



ENH

Committed to Caring



Eastern Niagara Hospital

COMMUNITY SERVICE PLAN

2016 ~ 2018

Eastern Niagara Hospital

COMMUNITY SERVICE PLAN COMMUNITY HEALTH NEEDS ASSESSMENT 2016 – 2018

1. County covered in this plan and assessment:

Niagara County

2. Participating Local Health Department(s)

Niagara County Department of Health

3. Participating Hospital/Health System(s) and contact information:

Eastern Niagara Hospital

**Contact: Carolyn A. Moore
Eastern Niagara Hospital
521 East Avenue
Lockport, New York 14094
(716) 514-5505
cmoore@enhs.org**

4. Name of coalition/entity, if any, completing assessment and plan on behalf of participating counties/hospital.

Eastern Niagara Hospital has completed its own plan/assessment.

EXECUTIVE SUMMARY:

Eastern Niagara Hospital (ENH) participated in collaborative efforts to develop its Community Service Plan for 2016 – 2018, in addition to the Hospital’s participation in the Community Health Needs Assessment conducted throughout Niagara County. Data was obtained from various sources, including the Niagara County Department of Health and the NYS Prevention Agenda Dashboard. Niagara County partners who participated in this collaborative effort with ENH included: DeGraff Memorial Hospital – Kaleida Health, Niagara Falls Memorial Medical Center, Mount Saint Mary’s Hospital-Catholic Health System, the Niagara County Department of Health, the P2 Collaborative, and the Niagara County Department of Mental Health. The data that was obtained from this group and the community input obtained from the respective organizations -- including the medically underserved populations, as well as the surveys and focus groups conducted, were contributory in the selection of NYS Prevention Agenda priorities for the three-year period.

Eastern Niagara Hospital selected the following Priority Areas for the 2016 – 2018 period:

I. Prevent Chronic Disease

Focus Areas: Increase access to high quality chronic disease preventive care and management in both clinical and community settings. Promote use of evidence based care. Disparity: Women - including medically underserved and mental health population.

II. Promote Mental Health and Prevent Substance Abuse

Focus Areas: Promote Mental, Emotional and Behavioral Well-Being, Prevent Substance Abuse, and Strengthen Infrastructure. Disparity: Mental health population

In summary, chronic disease continues to be a top health concern for residents throughout the Niagara County region. Furthermore, substance abuse and mental illness are both critical and growing health issues. Eastern Niagara Hospital will be implementing several initiatives in conjunction with its selected priorities for the 2016-2018 Community Service Plan:

- ENH will focus on improving the rates of cardiovascular disease in Niagara County through cardiovascular outreach and education programs, as well as additional screening programs. Special emphasis will also be placed on the disparity group of women, including the medically underserved. This group will be prioritized by collaboration with ENH OBGYN physicians and family medicine practices connected with the Hospital. The mental health population disparity group will also be addressed through the dissemination of educational materials at ENH events, including health fairs and educational programs throughout the community.
- ENH will promote mental, emotional, and behavioral health through increased provider awareness and knowledge of mental health conditions and substance abuse, and the referral resources available for patients. In addition to the services currently offered in the Dr. Muscato Transitions Unit and Reflections Recovery Center for substance abuse, ENH will be enhancing its services and adding additional educational programs and screening events in the community.
- ENH will also collaborate with its affiliate, DeGraff Memorial Hospital of Kaleida Health, to enhance both priority areas, including additional educational programs, services and offerings. These efforts will also be implemented to address the health population disparity.
- The Hospital's identified priorities in its 2014-2016 Community Service Plan were:
 1. Prevent Chronic Disease – focusing on Diabetes Management and the disparity of mental hygiene. ENH is committed to continuing to address this need during 2016 – 2018, but has not selected this initiative for a designated priority in the 2016-2018 plan.
 2. Promote Healthy Safe Environments - Falls Prevention was also listed as a priority in the 2014-2016 plan. This will not be included as a priority in the 2016-2018 plan; however, the programs that were put into place during the past three years will continue and the Hospital remains committed to these initiatives.

Eastern Niagara Hospital will implement the priorities that have been identified in the 2016-2018 Community Service Plan, track the progress periodically, and make mid-course adjustments as needed. Eastern Niagara Hospital will continue to work collaboratively with the other Niagara County Hospitals, in particular its affiliate DeGraff Memorial Hospital – Kaleida Health, and the Niagara County Health Department to assess, identify and further address community needs and priorities and the goals that have been identified. Results will be reported in ENH’s annual plans. The 2016-2108 Community Service Plan and Community Health Needs Assessment is available to the public at www.enhs.org.

REPORT:

Eastern Niagara Hospital:

Eastern Niagara Hospital (ENH) is a non-sectarian, 136-bed community hospital that has been serving the community for 105 years. The not-for-profit, Article 28, New York State licensed health care provider is located in eastern Niagara County, New York.

ENH has one acute care site in the City of Lockport, approximately thirty miles northeast of Buffalo. It also maintains various outpatient facilities, including one in Newfane - a semi-rural area north of Lockport, as well as others in the Town of Lockport – including an ambulatory surgery center, urgent care facility and outpatient center in the Town of Lockport’s main shopping district. The Hospital is a major community health resource for eastern Niagara County, serving more than 85,000 residents of the City of Lockport and the Towns of Lockport, Pendleton, Cambria, Royalton, Hartland, Somerset, Newfane and Wilson.

Most recently, the Hospital enhanced services at its facility at 53 Elizabeth Drive in Lockport to accommodate a family medicine clinic. This practice is part of ENH’s Family Medicine Residency Program, which began in the summer of 2016. The practice also employs several specialists. This facility accepts patients of all ages and all insurance plans. It is easily accessible and serves as a new viable option for those in eastern Niagara County who may be seeking a health care provider or may be uninsured or underinsured.

The Hospital provides general acute care services (both primary and specialized) as well as a diverse array of outpatient services. Its inpatient program consists of medical/surgical services, intensive care, pediatrics and OB/GYN. Services include: a 24 hour Emergency Department, two off-site walk-in immediate care services (ENH Express Care at Lockport and Newfane), inpatient and ambulatory surgery, orthopedics, urology, diagnostic radiology, nuclear medicine, cardiac rehab, cardiology, MRI, computerized tomography (CT) scanning, lab, physical, occupational and speech therapy, respiratory therapy, occupational health, a 20-bed residential chemical dependency treatment unit, a 12-bed child and adolescent psychiatry unit, and outpatient dialysis.

Eastern Niagara Hospital's mission is to meet the health care needs of the community with quality, compassionate, state of the art and personalized medical care. Its motto of "*Committed to Caring*" reflects the ongoing focus of physicians, staff and volunteers to enhance the physical, emotional and social well-being of each patient whom they have the privilege to serve. The Hospital continuously strives to improve access to services, while ensuring patient satisfaction through a supportive and progressive environment.

The Hospital is led by Chief Executive Officer Clare A. Haar and a fifteen-member Board of Directors. The Hospital employees approximately 700 people and has over 100 volunteers associated with its facilities. In carrying out its mission, Eastern Niagara Hospital serves as a responsible employer and maintains fiscal integrity in its goal to remain a reliable and strong health care system well into the future.

In 2016, Eastern Niagara Hospital affiliated with the Kaleida Health System. This partnership provides ENH with opportunities to develop new programs and greater access to tertiary centers. The affiliation will be further advantageous to the Hospital as it makes efforts to recruit new physicians and specialists to the area, further clinical education, and implement new programs for the eastern Niagara County communities.

Eastern Niagara Hospital does not discriminate on the basis of race, color, religion, sex, national origin, disability, sexual orientation, gender identity or expression, physical appearance, source of payment, or age.

ENH Service Area:

The Hospital is the only provider of acute care hospital services in eastern Niagara County. The Service Area of Eastern Niagara Hospital spans two-thirds of the geographic area of Niagara County and a total population of 85,825 (40% of the 216,469 Niagara County residents).

Population - ENH Service Area

| | 2000 population | 2010 population | Area (Sq. Mi) |
|-----------------------|-----------------|-----------------|---------------|
| Barker, Village of | 577 | 533 | 0.4 |
| Cambria, Town of | 5,393 | 5,839 | 39.9 |
| Hartland, Town of | 4,165 | 4,117 | 52.4 |
| Lockport, City of | 22,279 | 21,165 | 8.6 |
| Lockport, Town of | 19,653 | 20,529 | 44.7 |
| Newfane, Town of | 9,657 | 9,666 | 53.5 |
| Royalton, Town of | 7,710 | 7,660 | 70.1 |
| Somerset, Town of | 2,865 | 2,662 | 37.2 |
| Wilson --- Town of | 5,840 | 5,993 | 51.5 |
| Wilson --- Village of | 1,213 | 1,264 | - |
| Pendleton, Town of | 6,050 | 6,397 | 27.4 |
| Total | 85,402 | 85,825 | 385.7 |

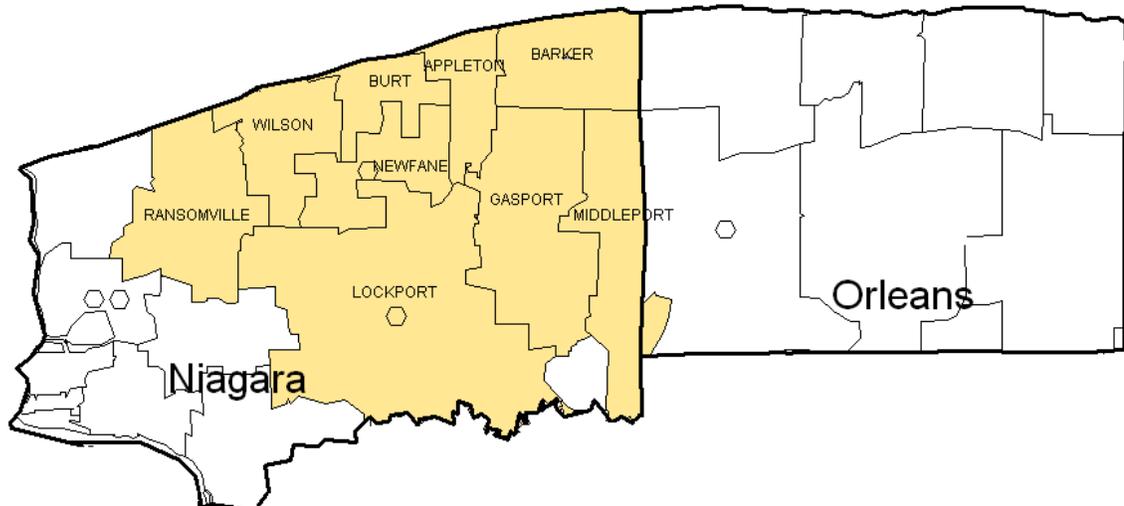
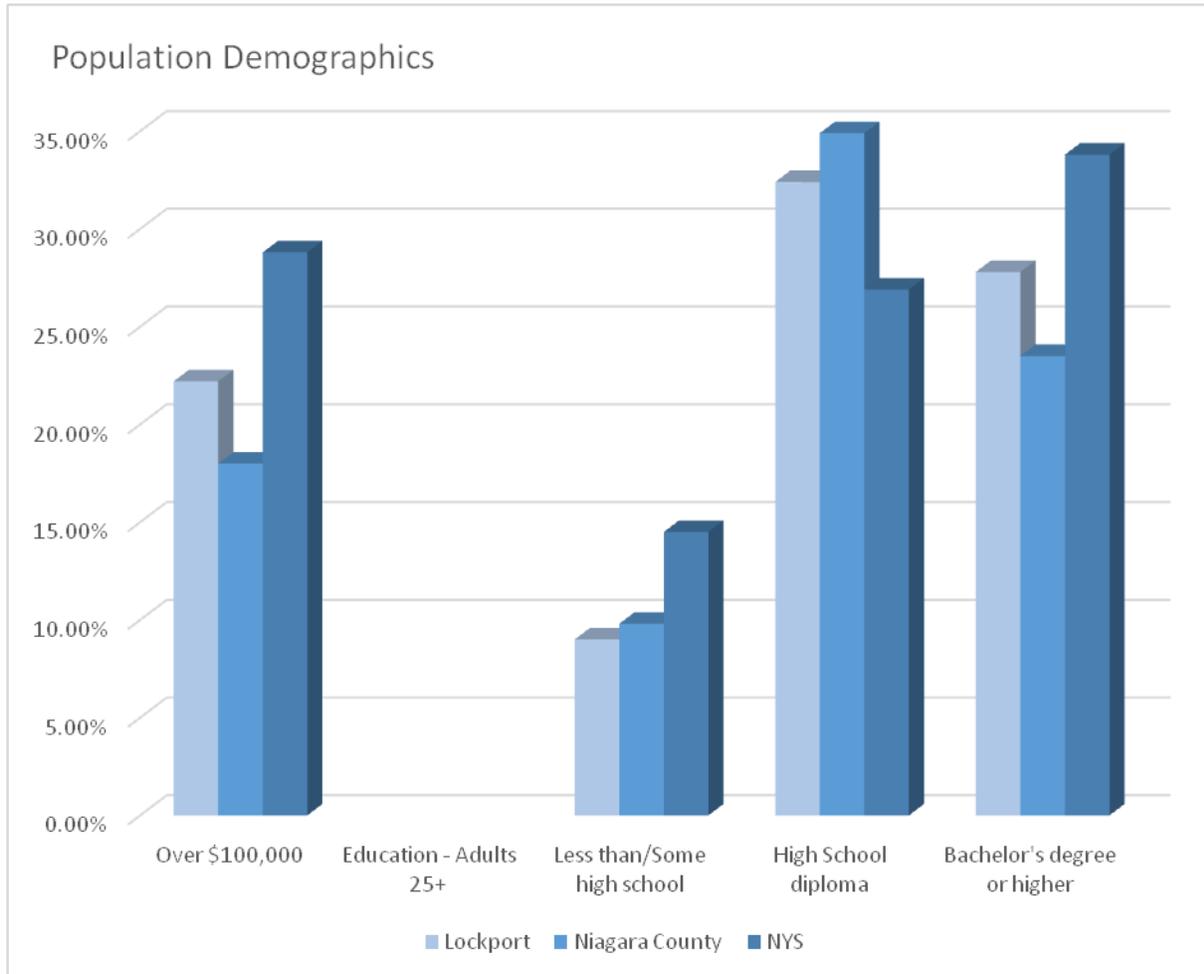


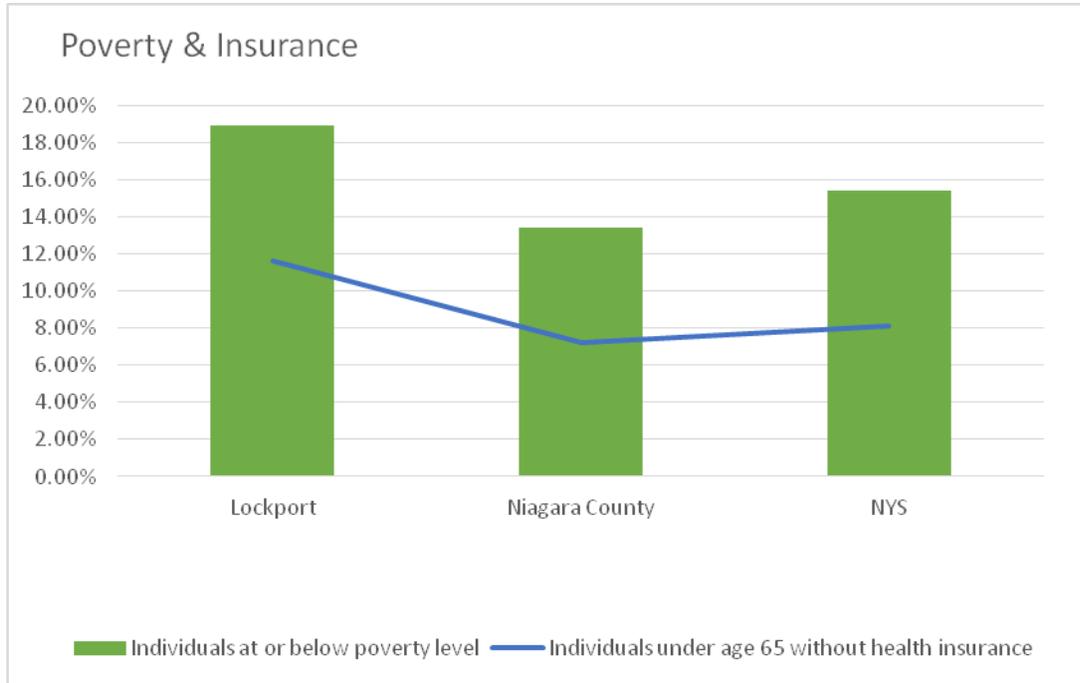
Chart 1: Eastern Niagara Hospital Service Area Map

Niagara County Demographics

Niagara County consists of 1,140 square miles in the western region of New York State. The total population of the County is 212,170 and is comprised of urban, suburban, and rural cities, towns, and villages. Lockport serves as the county seat, with a population of 45,253. The poverty rate in Lockport is currently at 18.9%. (US Census Bureau, 2014 American Community Survey, 2015 Current Population Survey). Note the tables below, which highlight population characteristics of Lockport and the Eastern Niagara Hospital service areas as compared to all of Niagara County and the state of New York. (2016, MedStat Market Expert)



The chart below highlights the poverty levels and persons without health insurance under the age of 65 in the ENH service area, Niagara County and NYS.



2015 Discharges

| | |
|--------------------------------|-------|
| Medical/Surgical Unit | 3,178 |
| Intensive Care Unit | 176 |
| Maternity | 453 |
| Chemical Dependency | 297 |
| Child & Adolescent Psychiatric | 312 |
| Newborns | 362 |

Emergency Department Visits 2015

| | |
|------------|---------------|
| Inpatient | 2,962 |
| Outpatient | <u>16,691</u> |
| Total | 19,653 |

Outpatient Visits 2015

| Service Type | Total |
|---|--------|
| Ambulatory Surgery | 4,707 |
| Cardiac Services Visits | 3,110 |
| Dialysis Unit Treatments | 4,953 |
| Outpatient ER Visits | 16,691 |
| Home Phlebotomy Visits | 1,661 |
| Laboratory Visits | 43,995 |
| Maternity O/P Visits | 420 |
| Occupational Medicine Visits | 3,585 |
| Other Outpatient Visits | 181 |
| Primary Specialty Physician Visits | 6,946 |
| Physical Occupational and Speech Therapy Visits | 2,344 |
| Radiology Visits | 20,653 |
| Urgent Care Visits | 8,533 |

Access to Care for the Uninsured or Underinsured:

Eastern Niagara Hospital is a not-for-profit organization, focused on its mission of caring for patients regardless of the patient's ability to pay. The Hospital is proud of its mission to provide quality care to all in need. For those who do not have health insurance, the Hospital provides financial assistance to patients based on their income, assets and needs. In addition, Hospital staff are available to assist patients in obtaining free or low-cost health insurance.

Charity care is also available to for those patients who have incurred a financial hardship and do not have the resources to reimburse ENH for services rendered. These programs are based on income and asset verification.

Medicaid provides health insurance for low income individuals and a high percentage of Medicaid patients are provided health care services at Eastern Niagara Hospital. In 2015, of the total inpatient discharges, emergency department visits, and outpatient visits 39.95% were reimbursed through Medicaid.

NYS DSRIP Participation:

ENH supports the NYS DSRIP (Delivery System Reform Incentive Payment) program in WNY and is a partner in the Millennium Collaborative Care (MCC) PPS to assure access to affordable, preventive, and quality care for the Medicaid population and to meet the statewide DSRIP goal of reducing avoidable hospital admissions by 25% over five years. Leadership and staff are members of MCC committees and support the achievement of DSRIP goals and projects throughout the region. The NYS Prevention Agenda priority and focus areas along with the interventions selected for this 2016-2018 Community Health Needs Assessment-Community Service Plan align with MCC DSRIP projects as noted in the Work Plan of this document.

Language Assistance:

Eastern Niagara Hospital offers a language assistance service program, providing interpreting and translation services to Limited English Proficient (LEP) patients. Every patient or patient representative with a communication barrier who enters an ENH facility is able to obtain language assistance services at no charge.

Community Education:

Eastern Niagara Hospital offers various health and wellness education programs, in addition to facilitating speakers on health-related topics for organizations within the community. These programs are designed to educate the population on current health and wellness topics and promote effective use of health services.

ENH has partnered with several outreach organizations and the Hospital regularly participates in multiple wellness, education, and screening events targeting the medically underserved in Niagara County.

These events have included the following:

- Eastern Niagara Hospital actively participates in the NY Connects Niagara County organization which offers information and assistance, education and screening to individuals, their families and/or caregivers needing health care services. In cooperation with the Niagara County Office for the Aging, NY Connects also assists Niagara County residents in making informed choices regarding their long term care needs by providing education on community health services and service providers. Each year, ENH participates in the organization's health resources fair for senior citizens.
- This past year, Eastern Niagara Hospital provided health education speakers to several community organizations, including local food pantries, the Newfane Golden Agers senior citizens group, as well as various church groups. Education topics included: urgent care and emergency care issues, flu and pneumonia, and falls prevention.

- The Hospital also regularly holds health fairs and community events with free health screenings that are open to the public. In the past year, ENH held health fairs and screening events at its Lockport and Newfane sites, as well as its ambulatory care center on Transit Road in the Town of Lockport business district. The Newfane event included prostate cancer screenings for male attendees. All events included blood pressure screenings, as well as information on cardiac risk factors.
- ENH took part in a community event held by the Olcott Fire Department. The Hospital provided various health and wellness information to attendees, including information on its new urgent care services (ENH Express Care) which recently opened in the Town of Newfane.
- Eastern Niagara Hospital held its first collaborative screening event with its affiliate Kaleida Health in the fall of 2016. The two hospitals conducted a Vascular Screening Event for the public at ENH's Niagara Regional Surgery Center. Participants were provided with carotid Doppler, AAA, blood pressure and ankle brachial index screenings.
- In conjunction with ENH's 2014-2016 priority on falls prevention, representatives from ENH's Physical and Occupational Therapy Department spoke to various groups on falls prevention, including the Newfane senior citizens and ENH Lockport Guild members. The therapists provided information and assessments to attendees on preventing falls in the home.
- In 2016, ENH helped to facilitate diabetes management classes at its Lockport site in cooperation with the Niagara County Health Department. The six-week educational course was provided at ENH's Lockport site and instructed by diabetes educators from the Health Department. These efforts will continue in 2017.

Community Health Issues:

Eastern Niagara Hospital took part in the collaborative efforts to develop the 2016-2018 Community Health Needs Assessment – Community Health Improvement Plan for Niagara County. Health data from the County Health Rankings and the NYS Prevention Agenda Dashboard was also reviewed as a part of the process facilitated by the Niagara County Department of Health. This data, information relative specifically to ENH, and the data gathered throughout the Hospital's surveys and focus groups was instrumental in determining community need and the selected NYS Prevention Agenda priorities and interventions.

The County Health Rankings & Roadmaps program is a collaboration of the Robert Wood Johnson Foundation and the University of Wisconsin Population Health Institute. This collaboration provides actionable data to identify health issues of concern to a community and to plan strategies for health intervention. The 2016 County Health Rankings has ranked Niagara County as follows:

- Niagara County is ranked 55 out of 62 counties in New York State for health outcomes as based on equal weighting of length and quality of life.
- Niagara County is ranked 45 out of 62 counties in New York State for health factors, based on weighted scores for health behaviors, clinical care, social and economic factors, and the physical environment.

The health issues of concern in Niagara County, as identified by the collaborative work group led by the Niagara County Department of Health to address in 2016-2018 are:

- High rates of cardiovascular disease and high incidence of risk factors including high blood pressure, diabetes, obesity and smoking;
- High rates of poor mental health and substance abuse

Diabetes screening and prevention in Niagara County was addressed in the ENH 2014-2016 plan and will continue to be a focus for the Hospital in 2016-2018, but it will not be among the priorities addressed in the 2016-2018 CSP. Falls prevention among seniors in Niagara County was also included in the 2014-2016 plan and will continue to be addressed, but it will also not be listed as a priority in the 2016-2018 due to the selection of other emerging issues in the region that were identified by the collaborative partners.

Cardiovascular disease is the leading cause of death in New York State and in Niagara County. It is important to note that cancer also follows closely behind as the number two cause of death. NYS 2014 Vital Statistics Data as of March 2016 indicates the following age-adjusted death rates:

- New York State - Heart disease, the #1 cause of death at 175 per 100,000; and cancer the #2 cause at 149 per 100,000.
- Niagara County – Heart disease, the #1 cause of death at 212 per 100,000 and cancer the #2 cause at 180 per 100,000.

The Niagara County Department of Health has identified the rising opioid addiction problem as an emerging area of concern as evidenced by the following:

- Fatal opioid overdoses in Niagara County were 25 in 2014, 43 in 2015, and the 2016 projection based on September data is 32.

The Niagara County Department of Health is including mental health and substance abuse in its Community Health Improvement Plan and ENH will serve as a partner in this effort with the other Hospital's in the county to assist with provider education and awareness of the mental health and substance abuse problem in region.

These health issues are described more fully below.

Cardiovascular Disease – Niagara County

Niagara County has a higher percentage of its population suffering from poor health than all of New York State (NYS). Niagara County has a high rate of death and premature death due to heart disease, as well as high rates of cardiovascular risk factors including high blood pressure, diabetes, smoking, and obesity.

The following lists further highlights these factors:

- Age-adjusted heart attack hospitalization rates per 10,000 (2014) – 23.4% vs. Erie County rate of 16.5% vs. NYS rate of 13.8%. (NYS Prevention Agenda Dashboard)
- Percentage of adults with physician-diagnosed high blood pressure – 31.6% vs. NYS rate of 28.3% (2013-2014 NYS Expanded Behavioral Risk Factor Surveillance System)
- Age-adjusted percentage of adults with physician diagnosed diabetes – 9.7% vs. the NYS rate of 9.5% (2013-2014 NYS Expanded Behavioral Risk Factor Surveillance System)
- Percentage of adults who are obese (2013-2014) – 31.3% vs. Erie County rate of 29.8% vs. NYS rate of 24.9% (NYS Prevention Agenda Dashboard)
- Percentage of cigarette smoking among adults (2013-2014) – 20.8% vs. Erie County rate of 18.8% vs. NYS rate of 15.6% (NYS Prevention Agenda Dashboard)

ENH has selected women as the disparity population that is affected by heart disease and its risk factors. In Niagara County, the rate for heart disease in women is 4.4 and 2.5 for men (NYS SPARCS, 2012-2014). Heart disease claims more women's lives in the United States than all forms of cancer combined. According to the American Heart Association, cardiovascular diseases and stroke cause 1 in 3 women's deaths each year, killing approximately one woman every 80 seconds and 90% of women have one or more risk factors for heart disease or stroke. Additionally, fewer women than men survive their first heart attack and the symptoms of heart attack can be different in women than men, and are often misunderstood – even by some physicians. As a result, women are under-diagnosed, misdiagnosed and inadequately treated for heart disease.

The medically underserved are also at greater risk of cardiovascular disease and its complications. It is well documented that African Americans have a higher risk for heart disease

than other race/ethnicity groups. Individuals of lower income also have a higher incidence of being obese, a major risk factor for heart disease.

In response to community needs, Eastern Niagara Hospital's recent affiliation with Kaleida Health has helped to facilitate the Hospital's access to Kaleida's tertiary centers like Women & Children's Hospital, Buffalo General Medical Center and the Gates Vascular Institute - which is ranked nationally for cardiac and stroke care.

Mental Health and Substance Abuse:

The escalating rates of mental health disorders, substance abuse and addiction, and high rates of suicide in the Niagara County region indicate an increasing need to further address mental health and substance abuse issues. The work group for the Niagara County 2016-2018 Community Health Assessment-Community Health Improvement Plan identified mental health and substance abuse as health issues of major concern.

The statistics below representing Niagara County document the need to address mental health and substance abuse issues:

- Age-adjusted percentage of adults with poor mental health for 14 or more days in the last month (2013-2014) – 13.8% vs. NYS rate of 11.2% (NYS Prevention Agenda Dashboard)
- Age-adjusted suicide death rate per 100,000 (2012-2014) – 16.0% vs. NYS rate of 7.9% (NYS Prevention Agenda Dashboard)
- Age-adjusted percentage of adult binge drinking during the past month (2013-2014) – 18.8% vs. NYS rate of 17.8% (NYS Prevention Agenda Dashboard)
- Drug-related hospitalization rate per 10,000 was 28.6 vs. the NYS rate of 22.6. (2012-2014 SPARCS Data as of February, 2016, NYS Department of Health)
- Of the 43 fatal opioid overdoses in Niagara County in 2015, the majority were in the 20-29 age group with a number reported across the 30-39 age group and 40-49 age group. Additionally, 63% were males and 37% were females; and 49% were due to fentanyl,

20% were heroin related, and 23% were from other opioids. (Erie County Medical Examiner's Office, closed case, reported 10/6/2016)

- Drug addiction among Niagara County newborns (Neonatal Abstinence Syndrome) is equally alarming given a newborn drug-related diagnosis rate per 10,000 newborn discharges at 341.7 vs. the NYS rate of 103.5. (2012-2014 NYS SPARCS Data as of February, 2016, NYS Department of Health)

Access to mental health care and services is a challenge for residents in Niagara Counties. While Eastern Niagara Hospital operates an inpatient child and adolescent psychiatric unit and an inpatient chemical dependency unit, the region as a whole has a shortage of psychiatrists and psychologists as compared to New York State. Additionally, the State has identified the need to address the growing opioid epidemic. NPI data included in the 2014 Community Needs Assessment of the Millennium PPS indicated that the number of psychiatrists per 10,000 beneficiaries for Erie County is 8.9 and only 2.5 for Niagara County while it is 12.4 for New York State. A shortage further exists for psychologists as the report indicated 18.8 psychologists per 10,000 beneficiaries in Erie County, only 4.5 for Niagara County and 18.9 for New York State. The County Health Rankings 2016 indicate that the population to mental health provider ratio for Niagara County is 1012:1, significantly worse than the Erie County ratio of 454:1 and NYS ratio of 420:1.

Eastern Niagara Hospital is committed to increasing its promotion of mental health and substance abuse services in the service area and increasing educational programs and awareness of mental health conditions and substance abuse issues in this 2016-2018 Community Service Plan.

Eastern Niagara Hospital- Niagara County Community Health Needs Assessment

Eastern Niagara Hospital participated in the collaborative planning and community engagement process of a work group led by the Niagara County Department of Health to identify NYS Prevention Agenda priorities to address in 2016-2018. Other partners included: Niagara Falls Memorial Medical Center, Mount Saint Mary's Hospital/Catholic Health, DeGraff Memorial

Hospital/Kaleida Health and the Niagara County Department of Mental Health. The P2 Collaborative facilitated the process and meetings on behalf of the group.

The Niagara County work group launched their efforts on February 24, 2016 and held subsequent monthly meetings throughout 2016, achieving the following outcomes:

- Participants developed and disseminated a Niagara County consumer survey with completed surveys received from 2,111 Niagara County residents. There were several survey distribution sites and efforts were made to also target the low income and medically underserved population at sites including Lockport’s Urban Park Towers, the Community Health Center at Niagara, Niagara County Cancer Services Program, and Town of Lockport Food Bank.
- Eastern Niagara Hospital distributed the survey in the hospital lobbies, information desks, Niagara Regional Surgery Center, ENH Express Care, physician offices, the ENHS website and on Facebook.
 - Of the 1,984 respondents selecting the three issues of most concern about their own health and the health of the community, 42% stated access to affordable health care, 30% stated cancer, 23% stated alcohol and/or drug use or addiction, 22% stated mental health problems, 19% stated overweight/obesity; weight management, and 19% stated heart-related issues.
 - Of the 1,655 respondents who answered the question on annual household income, 26.7% had an income of less than \$35,000 and 17.5% had an income of less than \$25,000.
 - Of the 1,793 respondents who answered the question on the status of their general health, 18.3% rated their health fair or poor.
 - Of the 1,728 respondents who answered the question on how many days during the past 30 days was your mental health not good, 21.2% stated 10 or more days per month. 42% responded “none”.

- A total of nine focus group were facilitated in Niagara County. These “Community Conversations” were held at a geographic cross-section of sites including medically underserved neighborhoods. Sites included: Eastern Niagara Hospital, Lockport; the Neighborhood Health Center, Niagara Falls; Bethany Baptist Church, Niagara Falls; Woodlands Senior Village, North Tonawanda; DeGraff Community Center, North Tonawanda; Hartland Bible Church, Gasport; Olcott United Methodist Church, Olcott; Newfane Food Pantry, Newfane; and Mount Saint Mary’s Hospital, Lewiston. Focus group discussions centered on issues regarding social determinants, transportation, access to care, and personal responsibility for one’s own health. Health problems of concern included obesity, substance abuse, mental health, cancer, transportation, heart-related issues.
- Representatives from several Niagara County health, mental health, and community-based organizations participated in a Niagara County Community Meeting on August 4, 2016 to discuss the 2016-2018 Community Needs Assessment-Community Health Improvement Plan and Prevention Agenda priority areas. Participants discussed current programs and initiatives, shared ideas, and explored opportunities for collaboration. Participating organizations included P2 Collaborative of WNY (facilitator), Kaleida Health-DeGraff Memorial Hospital, Eastern Niagara Hospital, Mount Saint Mary’s Hospital, Niagara Falls Memorial Medical Center, Niagara County Department of Health, Niagara County Mental Health Department , American Diabetes Association, American Heart Association, Children and Family Services of Niagara, Community Health Center of Lockport/Niagara, Community Missions, Cornell Cooperative, Creating a Healthier Niagara Falls Collaboration, Dale Association, Mental Health Association in Niagara County, Native American Community Services, Niagara County Office for Aging, Niagara County Cancer Services, Niagara County Emergency Management, Northpointe Council, Opportunities Unlimited of Niagara, Orleans Niagara Boces, The Rehabilitation Center, Tobacco Free Erie/Niagara, YMCA, and University at Buffalo-medical residents.

Eastern Niagara Hospital, in collaboration with the Niagara County Department of Health and other community partners, and consideration of data, needs addressed in community needs assessment surveys and focus group sessions, has selected the following NYS Prevention Agenda priorities and health disparities to address in Niagara County:

1. Prevent Chronic Disease

- Focus Areas: Increase access to high quality chronic disease preventive care and management in both clinical and community settings. Promote use of evidence based care to manage chronic disease.
- Disparity: Mental health population; and women - including medically underserved

2. Promote Mental Health and Prevent Substance Abuse

- Focus Areas: Promote mental, emotional and behavioral well-being, prevent substance abuse, and strengthen infrastructure
- Disparity: Mental health population

Eastern Niagara Hospital – Work Plan I

Priority/Focus Area #1:

Prevent Chronic Disease/Increase access to high quality chronic disease preventive care and management in clinical and community settings/Promote use of evidence-based care to manage chronic diseases

Goal: Increase cardiovascular screening and education in eastern Niagara County from 2016-2018.

Disparity: Women, including the medically underserved population in Niagara County

DSRIP MCC PPS Project Alignment: Project 3.b.i. – Support implementation of evidence-based best practices for disease management in medical practices for adults with cardiovascular disease.

| <i>Outcome/Objective</i> | <i>Interventions/Strategies/Activities</i> | <i>Process Measures</i> | <i>Partner Role & Resources</i> | <i>Does action address disparity</i> |
|---|--|--|---|---|
| <p>1. Increase the percentage of screenings for cardiovascular disease at annual physical exams. Increase the percentage of women screened at annual OBGYN appointment or primary care visits at Eastern Niagara Family Medicine,</p> | <p>Patients presenting for annual physicals will have the option of completing cardiovascular self-assessment and give to provider in exam room.</p> <p>Upon completion of the self-assessment, providers will review the findings conduct assessments to determine if the patient is at risk.</p> <p>Educational materials will be provided to patients, in addition to referrals as needed.</p> <p>Managers of the participating facilities will monitor the initiatives at group meetings and determine if adjustments need to be made in the processes to become more effective.</p> | <p>Implement cardiovascular disease screening activities at Eastern Niagara Family Medicine clinic and at participating OBGYN offices in order to increase the current baseline of women screened.</p> | <p>Eastern Niagara Hospital Cardiologists and the Department of Cardiac Services will provide leadership and staff support.</p> <p>The Director of Cardiac Services, Director of Education and Community Relations Department will work collaboratively to develop and enhance educational materials and screening materials.</p> | <p>Yes – The physician offices and clinics participating in this initiative have a high percentage of women who are covered by Medicaid plans.</p> |
| <p>2. The collaborative team will implement a schedule of community education programs, featuring topics presented by cardiologists and specialists, as well as screening events for the public.</p> | <p>Guest speakers who are experts on cardiovascular disease and its risk factors will present at these events.</p> | <p>Conduct a minimum of two events annually in the ENH service area of Niagara County from 2016-2018.</p> | <p>The ENH Community Relations Department will provide leadership and staff support.</p> | <p>Yes – events are open to all.</p> |
| <p>3. Provide outreach and chronic disease screening and education programs targeting the eastern Niagara County residents.</p> | <p>Offer chronic disease screening and education for at risk populations in eastern Niagara County communities. Include chronic disease and mental health educational materials</p> <p>Host Chronic Disease Self-Management Programs on an ongoing basis in partnership with the Niagara County Department of Health.</p> <p>Collaborate with affiliate DeGraff Memorial Hospital – Kaleida Health to seek opportunities to jointly sponsor screening events and educational programs in the ENH service area</p> | <p>Educate public in chronic disease identification and self-management through at least two public events annually in 2017-2018.</p> | <p>Eastern Niagara Hospital will provide leadership and staff support to implement initiatives.</p> <p>Niagara County Department of Health is the provider of Chronic Disease Self-Management Programs.</p> | <p>Yes- events are open to the public. Niagara County’s mental health disparity is addressed through the distribution of mental health educational materials at all events.</p> |

Eastern Niagara Hospital – Work Plan II

Priority/Focus Area #2: Promote Mental Health and Prevent Substance Abuse/Promote Mental, Emotional, and Behavioral Well-Being/Strengthen Infrastructure

Goal: Increase the mental, emotional, and behavioral health, including substance abuse programs and referrals for providers and patients of Eastern Niagara Hospital in Niagara County from 2016 to 2018.

Disparity: Mental health population

DSRIP MCC PPS Project Alignment: Project 4.a.i. – Promote mental, emotional and behavioral well-being in communities.

| <i>Outcome Objective</i> | <i>Interventions/ Strategies/ Activities – ongoing 2016-2018</i> | <i>Process Measures</i> | <i>Resources – Eastern Niagara Hospital and Partners</i> | <i>Will action address disparity</i> |
|--|--|--|--|--|
| <i>1.Promote mental, emotional and behavioral health through provider awareness and knowledge of mental health conditions and substance abuse; and available referral resources.</i> | <p><i>Promote the available mental health and substance abuse resources in the community. Identify additional sources and create a referral database for use by ENH ED and discharge planning staff. Educate staff in its use.</i></p> <p><i>Develop and enhance partnerships with community mental health providers, substance abuse agencies and affiliates at DeGraff Memorial Hospital – Kaleida Health. Host a minimum of two educational programs for ENH staff.</i></p> <p><i>Provide mental health educational materials at health fairs and community events in the eastern Niagara County region.</i></p> <p><i>Expand access to services of ENH’s alcohol and substance abuse treatment program – Reflections.</i></p> <p><i>Provide substance abuse prevention and management education materials at health fairs and community events in the eastern Niagara County region.</i></p> | <i>Increase the awareness and knowledge of all ENH staff in mental health conditions and substance abuse; and available referral resources during 2017-2018.</i> | <p><i>Eastern Niagara Hospital will provide leadership and staff support to implement initiatives.</i></p> <p><i>ENH will partner with its affiliate DeGraff Memorial Hospital and other providers in the region, including the Niagara county Department of Health and P2 Collaborative on initiatives whenever possible.</i></p> | <i>Yes – addresses needs of mental health population</i> |

Monitoring Plan and Partner Engagement

Implementation of each of the ENH/Niagara County goals, objectives, activities, and outcomes identified in the above work plan as well as tracking progress and making any mid-course corrections is the responsibility of specific Eastern Niagara Hospital clinical and site leaders. Community Service Plan staff will be responsible for reporting progress and results in annual Community Health Needs Assessment-Community Service Plan updates.

ENH will continue to participate as a partner in the Niagara County work group to assess progress of the goals, objectives, activities and outcomes included in the Niagara County plan, and make mid-course corrections as necessary. The Niagara County work group will meet quarterly throughout 2017 and 2018.

Dissemination to the Public

The Eastern Niagara Hospital 2016-2018 Community Health Needs Assessment-Community Service Plan is available will be available to the public on the Hospital's website at www.ENHS.org or by requesting a copy through the Hospital's Community Relations Department at (716) 514-5505. Comments on the plan are welcome.