

Community Health Implementation Plan



2017-2019

Community Health Needs Assessment

Process

In December 2016, the members of the Thumb CHNA Collaboration received training from the University of North Dakota on best practices in the field of Community Health Needs Assessment. Based on this training a process was developed for the Thumb Area that would allow for consistent data collection. This consistent data collection would allow for county and regional aggregation of data. In addition to the local hospital plans and activities, this process would allow for greater impact of countywide and regional projects and initiatives. The process was developed based review of the University of North Dakota Model¹:

- Step 1: Establish a local and regional timeline
- Step 2: Convene county teams to manager logistics of assessment activities
- Step 3: Develop and Administer Survey Instrument*
- Step 4: Design and implement Community Focus Groups in local hospital communities*
- Step 5: Design and implement Key Stakeholder Interviews or county agencies*
- Step 6: Produce localized hospital reports based on survey zip code data, local focus groups, and county interview data
- Step 7: Local hospitals hold Implementation Planning Meetings
- Step 8: Local hospitals prepare a written CHNA Report and Implementation Plan
- Step 9: Produce county and regional reports
- Step 10: Convene county and regional meetings to review reports
- Step 11: Monitor Progress

The assessment process used by Hills & Dales General Hospital included a trifecta approach of reviewing three sources of primary data. In the trifecta approach, when there are three sources of data that illustrate a need, there is a greater likelihood that addressing that need will produce a powerful impact.

Primary data was collected using surveys, focus groups, and key stakeholder interviews. In addition to the primary data, secondary data was reviewed for comparison to state rates and across counties located in the Thumb.

CHNA Priorities

The CHNA process was followed by a prioritization process and implementation meeting. The priorities that were identified during the prioritization process were:

- Health Insurance and Healthcare Costs
- Access to Specialized Healthcare Services/Access to Primary Healthcare Providers
- Obesity
- Abuse and Violence Including Bullying
- Mental Health/Substance Abuse
- Transportation

¹ < insert citations from survey report >

Identified Needs & Current Efforts

Once priorities were selected, there was an assessment of existing services and programs.

Category	Need ² and Related Data	Current Hills & Dales General Hospital Efforts	Current Community Efforts
Health Insurance and Healthcare Costs	<p>Need Health insurance and healthcare costs</p> <p>Related Data</p> <ul style="list-style-type: none"> • Secondary data sources • County-level stakeholder interview • Hospital focus group • Survey 	<ol style="list-style-type: none"> 1. Social Worker referrals for assistance with Medicaid application. 2. Charity Care Policy and Procedure. 3. Billing outreach personnel specifically assigned for customer assistance. 4. Point of service collections and estimates (also on scheduled procedures). 5. Estimated out of pocket cost to patient (office copays, ER copays, deductibles). 6. Pts are able to set up payment plans and fill out financial assistance applications ahead of time. <ul style="list-style-type: none"> - Some scheduled procedures. - Sine outpatient services (does not include labs). 7. Educating pts on insurance. 8. Social worker is educating patients on what resources are available. 	<p>County Programs</p> <ol style="list-style-type: none"> 1. Adult day services and Foster Care Homes 2. Human Development Commission 3. Subsidized Housing Assistance, Independent and Assisted Living, long term care homes 4. Region VII Area Agency on Aging and Huron County Council on Aging 5. Lakeshore Legal Aid 6. BWCIL is the Housing Assistance Resource Agency (HARA) for the Thumb Area Continuum of Care. Provides homeless prevention and rapid re-housing <p>Local Programs</p> <ol style="list-style-type: none"> 1. HDC-Home delivered meals
Obesity	<p>Need Obesity</p> <p>Related Data</p> <ul style="list-style-type: none"> • Secondary data sources • County-level stakeholder interview • Hospital focus group • Survey 	<ol style="list-style-type: none"> 1. Medical Nutrition Therapy offered as a clinical service. 2. Primary care services include obesity screening, diagnosis and treatment. 3. Fitness memberships at Center for Rehabilitation. 4. Availability of exercise equipment in the rehab building. 5. Wellness health fair. 6. Dietician 7. Walk/Run 5K. 8. Revitalize the wellness initiative at the hospital 9. Office visits 10. Wellness visits 	<ol style="list-style-type: none"> 1. Village of Cass City walking trails. 2. Village actively worked to recruit grocery store to the village. Construction planned within the year. 3. Village Farmer’s Market. 4. Area Weight Watchers and TOPS groups.

² *indicates issue related to top community health priorities
 ** indicates issue related to top health system priorities

<p>Access</p>	<p>Need</p> <ul style="list-style-type: none"> • Access to specialized healthcare services • Access to Primary Healthcare and Providers <p>Related Data</p> <ul style="list-style-type: none"> • Secondary data sources • County-level stakeholder interview • Hospital focus group • Survey 	<ol style="list-style-type: none"> 1. Specialty clinic offering various specialty medical providers: neurosurgery, cardiology, gynecology, nephrology, orthopedics, pain management, physiatry, urology, allergist, dermatology, ENT, vascular, and general surgery. 2. 7 primary care clinics in 3 towns. 3. After Hours Clinic with evening and weekend hours. 4. Education of other providers available if current providers are not taking new patients. 	
<p>Abuse and Violence Including Bullying</p>	<p>Need Abuse and violence including bullying</p> <p>Related Data</p> <ul style="list-style-type: none"> • Secondary data sources • County-level stakeholder interview • Hospital focus group • Survey 	<ol style="list-style-type: none"> 1. Domestic violence screening for emergency room patients. 2. Social Work referrals. 3. Employee education programs. 4. Mental health providers at Health Fairs. 5. Annual training for all staff on abuse and neglect. 6. Sharing community resources with staff on intranet- MH, SA, AA, DV shelters 7. Value/Standards of hospital 8. Handbook and Resource information to all clinics, inpatients, and ER patients as needed. 	<ol style="list-style-type: none"> 1. Community Education Program through Human Services Collaborative. 2. Community Education efforts through county mental health. 3. School anti-bullying education.
<p>Mental Health</p>	<p>Need Mental Health</p> <p>Related Data</p> <ul style="list-style-type: none"> • Secondary data sources • County-level stakeholder interview • Hospital focus group • Survey 	<ol style="list-style-type: none"> 1. Referrals to local Mental Health providers through hospital and primary care. 2. Invite mental health providers to Health Fairs. 3. Invite Mental Health providers to host community training onsite. 4. ER Department will see anyone that comes in 5. FP keeps medications straight. 6. Ensuring that patients are not being over prescribed. 7. Monitoring medications that patients are on. 8. MMR is supplied with overdose medication. 9. Various programs for Social Work 	<ol style="list-style-type: none"> 1. Thumb Area Psychological Services based in Cass City. 2. Thumb Behavioral Health, List Psychological and other mental health providers.

<p>Substance abuse</p>	<p>Need Substance Abuse</p> <p>Related Data</p> <ul style="list-style-type: none"> • Secondary data sources • County-level stakeholder interview • Hospital focus group • Survey 	<ol style="list-style-type: none"> 1. Referrals for patients to substance abuse treatment and community support groups such as AA. 2. Substance Abuse screening and treatment referral in primary care clinics. 	<ol style="list-style-type: none"> 1. Thumb Area Unity Council: conglomeration of local Alcoholics Anonymous groups. 2. List Psychological, Thumb Area Psychological Services and Thumb Behavioral Health offer substance abuse counseling. 3. Training and naloxone reversal agent is available through Huron Behavioral Health for family and community members to deal with someone with drug overdose.
<p>Transportation</p>	<p>Need Transportation</p> <p>Related Data</p> <ul style="list-style-type: none"> • Secondary data sources • County-level stakeholder interview • Hospital focus group • Survey 	<ol style="list-style-type: none"> 1. Flexible scheduling to help patients with transportation needs. (For example, Radiology testing on same day as a clinic visit to save patient a trip.) 2. ACO Waivers(Medicare) 3. Staff that goes above and beyond to get needs to patients 4. Partners with home care services 	<ol style="list-style-type: none"> 1. Thumbbody Express services Caro area. 2. Thumb Area Transit serves Huron County. 3. Sanilac Transportation serves Sanilac County.

Implementation Plan

This above assessment was used to identify gaps in services and develop strategies to address the priority needs. These strategies are then organized into this implementation plan. Progress and strategies will be monitored annually.

Need	New or Expansion Strategies Under Consideration	Status of Resources to complete strategy
Health Insurance and Healthcare Costs	<ol style="list-style-type: none"> Expanding PS to include coinsurance and out of packet maximum Include more outpatient services Include other surgeries Patient accounting department maintains an effort to educate patients about their insurance; not only benefits, but also insurance-related terminology. 	<ol style="list-style-type: none"> 3rd Party program/website to help staff provide accurate estimates and out of pocket expense to patient Additional training for staff Additional education out to community
Obesity	<ol style="list-style-type: none"> Connecting dietician more with community Website where dietician could get questions Invite weight watchers to have a group in Cass City Work with schools for healthy living education Taste testing at school 	<ol style="list-style-type: none"> Pursue any available grants/ funding as opportunities arise. A grocery store (in progress to break ground in the spring)
Access	<ol style="list-style-type: none"> Revision of process if specialty doctor cannot see a specific patient that month Put calendar in local paper Expanding Facebook with live video and more shares Telemedicine Expansion of afterhours clinic hours 	<ol style="list-style-type: none"> Virtual Health- Call in over the computer and talk to provider. More education for front staff to better transfer to appropriate doctor or department Expand telemedicine Expansion of home visits by physicians and providers Updated bio cards for specialty doctors TV screens with scrolling information about Hills & Dales including specialty clinics
Abuse and Violence Including Bullying	<ol style="list-style-type: none"> Bullying education on HDGH website Printed information/resources in ER, lobby, and clinics- confidentiality Internally reviewing Studer processes on how to treat one another Partner with strengthening family programs Information on Financial management to families 	<ol style="list-style-type: none"> Ensuring that ER staff has all updated information and an easy way to use. Homeless shelter in Tuscola County Teens- help to develop interacting with others <ul style="list-style-type: none"> - Use text normally - Information/training - Develop interpersonal relationships
Mental Health/ Substance Abuse	<ol style="list-style-type: none"> Increase School Awareness Telemedicine Hospital/community based support groups- revitalize existing, including follow-up Inpatient/Outpatient rehab- keep in county, or work with other Thumb counties to keep local. 	<ol style="list-style-type: none"> Awareness of resources in the area Distributing information about the resources Funding Central location for mental health services Rehab center- out and inpatient Education services awareness
Transportation	<ol style="list-style-type: none"> Private partnerships with community organizations (churches, etc.) Public partnership where public funding is needed Uber/Lyft Take the need to the people- telemedicine, delivery groceries and medication 	<ol style="list-style-type: none"> Organized platform for requesting need Vehicle and accessibility State funding (county) Route IT Dispatch Information about liability