

Community Health Improvement Plan 2023 Annual Report

Alice Hyde Medical Center

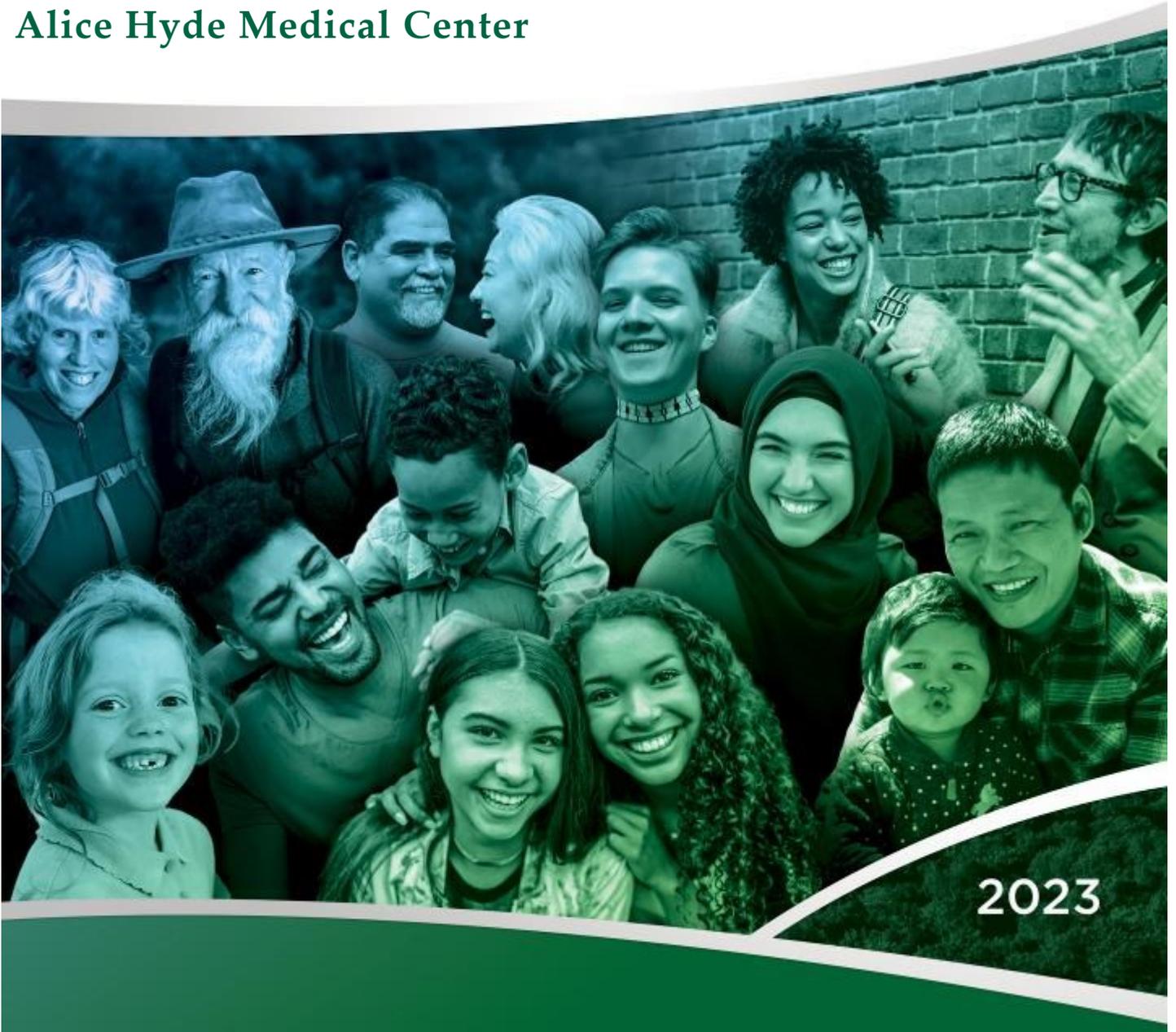


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A Message From Leadership



Michelle LeBeau

President

UVMHN-Alice Hyde Medical Center

The University of Vermont Health Network - Alice Hyde Medical Center is committed to improving the health and wellbeing of the people of our North Country communities. Every three years, UVM Health Network's six health care partners conduct a Community Health Needs Assessment (CHNA). The CHNA is built upon the foundation of New York State's Prevention Agenda — its health improvement plan and blueprint for state and local action to improve the overall health and wellbeing of all of our citizens. CHNAs help us reflect on our work to date as a critical healthcare partner in this region and consider the challenges and opportunities involved in creating healthier communities. This process informs how we respond to the changing needs of patients across our region and how we work in collaboration with our diverse community partners.

Alice Hyde's [Calendar Year 2023 Community Health Improvement Plan \(CHIP\)](#) annual report serves as a demonstration of our commitment, accountability and effectiveness as we work together to strengthen community health. This report celebrates successes to date and shares stories of impact and collaboration, as well as the impactful initiatives that are addressing the underlying drivers of health while advancing health equity in our region.

Our goal in this work is to address local social determinants of health and to utilize the voices within our community to identify the most critical needs impacting the health and wellbeing of all of you: our patients, friends, families, and neighbors. Our strategies in this work center upon making a positive impact upon those who are most affected by the many factors influencing health outcomes and healthy living. While we are making good progress, our work will never be done in this area.

As you read through this report, please know that people are at the heart of this work and what motivates us to make progress with these initiatives. This is just a snapshot of all the good work happening across our service area as a result of strong partnerships within our communities. As we move forward together, we look forward to sharing our progress. Thank you for taking time to learn about this important work.

In partnership,

A handwritten signature in blue ink that reads "Michelle LeBeau". The signature is fluid and cursive.

Introduction

Annual Report Overview

Adopting an 'Implementation Strategy' and evaluating the impact of our Community Benefit programs is a requirement of our health system's tax-exempt status. This demonstrates our commitment, accountability and effectiveness in addressing our communities' identified health priorities. An annual progress report is best practice for Community Benefit. This report spotlights programmatic highlights, investments made, and collaboration with our key partners to improve the health of our community in 2023.

Prioritization

The subcommittee representing the public health department and hospitals convened on November 15, 2022 to finalize Priority Area and Focus Area selection.

The subcommittee observed that there was consistency in the findings across the methods that led to the selection of the following 2022-2024 Priority Areas and Goals:

Priority 1: Promote Well-Being and Prevent Mental Health and Substance Use Disorders

Focus Areas:

- Promote Well-Being
- Mental and Substance Use Disorders Prevention

Priority 2: Prevent Chronic Disease

Focus Areas:

- Healthy Eating and Food Security
- Physical Activity
- Tobacco Prevention
- Prevention and Care Management

Disparities Addressed: Access; Care Coordination; Poverty/Income level; Education; Disability; Health Equity; Built Environment

- Specific interventions related to each priority area were informed by:
 1. Population health-based initiatives occurring within the organization.
 2. Organizational ability to make a sustained impact with the intervention.
 3. Local collaboration, including: Franklin County Public Health's ongoing collaborations with the Franklin County Community Services Board, Federally Qualified Health Care Facility and the North Country Healthy Heart Network.

ABOUT US

For more than 100 years, Alice Hyde Medical Center has provided compassionate, community-focused health care for more than 50,000 residents in the North Country region of New York. Our mission is to always be here, not just as caregivers and staff, but as friends and neighbors, offering expertise and compassionate care in an environment that supports your health and healing.

Summary of Accomplishments

This annual report for calendar year 2023 details key actions taken to advance population health initiatives and community health priorities.

Highlights of 2023

- Earned Geriatric Emergency Department Accreditation (GEDA) and Program Enhancement.
- Partnership with HHHN to bring expanded primary care access to the greater Malone community.
- Simulator Mannequin Lab established.
- ED Peer Navigator Program successes.
- Community Agency Mental Health Partnership established.
- CAH with Swing Bed Program established.

Key Community Partnerships

- Community Connections of Franklin County
- ARC
- Malone Village Police and State Police
- Franklin County Social Services
- Citizen Advocates
- Franklin County Public Health and Office for the Aging
- North Country Healthy Heart Network

Challenges

- Workforce/resource shortages - staffing/financial
- Health Literacy
- Poverty Level
- Patient Compliance
- Access to Care (*see workforce shortages, particularly specialty providers*)

Investments

- **Alice Hyde Community Connections of Franklin County: \$10,000**
To increase opportunities for navigation to Social Supportive Services for community members with low means/various social disadvantages in Franklin County, NY (mental health, areas affecting Social Determinants of Health (SDOH) for those in need).
 - **Franklin County Office for the Aging: \$5,000**
To support OFA meal services programs throughout multiple townships in the AHMC service area to create greater opportunity for access to healthy foods and other social supportive services among disadvantaged, elderly or veteran populations.
 - **North Country Healthy Heart Network: \$10,000**
CDSM Program Implementation through AHMC support, including training, education, and classes for members of Franklin County to support chronic disease self-management to reduce disease burden in this county.
- TOTAL: \$25,000**

Work Underway/Anticipated for 2024

- AHMC Swing Bed Program Promotion. *AHMC continues to build upon the development of its Swing Bed Program, which is a Medicare-funded transitional care model, allowing patients the opportunity to receive extended care within their existing hospital bed (such as rehabilitation therapy) prior to transitioning home.*
- Transformation IV Grant application - *AHMC has submitted an application for funding under the New York State Health Care Facility Transformation Program IV to better meet the needs of the community from a service and physical environment perspective. The goals within this facility focused endeavor are to transform, redesign, and build an innovative, patient-centered model of care, while increasing access, improving quality and ensuring financial sustainability of our organization for many years to come.*
- Through its partnership with AHMC, Hudson Headwaters Health Network plans to build a contemporary 13,000-square-foot primary care health center on the AHMC Campus to accommodate 5-7 providers and 15 exam rooms. Services within the health center will include enhanced primary care, care management and integrated behavioral health.
- AHMC is working to increase its level of GEDA (Geriatric Emergency Department Accreditation) from bronze status to the Gold Standard by 2026. GEDA provides for specific policies, procedures, and care delivery that specifically addresses the unique emergent medical needs of our aging patient population.
- Increase community member engagement and begin tracking participation in the Chronic Disease Self-Management and “Get Healthy North Country” programs. *AHMC is committed to providing resources to those in our community who need assistance with managing their chronic conditions.*
- Healthy Heart Network and AHMC plan to partner on the “Get Healthy North Country” Program which will create outreach and networking to expand programs and initiatives focused on physical activity, tobacco cessation efforts for adults, healthy foods in schools and more, to increase opportunities for community members to join a program locally. Data and tracking will become available in 2024.



AHMC Pediatrics Team

Calendar Year 2023: Work to Date



Promote Well-Being and Prevent Mental and Substance Use Disorders



IN ALIGNMENT WITH NYS PREVENTION AGENDA GOALS¹:

- A. Strengthen opportunities to build wellbeing and resilience across the lifespan.
- B. Facilitate supportive environments that promote respect and dignity for people of all ages.
- C. Prevent opioid and other substance misuse; reduce prevalence of major depressive disorders; reduce/support those living with serious mental illness in the general population.

Calendar Year 2023: Work to Date

ENHANCE PRIMARY CARE ACCESS

- Over the past year, AHMC has worked closely with Hudson Headwaters Health Network to develop a plan to expand access to primary care for communities throughout Franklin County.
- Partnered with Hudson Headwaters Health Network to open a primary care clinic at 16 Third Street on Alice Hyde's campus. Hudson Headwaters opened their office on December 4, 2023, taking an initial step toward increasing access to the more than 10,000 individuals identified as not having a primary care provider in Franklin County.

ED PEER NAVIGATOR PROGRAM

- AHMC has been fortunate to work collaboratively with one of our community agencies – Community Connections of Franklin County, to provide a vast array of social support services for patients who enter AHMC via the Emergency Department, but who may have specific social needs in addition to their medical needs. This program has had prior success in reducing high utilization rates, with a navigator conducting a SDOH questionnaire for medically cleared patients, and connecting patients with the correct social services they may need that address the following areas: transportation, food insecurity, heat, behavioral health, mental health, substance use, health insurance, housing assistance, finances and more.

BY THE NUMBERS

AHMC is working closely with Hudson Headwaters Health Network to **increase health care access to more than**

10,000

individuals in Franklin County identified as having no primary care provider

¹ Prevention Agenda 2019-2024: New York State's Health Improvement Plan (ny.gov)

GERIATRIC EMERGENCY DEPARTMENT STATUS

- Earned Geriatric Emergency Department Accreditation (GEDA) in late 2022 and achieved bronze status, the first hospital in the UVM Health Network to do so. This work was undertaken to address the specific needs of the aging population served by Alice Hyde Medical Center. GEDA provides certain enhancements to the way the Emergency Department operates, such as assessing and addressing nutrition, mobility, dementia, infection and various social determinants of health for the geriatric population in our service area upon presentation to the ED. AHMC has already started the process to increase its level of certification to Silver, and ultimately, the Gold Standard by 2026 to ensure exceptional, quality medical care to our elderly residents. Dr. Garry Starr, the new AHMC ED medical director, serves as the Physician Champion at AHMC for GEDA.



SIMULATOR MANNEQUIN LAB

- Through Philanthropic support, AHMC purchased three simulator mannequins (one adult male, one pregnant female, one baby) in late 2022. The Sim Lab, established to support a variety of training and educational needs of staff, providers and community agencies (EMS, college students, etc.), opened formally on Feb. 15, 2023, with an open forum educational presentation for members of the community. This specialized center will allow staff and community agencies to maintain and enhance their technical skills and abilities to ensure preparation in a variety of medical situations and emergencies, which is invaluable in a rural community. To date of reporting, the Sim Lab has hosted 23 educational events (internal and external agencies) with 294 participants trained in a variety of medical scenarios (e.g., Code, imminent birth, EKG training).



BY THE NUMBERS

23 educational events hosted by the Sim Lab

294 participants trained in a variety of medical scenarios

MENTAL HEALTH INTERVENTION STRATEGIES

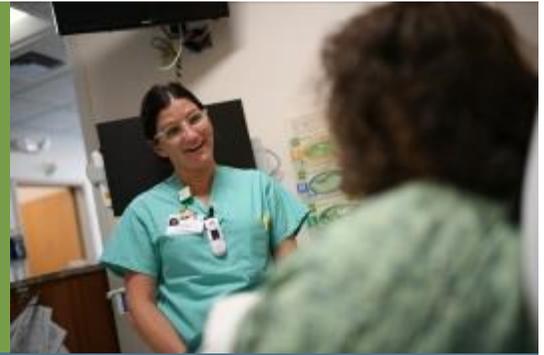
- To address the dramatic increase in patients arriving to the ED with a mental health crisis, and in order to meet these unique needs while ensuring the best care outcomes possible, AHMC is partnering on a community-wide multidisciplinary Mental Health Intervention Team. Rebecca Shutts, CNO, leads this team for Alice Hyde, which is comprised of nursing leaders, ED leaders, and community agencies, including public health/social services, law enforcement, mental health agencies (Citizen Advocates), and Community Connections of Franklin County.
- A targeted relationship between AHMC and OPWDD and the Adirondack Arc aims to positively impact the mental health and developmental disability needs of patients. AHMC and Arc have collaborated to develop services, education, training and support for their staff members. Successes to date include:
 - ◆ A process developed for alerting the ED when residents are incoming.
 - ◆ Monthly calls to discuss concerns and opportunities.
 - ◆ Partnerships for AHMC to assist Arc staff with specific training to better serve their residents with special medical needs.

COMMUNITY ENGAGEMENT STRATEGIES

- AHMC has worked diligently throughout 2023 to create an environment for openness, education and conversation with the AHMC community. Efforts have included holding four community town hall forums to provide education in the areas of Medical Transportation Services, COVID-Flu trends and care, introduction to AHMC's new Emergency Medicine model and UVMHN providers and AHMC future sustainability strategies. Additionally, AHMC created a Community Newsletter to share important information on providers, status of new initiatives, staff recognition, and more with residents on an ongoing basis. These efforts have created many positive outcomes and will continue in 2024.



Prevent Chronic Disease



IN ALIGNMENT WITH NYS PREVENTION AGENDA GOALS:

- A. Decrease the percentage of adults ages 18 years and older with obesity.
- B. Promote school, childcare and worksite environments that increase physical activity; increase access, for people of all ages and abilities, to indoor or outdoor places for physical activity.
- C. Expand access to evidence-based self-management interventions for individuals with chronic disease.

Calendar Year 2023: Work to Date

EMPLOYEE WELLNESS

- AHMC was successful in creating space for an employee fitness center in April 2023. This has been a years-long endeavor and through the donation of equipment, and the availability of a practical space on the campus, the Employee Fitness Center, which is open to all AHMC employees, is open 24 hours per day/7 days per week, via secure access. The fitness center offers a safe, convenient, secure space to assist employees with their health and wellness goals (free of charge). To date, 21% of employees have signed up for membership. The goal will be to promote the benefit of this convenient, free offering, and to double this enrollment figure by end of 2024.

ED PEER NAVIGATOR PROGRAM

- Through its partnership with the Healthy Heart Network (HHN), AHMC is promoting a Chronic Disease Self-Management Program to provide support to patients with chronic diseases, through education, resources and self-management tools. The program links providers and other care managers with patients who are at risk of chronic diseases like diabetes to help them access evidence-based mitigation or self-management programs.



CONTACT



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