



All In. All Together.

50th Anniversary Report to the Community



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There is no more important work than to improve the health and well-being of our friends, family, and community.

As we have been for 50 years and will continue to be for the next 50 and beyond, we are here every day—all in, and all together.



Responding to a community in need

Struggling with rampant poverty, an overflowing population, and pervasive poor health, Sunset Park in 1967 was one of New York City's toughest and most disadvantaged neighborhoods. It was in desperate need of hope, help, and healing.

A new approach to caring for our community was required.

Forward-thinking residents and local healthcare leadership worked together, and, in partnership with the Federal Office of Economic Opportunity, opened Sunset Park Family Health Center, an innovation in community care. The opening of the Family Health Center was an indelible first step in Sunset Park's revival and reshaped future.

Historic Milestones and Accomplishments

1967: With a \$4 million grant from the Federal Office of Economic Opportunity, the Sunset Park Family Health Center is opened to provide medical services to area residents.

1974: A national Dental Residency program is launched.

Seven more primary care centers are opened:

Family Physician 1968

Park Ridge 1998

Sunset Terrace 1984

Flatbush 1998

Park Slope 1991

Seventh Avenue 2002

Shore Road 1996



Serving Sunset Park

The Sunset Park of today is different than it was in 1967. Diverse, vibrant, and confident, the 2017 version of Sunset Park still has its struggles but is living proof of what can happen when people work together.

Today, the Family Health Centers at NYU Langone is nationally recognized for innovative, affordable, high-quality care, and is one of the largest employers within the communities we serve. What began in 1967 as a grassroots pilot program has evolved and grown into a multifaceted, comprehensive system of culturally competent healthcare and social services, delivered through a network of convenient locations throughout all of Brooklyn and other parts of NYC.

As true health and community revival innovators, we established:

- the largest national dental residency program
- the largest school health program in New York
- a community medical program serving more than 7,000 homeless New Yorkers
- Women, Infants, and Children (WIC) and Supplemental Nutrition Assistance Program (SNAP) programs
- one of the first health-focused AmeriCorps programs

Historic Milestones and Accomplishments

2000: Family Health Centers network received the federal Bureau of Primary Health Care's "Cultural Competence Award" in recognition of our promise to deliver culturally competent primary care.

2002: Family Health Centers received the Health Resources and Services Administration (HRSA) Administrator's Award for increasing access to care and reducing health disparities.

2010: Acquired the Community Medicine Program for homeless persons, formerly operated by the now-closed St. Vincent Medical Centers. The program currently includes 11 sites in three boroughs offering primary care, health screenings, urgent care, crisis intervention, and counseling to more than 7,000 New Yorkers who are homeless or at risk.



Larry K. McReynolds, Executive Director
Kathy Hopkins, Vice President, Community-Based Programs
Astrid P. Gonzalez, Vice President, Finance

Supporting each patient and family as a whole

Early on, we recognized our active involvement had to extend well beyond our neighbors' injuries or illnesses. We needed to redefine the notion of healthcare, and broaden it to combine medical services with social services that support numerous aspects of our patients' lives such as literacy, education, employment, housing, and more. For example, our Healthy Families program provides support services for the entire family. Specially trained members of the community are matched to families for home visits. Each family receives an assessment covering areas of potential health, social, and economic need, and the support provided is then tailored to address those needs.

Our approach is to care for each

Helping new moms and babies

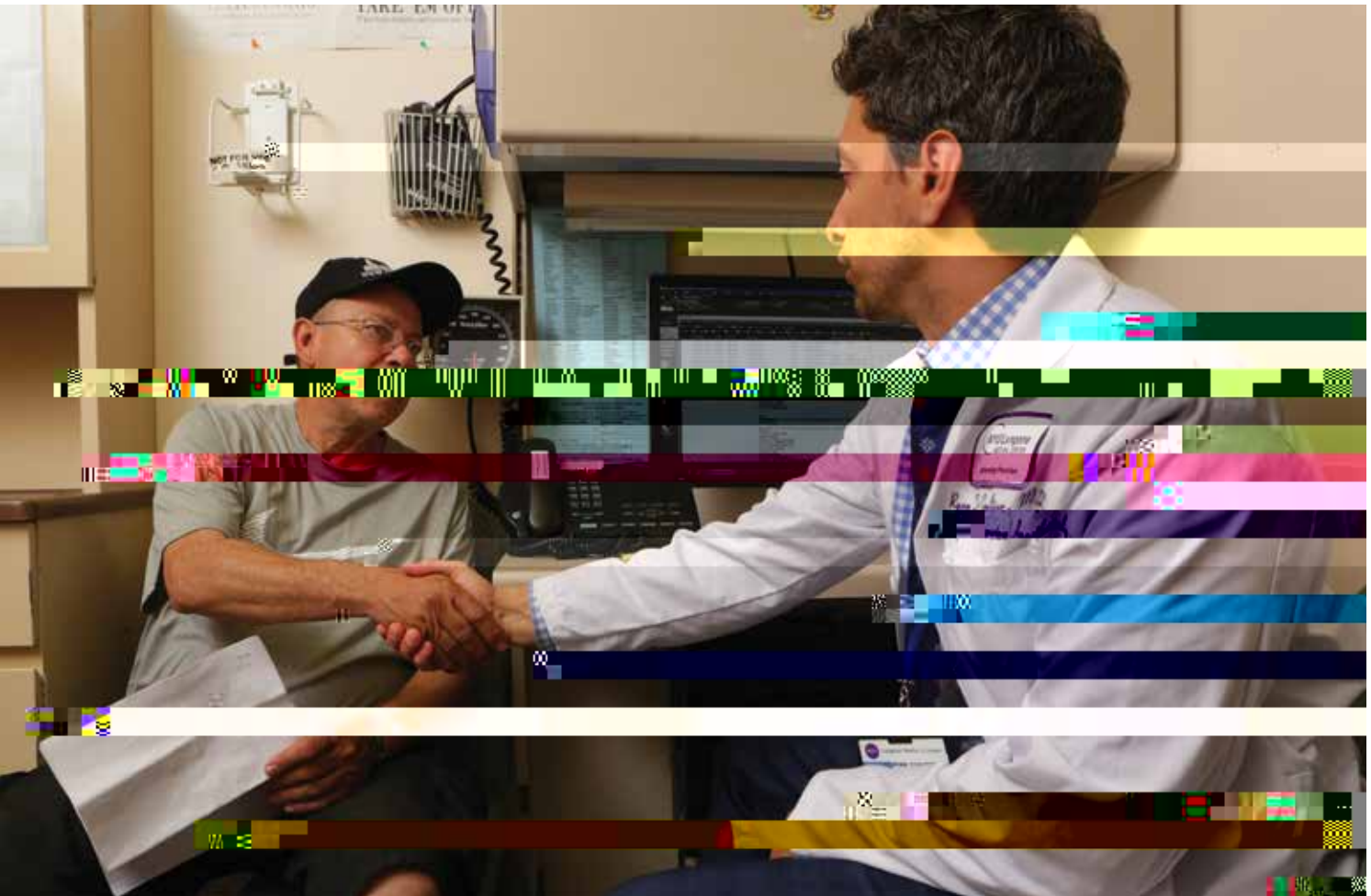
Providing a medical home to an entire community

We provide high-quality, affordable healthcare to every patient, regardless of health condition, life circumstance, or economic position.

We are our patients' medical home, a place where they can relax, feel they belong, and know they are genuinely cared for. At all of our care sites, cohesive teams of doctors, nurses,

and specialists work together with the best interest of each patient in mind. These caregivers speak our patients' languages, and not only understand, but may also share cultural backgrounds. The patient-doctor relationships that develop here are one-on-one, proactive, and mutually respectful.

Our patients believe we can help them because they see results in their friends, neighbors, and often their own family members. In fact, we treat many generations of the same family.



Empowering patients for better self care

Including patients as members of

Delivering greater healthcare value

Our unique model of value-based community care generates better health outcomes as well as improved efficiency and financial viability for care delivery to all our populations.

Our integrated medical and social support services allow us to detect illnesses and conditions earlier; encourage preventive care; provide education and resources for managing chronic conditions; prevent problems that can come with fragmented care

such as duplication of tests, missed areas of care, or potential drug interactions; and help with other medical concerns. This adds up to fewer, shorter hospital stays and less frequent use of emergency services, which is better for individual patients and contributes to greater economy throughout the system. Smarter, more efficient care reduces the burden of illness on our patients and of healthcare costs for all of us.

Very often, people face barriers to getting and staying healthy. These barriers may include the inability to find or afford local healthcare providers; low literacy; unstable housing; fear; or a sense of unworthiness. We work hard every day to transform healthcare in Brooklyn and beyond, and to make certain it is within reach for everyone in the communities we serve.

To address the key barriers to health, we offer culturally adapted programs for asthma, diabetes, breast cancer,

I clearly remember starting my residency at the Family Health Centers. My first patient came in, sat in the chair, and when I spoke to her, she did not respond. I spoke only English, a language she did not understand. That was my first exposure to community healthcare in a diverse population.

Gradually, I began to understand the complexities of community care and the serious challenges so many of our patients faced. I got closely involved with my patients and learned that dentists—good dentists—provide so much more than oral care.

Although I was happy at the Family Health Centers, the lure of private practice in my home state won me over and when my residency ended, I moved on. But my heart had been altered. Private practice was good, but the feeling wasn't the same as it was at the Family Health Centers. I missed the patients and families I had come to know, and I missed playing a role in something much bigger. At the Family Health Centers, my

colleagues and I were part of an integrated medical and social services network that wrapped itself around our patients and helped change their lives. Dental care can be a gateway to a person's overall health and at the Family Health Centers, I could bring all the pieces together for my patients. Knowing I had found my calling—the place I could truly make a difference—I returned to the Family Health Centers and focused on amplifying our efforts and value in the community.

Our approach here is not typical of a dental office. We look at the whole person first. We take blood pressure readings, offer diabetes and oral cancer screenings, and even review things like medications and diet. I hired a manager of special populations and an outreach manager to help engage our neighbors—the whole community from children to seniors.

We are connected with our community. And isn't that what community care is all about?



Summer 2016 marked the successful culmination of a massive undertaking at the Family Health Centers at NYU Langone and the entire Brooklyn campus—the implementation of the Epic electronic health record platform. Epic improves safety and efficiency, and offers patients greater access to their own health information, and, working in tandem with other advances in technology, it allows the Family Health Centers to implement exciting new programs that not long ago would have sounded like fiction. Here are two examples:

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Sunset Park Family Health Center
at NYU Langone
Adult Medicine, Dental and Specialty
150 55th Street
Brooklyn, NY 11220
718-630-7095

Sunset Park Family Health Center
at NYU Langone
Women's Health, Pediatrics,
and Pediatric Rehabilitation
5610 Second Avenue
Brooklyn, NY 11220
718-630-7942

Seventh Avenue Family Health Center
at NYU Langone
5008 Seventh Avenue
Brooklyn, NY 11220
718-210-1030

Flatbush Family Health Center
at NYU Langone
3414 Church Avenue
Brooklyn, NY 11203
718-630-2197

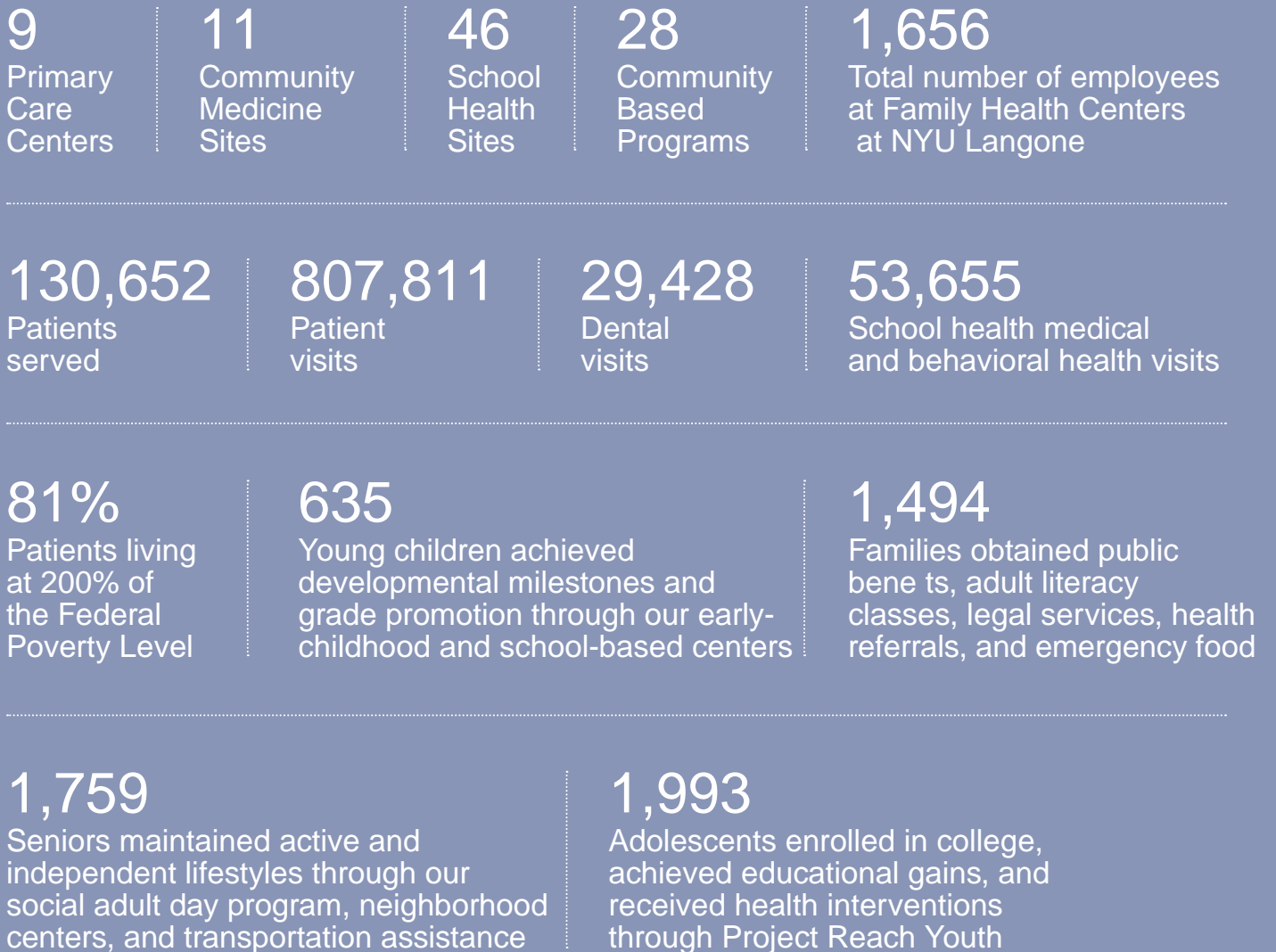
Family Physician Family Health Center
at NYU Langone
5616 Sixth Avenue
Brooklyn, NY 11220
718-439-5440

Park Ridge Family Health Center
at NYU Langone
6317 Fourth Avenue
Brooklyn, NY 11220
718-907-8100

Park Slope Family Health Center
at NYU Langone
220 13th Street
Brooklyn, NY 11215
718-832-5980

Shore Road Family Health Center
at NYU Langone
9000 Shd2i12 3galthe0y (v)3 (en)7 (ue)TJ0 NBrooklyn, N
518-50e-y0 0 80

Family Health Centers at NYU Langone By the Numbers*



*2016 Uniform Data System (UDS) Report
