

# Community Service Plan 2014-2016

## John T. Mather Memorial Hospital

75 North Country Road, Port Jefferson, NY 11777

[www.matherhospital.org](http://www.matherhospital.org)



### **Hospital Mission Statement:**

John T. Mather Memorial Hospital is an accredited 248-bed, non-profit community hospital dedicated to providing a wide spectrum of healthcare services of the highest quality to the residents of Suffolk County in a cost effective manner.

As members of the Mather Hospital Family - trustees, medical staff, hospital staff, volunteers and benefactors - we are committed to providing care to the best of our ability showing compassion and respect and treating each patient in the manner we would wish for our loved ones. We will meet or exceed each patient's expectations through the continued collaborative efforts of each and every member of the Mather Hospital Family.

## Description of Community Served:

Mather Hospital is located in Port Jefferson on the North Shore of Long Island. The core of Mather Hospital's service area is the Town of Brookhaven, the most densely populated town in Suffolk County, which covers a large geographic area on the eastern portion of Long Island. Mather's service area, which extends into neighboring towns, had a population of 588,122 in 2010. Residents ages 55+ made up 25.2% of this number. According to U.S. Census data, in 2010 the racial/ethnic composition of Town of Brookhaven residents was African-American 5.5%, American Indian 0.3%, Asian 3.9%, Caucasian 84.5%, Other 3.5%, Two or more races 2.3%, and Hispanic or Latino 12.4%.



## About Mather Hospital

John Titus Mather was a successful shipbuilder in Port Jefferson in the early part of the 20th century. When he died in 1928, his will outlined his wishes for the care of his family and loved ones and instructed his executor to "Incorporate under the laws of the State of New York a non-sectarian charitable hospital, to be located in said village of Port Jefferson ... so designed and constructed as to permit future enlargement, assuming that future needs may justify such action ... It is my sincere hope that the citizens of Port Jefferson and vicinity will give their liberal and devoted support to said institution and endeavor to make it a success and a credit to the community."



On December 29, 1929, Mr. Mather's wishes were realized with the opening of the first general hospital in the Town of Brookhaven. With 54 beds, John T. Mather Memorial Hospital was fully equipped with what was considered the finest X-ray, laboratory and surgical technology available.

Mather Hospital expanded over the years, adding new wings and the latest equipment to keep up with the changing healthcare needs of the communities it serves. Today the Hospital is undertaking another expansion with the addition of a new patient care pavilion that marks a major commitment by the hospital to address the current and future medical needs of local residents. The expansion, the first at Mather in more than a decade, will house a 35-single-bedded patient care unit; offices and teaching facilities for a Graduate Medical Education Program with residencies in Internal Medicine, Family Practice Medicine, Psychiatry and Transitional Year; and a state-of-the-art conference center.

The new facility will be known as the Arthur & Linda Calace Family Pavilion and will add more than 28,400 square feet of space to the existing hospital.

### **Patient Safety and Quality Care**

Mather ranks first among Long Island hospitals on Overall Recommended Care, a weighted average of all of the clinical care processes or "core" measures as reported by the Centers for Medicare & Medicaid Services, and ranks first in Suffolk County for Overall Patient Experience, based on the percentage of patients who rated their hospital a 9 or 10 on a scale from 1-10 in Medicare's Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey (Source: IPRO data and HCAHPS survey results for the period 4/1/11-3/31/12 from The Commonwealth Fund at [www.whynotthebest.org](http://www.whynotthebest.org)).

Mather has been recognized for patient safety and quality care by The Leapfrog Group and *U.S. News & World Report* and in 2013 was designated a Magnet<sup>®</sup> Recognized hospital by the American Nurses Credentialing Center, a prestigious recognition of quality, patient and staff satisfaction, and outcomes earned by only 4 hospitals on Long Island and 7% of hospitals nationwide.

### **Public Participation in Assessing Health Needs**

Mather Hospital is working with the Nassau-Suffolk Hospital Council, the Nassau and Suffolk County Departments of Health, Long Island hospitals and community-based organizations in a collaboration known as the Long Island Health Collaborative (LIHC).

The LIHC in May 2013 undertook a Community Needs Health Assessment (CNHA) survey of local organizations, businesses, schools, libraries, civic groups and other community based organizations to determine the health needs of the community. The CNHA was a county-wide process that included, in addition to Mather Hospital, participation by the Suffolk County Department of Health Services, the Nassau Suffolk Hospital Council, Stony Brook University Medical Center, St. Charles Hospital, Brookhaven Hospital Medical Center, Peconic Bay Medical Center, Good Samaritan Hospital Medical Center, St. Catherine of Siena Medical Center, Southampton Hospital and the North Shore-LIJ Health system. A work group met on Feb. 14, Feb. 22, April 11, Apr. 29, June 25 and July 30, 2013.

Mather Hospital distributed the link for the survey on Survey Monkey to local civic groups, emergency medical services/ambulance companies and fire departments, libraries, local school districts, service groups and other community-based

### **Continued Engagement with Partners and Tracking Progress**

As a result of the CHNA process and with both Nassau and Suffolk counties identifying the same two public health priorities, a collaborative bi-county work group was formed with participants including:

- Long Island's 24 hospitals
- Nassau-Suffolk Hospital Council
- New York State Department of Health
- Nassau County Department of Health
- Suffolk County Department of Health Services
- United Way of Long Island
- American Lung Association of Northeast
- Adelphi University
- Western Suffolk BOCES
- Cornell University Cooperative Extension
- YMCA
- Catholic Charities
- Healthcare Association of New York State
- Kaiser Family Foundation
- Robert Wood Johnson Foundation
- County Health Rankings & Roadmaps
- LIHC program inventory
- HITE site
- Centers for Disease Control and Prevention (CDC)
- Institute of Medicine
- U.S. Department of Health and Human Services
- National Institutes of Health
- Healthypeople.gov

This collaboration will allow for health systems and community partners to be involved in the education, planning and provision of services that goes well beyond clinical care and enters the realm of public health and prevention.

The LIHC is a partnership created to support the work group's collective efforts in addressing the selected Prevention Agenda priority and focus areas. This innovative regional effort will culminate in the form of a comprehensive, island wide public awareness campaign. A website, which will be maintained by the Nassau-Suffolk Hospital Council, is currently being designed for LIHC.

The LIHC website will contain information on the collaborative's purpose and information on population health, the role of reform in the changing landscape of health care and the role of patients and consumers in maintaining their own health. A brief narrative of the focus areas will be found with links to more detailed information and resources as well as an explanation of state and federal mandates which are driving more robust and collaborative community health planning. The site will also include links to helpful resources such as BMI calculators and specific disease risk assessment tools.

Additionally, the bi-county work group is creating a universal metric assessment in order to be able to collect reliable and reportable data for the region. The metric will feature four subscales which will

dovetail the focus areas. Data will be collected and analyzed by one of LIHC's university partners. Currently, it is anticipated that the metric would be given to program participants in chronic disease management or wellness programs with three or more education sessions. Participants would complete a survey a total of three times: pre-program, immediately post-program and again 3–6 months post-program.

### **Assessment and Selection of Public Health Priorities**

LIHC surveyed 104 community-based organizations with a return rate of 74 percent. Those CBOs provide services in areas throughout Suffolk County, including in Mather's primary and secondary service areas.

The CHNA identified what the CBOs regarded as the "biggest health problems" for the communities they serve. The LIHC reviewed the CNHA results and selected as its priority **Preventing Chronic Disease**, with a focus on:

- 1) **Reducing obesity in children and adults**, and
- 2) **Increasing access to quality preventive programs and chronic disease management programs in clinical and community settings.**

Additionally, the LIHC incorporated **substance abuse/mental health prevention and treatment** into its efforts.

### **Three-Year Plan of Action:**

To help LIHC and the State achieve its Prevention Agenda goals in these areas, the collaborative is taking the following steps:

- **Programming** – engaging each member of the collaborative to collect data on each of their programs through a pre and post assessment to determine participants' change in health behaviors adopted/learned.
  - **Walking** – we will also link with any and every organizational sponsored walk on LI for 2014 and use the activity of walking (which is cost-free, neutral and feasible for all populations) to promote healthy living/behaviors and thus affect positive change in the incidence of chronic disease over time. We will ask our walk partners to provide us with data on either steps walked or numbers of participants. We will repeat this approach in 2015, 2016 and so on.
- **Policy** – while we continue to promote walking as a healthy behavior and one way to lose weight, keep blood pressure under control, etc., we will work with the regional state transportation office to ensure more and more of our communities are safe and walkable. We realize this change will take years.
- **Public Outreach** – we are overlaying our programming and policy efforts with a public awareness campaign that promotes LIHC, the Prevention Agenda, and healthier lifestyles and better chronic disease management. We see this component as a key piece to our efforts because unless the populations we wish to engage know about the various programs and services out there to help them lose weight, etc., our efforts are futile. The campaign's

centerpiece will be an easily-navigable website that connects the user with programs, services, and resources in the local communities.

## **Mather Hospital Activities Addressing NYS Prevention Priority Agenda Objectives**

### **Prevent Chronic Diseases Action Plan**

#### **Focus Area 1: Reduce Obesity in Children and Adults**

Objective 1.1.1.: By December 31, 2017 decrease the percentage of adults ages 18 years and older who consume one or more sugary drink per day.

Goal: Mather will work with local businesses to create community environments that promote and support healthy food and beverage choices.

Mather Hospital's "Rethink Your Drink @ Work" Program, funded through a grant from the NYS Department of Health – Healthy Heart Program, will work with more than 30 worksites in Suffolk County over the next year and a half. A Mather registered dietitian will visit the worksites to educate employees about the risks associated with overconsumption of sugary drinks and help the worksite introduce a healthy beverage policy. The program collaborates with a number of community organizations including Healthy Schools NY, Cornell Cooperative Extension Suffolk County, Eat Smart New York, and the Nutrition Division of the Department of Family Medicine at Stony Brook Medicine.

Additionally, the Rethink your Drink Program hopes to advise regional hospitals on how to best implement a healthy beverage policy at their worksite by working closely with the Nassau-Suffolk Hospital Council. Toward this end, Mather Registered Dietician Gemma Saylor made a presentation before the LIHC offering to help Long Island hospitals set up the program.

Internally, Mather Hospital's Food and Nutrition Department has introduced a daily "Healthy Plate" for its 2,400-plus employees that meets standards for total calories and saturated fat and includes fruit and vegetables. The healthy plate is a value meal encouraging employees to choose the healthier option by offering it at a reduced cost. The hospital is also participating in Meatless Mondays – eliminating all meats from the cafeteria on Mondays. The elimination of red meats, processed meats (including sausage and hot dog) just once a week can help improve heart health.

The hospital has partnered with the Healthy Hospital Initiative and has pledged to reduce the amount of meat purchased by 20% over the next 3 years and to increase the purchase of healthy beverages by 20% annually.

#### **Focus Area 3: Increase Access to High Quality Chronic Disease Preventive Care and Management in Both Clinical and Community Settings**

Objective 3.3.1: By Dec. 31, 2017, increase by at least 5% the percentage of adults with arthritis, asthma, cardiovascular disease or diabetes who have taken a course to learn how to manage their condition.

Goal: Mather will expand its outreach efforts to Congestive Heart Failure (CHF) patients through its CHF Support Group by targeting at-risk and underserved groups in locations including senior living communities and senior centers.

The group began in January 2011 and meets monthly. This is a program for CHF patients and their caregivers in the community. We initiated the program to help CHF patients better understand and successfully manage their chronic disease, improve compliance, improve follow-up with their doctors after hospitalization, and improve their quality of life. It also gives them an opportunity to have their questions and concerns answered by expert physicians and clinicians and also offers them the support of others with the same diagnosis.

The program is offered to all patients who have been hospitalized with a diagnosis of CHF through a direct mailing. The program is also advertised to local senior centers and senior living communities.

Program topics have included Congestive Heart Failure – Signs & Symptoms; Stroke & TIAs; CHF and Atrial Fibrillation; Cardiac Medications; Nutrition for the Cardiac Patient – Healthy choices for the heart; Devices Used in CHF – Pacemakers, Defibrillators; Exercise for the Cardiac Patient – Improving your quality of life; Shortness of Breath – What the CHF patient should be aware of; and Sleep Apnea & CHF. Presenters have included cardiologists, neurologists, pulmonologists, the Director of Pharmacy, Director of Respiratory Therapy, Director of Nutrition, physical therapists, Director of Social Services/Social Work, and Employee Health/Family Medicine.

The program will actively identify at-risk individuals in the community and partner with community-based groups, senior living communities and senior centers. Underserved populations will be targeted for inclusion in the education efforts.

## **Promote Mental Health and Prevent Substance Abuse Action Plan**

### **Focus Area 2 - Prevent Substance Abuse and other Mental Emotional Behavioral Disorders.**

Objective 3.1.1: Identify and strengthen opportunities for sharing data on access to care, identifying service gaps, studying cost-effectiveness strategies for integration and coordination, and the impact of interventions.

Goal: Mather will launch an outreach program to educate and prepare parents in the local Comsewogue School District to assist in the identification and understanding of drugs in our community.

Although parents are aware of how devastating illicit drugs can be to our children they are at times not able to identify the signs of early drug abuse even within their own family.

Mather's goal is to help the parents in this community:

- (1) Equip themselves with the tools necessary to address the issue of substance abuse;
- (2) Enhance their knowledge regarding the devastating effect that can occur in young people.

The Comsewogue School District has approximately 3,900 students of which 75% are white, 19% Hispanic, 3% Asian and 2% Black.

The program is being developed in response to a demographic study of Emergency Department admissions by Mather's nursing managers in the ED, Critical Care and Psychiatry units. The study found an increasing number of Comsewogue students using the Emergency Department for drug-related

issues. The nurse managers reviewed the literature and evaluated the scope of the project and agreed to focus attention on the parents with a two-pronged approach – prevention and early detection.

A task force of nurses met with the superintendent of Comsewogue School District, who agreed to work with Mather to help to address and identify this community problem and make available the various resources already in place for the students and parents in the community.

The next step is to recruit additional Mather staff to work on this community partnership to build a strong and successful program in collaboration with the school district.

### **Dissemination of the Community Service Plan**

Mather Hospital will make the three-year plan available on its website as well as distribute it to community residents, civic groups, organizations and businesses upon request. We will include information on the plan in our *Housecalls* community newsletter, which reaches more than 132,000 households in our service area.

In addition Mather will distribute the plan to our more than 600 physicians and members of our Board of Directors and JTM Foundation Board.

### **Maintaining Engagement with Community Partners**

Mather Hospital will continue to work with the LIHC as it develops plans for county-wide programs to address the priorities, such as walking programs with community partners. We will continue to seek out new partners in our service area to engage in the community and expand our programs accordingly.

Mather will create a committee to oversee the three-year plan and develop measureable objectives by which we can determine the effectiveness of our plan.

As we continue to expand and improve our facilities to meet the healthcare needs of local residents, we will expand our efforts to reach out to and work collaboratively with the LIHC, other hospitals in our service area and community-based organizations in order to meet the current and future healthcare needs of our communities.

### **Board of Directors Approval**

The Community Service Plan was approved by the Mather Hospital Board of Directors at its December 2013 meeting.