



Oswego Hospital
An Affiliate of Oswego Health



2011 Community Service Plan

**The Mission of Oswego Hospital is to
provide accessible, quality care and improve
the health of residents in our county.**

6. Please indicate whether or not the community partners continued to be actively involved.

Oswego Hospital continues to collaborate with its community partners and this year the group has expanded and meets regularly. The partners include the Oswego County Health Department and the Rural Health Network of Oswego County. New partners include Cooperative Extension, the Tobacco Free Network and the Oswego City-County Youth Bureau.

7. What are the selected Prevention Agenda Priorities Identified in the CSP?

Chronic Disease

Physical Activity and Nutrition

Tobacco Free

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

- Oswego Hospital priorities remain the same as in previous years.

9. Please check priorities added or deleted.

- We have not added or deleted any of our selected priorities.

10. What are goals for the selected priority areas?

Chronic Diseases

Increase public awareness of the personal health impacts of chronic disease; decrease the number of residents suffering from chronic disease through early prevention; provide chronic disease management tools for community members.

Oswego Hospital will collaborate with its healthcare partners, including the Rural Health Network and Oswego County Health Department, to achieve this goal.

Physical Activity and Nutrition

Improve the health status of the community through increased physical activity; make community members aware of the impact of healthy eating habits.

Oswego Hospital is collaborating with its healthcare partners to achieve this goal as well.

Tobacco Use

To decrease social acceptability of tobacco use; promote tobacco cessation; prevent initiation of tobacco use among youth and young adults and provide cessation counseling for 100 percent of hospital inpatients that admit to smoking.

Oswego Hospital is working closely with the Tobacco Cessation Center at St. Joseph's Hospital in Syracuse, as well as the local Tobacco Free Network to achieve this goal.

101 What measures are you using to track progress in your selected priorities? If not applicable, please explain why.

Chronic Disease

Volume of outpatient education; regular review of CMS core measures and use of executive support system of hospital wide information system to provide data in future.

Physical Activity and Nutrition

Communication with primary care providers in the community regarding their observation of patient health and well being; collaborating with school districts on physical requirements related to BMI.

Tobacco Use

Using CMS data to track that education is provided to inpatients that admit they smoke.

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

Oswego Hospital is pleased with the status of the implementation of its plan and is striving to achieve all of the outlined goals. Helping to make this occur are the organization's community collaborating partners.

Another positive example of progress is in physician recruitment. Last year's report cited physician recruitment as a challenge and stipulated that the health system would strive to recruit new physicians to our rural and under-served county. This initiative was indeed implemented and has resulted in seven new physicians either already practicing in our county, or will be by the first quarter of 2012.

However, there have been some setbacks and barriers. Most disturbing perhaps was the report completed by the Population Health Institute at the University of Wisconsin, which ranked Oswego County as one of the State's unhealthiest counties. The report particularly noted the county's high rates of adult smoking and obesity, among other health related areas.

Oswego Hospital has also undertaken yet another major building project as it transforms the former A.L. Lee Memorial Hospital in Fulton into the Fulton Medical Center, which when completed late this year, will offer urgent care, medical imaging, lab, occupational health and rehabilitation services, including physical, occupational and speech therapies.

In addition to this project, the organization has been collaborating with Northern Oswego County Health Service Inc.,(NOCHSI) and Oswego County Opportunities (OCO) to reorganize the delivery of primary care

throughout Oswego County. This initiative requires Oswego Hospital and OCO to transfer five primary care clinics to NOCSHI's operating certificate. It also requires Oswego Hospital to develop an outpatient service center in the village of Central Square to fill the primary care gap left by the closure of Lifetime Health.

Furthermore, the reductions in Medicare and Medicaid as well as an eight-percent increase in Medicaid over the first two years of the CSP, have forced reductions in staff that will inevitably reduce the likelihood of achieving the goals in this plan.

13. Explain any impact or changes that have been realized to date as a result of your collaboration plan. If not applicable, please explain why.

Chronic Diseases

Oswego Hospital is working to develop an effective discharge program for all hospital patients whose primary diagnosis is one of the selected chronic diseases, which include COPD, CHF, or diabetes.

Since staff recognized that some patients find they have care questions once they return home, a program to assist these individuals was developed this year. Oswego Hospital's discharge nurses have been provided phones enabling them to directly answer any phone calls concerning patient care questions.

These phones are also utilized to make follow-up calls to patients after their discharge home.

Oswego Hospital has also developed risk assessment forms on diabetes and COPD for use at health fairs. If an individual was found to be at risk for these conditions, he/she was encouraged to participate in a glucose screening or pulmonary function test, that was then provided by Oswego Hospital or their physician.

Oswego Hospital now has a second certified diabetes educator on staff to provide patient education.

The healthcare organization offers free monthly diabetes screenings, which are well attended by the public.

Physical Activity and Nutrition

Oswego Hospital staff members strive to implement health-related programs and services in the local school districts for both educators and students. Hospital staff members, that comprise the Wellness Committee, encourage our own employees to lead a healthy lifestyle by offering a variety of programs that promote exercise and good nutrition.

Tobacco Use

Each month a certified smoking cessation counselor offers an evening class that is open to the public. In 2011, this program was expanded to include a second, daytime smoking cessation class.

14. Since completing your CSP in 2010, have you conducted any new surveys?

No

15. Please list other non-preventative or issues on which the hospital is working. If none, please write NA

Oswego Hospital provided school nurses at the Oswego City School District with an education session on skin conditions during a recent Superintendent's Day.

The hospital's physical therapy department partnered with the Oswego City School District and its Booster Club to provide the software, ImPACT, which provides computerized neurocognitive assessment tools and services. This program is used by coaches, athletic trainers, doctors, and other health professionals to assist them in determining an athlete's fitness before he/she returns to play after suffering a concussion. The therapy department also took part in the district's annual Sports Health Day for all fall junior

varsity and varsity athletes and provided a program on how to prevent lower extremity injuries.

The hospital hosted a two-day MASH Camp, (Medical Academy of Science and Health) in August for students entering the eighth and ninth grades. This camp provides an opportunity for hospital staff members to promote healthcare careers.

Oswego Hospital hosts several of its popular Ask The Doctor Forum's each year. During these forums, members of our medical staff inform the public of a variety of health related topics.

In addition to the support groups already mentioned in this report, the organization offers other free groups, including Alzheimer's Caregivers, Breast Cancer, Stroke Survivors and for individuals and their family members that are facing behavioral issues.

16. Is your hospital/health system's CSP Plan posted on the hospital website?

Yes

17. What is the url address of the CSP?

www.oswegohealth.org/community-servic-plan.cfm

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

Newsletter
Mailing
Other



**Care for
Your Lifetime**

A press release will be sent out to the local media informing them that the report is available and can be sent to a resident's home.

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. This hospital's policy or financial data is not required.

Oswego Hospital provides care to all community members regardless of income. To assist those that need financial assistance, several initiatives described below are in place.

Oswego Hospital realizes its patients may have concerns when presented a bill for service. To assist these patients, the healthcare organization has developed materials that outline the details of how they can obtain financial assistance. The healthcare provider has further partnered with facilitated enrollers in Oswego County, such as Oswego County Opportunities, Northern Oswego County Health Services (NOCHSI), the Rural Migrant Ministry, and others to ensure that individuals that need assistance in paying their medical bills are provided information on available programs and the eligibility requirements of those programs.

The institution also provides a place for individuals to meet one-on-one with facilitated enrollment providers at several locations across Oswego County, including Oswego Hospital, the Parish Health Services Center and the Urgent Care Center in Fulton.

In an effort to inform the general public of the available options for medical insurance coverage, Oswego Hospital hosted a Cover The Uninsured Fair this past year. The participants included representatives from facilitated enrollment providers. At this event, the community was also offered free screenings such as mammograms, blood pressure, and body mass index.

Lastly, all patients admitted to Oswego Hospital are provided a brochure titled, "Medical Bills Explained," which outlines payment options and sources of applications for financial assistance. This information is also available in the Oswego Hospital's Patient Guide and on the website.

20. Are there any additional comments that you would like to share about your hospital's CSP?

Oswego Hospital has enjoyed the collaboration in the community with the Oswego County Health Department and Rural Health Network. We believe this collaboration is essential to improving the health status of our community.



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