



Oswego Health

CHNA Implementation Plan 2016



Introduction

Management of Chronic Health Conditions

Promote Mental Health and Prevent Substance Abuse

Needs Not Addressed in Implementation Plan

Improving the Health of Our Community

Adoption by Board of Directors

Introduction

Oswego Health is committed to improving the overall health and wellness of the community it serves. The Mission of Oswego Health is “to provide accessible, quality care and improve the health of residents in our community.” Towards that end, Oswego Health completed a Community Health Needs Assessment in 2015 to identify the primary health needs within the community it serves. Having identified these needs and confirming actions already undertaken by the health system, Oswego Health has developed this implementation plan to work within the community to address these needs.

Oswego Health intends to continue to collaborate with community partners to optimize healthcare delivery for Oswego County residents. Implementing effective goals and strategies to address the needs identified in the CHNA is a top priority for the organization. The needs identified in the CHNA which are being specifically addressed by Oswego Health in this implementation plan are:

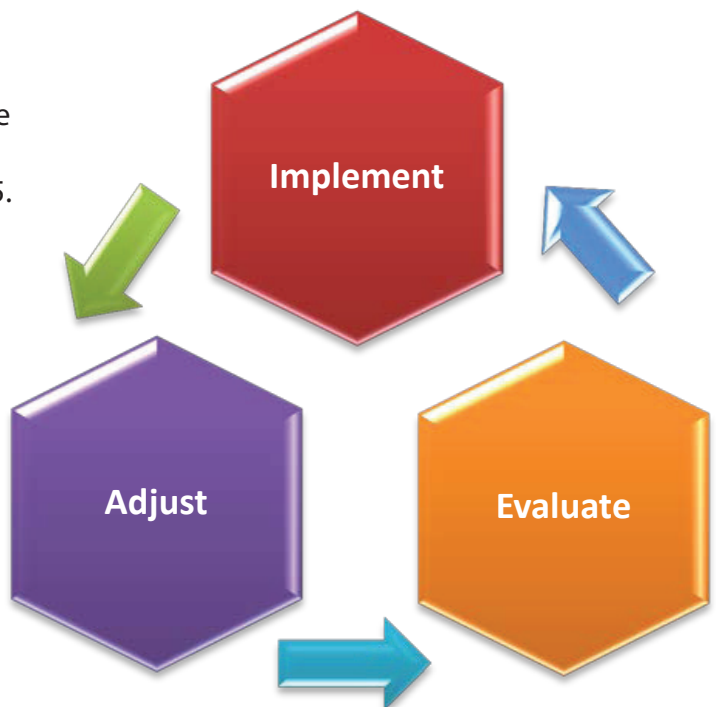
- Address the continuing need to **provide ongoing management of health issues for residents with chronic health conditions**, such as diabetes, COPD, and CHF; and,
- **Promote mental health and focus on preventing substance abuse and suicide** including services for emotional and behavioral health and disorders, as well as the prevention of substance abuse and suicide.

For each of these needs, Oswego Health has outlined its objectives and strategies to address the issues pertaining to the need. A team of hospital staff, working with its consultant, Research and Marketing Strategies, Inc., (RMS), has developed the Community Health Needs Assessment (CHNA), while Oswego Health created this CHNA Implementation Plan to apply hospital resources for the greatest impact on meeting the identified community needs.

Over the next several years, Oswego Health will implement, evaluate, and adjust its strategies to obtain the best outcomes for its community.

The needs identified for this implementation plan are consistent with the Community Service Plan the hospital developed and submitted to the New York State Department of Health in December 2015.

The other needs identified by the CHNA are issues that Oswego Health feels are currently being addressed by other county resources, are ongoing initiatives that Oswego Health is continuously working on, and/or will be focused on in future years by Oswego Health.



Introduction

Management of Chronic Health Conditions

Promote Mental Health and Prevent Substance Abuse

Needs Not Addressed in Implementation Plan

Improving the Health of Our Community

Adoption by Board of Directors

Background

- The secondary research conducted by RMS (County Demographic Profile) shows high rates of chronic diseases, such as diabetes, COPD, and CHF. Also identified in the phone survey conducted as part of the demographics profile with community residents, was a lack of management services, including education, etc., for chronic conditions was also identified.
- Oswego Health currently has several programs and services in place to address the needs of residents with chronic diseases. The hospital also continues to work with other community organizations and agencies to address the needs of the chronically ill. Efforts to build awareness among providers and the population at large will be made regarding the resources available to those with chronic diseases.

Objective 1: Implement a Chronic Disease Self-Management (CDSM) Program, in partnership with the Oswego County Health Department.



GOAL: By December 31, 2018, increase by at least five percent the number of adults with arthritis, asthma, cardiovascular disease or diabetes who have completed a CDSM program.

Strategy: In its efforts to reduce the incidents of diabetes, heart failure and COPD, Oswego Health will continue to partner with the Oswego County Health Department to offer Chronic Disease Self-Management (CDSM) classes. These health partners utilize the CDSM program developed by Stanford University's Patient Education Research Center to achieve this goal.

Oswego Health employees trained in the program will offer at least two CDSM classes each year of the plan. The health system will target those individuals in rural areas and senior citizens, the county's most fragile groups from a health status standpoint. The anticipated results include: empowering community members to improve their own health by providing them with education and tools; and, reduce the hospital admission rates for those enrolled in the program.

Measurements of Effectiveness

- Staff will routinely track and evaluate the health status of participants.
- Measure the number of active sites providing CDSM programs in Oswego County.
- Measure the number of enrolled adults who have successfully completed the CDSM program.

Objective 2: Increase access to and participation in diabetes self-management education and programs.

GOAL: By December 31, 2018, increase by at least five percent the number of individuals receiving outpatient diabetic education and attend diabetes support groups.

Strategy: To complement the CDSM classes, Oswego Health's Certified Diabetes Educator will provide diabetes counseling to hospital patients and outpatients. In addition, the Educator will offer two free monthly diabetes support groups.

Measurements of Effectiveness

- Staff will routinely track and evaluate the health status of participants.
- Measure the number of CDSM enrolled adults who have successfully completed the CDSM program, received outpatient diabetic education or attended a support group.



Introduction

Management of Chronic Health Conditions

**Promote Mental Health and
Prevent Substance Abuse**

Needs Not Addressed in Implementation Plan

Improving the Health of Our Community

Adoption by Board of Directors

Background

- Both primary research (Key Stakeholders Interviews) and the secondary research conducted by RMS (County Demographic Profile) identify the need to promote mental health and prevent substance abuse in the community. Secondary research shows that the suicide rate in Oswego County is twice as high as New York State.
- Oswego Health currently provides a variety of Behavioral Health Services (BHS) located throughout its service area that specialize in offering services to both adult and pediatric patients. Efforts to increase the program offerings and the awareness of services have begun, but will be dependent on resources available to the organization.



Objective 1: Reduce the occurrence of suicide in Oswego County among both adults and youth.

GOAL: By December 31, 2018, reduce the age-adjusted suicide mortality rate by 10 percent.

Strategy: To reduce suicide rates, Oswego Health has implemented the Columbia-Suicide Severity Rating Scale (C-SSRS), an evidenced-based practice, developed by Columbia University Medical Center. The Columbia-Suicide Severity Rating Scale (C-SSRS) is a screening tool which has demonstrated the ability to predict suicide attempts in suicidal and non-suicidal individuals. The C-SSRS has been implemented through the Oswego Health system, including the outpatient clinics, inpatient unit, Assertive Community Treatment (ACT) Team and in the

hospital's emergency department.

Measurement of Effectiveness

- Monitor the number locations using C-SSRS.
- Solicit input from staff on C-SSRS program effectiveness.

Objective 2: Increase suicide prevention activities and mental health services among youth in Oswego County.

GOAL: By December 31, 2018, increase by at least five percent the number of children receiving school-based mental health clinic services.

Strategy: Complementing the suicide rating scale implementation, Oswego Hospital will collaborate with the Oswego County Department of Social Services to expand the School-Based Mental Health Services.



Promote Mental Health and Prevent Substance Abuse

Currently, the BHS Division oversees ten school-based satellite clinics, up from five locations at the end of 2014. At these clinics, a licensed social worker provides outpatient mental health services to students who have been identified by school staff. The school-based therapist provides assessment, therapy, and ensures the student is provided referrals for any other identified services.

These satellite clinics assist in assessing and identifying at-risk children and adolescents that may otherwise not seek out mental health services, thereby reducing suicide risk and substance abuse risk for these children.

Measurement of Effectiveness

- Monitor the number of students participating in school based clinic services.

Introduction

Management of Chronic Health Conditions

Promote Mental Health and Prevent Substance Abuse

**Needs Not Addressed in
Implementation Plan**

Improving the Health of Our Community

Adoption by Board of Directors

Needs Not Addressed by Implementation Plan

Oswego Health is always concerned with and recognizes the importance of all the healthcare needs identified in the community, including community members living below the poverty level, the lack of affordable healthcare coverage, and access to care, to name a few.

However, the hospital is unable to address some of these larger-scale issues because of its limited resources and the limited effect it could have on impacting these issues. For example, while uninsured individuals impact the hospital directly and change the makeup of the community served by Oswego Health, this issue is being addressed at state and national levels. However, Oswego Health has several initiatives in place to assist those that need financial assistance.

While it cannot address every need, Oswego Health does what it can to steer community members to appropriate resources available to meet their individual needs. The needs identified in the CHNA which Oswego Health chose not to pursue in this implementation plan are:

- **Reduce the prevalence of risky behaviors and encourage healthy lifestyles**, including the importance of physical activity and nutrition in the Oswego Health service area.
- **Improve access of specialty care providers** to adequately care for the current and projected population of the Oswego Health service area;
- **Decrease the incidence of tobacco use** in the Oswego Health service area (25% of the population) and therefore reduce those impacted by the health issues it causes for users and the community-at-large;
- Although Oswego Health chose not to specifically address these needs in its implementation plan, these needs are all initiatives that Oswego Health is continuously aware of and making efforts to address. Additionally, there are many other resources available within the community addressing these needs and Oswego Health fully supports these efforts.

Efforts currently under way/available to **reduce the prevalence of risky behaviors and encourage healthy lifestyles** include:

- partnering with local school districts to educate young residents of the importance of healthy lifestyles;
- offering wellness programs and education to its own employees;
- sponsoring health-focused events such as the Tri-Oswego Triathlon, YMCA Harborfest Run, Springside's Walk/Race event, Dragon Boat Races and others;
- providing screening and health and wellness information at sponsored events related to physical activity, nutrition and wellness;
- the hospital's Community Health staff providing lessons to 7th graders in area school districts to promote exercise and healthy eating habits, while also outlining the dangers of smoking;

Needs Not Addressed by Implementation Plan

- distributing the nutrition resource guide to patients utilizing Oswego Hospital services;

Efforts currently under way/available to **improve access of specialty care providers** include:

- making efforts to improve upon the Healthstream 2010 physician satisfaction scores and RMS' 2015 survey results;
- tracking the turnover rate of physicians in the Oswego County area;
- recruiting practitioners in the specialty areas of primary care, general surgery, ophthalmology, and orthopedic surgery;
- implementing the recommendations of the 2016 Medical Staff Development Plan by recruiting additional practitioners in pediatrics, obstetrics and primary care; and, recruiting additional mental health providers in psychiatry and/or neurology.

Efforts currently under way/available **to decrease the incidence of tobacco use** include:

- facilitating the referral of pregnant women to smoking cessation programs by providing information for an online smoking cessation program at www.smokefree.gov and providing additional support from Oswego Hospital's Certified Smoking Cessation Counselors to the county's OB-GYN patients and patients utilizing maternity services at Oswego Hospital;
- counseling employees who indicate that they smoke on intake forms during annual employee screenings;
- counseling 100% of inpatients who admit they smoke upon hospital admission; and
- participating in "Fax to Quit," which offers smoking cessation support following discharge.

In addition to the needs identified and addressed by the CHNA, the hospital has several initiatives it

Introduction

Management of Chronic Health Conditions

Promote Mental Health and Prevent Substance Abuse

Needs Not Addressed in Implementation Plan

Improving the Health of Our Community

Adoption by Board of Directors

has implemented throughout the community. These initiatives continue to improve the health and wellness of the community served by Oswego Health.

- Oswego Hospital received the best score for having the lowest rate of hospital acquire conditions in the region, according to a Medicare study released in December 2015. Medicare gives each hospital a score from 1 to 10, with one being the best. Oswego Hospital's score was 3. The report covered the years 2011-14. Hospitals with high hospital acquired condition rates are penalized and can have their Medicare reimbursement rate reduced by one percent.
- The Oswego Health system has partnered with Syracuse Orthopedic Specialists to provide exceptional services close to resident's homes. SOS will work alongside Oswego Health's orthopedics team to provide office visits, surgeries and other procedures in Oswego.
- Oswego Health has continued to provide the latest in imaging equipment. In 2016, the health system will install three new low-dose computed tomography (CTs). The CTs will be put in place at Oswego Hospital, the Central Square Medical Center and the Fulton Medical Center.
- These new CTs complement the new fixed 1.5 tesla Magnetic Resonance Imaging (MRI) scanner that was installed in 2015 at Oswego Hospital.
- As part of its MRI purchase, Oswego Hospital has also installed the most advanced breast MRI coil. This technology is able to create consistently high-quality, high-resolution images regardless of breast size or density – often revealing lesions that could go unnoticed with conventional imaging.
- Another project undertaken in 2015 was the development of a C-section recovery room in the maternity center. Women who use this service will be able to bond more quickly with their newborn following delivery.
- Oswego Health once again expanded its laboratory locations in 2015 when it opened a site at the Lake Ontario Prompt Medical Care at 300 State Route 104 in Oswego. Late last year, the health system unveiled a Hannibal location at the Hannibal Medical Center, 450 Fulton St.
- In addition to the county's healthcare leadership's initiative and the new collaboration, Oswego Health will continue to collaborate with its many other healthcare partners. Those partners include:
 - Oswego Hospital Medical Staff
 - The Rural Health Network, where Oswego Health staff members participate in both this organization's Steering Committee and the County Health Issues Work Group;
 - Northern Oswego County Health Services Inc (NOCHSI);
 - Tobacco-Free Network;

Improving the Health of our Community

- Oswego City-County Youth Bureau;
- Fulton and Oswego YMCAs;
- The County of Oswego Departments of Health and Social Services;
- Farnham Family Services, which provides substance abuse treatment, prevention and intervention; and
- Oswego County Opportunities, a community action agency providing more than 50 human service programs.

Introduction

Management of Chronic Health Conditions

Promote Mental Health and Prevent Substance Abuse

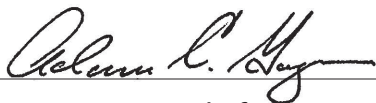
Needs Not Addressed in Implementation Plan

Improving the Health of Our Community

Adoption by Board of Directors

Adoption by the Oswego Health Board of Directors

- By resolution of the Board of directors of Oswego Hospital on this date, this Implementation Plan was adopted by the Hospital and will serve as a guiding tool over the next three years to meet the needs of the community for whom it serves.



- Secretary, Board of Directors

Monday, April 25, 2016

- Monday, April 25, 2016