

# Good Samaritan Hospital Medical Center

## Community Service Plan

2016-2018



Approved by the Board of Trustees on October 4, 2016



**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	Coram Fire Department
American Diabetes Association	Deer Park Fire Department
American Parkinson Disease Association	Dix Hills Fire Department
Amityville Fire Department	East Brentwood Fire Department
Amityville Public Library	East Farmingdale EMS
Amityville School District	East Marion Fire Department
Babylon Public Library	East Northport Fire Department
Babylon Rescue	Emergency Ambulance Services (EAS)
Bay Shore School District	Exchange Ambulance of Islip
Bay Shore/ Brightwaters EMS	Fair Harbor Fire Department
Bay Shore/Brightwaters Public Library	Good Samaritan Nursing Home, Sayville
Bethpage Federal Credit Union	Good Shepherd Hospice, Farmingdale
Bohemia Fire Department	Hampton Bays Volunteer Ambulance
Brentwood Legion Ambulance	Huntington Community First Aid Squad
Catholic Charities	Islip Terrace Fire Department
Catholic Home Care, Farmingdale	Kings Park Fire Department
Central Islip/ Hauppauge Ambulance	Lindenhurst Fire Department
Commack Ambulance	Lindenhurst Public Library
Commack Volunteer Ambulance	Long Island Blood Services
Continued Care of Long Island, Farmingdale	Long Island Health Collaborative (LIHC)
Copiague Fire Department	Lord & Taylor, Bay Shore
Copiague Public Library	Manorville Community Ambulance

Maryhaven Center of Hope, Port Jefferson  
Medford Ambulance  
Mercy Medical Center, Rockville Centre  
Middle Island Fire Department  
Nissequoque Fire Department  
Our Lady of Consolation Nursing & Rehabilitative  
Care Center, West Islip  
Patchogue Ambulance  
Riverhead Volunteer Ambulance  
Sayville Community Ambulance  
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  
Suffolk County Police Department  
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  
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 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. The duration of the survey was 6 months, January to June 2016.

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?

- Drug & alcohol abuse 41.66%
- Cancer 35.84%
- Obesity/weight-loss issues 26.28%
- Mental health depression/suicide 24.32%
- Diabetes 22.74%
- Heart disease & stroke 19.94%
- Safety 15.09%
- Asthma/lung disease 11.89%
- Child health & wellness 11.29%
- Environmental hazards 10.94%
- Women's health & wellness 10.02%
- HIV/AIDS & Sexually Transmitted Diseases (STD) 5.50%
- Vaccine preventable diseases 3.51%

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

- Obesity/weight-loss issues 28.24%
- Women's health & wellness 27.32%
- Cancer 25.91%
- Heart disease & stroke 25.23%
- Diabetes 21.18%
- Mental health depression/suicide 16.36%
- Safety 14.20%
- Asthma/lung disease 12.85%
- Environmental hazards 11.34%
- Drugs & alcohol abuse 9.02%
- Child health & wellness 8.83%
- Vaccine preventable diseases 4.39%
- HIV/Aids/sexually transmitted disease 3.48%

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

- No insurance 47.95%
- Unable to pay co-pays/deductibles 42.82%
- Fear 31.13%
- Transportation 21.04%
- Don't understand need to see a doctor 18.98%
- Language barriers 14.47%
- There are no barriers 12.47%

- Don't know how to find doctors 9.43%
  - Lack of availability of doctors 7.97%
  - Cultural/religious beliefs 5.57%
4. Which of the following is the MOST needed to improve the health of your community?
- Drug and alcohol rehabilitation services 31.92%
  - Healthier food choices 29.79%
  - Job opportunities 29.52%
  - Mental health services 24.49%
  - Clean air and water 21.49%
  - Transportation 16.95%
  - Safe places to walk/play 16.52%
  - Weight-loss programs 14.86%
  - Recreation facilities 14.41%
  - Smoking cessation programs 14.07%
  - Safe childcare options 10.94%
  - Safe worksites 5.73%
5. What health screenings or education/information services are needed in your community?
- Drug and alcohol 26.57%
  - Mental health/depression 23.36%
  - Cancer 21.11%
  - Importance of routine well checkups 20.94%
  - Nutrition 20.64%
  - Exercise/physical activity 20.58%
  - Diabetes 19.49%
  - Blood pressure 19.00%
  - Cholesterol 11.96%
  - Dental screenings 11.64%
  - Heart disease 11.02%
  - Emergency preparedness 10.45%
  - Suicide prevention 7.38%
  - Eating disorders 6.75%
  - HIV/AIDS/STDs 6.20%
  - Vaccination/immunizations 5.32%
  - Disease outbreak information 4.68%
  - Prenatal care 3.51%
6. I identify as:
- Female 70.58%
  - Male 29.24%
  - Other 0.18%
7. Average age of respondents: 48

8. What race do you consider yourself?	
• White/Caucasian	85.73%
• Black/African-American	8.92%
• Multi-racial	3.12%
• Native American	0.17%
• Asian/Pacific Islander	0.15%
9. Are you Hispanic or Latino?	
• No	72.37%
• Yes	20.09%
• No answer	7.54%
10. What is your annual household income from all sources?	
• \$0-\$19,999	20.80%
• \$20,000-\$34,999	15.19%
• \$35,000-\$49,999	8.87%
• \$50,000-\$74,999	13.56%
• \$75,000-\$125,000	24.58%
• >\$125,000	17.01%
11. What is your highest level of education?	
• College graduate	26.22%
• High school graduate	21.17%
• Some college	19.46%
• Some high school	6.33%
• Technical school	5.41%
• Other (Nursing school, GED)	3.73%
• K-8 grade	2.37%
• Doctorate	2.13%
• Graduate school	1.60%
12. What is your current employment status?	
• Employed for wages	56.63%
• Retired	18.59%
• Out of work/looking for work	8.04%
• Out of work, but not currently looking	6.63%
• Self-employed	6.50%
• Student	3.50%
• Military	0.01%
13. Do you currently have health insurance?	
• Yes	90.00%
• No	7.72%
• No, but I did in the past	2.29%

## **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 underserved 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. 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.

3. Free bariatric educational seminars are held monthly 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 via exit surveys.

4. Good Samaritan Hospital offers a free bariatric support group to help patients maintain a healthy lifestyle following weight loss surgery.

**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.

5. 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 Survey at both the start and end of the program to measure the program's effectiveness.

6. 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.
7. All CHS entities participate as a team in the American Heart Association Heart Walk, the Long Island Marcum Workplace Challenge—a 3.5-mile run-walk for charity—and American Cancer Society's Making Strides against Breast Cancer walk. These events promote walking for physical activity and good health for employees and the community. Educational materials are offered at each event to participants.

**Process measures:** The goal is to increase the number of hospital participants over the previous year by 5%.

## **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.

2. The hospital offers the *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.

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.

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.

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.

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.

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%.

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.

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.

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.

### **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.
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.
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.

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.

### **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](http://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.