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COMMUNITY BOARD NO. 2, MANHATTAN

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September 25, 2019

Alex Hellinger
Executive Director of Lenox Health Greenwich Village
Lenox Health Greenwich Village
30 Seventh Avenue
New York, NY 10011

Dear Executive Director Hellinger:

At its Full Board meeting on September 19, 2019 Community Board #2, Manhattan (CB#2, Man.) adopted the following April resolution:

Resolution in support of improvement in emergency services for CD2:

WHEREAS:

- 1) Lenox Health Greenwich Village has operated a stand-alone emergency department on 7th Avenue and West 12th Street since 2014; and
- 2) Many patients have reported experiencing professional service, brief waits, excellent care, and satisfaction; and
- 3) In cases where patients required further hospital care, some members of the community have reported long delays for LHGV ambulances to provide inter-facility transfer from LHGV to its affiliate, Lenox Hill Hospital, even when Lenox Hill was ready to admit the patient; and
- 4) In cases where patients elect a different hospital at which to receive further treatment – other than Lenox Hill or Beth Israel, with whom LHGV has an agreement designed to expedite admittance - patients receiving inter-facility transfer are not directly admitted to the hospital. Rather, they must be delivered to the hospital's ER and begin the triage process anew, albeit with documentation from LHGV on treatment and diagnoses completed at the LHGV ER; and
- 5) FDNY EMS ambulances do not provide inter-facility transfer; neither can a patient elect to take private transportation to a hospital unless he is willing to sign documentation saying he has refused medical treatment; and
- 6) LHGV has no expedited-admittance agreements with NYU Hospital or any others; and
- 7) LHGV provided CB2 with a great deal of information on its operations, but despite repeated requests, did not provide CB2 with all the information it had asked for, including the range of wait times for inter-facility transfer; and

- 8) The Joint Commission, which monitors and publishes hospital performance, does not classify LHGV as a separate entity but rather as part of Lenox Hill Hospital, and hence does not publish separate information for the stand-alone emergency department in Greenwich Village.

THEREFORE, BE IT RESOLVED THAT COMMUNITY BOARD 2, MANHATTAN

- 1) Recommends that the State and City facilitate the expansion of the network of partners with whom LHGV has expedited-admittance agreements; and
- 2) Requests LHGV provide the community with more detailed information on various performance metrics, including ranges of wait times for care and for inter-facility transfer, staffing, and others; and
- 3) Requests that Northwell Health provide the Joint Commission and all other monitoring entities with a profile of LHGV as a separate facility that is distinct from the full Lenox Hill Hospital; and
- 4) Requests that State and City officials fund a Community Health Assessment as a follow-up to the study conducted in 2011 by CUNY School of Public Health at Hunter College in order to better understand the community's access to health care a decade after the closing of St. Vincent's Hospital; and
- 5) Welcomes LHGV's offer to form an advisory council so as to include community input in continued monitoring and improvement of LHGV's services.

VOTE: Unanimous, with 42 Board Members in favor.

Please advise us of any decision or action taken in response to these resolutions.

Sincerely,



Carter Booth , Chair
Community Board #2, Manhattan



Susanna Aaron, Chair
Social Services Committee
Community Board #2, Manhattan

CB/EM

c: Hon. Brad Hoylman, NY State Senator
Hon. Deborah J. Glick, Assembly Member
Hon. Richard N Gottfried, Assembly Member
Hon. Gale Brewer, Man. Borough President
Hon. Corey Johnson, Council Speaker