Investing in Our Community
At St. Francis, we recognize the growing challenges facing our patients, their families, and the community in general, especially during these times of high unemployment and escalating healthcare costs.

In 2010, 81 million adults in the U.S. (44% of adults under age 65) were either underinsured or uninsured in 2010—up from 61 million in 2003, according to the Commonwealth Fund. Responding to these needs with a robust offering of community benefits remains an important part of the mission of Catholic Health Services of Long Island and St. Francis Hospital.

St. Francis Hospital also goes beyond delivering health care to its patients in the New York metropolitan area, by addressing public health issues like access to care and unintentional injuries that affect a much broader population.

We strive to build a stronger and healthier community, one that can weather today’s challenges and ensure a better future.

Mission Statement
Catholic Health Services of Long Island (CHS), as a ministry of the Catholic Church, continues Christ’s healing mission, promotes excellence in care and commits itself to those in need.

CHS affirms the sanctity of life, advocates for the poor and underserved, and serves the common good. It conducts its health care practice, business, education and innovation with justice, integrity, and respect for the dignity of each person.

Hospital Service Area
A not-for-profit hospital, St. Francis Hospital is a member of CHS. St. Francis Hospital is located on the north shore of Nassau County in the Town of North Hempstead.

St. Francis Hospital’s primary and secondary service areas include 85% of hospital discharges. The primary service area is Nassau County, from which the hospital obtained 55.3% of its discharges in 2011 (up from 53.6% in 2010). The secondary service area provides another 29.8% of discharges (down from 31.6%) and comprises two areas, West and East. The West area consists of 29 zip codes in Queens and provided 15.6% of discharges (down from 16.5%). The East area consists of 28 zip codes in Suffolk County and provided 14.2% of discharges (down from 15.0%).

Participants and the Hospital’s Role
On a regular basis, St. Francis Hospital evaluates community health needs and conducts planning sessions with feedback from:
- St. Francis Hospital Board of Trustees
- Community Service Committee
- Medical staff
- Nursing
- Participants/patients in community health and education programs
- Community leaders
- Nassau County Department of Health task forces
- Other local hospitals
- Assisted living facilities
- Nursing homes
- Local government officials
- Local schools
- Parish centers

Most recently, this process has resulted in an increased focus on primary care, which led to the creation of the Bishop McHugh Health Center in Hicksville. Also, in an effort to prevent unintentional injury among seniors, St. Francis Hospital collaborated with the Nassau County Department of Health and other Nassau County hospitals on a Falls Prevention Task Force. Data gathered from community assessments also highlighted the need for education on falls prevention for seniors. As a result, an immediate opportunity to address the risk of falls in the outpatient population was identified and resulted in a dramatic decrease in falls.

Prevention Agenda Priorities and Goals
Update on the Prevention Agenda
As identified in St. Francis Hospital’s 2008 Community Service Plan, the hospital has implemented programs and services that support New York State’s Prevention Agenda Goals. St. Francis Hospital’s priority areas for the 2008–2012 plan are access to quality health care and prevention of unintentional injury.

Improving Access to Quality Health Care
Based on increasing need, the hospital’s community outreach activities have expanded by 111% since completing the first year of its 3-year plan. St. Francis Hospital continues to develop and partner with other community organizations to address the diverse needs of underinsured and uninsured individuals across Long Island.
Outcomes:

- Improving access to primary care has been a main objective in this plan for action. On November 14, 2011, St. Francis opened the new Bishop McHugh Health Center in Hicksville, with a focus on providing primary care to the uninsured and underinsured. In the first 8 months of operation, there were 1,018 patient visits. The center’s medical staff provides physical examinations, lab work, X-rays, flu shots, immunizations and specialty referrals as needed.

- The CHS Healthy Sundays program continued to offer free health screenings, following weekend services at local houses of worship, to individuals who would otherwise have difficulty accessing health care. As part of the collaboration between CHS member hospitals, St. Francis Hospital conducted 901 blood pressure/diabetes screenings and/or flu shots at 10 Healthy Sundays events (8/1/11–7/31/12). This program has also provided a vital link to primary care referrals for the medically underserved. (For the calendar year 2011—the last five months of which is reflected above—screenings totaled 731.)

- St. Francis Hospital’s Mobile Health Screening Unit continues to provide care to thousands of individuals who may not have access to a traditional health care facility. The self-contained mobile unit has been onsite at 196 locations in Queens, Nassau, and Suffolk counties during the past year. During these outreach visits, St. Francis Hospital physicians and nurses provided 5,548 health screenings and/or flu shots to patients without adequate health coverage (8/1/11–7/31/12). (For the calendar year 2011—the last five months of which is reflected above—the total number of screenings was 5,369.)

- Concern about the sudden death of several student-athletes in recent years has led to high demand for free cardiac screenings provided by St. Francis Hospital through its Student Athlete Cardiac Screening program. The hospital held nine community events and provided 327 cardiac screenings at no cost to local high school athletes (8/1/11–7/31/12). These screenings include EKG as well as echocardiogram. Of those screened, 26 patients required follow-up testing and care. The goal is to detect and assess any underlying cardiac abnormalities which may put a strain on an athlete's heart, especially during strenuous physical activity. (For the calendar year 2011—the last five months of which is reflected above—the total number screened was 315.)

- St. Francis Hospital participated in the annual Daily News prostate screening program and provided 333 free prostate screenings to men age 40+ on five days in three locations during the week of Father’s Day 2012. A screening event held September 14, 2011 provided prostate screening to 33 men. (For the calendar year 2011, the total was 413, including the 2011 event referenced above.)

- St. Francis Hospital provided 978 free blood pressure screenings in the community (8/1/11–7/31/12). In addition to onsite screenings at the hospital, community sites included the Port Washington Public Library, Westbury Public Library, St. Brigid’s Senior Center in Westbury, Great Neck Senior Center, East Williston Public Library, and Atria on Roslyn Harbor. (For the calendar year 2011—the last five months of which is reflected above—the total was 1,103.)

- In a partnership with the International Gift of Life program, St. Francis Hospital physicians performed corrective cardiac procedures on eight children living abroad (8/1/11–7/31/12).

Preventing Unintentional Injury

In a joint effort to prevent unintentional injury among seniors, St. Francis Hospital furthered its falls prevention plan by partnering with the Nassau County Department of Health and other Nassau County hospitals on the Falls Prevention Task Force.

Outcomes:

- Forty percent (40%) fewer falls occurred during St. Francis Hospital’s Cardiac and Pulmonary Rehabilitation classes among high-risk participants in 2011 as compared to 2010. All incidents were minor, with either no or minimal adverse effect to the patients who fell, and no hospitalizations were required.

- A new monthly balance training workshop was launched at the hospital’s fitness center, where the majority of rehabilitation patients are age 65+. This population includes patients with conditions such as arthritis, hip/knee replacements, Parkinson’s disease, multiple sclerosis, visual problems, and other issues that greatly increase their risk for falls. The hospital’s exercise physiologists have targeted education and exercise guidance to these seniors at risk with a series of simple exercises during their regularly scheduled classes. As a result, fitness center patients are becoming increasingly aware of their risk for falls and adopting steps for prevention.

- Building upon the success of the balance training programs initiated in January 2011 as part of the Plan for Action, a new chair yoga workshop was introduced in 2012. It was attended by 70 individuals.
in the first 7 months of 2012. Fitness center staff members report that this is a highly effective way of evaluating and training patients in the program and offering specific counseling on falls prevention to those at high risk.

- The tai chi class, introduced in 2010 with the purpose of promoting balance training, was expanded to include two eight-week sessions in the fall and four in the spring, including both beginner and intermediate levels. In the last 5 months of 2011, there were 57 participants and another 130 in the first 7 months of 2012. St. Francis Hospital is the sole provider of this class among its Nassau County partners.

- An exercise physiologist delivered a lecture on balance training, attended by 13 seniors, as part of the “Healthy Solutions” lecture series.

- The St. Francis Hospital health fairs (April 23, 2011, April 21, 2012) featured falls prevention materials and generated interest in balance training among participants.

- St. Francis Hospital’s Senior Exercise Physiologist Sulochana Bandoji, MA, MS, was awarded the hospital’s Patient Safety Hero Award in 2011 for her efforts related to falls prevention in outpatient settings. Observations of gait instability in the hospital’s fitness and rehabilitation center outpatients led Ms. Bandoji to develop balance training initiatives. She is certified in balance training and successfully created a training program for fitness center staff to teach specific exercises to patients. Timed tests and new exercises have since been added to the program. By embracing this initiative and training exercise leaders among her colleagues, Ms. Bandoji helped to reduce falls among the fitness center patients by 40% in one year.

- Standardized learning resources were used in all balance training initiatives. Program participants were also encouraged to complete the unified risk assessment tool from the Centers for Disease Control and Prevention to support early identification and prevention. Standardized CDC falls prevention handouts were shared with participants in community-based programs, as well as physical therapy patients and inpatients.

- The falls prevention message was incorporated into education materials and community outreach activities as well as the hospital’s patient discharge packet.

**Dissemination of the Report to the Public**

St. Francis Hospital's Community Service Plan and related updates are available on the hospital's web site at www.stfrancisheartcenter.com under Latest News/Publications. Copies of the reports are also available by request at (516) 705-6655.

**Charity Care and Financial Aid Program**

St. Francis Hospital, as a member of CHS, adheres to a comprehensive charity care program. The hospital is dedicated to providing care to the underserved in a manner that preserves the dignity of the individual. No individual is denied medically necessary hospital services based on a demonstrated inability to pay for those services.

Patients are responsible for 20% to 80% of their bills, if their family income is between 301% and 400% of the federal poverty guidelines. Patients qualify for 100% charity care if their family income is at or below 300% of the federal poverty guidelines.

St. Francis Hospital reported $2.9 million in charity care at cost net of offsetting revenues. Community service, uncompensated care and other charitable activities provided for the community totaled $9.5 million at cost and $658 thousand was reported in bad debt at cost in 2011.

**For individuals with concerns about a hospital bill or the ability to afford health care, please call (516) 705-6616. St. Francis Hospital is prepared to provide helpful information and guidance on financial assistance and charity care.**

The CHS Charity Care Policy can also be found at www.chsli.org/charity-care-policy.html.