MESSAGE FROM THE CEO
Olean General Hospital is pleased to offer its 2012 Community Service Plan. This plan is in compliance with the New York State Department of Health requirements and reflects the plan submitted to the New York State Department of Health in September, 2012.

OUR COMMITMENT
In November, 2008, The New York State Commissioner of Health called on the state’s hospitals to become participants in The Prevention Agenda for the Healthiest State. The Commissioner directed hospitals to engage in a collaborative approach to community health assessment and planning in creating their respective community service plans and address three of ten public health priorities identified in The Prevention Agenda.

Hospitals submitted their original plans to the Health Department in 2009 and have updated those plans annually. The information in this report serves as the final update to the 2009 Community Service Plan.

Under The Prevention Agenda for the Healthiest State, Olean General Hospital committed to focus on the following three Prevention Agenda items: Access to quality health care, chronic disease and tobacco use.

In 2009, Olean General Hospital joined with other community partners in the region to move this initiative forward including: community-based organizations, employers, governmental organizations, the Cattaraugus County Health Department and area schools.

OUR PROGRESS
As the major provider of health services in Southwestern New York State, Olean General Hospital has the responsibility to deliver care to more than 100,000 people.

We are pleased to report that Olean General Hospital has made great progress in meeting its commitment under The Prevention Agenda for the Healthiest State, introducing new programs and services to improve the health status of the region.

Olean General Hospital has acquired new advanced technology, opened new facilities, recruited primary care physicians, specialists, family medicine nurse practitioners and dentists and reached out across the region, well beyond the hospital’s campus to improve access to care.

In addition, the hospital has established a unique program, called Community Connections, under which hospital staff voluntarily undertake health and wellness initiatives to better enhance the quality of life in the community.

We are sincerely proud of the work we do and prouder still that our hospital and its people make a difference in the communities we have pledged to serve.

Sincerely,

Timothy J. Finan
President and CEO
Olean General Hospital
Upper Allegheny Health System

OLEAN GENERAL HOSPITAL MISSION
The mission of Olean General Hospital is to provide excellent care in response to the health care needs of the community. In support of this mission, Olean General Hospital is committed to the following:

COMPASSION: Our sympathetic awareness of each person’s needs.
INTEGRITY: Our dedication to honesty.
INNOVATION: Our pursuit of creativity.
RESPECT: Our commitment to treat everyone with dignity.
COMMUNITY: Our understanding that we exist to serve those among us.
EDUCATION: Our belief that knowledge fosters excellence.
Through its own initiatives and collaboration, Olean General Hospital continued to address major health issues such as heart disease, cancer and diabetes through new clinical services and active community education, screenings and health fairs.

Olean General Hospital is an active member of the Cattaraugus County’s Healthy Livable Communities Consortium that is focused on addressing our unhealthy population. Olean General Hospital partners with Southern Tier Health Care System, the Cattaraugus County Health Department’s Consortium of multiple health agencies, the YMCA, Jamestown Community College, Greater Olean Chamber of Commerce, Colonial Radio, local schools, camps and the Cattaraugus/Allegany Breast Cancer Support Group to address local health concerns.

Community Connections

In addition to its work under the Prevention Agenda for the Healthiest State, Olean General Hospital sponsors a unique community program called Community Connections in which staff members volunteer their time and lead various activities to promote health and wellness throughout the community.

In 2012 the Community Connections program offered an asthma day camp and sun safety program for children; family CPR training; a Safe Sitter babysitting course for teens and an Advance Directive advocacy program.

As part of its Community Connections program, Olean General Hospital annually offers free back-to-school backpacks and school supplies for children from families who are unable to afford them.

In 2012 the hospital distributed nearly 200 free back to students in two local elementary schools.

Our New York State Report

Under New York State’s Prevention Agenda for the Healthiest State initiative, Olean General Hospital committed to the following initiatives:

Access to Quality Care

Our Commitment

Recruit needed primary care and specialty physicians to the service area and expand primary care and dental services into medically undeserved areas within Olean General Hospital’s service area.

Our Progress

Since 2010 Olean General Hospital has recruited eleven primary care physicians, five specialists, two family medicine nurse practitioners and two dentists to the community. Physician specialists were recruited in the fields of Gastroenterology, General Surgery, Hematology Oncology, Orthopedic Surgery and Wound Care.

Olean General Hospital expanded its dental service offerings throughout the its service area. The hospital has recruited two additional dentists and has established a school dental sealant program with area elementary schools.

In August, 2012, Olean General Hospital opened the new Delevan Health Center in Delevan, New York, a $1.4 million facility providing primary care and dental services to an undeserved population. Delevan is within a federally designated medically underserved area and is also a federally designated dental professional shortage area.

2010-2012 Olean General Hospital Recruitment

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<th>2012</th>
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<td>2</td>
</tr>
<tr>
<td>Dentists</td>
<td>1</td>
<td>1</td>
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**Cardiovascular Disease**

**Our Commitment**

Expand the availability of cardiovascular services for service area residents.

**Our Progress**

The hospital developed a Chest Pain Center in 2009, which has treated more than 900 patients since its opening and continues to see growing volume. The hospital expects to submit an application in late 2012 for accreditation of its Chest Pain Center to the Society of Chest Pain Centers.

The hospital introduced new technology (point of care troponin testing) to substantially expedite the diagnosis and treatment of patients presenting with chest pain to the Olean General Hospital Emergency Department.

Olean General Hospital received New York State Department of Health approval to develop an interventional cardiac catheterization laboratory operated jointly with Kaleida Health (Buffalo) with an anticipated opening in fall, 2012.

The hospital has also recruited two new cardiologists to the community.

**Diabetes**

**Our Commitment**

Develop a diabetes education outreach program.

**Our Progress**

Olean General Hospital developed a seven-part educational program for the management of diabetes which aired on cable access television locally so that it could be viewed throughout the hospital service area. The program was made into a DVD and is provided to all newly diagnosed diabetic patients by the hospital.

Topics addressed in the series included: Defining Diabetes, Diabetes Management, Nutrition and Meal Planning, Diabetes Prevention, Diabetes Medications, Self Blood Glucose Monitoring; Diabetes Complications.

In 2012 (to date through August), Olean General Hospital Nutrition and Diabetes staff participated in:

- Ten free diabetes support group presentations.
- Nine community and school health fairs.
- One diabetes risk and prevention program.
- Four employee health presentations to hospital employees on weight control.
- Four health presentations to children on obesity and diabetes prevention.
- Five of the County Health Consortium meetings to address local health issues (obesity, diabetes cancer prevention) collaboratively with over 25 other organizations.

The hospital also implemented a new comprehensive weight loss program and continued to offer free diabetes support group sessions quarterly.

**Cancer**

**Our Commitment**

Enhanced access to quality cancer care services.

**Our Progress**

Olean General Hospital developed a partnership with Roswell Park Cancer Institute (Buffalo) to initiate a radiation medicine and medical oncology program in Olean. Two Roswell Park Cancer Institute physicians and a medical physicist are treating patients at Olean General Hospital’s medical oncology and hematology office and at the hospital’s radiation oncology center.

Patients no longer have to travel long distances for state-of-the-art cancer treatment. All essential cancer services are in Olean under the direction of Roswell Park Cancer Institute doctors. Cancer patients receive expert care close to home, near family and friends.

In addition to its clinical efforts, Olean General Hospital is now a tobacco-free campus.
Olean General Hospital’s Service Area

Primary Service Area

Olean General Hospital’s (OGH) service area is broken into a primary and secondary service area. The primary service area is defined as those zip codes for which OGH is the hospital with the largest number of 2008 inpatient discharges given all hospital discharges from those zip codes.

Based on this definition, OGH’s primary service area consists of 23 zip codes with a total population of 75,086.

Secondary Service Area

Olean General Hospital’s secondary service area is defined as those zip codes for which it is the hospital with either the 2nd or 3rd largest number of 2008 inpatient hospital discharges from a particular zip code. Based on this definition, Olean General Hospital’s secondary zip code consists of 13 zip codes with a total population of 27,661.

Demographic Information Reported to the New York State Department of Health

The total population of the Olean General Hospital primary and secondary service area is 102,747 and is inclusive of parts of Allegany and Cattaraugus counties in New York State and Potter and McKean counties in Pennsylvania.

The service area’s population is older (persons age 65 years and older) and poorer (percent of population with income below the poverty level) than both the New York and Pennsylvania state average.

The New York State Disease Indicator Summary, maintained by the New York State Department of Health, reveals, for the service area, prevalence of disease in excess of state averages for cancer, diabetes, heart disease, stroke, and mental disorders.

Primary Service Area Zip Codes:

- NEW YORK:
  - 14760 Olean
  - 14706 Allegany
  - 14743 Hinsdale
  - 14779 Salamanca
  - 14753 Limestone
  - 14741 Great Valley
  - 14770 Portville
  - 14721 Ceres
  - 14714 Black Creek
  - 14737 Franklinville
  - 14727 Cuba
  - 14755 Little Valley

- PENNSYLVANIA:
  - 16748 Shinglehouse

Secondary Service Area Zip Codes:

- NEW YORK:
  - 14711 Belfast
  - 14715 Bolivar
  - 14772 Randolph
  - 14709 Angelica
  - 14719 Cattaraugus
  - 14735 Fillmore
  - 14065 Freedom
  - 14813 Belmont
  - 14880 Scio

- PENNSYLVANIA:
  - 16745 Rixford, PA
  - 16750 Turtlepoint, PA
  - 16731 Eldred, PA
  - 16729 Duke Center, PA

For additional copies of the Olean General Hospital 2012 Community Service Plan, contact:

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