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Adirondack Health Institute

ANNUAL REPORT

2023

www.ahihealth.org



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, Karen Ashline

The unprecedented workforce shortages and fiscal pressures continued to be a significant issue our regional partners faced in 2023. Despite these challenges, we - as well as our families, friends, neighbors, and community members - continued to have access to the region's partner supports and services that shape and touch our daily lives.

For more than three decades, AHI has led robust regional collaborative work with a network of clinical, behavioral, and social care providers to meaningfully advance healthcare accessibility, quality, and equity in our region. We continued to focus on this work, grounded in deeply collaborative relationships with partners across the region's healthcare continuum in 2023. Our mission and value proposition continues to serve as a model for advancing approaches to innovative initiatives that transform health care delivery in the north country.

I would like to take this opportunity to thank our dedicated 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 North Country 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.



Adirondack Health Institute and the Adirondacks ACO

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)
Jeannie Cross, *Secretary*, Metropolitan Jewish Health System (Retired)
Dave Kaiser, *Treasurer*, Glens Falls National Bank
Aaron Kramer, Adirondack Health
Michelle LeBeau, UVMHN - Champlain Valley Physicians Hospital
Donna McGregor, St. Lawrence Health System
Geoff Peck, *Vice Chair*, 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

Former Board Members - Cycled Off in 2023:

- Wouter Rietsema, MD**, Adirondacks ACO/ UVMHN – Champlain Valley Physicians Hospital
Diane Wildey, SUNY Adirondack

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



Karen Ashline
Chief Executive Officer

Karen Ashline is Chief Executive Officer for AHI and the Adirondacks ACO. Ashline provides strategic leadership for both AHI and the Adirondacks ACO, working collaboratively with community partners (hospitals, physician practices, behavioral health partners, community-based organizations, and others) on innovative initiatives that advance quality, improve access and affordability, and transform health care delivery in the rural North Country region of New York State. Ashline joined AHI in January 2024.

Ashline received a master's degree in administration and leadership from SUNY Plattsburgh and is a native of rural Essex County, New York. She has a clear understanding of the rural demographics of the area and the challenges patients, families and their health care providers are faced with in the some of the most rural counties of northeastern New York State.

kashline@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
518.480.0111, ext. 202



Jeffrey Hiscox
Chief Operating and Compliance Officer

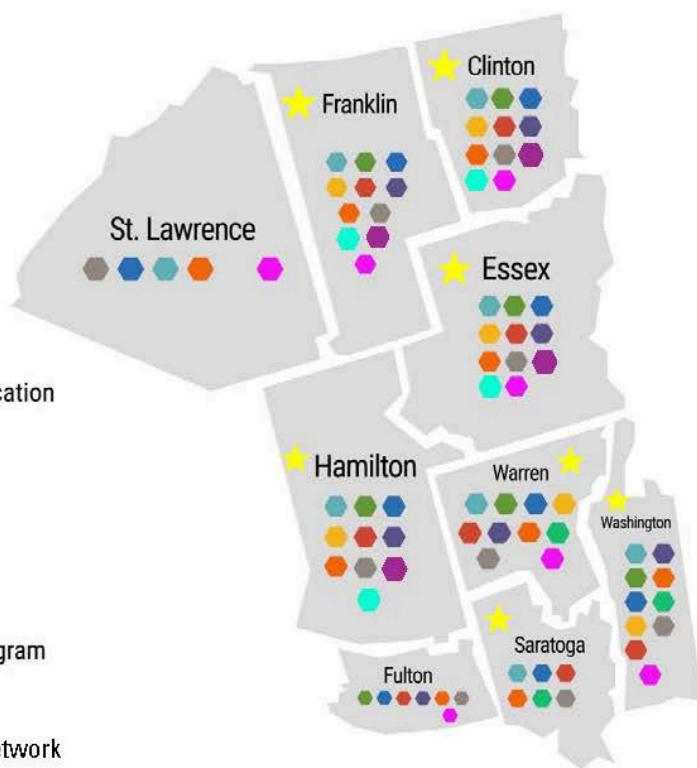
Jeffrey Hiscox is the Chief Operating and Compliance Officer who oversees Corporate Compliance, Information Technology, and Operations. He is a seasoned executive with more than 30 years of leadership experience. Hiscox joined the AHI team in August 2016 in an interim capacity and was promoted to Chief 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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AHI Service Area

-  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
-  HRSA Rural Health Care Coordination Network
-  North Country Health Heart Network



 Adirondacks Accountable Care Organization Service Area

ADK Wellness Connections (ADKWC)



Established in 2018, **ADK Wellness Connections** has worked to align with New York State's 1115 Waiver Amendment through efforts to advance health equity, reduce health disparities, and support the delivery of health-related social needs. To improve effectiveness in serving communities across the North Country region, the network will continue to scale the delivery of social care services, connect individuals to services in a timely manner, and to capture and analyze data around social determinants and impact on health outcomes.



Community Impact



1,734

Network Users



14

New Organizations
Onboarded in 2023



Top Needs: housing and shelter resources, mental health and behavioral health services, substance use treatment services

About ADK Wellness Connections

North Country Region

ADK Wellness Connections serves the North Country region including Clinton, Essex, Franklin, Fulton, Hamilton, Saratoga, St. Lawrence, Warren, and Washington counties. 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.

Powered by the Unite Us Platform

ADK Wellness Connections 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 community members to a wealth of services and resources with the support of a Coordination Center and Referral Navigator.

Network Service Types

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.

334

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

641

Programs
With 506 programs set to receive referrals

9

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

1,485

Community Members connected to services in 2023

Program Contact Info:

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

(N) Victoria Knierim, Program Manager

(E) adkwellconnects@ahihealth.org

(P) 1.833.ADK.WELL

*As of 03/31/2024 ADKWC is no longer an AHI program.

Adirondack Food System Network (AFSN)



AHI served as the backbone organization of the AFSN from January 2022 through June 2023 to support the network steering committee and manage grant deliverables.

AFSN is now guided by its steering committee of stakeholders from across the food system and across the Adirondack North Country to lead direction, expertise, and resilience to the Networks' initiatives.

Please visit the AFSN website, <https://www.adkfoodsystem.org/>, for more information.

Community Impact



9

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



16

Steering Committee
Members

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.

In 2023, AHI and the AFSN Steering Committee worked together to strengthen the capacity of the network to support regional food system efforts, with funding from the New York Health Foundation's Healthy Food Healthy Lives program. Consultants from M.S Hall and Associates and Weaving Change, LLC assisted the network in developing a formal guiding charter and program leadership model for the committee to adopt, as well as a strategic plan for the network to leverage moving forward. The Healthy Food Healthy Lives funding for AFSN strategic planning concluded in June 2023.

2023 Food Justice Summit, *Food is Health*

Held March 2, 2023, at The Wild Center, Tupper Lake, NY.

The **2023 Food Justice Summit** brought together over **120 individuals** from the Adirondack region and beyond. The Summit included **two keynote presentations, two panel discussions, and nine breakout sessions** on various agricultural and food access topics including composting strategies, farm and county health department collaboration, analysis strategies for food system planning, and food as medicine programs.

To access presentation slides and recordings of the two keynote presentations, please visit:

<https://ahihealth.org/2023fjs/>

Program Contact Info:

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

[Adirondack Food System Network Story Map](#)

(N) Nancy DeImastro, AFSN Program Manager

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Adirondack Rural Health Network (ARHN)



As a multi-stakeholder regional coalition, ARHN informs on planning assessment, provides education and training to further the NYS DOH Prevention Agenda, provides a forum for public health leaders, and offers other resources that support the development of the regional health care system.



Community Impact



7

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



110

ARHN Partners



92

Partner Organizations
Participated 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.

In 2023, ARHN released three new reports for both community partners and community members.

Living Healthy Snapshot Report:

The *Living Healthy Snapshot Report* focuses on regional health statistics, healthy habits, and national resources that promote a healthy lifestyle.



Parks Guide:

The *Parks Guide* highlights some of the free park locations in the ARHN region and was produced in collaboration with the local health departments.

Food Pantry Guide:

The *Food Pantry Guide* identifies some food pantry locations across the ARHN region, and was created in collaboration with the Regional Food Bank and local health departments.

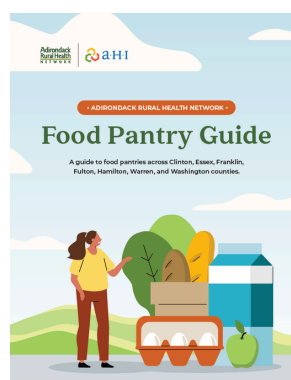
Program Contact Info:

<https://ahihealth.org/arhn>

(N) Sara Deukmejian, ARHN Program Manager

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Clear the Air in the Southern Adirondacks (CASA)



CASA also includes the **Reality Check** program. Reality Check is a free, youth-led, adult-supported program focused on individuals 13-18 years of age. 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.



Community Impact



3

Counties Served: Warren
Washington, Saratoga



200

Youth received education
on harms of tobacco



29

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

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About CASA



Program Overview:

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.

Program Mission:

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.

In 2023, CASA program successes included:

- Supported smoke-free environments for 10 local events and/or organizations.
- Supported smoke-free environments for 84 housing units.
- Completed local level evaluation in Washington County.
- Developed the Warren Washington Topics on Tobacco Coalition.
- Provided education to 48 local municipalities regarding NYS tobacco control laws.
- Completed 20 tobacco retail observations at local businesses.
- Participated in the 2023 Youth Summit at SUNY Adirondack, hosted by Bureau of Tobacco Control.
- 2023 Youth Summit featured by News 10:
 - <https://www.news10.com/news/north-country/100-teens-advocate-against-menthol-in-queensbury/>
- Participated in Spectrum News interview, highlighting e-cigarette usage among youth:
 - <https://spectrumlocalnews.com/nys/capital-region/health/2023/08/09/e-cigarette-usage-high-among-youth>



Community Health Assessment (CHA) Committee



Representatives from six hospitals and seven 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.

Community Impact



7

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



7

Partner Health
Departments



6

Partner Hospitals

Program Contact Info:

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

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About CHA

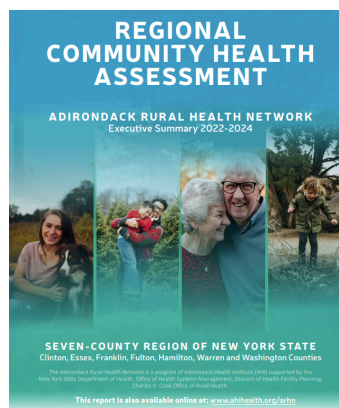


The **Community Health Assessment (CHA) Committee** is comprised of local health departments and hospitals in the seven-county Adirondack Rural Health Network (ARHN) catchment area. The CHA Committee is a multi-county, regional stakeholder group that convenes to support ongoing health planning and assessment 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.
- 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.
- 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/>.
- 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>.

In 2023, 222 data indicators across approximately 19 sources were analyzed, updated, and shared with partners.



Chronic Disease Care Coordination Network (CDCCN)



The Health Resources and Services Administration (HRSA) **Rural Health Care Coordination (RHCC) Network Program** funds the CDCCN. The grant program is for a period of four years that began on September 1, 2023, and runs through August 31, 2027.

The RHCC grant consists of six network members who will build an expanded care coordination system in the North Country. These network members include the **Adirondacks Accountable Care Organization, Hudson Headwaters Health Network, UVMHN – Champlain Valley Physicians Hospital, UVMHN – Alice Hyde Medical Center, North Country Healthy Heart Network, and the Northwinds Integrated Health Network IPA, Inc.**

Community Impact



4

Counties Served:
Clinton, Essex,
Franklin, Hamilton



6

Network Members



26

Collaborative partners, including community-based organizations, primary care, hospitals, behavioral health, substance use, and commercial payors

About CDCCN



The **Chronic Disease Care Coordination Network (CDCCN)** is a continuation of the HRSA-funded **North Country Care Coordination Collaborative (NCCCC)**, a network convened in 2020 to improve post-acute transitions of care through better integrated care coordination.

The CDCCN is focused on improving health outcomes for individuals with heart disease and underlying risk factors with a broad goal to lower the number of people who develop heart disease in a four-county rural region. This will be achieved through the following goals:

- Improving access to evidence-based Chronic Disease Self-Management (CDSM) programs through more effective care management that facilitates referrals from clinical to social care providers.
- Improve health outcomes of adults living with heart disease and/or underlying risk factors including hypertension, diabetes, pre-diabetes, or tobacco use through a multidisciplinary evidence-based care coordination strategy that equitably expands access to CDSM services in rural areas.
- Identify and address barriers to participation in CDSM programs including social determinants of health barriers, such as transportation.
- Care coordination strategies will be integrated into policies, procedures, staffing, workflows, services, and communication systems to ensure long-term sustainability.

The CDCCN team created a **Chronic Disease Care Coordination Network Asset Map**, that strives to showcase where community assets exist in relationship to the people they serve. The map also serves to establish where gaps in services are and can be used as a resource guide for care managers and care coordinators alike.

Program Contact Info:

(N) Katy Margison, Director of Partner Engagement

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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 Addiction Supports and Services, and other partners, is designed to help individuals and their families access needed substance use disorder and mental health treatment services and to 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.

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* highlights the various types of assistance CHAMP provided, and the types of barriers that prevent CHAMP clients from accessing SUD/MH care. The most common barriers faced by CHAMP clients are insurance denials, inadequate networks, and accessibility.

Community Impact



9

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



5,000+

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



181

Unique individuals assisted by AHI in 2023

Program Contact Info:

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

(N) Donna Gallup, EASE Program Director

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

(P) 1.888.614.5400



Enrollment Assistance Services and Education (EASE)



AHI's team of certified **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 Served: Clinton, Essex, Franklin, Fulton, Hamilton, Saratoga, Warren, Washington



4,522

Applications completed



70

Outreach events

Program Contact Info:

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

(N) Donna Gallup, Director, EASE Program

(E) dgallup@ahihealth.org

(P) 518.480.0111, ext. 503

About EASE



AHI's **Enrollment Assistance Services and Education (EASE)** programs have assisted individuals, families and small business owners with enrollment 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 (HHN). 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 2023, participated in over 70 events throughout the Adirondack Region. There were over 4,500 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 am in one of the toughest situations of my life right now. My mom has terminal small cell lung cancer and is currently in a hospice facility. In the midst of chaos, we did not realize we had to re-certify benefits. They ended Oct 31st. Donna Gallup, literally saved the day. I called her last night in tears unsure of how to proceed, and today, everything is fixed. I don't know if I have angels watching over me, but Donna will be one of those kind people who had a hand in my life not completely crumbling around me. Thank you for what you do, your patience with me and my situation, and a thank you for everyone else who you will help."

"An excellent service that helped to navigate an incredibly complex, stressful process. Crystal was knowledgeable, kind and most importantly patient with me while helping explain all aspects of signing up with insurance through the NYS Marketplace. I would recommend this service to everyone!"

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 23 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



4,772

Unique Clients Who Received Services in 2023 (Lead)



445

Unique Clients Who Received Services in 2023 (AHI CMA)



\$13.94M

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. There is 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 2023, 4,772 Health Home Lead clients have been served by connecting community and social supports with health care.

As of December 2023, there are 19 care managers at AHI. Between January 2023 and December 2023, 445 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

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(P) 1.866.708.2912



North Country Care Coordination Collaborative (NCCCC)



The **North Country Care Coordination Collaborative (NCCCC)** was a Health Resources and Services Administration (HRSA)-funded project which began in September 2020 and ran through August 2023.

Champlain Valley Physicians Hospital was awarded the grant; the Adirondacks ACO was the Executive Sponsor, and AHI provided oversight via the Project Director.



Community Impact



6

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



33

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

About NCCCC



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:

- Enhanced Hixny snapshot to include risk stratification and critical data related to drivers of risk (chronic conditions, hospital utilization and social determinants of health).
- Enhanced data analytics for the region.
- Hosted care management forums and monthly webinars addressing burnout.
- NCCCC Care Manger Conference: *Tools to Care for yourself and your clients*: November 1, 2023, held at Courtyard Marriott Lake George.
- Adapted best practice protocols consistently.
- Held LEAN workshop to identify final areas of opportunity.

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 handoff at discharge via in-hospital staff, peer, or CHES app.

Program Contact Info:

(N) Mary McLaughlin, Project Director

(E) mmclaughlin@ahihealth.org

(P) 518.480.0111

North Country Care Coordination Workforce Collaborative (NCWC)



The NCWC was established and is currently funded by a three-year Health Resources and Services Administration (HRSA) **Rural Public Health Workforce Training Network (RPHWTN)** grant. The program period began on August 1, 2022, and runs through July 31, 2025.

The purpose of the RPHWTN grant is to expand public health capacity by supporting care management/care coordination (CM/CC) job development, training, and placement in rural communities. A core element of the grant is to create stronger linkages between training programs and healthcare entities/employers.

Community Impact



8

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



23

Partner organizations,
including hospitals, health
centers, community-based
organizations, educational
institutions, and other
workforce stakeholders

About NCWC



The **North Country Care Coordination Workforce Collaborative (NCWC)** aims to ensure a care management/care coordination (CM/CC) workforce that is sufficient to support the needs of rural residents and employers in eight counties.

To do this, the NCWC will address four overarching goals:

- **Linkages:** Establish and support a network - the NCWC - of healthcare employers, educational entities, and other workforce stakeholders to leverage and coordinate supports & opportunities that each organization may already offer and to foster and sustain a robust and diverse CM/CC workforce.
- **Career Pathway Development:** Provide occupational training, including apprenticeships, and identify/promote career pathways to bring new CM/CC into the field.
- **Education & Training for CM/CC:** Enhance knowledge and skills regarding chronic conditions prevalent in the region and other topics of need.
- **Retention:** Offer programs/activities to address burnout and support CM/CC retention.

Selected NCWC program activities and outcomes to date:

- Developed five (5) CE-approved webinars:
 - Three-part *Anxiety and Depression Training Series* to be offered on 4/11/24, 6/25/24, and 9/12/24.
 - *Understanding Long Covid* (on 4/6/23) and *Working with Individuals Actively Using Drugs and/or Alcohol: Knowledge, Strategies, and Dialogues* (on 7/27/24); combined total attendance: 54 participants.
 - Live webinars are recorded and posted for access on the Health Workforce Collaborative platform: hwcollab.org/care-coordination-management/.
- Scholarships for education and training - \$10,000 provided to date:
 - Scholarships for 10 CM/CC to attend the NYS Care Management Coalition 2023 Annual Training Conference.
 - Scholarships for two CM/CC to enroll in a Certificate of Intensive Training Motivational Interviewing course.
- In 2024, NCWC will sponsor five Restorative Retreats for up to 42 CM/CC to address burnout and support retention.
- Current and ongoing work includes efforts to address workforce challenges by having CM/CC approved as a NYS Registered Apprenticeship.

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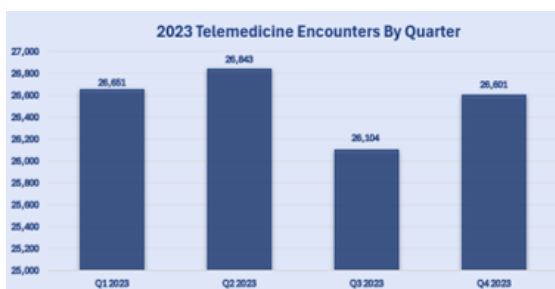
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North Country Telehealth Partnership (NCTP)



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.



Community Impact



11

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



195

Individuals participated in Telehealth Learning Webinars



107,955

Telemedicine Encounters Tracked in 2023

About NCTP



The **North Country Telehealth Partnership (NCTP)**, a collaboration began between **Fort Drum Regional Health Planning Organization (FDRHPO)** and **AHI**, began in 2015. The partnership is a unified effort to plan and implement telemedicine throughout 11-counties covering northern New York.

The Partnership works to increase access to healthcare via telehealth, through the following initiatives:

- Hosting bi-monthly Telehealth Learning Collaborative webinars. The archived meeting recordings are available on [AHI's YouTube page](#).
- Monitoring State and Federal telehealth policies.
- Providing educational opportunities and technical assistance.
- Promotion of telehealth, digital equity, and digital literacy.
- Tracking quarterly telehealth utilization and addressing barriers to telehealth sustainability.

In 2023, the NCTP tracked **107,955** telemedicine encounters in the North Country region.

The North Country Digital Inclusion Coalition (NCDIC): Created in 2022, the NCDIC was convened and established by the NCTP, to identify digital inequities and barriers to telehealth access in the region.

In 2023, the NCDIC led regional data collection efforts to support the New York State ConnectALL Office's efforts to create a Statewide Digital Equity Plan. The NCDIC hosted a North Country listening session and focus groups, facilitated regional survey collection, and led a needs assessment and asset inventory efforts to inform State leaders of regional challenges related to digital inclusion. Participants in these engagement sessions included 122 regional stakeholders offering various perspectives regarding both challenges and assets in the North Country.

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Email telehealth@ahihealth.org to sign up for NCTP email updates including educational opportunities, policy updates, and more.



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.

In 2024, RCORP plans to implement three Harm Reduction vending machines throughout the North Country that include Narcan, fentanyl test strips, xylazine test strips, wound care kits, and more.

Community Impact



7,870

Fentanyl and xylazine test strips distributed



1,507

People trained through community programming



150

Narcan Emergency Boxes implemented in five (5) rural counties

About RCORP



Adirondack Health Institute's RCORP Grant 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.

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 Center, Council for Prevention, and Hamilton Fulton Montgomery Prevention Council.**

In 2023, RCORP led the following initiatives to better equip its service area to succeed in the prevention, treatment, and recovery of substance use disorder.

- Trained 78 people in de-escalation basics for a trauma informed care approach.
- Created "*The Hope of Recovery*" documentary to highlight first-person stories to affirm that recovery is a process of change through which people improve their health and wellness in a self-directed way.
- Led a Grief Symposium with 26 attendees to provide tools and resources to peers who suffered from compassion fatigue and loss of clients to overdoses.
- Collaborated with the National Harm Reduction Coalition to train 61 individuals in basic wound care and drug user stigma.
- Launched 16 billboards with HRSA's "*Be There*" Campaign to encourage conversations around substance use disorder.



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2023 North Country Leadership 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**.



Community Impact



196

Registered attendees



74

Organizations representing regional non-profits, hospitals, public health departments, and more



3

Rural Health Champions and three Telehealth Innovators recognized

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About the Summit



The **2023 North Country Leadership Summit (NCLS)**, the first two-day in-person Summit, was hosted in Lake George. The theme was *Enhancing Equitable Healthcare in Rural Communities*.

Keynote Speakers, Panels & Sessions:

- **Becky Preve**, Association on Aging in New York, Greg Olsen, NYS Office for the Aging.
- **Dr. Dara Kass**, NYS Office of the Secretary – U.S. Department of Health and Human Services,

Attendees were presented with insights into the current and future efforts around pertinent healthcare topics impacting rural New York and strategies to share with their respective organizations.

Plenary panels featured experts on workforce development and State representatives discussing telehealth regulation in New York State.

The Summit included 16 sessions, from population health and telehealth experts who discussed topics such as inspiring collaborative approaches to regional healthcare improvement, innovative telehealth models, and more.

Key Takeaways:

- 94.34% of surveyed attendees reported that the Summit enhanced their professional goals and was a valuable experience.
- 92% of surveyed attendees ranked all aspects of the Summit as “Good” to “Excellent”.

Primary Role of Attendees:

- Program/Project Manager or Director, 53.94%.
- Senior Administrator/C-Suite/Executive Director, 15.21%.

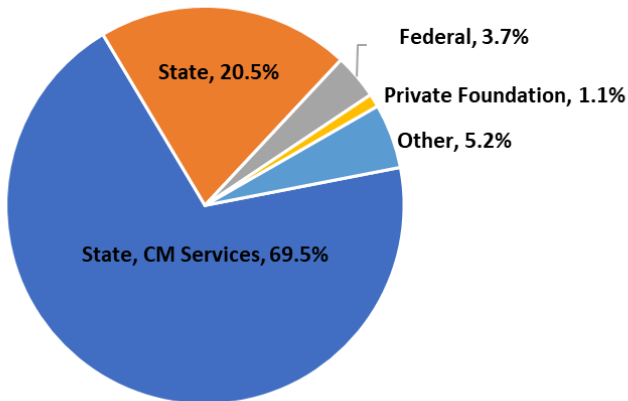




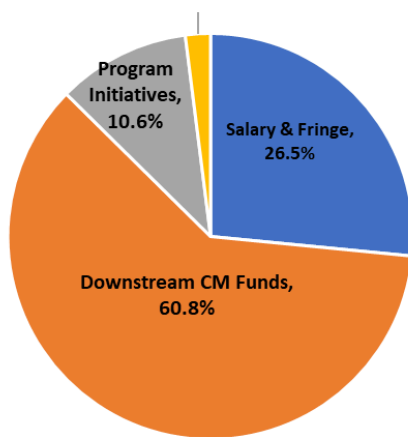
Expenses vs. Revenues



AHI 2023 Revenue by Funding Type



AHI 2023 Expenses by Type



Annual revenues were \$20.9M in 2023. The organization supported 21 unique programs with over 24 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 of Federal grants, private foundation funds and other contracts.

Throughout 2023, the organization reviewed over 30 grant opportunities and shared 25 with partner organizations. AHI submitted 10 applications and was awarded six, with some applications still under grantor review. Of the six grants awarded, two were State grants (\$64K), three were private foundation grants (\$1.2M), and there was one new Federal award (\$1.2M).

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 2023. Health Home Lead and CMA revenues increased grew 1% and 20%, respectively, from calendar year 2022. This growth enabled AHI's Health Home to provide much-needed services to 4,016 individuals throughout Saratoga, Warren, and Washington counties.

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Data Analytics and Quality Measures



Our Team's Strategy

Vision: Stakeholders using data to improve community/population health.

Mission: To generate, analyze, engage, educate, and innovate data to support AHI's and the Adirondacks ACO's stakeholders in improving health-related services and meeting their business needs.

Strategic Pillars:

- Stakeholder Engagement
- Data Access & Tools
- Data Innovation
- Data Governance/Data Quality
- Team Collaboration & Development

Community Impact



8+

Programs supported



30+

Quality measures supported



5+

Reports distributed to stakeholders

About Data Analytics



What We Do:

The Data Analytics Team is an inter-organizational group of analysts who support both AHI and the Adirondacks 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 - Developing and sharing interactive reports through the AHI Reporting Portal.
- Population Health Analytics - Supporting AHI grants and programs' data collection and reporting requirements.
- Quality Measurement - Supporting quality measure abstraction, analysis, and reporting, as well as measurement related to quality improvement activities.
- Financial Reporting - Supporting leadership through generation of financial snapshots and trends.

Data Analytic Highlights:

In 2023, the Data Analytics team leveraged its new data management system (implemented in 2022), along with feedback from stakeholders, to build a series of foundational reports for the ACO and to expand its support of AHI's program reporting. Highlights include:

- Building five new and/or “renovated” dashboard reports for the ACO Primary Care and Northwinds IPA partners.
- Building three new dashboard reports for AHI population health programs & partners.
- Providing analytic reporting for AHI's North Country Care Coordination Collaborative (NCCCC) and data collection for AHI's Rural Public Health Workforce Training Network.
- Supporting expansion of the AHI Health Home's “Data Den” dashboard report.

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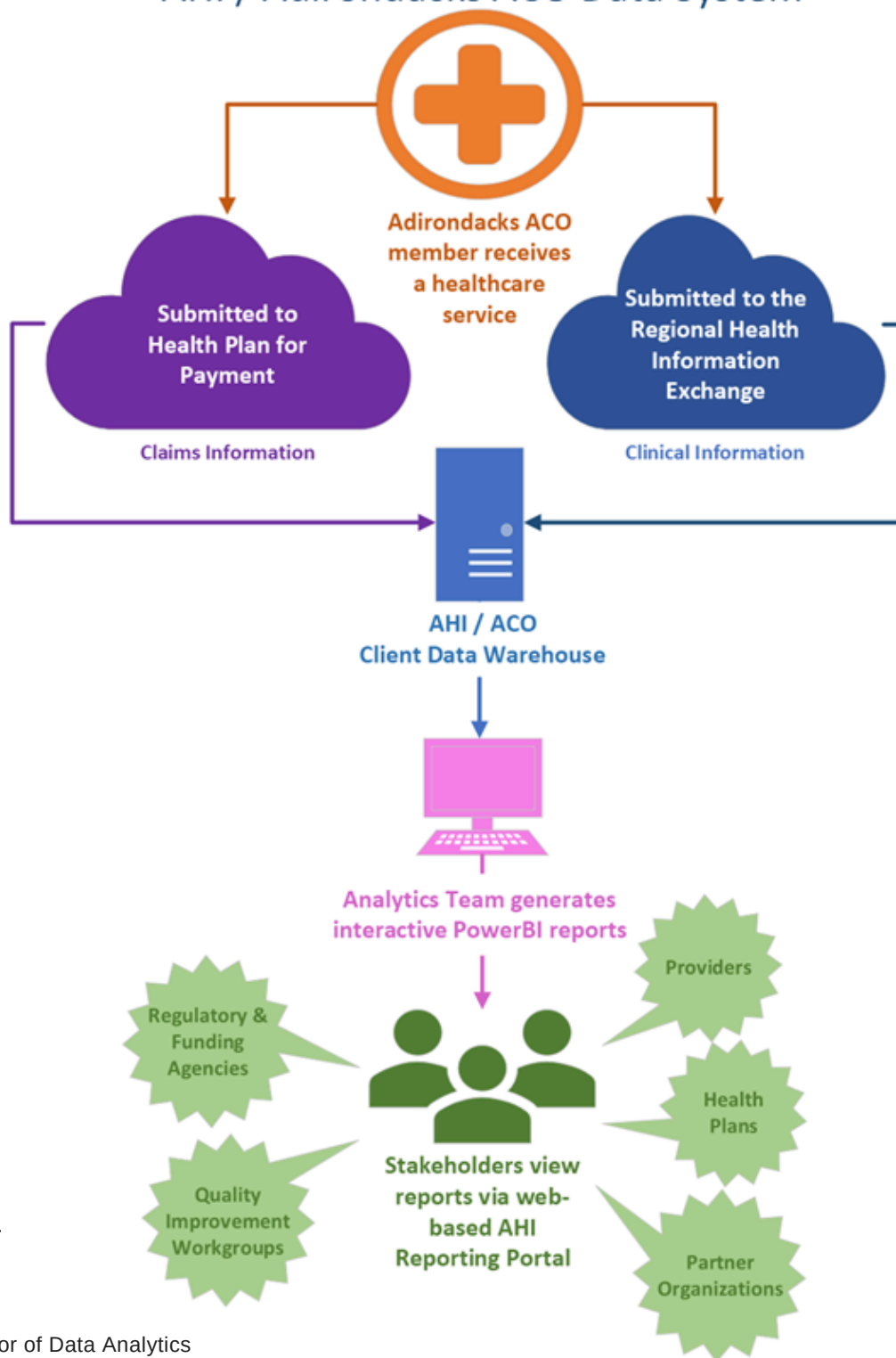
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Data Analytics and Quality Measures



AHI / Adirondacks ACO Data System



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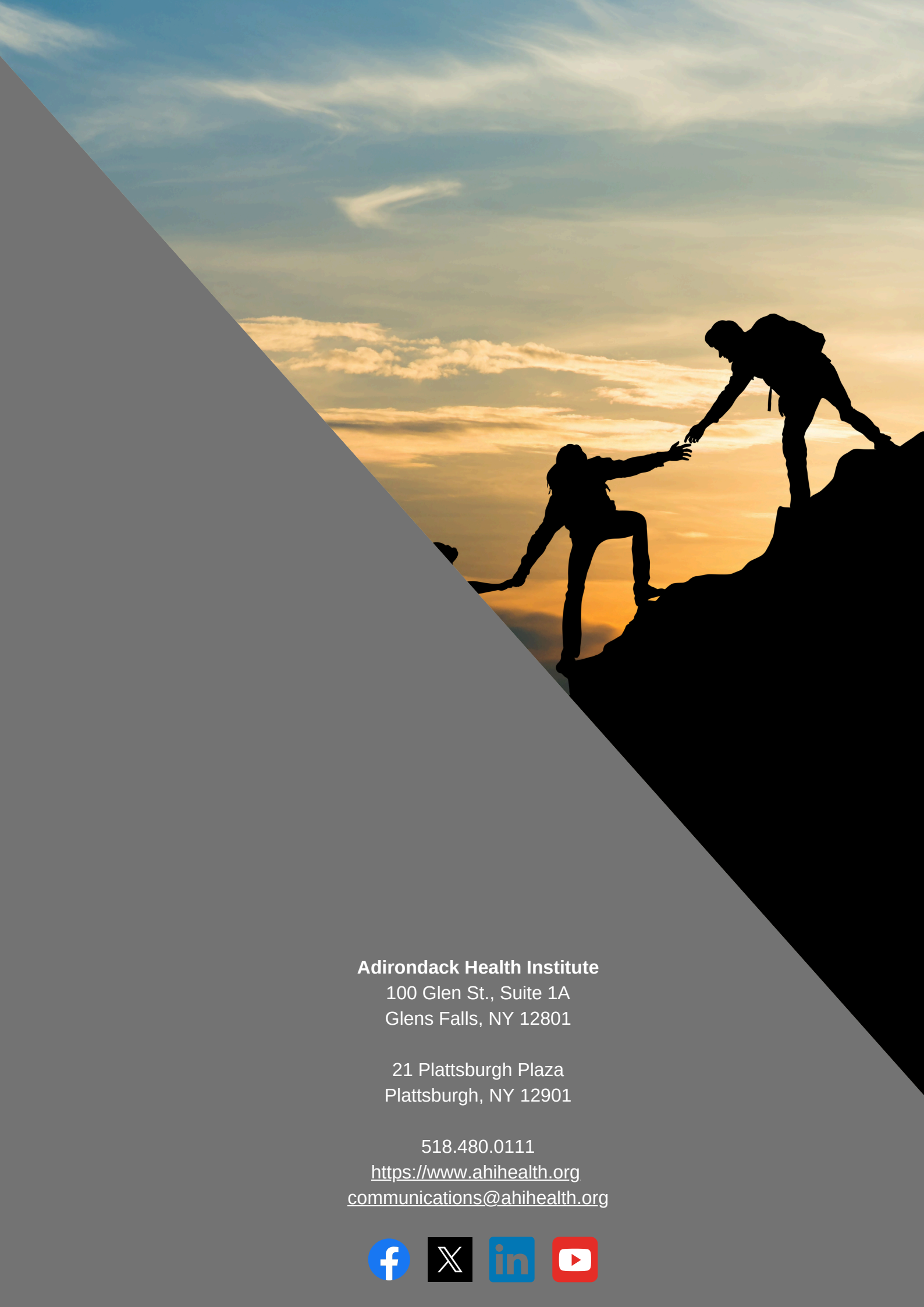
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