

## CHNA Implementation Plan

Little Colorado Medical Center (LCMC) has identified four main areas of need in the Community Health Needs Assessment (CHNA) 2020. Top priorities aimed to address are high rates of drug and alcohol use disorder, health provider shortages, chronic health issues, and socio-economic conditions.

### Key Findings of Community Health Needs Assessment 2020:

1. Drug and alcohol use disorder:

While LCMC is aware that drug and alcohol disorder is a longstanding issue, it remains a significant concern in the community as well, as people still grapple with disproportionately high poverty rates.

Implementation Plan:

- a. Measure ED numbers- Quality staff will begin tracking and trending the frequency of drug and alcohol visits in the ED
- b. Establish Community Task Force- When initial numbers have been studied in approximately three months' time, a task force with community stakeholders will be assembled to discuss short/long term goals and implementation plan
  - i. Task Force will include members from: Community Bridges, Inc., LCMC ED, Action Medical, Winslow PD and WIHCC.
- c. Metrics will be followed, team will meet quarterly

2. Health provider shortages:

Chronic provider shortages still interfere with the efficient delivery of healthcare. LCMC has worked closely with its local community college, Northland Pioneer College, to create an intercommunity pipeline of nurses and technicians. Furthermore, transportation options in the community have improved, such as the development of the City of Winslow's Transportation Service, which helps patients reaching providers outside of LCMC's service area. Still, LCMC is in need of physicians and specialists. Delayed care is primarily caused by lack of ready access to providers.

Implementation Plan:

- a. LCMC shall continue to recruit and retain skilled healthcare providers and professionals:
  - i. Finder's fee implementation-for physicians who sign a contract, the recruiting employee will gain a kickback.
  - ii. Telemedicine services are in the process of being implemented at Little Colorado Physician's Office (LCPO). LCPO recently added cameras to two main providers' office computers, so audio/video appointments are now available.
  - iii. LCPO is working to increase the number of visiting providers in the clinic. Services provided are Pain Management, Podiatry, Ophthalmology, and Disability Eligibility.
    1. The clinic is actively recruiting for Cardiology, ENT, Orthopedics, Urology, and Behavioral Health providers.

- iv. LCPO renewed designation the Health Resources Service Administration (HRSA) as a Health Providers Shortage Area (HPSA). The current Family Practice HPSA for LCPO is a 19, which is an increase from the past score of 12. This will allow LCPO to offer improved student loan forgiveness for new hire physicians.

3. Chronic health issues:

Major chronic health issues cited in the CHNA 2017 remain a concern for the community. Specifically, heart disease, diabetes and behavioral health; these are among the most frequently mentioned chronic health issues of CHNA participants in 2020.

Implementation Plan:

- a. LCMC will continue to offer classes to the community, as it started in early 2020. These include healthy eating and exercise, management of asthma and allergies, managing stress and insomnia, managing diabetes: diet and medicine, and managing high blood pressure and cholesterol.
- b. Establish Mental Health Task Force:
  - i. ED numbers will be track and trended to evaluate behavioral health visits.
  - ii. Task Force with community stakeholders will be assembled: Community Bridges, Inc., ChangePoint, HealthChoice, WIHCC and LCPO to discuss short/long term goals and implementation plan.
- c. Outpatient Care Coordination: LCPO implemented an RN Outpatient Care Coordinator in early 2020. This position will continue to work towards chronic care and preventative care management for the community and LCPO patients.

4. Socio-economic conditions:

Socio-economic conditions such as poverty, lack of access to health food and clean water are also in the forefront of community concerns. These are major factors contributing to the chronic and acute health conditions discussed in more detail in the CHNA.

Implementation Plan:

- a. LCMC will continue to support local non-profits-such as St. Mary's Food Bank once a month and daily Senior Center lunches- to increase the availability of community food deliveries and health education.
  - b. LCMC shall request to partner with community stakeholders within the next three months to collaborate on education to community members on hygiene, exercise and healthy eating habits as a low-cost, upstream approach to preventative medicine.
  - c. Continue quarterly LCMC Lowdown newsletters in the City of Winslow resident's water bills that were initiated early 2020.
5. COVID-19 pandemic:
- COVID-19 became a stress test for the community and highlighted some of the weaknesses in a healthcare system that deals with high rates of chronic disease and poverty. However, COVID-19 also demonstrated the inherent strength of LCMC's healthcare providers and the community they serve.

Implementation Plan:

- a. LCMC will continue partnership with community stakeholders as it initiated with the Community Meetings biweekly.
  - i. LCMC shall plan to continue this meeting monthly/quarterly with stakeholders after COVID-19 is not a primary concern for the community.