

St. Charles Hospital
Community Service Plan

2016-2018
Year One Update



Approved by the Board of Trustees on October 3, 2017



St. Charles 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. Charles Hospital Service Area

St. Charles Hospital is located on the north shore of Suffolk County in the Town of Brookhaven. A not-for-profit hospital with 243 beds, St. Charles is a member of Catholic Health Services. The population in the hospital's primary catchment area is more than 386,000 residents, representing 81% of the hospital's admissions. The hospital's secondary catchment area has more than 200,000 residents and accounts for another 16% of patient admissions. This service area (which has not changed since 2008) comprises some economically challenged communities. St. Charles Hospital's primary service area is shared with an acute care hospital, John T. Mather Memorial Hospital in Port Jefferson, and a tertiary care hospital, Stony Brook University Medical Center.

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. Charles Hospital's partners include:

American Heart Association, LI Chapter	Longwood High School
American Diabetes Association, LI Chapter	Maryhaven Center of Hope, Port Jefferson
American Lung Association, LI Chapter	Mercy Medical Center, Rockville Centre
American Parkinson Disease Association	Middle Country Library
Association for Mental Health and Wellness	New York Institute of Technology College of Osteopathic Medicine, Central Islip
Asthma Coalition of Long Island	New York State Department of Parks and Recreation
Breton Woods Assisted Living	Our Lady of Consolation Nursing & Rehabilitative Care Center
Brighton Woods Senior Center	Our Lady of Mercy Academy, Syosset
Cancer Services Program of Suffolk County	Port Jefferson Chamber of Commerce
Catholic Charities	Port Jefferson EMS
Catholic Home Care, Farmingdale	Port Jefferson Library
Colette Coyne Melanoma Awareness Campaign	Rose Caracappa Senior Center, Mt. Sinai
Comsewogue School District	Sachem School District
Cornell Cooperative Extension of Suffolk County	Selden Library
Cornell Cooperative Extension/Eat Smart NY	Sisters United in Health
Fidelis Care	Society of St. Vincent de Paul
Gerald J. Ryan Outreach Center, Wyandanch	St. Catherine of Siena Nursing & Rehabilitation Care Center, Smithtown
Good Samaritan Hospital Medical Center, West Islip	St. Francis Hospital, Roslyn
Good Samaritan Nursing Home, Sayville	St. James Rosary Alter Society, E. Setauket
Good Shepherd Hospice, Farmingdale	St. Joseph Hospital, Bethpage
Heritage Park Foundation, Mt. Sinai	St. Frances Cabrini Church, Coram
Hispanic Counseling Center	St. John the Evangelist Church, Riverhead
Jamesport Fire Department	St. Rosalie Church, Hampton Bays
Jefferson's Ferry Senior Living	
Long Island Blood Services	
Long Island Health Collaborative (LIHC)	

Stony Brook Medicine/Creating Healthy Schools and Communities
Suffolk County Office for the Aging
Suffolk Independent Living Organization
Suffolk Perinatal Coalition, Patchogue
Sustainable Long Island/Creating Healthy Schools and Communities

Telecare
Terryville EMS
Veteran's Administration
Western Suffolk Boces/Creating Healthy Schools and Communities

Public Participation

CHS is a member of the Long Island Health Collaborative (LIHC) which is an extensive workgroup of committed partners who agree to work together to improve the health of Long Islanders. LIHC members include both county health departments, all hospitals on Long Island, community-based health and social service organizations, academic institutions, health plans and local municipalities, among other sectors.

The LIHC was formed in 2013 by hospitals and the Health Departments of Suffolk and Nassau Counties with the assistance of the Nassau-Suffolk Hospital Council to develop and implement a Community Health Improvement Plan. In 2015, the LIHC was awarded funding from New York State Department of Health as a regional Population-Health Improvement Program (PHIP). With this funding, the LIHC has been able to launch various projects that promote the concept of population health among all sectors, the media and to the public.

To collect input from community members, and measure the community-perspective as to the biggest health issues, the LIHC developed a regional survey called the Long Island Community Health Assessment Survey. This survey was distributed via SurveyMonkey® and hard copy formats. The survey was written with adherence to Culturally and Linguistically Appropriate Standards (CLAS). It was translated into certified Spanish language and large print copies were available to those living with vision impairment.

Long Island Community Health Assessment surveys are distributed both by paper and electronically through SurveyMonkey® to community members and are distributed at hospital outreach events.

Results of Community-Wide Survey

An analysis of the LIHC Community Member Survey was completed by LIHC and made available to members to obtain community health needs for their service area. The analysis represents every survey that was mailed to LIHC from community members, delivered to LIHC from hospitals, or entered directly into SurveyMonkey®. The demographic information includes information from the American Community Survey (ACS) 2014, a survey distributed by the United States Census Bureau in years where a census is not conducted. The ACS provides demographic estimates and can be found at American FactFinder. Surveys collected by the hospital were sent to LIHC and entered in the database. While the Community Service Plan Year One Update covers the reporting period of May 1, 2016 through April 30, 2017, the LIHC analysis of the data covers the six month time period of January to June 2017.

Using the LIHC Community Member Survey data, St. Charles Hospital reviewed the data for the hospital's service area by selected zip codes. Below are the findings for the St. Charles:

1. What are the biggest ongoing health concerns in the community where you live?
 - Drug & alcohol abuse 16.99%

- Cancer 16.32%
- Heart disease & stroke 12.07%
- Obesity/weight-loss issues 11.28%
- Diabetes 9.12%
- Safety 7.27%
- Environmental hazards 6.48%
- Mental health depression/suicide 6.17%
- Asthma/lung disease 5.69%
- Child health & wellness 4.91%
- HIV/AIDS & Sexually Transmitted Diseases (STD) 1.76%
- Women's health & wellness 1.76%
- Vaccine preventable diseases 0.18%

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

- Cancer 18.17%
- Heart disease & stroke 14.89%
- Women's health & wellness 13.13%
- Diabetes 11.16%
- Obesity/weight-loss issues 10.90%
- Environmental hazards 7.46%
- Asthma/lung disease 6.98%
- Mental health depression/suicide 6.42%
- Safety 5.22%
- Drugs & alcohol abuse 3.73%
- Child health & wellness 1.49%
- HIV/Aids/sexually transmitted disease 0.45%
- Vaccine preventable diseases 0.00%

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

- No insurance 26.77%
- Unable to pay co-pays/deductibles 23.55%
- Fear 13.06%
- Don't understand need to see a doctor 9.35%
- Transportation 9.35%
- There are no barriers 7.26%
- Lack of availability of doctors 3.71%
- Language barriers 3.23%
- Don't know how to find doctors 2.90%
- Cultural/religious beliefs 0.81%

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

- Clean air and water 17.56%
- Healthier food choices 17.10%
- Weight-loss programs 12.68%
- Job opportunities 8.93%
- Safe places to walk/play 8.47%

- Drug and alcohol rehabilitation services 7.77%
- Mental health services 6.18%
- Transportation 5.99%
- Safe worksites 4.58%
- Smoking cessation programs 4.25%
- Recreation facilities 3.17%
- Safe childcare options 3.35%

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

- Blood pressure 13.30%
- Cancer 11.04%
- Mental health/depression 8.69%
- Exercise/physical activity 8.52%
- Drug and alcohol 8.26%
- Nutrition 8.10%
- Dental screenings 7.02%
- Heart disease 6.97%
- Importance of routine well checkups 6.25%
- Eating disorders 4.73%
- Cholesterol 4.54%
- Emergency preparedness 3.42%
- Vaccination/immunizations 3.26%
- Disease outbreak information 2.00%
- Suicide prevention 1.72%
- HIV/AIDS/STDs 1.42%
- Prenatal care 0.71%

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

- Doctor/health professional 35.92%
- Internet 15.49%
- Family or friends 9.15%
- Newspaper/magazines 8.45%
- Television 8.45%
- Social media 4.93%
- Library 4.23%
- Worksite 4.23%
- School/college 2.82%
- Health department 2.11%
- Radio 2.11%
- Hospital 1.41%
- Religious organization 0.70%

7. I identify as:	
• Female	62.50%
• Male	37.50%
8. Average age of respondents:	53
9. What race do you consider yourself?	
• White/Caucasian	88.33%
• Black/African-American	5.00%
• Asian/Pacific Islander	3.33%
• Hispanic	1.67%
• Multi-racial	1.67%
10. Are you Hispanic or Latino?	
• No	87.72%
• Yes	12.28%
11. What is your annual household income from all sources?	
• \$0-\$19,999	5.45%
• \$20,000-\$34,999	10.91%
• \$35,000-\$49,999	18.18%
• \$50,000-\$74,999	20.00%
• \$75,000-\$125,000	32.73%
• >\$125,000	12.73%
12. What is your highest level of education?	
• College graduate	36.51%
• Some college	25.40%
• Graduate school	23.81%
• High school graduate	12.70%
• Technical school	1.59%
13. What is your current employment status?	
• Employed for wages	56.45%
• Retired	27.42%
• Self-employed	11.29%
• Out of work/looking for work	4.84%
14. Do you currently have health insurance?	
• Yes	90.32%
• No	4.84%
• No, but I did in the past	4.84%

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. Charles Hospital Interventions, Strategies and Activities

Priority Number One: Obesity

Goal: Prevent obesity in children through a focus on nutrition and exercise.

Interventions, Strategies and Activities:

1. Host at least four healthy nutrition/exercise programs for children at Comsewogue and Sachem elementary schools during 2016-2018.

Process measures: St. Charles will track the number of program attendees at each school and seek to increase attendance by 5% each year. A quiz or game will be performed to assess comprehension.

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

St. Charles Hospital has made good progress in implementing its *ThinkHEALTHY!* program to a second school district, the Comsewogue School District. To date, two outreach programs were held: one at a Comsewogue elementary school and the other at an elementary school at the Sachem School District. This compares to two programs offered in the period from 5/1/15 to 4/30/16 in just the Sachem School District. The recent, new partnership with the Comsewogue School District should provide the ability for St. Charles to achieve its goal of expanding the *ThinkHEALTHY!* program to at least four elementary schools during 2016-2018.

- **Community Partners**
 - Sachem School District
 - Comsewogue School District
- **February 2017**
 - Wenonah Elementary School (Sachem School District)
 - St. Charles Hospital's Executive Chef and Director, Nutritional Services Department, provided education and training to 15 chefs employed by the Sachem School District

- Education consisted of nutritional content in healthy foods
- Training consisted of cooking healthy recipes with these foods

- **March 2017**

- Clinton Avenue Elementary School (Comsewogue School District)
- Eat the Rainbow Presentation
- Registered dietitian from St. Charles presented two seminars (one hour each) to a total of 500 students and teachers
- Education consisted of informing children of healthy food choices that matched the color of the rainbow
- A baseline and follow-up quiz were provided to each child following the two seminars
- 83% of students demonstrated increased knowledge of healthy food choices

2. Host at least two educational programs for parents at elementary schools in the Comsewogue School District and continue two programs for parents at Wenonah elementary school in the Sachem School District to educate parents on healthy nutrition/exercise for children.

Process measures: St. Charles will track the number of programs and attendees held in both school districts and seek to increase attendance by 5% each year. A quiz will be performed to test knowledge of healthy food choices.

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

The initiative to reach parents of school-aged children is a new, and, therefore, there is no comparison data from the previous year. With completion of two programs for parents of school-aged children, St. Charles is on target to meet its goal.

- **July 2016**

- Wenonah Elementary School, Sachem School District
- Seminar for parents: Feel Fantastic with Fruits and Vegetables
- Education provided on nutrients and health benefits of eating specific fruits and vegetables
- Healthy recipes handed out
- 30 attendees
- A quiz provided prior to and after seminar showed that 68% had improved knowledge of health benefits of fruits and vegetables.

- **April 2017**

- Port Jefferson High School
- St. Charles Hospital partnered with the Port Jefferson Chamber of Commerce, John T. Mather Memorial Hospital and Stony Brook University Medical Center to offer a health fair.
- St. Charles Hospital provided a healthy food court
- Hospital chefs demonstrated cooking healthy breakfast, lunch, dinner and snack
- Distributed menus
- A total of 400 adults and children attended from Port Jefferson, Comsewogue and Setauket school districts.

- **Community Partners:**

- Port Jefferson High School
- Wenonah Elementary School, Sachem School District

3. Host at least four healthy nutrition/exercise programs for children at St. Charles Hospital.

Process measures: St. Charles will track programs held and attendance at each and seek to increase attendance by 5% each year. Participants will be surveyed on their knowledge of content both pre- and post-program.

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

This initiative replaced a former initiative – Children’s Cooking classes. During the previous year, 5/1/15-4/30/16, St. Charles held two cooking classes. However, the cooking classes required dedication of multiple resources, including staffing and food expenses, which were challenges for St. Charles. It was decided to focus on the *ThinkHEALTHY!* program. Currently, St. Charles is on target to meet its goal for the 2016-2018 period.

- **July 2016**

- Wenonah Elementary School, Sachem School District
- Seminar for students: Feel Fantastic with Fruits and Vegetables
- Education provided on nutrients and health benefits of eating specific fruits and vegetables
 - This event was held on the same day as the parent seminar, but was held as a separate event in an alternate location, with the education modified for a student audience.
- Healthy recipes handed out
- 55 attendees
- Quiz provided prior to and after seminar showed that 81% had improved knowledge of health benefits of fruits and vegetables

- **August 2016**

- Summertime Yoga for Kids at St. Charles Hospital
- Instructor taught six free, one-hour beginner yoga classes
- 25 children age 7-12 attended.

4. Identify effective social media strategies to engage the community.

Process measures: Survey attendees at community events to determine how they learned of the program and use Google analytics to determine effectiveness of various social media platforms.

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

During the fall of 2016, St. Charles began an active social media campaign to market outreach events as well as community lectures and seminars. Events were posted on Facebook, Twitter and Instagram with a link for online registration. Previous class attendance averaged 25 per class, with an increase to 27-29 per class with effective social media marketing, an 8% increase in attendance. St. Charles has moved to online registration for all lectures, screenings and events.

5. St. Charles Hospital will actively promote the Long Island Health Collaborative’s (LIHC) walking program by distributing promotional materials at community events and through social media reach. St. Charles 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.

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

St. Charles Hospital distributed the LIHC “Are You Ready Feet” promotional materials at all community events during this period. In addition, material was mailed to CHS-affiliated physicians and mid-level practitioners educating them about the program and the “Recommendation for Walking” script.

LIHC tracks participation through enrollment in the program on the *Are You Ready Feet* website. LIHC reports enrollment has increased slightly.

6. 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 walks. 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%.

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

St. Charles Hospital participated in the Long Island Marcum Workplace challenge and the American Cancer Society’s Making Strides against Breast Cancer walk; St. Charles did not participate in the American Heart Association Heart Walk.

When compared to the period May 1, 2015 through April 30, 2016, St. Charles Hospital had a decrease in number of participants, despite active promotion of the events. A more concerted effort will be made in the next year to increase attendance, including the creation of a running club for St. Charles Hospital employees, staff visiting departments to speak about the events and enroll staff and provide more visibility of event enrollment through the employee newsletter.

Priority Number Two: Preventive Care and Management

Goal: Increase access to high-quality disease preventive care and management for cardiovascular disease, diabetes and orthopedic care through the *Speakers to Go* program. The program provide free education to the community on various health and wellness programs and promotes healthier lifestyles.

Interventions, Strategies and Activities:

1. Conduct free community lectures by providing clinical experts who offer educational seminars and information on the prevention of disease and injury, improve health and enhance quality of life. Develop marketing strategies to target underserved groups with information and education.

Process measures: St. Charles currently offers 30 community lectures, screenings and health-related events annually and will seek to increase that number by 5% or 32 events annually.

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

St. Charles Hospital has far exceeded its goal of increasing the number of community outreach lectures and screenings by 5%.

In the previous period May 1, 2015 to April 30 2016, 30 lectures were offered. During May 1, 2016 to April 30, 2017, a total of 54 lectures, screenings and health-related events were offered, an 80% increase. St. Charles will continue to seek out partnerships to meet the needs of underserved populations at community events.

- St. Charles Hospital offered 54 community lectures, screenings and health-related events, and attendance ranged from 15 people to 500 people. Topics included:
 - Sleep Better, Live Better
 - Striking Out Strokes
 - Smoking Cessation
 - Blood Pressure Screenings
 - Tai Chi for Arthritis
 - Falls Prevention
 - Minimizing Stress, Maximizing Life
 - Healthy Eating for a Healthy Heart
 - Bone Healthy Diet
 - Get Sharp, Stay Sharp
 - ACL Injury Prevention
 - Oral Cancer Screenings
 - Sing A Song of Health: Benefits of Music Therapy

- Community Partners:
 - Selden Library
 - Port Jefferson Library
 - Longwood Library
 - Middle Country Library
 - Connetquot Library
 - Office for the Aging
 - Suffolk Independent Living Organization
 - Jefferson's Ferry
 - Rose Caracappa Center
 - American Heart Association
 - BOCES
 - Bretton Woods
 - Suffolk County Diabetes Program
 - Suffolk County Falls Prevention Program
 - Suffolk County "Learn to be Tobacco Free" Program

St. Charles Hospital made a concerted effort to reach out to underserved communities by contacting local parishes and Suffolk County Government offices and the Veteran's Administration. Since the federal government does not offer dental services to veterans, there is a great need for oral hygiene and dental services for this population. St. Charles Hospital held a clinic for veterans in December 2016 where free services were provided for one day. Twenty-six veterans were provided with dental services and 99 procedures were performed. St. Charles is currently seeking funding to make this an annual event.

2. Identify and use effective social media strategies to promote *Speakers to Go* program.

Process measures: Survey *Speakers to Go* partners to determine how they learned of the program.

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

St. Charles marketed *Speakers to Go* lectures and seminars on social media, including Facebook, Twitter and Instagram. In addition, an online registration form was developed and was available through social media posts.

In surveying *Speakers to Go* partners, it was determined that 54% of participants learned of the program through social media. The other 46% was through newspapers, word of mouth and calling the hospital. With the greater percentage of attendees learning about programs through social media, St. Charles has determined that marketing through social media is a success and will continue to seek new ways to market through social media platforms to reach underserved communities.

3. Offer free support groups for Overeaters Anonymous, weight-loss surgery support and pre-diabetes.

Process measures: Offer at least three support groups per year. Identify number of participants in each group and seek to increase attendance by 5% each year. Also, the hospital will survey attendees to determine the value of the support group to the community.

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

St. Charles Hospital has met its goal of offering three support groups per year. However, the hospital has not yet been able to implement a pre-diabetes support group, which was one of the initial support groups cited. While the hospital offers a pre-diabetes prevention class, there has not been interest among the participants to attend a support group at this time.

St. Charles Hospital offers the following support groups:

- **Monthly support group for weight-loss surgery patients**
 - Average of 15 participants; all participants were surveyed and expressed their feelings that there is great value for this support group
- **Bi-weekly support group for Overeaters Anonymous**
 - Average attendance of 20 participants, all participants were surveyed and said the group was essential to their continued success in controlling their eating habits.
- **Bi-weekly stroke support group**
 - Average of 12 participants; all participants were surveyed and stated that the group was very important for education and resource purposes.

4. Partner with organizations outside the health care arena to expand knowledge and reach: schools, worksites, health care facilities and community centers.

Process measures: Establish at least three new partnerships over the 2016-2018 cycle.

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

St. Charles Hospital's goal of establishing at least three new partnerships over the three-year cycle has been met. New partners in the period 5/1/17 through 4/30/17 include the Longwood and Comsewogue school districts, Jefferson's Ferry, Middle Country, Port Jefferson and Selden libraries, St. James Rosary Alter Society, Veteran's Administration/Northport, Suffolk County Office for the Aging and Suffolk Independent Living Organization. St. Charles Hospital will continue to seek additional new partnerships to expand knowledge and reach outside the health care arena.

5. St. Charles staff volunteer at CHS Healthy Sundays community outreach events held in underserved churches, offering free health screenings and providing educational materials on preventive health.

Process measures: Participate in at least four Healthy Sunday events and conduct screenings to identify any health concerns for community members.

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

A total of five Healthy Sundays events were held compared to four Healthy Sundays events held May 1, 2015 to April 30, 2016. St. Charles Hospital's Healthy Sundays outreach team provided health screenings to the following medically-underserved communities:

- **June 2016:** Church of St. Rosalie, Hampton Bays, 33 individuals attended and were provided blood pressure and BMI screenings along with health education materials. Six individuals were referred to St. Francis Hospital's South Bay Cardiovascular for free follow-up care.
 - **September 2016:** Christ is Our King Church, Manorville, 22 individuals attended and were provided blood pressure and BMI screenings and health education materials.
 - **October 2016:** St. John the Evangelist R.C. Church, Riverhead, 61 individuals attended, all received a flu shot and were provided blood pressure screenings and health education materials.
 - St. Charles also partnered with Long Island Digestive Disease Consultants whose clinical staff offered free screenings for individuals with gastrointestinal issues. Eight individuals were in need of diagnostic exam, and free colonoscopies were performed on all by Long Island Digestive Disease Consultants. No issues were found.
 - **November 2016:** Church of St. Rosalie, Hampton Bays, 66 individuals attended, all received a flu shot and were given health education material.
 - St. Charles also partnered with Long Island Digestive Disease Consultants whose clinical staff offered free screenings for individuals with gastrointestinal issues.
 - **January 2017:** St. John the Evangelist R. C. Church, Riverhead, 80 individuals attended, 46 received blood pressure screenings, 35 received a flu vaccination and all were given health education material. Four individuals were referred to CHS's Bishop McHugh Health Center for free follow-up care.
 - **April 2017:** Church of St. Rosalie, Hampton Bays: 21 individuals attended and received blood pressure and BMI screenings, and all were given health education material. One individual was referred to CHS's Bishop McHugh Health Center for free follow-up care.
 - St. Charles also partnered with Long Island Digestive Disease Consultants whose clinical staff offered free screenings for individuals with gastrointestinal issues.
6. CHS hospitals will begin offering a free 7-Week Stepping On falls prevention program for active older adults. This program empowers older adults to learn health behaviors that reduce the risk of falls, improve self-management and increase quality of life. It is a community-based workshop offered once a week, for seven weeks, using adult education and self-efficacy principles. Older adults develop specific knowledge and skills to prevent falls in community settings. Patients who are identified as at risk for falling during their hospital stay will be provided with the Stepping On contact phone number in the after visit summary (AVS).

Process measures: The hospital will be able to track the number of program participants and provide survey to evaluate program.

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

St. Charles Hospital offered four, free seven-week Stepping On programs at the Rose Caracappa Senior Center in Mt. Sinai.

2016

5/10-6/21: 12 graduates

9/13-10/25: 14 graduates

10/5-11/16: 14 graduates

2017

3/21-5/2, 15 graduates

Five individuals were determined to be at-continued-risk for falls after the program ended. A letter was sent to their primary care physician describing the program and the screening which determined the patients were at-risk.

Priority: Mental Health

Goal: Improve access to mental health programs and resources in the Medically Supervised Detoxification unit, the rehabilitation population and patients admitted with a cancer diagnosis. Improve community access to mental health programs and resources.

Interventions, Strategies and Activities:

1. Increase availability of medically supervised detoxification beds by end of year 2016. With a heroin epidemic impacting Long Island, recent statistics showing that Suffolk County has the highest rate of heroin deaths in New York State, and numerous programs on Long Island closing detoxification beds, it is critically necessary that additional beds are available to combat this crisis.

Process measures: Ensure St. Charles Hospital opens an additional 10 beds for medically supervised detoxification.

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

St. Charles Hospital has completed the necessary work to open an additional 10 beds for medically-supervised detoxification. The hospital has not yet received a Certificate of Occupancy from the New York State Department of Health.

2. Increase availability of intranasal Narcan® for individuals at risk of heroin overdose.

Process measures: St. Charles Hospital will become a designated distributor by end of year 2016 of intranasal Narcan® to patient and families of those living with drug addiction issues.

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

St. Charles Hospital has become a designated distributor of intranasal Narcan®. It is provided as prevention for potential overdose incidents only for individuals who present at the Emergency Department seeking detoxification.

3. Provide multidisciplinary program on substance abuse in the fall of 2016 for the purpose of preventing drug addiction, early intervention and education on warning signs. Invite community partners and local health department to take part in planning the multi-disciplinary, day-long program on substance abuse. The program is new and will be evaluated for continuation in years two and three.

Process measures: A post-program survey will be performed to measure effectiveness.

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

St. Charles Hospital hosted a multidisciplinary symposium on substance abuse in October 2016. The program was filled to capacity at 100 attendees. Expert clinicians and professionals provided current, evidence-based

resources and material on all aspects of addiction, recovery and relapse for patients across the lifespan: pregnancy to geriatrics.

Survey indicated that the symposium was a success, providing much needed information and resources on substance abuse. Attendees requested that a second symposium be held to continue the dialogue and education on substance abuse. As such, St. Charles Hospital held a second multidisciplinary symposium on substance abuse in May 2017 with 150 attendees across numerous disciplines, including physicians, nurses, social workers, care managers, counselors, and pastoral care.

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

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

St. Charles staff were unable to participate in this one-day training. The hospital will try to locate another Mental Health First Aid training class near Suffolk County.

5. St. Charles Hospital will support LIHC and DSRIP projects that address mental health.
6. When a lack of access to mental health resources is identified, St. Charles 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. Charles Hospital will use LIHC's database to identify or recommend a suitable option.

The CHS *Mental Health and Substance Abuse Services Guide* is available throughout the hospital and distributed at all St. Charles Hospital outreach events.

7. 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.

8. 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. Charles 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. Charles Hospital's Community Service Plan will be posted on the hospital's website at www.stcharles.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 LIHC Wellness Survey online or at local screenings, the Community Health Needs Assessment will help St. Charles continue to develop ways to best serve our community.

Conclusion

The Community Service Plan is intended to be a dynamic document. Using the hospital's strengths and resources, St. Charles 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. Charles is committed to continue to develop ways to best serve the community.