



# Community Service Plan Update 2017

Priority	2017 Progress to Date	Implementation Partner <i>(Please select one partner from the dropdown list per row)</i>	Partner Role(s)	Strengths	Challenges? How will they be addressed?	Focus Area	Goal	Objectives	Disparities	Interventions/ Strategies/Activities	Family of Measures
Prevent Chronic Diseases: Reduce Obesity in Children and Adults	Year to date report: 71 participants are registered in the "Are You Ready, Feet?" walking portal from our catchment area and participate regularly in the interactive website. In 2017, the walking initiative was promoted at the following meetings: Cancer Steering Committee Administrative Council Jewish Community Center (JCC) For employees, 50% of meal choices in a given day are identified as vegan, vegetarian, or heart healthy.	Advocates	The Long Island Health Collaborative maintains the walking portal site, produces brochures and rack cards, and collects and analyzes the data.	Ease of navigation of the walking portal. Over 100 members belong to the collaborative. Growth of the collaborative has resulted in greater information & resource sharing and advertising opportunities. Of the 3,491 employees at South Nassau, 71% live within the hospital's primary & secondary catchment areas. This allows for the message of health & wellness to be reinforced in the workplace as well as within their respective communities.	Encouraging community members to register and participate in the initiative. To be addressed by increasing awareness of the "Are You Ready, Feet?" campaign at all community educational functions.	Reduce obesity in children and adults	Create community environments that promote and support healthy food and beverage choices and physical activity. Decrease the incidence of obesity in those communities identified as being at risk.	Engage community members in physical activity. Encourage all SNCH departments to promote this campaign with staff and patients.		Encourage participation in the "Are You Ready, Feet?" walking initiative. Rack cards and brochures to be distributed at community events. Refer the community to the website where lists of indoor/outdoor walking venues, walking clubs, and upcoming events are posted. Disseminate the walking initiative information at SNCH department meetings. Provide nutritional information on meals served in the employee cafeteria to support healthier choices	Analysis of registration data by zip code. Evaluation of the food choices available to employees at the hospital cafeteria.
	NYMP-ACO year-to-date for 2017, has distributed brochures and prescription pads to 35 medical offices/medical group practices related to the walking initiative.	Providers	Disseminate information regarding the "Are You ready, Feet" initiative. Utilize the "Walking Recommendation" pads.	More than 200 primary and specialty physicians participate in the NYMP-ACO providing a large patient base.	Ensuring that each office has the tools for promoting the walking initiative (rack cards & walking recommendation pads). To be addressed by regular rounding by the ACO team assessing the need for more supplies.		Promote evidence-based programs that engage community members in regional physical activity and wellness campaigns.	Implement the Recommendation For Walking program within the primary care setting.		Encourage hospital affiliated medical staff to support the use of the walking recommendation pads. Reinforce the Physician Recommendation For Walking program via the practice managers.	Number of SNCH medical offices provided with program information.
	Four schools were recipients of the "5-2-1-0" program and 633 individuals were reached. 40%-50% of parents and students identified healthier choices at the completion of the programs.	K-12 School	Provide an audience and assist with logistics of venue.	Strong school cooperation with staff, students and parents involved.	Engaging new school districts. To be addressed by increasing networking with school personnel.		Decrease the incidence of obesity in school districts.	To increase consumption of fruits and vegetables and decrease intake of sugar and fat. To increase physical activity and decrease screen time.		Conduct the "5-2-1-0: Numbers to Live By" program for school-aged children and their parents.	Integrate an age-appropriate post presentation game to assess student knowledge.
	South Nassau is a certified "Baby Friendly" hospital. 2017 Year-to-Date breastfeeding rates: Initiation at delivery - 95.5% Exclusivity at discharge - 46.4% Bi-monthly breastfeeding support groups continue to be offered to the public free of charge.	Hospital	Provide data. Conduct the breast feeding support group by a certified lactation nurse.	Content experts. Certified lactation consultants.	Poor maternal confidence. To be addressed by a proposed grant to provide peer counseling to increase maternal confidence. Poor MD support during pregnancy regarding breastfeeding. To be addressed by engaging the obstetricians in SNCH's multidisciplinary breastfeeding committee.		Increase the percentage of infants who are exclusively breastfed.	Better health for women and children.		Baby Friendly® Hospital Raise awareness about the benefits of breastfeeding. Refer Moms to supportive services for breastfeeding.	Percentage of women who exclusively breastfeed upon discharge.

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Focus Area #2: Increase Preventive Care and Management of Chronic Disease	There were 120 visits to the Cardiac Wellness Program. 146 community members attended lectures on HTN & CV disease. 1,613 random community blood pressure screenings were performed in 2017.	Community-based organizations	CBO's provide audience and assist with logistics of venue. Hospital provides a Nurse Practitioner led multi-disciplinary team of nutritionists, pharmacists, doctors, and nurses for the Cardiac Wellness Program.	Team-based care increases the proportion of patients with controlled blood pressure as per the Community Guide.	Due to the nature of a community screening event it is unknown whether the participant follows up with regular blood pressure checks. To be addressed by reinforcement of the importance of regular blood pressure checks and it's role in cardiovascular health.		Promote evidence-based care for those with or at-risk for cardiovascular disease.	Incorporate a team-based care intervention using a multidisciplinary approach to help improve blood pressure control.		The Community Guide based on CPSTF recommendations.	Number of visits to SNCH's Cardiac Wellness Program. Number of attendees at community educational events. Number of community blood pressures taken.
	333 people participated in the Telehealth Monitoring Program.	Hospital	Home Care staff enroll, execute, and maintain the program.	Early identification of abnormal vital signs leads to early intervention which results in better patient outcomes.	Seniors often need assistance with the equipment. To be addressed by involving and educating the patients' support system.		Promote evidence-based care for those with or at-risk for cardiovascular disease.	Implement self-measured blood pressure monitoring interventions.		The Community Guide based on CPSTF recommendations.	Number of patients who participated in SNCH's Telehealth Monitoring Program.
	35 people attended the Colorectal Awareness table in the hospital lobby . South Nassau held a "Go Blue" day and participating hospital departments were showcased on social media. Three colorectal cancer presentations were delivered in 2017 with a total of 77 people in attendance.	Hospital	Colorectal surgeon with content expertise. Cancer center staff disseminate colorectal cancer information.	Successful community education encourages residents to learn about colorectal cancer and to talk to their doctors about being screened at the appropriate time.	The public is often uncomfortable with the topic and with the screening procedure. To be addressed by continued public education.		To raise awareness about colorectal cancer risk factors and the importance of screening.	Provide educational programs and screening opportunities.		South Nassau will support the 80% by 2018 Colorectal Cancer Screening Initiative.	Number of community programs provided. Number of community members who attended educational presentations.
	September, 2016 - September, 2017: 874 women were contacted by the breast navigator and 358 were screened. Two community events were supported by 3 local elected officials. South Nassau participated in the county's "Glow of Hope" event. 237 people attended various breast cancer focused community events.	Elected officials Hospital Advocate	Elected officials provide venue and advertising for event . Breast cancer surgeons provide content expertise. Cancer center support staff provide registration and lab services. One-in-Nine Hewlett House organizes participation in the "Glow of Hope" event.	Partnership with elected officials enhances community outreach. SNCH no-cost mammogram events attract the underserved . The Patient Navigator's efforts support increased screening and overall compliance..	Language barriers related to the underserved population being addressed by presence of certified interpreter. Transportation challenges being addressed by collaboration with the resources of Hewlett House.		To increase the number of women screened for breast cancer according to clinical guidelines.	Conduct outreach into the community to target women in underserved populations who have not been screened.		NAPBC (National Accreditation Program for Breast Cancer) Patient Navigation initiative. Identify and work with elected officials to act as champions to promote breast cancer no-cost mammogram events.	Number of women contacted. Number of women screened. Number of women who participated in "No Cost Mammogram" community events.

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	Two PSA screening events were sponsored by two local elected officials with a total of 45 men screened. Seven presentations were held in 2017 with a total of 213 in attendance. Twenty-eight community blood draws were done for PSA at the annual SNCH health fair.	Elected official Hospital	Elected officials provide venue and advertising for event. Urologist provides content expertise. Cancer center support staff provide registration and lab services.	Group education conveys information on indications for, benefits of and ways to overcome barriers to screening with the goal of informing and encouraging participants to seek recommended screening.	Community members often confused about interpretation and recommendations related to PSA results. To be addressed by physician providing expertise and current guidelines.		To raise awareness about prostate cancer updates and the importance of screening.	Provide educational programs and screening opportunities.		Identify and work with elected officials to act as champions to promote prostate cancer educational and screening events.	Number of community programs provided. Number of community members in attendance. Number of men screened.
	Year-to-date 2017, 32 community members have attended smoking cessation classes. 133 people participated in the ELCAP screening project.	Hospital	Certified smoking cessation specialist. Venue for classes.	No Cost program. Easily accessible venue.	Commitment of those enrolled to attend the full program. To be addressed by having free giveaways at each session and by offering telephone support in between sessions.		Promote tobacco use cessation.	Provide smoking cessation classes.		Offer 5-week smoking cessation programs. Refer class participants to SNCH's Early Lung Cancer Action Project (ELCAP) lung cancer screening program.	Number of attendees at programs. Number of participants screened.
	Year-to date 2017, patient visits at the DEC were 1,406. 259 people attended lectures on the prevention and management of DM.	Community-based organizations	Provide an audience and assist with logistics of venue. SNCH will provide education by Certified Diabetes Educators.	Content expertise. SNCH offers both hospital and community based educational opportunities.	Limitations related to insurance coverage. To be addressed by promoting SNCH's free support group as an alternative and on-line vignettes to be available in 2018 for free on-going support and education.		Promote evidence-based care for the prevention and management of DM. Support Human Resources' efforts to increase awareness of the 2018 Diabetes Prevention Program for employees.	Promote SNCH's Diabetes Education Center (DEC). Increase knowledge of those with diabetes regarding selfcare and minimizing the effects of diabetes.		Literature and brochures will be distributed at community events. Conduct Diabetes self-management programs and workshops.	Number of patient visits to the DEC. Number of attendees at educational lectures.
	June 10, 2017 to November 30, 2017, 39 community members attended "Tai Chi for Arthritis". July 10, 2017, to November 30, 2017, 80 community members attended the "Stepping On" program.	Community Based Organizations	Provide an audience and assist with logistics of venue. SNCH provides state certified instructors.	Evidence-based programs well received by participants since implementation at SNCH mid-2017.	Limited number of available certified instructors. To be addressed by increasing number of trained professionals. Programs require large venue for free movement. To be addressed by securing additional sites in 2018.		Promote mental health & wellness, and prevent falls. Strengthen collaboration with the YMCA in 2018.	Improve movement, balance, and general well-being.		Tai Chi for Arthritis "Stepping On" Program.	Number of participants.
	Examples of results from collaboration with External Affairs by number of recorded hits to the website in 2017: Skin Cancer screening - 2,959 Memory Screening - 2,158 Prostate Cancer lecture - 886 Free Mammography - 1,133	Hospital	Produce flyers for community mailings, post information regarding upcoming events on social media.	Ability to reach a greater number of community members using multi-media approaches. Expertise of staff in developing creative flyers, brochures and newsletters. Established relationships with social media sites, newspaper and radio organizations.	Meeting deadlines required for all media postings. To be addressed by frequent communication between the staff of External Affairs and the Community Education staff.		Raise awareness regarding the many health & wellness events offered to the community.	To increase the community's perception of SNCH as their partner in health by advertising educational programs and screening events through social media reach.		Collaborate with the department of External Affairs to advertise events such as Narcan Training, Memory Screenings, Skin Cancer Screenings, and Prostate cancer Screenings via mailings, flyers, PSAs, and social media sites.	Number of recorded hits to website.