



SARATOGA HOSPITAL

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Community Service Plan 2015 Update and Outcomes



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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. The 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 - 2017¹

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, 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 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:

¹ Excerpt from New York State Department of Health web site

- 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 2015, Saratoga Hospital and the Saratoga County Public Health Nursing Service continued to work together to convene The Saratoga County Community Health Council. This group of approximately 30 health care stakeholder organizations from across Saratoga County 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, many community members still cannot 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 improve access to primary care, dental and behavioral health services, on September 10, 2013, Saratoga Hospital opened the Saratoga Community Health Center (CHC). Within the first year of opening, CHC has made remarkable inroads in reaching the underinsured and helping them take steps to improve their health and well-being.

In 2015, CHC was able to expand its behavioral health staff with two additional part-time social workers and one psychiatrist. This allowed patients access to medication management strategies as well as assessments for bariatric surgery and pain management. With the addition of another fulltime dentist, dental services were also expanded in 2015 increasing the number of visits for the uninsured/underinsured families in the service area.

Overall in 2015, the CHC had over 13,000 visits that were comprised of the following:

- 7,958 primary care visits
- 2,817 behavioral health visits
- 2,933 dental visits for restorative treatment and maintenance checkups

Despite these impressive successes, the CHC continues to address the following challenges:

- 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 40% are enrolled in Medicaid or other low-cost insurance programs.
- Approximately 30% of the CHC population are Spanish speaking. These patients have the opportunity to participate in their care with a Spanish speaking provider in all departments including Behavioral Health.
- 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. Additionally, patients who are established with CHC and have visited either Saratoga Hospital’s urgent care facility or emergency center are called within 24 hours for follow up care to be scheduled.

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 – 2015 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 may also reduce substance abuse and have a positive impact on mental health.

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.

2015 Outcomes for Diabetes: Through the Saratoga Center for Endocrinology and Diabetes, Saratoga Hospital continued to meet the needs of diabetic patients in the community. Saratoga Hospital continued to increase screening rates for diabetes by providing the 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 continued to provide evidence-based programs addressing strategies for diabetes prevention to high-risk patients. In 2015, The Center for Endocrinology and Diabetes had 2,500 diabetes patient visits which exceed 2014 volumes by over 18%. Saratoga Hospital continued to offer high-quality diabetes education and support for all diabetes patients using evidence-based resources by offering ten Diabetes Self-Management education programs 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. 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. 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.

2015 Outcomes for Heart Disease: In 2015, Saratoga Hospital continued to work toward offering PCI services in our Cardiac Catheterization Laboratory. Efforts to integrate the care processes driven by interventional services also continued and Saratoga Hospital's relationship with Albany Medical Center for cardiology services were strengthened. Saratoga Hospital continues to enhance the management of CHF and COPD care and is successfully reducing readmission rates for these patients.

2015 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, such as Low Dose CT exams, 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 2015.

Saratoga Hospital helped defray the cost of treatment for financially challenged cancer patients by conducting annual fundraising events.

Saratoga Hospital continues to help cancer patients find support services through the services of an American Cancer Society (ACS) Patient Navigator dedicated to assisting Saratoga Hospital's Radiation Oncology Center (ROC) patients. This 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 can be provided for them. The ROC delivers care to 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.

In 2015, Saratoga Regional Medical Group hired a dedicated breast surgeon to provide, among other procedures, mastectomies, lumpectomies, breast-conserving surgery and surgical breast biopsies.

2015 Outcomes for Obesity: Saratoga Hospital continued to offer a comprehensive obesity prevention and management program through the Saratoga Bariatric Surgery and Weight Loss Program, which provides evidence-based services and outreach programs to address weight management. Monthly meetings of Bariatrics Support Groups included presentations by guest speakers on topics relating to weight management, nutrition, exercise, psychology and plastic surgery. Informational and educational sessions about bariatric surgery were 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.

2015 Outcomes for Improving the Continuum of Care: Saratoga Hospital continued to explore and establish partnerships with other providers. Saratoga Hospital has

engaged in physician-centered dialogues regarding coverage of critical care. Saratoga Hospital is successfully working with Albany Medical Center Hospital to standardize the process for the transfer of cardiac patients (PCI) to higher levels of care. Saratoga Hospital also continued to discuss other collaborative efforts with Albany Medical Center Hospital such as joint training for cardiac caregivers and quality improvement for cardiac services. Saratoga Hospital also starting working on improving Neurology services in the community by adding a new Neurologist to the Saratoga Regional Medical Group. Additionally, Saratoga Hospital is in the process of enhancing Pulmonary Services by beginning work on a new Sleep Lab to open in 2016.

In 2015, Saratoga Hospital began the opening phase of our new Operating Suite. This project will greatly improve access to high-quality surgical serves to the residents of our community.

With the emergence of the Delivery System Redesign Incentive Project (DSRIP), Saratoga Hospital has forged an even deeper relationship with Albany Medical Center (AMC) by joining the Performing Provider System (PPS) lead by AMC. The DSRIP program will promote community-level collaborations and focus on system reform; specifically, a goal to achieve a 25 percent reduction in avoidable hospital usage over the next five years. PPS members are required to collaborate in order to implement innovative projects focusing on system transformation, clinical improvement and population health improvement.

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.

2015 Outcomes for Pertussis: Saratoga Hospital continued its program to increase pertussis vaccination rates by vaccinating parents and other caregivers of infants born at Saratoga Hospital.

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.

2015 Outcomes for Hospital-Acquired Infections and Overuse of Antibiotics:

Saratoga Hospital continued 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 Education system where there are two safety topics relating specifically to infection control. Hand hygiene and isolation practices are closely monitored at Saratoga Hospital. In 2013, an interdisciplinary Hand Hygiene Committee was established with over 55 members that meet 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 reported to staff and the Board of Trustees each month. It is also the responsibility of each member of the Committee to disseminate this information to all departments of the hospital at mandatory unit meetings.

Saratoga Hospital continued to enforce the policy of using medical devices only when necessary by performing daily nursing assessments for the necessity of devices.

Saratoga Hospital continued to ensure proper maintenance of medical devices by following maintenance schedules and routines. Saratoga Hospital provided 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 3rd graders in Saratoga County have untreated tooth decay. This is especially true for low-income children.

2015 Outcomes for Improving Child Health: In 2015, Saratoga Hospital continued to improve access to ambulatory care services throughout the community. Plans continued to expand this network of outpatient sites to improve access to care. Saratoga Hospital continued to offer high-quality dental care for low-income members of the community at the Saratoga Community Health Center. Saratoga Hospital continued 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.

2015 Outcomes for Improving Mental Health: Saratoga Hospital continued to increase access to quality outpatient mental health services by providing comprehensive mental health counseling at Saratoga Community Health Center.

Saratoga Hospital continued to work with our community to address mental health and substance abuse issues such as the rising acuity of mental health patients presenting at the Saratoga Hospital Emergency Department. The need to address crisis stabilization for these patients will be the focus of one DSRIP project.

Dissemination of the Report

You can read 2013 Saratoga Hospital's Community Service Plan as well as this 2015 Update and Outcomes on Saratoga Hospital's website home page, www.saratogahospital.org.