

**Mercy Medical Center**

# **Community Service Plan**

**2016-2018**  
**Year One Update**



Approved by the Board of Trustees on October 3, 2017



**Mercy Medical Center**  
Catholic Health Services  
At the heart of health

1000 North Village Avenue  
Rockville Centre, NY 11570  
(516) 705-2525

<http://mercymedicalcenter.chsli.org/>



## **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.

## **Mercy Medical Center Service Area**

Mercy Medical Center is located on the south shore of Nassau County in Rockville Centre. A not-for-profit hospital with 375 beds, Mercy is a member of Catholic Health Services serving the health care needs of Nassau County and the surrounding area. The population in the hospital's primary service area is ethnically quite diverse with a population of more than 500,000 residents. Mercy's service area consists of some of the poorest populations in Nassau County, including four (Hempstead, Roosevelt, Freeport, and Uniondale) of the eight highest poverty zip codes in the county. Mercy Medical Center's discharge data indicates that Mercy continues to serve the economically challenged community.

## **Key Health Partners**

Partnering with community-based organizations is the most effective way to determine how the health priorities will be addressed. Some of Mercy Medical Center partners include:

American Cancer Society	Maryhaven Center of Hope, Port Jefferson
American Diabetes Association	Molloy College, Rockville Centre
American Heart Association	Nassau County EMS
American Parkinson Disease Association	New York Institute of Technology College of Osteopathic Medicine, Central Islip
Baldwin EMS	Oceanside EMS
Cancer Services Program of Nassau County	Our Holy Redeemer Church, Freeport
Catholic Charities	Our Lady of Consolation Nursing & Rehabilitative Care Center, West Islip
Catholic Home Care, Farmingdale	Our Lady of Mercy Academy, Syosset
Cornell Cooperative Extension/Eat Smart NY	Queen of the Most Holy Rosary Church, Roosevelt
Fidelis Care	RotaCare, Uniondale
Freeport Memorial Library	Sacred Heart Academy, Hempstead
Gerald J. Ryan Outreach Center, Wyandanch	Saint Martha R.C. Church, Uniondale
Good Samaritan Hospital Medical Center, West Islip	Saint Mary of the Isle Church, Long Beach
Good Samaritan Nursing Home, Sayville	Senator Kemp Hannon, Nassau County
Good Shepherd Hospice, Farmingdale	Sisters United in Health
Hempstead Senior Community Center	Society of St. Vincent de Paul
Hispanic Brotherhood, Rockville Centre	St. Catherine of Siena Medical Center, Smithtown
Hunter EMS	St. Catherine of Siena Nursing & Rehabilitation Care Center, Smithtown
Lakeview EMS	St. Charles Hospital, Port Jefferson
Lawrence/Cedarhurst EMS	St. Francis Hospital, Roslyn
Long Island Health Collaborative (LIHC)	
Malverne EMS	
Malverne Women's Club	
Malverne Public Library	

St. Joseph Hospital, Bethpage  
Stony Brook Medicine/Creating Healthy Schools  
and Communities  
Sustainable Long Island/Creating Healthy  
Schools and Communities  
Telecare

Uniondale EMS  
Western Suffolk Boces/Creating Healthy Schools  
and Communities

### **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, Mercy Medical Center reviewed the data for the hospital's service area by selected zip codes. Below are the findings for Mercy Medical Center:

1. What are the biggest ongoing health concerns in the community where you live?
  - Cancer 13.87%

- Diabetes 13.82%
  - Drug & alcohol abuse 13.81%
  - Mental health depression/suicide 10.12%
  - Obesity/weight-loss issues 9.43%
  - Heart disease & stroke 9.38%
  - Safety 5.57%
  - Child health & wellness 5.40%
  - Asthma/lung disease 4.93%
  - Women's health & wellness 4.29%
  - Environmental hazards 4.15%
  - HIV/AIDS & Sexually Transmitted Diseases (STD) 3.71%
  - Vaccine preventable diseases 1.52%
2. What are the biggest ongoing health concerns for yourself?
- Diabetes 13.07%
  - Cancer 12.44%
  - Heart disease & stroke 10.87%
  - Obesity/weight-loss Issues 10.33%
  - Mental health depression/suicide 10.12%
  - Women's health & wellness 8.33%
  - Drugs & alcohol abuse 6.31%
  - Asthma/lung disease 6.05%
  - Child health & wellness 5.83%
  - Safety 5.75%
  - Environmental hazards 4.44%
  - Vaccine preventable diseases 3.30%
  - HIV/Aids/sexually transmitted disease 3.16%
3. What prevents people in your community from getting medical treatment?
- No insurance 21.53%
  - Unable to pay co-pays/deductibles 18.65%
  - Language barriers 15.00%
  - Don't understand need to see a doctor 9.07%
  - Fear 8.75%
  - Lack of availability of doctors 7.92%
  - Don't know how to find doctors 5.67%
  - Transportation 5.44%
  - There are no barriers 4.04%
  - Cultural/religious beliefs 3.94%
4. Which of the following is the MOST needed to improve the health of your community?
- Healthier food choices 15.09%
  - Clean air and water 12.81%
  - Job opportunities 12.64%
  - Drug and alcohol rehabilitation services 10.74%
  - Mental health services 9.38%
  - Weight-loss programs 8.44%

• Smoking cessation programs	7.26%
• Recreation facilities	6.36%
• Safe places to walk/play	5.35%
• Safe childcare options	4.73%
• Transportation	4.21%
• Safe worksites	3.01%
5. What health screenings or education/information services are needed in your community?	
• Cholesterol	10.27%
• Blood pressure	10.23%
• Cancer	9.46%
• Heart disease	9.43%
• Nutrition	8.37%
• Drug and alcohol	8.11%
• Importance of routine well checkups	7.54%
• Exercise/physical activity	7.39%
• Eating disorders	6.62%
• Mental health/depression	5.96%
• Dental screenings	5.37%
• Emergency preparedness	4.42%
• Disease outbreak information	3.23%
• HIV/AIDS/STDs	2.89%
• Vaccination/immunizations	2.30%
• Suicide prevention	2.24%
• Prenatal care	1.41%
6. Where do you and your family get most of your health information?	
• Doctor/health professional	28.84%
• Internet	14.90%
• Family or friends	11.43%
• Television	8.78%
• Hospital	8.10%
• Newspaper/magazines	5.92%
• Health department	5.03%
• Social media	4.49%
• Library	3.27%
• Radio	3.20%
• School/college	2.65%
• Religious organization	1.77%
• Worksite	1.63%
6. I identify as:	
• Female	59.65%
• Male	39.91%
• Other	0.44%
7. Average age of respondents:	42

8. What race do you consider yourself?	
• White/Caucasian	49.25%
• Hispanic	19.04%
• Black or African-American	13.96%
• Multi-racial	6.57%
• Asian/Pacific Islander	4.16%
• Latino	2.08%
• Other	1.20%
• Native American	1.15%
• Indian	0.23%
• Spanish	0.23%
• Haitian	0.12%
• Moor	0.12%
• West Indian	0.12%
9. Are you Hispanic or Latino?	
• Yes	57.08%
• No	42.92%
10. What is your annual household income from all sources?	
• \$0-\$19,999	34.72%
• \$20,000-\$34,999	20.45%
• \$35,000-\$49,999	14.51%
• \$50,000-\$74,999	10.82%
• \$75,000-\$125,000	10.46%
• >\$125,000	9.04%
11. What is your highest level of education?	
• High school graduate	23.45%
• College graduate	18.99%
• Some college	15.31%
• Some high school	12.40%
• K-8 grade	9.39%
• Technical school	8.49%
• Graduate school	8.16%
• Doctorate	1.90%
12. What is your current employment status?	
• Employed for wages	40.63%
• Self-employed	21.78%
• Out of work/looking for work	11.51%
• Retired	11.17%
• Out of work, but not currently looking	8.01%
• Student	6.88%

13. Do you currently have health insurance?

- |                             |        |
|-----------------------------|--------|
| • Yes                       | 70.48% |
| • No                        | 23.23% |
| • No, but I did in the past | 6.29%  |

### **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.

### **Mercy Medical Center Interventions, Strategies and Activities**

#### **Priority Number One: Obesity**

**Goal:** Reduce obesity in adults through community-based awareness initiatives such as free community lectures and BMI screenings.

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

1. Mercy Medical Center will deliver at least 36 weight loss information sessions in both English and Spanish to people from surrounding underserved areas.

**Process measures:** Track of the number of attendees at each event and number of individuals recommended for follow up care. Survey attendees before and after session to see if there's an increase in knowledge. Increase attendance by 5% over previous year's sessions.

**Year One Update:** During the current period May 1, 2016 through April 30, 2017 the Diabetes Educator delivered 6 Nutrition and Weight Loss sessions to 40 people from the surrounding area. The hospital did not meet its goal as the Diabetes Educator moved to another facility. Mercy is presently recruiting a new educator; sessions and data collection will resume at that time.

2. Provide free screenings for cholesterol, blood pressure, and BMI within the select underserved communities.

**Process measures:** Track of the number of attendees at each event. Increase the number of screenings by 5% over previous year's screenings.

**Baseline: May 1, 2015 through April 30, 2016:** 59 screenings were provided at 2 community events.

May 30, 2015, Rockville Centre *Eat, Shop and Rock* fair: 34 blood pressure and 2 BMI screenings were provided.

June 19, 2015, CHS/Blessed Sacrament Parish health fair: 25 blood pressure screenings, and free health education materials were provided.

**Year One Update: May 1, 2016 through April 30, 2017:** Volunteer staff from Mercy provided 100 screenings at 3 community events. This is a 69% increase in screenings.

**May 4, 2016,** Rockville Centre, *Eat Shop and Rock* fair: 35 blood pressure screenings conducted and free health education material provided.

**August 30, 2016,** Fidelis Care's *Back to School* health fair was held in Hempstead: 40 blood pressure screenings and free health education material provided.

**September 17, 2016,** Mercy Hospital's Annual Health Fair: 25 blood pressure screenings and free health education material provided.

3. Mercy Medical Center offers a bariatric clinic for underserved individuals who are obese and at risk for developing related health issues.

**Process measures:** Track number of patients seen at Mercy's clinic and at the New York Bariatric Group who are eligible for reduced-fee care.

**Baseline: May 1, 2015 through April 30, 2016:** 34 weight loss sessions were delivered to 300 patients.

**Year One Update: May 1, 2016 through April 30, 2017:** The NY Bariatric Group delivered 52 weight loss sessions to 700 people. This is 18 or 34.6% more education sessions delivered to 400 or 25% more people than the previous period.

Also during the current period, 12 bariatric surgery educational sessions were delivered to a total of 96 attendees. None were offered in the prior reporting period.

4. Mercy Medical Center will actively promote the Long Island Health Collaborative's (LIHC) walking program by distributing promotional materials at community events and through social media. Mercy Medical Center will also share program information with CHS-affiliated physicians and mid-level practitioners to encourage more people to walk and choose a healthier lifestyle.

**Process measures:** Track number of community events where LIHC materials were shared.

**Year One Update:** The LIHC *Are You Ready Feet* program materials were shared at the three community events and the four Healthy Sundays events. These materials are also available in the hospital. LIHC tracks participation through enrollment on the *Are You Ready Feet* website and reports enrollment has increased slightly.



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

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

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

There were 48 participants in the Marcum Workplace Challenge. Mercy Hospital staff also participated in the in the Making Strides and American Heart Walk.

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

**Goal:** Increase access to and knowledge of disease preventive care for heart disease and diabetes in both clinical and community settings. Participate in community programs designed to reach people outside traditional health care settings. Continue to educate the community on various health and wellness programs in order to promote a healthier lifestyle.

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

1. Mercy Medical Center will host the annual *Wellness Day* and provide free blood pressure screenings with heart health and diabetes education and information for select underserved communities, including Hempstead, Roosevelt, Freeport and Uniondale.

**Process measures:** Track of the number of attendees the event. Provide an additional Wellness Event by year end 2017.

**Year One Update:**

A Wellness Day was held in May 2016 with 90 people attending from the surrounding area. Blood pressure screenings were provided to 25 individuals. Mercy's Hyperbaric Medicine & Wound Healing Center will host a Wellness Day in fall 2017.

2. The hospital will expand its free *Speakers Bureau* in order to provide free education to the community on various health and wellness programs and to promote healthier lifestyles.

**Process measures:** Conduct surveys before and after speaker event to determine if there was an increase in knowledge on the covered topic. Increase the *Speakers Bureau* lectures by 5% over previous year.

**Baseline: May 1, 2015 through April 30, 2016:** Mercy hosted 21 free education sessions through its *Speakers Bureau*.

**Year One Update:** During the period May 1, 2016 through April 30, 2017, Mercy hosted 31 free education sessions through its *Speakers Bureau*. All attendees received health education materials. This is a 48% increase over the 21 lectures held during the previous period May 1, 2015 to April 30, 2016. Surveys were not conducted at these events.

- Nine ostomy support group sessions for 90 people from the surrounding Mercy catchment area. A speaker was at each one of the sessions, delivering health information on a variety of topics.
  - Two stroke presentations were held: March 8, 2017 at the Rockville Centre Community Center with 28 attendees and March 21, 2017 in Lakeview with 15 attendees.
  - A health information session was held on April 5, 2017 at the Hispanic Brotherhood of Rockville Centre with 20 attendees.
  - A colorectal awareness information event was presented at Mercy with 20 attendees.
  - Nine *Loss of a Spouse/Partner* support group sessions and nine general bereavement support group sessions were held at Mercy in partnership with Good Shepherd Hospice.
3. Promote culturally relevant chronic disease self-management education through free monthly diabetes education sessions.

**Process measures:** Conduct surveys before and after speaker event to determine if there was an increase in knowledge on the covered topic.

**Baseline: May 1, 2015 through April 30, 2016:** 36 diabetes education sessions were delivered to 46 people.

**Year One Update: May 1, 2016 through April 30, 2017:** 28 diabetes education sessions were delivered to 129 individuals from surrounding underserved communities. Although there was a 180% increase in attendance, there were 22% fewer classes. This is due to the suspension of Information sessions when Mercy's diabetes educator moved to another facility. Mercy is presently recruiting a new educator; sessions and data collection will resume at that time.

4. Free wound care screenings will be offered at Mercy's annual Wellness fair.

**Process measures:** Track number of wound care screenings performed and the number of individuals recommended for follow-up care.

**Year One Update:** From May 1, 2016 through April 30, 2017, Mercy offered 2 free wound care screenings at the hospital with a total of 33 attendees. Free wound care screenings will be included in the fall 2017 Wellness Fair, too.

5. In collaboration with Molloy College, Mercy Medical Center will offer its first, free cardiac screening for Molloy College athletes.

**Process measures:** Track the number screenings and those identified for follow up care. After review of the success of the program, Mercy and Molloy will determine if the program will be repeated annually.

**Year One Update:** In August 2016, Mercy provided free cardiac screenings to six Molloy College athletes. One student was identified with a minor heart problem and was referred to a physician for follow-up. The program was a success, and Mercy plans to deliver another screening by year end 2017.

6. Mercy Medical Center staff volunteer at CHS Healthy Sundays community outreach events held in underserved churches, offering free health screenings and providing educational materials on obesity and diabetes.

**Process measures:** Participate in at least four to five events per year. Record the number of attendees, screenings and referrals at each event in order to increase the number of screenings and referrals that would identify any health concerns for community members.

**Baseline: May 1, 2015 through April 30, 2016:** Volunteer staff from Mercy provided screenings at five events with 265 attendees in the underserved communities of Uniondale, Long Beach and Roosevelt. Blood pressure screenings were provided to 230 attendees, 69 received BMI screenings, 193 flu vaccinations were administered and all were offered health education materials. There were four referrals to the Bishop McHugh Health Center for free follow-up care.

**Year One Update: May 1, 2016 through April 30, 2017:** Volunteer staff from Mercy provided screenings at four Healthy Sunday events with 160 attendees in the underserved communities of Uniondale and Long Beach. Blood pressure screenings were provided to 58 individuals, 69 received flu vaccinations, and all received health education materials. There was one referral to the Bishop McHugh Health Center for free follow-up care.

This is one less event with 105 or 39.6% fewer participants, 172 or 75% fewer blood pressure screenings and 124 or 64% fewer flu vaccinations. One large event in Roosevelt, previously hosted by Mercy staff, was conducted by a different CHS entity. There were no screenings offered at one Healthy Sunday event, however, health education material was provided to all attendees.

To increase attendance and screenings in the coming year, Mercy will provide screenings at an additional event at a new, underserved parish. The Healthy Sundays Coordinator will also work with parish staff to further promote the events.

#### Additional Activities:

1. Mercy Medical Center and St. Francis Hospital partnered to donate 50 automated external defibrillators (AEDs), valued at \$1,500 each, to the Town of Hempstead for placement at parks, pools, beaches and senior centers. Defibrillators are often utilized by police, fire and other emergency personnel due to their proven ability to save lives. The devices, produced by Cardiac Science Corporation, come with step-by-step instructions, so in the event of an extreme emergency, anyone can quickly learn the steps to help someone in cardiac arrest. The devices include bilingual (Spanish/English) instructions, making them accessible to a broad population across the town. In June 2017, a man was saved thanks to the CHS donated defibrillator.
2. Stepping On Classes: the seven-week Stepping On program is an evidence-based fall prevention program designed to reduce falls and build confidence in older adults.

**Year One Update:** One class was held from September 27, 2016 through November 8, 2016 and had 15 participants. An additional class was held April 11, 2017 through May 23, 2017 with 12 participants. There is an additional classes scheduled for the fall of 2017.

**Priority: Mental Health**

**Goal:** Increase community awareness of mental health/substance abuse and offer links to community-based clinical programs and resources.

**Interventions, Strategies and Activities:**

1. Mercy Medical Center plans to participate in the Mental Health First Aid training in November 2016 at St. Francis Hospital 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:** Mercy staff were unable to participate in the training held November 2016. However, the hospital is very active in activities that increase community awareness of mental health/substance abuse issues.

2. Mercy Medical Center will support Long Island Health Collaborative and DSRIP projects that address mental health.

**Year One Update:** Mercy Medical Center is participating in DSRIP project 2.b.ii project, co-locating primary care adjacent to the Emergency Department. The practice headed by Jacqueline Delmont, MD will be operating the primary care practice and leasing space from Mercy. The site opened July 2017 and is working to obtain PCMH 2014 Level III certification by March 31, 2018. In addition, the primary care space will be participating in other DSRIP projects. As part of 3.a.i, the integration of primary care and behavioral health, the site will be participating in Model 1 and will embed a Licensed Master Social Worker. The Social Worker will be a member of Mercy's outpatient behavioral health clinic staff covering two to three days per week. Additional DSRIP participation will occur in 2017.

Mercy is also participating in the DSRIP 3a.ii Crisis Intervention Project.

Additional activities:

- Mercy Medical Center's behavioral health services provides a bimonthly family support group for the community and caregivers of the clinic's patients. The family support group is a supportive vehicle for caregivers.
- Mercy Medical Center's Director of Behavioral Health Services is a member of Nassau County's heroin taskforce. This advocacy activity and has engendered valued relationships with key county leadership on the local opioid crisis.
- Mercy Medical Center's Behavioral Health Services staff provided the following nine free mental health presentations covering a variety of topics.
  - 8/17/16: A behavioral health presentation for the diabetes support group was held at Mercy with 25 attendees.
  - 9/17/16: A behavioral health information table was included in the Mercy Health Fair, which had 125 attendees.
  - 10/6/16: A *Managing Stress* presentation was held at the Malverne Public Library with six attendees.

- 12/16/16: Behavior health clinicians met with representatives from St. Vincent de Paul (SVdP) of Long Island to discuss a partnership where Mercy’s behavioral health staff would evaluate SVdP clients scheduled to leave their transitional housing programs in Roosevelt for a stable and budget-friendly living arrangement.
  - 2/15/17: A behavioral health presentation covering tobacco cessation was held at an American Red Cross heart event at Crest Hollow Country Club with 125 attendees.
  - 3/28/17: A staff member from Mercy’s outpatient behavioral health clinic participated as a panelist at the *Focus on the Future: Making Healthy College Choices* seminar held at Our Lady of Mercy Academy, Syosset, with 25 students and their families attending.
3. When a lack of access to mental health resources is identified, Mercy Medical Center will provide information on and refer patients to the extensive mental health services available within CHS and its partners. If not available within CHS, Mercy Medical Center will use Long Island Health Collaborative’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.

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](http://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.

Mercy Medical Center, 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](http://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 Mercy Medical Center Community Service Plan will be posted on the hospital's website at <http://mercymedicalcenter.chsli.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 Mercy Medical Center 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, Mercy Medical Center, 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. Mercy Medical Center is committed to continue to develop ways to best serve the community.