

## New York State Department of Health

### Health Equity Impact Assessment Template

Refer to the Instructions for Health Equity Impact Assessment Template for detailed instructions on each section.

#### SECTION A. SUMMARY

1. Title of project	Guthrie Vestal Sleep Care (CON# 242096-Relocation of Extension Clinic)
2. Name of Applicant	Our Lady of Lourdes Memorial Hospital, Inc.
3. Name of Independent Entity, including lead contact and full names of individual(s) conducting the HEIA	<b>Research and Marketing Strategies, Inc. (RMS)</b> <ul style="list-style-type: none"><li>- <i>Mark Dengler, MPA – President</i></li><li>- <i>Susan Maxsween, MSHA – Vice President, Healthcare Operations and Consulting</i></li><li>- <i>Patrick Fiorenza, MPA – Director of Research Analytics</i></li><li>- <i>Molly Burke, MPH – Research Analyst</i></li></ul>
4. Description of the Independent Entity's qualifications	Research & Marketing Strategies, Inc. (RMS), the <i>Independent Entity</i> , is a professional market research firm located in Central New York and has been in business since 2002. RMS has a dedicated Healthcare Division with proven experience in guiding hospitals, healthcare systems, nursing homes, diagnostic and treatment centers – including ambulatory surgery centers – with strategic planning. The firm has assisted health departments in conducting Community Health Assessments (CHA) as well as partnered with hospitals in conducting Community Health Needs Assessments (CHNA) and preparing Community Health Improvement Plans (CHIPs) to achieve established goals based upon identified priorities. The RMS team is experienced with profiling population demographics and looking at healthcare access and service delivery issues, including monitoring and addressing health equity issues among communities, with specific attention to focusing on antiracism in analysis and in providing recommendations throughout this report and all healthcare projects for which we engage with clients.
5. Date the Health Equity Impact Assessment (HEIA) started	November 14, 2024 (11/14/2024)

6. Date the HEIA concluded	January 31, 2025 (01/31/2025)
----------------------------	-------------------------------

**7. Executive summary of project (250 words max)**

*Guthrie Vestal Sleep Care, a 501 (c)(3), affiliated with Our Lady of Lourdes Memorial Hospital, Inc., located in Vestal, NY, requests approval to relocate from the current location of 116 N Jensen Road, Vestal, NY to 203 N Jensen Road, Vestal NY, representing three-tenths of a mile change.*

*This project focuses on ensuring the community will continue to have access to exceptional service to address, identify, and diagnose the diverse types of sleep disorders, understanding that sleep is an important aspect of overall physical and emotional health and wellbeing.*

*The goal is to relocate the facility to a modernized space that will provide ample square footage capacity for the sleep study rooms to meet updated healthcare design guidelines while enhancing operational efficiencies and patient care delivery. It is anticipated that this move will have an overall net neutral impact on services and staffing.*

*The benefits of this project will align with providing more appropriately sized sleep study rooms, including accommodations to ensure ADA-compliance. All rooms will be equipped with private bathrooms and accessible showers. The facility remains committed to serving the unique needs of patients and developing customized care plans.*

*The project will support upgraded access and infrastructure to improve patient and staff safety, in addition to having a more efficient floor plan that will contribute toward enhanced patient care delivery and for efficient day-to-day operations while sleep studies are performed.*

**8. Executive summary of HEIA findings (500 words max)**

*Our Lady of Lourdes Memorial Hospital, Inc. enlisted Research & Marketing Strategies, Inc. (RMS) to serve as an Independent Entity to conduct the Health Equity Impact Assessment (HEIA) – a key, required component of the Our Lady of Lourdes Memorial Hospital, Inc.’s CON project: Relocation of Extension Clinic. Our Lady of Lourdes Hospital, Inc. is located in Binghamton, NY with a population of 74,766. Our Lady of Lourdes Memorial Hospital, Inc.’s service area (SA) encompasses all of Broome County and surrounding towns in New York State’s southern tier region area as well as select areas of northern Pennsylvania. Our Lady of Lourdes Memorial Hospital, Inc.’s SA includes the following 29 ZIP Codes: 13730, 13732, 13736, 13746, 13748, 13760, 13778, 13783, 13787, 13790, 13795, 13797, 13803, 13811, 13812, 13815, 13827, 13833, 13850, 13862, 13865, 13901, 13903, 13904, 13905, 18812, 18821, 18822 and 18847. RMS focused on detailing the impact on the medically underserved population within these ZIP Codes.*

*RMS analyzed secondary demographic data across the region as defined by the project's SA. Analysis was conducted surrounding key factors including age, gender, race/ethnicity, health insurance coverage, disability status, poverty level, number of households with SNAP benefits, household income, employment status, educational attainment, and vehicle ownership. Analysis shows that the service area has an older median age than that of New York State; the median age of the SA is 44.6 compared to 40.2 years-old across the state of New York. Some analyzed ZIP Codes show above-average levels of poverty in the region (greater than the New York State average of 9.8% with the median household income of the service area falling below the state level(\$65,008 compared to \$84,578). The SA contains a primarily White, Non-Hispanic population with over one-third of the population (39.5%) over the age of 55.*

*RMS conducted six (6) In-Depth Interviews (IDIs) to gather primary qualitative data about low-income, racial, and ethnic minorities, and other medically underserved populations in the Applicant's service area. The IDIs were conducted with leaders and community members who spoke on behalf of the impacted community residents and the medically underserved populations.*

*Findings from the IDIs provided full support for the proposed initiative confirming that the Sleep Care facility remains a valued resource in the community, which is easily accessible and will continue to meet the needs of the medically underserved community. Additionally, the relocation will have a net neutral impact on health equity of the greater community.*

*As part of the HEIA work, RMS requested that Guthrie Vestal Sleep Care detail its mitigation plan to foster effective communication about the resulting impact(s) to service or care availability to people with limited English-speaking ability and people with speech, hearing, or visual impairments. RMS also recommended that Guthrie Sleep Care continue with its employee training that focuses on cultural sensitivity and diversity training with specific attention to providing care for the medically underserved populations and enhancing its communications regarding the Sleep Care facility—both internally among referring providers as well as through the Hospital's website.*

## **SECTION B: ASSESSMENT**

**For all questions in Section B, please include sources, data, and information referenced whenever possible. If the Independent Entity determines a question is not applicable to the project, write N/A and provide justification.**

### **STEP 1 – SCOPING**

1. Demographics of service area: Complete the “Scoping Table Sheets 1 and 2” in the document “HEIA Data Tables”. Refer to the Instructions for more guidance about what each Scoping Table Sheet requires.

*Please refer to the completed HEIA data table for detailed information pertaining to service area demographics.*

2. Medically underserved groups in the service area: Please select the medically underserved groups in the service area that will be impacted by the project:
- ✓ Low-income people
  - ✓ Racial and ethnic minorities
  - ✓ Immigrants
  - ✓ Women
  - ✓ Lesbian, gay, bisexual, transgender, or other-than-cisgender people
  - ✓ People with disabilities
  - ✓ Older adults
  - ✓ Persons living with a prevalent infectious disease or condition
  - ✓ Persons living in rural areas
  - ✓ People who are eligible for or receive public health benefits
  - ✓ People who do not have third-party health coverage or have inadequate third-party health coverage
  - ✓ Other people who are unable to obtain health care
  - Not listed (specify): There are no other populations that have been identified as being impacted by this project.
3. For each medically underserved group (identified above), what source of information was used to determine the group would be impacted? What information or data was difficult to access or compile for the completion of the Health Equity Impact Assessment?

*IDIs were conducted with six (6) individuals – three (3) key organization leaders representing the greater Vestal, NY community including the medically underserved populations regarding the project and three (3) community members from the Applicant's service area. The organization leaders interviewed included 3 individuals who were referring specialty providers connected with the hospital. These key organizational leaders were asked if their organization serves medically underserved groups, and if yes, which of the above aforementioned groups do they serve? Community members interviewed were residents of the greater Vestal, NY community, and were queried about the impact this proposed project would have on medically underserved groups within their community. When consolidated (in aggregate), the proposed relocation of the service address is projected to have a net neutral impact on all of the medically underserved groups identified above in Question 2, indicating that service delivery for this global population will not be negatively impacted with the facility relocation.*

4. How does the project impact the unique health needs or quality of life of each medically underserved group (identified above)?

For each group identified above in Question 2, the change in service address will allow for continued high-quality sleep study services provided by the Applicant with minimal impact to the medically underserved groups. The proposed relocation project will enhance the experience for patients while supporting the care team in delivering improved quality services for all patients, including the identified medically underserved groups. Six-private sleep study rooms, meeting current ADA-compliance requirements, will be large enough to accommodate the medical staff and all the modern technology required to perform the sleep studies, while also providing space for patients to feel comfortable to fall asleep in a new atmosphere that simulates their own bedroom – a necessary attribute when conducting diagnostic sleep studies. A private, handicapped-accessible restroom equipped with an individual shower will be provided in each sleep study room. Key stakeholders further discussed the positive aspects of the new sleep center’s physical address as it pertains to positioning Guthrie Vestal Sleep Care and Our Lady of Lourdes Memorial Hospital, Inc. to continue to provide high quality care in the region. This quality, patient-centered care provided locally will benefit the medically underserved populations identified through offering ready access locally. Per the [Applicant’s website](#), the Applicant does “not discriminate in the care or services that we [they] provide. Specifically, we [they] do not discriminate based upon education, age, sex, gender, disability, race, color, religion, income or who will pay their bill, gender identity or expression, affectional or sexual orientation, national origin or ancestry, marital status, civil union status, domestic partnership status, veteran status, culture, language, or any other basis prohibited by law. “

Medically Underserved Group	Impact
<ul style="list-style-type: none"> <li>• Low-income people</li> <li>• People who are eligible for or receive public health benefits</li> <li>• People who do not have third-party health coverage or have inadequate third-party health coverage</li> </ul>	<p>Guthrie Vestal Sleep Care and Our Lady of Lourdes Memorial Hospital, Inc. has no requirements for an individual to have health insurance, certain income levels, or eligibility for public benefits to receive care. Per the <a href="#">Applicant’s website</a>, the Applicant does “not discriminate based on income or ability to pay” and they state, “clinical care is based on identified patient health care needs, not on patient’s ability to pay.”</p>
<ul style="list-style-type: none"> <li>• Racial and Ethnic minorities</li> <li>• Immigrants</li> </ul>	<p>Guthrie Vestal Sleep Care and Our Lady of Lourdes Memorial Hospital, Inc., serves all individuals regardless of their Racial or Ethnic background. The Applicant is committed to “helping everyone attain optimal, life-long health and well-being by providing equitable treatment to all who work, learn, and receive care” at Guthrie Vestal Sleep Care and Our Lady of Lourdes Memorial Hospital, Inc. per the <a href="#">Applicant’s website</a>. Further, cultural sensitivity training is</p>

Medically Underserved Group	Impact
	<i>provided at the time of hire and every year for staff to address the unique needs of this patient population. Note: Additional training is offered on an as-needed basis when issues/opportunities are identified.</i>
<ul style="list-style-type: none"> <li>• <i>Women</i></li> <li>• <i>Lesbian, gay, bisexual, transgender, or other-than-cisgender people</i></li> </ul>	<i>Guthrie Vestal Sleep Care and Our Lady of Lourdes Memorial Hospital, Inc., serves all individuals regardless of gender. The new sleep center (location) will maintain private sleep rooms and a similar setup as it has currently. Further, an enhanced layout will provide privacy and respectful continuity of care for these medically underserved groups. Cultural sensitivity training is provided every year for staff to address the unique needs of this patient population. Note: Additional information regarding the Cultural Diversity training program can be provided upon request.</i>
<ul style="list-style-type: none"> <li>• <i>People with disabilities</i></li> <li>• <i>Older adults</i></li> </ul>	<i>Guthrie Vestal Sleep Care and Our Lady of Lourdes Memorial Hospital, Inc., serves all individuals regardless of age and/or ability, and the new sleep center (location) will be fully ADA-compliant, providing equitable comfort levels and accessibility to these medically underserved patient populations.</i>
<ul style="list-style-type: none"> <li>• <i>Persons living with a prevalent infectious disease or condition</i></li> </ul>	<i>Any persons living with prevalent infectious disease or condition are treated with the same standards of care across the organization.</i>
<ul style="list-style-type: none"> <li>• <i>Persons living in rural areas</i></li> <li>• <i>Other people who are unable to obtain health care</i></li> </ul>	<i>Improving the quality of care locally will help improve access to care for this population, who often do not have the resources to travel further distances (out of the area) for medical services such as those provided by Guthrie Vestal Sleep Care and Our Lady of Lourdes Memorial Hospital, Inc.</i>

5. To what extent do the medically underserved groups (identified above) currently use the service(s) or care impacted by or as a result of the project? To what extent are the medically underserved groups (identified above) expected to use the service(s) or care impacted by or as a result of the project?

*Guthrie Vestal Sleep Care and Our Lady of Lourdes Memorial Hospital, Inc. will maintain its preparedness to respond to the health needs of the local community*

*to which it provides care. As a result of the project, medically underserved populations are not expected to utilize the sleep center's services any more or less than they currently do. All identified medically underserved populations will benefit from the newly upgraded and relocated sleep care facility.*

6. What is the availability of similar services or care at other facilities in or near the Applicant's service area?

*UHS Binghamton General Hospital, located in Binghamton, NY, provides Sleep and Neurodiagnostic services at their four (4) bed facility. This facility is approximately 5.2 miles from the Guthrie Vestal Sleep Care facility. The scope of services parallels those provided by Guthrie Vestal Sleep Care, with the exception that the UHS Binghamton General Hospital Sleep services are limited to four beds, versus what is offered by Guthrie Vestal Sleep Care.*

*There are four other Sleep centers regionally but are outside of the Applicant's service area. They include:*

- Guthrie Sleep Center in Ithaca – 46.5 miles away*
- Pulmonology & Sleep Services in Cortland - 47.4 miles away*
- Sleep Disorder Center in Elmira - 53.2 miles away*
- Guthrie Sleep Center in Corning - 64.5 miles away*

7. What are the historical and projected market shares of providers offering similar services or care in the Applicant's service area?

*The project is not expected to have an impact on market share as a result of the Relocation of Extension Clinic project. The capacity and availability of sleep care services has remained consistent within the region for the past several years.*

*Guthrie Vestal Sleep Care has had a longstanding presence within the community, covering a vast 29 Zip Codes, spanning over 6 counties in southern New York State and Northern Pennsylvania. Originally the Sleep Disorders Lab was located at Our Lady of Lourdes Memorial Hospital, Inc. (169 Riverside Drive, Binghamton, NY 13905). In 2007, the facility, classified as a Hospital extension clinic, was moved to the current address of 116 North Jensen Road, Binghamton, NY.*

*The facility has historically and continues to maintain a larger market share than that of its competitor, UHS Binghamton General Hospital, having a four (4) bed capacity to provide sleep studies. The Guthrie Vestal Sleep Care (formally known as Sleep Disorders Lab at Lourdes Hospital) has maintained an 8-bed facility, which is double the capacity of its competitor.*

*This move will have a net neutral effect on the market share.*

8. Summarize the performance of the Applicant in meeting its obligations, if any, under Public Health Law § 2807-k (General Hospital Indigent Care Pool) and

federal regulations requiring the provision of uncompensated care, community services, and/or access by minorities and people with disabilities to programs receiving federal financial assistance. Will these obligations be affected by implementation of the project? If yes, please describe.

*Implementation of this project will not affect stakeholder segments from receiving financial assistance. Per the Hospital's financial assistance webpage, [Financial Assistance | Guthrie](#), no one will be denied access to medical services due to inability to pay.*

*As part of its mission as a nonprofit charitable health organization described in Section 501 (c)(3) of the Internal Revenue Code, Our Lady of Lourdes Memorial Hospital, Inc. is committed to serving the medical needs in its service area, regardless of race, religion, color, sex, national origin, immigration status, sexual orientation or gender identity, disability, or age. In addition, the Hospital is committed to minimizing the financial barriers to access medically necessary health care services for patients in its primary service area. The following is a breakdown of bad debt and charity care provided for fiscal years 2022 -2024.*

<i>Fiscal Year (FY)</i>	<i>Bad Debt and Charity Care provided</i>
<i>FY 2022</i>	<i>\$13,443,810</i>
<i>FY 2023</i>	<i>\$13,187,299</i>
<i>FY 2024</i>	<i>\$10,410,361*</i>

- FY 2024 was atypical in that the health system experienced a major cyber-attack that make this appearance of a reduced commitment to charity care.*

*The Hospital remains committed to providing care for those who cannot afford it, and this project will not impede the Hospital's continued commitment to providing quality-driven patient care to those in need regardless of financial status.*

9. Are there any physician and professional staffing issues related to the project or any anticipated staffing issues that might result from implementation of project? If yes, please describe.

*There are no anticipated physician and staffing issues as a result of the physical relocation of the Sleep Care facility. Staffing is expected to remain at its current level.*

10. Are there any civil rights access complaints against the Applicant? If yes, please describe.

*There are no civil rights access complaints against the Applicant.*

11. Has the Applicant undertaken similar projects/work in the last five years? If yes, describe the outcomes and how medically underserved group(s) were impacted as a result of the project. Explain why the applicant requires another investment in a similar project after recent investments in the past.



*Pursuant to the Applicant's disclosure, they have not undertaken similar projects/work in the last five years.*

## STEP 2 – POTENTIAL IMPACTS

1. For each medically underserved group identified in Step 1 Question 2, describe how the project will:
  - a. Improve access to services and health care
  - b. Improve health equity
  - c. Reduce health disparities

Medically Underserved Group	A. Improve Access to Services and Health Care	B. Improve Health Equity	C. Reduce Health Disparities
<ul style="list-style-type: none"> <li>• Low-income people</li> <li>• People who are eligible for or receive public health benefits</li> <li>• People who do not have third-party health coverage or have inadequate third-party health coverage</li> </ul>	<p><i>Guthrie Vestal Sleep Care and Our Lady of Lourdes Memorial Hospital, Inc. provides services to everyone regardless of ability to pay. For these identified populations, access will be improved through the upgraded facilities and modifying the layout of the sleep lab floorplan to be modern and upgraded. During interviews, community stakeholders shared that they are not concerned about the relocation impacting access to services as the new sleep medicine facility will only be moving three-tenths of a mile down the same street, which will not change or impact access to services to sleep medicine services.</i></p>	<p><i>There is anticipated improved health equity, as patients within this group are often restricted by their ability to travel. Relocating and modernizing the sleep facility floor plan (to a new physical address that is on the same street and only three-tenths of a mile away) will help improve health equity for these lower socioeconomic subpopulations as it will limit the need to travel outside of their community for sleep medicine services.</i></p>	<p><i>This project will continue to reduce health disparities for these lower-income subpopulations as Guthrie Vestal Sleep Care and Our Lady of Lourdes Memorial Hospital, Inc. provides care regardless of ability to pay with no change to the current financial assistance programs in place at the Hospital and its outpatient facilities.</i></p>
<ul style="list-style-type: none"> <li>• Racial and ethnic minorities</li> </ul>	<p><i>Racial and ethnic minorities living in and around the greater</i></p>	<p><i>Guthrie Vestal Sleep Care and Our Lady of Lourdes Memorial</i></p>	<p><i>By relocating and modernizing the sleep care</i></p>

Medically Underserved Group	A. Improve Access to Services and Health Care	B. Improve Health Equity	C. Reduce Health Disparities
<ul style="list-style-type: none"> <li>Immigrants</li> </ul>	<p>Vestal, NY community will benefit from improved access to services and health care. The project will be relocating the sleep lab facility's services to a newer, more modern building located on the same street as the current facility. This new location will enable the Applicant to continue to provide high-quality patient medical services.</p>	<p>Hospital, Inc. will continue its effort to enhance communication between patients and doctors, through translation services and interpreters as needed. In addition, with the relocation of the sleep facility, improvements will also be made to the individual sleep study rooms in terms of medical staff technology and room layouts, which will create a comfortable environment for all patients.</p>	<p>facility, racial and ethnic minorities will have access to improved facilities and will not require excess travel to obtain sleep medicine services and care. In addition, there are no anticipated changes to staffing or diversity, equity, and inclusion or cultural procedures and protocols as a result of this project when the relocation is complete.</p>
<ul style="list-style-type: none"> <li>Women</li> <li>Lesbian, gay, bisexual, transgender, or other-than-cisgender people</li> </ul>	<p>It is not anticipated that there will be any negative impact on women or lesbian, gay, bisexual, transgender, or other-than-cisgender people with regard to this project. For this population segment, they will benefit from improved access to healthcare through the modernized facilities and not be impacted by the relocation of only three-tenths of a mile on the same street.</p>	<p>Infrastructural improvements and enhanced care through the use of modern amenities and privacy in the newly relocated sleep facility for all persons regardless of sexual orientation and/or gender identity.</p>	<p>Guthrie Vestal Sleep Care and Our Lady of Lourdes Memorial Hospital, Inc. will continue to host cultural diversity trainings which includes topics on sexual harassment awareness and LGBTQ+ awareness/sensitivity annually. The Applicant is committed to ensuring a safe and healthy work environment and welcoming and comfortable patient environment, as well.</p>
<ul style="list-style-type: none"> <li>People with disabilities</li> </ul>	<p>Of all the stakeholder groups, people with disabilities and</p>	<p>With the updated floor plan and functionality of the rooms for</p>	<p>With the relocated, modernized facility,</p>

Medically Underserved Group	A. Improve Access to Services and Health Care	B. Improve Health Equity	C. Reduce Health Disparities
<ul style="list-style-type: none"> <li>Older adults</li> </ul>	<p>older adults will be some of the major beneficiaries of this initiative. The newly relocated facility will be ADA-compliant and provide this medication underserved population features that will improve access and equity for those living with a disability or those who have difficulties with activities of daily life. The new sleep study rooms will include a private, ADA-compliant restroom as well as improved accessibility throughout the floor plan of the new facility. This relocation will help improve accessibility for this patient population and make it easier for individuals with mobility issues to move throughout the facility, which will help reduce fall risks for this identified population.</p>	<p>individuals with disabilities, the Applicant will provide more equitable care to those with disabilities. Many older adults living in the service area will not have to travel to other facilities for sleep medicine services and care – often a burden to this population. This modernized facility will improve health equity for persons with disabilities and older adults by enabling the Applicant to continue to provide high-quality, accessible health care close to home.</p>	<p>Guthrie Vestal Sleep Care and Our Lady of Lourdes Memorial Hospital, Inc. is improving the quality of care for individuals with disabilities as well as older adults as the new service address will be fully ADA-compliant. In addition, the facility will continue to provide training to staff on working with individuals with disabilities and providing specialized care for those individuals and reducing health disparities that this population often faces due to their age and/or ability level.</p>
<ul style="list-style-type: none"> <li>Persons living in rural areas</li> <li>Other people who are unable to obtain health care</li> </ul>	<p>Those living in rural communities within the service area will have access to a more modern sleep facility and will limit their need to travel outside the area for such care. This relocation project initiative will</p>	<p>There will be no change in health equity as Guthrie Vestal Sleep Care and Our Lady of Lourdes Memorial Hospital, Inc. already provides equitable healthcare services to these identified medically underserved</p>	<p>The Guthrie Vestal Sleep Care facility and Our Lady of Lourdes Memorial Hospital, Inc.'s service area is comprised of primarily rural areas, confirming the facility's</p>

Medically Underserved Group	A. Improve Access to Services and Health Care	B. Improve Health Equity	C. Reduce Health Disparities
<p>Persons living with a prevalent infectious disease or condition</p>	<p>improve access to high quality inpatient care for this identified population.</p> <p>There will be no anticipated changes to access to services and health care for this identified population. Guthrie Vestal Sleep Care and Our Lady of Lourdes Memorial Hospital, Inc., already provides accessible health care services for these identified medically underserved populations.</p>	<p>populations. The new sleep facility will be located only three-tenths of a mile on the same street as the current service address, limiting the burden of traveling for health care for this population.</p> <p>There will be no change to health equity as Guthrie Vestal Sleep Care and Our Lady of Lourdes Memorial Hospital, Inc. already provides equitable health care services to these identified medically underserved populations.</p>	<p>importance as part of a rural healthcare delivery network. The relocation of the facility (three-tenths of a mile, on the same street as the current service address) will have no impact on the quality of care received. The new facilities will allow for better accommodations to care for rural populations.</p> <p>Guthrie Vestal Sleep Care and Our Lady of Lourdes Memorial Hospital, Inc. continues to strive to reduce health disparities faced by all segments of the populations they serve.</p>

2. For each medically underserved group identified in Step 1 Question 2, describe any unintended positive and/or negative impacts to health equity that might occur as a result of the project.

*The data collected in this research suggests net neutral impacts to health equity overall as a result of the relocation of the Applicant's sleep center facility. There are no negative impacts anticipated as a result of this project for any of the medically underserved groups identified. However, the project will not fix existing equity issues or challenges these populations face in obtaining healthcare. This project will improve the quality of care provided locally to all individuals who require sleep medicine services and care at Guthrie Vestal Sleep Care and Our Lady of Lourdes Memorial Hospital, Inc.*

*Given the nature of this project, the unintended positive impacts are similar for all medically underserved groups identified. The project is a relocation of a service address and will not interrupt the delivery of healthcare services in the community; however, some potential benefits may occur (outlined in the chart below).*

Medically Underserved Group	Positive Impacts	Negative Impacts
<i>Low-income people</i> <i>Racial and ethnic minorities</i> <i>Immigrants</i> <i>Women</i> <i>Lesbian, gay, bisexual, transgender, or other-than-cisgender people</i> <i>People with disabilities</i> <i>Older adults</i> <i>Persons living with a prevalent infectious disease or condition</i> <i>Persons living in rural areas</i> <i>People who are eligible for or receive public health benefits</i> <i>People who do not have third-party health coverage or have inadequate third-party health coverage</i>	<ul style="list-style-type: none"> <li><i>The modernized facility will provide improvements to the physical infrastructure of the building and enable the Applicant to continue to provide high-quality sleep testing services to the community it serves.</i></li> <li><i>The Applicant is implementing mitigation strategies regarding language access and caring for those who present with hearing, vision, and speech impairments.</i></li> <li><i>With this relocation comes improved and modernized infrastructure and physical amenities, which demonstrates that Guthrie Vestal Sleep Care and Our Lady of Lourdes Memorial Hospital, Inc. are committed to providing quality health care services for years to come to the community it serves as it makes this capital investment to upgrade its facilities.</i></li> <li><i>It is not anticipated that there will be any staffing changes made when the</i></li> </ul>	<ul style="list-style-type: none"> <li><i>Primary and secondary research and analysis did not reveal any negative unintended consequences to health equity as a result of this project.</i></li> </ul>

Medically Underserved Group	Positive Impacts	Negative Impacts
<p><i>Other people who are unable to obtain health care</i></p>	<p><i>sleep lab relocates to the new facility, enabling the community members currently employed by the Applicant to continue to make a positive impact on their local healthcare delivery system.</i></p> <ul style="list-style-type: none"> <li><i>The new sleep study room layout and proposed upgrades in physical infrastructure suggest improved patient comfort levels, resulting in more accurate diagnostic sleep medicine services and satisfaction for patients.</i></li> </ul>	

3. How will the amount of indigent care, both free and below cost, change (if at all) if the project is implemented? Include the current amount of indigent care, both free and below cost, provided by the Applicant.

*It is not anticipated that the amount of indigent care, both free and below cost, will change with this relocation move.*

4. Describe the access by public or private transportation, including Applicant-sponsored transportation services, to the Applicant's service(s) or care if the project is implemented.

*Guthrie Vestal Sleep Care hours are from 7:00 pm until 6:00 am Sunday through Thursdays, with the facility closed Friday and Saturday evenings.*

*While the Sleep Care facility is on a bus route, the facility does not provide services during standard hours at which public transportation is available. Most patients coming to the facility use private transportation, and in very few situations, patients may use a Medi cab service of their choice. The facility does not arrange for patient transportation. Anecdotally through the IDI findings, we found that patients drive up to an hour away to receive the services needed at Guthrie Vestal Sleep Care, and while there is a distance in the drive, this is responsive to the vast coverage of 29 Zip Codes and 6 counties as detailed in the Executive Summary of the HEIA findings.*

*Examples of Transportation Services include (limited access due to Guthrie Vestal Sleep Care hours of operation):*

- **Medi cab** - Modivcare: [Member Home | Mymodivcare.com](https://www.modivcare.com)

- **Public Transportation: Broome County Transit:** [About BC Transit | Broome County](#) (Patients requiring sleep studies would need to check routes and pick-up/drop-off times to ensure timely transportation.)
  - Service hours of operation
    - Monday-Friday from 5:45 am to 9:55 pm
    - Sundays – transportation is not available due to hours (9:10 am – 5:50 pm)
- **Lyft Services in Binghamton:** [Binghamton - Lyft](#)
  - Service hours of operation are based upon availability of drivers – website does not state specific hours of operation for use.
- **Uber Services in Binghamton:** [Getting Around Binghamton: Ride, Earn, Eat | Uber](#)
  - Uber services can also be used as a taxicab service; [Binghamton Taxis Near Me - Request a Ride 24/7 | Uber](#)

5. Describe the extent to which implementation of the project will reduce architectural barriers for people with mobility impairments.

*The new location will have more modern amenities enhancing the experience for patients while supporting the care team in delivering high-quality medical care as part of the provided sleep medicine services. The new location will provide larger patient sleep study rooms (approximately 151-176 square feet) in a home-like setting, and will offer the following features:*

- *Patient rooms will comply with most recent ADA-compliant requirements.*
- *Accessible restrooms with showers in the patient room*
- *Provide ample space at bedside for access/use of medical equipment required for the sleep study*
- *Rooms will be equipped with outlets to allow patients to charge their phones while onsite, aimed at minimizing patient stress during their overnight sleep study.*
- *A more updated floor plan will allow for improved, more efficient workflow.*
- *The new location provides enhanced security for patients and staff with an entrance that will be well lit and in the front of the building, versus the current facility where the entrance is at the rear of the building.*

6. Describe how implementation of the project will impact the facility's delivery of maternal health care services and comprehensive reproductive health care services, as that term is used in Public Health Law § 2599-aa, including contraception, sterility procedures, and abortion. How will the project impact the availability and provision of reproductive and maternal health care services in the service area? How will the Applicant mitigate any potential disruptions in service availability?



*Comprehensive reproductive healthcare services are not applicable to sleep care studies.*

### Meaningful Engagement

7. List the local health department(s) located within the service area that will be impacted by the project.

*Broome County Department of Health is located within the service area that will be impacted by the project.*

8. Did the local health department(s) provide information for, or partner with, the Independent Entity for the HEIA of this project?

*Broome County Department of Health did not provide any information for, or partner with, the Independent Entity for the HEIA project in any capacity.*

9. Meaningful engagement of stakeholders: Complete the "Meaningful Engagement" table in the document titled "HEIA Data Table." Refer to the Instructions for more guidance.

*Refer to the completed Meaningful Engagement table for insights from key stakeholders/community members.*

10. Based on your findings and expertise, which stakeholders are most affected by the project? Has any group(s) representing these stakeholders expressed concern the project or offered relevant input?

*All key stakeholders will be directly impacted by this project as they all identified themselves as residents of Our Lady of Lourdes Memorial Hospital, Inc.'s SA. None of the stakeholders consulted expressed negative concerns about the project. A few of the community members and organizational leaders we spoke with expressed ideas for how the Applicant can communicate this proposed relocation project with its patient population so that those obtaining diagnostic sleep tests and medical services from the facility are fully aware of the new service address. The proposed relocation project will not interrupt services provided by the Applicant and will help Guthrie Vestal Sleep Care and Our Lady of Lourdes Memorial Hospital, Inc. continue to provide quality healthcare services to the community it serves.*

11. How has the Independent Entity's engagement of community members informed the Health Equity Impact Assessment about who will benefit as well as who will be burdened from the project?

*With this project, there will be no changes as it relates to the benefits/burdens from the project. The scope of services will not be impacted as a result of the facility relocation. Use of and access to the Guthrie Vestal Sleep Care facility for*

*sleep studies is based upon an identified medical diagnosis(es) from a licensed healthcare provider. As such, patients are not able to call and make an appointment or make a self-referral. Communication regarding the move of the facility will come from the Hospital CEO to physicians/mid-level staff that are credentialed/privileged to refer patients to the facility. Patients will learn of the location change at the time they are contacted by the Sleep Care facility to schedule their sleep study.*

*There will not be any impact on or change in the overall referral process. The Medical Director as well as all clinical and administrative staff will remain integral to the services provided at this facility. There are no impending staffing changes as a result of the relocation, and the facility phone number will remain the same.*

12. Did any relevant stakeholders, especially those considered medically underserved, not participate in the meaningful engagement portion of the Health Equity Impact Assessment? If so, list.

*All stakeholders, including community members, who were contacted regarding this project willingly participated in the meaningful engagement activities with overwhelming support.*

### **STEP 3 – MITIGATION**

1. If the project is implemented, how does the Applicant plan to foster effective communication about the resulting impact(s) to service or care availability to the following:
- a. People of limited English-speaking ability
    - *Guthrie Vestal Sleep Care currently contracts with [Language Services Associates](#) for foreign language interpretation and American Sign Language interpretive services.*
      - *Staff are trained to utilize available services to ensure clear and effective communication with patients. Translation services and resources are a discussion topic during new employee orientation. The intention is to inform staff of resources to provide assistance through language audio and video interpretation and sign language services for patients with limited English and/or verbal proficiency.*
      - *Thereafter new employee training, all staff are required to go through annual training that does include topics relevant to limited English proficiency.*
      - *There are also times that the organization-wide educational requirements have been added for areas that are found/identified that require additional awareness of such as diversity and use of service animals—both of which can be targeted for education for people of limited English-speaking ability.*

- *Guthrie Vestal Sleep Care utilizes iPads to connect with Language Services Associates as a communication tool for patients and providers to interact with one another as needed as well.*
- b. *People with speech, hearing, or visual impairments*
  - *When there is evidence of communication barriers, Guthrie Vestal Sleep Care utilizes [Language Services Associates](#) to provide assistance for patients who may have speech or hearing impairment.*
  - *When there is evidence of visually impaired patients, Guthrie Vestal Sleep Care utilizes a local company called [AVRE – Association for Vision Rehabilitation and Employment – Southern Tier, NY](#)*
  - *As mentioned above, there are also times that organization-wide educational requirements have been added for areas that are found/identified that require additional awareness of such as diversity and use of service animals—both of which can be targeted for education for people of speech, hearing, and visual impairments.*
  - *Our Lady of Lourdes Memorial Hospital, Inc. has a contract with Southern Tier Independence Center (STIC) for sign language interpreters. [Southern Tier Independence Center \(STIC\) | Access Your World](#)*
- c. *If the Applicant does not have plans to foster effective communication, what does the Independent Entity advise?*
  - *Guthrie Vestal Sleep Care as part of a larger health system has established procedures in place to foster communication and regularly revisits opportunities to strengthen communication.*
  - *Guthrie Vestal Sleep Care staff continue to use available resources, which are provided and promoted by the Hospital's leadership team and will seek to offer enhanced staff training when added resources and/or platforms are identified.*
  - *Guthrie Vestal Sleep Care also has a communication plan for community members and providers alike to gain access/understanding of the facility relocation project.*
    - *The HEIA report, and all supporting documentation, will be posted on the Guthrie Vestal Sleep Care website.*
    - *Additionally, since this program is through provider referral only, and not self-referral, the Guthrie Vestal Sleep Care staff will have a standardized source document to reference at the time of scheduling to review all aspects and instructions to ensure patients clearly understand what is required of them for their upcoming sleep study at the newly relocated facility. If it is identified at this juncture that patients have hearing, visual, or speech impairments, provisions will*

*be established for access to Language Services Associates and/or Association for Vision Rehabilitation and Employment as referenced above.*

- *Quarterly provider meetings will also serve as a platform for providers to be made aware of the move and facility improvements.*
- *The Hospital also has a monthly memo communication that is sent to new providers by the medical staff office that will be used to promote the relocation of the facility.*
  - *The Medical Executive Committee will also be made aware of any updates to building location changes on a monthly basis.*
  - *The Hospital CEO also provides an Administrative report, which include office moves/relocations.*

2. What specific changes are suggested so the project better meets the needs of each medically underserved group (identified above)?

*As the Independent Entity, RMS suggests that Our Lady of Lourdes Memorial Hospital, Inc., and the Guthrie Vestal Sleep Care facility add detailed language to the Hospital's website that outlines the various translation services that are available to patients and families. RMS also suggests that the Hospital staff take prudent measures to ensure materials are prepared detailing what to expect when coming to the Guthrie Vestal Sleep Care facility to ensure materials are prepared in other languages, with particular attention to Spanish. Additionally, medical staff training in primary care and specialty care locations is also recommended to bring awareness of the impending relocation. As mentioned previously, sleep studies are ordered by a physician/specialist only; patients cannot self-refer for a study. Thus, it is recommended to the Applicant that physician education should be more targeted and robust regarding the timing of the move, potential impacts in scheduling sleep studies as well as enhancements that will be offered with the relocation/modernization. The existing communication forums mentioned previously should also be fully employed to promote the relocation of services.*

*RMS acknowledges that Our Lady of Lourdes Memorial Hospital, Inc. has maintained a commitment to cultural competency and diversity with established new employee training as well as ongoing annual training to ensure staff education and empowerment.*

3. How can the Applicant engage and consult impacted stakeholders on forthcoming changes to the project?

*Each of the six community key stakeholders interviewed for this assessment supported this project and Our Lady of Lourdes Memorial Hospital Inc.'s commitment to enhance patient care delivery. Should the Applicant need to further engage and consult with these key stakeholders, it is recommended that additional dialogue continue, and interviews be conducted as deemed valuable. All of the key stakeholders interviewed by RMS agreed to continue to provide input/feedback if needed or requested by the Applicant. Key stakeholders can be reached via email or phone number for further information and insights.*

4. How does the project address systemic barriers to equitable access to services or care? If it does not, how can the project be modified?

*In general, project execution will not have any impact on systemic barriers to equitable access to services or care. The new location of the facility will provide an enhanced ADA-compliant facility with ease in access to the facility with a focus on safety. As mentioned previously, access to the facility will now be through the front of the facility versus the current facility which only provides access through the rear of the facility. Additionally, security cameras will be placed on the building exterior for monitoring access while ensuring patient safety when entering the facility. Our Lady of Lourdes Memorial Hospital, Inc. remains committed to focusing on improving the health and wellbeing of the communities it serves.*

#### **STEP 4 – MONITORING**

1. What are existing mechanisms and measures the Applicant already has in place that can be leveraged to monitor the potential impacts of the project?

*Our Lady of Lourdes Memorial Hospital, Inc. and Guthrie Vestal Sleep Care have existing mechanisms in place to measure and monitor the impacts of the project including: (1) Daily Patient Census, (2) Diagnosis Data, (3) Demographic Data of Patient Mix, (4) Payor Source for Patient Mix, (4) Staff Training (upon hire and annually thereafter), (5) Evidence of additional training as need is identified, (6) Anecdotal feedback from administrative staff, clinical staff, referring physicians, and community members who have had a sleep study conducted in the past at the current facility..*

*The Hospital regularly monitors utilization data to assess the average daily census to identify and respond to key trends. The Hospital also regularly monitors payor data to determine the payor mix of patients who utilize the sleep center.*

*Demographic data for the project's service area is used to better understand the unique demographic mix of the population served in comparison to surrounding counties as well as compared to New York State at-large.*

*Our Lady of Lourdes Memorial Hospital, Inc. continues to monitor the breadth and scope of staff training at the time of onboarding as well as through annual training sessions.*

2. What new mechanisms or measures can be created or put in place by the Applicant to ensure that the Applicant addresses the findings of the HEIA?

*It is the intention that the facility relocation will provide an updated and modernized facility that is able to adhere to ADA-compliant standards as well as to provide a structure that affords a more secure environment for staff and patients alike. The modernization of the facility will enhance the patients' experience of care while also prioritizing patient and staff safety and operational efficiencies. As a critical diagnostic service offered to patients with sleep disorders, Guthrie Vestal Sleep Care provides vital patient care services to correctly diagnose various sleep disorders, such as Insomnia, Narcolepsy, Obstructive Sleep Apnea, Snoring, Restless Leg Syndrome among others, all aimed to manage and restore health of individuals in need of clinical intervention.*

*With this CON application and HEIA, Our Lady of Lourdes Memorial Hospital, Inc. will be positioned to mitigate architectural and systematic barriers to care for patients needing in-house sleep studies.*

## **STEP 5 – DISSEMINATION**

The Applicant is required to publicly post the CON application and the HEIA on its website within one week of acknowledgement by the Department. The Department will also publicly post the CON application and the HEIA through NYSE-CON within one week of the filing.

**OPTIONAL:** Is there anything else you would like to add about the health equity impact of this project that is not found in the above answers? (250 words max)

----- SECTION BELOW TO BE COMPLETED BY THE APPLICANT -----

**SECTION C. ACKNOWLEDGEMENT AND MITIGATION PLAN**

*Acknowledgment by the Applicant that the Health Equity Impact Assessment was reviewed by the facility leadership before submission to the Department. This section is to be completed by the Applicant, not the Independent Entity.*

**I. Acknowledgement**

I, (APPLICANT), attest that I have reviewed the Health Equity Impact Assessment for the (PROJECT TITLE) that has been prepared by the Independent Entity, (NAME OF INDEPENDENT ENTITY).

Kamryn Conner

Name

SVP, President

Title

Kamryn Conner

Signature

2/18/25

Date

**II. Mitigation Plan**

If the project is approved, how has or will the Applicant mitigate any potential negative impacts to medically underserved groups identified in the Health Equity Impact Assessment? (1000 words max)

*Please note: this narrative must be made available to the public and posted conspicuously on the Applicant's website until a decision on the application has been made.*

*Our Lady of Lourdes Memorial Hospital, Inc. (Lourdes), has reviewed and intends to follow the recommendations as outlined by RMS in the HEIA Plan specific to the relocation of the Sleep Care facility. We are committed to assuring that a special emphasis is placed on cultural competency and diversity.*

*Since the Sleep Care facility is a provider-based referral service and not a self-referral or walk-in service we have a very good opportunity to plan for and communicate with each patient the expectations of the experience prior to their arrival at the Sleep Care facility. In this manner we can elicit any special needs from the patients such as limited English proficiency, hearing, visual impairments, or cultural or special needs and plan accordingly for the experience.*

*As a referral only service, our emphasis on communication about this relocation as well as service expectations will be through regular channels as outlined by the Independent Entity in this report. Additionally, our scripted templates will be revised to assist our scheduling staff to review all aspects of the experience with the patient prior to arrival at the new center. This will include the location and access to the center as well as how to prepare for their tests and what to expect from the experience.*

*With respect to our contract partners for Language Services as well as speech, visually or hearing-impaired collaborators, we will communicate directly regarding this move and ensure awareness of how this will affect services to our patients. Additionally, we will ensure the presence of devices dedicated to these services is available for use at the center. Finally, any other community-based organization that interacts with these services will be included in the notification and communication around the relocation.*

*As part of the performance improvement (PI) process of the organization, Lourdes will monitor patient satisfaction and provider feedback, annually to address issues that are found relative to this relocation. This ongoing PI work will maintain the focus to all those served, in addition to assuring focus on the diverse populations served.*

*Finally, as indicated in the Independent Entity's mitigation findings, full disclosure of this relocation and the findings of the HEIA process will be posted to the Guthrie Lourdes website along with information about the Sleep Care facility.*