

**St. Francis Hospital, The Heart Center®**

# **Community Service Plan**

**2016-2018  
Year Three Update**



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



**St. Francis Hospital,  
The Heart 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. Francis Hospital Service Area**

St. Francis Hospital, The Heart Center® is a not-for-profit hospital located in Roslyn, New York, on the north shore of Nassau County in the Town of North Hempstead. It is a member of Catholic Health Services (CHS). The hospital's primary service area is Nassau County, but it also serves patients from eastern Queens and western Suffolk. St. Francis's hospital discharge data indicates that St. Francis is serving an ever-increasing older population.

The hospital's primary and secondary service areas include 96% of hospital discharges. In 2018, 59% of St. Francis Hospital's discharges were from its primary service area, Nassau County. The secondary service area comprises two areas, west and east. The western area consists of 33 zip codes from Queens County and provided 21% of discharges, and the eastern area consists of 22 zip codes in Suffolk County and provided 16% of discharges.

The population in the St. Francis Hospital service area is projected to become more racially and ethnically diverse in the coming years—with the Asian and Hispanic communities growing rapidly. In addition, the increase in those over age 45 is projected to place significant demand on cardiovascular, orthopedic, oncologic, and neurologic services.

## **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. Francis Hospital partners include:

Adelphi University Breast Cancer Hotline & Support Program (Sisters United in Health)  
AHRC, Freeport  
American Cancer Society  
American Diabetes Association  
American Heart Association  
American Lung Association  
American Parkinson Disease Association  
Apna Ghar, Hicksville  
Baldwin Library  
Bayville Library  
Bethel AME Church, Freeport  
Blessed Sacrament Church, Valley Stream  
Cancer Services Program of Nassau County  
Catholic Charities  
Catholic Faith Network (formerly Telecare TV)  
Catholic Health Services, Melville  
Catholic Home Care, Farmingdale  
Cherry Lane Elementary School, Carle Place  
Christ First Presbyterian Church, Hempstead

Cold Spring Harbor Library  
Commack branch, Smithtown Library  
Cornell Cooperative Extension/Eat Smart NY  
Deerpdale Cares NORES – Little Neck  
Dominic A. Murray 21 Memorial Foundation  
Elmont Memorial High School, Elmont  
Elmont Public Library, Elmont  
Empower, Assist, Care (EAC), Long Beach and North Merrick  
Fidelis Care, Bay Shore office  
Fidelis Care  
Fire Departments: Centerport, Dix Hills, Eatons Neck, Greenlawn, East Northport, Farmingdale, Westbury, New Hyde Park, Merrick Hook and Ladder, Farmingdale, Manhasset Lakeville  
Freeport Memorial Library, Freeport  
Freeport Recreation Center, Freeport  
Floral Park Seniors  
Gerald J. Ryan Outreach Center, Wyandanch  
Gift of Life, Inc.

Glen Cove Public Library, Glen Cove  
 Glen Cove Senior Center, Glen Cove  
 Glen Cove YMCA  
 Great Neck Library  
 Gold Coast Library  
 Good Samaritan Hospital Medical Center, West Islip  
 Good Samaritan Nursing Home, Sayville  
 Good Shepherd Hospice, Farmingdale  
 The Grand Healthcare (Whitestone)  
 Great Neck Public Library  
 Great Neck Public Schools  
 Hempstead Library  
 Hempstead Senior Community Center, Hempstead  
 High School for Construction Trades Engineering  
 and Architecture  
 Island Harvest, numerous sites throughout Nassau  
 County's select communities  
 Island Trees Library  
 JASA, Long Beach & Jamaica, NY  
 King Kullen, Bethpage  
 The Knolls in East Meadow  
 Leukemia & Lymphoma Society  
 Levittown United Teachers  
 Lindenhurst Library  
 Locust Valley Library  
 Long Island Blood Services  
 Long Island Health Collaborative (LIHC)  
 Louis J. Acompora Memorial Foundation Magnolia  
 Gardens, Westbury  
 Magnolia Senior Center (Long Beach)  
 Manhasset Women's Coalition against Breast Cancer  
 Maryhaven Center of Hope, Port Jefferson  
 Mary's Manor & Enriched Housing, Inwood  
 Mental Health Association of Nassau County  
 Memorial Presbyterian Church, Roosevelt  
 Mercy Medical Center, Rockville Centre  
 Merrick Library  
 Mill Neck Manor School for the Deaf  
 Millpond Acres, Port Washington  
 Nassau Community College Health Fair  
 Nassau County Dept. of Human Services, Office of  
 Mental Health, Chemical Dependency &  
 Developmental Disabilities, Behavioral Health  
 Awareness Campaign  
 Nassau County Office for the Aging, the NYS Office  
 for the Aging & Federal Administration on Aging  
 New York Institute of Technology College of  
 Osteopathic Medicine, Central Islip  
 New York State Department of Transportation Health  
 and Safety – Sunken Meadow Park, Kings Park  
 North Hempstead YES Community Center, Westbury  
 North Massapequa Community Center  
 North Shore Schools  
 Northport Library  
 Our Lady of Consolation Nursing & Rehabilitative  
 Care Center, West Islip  
 Our Lady of Fatima, Manorhaven  
 Our Lady of Good Counsel Church, Inwood  
 Our Lady of Loretto Church, Hempstead  
 Our Lady of Mercy Academy  
 Paternana Terrace, Freeport  
 Paul D. Schreiber High School, Port Washington  
 Paumanack Village (Greenlawn)  
 Port Washington Seniors  
 Queen of the Most Holy Rosary Church  
 Rev. Mitchell Mallette Housing Complex, Freeport  
 Roosevelt Library  
 Salisbury Seniors  
 Sid Jacobson Jewish Community Center, East Hills  
 Society of St. Vincent de Paul  
 South Bay Cardiovascular  
 South Huntington School District  
 St. Aloysius Church, Great Neck  
 St. Boniface Church, Elmont  
 St. Brigid Church, Westbury  
 St. Brigid Senior Center, Westbury  
 St. Catherine of Siena Medical Center, Smithtown  
 St. Catherine of Siena Nursing & Rehabilitation Care  
 Center, Smithtown  
 St. Charles Hospital, Port Jefferson  
 St. Joseph Hospital, Bethpage  
 St. Kilian Church, Farmingdale  
 St. Mary of the Isle Church, Long Beach  
 St. Patrick Church, Glen Cove  
 St. Peter of Alcantara R.C. Church, Port Washington  
 St. Vincent de Paul Church, Elmont  
 Stony Brook Medicine/Creating Healthy Schools and  
 Communities  
 Sustainable Long Island/Creating Healthy Schools  
 and Communities  
 Temple Beth Shalom, Roslyn  
 Town of Hempstead Project Independence Center,  
 Hempstead  
 Uncle Giuseppe's Marketplace, Port Washington,  
 Smithtown, Massapequa and East Meadow  
 Uniondale Public Library, Uniondale  
 Westbury Memorial Library, Westbury  
 Western Suffolk Boces /Creating Healthy Schools  
 and Communities  
 YMCA, Glen Cove

## **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 Member Survey results, we reviewed the data for the hospital's service area by selected zip codes. Below are the findings for St. Francis Hospital, The Heart Center®. The data represents results of surveys collected January through June 2018.

1. What are the biggest ongoing health concerns in the community where you live?
  - Cancer 18%
  - Drugs & alcohol abuse 16%
  - Diabetes 12%
  - Heart disease & stroke 11%
  - Obesity, weight-loss issues 9%
  - Mental health, depression, suicide 8%
  - Safety 6%
  - Other (please specify) 4%
  - Environmental hazards 4%
  - Women's health & wellness 4%

- Child health & wellness 4%
  - Asthma 3%
  - Vaccine preventable diseases 1%
  - HIV/AIDS & Sexually Transmitted Infections (STIs) 1%
2. What are the biggest ongoing health concerns for yourself?
- Heart disease & stroke 19%
  - Cancer 15%
  - Obesity, weight-loss issues 14%
  - Diabetes 14%
  - Women's health & wellness 12%
  - Mental health, depression, suicide 7%
  - Safety 7%
  - Environmental hazards 6%
  - Child health & wellness 3%
  - Drugs & alcohol abuse 2%
  - 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 15%
  - Fear 15%
  - Don't understand need to see a doctor 14%
  - There are no barriers 13%
  - Transportation 6%
  - Language barriers 6%
  - Don't know how to find doctors 5%
  - 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 19%
  - Clean air & water 14%
  - Mental health services 11%
  - Drug & alcohol rehabilitation services 10%
  - Weight-loss programs 10%
  - Job opportunities 7%
  - Recreation facilities 7%
  - Transportation 6%
  - Safe places to walk/play 6%
  - Smoking cessation programs 5%

- Safe child care options 4%
- Safe work sites 1%

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

- Cancer 18%
- Importance of routine well checkups 13%
- Diabetes 11%
- Blood pressure 10%
- Cholesterol 10%
- Exercise/physical activity 9%
- Dental screenings 7%
- Mental health/depression 7%
- Nutrition 6%
- Drug & alcohol 5%
- Heart disease 2%
- Eating disorders 0%
- Vaccination/immunizations 0%
- Disease outbreak Information 0%
- Emergency preparedness 0%
- Prenatal care 0%
- Suicide prevention 0%
- HIV/AIDS & Sexually Transmitted Infections (STIs) 0%

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

- Doctor/health professional 41%
- Internet 16%
- Family or friends 10%
- Newspaper/magazines 8%
- Television 6%
- Hospital 4%
- Social media (Facebook, Twitter, etc.) 4%
- Library 3%
- Radio 2%
- School/college 2%
- Worksite 2%
- Health department 2%
- Religious organization 1%

|  |     |
|--|-----|
| 7. I identify as:  |     |
| • Female   | 65% |
| • Male   | 35% |
| • Other  | 0%  |
| 8. Average age of respondents:                             | 56  |
| 9. What race do you consider yourself?                     |     |
| • White/Caucasian  | 70% |
| • Black/African American                                   | 15% |
| • Asian/Pacific Islander                                   | 10% |
| • Other (please specify)                                   | 2%  |
| • Multi-racial   | 1%  |
| • Hispanic/Latino  | 1%  |
| • Native American  | 0%  |
| • Haitian  | 0%  |
| • Spanish  | 0%  |
| • Other  | 0%  |
| • East Indian  | 0%  |
| • Canadian   | 0%  |
| • Middle Eastern   | 0%  |
| • Latin American   | 0%  |
| • Puerto Rican   | 0%  |
| • West Indian  | 0%  |
| • Trinidadian  | 0%  |
| 10. Are you Hispanic or Latino?                            |     |
| • Yes  | 10% |
| • No   | 90% |
| 11. What is your annual household income from all sources? |     |
| • \$0 to \$19,999  | 10% |
| • \$20,000 to \$34,999                                     | 14% |
| • \$35,000 to \$49,999                                     | 9%  |
| • \$50,000 to \$74,999                                     | 19% |
| • \$75,000 to \$125,000                                    | 25% |
| • More than \$125,000                                      | 24% |
| 12. What is your highest level of education?               |     |
| • College graduate   | 35% |
| • Graduate school  | 19% |
| • Some college   | 18% |
| • High school graduate                                     | 17% |

- Doctorate 4%
  - Technical school 3%
  - Some high school 3%
  - K-8 grade 1%
  - Other (Please Specify) 1%
13. What is your current employment status?
- Employed for wages 50%
  - Retired 38%
  - Self-employed 8%
  - Student 2%
  - Out of work, but looking for work 0%
  - Out of work, but not currently looking 1%
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.

### **St. Francis Hospital 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. SFH Diabetes and Nutrition Education Center will offer free nutrition group classes on healthy eating.

**Process measures:** The number of attendees in all nutrition and diabetes educational classes will be increased by 2%. Our Diabetes Education Center uses the Long Island Health Collaborative Wellness survey both pre- and post-program to determine program effectiveness.

**Baseline: May 1, 2015 through April 30, 2016:** 580 patients attended classes during this time.

**Year Three Update: May 1, 2018 through April 30, 2019:** 1,044 patients attended nutrition and diabetes classes during this time period. This is a 0.6% decrease compared to Year Two where there were 1,051 attendees. However, the St. Francis Hospital medically-supervised weight management program continues to grow. The Cardiac Rehabilitation Center continues to monitor BMI and refer patients to nutrition, weight-management or diabetes education as needed.

2. St. Francis staff volunteer at Healthy Sundays community outreach events at local churches, offering free health screenings and providing educational materials on preventive health to underserved community members.

**Process measures:** The number of attendees, screenings and referrals will be measured.

**Baseline: May 1, 2015 through April 30, 2016:** 553 participants were screened with 61 receiving referrals for follow up care.

**Year Three Update: May 1, 2018 through April 30, 2019:** 810 patients were screened with 53 referrals for follow-up care. This is an increase of 3% for the number of patients screened, and an increase of 71% in those referred for follow-up care as compared to Year Two. The Healthy Sundays program offers screenings for blood pressure, body mass index, and influenza vaccination as well as health education material.

3. SFH will provide screenings for BMI through the use of the SFH outreach bus.

**Process measures:** Increase screenings by 2%.

**Baseline: May 1, 2015 through April 30, 2016:** 2,623 individuals were screened.

**Year Three Update: May 1, 2018 through April 30, 2019:** 2,771 individuals were screened. This is a decrease of 8.6% as compared to Year Two. During Year Three, the outreach bus was had numerous maintenance and mechanical issues causing down time. The bus has since been replaced with a newer model.

4. St. Francis Hospital will actively promote the Long Island Healthy Collaborative's (LIHC) walking program by distributing promotional materials at community events and through social media reach. St. Francis 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.

**Process measures:** Track number of community events where Long Island Health Collaborative materials were shared.

**Baseline: May 1, 2015 through April 30, 2016:** Program materials were not yet available for distribution.

**Year Three Update: May 1, 2018 through April 30, 2019:** Individuals received LIHC materials at 29 community events.

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 to participants at each event.

**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:** Marcum Challenge = 35; American Heart Association Heart Walk = 45; American Cancer Society Making Strides against Breast Cancer Walk = 12. Total = 92.

**Year Three Update: May 1, 2018 through April 30, 2019:** Marcum Challenge = 31; American Heart Association Heart Walk = 95; American Cancer Society Making Strides against Breast Cancer Walk = 20. Total = 146, which is an increase of 139% of participation in walks.

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

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

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

1. Provide free blood pressure screenings with health education and information at health fairs, schools, senior centers, libraries and other community locations.

**Process measures:** Increase number of attendees for blood pressure screenings and health education by 2%.

**Baseline: May 1, 2015 through April 30, 2016:** 1,944 individuals received free blood pressure screening with health education and information at health fairs, schools, senior centers, libraries and other community locations.

**Year Three Update: May 1, 2018 through April 30, 2019:** 1,345 individuals received free blood pressure screenings with health education. This is a decrease of 15% from Year Two. Plans are under way to increase the RN per diem pool to be able to increase the number of patients seen for next year.

2. Offer eight free cardiac screenings per year to high school athletes in grades 9 through 12 including free CPR/AED instruction to families and friends who attend. Programs are usually conducted in the St. Francis Hospital Cardiac Imaging suite. In 2016 St. Francis Hospital committed to offering two offsite programs per year in an effort to reach medically underserved communities.

**Process measures:** Number of screenings, attendees and those identified for follow up will be measured.

**Baseline: May 1, 2015 through April 30, 2016:** 192 individuals screened with 17 identified for follow-up care.

**Year Three Update: May 1, 2018 through April 30, 2019:** 229 individuals were screened, with 21 identified for follow-up care. This is an increase of 40% in the number screened and a 40% in the number identified for follow-up as compared to Year Two, when 163 were screened and 15 identified for follow up.

## Additional Activities:

1. St. Francis began collaborating with the Gift of Life program in 1974 to help children in need from outside the U.S. with cardiac conditions, offering the use of hospital facilities and a pediatric cardiology surgeon who donates his services.  
**Baseline: May 1, 2015 through April 30, 2016:** 5 children received cardiac corrective care.  
**Year Three Update: May 1, 2018 through April 30, 2019:** 9 children receive cardiac corrective care, compared to 6 in Year Two, a 50% increase in the number of children served.
2. 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.  
**Baseline: May 1, 2015 through April 30, 2016:** Three classes held, with 15-16 participants in each.  
**Year Three Update: May 1, 2018 through April 30, 2019:** One class was held with 10 participants. This is a one fewer class than was held in Year Two. Plans are underway to conduct this class two times for next year.  
**The program is currently on hold.**
3. Smoking Cessation classes  
**Baseline: May 1, 2015 through April 30, 2016:** 16 patients attended during this time period.  
**Year Three Update: May 1, 2018 through April 30, 2019:** 37 individuals attended the smoking cessation program in this time period. This is a 61% increase from Year Two.
4. SFH PSA screenings  
**Baseline: May 1, 2015 through April 30, 2016:** 157 PSA screenings were done in the community.  
**Year Three Update: May 1, 2018 through April 30, 2019:** 75 PSA screenings were provided, which is a 28% decrease from Year Two. Many patients with insurance now receive this screening from their primary care providers rather than come to a screening to get results. St. Francis Hospital will continue to offer PSA screenings in an effort to reach those without insurance.
5. Outreach Bus flu vaccinations:  
Flu vaccinations are provided to individuals in medically underserved areas through the Outreach Bus program.  
**Baseline: May 1, 2015 through April 30, 2016:** 473 influenza vaccines were given to individuals.  
**Year Three Update: May 1, 2018 through April 30, 2019:** 715 influenza vaccines were administered, which is an increase of 11.7% from Year Two, when 640 vaccines were administered.
6. A registered clinical dietician from the St. Francis Hospital Cancer Institute participated in an American Cancer Society *Wellness Festival* held in February 2019 at a local shopping mall. The board certified specialist in oncology nutrition facilitated a class at the event: *Food For Life! The Power of Nutrition in Cancer Prevention*.

## Priority Number Three: Mental Health

**Goal:** Increase community awareness of mental health issues and resources on Long Island.

### Interventions, Strategies and Activities:

1. The hospital will support DSRIP and Long Island Health Collaborative mental health projects.

**Process measures:** St. Francis Hospital will maintain active membership on DSRIP and Long Island Health Collaborative committees to bring information back to its Community Advisory Board to ensure that mental health community support is included in all future program planning initiatives.

**Baseline: May 1, 2015 through April 30, 2016:** One Community Advisory Board meeting was held.

**Year Three Update: May 1, 2018 through April 30, 2019:** Three Community Advisory Board meetings were held in this time period.

2. Develop, initiate and offer community-based programs to assist patients and caregivers with mental health issues. St. Francis Hospital will expand its existing support groups and develop new support groups to assist patients and caregivers with chronic disease issues.

**Baseline: May 1, 2015 through April 30, 2016:** One *Living Healthy with Chronic Conditions – Stanford* workshop was held.

**Year Three Update: May 1, 2018 through April 30, 2019:** St. Francis Hospital continues to offer both ongoing and special topic community based programs to patients, caregivers and the community. In March during national Pulmonary Rehabilitation week, a program on lung disease was held on chronic respiratory disease, where 20 people attended. During stroke awareness month the DeMatteis Center offered a day of free screening of glucose, cholesterol and blood pressure along with education on low sodium meals, and other educational stroke information. The Brave Hearts is an ongoing support group for those recovering from open-heart-surgery. The annual Women's Wellness seminar held in October during national breast cancer awareness month, with 145 in attendance. This program grows in popularity every year. The Diabetes Club continues monthly with various topics and speakers. The Cancer Institute held their annual Survivor's Day celebration. The annual St. Francis health fair conducted screenings, educational workshops and added an AAA CarFit for seniors component. Stress management, meditation, tai chi, yoga, chair yoga and restorative for the community continue as options to help both patients and caregivers cope with stress. We had 113 community members who attended, and all reported a favorable experience. Also during this time period 93 participants received Narcan® training.

3. St. Francis Hospital will be hosting a Mental Health First Aid training in November 2016 presented by The Mental Health Association of Nassau County. This free, eight-hour training is designed for caregivers of those who live with chronic disease as well as hospital staff who work with caregivers or run hospital support groups. This education will better prepare staff who run hospital support groups.

**Baseline: May 1, 2015 through April 30, 2016:** One Mental Health/First Aid course was held onsite at the DeMatteis Center with nine participants.

Although the Mental Health/First Aid Course is no longer offered by St. Francis, the hospital has maintained a relationship with the Mental Health Association of Nassau County to promote the class. Information is shared in the community calendar of programs and events, and encourages those interested in participating to register directly with this organization.

**Year Three Update: May 1, 2018 through April 30, 2019:** Information on the Mental Health/First Aid Course continues to be included in the St. Francis community calendar with registration information for those who wish to take the course.

4. When a lack of access to mental health resources is identified, St. Francis Hospital will provide information on and refer patients to the extensive mental health services available within CHS and its partners. If not available within CHS, St. Francis 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, was completed in April 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.

5. 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 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.

### **Living the Mission**

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

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

In June 2018, 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, and attracts thousands of local residents.

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

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

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

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

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

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

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

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

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

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

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

Catholic Home Care (CHC) continued to provide patients and families with needed services using its Patient Assistance Fund. The fund is made up from staff donations in the form of a payroll deduction and allows staff to recommend assistance for patients with specific needs impacting their health. This can include a provision of food,

clothing, fuel oil and other critical items. All donations are approved by the CHC Chief Administrative Officer and Chief Operating Officer. Allowable funding is capped at \$250 per patient.

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

In 2016, Good Shepherd Hospice (GSH) earned a two-year grant (2016 and 2017) from the National Alliance for Grieving Children (sponsored by New York Life) to provide bereavement services to Hispanic children and their parents. The program consisted of three, eight-week support groups as well as the provision of community education to the Hispanic population concerning concepts of pediatric grief. The grant also provided for transportation to and from the support groups, as well as transportation to the children's bereavement camp, Camp Hope. A total of 104 people participated in the Hispanic bereavement groups in 2017. The grant expired at the end of 2017 and GSH applied for a renewal; the grant was re-issued for 2019 and 2020. Participation in the support groups continues to remain at just over 100, and over 40 people attended the Children's Summer Camp in 2018 and the same number are anticipated to attend in 2019. The grant now also covers a meal prior to the beginning of the group. Round trip transportation for the support group and Camp Hope continues. The 2019-2020 grant focuses on children who have experienced a traumatic death of a close family member.

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

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

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

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

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

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

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

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

Employees are generous with their time, participating in and volunteering at hospital health fairs, Healthy Sundays, the CHS Suffolk County Marathon and fundraising walks and runs benefiting the American Heart Association, American Cancer Society and other charitable organizations. The annual CHS Services Christmas toy drive collected almost 900 toys, along with frozen turkeys and other food items, which were distributed to more than 400 families.

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

The St. Francis Hospital Community Service Plan will be posted on the hospital's website at [www.stfrancisheartcenter.com](http://www.stfrancisheartcenter.com). 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. Francis Hospital continue to further develop ways to best serve the community.

### **Conclusion**

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