

LECOM HEALTH SYSTEM

Corry Memorial Hospital

"Community Health Care Improvement Plan"

2018

Developed by: Community Health Improvement Committee

Respectfully Submitted by: Barbara D. Nichols, RN

FORWARD

The information and statistics contained in this Executive Summary are compiled from the Erie County Community Needs Assessment completed by the following agencies who formed a collaboration to complete this comprehensive Erie County Community Health Needs Assessment report:

Erie County Department of Health (ECDH) - lead agency Corry Memorial Hospital (CMH)
Saint Vincent Hospital
UPMC Hamot Community Health Net
Erie Community Foundation
Erie County Office of Drug and Alcohol Abuse
Safe Harbor Behavioral Health of UPMC Hamot
United Way of Erie County

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The Corry Memorial Hospital Community Health Improvement Committee has reviewed the Erie County Committee Health Needs Assessment for 2018 with internal and external stakeholders to update and revise the ongoing Action Plan for community health improvement directed by Corry Memorial Hospital. This action plan reflects the Strategic Issues and Overarching Challenges identified in the "Erie County Community Health Blueprint" as they apply to population served by Corry Memorial Hospital.

Members of the internal stakeholder group:

Barbara DuBois, Directory of Speech Therapy

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Barbara D. Nichols, RN, President/CEO

Members of the external stakeholder group:

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Geneva Baker, Corry Free Clinic

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The members of the Corry Memorial Hospital Community Health Improvement Committee are:

Trish Hurd, Patient Accounts Manager

Melissa Nyweide, Registered Dietitian

Patty White, RN, Director of Patient Care Services

Ellen Eiss, RN, Emergency Department/Oncology Unit Manager

Dawn Jaquith, RN, Employee/Occupational Health

Barbara D. Nichols, RN, President/CEO

The Community Health Improvement Committee will be responsible to continue to oversee and complete this action plan. This plan is a living document and will be revised at least every three years through an ongoing evaluation of the community needs assessment. The plan reflects the strategic issues, overarching challenges and priority indicators for the 2018 Erie County Community Health Needs Assessment. The Corry Memorial Hospital Health Care Improvement Plan will be reviewed with the internal and external stakeholders, employees, and members of the Medical Staff. The Plan will be revised as the need arises to meet the health needs of the community.

Executive Summary

Community Health Needs Assessment

Corry Memorial Hospital (CMH) is a 20 bed not-for-profit Critical Access hospital located in Erie County in Northwestern Pennsylvania. The hospital has served the City of Corry and beyond for over 124 years. There are many pathways to wellness and the focus of CMH is to provide the right paths to the community it serves through primary acute care and outpatient services. CMH has become a part of the larger LECOM Health System in order to provide a full range of doctors, nurses, specialists, caregivers, and certified health professionals. This allows us to be able to continue to bring a dynamic approach to the health of our community.

As a partner of LECOM Health, CMH is dedicated to fulfilling its mission by bringing better health to everyone through the provision of "state-of-the-art, high quality services delivered by a caring, competent health care team." It is with the ideal of this mission in mind that CMH has undertaken this Community Health Needs Assessment.

The Patient Protection and Affordable Care Act (PPACA) effective March 23, 2010 and the Health Care Education Affordability Reconciliation Act of 2010 signed into law March 30, 2010 required acute care hospitals to complete a community health care needs assessment. A new assessment is to be completed every three years to identify changes in the health and wellness of the community. The CMH Community Health Care Improvement Plan has been developed to address the health and wellness needs of the people of the service area as identified in the Erie County Community Health Needs Assessment.

Corry Memorial Hospital participates in the process not only to meet the requirements set forth by the law but to:

- Better understand community health care needs
- Develop an action plan to direct resources where services are most needed and provide the most beneficial impact
- Work with community partners to achieve positive health care impact
- Improve the health of the community through measurable results

The health of a community is a shared responsibility and CMH is working with its community partners to maintain and improve the level of health and wellness in Erie County.

The Community Health Needs Assessment Process

As a collaborative project, Corry Memorial Hospital joined the assessment process which was guided by a group of leaders representing a cross section of the community. The process began in July 2017 with an organizational teleconference among the four nonprofit hospitals and Erie County Department of Health. Erie County was identified as the service area for all hospitals and fiscal year deadlines were identified. A draft report with delivery on or after July 1, 2018 met timeline requirements for all four hospitals.

With the Erie County Department of Health (ECDH) as the lead agency, Corry Memorial Hospital, Millcreek Community Hospital, Saint Vincent Hospital, UPMC Hamot, Community Health Net, the Erie Community Foundation, Erie County Office of Drug and Alcohol Abuse, Safe Harbor Behavioral Health of UPMC Hamot, and the United Way of Erie County formed a collaboration in order to complete a comprehensive Erie County Community Health Needs Assessment.

Members of the Committee are listed below:

Executive Committee Members

Melissa Lyon, Director, Erie County Department of Health

Barbara D. Nichols, President/CEO, Corry Memorial Hospital
John Bergquist, Controller, Millcreek Community Hospital
Henry Ward, Vice President of Affiliated Services, Saint Vincent Hospital
Carrie Ennis, Director, Strategic Planning Corporate Secretary, UPMC Hamot
Craig Ulmer, CEO, Community Health Net
Michael Batchelor, President, Erie Community Foundation
David Sanner, Executive Director, Erie County Office of Drug & Alcohol Abuse
Amy Eisert, Director, Mercyhurst Civic Institute
Mandy Fauble, Executive Director, Safe Harbor Behavioral Health of UPMC Hamot
Emily Francis, Community Impact Manager, United Way of Erie County
Patricia Stubber, Focus Group Facilitator
Valerie Bukowski, Assessment Coordinator Epidemiologist, Erie County Department of Health

This is a comprehensive needs assessment and both quantitative and qualitative data are included. Health indicators are reported as individual data points and are also included in trend analyses. Statistics for gender, race, ethnicity, age, education, and income are listed when available. Finally, indicators are compared to state, national, and Health People 2020 data. Qualitative data was compiled from six focus groups conducted throughout Erie County. Using the same questions for each group, participant responses provided perceptual views from county residents about the health of their community. Priorities for Erie County were identified using a priority matrix, ranking system, and asset inventory. Final strategic issues and overarching challenges were then developed.

The goal of this assessment for Corry Memorial Hospital is to identify, analyze and actively respond to the changes in health care needs of its community by the review and revision of its ongoing action plan for health care improvement through the use of the compiled comprehensive needs assessment and the 2018 Erie County Community Health Blueprint.

Corry Memorial Hospital

Corry Memorial Hospital is a 20 bed Critical Access facility that serves approximately 30,000 people in a tri-county region of Northwestern Pennsylvania, including Erie, Crawford and Warren counties and Chautauqua County in Southwestern New York. CMH has a 30 mile circumference area to the next closest health care facility and is located in southern Erie County. CMH provides health care to an estimated 12% of the population of the Erie County. The highest poverty rates for the County are in the City of Erie and the City of Corry. The CMH service area is a designated Health Care Service Shortage Area by the Health Resources and Services Administration. This designation raises the community's expectation for health care services provided by the hospital. It is the vision of Corry Memorial Hospital to be the enduring first choice for regional health care. The mission is: Corry Memorial Hospital – community of caregivers committed to excellence. These ideals are met by:

- Financially positioning the facility to be able to obtain the funding to build a new facility.
- Providing in the new facility an acute care unit specially engineered with "Wellness" at its core.
- Providing state-of-the-art diagnostic equipment for radiology, cardiopulmonary, laboratory services, and surgical procedures.
- Providing emergency services by highly trained staff with state-of-the-art medical equipment.
- Providing multiple therapeutic services for outpatients as well as the inpatients reducing the need for travel outside the area for specialty care.
- Providing Community Service through job shadowing and community service hours for high school students, a clinic site for many medical training programs, a meeting place for many community groups and much more.
- Working with other local providers and agencies to promote wellness in the community.

- Became a member of LECOM Health System on February 29, 2016 to secure a presence of the hospital in Corry, PA, for many years.
- As a member of LECOM Health, additional growth is expected to address the needs of the community to include a medical arts building attached to the hospital and an independent senior living building in the immediate future.
- Working with the LECOM Dental School to provide dental clinics in Corry and follow-up dental health at the LECOM Dental Clinic in Erie, PA.
- Transition to become a branch of the LECOM Health System enabling the continued provision of a full range of doctors, nurses, specialists, caregivers, and certified health professionals to meet the health care needs of the community.
- Expanding specialists available in the Specialty Clinic each week.
- CMH offers a wide range of inpatient, outpatient, diagnostic, rehabilitative, specialty, community based and educational services.

Erie County

Erie County is located in Northwestern Pennsylvania on the south shore of Lake Erie. Established in 1800, it is the Commonwealth's lone link to the Great Lakes. Erie is the largest of Pennsylvania's 67 counties, with a total area of 1,558.2 square miles. Erie County's population totaled 276,207 residents in 2016. This amounted to 2.2% of Pennsylvania's population of 12,702,379. The county population is 80.0% urban and 20.0% rural according to the 2010 Census. Of the 276,207 people residing in Erie County in 2016, 139,704 (50.6%) were female and 136,503 (49.4%) were male. With respect to age, 68,936 (25.0%) were under 20 years, 86,325 (31.3%) were 20 to 44 years, 75,058 (27.2%) were ages 45-64 years, and 45,888 (16.6%) were 65 years and older. The population of Erie County is aging. The median age is 39.3 years in 2016.

In 2012-2016, 91.1% of Erie County residents 25 years and over had graduated from high school, and 27.0% had a bachelor's degree or higher (graduate or professional degree). In 2012-2016, 16.7% of Erie County residents and 24.5% of children under 18 years lived below the poverty level in the past 12 months. The highest poverty rates were observed in the City of Erie (26.4%), Edinboro borough (26.3%), and the City of Corry (21.6%).

The Health of the Community

The objectives of the 2018 Erie County Community Health Needs Assessment are to (1) provide a comprehensive overview of the health status of Erie County, (2) identify priority health needs within the county, (3) organize these priorities into strategic issues, (4) share this information with the community at large, including stakeholders, and (5) use these priorities to guide community outreach and future collaborative action among organizations within the community.

This report is divided into the following sections: (1) Demographics, (2) Maternal, Infant, and Child Health, (3) Mortality, Cancer, and Injury, (4) Infectious Diseases, (5) Chronic Diseases and Conditions, (6) Preventive Health Services, (7) Health Risk Behaviors, (8) Mental and Behavioral Health, (9) Special Populations, (10) Health-Related Quality of Life, (11) Health Care Access, (12) Health Care Providers, (13) Safety and Crime, (14) Environmental Health, (15) Quality of Life, and (16) Focus Groups. Selected Healthy People 2010 and 2020 goals are also included. Data sources are listed at the end of each section.

The conclusions that were identified through the Community Health Needs Assessment completed by Corry Memorial Hospital with the Erie County Department of Health et al. are not new nor are the ongoing efforts to address them. Corry Memorial Hospital will continue to be part of the Erie County Blueprint for Health Care Improvement on a county level.

As part of our commitment to our community, we at Corry Memorial Hospital along with our community

partners, are working on county wide action plans in support of the Erie County Community Needs Assessment. CMH will continue to address the ongoing health care needs of its local service area as described below.

Improving the Health of Corry Memorial Hospital Service Area

LIFESTYLE BEHAVIOR CHANGE

Program	Activities	Goal	Target Population	Partners
Nutrition Dietary Health and Wellness (Nutrition/Obesity)	-Provide nutritional talks and information at community and hospital events. -Develop and host Diabetic Support group. -Provide nutrition information and/or presentations at Speech Camp, Hunters' Safety Program, TOPS Group, School District Wellness Days, and various organizations as requested -Provide fat analysis with nutritional talks at various venues -Provide information on making healthy snacks	Increase awareness of healthy nutrition and life style modification for wellness	Residents of Community Senior Centers in Corry and Union City General public support groups General service organizations and agencies and businesses enrolled in Occ. Health as requested	Corry Memorial Hospital Diabetes Ed Corry Chamber of Commerce Erie County Diabetic Association

Program	Activities	Goal	Target Population	Partners
Physical Activity				
Walk for the Health of It	Organized walking programs of various length of time to encourage walking and physical activity	<p>Increase the amount of physical activity participants complete</p> <p>Expand the program to other organizations and community participation</p> <p>Improve the level of physical activity of individual participants</p>	<p>CMH employees and family members</p> <p>Community organizations and agencies</p> <p>Community businesses contracted with Occupational Health</p>	<p>Corry Memorial Hospital</p> <p>Corry Chamber of Commerce</p> <p>Area Industries with Occ. Health Contracts with CMH</p>
Tobacco				
Screening for tobacco use and education about tobacco and health	Continue the ongoing screening practices in the primary care physician offices, Rural Health Clinic, Emergency Dept. Oncology, Acute Care	<p>To decrease the use of tobacco in the community</p> <p>Increase the use of PA Quit Line</p>	All patients of CMH and Rural Health Clinic and physician offices	<p>CMH</p> <p>Rural Health Clinic</p> <p>Physician Offices</p> <p>Erie County Department of Health</p> <p>PA Quit</p>

Program	Activities	Goal	Target Population	Partners
Alcohol & Other Substance Use Disorders	<p data-bbox="414 283 646 787">Screening and education for alcohol/substance abuse</p> <p data-bbox="414 829 646 924">Continue the ongoing screening practices in the Rural Health Clinic, physician offices, Emergency Department, and the Acute Nursing Unit</p> <p data-bbox="414 955 646 1155">Develop appropriate information flyers</p> <p data-bbox="414 1186 646 1354">Provide education and appropriate referral information for treatment to individuals</p> <p data-bbox="414 1396 646 1354">Provide assistance for various support groups as requested</p>	<p data-bbox="646 283 868 1186">To decrease the use of alcohol and other substances</p> <p data-bbox="646 1207 868 1396">Increase the number of people referred for treatment as appropriate</p>	All patients of CMH, the Rural Health Clinic, and physician offices	<p data-bbox="1117 283 1356 483">Corry Memorial Hospital</p> <p data-bbox="1117 514 1356 588">Rural Health Clinic</p> <p data-bbox="1117 619 1356 661">AA</p> <p data-bbox="1117 693 1356 766">Sisters for Sobriety</p> <p data-bbox="1117 798 1356 829">AL-ANON</p>

PREVENTION, EARLY DETECTION, CONTROL

Program	Activities	Goal	Target Population	Partners
Cardiovascular Disease				
Screening and education for hypertension and hyperlipidemia	<p>Continue ongoing screening practices in the Rural Health Clinic and physician offices</p> <p>Provide information and screenings at community events and hospital sponsored activities</p> <p>Encourage participation in Check.Change.Control Program</p>	<p>To decrease cardiac disease in the community</p> <p>To monitor and improve blood pressures to enhance improved cardiac health</p>	<p>Community residents service organizations</p> <p>Employees of CMH and Rural Health Clinic</p> <p>Employees of industries utilizing Occupational Health Services</p>	<p>Corry Memorial Hospital</p> <p>Rural Health Clinic</p> <p>Corry Area School District</p> <p>Area Industry</p> <p>Business</p> <p>Corry Chamber of Commerce</p>

Program	Activities	Goal	Target Population	Partners
Diabetes Care and Prevention Program	Provide outpatient diabetic education to newly diagnosed individuals and people with lack of knowledge of diabetes	To increase the understanding and knowledge of diabetes	Residents of the community	Corry Memorial Hospital
	Promote National Diabetic Month	To learn to live a healthier life with diabetes and proper treatment	Diabetics and their family members and/or caregivers	Erie County Diabetic Educators
	Ongoing education for newly diagnosed diabetics and family members	To enhance diabetics knowledge and understanding of their diet		Corry Chamber of Commerce
	Participate with information on diabetes at community events and hospital sponsored activities/events	Provide education for all diabetics for one on one as needed to enhance their knowledge and understanding		Senior Centers in Service Area
		Provide education and knowledge of A1C blood test and use in monitoring diabetes		County Extension Office
				Area Diabetes Educator

Program	Activities	Goal	Target Population	Partners
COPD/Respiratory Illness	<p>Develop information for patient education</p> <p>Distribute information to patients in the ED about COPD asthma</p> <p>Distribute information on COPD and respiratory illnesses at hospital sponsored events and programs and community events</p> <p>Provide educational materials to patients diagnosed with COPD or other respiratory illnesses by Respiratory Therapy Department and Nursing</p>	<p>Increase the knowledge and understanding of respiratory disease and the treatment</p>	<p>Community residents</p> <p>Individuals diagnosed with COPD, asthma, and other respiratory diseases</p>	<p>Corry Memorial Hospital</p> <p>Rural Health Clinic</p> <p>Corry Chamber of Commerce</p> <p>American Lung Association</p>

CANCER: PREVENTION & EARLY DETECTION

Program	Activities	Goal	Target Population	Partners
Cancer: Lung, Breast, Prostate, and Colo-rectal	Provide screening at community events and hospital sponsored activities and hospital programs	Increase the number of participants that attend screening for cancer programs, events.	Residents of our community	Corry Memorial Hospital
Cancer Screening	Promote National Breast Cancer Awareness Month in October with newspaper articles on mammograms	Provides support for the individuals to discuss various experiences and increase their awareness and coping with cancer	Individuals that have or have had cancer of their family members and caregivers	Erie County Dept. of Health Warren Cancer Clinic Corry Chamber of Commerce American Cancer Society Relay for Life CMH Oncology Clinic
Community Cancer Support Group	Brochures and information cards on breast cancer and testicular cancer Cards for self-breast and testicular exams (pictorial) Hold monthly meetings with participants. Build knowledge and support of individuals with cancer or who have had cancer	Distribute colo-rectal screening kits to individuals at community events and hospital sponsored events and to members of various organizations requested to speak at Distribute information on cancers at the Oncology Clinic, RHC, independent physician offices		

MENTAL HEALTH / QUALITY OF LIFE

Program	Activities	Goal	Target Population	Partners
Know Your State of Mind Program	Provide the depression assessment scale at hospital sponsored events and community events	To increase the mental health well-being of the people of our service area	People in community and service area	Corry Memorial Hospital
Depression	Increase hospital representatives in activities in the community and service area to encourage individuals to be more active	Increase the availability of information on depression		Senior Center in service area
	Schedule community talks by physicians and members of mental health team at Millcreek Community Hospital			Corry Counseling Service
				Millcreek Behavioral Health
Suicide	Develop a refrigerator magnet to distribute to people at the hospital, RHC, and physician offices with numbers of mental health facilities for depression and suicide	Increase awareness and knowledge of mental health well-being		Colonial Terrace
Poor Mental Health	Distribute the magnets and other information on depression or suicide at all hospital sponsored events and community events	Increase the knowledge of signs and symptoms of depression		Group Home
				Corry Chamber of Commerce
				Gaudenzia

Program	Activities	Goal	Target Population	Partners
Poor Physical Health	<p>Encourage individuals to participate in community events promoting good health and hospital programs</p> <p>Provide free dental clinics at least 2 times a year for the general public</p> <p>Make referrals to Corry Free Clinic for individuals without insurance and refuse to see a family physician</p> <p>Refer individuals without insurance or Medical Assistance to the financial counselor for assistance</p>	Increase the number of people participating in the Free Clinic and dental clinic	Low income without medical assistance or insurance	<p>Corry Memorial Hospital</p> <p>School District as needed</p> <p>LECOM Dental School</p> <p>LECOM Health</p> <p>Corry Chamber of Commerce</p>
Health Literacy	Develop brochures/flyers for specific conditions to be available for people	To enhance basic knowledge and understanding of good health		<p>Corry Memorial Hospital</p> <p>Rural Health Clinic</p>

Conclusion

The Community Health Care Improvement Plan was developed by the Corry Memorial Hospital Community Health Needs Improvement Committee. The Committee utilized the information from the Erie County Community Health Needs Assessment and the 2015 Erie County Community Health Blueprint. This is a multi-faceted plan. It builds on efforts already in place to address these issues.

Corry Memorial Hospital will continue to work with all stakeholders to improve the care for the residents of our service area and to continue to provide state-of-the-art, high quality services delivered by a caring, competent healthcare team each time and every time.

July 23, 2018

2015 Erie County Community
Health Blueprint
Erie County, Pennsylvania

Strategic Issues & Target Populations

	Adults	Youth	Aging Population	Low Income	Homeless	Refugee
LIFESTYLE BEHAVIOR CHANGE						
Nutrition	X	X	X	X	X	
Physical Inactivity	X	X	X	X		
Tobacco	X	X		X	X	
Alcohol/Other Substance Use Disorder	X	X		X	X	
CHRONIC DISEASE PREVENTION & CONTROL						
Obesity	X	X	X	X		
Cardiovascular Disease	X		X	X		
Diabetes & Pre-Diabetes	X		X	X		
COPD/Adult Asthma Preventable Hospitalizations	X		X	X		
CANCER PREVENTION & EARLY DETECTION						
Lung, Breast, Prostate, Colorectal	X		X	X		
MENTAL HEALTH						
Depression (Poor Mental Health)	X	X	X	X	X	
Suicide	X	X				

Overarching Challenges

POVERTY

DISPARITIES

MEDICAL & DENTAL PROFESSIONAL SHORTAGE FOR UNDERSERVED

HEALTH-RELATED TRANSPORTATION

HEALTH LITERACY: KNOWLEDGE, UNDERSTANDING, & COMMUNICATION

LACK OF A CENTRAL SOURCE OF INFORMATION & REFERRAL

HEALTH SYSTEM NAVIGATION