



**Margaretville
Hospital**

Westchester Medical Center Health Network

Margaretville Hospital
2016-2018
COMMUNITY SERVICE PLAN
2017 Update

42084 NY-28, Margaretville, NY 12455

Margaretville Hospital

2016-2018 Community Service Plan

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Margaretville Hospital

1. Mission Statement

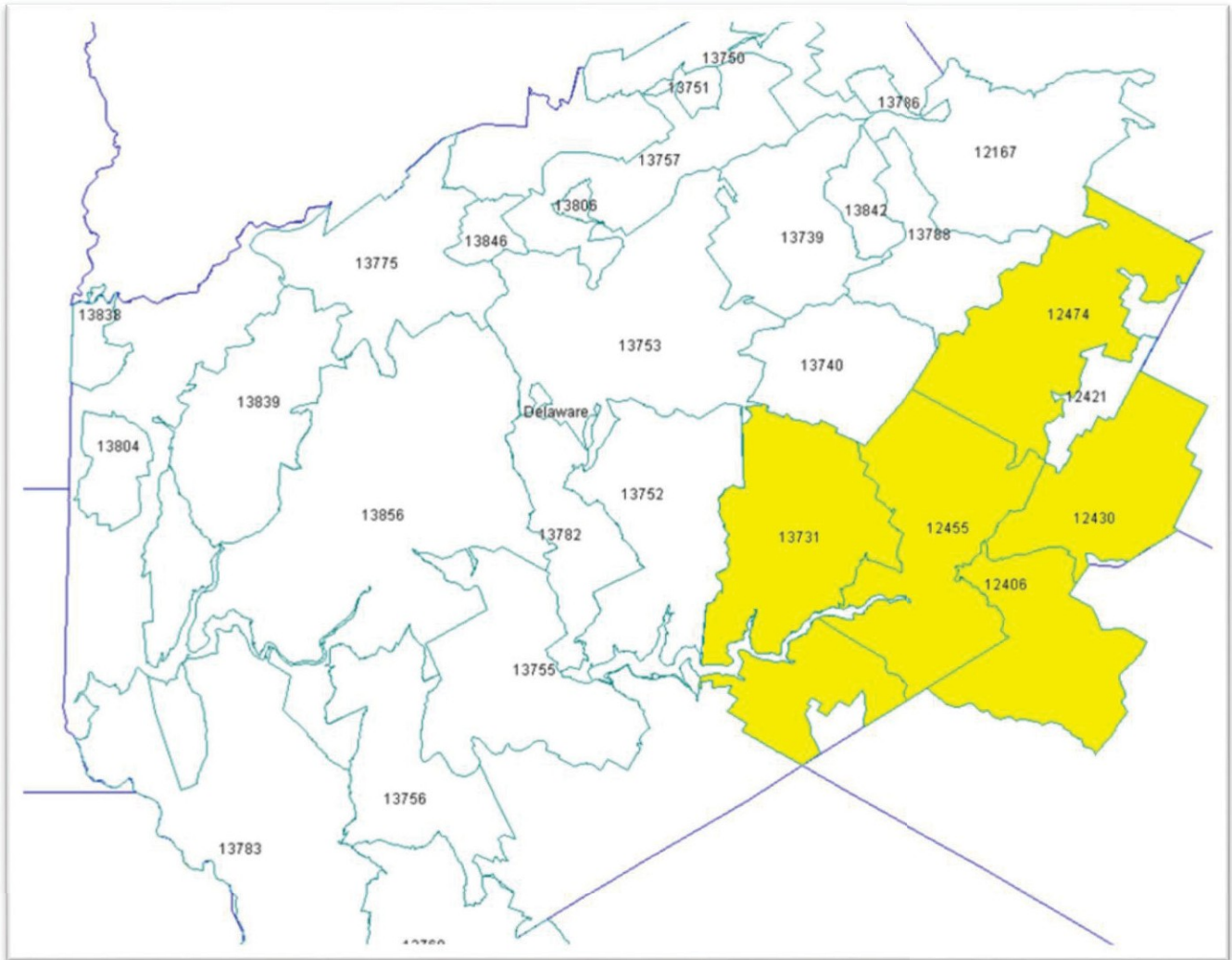
Margaretville Hospital (Margaretville Hospital), a member of HealthAlliance of the Hudson Valley and the Westchester Medical Center Health Network (WMCHHealth) is a rural Critical Access Hospital whose mission is to provide immediate access to high quality medical care and diagnostic testing services to medically underserved areas in the Catskill Mountains. Margaretville Hospital provides linkages to high tech and specialty medical care through an active relationship with HealthAlliance and WMCHHealth.

Margaretville Hospital is the Delaware County affiliate of HealthAlliance of the Hudson Valley (HealthAlliance), a multi-campus health care system consisting of HealthAlliance Hospital's Mary's Ave. and Broadway campuses in Kingston, NY, and Margaretville Hospital, which is co-located on a single campus in Margaretville, NY (Delaware County), with the Mountainside Residential Care Center, a skilled nursing facility.

2. Definition and Brief Description of Community Served

HealthAlliance defines its primary service area by a federal definition that consists of the top 75% of hospital discharges from the lowest number of contiguous zip codes. Margaretville hospital serves the communities of Margaretville, Arkville, Andes, Fleischmanns, Roxbury, Halcott Center, Halcottsville, and New Kingston. Due to the geographical location of acute care hospitals affiliated with HealthAlliance, there are two distinct primary services areas within Ulster and Delaware Counties, though not encompassing all of each county. For operational and community needs development, HealthAlliance regards these two service areas as a single primary service area with the predominant population in Ulster County. However, for the purposes of this document, which will align with the Delaware County Community Health Assessment and the Community Health Improvement Plan, we will present the information pertaining to the Margaretville Hospital service area, located in Delaware County and described in the beginning of this section.

Map 1: Margaretville Hospital's Service Area



Other community health services and resources available in Delaware County include 20 ambulance services, mostly consisting of volunteer membership. In addition to Margaretville Hospital, there are three other hospitals, operated by two other healthcare systems: Delaware Valley Hospital affiliated with United Health Services, as well as O'Connor Hospital and Tri-Town Hospital, both affiliated with the Bassett Healthcare Network. Additionally, there are two nursing homes in the county, 15 primary care offices including health centers and private physician offices, 15 locations and 9 full-time equivalent dentists, and two mental health clinics with multiple locations within the county.

Delaware County covers 1,446 square miles in upstate New York, belonging to both the Southern Tier region and the Catskill Mountain range. Delaware County is the fourth largest county in New York by area and is the sixth most rural with a population density of 32.3 persons per square mile.

The county includes the Catskill/Delaware Watershed, which is the largest unfiltered drinking water supply in the United States. The watershed region encompasses the central and eastern sections of

Delaware County and includes roughly 65% of the county’s land area and 11 of its 19 townships. Approximately 55% of Delaware County’s population lies within the Watershed.

Based on the 2010 Census, the population of Delaware County is 47,840, 50.2% male and 49.8% female. In 2013, the population decreased to 46,772, representing a 2.3% reduction in population (Table 1). At the time of the 2010 Census, 9,405 people were less than 18 (19.6%), 38,575 were 18 and over (80.4%) and 9,331, were 65 and over (19.4%). It is estimated that 46.5% of the total population is 45 years of age or older.

Table 1: Population Change in Delaware County, 2010 – 2013

Geographic Area	2010	2013	Percent Change 2010-2013
Delaware County	47,840	46,772	- 2.3%
New York State	19,378,102	19,795,791	+2.15%

Source: <http://www.fedstats.gov/qf/states/36/36025.html>
<http://quickfacts.census.gov/qfd/states/36/36025.html>

A majority of Delaware County residents over the age of 15 are married (72.5%), followed by never married (42%); separated (2.8%), widowed (2%), and divorced (1.8%) make up a smaller portion of the population. Delaware County’s population is 95% White, 1.9% African-American, 0.2% American Indian/Eskimo, 0.8% Asian, and 3.4% of Hispanic Origin (U.S. Census Bureau, 2010-2014 American Community Survey).

In 2015, the median family income in Delaware County, \$44,617, is less than New York State’s at \$58,687. According to the NYS Poverty Report released in March 2015, the population below the poverty line was 16.4%, higher than the rate of 15.9% for New York. Notably, the percentage of children living below the poverty line has increased between 2000 and 2013 from 18% to 22%. The communities of Davenport (33.8%) and Walton (35.1%) have the highest rates of child poverty in Delaware County (U.S. Census Bureau, 2009-2013 American Community Survey).

Based on the NYS Department of Health Behavioral Health Survey from 2013-2014, 83.9% of the population has healthcare coverage compared to 88.7% in the Southern Tier and 84.7% in the Mohawk Valley region, with only 62.2% of Delaware County adults aged 18-64 visiting a doctor for a routine checkup. Accordingly, 8.7% of residents reported not receiving medical care in the past year because of cost, compared to 10.0% in the Southern Tier, 12.2% in the Mohawk Valley region, and 13.1% in New York State.

3. Public Participation

The Community Service Plan has taken into account input from persons who represent the broad interests of the community served by Margaretville Hospital. Through collaboration with Delaware County Public Health, the three other hospitals representing Delaware County, and the Southern Tier Population Health Improvement Program, Margaretville Hospital aligned together to address two Prevention Agenda priorities.

The primary proactive means for receiving community input was through the Regional Assessment conducted by the Southern Tier Population Health Improvement Program (PHIP). In the Southern Tier, PHIP covers five counties including Delaware County. In order to inform the direction of the Southern Tier PHIP, also known as HealthlinkNY Community Network, the team conducted a regional health assessment utilizing stakeholder interviews and consumer focus groups. The information from this assessment that specifically refers to Delaware County was utilized to direct the selection of the public health priorities for Margaretville Hospital.

From June 2015 through January 2016, a total of 43 one-on-one structured interviews in Delaware County were conducted with professionals working in diverse fields such as health care, education, transportation, economic development, mental health, law enforcement and elected officials, among others. The interview questions, 10 key questions and five secondary questions, centered on health disparities, key barriers to addressing them, and gaps in service provision.

Consumers' input was sought through focus groups which were conducted from January through March of 2016. Population Health Coordinators met with pre-existing groups including support groups, service clubs, parent groups and senior meals. HealthlinkNY Community Network/PHIP Southern Tier conducted five focus groups with 37 participants in Delaware County. They were asked about their experiences with health and health care delivery. Responses from the focus groups were collected by note-takers and summarized qualitatively by the Population Health Coordinators.

In addition, Margaretville Hospital is an active participant in Delaware County's Community Health Improvement Plan process. This process included input and suggestions from Delaware County Public Health, Delaware Valley Hospital, Margaretville Hospital, O'Connor Hospital, and the HealthlinkNY Community Network.

4. Assessment and Selection of Public Health Priorities

Following the public participation and input period, the health priorities were chosen based upon the application of the following five criteria:

1. The priority area was identified by at least two of three of the primary information sources: Margaretville Hospital Community Service Plan, Delaware County's Community Health Assessments or the Westchester Medical Center Health Network Performing Provider System Community Needs Assessment;
2. The priority area was consistent with the current NYS Department of Health Prevention Agenda Areas;
3. The priority area was supported by data showing health status indicators or health needs were either below the averages for New York State or for the Margaretville service area based on the Westchester PPS Community Needs Assessment.
4. The degree of aberration from National Healthy People 2020 goals and/or from NYS Prevention Agenda objectives; and
5. The priority area was identified/ recommended during the public input process.

After identification of the criteria for priority selection, a work group was convened by the Delaware County Public Health Department which included Margaretville Hospital, Delaware Valley Hospital,

O'Connor Hospital and Tri-Town Regional Hospital, as well as the HealthlinkNY Community Network. Through this work group, the data from the community engagement sessions, as well as the hospital and county health department community health assessments, were aligned with the priorities outlined by the NYS 2013-2017 Prevention Agenda.

Additionally, the rationale for choice of priorities was based on available resources and capacity to address the priority. Opportunity for development of collaborative interventions by Margaretville Hospital, the Delaware County Public Health Department and other community partners, was also considered.

Through the collaboration described above with county public health and community-based organizations, Margaretville Hospital aligned together to select two Prevention Agenda Priorities.

- a. Prevent Chronic Disease
- b. Promote Mental Health and Prevent Substance Abuse

Both of these 2016 priorities are from the NYS Prevention Agenda 2016-2018. Margaretville Hospital participated in a workgroup consisting of the three local health systems and the county Public Health department to identify focus areas, and objectives for each of the Agenda Priorities jointly identified by the hospital and collaborators:

1. Prevention Strategy: Prevent Chronic Disease

Focus Area 1: Reduce obesity in children and adults.

Goal 1.1: Create community environments that promote and support health food and beverage choices and physical activity.

Objective 1.0.1: Reduce the percentage of adults ages 18 and older who are obese.

Goal: Expand the role of public and private employers in obesity prevention.

Objective 1.0.2: Increase the percentage of small and medium worksites that offer a comprehensive worksite wellness program for all employees.

2. Promote Mental Health and Prevent Substance Abuse

Focus Area 2: Prevent Substance Abuse and other Mental Emotional Behavioral (MEB) Disorders.

Goal 3.2: Strengthen infrastructure for MEB health promotion and MEB disorder prevention.

Objective: Establish systemic enhancements to telemedicine and referral platforms.

Goal: Prevent suicides among youth and adults.

Objective: Decrease the age-adjusted suicide rate.

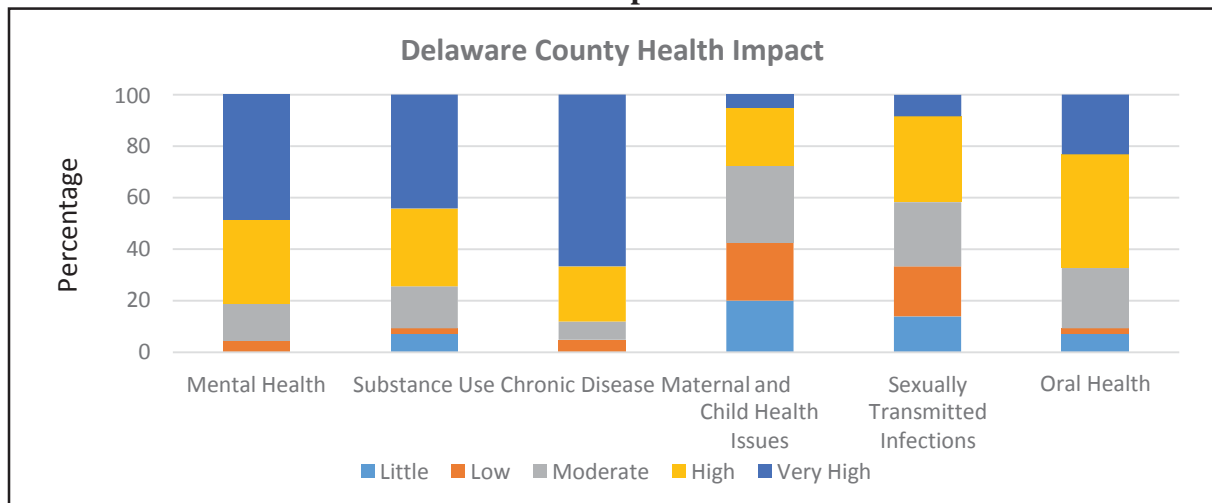
The disparate population to be addressed: Low-income residents of rural areas in Delaware County.

Data to support the rationale behind the choice of priorities, focus areas, objectives and the disparity to be addressed include:

- Delaware County is the sixth most rural county in New York with a population density of 32.3 persons per square mile; median family income in Delaware County, \$44,617, is less than New York State's at \$58,687, a difference of \$14,000.

- According to the HealthlinkNY Community Network Regional Assessment, Delaware County stakeholders felt that chronic disease has the highest impact on health, followed closely by Mental Health and Substance Use (Graph 1).

Graph 1



Source: HealthlinkNY Community Network, 2015-2016 Regional Assessment

- According to the New York State Prevention Agenda Dashboard, 33% of adults are overweight, and 26% of adults are obese in Delaware County, whereas 37.7% of children Pre-K to 10th grade are considered overweight or obese. Moreover, the New York State Expanded Behavioral Risk Factor Surveillance Survey reports that 25% of Delaware County adults do not participate in leisure time physical activity.
- New York State Prevention Agenda data indicates that the suicide rate for Delaware County has been on an upward trend since 2008, far surpassing upstate New York with a rate of 18.5 suicide deaths per 100,000 in 2014. Usage of the Drug Abuse Clinic and Mental Health Clinic in Delaware County has steadily increased, which a greater percentage of patients seeking treatment for opiate addiction.

Rationale for Priority Areas Not Chosen

After a review of the Community Needs Assessment done by WMCHHealth, the stakeholder interviews and consumer focus groups done by the PHIP, and Margaretville Hospital's previous experiences with providing community services coordination, the executive director of Margaretville Hospital and the quality coordinator who interfaced with the Margaretville Hospital Wellness Committee, by consensus selected the priorities to address. This decision took into account the collaborative process of the four area hospitals and the Delaware County Health Department group. Also taken into account was the severity of the issues at hand, the service area of the hospital system, and the hospital's capacity to address the need influenced by the decision. With regard to chronic disease prevention and obesity prevention, the choice was made to select an environmental intervention rather than an educational outreach, which was attempted in the last Community Service

Plan but had a less than optimal turnout by the community. The priority areas not chosen for this Community Service Plan were:

- Healthy and Safe Environment
- Promote Healthy Women, Infants and Children
- Prevent HIV, STDs, Vaccine Preventable Diseases and Health Care Associated Infections

5. Information Gaps Limiting Hospital Facility's Ability to Assess the Community's Health Needs

Three major and distinct health systems serve sections of Delaware County – Delaware Valley Hospital affiliated with United Health Services, Margaretville Hospital affiliated with HealthAlliance, and O'Connor and Tri-Town Hospitals affiliated with Bassett Healthcare Network. The challenges of communication across systems can lead to care management issues for patients with complex health conditions. Additionally, there is little to no communication between mental health, hospital or primary care providers, further inhibiting communication between systems.

These challenges in communication for patient care translate to difficulties in assessing the community's health needs. As there are three Delivery System Reform Incentive Payment (DSRIP) Program Performing Provider Systems (PPS) aligned with the hospital systems, this creates further difficulty in determining assets, needs and community priorities. All three PPS performed Community Needs Assessments which include Delaware County, all of which produced different results. These PPS are now participating in different projects, which create challenges in coordination across Delaware County.

6. Three Year Plan of Action

Priority Area 1: Prevent Chronic Diseases

Focus Area 1: Reduce obesity in children and adults.

Goal 1: Create community environments that promote and support health food and beverage choices, and physical activity.

Outcome Objective: Reduce the percentage of adults ages 18 and older who are obese.

Community Based Strategy:

Margaretville Hospital will work with the communities in their service area to increase retail availability of affordable healthy foods that meet the needs of communities, especially those with limited access to nutritious foods.

Margaretville Hospital Strategy, Impacts and Commitment of Resources:

The Margaretville Hospital Wellness Committee will recommend healthy vending guidelines that will be adopted by the hospital and impact employees, patients and visitors at the Margaretville Hospital and Mountainside Residential Care Center. Currently under review are vending policies implemented in other locales. Ulster County and the City of Kingston, the primary home of HealthAlliance, have adopted a Healthy Vending Policy. Through this action, Margaretville Hospital expects that the percentage of adults who are obese, ages 18 years and older, will have the option to select lower calorie foods when dining at

Margaretville Hospital and Mountainside Residential Care Center. This strategy will help to drive a reduction in obesity statistics. Margaretville Hospital staff will assess the food that is being offered to ensure adherence with newly adopted nutrition vending standards.

Goal 2: Expand the role of public and private employers in obesity prevention.

Outcome Objective: Increase the percentage of small and medium worksites that offer a comprehensive worksite wellness program for all employees.

The hospital has begun to implement an evidence-based wellness program for all employees in cooperation with the participating health plan and community partnerships that include but are not limited to increased opportunities for physical activity; access to and promotion of healthful foods and beverages, and health benefit coverage and/or incentives for obesity prevention.

The hospital will implement nutrition and beverage standards in public institutions, worksites and other key locations such as Margaretville Hospital and Mountainside Nursing Home.

As a role model, HealthAlliance has begun to implement system-wide changes that incentivize employee participation in a personal health assessment (PHA), annual physical and the adoption of at least one healthy behavior by structuring health insurance rates favorably for those that participate in wellness activities. This may serve as a template for other community organizations that are interested in creating worksite wellness programs.

Impacts and Commitment of Resources

The HealthAlliance administration will review and report data aggregated by CDPHP on employee participation and success. In partnership with the HealthAlliance Employee Wellness Committee, HealthAlliance will offer healthy eating classes and gym memberships at reduced rates.

Goal	Outcome Objectives	Interventions/ Strategies/Activities	Process measures	Partner role	Partner resources	By When	Will action address disparity?
Goal #1.1: Create community environments that promote and support healthy food and beverage choices and physical activity.	By December 31, 2018, reduce the percentage of adults ages 18 years and older who are obese from 24.5% (2011) to 23.2% among all adults.	Increase retail availability of affordable healthy foods that meet the needs of communities, especially those with limited access to nutritious foods. Implement nutrition and beverage standards in public institutions, worksites and other key locations such as Margaretville Hospital and Mountainside Residential Care Center.	Number and type of key community locations that adopt and/or implement nutrition and beverage standards.	Margaretville Hospital is the lead agency. Margaretville Hospital Wellness Committee will recommend healthy vending guidelines that will impact employees, patients and visitors at the Margaretville Hospital and Mountainside Residential Care Center.	Under review are vending policies implemented in other locales. Under consideration for adoption are Ulster County/ City of Kingston's Healthy Vending Policy.	December 2017	Yes, the existing disparity for the 2016-2018 Community Health Improvement Plan is "low income residents in rural areas in Delaware County." This can benefit a large portion of the Margaretville Hospital service area, as the average weekly wage rate for Delaware County is \$775 (2015), which is 34% below the NYS rate of \$1180.
Expand the role of public and private employers in obesity prevention.	By December 31, 2018, increase by 10% the percentage of small to medium worksites that offer a comprehensive worksite wellness program for all employees that is fully	Implement evidence-based wellness programs for all public and private employees, retirees and their dependents through collaborations with unions, health plans and community partnerships that include but are not limited to increased opportunities for physical activity; access to and promotion of healthful foods and beverages; and health benefit coverage and/or incentives for obesity prevention and treatment,	Collection of a baseline number of employees that participate in the Personal Health Assessment (PHA), annual physical and	HealthAlliance Administration creates a system-wide change and is the lead agency. CDPHP collaborates by providing aggregate data from their website on employees that complete the PHA and engage in	The HealthAlliance Administration The HealthAlliance Employee Wellness Committee - In kind CDPHP-website administration	Starts December 2017, with continuous monitoring of data until the end of 2018	Yes, the existing disparity for the 2016-2018 Community Health Improvement Plan is "low income residents in rural areas in Delaware County." This can benefit a large portion of the Margaretville Hospital service area, as the average weekly wage rate for Delaware County is \$775 (2015), which is 34% below the NYS rate of \$1180.

	<p>accessible to people with disabilities.</p>	<p>including breastfeeding support.</p> <p>As a role model, HealthAlliance will implement system-wide changes that incentivize employee participation in a personal health assessment (PHA), annual physical and the adoption of at least one healthy behavior by structuring health insurance rates favorably for those that participate in wellness activities. This will serve as a template for other community organizations that are interested in creating worksite wellness programs.</p>	<p>healthy behaviors.</p>	<p>healthy behavior opportunities.</p> <p>Data is reviewed and reported by HealthAlliance.</p>			
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Priority Area 4: Promote Mental Health and Prevent Substance Abuse

Focus Area 3: Strengthen infrastructure across systems.

Goal 1: Strengthen infrastructure for MEB health promotion and MEB disorder prevention.

Outcome Objective: Enhance telemedicine and referral systems to build infrastructure of psychiatric services.

Focus Area 2: Prevent Substance Abuse and other Mental Emotional Behavioral Disorders

Goal 2: Prevent suicides among youth and adults.

Outcome Objective: Decrease age-adjusted suicide rates.

Outcome Objective: Decrease the number of suicide attempts.

Community Based Strategy:

With regard to DSRIP and Domain 4 Margaretville Hospital will work with the following entities to achieve the goal of preventing suicides among youth and adults – Delaware County Public Health, O’Connor Hospital, Tri-Town Regional Hospital and Delaware Valley Hospital. These entities will share data on suicides, attempted suicides and suicidal ideation strengthening the infrastructure for mental health and substance abuse across systems.

Margaretville Hospital Strategy:

Margaretville Hospital will establish telemedicine capabilities with input from WMCHHealth to bring psychiatric services to the Delaware County community. Utilizing resources from HealthAlliance and WMCHHealth, and with referrals provided to the Margaretville and Roxbury schools, Margaretville Hospital foresees high value and potential in meeting the needs of the identified disparate population.

Impacts and Commitment of Resources:

Suicide Prevention:

The entities described above will take responsibility for the following:

- Delaware County Public Health will share data on gender, age and means of suicide deaths with the Delaware County Suicide Prevention Network;
- O’Connor Hospital will collect the numbers of suicide attempts and ideation statistics from all Emergency Departments in Delaware County. This data will also be reported to the Delaware County Suicide Prevention Network; and
- Margaretville Hospital, Tri-Town Regional Medical Center and Delaware Valley Hospital will report the numbers of suicide attempts and suicide ideation to O’Connor Hospital, where the complete data will be aggregated.

The intended impact behind the collaboration of resources will be to decrease the age-adjusted suicide rate in Delaware County by 10% (from 17.2 to 15.5) per 100,000, and to decrease the number of suicide attempts in Delaware County by December 31, 2018.

Strengthen Infrastructure for MEB Health Promotion and MEB Behavior Prevention:

Margaretville Hospital will partner with community organizations and coalitions, as well as the Margaretville Hospital Wellness Committee, Westchester Medical Center Health Network psychiatry and psychology departments, the Margaretville and Roxbury schools and potentially other school districts. Also included in this partnership will be Delaware County Public Health and Mental Health.

Telemedicine equipment will be operational, and a system for gathering referrals from the Delaware County community will be in place. A staff person at Margaretville Hospital will be dedicated to this work. Margaretville Hospital will expect numbers of individuals utilizing the telepsychiatry services to increase each quarter of year one, with 10 people the first quarter, 20 people the second quarter, and 30 people the third quarter.

Goal	Outcome Objectives	Interventions/ strategies/activities	Process measures	Partner role	Partner resources	By When	Will action address disparity?
<p>Goal #3.2: Strengthen infrastructure for MEB health promotion and MEB disorder prevention.</p>	<p>Telemedicine equipment will be operational and a system for gathering referrals from the Delaware County community will be established by a dedicated responsible party at Margaretville Hospital.</p>	<p>Margaretville Hospital will establish relations with a visiting psychologist and telemedicine capabilities with input from WMCHHealth to bring psychiatric services to the Delaware County community.</p>	<p>Psychologist/Program Coordinator is hired *</p> <p>Equipment is operational **</p>	<p>Margaretville Hospital is the lead agency</p>	<p>HealthAlliance VAP Grant For Rural Communities</p> <p>Margaretville Hospital, Westchester Medical Center Health Network and HealthAlliance will contribute telemedicine</p> <p>Margaretville and Roxbury Schools will contribute in - kind referrals</p>	<p>*Begins first quarter of 2017</p> <p>** Begins second quarter of 2017</p>	<p>Yes- Please see Table 1.9 in CHA. Low income children and adults in rural areas in Delaware County.</p>
			<p>Referral system is operational</p>				
			<p>Number of individuals meeting with the psychologist and utilizing the telepsychiatry services.</p>				

Goal	Outcome Objectives	Interventions/ strategies/activities	Process measures	Partner role	Partner resources	By When	Will action address disparity?
Prevent suicides among youth and adults.	<p>Decrease the age-adjusted suicide rate in Delaware County by 10% from 18.5 to 16.65 per 100,000 by 12.31.2018</p> <p>Decrease the number of suicide attempts in Delaware County by 12.31.2018.</p>	Share data on suicide, suicide attempts and prevention efforts.	Share Margaretville Hospital Emergency Department (ED) data on the number of patient reporting to EDs with suicide attempt or ideation to the Delaware County Suicide Prevention Network.	<p>Delaware County Public Health – Lead agency</p> <p>Collaborate with:</p> <ul style="list-style-type: none"> -Tri-Town Regional Hospital -O’Connor Hospital -Margaretville Hospital -Delaware Valley Hospital 	<p>Delaware County Public Health shares data on age, gender and means of suicide deaths with the Delaware County Suicide Prevention Network.</p> <p>O’Connor Hospital will collect the number of suicide attempt and ideation statistics from all Emergency Departments in Delaware County. Data will be reported to the Delaware County Suicide Prevention Network.</p> <p>Delaware Valley Hospital, Tri-Town Regional Hospital and Margaretville Hospital will report the number of suicide attempts and suicide ideation cases to O’Connor Hospital.</p>	Monthly, Annually	Yes- Please see Table 1.9 in CHA. Low income children and adults in rural areas in Delaware County.

7. Dissemination to the Public

Margaretville Hospital will post the Hospital Community Service Plan on HealthAlliance's website. News and events related to the interventions will also be posted. The Community Health component of the hospital system's website can be found at: <http://www.hahv.org/healthy-neighborhood/community-health/>

8. Process to Maintain Engagement, Track Progress and Make Mid-Course Corrections

For the community based strategies, Margaretville Hospital will continue to actively participate in a work group consisting of the Public Health Department and three other local hospitals for the purposes of maintaining engagement with local partners over the next three-year period.

Progress will be tracked by the work group. Mid-course corrections will be made based on the discussions surrounding the review of the Community Service Plan and detailed tasks. Anecdotal feedback will be obtained from work group meetings, meetings involving health and wellness groups such as the Rural HealthAlliance, and from patients and individuals participating in interventions. Finally, as available, local, state and national health status indicators will be reviewed.

2016 Update

This has been a year of much change for HealthAlliance and Margaretville Hospital.

On March 30, 2016, Westchester County Health Care Corp. became the sole corporate member of HealthAlliance. This adoption has the potential to significantly increase resources – particularly in terms of mental health resources that can be brought to the community. On May 19, 2016, Margaretville Hospital hired a new executive director, Mark Pohar. Mr. Pohar works with the community health coordinator and the Margaretville Hospital Wellness Committee to gain agreement with regard to the plans for the 2016-2018 Community Service Plan.

Achievements

The Margaretville Hospital executive director and the community health coordinator met several times between July and October 2016 to plan for the 2016-2018 Community Service Plan contributions of Margaretville Hospital and HealthAlliance.

Health fair prevention efforts took place on October 7, 2016, and included flu shots, fasting blood sugars, respiratory assessments, bone density testing and community introductions to telemedicine.

Also in October 2016, the following activities took place to contribute to the impact of the previous Community Service Plan:

- The Margaretville Hospital executive director initiated meetings with the school administration of Margaretville School District to discuss the availability of mental health services in the community.
- A new psychologist was hired, and began November 1, 2016. This person will work with the Margaretville Hospital community based on referrals from local school districts and the

community.

- The release of a public announcement, alerting the community to a new telemedicine program which links Margaretville Hospital to Westchester Medical Center Health Network to bring psychiatric services to the community.

Additionally, Margaretville Hospital's mobile van conducted community outreach at the following community events:

- Spring on Main Street: 5/14
- Fleischmann's Memorial Day Street Fair: 5/28
- Margaretville Auxiliary Antique Flea Market: 8/6
- Kansas City Society Barbeque
- Contest/Fleischmann: 8/27
- Cauliflower Festival: 9/24

2017 Update

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

We have started to introduce healthy snacks in the vending machines at Margaretville Hospital and Mountainside Residential Care Center. We will continue to introduce more health foods this quarter.

Goal 2: Expand the role of public and private employers in obesity prevention.

51% of employees at HealthAlliance's Delaware County facilities engaged in this initiative.

This initiative involves a systems change approach to employee health. We are using a Health Risk Assessment (HRA) called a Personal Health Assessment (PHA) (reference of evidence-base taken from [CDC Healthier Worksite Initiative](#)). Capital District Physicians Health Program (CDPHP) provides the software to our employees to collect data on healthy behaviors they have completed. Employees who carry health insurance through CDPHP from HealthAlliance get a \$15 deduction each pay period on their health insurance premiums for engaging in three healthy behaviors, which includes completing a Personal Health Assessment.

The financial incentive encourages employees to know their weight and heart disease risk numbers and see their healthcare provider for a regular checkup.

Priority Area 4: Promote Mental Health and Prevent Substance Abuse

Focus Area 3: Strengthen infrastructure across systems.

Goal 1: Strengthen infrastructure for MEB health promotion and MEB disorder prevention.

Outcome Objective: Enhance telemedicine and referral systems to build infrastructure of psychiatric services.

In general, the program is going very well. Psychiatric help is now accessible to students in an underserved county. We currently offer services in four Delaware County school districts. Two grants provide funding to bring mental health services to the community and for behavioral health and psychological health. The psychiatrist was the missing component, but is now available through telemedicine technology.

Four schools (Margaretville, Andes, Roxbury and Downsville School Districts) are streamlining students into the program. The schools' guidance counselors are a source of referrals to behavioral health professionals. A clinical psychologist works in Margaretville/Roxbury schools with a Licensed Clinical Social Worker (LCSW). A second LCSW has been hired and on boarded. Tele-Health equipment has also been introduced in another school Downsville. We continue to assess children in the four school systems (Margaretville, Andes, Roxbury, Downsville). Those students who need further evaluation have the opportunity to see a psychiatrist remotely through Tele-Health telemedicine.

Total Visits

Scheduled	404
Seen	346 (86%)
Cancelled	42 (10%)
No Show	16 (4%)

Face-to-face visits (with social worker or psychologist)

Scheduled	364
Seen	309 (85%)
Cancelled	39 (11%)
No Show	16 (4%)

Telepsychiatry visits (with psychiatrist)

Scheduled	40
Seen	37 (93%)
Cancelled	3 (7%)
No Show	0 (0%)