

Mercy Medical Center
Community Service Plan
2014-2016
Year Three Update



Approved by the Board of Trustees on October 4, 2016



Mercy 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.

Year Three Update

Mercy Medical Center has continued to advance its three priority areas for community health improvement projects in August 2015 – April 2016: diabetes prevention, control and treatment; obesity prevention, control and treatment; and prenatal and early childhood health care.

Community Health Needs Assessment

Mercy Medical Center continues to collect data from the Community Health Needs Assessment (CHNA) survey tool (available in English and Spanish). Survey data is obtained from individuals who attend Mercy’s in-house programs, offsite community events/screenings and visitors/family members at Mercy Medical Center. From August 1, 2015 to April 30, 2016 a total of 303 responses were collected. Responses are as follows:

1 - What are the biggest ongoing health concerns in your community?

- Cancer 48.18%
- Heart disease & stroke 31.35%
- Diabetes 29.04%
- Obesity/weight loss 17.00%
- Mental health/depression/suicide 14.85%
- Asthma/lung disease 13.04%
- HIV/AIDS & Sexually Transmitted Diseases (STD) 0.66%

2 – What prevents people in your community from getting medical treatment?

- Lack of insurance 34.98%
- Fear (not willing to face/discuss health) 28.05%
- Unable to pay co-pays 24.42%
- Transportation 15.51%
- Language barriers 10.23%
- Don’t know how to find doctors 10.56%

3 – What is most needed to improve the health of your family and neighbors?

- Healthier food choices 38.28%
- Recreation facilities 20.85%
- Mental health services 20.13%
- Job opportunities 18.00%
- Substance abuse rehabilitation services 17.49%
- Safe places to walk and play 15.51%
- I don't know 15.18%

4 – What health screening or educational/information services are needed in your community?

- Blood pressure 43.00%
- Nutrition 38.28%
- Cholesterol 35.97%
- Diabetes 29.36%
- Cancer 26.73%
- Exercise/physical activity 23.76%
- Heart disease 23.43%
- Routine well checkups 13.53%

5 – If you or someone in your family were ill and required medical care, where would you go?

- Doctor's office 91.98%
- Clinic 4.96%
- Hospital emergency department 3.44%
- Walk-in/urgent care center 3.05%

6 – Where do you and your family get most of your health information?

- Doctor/health professional 70.63%
- Internet 33.00%
- Newspaper/magazines 26.40%
- Family/friends 23.10%
- Television 20.48%
- Library 16.17%

7 – What is your gender?

- Female 60.73%
- Male 26.40%
- Did not answer 12.87%

8 – What is your age category?

9 – What is your racial/ethnic identification?

10 – What is your highest level of education?

11 – Do you have health insurance?

The survey results indicate that diabetes is still an issue in addition to cancer and other chronic diseases. Blood pressure, heart disease, cholesterol and exercise and physical activity are additional areas of concern for the community. Also, survey respondents, most of whom indicated that they have health insurance themselves, observed that lack of insurance and inability to meet co-pays are two obstacles to getting medical treatment for members of their communities.

Community Service Plan Goals

Mercy's Community Service Plan (CSP) draws upon the results of the Nassau County Health Needs Assessment, which was conducted through a Nassau County Health Department hospital collaboration in which Mercy was a part of, as well as Mercy's own community survey, along with information from a variety of data sources specific to the Mercy service area. The Mercy CSP identified several areas of need with a focus on the following:

- Diabetes prevention, control and treatment
- Obesity prevention, control and treatment
- Prenatal and early childhood health care

Priority 1 – Diabetes prevention, control and treatment

This priority is part of the Prevent Chronic Diseases Prevention Agenda item under the Focus Area "Increase Access to High Quality Chronic Disease Prevention Care and Management."

Goal: Promote culturally relevant chronic disease self-management education for diabetes.

- Mercy delivered 36 diabetes education sessions in both English and Spanish to 46 people from surrounding underserved areas. The sessions were conducted from August 2015 through April 2016. An additional 32 sessions are scheduled for the remainder of 2016 for an expected increase of 28 more sessions than last year. The sessions are delivered at Mercy Medical Center by our certified diabetes educator (CDE).
- Mercy provided diabetes informational packages in English and Spanish to more than 70 people at the March 1, 2016, "Lighting of the Dome" event in Hempstead.
- Mercy participated in 3 Emergency Medical Services sessions to more than 150 people from August 2015 to April 2016, providing information on diabetes and offering resources available at Mercy on how to manage and control the disease.
- Mercy's CDE presented a "Diabetes Myths & Facts" nutritional lectures to 43 people in the surrounding community.

Mercy continues its efforts to reach more community members with information about diabetes self-management education.

Action Plan/Strategy

Mercy will continue its delivery of the diabetes education outreach program. The CDE will work with local churches, community service centers and health clinics in select communities to provide diabetes education sessions. The CDE, in conjunction with Mercy's community outreach coordinator, will continue to provide diabetes informational literature, in both English and Spanish, at local community events and throughout the hospital.

The goal was to increase diabetes education enrollment by 5% each year by the end of 2015. The goal was met with the increase of 28 additional sessions.

Goal: Increase screening rates for diabetes-related indicators, especially among disparate populations.

- Mercy staffed 4 CHS Healthy Sundays events in underserved areas, including Bellmore, Freeport, Glen Cove, Hempstead, Long Beach, Roosevelt and Westbury for a total of 295 people screened, 84 tested with high blood pressure and 112 with high BMI indicators. Healthy Sundays is a CHS initiative designed to deliver free health screenings, education and immunizations to the medically underserved. Due to weather issues, the number of Healthy Sunday events was less than the previous year (4 versus 11). However, more people indicated a high blood pressure, thanks to early detection, were able to seek much needed help, avoiding possible disease or hospitalization.

Mercy worked with community partners to increase the total number of participants screened at Healthy Sundays events. From August 1, 2015 to April 30, 2016, 295 participants were screened, compared to 447 the previous year. Although a 34% decrease from the previous year, this does exceed the 5% benchmark set in the Year One Update.

Action Plan/Strategy

Mercy will continue to provide evidence-based screening at Healthy Sundays and other events, such as the onsite Wellness Day on September 26, 2015, with free BMI and diabetic foot screenings offered to 49 attendees. Patients with a BMI greater than 25–30 or who are pre-diabetic receive individual consultations. Pre-diabetes patients are referred to Mercy’s Diabetes Education Center, CHS hospitals or Mercy’s community partners.

Goal: Promote use of evidence-based care to manage diabetes:

- The CDE joined Mercy’s staff in the fourth quarter of 2014. Mercy’s CDE resumed the collection of evidence-based data to help reduce the rate of hospitalizations for short-term diabetes complications.
- Mercy’s outpatient wound center opened in Q1 2015, increasing access to hyperbaric medicine and other therapies for local residents in need of treatment for diabetic and other poorly healing wounds who are unable to travel outside this locality.
- From August 1, 2015 to April 30, 2016, 1,123 hyperbaric oxygen treatments were performed treated at the wound care center.

With almost 29% of recent survey respondents (versus approximately 35.87% in the previous year) indicating that diabetes is a major health concern for the community, Mercy continues to focus on providing evidence-based care for this serious disease.

Action Plan/Strategy

To support the goal of improved diabetes education and treatment, Mercy plans to promote obesity education/management and to continue to collect evidence-based data through its diabetes education program, Healthy Sundays and local community events, especially in underserved communities.

Mercy participated in 4 Healthy Sundays events from August 1, 2015 – April 30, 2016. The body mass index (38 versus 107 last year) health screenings provide information regarding a correlation between high BMI and diabetes to the medically underserved communities in Long Beach, Hempstead, Roosevelt, Bellmore and Westbury.

Priority 2 – Obesity prevention, control and treatment

This priority is part of the Prevent Chronic Diseases Prevention Agenda item under the Focus Area “Reduce Obesity in Children and Adults”.

Goal: Expand the role of health care and health care services providers and insurers in obesity prevention.

- Mercy collaborated with the New York Bariatric Group and delivered 35 weight loss sessions to more than 500 patients from Mercy’s underserved communities, an additional 36 sessions (more than doubled over last year’s 16 sessions) are scheduled for the remainder of 2016.
- Mercy participated in 4 Healthy Sunday’s events, providing BMI screenings. The Healthy Sunday events were held at the following locations:
 - Saint Mary of the Isle Church, Long Beach—100 attended, 53 screened, 0 high BP, 0 BMI, 50 flu vaccines and 2 hospital referrals (no BMI)
 - Our Lady of Loretto Church, Hempstead—130 attended, 86 screened, 0 high BP, 0 high BMI, 84 flu vaccines, and 1 hospital referral
 - St Martha, Uniondale – 200 attended, 109 screened, 53 high BP, 0 BMI, 109 flu vaccines, 1 hospital referral to the ED (October 2015)
 - St Martha, Uniondale – 120 attended, 47 screened, 38 high BMI, 31 high BP, 0 flu vaccines 3 hospital referrals (March 2016)
- Mercy’s new Center for Hyperbaric Medicine & Wound Healing hosted a Wellness Day on September 26, 2015, with free BMI and other screenings offered and Fidelis Care offering health coverage information; more than 130 people attended.
- At this time, Mercy is actively participating with the Long Island Health Collaborative’s (LIHC) walking program. The Long Island Health Collaborative is an initiative funded by the New York State Department of Health through the Population Health Improvement Program grant.
 - During the period of August 1, 2015, to April 30, 2016, Mercy partnered with LIHC in the development and implementation of the LIHC website and the Are You Ready, Feet?TM walking program for Long Islanders.
 - The LIHC website launched in March 2016 and is available at www.lihealthcollab.org.

- The Are You Ready, Feet?TM physical activity portal on the LIHC website launched in April 2016. It offers Long Islanders an opportunity to log their minutes moved, miles traveled, or steps walked, calculate their BMI, and be rewarded for engaging in healthy habits as registrants are entered into a raffle for health and wellness prizes every time they log their activity.
- Mercy used resources distributed by LIHC to inform the hospital’s medical staff about the walking program and seek their participation in “prescribing” walking as part of a healthy lifestyle. A mock prescription slip was developed by LIHC for physicians to use as a visual cue and prompt to engage their patients in this walking program. Participation by physicians is considered integral to the program’s success as research confirms that patients are more inclined to follow exercise advice when it is offered by a physician.
- A link to the LIHC website is on Mercy’s website and marketing material for the Are You Ready, Feet?TM program is available in public areas throughout the hospital and network sites.

In addition to increasing the number of free BMI and other health screenings provided to the community, Mercy has increased the delivery of weight-loss sessions, with a projected total of 71 sessions; this is more than doubled over the past year. The hospital continues to expand its participation in collaborative efforts with CHS, Fidelis Care, and other partners.

Action Plan/Strategy

Mercy will continue to expand the role of health care and health care services providers and insurers to address obesity, collaborating with partners to provide free lectures and presentations on nutrition and obesity-related issues at the hospital, local health fairs, libraries, etc.

Goal: Enhance consumer access and coverage for weight-loss surgery.

- Mercy continues to use its website to invite the public to free monthly meetings to learn about weight-loss (bariatric) services, a multidisciplinary effort that addresses all aspects of obesity.
- Mercy’s Family Care Center offers information on and referrals for weight-loss (bariatric) services.
- The New York Bariatric Group’s state-of-the-art website is another resource for Mercy’s patients. The website features more than 90 educational videos, provides access to online information seminars and support groups, access to “Live Chat” message boards/blogs, monthly newsletters, before and after stories and videos.

Action Plan/Strategy

As survey results indicate that more than 33% of respondents get their health care information from the Internet, Mercy will continue to seek ways to increase online access to its bariatric surgery program and other weight-loss services, including the use of social media platforms.

Mercy plans to further expand access to bariatric surgery for those in need, offering a wider menu of discounted rates and charity care than what is currently available.

Priority 3 – Promote prenatal and early childhood health care

This priority is part of the Prevent Chronic Diseases Prevention Agenda item under the Focus Area “Promote Healthy Women, Children and Infants.”

Goal: Increase utilization of preventive health care services among women and mothers of newborns and very young children. The primary goal is to improve the quality of prenatal care in some of the neediest areas of the county, yielding healthier births and fewer premature and low birth weight babies.

- From August 1, 2015 to April 30, 2016, 9 childbirth education sessions were delivered by the Mother/Baby Staff to more than 40+ expectant parents. The training is ongoing and is delivered in both English and Spanish.
- From August 1, 2015 to April 30, 2016 9 infant CPR sessions were delivered by the mother/baby physicians and nursing staff to more than 40+ new parents.
- Mercy continues to deliver daily baby care classes for expectant couples.
- A lactation consultant continues to provide breastfeeding instruction for expecting families at the daily baby care classes.

Action Plan/Strategy

Mercy seeks to increase the percentage of underserved mothers-to-be in its primary service area who receive prenatal education. The goal is to increase the childbirth education sessions, add additional *Best Baby Shower Ever* events and increase the Infant CPR and daily baby care classes. An additional 8 childbirth education sessions and 8 infant CPR sessions are scheduled for the remainder of 2016.

Community Partners

To better identify and address the region’s prevalent health needs, Mercy Medical Center collaborates with other hospitals, local health departments, health care providers, public health specialists from academic institutions and community-based organizations in the Long Island Health Collaborative (LIHC).

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, with a grant of \$2.4 million* over two years to facilitate LIHC’s population health-related activities. LIHC continues to focus on chronic disease prevention and treatment, particularly obesity, and provide resources such as health program inventories and health insurance information. In September 2014, LIHC piloted a wellness survey to compile baseline health data, with a full rollout in development. Through the Recommendation for Walking Program, LIHC provided questionnaires, scripts and other materials for doctors to make specific recommendations for patients. LIHC sponsored the free

“Your Feet Are Made for Walking” series of community walks on Oct. 4, 11, 18 and 25, and Nov. 1 at North Shore Heritage Park in Mount Sinai. On April 9, 2015, the “Walk in the Park” was held at Belmont Lake State Park in North Babylon, where LIHC’s Recommendation for Walking was unveiled and the public joined government officials from both Nassau and Suffolk counties and LIHC members in a walk around the lake. More information can be found at nshc.org/long-island-health-collaborative.

Following is a listing of our community partners:

Catholic Home Care
Fidelis Care
Freeport Memorial Library
Good Samaritan Nursing Home
Good Shepherd Hospice
Hempstead Senior Community Center
Hispanic Brotherhood
Malverne Women’s Club
Malverne Public Library
Our Holy Redeemer Church
Our Lady of Consolation Nursing & Rehabilitative Care Center
Queen of the Most Holy Rosary Church
Sacred Heart Academy
Saint Martha’s Church
Saint Mary of the Isle Church
Good Samaritan Hospital Medical Center
St. Catherine of Siena Medical Center
St. Catherine of Siena Nursing & Rehabilitation Care Center
St. Charles Hospital
St. Francis Hospital
St. Joseph Hospital
St. Vincent de Paul

Living the Mission

CHS provides an array of resources to promote good health in the region. Its TV series “CHS Presents: Lifestyles at the Heart of Health” and “CHS Presents: Health Connect” feature experts provide medical, nutritional and fitness information and is broadcast on Telecare TV, reaching 6.2 million households in the tri-state area, and accessible on www.telecaretv.org. Also, these programs and other health-related videos can be viewed on demand on CHS’s YouTube channel at <https://www.youtube.com/user/chsli>, and programs in the series are 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 across Long Island, with social media used, as well, to widely disseminate this information.

In March 2016, CHS once again partnered with Our Lady of Mercy Academy in Syosset, NY, to present the second annual “Focus on the Future: Healthy College Choices” seminar for students

and their families. Panelists addressed obesity/weight management, mental health, physical safety and other issues.

Next Steps for Priorities

For each of the priorities areas listed above, Mercy Medical Center will continue to:

- Address any budget and financial implications.
- Build support within the community for identified initiatives by working closely with our community partners, religious organizations and community leaders.
- Identify any related activities being conducted by others in the community, such as schools and other institutions that could be built upon.
- Establish a community advisory board with members from our community partners, religious organizations and community leaders.

Conclusion

Mercy Medical Center, along with community partners, will continue to best address health disparities and needs in its medically underserved communities. Mercy will strive to improve the overall health and well being of families and individuals by expanding free health promotion and disease prevention/education screenings and programs in communities where most needed. Mercy is committed to continue to develop ways to best serve the community, through its community health needs assessment data.