

Good Samaritan Hospital Medical Center Community Service Plan

2016-2018
Year Two Update



Approved by the Board of Trustees on October 2, 2018



Good Samaritan Hospital
Medical Center
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.

Good Samaritan Hospital Medical Center Service Area

Founded in 1959, Good Samaritan Hospital Medical Center is a 537-bed (including 100 nursing home beds), not-for-profit, acute care community hospital. Good Samaritan Hospital is located in West Islip, on the south shore of Long Island, New York. Good Samaritan's primary service area (based on the amount of patients discharged in 2017) includes: Amityville, Babylon, North Babylon, West Babylon, Bay Shore, Brentwood, Copiague, Deer Park, Lindenhurst, West Islip, Central Islip, East Islip, and Wyandanch. The secondary catchment area comprises East Massapequa, Farmingdale, Islip, Islip Terrace, Holbrook, Bohemia, Patchogue, Sayville, Oakdale and Ronkonkoma. The service area population is comprised of several communities where individuals speak a language other than English, such as the select, underserved communities of Bay Shore, Brentwood and Central Islip.

Key Health Partners

Partnering with community-based organizations is the most effective way to determine how the health priorities will be addressed. Some of Good Samaritan Hospital's community partners include:

American Cancer Society	Coram Fire Department
American Diabetes Association	Cornell Cooperative Extension/Eat Smart NY
American Parkinson Disease Association	Deer Park Fire Department
American Stroke Association	Dix Hills Fire Department
Amityville Fire Department	East Brentwood Fire Department
Amityville Public Library	East Farmingdale EMS
Amityville School District	East Marion Fire Department
Babylon Breast Cancer Coalition	East Northport Fire Department
Babylon Public Library	Emergency Ambulance Services (EAS)
Babylon Rescue	Exchange Ambulance of Islip
Babylon Rotary	Fair Harbor Fire Department
Bay Shore School District	Gerald J. Ryan Outreach Center, Wyandanch
Bay Shore/ Brightwaters EMS	Gift of Life
Bay Shore/Brightwaters Public Library	Good Samaritan Nursing Home, Sayville
Bethpage Federal Credit Union	Good Shepherd Hospice, Farmingdale
Bohemia Fire Department	Hampton Bays Volunteer Ambulance
Brentwood Legion Ambulance	Huntington Community First Aid Squad
Cancer Services Program of Suffolk County	Hunter Emergency Medical Services
Catholic Charities	Islip Breast Cancer Coalition
Catholic Home Care, Farmingdale	Islip Terrace Fire Department
Catholic Faith Network (formerly Telecare TV)	Kings Park Fire Department
Central Islip/ Hauppauge Ambulance	Lindenhurst Fire Department
Commack Ambulance	Lindenhurst Public Library
Commack Volunteer Ambulance	Long Island Blood Services
Continuing Care of Long Island, Farmingdale	Long Island Health Collaborative (LIHC)
Copiague Fire Department	Long Island Neurosurgical & Pain Specialists
Copiague Public Library	Lord & Taylor, Bay Shore

Manorville Community Ambulance
Maryhaven Center of Hope, Port Jefferson
Medford Ambulance
Mercy Medical Center, Rockville Centre
Middle Island Fire Department
New York Institute of Technology College of
Osteopathic Medicine, Central Islip
Our Lady of Consolation Nursing & Rehabilitative
Care Center, West Islip
Our Lady of Mercy Academy, Syosset
Patchogue Ambulance
Riverhead Volunteer Ambulance
Sayville Community Ambulance
Sisters United in Health
Smithtown Fire Rescue
Society of St. Vincent de Paul
Sound Beach Fire Department
Sterling Bank
St. Catherine of Siena Medical Center, Smithtown
St. Catherine of Siena Nursing & Rehabilitation Care
Center, Smithtown
St. Charles Hospital, Port Jefferson
St. Francis Hospital, Roslyn

St. John the Baptist High School, West Islip
St. Joseph Hospital, Bethpage
Stony Brook Medicine/Creating Healthy Schools and
Communities
Suffolk County Police Department
Sustainable Long Island/Creating Healthy Schools
and Communities
Teachers Federal Credit Union, Bay Shore
West Babylon Fire Department
West Babylon Public Library
West Islip Breast Cancer Coalition
West Islip Fire Department
West Islip Library
West Islip School District
Western Suffolk Boces/Creating Healthy Schools
and Communities
Westfield Mall, Bay Shore and Massapequa
Wild by Nature, West Islip
Women of West Islip Inc.
Wyandanch EMS
Wyandanch/ Wheatley Heights Ambulance
Youth Enrichment Services, West Islip

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 data, we reviewed the data for the hospital's service area by selected zip codes. Below are the findings for Good Samaritan 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 17.19%
- Cancer 14.89%
- Heart disease & stroke 12.86%
- Diabetes 11.08%
- Mental health depression/suicide 9.97%
- Obesity/weight-loss issues 9.63%
- Environmental hazards 6.11%
- Child health & wellness 5.33%
- Safety 4.63%
- Asthma/lung disease 4.11%
- Women's health & wellness 3.19%
- Vaccine preventable diseases 0.56%
- HIV/AIDS & Sexually Transmitted Diseases (STD) 0.44%

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

- Heart disease & stroke 16.49%
- Obesity/weight-loss issues 15.46%
- Cancer 13.27%
- Women's health & wellness 11.47%
- Diabetes 10.05%
- Safety 6.83%
- Mental health depression/suicide 6.57%
- Environmental hazards 6.06%
- Asthma/lung disease 5.93%
- Vaccine preventable diseases 2.58%
- Child health & wellness 2.45%
- HIV/Aids/sexually transmitted disease 1.55%
- Drugs & alcohol abuse 1.29%

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

- No insurance 20.77%
- Fear 19.81%

- Unable to pay co-pays/deductibles 18.17%
 - Don't understand need to see a doctor 11.75%
 - There are no barriers 7.51%
 - Transportation 7.24%
 - Language barriers 4.64%
 - Cultural/religious beliefs 3.83%
 - Don't know how to find doctors 3.69%
 - Lack of availability of doctors 2.60%
4. Which of the following is the MOST needed to improve the health of your community?
- Healthier food choices 15.52%
 - Clean air and water 13.60%
 - Drug and alcohol rehabilitation services 12.37%
 - Weight-loss programs 10.71%
 - Recreation facilities 8.23%
 - Mental health services 8.14%
 - Job opportunities 7.44%
 - Safe childcare options 7.14%
 - Safe places to walk/play 6.61%
 - Smoking cessation programs 5.04%
 - Transportation 3.98%
 - Safe worksites 1.21%
5. What health screenings or education/information services are needed in your community?
- Blood pressure 11.06%
 - Mental health/depression 10.75%
 - Drug and alcohol 10.60%
 - Exercise/physical activity 9.53%
 - Diabetes 9.38%
 - Cholesterol 7.01%
 - Cancer 6.87%
 - Nutrition 6.25%
 - Importance of routine well checkups 5.99%
 - Dental screenings 4.43%
 - Heart disease 3.38%
 - Suicide prevention 3.16%
 - Eating disorders 3.14%
 - Emergency preparedness 3.02%
 - Disease outbreak information 2.26%
 - Vaccination/immunizations 1.75%
 - HIV/AIDS/STDs 1.07%
 - Prenatal care 0.33%
6. Where do you and your family get most of your health information?
- Doctor/health professional 33.47%
 - Internet 21.19%
 - Family or friends 9.32%

• Newspaper/magazines	7.20%
• Television	5.93%
• Social media	5.51%
• Hospital	4.24%
• Library	4.24%
• Worksite	2.97%
• School/college	2.12%
• Health department	1.69%
• Religious organization	1.27%
• Radio	0.85%
7. I identify as:	
• Female	59.62%
• Male	39.42%
• Other	0.96%
8. Average age of respondents:	51.65
9. What race do you consider yourself?	
• White/Caucasian	75.88%
• Black/African-American	8.24%
• Asian/Pacific Islander	4.71%
• Did not specify	4.71%
• Hispanic/Latino	2.94%
• Other	1.76%
• Multi-racial	1.69%
• Native American	0.59%
• Spanish	0.59%
10. Are you Hispanic or Latino?	
• No	79.81%
• No answer	13.46%
• Yes	6.73%
11. What is your annual household income from all sources?	
• \$0-\$19,999	10.23%
• \$20,000-\$34,999	17.05%
• \$35,000-\$49,999	7.95%
• \$50,000-\$74,999	18.18%
• \$75,000-\$125,000	32.95%
• >\$125,000	13.64%
12. What is your highest level of education?	
• College graduate	34.38%
• Some college	23.96%
• Graduate school	16.67%

- High school graduate 14.58%
- Doctorate 4.17%
- Technical school 4.17%
- Some high school 1.04%
- K-8 grade 1.04%

13. What is your current employment status?

- Employed for wages 47.47%
- Retired 24.24%
- Self-employed 14.14%
- Out of work, but not currently looking 6.06%
- Out of work/looking for work 5.05%
- Student 3.03%

14. Do you currently have health insurance?

- Yes 93.88%
- No 5.10%
- No, but I did in the past 1.02%

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.

Good Samaritan Hospital Interventions, Strategies and Activities

Priority Number One: Obesity

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.

Interventions, Strategies and Activities:

1. The hospital will continue to offer the *Healthier Families Program* which is a free, 10-week educational series that promotes a healthy lifestyle. This is 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. This program was recognized by HANYS with an honorable mention for its 2016 Community Improvement Award. Future plans for the *Healthier Families Program* are to pursue staffing and financial support to continue the program and offer in another school district

Process measures: Participants are measured for height/weight/BMI; BMI is measured again at the end of the session to assess improvement. At the end of the program, students and parents are surveyed to demonstrate an increase in knowledge and awareness of a healthy lifestyle after the 10-week session. Participants have a goal of 500 minutes of exercise and change in behavior is measured.

Year Two Update: May 1, 2017 through April 30, 2018:

In 2017, 16 families were enrolled in the *Healthier Families Program*. At least 50% of the students demonstrated relevant improvement in height/weight/BMI at the end of the 10-week session. In a survey of students and parents, more than 80% demonstrated a greater knowledge and awareness of the importance of a healthy lifestyle and the need to continue, and 80% of the student participants achieved a set goal of 500 minutes of exercise by the conclusion of the 10-week session.

The *Healthier Families Program* is now in its sixth year, and in planning for growth and expansion of this educational program, ancillary personnel have been mentored. Additional meetings are planned to continue discussing the feasibility and implementation of this program in West Islip and different school districts for the 2018-19 school year.

2. Free community lectures *Food for Thought* workshops are offered highlighting the importance of nutrition.

Process measures: The goal is to increase change in knowledge by 75%, which will be measured at the conclusion of each lecture via an exit survey instrument.

Year Two Update: May 1, 2017 through April 30, 2018: The Food for Thought workshop focused on weight management, how to navigate a menu and a cooking demonstration; 140 community members attended. Measured via an exit survey, 90% of the respondents reported an increase in knowledge of each subject area. This surpasses the goal by 15%, although it is a 7% decrease from Year One.

3. Free bariatric educational seminars are held twice a month hosted by one of three bariatric surgeons and bariatric support groups are offered.

Process measures: The goal is to increase awareness and change in knowledge of obesity throughout the surrounding areas by 25%, measured by the amount of people in the community and surrounding communities who attend the bariatric educational seminars.

Year Two Update: May 1, 2017 through April 30, 2018: 569 people attended the 24 bariatric seminars offered at Good Samaritan Hospital. This is an increase of 106, or 16%, from the prior period. To further increase attendance, the bariatric surgeons, bariatric coordinator and staff will continue to create an awareness of health issues related to obesity and the availability of bariatric seminars and services at the hospital.

4. Good Samaritan offers free bariatric support groups twice a month, facilitated by a registered nurse and supported by a licensed clinical social worker with a background in eating disorders. These groups' help patients prepare for surgery and make necessary changes to be successful in their journey to a healthier lifestyle. In addition, those post-surgery receive the support needed to continue to maintain a healthy lifestyle following weight loss surgery.

Process measures: Identify the number of new participants. Attendees will complete the Long Island Health Collaborative (LIHC) Wellness Survey at both the start and end of the program to measure effectiveness of the program. In Year Three, the goal will be to increase new participant attendance by 5%.

Year Two Update: May 1, 2017 through April 30, 2018: The average number of attendees at an evening meeting is 30-35; approximately 15 are new pre-surgical participants. Attendees at an afternoon meeting can vary from 10-20; approximately half are pre-surgical participants. As the support group participants can be different at each session, the LIHC Wellness Survey is not suitable for this forum.

5. Good Samaritan offers the New York State 16-week Diabetes Prevention Program in collaboration with the New York State Department of Health.

Process measures: An initial risk assessment for diabetes is given to patients prior to starting the program, which includes questions about height, weight, and medical and family history. Participants are weighed at the beginning of every meeting; physical activity, weight and diet is recorded in a journal. The goal is to increase by 5% the number of participants who lost the desired 7% or more of their body weight and who reached the 150 minutes of physical activity. Also, the goal is for each participant to increase the average weight loss by two pounds. Attendees will complete the Long Island Health Collaborative Wellness (LIHC) Survey at both the start and end of the program to measure the program's effectiveness.

Year Two Update: May 1, 2017 through April 30, 2018: Due to limited meeting space, the program was not offered in Year Two. Internal meetings are being held to determine whether or not the program will be offered in the future.

6. Good Samaritan Hospital continues to actively promote the Long Island Healthy Collaborative walking program by distributing promotional materials at community events and through social media reach. Good Samaritan 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.
7. All CHS entities participate as a team in the American Heart Association Heart Walk, the Long Island Marcum Workplace Challenge—a 3.5-mile run-walk for charity—and American Cancer Society's Making Strides against Breast Cancer walk. These events promote walking for physical activity and good health for employees and the community. Educational materials are offered at each event to participants.

Process measures: The goal is to increase the number of hospital participants over the previous year by 5%.

Baseline: May 1, 2015 through April 30, 2016: There were 77 participants in the American Heart Walk, 197 total participants in the Making Strides Walks (Jones Beach and eastern Long Island), and 12 participants in the Marcum Workplace Challenge.

Year Two Update: May 1, 2017 through April 30, 2018: There were 114 participants in the two Long Island Making Strides Walks, a 15% increase in participation from Year One when there were 97 participants, although 42% less than the baseline year. There were 80 participants in the September 2017 Heart Walk, a

3.9% increase from Year One and an increase from the baseline participation of 77. For the Marcum Workplace Challenge, there was a 7.6% increase to 13 participants in Year Two. To increase participation, kick-offs for the walks will be held in the employee cafeteria, and information is shared on social media to spread awareness and to help promote the events.

Additional Activities:

1. CHS was the Medal of Honor title sponsor for the second consecutive year serving again as the official race medicine provider for the 2017 CHS Suffolk County Marathon and Freedom Fest. The net proceeds from the annual event benefits local veterans' services organizations. There were 25 Good Samaritan employees who worked in the race medicine tent and 14 participated in the marathon; the Freedom Fest was cancelled due to weather.
2. In recognition of National Nutrition Month, registered dietitians from the Food and Nutrition Department hosted lunch and learn nutrition lectures in the hospital's employee cafeteria on March 15 and 26. In addition, informational tables were available on March 7 and 28.
3. In September 2018, Good Samaritan hosted a farmers market in front of the hospital for employees and the local community. Fresh vegetables, bread, pickles and pasta were available for purchase.

Priority Number Two: Preventive Care and Management

Goal: Increase community knowledge and access to preventive care and management for heart health diseases such as cardiovascular disease and diabetes. Provide the proper tools and knowledge for individuals to understand the importance of screenings and preventive health. 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 higher incidence of cancer in specific populations.

Interventions, Strategies and Activities:

1. Good Samaritan will continue to host its annual Theresa Patnode Santmann Heart and Soul Symposium, a free seminar exploring aspects of wellness and chronic illnesses. Choices for workshop topics are determined using interests from community members via survey suggestions.

Process measures: Increase attendance at annual event by 12% over the previous year's attendance of 220.

Year Two Update: May 1, 2017 through April 30, 2018: The Theresa Patnode Santmann Heart and Soul Symposium held in August 2017 focused on total body health and was attended by 201 community members. This is 19 fewer attendees, or an 8.6% decrease compared to the prior event. The sixth annual symposium is scheduled for August 15, 2018 and will be heavily promoted to increase community participation.

2. The hospital offers the free *Open Your Heart to Health* program at the Westfield South Shore Mall in Bay Shore, which is near medically underserved communities. Community members have an opportunity to talk to cardiologists, registered dietitians, cardiology technologists and nurses regarding cardiac health and disease prevention. Participants experience hands-on learning/activities and are offered free blood pressure, cholesterol and BMI screenings.

Process measures: Track number of screenings provided to community members and increase by 5% over each year.

Baseline: May 1, 2015 through April 30, 2016: One *Open Your Heart to Health* program was offered. A total of 166 screenings were provided, 95 cholesterol and 71 blood pressure.

Year Two Update: May 1, 2017 through April 30, 2018: One *Open Your Heart to Health* program was offered in February 2017. A total of 35 blood pressure screenings and 16 influenza vaccinations were provided, and 10 individuals received a colorectal cancer screening kit. This is a 63% decrease or 105 fewer screenings than offered during the baseline period. Mall shopper volume can vary which can affect number of screenings provided. Community outreach staff will actively engage with shoppers to increase the number who participate in screenings.

3. In an effort to educate community members on the importance of heart health and healthy cholesterol and blood pressure levels, health care professionals participate in free, community-based screenings for high blood pressure held at local libraries, street fairs and festivals, and community and hospital-based health fairs.

Process measures: Track number of screenings provided to community members at each event and increase by 5% over each year.

Year Two Update: May 1, 2017 through April 30, 2018: Staff provided 93 blood pressure screenings at the West Islip Library, which are offered on the first Wednesday of every month. This is a 45% increase over the 51 screenings provided in the prior reporting period. Screenings were not offered at street fairs and festivals during this time. (The American Heart Association recommends that for an accurate blood pressure reading, one should avoid food, caffeine, tobacco, and alcohol for 30 minutes prior. Due to the environment of street fairs and festivals offering many of these items, screenings were not offered during this time as it may result in a false-positive.

4. Provide free community lectures highlighting nutrition and cardiology and provide speakers and information on the importance of nutrition, heart health and diabetes. Offer free BMI and blood pressure screenings.

Process measures: Increase the number of screenings provided at each event by 10% over the previous year. Also, increase the change in knowledge by 15%, measured at the conclusion of each lecture through exit surveys.

Year Two Update: May 1, 2017 through April 30, 2018: The fall 2017 *Good Samaritan University* lectures had a 29% decrease in attendance compared to Year One, which resulted in a 44% decrease of screenings that were offered. A total of 42 blood pressure screenings and 17 colorectal cancer screening kits were provided at the community lectures. Although, attendance at the fall 2017 lectures were low, the lecture series then changed venue and resulted in a 37.5% increase in attendance for the April 2018 GSU, 18 blood pressure screenings were offered and 9 colorectal screening kits. Additional lectures were planned for the spring of 2018, however, due to weather, the March lecture was rescheduled to May 2018 at a new location in an effort to increase screenings provided. An increase in knowledge was reported by 96% of the participants who responded to a post-lecture survey.

5. Good Samaritan Hospital offers a free cardiac rehabilitation support group and pulmonary disease support group.

Process measures: Identify the total number of participants. Attendees will complete the Long Island Health Collaborative Wellness Survey at both the start and end of the program to measure the program's effectiveness. In Year Three, the goal will be to increase the number new participants by 5%.

Year Two Update: May 1, 2017 through April 30, 2018: The cardiac and pulmonary support groups offered 8 sessions attended by 80 in total. As the support group attendees can be different at each session, the LIHC Wellness Survey was not suitable for this forum.

6. Good Samaritan staff volunteer 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: Track the number of attendees and measure the number of screenings conducted (blood pressure, cholesterol, BMI) to identify any health concerns for community members.

Baseline: May 1, 2015 through April 30, 2016: There were 8 Healthy Sunday events with 716 screenings, including 340 blood pressure, 184 BMI, 221 flu vaccinations and 393 cholesterol screenings. Referrals for free follow-up care were provided to 176 individuals.

Year Two Update: May 1, 2017 through April 30, 2018: During this time period, 5 events were held with 311 screenings, including 142 blood pressure, 19 BMI and 150 flu vaccinations. Referrals for free follow-up care were provided to 17 individuals. There was a 40% decrease in screenings as there were 4 fewer events than were held in Year One. Healthy Sundays outreach events now include additional community partners, offering additional education and referrals to increase attendance and screenings. Additional events are scheduled for fall 2018.

7. In conjunction with the Suffolk County Department of Health (SCDOH), Good Samaritan Hospital Medical Center offers a free smoking cessation program: Learn to be Tobacco-Free.

Process measures: Participants will receive a follow-up phone call 3 months after the conclusion of the program, followed by a survey at 6 and 12 months. In addition, the county offers support groups on the first Wednesday of every month, and a nurse practitioner is available by phone to further assist past and present participants. The goal is to increase the quit rate by 5%.

Baseline: May 1, 2015 through April 30, 2016: There were 12 participants and 10 were certified (attending four out of the six classes). Five quit smoking as of the last session, for a 50% quit rate.

Year Two Update: May 1, 2017 through April 30, 2018: The program was not offered due to lack of available meeting space. Meetings are being held to determine the availability of the program at the hospital in the future. Good Samaritan now refers to the program offered by the Suffolk County Department of Health.

8. GSH hosts a free *Positively Pink!* event at the Westfield Mall in Bay Shore, which is located near medically underserved communities. Community members have the opportunity to talk to breast health experts, registered dietitians and nurses about breast health and disease prevention. Information, blood pressure screenings and on-site mammography appointment scheduling are offered.

Process measures: Track number of screenings provided to community members at each event and increase by 5% over each year.

Year Two Update: May 1, 2017 through April 30, 2018: The *Positively Pink!* Health Fair was attended by 100 people and volunteer staff provided 11 blood pressure screenings. The event was not held during Year One due to lack of availability at the Westfield malls. The number of screenings in Year Three will be tracked to determine if an increase in attendance is achieved.

9. GSH will post educational videos on Youtube.com/gshmc on various topics such as genetic counseling, colon cancer prevention and diagnosis, etc.

Process measures: The goal is to increase the number of views by 50%, benchmarked at 1,000 views.

Baseline: May 1, 2015 through April 30, 2016: Educational videos had 3,980 views in this period.

Year Two Update: May 1, 2017 through April 30, 2018: The videos have generated over 1,945 views, which surpasses the benchmark goal by 94.5%, although this is a decrease of 84% compared to Year One.

10. Free *Good Sam University* community lectures highlighting cancer are offered. A change in knowledge will be measured at the conclusion of each lecture via a survey instrument.

Process measures: The goal is to exceed the previous year's attendance by 5% and to increase change in knowledge by 75% of respondents reporting an increase in knowledge of each subject area.

Baseline: May 1, 2015 through April 30, 2016: There were 339 attendees at lectures during this period,

Year One Update: May 1, 2016 through April 30, 2017: There were 283 attendees at lectures, 56 fewer or a 16.5% decrease. Attendance at the fall 2016 lecture was low. All attendees responded having an increase in knowledge on the lecture subject. Additional lectures are planned for the fall of 2017; events will be promoted in the community in order to increase attendance.

Year Two Update: May 1, 2017 through April 30, 2018: There were 240 attendees at lectures during this time period, which is a 15% decrease in attendance to Year One. A survey of attendees indicated that 96% of the participants responded having an increase in knowledge on the lecture topic. Additional lectures are planned for the spring of 2018 at a new location in an effort to increase attendance.

Additional Activities:

1. Stepping On Program

The seven-week Stepping On program is an evidence-based fall prevention program designed to improve balance and strength and help reduce falls and build confidence in older adults. In 2016, the program was offered 4 times with 70 attendees. In 2017, the program was offered 5 times with 63 attendees. There are 4 events scheduled in 2018, the first of which was canceled due to low enrollment.

2. Get Moving in May—Employee Walking Program

The Employee Wellness Committee organizes an annual *Get Moving in May* walking event held on the hospital campus to encourage exercise and good health habits among employees, in May 2017 over 80 participated in the program.

3. Employee Wellness Expo

In January 2018, the Employee Wellness Committee hosted this event offering screenings and information on healthy eating, spiritual health, quick meals and snacks, women's health and smoking cessation and was attended by 300 employees.

Priority: Mental Health

Goal: To provide target 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. The hospital will help community members through early identification of mental health or abuse issues among patients of all ages.

Interventions, Strategies and Activities:

1. To combat the growing opioid epidemic, the high-volume Emergency Department (ED) at Good Samaritan is the site of an innovative pilot—The Sherpa Program—rolling out in Year Three, and to be rolled out in the future to other Catholic Health Services (CHS) hospitals. 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 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. Sherpa is supported by the New York State (NYS) Office of Alcoholism & Substance Abuse Services, NYS Senate and Long Island Community Foundation.
2. Good Samaritan Hospital will support Long Island Health Collaborative and DSRIP projects that address mental health.
3. When a lack of access to mental health resources is identified, Good Samaritan 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, Good Samaritan Hospital will use LIHC's database to identify or recommend a suitable option.
4. 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 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.

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

Community Burials of the Unborn are conducted by Good Samaritan hospital twice a year on the First Saturday of May and October at Queen of All Saints Catholic Cemetery in Central Islip. Since May of 2009, 19 ceremonies have been provided for 767 families.

Good Samaritan Hospital holds an annual Babies' and Children's Ceremony of Remembrance. The fifteenth annual ceremony was held on April 27, 2018 with more than 130 people in attendance.

In recognition of World Day of the Poor, the Mission and Ministry department organized a collection of underwear and socks which were donated to the Parish Outreach ministry at Our Lady of Lourdes R. C. Church in West Islip.

Dissemination of the Plan to the Public

The Good Samaritan Hospital Medical Center Community Service Plan will be posted on the hospital's website at www.good-samaritan-hospital.org. Copies will be available at local free health screenings and can be mailed upon request.

By encouraging friends and neighbors to complete the Long Island Health Collaborative Wellness Survey online or at local screenings, the Community Health Needs Assessment will help Good Samaritan Hospital continue to further develop ways to best serve the community.

Conclusion

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