

St. Catherine of Siena Medical Center Community Service Plan

2016-2018
Year Three Update



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



**St. Catherine of Siena
Medical Center**
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. Catherine of Siena Medical Center Service Area

St. Catherine of Siena Medical Center is located on 110 acres on the north shore of Long Island in Smithtown, New York. This 536-bed, not-for-profit community hospital, includes 240 nursing/rehab beds and a medical office building. St. Catherine's service area consists of 21 communities located in western Suffolk County. Approximately 648,000 people reside in the service area. St. Catherine's primary catchment area has a population of approximately 248,000 and includes: Smithtown, St. James, Hauppauge, Kings Park, Commack, Nesconset, Northport and East Northport. The secondary service area comprises, Lake Grove, Centerport, and Greenlawn, Huntington Station, Huntington and Cold Spring Harbor. In addition, St. Catherine sees patients from the areas of Central Islip, Brentwood and Ronkonkoma, which are primarily underserved communities. The service area is projected to have significant increases in the 45-64 and 65+ age groups. The average income levels for households in the primary service area are largely comparable to the average of \$99,889 for Suffolk County as a whole.

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. Catherine of Siena partners include:

American Cancer Society	Huntington YMCA
American Diabetes Association	Island Harvest, Hauppauge
American Heart Association	Judy's Run for Stroke Awareness
American Parkinson Disease Association	Knights of Columbus, East Northport
Association for Mental Health and Wellness	League of Women Voters
Cancer Services Program of Nassau County	Libraries: Commack, Smithtown, Kings Park and Nesconset
Catholic Charities	Long Island Blood Services
Catholic Faith Network (formerly Telecare TV)	Long Island Council on Alcoholism and Drug Dependence
Catholic Home Care, Farmingdale	Long Island Green Market
Cornell Cooperative Extension/Eat Smart NY	Long Island Health Collaborative (LIHC)
Developmental Disabilities Institute, Smithtown	Lucille Roberts of Commack
Eugene Cannataro Senior Center (Smithtown Senior Center)	Martin Luther Terrace Senior Housing
Fidelis Care	Maryhaven Center of Hope, Port Jefferson
Gerald J. Ryan Outreach Center, Wyandanch	Mercy Medical Center, Rockville Centre
Good Samaritan Hospital Medical Center, West Islip	New York Institute of Technology College of Osteopathic Medicine, Central Islip
Good Samaritan Nursing Home, Sayville	State Parks and Recreation Department
Good Shepherd Hospice, Farmingdale	Our Lady of Consolation Nursing & Rehabilitative Care Center, West Islip
Hauppauge Industrial Association	Our Lady of Mercy Academy, Syosset
Home Box Office (HBO) Employee Health Services	Retired Senior Volunteer Program, Smithtown
Horizons Counseling and Education Center, Smithtown	ShopRite of Commack

Simon Malls: Smithaven and Walt Whitman
Smithtown, Commack and Kings Park School
Districts
Smithtown Food Pantry
Smithtown Sunrise Rotary
Sisters United in Health
Society of St. Vincent de Paul
Sounds of Silence
St. Catherine of Siena Nursing & Rehabilitation
Care Center
St. Charles Hospital, Port Jefferson
St. Francis Hospital, Roslyn
St. Joseph Hospital, Bethpage
St. Patrick's Church, Smithtown
StonyBrook Medicine/Creating Healthy Schools
and Communities
Stop and Shop of Smithtown

Suffolk County Department of Health Services
Suffolk County Policy Department
Suffolk Y JCC
Sunrise Assisted Living of Smithtown
Sustainable Long Island/Creating Healthy
Schools and Communities
The Arbors at Hauppauge
The Islip Cluster of School District
Superintendents
The Rotary Club of Smithtown
United Cerebral Palsy of Suffolk-Hauppauge
Volunteer Ambulance Corps: Brentwood,
Central Islip Commack, East Northport,
Hauppauge, Kings Park, Northport, Nesconset,
Nissequogue, St. James, Smithtown
Western Suffolk Boces/Creating Healthy
Schools and Communities

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. Catherine's. 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 24%
- Cancer 17%
- Mental health, depression, suicide 12%
- Heart disease & stroke 9%
- Obesity, weight-loss issues 9%
- Diabetes 7%
- Safety 5%
- Environmental hazards 4%
- Child health & wellness 3%
- HIV/AIDS & Sexually Transmitted Infections (STIs) 3%
- Women's health & wellness 3%
- Other (please specify) 2%
- Asthma 1%
- Vaccine preventable diseases 1%

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

- Heart disease & stroke 17%
- Women's health & wellness 15%
- Obesity, weight-loss issues 13%
- Cancer 13%
- Drugs & alcohol abuse 9%
- Diabetes 7%
- Safety 7%
- Mental health, depression, suicide 7%
- Child health & wellness 5%
- Environmental hazards 4%
- Vaccine preventable diseases 2%
- HIV/AIDS & Sexually Transmitted Infections (STIs) 1%

3. What prevents people in your community from getting medical treatment?

- Fear 23%
- No insurance 20%
- There are no barriers 17%

- Unable to pay co-pays/deductibles 15%
 - Don't understand need to see a doctor 11%
 - Transportation 5%
 - Cultural/religious beliefs 3%
 - Language barriers 2%
 - Lack of availability of doctors 2%
 - Don't know how to find doctors 2%
4. Which of the following is the MOST needed to improve the health of your community?
- Healthier food choices 18%
 - Drug & alcohol rehabilitation services 17%
 - Clean air & water 13%
 - Mental health services 13%
 - Job opportunities 9%
 - Weight-loss programs 7%
 - Safe places to walk/play 7%
 - Recreation facilities 6%
 - Smoking cessation programs 6%
 - Transportation 3%
 - Safe child care options 2%
 - Safe work sites 1%
5. What health screenings or education/information services are needed in your community?
- Drug & alcohol 18%
 - Emergency preparedness 13%
 - Cancer 11%
 - Mental health/depression 11%
 - Blood pressure 7%
 - Eating disorders 7%
 - Exercise/physical activity 6%
 - Importance of routine well checkups 6%
 - Nutrition 5%
 - Diabetes 5%
 - Cholesterol 4%
 - Heart disease 4%
 - HIV/AIDS & Sexually Transmitted Infections (STIs) 2%
 - Prenatal care 0%
 - Dental screenings 0%
 - Suicide prevention 0%
 - Vaccination/immunizations 0%
 - Disease outbreak information 0%

6.	Where do you and your family get most of your health information?	
	• Doctor/health professional	43%
	• Internet	20%
	• Family or friends	10%
	• Newspaper/magazines	6%
	• Hospital	6%
	• Television	3%
	• Social media (Facebook, Twitter, etc.)	3%
	• Radio	3%
	• School/college	2%
	• Library	2%
	• Worksite	2%
	• Health department	1%
	• Religious organization	0%
7.	I identify as:	
	• Female	62%
	• Male	38%
	• Other	0%
8.	Average age of respondents:	45
9.	What race do you consider yourself?	
	• White/Caucasian	87%
	• Asian/Pacific Islander	5%
	• Black/African American	4%
	• Multi-racial	2%
	• Native American	1%
	• Other (please specify)	1%
10.	Are you Hispanic or Latino?	
	• Yes	8%
	• No	92%
11.	What is your annual household income from all sources?	
	• \$0 to \$19,999	8%
	• \$20,000 to \$34,999	14%
	• \$35,000 to \$49,999	10%
	• \$50,000 to \$74,999	16%
	• \$75,000 to \$125,000	18%
	• More than \$125,000	35%

12. What is your highest level of education?	
• College graduate	34%
• Some college	22%
• Graduate school	17%
• High school graduate	16%
• Some high school	4%
• Doctorate	4%
• Technical school	2%
• Other (please specify)	1%
• K-8 grade	0%
13. What is your current employment status?	
• Employed for wages	60%
• Retired	16%
• Self-employed	14%
• Student	8%
• Out of work, but looking for work	0%
• Out of work, but not currently looking	2%
14. Do you currently have health insurance?	
• Yes	94%
• No	6%
• No, but I did in the past	0%

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. Catherine of Siena Medical Center Interventions, Strategies and Activities

Priority Number One: Obesity

Goal: Increase education and support services for weight management and help reduce obesity in adults and children in the St. Catherine of Siena service area.

Interventions, Strategies and Activities:

1. Work with the dietician at the local ShopRite of Commack to educate and distribute materials related to weight management, healthy food and beverage choices. Offer BMI and blood pressure screenings at the local ShopRite grocery store three times annually. This store is located near the underserved communities of Central Islip and Brentwood.

Process measures: Hospital will track the number of screenings conducted. Also, it will measure the number of participants who engage with the dietician and accept educational materials; strive to increase the educational interactions by 5% annually.

Year Three Update, May 1, 2018 through April 30, 2019: A total of 175 screenings were provided along with the distribution of educational materials. This was a 6% increase in screenings over the 165 screenings provided in Year Two. The community outreach program coordinator partnered with supermarkets in the service area, including Stop and Shop and Walmart. The Walmart is located in an underserved community, Central Islip. This new collaboration has allowed the hospital to attend the store's free community health events.

2. Offer lectures on physician-driven programs on topics related to weight management and nutrition four times annually.

Process measures: Lectures will be scheduled quarterly and attendees tracked. The program will be designed to incorporate a survey or question-and-answer piece to assess comprehension. The hospital will hold four lectures annually, will assess the number of attendees after Year One to use as a benchmark for increased attendance in year two and three and increase attendance by at least 5%.

Year Three Update, May 1, 2018 through April 30, 2019: A total of 675 attended the 5 scheduled lectures during this time period. This is a 50% increase in attendance over the 450 attendees in Year Two. St. Catherine of Siena continues to exceed the targeted attendance goal. St. Catherine of Siena provided a pre- and post-survey which was used as a reference tool to help identify any missed educational opportunities and modify lectures as needed.

3. Collaborate with the New York Bariatric Group to offer free lectures and presentations on nutrition and obesity related issues throughout the underserved communities near St. Catherine.

Process measures: St. Catherine will measure the number of lectures and presentations. The hospital will strive to increase the number of attendees at each event by 5% and use Year One as a benchmark for Year Two and Three target goals.

Year Three Update, May 1, 2018 through April 30, 2019: The hospital continues to partner with the New York Bariatric Group to offer free educational lectures throughout the year. There were a total of

240 attendees at 3 lectures held in targeted local underserved communities during this time period. This is an 1160% increase over Year Two, where 2 lectures were held with an attendance of 19.

4. Offer a bariatric support group at St. Catherine of Siena campus to help patients maintain a healthy lifestyle following weight-loss surgery. In addition, the hospital will incorporate free nutritional cooking demonstrations at two of the support groups annually to encourage healthy eating.

Process measures: Identify the number of new participants and seek to increase by 5% annually. 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.

Year Three Update, May 1, 2018 through April 30, 2019: There were a total of 61 attendees at the support groups during this time period. This is a 65% decrease in attendance over the 172 attendees in Year Two. St. Catherine of Siena provided a pre- and post-survey which was used as a reference tool to help identify any missed educational opportunities and modify lectures as needed. The Community Service Plan committee will develop a plan of action to increase participation.

5. Collaborate with NYS Recreation Department to hold *Boardwalk Your Way to Wellness* program annually at Sunken Meadow State Park.

Process measures: Identify the number of participants who return for two or more sessions and increase by 5% each year. Provide a pre- and post-survey to assess walk's success. 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.

Year Three Update, May 1, 2018 through April 30, 2019: A total of 219 people attended and were given educational materials at the boardwalk. This represents a slight decrease of 4% from the 240 attendees in Year Two. There were 22 repeat walkers, as compared to 17, a 29% increase over the prior year. Free blood pressure screenings were also provided by volunteer hospital clinicians. In addition, the coordinator of the hospital's bariatric support group invited those attendees to attend the walk, which has increased the number of repeat walkers. To improve attendance, the 2019 walks were promoted on the hospital's events calendar, with the bariatric support group and within the local community.

6. St. Catherine of Siena will actively promote the Long Island Health Collaborative's walking program by distributing promotional materials at community events and through social media reach. St. Catherine of Siena will also share program information with CHS-affiliated physicians and mid-level practitioners to encourage more people to walk and choose a healthier lifestyle.

Year Three Update, May 1, 2018 through April 30, 2019: The hospital is committed to the LIHC's initiatives and publicizes the walking program at the more than 40 community outreach events by distributing materials provided by the LIHC. Additionally, the hospital has and will continue to supply affiliated physicians' offices and hospital waiting areas with the informational materials about the program.

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%.

Year Three Update, May 1, 2018 through April 30, 2019: St. Catherine employees participated in the following community walking events to encourage physical activity:

- American Cancer Society's Relay for Life, Commack High School: two employees participated, parallel to Year Two.
- St. Patrick's Day Parade: 11 employees participated, as compared to 7 in Year Two.
- Kings Park Parade: 20 employees participated, as compared to 17 in Year Two.
- St. James Parade: 4 employees participated, as compared to 2 in Year Two.
- Marcum Workplace Challenge, July 30, 2018: 10 employees participated; parallel to Year Two.
- Making Strides Walk: 20 employees participated, as compared to 10 in Year Two.
- Parkinson's Walk: 2 employees participated.
- Suffolk County Marathon: 1 employee participated.

Overall, the hospital had an increase of 43% participants in walks compared to Year Two. Walk events will continue to be promoted to increase participation.

Priority Number Two: Preventive Care and Management

Goal: Increase access to high-quality disease preventive care and management for cardiovascular disease and diabetes in clinical and community settings.

Interventions, Strategies and Activities:

1. Offer free, monthly support groups for community members living with diabetes, lupus and Parkinson's disease.

Process measures: Track the number of participants, and strive to increase the number of participants by 2% annually. Provide a pre- and post-survey to evaluate the programs. 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.

Year Three Update, May 1, 2018 through April 30, 2019: A total of 384 people were in attendance at support groups related to diabetes and Parkinson's disease, a 50% decrease from the 768 attendees in Year Two. This decrease is a result of the Lupus support groups transitioning from a monthly group to a smaller, quarterly group. The Type II Diabetes Prevention support group did not proceed as planned due to the absence of a trained facilitator.

2. Offer lectures and community outreach with opportunities for screenings in collaboration with local organizations and high school education departments.

Process measures: Track the number of participants, and strive to increase the number of participants by 2% annually. Provide a pre- and post-survey to evaluate the programs.

Year Three Update, May 1, 2018 through April 30, 2019: A total of 1,553 people were in attendance at community lectures related to chronic disease, a 16% increase over 1,344 attendees in Year Two. A total of 665 blood pressure screenings were provided, a 58% increase over 422 completed in Year Two. This initiative continues to exceed the target goal.

3. Provide disease education, blood pressure and BMI screenings, dermatology and cholesterol screenings and free flu vaccinations at local community festivals and health fairs and hospital-sponsored events, including the annual fall health fair.

Process measures: St. Catherine will track the number of attendees and the screenings offered. In addition, St. Catherine will strive to increase the number of participants screened by 3% annually.

Year Three Update, May 1, 2018 through April 30, 2019: A total of 8,399 people were in attendance at community events in which the hospital coordinated or participated, equaling a 42% increase from the 5,917 attendees in Year Two. A total of 1,095 blood pressure screenings were provided, an 18% increase over the 930 completed in Year Two. Flu vaccinations were administered to 365 individuals, a 45% increase from 251 vaccinations administered in Year Two. The greatest response to the flu vaccinations continues to be seen at the annual health fair held in the fall. The hospital moved the date of the health fair from October to September to better facilitate the free flu vaccination earlier in the season. Cholesterol and glucose screenings—offered only at the hospital health fair—were provided to 116 individuals, a 2% increase from the 114 screenings provided in Year Two.

4. St. Catherine staff volunteer at CHS Healthy Sundays community outreach events held in underserved churches, offering free health screenings and providing educational materials on preventive health.

Process measures: Participate in at least four to five Healthy Sundays each 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.

Year Three Update, May 1, 2018 through April 30, 2019: The St. Catherine of Siena Healthy Sundays team administered flu vaccinations and blood pressure screenings to 190 participants at 3 events in the medically-underserved areas of Huntington and Central Islip. A total of 120 flu vaccinations, 62 blood pressure screenings and 29 referrals to free follow-up care were provided during this reporting period, and all participants were offered a variety of health education materials. This is a slight decrease in participation compared to Year Two, when 4 events were held with 235 participants. Flu vaccinations were provided to 173 along with 139 blood pressure screenings and 10 referrals for free follow up care.

5. Participate in the Retired Senior Volunteer Program (RSVP) of Suffolk, the annual senior fair hosted by Legislator Trotta and other organizational employee wellness programs offering free blood

pressure and BMI screenings. Increase awareness and education about chronic disease in underserved communities.

Process measures: St. Catherine of Siena will track the number of attendees, participants screened and number of referrals. Seek at least three new partners over 2016-2018 timeframe.

Year Three Update, May 1, 2018 through April 30, 2019: A total of 948 attendees received educational materials, a 5% increase over 902 in Year Two. A total of 298 blood pressure screenings were provided, a 68% increase over 177 screenings provided in Year Two. The hospital has partnered with the Smithtown Senior Center and The Arbors Senior Assisted Living Center and now provides onsite monthly screenings to residents at both facilities. In addition, attendees are offered free health educational materials. The community outreach coordinator is actively seeking an additional community partner to meet the goal of three new partners.

Additional Activities:

1. Stepping On Program

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: Three Stepping On classes were held at Elwood Library (two sessions) and Siena Village. The Elwood Library is located adjacent to the underserved community of Huntington Station. There was 24 participants in the 3 Stepping On classes. This is two fewer classes than was held in Year Three. **The program is currently on hold.**

In addition, there were 25 participants at a falls prevention lecture at the Day Haven Senior Center in Ronkonkoma on January 28, 2019.

2. Tai Chi for Arthritis

The eight-week program designed to improve balance while being safe and comfortable and is suitable for most people, regardless of physical limitations.

Year Three Update, May 1, 2018 through April 30, 2019: A total of 138 people participated in Tai Chi classes, a 10% increase over the 125 participants in Year Two.

3. St. Catherine conducts a 16-week health care career exploration and internship program (HCEIP) that includes a seminar and hands-on workshop for students interested in careers in health care. In 2019, 28 students from Smithtown High School East and West, Commack High School, Our Lady of Mercy Academy and Harborfields High School participated in the HCEIP program. Professionals from various clinical departments lecture/teach and provide skill-based training along with information regarding college and degree requirements to help students make career choices. Upon completion

of the program and 30 hours of volunteer service in either the hospital or nursing and rehabilitation care center, students are eligible to receive half health credit from their schools.

Priority: Mental Health

Goal: Decrease hospitalization rates due to alcohol and drug abuse. Promote mental, emotional and behavioral well-being in the surrounding communities.

Interventions, Strategies and Activities:

1. Provide education about prescription drug use and safe drug disposal at Horizons Counseling Center and Smithtown high schools.

Process measures: St. Catherine of Siena will coordinate four lectures both on- and-off campus and track the number of attendees at each event, seeking to increase by 2%. The hospital will provide a pre- and post-survey to evaluate increase in knowledge.

Year Three Update, May 1, 2018 through April 30, 2019: A total of 473 people were in attendance at the 4 off-campus events with community partners. This is a 25% decrease over 627 in Year Two. The hospital exceeded this goal in Year Two by 280%. While, the hospital did not exceed the targeted goal of 2% in Year Three, the hospital has collaborated with local fire departments, gaining more educational reach in the community. The hospital has partnered with 7 local fire departments, including Hauppauge, Commack, St. James, Nesconset, Smithtown, Kings Park and Nissequogue, collaborating at 14 separate events during the reporting period, and distributed 925 educational materials at the events.

2. St. Catherine of Siena has a dedicated information areas at its annual Community Health Fair for community organizations that offer mental health resources and support services and programs.

Process measures: St. Catherine will track the number of attendees at the health fair and seek new mental health resources to be included in the fair. The hospital will strive to increase the number of participants by 5% annually. In addition, the hospital will work to incorporate more supportive resources to have a presence at the health fair for increase mental health and drug prevention awareness.

Year Three Update, May 1, 2018 through April 30, 2019: A total of 650 mental health support resources were distributed at the annual health fair attended by 1,000 people. This is a 63% increase over 400 in Year Two. The hospital continues to exceed this goal.

3. Offer free smoking cessation programs in collaboration with the Suffolk County Department of Health.

Process measures: St. Catherine of Siena will track the number of attendees who participate in the program from start to finish, and measure how many participants quit smoking. The hospital will strive to increase the number of participants by 3% annually.

Year Three Update, May 1, 2018 through April 30, 2019: The hospital did not facilitate a free smoking cessation program during this time period due to scheduling conflicts between the hospital and Suffolk County Department of Health. The hospital began a program June 4, 2019 and actively

promoted the session to increase participation. St. Catherine of Siena promoted the free smoking cessation program on the hospital website and in the community newsletter. The program was promoted at community outreach events in partnering physician offices. In addition, the free program was sent and appeared in community calendars in local papers and on the Suffolk County Department of Health's website.

4. Schedule free Narcan® training once per year on campus to educate community members about drug addiction. Provide free Narcan kits.

Process measures: Track the number of individuals who are given training and Narcan® kits over the 2016-2018 cycle each year. After Year One, the hospital will assess the demand for Narcan® training and further partner with Horizons Counseling Center to incorporate additional education and intervention alternatives for those suffering with drug addiction.

Year Three Update, May 1, 2018 through April 30, 2019: The hospital did not offer community Narcan® training sessions during this reporting period. However, beginning May 1, 2017, the hospital partnered with the Suffolk County Department of Health to provide free on-site Narcan® training and take-home kits for patients who present in the Emergency Department with substance abuse issues. Caregivers of the patient are educated with a video, at the point of distribution, as recommended by the Department of Health. The hospital has distributed 70 kits since the program began.

5. Offer free postpartum depression support groups and coordinate with the NY Postpartum Depression Organization to provide resources and information.

Process measures: The hospital will track the number of attendees or referrals to other depression support programs. After Year One, the hospital will assess the need for additional support group offerings provided annually and evaluate other resources for mothers with postpartum depression.

Year Three Update, May 1, 2018 through April 30, 2019: A total of 11 mothers attended the free support group during this time period, as compared to 3 in Year Two. The 267% increase was a result of changing the support group to an open session with monthly offerings, as opposed to specific starts times in prior reporting periods.

6. St. Catherine of Siena will support Long Island Health Collaborative and DSRIP projects that address mental health.
7. When a lack of access to mental health resources is identified, St. Catherine of Siena 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. Catherine of Siena will use the Long Island Health Collaborative's database to identify or recommend a suitable option.
8. CHS is creating a Mental Health and Substance Abuse Services guide listing all available services throughout its system, Catholic Charities and the New York State Department of Health. This guide will be available in 2017.

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 and available for download from the

CHS and hospital website. Free copies are also available to anyone contacting CHS at its toll-free telephone number.

9. 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. The program has provided services to 42 individuals at-risk of an overdose during the Year Three reporting period. Sherpa is supported by the New York State (NYS) Office of Alcoholism & Substance Abuse Services, NYS Senate and Long Island Community Foundation. has also rolled out to

St. Catherine of Siena—In the Community

In addition to the priority prevention areas, St. Catherine of Siena Medical Center coordinated a variety of activities to meet the needs of community members in the service areas, as follows:

- The hospital offered several free community support groups and classes during the reporting period:
 - The breast cancer support group, was facilitated by the dedicated breast health navigator 9 times, attended by 62 participants.
 - The dementia caregiver support group was offered 4 times, attended by 17 participants.
 - The childbirth preparation class was offered 5 times, attended by 48 participants.
 - The infant care class was offered 5 times, attended by 57 participants.
 - The lactation support group was offered 24 times, attended by 159 participants.
 - The new beginnings and prenatal breastfeeding was offered 52 times, attended by 350 participants.
- The breast health service line hosted an annual breast cancer survivor night—The Pink Ribbon Salute. The event was complimentary for survivors to celebrate milestone survivorship anniversaries and was attended by 180 survivors.
- The hospital coordinates quarterly Emergency Response appreciation and education dinners to improve communication between first responders and hospital emergency staff. The educational dinners, begun in 2008, seeks to foster excellence in emergency health care services through improved communication and education. Now in its 11th year, the quarterly dinners continue to focus on the necessity of collaborative communication to improve patient outcomes. For the reporting period, 4 sessions were held, which was attended by 330 EMS personnel.

- The community outreach program coordinated six food drives and two coat drives. Items were distributed to underserved communities in the hospital service area, including Central Islip and Huntington Station.
- In December 2018, St. Catherine's Community Outreach Coordinator helped organize a "Shop with a Cop" event, in collaboration with Suffolk County Police Department's Fourth Precinct's COPE Division and Target of Commack. More than 20 families were identified and invited to attend, with the support of several parishes, including: St. Anne's and St. Luke's Parish, both located in Brentwood; Saints Phillip and James in St. James, St. Thomas More in Hauppauge, St. Joseph's in Kings Park; St. Matthew's in Dix Hills; Christ the King in Commack; St. Patrick's in Smithtown; and children of patients at St. Catherine of Siena Medical Center—with the assistance of the hospital's Care Management Department. The families were given \$50 gift cards to shop as needed.

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 St. Catherine of Siena Medical Center Community Service Plan will be posted on the hospital's website at www.stcatherines.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 St. Catherine of Siena 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, St. Catherine of Siena 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. St. Catherine of Siena is committed to continue to develop ways to best serve the community.