

St. Joseph Hospital
Community Service Plan

2016-2018
Year One Update



Approved by the Board of Trustees on October 3, 2017



St. Joseph Hospital
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. Joseph Hospital Service Area

St. Joseph Hospital is a 203-bed facility located in Bethpage, New York, approximately 25 miles from Manhattan in the southeastern part of Nassau County. This not-for-profit hospital is a member of Catholic Health Services of Long Island (CHS). The hospital primarily serves patients from the surrounding communities of: Bethpage, Massapequa, Farmingdale, Amityville, Levittown, Massapequa Park, Wantagh, Seaford, Bellmore, East Meadow, Lindenhurst, Copiague, Babylon, Hicksville, Plainview and Woodbury. Approximately 90% of hospital patients who are admitted and/or provided care in the hospital's Emergency Department reside in the aforementioned service areas.

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. Joseph Hospital partners include:

American Cancer Society	Good Samaritan Nursing Home, Sayville
American Diabetes Association	Good Shepherd Hospice, Farmingdale
American Heart Association	Hicksville EMS
American Parkinson Disease Association	Hunter Ambulance Services
Amityville/North Amityville EMS	Jericho EMS
Bellmore/North Bellmore EMS	Levittown EMS
Bellmore/Merrick EMS	Lindenhurst/North Lindenhurst EMS
Bethpage EMS	Long Island Blood Services
Bethpage Library	Long Island Health Collaborative (LIHC)
Bethpage School District	Maryhaven Center of Hope, Port Jefferson
Catholic Charities	Massapequa/North Massapequa EMS
Catholic Home Care, Farmingdale	Massapequa Senior Center
Cancer Services Program of Nassau County	Melville EMS
Cancer Services Program of Suffolk County	Mercy Medical Center, Rockville Centre
Central Park Historical Society, Bethpage	Merrick EMS
Copiague EMS	Nassau Police Medic Association
Cornell Cooperative Extension/Eat Smart NY	New York Institute of Technology College of Osteopathic Medicine, Central Islip
East Meadow EMS	Our Lady of the Assumption Church, Copiague
Farmingdale/East/South Farmingdale EMS	Our Lady of Loretto Church, Hempstead
Farmingdale Public Library	Our Lady of Lourdes, Massapequa Park
Farmingdale School District	Our Lady of Mercy Academy, Syosset
Fidelis Care	Plainview EMS
Gerald J. Ryan Outreach Center, Wyandanch	Seaford EMS
Girl Scouts of America, Nassau County	
Good Samaritan Hospital Medical Center, West Islip	

Senior Care
 Senator Kemp Hannon, Nassau County
 Sisters United in Health
 Society of St. Vincent de Paul
 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. Brigid Church, Westbury
 St. Kilian Church, Farmingdale
 St. Martha Church, Uniondale
 St. Martin of Tours Church, Bethpage
 Stony Brook Medicine/Creating Healthy Schools and

Communities
 Sustainable Long Island/Creating Healthy Schools and Communities
 Syosset EMS
 Telecare
 Town of Hempstead, Dept. of Senior Enrichment
 St. William the Abbot, Seaford
 Wantagh/Wantagh Levittown EMS
 West Babylon EMS
 Western Suffolk Boces /Creating Healthy Schools and Communities
 Wyandanch EMS
 YES Community Counseling Center, Levittown

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. Joseph Hospital reviewed the data for the hospital's service area by selected zip codes. Below are the findings for St. Joseph Hospital:

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

- Cancer 18.76%
- Drug & alcohol abuse 16.65%
- Obesity/weight-loss issues 11.96%
- Heart disease & stroke 11.45%
- Diabetes 8.67%
- Mental health depression/suicide 8.63%
- Safety 6.02%
- Environmental hazards 5.98%
- Women's health & wellness 3.21%
- Child health & wellness 3.20%
- Asthma/lung disease 2.85%
- HIV/AIDS & Sexually Transmitted Diseases (STD) 1.58%
- Vaccine preventable diseases 1.03%

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

- Obesity/weight-loss issues 16.60%
- Cancer 16.58%
- Heart disease & stroke 15.16%
- Diabetes 10.35%
- Women's health & wellness 9.92%
- Mental health depression/suicide 7.28%
- Environmental hazards 5.93%
- Safety 5.26%
- Asthma/lung disease 3.85%
- Child health & wellness 3.53%
- Drugs & alcohol abuse 3.32%
- Vaccine preventable diseases 1.15%
- HIV/Aids/sexually transmitted disease 1.08%

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

- No insurance 22.84%
- Unable to pay co-pays/deductibles 20.23%
- Fear 15.46%
- Don't understand need to see a doctor 12.68%
- There are no barriers 8.09%
- Transportation 7.18%
- Language barriers 5.41%
- Don't know how to find doctors 3.84%
- Lack of availability of doctors 2.82%
- Cultural/religious beliefs 1.45%

4. Which of the following is the MOST needed to improve the health of your community?

- Clean air and water 17.02%
- Healthier food choices 14.98%
- Weight-loss programs 12.12%
- Drug and alcohol rehabilitation services 10.76%
- Job opportunities 9.62%
- Mental health services 7.80%
- Safe childcare options 6.09%
- Smoking cessation programs 5.90%
- Safe places to walk/play 5.31%
- Transportation 4.04%
- Recreation facilities 4.03%
- Safe worksites 2.33%

5. What health screenings or education/information services are needed in your community?

- Cancer 11.38%
- Nutrition 11.35%
- Blood pressure 9.69%
- Drug and alcohol 8.92%
- Exercise/physical activity 8.34%
- Cholesterol 8.06%
- Mental health/depression 7.38%
- Importance of routine well checkups 7.20%
- Heart disease 6.69%
- Dental screenings 4.68%
- Eating disorders 4.08%
- Emergency preparedness 3.26%
- Suicide prevention 2.82%
- Disease outbreak information 2.69%
- Vaccination/immunizations 2.16%
- HIV/AIDS/STDs 0.97%
- Prenatal care 0.35%

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

- Doctor/health professional 33.39%
- Internet 19.97%
- Family or friends 12.94%
- Newspaper/magazines 7.03%
- Television 5.75%
- Hospital 4.79%
- Health department 3.83%
- Social media 3.67%
- Library 3.35%
- School/college 2.08%
- Worksite 1.76%

• Radio	0.96%
• Religious organization	0.48%
7. I identify as:	
• Female	59.22%
• Male	40.39%
• Other	0.39%
8. Average age of respondents:	52
9. What race do you consider yourself?	
• White/Caucasian	87.60%
• Asian/Pacific Islander	4.13%
• Hispanic	3.31%
• Black/African-American	1.65%
• Multi-racial	1.65%
• Other (did not specify)	1.24%
• Native American	0.41%
10. Are you Hispanic or Latino?	
• No	85.96%
• Yes	14.04%
11. What is your annual household income from all sources?	
• \$0-\$19,999	10.28%
• \$20,000-\$34,999	17.29%
• \$35,000-\$49,999	11.21%
• \$50,000-\$74,999	17.29%
• \$75,000-\$125,000	25.23%
• >\$125,000	18.69%
12. What is your highest level of education?	
• College graduate	27.27%
• Some college	23.32%
• High school graduate	21.34%
• Graduate school	15.02%
• Technical school	5.14%
• Doctorate	1.98%
• K-8 grade	1.58%
• Some high school	1.54%
13. What is your current employment status?	
• Employed for wages	57.55%
• Retired	22.86%
• Self-employed	8.98%
• Out of work, but not currently looking	4.49%

- Student 3.67%
- Out of work/looking for work 2.45%

14. Do you currently have health insurance?

- Yes 94.78%
- No 2.81%
- No, but I did in the past 2.41%

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. Joseph 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. St. Joseph Hospital staff volunteer at CHS Healthy Sundays community outreach events held in underserved churches, offering free health screenings and providing educational materials on nutrition, healthy eating and preventive health.

Process measures: Hospital staff will participate in at least four Healthy Sunday events, track number of attendees, types of screenings and referrals.

Baseline: May 1, 2015 through April 30, 2016: St. Joseph Hospital participated in five Healthy Sundays events. Volunteer staff provided a total of 121 blood pressure screenings, 103 BMI screenings and 113 flu vaccinations. Eight people were referred for free follow-up care.

Year One Update: May 1, 2016 through April 30, 2017: St. Joseph participated in three Healthy Sundays events. Volunteer staff provided a total of 20 blood pressure screenings and 68 flu vaccinations. One person was referred to his private physician for follow up care.

One of the four events scheduled during this time period one was cancelled by the hosting church and one fewer event was held in the current period. This resulted in a 505% decrease in blood pressure screenings and a 38.8% decrease in flu vaccinations. Two additional Healthy Sunday events are scheduled for fall 2017.

2. St. Joseph Hospital will offer a 17-week Weight Watchers program for staff and community members. After Year One, the hospital will evaluate community participation to determine program offerings in Year Two and Three.

Process measures: The hospital will offer the 17-week program and track number of participants and total pounds lost. Strive to increase community participation in the program by 5% over the previous year.

Year One Update: May 1, 2016 through April 30, 2017: St. Joseph Hospital hosted two Weight Watchers groups:

- A group of 18 comprised of staff and community (both new members and those wishing to continue attending beyond the prior 18-week program), met for 15 weeks from September to December 2016 and lost a total of 181 pounds while learning about proper nutrition, the importance of increased activity and lifestyle changes. The difference in weight loss is due both to a shorter program by three weeks and repeat program members now had less weight to lose.
 - There is a 15-week group in progress with 15 members. Comparison statistics will be provided in the Year Two Update.
3. St. Joseph Hospital will actively promote the Long Island Health Collaborative's walking program, distributing promotional materials at community events and through social media reach. Also, St. Joseph Hospital will share program information with CHS-affiliated physicians and mid-level practitioners to encourage more people to walk and choose a healthier lifestyle.

Process measures: Long Island Health Collaborative materials are distributed at the 11 community lectures held at the hospital and the 5 – 7 Healthy Sunday events held each year in Freeport, Hempstead, Levittown, Farmingdale and Bethpage. Materials are also shared and via social media; the number of likes, followers and shares are measured.

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

St. Joseph continues to promote the Long Island Health Collaborative's walking program with CHS at the Marcum Workplace Challenge, American Heart Association Walk and Making Strides Against Breast Cancer Walk. Material is shared at the diabetes education programs, Weight Watchers meetings and is displayed throughout the hospital. Information has been posted on social media and is distributed at each event that the hospital attends, including but not limited to:

- Nassau County Senior luncheons – attendance of 350-450 seniors each month
- Spring Fling – attendance 400+ Girl Scouts and community members – total 600 attendees
- Available at four blood drives per year
- Nassau County events, including: Senator Kemp Hannon Health Fair, Town of Hempstead Senior Health Fair, St. Vincent de Paul—Friends of the Poor Walk and the annual Farmingdale Health Summit.

4. Staff from 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.

Process measures: Attendance (hospital staff and community) is recorded for all three events. The goal is to increase the number of hospital participants over the previous year by 5%.

Baseline: May 1, 2015 through April 30, 2016: There was a total of 55 participants in the American Heart Association Heart Walk, American Cancer Society Making Strides Against Breast Cancer Walk, the LI Marcum Workplace Challenge and the St. Vincent de Paul Friends of the Poor Walk.

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

St. Joseph staff continues to support and participate in the three walks supported by CHS, as well as the St. Vincent de Paul Friends of the Poor Walk in Bethpage.

- Marcum Workplace Challenge, 7/26/2016: 22 SJH participants
- American Heart Association Walk, 9/18/2016: 7 participants
- Making Strides Breast Cancer Walk, 10/16/2016: 8 participants
- St. Vincent de Paul – Friends of the Poor Walk, 9/24/2016: 8 participants

There was a total of 45 participants compared to 55 in the prior period reflecting, an 18% decrease. Staff participation in and contributions to the Making Strides fundraising efforts, although low, exceeded that of previous years.

In order to encourage greater participation, the hospital has offered an incentive for early sign-up for the Marcum event, and participants have been registering much earlier than usual. The same will be done for the American Heart Association Heart Walk and the Making Strides walks.

Priority Number Two: Preventive Care and Management

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

Interventions, Strategies and Activities:

1. St. Joseph Hospital offers free monthly education lectures on topics closely related to diabetes.

Process measures: Attendance averages eight attendees and the goal is to increase this by 5% each year.

Baseline: May 1, 2015 through April 30, 2016: There were 9 in-house lectures with a total of 86 attendees, averaging 9 attendees each.

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

St. Joseph Hospital continues to raise awareness about its Outpatient Diabetes Education Program. Free programs are offered to the community, providing education on how to better manage health. The program, presented by certified diabetes educators, supports all areas of diabetes care, management and education in various locations, targeting high-risk populations.

From May 1, 2016 through April 30, 2017 there were 12 free diabetes education lectures with a total 102 attendees, averaging 8 attendees per lecture. This is a 33% increase in the number of lectures and a 15.7% increase in the total number of attendees over the prior period.

Free Diabetes Education Lectures:

- 5/18/16: "Nutrition and Good Health": 6 attendees
- 6/15/16: "Dining Out Tips and Tidbits": 12 attendees
- 7/20/16: "Diabetes Prevention: What You Need To Know": 5 attendees
- 8/17/16: "Have You *Seen* Your Ophthalmologist Lately?" – Guest Speaker Jordan Garelick, MD: 7 attendees
- 9/21/16: "Diabetes and Sleep" – Guest Speaker Tanisha Adams: 14 attendees
- 10/19/16: "Grocery Store Tour": 8 attendees
- 11/16/16: "Diabetes Acceptance: The Ultimate Stress Buster" – Guest Speaker Beverly Adler, PhD, CDE: 12 attendees
- 12/21/16: "Cooking Light and Eating Right": 8 attendees
- 1/18/17: "New Year, New You": 12 attendees
- 2/15/17: "February is Heart Month" – Guest Speaker Salvatore Trazzera, MD: 8 attendees
- 3/15/17: "Celebrate National Nutrition Month": 10 attendees
- 4/19/17: "Chair Yoga and Fall Prevention Tips" – Guest Speaker Sue Palo, RN St. Francis Hospital: 11 participants.

In addition to the lectures, St. Joseph Hospital offers a Diabetes Support Group, which had 113 participants for an average of 9 attendees per event.

On April 20, 2017, St. Joseph Hospital joined Catholic Health Services, Fidelis Care, Cornell University Cooperative Extension of Suffolk County, Juvenile Diabetes Research Foundation International (JDRF), and Walgreens for an Informational diabetes resource event at the Brentwood Library. Twenty attendees received information on nutrition, diabetes prevention and management.

2. The hospital offers the Centers for Disease Control (CDC) Diabetes Prevention Recognized Program (DPRP). A trained facilitator helps participants make lifestyle changes such as eating healthier, reducing stress, and getting more physical activity.

Process measures: Attendance is recorded at both the start of the 16-week sessions and upon completion of the program. The goal is to increase the number of attendees signed up for the program and the number of attendees who complete the program by 5%. 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 was one group that concluded in its Post-Core session in August 2016 and had five participants (this group began in August 2015).

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

St. Joseph Hospital has been awarded *full recognition* by the CDC for the Diabetes Prevention Program. The CDC-recognized program uses an approved curriculum that meets the duration, intensity and reporting requirements described in the DPRP standards. Full recognition means that a program has demonstrated effectiveness by achieving all the performance criteria detailed in the standards. Participants receive information regarding the skills needed to lose weight, be more physically active and manage stress. There are 16 weekly sessions (Core group), and 6 monthly follow up sessions (Post-Core group) to help maintain the healthy lifestyle changes.

A Core group began in July 2016 and finished Post-Core in June 2017 with four participants. A new Core group began in February 2017 with six members and will continue through January 2018. This is a 100% increase in participation (10 participants) over the prior period (5 participants).

Additional Activities:

1. St. Joseph Hospital continues to offer programs both at the hospital and in the community. In addition to participation at Healthy Sundays, St Joseph provided nine free blood pressure screenings throughout the calendar year at:
 - Massapequa Library: 60 screenings
 - Massapequa Senior Center: 110 screenings
 - St. Marks Church in Woodbury: 68 BP screenings
2. St. Joseph presented free lectures to EMS personnel on various topics:
 - 9/14/16 – Arrhythmia: 35 attendees
 - 11/25/16 – Cardiac CT: 110 attendees
 - 12/14/16 – Stroke CME: 26 attendees
 - 3/22/17 – Overdose and Drug Addiction: 43 attendees
3. St. Joseph hosted two community physician office staff meetings to share information and encourage positive working relationships between the hospital and physician offices. The 2 meetings, held on 9/28/16 and 12/13/16, covered “Impact of Social Media” and “Medicare Update” with a total of 54 attending.
4. Free community lectures/screenings were offered::
 - 5/17/16 – Sons of Italy, Farmingdale – “Cardiac CT”: 50 attendees
 - 6/27/16 – St. William the Abott, Seaford – “Stroke”: 35 attendees, 24 BP screenings
 - 11/22/16 – Cardiac CT, Massapequa Senior Center: 82 attendees
 - 4/1/17 – Massapequa Senior Center - “Get Balanced in Your Life”: 82 attendees, 43 blood pressure screenings
5. Physician Spotlight Seminars took place at the hospital for staff and invited guests:
 - 6/10/16 – “Pain Management”: 32 attendees
 - 9/21/16 – “Lumbar Back Pain”: 55 attendees
 - 10/12/16 – “Importance of Quality Sleep”: 45 attendees
 - 11/17/16 – “Back Pain and Spinal Stenosis”: 54 attendees
 - 12/13/16 – “Pain Management”: 48 attendees
 - 2/3/17 – “Cardiac CT”: 38 attendees
 - 3/29/17 – “AFIB”: 52 attendees
 - 4/20/17 – “Plastic Surgery”: 51 attendees

6. St. Joseph Hospital offered the free, seven-week Stepping-On Program designed to promote improved balance, strength, home and community safety, vision, the importance of safe footwear and medication review. Classes had 15-20 participants and were highly participative. Fall prevention materials were provided, and free night lights were distributed courtesy of the Suffolk County Department of Health.
 - 5/10/16-6/28/16 at The Oaks Adult Community Center, Massapequa
 - 4/10/17-5/22/17 at the Farmingdale Library
7. On 9/22/16, St. Joseph hosted a free community *Falls Prevention Day*, distributing information on ways to *Fall-Proof Your Environment*.
8. Free balance and falls prevention lectures were given on 1/17/17 at St. Martin of Tours Church in Bethpage with 97 attendees, and on 4/3/17 at the Massapequa Senior Center, 100 attendees.
9. St. Joseph Hospital participated in many additional free community events throughout out the year.
 - Community outreach staff attends the monthly Nassau County Senior Luncheon held at the Old Bethpage Village Restoration, sharing free information about outpatient services, and answering questions. Between 350-450 seniors attend this monthly luncheon.
 - 5/14/16 – “Spring Fling” – Teddy Bear Clinic – more than 400 Girl Scouts received First Aid badges.
 - 6/9/16 – Bethpage Fireman’s Parade – staffed a table with health education information and outpatient services.
 - 6/11/16 – Marjorie Post Park, Massapequa Community Fair – 17 BP screenings
 - 8/20/16 – Fidelis “Back-to-School” event in collaboration with Mercy Medical Center – school supplies and book bags were distributed to students – 40 BP screenings
 - 9/10/16 – EMS Wrestling Event – staffed a table with health education information and outpatient services
 - 10/2/16 – South Farmingdale Family Day – St. Joseph Hospital Teddy Bear Clinic – staffed a table with hospital outpatient services and health education materials, including diabetes and healthy eating chart, NY Quits smoking cessation information and LIHC *Are You Ready Feet?* Brochures.
 - 10/6/16 – Senator Hannon Health Fair, Garden City – table with health education information; 35 BP screenings
 - 10/30/16 – Suffolk County Marathon – five St. Joseph employees worked in the CHS race medical provider tent.
 - 12/8/16 – Christmas Tree Lighting – 450 Girl Scouts earned badges for ornament display on donated trees, 200+ community members were present and a donation of toys was made to Toys for Tots
 - 3/29/17 – Farmingdale Health Summit – St. Joseph Hospital and Catholic Home Care joined other community-based organizations and shared health education information and outpatient services to 700+ guests

Priority: Mental Health

Goal: Increase the frequency of mental health-oriented lectures, providing information, education and available resources to the community.

Interventions, Strategies and Activities:

1. Offer bereavement groups to community members who suffered a loss. Currently two bereavement groups are offered: a general bereavement group and a Next Steps group. In response to community inquiries, a new group is being offered in 2016, Loss of a Child.

Process measures: Attendance will be tracked to meet goal of six to eight participants per group. 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.

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

A total of 83 people have benefited from the bereavement groups held during this time period. St. Joseph Hospital hosts two bereavement groups on a regular basis. The Initial Bereavement Group and Next Steps Group ran between six to eight weeks, depending upon the needs of the group. There were a total of 13 groups, comprised of 68 people. The new Loss of a Child Group has not had the anticipated enrollment, however there were 15 people who were counseled on an individual basis, usually for 6-week sessions.

2. Hospital will participate in the Annual Bi-County Empowerment Conference sponsored by The Mental Health Association of Nassau County, Inc.

Process measures: Each year, attendance at the conference increases, introducing new community members to the free services offered at SJH regarding diabetes, healthy eating and nutrition.

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

St. Joseph Hospital participated in the Bi-County Empowerment Conference on 8/19/16. Information on eating healthier, reducing stress, the importance of physical activity and the Long Island Health Collaborative's walking program was distributed. Informational packets on free diabetes education programs offered at the hospital were also available. Since this was a bi-county event, the *CHS Service Guide* was distributed. At the 2017 conference, the new *CHS Mental Health and Substance Abuse Services Guide* will be distributed.

3. St. Joseph Hospital plans to participate in the Mental Health First Aid training at St. Francis Hospital in November 2016 being presented by The Mental Health Association of Nassau County. This free, eight-hour training is designed for caregivers of those who live with chronic disease as well as hospital staff who work with caregivers or run hospital support groups.

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

St. Joseph Hospital had two staff members attend the Mental Health First Aid Training at St. Francis Hospital, a chaplain who runs several bereavement groups and a registered nurse/nurse manager from the Emergency Department.

4. St. Joseph Hospital will support Long Island Health Collaborative and DSRIP projects that address mental health.

5. When a lack of access to mental health resources is identified, St. Joseph 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. Joseph will use 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 all St. Joseph outreach events.

6. 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.

7. 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, Al'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. Joseph 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. CHS 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.

St. Joseph Hospital worked with a number of schools in its community to provide students with exposure to the careers available in the health care industry:

10/7/16 – Career Day – Massapequa High School – 22 students

10/19 & 10/26/16 – Career Day at BOCES, Hicksville – 2-year and 4-year study careers – 48 students

12/1/16 – Island Trees High School Career Day – 16 students

12/2/16 – Massapequa High School Career Day at MHS – 500 students

3/2/17 – Massapequa High School Shadow Day – 36 students

4/19/17 – SIM Lab with Massapequa High School – Career Day – 16 students

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. Joseph Hospital Community Service Plan will be posted on the hospital's website at www.StJosephHospital.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. Joseph 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. Joseph 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. Joseph Hospital is committed to continue to develop ways to best serve the community.