



**Community Service Plan
Eastern Long Island Hospital
2016 – 2018**

Approved by the Board of Trustees, December 15, 2016

**Eastern Long Island Hospital
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www.ELIH.org**

NEW YORK STATE DEPARTMENT OF HEALTH

COMMUNITY SERVICE PLAN

2016-2018

CONTACT INFORMATION SHEET

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Greenport, New York 11944

County: Suffolk

DOH Area Office: NY Metropolitan Regional Office

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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

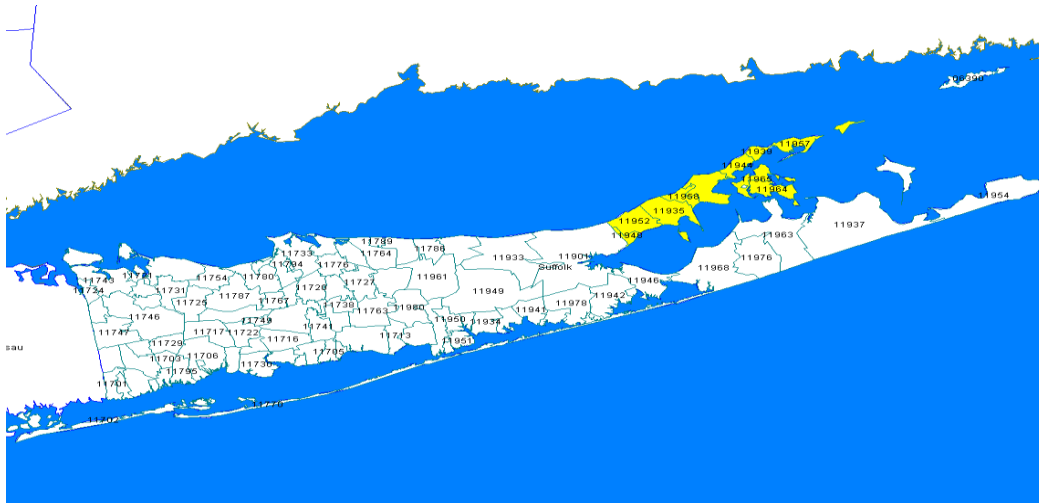
To provide essential healthcare services to the communities of the North Fork and Shelter Island and critical access to specialized services. - *adopted by the Board of Trustees December 20, 2001.*

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 year-round 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	New York Organ Donor Network
Congregation Tifereth Israel Temple	North Fork Breast Coalition
Cutchogue Homemakers	North Fork Chamber of Commerce
Cutchogue-New Suffolk Library	North Fork Promotion Council
Cutchogue Presbyterian Church	North Fork Suicide Prevention Coalition
Earthrite Textile Recycling, Inc.	Orient Congregational Church
Eastern Suffolk BOCES	Peconic Retreat
Floyd Memorial Library, Greenport	Peconic Landing
The Guidance Center Services, Inc.	The Retreat
Greenport and Southold Rotary Clubs	RSVP of Suffolk County
Holy Trinity Episcopal Church, Greenport	San Simeon SNF
HUGS of America	Shelter Island Library
Island Gift of Life Foundation	Shelter Island School District
Long Island Blood Services	Shelter Island Senior Services
Long Island Health Collaborative	Southold First Presbyterian Church
Mattituck Chamber of Commerce	Southold School District
Mattituck Community Fund	Southold Town Senior Services
Mattituck Library	Southold Mother's Club
Mattituck-Cutchogue School District	Southold-Mattituck-Greenport High School
Mattituck, Cutchogue, Southold, Greenport, East Marion, Orient and Shelter Island Emergency Medical Squads and Fire Departments	Business Advisory
Mattituck Presbyterian Church	St. Agnes Roman Catholic Church
Maurer Foundation	St. Peter's Lutheran Church
Mollie Biggane Foundation	Stony Brook Medicine
Mattituck Lyons Club	Suffolk County Office for the Aging
Mental Health Association Suffolk	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:

1. What are the biggest ongoing health concerns in the community where 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%

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

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

Ability 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 www.ELIH.org 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 www.ELIH.org.

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, www.ELIH.org 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.