

**UR Medicine Finger Lakes Health
Soldiers and Sailors Memorial Hospital-Yates County
2025-2027 Community Service Plan**

Domain: Economic Stability

Priority: Economic Wellbeing

Focus Area: Housing Stability and Affordability

Goal: Foster reliable and equitable access to safe, affordable, and secure housing options

Disparity addressed: Socioeconomic, Medicaid Members

Objective	Interventions	Family of Measures	By December 2027	Implementation Partner	Partner Role and Partner Resources
4.1 Increase the percentage of adults, with an annual income of less than \$25,000, who were able to pay their mortgage, rent, or utility bills in the past 12 months from 85.1% to 89.4%.	Provide standardized screening for unmet Housing Security and Affordability needs to improve overall access.40,92,1	Number of households and individuals screened, number of successful referrals made	Utilize a screening question(s) for unmet housing needs into new electronic medical record to be asked at annual and new patient primary care visits Share data with the local health department Maintain information on local community resources on flhealth.org Report to the local health department number of visits to online resources on flhealth.org	Hospital	UR Medicine Finger Lakes Health-Soldiers and Sailors Memorial Hospital will: Implement a screening question into new electronic medical record related to unmet housing security to be asked at patient visits Share number of individuals on Medicaid screened with Yates County Public Health Department Share local community partner resources with patients on flhealth.org Report to Yates County Public Health Department number of visits to flhealth.org related to housing resources for referral information

**UR Medicine Finger Lakes Health
Soldiers and Sailors Memorial Hospital-Yates County
2025-2027 Community Service Plan**

Domain: Healthcare Access and Quality

Priority: Health Insurance Coverage and Access to Care

Focus Area: Preventive Services for Chronic Disease Prevention and Control

Goal: Reduce disparities in access and quality of evidence-based preventive and diagnostic services for chronic diseases.

Disparity addressed: Healthcare access barriers among rural residents, Socioeconomic and Ethnicity

Objective	Interventions	Family of Measures	By December 2027	Implementation Partner	Partner Role and Partner Resources
33.1 Increase the percentage of adults aged 45 to 54 years who are up to date on their colorectal cancer screening based on the most recent guidelines from 55.8% to 63.4%.	Encourage the use of client reminders by providers to increase cancer screening per the Community Guide national guidelines.	Number of practices that use client reminders Number of screenings performed	Utilize reminder process for patients who need a colonoscopy through patient portal Share data with the local health department regarding number of primary care practices utilizing client reminders Share with local health department the number of patients ages 45 to 54 years of age who received a colonoscopy, the gold standard of care	Hospital	UR Medicine Finger Lakes Health-Soldiers and Sailors Memorial Hospital will: Implement reminder process for patients who are due for a colonoscopy into electronic medical record and MyChart patient portal Share number of practices utilizing screening reminders with Yates County Public Health Department Share number of colon cancer screenings with a colonoscopy performed with Yates County Public Health Department

**UR Medicine Finger Lakes Health
Soldiers and Sailors Memorial Hospital-Yates County
2025-2027 Community Service Plan**

Domain: Social & Community Context

Priority: Mental Wellbeing and Substance Use

Focus Area: Anxiety and Stress

Goal: Increase the proportion of people living in New York who show resilience to challenges and stress.

Disparity addressed: Socioeconomic and limited access to healthcare among rural residents

Objective	Interventions	Family of Measures	By December 2027	Implementation Partner	Partner Role and Partner Resources
5.0 Decrease the percentage of adults who experience frequent mental distress from 13.4% to 12.0%.	Promote and increase awareness of evidence-based mindfulness resources to reduce the negative impact of stress and trauma	Manner of outreach and data re: reach of intervention (e.g., number of outreach events, number of flyers distributed, number of website visits)	Through community partnerships, develop a list of evidence based resources addressing stress and trauma Create and maintain a directory of community resources on flhealth.org Track number of visits to resource page on website on a quarterly basis	Hospital	UR Medicine Finger Lakes Health-Soldiers and Sailors Memorial Hospital will: Develop a list of evidence based community resources related to stress and trauma and post on flhealth.org Share number of visits to online resources at flhealth.org to Yates County Public Health on a quarterly basis