

# St. Catherine of Siena Medical Center Community Service Plan

2016-2018  
Year One Update



Approved by the Board of Trustees on October 3, 2017



**St. Catherine of Siena  
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.

## **St. Catherine of Siena Medical Center Service Area**

St. Catherine of Siena Medical Center is located on 110 acres on the north shore of Long Island in Smithtown, New York. This 558-bed, not-for-profit community hospital, includes 240 nursing/rehab beds and a medical office building. St. Catherine's service area consists of 21 communities located in western Suffolk County. Approximately 648,000 people reside in the service area. St. Catherine's primary catchment area has a population of approximately 248,000 and includes: Smithtown, St. James, Hauppauge, Kings Park, Commack, Nesconset, Northport and East Northport. The secondary service area comprises, Lake Grove, Centerport, and Greenlawn, Huntington Station, Huntington and Cold Spring Harbor. In addition, St. Catherine sees patients from the areas of Central Islip, Brentwood and Ronkonkoma, which are primarily underserved communities. The service area is projected to have significant increases in the 45-64 and 65+ age groups. The average income levels for households in the primary service area are largely comparable to the average of \$99,889 for Suffolk County as a whole.

## **Key Health Partners**

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

American Cancer Society	Home Box Office (HBO) Employee Health Services
American Diabetes Association	Horizons Counseling and Education Center, Smithtown
American Heart Association	Huntington YMCA
American Parkinson Disease Association	Island Harvest, Hauppauge
Association for Mental Health and Wellness	Judy's Run for Stroke Awareness
Cancer Services Program of Nassau County	Knights of Columbus, East Northport
Catholic Charities	League of Women Voters
Catholic Home Care, Farmingdale	Libraries: Commack, Smithtown, Kings Park and Nesconset
Cornell Cooperative Extension/Eat Smart NY	Long Island Blood Services
Developmental Disabilities Institute, Smithtown	Long Island Council on Alcoholism and Drug Dependence
Eugene Cannataro Senior Center (Smithtown Senior Center)	Long Island Green Market
Fidelis Care	Long Island Health Collaborative (LIHC)
Gerald J. Ryan Outreach Center, Wyandanch	Lucille Roberts of Commack
Good Samaritan Hospital Medical Center, West Islip	Martin Luther Terrace Senior Housing
Good Samaritan Nursing Home, Sayville	Maryhaven Center of Hope, Port Jefferson
Good Shepherd Hospice, Farmingdale	Mercy Medical Center, Rockville Centre
Hauppauge Industrial Association	

New York Institute of Technology College of  
Osteopathic Medicine, Central Islip  
State Parks and Recreation Department  
Our Lady of Consolation Nursing &  
Rehabilitative Care Center, West Islip  
Our Lady of Mercy Academy, Syosset  
Retired Senior Volunteer Program, Smithtown  
ShopRite of Commack  
Simon Malls: Smithaven and Walt Whitman  
Smithtown, Commack and Kings Park School  
Districts  
Smithtown Food Pantry  
Smithtown Sunrise Rotary  
Sisters United in Health  
Society of St. Vincent de Paul  
Sounds of Silence  
St. Catherine of Siena Nursing & Rehabilitation  
Care Center  
St. Charles Hospital, Port Jefferson  
St. Francis Hospital, Roslyn  
St. Joseph Hospital, Bethpage

St. Patrick's Church, Smithtown  
Stony Brook Medicine/Creating Healthy Schools  
and Communities  
Stop and Shop of Smithtown  
Suffolk County Department of Health Services  
Suffolk County Policy Department  
Suffolk Y JCC  
Sunrise Assisted Living of Smithtown  
Sustainable Long Island/Creating Healthy  
Schools and Communities Telecare  
The Arbors at Hauppauge  
The Islip Cluster of School District  
Superintendents  
The Rotary Club of Smithtown  
United Cerebral Palsy of Suffolk-Hauppauge  
Volunteer Ambulance Corps: Commack,  
Smithtown, Hauppauge, East Northport,  
Northport, Central Islip, Brentwood,  
Nissequogue and St. James  
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, St. Catherine of Siena reviewed the data for the hospital's service area by selected zip codes. Below are the findings for the St. Catherine of Siena:

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

• Drug & alcohol abuse	19.07%
• Cancer	19.01%
• Heart disease & stroke	12.62%
• Mental health depression/suicide	9.32%
• Obesity/weight-loss issues	9.10%
• Diabetes	8.96%
• Environmental hazards	6.03%
• Child health & wellness	4.67%
• Safety	3.71%
• Women's health & wellness	3.36%
• HIV/AIDS & Sexually Transmitted Diseases (STD)	1.91%
• Asthma/lung disease	1.64%
• Vaccine preventable diseases	0.48%

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

• Cancer	16.14%
• Heart disease & stroke	15.95%
• Women's health & wellness	14.24%
• Obesity/weight-loss issues	13.38%
• Diabetes	10.54%
• Safety	10.00%
• Environmental hazards	5.41%
• Child health & wellness	3.78%
• Drugs & alcohol abuse	3.03%
• Vaccine preventable diseases	2.57%
• Mental health depression/suicide	2.49%

- Asthma/lung disease 1.95%
  - HIV/Aids/sexually transmitted disease 0.54%
3. What prevents people in your community from getting medical treatment?
- Unable to pay co-pays/deductibles 29.75%
  - No insurance 21.75%
  - Fear 16.44%
  - Don't understand need to see a doctor 10.79%
  - Transportation 10.10%
  - There are no barriers 7.53%
  - Lack of availability of doctors 5.48%
  - Don't know how to find doctors 4.11%
  - Language barriers 3.42%
  - Cultural/religious beliefs 0.00%
4. Which of the following is the MOST needed to improve the health of your community?
- Drug and alcohol rehabilitation services 14.78%
  - Clean air and water 12.90%
  - Weight-loss programs 12.35%
  - Healthier food choices 11.26%
  - Mental health services 10.49%
  - Job opportunities 9.07%
  - Recreation facilities 7.65%
  - Transportation 7.10%
  - Safe places to walk/play 6.56%
  - Smoking cessation programs 5.79%
  - Safe childcare options 1.42%
  - Safe worksites 0.55%
5. What health screenings or education/information services are needed in your community?
- Drug and alcohol 12.86%
  - Exercise/physical activity 10.41%
  - Nutrition 9.85%
  - Importance of routine well checkups 8.84%
  - Cancer 8.80%
  - Mental health/depression 8.70%
  - Blood pressure 8.15%
  - Heart disease 5.89%
  - Cholesterol 5.11%
  - Dental screenings 5.11%
  - Eating disorders 3.99%
  - Emergency preparedness 3.63%
  - Suicide prevention 3.12%
  - HIV/AIDS/STDs 2.11%
  - Vaccination/immunizations 1.60%

• Disease outbreak information	1.23%
• Prenatal care	0.59%
6. Where do you and your family get most of your health information?	
• Doctor/health professional	36.79%
• Internet	18.13%
• Family or friends	12.44%
• Newspaper/magazines	7.25%
• Television	5.70%
• Hospital	5.18%
• Social media	4.66%
• Library	4.15%
• Health department	1.55%
• Radio	1.55%
• Worksite	1.55%
• Religious organization	0.52%
• School/college	0.52%
7. I identify as:	
• Female	73.03%
• Male	26.97%
• Other	0.00%
8. Average age of respondents:	57
9. What race do you consider yourself?	
• White/Caucasian	92.94%
• Asian/Pacific Islander	4.71%
• Black/African-American	2.35%
10. Are you Hispanic or Latino?	
• No	76.34%
• Yes	3.66%
11. What is your annual household income from all sources?	
• \$0-\$19,999	5.48%
• \$20,000-\$34,999	5.48%
• \$35,000-\$49,999	5.48%
• \$50,000-\$74,999	21.91%
• \$75,000-\$125,000	24.66%
• >\$125,000	36.99%
12. What is your highest level of education?	
• College graduate	35.71%
• Graduate school	26.19%
• Some college	16.67%

- High school graduate 11.90%
- Technical school 4.76%
- Doctorate 2.38%
- Some high school 2.38%

13. What is your current employment status?

- Employed for wages 55.81%
- Retired 26.74%
- Self-employed 9.30%
- Out of work, but not currently looking 3.49%
- Out of work/looking for work 2.33%
- Student 2.33%

14. Do you currently have health insurance?

- Yes 98.85%
- No, but I did in the past 1.15%
- No 0.00%

**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.

**St. Catherine of Siena Medical Center Interventions, Strategies and Activities**

**Priority Number One: Obesity**

**Goal:** Increase education and support services for weight management and help reduce obesity in adults and children in the St. Catherine of Siena service area.

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

1. Work with the dietician at the local ShopRite of Commack to educate and distribute materials related to weight management, healthy food and beverage choices. Offer BMI and blood pressure screenings at the local ShopRite grocery store three times annually. This store is located near the underserved communities of Central Islip and Brentwood.

**Process measures:** Hospital will track the number of screenings conducted. Also, it will measure the number of participants who engage with the dietician and accept educational materials; strive to increase the educational interactions by 5% annually.

**Baseline: May 1, 2015 through April 30, 2016:** A total of 123 screenings were provided during the period May 1, 2015 through April 30, 2016.

**Year One Update: May 1, 2016 through April 30, 2017:** A total of 57 blood pressure screenings were provided along with the distribution of educational materials. This was a 54% decrease in screenings over the baseline period.

**Progress as of April 30, 2017:** There was personnel transition in the hospital's Community Outreach Department, resulting in significant decrease in scheduled events for the first portion of the reporting period. However, the program has been re-started and expanded to include another local grocery store, Stop and Shop of Smithtown. The community outreach program coordinator will continue to seek new opportunities for collaboration and anticipates the program will reach its targeted goals in the next reporting update.

2. Offer lectures on physician-driven programs on topics related to weight management and nutrition four times annually.

**Process measures:** Lectures will be scheduled quarterly and attendees tracked. The program will be designed to incorporate a survey or question-and-answer piece to assess comprehension. The hospital will hold four lectures annually, will assess the number of attendees after year one to use as a benchmark for increased attendance in year two and three and increase attendance by at least 5%.

**Baseline: May 1, 2015 through April 30, 2016:** There were a total of 305 attendees at the 4 lectures held in this time period.

**Year One Update: May 1, 2016 through April 30, 2017:** There were a total of 410 attendees at the 3 scheduled lectures during this time period. This is a 34% increase in attendance compared to the prior period. Although one less lecture was held, this initiative has exceeded the targeted attendance goal. St. Catherine of Siena provided a pre- and post-survey to assess comprehension, and the results were used as a reference tool to help identify any missed educational opportunities.

3. Collaborate with the New York Bariatric Group to offer free lectures and presentations on nutrition and obesity related issues throughout the underserved communities near St. Catherine.

**Process measures:** St. Catherine will measure the number of lectures and presentations. The hospital will strive to increase the number of attendees at each event by 5% and use year one as a benchmark for year two and three target goals.

**Year One Update: May 1, 2016 through April 30, 2017:** The hospital partnered with the New York Bariatric Group and offered the first free educational lecture on March 4, 2017, covering nutrition and weight loss. The event was held at the medical center and targeted at local underserved communities; there were 15 attendees. The hospital plans to offer additional lectures in Year Two and will promote these events in the hospital and through social media to increase attendance.

4. Offer a bariatric support group at St. Catherine of Siena campus to help patients maintain a healthy lifestyle following weight loss surgery. In addition, the hospital will incorporate free nutritional cooking demonstrations at two of the support groups annually to encourage healthy eating.

**Process measures:** Identify the number of new participants and seek to increase by 5% annually. 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.

**Baseline: May 1, 2015 through April 30, 2016:** There were a total of 133 attendees at support groups during this time period.

**Year One Update, May 1, 2016 through April 30, 2017:** There were a total of 160 attendees at the support groups during this time period. This is a 20% increase in attendance compared to the prior period. St. Catherine of Siena provided a pre- and post-survey to evaluate comprehension, and the results were used as a reference tool to help identify any missed educational opportunities.

5. Collaborate with NYS Recreation Department to hold *Boardwalk Your Way to Wellness* program annually at Sunken Meadow State Park.

**Process measures:** Identify the number of participants who return for two or more sessions and increase by 5% each year. Provide a pre- and post-survey to assess walk's success. 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.

**Baseline: May 1, 2015 through April 30, 2016:** A total of 75 people were given educational materials at the boardwalk.

**Year One Update: May 1, 2016 through April 30, 2017:** A total of 195 people were given educational materials at the boardwalk, a 160% increase over the attendees in the prior period. There was a total of 10 repeat walkers, as compared to 1 for the prior year. This program has exceeded the target goal and is a result of switching the program from six sessions over five consecutive months to four sessions over four consecutive weeks. The program has been so successful that the hospital is coordinating a morning walk in addition to the evening weekly walk. The hospital will evaluate the expansion of the program in the Year Two Update.

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

**Year One Update: May 1, 2016 through April 30, 2017:** The hospital is committed to the LIHC's initiatives and publicizes the walking program at all community outreach events by distributing materials provided by the LIHC. Additionally, the hospital has and will continue to supply affiliated physicians' offices and hospital waiting areas with the informational materials about the program.

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%.

**Year One Update: May 1, 2016 through April 30, 2017:** The hospital participated community walking events to encourage physical activity. St. Catherine employees participated as follows:

- American Cancer Society's Relay for Life, Commack High School: 3 employees participated
- St. Patrick's Day Parade: 8 employees participated
- Kings Park Parade: 4 employees participated
- St. James Parade: 10 employees participated
  - A record of employee attendance at the above events was not taken for the prior year, therefore, there is no comparative data.
- Suffolk County Marathon, 2 employees participated
- Marcum Workplace Challenge, July 26, 2016: 15 employees participated; a 36% increase over 11 employees in the prior year. For the Marcum Challenge, the hospital has exceeded the target goal.
- American Heart Association LI Heart Walk: 2 employees participated
- Making Strides Against Breast Cancer: 1 employee participated

The hospital will continue to promote Long Island walking events and collect data for comparison to the target goal and reporting in the Year Two Update.

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

**Goal:** Increase access to high-quality disease preventive care and management for cardiovascular disease and diabetes in clinical and community settings.

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

1. Offer free, monthly support groups for community members living with diabetes, lupus and Parkinson's disease.

**Process measures:** Track the number of participants, and strive to increase the number of participants by 2% annually. Provide a pre- and post-survey to evaluate the programs. 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.

**Baseline: May 1, 2015 through April 30, 2016:** A total of 637 people were in attendance at support groups related to diabetes, lupus and Parkinson's disease.

**Year One Update: May 1, 2016 through April 30, 2017:** A total of 881 people were in attendance at support groups related to diabetes, lupus and Parkinson's disease, a 38% increase over the prior period. This initiative is on track to exceed the target goal. St. Catherine of Siena provided a pre- and post-survey to assess comprehension, and the results were used as a reference tool to help identify any missed educational opportunities.

2. Offer lectures and community outreach with opportunities for screenings in collaboration with local organizations and high school education departments.

**Process measures:** Track the number of participants, and strive to increase the number of participants by 2% annually. Provide a pre- and post-survey to evaluate the programs.

**Baseline: May 1, 2015 through April 30, 2016:** A total of 730 people were in attendance at community lectures related to chronic disease where 160 blood pressure screenings were provided.

**Year One Update: May 1, 2016 through April 30, 2017:** A total of 932 people were in attendance at community lectures related to chronic disease, a 28% increase over the prior period. A total of 218 blood pressure screenings were provided, a 36% increase over the prior period. This initiative is on track to exceed the target goal.

3. Provide disease education, blood pressure and BMI screenings, dermatology and cholesterol screenings and free flu vaccinations at local community festivals and health fairs and hospital-sponsored events, including the annual fall health fair.

**Process measures:** St. Catherine will track the number of attendees and the screenings offered. In addition, St. Catherine will strive to increase the number of participants screened by 3% annually.

**Baseline: May 1, 2015 through April 30, 2016:** A total of 2,788 people were in attendance at community events in which the hospital coordinated or participated. Blood pressure screenings were provided to 547 people and 295 flu vaccinations were administered. Cholesterol and glucose screenings were provided to 191 people.

**Year One Update: May 1, 2016 through April 30, 2017:** A total of 6,868 people were in attendance at community events in which the hospital coordinated or participated, a 146% increase over the prior period. Blood pressure screenings were provide to 722 people, a 32% increase over the prior period, and 285 flu vaccinations were administered, a 3.4% decrease from the prior period. Community Outreach staff will educate and encourage participants to be vaccinated against the flu in order to increase the number of vaccinations. A total of 191 cholesterol and glucose screenings were provided, an 8% increase over the 176 screenings over the prior period. This initiative is on track to exceed the target goal.

4. St. Catherine 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:** Participate in at least four to five Healthy Sundays each 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:** The St. Catherine of Siena Healthy Sundays team administered 248 flu vaccinations and provided 227 blood pressure and 5 BMI screenings to 279 participants at 4 events. There were 26 referrals for free follow-up care.

**Year One Update: May 1, 2016 through April 30, 2017:** The St. Catherine of Siena Healthy Sundays team administered 143 flu vaccinations, 118 blood pressure screenings and 76 BMI assessments to 243 participants at 5 church events in medically underserved areas. There were 10 referrals for free follow up care. All participants were offered a variety of health education materials.

One additional event was held, however there were 42% fewer flu vaccinations and 48% fewer blood pressure screenings. Attendance was lower at two of the events in this time period, and one of the events in the baseline period had 160 attendees which is nearly twice the average attendance. There are three additional events in 2017, all of which are scheduled during flu season. The Healthy Sunday Coordinator will work with the church staff to increase promotion of the events.

5. Participate in Retired Senior Volunteer Program (RSVP), Legislator Trotta's senior fair, and other organizational employee wellness programs offering free blood pressure and BMI screenings. Increase awareness and education about chronic disease in underserved communities.

**Process measures:** St. Catherine of Siena will track the number of attendees, participants screened and number of referrals. Seek at least three new partners over 2016-2018 timeframe.

**Baseline: May 1, 2015 through April 30, 2016:** A total of 700 attendees received educational materials and 35 blood pressure screenings were provided.

**Year One Update: May 1, 2016 through April 30, 2017:** A total of 750 attendees received educational materials; a 7% increase over the prior period. Blood pressure screenings were provided to 45 attendees, a 29% increase over the prior period. St. Catherine of Siena has not yet identified a new partnership, but continues to look for new opportunities.

#### **Additional Activities:**

1. Stepping On Program

The seven-week Stepping On program is an evidence-based fall prevention program designed to reduce falls and build confidence in older adults. In 2016, the program was offered 3 times with nearly 40 participants. Additional sessions are being planned at St. Catherine of Siena Medical Center for 2017.

**Priority:** Mental Health

**Goal:** Decrease hospitalization rates due to alcohol and drug abuse. Promote mental, emotional and behavioral well-being in the surrounding communities.

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

1. Provide education about prescription drug use and safe drug disposal at Horizons Counseling Center and Smithtown high schools.

**Process measures:** St. Catherine of Siena will coordinate four lectures both on and off campus and track the number of attendees at each event, seeking to increase by 2%. The hospital will provide a pre- and post-survey to evaluate increase in knowledge.

**Baseline: May 1, 2015 through April 30, 2016:** Two off-campus events were coordinated by the hospital in collaboration with community partners. A total of 40 attendees received mental health and substance use educational materials.

**Year One Update: May 1, 2016 through April 30, 2017:** Three off-campus events were coordinated by the hospital in collaboration with community partners. A total of 165 attendees received mental health and substance use educational materials. This is 1 additional event and a 312% increase in total attendance over the prior period. The hospital is on target to exceed this goal.

**Progress as of April 30, 2017:** The hospital is committed to addressing the opioid epidemic in Suffolk County and the communities served. In addition to coordinating events to increase mental health and substance abuse awareness, the hospital now sends representation to other related events in the community, including LICAD's Actions Against Opioids, attended by 1,430 people and heroin/Narcan® education sponsored by Suffolk County Department of Health in Port Jefferson Station, attended by 200 people. The hospital will actively seek opportunities to increase partnerships for awareness.

2. St. Catherine of Siena has a dedicated information areas at its annual Community Health Fair for community organizations that offer mental health resources and support services and programs.

**Process measures:** St. Catherine will track the number of attendees at the health fair and seek new mental health resources to be included in the fair. The hospital will strive to increase the number of participants by 5% annually. In addition, the hospital will work to incorporate more supportive resources to have a presence at the health fair for increase mental health and drug prevention awareness.

**Year One Update: May 1, 2016 through April 30, 2017:** A total of 250 mental health support resources were distributed at the annual health fair attended by 650 community residents. This data will be compared in the Year Two Update.

3. Offer free smoking cessation programs in collaboration with the Suffolk County Department of Health.

**Process measures:** St. Catherine of Siena will track the number of attendees who participate in the program from start to finish, and measure how many participants quit smoking. The hospital will strive to increase the number of participants by 3% annually.

**Year One Update: May 1, 2016 through April 30, 2017:** Eleven repeat attendees participated in the free smoking cessation program, which will conclude on June 1, 2017. There is no comparison data for the time period of May 1, 2015 through April 30, 2016, as the hospital did not offer a group during that time. The data will be compared in the Year Two Update to evaluate target goal success.

4. Schedule free Narcan® training once per year on campus to educate community members about drug addiction. Provide free Narcan® kits.

**Process measures:** Track the number of individuals who are given training and Narcan® kits over the 2016-2018 cycle each year. After year one, the hospital will assess the demand for Narcan® training and further partner with Horizons Counseling Center to incorporate additional education and intervention alternatives for those suffering with drug addiction.

**Year One Update: May 1, 2016 through April 30, 2017:** The hospital did not offer community Narcan® training sessions during this reporting period. However, beginning May 1, 2017, the hospital partnered with the Suffolk County Department of Health to provide free on-site Narcan® training and take-home kits for patients who present in the Emergency Department with substance abuse issues. Caregivers of the patient are educated with a video, at the point of distribution, upon the recommendation of the Department of Health. The hospital will collect data and compare in the Year Two Update.

5. Offer free postpartum depression support groups and coordinate with the NY Postpartum Depression Organization to provide resources and information.

**Process measures:** The hospital will track the number of attendees or referrals to other depression support programs. After year one, the hospital will assess the need for additional support group offerings provided annually and evaluate other resources for mothers with postpartum depression.

**Year One Update: May 1, 2016 through April 30, 2017:** The hospital has offered the free Mother's Circle of Hope support group, but has not had any respondents for this reporting period. The support group had been offered with an attendance requirement of 10-weeks, which has been re-evaluated and removed. The group now meets monthly, regardless of return members, rather than using specific start and end times. With the less restrictive format, the hospital hopes to engage community members in need. The hospital will promote the new group format and provide data in the Year Two Update.

6. St. Catherine of Siena 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. This education will better prepare staff who run hospital support groups.

**Year One Update: May 1, 2016 through April 30, 2017:** The Community Outreach Coordinator attended the Mental Health First Aid training in November 2016. The feedback was very positive.

7. St. Catherine of Siena will support Long Island Health Collaborative and DSRIP projects that address mental health.
8. When a lack of access to mental health resources is identified, St. Catherine of Siena will provide information on and refer patients to the extensive mental health services available within CHS and its partners. If not available within CHS, St. Catherine of Siena will use the Long Island Health Collaborative'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 is distributed at St. Catherine of Siena outreach events.

9. 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.

10. 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.

St. Catherine of Siena 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 St. Catherine of Siena Medical Center Community Service Plan will be posted on the hospital's website at [www.stcatherines.chsli.org](http://www.stcatherines.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 St. Catherine of Siena 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, St. Catherine of Siena 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. St. Catherine of Siena is committed to continue to develop ways to best serve the community.