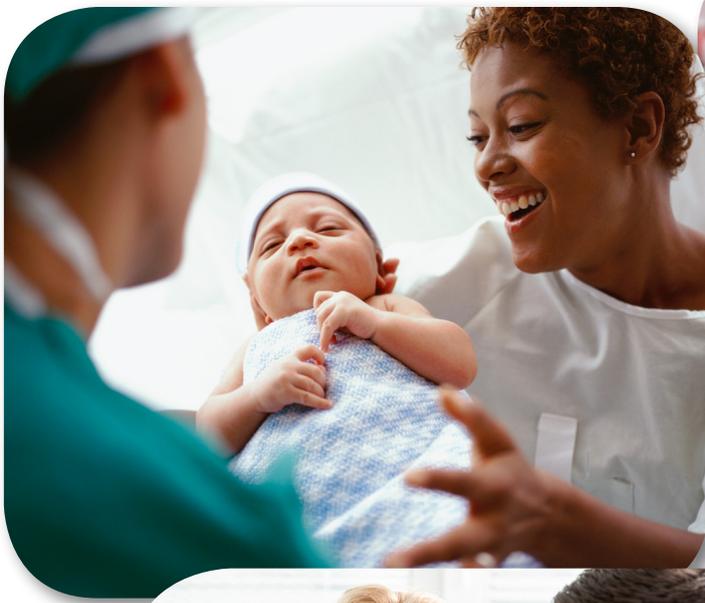




Kaleida Health

**Community Health Needs Assessment
Community Service Plan
2016-2018**

2018 Update



We see more than patients.



Kaleida Health

2016-2018 Community Service Plan 2018 Update

In 2018, 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 were 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, and Millard Fillmore Suburban Hospital, located in Erie County, and DeGraff Memorial Hospital, located in Niagara County. This 2018 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 from 2016 through 2018. 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 2018, 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 2018 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 primarily underserved females in the OB/GYN Centers of Oishei Children's Hospital leading to improved rates of cardiovascular disease in the community.

In 2017, the program experienced some challenges due to three of five clinics closing, hospital and clinic re-locations, staffing changes, and electronic medical record (EMR) issues. Kaleida Health re-assessed the program and addressed the challenges. Beginning in March 2018, the program was operational at the Niagara Street OB/GYN Center and Kensington OB/GYN Center. Additionally, the Western New York (WNY) Regional Perinatal Center of Oishei Children's Hospital was added to the program. A new EMR PowerChart program was developed to track patients and their risk levels for cardiovascular disease, and the counseling and education provided.

In 2018, of the 531 women presenting for an OB/GYN visit or Perinatal Center visit from March 6, 2018 to December 31, 2018, 497 (93.5%) were screened and risk stratified for cardiovascular disease. Of the 497 patients, 215 were determined to be "at risk" for cardiovascular disease, and 95 were determined as "high risk" for cardiovascular disease. Of the 531 women presenting, 187 were determined as having no risk for cardiovascular disease, and a risk was not determined for an additional 34 patients. All patients received cardiovascular education, the "at risk" and "high risk" patients were provided more targeted cardiovascular counseling and education from their provider, and all patients were referred to a primary care provider as needed.

The strength of this program is that it targets a low income, underserved, and high-risk female population and provides needed cardiovascular screening and education on the preventive risk factors for heart disease. The program also facilitates primary care referrals for patients who may only see their OB/GYN provider once a year and do not have a primary care provider. The OB/GYN Centers and the WNY Regional Perinatal Center have high rates of patients insured through Medicaid and reside in the city of Buffalo, a city ranked the fourth poorest in the nation by the 2015 American Community Survey, US Census. The Niagara Street OB/GYN Center is located on the west side of Buffalo with a high Hispanic and refugee population and the Kensington OB-GYN Center is located on the east side of Buffalo with a high black/African American population. The WNY Regional Perinatal Center is located at Oishei Children's Hospital in the city of Buffalo. Another significant strength of the program is the role of the OB/GYN providers and their commitment to provide the cardiovascular screening, education, and referrals.

The goal of the program was 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. In 2018, Kaleida Health exceeded this goal with 93.5% of patients.

Chronic Disease and Risk Factor Education and/or Screening Events

Twelve chronic disease and risk factor education and/or screening events were held in Erie County in 2018 as hosted by community organizations and Kaleida Health hospitals including Buffalo General Medical Center, Millard Fillmore Suburban Hospital, and John R. Oishei Children's Hospital reaching

2,477 individuals. Six of these events were hospital-based, community-focused Healthy U events. Events focused on cardiovascular disease and risk factors, blood pressure screenings and cholesterol testing, nutrition for health, stroke, diabetes, women's health, cancer, chronic pain, asthma in children, among others. An additional 17 Stroke Community Education Programs were held reaching over 3,000 individuals.

Kaleida Health hospitals have met and exceeded the 2016-2018 CHNA-CSP goal 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 community 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.

Farm to Hospital Program

Since 2017, the cafeterias of Buffalo General Medical Center, Oishei Children's Hospital, and HighPointe on Michigan, one of Kaleida Health's long-term care facilities, have been participating in the Farm to Hospital program, a collaborative initiative of the Buffalo Niagara Medical Campus and its partners to provide healthy food options to patients, staff, and visitors. A new wellness work group at Buffalo General Medical Center was formed in 2018 and meets monthly to strategize new health and wellness initiatives for employees and the community. This has resulted in a new CDC Diabetes Prevention Program, which started September 13, 2008 at Kaleida Health's Hertel Elmwood Primary Care Clinic. A Nutrition Tune-Up Day for employees was held on October 23, 2018 at Buffalo General Medical Center and December 20, 2018 at Kaleida Health's Larkin location. The work group is looking into healthy vending options and a farm share program in 2019.

The Farm to Hospital program provides an opportunity to work together with other hospitals/organizations of the Buffalo Niagara Medical Campus and to leverage available resources for the benefit of all campus members. The goal is to continue to provide the Farm to Hospital program and 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. The work group from Buffalo General Medical Center is working to achieve this goal.

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 the 2017 Update and this 2018 Update.

Erie County – Promote Healthy Women, Infants, and Children

Breastfeeding Promotion and Education

Throughout 2018, Oishei Children's Hospital and Millard Fillmore Suburban Hospital continued their breastfeeding promotion and education activities to increase 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, clinical education staff, and clinicians are all working together to implement initiatives and achieve goals.

At Oishei Children's Hospital, the exclusive breastfeeding rate for October 2018 was 37% and the rate for breastfeeding initiation was 71%. At Millard Fillmore Suburban Hospital, the exclusive breastfeeding rate for October 2018 was 57.1% and the rate for breastfeeding initiation was 85.1%. While exclusive rates are lower than anticipated, the hospitals have been implementing evidence-based policy and education initiatives to achieve Baby Friendly USA® status and will continue to do so in 2019 to increase breastfeeding rates in alignment with the Healthy People 2020 Goals and NYS Prevention Agenda.

At Oishei Children's Hospital, breastfeeding education of practitioners, clinic staff, nursing and ancillary staff have averages above 80% complete. Supportive breastfeeding practices are widely evident in both the Labor and Delivery Unit and the Mother Baby Unit. Nurses are educating more patients on skin-to-skin practices, rooming in, the benefits of breastfeeding, pacifier use and expressing breastmilk. The hospital opened a Baby Café on January 9, 2019. The Baby Café is open to pregnant and breastfeeding mothers from the community and serves as a gathering place for advice and social support from certified lactation specialists and other mothers who are going through similar experiences. Partners and children are welcome to attend, light refreshments are provided, and parking costs are reimbursed. The program supports the 10 Steps to Successful Breastfeeding by offering assistance after discharge.

At Millard Fillmore Suburban Hospital, breastfeeding leaders work with EMPower coaches to improve staff and provider education and Baby Friendly practices. The 2018 focus has been the training of labor and delivery staff to care for the baby at delivery and during the transition period. With infant care conducted on the labor and delivery unit, less infants are being separated from their mothers, and within the first two hours after birth, skin-to-skin has become a normal practice. Millard Fillmore Suburban Hospital has also implemented more bonding time for mother and baby, and staff is discouraged from disturbing parents unnecessarily. Staff also educate mothers on hand expression to collect colostrum for supplementation rather than the use of formula. This should decrease formula and increase breastfeeding rates.

Both Oishei Children's Hospital and Millard Fillmore Suburban Hospital continue to provide staff and provider education, the Breastfeeding Bill of Rights for inpatients, rooming in, skin-to-skin, limit access to formula per hospital policy, and continue to provide patient education and trained lactation support. Additionally, the hospitals will continue to identify and refer at-risk moms for home case management and breastfeeding support through Buffalo Prenatal and Perinatal Network and Maternal Infant Community Health Collaborative. Leadership at both hospitals are committed to working together to increase breastfeeding rates.

The goal of the program is to increase the rate of newborns who are breastfed and 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 and will continue to work to achieve Baby Friendly USA® designation.

Niagara County – Prevent Chronic Disease

Chronic Disease and Risk Factor Education and/or Screening Events

Ten chronic disease and risk factor education and/or screening events were held in Niagara County in 2018 as hosted by community organizations and DeGraff Memorial Hospital, reaching 1,423 individuals. Two of these events were community-focused Healthy U events held at the DeGraff Community Center. Events focused on cardiovascular disease and its risk factors, including cholesterol tests and blood pressure screenings, nutrition for good health, stroke, diabetes, aging and memory changes, among others. DeGraff also coordinated and hosted a six-week, evidence-based Chronic Disease Self-Management Program in partnership with the Niagara County Department of Health. Six weekly 2.5-hour workshops were held from November 5, 2018 to December 10, 2018 at the DeGraff Community Center.

Kaleida Health hospitals have met and exceeded the 2016-2018 CHNA-CSP goal to educate Niagara County residents in chronic disease and risk factor identification at four to five community events annually and provide at least one Healthy U community program focusing on chronic disease at DeGraff 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.

Niagara County – Promote Mental Health and Prevent Substance Abuse

Mental Health and Substance Abuse Education and Awareness Program

DeGraff Memorial Hospital in Niagara County recognizes the need to educate its staff on mental illness and substance abuse and the available community resources for patient referrals. At DeGraff, a mental health and substance abuse database was created for Emergency Department staff to use as a referral resource for patients in need. Nearly 100% of DeGraff Emergency Department staff were educated in the use of the database.

Additionally, in 2018, DeGraff staff participated in two mini workshops presented by the Dale Association, a Niagara County mental health and substance abuse agency to introduce staff to the agency and its services. One session was held on May 11, 2018 and the other on November 13, 2018. Approximately 15 staff participated at each session.

On May 23, 2018, DeGraff was a partner in an Opioid Conversation event at Tonawanda High School. DeGraff also provided information on mental health and substance abuse to participants at various community events in 2018 and participated in a Drug Take Back Day on April 28, 2018.

Also in 2018, an Addiction Clinic Network of 20 WNY clinic locations was established at all Kaleida Health hospital emergency departments including DeGraff. Staff are able to call a central referral number to refer patients, who are presenting with an opioid overdose or experiencing opiate withdrawal symptoms, to the clinic of their choosing for follow-up care within 48 hours.

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. DeGraff has met this goal with nearly 100% of emergency department staff educated in the use of the mental health and substance abuse database. The various staff

education programs further contributed to meeting this goal. 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.

Dissemination to the Public

This 2018 Update, as well as the 2017 Update and the full Kaleida Health 2016-2018 Community Health Needs Assessment-Community Service Plan, is available to the public in the Community Health section of the Kaleida Health website at <http://www.kaleidahealth.org/community/publications.asp>. A paper version of this report is available upon request.



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