



Adirondack Health Institute

# ANNUAL REPORT

[www.ahihealth.org](http://www.ahihealth.org)

2022





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

## A Message from our CEO, Eric Burton

The healthcare and non-profit industries have continued to face significant challenges over the past year. Unprecedented workforce shortages and fiscal pressures, coupled with ongoing impacts of the global pandemic consume our partner organizations. We are grateful for the heroic efforts taking place on a daily basis to serve the communities that we live and work in.

The Adirondack region continues to serve as a model for collaborative approaches to innovative initiatives that advance quality, improve access and affordability, and transform health care delivery in our region. In 2022, we completed our first full year of the affiliation between the Adirondacks ACO and Adirondack Health Institute, exemplifying the collaborative spirit in the region.

A special thanks to our team of mission-driven professionals, member organizations, Board of Directors, regional health care providers and community-based organizations with whom we work. We look forward to continuing to serve the region in the pursuit of transforming health care and improving population health in the Adirondack region of New York State.

## About AHI

Adirondack Health Institute (AHI), an independent non-profit Article 28 organization under New York State Department of Health regulations, was established in 1987.

For thirty years the organization has supported hospitals, physician practices, behavioral health providers, community-based organizations, patients and others in our region in sharing our vision and mission of transforming health care and improving population health. In 1987, the organization operated as the Upper Hudson Primary Care Consortium (UHPCC), which was founded by Hudson Headwaters Health Network, Compre-Care, Inc., Benedict Health Center and Adirondack Region Primary Care. When operating as the UHPCC, we provided the region with management and administrative support services, workforce recruitment and retention, network organization and development, health center establishment, and regional strategic planning.

In 2011, we became Adirondack Health Institute, a collaborative of three member organizations. We added a fourth member in 2014 and a fifth member in 2016. Our member organizations are: Adirondack Health, Glens Falls Hospital, Hudson Headwaters Health Network, St. Lawrence Health System, and The University of Vermont Health Network – Champlain Valley Physicians Hospital. Together, we advance patient, provider, and community connections while working with a large network of stakeholders to improve access to care and develop payment reform.

AHI has been catalytic in the transformation of the health care system. As health care delivery, payment, reform, and policy continues to unfold in complexity, we are working to lead the charge to ensure our stakeholders are informed and engaged in the ever-changing process.



In 2021, AHI affiliated with Adirondacks Accountable Care Organization (ADKs ACO), a partnership of health care professionals that care for people in the Adirondacks and northern NYS.

A major focus of this affiliation has been the development of a shared operational team to support both AHI and ADK ACO partners. Currently this shared team supports key program initiatives in the region, fostering collaboration and furthering the initiatives of both organizations in the following ways:

#### **Clinical Quality Improvement**

AHI staff supported the Adirondacks ACO's clinical quality improvement activities by leading the establishment of benchmarks and performance goals, monitoring performance, and the facilitation of the ACO Quality Improvement workgroup and Primary Care Provider Office Hours workgroup.

#### **Community and Beneficiary Engagement**

AHI staff supported the engagement of regional stakeholders throughout AHI and the Adirondacks ACO's programs through citizenship criteria, the Community Beneficiary and Engagement workgroup, as well as a Grant Review Committee.

#### **Regional Data Analytics**

The development of an inter-organizational data analytics team supporting both organizations through program evaluation, data management, web-based provider reporting, population health analytics, quality data management, and value based payment financial reporting

## **About the Adirondacks ACO**

Adirondacks ACO is an Accountable Care Organization in partnership with northern New York and Adirondack's dedicated health care professionals. This provider-led organization strives to ensure a future of expanded medical access with lower costs, improved efficiency and outcomes, increased patient and provider satisfaction, and overall high quality of care.

The vision of the Adirondacks ACO is a system that allows providers to spend time focusing on and helping patients. ADK ACO partners with health insurance companies, hospitals, independent medical practices, and the community to help ensure that patients get the care they need when they need it, and all at the lowest possible cost overall.

Adirondacks ACO strives to alleviate provider administrative burdens by supporting their network partners with access to data, resources, and tools to improve patient health outcomes.





## Members and Board of Directors

### Board of Directors

**Daniel Burke**, *Board Chair*, NBT Bank (Retired)

**Dave Kaiser**, *Treasurer*, Glens Falls National Bank

**Wouter Rietsema, MD**, *Secretary*, Adirondacks ACO/ UVMHN  
– Champlain Valley Physicians Hospital

**Jeannie Cross**, Metropolitan Jewish Health System (Retired)

**Aaron Kramer**, Adirondack Health

**Michelle LeBeau**, UVMHN - Champlain Valley Physicians  
Hospital

**Donna McGregor**, St. Lawrence Health System

**Geoff Peck**, Nathan Littauer Hospital & Nursing Home and  
Nathan Littauer Foundation

**Becky Preve**, Association for Aging in New York

**Robert Ross**, St. Joseph's Addiction Treatment and Recovery  
Centers (Retired)

**John Rugge, MD**, Hudson Headwaters Health Network  
(Director Emeritus)

**Paul Scimeca**, Glens Falls Hospital

**Tucker Slingerland, MD**, Hudson Headwaters Health Network

**Diane Wildey**, SUNY Adirondack

*Former Board Members - Cycled Off in 2022:*

**David Acker**, St. Lawrence Health System

**Brian Bearor**, Tri-County United Way

### Member Organizations

- [Adirondack Health](#)
- [Glens Falls Hospital](#)
- [Hudson Headwaters Health Network](#)
- [St. Lawrence Health System](#)
- [University of Vermont Health Network - Champlain Valley Physicians Hospital](#)





## AHI Executive Team



**Eric Burton**  
**Chief Executive Officer**

Eric Burton is the Chief Executive Officer who oversees AHI's day-to-day management. Burton is held responsible for overall operation of the corporation in its internal affairs and external relationships. He is accountable to the Board of Directors for the effective management of the corporation. Burton joined AHI in April 2016 as Chief Financial Officer. He is a health care financial and operations leader with more than 25 years of experience. Burton received a Bachelor of Science degree in Finance and a Certificate in Accounting from Siena College in Loudonville, NY. He is a member of the Healthcare Financial Management Association. In 2014, he was named to the Albany Business Review's CFO of the Year class.

[eburton@ahihealth.org](mailto:eburton@ahihealth.org)  
518.480.0111, ext. 201



**Sarah Wright, CPA**  
**Chief Financial Officer**

Sarah Wright, CPA, is AHI's Chief Financial Officer. She has leadership responsibility for building and managing effective and streamlined administrative and financial systems, as well as oversight of Human Resources. Wright joined AHI as Accounting Manager in May 2015 and was promoted to Director of Finance in January 2016. Wright earned a Bachelor of Business Administration degree in Accounting from Siena College in Loudonville, NY. A Certified Public Accountant in New York State, Wright is a member of the American Institute of Certified Public Accountants (AICPA) and the New York State Society of Certified Public Accountants (NYSSCPA). In 2022, she was an honoree of the Post Star's 20 Under 40 award.

[swright@ahihealth.org](mailto:swright@ahihealth.org)  
518.480.0111, ext. 202



**Jeffrey Hiscox**  
**Chief Operating and Compliance Officer**

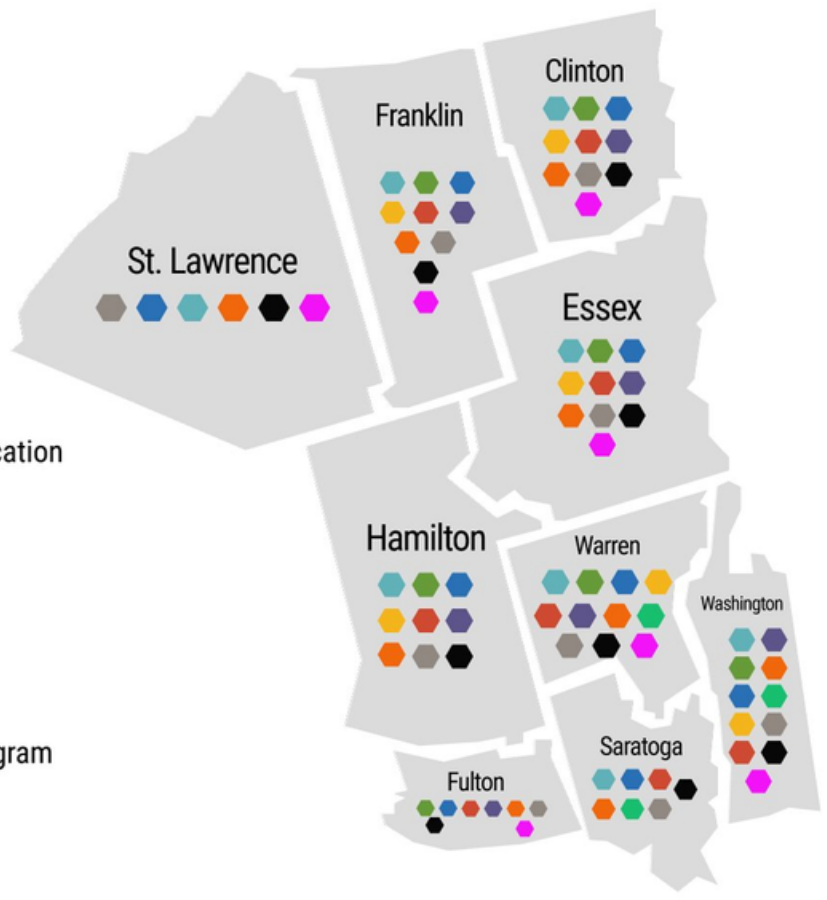
Jeffrey Hiscox is the Chief Operating and Compliance Officer who oversees Corporate Compliance, Information Technology, and Operations. He is a seasoned executive with more than 30 years of leadership experience. Hiscox joined the AHI team in August 2016 in an interim capacity and was promoted to Chief Compliance Officer shortly after. Hiscox earned a Bachelor of Science degree in Management Science from Columbia State University in Clifton, TN.

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518.480.0111, ext. 109



# AHI Service Area

-  Adirondack Food System Network
-  ADK Wellness Connections
-  Adirondack Rural Health Network
-  Clear the Air in the Southern Adirondacks
-  Community Health Access to Addiction and Mental Healthcare Project
-  Enrollment Assistance Services and Education
-  Health Home
-  HRSA Rural Public Health Workforce Training Network
-  North Country Care Coordination Collaborative (PMO only)
-  Rural Communities Opioid Response Program
-  Telehealth



# ADK Wellness Connections (ADKWC)



**ADK Wellness Connections** is the Adirondack region's first centralized, coordinated, closed-loop referral network comprised of healthcare and social service providers working together to improve health and wellness by addressing social and medical needs for community members in St. Lawrence, Franklin, Hamilton, Clinton, Essex, Fulton, Warren, Washington, and Saratoga counties.

Established in 2018, the ADK Wellness Connections network is currently supported through funding from the Mother Cabrini Health Foundation.

## Community Impact



**1,274**

Individuals Served



**3,981**

Referrals Sent



**215**

Participating Partner  
Organizations



**446**

Participating Programs

## About ADK Wellness Connections

### Powered by the Unite Us Platform

ADKWC is powered by Unite Us, a HIPAA-compliant technology platform that is free for community members and providers to join. Network partners have access to expand their impact and are easily able to connect their clients to a wealth of services and community resources with the support of a Coordination Center and Referral Navigator.

### Part of the larger Unite NY Network

ADKWC is also part of the larger Unite NY network which spans 25 counties throughout the North Country, the Capital Region and beyond. The network provides a streamlined referral system and connects organizations, so that individuals can easily access a wide range of comprehensive services to meet their needs and promote a healthy lifestyle.

### Network Service Types

Referrals to services include:

Benefits Navigation, Clothing and Household Goods, Education, Employment, Entrepreneurship, Food Assistance, Housing and Shelter, Income Support, Individual and Family Support, Legal, Mental/Behavioral Health, Money Management, Physical Health, Social Enrichment, Spiritual Enrichment, Sports and Recreation, Substance Use, Transportation, Utilities, and Wellness.

215

**Organizations**  
(medical/physical,  
behavioral, and social)  
activity managed by  
the network.

446

**Programs available:**  
With 78% programs set  
to receiving referrals.

9

**Counties in the North  
Country region where  
the network is  
operational.**

1274

**Community Members  
connected to services  
in 2022.**

### Program Contact Info:

<https://www.adkwellnessconnections.org/>

(N) Victoria Knierim, Program Manager

(E) [adkwellconnects@ahihealth.org](mailto:adkwellconnects@ahihealth.org)

(P) 1.833.ADK.WELL

# Adirondack Food System Network (AFSN)



The Adirondack Food System Network is made up of a group of food system stakeholders across the region that have come together with seed funding from the Adirondack Foundation. The Network aims to help food systems stakeholders mount a coordinated effort to build back better food systems as the region recovers from the COVID-19 pandemic, centered on the values of collaboration, equity, environment, and lasting success.

*AHI served as the backbone organization of the AFSN from March 2022 through June 2023. AFSN now operates independently from AHI and we will continue to follow the great work they are doing in the community.*

## Community Impact



9

Counties: Clinton, Essex, Franklin, Fulton, Hamilton, St. Lawrence, Saratoga, Warren, Washington



16

Steering Committee Members



205

Summit Participants

## Program Contact Info:

<https://ahihealth.org/regional-food-system-resources/>

[Adirondack Food System Network Story Map](#)

(N) Nancy DeMastro, AFSN Program Manager

(E) [ndelmastro@ahihealth.org](mailto:ndelmastro@ahihealth.org)

(P) 518.480.0111, ext. 337

## About AFSN



**The Adirondack Food System Network (AFSN)** is a collaboration of multiple organizations working together as equal partners to better understand system-wide issues, identify gaps, and develop realistic solutions to help strengthen and promote a more resilient food system.

### Purpose

- Increase communication, coordination, and collaboration among food system related organizations, agencies, and institutions.
- Gain a mutual understanding of the barriers and gaps in the Adirondack Food System region and develop common goals for addressing them.
- Work in alignment on broadly shared goals and measurable priorities.
- Build community capacity through collaboration, education, and leveraging unique resources.

### Vision

- To ensure our regional food system is resilient, just, environmentally responsible, and supports improved human health.

### Mission Statement

- To advance innovative solutions through lasting collaborations that strengthen and improve our regional food system for individuals, the environment and the economy

### 2022 FOOD JUSTICE SUMMIT

*Feed Back: Meeting in the Middle*

The 2022 Food Justice Summit was held virtually February 23-24, 2022. The event was held in collaboration with the Adirondack Rural Health Network (ARHN).

Throughout the two-day conference, 13 sessions were held and 205 individuals registered for the event. Participants learned about the work of the Food Systems Network and food related matters, including addressing food security, equity, and farmer resiliency. Participants discussed challenging issues facing our regional food system and strategized action for change.

All presentations from the 2022 Food Justice Summit are available online, on demand: <https://ahihealth.org/2022fjs/>.



# Adirondack Rural Health Network (ARHN)



As a multi-stakeholder regional coalition, the Adirondack Rural Health Network (ARHN) informs on planning assessment, provides education and training to further the NYS DOH Prevention Agenda, and offers other resources that support the development of the regional health care system.



## Community Impact



7

Counties: Clinton, Essex, Franklin, Fulton, Hamilton, Warren, Washington



114

ARHN Partners



530

Participants in Training Opportunities

## About ARHN



The **Adirondack Rural Health Network (ARHN)**, the longest-running program of AHI, originating in 1992, provides a forum for public health leaders, community health centers, hospitals, behavioral health organizations, emergency medical services, and other community-based organizations to assess regional population health needs and develop collaborative responses to priorities.

ARHN hosts quarterly meetings targeting health care professionals and other stakeholders in the seven-county region served. ARHN meetings were held in March, June, September and December, and in 2022, a total of 121 partner attendees participated.

ARHN provides resources and trainings on topics that relate to all aspects of the NYS Prevention Agenda, including:

- **ARHN 2022 - 2024 Executive Summary:** Report of a comprehensive collection and analysis of data regarding health issues and needs in Clinton, Essex, Franklin, Fulton, Hamilton, Warren, and Washington counties in New York State.
- **Healthy Food Guide:** Resources and information to help increase access to healthy and affordable foods and beverages.
- **LGBTQIA+ Resources:** Links to resources including events and support groups, youth and family resources, organizational resources, training modules, and more.
- **Grant/Funding Opportunities/Resources and Information:** Links to local, regional and NYS, research-focused, and national funding opportunities.
- **Social Determinants of Health Guide:** Resource guide for ARHN region that addresses economic stability, education access and quality, health care access and quality, neighborhood and built environment, and social and community context.

### Program Contact Info:

<https://ahihealth.org/arhn>

(N) Sara Deukmejian, ARHN Program Manager

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(P) 518.480.0111, ext. 317

# Clear the Air in the Southern Adirondacks (CASA)



## Clear the Air in the Southern Adirondacks (CASA)

is an Advancing Tobacco-Free Communities partnership grant funded by the New York State Department of Health Bureau of Tobacco Control (BTC) and serves Warren, Washington, and Saratoga counties. CASA seeks to build healthier communities through tobacco-free living in the counties we serve.



## Community Impact



3

Counties Served: Warren  
Washington, Saratoga



525

Youth received education  
on harms of tobacco



33

Local businesses provided  
education on benefits of  
tobacco-free environments

## Program Contact Info:

<https://ahihealth.org/casa/>

(N) Andrea Bonacci, Director of Population Health Programs

(E) [casa@ahihealth.org](mailto:casa@ahihealth.org)

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## About CASA



CASA's goal is to reduce the impact of retail tobacco marketing on youth and adults, establish a tobacco-free community norm through tobacco-free outdoor air policies and tobacco-free housing policies, and decrease tobacco imagery in youth-related movies and in the tobacco industry presence on social media.

Key initiatives of CASA include the following:

- Retail Environment/Point-of-Sale Marketing
- Tobacco-Free Outdoors
- Tobacco-Free Multi-Unit Housing
- Smoke-Free Movies

CASA also includes the **Reality Check** program, a free, youth-led, adult-supported program focused on youth ages 13-18. Involved youth lead positive change in their communities through the education of business leaders, legislators, and other community representatives and entities. Major efforts focus on reducing tobacco marketing for teens, eliminating tobacco imagery in youth-rated movies, and helping shape the tobacco landscape for future generations.

In 2022, CASA program initiatives included:

- Creating Washington County local level evaluation.
- Participating in the 2022 Youth Summit hosted by the Bureau of Tobacco Control.
- Presenting information on tobacco-free initiatives at 30 schools and seven youth-based organizations.
- Providing education to 51 local municipalities on NYS legislation (S4142/A.5061) which prohibits smoking in all state-owned beaches, boardwalks, marinas, playgrounds, recreation centers, and group camps.
- Providing education to 27 local fire departments during Fire Prevention Week regarding the risk of potential house fires caused by improperly disposed cigarettes.
- Providing education on tobacco-free outdoors policies to ten local farms.
- Providing education on tobacco-free outdoors and smoke-free housing policies to 15 organizations that serve animals.
- Completing 15 tobacco retail observations at local businesses.
- Mobilizing multiple community members to submit letters-to-the-editor (LTE) regarding various concerns about tobacco use in their communities, with two LTEs published, educating the community on the benefits of smoke-free environments.

# Community Health Assessment (CHA) Committee



Representatives from 13 hospitals and local public health departments throughout the Adirondack Rural Health Network (ARHN) seven county catchment area participate in the CHA Committee. Participating organizations contract each year with the Adirondack Rural Health Network and AHI for community health assessment services. ARHN has led the CHA Committee since 2002, providing a resource for formal, collaborative, community health planning throughout the region.

CHA hosts quarterly meetings targeting health care professionals and other stakeholders in the seven-county region served. CHA meetings were held in March, June, September and December.

## Community Impact



7

Counties: Clinton, Essex, Franklin, Fulton, Hamilton, Warren, Washington



7

Partner Health Departments



6

Partner Hospitals

## About CHA



The **Community Health Assessment (CHA) Committee** is comprised of local health departments and hospitals in the seven-county Adirondack Rural Health Network (ARHN) catchment area. The CHA Committee is a multi-county, regional stakeholder group that convenes to support ongoing health planning and assessment by working collaboratively on interventions, and developing the planning documents required by the NYS Department of Health and the Internal Revenue Service in an effort to advance the NYS Prevention Agenda.

### More About CHA:

- Every three years, hospitals and local health departments (LHDs) are required to assess the health of their communities and identify areas of improvement.
- A new CHA cycle began in 2022, and each participating organization, collaboratively and independently, wrote their new assessments and plans. All CHA reports can be found at <https://ahihealth.org/arhn/>.
- **In 2022, 425 data indicators across approximately 19 sources were collected and shared with partners.**
- Using the assessments from hospitals and LHDs, the CHA Committee creates a **Community Health Improvement Plan/Community Service Plan** during each CHA cycle, outlining how the organizations will work to improve the health concerns in their region over the next three years.
- The 2022-2024 ARHN Regional Community Health Assessment Executive Summary can be found here: <https://ahihealth.org/wp-content/uploads/2022/10/2022-2024-Executive-Summary.pdf>.

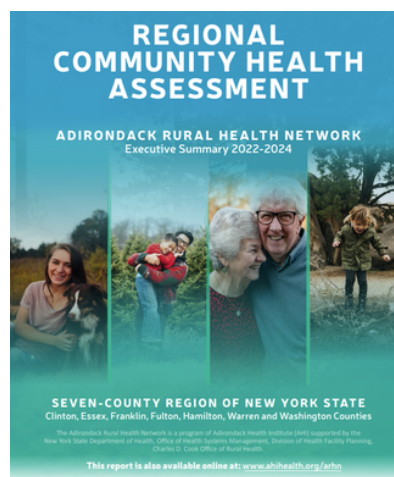
### Program Contact Info:

<https://ahihealth.org/arhn/>

(N) Sara Deukmejian, ARHN Program Manager

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(P) 518.480.0111, ext. 317



# Community Health Access to Addiction and Mental Healthcare Project (CHAMP)



New York State's **Community Health Access to Addiction and Mental Healthcare Project (CHAMP)**, a joint statewide program of the New York State Office of Mental Health, Office of Alcoholism and Substance Abuse, and other partners, is 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. CHAMP was established in the 2018-2019 NYS Budget, and AHI joined the CHAMP network effective January 1, 2019.

CHAMP is an ombudsman program for New Yorkers seeking substance use disorder and mental health services.

## Community Impact



9

Counties served: Clinton, Essex, Franklin, Fulton, Hamilton, Northern Saratoga, St. Lawrence, Warren, Washington



4,855

Cases served by CHAMP, as a whole, since its inception



117

Unique individuals assisted by AHI

## About CHAMP



Timely, respectful, and culturally-sensitive assistance is provided to answer concerns regarding:

- Health insurance navigation;
- Access to treatment, including finding providers and referrals;
- Denial of services;
- Access to medication;
- Parity/coverage discrimination issues;
- System navigation;
- Medical benefits;
- Enrollment referral;
- Legal assistance for insurance appeals;
- Education and outreach.

CHAMP is available to everyone, regardless of the type of insurance they have, or if they are uninsured. Helpline representatives may be able to help resolve concerns immediately, or enlist the expertise of a dedicated CHAMP representative who specializes in legal, substance use disorder, or mental health concerns.

CHAMP helps clients in many ways, like providing information and advice, advocating on their behalf, and filing appeals and complaints.

The 2022 CHAMP Annual Report highlighted the various types of assistance CHAMP provided, and the types of barriers that prevent CHAMP clients from accessing SUD/MH care.

To date, CHAMP has helped clients with 95 internal appeals, 31 external appeals, 75 complaints, and 12 hearings. The most common barriers faced by CHAMP clients are insurance denials, inadequate networks, and accessibility.



### Program Contact Info:

<https://ahihealth.org/champ/>

(N) Donna Gallup, CHAMP Program Manager

(E) <https://ahihealth.org/ease/appointment-request/>

(P) 1.888.614.5400

# Enrollment Assistance Services and Education (EASE)



AHI's team of Enrollment Specialists help clients review available insurance plans and find out if they are eligible for financial assistance.

Appointments can be requested online by visiting <https://ahihealth.org/ease/appointment-request/> or calling toll-free 1.866.872.3740.



## Community Impact



8

Counties: Clinton, Essex, Franklin, Fulton, Hamilton, Saratoga, Warren, Washington



4,292

Applications completed



70

Outreach events

## Program Contact Info:

<https://ahihealth.org/ease/>

(N) Joyce Porter, Director, EASE Program

(E) [jporter@ahihealth.org](mailto:jporter@ahihealth.org)

(P) 518.480.0111, ext. 501

## About EASE



AHI's **Enrollment Assistance Services and Education (EASE)** programs have assisted individuals, families and small business owners enroll in health insurance coverage through the NY State of Health Marketplace since 2013.

AHI has two groups of community-based enrollment assistors; one subcontracted with the New York State of Health (NYSOH) through the Community Service Society (CSS) and the second subcontracted with NYSOH through Hudson Headwaters Health Network (HHHN). Both groups provide expertise to clients throughout the NYSOH health insurance application process and in health plan selection.

**The EASE team is very involved in the community, and in 2022, participated in over 70 events throughout the Adirondack Region. There were over 4,200 community members assisted with enrollment, bringing the average uninsured rate in our region served to approximately 5%.**

All enrollment assistance services are free to the public.

## Client Testimonials



*"I lost my job due to the COVID-19 Pandemic, and along with losing my job I lost my health insurance. I don't have too many health-related issues going on, but I did see a therapist weekly to keep my mental health in check and when I lost my health insurance, I was forced to abruptly cancel my appointments. A friend of mine suggested I reach out to the Adirondack Health Institute to explore health insurance options. I cannot possibly say enough great things about [my Navigator] and the work she does. I needed health insurance, and due to the COVID-19 health emergency we were unable to meet each other in person, [so we met over the phone]. She was so helpful to me and went above and beyond. She answered every single one of my questions as honestly and as best as she could. I decided that it would not be beneficial to me for to enroll in a healthcare plan for 2020 but made an appointment for later on to sign me up for a plan for 2021. Within one phone call we had a plan picked that would best fit my needs. I would and will be recommending her to anyone I know who needs help with a healthcare plan."*

*"In January 2023 I lost my job and my health insurance. I didn't know what to do about getting health insurance. When I was at the Moreau Family Health Center, they referred me to AHI. [My Enrollment Specialist] called me on Feb. 1st and by the end of our phone appointment I had health insurance again. The whole process was very easy. She explained everything to me and I was just so happy to be able to keep my doctor at Hudson Headwaters. I would refer all my friends to AHI who needs health insurance."*

# Health Home Care Management (HH)



The AHI Health Home Care Management program is a partnership of primary care providers, hospitals, and several behavioral health and community-based organizations.

AHI's **Lead Health Home** is one of 25 Care Management Agencies (CMAs) throughout Clinton, Essex, Franklin, Hamilton, Saratoga, St. Lawrence, Warren, and Washington counties.

AHI's **Health Home Care Management Agency** was established in 2019 to support referral demands in Warren, Washington, and Saratoga counties. In 2020, AHI's CMA expanded to include children's care management services.

## Community Impact



**4,626**

Members Receiving Services



**300**

Members Served by the AHI CMA



**13M**

Combined Revenue

## About Health Home

### Goals:

- To improve care coordination for high-risk Medicaid individuals,
- reduce duplicate services,
- reduce emergency department visits and inpatient admissions,
- and lower costs.

### Funding:

- Funded by Medicaid and Medicaid Managed Care
- No out of pocket cost for Health Home participants.

### Qualifying Criteria

1. Active Medicaid
2. Condition Criteria
3. Risk Factors

### AHI Health Home offers support for individuals seeking:

- Home & Community Based Services
- Educational Advocacy
- Developmental needs and supports
- Mental Health Services
- Food
- Substance Use Treatment
- Child & Family Advocacy
- Medical Service
- Transportation
- Housing
- Benefits/Health Insurance

**In 2022, 4,626 Health Home Lead clients have been served connecting community and social supports with health care.**

**As of December 2022, there are 13 care managers at AHI. Between January 2022 and December 2022, 384 unique clients have been serviced by AHI's Care Management team.**

### Program Contact Info:

<https://ahihealth.org/healthhome/>

(N) Traves Bethel, Director of Care Management & Health Home

(E) [healthhome@ahihealth.org](mailto:healthhome@ahihealth.org)

(P) 1.866.708.2912

# North Country Care Coordination Collaborative (NCCCC)



## About NCCCC



### The North Country Care Coordination

**Collaborative (NCCCC)** is a Health Resources and Services Administration (HRSA)-funded project which began in September 2020 and runs through August 2023.

Champlain Valley Physicians Hospital was awarded the grant; the Adirondacks ACO is the Executive Sponsor, and Adirondack Health Institute provides oversight via the Project Director.



### Community Impact



6

Counties participating:  
Clinton, Essex, Franklin,  
Hamilton, Warren,  
Washington



33

Collaborative organizations,  
including hospitals, mental  
health and substance use  
organizations, primary care,  
and more.

### Goals:

- To improve transitions of care for high-risk individuals being discharged from hospitals through care management services.
- To disseminate best practices consistently throughout the North Country region of New York State.
- To improve communication by expanding available functions in HIXNY for care managers; improve data analytics related to care management; and expand the encoded data available around Social Determinants of Health (SDOH).
- To expand care managers' tools and skillsets through workforce development.

### Strategies Include:

- Enhancing data analytics for the region, allowing for identification of gaps in care, and opportunities for improvement and to measure outcomes of initiatives.
- Hosting care management forums and quarterly webinars addressing burnout.
- Adapt best practice protocols consistently across the region, maximizing use of available resources, including those that address SDOH.

### Best Practice Initiatives Include:

- Use of Primary Care Office and/or Office for the Aging (OFA) for care management for non Medicaid clients;
- Referral to Medicaid Care Management services such as Health Home, Nursing home transition diversion (NHTD) and TBI waiver & Managed Long Term Care (MLTC) services;
- Utilize Managed Care Organization Care Managers (Fidelis resource sheet available),
- Referral to Chronic Conditions Self Management and Alzheimer's program;
- Substance Use Disorder (SUD) warm hand off at discharge via in-hospital staff, peer, or CHES app.

### Program Contact Info:

(N) Mary McLaughlin, Project Director

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(P) 518.480.0111 ext. 413

# North Country Care Coordination Workforce Collaborative (NCWC)



The HRSA Rural Public Health Workforce Training Network funds NCWC. The program is for a period of three years that began August 1, 2022 and runs through July 31, 2025.

The purpose of NCWC is that members, as a collaborative, will create and support a network that links educational entities, clinical sites, employers, payers, and other workforce stakeholders to foster and sustain a robust and diverse care management workforce able to effectively serve the residents of our rural communities.

## Community Impact



8

Counties: Clinton, Essex, Franklin, Fulton, Hamilton, Montgomery, and rural areas of Warren and Washington Counties



23

Partner organizations, including hospitals, community-based organizations, and educational institutions

## About NCWC



The **North Country Care Coordination Workforce Collaborative (NCWC)** is a direct outgrowth of the HRSA-funded **North Country Care Coordination Collaborative (NCCCC)**, a network of 29 organizations convened in 2020 to improve post-acute transitions of care through better integrated care coordination.

The NCCCC's 2021 Strengths, Opportunities, Weaknesses, and Threats (SWOT) analysis and Strategic Plan identified workforce shortages, including lack of appropriately trained/skilled care managers compounded by low rates of reimbursement resulting in insufficient capacity and high turn-over, as threats and offered **three strategic actions that align with the NCWC's network priorities:**

- Enhancing workforce recruitment and retention and skill development.
- Maximize current workforce through improved communication and collaboration.
- Expand partnership development.

**The strategic actions above will be addressed through four key activities:**

- Outreach and recruitment to fill vacant positions in the region and to promote care management (CM) as a career pathway;
- Developing and offering internships and apprenticeships to provide critical hands-on work experience coupled with education;
- Identifying and developing strategies and training to support retention, enhance core competency skills, and ensure that CMs are prepared to support individuals with COVID, Long-COVID, and chronic diseases more broadly; and
- Strengthening linkages and communication between employers, educational institutions, workforce development agencies, and payers to leverage and coordinate supports and opportunities that each organization may already offer to best meet the needs of those employing CMs in the region.

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# North Country Telehealth Partnership (NCTP)



The North Country Telehealth Partnership has quickly become northern New York's leading agency focused on increasing access to healthcare 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.



## Community Impact



11

Counties: Clinton, Essex, Franklin, Fulton, Hamilton, Jefferson, Lewis, Saratoga, St. Lawrence, Warren, Washington



150

Active Telehealth Projects



158,162

Patient Encounters in 2022

## About NCTP



The **North Country Telehealth Partnership**, a joint venture of **Adirondack Health Institute (AHI)** and **Fort Drum Regional Health Planning Organization (FDRHPO)**, is a unified effort to plan and implement telemedicine throughout an 11-county catchment area.

The North Country Telehealth Partnership is the leading resource for telehealth technical assistance for regional health care partners. NCTP organizes educational opportunities, provides insight on equipment and software, supports program planning and implementation, shares grant information, and leads grant applications.

### Growth During the Covid-19 Pandemic

Pre-COVID, in 2019, NCTP tracked approximately 2,000 telehealth encounters quarterly in the region. This number jumped to an average of 74,716 encounters quarterly between 2020-2022.

### The North Country Digital Inclusion Coalition

Created in 2022, the North Country Digital Inclusion Coalition's mission is to advance digital equity by addressing barriers to digital inclusion, with a focus on telehealth accessibility. Members of the Coalition include subject matter experts that represent multi-sectors of technology and broadband infrastructure, healthcare, community-based organizations, higher education, and libraries. Over 35 organizations have joined the coalition.

### Bi-Monthly Telehealth Learning Collaboratives

Bi-monthly, stakeholders from across NYS are brought together to help ensure successful telemedicine project implementation, continuity and sustainability. Discussions center around updates from the NY State Department of Health, the Office of Mental Health, the Office of Addiction Services and Supports, and telehealth expert led presentations.

**In 2022, 334 partners participated in Learning Collaborative Meetings.**

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# Rural Communities Opioid Response Program-Implementation III (RCORP)



The **Rural Communities Opioid Response Program (RCORP)** grant is funded by the Health Resources and Services Administration (HRSA). The program is for a period of three years that began September 1, 2021 and runs through August 30, 2024. RCORP serves Clinton, Essex, Franklin, Fulton, St. Lawrence, Warren, and Washington counties.

The RCORP grant consists of four consortium members who leverage, build on and expand relationships in their communities in Northeastern New York. **Consortium members include Champlain Valley Family Center, St. Joseph's Addiction Treatment & Recovery Centers, Council for Prevention of Warren and Washington, and Hamilton Fulton Montgomery Prevention Council.**

## Community Impact



**4,460**

Fentanyl test strips distributed



**162**

Deterra™ Packs distributed



**133**

Narcan Emergency Boxes implemented in five (5) rural counties

## About RCORP



### Goals:

- To implement a regional approach to support a positive shift in community norms.
- Develop systems that support early screening, identification, and treatment.
- Increase collaboration and understanding of available resources.
- Implement community and school-based prevention models and education.
- Achieve a shared vision of a regionalized approach to supporting sustained recovery, increased treatment and understanding of harm reduction.
- Initiate training strategies to increase the SUD/ODU workforce.

Adirondack Health Institute and its partners utilize the tools and resources available as part of a community impact model to ensure coordination, communication support and empowerment of local communities to address opioid use and reduce overdose deaths across the full continuum of care.

### Program Highlights:

In 2022, 18 community events were held throughout the seven-county region RCORP serves, including:

- **Restorative Retreat:** RCORP sent 24 substance use disorder peers to a retreat with grant partners. Pre-and post-retreat assessments revealed 100% of participants reported an overall increase in their personal health.
- **Anti-Stigma Workshop:** Hosted a week-long, multi-city event with University of Rochester Center of Excellence and SUNY Buffalo's New York State Area Health Education Centers to provide a workshop on anti-stigma. 37 attendees were counted for RCORP, but a total of 64 people attended for all sessions.

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# 2022 North Country Leadership Summit



## About the Summit



The AHI Leadership Summit has taken place annually since 2008. In 2020, AHI joined forces with the North Country Telehealth Partnership, a collaborative effort between AHI and Fort Drum Regional Health Planning Organization (FDRHPO), to offer a combined conference, since known as the **North Country Leadership Summit**.

In 2022, the Summit theme was "*Optimizing Healthcare: Community Collaboration and Workforce Resiliency*." Attendees were able to choose which sessions (total of 17) they wanted to participate in and were sent the accompanying links based on their choices. Sessions featured population health and telehealth experts who discussed topics such as inspiring collaborative approaches to regional healthcare improvement, innovative telehealth models, and more.

Dr. Michael Hasselberg, Chief Digital Health Officer at the University of Rochester Medical Center was the telehealth keynote speaker and Kim Perone, Success, Bereavement & Resilience Coach and Mindfulness Facilitator at Center for Clarity, Compassion & Contentment was the population health keynote.

Recordings of each session and the presentation slides are archived on AHI's YouTube Channel, <https://www.youtube.com/@adirondackhealthinstitute4268>, and are also available on the 2022 NCLS Webpage, located here: <https://ahihealth.org/2022-north-country-leadership-summit/>.

### Key Takeaways:

- 100% of surveyed attendees stated that the learning symposium was a valuable and positive experience.
- 96% of surveyed attendees ranked all aspects of the symposium Excellent to Good.

### Attendee Demographics:

Over 75% of attendees were from the Adirondack/North Country region and a small group identified as attending from other rural parts of NYS. Many of the attendees were from government, community-based organizations, public health, health centers, and hospitals.

### Primary Role of Attendees (Top 3):

- Administration/Executive: 33.3%
- Program/Project Manager: 23.1%
- Community Health Services/Public Health 12.8%

## Community Impact



264

Registered attendees



45

Average attendance per event session



51.3%

Percentage of participants who attended 5+ sessions

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# Financials



## Expenses vs. Revenues

Annual revenues were \$19.2M in 2022. The organization supported 18 unique programs with over 25 different funding streams. Almost 70% of the organizations revenue comes from the State through AHI serving as the Health Home Lead for the region with another 25% from State grant funding. The remaining 5% of revenue is made up to Federal grants, private foundation funds and other contracts.

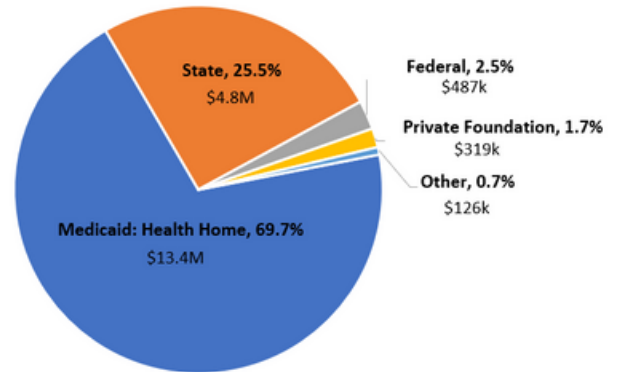
Throughout 2022, the organization reviewed 34 grant opportunities and shared 20 with partner organizations. AHI submitted 12 applications and was awarded eight, with some applications still under grantor review. Of the eight grants awarded, three were State grants (\$45k), four were private foundation grants (\$278k) and there was one new Federal award (\$1.5M).

These awards were in addition to AHI's current program funding, including long-standing programs such as the Adirondack Rural Health Network, and the Enrollment Assistance Services and Education (IPA/HRSA-funded) programs.

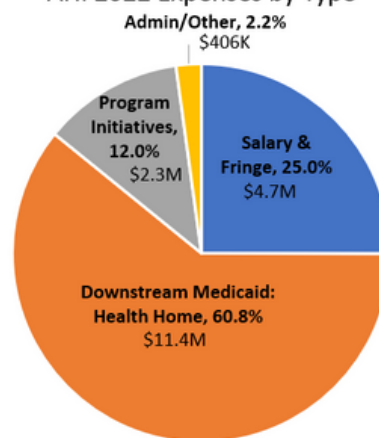
AHI's Lead Health Home onboarded two new Care Management Agencies (CMAs), increasing the total number of CMAs under AHI's umbrella to 28 in 2022. Health Home Lead and CMA revenues increased grew 1% and 20%, respectively, from calendar year 2021.

This growth enabled AHI's Health Home to provide much-needed services to 4,016 individuals throughout Saratoga, Warren, and Washington counties.

AHI 2022 Revenue by Funding Type



AHI 2022 Expenses by Type



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# Data Analytics and Quality Measures



## About Data Analytics

In 2022, the Data Analytics Team implemented a new data management system comprised of two new solutions: A client data warehouse (CDW) that integrates ACO members' clinical health information exchange information with claims information from their health plan. Additionally, a web-based interactive reporting platform that allows stakeholders to easily access more timely reports.

Together these solutions allow the Data Analytics Team to access more complete health information about the Adirondacks ACO's members and to generate accessible, actionable reporting for stakeholders at all levels, from leadership to collaborative partner organizations to individual provider organizations.

The vision of the AHI and the Adirondacks ACO's Data Analytics team is that stakeholders will use data to improve community/population health. The team's mission is to generate, analyze, engage, educate, and innovate data to support AHI's and the Adirondacks ACO's stakeholders in improving healthcare services and meeting their business needs.

The Data Analytics Team is an inter-organizational group of analysts who support both AHI and ADK ACO through:

- **Program Evaluation** - Supporting health outcome data collection and evaluation for grants and community-based partners.
- **Data Management** - Collecting, validating, and using data consistently and reliably.
- **Interactive Reporting** - Leveraging the new data system to develop and share interactive reports.
- **Population Health Analytics** - Supporting AHI grants and programs by leveraging Adirondacks ACO-specific and publicly available regional population health data to inform stakeholders on outcomes.
- **Quality Measurement** - Supporting Adirondacks ACO's measure abstraction process, analysis, and reporting, as well as measurement related to ACO quality improvement activities.
- **Financial Reporting** - Supporting AHI and Adirondacks ACO leadership by providing financial snapshots and trends related to Adirondacks ACO's value-based contracts.

## Community Impact



8

Programs supported



30+

Quality measures supported



5+

Reports distributed to stakeholders

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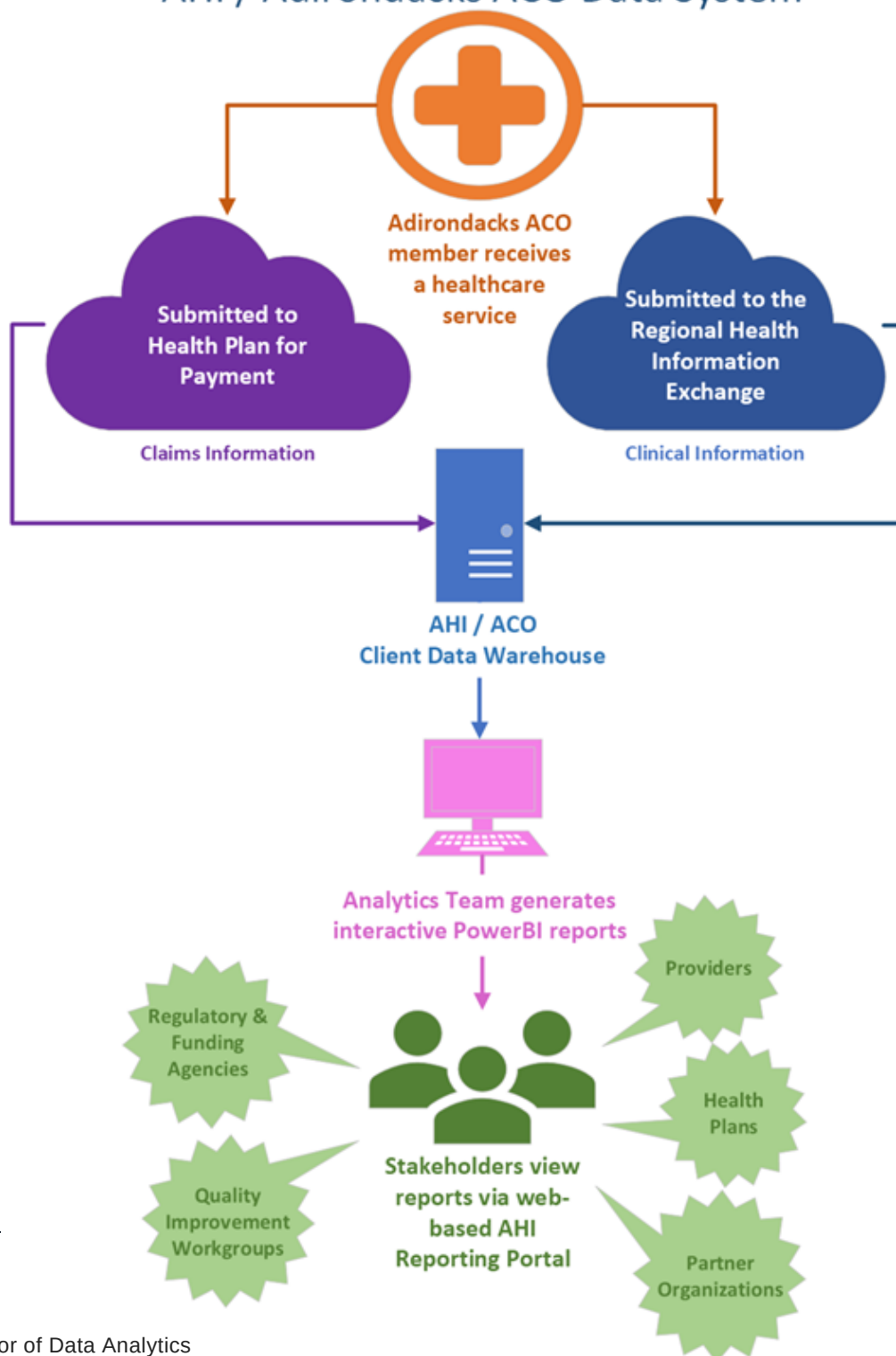
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# Data Analytics and Quality Measures



## AHI / Adirondacks ACO Data System



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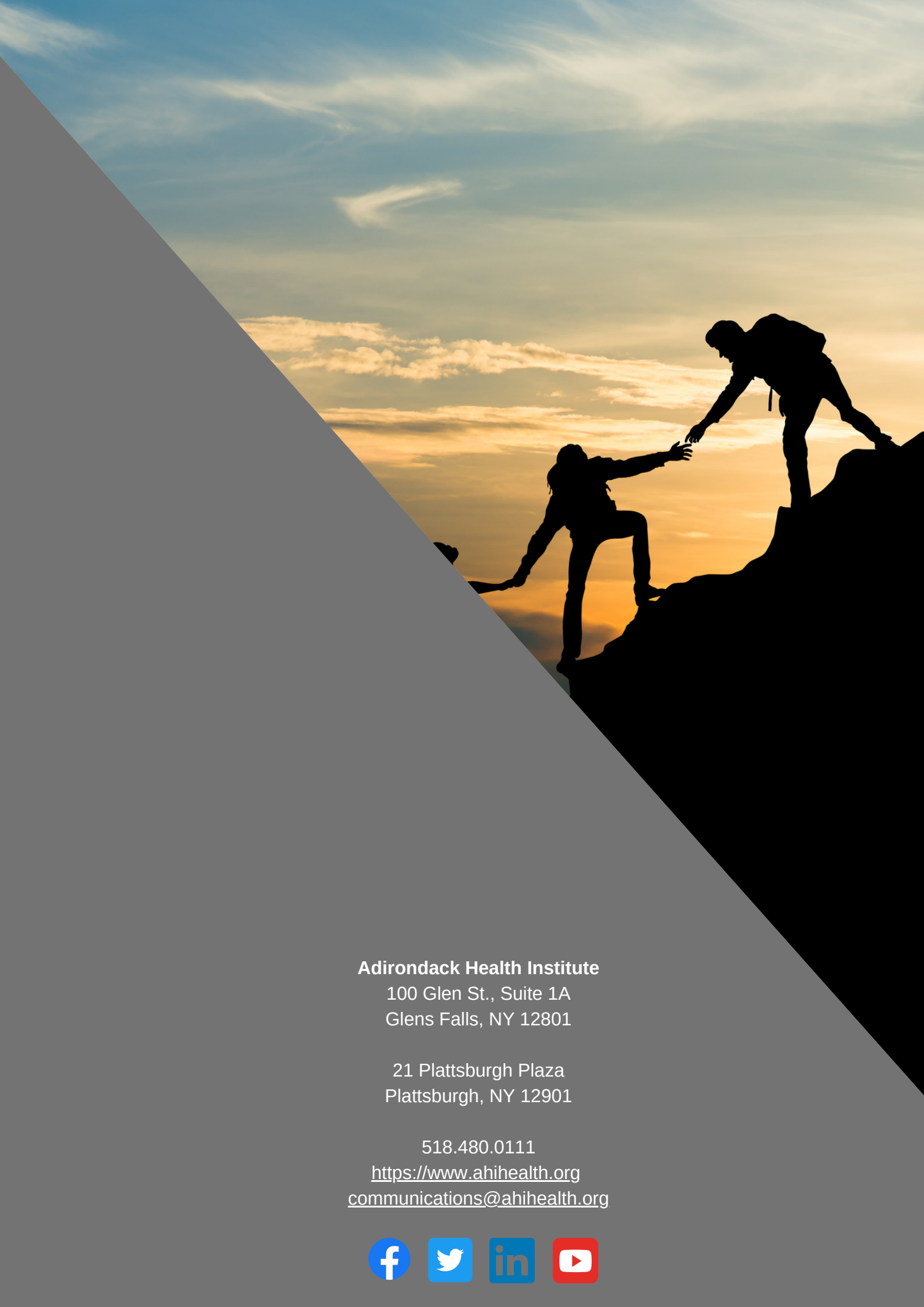
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