

**NYC HEALTH + HOSPITALS/ELMHURST PARTNERS WITH
EHL HOSPITALITY BUSINESS SCHOOL
MARRYING HOSPITALITY KNOWHOW TO HEALTH CARE**

*Elmhurst Hospital is the first American hospital
to work with the top ranked hospitality management university*



Patrick Ogheard, Dean EHL School of Practical Arts; Abigail Campos, NYC Health + Hospital/ Elmhurst Director Care Experience Programs; Pierre Pham, NYC Health + Hospital/ Elmhurst Chief Experience Officer; Philippe Gobet, EHL Ambassadeur de l'Excellence; Stephane Haddad, Associate Dean EHL Executive Education Programs; Achim Schmitt, Dean EHL Hospitality Business School; Helen Arteaga-Landaverde, NYC Health + Hospital/ Elmhurst Chief Executive Officer.

(Elmhurst, NY – March 12, 2024) – NYC Health + Hospitals/Elmhurst today announced a partnership with EHL Hospitality Business School, a leading academic hospitality management institution founded in 1893 and based in Switzerland and Singapore, to share best practices and resources related to the hospitality sector and its intersection with health care. EHL students will gain first-hand experience assisting hospital leadership on hospitality-related projects, training the next generation of care experience leaders. NYC Health + Hospitals/Elmhurst will additionally be the first healthcare institution worldwide to join the school's EHL Alliance, a global professional network that brings industry and academic leaders together. It specializes in providing education, resources, and services to enhance working environments that are people-centered and welcome all. This inclusive approach is essential for Elmhurst Hospital's mission, with nearly one million patient visit each year in the most diverse borough of NYC. The

partnership with the school and collaboration with the Alliance is an investment in the hospital's strategic plan, called Elmhurst 2.0, which looks to transform the hospital to meet the ever-growing needs of the area's expanding and thriving community.

“By incorporating best practices from hospitality, this initiative at NYC Health + Hospitals/Elmhurst will transform the culture of how we engage with each other and enhance our effectiveness in providing the highest quality health care services to all New Yorkers regardless of their ability to pay,” said **Mitchell Katz, MD, President and CEO of NYC Health + Hospitals**. “This will be a beacon for what's possible throughout the NYC Health + Hospitals System.”

“Elmhurst Hospital is the first American health care facility to partner with EHL Hospitality Business School to design and implement an innovative model of care delivery driven by hospitality,” said **NYC Health + Hospitals/Elmhurst CEO Dr. Helen Arteaga-Landaverde**. “We think introducing core experiential concepts from the hospitality sector at Elmhurst will enhance the already excellent person-centered care we provide, from the moment they walk through our doors until the time they leave.”

“We at EHL Hospitality Business School are genuinely excited to welcome NYC Health + Hospitals/Elmhurst into our EHL Alliance. This pioneering partnership, the first of its kind with a healthcare institution, perfectly aligns with our vision of extending hospitality expertise beyond traditional boundaries. We are confident that infusing our unique vision of hospitality into Elmhurst Hospital's environment will enhance patient care and staff interactions, reflecting an innovative and human centered approach in healthcare.” said **Dr. Achim Schmitt, Dean of EHL Hospitality Business School**.

“Coming from the hospitality sector, I know the profound impact personalized and authentic connections can have in the healthcare setting and look forward to empowering our people with these skills,” said **NYC Health + Hospitals/Elmhurst Chief Experience Officer Pierre Pham**. “Through the Alliance, EHL Hospitality Business School will provide us with the professional network of industry innovators whose outside-of-the-box thinking will guide us in improving our healthcare delivery for generations to come.”

EHL Hospitality Business School (EHL) is a pioneer of hospitality management education and empowers growth by nurturing excellence in human experiences. EHL offers a wide range of programs, from apprenticeships to master's degrees, as well as professional and executive education, designed to train students and professionals in service experience. The EHL Alliance is a global network spans the corporate and hospitality sectors, including brands Cartier, ECOLAB, Four Seasons, Hyatt, LVMH, Swiss Air, among others.

For more information on programs and services at NYC Health + Hospitals/Elmhurst, please call 718 334-4000 or visit us on Facebook at www.facebook.com/ElmhurstHosp.

###

NYC Health + Hospitals/Elmhurst Contact:

Atiya Butler, Director of External Affairs and Marketing
+1 917 319-5167, butlerat@nychhc.org

EHL Press Contact:

Lucile Muller, External Communications Senior Manager
communication@ehl.ch / +41 21 785 14 25

About NYC Health + Hospitals/Elmhurst

NYC Health + Hospitals/Elmhurst, part of the NYC Health + Hospitals health care system, is the major tertiary care provider in the borough of Queens. The 545-bed hospital is a Level 1 Trauma Center, an Emergency Heart Care Station, a Thrombectomy Capable Stroke Receiving Center, a Sexual Assault Response Team (SART) Center of Excellence and a 911-Receiving Hospital. It is a premiere health care organization for several specialties, including surgery, cardiology, women's health, pediatrics, rehabilitation medicine, renal services, and mental health services. Last year, the hospital received close to 700,000 ambulatory care visits and over 130,000 emergency room visits. Elmhurst has been named as a "Best Regional Hospital" and nationally-ranked by *US News and World Report* in key areas, including Heart Failure, Heart Attack, Stroke, Hip Fracture, Kidney Failure, Orthopedics, Pneumonia, and COPD. Stay connected on Facebook at <https://www.facebook.com/ElmhurstHosp>

About NYC Health + Hospitals

NYC Health + Hospitals is the largest public health care system in the nation, serving more than a million New Yorkers annually in more than 70 patient care locations across the city's five boroughs. A robust network of outpatient, neighborhood-based primary and specialty care centers anchors care coordination with the system's trauma centers, nursing homes, post-acute care centers, home care agency, and MetroPlus health plan—all supported by 11 essential hospitals. Its diverse workforce of more than 43,000 employees is uniquely focused on empowering New Yorkers, without exception, to live the healthiest life possible. For more information, visit www.nychealthandhospitals.org and stay connected on [Facebook](#), [Twitter](#), [Instagram](#) and [LinkedIn](#).

About EHL Group

EHL Group is the global reference in education, innovation and consulting for the hospitality and service sector.

With expertise dating back to 1893, EHL Group now offers a wide range of leading educational programs from apprenticeships to master's degrees, as well as professional and executive education, on three campuses in Switzerland and Singapore. EHL Group also offers consulting and certification services to companies and learning centers around the world.

True to its values and committed to building a sustainable world, EHL Group's purpose is to provide education, services and working environments that are people-centered and open to the world.

EHL Group owns EHL Alliance which is forging a global professional network that brings industry and academic leaders together to share best practices and resources for the latest trends, events and innovations related to the hospitality sector. www.ehlgroup.com