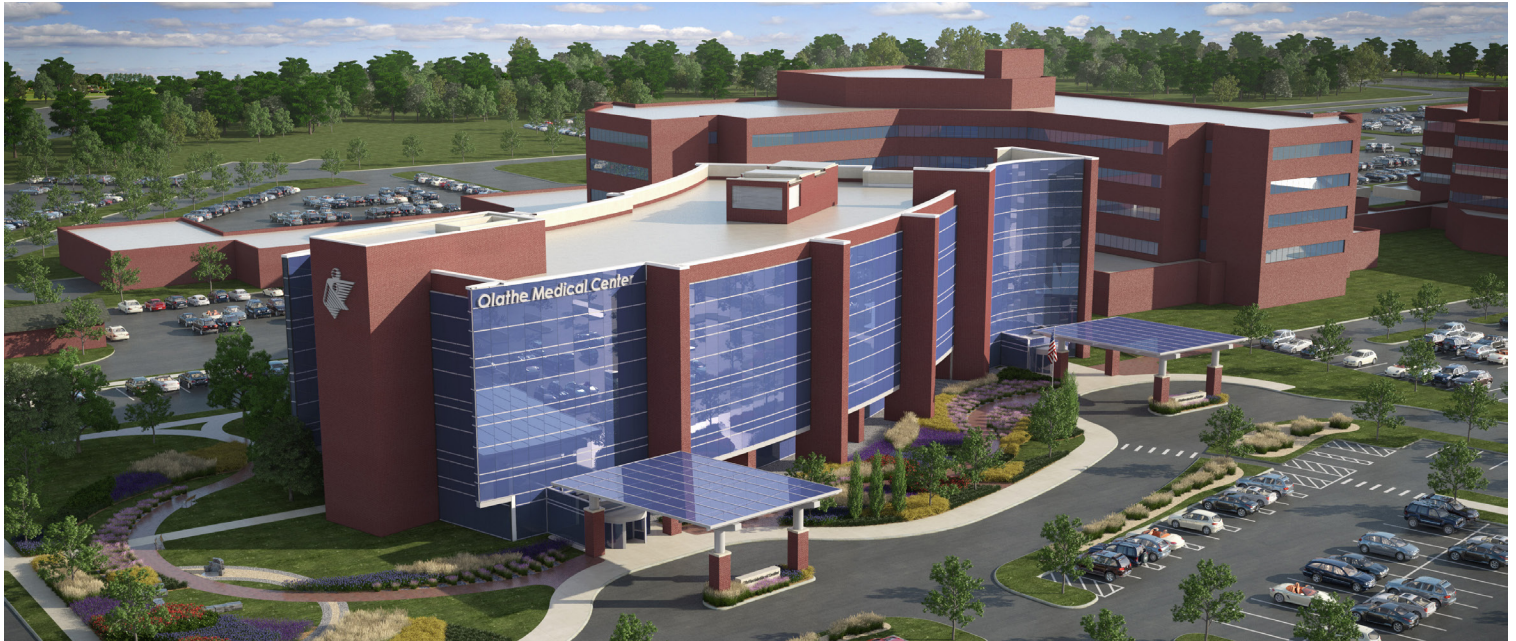


Community Health Improvement Plan 2017-2019



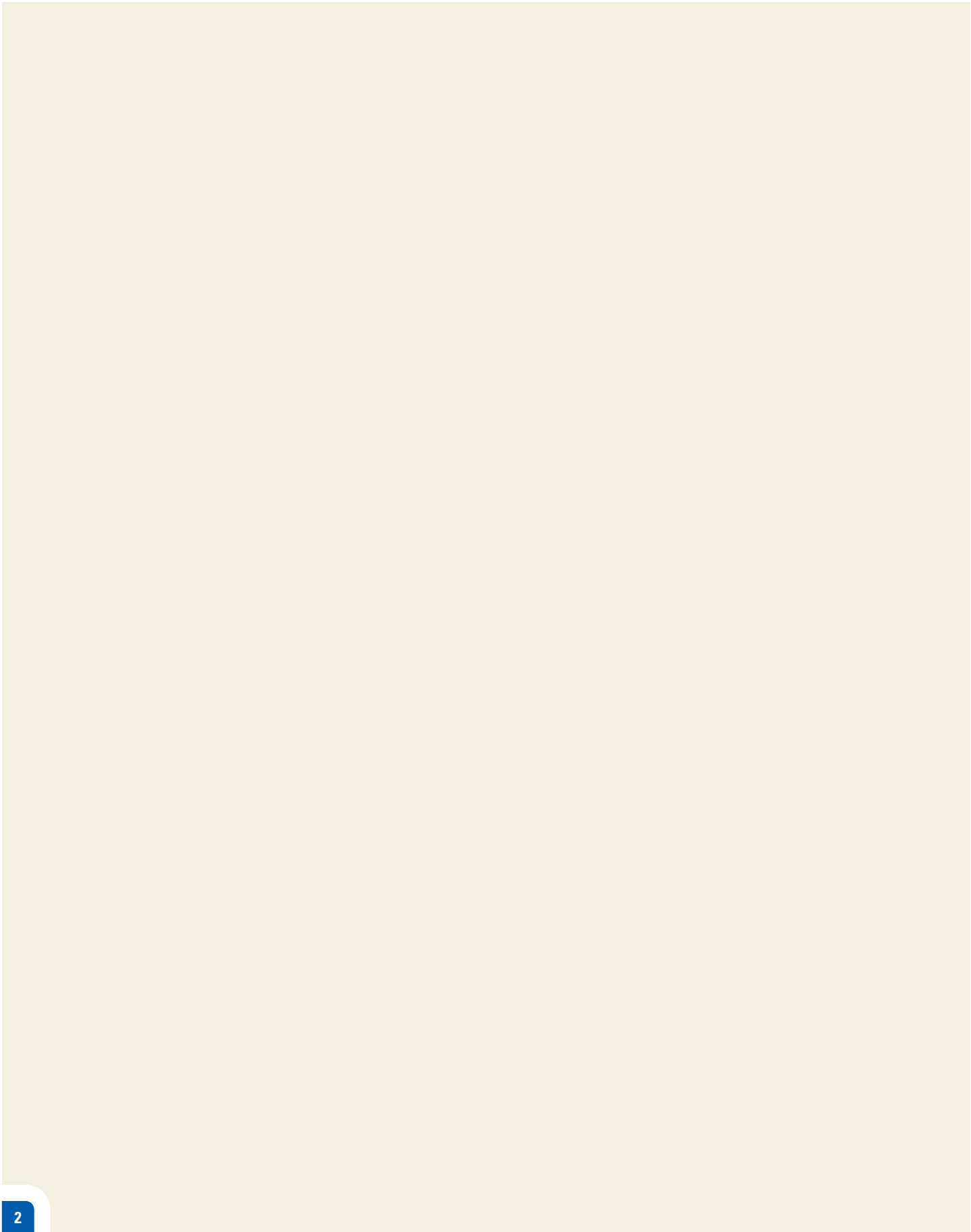


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Executive summary

For more than 63 years, it has been the pleasure and privilege of Olathe Medical Center (OMC) 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 over all those decades, and continues to drive us to provide the very best care for our patients and their families.

While OMC is a committed partner, the overall health of our communities is a joint effort. Schools, health-related agencies, local, county 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.

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

OMC, with the help of WV Research and Development, conducted the health needs assessment for our service area of Southwest Johnson County and 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.

The research and community input helped develop a clearer picture of our service area and the health priorities of residents. The result was a list of nine top health priorities. OMC then conducted additional research to further investigate each priority. This process resulted in combining related initiatives to best allocate our resources and set goals. Below is a summary of the health need priorities in OMC's service area.

Health Need Priorities

1. Increase awareness of and access to multi-lingual healthcare services and culturally competent healthcare providers.
2. Improve access to behavioral health services, including case management, diagnostic services, overcoming stigma, funding and placement.
3. Address the obesity rate in our community by changing healthy eating and physical activity behaviors through interactive education, access and policy.
4. Access to affordable care. *(This priority was created to combine identified needs in priorities 6 and 9.)*
5. Expand affordable senior living options.
6. Expand healthcare transportation options.
7. Expand summer lunch options for children in primary service area.
8. Prevent impaired driving accidents (texting, talking, drinking, etc.).
9. Continue education of health insurance options.

Community Health Improvement Plan

OMC developed the following Community Health Improvement Plan (CHIP) to address the top health-need priorities identified through the assessment described above. This three-year plan will begin in 2017.

Community Health Improvement Plan

Priority #1: Increase awareness of and access to multi-lingual healthcare services and culturally competent healthcare providers.

NEED: As the diversity of our community continues to expand, our ability to meet the community's healthcare needs and properly engage every patient in his or her own care is a growing challenge.

Based on data in the Community Health Needs Assessment, 7.4% of the population in Johnson County is Hispanic or Latino. This is a population that has increased dramatically over the past 15 years (117% percent increase). OMC's primary service area in particular has a high percentage of Hispanic or Latino residents. In addition to a large Hispanic population, Johnson County has one of the largest deaf communities in the country due to the location of Kansas School for the Deaf.

INITIATIVE: Create additional awareness of available language access services to increase the number of patients using those services. Increase the community's ability to and comfort in requesting language access services. Increase the cultural competence of healthcare providers and referral and scheduling staff through ongoing education and training.

ANTICIPATED IMPACT: With a high percentage of Hispanic/Latino and deaf residents, OMC wants to ensure it is providing both high-quality healthcare and culturally competent care that offers a comforting and welcoming environment for these patients to seek the care they need.



Response #1:

Increase the number of patient contacts through language access services. In 2015, OMC language access provided a total of 8,608 patient contacts to Deaf and Spanish patients. In 2016, language access has provided a total of 7,454 patient contacts through Aug. 31, 2016.

- 1. 2017 GOAL:** Increase the number of patients contacts with language access services by 5% over previous year.
- 2. 2018 GOAL:** Increase the number of patients contacts with language access services by 5% over previous year.
- 3. 2019 GOAL:** Increase the number of patients contacts with language access services by 5% over previous year.

Response #2:

OMC participates in the Deaf Community Health Literacy Planning Committee. This is a collaborative effort with the Deaf Cultural Center that is focused on providing educational resources and free health screenings to the deaf community. The task force's goal is to increase awareness and access to healthcare services through participation in quarterly events throughout the year. In 2016, OMC reached 50 deaf community members through education outreach programs.

- 1. 2017 GOAL:** Increase the number of workshop and health fair participants by 20% over the previous year.
- 2. 2018 GOAL:** Increase the number of workshop and health fair participants by 10% over the previous year.
- 3. 2019 GOAL:** Increase the number of workshop and health fair participants by 10% over the previous year.

ADDITIONAL EFFORTS:

- OMC is participating in the Latino Coalition, formed at the request of the Mayor of Olathe, to make Olathe a more welcoming city for all members of the Latino community. As part of the Health and Human Services Task Group, OMC is helping to address the barriers Latino residents face in accessing healthcare; to make Olathe Health System easier to navigate and more welcoming for non-English speakers; and to determine recommendations that will be presented to the City of Olathe.



Priority #2: Improve access to behavioral health services, including case management, diagnostic services, overcoming stigma, funding and placement.

NEED: Our service area lacks adequate behavioral health resources to appropriately care for all residents with behavioral health needs. In addition, it can be difficult to identify resources to diagnose and comprehensively treat behavioral health patients.

INITIATIVE: Add additional resources and enhance the awareness of current resources in both the inpatient and outpatient setting for behavioral healthcare throughout Olathe Health System. Continue to enhance current partnerships and cultivate new ones with community providers such as Kids TLC, KVC Health Systems, Two Rivers, Cottonwood Springs, Johnson County Mental Health, Health Partnership Clinic and Osawatomie State Hospital.

ANTICIPATED IMPACT: People who have behavioral health conditions will have more care options, resources and easier access to resources.

Response #1:

Continue partnership with Kids TLC to provide licensed psychologist(s) in primary care clinics within Olathe Medical Services. Use those provider(s) to appropriately care for patients who need behavioral healthcare services.



- 1. 2017 GOAL:** Increase the number of patient visits with KidsTLC providers by 25% over previous year.
- 2. 2018 GOAL:** Increase the number of patient visits with KidsTLC providers by 5% over previous year.
- 2. 2019 GOAL:** Increase the number of patient visits with KidsTLC providers by 5% over previous year.

Response #2:

Through a partnership with KVC Health Systems beginning in 2016, OMC offers expanded access to psychiatric consults for inpatients. OMC will increase the number of consults with psychiatrists ordered for inpatients by the incremental increases listed below.

- 1. 2017 GOAL:** Increase the number of inpatient psychiatric consults by 5% over 2016 projected totals. (This number will be annualized based on the number of inpatient consults from Aug. through Dec. 2016).
- 2. 2018 GOAL:** Increase the number of inpatient consults by 5% over previous year.
- 3. 2019 GOAL:** Increase the number of inpatient consults by 5% over previous year.



ADDITIONAL EFFORTS

- Primary care patients (ages 12 and older) within Olathe Medical Services clinics undergo a depression screening during the intake process of each visit. If a patient has a depression diagnosis, then a depression screening is performed every four months for depression management.
- Collaborate with Kids TLC and KVC Health Systems providers to identify behavioral health resources available online and incorporate into OHSI's website (olathehealth.org).
- OMC developed a behavioral health resource guide and implement those in primary care clinics.
- OMC financially supports the Olathe School District to provide students' access to a mental health therapist at Olathe North High School (four days per week) and Sante Fe Trail Middle School (one day per week).
- OMC financially supports the Student Health Emergency Fund, through the Olathe School District, which helps students and families get access to medications they need to be successful in the classroom.
- Participate with Gateway of Hope's program for African American (AA) women in our area regarding the triggers, signs and effects of depression, anxiety, stress and trauma.
- In 2017, OMC's emergency department will implement a major depression and suicide risk screening process during intake within the emergency department for all patients. Follow-up is based on each patient's level of risk as determined by the screening.
- OMC has a relationship with Two Rivers Psychiatric Hospital to perform a behavioral health assessment on patients who present in the emergency room based on medical appropriateness. This assessment is done prior to hospital admittance or transfer of care.

Priority #3: Address the obesity rate in our community by changing healthy eating and physical activity behaviors through interactive education, access and policy.

NEED: Based on data in the Community Health Needs Assessment, most people in this community have access to grocery stores, healthy foods and exercise opportunities. However, the obesity rate in Johnson County is 23%. According to the Johnson County Department of Health and Environment, barriers to healthy eating and exercise are 1) Healthy food is more expensive, 2) Not enough time to eat healthy, and 3) No motivation to exercise. The percent of adults who reported consuming fruit less than one time per day in Johnson County is 34.8%.

In addition, 19% of students in our community are eligible for free and reduced lunch based on low income. Low-income can contribute to food insecurity, which can lead to obesity.

INITIATIVE: Partner with local community groups and organizations focused on health and wellness to facilitate policy changes, behavior changes and enhanced education to achieve long-lasting results in decreasing the obesity rate. OMC physicians and dietitians will track patients' health, educate them and encourage healthy behaviors.

ANTICIPATED IMPACT: The largest impact can be made by partnering with other community groups to change behaviors in adults and children who are already obese. In addition, we want to encourage those with healthy habits to continue those habits.

Response #1:

Encourage physical fitness through participation in the Get Active program. Get Active is a program designed by Olathe Parks & Recreation to engage the Olathe community in healthy activities. Olathe Medical Center and the Johnson County Department of Health and Environment will work with Olathe Parks & Recreation to expand and enhance the program by making it easily accessible through an online app and bring in additional partners with a health and wellness focus. Get Active is a fun and interactive challenge program for the community.

- 1. 2017 GOAL:** Gather resources and create an online app for the Get Active program to roll out by October 1, 2017.
- 2. 2018 GOAL:** Get 300 app downloads with a 25% usage rate.
- 3. 2019 GOAL:** Increase participation by 10% over 2018.

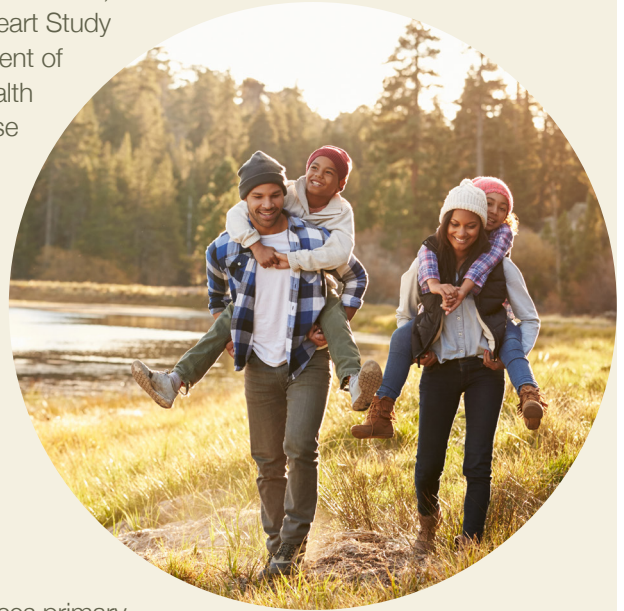


Response #2:

In addition to the usual management of weight and hypertension with individual patients, Olathe Health physicians in primary care clinics will begin an effort to track and monitor, in aggregate, the overall percentage of patients with a normal or better blood pressure.

Obesity can contribute to a host of medical problems, including hypertension, heart disease, sleep apnea, stroke and cancer. The Framingham Heart Study estimates excess body weight accounts for approximately two percent of cases of hypertension in men and 28 percent in women. Olathe Health physicians are focused on this care for their patients. For the purpose of this Community Health Improvement plan, the physician offices will begin monitoring how the individual efforts, such as setting weight loss goals, improving diet, and important lifestyle changes are paying off across a broad spectrum of thousands of patients.

- 1. 2017 GOAL:** Increase the percentage of Olathe Medical Services primary care patients over the age of 18 with a blood pressure lower than 140/90 to 60%.
- 2. 2018 GOAL:** Increase the percentage of Olathe Medical Services primary care patients over the age of 18 with a blood pressure lower than 140/90 to 62%.
- 3. 2019 GOAL:** Increase the percentage of Olathe Medical Services primary care patients over the age of 18 with a blood pressure lower than 140/90 to 64%.



Response #3:

Be an active member of committees within the Johnson County Food Policy Council, in conjunction with other Johnson County community partners and hospitals, to increase access to healthy foods.

Johnson County Department of Health and Environment (JCDHE) is leading the Food Policy Council. The council includes members from throughout the metro area representing all stages of the food system – from growing and production to distribution and food service. Olathe Medical Center will be an active partner in the committees associated with this council. In 2016, the Food Policy Council is conducting a food assessment in three geographic areas based on the high level of food insecurity (households that cannot afford to buy enough nutritious food for a healthy, active life). Those areas include Edgerton, part of Olathe and part of Overland Park (near 87th Street).

- 1. 2017 GOAL:** Define which committees/roles OMC will assume in this Council, based on the research and strategic plan created by the Council in late 2016, and have 100% participation in the committees assigned.
- 2. 2018 GOAL:** In order to coincide with the strategic plan set in 2016/2017, OMC will set its measurable goals for 2018 and 2019 once the plan is complete in 2017.

ADDITIONAL EFFORTS

- OMC will partner with Olathe School District to purchase the Body Venture program. Body Venture is an exciting educational exhibit for students in grades K-5, sponsored by Child Nutrition & Wellness, Kansas State Department of Education. It is about learning to eat smart and play hard. There is a kindergarten - fifth grade curriculum coinciding with this program. It's a great opportunity for students to learn about the importance of making healthy food choices and being physically active. It's an exciting tour of the human body featuring engaging, experiential educational activities.
- Work with the Johnson County Department of Health and Environment to create and implement what the JCDHE calls a "hunger-free hospitals" model to address food insecurity and its associated health problems. In this model, the hospital - Olathe Medical Center - will serve as a resource for patients to educate about healthy food options and link them to community resources. In addition, the providers will present options for food assistance and encourage healthy eating and exercise habits, as part of the patient's wellness plan.
- The Diabetes Education department offers weight-loss classes, support groups, training and education for people who are overweight and have diabetes. The department is working with K-State Research and Extension office in Olathe to offer healthy eating cooking classes.
- The Olathe Community Center and Stagecoach Park provide much-needed spaces for recreational, fitness, and community outreach programs. OMC offers health education classes and various health screenings at the facility.
- OMC, in partnership with Johnson County Parks & Recreation Department, built an outdoor fitness center at Heritage Park. Like with an indoor gym, the outdoor equipment is designed to help improve strength, endurance and flexibility, but the greatest advantage comes from combining these benefits with the natural boost users experience simply from being outdoors. It is free for use by the community. There are no "gym" fees for users. This will encourage physical activity and can help to decrease obesity in the community.
- OMC is currently working with a community garden task force led by the City of Olathe and Johnson County Extension office staff. This group helps assist community garden programs throughout the city and county. 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. OMC sponsors the annual community workshop designed to provide education about gardening and how to group produce.
- OMC provides an annual grant to the Olathe Public Schools for various programs, including student health and wellness initiatives.
- OMC currently sponsors or hosts several race events annually, such as the Olathe Medical Center Women's Triathlon, Olathe Charity Run and the Garmin Marathon. These races provide opportunities for residents to train and participate in races that take place in their community. They are also welcoming to first-time runners and focus on achieving personal goals.
- OMC offers a bariatric surgery program and free weight-loss seminars and support groups. Our outpatient dietitians are a part of this program.
- The Healthy Weigh program at OMC allows a person to have a one-on-one session with a dietitian to discuss personal eating habits, develop goals and establish a plan for managing weight.



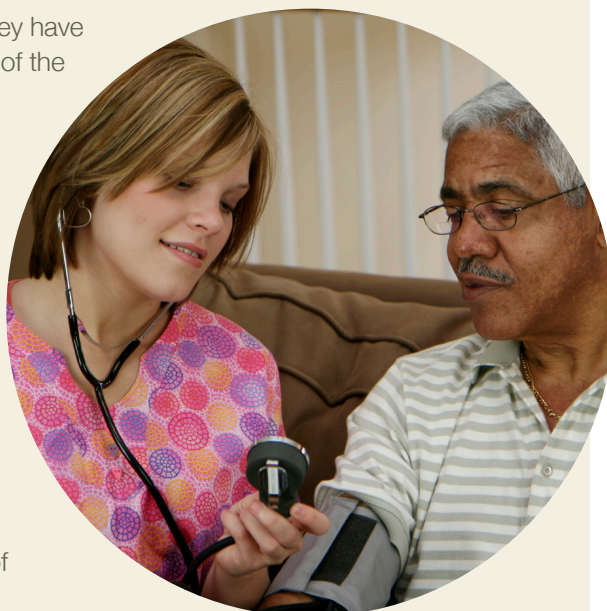
Priority #4: Access to affordable care. *(This priority was created to combine identified needs in priorities 6 and 9.)*

NEED: Members of the community who are underinsured lack awareness of the healthcare and support services available to them. More than 90% of OMC's primary service area stakeholders perceive the number of uninsured and underinsured people within OMC's primary service area to be a problem within the community.

ANTICIPATED IMPACT: An increased number of people who feel they have no options can be served through the capacity existing among some of the available resources.

Response:

Increase awareness of existing services across the community by educating the individuals who regularly come in contact with people in need of the supportive resources. The target group will include: healthcare providers, case managers, school nurses, emergency department personnel, first responders and social workers.



1. 2017 GOAL: Distribute a survey to establish understanding of baseline awareness level of supportive resources in the community among the target group of social and healthcare workers and begin education and awareness program by end of 2017.

2. 2018 GOAL: Improve survey results on overall awareness by 20% by end of 2018.

3. 2019 GOAL: Improve survey results on overall awareness by 20% over 2018 by end of 2019.

ADDITIONAL EFFORTS

- OMC and Children's Mercy have agreed to work together to provide an enhanced level of pediatric services, including urgent care and specialty clinics, for children in OMC's primary and secondary service area.
- Continue contracting with Resolute Group to assist uninsured OMC patients who might qualify for potential ACA options in navigating and obtaining insurance coverage through the Health Insurance Marketplace.
- OMC will continue basic health screenings, first-aid kits and monetary donations to help support an annual back-to-school event for the homeless students in the Olathe School District.
- OMC will continue a free phone information line for people to call to help them navigate the healthcare system and find a primary care doctor or specialist.
- OMC participates in several health fairs that serve the uninsured and underinsured with free blood pressure checks and/or free cholesterol and glucose checks, screening and cancer information and health resources.
- OMC supports the Health Partnership Clinic (HPC), which provides medical and dental care to the low income, uninsured residents of Johnson and Miami counties at four sites in Overland Park, Olathe and Paola. OMC provides in-kind radiology and laboratory services and makes a yearly financial donation to this organization.

- OHSI provided almost \$12 million in charity care and means-tested government programs in 2015, which includes the cost of providing care to patients who meet the guidelines of the system's charity care program, and the cost of providing care in excess of reimbursement to participants in the Medicaid program and other indigent public programs, such as free clinics. OMC projects this dollar figure to increase over the next three years.
- OMC has contracted with all participating KanCare organizations to provide care for Medicaid patients.
- OMC supports WYJO Care, a safety net clinic that provides specialty care for people without insurance, through financial assistance, donated physician time and OMC staff serving on the board of directors.
- Olathe Health System has always been a supportive member of the communities it serves in a variety of ways, including community health improvement services, cash and in-kind donations to community groups and organizations, and community building activities, such as housing for the underprivileged, community health improvement and economic development. OMC provided \$533,792 in this area in 2015 and projects a similar or greater level of support over the next three years.

Priority #5: Expand affordable senior living options.

NEED: With the growing elderly population, there is a need for more affordable living options in our area. Several additional options for senior living are being constructed in the OMC service area by other organizations. Based on this growth, the OMC Community Health Improvement Plan does not include specific goals for improvement in this area.

Although we are not directly addressing this need, it should be noted OMC has been very committed to assisting with affordable housing for seniors for decades

ADDITIONAL EFFORTS

- As co-owners of Cedar Lake Village (CLV), a senior living community on the OMC campus, OMC and the Evangelical Lutheran Good Samaritan Society have been focused on quality facilities at an affordable price. In 2016, CLV added a Memory Care Neighborhood to expand its existing services of independent living, assisted living and townhome options.
- Travarse Senior Living opened in 2016 across the street from OMC. This facility is set up to provide low-cost assisted living and memory care. OMC provides physical therapy services at the facility and is supportive of its medical directorship.
- OMC is a major contributor to a new Salvation Army shelter for the homeless in the Olathe Community.

Priority #6: Expand healthcare transportation options.

NEED: There is a lack of awareness of the transportation options, including public transportation, for individuals within our service area.

INITIATIVE: OMC is combining this priority with priority #4, and will address the education and awareness of transportation options as a part of its effort.

Priority #7: Expand summer lunch options for children in primary service area.

NEED: Nearly 20% of students in school districts in our primary service area qualify for free and reduced lunches. During the summertime, there is a gap in food availability.

INITIATIVE: OMC has determined that this initiative is being addressed through other community organizations including the Olathe School District, Communities that Care and others. OMC will continue to support these organizations in their efforts by collaborating to provide volunteers and financial support. This Community Health Improvement Plan will not include specific goals for improvement in this area.



Priority #8: Prevent impaired driving accidents (texting, talking, drinking, etc.)

NEED: Many people in our primary service area commute to work or recreational activities, and the rate of vehicle accidents is high. In addition, the rate of alcohol-impaired driving accidents in OMC's primary service area is 42.7%, higher than the Kansas norm of 30%.

INITIATIVE: OMC has determined that this initiative is being addressed through other community organizations including the Olathe Police Department, Communities that Care and others. OMC will continue to support these organizations in their efforts by collaborating to provide volunteers and financial support. This Community Health Improvement Plan will not include specific goals for improvement in this area.



Priority #9: Continue education of health insurance options.

NEED: With the number of uninsured and underinsured residents within our primary service area, there is a need to continue providing education on health insurance options to the community. More than 90% of OMC's primary service area stakeholders perceive the number of uninsured and underinsured people within OMC's primary service area continues to be a problem within the community. In this plan, this priority has been combined with and incorporated into priority #4.



