



2021 North Country Leadership Summit

Emerging from a Year of Change: An Opportunity to Rebuild and Reimagine



Thank you to our sponsors!



Thank you for attending today's session

- Please place all questions and comments in the chat and staff will ensure that your questions are answered during Q&A at the end of the session.
- All attendees will remain muted, video-off, for the presentation to ensure the best broadband connectivity possible.
- All presentations will be recorded and archived on the North Country Leadership Summit webpage (ahihealth.org/2021-north-country-leadership-summit/) by October 1st, 2021.

All attendees will be entered into a raffle that will be pulled after this session! Winners will be notified via email and receive a prize package that will be mailed out the week after the Summit.



Adirondack Health Institute

About AHI

Adirondack Health Institute is an independent, non-profit organization supporting hospitals, physician practices, behavioral health providers, community-based organizations, and individuals throughout the Adirondack region to **transform health care** and **improve population health**.

Vision of AHI

Every individual in our region reaches their full potential and lives a healthy life.

Mission of AHI

To **lead** and **work collaboratively** with **community partners** on **innovative initiatives** that advance quality, **improve access and affordability**, and **transform health care delivery** in the Adirondack region.

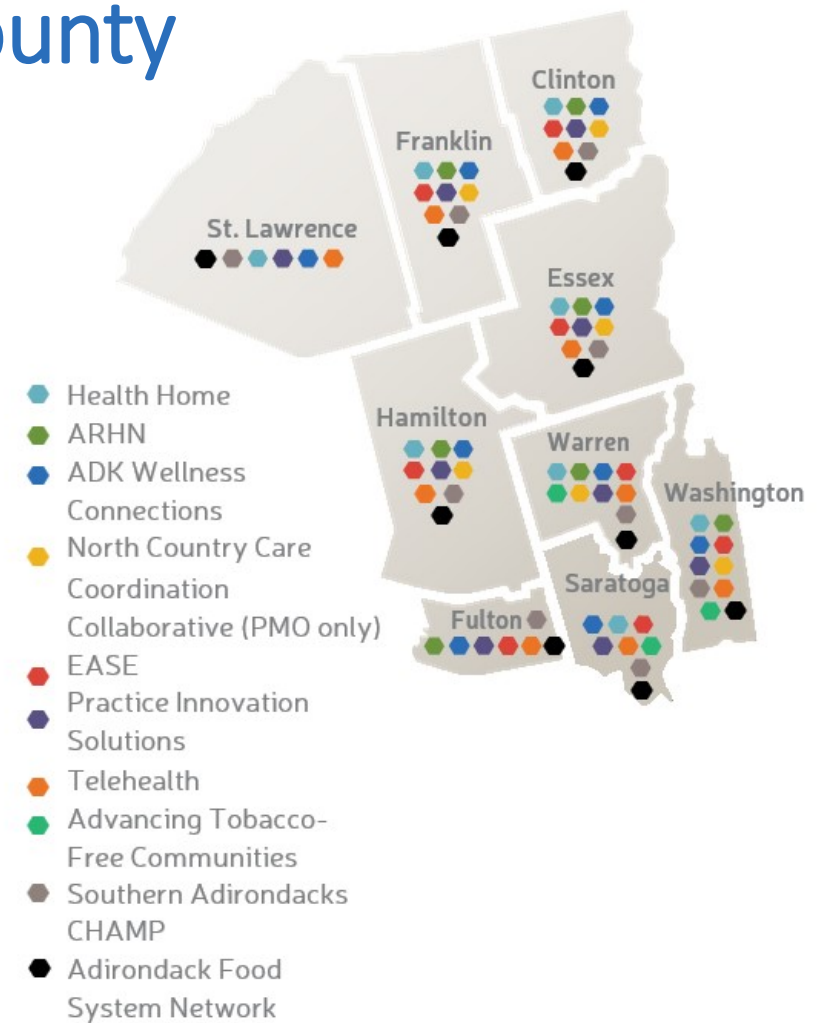


AHI Member Organizations



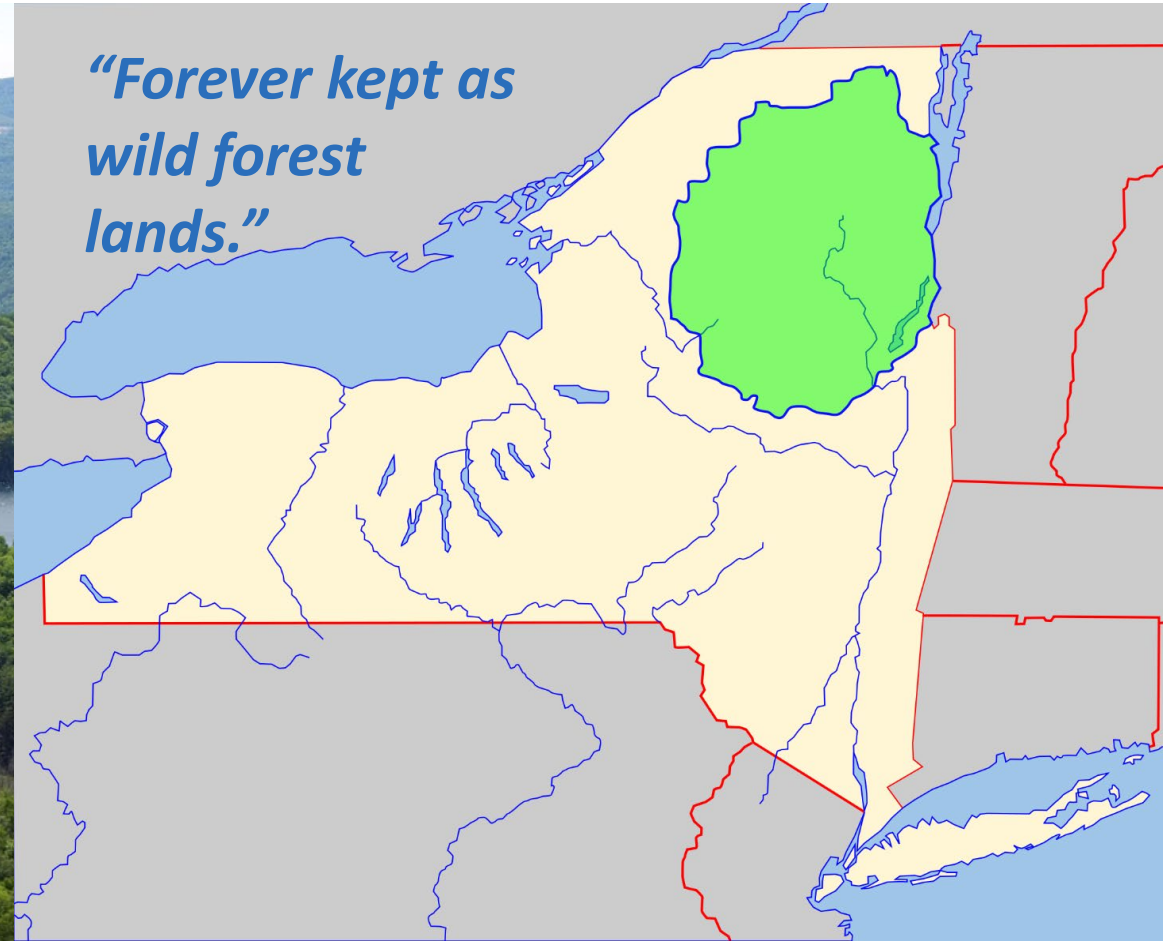
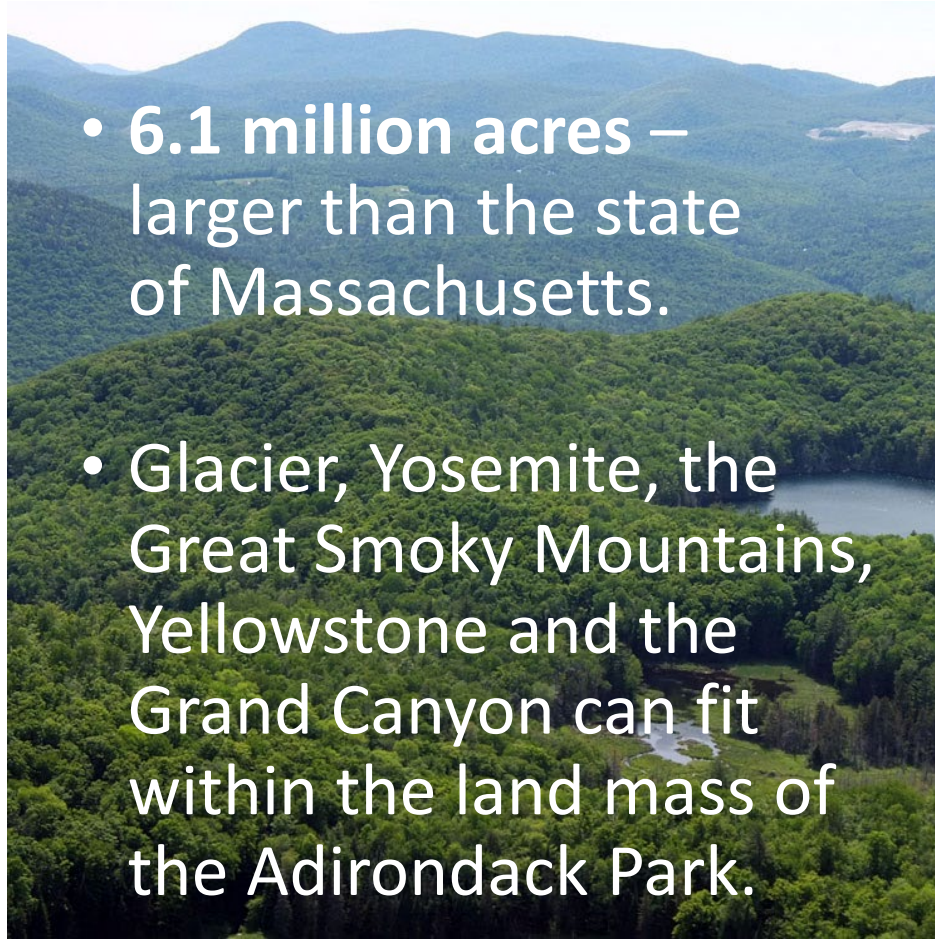
AHI Programs by County

- Adirondack Food System Network (AFSN)
- Adirondack Rural Health Network (ARHN)
- ADK Wellness Connections
- Advancing Tobacco-Free Communities (ATFC)/Clear the Air in the Southern Adirondacks (CASA)
- Community Health Access to Addiction and Mental Healthcare Project (CHAMP)
- Enrollment Assistance Services and Education (EASE)
- Health Home Care Management
- North Country Care Coordination Collaborative (NCCCC)
- Practice Innovation Solutions
- Telehealth/Telemedicine



The Adirondack Park

- 6.1 million acres – larger than the state of Massachusetts.
- Glacier, Yosemite, the Great Smoky Mountains, Yellowstone and the Grand Canyon can fit within the land mass of the Adirondack Park.



Adirondack Rural Health Network

The Adirondack Rural Health Network (ARHN), the longest-running program of AHI, originating in 1992, provides a forum for public health leaders, informs on planning assessment, provides education and training to further the NYS DOH Prevention Agenda and Delivery System Reform Incentive Payment (DSRIP) Program, and offers other resources that support the development of the regional health care system.



To learn more, visit www.ahihealth.org/arhn or email Sara Deukmejian at sdeukmejian@ahihealth.org.



Clear the Air in the Southern Adirondacks

Tobacco control programs like ***Clear The Air In The Southern Adirondacks (CASA)*** play a crucial role in the prevention of many chronic conditions such as cancer, heart disease, and respiratory illness. Comprehensive tobacco prevention and cessation programs prevent youth from smoking, help individuals to quit smoking, and serve as a counter to the negative influence of the tobacco industry. CASA supports community businesses, municipalities, housing complexes, and more to implement smoke-free policies on their grounds and at their events.

A component of CASA, Reality Check, is a youth led, adult supported program for students interested in making a difference in the tobacco industry and in their communities. Involved youth lead positive change through educational approaches to business leaders, legislators, and community entities. Major efforts focus on reducing tobacco marketing for teens, eliminating tobacco imagery in youth-rated movies, and helping shape a tobacco-free landscape for future generations.

Through support from the NYS DOH Bureau of Tobacco Control and the Advancing Tobacco-Free Communities program, AHI's CASA program supports smoke-free initiatives across Saratoga, Warren, and Washington Counties. E-mail casa@ahihealth.org to collaborate!





ADK Wellness Connections is a FREE referral network sponsored by Adirondack Health Institute that helps **connect individuals to a wide range of resources in their communities** to improve health and well-being.

ADK Wellness Connections

CONNECTING PROVIDERS

- ✓ Electronically send referrals to the best-fit community providers based on program eligibility requirements.
- ✓ Streamline your referral workflows to partner agencies, saving time and increasing efficiency.



TRACKING THE CLIENT JOURNEY

- ✓ Track your clients' referrals to network partners and see updates in real-time.
- ✓ Gain quick insight into other services your client has received for a deeper understanding of the client's needs.



PROMOTING COLLABORATION

- ✓ Access person-centered client files and securely share updates across the network on services provided.
- ✓ Visualize your impact within the network through easy-to-access reporting dashboards.



MEASURING COMMUNITY IMPACT

- ✓ Easily keep track of the outcomes for your clients' referrals throughout the network.
- ✓ Export real-time data on your organization's clients to analyze trends in the community and demonstrate impact.



For more information about joining the network, please fill out the [Partner Interest Survey](#) or email Victoria Knierim vknierim@ahihealth.org or Rebecca Bigelow rbigelow@ahihealth.org to learn more!





New York State's **C**ommunity **H**ealth Access
to **A**ddiction & **M**ental Healthcare **P**roject

CHAMP is a joint statewide program of the New York State Office of Mental Health, Office of Alcoholism and Substance Abuse, and other partners, designed to help individuals and their families access needed substance use disorder and mental health treatment services and get the most from their health insurance benefits.

Visit CHAMP on the web at
ahihealth.org/champ or call 1-888-614-
5400 for more information



**Enrollment Assistance Services
and Education**

EASE provides free, confidential assistance to individuals, families, and small business owners with enrollment in health insurance through the NY State of Health Marketplace. EASE serves eight counties: Clinton, Essex, Franklin, Fulton, Hamilton, Saratoga, Warren, and Washington.

Visit EASE on the web at
ahihealth.org/EASE or call 1-866-872-
3740 for more information

Health Home Care Management

AHI's Health Home provides care management services to individuals with complex health needs who are recipients of Medicaid.

- A Care Manager provides access to health and social services to individuals to assure that they stay healthy and reduce avoidable emergency department visits and inpatient hospitalizations.
- Health records are shared among an individual's providers to avoid service duplication or neglect.
- Health Home services create continuity throughout a network of organizations including medical and clinical providers, health plans, and community-based organizations; collective consideration of these services creates a "Health Home."

Visit ahihealth.org/healthhome or call 1-866-708-2912 for more information.



North Country Telehealth Partnership

The **North Country Telehealth Partnership**, a joint venture of **Adirondack Health Institute (AHI)** and **Fort Drum Regional Health Planning Organization (FDRHPO)**, is northern New York's leading agency focused on increasing access to health care through the innovative use of telehealth and telemedicine technology. The partnership is funded through a Rural Health Network grant through the New York State Department of Health.

To learn more please email ndelmastro@ahihealth.org or rhunt@fdrhpo.org





FDRHPO

**Fort Drum Regional
Health Planning
Organization**

Building a Patient-Focused System for Health

Fort Drum Model of Care: The Drivers



Fort Drum's Healthcare Delivery Model

Foundation



**People Oriented
Treatment Facility**

**27,000
Beneficiaries**

Casualty Care



#1 Readiness



**Families and
Retirees**

Medical Treatment Facility



- **Primary Care**
 - Family Practice
 - Pediatrics
- **Specialty Care**
 - OB/GYN Services
 - Pregnancy Center
 - Orthopedics
 - Podiatry
 - Neurology/TBI
 - Cardiology
 - Internal Medicine
 - Optometry
 - Musculoskeletal Services
 - PT/OT
 - Chiropractic
 - Acupuncture
 - Dermatology
 - Nutrition
 - Audiology
- **Ancillary Services**
 - Radiology/MRI
 - Lactation
 - Pharmacy
- **Preventive Medicine**
- **Army Wellness Center**
- **Soldier and Family Behavioral Health**
- Substance Use Disorder
- **Sexual Assault Forensic Examination**

Partnership

Control,
Communication,
Collaboration,
Networked Systems
Information Sharing

Referrals

Humana

**Managed Care
Support Contractor**

**Augments with
Community Capabilities**

Medical Services

- Employed in Community Facilities , Utilize OR
- **OB/GYN Services, Surgery, and Pregnancy Centering**
- **Orthopedic Surgery**
- **Oral Maxillofacial Surgery**
- **Podiatry Surgery***

Community Partners**

- **Primary Care**
- **Inpatient Care**
- **Specialty Care**
 - OB/GYN Services
 - Orthopedics
 - Podiatry
 - Neurology
 - Cardiology
 - Internal Medicine
 - Ophthalmology
 - Oral Surgery
 - Urology
 - Pulmonary/Respiratory
 - Gastroenterology
 - Oncology



Goal

**Deliver sustained
medical systems**

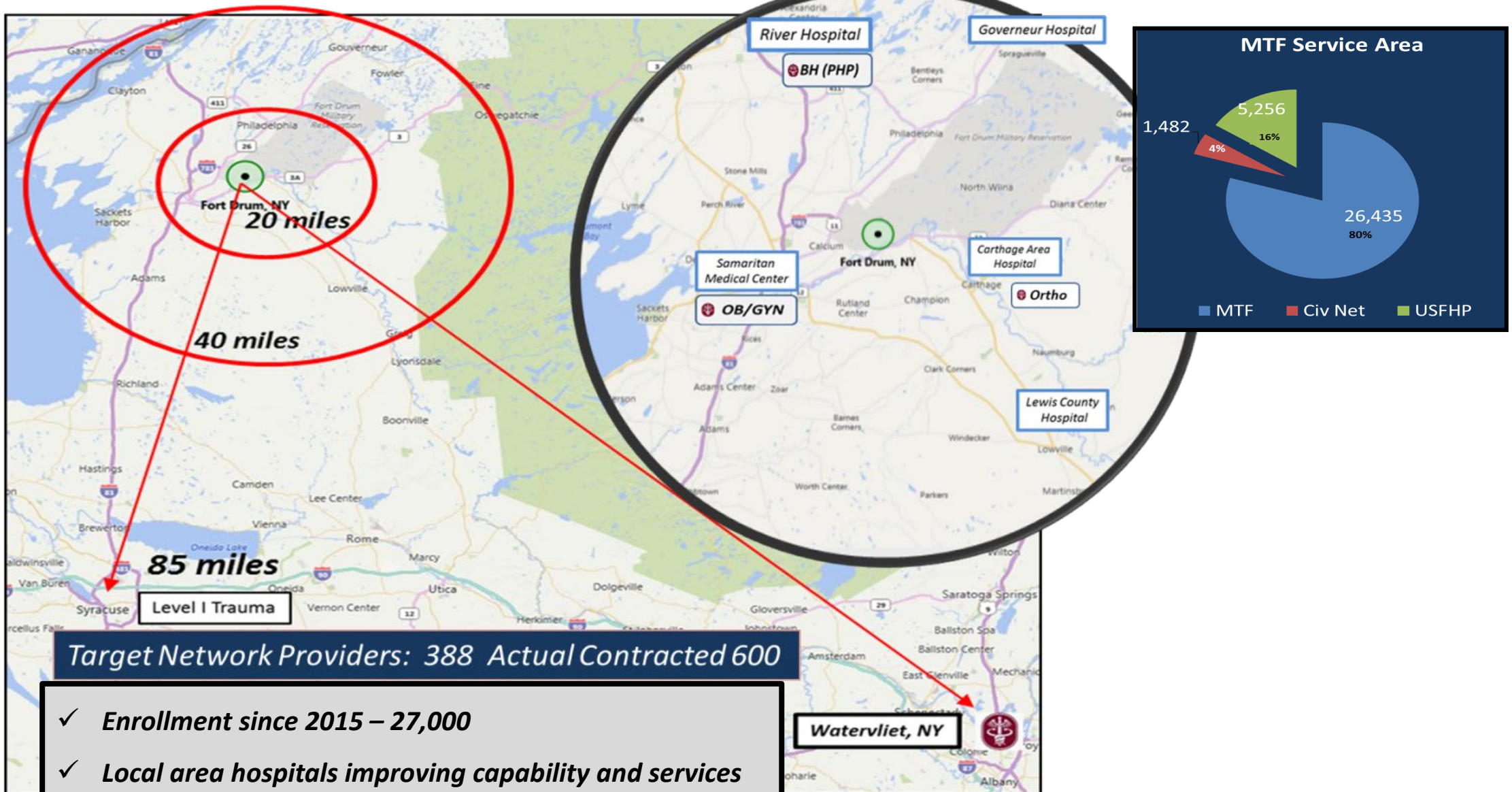
Drive Readiness

**Promote healthy
lifestyles**

**Maintain, improve
and restore the
health of our
beneficiaries**

**** Not all inclusive**

Military Treatment Facility Footprint



- ✓ Enrollment since 2015 – 27,000
- ✓ Local area hospitals improving capability and services
- ✓ #1 challenge remains recruitment

Priority Areas & Accomplishments

Leverage Resources

- Build infrastructure and capacity – access, workforce, structural
- Non-DoD Federal, State and local investment
- \$73 million in performance incentive payments to NCI based on DSRIP performance

Behavioral Health

- Integrate primary care and behavioral health services
- Raise awareness of behavioral health to promote prevention, early intervention & treatment
- Enhance/promote evidence-based prevention programs/policies to reduce substance misuse

Technology/ Telemedicine

- Link providers to electronic medical records through HIE
- Gather and analyze clinical data & claims to improve quality and reduce costs
- Telemedicine & fiber network – 140,000+ telemedicine encounters (2015-2020)

Healthcare Workforce

- Ensure healthcare workforce meets needs of our region
- Facilitate collaboration with academic facilities for local educational opportunities
- Leverage community connections (hospitals, providers, CBOs) for job shadow opportunities

Emergency Medical Services

- Regional EMS Program Agency – Oversight of 75+ EMS agencies in tri-county
- Improve pre-hospital coordination between EMS, hospitals, dispatch centers, air medical
- Ensure all EMS providers have access to electronic medical records

Population Health

- Regional Community Health Needs Assessment & Improvement Plans
- Conduct annual community health survey
- Engage patient in their own health; health messaging and promotion

Health Information Technology

- **Health Information Exchange**

- Partnered with Health^eConnections
- Secure sharing of EHRs among all hospitals and healthcare providers
- Connected VA and Fort Drum MEDDAC to HIE



- **Practice Transformation**

- Critical analysis of practices to achieve greater efficiency in workflow, optimize use of HIT, improve quality measures
- Support practices with transformation efforts and achievement of PCMH recognition

- **Analytics Resource Group**

- Risk-stratification tool uses claims data to support practices with patient metrics
- Supports value-based payment contracting, future practice transformation efforts

- **IT Services**

- Provide cost effective IT services via full managed services, project-based services, and customized services (IP telephony, Networking, VPN, Server, etc.)

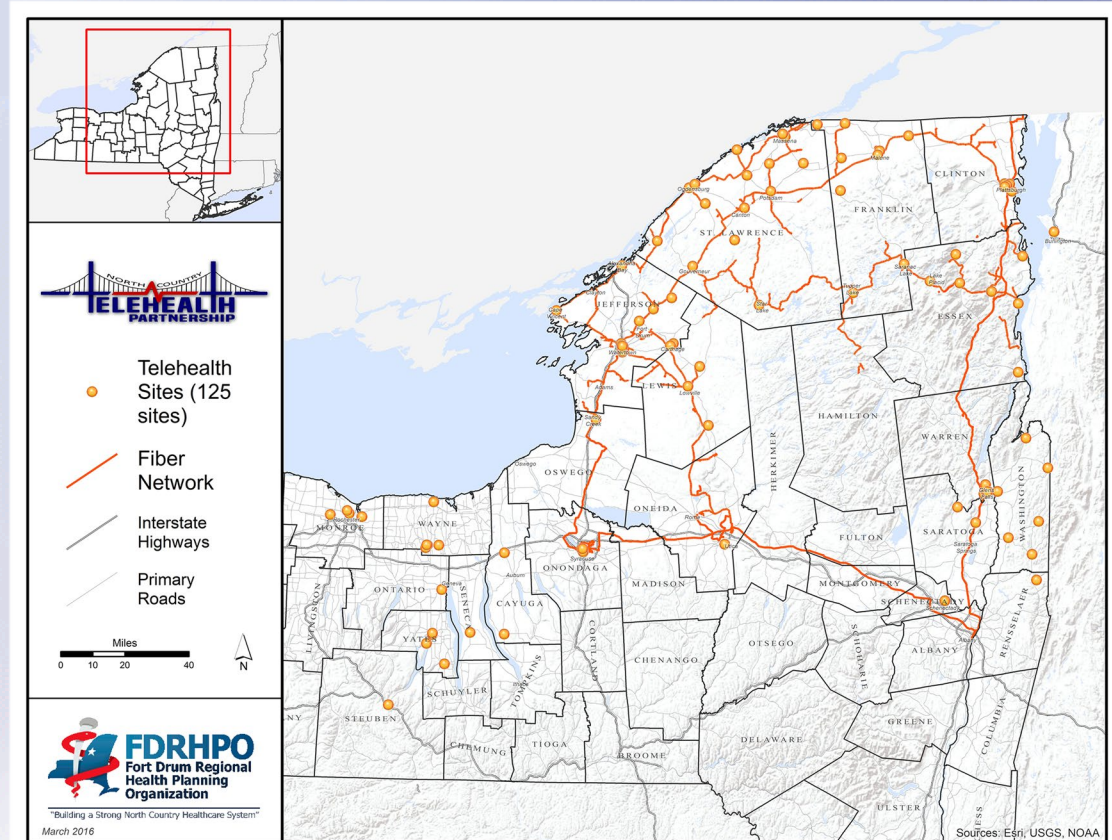
- **Privacy & Security**

- Robust compliance program to ensure secure, confidential information exchange
- Contracts with region's clinically-integrated network (CIN) to provide support to CIN, IPA, ACO partners



Telemedicine

- **North Country Telehealth Project (NCTP)**
 - Extensive fiber-optic network created in 2009
 - Expanded in 2011 with Adirondack Champlain Telemedicine
 - Connects entities to broadband telecommunications/telehealth
- **North Country Telehealth Partnership**
 - Collaboration with Adirondack Health Institute (AHI)
 - Implement telemedicine throughout AHI's 12-county area
 - 13 in New York; 1 in Vermont
 - Over 140,000 patient encounters between 2014-2020
- **Our Telemedicine Projects**
 - Child, adolescent & adult telepsychiatry/telepsychology
 - Telestroke
 - Remote patient monitoring
 - Diabetic TeleRetinopathy
 - TeleWound Care
 - Teleneurology
- **Telehealth Learning Collaborative**
 - Comprised of 130+ individuals from 90 organizations
 - Bi-monthly videoconference



Fort Drum Model – Why It Works

3 MUST-HAVES

1) COMMUNICATION

- Regular & Honest

2) COLLABORATION

- Work Together on Solutions
- Everyone Contributes

3) CONSISTENT INVOLVEMENT

- Committees & Boards
- Right People at the Table
- Strengthens & Accomplishes



2021 North Country Leadership Summit Presenters

