



NORTH CANYON

MEDICAL CENTER

2016 Health Needs Assessment (CHNA) Implementation Strategy

This Implementation Strategy report summarizes NCMC’s plans to address the prioritized needs from the 2016 CHNA. The hospital recognizes that the Implementation Strategies in this report are to be used as a guide and will serve as a framework in addressing the identified needs. As the hospital moves forward, many resources, ongoing commitments and partnerships will be necessary to effectively assist in creating healthier communities in Gooding County and surrounding areas.

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Priority 1 Coordination of Services Amongst Local Services

Objective/Strategy	<ul style="list-style-type: none"> • Learn and share services that are available throughout Gooding County. • Involve the entire County (all cities) • Partner with other entities to coordinate services.
Tactics (How)	<ul style="list-style-type: none"> • Invite local groups to participate • Establish a regular meeting day/time for the group to meet. • Establish a schedule, providing each group time to discuss their services and group discussion to coordinate needs.
Programs/Resources to Commit	<ul style="list-style-type: none"> • Venue to meet • A diverse group that represents the entire community
Impact of programs/ Resources on health need	<ul style="list-style-type: none"> • Increased collaboration and shared resources to meet the diverse needs of the community. • Engage communities across the county even though the hospital resides physically in Gooding.
Accountable parties	<ul style="list-style-type: none"> • NCMC – Chief Operating Officer, Social Work and Director of Nursing Services
Partnerships/Collaborations	<ul style="list-style-type: none"> • School Districts, County/City Governments, Helping Hearts & Hands, Head Start, Assisted Living & Nursing Homes, ProActive Behavioral Health, Local Physicians, South Central Community Action Partnership, Twin Falls Crisis Center.
Action Steps in FY2017	<ul style="list-style-type: none"> • Contact each member of the CHNA research committee as a beginning group for this committee. • Develop a resource that highlights all of the programs available. • Put together a charter that clearly highlights the expectations and desired outcomes. • Meet with leaders from each city to create engagement.
Action Steps in FY2018	<ul style="list-style-type: none"> • Meet consistently to share information and updating on resources available. • Identify 3 initiatives that we can make meaningful impacts with around community resources.
Action Steps in FY2019	<ul style="list-style-type: none"> • Reassess programs and expand as appropriate.

Priority 2

Urgent Care Clinic/Extended Clinic Hours

Objective/Strategy	<ul style="list-style-type: none"> • Create access (availability and extended hours for family practice services) • Provide a venue for more appropriate/affordable care • Provide access after traditional hours
Tactics (How)	<ul style="list-style-type: none"> • Expand clinic hours • Create opportunities for patients to received same day care • Educate community/staff on appropriate use of clinic vs. ER • Transparent Pricing
Programs/Resources to Commit	<ul style="list-style-type: none"> • Increase number of providers • Physical Space • Support Services • Marketing • Quality/Timeliness
Impact of programs/ Resources on health need	<ul style="list-style-type: none"> • Decrease financial burden for patients that seek care in the ER for minor ailments. • All services will be conveniently located in the same building. • Timely intervention for minor acute needs.
Accountable parties	<ul style="list-style-type: none"> • NCMC Chief Operating Officer, ER Supervisor, Providers, Support Team
Partnerships/Collaborations	<ul style="list-style-type: none"> • Emergency Room • Family Practice Providers • Occupational Health Programs
Action Steps in FY2017	<ul style="list-style-type: none"> • Utilize the Medical Plaza as space • Expand clinic hours • Enhance walk In access • Assess program and adjust at six months.
Action Steps in FY2018	<ul style="list-style-type: none"> • Expand support services • Roll out online appointment requests, access to providers
Action Steps in FY2019	<ul style="list-style-type: none"> • Look at telehealth services that will support these needs

Priority 3

Access to Behavioral Health Services

Objective/Strategy	<ul style="list-style-type: none"> • Work with Crisis Center in Twin Falls • Expand Telebehavioral Health Clinic and coordinate services. • Increase services to individuals of all ages • Work with local entities to coordinate efforts around behavioral health (Proactive, Canyon View, etc.)
Tactics (How)	<ul style="list-style-type: none"> • Partner with Crisis Center for emergent behavioral health issues • Work with our Security Team to create safe/secure transportation when needed • Expand availability of the Telebehavioral Health Clinic
Programs/Resources to Commit	<ul style="list-style-type: none"> • Psychiatrist • Social Workers • Counselors • Facility
Impact of programs/ Resources on health need	<ul style="list-style-type: none"> • Crisis center will help meet the need for acute intervention • Increase availability of behavioral health services
Accountable parties	<ul style="list-style-type: none"> • Crisis Center, University of Utah, NCMC ER & Clinics
Partnerships/Collaborations	<ul style="list-style-type: none"> • University of Utah, Behavioral Health Facilities, Crisis Center, United Way, Diversion Program, Local law enforcement
Action Steps in FY2017	<ul style="list-style-type: none"> • Expand Telebehavioral Health Clinic hours/days • Work with Crisis Center in Twin Falls to intervene with acute behavioral health issues • Arrange for transportation between appropriate facilities • Identify resources that can help serve as a preventative measure (education, school)
Action Steps in FY2018	<ul style="list-style-type: none"> • Target the pediatric and adolescent population by working with school nurses, resource officers, etc. • Partner with the Diversion program • Assess feasibility of recruiting internal team members to help coordinate our efforts.
Action Steps in FY2019	<ul style="list-style-type: none"> • Approach philanthropic partners to help support programs • Assess needs for group classes with the hospital social work program

Priority 4

Sliding Fee Scale/Free Clinic

Objective/Strategy	<ul style="list-style-type: none"> • Help community members with financial needs to receive care
Tactics (How)	<ul style="list-style-type: none"> • Increase awareness of the sliding fee scale program with the family practice clinic and the charity program within the hospital. • Train/educate our internal stakeholders to help direct/guide patients to use these resources • Evaluate programs that can help with ancillary services • Extend clinic hours to increase access to these programs • Utilize website and social media
Programs/Resources to Commit	<ul style="list-style-type: none"> • Social worker in the clinic • Philanthropy • Online forms
Impact of programs/ Resources on health need	<ul style="list-style-type: none"> • Decreased financial burden on those who need it • Improved decision making and intervention for care
Accountable parties	<ul style="list-style-type: none"> • CEO, Director of Patient Financial Services, Clinic Office Manager(s)
Partnerships/Collaborations	<ul style="list-style-type: none"> • Community, Insurance Carriers, County Assistance Program
Action Steps in FY2017	<ul style="list-style-type: none"> • Increase marketing of these services available to patients • Expand clinic hours • Approach philanthropic partners to help cover costs
Action Steps in FY2018	<ul style="list-style-type: none"> • Assess coverage for services beyond clinic (lab, radiology, etc.) • Ensure price transparency for services
Action Steps in FY2019	<ul style="list-style-type: none"> • Work with insurance carriers to increase coverage and access

Priority 5 Drug & Alcohol Abuse in Teens

Objective/Strategy	<ul style="list-style-type: none"> • Reduce the drug and alcohol abuse in our community
Tactics (How)	<ul style="list-style-type: none"> • Work with school resource officers • Partner with the Walker Center on a program targeting the youth in our community
Programs/Resources to Commit	<ul style="list-style-type: none"> • NCMC Social Worker • Education Material • School Administration
Impact of programs/ Resources on health need	<ul style="list-style-type: none"> • Decrease drug use in community with a potential result of decreasing unhealthy habits and crime
Accountable parties	<ul style="list-style-type: none"> • Walker Center, Dr. Lofgran, School Nurses, NCMC Nursing Services
Partnerships/Collaborations	<ul style="list-style-type: none"> • School Resource Officers • Walker Center • Law Enforcement
Action Steps in FY2017	<ul style="list-style-type: none"> • No specific actions as efforts will first be made to address other priorities
Action Steps in FY2018	<ul style="list-style-type: none"> • Approach community partners, including school about issue • Research efforts currently underway and other ideas that have worked in other communities • Hold a parent forum to educate and share current state
Action Steps in FY2019	<ul style="list-style-type: none"> • Partner with school, parents and kids to establish a program in our community