

# **Bassett Healthcare Network One-Year Community Service Plan Update**

The **Bassett Healthcare Network** provides health services in more than 20 communities spanning 5,600 square miles and nine counties. In developing its Community Service Plan for 2010-2012, Bassett focused on the counties where its six affiliated hospitals and greatest patient populations are located: Otsego County, with a population of 61,962; Delaware County, with a population of 46,085; Herkimer County, with a population of 62,200; and Schoharie County, with a population of 31,910 (according to 2008 U.S. Census estimates.) No changes were made to the primary service area used in community service planning.

One-year updates to the Community Service Plans developed by the six hospitals in the Bassett Healthcare Network service area are included in this report, organized by county.

## **OTSEGO COUNTY**

**Bassett Medical Center** serves as the foundation for the Bassett Healthcare Network and is a 180-bed acute care inpatient teaching facility located in Cooperstown, New York. Providing a wide range of specialty care, the medical center maintains a strong academic program through its affiliation with Columbia University College of Physicians and Surgeons, an affiliation highlighted by the establishment in 2009 of a Columbia medical school campus at Bassett. The Bassett Physician Group, comprised of a full-time salaried staff numbering over 250 physicians and other doctorates and 150 allied health professionals, provides primary and specialty care at the medical center and the Bassett Clinic located on the same campus. The Bassett Research Institute in Cooperstown and the New York Center for Agricultural Medicine and Health conduct research in basic and clinical science, population and public health studies.

**A.O. Fox Memorial Hospital** is a 100-bed acute care facility located in Oneonta, New York. January 1, 2010, the Board of Trustees for Fox and Bassett approved agreements making Fox an affiliate hospital within the Bassett Healthcare Network. The affiliation allows Bassett and Fox to collaborate on the delivery of health care to people in the region. The two hospitals are currently working on sharing services in the area of orthopedics, cancer and cardiology. Additional details appear later in this report.

### **1. Mission Statement**

**Bassett Medical Center** (No change)

Bassett Medical Center exists to advance the health care of rural populations through:

- Providing excellence in the continuum of care
- Educating physicians and other health care professionals
- Pursuing health research

**A.O. Fox Memorial Hospital** (No change)

Aurelia Osborn Fox Memorial Hospital will provide the residents of Oneonta and the surrounding four county area with high quality primary care services. A core set of specialty

services will be delivered directly through Fox or through relationships with other hospitals or physician groups. Patient-centered quality care and financial feasibility will be guiding principles for both the establishment and continuation of services.

## **2. Hospital Service Area** (No change)

The **Bassett Healthcare Network** provides health services in more than 20 communities spanning 5,600 square miles and nine counties. Bassett's facilities and its affiliates include: **Bassett Medical Center**, an acute care inpatient teaching facility in Cooperstown, Otsego County; A.O. Fox Hospital, an acute care hospital in Oneonta, Otsego County; O'Connor Hospital, a critical access hospital in Delhi, Delaware County; Cobleskill Regional Hospital, an acute care facility in Cobleskill, Schoharie County; Little Falls Hospital, an acute care facility in Little Falls, Herkimer County; Tri-Town Regional Hospital, a 24/7 emergency care facility in Sidney, Delaware County; the Bassett Clinic, an outpatient primary and specialty care center on the Bassett Medical Center campus in Cooperstown; 26 community based outpatient health centers, 18 school based health centers; two ambulatory surgery centers; Valley Health Services, a residential health care and rehabilitation facility; At Home Care, a certified home care agency; and First Community Care of Bassett, a medical supply company.

**A.O. Fox Hospital** is a 100-bed acute care hospital located in Oneonta, N.Y. In addition to inpatient hospital services, Fox also provides a broad spectrum of outpatient health care to the Oneonta region including emergency services, urgent care, family medicine/primary care, OB/GYN, and dental, as well as a retail pharmacy, fitness center and other specialty care. Outpatient services are provided in several satellite offices including the FoxCare Center and other Oneonta locations, as well as in Sidney, Stamford and Worcester. The primary service area for Fox Hospital encompasses the City of Oneonta and parts of Otsego and Delaware counties.

## **3. Participants and hospital role**

Community partners involved in assessing community health needs in Otsego County include: Bassett Healthcare Network \* Otsego County Department of Health, \* county human service, youth, emergency services and aging agencies \* SUNY Oneonta \* Hartwick College \* Opportunities for Otsego Inc. \* Planned Parenthood \* Safe Kids of Otsego County \*officials from the county, towns of Pittsfield and Richfield Springs, city of Oneonta \* Springbrook \* Head Start \* Catskill Area Hospice & Palliative Care \* NY Connects of Otsego County \* United Way \* The Arc Otsego \* Rural Three for Tobacco Free Communities \* Cornell Cooperative Extension \* Schenevus and Cherry Valley-Springfield central schools \* American Mobile Dental Corporation \* Fox Dental Clinic \* Leatherstocking Education on Alcoholism/Addictions Foundations Inc.

### **Update**

Bassett solicited feedback from community partners through its Connecting Communities Advisory Group, helped to identify Prevention Agenda priorities by participating in a focus group facilitated by the county health department, and helped set goals related to the selected priorities during subsequent strategic planning sessions.

The core group of the committee continues to meet on a quarterly basis. Partners include the following: Bassett Medical Center, A.O. Fox Hospital, Otsego County Department of Health,

LEAF Council on Alcoholism and Addiction, and the Bassett Healthcare Network School Based Health Program.

#### **4. Identification of Public Health Priorities**

##### **Selected Prevention Agenda priorities**

- Access to Quality Health Care - dental health in particular
- Mental Health & Substance Abuse
- Physical Activity & Nutrition

##### **Overall Goals**

- Increase the percentage of Otsego County adults who have seen a dentist in the past year, working toward the 2013 Prevention Agenda objective of 83 percent.
- Reduce the rate of alcohol abuse in Otsego County.
- Reduce the rate of obesity in Otsego County.

#### **Update**

Bassett Medical Center and A. O. Fox Hospital continue to work with their Prevention Agenda partners to support the key health indicators outlined in the Comprehensive Three-Year Community Service Plan. The plan has not changed in its scope and mission, however the strategies for selected priorities will take time to develop and put into action.

#### **Access to quality health care:**

Bassett Medical Center and A.O. Fox Hospital signed affiliation agreements January 2010. The partnership between the two facilities will increase access to quality health care as well as specialists in the greater Oneonta area. Bassett and Fox are currently focusing on the sharing of services in the area of orthopedic, cardiology and cancer care. More details are provided under section seven “Access to Services”.

#### **Dental:**

We are working to re-establish the Otsego County Oral Health Coalition as a mechanism for bringing community partners together on advocacy efforts aimed at attracting more dentists to our rural area. While it’s agreed this Coalition could play a key role in improving access to dental care in Otsego County, bringing the community partners together around a shared vision and plan of action is a complex process given the agencies and organizations involved and the nature of the work. We would hope to make significant progress on this in the coming year.

Meanwhile, Bassett’s School-Based Health Program has expanded its preventive dental health program, now reaching 2000 students in 15 school districts. See details under section five “Update on the Plan of Action”.

Fox Hospital hired a dentist, Dr. Mary Michael, who started seeing patients in August, 2010. This will help alleviate the wait list of new patients, but access remains an issue and recruitment continues in an effort to hire additional dental care providers.

#### **Mental Health & Substance Abuse:**

The size and depth of the Bassett Healthcare Network, with its more than two dozen community health centers and 18 school-based health centers, as well as six hospitals, makes it ideal for a new initiative to train primary care providers and surgeons in substance abuse screening and referral. The goal is to also train practitioners outside the Bassett Healthcare Network, but Bassett provides an ideal platform from which to pilot this initiative.

A tool to help identify at risk adolescents was not mentioned in the original work strategy under mental health and substance abuse, but is now in use in Bassett's school-based health centers (SBHCs). Guidelines Adolescent Preventive Services (GAPS) is helping to identify whether an adolescent is at risk for suicide and/or depression in the school districts that have students enrolled in Bassett's SBHCs in Otsego County. We will be tracking the number of times that the GAPS screening tool is being used in order to help gauge the success of the program.

**Reducing the rate of obesity:**

In May of 2010, Bassett was notified it had been awarded a NYS Department of Health Comprehensive School Health Policy grant for \$600,000 over five years (\$120,000 year one) to provide resources, guidance and technical assistance to schools and school districts in Otsego, Delaware and Schoharie Counties for the development and implementation of, and compliance with, school health policies in the areas of tobacco use, nutrition and physical activity. Working with schools to develop "seamless" policies between school, family and community is part of the work plan. Initially, Bassett will partner with five schools during the first cycle of the grant and anticipates working with 15 schools (50%) and one BOCES district over the course of the grant.

The area targeted by this initiative ranks in the worst (3<sup>rd</sup> or 4<sup>th</sup>) quartile statewide for morbidity and mortality rates for chronic disease such as COPD, asthma, diabetes and smoking related cancers, as well as for overweight WIC children and obese adults. In selecting the initial five target schools, Bassett has given priority to school districts with a high percentage of students eligible for the National School Lunch Program, no fully implemented policies, a relative lack of resources, and an established School Based Health Program relationship.

Fox providers routinely conduct a BMI assessment during a patient's annual physical exam. If obesity is identified as an issue, blood work is done to check cholesterol and rule out other medical conditions that could contribute to the obesity. If appropriate, nutritional counseling is recommended. Healthy snacks are encouraged and increased physical activity suggested along with limits on TV time and video games.

In addition to their work toward addressing these goals, Bassett and Fox continue to offer a variety of public health programs that address chronic disease management and prevention, unintentional injury, tobacco use, women's health and other areas outside the selected Otsego County Prevention Agenda priorities. For example, in 2009, a new tobacco cessation program was initiated at Bassett Medical Center to fill a need that arose after a grant-funded tobacco-cessation program ended. More than 30 Bassett Medical Center staff volunteered for training conducted by the Center for Smoking Cessation so that they could take on additional duties to help address smoking with patients. To date, more than 40 "Fax-to Quit" referrals of inpatients have been sent to the NYS Quitline, which provided post-discharge tobacco-cessation services.

A.O. Fox is currently in the process of redeveloping its smoking cessation program. Meanwhile, education and support are provided through Employee Health on an as needed basis and information is also provided via the NYS Quitline. All inpatients receive smoking cessation information as requested and upon discharge.

### **Update Additional Priorities:**

**Increasing immunizations** - In regards to the goal of increasing immunization rates and the distribution of educational materials about preventing the spread of infectious disease, there was intense focus in 2009 and early 2010 on H1N1. In addition to educating and vaccinating their own staff and patients, Bassett and Fox worked with Otsego County Public Health on educating the public on the difference between H1N1 and seasonal influenza, as well as prevention and administering vaccine as it became available.

Providers at Fox who work with new parents have also launched an initiative to educate mothers and fathers of newborns on the benefits of immunization and the benefits of being up-to-date with their tetanus/pertussis vaccine. Bassett's Birthing Center staff, Pediatric department and school-based health providers have, for some time, provided extensive immunization education to parents.

**Emergency Preparedness Education:** Fox had as one of its additional priorities making sure employees are knowledgeable about emergency preparedness at home. Information was presented at an employee safety fair March 13, 2009. Bassett holds an annual personal preparedness fair for employees.

**Decrease rate of unintentional injury:** Fox also had a goal of decreasing the rate of unintentional injury among employees and has offered several educational programs on slips, trips and falls. Incident reports have declined from 30 reports in 2008 and 22 reports in 2009.

## **5. Update on the Plan of Action**

### **Access to Dental Health Care**

1. In 2010, the Bassett Healthcare Network's School-Based Health Program was awarded a \$5,000 grant from the New York State Dental Foundation. The funding, part of the Dental Foundation's Give Kids a Smile Award program, is being used to pilot a new initiative aimed at identifying children at risk for cavities at an earlier age. Those determined to be at risk could receive an application of fluoride varnish to control or prevent cavities. The program will be piloted in the school-based health centers with an eye toward replicating it across the Bassett Healthcare Network. Bassett's dental program, which provides comprehensive preventive services (cleanings, sealant application, fluoride application) currently reaches close to 2000 children in 15 school districts. Bassett will continue working to expand these services to all School Based Health Centers in the county and provide sealant services to non-SBHC schools.

Specifically in Otsego County, preventative dental services are offered to all children with a focus on sealant application. Particular effort is made to reach those children in 2nd and 6th grade and those without dental insurance or on Medicaid.

Bassett Healthcare Network's School-Based Health works with area dentists to insure that all children may receive comprehensive dental care. During this past year SBH has worked with the FoxCare Dental Group to try to insure that there is no duplication in preventative care to children in participating schools and that appropriate referrals are made.

Users of school-based preventative dental services (Includes screenings, sealants, cleanings, fluoride treatments, referrals, oral health education):

County	Students	Districts	Schools
Chenango County	415	1	2
Otsego County	731	12	18
Delaware County	254	2	3

Total Children served = 1400

2. Bassett continues to work with the Otsego County Department of Health and RHENDOMS to make more schools aware of RHENDOMS' services and increase participation. RHENDOMS' dental health education is offered to pre-school through 3<sup>rd</sup> grade students for any public or private school that wants to participate. Lessons are taught that include basic oral hygiene, nutrition, and "a trip to the dentist," and every child brings home a bag with dental health information for their parents, and a toothbrush and toothpaste.

- In Otsego County, eight schools and 676 children took part in the Dental Health Education program during the 2009-2010 school year.

Bassett is working with the Otsego County Department of Health and A.O. Fox Hospital to educate primary care and SBHC providers about dental practices available for referrals.

### **Mental Health & Substance Abuse**

1. Bassett will work with A.O. Fox Hospital and the Leatherstocking Education on Alcoholism/Addictions Foundations Inc. (LEAF) to provide Continuing Medical Education training on substance abuse screening and referral to primary care providers and surgeons in the county.

Action: a screening tool is being developed to help providers recognize substance abuse and patients at risk of substance abuse. This tool will be made available to primary care doctors through the Electronic Medical Record (EMR). Doctors and nurses will be educated on how to appropriately follow up with any patient who is "red flagged" for potential alcohol or drug problems. Bassett is also working with the health department and LEAF to complete and distribute an updated list of mental health and substance abuse resources to primary care providers. This summer a meeting was held with the Vice President of Bassett's regional

network to explain this initiative, assess the tool and discuss how best to implement the program. LEAF is developing the screening tool for providers to use that will be housed within the EMR with the goal of having it ready for use in early 2011.

2. Bassett will collaborate with LEAF and the health department on a public health campaign about the risk factors associated with binge drinking and prescription drug abuse.

Action: A poster campaign was launched in August 2010 as a collaboration between the Bassett Healthcare Network (includes Fox) and Otsego County Public Health to reduce binge drinking. The first phase is well underway with posters distributed throughout the community and college campuses calling attention to the problem, its risks and where individuals can turn for help. The campaign will be followed up with news stories, radio spots and school presentations.

### **Physical Activity & Nutrition**

1. In 2010, Bassett received a NYS DOH Comprehensive School Health Policy grant for approximately \$600,000 over five years (\$120,000 in the first year) to provide resources, guidance and technical assistance to schools and school districts in Otsego, Delaware and Schoharie counties for the development and implementation of school health policies in the areas of tobacco use, nutrition and physical activity. Working to improve continuity of care between families, schools and primary care providers for the treatment of childhood obesity is part of the plan and includes partnering with the health department, schools and other community partners.

2. Bassett will continue to collaborate with the health department and other community partners on efforts to provide early education about the importance of physical activity and nutrition throughout life, including during pregnancy. Among the programs currently running: Through Bassett's Rural Health Education Network, *Nutrition Detective* is a nutrition education program for elementary school children. Teachers are trained to teach students nutrition label literacy, and how to recognize marketing deceptions commonly found on the packaging of foods that they consume. *YogaKids@International Tools for Schools* program is an integrated physical fitness education and health curriculum designed to enhance children's mental and physical health through movement. Teachers are trained to integrate activities into their existing curriculum that can calm and focus students, while providing a fitness component. *Girls On The Run International* is a school-based program that educates and prepares preteen girls in Otsego County and other counties in Bassett's service region for a lifetime of self-respect and healthy living. Community volunteers are trained to teach the provided 12-week curriculum and to coach students through the program. A Bassett Medical Center-based education program called *UpClose Cardiac Surgery* reaches hundreds of middle school students every year from three dozen school districts in Otsego County and other counties throughout Bassett's region of service. Students are bussed to Bassett Medical Center where they learn the value of good nutrition, physical exercise and the health risks associated with using tobacco and other drugs. During their visit, they have the opportunity to view a pre-taped or live-feed of heart surgery that graphically demonstrates the realities of lifestyle-related heart disease and they're encouraged to ask questions of the cardiac surgeon performing the operation.

Additionally, with assistance from a RHENDOMS Healthy Eating and Activity Team coordinator, schools develop health fairs during the school year. These fairs provide an

opportunity for many community partners to inform children, parents and school staff of the benefits of good nutrition and physical activity.

<b>Programs</b>	<b>Number of Schools</b>	<b>Number of Students</b>
<i>Girls on the Run –Central NY</i>	25	427
<i>Bassett UpClose Cardiac Surgery 2009-2010</i>	31	1400

	Nutrition Detectives		Yoga		Dental	
	# Schools	# Students	# Schools	# Students	# Schools	# Students
Otsego County	7	325	6	520	10	896
Montgomery Co	3	119	N/A	N/A	35	1041
Schoharie Co	3	192	2	438	6	845
Delaware Co	1	32	1	125	10	717

### **Non-Prevention Agenda Actions**

2010 Upstate Health and Wellness Survey: Some 55,000 people living in Otsego, Herkimer, Chenango, Madison, Delaware, Montgomery and Schoharie Counties were offered the opportunity to help shape health care in their communities by taking part in the Upstate Health and Wellness Survey. The rural health study hit mailboxes in the summer of 2009 and was a collaborative effort between the Bassett Research Institute and seven county public health departments. Survey results are being compiled and will be released this fall (2010).

The survey will lay the foundation for improving health care and prevention activities throughout the region. This is the first time that this many agencies across this large, rural region have come together to assess the region's needs. The survey will also identify trends in disease and injury unique to life in Upstate New York.

Employee Wellness: A variety of health and wellness lunch and learn sessions are offered to employees across the Bassett Healthcare Network covering topics ranging from mental and financial health to good nutrition and heart disease prevention. Bassett also encourages wellness among employees by offering the opportunity to participate in an annual health assessment that

measures cholesterol, blood pressure, body mass index, blood glucose and weight. Employees earn \$25 for participating and can earn up to \$100 if their numbers improve. In addition, Bassett holds a Go Red for Women program in February for employees that educates staff about preventing heart disease in women, and in June a Go Blue for Men event is held that educates staff about various health issues impacting men.

**Mobile Medical Screening Coach:** The Bassett Cancer Institute put the mobile medical screening coach on the road in the fall of 2008 with the goal of reaching the under and uninsured with free cancer screenings. A preponderance of the coach's visits occur in Chenango, Delaware, Otsego and Schoharie counties, which account for over 70 percent of Bassett's geographic market. In the four-county region of Chenango, Delaware, Otsego and Schoharie, the coach participated in American Cancer Society Relay for Life events in each county. It also was present at such events as the Meredith Dairy Fest in Delaware County; a health fair in North Blenheim and the Sunshine Fair in Cobleskill, both in Schoharie County; and the Big Squeeze event at Fly Creek, Otsego County. In 2010 already, the coach has served more than 1036 patients. Nearly 2000 women received mammograms in 2009. Two cases of breast cancer were diagnosed. Additionally, one case of cervical cancer was diagnosed.

## **6. Dissemination of the Report to the Public**

Bassett's Comprehensive Three-Year Community Service Plan was summarized in an annual Community Report. Printed copies were available to the public in patient waiting rooms and information kiosks. The report was also posted on the Bassett website, [www.bassett.org](http://www.bassett.org). The One-Year Community Service Plan Update will also be posted on the Bassett Web site.

Fox summarized its CSP in a brochure distributed to patients, members of the board of trustees, members of the Chamber of Commerce and other community members. Additionally, the CSP was made available in physician offices and hospital waiting areas.

## **7. Changes Impacting Community Health/Provision of Charity Care/Access to Services**

### **Update**

Bassett was awarded a \$3.9 million grant from the Health Care Efficiency and Affordability Law for New Yorkers Capital Grant program in September of 2009 to support the Bassett-Fox affiliation and services collaboration. The affiliation agreements signed by the two hospitals' Board of Trustees were effective January 1, 2010. The bulk of the grant funding will go toward restructuring Fox's existing debt and the development of a comprehensive master facility planning process. The funds are also being used to support the establishment of electronic connectivity between the two hospitals, the establishment of clinical services by Bassett in consolidated space at a Fox facility in Oneonta, and to recruit health care providers to serve the greater Oneonta community. Bassett and Fox are currently sharing orthopedic services and work continues on agreements around sharing cardiology and cancer care. Bassett recruited two additional orthopedic surgeons who started the end of August and are based out of Oneonta in order to meet the need for increased access to orthopedic care.

The affiliation between Bassett and Fox eliminates duplication of services, provides greater access to quality health care as well as to specialty care and improves care delivery in the region served by the two facilities.

Also in 2010, Bassett's School Based Health Program, the largest rural school-based health program in New York State, announced the opening of five new school-based health centers. In a continuing collaboration between local school districts and the Bassett Healthcare Network, Bassett opened health centers in the Milford, Schenevus, Sidney and Stamford school districts. Bassett's SBHCs are now providing primary care to approximately 6,000 students at 18 sites.

## **8. Financial Aid Program**

### **Update**

#### **Bassett**

In September of 2009, Bassett was awarded a \$499,000 grant from the Centers for Medicare and Medicaid for a two-year outreach program under the Children's Health Insurance Reauthorization Act (CHIPRA) to identify and enroll Medicaid-eligible but unenrolled children and youth in Otsego and Schoharie counties and parts of Chenango, Delaware, Herkimer and Madison counties. That work is underway.

A previous project, Bassett's "Rural Health Care Services Outreach" project, provided important information about barriers confronted by uninsured children in obtaining health insurance. The project was funded by HRSA and implemented in six of Bassett's SBHCs. The barriers the project identified were common and often systemic, and included the rural geography and travel burden, low literacy and health literacy, lack of information about options, discouragement with the process, and cultural sensitivity toward governmental assistance. This same pilot program found that 12-15 percent of the SBHC students, including many teens, were uninsured. The pilot was successful in that it increased the number of students enrolled in Medicaid or New York's Child Health Plus and collected important data on the types and levels of outreach and support services needed to produce enrollment results. The CHIPRA funded program allows Bassett to build on the initial pilot and provide outreach and enrollment services in the target service area. This target service area encompasses nearly 3500 square miles (including all of Otsego and Schoharie counties, southern Herkimer County, northern Delaware County, and eastern Chenango and Madison counties in upstate New York). This is a region that is home to an estimated 2746 uninsured children living at <200 percent of the federal poverty level.

The CHIPRA project provides one-to-one active outreach, education, assistance, trouble-shooting, problem-solving, encouragement and follow-up for families that have not been reached through more traditional information and referral services. This program is of great value given the growing number of families who are under or uninsured.

While Bassett has not made any major changes to its Community Services Program (CSP), which provides free care to patients who do not qualify for Medicaid or other insurance programs and who meet guidelines, we have noted a 17 percent increase in 2009 vs. 2008 volumes. The increase is attributed to increased application activity and not a change in

eligibility requirements. In review of 2010 vs. 2009, CMS changes resulting in increased Medicaid approvals have slowed CSP write-offs to six percent as of June 30, 2010. Patients are being counseled to enroll in employer-sponsored insurance whenever it is available. However, in many cases the premium to income ratio is cost prohibitive, making insurance unaffordable. In addition, the lower cost plans come with higher patient financial responsibility in the form of deductibles and coinsurance that are difficult for lower income families to manage. We continue to monitor these trends and anticipate other changes as the result of pending health care reform. The Bassett Healthcare Network has a strong commitment to providing financial assistance to those in need to ensure that they receive quality health care. All Bassett personnel are educated about the availability of the Community Services Program, and brochures are prominent and visible at all patient locations throughout the Bassett system.

### **Fox**

Fox has been successful in growing its Financial Aid Program by over 50 percent the last few years and last year scaled back the program's documentation requirements for income verification so that fewer patients would be discouraged from completing the paperwork. We continue to educate patients without insurance about the benefits of the program. Besides its Financial Aid Program, Fox instituted a policy several years ago to discount an uninsured inpatient account to the lower of charges or the average commercial insurance DRG rate for the patient's diagnosis. In addition, Fox added a service to its program that assists eligible patients in applying for the Medicaid, Child Health Plus and Family Health Plus programs and continues to have contracts with both Otsego and Delaware counties to have Medicaid representatives available to our patients at our main hospital campus.

## **SCHOHARIE COUNTY**

**Cobleskill Regional Hospital** is a 40-bed, not-for-profit community hospital founded by the people of Schoharie County in 1956. The hospital provides a broad range of inpatient and outpatient services, including an emergency department staffed around-the-clock by highly qualified physicians, inpatient care for medical conditions, outpatient surgery, short-stay inpatient rehabilitation, outpatient rehabilitative services (including physical therapy), open MRI and state-of-the art medical imaging, comprehensive laboratory services, a sleep lab, and 19 specialty clinics. Located in Cobleskill, N.Y., it is the only hospital in Schoharie County.

### **1. Mission Statement** (No change)

Cobleskill Regional Hospital exists to serve the Schoharie County community by providing excellent health care in partnership with the Bassett Healthcare Network

### **2. Hospital Service Area** (No change)

Cobleskill Regional Hospital's primary service area encompasses all of Schoharie County, with a population 31,910 (according to a U.S. Census 2008 estimate) and a portion of neighboring Schenectady County. There is a Bassett health center in Delanson, which strengthens the hospital's presence in this portion of Schenectady County.

### **3. Participants and hospital role**

Community partners involved in assessing community health needs in Schoharie County included:

Cobleskill Regional Hospital \* Schoharie County Health Department \* Bassett primary care group \* community-based organizations \* county social service, mental health, youth and aging agencies \* Schoharie County Board of Supervisors \* public school superintendents and principals \* EMS coordinator \* SUNY Cobleskill \* Cornell University Cooperative Extension

Cobleskill Regional Hospital solicited feedback from community partners through its Connecting Communities Advisory Group, facilitated identification of Prevention Agenda priorities by organizing a Public Health, Well-being and Prevention Listening Session, and helped set goals related to the selected priorities during subsequent strategic planning sessions.

#### **Update**

Four community partners - Schoharie County Health Department, Cornell University Cooperative Extension, Schoharie County Community Action Program and CRH - continued to meet monthly (except July & August). We plan to expand the core membership in the fall. Additional community groups have expressed interest and a meeting date is set for October 18, 2010.

### **4. Identification of Public Health Priorities**

#### **Selected Prevention Agenda Priorities**

- Tobacco
- Physical Activity & Nutrition

#### **Overall goals**

- Improve the percentage of adults in Schoharie County who increase their levels of regular physical activity, working toward a goal of three days per week;
- Increase the percentage of adults who eat five servings of fruits and vegetables daily from the current level in Schoharie County of 25 percent toward the Healthy People 2010 objective of 75 percent
- Reduce the percentage of Schoharie County adults who smoke, working toward the state's Prevention Agenda objective of 12 percent

#### **Update**

In 2010, Bassett received a NYS DOH Comprehensive School Health Policy grant for approximately \$600,000 over five years (\$120,000 in the first year). The grant is being used to provide resources, guidance and technical assistance to schools and school districts in Otsego, Delaware and Schoharie counties for the development and implementation of school health policies in the areas of tobacco use, nutrition and physical activity. Working to improve continuity of care between families, schools and primary care providers for the treatment of childhood obesity is part of the plan.

In addition to its work toward addressing the plan's overall goals stated above, Cobleskill Regional Hospital continues to offer a variety of public health programs that address chronic

disease management and prevention, unintentional injury, access to health care, women's health and other areas outside the selected Prevention Agenda priorities.

## 5. Update on Plan of Action

### **Tobacco Use - Tobacco Cessation:**

Our Adopt-a-Smoker efforts were modified and redesigned as a pilot project to test reporting strategies and interventions prior to launching a larger Schoharie County initiative. The smaller effort had 17 participants for the day of the Great American Smoke-out. One hospital staff member quit smoking following the program.

The hospital tobacco/smoking cessation outreach activities expanded to include patients who smoke and are seen in the pulmonary clinic. Seven additional patients were referred to the Fax to Quit Line. Fifty-two patients received counseling, 100 percent of the 15 patients who requested assistance to stop tobacco use received additional counseling, medication and were referred to the Smokers Quit Line.

A seven-week tobacco cessation program began July 21, 2010 from 7-8:30 p.m. at the hospital. The Center for Smoking Cessation and American Cancer Society presented CRH with a Gold Level of performance award for its ongoing commitment to the development and implementation of policies and interventions that reduce the effects of smoking related disease.

Two smoking cessation counselors attended "The Butt Stops Here" program with the goal of facilitating classes offered on 1/9/10 titled "How Tobacco Companies Get and Keep Your Patients Hooked" and "Preventive Services: Smoking/Tobacco Use Cessation Counseling" offered on 6/25/10. Fourteen participants also attended a CME program on 6/14/10 titled "Smoking Cessation: What's New and What Works".

### **Physical Activity and Nutrition Program:**

- 1) The Healthier You Day by Day series, a partnership between Cobleskill Regional Hospital, the County Health Department, Cornell Cooperative Extension, Schoharie County Community Action, and Price Chopper Supermarkets, was well received. It was attended as follows:

Small Steps to Better Fitness	2/11/10	31 attendees
Small Steps to Better Fitness	2/18/10	30 attendees
Nutrition Made Easy	2/25/10	40 attendees
Strength Training for Seniors	2//25/10	29 attendees
Portion Control Challenge	3/11/10	40 attendees
Strength Training for Seniors	3/18/10	17 attendees
Portion Control Challenge	4/8/10	26 attendees

The multi-week presentations focused on healthy living and small changes individuals can make in their daily routine to improve overall health. The series offered targeted fitness instruction and nutrition education and was geared toward the needs of seniors.

2) Diabetes education efforts included two continuing medical education programs focused on diabetes management. The March 3, 2010 presentation updated staff on diabetic medical equipment and the program on April 21, 2010 featured outpatient management for individuals with Type 2 diabetes. In addition to the sessions for medical staff, Diabetes Conversation groups continued to meet as a way of providing diabetes education to the public. Six sessions were held and attendance averaged six at each session (Jan 4, eight attendees; Jan 21, six attendees; Feb 11, six attendees; May 6, six attendees; May 13, six attendees; and May 20, six attendees).

3) Four county partners - the Schoharie County Health Department, Cobleskill Cooperative Extension, Schoharie County Community Action Program (SCCAP) and Cobleskill Regional Hospital - worked together to develop a program named Step by Step that is designed to expand knowledge of nutrition and fitness options and improve the health of families in the region. Selected patients/clients and their families identified by the partners were invited to attend a half-day hands-on workshop to learn and practice small changes that can lead to better health. Prior to the workshop, participants were unfamiliar with the term BMI, food pyramid recommendations, how to read a product label, and the correct serving size. At the conclusion of the program, participants demonstrated increased knowledge of the topics covered, reported enjoying the physical “workouts”, and committed to making changes in diet and activity. All participants received gift certificates for athletic footwear funded through a grant from the New York State Healthy Communities Capacity Building Initiative.

Attendance:

4/3/10	50 individuals
5/15/10	30 individuals
6/24/10	37 individuals

4) Schoharie County is also benefiting from the DOH Comprehensive School Health Policy grant Bassett received to provide resources, guidance and technical assistance to schools and school districts in Otsego, Delaware and Schoharie counties for the development and implementation of school health policies in the areas of tobacco use, nutrition and physical activity. Working to improve continuity of care between families, schools and primary care providers for the treatment of childhood obesity is part of the plan and includes partnering with the health department, schools and other community partners.

5) Additional activities outside the prevention agenda programs: Cobleskill Regional Hospital participated in a Health Fair at SUNY Cobleskill in January and hosted a Teddy Bear clinic for approximately 60 kindergarten children at the hospital in May. Additional Lunch and Learn sessions addressed colon health, fall prevention, and over-the-counter medications. A total of 103 seniors participated. CRH continues to offer stroke, cancer, and dementia support groups.

## **6. Dissemination of the Report to the Public**

Cobleskill Regional Hospital's Comprehensive Three-Year Community Service Plan was summarized in an annual Community Report. Printed copies were available to the public in patient waiting rooms and information kiosks. The report was also posted on the hospital's Web site, [www.cobleskillhospital.org](http://www.cobleskillhospital.org). The One-Year Community Service Plan Update will also be posted on the hospital Web site.

## **7. Changes Impacting Community Health/Provision of Charity Care/Access to Services**

Schoharie County continues to be one of only two counties in New York State without a nursing home, following the closing of the Eden Park nursing home in 2007. There are currently over 100 Schoharie County Medicaid recipients placed in nursing homes outside the county, with over 30 new placements each year. This creates hardship for families trying to find placement for a loved one and who would prefer placement closer to home. Additionally, within Cobleskill Regional Hospital's swing bed unit are patients requiring nursing home care for whom it is very difficult to find placement, for a variety of reasons. Alternatives such as medical model day care, long term home health care and assisted living are limited or non-existent in the county. Cobleskill Regional Hospital is striving to address the most severe aspects of the lack of continuing care resources by proposing to build and operate a new 100 bed nursing home and 25 slot medical model day care program on the hospital's campus. A certificate of need application was filed with the New York State Department of Health in April 2010 for this project, and it is under active review.

## **8. Financial Aid Program**

The hospital's Community Services Program provides financial aid in the form of free care to patients based on need and income. In 2008-09, Cobleskill Regional Hospital developed and initiated use of a new financial aid form with an accompanying explanatory brochure to address the low literacy levels of many applicants in a county in which 1 in 10 reads below the fifth-grade level.

# **HERKIMER COUNTY**

**Little Falls Hospital** is a not-for-profit, critical-access hospital that was founded in 1893 and partnered with Bassett in 2004. The hospital provides 25 acute, swing and special care beds. It offers 24/7 emergency services and an array of primary, medical/surgical, acute and extended care medical services, including an after-hours clinic with evening hours in the Dolgeville and Newport primary care clinics. Other services include state-of-the-art medical imaging, physical and occupational therapy, pulmonary rehabilitation, respiratory therapy, pharmacy and laboratory. It is located in Little Falls, NY and is the only hospital in Herkimer County.

### **1. Mission Statement (no change)**

Little Falls Hospital is a voluntary, not-for-profit, community health care system whose mission is to offer compassionate quality care to all who need our services.

\*Reaffirmed by the LFH Board of Trustees each year

## **2. Hospital Service Area (no change)**

Little Falls Hospital's primary service area encompasses all of Herkimer County, with a population 62,200, Fulton County, with a population of 55,024, and Montgomery County with a population of 48,679 (according to a U.S. Census 2008 estimate), and a portion of neighboring Oneida County.

## **3. Participants and Hospital Role**

Community partners involved in assessing community health needs in Herkimer County included:

Little Falls Hospital \* Herkimer County Department of Public Health \* Herkimer County Rural Health Inc. \* Herkimer County Integrated Planning \* Herkimer-Oneida County Comprehensive Planning \* Mohawk Valley Network \* Oneida County Health Department \* Slocum Dickson Medical Group \* St. Elizabeth's Medical Center \* United Way of the Valley & Greater Utica Area \*

Little Falls Hospital helped to identify Prevention Agenda priorities and establish plans to address them through participation in a series of community forums, roundtable meetings and focus groups throughout 2009. The information gathered culminated in a Regional Health Summit to determine the Prevention Agenda Priority Areas.

### **Update**

As a result of the Regional Health Summit on March 26, 2009, subcommittees for each of the five selected Prevention Agenda Priority Areas for Herkimer and Oneida Counties have been formed. These subcommittees have decided to continue meeting bimonthly on a regional level with the goal of improving outcomes in the five areas of: Healthy Mothers/Babies/Children, Mental Health and Substance Abuse, Chronic Disease, Access to Care, and Physical Activity & Nutrition (obesity prevention). The main barrier to date has been overcoming scheduling conflicts that have resulted in poor attendance at some meetings and slow progress. We are working to improve this situation.

## **4. Identification of Public Health Priorities**

### **Selected Prevention Agenda Priorities**

- Access to Quality Healthcare
- Chronic Disease

### **Overall Goals**

- Increase access to cancer screenings
- Increase access to early prenatal care; reduce rates of teen pregnancy and infant mortality
- Prevent or delay the onset of diabetes in people who are at high risk

### **Update**

**Cancer screening access:** With regard to increasing access to cancer screenings specifically, Little Falls Hospital collaborates with the Bassett Cancer Institute and the Cancer Services Program of Oneida, Herkimer and Madison Counties to offer cancer screenings. These screenings include clinical breast exams, mammograms, pap/pelvic exams and in-home colorectal screenings to aid the underinsured and uninsured men and women between the ages of 40-64 years of age. To increase awareness of services, a representative of Little Falls Hospital sits on an ad-hoc committee to bring awareness of the services to remote areas.

**Access to early prenatal care:** Educational and referral information is available at community health screenings on women's health and prenatal care.

**Diabetes prevention and awareness:** The number of New Yorkers with diabetes has more than doubled in the last decade with nearly two million state residents living with diabetes, and it's a trend we're seeing mirrored in our own rural central New York population. Four years ago, Bassett Healthcare launched Challenge Diabetes, a program aimed at reducing the incidence of diabetes in the counties served by the Bassett Healthcare Network. As a Bassett affiliate, LFH is participating in this program by:

- Working with a diabetes education coordinator to work with at risk patients and patients living with diabetes educating the general public and staff about diabetes prevention through lunch & learn sessions
- screening patients for diabetes or at risk of developing diabetes and referring those patients for appropriate follow-up

**Non-prevention agenda programs:** In addition to the work described above, Little Falls Hospital continues to offer a variety of public health and screening programs called "Know your numbers" that tackle health issues outside the selected Prevention Agenda priorities. Among the areas addressed are physical activity and nutrition, infectious diseases, mental health and substance abuse screenings. Lunch and Learn educational programs are held each month for the public on a variety of topics including: A shot of prevention – H1N1; Cholesterol/Glucose/BMI/BP screenings; hospitalist program; wellness program; irritable bowel syndrome; dialysis; cardiac surgery; diabetics; lap band surgery; nutrition.

## **5. Update on the Plan of Action**

### **Update**

Little Falls Hospital's action plan to address the Prevention Agenda priorities of Access to Quality Health Care and Chronic Disease includes the following components: Prepare for Joint Commission Accreditation in 2012; enhance the culture of safety; improve availability of primary care physicians and specialists in the Northern Region; develop school based health services; quantify the value that the hospital provides to the community; expand surgical services; develop a community, physical & occupational rehab wellness program, and be a model for rural health care delivery in a new health care paradigm (accountable care organization, medical home). These priorities are an outgrowth of the Regional Healthcare Summit and the hospital's strategic plan covering 2009 – 2012.

**Joint Commission standards of accreditation for 2012:** Performance Improvement (PI) Team Members began bimonthly meetings February 2010. PI Team members have been assigned responsibility for standards with follow-up action plans.

**Enhance the culture of safety:** The Agency for Healthcare Research and Quality (AHRQ) Hospital Survey on the Patient Safety Culture has been completed. Survey results have been aggregated and results will be reviewed and analyzed for improvement opportunities. Unit-level and hospital-wide action plans will be developed and implemented. The proactive risk assessment on Medication Administration has been completed. Action plan implementation is progressing. Additionally, the performance improvement team, with the goal of improving the discharge process and reducing readmissions within 30 days, implemented two parts of an overall action plan in June 2010. High-risk patients are now booked for follow-up appointments within seven days of discharge and patients discharged from inpatient units are now receiving callbacks. Improved patient education is also planned.

**Improving availability of primary care and specialists:** We are in the process of reviewing demographics and usage trends in the service area, but analysis to date reveals a need to formulate strategies for growth of primary care centers. In addition, measuring volumes and market share, services for inpatients, ancillary service volumes, emergency room services, specialty care services, all indicate growth opportunities.

**A strategy to expand surgery** includes prioritizing the surgical specialties and related recruitment. The ability to deliver appropriate services locally, with highly qualified specialist will further increase the access to quality health care in our service area.

#### **Other efforts**

To heighten breast cancer screening awareness in the northern region of the Bassett Healthcare Network, a breast cancer awareness baseball game was held between the Little Falls Diamond Dawgs and the Cooperstown Hawkeyes with all the players wearing pink uniforms, 180 Northern Regional staff wore pink t-shirts, and the Bassett Cancer Screening Coach and Bassett practitioner were on hand offering free mammograms, pap/pelvic screenings, and colorectal screenings for both men and women.

### **6. Dissemination of the Report to the Public**

Little Falls Hospital's Comprehensive Three-Year Community Service Plan was summarized in an annual Community Report. Printed copies were available to the public in patient waiting rooms and information kiosks. The report was also posted on Bassett's Web site and on [www.lfhny.org](http://www.lfhny.org). The One-Year Community Service Plan Update will also be posted on the hospital Web site.

### **7. Changes Impacting Community Health/Provision of Charity Care/Access to Services**

Valley Health Services (VHS), a skilled nursing facility in Herkimer and a Bassett affiliate, continues to offer adult day health care at Little Falls Hospital. VHS expanded its adult day care program, establishing an 18-bed unit within LFH in February, 2010. This was in response to a decision by the hospital to close its 34-bed skilled nursing facility in 2009 and transition services to help meet the need for adult day care in the county.

### **8. Financial Aid Program**

Little Falls Hospital developed and initiated use of a new financial aid form that explains eligibility for free care to uninsured individuals and families. Financial consultants are located at the registration entrance for guidance and eligibility information regarding the financial aid program. Financial aid forms are located at all patient entrances, inpatient rooms, community relations and business offices. In 2009, 81 applications were approved at a value of \$174,000.

## **DELAWARE COUNTY**

**O'Connor Hospital** is a critical access hospital in Delhi, N.Y., providing a full range of acute and preventative health care services. Those services include acute inpatient care, restorative/rehabilitative (swing bed) care, an emergency services department where physicians have the ability to interface with board-certified neurologists in Cooperstown through telemedicine connections, same-day surgery, a state of the art medical imaging suite, laboratory services, an outpatient pharmacy, physical and occupational therapy, dietary consults, a comprehensive eye care and eye wear, a dental clinic and a wide range of specialty services. O' Connor has served the Delhi community since 1922 and has been affiliated with Bassett since 1988. A 15-member Board of trustees consisting of community volunteers governs the hospital.

**Tri-Town Regional Hospital (TRH)** is located in Sidney, N.Y. It has a physician-staffed emergency department with the capacity to hold patients for observation. Physicians at TRH also have the ability to interface with board-certified neurologists in Cooperstown through telemedicine connections in order to provide for the rapid assessment and treatment of stroke patients. In addition to emergency services, TRH provides diagnostic X-ray, diagnostic ultrasound, vascular ultrasound, CT imaging, digital mammography and clinical lab services. Also available on the TRH campus are outpatient orthopedic services and primary care services located at the Bassett Healthcare Network - Sidney Primary Care Clinic.

### **1. Mission Statement**

#### **O'Connor Hospital (No change)**

O'Connor Hospital's mission is to provide our community with quality health care, which the community values in the pursuit of health.

#### **Tri-Town Regional Hospital (No change)**

Tri-Town Regional Hospital exists to serve the Tri-town area by providing high-quality, patient-focused emergency and clinical support services in partnership with the Bassett Healthcare Network.

\*Their Boards of Trustees reaffirm both hospitals' mission statements each year.

### **2. Hospital Service Area (No change)**

Delaware County, N.Y., has a population of 46,085 (according to a 2008 U.S. census estimate) and is approximately the size of the state of Rhode Island. The county has four hospitals covering an area of 1,446.37 square miles, with 33.2 people per square mile. No changes were made to the primary service area used in community service planning.

The **O'Connor Hospital** service area includes the Delhi community, as well as surrounding communities stretching from Grand Gorge, through Stamford, South Kortright, Bovina, Andes, Bloomville, Hamden, Walton and Franklin to Treadwell, and covering many hamlets in between. This large service area represents the eastern branch and areas of the northeastern part of Delaware County.

The **Tri-Town Regional Hospital** service area includes Sidney, Unadilla and Bainbridge, as well as more than a dozen surrounding communities in Delaware, Chenango and Otsego counties. These communities include: Afton, Mount Upton, Gilberstville, Masonville, Trout Creek, Franklin, Guildford, Wells Bridge, Otego, Oxford, Sidney Center, Treadwell and Rockdale.

### **3. Participants**

Community partners involved in assessing community health needs in Delaware County included:

O'Connor Hospital \* Tri-Town Regional Hospital \* Delaware County Public Health Nursing Services \* Delaware Valley Hospital \* Margaretville Memorial Hospital \* Bassett School-Based Health Centers \* Countryside Care Center \* Mountainside Residential Care Center \* Alzheimer's Association \* Catskill Area Hospice & Palliative Care \* Cornell Cooperative Extension \* county aging, emergency services and social services agencies \* county sheriff's department \* Delaware Opportunities \* New York State Police \* Rural Health Alliance \*

#### **Update**

Hospital representatives helped to identify Prevention Agenda priorities and establish goals to address them by participating in a service providers' discussion panel in March of 2009, various roundtable meetings and other planning sessions throughout the year. Meetings of the collaborating partners are arranged by the Delaware County Rural Health Alliance and take place every other month at the Public Safety Building in Delhi, with the exception of the summer months.

### **4. Identification of Public Health Priorities**

#### **Selected Prevention Agenda priorities**

- Access to Quality Health Care – specifically preventive care
- Physical Activity & Nutrition

#### **Overall Goals**

- Increase access to preventive health care by recruiting primary care providers, expanding workplace and community-based wellness programming, and providing cancer-screening services in underserved areas of the county.
- Improve community worksite access to smoking cessation programs through additional class offerings and follow-up sessions.
- Continue formal diabetes support and educational sessions at O' Connor Hospital on prevention and wellness topics that are of particular interest to diabetics. This will be done in conjunction with the diabetes educator at Bassett's Delhi health center.
- Promote physical activity by raising awareness of existing opportunities in the area and by offering additional activities and rewards programs for participation.

## **Update**

Tri-Town Regional Hospital and O' Connor Hospital continue to work with their Prevention Agenda partners to improve access to quality health care, promote physical activity and improve education about the benefits of physical activity and good nutrition as outlined in the Comprehensive Three-Year Community Service Plan. A combination of new and existing programs, as well as increased collaboration among community health partners is being used to move this work forward.

## **O'Connor Hospital Update**

<i>Grant</i>	<i>Award</i>	<i>Grant Budget Items</i>
HRSA/ORHP/Rural Health Network Development Grant (RHND) Program	\$198,482.	Worksite exercise equipment; Community education equipment; Health screenings; Advertising; Supplies; Salaries; Materials and Travel Costs.
NYS Emergency Preparedness	\$45,000	Used for Emergency Room education around emergency preparedness and to purchase EZ 10 and 2 self locking medication/procedure carts.

## **Tri-Town Regional Hospital Update**

<i>Grant</i>	<i>Award</i>	<i>Grant Budget Item</i>
HRI Emergency Preparedness	\$45,000.	Emergency Room for Education purposes

Grant enables Tri-Town Regional Hospital to support the needs of the region in times of disaster. The \$45,000 per year will allow TRH to meet the deliverables of the NYS DOH, to create and update plans, coordinate and participate in several drills and complete mandatory training.

Training provided:

- Basic Disaster Life Support – 4 attended
- Advanced Disaster Life Support – 6 attended
- Annual Training Summit – 4 attended
- Burn Disaster Life Support – 4 attended

- HSEEP Training (Drill evaluation and exercise) – 2 completed training
- Chemical, Burn, Radiological, Nuclear and Explosive training – 3 to attend in Sept.

In addition to their work toward addressing these goals, O'Connor and TRH continue to offer a variety of public health programs that address chronic disease management and prevention, unintentional injury, women's health, aging, tobacco use and other areas outside the selected Prevention Agenda priorities.

## **5. Update on the Plan of Action**

### **O'Connor Hospital**

O'Connor Hospital has developed a strategic plan that includes growing services and developing innovative methods to improve the health and wellness of the community. From 2010-2013, the strategic plan will include work with community partners to develop quality indicators across a continuum of care and to provide primary care to meet the community's health care needs. This plan includes an increase in surgical programs, pulmonary and respiratory services, and a dental program. O'Connor is currently providing occupational health services for employers in Delaware County and firefighters / EMS throughout the county in collaboration with HealthWorks, a program under the umbrella of the New York Center for Agricultural Medicine and Health (Bassett Healthcare Network) that provides employee health and worksite wellness opportunities to area businesses.

### **Providing Access To Care**

- O'Connor Hospital and Tri-Town Regional Hospital continue working with Bassett Medical Center to recruit providers to meet the ongoing demand for primary and specialty care in Delaware County. This past year, an interventional cardiologist, Dr. Lawrence Laifer, joined the Bassett Heart Care Institute and is seeing patients at O'Connor Hospital in order to improve access to heart care in the region.
- O'Connor Hospital has worked closely with the administration and owners to increase access to care through provider coverage of Countryside Care Center Nursing Home. Dr. Alberto Gaitan as the Medical Director and nurse practitioners provided that coverage. In addition, O'Connor's pharmacy provided outpatient services and O'Connor Hospital provided physical therapy and occupational therapy to patients at the nursing home.
- O'Connor Hospital has launched a new occupational health program in partnership with HealthWorks, a program of Bassett's New York Center for Agricultural Medicine & Health. Occupational health screenings are provided on site for area employers and EMS personnel through the program, with the goal of increasing access to care and improving community health. Employees work directly with O'Connor Hospital for post-hiring health services, PFT's; EKG's; Stress Tests; and more. As of 2010, a new work area was created for physical therapy to provide employers functional capacity assessments for their employees. In addition, O'Connor Hospital's Physical Therapy department will be adding ergonomics, onsite injury management and early intervention programs to the list of services it offers area employers. It is anticipated that by the end of 2010, the overall program will have provided services to 100 employees in Delaware County.

- O'Connor Hospital along with The New York Center for Agricultural Medicine and Health (NYCAMH) also provides health testing and screening for firefighters and emergency service providers. O'Connor has specifically trained staff and provides transportation of equipment and staff to area fire departments in order to conduct clearance examinations, respiratory fit testing, and immunizations for firefighters. Since the partnership with O'Connor Hospital in 2009, HealthWorks has been able to add 15 fire departments to the list of those it provides services to and seven more will be added in 2011.
- O'Connor Hospital and Tri-Town Regional Hospital promote and support the Cancer Services Program (CSP) of Delaware, Otsego and Schoharie counties, a program that provides cancer screenings to the uninsured. As part of the outreach work, the Bassett Cancer Institute schedules its mobile medical screening coach for visits at Tri-Town Regional Hospital, the Primary Care Center in Sidney and O'Connor Hospital. The coach has also been available to the public at the Delaware County Fair and at the Grand Gorge Health Festival. Screenings were provided to 77 uninsured women over the past year. Bassett and its affiliates in Delaware County will work with the CSP to increase that number by 25 percent.
- Upgrades in the Radiology department at O'Connor Hospital include digital CT X-ray, mammography, ultrasound and bone densitometry. By having these digital technologies available at O'Connor Hospital, we've reduced the number of patients needing to travel the distance to Oneonta or Cooperstown for additional screenings. Radiology services are available daily and 24/7 to support the Emergency Department.
- Community education and awareness about access to care in Delaware County is an ongoing effort that includes health fairs and other educational forums. One such example is "New Trends in Health", a program created to educate the public on a variety of health topics. Twenty people took advantage of the session offered April 6, 2010 at SUNY Delhi and presented by O'Connor Hospital. Among the topics addressed were colonoscopies, long term care and choosing eyewear. In addition, O'Connor Hospital sponsored the Health Festival of Delaware, Schoharie and Green counties on July 24. Last year 20 table top exhibitors attended the Health Festival with 135 attendees and this year 31 table top exhibitors attended. They represented Bassett's School Based Health Program; At Home Care; RHENDOMS; CHIPS; with the addition of Cornell Cooperative Extension; the Alzheimer's Association; Rural 3 for Tobacco Free; Robinson Terrace nursing home; the Hepatitis C Support Group and others. Because of the interest in health reform, local area health officials and other legislative representatives attended to speak about the expected impact of health reform. There were 115 attendees for this three-hour presentation.
- Smoking Cessation is offered at O'Connor Hospital through the Butt Stops Here Program for employees, friends, and family and community members. The outreach program provides phone consultation and weekly meetings for seven weeks. 100 percent of inpatients who asked to speak to a counselor about quitting smoking were assisted with self-help, referral to the NYS Smokers' Quitline, counseling, cessation medication, and more. Support for nicotine replacement therapy (NRT) is made possible with additional referral to primary care as needed, otherwise O'Connor Pharmacy provides over the counter and prescription NRT. O'Connor was one of three hospitals in the Bassett Healthcare Network recognized for exceptional work helping hospitalized patients kick

the habit. The Center for Smoking Cessation at Seton Health and the American Cancer Society Eastern Division awarded O' Connor the Gold Level of Performance Award for achieving benchmarks that demonstrate an ongoing commitment to the development and implementation of policies and interventions that reduce the effects of smoking-related disease.

**Physical Activity and Nutrition**

- The growing incidence of diabetes across the country and NYS represents a challenge for all of health care. O’ Connor offers patients a Diabetes Support Group that meets from September through May. Ten people are currently taking advantage of the program. The support group has been meeting since 1991. Once a year a special diabetes education forum is held at O’ Connor Hospital, it took place on April 19 this year, and averages 30 attendees.
- O’Connor Hospital participates each year in the American Cancer Society’s Relay for Life (April), Meredith Dairy Festival (June), Fair on the Square (July), Delaware County Fair (August), and other smaller events. Typically blood pressure screenings are provided along with information about the benefits of exercise and good nutrition. Over the past year, well over one thousand community members have been reached through county and town events.
- O’ Connor is launching a new program beginning September 6 by bringing a health coach on board. Workshops will be provided on a monthly basis and coaching will be available by phone.

Health Programs	Number of Attendees
Pilates	10/week
Fitness For Seniors	1x program held July 17
Hathaway Yoga	1x program held August 9
Tae-Kwon-Do	5-8/week
Small Steps	6/ week

- Also, employees and visitors have healthy choice of nutrition items in the “Healthy Choice” vending machine, which includes vegetables with low fat dip; low-fat yogurt; fruit; low-fat milk and more.

*Tri-Town Regional Hospital*

**Access To Care**

Tri-Town Regional Hospital (TRH) opened in Sidney, N.Y. in 2008, representing a new model for the delivery of health care in communities needing more than primary care services, but not able to support a traditional hospital model. TRH provides 24/7 Emergency Care, as well as laboratory and radiology services to the Tri-Town Region. The Emergency Department can also hold patients over for observation as needed.

The Radiology Department has digital mammography, X-ray, ultrasound, and a CT scan. The services are inclusive of providing diagnostics within a 48-hour period. This ensures that patients

will receive a diagnosis from their medical doctor on a timely basis. CT scan services are available 24/7 to support the Emergency Department. Special arrangements can be made for off-hours radiology appointments.

The Laboratory provides a variety of blood screenings and, as of 2010, will provide lab pick-up and delivery as far as Norwich and the surrounding area. Home draws are being done in 2010 for At Home Care, Inc. This service will begin in the fall of this year, 2010, and creates access to care for community members who are unable to leave their home. Lab services are available 24/7 to support the Emergency Department and walk-ins are accepted during regular hours to accommodate the needs of the community.

### **Physical Activity and Nutrition**

#### *Third Thursday*

Tri-Town Regional Hospital, in cooperation with Tri-Town Community Wellness, began offering the Third Thursday series as a way of providing diabetes education both to those diagnosed with diabetes and to former participants of the Bassett Challenge Diabetes program. The sessions included information on nutrition, how lifestyle contributes to increased risk for Type 2 diabetes and ways to prevent Type 2 diabetes; another session offered participants information on medications and diabetes; FNP Bob McCann presented on bariatric surgery as a treatment for Type 2 Diabetes, and a physician spoke to attendees about heart disease. The fall season of Third Thursdays will kick-off September 16, 2010 with a Community Heart Program. Third Thursdays has evolved from addressing only diabetes awareness, prevention and treatment to a broader wellness program as this seems to reach more people and participation is more robust.

#### *Aim for a Healthy Weight*

During this past May and June, Community Educator Elaine Anderson taught two sections of Aim for a Healthy Weight to a total of 24 attendees who lost a total of just over 100 pounds in six weeks. The sessions included discussions with a registered dietician, exercise classes, weekly weigh-ins, public domain educational materials, and group support. Beginning in October, Elaine plans to offer the LifeSteps program, a 12-16 week program that is more in depth and intensive around the areas of behaviors and lifestyle management.

#### *Mission Meltaway*

Mission Meltaway began as a part of the NYS DOH Diabetes prevention efforts. Tri-Town Community Wellness collaborated with the Delaware County Public Health and the Broome-Delaware Diabetes Coalition to offer this class both at TRH and in the workplace at Amphenol, a company that is also the Tri-Town Wellness program's grant partner. During the course of the six-week program, participants learned about portion control, serving sizes, recipe modification, healthy preparation and selection of foods as well as increasing physical activity, all of which can aid in diabetes prevention. A total of 23 people regularly attended the classes at TRH and 24

at Amphenol. With state funding cuts, some of the free "gifts" that were part of the program were no longer funded and other ways of addressing educational needs were investigated.

### *Gentle Yoga*

Through funding from the HRSA grant, Tri-Town Wellness and TRH have offered a weekly gentle yoga class for community residents every Tuesday morning from 10-11:30, beginning in March 2010. The class has had over 53 people attend at least once with an average attendance each week of 15. Ages of participants range from 19 to 93. Some of the local non-Bassett providers have been recommending the class to patients based on positive feedback from others under their care.

### *Middle Eastern Folk and Belly Dancing*

This was a one-time class last May with 15 attending. There was a great deal of interest in continuing, so the instructor will be coming back for a series of classes beginning in October 2010.

### **Other Physical Activity Classes**

As part of Mission Meltaway and Aim for a Healthy Weight, local fitness instructor Phyllis DeRock has done several classes with hand weights and modest aerobic activity for participants. Phyllis will be doing a six-week class called Chair Aerobics beginning September 15th and we expect this to be a continuing program. On September 8, we have a Beginning Tap Dance for Adults class starting as well as a Senior Fitness class (aerobics, hand weights) which will be a six-week continuing series as well.

### **Physical nutrition and health in school**

In addition, in 2010, Bassett received a NYS DOH Comprehensive School Health Policy grant for approximately \$600,000 over five years (\$120,000 in the first year) to provide resources, guidance and technical assistance to schools and school districts in Delaware, Otsego and Schoharie counties for the development and implementation of school health policies in the areas of tobacco use, nutrition and physical activity. Working to improve continuity of care between families, schools and primary care providers for the treatment of childhood obesity is part of the plan and includes partnering with the health department, schools and other community partners.

### **Other Wellness Promotion:**

Tri-Town Wellness Community Educator Elaine Anderson received her facilitator training to offer The Butt Stops Here and has offered more than half a dozen classes so far. As soon as she is contacted about quitting, she sets up a class to help them get started on the road to becoming tobacco-free.

### **Other Community Involvement:**

The Tri-Town Wellness Community Educator, in cooperation with Tri-Town Regional Hospital, has been attending the Sidney Focus on Youth Initiative meetings for some time and recently became a board member of the Sidney Area Youth Advocacy Program (SAYAP) which seeks to promote positive activities for young people in the area. In addition, she regularly makes the rounds of the Rotary Club, the Sidney Women's Club, The Tri-Town Lions' Club, The Tri-Town

Chamber of Commerce Business Expo, The Parkinson's Support Group, etc. On October 5, she will host an interest meeting for a Neuropathy Support Group at TRH. She and a Bassett Healthcare Network community educator provided wellness screenings at Springfest (an annual event in the park in Sidney) in May, 2010. She also presented at the Fagan Flyers' Pancake Breakfast in May (this event takes place twice a year and is attended by 600+ local residents); organized a TRH team, and participated in the Tri-Town Relay for Life, as well as in the Great American Heart Walk at the State University College at Oneonta in February.

**Amphenol Worksite Wellness:**

In the workplace, and again as a collaborative effort between Bassett, TRH and the Tri-Town Wellness Program, worksite health screenings were offered at Amphenol on multiple occasions. In addition, two Mission Meltaway classes (with monthly follow up sessions for 6 months) and two Butt Stops classes were offered as well. Grant funding to the wellness program also helped purchase some outstanding exercise equipment for a wellness area for Amphenol employees and that installation was recently completed.

**Sidney Memorial Public Library Partnership:**

The Tri-Town Wellness Community Educator, anxious to do something at the library for young people to encourage them to become more physically active, helped locate funding for a Wii tournament that library staff wanted to hold based on past success. In addition, she helped library staff secure funding to purchase fitness DVDs for adults interested in trying new physical activity programs. The investment has been well worth it as community members are using all of these items.

**Other:**

We have a local instructor who will be offering the first of several Safe Driving Classes through AARP though enrollment is open to any licensed driver. This is a wellness activity in that it addresses safety and has been very well received with a significant community response within the first week of advertising it.

## **6. Dissemination of the Report to the Public**

O'Connor Hospital and Tri-Town Regional Hospital's Comprehensive Three-Year Community Service Plan was summarized in an annual Community Report. Printed copies were available to the public in patient waiting rooms and information kiosks. The report was also posted on the hospitals' Web sites, [www.oconnorhosp.org](http://www.oconnorhosp.org) and [www.tritownhospital.org](http://www.tritownhospital.org). The One-Year Community Service Plan Update will also be posted on the hospitals' Web sites.

## **7. Changes Impacting Community Health/Provision of Charity Care/Access to Services**

In April 2010, the Bassett Healthcare Network opened school-based health centers in the Sidney and Stamford Central School Districts, Delaware County. The opening of these centers was the result of several years of planning with the school communities. The school-based health centers (SBHC) provide comprehensive primary and mental health services to children and adolescents enrolled in the respective school districts during the school year. Dental health care is also available at some of the SBHCs. There is no out of pocket cost for any care provided on site, however third party payers are billed. If a child does not have health insurance, the family is referred to Bassett Community Outreach Workers for assistance in applying for Medicaid and Child Health Plus.

## **8. Financial Aid Program**

The Community Services Program at O'Connor Hospital and Tri-Town Regional Hospital provides financial aid in the form of free or discounted care to patients based on need and income. In 2009 – 2010, efforts to raise awareness and use of O'Connor Hospital's Community Services Program resulted in a doubling of the financial aid distributed to needy patients (\$59,540). Tri-Town Regional Hospital's year-to-date Community Services Program write-offs totaled \$39,200.