

Attachment B

Community Service Plan Update 2010

Catholic Health System, In is a New York State licensed corporation. Catholic Health System, located in Buffalo, New York is exempt from taxation and is a charitable organization described in Section 501(c) (3) of the Internal Revenue Code of 1986. Catholic Health is the parent company of the following independently licensed New York State corporations:

Kenmore Mercy Hospital, Mercy Hospital of Buffalo, Sisters of Charity Hospital, which now includes Sisters of Charity Hospital, St. Joseph Campus (formerly St. Joseph Hospital), St. Catherine Laboure' Health Care Center, Father Baker Manor, St. Elizabeth's Home of Lancaster, St. Francis of Buffalo, St. Francis Home of Williamsville, St. Vincent's Home for the Aged, McAuley Residence, Sisters Long Term Home Health Care and Our Lady of Victory Senior Neighborhood. (See Attachment A for a full list of facilities represented in this report).

This document is Catholic Health's 2010 Community Service Plan Update, in accordance with the requirement of the New York State Department of Health. This publication is a review of the community service activities of all acute facilities and related services within the Catholic Health System, which officially formed in March, 1998 and our plans for community service activities in the future. Acute care hospitals represented in this report include: Mercy Hospital of Buffalo, Kenmore Mercy Hospital, Sisters of Charity Hospital and Sisters of Charity Hospital, St. Joseph Campus (formerly St. Joseph Hospital).

For more information contact:

Dennis McCarthy, Vice President, Public Relations & Government Affairs

Catholic Health System

AppleTree Business Park

2875 Union Road * Suite 23-24

Cheektowaga, NY 14227

716-706-2056

dmccarthy@chsbuffalo.org

1. Mission Statement

There are no changes to the Catholic Health mission statement.

2. Hospital Service Area

There are no changes to Catholic Health's primary service area used in community service planning.

3. Participants and hospital role

Erie County Joint Planning Committee

After a kick-off meeting in February, 2009, under the leadership of the Regional Office of the New York State Department of Health, an Erie County Joint Planning Committee was formed to identify the prevention priority and strategies to focus on collaboratively over the next 3 years. The Erie County Joint Planning Committee (Joint Planning Committee) includes representatives from Erie County Department of Health, Catholic Health, Erie County Medical Center, Kaleida Health and Sheehan Memorial Hospital.

The Joint Planning Committee conducted a preliminary review of the 2009 Erie County Community Health Assessment, and reviewed other local health assessments to determine areas of community need with respect to prevention services. Each hospital organization also considered their primary service areas and needs of residents in the service areas during this process. After considering public health priorities from the NYSDOH's *Prevention Agenda Towards a Healthier State* (Prevention Agenda), the EC Joint Planning Committee selected **Physical Activity & Nutrition** as the priority that the group would work on collaboratively over the next 3 years.

The Committee was expanded to include community representatives from Buffalo Public Schools, Diocese of Buffalo Schools, Niagara Health Quality Coalition, and has consulted with the P2 Collaborative of Western New York. The Joint Planning Committee will engage additional community-based and faith-based organizations in planning and implementing annual goals and objectives. In addition to the joint *Prevention Agenda* priority, each hospital system will determine at least one additional priority their organization will work on as part of the 3-year plan.

After the initial round of planning meetings, Erie County Joint Planning Committee did not meet beyond the Fall of 2009. Catholic Health has not been contacted since and has received no word on meetings or the future status of the committee from Regional Office of the New York State Department of Health.

P2 Collaborative

Catholic Health is a member of the P² (Pursuing Perfection) Collaborative of Western New York, a not-for-profit organization dedicated to improving the health of people across the region. There are more than 200 participant organizations in the P2 Collaborative including the provider community, payors, community based organizations, coalitions, religious organizations, large and small Western New York companies, colleges and universities, and governmental agencies including the New York State Department of Health. This unique organization is committed to the good health of the Western New York community with a focus on:

- Working with physicians and organizations to enhance access to care and improve efficiency of care.
- Empowering all in the Western New York community to take responsibility for and act on their own wellness.
- Facilitating development of a community-wide standard for the promotion of wellness that will more clearly identify the results the community seeks to achieve.
- Initiating dialogue with government leadership to promote policy change if needed.

Western New York Community Health Planning Initiative

Catholic Health is an active member of the Western New York Community Health Planning Initiative (WNYCHPI). Western New York's proposed community health planning approach is anchored in the principles of population health, transparency, health status improvement, and wise use of resources. This approach covers all eight counties of Western New York (Allegany, Cattaraugus, Chautauqua, Erie, Genesee, Niagara, Orleans and Wyoming Counties.).

WNYCHPI's vision is to have an ongoing, sustainable, region-wide health planning capacity in Western New York (WNY). HEAL 9 grant funds will be used to develop the infrastructure to conduct reliable, consistent, population-based health planning for specific community health improvement activities, new health delivery initiatives, and other community driven projects. Two Catholic Health executives are members of the WCHPI steering committee.

Other Community Collaboration

In an effort to engage health care needs at the grass roots level, Catholic Health continues to work with the following health and health related organizations in assessing community health needs.

- Niagara Health Quality Coalition
- American Heart Association Pillars of Change Committee
- Baker Victory Services
- WNY Osteoporosis Resource Center
- Living Healthy Task Force of Erie County
- Buffalo Public Schools Worksite Wellness Committee
- Every Parent Influences Children (EPIC)
- WNY Coalition for Diabetes Prevention and its subgroup, Erie County Coalition for Diabetes Prevention
- The Community Cancer Coalition
- The Near East and West Side Task Force
- Community Health Center of Buffalo
- WNY Health Equity Work Group and its subgroup, the Minority Health Coalition
- Flu Coalition
- Tobacco Coalition
- Community Health Foundation
- WNED Public Television
- Catholic Charities
- Niagara University

4. Identification of Public Health Priorities

Selected Prevention Agenda Priorities

In conjunction with NYSDOH's *Prevention Agenda Towards a Healthier State* (Prevention Agenda, the Erie County Joint Planning Committee selected Physical Activity and Nutrition as the Prevention Agenda item the local health department and Hospitals will work on collaboratively over the next three years. Physical Activity and Nutrition has been selected because (a) it is a common behavioral factor in chronic disease prevention, (b), WNY health care consumers identified a need for health information and education on this topic in our community, and (c) the data reveals a need for improvement in physical activity and nutrition for adults and children in our community.

The joint Physical Activity and Nutrition interventions will offer evidence-based (where Available) health education curricula, tools and methods of delivery that are proven to be effective. The Joint Planning Committee will coordinate a broad-based initiative with widespread reach throughout the County. There will be specific interventions aimed at underserved communities, to ensure equity throughout the programming. There will be additional community representatives invited to provide input into program planning and implementation, to garner participation and support of the interventions. Interventions

will include community-wide information and education to sensitize the public about the local need for individual responsibility, increased physical activity and improved nutrition, which leads to improvement in preventable diseases of lifestyle, such as heart disease, stroke, diabetes, obesity, hypertension, and result in reducing suffering, premature death and improved quality of life for Buffalo and Erie County residents.

Catholic Health anticipates this process of collaboration to address these issues will resume when the Western Regional Offices of the New York State Health Department reconvenes the Erie County Joint Planning Committee.

Catholic Health Initiatives

a. Catholic Health will target vulnerable populations via site programs within the region and through the use of Catholic Health's Community Education Department and Mission on the Move Mobile health van. Expectations are that over three years, Catholic Health will touch in excess of 30,000 Western New Yorkers with educational programs and screenings. In addition, we will continue to participate in collaborative programs to further educate the community on chronic disease conditions, prevention and treatment. Catholic Health reaches out to over 12,000 people in the community annually with health education, screening and prevention programs.

Catholic Health reached out to residents throughout the region, sponsoring health and wellness education programs at community centers, churches, and shopping centers. It performed over 7,200 free screenings during 158 events, including glucose, blood pressure, cholesterol and body composition tests. Within that number, the department tested 2,500 Western New Yorkers for diabetes and discovered that almost a quarter of those screened had abnormal glucose levels. Working with its physician partners, Catholic Health also sponsored vascular screenings and breast cancer screenings.

In addition, the Community Education Department offered health education to nearly 5,000 people covering subjects such as diabetes, childbirth education, stroke prevention, and healthy lifestyles. These programs are extensively promoted through area newspapers.

b. Catholic Health continues its major sponsorship of a public television health series, "My Health Counts," part of WNED Public Television's "Think Bright Series." The series is targeted toward better public understanding in managing health and wellness issues. To date Catholic Health has sponsored three programs in the series focusing on *Wellness and Self Management*, *Partnering with Your Doctor* and *Your Role in Getting Quality Care*. Other partners in this effort include Blue Cross/Blue Shield; The John R. Oishei Foundation, The Robert R. Stransky Foundation and The McGuire Group.

5. Update on the Plan of Action

Status of Priorities

Prevention Agenda for the Healthiest State

Through its community Health Education/Mission on the Move division, Catholic Health has had a strong historic role in addressing chronic conditions such as Diabetes, as well as Healthy Mothers, Health Babies. Catholic Health will continue its ongoing efforts to address chronic disease conditions such as Diabetes and Congestive Heart Failure (CHF), Healthy Mothers, Health Babies and Tobacco Use through its Community Education and Primary Care divisions

Strategies for Selected Priorities

1. Outreach and Education

a. Catholic Health targets vulnerable populations via site programs within the region and through the use of Catholic Health's Community Education Department and Mission on the Move Mobile health van. Expectations are that over three years, Catholic Health will touch in excess of 15,000 Western New Yorkers with educational programs and screenings. In addition, we will continue to participate in collaborative programs to further educate the community on chronic disease conditions, prevention and treatment. Catholic Health reaches out to 5,000 people in the community annually with health education, screening and prevention programs.

In 2008, the department tested more than 2,000 Western New Yorkers for diabetes and discovered that over a quarter of those screened had abnormal glucose levels. The department reached out to residents throughout the region, sponsoring health and wellness education programs at community centers, churches, and shopping centers, serving over 1,500 people during 62 events. Screenings included glucose testing, blood pressure, cholesterol and body composition.

b. Catholic Health continues its major sponsorship of a public television health series, "My Health Counts," part of WNED Public Television's "Think Bright Series." The series is targeted toward better public understanding in managing health and wellness issues. To date Catholic Health has sponsored three programs in the series focusing on *Wellness and Self Management*, *Partnering with Your Doctor* and *Your Role in Getting Quality Care*. Other partners in this effort include Blue Cross/Blue Shield; The John R. Oishei Foundation, The Robert R. Stransky Foundation and The McGuire Group.

2. Increasing and Protecting Access

a. Catholic Health expects to take an active role in initiatives which increase and ensure access. A regional leader in primary care, Catholic Health has experienced tremendous growth over the last few years. In 2006, Catholic Health recorded 127,000 patient visits at its primary care centers. In 2010, the projected number is expected to reach 160,000 visits. Catholic Health currently operates 13 primary care centers across the region in urban, suburban and rural locations. Two recently opened in Holland and Springville. We have successfully re-engaged recruiting and hiring our own primary care physicians to meet the continued demand for these services.

b. Catholic Health is working to create two primary care “super centers” in medically-underserved areas in Buffalo. We are consolidating our Mercy Health, Adult, Pediatric, and OB/GYN centers into one location on South Park Avenue to better serve families in Buffalo’s historic First Ward and surrounding high-need communities. We are also collaborating with the Community Health Center of Buffalo to build a new primary care super center in Buffalo. Both of these centers will have a full compliment of support services on site to support the physician practices.

6. Dissemination of the Report to the Public

Catholic Health makes its community service report available via its website at www.chsbuffalo.org. In addition Catholic Health publishes a public brochure available at patient registration sites across the system.

7. Changes (Actual or Potential) Impacting Community Health, Provision of Charity Care, and Access to Services

There have been no changes to the hospital’s operation or financial situation as it impacts the care of the community, financial assistance and/or access to health care.

8. Financial Aid Program

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 greater 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 the services provided. While there are challenges with the development of the processes necessary to support this program they are worth the investment in resources as the program has addressed a mission critical goal of providing care to the poor and underserved.