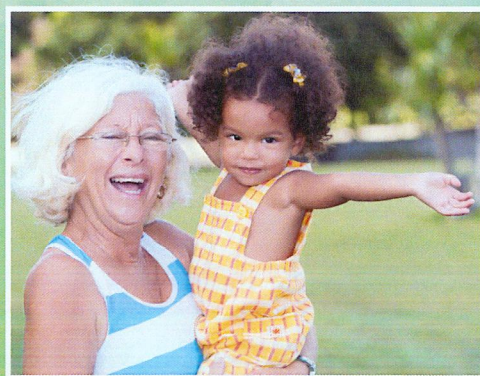
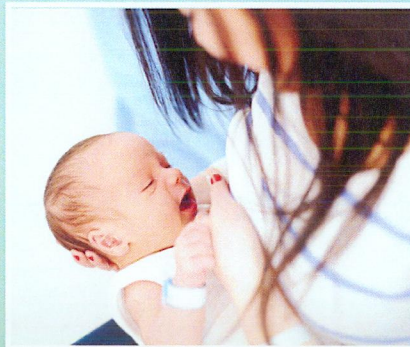
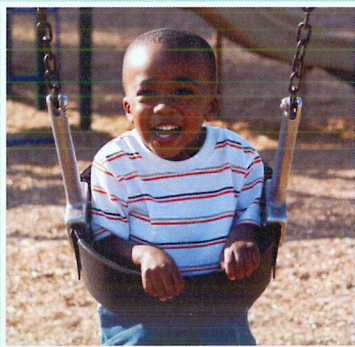


# 2016 Update to Community Health Improvement Plan

Amot Ogden Medical Center  
Ira Davenport Memorial Hospital  
St. Joseph's Hospital  
Amot Medical Services



COME  
TO EXPECT  
THE BEST

Arnot*Health*

**Arnot Health  
2016 Community Service Report Update  
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## **Executive Summary:**

Arnot Health is a regional healthcare system that serves five counties within the Southern Tier of New York State and the Northern Tier of Pennsylvania. Arnot Health's three hospitals are located in two counties: Arnot Ogden Medical Center and St. Joseph's Hospitals are located in Chemung County, and Ira Davenport Memorial Hospital is situated in Steuben County. With hospital facilities in two counties, Arnot Health followed guidance from the New York State Department of Health (NYSDOH) and the 2013-2017 Prevention Agenda to address the health issues impacting the wellness of individuals across this service area. The Prevention Agenda will continue to be the blueprint for state and local action to improve the health of New Yorkers in five priority areas and to reduce racial, ethnic, socioeconomic and other health disparities.

([http://www.health.ny.gov/prevention/prevention\\_agenda/2013-2017/](http://www.health.ny.gov/prevention/prevention_agenda/2013-2017/)). In an effort to better align state and federal reporting requirements, the Prevention Agenda process and timeline was revised. The 2013 Community Health Improvement Plan activities were implemented through 2016.

Beginning in the Fall of 2015, Arnot Health participated in a comprehensive assessment of community needs across county lines with partners such as the Chemung County Health Department, Steuben County Public Health, other hospitals and healthcare agencies in Chemung, Steuben and Schuyler Counties, along with a diverse collaborative of community partners and community residents. The year-long process of assessing community health needs was facilitated by consultants contracted by the Chemung County Health Department from the S2AY Rural Health Network. Arnot Health, in partnership with this dual-county collaborative network, used the MAPP process (Mobilizing for Action through Planning and Partnership) to collect and analyze data from a variety of sources. Valuable input was gained from data retrieved and analyzed by the Finger Lakes Health System Agency from the New York State Prevention Agenda Dashboard, multi-payer claims data, EBRFSS, SPARCS and additional sources. Also, input was gained from diverse community focus groups made up of both Chemung and Steuben County residents. The focus group meetings were facilitated by S2AY, Chemung and Steuben County Health Departments, Arnot Health and other partnership members. The residents were engaged in discussions concerning their current health status, and opinions on specific county-wide health challenges. Areas of disparity were assessed within each county. Findings from the Community Health Assessment (CHA) data and community focus groups identified some overlapping areas of public health concerns and disparities in Chemung and Steuben Counties, including the following:

### **Chemung County Priority 1: Prevent Chronic Disease:**

- *Focus Area:* Prevent chronic disease by reducing illness, disability, and death related to hypertension, tobacco use and secondhand smoke, and obesity in adults and children.

### **Chemung County Priority Area 2: Promote Mental Health and Prevent Substance**

**Abuse**

- *Focus Area:* Prevent non-medical prescription opioid use and overdose.

**Disparity:**

- Decrease the percentage of tobacco use in low income populations.

**Steuben County Priority 1: Prevent Chronic Disease.**

- *Focus Area 1:* Reduce Obesity in Children and Adults
- *Focus Area 2:* Reduce Illness, Disability and Death Related to Tobacco Use and Secondhand Smoke Exposure
- *Focus Area 3:* Increase Access to High Quality Chronic Disease Preventative Care and Management in Both Clinical and Community Settings

**Steuben County Priority Area 2: Promote Healthy Women, Infants, and Children**

- *Focus Area 1:* Maternal and Infant Health

**Disparity:**

1. Increase the number of low socioeconomic status (SES) worksites implementing healthy worksite policies.
2. Increase the number of municipalities that restrict tobacco marketing to youth and the density/proximity of tobacco retailers to schools.
3. Decrease smoking rates in the low-SES population by increasing the number of low income housing facilities implementing smoke-free policies.
4. Decrease chronic disease in the low-SES population by implementing a Community Health Worker Program.

Chronic diseases such as heart disease, diabetes, hypertension, stroke and some cancers are the most common and costly of all health problems, but they are also the most preventable. Growing evidence indicates that a comprehensive approach to prevention can save tremendous costs and enhance the quality of life. According to the CDC, there are four common modifiable behaviors that contribute to chronic illness, disability, and premature death related to chronic disease. These include tobacco use, insufficient physical activity, poor eating habits, and excessive alcohol and/or substance use.

<http://www.cdc.gov/chronicdisease/resources/publications/aag/chronic.htm>

Two major contributors to the incidence of chronic disease in Chemung and Steuben Counties are obesity and tobacco use. Obesity is a significant risk factor for many chronic conditions that reduce an individual's quality of life. These conditions include type-2 diabetes, asthma, high blood pressure and high cholesterol. In Chemung County, the age adjusted percentage of adults who are obese (BMI 30 or higher) is 29.9 percent, compared to the New York State average of 24.6 percent. Steuben County's age adjusted percentage of adults who are obese is 32.2 percent. Increasingly, these conditions are being seen in children and adolescents, making it essential to provide chronic disease prevention and

management education to youth. ([http://www.health.ny.gov/prevention/prevention\\_agenda/2013-2017/docs/prevent\\_chronic\\_diseases.pdf](http://www.health.ny.gov/prevention/prevention_agenda/2013-2017/docs/prevent_chronic_diseases.pdf))

Tobacco use among adults in Chemung and Steuben Counties also exceed the NYS average of 16.6 percent. Tobacco use is the leading preventable cause of morbidity and mortality in New York State (NYS). Illnesses associated with tobacco use include lung and oral cancers, heart disease, stroke, chronic obstructive pulmonary disease, and other lung diseases. ([http://www.health.ny.gov/prevention/prevention\\_agenda/2013-2017/indicators/2013/chemung.htm](http://www.health.ny.gov/prevention/prevention_agenda/2013-2017/indicators/2013/chemung.htm))

Although there have been substantial reductions in the percentage of adults who smoke in NYS, tobacco use disparities have become more pronounced over the past decade. Smoking rates have not declined among adults of low socioeconomic status and adults with poor mental health. According to 2008-2009 NYS Tobacco Control Program results, the prevalence of smoking among adults who reported poor mental health (33.7%) was twice the prevalence of smoking among adults who reported good mental health (14.3%). ([https://www.health.ny.gov/prevention/tobacco\\_control/reports/statshots/volume8/n2\\_adult\\_smoking\\_prevalence\\_in\\_2013.pdf](https://www.health.ny.gov/prevention/tobacco_control/reports/statshots/volume8/n2_adult_smoking_prevalence_in_2013.pdf)). Census Data from Chemung and Steuben Counties indicates the incidence of persons living below the poverty line exceeds the NYS average of 14.5 percent. Lower socioeconomic status is associated with an increased risk of smoking initiation and progression to regular smoking, and a decreased likelihood of successful smoking cessation. (*"Who's Quitting in New York: A Decade of Progress Reducing Smoking and Promoting Cessation"*, February 2011, Final Report)

According to NYS Biometrics Vital Statistics, chronic disease accounts for 62 percent of deaths in the state. Failing to win the battle against obesity and tobacco use in Chemung and Steuben Counties will lead to a higher incidence of chronic diseases, increased preventable hospitalizations, and premature death and disability for community residents.

Arnot Health, with a five-county service area and hospital facilities in Chemung and Steuben Counties, is uniquely positioned to work regionally across county lines to improve the health of the community. With diverse partnerships in neighboring counties, Arnot Health utilized findings from the comprehensive Community Health Needs Assessment (CHNA) to develop a Community Health Improvement Plan (CHIP) for 2016 through 2018 to address public health priorities and eliminate areas of disparity in Chemung and Steuben Counties. Though Arnot Health also participated in the CHA and CHIP process in Schuyler County, the system's three hospitals lie within Chemung and Steuben Counties. Chemung and Steuben County residents also account for the majority of the patients served throughout the Arnot Health system. Arnot Health will continue with efforts to collaborate and support Schuyler County with the implementation of the Schuyler County CHIP.

Over the next two years, Arnot Health and cross-county collaborative partnerships will begin implementing the CHIP and monitoring the effectiveness in Chemung and Steuben Counties. Arnot Health's Annual Community Service Plan will report progress made towards goals and the impact on the community's health. The 2016-2018 Chemung and

Steuben CHNAs and CHIPs are available on the Arnot Health website *Community Service Plans* page at <http://www.arnothealth.org/community-service-plans>.

## ***Arnot Health Mission Statement***

### **Our Mission**

**Is** to partner with each person we serve in order to maximize their physical, emotional, social and spiritual health.

### **Our Vision**

**Is** to be recognized as the premier regional health care system delivering high quality, safe, cost effective, socially responsible health care services to all we serve.

### **Our Values**

#### **Excellence**

- ✓ We strive for the highest clinical quality, patient safety, and patient, physician and employee satisfaction by continually measuring and improving our performance.

#### **Patient-Centered Health Care**

- ✓ In a manner consistent with the highest standards of care:
- ✓ We strive to focus on the needs of each patient.
- ✓ We apply the skills of communication and listening in order to honor the rights of every individual.
- ✓ We teach and encourage our patients to participate in their care, to promote their wellness, and to make well-informed decisions.
- ✓ We respect and honor the cultural, ethnic, and religious beliefs and practices of each patient.

#### **Compassion**

- ✓ We act with attention, care, and an empathetic manner toward our patients and communities in order to alleviate the suffering which arises with health issues.
- ✓ We strive to exceed our patients' and our co-workers' expectations for comfort and care in the midst of suffering.

#### **Teamwork**

- ✓ We work together as trustees, staff, volunteers, physicians, and patients to find new, creative and collaborative ways to improve the delivery of health care services.

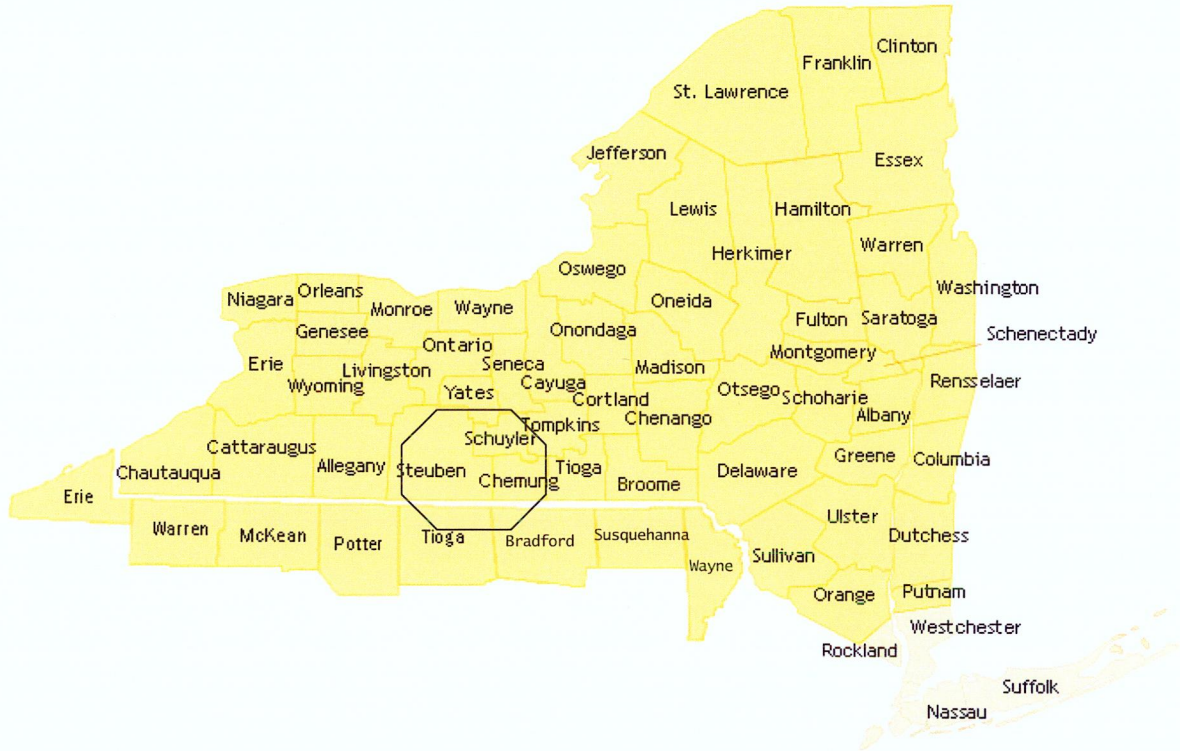
#### **Integrity**

- ✓ We adhere to the highest ethical and professional standards by a commitment to honesty, confidentiality, trust, respect, and transparency.

**Description of Community Served**

**Service Area**

Arnot Health is comprised of three hospitals, Arnot Ogden Medical Center and St. Joseph’s Hospitals in Elmira, New York and Ira Davenport Memorial Hospital in Bath, New York. Arnot Health provides diagnostic, ambulatory, secondary and tertiary acute care, as well as substance abuse, psychiatric, rehabilitative and wellness services to meet the needs of residents in Chemung, Steuben and Schuyler Counties in the Southern Tier of New York, and Bradford and Tioga Counties in the Northern Tier of Pennsylvania.



Arnot Health System has more than 300 physicians from over 50 specialties. The independent, not-for-profit regional healthcare system currently has a total of 709 beds; 478 acute care beds and 231 skilled nursing/ long-term care beds.

**Demographics**

Arnot Health’s three hospitals are located in two counties. Arnot Ogden Medical Center and St. Joseph’s Hospitals are located in Chemung County; Ira Davenport Memorial Hospital is situated in Steuben County. Together, Chemung and Steuben Counties make up approximately 1,801 square miles of geographical area in the Southern Tier of New York. The City of Elmira serves as Chemung County’s seat and the primary metropolitan area. The county is characterized as 76 percent urban and 24 percent rural. Steuben County is a rural county, and with a land area of 1,393 miles, it is the seventh largest county in NYS. ([http://www.city-data.com/county/Chemung\\_County-NY.html](http://www.city-data.com/county/Chemung_County-NY.html)) .

**Health Indicators:**

Chronic diseases such as heart disease, diabetes, stroke and some cancers are the most common and costly of all health problems, but they are also the most preventable. Growing evidence indicates that a comprehensive approach to prevention can save tremendous costs and enhance the quality of life. There are four common modifiable behaviors that contribute to chronic illness, disability, and premature death related to chronic disease. These include tobacco use, insufficient physical activity, poor eating habits, and excessive alcohol use.

(<http://www.cdc.gov/chronicdisease/resources/publications/aag/chronic.htm>)

According to the 2016 University of Wisconsin Population Health Institute’s County Health Rankings, Chemung and Steuben County residents are among the unhealthiest in NYS, ranking 50<sup>th</sup> and 31<sup>st</sup> respectively, out of 62 counties for poor health outcomes.

(<http://www.countyhealthrankings.org/app/new-york/2016/rankings/outcomes/overall>) Two major contributors to the poor health outcomes in Chemung and Steuben Counties are the high percentage of residents using tobacco and who are overweight or obese.

([http://www.health.ny.gov/prevention/prevention\\_agenda/2013-2017/docs/prevent\\_chronic\\_diseases.pdf](http://www.health.ny.gov/prevention/prevention_agenda/2013-2017/docs/prevent_chronic_diseases.pdf))

Tobacco use is the leading preventable cause of morbidity and mortality in New York State (NYS) and is associated with illnesses such as lung and oral cancers, heart disease, stroke, chronic obstructive pulmonary disease, and other lung diseases. Chemung and Steuben County have a higher rate of tobacco use than the NYS average (16.6%).

([http://www.health.ny.gov/prevention/prevention\\_agenda/2013-2017/indicators/2013/chemung.htm](http://www.health.ny.gov/prevention/prevention_agenda/2013-2017/indicators/2013/chemung.htm))

The incidence of obesity in children and adolescents in Chemung (18.4%) and Steuben (19.1%) Counties exceed the NYS average of 17.3 percent. The percentage of adults who are obese with a BMI of 30 or higher in Chemung (29.9%) and Steuben (32.2%) Counties also exceed the NYS average (24.6%).

([https://apps.health.ny.gov/doh2/applinks/ebi/SASStoredProcess/guest?\\_program=%2FEBI%2FPHIG%2Fapps%2Fdashboard%2Fpa\\_dashboard&p=ch&cos=7](https://apps.health.ny.gov/doh2/applinks/ebi/SASStoredProcess/guest?_program=%2FEBI%2FPHIG%2Fapps%2Fdashboard%2Fpa_dashboard&p=ch&cos=7)),

([https://apps.health.ny.gov/doh2/applinks/ebi/SASStoredProcess/guest?\\_program=%2FEBI%2FPHIG%2Fapps%2Fdashboard%2Fpa\\_dashboard&p=ch&cos=46](https://apps.health.ny.gov/doh2/applinks/ebi/SASStoredProcess/guest?_program=%2FEBI%2FPHIG%2Fapps%2Fdashboard%2Fpa_dashboard&p=ch&cos=46))

Although there have been substantial reductions in the percentage of adults who smoke in NYS, tobacco use disparities have become more pronounced over the past decade.

Smoking rates have not declined among adults of low-socioeconomic status and adults with poor mental health. Lower socioeconomic status is associated with an increased risk of smoking initiation and progression to regular smoking, and a decreased likelihood of successful smoking cessation (“*Who’s Quitting in New York: A Decade of Progress Reducing Smoking and Promoting Cessation*”, February 2011, Final Report”). According to 2008-2009 NYS Tobacco Control Program, the incidence of smoking among adults who reported poor mental health (33.7%), was more than twice the incidence of smoking among adults who reported good mental health (14.3%).

([https://www.health.ny.gov/prevention/tobacco\\_control/reports/statshots/volume8/n2\\_adult\\_smoking\\_prevalence\\_in\\_2013.pdf](https://www.health.ny.gov/prevention/tobacco_control/reports/statshots/volume8/n2_adult_smoking_prevalence_in_2013.pdf))

Chemung and Steuben Counties have a high incidence of residents with low socioeconomic status and poor mental health. Chemung County residents reporting poor mental health for 14 days or more annually is 12.8 percent, which exceeds the NYS average of 10.2 percent. Recent Census Data indicates the percentage of Chemung



County (16.5%) and Steuben County (15%) residents living below the poverty line exceeds the NYS average of 14.5 percent. The incidence of children living below the poverty line is reflected in one of Chemung County's school districts, where 91 percent of school children receive free or reduced fee lunches.

Poor health outcomes in Chemung and Steuben County are also influenced by the aging population and limited access to primary and preventative care. Poor access to care is associated with a higher incidence of chronic disease, poorly managed chronic disease, and an increased incidence of preventable hospitalizations. Arnot Health's service area includes two Medically Underserved Areas (MUA): Elmira's Census Tract 0007.00 in Chemung County, and Troupsburg/Tuscarora Town Service Area in Steuben County. In both counties, the ratio of residents to primary care providers exceeds the NYS average.

### ***Public Participation***

Arnot Health is committed to improving the health of the community it serves, and participated in the year-long CHA and CHIP process in Chemung, Steuben and Schuyler Counties. However, since Arnot Health's three hospitals are located in Chemung and Steuben Counties only Chemung and Steuben Counties' findings will be reported in the Community Service Plan.

Arnot Health works diligently to partner with organizations throughout the service area in an effort to enhance healthcare services for the most vulnerable residents. Due to the rural nature of Chemung and Steuben Counties, the high percentage of low-income residents and the limited resources available in the community, Arnot Health understands the need to create meaningful partnerships to best serve the community at large. Arnot Health has formed collaborative relationships with organizations throughout Chemung and Steuben Counties to address health concerns across the continuum. Chemung and Steuben Counties maintain coalitions to collaboratively meet the healthcare needs of the community. The Chemung County Health Priority Partnership (HP2) has expanded to include insurance navigators. The Steuben County Health Priority Team (SHPT) worked to brand their coalition and has the new name, Smart Steuben. Both coalitions include organizations that are committed to improving the health of Chemung and Steuben County residents. The groups have met on a bi-monthly basis in Chemung County and monthly basis in Steuben County since the fall of 2015 to conduct a Community Health Needs Assessment (CHNA) and develop a Community Health Improvement Plan (CHIP)/Community Service Plan (CSP). For more details on the CHNA process and CHIP development for both counties, please visit <http://www.arnothealth.org/community-service-plans>. The members of HP2 and Smart Steuben have agreed to continue expanding their partnerships, and meet on a regular basis to ensure that the initiatives outlined in the Community Health Improvement and Community Service Plans are implemented, monitored, and evaluated.

The following community-based organizations, community members, civic organizations and healthcare providers have agreed to serve on the Health Priority Partnerships for Chemung and Steuben Counties:

## Chemung County Health Priority Partnership (HP2)

- Chemung County Health Department
- Arnot Health
- Guthrie Health
- S2AY Rural Health Network
- Creating Healthy Schools and Communities
- EMSTAR
- Chemung ARC
- Southern tier Cancer Services Program
- Comprehensive Interdisciplinary Developmental Services (CIDS)
- YWCA Elmira and the Twin Tiers
- Chemung County Department of Social Services
- Southern Tier Pediatrics
- Cornell Cooperative Extension of Chemung County
- Chemung County Department of Aging
- Elmira City School District
- Chemung County Mental Hygiene
- Chemung County WIC
- Southern Tier Tobacco Awareness Community Partnership (STTAC)
- Comprehensive Interdisciplinary Developmental Services, Inc. (CIDS)
- Economic Opportunity Program, Inc.
- Chemung County Poverty Coalition
- Elmira City Council
- Community Members
- Food Bank of the Southern Tier
- Mothers & Babies Perinatal Network
- American Association of Retired Persons Chapter 276
- Trinity of Chemung County
- Center for a Tobacco Free Finger Lakes
- Finger Lakes Health System Agency
- Institute for Human Services
- Family Services of Chemung County

## Smart Steuben (Health Priority Partnership)

- Steuben County Public Health Department
- S2AY Rural Health Network
- Steuben Rural Health Network at Institute of Human Services
- Steuben County Legislature
- Arnot Health
- Corning Hospital
- St. James Mercy Hospital
- Guthrie Health
- Finger Lakes Community Health
- Southern Tier Tobacco Awareness Community Partnership (STTAC)
- Finger Lakes Health System Agency
- Community Members
- Cornell Cooperative Extension of Steuben County
- Cancer Services of Steuben County
- Center for Tobacco Free Finger Lakes
- Genesee Valley BOCES
- ProAction of Steuben and Yates Counties

### *Arnot Health Community Health Activities:*

Beyond involvement in the aforementioned health collaboratives, Arnot Health participates in a number of community efforts aimed at improving health across the continuum. Arnot Health is committed to outreach in underserved populations and preventing chronic disease in the community through free community lectures, preventive health screenings, health promotion presentations, and provision of wellness education. In 2016, Arnot Health provided health promotion programs and screenings for children, adolescents, adults, and seniors. Screenings included blood pressure, blood glucose, body fat analysis, body mass index, diabetes risk assessments, COPD (Lung Age), Carboxyhemoglobin, vascular and skin screenings.

#### Poverty Reduction:

Arnot Health participated in community forums and focus groups to assist in the development of strategic plans to increase economic development in the Finger Lakes and Southern Tier regions, reduce poverty in Elmira, and revitalize Elmira Downtown.

#### Breastfeeding:

Arnot Health continues to promote and support breastfeeding as a strategy to reduce obesity in children and mothers by serving on community coalitions, networks and partnerships in Chemung and Steuben Counties. Arnot Health has a leadership role in the Twin Tiers Breastfeeding Network (TTBN) in Chemung County. The TTBN is a collaborative effort to increase the rate of initiation and duration of breastfeeding among women in the Twin Tiers through support, education and referrals. The TTBN worked with the Chemung Library System to offer breastfeeding support free to the community. The Baby Café model was adapted to fit the needs and resources of Chemung County and has been named the Baby Bistro. The Baby Bistro is staffed by the network's Peer Lactation Consultants, Certified Lactation Consultants, and the International Board Certified Lactation Consultant (IBCLC) members on a rotating basis at two of the libraries in Elmira. TTBN also received a small grant from the New York Statewide Breastfeeding Coalition to assist with breastfeeding promotion. The funds were used to recognize 31 businesses and organizations for creating and maintaining a breastfeeding friendly environment during World Breastfeeding Week in August. The recognition ceremony was held in Wisner Park at downtown Elmira's weekly farmer's market.

Arnot Ogden Medical Center offers free monthly breastfeeding support classes that are open to the community. The following topics are covered:

- Health advantages of breastfeeding for mother and baby
- How to prepare to breastfeed
- How to transition back to work or school
- Breast pump information
- How to access community resources

The breastfeeding classes are facilitated by an International Board Certified Lactation Consultant (IBCLC).

In Steuben County, the Public Health Department chairs the Steuben Breastfeeding Coalition and offers a Baby Café, which is a free community breastfeeding support group located at the

Dormann Library. Arnot Health participates in the coalition's special events to promote breastfeeding.

Arnot Ogden Medical Center (AOMC) is a regional neonatal intensive care center and serves hundreds of Steuben and Chemung County residents annually. Mothers who delivered their babies at AOMC receive a breastfeeding resource list from across the Finger Lakes Region.

Birth and breastfeeding classes are also promoted on Arnot Health's website, <http://www.arnothealth.org/community-outreach-resource>.

### Health Kitchens:

The Arnot Health's Graduate Medical Education Program continues to collaborate with the Goldring Center for Culinary Medicine at Tulane University and community partners to implement the Healthy Kitchens program. Through this program Arnot Health's medical residents and medical students from Lake Erie College of Osteopathic Medicine (LECOM) learn basic culinary skills and how to prepare nutritious meals based on the Mediterranean and DASH diets. This program aims to prevent and manage chronic conditions such as hypertension, diabetes, and hyperlipidemia. After completion of the nine-module Healthy Kitchens curriculum, the medical students are required to provide classes to community members. These classes offer hands-on education about preventing chronic conditions through preparation of healthy and affordable meals. The community version of the Healthy Kitchens program was held twice during 2016. This year, the facilitator training for Health Kitchens included senior nursing students from Elmira College in addition to LECOM medical students.

### Worksite Farmer's Market:

In 2016, Arnot Health's Population Health at Work Wellness Committee coordinated a small farmer's market with two growers and a local restaurant that offers nutritious meal options. The Farmer's Market was offered on the Fridays after payday twice a month beginning in June and ending in October 2016. Additional wellness activities were offered to attendees, such as chair massages and yoga. The goal of the market is to offer access to fresh local produce during the work day and to promote physical and emotional wellness for the employees and visitors of the hospital.

### Physical Activity Programs:

In collaboration with community partners, Arnot Health continued to plan and offer programs to promote physical activity and healthy choices in the community. Arnot Health participated in the following events during 2016:

- Step it Up Community Walking Program
- Hunt for Gold Shoes
- Fit Families of the Southern Tier
- Strong Kids Safe Kids (Chemung, Steuben, and Schuyler Counties)
- Chemung County Summer Cohesion Travel Program
- Girls on the Run of the Southern Tier
- Davenport and Taylor Run
- Wineglass Marathon

Arnot Health, in collaboration with Southern Tier Pediatrics, also offers Fit Families in the Southern Tier (FFIST). This eight-week program is designed to teach obese children and their families healthy nutrition habits and physical activity. Each child must have a family member participate with them. To measure progress, staff assess pre- and post-program weight and BMI, and conduct strength and fitness testing. On average, participants experience 70 percent improvement in at least one area measured.

### Rehabilitative Service Outreach:

In 2016, Arnot Health's Rehabilitation Services department promoted physical activity through golf, Pilates, and walking and running clinics. These programs are free of charge and open to the community. Over one hundred people were served.

### Community Health Outreach:

Arnot Health is committed to preventing chronic disease in the community through free health screenings, wellness presentations, and participation in coalitions, committees and taskforces. In 2016, Arnot Health participated in 90 events and programs between Chemung, Steuben and Schuyler Counties. The free health screenings included:

- Blood Pressure
- Blood Glucose
- Diabetes Risk Assessment
- Stroke Risk Education
- Stroke Screening
  - Swallowing
  - Balance Screening
  - Strength Screening
- Body Fat Analysis
- Body Mass Index
- Tobacco Cessation Referrals
- Carboxyhemoglobin
- COPD Screening

### Vascular Screening Program:

Arnot Health's Heart and Vascular Institute (HVI) offers free vascular screening examinations that consist of a blood pressure check and a non-invasive ultrasound examination of the carotid arteries, abdominal aorta, and evaluation of the circulation in lower extremities. Experienced staff from Arnot Ogden Medical Center performs the screening.

### School Wellness Committee:

Arnot Health serves on the Elmira City School District Wellness Committee. The committee meets three to four times a year. In 2016, Arnot Health participated in a shared decision-making process to select new health education curriculums for middle school students. Committee members also participate in the evaluation of wellness policies for the School District.

### School Based Sick Care Clinic:

Arnot Health is committed to increasing access to care for vulnerable populations, including children. Arnot Health's Graduate Medical Education and Population Health Department

collaborated with Elmira City School District, Gerould's Pharmacy, community navigators from AIM Independent Living Center, Fidelis Care, United Health Care and Mothers & Babies Perinatal Network to develop a school-based sick care clinic at Beecher Elementary School. The main goals of the sick care clinic are to decrease absenteeism related to common illnesses and to increase access to healthcare. Patients are seen, treated and referred for follow up with their own physicians. If the patient does not have a physician, a referral will be made to a local provider. Community insurance navigators are on-site weekly to assist families with health insurance.

### Cancer Prevention:

Arnot Health partners with the Southern Tier Cancer Services program to provide free cancer screenings for breast, cervical and colorectal cancers for individuals who do not have health insurance. Over one hundred people were served in 2016.

The Falck Cancer Center provides cancer care treatment services for the Southern Tier. Annually, the cancer center offers free skin cancer screening. In April 2016, the Cancer Committee offered a Palliative Care presentation for both community residents and healthcare providers. The presentation provided an overview of the Palliative Care program for inpatient and community settings. According to the 2015 Skin Cancer in New York State Report, skin cancer remains the most common type of all cancer in the United States. In May, the Cancer Committee offered a skin cancer screening event and 75 people were screened with 23 of them requiring physician referrals. A presentation on preventing colon cancer was also offered to the public in December 2016. The presentation discussed the prevalence of colon cancer, the risks, prevention strategies, screening and diagnosis.

### Stroke Education:

The Arnot Health Stroke Care Program offers an annual Stroke Education Conference. The conference is interactive and open to health and service professionals in the community. The full day conference is intended for physicians, nurses, EMS providers, and support clinicians. There were 91 people in attendance during the 2016 conference.

### Diabetes Education and Support:

Arnot Health's diabetes educators from Ira Davenport Memorial Hospital and Arnot Medical Services provided support and education to over 300 Chemung and Steuben County patients in 2016. The educators follow the American Diabetes Association Standard of Care.

### Annual Diabetes Fair:

In conjunction with the Southern Tier Diabetes Coalition (STDC), Arnot Health provided leadership to plan and implement a regional Diabetes Health Fair during 2016. The coalition is comprised of organizations from Steuben, Chemung, and Schuyler Counties. The goal of the fair is to offer support and education to those at risk, caregivers, and those who have been diagnosed with diabetes. Arnot Health offered blood glucose, blood pressure and COPD screenings during the 2016 fair. Over 35 exhibitors participated and over 200 people attended the 2016 fair.

### Living Healthy Workshop Series:

Arnot Health, through a collaboration with the Steuben County Rural Health Network, sent a Community Health nurse to become a Master Trainer of the Chronic Disease Self-Management

program (CDSMP). CDSMP is an evidence-based program developed by the Stanford Patient Education Research Center. The program was offered once in Chemung and once in Steuben County during 2016. Classes were promoted by the Chemung County Health Department, the Steuben County Public Health Department, Smart Steuben, and HP2 members. The program is designed to increase self-confidence in persons with chronic conditions in their ability to effectively manage their chronic conditions. Participants learn strategies to improve their advocacy skills, discuss their health concerns with their physician, manage their medications, and establish achievable goals for their well-being.

### Cancer Support and Education:

Arnot Health is committed to the emotional well-being of patients. The various support groups offered provide social and emotional support for patients during and after treatment. The Falck Cancer Center social worker facilitates the *Women Surviving Cancer*, *Men & Women Living with Cancer*, and *Look Good, Feel Better* support groups. The group meetings are held in the Petrie Conference Room on the AOMC campus and in the Falck Cancer Center Conference Room.

### Tobacco Cessation Resource Education Workshop:

Arnot Health collaborated with the Center for Tobacco Free Finger Lakes (CTFFL) to provide a workshop series for healthcare professionals on cessation resources. The workshop included an overview of tobacco products, how to give a brief counseling message, cessation products, and how to make a referral to the NYS Quitline. Arnot Health professionals from primary care in Chemung and Steuben Counties, HVI, and hospital nursing units attended the cessation workshops. Since the training, referrals to the Quitline from Arnot Health have tripled per the CTFFL.

### Tobacco Prevention and Awareness Coalition:

Arnot Health is an active member of the Southern Tier Tobacco Awareness Coalition (STTAC) that serves Chemung, Schuyler and Steuben Counties. The following are the four main initiatives:

- *Point of Sale (POS)*: To reduce the impact of retail tobacco product marketing on youth.
- *Tobacco-Free Outdoors (TFO)*: To increase the number of tobacco-free outdoor policies. Policies include tobacco-free worksites, parks, vehicles, entryways and other public outdoor areas.
- *Smoke-Free Multi-Unit Housing (SF-MUH)*: To increase the number of smoke-free housing policies.
- *Smoke-Free Media (SFM)*: To eliminate pro-tobacco imagery from youth-rated movies and the internet.

Arnot Health promotes and participates in community engagement activities in Chemung and Steuben Counties. All Arnot Health primary care offices utilize an electronic medical record system that prompts providers to complete patient referrals to the NYS Quitline when appropriate.

### Delivery System Reform Incentive Payment Program (DSRIP):

Arnot Health is leading the Southeastern region of the 13 county Finger Lakes Performing Provider Systems (FLPPS). DSRIP is a population health approach to improving the quality of

care and patient healthcare outcomes of Medicaid recipients in New York State. The program aims to reduce the utilization of high cost services through reductions in avoidable emergency room visits and avoidable in-patient admissions, with the ultimate goal of reducing readmissions by 25 percent over five years.

In 2016, Arnot Health, in collaboration with organizations across the community, participated in eleven DSRIP projects to engage Medicaid members in their healthcare. These projects predominantly focus on increasing access to primary care, substance abuse, and mental health services, connecting emergency room patients with primary care services, and supporting patients during and after their discharge from inpatient care.