

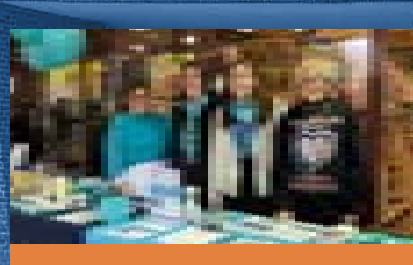
2021

ANNUAL REPORT



Richmond University
Medical Center

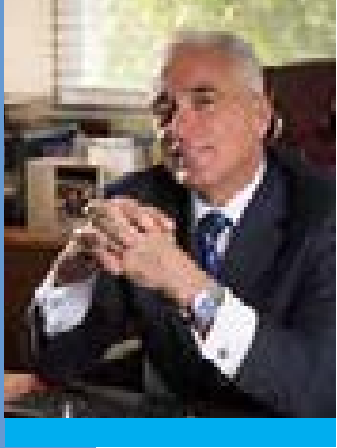
St. Sister Ignace Bernard Pavilion



INNOVATIONS IN HEALTH CARE — HERE ON STATEN ISLAND.

Richmond University
Medical Center

Message From the President & Chief Executive Officer



From our exceptional Board of Trustees, to our exceptional team of physicians and nurses, to each and every clinical and support professional on staff, I dedicate this 2021 Annual Report to the caring and compassionate women and men who make our hospital the very special community healthcare asset that it is.

When we look back on 2021, the year will be summed up in one word: vaccines. Millions around the globe stepped up to get vaccinated against COVID-19. Here in our corner of the world, our dedicated staff and volunteers administered over 40,000 doses in our Vaccination Center, vaccinating more than 20,000 people in a single year. While we protected thousands through vaccination, we also continued to care for thousands more testing positive and many more who came to our Investors Bank Post COVID-19 Care Center for short- and long-term aftercare support and management. COVID-19 has bent us but has not, and will not, break us.

This past year we continued to push the medical frontiers of cancer care, cardiology, emergency trauma medicine, obstetrics and gynecology, surgical care, and many others, improving positive outcomes for our patients and leading to an overall healthier community — one which we have proudly served for close to 120 years. We further expanded the services we provide through our outpatient ambulatory sites, including the Center for Cancer Care, Breast and Women's Center, Center for Integrative Behavioral Medicine, and our network of private physicians and specialists. While these sites, like our hospital itself, are the brick and mortar of our healthcare enterprise, the backbone, blood, and beating heart that fuel them come

from our RUMC family. Our physicians, specialists, nurses, medical professionals, and staff continue to excel no matter the challenge and have left an indelible mark on the landscape of healthcare on Staten Island.

But 2021 was just a threshold for our hospital. The upcoming year will be one that revolutionizes RUMC and the healthcare services we provide to our community. Over the next 12 months, our hospital will undergo the largest transformation and renovation in its history: a new state-of-the-art Emergency Trauma Department, 10 new surgical suites and perioperative support space, a highly advanced Medical Intensive Care Unit, a renovated Richmond County Savings Foundation Mother/Baby Unit featuring private, single occupancy rooms, a new co-generation power plant, and over 700 new windows to improve the façade of our hospital. The excitement that 2022 will bring can already be felt throughout our hospital. But our plans for the future of our hospital are truly not for us...they are for you. At RUMC we care for you like family, because that's what you are; and as part of our RUMC family, I invite you to be with us every step of the way in 2022.

Sincerely,

Daniel J. Messina, PhD, FACHE

President and Chief Executive Officer

Message From the Board of Trustees Chair



It's been quite a year. On behalf of the Board of Trustees of Richmond University Medical Center, I want to say a huge thank you to our entire hospital community.

The pandemic continues to challenge us every day — and our admiration, respect, and gratitude for the entire medical team and hospital staff just keeps growing. I've always felt pride in saying I'm a trustee of Richmond University Medical Center, and I've never been prouder than I am now. The day-to-day dedication of our physicians, nurses, and medical professionals is simply astounding. Your community asks so much of you, and you deliver again and again. I know I can speak for all the trustees when I say that you are heroes, plain and simple.

Our Board has worked diligently over the year to ensure the many capital improvement projects underway at RUMC — many anticipated to be completed in 2022 — remained on track, both financially and in terms of construction. At the same time, we've focused on strengthening the fundamentals — making sound budget decisions while maintaining our quality of care and the safety of our patients and staff; bringing on highly trained specialists to expand our robust service lines; and supporting hospital administration in our day-to-day operations. We've ensured

that Richmond University Medical Center continues to be a premier source of quality healthcare on Staten Island and we've put us on a stronger footing for the future.

So at the end of another year together, thank you to our hospital administration for their leadership and perseverance, our trustees for their commitment to our hospital and our patients, and our entire staff for your professionalism and integrity.

Now, onto 2022 and the new Richmond University Medical Center that's taking shape right before our eyes.

A handwritten signature in black ink, appearing to read 'K. Rooney', written in a cursive style.

Kathryn K. Rooney, Esq.
Chair, Board of Trustees

Appreciation from our Grateful Patients

To the Labor and Delivery Team, Thank you to everyone who helped bring Sebastian safely into the world on 8/23!

— **Love, John, Ashley, Enzo, and baby Sebastian**

I was at RUMC because I tested positive for COVID-19. I cannot tell you how professional and courteous the entire staff of nurses and doctors were. They got me in for my infusion and I was out in four hours. When I called that night because I got a high fever, the doctor called me himself! The treatment I received was unbelievable and professional, and I would recommend it to anyone. Keep in mind this is all during a massive renovation for the new emergency room. I can only imagine once that's done. Great job, thank you!

— **Robert C.**

To Whom It May Concern,
I am writing to let you know that I had a wonderful experience with the nurses, specifically Fanya Ballow, who was the daytime nurse during my hospital stay from 7/16 to 7/18. On 7/16 I arrived at RUMC after my water broke. After several hours of pushing I ended up with an emergency C-section. It was a very scary experience, but having Fanya as my nurse made me feel as though I was in very good hands. She was very thorough, answered any questions I had, and was friendly and warm, and I feel very fortunate to have had her taking care of me.

— **Best, Rachel R.**

To Nurse Kristen Volpe,

Thank you so much for your care and support during my labor. You were so calming and wonderful. I was so happy you were there for me!

— **Toni, Julia, Jeff, and new baby Isabella**

I had a fantastic experience at Richmond University Medical Center. The staff was friendly and attentive and I'm really grateful to them. Also, I highly recommend Dr. Kuczabski. He was extremely empathetic to my unique situation and worked to book my procedure as soon as possible. He was helpful throughout every step and answered all of my questions, and I had a lot! Also, my scar will be smaller than I ever thought possible.

— **Kaileen Gaul**

Today was probably one of the happiest days of my life! My 95-year-old mom — after six weeks in the hospital with COVID-19 and bilateral pneumonia — was discharged from the hospital. She is safe and sound, thank God. My mom is home by the grace of God and the miracle workers at Richmond University Medical Center. THANK YOU RUMC!

— **Sincerely, I.A.**

Just wanted to let you know that I came into the hospital for preadmission testing yesterday, and everyone couldn't have been kinder and more professional! I was very nervous to be there because of COVID-19 concerns, but your staff did everything they could to put me at ease. It certainly can't be easy for them to work under the current conditions, but they all are rising to the occasion.

— **Thanks, A.C.**

RUMC Honors Our Military



As a thank you to members of the United States Armed Forces, Richmond University Medical Center’s VIP Program provides discounts and benefits for veterans seeking care at the hospital or its three primary care sites across the borough. Active, retired, or reserve members of the United States military can enroll in the program at no cost. Launched in 2020, over 120 veterans have enrolled in the program. Benefits of the program include same day scheduling at RUMC Immediate Care/Primary Care/Walk In Center sites, free parking at the main hospital, free patient room television and/or telephone service, a 24/7 behavioral/mental health issues hotline, and complimentary private maternity rooms. Playing an integral role in attracting veterans to the program is Carolyn Gardner-Hodnik, Hospital Registrar, who proactively promotes the program to patients. We are grateful for her advocacy and to all our veterans for their service to our country.

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We are **WELCOMING** and gracious toward each other,
and toward all who come to receive our services.

WELCOMING **ENERGIZED** **COMPASSION**



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Personnel are **ENERGIZED** for quality, creativity,
commitment, and teamwork.

WELCOMING **E**NERGIZED **C**OMPASSION



ADVOCACY **R**ESPECT **E**XCELLENCE

VACCINATING STATEN ISLAND: 0 TO 20,000...AND BEYOND!

In December of 2020, following guidelines from the New York State Department of Health, Richmond University Medical Center began vaccinating its front line health care workers against COVID-19. Shortly after the new year began, eligibility for vaccination expanded, making the vaccine available to millions more based on age, underlying illnesses, and other conditions. RUMC quickly created an on-site Vaccination Center complete with a registration area, separate inoculation cubicles, and large observation area. The Center has remained in operation throughout the past year, accommodating hundreds each week,

including adolescents who became eligible in the spring, adults seeking boosters, and children ages 5 to 11, who became eligible in the fall. Over 20,000 people have been vaccinated at the Center since January. Throughout its operation, the Center has been staffed by volunteers, physicians, nurses, medical professionals, hospital staff, Emergency Medical Technicians, and members of the RUMC Auxiliary all coming together to volunteer their time to help protect the health and well-being of the community.

TESTIMONIALS

On January 13, I received my COVID-19 vaccination. The staff was so courteous, helpful, and professional that it made me feel at ease throughout the entire process. Everyone should feel very proud of the way the staff cared for its patients. It is one more indication of the quality of care patients receive at this outstanding hospital.

— P.M.

Wonderful facility!! The COVID-19 vaccine distribution process was outstanding. The staff were all courteous and caring, explaining every detail along the way, making me feel extremely comfortable. Thank you, Team RUMC!! And keep up the excellent work!

— S.P.

After hearing stories about extremely long waits in other places, I was thrilled to see how well organized this vaccination site is. Everyone knows how to move things and people along. The icing on the cake is that everyone working here is so pleasant and helpful!

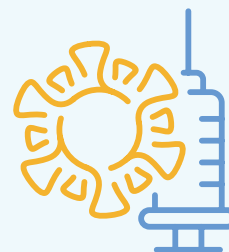
— A.C.

I am very grateful that I was able to receive my vaccine at RUMC. The entire staff should be commended for their compassion and help. It was very reassuring. Thank you again and God bless everyone at RUMC for their wonderful help.

— M.A.

I cannot commend the entire staff enough. I was there to get the COVID-19 vaccine. The moment the car stopped, a security guard came to help me get out and walked me with my cane to the entrance where vaccines were given. There the personnel were efficient, courteous, and caring. God bless them all and those that instructed them.

— M.M.

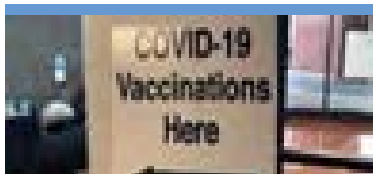


BY THE NUMBERS

40,000 doses

20,000 individuals

2,000 boosters



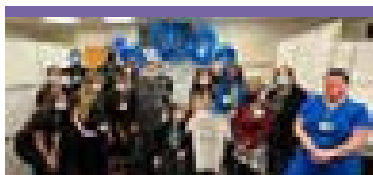
JANUARY 2021

Richmond University Medical Center began administering COVID-19 vaccinations to those individuals classified as eligible by New York State Department of Health. This included people age 65 and older, teachers, public-facing grocery workers, education workers, first responders, police and fire personnel, court officers, corrections officers, and public safety and transit workers.



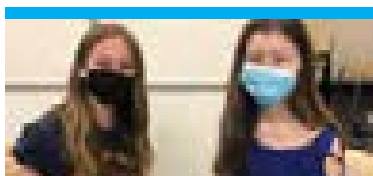
FEBRUARY 2021

Janet Sgarlata of Oakwood, Staten Island, became the 5,000th person to receive their COVID-19 vaccination at RUMC.



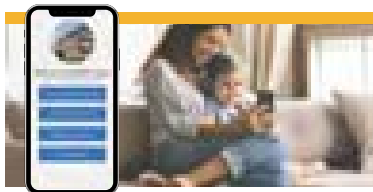
MARCH 2021

Aphrodite Mastrantonis, a 91-year-old grandmother of four, became the 10,000th person to receive their COVID-19 vaccination at RUMC. This historic milestone for RUMC came less than five weeks after the hospital vaccinated its 5,000th individual.



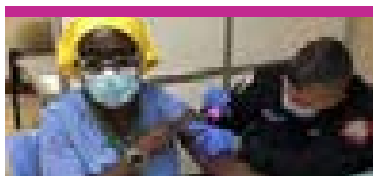
MAY 2021

RUMC received authorization from NYS DOH to begin administering the Pfizer COVID-19 vaccine to anyone 12 years of age and older.



AUGUST 2021

RUMC developed and launched the RUMC CARES mobile app, making it easier for people to make vaccination appointments at the hospital. The free app gives users the ability to select their vaccination date and time, and also lets them set up multiple individual appointments for family and friends.



SEPTEMBER 2021

As per New York State Department of Health guidelines, RUMC began administering Pfizer-BioNTech or Moderna COVID-19 booster vaccines to healthcare workers and community members that met the eligibility requirements.



NOVEMBER 2021

RUMC began administering the new Pfizer COVID-19 vaccination for children ages 5 to 11. To make the experience as child friendly as possible, the vaccination center has different themed pods such as Disney, Star Wars, Paw Patrol, and the Avengers. In the observation area, snacks, cookies and treats await while the kids have a chance to play a trivia game on the big screen during their observation period.



COMPASSION is the way we share deep concern
and care toward each person.

WELCOMING **E**NERGIZED **C**OMPASSION



ADVOCACY **R**ESPECT **E**XCELLENCE

CAPITAL PROJECTS

THE BEST IS YET TO COME...

Now more than ever, we are making critical investments and capital improvements so that Richmond University Medical Center can continue to answer the future health care needs of the community. With a total investment

of nearly \$200 million, and over \$108 million in financial support from the city, state, and private philanthropy, RUMC will be revolutionizing healthcare for everyone.

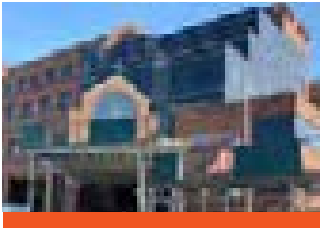
EMERGENCY DEPARTMENT

The new face of emergency care on Staten Island
Staten Islanders can look forward to expanded, state-of-the-art emergency care becoming a reality in 2022. Our new Emergency Department will provide 35,000 square feet of space, compared to 15,000 square feet in our current ED, which was built in 1978 — an increase of 133 percent. Private treatment rooms, trauma bays, and specialty areas for pediatrics and urgent care will be located on the ground floor, with the second floor used for upgrades and expansion, including ten brand-new surgical operating suites.

*Expected completion: **Summer 2022***



WINDOW UPGRADE PROJECT



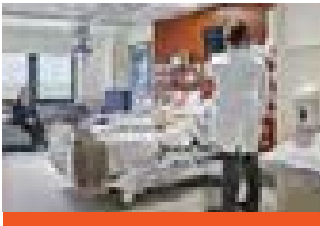
Steadfast in a storm

The Federal Emergency Management Agency provided RUMC with financial support to upgrade over 700 windows throughout the hospital to protect the medical facility from storms and weather-related emergencies. RUMC is the only

hospital on Staten Island not located in a flood zone. The new windows will be hurricane-force resistant and protect against water and wind damage.

Expected completion: Mid-2022

NEW MEDICAL INTENSIVE CARE UNIT



Advancing care for our most critical patients

Medical Intensive Care Unit (MICU) capacity will be increased from ten to fourteen private patient rooms. Additionally, four isolation/negative pressure rooms will be included. There also will be larger family

areas in each patient room. To optimize infection control, electromagnetic glazing (smart glass) will replace cubicle curtains.

Expected completion: Spring 2022

CO-GEN POWER PLANT



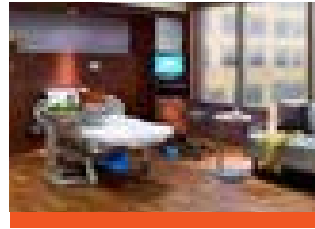
Leading the way in energy efficiency

The new co-generation plant (co-gen) is being constructed in an existing building at the rear of the campus. When completed, it will make the hospital self-sufficient and able to continue operating in the event of an area power failure. Excess heat generated

from the engines will be utilized to create improved air conditioning capacity for the hospital.

Expected completion: Summer 2022

FULLY RENOVATED MOTHER/BABY UNIT



Delivering luxury, comfort, and privacy

Located on the first and second floors of the hospital, the newly renovated Richmond County Savings Foundation Mother/Baby Unit will feature single-bed private rooms as well as remodeled bathrooms, flooring, windows and lighting.

Expected completion: Early 2023

NEW OPERATING ROOMS




Transforming for the Future

The new operating rooms will feature 10 advanced and fully equipped surgical suites. Patients will also be able to utilize increased preoperative and recovery space.

Expected completion: Early 2023





ADVOCACY is our activity that promotes the rights and responsibilities of patients, families, and staff, in the hospital setting and in the community.

WELCOMING **E**NERGIZED **C**OMPASSION



ADVOCACY **R**ESPECT **E**XCELLENCE



JANUARY

1) Richmond University Medical Center Welcomes Its First Baby of 2021

On January 1 at 11:58 am, Mariana Iris Liagya-Villarreal became the first baby born in 2021 at Richmond University Medical Center. Mariana weighed in at 6 pounds, 5 ounces, and is the first child born to proud parents Kristina Montalvo and Hector Villarreal of New Springville.

2) Richmond University Medical Center Begins Vaccinating the Public

In January, following guidelines from the New York State Department of Health, Richmond University Medical Center began administering the first COVID-19 vaccinations to the public. This first group of eligible New York State residents included people age 65 and older, teachers, public-facing grocery workers, education workers, first responders, police and fire personnel, court officers, corrections officers, and public safety and transit workers.

3) 71-Year-Old COVID-19 Patient Goes Home

On January 20, Richmond University Medical Center provided a warm send-off to recovered COVID-19 patient Gene Giliotti, 71, of New Dorp, Staten Island. Giliotti was admitted to the hospital on Thanksgiving morning and spent the next five weeks on a ventilator. Giliotti was taken to the hospital because of complications from COVID-19. He was immediately placed in the hospital's intensive care unit. Slowly, Giliotti made his recovery, finally having the strength to breathe on his own, and discharged to continue his recovery at home.

“I am writing to give you a truly heartfelt thank you for your haste and efficiency during my delivery. I had given birth to my other children naturally and had no idea what to expect going into surgery. However, the staff tended to me and my son quickly and did their best to ensure a speedy recovery for us.”

— M.H.



F E B R U A R Y

1) Staten Island Woman Gives Birth After Spending 30 Days in ICU with COVID-19

For four months in 2020, Kristin Pryzmocki fought to survive COVID-19. She did so for herself, her husband, Michael, and her unborn son, Michael, Jr. After spending four weeks in the Medical Intensive Care Unit, Pryzmocki went home on November 13, 2020. On February 5, 2021, she returned to RUMC to begin the next chapter of her life, which came in the form of her 9 pound, 2 ounce son, Michael John Pryzmocki, Jr.

2) Richmond University Medical Center Administers 5,000th COVID-19 Vaccination

On February 6, Janet Sgarlata of Oakwood, Staten Island, became the 5,000th person to receive their COVID-19 vaccination at Richmond University Medical Center. Sgarlata, 66, is a liver transplant recipient who decided to get the vaccine after getting approval from her doctors.

3) Sixteen-Year-Old Donates Pillows to Help Comfort Cancer Patients

Victoria Ann Amaniera, 16, donated over 50 handmade, heart-shaped pillows to Richmond University Medical Center's Center for Cancer Care. The heart-shaped pillows are a welcome sight for patients looking to rest their heads during treatment or needing something to squeeze tight during uncomfortable moments.

4) RUMC Receives Half-Million Dollar Grant for Palliative Care Services

To assist patients and their families navigate through care options while also coming to terms with a diagnosis, the Mother Cabrini Health Foundation awarded \$500,000 to Richmond University Medical Center in support of its palliative care program. Services include care coordination, behavioral health counseling, hospice referral, pain management, spiritual care, social service referrals, and discharge and/or end of life planning.



MARCH

1) Richmond University Medical Center Receives iPads, Laptops from Local Student

The medical staff at RUMC's Center for Cancer Care accepted over 20 new iPads and laptop computers donated by Talia Bieler, a student at Poly Prep Country Day School in Brooklyn. The devices will be used by patients undergoing treatment to connect with loved ones. They will also be used as a source of entertainment for pediatric cancer patients during what can be lengthy therapy sessions.

2) 10,000th Person Vaccinated Against COVID-19

On March 12, Aphrodite Mastrantonis, a 91-year-old grandmother of four, became the 10,000th person to receive the COVID-19 vaccination at Richmond University Medical Center.

3) First Steel Beam for New Emergency Department Erected

On March 31, the first steel beam for what will be Richmond University Medical Center's new state-of-the-art 35,000 sq. ft. Emergency Department was put into place.

“I stayed at this hospital for 12 days, 9 in SICU. It was near magnificent! I have never stayed at a hospital before and it was the best experience at Richmond University Medical Center! After having a major surgery all the nurses, doctors, surgeons, and staff were very attentive. Even the students are great. The scariest time of my life was handled with such professionalism, care, and eagerness to save me. I recommend this hospital very strongly! Thank you to all the nurses! You are amazing! God bless everyone at RUMC!”

— V.M.



A P R I L

1) RUMC's Bariatric and Metabolic Institute Achieves National Accreditation

Richmond University Medical Center's Bariatric and Metabolic Institute (BMI), founded in 2018, achieved national accreditation from the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP). The center met all MBSAQIP criteria established to deliver safe, high quality metabolic and bariatric care for obese patients, including those under the age of 18. The MBSAQIP is a joint quality program of the American College of Surgeons (ACS) and the American Society for Metabolic and Bariatric Surgery (ASMBS). The three-year accreditation makes RUMC's BMI the only center of its kind on Staten Island certified to treat adolescent patients

2) Richmond University Medical Center Holds Patient Safety and Quality Improvement Symposium

Over 20 projects focusing on increasing patient safety and quality of care were the topics of conversation at the hospital's seventh annual patient safety and quality improvement symposium. While all projects have led to improvements at Richmond University Medical Center, a panel of judges selected a project from the Department of Medicine as this year's top entry. The project focused on heart failure patients, including how to reduce their hospital readmission rates and the optimal courses of therapy and medication that should be provided at discharge to so they can further their recovery at home and as outpatients.

*“To everyone at the Center for Cancer Care,
Thank you for all your competent care and optimism. I know my husband had complete confidence in his treatment at RUMC. He was so relieved to get back to you in November for his immunotherapy after being hospitalized at three different hospitals in the past five weeks of his life. We thank you!”*

— A.V. and Family



MAY

1) Richmond University Medical Center Marks Mental Health Awareness Month

Since 1949, America has observed May as Mental Health Awareness Month. Richmond University Medical Center leadership, staff, and community leaders tied ribbons around trees on the hospital property to bring attention to the needs of individuals who struggle with mental health illness.

2) RUMC Begins Vaccinating Individuals 12 and Older

On May 13, Richmond University Medical Center received authorization from the New York State Department of Health to begin administering the Pfizer COVID-19 vaccine to anyone 12 years of age and older. Among the first in the newly approved age group were two 13-year-old friends who have known each other since they were born.

3) RUMC Provides Warm Sendoff to COVID-19 Patient After Nearly 50 Days in the Hospital

On the morning of May 18, hospital staff provided a warm sendoff to Joseph Williams who finally went home after battling COVID-19 for almost 50 days, more than two weeks of that time spent on a ventilator.

“Mom is feeling great today. She asked me to tell you how grateful she is. She cannot get over how well organized everything was. From start to finish it was 30 minutes. Each person at every station was so kind and caring. She was always kept at a safe distance from everyone. She said the staff was so good with not only her, but other seniors who were on their own. She is walking on air!”

— N.G.



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J U N E

1) Cancer Survivors Month Celebration

Oncologists, medical staff, and senior leadership joined several cancer survivors for a dedication ceremony at RUMC's Center for Cancer Care to celebrate June as National Cancer Survivors Month. To honor the courage and strength of cancer survivors and their families, a ceremonial bush was planted in front of the center, located at 1000 South Avenue.

2) Richmond University Medical Center Holds Inaugural Arnold Obey/RUMC 5K

On June 5, the Richmond University Medical Center family came together to celebrate the conclusion of the inaugural Arnold Obey/RUMC 5K Run, Bike, Walk. Over 135 people participated in the event, held virtually due to COVID-19 safety precautions. The event raised over \$50,000, which will be used to purchase new, state-of-the-art equipment for the hospital's Neonatal Intensive Care Unit (NICU).

“I wanted to thank all of the people at RUMC that I came in contact with for their professionalism, kindness, and care. Their professionalism is surely unmatched, by far, from any hospital. From the first two nurses that I met in the ER, Ashley Paige-Smith, RN, and Cara D’Alessandro, RN, to the entire ER staff: the transporters, technicians, and the dietary staff; their patience, care, and concern was amazing. Dr. Swamy is an amazing doctor as well as all of the staff that helped and took care of me.”

— Anthony R.



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J U L Y

1) Richmond University Medical Center Modernization Projects Receive City Support

Plans to modernize and expand the Surgical Intensive Care Unit (SICU) and Richmond County Savings Foundation Mother/Baby Unit at Richmond University Medical Center received an \$8.5 million boost thanks to all of Staten Island's city elected officials. A total of \$7.5 million was allocated to RUMC from the Staten Island City Council Delegation, with an additional \$1M coming from Staten Island Borough President James Oddo as part of New York City's FY2022 budget. The newly renovated Mother/Baby Unit will be designed to enhance the bonding experience through new private, single-bed patient rooms. With patient safety and comfort in mind, RUMC will also be expanding its SICU from 10 to 14 beds. The SICU will be directly connected to the second floor of the hospital's brand new state-of-the-art Emergency Department.

2) St. Peter's Boys HS Principal Discharged After 40-Day Battle with COVID-19

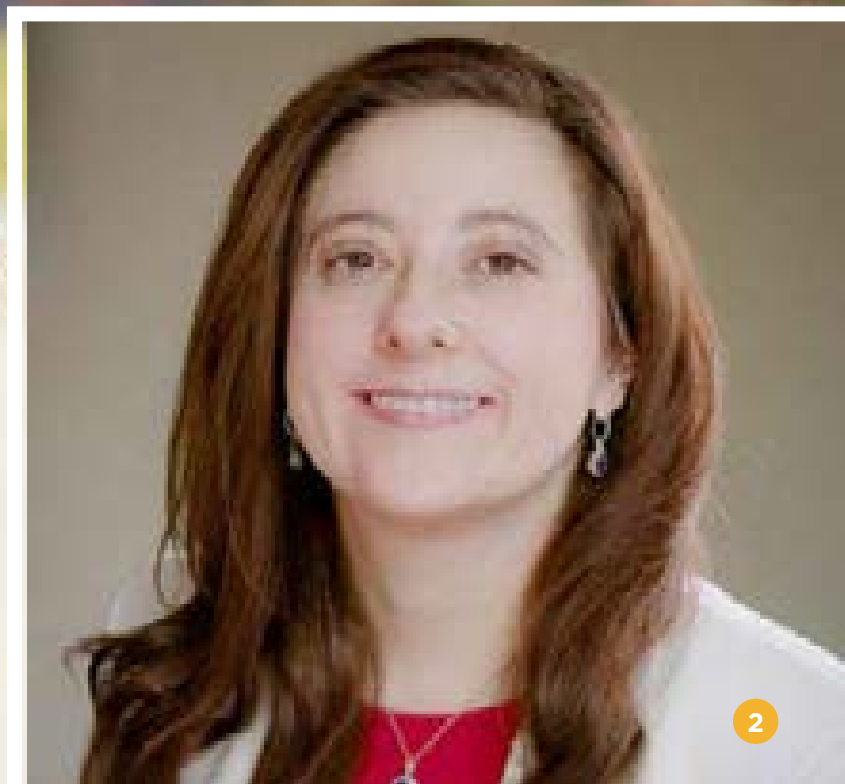
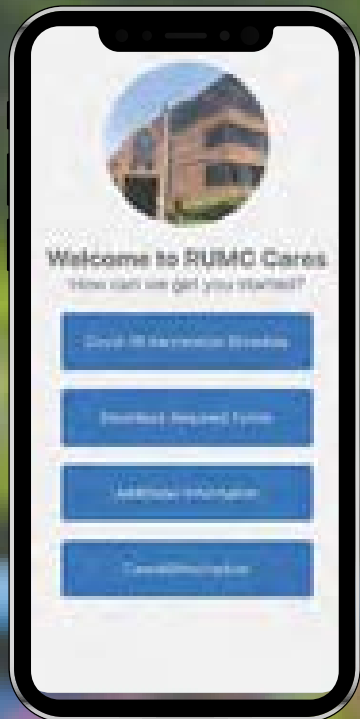
St. Peter's Boys High School principal and alumnus Michael Cosentino was discharged on July 21 after 40 days at the hospital battling COVID-19. Cosentino was admitted to RUMC on June 12, and sent almost immediately to the hospital's Intensive Care Unit. Four days after being admitted to the ICU, Cosentino was placed on a ventilator to assist his breathing. He would require the assistance of a ventilator until July 17, when he was able to resume fully breathing on his own. Under the care of RUMC's physicians, specialists, nurses, and medical staff 24/7 since being admitted, Cosentino left RUMC to continue his recovery at home with his family.

3) Richmond University Medical Center's Project LAUNCH Gets Kid's Clothing Donation with a Purpose

Local children's clothing business PEACH+BLUP donated over 100 baby onesies for distribution to families receiving healthcare services through RUMC's Project LAUNCH (Linking Actions for Unmet Needs in Children's Health) program. The program, which started in 2019 and is available to residents on the north shore of Staten Island, promotes the wellness of young children ages birth to eight by addressing the physical, social, emotional, cognitive, and behavioral aspects of their development.



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AUGUST

1) RUMC Launches Mobile App for COVID-19 Vaccination Appointments

To make it easier for people to schedule their COVID-19 vaccination appointments at RUMC, the hospital launched the RUMC CARES mobile app. The free app gives users the ability to select their vaccination date and time, allows them to set up multiple appointments, lets them download registration forms, and gives them the option to cancel or re-schedule appointments if needed. RUMC CARES was created through a grant from the New York City Department of Health and Mental Hygiene.

2) Staten Island Native Takes the Reins as Head of Oncology Department

Victoria A. Forte, MD, a Staten Island native, was named Richmond University Medical Center's new Cancer Service Line Director, as well as Director of Hematology-Oncology and Program Director for the hospital's Hematology-Oncology Fellowship Program. She is board certified in internal medicine, hematology, and medical oncology. Her specialties include the multi-disciplinary care of breast cancer, novel therapies, clinical trials, translational research, and personalized medicine.

“My husband, his entire family, and I are eternally grateful for the first-rate level of care your hospital has provided to my mother-in-law. It surpassed our expectations and most importantly, saved my mother-in-law's life. God bless your staff and from the bottom of my heart, thank you.”

— M.M.



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SEPTEMBER

1) RUMC Earns National Accreditations for Advanced Cardiac and Stroke Care

Richmond University Medical Center continued to earn top honors from national accrediting organizations for its quality critical care services. The hospital earned The Joint Commission's Gold Seal of Approval for advanced primary stroke care as well as the American Heart Association/American Stroke Association's Get With The Guidelines-Stroke Gold Plus award.

2) Richmond University Medical Center Remembers September 11, 2001

As it has done every year, Richmond University Medical Center paid tribute to the victims of the attacks on September 11, 2001, with a ceremony in front of the hospital's 9/11 memorial. Hospital staff, NYPD, FDNY, and community leaders participated along with over 100 members from various chapters of the Blue Knights law enforcement motorcycle organization and Rolling Thunder military veterans motorcycle organization.

3) RUMC Hosts Annual Jack Sipp Golf, Tennis and Bocce Outing

Richmond University Medical Center hosted its annual Jack Sipp Golf, Tennis and Bocce Outing on September 27 at the Richmond County Country Club. Over 300 people enjoyed a round of golf, a bocce tournament, or a round-robin tennis competition, all to support the hospital. The event raised over \$200,000.

4) Annual Spa Day Held for Hospital Medical Residents

Massages, manicures, and calming fragrances are not what someone typically finds in a hospital setting. However, that was the order of the day when Richmond University Medical Center held its annual spa wellness day for its medical residents. Organized by the hospital's Graduate Medical Education Department, the annual event provided a welcome relief for the medical residents of the hospital, creating an atmosphere amid the COVID-19 pandemic where they could relax, recharge, and unwind before or after their shifts.



OCTOBER

1) Richmond University Medical Center Holds Breast Cancer Awareness Ceremony

RUMC held a ceremony at its Breast and Women's Center that honored those lost to the disease, celebrated the courage of survivors, and expressed support for those currently battling breast cancer. October is observed across the country as National Breast Cancer Awareness Month.

2) Richmond University Medical Center Welcomes NYS Office of Mental Health Commissioner

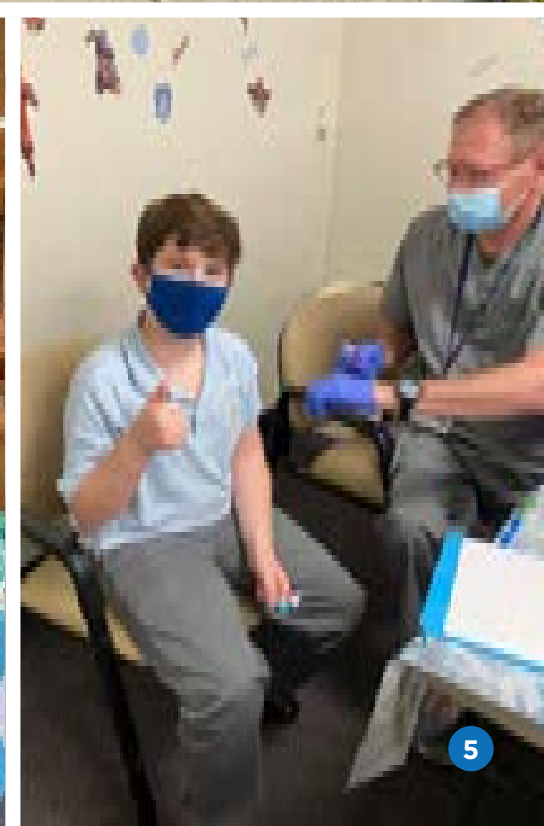
Ann Marie T. Sullivan, MD, Commissioner for the New York State Office of Mental Health, toured the inpatient and outpatient behavioral health facilities of RUMC. She was joined by hospital leadership as well as Bob Moon, Director of the Office of Mental Health's New York City Field Office. During the visit, the commissioner met with staff assisting patients in RUMC's Adolescent Psychology Department and in the hospital's separate Comprehensive Psychiatric Emergency Program (CPEP). She thanked the staff for their dedication and the quality of care they provide to behavioral health patients and their families.

3) Annual White Mass for Healthcare Professionals Recognizes RUMC's Finest

Each year a special mass is celebrated for healthcare professionals to honor their dedication to helping others. The White Mass for Healthcare Professionals is named after the traditional "white jackets" worn by physicians and nurses. It is held near the date when St. Luke the Evangelist, the patron saint of physicians and surgeons, is celebrated. At this year's Mass on October 17, several honorees were singled out for their compassion and commitment to their patients and colleagues. One of the honorees was Rita Magnuski, RN, MSN, Vice President for Patient Care at RUMC.

4) Richmond University Medical Center Hosts Halloween-Themed Blood Drive

RUMC hosted a Halloween-themed blood drive at its Family Health Center, located at 800 Castleton Avenue. Close to 40 individuals donated blood, resulting in 42 units of blood. The units have the potential to help save the lives of over 100 people who may be in need of transfusions or blood products. The drive was organized by the hospital's medical students.



N O V E M B E R

1) RUMC Receives Menstrual Products Donation to Help Victims of Sexual Assault

To assist victims of sexual assault being cared for at RUMC, Aunt Flow, a provider of menstrual products for commercial bathrooms, and the State University of New York (SUNY)'s Got Your Back program, donated over 3,000 products which will be distributed through the hospital's Sexual Assault Forensic Examiner (SAFE) program to patients in need. RUMC is home to the only SAFE Center of Excellence on Staten Island.

2) RUMC's Post COVID-19 Care Center Renamed in Partnership with Investors Bank

RUMC and Investors Bank officially unveiled the new Investors Bank Post COVID-19 Care Center, located on the RUMC campus. The center, which has been assisting COVID-19 patients with their short and long-term recovery since opening in May of 2020, was renamed in recognition of Investors Bank and Investors Foundation's support of RUMC.

3) Richmond University Medical Center Raises Over \$220,000 at Virtual Gala

A new state-of-the-art Emergency Department, modernized operating suites, a transformed Richmond County Savings Foundation Mother/Baby Unit, and an environmentally friendly new co-generation power plant were just a few of the major improvement projects highlighted during RUMC's virtual gala, held on November 17. The gala raised over \$220,000 to support the hospital and its projects.

4) Richmond University Medical Center Raises Lung Cancer Awareness

Staff from RUMC joined with lung cancer survivors and representatives from the American Lung Association to remember those lost to the disease and urge more people to schedule lung cancer screenings, which can detect the cancer at very early stages, greatly increasing the effectiveness of treatment.

5) Kids Vaccinations Against COVID-19 Begin

RUMC began administering the new Pfizer COVID-19 vaccination for children ages 5 to 11. To make the experience as child-friendly as possible, the vaccination center has different themed pods such as Disney, Star Wars, Paw Patrol, and superheroes. In the observation area, snacks, cookies, and treats await, while the kids have a chance to play a trivia game on the big screen during their observation period.



DECEMBER

1) Mother/Baby Unit Renamed in Partnership with Richmond County Savings Foundation

Leaders from Richmond University Medical Center and Richmond County Savings Foundation officially unveiled the new Richmond County Savings Foundation Mother/Baby Unit, located on the first and second floors of the hospital. The renamed unit is in recognition of the Foundation's gift of \$1.5 million to support the hospital's labor, delivery, and maternal care services.

2) RUMC Celebrates One-Year Anniversary of Its COVID-19 Vaccination Center

Celebrating the one-year anniversary of its COVID-19 Vaccination Center, RUMC held a ceremony to honor the center's staff and volunteers who have made it possible for RUMC to administer over 40,000 doses, vaccinating more than 20,000 individuals over the past year. Hospital leadership acknowledged the volunteers, nurses, EMTs, and physicians for their efforts which have made the center a success and improved the health of the community.

3) An Annual Tradition of Giving to RUMC Continues

In the weeks before Christmas, local community organizations and agencies, including Cops Who Care for Kids, the NYC Department of Sanitation, Kids Against Cancer, the Metropolitan Transit Authority (MTA), and P.S. 23 in Richmondtown, donated new toys and books to RUMC's Pediatric Unit.

“Dr. Forlenza, thank you for the treatment of my wife. I appreciate the way you and Drs. Graziano and Emmer kept me informed and explained the situation to me. Throughout the week I felt my wife was getting the best care possible.”
— D.S.

A close-up photograph of two individuals in white lab coats shaking hands. The focus is on the hands and the lower sleeves of the lab coats. The background is slightly blurred, showing more of the lab coats and stethoscopes. The overall tone is professional and collaborative.

We show **RESPECT** by recognizing the basic dignity of every person in all our interactions and in the formulation of policies and procedures.

WELCOMING **E**NERGIZED **C**OMPASSION



ADVOCACY **R**ESPECT **E**XCELLENCE

KEY STATS



EMPLOYEES

2,688



LICENSED BEDS

448



BIRTHS

2,739



EMERGENCY
DEPARTMENT VISITS
(TREATED AND RELEASED)

42,681



PHYSICIANS ON STAFF

603



SURGICAL
PROCEDURES

6,241



ADMISSIONS

13,910

RICHMOND UNIVERSITY MEDICAL CENTER'S AWARD-WINNING QUALITY CARE

Accreditations

- American Association of Blood Banks (AABB)
- American College of Radiology:
 - Breast Ultrasound
 - Mammography
 - Positron Emission Tomography (PET)
 - Stereotactic Breast Biopsy
 - Ultrasound Guided Biopsy
- American College of Radiation Oncology
- American College of Surgeons' Commission on Cancer
- College of American Pathologists (CAP)
- Intersocietal Accreditation Commission (IAC)
- Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program
- New York State Dept of Health (NYSDOH)
- The Joint Commission (TJC)

Certifications

- The Joint Commission — Gold Seal
- The Joint Commission Disease-Specific Certification:
 - Advanced Primary Stroke

Verifications

- American College of Surgeons: Trauma Services — Level I Adult Trauma/Level II Pediatric Trauma

Awards

- American Heart Association — Mission Lifeline 2021 Quality Achievement award: STEMI - Bronze
- American Heart Association Get with the Guidelines Target: Stroke Gold Plus

Designations

- NYS Department of Health:
 - Level I Adult Trauma/Level II Pediatric Trauma
 - Primary Stroke
 - Trauma
- WHO & UNICEF Designated "Baby-Friendly Hospital"

Recognition

- American Diabetes Association recognized Diabetes Self-Management Education and Support Program
- CDC Recognized National Diabetes Prevention Program
- International Board Certified Lactation Consultant (IBCLC) Excellence in Lactation Care
- National Committee for Quality Assurance (NCQA) NYS Patient Centered Medical Home
- Sexual Assault Forensic Examiner (SAFE) Program Center of Excellence

Resident Education

- Accreditation of Advanced GI Minimally Invasive Fellowship
- ACGME Accredited Fellowship in Hematology /Oncology
- Continued Accreditation in Internal Medicine, Obstetrics and Gynecology, Pediatrics, Psychiatry, and Radiology programs by the ACGME
- Fully Accredited Council on Podiatric Medical Education (CPME) Podiatry Program
- Island Peer Review Organization (IPRO) successful on-site visit regarding duty hours and supervision
- Sponsoring Institution for Graduate Medical Education by the Accreditation Council for Graduate Medical Education (ACGME)



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demonstrating that we can always
be more and always be better.

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THE ETHNICALLY DIVERSE COMMUNITY OF STATEN ISLAND
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