



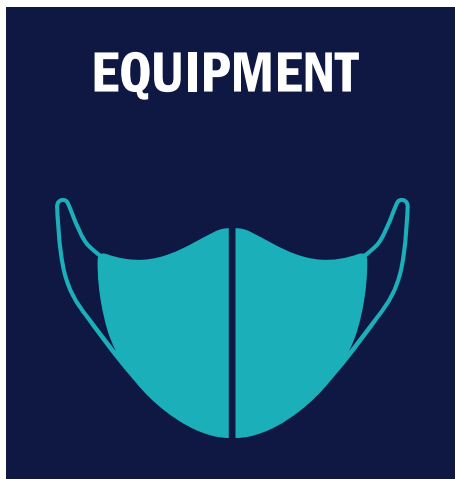
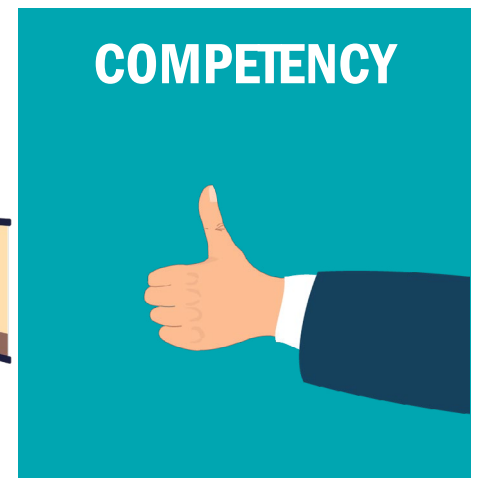
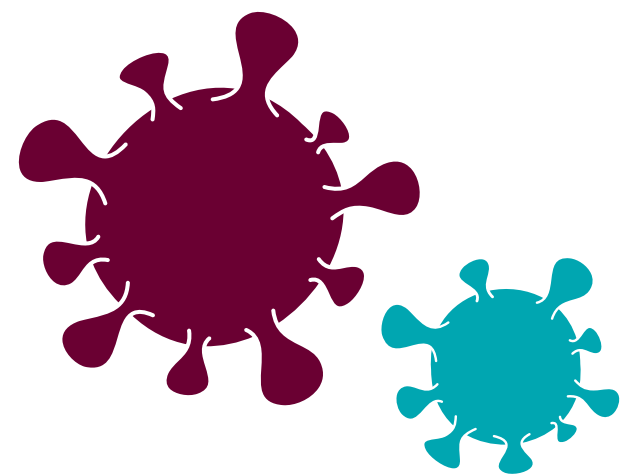
Pandemic Preparedness

COVID-19 Lessons Learned in New York's Hospitals



In the spring of 2020, New York was at the epicenter of the COVID-19 crisis, highlighting a fragmented and unprepared healthcare system. The crisis revealed healthcare inequities, differences in capacity to respond between small and large organizations, and an inability to continue routine care. But healthcare professionals rose to the occasion and embraced continuous learning and performance improvement.

The Healthcare Association of New York State's (HANYS) Statewide Steering Committee on Quality Initiatives prepared a report using multiple performance improvement methodologies to identify risks and opportunities in current structures, processes and outcomes in the following eight categories:



For the full report visit:

[https://www.jointcommissionjournal.com/article/S1553-7250\(22\)00118-0/fulltext](https://www.jointcommissionjournal.com/article/S1553-7250(22)00118-0/fulltext)