



A Member of the Montefiore Health System

Nyack Hospital 2017 Community Service Plan Update

The following is an update of Nyack Hospital's 2017 activities relating to two of the New York State Prevention Agenda Priorities which include the following:

- Prevent Chronic Disease
- Promote a Healthy and Safe Environment
- Promote Healthy Women, Infants, and Children
- Promote Mental Health and Prevent Substance Abuse
- Prevent HIV, STD's, and Prevent Vaccine Preventable Diseases

In 2017, Nyack Hospital focused on two of the above priority areas: 1) prevent chronic disease: targeting increased cancer screenings, increased access to high quality chronic disease preventive care, and management of chronic disease in clinical and community settings, prevent diabetes and reduce obesity; and 2) promote healthy women, infants, and children: targeting increased breast feeding, increased immunizations of caregivers of newborns.

Nyack Hospital is a member of the Montefiore Hudson Valley Collaborative (MHVC). Montefiore is leading this group of nearly 250 healthcare providers, community-based organizations, local government officials, and more, from across Westchester, Rockland, Orange, Sullivan, Dutchess, Ulster, and Putnam counties, to form the Montefiore Hudson Valley Collaborative to improve healthcare using incentive dollars as part of the New York State Department of Health's Delivery System Reform Incentive Payment Program (DSRIP).

MHVC will champion new models of providing Medicaid beneficiaries with higher quality care, while reducing expenditures through enhanced care coordination, community-focused care, and education.

In 2017, Nyack Hospital activities addressing MHVC DSRIP initiatives included smoking cessation, promoting colorectal cancer screening, and diabetes prevention. The hospital-based private physician practices' electronic medical records now provide reminders for referrals as appropriate for individual clients for preventive care, i.e., for patients who smoke, a reminder and contact information for referring patients to tobacco cessation programs offered through the county and the state; for patients at risk for developing type 2 diabetes, access to CDC Diabetes Prevention Programs; for clients with diabetes referrals for Diabetes Self-Management Training Programs and reminders for colorectal cancer screening.

In 2018, Nyack Hospital will also focus on Preventing Substance Abuse.

Colorectal Cancer Screening

In 2017, in partnership with the Cancer Services Program, using the guidelines in *The Community Guide: Cancer Screening Multicomponent Interventions*, the hospital began offering free colorectal cancer screenings to uninsured and underinsured persons. Our goal is to increase screenings in adults, (50–75 years of age) following the most recent clinical guidelines.

An educational event was held at the Finkelstein Library in Spring Valley in March. Educational brochures in English and Spanish were distributed at numerous health events throughout the year and throughout the county. These include Rockland County Senior Day at Rockland Community College, The Heart Walk at Harriman State Park, Jack and Jill of America Health Fair at the Palisades Mall, Nyack High School Fit Fest, and three free breast and cervical cancer screening events held at the Breast Center at Nyack Hospital.

Information provided to the public included colorectal cancer information, risk factors, prevention and early detection, treatment options, and contact information for screening with either the Breast Center at Nyack Hospital or Cancer Services Program.

Three colorectal cancer screening events were conducted at Nyack Hospital Cancer Center.

Our “screening navigator” is bilingual, an important note, as the vast majority of the uninsured and underinsured persons speak Spanish. The navigator interviews interested persons, provides more education on colorectal cancer, performs initial paper screen, and if eligible, provides client with a FIT test to obtain sample. A physician, from previously agreed upon rotating list of participating physicians, is assigned to this client. Vipul Shah, MD, section chief of Gastroenterology at Nyack Hospital and champion physician for this initiative, enlisted support from multiple physician practices including gastroenterologists and anesthesiologists for providing the treatment of these clients.

The result of the screening is sent to this physician. If a colonoscopy is indicated, this is arranged through the screening navigator and performed at Nyack Hospital. Cancer Services Program manages the follow-up of clients whose FIT is positive.

In 2017, a total of 23 FIT kits were provided to uninsured or underinsured persons at the three colorectal screening events.

Breast and Cervical Cancer Screening

The hospital continues to promote awareness, offer education, and provide free screening mammograms and Pap smears to uninsured and underinsured women.

On May 19th, July 28th, and October 27th breast and cervical screening events were conducted.

At these three events, 168 screening mammograms were performed to uninsured and underinsured women, with 22 requiring additional imaging. Four of the 22 are still pending follow-up. One client required a biopsy that resulted in a high-risk diagnosis.

On October 8th, 350 people participated in the Nyack Hospital Blow Away Breast Cancer 5k walk/run. On October 15th, the Breast Center at Nyack Hospital participated in the “Making Strides” American Cancer Society of the Hudson Valley 5K walk/run.

The Breast Center professional staff promoted awareness and provided education on breast cancer at the following venues: Haitian American Nurses’ Association in Spring Valley, Martin Luther King celebration in Nyack, “Do it for you. Do it Today” fashion show, Rockland County Senior Fair sponsored by Senator Carlucci at Rockland Community College, Nyack Head Start Program, and several faith-based organizations.

Our genetic counselor delivered a lecture on genetic counseling and testing to 45 Dominican College students in their Family Health Class.

Our “Lose to Win” program is offered to the public as an affordable weight loss program. This program is intended to help reduce one’s risk of developing certain cancers associated with overweight and obesity and to prevent onset of diabetes.

Our goal for 2018 is to increase colorectal, breast, and cervical cancer screenings to underserved populations by 10%. Strategies will be discussed at our Community Outreach Committee meeting and at the RCDOH Public Health Priorities meetings. We will continue working with all of our current community partners and reach out to more community and faith-based organizations.

Cancer Treatment and Supportive Services

In addition to our cancer screening efforts, Nyack Hospital is now offering more supportive services, that are free and open to the public, to persons suffering from several chronic diseases, such as cancer, multiple sclerosis, rheumatoid arthritis, and Crohn’s disease.

The Cancer Center at Nyack Hospital offers a monthly “**Cancer Survivorship Support Group**”. This program, facilitated by a licensed Master Social Worker, offers support and encouragement as members share their experiences in a safe and caring environment. Members are introduced to techniques to help them allow healing to take place in their lives. The CDC and National Cancer Institute (NCI) recommend cancer survivorship support groups as part of an overall treatment plan to improve both quality of life and survival. This service is free and open to the community.

The Cancer Center also offers **“Kula for Karma”**, a free weekly program for cancer patients and survivors. Attendees learn restorative and adaptive techniques focusing on stress reduction and relaxation at this yoga class. A separate **“Kula for Karma”** yoga program is held for persons with multiple sclerosis. Participation in either of the **“Kula for Karma”** Yoga programs require physician authorization.

The American Cancer Society’s **“Look Good, Feel Better Program”** is offered every other month here at the hospital. This program is designed for women dealing with hair loss and skin changes from chemotherapy and radiation. Women attending this program are taught specific techniques to help make the most of their appearance while undergoing cancer treatment. The program alternates locations each month between Nyack Hospital and Good Samaritan Hospital, making it easily accessible to persons at each end of the county.

The Infusion Center at Nyack Hospital offers two **Gilda’s Club** support groups that are free and open to the public. **“Living with Cancer”** is held weekly. This group, facilitated by a Licensed Clinical Social Worker, provides an ongoing opportunity for men and women with any cancer diagnosis to discuss the impact of cancer on their lives, normalize their range of feelings, and explore and share coping strategies.

The **Gilda’s Club “Breast Cancer Support Group”** meets monthly. It is facilitated by a Licensed Clinical Social Worker, offering support during and after treatment, to ease the emotional burden that comes with a breast cancer diagnosis. Hear how others are learning to deal and cope with everyday life, relationships, family, and friends. It is an opportunity to connect with others with a similar diagnosis to learn, share, and gain support.

The Infusion Center at Nyack Hospital’s team of specialists, which includes Certified Nurse Navigators, Social Workers, Oncology Pharmacists, and Patient Financial Services representatives, interview all new clients. During this orientation, clients with a diagnosis of cancer, multiple sclerosis (MS), Crohn’s disease and rheumatoid arthritis are made aware of the above-mentioned support groups available to them and are encouraged to engage in appropriate support groups.

Improve Access to Healthcare Services

Another effort to improve access to healthcare was to increase public awareness of how to obtain healthcare services for persons who were uninsured or underinsured. We distributed brochures explaining the hospital’s provision of free or reduced charges for services at every health event we participated in and to collaboratives throughout the county. These brochures explain our financial assistance policy in English, Spanish, and Creole. Translators are available to hospital clients speaking any language other than English. Brochures are available in the hospital lobby at all times.

A quick health needs survey was conducted during the 2017 Community Flu Shots for Seniors. Many seniors expressed concern about their health insurance. At the same time, there were changes in one of the insurance carriers in the area that affected seniors with a particular Medicare plan. Informational flyers were sent directly to those persons affected by the changes. In addition, the hospital reached out to every senior group and club in Rockland County and offered to have a specialist in health insurance speak to these groups. One of the major insurance companies attended several of these talks. There was quite a bit of interaction during the question and answer phase of these presentations. At every event, there was an opportunity for people to speak privately with our insurance expert. Feedback from the audiences was positive as there was clarification regarding particular Medicare plans. As this update is being written, we continue to present to senior groups throughout the county.

Diabetes Prevention

Two hospital-certified diabetes educator dietitians attended a training program offered by the Rockland County Department of Health (RCDOH) and became certified Diabetes Prevention Program (DPP) Lifestyle Coaches. Two National DPPs were conducted in English at the hospital campus and one DPP in Spanish was conducted in the town of Ramapo. 20 people completed the English DPP, and ten people completed the Spanish DPP.

The hospital's private physician practice groups have incorporated reminders in their electronic medical record to refer their patients with pre-diabetes or diabetes to either the DPP or our American Association of Diabetes Educators Accredited Diabetes Self-Management Training (DSMT) program.

Our goal is to become a certified Centers for Disease Control (CDC) DPP provider and a recognized Medicare Diabetes Prevention Program in 2018.

Nyack Hospital has strong ties to the community. Through these networks including the RCDOH, Senator Carlucci's office, thriving support groups, libraries, and private physician practices, etc. our classes were filled to capacity.

Diabetes

The hospital's diabetes self-management training program is certified by the American Association of Diabetes Educators, a service covered by Medicare and most health insurance companies. Clients are taught by certified diabetes educators. Clients and family members work with the educators on developing strategies to help them manage their diabetes, avoid complications of diabetes, and make healthy lifestyle changes.

This service does require a physician referral. One of the challenges was the lack of endocrinology services available in the county who accept Medicaid.

The hospital-based private physician practice has hired an endocrinologist who does accept Medicaid, now making this service available for those persons who prior to this time were limited in their choice of physicians specializing in diabetes care. This is an obvious benefit for those persons with poorly controlled diabetes and those with complications from the disease who are covered by Medicaid and most other insurances.

The hospital has a Glycemic Control Committee whose purpose is to ensure our patients are receiving high quality diabetes care while they are in our care. Certified diabetes educator registered nurses and dietitians provide education to inpatients on managing their diabetes safely prior to discharge from the hospital. Patients have access to free educational videos right at their bedside, that they can access 24/7.

Professional seminars are held annually for nurses, physicians, dietitians, and pharmacists on the latest treatment options for diabetes.

The hospital continues to hold both day and evening, monthly **“Diabetes Support Groups”** for those persons affected by diabetes. This educational and support service is free and no registration is required. These meetings are always well-attended.

Reduce Obesity

Lose to Win (LTW) is an 8-week program conducted by specially-trained educators. This interactive program teaches participants how to lose weight safely, by making healthy food choices, adding physical activity to their daily routine, and overcoming obstacles to achieve a healthy weight. This program is offered at a nominal fee of \$10.00 for the entire program to ensure all persons, regardless of their socioeconomic status, can participate.

In 2017, four LTW programs were conducted. At this time, there is one in progress. Two programs were conducted on the hospital campus, one at the Salvation Army Regional Headquarters, and one at the Rockland County Department of Social Services. 28 participants completed the program. 92% lost weight, 34% increased their vegetable intake, 24% increased their fruit intake, and 32% increased their physical activity.

The free, monthly **“Lose to Win Support”** groups are well attended. Persons attending these support groups find this very helpful.

Previously, the classes were facilitated by peers who were trained to conduct these classes. However, the outcomes indicated classes taught by registered dietitians and persons with strong educational backgrounds were more successful. The hospital no longer offers facilitator training program to lay persons.

In 2017, Nyack Hospital and the Nyack Housing Authority started a collaboration to explore wellness programs that would benefit their residents. Programs to prevent diabetes and promote awareness and screenings for cancers and weight loss programs are some of the programs under consideration. In 2018, we will continue these discussions and conduct at least one health-related program.

Promote Healthy Women, Infants, and Children

Promote Breastfeeding

Nyack Hospital now has four International Board-Certified Lactation Consultants (BCLC), the gold-standard for lactation consultants, one of whom is bilingual. These BCLCs conduct all breastfeeding support activities. Pregnant women are counseled by the BCLCs on the benefits of breastfeeding at the Prenatal Center, and all women postpartum are counseled at the hospital. This initiative addresses disparities in healthcare, as most clients of the Prenatal Center are either uninsured or insured by Medicaid, an underserved population of women.

“New Mom’s Circle”, a bi-monthly support group for lactating mothers, started in September with approximately 11 attendees for both September and October 2017 meetings. The meetings are held at the Nyack Library and are open to all women who are breastfeeding. Telephone support for breastfeeding mothers is available from our lactation consultants.

At the time of pre-registration, the hospital provides free access to our patients to the Newborn Channel, which educates them on all topics related to infant and child care. It includes unlimited access via the hospital website for an unlimited amount of time. Women attending the New Mom’s Circle are also offered access to the Newborn Channel.

The hospital has implemented the World Health Organization (WHO) **“Ten Steps for Successful Breastfeeding”** that includes the **“Skin to Skin”** initiative. The WHO Ten Steps to Successful Breastfeeding are a bundle of internationally recognized evidence-based maternity care practices that have been shown to increase breastfeeding initiation and duration. **“Skin to Skin”** helps mothers initiate breastfeeding within one hour of birth. Babies are placed in skin-to-skin contact with their mothers immediately following birth for at least an hour. The staff encourages mothers to recognize when their babies are ready to breastfeed, offering help if needed.

An in-depth survey was conducted in 2017 by an intern from George Washington University School of Public Health. This survey cited cultural differences as a reason for reluctance to breastfeed. The results of this survey were shared with all RNs in the Maternal Child Services Department.

The goal is to provide all mothers with structured, comprehensive education throughout the continuum of care. The hospital is adopting a policy that encourages exclusive breastfeeding while hospitalized.

Though all postpartum patients are seen by the CLC, the entire staff was educated on the benefits of exclusive breast feeding and how to educate patients in breastfeeding.

RNs now discuss the benefits of breastfeeding and encourage mothers and expectant mothers to consider breastfeeding, identify their personal barriers to breastfeeding, and help them address their issues during pregnancy at the Prenatal Center and post-partum in the hospital. Staff engage in discussions with patients, help dispel myths, provide correct information, and support these women throughout the continuum of care.

The percent of women exclusively breastfeeding while hospitalized has increased from 25% to 41%. Our 2017 goal was 48%.

Nyack Hospital has partnered with Rockland County Department of Health for the **“Breastfeeding Friendly Communities”** grant. Nyack Hospital CLCs are reaching out to multiple pediatric practices, day care centers, and babysitters, promoting breastfeeding and educating the staff about storage requirements of breast milk and the benefits of breast milk versus formula.

The following practices are making progress towards designated **“Breastfeeding Friendly Practices”**: Nyack Hospital Prenatal Center, Crystal Run Obstetrics, Crystal Run Pediatrics, and Dr. Chesir Pediatrics.

Nyack Hospital has applied for designation as a **“Breastfeeding Friendly Workplace”**. The employee lactation lounge has been renovated and is utilized by lactating working staff.

Decrease the Burden of Pertussis and Influenza in Newborns

Nyack Hospital’s 2017 goal was to increase the number of caregivers of newborns who receive Tdap and Influenza vaccine.

Nyack Hospital developed a policy for caregivers of newborns to be educated about the need for and to provide a process for caregivers of newborns to be immunized against pertussis and influenza to protect the health of the newborn in their care. Culturally relevant educational materials are provided and the process for receiving immunizations was streamlined to allow easy access to obtain the vaccine.

Hospital pharmacists certified to immunize in NYS are available to administer vaccines to caregivers of newborns.

Despite these efforts, no infant caregivers received Tdap or Influenza vaccines while infant hospitalized as of November 2017.

A survey conducted among caregivers of newborns showed that 8% had already been vaccinated, 20% thought cost was involved and 72% did not know this service was available.

Immunization of caregivers of newborns is now a frequent topic at staff meetings. Nurses and physicians are speaking to caregivers of newborns about the importance of receiving these vaccinations.

Promote Mental Health and Prevent Substance Abuse

The United States has recognized that we have an Opioid Epidemic affecting our country. It is well-described by the Healthcare Trustees of New York State as “insidious and indiscriminate. From urban high-rise to suburbia, the crisis knows no geographic, demographic, or socio-economic boundaries. It’s in communities across the nation and in every corner of New York State. It impacts all races, ethnicities, and nationalities—from teenagers to grandparents”.

The NYS Health Foundation recently issued a list of the ten New York State Counties with the highest and lowest per capita Opioid Prescribing Rate. Rockland County rated as the 8th lowest per-capita opioid prescribing county in NYS. Nyack Hospital has taken some action to address this crisis, but we realize the need to do more.

Currently, our Emergency Department (ED) monitors the state prescription data base and has implemented guidelines for narcotic administration and prescriptions. Every patient seen in the ED with known opioid addiction is referred to the Recovery Center.

Nyack Hospital and our DSRIP partners are in the early phase of setting up a strategy to deal with this crisis. Some of the ideas to come from these discussions are starting a peer counseling program in the ED.

The topic was raised at the Rockland County Department of Health’s Public Health Priorities Committee December meeting.

In the past, Nyack Hospital sponsored several Narcan training events. Our Recovery Center inpatients receive Narcan training. More recently our Associate Physician of Addiction Services discussed this problem with nursing interns using the video “The Great Brain Robbery” to highlight the opioid epidemic.

Our plan for 2018 is to organize a committee, including leaders from the local health department, Emergency Department, the Recovery Center, and Community Outreach, to decide on a strategy to help combat this problem.

The Prevention Agenda Focus Areas were decided in collaboration with the Rockland County Department of Health.

The Community Health Assessment and Improvement Plan 2016–2018 (separate document) was compiled by the Rockland County Department of Health, Nyack Hospital and the Rockland County Public Health Priorities Steering Committee.