We see more than patients.
2016-2018 Community Service Plan
2017 Update

In 2017, Kaleida Health worked diligently to achieve its goals for community health improvement activities as identified in its 2016-2018 Community Health Needs Assessment-Community Service Plan. The interventions are targeted for Erie County and Niagara County, the primary service area of Kaleida Health hospitals including Buffalo General Medical Center/Gates Vascular Institute, John R. Oishei Children’s Hospital, Millard Fillmore Suburban Hospital, located in Erie County and DeGraff Memorial Hospital, located in Niagara County. This 2017 Update outlines Kaleida Health’s progress in meeting its intervention goals.

In 2016, Kaleida Health participated in collaborative work groups led by the Erie County Department of Health and the Niagara County Department of Health and identified health issues of concern in each respective county. Each county work group conducted community needs assessments based on health data, community surveys and focus groups, and identified the NYS Prevention Agenda priorities to be addressed in each county. The needs of the underserved were further identified as a priority. Kaleida Health adopted these priorities for its 2016-2018 Community Service Plan as follows:

Erie County:
1. Prevent Chronic Disease
   • Focus Areas: 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
2. Promote Healthy Women, Infants and Children
   • Focus Areas: Maternal and infant health. Increase the proportion of NYS babies who are breastfed

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
2. Promote Mental Health and Prevent Substance Abuse
   • Focus Areas: Promote mental, emotional and behavioral well-being, prevent substance abuse, and strengthen infrastructure

Throughout 2017, Kaleida Health made significant progress implementing the interventions in its Community Service Plan and as aligned with the above NYS Prevention Agenda priority areas, while also addressing the needs of the underserved. Some implementation challenges
occurred and Kaleida Health worked to re-assess its interventions to continue to advance its Prevention Agenda priority areas. Progress in 2017 for each Kaleida Health intervention by county is outlined below.

**Erie County – Prevent Chronic Disease**

**Cardiovascular Screening and Risk Factor Education Program**

Since 2014, Kaleida Health successfully implemented a cardiovascular screening and risk factor education program targeting underserved females in the OB/GYN Centers of Women & Children’s Hospital of Buffalo. In 2016, of the 925 women screened, 297 were determined as having no risk for cardiovascular disease. Important to note, 551 of the women screened were determined to be “at risk” and 77 were determined to be “high risk.” These women were counseled by the OB/GYN provider and provided risk factor education materials.

In 2017, the program experienced some operational challenges. Three of the five OB/GYN Centers closed including the Hamburg, Lancaster, and Lockport (Niagara County) sites and two other sites experienced staffing and administrative changes. In November 2017, Women & Children's Hospital of Buffalo (site of Elmwood OB/GYN) moved to the new Oishei Children's Hospital and the Elmwood OB/GYN moved to a new location on Niagara Street in Buffalo. Throughout 2017, Kaleida Health re-assessed the program and overcame the identified challenges.

The program resumed in February 2018 at the Niagara OB/GYN Center, Kensington OB/GYN Center, and at the WNY Regional Perinatal Center – all located in the city of Buffalo and primarily serving low income and medically-underserved females. The addition of the WNY Regional Perinatal Center is new to the program and was based on a need identified by providers to address cardiovascular risks among the Center's high-risk perinatal patients.

Through this program, patient risk levels and intervention information is tracked in the Electronic Medical Record (EMR) for follow-up and evaluation purposes. Increasing cardiovascular screening and risk factor identification and education, along with primary care physician referral for this female and primarily low-income population will lead to improved rates of cardiovascular disease in the community. The goal of the program is to provide cardiovascular disease screening and risk factor education to 60% of patients presenting for their annual gynecological exam at the Oishei Children's Hospital OB/GYN Centers and to patients at the WNY Regional Perinatal Center by December 31, 2018. Kaleida Health is working to meet this goal.

**Chronic Disease and Risk Factor Education and/or Screening Events**

Six chronic disease and risk factor education and/or screening events were held in Erie County reaching an estimated 1,640 individuals throughout 2017.
The goal of this program is to educate Erie County residents in chronic disease and risk factor identification at four to five community events annually and provide at least one Healthy U program focusing on chronic disease at each Kaleida Health hospital in 2018. Increasing chronic disease education and screening programs for the public will lead to improved rates of cardiovascular disease, diabetes and other chronic diseases in Erie County.

Additionally, Buffalo General Medical Center/Gates Vascular Institute provided 17 Community Stroke Education offerings in 2017 reaching an estimated 4,000 individuals throughout the community. A “Strike out Stroke” event was held in July 2017 in coordination with the Buffalo Bison’s baseball team. Information was provided on stroke prevention and recognition of signs/symptoms and treatment and over 8,300 individuals attended.

Farm to Hospital Program

In 2017, Kaleida Health facilities including Buffalo General Medical Center/Gates Vascular Institute, Oishei Children's Hospital, and HighPointe on Michigan long-term care facility participated in a Farm to Hospital program. The program is a collaborative initiative of the Buffalo Niagara Medical Campus to bring healthy food options to patients, staff and visitors on the medical campus. The Farm to Hospital program is new to Kaleida Health and was therefore not included in the Community Service Plan in 2016. However, this project aligns with the Community Service Plan priority to Improve Chronic Disease and was therefore added to this 2017 Update.

The goal is to continue to provide the Farm to Hospital program and to explore new ways to promote health and wellness in the community through innovation and partnerships to address chronic disease risk factors and to improve population health among Western New York residents. A work group from Buffalo General Medical Center is working to achieve this goal.

Erie County – Promote Healthy Women, Infants, and Children

Breastfeeding Promotion and Education

Throughout 2017, Oishei Children's Hospital (previously named Women & Children's Hospital of Buffalo) and Millard Fillmore Suburban Hospital continued its breastfeeding promotion and education activities to increase exclusive breastfeeding rates and to achieve Baby Friendly USA© designation at each hospital. Given that an estimated 60% of patients at Oishei Children’s Hospital are Medicaid beneficiaries, many of the women targeted for this program are low income and medically underserved.

Clinical leaders for the initiatives at Oishei Children’s Hospital and Millard Fillmore Suburban Hospital continue to work with EMPower coaches to achieve Baby Friendly status. Both hospitals now provide lactation coverage 24 hours a day, 7 days a week to better meet the needs of all lactating women hospitalized or being treated. Both hospitals require that newborn orders require a physician order be obtained before an infant can be supplemented with
formula, and families are educated on the importance of avoiding formula supplements to breastfed babies unless clinically indicated. Meetings of key staff of both hospitals occur regularly to develop the Baby Friendly curriculum. Both hospitals completed Class 3 of the Baby Friendly Hospital Curriculum. Staff of Labor and Delivery and the Mother Baby Unit of both hospitals attended the Newborn Skills class, which included use of the breast pumps and breastfeeding documentation. Additionally, the physicians of both hospitals began their Baby Friendly education through the Lactation Education Resources online education program. Both hospitals utilize educational materials from "Ready, Set, Baby" and HealthyX2 as developed by the Healthy Start, Healthy Future for All Coalition. The exclusive breastfeeding rate at Oishei Children's Hospital was under 50% as of September 6, 2017, and the rate at Millard Fillmore Suburban Hospital was 56.1% as of October 31, 2017.

The goal of the program is to increase the rate of newborns who are exclusively breastfed to 80% by December 31, 2018, and work to achieve Baby Friendly USA© hospital designation at Oishei Children's Hospital and Millard Fillmore Suburban Hospital to improve the health and wellness of mothers and children. The hospitals are on track with their breastfeeding education and promotion activities as needed to meet this goal.

**Niagara County – Improve Chronic Disease**

**Chronic Disease and Risk Factor Education and/or Screening Events**

Five chronic disease and risk factor education and/or screening events were held in Niagara County, as facilitated by DeGraff Memorial Hospital, reaching an estimated 880 individuals throughout 2017.

The goal of this program is to educate Niagara County residents in chronic disease and risk factor identification at four to five community events annually, at one Healthy U program focusing on chronic disease in 2018, and to host one chronic disease self-management program in 2018. Increasing chronic disease education and screening programs for the public will lead to improved rates of cardiovascular disease, diabetes and other chronic diseases in Niagara County. DeGraff is on track to meet this goal.

**Niagara County – Promote Mental Health and Prevent Substance Abuse**

**Mental Health and Substance Abuse Education and Awareness Program**

DeGraff Memorial Hospital recognizes the need to educate its staff on mental illness and substance abuse as well as the community resources available for patient referrals. DeGraff held an eight-hour Mental Health First Aid Certification program on June 2, 2017, with 16 participants. The program, sponsored by the Population Health Collaborative and the Mental Health Association of Niagara County, educated participants on the skills needed to help someone who is developing a mental health problem or experiencing a mental health crisis. It is
a part of Mental Health First Aid USA and is listed in SAMHSA's (Substance Abuse Mental Health Services Administration) National registry of Evidence Based Programs and Practices. DeGraff also held a Partner Education Day on June 20, 2017, with the Dale Association providing information to DeGraff staff on the agency and its services. Additionally, the development of a referral database of available community mental health and substance abuse resources for use by DeGraff staff was initiated.

The goal of the program is to increase awareness and knowledge of 50% of DeGraff Emergency Department staff in mental health conditions and substance abuse; and referral resources available in the community through 2018. The education of healthcare clinical staff in the identification of mental health and substance abuse problems among patients and then the referral of patients in need to available community resources will lead to more individuals receiving the care they need. DeGraff is on track to meet this goal.

**Dissemination to the Public**

This 2017 Update to the 2016-2018 Community Service Plan is available to the public in the Community Health section of the Kaleida Health, www.kaleidahealth.org, website specifically at [http://www.kaleidahealth.org/community/publications.asp](http://www.kaleidahealth.org/community/publications.asp). A paper version of this report is available upon request.
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