



# **Saint Joseph's Medical Center Community Service Plan (CSP) 2016 Update**



# Community Service Plan (CSP)

## 2016 – Update

In 2015, the Medical Center continued with its Prevention Initiatives for Hypertension and Diabetes, two chronic diseases that impact the community we serve. With the combined efforts of our Clinical Staff and Administration, our self-management programs, educational initiatives and community outreach were successful in raising awareness and improving the health outcomes of our patients and the residents of Yonkers who are afflicted by these chronic diseases.

As part of our on-going commitment to these initiatives and to improve the health of those we serve, the Medical Center continued allocating resources to support its prevention initiatives and realize the best outcomes possible. Resources were allocated to create a new employee classification, Patient Care Representatives, to better track patients' compliance with scheduled appointments, follow up with referrals to specialists and ensuring tests and results are completed and available in an optimal timeframe. The Medical Center also requires all new staff at its Ambulatory sites to be bilingual (English/Spanish) in order to improve communication and be sensitive to the cultural issues of a large portion of our patient population. In addition, medical staff makes home visits to patients from our Family Health Center to ensure they are getting their needed care when they are unable to leave their homes.

Saint Joseph's is committed to optimizing its efforts to improve the health outcomes of those it serves. Our Physicians, Nurses, Technologists and support staff are some of the most highly trained and experienced professionals who are dedicated to our Mission of providing the highest quality of healthcare. We look forward to continued success with our Prevention Initiatives and the ongoing support of our Community.

If you have any questions about Saint Joseph's Community Service Plan or would like more information about the Plan, please call (914) 378-7830.

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