

2012 CSP Responses

1. Please give us your contact information.

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716-706-2062

2. Region hospital/system is part of: (choose all that apply)

Western-Buffalo Region

3. Which hospital or health system do you represent? The hospital systems are listed in italics. If the name of the hospital/system is not listed, or has changed, please select the "other" option at the end of the list, and write-in the correct name. (Check all that apply)

Catholic Health System

4. In which county is the hospital located? If submitting a joint CSP for hospitals in multiple counties, please select the counties that are applicable.

Erie County

5. If you selected New York City as an option, please indicate boroughs that are part of the service area.

N/A

6. What is your Mission Statement.

Our Mission (Why We Exist)

We are called to reveal the healing love of Jesus to those in need.

Our Vision (What We Are Striving To Do)

Inspired by faith and committed to excellence, we will lead the transformation of health care in our communities.

Our Values

Reverence

- We honor the value of each individual we encounter at Catholic Health.
- We show courtesy to everyone through warm, welcoming words and gestures.
- We collaborate to foster our Mission and Values.
- We care for and strengthen our healing ministry and all the resources entrusted to us.
- We look for the face of God in everyone we meet.

Compassion

- We commit to walking with others through both joy and suffering.
- We are a transforming, healing presence in the communities we serve.
- We extend a welcoming hand to all patients, residents, families and associates.
- We reach out unconditionally in the spirit of the Good Samaritan.
- We show kindness when we help others.
- We offer empathy, tenderness and respect to those in need.

Justice

- We dedicate ourselves to treat all people with respect, dignity and fairness.
- We advocate for persons who are poor and vulnerable.
- We are accepting and understanding of people who need our help.
- We recognize and affirm each individual's contributions.
- We are honest and ethical in all dealings.
- We honor the uniqueness of each individual and maintain an inclusive environment.

Excellence

- We commit to exceed the expectations of our patients, residents, their families, and all the people we meet at Catholic Health.
- We envision a future filled with hope.
- We foster a high quality workplace.
- We seek opportunities for professional and personal growth.
- We are faithful to our Mission and Values.
- We provide the highest quality of care and service.

7. Please describe the Hospital Service Area. Indicate any changes to the primary service area used in the community service planning. Indicate whether or not any changes have occurred since the submission of the last report.

For the purposes of community/local health planning and planning for acute services, (including emergency care), the primary service area of Catholic Health hospitals is Erie County. This countywide area is created by combining the primary service areas of each hospital. The primary service area is defined as 75%-80% of the inpatient discharges for each hospital.

Catholic Health's service area includes the following acute facilities: Kenmore Mercy Hospital, Mercy Hospital of Buffalo, Sisters of Charity Hospital (Main Street Campus) , and Sisters of Charity Hospital (St. Joseph Campus). Its outpatient and post-acute facilities (and services) include Mercy Ambulatory Care Center, Mercy Diagnostic and Treatment Center, Mercy Diagnostic Center, Sheridan Health Care Center, Sisters Central Park Diagnostic Center, Williamsville Diagnostic Center, Kenmore Specialty Center, Ken-Ton Family Care Center, Lovejoy/St. Vincent Health Center, Mercy Comprehensive Care Center, Mercy OB/GYN Center, OLV Family Care Center, Sisters OB/GYN Center, Springville Primary Care Center, Williamsville Primary Care Center, Catholic Health Home Care, St. Elizabeth's Home, St. Vincent's Home, Father Baker Manor, McAuley Residence, Mercy Nursing Facility at OLV, St. Catherine Laboure Health Care Center, and St. Francis of Williamsville.

8. Which partners have you worked with in planning, implementation and evaluation of your CSP?

Academia

Community-based organizations

Elected officials

Employers and business

Faith organizations

Governmental organizations

Local health department

Health-care partners (primary care providers, insurers, hospitals, long-term care)

Media

Philanthropists

Schools

9. How do you work with your partners? (Check all that apply)

Aware of services offered by our partner
Share data for planning purposes
Plan programs together
Implement programs together
Coordinate outreach to the community

10. What are the Prevention Agenda Priorities identified in the CSP?

Chronic Disease
Healthy Mothers, Healthy Babies, Healthy Children
Physical Activity and Nutrition
Tobacco Use

11. How do these priorities compare to the priorities reported in the previous CSP?

Same

12. Please check priorities added or deleted and write NA (not applicable) if no change was made.

Added: N/A

Deleted: N/A

13. Please identify discrete (quantitative) goals/objectives for the selected priority areas. For example, a CSP reported that hospital x is working towards addressing obesity specified “To have 1,000 county overweight or obese residents lose an average of five pounds over three years, and in the first year the hospital reports that 181 people participated and lost an average of 5.6 pounds.” Another hospital ‘y’ working on reducing rate of hypertension tracks “Hypertensive participants with BP < 140/90 mmHg”. This hospital also tracks availability and sales of low-salt menu items in their cafeteria.

Goals/Objectives

- Increase consumer knowledge and adoption of healthy lifestyle behaviors by encouraging frequent physical activity and healthy nutrition, leading to improved health status and reduced chronic disease prevalence for residents of Buffalo and Erie County.
- Increase participants’ ability to identify risk factors for cardiovascular disease.
- Lower body mass index (BMI) in youth; early identification of adolescents and adults with high blood pressure, high blood cholesterol and high blood glucose through screening and prevention interventions.
- Implement a social marketing campaign to positively influence voluntary behavior of target population to take action to maximize health.
- Restrict the availability of less healthy foods and beverages in public service venues in Buffalo and Erie County, such as schools, community centers and hospitals.

In addition, Catholic Health has dedicated full-time resources to manage its public relations and social marketing initiatives (public facing website, Facebook and Twitter); exponentially increasing the effectiveness of its outreach and the success of its Community Service Plan (CSP).

2012 Community Education targets: 9,000 biometric screenings (5,610 in underserved areas); 240 community programs held; 4,328 people in attendance at community programs.

14. What measures are you using to track progress in your selected priorities? Example of an outcome measure is “Number of BMI/pounds reduced per participant”, and a process outcome is “percent of participants who completed the program” or “number of programs offered. If “Not Applicable” please explain why.

Measures of Effectiveness:

- Number of educational programs held (240) and number of participants (4,328). Number of visits to website (617,380)
- Number of program attendees who attended cardiovascular presentations (1,084).
- Social media metrics: Facebook pages (4), Facebook fans (4,571), Twitter followers (1,325), website visitors (617,380).
- Local government facilities, hospitals and school districts adopt policies that limit the portion size of any entrée by either reducing the standard portion size of entrees or offering smaller portion sizes in addition to standard portion sizes (Mercy Hospital has significantly increased the options and size of the cafeteria salad bar).

In 2012, more than 18,000 people will attend Catholic Health events, including: glucose, blood pressure, and cholesterol screenings; and cardiac, stroke, vascular, diabetes, nutrition, stress management, and women’s community programming.

More than 700,000 people will make unique visits to the Catholic Health website in 2012 seeking information about an individual or family healthcare issue. And over 1,000 people follow Catholic Health on Facebook and Twitter where daily posts talk to education and prevention of the priority areas. 2012 Community Education Year-End Projected Statistics: 13,731 biometric screenings (7,685 in underserved areas); 240 community programs held; 5,701 people in attendance at community programs.

15. Please provide an update on the Plan for Action. Provide a summary of the implementation status of your 3-year plan, including successes and barriers in the implementation process. If applicable, indicate how and why plans have been altered as a result of stated successes and barriers.

Having been designated an Accountable Care Organization (ACO) and Health Home provider, Catholic Health will continue to monitor and update its implementation of our CSP to ensure it is maximizing resources to continue to improve the health and well-being of the Western New York community. In collaboration with Catholic Medical Partners, Catholic Health will continue to expand its geographic footprint and create strategic affiliations with mission-aligned organizations to positively impact priority areas and create better access to outreach and healthcare services.

16. Explain any impact or changes that have been realized to date as a result of your collaborative plan. If “Not Applicable”, please explain why.

Over the time period since Catholic Health submitted its last Community Service Plan, it has increased its offerings to the underserved and disadvantaged in the region with the intent of positively impacting the health and wellness of that population. A two-year commitment to the Food Bank of Western New York resulted in donations of \$26,000 cash and 22,000 pounds of food. A unique partnership with Niagara University resulted in 22 registered nurses graduating from a special “RN to BSN” program and obtaining bachelor’s degrees (26 new enrollees started the program in January 2012). Catholic Health continues to support local high schools by offering healthcare internships and MASH camps at Mt. Mercy Academy, Bishop Timon/St Jude, Health Sciences Charter School and other public institutions. In an effort to improve access to care, Catholic Health recruited 28 new physicians in 2011 (16 primary care physicians and 12 specialty physicians). And through its LIFE program of all-inclusive care for the elderly, Catholic Health continues to support the needs of area seniors by hosting free screenings and programs.

17. Since completing your CSP in 2011, have you conducted any new surveys?

No

18. Please list other non-preventative agenda priorities or issues on which the hospital is working? If none, please write NA (not applicable).

N/A

19. Describe the hospital's successes and challenges regarding the provision of financial aid, in accordance with Public Health Law 2807(k)(9-a), and any changes envisioned for this year. Also, include a general overview of accomplishments, process improvements and/or best practices related to the hospital's financial aid program. The hospital's policy or financial data is not required.

Catholic Health has implemented a process as part of compliance with Public Health Law 2807(k)(9-a) that has resulted in a less intrusive and demanding process for uninsured patients to apply for and receive healthcare assistance for service provided within our acute care facilities. This has resulted in improved patient satisfaction and more efficient handling of uninsured patient accounts. It has also allowed patients that would like to pay for services they are provided the opportunity to pay a more manageable amount for those services. This program has addressed a mission critical goal of providing care to the poor and underserved.

20. Is your hospital/health systems' Community Service Plan posted on the website?

Yes

21. What is the url address of the CSP posted on the hospital website?

www.chsbuffalo.org

22. What are some other ways that the CSP is disseminated to the public?

Distributed with company annual report via mail and other methods of delivery.

23. Are there any additional comments that you would like to share about your hospital's CSP? If you have attachments, please list the attachment title, and email the attachments to Charles Bonsu, cxb06@health.state.ny.us.

Catholic Health made a significant commitment to community benefit in 2011, contributing nearly \$47M in services to the Western New York region. Included in Catholic Health's 2011 community benefit were \$8.1M in financial assistance at cost, \$25.8M in un-reimbursed Medicaid, \$3.8M in community health improvement and community benefit operations, \$8.4M in health professional education, and \$800K in in-kind contributions, representing 5.9% of Catholic Health's operating expenses.

24. This question confirms whether you have completed the Community Service Plan. If you are not sure, please exit the survey, and do not press "Done" button. If you are done with the survey, please respond with "I confirm that the CSP is completed", and press the "Done" button. If you need a copy of the completed survey, please send a request to Charles Bonsu, cxb06@health.state.ny.us.

I confirm that the CSP is completed