

Community Service Plan Eastern Long Island Hospital 2016 – 2018 Approved by the Board of Trustees, December 15, 2016

Eastern Long Island Hospital 201 Manor PI, Greenport, NY 11944 631-477-1000 www.ELIH.org

NEW YORK STATE DEPARTMENT OF HEALTH

COMMUNITY SERVICE PLAN

2016-2018

CONTACT INFORMATION SHEET

Name of Facility:	Eastern Long Island Hospital
Address:	201 Manor Place Greenport, New York 11944
County:	Suffolk
DOH Area Office:	NY Metropolitan Regional Office
Prepared by:	Linda S. Sweeney
	Executive Director, Foundation/Community Relations
Phone:	631-477-5164
FAX:	631-477-8218
Email:	linda.sweeney@elih.org

CEO/Administrator:	Paul J. Connor III	
	President & Chief Executive Officer	
Phone:	631-477-5100	
FAX:	631-477-1746	
Email:	pconnor@ELIH.org	

ABOUT EASTERN LONG ISLAND HOSPITAL

Eastern Long Island Hospital is a 90-bed, full-service community hospital committed to delivering excellence in patient care and meeting all the health needs of the North Fork and Shelter Island. Established in 1905, Eastern Long Island Hospital is Suffolk County's first voluntary hospital and boasts a reputation for combining advanced technology with "compassionate caring" and extraordinary personal attention.

MISSION

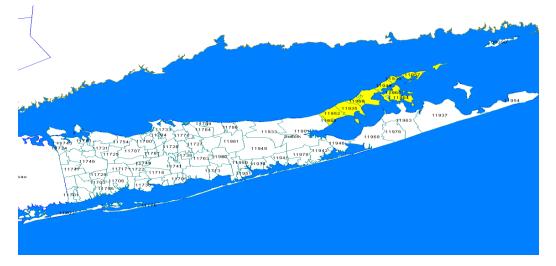
To provide essential healthcare services to the communities of the North Fork and Shelter Island and critical access to specialized services. - *adopted by the Board of Trustees December 20, 2001.*

VISION

To be a regional leader in healthcare, committed to an integrated East End healthcare system that ensures excellence, compassion, education, and the improved health of the community. - *revised by the Board of Trustees April 27, 2006*

SERVICE AREA

The primary service area of Eastern Long Island Hospital for acute medical surgical services encompasses the North Fork (Laurel to Orient) plus Shelter Island. This includes the following zip codes: Cutchogue (11935), East Marion (11939), Greenport (11944), Laurel (11948), Mattituck (11952), Orient (11957), Peconic (11958), Shelter Island (11964), Shelter Island Heights (11965), Southold (11971).



Eastern Long Island Hospital (ELIH) has served the residents of the townships of Southold and Shelter Island since 1905. ELIH is a full-service community hospital with 90 beds. This includes a 32-Bed Medical/Surgical Unit, a 5-Bed ICU/CCU (Critical Care), a 23-Bed Psychiatric Unit, a 20-Bed Quannacut Rehabilitation Unit, and a 10-Bed Quannacut Detoxification Unit.

The population of the North Fork and Shelter Island (primary service area) is approximately 25,000 yearround residents. Because the service area is a resort destination, the population doubles during high season, Memorial Day to Labor Day. As a result, demand for hospital services increases during this period. With one in four residents over age 65+, or nearly double that of Suffolk County, this service area population is unique, although overall it reflects only two percent of the county population. The hospital's service area for behavioral health--psychiatric and alcohol and detoxification services-- is regional and extends across Suffolk County and beyond.

Public Participation

ELIH continues its annual process with community partners and advisory boards to assess active programs and gaps identified through both solicited and unsolicited feedback. Notifications and requests to participate are mailed to over 200 clubs and organizations, including faith-based organizations as well as open invitations by email.

Ongoing meetings and relationships through the following partnerships provide valuable perspectives and real-time evaluations of community healthcare needs. Within this collaboration, partnerships are forged, service gaps are indentified, and community outreach needs and programming efforts are coordinated.

ELIH community partners and community-based organizations include:

C.A.S.T. Community Action Southold Town Congregation Tifereth Israel Temple **Cutchogue Homemakers** Cutchogue-New Suffolk Library Cutchogue Presbyterian Church Earthrite Textile Recycling, Inc. Eastern Suffolk BOCES Floyd Memorial Library, Greenport The Guidance Center Services. Inc. Greenport and Southold Rotary Clubs Holy Trinity Episcopal Church, Greenport HUGS of America Island Gift of Life Foundation Long Island Blood Services Long Island Health Collaborative Mattituck Chamber of Commerce Mattituck Community Fund Mattituck Library Mattituck-Cutchogue School District Mattituck, Cutchogue, Southold, Greenport, East Marion, Orient and Shelter Island **Emergency Medical Squads and Fire** Departments Mattituck Presbyterian Church Maurer Foundation Mollie Biggane Foundation Mattituck Lyons Club Mental Health Association Suffolk

New York Organ Donor Network North Fork Breast Coalition North Fork Chamber of Commerce North Fork Promotion Council North Fork Suicide Prevention Coalition Orient Congregational Church Peconic Retreat Peconic Landing The Retreat **RSVP** of Suffolk County San Simeon SNF Shelter Island Library Shelter Island School District Shelter Island Senior Services Southold First Presbyterian Church Southold School District Southold Town Senior Services Southold Mother's Club Southold-Mattituck-Greenport High School **Business Advisory** St. Agnes Roman Catholic Church St. Peter's Lutheran Church Stony Brook Medicine Suffolk County Office for the Aging United Way of Long Island Utopia (Home Care) Winthrop University Hospital Physicians

Executive Summary

In 2013, hospitals and both County Departments of Health on Long Island convened to work collaboratively on the community health needs assessment. Over time, this syndicate grew into an expansive membership of academic partners, community-based organizations, physicians and other community leaders who hold a vested interest in improving community health and supporting the NYS Department of Health Prevention Agenda. Designated "The Long Island Health Collaborative," this multi-disciplinary entity has been meeting monthly to work collectively toward improving health outcomes for Long Islanders. In 2015, the Long Island Health Collaborative was awarded the New York State Department of Health Population Health Improvement Program (PHIP) grant by the New York State Department of Health. The PHIP is a data-driven entity, pledged to pursue the New York State of Health's Prevention Agenda, making the program a natural driver for the Community Health Needs Assessment cycle.

Results of Community-Wide Survey

In 2016, members of the Long Island Health Collaborative reviewed extensive data sets selected from both primary and secondary data sources to identify and confirm Prevention Agenda priorities for the 2016-2018 Community Health Needs Assessment Cycle. Data analysis efforts were coordinated through the Population Health Improvement Program, with the PHIP serving as the centralized data return and analysis hub. Using the LIHC Community Member Survey data, ELIH reviewed the data for the hospital's service area by selected zip codes. The findings for ELIH are:

Data Findings by Survey Question:

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1.	What are the biggest	ongoing health	concerns in the c	community wh	iere you live?

•	Drugs & Alcohol Abuse	55.6%
•	Cancer	53%
•	Heart Disease & Stroke	41.85%
•	Obesity/weight-loss issues	33.75%
•	Mental Health depression/suicide	26.85%
•	Diabetes	26.1%
•	Women's health & wellness	15%
•	Safety	13.5%
•	Environmental hazards	12.5%
•	Asthma/lung disease	8.25%
•	Child health & wellness	4.5%
•	Vaccine preventable diseases	1%

2.	What are the biggest ongoing health concerns for yourself?	
	• Heart disease & stroke	38.75%
	• Women's Health & wellness	38%
	Obesity/weight-loss issues	37.75%
	• Cancer	27.74%
	• Mental health depression/suicide	26.75%
	• Diabetes	21.75%
	Asthma/lung disease	21.5%
	• Safety	14%
	Environmental hazards	10%
	Drugs & Alcohol abuse	9.75%
	• Child health & wellness	5%
	HIV/AIDS/sexually transmitted disease	3%
	Vaccine preventable diseases	3%

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

• No insurance	52.75%
• Unable to pay co-pays/deductibles	38.75%
Transportation	37.75%
• Don't understand need to see a doctor	32%
• Fear	26.75%
Language barriers	22%
Lack of availability of doctors	16%
• Don't know how to find doctors	14%
• There are no barriers	13%
Cultural/Religious beliefs	2%

4. Which of the following is MOST needed to improve the health of your community (Please check up to 3)

Job opportunities	40.52%
Transportation	35.38%
Drug & alcohol rehabilitation services	31.35%
Healthier food choices	28.77%
Mental health services	28.7%
Recreation facilities	24.92%
• Clean air & water	23.02%
Smoking cessation programs	20.18%
Weight loss programs	16%
Safe childcare options	11.75%
• Safe places to walk/play	7.6%
Safe worksites	2.42%

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5. What health screenings or education/information services are needed in your community? (Please check up to 3)

٠	Exercise/physical activity	29.27%
٠	Mental health/depression	27.33%
٠	Diabetes	26.2%
٠	Importance of routine well checkups	25.03%
٠	Cancer	22.65%
٠	Drug and Alcohol	20.85%
٠	Nutrition	19.5%
٠	Dental screenings	19.45%
٠	Blood Pressure	18.6%
٠	Cholesterol	14.8%
٠	Heart Disease	12.68%
٠	Emergency preparedness	12%
٠	Eating disorders	9%
٠	Vaccinations/immunizations	7.4%
•	Suicide prevention	5.9%
٠	Disease outbreak information	5.3%
•	HIV/AIDS & sexually- transmitted diseases (STDs)	3%
٠	Prenatal care	1%

COMMUNITY HEALTH PRIORITIES FOR 2016-2018

Prevention Agenda Priorities Selected

Prevent Chronic Diseases Focus Areas for Eastern Long Island Hospital include:

- Drugs and Alcohol Abuse
- Cancer
- Heart Disease and Stroke
- Women's Health and Wellness
- Obesity/Weight-loss Issues

Assessment Process

Eastern Long Island Hospital participated in one assessment (CHNA) in selecting health priorities for the focus of the Community Service Plan 2016-2018.

Community Health Needs Assessments (CHNAs)

Suffolk County CHNA – county-wide effort, facilitated by Nassau-Suffolk Hospital Council with funding from the Population Health Improvement Program along with Suffolk County Department of Health Services and Suffolk County hospitals and other community partners.

Examining the findings for the CHNA giving consideration to the priorities set by New York State (Prevention Agenda 2016-2018), ELIH based its evaluation and selection on the following four criteria:

Magnitude of the issue or extent to which broad populations are affected;Severity of the issue or extent to which issue is life-threatening with possible significant economic and community consequences;Resources and capabilities available to ELIH to help achieve success; andAbility to measure progress over time.

THREE-YEAR ACTION PLAN

Performance measures- Eastern Long Island Hospital has developed and approved a measurement and evaluation tool, as well as criteria for use of the tool and reporting data. This establishes the framework for Eastern Long Island Hospital to measure performance of strategies implemented in support of the Plan over the next three years in collaboration with Delivery System Reform Incentive Payment (DSRIP) Program and to make adjustments as appropriate.

NON-PRIORITY ISSUES

Improved Health of the Community through Early Detection and Prevention: The Hospital will continue to offer a series of early detection and prevention services throughout the year including smoking cessation, second-hand smoking education, blood drives, blood pressure screenings, and influenza vaccinations to employees. Community service initiatives over the next three years will include pharmacological counseling, sharps disposal, safe medication disposal, distribution of Vial of Life (Medical History Alert Kit) and the W.H.A.L.E. Program for infant/child car seat identification in an emergency.

Seniors and Solutions Program: ELIH continues its outreach efforts for adults 65+ with its model program of assessment and resource linkage called SOS (Senior Options and Solutions). The program is FREE to individuals and families of seniors, and addresses the challenges of access, transportation, home assistance, etc. that 'aging in place' presents, particularly those living with chronic health issues.

Balance/Fall Prevention Program: ELIH continues to educate older adults on preventing falls and staying independent. ELIH physical therapists utilize the "stepping on" manual in conjunction with the Suffolk County Department of Health to facilitate fall prevention programs and encourage independent living. Participants receive instruction on balance and strengthening exercises with an emphasis on good posture and proper movement.

Suicide Prevention: The North Fork Suicide Prevention Coalition, a community-based group of local business people, mental health professionals, police, government officials, and senior citizen groups will continue to bring awareness about the incidence of suicide and the recognition of warning signs. The group's suicide awareness campaign includes the distribution of educational materials, ads and public service announcements to:

Raise awareness and identify intervention resources for suicide prevention Promote the 24-hr Suffolk County Suicide Prevention Hotline Promote a SafeTalk Workshop for Suicide Awareness Training and Suicide Prevention Education Maintain person to person awareness via rescue teams, community clubs, organizations and churches

Support Groups: Eastern Long Island Hospital will continue to maintain a perpetual list of support groups on the hospital website at <u>www.ELIH.org</u> and make referrals through the Community Relations office. The Discharge Planning department will also continue to maintain a list of community resources and make referrals to home health agencies, clinics, rehabilitation centers, long-term care facilities, senior services, and transportation services.

Insurance Counseling: Eastern Long Island Hospital will host monthly insurance counseling sessions with information related to Child Health Plus and Family Health Plus provided by the Nassau-Suffolk Hospital Council on the third Wednesday of every month. In addition, Eastern Long Island Hospital will provide links to enrollment sites for health insurance marketplace networks on its website at <u>www.ELIH.org</u>.

DISSEMINATION OF THE REPORT TO THE PUBLIC

Public Information - The Eastern Long Island Hospital Community Service Plan is made available to the public in a consumer-friendly format on the hospital website, <u>www.ELIH.org</u> and is available by mail upon request.

Additionally, ELIH website users will have access through the LIHC site maintained by the Nassau-Suffolk Hospital Council explaining the consumer's role in maintaining his/her health with active links to regional resources and educational programs. These reciprocal links between LIHC and member organizations will streamline navigation for the public and broaden the audience.

Long Island Health Collaborative (LIHC) plans a public awareness campaign highlighting local and regional clinical efforts in support of both chronic disease prevention and reducing obesity, as well as the regional health planning process engaged to help facilitate and support self management.

APPENDIX

LONG ISLAND COMMUNITY HEALTH ASSESSMENT SURVEY

Your opinion is important to us!

The purpose of this survey is to get your opinion about health issues that are important in your community. Together, the County Departments of Health and hospitals throughout Long Island will use the results of this survey and other information to help target health programs in your community. Please complete only one survey per adult 18 years or older. Your survey responses are anonymous. Thank you for your participation.

1. What are the biggest ongoing health concerns in THE COMMUNITY WHERE YOU LIVE? (Please check up

to 3)		
Asthma/lung disease	Heart disease & stroke	Safety
Cancer	HIV/AIDS & Sexually	Vaccine preventable diseases
Child health & wellness	Transmitted Diseases (STDs) 🗌 Women's health & wellness
Diabetes	Mental health	Other (please specify)
Drugs & alcohol abuse	depression/suicide	
Environmental hazards	Obesity/weight loss issues	
2. What are the biggest ongoing health	concerns for <u>YOURSELF</u> ? (Ple	ease check up to 3)
Asthma/lung disease	Heart disease & stroke	Safety
Cancer	HIV/AIDS & Sexually	Vaccine preventable diseases
Child health & wellness	Transmitted Diseases (STDs) 🗌 Women's health & wellness
Diabetes	Mental health	Other (please specify)
Drugs & alcohol abuse	depression/suicide	
Environmental hazards	Obesity/weight loss issues	
3. What prevents people in your comm	unity from getting medical trea	tment? (Please check up to 3)
Cultural/religious beliefs	Lack of availability of doctors	s 🗌 Unable to pay co-pays/deductibles
Don't know how to find doctors	Language barriers	There are no barriers

Don't understand need to see a	No insurance	Other (please specify)		
doctor	Transportation			
Fear (e.g. not ready to face/discuss he	ealth problem)			
4. Which of the following is MOST need	ded to improve the health of yo	our community? (Please check up to 3)		
Clean air & water	Mental health services	Smoking cessation programs		
Drug & alcohol rehabilitation services	Recreation facilities	Transportation		
Healthier food choices	Safe childcare options	Weight loss programs		
Job opportunities	Safe places to walk/play	Other (please specify)		
Safe worksites				
5. What health screenings or educatior up to 3)	n/information services are need	ded in your community? (Please check		
Blood pressure	Eating disorders	Mental health/depression		
Cancer	Emergency preparedness	Nutrition		
Cholesterol	Exercise/physical activity	Prenatal care		
Dental screenings	Heart disease	Suicide prevention		
Diabetes	HIV/AIDS & Sexually	Vaccination/immunizations		
Disease outbreak information	Transmitted Diseases (STDs) 🗌 Other (please specify)		
Drug and alcohol	Importance of routine well			
	checkups			
6. Where do you and your family get most of your health information? (Check all that apply)				
Doctor/health professional etc.)	Library	Social Media (Facebook, Twitter,		
E Family or friends	Newspaper/magazines			

Health Depart	ment	Radio		☐ Worksite	
Hospital		Religious organization		Other (please specify)	
Internet		School/colle	ge		
For statistical pur	poses only, please comp	plete the following	g:		
l identify as:		Male Female		Other	
What is your age					
ZIP code where	you live:		Town where you live:		
What race do yo	u consider yourself?				
White/Caucas	White/Caucasian Native American		rican	Multi-racial	
Black/African American		Asian/Pacific Islander		Other (please specify)	
Are you Hispanic or Latino?		Yes		🗌 No	
What language o	lo you speak when you	ı are at home (s	elect all that apply)		
English	Portuguese	Spanish 🗌	Italian	🗌 Farsi	Polish
Chinese	C Korean	🗌 Hindi	Haitian Creole	French Creole	Other
What is your and	nual <u>household</u> income	e from all source	es?		
□ \$0-\$19,999		S20,000 to \$34,999		□ \$35,000 to \$49,999	
□ \$50,000 to \$74,999 □ \$75,000 to \$125,000		Over \$125,000			
What is your hig	hest level of education	?			
🗌 K-8 grade		Technical so	chool	Graduate school	
Some high school Some college		Doctorate			

High school graduate	College graduate	Other (please specify)
What is your current employmen	t status?	
Employed for wages work	Self-employed	Out of work and looking for
Student	Retired	Out of work, but not currently
Military		
Do you currently have health insura	nnce? 🗌 Yes 🗌 No	No, but I did in the past
Do you have a smart phone?	Yes No	
f you have health concerns or difficulty accessing care, please call the Long Island Health Collaborative for available resources at: 631-257-6957.	Please return this completed survey to: LIHC Nassau-Suffolk Hospital Council 1383 Veterans Memorial Highway, Suite 26 Hauppauge, NY 11788 Or you may fax completed survey to 631-435-2343	All non-profit hospitals on Long Island offer financial assistance for emergency and medically necessary care to individuals who are unable to pay for all or a portion of their care. To obtain information on financial assistance offered at each Long Island hospital, please visit the individual hospital's website.

LIHC Member List

Hospitals, Hospital Association and Hospital Systems	Website
Brookhaven Memorial Hospital Medical Center	www.brookhavenhospital.org
Catholic Health Services of Long Island	www.chsli.org
Eastern Long Island Hospital	www.elih.org
Glen Cove Hospital	www.northwell.edu
Good Samaritan Hospital Medical Center	www.goodsamaritan.chsli.org
Huntington Hospital	www.northwell.edu
Long Island Jewish Valley Stream	www.northwell.edu
John T. Mather Memorial Hospital	www.matherhospital.org
Mercy Medical Center	www.mercymedicalcenter.org
Nassau-Suffolk Hospital Council	www.nshc.org
Nassau University Medical Center	www.numc.edu
North Shore University Hospital	www.northwell.edu
Northwell Health System	www.northwell.edu
Peconic Bay Medical Center	www.pbmchealth.org
Plainview Hospital	www.northwell.edu
St. Catherine of Siena Medical Center	www.stcatherines.chsli.org

St. Charles Hospital	www.stcharles.chsli.org
St. Francis Hospital	www.stfrancis.chsli.org
St. Joseph Hospital	www.stjoseph.chsli.org
Southampton Hospital	www.southamptonhospital.org
South Nassau Communities Hospital	www.southnassau.org
South Oaks Hospital	www.south-oaks.org
Southside Hospital	www.northwell.edu
Stony Brook University Hospital	www.stonybrookmedicine.edu
Syosset Hospital	www.northwell.edu
Veterans Affairs Medical Center	www.northport.va.gov
Winthrop University Hospital	www.winthrop.org
Local County Health Departments	Website
Nassau County Department of Health	www.nassaucountyny.gov
Suffolk County Department of Health Services	www.suffolkcountyny.gov
Medical Societies and Associations	Website
Long Island Dietetic Association	www.eatrightli.org
Nassau County Medical Society	www.nassaucountymedicalsociety.org
New York State Nurses Association	www.nysna.org

New York State Podiatric Medical Association	www.nyspma.org
Suffolk County Medical Society	www.scms-sam.org
Community-Based Organizations	Website
Adelphi New York Statewide Breast Cancer Hotline and Support Program	www.breast-cancer.adelphi.edu
Alzheimer's Association, Long Island Chapter	www.alz.org
American Cancer Society	www.cancer.org
American Foundation for Suicide Prevention	www.afsp.org
American Heart Association	www.heart.org
American Lung Association of the Northeast	www.lung.org
Association for Mental Health and Wellness	www.mentalhealthandwellness.org
Asthma Coalition of Long Island	www.asthmacommunitynetwork.org
Attentive Care Services	www.attentivecareservices.com
Caring People	www.caringpeopleinc.com
Community Growth Center	www.communitygrowthcenter.org
Cornell Cooperative Extension - Suffolk County	www.ccesuffolk.org
Epilepsy Foundation of Long Island	www.efli.org
Evolve Wellness	www.evolvewellness.net
Family & Children's Association	www.familyandchildrens.org

Family First Home Companions	www.familyfirsthomecompanions.com
Federation of Organizations	www.fedoforg.org
Girls Inc. LI	www.girlsincli.org
Health and Welfare Council of Long Island	www.hwcli.com
Health Education Project / 1199 SEIU	www.healthcareeducationproject.org
Hispanic Counseling Center	www.hispaniccounseling.org
Hudson River Healthcare	www.hrhcare.org
Life Trusts	www.lifetrusts.org
Long Island Association	www.longislandassociation.org
Long Island Association of AIDS Care	www.liaac.org
Long Island Council of Churches	www.liccny.org
Make the Road NY	www.maketheroad.org
Maurer Foundation	www.maurerfoundation.org
Mental Health Association of Nassau County	www.mhanc.org
Music and Memory	www.musicandmemory.org
New York City Poison Control	www.nyc.gov
Options for Community Living	www.optionscl.org
Pederson-Krag Center	www.pederson-krag.org

People Care Inc.	www.peoplecare.com
Pulse of NY	www.pulseofny.org
Retired Senior Volunteer Program	www.rsvpsuffolk.org
RotaCare	www.rotacareny.org
SDC Nutrition PC	www.call4nutrition.com
Smithtown Youth Bureau	www.smithtownny.gov
Society of St. Vincent de Paul Long Island	www.svdpli.org
State Parks LI Regional Office	www.nysparks.com
Sustainable Long Island	www.sustainableli.org
The Crisis Center	www.thecrisisplanner.com
Thursday's Child	www.thursdayschildofli.org
TriCare Systems	www.tricaresystems.org
United Way of Long Island	www.unitedwayli.org
YMCA of LI	www.ymcali.org
School and Colleges	Website
Adelphi University	www.adelphi.edu
Farmingdale State College	www.farmingdale.edu
Hofstra University	www.hofstra.edu

Molloy College	www.molloy.edu
St. Joseph's College	www.sjcny.edu/long-island
Stony Brook University	www.stonybrook.edu
Western Suffolk BOCES Creating Healthy Schools and Communities, NYS DOH	www.wsboces.org
Performing Provider Systems (DSRIP PPS)	Website
Nassau Queens PPS	www.nassauqueenspps.org
Suffolk Care Collaborative	www.suffolkcare.org
Insurers	Website
1199SEIU/Health Education Project	www.1199seiu.org
Fidelis Care	www.fideliscare.org
North Shore-LIJ CareConnect Insurance Company	www.careconnect.com
United Healthcare	www.unitedhealthcare.com
Regional Health Information Organizations	Website
Healthix Inc.	www.healthix.org
New York Care Information Gateway	www.nycig.org
Businesses and Chambers	Website

Greater Westhampton Chamber of Commerce	www.westhamptonchamber.org
Honeywell Smart GRID Solutions	www.honeywellsmartgrid.com
PSEG of Long Island	www.psegliny.com
TeK Systems	www.teksystems.com
Temp Positions	www.tempositions.com
Time to Play Foundation	www.timetoplay.com
Municipal Partners	Website
New York State Association of County Health Officials	www.nysacho.org
New York State Department of Parks and Recreation	www.nyparks.com
Suffolk County Legislature	www.legis.suffolkcountyny.gov