

2018

**Community
Health Needs
Assessment
Implementation Plan**



**Lake Regional Health System
Community Health Needs Implementation Plan
December 2018**

In spring 2018, Lake Regional Health System formed a committee, called Lake Area Community Health Partners, to conduct the Community Health Needs Assessment. The assessment identified health issues within the community, defined as 23 ZIP codes located in Camden, Miller and Morgan counties and within a 25-mile radius of Lake Regional Hospital in Osage Beach, Missouri. Common themes were identified, scored and weighted to prioritize the health needs of the defined community.

IMPLEMENTATION STRATEGY

To address priority health needs identified by the survey, Lake Regional Health System will implement the strategies outlined in Appendices A, B and C, beginning in fiscal year 2019. Certain programs will continue through FY 2020 and FY 2021. Outcome measures will be reviewed semiannually to determine the success of established goals.

COMMUNITY BENEFIT

The Lake Regional Health System Board of Directors reviews the Implementation Plan annually to ensure the organization’s strategic objectives remain aligned with the community’s health needs.

HEALTH NEEDS PRIORITIZATION

Lake Area Community Health Partners committee members reviewed the 2018 Community Health Needs Assessment survey report to identify and prioritize community health needs. The following health concerns were identified as top priorities and are included in the Implementation Plan.

- mental health
- substance abuse
- ability to pay and/or lack of insurance

Following is a description of additional health concerns identified in the Community Health Needs Assessment survey and how they are being addressed by Lake Regional Health System or others in the community.

HEALTH CONCERN	LAKE REGIONAL/COMMUNITY RESPONSE
Obesity	weight management classes and support group offered at Lake Regional Hospital, beginning January 2019; Miller County Health Department initiatives ongoing
Alcohol abuse	policy in place for detoxification/transfer to rehab; social work provides education/community resource listing
Tobacco use	smoking cessation support group offered weekly at Lake Regional Hospital; smoking cessation classes offered by county health departments and Missouri Tobacco Quitline
Affordable housing	area groups already working to address this issue include MU Extension, LOREDC, City of Camdenton and Habitat for Humanity
Diabetes	patient education available through Lake Regional clinical dietitians, including a certified diabetes educator
Transportation	community resources include the following: Greyhound in Lebanon, Mo. Morgan County Health Department OATS Mid-Missouri Office Show-Me Medical Tri-county Transit
Dental Health	Lake Regional supports Medical Missions for Christ Free Clinic, which provides dental care

APPENDIX A

Lake Regional Health System

Community Health Improvement and Health Equity Plan

Priority Item: Mental Health

Outcome: Increase awareness of mental health issues; increase staff and community skills related to responding to mental health crises.

Goal: Certify key hospital and clinic staff in Mental Health First Aid (MHFA); Reach 200 community members in Lake Regional's primary service area during Mental Health Awareness Day events in Camden, Miller and Morgan counties. Reduce preventable ED visits/hospital readmissions related to behavioral health issues.

No.	Key Strategies	Key Actions	Internal Lead	Key External Partners	Key Process/Outcome	
					Measures	Timeline
No. 1	Increase staff and community knowledge about risk factors and warning signs of mental illness, as well as how to interact with a person in crisis.	Three LRHS professionals will attend MHFA instructor certification courses to enable LRHS to provide Adult and Youth Mental Health First Aid classes to staff and the communities we serve. MHFA is included on the Substance Abuse and Mental Health Service Administration's (SAMHSA) National Registry of evidence-based programs and practices.	Billye Bennett, R.N.	Missouri Institute of Mental Health at the University of Missouri St. Louis; Missouri Department of Mental Health	10% of staff trained throughout 3 years	2019-2021
		Youth Mental Health First Aid Class 3/2/19; ongoing Youth and Adult MHFA classes in Lake Regional's primary service area and for LRHS staff.	Billye Bennett, R.N.	University of Missouri Extension; Central Ozarks Medical Center; Camden, Miller and Morgan County Health Departments; Compass Health; Katy Trail Clinic; area schools	Number of community members trained	2019-2021
No. 2	Mental Health Awareness Day	Host Mental Health Awareness Day in Camden, Miller and Morgan counties to raise awareness and educate the public about mental health, while striving to remove the stigma that surrounds mental illness, in conjunction with SAMHSA's annual Mental Health Awareness Campaign each May.	Billye Bennett, R.N.	Central Ozarks Medical Center; Camden, Miller and Morgan County Health Departments; Compass Health; Katy Trail Clinic; SAMHSA; Missouri Department of Mental Health	attendance at county Mental Health Awareness Day events	2019-2021
					Number of referrals for mental health/substance abuse issues.	
No. 3	Offer monthly support group meetings to assist individuals in enhancing coping skills following physical, mental and/or emotional trauma, through education, mutual support and information sharing in a confidential setting.	Host monthly Depression Support Group at Lake Regional Hospital.	Billye Bennett, R.N.	Center for Cognitive Disorders	Attendance	2019-2021
		Host monthly Grief Support Group at Lake Regional Hospital.	Billye Bennett, R.N.		Attendance	
		Host monthly Postpartum Depression Support Group at Lake Regional Hospital.	Mary Lou Gamm, R.N.		Attendance	by 2021
No. 4	Connect behavioral health patients to counseling and community resources.	Participate in ER Enhancement Project, which connects appropriate ED patients to Compass Health Network for counseling and support.	Amy Funderburk, R.N.	Compass Health Network; Missouri Department of Mental Health; Missouri Institute of Mental Health; Missouri Coalition for Community Behavioral Healthcare	Number of patients referred to Compass Health. Reduce preventable ED visits/hospital readmissions	November 2018 and ongoing

APPENDIX B

Lake Regional Health System

Community Health Improvement and Health Equity Plan

Priority Item: Substance Abuse

Outcome: Reduce morbidity and mortality associated with opioid overdose and opioid use disorder through increased awareness of at-risk patients and subsequent monitoring.

Goal: Reduce adverse events associated with opioid use.

	Key Strategies	Key Actions	Internal Lead	Key External Partners	Key Process/Outcome Measures	Timeline
No. 1	Reduce opioid prescriptions	Opioid Stewardship Program in ED and Orthopedics	Anthony Kauten, RPh	Schumacher Group; Lake Regional Orthopedics; The Joint Commission; Camden, Miller and Morgan county health departments	screen all patients for high risk of adverse drug events and addiction at admission and during ED visits.	January 2019 and ongoing
No. 2	Reduce morbidity and mortality associated with opioid overdoses in our high-risk rural communities	Ozarks Rural Health Network Rural Community Opioid Response Planning Workplan	Mike Burcham, Dane Henry	Camden County Health Department; Central Ozarks Medical Center	SMART objectives identified	12-31-18
					Action steps developed	02/28/2019
					Strategic Plan completed and approved	09/29/2019
					Workforce Plan Completed and approved	09/29/2019
					Sustainability Plan completed and approved	ongoing
No. 3	Prevent and reduce intentional injuries in adolescents ages 10-19 related to attempts at self-harm and suicide as a result of substance abuse.	Youth Mental Health First Aid class, 3/2/19 and ongoing	Billye Bennett, R.N.	University of Missouri Extension; Central Ozarks Medical Center; Camden, Miller and Morgan County Health Departments; Compass Health; Katy Trail Clinic; area schools	Youth Mental Health First Aid certifications	2019-2021
		Support and encourage schools and communities to host a speaker from codysgift.org to address substance abuse prevention, recovery while raising knowledge levels so that better choices are made by lake-area youth.	Billye Bennett, R.N.	Codysgift.org; area schools	Attendance for events in Camden, Miller and Morgan counties	2019
No. 4	Provide community education on the risks and side-effects of prescription and illicit opioids and how to respond to an overdose	Fighting the Opioid Epidemic health talk for the community, 3/14/19 and ongoing	Anthony Kauten, RPh; Billye Bennett, R.N.	Camden County Health Department; Central Ozarks Medical Center; Katy Trails Clinic	Attendance; number of requests for the presentation by private and public groups	2019-2021
No. 5	Open issue: Use of Cerner's free program to help physicians manage chronic opioid populations vs. use of Guidemed Business, which provides this service for an annual fee					
No. 6	Open issue: include telemedicine					

APPENDIX C

Lake Regional Health System

Community Health Improvement and Health Equity Plan

Priority Item: Ability to Pay

Outcome: Increase community awareness of financial assistance programs, as well as free, low-cost and sliding scale clinics and services.

Goal: Proper signage in 100% of LRHS clinics; train 100% of new employees who take patient payments.

	Key Strategies	Key Actions	Internal Lead	Key External Partners	Key Process/Outcome Measures	Timeline
No. 1	Educate Lake Regional's staff and communities regarding assistance programs, as well as free, low-cost and sliding scale clinics and services.	Re-validate proper signage in LRHS clinics.	Jennifer Bethurem		Valid signage at all LRHS outpatient clinics.	ongoing
		Educate/re-educate LRHS registration staff, LRMG reception staff, case management/social workers re: financial assistance policies.	Lorrie Haden; Jill Mergelkamp		Train 100% of incoming LRMG reception staff at orientation; train 100% of incoming registrars at orientation; re-educate LRHS registration staff, LRMG reception staff, case management/social workers annually at staff meetings.	ongoing
		Distribute Patient Financial Services brochures and information about free, low-cost and sliding scale clinics at LRHS health fairs and area health departments.	Billye Bennett, R.N.; Lorrie Haden	Camden, Miller and Morgan county health departments; Medical Missions for Christ; Central Ozarks Medical Center; Katy Trail Clinic	Number of health fairs or screenings attended by PFS staff. Information at all local health departments and sliding scale clinics.	ongoing
		Educate the community about health care billing; "Understanding Health Care Billing" health talk, 4/16/19	Billye Bennett, R.N.; Lorrie Haden		Number of attendees.	2019 and ongoing
		Continue to sponsor HumanArc, which works to secure Medicaid benefits for LRHS-referred patients.	Lorrie Haden	HumanArc	Number of patients assisted	ongoing
		Provide meeting space for Mo Dept. of Insurance grant to provide enrollment counseling to 1,000 eligible residents for 5 core public assistance programs: Medicaid, SNAP, Medicare Part D low-income subsidy, and energy assistance	Billye Bennett, R.N.	Primaris Foundation's Claim Program; Missouri Department of Insurance; Missouri Ozarks Community Action; Community Health Center of Central Missouri	Number of area residents receiving assistance	1/1/19 - 9/29/20
No. 2	Training for financial and helping professionals to help clients understand the Affordable Care Act, as well as tools to help uninsured clients.	Four-hour training sessions to be scheduled in Camden, Miller and Morgan counties	Billye Bennett, R.N.	University of Missouri College of Human Environmental Services, Personal Planning Department; University of Missouri Extension	Number of classes offered; number of professionals trained	2019-2021