

2021



# Community Health Needs Assessment Implementation Plan



**Lake Regional Health System  
Community Health Needs Implementation Plan  
December 2021**

In spring 2021, Lake Regional Health System conducted the Community Health Needs Assessment as part of the Lake Area Community Health Partners. The assessment identified health issues within the community, defined as 29 ZIP codes located in Camden, Laclede, 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 2022. Certain programs will continue through FY 2023 and FY 2024. 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 2021 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
- Access to health care
- Ability to pay and/or lack of insurance

<b>HEALTH CONCERN</b>	<b>LAKE REGIONAL/COMMUNITY RESPONSE</b>
Obesity	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 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
Drug Abuse	area groups already assisting those in the community with this issue include the Light House, the BEAM Lighthouse and LACAB
Transportation	community resources include the following: Greyhound in Lebanon, Mo. OATS Mid-Missouri Office Show-Me Medical SKT Medical
Dental Health	Lake Regional supports Medical Missions for Christ Free Clinic, which provides dental care

**Appendix A**  
**Lake Regional Health System**  
**Community Health Needs Assessment 2021**  
**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 public screening events in Camden, Laclede, Miller and Morgan counties. Reduce preventable ED visits/hospital readmissions related to behavioral health issues.**

	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.	Select 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.	Becky Beck, RN	Missouri Institute of Mental Health at the University of Missouri St. Louis; Missouri Department of Mental Health	10% of staff trained throughout 3 years	2021-2024
		Ongoing Youth and Adult Mental Health First Aid classes in Lake Regional's primary service area and for LRHS staff.	Becky Beck, RN	University of Missouri Extension; Central Ozarks Medical Center; Camden, Miller and Morgan County Health Departments; Compass Health; Katy Trail Clinic;	Number of community members trained	2021-2024
		Provide mental health wellness self-test and literature at public screenings	Erin Booker	Area employers hosting screenings	Number of events	2021-2024
No. 2	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.	Becky Beck, RN	Center for Cognitive Disorders	Attendance	2021-2024
		Host monthly Grief Support Group at local church.	Billye Bennett, R.N.		Attendance	2021-2024
		Guage interest in hosting monthly Postpartum Depression Support Group at Lake Regional Hospital.	Mary Lou Gamm, R.N.		Attendance	by 2022 Q2
No. 3	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.	Megan O'Rourke, Social Worker	Compass Health Network; Missouri Department of Mental Health; Missouri Institute of Mental Health; Missouri Coalition for Community Behavioral	Number of patients referred to Compass Health. Reduce preventable ED visits/hospital readmissions	ongoing

**Appendix B**  
**Lake Regional Health System**  
**Community Health Needs Assessment 2021**  
**Priority Item: Access to Health Care**

**Outcome: Increase ability for patients to access care within the communities we serve; utilize telehealth and primary care clinics to address and meet the community's health needs.**

**Goal: Increase access to health care and telehealth options.**

	Key Strategies	Key Actions	Internal Lead	Key External Partners	Key Process/Outcome Measures	Timeline
No. 1	Expansion in Laclede County	Building a new clinic in Lebanon to include specialty, rehab, and other services	Lindsay Bentley		Market share in Laclede County	2021-2024
No. 2	Outreach services in Laclede County	Cardiac and Orthopedic services currently available, adding Gastroenterology, Nephrology, and Sleep Medicine.	Lindsay Bentley		Number of outreach patient visits in Laclede County	ongoing
No. 3	Telehealth	Promoting telehealth at all specialty and primary care clinics; currently available but plan to increase volume.	Lindsay Bentley		Number of telehealth visits for each location	ongoing

**Appendix C**  
**Lake Regional Health System**  
**Community Health Needs Assessment 2021**  
**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.	Layla Earl		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.	Erin Booker	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
		Continue to collaborate with Centauri (formerly HumanArc), which works to secure Medicaid benefits for LRHS-referred patients.	Centauri representative	Centauri	Number of patients assisted	ongoing
No. 2	Offering financial assistance through Commerce Bank Health Services Financing program	patient loan financing at 0% interest; all applications approved	Karen Nichols	Commerce Bank	Number of patients accessing the program; Total amount of loans approved	ongoing
No. 3	MO Healthnet expansion	MO expansion of Healthnet insurance enrollment	Layla Earl		Monthly number of MO Healthnet enrollees	ongoing