

My Awesome Job: Islima Duvivier, BSN, RN, Nurse Manager, Flatbush Family Health Center at NYU...



"I feel inspired and empowered to take on the position of being a provider, because it's always been hard to find providers who look like me," says Islima Duvivier, BSN, RN, nurse manager at the Flatbush Family Health Center at NYU Langone. "I want to be an inspiration for girls like me."

Islima Duvivier, who recently received a Transformational Nurse Leader Award, oversees a staff of 14 medical assistants, licensed practical nurses, and registered nurses. Here, she details how she and her staff are improving hypertension rates and overcoming flu vaccination hesitancy in the Flatbush community.

My aunt, my inspiration. I was raised by a registered nurse, my Auntie Marjory, who took me in when I was four because my biological parents were not able to care for

me at the time. She had all these amazing stories about her patients. I wanted to follow in her footsteps. I've been a nurse manager at the Flatbush Family Health Center since 2022 and feel so rewarded serving this community. The team works so hard, and with the success of our various initiatives, I see them become more empowered every day.

Bringing down blood pressure rates. Our staff works on several projects at the clinic, including one called [ALTA](#) (Advancing Long-Term Improvements in Hypertension Outcomes Through a Team-Based Care Approach) that assists patients in their management of uncontrolled blood pressure. Hypertension is very prevalent within the Flatbush community and leads to more strokes. If a patient is eligible for the program, we meet about diet and medication, and we give them a free blood pressure monitor to take home—so far, we've given out about 300. Any measurement goes into a patient's MyChart. The reading is then seen by the registered nurse and nurse practitioner at our High-Risk Virtual Clinic, who schedule frequent virtual care visits with the patient. When we rolled out ALTA in March 2022, compliance in Flatbush was 58 or 59 percent. Now we've increased compliance to 71 percent. It's great to see.

Overcoming flu vaccine hesitancy. Compliance within Flatbush for flu vaccinations has been the lowest of all the Family Health Centers (FHCs). The community is predominantly Black and African American, with a large Haitian population, and there's a lot of vaccine hesitancy. Especially after Covid-19, folks just don't want to take a flu vaccine. Often the patients are not aware of the benefits, and sometimes there's not enough education in their native languages. So, we've been trying to explain how important vaccination is, especially for kids. In the early part of 2023, compliance in Flatbush was 46 percent, which is really low. Now we're at 55 percent. It's going in the right direction, but the goal would be 70 percent by the end of the next flu season.

My job is awesome because ... I feel supported by those around me. While working full-time, I've been in a doctoral degree program at SUNY Downstate for the last three years. The FHC leadership has truly been amazing. They've worked with my schedule, and they trusted me to get the job done. After I finish my degree in December, I'm going to be a women's health Nurse Practitioner. I feel inspired and empowered to take on the position of being a provider, because it's always been hard to find providers who look like me. I also want to continue helping others with their professional development. Without past managers helping me, I wouldn't be where I am now. I want the circle to continue and to be an inspiration for girls like me, including my little sister, who is about to turn seven. She loves to see me in my white coat. She's visited me at the FHC and she's like, "I want to be a doctor!"

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