

# **New York State 2022-2024 Community Health Assessment and Community Service Plan**

## **Bertrand Chaffee Hospital**

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## **Executive Summary**

Bertrand Chaffee Hospital has selected to continue with the Priority of Preventing Chronic Disease, as our primary focus once again. Our work has encompassed strategies to reduce obesity, prevent heart disease, prevent diabetes, prevent lung disease and now to increase healthy eating and food security.

Our priority #2 is promoting well-being through working with our elderly patients improve health outcomes and facilitate supportive environments.

Bertrand Chaffee Hospital is more closely aligning with the Cattaraugus County's Community Service plan within the next Community Service Plan timeframe. Through the data we have found it necessary to look closely at the rural communities we serve and follow their underlying needs, which includes needs for healthy and sustainable food sources and the ability to effectively care for the growing elderly population.

The Data used to develop the community service plan from BCH CHA survey results, gleaned data from our service area zip codes, as well as metrics from our emergency room as well as our primary care center.

Partnerships have developed among the healthcare providers and advocates of Bertrand Chaffee Hospital, Primary Care, local Emergency Medical Services, as well as local food pantry's, Concord

Senior Center Congregate Dining Program, Meals on Wheels, and as well as a growing relationship with Kalida Health. We are always open to forming new relationships with partners for community health issues.

Bertrand Chaffee Hospital is accredited as a Diabetes Self-Management Education site; we offer pre-diabetes counseling with a Certified Diabetes Care & Education Specialist for pre-diabetes. An American Lung Association Freedom From Smoking provider. 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

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.

### **Community Health Assessment**

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 towns and municipalities include Concord/ Springville, Sardinia, Otto, Ashford, Yorkshire, Machias/Delevan, Freedom, Collins, Colden, and Arcade. We estimate this area includes about

50,000 residents. Within the past 3 years' local critical access providers outside of our normal 15-mile radius have closed their doors. We are now seeing a larger increase in a volume of rural patients coming to our hospital who would have normally went to a much closer facility, per data collected from our Emergency and Primary Care Departments.

As described in Cattaraugus County's 2022-2024 CHA-CHIP all healthy eating, food security and also physical activity are prevalent issues within our rural communities. Both Erie and Cattaraugus Counties still rank among the lowest of New York Counties for length of life and health outcomes according to County Health Rankings. With an aging community we are finding the need to work closely with other community organizations to bring access to healthy food and beverages within the populations we serve.

Throughout the communities that Bertrand Chaffee Hospital serves, many local food pantries serve small rural groups of specific populations i.e. Churches, local organizations. Access to healthy and sustainable food service area wide will also affect the population with chronic heart conditions and those living with diabetes. Many times people who are malnourished have a diet that has a reliance on calorie-dense non-nutrient based foods, individuals who have food insecurities may not recognize this as a problem. We will be working on a referral process to make the bridge to sustainable food streamlined, even for those who live in rural areas where distance can be a barrier.

Resources and assets to be used in the priority of preventing chronic disease, healthy eating and food security will be distributed through the media, newspaper, Facebook, community calendars, posters, flyers, and healthcare provider referrals.

Bertrand Chaffee Hospital and Primary Care Center distributed the Health Assessment and approximately 106 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**

Bertrand Chaffee Hospital is choosing Preventing Chronic Disease for a priority. Bertrand Chaffee Hospital is able to commit resources to two focus areas under this priority: healthy eating and food security as well as physical activity. Goals include goal 1.1 increase access to healthy and affordable foods and beverages next goal is 2.2 to promote school, child care and worksite environments that increase physical activity. 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 Promote wellbeing with the goals of 1.1: strengthen opportunities to build well-being and resilience across the lifespan and 1.2: facilitate supportive environments that promote respect and dignity for people of all ages.

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.