

# St. Joseph Hospital

# Community Service Plan

## 2014–2016



Approved by the hospital board on September 12, 2013



4295 Hempstead Turnpike  
Bethpage, NY 11714  
516-579-6000  
[www.StJosephHospitalNY.org](http://www.StJosephHospitalNY.org)



# I. Executive Summary

## 1. Hospital 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.

## 2. Definition and Brief Description of Community Served

The hospital primarily serves patients from the following communities: Massapequa, Farmingdale, Amityville, Levittown, Massapequa Park, Wantagh, Seaford, Bethpage, Bellmore, East Meadow, Lindenhurst, Copiague, Babylon, Hicksville, Plainview and Woodbury. Located in the southeast corner of Nassau County, St. Joseph's primary service area reside in the aforementioned communities. The hospital has a primary service area population of approximately 300,000 with a secondary service area of approximately 100,000 for a combined service area of 400,000.

### 2012 St. Joseph Hospital discharge data by ethnicity

<b>Asian</b>	<b>37</b>	<b>0.6%</b>
<b>Black</b>	<b>532</b>	<b>8.0%</b>
<b>White</b>	<b>6044</b>	<b>90.4%</b>
<b>American Indian</b>	<b>1</b>	<b>0.0%</b>
<b>Other</b>	<b>73</b>	<b>1.1%</b>
<b>Total</b>	<b>6687</b>	<b>100.0%</b>

### 2012 St. Joseph Hospital discharge data by age

14-17	4
18-24	94
25-34	213
35-44	269
45-54	616
55-64	869
65-74	1091
75-84	1610
85+	1921
<b>Grand Total</b>	<b>6687</b>

St. Joseph reported \$872 thousand in charity care at cost net of offsetting revenues in 2012. Community service, uncompensated care and other charitable activities provided for the community totaled \$5.3 million at cost, and \$35 thousand was reported in bad debt at cost net of offsetting revenues in 2012.

### 3. Public Participation

(a) *Community Partners and Their Roles.* St. Joseph Hospital's Community Service Plan draws upon the results of the Nassau County Community Health Needs Assessment (CHNA), which was conducted by a Nassau County Health Department-hospital collaborative of which St. Joseph Hospital was a part, and upon St. Joseph Hospital's own community programs and a variety of data sources specific to the St. Joseph Hospital service area.

Public participation in the Nassau County CHNA includes:

- A qualitative assessment based on 17 key-informant interviews with local health organization leaders to identify pressing health needs in the community. The majority of interviews were conducted during March and April 2013. Some participating organizations were: American Cancer Society, American Diabetes Association, American Heart Association, Catholic Charities, Circulo de la Hispanidad, FEGS, Health and Welfare Council of Long Island, Island Harvest, Jewish Association Serving the Aging (JASA), Long Island Council of Churches, Mental Health Association of Nassau County, Perinatal Services Network, Project Independence, Sustainable Long Island, and United Way.
- A quantitative assessment based on a community survey that was widely distributed in both Spanish and English through hospital outreach, public libraries, Survey Monkey, NCDOH programs and county agencies, faith-based organizations, community centers, and social media. The survey elicited more than 1,000 responses.

St Joseph Hospital's own community health needs assessment survey, which elicited nearly 108 responses, a response rate of 72.97%, was publicly distributed through a variety of sources, including but not limited to attendees of educational lectures, St. Joseph Hospital employees and volunteers, hospital visitors, and others. Of those surveyed, results revealed that 67.62% of the respondents were female and 32.38% male, 3 participants did not respond to this question. Approximately 86.4% of adults in the St. Joseph Hospital survey service area rated their health status as very good to fair. The majority of respondents (95%) carry health insurance and 78.70% reported they were Caucasian. The report indicated 24.07% were high school graduates, 27.7% have some college and 31.48% were college graduates.

(b) *Outcomes of the Public Input Process in Brief.*

The Nassau County CHNA stakeholder interviews were held in the spring of 2013. The results of the assessment showed the following: (1) Diabetes, heart disease and cancer are the most commonly reported chronic diseases of concern. (2) The health burden of overweight and obesity-related diseases and conditions, such as diabetes and heart disease, is increasing significantly, with more outreach to low Socioeconomic Status (SES) and minority populations needed to provide education about nutrition and healthy food practices. (3) Finally, there has been an increase in the prevalence of mental health issues. St. Joseph Hospital's local survey supports a focus on diabetes and obesity. In addition, survey results strongly support the importance of increased awareness for programs addressing mental health issues.

*(c) Public notification of these sessions.*

In the spring of 2013, the various community partners (including hospitals, local health department, and community-based organizations) reached out to the public via community health fairs, lectures, screenings, newsletters, and in other ways, to solicit their input.

### **Continued Engagement with Partners and Tracking Progress**

#### **Long Island Health Collaborative**

As a result of the CHNA process and with both Nassau and Suffolk counties identifying the same two public health priorities, a collaborative bi-county work group was formed with participants including: hospitals, county health departments, health and welfare organizations, and colleges.

- Long Island's 24 hospitals
- Nassau-Suffolk Hospital Council
- New York State Department of Health
- Nassau County Department of Health
- Suffolk County Department of Health Services
- United Way of Long Island
- American Lung Association of Northeast
- Adelphi University
- Western Suffolk BOCES
- Cornell University Cooperative Extension
- YMCA
- Catholic Charities
- Healthcare Association of New York State
- Kaiser Family Foundation
- Robert Wood Johnson Foundation
- County Health Rankings & Roadmaps
- LIHC program inventory
- HITE site
- Centers for Disease Control and Prevention (CDC)
- Institute of Medicine
- U.S. Department of Health and Human Services
- National Institutes of Health
- Healthypeople.gov

Unique in New York State, this collaboration will allow for health systems and community partners to be involved in the education, planning and provision of services that goes well beyond clinical care and enters the realm of public health and prevention.

Long Island Health Collaborative (LIHC) is a partnership created to support the work group's collective efforts in addressing the selected Prevention Agenda priority and focus areas. This innovative regional effort will culminate in the form of a comprehensive, island wide public awareness campaign. A website, which will be maintained by the Nassau Suffolk Hospital Council, is currently being designed for LIHC.

The LIHC website will explain the purpose for LIHC as well as information on population health, the role of reform in the changing landscape of health care and the role of patients and consumers in maintaining their own health. A brief narrative of the focus areas will be found with links to more detailed information and resources as well as an explanation of state and federal mandates which are driving more robust and collaborative community health planning. The site will also include links to helpful resources such as BMI calculators and specific disease risk assessment tools.

Additionally, the bi-county work group is creating a universal metric assessment in order to be able to collect reliable and reportable data for the region. The metric will feature four subscales which will dovetail the focus areas. Data will be collected and analyzed by one of LIHC's university partners. Currently, it is anticipated that the metric would be given to program participants in chronic disease management or wellness programs with three or more education sessions. Participants would complete a survey a total of three times: pre-program, immediately post-program and again 3–6 months post-program.

#### **4. Priorities Chosen in Brief**

After careful review and assessment, St. Joseph Hospital in conjunction with the Nassau and Suffolk Counties' Departments of Health will focus on three priority areas:

- Diabetes prevention, control and treatment
- Obesity prevention, control and treatment
- Mental health issues

This decision is based on the needs of the St. Joseph Hospital's service area identified in section 2 of this report and the needs St. Joseph Hospital can most effectively meet given its current service offerings and resources. The first is to increase access to high-quality chronic disease preventive care and management in both clinical and community settings. St. Joseph Hospital will focus on diabetes preventive care. The other priority is to reduce obesity in members of the community, both children and adults. The third area falls within the mental health arena addressing the need for public programs on mental health.

The first two (diabetes and obesity) were chosen, in part, because St. Joseph Hospital agreed to join with other members of the County-Hospital Collaboration in a collective effort to improve community health. The reasons for choosing the priorities follow:

**Priority 1: Diabetes prevention, control and treatment.** The reasons for regarding this as perhaps the most critical need in our service area are given below. At St. Joseph Hospital the Diabetes Education Center is considered by the American Diabetes Association (ADA) and the American Association of Diabetes Educators (AADE) as a Nationally-Recognized Center, and additionally offers a well established Hyperbaric/Wound Care Center, as well as podiatry services all of which will support the growing outpatient diabetes education initiative already in place. Further, CHS has made a strong commitment to develop diabetes education and preventative services across all hospitals, for both inpatients and outpatients. Free services will be offered to the underserved population and to those in a challenged socioeconomic status (SES).

**Priority 2: Obesity prevention, control and treatment.** In addition to its documented impact in its service area, St. Joseph Hospital seeks to further enhance its program in the area of nutritional education and obesity prevention. St. Joseph Hospital looks to develop and implement a healthy lifestyle course hosted at the hospital; explore the possibility of partnering with community organizations for access to healthier food; and through the CHS Healthy Sunday's program, reach underserved communities and offer screenings and education related to obesity.

**Priority 3: Mental health issues.** St. Joseph Hospital will provide and promote lectures on identifying and addressing mental health issues. At this time, St. Joseph Hospital does not offer any significant mental health services, however, efforts will be made to increase and improve the aspects of mental health information and education provided to the community.

## **II. ASSESSMENT AND PLAN**

### **A. Assessment and Selection of Public Health Priorities**

St. Joseph Hospital's Community Service Plan draws upon (1) the results of the Nassau County Community Health Needs Assessment (CHNA), which was conducted by a Nassau County Health Department-hospital collaboration of which St. Joseph Hospital was a part, and (2) upon St. Joseph Hospital's own community survey, NYS and a variety of data sources specific to the St. Joseph Hospital service area. Sections 1 and 2 below describe the collaborating organizations, the data-gathering processes, and results of (1) and (2). Section 3 describes the priorities chosen by St. Joseph Hospital and a more detailed rationale for choosing them.

#### **Nassau County Health Needs Assessment: Process, Methods, and Results**

The island wide Nassau-Suffolk Hospital Council is collaborating with Nassau and Suffolk Departments of Health, three Catholic Health Services hospitals (Mercy, St. Francis, and St. Joseph), Long Beach Memorial Hospital, the North Shore-LIJ Health System, South Nassau Communities Hospital, and Winthrop Hospital. The Collaborative met several times in spring 2013 to plan and implement the Nassau CHNA.

Nassau County CHNA has a qualitative and quantitative component. The qualitative assessment, based on key-informant interviews with leaders of the health organizations described, was designed to identify pressing health needs in the community.<sup>1</sup> Upon providing consent to be interviewed, participants were asked open-ended questions about their organization and the population they serve:

- Identify the biggest health problems in their community
- Prioritize health issues to be addressed
- Describe the factors that affect the health care the community receives
- Describe the health resources their community utilizes in relation to specific health problems
- Identify barriers to, or gaps in, resources provided

<sup>1</sup> Participating organizations are: American Cancer Society, American Diabetes Association, American Heart Association, Catholic Charities, Circulo de la Hispanidad, FEGS, Health and Welfare Council of Long Island, Island Harvest, Jewish Association Serving, the Aging (JASA), Long Island Council of Churches, Mental Health Association of Nassau County, Perinatal Services Network, Project Independence, Sustainable Long Island, and United Way.

- Identify ways their organization might improve community services and programs.

Interviews were recorded and transcribed. Qualitative data analysis was conducted to identify prevalent themes and emergent themes in responses.

The quantitative assessment was based on a community survey that was widely distributed<sup>2</sup> in both Spanish and English, in the spring of 2013, eliciting more than 1,000 completed surveys. The criteria for question development began with tested and used surveys as a template guide. Goals and barriers were then incorporated into the questions, as well as demographic information and the use of common terminology verses official public health terminology.

The principle finding of the Nassau County qualitative assessment was in substantial agreement among participants that, prevention of chronic diseases was the most pressing in the county.<sup>3</sup> Fully 76.4% of participating organizations regarded prevention of chronic disease as a priority, and 50% regarded it as the number one health priority. An overview of the results follows:

- Diabetes, heart disease and cancer were the most commonly reported chronic diseases of concern
- The health burden of overweight and obesity-related diseases and conditions, such as diabetes and heart disease, is increasing significantly
- Promoting healthy living, especially among the youth, should be a top priority, especially in minority populations with a high prevalence of obesity
- Time and funding should be allocated for prevention rather than solely on treatment
- More outreach to low SES and minority populations is needed to provide education about nutrition and healthy food practices
- There is a lack of awareness of the importance of prenatal care among high-risk populations
- There has been an increase in the prevalence of mental health issues and substance abuse

The survey tool of the Nassau CHNA tabulated results for both the county as a whole and for the “select communities”. The four most common responses to three key questions are given in the table below.

Nassau County		Select Communities	
What are the biggest ongoing health concerns in your community?			
Cancer	44.0%	Diabetes	40.5%
Obesity/weight loss	36.0%	Drug/alcohol abuse	38.0%
Diabetes	33.0%	Cancer	37.2%
Drug/alcohol abuse	31.9%	Obesity/weight loss	31.8%

<sup>2</sup> Through Survey Monkey, hospital outreach, public libraries, NCDOH Programs and County Agencies, faith-based organizations, community centers, and social media.

<sup>3</sup> These five areas, which are prioritized in the New York State Prevention Agenda are: (1) Prevent Chronic Disease (2) Promote Healthy and Safe Environment (3) Promote Healthy Women, Infants and Children (4) Promote Mental Health and Prevent Substance Abuse; and (5) Prevent HIV, STD, Vaccine Preventable Diseases and HealthCare-Associated Infection.

What are the biggest ongoing health concerns for you?			
Cancer	35.6%	Cancer	37.2%
Heart Disease	35.0%	Women's Health	33.8%
Women's Health	32.7%	Diabetes	30.9%
Obesity	30.8%	Obesity	33.8%
Which of the following is most needed to improve the health of your community?			
Healthy food choice	46.0%	Healthy food choice	44.7%
Weight loss	30.0%	Weight loss	25.8%
Mental health services	20.8%	Drug/alcohol rehab	23.3%
Drug/alcohol rehab	18.8%	Mental health services	20.0%

## 2. St. Joseph Hospital Local Health Needs Assessment: Process, Methods, and Results

The assessment of needs specific to St. Joseph Hospital's service area was made on the basis of several sources of data:

- A community health needs assessment survey distributed widely by St. Joseph Hospital throughout the service area resulted in 108 persons completing the survey to date. It is a 19-question health assessment survey in which respondents were asked about their own health and health concerns/needs and (in the case of one question) those of "you and your neighbors".
- County data sources such as the Nassau County Health Needs Assessment described above.
- St. Joseph Hospital's internal records and the firsthand experience of St. Joseph Hospital's outpatient clinicians.

While the Nassau County survey asks respondents to both comment on their own health concerns and those of the community, the St. Joseph Hospital survey focused solely on the former. The results of two key questions in St. Joseph Hospital's survey are as follows:

What are the top 3 challenges you face?	
High blood pressure	31.48%
Overweight/obesity	30.55%
Diabetes	23.15%
Heart disease	23.15%

What is needed to improve the health of your family and neighbors? <sup>4</sup>	
Healthier food	57.41%
Wellness services	32.41%
Free or affordable screenings	31.48%
Exercise/physical activity	29.63%

Two additional questions asked what types of health screenings and/or services are needed to keep you and your family healthy and what health issues do you need education about. Some common responses for both questions included: blood pressure, cholesterol, nutrition, exercise/physical activity, diabetes and weight-loss help.

### 3. Health Needs/Priorities Chosen and Rationale

St. Joseph Hospital’s assessment of the health needs in the area is identified by the county-level CHNA results reported so far and by St. Joseph Hospital’s own survey. Although the hospital recognizes that heart disease and blood pressure screening are important concerns, they are not included among the top five health needs for the reasons cited in the previous section. Further, these needs are addressed during the year when St. Joseph Hospital participates in CHS Healthy Sundays, and blood pressure screenings held at various health care outreach programs. On the basis of the other available information, the following needs have been identified:

1. *Diabetes prevention and control* was rated near the top of identified needs in the CHNA by key informants, the county survey of “select communities” and by the St. Joseph Hospital survey. At St. Joseph Hospital, the Diabetes Education Center program continues to grow and is seeing more patients daily.
2. *Obesity prevention and control* were rated near the top of identified needs in the CHNA by key informants and the Nassau County community survey as well as St. Joseph Hospital’s own community survey. Obesity prevention through better nutritional education is also one of the five Nassau County health priorities designated in the 2010 Nassau County Community Health Assessment.
3. *Mental health issues* although not among the top three responses, mental health issues has been identified as an area of interest for the St. Joseph Hospital service area. Going forward St. Joseph’s will look to collaborate with facilities and community based organizations to provide education and resources for those interested in mental health issues.

### B. Three-Year Plan of Action

St. Joseph Hospital’s strategic action plan includes the continued promotion and easy access to the St. Joseph Hospital diabetes education program that together with its fully accredited Wound Care Center and Podiatry Services the goal is to address a large population of patients with diabetes. Obesity

<sup>4</sup> Non-health-related choices like “recreation facilities” and “safe places to work and play” are omitted from the results reported because as a hospital, St. Joseph’s would not be in the appropriate organization to address such concerns.

prevention outreach program and education regarding identification and resources on mental health issues. Also, throughout the implementation period, for each of the priority areas, St. Joseph Hospital will continually address these needs through speaker bureau engagements, support groups, participation in community health fairs and CHS Healthy Sunday's program, community outreach programs and various screening programs.

**1. Addressing Priority 1: Diabetes Education and Control** The priority is to Increase Access to High Quality Chronic Disease Preventive Care and Management.

**Goal 1:** *Promote culturally relevant chronic disease self-management education for diabetes.*

**Strategy:** St. Joseph Hospital plans to continue to promote the outpatient Diabetes Education Program. This promotional initiative will allow Certified Diabetes Educators, along with a certified translator, to provide free community programs to raise awareness of both diabetes and the resources available at St. Joseph Hospital to support all areas of diabetes care, management and education in various locations and targeting high risk populations. These presentations will be designed to impart information to raise awareness of the risk of diabetes in high risk populations as well as provide resources for care and education for those with diabetes. St. Joseph Hospital, a member of Catholic Health Services of Long Island, will continue to provide access for free health care to the uninsured and underserved through Bishop McHugh Health Care Center located in Hicksville, New York.

**Measurable Objective:** By December 31, 2017, increase access and awareness of the diabetes education services offered at St. Joseph Hospital. The exact percentage and the precise definition of the relevant population will be determined in the course of detailed planning as a result of the data collected monthly, and reported quarterly, at the Performance Improvement and Patient Safety (PIPS) committee meetings. This is an ongoing process. A measureable objective will be to increase enrollment each of the three years of this plan.

**Goal 2:** *Promote use of evidence-based care to manage diabetes.*<sup>5</sup>

**Strategy :** A variety of complications of diabetes are common, including increased risk of cardiovascular problems (heart attack or stroke), neuropathy (nerve damage), nephropathy (kidney damage) and retinopathy (eye damage); foot problems and wounds that won't heal, the last two of which frequently lead to amputation. St. Joseph Hospital is currently in the process of implementing or expanding services that address these problems:

- Expanding the established ambulatory Outpatient Podiatry Service.
- Expanding the Wound Care Center that operates in conjunction with a Hyperbaric Center fully accredited by the Under Sea and Hyperbaric Medical Society (UHMS) – a complimentary regulatory body of the Joint Commission.

<sup>5</sup> This is suggested goal #3.2 for this Focus Area at [www.health.ny.gov/prevention/prevention\\_agenda/2013-2017/plan/chronic\\_diseases/focus\\_area\\_3.htm#goals](http://www.health.ny.gov/prevention/prevention_agenda/2013-2017/plan/chronic_diseases/focus_area_3.htm#goals).

- Increased access to information to raise awareness of the risk of diabetes in high-risk populations as well as provide resources for care and education for those with diabetes to better deal with and prevent the chronic complications associated with diabetes.

Podiatry and Wound Care work together to impact the treatment of patients with diabetes in this way: Delayed wound healing is one of the most common complications associated with both type 1 and type 2 diabetes. If left untreated, wounds can lead to infection, amputation and even death. In fact, diabetes is the leading cause of non-traumatic lower limb amputation in the United States. The most often of these wounds is a diabetic foot ulcer, which is [an open sore or wound that occurs in approximately 15% of patients with diabetes. Approximately 14–24% of patients with diabetes who develop a foot ulcer will require an amputation. Foot ulceration precedes 85% of diabetes-related amputations. Research has shown, however, that the development of a foot ulcer is preventable.]<sup>6</sup> Thus the combination of the excellent Outpatient Podiatry Services and Wound Care Center will continue to provide an important weapon to St. Joseph Hospital’s arsenal in the fight against diabetes and its related complications. In addition, obesity reduction and diabetes self-management are closely linked moreover due to the shared relationship between obesity and diabetes.

**Measurable Objective:** By December 31, 2017, reduce the rate of hospitalizations for acute diabetes complications. The exact percentage and the precise definition of the relevant population will be determined in the course of detailed planning as a result of the data collected monthly, and reported quarterly, at the Performance Improvement and Patient Safety (PIPS) committee meetings. This is an ongoing process.

**2. Addressing Priority 2: Obesity prevention, control and treatment.** This priority is part of the *Prevent Chronic Diseases* Prevention Agenda item under Focus Area “Reduce Obesity in Children and Adults.”

**Goal 1:** *Expand the role of health care and health service providers and insurers in obesity prevention.*

**Strategy:** St. Joseph Hospital’s strategy has a screening/referral component and an outreach education component. Starting January 12, 2014, all diabetes education centers within CHS will have prediabetes programs (Pre-DM). There will be a program free of charge available, as well as a fee for service program, and will address obesity and prediabetes. The focus will be on the adult population. All diabetes education centers are recognized by the Centers for Disease Control (CDC) as National Diabetes Prevention Program sites.

**Measurable Objective:** By December 31, 2017, increase the percentage of adults 18 years and older who have been screened and counseled for obesity within the past three years. The exact percentage and the precise definition of the relevant population will be determined in the course of detailed planning and will be measured on a monthly basis.

<sup>6</sup> American Podiatric Medical Association website, [www.apma.org/Learn/FootHealth.cfm?ItemNumber=981](http://www.apma.org/Learn/FootHealth.cfm?ItemNumber=981)

**3. Addressing Priority 3: Mental health issues.** This priority was chosen as it has been identified as an area of interest for the St. Joseph service area.

**Goal:** *Increase the frequency of mental health-oriented lectures and presentations providing information and education to the community.*

**Strategy:** St. Joseph Hospital plans to provide free lectures to the community on mental health issues. Currently, St. Joseph Hospital does not offer any mental health services. The goal in this area will be to provide information, education and resources on certain aspects and challenges in the mental health arena and help direct interested parties to other CHS or Nassau facilities that have mental health programs in place.

**Measurable Objective:** By December 31, 2017, increase the percentage of mental health information and education provided to the community as well as referrals to established programs as needed. The exact percentage and the precise definition of the relevant population will be determined in the course of detailed planning in the fall of 2013, with the first free lecture to be scheduled for December 2013.

### **C. Dissemination of the Plan to the Public**

A written summary of the Community Service Plan will be made available to the public through the following means: St. Joseph's website under the "About Us" section, individual residents and civic groups will be provided copies upon request and direct mailing to physicians and members of St. Joseph's Board of Directors. The summary will highlight key information regarding St. Joseph Hospital programs, including the Prevention Agenda priorities. The information will be posted to St. Joseph Hospital's website [www.stjosephhospitalny.org](http://www.stjosephhospitalny.org) and will be distributed throughout the hospital and at community outreach programs, including health lectures, fairs, screenings, CHS Healthy Sundays etc.

### **D. Process for Maintaining Continued Engagement with Partners and for Tracking Progress.**

The Nassau and Suffolk County-Hospital Collaborative will continue to meet regularly throughout the three year term of the plan to review progress reported by all members. Program tracking for each of the chosen priorities will be discussed and made a permanent record through the minutes.

At St. Joseph Hospital, in order to oversee more fully the design and implementation of the priority needs, it is proposed that the oversight of the implementation of the Community Health Needs Assessment and Community Service Plan will be the responsibility of the Director of Community Relations.

## **III. Conclusion.**

St. Joseph Hospital regards this Community Service Plan as a special opportunity to promote excellence in care and commitment to those in need, to further the hospital's outreach to the community, and to strengthen its capacity to bring a brighter future to those served.

