

NYU LANGONE HEALTH - COBBLE HILL EMERGENCY DEPARTMENT

AT THE JOSEPH S. & DIANE H.
STEINBERG AMBULATORY CARE CENTER



NANCY CONROY, MD

CHIEF OF SERVICE, EMERGENCY SERVICES AT COBBLE HILL

AMY HORROCKS

VICE PRESIDENT, HOSPITAL OPERATIONS

Agenda

- History
- Strategic Vision
- First Location, Cobble Hill Emergency Department – 83 Amity Street
- New Location, Cobble Hill Emergency Department – 70 Atlantic Avenue
- System Structure & Care Delivery Model
- Highlights
 - Key Statistics
 - Workflows
- Looking to the Future

History

- Long Island College Hospital (LICH)
 - A presence in the community since 1858
 - Started closing services in 2007
- Community groups and hospital employees wanted LICH preserved as a full-service hospital
 - Community groups filed a lawsuit against the State
 - Legal settlement “provides for a freestanding emergency department, with no intensive care unit”
 - Buildings sold to Fortis Development in 2014
 - NYU Langone Health (NYULH) partnered with the developer to maintain medical facilities on-site as an “off-campus” Emergency Department for acute care



NYU Langone Health - Strategic Vision

- Increase health system presence in Brooklyn
 - Many Brooklyn residents traveled to Manhattan for their care
- Focus on ambulatory services growth
 - Transition from inpatient to outpatient services
- NYULH agreed to run the off-campus Emergency Department (ED) to maintain the continuity of care in the community with plan to expand to provide ambulatory services adjacent to the ED
 - Off-campus ED improves patient access to care



Our Expanding Footprint



- ★ NYU Langone Inpatient Locations
 - Tisch Hospital
 - Kimmel Pavilion
 - Hassenfeld Children's Hospital
 - NYU Langone Orthopedic Hospital
 - NYU Langone Hospital—Brooklyn
 - NYU Langone Hospital—Long Island

- ★ Long Island Community Hospital (affiliate)

300+ Locations

As of April 2024



First (Temporary) Location

- Located at 83 Amity Street, Brooklyn, New York, 11201 (2014 – 2023)

15 Treatment Bays

4 “Vertical” Chairs

1 Resuscitation Room

1 Isolation Room

Pharmacy

CT/X-Ray, Ultrasound

Laboratory

Emergency Blood Transfusion

Baby Warmer

Morgue



Moved 0.2 Miles Up the Road...



2017

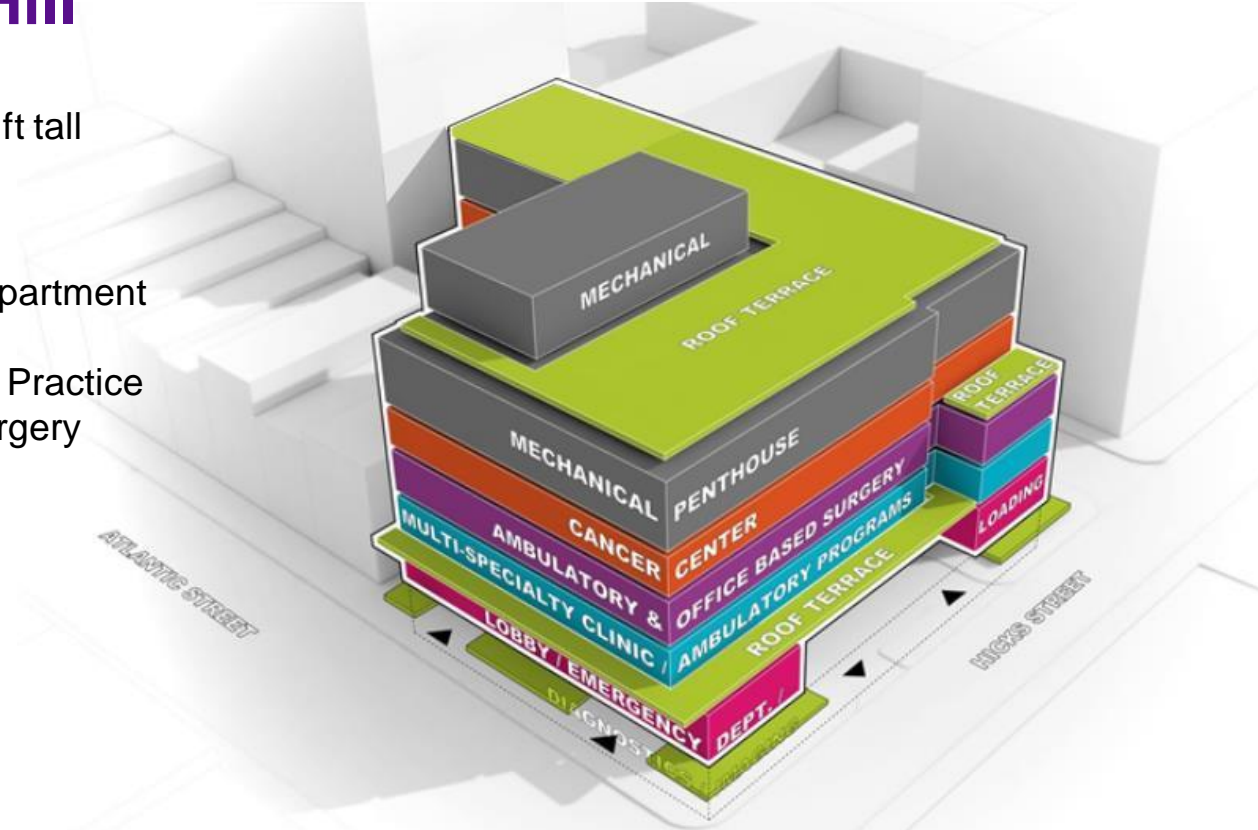


2023

The NYU Langone Health Cobble Hill Emergency Department at the Joseph S. & Diane H. Steinberg Ambulatory Care Center opened its doors on April 1st, 2023

Joseph S. & Diane H. Steinberg Ambulatory Care Center - Cobble Hill

- 165,000 SF; 89 ft tall
- 5 floors
- Programs:
 - Emergency Department
 - Radiology
 - FGP Physician Practice
 - Ambulatory Surgery
 - Infusion
 - Pharmacy
 - Laboratory



First Floor Plan - Emergency Department

- (14) Open Treatment Bays
- (11) Treatment Rooms (2 Triage, 6 Core, 2 24-HR Stay, 1 Resuscitation)
- (2) Secure/Isolation Rooms
- (1) CT
- (2) X-ray

Increased overall square footage by **40%**

Doubled bay count

Increased isolation capacity from 1 to 11 total rooms

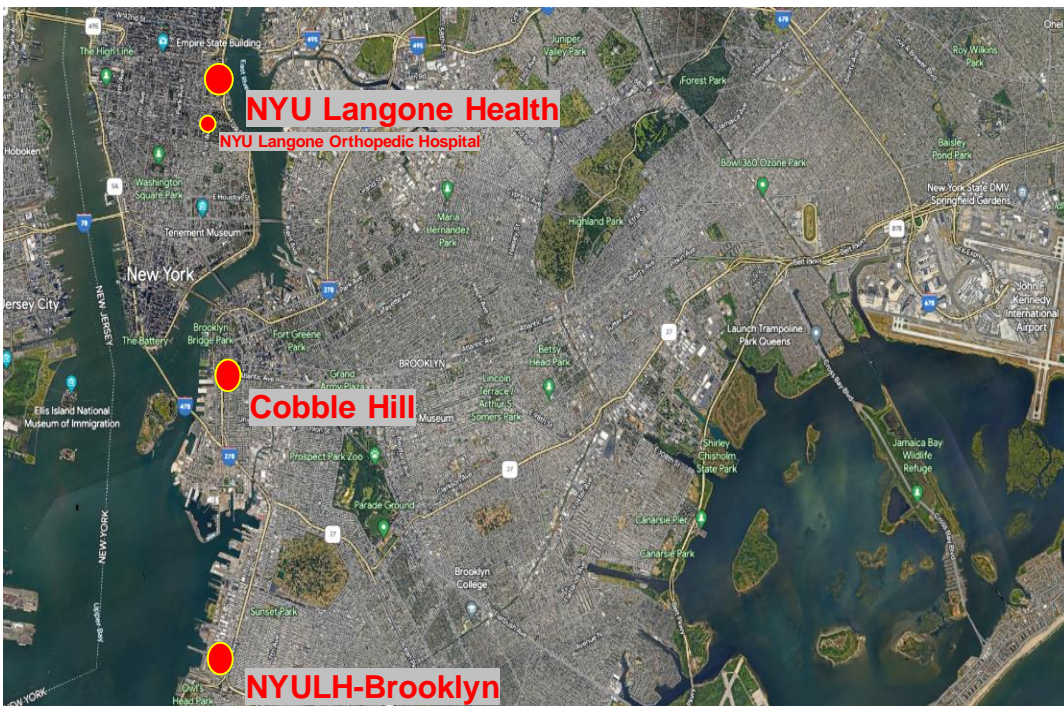


Steinberg Emergency Department Overview

- Article 28 facility
- Open 24/7
- Adult and pediatric emergency services
- Critical care receiving for 911 ambulances
- All Board-Certified Emergency Physicians from the Ronald O. Perelman Department of Emergency Medicine
- Subject to EMTALA law: no patient turned away because of inability to pay

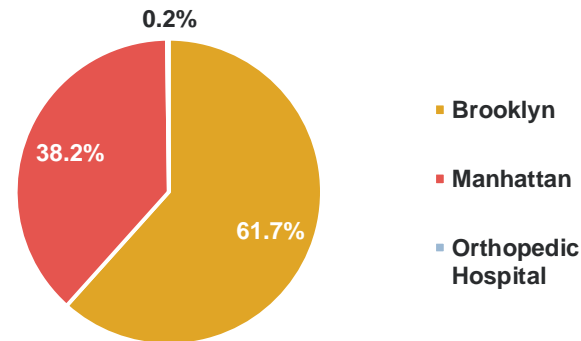


Transfers

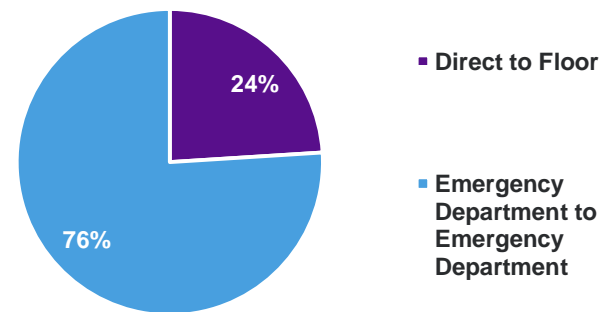


4.2 miles from Cobble Hill to NYULH Brooklyn and 5.0 miles from Cobble Hill to NYULH Manhattan

FY24 YTD – Transfer Location



FY24 YTD – Transfer Unit



Transfer Infrastructure & Processes

- Agreement with SeniorCare Emergency Medical Services (EMS)
 - 24/7 on-site ALS staffed ambulance
 - Back-up ALS units respond in <25 minutes, and BLS units respond in <45 minutes
- Partner with the NYULH Pediatric & Neonatal Transport Team for intra-facility and inter-facility pediatric transfers (as needed)
- Utilize the NYULH Comprehensive Transfer Center (CTC) to facilitate critical transfers



Key Performance Indicators – FY24 YTD

Metric	Outcome
Average Daily Visits	128
Percent Ambulance Arrival	20%
Median Arrival to Provider	9.5 minutes
Treat & Release	87%
Admits	9%
Treat & Release Median LOS (hours)	2.8
Left Without Being Seen After Triage (LWBS)	0.4%

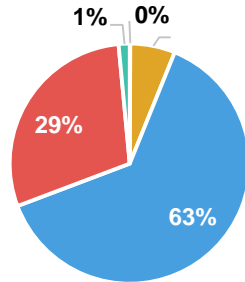
Emergency Care Wait Time

6 Minutes*

Updated every 5 minutes.

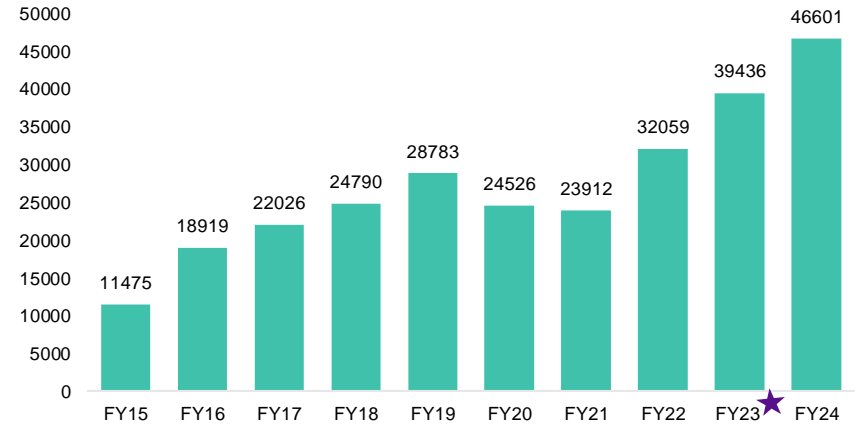
*Wait time cannot be guaranteed as it is based on patient needs at the time of your arrival. Critically ill patients will be seen immediately.

Emergency Severity Index (ESI)



■ 1 ■ 2 ■ 3 ■ 4 ■ 5

Number of ED Arrivals



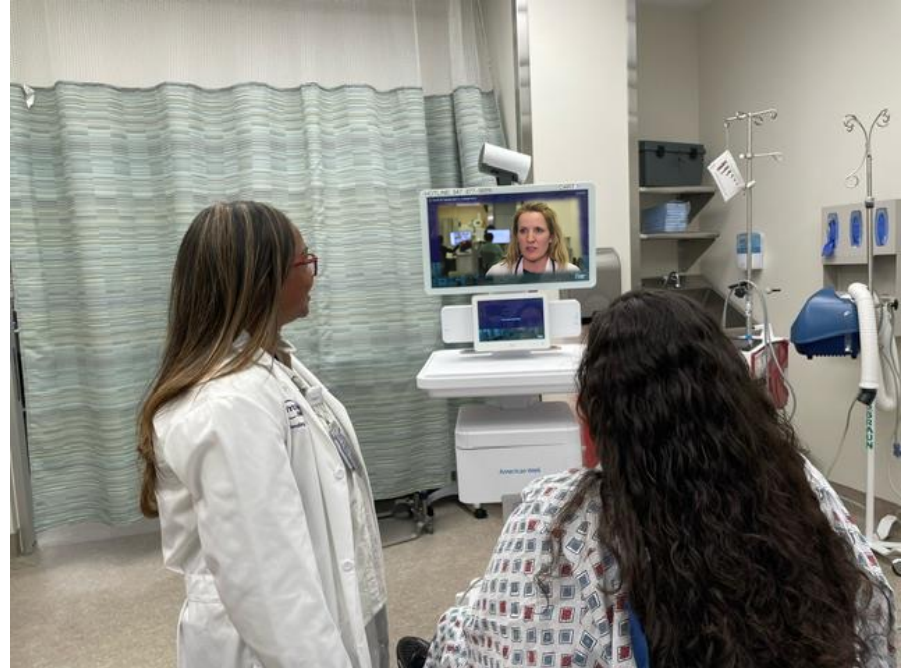
★ Critical care receiving as of 4/1/2023
 FY15 data does not include data from September and October 2014
 FY24 data annualized for remainder of the year (April – August 2024)

Key Quality Indicators – FY24 YTD

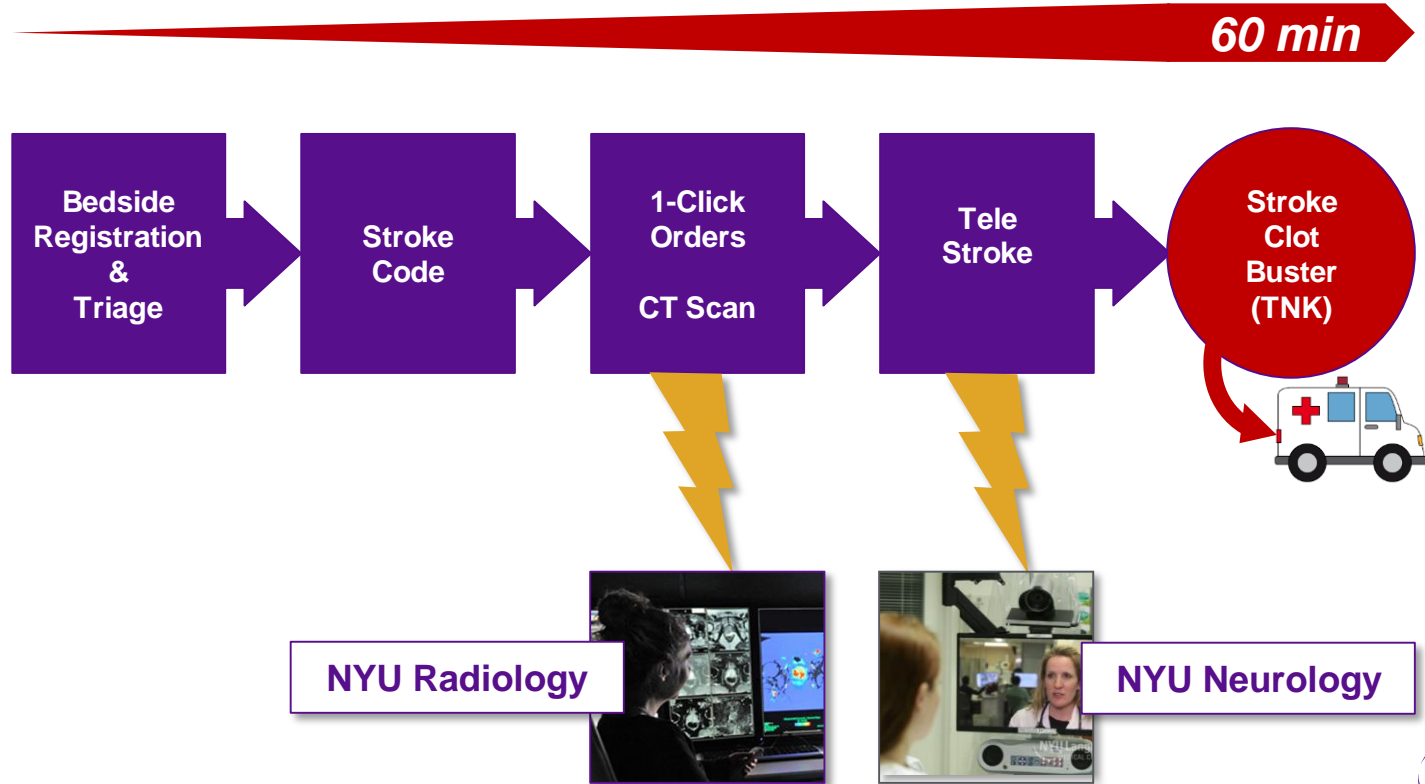
Metric	Target	Outcome
% ICU Upgrades within 24 Hours (adult)	<1%	0.4%
% Preventable 72 hr. Return Visits with Admission (adult)	<1%	0.1%
Stroke: Median Door to Needle	60 min	59 min (n=2)
STEMI: Median Door to Balloon Time	≤ 120 min	106 min (n=2)
Sepsis: Antibiotics < 60 min from TOR (adult)	>90%	94%

Technology & Innovation

- 1 EMR across sites
- Remote imaging reads
- Telemedicine

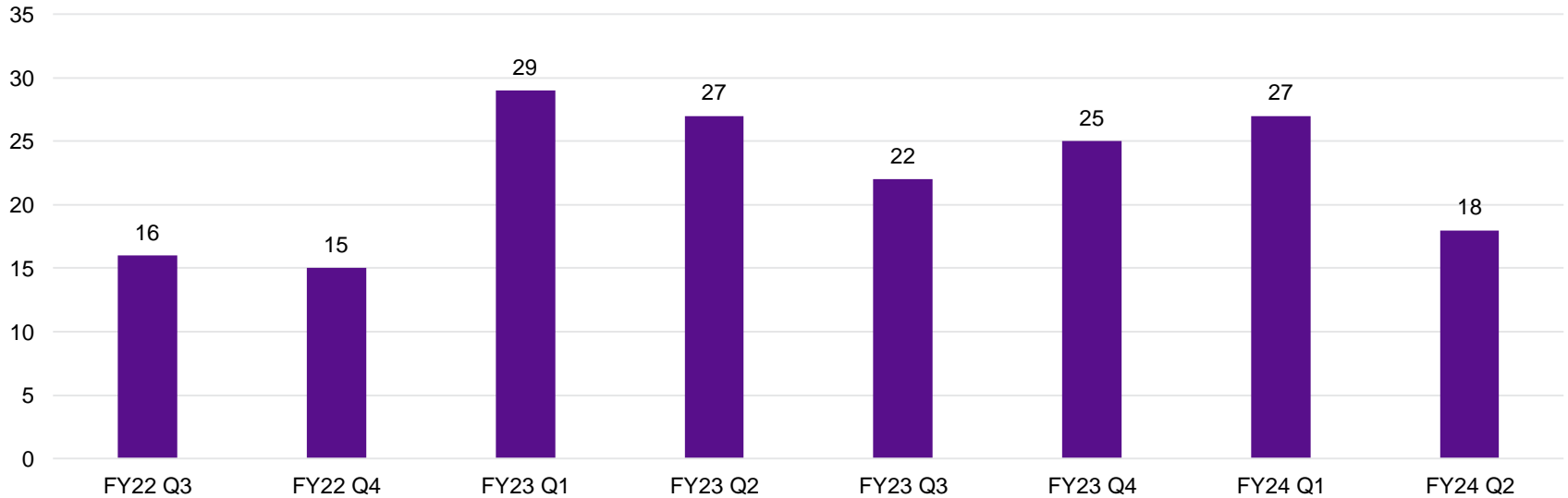


Tele-Stroke Workflow



Tele-Psychiatry Workflow

Number of Tele-Psychiatry Consults by Fiscal Quarter



74% of patients were discharged home in FY24 YTD post Tele-Psychiatry consult

Patient Reaction & Community Engagement

Press Ganey (PG) Metric	Target (Steinberg)	FY24 YTD Steinberg	FY 24 YTD PG Database (n=2630)	FY24 YTD NYS (n=81)
Overall Assessment	89.3	90.6	85.2	80.5
Doctor's Overall	89.1	89.8	85.9	83.1

- Frontline team members engage with community members during Atlantic Antic and the annual health fairs
- Leadership partners with Government Affairs to attend local Community Board meetings to share service offerings with the community and hear their feedback



Community Outreach

- Annual Community Health Fair
- Atlantic Antic Fair
- Flu Shots with Assembly Member Joann Simon
- Neighborhood Association Talks
- Community Boards
- Cobble Hill Clinical Advisory Panel
- Diabetes Screening
- Bike Helmets Distribution



HIGHLIGHTS

- Free Flu Shot event held on 10/11 and 10/12
- 201 event held in conjunction with Annual Atlantic Antic Fair
- 101 Flu Shots Administered
- Stroke Education table staffed by Joanna Marks, Stroke Program Coordinator

PARTNERED WITH

- NYU Senator Andrew Gouvaras and staff
- NYU Assembly Member Jo Anne Simon and staff
- NYU Office of Government and Community Affairs

PARTICIPANT REMARKS

"This is a wonderful service for our community."

"This made it so much easier for me to get my flu vaccine."

"It was great to learn more about the NYU Emergency Department and new ambulatory care services that are available in my community."

"Thank you for providing free flu shots to keep our community safe."



Looking to the Future...

- Telemedicine expansion
 - Reduce number of transfers and combat lack of on-site consultants
 - Observation patients
- Elevated offerings at annual health fair
 - Partner with other Steinberg services: Faculty Group Practice (FGP), Ambulatory Surgery, Infusion Center, Advanced Imaging
- Surge planning and capacity management
- Mass Causality Incident (MCI) planning
- Health care equity initiatives

THANK YOU