

**Mercy Medical Center**

# **Community Service Plan**

**2016-2018**  
**Year Two Update**



Approved by the Board of Trustees on October 2, 2018



**Mercy Medical Center**

**Catholic Health Services**

At the heart of health

1000 North Village Avenue

Rockville Centre, NY 11570

(516) 705-2525

<http://mercymedicalcenter.chsli.org/>



## **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.

## **Mercy Medical Center Service Area**

Mercy Medical Center is located on the south shore of Nassau County in Rockville Centre. A not-for-profit hospital with 375 beds, Mercy is a member of Catholic Health Services serving the health care needs of Nassau County and the surrounding area. The population in the hospital's primary service area is ethnically quite diverse with a population of more than 500,000 residents. Mercy's service area consists of some of the poorest populations in Nassau County, including four (Hempstead, Roosevelt, Freeport, and Uniondale) of the eight highest poverty zip codes in the county. Mercy Medical Center's discharge data indicates that Mercy continues to serve the economically challenged community.

## **Key Health Partners**

Partnering with community-based organizations is the most effective way to determine how the health priorities will be addressed. Some of Mercy Medical Center partners include:

American Cancer Society	Molloy College, Rockville Centre
American Diabetes Association	Nassau County EMS
American Heart Association	New York Institute of Technology College of
American Parkinson Disease Association	Osteopathic Medicine, Central Islip
Baldwin EMS	Oceanside EMS
Cancer Services Program of Nassau County	Oceanside Men's Club
Catholic Charities	Our Holy Redeemer Church, Freeport
Catholic Faith Network (formerly Telecare TV)	Our Lady of Consolation Nursing &
Catholic Home Care, Farmingdale	Rehabilitative Care Center, West Islip
Cornell Cooperative Extension/Eat Smart NY	Our Lady of Mercy Academy, Syosset
Fidelis Care	Queen of the Most Holy Rosary Church,
Freeport Memorial Library	Roosevelt
Friends of Mercy	RotaCare, Uniondale
Gerald J. Ryan Outreach Center, Wyandanch	Sacred Heart Academy, Hempstead
Good Samaritan Hospital Medical Center, West	Saint Martha R.C. Church, Uniondale
Islip	Saint Mary of the Isle Church, Long Beach
Good Samaritan Nursing Home, Sayville	Senator Kemp Hannon, Nassau County
Good Shepherd Hospice, Farmingdale	Sisters United in Health
Hempstead Senior Community Center	Society of St. Vincent de Paul
Hispanic Brotherhood, Rockville Centre	St. Catherine of Siena Medical Center,
Hunter EMS	Smithtown
Lakeview EMS	St. Catherine of Siena Nursing & Rehabilitation
Lawrence/Cedarhurst EMS	Care Center, Smithtown
Long Island Health Collaborative (LIHC)	St. Charles Hospital, Port Jefferson
Malverne EMS	St. Francis Hospital, Roslyn
Malverne Women's Club	St. Joseph Hospital, Bethpage
Malverne Office of Emergency Mgmt. (OEM)	Stony Brook Medicine/Creating Healthy Schools
Malverne Public Library	and Communities
Maryhaven Center of Hope, Port Jefferson	

Sustainable Long Island/Creating Healthy  
Schools and Communities  
Uniondale EMS  
Western Suffolk Boces/Creating Healthy Schools  
and Communities

### **Public Participation**

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

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

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

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

### **Results of Community-Wide Survey**

An analysis of the LIHC Community Member Survey was completed by LIHC and made available to members to obtain community health needs for their service area. The analysis represents every survey that was mailed to LIHC from community members, delivered to LIHC from hospitals, or entered directly into SurveyMonkey®. The demographic information includes information from the American Community Survey (ACS) 2014, a survey distributed by the United States Census Bureau in years where a census is not conducted. The ACS provides demographic estimates and can be found at American FactFinder. Surveys collected by the hospital were sent to LIHC and entered in the database.

Using the LIHC Community Member Survey results, we reviewed the data for the hospital's service area by selected zip codes. Below are the findings for Mercy Medical Center. 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?
  - Diabetes 17.01%
  - Cancer 15.93%
  - Drug & alcohol abuse 12.07%

- Heart disease & stroke 11.40%
- Obesity/weight-loss issues 10.83%
- Mental health depression/suicide 9.15%
- Women's health & wellness 4.93%
- Safety 4.73%
- Asthma/lung disease 4.61%
- Child health & wellness 4.42%
- Environmental hazards 2.17%
- Vaccine preventable diseases 1.59%
- HIV/AIDS & Sexually Transmitted Diseases (STD) 1.18%

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

- Heart disease & stroke 15.61%
- Diabetes 15.31%
- Cancer 13.65%
- Obesity/weight-loss issues 11.39%
- Women's health & wellness 10.01%
- Mental health depression/suicide 6.77%
- Asthma/lung disease 6.51%
- Safety 5.84%
- Environmental hazards 4.55%
- Child health & wellness 3.72%
- HIV/Aids/sexually transmitted disease 2.68%
- Drugs & alcohol abuse 2.13%
- Vaccine preventable diseases 1.83%

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

- No insurance 21.66%
- Unable to pay co-pays/deductibles 14.19%
- Don't understand need to see a doctor 13.43%
- Fear 12.66%
- Language barriers 12.53%
- Transportation 7.50%
- Don't know how to find doctors 5.85%
- Lack of availability of doctors 4.48%
- There are no barriers 4.43%
- Cultural/religious beliefs 4.27%

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

- Healthier food choices 17.10%
- Weight-loss programs 10.41%
- Mental health services 10.28%
- Job opportunities 9.64%
- Clean air and water 9.05%
- Recreation facilities 7.62%
- Transportation 7.03%

• Safe childcare options	5.70%
• Safe places to walk/play	5.26%
• Smoking cessation programs	5.14%
• Safe worksites	2.53%
5. What health screenings or education/information services are needed in your community?	
• Blood pressure	13.92%
• Diabetes	11.44%
• Cholesterol	11.02%
• Cancer	8.81%
• Nutrition	6.96%
• Mental health/depression	6.95%
• Exercise/physical activity	6.81%
• Importance of routine well checkups	5.69%
• Drug and alcohol	5.17%
• Heart disease	4.72%
• Eating disorders	4.02%
• Dental screenings	3.67%
• Disease outbreak information	2.53%
• Vaccination/immunizations	2.33%
• Emergency preparedness	2.10%
• HIV/AIDS/STDs	1.82%
• Suicide prevention	1.61%
• Prenatal care	0.42%
6. Where do you and your family get most of your health information?	
• Doctor/health professional	25.61%
• Internet	14.49%
• Family or friends	11.51%
• Hospital	8.93%
• Television	8.02%
• Newspaper/magazines	5.43%
• Library	4.79%
• Social media	4.79%
• Health department	4.53%
• Radio	4.14%
• School/college	3.49%
• Religious organization	2.20%
• Worksite	2.07%
7. I identify as:	
• Female	63.14%
• Male	36.50%
• Other	0.36%
8. Average age of respondents:	51.36

9. What race do you consider yourself?	
• White/Caucasian	38.57%
• Black/African-American	36.07%
• Did not specify	13.21%
• Multi-racial	2.86%
• Asian/Pacific Islander	2.50%
• Haitian	2.50%
• Hispanic/Latino	2.50%
• Native American	0.36%
• Spanish	0.36%
• Trinidadian	0.36%
• Middle Eastern	0.36%
• Latin American	0.36%
10. Are you Hispanic or Latino?	
• No	54.64%
• Yes	18.21%
• No Answer	27.14%
11. What is your annual household income from all sources?	
• \$0-\$19,999	21.74%
• \$20,000-\$34,999	22.17%
• \$35,000-\$49,999	12.17%
• \$50,000-\$74,999	13.91%
• \$75,000-\$125,000	18.26%
• >\$125,000	11.74%
12. What is your highest level of education?	
• College graduate	30.57%
• High school graduate	16.98%
• Some college	15.47%
• Graduate school	15.09%
• Some high school	10.57%
• Technical school	4.91%
• K-8 grade	3.40%
• Doctorate	2.64%
• Other (GED, etc)	0.38%
13. What is your current employment status?	
• Employed for wages	43.94%
• Retired	33.33%
• Self-employed	6.82%
• Student	6.82%
• Out of work/looking for work	5.86%
• Out of work, but not currently looking	3.41%

14. Do you currently have health insurance?

- |                             |        |
|-----------------------------|--------|
| • Yes                       | 90.49% |
| • No                        | 9.13%  |
| • No, but I did in the past | 0.38%  |

### **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.

### **Mercy Medical Center Interventions, Strategies and Activities**

#### **Priority Number One: Obesity**

**Goal:** Reduce obesity in adults through community-based awareness initiatives such as free community lectures and BMI screenings.

#### **Interventions, Strategies and Activities:**

1. Mercy Medical Center will deliver at least 36 weight loss information sessions in both English and Spanish to people from surrounding underserved areas.

**Process measures:** Track of the number of attendees at each event and number of individuals recommended for follow-up care. Survey attendees before and after session to see if there's an increase in knowledge. Increase attendance by 5% over previous year's sessions.

**Year Two Update, May 1, 2017 through April 30, 2018:** A new diabetes educator started at Mercy, July 1, 2017. Three diabetes education/weight loss sessions were delivered at the hospital to 58 individuals from the surrounding underserved communities. Three outreach diabetes education sessions were delivered in the community: November 2017, Sandel Senior Center with 38 attendees and December 2017 and April 2018 Hispanic Brotherhood with 77 attendees. These organizations serve senior citizens and the Hispanic community in Rockville Centre and the nearby underserved towns of Hempstead, Lynbrook, Long Beach, Island Park and Freeport. Research shows that losing

5 to 7 percent of body weight can prevent or delay diabetes

The diabetes educator also introduced free diabetes community support groups during this period: yoga to 16 people, nutrition support and lecture to 6 people, heart health to 5 people, diabetes and exercise to 8 people. Although the Mercy did not meet the goal of 36 sessions, the addition of the new educator will assist the hospital in moving toward its goal in Year Three. The LIHC Wellness Survey was not completed by these groups as participants vary at each session.

2. Provide free screenings for cholesterol, blood pressure and BMI within the select underserved communities.

**Process measures:** Track of the number of attendees at each event. Increase the number of screenings by 5% over previous year's screenings.

**Baseline: May 1, 2015 through April 30, 2016:** 59 screenings were provided at 2 community events. May 30, 2015, Rockville Centre *Eat, Shop and Rock* fair: 34 blood pressure and 2 BMI screenings were provided. June 19, 2015, CHS/Blessed Sacrament Parish health fair: 25 blood pressure screenings, and free health education materials were provided.

**Year Two Update, May 1, 2017 through April 30, 2018:** Mercy provided 45 screenings at 2 community events: May 8, 2017 at the Hempstead Senior Center to 21 people, and September 5, 2017 at the Hempstead Senior Center to 24 people. This is one fewer event and represents a decrease of 55% in screenings as compared to Year One, when 100 screenings were provided.

To address this, Mercy will acquire CHS's St. Francis Hospital community outreach bus at the end of 2018. The bus will be used to better reach the underserved communities near Mercy and to meet the goal of increasing screenings by 5%.

3. Mercy Medical Center offers a bariatric clinic for underserved individuals who are obese and at risk for developing related health issues.

**Process measures:** Track number of patients seen at Mercy's clinic and at the New York Bariatric Group who are eligible for reduced-fee care.

**Baseline: May 1, 2015 through April 30, 2016:** 34 weight loss sessions were delivered to 300 patients.

**Year Two Update, May 1, 2017 through April 30, 2018:** The NY Bariatric Group delivered 52 weight loss sessions to 550 people. Although this was same number of sessions delivered in Year One, there were 150 fewer attendees or a 21% decrease. Also during this period, 12 bariatric surgery educational sessions were delivered to a total of 143 attendees. This is an increase of 47 attendees, or 49%, compared to Year One. To increase attendance at these sessions, Mercy will continue to promote these events on the community calendar and social media platforms.

4. Mercy Medical Center will actively promote the Long Island Health Collaborative's (LIHC) walking program by distributing promotional materials at community events and through social media. Mercy Medical Center will also share program information with CHS-affiliated physicians and mid-level practitioners to encourage more people to walk and choose a healthier lifestyle.

**Process measures:** Track number of community events where LIHC materials were shared.

**Year Two Update, May 1, 2017 through April 30, 2018:** The LIHC *Are You Ready Feet* program materials were shared at all 18 community events and the 5 Healthy Sunday's events held in the surrounding underserved communities of Hempstead, Uniondale, Inwood, Long Beach and Freeport. These materials area also available in the hospital.

5. 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%.

**Year Two Update, May 1, 2017 through April 30, 2018:** There were 58 participants in the Marcum Workplace Challenge, a 20% increase from Year One. There was 1 participant in the Making Strides Against Breast Cancer walk and 2 participants in the American Heart Walk. Mercy will aggressively promote the walks to employees and the community to meet the goal of increasing participation by 5%.

## **Priority Number Two: Preventive Care and Management**

**Goal:** Increase access to and knowledge of disease preventive care for heart disease and diabetes in both clinical and community settings. Participate in community programs designed to reach people outside traditional health care settings. Continue to educate the community on various health and wellness programs in order to promote a healthier lifestyle.

### **Interventions, Strategies and Activities:**

1. Mercy Medical Center will host the annual *Wellness Day* and provide free blood pressure screenings with heart health and diabetes education and information for select underserved communities, including Hempstead, Roosevelt, Freeport and Uniondale.

**Process measures:** Track of the number of attendees the event. Provide an additional Wellness Event by year end 2017.

**Year Two Update, May 1, 2017 through April 30, 2018:** Mercy hosted a Fall Festival wellness event on October 7, 2017 at the hospital with more than 400 attendees from the surrounding communities. Flu vaccinations were administered to 62 people, and 85 blood pressure screenings were provided; there were no referrals for follow-up care. Health education material in English and Spanish was given to attendees. The wellness event also included resources available at Mercy's Family Care Center, which provides services on a sliding-scale basis for those who are underinsured or uninsured, and Delmont Medical Care, adjacent to Mercy's Emergency Department (ED), a multisite, multispecialty, NCQA Level 3 medical home practice that delivers culturally sensitive, efficient and high-quality care to thousands of low-income, uninsured and underinsured patients.

2. The hospital will expand its free *Speakers Bureau* in order to provide free education to the community on various health and wellness programs and to promote healthier lifestyles.

**Process measures:** Increase the *Speakers Bureau* lectures by 5% over previous year.

**Baseline: May 1, 2015 through April 30, 2016:** Mercy hosted 21 free education sessions through its *Speakers Bureau*.

**Year Two Update, May1, 2017 through April 30, 2018:** Mercy hosted 20 free sessions during this reporting period. This is 10 fewer sessions than were held in Year One. Mercy will be acquiring CHS's St. Francis Hospital community outreach bus at the end of 2018 which will be used to reach underserved communities near Mercy. This will be used to help meet the goal of providing free health education and screenings.

- Nine ostomy support group sessions for 136 people from the surrounding Mercy communities. A speaker was at each of the sessions, delivering health information on a variety of topics.
- Six Parkinson's Support Group sessions were delivered to 55 people from the surrounding community. A guest speaker attended each session to discuss a variety of topics related to the disease.
- Four stroke presentations were held: May 17, 2017 at the Hempstead Senior Center with 29 attendees; May 24, 2017 at the Men's Club of Oceanside with 33 attendees; December 3, 2017 Hempstead Assembly of God with 20 attendees; December 16, 2017 at the Bethel Bible Christian Church in New Hyde Park with 15 attendees.
- A health information session was held on June 5, 2017 at the Hispanic Brotherhood of Rockville Centre with 34 attendees. Health education material was distributed in both Spanish and English.
- Mercy volunteer staff provided free blood pressure screenings and shared health education materials in the underserved community of Hempstead as follows:
  - May 8, 2017 at the Hempstead Senior Center to 21 people.
  - September 5, 2017 at the Hempstead Senior Center to 24 people.
- Mercy participated in the Hempstead Senior Health Fair at Lido Beach in June 2017 and shared health education materials with more than 200 attendees.

3. Promote culturally relevant chronic disease self-management education through free monthly diabetes education sessions.

**Process measures:** Increase number of diabetes education sessions by 2% over the previous reporting period.

**Baseline: May 1, 2015 through April 30, 2016:** 36 diabetes education sessions were delivered to 46 people.

**Year Two Update, May 1, 2017 through April 30, 2018:** A diabetes educator started at Mercy, July 1, 2017. Three diabetes education sessions were delivered at the hospital to 58 individuals from the surrounding underserved communities. Two outreach diabetes education sessions were delivered in the community: Sandal Senior center with 35 attendees and at the Hispanic Brotherhood with 77 attendees. The Town of Hempstead is an underserved community which has a large proportion of minorities, a younger population and are of lower socioeconomic status. The diabetes educator also introduced the following new, free community support groups specifically for

individuals with diabetes: yoga (16 participants), nutrition support and lecture (6 participants), heart health (5 participants), diabetes and exercise (8 participants).

4. Free wound care screenings will be offered at Mercy's annual Wellness fair.

**Process measures:** Track number of wound care screenings performed and the number of individuals recommended for follow-up care.

**Year Two Update, May 1, 2017 through April 30, 2018:** The free wound care screening was offered at the Hempstead Senior Center, an underserved community, on October 18, 2017 in lieu of the Wellness Fair. There were 25 screenings conducted with no individuals requiring follow-up care.

5. In collaboration with Molloy College, Mercy Medical Center will offer its first, free cardiac screening for Molloy College athletes.

**Process measures:** Track the number screenings and those identified for follow-up care. After review of the success of the program, Mercy and Molloy will determine if the program will be repeated annually.

**Year Two Update, May 1, 2017 through April 30, 2018:** This program was a success in Year One when Mercy screened six Molloy College athletes and one was referred to a physician for follow-up. Due to scheduling conflicts with the involved volunteer physicians, a screening program was not held in Year Two. A screening is planned in Year Three, fall 2018.

6. Mercy Medical Center staff volunteer at CHS Healthy Sundays community outreach events held at churches in underserved communities, offering free health screenings and providing educational materials on obesity and diabetes.

**Process measures:** Participate in at least four to five events per year. Record the number of attendees, screenings and referrals at each event in order to increase the number of screenings and referrals that would identify any health concerns for community members.

**Baseline, May 1, 2015 through April 30, 2016:** Volunteer staff from Mercy provided screenings at five events with 265 attendees in the underserved communities of Uniondale, Long Beach and Roosevelt. Blood pressure screenings were provided to 230 attendees, 69 received BMI screenings, 193 flu vaccinations were administered and all were offered health education materials. There were four referrals to the Bishop McHugh Health Center in Hicksville for free follow-up care.

**Year Two Update, May 1, 2017 through April 30, 2018:** Mercy participated in 5 Healthy Sunday events serving a total of 290 attendees in the underserved communities of Uniondale, Long Beach Roosevelt and Freeport. This is 1 additional event and 145 more attendees, or a 50% increase from Year One. There were 137 flu vaccinations administered, a 260% increase, 101 blood pressure screenings, a 12.5% increase, and 41 referrals were provided free, follow-up care at CHS's Bishop McHugh Health Center in Hicksville.

August 19, 2017	Trimz Back to School, Freeport, 100 attended, 24 blood pressure screenings
October 10, 2017	St. Martha R.C. Church, Uniondale, 75 attended, 59 flu shots, 8 blood pressure screenings
November 19, 2017	St. Mary of the Isle, Long Beach, 50 attended, 45 flu shots, 37 BP and 29 referrals for free follow-up care at CHS's Bishop McHugh Health Center

January 7, 2018	Our Lady of Good Counsel, Inwood, 30 attended, 16 flu shots, 15 blood pressure screenings and 8 referrals for free follow-up care at CHS's Bishop McHugh Health Center
March 11, 2018	St. Martha R.C. Church, Uniondale, 35 attended, 17 flu shots, 17 blood pressure screenings and 4 referrals for free follow-up care at CHS's Bishop McHugh Health Center

**Additional Activities:**

1. Stepping On Classes: the seven-week Stepping On program is an evidence-based fall prevention program designed to reduce falls and build confidence in older adults.  
**Year Two Update, May 1, 2017 through April 30, 2018:** Two classes were held during Year Two: September 25, 2017 through November 2, 2017 with 22 participants and April 11, 2018 through May 23, 2018 with 20 participants. An additional session is scheduled for September 2018. This is the same number of classes offered in Year One, but an increase of 27, or 55.3%, in the number of participants.
2. Mercy provided free mammography screenings at the hospital for Mother's Day on May 6, 9 and 10, 2017. Due to the high demand, an additional session was added on May 23, 2017. Thirty women from underserved communities were provided free screenings with six individuals referred for follow-up care.
3. Mercy delivered a Women's Health Symposium on June 17, 2017 at the Hayes Theater in Molloy College to more than 100 people from the surrounding community. This symposium featured health care providers showcasing multidisciplinary approaches to women's health.
4. On April 25, 2018, Mercy offered a free men's health conference in Hempstead to almost 200 individuals covering preventive medicine and heart health, sleep disorders, sports medicine, cancer care, behavioral health and more. Following the panel discussion, physician panel members were available to speak privately with attendees about their specific health concerns.

**Priority: Mental Health**

**Goal:** Increase community awareness of mental health/substance abuse and offer links to community-based clinical programs and resources.

**Interventions, Strategies and Activities:**

1. Mercy Medical Center will support Long Island Health Collaborative and DSRIP projects that address mental health.

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

- Delmont Medical Care, adjacent to Mercy's Emergency Department (ED), opened in Year Two. This is a multisite, multispecialty, NCQA Level 3 medical home practice that delivers culturally sensitive, efficient and high-quality care to thousands of low-income, uninsured and underinsured patients. Mercy ED patients without a primary care physician are now referred to Delmont Medical Care, which also provides internal medicine for the hospital's Family Care Center. Under the direction of Jacqueline Delmont, MD, the facility helps patients who arrive at the ED with non-emergency conditions to receive appropriate medical attention.
  - Mercy Medical Center's director of the outpatient mental health clinic participated in the following events during this time period:
    - Participated on a New York State Department of Health committee for the Regulatory Modernization Initiative Committee on Integrated Licensing in Albany, New York.
    - Behavioral health presentations at Friends of Mercy foundation events on: 9/12/17, 9/15/17, 10/22/17 and 11/4/17 (opioid crisis public presentation).
  - The director of the outpatient mental health clinic provided a behavioral health presentation as part of the free men's health conference in Hempstead held April 25, 2018 which was attended by almost 200.
  - With the support of the Friends of Mercy, the hospital held an Opioid Symposium at Molloy College in Rockville Centre on October 7, 2017. More than 190 people from the surrounding communities attended this day-long symposium. Guest speakers from the Nassau County Department of Health, Police Department, and Mercy participated in the event.
2. When a lack of access to mental health resources is identified, Mercy Medical Center will provide information on and refer patients to the extensive mental health services available within CHS and its partners. If not available within CHS, Mercy Medical Center will use Long Island Health Collaborative's database to identify or recommend a suitable option.
  3. 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.

4. 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](http://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 9<sup>th</sup> 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](http://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 Mercy Medical Center Community Service Plan will be posted on the hospital's website at <http://mercymedicalcenter.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 Long Island Health Collaborative Wellness Survey online or at local screenings, the Community Health Needs Assessment will help Mercy Medical Center 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, Mercy Medical Center, 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. Mercy Medical Center is committed to continue to develop ways to best serve the community.