

NewYork-Presbyterian/Hudson Valley Hospital Community Service Plan 2015



In January 2015 NewYork-Presbyterian/Hudson Valley Hospital, based in Cortlandt Manor, NY, became part of the esteemed NewYork-Presbyterian Regional Hospital Network. This means that one of the highest quality hospitals in the region is now affiliated with the #1 hospital in New York and ranked among the best academic medical institutions in the nation, according to *U.S. News & World Report*.

NewYork-Presbyterian/Hudson Valley Hospital is a fully accredited general, 128-bed facility with mostly private rooms. Serving residents of the Hudson Valley and Westchester County since 1889, NewYork-Presbyterian/Hudson Valley Hospital provides a wide range of ambulatory care and inpatient services, with 410 medical staff members in 62 specialties. The hospital is home to the region's only state-of-the-art, 24-hour "no wait" emergency department, which sees more than 40,000 visits per year. As the first in the region to achieve Magnet status in recognition of the commitment to excellence, nursing innovation and outstanding quality treatment, the hospital continues to lead the way in ensuring exceptional patient care. In 2011, the Cheryl R. Lindenbaum Comprehensive Cancer Center opened, offering the first comprehensive cancer center in the area, combining infusion, radiation therapy and support services all under one roof. NewYork-Presbyterian/Hudson Valley Hospital has received a string of national awards for patient and employee satisfaction as well as clinical excellence, including the 2015 Guardian of Excellence Award from Press Ganey for scoring higher than 95 percent of hospitals in the country in key quality metrics. Also noteworthy is our 2015 recognition as a Top Performer on Key Quality Measures® by The Joint Commission, the leading accreditor of healthcare organizations in the United States, and we are the only hospital in the region to earn "Baby Friendly" status from Baby Friendly USA and the World Health Organization for excellence in Maternity care and breastfeeding support. For more information, visit www.nyp.org/hudsonvalley or call 914-737-9000.

About NewYork-Presbyterian

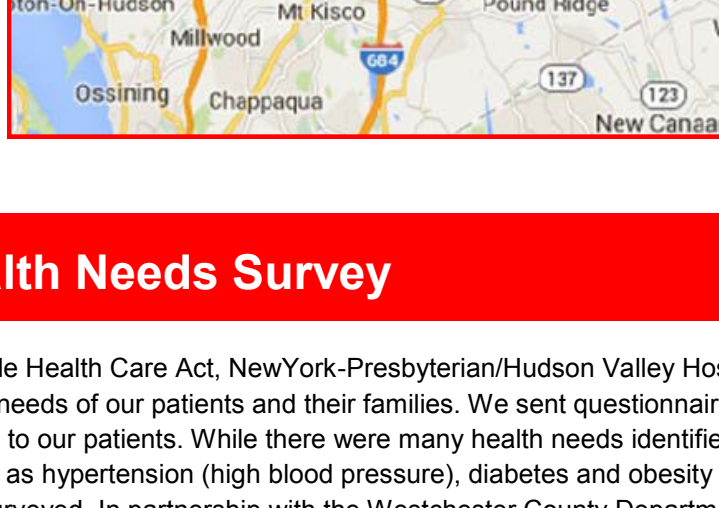
NewYork-Presbyterian is one of the nation's most comprehensive healthcare delivery networks, focused on providing innovative and compassionate care to patients in the New York metropolitan area and throughout the globe. In collaboration with two renowned medical school partners, Weill Cornell Medicine and Columbia University College of Physicians & Surgeons, NewYork-Presbyterian is consistently recognized as a leader in medical education, ground-breaking research and clinical innovation.

NewYork-Presbyterian has four major divisions: **NewYork-Presbyterian Hospital** is ranked #1 in the New York metropolitan area by *U.S. News and World Report* and repeatedly named to the magazine's Honor Roll of best hospitals in the nation; **NewYork-Presbyterian Regional Hospital Network** is comprised of leading hospitals in and around New York and delivers high-quality care to patients throughout the region; **NewYork-Presbyterian Physician Services** connects medical experts with patients in their communities; and **NewYork-Presbyterian Community and Population Health** features the hospital's ambulatory care network sites and operations, community care initiatives and healthcare quality programs, including NewYork Quality Care, established by NewYork-Presbyterian, Weill Cornell and Columbia.

NewYork-Presbyterian is one of the largest healthcare providers in the U.S. Each year, nearly 29,000 NewYork-Presbyterian professionals deliver exceptional care to more than 2 million patients. For more information, visit www.nyp.org and find us on Facebook, Twitter and YouTube.

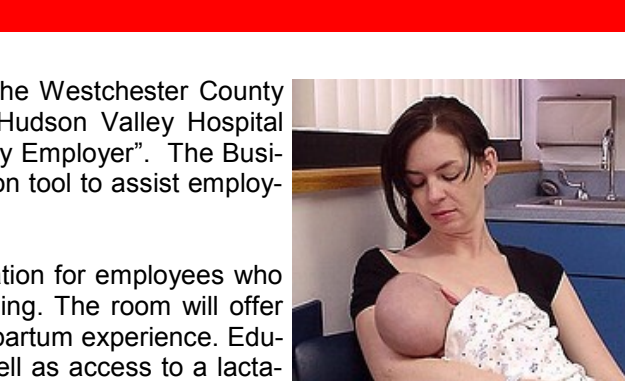
Geographic Service Area

NewYork-Presbyterian/Hudson Valley Hospital's geographic service area remains unchanged, serving an area in the Hudson River Valley that spans from Upper Westchester County, into Putnam County and reaching Southern Dutchess County. This service area represents a total population of 320,000 with a total of 130,000 living in the Primary Service Area and 190,000 in the Secondary Service Area. As a result of the opening of our new Comprehensive Cancer Center which will provide all cancer medical and support services under one roof, the boundaries for our service area have expanded into Eastern Orange County and Rockland County. Patients seeking these services – some of them unavailable elsewhere – will come from distances further than our traditional service area.



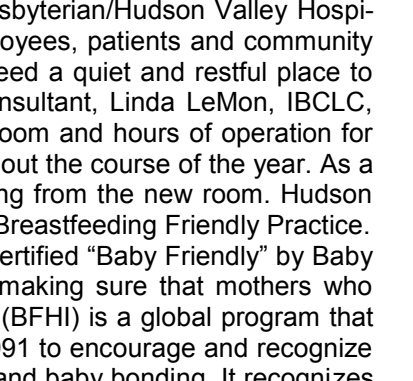
Community Health Needs Survey

In 2013 as part of the Affordable Health Care Act, NewYork-Presbyterian/Hudson Valley Hospital surveyed the community to determine the pressing health needs of our patients and their families. We sent questionnaires to more than 25 community organizations as well as letters to our patients. While there were many health needs identified in these surveys, nutrition, obesity and chronic diseases such as hypertension (high blood pressure), diabetes and obesity were recurring themes among all race, ethnic and age groups surveyed. In partnership with the Westchester County Department of Health and other hospitals in our area, we identified **two prevention agenda health priorities** or areas that we as healthcare providers would tackle in a three-year plan to improve community health. While all hospitals in Westchester County shared the same priorities, each hospital created a program that it felt best suited its institution and its patient base.



Priority One: Promote Healthy Women, Infants and Children by Increasing Breastfeeding.

With the focus area of *Maternal and Infant Health*, Partnering with the Westchester County Department of Health and local employers, NewYork-Presbyterian/Hudson Valley Hospital would work to recognize local businesses as a "Breastfeeding Friendly Employer". The Business Case for Breastfeeding was used as an evidence based invention tool to assist employers in establishing lactation support services.



This designation would recognize an employer offering a private location for employees who have finished Maternity Leave and would like to continue breastfeeding. The room will offer privacy and an opportunity for new moms to connect during the post-partum experience. Educational materials will be provided by the Maternity Department as well as access to a lactation consultant. Employees will be expected to bring their own equipment and supplies.

Each organization that participates will track the number of employees who have used the room with a brief questionnaire asking employees if they would have continued breastfeeding without the private room and if they have other children what they have done in the past.

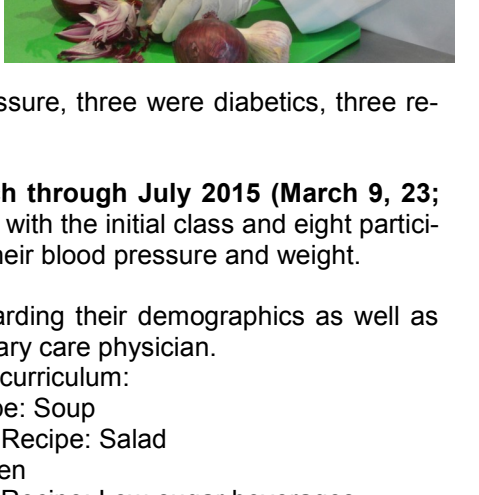
In 2015, the second year of implementation, Hudson River Health Care, a not-for-profit, New York State licensed ambulatory health care center that delivers comprehensive primary, preventive, and behavioral health services has successfully developed a dedicated lactation/breastfeeding room based on their partnership with NewYork-Presbyterian/Hudson Valley Hospital. The private lactation/breastfeeding room opened in March 2015 and is available for employees, patients and community members. A comfortable chair and breast milk pump are available to support women who need a quiet and restful place to express breast milk or to breastfeed their baby. NYP/Hudson Valley Hospital's lactation consultant, Linda LeMon, IBCLC, CBE, CD acted as a consultant and provided 3 site visits to recommend location, layout of room and hours of operation for the lactation/breastfeeding room. Additionally, Linda provided on-going phone support throughout the course of the year. As a result of our relationship with Hudson River Health Care, 30 mothers per month are benefiting from the new room. Hudson River Health Care is also in the process of becoming a New York State Department of Health Breastfeeding Friendly Practice. The Maternity Department at NewYork-Presbyterian/Hudson Valley Hospital continues to be certified "Baby Friendly" by Baby Friendly USA and the World Health Organization for its superior care and commitment to making sure that mothers who choose to breastfeed have the best chance at success. The Baby-Friendly Hospital Initiative (BFHI) is a global program that was launched by the World Health Organization and the United Nations Children's Fund in 1991 to encourage and recognize hospitals and birthing centers that offer an optimal level of care for infant feeding and mother and baby bonding. It recognizes and awards birthing facilities who successfully implement the Ten Steps to Successful Breastfeeding and the International Code of Marketing of Breast-milk Substitutes. The BFHI assists hospitals in giving all mothers the information, confidence, and skills necessary to successfully initiate and continue breastfeeding their babies or feeding formula safely, and gives special recognition to hospitals that provide the best available research and best practices.

In 2015, the Hospital served 375 mothers in its breastfeeding support group and educated another 300 couples in its prenatal breastfeeding classes. Additionally, 780 mothers received one-on-one sessions with the Hospital's lactation consultant while in the Hospital and another 156 mothers returned after discharge to work in one-on-one sessions with the lactation consultant. Seventy grandparents completed the grand-parenting support workshops. In March and April of 2015, the Hospital's breastfeeding support group participated in two local maternity fairs to promote the group and raise awareness about the benefits of breastfeeding. The first week of August 2015, NYP/Hudson Valley Hospital celebrated World Breastfeeding Week by educating staff and visitors on Federal laws that support breastfeeding mothers in their place of employment. NYP/Hudson Valley Hospital had the following results for its exclusive breastfeeding rates: January – 90 percent, February – 88 percent, March – 91 percent, April – 95 percent, May – 90 percent, June – 84 percent, July – 92 percent, August – 90 percent, September – 90 percent, October – 83 percent, November – 90 percent, December – 88 percent.

The Maternity Department at NewYork-Presbyterian/Hudson Valley Hospital continues to be certified "Baby Friendly" by Baby Friendly USA and the World Health Organization for its superior care and commitment to making sure that mothers who choose to breastfeed have the best chance at success. The Baby-Friendly Hospital Initiative (BFHI) is a global program that was launched by the World Health Organization and the United Nations Children's Fund in 1991 to encourage and recognize hospitals and birthing centers that offer an optimal level of care for infant feeding and mother and baby bonding. It recognizes and awards birthing facilities who successfully implement the Ten Steps to Successful Breastfeeding and the International Code of Marketing of Breast-milk Substitutes. The BFHI assists hospitals in giving all mothers the information, confidence, and skills necessary to successfully initiate and continue breastfeeding their babies or feeding formula safely, and gives special recognition to hospitals that provide the best available research and best practices.

Priority Two: Prevent Chronic Disease by Decreasing the Percent of Blacks and Hispanics Dying Prematurely from Heart Related Deaths.

Increasing participation of adults with arthritis, asthma, cardiovascular disease, or diabetes in a course to learn how to manage their condition was the evidence based intervention used. The course, "Healthy Heart Program" addresses the disparity of race/ethnicity as the patient profile is minorities, ages 40 to 75 at risk of heart disease due to a previous heart attack, other cardiovascular issues or predisposition due to heredity, high blood pressure, diabetes or being overweight.



The 2014 Intervention *Healthy Heart Cooking Classes* expanded in 2014 to become *The Healthy Heart Program*. The cooking classes were successful in 2014, but participants were interested to learn more about how physical activity could benefit their overall heart health. The program broadened in 2015 to include a membership to the Wellness Club, the hospital's in-house fitness facility, for each of the participants. The goal of the intervention was to educate a minority population in the community with a specific diagnosis of cardiac issues on the importance of healthy meal planning and the benefits of exercise. We partnered with Hudson River Health Care, a not-for-profit, New York State licensed ambulatory health care center to identify and recruit patients. The patient profile was minorities, ages 40-75 at risk of heart disease due to a previous heart attack, other cardiac issues or predisposition due to heredity, high blood pressure, diabetes or being overweight. Hudson River Health Care's Director of Internal Medicine, Nancy Jenks, FNP was helpful in recruiting twelve participants to enroll in the program, as well as coordinate a volunteer social worker to be the Spanish translator for the program.

The Healthy Heart Program participants were from minority populations, with five African Americans, six Hispanics and one of Asian descent. Five reported having high blood pressure, three were diabetics, three reported having high cholesterol and one had arthritis.

The cooking classes were held on the second and fourth Mondays of the month from **March through July 2015 (March 9, 23; April 13, 27; May 11, 18; June 8, 22; and July 13, 27)** with twelve participants starting with the initial class and eight participants completing the program. Of those that completed the program, 75 percent lowered their blood pressure and weight.

Each participant was asked to complete a short questionnaire to gather information regarding their demographics as well as health information including past medical history, chronic conditions, medications and primary care physician. At the outset of the program, participants were given a handbook containing cooking class curriculum:

- Class 1:** Reducing Sodium – Principles of DASH Diet, discussion of processed food. Recipe: Soup
- Class 2:** Fruits & Vegetables – Fruits and Vegetables as the cornerstone of a healthy diet. Recipe: Salad
- Class 3:** Fats – Comparing healthy versus unhealthy fats and their sources. Recipe: Chicken
- Class 4:** Obesity – Discussion of obesity's effects on the body. Illustration of portion sizes. Recipe: Low-sugar beverages
- Class 5:** Fiber – The positive benefits of fiber and complex carbohydrates. How to cook healthy whole grains. Recipe: Bulgur salad
- Class 6:** Fish – Physical differences between fish and more commonly consumed meats. Recipe: Fish
- Class 7:** Physical Activity – Talk on foods associated with the gym and deceptive marketing. Recipe: Granola
- Class 8:** Reading Labels – Field trip to a supermarket for a guided tour and instructions on how to navigate nutrition labels while shopping.
- Class 9:** Healthy Desserts Importance of moderation and change when it comes to dietary habits. Reiteration of importance of portion control. Recipe: Examples of treats that are better alternatives.
- Class 10:** Review

Also at the outset of the program, a trainer from The Wellness Club gave an introduction and overview of the membership benefits which included a one-on-one fitness assessment with a trainer and a fitness program designed specifically for each person. Included in the membership was use of all cardio and weight machines, as well as fitness classes such as Zumba, Step, Yoga, Feldenkrais and Tai Chi. The participants were required to have their physicians grant clearance for their participation in the exercise program. The Wellness Club is the only medical fitness facility in our area and had 320 active memberships in 2015. Working in collaboration with the participant's medical provider, exercise specialists design programs for adults with heart disease, obesity, diabetes and other health concerns.

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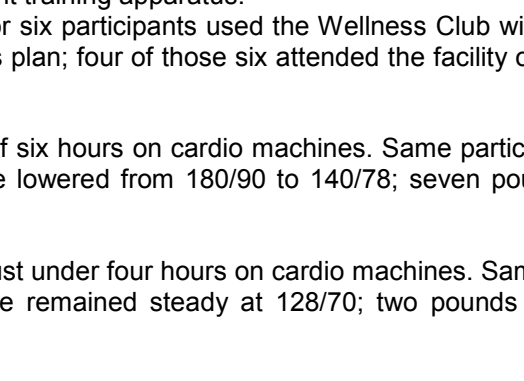


The weight recorded in pounds for the first and last class:

140	139.5
252	245
133.5	138
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The Body Mass Index (BMI) recorded for the first and last class is below. A healthy BMI is between 18.5 and 24.99.

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The Healthy Heart Program participants of the Wellness Club had their activity levels and fitness workouts monitored by FitLinx computerized data collection while exercising on cardio and weight training apparatus. Out of the 12 participants that started the Healthy Heart Program, 50% or six participants used the Wellness Club with the following frequency: six received their orientation and a personalized fitness plan; four of those six attended the facility only once. Two participants used the Wellness Club 18 times each.

Participant One burned a total of 2,417 calories while exercising a total of six hours on cardio machines. Same participant performed 97 total weight strengthening exercises. Results: Blood pressure lowered from 180/90 to 140/78; seven pounds lost; BMI steady at 38.

Participant Two burned a total of 453 calories while exercising a total of just under four hours on cardio machines. Same participant performed 33 total weight strengthening exercises. Blood pressure remained steady at 128/70; two pounds lost; BMI steady at 22.

Both participants who were actively involved in both the cooking classes and the Wellness Club exercise program expressed the following in a post program survey:

Participant One: *Being a part of the Healthy Heart Program at the Chef Peter X. Kelly Teaching Kitchen and Wellness Club was inspiring! I learned how to fix healthy meals, achieve weight loss and understand about changing my lifestyle. I learned a variety of recipes, from homemade hummus, to vegetarian lasagna and healthy desserts. I learned how to read labels and understand the value of fiber. I learned how to cook different foods that satisfy my hunger but also taste delicious too! The teaching kitchen facility is beautiful, clean and bright. I loved the island around the stove as it was an effective way to observe and learn. When the class worked at the preparation tables, we were able to collaborate on new recipes. I really enjoyed the hands on aspect of the program.*

The Wellness Club and staff are very informative and friendly. I really appreciated that the fitness program was designed specifically for me. This was the first time I learned how to do strength training, and I saw strength develop in my muscles. The combination of cardio and strength training helped me to burn fat. I clearly gained health benefits from what I learned in the program as both my weight and blood went down!

Participant Two: *I enjoyed the cooking classes very much even though I know what 'not' to eat. I cook very much like the recipes presented by Chef Michael, but his tasted so much better! I felt the program taught me new information about diet and nutrition.*

The Wellness Club helped me to increase my fitness activity and knowledge. I completely enjoyed the program and would recommend it to others.

Participants of the program completed a survey asking them to rate their experience in the Healthy Heart Program. The rating was on a scale of 1 to 5 (1 being poor and 5 excellent). Of the six participants who completed the survey, four rated the program as 5 (excellent), one rated a 4 (very good), and another rated a 3 (good) when asked whether the program was successful in teaching them new information about diet, nutrition and physical fitness. When asked if the information learned in class helped them change their eating habits, three out of six rated the program with a 5 (excellent), two responded with a 4 (very good) and one rated it a 3 (good). The program was successful in teaching new information about being physically active: four out of six rated with a 5 (excellent), one with a 4 (very good) and one rated it a 2 (fair). All participants saw positive changes in their health as a result of participating in the program. Three rated this experience a 5 (excellent), two a 4 (very good) and one a 3 (good).

Everyone enjoyed the program and would recommend it to others. An additional success in implementing Intervention 2 was that the participants learned about the Hospital's Farmers' Market, offered on campus twice per month from May through November. They were able to use the knowledge they were learning in the cooking classes about the nutritional value of fresh fruits and vegetables; ask questions directly of the farmers and purchase fresh produce. In 2015, our Farmers' Market expanded its services as a result of a grant received in 2014 from the U.S. Department of Agriculture. The grant allowed the market to purchase an EBT machine so residents using SNAP could purchase produce at the market, and also to offer a shuttle service for those without transportation. In 2015, an average of 428 visitors attended each market.

One of the challenges in implementing this intervention is that while adults with chronic diseases is a broad problem, increasing their participation in a course to manage their health issues is a challenge as it relies on the individual's motivation and commitment.

As we continue to expand this program, and recruit interest at various health fairs, speaking engagements and physician lectures in our community, we also need to better retain engagement from the participants. Of the twelve adults identified as appropriate candidates by their health care providers for the Healthy Heart Program, eight of them took advantage of the cooking classes, and just two of those eight took full advantage of the free Wellness Club gym membership.

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