2013 Community Health Needs Assessment Implementation Plan Evaluation

During 2012/2013, North Valley Hospital (NVH) along with Kalispell Regional Healthcare and the Flathead City-County Health Department jointly conducted a Community Health Needs Assessment to identify the key healthcare needs for the communities served. The following results were achieved by North Valley Hospital since publication of the Implementation Plan in the spring of 2013 for the five key health needs identified.

1. Prevention and Wellness Education and Access

The goal was to increase the awareness, understanding and utilization of programs targeting some of the most prevalent, but preventable diseases affecting our community. To address the need, NVH incorporated the use of screening services, education, wellness programs, support groups and other public communication tools.

Accomplishments:

- NVH provided $414K in community benefits in FY 2014; $403 in FY 2015.
- NVH supported Shepherd’s Hand Free Clinic in Whitefish with financial and in-kind resources to help meet the healthcare needs for low/no-income families. In 12 months, 921 people were served with primary care, wellness and acute dental services. (Shepherd’s Hand 2016 Annual Report)
- NVH supported a variety of local non-profit organizations that provide education or preventative screenings, such as the Prostate Cancer Resource Association which facilitates free prostate screenings for men.
- Support (meeting space, refreshments and scheduling) was provided for AARP Driver Safety classes to give seniors a refresher on safe driving. An average of six people attended at each of six AARP Safe Driver Classes each year.
• North Valley Birth Center staff provided free perinatal education classes and support groups to help mothers and their families with adjusting to their new roles: Childbirth Education, Breastfeeding Made Simple, Siblings Class, Infant Massage, Life after Loss.

• NVH Imaging Department provided a yearly average of 40 mammograms to women in need via the Save-a-Sister initiative.

• NVH launched a community e-newsletter in Q1 2015 with health info, news on new services and providers, events, and healthy recipes reaching up to 760 subscribers each quarter.

• NVH Respiratory Therapy Department launched an Asthma Education Program in 2015 focusing on delivering asthma self-management education to patients who come to the hospital with a primary or secondary diagnosis of asthma. When an individual enters the hospital and is identified with asthma or the potential for asthma, they receive personalized education on asthma causes, triggers, symptoms, and signs to recognize an oncoming attack.

• NVH hosted newborn and toddler safety classes presented by NVH providers.

• NVH sponsored the Triple Play Program and provided monthly on-site health and wellness education along with healthy snacks for up to 500 children at the Columbia Falls and Evergreen locations of the Boys and Girls Club of Glacier Country all during each school year.

• NVH helped sponsor the construction of the Learning Pavilion along the Whitefish Trail as a place to hold education events promoting fitness. Construction was completed and in use mid-2015.

• NVH held the Planetree Festival in September 2014 for over 400 community attendees who participated in free health promotion activities and various health screenings.

• The NVH Dietician ran 10-week, Diabetes Prevention Program for 10-15 attendees twice per year. Scholarships were available for those in need.

• Board and committee member positions were held with United Way, Best Beginnings Early Childhood Development, Healthy Communities Coalition, Breast Feeding Coalition, March of Dimes, Health Information Exchange of MT (HIEM.)

• NVH held a class led by the Executive Director of the Abby Shelter on domestic violence for staff and 15 members of the public in May, 2015.

• NVH co-sponsored an anti-bullying workshop in Whitefish in November 2015 for approximately 100 attendees.

• NVH sponsored and provided leadership representation at an Active Transportation Workshop in Whitefish to help promote walking, biking, and mass transit for the benefit of the community's physical, environmental and economic health. The 80+ attendees strategized with community leaders from the Flathead Valley and Polson on developing plans for Active Transportation policies and programs.
• North Valley Physical Therapy collaborated with the Flathead Valley Ski Education Foundation on providing *pre and post-concussion screenings* for student athletes.

### 2. Access to Affordable Primary Health Care

The goal was to facilitate improved access to primary care services for low income, no income, underinsured or uninsured residents.

- NVH recruited a Family Practice / OB physician in Columbia Falls; Physical Therapist in Columbia Falls; Midwife and Rheumatologist in north Flathead.
- *North Valley Geriatric Specialty Services clinic* launched in 2013 and recruited a Geriatrician and clinical staff to provide geriatric assessments and primary care services to patients in senior living facilities. Geriatric medicine providers and support staff were added in 2015 allowing a greater number of patients to be seen at senior living facilities.
- *Infusion services* launched at NVH late-2014 and an oncology RN was recruited to offer a convenient location for patients in north Flathead and Lincoln Counties.
- *Cardiopulmonary Rehab* launched at NVH in July, 2015 offering convenient location for patients in north Flathead and Lincoln Counties. Cardiopulmonary rehab's first year expanded service days from 3 to 5 per week.
- Financial support was provided to Eagle Transit to help patients with obtaining transportation to local medical services/appointments; Wings Cancer Support Group, Alert Helicopter, and For the Children to help with transportation costs to obtain out of area medical care.
- Financial contributions were provided Shepherd’s Hand Clinic to help support their wellness program.
- Charity Care was offered to NVH patients living at up to 400% of the poverty level. NVH Charity Care = $2.6MM in FY 2014; $2.3MM in FY 2015.
- Construction was completed in November, 2015 on a new location in Columbia Falls for the North Valley Professional Center providing primary care and featuring a future school based program. The clinic is conveniently located near the Veteran's Home and between middle and elementary schools. Preparations underway to launch the school based clinic in 2016.
- NVH senior leadership worked with local legislators on passing Medicaid Expansion in Montana. Medicaid expansion was approved in 2015 via the MT HELP Act expanding insurance assistance for up to 70,000 additional Montanans including over 6,000 individuals in Flathead County. As of March 15, 2016, 38,298 Montana residents enrolled since January 1, 2016.
• Two NVH staff members became Certified Application Counselors (CAC). The CACs assisted patients in signing up for insurance during a number of NVH hosted events and on-site at NVH.

3. Mental Health Care

The goal was to improve behavioral health status factors especially those that contribute to good self-managed physical health.

• North Valley Embrace Health, a structured out-patient mental health program for senior adults, continued serving clients 5 days per week.
• Training was provided for emergency department, in-patient nursing staff and care managers on identifying and caring for patients who may have mental health issues.
• North Valley Behavioral Health opened in August, 2014 and is serving a full schedule of patients. NVH recruited a Psychiatrist who serves children, adolescents and adults, and a Licensed Professional Clinical Social Worker who is also an addiction counselor.
• North Valley Behavioral Health and Embrace health personnel participated in a county-wide geriatric mental health council to facilitate care coordination and best practices.
• NVH broke ground in December, 2014 for a new location for North Valley Professional Center and school based clinic in Columbia Falls which includes clinical space for Psychiatrist.
• NVH sponsored and hosted Mental Health First Aid training and QPR training - two suicide awareness/prevention/identification classes for medical staff and the public in conjunction with the Youth Suicide Prevention Program, Nate Chute Foundation and Department of Health and Human Services. Adult suicide rate in Flathead County dropped from 24.5 per 100,000 in 2009 to 19.4 in 2012. (National Vital Statistics Report)
• Life After Loss counseling sessions were provided monthly by an NVH Birth Center nurse in conjunction with Tamarack Grief Resource Center.
• Financial contributions were provided to help support and access the Western Montana Mental Health Crisis Line for incoming hospital patients.
• NVH held a class led by the Abby Shelter on domestic violence for staff and 15 members of the public in May, 2015.
• NVH co-sponsored an anti-bullying workshop in Whitefish in November, 2015 for approximately 100 attendees that included Whitefish school staff and students.
4. Patient Advocacy and Coordination of Care among Multiple Organizations

The goal was to help guide patients through the healthcare system to make informed decisions and improve coordination of care.

- NVH trained two additional nursing staff in care management to better assist approximately 1,600 inpatients per year.
- Better Health Improvement Specialist (NVH employee) actively participated in Frontier Medicine Better Health Partnership / Care Transitions Coalition to increase communications and facilitate partnerships to enhance care coordination for patients. The hospital based committee formed to improve communication process with primary care provider when patients admitted and discharged. Additional focus on medicine reconciliation process including coordination with primary care providers and local pharmacies. Care Transitions Coalition currently has 59 members who communicate monthly on care coordination activities.
- North Valley Hospital was selected as one of 100 new Medicare Shared Savings Program Accountable Care Organizations (ACOs), providing Medicare beneficiaries with access to high-quality, coordinated care across the United States. As part of the NRACO, NVH is recruiting Care Coordinators to coordinate care for these patients.
- Preparations for Patient Centered Medical Homes were initiated for two NVH Rural Health Clinics.
- NVH participation and leadership positions were held with United Way, Best Beginnings Early Childhood Development, Healthy Communities Coalition, Geriatric Mental Health Council, and Flathead EMS Advisory Board.
- Hospital personnel conducted training for infectious disease prevention, management and care in 2015. NVH Public Information Officer completed a 2-day intensive Joint Information Center Workshop providing advanced training in crisis communications.

5. Access to Affordable Primary Dental Care

North Valley Hospital lacks the expertise of competency to provide primary dental care as it is outside of the hospital’s mission and scope. With this in mind, the goal, as it relates to NVH, was to help increase preventative dental care through enhanced awareness and education of its benefits.

- Emergency department treats acute dental pain and infection followed by referring patients to local dentists for follow-up care.
• Shepherd's Hand dental program was featured at the NVH Planetree Festival in 9/14 with over 400 community members in attendance.
• Preventative dental care presentations made to approximately 150 members of the Boys and Girls Club of Glacier Country.