

Good Samaritan Hospital Medical Center

Community Service Plan

2016-2018
Year One Update



Approved by the Board of Trustees on October 3, 2017



Good Samaritan Hospital
Medical Center
Catholic Health Services
At the heart of health

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Mission Statement

Catholic Health Services of Long Island (CHS), as a ministry of the Catholic Church, continues Christ's healing mission, promotes excellence in care and commits itself to those in need.

CHS affirms the sanctity of life, advocates for the poor and underserved, and serves the common good. It conducts its health care practice, business, education and innovation with justice, integrity and respect for the dignity of each person.

Good Samaritan Hospital Medical Center Service Area

Founded in 1959, Good Samaritan Hospital Medical Center is a 537-bed (including 100 nursing home beds), not-for-profit, acute care community hospital. Good Samaritan Hospital is located in West Islip, on the south shore of Long Island, New York. Good Samaritan's primary service area (based on the amount of patients discharged in 2015) includes: Amityville, Babylon, North Babylon, West Babylon, Bay Shore, Brentwood, Copiague, Deer Park, Lindenhurst, West Islip, Central Islip, East Islip, Sayville, Oakdale and Wyandanch. The secondary catchment area comprises Brightwaters, Massapequa, Islip Terrace, Bohemia, Dix Hills, Patchogue and Ronkonkoma. The majority of the service area population age is 35 years and older. The service area population has a limited English proficiency rate of 16.52%, which is higher than that of Suffolk County and NYS, and reflects the select, underserved communities of Bay Shore, Wyandanch, Brentwood and Central Islip. The targeted population also indicates higher rates of overweight individuals when compared to the state.

Key Health Partners

Partnering with community-based organizations is the most effective way to determine how the health priorities will be addressed. Some of Good Samaritan Hospital's community partners include:

American Cancer Society	Copiague Public Library
American Diabetes Association	Coram Fire Department
American Parkinson Disease Association	Cornell Cooperative Extension/Eat Smart NY
Amityville Fire Department	Deer Park Fire Department
Amityville Public Library	Dix Hills Fire Department
Amityville School District	East Brentwood Fire Department
Babylon Public Library	East Farmingdale EMS
Babylon Rescue	East Marion Fire Department
Bay Shore School District	East Northport Fire Department
Bay Shore/ Brightwaters EMS	Emergency Ambulance Services (EAS)
Bay Shore/Brightwaters Public Library	Exchange Ambulance of Islip
Bethpage Federal Credit Union	Fair Harbor Fire Department
Bohemia Fire Department	Gerald J. Ryan Outreach Center, Wyandanch
Brentwood Legion Ambulance	Good Samaritan Nursing Home, Sayville
Cancer Services Program of Suffolk County	Good Shepherd Hospice, Farmingdale
Catholic Charities	Hampton Bays Volunteer Ambulance
Catholic Home Care, Farmingdale	Huntington Community First Aid Squad
Central Islip/ Hauppauge Ambulance	IslipTerrace Fire Department
Commack Ambulance	Kings Park Fire Department
Commack Volunteer Ambulance	Lindenhurst Fire Department
Continued Care of Long Island, Farmingdale	Lindenhurst Public Library
Copiague Fire Department	Long Island Blood Services

Long Island Health Collaborative (LIHC)
Lord & Taylor, Bay Shore
Manorville Community Ambulance
Maryhaven Center of Hope, Port Jefferson
Medford Ambulance
Mercy Medical Center, Rockville Centre
Middle Island Fire Department
New York Institute of Technology College of
Osteopathic Medicine, Central Islip
Nissequoque Fire Department
Our Lady of Consolation Nursing & Rehabilitative
Care Center, West Islip
Our Lady of Mercy Academy, Syosset
Patchogue Ambulance
Riverhead Volunteer Ambulance
Sayville Community Ambulance
Sisters United in Health
Smithtown Fire Rescue
Society of St. Vincent de Paul
Sound Beach Fire Department
St. Catherine of Siena Medical Center, Smithtown
St. Catherine of Siena Nursing & Rehabilitation Care
Center, Smithtown

St. Charles Hospital, Port Jefferson
St. Francis Hospital, Roslyn
St. John the Baptist High School, West Islip
St. Joseph Hospital, Bethpage
Stony Brook Medicine/Creating Healthy Schools and
Communities
Suffolk County Police Department
Sustainable Long Island/Creating Healthy Schools
and Communities
Teachers Federal Credit Union, Bay Shore
Telecare
West Babylon Fire Department
West Babylon Public Library
West Islip Fire Department
West Islip Library
West Islip School District
Western Suffolk Boces/Creating Healthy Schools
and Communities
Westfield Mall, Bay Shore
Wild by Nature, West Islip
Wyandanch EMS
Wyandanch/ Wheatley Heights Ambulance
Youth Enrichment Services, West Islip

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. While the Community Service Plan Year One Update covers the reporting period of May 1, 2016 through April 30, 2017, the LIHC analysis of the data covers the six month time period of January to June 2017.

Using the LIHC Community Member Survey data, Good Samaritan Hospital Medical Center reviewed the data for the hospital's service area by selected zip codes. Below are the findings for the Good Samaritan Hospital Medical Center:

1. What are the biggest ongoing health concerns in the community where you live?

• Cancer	18.78%
• Drug & alcohol abuse	15.67%
• Obesity/weight-loss issues	12.44%
• Heart disease & stroke	10.80%
• Diabetes	10.03%
• Mental health depression/suicide	8.05%
• Environmental hazards	5.36%
• Safety	5.24%
• Child health & wellness	4.89%
• Asthma/lung disease	4.02%
• Women's health & wellness	3.47%
• Vaccine preventable diseases	0.66%
• HIV/AIDS & Sexually Transmitted Diseases (STD)	0.57%

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

• Heart disease & stroke	15.24%
• Obesity/weight-loss issues	15.20%
• Cancer	14.60%
• Women's health & wellness	12.91%
• Diabetes	12.58%
• Mental health depression/suicide	6.31%
• Environmental hazards	5.89%
• Asthma/lung disease	5.42%
• Safety	5.11%
• Child health & wellness	2.75%
• Drugs & alcohol abuse	2.27%

- Vaccine preventable diseases 1.00%
 - HIV/Aids/sexually transmitted disease 0.73%
3. What prevents people in your community from getting medical treatment?
- No insurance 23.59%
 - Unable to pay co-pays/deductibles 21.56%
 - Fear 16.53%
 - Don't understand need to see a doctor 9.80%
 - Transportation 7.81%
 - Language barriers 5.87%
 - There are no barriers 5.46%
 - Don't know how to find doctors 4.50%
 - Lack of availability of doctors 2.86%
 - Cultural/religious beliefs 1.99%
4. Which of the following is the MOST needed to improve the health of your community?
- Clean air and water 14.77%
 - Healthier food choices 14.52%
 - Drug and alcohol rehabilitation services 12.26%
 - Weight-loss programs 10.36%
 - Job opportunities 10.34%
 - Mental health services 8.69%
 - Smoking cessation programs 7.14%
 - Safe places to walk/play 5.65%
 - Safe childcare options 5.12%
 - Recreation facilities 4.63%
 - Transportation 4.59%
 - Safe worksites 1.94%
5. What health screenings or education/information services are needed in your community?
- Cancer 12.26%
 - Blood pressure 10.41%
 - Exercise/physical activity 9.91%
 - Nutrition 9.67%
 - Mental health/depression 8.85%
 - Drug and alcohol 8.62%
 - Cholesterol 8.45%
 - Heart disease 6.54%
 - Dental screenings 5.60%
 - Importance of routine well checkups 5.39%
 - Eating disorders 4.13%
 - Suicide prevention 2.83%
 - Emergency preparedness 2.48%
 - HIV/AIDS/STDs 1.48%
 - Disease outbreak information 1.28%
 - Prenatal care 1.25%
 - Vaccination/immunizations 0.86%

6. Where do you and your family get most of your health information?	
• Doctor/health professional	32.97%
• Internet	18.61%
• Family or friends	10.22%
• Newspaper/magazines	8.39%
• Television	7.42%
• Social media	4.87%
• Hospital	4.38%
• Library	4.26%
• Health department	3.16%
• Worksite	1.82%
• Radio	1.70%
• School/college	1.70%
• Religious organization	0.49%
7. I identify as:	
• Female	69.72%
• Male	30.28%
• Other	0.00%
8. Average age of respondents:	52
9. What race do you consider yourself?	
• White/Caucasian	85.76%
• Black/African-American	7.46%
• Asian/Pacific Islander	2.03%
• Other (did not specify)	2.03%
• Hispanic	1.02%
• Multi-racial	1.02%
• Native American	0.68%
10. Are you Hispanic or Latino?	
• No	86.76%
• Yes	13.24%
11. What is your annual household income from all sources?	
• \$0-\$19,999	13.92%
• \$20,000-\$34,999	16.49%
• \$35,000-\$49,999	12.09%
• \$50,000-\$74,999	18.32%
• \$75,000-\$125,000	24.18%
• >\$125,000	15.02%

12. What is your highest level of education?	
• College graduate	27.80%
• High school graduate	24.60%
• Some college	22.68%
• Graduate school	15.34%
• Technical school	4.79%
• Doctorate	1.92%
• Some high school	0.96%
13. What is your current employment status?	
• Employed for wages	53.57%
• Retired	26.30%
• Self-employed	8.77%
• Student	4.87%
• Out of work, but not currently looking	3.90%
• Out of work/looking for work	2.60%
14. Do you currently have health insurance?	
• Yes	97.42%
• No	0.97%
• No, but I did in the past	1.61%

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.

Good Samaritan Hospital Interventions, Strategies and Activities

Priority Number One: Obesity

Goal: To improve community health by reducing the incidence of obesity and related co-morbidities such as heart disease and diabetes by providing individuals with the tools and knowledge to positively impact food choices and activity levels.

Interventions, Strategies and Activities:

1. The hospital will continue to offer the *Healthier Families Program* which is a free, 10-week educational series that promotes a healthy lifestyle. This is offered in collaboration with the identified, underserved area in the Bay Shore School District and the Bay Shore Wellness Alliance, for children in grades 3-5 who have been identified as being at risk for future obesity-related health issues. This program was recognized by HANYS with an honorable mention for its 2016 Community Improvement Award. Future plans for the *Healthier Families Program* are to pursue staffing and financial support to continue the program and offer in another school district

Process measures: Participants are measured for height/weight/BMI; BMI is measured again at the end of the session to assess improvement. At the end of the program, students and parents are surveyed to demonstrate an increase in knowledge and awareness of a healthy lifestyle after the 10-week session. Participants have a goal of 500 minutes of exercise and change in behavior is measured.

2. **Year One Update: May 1, 2016 through April 30, 2017:**

The *Healthier Families Program* is now in its fifth year and will continue in 2017. In planning for growth and expansion of this educational program, a second registered dietitian, as well as ancillary personnel have been mentored. The program was presented to the West Islip School District Health and Wellness Committee members in April 2017. Additional meetings and sessions are planned to discuss the feasibility and implementation of this program in this school district for the 2017-18 school year.

3. Free community lectures *Food for Thought* workshops are offered highlighting the importance of nutrition.

Process measures: The goal is to increase change in knowledge by 75%, which will be measured at the conclusion of each lecture via an exit survey instrument.

Year One Update: May 1, 2016 through April 30, 2017: The *Food for Thought* workshop was introduced in this time period with 150 total attendees. Topics focused on Foods that Fight Fatigue, Proteins, and Diabetes. Measured via an exit survey after each lecture, 97% of the respondents reported an increase in knowledge of each subject area.

4. Free bariatric educational seminars are held twice a month hosted by one of three bariatric surgeons and bariatric support groups are offered.

Process measures: The goal is to increase awareness and change in knowledge of obesity throughout the surrounding areas by 25%, measured by the amount of people in the community and surrounding communities who attend the bariatric educational seminars.

Baseline: May 1, 2015 through April 30, 2016: 573 people attended the bariatric seminars offered at Good Samaritan Hospital.

Year One Update: May 1, 2016 through April 30, 2017: 463 people attended the bariatric seminars offered at Good Samaritan Hospital. This is a decrease of 110 or 19.2% from the prior period. To increase attendance, the bariatric surgeons, bariatric coordinator and the staff at Good Samaritan continue to create an awareness of health issues related to obesity and the availability of bariatric seminars by educating patients and others interested in bariatric services.

5. Good Samaritan offers free bariatric support groups twice a month, facilitated by a registered nurse and visited by a licensed clinical social worker with a background in eating disorders. These groups help patients prepare for surgery and make necessary changes to be successful in their journey to a healthier lifestyle. In addition,

those post-surgery receive the support needed to continue to maintain a healthy lifestyle following weight loss surgery.

Process measures: Identify the number of new participants. Attendees will complete the Long Island Health Collaborative (LIHC) Wellness Survey at both the start and end of the program to measure effectiveness of the program.

Year One Update: May 1, 2016 through April 30, 2017: The average number of attendees at an evening meeting is 36, of which 16 new participants would be pre-surgical. The average number of attendees at an afternoon meeting is 23, of which 9 would be pre-surgical. As the support group attendees can be different at each session, the LIHC Wellness Survey was not suitable for this forum.

6. Good Samaritan offers the New York State 16-week Diabetes Prevention Program in collaboration with the New York State Department of Health.

Process measures: An initial risk assessment for diabetes is given to patients prior to starting the program, which includes questions about height, weight, and medical and family history. Participants are weighed at the beginning of every meeting; physical activity, weight and diet is recorded in a journal. The goal is to increase by 5% the number of participants who lost the desired 7% or more of their body weight and who reached the 150 minutes of physical activity. Also, the goal is for each participant to increase the average weight loss by two pounds. Attendees will complete the Long Island Health Collaborative Wellness (LIHC) Survey at both the start and end of the program to measure the program's effectiveness.

Year One Update: May 1, 2016 through April 30, 2017: The Diabetes Prevention Program started with 18 participants; 2 were eliminated due to health conditions which prevented continuation of the program. A third participant could not continue due to transportation difficulties. A total of 15 participants completed the program, including post-core sessions. The average weight loss was 9.5 pounds, which is 2.5 less pounds than the year before, and all 15 participants reached the goal of 150 minutes of physical activity. Pending staff and location availability, it has not yet been determined if the Diabetes Prevention Program will continue. The LIHC wellness survey was not used for the program.

7. Good Samaritan Hospital will actively promote the Long Island Healthy Collaborative's walking program by distributing promotional materials at community events and through social media reach. Good Samaritan 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.
8. 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%.

Baseline: May 1, 2015 through April 30, 2016: There were 77 participants in the American Heart Walk, 197 total participants in the Making Strides Walks (Jones Beach and eastern Long Island), and 12 participants in the Marcum Workplace Challenge.

Year One Update: May 1, 2016 through April 30, 2017: There were 77 participants in the American Heart Walk, 97 total participants in the Making Strides Walks (Jones Beach and eastern Long Island) and 12 participants in the Marcum Workplace Challenge.

The participation in the American Heart Walk and the Marcum Workplace Challenge remained unchanged. There was a 50.1% decrease in participation in the Making Strides Walk. In order to increase participation and meet the goal, kick-offs for the walks will be held in the employee cafeteria, and information will be shared on social media to spread awareness of all walks.

Additional Activity:

CHS was the Medal of Honor title sponsor for the second consecutive year serving again as the official race medicine provider for the 2016 CHS Suffolk County Marathon and Freedom Fest. The net proceeds from the annual event benefits local veterans' services organizations. There were 33 Good Samaritan employees who worked in the race medicine tent, 9 participated in the marathon, and 4 worked at the Freedom Fest.

Priority Number Two: Preventive Care and Management

Goal: Increase community knowledge and access to preventive care and management for heart health diseases such as cardiovascular disease and diabetes. Provide the proper tools and knowledge for individuals to understand the importance of screenings and preventive health. Reduce cancer mortality and morbidity with education, screenings and support. Provide the latest treatment options for those with malignant disease, with special attention to health disparities such as higher incidence of cancer in specific populations.

Interventions, Strategies and Activities:

1. Good Samaritan will continue to host its annual Theresa Patnode Santmann Heart and Soul Symposium, a free seminar exploring aspects of wellness and chronic illnesses. Choices for workshop topics are determined using interests from community members via survey suggestions.

Process measures: Increase attendance at annual event by 12% over the previous year's attendance of 220.

Year One Update: May 1, 2016 through April 30, 2017: The Theresa Patnode Santmann Heart and Soul Symposium is scheduled for August 16, 2017.

2. The hospital offers the free *Open Your Heart to Health* program at the Westfield South Shore Mall in Bay Shore, which is near medically underserved communities. Community members have an opportunity to talk to cardiologists, registered dietitians, cardiology technologists and nurses regarding cardiac health and disease prevention. Participants experience hands-on learning/activities and are offered free blood pressure, cholesterol and BMI screenings.

Process measures: Track number of screenings provided to community members and increase by 5% over each year.

Baseline: May 1, 2015 through April 30, 2016: One *Open Your Heart to Health* program was offered. A total of 166 screenings were provided, 95 cholesterol and 71 blood pressure.

Year One Update: May 1, 2016 through April 30, 2017: Two *Open Your Heart to Health* programs were offered. A total of 220 screenings were provided; 130 cholesterol and 90 blood pressure. This is an increase of 32.5% over the prior period.

3. In an effort to educate community members on the importance of heart health and healthy cholesterol and blood pressure levels, health care professionals participate in free, community-based screenings for cholesterol and high blood pressure held at local libraries, street fairs and festivals, and community and hospital-based health fairs.

Process measures: Track number of screenings provided to community members at each event and increase by 5% over each year.

Year One Update: May 1, 2016 through April 30, 2017: Staff provided a total of 51 blood pressure screenings at the West Islip Library, conducted on the first Wednesday of each month. To better evaluate the event, the number of screenings rather than number of people seen will be recorded. The goal is to increase the number of screenings by 5% each year. This data will be compared in the Year Two Update.

4. Provide free community lectures highlighting nutrition and cardiology and provide speakers and information on the importance of nutrition, heart health and diabetes. Offer free BMI and blood pressure screenings.

Process measures: Increase the number of screenings provided at each event by 10% over the previous year. Also, increase the change in knowledge by 15%, measured at the conclusion of each lecture through exit surveys.

Year One Update: May 1, 2016 through April 30, 2017: A total of 109 blood pressure and 32 BMI screenings were provided at the community lectures. All attendees answered that they had increased their knowledge on the subject after the lecture. To better evaluate the events, the number of screenings rather than number of people seen is recorded; the goal is to increase the number of screenings by 10% each year. This data will be compared in the Year Two Update

5. Good Samaritan Hospital offers a free cardiac rehabilitation support group and pulmonary disease support group.

Process measures: Identify the number of new participants. 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 One Update: May 1, 2016 through April 30, 2017: The programs will continue to be monitored for new participants. There is no data to report for the current period.

6. Good Samaritan 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: Track the number of attendees and measure the number of screenings conducted (blood pressure, cholesterol, BMI) to identify any health concerns for community members.

Baseline: May 1, 2015 through April 30, 2016: There were 8 Healthy Sundays events with 716 screenings, including 340 blood pressure, 184 BMI, 221 flu vaccinations and 393 cholesterol screenings. Referrals for free follow-up care were provided to 176 individuals.

Year One Update: May 1, 2016 through April 30, 2017: During this time period, 7 events were held with 301 screenings, including 147 blood pressure, 87 BMI and 172 flu vaccinations. Referrals for free follow-up care were provided to 38 individuals. There were fewer attendees and number of screenings than the prior period, as cholesterol screenings were not offered during this time period, attracting less participants. Healthy Sundays outreach events now include additional community partners, offering additional education and referrals to increase attendance.

7. In conjunction with the Suffolk County Department of Health (SCDOH), Good Samaritan Hospital Medical Center offers a free smoking cessation program: Learn to be Tobacco-Free.

Process measures: Participants will receive a follow-up phone call 3 months after the conclusion of the program, followed by a survey at 6 and 12 months. In addition, the county offers support groups on the first Wednesday of every month, and a nurse practitioner is available by phone to further assist past and present participants. The goal is to increase the quit rate by 5%.

Baseline: May 1, 2015 through April 30, 2016: There were 12 participants and 10 were certified (attending four out of the six classes). Five quit smoking as of the last session, for a 50% quit rate.

Year One Update: May 1, 2016 through April 30, 2017: Due to a location change, only two participants were able to complete the program. Five participants quit smoking as of the last session, for a 100% quit rate.

8. GSH hosts a free *Positively Pink!* event at the Westfield Mall in Bay Shore, which is located near medically underserved communities. Community members have the opportunity to talk to breast health experts, registered dietitians and nurses about breast health and disease prevention. Information, blood pressure screenings and on-site mammography appointment scheduling are offered.

Process measures: Track number of screenings provided to community members at each event and increase by 5% over each year.

Year One Update: May 1, 2016 through April 30, 2017: Due to lack of availability at the Westfield Mall in fall 2016, the *Positively Pink! Event* was not held. Instead, a smaller *Family Wellness Fair* was held at the Westfield Mall in Bay Shore focusing on women and children's health. Health education material was provided to all attendees. Screenings were not offered at this wellness fair. GSH is planning to offer a *Positively Pink!* event in fall 2017.

9. GSH will post educational videos on Youtube.com/gshmc on various topics such as genetic counseling, colon cancer prevention and diagnosis, etc.

Process measures: The goal is to increase the number of views by 50%, benchmarked at 1,000 views.

Baseline: May 1, 2015 through April 30, 2016: Educational videos had 3,980 views in this period.

Year One Update: May 1, 2016 through April 30, 2017: To date, the videos have reached 12,452 views, a 213% increase over the prior period.

10. Free *Good Sam University* community lectures highlighting cancer are offered. A change in knowledge will be measured at the conclusion of each lecture via a survey instrument.

Process measures: The goal is to exceed the previous year's attendance by 5% and to increase change in knowledge by 75% of respondents reporting an increase in knowledge of each subject area.

Baseline: May 1, 2015 through April 30, 2016: There were 339 attendees at lectures during this period,

Year One Update: May 1, 2016 through April 30, 2017: There were 283 attendees at lectures, 56 fewer or a 16.5% decrease. Attendance at the fall 2016 lecture was low. All attendees responded having an increase in knowledge on the lecture subject. Additional lectures are planned for the fall of 2017; events will be promoted in the community in order to increase attendance.

Priority: Mental Health

Goal: To provide target populations with information about the signs and symptoms of mental health and substance abuse issues (often occurring concomitantly with a chronic disease) and to offer links to community-based clinical

programs and services. The hospital will help community members through early identification of mental health or abuse issues among patients of all ages.

Interventions, Strategies and Activities:

1. Good Samaritan Hospital plans to participate in the Mental Health First Aid training at St. Francis Hospital in November 2016 being 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.

Year One Update: May 1, 2016 through April 30, 2017: Good Samaritan staff were unable to participate in this training. The hospital will try to locate another Mental Health First Aid training class near Suffolk County.

2. Good Samaritan Hospital will support Long Island Health Collaborative and DSRIP projects that address mental health.
3. When a lack of access to mental health resources is identified, Good Samaritan 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, Good Samaritan Hospital will use LIHC's database to identify or recommend a suitable option.

The new CHS *Mental Health and Substance Abuse Services Guide* is available throughout the hospital and distributed at all Good Samaritan Hospital outreach events.

4. A Town Hall meeting to talk about substance abuse on Long Island will be held at St. Joseph Hospital in fall 2016 and broadcast live on Telecare. The panel will include experts from CHS, Catholic Charities, the Diocese of Rockville Centre and Hope House Ministries along with community members and families affected by substance abuse. Telecare—The Best in Catholic Television! © is a not-for-profit, state-of-the-art television and production facility. In collaboration with CHS, Telecare is producing a DVD that will focus on substance abuse on Long Island. The DVD will be shown to Catholic school students and religious education students, available on all CHS and Diocesan websites and will also have its own website. Related literature with education and resource information will be provided for students, parents, and parishioners and will be available on all of the previously listed websites.

A Town Hall meeting was not held, instead a large, multidisciplinary committee collaborated. Telecare completed the DVD, and it was shown in the Catholic schools accompanied by an activity packet for classroom use.

5. 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 April 2017 and is being 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. The guide has been distributed to all CHS entities, community partners and is made available at all community outreach events. The guide is also being distributed by the Diocese of Rockville Centre to all Long Island Catholic churches.

Living the Mission

In late 2014, 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, particularly obesity, through its “*Are You Ready Feet?*” walking program and other online resources. More information can be found at lihealthcollab.org.

In August 2016, Catholic Home Care (CHC) spoke to members of the Tanner Park Senior Center in Copiague about CHC’s reconcile/engage/assess/coach/teach back (REACT™) program. This standardized medication management process focuses on patient and caregiver engagement in medication management using coaching strategies and teach-back to ensure an accurate medication list and an understanding of the purpose, administration and side effects of physician-ordered medications.

During 2016, CHS’s Maryhaven Center of Hope food pantry provided more than 70 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 2016, CHS participated in HOPE DAY in Valley Stream, providing free blood pressure screenings and health education material to more than 5,000 Long Island residents. HOPE DAY brings together community and faith-based organizations in areas of need offering necessities, free food, entertainment and health education.

In the last quarter of 2016, CHS employees once again pulled together to help others less fortunate in underserved areas. Numerous turkeys, toys and other items were distributed in partnership with the Wyandanch-based Gerald J. Ryan Outreach Center, the Interfaith Nutrition Network of Hempstead, AI’s Angels, local churches and other organizations. Also, CHS Services and CHS Physician Partners joined forces for the 8th annual toy drive, distributing almost 1,000 new toys—an increase of more than 35% over the previous year. Warm winter clothing articles were collected for those in need, as well.

At the end of 2016, CHS met with partners from the Creating Healthy Schools and Communities (CHSC) NY State Department of Health grant. Members include Sustainable Long Island, Cornell Cooperative Extension of Suffolk County (Eat Smart NY), Western Suffolk BOCES and Stony Brook Medicine. In 2017, CHS and CHSC collaborated on outreach events held in select communities that are also assisted by CHS’s Healthy Sundays program.

In early 2017, Catholic Health Services began its Faith-Based Behavioral Health Collaboration supporting faith-based organizations in addressing the behavioral health needs of its members and communities. In addition to providing education on behavioral health disorders to members of the clergy, CHS’s licensed mental health professionals are available to provide crisis support and connect members to the services they need to stay emotionally, spiritually and physically healthy. The goals are to increase the awareness of behavioral health issues, provide guidance to better navigate them, and the professional support services where more treatment is deemed appropriate.

On March 28, 2017, CHS partnered with Our Lady of Mercy Academy in Syosset, NY, to present the third annual “Focus on the Future: Making Healthy College Choices” seminar for approximately 25 students and their families. Panelists addressed obesity/weight management, mental health, physical safety and other issues.

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

Good Samaritan Hospital, along with the other CHS hospitals and continuing care entities, hosts blood drives throughout the year, collecting more than 2,000 pints of blood in 2016.

Cultural Competency and Health Literacy (CCHL) training is being provided to CHS employees to advance cultural and linguistic competence, promote effective communication to eliminate health disparities and enhance patient outcomes. More than 90 people from across the system were trained by a CCHL master facilitator in 3, back-to-

back sessions on January 9, 2017 at the Farmingdale office. CCHL education is also offered through web-based training.

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. CHS also supports two Soundview Pregnancy Services locations and collaborates with Regina Residence, operated by Catholic Charities.

Regina Residence, operated by Catholic Charities, 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. In 2016, 109 individuals called this line.

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: Health Connect" feature experts providing medical, nutritional and fitness information. The shows are broadcast on Telecare TV, reaching 6.2 million households in the tri-state area, and accessible on www.telecaretv.org. CHA has been awarded two Telly Awards for the "Lifestyles at the Heart of Health" program. These programs and other health-related videos can be viewed on demand on CHS's YouTube channel at <https://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 also 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. These tips are also taped and hosted on CHS's YouTube Channel and in fall 2017 will be on Telecare TV'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 2, 2016 and April 30, 2017, six events were supported by Good Samaritan Hospital's Vice President of Human Resources as chair of the LI STEM Hub Health Care Regional Industry Council and as chairperson of the Nassau-Suffolk Hospital Council Human Resources Committee. A total of 223 individuals participated in career development forums, conferences and workshops hosted by colleges and other institutions, and CHS was represented on panels and in workgroups.

Our Lady of Consolation Nursing & Rehabilitative Care Center's 110 volunteers contributed 87,137 hours of service serving as spiritual care companions, extraordinary ministers of Holy Communion and providing other services to residents.

CHC continued to provide patients and families with needed services using the 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 earned a two-year grant from the National Alliance for Grieving Children to provide bereavement services to Hispanic children and their parents.

Good Shepherd Hospice conducted free bereavement support groups 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.

Spring memorial services conducted by Good Shepherd Hospice were held at Mercy and St. Charles hospitals in April. These events are offered to families who have experienced a loss in the past six months.

In July 2016, Bob Sweeney's Camp H.O.P.E., an annual two-day free children's bereavement camp, had the highest attendance in its 14-year history, with more than 100 children and their families participating. The camp was held at Camp Alvernia in collaboration with Good Shepherd. Volunteer professional staff from Good Shepherd Hospice provide staffing for the camp.

Hospice families continue to benefit from a \$100,000 donation from the family of a patient served by Good Shepherd Hospice in 2014. Monies from this donation are restricted to the provision of aide services in excess of the hospice benefit.

Gabriel's Courage, a Good Shepherd Hospice program offering support and care for families experiencing a life-limiting pregnancy, saw an increase in referrals in the last quarter of 2016. Three families were referred for free services and continue to be followed by the team. Good Samaritan is the primary referral source for this program.

Dissemination of the Plan to the Public

The Good Samaritan Hospital Medical Center Community Service Plan will be posted on the hospital's website at www.good-samaritan-hospital.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 Good Samaritan 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, Good Samaritan 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. Good Samaritan Hospital is committed to continue to develop ways to best serve the community.