

# HEALTHCARE HEROES AWARDS

12.6.16

## Help Shape the Health Care of Tomorrow

Health care in the communities of Queens and Long Island, and well beyond, is at a critical juncture. The landscape will shift as a result of many factors and key questions: The burgeoning population of baby boomers; possible changes in Obamacare; an increasingly diverse overall population; how to bring the latest medical technology, medicines and procedures to benefit the greatest number of patients; how to design and locate modern medical facilities; and the degree to which we commit policies to preventive medicine and wellness care.

These are among the issues that require health care leaders to innovate with different perspectives, insights and knowledge.

The 2016 Healthcare Heroes Awards convened by the *Queens Tribune* and the *Press of Southeast Queens* provides the opportunity to hear from and exchange ideas with the leaders who will help shape the essence and direction of health care in 2017. At the event and in these pages, we are proud to turn the spotlight on the health care heroes who burn the midnight oil, illuminate and invigorate the field with new ideas and approaches, find funding for that new wing or program and, ultimately, improve and save lives.

Whether you are a health care provider, supplier, related business, agency or community organization, this event will be an invaluable forum to collaborate with leading health care organizations, meet the media, hear from government officials, and help understand the myriad challenges awaiting you in 2017.

The attendees of the 2016 Health Care Heroes Awards and Dinner will be participants in one of the foundational building blocks for the health care of the future. Congratulations!

**Queens Tribune** **PRESS**



# Zwanger-Pesiri Radiology

Zwanger-Pesiri Radiology, one of the largest radiology practices on Long Island that has been serving the community for over 60 years, is now opening a new branch on Merrick Boulevard in Laurelton.

Their practice reaches back to 1953, when Dr. Jerome Zwanger founded the group with the purpose of providing physicians and patients on Long Island with modern medical diagnostics in a caring and compassionate environment. It began out of his home, located at the site of the current Massapequa office. He began a partnership with Dr. E.J. Pesiri in 1958, which continued until July of 2001, when Dr. Pesiri retired. In 1983, Dr. Steven L. Mendelsohn took over the practice while Dr. Zwanger continued to practice part-time until he retired in June 2008.

Since Dr. Mendelsohn took over, Zwanger-Pesiri expanded from two to 22 locations, with its 23rd location set to open in Laurelton in early spring of 2017.

"There is a large population of people in Queens that are underserved," Dr. Mendelsohn told the *Queens Tribune*. "With the opening of this new facility, the residents of that community will now be able to receive the same services provided at our other 22 locations."

Currently, Zwanger-Pesiri has over 50 board certified radiologists who have multiple subspecialties, and offer twenty-two 3T MRI units, seven 1.5T MRI units, three 1.2T Open-Sided MRI machines, twenty-five 3D Mammography units, five PET/CT scanners, and the first clinical outpatient MRI/PET system in the country. With the addition of the new office in Queens, Zwanger-Pesiri will continue to provide the highest quality of care and excellence to all of its patients.

Zwanger-Pesiri believes their services are incomparable to every hospital, health system, multi-specialty practice, and outpatient radiology facility in virtually all facets of radiology. They stated that their commitment begins with the patient's first interaction with the scheduling staff and continues through the very last communication with the billing specialists.

Zwanger-Pesiri's knowledgeable team of caring professionals is dedicated to providing state-of-the-art radiological services. They are the national show site for Siemens advanced MRI and CT systems, where they demonstrate their technology to medical professionals from around the country.

Their radiologists are subspecialty trained in areas such as Neuroradiology, Musculoskeletal Imaging, Body Imaging and Breast Imaging, and work closely with referring physicians



The Zwanger-Pesiri facility in Levittown, NY

to ensure the best outcomes for patients.

Dr. Mendelsohn said his overall goal for Zwanger-Pesiri is to continue expanding throughout New York and serving more patients with the most advanced services.

According to Dr. Mendelsohn, the most commonly diagnosed are breast cancer, colon cancer and lung cancer, in addition to cardiovascular disease and pneumonia.

In addition to the expansion of their facilities, Dr. Mendelsohn is steadfastly committed to providing quality care to everyone through "Give-Back-Sundays," which is a day where Zwanger-Pesiri provides free radiology services to the uninsured and indigent public.

The program, which began in thirteen offices, quickly expanded into every office and is projected to be offered at the new Laurelton office.

Having quality equipment became a personal priority when Dr. Mendelsohn found out the truth behind his mother's death in 1992. Her death occurred four months after being diagnosed with metastatic breast cancer, when cancer spreads to other parts of the body.

Mendelsohn's father grew curious about her death because, for years, she had been getting her annual mammograms, breast sonograms and clinical breast examinations, and no change had been reported.

According to Mendelsohn, the doctors were only comparing her mammogram images to the images from the previous year.

"It was the same thing every time. They kept saying it was a small nodule year after year," Mendelsohn said. "No one looked at her results from four years prior."

Three years prior to his mother's death, she had an ultra sound that showed a biopsy needle tip missed the nodule on the sonogram.

"The needle was not in the cancer, so it came back as normal breast tissue," Mendelsohn said. "It was a discordant report. It's an element of poor quality repeated a number of times."

Zwanger-Pesiri boasts that the expansion into Queens will bring superior quality and compassionate care for every resident of the community.



*The staff of Zwanger-Pesiri Radiology would like  
to congratulate our president & CEO*

*Steven L. Mendelsohn M.D.*



*on this well-deserved recognition. It is an honor to  
represent him and the company on a daily basis,  
and his leadership pushes us to be the best.*

*Congratulations, Dr. Mendelsohn!*



# Dr. Steven Mendelsohn, MD

## CEO - Zwanger-Pesiri Radiology

Dr. Steven Mendelsohn graduated medical school at the age of 23 and became the managing partner of Zwanger-Pesiri Radiology in 1992, at 36-years-old. But he considers his real accomplishments to be his family and six kids.

Mendelsohn's life's direction and mission was radically altered when his mother, living in Pittsburgh, passed away at age 65, just four months after being diagnosed with metastatic breast cancer. For years, she did everything she was supposed to do – annual mammograms, breast sonograms, and clinical breast examinations. Innumerable repeated errors and sloppiness eliminated her chance for being cured. This created the driving mission for Mendelsohn and subsequently for the entire Zwanger-Pesiri Radiology practice.

Equipment quality and advancements do make a difference, Mendelsohn says. 3D Mammography improves diagnostic ability, despite still being deemed “research and investi-

gational” by most insurance carriers. Zwanger led by having the first and most units on Long Island, and are still unique in that each and every one of our mammography units is 3D. Just as cell phone and computer technology have improved dramatically over the past decade, so has MRI. Zwanger continually replaces its units, achieving an overall average MRI fleet age of 2-3 years, while the local and national average age is 10 to 12 years. Under Mendelsohn, Zwanger began purchasing low-dose CT machines and software when it was first developed over six years ago, long before any medical centers or other practices even heard about it. In fact, Mendelsohn holds a patent for a patient radiation exposure dose card.



Dr. Steven Mendelsohn, MD

Zwanger's “Give Back Sundays” program began a few months after the 2008 market crash. Zwanger offered completely free (not discounted) imaging for the uninsured and indigent. This includes X-ray, Mammography, Ultrasound, CT, MRI and even Biopsy. What began as a single monthly event in one office has grown to become 25 daily patients throughout all 21 office locations. Calculated at the Medicare rate, this has amounted to over \$12 million in non-reimbursed charity care; utilization is now about \$2.5 million annually. It is certainly worth it.

For example, 60 new breast cancer cases have been diagnosed in this patient group.

Mendelsohn's philosophy and business concepts are simple: change, learn, teach, lead, exceed expectations. Change must be constant. If we are not changing, we are not improving. If we are doing things the same as two or three years ago, we need to rethink the entire process. For example, former difficulty reaching a radiologist at Zwanger has been resolved by automated telephonics going to cell phones, seven days a week from 8 a.m. to 10 p.m. Snail mail and faxes are being increasingly replaced by our dynamic physician portal.

Mendelsohn strives to please two major customer groups have two major customer groups –our referring physicians and our mutual patients. Its goal is to completely exceed expectations: POPE—Provide an Overwhelming Positive Experience—from ease of contacting us, ease of scheduling an appointment, employing kind, friendly, helpful, engaged staff, minimal to no patient waiting time, accurate subspecialty interpretations, fast report turnaround time and so forth.

# Michael J. Dowling

## President and CEO, Northwell Health

Michael J. Dowling is president and chief executive officer of Northwell Health, which delivers world-class clinical care throughout the New York metropolitan area.

Northwell Health is the largest integrated healthcare system in New York State with a total workforce of about 61,000 employees – the state's largest private employer. With 21 hospitals, 6,675 hospital and long-term care beds, more than 450 outpatient physician practices and a full complement of long-term care services, Northwell is one of the nation's largest health systems, with \$9.5



Michael J. Dowling

billion in annual revenue.

Before joining Northwell Health in 1995, he was a senior vice president at Empire Blue Cross/Blue Shield.

Dowling served in the New York

State government for 12 years, including seven years as state director of Health, Education and Human Services and as deputy secretary to the governor. He was also commissioner of the NYS Department of Social Services.

Before his public service career, Dowling has been honored with many awards over the years. They include: the 2012 B'nai B'rith National Healthcare Award, the 2011 Gail L. Warden Leadership Excellence Award from the National Center for Healthcare Leadership, the 2011 CEO Information Technology Award from Modern Healthcare magazine and the Healthcare Information.

In August 2015, Modern Healthcare ranked Dowling 22nd on its annual list of the “100 Most Powerful People in Healthcare.” In March 2016, Mr. Dowling was also listed No. 1 on Long Island Press' 2015

“Power List” recognizing the 50 most-influential Long Islanders.

Dowling is chair of the Healthcare Institute. He is a member of the Institute of Medicine of the National Academies of Sciences and the North American Board of the Smurfit School of Business at University College in Dublin, Ireland. He also serves as a board member of the Institute for Healthcare Improvement (IHI) and the Long Island Association. He is a former past chair and a current board member of the National Center for Healthcare Leadership, the Greater New York Hospital Association, the Healthcare Association of New York State and the League of Voluntary Hospitals of New York. Dowling was an instructor at the Center for Continuing Professional Education at the Harvard School of Public Health.

Dowling grew up in Limerick, Ireland. He earned his undergraduate degree from University College Cork (UCC) in Ireland, and his master's degree from Fordham University. He also has honorary doctorates from University College Dublin, Hofstra University and Dowling College.

# Gerard M. Walsh

CEO  
St. John's Episcopal Hospital

Gerard M. Walsh, St. John Hospital's CEO, is a proven health care executive with broad experience in hospital administration and management.

Walsh brings a depth of expertise in organizational change, physician development, implementation of quality and patient safety programs, mergers and acquisitions, and a strong knowledge of community hospitals based on more than 25 years of healthcare leadership experience. He has proven success in developing strong medi-



Gerard M. Walsh

cal staff relationships through recruitment of talented physicians and the creation of new programs and services that drive margin growth.

Before going to St. John's, Walsh served as CEO of Western Maryland Hospital Center in Hagerstown, MD. Here, he built a new leadership team, including a new chief

medical officer and chief nursing officer. He implemented several clinical services for the chronic care population including podiatry, dental, gynecology, ophthalmology and wound care; developed a plan of correction that rectified numerous Centers for Medicare and Medicaid Services deficiencies; and delivered a 3-year strategic plan recommending a forward course of action.

Walsh also has significant administrative experience from his COO role with North Shore University Hospital in Forest Hills, where he oversaw a 19,000 sq. ft. emergency department reconstruction project, initiated a \$30 million facility construction project, worked with architects and engineers to plan construction for a new two story radiology building, and instituted an extensive twelve-month management education and professional development project.

He also developed outpatient practice units for Pain Management, Men's Health, and Pediatric Cardiology, developed an on-going service excellence program to improve customer satisfaction, and oversaw medical staff growth to include an additional 300 new physicians.

A native New Yorker, Jerry was born and raised in Queens and attended high school in East Elmhurst. He has a Bachelors of Science in Health Care Administration from St. John's University in Jamaica and a Master's Degree in Health Systems Management from Iona College in New Rochelle, NY. He is married to his wife Karyn and they have one grown daughter.

I am honored to be a recipient of  
The Queens Tribune/Press of Southeast Queens  
**2016 Healthcare Heroes Award.**

I extend warm congratulations  
to my fellow  
**HEALTHCARE HEROES.**

**DR. HARRISON T. MU, MD**

*Director of of Neurosurgery- Jamaica Hospital Medical Center  
NYPD Honorary Police Surgeon.*

All meetings with Dr. Mu are by appointment ONLY.

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# Dr. Navarra Rodriguez, MD

President and CMO,  
AdvantageCare Physicians &  
Emblem Health

President and Chief Medical Officer for AdvantageCare Physicians (ACPNY), one of the largest multispecialty practices in New York City, Dr. Navarra Rodriguez, who has more than 20 years of experience, oversees the medical leadership and health improvement activities.

Not only is she responsible for over 400 physicians at 36 locations throughout New York City and Long Island serving half a million patients each year, but she also continues to see patients at ACPNY's office in Washington Heights.

Prior to being to CMO of ACPNY, Rodriguez was ACPNY's Chief Population Health Officer and Chief Medical Informatics Officer. Her dedication to ACPNY doesn't end there; she also led the organization's transformation from traditional fee-for-service to patient-centric population health management, and she has been responsible for the integration



Dr. Navarra Rodriguez, MD

of advanced clinical protocols, which has driven success for ACPNY's population health management care model.

Rodriguez's medical experience began at Harvard University, where she obtained her undergraduate degree, which led to her residency completion in internal

medicine at New York Presbyterian Hospital, and then to her obtaining her medical degree from Columbia University College of Physicians and Surgeons.

Before joining the ACPNY team, Rodriguez served as the Chief Medical Officer for the Manhattan Physician's Group.

# Jugal Agarwal

Vice President, CFO, Treasurer,  
Atlantic Dialysis Management  
Services

Jugal Agarwal manages the Finance and Treasury functions of Atlantic Dialysis Management Services. He has over 25 years of healthcare finance experience. He earned a Bachelor of Science degree in Accounting, Statistics and Taxation from Rajasthan University in Jaipur and a Master of Science degree in Advance Accounting, Taxation and Business Administration from the University of Jodhpur, India. He holds a certificate of Principles of EDP for Accountants and Auditors from New York University.

Prior to joining ADMS, he was the Chief Financial officer of Primary Healthcare Management Services at Putnam Hospital and BICC Cable Corporation. He is a member of the Institute of Management Accountants CFO committee, a member of the Healthcare Management Association CFO committee, and a member of the National Renal Administrators Association, Finance, Advocacy, PAC, Home/ PD dialysis committees.

Jugal has served the Indian community for the last 30 years on various committees and in 2008 elected president of Indian Culture Society of Rockland. He has been on the advisory committee of Ekal Vidyalaya and for the last several years has been known as \$1 a day school that provides basic or primary education reading, writing and health to kids and parents in the rural area of India where there is no transportation or communication.

He is listed as an honored



Jugal Agarwal

professional in the nationwide Who's Who in the Executive And Business directory and achieved and the Excellence In Communication award from a Del Carnegie course and was awarded the Kings of Queens award in 2014.

Northwell Health salutes



## Health Care Heros

for their impact in raising the level of patient care and the positive difference it has made in the well-being of the community.

Congratulations to all honorees

Especially our own

### **Michael J. Dowling**

for his foresight and leadership in shaping the future of healthcare.

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**Ralph A. Nappi**  
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**Susan Browning**  
Executive Director  
Forest Hills Hospital



# Sean T. Granahan, Esq.

President and General Counsel  
The Floating Hospital

A regulatory attorney by trade, Sean T. Granahan has worked directly in businesses, as well as an award-winning global law firm specializing in serving the health care, financial, retail and hospitality industries. There, he nurtured a passionate interest and expertise in healthcare. The Floating Hospital was a client and Sean left the firm in the spring of 2003 to become its general counsel. In November 2005, The Floating Hospital Board asked Sean to close the storied 150-year-old organization due to the increasing difficulties and losses involved in operating a true charity hospital. In turn, Sean asked the board for the chance to turn it around.



Luckily, both sides agreed and today, The Floating Hospital is the largest provider of healthcare to homeless families living in shelters and domestic violence safe houses. It provides care to those who need it most with a 25 percent charity rate, among the highest in the health care industry.

Sean cites his greatest accomplishment as his staff, stating that The Floating Hospital's mission attracts those compelled to help others and fosters a team environment that focuses on accomplishments, large and small. His job as president of The Floating Hospital is a daily challenge, but calls it intensely rewarding.

"Each day The Floating Hospital remains open is another day that changes the course of someone's life for the better," he says.

Sean is a graduate of the University of Scranton, and the Quinnipiac School of Law. He maintains law licenses in both New York and Pennsylvania. He is active in many community and historic preservation organizations.

# Congratulations

to

# JUGAL AGARWAL

and his fellow

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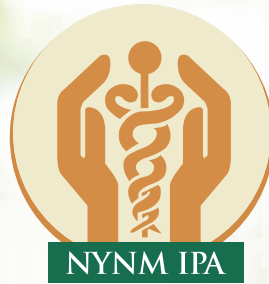
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7

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# Jeremy B. Strauss

CEO

Grand Healthcare System

Jeremy B. Strauss is the CEO of The Grand Healthcare System. Strauss began his career in the healthcare field in 1995 with the Hebrew Academy for Special Children non-profit organization where he was instrumental in the creation of specialized residences for the mentally disabled.

He entered the nursing home field in 1996 as Assistant Director of Admissions, working his way up the ladder to become an owner and operator of his first home just eight years later. Since then he has been a partner in the purchase and operations of over 30 skilled nursing facilities.

Strauss went on to create his own brand of unparalleled skilled nursing and rehabilitation facilities. As CEO of The Grand Healthcare System, Strauss is a strong believer in treating every guest as if they are family, lavishing care on the entire person and not just their medical needs. While Strauss's immediate focus is on each guest's clinical needs, what distinguishes him is that he understands the importance of customer service and personal needs.

Strauss has a degree in finance and economics from Yeshiva University and has been a volunteer EMT for over 25 years. He is a certified mohel who sits on the boards of many charitable institutions and schools. Strauss lives on Long Island with his wife, who was his high school sweetheart, and five children, where he is an integral part of his community.

Strauss has made it his priority to combine beautiful residences with modern amenities. The Grand Healthcare System provides a range of accommodations that go above and beyond expectations for care facilities such as these. Small details like



Jeremy B. Strauss

soft linens and cozy furnishings go a long way and set Grand Healthcare a part. These unique and all-inclusive health facilities are a preferred destination for high quality healthcare.

Grand Health Care has a strong relationship with the borough of Queens. In fact, one of their facilities, the Grand Rehabilitation & Nursing is a 179-bed rehabilitation and skilled nursing facility located right here in residential Whitestone. At The Grand at Queens, the group has worked tirelessly to bring the warmth and comforts of home to our fully-appointed facility. Both short and long term guests often notice the difference in our approach to providing quality healthcare throughout our facility. As Strauss and his colleague often say: At The Grand, our guests always come first.





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*And The Right Reverend Lawrence C. Provenzano  
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CONGRATULATES  
THE HEALTH CARE HEROES  
AND ESPECIALLY OUR  
CHIEF EXECUTIVE OFFICER

**Gerard M. Walsh**

For his outstanding achievements & leadership  
during his first year at St. John's



# Chirlane McCray

First Lady of New York

Chirlane McCray is the First Lady of New York City, a writer and a passionate advocate for the underserved.

McCray is the driving force behind ThriveNYC, the most comprehensive mental health plan of any city or state in the United States. ThriveNYC is changing the culture around mental health and substance misuse, reimagining the way government and its partners deliver services, and making it easier for people to get help in the places where they live, work, worship and learn.

The First Lady is honored to serve as Chair of the Mayor's Fund to Advance New York City. The Mayor's Fund is the City's official nonprofit—a one-of-a-kind organization that brings together government, philanthropies and the private sector to work on some of the most pressing is-

ssues of our time, including mental health, youth workforce development, and immigration and citizenship. She is also Honorary Co-Chair of the Commission on Gender Equity, and is guiding efforts to create a city where every girl and woman is treated equally and feels safe.

The first lady has made a number of trips out to the borough of Queens to talk about health issues like mental illness. She's made stops in Corona, Jamaica, Flushing and Richmond Hill to discuss these medical issues with communities of color. She has set the standard for active political figures leading the charge for reforms in both social justice issues and health issues.

McCray and Mayor Bill de Blasio have two remarkable children, Chiara and Dante. You can learn more about the First Lady's work on Facebook, Twitter, Instagram and Tumblr. She invites New Yorkers to help her make the greatest city in the world even greater.



Chirlane McCray

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**Michael J. Dowling, CEO, Northwell Health**

**Gerard Walsh, CEO, St. John's Episcopal Hospital**

**Sean Granahan, Esq., CEO, The Floating Hospital**

**Dr. Navarra Rodriguez, MD, President & CMO, ACPNY & Emblem Health**

**Jugal Agarwal, VP, CFO & Treasurer, Atlantic Dialysis**

**Jeremy B. Strauss, CEO, The Grand Healthcare System**

**Dr. Harrison Mu, MD, Director of Neurosurgery, Jamaica Hospital Medical Center;  
NYPD Honorary Police Surgeon**



# Dr. Harrison Mu, MD

Director of Neurosurgery,  
Jamaica Hospital Medical Center  
Honorary Policy Surgeon, NYPD

Dr. Harrison Mu is the director of neurosurgery at Jamaica Hospital Medical Center. The hospital was recently verified as a level 1 trauma center, while Dr. Mu was serving there. A level 1 designation is the highest designation, awarded to hospitals that provide quality care through every element of a trauma injury—from prevention to rehabilitation.

For Dr. Mu, working with patients on a personal level is key to maintaining high-quality work.

“Every person is unique and every patient should be treated as such,” he said. “My approach to every patient is individualistic. It is

my feeling to help you understand your situation first. And with this understanding, we can discuss the management options and formulate a plan within the context of medicine and within your value and goals.”

Dr. Mu’s association with Jamaica Medical Center was made famous after a highly public incident in which NYPD Officer Kenneth Healey was attacked by an assailant with a hatchet. Dr. Mu was the surgeon who operated on Healey, and Healey returned to Jamaica Hospital in August to personally thank Dr. Mu and the other staff for saving his life.

Dr. Mu was also recently named an NYPD Honorary Police Surgeon by Police Commissioner James O’Neill. This prestigious honor is comprised of physicians in six different fields who an NYPD officer can call upon his or her arrival at a medical facility. In addition to this honor and his role at Jamaica Medical Center, Dr. Mu has private practices in Queens and Manhattan and is affiliated with the top hospitals in New York City and Long Island.



Dr. Harrison Mu, MD



We would like to congratulate our very own  
CEO of The Grand Healthcare System,  
**JEREMY B. STRAUSS**  
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