

The following community health needs were identified during the Community Health Needs Assessment (“CHNA”) process performed in 2017. LCMC has commenced work to address those community conditions.

### **Low Income and Poverty -**

Low Income and Poverty - LCMC continues to assist people to enroll in Arizona Health Care Cost Containment System (AHCCCS) and tries to connect them with resources when they are in the hospital. LCMC also tries to hire locally and offers programs to support and train community members for careers as nurses. LCMC works closely with Northland Pioneer College as well as other educational facilities to provide a place for training as well as a future career. LCMC is working to change its clinic from hospital based to a rural health clinic to decrease costs to patients by eliminating facility fees. We now have RHC status; This is our first full fiscal year designated as a RHC. We have financial counselors to help patients enroll in AHCCCS.

Education. Education has been recognized as an important factor in reducing poverty, as well as providing a ladder out of poverty. LCMC maintains and has built upon active engagement with the local high school and community college, including service on the Health Professions and Business Advisory Committees. We anticipate implementing over the next fiscal year a renewed Volunteer Program, which will include a specific focus to high school students to introduce them to health professionals.

Access to Care. LCMC continues to assist people to enroll in Arizona Health Care Cost Containment System (AHCCCS). Additionally, during fy '19, LCMC has developed stronger ties and collaboration with local social service agencies to support those living in poverty. LCMC also works to hire locally and offers programs to support and train community members for careers as nurses.

### **Mental and Behavioral Health –**

Mental and Behavioral Health - LCMC's nursing administration and social work team collaborate on patient specific basis with a local behavioral health agency, adult protective services and Social Security. LCMC is also developing a clinically supported transportation model. LCMC actively communicates with the local prison and Department of Corrections staff regarding safe and effective care of inmates with behavioral health issues. We also participate in state and Health Choice Integrated Care, ASU Behavioral Health Center, and Planned Assistance Network of Arizona to improve the quality of behavioral health and integrated medical care. I don't know anything about the clinically supported transportation model or work with the prisons. As far as BH is concerned we are:

- Meeting quarterly with ChangePoint including the leadership team from Winslow, Holbrook and the inpatient BH facility in Show Low
- Meeting monthly with the WIHCC Care Coordinators and Social Work Director
- Our Care Coordination team is developing relationships with BH facilities across Arizona to assure appropriate placement of patients in need

- Planning training for our Social Workers to do BH intake assessments in coordination with ChangePoint
- Looking into offering Telehealth Behavioral Counseling in the clinic

Community Based Collaboration. LCMC's Quality Department commenced a Community Collaboration Initiative. Several meetings have been held with social service and clinical organizations in the Winslow community, including: WIHCC, North Country and Community Bridges, local behavioral health agencies; Adult Protective Services and Social Security. Those meetings have already contributed to more effective collaboration on patient care matters. LCMC continues to work with regional government and private agencies to develop a transportation model in support of vulnerable and poor members of our community. LCMC continues its work with the local prison and Department of Corrections staff regarding safe and effective care of inmates with behavioral health issues. We also participate in state and Health Choice Integrated Care and Planned Assistance Network of Arizona to improve the quality of behavioral health and integrated medical care.

Drug and Alcohol Abuse - LCMC continues to work with the city and tribal authorities to work together to address this longstanding local issue.

Drug and Alcohol Abuse - LCMC has initiated community dialog with the city and tribal authorities to work together to address this longstanding local issue. Jack Dempsey, CEO LCMC, has contacted Northern Arizona Behavioral Health Association (NARBA) regarding issues with the local detox center declining admission of certain individuals.

- We are still carrying Narcan kits to give out in the ED.
- Members of our Care Coordination team have gone to conferences to learn more on how to address the opioid issue
- Chronic pain patients that were being seen in our clinic have been referred to Pain Management Specialist Providers for specialized care.

Senior Health Care - LCMC provides information to our patients on the services offered by the Senior Center. Another need for seniors is Physical Therapy and rehabilitation. Although Winslow has an excellent Physical Therapy practice, it is not able to keep up with the increasing needs of the aging population. LCMC is actively working to expand our services to include Physical Therapy to meet the increased need within the community. There is significant need for outpatient treatments for patients locally, such as wound care and IV antibiotics. LCMC recently expanded its Wound Care clinic on the hospital campus. LCMC ED has expanded its infusion, IV outpatient therapy for many antibiotics and certain other infusions. Many of the patients currently using these services were previously traveling to Flagstaff or requiring a stay in a nursing home for treatment.

Obesity and Diabetes - LCMC continues to provide hot, nutritious meals on hospital premises and to facilitate delivery of nutritious meals to home bound seniors.

Provider Shortage - LCMC has effectively worked with HRSA to obtain LCMC HPSA status to facilitate provider recruitment and retention, including loan repayment qualification. LCMC has recruited a new Emergency Medicine group, including several new providers delivering care to LCMC patients. LCMC has also recruited three primary care providers to the LCMC Clinic. We perform outreach to the local school district and community college to introduce and support students in healthcare fields.