

Why
go
else-
where?



The Brooklyn Hospital Center

Keeping Brooklyn Healthy

TBHC
because...

We Are a Com for *Every* Broo



Community Hospital Brooklynite

THE BROOKLYN HOSPITAL CENTER'S Board Chair Lizanne Fontaine can answer the question, "Why go elsewhere?" with a story from personal experience...very personal.

A young couple could have delivered their baby almost anywhere in New York City. "They had good insurance and had choices about where to give birth," Ms. Fontaine recalls. "But they decided to stay local and deliver at TBHC."

The young woman ended up hospitalized very early in her pregnancy, 30 weeks. She delivered early at 34 weeks, and the baby spent the next 17 days in the neonatal intensive care unit.

That young mother was Ms. Fontaine's daughter, and the baby, her grandchild. The quality of care they received exceeded even Ms. Fontaine's expectations. "I visited my daughter every day, and I marveled at the care all the new mothers received," she says. "It didn't matter what time of day or night, the doctors, nurses and staff focused on these patients."

President and CEO Gary T. Terrinoni has his own answer to the question, "Why go elsewhere?" He came to TBHC nine years ago with a clearly articulated vision that has permeated the hospital from the boardroom to the custodian's closet:

- We have a mission: Keeping Brooklyn Healthy.
- We have a history: 180 years as an independent, community hospital serving Brooklyn.
- We have a commitment: To provide a state-of-the-art medical center offering the latest medical technology and the absolute best patient care to everyone in the community. TBHC serves all our neighbors, young and old, those new to Brooklyn and those with families who have been here for generations, and everyone in between.

"We are intentional. We are thought leaders. We focus our efforts on how we can expand and improve the services we offer every day," Mr. Terrinoni says. "When you come to TBHC, you're getting the same level of care and attention you would get anywhere else, except you're getting it in your own community. For many patients, we're close enough for them and their family to walk here."

Why go elsewhere, indeed.

“I marveled at the care all the new mothers received.”

Service That Goes Above and Beyond

BROOKLYN COLLEGE STUDENT and dancer Dallas Griffin is a busy guy, and like many busy young men, he simply does not have the time for healthcare setbacks. So, he battled through ongoing knee problems on his own. “I had dealt with pain and the knee misaligning,” Mr. Griffin recalls. “Typically, I could work it back in place and keep going, though it certainly wasn’t getting better over time.” One night last year, after a physically strenuous workout, the knee locked up on him. This time was different, and there was no realigning or making it work.

Mr. Griffin decided to head to TBHC, his community hospital, not far from where he lives. With an ambulance on the way, Mr. Griffin knew the EMTs would have a challenge getting him down four narrow flights of stairs. So, again, not one to sit around and wait for things to happen, he packed a small bag and hopped down to meet them. From that point on, Mr. Griffin had no choice but to put himself and his injured knee into TBHC’s hands.

“Dallas presented at the Emergency Department on Wednesday with a locked meniscus, which accounted for the lack of movement,” says Bryan Conti, MD,

Orthopedic Surgeon. “His MRI was scheduled for Thursday, and indicated the need for surgery. I had an out-of-town trip coming up, but I didn’t want Dallas to wait any longer than necessary.” TBHC had Mr. Griffin in the operating room just three days later. Today, Mr. Griffin is on the mend and has been as pleased with his follow-up care as he was with his emergency care.

That’s the kind of service that sets TBHC apart and has neighbors like Dallas Griffin asking, “Why go elsewhere?”





Convenience, and the Intan Brooklyn Vibe

AFTER LIVING most of their lives in Manhattan, Sandy and Louise Mattingly moved to Brooklyn in 2005. It was for all the usual reasons—the kids had moved there, and they wanted in on the then-burgeoning Brooklyn “vibe.” But, one thing they didn’t change was their healthcare. That remained Manhattan-centric even though their home was a block from TBHC.

Ms. Mattingly, a recently retired teacher, was the first to take a second look at her neighbor. “I would walk past TBHC on DeKalb to get a subway into Manhattan for my mammograms and bone density checks,” she remembers. “Finally, I thought, ‘What am I doing? Why am I schlepping into the city instead of trying the place that is literally steps from my front door?’”

What she found encouraged her: Excellent medical care, a committed, caring staff, and, of course, convenience. “Then TBHC renovated the breast imaging suite, and the facilities were even nicer. The results

were fast. The patient portal made it convenient,” she adds.

His wife’s experience piqued Mr. Mattingly’s curiosity. At that time, his Manhattan doctors were forming a concierge practice that was not practical for him. “Louise told me, ‘You should give TBHC a shot,’” he recalls. “For me, it started with convenience and grew from there. It’s an intimate environment, almost small-town. I’ve been seen by heads of departments as a patient. Their manner is amazing. Friendly, professional. They spend time with patients. And it’s a one-stop shop if you have other needs beyond your primary care,” says the retired attorney and realtor.

During the pandemic, the Mattingly’s commitment grew deeper. “I remember riding a Citibike by the hospital and appreciating all the heroics going on inside,” says Mr. Mattingly. Every night, 7 pm sharp, the Mattinglys were at their window clapping their hands, banging pots and pans, and shouting

out their appreciation for all those on the front lines, knowing that their healthcare team was in earshot.

A recent move took them about 10 blocks away from TBHC to a new development on the edge of Downtown Brooklyn, but it has done nothing to disrupt their relationship with their community hospital. “TBHC is in Fort Greene, one of the most diverse neighborhoods in New York City. Interactions and shared life experiences are greater here than anywhere I’ve lived, and I was born in Manhattan,” Mr. Mattingly says. “TBHC is not stratified healthcare, it’s real and it’s a representation of the incredible community it serves. I enjoy sitting in the waiting room and seeing Brooklyn in the house.”

“*Then TBHC renovated the breast imaging suite, and the facilities were even nicer.*”

Quality gible e



TBHC
because...



An OB/GYN Program to Brag About



They still bring Kelvin to the Children's Health Center for his primary pediatric care.

EVELINA AND WILLIAM MANDEVILLE had moved back and forth between Brooklyn and Manhattan. A few years ago, they settled on Brooklyn, as so many young couples do. Then, when this family of two was soon to become a family of three, they had a choice: Have their baby born at TBHC across the street from their home or get in a car or subway and make their way across the river to Manhattan.

Mr. Mandeville, an attorney, began his research. What he found led him to ask the question at the heart of this report: Why go elsewhere?

"TBHC had all the modern equipment and quality care with private maternity rooms, some overlooking beautiful Fort Greene Park," he recalls. "After hearing recommendations from trusted family and friends, we went with TBHC to deliver our baby, and it proved to be the right choice."

Ms. Mandeville, says, "The prenatal care was perfect, professional, knowledgeable and the wait time was never a problem."

But Kelvin's delivery was challenging. Ms. Mandeville faced what is called latent labor, which lasted three days. "The staff and doctors were so very, very patient," Mr. Mandeville says. "To me, that was a benefit of TBHC being an independent hospital. There was no 'company line' pushing Evelina to get in and out. Instead everyone worked with us; we wanted to avoid a C-section, and the staff helped make a safe and natural birth happen."

When baby Kelvin finally joined the world, the staff rushed him to the neonatal intensive care unit where the Mandevilles say the care their child received was "wonderful." In fact, the parents still bring Kelvin to the Children's Health Center for his primary pediatric care, yet again, strolling across the street to get there.

Kelvin Mandeville is now a thriving toddler. The family often plays in Fort Greene Park and reflects upon their experience as they look over at the hospital. "TBHC should brag more," says Mr. Mandeville. "Everyone in the community needs to know what kind of quality healthcare we have right here in the neighborhood."



You Don't Have to Cross a Bridge for Excellent Cancer Care

CANCER DIDN'T STAND A CHANCE against Elizabeth Brathwaite. With the help of her own indomitable spirit and The Brooklyn Cancer Center, Ms. Brathwaite saw the darkest day she had ever known turn into a bright future.

Ms. Brathwaite, a former clerk with District Council 37, New York City's largest municipal public employee union, received her diagnosis in the summer of 2023: stage 2 triple-negative breast cancer, already spreading to her lymph system. "It was the worst day of my life," she recalls.

She had already been a TBHC patient for many years. "I delivered my son there 28 years ago and received all my care at TBHC prior to my diagnosis," she says. But when Cynthia Chen, DO, a TBHC breast cancer surgeon, referred her to Shahzaib Nabi, MD, an oncologist at The Brooklyn Cancer Center, Ms. Brathwaite was surprised to learn that the hospital was a partner in one of the finest cancer treatment facilities in the city—and it was just a couple of blocks from TBHC.

“

The people were so pleasant. Cancer is a traumatic experience, and they helped me deal with it.”



The first time Ms. Brathwaite entered The Brooklyn Cancer Center at 86 Fleet Place at the corner of Myrtle Avenue, she was thrilled. “It was like, ‘Wow! I like this,’” she says. “From the security guard to the receptionist, the people were so pleasant. Cancer is a traumatic experience, and they helped me deal with it. Plus, it was wonderful getting such great care without the inconvenience of going to Manhattan,” she says.

From the very beginning, Ms. Brathwaite knew the staff and doctors were listening to her. They were committed to leading her seamlessly through chemotherapy and back to Dr. Chen at TBHC for surgery to remove the

tumor. The nine-month process was filled with the expected ups, downs and challenges, but her positive outlook and her doctors’ support never wavered.

“Before surgery, thanks to the chemotherapy, the tumor had shrunk from the size of my thumb to something they could only see with difficulty,” she says. “After surgery, I felt stronger and hopeful!”

Now, almost a year later, there is no sign of cancer, and Ms. Brathwaite has joined the growing number of people in the community who see The Brooklyn Hospital Center AND The Brooklyn Cancer Center and ask, “Why go elsewhere?”

TBHC
because...

The High-Tech With a Family



Comes Touch

FOR 12 YEARS, Rick Schwab, a Brooklyn-based photographer and digital editor, has documented the lives of TBHC's doctors, nurses, patients and staff for the hospital's administration and marketing team. From the President's Office to the supply rooms, through construction and through COVID, Mr. Schwab has seen it all.

So, when for the first time in his life he needed surgery, where did he want to go? TBHC, of course. But there was a glitch. "My insurance wouldn't cover my hernia procedure there," he says.

Enter Luca Milone, MD, Chief of General Surgery and Co-Director of Robotic Surgery, who has been photographed many times by Mr. Schwab, including in the OR with the robot (see above right).

"I wasn't going to let Rick go anywhere else," Dr. Milone recalls. "We got the insurance company on the phone and worked it out." With those issues resolved, Dr. Milone and his team scheduled Mr. Schwab for his hernia surgery with the assistance of state-of-the-art robotics. "Many in our community don't realize we offer robotic surgery, not only for general surgery, like hernias, but also for bariatrics, urology and gynecology. Our program is equal to any of the big systems in the city," Dr. Milone adds.

"It was my first surgery, and I was very nervous," Mr. Schwab says. "But at TBHC, you're not just a number, not another body for a procedure. Everyone was so nice



and friendly. One of the first things the staff does is introduce themselves and tell you what it is they do and why they need to do it. It was great! It was calming. By the time I got into surgery, I was relaxed and ready to go. Afterwards, I was able to go home that day. I felt like I was with family."

It's a big family; Dr. Milone not only established the robotic surgery program at TBHC almost 10 years ago, he also trains new doctors (both new crops of yearly surgical residents as well as established surgeons) in the robot's uses and advantages.

"I could care less about your background or income. What I love about my job is that all our patients are family to us," Dr. Milone says. "We provide the same quality of service to everyone. Real progress is technology working for everybody. We provide the individual attention that makes for a positive experience. We treat you as the person you are with the personalized experience you deserve. We hope you make TBHC your hospital for all services."

“

What we give that the bigger systems cannot is the personal interaction.”

TBHC
because...

If You Know,



You Know

WORKING AT TBHC has never been a chore to Audrey Lewis. “I’m like a kid in a candy store,” says the longtime Human Resources Specialist. “I love what I’m doing.” In fact, after retiring in 2022, she missed work so much that she returned to TBHC, where she is now in her 33rd year.

What happens when you, a long-time employee, find yourself in need of medical care? “When you work in a hospital, you know what’s what. You know if it’s a good place to go,” she says. “I can tell you this about TBHC: I recommend it to anyone and everyone because we’ve got excellent doctors.”

In fact, Ms. Lewis gets all her routine care at TBHC—dentistry, primary care, you name it. After developing a painful foot condition known as hammerhead toe, she met with O. Joseph Falcone, DPM, Chief of Podiatric Foot and Ankle Surgery, who scheduled her for surgery. Of course, she already knew Dr. Falcone and his staff (after 33 years, she knows everyone!) and she knew she was in good hands.

Dr. Falcone is not only chief of his surgical division, he’s also Medical Director of the Wound Care Center and Director of the Podiatric Medicine & Surgery Residency. He established the residency program when he joined the hospital in 2014. “When you work for any organization, it must be able to support and service the patients,” he says. “Patient care must be number one, but as an institution, we must also be giving back to the community beyond our care. For me, that meant training new generations of podiatric surgeons, many who stay in the community.”

According to Dr. Falcone, doing a good job starts with leadership. “The doctors see that leadership has their back,” he says. “The job I want to do is take excellent care of our neighbors, and it is what hospital leadership wants, too. Patient care is the anchor of the TBHC culture, and it only gets better every day, every year.”

As for Ms. Lewis? She maintains, “If you come to TBHC, you will not be disappointed.”

“When you work in a hospital, you know what’s what. You know if it’s a good place to go.”



1

Donor Support K TBHC Improving

THE THEME OF THIS YEAR'S ANNUAL REPORT—Why Go Elsewhere?—was not a question that needed asking at the 2024 Founders Ball. The crowd of 650 at the Brooklyn Museum in May 2024 already knew the answers, and it celebrated TBHC with a grand party and generous support.

Shri Madhusudhan, Head of Operations Support, NY, National Grid, and a TBHC Trustee, chaired the event. Because of their tireless commitment to medical excellence, the event honored:

- **Sherly Abraham, MD**, Chair, Family Medicine, The Brooklyn Hospital Center, with the Walter E. Reed Medal.
- **Maria Fiorini Ramirez**, President & Chief Executive Officer, Maria Fiorini Ramirez, Inc. (MFR), with the Founders Medal.
- **Peggy Smyth**, Partner, QIC, with the Brooklyn Without Borders Medal.

“The 2024 gala proceeds are being used to help double the capacity of our cardiac catheterization lab,” says Deborah Niederhoffer, TBHC Vice President and

Chief Development Officer of The Brooklyn Hospital Foundation. “With cardiac incidents on the rise, it is an absolute necessity to always have two labs available.” Construction on the second lab is underway now and it is expected to be in service by the end of 2025.

Another exciting development to close out the year for The Brooklyn Hospital Foundation—a grant of \$1.26 million was received over a three-year period, which will support perinatal and early childhood care.



Not skipping a beat, it's full speed ahead to the 2025 Founders Ball. The gala celebrates 180 years of TBHC's Keeping Brooklyn Healthy and returns to the Brooklyn Museum on May 19, 2025. The event will honor the outstanding achievements of Joseph H. Davi, CEO of Med-Metrix, and Errol I. Byer, Jr., MD, TBHC's Chair of Obstetrics & Gynecology. The theme will be, “Care Close to Home,” a perfect answer to the question, “Why go elsewhere?”



keeps

Proceeds will help double the capacity of our cardiac catheterization lab.



1. The sold-out dining room.
2. Peggy Smyth, Partner, QIC, Brooklyn Without Borders Medalist; Maria Fiorini Ramirez, President & CEO, Maria Fiorini Ramirez, Inc., Founders Medalist; Shri Madhusudhan, Head of Operations Support, NY, National Grid and Trustee, TBHC, and Event Chair; Dr. Sherly Abraham, Chair, Family Medicine, TBHC, Walter E. Reed Medalist.
3. Gary Terrinoni, President & CEO, TBHC, and past Walter E. Reed Medalists (l-r): Dr. Linus M. Yoe, Dr. Harry Dym, Dr. Ahmar Butt, Gary and Celeste Terrinoni, Dr. Vasantha Kondamudi, Dr. Viswanath Vasudevan, Dr. Patrick Leblanc, Dr. Louisdon Pierre and Dr. Abraham Jelin.
4. Gary Terrinoni, Peggy Smyth, Shri Madhusudhan and Bob Knakal, Chairman & CEO, BK Real Estate Advisors.

Take Pride in Your Community Hospital

TBHC IS A COMMUNITY HOSPITAL that relies on its community for your patronage, your time and talent, your generosity and your partnership. A strong community needs a strong hospital. There are many ways to help us grow even stronger so we can always be here for you.

Choose TBHC for your medical care. We want to be your hospital of choice for all your needs, whether you need emergency care, an excellent and nearby place to have your baby, a pediatrician for your kids, a place to get a vaccine or specialized medical or surgical care. Visit **tbh.org** to find a doctor or service for your needs.

Volunteer. From answering phones or reading to children, to assisting nurses and staff, we have opportunities for everyone. If you are a student interested in learning more about healthcare, or a retiree with a desire to give back, please visit **tbh.org/volunteer**.

Become a donor. We are so grateful for our many patrons who already have joined our family through their generous gifts. If you are interested in giving opportunities, visit **tbh.org/give** or call VP and Chief Development Officer Deborah Niederhoffer at 718-250-8599.

Partner with us. We can bring our expertise to your church, school or organization, including health and wellness education, screenings and lectures. Call Community Affairs at 718-250-8391.

And our deepest thanks to all of our donors, as listed on the following pages.

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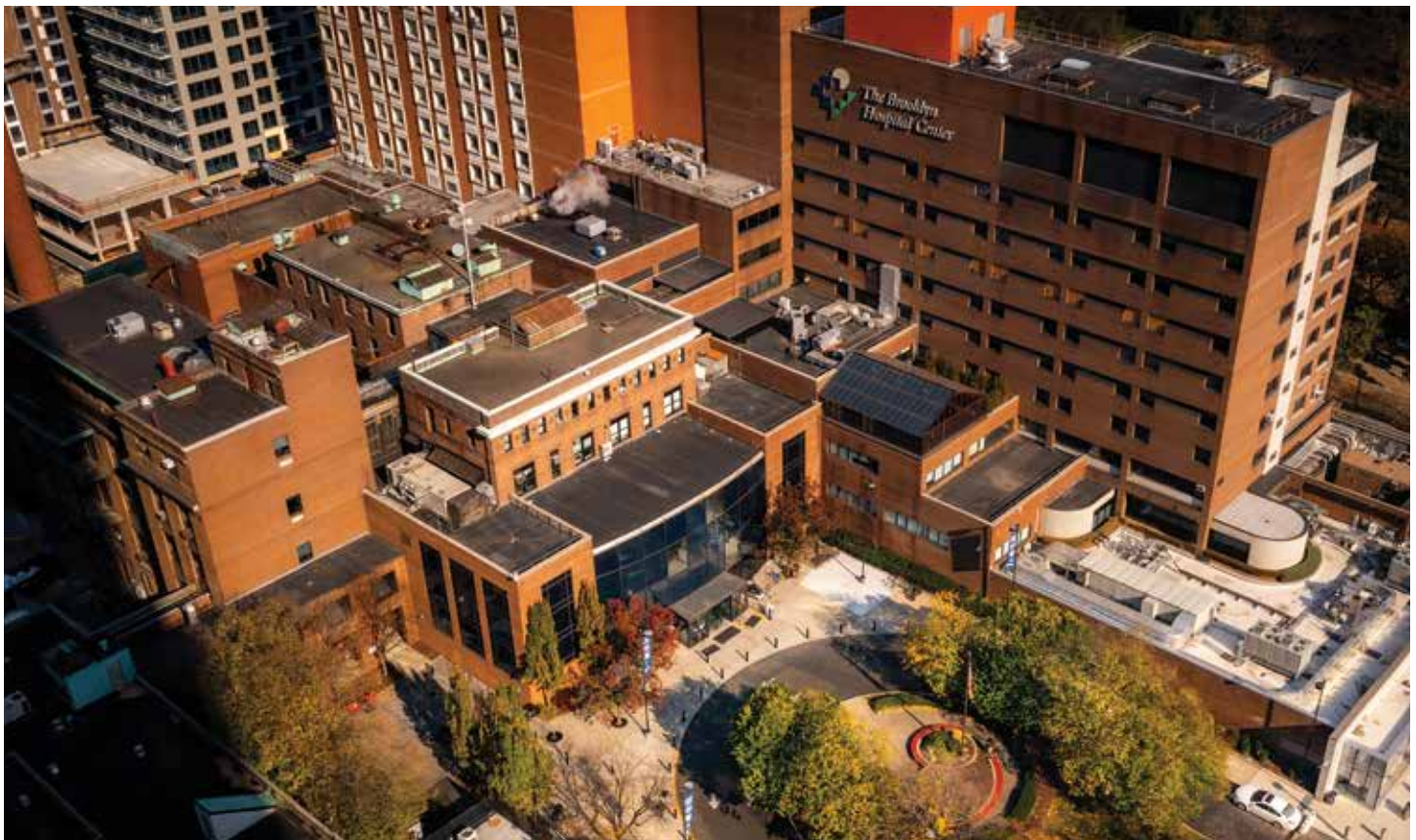
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