

St. Charles Hospital
Community Service Plan

2016-2018
Year Two Update



Approved by the Board of Trustees October 2, 2018



St. Charles Hospital
Catholic Health Services
At the heart of health

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Mission Statement

We, at Catholic Health Services, humbly join together to bring Christ's healing mission and the mission of mercy of the Catholic Church expressed in Catholic health care to our communities.

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	Maryhaven Center of Hope, Port Jefferson
American Diabetes Association, LI Chapter	Mercy Medical Center, Rockville Centre
American Lung Association, LI Chapter	Middle Country Library
American Parkinson Disease Association	Miller Place Fire Department
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 Faith Network (formerly Telecare TV)	Port Jefferson Library
Catholic Home Care, Farmingdale	Port Jefferson School District
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
Fairfield Knolls	Society of St. Vincent de Paul
Fidelis Care	South Country Library
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	Stony Brook Medicine/Creating Healthy Schools and Communities
Leisure Village	
Long Island Blood Services	
Long Island Health Collaborative (LIHC)	
Longwood High School	

Stop and Shop
Suffolk County Office for the Aging
Suffolk Independent Living Organization
Suffolk Perinatal Coalition, Patchogue
Terryville EMS

Veteran's Administration
Western Suffolk Boces/Creating Healthy Schools
and Communities
YAM Community Resource, Inc.

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.

Using the LIHC Community Member Survey results, St. Charles Hospital reviewed the data for the hospital's service area by selected zip codes. Below are the findings for the St. Charles Hospital. The data represents results of surveys collected January through June 2018.

1. What are the biggest ongoing health concerns in the community where you live?
 - Drug & alcohol abuse 26.58%
 - Mental health depression/suicide 17.48%
 - Cancer 14.07%
 - Obesity/weight-loss issues 8.55%
 - Heart disease & stroke 6.35%

- Diabetes 5.32%
 - Safety 4.73%
 - Child health & wellness 4.60%
 - Environmental hazards 4.32%
 - Women's health & wellness 3.52%
 - Asthma/lung disease 2.08%
 - HIV/AIDS & Sexually Transmitted Diseases (STD) 1.66%
 - Vaccine preventable diseases 0.75%
2. What are the biggest ongoing health concerns for yourself?
- Obesity/weight-loss issues 13.99%
 - Women's health & wellness 13.92%
 - Cancer 12.38%
 - Heart disease & stroke 11.81%
 - Mental health depression/suicide 11.62%
 - Drugs & alcohol abuse 10.20%
 - Safety 6.02%
 - Diabetes 5.84%
 - Environmental hazards 4.55%
 - Asthma/lung disease 3.98%
 - Child health & wellness 3.41%
 - HIV/Aids/sexually transmitted disease 1.52%
 - Vaccine preventable diseases 0.76%
3. What prevents people in your community from getting medical treatment?
- No insurance 20.30%
 - Fear 20.02%
 - Unable to pay co-pays/deductibles 16.26%
 - Don't understand need to see a doctor 12.41%
 - Transportation 10.34%
 - There are no barriers 6.67%
 - Lack of availability of doctors 5.45%
 - Cultural/religious beliefs 2.91%
 - Don't know how to find doctors 2.91%
 - Language barriers 2.73%
4. Which of the following is the MOST needed to improve the health of your community?
- Drug and alcohol rehabilitation services 17.01%
 - Mental health services 15.64%
 - Healthier food choices 14.75%
 - Job opportunities 11.48%
 - Recreation facilities 8.20%
 - Clean air and water 7.72%
 - Safe places to walk/play 6.69%
 - Weight-loss programs 5.20%
 - Smoking cessation programs 4.06%

• Safe childcare options	3.93%
• Transportation	3.52%
• Safe worksites	1.80%
5. What health screenings or education/information services are needed in your community?	
• Drug and alcohol	17.78%
• Mental health/depression	11.74%
• Exercise/physical activity	7.58%
• Blood pressure	7.28%
• Nutrition	7.13%
• Cancer	6.78%
• Importance of routine well checkups	6.60%
• Diabetes	5.74%
• Suicide prevention	5.47%
• Cholesterol	5.44%
• Emergency preparedness	3.35%
• Heart disease	3.32%
• Eating disorders	3.02%
• HIV/AIDS/STDs	2.37%
• Dental screenings	2.34%
• Disease outbreak information	2.01%
• Vaccination/immunizations	1.11%
• Prenatal care	0.94%
6. Where do you and your family get most of your health information?	
• Doctor/health professional	30.56%
• Internet	19.44%
• Family or friends	10.83%
• Television	6.67%
• Newspaper/magazines	5.56%
• Hospital	5.28%
• Social media	4.44%
• Health department	3.61%
• School/college	3.61%
• Library	3.06%
• Worksite	2.78%
• Religious organization	2.22%
• Radio	1.94%
7. I identify as:	
• Female	59.12%
• Male	40.15%
• Other	0.73%
8. Average age of respondents:	43.43

9. What race do you consider yourself?	
• White/Caucasian	79.14%
• Black/African-American	5.76%
• Did not specify	4.32%
• Asian/Pacific Islander	3.60%
• Hispanic/Latino	2.88%
• Native American	1.44%
• Multi-racial	1.44%
• Other	0.72%
• Middle Eastern	0.72%
10. Are you Hispanic or Latino?	
• No	79.86%
• Yes	10.79%
• No answer	9.35%
11. What is your annual household income from all sources?	
• \$0-\$19,999	9.76%
• \$20,000-\$34,999	11.38%
• \$35,000-\$49,999	8.13%
• \$50,000-\$74,999	22.76%
• \$75,000-\$125,000	22.76%
• >\$125,000	25.20%
12. What is your highest level of education?	
• College graduate	27.61%
• Some college	22.39%
• Graduate school	21.64%
• High school graduate	16.42%
• Some high school	5.22%
• Doctorate	2.99%
• Technical school	2.24%
• Other (GED, etc)	1.49%
• K-8 grade	0.00%
13. What is your current employment status?	
• Employed for wages	54.89%
• Self-employed	12.03%
• Retired	11.28%
• Student	9.02%
• Out of work/looking for work	6.77%
• Out of work, but not currently looking	6.02%

14. Do you currently have health insurance?
- Yes 96.27%
 - No 2.99%
 - No, but I did in the past 0.75%

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, Sachem and Port Jefferson 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 brief 3-5 question pre and post survey will be administered to assess program comprehension for the in-class programs.

Year Two Update, May 1, 2017 through April 30, 2018: During this time period, there was a transition of the executive chef at St. Charles. Although this had some impact on the advancement of the school-based nutrition program, the hospital continued to make good progress in maintaining and expanding its *ThinkHEALTHY!* Program, bringing the program to the Comsewogue School District. An average of 52% of attendees demonstrated knowledge comprehension post-program vs. pre-program.

In addition, the Port Jefferson School District asked the hospital’s nutritional services director to become a member and subject matter expert/advisor on the district’s Wellness Board. This should provide the mechanism for St. Charles to achieve its goal of expanding the *ThinkHEALTHY!* Program to at least four elementary schools during the 2018-2019 school year.

- Community Partners
 - Sachem School District (includes the underserved community of Farmingville)
 - Comsewogue School District (includes the underserved community of Port Jefferson Station)
 - Port Jefferson School District

- June 2017
 - Wenonah Elementary School (Sachem School District)
St. Charles Hospital's executive chef and the director of the Nutritional Services Department, provided an *Eating the Rainbow* presentation to 100 students and 20 adults. Education consisted of nutritional content in healthy foods and informing children of healthy food choices that matched the color of the rainbow. Pre-test demonstrated that only 25% of the children had knowledge of nutritional content in healthy foods. Post-test showed improvement in knowledge for 78% of the children.

- April 2018
 - Wenonah Elementary School (Sachem School District), Health and Wellness Night
The executive chef and the director of the Nutritional Services Department as well as registered dietitians from St. Charles prepared healthy and nutritious food samples and provided recipes and guidance on healthy eating. Almost 350 students participated along with approximately 200 parents.
 - 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 for residents of the Three Village community. The hospital provided a healthy food court where the executive chef demonstrated cooking healthy breakfast, lunch and snacks. Recipes for the healthy food were distributed. A total of 400 adults and children attended.

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 educating 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 Two Update, May 1, 2017 through April 30, 2018: With the completion of two programs for parents of school-aged children during Year One, St. Charles is on target to meet its goal of providing at least two educational programs for parents at elementary schools in the Comsewogue School District.

- Community Partners:
 - Port Jefferson High School
 - Wenonah Elementary School, Sachem School District
 - Comsewogue School District (includes the underserved community of Port Jefferson Station)

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. In addition the hospital will work with local school districts to collaborate on exercise and fitness activities.

Year Two Update, May 1, 2017 through April 30, 2018: In Year One, St. Charles held Feel Fantastic with Fruits and Vegetable classes. In Year Two, St. Charles was in a transition period with the appointment of a new executive chef. The dedication of multiple resources, including staffing and food expenses, to implement this

initiative proved to be a challenge for St. Charles. It was decided that, with the available resources, the hospital would continue its focus on the *ThinkHEALTHY! Program* offered at school districts and would not offer nutrition/exercise programs at St. Charles Hospital.

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

Process measures: Utilize marketing answering service to determine how program participants learned of the program and use Google analytics to determine effectiveness of various social media platforms.

Year Two Update, May 1, 2017 through April 30, 2018: The hospital continues to use online registration for lectures and events. For those without access to online enrollment, an alternative is in place. Most events are marketed through social media, including Facebook, Twitter and Instagram. Attendance remains the same as Year One with an average of 27-29 attendees per class.

5. Support LIHC's "Are You Ready Feet" walking initiative

Process Measures: LIHC tracks participation through enrollment in the program on the *Are You Ready Feet* website.

Year Two Update, May 1, 2017 through April 30, 2018: The hospital continues to support the LIHC "Are You Ready Feet" initiative and distributed promotional materials at its 63 community events. In addition, the brochures are made available to patients at the hospital and at CHS-affiliated physicians' offices.

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 Two Update, May 1, 2017 through April 30, 2018: St. Charles Hospital participated in the Long Island Marcum Workplace Challenge and the American Cancer Society's Making Strides against Breast Cancer walks; St. Charles did not participate in the American Heart Association Heart Walk.

Participation in the Marcum Workplace Challenge and the Making Strides walk increased slightly, less than 1%, but did not meet the goal of a 5% increase despite active promotion of the events. A running club for St. Charles Hospital employees has been established to engage employees and generate interest in these events. Walk enrollment has increased with 30 staff now participating in community runs and walks.

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 provides 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.

In the time period May 1, 2016 through April 30, 2017, St. Charles offered 54 community lectures, screenings and health-related events annually with a goal of increasing that number by five 5% or a total of 57 events annually.

Year Two Update, May 1, 2017 through April 30, 2018: St. Charles Hospital continues to exceed its goal of increasing the number of community outreach lectures and screenings by 5%.

During Year Two, St. Charles held 63 community lectures, screenings and health-related events with attendance ranging from 15 to 500. This is a 16.7% increase over the Year One, when 54 events were held. In addition, St. Charles added 5 additional partners to this initiative for a total of 20 community-based partners.

- Event topics included:
 - Sleep Better, Live Better
 - Striking Out Strokes
 - Stroke: A Neurological Emergency
 - 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
 - Diabetes: The Myths and Truths
 - Taking Care of the Skin You're In: All About Skin Health
 - Spiritual Resilience
 - Nutrition for Heart Health
 - Women's Health
 - Nutrition for Optimal Health
- 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
 - Fairfield Knolls
 - Leisure Village
 - Stop and Shop
 - Miller Place Fire Department
 - South Country Library

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 Two Update, May 1, 2017 through April 30, 2018: Consistent with the Year One update, St. Charles offers online registration for all lectures and seminars. Lectures and seminars are also marketed on social media, including Facebook, Twitter and Instagram.

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 Two Update, May 1, 2017 through April 30, 2018: St. Charles Hospital has met and exceeded its goal of offering three support groups per year. The Diabetes Prevention Program provides a monthly forum following the 16-week initial program, meeting the goal of creating a group for individuals with pre-diabetes. Attendance has remained consistent over the past year, however, the hospital will continue to promote the availability of the groups to meet the goal of a 5% increase in attendance. In addition to Overeaters Anonymous, weight-loss surgery support and pre-diabetes, the hospital also offers the following:

- o Monthly Bariatric Support Group
- o Monthly Brain Injury Support Group
- o Weekly Breastfeeding Support Group
- o Monthly Epilepsy Support Group
- o Bi-Monthly Muscular Dystrophy Support Group (MDA)
- o Monthly Parkinson's Disease Support Group
- o Weekly Speech Communication Support Group
- o Monthly Spinal Cord Injury Support Group
- o Bi-Weekly Stroke Support Group

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 Two Update, May 1, 2017 through April 30, 2018: St. Charles Hospital's goal of establishing at least three new partnerships over the three-year cycle was met in Year One. Also, St. Charles has successfully established five additional partnerships in Year Two:

- o Fairfield Knolls, Port Jefferson Station
- o Leisure Village, Ridge
- o Stop and Shop, Setauket
- o Miller Place Fire Department, Miller Place
- o South Country Library, Bellport

5. St. Charles staff volunteers at CHS Healthy Sundays community outreach events held at churches in underserved communities, 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 Two Update, May 1, 2017 through April 30, 2018: Three Healthy Sundays events were held in the underserved communities of Hampton Bays and Coram. This is compared to six Healthy Sundays events held in Year One. Four events are currently scheduled for Year Three.

- June 2017: St. Francis Cabrini, Coram, St. Charles partnered with LI Digestive Disease Consultants whose clinical staff offered free screenings. Eight individuals were referred to the practice for a free screening colonoscopy, with no findings for any patients.
 - September 2017: Church of St. Rosalie, Hampton Bays: 75 individuals attended, 73 were provided with flu vaccinations and blood pressure screenings, 8 received BMI (body mass index) screenings, and 3 were referred to CHS's Bishop McHugh Health Center free, follow-up care.
 - April 2018: Church of St. Rosalie, Hampton Bays: 25 individuals attended and were provided blood pressure and BMI screenings. Three individuals were referred to CHS's Bishop McHugh Health Center for free follow-up care. St. Charles partnered with Long Island Digestive Disease Consultants whose clinical staff offered free screenings for individuals with gastrointestinal issues. Twelve individuals were in need of diagnostic exam, and free colonoscopies were performed on all at Long Island Digestive Disease Consultants with no findings.
6. St. Charles Hospital offers 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 free 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 Two Update, May 1, 2017 – April 30, 2018: St. Charles Hospital offered 4, seven-week Stepping On programs with 67 completing the program. Three classes were held at the Rose Caracappa Senior Center in Mt. Sinai, and the fourth was held at Strathmore Village, South Setauket. In Year One, 4 classes were offered with 55 completing the program.

2017

3/21-5/2: 16 graduates

5/9-6/20: 13 graduates

10/3-11/11: 16 graduates

2018

3/20-5/1 22 graduates

Significant improvement was demonstrated via a pre- and post-Timed Up and Go (TUG) test, a tool used to assess the balance of participants. Individual participant's TUG score improved anywhere from 0 to 53%, with an overall program average of 21% improvement in balance.

Additional Activities:

1. Diabetes Prevention Program

A St. Charles Hospital registered dietitian attended the required training to become a Diabetes Prevention Program lifestyle coach. In September 2017, St. Charles held the evidence-based Diabetes Prevention Program with 14 participants. At the end of the 16-week program, participants lost between 2 to 25 pounds with an average weight loss of 7.98 pounds per person. Another program will be offered in September 2018.

2. Dental Services for Uninsured

St. Charles Hospital made a concerted effort to reach out to underserved communities by contacting local churches, 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 underserved population. St. Charles Hospital held a free, one-day clinic for veterans in November 2017 where the following dental services were provided at a community benefit value of more than \$22,000:

- o 23 exams
- o 18 prophys (cleanings)
- o 10 fillings
- o 17 simple extractions
- o 7 surgical extractions
- o 1 occlusal guard
- o 1 salivary stone removal
- o X-rays
- o 23 oral cancer screenings
- o 2 flu vaccinations
- o 23 blood pressure screenings

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 Two Update, May 1, 2017 – April 30, 2018: St. Charles Hospital has completed the necessary work to open an additional 10 beds for medically-supervised detoxification. The hospital has not yet received final approval from the NYS Department of Health; approval is expected in 2018.

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

Process measures: St. Charles Hospital is a designated distributor of intranasal Narcan® to patient and families of those living with substance abuse issues.

Year Two Update, May 1, 2017 – April 30, 2018: St. Charles Hospital continues to provide Narcan® as prevention for potential overdose incidents only for individuals who present at the Emergency Department seeking detoxification. To date, St. Charles has distributed 18 kits.

3. Provide multidisciplinary program on substance abuse 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.

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

Year Two Update, May 1, 2017 – April 30, 2018: In May 2017, St. Charles Hospital hosted a second multidisciplinary symposium on substance abuse. The program was filled to capacity at 125 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.

The post-program survey indicated that the symposium was a success, providing much needed information and resources on substance abuse. Attendees requested that a third symposium be held to continue the dialogue and education on substance abuse. As such, St. Charles Hospital held a third multidisciplinary symposium on substance abuse in May 2018.

4. St. Charles Hospital continues to support LIHC and Delivery System Reform Incentive Payment (DSRIP) projects that address mental health.
5. 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*, in English and Spanish, was completed in 2017 and continues to be 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.

6. St. Charles Hospital has applied for a NYS Healthcare Facility Transformation Grant for the expansion of the Emergency Department to accommodate Suffolk County residents seeking services for medically-supervised detoxification. An expansion of the Emergency Department directly aligns with DSRIP's call to strengthen mental health and substance abuse infrastructure across systems. Additionally, the launch of SBIRT (screening, brief intervention and referral to treatment), a major component of the DSRIP program, has increased referrals to St. Charles Hospital's medically-supervised detoxification program as well as the Chemical Dependency Rehabilitation Unit. Screening questions asked at medical facilities throughout Suffolk County have resulted in more patients seeking care at St. Charles. With the Emergency Department as the point of entry for these patients, an expansion is necessary to be able to serve all patients in need. St. Charles expects a response to the grant application by fall 2018.

7. To further the continuum of care for patients post-discharge from both the detoxification program and the rehabilitation program. St. Charles offers numerous support groups post-discharge, including:
 - Monthly Al-Anon Family Support Group - Step Meeting
 - Weekly Al-Anon Family Support Group – Beginners’ Meeting
 - Weekly Alcoholics Anonymous - Back to Basics
 - Weekly Alcoholics Anonymous - Living Sober
 - Weekly Narcotics Anonymous

8. To combat the growing opioid epidemic, Catholic Health Services (CHS) began collaborating with the Diocese of Rockville Centre, Long Island Council on Alcoholism & Drug Dependence and the Family & Children’s Association (FCA) to build an addiction treatment infrastructure on Long Island. Two goals were determined: to revisit existing Emergency Department (ED) protocols for overdose victims and to create a liaison program to connect these patients with support services. A new CHS policy was established to prevent unnecessary opioid prescriptions in the ED, and the Sherpa Program was developed by FCA. A free service provided by FCA, Sherpa is made up of peer recovery coaches trained to meet with overdose survivors and their families in EDs. The team directs people to treatment, offering encouragement and follow-up. The high-volume ED at Good Samaritan is the site of the pilot, and will be rolled out later to other CHS hospitals. Sherpa is supported by the New York State (NYS) Office of Alcoholism & Substance Abuse Services, NYS Senate and Long Island Community Foundation.

Living the Mission

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.

During 2017, CHS’s Maryhaven Center of Hope food pantry provided more than 75 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 2017, CHS participated in HOPE DAY in Valley Stream, providing free blood pressure screenings and health education material to hundreds of Long Island residents. HOPE DAY brings together community and faith-based organizations to areas of need, offering necessities, free food, entertainment and health education.

In the last quarter of 2017, CHS employees once again pulled together to help others less fortunate in underserved areas. Initiatives included the 9th annual Christmas toy drive, in collaboration with the Church of Our Lady of the Miraculous Medal and the Gerald J. Ryan Outreach Center. Employees from the Melville corporate offices and CHS Physician Partners collected hundreds of new toys, and many donated their time to distribute the toys and much needed food packages. Similarly, CHS Services in Rockville Centre “adopted” an impoverished family through its Secret Santa Project, providing clothing, toys, blankets and other articles.

The CHS Practice Management Operations team organized a food drive among the system’s physician practices, resulting in the donation of almost 2,000 items to Maryhaven’s food pantry. In addition, CHS Services, St. Catherine, Al’s Angels and Catholic Charities teamed up to deliver food to 12 Long Island parishes and Maryhaven for distribution to low-income residents.

In partnership with a local elementary school, Our Lady of Consolation, Good Samaritan Hospital and Good Samaritan Nursing Home collected new packages of socks and undergarments to be included in “blessing bags” assembled by the students. Accompanied by CHS staff members who served as mentors through the New York State Mentoring Program, the students distributed the blessing bags to the homeless in New York City,

CHS hospitals all host blood drives throughout the year, collecting more than 1,700 pints of blood in 2017.

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

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. Also, CHS supports two Soundview Pregnancy Services locations and collaborates with Regina Residence, operated by Catholic Charities. Regina Residence 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 June 2017, CHS established a behavioral health hotline staffed by social workers from CHS Physician Partners. A small number of calls has been received, and the hotline continues to be staffed and available.

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 Catholic Faith Network (formerly Telecare TV), reaching 6.4 million households in the tristate area, and is accessible on cfntv.org. CHS has earned 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 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. Many of these tips are taped and hosted on CHS’s YouTube Channel and began airing on Catholic Faith Network’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 1, 2017 through April 30, 2018, five 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. These included four LI STEM meetings and a forum with the Long Island Regional Advisory Council on Higher Education (LIRACHE). In addition, a teacher professional development day was hosted at the CHS Melville office on November 7, 2017. A total of 218 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 108 volunteers contributed 99,106 hours of service serving as spiritual care companions, extraordinary ministers of Holy Communion and providing other services to residents.

Catholic Home Care (CHC) continued to provide patients and families with needed services using its 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 (GSH) earned a two-year grant (2016 and 2017) from the National Alliance for Grieving Children (sponsored by New York Life) to provide bereavement services to Hispanic children and their parents. The program consisted of three, eight-week support groups as well as the provision of community education to the Hispanic population concerning concepts of pediatric grief. The grant also provided for transportation to and from the support groups, as well as transportation to the children's bereavement camp, Camp Hope. A total of 104 people participated in the Hispanic bereavement groups in 2017. The grant expired at the end of 2017, but the program continues. GSH applied for a renewal of the grant and should hear by the end of 2018

GSH conducted more than 45 free bereavement support groups in 2017 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.

Fall 2017 and spring 2018 memorial services were conducted by Good Shepherd Hospice at Mercy and St. Charles hospitals. These events are offered to families who have experienced a loss in the past six months. The events at Mercy had approximately 50 total attendees and approximately 200 people attended the events at St. Charles.

In July 2017, Bob Sweeney's Camp H.O.P.E., an annual two-day free children's bereavement camp, continued to have strong attendance with more than 100 children and their families participating. The event was held at Camp Alvernia in collaboration with Good Shepherd. Volunteer professionals from Good Shepherd Hospice provided staffing.

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. In 2017, an additional \$100,000 donation was received for this special program. More than 50 patients and their families have benefitted from this generous donation.

Gabriel's Courage, a Good Shepherd Hospice program offering support and care for families experiencing a life limiting pregnancy, continued in 2017 to serve families across Long Island, offering social work, pastoral care and nursing support. Good Samaritan physicians, nursing, and social work staff remain the primary referrers to this special 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.