

Delivering on Our Commitment to the Saratoga Region



2018 Community Service Plan Update



SARATOGA HOSPITAL

people you trust. care you deserve.

An affiliate of  ALBANY MED

More Than a Century as Saratoga’s Hospital

Saratoga Hospital has been caring for our community for over 120 years. During that time, we’ve grown from a small hospital in Saratoga Springs to a regional provider with more than 20 locations, including campuses in Malta, Saratoga Springs, and Wilton. We’ve also forged and strengthened connections with community partners, including our affiliate Albany Med. Together, we identify and address the healthcare needs of the region, with an emphasis on improving the health of our community—now and in the years to come.

As a New York hospital, with our regional partners, every three years Saratoga Hospital participates in a comprehensive health needs [assessment](#) and uses that information to tackle our community’s most pressing health-related issues. The most recent assessment was completed in 2016. Based on its findings, as well as on significant input from community-based organizations and other stakeholders, for 2016-2018 Saratoga County chose to focus on two New York State “Prevention Priorities”:

- Prevent chronic disease
- Promote mental health and prevent substance abuse

A detailed implementation [plan](#) was developed in 2016. In this 2018 Community Service Plan Update, and a similar [2017](#) document, we report on our progress.

Preventing Chronic Disease

Chronic disease has a powerful impact on the physical, emotional, social, and economic health of individuals, their families, and our community. Despite its enviable ranking as one of New York State’s healthiest counties, Saratoga County fares worse than the state as a whole in areas including prevalence of adult asthma, lung cancer incidence and mortality, stroke mortality, colorectal cancer incidence, and incidence, late-stage incidence, and mortality for breast cancer.

Saratoga Hospital is working to improve county health by addressing these and other challenges through a combination of:

- Increased access to care, especially for underrepresented populations.
- An emphasis on prevention, education, early diagnosis, and disease management.
- Expansion of providers, especially in high-demand specialties, through Saratoga Hospital Medical Group.
- Addition of specialty programs and services not typically available through a community hospital.
- Continued collaboration with community partners, including providing facilitation and support for Saratoga Community Health Council.

Following are just some of the ways we're targeting chronic disease in Saratoga County.

*To expand and strengthen **primary care and other routine health services**, in 2018 Saratoga Hospital:*

- Added two primary care practices: Saratoga Hospital Medical Group Primary Care – Mechanicville and Saratoga Hospital Medical Group Primary Care – Sports Medicine in Malta.
- Earned National Committee for Quality Assurance (NCQA) certification as Patient-Centered Medical Homes for eight Saratoga Hospital Medical Group Primary Care practices, including Saratoga Community Health Center. As a medical home, each location now has a Patient Advisory Council.
- Hired additional providers at our Scotia-Glenville primary care office and Saratoga Hospital Medical Group – Women's Primary Care.
- Created the new position of Saratoga Hospital Medical Group New Patient Concierge.
- Continued to provide on-site primary care to back stretch workers at Saratoga Race Course.
- Introduced "Hold a Spot" services at Urgent Care at Wilton Medical Arts and "Online Check-In" at Malta Med Emergent Care, a joint venture with our affiliate, Albany Med.
- Expanded and renovated space at Saratoga Community Health Center to add services there, including rooms for hearing tests and eye exams.
- Added Saratoga Hospital Medical Group – Eye Care to our multispecialty practice to enhance access to medical and surgical ophthalmic and optometric services.
- Participated in the following community health and wellness events:
 - Adirondack Sports Summer Expo
 - Ballston Spa Central School District Back-to-School Fair
 - BEST Backstretch Health Fair
 - Mechanicville Community Health Fair
 - Saratoga Senior Center Health Fair

*To help prevent, treat, and manage **asthma and other chronic respiratory conditions**, in 2018 Saratoga Hospital:*

- Converted space on our Malta campus to make specialty care—including pulmonary medicine—more accessible at that location.
- Screened approximately 1000 longtime smokers via one of the region's largest, most comprehensive lung cancer screening programs. Each year, the multidisciplinary program saves lives.
- Launched a new, monthly support group for people—patients, family members, friends, and caregivers—affected by idiopathic pulmonary fibrosis.
- Provided the following free community education and screening programs:
 - The ABCs of Allergy Season
 - The Butt Stops Here smoking cessation classes

*To help prevent, treat, and manage **cancer**, in 2018 Saratoga Hospital:*

- Purchased and installed a new, high-tech linear accelerator (LINAC), doubling our capacity and enabling us to offer radiation services that previously were not available.
- Expanded and renovated the hospital's cardiovascular interventional suite, in part to support advanced interventional radiology treatments (tumor ablation, radioactive microspheres) for cancer.

- As a result of our affiliation with Albany Med, added a microvascular surgeon to our medical team. With this new “affiliate provider,” for the first time, Saratoga Hospital Center for Breast Care can offer advanced microsurgical options for breast reconstruction and relief from lymphedema.
- Screened approximately 1000 longtime smokers via one of the region’s largest, most comprehensive lung cancer screening programs. Each year, the multidisciplinary program saves lives.
- Through the Cancer Services Program of Saratoga County, provided free colorectal, cervical, and breast cancer screenings for uninsured individuals.
- Offered the following free community education and screening programs:
 - Breast cancer support groups (monthly)
 - Breast Health Symposium: The Evolution of Breast Care
 - The Butt Stops Here smoking cessation classes
 - Cancer support groups (monthly)
 - Caregiver support groups (monthly; new in 2018)
 - Look Good, Feel Better
 - Practical Mindfulness for Everyday Living (monthly)
 - Prostate screenings and PSA blood tests
 - SPOTme® skin cancer screening
 - Surviving to Thriving After Cancer Treatment (monthly)
 - Young Survivor Support Group for breast cancer patients, survivors, and co-survivors ages 40 and younger (monthly)

*To help prevent, treat, and manage **cardiovascular disease**, in 2018 Saratoga Hospital:*

- Expanded and renovated our cardiovascular interventional suite to support the hospital’s 24/7 emergency cardiac care program, made possible by Saratoga Hospital’s affiliation with Albany Med.
- Implemented American Heart Association quality improvement measures for treatment of patients who suffer an ST elevation myocardial infarction (STEMI), the deadliest type of heart attack. As a result, Saratoga Hospital earned the Mission: Lifeline® Silver Plus Receiving Quality Achievement Award.
- Created a patient-centered cardiovascular service line—and recruited an administrator—to improve access to cardiovascular programs.
- As a result of our affiliation with Albany Med, added a fellowship-trained specialist in cardiac electrophysiology to our medical team. This new “affiliate provider” sees patients in Saratoga, reducing the need to travel outside the county for specialty consultations.
- With support from Hannaford Charitable Foundation, encouraged heart-healthy eating habits by opening the Hannaford Teaching Food Pantry at Saratoga Community Health Center.
- Offered calcium scoring exams at reduced prices in February to promote American Heart Month.

*To help prevent, treat, and manage **diabetes**, in 2018 Saratoga Hospital:*

- Hired an additional endocrinologist at Saratoga Hospital Medical Group – Endocrinology and Diabetes
- Continued to provide outpatient nutrition services on our Wilton campus and at four primary care locations, including Saratoga Community Health Center.

- Converted space at our Malta campus to make specialty care—including endocrinology—more accessible at that location.
- Participated in the Saratoga Springs Lions Club Strides event: Diabetes and Heart Health.
- Offered multiple sessions of the following free community education events:
 - Eating Tips for People Living with Diabetes
 - Nuts and Bolts of Preventing Diabetes

*To help prevent and treat **obesity**, improve **nutrition**, and promote **physical activity**, in 2018 Saratoga Hospital:*

- Provided 18 free informational seminars on bariatric surgery.
- Hosted monthly support group sessions for individuals dealing with weight- and weight-loss-related issues.
- With support from Hannaford Charitable Foundation, expanded nutrition education by opening the new Hannaford Teaching Food Pantry at Saratoga Community Health Center.
- Partnered with Saratoga Regional YMCA to bring Y fitness and childcare programs and complementary healthcare services to the hospital’s Saratoga Medical Park at Malta.
- Teamed up with Cantina Restaurant for the annual Cantina Kids Fun Run. A total of 980 runners participated in the family-friendly event.
- Offered the following free community education events and screenings:
 - Arthritis of the Hip and Knee
 - BACK in Motion back and neck screening
 - Don’t Be Ancient, Use Your Grains!
 - Don’t Fall, Stand Tall: Balance/Fall Risk Assessment
 - Pain and Arthritis of the Shoulder
 - Ready, Set, Run! running screening
 - Running for the Health of It
 - Shoulder Arthritis: Current Treatment Options
 - Swimming screening

Promoting mental health and preventing substance abuse

Mental Health

The Saratoga region fares worse than New York State as a whole on many mental health measures. Saratoga County’s suicide mortality rate is significantly higher than the rest of the state, and the county has higher rates of emergency department visits and hospitalizations for self-inflicted injuries. In addition, adult residents of Saratoga County report more “poor mental health days” than other New Yorkers.

*To improve access to **mental health** services, in 2018 Saratoga Hospital:*

- Created and filled the position of executive director of behavioral health services, who will work with hospital leadership—including the medical director of psychiatry—to develop programs to meet the behavioral health needs of the region.
- As part of a second-floor renovation at Saratoga Community Health Center, added space to expand behavioral health services.

Substance Abuse

Like so many U.S. communities, the Saratoga region has been hit hard by the opioid epidemic. Emergency department visits for opiate-related poisonings were up 40 percent in recent years, and the region's newborn drug-related discharge rate increased 115 percent from 2009-2013. Alcohol abuse is also a problem. Adult binge-drinking and cirrhosis mortality rates are higher in Saratoga County than the rest of New York, and alcohol-related motor vehicle injury and death rates are significantly higher.

*Saratoga Hospital is tackling **opioid addiction** head-on through a multidisciplinary approach that focuses on addiction prevention, pain management, and expanded treatment options. In 2018, Saratoga Hospital:*

- Established an opioid task force that was instrumental in developing new protocols that have transformed opioid management in primary care, maternity, surgical, inpatient, emergency, and urgent care settings. As a result:
 - In the first quarter of 2018, the emergency department and urgent care centers recorded a 70 percent drop in prescribed opioid doses compared with the same quarter in 2017.
 - Medication-assisted treatment (MAT) is now the standard of care for pregnant women with opioid abuse disorder.
 - Obstetricians and midwives perform prenatal screenings and refer patients with positive screens to neonatology and, if necessary, to the hospital's addiction medicine program.
 - Staff education and support efforts have dramatically reduced the need to transfer infants with neonatal abstinence syndrome (NAS) to higher-level facilities. The transfer rate has decreased from more than 80 percent of NAS infants to less than 10 percent.
 - Primary care providers now use standardized pain and risk assessment tools and treatment and weaning protocols.
- Shared Saratoga Hospital's approach and results with Healthcare Association of New York State (HANY) members during the HANY Opioid Lunch and Learn Series.
- Introduced a 24/7 secure drug take-back receptacle where people can safely dispose of prescription opioids and other medications.
- Participated in National Prescription Drug Take Back Day.
- With Adirondack Trust Company, launched the Above and Beyond Challenge, a fundraiser that incorporates hiking the Adirondacks as "adventure therapy" for patients who are recovering from addiction. In its first summer, the challenge raised \$70,000 for the Addiction Medicine Program at Saratoga Community Health Center, which treats patients with opioid and other addictions.
- Continued to offer complementary pain management services at Saratoga Community Health Center. The nationally recognized program equips patients with tools to help change the way they live with pain.
- Expanded the addiction medicine team at Saratoga Community Health Center to include two credentialed alcoholism and substance abuse counselors, a licensed social worker, and a registered nurse.
- Held a free community education program on Understanding Addiction: Breaking the Stigma.

Other Prevention Priorities: Promoting Healthy Women and Children

Saratoga Hospital also is engaged in significant, ongoing efforts to support the remaining three New York State Department of Health Prevention Agenda priorities: promote healthy and safe environments; promote healthy women and children; and prevent HIV, sexually transmitted diseases, vaccine-preventable diseases and healthcare-associated infections. Perhaps most notable are our investments and progress in meeting the needs of women and children.

*In 2018, to promote **healthy women and children**, Saratoga Hospital:*

- Added a longstanding OB/GYN practice to Saratoga Hospital Medical Group and hired three additional OB/GYN physicians, including two with extensive experience in robot-assisted gynecologic surgery.
- In keeping with best practices, implemented a physician-midwife care model that is associated with better outcomes for mothers and babies, and higher patient satisfaction.
- Achieved an exclusive breastfeeding rate of over 72 percent.
- Hired additional providers at our Scotia-Glenville primary care office and Saratoga Hospital Medical Group – Women’s Primary Care.
- Through the Cancer Services Program of Saratoga County, provided free colorectal, cervical, and breast cancer screenings for uninsured individuals.
- Enrolled 29 pregnant women in Medicaid through our Saratoga Health Insurance Navigation Program.
- As a result of our affiliation with Albany Med, added a microvascular surgeon to our medical team. With this new “affiliate provider,” for the first time, Saratoga Hospital Center for Breast Care can offer advanced microsurgical options for breast reconstruction and relief from lymphedema.
- Created “kid zones” in the emergency department and our urgent care center in Wilton to enhance the care experience for younger patients.
- Teamed up with Cantina Restaurant for the annual Cantina Kids Fun Run. A total of 980 runners participated in the family-friendly event.
- Offered the following community education and screening programs:
 - Breast cancer support groups (monthly)
 - Breast Health Symposium: The Evolution of Breast Care
 - Breastfeeding Basics (12 sessions)
 - Breastfeeding Support Group (monthly)
 - Cancer support groups (monthly)
 - Caregiver support groups (monthly; new in 2018)
 - Childbirth Preparation Series (12 sessions)
 - Dads on Duty
 - Expectant Parent Night (12 sessions)
 - Infant Care (10 sessions; 2 classes each)
 - Look Good, Feel Better
 - Practical Mindfulness for Everyday Living (monthly)
 - Prenatal Yoga (4 sessions; 6 classes each)
 - Surviving to Thriving After Cancer Treatment (monthly)
 - Young Survivor Support Group for breast cancer patients, survivors, and co-survivors ages 40 and younger (monthly)

Leveraging Our Efforts to Improve Community Health

As the Saratoga region's leading healthcare provider, Saratoga Hospital plays a unique, essential role in ensuring and advancing the health of our community—today, tomorrow, and for decades to come. Therefore, our efforts in 2018 responded to the region's immediate healthcare needs and sought to anticipate those of the future.

For example, strategic additions to our multispecialty Saratoga Hospital Medical Group—which now has more than 250 providers—will help increase access to care now and over the long term. Our affiliation with Albany Med also provides significant long-term benefits to our community. Strong partnerships with other providers and community-based organizations will prove instrumental in achieving our common goal of continually improving community health.

Our commitment, always, is to meet the health and wellness needs of our region—and to serve our community with excellence and compassion. We took significant steps to deliver on that commitment in 2018 and to leverage those efforts for years to come.