

New York State 2019-2021 Community Health Assessment
And Community Service Plan

Bertrand Chaffee Hospital

224 East Main Street

Springville, NY 14141

Contact: Kathleen Hebdon, MSN, RN

Erie County Department of Health

95 Franklin Street

Buffalo, NY 14202

Bertrand Chaffee Hospital is an independent facility affiliated with the

Catholic Health System

144 Genesee Street

Buffalo, NY 14203

Executive Summary

1. Bertrand Chaffee Hospital has selected to continue with the priority Preventing Chronic Disease as it has done in the past. Our work encompasses strategies to reduce obesity, prevent heart disease, prevent diabetes, and prevent lung disease.

Our next priority is to promote well-being and prevent mental and substance use disorders in our community.

Our work on promoting healthy and safe environments-fall prevention has remained stable since the last community service plan and Bertrand Chaffee Hospital feels that directing resources to substance use and abuse would better serve our community at this time.

2. Data used to develop the service plan were the Erie County Health Assessment Survey results, gleaning data from our service area zip codes, as well as metrics from our emergency room and primary care center.

3. Partnerships have been developed amongst the healthcare providers of Bertrand Chaffee Hospital, the local Emergency Medical Services, the Springville Griffith Institute Central School District, the Concord Senior Center, local pharmacies, Best-Self WNY, and the Bertrand Chaffee Hospital Primary Care Center. We are always seeking new partners to collaborate on community health issues.

4. Bertrand Chaffee Hospital is accredited as a Diabetes Self-Management Education site, preliminarily recognized as a MDPP pre-diabetes education site, an American Lung Association Freedom From Smoking provider, and will be participating in Medication-Assisted Treatment (MAT) in 2020 with Best-Self WNY addiction treatment center. The primary-care center is a Certified Patient-Centered

Medical Home. The hospital not only uses the latest evidence and best-practices, but seeks out certification and accreditation to validate programs offered to our community.

5. Bertrand Chaffee Hospital uses the electronic medical record as a way of determining a baseline and for tracking progress by way of reportable metrics of the stated priorities. In the forthcoming year, new protocols will be designed to track our newest priority: substance use and abuse.

Community Health Assessment

1. Bertrand Chaffee Hospital's service area includes portions of southern Erie, northern Cattaraugus and western Wyoming counties in Western New York. Our service area has traditionally been defined by looking at the surrounding zip codes from which 85% of our discharges come. We also consider geographic proximity, which define our service area as approximately a 15-mile radius centered on the village of Springville. Primary Erie County townships in our area include Boston, Colden, Collins, Concord, North Collins and Sardinia, but also include geographic townships from nearby counties including Arcade, Ashford, East Otto, Freedom, Machias, Otto, and Yorkshire. We estimate our service area to include about 50,000 residents.

County Health Rankings and the Erie County Community Health Assessment distributed in April of 2019 were used to determine health issues in the Bertrand Chaffee Hospital service area. Erie County and Cattaraugus County are among the lowest of the New York counties for length of life and health outcomes according to the County Health Rankings. Bertrand Chaffee Hospital and Primary Care Center are poised to make improvements in the health of the citizens in our service area.

2. The main health challenges in our community are obesity, lack of physical activity, diabetes, cardio-vascular disease, tobacco use, vaping and e-cigarette use, and substance misuse and abuse. As depicted in the Erie County Health Assessment, some members of the community are unaware of

resources and programs available for these health determinants. Socioeconomic factors, such as unemployment, disability, and reliance on Social Security benefits as sole income play a part in food insecurity, reliance on calorie-dense foods, inability to pay for medications or join a gym or fitness class.

The Village of Springville has smoke-free parks and public buildings. Physical activity in the village is promoted through a trail-system, bicycle lanes, gyms and yoga studios. The local school system and Senior Center offers various exercise classes to the community, as well. Rural areas are less-favorable to activity, especially in inclement weather, preventing outside activity or the desire to drive in poor weather to an activity. Distance can also be a barrier, preventing travel to organized activities, because of transit time, the cost of gasoline, and lack of public transportation.

3. Resources and assets to be used in the priority of preventing chronic disease are promotion of the pre-diabetes and diabetes self-management program through the media, newspaper, Facebook, community calendars, posters, flyers, and healthcare provider referrals. The Freedom From Smoking program will be promoted the same way. Substance use and abuse awareness will be promoted through media as mentioned above, but also in conjunction of the local school system and EMS services to expand knowledge about substance and tobacco use, Narcan, Suboxone, and Medication Assisted Treatment.

Bertrand Chaffee Hospital and Primary Care Center distributed the Erie County Health Assessment and approximately 40 surveys were returned from our service area. As mentioned previously, information from the survey, as well as hospital data were used to decide the priorities the hospital would pursue.

Community Service Plan

The Western New York Departments of Health, as well as the Erie County Department of Health, have chosen Preventing Chronic Disease as a priority. Bertrand Chaffee Hospital is aligning with the Departments of Health by choosing Preventing Chronic Disease for a priority as well. Bertrand Chaffee Hospital is able to commit resources to two focus areas under this priority: Chronic Disease Preventative Care and Management and Tobacco Prevention. Goals include goal 1.0 to Reduce Obesity and the Risk of Chronic Disease and goal 3.1 to Prevent Initiation of Tobacco Use.

The Second priority chosen by Bertrand Chaffee Hospital is to Promote Well-Being and Prevent Mental and Substance Use Disorders. The focus area will be Substance Use Disorders with the goal of 2.2 to Prevent Opioid Overdose and Death.

For the complete Community Service Plan, please see the attached Excel Spreadsheet.

The hospital has a Community Service Plan committee that meets several times a year to review the progress our hospital and its partners have made toward the goals. The members include the patient educators, primary care staff, administrative staff, and public relations. The public relations staff plays a key role in establishing collaborating relationships with the named partners and continuous communication about the accomplishments of objectives in the Community Service Plan.

The hospital will post the Community Service Plan and all updates on the hospital website, as well as provide a printed copy for any who desires one. The Community Service Plan is on the Bertrand Chaffee Hospital Website under the About BCH, For the Public tab.