



Community Oversight Board of Directors

Public Meeting
February 9, 2022
11:30 AM

Webex
University Hospital
Newark, New Jersey

Members Present: Diane Hill, PhD, Chair; Nicole K. Butler; Shereef Elnahal, MD, MBA; William Holubek MD; Gary Huck; Mary O'Dowd; Wendy Bobcombe, RN

Absent: John Gerow

MINUTES

I. Call to Order and Opening Statement

Chairwoman Hill welcomed all in attendance, called the meeting to order and asked Ms. Mary Maples to please read the Open Public Meeting Notice and take a roll call. With a quorum of members present, the meeting convened at 11:30am.

II. Patient Safety Story

Dr. Elnahal reported a patient safety story that involved a situation where a worker had to find a missing person. Because of privacy concerns and name issues, this resulted in the police getting involved. He expressed, among other things, that when this happens the information needs to be delivered to the police and family as part of standard protocol. He expressed that this reinforces the purpose of having a robust system in place to thwart issues like this. In addition, it was noted that we need to maintain strong mitigation factors in the event situations occur. These safety behaviors encourage high reliability throughout the hospital for both the staff and public confidence.

Chairwoman Hill thanked Dr. Elnahal for his continued steadfast commitments and noted that she was also excited to hear about some University Hospital members receiving awards as part of the Major League Baseball association campaign that involved Peter Alonso of the Mets. The Chairwoman praised the Hospital staff for their hard work and dedication on this tremendous project.

III. Report of the President and Chief Executive Officer

Dr. Elnahal responded to the Chairwoman's appreciation before going into his scheduled report. He praised the employees for their hard work and stated it was very nice that University Hospital was able to support our employees in this mission. Dr. Elnahal further expressed gratitude for the \$5K donation towards our Employee Wellness room from the MLB, which makes a difference in the lives of our employees.

Dr. Elnahal next discussed the importance of getting through the pandemic, especially in light of the unprecedented Omicron surge. Dr. Elnahal discussed some brief stats on the Covid-19 cases showing this latest surge peaked last month. In addition, ER data showed the effect of patients delaying their care due to the increase in virus, a common problem he noted across the nation. Dr. Elnahal spoke of the Hospital's core mission to combat this concern by providing better care under these difficult circumstances and reinforcing this with the staff and community. The hospital's mission now is to tackle those issues that have been dormant during the pandemic.

Dr. Elnahal also shared his continuous passion to see the Georgia King Village (GKV) project move forward, as well as developments on the new hospital project, while equally making sure University Hospital remains committed to creating jobs and supporting local businesses and community. Regarding the new campus, he mentioned there is currently no design to submit for review because this area of work just started. Community engagement at this stage is a key focus.

Dr. Elnahal also emphasized the importance of treating everyone with respect, including all employees so that we do not "miss a beat" moving forward. This is especially the case given staffing issues related to COVID-19. He mentioned some staff members are still out from work, not fully recovered, and reiterated his commitment that all is being done to improve these conditions and employee morale.

Chairwoman Hill responded with deep appreciation to Dr. Elnahal's comments about the new hospital. She emphasized the community is undoubtedly ready for this and have been hearing stories for over 50 years. The projects taking place at the Hospital she noted says a lot about the community, its people and local businesses. The Chairwoman thanked Dr. Elnahal for addressing this important topic and making it a reality. She reminded the Board members and the community about what is meant by your "word is your bond" and why it is important to follow this principle. The Chairwoman proceeded to thank him again for putting this subject out there, while reminding all of the Board's commitment.

IV. Public Comment

Chairwoman Hill opened the meeting for public comment and Ms. Mary Maples, Corporate Secretary provided instructions for the public. However, no members of the public asked to make comments and the meeting proceeded as scheduled.

V. Review and Approval of Minutes

Chairwoman Hill accepted a motion to approve the minutes of October 13, 2021, meeting of the Community Oversight Board. The motion was made and duly seconded; the minutes were approved unanimously.

VI. Discussion Items and Presentations

A. Community Engagement Update

Brooke Tippens, Director of Community Affairs, conducted an overview of the materials provided to the Board members for the February 2022 Calendar of Events for Black History Month. This includes the 19th Annual National Wear Red Day for Women; Virtual Lunch and Learn, Blood Drive Cafeteria as part of the American Red Cross Sickle Cell Initiative, Virtual Black History Month, and High Blood Pressure which is the leading cause of heart disease and stroke. This also includes family workshops, Zumba classes and other activities.

Ms. Tippens spoke of the local neighborhood spots, followers on and off social media and outside the Essex County area noting these are people who come out as trusted sources. She anticipates this will only increase as the covid numbers start go down.

Chairwoman Hill opened the floor for any questions. She along with the Board members thanked Ms. Tippens and her team for their hard work. She also praised the Hospital's efforts to purchase from local businesses.

B. Overview of Population Health Program

Dr. Colette Barrow provided an overview of the materials given to the Board. She explained some of the work her team is doing in the modules from improving communities, reducing inequities, and reminding the staff that these are stories that change us. She further explained the community health needs assessments to make sure we are developing strategies that impact real needs and noted this is demonstrated in the 2021 data collection. To gather useful data, UH worked with the City of Newark to obtain tailored research and conduct focus groups. Dr. Barrow mentioned we can expect to hear more in the weeks to come and how we can further meet their needs.

She then discussed the "Familiar Faces" program, which has served 300 patients since 2/11/19. These are individuals who frequently visited the Emergency Department for care, including for issues that may not have required an ER visit. UH staff works with these individuals to guide them to additional resources, such as transportation and food, to stabilize their health and well-being. Rutgers studied the results of the Familiar Faces program and concluded that there was, among other things, a 90% decrease in the median number of ED visits and 60% decrease in the ratio ED to Outpatient visits from 2018 to 2020. Dr. Barrow continued to describe other population health related programs, including Horizon Neighbors in Health, Hospital-Based Violence Intervention Program, Trauma Recovery Center, Providing Spiritual Care to Victims of Crime, Centering Pregnancy & Parenting, Healthy and Prevention Army and Making In-rounds into the Ironbound Community. She further commented on the Centering Pregnancy Parenting module, adding this is a way to encourage mothers to continue care and have it done at University Hospital especially after giving birth at the Hospital, to help them cope with stress. Dr. Elnahal expressed his thank you to Dr. Barrow and her entire team. He emphasized that the review of our programs by Rutgers exemplifies real research on the impact our work has on the community.

Dr. Barrow also discussed the importance of making sure the Portugese community is included. She noted that the Hospital is engaging this population, including bringing on a cultural facilitator who can help with any potential language barriers.

Mary O'Dowd thanked Dr. Barrow and her team for all their support and raised the discussion of partnering up with the community for parenting support and community organizations like the YMCA. Chairwoman Hill stated these were her sentiments as well.

Dr. Chris Pernell thanked Dr. Barrow and her team. She emphasized, among other things, the importance of avoiding or marginalizing black and brown people. Dr. Pernell also reminded the Board of the Asset Map to track disparities against disenfranchised groups and stated that she and her team look forward to the next meeting held in March to have more round table discussions. This starts with internal commitment and coordinating with the YMCA she added and moving forward.

C. New Hospital Planning Process Update

Mr. Bob Iannaccone, Executive Vice President, reiterated his confidence in the new hospital project. He emphasized that Gensler was not picked just because of marketing reasons, but rather because this contractor

did extensive research on the Hospital based on closely listening to details and embracing what it takes for integration of this project into local community.

This cannot be achieved without understanding the Hospital's core values and commitment, which is why Gensler is considered uniquely competent for this project. Gensler is aware of the various requirements to complete this project successfully. The Hospital, with close guidance from Dr. Pernell's team, is working with Gensler to put together a community engagement strategy.

In appreciation, Ms. Butler thanked all for sharing and offered her willingness to help in anyway.

Chairwoman Hill noted the importance of touching different community lines, going after them for inclusion and the impact of this on Facebook and other social media sites. She highlighted the focus groups and providing them with the knowledge that we have to improve their lives. This includes coordinating with the community needs to make sure we are doing this from the ground up. The Chairwoman noted this is powerful and she is looking forward to hearing more going forward.

VII. Action Items

Resolution to Ratify and Adopt Revised 2022 Annual Public Meeting Schedule

A. Chairwoman Hill accepted a motion to approve Resolution dated February 9, 2022, adopting the 2022 Annual Public Meeting schedule which ratified a time change for all meetings scheduled to begin at 11:30am which started on February 9, 2022. The motion was made and duly seconded; the resolution was approved unanimously.

B. Welcome of COB Member Wendy Bobcombe, RN

Chairwoman Hill welcomed new Community Oversight Board Member Ms. Wendy Bobcombe, as the successor to Ms. Jean Pierce. Ms. Pierce resigned from her seat on the Board, which is a seat that is dedicated to the largest AFL-CIO affiliated union representing employees at University Hospital. HPAE has chosen to fill this seat with Ms. Wendy Bobcombe, RN. Wendy has worked at University Hospital as a nurse for the past 18 years, and currently works with patients on the trauma unit. She is a member of HPAE and currently serves as the Secretary for Local 5089. The Chairwoman expressed her gratitude of services on behalf of the Board and welcomed Wendy to the Board.

C. Recognition of Ms. Jean Pierce

Ms. Maples read into record the recognition of Ms. Jean Pierce and thanked her on behalf of the Community Oversight Board for her services. As mentioned above, Ms. Pierce served on the Board representing the largest AFL-CIO affiliated union at the Hospital. The Community Oversight Board expressed its gratitude for her tenure of hard work and dedication. The Chairwoman accepted a motion to approve the Resolution. The motion was made and duly seconded; the resolution was approved unanimously.

VIII. Adjournment

There being no further business, the meeting adjourned 12:34pm. The next meeting of the Community Oversight Board is April 13, 2022, at 11:30am via Zoom.