



Mount
Sinai
South
Nassau

Community Service Plan 2022-2024



Mount Sinai South Nassau
Three-Year Community Service Plan
2022-2024
Cover Page

1. Identify county or service area covered in this assessment and plan:

The hospital's service area comprises 10 primary communities: Oceanside, Rockville Centre, Baldwin, Freeport, Merrick, East Rockaway, Lynbrook, Long Beach, Island Park, and Roosevelt. The 23 secondary communities we serve are Bellmore, Wantagh, Seaford, Massapequa, Massapequa Park, Atlantic Beach, Franklin Square, West Hempstead, Elmont, Hempstead, Lido Beach, Levittown, Garden City, Uniondale, East Meadow, Inwood, Cedarhurst, Hewlett, Lawrence, Malverne, Valley Stream, Woodmere, and Far Rockaway.

2. Participating hospital and contact information:

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Executive Summary

Mount Sinai South Nassau is committed to providing quality, comprehensive and easily accessible health care to the residents of Long Island's South Shore and the entire Island. This mission is in alignment with The New York State Prevention Agenda, 2019-2024 whose vision is to make New York State the healthiest state for people of all ages. The following Community Service Plan (CSP) / Community Health Needs Assessment (CHNA) enables compliance with federal and state requirements, demonstrating community benefit and will now serve as a joint document. This document describes the goals and activities which assist in improving the health of our community members.

Question 1. What are the Prevention Agenda priorities and the disparity you are working on with your community partners, including the local health department and hospitals for the 2022 -2024 period?

The following priorities were chosen for the 2022-2024 Community Service Plan:

- Prevent COVID and flu transmission: *MSSN staff will continue to operate the Vaxmobile to provide COVID boosters directly to underserved communities in our service area.*
- Prevent Chronic Disease: *Focus Area 4: Chronic Disease Preventive Care and Management*
- Promote Well-Being and Prevent Mental and Substance Use Disorders: *Focus Area 1: Promote Well-Being*

The health disparities we address include the underserved, underinsured and uninsured members of our surrounding communities. We also focus on access and on language barriers in the Hispanic population.

Question 2. What data did you review to identify and confirm existing priorities or select new ones?

Mount Sinai South Nassau collectively reviewed with the Long Island Health Collaborative (LIHC) extensive data sets selected from both primary and secondary sources to identify and confirm Prevention Agenda priorities. Data analysis efforts were coordinated through the LIHC, which served as the centralized data repository. Primary data sources included the Long Island Community Health Assessment Survey (CHAS), (Appendix A); the Community-Based Organization Tool (Appendix B); and Key Informant Interviews of Community-Based Organization Leaders (Appendix C). Sources of secondary data included the New York State Prevention Agenda Dashboard, the Prevention Quality Indicators (PQI), the Behavioral Risk Factor Surveillance System (BRFSS), the Extended Behavioral Risk Factor Surveillance System (eBRFSS), New York State Community Health Indicator Reports (CHIRS), and New York State Vital Statistics. Mount Sinai South Nassau has longstanding relationships with local community-based organizations, made stronger during the pandemic. These organizations shared what their constituents have expressed or demonstrated as health concerns. All of this information, as well as feedback from other community and civic organizations through the collaborative, was incorporated into the final priority selection process.

Question 3a. Which partners are you working with and what are their roles in the assessment and implementation processes?

Mount Sinai South Nassau participates in Long Island Health Collaborative activities. This includes review of all data collected and analyzed by the LIHC, with Nassau County Department of Health input and consultation offered, when appropriate. Mount Sinai South Nassau also assists the Collaborative with the distribution of nutrition and physical activity

information to residents pertinent to the prevention and management of chronic disease. Similarly, mental health prevention programs and treatment information is also made available to residents. The means of dissemination is through their bi-weekly “Collaborative Communications” e-newsletter and various social media platforms. Mount Sinai South Nassau participates in the LIHC’s quarterly stakeholder meetings and avails itself of its extensive network (Appendix F).

In addition, Mount Sinai South Nassau has partnered with the following community-based organizations: American Cancer Society, American Heart Association, New York City Poison Control, HealthFirst, 1 in 9 Hewlett House, Alzheimer’s Foundation of America, American Academy of Dermatology, Long Beach Aware, Farmingdale State College, Molloy University, Oceanside SAFE Coalition, Town of Hempstead, Five Towns Community Center, Hispanic Brotherhood, Hempstead School District’s Adult Literacy Program, and Adelphi University. Local school districts, churches, senior centers, libraries, Jewish community centers, elected officials, civic leaders, and community recreation centers share robust relationships with Mount Sinai South Nassau. These partners provide a wealth of knowledge and expertise, collaborate with us to provide community health events and assist in the logistics and advertising of planned events.

Question 3b. How are you engaging the broad community in these efforts?

Mount Sinai South Nassau engages the broad community by soliciting input at local health education events, health fairs, and screenings. Additionally, since we launched the “Vaxmobile,” our mobile vaccination and community education bus in March 2021 in partnership with the Town

of Hempstead, we have been able to reach thousands of community members through our COVID-19 vaccination campaign. Television and media outlets championed our efforts by attending well-publicized media events in order to spread the word to the general public. This tremendous outreach effort allowed us to form partnerships and become a trusted voice on vaccines, prevention, and communicable diseases. We encourage open dialogue with community residents and consider all feedback when planning future programs. The Mount Sinai South Nassau website and social media pages offer an avenue for people to have an open dialogue with the hospital. Those comments are received by the Department of External Affairs and then forwarded to appropriate staff for response.

From January 1, 2021 through December 31, 2021, the community was engaged in assessment efforts through distribution and completion of the Long Island Community Health Assessment Survey. This tool was developed in consensus with community partners from the LIHC and designed using the Prevention Agenda framework. Distributed in both online and paper copies, the survey was also available in Spanish. LIHC community partners distributed and promoted the survey to a diverse population of community members at a variety of locations including hospitals, physician's offices, health departments, libraries, schools, federally qualified health clinics, insurance enrollment sites, community-based organizations and beyond. Mount Sinai South Nassau posted the survey on its website (www.southnassau.org/sn/community-service-plan) and distributed it at community events.

For this assessment cycle, the LIHC collaborative members surveyed community-based organization leaders from December 1, 2021 through January 15, 2022. Results from these

surveys are referenced under question 2, above (Appendix B). Roughly one-quarter of survey respondents agreed to follow-up key informant interviews which occurred between February 23, 2022 and March 4, 2022. The key informant interview results are also referenced under question 2 (Appendix C).

Question 4. What specific evidence-based interventions/strategies/activities are being implemented to address the specific priorities and the health disparity and how were they selected?

For the first priority *Prevent Chronic Diseases*, Mount Sinai South Nassau selected two goals.

Goal 4.1: Increase cancer screening rates. This goal was addressed in the 2019-2021

Community Service Plan and continues to be an important strategy for increasing rates among our disparate populations. Mount Sinai South Nassau has partnered with the Nassau County Cancer Services Program, an initiative of the New York State Department of Health, to implement this intervention. Our Family Medicine Center and Complete Women’s Imaging Center will create a system for patient and provider screening reminders. The second intervention includes removing structural barriers to breast cancer screening through a designated breast screening patient navigator who focuses on challenges, such as transportation issues, language barriers, and insurance concerns, in order to assist the patient in receiving a breast cancer screening. The selection of these activities was based upon discussions with staff at Mouth Sinai South Nassau’s Family Medicine Center and the breast screening patient navigator.

The second goal is Goal 4.4: In the community setting, improve self- management skills for individuals with chronic diseases. The strategy to attain this goal is to expand access to evidence-based self-management interventions for individuals with cardiovascular disease whose conditions are not well-controlled with guideline-based medical management alone. According to New York State Vital Statistics data for 2019, heart disease remains the No. 1 cause of death

for residents in Nassau County, with 180 deaths per 100,000 people.¹

Similarly, results from the New York State Behavioral Risk Factor Surveillance System (BRFSS - 2021) show that 27.4% of adults living in Nassau County have the diagnosis of hypertension.²

To that end, Mount Sinai South Nassau has collaborated with the American Heart Association and launched the library loaner blood pressure program. As noted in the *Long Island's Libraries and Caretakers of the Region's Social Support and Health Needs Two-Year Study*, "Public libraries are invaluable community health partners, especially in socioeconomically-distressed neighborhoods" (Appendix D).

Libraries within Mount Sinai South Nassau's catchment area were contacted by the Vaxmobile coordinator to schedule COVID-19 vaccines for community members. These established relationships and strong record of successful public health initiatives helped encourage partnerships which not only introduced the loaner program to these libraries but contributed to its success. Since its inception, the loaner program has garnered interest with multiple libraries who have also hosted the "Vaxmobile."

Community members who participate in the library loaner blood pressure program are provided with self-management skills, education, support, and incentives for a six-month duration. The goal is to empower attendees to monitor their blood pressure regularly and develop lifelong healthy behaviors thereby mitigating the consequences of hypertension. The American Heart Association has agreed to be a resource by providing blood pressure monitors and educational

¹ New York State Vital Statistics Data, January 2022.

² New York State Behavioral Risk Factor Surveillance System (BRFSS) 2021.

material in English and Spanish in communities outside of our catchment area. Additionally, Mount Sinai South Nassau primary practice information will be included in the patron’s welcome packet. This collaboration is vital to assisting the American Heart Association in achieving its mission of creating a world free of cardiovascular disease and stroke.

For the second priority *Promote Well-Being and Prevent Mental and Substance Use Disorders* Mount Sinai South Nassau chose Goal 4.1 *Strengthen opportunities to build well-being and resilience across the lifespan.*

As a result of the pandemic, mental health issues have surged. The U.S. Census Bureau conducted a COVID-19 Household Pulse Survey, a useful tool that can quickly capture data regarding the social and economic consequences of COVID-19. The data was collected from April 23, 2020 through October 26, 2020. Analysis by a New York State Health Foundation found that more than one-third of adult New Yorkers experienced symptoms of anxiety or depression. Racial and ethnic groups of color and low-income New Yorkers exhibited the highest rates of poor mental health. Alarming, the highest rates of poor mental health were observed in the 18-34 age group (49%).³ Furthermore, according to our “Truth in Medicine” Poll, “about 84 percent of mental health providers have seen an increase in demand for treatment of anxiety, compared with 74 percent a year ago.” “Seventy-two percent of providers have seen an increase in demand for treatment of depression, compared with 60 percent in 2020.”⁴

³ <https://nyhealthfoundation.org/resource/mental-health-impact-of-the-coronavirus-pandemic-in-new-york-state/#:~:text=The%20proportion%20of%20New%20Yorkers,health%20throughout%20the%20survey%20period.>

⁴ Mount Sinai South Nassau “Truth in Medicine” Poll, July 24, 2022 through July 28, 2022, sponsored by Bethpage Credit Union.

Mount Sinai South Nassau's Behavioral Health Center has offices in Baldwin and Hempstead to accommodate those with various mental health needs. The Hempstead community, known for its economic and health care challenges, can visit this center which has recently expanded its services to include primary care and pediatrics. Over 600 patients receive care at this location and over 50% of them are diagnosed with comorbid behavioral health and medical issues. Approximately 15% of patients are under the age of 18.

As part of their "Healthy Hempstead" Program, the center employs a community outreach worker who is well-versed in providing outreach, education, pertinent information and linking people with available services. Those who are reticent about seeking behavioral health or medical services, can be scheduled for primary care and behavioral health appointments within three days of initial contact. Sites visited by the community outreach worker include school-based programs, faith-based organizations, and other areas according to need.

Question 5: How are progress and improvement being tracked to evaluate impact? What process measures are being used?

Mount Sinai South Nassau will use the following process measures for each of the interventions listed below.

“Increase Cancer Screening Rates” metrics:

- Number of women contacted by the Breast Screening Patient Navigator with screening reminders.
- Percentage of those who complied with the screening based on the reminder.
- Increase in screening by offering flexible clinic hours, on-site translation services and patient navigation.

“In the Community Setting, improve Self- Management Skills for individuals with Chronic Diseases” metrics:

- Number of individuals who participate in the evidence-based self-management program.
- Number of individuals who complete the evidence-based self-management program.
- Percentage of adults who report managing their hypertension successfully by decreasing their systolic and diastolic readings.

“Strengthen opportunities to build well-being and resilience across the lifespan” metrics:

- Number of individuals reached through group and individual health education seminars and programs.
- Number of referrals given for primary care and other medical services.
- Number of behavioral health appointments given within three days of initial contact.
- Number of depression screenings provided by counseling center staff.

Community Health Assessment Survey Results - Community Members

The tables below reflect what community members identified as their top five concerns for the following questions.

“Which is MOST needed to improve the health of your community?”

Jan-Dec 2021 Rank	Suffolk County	Percentage	Nassau County	Percentage
1	Mental Health Services	33.58%	Mental Health Services	32.78%
2	Healthier Food Choices	28.67%	Clean Air & Water	30.53%
3	Clean Air & Water	23.37%	Healthier Food Choices	29.64%
4	Drug & Alcohol Rehabilitation Services	22.32%	Drug & Alcohol Rehabilitation Services	22.03%
5	Job Opportunities	17.30%	Job Opportunities	18.38%
Sum of Column Percentages		125.24%	133.36%	

Source: Long Island Health Collaborative Community Member Survey Summary of Findings

“What health screenings or education/information services are needed in your community?”

Jan-Dec 2021 Rank	Suffolk County	Percentage	Nassau County	Percentage
1	Mental Health/Depression	23.83%	Blood Pressure	24.31%
2	Cancer	21.01%	Mental Health/Depression	22.81%
3	Drug & Alcohol	17.42%	Cholesterol	20.62%
4	Importance of Routine Well Check Ups	16.58%	Cancer	17.66%
5	Blood Pressure	15.07%	Importance of Routine Well Check Ups	16.12%
Sum of Column Percentages		93.90%	101.52%	

Source: Long Island Health Collaborative Community Member Survey Summary of Findings

Community Health Assessment Survey Results – Community-Based Organization Leaders

The tables below reflect what community-based organization leaders identified as their top five concerns for the following questions.

“What would be most helpful to improve the health problems of the people/community you serve?”

2022 Rank	Suffolk County	Percentage	Nassau County	Percentage
1	Mental Health Services	18/25	Access to Healthier Food Choices	7/10
2	Drug and Alcohol Services	14/25	Mental Health Services	6/10
3	Health Education Programs	14/25	Affordable Housing	6/10
4	Affordable Housing	11/25	Transportation	5/10
5	Access to Healthier Food	8/25	Health Education Programs	5/10

Source: Long Island Health Collaborative CBO Survey Summary of Findings

“What health issues do the people/community you serve need education about?”

2022 Rank	Suffolk County	Percentage	Nassau County	Percentage
1	Mental Health/Depression	15/25	Chronic Disease Management	7/10
2	Substance Misuse	11/25	Blood Pressure	6/10
3	Blood Pressure	11/25	Mental Health/Depression	5/10
4	Chronic Disease Management	9/25	Food Security	4/10
5	Suicide Prevention	7/25	Exercise/Physical Activity	3/10

Source: Long Island Health Collaborative CBO Survey Summary of Findings

As noted in the above tables, the responses from community members and community-based organization leaders mirror each other regarding the importance of providing mental health services and reinforcing chronic disease management. This data supports our rationale for choosing the priority areas noted earlier in the document.

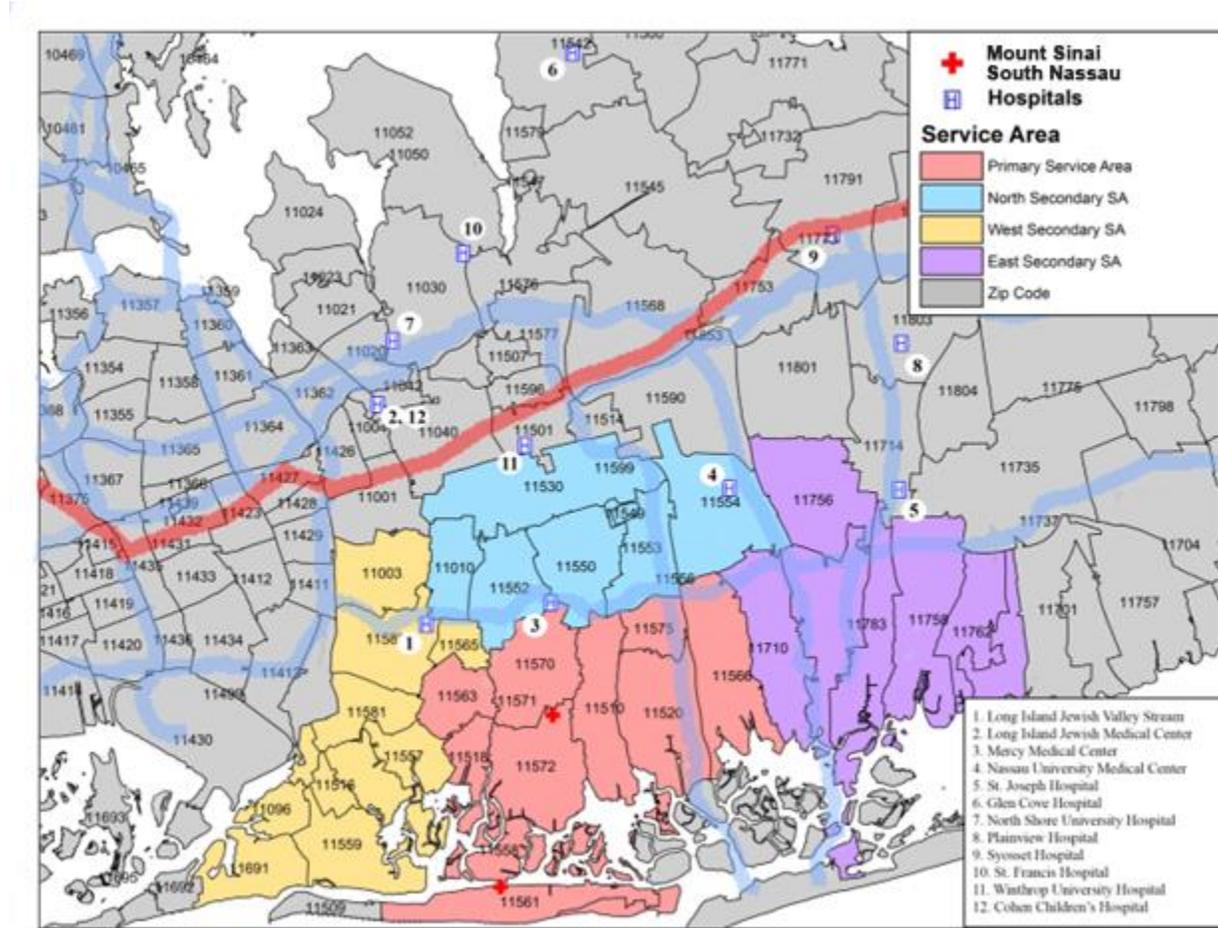
Additional Mount Sinai South Nassau Priority for this Community Service Plan

- Prevent Communicable Diseases: Focus Area: *Vaccine Preventable Diseases*

The “Vaxmobile” – a mobile unit funded by federal CARES act and Town of Hempstead - continues to provide ease and accessibility for those seeking COVID-19 vaccine and boosters, especially in minority communities in our service area where vaccination rates are below average. The unit is staffed by MSSN, including RNs and NPs and an interpreter to help address language, transportation and mobility barriers. Local elected officials continue to support the initiative, which also has provided dozens of opportunities to educate the public at large via the media about the importance of getting COVID vaccinations. Local media often use the Vaxmobile as a site from which to report the latest developments related to COVID. MSSN experts have repeatedly been available for interviews and media opportunities to encourage COVID-19 vaccination and boosters. Vaxmobile staff have become a trusted source of information about the vaccine for community members and leaders as well as the media.

Partnerships originally formed between the hospital and community, school and civic organizations remain strong and provide additional opportunities for expanding our services beyond COVID-19. To date, we distributed over 13,509 vaccines and we visited 27 communities with close to 100 locations, forming numerous partnerships. Additionally, the presence of the Vaxmobile at these venues, enabled us to simultaneously provide over 728 Flu vaccinations to community members. The Prevent Communicable Diseases tab in the workplan contains the interventions and process measures we will address.

Communities Served



Primary: Oceanside, Rockville Centre, Baldwin, Freeport, Merrick, East Rockaway, Lynbrook, Long Beach, Island Park and Roosevelt.

Secondary: Bellmore, Wantagh, Seaford, Massapequa, Massapequa Park, Atlantic Beach, Franklin Square, West Hempstead, Elmont, Hempstead, Lido Beach, Levittown, Garden City, Uniondale, East Meadow, Inwood, Cedarhurst, Hewlett, Lawrence, Malverne, Valley Stream, Woodmere and Far Rockaway.

Description of Community by Demographics

Nassau County sits east of the borough of Queens and west of Suffolk County. It incorporates two cities: Long Beach and Glen Cove and three townships: Hempstead, North Hempstead, and Oyster Bay. Total population: 1,395,774 (47.3% male; 49.8% female). In terms of income, 31%

of the population earn less than \$74, 999 (up from 26.5% in the last report) with 13.5% of that group earning less than \$34,999 annually. Of the population, 6.2% of those under 18 years of age live in poverty, those ages 18 to 34, 6.4% live in poverty, while 5.1% of those ages 18 to 64 live in poverty.⁵ The region is predominately white at 58.5% with 10.9% Black/African American (a decrease from 11.5% last report) and 11.7% Asian (up from 9.1%). Hispanic or Latino represent 18.3% of the population, a two percent increase from the last report.

The percentage of the population (5 years and older) that speaks a language other than English is 28.8%, with Spanish the dominant foreign language spoken (12.8%) followed by other Indo/European languages (9.9%) and Asian languages (4.9%). In terms of education, for those age 25 and older, 91.6% are high school graduates or higher, and 46.7% hold a bachelor's degree or higher.⁶

While Nassau County holds the health ranking of No. 4 among all New York State counties, there are six select communities in our catchment area (Elmont, Inwood, Freeport, Uniondale, Roosevelt, and Hempstead) in which a variety of socioeconomic factors result in vast health disparities.⁷

It is the mission of Mount Sinai South Nassau to provide high quality, comprehensive, and easily accessible health care services to all residents in our South Shore communities in a manner which reflects a culture of excellence, personalized culturally competent care and innovation. Mount Sinai South Nassau is committed to serving our population by adhering to its mission, using its skills and

⁵ U.S. Census Bureau, 2016-2020 American Community Survey, Five-Year Estimates

⁶ U.S. Census Bureau, 2020 Decennial Census

⁷ University of Wisconsin Population Health Institute County Health Rankings, 2022.

capabilities, and remaining a strong organization so it can continue to provide a range of important health care services and community benefits. The implementation strategy does not include specific plans to address environmental determinants of health, poverty, and basic needs insecurity. The Community Service Plan (CSP)/Community Health Needs Assessment (CHNA) is in alignment with the Hospital's mission. The mission statement remains unchanged.

Dissemination

Mount Sinai South Nassau posts the CSP/CHNA on its website (www.southnassau.org) and offers paper copies to the public when requested. Our community newsletter, which reaches more than 280,000 households, provides information on how to obtain the CSP/CHNA, as does the employee newsletter. Additionally, the Department of Community Education brings the document to various community events.
