

LECOM HEALTH SYSTEM

Corry Memorial Hospital

**“Community Health Care
Improvement Plan”**

2016

Developed by: Community Health Improvement Committee

Respectfully Submitted by: Terry DeLellis RN DON

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)

Millcreek Community Hospital

Saint Vincent Hospital

UPMC Hamot

Community Health Net

Erie Community Foundation

Erie County Office of Drug and Alcohol Abuse

Erie County Office of Mental Health and Intellectual Disabilities

Northwest Pennsylvania Area Health Education Center

United Way of Erie County

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Melissa Lyon Director Erie County Department of Health

Terry DeLellis Director of Nursing Corry Memorial Hospital

John Bergquist Controller Millcreek Community Hospital

James Amsterdam MD Chief Medical Officer Saint Vincent Hospital

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Del Birch Vice President United Way of Erie County Community Building

Valerie Bukowski Assessment Coordinator Erie County Department of Health

The Corry Memorial Hospital Community Health Improvement Committee has reviewed the Erie County Committee Health Needs Assessment for 2015 with internal and external stakeholders to update and revise the ongoing Action Plan for community health improvement directed by CMH. This action plan reflects the Strategic Issues and Overarching Challenges identified in the “2015 Erie County Community Health Blueprint” as they apply to population served by CMH.

Members of the internal stakeholder group:

Kim Wolfe Vice-president of Quality Management
Barbara Dubois
James Gervase Registered Pharmacist
Trish Hurd Billing and Registration Manager
Melissa Nyweide Registered Dietitian
Terry DeLellis RN Director of Nursing
Bethany Trikur RN Occupational/Employee Health
Ellen Eiss RN Emergency/Oncology Unit Manager

Members of the external stakeholder group:

Beverly Weaver Erie County Housing Authority
Geneva Baker Corry Free Clinic
Tina Freeman Corry RDA
Tracee Hamilton City of Corry
Reverend Brian Eiss Corry Ministerium
Reverend Larry Myers Corry Ministerium
Chris Hornick Executive Director Corry Chamber of Commerce

The members of the Corry Memorial Hospital “Community Health Improvement” project committee are:

Terry DeLellis RN DON
Bethany Trikur RN Occupational Health
Melissa Nyweide Registered Dietitian
Ellen Eiss RN Emergency Department/Oncology Unit Manager

The Community Health Improvement Committee will be responsible to continue to oversee and complete the action plan. This plan is a living document and will be revised at least every three years through ongoing evaluation of the community needs assessment.

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 100 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. 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 March 2014 with an organizational teleconference among the four nonprofit hospitals and ECDH. Erie County was identified as the service area for all hospitals and fiscal year deadlines were identified. A draft report with delivery for public comment on or after July 1, 2015 met timeline requirements for all four hospitals. The group identified community partners as Steering Committee members. Both a letter of invitation and a description of duties were sent to these partners.

In conjunction with the Erie County Department of Health (ECDH) as lead agency, Millcreek Community Hospital, Saint Vincent Hospital, UPMC Hamot, Community Health Net, the Erie Community Foundation, Erie County Office of Drug and Alcohol Abuse, Erie County Office of Mental Health and Intellectual Disabilities, the Northwest Pennsylvania Area Health Education Center, and the United Way of Erie County, Corry Memorial Hospital formed a collaboration in order to complete a comprehensive Erie County Community Health Needs Assessment. Members of

the committee are listed below.

Steering Committee Members

Melissa Lyon Director Erie County Department of Health
Terry DeLellis Director of Nursing Corry Memorial Hospital
John Bergquist Controller Millcreek Community Hospital
James Amsterdam, MD Chief Medical Officer Saint Vincent Hospital
Carol Morehouse, SSJ Senior Vice-President, Saint Vincent Hospital
Mission Integration
Carrie Ennis Director, Strategic Planning UPMC Hamot
Marlia Coates Director, Operations and Community Health Net
Community Services
Michelle Robertson Program Manager Erie Community Foundation
John DiMattio Director Erie County Department of Human Services
David Sanner Executive Director Erie County Office of Drug & Alcohol Abuse
Jeanette Redenius Natalie Early Intervention Erie County Office of Mental Health &
Coordinator Intellectual Disabilities
Patricia Stubber Executive Director Northwest Pennsylvania Area
Health Education Center
Del Birch Vice President, United Way of Erie County
Community Building
Valerie Bukowski Assessment Coordinator Erie County Department of Health
Epidemiologist

This is a comprehensive needs assessment that includes both quantitative and qualitative data. 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 Healthy People 2020 data. Qualitative data was compiled from seven 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 (Appendix A - 2015 Erie County Community Health Blueprint).

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 2015 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 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 to provide state-of-the-art, high quality services delivered by a caring, competent health care team. 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.
- ▲ 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.

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 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 square miles. Erie County's population totaled 280,294 residents in 2013. This amounted to 2.2% of Pennsylvania's population of 12,773,801 persons. The population is 80.0% urban and 20.0% rural according to the 2010 Census.

In 2007-2011, 89.5% of Erie County residents 25 years and over had at least graduated from high school, 23.6% had a bachelor's degree or higher, and 8.9% had earned a graduate or professional degree. The Erie County civilian labor force population aged 16 years and older was 138,923 for the same time period, of which 127,332 (91.7%) were employed and 11,591 (8.3%) were unemployed. Among those employed, 62,226 (48.9%) were female and 65,106 (51.1%) were male. During this time period, 15.8% of Erie County residents lived below the poverty level and 23.4% of children under 18 years lived below the poverty level.

The Health of the Community

The objectives of the 2015 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 Blue Print 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-Yr. 3	Target Population	Partners
Dietary Health and Wellness (Nutrition/Obesity)	Provide nutritional information at community events, Present nutritional information for community groups, Support for hospital activities such as speech camp & Diabetic support group, Provide MNT counseling, Provide media nutritional information as requested. Promote National Nutrition Month	Increase awareness of healthy nutrition and life style modification for wellness.	Community	Corry Memorial Hospital, Area Diabetes Educator, County Extension Office, Erie County Diabetic Association, Corry Chamber of Commerce
“Walk for the Health of It” (Physical Inactivity)	3 – 12 week walking competitions annually	Improve the level of physical activity. Expand the program to include more community participation	Corry Hospital Employees, Community Business Employees	Corry Hospital, Wal-Mart, Corry School District, Viking Plastic, Corry Lumber, Corry Chamber of Commerce
Screening and education for tobacco use (Tobacco)	Continue ongoing screening practices in primary care offices, Emergency Room, Oncology	Decrease the use of tobacco in the Community. Increase use of PA-Quit Line	All patients of Corry Hospital and subsidiaries.	Corry Hospital and PCP Offices, Erie County Department of Health and PA-Quit.

	and Acute Care. Provide education for smoking cessation.			
Screening and education for alcohol/substance abuse. (Alcohol/Other Substance Use Disorder)	Continue ongoing screening practices in primary care offices, Emergency Room and Acute Care. Provide education and appropriate referral information for treatment. Provide venue for support group meetings e.g. AA, Sisters in Sobriety, etc.	Decrease the use of alcohol and other substances.	All patients of Corry Hospital and subsidiaries	Corry Hospital and PCP Offices, AA, Sisters in Sobriety

CHRONIC DISEASE PREVENTION & CONTROL

Program	Activities	Goal-Yr. 3	Target Population	Partners
Screening and education for hypertension and hyperlipidemia. (Cardiovascular Disease)	Continue ongoing screening practices in primary care offices. Provide screenings at various community and hospital sponsored events.	Decrease cardiac disease in the community.	Community	Corry Hospital, PCP Offices, Corry area School District, Local Businesses
Diabetes Care and Prevention Program (Diabetes & Pre-Diabetes)	Provide Outpatient Diabetic education with MNT counseling, 2 - Diabetic support group sessions annually, Diabetic Health	Increase understanding and knowledge of diabetes and its treatment.	Community	Corry Memorial Hospital, Area Diabetes Educator, County Extension Office, Erie County Diabetic Association, Corry Chamber

	Fair – annually Promote National Diabetic Month.			of Commerce
Respiratory Wellness Program (COPD/Adult Asthma Preventable Hospitalizations)	Develop a toolkit for patient education. Distribute toolkit in the ED, at Health Fairs, etc. Increase awareness by promoting World COPD Day	Increase understanding and knowledge of respiratory disease and its treatment.	Community	Corry Hospital PCP Offices Corry Chamber of Commerce

CANCER PREVENTION & EARLY DETECTION

Program	Activities	Goal-Yr. 3	Target Population	Partners
Increase Cancer screening awareness	Provide community screening events Promote National Breast Cancer Awareness Month	Increase attendance at screening events	Community	Corry Memorial Hospital, Erie County Department of Health, LECOM Health System, Corry Chamber of Commerce, Corry Counseling
Community Cancer Support Group (Lung, Breast, Prostate, Colorectal Cancer)	Provide monthly meetings with venue and programing.	Provide a “holistic” support for persons touched by Cancer.	Persons touched by cancer.	Corry Hospital, Corry Chamber of Commerce

MENTAL HEALTH

Program	Activities	Goal-Yr. 3	Target Population	Partners
Know Your State of Mind Program (Depression	Provide depression assessment scales at community events. Sponsor activities to get	Increase Community Mental Wellbeing.	Community	Corry Hospital, Senior Center, Corry “Y”, Colonial Terrace,

(Poor Mental Health))	people out and involved.			Corry Chamber of Commerce
Suicide Prevention Awareness (Suicide)	Provide community educational sessions on suicide prevention. Develop a Refrigerator Magnet for Mental Health: Suicide identification/Telephone Help Numbers	Increase public knowledge of signs for potential suicide attempts.	Community	Corry Hospital, PCP Offices, Corry Counseling, LECOM Health System, Gaudenzia Erie

The members of the external stakeholder group, who are leaders in our community and a voice for the populations that their organizations serve, identified two critical components to the success of the action plan.

1. Communication – The stakeholder group was of the opinion that there are many excellent programs available that are sponsored or provided by the hospital but the community is not aware of what is available. The following recommendations were given:
 - a. Increase use of Chamber of Commerce membership – access to a boarded distribution of information about the hospital
 - b. Improve use of social media – improve website, add Twitter & Facebook accounts
 - c. Develop an e-mail contact group of external stake holders to partner in projects and events.
2. Available local health care referral sources – The stakeholder group was of the opinion that there are many services available locally that community members, local health care professionals and others do not know exist here. The following recommendation was made:
 - a. Develop a Corry Area Referral listing that could be distributed locally as well as county wide.

The members of the Corry Memorial Hospital “Community Health Improvement” project committee plan to incorporate these recommendations into the implementation of the action plan.

Conclusion

The community health needs assessment developed by Corry Memorial Hospital in conjunction with the Erie County Department of Health and others is the basis for the multi-faceted action plan that has been developed. This plan builds on efforts already in place. Corry Memorial Hospital will continue to work with all stakeholders to improve the care to the service area and to continue to provide state-of-the-art, high quality services delivered by a caring, competent health care team.

**Please note that the statistical information used in this document has been taken from the larger 2015 Erie County Community Needs Assessment document that can be referenced on the Erie County Department of Health website www.ecdh.org or directly available on the Corry Memorial Hospital website: www.corryhospital.com.

Strategic Issues & Target Populations

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

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

