

New York Eye and Ear Infirmary of Mount Sinai CHNA Implementation Strategy

Adopted by the New York Eye and Ear Infirmary of Mount Sinai Governing Board on: May 15, 2018.

New York Eye and Ear Infirmary of Mount Sinai (“NYEE” or “the hospital”) is located in Manhattan.

This document outlines the NYEE Implementation Strategy for improving the health of the population in the community they serve by addressing priorities identified through the Community Health Needs Assessment (CHNA).

The CHNA and Implementation Strategy were undertaken to better understand and address community health needs and to fulfill the requirements of the Internal Revenue Service (IRS) regulations, pursuant to the Patient Protection and Affordable Care Act of 2010.

The hospital may amend the Implementation Strategy as circumstances warrant. For example, certain needs may become more pronounced and merit enhancements to the described strategic initiatives. Alternatively, other organizations in the community may decide to address certain community health needs included in the plan. The full CHNA is available at <http://www.nyee.edu/about/community>.

The document contains the following information:

1. About New York Eye and Ear Infirmary of Mount Sinai
2. Definition of the Community Served
3. Summary of Significant Community Health Needs
4. Implementation Strategy to Address Significant Health Needs
5. Significant Health Needs New York Eye and Ear Infirmary of Mount Sinai Will Not Address Directly
6. Implementation Strategy Adoption

1. About New York Eye and Ear Infirmary of Mount Sinai

New York Eye and Ear Infirmary of Mount Sinai is an affiliate of Mount Sinai Health System - a nationally recognized, not-for-profit charitable health care organization located in New York City. New York Eye and Ear Infirmary of Mount Sinai is a 69-bed teaching facility founded in 1820, located in Manhattan.

New York Eye and Ear Infirmary of Mount Sinai shares the mission, vision, brand promise, and brand positioning of the Mount Sinai Health System, which are below.

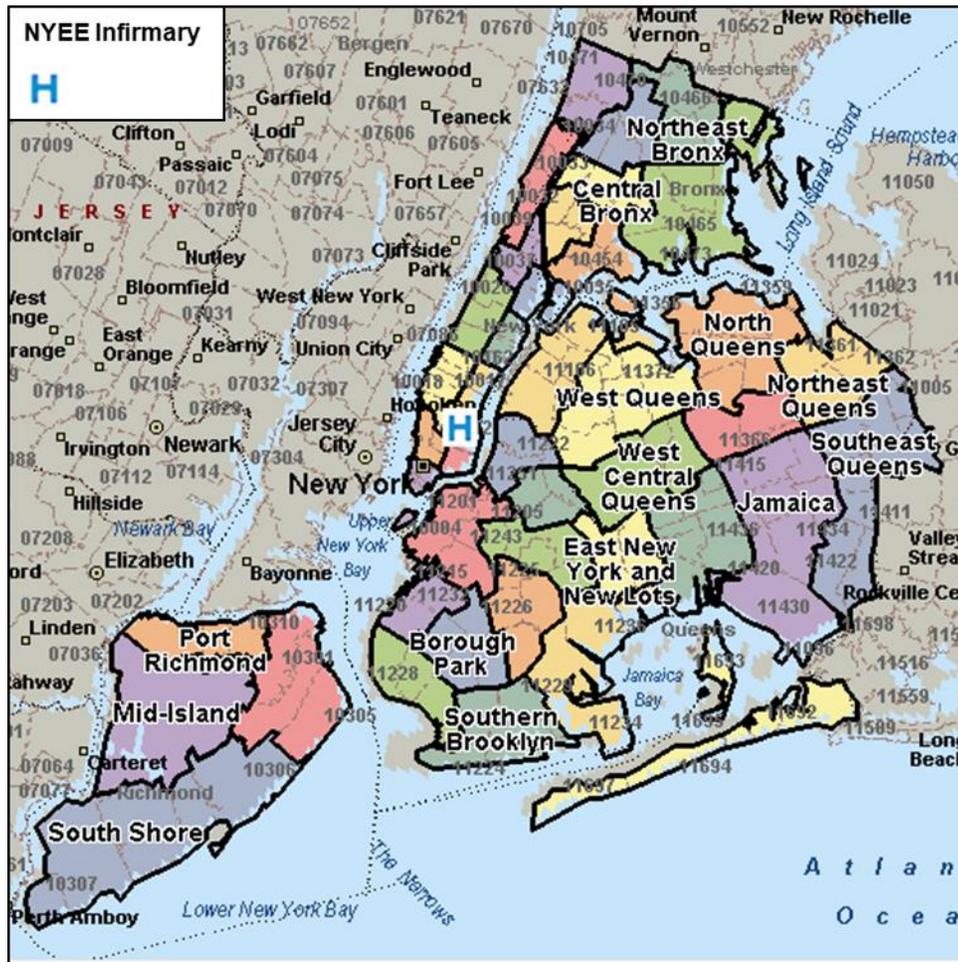
- **Mission.** The mission of the Mount Sinai Health System is to provide compassionate patient care with seamless coordination and to advance medicine through unrivaled education, research, and outreach in the many diverse communities we serve.
- **Vision.** The Mount Sinai Health System's vision is to continue to grow and challenge convention through our pioneering spirit, scientific advancements, forward-thinking leadership, and collaborative approach to providing exceptional patient care in the many unique communities we serve.
- **Brand Promise.** Mount Sinai is the choice for groundbreaking and compassionate health care. Our unrivaled education, translational research, and collaborative clinical leadership ensure that we deliver the best patient care—from prevention to treatment of the most serious and complex human diseases.
- **Brand Positioning.** At Mount Sinai, we reimagine what is possible and redefine the practice of modern medicine, both in our local community and across the world, in order to produce the only result that really matters: radically better outcomes for our patients.

Additional information about New York Eye and Ear Infirmary of Mount Sinai and its services is available at <http://www.mountsinai.org>.

2. Definition of the Community Served

For the purposes of the NYEE CHNA, the community was defined as the entirety of New York City. This community definition covers 42 neighborhoods and 188 ZIP Codes across the five boroughs of the Bronx, Brooklyn, Manhattan, Queens, and Staten Island. The community is divided into neighborhoods utilized by the New York State Department of Health;¹ with each of the 42 neighborhoods in New York City in the NYEE community. The hospital is located in the Lower East Side neighborhood of Manhattan.

The community is mapped below. In 2016, the community collectively accounted for 80 percent of NYEE's inpatient discharges and 90 percent of NYEE's outpatient visits.



Sources: Microsoft MapPoint and the Mount Sinai Health System.

In 2015, the community was estimated to have a population of 8,448,028 persons.

¹ New York State Department of Health. (2006). ZIP Code Definitions of New York City Neighborhoods. Retrieved 2013, from: www.health.ny.gov/statistics/cancer/registry/appendix/neighborhoods.htm

3. Summary of Significant Community Health Needs

The 2017 NYEE CHNA identified a number of significant health needs in the community. The CHNA process considered and assessed a wide range of primary and secondary data sources including structured interviews with persons who represent the broad interests of the community and those with expertise in public health, and assessments and studies prepared by other organizations. The CHNA report identified eleven health needs as significant in the community, as listed below in alphabetical order.

Significant Community Health Needs Identified in the 2017 CHNA

- Aging Population
- Access to Mental Health Care and Poor Mental Health Status
- Access to Primary Health Care Services by Individuals with Limited Resources
- Chronic Diseases and Contributing Lifestyle Factors
- Environmental Determinants of Health
- Homelessness
- Navigating a Changing Health Care Provider Environment
- Poverty, Financial Hardship, and Basic Needs Insecurity
- Safe and Affordable Housing
- Socio-Economic, Racial, Cultural, Ethnic, and Linguistic Barriers to Care
- Substance Abuse

4. Implementation Strategy to Address Significant Health Needs

New York Eye and Ear Infirmary of Mount Sinai has a proud tradition of serving the community and providing significant resources towards community benefit activities. Over the next three years, the hospital plans to continue this commitment to meet health needs in the community. To develop the planned response to significant community health needs identified in the 2017 CHNA, the hospital reviewed the CHNA findings and applied the following criteria to determine the most appropriate needs for the hospital to address:

- The extent to which the hospital has resources to address the need;
- The extent to which the hospital has expertise or competencies to address the need;
- The priority assigned to the need;
- The availability of effective interventions that address the need; and
- The extent of to which other hospital facilities and/or community organizations are addressing the issue.

By applying these criteria, the hospital selected the following significant needs to focus its efforts during the 2018-2020 time period:

- Aging Population; and
- Chronic Diseases and Contributing Lifestyle Factors.

Discussion of these focused efforts is below. Included in the discussion is the following:

- I. Actions NYEE intends to take, including programs and resources it plans to commit;
- II. Anticipated impact of these actions and a plan to evaluate that impact;
- III. Planned collaborations between the hospital and other organizations; and
- IV. Planned commitments of resources.

I. Actions NYEE intends to take, including programs and resources it plans to commit

Many intended activities of NYEE are expected to impact multiple needs identified in the CHNA. These activities are as described below.

Health Professions Education

The health professions education activities of NYEE respond to both the current and future community health needs for primary health care services.

Participation in Medicaid

Medicaid provides health coverage to low-income individuals through federal and state funding. NYEE participation in New York State Medicaid includes inpatient and outpatient services. In 2016, the payments for services provided to Medicaid patients were approximately 80 percent of the cost to provide these services.

Community Health Improvement Activities

New York Eye and Ear Infirmary of Mount Sinai supports numerous activities to improve community health through grants and in-kind contributions. Community health improvement activities include providing interpreter services at local events, delivering seminars on eye and ear health, and facilitating support groups for residents with vision and hearing challenges.

Subsidized Health Services

New York Eye and Ear Infirmary of Mount Sinai hospital provides numerous inpatient and outpatient service lines that operate as losses. NYEE continues to provide these services because the health of community members would diminish because other providers would be unlikely to provide these services. Subsidized health services provided by NYEE focus on helping patients receive pharmaceutical products at no out-of-pocket cost.

Health Care Services

A range of specialized health care services is available at the hospital, outpatient facilities, and physician practices throughout the community. As part of the Mount Sinai Health System, integrated resources such as electronic health records facilitate the referral of patients to needed services provided by other Mount Sinai Health System hospitals and health professionals. NYEE professionals include nurses that are board certified in ophthalmology, OR and peri-anesthesia, as well as Med Surge and Critical Care.

Community Building

NYEE makes presentations on hearing and vision to numerous groups. NYEE also provides screenings to the public at community events.

A. Aging Population

The 2017 NYEE CHNA found that the population is aging and “aging in place,” and that this aging population will increase needed support for healthcare, housing, transportation, and nutrition assistance.

Planned activities for healthcare directly and indirectly related to an aging population are described below. These activities are in addition to the NYEE activities that impact multiple needs.

Specialty Medical Services

Specialty medical services provided by NYEE treat conditions and diseases that are more prevalent in older populations. Treatments for these conditions and diseases enable seniors to be healthier and live independently. Specific special medical treatments provided by NYEE include the following:

- Cataracts surgery and vision rehabilitation;
- Medical and surgical management of glaucoma;
- Treatment of retinal diseases, including macular degeneration
- Low vision services;
- Services for facial paralysis and associated movement disorders;
- Facial paralysis rehabilitation;
- Head and neck oncology services; and
- Voice and swallowing services.

Events

New York Eye and Ear Infirmary of Mount Sinai conducts special events throughout the year. Examples of special events include a Holiday Drive for Eyeglass Donations, Free Seminars on Senior Eye Health, and the Local Museum Offering Tours and More for People with Low Vision.

B. Chronic Diseases and Contributing Lifestyle Factors

The 2017 NYEE CHNA found that chronic diseases in the community include asthma, diabetes, heart disease, HIV, hypertension, obesity, and strokes. Contributing lifestyle factors might also include other sexually transmitted infections.

Planned activities to help reduce the incidence of and manage current chronic disease, including increasing healthy life factors, are described below. These activities are in addition to the NYEE activities that impact multiple needs.

Health Professions Education

The health professions education activities of NYEE respond to both the current and future community health needs for chronic disease services. NYEE actively participates in the following resident and fellow training programs related to the management of chronic conditions:

- Ophthalmology Residency
- Glaucoma Fellowship
- Cornea Fellowship
- Retina-vitreous Fellowship
- Uveitis Fellowship
- Otolaryngology Residency

Chronic Disease Services

The hospital provides specialty care at its Manhattan campus, as well as physician practices throughout Manhattan. The hospital, together with The Mount Sinai Health System, is a leader in providing quality health care to its patients regardless of their ability to pay. Specific specialty health care services related to the management of chronic diseases include ones listed below.

- **NYEE's Department of Ophthalmology.** The Department of Ophthalmology at NYEE offers patients the most advanced and comprehensive treatments for all eye conditions. NYEE physicians are experts in managing all eye problems, including cataracts, glaucoma, age-related macular degeneration, corneal disease, retina conditions, and many other ophthalmologic disorders. NYEE physicians specialize in cornea and refractive surgery, eye trauma, neuro-ophthalmology, ocular immunology and uveitis, ocular oncology, oculoplastic and orbital surgery, ophthalmologic pathology, pediatric ophthalmology, and strabismus. A pilot project in teleophthalmology is being conducted which aims to increase retina screening for diabetic patients.
- **NYEE's Department of Otolaryngology.** The Department of Otolaryngology at NYEE provides a full range of services for all conditions of the ear, nose, throat, sinuses, head, and neck. NYEE physicians are experts in the treatment of thyroid/parathyroid tumors, sinus problems, voice and throat conditions, hearing disorders, sleeping and airway difficulties, and cosmetic issues of the face and neck. When advanced care is needed, NYEE head and neck surgeons treat cancer of the mouth, larynx, nose, sinuses, throat, tonsils, tongue, thyroid, and parathyroid. NYEE's highly skilled head and neck surgeons

work closely with radiation therapists, medical oncologists, oral and maxillofacial surgeons, radiologists, and pathologists to discuss the patient's staging, treatment, and prognosis.

- **NYEE's Plastic and Reconstructive Surgery Department.** The Plastic and Reconstructive Surgery Department at New York Eye and Ear Infirmary of Mount Sinai is staffed by more than 50 of the most outstanding plastic surgeons in the region. Patients in need of reconstructive surgery following trauma, disease, or congenital malformation, or those desiring elective cosmetic surgery, can benefit from the specialty care provided at New York Eye and Ear Infirmary. NYEE's multidisciplinary approach to care ensures that patients have the best opportunity for a successful outcome-regardless of the type of procedure.

Research

New York Eye and Ear Infirmary of Mount Sinai conducts numerous research activities, including activities internally funded by NYEE and activities funded, in whole or in part, by external sponsors. Research activities are related to hearing and vision. Research activities require approval by the Mount Sinai Institutional Review Board (IRB).

Support Groups

New York Eye and Ear Infirmary of Mount Sinai offers support groups so patients can share their stories, ask questions, and find out about useful resources. Educational topics are also discussed. Specific support groups include Uveitis Support Groups, Macular Degeneration Support Group, and Head and Neck Cancer Support Group. Support groups are facilitated by NYEE professionals, including nurses and social workers.

II. Anticipated impact of these actions and a plan to evaluate that impact

The anticipated impact of activities is improved mental and physical health of community residents.

Reviews of individual activities are ongoing and an inclusion of an evaluation is anticipated in the next CHNA. Metrics used to assess activities include frequency measures, such as the number of services provided. While it is hoped that the intended impact will improve community health, identifying valid outcomes-based impact measures is difficult for multiple reasons, including lags in data collection, analysis, and reporting of community health indicators by independent measures of changes. Adding to the difficulty in measuring outcomes-based impact includes the size of the community population, changes in the population through in-migration and out-migration, and changes in the overall environment. Furthermore, assessing the causal impact of any correlation between this activity and outcome measures may not be possible.

Each health professions education activity is also evaluated individually. Evaluation criteria include interest from prospective students, participation by individual practicing professionals, and assessments by accrediting agencies.

III. Planned collaborations between the hospital and other organizations

Activities are provided through partnerships and collaborative contributions from numerous community entities and members. Collaborating partners include the following:

- Mount Sinai's Icahn School of Medicine
- Individual practicing professionals
- Local religious leaders

Health professions education involves numerous entities including educational institutions (such as schools, colleges, and universities), accrediting organizations (such as the Liaison Committee on Medical Education, the Accreditation Council for Graduate Medical Education, the Council on Podiatric Medical Education, the Accreditation Council for Pharmacy Education, and the Accreditation Commission For Education in Nursing), and individual practicing professionals.

IV. Planned commitments of resources

Planned commitments of resources include direct support for many activities, such as Health Professions Education, Community Health Improvement Activities, and Subsidized Health Services. Planned commitments of resources also include indirect and in-kind support, such as financial shortfalls for providing services to Medicaid enrollees and use of facilities by individuals attending support groups.

5. Significant Health Needs that Will Not Be Addressed (Directly)

New York Eye and Ear Infirmary of Mount Sinai is committed to serving the community by adhering to its mission, using its skills and capabilities, and remaining a strong organization so that it can continue to provide a wide range of community benefits. However, no entity can address all of the health needs present in its community.

Reasons for not addressing a need include ones identified by the Internal Revenue Service (IRS):

- Resource constraints,
- Relative lack of expertise or competencies to effectively address the need,
- A relatively low priority assigned to the need,
- A lack of identified effective interventions to address the need, and/or
- The fact that the need is being addressed by other facilities or organizations in the community.

The hospital evaluated the significant needs identified in the CHNA based on the IRS criteria. Based on these criteria, the hospital identified significant needs that it will not address with direct interventions, although planned interventions in the 2018-2020 time period may have indirect impact. These significant needs, discussed below, are as follows:

- A. Access to Mental Health Care and Poor Mental Health Status;
- B. Access to Primary Health Care Services by Individuals with Limited Resources;
- C. Environmental Determinants of Health;
- D. Homelessness;
- E. Navigating a Changing Health Care Provider Environment;
- F. Poverty, Financial Hardship, and Basic Needs Insecurity;
- G. Safe and Affordable Housing;
- H. Socio-Economic, Racial, Cultural, Ethnic, and Linguistic Barriers to Care; and
- I. Substance Abuse.

A. Access to Mental Health Care and Poor Mental Health Status

The 2017 NYEE CHNA found that mental health status is poor for many residents because of day-to-day pressures, substance abuse, and psychiatric disorders. The supply of mental health providers is insufficient to meet the demand for mental health services. NYEE has expertise and resources related to specialized medical services. The resulting lack of core competencies in mental health care services, combined with finite resources, restrict planned interventions in the 2018-2020 time period. Furthermore, numerous other resources in the community are responding to this issue including the NYC Department of Health and Mental Hygiene and the New York State Office of Mental Health.

Planned activities indirectly related to mental health care and poor mental health status are described below. These activities are in addition to the NYEE activities that impact multiple needs.

Referrals to Mental Health Services

New York Eye and Ear Infirmary of Mount Sinai refers patients to various providers of mental health care services. As part of the Mount Sinai Health System, the continuum of care can be enhanced with referrals to effective mental health services provided by other Mount Sinai hospital facilities and Mount Sinai health professionals. For example, patients in need of mental health consultations can be referred to services at the Petrie campus of Mount Sinai Beth Israel, which is within walking distance of NYEE.

B. Access to Primary Health Care Services by Individuals with Limited Resources

The 2017 NYEE CHNA found that New York City has a robust health provider network. However, access to this network can be limited to individuals with limited financial resources, including lack of health insurance and relatively high deductibles / co-pays. NYEE has expertise and resources related to specialized medical services. This focus on specialized health care services rather than primary health care services, combined with finite resources, restrict planned interventions in the 2018-2020 time period. Furthermore, numerous other resources in the community are responding to this issue including the NYC Department of Health and Mental Hygiene and NYC Health + Hospitals.

Planned activities indirectly related to increasing access to primary health care for individuals with limited resources are described below. These activities are in addition to the NYEE activities that impact multiple needs.

Referrals to Primary Health Care Services

NYEE refers patients to various providers of primary health care services. As part of the Mount Sinai Health System, the continuum of care can be enhanced with referrals to effective primary and specialized care services provided by other Mount Sinai hospital facilities and Mount Sinai health professionals. For example, patients in need of primary care services can be referred to services at Mount Sinai Beth Israel, which is within walking distance of NYEE.

C. Environmental Determinants of Health

The 2017 NYEE CHNA found that residents experience considerable traffic, pollution, crime, and noise, and that transportation is difficult for individuals with limited mobility. NYEE, together with the Mount Sinai Health System, has expertise and resources related to medical services. The resulting lack of core competencies in traffic, pollution, crime, and noise, combined with finite resources, restrict planned interventions in the 2018-2020 time period. Furthermore, numerous other resources in the community are responding to this issue including the New York City Department of Environmental Protection and the New York City Department of Transportation.

Planned activities indirectly related to environmental determinants of health are described below. These activities are in addition to the NYEE activities that impact multiple needs.

Referrals to Health Care Services

New York Eye and Ear Infirmary of Mount Sinai refers patients to various providers of health care services. As part of the Mount Sinai Health System, the continuum of care can be enhanced with referrals to effective services provided by other Mount Sinai hospital facilities and Mount Sinai health professionals. For example, pediatric patients in need of specialized clinical consultation can be referred to the T32 Pediatric Environmental Health Research Fellowship at Mount Sinai Hospital.

D. Homelessness

The CHNA found that homelessness is increasing in the community, and that homelessness is complex and intertwines other issues including affordable housing, access to mental health care, substance abuse, and poverty. NYEE, together with the Mount Sinai Health System, has expertise and resources related to medical services. The resulting lack of core competencies in short-term shelter and long-term housing, combined with finite resources, restrict planned interventions in the 2018-2020 time period. Furthermore, numerous other resources in the community are responding to this issue including the New York City Department of Homeless Services.

Planned activities indirectly related to homelessness are described below. These activities are in addition to the NYEE activities that impact multiple needs.

Financial Assistance and Billing and Collections Policy

New York Eye and Ear Infirmary of Mount Sinai, together with the other MSHS hospitals, recognizes that many of the patients served may be unable to access quality health care services without financial assistance. A Financial Assistance and Billing and Collections Policy for MSHS hospitals enables each hospital to uphold its mission, while carefully taking into consideration the ability of the patient to pay. The Billing and Collections Policy is applied in a fair and consistent manner for Emergency Medical Care and other Medically Necessary Care rendered in the MSHS hospitals by providers who are directly employed by or contracted by Icahn School of Medicine at Mount Sinai. The Financial Assistance and Billing and Collections

Policy, as well as the application for Financial Assistance is available online (<http://www.wehealny.org/services/financialassistance/index.html>) in English, Spanish, Chinese, Haitian Creole, Polish, and Russian. A uniform Financial Assistance Policy across hospital facilities and providers and robust social services can help low-income patients manage treatment plans. A uniform Financial Assistance Policy across hospital facilities and providers and robust social services can help low-income patients manage treatment while remaining in their homes.

E. Navigating a Changing Health Care Provider Environment

The 2017 NYEE CHNA found that many changes, including the closure of St. Vincent's Hospital and the Mount Sinai Beth Israel transformation, are leading to anxiety by residents, and that residents may be uncertain of how to access healthcare services. New York Eye and Ear Infirmary of Mount Sinai, together with the Mount Sinai Health System, has expertise and resources related to medical services but insurance coverage and financial resources are predominant factors related to access to evolving healthcare provider options. The resulting lack of proven interventions, combined with finite resources, restrict planned interventions in the 2018-2020 time period. Furthermore, other resources in the community have greater abilities to assist in navigation, notably insurance providers.

Planned activities indirectly related to navigation are described below. These activities are in addition to the NYEE activities that impact multiple needs.

Social Work Services

The NYEE Social Work Department provides support for the psychosocial and continuing needs of patients, families, and significant others. Counseling is provided to enhance recovery and encourage patients to participate in the rehabilitation process. A screening and referral system is used to assess patients and a multidisciplinary framework ensures quality service delivery.

Mount Sinai Access

New York Eye and Ear Infirmary of Mount Sinai participates in Mount Sinai Access, a 24/7 concierge service available to assist physicians, patients, and family members connect with Mount Sinai specialists. Mount Sinai Access is staffed by nurses who work closely with physicians to arrange an outpatient appointment or peer to peer consultation as quickly as possible. Services are targeted to patients and families, as well as physicians to help coordinate patient care.

F. Poverty, Financial Hardship, and Basic Needs Insecurity

The 2017 NYEE CHNA found that lower-income residents can experience considerable difficulty in accessing basic needs, primary care access can be limited due to the relatively high cost of deductible / co-pays, and unmet mental health needs may be an issue due to daily stress. New York Eye and Ear Infirmary of Mount Sinai, together with the Mount Sinai Health System, has expertise and resources related to medical services. The resulting lack of core competencies in economic development, combined with finite resources, restrict planned interventions in the 2018-2020 time period. Furthermore, numerous other resources in the community are responding to this issue including the New York City Human Resources Administration/Department of Social Services.

Planned activities indirectly related to Poverty, Financial Hardship, and Basic Needs Insecurity are described below. These activities are in addition to the NYEE activities that impact multiple needs.

Financial Assistance and Billing and Collections Policy

New York Eye and Ear Infirmary of Mount Sinai, together with the other MSHS hospitals, recognizes that many of the patients served may be unable to access quality health care services without financial assistance. A Financial Assistance and Billing and Collections Policy for MSHS hospitals enables each hospital to uphold its mission, while carefully taking into consideration the ability of the patient to pay. The Billing and Collections Policy is applied in a fair and consistent manner for Emergency Medical Care and other Medically Necessary Care rendered in the MSHS hospitals by providers who are directly employed by or contracted by Icahn School of Medicine at Mount Sinai. The Financial Assistance and Billing and Collections Policy, as well as the application for Financial Assistance is available online (<http://www.wehealny.org/services/financialassistance/index.html>) in English, Spanish, Chinese, Haitian Creole, Polish, and Russian. A uniform Financial Assistance Policy across hospital facilities and providers and robust social services can help low-income patients manage treatment plans. A uniform Financial Assistance Policy across hospital facilities and providers and robust social services can help low-income patients manage treatment plans.

G. Safe and Affordable Housing

The 2017 NYEE CHNA found that inadequate housing contributes to poor health outcomes, demand for housing in the neighborhood is increasing rents, and that new housing units will be market rates. The 2017 NYEE CHNA also found that inadequate security and maintenance of residential properties, including NYCHA units, negatively influence health. NYEE, together with the Mount Sinai Health System, has expertise and resources related to medical services. The resulting lack of core competencies in residential housing, combined with finite resources, restrict planned interventions in the 2018-2020 time period. Furthermore, numerous other resources in the community are responding to this issue including the New York City Department of Housing Preservation and Development and the New York City Housing Authority.

Planned activities indirectly related to Safe and Affordable Housing are described below. These activities are in addition to the NYEE activities that impact multiple needs.

Referrals to Community Resources

New York Eye and Ear Infirmary of Mount Sinai refers patients to various community resources. As part of the Mount Sinai Health System, integrated resources help NYEE respond to patients in need. For example, robust social services can direct patients to community organizations that assist with housing needs.

H. Socio-Economic, Racial, Cultural, Ethnic, and Linguistic Barriers to Care

The 2017 NYEE CHNA found that access to care may be limited for residents who do not feel welcomed by providers. Insufficient cultural competence and language limitations are barriers to foreign-born residents. For some U.S.-born residents, barriers may be influenced by real or perceived differences in services based on race, ethnicity, socioeconomic background, sexual orientation, and/or other issues. LGBTQ residents may be especially likely to perceive and/or experience access barriers.

Planned activities indirectly related to helping reduce barriers to care are described below. These activities are in addition to the NYEE activities that impact multiple needs.

Interpretation Services

New York Eye and Ear Infirmary of Mount Sinai provides over-the-phone and in-person interpreter services, 24 hours a day, at no cost to patients. Sign language interpreters, telecommunication devices (TTY), and other auxiliary aids for the deaf/hard of hearing are available through the Language Assistance Program.

Transgender Education.

NYEE conducts education programs to help staff members better meet the needs of transgender patients.

I. Substance Abuse

The 2017 NYEE CHNA found that substance abuse in the community includes alcohol and multiple illegal substances. Alcohol abuse is evidenced by binge drinking in local bars and opioid abuse disproportionately impacts homeless individuals.

Planned activities indirectly related to helping manage and reduce substance abuse are described below. These activities are in addition to the NYEE activities that impact multiple needs.

Referrals to Substance Abuse Services

New York Eye and Ear Infirmary of Mount Sinai refers patients to various providers of substance abuse treatment services. As part of the Mount Sinai Health System, the continuum of care can be enhanced with referrals to effective substance abuse treatment services provided by other MSHS hospital facilities and Mount Sinai health professionals. For example, patients in need of substance abuse consultations can be referred to the Addiction Institute at Mount Sinai West.

6. Implementation Strategy Adoption

The Community and Government Affairs Committee of the Board of Trustees for New York Eye and Ear Infirmary of Mount Sinai reviewed and adopted this plan at its May 15, 2018 meeting.