



**SARATOGA HOSPITAL**

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# **Community Service Plan 2014 Update and Outcomes**



**Table of Contents**

**Introduction ..... 2**

**New York State’s Prevention Agenda 2013 - 2017..... 2**

**The Saratoga Community Health Council..... 3**

**The Saratoga Community Health Center..... 3**

**Three Year Action Plan..... 5**

**How Saratoga Hospital is addressing health needs – 2014 Outcomes ..... 5**

**Dissemination of the Report ..... 13**

### Introduction

In keeping with the New York State Department of Health's efforts to reform health and healthcare in New York, local health departments and hospitals were requested to collaborate in community health assessment and community health improvement planning in 2013. In conjunction with the development of the state's new health regional planning hospitals and local health departments were asked to work together with community partners to assess the health challenges in communities, identify local priorities and develop and implement plans to address them. Hospitals and local health departments were charged with working together and with other partners to identify and develop a plan for addressing at least two priorities in the new Prevention Agenda. This purpose of this document is to provide an update to Saratoga Hospital's 2013 Community Service Plan and to provide information about the status of the programs and initiatives implemented in response to community needs identified in the 2013 Community Health Needs Assessment.

### New York State's Prevention Agenda 2013 - 2017<sup>1</sup>

*The Prevention Agenda 2013-17* is New York State's health improvement plan for 2013 through 2017, developed by the New York State Public Health and Health Planning Council (PHHPC) at the request of the Department of Health, in partnership with more than 140 organizations across the state. This plan involves a unique mix of organizations including local health departments, health care providers, health plans, community based organizations, advocacy groups, academia, employers as well as state agencies, schools, and businesses whose activities can influence the health of individuals and communities and address health disparities. This unprecedented collaboration informs a five-year plan designed to demonstrate how communities across the state can work together to improve the health and quality of life for all New Yorkers. Recent natural disasters in New York State that have had an impact on health and wellbeing re-emphasize the need for such a roadmap.

In addition, the *Prevention Agenda* serves as a guide to local health departments as they work with their community to develop mandated Community Health Assessments and to hospitals as they develop mandated Community Service Plans and Community Health Needs Assessments

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<sup>1</sup> Excerpt from New York State Department of Health web site

required by the Affordable Care Act over the coming year. *The Prevention Agenda* vision is New York as the Healthiest State in the Nation. The plan features five priority areas:

- Prevent Chronic disease
- Promote healthy and safe environments
- Promote healthy women, infants and children
- Promote mental health and prevent substance abuse
- Prevent HIV, sexually transmitted diseases, vaccine-preventable diseases and healthcare-associated Infections

*The Prevention Agenda* establishes goals for each priority area and defines indicators to measure progress toward achieving these goals, including reductions in health disparities among racial, ethnic, and socioeconomic groups and persons with disabilities.

Working within the framework provided by New York State's Prevention Agenda, Saratoga Hospital and Saratoga County Public Health Nursing Service collaborated in the development of a Community Health Needs Assessment. Additionally, Saratoga Hospital and Saratoga County Public Health Nursing Service participated in regional health assessment and planning efforts conducted by the Adirondack Rural Health Network

### **The Saratoga Community Health Council**

In 2014, Saratoga Hospital and the Saratoga County Public Health Nursing Service worked together to establish The Saratoga Community Health Council. This group of approximately 30 health care stakeholder organizations from across Saratoga County now meets quarterly to discuss the health needs of residents of the community and to identify opportunities to work collaboratively to address those needs.

### **The Saratoga Community Health Center**

Even with recent changes in health insurance laws, too many in our community simply can't afford routine healthcare. Often, their low-cost insurance covers catastrophic events, but high co-payments and deductibles place primary care and other services out of reach.

To help fill these gaps in access to primary care, dental, and behavioral health services, on September 10, 2013—with extraordinary support from our donors—Saratoga Hospital opened the Saratoga Community Health Center (CHC). Within the first year of opening, we have made

remarkable inroads in reaching the underinsured and helping them take steps to improve their health and well-being.

We had 2,574 patients access our primary care services in 2014 with opportunities to meet with either a physician or nurse practitioner. Two licensed medical social workers and a board certified psychiatrist are on staff to support patients with behavioral health needs; we had 541 patients access these services in 2014. One dentist and hygienist provide comprehensive dental care primarily for uninsured/underinsured families, and we had 681 patients access these services in 2014. Visits to the CHC in 2014 totaled 10,195.

- Many patients have not seen a healthcare provider in five years or more and, therefore, suffer from diabetes, heart disease, and other chronic conditions. CHC clinical staff work closely with these patients on health management programs that can have a long-term, positive impact on quality of life.
- All services are provided regardless of ability to pay. Roughly 25% of CHC patients identify themselves as “self-pay” clients, and over 30% are enrolled in Medicaid or other low-cost insurance programs.
- Health insurance navigators and Saratoga Hospital Financial Assistance staff are on-site at CHC every week to help those without insurance apply for low-cost coverage and enroll in the Hospital’s financial assistance program. As a result, over 300 previously uninsured patients now have coverage.
- Saratoga Hospital has provided about \$285,000 in financial assistance to CHC patients, ensuring their access to primary and specialty care.
- CHC works closely with the Hospital’s Urgent Care centers and Alfred Z. Solomon Emergency Center to identify and connect with self-pay patients who do not have a primary care provider.
- Strong partnerships with community service organizations—including Saratoga County Public Health, Shelters of Saratoga, CAPTAIN Youth and Family Services, and Catholic Charities—help link CHC patients to additional community resources that support patients’ overall wellness.

## Three Year Action Plan

To address health needs identified, Saratoga Hospital is engaging key community partners in implementing evidence-based strategies across Saratoga County. Acknowledging that many organizations and resources are in place to address the health needs of our community, Saratoga Hospital has strategically reviewed both internal and external resources. This Community Service Plan Update explains how Saratoga Hospital is addressing health needs identified in the CHNA by continuing existing programs and services and by implementing new strategies. This Update also provides information about the progress being made by these programs and what is being planned for subsequent years.

## How Saratoga Hospital is Addressing Health Needs – 2014 Outcomes

The Saratoga Hospital Community Service Plan for 2013 outlined the challenges, strategies, activities, and outcomes for each of the five Prevention Agenda focus areas identified as needs in the 2013 CHNA. The plan includes existing Hospital programs, services, and resources that are continuing to address priority health needs. Some activities required Saratoga Hospital to secure grant funding before they were implemented.

Many of the strategies and activities address risk factors associated with multiple health problems. For example, strategies to reduce obesity will affect heart disease and diabetes. These strategies also may be having a positive impact on mental health, as will strategies to reduce substance abuse.

The strategies and activities outlined here have been implemented in coordination with Saratoga County Public Health Nursing Service as well as with other community organizations.

### I. New York State Prevention Agenda Topic: Prevent Chronic Disease

**Focus Area:** Increase access to high-quality chronic-disease preventive care and management in both clinical and community settings

**Diabetes:** The rate of diabetes deaths is increasing in Saratoga County. Many residents are at risk for developing diabetes or have poorly controlled diabetes. Disparities exist for diabetes management, care, and education. Coordination of care for diabetes patients is not optimal.

**2014 Outcomes for Diabetes:** Through the Saratoga Center for Endocrinology and Diabetes, Saratoga Hospital continues to meet the needs of diabetic patients in the community. Saratoga Hospital increased screening rates for diabetes by providing a diabetes risk-assessment “quiz” to communities at health fairs, the Community Health Center, the Backstretch Clinic and referred at-risk patients to primary care providers for follow-up. Saratoga Hospital also provided evidence-based programs addressing strategies for diabetes prevention to high-risk patients by researching, designing, and implementing the “Diabetes: One Step at a Time” program which is accredited by The American Association of Diabetes Educators. In 2014, this program served 55 diabetes patients. Saratoga Hospital offered high-quality diabetes education and support for all diabetes patients using evidence-based resources for ten Diabetes Self-Management education programs (sixteen classes) and one support group. Staff is qualified and credentialed in their fields. To provide diabetes education and support to low income patients, programs were offered at the Community Health Center and the Backstretch Clinic (10 attendees). To reduce disparities, Saratoga Hospital improved access to diabetes management programs for residents of outlying areas and included provision of nutrition and diabetes education services in plans for the new Church Street Outpatient Center. Saratoga Hospital now offers Nutrition Counseling services at locations throughout Saratoga County:

- Galway Family Health Center
- Saratoga Family Health Center
- Saratoga Surgery Center (Saratoga Center for Endocrinology and Diabetes)
- Schuylerville Family Health Center
- Wilton Medical Arts
- Saratoga Outpatient Center at Care Lane
- Saratoga Outpatient Center at One West (Saratoga Bariatric Surgery and Weight Loss Program)
- Scotia Glenville Family Medicine
- Saratoga Hospital Physician Offices at Malta Medical Park
- Saratoga Community Health Center
- Milton Health Center

To improve access to diabetes management education for low-income patients, Saratoga Hospital offered nutrition and diabetes education services at the new Saratoga Community Health Center and the Hospital's three family health centers. In May 2014, with our community partners, Saratoga Hospital issued 100 vouchers for the purchase of fresh fruits, vegetables, diabetes medication, and testing supplies for 90 people needing assistance. Saratoga Hospital is reducing language and cultural barriers to diabetes care and education by providing diabetes educational services using Spanish translators at both the Community Health Center at the Backstretch clinic and we continue to offer interpreter services for many languages, including sign language for those with hearing impairments. Saratoga Hospital is improving diabetes patient care by disseminating advanced automated medical record systems among providers, enhancing the collection of program data and streamlining communication. In 2014, two new systems were implemented in acute/long-term care and three were implemented in outpatient areas. Inpatient Clinical Nutrition refers between 50 and 100 appropriate patients to Outpatient Nutrition for counseling each year.

**Heart Disease, Cancer and Obesity:** Heart disease and cancer are the leading causes of death in Saratoga County. Heart disease and cancer patients in Saratoga County need more access to high-quality care and support services. The number of malignant melanoma cases is increasing in Saratoga County. Almost 30% of adults in the community are obese.

**2014 Outcomes for Heart Disease:** In 2014, 100% of patients with a primary diagnosis of congestive heart failure (CHF) were assigned to high-risk nutrition status when they were screened (235 total patients). A nutrition assessment was then completed by the Clinical Dietitian within three days of admission. Prior to 2014, these patients were considered low-risk and assessed in seven days. With an average length of stay of four to six days, many of the patients who could have benefitted from early intervention by nutrition services were missed. The new system now allows more time to educate and reinforce concepts with patients and families before they go home. Patients are often seen twice in a week instead of having just the initial session as was done in the past. Food and Nutrition Services offered two community education programs for patients with heart failure and their families in 2014. Six people attended these sessions designed to reinforce CHF self-management concepts and address

diet. Additionally, 100% of inpatients with CHF now receive a special “tool-kit” containing materials designed to educate patients and their families on how to manage CHF at home and how to better comply with their care plan. As a result, Saratoga Hospital has seen a significant decrease in the number of CHF patients who are readmitted within 30 days.

**2014 Outcomes for Cancer:** Saratoga Hospital is continuing the NYSDOH grant-funded, Cancer Screening Program which engages community partners in providing a robust program of outreach to build demand for cancer screening utilizing the existing partnerships of 31 providers to offer screening services and continue to build new partnerships and facilities that ensures coverage for all residents of Saratoga County.

By working with community partners to establish and maintain a breast cancer support group, Saratoga Hospital offered support for thirty breast cancer patients in 2014. Saratoga Hospital helped defray the cost of treatment for financially challenged cancer patients by conducting annual fundraising events, such as the Run for the ROC which took place on September 28, 2014 and raised \$28,000 to support oncology patients. Saratoga Hospital’s Radiology Oncology Center (ROC) also received a check in the amount of \$2,100 from Saratoga Central Catholic High School through the students’ Cancer for Cure fund raiser. The ROC was also chosen as the recipient of the County Waste Pink Garbage Can Campaign which provided additional funding. Saratoga Hospital has also started an Oncology Patient Fund through the annual employee campaign headed by the Saratoga Hospital Foundation. Oncology Services has received \$7,000 to support the oncology patients with identified needs.

Saratoga Hospital received \$10,000 in grant funds from the Capital Region Special Surgery Race for Hope which help support cancer patients in need starting in June 2014 to July 2015. This funding received in 2013 helped support 14 patients and 9 patients in the latter half of 2014.

Saratoga Hospital is helping cancer patients find support services by hiring a licensed social worker who is receiving training as an American Cancer Society Patient Navigator dedicated to assisting ROC patients. This new social worker is currently working closely with ACS with the “Look Good, Feel Better Program” and she also works with ACS on the “Road to Recovery Program” which provides patients with rides to and

from their daily treatments. The social worker meets with every new patient seen at the ROC to determine if there are services that we can provide for them. The ROC delivers care of approximately 320 new patients each year. This social worker also sees patients at Saratoga Hospital's Medical Oncology Offices on Care Lane and in Malta.

**2014 Outcomes for Obesity:** Saratoga Hospital continues to develop a comprehensive obesity prevention and management program. The Hospital reinstated bariatric surgery services and achieved accreditation as a Bariatric Center of Excellence (through MBSAQIP) in May 2014. Since June 2014 the Saratoga Bariatric Surgery and Weight Loss Program has been offering evidence-based services and outreach programs to address weight management. Bariatric Support Groups have been established. Monthly meetings include presentations by guest speakers on topics relating to weight management, nutrition, exercise, psychology and plastic surgery. Informational and educational sessions about bariatric surgery are offered on a bi-monthly basis and there is an on-line Bariatric Support Group as well.

**Continuum of Care:** The community does not have adequate access to the full continuum of care. Healthcare providers need to form more strategic partnerships to address gaps in care.

**2014 Outcomes for Improving the Continuum of Care:** Saratoga Hospital continues to explore and establish partnerships with other providers. Saratoga Hospital is engaged in physician-centered dialogues regarding coverage of critical care. Saratoga Hospital has reached an agreement with Albany Medical Center Hospital to standardize the process for the transfer of cardiac patients (PCI) to higher levels of care. Saratoga Hospital also continues to discuss other collaborative efforts with Albany Medical Center Hospital such as joint training for cardiac caregivers and quality improvement for cardiac services. In early 2014, Saratoga Hospital entered into discussions regarding collaborative initiatives with Glens Falls Hospital, however by mid-year the negotiations ended and no collaboration resulted. Saratoga Hospital did develop a partnership with the Visiting Nurse Association to offer joint educational sessions to encourage the use of home care as a means to reduce hospitalizations.

**II. New York State Prevention Agenda Topic: Prevent HIV/STDs, Vaccine-Preventable Diseases, and Healthcare-Associated Infections**

**Focus Area:** Vaccine-Preventable Diseases

**Pertussis:** Pertussis cases are increasing; adults and children are not receiving adequate vaccinations against pertussis.

**2014 Outcomes for Pertussis:** Saratoga Hospital continues its program to increase pertussis vaccination rates by vaccinating parents and other caregivers of infants born at Saratoga Hospital. In 2014 Saratoga Hospital's Women's Health Services administered 258 does of pertussis vaccine to new parents and other people taking care of children in our community.

**Focus Area:** Healthcare-Associated Infections

**Hospital-Acquired Infections and Overuse of Antibiotics:** The number of patients contracting infection due to contact with the healthcare system is increasing. Overuse of antibiotics is resulting in the emergence of antibiotic-resistant strains of disease. Infection control measures on the part of healthcare providers must be constantly taught, improved, and enforced. Infection can be spread by the use of medical devices.

**2014 Outcomes for Hospital-Acquired Infections and Overuse of Antibiotics:** Saratoga Hospital continues to encourage the reduction of antibiotic use at Saratoga Hospital and in the community by developing programs, policies, and procedures aimed at reducing the use of antibiotics. The need for an Antibiotic Stewardship Pharmacist has been identified and work continues on that front.

Saratoga Hospital continues to include infection control education as part of mandatory staff education. Infection control education is mandatory for all employees through the Hospital's HealthStream system where there are two safety topic relating specifically to infection control. With the advent of Ebola in 2014, mandatory training for personal protective devices was instituted for nurses and charge nurses attend mandatory monthly meetings where infection control topics are standing items on each agenda.

Hand hygiene and isolation practices are closely monitored at Saratoga Hospital. In 2013 an interdisciplinary Hand Hygiene Committee was established with over 55 members. Meetings of the Hand Hygiene Committee are held monthly. Each member of the Committee is responsible for collecting observations related to hand hygiene practices and reporting this data for analysis. The Hand Hygiene data results are report to staff and the Board of Trustees each month. It is also the responsibility of each member of the Hand Hygiene Committee to disseminate this information to all departments of the hospital at mandatory unit meeting.

Saratoga Hospital continues to enforce the policy of using medical devices only when necessary by performing daily nursing assessments for the necessity of devices. In 2014 emphasis was placed on the use of Foleys. As a result new rules were set in place for the use of Foleys requiring removal within specific time frames unless the physician orders otherwise. However, physicians must now document the need for a Foley to demonstrate medical necessity. This innovative practice was cited by the “Partnership for Patients” as a best practice and Saratoga Hospital was recognized for this important contribution.

Saratoga Hospital ensure proper maintenance of medical devices by following maintenance schedules and routines. Saratoga Hospital provides ongoing education programs for all clinical staff on the proper methods of insertion and maintenance of devices.

### **III. New York State Prevention Agenda Topic: Promote Healthy Infants and Children**

#### **Focus Area: Child Health**

**Child Health:** Children in Saratoga County, especially low-income children, do not receive adequate preventive healthcare. Saratoga Hospital’s service area covers a large geographic area, and some rural areas or areas located outside population centers have insufficient access to preventive care. Almost 40% of all 3<sup>rd</sup> graders in Saratoga County have untreated tooth decay. This is especially true for low-income children.

**2014 Outcomes for Improving Child Health:** In 2014, Saratoga Hospital continued to improve access to ambulatory care services throughout the community by opening a new extension clinic in Milton. The new Milton Health Center offers primary care for adults and children in the region. Plans continue to expand this network of outpatient sites to improve access to care. Saratoga Hospital now offers high-quality dental care for low-income members of the community at the Saratoga Community Health Center. Saratoga Hospital continues to assist low-income families obtain health insurance through our Health Insurance Navigation Program.

**IV. New York State Prevention Agenda Topic: Promote Mental Health and Prevent Substance Abuse**

**Focus Area: Mental Health**

**Mental Health:** Alcohol abuse poses a threat to the health and well-being of residents of Saratoga County. Too many adults engage in binge drinking. Rates of alcohol-related accidents are higher than expected, and too many residents die of alcohol-related injuries. Many residents suffer from serious mental illness. Rates for treatment of children and teens in the emergency department are above the stateside benchmarks. Rates of suicide and self-inflicted injuries in Saratoga County are also above statewide benchmarks.

**2014 Outcomes for Improving Mental Health:** Saratoga Hospital continues to increase access to quality outpatient mental health services by providing comprehensive mental health counseling at Saratoga Community Health Center. Additionally, in 2014 Saratoga Hospital became a member of the Albany Medical Center Hospital Performing Provider System (PPS) for the Delivery System Redesign Incentive Program (DSRIP). This program offers funding for projects that will help achieve the DSRIP goal of reducing avoidable hospital use by 25% within the next five years. One of the AMCH PPS projects currently under consideration for DSRIP funding is for the integration of primary care and behavioral health services. Saratoga Hospital will continue to work with our other DSRIP partners to achieve this goal.

## **Dissemination of the Report**

You can read 2013 Saratoga Hospital's Community Service Plan as well as this 2014 Update and Outcomes on Saratoga Hospital's website home page, [www.saratogahospital.org](http://www.saratogahospital.org).