

Sheridan Community Hospital

COMMUNITY HEALTH NEEDS ASSESSMENT (CHNA) IMPLEMENTATION PLAN

March 2016 – March 2019



Health Needs Assessment Implementation Plan
Sheridan Community Hospital Community
Summary of Significant Health Needs Identified in the Community
Health Needs Assessment (CHNA)

March 2016

A Community Health Needs Assessment (CHNA) was performed in the Fall of 2015 in collaboration with *Healthy Montcalm*, to determine the most prevalent health needs of the community served by Sheridan Community Hospital.

Sheridan Community Hospital as a collaborative part of the *Montcalm County Community Health Improvement Plan for 2016-2019* has incorporated and adopted pertinent elements of the Healthy Montcalm's Community Health Needs Assessment (CHNA) as its own assessment, to determine the most prevalent health needs of the community served by Sheridan Community Hospital.

Information needed to identify and determine the community's significant health needs was obtained by gathering input selecting strategies from Montcalm Human Services Coalition.

Implementation Plan Goals: Sheridan Community Hospital's Board of Directors, has determined that the following health needs identified in the CHNA, will be addressed through the implementation strategy noted for each such need as listed:

**Sheridan Community Hospital
Community Health Needs Assessment Implementation Plan**

March 2016 – March 2019

Specific Needs Identified in Community Health Needs Assessment:

Priority Health Issue: Access to Healthcare

Goal: Increase access/utilization of primary and preventive health services

Objective 1: Increase access by implementing and promoting the utilization of preventive

health services

Objective 2: Increase access to care by implementing telehealth services

Baseline Measure: People who delayed health care: 15% (2018 Goal +12%)

Population Served: All residents of Sheridan Community Hospital Service Area

A. Strategy: *Increase the number of primary care providers, including midlevel, accepting Medicaid and Medicare with an eye toward manage population health.*

Action: Increase the number of primary care providers in Sheridan Community Hospital clinics including Allied Health Providers accepting all insurances including Medicare and Medicaid.

Performance Measure:

Increase in number of primary care providers accepting all insurances including Medicare and/or Medicaid above current staff:

- a. One provider by March 2017
- b. Two providers by March 2018
- c. Three providers by March 2018

Action: Increase primary care provider availability

- a. Improve operational efficiency to optimize the number of appointments available per day, and hours for access.
- b. Ensure at least two open appointments available each day for Emergency Room/Walk in Clinic f/u appointments or need to be seen today appointments.
- c. Implementation of new clinic EMR to enhance provider productivity with documentation and integration of wellness metrics.

Performance Measure:

Increase number of patients seen by 10% by March 2017

Increase number of patients seen by 20% by March 2018

Increase number of patients seen by 30% by March 2019

B. Strategy: *Expand telemedicine communication technology*

(Use of medical information exchanged from one site to another via electronic communications to improve a patient's clinical health status)

Action: Use of technology to overcome transportation barriers by using telemedicine visits

from provider to service location.

- a. Apply for grant funding
- b. Initiate telemedicine program by March 2017

Performance Measure:

Upon receipt of funding initiate program by March 2017

Increase number of first year patients utilizing telemedicine by 10% by March 2018

Increase number of patients utilizing telemedicine by 20% by March 2019

Other significant needs identified in the CHNA but not addressed in this plan:

Each of the health needs listed are important and are being addressed by numerous programs and initiatives operated by neighboring healthcare system, and other community partners of Sheridan Community Hospital.

However, Sheridan Community Hospital will not address the following significant health needs identified in the CHNA as part of this implementation plan due to limited

resources and the need to allocate significant resources to the priority health needs identified above.

- Reduce the prevalence of obesity for adults and youth of Montcalm County
Needs are currently being addressed by the Great Start Collaborative of Montcalm County and existing programs through Spectrum Health United Life Styles. These programs address the overweight adult and children issues identified in needs assessment.
- Assist people with mental illness in leading more productive and autonomous lifestyles, and to promote mental health through advocacy and education
Needs are currently being addressed by Montcalm Center for Behavioral Health and Montcalm Human Services Coalition. These programs address the mental health and suicide issues identified in the needs assessment.
- Substance use and abuse to reduce tobacco, alcohol and other drug use
Needs are currently being addressed by Cherry Health Promotion Services, Spectrum Health United Lifestyles, You Think Coalition, Mid Michigan District Health Department and Great Start. These programs address alcohol/drug use, smoking, second-hand smoke, use of e-cigarettes, prescription drug abuse, and substance abuse treatment issues identified in the Community Health Needs Assessments.
- Strengthen early family development and support, especially as it relates to health for children and youth
Needs are being addressed by Great Start, Spectrum Health United Lifestyles through education to young families and the community about family development as well expanding opportunities for comprehensive health activities in schools and other care settings.

Sheridan Community Hospital
Implementation Plan
For
Needs Identified in Community Health Needs
Assessment
FY 2013 – 2015



Sheridan Community Hospital
Implementation Plan
For
Needs Identified in Community Health Needs Assessment
FY 2013 – 2015

A Community Health Needs Assessment (CHNA) was performed in the fall of 2011 in collaboration with Healthy Montcalm, to determine the most prevalent health needs of the community served by Sheridan Community Hospital.

Implementation Plan Goals: Sheridan Community Hospital's Board of Directors, has determined that the following health needs identified in the CHNA, will be addressed through the implementation strategy noted for each such need as listed below:

Access to Health Care

Specific Needs Identified in CHNA:

Recruitment and retention of qualified primary care professionals – Community Health Assessment Profile 2011, pg. 47

Objective(s):

1. Increase the number of service hours and/or the number of practicing primary care providers, especially accepting Medicare and Medicaid patients.

Implementation Strategies:

1. In cooperation with Mid Michigan District Health Department conduct primary care provider needs analysis in 2013.
2. Based on results of primary care provider needs analysis, develop a plan for a recruitment strategy for primary service area(s).

3. Implement recruitment strategies for specific disciplines and locations based on results of primary care providers' needs analysis.
4. Address access issues related to acceptance of Medicare, Medicaid, and other insurers with new providers.
5. Evaluate patient accessibility, e.g., office hours, providers' days off.
6. Formulate a clinic strategic planning committee.
7. Re-evaluate primary care provider need and access issues quarterly.

Awareness

Specific Needs Identified in CHNA:

Increase awareness and utilization of charitable care at hospitals – Community Health Assessment Profile 2011, pg. 46

Key Objective(s):

Increase awareness and utilization of charitable care programs offered by local hospitals by 10% by 2015

Implementation Strategies:

1. Develop position for health care access coordinator for the under served population in 2013.
2. Develop and implement an action plan, where by, all hospital and clinic managers are aware of Sheridan Community Hospital's charity program in 2013.
3. Develop and distribute a brochure that details the Sheridan Community Hospital charity program to at risk populations in 2013-2014:
 - a. Schools of surrounding area e.g., Central Montcalm Public Schools and Montabella Community Schools
 - b. Primary Care Provider offices of Sheridan Community Hospital and surrounding area primary care offices
4. Formulate a tracking mechanism regarding financial assistance applications and report quarterly:
 - a. Number of applications
 - b. Number of applications approved for financial assistance
 - c. Dollar amounts.

Community Health Assessment Needs Assessment; other needs identified but not addressed in this plan:

Sheridan Community Hospital recognizes the importance of each of the health needs listed below. Sheridan Community Hospital is addressing those needs through community wellness workshops, annual community health fair, and other community partners of the Hospital. The hospital will not specifically address the following prioritized health needs identified in the CHNA as part of this implementation plan, due to limited resources and the need to designate important resources on the two priority health needs identified above. All prior issues identified by the CHNA listed below can be found in the Community Health Assessment, Montcalm County Profile 2011

1. Promotes Importance of Education as it Relates to Health Status/Outcomes -The needs are being addressed by United Life Styles-Spectrum Health United Memorial. Currently they are doing assessments of each school district of Montcalm County for current wellness programs.
2. Reduce Substance Abuse - needs are currently being addressed by the Montcalm County Substance Abuse Advisory Council, Tobacco-Free Montcalm, and Drug Free Montcalm. These programs address alcohol/drug use, smoking, second-hand smoke, prescription drug abuse, and substance abuse treatment issues identified in the Community Health Needs Assessments.
3. Address Mental Health - needs are currently being addressed by Montcalm Center for Behavioral Health and Montcalm Human Services Coalition. These programs address the mental health and suicide issues identified in the needs assessment.
4. Reduce the Prevalence of Obesity - needs are currently being addressed by the Great Start Collaborative of Montcalm County and existing programs through Spectrum Health United Life Styles. These programs address the overweight adult and children issues identified in needs assessment.

The following issues were identified in the Community Health Assessment-Montcalm County Profile 2011 pages 43-47, but were deemed to be not as high of a priority as the above issues. These issues can be best addressed through government councils or departments. The local health care organization does not have the resources to address these issues effectively.

- Child abuse; Sheridan Community Hospital and its Clinics uphold its responsibility to report child abuse or neglect to the appropriate authorities.
- Domestic violence
- Jobs (availability)
- Crime
- Ambulance response times
- Services for disabled (access)
- Traffic crashes (alcohol/drug related)
- Teen pregnancy
- Gambling

- Contaminated sites (structures, landfills)
- Recreational opportunities
- Transportation (public/personal)
- Housing (available/affordable)
- Quality of drinking water
- Watershed quality (streams, rivers, lakes)
- Healthy foods (availability)

The remaining issues will be addressed by the following:

- Sexually transmitted diseases - education is provided by care providers during office visits, emergency room/outpatient clinic visits or hospitalization. Confidential testing, treatment and education for sexually transmitted diseases for both adults and teens are available through Mid Michigan District Health Department.
- Cancer - Sheridan Community Hospital will continue to promote cancer awareness and the importance of obtaining recommended screenings through annual community Family Health Fair, wellness workshops, and screenings.
- Stroke - Sheridan Community Hospital partners with Montcalm County EMS to ensure the provision of evidence - based practices to Montcalm County residents experiencing the symptoms of stroke. Community wellness education for the recognition of stroke symptoms and the importance of seeking care immediately is targeted for 2013/2014 through the hospital's community Family Health Fair and Community Health Wellness program workshop.
- Diabetes - Sheridan Community Hospital will continue to host a free monthly Diabetes Support Group, which provides education and support to those with Diabetes. Spectrum Health United Life Styles is utilized to address the structured educational needs of the diabetic patients in the county.
- Alzheimer's disease/dementia - Sheridan Community Hospital will continue to work with surrounding area agencies that provide level of care required for patients with Alzheimer's disease or dementia.
- Nursing Home Care - Sheridan Community Hospital provides Swing Bed services, which provides a short-term rehab to patients requiring these services and who meet admission criteria. Sheridan Community Hospital will continue to work with area nursing homes for patients requiring placement.
- Heart Disease - Sheridan Community Hospital will continue to promote awareness and education on heart disease through Community Wellness programs and community Family Health Fair (literature, free cholesterol checks, and blood pressure checks). The hospital will continue to provide weekly a cardiologist provider and services.
- Dental Care – Montcalm Area Health Center is expanding access to dental care