



## Meeting of the Community Oversight Board of Directors

PUBLIC SESSION  
May 31, 2017  
11:00 AM

University Hospital  
150 Bergen Street, Room D-106  
Newark, New Jersey

**Present:** John N. Kastanis, MBA, FACHE; Susan Abookire, MD, MPH; Nicole Butler; Deborah Collins, Esq.; Thomas Daly, FHFMA, CPA; Diane Hill, PhD; Jean Pierce

**Excused:** Robert L. Barchi, MD, PhD; John Gerow

### I. Opening and Call to Order

Mr. John Kastanis opened the meeting by reading University Hospital's statement of compliance with the Open Public Meetings Act and the New Jersey Medical and Health Sciences Education Restructuring Act.

A roll call was conducted and having a quorum of members present, the meeting was called to order at 11:00 a.m.

### II. Executive Session

Mr. Kastanis accepted a motion to convene in Executive Session to review matters falling within the attorney-client privilege.

The Board reconvened in public session and reported that Mr. Kastanis was appointed Chair of the Community Oversight Board by a majority of members present.

### III. Approval of Meeting Minutes

Chair Kastanis accepted a motion to approve the minutes of the February 17, 2016 meeting of the Community Oversight Board. The minutes were approved unanimously.

#### **IV. Report of the President and CEO**

Chair Kastanis provided an extensive report regarding recent developments at the Hospital, noting that the Hospital continues to support and invest in the health of the greater Newark community through a number of efforts, including a new partnership with the Rutgers Cancer Institute of New Jersey, a new Vascular and Wound Care Center, the Hospital's recent achievement as Essex County's first hospital to receive a Baby-Friendly designation, a grant funded Hospital Violence Intervention Program ("HVIP"), and the Hospital's long-standing, robust emergency medical services.

A brief discussion ensued regarding the duration of the HVIP study and local resources available to the participants. While it was noted that access to local resources is already in place as part of the study, Dr. Hill agreed to provide additional information regarding community organizations that work with victims of violence.

An overview regarding the ongoing upgrades at the Hospital was provided, including descriptions of the relocation of the gift shop, the remodeling and reconfiguration of the lobby, and the modernization of the labor and delivery rooms. Joan Dauharje, Patient Experience Officer, has introduced several initiatives to enhance overall patient satisfaction scores. One of the programs is a concierge service that involves assigning college interns to the patient floors to respond to non-clinical patient needs. Dr. Hill commented that the program is similar to that of the Newark City of Learning Collaborative and the "live where you work" initiatives. She stated that these programs may also provide a thoroughly vetted pool of talent for the Hospital's internships.

Ms. Butler inquired as to how the Foundation has supported the Hospital since it obtained new leadership. Chair Kastanis responded that the Hospital has previously retained an experienced consultant to assist in providing focus and direction to the Foundation, as well as to recruit a Development Director.

Lastly, Chair Kastanis underscored University Hospital's commitment to community partners through participation in a wide array of community activities. Through a single point of contact and communication in the Marketing and Communications department, the services available at the Hospital are well known and accessible to the larger community.

#### **V. Community Relations Update**

Ms. Sara Pena, MPA, Senior Community Outreach Coordinator, provided an extensive presentation highlighting the Hospital's participation in community outreach activities during FY 2017.

#### **VI. Public Comment**

No requests for public comment were received for this meeting.

**VII. Adjournment**

There being no further business, the meeting of the Community Oversight Board was adjourned at 12:30 pm.