

HEALTHQUEST

2013-2016 Community Service Plan
Year 2 Update

March 2016

NORTHERN
DUTCHESS HOSPITAL

PUTNAM
HOSPITAL CENTER

VASSAR BROTHERS
MEDICAL CENTER

Health Quest is the largest family of nonprofit hospitals and healthcare providers in the Hudson Valley. Our three award-winning hospitals — Northern Dutchess Hospital, Putnam Hospital Center and Vassar Brothers Medical Center — have deep roots in their respective communities and work together to provide quality care for our patients.

Our Mission

To improve the health of the communities that we serve in the Hudson Valley by providing quality patient care based on our commitment to excellence, innovation and state-of-the-art technologies.

Community Health Initiatives

The 2015 Year Two Community Benefit Update highlights Health Quest's community benefits activities in our comprehensive Community Service Plan dated 2013-2016. The Community Service Plan was developed to address public health priorities established by the New York State Department of Health's Prevention Agenda. The Agenda is a blueprint for state and local action to improve the health of New Yorkers in five priority areas and to reduce health disparities for racial, ethnic, disability, and low socioeconomic groups, as well as other populations who experience them.

The results of the collaborative community needs assessments conducted during 2013 by Health Quest and its partners in Dutchess and Putnam counties identified several priority areas.

Dutchess County

As a result of the needs assessment and subsequent analysis, Dutchess County identified the following four priority areas:

Reduce Childhood and Adult Obesity

Increase Access to Preventative Healthcare and
Improve Management of Chronic Disease

Reduce Tick and Insect-related Diseases

Reduce Substance Abuse

While insect-related disease does not appear to fit into any of New York State's Preventive Agenda categories, it was by far the biggest health concern for Dutchess County residents who responded to the survey. We have, in order to be consistent with the Prevention Agenda structure, considered it to be in the Safe and Healthy Environment category.

Vassar Brothers Medical Center (VBMC) elected to focus on chronic disease and tick- and insect-related disease as a result of the last needs assessment. Obesity was identified as a lower priority; however, we are engaging the community through additional programs. Substance abuse was not a priority at this time because the former Saint Francis Hospital (now MidHudson Regional Hospital) has licensed substance abuse beds.

Northern Dutchess Hospital (NDH) elected to focus on vaccination of preventable diseases and tick- and insect-borne illnesses. NDH does address obesity and management of chronic diseases through a formal prediabetes program and a robust program of support groups and lectures designed to improve management of chronic disease. The prediabetes program launched in 2014 has been so successful that NDH has been identified as a model for other organizations and will be used as a reference to other hospitals launching this program. Substance abuse was not a priority at this time because the former Saint Francis Hospital (now MidHudson Regional Hospital) has licensed substance abuse beds and outpatient programs.

Putnam County

With the input of Putnam Hospital Center and other community partners, the Putnam County Department of Health developed the following focus areas based on the identified chronic disease health priority:

Reduce Obesity in Children and Adults

Promote Chronic Disease Self-Management Education,
Including Disparate Populations

Reduce Illness, Disability and Death Related to Tobacco Use
and Secondhand Smoke Exposure

The following focus areas were developed in response to the identified mental health priority:

Promote Mental, Emotional and Behavioral (MEB) Well-Being
in Communities

Prevent Suicides Among Youth and Adults

Putnam Hospital Center (PHC) elected to focus on preventing suicide among youth and adults and reducing illness, disability and death related to tobacco use. PHC supports the remaining activities through hospital activities, support groups, lectures and special events.

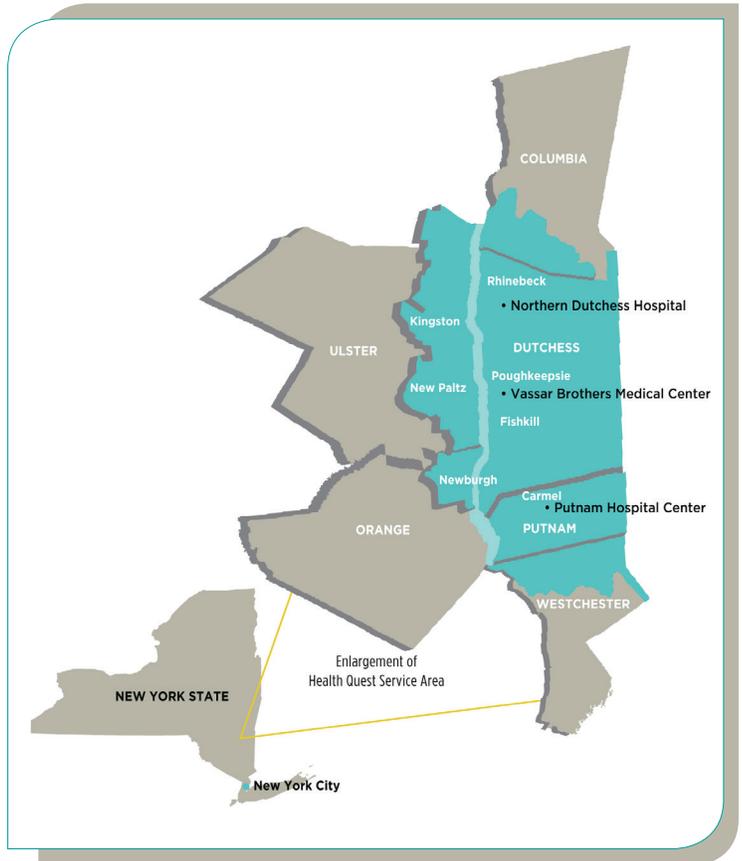
Community Served

VBMC's primary service area includes the southernmost half of Dutchess County, up to and including the Town of Hyde Park, as well as the easternmost parts of Orange and Ulster counties. Like many communities in New York State, the VBMC service area is experiencing minimal growth with gradual declines in the numbers of young families and children. Significant growth is expected in the volume of residents aged 65 and older.

NDH's service area includes Dutchess County from Hyde Park north. It also includes several adjacent zip codes in Ulster County and some of the southernmost towns in Columbia County to the north. Like the neighboring VBMC service area, population growth is projected to be limited to people aged 65 and older.

PHC is the only hospital in Putnam County. Eighty percent of its patient population comes from the eastern half of Putnam, with the service area extending north to the southeast corner of Dutchess County and south to select bordering zip codes in northern Westchester County. Data indicates that residents of the western half of Putnam County receive medical care primarily at Hudson Valley Hospital Center and, to a lesser degree, other Westchester hospitals due to natural geographic and transportation barriers.

The population of the PHC service area is projected to decline, particularly among children and women of childbearing age. The number of people aged 65 and older, however, is projected to increase significantly.



Plan of Action Updates – Year Two (2015)

Northern Dutchess Hospital

Focus Area 1 - Vaccinate Preventable Diseases

In choosing its first initiative, NDH deviated slightly from the DCDOH priorities. NDH is a small hospital (68 beds) with limited resources. In NDH's service area, 19 percent of its population is over 65, a number projected to rise to 22 percent in the next 10 years. NDH has a strong focus on caring for the senior community, with its affiliated 100-bed skilled nursing facility, its Center for Healthy Aging, and its commitment to orthopedic and rehabilitative services. The hospital itself is a hub for senior activity and a natural location for outreach to the senior population. While the most recent rates of immunization available meet the NYS 2017 objective, the county lags behind the statewide rate. NDH's implementation plan is designed to build on its existing policy of screening and immunizing all inpatients by expanding screening efforts to the emergency department. It will also gauge the need for community flu clinics, which appear to be less in demand due to inexpensive vaccines being offered by pharmacies.

Goal: Decrease the Burden of Influenza Disease

During the 2014-2015 Flu Season, NDH continued to enforce protocols to screen all ED admits for vaccination and provide vaccine according to state recommendations. An educational campaign around flu prevention and education was launched in November and supplemented with a blog post that stayed on our website. Additionally, we partnered with CVS in Rhinebeck to offer a flu clinic at Wells Manor, our subsidized senior citizen housing development located a quarter mile from NDH. Barriers to this initiative: timing of vaccination availability to NDH – community pharmacies receive bulk shipments long before the hospital. We have concluded that many seniors want the vaccination as soon as it is available, making local pharmacies a first choice to many. We have also found it very difficult to obtain the data needed for measurement from community pharmacies.

In addition to our patients, we focused on increasing the vaccination rates of our employees, providers and volunteers. During the 2014-2015 season, the overall vaccination rate for this group was 87 percent, up 4 percent from the previous season. Ninety-one percent of employees, 98 percent of volunteers and 70 percent of providers who see at least one patient were vaccinated. (Vaccinations for the 2015-2016 season were still underway at the time of this update and will be included in the Year Three update.)

Focus Area 2 - Lyme and Other Insect-Borne Diseases

Dutchess County residents have significantly higher rates of tick-borne diseases than NYS residents overall. In both the 2009 and 2012 Dutchess Community Surveys, Lyme disease and other insect-related diseases were identified by two-thirds of respondents as the top environmental concern. NDH will focus on education of the patient, while VBMC's initiative focuses on education of providers. This two-pronged approach aims to have a positive impact on awareness and treatment.

Goal: Prevent Tick-Borne Diseases in Dutchess County

In 2015, NDH focused on education of the patient. Educational displays were placed in our Emergency Department and all ED patients were provided with educational materials from the NYSDOH. Hospital staff and management participated in a summer social media educational event in which they "Took a Bite out of Lyme" by taking a bite of a lime and sharing messages and educational tips about Lyme disease. We reinforced this campaign with additional posts on Lyme disease prevention.

In the summer of 2015, Health Quest partnered with the Dutchess County Department of Behavior and Community Health to sponsor tick-removal kits that were distributed at the Dutchess County Fair. 250 kits were handed out. An additional 100 kits were distributed at NDH health fairs during the year.

Staff and physician education was offered at VBMC in May.

Vassar Brothers Medical Center

Focus Area 1 - Increase Access to Preventive Healthcare and Improve Management of Chronic Disease

Rates of hospitalization for diabetes have remained steady over the past five years and are similar to NYS on average.

Goal: Promote Use of Evidence-based Care to Manage Chronic Diseases

In 2015, VBMC and Health Quest Medical Practice sent three employees to be trained as peer leaders for the Stanford University Diabetes Self-Management Class. This program is a six-week workshop facilitated by two trained peer leaders. The workshop is designed to help people and their caregivers gain self-confidence using strategies such as brainstorming, action planning, feedback, problem-solving and decision-making. Learn the skills needed in the day-to-day management of diabetes in order to maintain and/or enhance an active and fulfilling lifestyle. Topics include nutrition, preventing complications, exercise, managing difficult emotions, monitoring blood sugar, medications, working with your healthcare

professional and skin and foot care. VBMC held one session in 2015 and more are scheduled for 2016. Although we fell short of our 10-person goal set forth in our Community Service Plan, we expect with additional marketing and promotion, we will exceed our goal in 2016.

The Wound Care Center at VBMC launched a diabetes management educational series with rotating monthly topics and guest speakers. Topics included eye care, heart health, foot care, nutrition and caregiver education.

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Goal: Promote Use of Evidence-based Care to Manage Insect-borne Disease

In May 2015, VBMC hosted a staff educational event featuring Andrew Rotans, MPH, Dutchess County Department of Behavior and Community Health.

VBMC teamed up with the Health Quest Medical Practice offices to provide both physician-focused and patient-focused educational materials.

In the summer of 2015, Health Quest partnered with the Dutchess County Department of Behavior and Community Health to sponsor tick removal kits that were distributed at the Dutchess County Fair. 250 kits were handed out. An additional 75 kits were distributed at VBMC health fairs during the year.

In addition to staff education, hospital staff and management participated in a summer social media educational event in which they “Took a Bite out of Lyme” by taking a bite of a lime and sharing messages and educational tips about Lyme disease. We reinforced this campaign with additional posts on Lyme disease prevention.

Putnam Hospital Center

Focus Area 1 - Prevent Suicides Among Youth and Adults

PHC already has screening for suicide risk in place for inpatients. Our objectives involve expanding the screenings to emergency patients, conforming to best practices and increasing community awareness.

Goal: Increase Suicide Risk Assessment, Prevention and Intervention

In 2015, PHC held one Safe Talk and one Assist Training session for community members. PHC planned to offer one Project Connect training session, but due to a lack of qualified trainers in the area, this class was not held. PHC is scheduling these classes again for 2016.

In 2015, PHC replaced the Emergency Department's suicide screening tool to match the inpatient tool. The entire hospital uses the Columbia Suicide Screening tool. At the same time, education was launched for staff around this new screening tool. Suicide risk assessments in the ED went from 5 percent in January 2015 to 99 percent in December 2015.

Inpatient screenings increased from 57 percent in January to an average of 69 percent during the second half of the year. Education will continue until the goal of 100 percent is reached.

Focus Area 2 - Reduce Illness, Disability and Death Related to Tobacco Use and Secondhand Smoke Exposure

Goal: Reduce Illness, Disability and Death Related to Tobacco

In 2015, PHC continued using the electronic medical record (EMR) to screen all patients at point of entry to ask if they smoke. The goal was to incorporate an "Opt-to-Quit" seamless referral to the NY Quitline for any patient seeking smoking cessation. During the year, our IT department worked with the NY Quitline to configure an interface that would allow PHC to send the required information directly to the Quitline if the patient agreed to enroll.

Collaborative educational programs were held throughout the year at PHC for RN staff by the PHC RN educator and the Center for a Tobacco Free Hudson Valley to show the importance of the smoking cessation program and the Hospital setting.

Inpatient screening increased from 72 percent in January to 90 percent in December. The Emergency Department averaged 97 percent of patients screened and OP Surgery ended the year at 99.6 percent of patients screened – an increase of 18 percent from 2014. 93 unique referrals were sent to the NYS Quitline in 2015. 100 percent of Cancer Center patients were screened, with 57 percent opting-in to the Quitline.

Additional Initiatives

Get Fit HV

In 2014, Health Quest launched a fitness challenge, partnering with the Walkway Over the Hudson, to offer the public the Get Fit HV initiative in both the spring and fall. In 2015, the program was expanded to include the Putnam County Trailway. The program urges residents to walk, bike and/or run for at least 30 minutes as many times as possible on the Walkway or Trailway during the six-week challenge. For more information, visit the website.

Poughkeepsie Plenty Mobile Farmers Market Partnership

During the summer months of 2015, a mobile farmers market in the City of Poughkeepsie brought fresh fruits and vegetables from local farms to consumers in areas where access to quality produce is limited. Health Quest was excited to sponsor this initiative and provide registered dietitians onsite to answer food-related questions and provide recipe ideas.

Matter of Balance

Health Quest partnered with the Dutchess County Office of the Aging to provide expert resources for its Matter of Balance Clinic. This award-winning program is designed to reduce the fear of falling and increase the activity levels of older adults who have concerns about falls. Health Quest employees donate time as volunteer coaches to teach the eight two-hour sessions.

Healthcare Decision-Making

Health Quest screened the award-winning film “Consider the Conversation 2: Stories about Cure, Relief, and Comfort.” The film explores the effects of modern medicine’s success on the patient/doctor relationship and the importance of communication when dealing with severe chronic disease. Following the film a panel discussion was held to continue the conversation on how we want to live at life’s end. Health Quest professionals answered questions and discussed the advance care planning and the types of advance directives.

Additional Health & Wellness Resources at Health Quest

Health Quest is committed to providing the community with the resources it needs to maintain a healthy lifestyle. Below is a description of the preventative services offered:

Health Quest U App

With a wellness event calendar, videos and more, our free Health Quest U app helps you stay on track. Available at the iTunes App Store or Google Play Store.

Center for Healthy Aging

The Center for Healthy Aging, located at Northern Dutchess Hospital, is our resource for adults 65 years and older along with their families. Addressing many geriatric concerns and aging issues, we provide inpatient, outpatient and transitional care as needed. Supported by a full range of experts and specialists, we are committed to helping you live as healthfully and independently as possible. For a full listing of services offered through the Center, please visit the website.

Cancer Services

Health Quest has a comprehensive program that combines a multidisciplinary team approach with evidence-based medicine to provide quality care to our patients and families. We offer a full complement of inpatient and outpatient services focusing on prevention, diagnosis, treatment and support. Screenings for skin, prostate and breast cancer are held annually at various Health Quest locations and are available to the public. For those who smoke, we offer programs to help them quit. We offer in-person support groups and extensive cancer resources for the community

Cardiology Services

You can control heart failure by treating it as a chronic condition. Through the Health Quest “Heart Success” program, we help you manage your heart condition, reduce other health complications and improve the quality of your life. This multidisciplinary team of caregivers includes specialists in cardiology, nursing, pharmacy, nutrition, case management, physical therapy and home care. Together, they focus on creating a customized treatment plan. Depending on the extent of your condition, your plan may include diet, exercise, medication, surgery and/or medical devices.

Support Groups

Health Quest offers and hosts many free support groups on a wide range of healthcare topics. For more information and complete listing, please visit the events calendar.

Community Education

Health Quest offers “free” Community Education and Wellness programs on the three hospital campuses as well as in the communities we serve. These programs address health priorities, as well as programs of interest to the community, such as any updates on health issues or health insurance support.

Wellness programs are also offered at local community centers based on the needs of our community partners. A full listing of educational programs and events can be found on the events calendar.

Community Training Center

Health Quest is an American Heart Training Center — providing Basic Life Support, PALS, ACLS and first aid training to community members and healthcare providers requiring certification. In addition we offer babysitting preparedness, wilderness first aid, pet first aid and sports first aid and injury prevention certifications. Please call **(845) 475-9742** for more information.

Health Fairs

Health Quest participates in many community-based health fairs and events throughout the year. Hospital staff provide information on a variety of health topics, including heart health, stroke prevention, diabetes, nutrition, tobacco cessation and injury prevention. Some of the health fairs Health Quest participated in during 2015 include the Marist College Wellness Fair, American Heart Association’s Dutchess-Ulster Heart Walk Health Expo and State Senator Sue Serino’s Golden Gathering.