

St. Francis Hospital, The Heart Center®
A Member of Catholic Health Services of Long Island

**Community Service Plan
2010-2012**

Submitted: September 2009

1. Mission Statement

WE, AT ST. FRANCIS HOSPITAL, ARE COMMITTED TO EXCELLENCE IN THE CARE OF THE BODY, MIND AND SPIRIT OF EVERY PERSON WE SERVE.

This mission is unchanged and supports St. Francis Hospital's goals of:

- being a regional leader in the prevention, diagnosis and treatment of heart disease
- fostering a spirit of excellence in patient care, especially for those greatest in need
- and promoting a work environment where each person is respected, new ideas are encouraged, and each one's labor is valued.

2. Service Area

St. Francis Hospital's primary service area is Nassau County, from which the hospital obtained 54% of its discharges in the first three quarters of 2008, according to a June 2009 report based on data from HANYS and Thomson MEDSTAT. The secondary service area provides another 32% of discharges and is broken down into two areas, West and East. The West area comprises 46 zip codes in Queens and provided 20% of St. Francis discharges. The East area comprises 32 zip codes in Suffolk County and provided 12% of St. Francis discharges.

Although the overall primary service area population is projected to decrease 1.2% from 2008 to 2013, there will be a slight increase in the 45-64 age group with gains of 1.7% and a significant increase in the 65+ age group with gains of 9.3%. This is noteworthy because in the first three quarters of 2008, 27% of discharges were from the 45-64 age group and 67.4% of discharges were patients 65 and over. The primary service area has a slightly older population than the secondary service areas.

The population in St. Francis Hospital's service area is projected to become more racially and ethnically diverse. The Asian and Hispanic communities are rapidly growing. The increasing proportion of the population over age 45 is projected to place a significant demand on cardiovascular, orthopedic, oncologic and neurologic services.

3. Public Participation

Community health needs are assessed on a continual basis, during meetings of the Hospital's Board of Trustees and Executive Leadership Council, Community Health and Education department meetings, at collaborative sessions with member hospitals of Catholic Health Services of Long Island (CHS), with partners at community agencies and organizations such as schools, nursing homes and rehabilitation centers, and through participant surveys conducted at multiple outreach sites in the community.

The *Healthy Sundays* program, which provides free medical screenings and education to the underserved following worship services on a bimonthly basis, was the result of a joint community needs assessment by CHS hospitals. It will also become a primary source of public participation. By distributing community needs surveys (available in English and Spanish) to participants at screening sites, every point of contact doubles as an opportunity to request feedback on how the hospital can better meet the needs of the

community. These events are promoted via calendar listings in parish bulletins and flyers posted in places of business and worship in the community surrounding the outreach site.

Additionally, community needs surveys are completed by participants attending the hospital's health screenings at libraries and senior centers throughout the county.

With more than 20 outreach events and health screenings held throughout the year, this vehicle for public participation is a more successful means of gathering information than the community forum St. Francis Hospital hosted on November 6, 2008, which was advertised in local papers but yielded no participation.

Also beneficial to these planning efforts has been the open exchange of information between the Nassau County Department of Health and Nassau County hospitals participating in public health planning meetings (2/27/09, 3/27/09, 4/24/09, 4/30/09, 5/21/09, 7/23/09). Through this collaboration, a specific gap in public awareness of the risk of falls, especially in the senior population, was identified. The Nassau County DOH and other hospitals reported that their community forums are also poorly attended, and that assessments gathered during existing health and education programs are more likely to capture information from populations closest to the public health issues at hand.

The Nassau group of hospitals is currently discussing the creation of a standardized community needs assessment survey that will be distributed at each hospital's community health programs and sites throughout the year. This will provide a broader source of data which will be helpful as the group continues to assess public health priorities in Nassau County.

4. Assessment of Public Health Priorities

Members of the Nassau County Department of Health and community service plan coordinators from participating hospitals (including St. Francis) reviewed the New York State Prevention Agenda 2013 Objectives and discussed the areas of greatest need in Nassau County during the group's first two meetings of 2009 (February 27 and March 27).

To aid in the selection of priorities, the group created an assessment tool that focused on the following criteria:

- community need
- data/improvement opportunity
- county priority
- alignment with existing hospital strategies
- measurement data available
- benchmarks available
- grant funding potential
- existing community groups/programs

The group agreed to establish Falls Prevention as a joint Prevention Agenda Priority. Given that 15% of Nassau's residents are age 65+ and there is a high incidence of fall related hospitalizations among that population (233.3 per 10,000) as compared to New York State (196.0 per 10,000), the group recognized the opportunity to make an improvement toward the Prevention Agenda 2013 Objective (155.0 per 10,000). Each of the participating hospitals also realized the potential for creating partnerships in their own communities to reach seniors in various settings (i.e. home, assisted living, hospital, nursing home/rehabilitation center).

Working with the same prioritization tool, the St. Francis Hospital planning group also met to review the Access to Quality Health Care priority. There is a strong alignment for this priority within the hospital's mission and data supports the need for improved access. Within the hospital's primary service area, residents of Freeport/Roosevelt, Hempstead Village/Uniondale and Westbury/New Cassel had significantly more uninsured residents than the county overall (2006 Nassau County Behavioral Risk Factor Survey Report). According to the US Census 2000, 10.9% of adults in Nassau County are uninsured, which is a significant factor in one's ability to access care and adversely impacts outcomes, quality and duration of life (2006 Nassau County Behavioral Risk Factor Survey Report). Therefore, St. Francis Hospital recognized the potential to expand its outreach efforts and address the barriers and gaps in service for adults without health care coverage and/or a primary care provider.

St. Francis Hospital also considered the strength of its existing partnerships with hospitals in the CHS network as well as faith-based organizations, schools, and health clinics in the community. In further discussions with partners at these organizations, St. Francis began to shape a plan around results from community surveys that indicated underinsurance and lack of transportation were major barriers to accessing quality care.

The Falls Prevention priority represents a new focus in that existing programs at St. Francis were geared toward preventing falls in the hospital setting and for patients preparing for discharge. The new program aims to raise awareness of falls risk in any setting and provide workshops on preventing falls.

The Access to Quality Health Care priority at St. Francis will involve supplementing existing efforts with new partnerships and programs aimed at eliminating barriers to care.

Public Health Programs Considered

1. Falls Prevention

Scope

Falls are a leading cause of disability, loss of independence, hospitalization, and nursing home placement. A new program will be designed to reach Nassau County residents age 65+ with educational sessions on falls prevention.

Objectives

St. Francis Hospital will reach beyond in-hospital efforts to educate a broader population about preventing falls before hospitalization necessitates it, with the objective of decreasing the rate of hospitalizations related to falls. A joint public awareness campaign will be launched by the Nassau partnership of hospitals (St. Francis Hospital, Winthrop-University Hospital, South Nassau Communities Hospital, North Shore University-LIJ Health System, Mercy Medical Center, Long Beach Medical Center, New Island Hospital).

Accomplishments

St. Francis Hospital has already begun incorporating the falls prevention message into its general community materials and community outreach activities:

- A section on Patient Safety Tips for Falls Prevention was featured prominently in the hospital's Fall 2009 Community Calendar, which was mailed to 76,000

households on Long Island and distributed in libraries, senior centers, churches and schools.

- A Falls Prevention section was also added to the hospital's patient discharge packet.
- The St. Francis Hospital Health Fair (April 25, 2009) featured a balance screening by a hospital physical therapist. The Sands Point Center for Health & Rehabilitation also presented a session at this health fair that covered strategies for preventing falls, body mechanics, exercise, falls prevention checklist, and a home safety checklist.
- A senior exercise physiologist delivered a "Balance Training" lecture for seniors at St. Francis on May 21, 2009, as part of a Spring and Fall lecture series.
- Created standardized learning resources, including a PowerPoint presentation that a nurse or exercise physiologist can deliver, for use in future falls prevention sessions
- Partnering with Sterling Glen in Roslyn, a local independent living facility, to provide falls prevention programs
- Tai chi, a form of exercise highly recommended for seniors to improve balance and prevent falls, is being offered at St. Francis for the first time as a free workshop on September 9, 2009 and a six-week class beginning in October 2009.

2. Access to Quality Health Care

Scope

St. Francis Hospital has operated a cardiac outreach program at rotating parish sites on Long Island since 1989. Health screening services and cardiac care are provided free of charge to the uninsured or Medicaid recipients. All program participants receive a focused cardiovascular assessment including an electrocardiogram (ECG) and blood analysis. Cardiac disease prevention and nutritional counseling, as well as a referral to a primary care physician, are provided to every participant. Should further cardiac evaluation, diagnostic testing or surgery be indicated, it is performed at St. Francis Hospital, gratis.

In addition, St. Francis Hospital reaches out through its new *Healthy Sundays* program, which bridges cultural and language barriers to provide health education, free health screenings, and flu immunizations following services at local places of worship.

St. Francis Hospital also regularly identifies and provides care for patients without medical insurance referred through Rotacare, a free medical clinic for the uninsured based in Nassau County. Several St. Francis physicians donate their services to care for patients in the Rotacare clinic and in their private offices.

Objectives

St. Francis Hospital's three-year plan for improving access to quality health care is designed to build upon these existing programs through new partnerships. The hospital aims to create a wider range of programs that will identify and reach a greater number of individuals in need. St. Francis also seeks to address issues such as lack of transportation as a barrier to care through a new mobile health van.

Accomplishments

- Received a HEAL-NY grant in support of the *Healthy Sundays* program
- Purchased a mobile health van that will allow outreach efforts to be expanded

- Once again participated in the *Daily News* prostate screening program to provide 201 free screenings to men age 40+ on four days in two locations during the week of Father's Day; this was an increase of 17.5% over 2008. Nine percent of the screenings yielded abnormal results, which will require follow-up testing.
- Increased the number of blood pressure and cholesterol screenings provided to the community by 44.6% in 2008. Sites included St. Brigid's Parish in Westbury, Port Washington Library, Westbury Public Library, Helen Keller Services for the Blind in Port Washington, Great Neck Senior Center and East Williston Library.
- Conducted wellness screenings for more than 2,100 individuals at corporate and community sites, including St. Patrick's in Glen Cove, Shiloh Baptist Church, Henry Schein, Inc. in Melville, St. Rocco's Church in Glen Cove, Church of Transfiguration in Freeport and Sterling Glen Independent Living Center in Roslyn.
- Appropriate local referrals were made to screening program participants who lack a primary care physician.
- On September 11th and 12th in 2008, St. Francis Hospital had a unique opportunity to reach a broad audience by participating in a 28-hour radiothon broadcast on sports talk radio on WFAN 660 AM. St. Francis physicians and grateful patients were featured during nine segments of the two-day broadcast. They raised awareness about cardiac disease prevention, diagnosis and treatment, as well as the programs St. Francis provides in the community to address public health needs. Several of the calls received during the broadcast resulted in underinsured patients being connected with appropriate care at the hospital. Proceeds raised for St. Francis benefited the outreach program, through a fund established by radio host Mike Francesa.

3. Cardiac Disease Prevention and Early Detection

Scope

As a cardiac specialty center, St. Francis Hospital's mission includes a focus on prevention and early detection of cardiac disease. Many of the hospital's programs provide opportunities for individuals to learn more about behavioral changes and fitness regimens that can help them prevent or reduce their risk for heart disease. St. Francis Hospital is also active in research involving non-invasive imaging modalities, such as cardiac MRI and Cardiac PET/CT, that have the potential to be powerful predictors of a patient's risk for heart disease.

Objectives

Over the long-term, St. Francis Hospital seeks to explore new methods of imaging for the early detection of heart disease to help individuals take preventive measures to avoid cardiac events and hospitalization. Working with physicians at St. Francis and in the community, the hospital aims to raise awareness about its wellness programs and encourage referrals for patients at risk for cardiac disease who would benefit from the nutrition and fitness programs offered at St. Francis.

Accomplishments

- Continued to offer coronary artery calcium screening at the same fee (\$375) charged when St. Francis first began offering the service in 1993. Despite operating at a loss, the program continues to be offered because it is valuable in predicting disease at a very early stage, sometimes even before symptoms appear, and with more accuracy than standard risk factor assessment. This

allows physicians and patients to assess the options for prevention and treatment before a cardiac event may occur.

4. Improve Rates of Physical Activity Among Adults

Scope

The St. Francis Hospital Cardiac Fitness and Rehabilitation Program was the first program of its kind when it began in 1978. This medically-supervised exercise program allows patients who have had a cardiac event and/or procedure and those at risk for cardiac disease to exercise safely and with confidence. The Pulmonary Rehabilitation Program also provides a safe environment for exercise for patients with respiratory conditions.

Objectives

The Cardiac Fitness Program uses a multidisciplinary approach to prevent the deleterious effects of a sedentary lifestyle. St. Francis Hospital's goal is to increase participation in Cardiac Fitness and related fitness programs among patients and the general community. New programs targeted to hospital employees will promote fitness and nutrition as part of a healthy lifestyle.

Accomplishments

- In 2008, 60,983 patient visits were made to St. Francis Hospital's Cardiac Fitness Program. The hospital continues to subsidize this program, since it operates at a loss of \$735,000 annually based on low insurance reimbursement.
- Provided low-cost yoga and ballroom dancing workshops for the community.
- Launched an Employee Wellness Program, featuring:
 - a walking club, with paths measured and mapped at the hospital's three campuses
 - a smoking cessation program
 - a hospital-sponsored Weight Watchers group with incentives to complete the program
 - discounts to on-site fitness programs and local fitness centers
 - a dedicated Intranet site to promote employee wellness. It provides updated information to employees on new opportunities to improve their health at work and at home.

5. Senior Flu Immunization

Scope

St. Francis Hospital offers free flu immunizations to seniors age 60+ and member of their household.

Objectives

St. Francis Hospital seeks to establish new partnerships with community organizations to deliver more flu shots to individuals age 60+.

Accomplishments

- In 2008, St. Francis Hospital provided 209 free flu immunizations, an increase of 16% over 2007.
- Flu immunization event scheduled for October 22, 2009 at St. Francis Hospital.
- Coordinated with upcoming *Healthy Sundays* sites to deliver flu immunizations during the regularly scheduled health screenings this fall at St. Patrick's in Glen Cove, St. Brigid's in Westbury and St. Aloysius in Great Neck.

5. Three Year Plan of Action

1. Falls Prevention

Falls Prevention outside of the hospital is a new priority at St. Francis. St. Francis Hospital has partnered with the Nassau County Department of Senior Citizen Affairs, Winthrop-University Hospital, South Nassau Communities Hospital, North Shore University-LIJ Health System, Mercy Medical Center, New Island Hospital and Long Beach Medical Center to increase public awareness and deliver falls prevention programs in the community. Additional partners will include senior centers and assisted living facilities.

Strategies

In a joint effort to prevent unintentional injury in older adults, the Nassau group of hospitals will:

- provide a minimum of two community-based falls prevention programs targeted at adults age 65+.
- utilize the Centers for Disease Control and Prevention (CDC) unified risk assessment tool to support early identification and prevention for patients at risk.
- provide at least one standardized CDC falls prevention handout to all participants in community-based programs
- complete a standardized pre- and post-test of falls prevention knowledge to program participants
- include falls prevention materials for inpatients, at outpatient services and at community functions
- support the *Healthy Homes* initiative as part of the Nassau County Department of Health's Healthy Nassau campaign, which will promote falls prevention through educational materials and home assessments

St. Francis Hospital also plans to train multiple staff members to deliver educational sessions on falls prevention using a standardized presentation.

Goal and Evaluation

The goal of these strategies is to reduce the numbers of hospitalizations related to falls in the Nassau County population age 65+. The hospital partnership will report aggregate data from the pre-and post-tests conducted at its falls prevention programs, as well as measure participation year-to-year. Participant surveys will be conducted to assess the effectiveness of the education and fitness programs, and determine the best methods for delivering the falls prevention message (i.e. events, online, mailings). In addition, each member organization of the Nassau hospital group will make a year-to-year comparison of emergency department visits and admissions related to falls in this patient population.

With SPARCS data from the Nassau County Department of Health Community Health Assessment, it is possible to identify several zip codes within Nassau County whose residents have the highest hospitalization rates for falls. The hospital group will work with the local health department to customize its outreach and education to target areas of greatest need. The group will also survey community partners, such as assisted living centers and senior centers, to determine additional areas of focus going forward.

2. Access to Quality Health Care

Improving access to quality health care is an existing priority for St. Francis Hospital. The hospital continues to work with its parent organization, Catholic Health Services of Long Island, to identify opportunities for reaching the underserved and partnering with other hospitals in the system to improve access to care. Partnerships are also being formed with St. Brigid's School in Westbury and Fidelis Insurance.

Strategies

- Provide on-site screenings, including cholesterol, blood pressure and diabetes, at libraries, senior centers, Helen Keller Services for the Blind, and corporate locations
- Launch mobile health van program to provide no-cost education, referrals and screenings (cholesterol, blood pressure, diabetes and targeted cardiac history) at locations across Long Island. St. Francis will also partner with other CHS hospitals to make the van available for use at their community outreach events.
- Create a special health education program for children and parents at St. Brigid's School in Westbury
- Promote physician volunteerism at screenings and clinics
- Launch a Student Athlete screening program, offering free physical exams, EKGs and echocardiograms to high school athletes four times per year
- Free prostate screenings scheduled for Father's Day week in June and for Prostate Cancer Awareness Month in September
- Partner with other CHS hospitals to promote and provide diabetes education through St. Francis Hospital's ADA-recognized Diabetes Care program
- Continue to support the International Gift of Life program with pro bono medical services for children in need of cardiac care

Goal and Evaluation

St. Francis Hospital's goal in increasing outreach efforts is to eliminate the barriers to care that exist on Long Island by bringing free quality care directly to those most in need.

Results will be measured in terms of the number of individuals reached and the types of services delivered. Referrals to primary care physicians will also be tracked. Participant surveys at each site will demonstrate the impact of these services upon participants' health outlook, and highlight any outstanding needs that should be addressed.

3. Cardiac Disease Prevention and Early Detection

As a cardiac specialty hospital, St. Francis considers the prevention and early detection of cardiac disease an integral part of its mission. The priority is existing and is linked to many of the hospital's core programs.

Strategies

- Explore new methods of imaging for the early detection of heart disease through research and investments in new technology
- Strengthen partnerships with physicians at St. Francis and in the community to raise awareness about prevention and rehabilitation programs for patients with or at risk for cardiac disease.
- Provide coronary artery calcium screening for the early detection of coronary artery disease.
- Improve quality of life and reduce hospitalization rates among populations at risk by:

- Providing a medically-supervised cardiac rehabilitation program and free health lectures to individuals at high risk for cardiac disease and those who have had a cardiac event, cardiac surgery, or cardiac catheterization via
- Offering innovative care at the St. Francis Hospital Congestive Heart Failure (CHF) Clinic, which helps reduce the number of admissions for patients with CHF. This program operates at a loss and was subsidized by the hospital at a cost of \$427,000 in 2008.
- Educating patients on diabetes care and risks associated with heart disease at the hospital's ADA-recognized Diabetes Care Center
- Providing medically-supervised pulmonary rehabilitation for individuals with chronic respiratory conditions
- Deliver health education programs tailored for specific populations, including:
 - Children through a *Growing Healthy* program in the schools
 - Seniors through lectures at community centers, libraries, and independent and assisted living centers

Goal and Evaluation

The goal of these programs is to offer specific opportunities for cardiac patients and those at risk of cardiac disease to prevent and identify risk early on, so as to avoid or lessen the severity of a cardiac event. Programs are evaluated on the basis of participation and successful management of patients who have been identified to be at risk based on early cardiac screening.

4. Improve Rates of Physical Activity Among Adults

Improving the rate of physical activity among adults has been an existing priority at St. Francis Hospital. New community partners, such as a women's police organization in New York City are helping to expand the hospital's strategies.

Strategies

- Continue providing a safe environment in which to exercise, especially for those individuals whose health conditions might otherwise limit physical activity; offer low-cost medically-supervised exercise programs such as cardiac and pulmonary rehabilitation. Expand the pulmonary rehabilitation program to include a maintenance track for those who have successfully completed rehabilitation.
- Expand the Employee Wellness Program to include more opportunities for hospital employees to engage in fitness activities during the workday and in their leisure time.
- Explore a partnership to deliver health education sessions to a women's police organization based in New York City.

Goal and Evaluation

The goal of this initiative is to create fitness opportunities for two specific populations of adults:

1. Individuals who avoid physical activity because of their risk for medical complications
2. Hospital employees

As home to the first hospital-based cardiac rehabilitation center and New York State's only designated cardiac specialty center, St. Francis is in the unique position to provide medically-supervised fitness opportunities for a large population of individuals at risk for cardiac events. Results will be measured in terms of the number of new participants

successfully completing a fitness program or health education session. The impact on their health outlook will be evaluated through participant surveys.

St. Francis is also committed to identifying fitness activities that can be incorporated within the workday so as to promote wellness among its employees. This program will be evaluated through participation rates and employee feedback.

5. Senior Flu Immunization

Senior flu immunization is an existing priority at St. Francis Hospital and represents an area of potential growth. Working with the Nassau County Department of Senior Citizen Affairs, the hospital seeks to increase its reach in delivering free flu immunizations to seniors by bringing the program out into the community at established outreach sites.

Strategies

- Expand reach of program by offering flu immunizations during free screenings and at outreach sites already being promoted and staffed by St. Francis Hospital, including *Healthy Sundays* events at St. Patrick's in Glen Cove, St. Brigid's in Westbury and St. Aloysius in Great Neck.

Goal and Evaluation

St. Francis Hospital's goal is to reach more seniors with immunizations during this especially critical flu season. Evaluation of the program will be based on the number of immunizations provided in comparison to previous years.

6. Financial Aid Program

St. Francis Hospital's financial aid program remains active and continued to distribute charity care applications throughout 2008.

Staff remains diligent in promoting the program in conversations with patients during the admitting process, through signage in the hospital and via a notice about charity care printed on all bills generated by patient accounting. The hospital's patient accounting staff members work with uninsured or underinsured patients on a daily basis to identify those eligible for charity care. In many cases, counselors are called upon to encourage and guide applicants through the process, especially with undocumented immigrants who are fearful of being reported if they seek charity care.

In addition to providing charity care through its hospital services and outreach activities, St. Francis has been successful in helping to preserve and expand a broad range of vital medical services across Nassau and Suffolk Counties through its financial support of several community hospitals on Long Island. St. Francis Hospital invested \$156 million over 12 years to keep St. Charles Hospital (Port Jefferson), Mercy Medical Center (Rockville Centre), St. Catherine of Siena Hospital (Smithtown), and New Island Hospital (Bethpage) open. This support enabled the delivery of critical services to a large and socio-economically diverse set of communities that rely upon these local hospitals as a necessary source of healthcare. For example, 46 percent of Mercy Medical Center's emergency room visits were from areas identified as communities at risk. These hospitals are no longer dependent upon St. Francis for financial support. However, without assistance, some and possibly all of these formerly struggling community hospitals might have closed years ago.

7. Changes Impacting Community Health/ Provision of Charity Care/ Access to Services

Despite the overall economic challenges of the past year, St. Francis Hospital continues to make a concerted effort to exceed the State requirements for charity care and identify the underserved through a proactive approach.

8. Dissemination of the Report to the Public

St. Francis Hospital's community service plan will be posted on its web site at www.stfrancisheartcenter.com and is available to be mailed upon request.

A summary of the three-year plan will be incorporated into a new community services publication that reflects the amount of charity care, uncompensated care, and community service and other charitable activities provided by St. Francis on an annual basis. This report will be available in common areas of the hospital and for mailing upon request. It will also be posted on the St. Francis Hospital web site and be distributed at the hospital's community events.

9. Financial Statement

The Institutional Cost Report has been provided to the New York State Department of Health under separate cover.