

Good Samaritan Hospital Medical Center Community Service Plan

2016-2018
Year Three Update



To be approved by the Board of Trustees on December 18, 2019



**Good Samaritan Hospital
Medical Center**
Catholic Health Services
At the heart of health

1000 Montauk Highway
West Islip, NY 11795 NY
(631) 376-4444

www.good-samaritan-hospital.org



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.

Good Samaritan Hospital Medical Center Service Area

Founded in 1959, Good Samaritan Hospital Medical Center is a 537-bed (including 100 nursing home beds), not-for-profit, acute care community hospital. Good Samaritan Hospital is located in West Islip, on the south shore of Long Island, New York. Good Samaritan's primary service area: Amityville, Babylon, North Babylon, West Babylon, Bay Shore, Brentwood, Copiague, Deer Park, Lindenhurst, West Islip, Central Islip, East Islip, and Wyandanch. The secondary catchment area comprises East Massapequa, Farmingdale, Islip, Islip Terrace, Holbrook, Bohemia, Patchogue, Sayville, Oakdale and Ronkonkoma. The service area population is comprised of several communities where individuals speak a language other than English, such as the select, underserved communities of Bay Shore, Brentwood and Central Islip.

Key Health Partners

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

American Cancer Society	Coram Fire Department
American Diabetes Association	Cornell Cooperative Extension/Eat Smart NY
American Parkinson Disease Association	Deer Park Fire Department
American Stroke Association	Dix Hills Fire Department
Amityville Fire Department	East Brentwood Fire Department
Amityville Public Library	East Farmingdale EMS
Amityville School District	East Marion Fire Department
Babylon Breast Cancer Coalition	East Northport Fire Department
Babylon Public Library	Emergency Ambulance Services (EAS)
Babylon Rescue	Exchange Ambulance of Islip
Babylon Rotary	Fair Harbor Fire Department
Bay Shore School District	Gerald J. Ryan Outreach Center, Wyandanch
Bay Shore/ Brightwaters EMS	Gift of Life
Bay Shore/Brightwaters Public Library	Good Samaritan Nursing Home, Sayville
Bethpage Federal Credit Union	Good Shepherd Hospice, Farmingdale
Big Brothers Big Sisters LI	Hampton Bays Volunteer Ambulance
Bohemia Fire Department	Huntington Community First Aid Squad
Brentwood Legion Ambulance	Hunter Emergency Medical Services
Cancer Services Program of Suffolk County	Islip Breast Cancer Coalition
Catholic Charities	Islip Public Library
Catholic Home Care, Farmingdale	Islip Terrace Fire Department
Catholic Faith Network (formerly Telecare TV)	Kings Park Fire Department
Central Islip/ Hauppauge Ambulance	Lindenhurst Fire Department
Commack Ambulance	Lindenhurst Public Library
Commack Volunteer Ambulance	Long Island Blood Services
Continuing Care of Long Island, Farmingdale	Long Island Health Collaborative (LIHC)
Copiague Fire Department	Long Island Neurosurgical & Pain Specialists
Copiague Public Library	Lord & Taylor, Bay Shore

Manorville Community Ambulance
 Maryhaven Center of Hope, Port Jefferson
 Medford Ambulance
 Mercy Medical Center, Rockville Centre
 Middle Island Fire Department
 New York Institute of Technology College of
 Osteopathic Medicine, Central Islip
 North Babylon Public Library
 Our Lady of Consolation Nursing & Rehabilitative
 Care Center, West Islip
 Our Lady of Mercy Academy, Syosset
 Patchogue Ambulance
 Riverhead Volunteer Ambulance
 Sayville Community Ambulance
 Sisters United in Health
 Smithtown Fire Rescue
 Society of St. Vincent de Paul
 Sound Beach Fire Department
 Sterling Bank
 St. Catherine of Siena Medical Center, Smithtown
 St. Catherine of Siena Nursing & Rehabilitation Care
 Center, Smithtown
 St. Charles Hospital, Port Jefferson
 St. Francis Hospital, Roslyn
 St. John the Baptist High School, West Islip

St. Joseph Hospital, Bethpage
 Stony Brook Medicine/Creating Healthy Schools and
 Communities
Suffolk County Executive's Office
 Suffolk County Police Department EMS/FRES
 Sustainable Long Island/Creating Healthy Schools
 and Communities
 Teachers Federal Credit Union, Bay Shore
Town of Islip
 West Babylon Fire Department
 West Babylon Public Library
 West Islip Breast Cancer Coalition
West Islip Chamber of Commerce
 West Islip Fire Department
 West Islip Library
 West Islip School District
 Western Suffolk Boces/Creating Healthy Schools
 and Communities
 Westfield Mall, Bay Shore and Massapequa
 Wild by Nature, West Islip
 Women of West Islip Inc.
 Wyandanch EMS
 Wyandanch/ Wheatley Heights Ambulance
 Youth Enrichment Services, West Islip

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 Good Samaritan. 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?

- Cancer 17%
- Drugs & alcohol abuse 16%
- Heart disease & stroke 11%
- Diabetes 11%
- Obesity, weight-loss issues 10%
- Mental health, depression, suicide 9%
- Safety 5%
- Environmental hazards 4%
- Child health & wellness 4%
- Women's health & wellness 4%
- Other (please specify) 4%
- Asthma 3%
- HIV/AIDS & Sexually Transmitted Infections (STIs) 1%
- Vaccine preventable diseases 1%

2. What are the biggest ongoing health concerns for yourself?

- Heart disease & stroke 18%
- Obesity, weight-loss issues 15%
- Cancer 14%
- Women's health & wellness 13%
- Diabetes 12%
- Mental health, depression, suicide 7%
- Safety 7%
- Environmental hazards 5%
- Child health & wellness 4%
- Drugs & alcohol abuse 4%
- Vaccine preventable diseases 2%
- HIV/AIDS & Sexually Transmitted Infections (STIs) 1%

3. What prevents people in your community from getting medical treatment?
 - No insurance 20%
 - Unable to pay co-pays/deductibles 16%
 - Fear 16%
 - There are no barriers 12%
 - Don't understand need to see a doctor 12%
 - Transportation 6%
 - Language barriers 6%
 - Don't know how to find doctors 4%
 - Lack of availability of doctors 4%
 - Cultural/religious beliefs 4%

4. Which of the following is the MOST needed to improve the health of your community?
 - Healthier food choices 18%
 - Clean air & water 14%
 - Drug & alcohol rehabilitation services 12%
 - Mental health services 10%
 - Weight-loss programs 10%
 - Job opportunities 8%
 - Recreation facilities 7%
 - Safe places to walk/play 6%
 - Transportation 6%
 - Smoking cessation programs 5%
 - Safe child care options 4%
 - Safe work sites 2%

5. What health screenings or education/information services are needed in your community?
 - Importance of routine well checkups 10%
 - Nutrition 9%
 - Drug & alcohol 9%
 - Cholesterol 9%
 - Mental health/depression 8%
 - Blood pressure 8%
 - Cancer 8%
 - Exercise/physical activity 7%
 - Diabetes 6%
 - Dental screenings 4%
 - Heart disease 4%
 - Emergency preparedness 4%
 - Eating disorders 3%
 - Disease outbreak information 3%
 - Vaccination/immunizations 3%
 - Suicide prevention 2%

- Prenatal care 2%
 - HIV/AIDS & Sexually Transmitted Infections (STIs) 1%
6. Where do you and your family get most of your health information?
- Doctor/health Professional 39%
 - Internet 17%
 - Family or friends 10%
 - Newspaper/magazines 6%
 - Hospital 6%
 - Television 5%
 - Social media (Facebook, Twitter, etc.) 4%
 - Library 3%
 - Health department 2%
 - School/college 2%
 - Radio 2%
 - Worksite 2%
 - Religious organization 1%
7. I identify as:
- Female 66%
 - Male 33%
 - Other 0%
8. Average age of respondents: 54
9. What race do you consider yourself?
- White/Caucasian 69%
 - Black/African American 16%
 - Asian/Pacific Islander 7%
 - Other (please specify) 3%
 - Multi-racial 2%
 - Hispanic/Latino 1%
 - Native American 1%
10. Are you Hispanic or Latino?
- Yes 13%
 - No 87%
11. What is your annual household income from all sources?
- \$0 to \$19,999 11%
 - \$20,000 to \$34,999 15%
 - \$35,000 to \$49,999 9%
 - \$50,000 to \$74,999 17%

- \$75,000 to \$125,000 25%
 - More than \$125,000 23%
12. What is your highest level of education?
- College graduate 35%
 - Some college 19%
 - Graduate school 18%
 - High school graduate 16%
 - Some high school 4%
 - Doctorate 4%
 - Technical school 3%
 - K-8 grade 1%
 - Other (please specify) 0%
13. What is your current employment status?
- Employed for wages 52%
 - Retired 33%
 - Self-employed 9%
 - Student 3%
 - Out of work, but looking for work 0%
 - Out of work, but not currently looking 2%
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.

Good Samaritan Hospital Interventions, Strategies and Activities

Priority Number One: Obesity

Goal: To improve community health by reducing the incidence of obesity and related co-morbidities such as heart disease and diabetes by providing individuals with the tools and knowledge to positively impact food choices and activity levels.

Interventions, Strategies and Activities:

1. The hospital will continue to offer the *Healthier Families Program* which is a free, 10-week educational series that promotes a healthy lifestyle. This is offered in collaboration with the identified, underserved area in the Bay Shore School District and the Bay Shore Wellness Alliance, for children in grades 3-5 who have been identified as being at risk for future obesity-related health issues. This program was recognized by HANYS with an honorable mention for its 2016 Community Improvement Award. Future plans for the *Healthier Families Program* are to pursue staffing and financial support to continue the program and offer in another school district

Process measures: Participants are measured for height/weight/BMI; BMI is measured again at the end of the session to assess improvement. At the end of the program, students and parents are surveyed to demonstrate an increase in knowledge and awareness of a healthy lifestyle after the 10-week session. Participants have a goal of 500 minutes of exercise and change in behavior is measured.

Year Three Update: May 1, 2018 through April 30, 2019: In 2019, 15 families were enrolled in the *Healthier Families Program*, compared to 16 in Year Two. Seventy-five percent of the children experienced growth in height and weight at the end of week ten. In a survey of students and parents, comparing pre- and post-results, more than 90% demonstrated a greater knowledge and awareness of the importance of a healthier lifestyle. Student activity sessions continue to be held twice per week during the 10-week period, with parent involvement for the once weekly dietitian piece of the program. All student and parent comments were extremely appreciative of this program and admitted to learning many new things.

2. Free community lectures *Food for Thought* workshops are offered highlighting the importance of nutrition.

Process measures: The goal is to increase change in knowledge by 75%, which will be measured at the conclusion of each lecture via an exit survey instrument.

Year Three Update: May 1, 2018 through April 30, 2019: The *Food for Your Soul* workshop focused on obesity and diabetes, along with a cooking demonstration and tasting. Measured via an exit survey, 100% of the respondents reported an increase in knowledge of each subject area. There were 47 community members in attendance, compared to Year Two, when there were 140 attendees. This 66% decrease is due to a change in venue which accommodated fewer attendees.

3. Free bariatric educational seminars are held twice a month hosted by one of three bariatric surgeons and bariatric support groups are offered.

Process measures: The goal is to increase awareness and change in knowledge of obesity throughout the surrounding areas by 25%, measured by the amount of people in the community and surrounding communities who attend the bariatric educational seminars.

Year Three Update: May 1, 2018 through April 20, 2019: 386 people attended the 19 bariatric seminars offered at Good Samaritan Hospital. This is a 50% decrease to 183 attendees as a result of 5 fewer seminars than Year Two. Based on the community demand and availability of seminar facilitators, it was decided that two seminars would be held each month with two surgeons sharing the responsibility. The hospital will continue to create an awareness of health issues related to obesity and the availability of bariatric seminars and services at the hospital.

4. Good Samaritan offers free bariatric support groups twice a month, facilitated by a registered nurse and supported by a licensed clinical social worker with a background in eating disorders. These groups' help patients prepare for surgery and make necessary changes to be successful in their journey to a healthier lifestyle. In addition, those post-surgery receive the support needed to continue to maintain a healthy lifestyle following weight-loss surgery.

Process measures: Identify the number of new participants. Attendees will complete the Long Island Health Collaborative (LIHC) Wellness Survey at both the start and end of the program to measure effectiveness of the program. In Year Three, the goal will be to increase new participant attendance by 5%.

Year Three Update: May 1, 2018 through April 30, 2019: The average number of attendees at an evening meeting is 30-35 with approximately 15 new pre-surgical participants. Attendees at an afternoon meeting can vary from 10-20; approximately half are pre-surgical participants. As the support group participants can be different at each session, the LIHC Wellness Survey is not suitable for this forum.

5. Good Samaritan offers the New York State 16-week Diabetes Prevention Program in collaboration with the New York State Department of Health.

Process measures: An initial risk assessment for diabetes is given to patients prior to starting the program, which includes questions about height, weight, and medical and family history. Participants are weighed at the beginning of every meeting; physical activity, weight and diet is recorded in a journal. The goal is to increase by 5% the number of participants who lost the desired 7% or more of their body weight and who reached the 150 minutes of physical activity. Also, the goal is for each participant to increase the average weight loss by two pounds. Attendees will complete the Long Island Health Collaborative Wellness (LIHC) Survey at both the start and end of the program to measure the program's effectiveness.

Year Three Update: May 1, 2018 through April 20, 2019: This program was not offered in Year Three due to the lack of a trained Lifestyle Coach. Good Samaritan Hospital will continue to promote the program offered at Smithtown Public Library.

6. Good Samaritan Hospital continues to actively promote the Long Island Health Collaborative walking program by distributing promotional materials at community events and through social media reach. Good Samaritan Hospital will also share program information with CHS-affiliated physicians and mid-level practitioners to encourage more people to walk and choose a healthier lifestyle.
7. 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 walk. These events promote walking for physical activity and good health for employees and the community. Educational materials are offered at each event to participants.

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

Baseline: May 1, 2015 through April 30, 2016: There were 77 participants in the American Heart Walk, 197 total participants in the Making Strides Walks (Jones Beach and eastern Long Island), and 12 participants in the Marcum Workplace Challenge.

Year Three Update: May 1, 2018 through April 30, 2019: There were 88 participants in the two Long Island Making Strides Walks, a 22.8% decrease in participation from Year Two. To help increase participation, the American Cancer Society will have a table in the cafeteria for staff to register in advance of the 2019 event. There were approximately 95 participants at the American Heart Walk, an 18.75% increase in participation from Year Two. For the Marcum Workplace Challenge, there were 10 participants, 3 fewer than Year Two. Good Samaritan will continue to promote all walking events to staff and the community.

Additional Activities:

1. In 2018, CHS was again the official race medicine provider and title sponsor for the 4th annual Suffolk County Marathon and Freedom Fest. There were 32 Good Samaritan employees who worked in the race medicine tent; 1,000 people visited the Freedom tent afterward to collect health education information.
2. In recognition of National Nutrition Month, informational tables were available weekly in the employee cafeteria. Registered dietitians provided the recipes for the meals served in the employee cafeteria for Meatless Monday & Healthy Thursday menu options.
3. In June, August and September 2018, Good Samaritan hosted a farmers market in front of the hospital for employees and the local community. Fresh vegetables, bread, pickles and pasta were available for purchase.

Priority Number Two: Preventive Care and Management

Goal: Increase community knowledge and access to preventive care and management for heart health diseases such as cardiovascular disease and diabetes. Provide the proper tools and knowledge for individuals to understand the importance of screenings and preventive health. Reduce cancer mortality and morbidity with education, screenings and support. Provide the latest treatment options for those with malignant disease, with special attention to health disparities such as higher incidence of cancer in specific populations.

Interventions, Strategies and Activities:

1. Good Samaritan will continue to host its annual Theresa Patnode Santmann Heart and Soul Symposium, a free seminar exploring aspects of wellness and chronic illnesses. Choices for workshop topics are determined using interests from community members via survey suggestions.

Process measures: Increase attendance at annual event by 12% over the previous year's attendance of 220.

Year Three Update: May 1, 2018 through April 30, 2019: The Theresa Patnode Santmann Heart and Soul Symposium was held on August 15, 2018, with 210 community members in attendance. This is 9 more attendees or a 4.5% increase compared to 2017. The format was updated to include a nutrition component for each educational workshop. The seventh annual symposium is scheduled for August 14, 2019.

2. The hospital offers the free *Open Your Heart to Health* program at the Westfield South Shore Mall in Bay Shore, which is near medically underserved communities. Community members have an opportunity to talk to

cardiologists, registered dietitians, cardiology technologists and nurses regarding cardiac health and disease prevention. Participants experience hands-on learning/activities and are offered free blood pressure, cholesterol and BMI screenings.

Process measures: Track number of screenings provided to community members and increase by 5% over each year.

Baseline: May 1, 2015 through April 30, 2016: One Open Your Heart to Health program was offered. A total of 166 screenings were provided, 95 cholesterol and 71 blood pressure.

Year Three Update: May 1, 2018 through April 30, 2019: *Open Your Heart to Health* program was held on February 9, 2019, with 300 participants. A total of 132 screenings were provided, including 46 blood pressure, 25 influenza vaccinations and 61 cholesterol screenings. All attendees received health education material. Although the number of screenings decreased by 25%, overall participation in the program increased by 140% due to a new location in the mall.

3. In an effort to educate community members on the importance of heart health and healthy cholesterol and blood pressure levels, health care professionals participate in free, community-based screenings for high blood pressure held at local libraries, street fairs and festivals, and community and hospital-based health fairs.

Process measures: Track number of screenings provided to community members at each event and increase by 5% over each year.

Year Three Update: May 1, 2018 through April 30, 2019: In January 2019, blood pressure screenings at the Islip and North Babylon libraries were added, to supplement the existing collaboration with the West Islip Library. A total of 122 blood pressure screenings were offered. This is a 31.18% increase over the 93 screenings provided in Year Two.

4. Provide free community lectures highlighting nutrition and cardiology and provide speakers and information on the importance of nutrition, heart health and diabetes. Offer free BMI and blood pressure screenings.

Process measures: Increase the number of screenings provided at each event by 10% over the previous year. Also, increase the change in knowledge by 15%, measured at the conclusion of each lecture through exit surveys.

Year Three Update: May 1, 2018 through April 30, 2019: During this time period there were 232 attendees at Good Samaritan University lectures. A total of 10 blood pressure screenings and 21 colorectal cancer screening kits were provided at the community lectures, a decrease of 47% from Year Two. Moving forward, lectures topics and events will include additional free screenings to increase opportunities at future programs.

5. Good Samaritan Hospital offers a free cardiac rehabilitation support group and pulmonary disease support group.

Process measures: Identify the total number of participants. Attendees will complete the Long Island Health Collaborative Wellness Survey at both the start and end of the program to measure the program's effectiveness. In Year Three, the goal will be to increase the number new participants by 5%.

Year Three Update: May 1, 2018 through April 30 2019: The Cardiac Rehabilitation team offered 6 support group sessions attended by 48 people total, a decrease from Year Two. As many patients can only walk short

distances, and due to hospital parking constraints, support group attendance varies for each session. The hospital is working on securing designated parking for the support group members.

6. Good Samaritan staff volunteer 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: Track the number of attendees and measure the number of screenings conducted (blood pressure, cholesterol, BMI) to identify any health concerns for community members.

Baseline: May 1, 2015 through April 30, 2016: There were 8 Healthy Sunday events with 716 screenings, including 340 blood pressure, 184 BMI, 221 flu vaccinations and 393 cholesterol screenings. Referrals for free follow-up care were provided to 176 individuals.

Year Three Update: May 1, 2018 through April 30, 2019: During this time period, 4 events were held with 258 screenings, including 141 blood pressure, 37 BMI and 80 flu vaccinations. Referrals for free follow-up care were provided to 23 individuals, an increase from Year Two. There was a 17.04% decrease in screenings, however, there was one fewer event held in Year Three compared to Year Two.

7. In conjunction with the Suffolk County Department of Health (SCDOH), Good Samaritan Hospital Medical Center offers a free smoking cessation program: Learn to be Tobacco-Free.

Process measures: Participants will receive a follow-up phone call 3 months after the conclusion of the program, followed by a survey at 6 and 12 months. In addition, the county offers support groups on the first Wednesday of every month, and a nurse practitioner is available by phone to further assist past and present participants. The goal is to increase the quit rate by 5%.

Baseline: May 1, 2015 through April 30, 2016: There were 12 participants and 10 were certified (attending four out of the six classes). Five quit smoking as of the last session, for a 50% quit rate.

Year Three Update: May 1, 2018 through April 30, 2019: The program started with 12 participants. By the sixth session 3 participants quit smoking, for a 25% quit rate. Resources were given to the participants for future support.

8. GSH hosts a free *Positively Pink!* event at the Westfield Mall in Bay Shore, which is located near medically underserved communities. Community members have the opportunity to talk to breast health experts, registered dietitians and nurses about breast health and disease prevention. Information, blood pressure screenings and on-site mammography appointment scheduling are offered.

Process measures: Track number of screenings provided to community members at each event and increase by 5% over each year.

Year Three Update: May 1, 2018 through April 30, 2019: A Positively Pink! Event is scheduled for October 2019. The 2018 Positively Pink! Health Fair was attended by 100 people and volunteer staff provided 11 blood pressure screenings.

9. GSH will post educational videos on [Youtube.com/gshmc](https://www.youtube.com/gshmc) on various topics such as genetic counseling, colon cancer prevention and diagnosis, etc.

Process measures: The goal is to increase the number of views by 50%, benchmarked at 1,000 views.

Baseline: May 1, 2015 through April 30, 2016: Educational videos had 3,980 views in this period.

Year Three Update: May 1, 2018 through April 30, 2019: The videos have generated 65,250 views which is a very significant increase compared to Year Two.

10. Free *Good Sam University* community lectures highlighting cancer are offered. A change in knowledge will be measured at the conclusion of each lecture via a survey instrument.

Process measures: The goal is to exceed the previous year's attendance by 5% and to increase change in knowledge by 75% of respondents reporting an increase in knowledge of each subject area.

Baseline: May 1, 2015 through April 30, 2016: There were 339 attendees at lectures during this period.

Year Three Update: May 1, 2018 through April 30, 2019: There were 232 attendees at Good Samaritan University lectures, a decrease of 31.56% in attendance compared to Year Two. An increase in knowledge was reported by 100% of the participants who responded to a post-lecture survey. The hospital has selected a new venue and topics to increase attendance at future programs.

Additional Activities:

1. Stepping On Program

The seven-week Stepping On program is an evidence-based fall prevention program designed to improve balance and strength and help reduce falls and build confidence in older adults. In 2016, the program was offered 4 times with 70 attendees. In 2017, the program was offered 5 times with 63 attendees. In 2018 the Stepping On program was offered 5 times, the first program was cancelled due to low enrollment. There was a total of 68 attendees who completed the 4 other programs offered at the West Babylon Public Library, West Islip Public Library, Islip Public Library and the Bay Shore-Brightwaters Public Library. **The program is currently on hold.**

2. Get Moving in May—Employee Walking Program

The Employee Wellness Committee organizes an annual *Get Moving in May* walking event held on the hospital campus to encourage exercise and good health habits among employees, in May 2017 over 80 participated in the program. In May 2018, more than 45 participated. This is a 43.75% decrease when compared to 2017. Fewer patient care staff members were able to attend this mid-day program. There were 40 participants in the May 2019 event.

3. Employee Wellness Expo

The Employee Wellness committee hosted this event in January 2019 with 200 employees in attendance. Screenings and information on healthy eating, spiritual health, quick meals and snacks, women's health and smoking cessation were offered

4. In August 2018, Good Samaritan's Mission and Ministry Committee sponsored "The Right Tools for School", a school supply collection. The hospital "adopts" 25 students selected by Youth Enrichment Services (YES), a local service agency that works with needy children and families in the Town of Islip. The student information is not disclosed, but information is provided about their gender, age, favorite color and school supplies they will need to start the year off right.

Priority: Mental Health

Goal: To provide target populations with information about the signs and symptoms of mental health and substance abuse issues (often occurring concomitantly with a chronic disease) and to offer links to community-based clinical programs and services. The hospital will help community members through early identification of mental health or abuse issues among patients of all ages.

Interventions, Strategies and Activities:

1. To combat the growing opioid epidemic, the high-volume Emergency Department (ED) at Good Samaritan is the site of an innovative pilot—The Sherpa Program—rolling out in Year Three, and to be rolled out in the future to other Catholic Health Services (CHS) hospitals. 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 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 SHERPA Program was initiated at St. Catherine in December 2018. Since March 2018 the Sherpa program at Good Samaritan has provided services to 281 individuals at-risk of an overdose. Sherpa is supported by the New York State (NYS) Office of Alcoholism & Substance Abuse Services, NYS Senate and Long Island Community Foundation.
2. Good Samaritan Hospital will support Long Island Health Collaborative and DSRIP projects that address mental health.
3. When a lack of access to mental health resources is identified, Good Samaritan 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, Good Samaritan 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 at community outreach events and is also available for download from the CHS and hospital websites. Free copies are available to anyone contacting CHS at its toll-free telephone number. An updated guide will be available in late 2019.

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.

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. 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. 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 Good Samaritan Hospital Medical Center Community Service Plan will be posted on the hospital's website at www.good-samaritan-hospital.org. Copies will be available at local free health screenings and can be mailed upon request.

By encouraging friends and neighbors to complete the Long Island Health Collaborative Wellness Survey online or at local screenings, the Community Health Needs Assessment will help Good Samaritan Hospital continue to further develop ways to best serve the community.

Conclusion

The Community Service Plan is intended to be a dynamic document. Using the hospital's strengths and resources, Good Samaritan 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. Good Samaritan Hospital is committed to continue to develop ways to best serve the community.