

# NEW YORK CITY HEALTH & HOSPITALS CORPORATION

## Project H.E.A.L Health Emergency Assistance Link

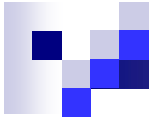
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**American Public Health Association (APHA)**

**Philadelphia, PA**



# OBJECTIVES

- Identify challenges related to sustainment of Domestic Violence (DV) Program in a large public benefit municipal system.
- Discuss the benefits of maintaining a DV program in partnerships with Community/ Government Agencies and the Criminal Justice System.

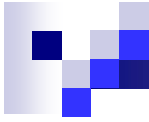
# WHO WE ARE

- Largest public municipal health care system in the country
- 11 hospitals (Joint Commission-accredited)
- 4 long term care (Joint Commission-accredited)
- 6 Diagnostic & Treatment Centers
- A certified home care agency
- A managed care organization (MetroPlus) with 310,000 enrollees
- 80 community health clinics
- 26+ Child Health Clinics
- Affiliation w/major NYC Medical Schools
- 38,000 + employees



# POPULATION SERVED

- 1.3 million New Yorkers; 480,000 uninsured and increasing
- Disadvantaged, uninsured and lower socio-economic
- Immigrant population, many of which are new to the United States
- Widely diverse, cultural and ethnic populations with language barriers



# OVERVIEW

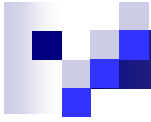
Domestic Violence and gender based trauma has emerged as one of the most serious public health problems facing women in this country. Most victims' greatest risk of abuse and violence are from women/men they have known and trusted, often an intimate partner. This violence over time usually escalates in both frequency and severity and has significant social, psychological, economic, and medical consequences.

# HHC DOMESTIC VIOLENCE PREVENTION PROGRAMS

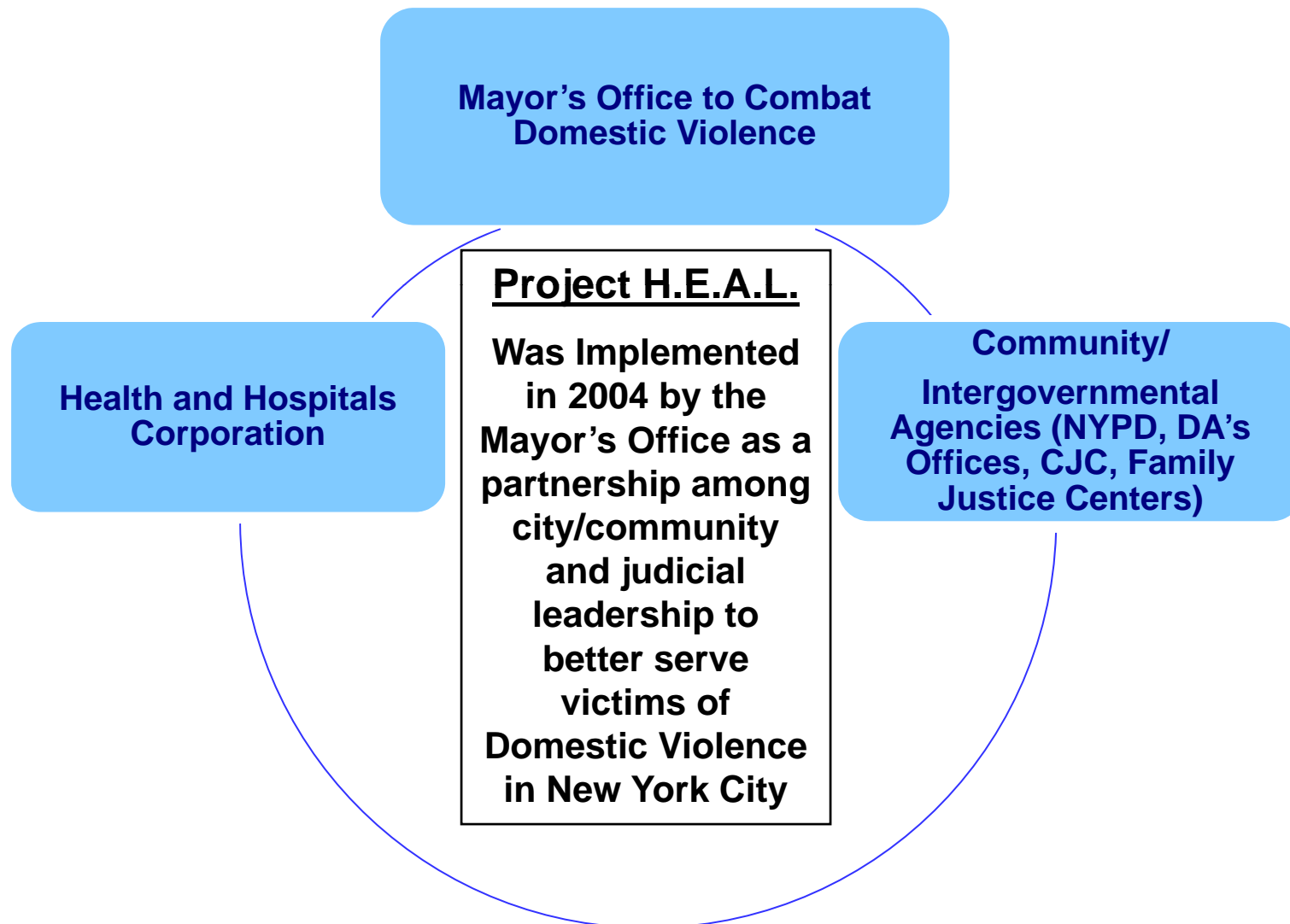
- DV Coordinators assigned to all facilities since 1995
- DV mandated annual training for all employees
- DV Surveillance System
- Universal Screening for DV in Emergency departments and Clinics (GYN, Family Planning, Primary Adult Clinics)
- Order of Protection application assistance
- Cell Phone Program
- Availability of DV Services (e.g. linkages to NYPD & District Attorney's Office)
- Patient/Family DV Prevention Education in 15 different languages
- QA/Performance Improvement Activities
- Monthly Outreach Activities
- 24 hour DV Hotline
- Others (Domestic Violence Month, Grant funded initiatives, Vicarious Trauma Support Group, and others)

# PROJECT HEALTH EMERGENCY ASSISTANCE LINK (H.E.A.L)

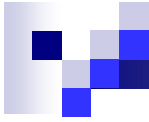
- As part of New York City's heightened awareness to enhance screening, treatment, prevention of domestic violence, and appropriate processing of batterers, Project H.E.A.L. was implemented in all of 11 HHC hospitals.
- Project H.E.A.L. is an interagency collaboration among the Mayor's Office to combat Domestic Violence (MOCDV), Health and Hospitals Corporation, NYC Police Department, District Attorneys Offices, Criminal Justice System, and Family Justice Centers to better serve victims of domestic violence in New York City.



# PARTNERSHIPS







# PURPOSES

- Enhance present DV programs by including Digital Forensic Photography to monitor and document victim's condition and provide appropriate care and service.
- Provide patient and staff education; effective communication with the judicial branches to ensure protection of victims and appropriate processing and convictions of batterers.



# CHALLENGES

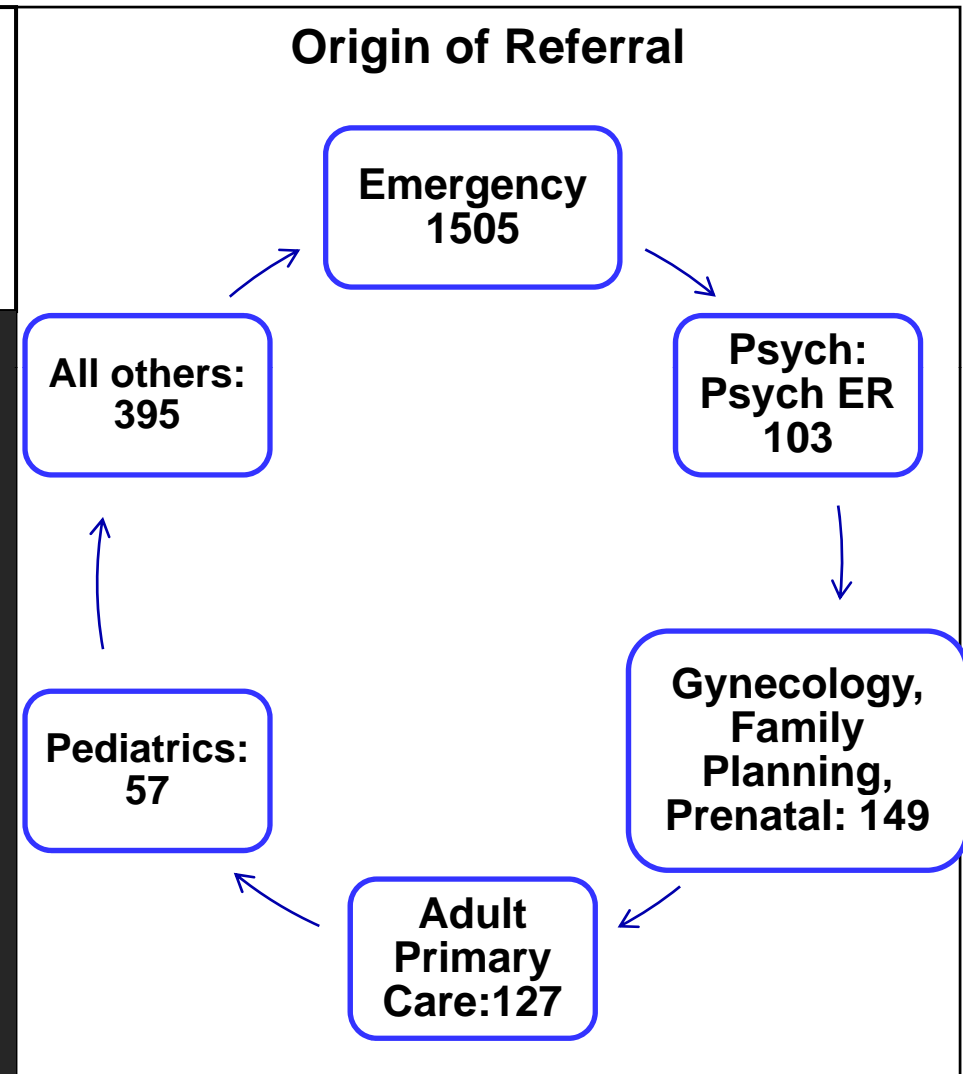
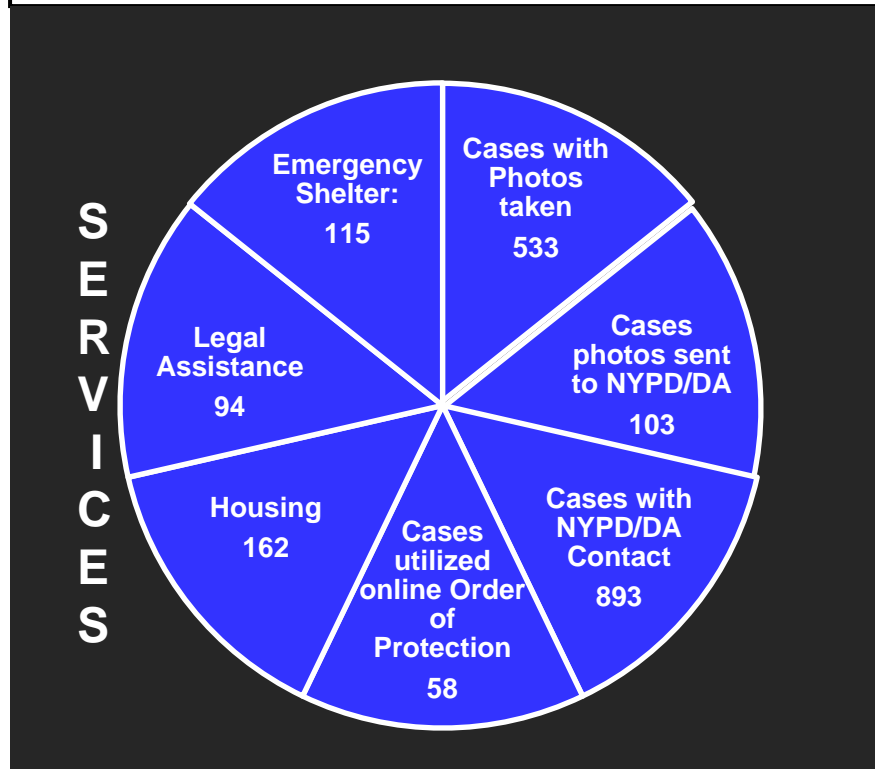
- Staff awareness of the prevalence of domestic violence
- Identify DV victims; and provide appropriate management and referrals
- Documentation of victim's condition using forensic photography
- Provision of safety plan through communication w/intergovernmental agencies

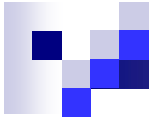
# ENHANCEMENTS

- Expanded DV screening to all services to identify victims of DV and provide treatment and efficient “wrap around services” e.g. legal, referrals, social services, and others
- Annual hospital staff training in identification and management of domestic violence victims and batterers
- Digital photography, digital photographic database and documentation
- Online order of protection application assistance

# STATISTICS: 2008

<u>Borough</u>	<u># of Cases</u>
Bronx	468
Brooklyn	475
Manhattan	818
Queens	575





# RESULTS

- Increase screening to 99% in HHC emergency departments and clinics
- Increase staff awareness of DV prevalence
- Increase interagency referrals of DV victims
- Electronic server available for access to all domestic violence coordinators in 11 HHC hospitals
- Readily available legal services
- Expediency of safety plan via electronic filing of Order of Protection while the victim is still in the hospital

# DOMESTIC VIOLENCE DATA: 2008

2004	2008
<ul style="list-style-type: none"><li>➤ 2,179 victims identified and treated</li><li>➤ 4,472 hospital staff trained</li><li>➤ 239 Digital photographs taken and stored in digital photographic database</li><li>➤ 80 online Order of protection applications</li></ul>	<ul style="list-style-type: none"><li>➤ 1,810 DV victims identified and treated</li><li>➤ 7,232 hospital staff trained</li><li>➤ 450 Digital photographs taken and stored in digital photographic database</li><li>➤ 90 Online Order of Protection application</li><li>➤ Increase collaboration w/ community resources and intergovernmental agencies</li></ul>



## NEXT STEPS

- Maintain interagency collaborations
- Annual domestic violence education/trainings
- Continued use of Forensic Photography and Digital Photographic Database
- Increase collaboration with the Family Justice Centers in Brooklyn, Queens and soon to be in the Bronx