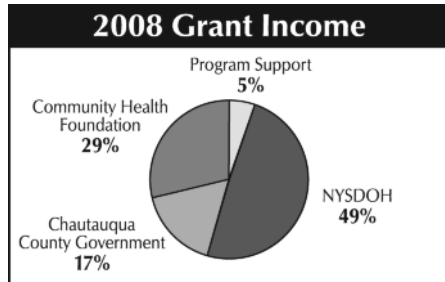


The Chautauqua County Health Network (CCHN) recently completed fourteen years of service to the people and providers in Chautauqua County. This report summarizes 2008's accomplishments in pursuit of our mission to improve the quality of health care in Chautauqua County.

Summary

This has been a year of transition for CCHN involving the addition of new staff, reconfiguration of the Board of Directors, launch of a redesigned website (www.cchn.net), and a new strategic priority focused on diversifying our funding base. During the course of the year four new staff were hired: Michael Pease, Program Manager, Tory Irgang, Project Coordinator, Angela Swartzman, Project Coordinator, and Heather Buck, Project Assistant.



The Board of Directors restructured its composition to reflect the creation of the Lake Erie Regional Health System of New York (LERHSNY).

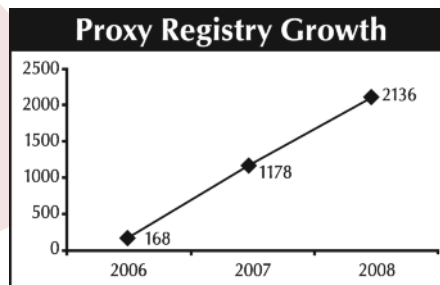
This year, CCHN was able to leverage funding from the Office of Rural Health to attract new grants. With an eye towards diversifying our funds, CCHN actively pursued and was awarded 7 new grants resulting in a 131% funding increase. The organization finished fiscal year 2008 on budget and a copy of the audit is available upon request.

Program Accomplishments

HEALTH CARE SYSTEM IMPROVEMENT - Advance Care Planning

Believing that everyone should get all of the care they need but only the care they want, CCHN has developed a county-wide initiative to improve the quality and cost effectiveness of health care for our residents as they near the end of life. Our objective is to increase and strengthen cooperation among local providers to ensure that Chautauqua County residents have access to quality medical services and that their end-of-life choices are known and respected. Highlights of our activities through the Chautauqua Cares Coalition and the Chautauqua Cares Steering Committee include:

- Diversified funding to enhance education of health care professionals, clergy and the community on end-of-life issues through the generosity of Community Health Foundation and NYS Office for the Aging.
- Maintained web-based registry containing 2,136 health care proxies.
- Provided 20 educational programs on the Medical Orders for Life Sustaining Treatment (MOLST) form requirements with health care organizations, physician practices, and EMS personnel in attendance.
- Established a searchable database of palliative care services that can be accessed from the CCHN website (www.cchn.net).
- Educated 2,000 community members on advance care planning through 43 programs.
- Completed Education on Palliative and End of Life Care (EPEC) program training and began promoting the availability of a Certified EPEC Trainer to provide education locally for physicians, clinicians, and social workers.



HEALTH CARE WORKFORCE

A recent survey confirms there will be major health care workforce shortages occurring locally during the next 10 years. CCHN's objective to increase the numbers of health care personnel trained and practicing in Chautauqua County demonstrates our organizational commitment to improve the outlook through the following projects:

- Compiled and evaluated primary care physician data for completing Health Provider Shortage Area (HPSA) applications to ensure continued designations for most of Chautauqua County.
- Obtained Medically Underserved Population (MUP) designation.
- Developed guidelines and distribution strategy for the recently established Stan Lundine Health Care Professional Endowment Fund to support recruitment and retention efforts locally.
- Established partnership with WNY Health Care Association to enhance physician recruitment efforts.
- Formed the Pipeline Committee, comprised of representatives from BOCES, Job Corps, JCC, Workforce Investment Board, hospitals, and local government, to identify a strategic approach to engage young people in health care careers.
- Demonstrated the use of the *My Health Careers* website during 5 presentations reaching 235 students.
- Housed 13 health professional students in Jamestown with the hope they may return to work in the area post graduation. CCHN is exploring new partnerships with health professional programs in Erie, PA and Buffalo while continuing to encourage local health care providers to serve as preceptors for clinical rotations.

2008 Board of Directors

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Netazen
Clark Poppleton
Cara Seekings, RNC, BS
John Snow, Inc.

Affiliations

American Hospital Association
Chautauqua County Chamber of Commerce
Community Health Center Association of New York State (CHCANYS)
Community Health Foundation of Central and Western New York
The Council of Community Services
Health Care Association of New York State (HANYS)
Manufacturers Association of the Southern Tier (MAST)
National Rural Health Association (NRHA)
New York State Association of Rural Health (NYSARH)
New York State Children's Action Network (NY CAN)
NYS Health Foundation
P2 Collaborative of WNY
Retired and Senior Volunteer Program (RSVP)
WNY Health Care Association (WNYHCA)

Contact Information

Phone: 716-664-8445
Fax: 716-664-8447
E-mail: cchealthnetwork@gmail.com
Website: www.cchn.net

■ HEALTH INSURANCE ACCESS

CCHN has taken a multi-pronged approach to increasing community involvement in locally-generated, innovative solutions to issues related to the system of accessing health care and health care coverage in Chautauqua County. Through the development of relationships with providers, payers, and consumers, CCHN achieved the following outcomes:



- Received 691 calls to the toll-free **Get Covered** Helpline (888-753-7315) and conducted follow-up surveys with callers. Of those surveyed, 62% of were able to receive some health care coverage, but 32% remained uninsured as they were unable to afford the coverage option available to them.
- Provided financial assistance for breast, cervical, and/or colorectal cancer screenings for 523 individuals through a sub-contract with the County Health Department to administer the **Partners for Prevention** program.
- Completed the High Poverty County Planning Grant in partnership with John Snow, Inc. and Community Health Center Association of NYS to demonstrate the need for a Federally Qualified Health Center in Chautauqua County.
- Established a steering committee of three key health care organizations, serving the Jamestown area, to analyze data and determine the best strategy for developing a Federally Qualified Health Center New Access Point grant application.
- Distributed the *Chautauqua County Prescription Discount Card* to **Get Covered** Helpline callers in partnership with County Executive and Caremark.
- Developed focus group methodology, in partnership with MAST/Chamber of Commerce, to inform the development of an affordable insurance product for small employers.

■ COMMUNITY COLLABORATIONS

Our objective is to facilitate rural health network development while strengthening cooperation through affiliations, coalitions, or partnerships that enhance and coordinate the array of needed health care services in Chautauqua County. Highlights this year included:

- Participated in 18 local, regional, and state coalitions or boards that seek to address community health needs.
- Continued the successful partnership with WNY R-AHEC to address needs of health care workers dislocated as a result of implementation of the Commission on Health Care Facilities in the 21st Century, and worked to ensure 100% participation by local hospitals in an FCC project to bring broadband capability to rural facilities.
- Established partnership with *P² Collaborative of WNY* to provide consultants to implement quality improvement strategies reaching both physician practices and consumers in 2009. Practice Enhancement Associates will implement nationally recognized best practices to improve four quality measures around diabetes, beginning with the creation of diabetes registries at four physician practices. A Consumer Engagement Associate will provide training and support materials to improve patient empowerment and diabetes self-management through local agencies.
- Facilitated dialogue between the County Health Department and hospitals to ensure a collaborative approach to the community input portion of the Community Health Assessment and Community Service Plans.
- Coordinated *One Friday: Four Futures* discussions at four locations in Chautauqua County as part of the regional project to gather community input regarding the future of health care in WNY.
- Sent two representatives to Stanford University's *Chronic Disease Self Management Program* Master Training.
- Administered scholarships, in partnership with Community Health Foundation of Western and Central NY, for five primary care physicians from Allegany, Cattaraugus, Chautauqua, and Genesee counties to attend Harvard University's Geriatric Medicine Review.
- Developed and distributed county-wide bike route maps in partnership with the *Steps to a HealthierNY* Active Communities Coalition.



300 Foote Avenue • Jamestown, New York 14701-6807



2008 Annual Report

CCHN continues to define and shape the future of the local health care delivery system through program development, tracking and evaluation, education, and advocacy. We provide leadership in achieving creative solutions to community needs and promoting collaboration among those who have a stake in improving our health care system.



Chautauqua County Health Network
Board of Directors

CCHN MISSION

The Chautauqua County Health Network (CCHN), an organization comprised of the four hospitals in Chautauqua County, their governing boards and medical staff, is dedicated to strengthening the local health and wellness delivery system. CCHN advances the interests of hospitals and patients by strengthening the economic viability of hospitals, promoting access to quality health care related services, facilitating partnerships to address community needs, planning for the efficient delivery of care, and developing appropriate health resources.