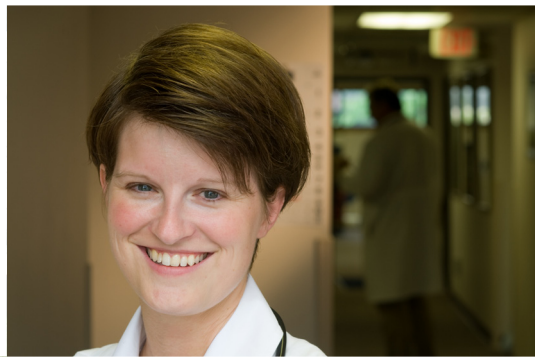


Community Health Improvement Plan

2014-2016



***Miami
County
Medical
Center***



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Executive Summary

For 17 years, it has been the pleasure and privilege of Miami County Medical Center (MCMC) to serve our communities. Our goal of providing the highest possible level of medical expertise, advanced technology, and professional, compassionate care has remained our guiding principal, and continues to drive us to provide the very best care for our patients and their families.

While MCMC is a committed partner, the overall health of our communities is a joint effort. Schools, nonprofit organizations, county, local and federal government agencies, religious-based groups, health insurers and businesses all play an integral role in meeting the healthcare needs of the residents of our service area.

Recently, in an effort to improve the health of communities, the Patient Protection and Affordable Care Act (ACA) regulated that nonprofit hospitals nationwide, including MCMC, conduct a Community Health Needs Assessment every three years. Hospitals are then required to develop and execute a Comprehensive Health Improvement Plan to meet the needs identified in this assessment.

MCMC, in partnership with the Miami County Department of Health, and with the help of VVV Research and Development, conducted this assessment for our service area of Miami County. This was done by performing research and collecting health data for our area and actively seeking input from the community through a survey and town hall meetings.

Health Need Priorities

The research, survey and town hall meeting helped develop a clearer picture of our service area and the health priorities of residents. The result was a list of top health priorities for our community. MCMC then conducted some additional research to further investigate each health priority. This process resulted in combining related priorities to best allocate our resources and set goals. Below is a summary of the major health need priorities in the primary service area of MCMC.

- 1 Increase access to care by making available Urgent Care and Walk-In services for residents of Miami and Linn counties.
- 2 Increase access to affordable pharmaceuticals.
- 3 Decrease obesity rate among residents and increase access to healthy food.
- 4 Make available home health services south of Johnson County.
- 5 Lower the rate of pregnancy for teens/unwed mothers.
- 6 Increase immunization rates.
- 7 Increase access to dental care.
- 8 Expand health education, especially for diabetes, obesity, behavioral risk factors and chronic disease.

Community Health Improvement Plan

Miami County Medical Center has developed the following Community Health Improvement Plan (CHIP) to address the top health need priorities that were identified through the assessment described above. This is a three-year plan, which will begin implementation in 2014.

Community Health Improvement Plan

Priority 1: Increase access to care by making available Urgent Care and Walk-In services for residents of Miami and Linn counties.

NEED: There is a lack of urgent care and walk-in clinics in Miami and Linn counties. The closest available urgent care facility is located at 135th and Blackbob in Olathe, which is an approximate 30-minute drive for most residents. Also, there are few physicians in this area who offer walk-in appointments.

INITIATIVE: MCMC is committed to providing access to healthcare at times that meet the needs of its community members by creating a walk-in clinic with availability after hours and on the weekends.

ANTICIPATED IMPACT: Provide more immediate access to care while reducing travel expenses for area residents.

MCMC's Response

1 Expand Walk-In Services in Paola

- In July of 2013, MCMC and OMSI began providing walk-in appointments to patients at Associates in Family Care-Paola (AFC-Paola), a family practice clinic located in The Doctors Building next to MCMC. Walk-in care will be provided by a physician and mid-level provider dedicated to these patients only. In September 2013, the clinic will offer extended hours in the evening.

2014 GOAL: Create new clinic space dedicated to walk-in care by expanding the current AFC-Paola clinic. Expand walk-in hours to include weekend availability. Obtain a baseline for the number of patients who visit the walk-in clinic in 2014.

2015 GOAL: Increase the number of patients using the walk-in services at AFC-Paola by 15 percent.

2016 GOAL: Increase the number of patients using the walk-in services at AFC-Paola by 20 percent.

Additional Efforts

- MCMC is applying for Level IV Trauma Hospital Designation. The overall goal of the trauma system is to match the needs of a trauma patient with the resources of a facility as quickly and efficiently as possible. It does so by establishing resource criteria and providing system support, allowing many trauma patients to be treated in their own communities, and assisting facilities to better assess, stabilize and transfer those patients requiring greater resources.
- MCMC is pursuing the possibility of adding a CareExpress clinic at a local grocery store in Paola. This type of clinic emphasizes convenience. The clinic would be staffed by experienced, caring registered nurse practitioners and physician assistants, who can treat minor illnesses, give vaccinations and prescribe medications. No appointment would be necessary.

Priority 2: Increase access to affordable pharmaceuticals.

NEED: Some community members are struggling with the cost of medication prescribed by their doctor. Many cannot afford the co-pay associated with the medication, but few of these qualify for federal assistance.

INITIATIVE: As a hospital, we feel we can have the biggest impact by providing financial assistance, if possible, and working with organizations that provide services to uninsured or underinsured individuals to offer lower-cost prescription medications.

ANTICIPATED IMPACT: Patients will have more options if they cannot afford their prescription or co-pay.

MCMC's Response

1 Continue to support and promote the Health Partnership Clinic's 340B program.

- The 340B Drug Pricing Program requires drug manufacturers to provide outpatient medications to eligible health care organizations, like Health Partnership Clinic, at significantly reduced prices. The physician clinic staff can help educate and remind patients about this service through the Health Partnership Clinic and provide them with the appropriate program information.
- MCMC, as part of Olathe Health System, will continue to financially support the efforts of the Health Partnership Clinic.

Additional Efforts

- MCMC will continue to educate physicians to prescribe generic prescription medications, if the patient's diagnosis allows. The cost difference can be great between name brand and prescription medications. If the patient's diagnosis allows for a generic version of the medication, the physician has to note this in the patient's electronic prescription before it is sent to a pharmacy. Since electronic medical records and e-prescriptions are still relatively new, the physicians and nurses need to be trained to mark the correct information in the e-prescription for generic.
- Patients will also be educated to ask for a generic prescription medication.

Priority 3: Decrease obesity rate among residents and increase access to healthy food.

NEED: The obesity rate among residents in the MCMC service area is high, and it continues to rise. Obesity affects individuals' quality of life and can lead to other health conditions including heart disease, stroke, type 2 diabetes and certain types of cancer.

INITIATIVE: Provide current pediatric patients and the students of local school districts with goal-setting, education, resources and activities to encourage healthy lifestyles, healthy eating habits and exercise.

ANTICIPATED IMPACT: While there are many causes and contributing factors to the problem of obesity, we feel that we can make the biggest impact in combating this problem by working with our pediatric patients at our primary care clinics to set goals for healthy eating habits and lifestyles. The goals would focus on exercise and healthy eating. Through the following initiative, we anticipate that many of our pediatric patients and their families will work toward personal goals of getting more exercise and incorporating healthier foods into their diets. These habits would have a positive affect on the rate of obesity.

MCMC's Response

1 Integrate goals for healthy eating habits and healthy lifestyles into pediatric patients' electronic medical records.

All children are recommended to have an annual well-child check. Assessment questions about a child's eating habits, exercise and screen time will be incorporated into the electronic medical record as part of the well-child check for all pediatric patients four – 16 years old. In addition, each patient, his or her guardian and the doctor will work to create a personal healthy lifestyle goal to be accomplished over the next year.

- The number of pediatric patients at Olathe Medical Services clinics who are four – 16 years old is 20,830.
- The framework for this program is 1-2-3-4-5 Fit-tastic, an effort launched through a team of Kansas City agencies that were chosen in 2011 to participate in Collaborate for Healthy Weight, a nationwide initiative led by the National Initiative for Children's Healthcare Quality (NICHQ) and supported by the Health Resources and Services Administration (HRSA). The goals of 1-2-3-4-5 Fit-tastic are to increase the proportion of Kansas Citians at a healthy weight and engaging in healthy behaviors and to increase policy action and environmental changes to support healthy eating and active living.
- MCMC will influence change in its community by having a clear plan, tracking progress, using a consistent message and aligning resources for this program.

2014 GOAL: Complete integration of assessment questions about healthy eating and lifestyle into electronic medical records.

2015 GOAL: Seventy-five percent of pediatric patients ages four – 16 years old who are seen for annual well-child checks will have at least one healthy eating or lifestyle goal documented in their electronic medical records. This goal will be determined by the physician and patient, with a parent's assistance.

2016 GOAL: Of the patients with a documented goal in 2015, at least 75 percent will have achieved his or her goal.

- 2 MCMC will expand the 1-2-3-4-5 Fit-tastic message in the local community by providing health education and resources to our local school districts with the same messaging used in the primary care and pediatric clinics.

- MCMC will work with the school districts to decide what schools, materials and funds are needed to share this message at the elementary and middle school levels. The goal will be to engage at least 50 percent of the elementary and middle schools in our service area with this program. We anticipate that many children in our service area, and their families, will take advantage of these opportunities to get more exercise and incorporate some healthier foods into their diet.

2014 GOAL: Distribute Fit-tastic materials and message to 50 percent of elementary schools in the MCMC service area.

2015 GOAL: Distribute Fit-tastic materials and message to an additional 25 percent of elementary schools in the MCMC service area, and follow up with schools initiated in 2014.

2016 GOAL: Complete distribution to remaining elementary schools in the MCMC service area, and follow up on progress with all schools in the service area.

Additional Efforts

Miami County Medical Center and its physicians recognize the seriousness of the obesity epidemic both nationally and in the MCMC service area. Below are some additional ways MCMC is helping to decrease obesity in its community.

- In partnership with the Miami County Extension Office, MCMC will offer community cooking classes that promote healthy eating and meal planning for people who have diabetes.
- MCMC, in partnership with the City of Paola, is supporting and playing a key role in the creation of a walking trail system in Paola. Hospital staff members are serving on the planning committee, and MCMC will provide financial support to the construction of the trails and their upkeep.
- Olathe Medical Services, the group of physician clinics in our service area, hired a Board-certified internal medicine doctor who specializes in diabetic care. She will work closely with our diabetes educators and primary care physicians to treat and manage patients who have diabetes in an outpatient setting.
- The Diabetes Education department at MCMC will continue to offer classes for people with diabetes. MCMC is working on simplifying the registration process for these classes by implementing online registration at olathehealth.org.
- MCMC, in partnership with the Miami County Health Department, USD #368, Velo (a local bicycle club) and SafeKids, will work to implement a walking school bus/bicycle train program in local elementary schools.
- Bike racks are being installed on the MCMC campus to encourage its physicians, staff and patients to ride their bikes.
- MCMC will work with the Miami County Health Department and the Osawatomie Public Library to implement a community gardening program in those communities. Community gardens provide fresh produce and plants as well as satisfying labor, neighborhood improvement, a

sense of community and connection to the environment. They are publicly functioning in terms of ownership, access, and management, as well as typically owned in trust by local governments or not for profit associations.

- MCMC will provide financial assistance to the OZone (Formerly the Miami County YMCA) scholarship program which offers free gym memberships to residents who cannot afford them.
- MCMC has dietitians available to meet with patients about healthy eating and wellness.
- Aquatic exercise sessions are available at MCMC and educational materials were recently created to let the community know more about this resource.
- The soda fountain in the MCMC dining room was removed and replaced with a new water and ice machine.
- MCMC hosts a bicycle safety rodeo each year that offers free bicycle helmets to children in the community and encourages safe riding habits.
- MCMC sponsors the Miami County Health Connection's Spring Blast event which provides healthy snacks for the children in attendance.
- Enhance awareness and access to current health education services provided by MCMC and research additional future opportunities.
- MCMC offers its employees a variety of health education programs and classes on the topics of sleep, nutrition, physical activity, stress management and tobacco cessation. Employees can also have one-on-one, face-to-face coaching sessions about their health. Each year, employees have the opportunity to take a free health risk assessment, which includes blood pressure, glucose and cholesterol testing.

Priority 4: Make available home health services south of Johnson County.

NEED: After further discussions with members of the community and the health department, there is a perceived lack of access to in-home physical and occupational therapy and general home health services for residents south of Osawatomie. Although services are available for those residing in the southern part of our service area through Olathe Medical Center's Home Health department, either residents are unaware of those services, or they are not being referred to OMC's program.

INITIATIVE: Improve external communications to ensure that residents are aware that Olathe Medical Center's Home Health department does see patients south of Osawatomie. Improve internal communications, so social workers and the Home Health Department are aware of the southern service area.

ANTICIPATED IMPACT: With improved internal and external communication, residents will have a better understanding of how to access home health services.

MCMC's Response

- 1 Improve internal communication and evaluate the current referral process.
 - Gather data on the number of patients referred and served by OMC's Home Health department currently in the area south of Osawatomie.
 - Provide communications materials and training to the Home Health department and to social workers about the exact area we serve and what services we provide.
 - Update Olathe Health System (OHSI) physicians about the services and service area of the Home Health program.
 - 2 Develop and implement an external communication plan to educate the people living in our service area south of Osawatomie.
 - Determine how the residents in MCMC's southern service area prefer to receive their information about our programs and services by examining our recent community survey.
 - Create a communication plan and marketing materials to promote the Home Health program through a variety of media, including the quarterly magazine Current Care, brochures, flyers, MCMC website and more.
- 2014 GOAL:** Gather data and create a comprehensive communication plan that includes our internal and external audiences.
- 2015 GOAL:** Increase the number of Home Health patients from the area south of Osawatomie by 10 percent.
- 2016 GOAL:** Increase the number of Home Health patients from the area south of Osawatomie by 15 percent.

Priority 5: Lower the rate of pregnancy for teens/unwed mothers.

NEED: In Miami and Linn counties, there is a high percentage of teens/unwed mothers becoming pregnant.

INITIATIVE: MCMC has determined that this initiative is being addressed by the Miami County Health Department, the Paola site of the Health Partnership Clinic and the school districts. MCMC will support and work to increase awareness about the services offered by these organizations.

Priority 6: Increase immunization rates.

NEED: Immunization rates are lower than desired in the MCMC service area.

INITIATIVE: MCMC has determined that this initiative is being addressed by the Miami County Health Department and the Paola site of the Health Partnership Clinic. MCMC will support and work to increase awareness about the importance of childhood immunizations.

Priority 7: Increase access to dental care.

NEED: Access to dental care is limited in Miami and Linn counties, especially for the uninsured and underinsured.

INITIATIVE: MCMC has determined that this initiative is being addressed by the Miami County Health Department. MCMC will support and work to increase awareness about the services available.

Priority 8: Expand health education, especially for diabetes, obesity, behavioral risk factors and chronic disease.

NEED: More opportunities to learn about prevalent health problems are needed in Miami and Linn counties. In this plan, this priority has been combined with Priority #3, decrease the obesity rate among residents and increase access to healthy foods.