

**Community Health Needs Assessment
Implementation plan 2016***

As a result of the research and recommendations that appear in the Flathead County Community Health Needs Assessment 2015 – 2016 and further exploration with Kalispell Regional Medical Center (KRMC) administrators, medical staff, and Board of Trustees, the following three prioritized strategies, adopted by the Board of Trustees on March 22, 2016, will guide KRMC leadership in addressing the community’s identified health needs over the next three years. All initiatives identified by the Community Health Needs Assessment 2015-2016 are addressed in this implementation plan.

1. Behavioral Health Education and Services

Kalispell Regional Medical Center is committed to continuing the provision of mental health care through many existing services:

- Pathways Treatment Center for acute mental health and substance abuse patients (adolescents and adults), and outpatient support groups for those discharged from Pathways Treatment Center
- Turtle Bay, a partial hospitalization program for children and adolescents with serious emotional issues, to residents of Flathead and Lake Counties
- Comprehensive school-based treatment and mental health services for Bigfork, Columbia Falls, Kalispell, Somers/Lakeside, and Whitefish school districts
- The Newman Center, an outpatient mental health clinic
- Funding for a mental health specialist to be on call for Emergency Department needs
- Funding for local transportation to/from medical appointments

To augment these services, Kalispell Regional Medical Center will:

a. Need for increased number of behavioral health providers

<i>Actions</i>	<i>Anticipated Impact</i>	<i>KRH Resources</i>	<i>Potential Collaborations</i>
1. Recruit additional psychiatrists	Increased mental health services to service area; increased number of patients served	Costs of recruiting and compensation for psychiatrists and support staff	
2. Add additional therapist(s) to Newman Center staff	Increased mental health services to service area; increased number of patients served	Costs of recruiting and compensation for therapist(s) and support staff	

3. Expand the Newman Center facility with additional offices and treatment rooms	Increased office space to accommodate additional providers and patients	Costs of construction of new space and renovation of existing space	
4. Expand Pathways Treatment Center with additional offices and treatment rooms	Increased office space to accommodate additional providers and patients	Costs of construction of new space and renovation of existing space	

b. Substance abuse education and services

<i>Actions</i>	<i>Anticipated Impact</i>	<i>KRH Resources</i>	<i>Potential Collaborations</i>
1. Develop multi-disciplinary committee to address access and care of addiction related conditions for fetal/maternal patients	Identify mothers and infants who may be experiencing the effects of substance exposure and expand services/care to affected population	Costs of staff time	<ul style="list-style-type: none"> • North Valley Hospital • Obstetric and pediatric providers
2. Develop a community awareness taskforce to address opiate and narcotic use	Identify and implement opportunities for education and services to population affected by addiction	Costs of staff time; communications	<ul style="list-style-type: none"> • North Valley Hospital • Flathead City-County Health Department • Various other local organizations

c. Suicide and depression education and services

<i>Actions</i>	<i>Anticipated Impact</i>	<i>KRH Resources</i>	<i>Potential Collaborations</i>
1. Incorporate behavioral assessment rooms into ER expansion	Additional private assessment rooms for patients	Costs of construction	
2. Provide dementia education to the community	Increased community awareness of dementia programs and services	Costs of communications; staff time	<ul style="list-style-type: none"> • Various local organizations, including veteran’s groups
3. Collaborate with mental and clinical health providers to identify the needs surrounding postpartum depression and opportunities for support through education and services.	Development of a plan to address the needs of mothers experiencing postpartum depression	Costs of communications; staff time	<ul style="list-style-type: none"> • North Valley Hospital • Flathead City-County Health Department • Area providers of obstetric services • Various other local organizations

d. Care coordination / advocacy and integration

<i>Actions</i>	<i>Anticipated Impact</i>	<i>KRH Resources</i>	<i>Potential Collaborations</i>
1. Collaborate with other area behavioral health organizations and providers; participate in coalitions and committees	Improved communication and awareness of resources for behavioral health care; optimize referral process as needed	Costs of staff time	<ul style="list-style-type: none"> • Various local organizations, including veteran’s groups • Geriatric Mental Health Council

c. Transportation to access care

<i>Actions</i>	<i>Anticipated Impact</i>	<i>KRH Resources</i>	<i>Potential Collaborations</i>
1. Expand telehealth offerings to include behavioral health assessments, home health, and sexual assault assessment and support to outreach locations	Increased service area for behavioral health services, home health, and sexual assault assessments	Costs for equipment; staff training for equipment use; staff time	<ul style="list-style-type: none"> • Various outreach locations through Northwest Montana

2. Access to Medical and Dental Health Care

Assisting patients in navigating Kalispell Regional Healthcare is a priority for the organization. In addition, Kalispell Regional Healthcare recognizes that lack of dental health care is a serious concern in our community and is committed to continuing support for access to medical and dental health care through many existing services:

- Commitment to offering primary healthcare to patients covered by Medicare and Medicaid, as well as providing financial assistance to charity patients
- Educate the community on importance of primary care and having a medical home
- Offer a primary care residency program at Kalispell Regional Medical Center to help ensure the availability of future primary care providers
- Offer services of oral surgeons and dentists on the Medical Staff and on-call at the hospital Emergency Room to treat emergent dental needs that present in the ER
- Intervene to provide a dental visit and treatment for patients without insurance who must have a dental examination before certain medical procedures
- Provide the Winkley Coach to outreach locations for community health screenings
- Funding for local transportation to/from medical appointments

To augment these services, Kalispell Regional Medical Center will:

a. Affordability

<i>Actions</i>	<i>Anticipated Impact</i>	<i>KRH Resources</i>	<i>Potential Collaborations</i>
1. Purchase equipment for use in the ER for emergency low income and indigent dental care	Increased services for low income and indigent dental care patients	Costs of purchasing equipment; staff training	

b. Care coordination and advocacy

<i>Actions</i>	<i>Anticipated Impact</i>	<i>KRH Resources</i>	<i>Potential Collaborations</i>
2. Support efforts led by the local dental community, Shepherd’s Hand Free Clinic, and Flathead City-County Health Department to enhance access to dental care	Increased access to dental care for local community	Costs of financial support; staff time	<ul style="list-style-type: none"> • Local dental community • Flathead City-County Health Department • Shepherd’s Hand Free Clinic
3. Initiate common electronic medical records systems between NVH, KRH, and clinics	Increased communication between providers, decreased duplication of services; potential of lower costs to patients; increased efficiencies	Costs for hardware upgrades; costs for software; project management; implementation labor	<ul style="list-style-type: none"> • North Valley Hospital

4. Support program to provide general medical and chronic physical and mental disease care coordination	Increased care coordination and positive impact on chronic disease status for patients that enroll	Costs of care coordinator recruitment; clinic staff time	<ul style="list-style-type: none"> • National Rural Accountable Care Consortium • North Valley Hospital
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c. Transportation and access to care

<i>Actions</i>	<i>Anticipated Impact</i>	<i>KRH Resources</i>	<i>Potential Collaborations</i>
1. Employ an oral surgeon	Increase oral surgery access to KRMC patients	Costs of provider recruitment; office space; support staff	
2. Provide for monthly dental hygienist services at Brendan House	Increase dental care for seniors at Brendan House facility	Costs of dental hygienist time	<ul style="list-style-type: none"> • Local area dental hygienists
3. Relocate Northwest Family Medicine to Whitefish Stage and expand provider staff	Increased access for patients in Evergreen and East Kalispell service area	Costs of construction; employment of additional providers; support staff; communication	
4. Increase specialists in outreach locations, including Polson and Eureka	Increased patient access to specialty providers	Costs of travel; provider time; outreach support; communication	<ul style="list-style-type: none"> • Outreach locations throughout Northwest Montana
5. Provide expanded pediatric specialty services to include surgery, gastroenterology, oncology/hematology, neurology, endocrinology, cardiology, and hospitalist services	Increased patient access to pediatric specialties throughout Montana and surrounding states; increased collaboration between pediatric specialties; increase level of pediatric care	Costs of provider recruitment; office space; support staff; communication	<ul style="list-style-type: none"> • Local primary care providers
6. Expand gastrointestinal facility	Increased gastrointestinal services to service area; increased number of patients served	Costs of construction; provider recruitment; support staff; communication	
7. Evaluate cost effective alternatives to ambulance services for medical transport between medical providers	Identified options that can be put forward for implementation	Costs of staff time	<ul style="list-style-type: none"> • North Valley Hospital • Local transportation organizations

3. Healthy Lifestyles

Kalispell Regional Medical Center has invested and will continue to invest in many programs and services to treat some of the most prevalent causes of death in our county:

- A comprehensive cardiovascular program that includes interventional cardiology, heart surgery, electrophysiology, cardiac rehabilitation, a heart failure clinic and prevention education
- A comprehensive cancer program that includes medical oncology, surgical oncology, radiation oncology, supportive care and preventive screenings
- A Neuroscience & Spine Institute that includes neurosurgery, neurology, and a stroke program
- A trauma prevention program that includes school presentations and a helmet safety program through the Save the Brain initiative and the ER
- A Diabetes Care and Prevention Center that provides group education, one-on-one counseling and chronic disease management education
- Financial scholarships through the Kalispell Regional Healthcare Foundation to patients for fitness center memberships, weight loss programs, wellness programs, and other prevention activities
- The Journey to Wellness program to assist patients with gestational diabetes care and individuals with chronic health conditions/challenges
- The Healthy Measures program to facilitate corporate wellness, both at Kalispell Regional Healthcare and other employers throughout the region
- Mammograms to women in financial need through the Save a Sister initiative
- Funding for local transportation to/from medical appointments

To augment these services, Kalispell Regional Medical Center will:

a. Prevention and wellness education and advocacy

<i>Actions</i>	<i>Anticipated Impact</i>	<i>KRH Resources</i>	<i>Potential Collaborations</i>
1. Develop new web page with expanded information on wellness screenings and programs	Increased patient access to communication regarding wellness and prevention	Costs of web page development; staff time; communication	
2. Provide health screenings for preventable diseases such as heart disease, Type 2 diabetes, obesity, lung cancer, breast cancer, and colorectal cancer	Increased level of health screenings for service area	Costs of screening materials; equipment; staff time; communication	
3. Collaborate with national organizations on prevention awareness messages and annual health observances activities	Increased patient awareness of health screening availability and benefits	Costs of staff time; communication	<ul style="list-style-type: none"> • American Heart Association • American Cancer Society • American Stroke Association • American Diabetes Association

4. Expand occupational health services and facility	Increased level of occupational health services; increased office space	Costs of construction/renovation; additional providers; additional support staff	
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b. Care coordination/advocacy

<i>Actions</i>	<i>Anticipated Impact</i>	<i>KRH Resources</i>	<i>Potential Collaborations</i>
1. Provide classes and activities that promote nutrition and healthy lifestyles through Cancer Support Community Kalispell	Increased advocacy for healthy lifestyles for post cancer care patients and their families	Costs of staff time; programming; facility; communication	<ul style="list-style-type: none"> • Cancer Support Community Montana • Cancer Support Community
2. Host community education programs and lectures on prevention and wellness	Increased awareness of available prevention and wellness programs available at Kalispell Regional Healthcare	Costs of staff time; programming; facility; communication	<ul style="list-style-type: none"> • Various local community organizations
3. Participate in the development of a Flathead Valley healthcare leadership steering committee to address population health	Identify opportunities and develop a plan for collaborative efforts to address population health in the community.	Costs of staff time; implementation of plan	<ul style="list-style-type: none"> • Flathead City-County Health Department • North Valley Hospital

c. Active transportation

<i>Actions</i>	<i>Anticipated Impact</i>	<i>KRH Resources</i>	<i>Potential Collaborations</i>
1. Expand community reach for the Diabetes Prevention Program through the use of telehealth	Increased service area for diabetes prevention program	Costs for equipment; staff training for equipment use; staff time	<ul style="list-style-type: none"> • Outreach locations throughout Northwest Montana

**This report is not meant to be an exhaustive report on the many initiatives Kalispell Regional Healthcare is working to improve the health, comfort, and lives of Flathead Valley residents.*