



WESTERN NEW YORK

WNY R-AHEC

RURAL AREA HEALTH EDUCATION CENTER



2016 ANNUAL REPORT

"To improve health and healthcare through education"

MESSAGE FROM THE CEO



Dear R-AHEC Partners and Supporters,

On behalf of the Board of Directors and staff, I want to thank you for your continued support this past year. This report reflects the programmatic aspects of 2016. Our overall focus this past year was to strengthen our existing collaborations and build new partnerships and programs to meet the changing healthcare education needs.

Staff worked with over 1,000 partner organizations that include schools, universities, colleges and medical facilities. Programming focus was Health Workforce Development, Rural Health Care Technology Infrastructure Development, Health Career Programming for Youth, Preceptor Development and Student Housing.

Thank you for taking the time to review our annual report. We look forward to working with you in the year ahead!

Catherine P. Huff

CATHERINE P. HUFF
CEO

ABOUT WNY RURAL AHEC



R-AHEC is a non-profit organization headquartered in Warsaw, New York. Our mission is “to improve health and healthcare through education.” Counties in our catchment include Allegany, Cattaraugus, Chautauqua, Genesee, Livingston, Monroe, Ontario, Orleans, Steuben, Wayne, Wyoming, and Yates. We work to achieve our mission by focusing on:

- ▶ **Pipeline Programming for Youth:** Health career education and career path development for youth in grades 9-12. Activities include classroom presentations, field trips, shadowing experiences with local healthcare providers, all designed to encourage youth to consider health careers and encourage diversity.
- ▶ **Preceptor Development/Student Housing:** Eligible medical and other health profession students are offered support to encourage clinical rotations through short-term housing and/or housing scholarships.
- ▶ **Health Workforce Development:** Through various initiatives, the current healthcare workforce is offered a variety of on-going skills training, career ladder development, and professional skills development programs. Projects have continually changing components and are designed to build and retain a skilled healthcare workforce.
- ▶ **Rural Healthcare Technology Infrastructure Development:** R-AHEC is the administrator of the Western New York Rural Broadband Healthcare Network (WNY RBHN). The WNY RBHN is a consortium of partners in rural, urban, and medically underserved areas of Western New York and surrounding regions, which focuses on increasing the utilization of Health Information Technology (HIT) among public and non-profit health care providers-making it easier for health care providers to connect with each other, access online educational programs and expand their telemedicine initiatives.

PIPELINE PROGRAMMING FOR YOUTH



Great Hospital Adventure

Puppet Show: This program employs a short video and puppets to engage students in learning about healthcare careers. This unique program delivered information about the following professions: doctor, nurse, medic, radiologist, pharmacist, dentist, lab technician, physical therapist, and respiratory therapist to 103 students, ages 3 to 7.

Career Presentations:

Students were introduced to a variety of healthcare careers such as phlebotomist, radiologist, and biotechnologist using short videos, activities, handouts, and games. One hundred twenty-nine students were asked to complete pre and post surveys to measure personal change of interest and to challenge them to think critically about a career in the field. After the presentation, students were able to start formulating a career path with the presenters.

PIPELINE
HEALTH CARE
EXPLORATIONS

129 STUDENTS



103 PRE-K
STUDENTS

The Great Hospital Adventure
PUPPET SHOWS

SEPA (SCIENCE EDUCATION PARTNERSHIP AWARD)

Hands-on Bioinformatics

7 COUNTIES **982**
14 SCHOOLS **STUDENTS REACHED**

3 COUNTIES
4 SCHOOLS
20 STUDENTS REACHED

Hands-on Bioinformatics

ITEST (INNOVATIVE TECHNOLOGY EXPERIENCES FOR STUDENTS AND TEACHERS)

SEPA (Science Education Partnership Award) in Western New York Genetics in Health Care Partnership: The SEPA program aided high school teachers and students explore bioinformatics and gene annotation through hands-on cyber learning. UB WNY Genetics in Research Partnership staff worked together with teachers and students to complete GENI-ACT modules. This program gave students the opportunity to study investigative techniques used in areas such as: cancer research, the effects of E Coli on the human body, and bio-ethical issues.



PULSE Academy



"I really enjoyed the trip to Daemen College. We visited the gross anatomy lab and explored a cadaver which was very amazing. It was truly singular to interact with his brain. I thought that was really cool and everyone liked it as well."

- Jeremy. Senior at Perry Central School

P.U.L.S.E. (Providing Unique Learning and Shadowing Experiences) Academy:

This past year, students from the five Wyoming County school districts (Attica, Letchworth, Perry, Pioneer, and Warsaw) were introduced to various conventional and atypical healthcare careers through introductory activities right at their own schools. Through the PULSE program over 500 students had the opportunity to: attend a healthcare career overview, interact with practicing healthcare professionals, attend field trips and experience

healthcare careers first-hand through job shadowing experiences at Wyoming County Community Hospital. Speakers included Registered Nurses, a UB Dental School instructor, a Mercy Flight Paramedic and a Chiropractor. Presenters delivered a brief introduction of their job responsibilities and the level of education required to practice in their profession. Field trips were coordinated for students to the Gross Anatomy Lab at Daemen College, where students were able to interact with cadavers and to Genesee Community College where they: toured the campus, interviewed on-the-job healthcare employees and met with instructors from the RN program.

The PULSE Academy is funded through the Community Foundation for Greater Buffalo, William F. Thiel Trust and is designed to foster interest in healthcare employment and encourage students to pursue local opportunities as future Wyoming County healthcare professionals.

HEALTH WORKFORCE DEVELOPMENT



We support the efforts of the three Performing Provider Systems (PPS) in our area:



Delivery System Reform Incentive Payment Program

(DSRIP): R-AHEC has had a busy year working to support workforce initiatives for two Performing Provider Systems (PPS) in our area, Millennium Collaborative Care and Community Partners of Western New York and serving on the Finger Lakes Performing Provider System workforce committee. During the last year we have completed the following projects for the agencies:

Gap Analysis and Workforce Transition documents: Rural AHEC has assessed the present and future workforce needs through surveys, interviews with PPS partners, project managers and staff. As a result we were able to identify healthcare workforce shortages, gaps in communication (including language barriers) and cultural competency training needs. This information will allow us to move forward in working collaboratively with other agencies, PPSs, and New York State to address these concerns.

Training Strategy: The agency has also worked extensively creating an educational database that houses information about healthcare trainings that are available for employees in the Western New York area. Additionally, staff will be working to develop communication bridges with the colleges and BOCES in the region to help build courses and trainings that will be needed to help train or retrain employees affected by the DSRIP rollout.

Workforce Communication Plans: A formal document was created that identifies the audiences, messages, and means of communication between PPSs and their partners.

Finally, staff continue to support the PPS by collecting workforce spending information, providing training on the HWapps software platform (a data collection software), continuing to identify workforce facility needs, and working to develop solutions to identified gaps.



Health Workforce Retraining Initiative

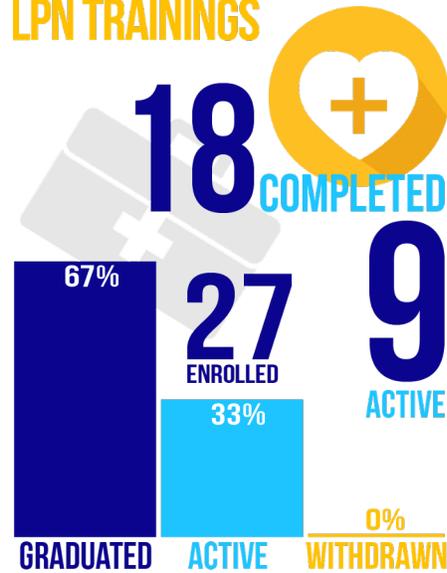
Program (HWRI): In 2016, through this program R-AHEC coordinated training for 793 individuals in the areas of: Data Analytics, Nurse Leadership, and Computer Skills. Additionally, 27 students received LPN tuition assistance. This program offers training and assistance to healthcare employees from across a 23 county region and is funded by a grant from the DOH and DOL.



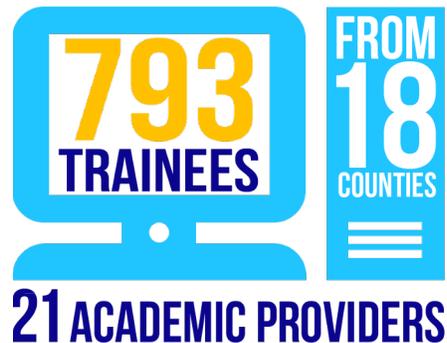
HWRI WORKFORCE DSRIP

(HEALTH WORKFORCE) (RETRAINING INITIATIVE)

LPN TRAININGS



OVERALL TRAININGS



(DELIVERY SYSTEM REFORM) (INCENTIVE PAYMENT)

A transformation initiative which will reduce avoidable hospital use by



PRECEPTOR DEVELOPMENT & STUDENT HOUSING

"Thank you for letting me stay in the Thiel Hospitality House. I had an amazing clinical rotation in the WCCH Emergency Room and would not have been able to do the rotation if I had not stayed in the House. It was such a relief to not worry about commuting."

- Caitlin, PA Student



R-AHEC worked collaboratively with 11 colleges and academic institutions to identify preceptor sites for their health professions students in rural communities throughout Western New York. R-AHEC's efforts included providing affordable housing for health professional students at two locations in Warsaw (Wyoming County) and Hornell (Steuben County). In addition to housing health professions students, the housing site in Warsaw, known as the Thiel Hospitality House, also houses clinicians and medical professionals serving at Wyoming County Community Hospital.

Due to significant change in usage by colleges and academic institutions, R-AHEC closed the housing location in Hornell in June 2016. Instead, R-AHEC has developed a decentralized housing support program for students completing clinical rotations. This program offers scholarships/housing for students serving in rural clinical rotations in any of our twelve county catchment area.

HOUSING

2

Housing sites (Warsaw and Hornell) for health professionals and students doing rural rotations.

SUPPORTING FOUNDATIONS:
BETHESDA AND THIEL



WARSAW STUDENTS

23



HORNELL STUDENTS

9



26 CLINICIANS



8 COMMUNITY MEMBERS

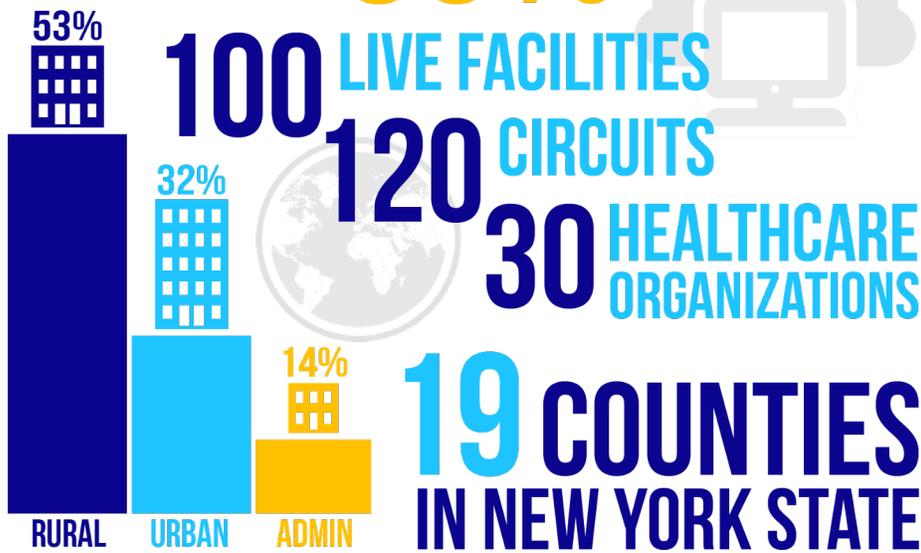
11

SCHOOLS SERVED

RURAL HEALTHCARE TECHNOLOGY INFRASTRUCTURE

WNYRBHN (WNY RURAL BROADBAND HEALTHCARE NETWORK)

A dedicated, secure, high-speed network of healthcare facilities providing a **65%** broadband subsidy to eligible facilities.



"My experience working with R-AHEC is outstanding; it's an outstanding organization to deal with. You have people who you can get a hold of right away, they're very accommodating, they prioritize your issues, and they make sure things get taken care of in a timely manner."

Tom

Catholic Health System

R-AHEC as the consortium lead and network administrator work on behalf of network members to obtain subsidies through FCC programs and to identify and develop other network member benefits such as equipment subsidies and education opportunities. The WNYRBHN was originally created through the Federal Communication Commission's (FCC) Rural Health Care Pilot Program (RHCPP). This program subsidized broadband services, equipment, and installation for eligible facilities. Through the network, members are able to utilize clinical mentoring, collaboration, education, and training over a secure, high speed IP Network with scalable bandwidth to support communication, telemedicine and distance-learning applications.

The RHCPP Program, which offered an 80% subsidy on broadband services, equipment, and installation, ended on September 1st, 2016. We have transitioned all of our members into the Healthcare Connect Fund (HCF). The HCF offers a 65% subsidy, and allows administrative offices and data centers to participate.

We are continuing to work with our partners to develop a broad spectrum of network partners and services across the region to build and strength healthcare facilities and organizations.



www.wnyrbhn.org

LOOKING AHEAD



Advancement Training for Healthcare Occupations (ATHOS):

R-AHEC launched a new and exciting program this past year. ATHOS is our new platform for offering quality trainings to healthcare providers in Western New York. Presently we offer instructor led trainings for the following topics:

Community Health Worker: This is a comprehensive, four-day training which teaches the skills needed to excel as a community health worker. Participants will learn about the ethical/legal responsibilities of the position as well as how to conduct a home visit, be sensitive to cultural issues, document information, advocate, build appropriate relationships with clientele, and many other topics.

Cultural Competency/Health Literacy: This 101-level class teaches the student to ask herself honest questions about what cultural competency is and how her opinions and beliefs about her culture and the culture of others will affect her interactions with clients.

Professionalism: Courses on professionalism aren't just for Millennials. This course reminds employees about the importance of dressing appropriately for the job, putting the cell phone away during meetings, and how to apply the basic core values of a professional such as honesty, duty, and accountability. It also speaks to ethical/unethical behavior, workplace etiquette, communication, and conflicts resolution.

Motivational Interviewing: Motivational Interviewing is the ability to skillfully guide a conversation to stimulate and strengthen a personal motivation for change. This course curriculum is under construction and will be completed in the Spring of 2017.



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This organization is an equal opportunity employer and provider