

2016 Community Service Plan & Community Health Improvement Plan



Bassett Healthcare Network

A.O. Fox Memorial Hospital
The Mary Imogene Bassett Hospital
(dba: Bassett Medical Center)
&
Otsego County Health Department



Service Area: Otsego and Delaware Counties

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EXECUTIVE SUMMARY:

Following a review of data from A.O. Fox Memorial Hospital's, Bassett Medical Center's, and Otsego County Health Department's 2016 Community Health Needs Assessment (CHNA) and the key informant survey, A.O. Fox Memorial Hospital, Bassett Medical Center, and Otsego County Health Department will collaborate on the New York State Prevention Agenda priority of *Prevent Chronic Diseases'* focus area of "increase access to high quality chronic disease preventive care and management in both clinical and community settings" and remains a priority area for all three organizations. *Prevent Chronic Diseases'* focus area of "reduce illness, disability and death related to tobacco use and secondhand smoke exposure" will be the second priority and focus area and remains a priority area for A.O. Fox Memorial Hospital and Bassett Medical Center. This priority area replaces Otsego County Health Department's priority area of *Promote Mental Health and Prevent Substance Abuse's* "promote mental, emotional, and behavioral well-being in communities."

A.O. Fox Memorial Hospital, Bassett Medical Center, and Otsego County Health Department engaged stakeholders to work with them on the 2013 priorities and stakeholders will be engaged for the 2016 priorities. These stakeholders, along with other individuals and organizations focused on the health of the community had an opportunity to participate in an online key informant survey for Bassett Medical Center's, A.O. Fox Memorial Hospital's and Otsego County Health Department's 2016 CHNA. As a result of the online key informant stakeholder survey, participants selected *Promote Mental Health and Substance Abuse* with a focus on "promoting MEB and preventing substance abuse" and *Prevent Chronic Diseases* with a focus on "obesity in adults and children, preventing diabetes and related risk factors and preventing heart disease" as their top priorities and focus areas.

In order to address the combined focus area of "increase access to high quality chronic disease preventive care and management in both clinical and community settings", A.O. Fox Memorial Hospital, Bassett Medical Center, and Otsego County Health Department will promote evidence-based care to manage chronic diseases which addresses the community's concern about diabetes and heart disease. For the "reduce illness, disability and death related to tobacco use and secondhand smoke exposure" Otsego County Health Department, A.O. Fox Memorial Hospital and Bassett Medical Center will promote tobacco use cessation, especially among low socio-economic status populations and those with poor mental health, which coincides with Leatherstocking Collaborative Health Partners (LCHP), Domain 4 population health priority of "Tobacco Cessation."

Bassett Medical Center, A.O. Fox Memorial Hospital and Otsego County Health Department will utilize the recommended process measures listed in the Prevention Agenda action plan to track progress of all priorities and focus areas. Yearly progress towards those measures will be included on the Bassett Healthcare Network's and Otsego County Health Department's websites.

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SECTION 1 COMMUNITY DESCRIPTION:

A.O. Fox Memorial Hospital is a 53-bed acute care facility located in Oneonta, New York. In addition to inpatient hospital services, A.O. Fox Memorial Hospital also provides a broad spectrum of outpatient health care to the Oneonta region including emergency services, urgent care, family medicine/primary care, OB/GYN, and dental, as well as a retail pharmacy, fitness center and other specialty care.

Bassett Medical Center is a 180-bed acute care inpatient teaching facility, located in Cooperstown, New York. Bassett Medical Center offers 24-hour emergency and trauma care, comprehensive cancer and heart care, dialysis, and most medical and surgical specialties.

The Otsego County Health Department's mission is to work in partnership with the community to improve and protect the health and well-being of all residents of Otsego County through health education, disease control and prevention, and public health preparedness.

A. Definition and Description of Service Area

Bassett Medical Center's and A.O. Fox Memorial Hospital's primary service areas are defined by zip code and includes Otsego and Delaware counties. The demographic summaries for the counties are as follows:

Demographics	Delaware County	Otsego County	New York State	United States
Population estimates	46,053	60,636	19,795,791	321,418,820
% White	95.2	94.4	70.1	77.1
% Black/African American	2.1	2.3	17.6	13.3
% American Indian and Alaska Native	0.3	0.2	1.0	1.2
% Asian	1.0	1.5	8.8	5.6
% Two or More races	1.3	1.6	2.4	2.6
% Hispanic/Latino	3.9	3.7	18.8	17.6
% Persons under 5 yrs.	4.5	4.2	6.0	6.2
% Person under 18 yrs.	17.7	16.6	21.3	22.9
% Persons 65 years and over	22.8	19.2	15.0	14.9
% High School graduate or higher, % of persons 25 years+, 2010-2014	87.5	89.4	85.4	86.3
% Bachelor's degree or higher, percent of persons age 25 years+, 2010 -2014	20.5	27.2	33.7	29.3
Median Household Income, 2010 -2014	\$44,183	\$47,884	\$58,687	\$53,482
% Individuals below poverty level	13.5	16.4	15.6	15.6
% With a disability, under age 65 years, 2010-2014	10.9	8.6	7.3	8.5

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B. Description of Health Issues and Process for Priority Identification

The MVPHIP prepared a 2016 CHNA for A.O. Fox Memorial Hospital, Bassett Medical Center, and the Otsego County Health Department. In the CHNA, indicators were grouped by the NYS Prevention Agenda action plan and compared with the county and state levels or by time series. In addition to the health data, the MVPHIP collaborated with A.O. Fox Memorial Hospital, Otsego County Health Department and Bassett Medical Center to compile a list of key informants in the service region. Those key informants represent a broad range of sectors, community interests and included organizations which represent the medically underserved, low-income and minority populations. The key informants were invited to participate in online survey. During the survey the informants selected their top two priorities and five focus areas. A.O. Fox Memorial Hospital, Bassett Medical Center and Otsego County Health Department reviewed the CHNA, the key informant feedback and their ability to impact each area to determine their selected priorities and focus areas.

C. Addressing Priorities

A.O. Fox Memorial Hospital, Bassett Medical Center and Otsego County Health Department will collaborate with a key group of stakeholders to address identified priorities. The stakeholders comprise a diverse group of agencies which includes: Advancing Tobacco Free Communities of Delaware, Otsego and Schoharie counties, New York State Smokers' Quitline, Health Systems for Tobacco Free New York, Leatherstocking Collaborative Health Partners, Mohawk Valley Population Health Improvement Program, Rural Health Education Network of Schoharie, Otsego and Montgomery (RHENSOM), QTAC-NY, SUNY Research Foundation's Creating Healthy Schools and Communities, as well as, representatives from Bassett Medical Center, A.O. Fox Memorial Hospital and Otsego County Health Department.

SECTION 2 HEALTH STATUS AND DATA:

The MVPHIP prepared Bassett Medical Center's, A.O. Fox Memorial Hospital's and Otsego County Health Department's 2016 CHNA. The assessment includes quantitative data sources from over 300 different health indicators collected and published by New York State, as well as, 175 health indicators included on the MVPHIP website compiled by Healthy Communities Institute. The site includes a comprehensive dashboard of community indicators covering over 20 topics in the areas of health, social determinants of health, and quality of life. The data is primarily derived from state and national public secondary data sources.

Secondary Data Sources Include:

- American Community Survey
- Center for Medicare & Medicaid Services – Chronic Conditions
- Centers for Disease Control and Prevention - CDC Wonder
- Council on Children and Families Kids' Well-being Indicators Clearinghouse
- County Health Rankings & Roadmaps
- Feeding America
- Institute for Health Metrics and Evaluation
- National Cancer Institute – State Cancer Profiles
- New York Expanded Behavioral Risk Factor Surveillance System

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- New York State Community Health Indicator Reports
- New York State Department of Health's Opioid Poisoning, Overdose and Prevention 2015 Report
- New York State Division of Criminal Justice Services - 2015 Crime Statistics by County
- New York Statewide Planning and Research Cooperative System (SPARCS)
- Small Area Health Insurance Estimates
- U.S. Census – County Business Patterns
- U.S. Census - QuickFacts
- U.S. Department of Agriculture – Food Environment Atlas
- U.S. Environmental Protection Agency Release - Geography Report

SECTION 3 SELECTION OF PREVENTION AGENDA PRIORITIES:

Key informant survey participants ranked *Promotion of Mental Health and Prevention of Substance Abuse* number one and *Prevention of Chronic Disease* ranked number two in the 2016 CHNA. After selecting their priorities, survey participants were asked to rank their top five focus areas from all of the Prevention Agenda priorities. The following are the top five focus areas are tied to the top two selected priorities:

1. Promoting mental, emotional and behavioral health
2. Preventing substance abuse
3. Reducing obesity in adults and children
4. Preventing diabetes and related risk factors
5. Preventing heart disease

A.O. Fox Memorial Hospital, Bassett Medical Center and Otsego County Health Department reviewed the data and the key informant survey results and chose their priorities based on participant feedback and their ability to effectively make an impact. As a result, the three organizations decided to continue to address *Preventing Chronic Disease* with the focus area of “increasing access to high-quality chronic disease preventive care and management in clinical and community settings” and “reduce illness, disability and death related to tobacco use and secondhand smoke exposure.” To address promoting mental, emotional and behavioral health, A.O. Fox Memorial Hospital, Bassett Medical Center and Otsego County Health Department will promote tobacco use cessation among those with poor mental health.

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SECTION 4 THREE YEAR ACTION PLAN:

Existing Joint Priority #1

NYS Prevention Agenda Priority: Prevent Chronic Diseases

Focus Area 2: Reduce Illness, Disability and Death Related to Tobacco Use and Secondhand Smoke Exposure

Goal 2.2: Promote tobacco use cessation, especially among low SES populations and those with poor mental health

Objective 2.2.1: By December 31, 2018, increase the number of unique callers to the NYS Smokers' Quitline by 22% from 163,428 (2011) to 200,000 annually.

Objective 2.2.2: By December 31, 2018, decrease the prevalence of cigarette smoking by adults ages 18 years and older: by 17% from 18.1% to 15.0% among adults, by 28% from 27.8% (2011) to 20.0% among adults with income less than \$25,000 and by 17% from 29% (2011) to 24% among adults who report poor mental health.

Objective 2.2.3: By December 31, 2018, increase the utilization of smoking cessation benefits among smokers who are enrolled in Medicaid Managed Care by 141% from 17% (2011) to 41%.

Interventions	Process Measures	Partner Roles	Partner Resources	By When	Disparity
<p>Increase awareness of Medicaid benefits for smoking cessation including counseling and medication</p> <p>Promote the use of evidence-based tobacco dependence treatments among those who use tobacco</p>	<p>Number of Medicaid enrollees who smoke and utilize the cessation benefit.</p> <p>Number of providers who deliver evidence-based assistance to their patients who smoke including brief counseling, medications and arrange follow-up</p>	<ul style="list-style-type: none"> • A.O. Fox Memorial Hospital • Bassett Medical Center • Otsego County Health Department • Advancing Tobacco Free Communities • Health Systems for a Tobacco Free NY • NYS Smokers' Quitline • LCHP 	<p>Technical Assistance and educational materials</p> <p>Time and outreach to decision-makers</p>	<p>By December 31, 2018</p>	<p>Individuals with self-reported poor mental health</p>

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Existing Joint Priority #2

NYS Prevention Agenda Priority: Prevent Chronic Diseases

Focus Area 3: Increase Access to High-Quality Chronic Disease Preventive Care and Management in Clinical and Community Settings

Goal 3.2: Promote use of evidence-based care to manage chronic diseases

Objective 3.2.1: By December 31, 2018, reduce the asthma emergency department visit rate by 28% from 218.3 per 10,000 (2007-2009) to 156.9 per 10,000 for residents ages 0-4 years, by 20% from 81.6% per 10,000 (2007-2009) to 65.4 per 10,000 for residents ages 5-64 years, by 29% from 31.4 per 10,000 (2007-2009) to 22.3 per 10,000 for residents ages 65 years and older and By 10% from 83.4 per 10,000 (2007-2009) to 75.1 per 10,000 for residents of all ages.

Objective 3.2.2: By December 31, 2018, reduce the asthma hospital discharge rate: by 35% from 58.8 per 10,000 (2007-2009) to 38.5 per 10,000 for residents ages 0-4 years, By 23% from 15.5 per 10,000 (2007-2009) to 11.9 per 10,000 for residents ages 5-64 years and by 17% from 31.2 per 10,000 (2007-2009) to 25.8 per 10,000 for residents ages 65 years and older.

Objective 3.2.3: By December 31, 2018, increase the percentage of members 5-64 years of age during the measurement year who were identified as having persistent asthma and were dispensed appropriate asthma controller medications for at least 50% of the treatment period: by 12% from 58% (2012) to 65% among residents enrolled in NYS Government sponsored managed care health insurance (Medicaid or Child Health Plus) and By 10% from 65% (2012) to 71.5% among residents enrolled in commercial managed care health insurance.

Objective 3.2.4: By December 31, 2018, increase the percentage of health plan members, ages 18-85 years, with hypertension who have controlled their blood pressure (below 140/90): by 10% from 63% (2011) to 69.3% for residents enrolled in commercial managed care health insurance. In May 2016, the target for residents enrolled in commercial managed care health insurance was revised to 70% so that it would be more in align with the National Million Hearts clinical measures. By 7% from 67% (2011) to 72% for residents enrolled in Medicaid Managed Care. In May 2016, target for health plan members was revised to 70% so that it would be more in align with the National Million Hearts clinical measures. By 15% among black adults enrolled in Medicaid Managed Care from 58% (2011) to 66.7%. In May 2016, target for health plan members was revised to 70% so that it would be more in align with the National Million Hearts clinical measures.

Objective 3.2.5: By December 31, 2018, reduce the age-adjusted hospitalization rate for heart attack by 10% from 15.5 per 10,000 residents (2010) to 14.0 per 10,000 residents of all ages.

Objective 3.2.6: By December 31, 2018, increase the percentage of adult health plan members with diabetes whose blood glucose is in good control (hemoglobin A1C less than 8%): by 7% from 58% (2011) to 62% for residents enrolled in Medicaid Managed Care, by 10% from 55% (2011) to 60.5% for residents enrolled in commercial managed care insurance and by 10% from 56% (2011) to 62% for black adults enrolled in Medicaid Managed Care.

Objective 3.2.7: By December 31, 2018, increase the percentage of Medicaid managed care plan members who received all four screening tests for diabetes (HbA1c testing, lipid profile, dilated eye exam and nephropathy monitoring): by 5% from 50% (2009) to 52.5% among all adults with diabetes, by 10% from 45% (2009) to 49.5% among Black adults with diabetes and by 10% from 46% (2009) to 50.6% among non-Hispanic white adults with diabetes.

Objective 3.2.8: By December 31, 2018, reduce the rate of hospitalizations for short-term diabetes complications: by 10% from 3.4 per 10,000 (2007-2009) to 3.06 per 10,000 for residents ages 6-17 years and By 10% from 5.4 per 10,000 (2007-2009) to 4.86 per 10,000 for residents 18 years and older.

A.O. Fox Memorial Hospital's and Bassett Medical Center's Community Service Plan
Otsego County Health Department's Community Health Improvement Plan

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Interventions	Process Measures	Partner Roles	Partner Resources	By When	Disparity
Promote the use of evidence-based interventions to prevent or manage chronic diseases	<p>Number of referrals to evidence-based intervention (EBIs)</p> <p>Number and type of evidence-based self-management programs offered by partners</p> <p>Number of participants at EBIs offered by partners</p>	<ul style="list-style-type: none"> • A.O. Fox Memorial Hospital • Otsego County Health Department • LCHP • MVPHIP • Bassett Medical Center • RHENSOM • QTAC-NY 	<p>Technical assistance</p> <p>Education materials</p> <p>Time and outreach with participants</p> <p>Meeting space</p>	By December 31, 2018	Individuals with low socio-economic

SECTION 5 STAKEHOLDER ENGAGEMENT:

Over the next three years, Bassett Medical Center, A.O. Fox Memorial Hospital, and Otsego County Health Department will collaborate with their partners on each focus area and yearly updates will be made publicly on their websites. Each organization will also engage stakeholders through press releases related to their selected priorities.

SECTION 6 PLAN DISSEMINATION:

2016 Community Health Needs Assessment and the combined Community Service Plan/Community Health Improvement Plan will be posted on the websites of Bassett Healthcare Network's A.O. Fox Memorial Hospital and Bassett Medical Center pages, Otsego County Health Department, and Mohawk Valley Population Health Improvement Program. Stakeholders involved with priority selection and NYS Prevention Agenda activities will be emailed a copy of the combined plan. Hard copies of the combined plan will be made available to stakeholders.