

Mercy Medical Center

Community Service Plan

2016-2018
Year Three Update



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



Mercy Medical Center

Catholic Health Services

At the heart of health

1000 North Village Avenue

Rockville Centre, NY 11570

(516) 705-2525

<http://mercymedicalcenter.chsli.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.

Mercy Medical Center Service Area

Mercy Medical Center is located on the south shore of Nassau County in Rockville Centre. A not-for-profit hospital with 375 beds, Mercy is a member of Catholic Health Services serving the health care needs of Nassau County and the surrounding area. The population in the hospital's primary service area is ethnically quite diverse with a population of more than 500,000 residents. Mercy's service area consists of some of the poorest populations in Nassau County, including four (Hempstead, Roosevelt, Freeport, and Uniondale) of the eight highest poverty zip codes in the county. Mercy Medical Center's discharge data indicates that Mercy continues to serve the economically challenged community.

Key Health Partners

Partnering with community-based organizations is the most effective way to determine how the health priorities will be addressed. Some of Mercy Medical Center partners include:

American Cancer Society	Molloy College, Rockville Centre
American Diabetes Association	Nassau County EMS
American Heart Association	New York Institute of Technology College of Osteopathic Medicine, Central Islip
American Parkinson Disease Association	Oceanside EMS
Baldwin EMS	Oceanside Men's Club
Cancer Services Program of Nassau County	Our Holy Redeemer Church, Freeport
Catholic Charities	Our Lady of Consolation Nursing & Rehabilitative Care Center, West Islip
Catholic Faith Network (formerly Telecare TV)	Our Lady of Mercy Academy, Syosset
Catholic Home Care, Farmingdale	Queen of the Most Holy Rosary Church, Roosevelt
Cornell Cooperative Extension/Eat Smart NY	RotaCare, Uniondale
Fidelis Care	Sacred Heart Academy, Hempstead
Freeport Memorial Library	Saint Martha R.C. Church, Uniondale
Friends of Mercy	Saint Mary of the Isle Church, Long Beach
Gerald J. Ryan Outreach Center, Wyandanch	Senator Kemp Hannon, Nassau County
Good Samaritan Hospital Medical Center, West Islip	Sisters United in Health
Good Samaritan Nursing Home, Sayville	Society of St. Vincent de Paul
Good Shepherd Hospice, Farmingdale	St. Catherine of Siena Medical Center, Smithtown
Hempstead Senior Community Center	St. Catherine of Siena Nursing & Rehabilitation Care Center, Smithtown
Hispanic Brotherhood, Rockville Centre	St. Charles Hospital, Port Jefferson
Hunter EMS	St. Francis Hospital, Roslyn
Lakeview EMS	St. Joseph Hospital, Bethpage
Lawrence/Cedarhurst EMS	Stony Brook Medicine/Creating Healthy Schools and Communities
Long Island Health Collaborative (LIHC)	
Malverne EMS	
Malverne Women's Club	
Malverne Office of Emergency Mgmt. (OEM)	
Malverne Public Library	
Maryhaven Center of Hope, Port Jefferson	

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 Survey Monkey® 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 Survey Monkey® 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 Survey Monkey®. 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 Mercy Medical Center. 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 19%
 - Drugs & alcohol abuse 17%
 - Diabetes 12%

- Heart disease & stroke 11%
 - Obesity, weight-loss issues 10%
 - Mental health, depression, suicide 8%
 - Safety 4%
 - Other (please specify) 4%
 - Child health & wellness 4%
 - Environmental hazards 3%
 - Asthma 3%
 - Women's health & wellness 3%
 - HIV/AIDS & Sexually Transmitted Infections (STIs) 2%
 - Vaccine preventable diseases 0%
2. What are the biggest ongoing health concerns for yourself?
- Heart disease & stroke 17%
 - Obesity, weight-loss issues 15%
 - Diabetes 14%
 - Cancer 14%
 - Women's health & wellness 12%
 - Mental health, depression, suicide 7%
 - Safety 6%
 - Environmental hazards 5%
 - Child health & wellness 4%
 - Drugs & alcohol abuse 2%
 - Vaccine preventable diseases 1%
 - HIV/AIDS & Sexually Transmitted Infections (STIs) 1%
3. What prevents people in your community from getting medical treatment?
- No insurance 22%
 - Unable to pay co-pays/deductibles 17%
 - Fear 14%
 - Don't understand need to see a doctor 12%
 - There are no barriers 8%
 - Language barriers 8%
 - Transportation 6%
 - Don't know how to find doctors 6%
 - Lack of availability of doctors 4%
 - Cultural/religious beliefs 3%
4. Which of the following is the MOST needed to improve the health of your community?
- Healthier food choices 18%
 - Clean air & water 11%
 - Mental health services 11%
 - Drug & alcohol rehabilitation services 11%

- Weight-loss programs 10%
- Job opportunities 9%
- Recreation facilities 7%
- Safe places to walk/play 6%
- Transportation 6%
- Smoking cessation programs 6%
- Safe Child Care Options 4%
- Safe work sites 2%

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

- Cholesterol 10%
- Importance of routine well checkups 10%
- Blood pressure 10%
- Cancer 9%
- Diabetes 9%
- Nutrition 8%
- Mental health/depression 7%
- Exercise/physical activity 7%
- Drug & alcohol 7%
- Heart disease 4%
- Dental screenings 4%
- Suicide prevention 3%
- Emergency preparedness 3%
- Eating disorders 3%
- Disease outbreak information 2%
- Prenatal care 2%
- Vaccination/immunizations 1%
- 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 15%
- Family or friends 10%
- Hospital 7%
- Television 6%
- Newspaper/magazines 6%
- Social media (Facebook, Twitter, etc.) 4%
- Health department 3%
- Radio 3%
- Library 3%
- Worksite 2%
- School/college 2%
- Religious organization 1%

7. I identify as:	
• Female	67%
• Male	33%
• Other	0%
8. Average age of respondents:	52
9. What race do you consider yourself?	
• White/Caucasian	53%
• Black/African American	29%
• Asian/Pacific Islander	7%
• Other (Please Specify)	5%
• Multi-racial	3%
• Native American	1%
• Haitian	1%
• Hispanic/Latino	1%
10. Are you Hispanic or Latino?	
• Yes	16%
• No	84%
11. What is your annual household income from all sources?	
• \$0 to \$19,999	14%
• \$20,000 to \$34,999	16%
• \$35,000 to \$49,999	11%
• \$50,000 to \$74,999	18%
• \$75,000 to \$125,000	23%
• More than \$125,000	19%
12. What is your highest level of education?	
• College graduate	35%
• Some college	18%
• High school graduate	16%
• Graduate school	17%
• Some high school	6%
• Technical school	3%
• Doctorate	3%
• K-8 grade	2%
• Other (please specify)	0%
13. What is your current employment status?	
• Employed for wages	57%
• Retired	29%

- Self-employed 8%
 - Student 3%
 - Out of work, but looking for work 0%
 - Out of work, but not currently looking 3%
14. Do you currently have health insurance?
- Yes 92%
 - No 7%
 - 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.

Mercy Medical Center Interventions, Strategies and Activities

Priority Number One: Obesity

Goal: Reduce obesity in adults through community-based awareness initiatives such as free community lectures and BMI screenings.

Interventions, Strategies and Activities:

1. Mercy Medical Center will deliver at least 36 weight loss information sessions in both English and Spanish to people from surrounding underserved areas.

Process measures: Track of the number of attendees at each event and number of individuals recommended for follow-up care. Survey attendees before and after session to see if there's an increase in knowledge. Increase attendance by 5% over previous year's sessions.

Year Three Update, May 1, 2018 through April 30, 2019: A total of five diabetes/weight loss education sessions were delivered by Mercy staff. Three sessions were held at the hospital servicing 144 individuals from the surrounding underserved communities. This is more than double the attendance in Year Two. Two sessions were delivered at Notre Dame Parish in New Hyde Park for 12 people and the Bristol Senior Living facility in Lynbrook for 10 people. Community demand for this training was lower than expected. Mercy delivered the sessions that were requested by the local community.

2. Provide free screenings for cholesterol, blood pressure and BMI within the select underserved communities.

Process measures: Track of the number of attendees at each event. Increase the number of screenings by 5% over previous year's screenings.

Baseline: May 1, 2015 through April 30, 2016: 59 screenings were provided at 2 community events. May 30, 2015, Rockville Centre *Eat, Shop and Rock* fair: 34 blood pressure and 2 BMI screenings were provided. June 19, 2015, CHS/Blessed Sacrament Parish health fair: 25 blood pressure screenings, and free health education materials were provided.

Year Three Update, May 1, 2018 through April 30, 2019: Mercy provided 73 screenings at 3 community events in June, October and November at the Senior Center in the underserved community of Hempstead. This is one additional event and increase of 62% in screenings from Year Two and 24% over the baseline.

Mercy also participated in the Hempstead Senior Health Fair at Lido Beach in June 2018 and shared health education materials in Spanish and English with more than 300 attendees.

Mercy acquired the St. Francis Hospital community outreach bus in December 2018. The bus will be used for community outreach in 2020.

3. Mercy Medical Center offers a bariatric clinic for underserved individuals who are obese and at risk for developing related health issues.

Process measures: Track number of patients seen at Mercy's clinic and at the New York Bariatric Group who are eligible for reduced-fee care.

Baseline: May 1, 2015 through April 30, 2016: 34 weight loss sessions were delivered to 300 patients.

Year Three Update, May 1, 2018 through April 30, 2019: The NY Bariatric Group delivered 57 weight loss sessions to 600 people. This was five more sessions than Year Two and an increase of 50 attendees, an overall increase of 10%. Also during this period, 104 bariatric surgery educational sessions were delivered to a total of 1,040 attendees. This is an increase of 897 attendees compared to Year Two. Mercy will continue to promote these events on the community calendar and social media platforms.

4. Mercy Medical Center will actively promote the Long Island Health Collaborative's (LIHC) walking program by distributing promotional materials at community events and through social media. Mercy

Medical Center will also share program information with CHS-affiliated physicians and mid-level practitioners to encourage more people to walk and choose a healthier lifestyle.

Process measures: Track number of community events where LIHC materials were shared.

Year Three Update, May 1, 2018 through April 30, 2019: The LIHC Are You Ready Feet program materials were shared at all 20 community events and the 6 Healthy Sunday's events held in the surrounding underserved communities of Hempstead, Rockville Center, Uniondale, Inwood, Freeport and New Hyde Park. These materials are also available in the hospital.

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 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%.

Year Three Update, May 1, 2018 through April 30, 2019: There were 65 participants in the Marcum Workplace Challenge, 26 participants in the Making Strides Against Breast Cancer walk and 17 participants in the American Heart Walk. Overall walk participation has increased by 69% compared to Year Two. Mercy will continue to promote the walks to employees and community to increase participation.

Priority Number Two: Preventive Care and Management

Goal: Increase access to and knowledge of disease preventive care for heart disease and diabetes in both clinical and community settings. Participate in community programs designed to reach people outside traditional health care settings. Continue to educate the community on various health and wellness programs in order to promote a healthier lifestyle.

Interventions, Strategies and Activities:

1. Mercy Medical Center will host the annual *Wellness Day* and provide free blood pressure screenings with heart health and diabetes education and information for select underserved communities, including Hempstead, Roosevelt, Freeport and Uniondale.

Process measures: Track of the number of attendees the event. Provide an additional Wellness Event by year end 2017.

Year Three Update, May 1, 2018 through April 30, 2019: Mercy hosted a Fall Festival wellness event on September 29, 2018 at the hospital with more than 850 attendees from the surrounding communities. Flu vaccinations were administered to 77 people, and 90 blood pressure screenings were provided; there were no referrals for follow-up care. Health education materials in English and Spanish were offered to attendees. Attendance at the event increased by 100% over Year Two, with a 24% increase in flu vaccinations and a 6% increase in blood pressure screenings.

The wellness event also included resources available at Mercy's Family Care Center, which provides services on a sliding scale basis for those who are underinsured or uninsured, and the Delmont Medical Care, adjacent to Mercy's Emergency Department (ED), a multisite, multispecialty, NCQA Level 3 medical home practice that delivers culturally sensitive, efficient and high-quality care to thousands of low-income, uninsured and underinsured patients.

2. The hospital will expand its free *Speakers Bureau* in order to provide free education to the community on various health and wellness programs and to promote healthier lifestyles.

Process measures: Increase the *Speakers Bureau* lectures by 5% over previous year.

Baseline: May 1, 2015 through April 30, 2016: Mercy hosted 21 free education sessions through its *Speakers Bureau*.

Year Three Update, May 1, 2018 through April 30, 2019: Mercy hosted 24 free sessions during the reporting period, 20% more than Year Two and 14% more than the baseline.

- Thirteen ostomy support group sessions were held for 150 people, including the underserved communities of Hempstead, Uniondale and Freeport. A speaker was at each of the sessions, delivering health information on a variety of topics.
 - Eight Parkinson's support group sessions were delivered to 40 people from the surrounding community. A guest speaker attended each session to discuss a variety of topics related to the disease.
 - Two stroke presentations were held: May 30, 2018 at the hospital with 25 attendees; September 29, 2018 Mercy Harvest Festival.
 - A health information session was held on June 20, 2018 at the Hispanic Brotherhood of Rockville Centre with 30 attendees. Health education material was distributed in both Spanish and English.
 - Mercy volunteer staff also provided free blood pressure screenings and shared health education materials in the underserved community of Hempstead as follows:
 - June 6, 2018 at the Hempstead Senior Center to 24 people.
 - October 10, 2018 at the Hempstead Senior Center to 27 people.
 - November 14, 2018 at the Hempstead Senior Center to 22 people.
 - Mercy participated in the Hempstead Senior Health Fair at Lido Beach in June 2018 and shared health education materials with more than 300 attendees. Health education material was distributed in both Spanish and English.
3. Promote culturally relevant chronic disease self-management education through free monthly diabetes education sessions.

Process measures: Increase number of diabetes education sessions by 2% over the previous reporting period.

Baseline: May 1, 2015 through April 30, 2016: 36 diabetes education sessions were delivered to 46 people.

Year Three Update, May 1, 2018 through April 30, 2019: Three diabetes education sessions were delivered at the hospital to 144 individuals from the surrounding underserved communities. Two

additional sessions were delivered at Notre Dame Parish in New Hyde Park and the Bristol Senior Living facility at Lynbrook.

4. Free wound care screenings will be offered at Mercy's annual Wellness fair.

Process measures: Track number of wound care screenings performed and the number of individuals recommended for follow-up care.

Year Three Update, May 1, 2018 through April 30, 2019: Free wound care screenings were offered at the Mercy Fall Festival Wellness Fair September 29, 2018.

Free wound care screenings were also provided to more than 60 people during Year Three. This is more than two times the number of screenings conducted in Year Two.

August 6, 2018 at the Franklin Square Senior Center
August 13, 2018 at the Sandel Senior Center, Rockville Center
August 20, 2018 Green Acres Senior Center, Valley Stream,
August 27, 2018 Baldwin Senior Center, Baldwin,
September 17, 2018 Elmont Senior Center, Elmont.

5. In collaboration with Molloy College, Mercy Medical Center will offer its first, free cardiac screening for Molloy College athletes.

Process measures: Track the number screenings and those identified for follow-up care. After review of the success of the program, Mercy and Molloy will determine if the program will be repeated annually.

Year Three Update, May 1, 2018 through April 30, 2019: Due to scheduling difficulties with the involved volunteer physician, a screening program was not held in Year Two or Three. Mercy will work with the Mercy medical staff and Molloy to schedule a cardiac screening in 2020.

6. Mercy Medical Center staff volunteer at CHS Healthy Sundays community outreach events held at churches in underserved communities, offering free health screenings and providing educational materials on obesity and diabetes.

Process measures: Participate in at least four to five events per year. Record the number of attendees, screenings and referrals at each event in order to increase the number of screenings and referrals that would identify any health concerns for community members.

Baseline, May 1, 2015 through April 30, 2016: Volunteer staff from Mercy provided screenings at 5 events with 265 attendees in the underserved communities of Uniondale, Long Beach and Roosevelt. Blood pressure screenings were provided to 230 attendees, 69 received BMI screenings, 193 flu vaccinations were administered and all were offered health education materials. There were four referrals to the Bishop McHugh Health Center in Hicksville for free follow-up care.

Year Three Update, May 1, 2018 through April 30, 2019: Mercy participated in six Healthy Sunday events serving a total of 276 attendees in the underserved communities of Uniondale, New Hyde Park, Freeport, and Inwood. This is 1 more event than Year Two, 13 more flu vaccinations and 25 fewer blood pressure screenings.

September 23, 2018	St. Mary of the Isle, Uniondale, 70 attended, 64 flu shots, 34 blood pressure screenings
October 14, 2018	Notre Dame Parish, New Hyde Park, 45 attended, 27 flu shots, 12 BP and 1 referral for free follow-up care at CHS's Bishop McHugh Health Center
October 28, 2018	St. Martha R.C. Church, Uniondale, 66 attended, 38 flu shots, 16 blood pressure screenings and 1 referral for free follow-up care at CHS's Bishop McHugh Health Center
November 10, 2018	The DeLaSalle School, Freeport, 5 attended, 1 flu shot, 1 blood pressure screening.
December 9, 2018	Our Lady of Good Counsel, Inwood, 35 attended, 20 flu shots, 12 blood pressure screenings and 1 referral for free follow-up care at CHS's Bishop McHugh Health Center
March 24, 2019	St. Martha R.C. Church, Uniondale, 124 attended, 65 blood pressure screenings and 32 referrals for free follow-up care at CHS's Bishop McHugh Health Center

Additional Activities:

1. Stepping On Classes: the seven-week Stepping On program is an evidence-based fall prevention program designed to reduce falls and build confidence in older adults.
Year Three Update, May 1, 2018 through April 30, 2019: One Stepping On class was held in the fall of 2018 for 20 participants; this is one fewer than held in Year Two. A session is scheduled for the first quarter of 2020. **The program is currently on hold.**
2. Mercy provided free mammography screenings at the hospital for women who were uninsured or from underserved communities as follows:
 - February 2019 (Valentine's Day): Six women received free screenings with none referred for follow up care.
 - May 7 and 8, 2019 (Mother's Day): Five women received free screenings with none referred for follow-up care.
3. Mercy delivered a free Women's Health Symposium on May 15, 2019 at the Rockville Center Links to more than 125 people. The event was promoted in the surrounding underserved communities and church partners. This symposium featured health care providers showcasing multidisciplinary approaches to women's health.
4. On June 5, 2019, Mercy offered a free Leadership Conference at the Garden City Country Club to over 60 people preventive medicine and heart health, sleep disorders, sports medicine, cancer care, behavioral health and more. Following the panel discussion, physician panel members were available to speak privately with attendees about their specific health concerns.

Priority: Mental Health

Goal: Increase community awareness of mental health/substance abuse and offer links to community-based clinical programs and resources.

Interventions, Strategies and Activities:

1. Mercy Medical Center will support Long Island Health Collaborative and DSRIP projects that address mental health.

Year Three Update, May 1, 2018 through April 30, 2019: Delmont Medical Care, adjacent to Mercy's Emergency Department (ED), opened in Year Two. This is a multisite, multispecialty, NCQA Level 3 medical home practice that delivers culturally sensitive, efficient and high-quality care to thousands of low-income, uninsured and underinsured patients. Mercy ED patients without a primary care physician are now referred to Delmont Medical Care, which also provides internal medicine for the hospital's Family Care Center. Under the direction of Jacqueline Delmont, MD, the facility helps patients who arrive at the ED with non-emergency conditions to receive appropriate medical attention.

- Mercy Medical Center's director of the outpatient mental health clinic participated in the following events during this time period:
 - Behavioral health presentations at Friends of Mercy foundation events Mercy Medical Center Behavioral Health Services Social Work participation continues to plan community events.
 - With the support of the Friends of Mercy, the hospital held a second Opioid Symposium at Molloy College in Rockville Centre on November 2, 2019. More than 100 people from the surrounding communities attended this day-long symposium. Guest speakers from the Nassau County Department of Health, Police Department and Mercy participated in the event.
2. When a lack of access to mental health resources is identified, Mercy Medical Center will provide information on and refer patients to the extensive mental health services available within CHS and its partners. If not available within CHS, Mercy Medical Center will use Long Island Health Collaborative's database to identify or recommend a suitable option.
 3. The *CHS Mental Health and Substance Abuse Services Guide*, in English and Spanish, was completed in 2017 and 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. An updated guide will be available in late 2019.
 4. 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 Sherpa Program was initiated at St. Catherine on December 7, 2018. Sherpa is supported by the New York State (NYS) Office of Alcoholism & Substance Abuse Services, NYS Senate and Long Island Community Foundation.
 5. During Year Three, Mercy Medical Center Behavioral Health Services delivered several presentations:

- Nassau County Department of Health Services and the New York State Office of Mental Health town hall meeting
- Rockville Center Coalition Against Drug Abuse monthly board meeting
- Saint Francis Hospital April 2019
- Diocese of Rockville Center high schools May 2019
- Women's Health Symposium December 2018
- Diabetes Support Group December 2018

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 being 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 Mercy Medical Center Community Service Plan will be posted on the hospital's website at <http://mercymedicalcenter.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 Long Island Health Collaborative Wellness Survey online or at local screenings, the Community Health Needs Assessment will help Mercy Medical Center 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, Mercy Medical Center, 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. Mercy Medical Center is committed to continue to develop ways to best serve the community.