

2010 - 2012

Comprehensive Three-Year Community Service Plan



**BASSETT
HEALTHCARE**

Right where you need us



**COBLESKILL
REGIONAL HOSPITAL**
Affiliated with Bassett Healthcare



**LITTLE FALLS
HOSPITAL**
Affiliated with Bassett Healthcare



**O'CONNOR
HOSPITAL**
Affiliated with Bassett Healthcare



**TRI-TOWN
REGIONAL HOSPITAL**
Affiliated with Bassett Healthcare

Bassett Healthcare

Comprehensive Three-Year Community Service Plan

I. Mission Statement

A. Mission Statement for The Mary Imogene Bassett Hospital (d.b.a. Bassett Healthcare)

Bassett Healthcare is an academic medical center that exists to advance the health care of rural populations through:

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

B. Changes to the Mission Statement

Bassett's mission statement was revised in 2009 to better reflect its role as an integrated health care system. Bassett's mission statement is reviewed at its Annual Leadership Conference. Changes are affirmed by the Board of Trustees each year in its approval of Bassett's Annual Operating Plan.

II. Service Area

A. Hospital Service Area

Bassett provides health services in more than 20 communities spanning 5,000 square miles and nine counties. Bassett's facilities and its affiliates include The Mary Imogene Bassett Hospital, an acute care inpatient teaching facility in Cooperstown, 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 in Cooperstown; a regional network of 29 community-based outpatient health centers, 13 school-based health centers and 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.

B. Description of Service Area

In developing its Community Service Plan for 2010-2012, Bassett focused on the counties where its affiliate 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.) Service areas are described in greater detail in sections on each county.

OTSEGO COUNTY

The Mary Imogene Bassett Hospital is a 180-bed, acute care inpatient teaching facility in Cooperstown. Featured clinical programs include the Bassett Heart Care Institute and the Bassett Cancer Institute. Also located on the Cooperstown campus are the Bassett Clinic, Bassett Research Institute and New York Center for Agricultural Medicine and Health. In the southern part of the county, Bassett operates Oneonta Specialty Services, an ambulatory care center offering access to more than two dozen specialty clinics, and Oneonta Urgent Care.

III. Public Participation

A. Participants

- **Otsego County Connecting Communities Advisory Group** participants included representatives of: Bassett Healthcare * Otsego County Department of Health * Oneonta primary care group * Oneonta Specialty Services * community-based organizations * county human service, youth and aging agencies *SUNY Oneonta *Hartwick College
- A **Community Health Assessment Focus Group** was held with the following represented: Otsego County Department of Health * Otsego County Department of Social Services * Otsego County Emergency Services * Opportunities for Otsego, Inc. * Planned Parenthood * Bassett Research Institute *Safe Kids of Otsego County *Town of Pittsfield * At Home Care, Inc. * Springbrook * City of Oneonta * Bassett Healthcare * Head Start * Catskill Area Hospice & Palliative Care * Otsego County Board * NY Connects of Otsego County * United Way * Schenevus Central School * The Arc Otsego * Rural Three for Tobacco Free Communities * Cornell Cooperative Extension * Cherry Valley-Springfield Central School * A.O. Fox Hospital * Town of Richfield Springs
- Two **strategic planning sessions** related to the priorities selected were held with the following represented: Otsego County Department of Health * Bassett Healthcare * Bassett Research Institute * A.O. Fox Hospital * Fox Dental Clinic * American Mobile Dental Corporation* Bassett-School-Based Health Centers *Leatherstocking Education on Alcoholism/Addictions Foundations Inc. (LEAF)

B. Outcomes

Otsego County Connecting Communities Advisory Group meetings were held on **Oct. 8, 2008**, and **Feb. 6, 2009**, in Oneonta. Participants were given an overview of the Prevention Agenda and asked for input on the health status and health needs in Otsego County.

A **Community Health Assessment Focus Group** was held **May 28, 2009**. Following an overview of Otsego County data, participants broke into groups to discuss and rank the Prevention Agenda priorities. Each group then presented its selections to the larger group. Based on these rankings, Access to Quality Healthcare and Mental Health & Substance Abuse were identified as top priorities. Physical Activity & Nutrition was ranked third.

Two **strategic planning sessions** related to the top two priorities selected were held July 21, 2009. Representatives of community organizations providing dental health, mental health and substance abuse services were invited. Participants discussed service barriers and gaps and brainstormed for collaborative efforts to address the priorities.

Gaps and barriers identified: general lack of dental and mental health providers in the county; access issues related to Medicaid reimbursement (only two dental providers in the county accept Medicaid patients); gap in adult health screenings for substance abuse and mental health issues; lack of up-to-date referral information available to primary care providers for mental health professionals, support groups and other resources; lack of continuity between schools, families and medical providers in obesity prevention, diagnosis and treatment.

Public notification: Participation was solicited through letters and e-mails to schools, human service agencies and organizations, county government and elected officials.

IV. Assessment of Public Health Priorities

A. Criteria of Public Health Priorities

In addition to public and agency input, a variety of data from the NYS Department of Health, Otsego County Behavioral Risk Factor Surveillance System, Otsego County Department of Health Community Health Assessment and other sources were used to assess priorities, including:

- **Percentage of Otsego County adults who visited a dentist in past year:** 66.4% in 2008, compared to 70.5% for NYS as a whole (4/09 Expanded BRFSS Interim Report)
- **Prevalence of tooth decay in third-grade children (2004):** 67.4%, compared to 54.1 for NYS the same year (NYS DOH Health Indicators for Tracking Public Health Priority Areas)
- **Percentage of adults reporting binge drinking** (defined as men having 5 or more alcoholic drinks or women having 4 or more alcoholic drinks on one or more occasions with the past month): 17.4%, compared to state average of 19.6% (4/09 expanded BRFSS interim report)
- **Heavy drinking** (defined as men averaging more than 2 alcoholic drinks per day and women averaging more than 1 alcoholic drink per day within the past month): 6.7%, compared to state average of 5.4% (4/09 Expanded BRFSS Interim Report)
- **Percentage of overweight adults (body mass index more than 24.9 but less than 30.0) in Otsego County:** 39%, compared to 34.6% for NYS (4/09 Expanded BRFSS Interim Report)

B. Selected Prevention Agenda Priorities

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

C. Status of Priorities

The Prevention Agenda priorities selected will be addressed through a combination of new and existing programs and with increased collaboration among community health partners. In developing collaborative interventions, the group focused on the top two priorities.

D. Non-Prevention Priorities Considered in Assessment Process

In addition to hospital public health programs related to the three selected Prevention Agenda priorities, programs addressing chronic disease management and prevention and unintentional injury were considered. Bassett public health programs that address these areas include:

- **School-Based Health Center dental sealant program** – This grant-funded program resumed in January 2008 in three schools (Edmeston, Laurens and Morris) and in the other Otsego County schools in May 2009 after a lapse in services. A registered dental hygienist provides preventive care, including education, cleanings, fluoride treatment, sealant and referrals.
- **RHENDOMS** (Rural Health Education Network of Delaware, Otsego, Montgomery and Schoharie Counties) – Dental health education is offered to elementary school students, and parents of newborns are educated about baby-bottle tooth decay.
- **Bassett Psychiatric Crisis Center** – The Cooperstown center opened in February 2008, filling a void created by the termination of psychiatric services at A.O. Fox Hospital in Oneonta months earlier. In its first year, Bassett’s psychiatric crisis center helped more than 1,200 patients. Of those, 52 were children 12 or younger, and 154 were adolescents.
- **Parent HandyBook** – This family resource was created by the Otsego County Committee on Child Abuse & Neglect and underwritten by Bassett Healthcare and A.O. Fox Hospital. Its goal is to give parents and professionals a place to turn for help in dealing with the stresses of family life.
- **KickStart** – a program designed to help combat childhood obesity through collaborative partnerships with Bassett health centers and local recreational and fitness groups.
- **Bassett Cancer Institute Medical Screening Coach** – a new, custom-built medical coach equipped with digital technology for mammography and other cancer screenings for men and women. The coach was placed in service in 2008 with the goal of reducing the number of cancer deaths by increasing access to screening services in rural areas.
- **Cancer Services Program of Delaware, Otsego & Schoharie Counties** – a New York State Department of Health partnership administered through Bassett offering free breast, cervical and colorectal screenings to people who qualify.
- **Healthy Start Breakfast** – A partnership between community service organizations and Bassett for diabetes detection, education and prevention.
- **Safe Kids Coalition of Otsego County** – An organization whose mission is to prevent unintentional injuries to children through education. Programs and services include safety seat events; educational resources on bicycle, in-line skate and skateboard safety; home safety; fire and burn prevention; road safety and pedestrian safety.

V. Three Year Plan of Action

A. Strategies for Selected Priorities

Access to dental health care

- Bassett will support Otsego County Department of Health efforts 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, and for tracking progress in improving access to dental services.
- Bassett will work to expand comprehensive preventive dental health services to all School-Based Health Centers in the county, and to provide sealant services to non-SBHC schools.
- Bassett will work with the Otsego County Department of Health and RHENDOMS to make more schools aware of RHENDOMS services and increase participation.
- Bassett will work 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.
- The Otsego County Department of Health will educate dental providers about Medicaid reimbursements. Bassett will work with the health department and other community partners to educate the public about dental health and dental services through participation in health fairs and other community events.

Mental Health & Substance Abuse

- In a new initiative, 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.
- Bassett will work with the health department and LEAF to complete and distribute an updated list of mental health and substance abuse resources to primary care providers.
- 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.

Physical Activity & Nutrition

- 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 and to prevent chronic disease.
- Bassett will work with the health department, schools and other community partners to improve continuity of care between families, schools and primary care providers for the treatment of childhood obesity.

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.

How effectiveness will be measured and strategies modified

- Record number of schools/students participating in preventive dental health services through RHENDOMS and School-Based Health Centers
- Record number of providers who participate in substance abuse screening training; follow up with focus group six months later to evaluate whether training was helpful and whether patients were receptive; adapt as necessary

Other Bassett Public Health Services and Programs

Bassett will continue to offer free educational programming, health screenings and events to increase knowledge about chronic diseases, physical activity and nutrition, women's health, safety and other topics/prevention priorities. These include lectures, presentations, support groups and participation in community wellness events.

VI. Financial Aid Program

A. Successes and Challenges

Bassett Healthcare has a strong commitment to provide financial assistance to those in need to ensure that they receive quality health care. To that end, we continuously review our Community Services Program to ensure that it provides free care to patients who do not qualify for Medicaid or other insurance programs and who meet program guidelines. The program offers assistance well beyond the state-required income guidelines and is easy to understand. The single-page application is part of a two-page brochure that answers frequently asked questions and provides contact information for additional one-on-one guidance. 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.

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

A. Potential Impacts

- In June 2008, Bassett increased access to health care in Otsego County by establishing an urgent care center in Oneonta. Surpassing expectations, Oneonta Specialty Services Urgent Care treated nearly 10,000 patients in its first year, filling a gap for health services in the region.

- Also in 2008, Bassett entered into discussions with A.O. Fox Hospital in Oneonta about cooperation in the delivery of orthopedic, cardiac and cancer care with the goal of maintaining care in the Oneonta area, improving the quality of services and enhancing physician recruitment. In May 2009, Bassett and Fox reached a shared service agreement for orthopedics whereby Bassett orthopedic surgeons see Fox patients in clinic once a week at the FoxCare Center in Oneonta.

VIII. Dissemination of the Report to the Public

Bassett's annual Community Report summarizes the Prevention Agenda effort, highlights Bassett's public health programs and demonstrates Bassett's commitment to public health programs and financial assistance. Printed copies of this brochure are available to the public in patient waiting rooms and information kiosks. The report is also posted on the Bassett website, www.bassett.org.

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.

I. Mission Statement

A. Mission Statement for Cobleskill Regional Hospital

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

B. Changes to the Mission Statement

The hospital's mission statement is reaffirmed by its Board of Trustees each year.

II. Service Area

A. Hospital Service Area

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, including the towns of Esperance, Delanson and Duanesburg. There is a Bassett health center in Delanson, which strengthens the hospital's presence in this portion of Schenectady County.

B. Description of Service Area

Detailed analysis of the service area by zip code was completed in 2006 as part of the development of the hospital's five-year strategic plan, and this work is updated regularly.

III. Public Participation

A. Participants

- The **Schoharie County Connecting Communities Advisory Group** met **Oct. 27, 2008**, and **Feb. 12, 2009**. Represented were: 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 * Bassett Healthcare * SUNY Cobleskill

- A **Public Health, Well-being and Prevention Listening Session** was held on **April 30, 2009**. Represented were: Schoharie County Board of Health * Schoharie County Board of Supervisors * Cobleskill Regional Hospital * Bassett primary care providers * Cornell University Cooperative Extension * Schoharie County Office of Community Services * weekly newspaper * general public

B. Outcomes

During **Connecting Communities Advisory Group** meetings, discussions of service gaps (both perceived and actual) led to call for inventory of existing services and programs in the county. Gaps in data collection remain; Cobleskill Regional Hospital and the Schoharie County Health Department continue working to complete, distribute and maintain this list as an important community resource.

The **Listening Session** opened with a presentation on the Community Health Assessment survey, county Behavioral Risk Factor Surveillance System findings and Prevention Agenda priority areas chosen. Panelists then led a group discussion focused on soliciting ideas for collaborative interventions aimed at closing gaps in prevention services and monitoring progress. Suggestions were recorded and discussed at subsequent work group meetings during which goals and plans were developed.

Public notification

Advisory Group participation was solicited through letters to schools, human service agencies and organizations, county government, elected officials, and civic and business leaders. The Listening Session was advertised in the hospital's community newsletter and local newspaper, and through fliers placed in strategic locations throughout the county.

IV. Assessment of Public Health Priorities

A. Criteria of Public Health Priorities

In addition to public and agency input, a variety of data from the NYS Department of Health, Schoharie County Behavioral Risk Factor Surveillance System, Schoharie County Community Health Assessment and other sources were used to assess priorities, including:

- **Tobacco use:** In 2008, 23% of Schoharie County adults surveyed reported being current smokers, compared to 16.5% for New York state overall.
- **Lung cancer rates:** Schoharie has one of the highest rates of death due to lung cancer in New York State. The age-adjusted rate of lung cancer incidence, per 100,000, based on the 2000 census, is 99 for Schoharie men and 77.1 for women, compared to 80.8 and 53.8, respectively, for the state as a whole.

- **Obesity:** 61% of Schoharie County adults are overweight, and 23.1% are obese. Both of these percentages are higher than those of New York State overall, and the prevalence of obesity in Schoharie County is significantly higher than the Prevention Agenda 2013 target of 15%.

B. Selected Prevention Agenda Priorities

- ❖ **Tobacco**
- ❖ **Physical Activity & Nutrition**

C. Status of Priorities

The Prevention Agenda priorities selected will be addressed through a combination of new and existing programs and with increased collaboration among community health partners.

D. Non-Prevention Priorities Considered in Assessment Process

In addition to public health programs related to the two selected Prevention Agenda priorities, programs addressing chronic disease management and prevention and access to health care were considered. Cobleskill Regional Hospital and Bassett Healthcare public health programs that address these areas include:

- ***Can't Beat a Healthy Heart*** – a Cobleskill Regional Hospital public health campaign featuring wellness articles in the hospital newsletter, educational programs and free health screenings. Launched in January 2008 to raise awareness about heart disease, the program continued in 2009 with a focus on diabetes. More than 300 blood pressure, cholesterol and glucose screenings were conducted through this program; cardiac and diabetes self risk tests were printed in the newspaper; and a variety of educational programs were offered at the hospital.
- ***Savvy Seniors Series*** – a Cobleskill Regional Hospital lunch-and-learn series now in its third year. Topics have ranged from fall prevention and medication safety to stroke education and blood pressure basics. The series has been very popular, with an average of 40 seniors attending each session. Approximately 10 to 12 programs are held each year.
- ***Community Heart Program*** – a Bassett Heart Care Institute program that has conducted thousands of free heart disease risk screenings for community residents.
- ***UpClose Cardiac Surgery*** – an educational program of the Bassett Heart Care Institute designed to inform middle school students about heart disease and encourage heart-healthy habits, particularly to not begin smoking. Students travel to Bassett for a three-hour interactive program that includes a video of a heart surgery and a heart-healthy lunch.
- ***Diabetes Conversation Group*** – A new Cobleskill Regional Hospital program for people with diabetes that uses a colorful, board-game like “conversation map” to engage small groups of adults in conversations about diabetes and help them “map their way” to better self-management. The group is facilitated by the hospital’s dietitian.
- ***Smoking-cessation intervention program*** – Cobleskill Regional Hospital has a written protocol for addressing tobacco dependence with patients, including visits to all inpatients by a nurse trained in smoking cessation. In the past year, the hospital has increased its number of Fax-to-Quit referrals to the New York State Quitline, with only 4 referrals in 2008 and 46 from Jan. 1

through July 15, 2009. In recognition of these efforts, CRH received a Gold Level of Performance Award from the Center for Smoking Cessation at Seton Health.

- **Adopt-a-Smoker** – In Conjunction with the Great American Smokeout in November 2008, Cobleskill Regional Hospital invited hospital staff to “adopt” a friend, co-worker or family member and help avoid tobacco throughout the day. The event was promoted with colorful posters, balloons and goody bags containing gum, cinnamon sticks and tips for kicking the habit.
- **Bassett Cancer Institute Medical Screening Coach** – a new, custom-built medical coach equipped with digital technology for mammography and other cancer screenings for men and women. The coach was placed in service in 2008 with the goal of reducing the number of cancer deaths by increasing access to screening services in rural areas. As a result of focus group input, screenings were arranged at SUNY Cobleskill.

V. Three Year Plan of Action

A. Strategies for Selected Priorities

Tobacco

- Increase Quitline referrals by increasing one-on-one counseling at Cobleskill Regional Hospital for inpatients and targeted outpatient areas, including Physical Therapy and Women’s Health, and through stepped-up counseling by the county health department at blood pressure clinics and other health screening and educational events.
- Building on its program of “detailing to providers,” the Schoharie County Department of Health will pursue grant funding for training and repeat annual visits to providers, while CRH will offer Continuing Medical Education events to providers with the goal of reaching every provider to promote smoking cessation counseling at every visit.
- In collaboration with the Schoharie County Department of Health and Rural Three for Tobacco Free Communities, initiate a new Adopt-a-Smoker program based on a 2008 Cobleskill Regional Hospital pilot program, with the goal of reaching targeted businesses and county employees for Great American Smokeout in November 2009; if successful seek broader community participation the following year.

Physical Activity/Nutrition

- In a new initiative, Cobleskill Regional Hospital will partner with Cornell Cooperative Extension, Schoharie County Community Action Program, the Schoharie County Department of Health, Price Chopper Supermarkets and others to develop and pilot a multi-week program that promotes physical activity, healthier weight and good nutrition using the “small steps” approach; if successful, offer to broader community.
- Cobleskill Regional Hospital, Cornell Cooperative Extension and the Schoharie County Department of Health will continue existing support of primary and secondary prevention measures for people at risk for diabetes, especially through one-on-one counseling, glucose screenings provided by the county health department, group support, free educational programming and continued participation in the Healthy Living Partnership of Fulton, Montgomery, Otsego and Schoharie counties, one of 15 regional diabetes coalitions funded by the Diabetes Prevention and Control Program of the NYS Department of Health.

- Cobleskill Regional Hospital will continue to provide specific individualized diet instructions to inpatients and outpatients related to disease self-management and prevention as prescribed by health care providers; Cornell Cooperative will continue to provide one-on-one nutritional counseling to low-income individuals (Eat Smart New York program) and pre-diabetes/diabetes counseling to individuals referred by providers, agencies and self-referrals.
- Cobleskill Regional Hospital will continue to offer Diabetes Conversation groups and will continue efforts to increase participation and awareness of this offering.
- Cobleskill Regional Hospital, the Schoharie County Department of Health and other partners will continue to provide free educational programming to increase knowledge about healthy eating and the importance of physical activity.
- In a new initiative, Cobleskill Regional Hospital will partner with the Schoharie County Department of Health and others to offer a Continuing Medical Education program on nutrition/physical activity with the goal of increasing the proportion of health care providers who routinely monitor, track and inform patients about weight gain, nutrition and physical activity.

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% toward the Healthy People 2010 objective of 75%
- Reduce the percentage of Schoharie County adults who smoke, working toward the state's Prevention Agenda objective of 12%

How effectiveness will be measured and strategies modified

- Track the number of Schoharie County referrals to the New York State Quitline
- Record the number of participants in the Adopt-a-Smoker program and track the number of people who seek ongoing/additional assistance as a result
- Track the number of providers who provide smoking cessation counseling as a routine part of patient care, with a goal of 95 percent in targeted areas of Women's Health, Physical Therapy and other outpatient clinics
- Track one-on-one patient counseling with a goal of providing counseling to 98 percent of patients who report tobacco use
- Evaluate the design, implementation and effectiveness of the small steps pilot program for adaptation for roll-out to wider community; track participation levels and participant satisfaction
- Track the number of nutritional counseling sessions provided to hospital inpatients and outpatients
- Continue to track participation in the Diabetes Conversation Group, health screenings and educational programming
- Track number of providers who routinely monitor and inform patients about weight gain, nutrition and physical activity; track educational programming to providers

Other Priorities and Community Service Programs at Cobleskill Regional Hospital

Cobleskill Regional Hospital will continue to offer free educational programming, health screenings and events to increase knowledge about chronic diseases, aging, women's health, safety and other topics/prevention priorities. These include senior lunch-and-learn programs, the *Can't Beat a Healthy Heart* campaign and screenings, Teddy Bear clinics, and participation in health fairs at K-12 schools, SUNY Cobleskill and other settings. The hospital will continue to offer the SHARPS program for safe disposal of syringes, needles and lancets; Lifeline personal response service; Sexual Assault Forensic Examiner program; and cancer and stroke support groups. Cobleskill Regional Hospital will continue to participate in a variety of emergency preparedness coalitions and groups at the county, regional and state levels.

VI. Financial Aid Program

A. Successes and Challenges

The hospital's Community Services Program provides financial aid in the form of free care or discounted 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.

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

A. Potential Impacts

The closure in 2008 of Eden Park, Schoharie County's only skilled nursing facility, presented a challenge that is being addressed by Cobleskill Regional Hospital and other community partners. The hospital has taken a leadership role on the county's Long-Term Care Task Force, which is actively looking at solutions for the provision of long-term care in the county. CRH has also dedicated financial and planning resources toward developing a Certificate of Need plan for innovative long-term care solutions and is working to identify funding to support long-term care projects.

VIII. Dissemination of the Report to the Public

Bassett's annual Community Report summarizes the Prevention Agenda effort, highlights Cobleskill Regional Hospital's public health programs and demonstrates the hospital's commitment to public health programs and financial assistance. Printed copies of this brochure are available to the public in patient waiting rooms and information kiosks. The report is also posted on the Cobleskill Regional Hospital website, www.cobleskillhospital.org

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, laboratory and Women's Health Center. It is located in Little Falls, N.Y., and is the only hospital in Herkimer County.

I. Mission Statement

A. Mission Statement for Little Falls Hospital

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

B. Changes to Mission Statement

The hospital's mission statement is reaffirmed by the LFH Board of Trustees each year.

II. Service Area

A. Hospital Service Area

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.

B. Description of Service Area

Service areas are identified by patient census and zip code information gathered at Emergency Department, inpatient, specialty and primary care clinic visits.

III. Public participation

A. Participants

- Large **community forums** were held on **Nov. 8, 2008, March 27, 2009, April 24, 2009, and July 30, 2009**, to gather broad input from community partners on the health priorities in Herkimer County and develop collaborative plans to address them. Participants included representatives of local hospitals, health departments, human service agencies and community organizations.

- **Community Health Assessment** roundtable meetings were held on **Jan. 20, March 13, May 19, June 24** and **July 9, 2009**. Represented were: Bassett Healthcare * Herkimer County Department of Public Health * Herkimer County HealthNet, Inc. * Herkimer County Integrated Planning * Herkimer-Oneida County Comprehensive Planning * Little Falls Hospital * Mohawk Valley Network * Oneida County Health Department * Slocum Dickson Medical Group * St. Elizabeth's Medical Center * United Way of the Valley & Greater Utica Area
- **Focus groups** were held on **Feb. 25, 2009** (child-care providers); **March 27, 2009** (Little Falls Hospital administration team); **April 29, 2009** (area senior citizens); and **June 16, 2009** (17 representatives of the town of Webb, including the town supervisor)

B. Outcomes

Participants in community forums were asked to provide input to help define the health status and health system issues they felt were most important. Data was collected, analyzed and presented, and Prevention Agenda priorities were discussed and ranked.

Gaps and barriers identified by focus group participants included: insurance coverage, infrastructure, lack of preventive services for chronic disease, and cultural and transportation barriers in providing preventive care for religious communities and migrant workers.

Public notification was accomplished through a public service announcement in newspapers and invitations to businesses, colleges and schools.

IV. Assessment of Public Health Priorities

A. Criteria of Public Health Priorities

In addition to public and agency input, a variety of data from the NYS Department of Health, Herkimer County Behavioral Risk Factor Surveillance System, Herkimer County Community Health Assessment, Cancer Services Program of Oneida, Herkimer and Madison Counties, and other sources were used to assess priorities, including:

- Percentage of Herkimer County women who had a Pap test within the past three years: 74.2%, compared to 83.8% for NYS as a whole
- Percentage of uninsured or underinsured women ages 40 and older with an annual household income of <\$25,000 in Herkimer County who received a screening mammogram through the Cancer Services Program: 21.6%
- Percentage of uninsured or underinsured women ages 18 and older with an annual household income of <\$25,000 in Herkimer County who received a Pap test through the Cancer Services Program: 4.9%

- Percentage of uninsured or underinsured women ages 18 and older with an annual household income of <\$25,000 in Herkimer County who received a clinical breast examination through the Cancer Services Program: 5.7%
- **Obesity rate:** 11% greater for Herkimer County than for New York State as a whole.
- **Cardiovascular disease mortality:** 57% worse for Herkimer County than for NYS.
- **Diabetes mortality:** 10% greater for Herkimer County than for NYS.

B. Selected Prevention Agenda Priorities

- ❖ Access to Quality Healthcare
- ❖ Chronic Disease

C. Status of Priorities

The Prevention Agenda priorities selected will be addressed through a combination of new and existing programs and with increased collaboration among community health partners.

D. Non-Prevention Priorities Considered in Assessment Process

In addition to the two selected Prevention Agenda priorities, programs addressing healthy mothers and babies, physical activity and nutrition, infectious diseases, and mental health and substance abuse were considered. Little Falls Hospital and Bassett Healthcare public health programs that address these areas include:

- **LFH Healthy Women’s Program** – provides preventive health screening services to women with little or no insurance coverage. Screening services are held every other month and include breast exams, mammography, instructions on breast self-exams and Pap smears.
- **Bassett Cancer Institute medical screening coach** – a new, custom-built medical coach equipped with digital technology for mammography and other cancer screenings for men and women. The coach was placed in service in 2008 with the goal of reducing the number of cancer deaths by increasing access to screening services in rural areas.
- **Challenge Diabetes** – a free, 16-week diabetes-prevention program offered through the Bassett Research Institute for people at risk for diabetes.
- **LFH Lunch & Learn Educational Series** – held each month to address community health needs and promote wellness and prevention. Topics have included: Alcoholism, Breast Cancer, Diabetes, Heart Health, Immunization, Influenza, Men’s Health, Colon Cancer and Skin Cancer.
- **LFH flu clinics** – offered for adults every November. Cost is minimal and no appointment is necessary.
- **Community outreach events** – Little Falls Hospital offers numerous programs at schools to encourage early prenatal care and reduce the rates of infant mortality and teenage pregnancy. In addition, the hospital makes routine care, health education and screenings easily accessible to men and women of all ages through offerings at community health centers and events.
- **Community education** – Little Falls Hospital offers classes in smoking cessation, CPR, Basic Life Support, Heart Saver, ACLS, PALS and Lamaze.

V. Three Year Plan of Action

A. Strategies for Selected Priorities

- Little Falls Hospital will collaborate with the Bassett Cancer Institute and the Cancer Services Program of Oneida, Herkimer and Madison Counties to increase access to cancer screenings, especially in remote areas, such as Salisbury, Stark and Webb.
- Little Falls Hospital will collaborate with the Herkimer County Department of Public Health, Herkimer County HealthNet, Inc., local schools, primary care clinics and community organizations to expand early prenatal care educational materials available at community events, health fairs and school-based programs.
- In a new initiative, Little Falls Hospital will collaborate with the Bassett Research Institute, local primary care clinics and the Little Falls YMCA to launch the Challenge Diabetes prevention program in Herkimer County.

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

How effectiveness will be measured and strategies modified

- Track number of cancer screenings offered
- Track number of people reached with early prenatal care information
- Track number of people screened for diabetes, diagnosed and referred for treatment
- Record number of Challenge Diabetes participants and follow up to see if the intervention succeeds in reducing their diabetes risk factors
- Little Falls Hospital, in conjunction with the various Herkimer community health assessment planning groups, will meet with community partners on a regular basis to continue and enhance efforts to oversee and monitor the health status of the community. From these meetings, current strategies will be evaluated and adapted as needed, and new activities addressing the priority areas will be developed.

Other Hospital Public Health Services and Programs

Little Falls Hospital will continue to offer free educational programming, health screenings and events to increase knowledge about chronic diseases, physical activity and nutrition, women's health and other topics/prevention priorities. These include lunch & learn programs, smoking-cessation classes and participation in community wellness events.

VI. Financial Aid Program

A. Successes and Challenges

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 2008, 79 applications were approved at a value of \$96,883.

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

A. Potential Impacts

After considerable thought and deliberation, Little Falls Hospital announced on July 30, 2009, that the hospital would close its 34-bed skilled nursing facility. In order to meet challenges and to secure the long-term stability of Little Falls Hospital, LFH reviewed options for the continuation of alternative long-term care services. This review included discussions with Valley Health Services, a Bassett affiliate in neighboring Herkimer, N.Y. Valley Health is a 160-bed nursing home with an adult day health care program and rehabilitation services. As part of the transition in services, Valley Health will expand its adult day health care services with an 18-bed unit housed within the Little Falls Hospital facility, with an anticipated opening in the latter part of 2009.

VIII. Dissemination of the Report to the Public

Bassett's annual Community Report summarizes the Prevention Agenda effort, highlights Little Falls Hospital's public health programs and demonstrates the hospital's commitment to public health programs and financial assistance. Printed copies of this brochure are available to the public in patient waiting rooms and information kiosks. The report is also posted on the Little Falls Hospital website, www.lfhny.org

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, including 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 consultations, an Eye Wear Center, 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. It is governed by a 15-member Board of Trustees consisting of community volunteers.

Tri-Town Regional Hospital is located in Sidney, N.Y. It has a physician-staffed emergency department with the capacity to hold observation patients. 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 Sidney Primary Care Clinic.

I. Mission Statement

A. Mission Statement for O'Connor Hospital

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

A. Mission Statement for Tri-Town Regional Hospital

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 Bassett Healthcare.

B. Changes to the Mission Statement

Both hospitals' mission statements are reaffirmed by their Boards of Trustees each year.

II. Service Area

A. Hospital Service Area

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.

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 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 include: Afton, Mount Upton, Gilbertsville, Masonville, Trout Creek, Franklin, Guilford, Wells Bridge, Otego, Oxford, Sidney Center, Treadwell and Rockdale.

B. Description of Service Area

Service areas are identified by patient census and zip code information gathered at Emergency Department, inpatient and specialty clinic visits.

III. Public Participation

A. Participants

- A **Consumer Discussion Panel** was held **March 14, 2009**, with nine consumers representing seven different municipalities in the county participating.
- A **Service Providers Discussion Panel** was held **March 25, 2009**, with 20 members of the Rural Health Alliance Advisory Council and affiliated organizations participating, including: Delaware County Public Health Nursing Services * Delaware Valley Hospital * Margaretville Memorial Hospital * O'Connor 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 * community member

B. Outcomes

At both panels, members ranked the state's 10 Prevention Agenda priorities plus two additional priorities developed locally (Preventative Healthcare and a write-in option labeled Other _____) individually and in groups. Both groups identified access as a top priority. Other highly ranked priorities included Physical Activity & Healthy Eating, Healthy Environment, Chronic Diseases and Preventative Healthcare. At subsequent meetings, community partners chose Physical Activity & Healthy Eating as their second priority area because it was highly ranked by both panels and because it overlapped with the other priorities.

Gaps or barriers identified: Too few physicians/lack of services, barriers at "the front desk" that thwart access and work against establishing a positive consumer-provider relationship;

lack of insurance, transportation, lack of effective preventive services in the area of nutrition services and pediatric care.

Public notification: The general public was notified through a call-for-participation effort that included newspaper ads, radio commercials and public service announcements, Web postings, scrolling text on public access cable television, poster displays in public gathering places and word of mouth. To further encourage geographically broad consumer participation, an incentive package (breakfast and a gas card) was offered.

IV. Assessment of Public Health Priorities

A. Criteria of Public Health Priorities

In addition to public, agency and focus group input, a variety of data from the NYS Department of Health, Delaware County Behavioral Risk Factor Surveillance System, Delaware County Public Health Nursing Services Community Health Assessment and other sources were used to assess priorities, including:

- **Rising percentage of adults with diabetes:** 13.2% in 2007 (2007 BRFSS), compared to 9.6% for New York State as a whole in 2006, and up from 7.7 in 1999 (Health Census)
- **Rising obesity rate:** 31.5 percent in 2007 (2007 BRFSS), compared to 24.2 for New York State as a whole in 2006, and up from 22.9 in 1999 (Health Census)

B. Selected Prevention Agenda Priorities

- ❖ **Access to Quality Healthcare – specifically preventive care**
- ❖ **Physical Activity & Nutrition**

C. Status of Priorities

The Prevention Agenda priorities selected will be addressed through a combination of new and existing programs and with increased collaboration among community health partners.

D. Non-Prevention Priorities Considered in the Assessment Process

In addition to O'Connor and TRH hospital public health programs related to the two selected Prevention Agenda priorities, hospital programs addressing chronic disease management and prevention, women's health, aging, tobacco use and unintentional injury were discussed. These include:

- **Cancer Services Program of Delaware, Otsego & Schoharie Counties** – a New York State Department of Health partnership administered through Bassett offering free breast, cervical and colorectal screenings to people who qualify
- **Bassett Cancer Institute medical screening coach** – a new, custom-built medical coach equipped with digital technology for mammography and other cancer screenings for men

and women. The coach was placed in service in 2008 with the goal of reducing the number of cancer deaths by increasing access to screening services in rural areas.

- **O'Connor Hospital Dental Clinic** – operated since May 2005 through a partnership with Bassett Healthcare.
- **Bassett School-Based Health Clinics** – Dental health services are offered in two schools (Delaware Academy and South Kortright).
- **Tri-Town Wellness Network** – offers diabetes and obesity education, smoking cessation and other community wellness and prevention programs. Members include Tri-Town Regional Hospital and Amphenol Corporation in Sidney, At Home Care, Inc. in Oneonta and Bassett Healthcare.
- **Mission Meltaway** – collaborative effort of the Tri-Town Wellness Network, Broome County Health Department and Delaware County Public Health Nursing Service that is funded by a New York State Department of Health grant to the Southern Tier Diabetes Coalition. Through the free, six-week program, participants are encouraged to make small, healthy lifestyle changes. Information about meal planning, recipe modification, behavior changes, increasing physical activity, diabetes prevention and healthful living are covered.
- **Worksite wellness** – The Tri-Town Wellness Network is piloting a long-term worksite wellness program at Amphenol Corporation in Sidney, which employs 1,500 people.
- **Occupational health** – Through a program launched in 2009 in partnership with HealthWorks, part of Bassett's New York Center for Agricultural Medicine & Health, O'Connor Hospital provides post-hire screenings to area employers and offers health screenings for firefighters and EMS personnel.
- **Support groups** – O'Connor Hospital provides space for diabetes, Alzheimer's, mental health and Parkinson's support groups on a monthly basis. Tri-town Regional Hospital offers a diabetes support group.
- **O'Connor Hospital webinars** – offered twice a month on healthy eating and other topics
- **Smoking cessation** – O'Connor Hospital and Tri-Town Regional Hospital offer The Butt Stops Here, a six-week, facilitated, group smoking cessation program.
- **Flu clinics** – O'Connor Hospital offers spring and fall flu shot clinics. Flu shot clinics are also offered at the Sidney Clinic next door to Tri-Town Regional Hospital.
- **Community education** – O'Connor Hospital provides free community assessments, screenings and educational events, including health fairs, blood pressure screenings, free eye screenings for children ages 1-5, in partnership with Lions, Inc.; balance assessment, fitness assessment tests for strength, and free Lunch and Learn workshops throughout the year. O'Connor Hospital offers free blood cholesterol and blood sugar screening coupons to the community year-round.
- **Centering Pregnancy** – a new program for expectant parents offered in the O'Connor Hospital Specialty Clinic. In addition to their individual care appointments, pregnant women are invited to join other women and couples with similar due dates for group-setting appointments.
- **Specialized rehabilitation services** – The Rehabilitation Services department of O'Connor Hospital provides a fall prevention program and a wheelchair clinic that includes the only FSA Pressure Mapping System in Delaware County.
- **Wellness programming for the aging population** – an ongoing effort of the Tri-Town Wellness Network to design and implement wellness programming focusing on preventive care and early detection.

- **Telehealth in-home monitoring** – an ongoing initiative of the Tri-Town Wellness Network through which At Home Care, Inc. will install telehealth units in the homes of patients discharged from Tri-Town Regional Hospital or referred by their primary care physicians who need help managing conditions such as congestive heart failure, diabetes and high blood pressure. The telehealth unit enables a registered nurse to remotely connect with each patient on a daily basis to monitor vital signs and provide health education to better manage their chronic disease.

V. Three Year Plan of Action

A. Strategies for Selected Priorities

Access to Quality Healthcare and Preventive Care Services

- Bassett Healthcare will continue to recruit primary care providers for community-based health centers in areas of the county where access to primary care is an issue.
- O'Connor Hospital, Tri-Town Regional Hospital and Bassett Healthcare will continue to identify grant opportunities, such as the Doctors Across New York program, to assist in attracting qualified physicians to Delaware County.
- O'Connor Hospital and Tri-Town Regional Hospital will continue to evaluate the need for specialty services and expand or develop specialty clinics as needed to increase access.
- O'Connor Hospital and the Tri-Town Wellness Network will continue to offer and expand worksite wellness and occupational health services.
- O'Connor Hospital will increase access through the provision of physician coverage at the Countryside Care Center nursing home in 2009.
- O'Connor Hospital and Tri-Town Regional Hospital will work with Bassett's Cancer Services Program and community partners to increase access to preventive cancer screening services throughout the county.
- Bassett Healthcare and O'Connor Hospital will work to increase access to dental health care by recruiting a dentist/oral surgeon for the Bassett Healthcare-Delhi Dental Clinic.
- O'Connor Hospital and Tri-Town Regional Hospital will continue to provide and expand smoking cessation classes to area residents as well as to offer support to individuals who have recently become non-tobacco users.

Physical Activity & Nutrition

- Tri-Town Regional Hospital and the Tri-Town Wellness Network will expand diabetes education and prevention through monthly Third Thursdays education sessions to improve understanding of nutrition, diabetes medications and issues important to diabetics and those at risk of becoming diabetic.
- O'Connor Hospital, Tri-Town Regional Hospital and the Tri-Town Wellness Network will promote adoption of healthy lifestyle behaviors through group sessions such as Tri-Town's Diabetes-Obesity Support Group, the O'Connor Hospital Diabetes Support Group, Mission Meltaway classes and other health-enhancing educational programs.
- O'Connor Hospital and Tri-Town Regional Hospital will collaborate with the Delaware County Public Health Nursing Services to encourage area residents to increase their personal

physical activity via information about available programs in the region and encouragement to participate in these programs, including walking clubs, modified aerobics and yoga.

- O'Connor Hospital will continue to collaborate with the Delaware County Rural Health Alliance to develop and implement community wellness and preventive programs.

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
 - Establish formal diabetes support and educational sessions on prevention and wellness topics of particular interest to diabetics and those who care for and about them
 - Promote physical activity by raising awareness of existing opportunities in the area and by offering additional activities and rewards programs for participation

How effectiveness will be measured and strategies modified

- Increase participation in tobacco programs and follow-up support groups, tracking participants at 1-month, 3-month, 6-month, 1-year and 18-month intervals to offer encouragement and refresher classes as needed
 - Log and track diabetes program participants and follow up with them at regular intervals (monthly) to answer questions, respond to concerns and address continuing educational needs.
 - Track increased physical activity through pedometer logs, incentive distribution for increasing levels of sustained activities, and through participant feedback

Other Hospital Public Health Services and Programs

O'Connor Hospital and Tri-Town Regional Hospital will continue to offer free educational programming, health screenings and events to increase knowledge about chronic diseases, women's health, aging, occupational health and other topics/prevention priorities. These include lectures, presentations, support groups and participation in community wellness events.

VI. Financial Aid Program

A. Success and Challenges

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 2008-09, O'Connor Hospital doubled financial aid distributed through its Community Services Program (\$59,540) with increased marketing of the program. Tri-Town Regional Hospital's year-to-date Community Services Program write-offs totaled \$39,200.

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

A. Potential impacts

- In a multi-stage project that culminated in spring 2009, O'Connor Hospital upgraded its radiology suite to provide the most advanced medical imaging services in Delaware County, including digital mammography and 40-slice CT scanning.
- Also in 2009, O'Connor 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.
- Tri-Town Regional Hospital opened its doors in February 2008 as part of the Bassett Healthcare network of hospitals throughout the region, filling a gap created by the closure of The Hospital in 2005. In its first year, Tri-Town treated approximately 8,500 patients in the Emergency Department, performed 8,000 radiologic exams and processed 12,000 clinical laboratory tests.
- In September 2008, Bassett received a \$537,000 three-year grant from the federal Health Resources and Services Administration to establish a rural health network in 15 communities served by Tri-Town Regional Hospital and encompassing parts of Chenango, Delaware and Otsego counties. The funds will support the expansion of health and wellness education, preventive care, telehealth home-based monitoring of people with chronic conditions, information technology applications at Tri-Town Regional Hospital, and enhancement of occupational health programs at Amphenol Corporation in Sidney.

VIII. Dissemination of the Report to the Public

A. Public Information

Bassett's annual Community Report summarizes the Prevention Agenda effort, highlights public health programs at O'Connor Hospital and Tri-Town Regional Hospital, and demonstrates Bassett's commitment to public health programs and financial assistance. Printed copies of this brochure are available to the public in patient waiting rooms and information kiosks. The report is also posted on the O'Connor Hospital and Tri-Town Regional Hospital websites, www.oconnorhosp.org and www.tritownhospital.org

Special Thanks to Our Community Partners

The following steering group members were instrumental in the development of Bassett's Community Service Plan for 2010-2012.

Delaware County

Elaine Anderson, Community Educator, Tri-Town Regional Hospital
Dan Ayres, CEO and Administrator, O'Connor Hospital
Vera Buel, Supervisor Public Health Nurse, Delaware County Public Health
Steve Garner, Manager for Community Health Programs, Bassett Healthcare
Bonnie Hamilton, Director of Public Health, Delaware County Public Health
Dotti Kruppo, Vice President, Community Health Services, Delaware Valley Hospital
Karen Maher, Director of Community Outreach, O'Connor Hospital
Edmond Morache, CEO, Margaretville Memorial Hospital
Joseph R. Piasek, Ph.D., Consultant, Delaware County Public Health
David Polge, President and CEO, Delaware Valley Hospital
Heather Warner, Health Education Coordinator, Delaware County Public Health

Herkimer County

Debra Altdoerffer, Mohawk Valley Network, Inc.
Chip Bassett, Associate Planner, Herkimer-Oneida Comprehensive Planning
Thomas Dennison, Ph.D., Professor of Practice, Maxwell School of Syracuse University
Steve Garner, Manager for Community Health Programs, Bassett Healthcare
Diana Haldenwang, Executive Director, Mohawk Valley Perinatal Network
Darlene Haman, Integrated County Planner, Herkimer County Integrated County Planning
Lisa Henty, MPA Candidate 2009, Maxwell School of Syracuse University
Adam Hutchinson, Administrative Assistant, Herkimer County HealthNet, Inc.
Sophie Jouben, Assistant Regional Manager, United Way of the Valley & Greater Utica Area
Sgt. Vern McCandlish, New York State Police Troop D
Gregory O'Keefe, M.D., Director, Herkimer County Public Health
Phil Porter, Chief Executive Officer, Slocum Dickson Medical Group
Kate Reese, Director, Community Relations & Development, Little Falls Hospital
Edgar Scudder, Director, Herkimer County Mental Health
Phyllis Spinner, Executive Director, Herkimer County HealthNet, Inc.
Jim Wallace, Herkimer County Administrator
Lisa Worden, Oneida County Health Department

Otsego County

Ida Baker, Research Assistant, Bassett Research Institute

Heidi Bond, Interim Director, Otsego County Department of Public Health

Anne Gadomski, M.D., M.P.H., Attending Pediatrician, Research Scientist, Bassett Healthcare

Steve Garner, Manager for Community Health Programs, Bassett Healthcare

Gene Klamm, Health Educator, A.O. Fox Hospital

Sue Smith, Health Educator, Otsego County Department of Public Health

Keith Valk, Vice President for Human Resources, A.O. Fox Hospital

Schoharie County

Gaia Abell, Intern, Schoharie County Department of Health, Graduate Student, SUNY Albany School of Public Health

Connie Elsensohn, R.N., Manager, Cardiopulmonary Services, Cobleskill Regional Hospital

Joanne Gleba, Senior Director, Communications & Development, Cobleskill Regional Hospital

Penny Grimes, M.S., R.N., Educator, Schoharie County Department of Health

Susan Hathaway, Ph.D., Deputy Director, Schoharie County Department of Health

Joan Miller, M.S.N., R.N., Senior Director, Quality Resources, Cobleskill Regional Hospital

Hallie Morgan, Intern, Schoharie County Department of Health, Graduate Student, SUNY Albany School of Public Health

Patricia Richards, R.N., Disaster Coordinator, Cobleskill Regional Hospital