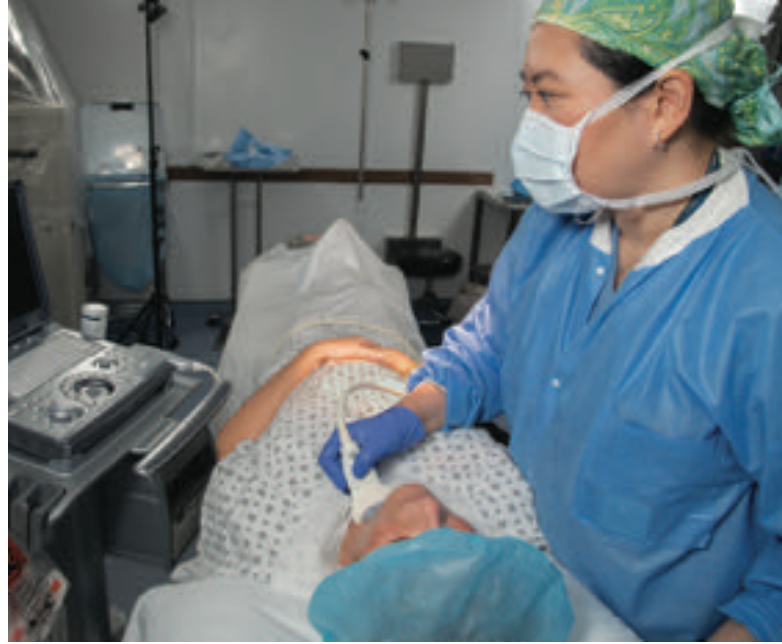
Endocrinology

Endocrinology conditions, such as **DIABETES, HIGH CHOLESTEROL AND HORMONAL IMBALANCES, CAN BE QUIET AND INSIDIOUS.**

When such conditions are diagnosed by a primary care provider, the first call is to the Endocrinology Division, led by Saka Kazeem, MD,

Chief of Endocrinology, and Co-Chief Jacob Warman, MD. The division delivers compassionate care and a certified diabetes education (CDE) program for even the most intricate hormone disorders. Their approach is centered around the latest treatment techniques, such as continuous glucose monitoring and an insulin pump clinic with Fatatomata Diallo, NP. The division also hosts a cancer clinic for thyroid cancer patients that allows them to stay on their medication.

Sometimes, surgical treatments are needed and that's where Irene Lou, MD, comes in. Dr. Lou, an endocrine surgeon, treats diseases of the thyroid,



parathyroid and adrenal glands. "Typically, patients are sent to us by endocrinologists or primary care providers, sometimes even a dentist who notices a lump in the neck," she says. Endocrine conditions such as these can lead to trouble swallowing, difficulty breathing, kidney stones, osteoporosis and even high blood pressure. "At your yearly physical, make sure someone is feeling your neck!" advises Dr. Lou.



is for...

Family

From staff education about the patient experience, to Patient Relations, to family-friendly policies like sensitive visiting hours and guidelines, **IF YOU'RE A TBHC PATIENT, YOUR FAMILY IS OUR CONCERN, TOO.**

"When it comes to training our nursing professionals, all our emphasis is on the patient and the family,

whether they are admitted to the hospital or in an outpatient setting," says Judy McLaughlin, DNP, Senior Vice President & Chief Nurse Executive. "We also include the family in the discharge and after-care routines. We understand that family support is essential to a patient's recovery."

The Patient Relations department serve as liaisons connecting the patient, the family and the hospital. Together, they work to help create a positive experience for patients and their loved ones.

This family-friendly training and commitment is not limited to a few departments. All TBHC employees undergo yearly diversity training, which teaches staff to understand religious, cultural, and even generational perceptions of medicine and hospitals.

"We have a great Chief Medical Officer, Dr. Sam Amirfar," McLaughlin says. "He and I work together to integrate the medical disciplines, develop collegial relationships and stay focused on keeping the patient at the center of what all do." And for most patients, the center, means their family, too.

G

is for...

Giving



WE LIVE AND WORK IN A GIVING COMMUNITY. The Brooklyn Hospital Center is fortunate to be able to depend on that generous nature to pursue projects ranging from new buildings bearing the names of visionary supporters to touching little lives with our book drives.

One visible example of Brooklyn’s generous spirit is our annual Founders Ball. For 2023, the gala returned to the Brooklyn Museum for a night of food, fun and dancing, and to honor the medical excellence we pursue. Proceeds help fund new advancements and

upgrades that give patients the world-class care they deserve. The gala honored two distinguished medalists:

- **Jeffrey Vacirca, MD, FACP**, of New York Cancer & Blood Specialists, with a Founders Medal. Dr. Vacirca and his team are partners in our excellent joint ventures, The Brooklyn Cancer Center and Brooklyn Imaging.
- **Viswanath Vasudevan, MD**, TBHC’s Program Director, Internal Medicine Residency Program & Vice Chair, Education Medicine, with a Walter E. Reed Medal. Dr. Vasudevan has been a long-time pillar of our medical

H

is for...

HIV/AIDS

TBHC RECEIVED ITS INAUGURAL GRANT FOR AN HIV/AIDS TREATMENT CENTER IN 1997. The inception of PATH (Program for AIDS Treatment and Health) stemmed from the federal Health Resources and Service’s Ryan White Awards Program. Over the years, under the leadership of Leonard Berkowitz, MD, Chief of Infectious Diseases, remarkable

advancements have been witnessed.

“HIV/AIDS has transitioned from a typically fatal diagnosis to a manageable condition,” says Dr. Berkowitz. Breakthrough medications empower patients to lead fulfilling lives and avoid transmissions.

This incredible shift enables the PATH team to concentrate on complex





staff and integral to the training of future generations of physicians.

The event was chaired by Olamide Ajibessin, a partner at KPMG and a TBHC trustee, and marked the 10th year in a row that the gala raised over \$1 million!

For more information about giving, please visit: tbh.org/ways-give or call Deborah Niederhoffer, VP and Chief Development Officer, at 718-250-8599.

primary care for the 90 percent whose infection is well controlled. It also allows them to devote extra resources for our patients facing challenges. Factors such as substance abuse, mental health issues or unstable housing pose significant hurdles. “When patients contend with two or more of these factors, medication adherence and appointment attendance become challenging,” explains Dr. Berkowitz. “We strive to ensure these patients receive the necessary care, even if it means conducting home visits.”

In 2023, the PATH Center secured one of only four grants in Brooklyn for the Retention and Adherence Program, which provides support to address the 25 most complex cases. Additionally, PATH operates one of only two Centers for Young Adults in Brooklyn and was the sole Brooklyn recipient for the Family Focused Healthcare for Women grant.

Much of the work with young people is about HIV prevention by getting at-risk people to take PrEP (pre-exposure prophylactic treatment), now available in injectable form every two months, as well as daily pills. For further information on PrEP and any other HIV/AIDS care, call 718.250.6559.



I is for... **Implant**

When it comes to dental implants — or any oral or dental procedure — Harry Dym, DDS, wrote the book. In fact, **DR. DYM, CHAIR OF DENTISTRY AND ORAL & MAXILLOFACIAL SURGERY, HAS WRITTEN 18 TEXTBOOKS**, and his passion for his subject hasn’t waned one bit over his long and prestigious career.

“I want the community to know that along with all of our oral surgery services, we provide quality implants at deeply discounted prices,” he says.

Saving up to 40 percent on implants at TBHC is drawing a younger and more diverse range of patients and families to our hospital. And it’s not just the price — the quality is rated top-notch.

Implants are the tip of the iceberg. From regular checkups, braces and root canals, to jaw reconstruction surgery, and treatment of teeth, orbital, jaw and mid-face fractures, along with a thriving pediatric dentistry practice, TBHC is poised to take care of all your family’s oral health needs.



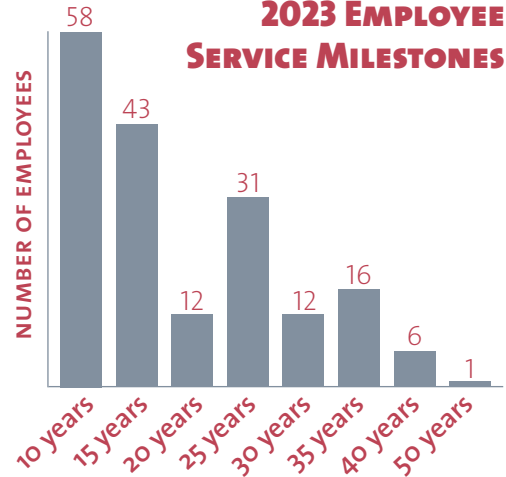
AVERAGE LENGTH OF SERVICE

11.5
YEARS

87% OF TBHC EMPLOYEES LIVE WITHIN 15 MILES OF THE HOSPITAL

36% OF TBHC EMPLOYEES LIVE WITHIN 5 MILES OF THE HOSPITAL

2023 EMPLOYEE SERVICE MILESTONES



The benefits of a strong community hospital are obvious. But **TBHC HELPS KEEP BROOKLYN HEALTHY IN ANOTHER WAY — ECONOMICALLY.**

With 2,619 team members, TBHC is among the top employers in Downtown Brooklyn; 74 percent of those positions are well-paying union jobs. That figure doesn't count the medical practices and related support businesses that work with the hospital.

Yearly, we celebrate the service milestones of our employees. In 2023, one employee celebrated 50 years of service! In 1973, Jilma Saddler, Patient Registration Associate at the Ambulatory Call Center, began work at TBHC. She was, in fact, pregnant, at the time. At the Service Awards, on November 9, Ms. Saddler's 50-year-old daughter joined the celebration at the New York Marriott at the Brooklyn Bridge to honor her mom's long and steady tenure.

The night was joyfully full of speeches, dinner and dancing to thank the most long-standing employees among us. Overall,

the average length of service for a TBHC employee is almost 11.5 years!

The reason is clear to Guy Mennonna, Senior Vice President, Human Resources: "Not only do we celebrate, we give opportunity to people and invest in them. For instance, we have a robust tuition reimbursement program where nurses can advance their degrees to get a BSN or master's. Most importantly, our employees believe in the mission and are committed to community."

TBHC's team is a mirror of the community as well. "A hospital is a miniature city, from maintenance workers, to administrators, to nurses, to professional and technical staff, to our security guards, to our physicians," Mr. Mennonna says. "We are as diverse as Brooklyn." In fact, 87 percent of TBHC employees live within 15 miles of the hospital's main campus and 36 percent live within 5 miles. "We have families that work here — husbands, wives, children and cousins."

is for... **Jobs**



is for...

Keeping Brooklyn Healthy

Keeping Brooklyn Healthy isn't just a motto, **IT'S OUR MISSION**. It lies at the heart of all we do.

This commitment to our community has guided us for years and is the reason behind our improving and expanding campus, including the newly renovated Emergency Department, the brand-new Physicians Pavilion, The Brooklyn Cancer Center, Brooklyn Imaging and the newly relocated Myrtle Avenue Dialysis Center.

It's why we reach out all over the community with health-care fairs, screenings and educational presentations, working with elected officials, schools, houses of worship and housing representatives.

Most importantly, our mission is the soul of the hospital-wide commitment to patient-centered care. Keeping Brooklyn Healthy means giving our very best to the people of Brooklyn.

And guess what? We've been doing it for 175 years and counting, as these photos demonstrate.



is for...

Leadership

We sat down late last year with President and CEO Gary G. Terrinoni and Board Chair Lizanne Fontaine for a wide-ranging exploration of the importance of leadership for the entire organization. Here are excerpts of our conversation.

Q: WHAT ARE THE MOST IMPORTANT ROLES OF SENIOR LEADERSHIP AT THE BROOKLYN HOSPITAL CENTER?

GT: First, a vital role is to build a team at the senior level that is experienced. I look for honesty, a strong value system and strong work ethic. It's more of a challenge when you work for a safety-net hospital. It requires us to be more patient, more focused, more creative, do more with less. I look for those types of attributes in our leaders.

LF: An important attribute of Gary's leadership has been his physical presence. He is hands-on as a leader. It makes an enormous difference and sets a tone. Whether it's during the pandemic or now in the routine execution of the duties. Any day, you can see him going on rounds, talking to patients and staff.

Q: WHAT ARE THE CHALLENGES OF FINDING THE RIGHT PEOPLE?

GT: It's the mission. We believe to work in this type of environment you need to be a mission-oriented person. So much of what we've accomplished is for the population we've always served. We're a family. We try to be competitive. We try to be transparent and value all of our workers. For instance, I believe we are the only hospital in the city that didn't get a strike notice from the New York State Nurses Association.

Q: WHAT RECRUITMENT ADVANTAGE DOES TBHC HAVE?

LF: In addition to the family that has been created, a major advantage we have is that as an independent hospital, we really control our destiny. We can innovate without a lot of red tape. The Center for Medicare and Medicaid Innovation Institute is looking at a test of a pilot reimbursement program Gary pushed. A fairer, more equitable reimbursement system points to the benefits of independence.



GT: In a large hospital system, it takes a long time to get anything done. What has attracted me and the team is that with a smaller, independent organization, you can implement change, you can change course, and you can do it quickly.

Q: HOW DOES THE BOARD OF TRUSTEES WORK AND WHY IS IT IMPORTANT?

GT: Part of the importance of our board's leadership is from the beginning they have set this tone that we want to remain independent. And to some degree, their clear expectation helps drive creativity. The board's focus and willingness to support management is vital. It's support that is offered with clarity of direction.

LF: I have had the privilege of serving on a number of boards. TBHC's board is uniquely synergistic in working with the leadership of the hospital. We're very clear as a board that we don't run the hospital, but the CEO is very committed to and accommodating of the board's priorities. Remaining an independent institution is a prime example of that.

Two previous board chairs set an example for me. The board must bring a clarity of expectations and



“I think people know who we are out in the community.”

— Gary G. Terrinoni,
PRESIDENT AND CEO,
THE BROOKLYN HOSPITAL CENTER

then step back and let the leadership and staff implement them.

GT: It's important to have regular communication between the CEO and board chair, addressing issues in a direct and common-sense way. All of that comes together to determine whether we run more effectively.

LF: Also, a healthy nonprofit has volunteers with varied backgrounds. People successfully engaged in other fields bring their analytical skills to the hospital environment from their own perspectives. This helps cut through clutter and get to the heart of what the issues are. In that regard, we have made an effort to diversify the board in every way, beyond ethnicities to also a variety of zip codes and skill sets.

GT: A good board member doesn't have to have a healthcare background, they'll come to understand our world soon enough. The skills they bring are what's important — their expertise and advice and thoughts and feedback in a lot of different areas.

Q: HOW DOES TBHC'S COMMUNITY ADVISORY BOARD FIT IN THAT MIX?

LF: We're fortunate to have quite an active

Community Advisory Board, and the interaction with them has only grown and deepened. You can't be a community hospital if you don't have an avenue for input from the community.

GT: It's a two-way street as well. Lenny Singletary is our Senior Vice President of External Affairs, Strategy & Marketing. He also has grown up and still lives in the neighborhood and serves as staff liaison to Brooklyn Community Board 2. In addition, we're connecting with the community right where they live with our outreach, health fairs and health screenings. I think people know who we are out in the community.

Q: WHAT'S A FINAL TAKEAWAY ON TBHC AND LEADERSHIP?

GT: The biggest thing is to keep transparency at the forefront of your mind. It's a matter of knowing we can trust each other and have a shared value set. If you stick to that, you're going to do better over the long haul, even when it is difficult at times.

M

is for...

Medical Education

EDUCATING THE NEXT GENERATION OF DOCTORS IS A PROUD TRADITION AT TBHC.

TBHC has nine residencies (residents are physicians who completed medical school and are undergoing further training in a specialty) and four fellowships (fellows are physicians who have completed their residencies and are going for even further specialty training). Each program is overseen by a doctor on staff with Armand Asarian, MD, Vice President for Academic Affairs, overseeing the entire program. TBHC also serves as training ground for medical students.

“Patients like seeing different generations of doctors,” says Dr. Asarian, who is also a surgeon. “Our faculty — active physicians who also take the time to teach — stay up to date on all the science.”

There are 265 residents and fellows, and 100 medical students. About 90 doctors graduate the program each year, some going into practice (many stay here in the community), others continuing their education.

“Most patients know we’re a teaching hospital,” Dr. Asarian says. “They’re excited when the residents make rounds because the young doctors have more time to be at the bedside. As we enter a room, I’ll ask, ‘Mind if I bring my students?’ and the usual answer is, ‘They have to learn, doc. Bring them in!’”



is for... Neighborhoods

HAVING GOOD NEIGHBORS IS BEING A GOOD NEIGHBOR.

No one at The Brooklyn Hospital Center knows this better than Lenny Singletary. As Senior Vice President, External Affairs, Strategy & Marketing, Mr. Singletary has his finger on the pulse of the hospital’s relationship with the community it serves including knowing the score on policies and legislation, community outreach, the hospital’s reputation, and much more.

TBHC’s growing position as an organization of excellence is a result of President and CEO Gary Terrinoni’s strategic leadership, which has focused on improving every aspect of the hospital’s operations. That includes patient-facing services, financial stability, positioning for long-term independent success and overall quality.

“To be honest, for a long time, there were people having good and bad experiences here,” Mr. Singletary says. “Now, the good experiences are far outweighing the bad. We hear this through feedback from patients, families and caregivers.”

And it is by no accident. In 2023, a campaign for every employee was to “Be Kind” to everyone — patients and colleagues — to do your job in a kindhearted way. “We look at people who come through the door not just as patients, but also as neighbors — mothers, fathers, close friends, people who live next door to us,” says Mr. Singletary. “It could easily be you or me. We now are on a track for long-term sustainable success. It’s time to be proud in an appropriate way. Humble in our attitude, but confident in our accomplishments.”

is for... **OB/GYN**

When it comes to comprehensive, excellent obstetric and gynecological care, The Brooklyn Hospital Center has been at it awhile, over 175 years in fact! **WHEN TBHC OPENED ITS DOORS IN 1845 AS THE FIRST HOSPITAL IN THE BOROUGH OF BROOKLYN, OB/GYN SERVICES WERE A KEY PART** of the care provided. And they still are!

The Obstetrics Division centers on a family-friendly philosophy of patient-centered care. Our track record for maternal safety tops the national average, and we are fully equipped for typical and high-risk pregnancies. The facilities are state-of-the-art with 10 labor and delivery suites and single-occupancy postpartum rooms, some with views of beautiful Fort Greene Park.

In the Gynecological Division, women receive the full range of well care from gynecological cancer screenings to seamless access to the breadth of TBHC's medical and surgical specialties.

It's clear, after 175 years, we know a thing or two about Keeping Brooklyn — and its women — Healthy!



is for... **Pharmacy**

The Brooklyn Hospital Center's Pharmacotherapy Services continue to expand, giving **MORE OPTIONS TO MORE PEOPLE**. Those options start with the Outpatient Pharmacy located on the mezzanine floor of the main hospital next to the coffee kiosk.

"In this location, we have expanded our hours of service," says Robert DiGregorio, PharmD, Chief Pharmacotherapy Officer. "The Outpatient Pharmacy now is open Monday through Friday from 9 am to 7:30 pm, and Saturday and Sunday from 10 am to 3 pm."

Plus, there is an entirely new pharmacy location at The Brooklyn Cancer Center off of Myrtle Avenue and Prince Street. "We opened there initially to serve the needs of cancer infusion patients," Dr. DiGregorio says. "But the Downtown Brooklyn Pharmacy is open to the public, too."

We have also expanded to include specialty pharmacy services. Specialty pharmacists have additional training and education in dispensing specialty medications to help care for patients with complex, chronic conditions or rare diseases. Many times, these meds aren't used by many people, so a local pharmacy wouldn't keep them in stock. These medicines may also need special handling by the pharmacist or patient, or require extensive follow-up monitoring.

Of course, behind the scenes, Pharmacotherapy Services provides all the necessary medications for all the hospital's inpatient needs. And, the pharmacy is the hospital's center for vaccinations. Since the Covid vaccines came out, Dr. DiGregorio's team has given more than 27,000 vaccinations to staff, patients and the community at large.

Q
is for...

While The Brooklyn Hospital Center is proudly local (we are, in fact, the borough's first hospital), we are cultivating a **GROWING NATIONAL REPUTATION FOR EXCELLENCE**. Over the past few years, we've earned multiple awards and recognitions that attest to our focus on excellence, the most recent being inclusion on the prestigious U.S. NEWS & WORLD REPORT "Best Hospitals" list (see page 1). Here are the rest of our proud laurels, each reflecting our commitment to excellence and patient-centered care with quality outcomes. But, the U.S. News recognition does not stand alone. We are recent and regular recipients of recognition from organizations such as: the "Get With The Guidelines" and "Mission: Lifeline" programs of the American Heart Association and American Stroke Association; the Lown Institute; The Leapfrog Group; American College of Radiology; and Healthgrades. As we like to say, TBHC reflects national quality at a Brooklyn address!

Quality



R is for... Rheumatology



Hear the word "rheumatology" and arthritis comes to mind. However, rheumatologists treat patients dealing with that and scores of other conditions, which can **IMPACT THE JOINTS, MUSCLES AND BONES**. Rheumatologic disease can cause discomfort, inflammation and mobility issues, and it's not just your garden-variety arthritis. For instance, TBHC's Chief of Rheumatology, Stuart Green, MD, says the rheumatic disease lupus is prevalent in the Brooklyn community.

The American College of Rheumatology writes, "A rheumatologist is an internist or pediatrician who received further training in the diagnosis and treatment of musculoskeletal disease and systemic autoimmune conditions commonly referred to as rheumatic diseases." Dr. Green adds a rheumatologist is also a detective. "Rheumatologists listen to their patients so they can create stories that lead to a medical history," he says. "That way you can rule in or rule out illnesses."

At The Brooklyn Hospital Center, patients can seek help for rheumatic diseases with confidence. Dr. Green has four decades of experience both as a practicing physician and teacher.

Pediatric rheumatologist, Lewis Krata, MD, treats patients with similar diseases, too, but in his case, they

S

is for...

Sports Medicine



You have likely seen it on TV — a professional athlete in any sport lands too hard, or turns an awkward way, or makes contact with an opponent in just the wrong position. Then **A KNEE IS BLOWN OUT**, an ankle turned or a bone broken.

However, Brian Conti, MD, an orthopedic surgeon at The Brooklyn Hospital Center, wants you to know it's not just the pros who need sports medicine. "Sports Medicine is a subspecialty within Orthopedic Surgery and while it does include the treatment of high-level athletes, it also treats the aches and pains of everyday movement," he says.

Whether the injury occurs at the Barclay Center or in a casual game of touch football, TBHC has the people, equipment and experience to take care of you.

Dr. Conti has advanced training in sports medicine, as well as experience in managing joint degradation that may require replacement. Specific conditions range from rotator cuff injury, biceps tendonitis, and ligament and meniscus damage, to sprains, fractures and tendonitis, to name a few. "We approach each case with a light, but effective touch," Dr. Conti says. "That can include physical therapy, medications or minimally invasive procedures, prior to considering surgery."

Sports-related injuries aren't restricted to young adults in their "playing" years. "We see patients of all ages — from adolescents to seniors," says Dr. Conti. "The beauty of athleticism is that sports are not limited to an age group."

are children and teens. Much of Dr. Krata's work is in collaboration with multidisciplinary teams of other pediatric specialists. For instance, The Pediatric Lupus Center works closely with the pediatric nephrology division to better care for young patients with lupus. "Most pediatric rheumatic diseases require life-long management," says Dr. Krata. In many cases, that means coordinating the shift to Dr. Green's service when a patient hits their early 20s.



T
is for...

Togetherhness

At The Brooklyn Hospital Center, “T” stands for Togetherhness. But it could just as well stand for Team. Across a full array of specialties, across our main campus and stand-alone centers, across the community we serve — **WE ARE ONE TEAM WORKING TOGETHER** in Keeping Brooklyn Healthy!

Multidisciplinary rounds (MDRs) are a prime example of the team at TBHC working together. MDRs are a patient-centered model of care focused on safety and efficiency. Patient-care teams meet daily, Monday through Friday, with each participant contributing their expertise to determine

patient-care priorities, daily care goals, and plans for potential transfer or discharge. It has been documented that MDRs improve quality, increase safety, improve patient experience and coordination of care, and reduce the length of patient stays.

Working together is not a “nice-to-have” benefit. It’s a must both for excellence in patient care and for the hospital to maintain its accreditation to operate. The Joint Commission, a global organization that sets quality standards for hospitals and evaluates them for compliance, agrees. “Every three years, The Joint Commission arrives and stays for days in its rigorous, reaccreditation survey,” says Judy McLaughlin, DNP, Senior Vice President & Chief Nurse Executive at TBHC.

In our last survey, TBHC did very well because of our interdisciplinary processes. “For the sake of our patients and the quality they deserve, we stay survey-prepared, paying extra attention to our rounds, keeping everybody alert, keeping our environment clean, and working toward top patient satisfaction,” says Dr. McLaughlin. That’s togetherhness at work!





“That includes stones, cancer and more.” Helping Brooklynites with prostate cancer is among the most common services. “We serve a population at increased risk of the disease because of its age and demographics,” notes Dr. Etwaru.

Six years ago, the department began using robotic surgery, and the impact has been dramatic. “Robotics is a huge part of what we do,” Dr. Etwaru says. “The robot helps us, the surgeons, do the operation more easily, but it helps patients as well.” When Dr. Etwaru came to TBHC in 1995, significant incisions were required to perform surgeries. That meant a patient having a procedure on Tuesday could expect to go home on Saturday. But with laparoscopic and robotic surgery, the procedures have become far less invasive. A patient treated on Tuesday now can expect to go home the next day!

And the department continues to up its game. “Starting in August of 2024, we are planning on setting up a comprehensive Stone Center in the hospital,” Dr. Etwaru says. “We already have signed a doctor fellowship-trained in stone-related diseases, and it marks the first time in Brooklyn we’ll have a dedicated physician to look after patients with a wide variety of stones in terms of size.”

U is for.. Urology

From highly trained specialists to the latest in robotic surgery, The Brooklyn Hospital Center’s Department of **UROLOGY PROVIDES STATE-OF-THE-ART, COMPREHENSIVE CARE** for any condition impacting the male or female urinary tract.

“We offer a full range of services where you can take care of all the issues in the urinary system,” says Dhana Etwaru, MD, Chair.

The Brooklyn Hospital Center is committed to providing the very best healthcare to our community in the Downtown Brooklyn/Fort Greene area, and beyond! And **THE COMMUNITY PROVIDES THEIR BEST BACK TO US!**

The pandemic and its aftermath curtailed the Volunteer Program, but it has come roaring back! Our cohort of volunteers gives us their time and their hard work to supplement the TBHC staff in a variety of service areas.

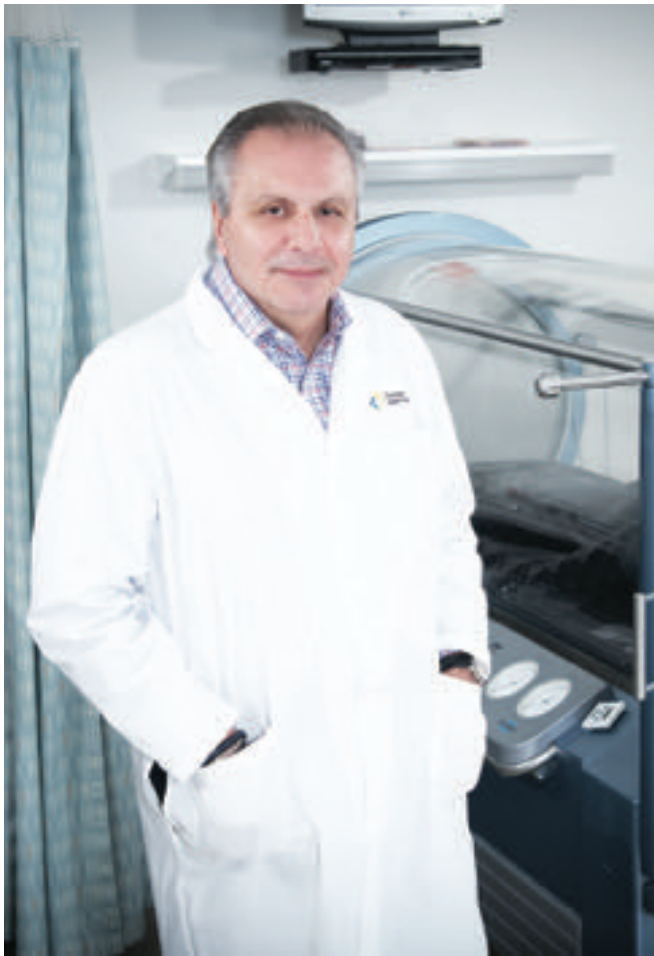
Our volunteers range from young people to retirees and all ages and stages in between. And their areas of interest are as diverse as they are. We have volunteers working as administrative aides. Some meet, greet and direct patients. Others visit patients or serve as Spiritual Care visitors.

V is for... Volunteering at TBHC is a two-way street, as well. As our **Volunteers**

volunteers give to the community through us, they gain new skills and receive a unique opportunity to learn about healthcare from industry professionals. Perhaps you have experience in a hospital setting or some other setting that lends itself to our services. What better way to put that experience to work? Perhaps you simply want to give back or are eager to learn a new skill or about our industry. Whatever your interests, we’ll make every effort to find a role for you.

Our Volunteer Program is one more way we are Keeping Brooklyn Healthy.





is for...

Wound Care

“Wound care, as we know it today, is a specialty in the surgical field that works to **PREVENT AMPUTATIONS AND LOSS OF FUNCTION**, and salvages limbs,” says O. Joseph Falcone, DPM, TBHC’s Director of the Wound Care & Hyperbaric Center and Chief of Podiatry.

A chronic wound — one lasting over 30 days — can be evidence of some underlying condition that inhibits healing. Depending on the cause, a patient could be in danger of losing a limb. “Our first task is diagnosis of the wound, its nature, its cause, and its systemic effect, whether that be vascular or neurological,” says Dr. Falcone.

As an example, in working with a patient with uncontrolled diabetes, it won’t matter what Dr. Falcone and his team do to the wound, because the healing process is compromised, and that cause and effect must be understood and respected first. So, understanding, evaluating and grading a wound are the most important things the Wound Care Center does, he says.

Given the systemic causes of a wound not healing or possible loss of limb, the approach of the center necessarily involves many other disciplines at the hospital. The wound care specialists work closely with Internal Medicine, Endocrinology, Vascular Surgery, Neurology and Orthopedics Surgery.

The result is one of the most successful centers of its kind not just in the five boroughs but in the whole country. “We have a 90 percent success rate in some of the most complicated wound cases involving health-compromised patients,” Dr. Falcone says.



X

is for... **X-ray**

A picture is worth a thousand words, and an X-ray, PET scan or MRI at The Brooklyn Hospital Center can make a life-or-death difference.

At TBHC's Radiology Department, patients can find an array of **ADVANCED IMAGING SERVICES**, including CT and MRI, general ultrasound, digital mammography and breast ultrasound, minimally invasive breast biopsies (stereotactic, MRI-guided and ultrasound-guided), as well as a variety of interventional procedures such as port placement, biopsies and embolization. Our Radiology Department also offers convenient on-site appointments, including walk-in X-ray, DEXA, screening mammography, and ultrasound imaging, as well as same-day CT appointments.

TBHC is also partners with Brooklyn Imaging, located at 172 Myrtle Avenue. This state-of-the-art facility with cutting-edge technology offers PET/CT, CT and MRI, which complements services offered by our Radiology Department. PET/CT and 3T MRI are particularly invaluable additions for cancer evaluation and prostate imaging respectively. Brooklyn Imaging offers free parking, several public transportation options, same-day appointments and walk-in availabilities to make access as convenient as possible.

The values and commitment to patient care demonstrated by the hospital's Radiology Department and Brooklyn Imaging align in every way with TBHC's high standards of excellence.



Y

is for...
Youth

The entire team at TBHC is focused on Keeping Brooklyn Healthy. But one area in particular adds a word to our motto. **THE DEPARTMENT OF PEDIATRICS SPECIALIZES IN KEEPING BROOKLYN KIDS HEALTHY.**

“Whether your child needs an outpatient well visit or vaccinations, pediatric-focused emergency care or 24-hour intensive inpatient hospital care, our team will communicate with you every step of the way to ensure your child’s needs are understood and met,” says Department Chair Noah Kondamudi, MD. “We are committed to meeting the needs of our community and providing high-quality, compassionate care with the finest technology and services available today.”

Board-certified pediatric physicians and surgeons, as well as nurses and nurse practitioners, boast years of expertise and are committed to convenient, courteous and culturally sensitive care to the children and



parents of the diverse neighborhoods served. The full array of primary and specialty care is available at the Children's Health Center on TBHC's main campus, in the Brooklyn Adolescent Center, and in many off-site family health centers.

Children requiring inpatient or emergency care have dedicated pediatric specialists and hospital physicians in multiple disciplines, including a fully staffed pediatric-focused Emergency Department, a cutting-edge Level-3 perinatal care center/neonatal intensive care unit (NICU), and 24-hour pediatric intensive care unit (PICU). Louisdon Pierre, MD, (shown here) heads up the inpatient offerings.

The department's Child Life Program provides warm support to children and their families at all levels of service. That care is complemented by excellent pediatric dentistry services in the Dentistry and Oral/

Maxillofacial Surgery Center.

The department is also home to a fully accredited pediatric residency, which means that our pediatricians keep abreast of the latest thinking in pediatric primary and specialty care through their roles as teachers.

"We are always challenging ourselves on ways to deliver more efficient and safer healthcare to our patients and their families," Dr. Kondamudi says. "Together, with a full range of inpatient care for children recovering from surgery or managing chronic illness, you can be sure your family will receive expert care, right in your own neighborhood."

Z is for...

...the ZEST and ZEAL of our wonderful and committed donors! We are incredibly grateful for all their generosity.

On the following pages, **WE'RE PROUD TO SHARE THE NAMES OF THOSE WHO PLAY A VITAL ROLE IN OUR MISSION.**

See a name you know on the list? Be sure to thank them for their support of our beloved, diverse, historic community and hospital.

Want your name on the list? Reach out to The Brooklyn Hospital Foundation at TBH.ORG/WAYS-GIVE or call 718-250-8599.

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