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Margaretville Hospital:

2013 Community Health Needs Assessment

2014-2016 Implementation Plan

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I. Executive Summary:

Background and Process

In accordance of the Affordable Care Act (ACA) of 2010 and the New York State (NYS) Health Improvement Plan's Prevention Agenda requirements, HealthAlliance of the Hudson Valley's (HAHV) Margaretville Hospital participated in a Community Health Needs Assessment (CHNA). The CHNA was conducted in partnership with various Delaware County agencies, healthcare providers, educational organizations and community stakeholders to identify and develop a process to improve the health of Delaware County residents based on the objectives specified in NYS Prevention Agenda. The CHNA report utilized data from NYS Statewide Planning and Research Cooperative System (SPARCS) data, Delaware County Indicators for Tracking Health Priorities, and NYS Office of Mental Health Quality Indicator Overview, community focus group findings and citizen interviews to determine the health needs of the county's populace. As a result of the CHNA process, and to fulfill federal ACA requirements, Margaretville Hospital developed an implementation plan to address health needs in Delaware County.

Health Needs Identified

Health needs were identified as those that pose risks to our communities' wellbeing. Through collaborative dialogue and focus groups, it was determined there could be a better approach to address these health risks. Increased access to quality health care, implementation of evidenced based practices and prevention of and effective management of chronic diseases and mental health are some of the approaches discussed to address the following health risks: Chronic Disease health risks: Obesity, Heart disease, Coronary Artery Disease, Cancer and Diabetes.

Mental Health and Substance Abuse health risks: diagnosis and treatment of mental health disorders and substance abuse and addiction rates among all age groups.

Implementation Plan

HAHV's Margaretville Hospital developed an implementation plan to address community health needs identified in the CHNA while paying particular attention to aligning with the goals and objectives set forth by the NYS Prevention Agenda. The two NYS Prevention Agenda Priority categories were chosen to address identified community health needs are **Prevent Chronic Disease** and **Promote Mental Health & Prevent Substance Abuse**. Coincidentally, HAHV's hospital campuses in Ulster County chose the same NYS Prevention Agenda priority areas. Many of the identified needs in both counties are broadly targeted within Chronic Disease and Mental Health priority area.

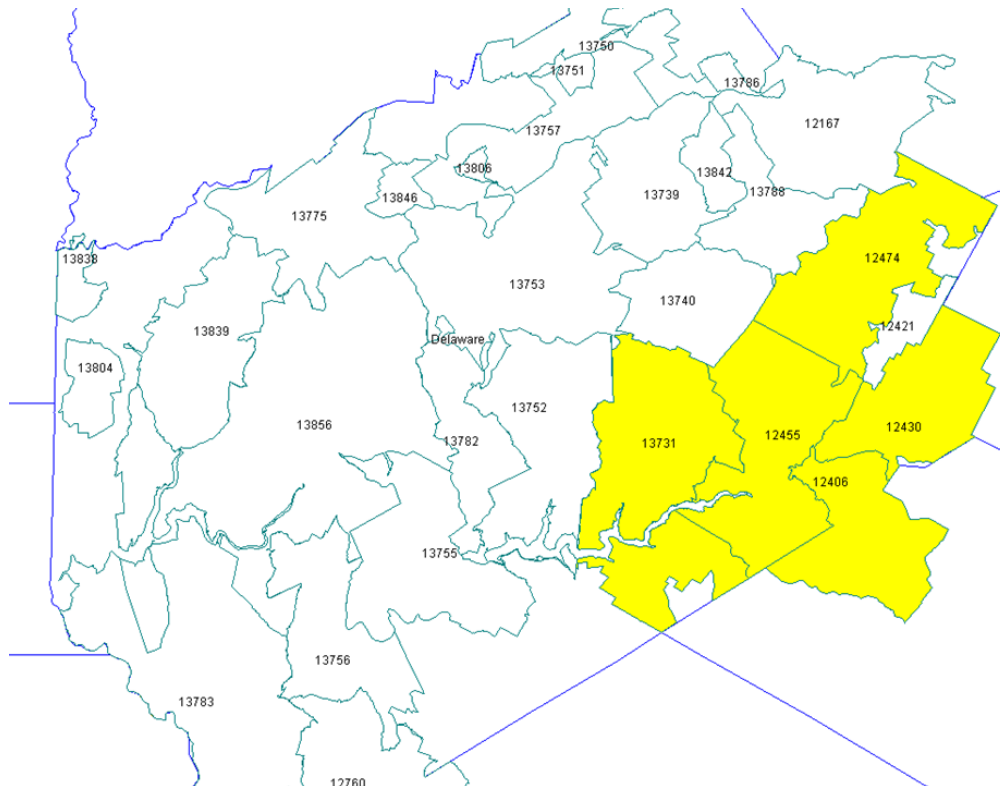
Our implementation strategies focus on enhancing current services and expanding and/or implementing new approaches with our partners to address the two community health need priorities identified by other Delaware County stakeholders and the HAHV's Margaretville Hospital.

II. Community Description:



HAHV is a multi-campus health care system serving Delaware and Ulster Counties. HAHV's Margaretville Hospital Campus and Mountainside Residential Care Center, a skilled nursing facility, are located in the heart of the Catskill Mountains in the Village of Margaretville, Delaware County, New York. HAHV's Ulster County locations include hospital campuses in Kingston, NY; Mary's Ave and Broadway, as well as Woodland Pond, a continuing-care retirement community, in New Paltz, NY. Margaretville Hospital is a Critical Access Hospital with 15 private rooms including both acute care and swing bed services provided. With 4,456 patient visits in 2012, the 5 bed Emergency Department provides patients with emergency and critical care treatment, stabilization and transfer to appropriate levels of care and also meets the needs of patients who do not have a primary care provider for non-emergent health care concerns.

HealthAlliance defines its primary service area by a federal definition that consists of the top 75% of hospital discharges from the lowest number of contiguous zip-codes. Due to the geographical location of acute care hospitals under HAHV, there are two distinct primary service areas that lie within Ulster and Delaware counties, though not encompassing all of each county. Although defined as two service areas, HAHV regards it as a single primary service area for operational and community need development. Margaretville Hospital's service area includes the municipalities of Andes, Arkville, Fleischmanns, Margaretville, and Roxbury, as well as their surrounding areas in Delaware, Ulster and Schoharie Counties where patients may lack essential health care services.



The 2010 population in Delaware County was 47,980 (U.S. Census Bureau), the population of the Village of Margaretville is 587 and the sum population of the Towns of Middletown, in which Margaretville is located, Andes and Roxbury is 7,553. Delaware County, the 5th most rural county in New York State and the fourth largest in land mass, covers 1,446 square miles with a population density of 33 persons per square mile. The large size of the county is reflected in the fact that it borders 7 counties (Broome, Chenango, Greene, Otsego, Schoharie, Sullivan, and Ulster), as well as the State of Pennsylvania. The median income of the area is \$40,136 and the median age of residents is 57.7 years.

The major industries are education, healthcare and tourism in what was a primarily agricultural area. This unique physical environment has served to shape the economy, health and quality of life conditions of Delaware County residents for many decades. There is very little public transportation available to residents and thus distance and mountainous terrain negatively impact resident's access to health care resources.

The hospital owns and operates an emergency ambulance service that is staffed with Paramedics and Emergency Medical Technicians who provide coverage 24 hours per day, 7 days per week. It is the only non-volunteer ambulance service within an approximately 35 mile radius of Margaretville. When needed, the ambulance also provides Paramedic/Emergency Medical Technician back up to local volunteer ambulance services outside our district.

III. Community Needs Assessment:

a. Partners: In March 2013, the CHNA and Implementation Strategy initiative began through preliminary discussions and data review with key county stakeholders under the leadership of the Delaware County Public Health Nursing Service and included representatives from Margaretville Hospital, O'Connor Hospital, Tri-Town Hospital and Delaware Valley Hospital. Three additional meetings have been held with community representatives including: Delaware County Departments of Social Services, Office of the Aging, O'Connor Hospital, Delaware Valley Hospital (both Critical Access Hospitals), SUNY Binghamton, representatives from The Women Infant & Children's (WIC) Program, public school officials, emergency services, law enforcement and mental health professionals, as well as groups who service the elderly, low income, chronically ill, minority and underserved populations.

b. Methodology and Process:

A community focus group, convened on May 22nd, 2013 and facilitated by Pamela Stewart Fahs, RN, DNS, Professor, Decker School of Nursing at State University of New York (SUNY), Binghamton University, Binghamton, New York, consisted of different age and socioeconomic groups. Contacts were also made with community service centers, such as the WIC program and senior meals sites, to secure additional community input regarding the health care needs of Delaware County residents served by these organizations. Data and information that were reviewed included the 2013 Delaware Community Health Needs Assessment Plan, NYS Statewide Planning and Research Cooperative System (SPARCS) data, community focus group



findings, Delaware County Indicators for Tracking Health Priorities, and New York State Office of Mental Health Quality Indicator Overview 5/1/2013.

IV. Identified Community Health Needs: After reviewing various sources of quantitative and qualitative data, health needs were identified as those that pose risks to our community’s wellbeing or prevent from achieving it.

a. Health Needs

| | | | |
|------------------------------|----------------------|--------------------------------|-----------------|
| Access to Health Care | Cancer | Coronary Artery Disease | Diabetes |
| Heart Disease | Mental Health | Obesity | Suicide |

The priority health needs identified were chronic disease prevention and management and mental, emotional and behavioral health prevention and support services and access to health care. Heart disease, coronary artery disease, cancer and diabetes were specified as the major chronic disease concerns in Delaware County with Obesity an underlying issue related to chronic disease. Mental, Emotional and Behavioral (MEB) health concerns focused on children, parenting, disease diagnosis and treatment, and the high addiction rates among a range of age groups and persons.

Delaware County is 100% rural, thus access to healthcare services and providers are limited especially to low income and elderly persons, creating a disparity of access for this population. Some primary causes of difficult access include: distance to a provider, lack of public transportation and geographic location (mountainous and difficult driving terrain). Related to lack of health care professionals, the CHNA identified a need for professionals in mental health, family practice, women’s health, dentists, home care services and social workers.

Overall, the CHNA identified a need for:

- Increased access to providers (i.e. telemedicine access for health care services).
- Enhanced implementation of evidence based practices.
- Education, prevention and management of chronic disease and MEB disorders.
- Increased availability and affordability of physical activity opportunities.

Additional community resources identified through the CHNA focus on child care centers, economic growth, and increased collaboration between community service, health care providers and business groups to address the health care needs of the county.



b. Process for Prioritizing

The Delaware County Nursing Service held three meetings with the stakeholder participants to review each of the New York State 2014 – 2017 Prevention Agenda priorities, goals and objectives. The Nominal Group Technique (NGT) process was used to evaluate and determine the key participating stakeholders' assessment of Delaware County health care needs in developing the 2014 - 2017 Community Health Needs Assessment and Implementation Plan.

The NGT is a structured variation of a small-group discussion to reach consensus. NGT gathers information by asking individuals to respond to questions posed by a moderator, and then asking participants to prioritize the ideas or suggestions of all group members. The process prevents the domination of the discussion by a single person, encourages all group members to participate, and results in a set of prioritized solutions or recommendations that represent the group's preferences.

Based on available county and state data, group discussion and the focus group findings and adhering to following the guidelines set forth by the NYS Prevention Agenda, two areas were chosen as the County's and stakeholders priorities, Prevent Chronic Disease and Promote Mental Health & Prevent Substance Abuse.

V. Community Resources and Assets

Available community resources to implement strategies for accomplishing the identified focus area goals exist within the stakeholder members and their expressed dedicated support and commitment to collaborate and innovate in addressing the chosen priorities. HAHV's Margaretville Hospital specific resources include:

- **Margaretville Wellness Committee:** Commissioned by HAHV's Margaretville Hospital and Mountainside Residential Care Center Auxiliaries, the Wellness Committee works in collaboration with the Central Catskills Chamber of Commerce, the Delaware County Cooperative Extension and other organizations concerned about the health and well-being of the citizens of the Central Catskills.
- **Diabetes Education Center:** HAHV's Diabetes Education Center has been recognized by the American Diabetes Association for meeting its high educational standards and for offering quality self-management diabetes education. Education and Training is provided to children and adults with Type 1, Type 2, Gestational or who are pre-diabetic. The Diabetes Education Center is committed to providing the skills and knowledge that are necessary to manage diabetes to reduce complications.
- **HAHV's Partial Hospitalization Program:** The partial hospitalization program provides psychiatric services for clients who require short-term, intensive treatment without the need for hospitalization. It is comprised of a multidisciplinary team where the main modality of treatment is group therapy focusing on Dialectical Behavioral Therapy.



By generating grass roots level public and private momentum and focusing on the lower levels of the Health Impact Pyramid (Frieden, T., "A Framework for Public Health Action: The Health Impact Pyramid." *American Journal of Public Health*, (2010) 100.4, 590-595), the goal is to provide enhanced healthy opportunities for physical leisure time activity with interventions that will change the environment making healthy options the default choice affecting change in the social norms. This applies to prevention of chronic disease as well as the promotion of MEB health.

Essential to this effort involves engaging key business leaders, physicians, health care service groups and local, state and federal government representatives in our improvement process to enhance awareness, increase understanding and solidify support for the local community initiatives.

VI. Prioritized Needs and Implementation Strategies

a. Health Needs Margaretville Hospital Will Address

Prevention Agenda Priority: Prevent Chronic Disease

Prevention Agenda Focus Area: Reduce Obesity in Children and Adults

Community Health Needs Addressed: Obesity

1. Goal: Create Community environments that promote and support healthy beverage choices and physical activity

- a. Objective: increase the percentage of adults ages 18 and older who participate in leisure time physical activity.

Margaretville Hospital Response

- Collaborate with the Margaretville Hospital Auxiliary Wellness Committee and area Chambers of Commerce, local government and other community organizations to develop a plan for mapping and advertising the available walking, biking, jogging and hiking routes within the hospital service area.
- Educate and engage the local physicians, mid-level health care providers, and Emergency Departments to implement the walking trail prescription program.
- Collaborate with the Margaretville Hospital Auxiliary Wellness Committee to investigate the organization of other physical activity initiatives, such as Peddlers and Paddlers, organized community activity events, and securing an indoor walking environment for the winter months to ensure leisure time activity availability year round.



Margaretville Hospital Response cont'd

- Provide leisure time physical activity event information at the hospital health fairs and at our mobile van events.
- Investigate the ability to provide diabetes educational support at the Margaretville Hospital.

Prevention Agenda Priority: Prevent Chronic Disease, cont'd

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

Community Health Needs Addressed: Diabetes

1. Goal: Increase screening rates for cardiovascular disease, diabetes and breast/cervical/colorectal cancers, especially among disparate populations.

- a. Objective: Increase the percentage of adults 18 years and older who had a test for high blood sugar or diabetes within the past three years by 5% from 58.8% (2011) to 61.7%

Margaretville Hospital Response

- By December 31, 2014, complete an evaluation for the ability to establish a diabetes education program led by a certified diabetes educator on the Margaretville Hospital
- Collaborate with the HealthAlliance Diabetes Education Center in Kingston to assess the feasibility of establishing a program



Prevention Agenda Priority: Promote Mental Health/Prevent Substance Abuse

Prevention Agenda Focus Area: Prevent Substance Abuse and other MEB disorders

Prevention Agenda Focus Area: Strengthen Infrastructure across Systems

Community Health Needs Addressed: Mental Health, Suicide

1. Goal: Prevent suicides among youth and adults.

a. Objective: reduce the age adjusted suicide mortality by 10% to 5.9% per 100,000.

2. Goal: Strengthen infrastructure for mental, emotional, and behavioral (MEB) health promotion and MEB disorder prevention

a. Objective: Strengthen training and technical assistance of primary care physicians, MEB health workforce and community leaders in evidence-based training, cultural sensitivity training, approaches to MEB disorder prevention and mental health promotion.

Margaretville Hospital Response

- Collaborate with Delaware County to provide Emergency Department staff with Applied Suicide Intervention Skills Training (ASIST) and suicide first aid training for first responders.
- Collaborate with HAHV to provide education for our staff in recognition and therapeutic approaches for behavioral health issues such as the “Practical Tips for Promoting and Maintaining Behavioral Wellness in Youth” program.
- Continue to serve as a location for weekly mental health and drug addiction counseling services through the Delaware County Mental Health Department.
- Provide information, resources and referrals related to depression/suicide prevention at our hospital health fairs and during public event attendance by our mobile van
- Participate in a newly formed Delaware County Mental Health Task Force and Suicide Coalition



c. Needs Not Directly Addressed with Supporting Reasons


We recognize that we cannot pursue all of the identified health needs and that decisions are based upon internal and external assets to sustain programs that would make a meaningful impact. Health needs not directly addressed by Margaretville Hospital in this implementation plan are either being addressed by community service organizations or would need governmental or regulatory action and support in order to effect change or implement programs.

The implementation plan and strategies aligned with the two NYS Prevention Agenda priorities are fundamental approaches that have the ability to positively influence health concerns such as obesity, diabetes and mental health. The positive side effects of this plan allows our community the opportunity to gather socially, enjoy nature, connect with their families inexpensively and help each other by learning from each other in support groups or individually.

VII. Board Approval

HealthAlliance of the Hudson Valley, Chairman of the Board of Directors

Approved by  **the Board**

Date  **October 25, 2013**

