

Winthrop-University Hospital Community Service Plan 2011



Your Health Means Everything.™

I. Mission Statement for Winthrop-University Hospital

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. Our charge, shaped by a commitment to the integrity, comfort and health of the individual, is to improve the health and well-being of the residents of Nassau County and contiguous county areas...always with a commitment to “Your Health Means Everything.”

The Hospital’s mission is aligned with the philosophy of the Community Service Plan.

Winthrop-University Hospital has been providing care to the residents of Long Island for over 115 years. Founded in 1896 as Nassau Hospital, it was the only voluntary, non-profit hospital from the Queens border to the Montauk lighthouse. Today, Winthrop is a 591-bed regional healthcare resource offering an extensive range of preventive, diagnostic and clinical medicine services through a broad range of primary care and specialized inpatient and outpatient programs. We provide sophisticated diagnostics and therapeutic care in virtually every specialty and subspecialty of medicine and surgery, while adhering to the personalized and compassionate approach to healing that is the Hospital’s guiding philosophy.

Winthrop-University Hospital delivers the highest level of care to newborns, children and adults as evidenced by its respective designations as a NYS Regional Trauma Center and New York State Regional Perinatal Center. In addition, as the Primary Teaching Affiliate of the SUNY at Stony Brook School of Medicine, Winthrop has made a serious commitment to providing physicians with a rich, stimulating learning environment.

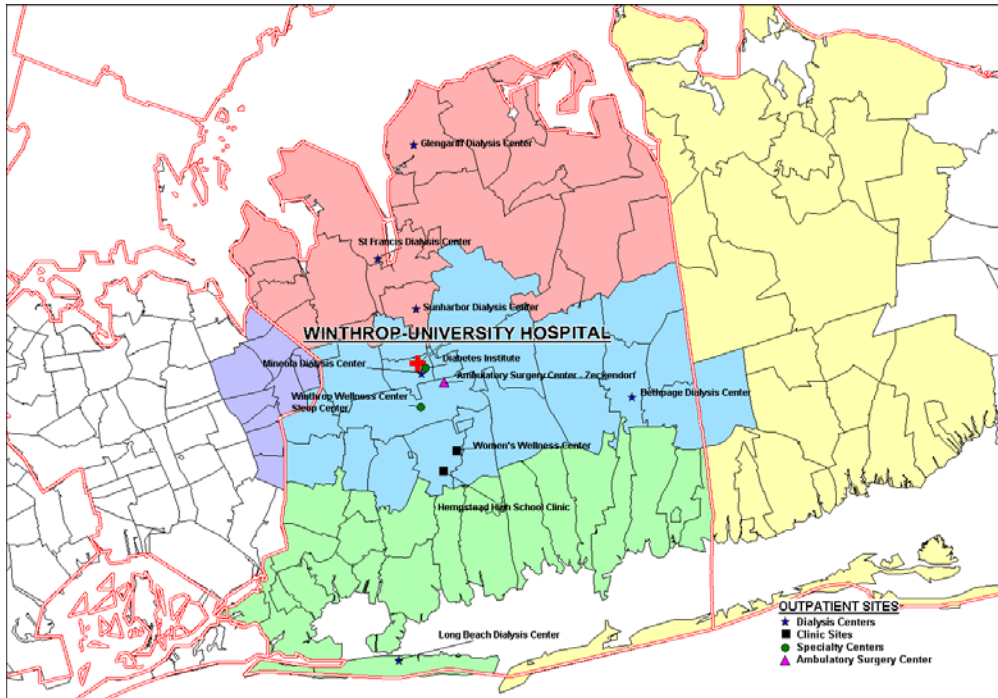
In 2010, Winthrop logged over 66,000 Emergency Department visits, discharged 33,658 inpatients and delivered 4,541 newborns. Over 4,000 electrophysiology procedures, 4,892 cardiac catheterizations, and nearly 19,000 surgical procedures were performed, including 500 open-heart operations. In addition, there were over 121,000 visits to community residents by the Hospital’s certified Home Health Agency and its Long Term Homecare Program.

II. Service Area

As a large, regional healthcare provider on Long Island, Winthrop-University Hospital’s comprehensive approach to healthcare delivery includes the provision of both primary and specialty services to our service area. Winthrop’s primary/core service area has historically been Nassau County, e.g. Core Areas A, B, and C (See map below). The secondary service area, represented by Areas D and E, are also considered in the Hospital’s strategic planning process for purposes of establishing new programs and services.

Based on an analysis of 2010 discharge data (Table 1), 80.5% of Winthrop’s discharges are from Nassau County. The Hospital’s Community Service Plan Workgroup has determined that the service area for both public health priorities — tobacco cessation and falls prevention — would be Nassau County, since the majority of our relationships with community-based organizations have been in Nassau.

Winthrop-University Hospital & Outpatient Sites



Blue: Core A; **Green:** Core B; **Pink:** Core C; **Purple:** Core D; **Yellow:** Core E

Table 1 - Winthrop-University Hospital 2010 Discharge Data

2010 Discharges (excluding normal newborns)		
Core Areas	Total	% of Total
A	18,735	55.7%
B	7,404	22.0%
C	1,328	3.9%
Nassau Total	27,107	80.5%
D	1,698	5.0%
E	549	1.6%
Other	4,303	12.7%
Total	33,657	

III. Participants & Hospital Role

Partners Involved in Selection of Prevention Agenda Items

Throughout 2010 and 2011, Winthrop-University Hospital was very involved in strengthening and expanding community partnerships to assist in the planning, development and execution of the Tobacco Cessation and Falls Prevention Programs, respectively. To develop our Community Service Plan, the Hospital collaborated with the following agencies and institutions:

- The Nassau County Department of Health

- Nassau County Hospitals (e.g., Long Beach Memorial Hospital, Mercy Medical Center, New Island Hospital, North Shore-Long Island Jewish Health System, Saint Francis Hospital and South Nassau Communities Hospital)
- The Winthrop-University Hospital Cultural Competency Community Advisory Council (CCCAC), which includes the following:
 - Afro-American Health Education and Development (AHEAD) Foundation
 - American Health Education Center (AHEC) Summer Program
 - Casa Mary Johanna and St. Brigid's Church
 - Circulo de la Hispanidad, Inc
 - Cornell University Cooperative Extension Nassau County
 - The Economic Opportunity Commission
 - Girl Scouts of Nassau County
 - Hempstead Hispanic Civic Association
 - Hispanic Brotherhood of Rockville Centre
 - Hispanic Counseling Center
 - Island Harvest
 - Long Island Minority AIDS Coalition (LIMAC)
 - Long Beach Racial and Ethnic Approaches to Community Health (REACH)
 - Make-A-Wish
 - Nassau BOCES TeenAge Parenting Program (TAP)
 - Nassau County Coordinating Agency for Spanish Americans (CASA)
 - Nassau County Department of Social Services
 - Nassau County Perinatal Services Network
 - Noticias
- Other Community-Based Organizations
 - Action Long Island
 - Long Island Geriatric Educational Consortium (LIGEC)

Winthrop actively participated in regional hospital meetings with the Nassau County Department of Health, where it was decided that all hospitals would work collaboratively on two priority areas — tobacco cessation and falls prevention. These issues were chosen based upon incidence/prevalence data, demographics, and the collaborating hospitals' potential to have the greatest opportunity to affect the health status of Nassau residents positively. The Hospital's CCCAC validated the selection of tobacco cessation and falls prevention as the priority focus areas.

Winthrop conducted an extensive investigation of tobacco consumption and of falls resulting in injuries. The results of this investigation — specifically, the associated mortality and morbidities — further validated the need to expand and develop the community programs.

Regarding tobacco cessation: Smoking is the leading cause of premature, preventable death in the United States, accounting for nearly one in five deaths each year.ⁱ Regarding falls resulting in injuries: The Nassau County hospitalization rate is greater in most age categories than in the state as a whole. Specifically, within Nassau County's category of hospitalizations due to unintentional injury, the average number of fall-related hospitalizations exceeds all other categories. The exception to this is within the 15-44 age range, where motor vehicle accidents account for the highest number of hospitalizations.ⁱⁱ

In the summer of 2009, Winthrop developed a survey to determine the public's level of interest in — and barriers to — attending Tobacco Cessation and Fall Prevention Programs.

Winthrop's CCCAC approved the survey, which was distributed through many channels. The CCCAC was instrumental in distributing the survey to its respective constituencies. The survey was posted on the Hospital's website, www.winthrop.org, and in various locations throughout the Hospital, including the Welcome Center and physician practices. Public hearings facilitated the acquisition of public input on the priority agenda items. Analysis of the approximately 500 survey responses and remarks made at the hearings validated the selection of Tobacco Cessation and Falls Prevention and helped guide the development of the two programs.

The Hospital welcomes and encourages public input. Representatives from all segments of the community provide valuable information and essential feedback. This dialogue contributes to our ability to keep programs relevant to the changing community and its diverse population. The following include further examples of Winthrop's community outreach efforts:

- The Hospital partners with representatives from community stakeholder groups, including: businesses, service organizations, local Chambers of Commerce, social service agencies, school systems and many community and faith-based groups.
- Many Winthrop administrators and senior staff members participate in community-based organizations. These interactions generate real-time feedback, which is beneficial to Hospital-based committees.
- Winthrop's Welcome Center is available, toll free, at 1-866-WINTHROP (1-866-946-8476). The Welcome Center is a stand-alone facility where residents may obtain information on physician referrals, programs and services, as well as general information. Calls are documented and serve as an indicator of the healthcare needs of Winthrop's constituents. (In 2010, over 7,200 calls were received). Access to Welcome Center is also available from the Hospital's website, www.winthrop.org. (In 2010, over 600 e-mails were responded to).
- Community education programs distribute and collect evaluation forms. These provide feedback and suggestions for future programs and for the development of new programs.
- We analyze data from reports, documents and surveys, which may be generated by the state, health-related agencies, community organizations or the Hospital.

IV. Identification of Public Health Priorities

Tobacco Cessation Goals

The Winthrop-University Hospital Tobacco Cessation Program's goal is to reduce the consumption of tobacco by Nassau County residents. The following ongoing activities support achieving this goal:

- Collaborating with community-based organizations and employers, who aggressively market and enroll participants into the program
- Aggressively promoting the program at all relevant Hospital-sponsored educational and screening programs
- Targeting hospitalized patients for Tobacco Cessation Program enrollment education follow-up upon discharge

- Implementing periodic follow-up and outreach interventions with Program participants
- Tracking and evaluating program outcomes in order to ascertain Program effectiveness

Tobacco Cessation Efforts

In an effort to launch the expanded adult Tobacco Cessation Program in a meaningful fashion, Winthrop hired a registered nurse to serve as a health educator devoted to the prevention agenda items. During the past year, the Hospital developed an aggressive approach to promoting the Tobacco Cessation Program through collaborative efforts with its community partners. It also developed a focused effort to encourage cessation on behalf of its employees.

In addition, Winthrop has significantly expanded its outreach by establishing new relationships with local businesses and community-based organizations. A corporate wellness initiative, consisting of on-site “Lunch ‘n’ Learn” sessions and/or workshops for employees, has been established. To encourage maximum participation, the program is free and accessible during the day or evening. In many cases, Winthrop’s educators go to corporate locations to conduct these sessions, and the Hospital is now also actively encouraging employees to enroll in these free programs.

In addition to strengthening community partnerships and expanding outreach efforts, the Hospital is offering the Tobacco Cessation Programs as part of our monthly series of programs, which are updated on the Hospital’s website and distributed to community partners. This has helped to brand the program as an ongoing, permanent feature of Winthrop-University Hospital’s Tobacco Cessation Initiative.

Modifications and Changes to the Scope of the Plan

Winthrop has been successful in promoting the Tobacco Cessation Program, enrolling participants and monitoring outcomes of adults. A detailed discussion of impact and outcomes is available in “Program Evaluation” (See Section V).

In a continuing effort, the Hospital has expanded its Adult Tobacco Cessation Program to youth through social networking. It was anticipated that if adolescents and teenagers were educated about the risks of smoking and second-hand smoke, they would encourage their parents to quit. However, the depth and scope of this undertaking and issues related to tracking the program’s effectiveness presented significant challenges. The Hospital effectively utilized its resources and collaborated with local schools, PTAs and community-based organizations to educate students and parents about the dangers of smoking plus the impact on health to those exposed to second and third-hand smoke. This information was also presented at corporations on Long Island.

Fall Prevention Goals

The Winthrop-University Hospital Falls Prevention Program’s goal is to reduce the incidence of falls resulting in injury in Nassau County’s senior population. The following ongoing activities support achieving this goal:

- Raising community awareness of the serious impact of falls
- Conducting screenings for, and risk assessments of, falls

- Educating primary and secondary target populations along with other interested persons regarding fall prevention (The primary target is seniors. The secondary target is caregivers and healthcare professionals.)
- Implementing periodic follow-up and outreach interventions with Program participants
- Tracking and evaluating Program outcomes in order to ascertain their effectiveness

Falls Prevention Efforts

Winthrop has been successful in developing and promoting the program, enrolling participants and monitoring outcomes of its Falls Prevention Program for the elderly. *Two of the Program attendees¹ contacted by phone reported sustaining a fall that resulted in injury or treatment.* A detailed discussion of impact and outcomes is available in “Program Evaluation” (See Section V).

Non-Prevention Agenda Programs

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. A description of non-prevention agenda programs follows:

Winthrop Wellness Pavilion

Since 2008, the Winthrop Wellness Pavilion continues to offer written material, free lectures, health screenings and physical fitness programs to members of the community. Topics presented are based on the health condition and health information needs of the community. The Pavilion demonstrates Winthrop’s leadership role and commitment to improving the health status of the community. (For a list of programs and screenings, see Addendum A).

Community Education Lecture Series

In a long standing tradition, Winthrop-University Hospital continues to offer “free” Community Wellness Programs on campus as well at the Mineola Community Center. These programs address topics of interest to the community as well as any updates on current health issues. Health Update for Seniors, Inspiring Women, Parenting Today and Perspectives in Health covering topics such as Balance Your Energy, A Family Affair-Empowering Women with Breast/Ovarian Cancer Genetics, ADHD: An Open Discussion and Spotlight on Arthritis. These programs are presented by Winthrop-University physicians and specialists.

Center for Advanced Care of Chronic Conditions

Winthrop’s Center for Advanced Care of Chronic Conditions offers patients a coordinated approach to managing chronic conditions through individualized counseling and a case management approach. A patient “navigator” customizes a plan of care, coordinates treatment and follow-up care, and promotes awareness of Winthrop’s various preventive and health screening programs.

Research Institute

Given the overwhelming evidence supporting the importance of research in improving healthcare, Winthrop’s administration and clinical faculty — with support from the Board of Directors — are restructuring the Hospital’s research enterprise. The result will be a new Winthrop Research Institute that will rival the research institutes of the nation’s top

¹ Program attendees were contacted two months or later subsequent to attending a Fall Prevention program at Winthrop-University Hospital.

academic medical centers. Multidisciplinary investigators in basic, clinical and outcomes research will collaborate in an environment that will nurture creative scientific thought and include state-of-the-art laboratories, as well as comprehensive support and core services.

The Heart & Vascular Institute

The Heart & Vascular Institute at Winthrop is one of the region's most comprehensive resources for cardiac medicine and surgery

Since heart disease is the leading cause of death in Nassau County, Winthrop's Heart and Vascular Institute provides a myriad of educational and prevention programs. The intent is to raise awareness and promote healthy lifestyles, with the hope of ultimately reducing the incidence of heart disease in the region. Such programs include the Annual Women's Heart Symposium, the Annual Heart Walk (in collaboration with the American Heart Association), Stress Reduction Seminars, Healthy Heart Cooking Demonstrations, Yoga Demonstrations and Classes. In addition, Winthrop cardiologists participate regularly in "Lunch 'n' Learn" programs with the Hospital's corporate partners.

The Institute also conducts a variety of community-based research projects ranging from our internal community and employee wellness to health disparities in the underserved community-at-large. Included in the free community based heart health programs are the following:

- Annual Women's Heart-Health Symposium-Division of Cardiology addresses cardiovascular disease risk in women
- Inspiring Women-Dance for Your Heart-A family event targeting Women and heart health presented in a fun atmosphere
- Heart-Healthy Cooking Demonstrations-Heart-healthy cooking demonstrations for House Staff, Community, Young Explorers
- AHA-Employee Walking Program-coordinate indoor & outdoor employee walking paths with serial lunch & learns addressing heart-health
- WomenHeart-Lecture series addressing cardiovascular disease risk, treatments and lifestyle modifications
- BETTERU- a new community program, begun in June, 2011, was developed in conjunction with the AHA and Healthtrax to initiate lifestyle changes to promote improved cardiovascular health. A 12 week, fitness intensive with additional education on nutrition, motivation, and overall well-being

In 2010, the Hospital earned the distinguished *Get with the Guidelines Gold Achievement Award* from The American Heart Association/American Stroke Association. The award recognized Winthrop's continued success in providing superior care to patients with coronary artery disease.

Diabetes & Obesity Institute

With the increase in the number of obese and diabetes patients, and to reduce the incidence and provide the best possible care for these individuals, Winthrop has established the Diabetes and Obesity Institute, which coordinates patient care, medical research and education. This maximizes the Hospital's effectiveness in each area and provides cutting-edge treatment and self-management education in settings outside the Hospital, including primary care, specialty outpatient centers and in the community.

Diabetes Education Center

The oldest program of its kind on Long Island, the Center provides those living with diabetes on a daily basis the up-to-date knowledge, skills and tools people with diabetes need to manage this chronic condition successfully and avoid the many associated complications. The Diabetes Education Center offers individual consultation and a comprehensive diabetes self-management program recognized by the American Diabetes Association. Special nutrition programs including cooking and meal planning classes, as well as a "Dining Out with Diabetes" program, are also offered. Additional services are available for pregnant women with gestational diabetes based on the latest information regarding diabetes management.

In 2011, Winthrop's Children's Medical Center received national recognition as a "Best Children's Hospital" in the U.S. for Diabetes and Endocrinology from U.S. News & World Report.

Women's Cardiovascular & Wellness Prevention Center

With a patient-centric philosophy designed for women with cardiovascular disease and those at risk, the Women's Cardiovascular Wellness & Prevention Center provides comprehensive prevention, treatment and recovery programs. The Center, which offers inpatient and outpatient services in partnership with Healthtrax™ — a national leader in preventive healthcare — also provides a full complement of cardiac and wellness services, including fitness referrals, patient education, medical screening and counseling. Treatment programs and services include cardiac risk assessment, cardiac rehabilitation, nutritional guidance - weight loss, cardiac fitness program, stress management, healthy living resources, patient education, diabetes management, smoking cessation programs and general cardiology services.

"Inspiring Women – The Women's Wellness Initiative"

This program is unique to Winthrop-University Hospital and focuses on women's health and educates them on how to take better care of themselves and their families. Presentations made by Winthrop-University providers motivate women to take action regarding their health through prevention and lifestyle changes. Since inception in 2010, the programs have included: "Fearless Factor," which raises awareness of environmental, medication and other healthcare risks; "Reinvention Factor," which offers information on healthy lifestyles, smoking cessation, skin cancer prevention and dietary changes; "Dance for Your Heart," which promotes awareness about heart disease in women in a family-friendly atmosphere; "Women's Wellness Café" which provides updates on breast health, deep vein thrombosis and sleep disorders; "Fine Tuning Your Bones", good bone health and how to make healthy choices to maintain an active lifestyle; and "Sleep: It's Good For Your Health", with tips on how to get the rest you need, and how to distinguish fact from fiction. These events were attended by over 500 community members and over 100 Hospital volunteers. (For a list of programs and screenings, see Addendum A)

Other Ongoing Community Programs

Support Groups

Throughout the year, Winthrop-University Hospital coordinates many free support groups that meet periodically, are open to the public and cover a wide range of healthcare topics. Support groups focus on a variety of specific conditions/issues including: bariatric surgery, breast feeding, cancer, cardiac arrest, caregiver, diabetes, dialysis, geriatric, pain management, perinatal bereavement, pulmonary problems, smoking cessation, stroke and trigeminal neuralgia. Winthrop also hosts support groups conducted by Alcoholics

Anonymous, American Liver Foundation, Grey Sheet Anonymous, Long Island Celiac Sprue Association and Overeaters Anonymous.

Health Fairs

Winthrop participates in community-based health fairs and events. At the fairs, Hospital staff provides blood pressure and asthma screenings, as well as information about a variety of issues, including stroke prevention, diabetes, tobacco cessation, heart health and nutrition.

In 2011 the Hospital participated in Senator Charles Fuschillo's "Golden Gathering," Senator Kemp Hannon's Health and Awareness Day, the Town of Hempstead's Senior Fair, the Town of North Hempstead's Senior Fair, Street Fairs presented by the villages of Mineola and Williston Park, the North Merrick Middle School Health & Wellness Fair, Lido Beach Senior Health Fair, Employee Health Fairs at JFK, Telephonics and Verizon, the Seventh Day Adventist Church Community Health Fair, FunDay-Monday: Senior Health Fair at Bar Beach, Girl Scouts of Nassau County, Girls Go the Distance-Healthy Living Initiative and the American Cancer Society, Relay for Life.

Blood Drives

Each year, Winthrop hosts multiple blood drives to support the Long Island Blood Services. In 2010, employees and community members donated 1,247 pints of blood.

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. In 2010, the Community Training Center provided, free of charge CPR programs at the Hospital Employee Health Fair, Hance Family Foundation, Acompora Foundation and the Prader Willi Parent Support Group.

Improving Access to Healthcare Services & Caring for the Medically Underserved

- **Winthrop partners with community-based organizations**, such as the Economic Opportunity Commission, Hispanic Brotherhood of Rockville Center, Circulo de la Hispanidad, Girl Scouts of Nassau County, Hempstead Hispanic Civic Association, Hispanic Counseling Center, Health and Welfare Council of Nassau County, Inc., LI Minority AIDS Coalition, Long Beach Reach, Nassau B.O.C.E.S., Nassau County Coordinating Agency for Spanish Americans (C.A.S.A.) and the Cultural Competency Community Advisory Council, Brooklyn-Queens Long Island/Area Health Education Center.
- When community residents call the 1-866-WINTHROP number directly, they are assisted by a patient navigator, and directly linked to clinical departments as well as given information about community physicians and services as needed. Consultations are available for a wide range of concerns, including prenatal health, diabetes, heart care and obesity.
- Programs are developed at various local community centers based on needs discussed by the **Cultural Competency Community Advisory Council** and by evaluation of the current trends. These are led by the Hospital's senior leadership and may include representatives from various community organizations.

- Responding to community organizations requests, the Winthrop Mobile Wellness Van dispatches a team of healthcare professionals to provide educational information and screenings at various locations throughout the community.
- Winthrop continues to demonstrate its commitment to improving access to care in medically underserved communities through the **Winthrop Women's Wellness Ob/Gyn Center in Hempstead**. The Center, which opened in April 2010, is designed to provide dedicated, comprehensive prenatal services to all women in need. Care is provided by a dedicated team of Winthrop health care providers who are bilingual in English and Spanish, and the Cyacom phone system is used for translation of any other languages. A wide variety of obstetrical and gynecological services are available, as well as on site risk assessment, psychosocial counseling, post partum depression, domestic and sexual abuse screening, nutritional and gestational diabetes education, assessment of living conditions and cultural diversity. The site features a Medicaid Enrollment Specialist for uninsured patients; Charity Care Application and self pay rates are available as well. We participate with NYS Medicaid and many Medicaid Managed Care HMO plans. The Center is Nassau County's pilot program for The Baby Basics Program and participates with the Department of Health in an IRBT study to evaluate the outcome of this program.
- The Center continues to meet the needs of the community. During the last six months of 2010, over 400 "new" patients were seen, and there were an additional 1,500 follow-up visits. Over the first six-months of 2011, more than 500 "new" patients were seen with over 2,500 follow-visits. The Center averages 700 visits per month with approximately 50 new OB patients a month. Financial services were provided to over 240 patients in 2011.
- Year round, the **Department of Pediatrics** collaborates with community-based childcare centers in underserved areas to ensure that all children receive medical care. For example, Winthrop pediatricians from the Hempstead pediatric primary care office visit local childcare centers and meet with the administration and staff. Together, they discuss current healthcare issues and how best to improve outcomes.
- The Department of Pediatrics provides ambulatory services at various Long Island locations: Mineola, Hempstead, Commack and Bethpage. The **Hempstead Pediatric Practice** has grown 20% annually due to its accessibility and fine reputation among the community's residents. The Hempstead Practice draws patients (most are 5 years old and younger) primarily from Hempstead, with the remainder from areas that have been designated as medically underserved (e.g., Uniondale and Roosevelt). Staffed by two pediatricians, the Practice also serves as a teaching setting for the Hospital's Pediatric Residency Program.
- **The Hempstead High Health Center (HHHC)** is a school-based Health Center, which has been providing services for enrolled students since 1997. The program has significantly increased its staff to accommodate growth in enrollment. In 2009-2010, there were over 5,000 visits to the Center by approximately 1,600 enrolled students. Comprehensive preventive, episodic and confidential healthcare was provided. Winthrop has also implemented 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.

- A **“Positive PPD Chest Clinic”** that provides students with screening, free chest x-ray and access to preventive medications. The affected population is able to be compliant with Latent Tuberculosis Treatment Regimen. These individuals might otherwise be lost to follow-up due to lack of insurance and the inability to access the medical health system. Since implementing the program in 2004, the incidence has decreased due to changes in the public healthcare system which has provided students access to healthcare. However, the clinic still serves as a fail-safe for students who test positive. Arrangements are made for those students to have the proper treatment, whether it is through a private healthcare provider or the clinic if insurance currently is not in place.

- An **Asthma Management Program** that monitors and tracks students with asthma. This effort is particularly significant in Hempstead, where asthma rates are nearly double those of adjacent neighborhoods. The program was established by the HHHC in 2003 to ensure compliance with medical regimens and provide students with asthma treatment. Collaboration with primary care physicians in the community facilitates treatment that meets current medical standards, trains high school nurses and staff about asthma, and offers accessibility to free medications to those students without health coverage.

V. Update on Plans of Action for Tobacco Cessation & Falls Prevention Programs: Year Two

Tobacco Cessation Program

Strengthening & Expanding Community Partnerships

To expand its impact on reducing tobacco consumption in the region, Winthrop-University Hospital continues to work with the Hospital’s Cultural Competency Community Advisory Council, local colleges, community organizations, the Nassau County Department of Health and the Regional Tobacco Action Coalition (“the Coalition”). The Coalition meets quarterly at the Hospital. Most recently, it has focused on developing a collective strategy to prepare for the Great American Smokeout in 2011. It has concentrated on creating a uniform banner that each hospital can display to publicize its status as a smoke-free facility.

To significantly expand its outreach, and to raise awareness of the Tobacco Cessation Program, Winthrop has solicited participation from community organizations such as senior groups; pulmonary rehabilitation groups; grammar schools, high schools and colleges; as well as libraries. In 2010, the Hospital became an active member of Action Long Island (ALI) and participated in the healthcare subcommittee. Through participation in the organization’s Healthcare Subcommittee, the Hospital has taken a leadership role in helping to organize and advance the first Long Island Corporate Wellness Challenge sponsored by ALI. Correspondingly, Winthrop coordinates tobacco cessation workshops to be offered on-site at the companies participating in the Corporate Wellness Challenge.

Strategies to Promote Program Participation

The results of the survey discussed at the end of Section III indicated a preference for group programs offered in the community or workplace. Barriers to attending a program were cost, time and transportation. Therefore, to encourage participation and to accommodate the public’s needs, Winthrop is offering its Tobacco Cessation Program free of charge in various community locations, in the workplace and in several local colleges. The Hospital is currently working with local colleges to facilitate program accessibility to faculty and students for the Fall 2011 semester.

In addition to Winthrop's routine dissemination of tobacco cessation information to inpatients, a program to identify inpatients interested in participating in tobacco cessation programs was launched. A follow-up component with post-discharge patients continues, and 513 post-discharge patients, who indicated an interest in upcoming tobacco cessation programs, were contacted by mail.

Program Infrastructure & Marketing Plan

The Tobacco Cessation Program is an interactive four-session workshop offered over a four-week period. The program is free of charge, since cost was identified as a barrier to attendance. For over 20 years, Winthrop has been conducting Tobacco Cessation Programs through the Division of Pulmonary Medicine. The Tobacco Cessation Collaborative is an internal committee serving as one of the oversight bodies that monitors the progress of the Community Service Plan initiatives. A registered nurse is responsible for conducting programs associated with the priorities of the Community Service Plan Agenda. The schedule has been extended, new locations have been identified, additional marketing materials have been developed, and materials have been distributed at numerous sites.

The Winthrop Tobacco Cessation Program is being promoted as follows:

- Notification on the Hospital's website
- Periodic e-mail notifications to Hospital employees (e.g. The Great American Smokeout had special promotional efforts.)
- Distribution and posting of flyers in physician practices, the Welcome Center and various Hospital locations
- Winthrop's Mobile Health Van
- Action Long Island Corporate Wellness Challenge
- Community health fairs and screenings
- Inspiring Women programs

Program Outcomes Measurement Tools

To document outcomes of program participants who attended three out of four of the workshop sessions (50 out of 91), a database and telephone survey were developed. Participants were contacted by telephone approximately 8 weeks after the conclusion of the program.

Program Evaluation

The Hospital's efforts to reduce adult tobacco consumption in Nassau County included the following:

- Strengthening education and recruitment efforts to increase enrollment of adult inpatients in "Freedom from Smoking" upon discharge
- Raising awareness of Winthrop's Tobacco Cessation Program in all relevant Hospital-sponsored educational and screening programs
- Collaborating with community-based organizations and employers to aggressively market and enroll Program participants
- Implementing outreach interventions to follow-up with Program participants
- Tracking and evaluating outcomes for Program effectiveness

Successes

Increased Number of Programs

Given significantly expanded outreach efforts to the community and to employees, Winthrop-University Hospital increased participation in its Tobacco Cessation Program. During the first six months of 2010, 49 people attended four community Tobacco Cessation

Programs; 24 individuals attended the “Lunch ‘n’ Learn” daytime workshops for Winthrop employees, which are now offered regularly throughout the year. From August 2010 to June 2011, 12 tobacco cessation programs were held with 91 attendees. Fifty-five (55%) of all participants attended 3 or more sessions and eight (9%) repeated the entire program more than once. Five Community Events were offered focusing on Tobacco Cessation and Secondhand Smoke.

Smoke-Free Campus

Winthrop was one of the first hospitals in the Nassau-Suffolk region to become smoke-free, curb-to-curb. It strives to promote a workplace environment that encourages wellness. In the employee newsletter, the Hospital spotlights employees and community members who have stopped smoking. They will serve as role models for others contemplating — or in the process of — quitting.

In an effort to maximize attendance and expand outreach, during the remainder of 2011-2012, several other programs have been scheduled in various community locations and in workplaces. Overview of the program and hazards of secondhand smoke will be presented at libraries and school PTA meetings. These programs reflect partnerships between Winthrop, community organizations and various employers.

Program Outcomes

Ninety-one individuals attended the community tobacco cessation workshops; only 50 attended 3 or more workshops. Follow-up phone interviews with 29 of those 50 individuals (58%) phone interviews were completed; of them, twelve (41%) no longer smoke; fifteen (52%) are still smoking, although they have decreased the number smoked each day. Two (.06%) of the 29 called are still smoking as they were before attending the Tobacco Cessation Sessions. The seventeen who are still smoking verbalized an increased awareness of when, where and why they smoke. Thirteen (44%) of phone interviews found the program very helpful. This survey, intended to learn about their experience in the Program, was conducted at least two months after the individuals attended the Program.

The following have also been noted:

- Habits, including everyday activities like drinking coffee, speaking on the telephone, relaxing, and environments where others are smoking and drinking, were the most prevalent barriers to eliminating or reducing tobacco consumption.
- Several felt “addicted” or “just can’t quit.”
- Four individuals reported quitting after completing the Program, but resuming smoking due to social/environmental influences.
- Individuals who quit or significantly reduced their consumption, identified the following strategies as helpful in changing their behavior:
 - A better understanding of how to use anti-smoking medications
 - Support from the workshop staff
 - Distraction techniques
 - Keeping a log of when they smoked and how they felt during and after smoking
 - Utilization of oral substitutes, such as lollipops or straws
 - 34% began using breathing techniques when urge to smoke was strongest
 - Relaxation techniques

The majority of unsuccessful participants were optimistic about their ability to quit in the future and expressed a willingness to attend a future workshop. Outreach will be conducted to encourage future attendance.

Some of the participants unable to quit or significantly reduce their tobacco consumption requested additional support to help them achieve a smoke-free lifestyle — specifically, a support group. Three support groups for quitters were offered. A total of 16 attended, of the sixteen, twelve (75%) no longer smoke. Winthrop is also considering developing a program of nutritional and stress management workshops to help these individuals in their quest for a healthier lifestyle.

Barriers

Winthrop successfully circumvented the known barriers to smoking cessation among adults. A trained Health Educator offers the Workshops FREE in the early evening every month at Winthrop. The Workshops are also offered in the community and workplace settings, thus eliminating the barriers of transportation and time.

Modification of Tobacco Cessation in Youth Initiative

As previously stated (See Section IV), Winthrop is making a strong effort to reduce tobacco consumption among young people. It has developed partnerships with local schools and other community organizations; prevention is the initiative's focus (e.g., raising awareness of the hazards of tobacco consumption and second-hand smoke.) For this reason, letters and tobacco cessation brochures have been sent to all schools, community centers, etc. In response to this an overview of the hazards of using tobacco was offered and presented at local high schools during Health classes. The program was well received and Winthrop is considering offering the program on a yearly basis at high schools and colleges.

Plans for Year Three

Continue Outreach to the Community

As previously stated (See Section IV), the Tobacco Cessation Program staff and Winthrop pediatricians conducted educational lectures, which focused on best-practice strategies for counseling parents and young adults on the hazards of second-hand smoke. More pediatricians and obstetricians participate in counseling patients, encouraging patients to attend tobacco cessation workshops.

Research data underscore the importance of using physicians as part of a comprehensive tobacco cessation program. For this reason, Winthrop will present an overview of the program to all health care providers in the Hospital, encouraging referrals to the workshops.

Continue to Expand Outreach Efforts with Community-Based Organizations

To promote its adult and youth-oriented tobacco cessation and prevention programs, Winthrop will continue to reach out to corporations, schools and additional community-based organizations. The positive results in year two will help with these promotion efforts.

Hospital Employee Wellness

Winthrop's Employee Health Department will continue to promote the Tobacco Cessation program, not only to new employees who smoke, but also to all employees as part of their annual physical. This is part of the Hospital's Corporate Wellness Program.

Additional Resources

In response to requests from participants in Winthrop's Tobacco Cessation Program, Winthrop will continue to support groups to assist those who have quit smoking or reduced tobacco consumption.

Falls Prevention Program

Strengthening & Expanding Community Partnerships

To expand the impact on reducing falls within the elderly population in the region, Winthrop-University Hospital continues to work with the Hospital's Cultural Competency Community Advisory Council, the Nassau County Department of Health and other hospitals. Additionally, Winthrop has partnered with the Long Island Geriatric Educational Consortium (LIGEC) to develop an educational program for health and social service professionals on fall prevention. Based at Stony Brook University, LIGEC is an Island-wide consortium of healthcare and educational providers seeking to train healthcare professionals to meet the needs of the elderly population. The Hospital, along with LIGEC, the Nassau and Suffolk Departments of Health and St. John's University, co-sponsored a program, in October 2010 at the Molloy College-East Farmingdale campus. Seventy five (75) health care professionals attended this very informative conference. The Commissioners from Nassau and Suffolk Counties spoke and gave statistics on this very timely topic and identified contributing risk factors for falls. The group is also working on creating a slogan that will raise awareness of fall prevention in the community; the tentative tag line is "Long Island Stands Up for Falls."

To expand outreach significantly, and raise awareness of the Falls Prevention Program, the Hospital has contacted community-based organizations, such as local senior groups, assisted living centers, libraries and community centers. They were informed about the Falls Prevention Program and invited to participate at the Welcome Center or the program would be brought to their local meeting place. To date the program has been presented to many local senior centers and libraries.

Program Participation

The program has been a huge success among seniors. Over 650 individuals have attended the lecture on identifying their risk of falling and what they can do to decrease their chances of falling. As a follow-up to the lectures, many of the seniors have also had balance assessments and attended balance and exercise classes.

Marketing Plan

In 2010, Winthrop-University Hospital Based offered a monthly lecture incorporating the basics of risk reduction and fall prevention and a subsequent separate strength and balance-training workshop.

A registered nurse as the as the health educator has developed and conducts the Program, which is associated with the selected priorities of the Community Service Plan Agenda.

Promotional materials, including a brochure, flyer and poster, have been developed and distributed at numerous sites throughout the community.

Winthrop promoted the Falls Prevention Program as follows:

- Notification on the Hospital's website
- Distribution and posting of flyers in physician practices and various locations throughout the Hospital
- Discussions between Home Healthcare nurses and patients
- Mailings to recent Winthrop inpatients >65 years
- Winthrop-University Hospital's Mobile Health Van
- Winthrop health fairs and screenings
- Spirit of Women® Programs

Program Outcomes Measurement Tools

To document outcomes of program participants, a database and telephone survey were developed.

Program Evaluation

The Hospital's efforts to reduce the rate of falls resulting in injury to seniors in Nassau County included the following:

- Raising community awareness of the serious impact of falls
- Conducting screenings and risk assessments for falls
- Educating seniors, caregivers and other interested people (target population) about identifying and modifying risk factors and methods of preventing falls
- Tracking and evaluating outcomes for program effectiveness

Successes

Increased Number of Programs

Winthrop-University Hospital increased participation in its Falls Prevention Program, given the significantly expanded outreach efforts to the community. Programs began in February of 2010 upon arrival of our Educator. From February 2010 to June 2010, nine (9) fall prevention programs were offered to the public, attended by 181 people. Programs included "What are the Risks for a Fall", "Risks and Tips to Prevent Falls" and "Exercise & Balance (Level I)".

As of July 2010 to June 2011, 485 people attended 15 falls prevention programs offered to the public. A total of forty-nine (49) programs were offered at the Wellness Center. Programs included a lecture on "What are the Risks for a Fall", "Risks and Tips to Prevent Falls", "Exercise & Balance" (Levels I, II & III), "Balance Assessment" and "Be Prepared" (a class on being prepared for winter, what to do if you fall, and how to get up from a fall).

Outcomes

In Year Two, the following were accomplished:

- Additional classes added to the Falls Prevention program. This included balance/strength exercises with progression to a higher level as the senior progresses, balance assessment and reassessment, demonstration of how to get up from a fall (Be Prepared).
- Development of promotional materials. "Go 4 Life" exercise book and video distributed to all who participated in a balance assessment.
- Ongoing distribution of promotional materials in key locations within the Hospital, private practice and throughout the community
- Creation of an inpatient geriatric discharge report, notifying these individuals about upcoming Falls Prevention programs
- Establishment of a tracking mechanism by creating a database of program attendees and a post-workshop outcomes evaluation tool

Outcomes:

Sixty three (63) follow-up phone calls were made, 32% resulted in conversations which reported the following:

- 100% of program participants reported the program increased their knowledge of the risks of falls and fall prevention strategies
- 100% reported they had an eye exam and will continue yearly after attending the class
- 32% completed home assessment, based on materials distributed in the class
- 28% reported beginning an exercise class

- 31% have attended Level I and Level II exercise classes more than once
- 30% have reviewed their medications with their health care provider
- 28% carry a prescription drug and medication record in their wallets
- .03% (2 participants), have had a fall since attending the class (no broken bones, sprains or bruising)
- 90% want to be contacted about future classes

Balance Assessment

Six (6) balance assessment classes were offered. 68 seniors were evaluated for balance.

- Modified Falls Efficacy Scale (MFES) – self evaluation revealed the following:
- Four (4) participants scored 3 and below = high risk for fall – no confidence in performing everyday activities. All referred to physician.
- Average score on MFES was 7.0 = fairly confident – some balance issues. All were referred to balance/strength exercise classes. Sixty 60 out of 68 (88%) have attended Level I Exercise Class.
- Thirty Three (33) participants were contacted to return for a reassessment of balance beginning in September. At the time of reassessment, balance and lower body strength exercises will be reviewed as well as encouragement to attend future classes offered at the center.

Balance/Exercise Classes:

Nineteen (19) exercise classes were offered at the Welcome Center. Levels II & III Balance/Exercise classes were added by request. A total of 202 have attended the classes.

- 25% have repeated Levels I & II more than once.
- Four (4) balance/exercise classes were offered in the community with a total of 280 participants. Sixty (21%) continued attending classes at the Welcome Center.
- Feedback from the classes was excellent. All were given information sheets on the exercises to be continued at home for retraining balance and strengthening muscles.

Be Prepared:

Seven (7) "Be Prepared" classes were offered. Fifty six (56) attended.

- One class was offered in the community and 40 participated in the class. All rated the class as excellent, and very informative on what to do if you have a fall and how to get up from a fall.

Barriers

There were no significant barriers to implementing Winthrop's plan in creating the Falls Prevention Program.

Plans for Year Three

Continue to Expand Outreach Efforts with Community Based Organizations

To promote the Falls Prevention Program, Winthrop-University Hospital will continue to reach out to additional community organizations, including the AARP, assisted living centers, community centers, local libraries and adult day care centers. The positive results in Year Two will help promote these efforts.

The Falls Prevention Program has expanded to include a separate education component on reducing the risk factors of falls, including a presentation by a home care RN, pharmacist, and PT. Exercise workshops have been added to the Program. The exercise/balance workshops will teach participants how to improve strength, flexibility and balance and they

will be able to continue the exercises at home. Community members, who attended workshops in the past, will be contacted and invited back for refresher courses.

Hospital Education

The Falls Prevention Policy has been updated as necessary. The Hospital conducts educational workshops, teaching participants to identify patients at risk of falling. Hospitalized patients are identified and assessed for a fall on admission. Patients are evaluated and given a score identifying their "High Risk Status". Interventions are put in place to make sure the "environment of care" is safe and appropriated to the patient status. In-services will continue to train other nursing units with a high percentage of patients who have multiple risk factors for falling as well as offering educational workshops for clinical staff, in the Emergency, Geriatrics, Neurology and Pulmonary Departments. In addition, patients and families will be given falls safety information, when appropriate.

Additional Resources

Winthrop-University Hospital offers a biweekly caregiver's support group to workshop participants and family members. The schedule of workgroups will be augmented, sessions are conducted more frequently, and the number of community locations will be increased. Winthrop will also participate in conferences to educate healthcare professionals about asking patients whether they have fallen recently and promoting home visits by physical therapists and/or occupational therapists to promote behavior changes. The Hospital will review outcomes information and the participant database for learning and improvement opportunities on a quarterly basis. Relevant information will be shared with the internal workgroup.

VI. Dissemination of the Report to the Public

The Community Service Plan is available to the public through the Winthrop-University Hospital Website, www.winthrop.org. Upon request, community members may receive copies of the Community Service Plan by mail, at the Hospital information desk or at the Welcome Center.

VII. Changes Impacting Community Health, Provision of Charity Care & Access to Services

The percentage of uninsured patients has increased significantly, especially in Winthrop-University Hospital's Emergency Department. This is a direct result of the economic recession and resulting job losses. Since the need for financial aid has increased, it is necessary to supplement the existing Winthrop Medicaid application staff that assists patients. Therefore, the Hospital has partnered with the Nassau Suffolk Hospital Council to provide on-site facilitated enrollers. These enrollers help Winthrop's uninsured patients with Medicaid applications.

This onsite Medicaid enrollment has decreased Charity Care by 7.67% for 2010. However, other uncompensated care reported by the hospital as bad debt expense has risen by 7.37% for 2010.

Through a new facility, the Winthrop Women's Wellness OB/GYN, located in underserved Hempstead and the surrounding underserved communities of Roosevelt and Uniondale community. The Hospital has expanded access to health services for women to include both maternity and gynecological services.

VIII. Financial Assistance Program

Winthrop-University Hospital's policy is to inform every patient of available "financial assistance," defined as free or reduced-cost healthcare services provided to qualifying indigent patients. At Winthrop, this covers both emergent and non-emergent services. While the Hospital's primary catchment areas include Nassau, Suffolk and Queens Counties, financial assistance is available beyond that region to all New York State residents.

The Hospital monitored the needs of the community and increased the eligibility for financial assistance beyond the New York State requirement of 300% of the federal poverty level to 500% of the poverty level. A catastrophic provision has also been instituted, with a limit on payment to the equivalent to three months' worth of income for qualified non-insured patients. A specific initiative involves under-insured and uninsured patients receiving CyberKnife® treatments, limiting their out-of-pocket expenses to the lesser of 22% of uncovered charges, 3 months of household income, or \$5,000.

To ensure prompt notification of its Financial Assistance Program on all patient statements, notification is provided at registration areas throughout the Hospital in English and Spanish and on billing statements. A bilingual hotline with trained staff assists patients in completing financial assistance applications. The Hospital's website has been updated to include a summary of the Winthrop Charity Care and financial assistance programs. All collection agencies have been instructed to return accounts to the Hospital, should patients request consideration for financial aid.

There are no plans to curtail Winthrop's current Community Benefits program. Winthrop firmly believes that this program is part of the Hospital's Mission to provide excellent healthcare and education programs to community residents.

ADDENDUM A
Community Education Programs 2010-2011

Cholesterol Screening	7/8/2010
Practice Leadership	8/14/2010
FRAX Assessment	8/20/2010
Practice Leadership	8/24/2010
Tobacco Cessation Corporate	9/1/2010
Breast Cancer Support	9/7/2010
Fall Prevention	9/14/2010
Smoking Support Group	9/14/2010
Fall Prevention Risk & Tips	9/14/2010
Cultural Competency Community Advisory Council	9/15/2010
Gynecological Cancers	9/20/2010
Balance/Exercise	9/20/2010
Blood Pressure Screening	9/21/2010
Fall Prevention	9/21/2010
Cardiac Scan	9/22/2010
Health Fair - Leviton, Inc.	9/22/2010
Secondhand Smoke - HUB Corporation	9/23/2010
Maternal Fetal Medicine Lecture	9/24/2010
Tobacco Cessation Overview - Leviton, Inc.	9/28/2010
Elder Law: What You Need to Know	9/29/2010
Tobacco Cessation - Verizon Community Event	Oct-10
Fall Prevention Risk & Tips-Cedarhurst Seniors/Molloy Institute for Longlife Learning	Oct-10
Inspiring Women - Women's Wellness Café - Sleep, DVT & Breast Health	10/5/2010
Fall Prevention Risk & Tips	10/5/2010
Tobacco Cessation	10/5/2010
Balance/Exercise - Glen Cove Senior Group	10/6/2010
Glen Cove Senior Center	10/6/2010
Tobacco Cessation	10/12/2010
Hip or Knee Pain: What Are Your Options	10/13/2010
Balance/Exercise - Glen Cove Senior Group	10/13/2010
Optimizing Your Chances for Pregnancy	10/18/2010
Balance/Exercise	10/19/2010
Balance/Exercise	10/19/2010
Tobacco Cessation	10/19/2010
Balance/Exercise - Glen Cove Senior Group	10/20/2010
Fall Conference	10/20/2010
An Evening of Awareness: A Journey Through Breast Health	10/21/2010
Learn What's New in Arthritis	10/21/2010
Be Prepared	10/21/2010

Tobacco Cessation	10/26/2010
Balance/Exercise - Glen Cove Senior Group	10/27/2010
Glen Cove Senior Center	10/27/2010
Health Fair-Clinton G. Martin Pool	10/28/2010
Balance/Exercise - Glen Cove Senior Group	Nov-10
Tobacco Cessation Support Group	Nov-10
What's for Dinner? Diabetes Meal Planning	11/4/2010
Balance/Exercise	11/4/2010
Be Prepared	11/9/2010
Tobacco Cessation	11/9/2010
Hearing Problems: Get Back into the Conversation	11/10/2010
Tobacco Cessation	11/14/2010
Balance/Exercise	11/16/2010
Great American Smoke Out - WUH Lobby	11/18/2010
Tobacco Cessation	11/23/2010
Tobacco Cessation	11/30/2010
Fall Prevention Risk & Tips - Community Event, Manhasset Church	Dec-10
Fall Prevention Risk & Tips	12/7/2010
Are Your Sleeping? Diagnosing & Treating Sleep Disorders	12/8/2010
Cultural Competency Community Advisory Council	12/8/2010
Practice Leadership	12/9/2010
Workshop for Breast Patients & Caregivers - Jewelry Making	12/14/2010
Pain Management Support Group	12/15/2010
Balance Evaluation	1/4/2011
Fall Prevention - Risks and Tips	1/10/2011
Tobacco Cessation	1/11/2011
Balance/Exercise	1/11/2011
Tobacco Cessation	1/18/2011
Balance Evaluation	1/18/2011
Be Prepared - Herricks Retirement Group	1/24/2011
Tobacco Cessation	1/25/2011
Be Prepared	1/25/2011
Inspiring Women-Dance for Your Heart	1/27/2011
Wig Boutique	2/3/2011
Breast Feeding Support	2/7/2011
Tobacco Cessation	2/8/2011
Pain Management Support Group	2/9/2011
Wig Boutique	2/10/2011
Balance Evaluation	2/12/2011
Balance/Exercise	2/14/2011
Pain Management Support Group	2/14/2011
Balance/Exercise	2/15/2011
5th Annual Women's Heart Symposium: Ask the Experts	2/15/2011

Tobacco Cessation-Teen Smoking	2/15/2011
Be Prepared	2/17/2011
Fall Prevention Risk & Tips - Mineola Community Center	2/23/2011
Balance Evaluation	2/23/2011
Fall Prevention Risk & Tips – AARP Mineola	2/23/2011
Wig Boutique	2/24/2011
Fall Prevention Risk & Tips	2/28/2011
Pain Management Support Group	2/28/2011
Tobacco Cessation	3/2/2011
Community Resources for Seniors	3/3/2011
Wig Boutique	3/3/2011
Breast Feeding Support	3/7/2011
A Patient's Guide to Heart Rhythm Problems	3/9/2011
Tobacco Cessation	3/9/2011
Pain Management Support Group	3/9/2011
Be Prepared	3/10/2011
Balance/Exercise	3/10/2011
Wig Boutique	3/10/2011
Balance Assessment	3/15/2011
Tobacco Cessation	3/16/2011
Fall Prevention Risk & Tips - REAO-Great Neck	3/21/2011
Pain Management Support Group	3/21/2011
Inspiring Women - Fine Tuning Your Bones	3/22/2011
Managing Legal & Employment Concerns While Coping with Breast Cancer	3/24/2011
Wig Boutique	3/24/2011
Getting Your Daughter Ready for College	3/26/2011
Breast Feeding Support	3/28/2011
Balance/Exercise	3/29/2011
Cultural Competency Community Advisory Council	3/30/2011
Wig Boutique	3/30/2011
Tobacco Cessation	3/31/2011
Balance Assessment	4/3/2011
Balance/Exercise	4/4/2011
Practice Leadership	4/4/2011
Oh, My Aching Back	4/5/2011
Fall Prevention Risk & Tips - Uniondale Senior Club	4/5/2011
Fall Prevention Risk & Tips	4/6/2011
Tobacco Cessation	4/6/2011
Wig Boutique	4/7/2011
Pain Management Support Group	4/11/2011
Understanding and Controlling Inflammatory Bowel Disease	4/12/2011
Balance/Exercise-Mineola seniors, Mineola Community Center	4/12/2011

Exercise and Fall Prevention	4/13/2011
Balance Assessment	4/13/2011
Tobacco Cessation	4/13/2011
Wig Boutique	4/14/2011
Balance/Exercise	4/18/2011
Pain Management Support Group	4/18/2011
Balance/Exercise-AARP, Mineola Community Center	4/19/2011
Tobacco Cessation	4/20/2011
Wig Boutique	4/21/2011
Breast Feeding Support	4/25/2011
Tobacco Cessation	4/27/2011
Balance Assessment	4/27/2011
Wig Boutique	4/27/2011
Fall Prevention Risk & Tips-National/Active Retired Federal Employees	May-11
Health Fair-Telephonics, Inc.	5/2/2011
Breast Feeding Support	5/2/2011
Pain Management Support Group	5/4/2011
Chronic Kidney Disease: Treatment Options	5/5/2011
Tobacco Cessation	5/5/2011
Wig Boutique	5/5/2011
Fall Prevention Risk & Tips	5/9/2011
Breast Feeding Support	5/9/2011
Success with Failure: Managing Your Congestive Heart Failure	5/10/2011
Stroke Alert: Free Stroke Screening Included	5/11/2011
Pain Management Support Group	5/11/2011
Balance Assessment	5/12/2011
Tobacco Cessation	5/12/2011
Wig Boutique	5/12/2011
Prostate Cancer - From Diagnosis Through Treatment	5/16/2011
Breast Feeding Support	5/16/2011
Balance/Exercise	5/17/2011
Balance/Exercise	5/17/2011
Blood Pressure & Cholesterol Screening	5/17/2011
Pain Management Support Group	5/18/2011
Tobacco Cessation	5/19/2011
Wig Boutique	5/19/2011
Wig Boutique	5/23/2011
Fall Prevention Risk & Tips-LI Alzheimer Association	5/24/2011
Tobacco Cessation	5/26/2011
Fall Prevention Risk & Tips-Mineola Memorial Library	6/2/2011
Balance Assessment	6/3/2011
Pain Management Support Group	6/6/2011

Fall Prevention Risk & Tips	6/6/2011
New Advances in Eye Care	6/7/2011
Inspiring Women-Sleep...It's Good For Your Health	6/8/2011
Wig Boutique	6/9/2011
Practice Leadership	6/9/2011
Pain Management Support Group	6/10/2011
Balance/Exercise	6/13/2011
Health Fair-Lido Beach Seniors (w/BP screening)	6/14/2011
Wig Boutique	6/16/2011
Balance Assessment	6/16/2011
Pain Management Support Group	6/20/2011
Balance/Exercise	6/20/2011
Tobacco Cessation-Verizon	6/21/2011
Managing Post-Treatment Side Effects for Breast Patients	6/22/2011
Tobacco Support Group	6/23/2011
Wig Boutique	6/23/2011
Cancer Survivors Workshop: Nutrition & Psychosocial Issues	6/23/2011
Pain Management Support Group	6/24/2011
Pain Management Support Group	7/6/2011
Wig Boutique	7/7/2011
Fall Prevention Risk & Tips	7/11/2011
Fall Prevention Risk & Tips	7/12/2011
Balance Assessment	7/12/2011
Fall Prevention Risk & Tips	7/13/2011
Pain Management Support Group	7/14/2011
Eager Breathers Support Group	7/14/2011
Wig Boutique	7/14/2011
Balance/Exercise	7/18/2011
Balance/Exercise	7/19/2011
Outside Exercise	7/21/2011
Pain Management Support Group	7/21/2011
Wig Boutique	7/21/2011
Balance/Exercise	7/25/2011
CPAP Support	7/26/2011
Pain Management Support Group	7/27/2011
Cultural Competency Community Advisory Council	7/28/2011
Wig Boutique	7/29/2011
Wig Boutique	8/1/2011
Pain Management Support Group	8/4/2011
Wig Boutique	8/8/2011
Wig Boutique	8/8/2011
Wig Boutique	8/15/2011
Breast Feeding Support	8/17/2011

Pain Management Support Group	8/18/2011
Wig Boutique	8/22/2011
Pain Management Support Group	8/25/2011
Wig Boutique	8/29/2011
Breast Feeding Support	8/31/2011
Pain Management Support Group	9/1/2011
Breast Feeding Support	9/7/2011
Pain Management Support Group	9/8/2011
Fall Prevention Risk & Tips - Carle Place Seniors	9/8/2011
Wig Boutique	9/12/2011
Breast Feeding Support	9/14/2011
Tobacco Cessation Support Group	9/14/2011
Pain Management Support Group	9/15/2011
Wig Boutique	9/19/2011
Fall Prevention Risk & Tips - Elmont Senior Group	9/20/2011
Breast Feeding Support	9/21/2011
Pain Management Support Group	9/22/2011
Wig Boutique	9/26/2011
Breast Feeding Support	9/28/2011

ⁱ Centers for Disease Control and Prevention. A Practical Guide to Working with Health-Care Systems on Tobacco-Use Treatment. Atlanta, GA: National Center for Chronic Disease Prevention and Health Promotion, Office on Smoking and Health. 2006.

ⁱⁱ New York State Department of Health.

http://www.health.state.ny.us/prevention/prevention_agenda/unintentional_injury/index.htm.