

**Community Health Needs Assessment
Implementation Strategy for
Lindsborg Community Hospital**

July 2016

Background and Process

In 2012 and 2013, the leadership of McPherson Hospital in McPherson, Lindsborg Community Hospital in Lindsborg, Mercy Hospital in Moundridge, and the McPherson County Health Department chose to collaborate in creating a community health needs assessment (CHNA). Provisions of the Affordable Care Act (ACA) require charitable hospitals to conduct community health needs assessments every three years, and adopt implementation strategies to meet identified needs.

Further, the Public Health Accreditation Board (PHAB) defines public health accreditation as the development of a set of standards, a process to measure health department performance against those standards, and reward or recognition for those health departments who meet the standards. This accreditation process also requires a periodic community health assessment.

The service area assessed was McPherson County, Kansas. The assessment combines existing secondary data with information gleaned from a survey of select residents and workgroup feedback representing a broad cross section of organizations from throughout the target area. After reviewing this data and compiling and reviewing existing resources, a list of prioritized needs has been developed.

Needs Identified and Prioritized – Results of the survey indicated perceived health issues in the county. The identified weaknesses were reviewed and prioritized by a workgroup comprised of a cross section of survey respondents from throughout the county. This group met to discuss survey results and explore relevant county secondary data from various sources indicated in this report. The workgroup was split into subgroups and asked to rank the top five health issues gleaned from the survey to arrive at a prioritized list, which is discussed in more detail below.

This CHNA was reviewed and approved in June 2013 by the Boards of the three hospitals mentioned above.

Identified Community Needs from Survey

The following is a comprehensive list of indicated areas of concern from the survey results in each of 4 categories, in order of perceived importance.

Health Issues

- Obesity
- Heart Disease
- Cancer and Diabetes
- Substance Abuse
- Daily Life Stressors

Specific Populations with Inadequate Access to Care

- Low income
- Elderly
- Young Adult
- Disabled
- Children

Barriers to Care

- Ability to pay
- Lack of insurance
- Transportation
- Lack of providers
- Schedule limitations

Perceived Weaknesses in General Areas

- Free fitness options
- Child care options
- Dietary education services
- Access to specialists

2015 Review and 2016 Action Plan for Health Issues

It is difficult to create a specific action plan for each issue, as there are many factors involved in each area. In 2015, as a part of the CHNA Action Plan and a part of meeting Physician Quality Reporting System measures, a number of data reports were developed. They included a wide range of health issues including: HgbA1c for diabetics, appropriate testing for children with pharyngitis, influenza immunizations, pneumonia immunizations for 65 year olds and older, screening mammography, colorectal cancer screening, screening for nephropathy in diabetics, screening BMI's, hypertension and imaging studies for low back pain. In 2016, further development of work flows and order sets to improve performance in these areas continues.

Identification of those with Medicare who qualify to receive an Initial Medicare Visit or an Annual Wellness Visits started in 2014 and were carried out in 2015 with approximately 100 visits performed. In 2016, further enhancement in the program is being performed to increase the number of visits, as the emphasis is prevention and wellness. Electronic Medical Record reports have been developed to identify those who qualify and are in need of the Wellness Visit. One health issue to be addressed was substance abuse. In early 2015, screening questions were developed into the clinic wellness exam for all age groups. If a referral is needed, one is made with Central Kansas Foundation in Salina. Also, in May of 2016, similar screening questions were developed into the Emergency Department examination. Again, if referral is needed, the patient will be

provided information or even set up with the Central Kansas Foundation. Education on many of these health issues were performed since the inception of our action plan.

In July of 2015 and May of 2016, a 7 week Stepping On program was provided free of charge to community members in Lindsborg. In November of 2015, it was provided in Marquette. The total number of participants has been 34 and the purpose is to reduce falls among senior citizens.

In September of 2015, LCH sponsored a community Safety and Health Fair at the Sundstrom Conference Center. Free and reduced price lab testing and vaccinations were provided. Expired or unused prescription medications were taken for proper disposal. There were also booths with information on the following topics: ImPACT testing and sports concussions, breast cancer awareness, skin cancer awareness, gun safety and free locks, behavioral health, bicycle safety with helmet giveaway, carbon monoxide poisoning with detector giveaways, anti-tip devices for furniture and televisions with giveaways, McPherson County Health Department, health portal registrations and driving assessments.

In April of 2016, LCH became a certified Safe Sitter Site and graduated 16 new certified Safe Sitters. They have received training in CPR and child rescue basics. The course was repeated with 8 other graduates in May of 2016.

Also in May of 2016, tours of LCH were given to the second grade class of Soderstrom Elementary School. A total of 60 children completed the tour.

In June of 2016, LCH participated as a vendor in Bethany Home's Senior Fair to promote senior services and health information. Some of the educational material promoted the Annual Wellness Visits for Medicare participants, electronic medication dispensing and Care Link services.

In July of 2016, Betty Nelson, Director of Marketing and Development and Farah Erickson, Laboratory Director participated in the Lindsborg Community Library's Summer Reading Program. They performed a segment on germs and handwashing using "glo germ" and a real microscope with samples.

Weekly health education is also provided through the newspapers of The Lindsborg News Record and The Marquette Tribune. Similar education is provided regularly on the LCH Facebook page, on the LCH website and through the quarterly community newsletter. These will continue as education to our communities.

2015 Review and 2016 Action Plan for Specific Populations with Inadequate Access to Care

These will be addressed while discussing barriers to care.

2015 Review and 2016 Action Plan for Barriers to Care

Caring for those with low incomes and specifically those without insurance is something we will continue to do. Enhancement of our financial assistance policy, in accordance with 501(r) regulations, enabled us to provide care to those less financially able to afford care. An automatic deduction of 30% from total charges has been adopted for those individuals without insurance. LCH has also made an increased effort to identify and inform individuals about our Financial Assistance Policy, to encourage completion of application paperwork. For the fiscal year 2015 (Oct 1 - Sept 30), LCH provided \$98,316 in charity care through the financial assistance policy. Also, \$471,031 was the amount of care considered bad debt. For 2016 through 9 months, LCH is on pace to incur \$81,836 in charity care and \$156,759 in bad debt.

Several years ago, LCH started the Pink Fund with a purpose to provide funding to pay for cancer screening services for those in our service area without insurance. In September of 2014, the purpose was expanded to provide grants of up to \$500 for those in our service area with a diagnosis of cancer. In September of 2015, the name of the fund was changed to the Smoky Valley Cares Fund. As of this time, \$1,115 has been granted for those with the diagnosis, to assist with healthcare and related costs of treating this dreaded disease. Up to \$3,000 per year will be granted.

In the Family Health Care Clinic (FHCC), LCH has developed the process for school-aged children to have their activity health assessment forms completed. One option is a \$35 cash option. It provides just the health assessment and form completion (no medications, labs, etc) but is an economical option for families. This practice started in 2014 and will continue.

Access to care in the Family Health Care Clinic has been challenged in 2015 and 2016 by the loss of Dr. Andrea Eden, Dr. Jody Bieker and Miranda Brown APRN. In May of 2016, Greg Lindholm, PA-C joined Dr. Ben Dolezal and Kelsey Swisher PA-C as employed providers in the Family Health Care Clinic. Provider staffing has also been maintained by using temporary physicians and physician assistants through Docs Who Care and Kansas University Locum Tenens.

To assist in recruitment and retainment of provider staff in the FHCC, LCH is working with Salina Regional Health Center Emergency Department to staff the ED at LCH. The

goal is to be able to staff the LCH ED with advanced practice providers through the SRHC ED 24/7 by the end of 2016.

Recruitment of new physicians to LCH will continue until the two open positions are filled.

In September of 2014, the FHCC began providing childhood immunizations. This service, along with our ability to accept new patients was specifically marketed to those in our service area receiving insurance through KanCare. This is the state Medicaid program.

LCH has continued to provide Urgent Care on Saturday and Sunday afternoons. This service provides an avenue for treatment of urgent situations when one's primary care provider is unavailable. It is also at a cost much less than in an Emergency Department. In fiscal year 2015 753 visits were provided in the LCH Urgent Care clinic and it is on pace for 641 visits in 2016.

2014 Review and 2015 Action Plan for Perceived Weaknesses in General Areas

Free fitness options has been attained at LCH as membership fees to the Wellness Center were eliminated starting September 1, 2013. Thus, any person 12 years of age and up can use the Wellness Center by signing a waiver form, without charge. The hours were also expanded to enable use from 5:30am to 10pm Monday - Friday and 8am to 10pm on weekends and holidays. A second recumbent stepper was purchased in the spring of 2015 to provide additional equipment and reduce wait times. In March of 2016, the Wellness Center was renovated with removal of old weight equipment and the addition of a multifunction Precor Tower for strength training.

Child care options will not be addressed as it is beyond the scope and abilities of LCH.

Access to specialists will be enhanced through the affiliation between LCH and SRHC. In April of 2015, Mary Ann Carlson, PA-C, began providing Behavioral Health consults in an office at LCH. She is available 3 days per week. In the fall of that year, Summer Olsen MS LCP NCAC I, began providing Behavioral Health counseling in the same office one day per week. In November of 2015, Diabetic Education started as a service at LCH. It is offered via telemedicine from a Diabetic Educator at Comcare in Salina. The patient is able access the web connection through our specialty clinic. Also, Dietary Consultation was started in January of 2016 by Joanne Gartner, RDN LD as a specialty service. She is available three days per week to consult on inpatients and outpatients at LCH. These services will continue into the foreseeable future.

In Closing

A number of areas are being addressed to improve the health of McPherson County and specifically, the LCH service area. In May of 2016, the four county healthcare partners teamed up again to complete another Community Health Needs Assessment. In June of the same year, the CHNA was adopted by each organization. In the coming months, LCH will develop and adopt another action plan from information in the 2016 CHNA for the coming year.