

# Community Health Improvement Plan

## 2025 Annual Report



**Franklin County, New York**

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# A Message From Leadership



**Michelle LeBeau, RN,  
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President

University of Vermont Health  
Network – Alice Hyde  
Medical Center

At University of Vermont Health Network – Alice Hyde Medical Center (AHMC), we remain deeply committed to advancing the health and well-being of the people who call our North Country communities home. Every three years, UVM Health’s six partner organizations complete a Community Health Needs Assessment (CHNA), aligning with New York State’s Prevention Agenda – the statewide blueprint for improving population health and supporting stronger, more equitable community outcomes. This process offers an important opportunity to reflect on our progress, assess changing needs, and strengthen collaborations with partners across our region. As we begin this new Community Health Improvement Plan (CHIP) cycle, we continue to focus on Mental Well-Being, Primary Prevention, Substance Misuse and Overdose Prevention and Preventive Services for Chronic Disease Prevention and Control.

Alice Hyde Medical Center’s Calendar Year 2025 CHIP Annual Report highlights the work we have developed for this cycle and demonstrates our sustained commitment to improving health outcomes through accountability, collaboration and impact. Throughout the year, our partnerships and programs have emphasized those most affected by economic, environmental and social conditions that influence health. We remain focused on ensuring that every individual in our region has fair access to the services and supports they need to achieve their best health.

This report offers a snapshot of how our dedicated, compassionate team continues to take meaningful action to support our community each day. As we look ahead, we are energized by the opportunity to build on this work, deepen our partnerships and develop new solutions that are responsive to the needs of our patients, neighbors, families and friends. Thank you for taking time to learn more about our shared investment in community health.

In partnership,

A handwritten signature in blue ink that reads "Michelle LeBeau". The signature is written in a cursive style and is positioned above a faint, light blue rectangular box.

# Introduction

## Annual Report Overview

Adopting an Implementation Strategy and evaluating the impact of our Community Benefit programs remain essential requirements of our health system's tax-exempt status. These activities demonstrate our continued commitment, accountability and effectiveness in addressing the health priorities identified across our communities. Preparing an annual progress report is considered best practice for Community Benefit, and this year's report highlights key program achievements, investments made and the collaborative efforts of our partners to advance community health throughout 2025.

## 2025 Community Health Prioritization Process

Alice Hyde Medical Center collaborated with Franklin County Public Health and Healthcare institution partners for the 2025 Community Health prioritization process. Through the NYS Prevention Agenda framework, the group was able to identify local priorities, select evidence-based strategies and coordinate efforts to address the most pressing health challenges facing Franklin County residents.

After reviewing data and community input, the work group selected **Mental Well-Being, Primary Prevention, Substance Misuse and Overdose Prevention, and Preventive Services for Chronic Disease as Franklin County's top health priorities.** These priorities fall under the Social & Community Context and Health Care Access & Quality domains of the Social Determinants of Health (SDOH). Data revealed persistent disparities in mental health outcomes, substance use and chronic disease rates across the county—particularly among low-income residents, rural populations and individuals with limited access to care.

To ensure broad input, a stakeholder survey was distributed to nearly 900 professionals and community members representing health care, social services, education and government sectors. The survey results guided the identification of key health needs and priorities across the region.

In Franklin County, the county health department and local hospitals met with Franklin County stakeholders to review survey results and finalize the selection of priorities for the Community Health Assessment and community health improvement efforts.

## About Us

For more than 100 years, Alice Hyde Medical Center has provided compassionate, community-focused health care for more than 46,000 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.

To learn more, visit [UVMHealth.org/CHI-AHMC](https://UVMHealth.org/CHI-AHMC).

# Priority Focus Areas

## 2025-2027 Priority Focus Areas Identified for Franklin County NY

### Domain 1: Social and Community Context

#### Priority One: Mental Well-Being

##### Focus Areas:

- ▶ Anxiety
- ▶ Stress
- ▶ Suicide
- ▶ Depression

#### Priority Two: Substance Misuse

##### Focus Areas:

- ▶ Primary Prevention
- ▶ Tobacco Cessation

##### Initiatives 2025-2027:

- ▶ Implement a Suicide Pathway Program in the AHMC Emergency Department.
- ▶ Integrate Behavioral Health services into the AHMC Primary Care Practices.
- ▶ Implement and Promote Mental Health First Aid Training for AHMC employees.
- ▶ Emergency Department High Utilization Reduction Efforts.
- ▶ Implement a Naloxone Distribution Program in the AHMC Emergency Department.
- ▶ Enhanced Tobacco cessation screening, education, and referrals for treatment services.
- ▶ These initiatives support numerous goals and objectives of the NYS Prevention agenda including decreasing the number of adults who experience frequent mental distress, reducing the percentage of major depressive episodes and reduction of suicide mortality rates; reducing the rate of overdose deaths and reducing the number of individuals who use tobacco products.

### Domain 2: Healthcare Access and Quality

#### Priority One: Preventive Services for Chronic Disease Prevention and Control

##### Initiatives 2025-2027:

- ▶ Increase Colorectal Cancer Screening Program rates in AHMC Primary Care settings.
- ▶ This initiative supports the NYS Prevention agenda goal of increasing/achieving the target rate of age-appropriate colorectal screenings based upon most recent guidelines.

##### Disparities Addressed:

- ▶ Access
- ▶ Care Coordination
- ▶ Poverty/Income Level
- ▶ Education
- ▶ Disability
- ▶ Health Equity



# Summary of Accomplishments

This annual report for calendar year 2025 details key actions taken to advance population health initiatives and community health priorities.

## Highlights

- ▶ **2025-2027 CHA/CHIP/CSP Implementation:** AHMC collaborated with the Adirondack Rural Health Network of the Adirondack Health Institute (AHI-ARHN) and Franklin County Partners to implement the 2025-2027 Community Health Needs Assessment and Community Health Improvement Plan in alignment with the New York State Prevention Agenda. A key stakeholder survey was sent to Franklin County leaders and key individuals to inform the implementation strategy for the 2025-2027 cycle. Our population's Social Determinants of Health created the foundational basis for this implementation cycle, the details of which are outlined above.
- ▶ **Alice Hyde Medical Center continued its partnership with Hudson Headwaters Health Network (HHHN)** as they opened their 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 include enhanced primary care, care management and integrated behavioral health to increase access to mental, behavioral and primary care to the nearly 10,000 residents designated as needing services in the AHMC service area. The center will also feature a full-service Pharmacy for the community. We welcomed the opening of this beautiful, new, state-of-the-art primary care center in March 2026, for the benefit of our community and residents needing these vital services. The small HHHN primary care practice on the AHMC campus provided necessary health care access to several hundred new patients between 2024-2025.
- ▶ **Regional Healthcare Convening:** AHMC participated in the UHF (United Hospital Fund) Regional Convening in September 2025, to discuss needs and gaps across physical, behavioral, and social care needs in the North Country. Northern NY saw 134 regional multi-sector stakeholders gather to engage in collaborative planning and regional prioritization to support the development of Regional Needs Assessments and Population Health Plans. Top identified priorities included: A) Physical and Behavioral Health Needs: Mental Health, Diabetes, Obesity, Heart Disease, Substance Use Disorder, and B) Health-Related Social Needs (HSRNs): Housing, Transportation, Food, Employment, Childcare and Dependent Care. Work will continue, with more convenings scheduled to assess current challenges, and develop new opportunities to address unmet needs in our communities.
- ▶ **186 AHMC employees trained in RIES – Responding to Intense Emotional Situations.** AHMC is committed to equipping our staff with the tools and education to appropriately and effectively respond to patients, family members or other staff members who may be experiencing a crisis.
- ▶ **7 employees completed Youth Mental Health First Aid training in 2025,** and are now Certified in Youth Mental Health First Aid USA from the National Council for Mental Wellbeing.

## Community Benefit Investment & Activities in 2025

- ▶ **AHMC held its first ever Pediatric/Youth Health Fair in August 2025.** In partnership with the Malone Central School District Back to School Event, AHMC supported a clothing drive and coordinated the tabling of 8 AHMC departments and 20 community agencies. In partnership with National Grid, AHMC was able to donate backpacks, notebooks, various necessary school supplies and hygiene products for the event. Free haircuts were available to students, sponsored by the Army National Guard. A broad cross section of community resources were present, including health, social services, mental health services, fitness/nutrition and more.
  - ▶ More than 1,000 students/families attended the event.
  - ▶ 25 AHMC staff members donated 200 hours to conduct its first ever Youth Health Fair in August 2025.
- ▶ **AHMC was a proud supporter of Citizen Advocates' Fieldstone Foundation Meals with Meaning and Backpack Program.** This program is a lifeline for the children in our community, delivering over 52,000 weekend meals and snacks to children experiencing food insecurity as well as distributing 19,000 summer meals to local children across our primary service area.
- ▶ **AHMC tabled at the Franklin County Fair,** with numerous departments sharing information about the services provided at our hospital and outpatient settings, including cancer care, rehabilitation services, pediatrics and dental services. Our compassionate staff interacted with community members, provided free materials, health and safety tips and conducted drawings for free prizes to help promote a healthy lifestyle.
  - ▶ 35 AHMC team members allocated 150 cumulative hours to provide community members at the Franklin County fair with free educational resources and to promote a healthy lifestyle.
- ▶ **AHMC sponsored the Accessible Adirondack Tourism Adirondack Nature Festival for People with Disabilities** on 8/18/25 at Paul Smith's VIC (Visitor Interpretive Center). This accessible event connects people with disabilities with nature through a variety of activities, arts and music.
- ▶ **AHMC assisted Hospice of the North Country with sponsorship funding** to support their provision of crucial patient non-reimbursable services such as bereavement support. Funding also supports social worker services, bedside visits and medical supplies.
- ▶ **2025 Teddy Bear Clinic:** This annual event is a wonderful way to introduce kindergarten students in the local communities to Alice Hyde Medical Center and provides safety and health tips. A total of 322 kindergarteners from 8 schools participated in 2025.
- ▶ 123 high school and college students were hosted by AHMC for their clinical rotations, education and shadowing in 2025.

# Community Health Investment Funds

## 2025 Investment Awards

Alice Hyde Medical Center was able to fund vital projects in the amount of \$25,000 to benefit local, community health related organizations and the residents they serve, with five projects funded in 2025, impacting 2,312 people in Franklin County, NY. These community health investments highlight Alice Hyde Medical Center’s commitment to not only impacting the medical needs of those we serve, but of the greater social, economic, and mental health and well-being needs of our communities.

### **Community Connections of Franklin County: \$6,000**

CCFC aims to empower community members with practical tools for personal growth, stability, and community integration through comprehensive life skills training. This initiative aims to empower participants with practical tools for personal growth, stability, and community integration.

### **Community Health Center of the North Country: \$5,000**

The Community Friendship Volunteer Program (CFVP) combats social isolation among older adults through compassionate, volunteer-driven support. CFVP connects trained volunteers with seniors for friendly visits, wellness check-ins, errands, and companionship, with 38 volunteers contributing over 2,500 hours to support 96 seniors in 2024.

### **Franklin County Community Services: \$2,000**

Resilient Roots will provide access to recreational items and resources like board games and exercise equipment for children and families transitioning out of foster care. The initiative promotes emotional well-being, resilience, and strengthens parent-child relationships.

These supports help reduce financial and social barriers, encourage healthy behaviors and positive family interactions.

### **Franklin County Office for the Aging: \$2,000**

Holiday Food Baskets combat rising food insecurity and isolation for older adults. In partnership with local organizations, the initiative provides nutritious, themed food bags—such as the 2025 holiday food bags delivered to 425 seniors.

### **Holistic Life Foundation Akwesasne (HLFA): \$10,000**

HLFA uses mindfulness and trauma-informed care to support the mental, emotional, and behavioral health of youth in the Akwesasne community. Through its Mindful Moment Program (MMP) in Salmon River schools, students, and staff engage in daily breathwork, guided reflection, and yoga practices. The program will expand to serve K-12 and includes a retreat space, peer-led ambassador training, and teacher wellness support to reduce stress and promote equity.

**Total: \$25,000**

# Work Underway and Anticipated for 2026

## **Mental Wellbeing Strategies:**

- ▶ **Mental Health First Aid Training:** In conjunction with System level resources, Alice Hyde will work to decrease the percentage of adults and youth who experience frequent mental distress by offering training resources and certification coursework for staff to effectively support patients presenting for services experiencing mental health crises due to anxiety, stress and other mental health related factors.

## **Implementation of Emergency Department High Utilizer Reduction Program:**

- ▶ Alice Hyde will implement a program to reduce high utilization of the Emergency Department by patients who need non-emergent or social/community services rather than emergent medical care. Alice Hyde Medical Center will use a multidisciplinary approach to review data for patients visiting the AHMC Emergency Department with high-utilization trends—specifically individuals with more than four visits or more per quarter. The team will screen for stress, anxiety and social needs, identify any gaps in care and determine if additional services or supports are needed. Personalized care plans will be developed to promote patient well-being and ensure the safety of our patients, staff and community by certified crisis clinicians in the Emergency department setting.

## **Implementation of System Suicide Pathway in the AHMC Emergency Department:**

- ▶ AHMC has implemented program processes, policies and procedures to impact/reduce the suicide mortality rate, and adolescent suicide attempts in the Franklin County Region. Pathway implementation occurred in the AHMC ED in mid-2025. AHMC will track number of trainings delivered to health care staff, and track the rate of implementation of policies and practices in the pathway.

## **Integration of Behavioral Health Services in AHMC Primary Care:**

- ▶ AHMC will recruit for specialized behavioral health providers to embed in the AHMC Primary Care Practices beginning in 2026. The goal will be to reduce the percentage of adults with major depressive episodes and improve mental health offerings and counseling for the AHMC patient population in an easy to access, stigma-free environment. It is further noted that addressing mental health and wellbeing can impact a patient's physical well-being in a positive manner. By creating a cohesive treatment pathway, better outcomes for the patient population are anticipated.

## **Substance Use:**

- ▶ **ED Naloxone Distribution Program:** Alice Hyde will provide or expand access to naloxone to reduce overdose fatalities. This program has launched in partnership with Franklin County Public Health (LHD), who will provide take-home doses of naloxone to Alice Hyde, which will provide the kits in the emergency department setting in which the naloxone is available for patients and families free of charge, to take home and keep on hand for emergency overdose prevention.

## Substance Use:

- ▶ **Tobacco Cessation:** Alice Hyde will increase access to tobacco/e-cigarette cessation and education services for the patients of the AHMC primary care practices, with the overall goal of reducing the percentage of adults (18+) who use tobacco products. AHMC will measure success through collecting data on the number of individuals referred to/connected to cessation resources and services. AHMC will further conduct outreach to the local secondary school systems to reduce prevalence of youth tobacco/e-cigarette use and provide education on cessation services, and health related benefits of quitting, particularly to communities disproportionately impacted by tobacco industry marketing practices.

## Chronic Disease Prevention:

- ▶ **Colorectal Cancer Screening Program:** AHMC will work to increase the percentage of adults aged 45-75 years who are up to date on their colorectal cancer screening based upon the most recent guidelines. AHMC will ensure providers identify patients with care gaps, and track and trend colorectal screening rates as a clinical quality improvement activity in 2026. Work will include pre-visit planning, treatment planning, and outreach reminders for cancer screenings.

## Thank You Community Partners!

- ▶ Adirondack Health Institute for Community Health Improvement Implementation services (ARHN CHA Committee)
- ▶ Community Connections of Franklin County
- ▶ Community Health Center of the North Country
- ▶ North Country Healthy Heart Network
- ▶ ARC
- ▶ Malone Village Police and State Police
- ▶ Franklin County Social Services
- ▶ Citizen Advocates
- ▶ Franklin County Public Health and Office for the Aging



## **Alice Hyde Medical Center**

Community Health Improvement



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