

Delaware Valley Hospital, Inc. 2015 Community Service Plan Update Summary

Promote Mental Health and Prevent Substance Abuse

Focus Area 3.1 **Support collaboration among leaders, professionals and community members working in MEB health promotion, substance abuse and other MEB disorders and chronic disease prevention, treatment and recovery.**

Objectives:

Identify and strengthen opportunities for sharing data on access to care, identify service gaps, study cost effectiveness strategies for integration and coordination and impact of interventions.

Support efforts to integrate MEB disorder screening and treatment into primary care.

In our more regular contact with our County Mental Health Department, especially during travel to DSRIP meetings, we had come to realize that the severe shortage of mental health professionals in our area; and the extreme difficulty in recruiting others would only be solved through the advancement of telepsych services. Using VAP grant funding, DVH was able to hire a telemedicine consultant and the decision was made to focus first on telepsych services. UHS has agreed to supply the professionals for this program. The goal is to offer a specialty clinic to patients who are referred from their primary care physicians for evaluation. By offering this service, the county department will have more time to care for those who have more serious conditions. Telemedicine is scheduled to begin in 2016, once the telecommunication vendor is selected. The DVH Volunteers agreed to purchase a monitor and camera which will make patients feel more comfortable than they might be looking at an iPad or computer screen. That will be completed in the 1st quarter of 2016.

In addition, DVH is also considering having one of its primary care physicians accept patients from the county mental health department who do not have a primary care provider and wish to come to DVH. Again this will allow the county department more time for more serious cases, as the provider will be able to prescribe the medications, these stable patients require.

Prevent Chronic Diseases

Focus Area 1: **Reduce Obesity in Children and Adults**

Objectives:

By 12/31/17, reduce the % of adults 18 and over who are obese.

Healthy Cooking Classes

Although this was an initial plan of DVH, we found that with limited resources this is just not going to be a feasible project for us, or that the planned efforts would really move the needle in terms of making a difference. Although well received, our cooking classes can only reach a few people at a time. Instead, we have teamed up with the UHS Bariatric Surgery program and our dietitian is now counseling many of our area patients who are considering this option. She also continues to offer the LifeSteps program at least once each year and generally reaches approximately 10 people.

Focus Area Goal 1.1: Create community environments that promote and support healthy beverage choices and physical activity.

1.1.3 **By 12/31/17, increase the number of towns and villages that have passed complete streets policies from 23-46. Complete streets are designed to allow easy and safe travel by walking, riding and biking. (Tri-States Transportation Campaign)**

In addition DVH spoke with Walton village board members, in conjunction with Delaware County Public Health about the Complete Streets program. Since submitting our Community Service Plan, we were told the Village of Walton did pass a Complete Streets policy in December, 2015. We also spoke with the Town of Colchester board members. They too passed a Complete Streets policy last year.

Objectives:

By 12/31/15 50% of Delaware County towns will have one trail mapped and/or marked.

By 12/31/15 25% of primary care practices will utilize the Prescription Trail program in their practices to encourage patients to be physically active.

In 2015, we expanded the professionals using the Prescription Trail program to include the dietitian, physical therapy department and the cardiac/pulmonary rehab department.

Focus Area Goal: 3.2 Promote use of evidence-based care to manage chronic diseases.**Fall Prevention**

Within this priority we focused on Fall Prevention. We have had 2 Delaware Valley Hospital (DVH) staff trained to conduct *Matter of Balance* classes through the Delaware County Office of the Aging (OFA). One class, with a DVH staff member and a Public Health staff member was held. 10 enrolled and 8 completed all of the sessions. The OFA offers the classes for free with a donations welcome model. When DVH sponsors the class, we supply all of the materials, snacks and venue free of charge to the OFA so that any donations they receive can be utilized for other classes elsewhere. DVH needs to identify additional staff members to be trained in this program as one of the trainers has left DVH's employ.

DVH also learned of the opportunity to have volunteers from Delaware County become Tai Chi leaders, through a program in Broome County. DVH brought this to the attention of OFA and they sent 3 people to the training. Although sending a staff member to the training and having them conduct classes is just too time intensive for our limited staff resources, DVH agreed to sponsor a Tai Chi program in Walton during 2016.

Evidence-Based Programming**Chronic Disease Self Management Program**

In our work on chronic disease and our partnerships within our PPS of the DSRIP initiative, we allotted money within our VAP grant funding to be utilized to offer Stanford University's evidence based Chronic Disease Self Management Program's Master Trainer program locally. While we had planned to hold the class in 2015, it will be held in June of 2016 so that more organizations within the 9 county PPS can prepare to participate. DVH will be sending at least 2 staff members to the class, as well as 2 members of the UHS Stay Healthy! staff. O'Connor Hospital plans to send participants also.

In addition, DVH intends to utilize telecommunication to help patients have access to more wellness programming. It has submitted a grant application to the NYSDOH to fund equipment that will allow local residents to come to the DVH Wellness Room and participate in support groups, seminars and other programming that is offered at the UHS Stay Healthy! site in Binghamton, NY. The equipment will feature voice and face recognition capability so anyone who is speaking on either end will be easy to see. To currently access these classes, a person would need to drive approximately 1-1/2 hours. The use of this equipment will also be beneficial for people who are dealing with a condition that requires consistent support. This could help to improve their outlook and motivation to continue their progress by having the ability to meet with others going through the same thing.

Addressing Disparities

The vastness and ruralness of our county; the lack of transportation and the isolationism it creates is one of the great disparities our population faces. In addition, the population is aging and many are of a low socio-economic status. DVH is trying to address these problems overall, by bringing as much programming as possible to the local area, through telemedicine, telecommunications or strategic partnerships.

Other Community Service Activities**Substance Abuse**

Delaware Valley Hospital continues to host a weekly Narcotics Anonymous meeting. The hospital staff also provides free specimen collections for the Delaware County Drug Court. In 2015, DVH staff were very pleased to participate with Walton Central School students in producing a video about drinking and driving, entitled *Shattered Dreams*. It was an extremely powerful production that included the Walton Emergency Squad, Police and even the local medical helicopter.

Healthy Lifestyles

The hospital's certified dietitian nutritionist held another LifeSteps® program for community members to learn ways eat healthier and have a healthier lifestyle. In addition, she gave a talk to the culinary students at SUNY Delhi about diabetes.

The hospital also has a booth at the Delaware County Fair each year. A feature of this year's booth was proper hand washing. A special lotion and black light was used to show fair goers where they were missed. The hospital was a sponsor of Downsville's and Delhi's 5Ks, as well as, the Walton Little League. The physical therapist also attended Community Fit Day in Delhi. The hospital was a major sponsor of the area Walk for Hunger.

The hospital brought a pharmacist to the Office for the Aging's Picnic so participants could ask questions about their medications.

Healthcare Education

We host RN students from SUNY Delhi and CNA students from BOCES each year, as they do their clinicals for their respective curriculums. We also hold a MASH camp for high school students to have a hands-on experience and learn more about healthcare careers. In 2015 a physical therapy student also shadowed staff members.

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Access to Care

The free prescription delivery program was sunsetted as the hospital's Community Pharmacy will mail prescriptions to patients' homes, free of charge.

Community Committees

Hospital staff sits on the Delaware County Healthcare Alliance committee, the County Mental Health Committee, the Walton Central School Community Committee, and the Delaware County Emergency Preparedness Committee.

Non-Healthcare Related Community Participation

Staff members donated to the annual Walton Toy Bank through the hospital's Community Relations and HR departments. They also donated to the local auxiliary of the Walton Veteran's Club to send items to our soldiers overseas. The hospital paid for the postage. It also helps sponsor the annual community holiday dinner and helped sponsor the beautification of a corner of town that had become an eyesore.

Delivery System Reform Incentive Program (DSRIP) Projects

DVH is a member of the Care Compass Network, Inc. It serves on the Eastern Regional Performance Unit and is currently working on the following projects:

- 2.b.iv Care Transitions
- 3.a.i Integration of Behavioral Health and Primary Care
- 3.b.i Cardiovascular Disease Management
- 4.a.iii Strengthening Mental Health & Substance Abuse Infrastructure