

**Delaware Valley Hospital, Inc.**  
**Community Service Plan Update – 2018 Results**

## **Prevent Chronic Diseases**

### **Focus Area: Reduce illness, disability and death related to tobacco use and secondhand smoke exposure**

**Objectives:** Provide Delaware County residents with access to tobacco cessation classes through video-conferencing, eliminating the need to travel long distances.

#### **Interventions/Strategy/Activities and Results:**

- In 2018, only one program was held, with 2 registereing. However, one only attended one session and the other attended two sessions. In 2019 we will be looking at ways to incentivize people to participate and we will try and use our new synchronous videoconferencing capability to offer the sessions here that are taking place at UHS.

### **Focus Area: Increase access to high quality chronic disease preventive care and management in both clinical and community settings**

**Objectives:** Patients with Chronic Disease or and/or their caregivers will learn ways to manage their disease.

#### **Interventions/Strategy/Activities and Results:**

Promote the use of evidence-based interventions to prevent or manage chronic diseases through DVH's RN Patient Care Coordinator and/or certified dietician/nutritionist.

- DVH's certified dietitian/nutritionist had 320 diet counseling sessions.
- The RN Care Coordinator worked with 70 patients, at high risk for either ER visits or admission to the hospital, to help educate and provide support and reduce barriers to care
- In 2018, the dietitian also worked with 20 additional people on the Prescription Fruit and Vegetable Program through the Rural Health Network of South Central NY. Each was seen a minimum of 3 times by our dietitian. At the end of the program, a healthy dinner was held featuring recipes for fresh vegetables.

Two six week Stanford University Chronic Disease Self- Management programs (CDSMP) will be offered annually.

- Three 6 week Happy, Healthy and Wise workshop series were held that focus on chronic disease self management. 23 participants began the workshops; 17 completed them. Reviews were very enthusiastic and positive.

Hold at least 1 Chronic Disease Self- Management Program Peer Leader Training.

- This is no longer a strategy of ours as we did not have enough participants to offer the program within the window of time allowable under Stanford guidelines. Therefore, none of DVH staff were able to become Master Trainers. They are Peer Leaders however.

Complete the Stanford University Diabetes Self-Management Program

- This was not and will not completed. DVH feels that the diabetics attending the Chronic Disease Self Management workshops gained significantly from the course. The RN Care Coordinator and the Certified Dietitian/nutritionist routinely work closely and 1 on 1 with diabetic patients. There is not enough of a

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## **Prevent Chronic Diseases (cont'd)**

### **Interventions/Strategy/Activities and Results: (cont'd)**

population that would allow us to offer two similar programs and have a viable number of participants in each.

- Working with the UHS system, a nurse practitioner from the endocrinology office now sees diabetic patients at the Walton primary care site. Her clinic is blended, in that she sees some patients in person and others through telehealth technology.
- The dietitian and care coordinator held a diabetes awareness program centered around continuous glucose monitoring. They invited 30 of their patients, and notices were sent to all forms of media, yet only 3 showed up.

The LifeSteps program will continue to be offered. The program was developed by the National Dairy Council. It addresses weight management through lifestyle changes. Participants weigh in weekly. Topics include physical activity, serving size, food choices, eating styles, lapses, staying active and in-step.

- The program was offered in January, 2019 but no one signed up. A second program was not offered as the Chronic Disease Self Management Program was being done by the dietitian already.

Sustain utilization of Prescription Trails Program through: 1) promotion of Get Out and Walk website; 2) implementation of a tracking system which uses smart phrases in the Electronic Medical Record (EMR); and 3) identification and demarcation of existing trails.

- DVH continued to provide information about the Script Trails program and the Get Out and Walk website at all its outreach events and in its brochure racks.
- DVH's EMR does not have a way to track the use of the Script Trails program.

### **Other Initiatives**

- The nurse coordinator of the hospital's cardiac/pulmonary rehabilitation program gave a talk at the Walton Lions Club about diabetes and heart disease.
- A *Lung Matters* support group is held monthly for patients and caregivers of those with chronic lung conditions. Harmonica playing is an integral part of this program as it is great exercise for the lungs. The hospital supplies the harmonicas to participants.

## **Promote a Healthy and Safe Environment**

### **Focus Area: Injuries, violence and occupational health**

**Objectives:** Evidence based falls prevention programming will be available to area residents

### **Interventions/Strategy/Activities and Results:**

Continue to offer the evidence-based Matter of Balance program once per year

- DVH did not hold the program again in 2019. The Office for the Aging had no one on a waiting list as most have moved on to doing Tai Chi. DVH only has one trained staff member so she would have to team up with someone else in order to hold the class.
- A new PT manager is beginning at DVH. Discussions with him will take place and see what, DVH can do to address this issue.

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**Promote a Healthy and Safe Environment (cont'd)**

Sustain sponsorship of up to four (4) Del. Co. Office for the Aging's Tai Chi Programs

- Although DVH was willing to sponsor the program, the Office for the Aging informed us that they now have use of the venue without cost. DVH is still committed to assisting if needed.

**Focus Area:** Prevent substance abuse and other mental, emotional and behavioral disorders

**Objectives:** Decrease the age-adjusted suicide rate in Delaware County by 10% from 18.5 to 16.65 per 100,000 by 12.31.2018; Decrease the number of suicide attempts in Delaware County by 12.31.2018.

**Interventions/Strategy/Activities and Results:**

Share data on suicide, suicide attempts and prevention efforts, death certificates data pertaining to suicide; means, age, gender. By sharing information, patterns and trends, if any can be identified and addressed.

- DVH continues to share its data

Offer venue for Gatekeeper trainings (ASIST, Safe Talk, QPR) if needed in Walton

- During 2018, Gatekeeper trainings were not held in Walton so DVH venue was not required.

**Interventions/Strategy/Activities and Results:** Secure trainers for the Stanford University Chronic Pain Self-Management course. DVH will pay for up to 2 trainers to take on-line course

- This is a goal for 2018 for DVH staff. However, in 2017 DVH began a Pain Management clinic in Walton, in conjunction with UHS providers. At this time, DVH will not be securing trainers for this program. DVH continues to work with the UHS Pain Management staff who come to DVH 2x a month. This includes a physician, a physician's assistant. A chiropractor will begin in 2019, making access to care 3 x month.
- DVH was able to get its new telepsychiatry service ready to begin in January, 2019. It is thought by expanding the types of services offered through the pain clinic, patients will have many of the tools necessary to deal with their condition and can then also access the chronic disease management workshops if they wish.

Increase availability of mental, emotional, and behavioral health services through the use of telemedicine technology.

- Telepsychiatry was available on a very limited basis at DVH. But in 2018, DVH was able to secure the services of an outside vendor. A licensed clinical social worker and a psychiatric nurse practitioner will begin to see patients in January of 2019. The LCSW will have 16 hours a week and the NPP will have 8 hours per week to start.

**Other Initiatives**

- A Narcotics Anonymous group meets weekly at DVH.
- DVH offers free sharps containers to those bringing their sharps to the hospital for disposal.