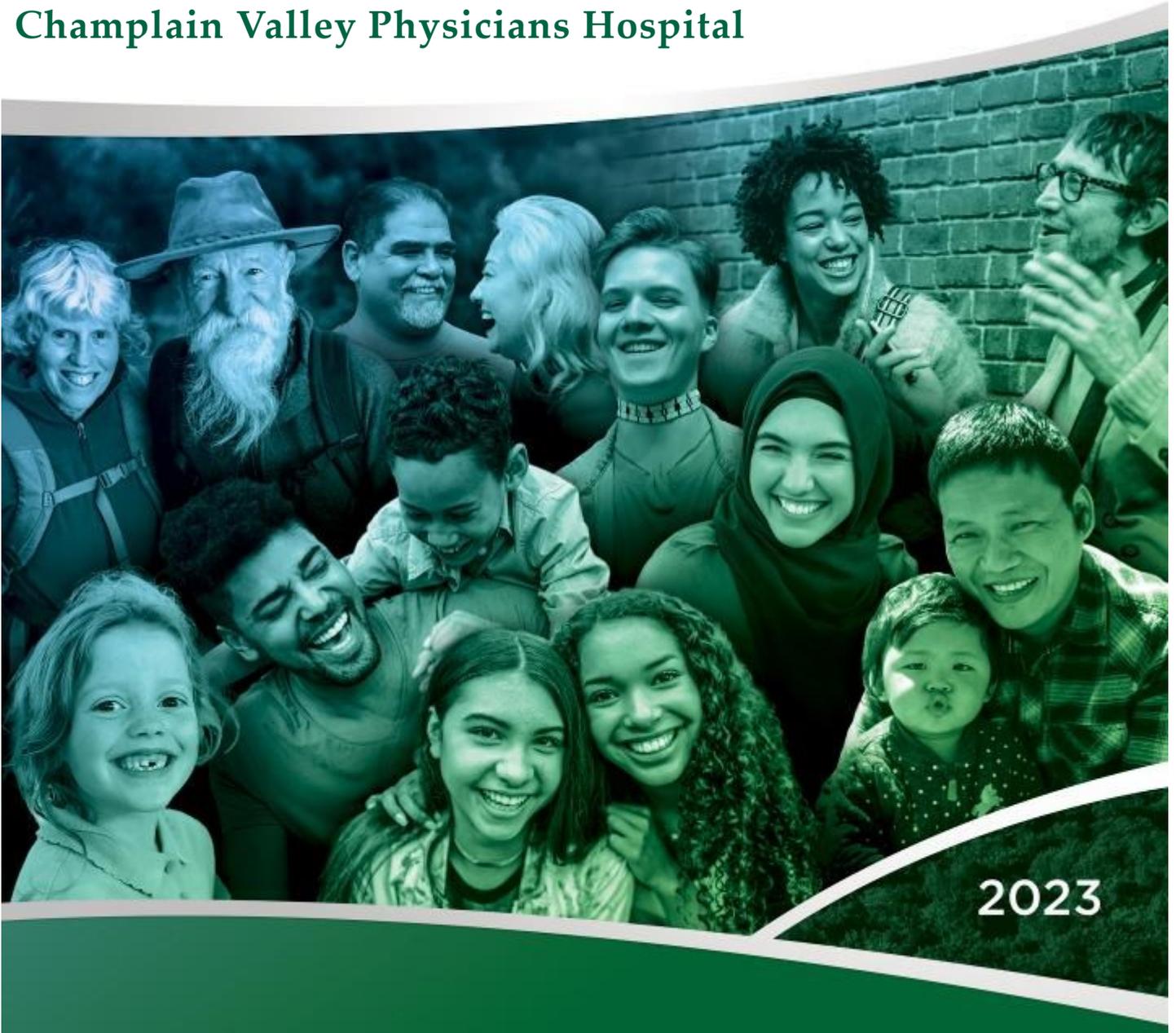


Community Health Improvement Plan 2023 Annual Report

Champlain Valley Physicians Hospital



2023

THE
University of Vermont
HEALTH NETWORK

Champlain Valley Physicians Hospital

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A Message From Leadership



Michelle LeBeau, RN, BS, MHRM

President & Chief Operating Officer
Champlain Valley Physicians Hospital

Champlain Valley Physicians Hospital (CVPH) is committed to providing the care our patients need while improving the health and well-being of people in the communities we serve. Every three years, we engage in a Community Health Needs Assessment (CHNA/CHA) in partnership with Clinton County Health Department. During this process, we hear from community members, partner organizations and government agencies. What we learn from these invaluable perspectives, combined with relevant data and careful consideration of existing resources, helps identify shared goals to meet the North Country's health care needs.

Providing care in a rural region of New York brings its own unique set of challenges and opportunities, requiring creative thinking to best serve those depending on us. Strong partnerships and collaboration are essential pieces of improving our community health. Our 2023 Community Health Improvement Plan (CHIP) identifies areas where CVPH can effectively develop strategies to address these needs during the current three-year cycle. This report also highlights our continued work in several priority areas, including promoting well-being, preventing mental and substance use disorders and chronic disease preventative care and management. It is a demonstration of our commitment and accountability to fostering health and equity across our region.

CVPH is committed to promoting greater access and inclusivity. Our priority is ensuring the voices of our most vulnerable populations are centered in the conversation and development of strategies. This work is never ending. While progress has been made, we understand there is much to do to ensure everyone has the same access and basic needs being met.

As you read through this report, I hope you'll get a snapshot into what I see every day: CVPH is filled with a dedicated team of health care professionals who are able to care for our community in amazing ways thanks to the support of our friends across the region. We are proud to share stories of our collaborative successes. Thank you for taking time to learn about this important work.

In partnership,

Michelle LeBeau

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 Clinton County 2022-2024 Community Health Assessment priorities were informed by rigorous, year-long assessment activities carried out and facilitated by CVPH and Clinton County Health Department (CCHD). This included the Community Health Priority Setting Session, which improved outreach to 25% more stakeholders this cycle. The Community Health Priority Session included partners representing 18 sectors. Priorities selected reflect a commitment from partners to continue addressing the priorities from the previous two health assessment cycles. The two priority areas and goals being addressed collaboratively for the next three years are:

Promote Well-Being and Prevent Mental Health and Substance Use Disorders **Focus Areas:**

- *Promote Well-Being*
- *Prevent Mental and Substance Use Disorders*

Prevent Chronic Diseases **Focus Areas:**

- *Healthy Eating and Food Security*
- *Physical Activity*
- *Chronic Disease Preventive Care and Management*
- *Tobacco Prevention*

ABOUT US

The University of Vermont Health Network - Champlain Valley Physicians Hospital (CVPH) is part of a six-hospital network serving patients and their families in northern New York and Vermont. We're not just caregivers and staff - we're your friends and neighbors, offering expertise and compassionate care as close to home as possible. That's what we call the heart and science of medicine.

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

- Strengthened relationships across Clinton/Essex/Franklin counties with community agencies serving vulnerable populations.
- Champlain Valley Family Center provides on-site full-time peer engagement services with a recovery coach.
- Increased coverage in ED for Crisis to improve discharge planning and community connections.
- Increased focus on employee wellbeing.
- ED partnership with Alliance for Positive Health to provide Narcan in ED to patients and families.
- ED Social Work position filled with a primary focus on high utilization, community connections, and high risk readmission cases.

Key Community Partnerships

- Director of Community Services and Social Services Commissioner
- Champlain Valley Family Center
- Advocacy and Resource Center (ARC)
- Mental Health Legal Services (MHLS)

Investments

- **Medical Village Space:** \$2,800
Creation of space in Mental Health Unit (MHU) at CVPH.
- **Firearm Safety Awareness in Clinton County:** \$2,500
Clinton County Health Department Locked and Unloaded: Increasing Firearm Safety Awareness in Clinton County.
- **Cycling Without Age Adirondack Coast:** \$15,000
To create a unique outdoor engagement opportunity for elderly and less abled citizens to experience life beyond the confines of a home, residence or facility by taking them on free bike rides utilizing trishaws.
- **National Alliance on Mental Illness: Champlain Valley:** \$2,200
The purchase of five HOPE boxes around Clinton County. stocked with food items, gloves/hats, hygiene items, local resources for mental health/substance use treatment, etc.
- **Town of Plattsburgh Park Revitalization:** \$2,500
Funds will support a new inclusive playground with accessible swings, elevated sandbox, communication board and an accessible path at East Morrisonville Park, part of the Parks & Recreation Department's park revitalization efforts.

TOTAL: \$25,000

Looking Ahead

- Partnership with Clinton County Health Department for next CHNA.
- Chronic Disease Care Coordination Network (CDCCN).
- Rural health grant with focus on improving health outcomes through care management and increased referrals to social care providers.
- Working on establishing Wellness RX in collaboration with the work Elizabethtown Community Hospital has already done.
- Promote Volunteerism across organization and capture the work our people do in our community.
- CVFC adding a full-time Care Coordinator in FY 2024.
- Wellness Committee: Exploring Ambassador program.
- STIGMA training.



Calendar Year 2023: Work to Date



Promote Well-Being



IN ALIGNMENT WITH NYS PREVENTION AGENDA GOALS¹: Promote Well-Being and Prevent Mental and Substance Use Disorders

1. Strengthen opportunities to build well-being and resilience across the lifespan.
2. Facilitate supportive environments that promote respect and dignity for people of all ages.

- Reduce the percentage of adult Clinton County residents with self-perceived poor or extremely poor mental health.
- Increase Clinton County's Opportunity Index Score by 5%.

Create and sustain inclusive, healthy public spaces

Calendar Year 2023: Work to Date

Increased focus on employee wellbeing:

- Wellness Committee formed in 2023.
- Wellness areas for staff have been developed in the ICU, R5 (Zen Den), Library, and soon the ED. All spaces are designed to promote relaxation and employee wellness.
- Headspace has been made available to all employees and additional employee services are now offered by Employee Health.
- Expansion of EAP, DEI initiatives for employees (with a focus on counseling services, life skills, etc.)
- Occupational Health expanding their services.
- Rethink Care launched in 2023.
- Promoting volunteerism by staff within the community, with a focus on Community Health Assessment needs.

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

Prevent Mental and Substance Use Disorders



IN ALIGNMENT WITH NYS PREVENTION AGENDA GOALS: Promote Well-Being and Prevent Mental and Substance Use Disorders

1. Prevent opioid and other substance misuse and deaths.
 - Reduce Drug Overdose Mortality by three points.
 - Reduce Opioid Overdose Mortality by three points.
2. Prevent and address adverse childhood experiences.
 - Decrease the percentage of Clinton County adults who have experienced two or more adverse childhood experiences (ACEs).

Build support systems to care for opioid users or at risk of an overdose.

Calendar Year 2023: Work to Date

- Increasing engagement and collaboration with community agencies across Clinton/Essex/Franklin counties that serve and support our most vulnerable populations. Focusing on communication and educating on what the hospital can and cannot do.
- MultiAgency Care coordination consent: Individuals in agreement with allowing multiple support agencies discuss their case and how best the individual can be served in the community and in some cases creating care plans for ED, when these individuals arrive in the ED.
- Participated in Clinton, Essex, and Franklin County Single Point of Access (SPOA) for children and adults. SPOA works to facilitate a more coordinated, cohesive community-based mental health system. This has resulted in better communication and knowledge on cases in the community.
- Increased coverage in ED for Crisis to now staff two Crisis Clinicians from 11 am - 7 pm, five days a week. Increased staffing aims to address volume and to improve discharge planning and community connections.
- ED partnership with Alliance for Positive Health to provide Narcan in ED to patients and families.
- ED Social Work position filled with a primary focus on high utilization, community connections, and high-risk readmission cases.

- Work in progress developing screening workflows: who and how SDOH screening is completed for ED patients with an identified Mental health DX or SUD (NYS OMH/DOH guideline released 10/1/23).
- Opportunity identified: Need assistance from EPIC to build NY resources in system as it relates to SDOH.
- Champlain Valley Family Center (CVFC) provides a full-time recovery coach from their Peer Engagement Services to CVPH. Provides groups in inpatient Psychiatric unit and engages with patients in inpatient medical setting with an SUD issue.



Chronic Disease Preventive Care and Management



IN ALIGNMENT WITH NYS PREVENTION AGENDA GOALS: Prevent Chronic Diseases

1. Promote evidence-based care to prevent and manage chronic diseases including asthma, arthritis, cardiovascular disease, diabetes and prediabetes and obesity.
 - Increase the percentage of adults who had a test for high blood sugar or diabetes within the past three years, aged 45+ years.
 - Reduce rate of Diabetes Hospitalizations (Primary Diagnosis) per 10,000 population.
2. In the community setting, improve self-management skills for individuals with chronic diseases, including asthma, arthritis, cardiovascular disease, diabetes and prediabetes and obesity.
 - Increase the percentage of adults with chronic conditions who have taken a course or class to learn how to manage their condition
 - Reduce the percentage of adult Clinton County resident with self-perceived poor or extremely poor physical health.

Expand access to evidence-based self-management interventions for individuals with chronic disease (arthritis, asthma, cardiovascular disease, diabetes, prediabetes, and obesity) whose condition(s) is not well-controlled with guidelines-based medical management alone.

Calendar Year 2023: Work to Date

- CVPH's stated goal - offering at least one in-person Chronic Disease Self-Management (CDSM) opportunity in Clinton County per quarter - will require identifying trainers.

Looking ahead:

- The Chronic Disease Care Coordination Network (CDCCN) aims to improve health outcomes for populations within 4 rural counties in northeastern New York: Clinton, Essex, Franklin, and Hamilton, specifically those with heart disease and related chronic conditions.
 - ◆ Rural health grant: focus on improving health outcomes through care management and increased referrals to social care providers.
- Working on establishing Wellness Rx, in collaboration with the work Elizabethtown Community Hospital has already done. The Wellness Rx program increases access to fresh and nutritious foods and nutrition education for patients with chronic disease.

CONTACT

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