

St. Francis Hospital

Community Service Plan

2016-2018
Year One Update



Approved by the Board of Trustees on October 3, 2017



St. Francis Hospital,
The Heart 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. Francis Hospital Service Area

St. Francis Hospital, The Heart Center® is a not-for-profit hospital located in Roslyn, New York, on the north shore of Nassau County in the Town of North Hempstead. It is a member of Catholic Health Services (CHS). The hospital's primary service area is Nassau County, but it also serves patients from eastern Queens and western Suffolk. St. Francis's hospital discharge data indicates that St. Francis is serving an ever-increasing older population.

The hospital's primary and secondary service areas include 85 percent of hospital discharges. In 2016, 58.1 percent of St. Francis Hospital's discharges were from its primary service area, Nassau County. The secondary service area provided another 26.9 percent of discharges and comprises two areas, west and east. The western area consists of 33 zip codes from Queens County and provided 16.7 percent of discharges. The eastern area consists of 20 zip codes in Suffolk County and provided 10.2 percent of discharges.

The population in the St. Francis Hospital service area is projected to become more racially and ethnically diverse in the coming years—with the Asian and Hispanic communities growing rapidly. In addition, the increase in those over age 45 is projected to place significant demand on cardiovascular, orthopedic, oncologic, and neurologic services.

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. Francis Hospital partners include:

Adelphi University Breast Cancer Hotline & Support Program (Sisters United in Health)
AHRC, Freeport
American Cancer Society
American Diabetes Association
American Heart Association
American Lung Association
American Parkinson Disease Association
Bethel AME Church, Freeport
Blessed Sacrament Church, Valley Stream
Cancer Services Program of Nassau County
Catholic Charities
Catholic Home Care, Farmingdale
Cherry Lane Elementary School, Carle Place
Christ First Presbyterian Church, Hempstead
Cornell Cooperative Extension/Eat Smart NY

Dominic A. Murray 21 Memorial Foundation
Elmont Memorial High School, Elmont
Elmont Public Library, Elmont
Fidelis Care
Fire Departments: Centerport, Dix Hills, Eatons Neck, Greenlawn, East Northport, Farmingdale, Westbury, New Hyde Park, Merrick Hook and Ladder, Farmingdale, Manhasset Lakeville
Freeport Memorial Library, Freeport
Freeport Recreation Center, Freeport
Gerald J. Ryan Outreach Center, Wyandanch
Gift of Life, Inc.
Glen Cove Public Library, Glen Cove
Glen Cove Senior Center, Glen Cove
Good Samaritan Hospital Medical Center, West Islip
Good Samaritan Nursing Home, Sayville

Good Shepherd Hospice, Farmingdale
 Great Neck Public Library
 Great Neck Public Schools
 Hempstead Senior Community Center, Hempstead
 High School for Construction Trades Engineering
 and Architecture
 Island Harvest, numerous sites throughout Nassau
 County's select communities
 JASA, Long Beach & Jamaica, NY
 Leukemia & Lymphoma Society
 Long Island Blood Services
 Long Island Health Collaborative (LIHC)
 Louis J. Acompora Memorial Foundation Magnolia
 Gardens, Westbury
 Manhasset Women's Coalition against Breast Cancer
 Maryhaven Center of Hope, Port Jefferson
 Mary's Manor & Enriched Housing, Inwood
 Mental Health Association of Nassau County
 Memorial Presbyterian Church, Roosevelt
 Mercy Medical Center, Rockville Centre
 Nassau County Dept. of Human Services, Office of
 Mental Health, Chemical Dependency &
 Developmental Disabilities, Behavioral Health
 Awareness Campaign
 Nassau County Office for the Aging, the NYS Office
 for the Aging & Federal Administration on Aging
 New York Institute of Technology College of
 Osteopathic Medicine, Central Islip
 North Hempstead YES Community Center, Westbury
 North Shore Schools
 Our Lady of Consolation Nursing & Rehabilitative
 Care Center, West Islip
 Our Lady of Fatima, Manorhaven
 Our Lady of Good Counsel Church, Inwood

Our Lady of Loretto Church, Hempstead
 Our Lady of Mercy Academy
 Paternana Terrace, Freeport
 Paul D. Schreiber High School, Port Washington
 Rev. Mitchell Mallette Housing Complex, Freeport
 Sid Jacobson Jewish Community Center, East Hills
 Society of St. Vincent de Paul
 St. Aloysius Church, Great Neck
 St. Boniface Church, Elmont
 St. Brigid Church, Westbury
 St. Brigid Senior Center, Westbury
 St. Catherine of Siena Medical Center, Smithtown
 St. Catherine of Siena Nursing & Rehabilitation Care
 Center, Smithtown
 St. Charles Hospital, Port Jefferson
 St. Joseph Hospital, Bethpage
 St. Kilian Church, Farmingdale
 St. Mary of the Isle Church, Long Beach
 St. Patrick Church, Glen Cove
 St. Peter of Alcantara R.C. Church, Port Washington
 St. Vincent de Paul Church, Elmont
 Stony Brook Medicine/Creating Healthy Schools and
 Communities
 Sustainable Long Island/Creating Healthy Schools
 and Communities
 Telecare
 Temple Beth Shalom, Roslyn
 Town of Hempstead Project Independence Center,
 Hempstead
 Uniondale Public Library, Uniondale
 Westbury Memorial Library, Westbury
 Western Suffolk Boces /Creating Healthy Schools
 and Communities
 YMCA, Glen Cove

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. Francis Hospital reviewed the data for the hospital's service area by selected zip codes.

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

- Cancer 17.88%
- Drug & alcohol abuse 14.43%
- Mental health depression/suicide 10.48%
- Diabetes 10.13%
- Obesity/weight-loss issues 9.93%
- Heart disease & stroke 9.79%
- Environmental hazards 6.69%
- Safety 5.28%
- Child health & wellness 4.77%
- Women's health & wellness 4.24%
- Asthma/lung disease 3.72%
- HIV/AIDS & Sexually Transmitted Diseases (STD) 1.48%
- Vaccine preventable diseases 1.21%

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

- Cancer 15.54%
- Heart disease & stroke 13.51%
- Obesity/weight-loss Issues 12.97%
- Diabetes 12.25%
- Women's health & wellness 11.35%
- Mental health depression/suicide 7.93%
- Environmental hazards 6.47%

- Asthma/lung disease 4.91%
 - Safety 4.87%
 - Child health & wellness 4.81%
 - Drugs & alcohol abuse 2.77%
 - Vaccine preventable diseases 1.59%
 - HIV/Aids/sexually transmitted disease 1.02%
3. What prevents people in your community from getting medical treatment?
- No insurance 21.36%
 - Unable to pay co-pays/deductibles 19.12%
 - Fear 12.41%
 - Don't understand need to see a doctor 10.79%
 - Language barriers 8.63%
 - There are no barriers 7.92%
 - Transportation 7.82%
 - Lack of availability of doctors 4.91%
 - Don't know how to find doctors 4.47%
 - Cultural/religious beliefs 2.56%
4. Which of the following is the MOST needed to improve the health of your community?
- Clean air and water 15.10%
 - Healthier food choices 14.27%
 - Job opportunities 10.87%
 - Drug and alcohol rehabilitation services 10.37%
 - Weight-loss programs 10.15%
 - Mental health services 8.48%
 - Recreation facilities 6.75%
 - Safe places to walk/play 6.10%
 - Smoking cessation programs 6.04%
 - Safe childcare options 4.88%
 - Transportation 4.49%
 - Safe worksites 2.51%
5. What health screenings or education/information services are needed in your community?
- Cancer 10.19%
 - Nutrition 9.74%
 - Blood pressure 9.60%
 - Mental health/depression 9.39%
 - Importance of routine well checkups 8.67%
 - Drug and alcohol 8.59%
 - Cholesterol 7.87%
 - Exercise/physical activity 7.74%
 - Eating disorders 5.48%
 - Heart disease 5.41%
 - Dental screenings 4.52%
 - Emergency preparedness 4.01%
 - Suicide prevention 2.48%

• Disease outbreak information	2.19%
• Vaccination/immunizations	2.01%
• HIV/AIDS/STDs	1.23%
• Prenatal care	0.86%
6. Where do you and your family get most of your health information?	
• Doctor/health professional	30.33%
• Internet	17.44%
• Family or friends	11.78%
• Television	8.11%
• Newspaper/magazines	7.33%
• Hospital	6.00%
• Social media	4.56%
• Library	3.89%
• Health department	3.22%
• Radio	2.78%
• Worksite	1.89%
• School/college	1.56%
• Religious organization	1.11%
7. I identify as:	
• Female	62.17%
• Male	37.00%
• Other	0.54%
8. Average age of respondents:	50
9. What race do you consider yourself?	
• White/Caucasian	71.43%
• Asian/Pacific Islander	10.08%
• Black/African-American	7.28%
• Hispanic	4.48%
• Multi-racial	3.36%
• Other (did not specify)	1.96%
• Latino	0.84%
• Native American	0.28%
• Indian	0.28%
10. Are you Hispanic or Latino?	
• No	78.31%
• Yes	21.69%
11. What is your annual household income from all sources?	
• \$0-\$19,999	12.84%
• \$20,000-\$34,999	13.86%
• \$35,000-\$49,999	15.90%

- \$50,000-\$74,999 14.98%
- \$75,000-\$125,000 22.63%
- >\$125,000 20.18%

12. What is your highest level of education?

- College graduate 31.18%
- Some college 19.09%
- High school graduate 17.20%
- Graduate school 16.94%
- Technical school 4.57%
- Some high school 4.30%
- K-8 grade 2.42%
- Doctorate 1.61%
- Other (GED, nursing school) 0.00%

13. What is your current employment status?

- Employed for wages 51.38%
- Retired 18.51%
- Self-employed 14.92%
- Out of work, but not currently looking 8.33%
- Out of work/looking for work 8.56%
- Student 2.49%

14. Do you currently have health insurance?

- Yes 90.16%
- No 6.56%
- No, but I did in the past 3.28%

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. Francis Hospital 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. SFH Diabetes and Nutrition Education Center will offer free nutrition group classes on healthy eating.

Process measures: The number of attendees in all nutrition and diabetes educational classes will be increased by 2%. Our Diabetes Education Center uses the Long Island Health Collaborative Wellness survey both pre- and post-program to determine program effectiveness.

Baseline: May 1, 2015 through April 30, 2016: 580 patients attended classes during this time.

Year One Update: May 1, 2016 through April 30, 2017: 774 patients attended nutrition and diabetes classes during this time.

This is an increase of 194 patients or 33.45%.

In 2017, St. Francis Hospital opened a newly created medically-supervised weight management program.

2. St. Francis staff volunteer at Healthy Sundays community outreach events at local churches, offering free health screenings and providing educational materials on preventive health to underserved community members.

Process measures: The number of attendees, screenings and referrals will be measured.

Baseline: May 1, 2015 through April 30, 2016: 553 participants were screened with 61 receiving referrals for follow up care.

Year One Update: May 1, 2016 through April 30, 2017: 635 participants were screened with 5 receiving referrals for follow up care.

This is an increase of 82 participants or 15%, and a decrease of 56 participants referred for follow up referral or 91.8%. The Healthy Sundays program offers screenings for blood pressure, body mass index and influenza vaccination as well as health education material. Cholesterol and dysglycemia screenings are not offered at these events, which resulted in fewer opportunities for referrals.

3. SFH will provide screenings for BMI through the use of the SFH outreach bus.

Process measures: Increase screenings by 2%.

Baseline: May 1, 2015 through April 30, 2016: 2,623 individuals were screened.

Year One Update: May 1, 2016 through April 30, 2017: 2,468 individuals were screened.

This is a decrease of 155 patients or 5.91%. The outreach bus experienced some unforeseen mechanical issues over the past year, taking it out of service and reducing the number of visits. Plans are currently under way to purchase a new vehicle.

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

Process measures: Track number of community events where Long Island Health Collaborative materials were shared.

Baseline: May 1, 2015 through April 30, 2016: Program materials were not yet available for distribution.

Year One Update: May 1, 2016 through April 30, 2017: Individuals received LIHC materials at 28 community events.

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 to participants at each event.

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

Baseline: May 1, 2015 through April 30, 2016: Marcum Challenge = 35; American Heart Association Heart Walk = 45; American Cancer Society Making Strides against Breast Cancer Walk = 12. Total = 92.

Year One Update: May 1, 2016 through April 30, 2017: Marcum Challenge = 7; American Heart Association Heart Walk = 53; American Cancer Society Making Strides against Breast Cancer Walk = 6. Total = 66.

This is a decrease of 26 participants or 28.26%. Plans are under way to recruit additional participants for the Long Island walks.

Priority Number Two: Preventive Care and Management

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

Interventions, Strategies and Activities:

1. Provide free blood pressure screenings with health education and information at health fairs, schools, senior centers, libraries and other community locations.

Process measures: Increase number of attendees for blood pressure screenings and health education by 2%.

Baseline: May 1, 2015 through April 30, 2016: 1,944 individuals received free blood pressure screening with health education and information at health fairs, schools, senior centers, libraries and other community locations.

Year One Update: May 1, 2016 through April 30, 2017: 1,367 individuals received free blood pressure screening with health education and information at health fairs, schools, senior centers, libraries and other community locations.

This is a decrease of 577 individuals or 29.68%. Community blood pressure screenings are largely dependent on site availability, attendance and other circumstances, such as weather. A new community site in

Great Neck has been identified, and St. Francis community outreach will send a clinical nurse on a regular basis to provide blood pressure screenings.

2. Offer eight free cardiac screenings per year to high school athletes in grades 9 through 12 including free CPR/AED instruction to families and friends who attend. Programs are usually conducted in the St. Francis Hospital Cardiac Imaging suite. In 2016 St. Francis Hospital committed to offering two offsite programs per year in an effort to reach medically underserved communities.

Process measures: Number of screenings, attendees and those identified for follow up will be measured.

Baseline: May 1, 2015 through April 30, 2016: 192 individuals screened with 17 identified for follow-up care.

Year One Update: May 1, 2016 through April 30, 2017: 177 individuals screened, with 12 identified for follow-up care.

This is a decrease of 15 individuals or 7.81%. Individuals identified for follow-up care decreased by 29.41% In an effort to increase the number of screenings, St. Francis Hospital is now offering two programs per year at offsite locations. A program was held at St. Anthony's High School in the south Huntington area on April 19, 2017, and the hospital plans to offer a program in fall 2017 at CHS's Bishop McHugh Health Center in Hicksville.

Additional Activities:

1. St. Francis Hospital and Mercy Medical Center 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. St. Francis began collaborating with the Gift of Life program in 1974 to help children in need from outside the U.S. with cardiac conditions, offering the use of hospital facilities and a pediatric cardiology surgeon who donates his services. In 2016, 5 children received treatment through the Gift of Life program.
3. 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.
Baseline: May 1, 2015 through April 30, 2016: 232 patient visits participated in this program.
Year One Update: May 1, 2016 through April 30, 2017: 126 patient visits participated in this program thus far with a very favorable response. Additional sessions are being planned at St. Francis Hospital.
4. Smoking Cessation classes
Baseline: May 1, 2015 through April 30, 2016: 16 patients attended during this time period.
Year One Update: May 1, 2016 through April 30, 2017: 22 patients attended during this time period, a 27.4% increase. The St. Francis Hospital Smoking Cessation program has recently been revamped, and the hospital is now offering the American Lung Association's Freedom from Smoking program for free at the DeMatteis Center.

5. SFH PSA screenings
Baseline: May 1, 2015 through April 30, 2016: 157 PSA screenings were done in the community.
Year One Update: May 1, 2016 through April 30, 2017: 90 PSA community screenings done, a decrease of 67 patients or 42.7%. St. Francis previously received large numbers of patients when the *Daily News* provided Long Island support and advertising for this program; this has been discontinued by the paper. Community outreach plans to partner more closely with the oncology department to acquire community contacts for cancer screening and will continue to work to provide this service.

6. Outreach Bus flu vaccinations:
 Flu vaccinations are provided to individuals in medically underserved areas through the Outreach Bus program.
Baseline: May 1, 2015 through April 30, 2016: 473 influenza vaccines were given to individuals.
Year One Update: May 1, 2016 through April 30, 2017: 593 influenza vaccines were administered, an increase of 120 individuals or 20.2%.

Priority Number Three: Mental Health

Goal: Increase community awareness of mental health issues and resources on Long Island.

Interventions, Strategies and Activities:

1. The hospital will support DSRIP and Long Island Health Collaborative mental health projects.

Process measures: St. Francis Hospital will maintain active membership on DSRIP and Long Island Health Collaborative committees to bring information back to its Community Advisory Board to ensure that mental health community support is included in all future program planning initiatives.

Baseline: May 1, 2015 through April 30, 2016: One Community Advisory Board meeting was held.

May 1, 2016 through April 30, 2017: Three Community Advisory Board meetings were held. St. Francis senior leadership has expressed commitment and support of involvement in community outreach initiatives.

2. Develop, initiate and offer community-based programs to assist patients and caregivers with mental health issues. St. Francis Hospital will expand its existing support groups and develop new support groups to assist patients and caregivers with chronic disease issues. St. Francis will offer Narcan training to all of its BLS instructors, and include it in its community CPR training classes.

Baseline: May 1, 2015 through April 30, 2016: One Living Healthy with Chronic Conditions – Stanford workshop was held.

May 1, 2016 through April 30, 2017: One Living Healthy with Chronic Conditions – Stanford workshop was held with seven participants. A new Stroke Support group for patients and caregivers was offered in April 2017 with eight participants.

Three community Narcan® training classes were held with 44 participants. In addition, instruction was offered to all CPR instructors in the St. Francis Hospital American Heart Association Community Training Center for emergency care courses. Out of 146 instructors in the hospital Training Center, 110 have received this training thus far with the goal to have all completed by December 31.

3. St. Francis Hospital will be hosting a Mental Health First Aid training in November 2016 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.

Baseline: May 1, 2015 through April 30, 2016: One Mental Health/First Aid course was held onsite at the DeMatteis Center with nine participants.

May 1, 2016 through April 30, 2017: St. Francis Hospital works with the Mental Health Association of Nassau County to promote this program and now refers participants directly to the Association for registration into the next available course. Due to staffing difficulties at the Mental Health Association, the agency was unable to provide instructors for classes held at St. Francis. However, the hospital has maintained the relationship and still uses the association as a resource.

When a lack of access to mental health resources is identified, St. Francis Hospital will provide information on and refer patients to the extensive mental health services available within CHS and its partners. If not available within CHS, St. Francis will use LIHC's database to identify or recommend a suitable option.

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

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

5. CHS is creating a Mental Health and Substance Abuse Services guide listing all available services throughout its system, Catholic Charities and the New York State Department of Health. This guide will be available in 2017.

The *CHS Mental Health and Substance Abuse Services Guide*, in English and Spanish, was completed in April 2017 and is being offered for free in print or as a PDF from the CHS and hospitals' websites. Free copies are available to anyone contacting CHS at its toll-free telephone number. The guide has been distributed to all CHS entities, community partners and is made available at all community outreach events. The guide is also being distributed by the Diocese of Rockville Centre to all Long Island Catholic churches.

Living the Mission

In late 2014, the Nassau-Suffolk Hospital Council, on behalf of LIHC, was identified as the Population Health Improvement Program (PHIP) contractor for the Long Island region. LIHC continues to focus on chronic disease prevention and treatment, particularly obesity, through its "Are You Ready Feet?" walking program and other online resources. More information can be found at lihealthcollab.org.

In August 2016, Catholic Home Care (CHC) spoke to members of the Tanner Park Senior Center in Copiague about CHC's reconcile/engage/assess/coach/teach back (REACT™) program. This standardized medication management process focuses on patient and caregiver engagement in medication management using coaching

strategies and teach-back to ensure an accurate medication list and an understanding of the purpose, administration and side effects of physician-ordered medications.

During 2016, CHS's Maryhaven Center of Hope food pantry provided more than 70 bags of free food each month to non-resident Maryhaven clients and individuals from the local community of Port Jefferson Station. The food is donated by CHS staff with support from Island Harvest food bank

In June 2016, CHS participated in HOPE DAY in Valley Stream, providing free blood pressure screenings and health education material to more than 5,000 Long Island residents. HOPE DAY brings together community and faith-based organizations in areas of need offering necessities, free food, entertainment and health education.

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

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

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

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

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

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

Cultural Competency and Health Literacy (CCHL) training is being provided to CHS employees to advance cultural and linguistic competence, promote effective communication to eliminate health disparities and enhance patient outcomes. More than 90 people from across the system were trained by a CCHL master facilitator in 3, back-to-back sessions on January 9, 2017 at the Farmingdale office. CCHL education is also offered through web-based training.

CHS provides medical services support to the region's pregnancy crisis centers, including four operated by the Life Center of Long Island and six Birthright locations across Nassau and Suffolk. CHS also supports two Soundview Pregnancy Services locations and collaborates with Regina Residence, operated by Catholic Charities.

Regina Residence, operated by Catholic Charities, and CHS offer a one-call pregnancy support line through which trained professionals offer expectant mothers encouragement and an array of practical support at this critical time and beyond, in the hope of helping the women continue their pregnancies. In 2016, 109 individuals called this line.

CHS provides an array of resources to promote good health in the region. Its two TV series, “CHS Presents: Lifestyles at the Heart of Health” and “CHS Presents: Health Connect” feature experts providing medical, nutritional and fitness information. The shows are broadcast on Telecare TV, reaching 6.2 million households in the tri-state area, and accessible on www.telecaretv.org. CHA has been awarded two Telly Awards for the “Lifestyles at the Heart of Health” program. These programs and other health-related videos can be viewed on demand on CHS’s YouTube channel at <https://www.youtube.com/user/chsli>. The programs in the series are also available on CHS’s website under “Community Health”, along with “Recipes for Healthy Living”. In addition, CHS’s online events calendar in the same location lists free health screenings, blood drives, lectures and other programs open to the public, with social media also used to disseminate this information.

CHS’s Executive Vice President and Chief Medical Officer writes a column, “Dr. O’s Health Care Tips and Solutions” for *The Long Island Catholic*, the official publication of the Diocese of Rockville Centre, published 10 times per year. These tips are also taped and hosted on CHS’s YouTube Channel and in fall 2017 will be on Telecare TV’s *Everyday Faith Live*.

CHS is engaged in promoting education, training and workforce preparedness through collaboration with organizations such as the Long Island Regional Advisory Council on Higher Education, Long Island STEM (Science, Technology, Engineering and Math) Hub, Health Care Regional Industry Council and Western Suffolk BOCES. From May 2, 2016 and April 30, 2017, six events were supported by Good Samaritan Hospital’s Vice President of Human Resources as chair of the LI STEM Hub Health Care Regional Industry Council and as chairperson of the Nassau-Suffolk Hospital Council Human Resources Committee. A total of 223 individuals participated in career development forums, conferences and workshops hosted by colleges and other institutions, and CHS was represented on panels and in workgroups.

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

CHC continued to provide patients and families with needed services using the Patient Assistance Fund. The fund is made up from staff donations in the form of a payroll deduction and allows staff to recommend assistance for patients with specific needs impacting their health. This can include a provision of food, clothing, fuel oil and other critical items. All donations are approved by the CHC chief administrative officer and chief operating officer. Allowable funding is capped at \$250 per patient.

To ensure patient safety in the home environment, Catholic Home Care provided smoke and carbon monoxide detectors to patients unable to purchase such devices. In addition, the agency purchased and distributed scales to monitor fluid retention for patients who were physically or financially unable to obtain them.

In 2016, Good Shepherd Hospice earned a two-year grant from the National Alliance for Grieving Children to provide bereavement services to Hispanic children and their parents.

Good Shepherd Hospice conducted free bereavement support groups for the general public across Long Island at Mercy Medical Center, Our Lady of Consolation, St. Patrick Church in Bay Shore and the Good Shepherd offices in Farmingdale and Port Jefferson.

As part of the Coping with the Holidays series, Good Shepherd Hospice held a free workshop addressing bereavement needs associated with St. Valentine’s Day, Mother’s Day and Father’s Day in multiple settings across Long Island.

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

In July 2016, Bob Sweeney’s Camp H.O.P.E., an annual two-day free children’s bereavement camp, had the highest attendance in its 14-year history, with more than 100 children and their families participating. The camp was

held at Camp Alvernia in collaboration with Good Shepherd. Volunteer professional staff from Good Shepherd Hospice provide staffing for the camp.

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

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

Dissemination of the Plan to the Public

The St. Francis Hospital Community Service Plan will be posted on the hospital's website at www.stfrancisheartcenter.com. 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. Francis Hospital continue to further develop ways to best serve the community.

Conclusion

The Community Service Plan is intended to be a dynamic document. Using its strengths and resources, St. Francis Hospital, along with community partners, will work to continue to best address health disparities and needs. The hospital will strive to improve the overall health and well-being of individuals and families by expanding free health promotion and disease prevention/education screenings and programs in communities where they are most needed. St. Francis Hospital is committed to continue to develop ways to best serve the community.