



## Meeting of the Community Oversight Board of Directors

PUBLIC SESSION

July 7, 2020

10:00 AM

Rutgers Cancer Institute of New Jersey  
at University Hospital  
205 So. Orange Avenue  
Board Room B-1120  
Newark, New Jersey

**Present:** Diane Hill, PhD, Chair; William Holubek, MD; Gary Huck; Shereef Elnahal, MD, MBA; Mary O'Dowd, MPH (via teleconference); Jean Pierce (via teleconference)

**Absent:** Nicole Butler; John Gerow

### I. Call to Order and Opening Statement

Chairwoman Hill welcomed all in attendance and called the meeting to order. Chairwoman Hill called upon Ms. Tammy Robinson to conduct a roll call. With a quorum of members present, the meeting convened at 1:10 p.m.

### II. Report of the President and Chief Executive Officer

Dr. Shereef Elnahal provided an update on the COVID-19 operations at the hospital. He presented the number of new hospitalizations as compared to the discharges beginning in the month of April, when the COVID-19 patient population peaked. He further broke down the number of Newark residents hospitalized for COVID-19 by month. Dr. Elnahal also provided insight into the challenges and dedicated effort of the frontline workers during the height of the pandemic. He reported that after visiting several of the units, he witnessed the conditions the employees faced along with patient/nurse ratios the hospital hadn't experienced before. He noted that staff stepped up to take on tasks and work hours outside their normal work shift. Dr. Elnahal felt it was important for the hospital to tangibly show support and commitment to those workers which was done through the Heroes' Fund Bonus Pay and Crisis Extra Shift Incentive for staff who met specific criteria.

Dr. Elnahal further reported on the hospital's leadership role in coordinating COVID-19 field offices in the northern, central and southern parts of the State. He acknowledged and

thanked the staff taking the lead in the Command Center, in community and patient engagement, staff communication, purchasing, volunteers, community donations and others for exceptional performance throughout the pandemic.

Lastly, Dr. Elnahal highlighted the dedication members of the University Hospital employee family who lost their lives to COVID-19. He stated that a photo of each employee would reside in the chapel and be honored at a prayer and reflection service.

Chairwoman Hill commended Dr. Elnahal and all the staff for their extraordinary work. She stated that she and the community are proud of the leadership example being set for the entire State. Chairwoman Hill led the Board in a heartfelt round of applause.

### **III. Public Comment**

Chairwoman Hill opened the meeting for public comment.

Ms. Jean Pierce thanked Dr. Elnahal, his administration and staff for the fantastic work and high-quality care provided to patients during the pandemic. She noted that with a variety of obstacles faced by healthcare workers during that time, University Hospital stood out for its excellent work.

Ms. LaVita Johnson expressed appreciation to Dr. Elnahal and the staff for their tireless work, commitment and the quality care being provided to herself and the entire community during the COVID-19 pandemic. Ms. Johnson also announced that she was privileged to assist the hospital in coordinating the donation of over 1000 pieces of personal protective equipment (PPE) from local corporations.

### **IV. Review and Approval of Minutes**

Chairwoman Hill accepted a motion to approve the minutes of the February 12, 2020 meeting of the Community Oversight Board. The motion was made and duly seconded; the minutes were approved unanimously.

### **V. Discussion Items and Presentations**

#### **A. Care Around the Clock**

Dr. Chris Pernel provided an update on the Care Around the Clock initiative. Through this program, the hospital provides patient engagement and education resources through community outreach and a new social marketing campaign. In addition, tools and strategies addressing health needs related to COVID-19 and other medical conditions have been deployed. Dr. Pernel provided further details regarding the strategic patient outreach by means of email to promote video visits, postcards, social media and health education videos and telephone calls. The goal of reaching as many in the community as possible is being met by this diverse means of access.

## B. Community Engagement Update

Ms. Brooke Tippens provided an update on the staff and community engagement efforts throughout the hospital. She reported that the department coordinated with organizations throughout the State to provide the necessary PPE, housing accommodations, meals and other resources for all staff during the height of the pandemic and beyond.

Ms. Tippens further reported that as a result of the pandemic, the hospital recognized the need to shift to virtual programming to maintain communication outside of UH. The Facebook live series "Connecting to the Community" is one example of the new web-based, remote programs that have been implemented.

Ms. Tippens lastly presented the calendar of events for the month July.

## C. Spotlight: Ambulatory Care Center

Mr. Franklin Hickey reported on the recent upgrades within the Ambulatory Care Center to comply with social distancing guidelines. Mr. Hickey highlighted that the patient care spaces, registration and lab have been retrofitted to enhance safety. In addition, a patient status board displays HIPAA compliant updated information.

## D. Review of Draft Community Advisory Charter

Ms. Maples stated that the proposed Community Advisory Council Charter provides an overview of the membership, mission and responsibilities of the group. The Council would serve as an ad-hoc, subcommittee of the Board to enhance engagement and partnership of the community. The goal of establishing the Council is to ensure that the mission of the hospital and the intent of the Newark Accords are upheld and that essential services provided by the hospital are made accessible to all in the broader community.

Dr. Elnahal commented that the Council establishes a formal means of accessing community stakeholders especially with respect to decisions the hospital considers that affect the larger Newark community. Chairwoman Hill thanked all who listened and maintained an open mind in developing the Council in response to the expressed need for such a body.

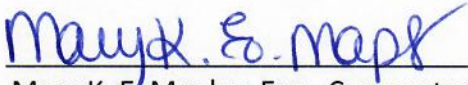
Chairwoman Hill accepted a motion, duly seconded to approve the Community Advisory Council Charter.

## VI. Adjournment

There being no further business, the meeting adjourned at 2:15 p.m. The next meeting of the Community Oversight Board is scheduled for Wednesday, November 18, 2020 at 10:00 AM at the Rutgers Cancer Institute of New Jersey, 205 South Orange Avenue, Board Room B-1120, Newark, NJ 07101.

**CERTIFICATION**

I, MARY K. E. MAPLES, Chief Legal Officer and Corporate Secretary of University Hospital, DO HEREBY CERTIFY that the foregoing is a true and complete copy of the Minutes of the Public Session of the University Hospital Community Oversight Board meeting conducted on July 7, 2020.

  
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Mary K. E. Maples, Esq., Corporate Secretary