

**St. Charles Hospital**  
**Community Service Plan**

**2016-2018**  
**Year Three Update**



To be Approved by the Board of Trustees December 18, 2019



**St. Charles Hospital**  
**Catholic Health Services**  
At the heart of health

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## **Mission Statement**

We, at Catholic Health Services, humbly join together to bring Christ's healing mission and the mission of mercy of the Catholic Church expressed in Catholic health care to our communities.

## **St. Charles Hospital Service Area**

St. Charles Hospital is located on the north shore of Suffolk County in the Town of Brookhaven. A not-for-profit hospital with 243 beds, St. Charles is a member of Catholic Health Services. The population in the hospital's primary catchment area is more than 386,000 residents, representing 81% of the hospital's admissions. The hospital's secondary catchment area has more than 200,000 residents and accounts for another 16% of patient admissions. This service area (which has not changed since 2008) comprises some economically-challenged communities. St. Charles Hospital's primary service area is shared with an acute care hospital, John T. Mather Memorial Hospital in Port Jefferson, and a tertiary care hospital, Stony Brook University Medical Center.

## **Key Health Partners**

Partnering with community-based organizations is the most effective way to determine how the health priorities will be addressed. Some of St. Charles Hospital's partners include:

|  |  |
|--|--|
| American Heart Association, LI Chapter             | Longwood High School   |
| American Diabetes Association, LI Chapter          | Maryhaven Center of Hope, Port Jefferson   |
| American Lung Association, LI Chapter              | Mercy Medical Center, Rockville Centre   |
| American Parkinson Disease Association             | Middle Country Library   |
| Association for Mental Health and Wellness         | Miller Place Fire Department   |
| Asthma Coalition of Long Island                    | New York Institute of Technology College of<br>Osteopathic Medicine, Central Islip |
| Bethel AME Church, East Setauket                   | New York State Department of Parks and Recreation                                  |
| Breton Woods Assisted Living                       | Our Lady of Consolation Nursing & Rehabilitative<br>Care Center                    |
| Brighton Woods Senior Center                       | Our Lady of Mercy Academy, Syosset   |
| Cancer Services Program of Suffolk County          | Port Jefferson Chamber of Commerce   |
| Catholic Charities                                 | Port Jefferson EMS   |
| Catholic Faith Network (formerly Telecare TV)      | Port Jefferson Library   |
| Catholic Home Care, Farmingdale                    | Port Jefferson School District   |
| Colette Coyne Melanoma Awareness Campaign          | Rose Caracappa Senior Center, Mt. Sinai  |
| Comsewogue School District                         | Sachem School District   |
| Cornell Cooperative Extension of Suffolk County    | Selden Library   |
| Cornell Cooperative Extension/Eat Smart NY         | Sisters United in Health   |
| Fairfield Knolls                                   | Society of St. Vincent de Paul   |
| Fidelis Care                                       | South Country Library  |
| Gerald J. Ryan Outreach Center, Wyandanch          | St. Catherine of Siena Nursing & Rehabilitation Care<br>Center, Smithtown          |
| Good Samaritan Hospital Medical Center, West Islip | St. Francis Hospital, Roslyn   |
| Good Samaritan Nursing Home, Sayville              | St. Gerard Majella R.C. Church, Port Jefferson Station                             |
| Good Shepherd Hospice, Farmingdale                 | St. James Rosary Alter Society, E. Setauket  |
| Heritage Park Foundation, Mt. Sinai                | St. Joseph Hospital, Bethpage  |
| Hispanic Counseling Center                         | St. Frances Cabrini Church, Coram  |
| Jamesport Fire Department                          | St. John the Evangelist Church, Riverhead  |
| Jefferson's Ferry Senior Living                    | St. Rosalie Church, Hampton Bays   |
| Leisure Village                                    |  |
| Long Island Blood Services                         |  |
| Long Island Health Collaborative (LIHC)            |  |

Stony Brook Medicine/Creating Healthy Schools  
and Communities  
Stop and Shop  
Suffolk County Office for the Aging  
Suffolk Independent Living Organization  
Suffolk Perinatal Coalition, Patchogue

Terryville EMS  
Veteran's Administration  
Western Suffolk Boces/Creating Healthy Schools  
and Communities  
Wisdom Gardens Convent, Sound Beach  
YAM Community Resource, Inc.

### **Public Participation**

CHS is a member of the Long Island Health Collaborative (LIHC) which is an extensive workgroup of committed partners who agree to work together to improve the health of Long Islanders. LIHC members include both county health departments, all hospitals on Long Island, community-based health and social service organizations, academic institutions, health plans and local municipalities, among other sectors.

The LIHC was formed in 2013 by hospitals and the health departments of Suffolk and Nassau counties with the assistance of the Nassau-Suffolk Hospital Council to develop and implement a community health improvement plan. In 2015, the LIHC was awarded funding from New York State Department of Health as a regional Population-Health Improvement Program (PHIP). With this funding, the LIHC has been able to launch various projects that promote the concept of population health among all sectors, the media and to the public.

To collect input from community members, and measure the community-perspective as to the biggest health issues, the LIHC developed a regional survey called the Long Island Community Health Assessment Survey. This survey was distributed via SurveyMonkey® and hard copy formats. The survey was written with adherence to Culturally and Linguistically Appropriate Standards (CLAS). It was translated into certified Spanish language and large print copies were available to those living with vision impairment.

Long Island Community Health Assessment surveys are distributed both by paper and electronically through SurveyMonkey® to community members and are distributed at hospital outreach events.

### **Results of Community-Wide Survey**

An analysis of the LIHC Community Member Survey was completed by LIHC and made available to members to obtain community health needs for their service area. The analysis represents every survey that was mailed to LIHC from community members, delivered to LIHC from hospitals, or entered directly into SurveyMonkey®. The demographic information includes information from the American Community Survey (ACS) 2014, a survey distributed by the United States Census Bureau in years where a census is not conducted. The ACS provides demographic estimates and can be found at American FactFinder. Surveys collected by the hospital were sent to LIHC and entered in the database.

Using the LIHC Community Health Assessment Survey data, we reviewed the data for the hospital's service area by selected zip codes. Below are the findings for St. Charles Hospital. The data represents results of surveys collected January through December 2018.

1. What are the biggest ongoing health concerns in the community where you live?
  - Drugs & alcohol abuse 29%
  - Cancer 16%
  - Mental health, depression, suicide 16%
  - Obesity, weight-loss issues 7%

- Heart disease & stroke 6%
  - Diabetes 6%
  - Safety 6%
  - Environmental hazards 4%
  - Child health & wellness 4%
  - Other (please specify) 3%
  - Asthma 2%
  - Women's health & wellness 2%
  - HIV/AIDS & Sexually Transmitted Infections (STIs) 1%
  - Vaccine preventable diseases 0%
2. What are the biggest ongoing health concerns for yourself?
- Obesity, weight-loss issues 19%
  - Women's health & wellness 15%
  - Drugs & alcohol abuse 14%
  - Heart disease & stroke 13%
  - Cancer 10%
  - Mental health, depression, suicide 9%
  - Child health & wellness 6%
  - Safety 6%
  - Diabetes 5%
  - Environmental hazards 3%
  - HIV/AIDS & Sexually Transmitted Infections (STIs) 1%
  - Vaccine preventable diseases 0%
3. What prevents people in your community from getting medical treatment?
- No insurance 20%
  - Fear 19%
  - Unable to pay co-pays/deductibles 17%
  - There are no barriers 16%
  - Don't understand need to see a doctor 12%
  - Don't know how to find doctors 5%
  - Lack of availability of doctors 4%
  - Transportation 3%
  - Cultural/religious beliefs 2%
  - Language barriers 1%
4. Which of the following is the MOST needed to improve the health of your community?
- Drug & alcohol rehabilitation services 16%
  - Clean air & water 13%
  - Healthier food choices 13%
  - Mental health services 13%

- Job opportunities 12%
- Weight-loss programs 8%
- Recreation facilities 8%
- Safe places to walk/play 6%
- Smoking cessation programs 5%
- Safe child care options 4%
- Transportation 2%
- Safe work sites 1%

5. What health screenings or education/information services are needed in your community?

- Drug & alcohol 29%
- Mental health/depression 23%
- Importance of routine well checkups 11%
- Exercise/physical activity 8%
- Blood pressure 2%
- Eating disorders 2%
- Cancer 2%
- Emergency preparedness 2%
- Nutrition 2%
- Cholesterol 2%
- Prenatal care 2%
- Dental screenings 2%
- Heart disease 2%
- Suicide prevention 2%
- Diabetes 2%
- HIV/AIDS & Sexually Transmitted Infections (STIs) 2%
- Vaccination/immunizations 2%
- Disease outbreak information 2%

6. Where do you and your family get most of your health information?

- Doctor/health professional 40%
- Internet 28%
- Family or friends 9%
- Television 4%
- Library 4%
- Social media (Facebook, Twitter, etc.) 3%
- Hospital 3%
- Newspaper/magazines 3%
- School/college 2%
- Health department 2%
- Worksite 1%
- Radio 1%
- Religious organization 0%

|  |     |
|--|-----|
| 7. I identify as:  |     |
| • Female   | 60% |
| • Male   | 38% |
| • Other  | 2%  |
| 8. Average age of respondents:                             | 48  |
| 9. What race do you consider yourself?                     |     |
| • White/Caucasian  | 87% |
| • Black/African American                                   | 7%  |
| • Asian/Pacific Islander                                   | 3%  |
| • Hispanic/Latino  | 2%  |
| • Other (please specify)                                   | 1%  |
| • Middle Eastern   | 1%  |
| 10. Are you Hispanic or Latino?                            |     |
| • Yes  | 17% |
| • No   | 83% |
| 11. What is your annual household income from all sources? |     |
| • \$0 to \$19,999  | 11% |
| • \$20,000 to \$34,999                                     | 11% |
| • \$35,000 to \$49,999                                     | 6%  |
| • \$50,000 to \$74,999                                     | 17% |
| • \$75,000 to \$125,000                                    | 26% |
| • More than \$125,000                                      | 30% |
| 12. What is your highest level of education?               |     |
| • College graduate   | 25% |
| • Some college   | 25% |
| • Graduate school  | 23% |
| • High school graduate                                     | 18% |
| • Doctorate  | 5%  |
| • Some high school   | 4%  |
| • Other (Please Specify)                                   | 1%  |
| • Technical school   | 0%  |
| • K-8 grade  | 0%  |
| 13. What is your current employment status?                |     |
| • Employed for wages                                       | 62% |
| • Retired  | 12% |
| • Self-employed  | 17% |

- Student 6%
- Out of work, but looking for work 0%
- Out of work, but not currently looking 3%

14. Do you currently have health insurance?

- Yes 93%
- No 6%
- No, but I did in the past 1%

**Community Health Priorities for 2016-2018**

For the 2016-2018 cycle, community partners selected *Chronic Disease* as the priority area of focus with (1) obesity and (2) preventive care and management as the focus areas. The group also agreed that mental health should be highlighted within all intervention strategies. Mental health is being addressed through attestation and visible commitment to the Delivery System Reform Incentive Payment (DSRIP), Performing Provider Systems (PPS) Domain 4 projects. Priorities selected in 2013 remain unchanged from the 2016 selection; however, a stronger emphasis has been placed on the need to integrate mental health throughout the intervention strategies. Domain 4 projects with a focus on mental health include:

- Project 4.a.i Promote mental, emotional and behavioral (MED) well-being in communities
- Project 4.a.ii Prevent substance abuse and other mental emotional disorders
- Project 4.a.iii Strengthen mental health and substance abuse infrastructure across systems
- Project 4.b.i Promote tobacco use cessation, especially among low socioeconomic status populations and those with poor mental health

Hospital partners are fully attested and active participants in DSRIP project and deliverables, thus supporting the emphasis being placed on improving outcomes related to mental health.

**St. Charles Hospital Interventions, Strategies and Activities**

**Priority Number One:** Obesity

**Goal:** Prevent obesity in children through a focus on nutrition and exercise.

**Interventions, Strategies and Activities:**

1. Host at least four healthy nutrition/exercise programs for children at Comsewogue, Sachem and Port Jefferson elementary schools during 2016-2018.

**Process measures:** St. Charles will track the number of program attendees at each school and seek to increase attendance by 5% each year. A brief 3-5 question pre- and post-survey will be administered to assess program comprehension for the in-class programs.

**Year Three Update, May 1, 2018 through April 30, 2019:** St. Charles Hospital continued to make good progress in maintaining its *ThinkHEALTHY!* Program. A total of four programs were offered at elementary schools. Due to the large number of attendees, it was not possible to administer a pre- and post-test.

To offer guidance and education on healthy school food choices, St. Charles Hospital's nutritional services director is a member and subject matter expert/advisor on the Port Jefferson School District Wellness Board and advises on healthy menu options for school lunches.

#### Community Partners

- Sachem School District (includes the underserved community of Farmingville)
- Comsewogue School District (includes the underserved community of Port Jefferson Station)
- Port Jefferson School District
  
- May 2018
  - Scraggy Hill Elementary School Port Jefferson School District)  
St. Charles Hospital participated in the elementary school's walk/run, providing inspirational signing along the route with health tips, water and fruit at finish line and handouts on healthy menus. 200 in attendance.
  
- April 2018
  - Comsewogue High School (Comsewogue School District), St. Charles Hospital hosted a tent where race participants and guests could receive nutritional tips on healthy food choices, water and stretching exercises provided by St. Charles Hospital therapists. 225 in attendance.
  
- October 2018
  - Port Jefferson Elementary School (Grades 2-5):
  - St. Charles Hospital's executive chef and registered dietitian, provided a My Plate presentation to 500 students. Education consisted of education on MyPlate, the current nutrition guide published by the USDA Center for Nutrition Policy and Promotion, a food circle depicting a place setting with a plate and glass divided into five food groups.
  
- April 2019
  - Boyle Road Elementary School (Comsewogue School District):  
Director of the Nutritional Services Department as well as registered dietitians from St. Charles presented an educational program on healthy fruits and vegetables and provided recipes and guidance on healthy eating. 350 students participated.

2. Host at least two educational programs for parents at elementary schools in the Comsewogue School District, and continue two programs for parents at Wenonah elementary school in the Sachem School District educating parents on healthy nutrition/exercise for children.

**Process measures:** St. Charles will track the number of programs and attendees held in both school districts and seek to increase attendance by 5% each year. A quiz will be performed to test knowledge of healthy food choices.

**Year Three Update, May 1, 2018 through April 30, 2019:** The school districts and St. Charles Hospital were unable to secure enough parents to attend an educational program. As such, all education offered to students will now be offered in printed form for students to take home to parents.

3. Identify effective social media strategies to engage the community.

**Process measures:** Utilize marketing answering service to determine how program participants learned of the program and use Google analytics to determine effectiveness of various social media platforms.

**Year Three Update, May 1, 2018 through April 30, 2019:** The hospital continues to use online registration for all lectures and events. For those without access to online enrollment, an alternative is in place. Most events are marketed through social media, including Facebook, Twitter and Instagram. St. Charles has been challenged to maintain attendance numbers and is seeking alternate methods to engage the community.

4. Support LIHC's "Are You Ready Feet" walking initiative

**Process Measures:** LIHC tracks participation through enrollment in the program on the *Are You Ready Feet* website.

**Year Three Update, May 1, 2018 through April 30, 2019** The hospital continues to support the LIHC "Are You Ready Feet" initiative and distributed promotional materials at 59 of its community events. In addition, brochures are made available to patients at the hospital and at CHS-affiliated physicians' offices.

5. All CHS entities participate as a team in the American Heart Association Heart Walk, the Long Island Marcum Workplace Challenge—a 3.5-mile run-walk for charity—and American Cancer Society's Making Strides Against Breast Cancer walks. These events promote walking for physical activity and good health for employees and the community. Educational materials are offered to participants at each event.

**Process measures:** The goal is to increase the number of hospital participants over the previous year by 5%.

**Year Three Update, May 1, 2018 through April 30, 2019:** St. Charles Hospital participated in the Long Island Marcum Workplace Challenge and the American Cancer Society's Making Strides against Breast Cancer walks; St. Charles did not participate in the American Heart Association Heart Walk.

Participation in the Marcum Workplace Challenge and the Making Strides walk increased slightly, but did not meet the goal of a 5% increase despite active promotion of the events. A running club for St. Charles Hospital employees has been established to engage employees and generate interest in these events. Walk enrollment has increased with 30 staff now participating in community runs and walks.

## **Priority Number Two: Preventive Care and Management**

**Goal:** Increase access to high-quality disease preventive care and management for cardiovascular disease, diabetes and orthopedic care through the *Speakers to Go* program. The program provide free education to the community on various health and wellness programs and promotes healthier lifestyles.

### **Interventions, Strategies and Activities:**

1. Conduct free community lectures by providing clinical experts who offer educational seminars and information on the prevention of disease and injury, improve health and enhance quality of life. Develop marketing strategies to target underserved groups with information and education.

**Process measures:** In 2016, St. Charles offered 30 community lectures, screenings and health-related events annually and sought to increase that number by 5% or 32 events annually. During Year Two (May 1, 2017 through April 30, 2018), St. Charles held 63 community lectures, screenings and health-related events with attendance ranging from 15 to 500. This is a 16.7% increase over the Year One, when 54 events were held. In addition, St. Charles added 5 additional partners to this initiative for a total of 20 community-based partners.

**Year Three Update, May 1, 2018 through April 30, 2019:** St. Charles Hospital continues to exceed its goal of increasing the number of community outreach lectures and screenings by 5%.

During Year Three, St. Charles held 63 community lectures, screenings and health-related events with attendance ranging from 15 to 500. In addition, St. Charles added 3 additional partners to this initiative for a total of 23 community-based partners.

Event topics included:

- Sleep Better, Live Better
- Striking Out Strokes
- Stroke: A Neurological Emergency
- Smoking Cessation
- Blood Pressure Screenings
- Tai Chi for Arthritis
- Falls Prevention
- Minimizing Stress, Maximizing Life
- Healthy Eating for a Healthy Heart
- Bone Healthy Diet
- Get Sharp, Stay Sharp
- ACL Injury Prevention
- Oral Cancer Screenings
- Sing A Song of Health: Benefits of Music Therapy
- Diabetes: The Myths and Truths
- Taking Care of the Skin You're In: All About Skin Health
- Spiritual Resilience
- Nutrition for Heart Health
- Women's Health
- Nutrition for Optimal Health

Community Partners

- Selden Library
- Port Jefferson Library
- Longwood Library
- Middle Country Library
- Connetquot Library
- Office for the Aging
- Suffolk Independent Living Organization
- Jefferson's Ferry
- Rose Caracappa Center
- American Heart Association
- BOCES
- Bretton Woods
- Suffolk County Diabetes Program
- Suffolk County Falls Prevention Program
- Suffolk County "Learn to be Tobacco Free" Program
- Fairfield Knolls
- Leisure Village
- Stop and Shop
- Miller Place Fire Department
- Wisdom Gardens
- Emma Clarke Library
- South Country Library
- Comsewogue Library

2. Identify and use effective social media strategies to promote *Speakers to Go* program.

**Process measures:** Survey *Speakers to Go* partners to determine how they learned of the program.

**Year Three Update, May 1, 2018 through April 30, 2019:** Consistent with the Year Two update, St. Charles offers online registration for all lectures and seminars. Alternative registration options are also available. Lectures and seminars are also marketed on social media, including Facebook, Twitter and Instagram.

3. Offer free support groups for Overeaters Anonymous, weight-loss surgery support and pre-diabetes.

**Process measures:** Offer at least three support groups per year. Identify number of participants in each group and seek to increase attendance by 5% each year. Also, the hospital will survey attendees to determine the value of the support group to the community.

**Year Three Update, May 1, 2018 through April 30, 2019:** St. Charles Hospital has met and exceeded its goal of offering three support groups per year. The Diabetes Prevention Program provides a monthly forum following the 16-week initial program, meeting the goal of creating a group for individuals with pre-diabetes. Attendance has remained consistent over the past year, however, the hospital will continue to promote the availability of the groups to meet the goal of a 5% increase in attendance. In addition to Overeaters Anonymous, weight-loss surgery support and pre-diabetes, the hospital also offers the following:

- Monthly Bariatric Support Group
- Monthly Brain Injury Support Group
- Weekly Breastfeeding Support Group
- Monthly Epilepsy Support Group
- Bi-Monthly Muscular Dystrophy Support Group (MDA)
- Monthly Parkinson's Disease Support Group
- Weekly Speech Communication Support Group
- Monthly Spinal Cord Injury Support Group
- Bi-Weekly Stroke Support Group

4. Partner with organizations outside the health care arena to expand knowledge and reach: schools, worksites, health care facilities and community centers.

**Process measures:** Establish at least three new partnerships over the 2016-2018 cycle.

**Year Three Update, May 1, 2018 through April 30, 2019:** St. Charles Hospital's goal of establishing at least three new partnerships over the three-year cycle was met in Year One. Also, St. Charles has successfully established five additional partnerships in Year Three:

- Emma Clarke Library
- Connetquot Library, Port Jefferson Station
- St. Luke's Episcopal Church,
- Bethel AME Church, East Setauket
- St. Gerard of Majella Church, Port Jefferson

5. St. Charles staff volunteers at CHS Healthy Sundays community outreach events held at churches in underserved communities, offering free health screenings and providing educational materials on preventive health.

**Process measures:** Participate in at least four Healthy Sunday events and conduct screenings to identify any health concerns for community members.

**Year Three Update, May 1, 2018 through April 30, 2019:** Seven Healthy Sundays events were held in underserved communities during Year Three, compared to three Healthy Sundays events held in Year Two. More than 185 attendees at the events received 85 flu vaccinations, 120 blood pressure screenings and free health education material. Twenty-four individuals received a referral for free follow-up care at CHS's Bishop McHugh Health Center.

During Healthy Sundays events, St. Charles partnered with Long Island Digestive Disease Consultants whose clinical staff offered free screenings for individuals with gastrointestinal issues. To date, a total of 61 individuals were screened with 46 pro-bono procedures performed by LI Digestive Disease Consultants.

6. **Evidence-based Intervention:** St. Charles Hospital offers free 7-Week Stepping On falls prevention program for active older adults. This program empowers older adults to learn health behaviors that reduce the risk of falls, improve self-management and increase quality of life. It is a free community-based workshop offered once a week, for seven weeks, using adult education and self-efficacy principles. Older adults develop specific knowledge and skills to prevent falls in community settings. Patients who are identified as at risk for falling during their hospital stay will be provided with the Stepping On contact phone number in the after visit summary (AVS).

**Process measures:** The hospital will be able to track the number of program participants and provide survey to evaluate program.

**Year Three Update, May 1, 2018 – May 30, 2019:** St. Charles Hospital offered 5, 7-week Stepping On programs with 102 completing the program. Two classes were held at the Rose Caracappa Senior Center in Mt. Sinai, one was held at the Miller Place Fire Department, Miller Place, and two were held at Leisure Village in Ridge. Significant improvement was demonstrated via a pre- and post-Timed Up and Go (TUG) test, a tool used to assess the balance of participants. Individual participant's TUG score improved anywhere from 0 to 53%, with an overall program average of 27% improvement in balance. **The program is currently on hold.**

#### **Additional Activities:**

1. **Evidence-based Intervention: Diabetes Prevention Program**

A St. Charles Hospital registered dietitian attended the required training to become a Diabetes Prevention Program lifestyle coach. In September 2018, St. Charles held the evidence-based Diabetes Prevention Program with 14 participants. The program lasted from September 13, 2018 through May 4, 2019. Eight participants continued to the end of the program. This is the second Diabetes Prevention Program St. Charles offered; the first was in September 2017.

2. **Evidence-based Intervention: Better Choices, Better Health**

St. Charles Hospital hosted two Chronic Disease Self-Management Education Workshops. The objective of the Better Choices, Better Health Workshop Series is to reduce avoidable emergency department and hospital care among patients insured by Medicaid. St. Charles collaborated with the Retired Senior Volunteer Program of Suffolk to ensure Medicaid beneficiaries can access workshops. The Better Choices, Better Health chronic disease workshop series is an evidence-based program, created to complement and enhance medical treatment and disease management. The workshop is designed to provide the foundation to help people with chronic diseases navigate self-management decisions and activities, and empower patients to effectively manage their chronic disease condition.

Class 1: October 1 – November 5, 14 individuals attended

Class 2: November 13 – December 18, 13 individuals attended

### 3. Evidence-based Intervention: Smoking Cessation Class

St. Charles Hospital partnered with the Suffolk County Department of Health to offer Learn to Be Tobacco Free course.

Class: October 18 – November 29, 14 people attended

### 4. Dental Services for Uninsured

St. Charles Hospital made a concerted effort to reach out to underserved communities by contacting local churches, Suffolk County Government offices and the Veteran's Administration. Since the federal government does not offer dental services to veterans, there is a great need for oral hygiene and dental services for this underserved population. St. Charles Hospital held a free, one-day clinic for veterans in November 2018 where the following dental services were provided to 25 U.S. veterans at the community benefit value of \$21,458.00:

- 127 procedures performed as follows:
  - 25 exams and oral cancer screenings
  - Multiple X-rays on each veteran
  - 10 cleanings
  - 12 extractions
  - 3 root canals
  - 2 post and cores
  - 10 fillings
  - 1 flu shot

#### Priority: Mental Health

**Goal:** Improve access to mental health programs and resources in the Medically Supervised Detoxification unit, the rehabilitation population and patients admitted with a cancer diagnosis. Improve community access to mental health programs and resources.

#### Interventions, Strategies and Activities:

1. Increase availability of medically supervised detoxification beds by end of year 2016. With a heroin epidemic impacting Long Island, recent statistics showing that Suffolk County has the highest rate of heroin deaths in New York State, and numerous programs on Long Island closing detoxification beds, it is critically necessary that additional beds are available to combat this crisis.

Process measures: Ensure St. Charles Hospital opens an additional 10 beds for medically supervised detoxification.

**Year Three Update, May 1, 2018 – April 30, 2019:** St. Charles Hospital has completed the necessary work to open an additional 10 beds for medically-supervised detoxification. The hospital anticipates the unit will be able to accept patients by the end of 2019.

2. Increase availability of intranasal Narcan® for individuals at risk of heroin overdose.

Process measures: St. Charles Hospital is a designated distributor of intranasal Narcan® to patient and families of those living with substance abuse issues.

**Year Three Update, May 1, 2018 – April 30, 2019:** St. Charles Hospital provides Narcan on an as-needed basis.

3. Provide multidisciplinary program on substance abuse for the purpose of preventing drug addiction, early intervention and education on warning signs. Invite community partners and local health department to take part in planning the multi-disciplinary, day-long program on substance abuse.

**Process measures:** A post-program survey will be performed to measure effectiveness.

**Year Three Update, May 1, 2018 – April 30, 2019:** In May 2018, St. Charles Hospital hosted a third multidisciplinary symposium on substance abuse. The program was filled to capacity at 125 attendees. Expert clinicians and professionals provided current, evidence-based resources and material on all aspects of addiction, recovery and relapse. The post-program survey indicated that the symposium was a success, providing much needed information and resources on substance abuse.

4. St. Charles Hospital continues to support LIHC and Delivery System Reform Incentive Payment (DSRIP) projects that address mental health.
5. When a lack of access to mental health resources is identified, St. Charles Hospital will provide information on and refer patients to the extensive mental health services available within CHS and its partners. If not available within CHS, St. Charles Hospital will use LIHC's database to identify or recommend a suitable option.

The *CHS Mental Health and Substance Abuse Services Guide*, in English and Spanish, continues to be offered for free in print or as a PDF from the CHS and hospitals' websites. Free copies are available to anyone contacting CHS at its toll-free telephone number.

6. St. Charles Hospital has applied for a NYS Healthcare Facility Transformation Grant for the expansion of the emergency department to accommodate Suffolk County residents seeking services for medically-supervised detoxification. An expansion of the emergency department directly aligns with DSRIP's call to strengthen mental health and substance abuse infrastructure across systems. Additionally, the launch of SBIRT (screening, brief intervention and referral to treatment), a major component of the DSRIP program, has increased referrals to St. Charles Hospital's medically-supervised detoxification program as well as the chemical dependency rehabilitation unit. Screening questions asked at medical facilities throughout Suffolk County have resulted in more patients seeking care at St. Charles. With the emergency department as the point of entry for these patients, an expansion is necessary to be able to serve all patients in need. St. Charles expects a response to the grant application by fall 2018.

**Year 3 Update:** St. Charles did not receive the NYS Healthcare Facility Transformation Grant, however, NYS will submit the grant for consideration during Phase II funding.

7. To further the continuum of care for patients post-discharge from both the detoxification program and the rehabilitation program, St. Charles offers numerous support groups post-discharge, including:
  - Monthly Al-Anon Family Support Group - Step Meeting
  - Weekly Al-Anon Family Support Group – Beginners' Meeting
  - Weekly Alcoholics Anonymous - Back to Basics
  - Weekly Alcoholics Anonymous - Living Sober
  - Weekly Narcotics Anonymous
8. To combat the growing opioid epidemic, Catholic Health Services (CHS) began collaborating with the Diocese of Rockville Centre, Long Island Council on Alcoholism & Drug Dependence and the Family & Children's Association (FCA) to build an addiction treatment infrastructure on Long Island. Two goals were determined: to

revisit existing Emergency Department (ED) protocols for overdose victims and to create a liaison program to connect these patients with support services. A new CHS policy was established to prevent unnecessary opioid prescriptions in the ED, and the Sherpa Program was developed by FCA. A free service provided by FCA, Sherpa is made up of peer recovery coaches trained to meet with overdose survivors and their families in EDs. The team directs people to treatment, offering encouragement and follow-up. The high-volume ED at Good Samaritan was the site of the pilot, and the program was initiated at St. Catherine of Siena Medical Center in December 2018. Sherpa is supported by the New York State (NYS) Office of Alcoholism & Substance Abuse Services, NYS Senate and Long Island Community Foundation.

### **Living the Mission**

The Nassau-Suffolk Hospital Council, on behalf of LIHC, was identified as the Population Health Improvement Program (PHIP) contractor for the Long Island region. LIHC continues to focus on chronic disease prevention and treatment through its “*Are You Ready Feet?*” walking program, chronic disease self-management education workshop series and the Awareness Campaign (Live Better) via social media and traditional media platforms. More information can be found at [lihealthcollab.org](http://lihealthcollab.org).

During 2018, CHS’s Maryhaven Center of Hope food pantry provided more than 75 bags of free food each month to non-resident Maryhaven clients and individuals from the local community of Port Jefferson Station. The food is donated by CHS staff with support from Island Harvest food bank.

In June 2018 and 2019, CHS participated in HOPE DAY in Valley Stream, providing free blood pressure screenings and health education material to hundreds of Long Island residents. HOPE DAY brings together community and faith-based organizations to areas of need, offering necessities, free food, entertainment and health education.

In the last quarter of 2018, CHS employees once again pulled together to help others less fortunate in underserved areas. Initiatives included the annual Christmas toy drive in collaboration with the Church of Our Lady of the Miraculous Medal and the Gerald J. Ryan Outreach Center. Employees from the Melville corporate offices collected almost 900 new toys which were distributed to more than 400 families. Many employees donated their time to distribute the toys and much-needed food packages.

In 2018, Great South Bay Family Practice in Sayville became accredited by the American Diabetes Association to begin its Diabetes Self-Management Education (DSME) Program—the first of CHS’s ambulatory practices to do so. Since then, two cohort of patients have graduation from the five-session program.

CHS hospitals and continuing care all hosted blood drives, collecting 1,991 pints of blood in 2018 and achieving the Long Island Blood Services Diamond Award.

All six CHS hospitals are Baby Safe Haven sites where newborn infants can be safely relinquished.

CHS provides medical services support to the region’s pregnancy crisis centers, including four operated by the Life Center of Long Island and six Birthright locations across Nassau and Suffolk. Also, CHS supports two Soundview Pregnancy Services locations and collaborates with Regina Residence, operated by Catholic Charities. Regina Residence and CHS offer a one-call pregnancy support line through which trained professionals offer expectant mothers encouragement and an array of practical support at this critical time and beyond, in the hope of helping the women continue their pregnancies.

The CHS behavioral health hotline—established in 2017—is staffed by social workers from CHS Physician Partners. A small number of calls has been received, and the hotline continues to be staffed and available.

CHS provides an array of resources to promote good health in the region. Its two TV series, “CHS Presents: Lifestyles at the Heart of Health” and “CHS Presents: Dr. O: Faithfully Transforming Health Care” feature experts providing medical, nutritional and fitness information. The shows are broadcast on Catholic Faith Network, reaching 6.4 million households in the tristate area, and is accessible on [cfntv.org](http://cfntv.org). CHS has earned two Telly Awards for the “Lifestyles at the Heart of Health” program and “Dr. O: Faithfully Transforming Health Care.” These programs and other health-related videos can be viewed on demand on CHS’s YouTube channel at [www.youtube.com/user/chsli](http://www.youtube.com/user/chsli). The programs in the series are also available on CHS’s website under “Community Health”, along with “Recipes for Healthy Living”. In addition, CHS’s online events calendar in the same location lists free health screenings, blood drives, lectures and other programs open to the public, with social media used to disseminate this information.

CHS’s Executive Vice President and Chief Medical Officer writes a column, “Dr. O’s Health Care Tips and Solutions” for *The Long Island Catholic*, the official publication of the Diocese of Rockville Centre, published 10 times per year. Many of these tips are taped and hosted on CHS’s YouTube Channel and began airing on Catholic Faith Network’s *Everyday Faith Live*.

CHS is engaged in promoting education, training and workforce preparedness through collaboration with organizations such as the Long Island Regional Advisory Council on Higher Education, Long Island STEM (Science, Technology, Engineering and Math) Hub, Health Care Regional Industry Council and Western Suffolk BOCES. From May 1, 2018 through April 30, 2019, resources were provided to develop, engage a keynote and speakers panel, coordinate the program and moderate the event including the Q & A after the program for the annual LI STEM forum with the Long Island Regional Advisory Council on Higher Education (LIRACHE). A total of 112 individuals participated in this forum which required approximately 6 hours of preparation and 4 hours on the day of the event. This was held on November 30, 2018 at the Molloy College Center.

Through the New York State Mentoring Program and in partnership with Cordello Avenue Elementary School in Central Islip, CHS staff recently facilitated students’ volunteer service at St. Anne Church in Brentwood. The group of students lent a hand serving guests at the church’s weekly food pantry. Efforts such as these encourage children to help others in need, while being mentored by adults who listen and offer guidance.

Our Lady of Consolation Nursing & Rehabilitative Care Center’s 107 volunteers contributed 103,697 hours of service serving as spiritual care companions, extraordinary ministers of Holy Communion, transporters, *No One Dies Alone* companions and safety companions. In addition, several OLOC employees participate in the NY State Mentoring Program and volunteer once per week at Cordello Elementary School in Central Islip.

Catholic Home Care (CHC) continued to provide patients and families with needed services using its Patient Assistance Fund. The fund is made up from staff donations in the form of a payroll deduction and allows staff to recommend assistance for patients with specific needs impacting their health. This can include a provision of food, clothing, fuel oil and other critical items. All donations are approved by the CHC Chief Administrative Officer and Chief Operating Officer. Allowable funding is capped at \$250 per patient.

To ensure patient safety in the home environment, Catholic Home Care provided smoke and carbon monoxide detectors to patients unable to purchase such devices. In addition, the agency purchased and distributed scales to monitor fluid retention for patients who were physically or financially unable to obtain them.

In 2016, Good Shepherd Hospice (GSH) earned a two-year grant (2016 and 2017) from the National Alliance for Grieving Children (sponsored by New York Life) to provide bereavement services to Hispanic children and their parents. The program consisted of three, eight-week support groups as well as the provision of community education to the Hispanic population concerning concepts of pediatric grief. The grant also provided for

transportation to and from the support groups, as well as transportation to the children's bereavement camp, Camp Hope. A total of 104 people participated in the Hispanic bereavement groups in 2017. The grant expired at the end of 2017 and GSH applied for a renewal; the grant was re-issued for 2019 and 2020. Participation in the support groups continues to remain at just over 100, and over 40 people attended the Children's Summer Camp in 2018 and the same number are anticipated to attend in 2019. The grant now also covers a meal prior to the beginning of the group. Round trip transportation for the support group and Camp Hope Continues. The 2019-2020 grant focuses on children who have experienced a traumatic death of a close family member.

In July 2018, Bob Sweeney's Camp H.O.P.E., an annual two-day free children's bereavement camp, continued to have strong attendance with more than 105 children and approximately 60 parents and guardians participating. The event was held at Camp Alvernia and staffed entirely by volunteer professional from Good Shepherd Hospice.

Good Shepherd Hospice conducted more than 45 free bereavement support groups in 2018 for the general public across Long Island at Mercy Medical Center, Our Lady of Consolation, St. Patrick Church in Bay Shore and the Good Shepherd offices in Farmingdale and Port Jefferson. As part of the Coping with the Holidays series, Good Shepherd Hospice held a free workshop addressing bereavement needs associated with St. Valentine's Day, Mother's Day and Father's Day in multiple settings across Long Island.

Fall 2018 and spring 2019 memorial services were conducted by Good Shepherd Hospice at Mercy and St. Charles hospitals. These events are offered to families who have experienced a loss in the previous six months. The events at Mercy had approximately 105 total attendees and approximately 250 people attended the events at St. Charles.

Hospice families continue to benefit from a \$100,000 donation from the family of a patient served by Good Shepherd Hospice in 2014. In October 2018, an additional \$100,000 donation was received for this special program. Monies from this donation are restricted to the provision of aide services in excess of the hospice benefit. It is anticipated that during a 12-month period, more than 50 patients and their families will benefit from this generous donation.

Gabriel's Courage, a Good Shepherd Hospice program offering support and care for families experiencing a life-limiting pregnancy, continued in 2018 to serve families across Long Island, offering social work, pastoral care and nursing support. Good Samaritan Hospital physicians, nursing, and social work staff remain the primary referrers to this special program. While Good Samaritan remains the main referral source, others have been received from Stony Brook Hospital, Peconic Bay Medical Center and Mercy Medical Center, along with community groups and churches.

Good Shepherd Hospice is now a training site for Resolve Through Sharing® (RTS) training. Resolve Through Sharing® (RTS) teaches evidence-based, compassion-first approaches to bereavement care.

Throughout the year, employees live the mission and share the CHS I-CARE values with the communities served. As a result of their selflessness, in 2018 hundreds of Long Islanders received assistance in the form of baby and school supplies, food, clothing, gift cards and other items.

Staff at CHS facilities across the system conduct food drives throughout the year, in addition to their support of Maryhaven's pantry. Employees also adopt families in need at Christmas and Easter to provide holiday cheer. Other support includes the donation of food and supplies to animal rescue shelters.

Employees are generous with their time, participating in and volunteering at hospital health fairs, Healthy Sundays, the CHS Suffolk County Marathon and fundraising walks and runs benefiting the American Heart Association, American Cancer Society and other charitable organizations. The annual CHS Services Christmas toy drive

collected almost 900 toys, along with frozen turkeys and other food items, which were distributed to more than 400 families.

### **Dissemination of the Plan to the Public**

The St. Charles Hospital's Community Service Plan will be posted on the hospital's website at [www.stcharles.chsli.org](http://www.stcharles.chsli.org). Copies will be available at local free health screenings and can be mailed upon request.

By encouraging friends and neighbors to complete the LIHC Wellness Survey online or at local screenings, the Community Health Needs Assessment will help St. Charles continue to develop ways to best serve our community.

### **Conclusion**

The Community Service Plan is intended to be a dynamic document. Using the hospital's strengths and resources, St. Charles Hospital, along with community partners, will work to continue to best address health disparities and needs. The hospital will strive to improve the overall health and well-being of individuals and families by expanding free health promotion and disease prevention/education screenings and programs in communities where they are most needed. St. Charles is committed to continue to develop ways to best serve the community.