

St. Catherine of Siena Medical Center

Community Health Needs Assessment & Implementation Plan

2013



Reviewed and approved by the Boards of St. Catherine of Siena Medical Center on June 27, 2013, and Catholic Health Services on July 29, 2013.



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At the heart of health

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2013 Community Health Needs Assessment & Implementation Strategy

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Executive Summary

A new Federal rule under “The Patient Protection and Affordable Care Act” requires hospitals to conduct a local community health needs assessment (CHNA) once every three years to maintain their tax-exempt status. Hospitals will need to adopt an implementation strategy to address the significant community health needs identified through the CHNA. The CHNA must take into account input from persons who represent the broad interests of the community served by the hospital facility, including those with special knowledge of or expertise in public health. The CHNA must also be made widely available to the public. The CHNA implementation strategy must describe how the organization is addressing the significant health needs identified in the CHNA.

St. Catherine of Siena Medical Center is located on 110 acres on the north shore of Long Island in Smithtown, New York. The campus is comprised of a 558-bed, not-for-profit community hospital (including 240 nursing/rehab beds), 298-unit senior housing facility, 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, Greenlawn, Huntington Station, Huntington and Cold Spring Harbor. 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 service area are largely comparable to the average of \$99,889 for Suffolk County as a whole. The population is projected to become more racially and ethnically diverse.

Patient Admissions for Fiscal Year 2012 were 14,560. The Emergency Department had 32,308 visits. Psychiatric inpatients treated were 1,217. The Diabetic & Wound Care Center treated 1,463 patients and pain management services were provided to 1,409 patients.

St. Catherine received an “A” rating from The Leapfrog Group for hospital quality and safety in 2013. The hospital also has achieved the American Heart Association/American Stroke Association Gold Plus award for excellence in quality for stroke and TIA management 2010-2013; in addition, St. Catherine received Honor Roll recognition for thrombolytic management of acute ischemic stroke in 2011 and 2013.

There are 11 hospitals within a 20-mile radius of St. Catherine’s service area and 26 urgent care/walk-in centers. Within a 15-mile radius of the hospital, there are 46 free-standing imaging centers, 48 same-day surgery centers, 29 substance abuse clinics, and 8 mental health clinics that can provide services not currently available at the medical center.

St. Catherine remains committed to providing high-quality care with compassion and respect for each patient, regardless of age, religion, race, gender or ability to pay. St. Catherine reported \$2.4 million in charity care at cost net of offsetting revenues in 2012. Community service, uncompensated care and other charitable activities provided for the community totaled \$5.7 million at cost, and \$728 thousand was reported in bad debt at cost net of offsetting revenues in 2012.

* For the purposes of this CHNA, the community served by the facility includes 21 communities, which were selected because the majority of the facility’s patients reside in this area. These communities are Smithtown, Head of the Harbor, Nissequogue, Village of the Branch, Commack, Fort Salonga, Hauppauge, Kings Park, Lake Ronkonkoma, Nesconset, St. James, Northport, East Northport, Lake Grove, Centerport, Greenlawn, Huntington, Huntington Station, Cold Spring Harbor, Ronkonkoma and Islandia.

Community Health Needs Assessment Methodology and Process

St. Catherine of Siena Medical Center conducted a community health needs assessment (CHNA) and developed an implementation plan with strategies to address identified needs. This process was led by the hospital's leadership team, and data from the Suffolk County Department of Health was used along with informant interviews of five local community benefit organizations. After reviewing this data, and mapping existing resources, St. Catherine of Siena ranked each need and developed an implementation plan with evidence-based strategies.

Prioritized Needs

Based on size, severity, available data, and the importance placed on addressing these needs by the community, the following were identified as the community's highest health priorities:

1. Overweight/Obesity—increase education and support services
2. Chronic Disease Prevention—improve management of high blood pressure, joint pain or back pain, diabetes, heart disease, and stroke

Implementation Plan

In order to address priority needs, St. Catherine of Siena will expand its collaborative efforts with organizations such as the town chambers, rotary clubs and the Hauppauge Industrial Association. These key community partners will assist in implementing evidence-based strategies across the service area. These strategies include modifying policies, providing support, enhancing access, changing consequences and incentives, providing information, and enhancing skills.

I. Community Health Needs Assessment Methodology and Process

A. Survey Methodology

A total of 162 surveys were distributed during the month of April 2013. Smithtown and Commack high school students in the medical centers "Health Care Exploration and Internship Program" hand delivered paper surveys to family members in the community. Volunteers representing 10 communities in Western Suffolk and Siena Village residents were also given the paper survey to fill out. The number of surveys returned was 103 for a response rate of 63.58% and these were entered into and analyzed through Survey Monkey. St. Catherine also routinely screens and interviews the uninsured and individuals from low income communities through the "Healthy Sundays" program.

Publicly reported data from The County Health Rankings/Roadmaps to Health and the Community Commons' CHNA Toolkit, an online resource for hospital, public health departments, academic institutions and the general public, provided a framework for survey findings. In addition, the New York State Prevention Agenda for 2013–2017 was used as a resource.

B. Key Stakeholders

In order to gain input on the needs of medically underserved, low-income and minority populations, and populations with chronic disease needs in the community, members of the Nassau-Suffolk Hospital Council's Public Health Workgroup, now known as the Long Island Health Collaborative (LIHC), which included representatives of Long Island's hospitals, health systems, county health departments, and academic institutions, conducted interviews with representatives of five community agencies and organizations that serve these populations. These interviews were conducted in March of 2013 in person. Collaborating organizations include:

- **United Way of Long Island:** Works to improve the lives of children, youth and struggling families by creating solutions for issues such as a lack of education, housing, health care, financial stability, stable employment and more.

- **American Heart Association (AHA):** Established in 1924, the AHA is the oldest and largest voluntary organization devoted to fighting cardiovascular disease and stroke through education, innovative research, public policy advocacy, and providing lifesaving tools and information to save and improve lives.
- **American Diabetes Association:** A non-profit organization leading the fight against the deadly consequences of diabetes through research to prevent and cure diabetes, and delivering services and information.
- **American Cancer Society (ACS):** The ACS is a nationwide, community-based, voluntary health organization dedicated to eliminating cancer as a major health problem and preventing cancer, saving lives, and diminishing suffering from cancer, through research, education, advocacy and service.
- **Island Harvest:** Founded in 1992, the mission of Island Harvest has been deeply rooted to helping people in need—with a goal to end hunger and reduce food waste on Long Island. It is Long Island’s largest hunger relief organization and delivers millions of pounds of goods and surplus foods annually to a network of more than 470 Long Island based food pantries, kitchens, and other non-profits organizations that offer feeding services to those in need. In addition to hunger awareness, the organization has been building relationships with other organizations to raise nutrition awareness as well.

St. Catherine of Siena has partnered with these agencies because of their proven success in working with underprivileged populations and credibility in their areas of expertise.

C. Information Gaps

The St. Catherine of Siena survey had certain limitations related to bias, sample, and wording of questions. The survey was hand delivered to patients and community members within the hospital and surrounding community, but some portions of the population may have been excluded. In addition to survey limitations, there were some gaps in the information St. Catherine of Siena was able to collect that impact its ability to assess the needs of the community. These limitations are mainly related to individuals and families who do not access services at St. Catherine of Siena. Also, many respondents did not complete the write-in section of the survey which requested personal information so that educational resources could be provided.

II. Community Health Needs Identified in Assessment

A. Needs Identified

The survey revealed that 84.8% of the respondents were female and 15.2% male. Approximately 83% of adults in the St. Catherine of Siena service area rate their health status as being excellent to very good. The majority of respondents (93%) carry health insurance and 94% responded they were Caucasian. In addition the report indicated 32% were high school graduates, 24% completing graduate school and 18% completing college.

Top three health challenges you face	High Blood Pressure-26.88% Joint pain or back pain-26.88% Overweight/Obesity-23.66% Diabetes-11.83% Heart Disease-10.75%
Routine Care	Physicians Office-87.25% Urgent Care Clinic-5.88% Emergency Room-4.90% Other-1.97%
Emergency Services	Emergency Room-73.5% Physician’s Office-17.35% Urgent Care Clinic-8.16% Other-0.99%

Access to care issues	Transportation-27.27% Fear-21.21% Unable to pay co-pay/deductibles-18.18% No Insurance-18.18% Other-15.16%
What is needed to improve health	Healthier Food-63.44% Free or affordable health screenings-30.11% Other-including wellness services -6.45%
Type of health screenings needed (Percentage of respondents who rated these areas)	Blood Pressure-54.74% Nutrition-40.0% Cholesterol-45.26% Routine Well Checkups-42.1%
Education Needed (Percentage of respondents who rated these area)	Nutrition-39% Blood Pressure/Cholesterol-37.7% Diabetes-27.3% Exercise/Heart Disease-20.8%
Finding Health Information (Percentage of respondents who rated these areas)	Doctor/Health Provider-81.0% Internet-42.0% Family/Friends-39.0%
Needed Health Specialist	Cardiology-33.3% Gynecology-25% Pain Management-25% Orthopedics and Vascular-16.7%

Identified Needs:

1. Obesity and Nutrition

One of the largest health problems in the St. Catherine of Siena service area is overweight and obesity. Overweight/obesity is a countywide threat that has been recognized as leading to chronic disease such as heart disease, diabetes, stroke, cancer and hypertension. More than 60% of adults in the St. Catherine of Siena service area identified healthier food choices as what is needed to improve health. When asked about statements that applied to them a common theme of eating fast food emerged. The recommended five or more servings of fruits and vegetables every day is associated with a lower risk of cardiovascular disease, diabetes and obesity. As the population ages, weight management, education and prevention will be necessary to assist individuals with self management and to promote a longer and healthier life.

2. Chronic Disease Prevention

Chronic diseases such as high blood pressure, heart disease, stroke, and diabetes are among the most preventable diseases but among the most common of all health problems in the United States. The prevalence of diabetes is rising among older adults. It may also indicate that patients are not accessing primary, preventive health care and that undiagnosed diabetes is going untreated for many years. Blood pressure, cholesterol, and nutrition screening was indicated by 40-55% of the respondents to keep people healthy. For a chronic disease management system to be effective and the system has to be comprehensive and grounded on solid evidence. Following these principles of chronic disease management can greatly reduce the disease burden and lessen exacerbated episodes.

B. Process for Prioritizing

Members of St. Catherine of Siena leadership reviewed survey data and results of the key stakeholder interviews. Using these sources, members identified needs based on the following criteria: The degree of common need for

additional resources, capacity of other agencies to meet the need and their expertise to address the issue. The organization has a strong collaborative partnership established and opportunities are available for these health and human services providers to network with the hospital and assist residents in seeking healthcare services. There are opportunities to build on programs currently established.

III. Community Resources to Address Needs

A. St. Catherine of Siena Internal Resources

Community health education activities have greatly expanded over the past three years. The hospital offers free lectures, screenings and vaccinations and hosts an annual health fair now attended by more than 1,000 community members. In addition the St. Catherine of Siena staff participates in Healthy Sundays. Support groups include: Stroke, Diabetes, Parkinson's, Palliative Care, Breast Cancer, and Caregivers of People with Dementia, Bariatric and General Bereavement.

The Nursing Education Department engages nurse volunteers in our service area to provide information and support, health screenings and influenza and Tdap vaccinations at health fairs and community events.

B. External, Community-Based Resources

St. Catherine of Siena has partnered and will continue to partner with the following organizations to address the health needs of the population, as follows:

- Developmental Disabilities Institute Eugene Cannataro Senior Center
- Hauppauge Industrial Association
- Huntington YMCA
- Judy's Run for Stroke Awareness
- Knights of Columbus E. Northport
- Libraries: Commack, Smithtown, Kings Park and Nesconset
- Long Island Blood Center
- Lucille Roberts of Commack
- Martin Luther Terrace Senior Housing
- American Parkinson Disease Association
- Retired Senior Volunteer Program
- Smithtown, Commack and Kings Park School Districts
- Smithtown Sunrise Rotary
- St. Patrick's Church
- Suffolk County Department of Health Services
- Suffolk Y JCC
- Sunrise Assisted Living of Smithtown
- The Arbors at Hauppauge
- The Rotary Club of Smithtown
- United Cerebral Palsy of Suffolk-Hauppauge
- Volunteer Ambulance Corps: Commack, Smithtown, Hauppauge, East Northport, Northport, Central Islip, Brentwood, Nissequogue and St. James
- Island Harvest
- Long Island Green Market
- Home Box Office (HBO) Employee Health Services

St. Catherine of Siena recognizes the strengths of established programs in the service area, and will work to support and complement those organizations that are also working to improve the health and well-being of the population.

IV. Implementation Plan

In order to address needs identified in the Community Health Needs Assessment (CHNA), St. Catherine of Siena will engage key community partners in implementing evidence-based strategies across the service area.

Acknowledging the many organizations and resources in place to address the health needs of our communities, St.

Catherine of Siena has strategically reviewed both internal and external resources. This portion of the CHNA, the Implementation Strategy, will explain how St. Catherine of Siena will address health needs identified in the CHNA by continuing existing programs and services, and by implementing new strategies.

A. St. Catherine of Siena will address health needs as follows:

Problem Statement and Why	St. Catherine of Siena Strategies	St. Catherine of Siena Activities	Community Collaboration	Outcomes
Overweight/Obesity is a concern in the community, due to poor nutrition because of limited access, high cost of fresh fruits and vegetables and healthy proteins, and low motivation to change.	Screen patients to determine if they are at risk for obesity. Provide information in order to raise awareness of resources available in the service area	Increase awareness of outpatient nutrition services and diabetes education Provide to patients with BMI>30 and above, reminding them about “Healthy Living: Nutrition & Optimal Weight (NOW) Wellness Program” Increase awareness of the need for consumption of fruits and vegetables Lectures, blogs, articles with healthy eating tips and recipes Enhance access to programs that promote physical activity and provide support to sedentary adults	Weight Watchers YMCA Island Harvest	Decrease the number of adults who are overweight or obese (BMI >25) Increase the number of participants in nutrition services and diabetes education at St. Catherine of Siena Increase the number of participants in the “Healthy Living NOW Wellness Program” Enhance communication with community through website and social media
Heart Disease & Stroke More than 1 in 5 adults has high blood pressure and/or high cholesterol	Screen patients to determine if they are at risk for stroke/heart disease. Educate about risk reduction including BP management, cholesterol monitoring, weight loss, exercise, screening for diabetes to raise awareness of success of risk reduction disease avoidance	Offer blood pressure, blood glucose screening, and other screenings Free lectures in the community Communicate free education events via the Internet	Senior Centers, local festival days, Community Organizations	Decrease the % of people who have high blood pressure or cholesterol and empower community members with education regarding disease avoidance through healthy living. Continue to contribute to the reduction of stroke in U.S.

B. Priorities Chosen and Needs Not Addressed

The survey indicated the top five areas as high blood pressure, joint pain or back pain, overweight/obesity, diabetes, and heart disease. Due to the severity and urgency of health needs and the importance placed on addressing these needs in the community, St. Catherine has chosen to address the following two top priorities:

1. Overweight and Obesity
2. Chronic Disease Prevention

St. Catherine of Siena has determined the hospital will be able to provide services that will have a greater impact on overweight/obesity and chronic disease prevention, which includes high blood pressure, heart disease and diabetes. Therefore, at this time joint and back pain will not be in the plan.

V. Conclusion:

St. Catherine of Siena Medical Center will continue to identify and monitor the needs of the community which it serves and engage key stakeholders in its processes. St. Catherine of Siena remains committed to offering resources to the community for the enhancement of health quality.