

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	<i>Saratoga Hospital Adirondack Urgent Care (ADK-UC) Closure and Pulmonology –Queensbury move to ADK-UC space</i>
2. Name of Applicant	<i>Saratoga Hospital</i>
3. Name of Independent Entity, including lead contact and full names of individual(s) conducting the HEIA	<i>Crescendo Consulting Group</i> [REDACTED] [REDACTED] [REDACTED]
4. Description of the Independent Entity’s qualifications	<i>Crescendo Consulting Group is a boutique woman-owned consulting firm specializing in conducting community health needs assessments, community needs assessments, and strategic plans for hospitals and health systems, FQHCs, CCBHCs and behavioral health organizations, community action agencies, and other non-profits across the United States.</i>
5. Date the Health Equity Impact Assessment (HEIA) started	<i>June 1, 2024</i>
6. Date the HEIA concluded	<i>September 3, 2024</i>

7. Executive summary of project (250 words max)
<i>The closure of one service line (Saratoga Hospital Adirondack Urgent Care clinic) that is overserved in Queensbury and Glens Falls will allow the expansion of additional pulmonology capacity and new testing services, which weren’t available in the community prior. With a dedication to increasing access to specialty care and the increasing patient volumes at the Pulmonology at Queensbury clinic, moving the practice to a larger physical space (the former ADK-UC clinic) will increase access to care and allow for additional inhouse testing, such as x-ray and functional testing.</i>

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

Almost all medically underserved groups may be impacted by the closure of ADK-UC and the relocation of the Pulmonology at Queensbury clinic. However, the closure of the ADK-UC should have minimum impact on the community as a new WellNow Urgent Care clinic opened up across the street from ADK-UC in addition to two other urgent care clinics in the service area.

The relocation of the Pulmonology at Queensbury clinic will provide improved access to care for all medically underserved groups and the population as a whole. The clinic has seen a steady increase in patient volume since 2020 and is projected to continue growing in the community.

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 reference the separate HEIA Data Tables document for the demographic data.

- 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):

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?

Publicly available demographic data was collected on each of the above medically underserved groups and augmented with qualitative and internal deidentified Saratoga Hospital Adirondack Urgent Care Clinic (ADK-UC) and Saratoga Hospital Pulmonology at Queensbury patient data to determine which medically underserved groups will be impacted by the closure of ADK-UC and the relocation of the Pulmonology at Queensbury clinic.

The greater Queensbury region / Warren County is primarily aged 45 years and older and white. Approximately one in four individuals (23.1%) in the county are over the age of 65. While certain zip codes have higher percentages of racial and ethnic minorities, overall, there is minimum diversity within the community. Data and information on immigrants, especially undocumented or migrant workers, lesbian, gay, bisexual, transgender, or other than cisgender people, and persons living with a prevalent infectious disease or condition were difficult to find due to lack of valid data source. There is often distrust within the medical and research community for those three underserved groups and thus when surveyed, those groups after often undercounted. However, it is likely these medically underserved groups live in the greater Queensbury region / Warren County service area, but the size of the group is unknown.

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

Medically Underserved Groups	Impact on Unique Health Needs or Quality of Life
<p>Low-Income people</p>	<p><i>While ADK-UC may provide services to this Medically Underserved Group, it is hard to quantify how many people in the community this may impact with the closure of the practice. However, there is a new urgent care clinic across the street from ADK-UC that opened this past year providing the same services as ADK-UC. Within a 10-mile radius, there are three urgent care clinics.</i></p> <p><i>Pulmonology at Queensbury, currently located on Carey Road, will move into the ADK-UC location on US-9. The building is larger and will be able to provide diagnostic testing. Additionally, the building is located on a main road and will be more visible and easier to access by transportation, including public transportation. The next closest pulmonology clinic is located approximately 20 miles away in Saratoga</i></p>

	<i>Springs, which may be difficult for some people to access if they don't have transportation.</i>
Racial and ethnic minorities	<p><i>While ADK-UC may provide services to this Medically Underserved Group, it is hard to quantify how many people in the community this may impact with the closure of the practice. However, there is a new urgent care clinic across the street from ADK-UC that opened this past year providing the same services as ADK-UC. Within a 10-mile radius, there are three urgent care clinics.</i></p> <p><i>Pulmonology at Queensbury, currently located on Carey Road, will move into the ADK-UC location on US-9. The building is larger and will be able to provide diagnostic testing. Additionally, the building is located on a main road and will be more visible and easier to access by transportation, including public transportation. The next closest pulmonology clinic is located approximately 20 miles away in Saratoga Springs, which may be difficult for some people to access if they don't have transportation.</i></p>
Women	<p><i>While ADK-UC may provide services to this Medically Underserved Group, it is hard to quantify how many people in the community this may impact with the closure of the practice. However, there is a new urgent care clinic across the street from ADK-UC that opened this past year providing the same services as ADK-UC. Within a 10-mile radius, there are three urgent care clinics.</i></p> <p><i>Pulmonology at Queensbury, currently located on Carey Road, will move into the ADK-UC location on US-9. The building is larger and will be able to provide diagnostic testing. Additionally, the building is located on a main road and will be more visible and easier to access by transportation, including public transportation. The next closest pulmonology clinic is located approximately 20 miles away in Saratoga Springs, which may be difficult for some people to access if they don't have transportation.</i></p>
Lesbian, gay, bisexual, transgender, or other-than-cisgender people	<i>While ADK-UC may provide services to this Medically Underserved Group, it is hard to quantify how many people in the community this may impact with the closure of the practice. However, there is a new urgent care clinic across the street from ADK-UC that opened this past year providing the same services as ADK-UC. Within a 10-mile radius, there are three urgent care clinics.</i>

	<p><i>Pulmonology at Queensbury, currently located on Carey Road, will move into the ADK-UC location on US-9. The building is larger and will be able to provide diagnostic testing. Additionally, the building is located on a main road and will be more visible and easier to access by transportation, including public transportation. The next closest pulmonology clinic is located approximately 20 miles away in Saratoga Springs, which may be difficult for some people to access if they don't have transportation.</i></p>
<p>People with disabilities</p>	<p><i>While ADK-UC may provide services to this Medically Underserved Group, it is hard to quantify how many people in the community this may impact with the closure of the practice. However, there is a new urgent care clinic across the street from ADK-UC that opened this past year providing the same services as ADK-UC. Within a 10-mile radius, there are three urgent care clinics.</i></p> <p><i>Pulmonology at Queensbury, currently located on Carey Road, will move into the ADK-UC location on US-9. The building is larger and will be able to provide diagnostic testing. Additionally, the building is located on a main road and will be more visible and easier to access by transportation, including public transportation. The next closest pulmonology clinic is located approximately 20 miles away in Saratoga Springs, which may be difficult for some people to access if they don't have transportation.</i></p>
<p>Older adults</p>	<p><i>While ADK-UC may provide services to this Medically Underserved Group, it is hard to quantify how many people in the community this may impact with the closure of the practice. However, there is a new urgent care clinic across the street from ADK-UC that opened this past year providing the same services as ADK-UC. Within a 10-mile radius, there are three urgent care clinics.</i></p> <p><i>Pulmonology at Queensbury, currently located on Carey Road, will move into the ADK-UC location on US-9. The building is larger and will be able to provide diagnostic testing. Additionally, the building is located on a main road and will be more visible and easier to access by transportation, including public transportation. The next closest pulmonology clinic is located approximately 20 miles away in Saratoga Springs, which may be difficult for some people to access if they don't have transportation.</i></p>

	<p><i>COPD and other pulmonary conditions are more common in older adults. Older adults generally have more complex health conditions and are more likely to seek specialty care like pulmonology.</i></p>
<p>Persons living in rural areas</p>	<p><i>While ADK-UC may provide services to this Medically Underserved Group, it is hard to quantify how many people in the community this may impact with the closure of the practice. However, there is a new urgent care clinic across the street from ADK-UC that opened this past year providing the same services as ADK-UC. Within a 10-mile radius, there are three urgent care clinics.</i></p> <p><i>Pulmonology at Queensbury, currently located on Carey Road, will move into the ADK-UC location on US-9. The building is larger and will be able to provide diagnostic testing. Additionally, the building is located on a main road and will be more visible and easier to access by transportation, including public transportation. The next closest pulmonology clinic is located approximately 20 miles away in Saratoga Springs, which may be difficult for some people to access if they don't have transportation.</i></p>
<p>People who are eligible for or receive public health benefits</p>	<p><i>While ADK-UC may provide services to this Medically Underserved Group, it is hard to quantify how many people in the community this may impact with the closure of the practice. However, there is a new urgent care clinic across the street from ADK-UC that opened this past year providing the same services as ADK-UC. Within a 10-mile radius, there are three urgent care clinics.</i></p> <p><i>Pulmonology at Queensbury, currently located on Carey Road, will move into the ADK-UC location on US-9. The building is larger and will be able to provide diagnostic testing. Additionally, the building is located on a main road and will be more visible and easier to access by transportation, including public transportation. The next closest pulmonology clinic is located approximately 20 miles away in Saratoga Springs, which may be difficult for some people to access if they don't have transportation.</i></p> <p><i>Since Pulmonology at Queensbury is part of the Saratoga Hospital system, patients have access to the Saratoga Hospital Health Insurance Navigation Program that will help patients review their insurance</i></p>

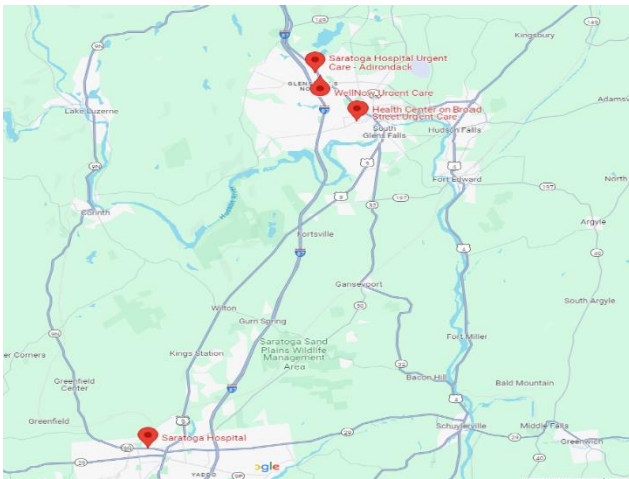
	<p><i>options and sign up for a plan. Additionally, patients may be eligible for financial assistance.</i></p>
<p>People who do not have third-party health coverage or have inadequate third-party health coverage</p>	<p><i>While ADK-UC may provide services to this Medically Underserved Group, it is hard to quantify how many people in the community this may impact with the closure of the practice. However, there is a new urgent care clinic across the street from ADK-UC that opened this past year providing the same services as ADK-UC. Within a 10-mile radius, there are three urgent care clinics.</i></p> <p><i>Pulmonology at Queensbury, currently located on Carey Road, will move into the ADK-UC location on US-9. The building is larger and will be able to provide diagnostic testing. Additionally, the building is located on a main road and will be more visible and easier to access by transportation, including public transportation. The next closest pulmonology clinic is located approximately 20 miles away in Saratoga Springs, which may be difficult for some people to access if they don't have transportation.</i></p> <p><i>Since Pulmonology at Queensbury is part of the Saratoga Hospital system, patients have access to the Saratoga Hospital Health Insurance Navigation Program that will help patients review their insurance options and sign up for a plan. Additionally, patients may be eligible for financial assistance.</i></p>
<p>Other people who are unable to obtain health care</p>	<p><i>While ADK-UC may provide services to this Medically Underserved Group, it is hard to quantify how many people in the community this may impact with the closure of the practice. However, there is a new urgent care clinic across the street from ADK-UC that opened this past year providing the same services as ADK-UC. Within a 10-mile radius, there are three urgent care clinics.</i></p> <p><i>Pulmonology at Queensbury, currently located on Carey Road, will move into the ADK-UC location on US-9. The building is larger and will be able to provide diagnostic testing. Additionally, the building is located on a main road and will be more visible and easier to access by transportation, including public transportation. The next closest pulmonology clinic is located approximately 20 miles away in Saratoga Springs, which may be difficult for some people to access if they don't have transportation.</i></p>

Since Pulmonology at Queensbury is part of the Saratoga Hospital system, patients have access to the Saratoga Hospital Health Insurance Navigation Program that will help patients review their insurance options and sign up for a plan. Additionally, patients may be eligible for financial assistance.

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?

All medically underserved groups may need pulmonology care currently or in the future. The majority of the current patient panel is older, white adults, which also aligns with the demographics of the population in the service area. As outline in Question 7, the patient volume at the Pulmonology at Queensbury clinic has seen a steady increase since 2020 and is projected to continue to increase in 2024.

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



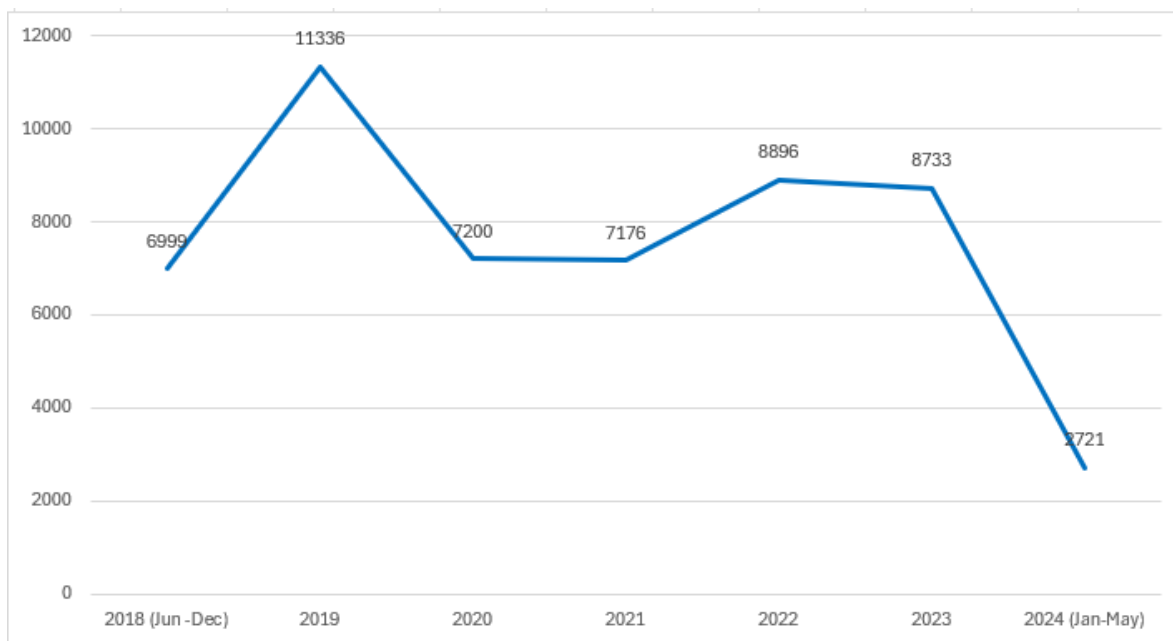
There are three urgent care clinics located nearby the Adirondack Urgent Care Clinic (ADK-UC) (959 Route 9, Queensbury), including a new WellNow Urgent Care clinic that opened up across the street from Adirondack Urgent Care Clinic (920 Route 9, Queensbury). The WellNow Clinic offers the same services as ADK-UC. Additionally, the Glens Falls Hospital Emergency Room is located 3.2 miles away (approximately 11 minutes' drive) from ADK-UC.

The Saratoga Hospital Medical Group – Pulmonology at Queensbury is the only pulmonary specialist within the area. The next closet pulmonologists are located approximately 20 miles south in Saratoga Springs.

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

ADK-UC has seen volumes drop significantly during COVID and have not fully rebounded resulting in financial decline. Volumes in 2024 have also continued to

decline likely due to the new WellNow Urgent Care clinic that opened across the street in addition to the two other urgent care clinics in the area offering the same services. Admissions and downstream revenue predominately goes to Glens Falls Hospital and Hudson Headwaters Health Network, which both have other services, such as primary care in the area. ADK-UC is part of Saratoga Hospital, which is located approximately 20 miles south of ADK-UC. See chart below for volume over time at ADK-UC.

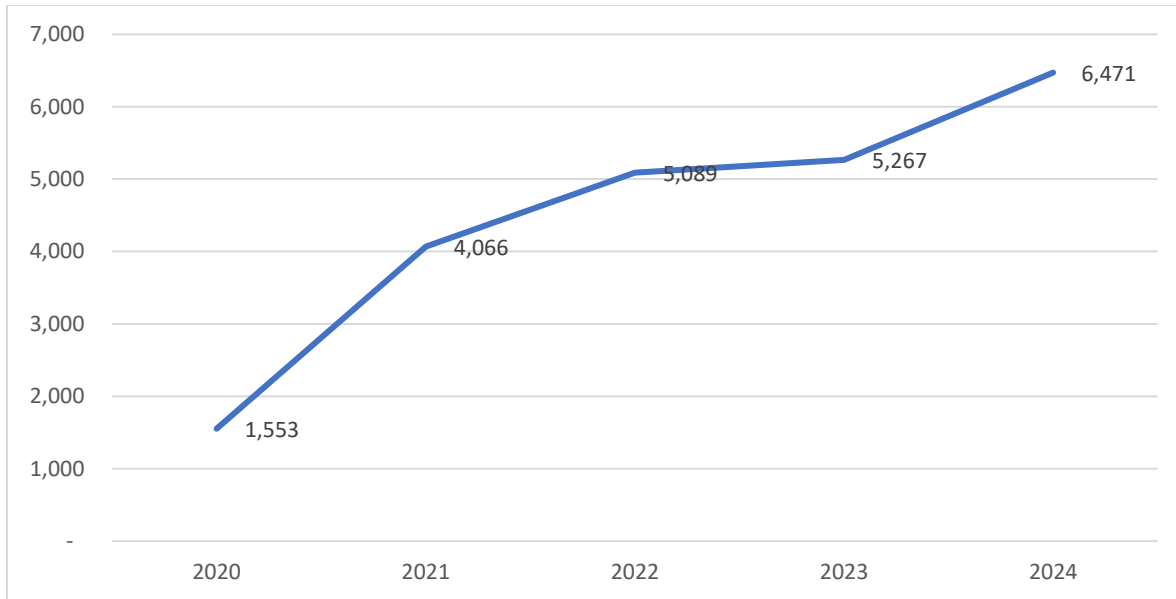


It is estimated that pulmonologists will grow in demand in the coming years due to aging Baby Boomers and the continued rise of Chronic Obstructive Pulmonary Disease (COPD), which now afflicts over 11 million Americans¹. The global COVID-19 pandemic also resulted in the greater need for pulmonology testing and care. The National Institutes of Health estimates that by 2025, there will be a deficit of 1,400 pulmonologists across the United States².

Since 2020, the Pulmonology at Queensbury clinic has seen a steady increase in volume. It is projected that the total volume for 2024 will be 6,471. See chart on the next page for volume over time at the Pulmonology at Queensbury.

¹ Medical Specialist Shortage May Impact Access to Sleep Medicine Services. Sleep Review. <https://sleepreviewmag.com/practice-management/human-resources/staffing/medical-specialist-shortage-impact-access-sleep-medicine-services/>

² Merrick C., Maldonado F. Pulmonary and critical care training in the USA. Breathe (Sheff) 2017 Sep; 13(3): e82-e83. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5607616/>



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.

As an urgent care clinic, ADK-UC does not turn patients away based on their ability to pay. In 2023, 35.71% of the patient volume was considered indigent, which is defined as Medicaid, Medicaid HMO, charity care, and self-pay per the facility. For Saratoga Hospital Medical Group – Pulmonology at Queensbury, 30.78% of the patient volume was indigent care using the same definition as above. The Pulmonology at Queensbury clinic will continue to provide indigent care to patients who are eligible.

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.

Across the county, many health care systems are struggling with recruiting and retaining clinical and non-clinical staff, especially in more rural communities. The ADK-UC is currently staffed by Physician Assistants that primarily work in the Saratoga Hospital Emergency Department and rotate through ADK-UC.

There is a projected national shortage of pulmonologists, which may result in challenges recruiting new pulmonologists in the future. However, the Pulmonology at Queensbury clinic is currently fully staffed and is not expecting any impact with the relocation of the practice.

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

No, there are no civil rights 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.

Saratoga Hospital has not completed any closures of service lines in the past five years. All CON projects have been to expand or improve the quality of services. Over the past five years, Saratoga Hospital has expanded several of its primary care practices in order to create additional capacity. The expansions have not just been in Saratoga Springs, but also in outlying communities, which traditionally have been a population that is underserved.

Saratoga Hospital has expanded its OBGYN practices in two locations to expand capacity. Additionally, they have expanded high-volume specialty clinics such as pulmonology, cardiology, and urology. This specialty care expansion is included in this HEIA. The closure of one service line that is overserved in Queensbury and Glens Falls will allow the expansion of additional pulmonology capacity and new testing services, which weren't available in the community prior.

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**

Currently there are three urgent care clinics within a five-mile radius of the current location of ADK-UC offering the same services. A majority of the patients the providers see at ADK-UC are using the facility for injuries, such as sprains, strains, cuts, and illnesses and infections, such as colds and urinary tract infections. Many of these cases can be seen by a primary care provider or by a provider at one of the other urgent care clinics. The Medical Director of Urgent Care & Emergent Care at Saratoga Hospital said, "There will be a minimum impact on the community from the closure of ADK-UC since there is an urgent care across the street that offers the same level of service as we do."

Pulmonary conditions, such as asthma, COPD, lung cancer, sleep disorders, can present in any person regardless of their "medically underserved group" identified in Step 1 Question 2. However, some conditions, such as asthma, and lung cancer, may be higher in certain groups due to environmental conditions, including the home they

live in. By moving the Pulmonology at Queensbury clinic into the current ADK-UC location, it will expand the size of the physical space and allow additional testing, such as x-ray and pulmonary function testing, which is not currently available in the Pulmonology at Queensbury's current location at 151 Carey Road, Queensbury.

The 2022-2024 Warren County Community Health Assessment³ revealed that Warren County has some of the highest cancer rates in New York State. Lung and bronchus cancers had the second highest incidence rates after female breast cancer but the highest death rate from 2016-2018. Chronic Lower Respiratory Disease (CLRD) in Warren County is also higher than the Adirondack Rural Health Network (ARHN) and Upstate New York.

By moving the clinic to a more visible and larger location, it will allow the clinic to treat and test more patients in the community. Additionally, the new location is more accessible via the Queensbury Public Transit than its current location on Carey Road, which requires a longer walk from the bus stop.

- 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.**

Urgent Care: By closing an urgent care clinic in the community, it may reduce access to urgent care services, especially for people who may not have a primary care provider and/or health insurance in the community. However, with the recent opening of a WellNow Urgent Care across the street from ADK-UC, the negative impact should be minimum.

Pulmonology: As previously mentioned, with the continued aging of Baby Boomers, rising COPD rates, and the impact of COVID-19, the demand for pulmonology services is increasing nationally. In more rural or semi-rural communities like Queensbury, specialties are even more limited. By moving the current practice to a larger building in a more visible location with greater access via private and public transportation, more community residents will have access to the specialty. Additionally, the new location will provide diagnostic testing, like x-ray, and pulmonary function testing. Currently, patients must go to Saratoga Springs for testing. However, there may be some confusion in the community during the relocation process that may result in limited appointments during the moving process and people going to the wrong location. Additionally, recruiting and retaining staff, including non-clinical and medical staff, may be challenge due to the projected shortages of pulmonologists and the current staffing challenges faced by many hospitals in New York and across the country. Despite some of the potential

³ Warren County Public Health. Community Health Assessment 2022-2024.
<https://www.warrencountyny.gov/sites/default/files/healthservices/docs/education/2022-24%20Warren%20County%20Public%20Health%20CHA-CHIP%20Document.pdf>

negative impacts, Saratoga Hospital has plans to mitigate the risk and any potential negative impacts on health equity.

- 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.**

With the closure of the ADK-UC clinic, the percentage of indigent care will be reduced to zero.

With the pulmonology clinic, the percentage of indigent care is projected to remain the same.

- 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.**

The current ADK-UC location is 959 US-9, Queensbury. It is located off a major route and is accessible by private vehicle and the Queensbury Public Transit Route #419 (Route 9 / Lake George). Warren/Washington RSVP provides rides to seniors who have no other means of getting to medical appointments. The Conkling Center also provides door-to-door transportation for community members 55+ during the weekday within a 20 miles radius of the City of Glens Falls.

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

The Americans with Disabilities Act (ADA) requires that all health care entities provide full and equal access for people with disabilities. The ADK-UC meets all ADA requirements, and no major renovations are proposed for the project.

- 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?**

The proposed project is not related to the provision of maternal health care services and comprehensive reproductive health care services. ADK-UC does not provide any of these services, and therefore, will not impact the services in the community. Pulmonary also does not provide these services. However, pregnant women may access urgent care and pulmonary care for non-pregnancy related issues.

Meaningful Engagement

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

Warren County Public Health, 1340 US-9, Lake George, NY 12845

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

The Health Department was contacted multiple times via phone and email and did not response to requests. However, data from the 2022-2024 Warren County Community Health Assessment was utilized in this report.

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

Please see the table in the separate document for the required information

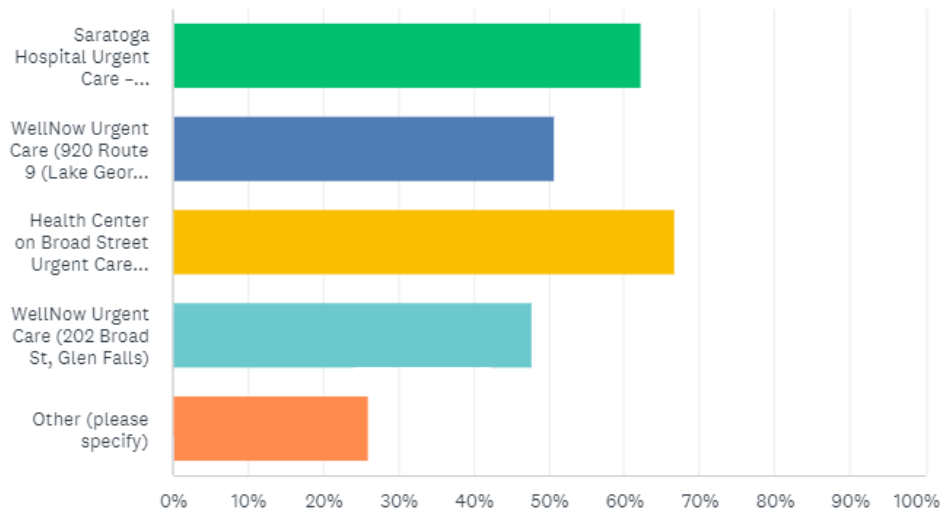
- 10. Based on your findings and expertise, which stakeholders are most affected by the project? Has any group(s) representing these stakeholders expressed concern the project or offered relevant input?**

All stakeholders and the organizations and/or populations they represent may be impacted by the project

- 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?**

A short survey was emailed to current or past patients within the service area zip codes. A total of 74 people completed the survey. Of the 74 survey respondents, 33 (44.6%) have used urgent care in the past 12 months. Of the individuals who utilized an urgent care clinic in the past 12 months, most used it for an injury (31.7%) or because they were sick (34.2%). Only 12.2% used urgent care for primary care.

Survey respondents were also asked about their awareness of the other urgent care clinics in the service area. Most survey respondents were aware of the other urgent care clinics nearby ADK-UC.



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.

It is unknown if persons living with prevalent infectious disease or condition, LGBTQIA+, immigrants, or people eligible for or receive public health benefits participated in the survey. It is possible that individuals in these medically underserved groups received the survey but chose not to participate.

Survey respondents were asked for their age group, race/ethnicity, and gender. Gender was 50.0% female, 46.0% male, and 4.0% prefer not to answer. Almost 95.0% of the survey respondents were White with 1.4% Asian, and 5.4% prefer not to answer. Most survey respondents were older adults (39.2% 65 to 74, and 25.7% older than 75 years old).

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**
 - b. People with speech, hearing or visual impairments**
 - c. If the Applicant does not have plans to foster effective communication, what does the Independent Entity advise?**

As previously mentioned, there is very limited diversity in the greater Queensbury area / Warren County with few people of limited English-speaking ability. However, as clinics affiliated with a public not-for-profit hospital, Saratoga Hospital must accommodate patients who may have limited English proficiency, or a language-based disability or

impairment. Saratoga Hospital providers and staff have access to translation services and interpreters through its Language Line services available as needed to help assist people with limited or no English-speaking ability and people with speech, hearing or visual impairments.

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

No additional changes are suggested as current processes are adequate for the community.

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

As the project progresses, Saratoga Hospital can continue to communicate with stakeholders and community members on the closure date of ADK-UC, the move of Pulmonology at Queensbury from its Carey Road site to US-9 location (ADK-UC), and the grand opening of the new Pulmonology at Queensbury clinic at its new location.

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?

The need for pulmonology care is increasing in many communities, yet there is a shortage of pulmonologists across the country, especially in more rural areas. By relocating the clinic to a larger space, the clinic will be able to increase its capacity and also provide testing (x-ray and functional testing), which was not available at the clinic's current location. Additionally, the new location is on a more visible road with public transportation, which will help increase access for those that may have transportation barriers.

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?

Saratoga Hospital currently conducts patient satisfaction surveys on an annual basis and after each patient visit for all their clinics. Additionally, the Hospital also has a formal complaint process that requires review and follow-up for any patient complaint at any of its practices.

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?

None are recommended at this time.

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.

Saratoga Hospital intends to post the HEIA on the website as required.

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).

[Redacted]

Name

[Redacted]

Title

[Redacted]

Signature

9/27/24

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.

While Adirondack Urgent Care (UC) may provide services to the medically underserved patients in the community, there are several other options available to those needing Urgent Care. There is a separate Urgent Care across the street from Adirondack UC. In addition, there are two other urgent care centers on Broad Street in Glens Falls (3.3 miles and 4.9 miles from Adirondack UC). Saratoga Hospital will continue to refer its patients to the other Urgent Care Centers in the community as needed and staff remaining at the physical location will be able to provide directions to the 3 local Urgent Care Centers that remain open. As part of its closure plan for the ADK UC services, Saratoga Hospital plans to communicate with the Queensbury community about the closure via direct mail, postings within the clinic, and via the hospital website. Saratoga Hospital also has a large primary care provider network, which can serve the medically underserved of the community as needed. There is also a large primary care provider network within Hudson Headwaters Health Network (HHHN). Saratoga Hospital leadership has spoken with HHHN leadership on this closure, and they have capacity to take on new underserved patients within the community.

The Pulmonology Practice at Carey Road in Queensbury will be moving into the space vacated by the Adirondack UC center. Pulmonology will continue to provide services to the same medically underserved community, but in the new location will have better access to public transportation and greater visibility from the road. To mitigate any confusion of the relocation, Saratoga Hospital has a robust communication plan to communicate to current and prospective patients and the generally community. That plan includes but is not limited to direct mail, signage within both locations, and announcements via the hospital website.