

Community Health Needs Assessment and Implementation Plan

2013



*Reviewed and approved by the Boards of St. Joseph Hospital on June 13, 2013,
and Catholic Health Services on July 29, 2013.*



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Introduction

New IRS Requirements

The Affordable Care Act (ACA), enacted March 23, 2010, added new requirements that all not-for-profit hospitals, recognized as 501 (c) (3) organizations, are required to complete a Community Health Needs Assessment (CHNA). A CHNA is designed to identify, prioritize and address health issues in the community served by the hospital and must be completed at least once every three years for tax years beginning after March 2012. A compliant CHNA must include each of the following:

- Definition of community served by the facility
- Identification of key health partners and resources in the community
- Description of the process and methods used to conduct the health needs assessment
- Completion of a community-wide survey/focus groups or other means to obtain input regarding significant health needs

- Identification and prioritization of significant community health needs
- Dissemination of the CHNA findings and report to the public

In compliance with the statute and IRS guidance, and in an effort to positively impact health outcomes within the communities the hospital serves, St. Joseph Hospital recently conducted a CHNA. The CHNA focused on the health behavior of individuals in the hospital community, health issues and concerns facing residents of the community and access to care.

St. Joseph Hospital Overview

St. Joseph Hospital is a 501(c)(3) voluntary, not-for-profit corporation with certified bed capacity of 203, located in Bethpage, NY. On January 26, 2010, St. Joseph Hospital became a member hospital of Catholic Health Services of Long Island (CHS). CHS supports St. Joseph's mission to deliver quality health care, remain a community-based hospital and is committed to continuing and expanding the important medical services provided by St. Joseph Hospital to the surrounding communities that rely upon it for quality care. With the addition of St. Joseph Hospital, CHS now is comprised of six hospitals, three nursing homes, a regional home care and hospice network and a community-based agency for persons with developmental needs. The hospital primarily serves patients from the following surrounding communities: Massapequa, Farmingdale, Amityville, Levittown, Massapequa Park, Wantagh, Seaford, Bethpage, Bellmore, East Meadow, Lindenhurst, Copiague, Babylon, Hicksville, Plainview and Woodbury.

Approximately 90% of hospital patients who are admitted and/or provided care in the hospital's emergency department reside in the aforementioned service areas. For the purposes of this CHNA, these communities comprise the community served by the hospital facility, which was determined based on the percentage of patients residing in this geographic area. The hospital has

a primary service area population of approximately 300,000 with a secondary service area of approximately 100,000 for a combined service area of 400,000.

St. Joseph employs 823 people with an FTE count of 665.33 for 2012. Inpatient admissions for fiscal year 2012 were 6,713. The emergency department had 36,749 visits and admitted 6,312 to inpatient services. Outpatient visits for the hospital were 19,891.

In May 2013, St. Joseph Hospital received the American Heart Association/American Stroke Association's Get With The Guidelines[®] – Stroke Gold Plus Quality Achievement Award. The award recognizes St. Joseph Hospital's commitment and success in implementing a higher standard of stroke care by ensuring that stroke patients receive treatment according to nationally accepted standards and recommendations. In addition to the Get With The Guidelines[®] Stroke Award, St. Joseph Hospital has also been recognized as a recipient of the association's Target Stroke Honor Roll, for improving stroke care.

The Diabetes Education Center at St. Joseph Hospital is considered by the American Diabetes Association (ADA) and the American Association of Diabetes Educators (AADE) as a Nationally Recognized Center. The center, which opened in September 2009, follows an evidenced-based curriculum outlined by the AADE which includes, but is not limited to: an overview of diabetes, self-monitoring of blood glucose (SMBG) skills and tools, strategies to use SMBG to determine effects of food, physical activity, meal planning, stress management and strategies to avoiding complications associated with poor blood glucose control.

In January 2012, St. Joseph Hospital earned The Joint Commission's Gold Seal of Approval[®] for accreditation by demonstrating compliance with The Joint Commission's national standards for health care quality and safety in hospitals. The accreditation award recognizes St. Joseph Hospital's dedication to continuous compliance with The Joint Commission's state-of-the-art standards.

Available free resources to the St. Joseph community are seminars on healthy living and CHS's Healthy Sundays, providing free blood pressure checks, flu shots, tips on healthy eating, and prostate cancer screening. Free programs available to the St. Joseph community through the hospital's participation in the Long Island Health Collaborative (LIHC) include, but are not limited to, mental health services, healthy living and eating, and eating disorder education and prevention programs for both adults and youths.

Within a 15-mile radius of St. Joseph Hospital's service area there are 10 acute care community hospitals. Also, within a 15-mile radius of the service area are 19 urgent care/walk-in centers, 13 freestanding imaging centers, and 21 ambulatory centers providing outpatient surgery, colonoscopy, endoscopy and other interventional services. A total of 23 substance abuse services providers are located within a 15-mile radius and 7 providers of mental health services.

St. Joseph's commitment to providing access to health care services to the uninsured and underserved is evidenced by the value of its community benefit. St. Joseph reported \$872 thousand in charity care at cost net of offsetting revenues in 2012. Community service, uncompensated care and other charitable activities provided for the community totaled \$5.3 million at cost, and \$35 thousand was reported in bad debt at cost net of offsetting revenues in 2012.

CHNA Process and Findings

St. Joseph Hospital conducted a Community Health Needs Assessment. A total of 148 surveys were distributed in the spring of 2013. The survey yielded 108 responses, for a response rate of 72.97%. Surveys were hand distributed, available on the Internet via Survey Monkey and mailed to individuals upon request, as announced in an article in the community newsletter; surveys were also available in Spanish. Key factors affecting the health of the community were addressed, including, but not limited to, demographic factors such as age, gender, economics/finances, race/ethnicity and language barriers.

In addition, St. Joseph collaborated with the Nassau County Department of Health. Through this venue, in-person interviews were conducted with key Long Island leaders from community-based organizations, which included, but were not limited to:

- American Heart Association
- American Diabetes Association
- American Cancer Society
- Island Harvest
- United Way of Long Island

The American Heart Association described the high incidence of heart disease, hypertension, and stroke. The American Diabetes Association discussed the increasing numbers of patients with obesity and Type 2 diabetes that are being identified with this condition. Both organizations cited patient lack of understanding of how to manage their condition as a major concern. The American Cancer Society discussed the need for community screening programs, transportation of patients to treatments, procedures, exams, appointments, and psychosocial support for the patient with a cancer diagnosis. Island Harvest and the United Way discussed the need for proper nutrition and access to care and the major health care issues in the region.

Results

Results from the Nassau County Department of Health (NCDOH) data indicated the following health needs in Nassau County:

- Cardiovascular disease
- Stroke
- Respiratory diseases especially, COPD and asthma
- Diabetes
- Injury rates (includes falls)
- Cancer

It is important to note that the Nassau County data indicated that health needs are being increasingly identified for those aged 65 years and older. Also, when the NCDOH assessed the cancer data, it found that both prostate and breast cancer were the most prevalent issues being seen, while a diagnosis of lung cancer carried the highest mortality. NCDOH also consistently found higher rates of incidence and poorer health outcomes in what they have defined as “select communities” – areas where the socioeconomic status is lower and residents have less access to health care. The “select communities” were identified as:

- Freeport
- Hempstead
- Inwood
- Long Beach
- Westbury
- Roosevelt
- Uniondale
- Elmont
- Glen Cove

The St. Joseph Community Health Needs Assessment surveys indicated an interest in the following priority areas: high blood pressure ranked the highest at 31.48%, with an

overweight/obesity coming in at 30.55%. Both diabetes and heart disease scored at a rate of 23.15%, and cancer scored at a rate of 17.59%.

Identification and Prioritization of Community's Significant Health Needs

Based on the input received in the CHNA process, including the severity and urgency of the health needs and the importance placed on addressing the health needs, the facility has determined that the following two needs are priority needs of the community:

1. Reduce obesity in the community.
2. Reduce the incidence of and treat diabetes. Promote culturally relevant chronic disease self-management education.

Community Health Needs Assessment Methodology and Process

A. Surveys

Surveys were hand delivered, sent out via Survey Monkey, distributed at free community health lectures and mailed to community members upon their response to an announcement in the *St. Joseph Connection* community newsletter, which is mailed out to 100,000 households in the surrounding communities.

B. Key Stakeholder Interviews

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, a number of community agencies and organizations that serve these populations were asked questions about the needs of their clients or members. Interviews from these agencies, along with the information obtained from the survey and input from NYS and the NCDOH, provided insight to specialty populations. Key themes were also noted by the Nassau County community-based organization surveys that included:

- Access to care
- Education and resources
- Transportation
- Hypertension
- Obesity
- Chronic disease management that includes heart disease, cancer and diabetes

C. NYSDOH and Nassau County DOH

St. Joseph participated in the Nassau-Suffolk Hospital Council collaborative (now known as LIHC) in recognizing existing resources throughout the counties and combining them with NYSDOH and NCDOH services. Information on these services will be made available to the public via the LIHC website in January 2014.

D. Information Gaps

The CHNA survey had certain limitations related to bias, sample, and wording of questions. The survey was hand delivered to patients, volunteers, employees 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 may be some gaps in information St. Joseph was able to collect. These limitations are mainly related to individuals and families who do not access services at the hospital. Also, many respondents did not complete the write-in section of the survey, which requested personal information so that educational resources could be provided.

Community Health Needs Results

Issues Identified

Of the 108 people surveyed, results revealed that 67.62% of the respondents were female and 32.38% male, 3 participants did not respond to this question. Approximately 86.4% of adults in the survey service area rated their health status as very good to fair. The majority of the respondents (95%) carry health insurance and 78.70% reported they were Caucasian. The report indicated 24.07% were high school graduates, 27.7% had some college and 31.48% were college graduates.

Top three health challenges you face	High Blood Pressure – 31.48% Overweight/obesity – 30.55% Diabetes – 23.15% Heart disease – 23.15% Cancer – 17.59%
Routine care	Physician’s office – 84.1% Urgent care clinic – 8% Do not receive – 8% Health dept/other clinic – 1.1% each Would not seek – 1.1%

Access to care issues (Percentage of respondents who rated these areas)	Fear – 62.07% Unable to pay co-pays/deductibles – 51.72% No insurance – 48.28% Don't understand the need – 27.59% Transportation – 17.24%
What is needed to improve community health	Healthier food – 57.41% Wellness services – 32.41% Free or affordable screenings – 31.48%
Type of health screenings needed	Blood pressure – 44.44% Nutrition – 43.52% Diabetes – 36.11% Exercise/physical activity – 36.11% Cholesterol – 33.33%
Education needed	Nutrition – 36.11% Exercise/physical activity – 32.41% Diabetes – 30.55% High blood pressure – 29.63% Heart disease – 25%
Health information	Doctor/health care provider – 86.11% Internet – 42.59% Family/friends – 29.93% TV – 27.77% Newspaper/magazines – 21.30%

Implementation Plan

Priorities Needs Not Being Addressed

High blood pressure, heart disease and cancer were identified as some of the top health challenges faced. St. Joseph will concentrate its efforts on the two areas it can make the most difference, obesity and diabetes. At this time, St. Joseph does not offer any significant cancer services nor does it have the expertise or resources to address heart disease and high blood pressure. However, efforts will be made to increase and improve all aspects of health information and education provided to the community.

Health Needs/Priorities Selected

Based on the CHNA, St. Joseph Hospital elected to focus its CHNA Implementation Plan on the following two priorities:

Priority #1

Reduce Obesity in the Community

Goals:

- Develop and implement a healthy lifestyle course hosted at St. Joseph Hospital.
- Explore the possibility of partnering with community organizations for access to healthier food.
- Through CHS's Healthy Sundays program, reach underserved communities and offer screenings and education related to obesity.

Action Plans:

- Identify "at risk" individuals through community health screenings.
- Proactively engage "at risk" patients in healthy lifestyle programs.
- Identify opportunities to partner with community organizations to drive participation in "healthy" events and change in lifestyles.
- Create educational curriculum designed to address the top health concerns identified in our communities for:
 - Nutrition
 - Obesity
 - Diabetes
- Partner with area schools to target childhood obesity and encourage healthy eating and exercise.
- Partner with local parishes to target "at risk" lifestyles and promote positive changes.

Priority #2

Increase screening rates for diabetes. Promote culturally relevant chronic disease self-management education.

Goals:

- Increase the number of health screenings provided to the community and offer education and resources.
- Diabetes educator to increase the number of educational visits made to inpatients identified as having diabetes.

Action Plans:

- Offer free, seasonal educational diabetes seminars.
- Offer sessions on meal planning, strategies and tips.

- Provide a comprehensive Diabetes Education Program, including individual and group classes.
- Medical and nutritional education will be provided to meet patient's individual needs.
- Finger stick blood glucose monitoring and insulin pump education offered.

Next Steps for Priorities

For each of the priority areas listed above, St. Joseph Hospital will work to:

- Identify any related activities being conducted by others in the community that could be built upon.
- Develop measurable goals and objectives in order to evaluate the effectiveness of the educational interventions.
- Build support within the community for the identified initiatives.
- Develop detailed work plans and measurable goals.
- Address any budget and financial implications.

Conclusion

With the completion of the community health needs assessment, St. Joseph Hospital will begin to develop implementation plans. Using the hospital's strengths and resources, St. Joseph will work to best address the community's health needs and improve the overall health and well-being of the community.