



# STATE OF NEW YORK DEPARTMENT OF HEALTH

433 River Street, Suite 303 Troy, New York 12180-2299

Richard F. Daines, M.D.  
Commissioner

James W. Clyne, Jr.  
Executive Deputy Commissioner

March 22, 2010  
10-02

Dear Chief Executive Officer:

Several months ago, Commissioner Richard Daines launched the “Prevention Agenda toward the Healthiest State.” This important ‘call to action’ aims to improve the health of all New Yorkers. In response to this initiative, hospitals and local health departments joined forces to select Prevention Agenda priorities and to implement new strategies to integrate traditional medical services with public health interventions.

The Department of Health is very encouraged by the response it has received to the call to address the Prevention Agenda. Throughout our state, hospitals worked in coordination with local health departments to develop their Community Service Plans. At the same time, local health departments formulated their Community Health Assessments in concert with area hospitals. A summary of the findings from the review of the Community Service Plans (CSP) and Community Health Assessments (CHA) is attached (Attachment A).

Attachment B provides the format you should use to prepare your One-Year CSP Update which is due September 15<sup>th</sup>, 2010. We encourage you to use the headings and sub-headings that are bolded in the outline to organize your report. Use of this outline will also help to ensure that all required components of the CSP are included in your hospital’s submission. In addition, we have attached instructions (Attachment C) that explain how to submit the CSP electronically, using the Health Provider Network (HPN). For technical issues regarding HPN log-on or submission, call the Commerce Helpdesk at 518-473-1809 for assistance.

Thank you for your continued efforts to support the Commissioner’s Prevention Agenda. Please contact Charles Bonsu of the Division of Certification and Surveillance at 518-402-1003 or by e-mail at [cxb06@health.state.ny.us](mailto:cxb06@health.state.ny.us), if you have any questions or require additional information.

Sincerely,

Mary Ellen Hennessy  
Director  
Division of Certification and Surveillance

Attachments

# The 2010-2013 Community Health Assessments and the 2010-2012 Community Service Plans

In 2008, the New York State Department of Health asked local health departments and hospitals to assess the health status, resources and health-related needs in the communities they serve and to identify two or three common priorities from the state's *Prevention Agenda toward the Healthiest State*. The Department of Health identified objectives for each priority area and supplied data at the county level, and sometimes at the ZIP code level, to assist communities in their planning activities. The completed health assessments, the priorities that were selected, and the local plans to address the chosen priorities in a collaborative manner were described in state-mandated planning reports. The reports—a Community Health Assessment for every local health department and a Community Service Plan for each not-for-profit hospital—were due on September 15, 2009.

The findings of this report are based on the Community Health Assessments submitted by 55 local health departments and the 147 Community Service Plans submitted by hospitals. It was expected that the assessment process would be collaborative, local data would be used to identify the priorities, and a plan to address them would lead toward community health improvement. Twenty-six Department of Health staff from the central and regional offices examined the reports. Reviewers commented on the use, analysis and interpretation of data; the extent to which the assessment and planning efforts were collaborative; the involvement of the community in the assessment and planning process; the planning framework; and recommended strategies and interventions to address the chosen priorities. The reviewers' comments are summarized below.

## ***Prevention Agenda toward the Healthiest State***

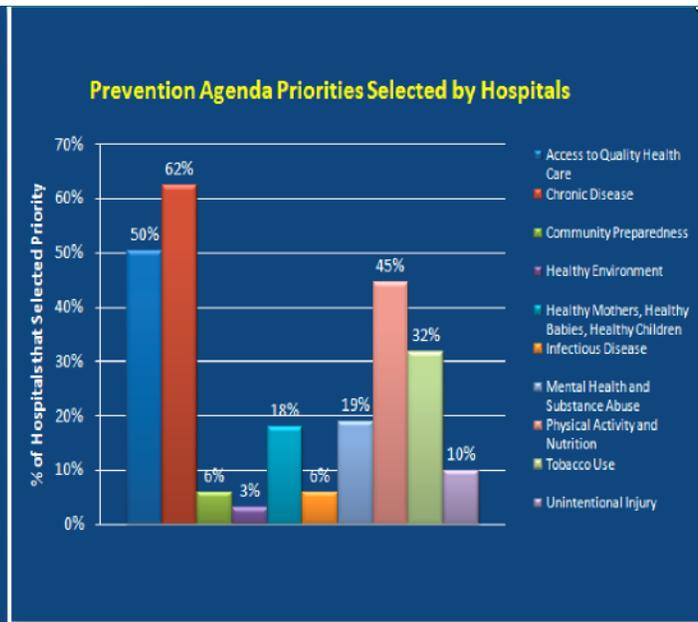
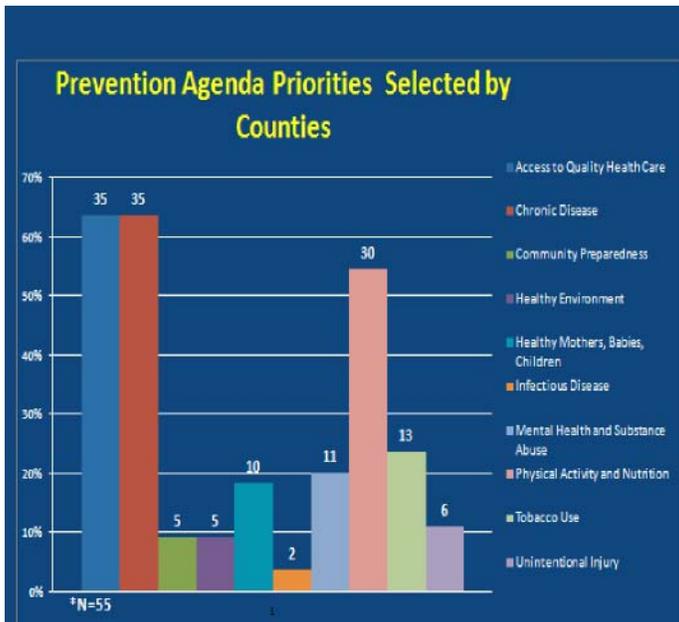
- Access to Quality Health
- Chronic Disease
- Community Preparedness
- Healthy Environment
- Healthy Mothers, Healthy Children
- Infectious Disease
- Mental Health and Substance
- Physical Activity and Nutrition
- Tobacco Use
- Unintentional Injury

## **Findings**

- Priority areas were chosen for every county and hospital.
- Each Prevention Agenda priority area was addressed at least once in the county reports.
- The top three priority areas selected are Chronic Disease, Access to Quality Health Care and Nutrition and Physical Activity.
- All Community Health Assessments and Community Service Plans indicated that there was collaboration between the local health department and the hospitals in the county.
- Many counties were involved in pre-formed networks, such as the Adirondack Rural Health Network, the Healthy Capital District Initiative, the Hudson Region Collaborative, and the SAY2 Health Network. These collaborations facilitated the assessment and planning process. In other counties, new networks/planning groups were established.
- Many community partners participated in the development of the plans and selection of the priorities, and most priorities were selected collaboratively.

Many of the reports utilized statistical analysis to indicate the needs of their populations. The Prevention Quality Indicators were used in about half of the Community Health Assessments and more than one-third of Community Service Plans. Primary data collection was often used to assess the needs of the community, mostly in the form of surveys and focus groups.

# Summary of Review Comments: Community Health Assessments and Community Service Plans



## Major Strengths

- Most Community Health Assessments and Community Service Plans were thorough, well organized, and made good use of the data available.
- Charts, tables, graphs, and other visual aids were effectively utilized.
- Many reports described the collaborative process used and specified the role of each organization.
- The local community health environment was highlighted.
- In many counties, the priority areas chosen and the activities of the collaborators had a meaningful connection to the local statistics and the data supported the decisions made.
- Nearly all counties described the methods they would use to distribute their community health assessment.

## Opportunities for Improvement

- Include rationale for selection of priorities.
- Describe all data included in the reports.
- Outline objectives and strategies
- Explain role of community partners.
- Identify interventions to address disparities.

## Next Steps

- Share information on strategies and interventions to facilitate community improvement efforts.
- Identify and write stories of collaboration on Prevention Agenda priorities.
- Follow up on local collaborations to obtain update on local efforts.
- Provide assistance to local collaborations to monitor and evaluate how efforts are supporting community health improvement.
- Explain role of community partners.
- Identify interventions to address disparities.

**Attachment B**  
**Suggested One-Year Community Service Plan Update Format**

**1. Mission Statement**

Indicate and describe any changes made to the mission statement, if applicable. If no changes were made, please so indicate.

**2. Hospital Service Area**

Indicate any changes to the primary service area used in community service planning, if different from what was reported in your CSP submission of 2009. If no changes were made, please so indicate.

**3. Participants and hospital role**

Identify the community partners involved in assessing the community health needs (e.g., community groups, local health departments, etc). Please explain the role(s) of the hospital in the process to identify community health needs in selecting prevention agenda priorities. If applicable, identify any changes to the participants and the public notification process occurring after your last submission.

Do the community partners continue to meet? If so, with what frequency? 4.

**Identification of Public Health Priorities**

List your hospital's selected prevention agenda priorities and the health improvement goals for the priority areas selected. Please also include your hospital's non-prevention agenda programs, if any.

Explain any impact or changes that have been realized to date as a result of your collaborative plan. Has the scope of the plan changed and if so, why?

**5. Update on the Plan of Action**

Provide a summary of the implementation status of your 3-year plan, including successes and barriers in the implementation process. If applicable, indicate how and why plans have been altered as a result of stated successes and barriers. Please also include an update on any activities undertaken to address nonprevention agenda programs.

Indicate whether any measures or goals have been altered due to lessons learned in the implementation process.

**6. Dissemination of the Report to the Public**

Describe how the CSP was made available to the public. If information is posted on your hospital's website, please include the link. Include the documents, newsletters or brochures created for distribution to the public with your One-Year Update submission, if they are not posted to the hospital's website. When submitting via the HPN, please include these materials as a separate attachment due to file size limitations.

## **7. Changes (Actual or Potential) Impacting Community Health, Provision of Charity Care, and Access to Services**

Describe any changes to the hospital's operation or financial situation that impacts the care of the community, financial assistance and/or access to health care. This could include, but is not limited to, impending mergers, increasing financial constraints, and planned service closures.

## **8. Financial Aid Program**

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, describe the general accomplishments, process improvements and/or best practices related to the hospital's financial aid program. Do not include the hospital's policy or financial data.

**Attachment C**  
**CSP Submission on the Health Provider Network (HPN)**  
**on the Health Commerce System (HCS) site**

The CSP reports will continue to be submitted on the secure Health Provider Network (HPN), using the new internet browser address at the Health Commerce System (HCS) site: [https://commerce.health.state.ny.us/hcsportal/hcs\\_home.portal](https://commerce.health.state.ny.us/hcsportal/hcs_home.portal) Your HPN coordinator can assist you in obtaining an HPN account, if you do not already have one, or renew your expired account. If you do not know who your HPN Coordinator is, please call the Commerce Help Desk at 518-473-1809. The designated person(s) will receive a userid that will be used to log into the HPN. Once you receive your userid, follow the instructions to create a password to log on to the network.

The browser address above takes you to the HPN home page where you can log on.

**1. Log on to the HPN with your userid and password:**



User Id:

Password:

If you have forgotten your password, please call the  
Commerce Accounts Management Unit (CAMU) at  
1-866-529-1890 (M-F 8-5pm)

You will then be taken to the HCS page to select Secure Discussion Forum.

## 2. Select 'Secure Discussion Forum'.

NYSDOH HCS Health Commerce System

Home Topics HCS Applications Classics Logout

Welcome Charles Bonus

Search

My Applications My Favorites

**My Applications**

- Acronyms & Abbreviations
- Emergency Contacts
- Medicaid Encounter Data System
- NYPORTS
- Provider Network Data
- Secure Disc Forum**
- ServNY

**Important Situations**

Novel H1N1 Influenza Response Click Here

**Important Health Notifications**

Sort by: Date Posted Ascending Descending Notifications Display Period: Month Refresh

Priority	Keyword	Source	Audience	Description	Posted	Recipients
Advisory	Occupational Exposure	NYS DOH	All Users	Emergency Responders' Access to Information for Occupational Exposures	03/04/2010	Recipients
Advisory	Infectious Disease	NYS DOH	All Users	Guidance for Control of C. difficile Infection in Healthcare Facilities	03/03/2010	Recipients
Advisory	H1N1	NYS DOH	All Users	Governor extends Suspension and Modification of Executive Order 29 to 3-20-2010	02/22/2010	Recipients
Advisory	Haiti	NYS DOH	All Users	Immunization Recommendations for Haitian Child and Adolescent Refugees	02/19/2010	Recipients

**Newsroom Highlights**

**New Items**

- 03/10/2010 One and Only Campaign - Pilot Project
- 03/03/2010 Immunize NY! 2-10
- 03/03/2010 Weekly Influenza Report for February 27, 2010
- More...

**Events Calendar**

- 03/18/2010 Public Health Live: Family History and Genetics
- 03/17/2010 Combating Obesity
- 03/11/2010 Cultural and Diabetes Care
- More...

**Newsletters**

- 03/01/2010 Aware Prepare - March, 2010
- 03/01/2010 CHU 03/2010 - Planning for a Healthier Future
- 03/01/2010 e-DLC - March, 2010
- More...

**Press Releases**

- 03/09/2010 State Health Commissioner Urges New Yorkers to Tak ...
- 03/09/2010 March 10 is National Women and Girls HIV/AIDS Awar ...
- 03/08/2010 Commissioner Daines Urges New York's Legislature t ...
- More...

Clicking on the 'Community Service Plan Submission' takes you to the page where you can select your 'Region'.

## 3. Click on 'Community Service Plan Submissions'

NYSDOH Secure Discussion Forum

Forum Top Level Page

Choose a folder from the list.

- [CDC Health Information Exchange Project \(7 folders, 1 discussion\)](#)
- [CHA and MPHSP \(58 folders, 1 discussion\)](#)
- [Children With Special Health Care Needs \(2 discussions\)](#)
- [Community Service Plan Submissions \(10 folders, 1 discussion\)](#)
- [County HIN/Communication Directory Workgroup \(3 folders, 2 discussions\)](#)
- [CRA \(2 folders, 1 discussion\)](#)
- [Data Warehouse Procurement Library Welcome](#)
- [Environmental Health Topics \(11 folders, 7 discussions\)](#)
- [Geographic Information Systems \(GIS\) Topics \(3 folders\)](#)
- [HFIS Transactions \(8 folders\)](#)
- [Hospital Emergency Response Data System \(1 folder, 70 discussions\)](#)

Click on your 'Region' on this page to select your facility. Note that you may see only your region. Let's select 'Capital District Regional Office' for this demonstration. In the 'Region', you may only see your facility.

#### 4. Select your 'Region'

### Community Service Plan Submissions

[Mark](#) [Edit](#) [Delete](#) [Move](#)

- [Capital District Regional Office \(20 folders\)](#)
- [Central New York Regional Office \(28 folders\)](#)
- [MARO - Long Island \(12 folders\)](#)
- [MARO - New Rochelle / Mid Hudson \(23 folders\)](#)
- [MARO - New York City \(30 folders\)](#)
- [Western Regional Office - Buffalo \(19 folders\)](#)
- [Western Regional Office - Rochester \(16 folders\)](#)

[Check Messages](#) [Subscribe](#) [Message Center](#) [Search](#)  
[Add Discussion](#) [Add Link](#) [Add Folder](#) [Import](#) [Edit Folder](#) [Delete Folder](#)  
[Get Info](#) [Preferences](#) [Export](#) [Access List](#) [Check Moderated](#) [Guide](#)

Click on the facility's name to get to the its folder, in which your report will be posted. In the folder, click on 'Add Discussion'. We're volunteering the first on the list – Adirondack Medical Center. From your end, you may see just your facility.

#### 5. Select your facility

### Capital District Regional Office



[Mark](#) [Edit](#) [Delete](#) [Move](#)

- [Adirondack Medical Center](#)
- [Albany Medical Center Hospital \(2 discussions\)](#)
- [Alice Hyde Medical Center \(3 discussions\)](#)
- [Aurelia Osborn Fox Memorial Hospital \(2 discussions\)](#)
- [Bassett Healthcare System/Mary Imogene Bassett \(Cobleskill Regional, Little Falls, O'Connor, Tritown Regional\) \(1 discussion\)](#)
- [Champlain Valley Physicians Hospital Medical Center \(1 discussion\)](#)
- [Columbia Memorial Hospital \(2 discussions\)](#)
- [Delaware Valley Hospital Inc \(United Health Services\) \(2 discussions\)](#)
- [Elizabethtown Community Hospital \(1 discussion\)](#)
- [Ellis Hospital \(1 discussion\)](#)
- [Glens Falls Hospital \(1 discussion\)](#)

You are then taken to the following page where you can write the subject, a message, and browse to attach the report.

**6. Write in the appropriate boxes (a) the subject, and (b) your message, and (c) browse to attach your document**

The screenshot shows a web browser window with a discussion forum submission form. The form includes a 'Subject' field containing '2010 CSP - Adirondack', a 'Message' text area containing 'This is the 2010 CSP submission for Adirondack Medical Center. Thank you.', and an 'Attachments' section with a 'Browse...' button. Below the form are two checked checkboxes: 'Show your name in the discussion description' and 'Subscribe to this discussion by email'. At the bottom are buttons for 'Add Discussion', 'Check Spelling', and 'Cancel'. Three yellow arrows point to the subject field (a), the message text area (b), and the 'Browse...' button (c).

**Note:** Remember to check the two radio boxes above to show your name in the discussion description, and to receive e-mail notices when postings are made in the hospital’s folder

To submit/send your completed report or message, scroll down to the bottom of the page and click on ‘Add Discussion’ for first time postings, or ‘Post My Message’. Once the CSP is received, the Department of Health will send an acknowledgment message to the designated person(s).

**7. click on ‘Add Discussion’**

The screenshot shows a forum navigation menu with several buttons: 'Mark', 'Edit', 'Delete', 'Move', 'Check Messages', 'Change Subscripts', 'Message Center', 'Search', 'Add Discussion', 'Add Link', 'Add Folder', 'Import', 'Edit Folder', 'Delete Folder', 'Get Info', 'Preferences', 'Export', 'Access List', 'Check Moderated', and 'Guide'. A large yellow arrow points to the 'Add Discussion' button. Below the menu are links for 'NYSDOH Secure Discussion Forum' and 'Community Service Plan Submissions'.

8. After the CSP has been submitted, you may print a copy of the submission history. Select 'Community Service Plans (messages)' as indicated by the arrow below...



Mark Edit Delete Move

> [Community Submission \(3 messages\)](#)

Check Messages Change Subscripts Message Center Search

Add Discussion Add Link Add Folder Import Edit Folder Delete Folder

Get Info Preferences Export Access List Check Moderated Guide

...to get to the previous messages. You can click on and print any message for your records, or reply, edit, delete, etc.

## Community Submission

[mvt02](#) - 09:08am Jun 16, 2009 EST  
Mark Thoburn, NYSDOH ISHSG

Here is my sub for this time period

Attachment: [Winter.jpg](#)

Mark Edit Delete Move

Select/Deselect All [Delete Selected](#) [Move Selected](#)

[To Top](#) [Previous](#) [All Msg](#) [Outline](#) (1 previous message)

[mvt02](#) - 12:47pm Aug 12, 2009 EST (#2 of 3) [Mark](#) [Reply](#) [Edit](#) [Delete](#) [Move](#)  
Mark Thoburn, NYSDOH ISHSG

Hi Charles

[cxb06](#) - 01:27pm Aug 12, 2009 EST (#3 of 3) [Mark](#) [Reply](#) [Edit](#) [Delete](#) [Move](#)  
Charles Bonsu, NYSDOH OHSM

Thanks Mark. I got it.

Select/Deselect All [Delete Selected](#) [Move Selected](#)