Winthrop-University Hospital
Community Service Plan
Year Two Update - 2015

Your Health Means Everything.

Winthrop-University Hospital
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MISSION STATEMENT

It is the mission of Winthrop-University Hospital (referred to as “Winthrop” or “the Hospital”) to provide high-quality, safe, culturally competent, and comprehensive healthcare services in a teaching and research environment, which improve the health and well-being of the residents of Nassau County and contiguous county areas...based on a profound commitment to an enduring guiding principle – “Your Health Means Everything.”

The Hospital’s Community Service Plan is guided by and reflects its mission statement – to improve the health and well-being of the residents it serves.

COMMUNITY PARTNERSHIPS

Winthrop remains engaged with the community by maintaining relationships with community- and faith-based organizations, private organizations, local school districts, and legislators from the village, town, county, state and federal government. Our partnerships have been strengthened through quarterly Community Cultural Advisory Committee meetings addressing the needs of the underserved, as well as increased efforts to reach out to the community to achieve goals and objectives identified through the 2013 Community Needs Assessment.

On a broader scale, Winthrop is also an active member of the Long Island Health Collaborative, a coalition that includes the Nassau and Suffolk County health departments, all Long Island hospitals, health and social service community-based organizations, health plans, academic institutions, local government, and other groups that are working together toward a healthier Long Island.

HEALTH INITIATIVES SUPPORTING THE NYS PREVENTION AGENDA

During 2015, programs were conducted, evaluated and modified according to needs, objectives and resources.

• **OBESITY – NUTRITION AND HEALTHY WEIGHT**
  - **GOAL:** Expand the role of health care and health service providers and insurers in obesity prevention.

  - **OBESITY SCREENINGS IN PRIMARY CARE PROVIDER OFFICES**
    Strategy: 5-2-1-0 Program

  - 5-2-1-0 is a healthy lifestyle plan – five servings of fruits and vegetables, no more than two hours of screen time (including TV and IPADS), one hour of exercise and zero sugary drinks. The objective is to teach children the basics of a healthy lifestyle; the intended goal is to achieve a long-term positive impact on their health.
Through this program, primary care providers are encouraged to consistently document Body Mass Index (BMI), provide lifestyle counseling, and develop individual care plans and follow-up measures. The identification and counseling of children who are obese (BMI =/>95%) was implemented in 2013 in the WUH Hempstead Pediatric Clinic, an area suffering health disparities.

Parents whose children are obese (BMI =/>95%) are asked to bring their child back within three months for a follow-up visit. Children nine years old and over who are still obese (BMI =/>95%) are sent for lab work which includes cholesterol and liver function testing. Children with abnormal results are then referred to an endocrinologist or a gastroenterologist.

Original tracking measures identified in the 2013 plan were to “increase the number of care plans and obesity folders distributed to 25%.” An evaluation of tracking methods in 2014 determined a more effective measure: “documentation of counseling rate and follow-up rate.” During 2015, the tracking measure was revised to “documentation of counseling rate” as we lacked resources to continue the follow-up mailings.

- **Year 2014** – Counseling Documentation rate = 96%; up 17% from 2013. Follow-up rate with parents = 30%; 14% increase from 2013.

- **Year 2015** – Counseling Documentation rate = 91%; 5% drop due to staffing.

**PREVENT CHILDHOOD OBESITY THROUGH EARLY CHILD-CARE AND SCHOOLS.**

**CHILDHOOD OBESITY SCREENINGS IN THE COMMUNITY**

**Strategy:** Bring the 5-2-1-0 Program to the Community

- **Year 2014** - Winthrop is collaborating with the Head Start communities located in Hempstead and Westbury to document BMI’s, and provide nutritional counseling for families of children identified as having an unhealthy weight. The healthy lifestyle program was introduced at Head Start parent meetings.

- **Year 2015** - Agreements are in place with Head Start and Winthrop, detailing the program and objectives. Plans have been revised to invite all parents to participate in a workshop providing advice. Moving forward, plans include providing nutritional counseling and support to parents of children who are identified as having BMIs that are considered “high” or “very high.”

**PROMOTE EXCLUSIVE BREASTFEEDING**

**BABY FRIENDLY DESIGNATION**
**Strategy:** – Achieve Baby Friendly Designation; improve percentage of newborns who only receive breast milk when discharged from the Hospital.

In 2014, Winthrop was awarded Baby-Friendly Designation by Baby-Friendly, USA. Winthrop is the first and only hospital on Long Island to achieve this distinct honor (as of December, 2014).

- **Year 2014** – 45% of babies were only receiving breast milk when discharged from Winthrop, an increase of 5% from 2013
- **Year 2015** – 47% of babies were only receiving breast milk when discharged from Winthrop, an increase of 4% from 2014

**PREVENTING CHRONIC DISEASE – DIABETES**

**PROMOTE EVIDENCED-BASED CARE**

**A. NATIONAL DIABETES PREVENTION PROGRAM**

**Strategy:** The National Diabetes Prevention Program involves a commitment for one year and includes a Core Component consisting of the first 16 sessions followed by a Post-Core component.

- **Year 2014** – Winthrop offered five new diabetes prevention classes in 2014. Classes offered in the day and evening were staggered throughout the year. In 2014, a total of 106 individuals participated.

- **Year 2015** – Seven new diabetes prevention classes were started in 2015. Classes offered in the day and evening were staggered throughout the year with two classes starting in the Winter, two classes in the Summer and three classes in the Fall. In 2015, a total of 254 individuals participated, an increase of 140%.

**NUTRITION AND HEALTHY WEIGHT (OBESITY) - CHRONIC CONDITIONS**

**PROMOTE CHRONIC DISEASE SELF-MANAGEMENT AND PREVENT OBESITY**

**Strategy:** Provide “Active Living” classes – A four-part free-of-charge series that addresses chronic condition management and the benefits of a healthy lifestyle.

- **Year 2014** - During 2014, Winthrop implemented three pilot sessions at the Hospital’s Welcome Center; 63 people attended three sessions.

- **Year 2015** – The program has been expanded into the community. Two four-week sessions were held at the Hospital’s Welcome Center and one was held at the Yes
We Can Center in Westbury, a community with health disparities. One more was held at the Westbury Library. A total of **64 people attended four sessions**.

**ADDITIONAL TARGETED HEALTH INITIATIVES**

**FALL PREVENTION PROGRAM**
Winthrop’s robust Fall Prevention Program for seniors includes a beginner four-part fall prevention workshop, followed by exercise classes to improve balance, flexibility and strength.

A total of 21 beginner workshops were conducted, with 18 at the Winthrop Welcome Center and 3 out in the community at the “Yes We Can” Community Center in Westbury, a community with health disparities. Two hundred and fifty-four attendees **completed the four-week sessions**.

A total of **95 follow-up exercise classes** were offered at the Welcome Center and 35 classes were offered out in the community at the “Yes We Can” Center in Westbury.

In addition to the four-part workshop and follow-up exercise classes, Winthrop added a balance assessment to the program. Two hundred eighty-three (283) seniors completed the assessment before beginning the program. Average age was 84. Thirty-four did not pass the assessment. Four of the 34 were recommended to physical therapy. Eighteen were deemed unfit to attend the classes.

**TOBACCO CESSATION**
The Tobacco Cessation Program is an interactive, four-session workshop offered over a four-week period; the program is free-of-charge and conducted by a registered nurse. A total of 8 four-week workshops were conducted, with a total of 49 people attending three out of the four workshops. Attendees were contacted via e-mail or phone calls periodically throughout the year. Of the 49 contacted, 17 responded. Eleven out of the 17 have stopped smoking; six have decreased the number of cigarettes smoked daily and two out of six have enrolled to attend the classes again. One support group was held with a total of seven attendees. Of the seven attending, four were no longer smoking.

**SERVING COMMUNITIES WITH HEALTH DISPARITIES**
**IMPROVING ACCESS TO CARE**

- Winthrop’s **Women’s Wellness OB/GYN Center in Hempstead** offers a wide variety of obstetrical and gynecological services, as well as on-site risk assessment, smoking cessation support, genetic counseling, nutritional counseling along with gestational diabetes education. Additional services include: psychosocial counseling, depression screening at each visit, postpartum depression screening and referrals, bereavement counseling, education on domestic relationship abuse/sexual abuse, assessment of living conditions and
cultural diversity. We participate with Winthrop’s Baby Friendly Program for breastfeeding education and provide support throughout the pregnancy and aftercare.

The site features a Medicaid Enrollment Specialist for uninsured patients; Charity Care Application and self-pay rates are available as well. They participate with NYS Medicaid and most Medicaid Managed Care HMO plans.

During 2015, the Center averaged **1465 visits per month** with a total of **17,709 encounters**. This is an **increase of 11%** from 2014. **Financial services** were provided to over **585 families** during this time period; this does not include those already enrolled in Medicaid services.

- **The Hempstead Pediatric Practice** draws patients primarily from the Hempstead community but also serves children, from newborn to age 21, from the surrounding neighborhoods experiencing health disparities (Elmont, Freeport, Uniondale and Roosevelt). In 2015, a total of **17,481 patients** were treated at the facility, **an increase of 6%** from 2014.

  In addition, Winthrop’s Pediatric Specialty Center in Mineola sends a Pediatric Pulmonologist and a Genetic Counselor to the Hempstead location on a regular basis to allow for easier access to these services.

- **The Hempstead High School Health Center (HHHC)** is a school-based Health Center, in a community with health disparities. During 2015, there were over **4,400 visits** to the Center by approximately **1,500 students**. Comprehensive preventive, episodic and confidential healthcare was provided. Winthrop includes specific programs needed by the school’s population, including:

  - **Youth support groups in English and Spanish** that address common adolescent issues such as acculturation, adolescent adjustment, alternative lifestyles, teen pregnancy and prevention, parenting teens, and violence prevention, including gang violence.

  - **An Asthma Management Program** that monitors and tracks students with asthma. It includes quarterly asthma workshops. This effort is particularly significant in Hempstead, where asthma rates are nearly double those of adjacent neighborhoods. Both staff nurses in the HHHC are certified asthma educators. Collaboration with primary care physicians in the community facilitates treatment that meets current medical standards, trains high school nurses and staff about asthma, offers access to medications and assists with obtaining health insurance for uninsured students.

  - **An “Oral Health” Program** that assesses dental needs and applies fluoride varnish. It also provides dental supplies: toothbrushes, paste, floss and referral to local dental providers.

**ADDITIONAL COMMUNITY-BENEFIT SERVICES AT WINTHROP**
Winthrop recognizes that a healthy lifestyle prevents or delays the onset of disease. A deep commitment to a healthy lifestyle through health maintenance and wellness is fundamental to the Hospital’s Mission. The Hospital provides additional support through the following:

**Blood Drives**
In 2015, employees and community members donated **1,268** pints of blood.

**Community Education**
- Approximately **1500** individuals attended **28** free hospital-based lectures, addressing topics such as Heart Health, Diabetes, Stress Management, Men’s Health, GERD, Weight Loss Options, Stroke, ADHD and more.
- Approximately **300** individuals attended free community-based wellness lectures that were requested by various organizations.

**Community Training Center**
The Hospital is an American Heart Association Training Center. The Center provides training in Basic Life Support, PALS and ACLS to community members and to healthcare professionals requiring certifications.

**Center for Family Dental Medicine**
Developed to target communities with health disparities, the Center offers specialized diagnostic and oral care from preventive measures which range from routine care and cleanings to more complex oral and maxillofacial surgery. During 2015, the Center provided **375 free screenings** to participants at various health fairs.

**Center for Advanced Care of Chronic Conditions**
Winthrop offers a **free service to the community** to help individuals with a number of chronic conditions navigate the healthcare system. A nurse “navigator” customizes a plan of care, coordinates treatment and follow-up care, and promotes awareness of Winthrop’s various preventive and health screening programs. During 2015, the Center assisted **3,340** individuals.

**Health Fairs**
Winthrop participates in community-based health fairs and events. During 2015, Winthrop encountered approximately **2,000 individuals** at local community fairs, providing educational material about blood pressure, cholesterol and weight management.

**Health Screenings**
- **Fifty-six** individuals were screened at a free Stroke Risk Assessment.
Winthrop partnered with “LI Cruzin’” car show for a prostate cancer screening during 2015 that was open to all of Long Island. The Hospital provided **free PSA screenings** to 366 participants.

Winthrop also provided an additional **233 free PSA screenings** at additional sites throughout 2015.

**Meals on Wheels**
During 2015, Winthrop provided **17,730** meals for homebound community residents.

**Supporting Mental Health and Addressing Substance Abuse**

- **Expanded Services in the Department of Behavioral Health** - During 2014, Winthrop added two new physicians to the Department of Behavioral Health: an adult psychiatrist and a child/adolescent/adult psychiatrist. Winthrop is in the process of expanding mental health services.

- **Referrals to Community Resources** - Winthrop has a solid referral base for community members in need of assistance for both mental health and substance abuse.

**Support Groups**
During 2014 Winthrop held nearly **200 support group sessions** that are free and open to the public, on topics such as pain management, cancer support, stroke, breastfeeding, epilepsy and more.

**Winthrop Welcome Center**
The Welcome Center at the Winthrop Wellness Pavilion in Garden City serves as a resource for written educational material, lectures and wellness programs, including New Parent Education and support groups.

Also, Community residents calling the 1-866-WINTHROP number for information are directly linked to clinical departments as well as given referrals to community physicians and services as needed.

**Winthrop Winnebago**
Winthrop’s Winnebago is used to bring health education information and screenings to various locations throughout the community.