



a·H·Informer

A news update from Adirondack Health Institute

August 23, 2018

DSRIP Success Story



An innovative partnership has been established between SUNY Adirondack and the AHI PPS (Performing Provider System) to support training and education in health care occupations identified as high-priority in the region. By leveraging Delivery System Reform Incentive Payment (DSRIP) Program workforce funds, assistance is available for income-eligible individuals who have expressed interest in health care professions targeting populations DSRIP is intended to serve.

To date, 71 Certified Nursing Assistant (CNA), Patient Care Aide (PCA), Licensed Practical Nurse (LPN), Nursing (RN), Pre-Nursing (LAMS), Human Services (LBAA), and Credentialed Alcoholism and Substance Abuse Counseling (CASAC) students have benefitted from the partnership.

Kayla Duers of Queensbury (pictured) received support and wrap-around services to participate in a CNA course. She has been hired by a nursing home in Warren County and plans to work while continuing her education. Said Duers, "Every day I get a little closer to my dream of becoming a midwife and this funding is helping to make that dream a reality."

Tara Booth, Healthcare Program Assistant at SUNY Adirondack, stated, "I have had the distinct privilege of witnessing people grow personally and professionally through this partnership. I have watched people delight in the accomplishment of graduating from a program and experienced the intense gratitude felt by participants who have finally been given the tools they need to succeed."

If you'd like to learn more about the program, contact Booth at bootht@sunyacc.edu.

Cultural Competency and Health Literacy Success Story



By Lee Rivers, Executive Director,

TALKING WITH YOUR DOCTOR

[TIPS FOR SENIORS]



You only have **18 seconds** - that's the average time a doctor waits before interrupting a patient.

As a patient, it is important you are able to **obtain, communicate, process, and understand** basic health information.



Be prepared for your visit:



- ✓ Make a list of concerns in order of their importance to you.
- ✓ Write down all your medications, vitamins, and supplements.
- ✓ Note all health and life changes since your last visit.

Use these tips, and learn more about talking with your doctor at www.nia.nih.gov/doc-patient-communication.



Community Connections of Franklin County,
Malone, NY

We were very interested when AHI reached out to our agency to open discussions on providing continuing education on Cultural Competency and Health Literacy (CCHL) for peer services.

Being a part of this initiative prompted us to look at the literacy levels of all of our literature, including policies and procedures, and establish a committee to get feedback on our materials from those who receive our services. Based on their input, we changed our brochure to be more in line with the population we work with. We have encouraged other agencies to review their literature and even had a discussion with our local medical provider to see how we may help bridge the comprehension gap between a primary care physician and patient.

We are very grateful to have been given this opportunity to be educated on CCHL. As a small, peer-driven, community-based organization, we would not have otherwise had the financial means to send our staff to training. We continue to learn and understand the importance CCHL plays when working with individuals who request our services.

Visit the National Institute on Aging for more doctor/patient communication tips.

Volume to Value

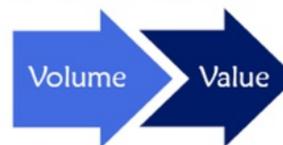
The Power of Data in Value Based Payment

September 20, 2018

9:30am - 3:00pm

Registration will begin at 8:30am

The Queensbury Hotel
88 Ridge Street • Glens Falls, NY



*Please note that each organization may send a maximum of 3 attendees.

[Click here to register.](#)



INNOVATIVE • POWERFUL • INSPIRATIONAL

10TH ANNUAL SUMMIT

CELEBRATING A DECADE OF COLLABORATIVE EXCELLENCE:
IMPROVING HEALTH OUTCOMES

Thursday, September 27, 2018
Conference Center at Lake Placid



4th Annual North Country Telehealth Conference
Virtual Care in a Value Based World

Pre-Conference: Wednesday, November 7, 2018

Full Conference: Thursday, November 8, 2018

The Queensbury Hotel, Glens Falls

Click here to register now. This event will soon sell out!

Click here to register.



Cultural Competency and Health Literacy Training Opportunity

Join us for the last CCHL training workshop of the year!

TRAINING SERIES WRAP-UP WORKSHOP: OCTOBER 4, 5, & 26

This session will revisit and review health literacy and cultural competency concepts taught in the first 5 modules. Come for the first time or for a refresher! We will also discuss how health literacy impacts value based payment and patient satisfaction.

The day will also include a presentation on communicating effectively with individuals with disabilities.

This training will help you:

Communicate
better with
patients &
clients

Explain how
health literacy
impacts health
outcomes

Learn
best practices
in health literacy
& cultural
competency

Free Workshop! Register Now: <https://cchlwrapup.eventbrite.com>

Questions? Contact Melissa Davey at mdavey@ahihealth.org, or 518.480.0111, ext. 312.



Whole Health Action Management

WWW.THENATIONALCOUNCIL.ORG

Whole Health Action Management (WHAM) is a peer-centered program developed by the National Council's SAMHSA-HRSA Center for Integrated Health Solutions to promote whole health self-management. Peers are encouraged to partner and identify strengths, develop weekly action plans and work together using positive reinforcement to meet a goal. Rather than work alone, WHAM encourages participants to collaborate and support others' efforts.

WHAM is easy to use and implement in health care settings. This train-the-facilitator program gives peers 10 science-based whole health and resiliency factors to identify strengths and supports:

- **Identify strengths and supports in 10 science-based whole health and resiliency factors**
- **Write a concise whole health goal based on person centered planning**
- **Create and log a weekly action plan**
- **Participate in peer support to create new health behavior**
- **Elicit the Relaxation Response**
- **Engage in cognitive skills to avoid negative thinking**
- **Prepare for basic whole health screenings**
- **Use shared-decision making skills and tools for engaging with doctors**

So far, 30 states with more than 300 participants have been trained, within community behavioral health centers, federally qualified health centers, health homes, criminal justice systems and Veterans Administration programs. Preliminary research by Dr. Judith Cook at University of Illinois at Chicago has revealed that a peer-led WHAM intervention delivers on new health behaviors like physical activity and healthy eating. WHAM training graduates are linked to a national listserv to foster ongoing peer support, share tips and tools for success, and provide new resources for peer services and integrated health.

October 11th & 12th, 2018 from 8:30am - 4:00pm

at the Center for Wellbeing Conference Room
2155 State Route 22B, Morrisonville, NY

For more information on the WHAM Training or to register,
contact Makayla Duquette at mduquette@bhsn.org



WHEN TO GO WHERE

TO GET THE BEST CARE

Primary Care Provider, Urgent Care, or Emergency Room

PCP PRIMARY CARE PROVIDER	UC URGENT CARE	ER EMERGENCY ROOM
Check-ups and regular screenings	Sprains and strains	Babies needing immediate care
General medical and behavioral health questions	Mild allergic reactions	Significant difficulty breathing
Questions or concerns about medications	Mild to moderate asthma symptoms	Broken bones
Cold and flu symptoms	Minor cuts or wounds requiring prompt attention	Severe pain, especially in the chest or stomach
Mild fevers	Moderate pain or discomfort	Severe burns
Mild to moderate pain or discomfort	Mild burns	Possible drug overdose or poisoning
Management of a chronic condition	Animal or insect bites	Thoughts of suicide or self-harm

AHI has the ability to print a limited quantity of the above flyer for partners to distribute to clients. If you are interested in receiving a small supply, please contact our Community Engagement team at communityengagement@ahihealth.org.

Submit Your Content for *AHI Informer*

AHI partner organizations in Clinton, Essex, Franklin, Fulton, Hamilton, Saratoga, St. Lawrence, Warren, and Washington counties are encouraged to submit content (news, success stories, educational opportunities, community events, etc.) to be considered for inclusion in *AHI Informer*. Simply email your information to communications@ahihealth.org and we'll be happy to consider it for a future edition.

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STAY CONNECTED WITH US!

