

# Good Samaritan Hospital Medical Center Community Service Plan

2014-2016

Year Three Update



Approved by the Board of Trustees on October 4, 2016



**Good Samaritan Hospital  
Medical Center**  
Catholic Health Services  
At the heart of health

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## Mission Statement

Catholic Health Services of Long Island (CHS), as a ministry of the Catholic Church, continues Christ’s healing mission, promotes excellence in care and commits itself to those in need.

CHS affirms the sanctity of life, advocates for the poor and underserved, and serves the common good. It conducts its health care practice, business, education and innovation with justice, integrity and respect for the dignity of each person.

## Year Three Update

Good Samaritan Hospital has continued to progress health initiatives identified in the hospital’s Community Service Plan— *nutrition and weight management* services, such as educational seminars, screenings and programs that also aid in preventing the onset of chronic diseases and other related co-morbidities; improving outcomes for *cancer* patients through the provision of a broad array of educational, preventive, diagnostic and treatment services; and the early identification of *mental health* issues and providing referrals for mental health services—as the three priority areas for community health improvement projects in 2014–2016.

## Community Health Needs Assessment

Good Samaritan Hospital strives to incorporate input from the community as an important part of our planning process. A major source of data is obtained through exit surveys from individuals who attend community health lectures. From August 1, 2015 through April 30, 2016, a total of 246 responses were collected. Results were as follows:

1. How did you hear about the lecture?
  - Newspaper 37%
  - GSU Pamphlet 30%
  - Flyers 20%
  - Newsletter 4%
  - Community event 3%
  - Email 3%
  - Facebook 2%
  - TV 1%
  - Sign 0%
  - Radio 0%
  
2. What is your major source of health information?
  - Physician 38%
  - Newspaper 23%
  - Internet 14%
  - TV 7%
  - Friends/ Relatives 6%
  - Books 6%
  - Radio 4%
  - Social Media 2%

3. How would you describe your overall health?

- Good 66%
- Fair 17%
- Excellent 14%
- Poor 3%

4. Suggested future health screenings or lecture topics that would interest you?

- Heart Health 44%
- Miscellaneous 35%
- Cancer 14%
- Mental Health 7%

1.

Analysis of survey results indicates community concern about heart health, cancer, and mental health which correlates with the hospital's priorities. Of the 246 respondents, 79.83% answered that their overall health was excellent or good. The survey responses have increased by an average of 6.54% which indicates that participants are skipping questions less frequently and allows the data to be more accurate. The data shows increased rates for which sources participants receive information related to lectures, such as newspaper, Facebook, community events and email. Respondents also portrayed an increase of sources for health information, such as physicians, newspaper/magazines, the Internet, friends and relatives, TV, and social media. As we move forward, we will continue to distribute a community health needs assessment survey during events and monitor the results.

## Community Service Plan Goals

### Priority 1: Nutrition and Weight Management

**Goal:** To improve community health by reducing the incidence of obesity and related co-morbidities such as heart disease and diabetes by providing individuals with the tools and knowledge to positively impact food choices and activity levels. The following activities are aimed at accomplishing this goal.

#### Action Plan/Strategy:

- Recognized by HANYS with an honorable mention for its 2016 community improvement award, Healthier Families Program is a free, 10-week educational series that promotes a healthy lifestyle offered in collaboration with the identified, underserved area in the Bay Shore School District and the Bay Shore Wellness Alliance, for children in grades 3-5 who have been identified as being at risk for future obesity-related health issues. Since its inception in 2013, 86 children have participated, and a survey was given after the program to measure change in behavior. Between August 1, 2015- April 30, 2016, 20 families enrolled, concluding at the end of the program with similar findings, meeting the goal of maintaining the 2013 level of improvement. At least 50% of the students demonstrated relevant improvement in Height/Weight/BMI at the end of the ten week session. By survey of both students and parents, more than 90% demonstrated a greater knowledge and awareness of the importance of a healthy lifestyle and the need for its continuation and 80 % of student participants achieved a set goal of 500 minutes of exercise by the conclusion of the Healthier Family Session. (The 500 minutes includes

only exercise greater than 10 minutes at a time demonstrated on any one piece of equipment). Due to success and enthusiasm a number of children and parents/guardians have repeated the program. Good Samaritan has reached out to other school districts and organizations such as Youth Enrichment Services to expand the program and reach additional parents and their children.

- The Bishop McHugh Center in Bay Shore is no longer in operation; the patients that were referred there are now being referred to the St. Francis Hospital's South Bay Cardiovascular Center.
- Free bariatric educational seminars are held monthly, hosted by one of three Good Samaritan bariatric surgeons. Our goal is to reach 500 patients annually, providing weight management and education. For 2016, 196 patients have registered as of April and a total of 174 attendees came to the seminars. As we continue to increase the awareness of obesity throughout our surrounding areas, we expect this number to grow.
- Good Samaritan began offering the New York State Diabetes Prevention Program starting in March 2014. An initial risk assessment for diabetes was given to patients prior to starting the program, which included questions about height, weight, medical and family history. As of August 1, 2015, 15 people enrolled in the program, and 10 remained until the completion of the program, in which all 10 also attended the post core meetings. Of the 10 participants, there were 2 people in the group who were unable to engage in the physical activity portion of the program due to health issues. The other 8 (80%) of the participants lost the desired 7% or more of their body weight and participated in reaching the 150 minutes of physical activity. The average weight loss was 16.5 pounds, which is 5.5 pounds more than the previous year.
- In September 2015, Good Samaritan hosted its Third Annual Theresa Patnode Santmann Heart and Soul Symposium, a free seminar exploring aspects of wellness and chronic illnesses. Two hundred and twenty guests attended workshops of their choice. This year will be the Fourth Annual symposium; the goal is to increase the attendance number by 12%. The event is scheduled for August 17. Choices for workshop topics were determined using interests from community members via survey suggestions.
- In February 2016, Good Samaritan Hospital hosted a free "Open Your Heart to Health" event at Westfield South Shore Mall in Bay Shore in proximity to medically underserved communities. More than 500 community members had the opportunity to talk to cardiologists, registered dietitians, cardiology technologists and nurses offering information on cardiac health and prevention in addition to blood pressure, pulmonary function and cholesterol screenings. Participants experienced hands-on activities. Cholesterol screenings were provided to 95 individuals, 45 had abnormal elevated results and were referred to their physicians for follow-up care, 67 BMIs, with 42 resulting out of the desired range, 71 blood pressure screenings of which 11 were elevated and referred to their physician for follow-up care, and 19 flu vaccines were offered. We did not reach our goal to increase attendance by 20%—benchmarked at 700—at the February 2015 event. Unfortunately, mall attendance is dependent on a number of external factors on any given day. For future events such as this, our goal will be to increase the percentage of free screenings provided in relation to attendance.
- In an effort to educate community members on the importance of good nutrition and healthy cholesterol and blood pressure levels, health care professionals participate in free, community-based screenings for cholesterol and high blood pressure held at local libraries, street fairs and festivals, and community and hospital-based health fairs. Such events are publicized at community lectures and in the hospital's community email and newsletter in order to increase awareness. A total of 1,611 people were reached between July 31, 2015 and April 30, 2016, at the following events: Pediatric Health Fair- ABC's of Children's Health, 8/22/15; Copiague Tanner Park event for seniors 9/19/15; West

Islip Country Fair, 9/27/15; North Babylon Public Library Senior Health and Wellness Fair, 10/7/15; Pediatrics Special Needs Expo, 4/10/16.

- From August 2015 through April 2016, five free community lectures highlighting nutrition and cardiology were offered: “Was it something I Ate,” with 14 attendees, “Foods for a Super You” with 26 attendees, and “Fad diets and Food Trends” with 12 attendees, and “Quick Meals for your Busy Family,” with 26 guests. Change in knowledge was measured at the conclusion of each lecture via a survey instrument. The result was that 97% of the respondents reported an increase in knowledge of each subject area, which surpasses last year’s goal of 75%.
- Good Samaritan staffed the following CHS Healthy Sundays community outreach events: Our Lady of Miraculous Medal in Wyandanch, 9/13/15 and 3/13/16; St. Luke’s in Brentwood, 11/15/15 and 4/10/16; St. Anne’s in Brentwood, 11/22/15 and 1/17/16; other dates scheduled for fall 2016, providing cholesterol and blood pressure screenings and flu vaccines, with 1,037 parishioners from medically underserved towns attending and screened. Due to abnormal elevated findings, there were 231 participants referred (22% referral rate) from August 1, 2015 to April 30, 2016, for follow-up care to St. Francis Hospital’s South Bay Cardiovascular underserved program, which now serves this population. During this time period, abnormalities found continue to decrease, and this exceeds our goal of 5%.
- Good Samaritan participated in the “Rethink Your Drink” initiative, focusing on reducing high-calorie, sugary drinks served in the employee cafeteria. During National Nutrition Month in March 2015, the nutrition staff educated hospital employees (including 409 living in select communities) on the health benefits of choosing low-calorie, unsweetened beverages. A beverage survey was conducted and a goal of reducing high-calorie choices to less than 20% of beverages offered has been met. Good Samaritan has since introduced sparkling waters, unsweetened teas and diet/no-calorie cola.
- The hospital has taken a healthy approach for patients by eliminating cola as a beverage choice. In other efforts to continually try and meet the Healthy Food Guidelines, patients are offered an alternative room service menu. For example, items changed from a balsamic vinaigrette choice to a light choice to meet the recommended use of light dressings.
- In the employee cafeteria, staff is now offered half portions for meals, and for Good Samaritan visitors, the café has increased its healthier options such as veggie and turkey burgers. In addition, foods that are deep fried have been eliminated and only a limited choice of high calorie desserts is offered.

## **Priority 2: Cancer**

**Goal:** Reduce cancer mortality and morbidity with education, screenings and support. Provide the latest treatment options for those with malignant disease, with special attention to health disparities such as a higher incidence of cancer in specific populations.

### **Action Plan/Strategy:**

- In conjunction with the Suffolk County Department of Health (SCDOH), in January 2016, Good Samaritan offered “Learn to Be Tobacco Free,” a six-week smoking cessation program, at the Long Island Cancer Help and Wellness Center located in Bay Shore. Of the 12 who attended, 10 were certified (attending four out of the six classes) and five quit smoking as of the last session, establishing a 50% quit rate. The SCDOH’s contact information was made available to participants for additional assistance with

quitting. Participants' success rate of quitting as a result of this program meets Good Samaritan's goal of at least a 25% quit rate.

- In October 2015, Good Samaritan Hospital hosted its second free "Positively Pink!" event at the Westfield South Shore Mall in Bay Shore in proximity to medically underserved communities. Over 300 community members had the opportunity to talk to breast health experts, registered dietitians and nurses offering information on breast health and prevention in addition to blood pressure screenings and on-site mammography appointment scheduling. In the fall of this year, our goal is to exceed the number of community members (benchmarked at 300) by 5% at future "Positively Pink!" events.
- From August 1, 2015 through April 30, 2016, free "Good Sam University" community lectures highlighting cancer were offered: "Take the Breast Care of Yourself" with 16 attendees, "What's in your genes?" with 19 attendees. There are also fall events planned that will highlight cancer. The goal is to exceed the previous year's attendance by 5%. Change in knowledge was measured at the conclusion of each lecture via a survey instrument, surpassing the goal of at least 75% of respondents reporting an increase in knowledge of each subject area.
- All CHS entities participate as a team in the American Cancer Society's "Making Strides Against Breast Cancer" walks, sharing information about early detection, prevention, research, patient services and advocacy for hundreds of breast cancer survivors. In 2015, more than 200 CHS employees participated as walkers and information was distributed to nearly 2,000 attendees. The goal to increase walkers by 10% annually was not met. The CHS walk committee will work in 2016 to raise awareness and participation in this event.
- YouTube videos, including highlights of educational videos, were posted from September 2014 to present day. The benchmark for views was 1,000. During August 1, 2015 through April 30, 2016, these videos received more than 3,700 views, which continues to increase and indicates that the videos are reaching a larger audience. Additional educational videos will be created, with viewership measured to ensure relevance to the goal of increasing views by 100% by the end of 2016.
- Good Samaritan offers a free navigation program as part of a service for breast cancer patients. The navigation program offers personalized support, educates, and guides patients and their families throughout diagnosis, treatment and recovery. We are implementing similar services for all cancer types, which will also include a tracking system.

### **Priority 3: Mental Health**

**Goal:** To provide targeted populations with information about the signs and symptoms of mental health and substance abuse issues (often occurring concomitantly with a chronic disease) and to offer links to community-based clinical programs and services. Through this effort, we hope to achieve earlier identification of mental health and substance abuse issues among patients of all ages.

**Action Plan/Strategy:** When a lack of access to mental health resources is identified, Good Samaritan will provide information on and refer to the extensive mental health services available within CHS. If not available within CHS, we will use LIHC's database to identify or recommend a suitable option. The hospital's Emergency Department sees an average of 400 patients needing psychiatric care per year, with approximately 35% being referred to St. Catherine of Siena Medical Center and the remainder referred to other facilities.

## **Community Partners**

American Cancer Society  
Amityville Public Library  
Amityville School District  
Babylon Public Library  
Bay Shore School District  
Bay Shore/Brightwaters Public Library  
Bethpage Federal Credit Union  
Catholic Home Care  
Continued Care of Long Island  
Copiague Public Library  
Good Samaritan Nursing Home  
Good Shepherd Hospice  
Lindenhurst Public Library  
Lord & Taylor  
Maryhaven Center of Hope  
Mercy Medical Center  
Our Lady of Consolation Nursing & Rehabilitative Care Center  
St. Catherine of Siena Medical Center  
St. Catherine of Siena Nursing & Rehabilitation Care Center  
St. Charles Hospital  
St. Francis Hospital  
St. John the Baptist High School  
St. Joseph Hospital  
Teachers Federal Credit Union  
West Babylon Public Library  
West Islip Fire Department  
West Islip Library  
West Islip School District  
Westfield Mall  
Wild by Nature  
Youth Enrichment Services

In March 2016, CHS once again partnered with Our Lady of Mercy Academy in Syosset, NY, to present the second annual “Focus on the Future: Healthy College Choices” seminar for students and their families. Panelists addressed obesity/weight management, mental health, physical safety and other issues.

To better identify and address the region’s prevalent health needs, Good Samaritan Hospital collaborates with other hospitals, local health departments, health care providers, public health specialists from academic institutions and community-based organizations in the Long Island Health Collaborative (LIHC). 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, with a grant of \$2.4 million\* over two years to facilitate LIHC’s population health-related activities. LIHC continues to focus on chronic disease prevention and treatment, particularly obesity, and provide resources such as health program inventories and health insurance information. In September 2014, LIHC piloted a wellness survey to compile baseline health data, with a full rollout in development. Through the Recommendation for Walking Program, LIHC provided questionnaires, scripts and other materials for doctors to make specific recommendations for patients. LIHC sponsored the free “Your Feet Are Made for Walking”

series of community walks on Oct. 4, 11, 18 and 25, and Nov. 1 at North Shore Heritage Park in Mount Sinai. On April 9, 2015, the “Walk in the Park” was held at Belmont Lake State Park in North Babylon, where LIHC’s Recommendation for Walking was unveiled and the public joined government officials from both Nassau and Suffolk counties and LIHC members in a walk around the lake. More information can be found at [nshc.org/long-island-health-collaborative](http://nshc.org/long-island-health-collaborative).

### **Next Steps for Priorities**

In addition to the free community lectures scheduled for the fall of 2016, there will also be monthly health screenings at local libraries, community street and health fairs and various support groups held at the hospital in order to educate a greater number of community members.

For each of the priority areas discussed above, Good Samaritan will continue to:

- Identify any related activities being conducted by existing partners or other organizations in the community that could be built upon.
- Develop measurable goals by involving additional community partners and accounting for the number of participants within the program in order to evaluate the effectiveness of the hospital’s efforts.
- Build support within the community for the identified initiatives.
- Further develop detailed work plans.
- Address any budget and financial implications.

### **Living the Mission**

In keeping with CHS’s mission, Good Samaritan Hospital provides a wide range of free community health services, including blood drives, health screenings and immunizations, lectures and support groups. Good Samaritan Hospital has continued to advance two health initiatives—smoking cessation and the Falls Prevention Program, the prevention of injury resulting from unintentional falls—identified in the hospital’s 2008 Community Service Plan. The hospital personnel staff CHS’s Healthy Sundays outreach program, founded in 2005 to care for Long Island’s medically underserved.

In conjunction with the Suffolk County Department of Health, Good Samaritan will continue to offer smoking cessation classes based on county staff availability.

In 2015, Good Samaritan offered four Continuing Medical Education programs (pediatrics for physicians and trauma and cardiology for EMT personnel), with more than 365 total in attendance. As of 2016, one lecture has been offered thus far with 148 attendees. GSH hopes to continue to increase attendance in the fall programs.

Diabetes has been identified as the most rapidly growing chronic disease, affecting one out of every 12 adult New Yorkers.\*\* Consequently, Good Samaritan will continue its collaboration with the Suffolk County Department of Health in offering its 16-week Diabetes Prevention Program to help prevent diabetes in people who have pre-diabetes or are at high risk for diabetes.

\*\*[https://www.health.ny.gov/prevention/prevention\\_agenda/physical\\_activity\\_and\\_nutrition/](https://www.health.ny.gov/prevention/prevention_agenda/physical_activity_and_nutrition/)

CHS provides an array of resources to promote good health in the region. Its TV series “CHS Presents: Lifestyles at the Heart of Health” and “CHS Presents: Health Connect” feature experts provide medical, nutritional and fitness information and is broadcast on Telecare TV, reaching 6.2 million households in the tri-state area, and accessible on [www.telecaretv.org](http://www.telecaretv.org). Also, these programs and other health-related videos can be viewed on demand on CHS’s YouTube channel

at <https://www.youtube.com/user/chsli>, and programs in the series are available on CHS's website under "Community Health", along with "Recipes for Healthy Living".

In addition, CHS's online Events calendar lists free health screenings, blood drives, lectures and other programs open to the public across Long Island, with the use of newspapers, email, website, pamphlets and social media, as well, to widely disseminate this information.

**Conclusion:**

As a result of the partnership between Good Samaritan and Bay Shore schools, the successful Healthier Families Program enables families to change health behavior patterns. Good Samaritan has contacted other school districts and organizations such as Youth Enrichment Services to expand the program and reach additional parents and their children.

Good Samaritan will continue to address the priority areas of *nutrition and weight management* which will improve chronic disease rates, *cancer*; and *mental health* while continuing to work with community partners to best address health disparities. The hospital will continue to strive to advance the overall health and well-being of the individuals in this community through outreach, education and screenings.