



Community Health Needs Assessment Action Plans for 2016-18

Approved by the Hillsdale Hospital Board of Trustees
on 6/23/2016

The final step in the Community Health Needs Assessment is the establishment of action plans for the items identified in the plan that the hospital chooses to address. All items identified in the plan were approved for action by the Hillsdale Hospital Board of Trustees.

Recommendation # 1. Access to care and more free screenings, especially for the working poor, including better access to specialty care and physical therapy.

Background: The needs assessment showed that nearly 14% more Hillsdale residents live in poverty compared to the State of Michigan. Due to the high cost healthcare, 6% of our survey respondents also indicated that they chose not to access healthcare in lieu of purchasing necessities.

Activity: Hillsdale Hospital will increase the number of health screenings for low or no cost as well as provide increased education regarding the services currently available for the poor at a reduced price.

Board Response: Approved

Recommendation #2. Encourage more physicians to accept Medicaid

Background: Nearly 1 in 6 of Hillsdale Hospital patients use Medicaid as their primary source of payment (Needs Assessment -2016) and as such, are very concerned that both the hospital and ancillary services associated with Hillsdale Hospital accept Medicaid as payment in full.

Activity: An educational campaign on the Hillsdale Hospital Website as well as through our Community Newsletter, will reinforce and educate with our community our commitment to accepting Medicaid as well as employed physicians with our Hospital.

Board Response: Approved

Recommendation #3. Employ more Specialists

Background: Many Hillsdale County residents seek specialty care elsewhere due to the limited amount of specialized care available in Hillsdale County. Hillsdale County is a Health Professional Shortage Area for both Primary Care as well as many specialties. In recent years, Hillsdale Hospital has recruited both Primary Care and Neurology Care physicians to Hillsdale County and is committed to continue to attempt to meet the needs of Hillsdale County in provided specialized health services when appropriate and available.

Activity: Oncology is a large unmet need in Hillsdale County and recruitment efforts are currently underway to bring a provider to the Hillsdale community to provide this service. Healthcare costs, poverty and lack of transportation are also issues for Hillsdale County, making this effort even more important, as traveling to Ann Arbor or Toledo are often cost prohibitive.

Board Response: Approved

Recommendation # 4. Provide Physical Therapy Services for those without insurance

Background: Physical Therapy services are often high cost but necessary in attempting to keep many of our older patients in their own home post-discharge.

Activity: Hillsdale Hospital currently contracts with Agility Health to provide both IP and OP PT services and will work with Agility to assure that patients do not go untreated due to financial hardship. Part of this process is educating our patients as to the services that are available and the assistance we provide in gaining access to payment plans and Medicaid and Medicare.

Board Response: Approved

Recommendation # 5. Provide great access to mental health services – specifically for depression and dementia screenings.

Background: 1 in 4 of the respondents to our Community Survey reported being depressed in the last year and nearly 4% reported feeling suicidal.

Activity: Hillsdale Hospital will provide increased depression and dementia screenings through our Neurology clinic at reduced or no cost to patients.

Board Response: Approved

Recommendation # 6. Reduce opiate prescription use by using the MAPS Program

Background: Nearly ½ of the respondents to our Community Survey indicated they were concerned about substance abuse in both adults (39%) and youth (46%). Hospitals have access to the Michigan Automated Prescription System (MAPS); this prescription information allows physicians, dentists, pharmacists, nurse practitioners, physician's assistants, podiatrists and veterinarians to query this data for patient-specific reports which allow a review of the patient's Schedules 2-5 controlled substance prescription records. This enables the practitioner to determine if patients are receiving controlled substances from other providers and to assist in the prevention of prescription drug abuse.

Activity. Hillsdale Hospital will assure all providers and mid-level providers are trained in the appropriate use of MAPS to better serve our patients.

Board Response: Approved

Recommendation # 7. Create at least one detox bed or area in the hospital

Background: 44 of the respondents to the CHNA survey said they use marijuana. The survey question was not limited to medical marijuana use, so it is impossible to tell if the respondents were using the drug under medical supervision. Four respondents said they use cocaine; six said they use some other illegal drug. Substance abuse impacts homelessness and domestic violence. It is believed that substance abuse accounts for 85% of Hillsdale children petitioned to be removed from homes into foster care

Activity: Certificate of need restrictions prevent the implementation of this 'want', however, Hillsdale Hospital will designate the 4 rooms closest to our Nursing Station on our Medical Surgical Unit for use of this process (when the need arises). These rooms are better monitored for this type of issue and patients can receive closer monitoring by being designated to this area. In addition, when these patients are medically stable, our psych unit can consult (when appropriate and desired) to determine if our inpatient psych unit would be appropriate care for these individuals.

Board Response: No, but accommodations can be made.

Recommendation # 8. Train staff to better recognize domestic violence and substance abuse, and put in place a better referral system between the hospital and area professionals on issues such as domestic violence, substance abuse, and the follow-up of normal hospital discharge.

Background: Nearly 62% of Community Survey Respondents were very concerned or moderately concerned about domestic violence in Hillsdale County.

Activity: Hillsdale Hospital can seek training from area professionals in recognizing the symptoms and signs of domestic violence and make appropriate referrals and follow up for patients who present at our hospital. This will be undertaken, primarily with ED staff who have a better chance of encountering such individuals.

Board Response: Approved

Recommendation #9. Increase access to prenatal care and provide more infant safe sleep instruction.

Background: The members of the HSN were concerned about the high incidence of smoking among pregnant women and inadequate pre-natal care for some area mothers. There were two recent deaths in the community due to extreme prematurity but it was unknown whether this had any connection to lack of prenatal care. Three recent infant deaths in the community were due to unsafe infant sleep practices. Educating mothers about safe sleep practices should be routine and can perhaps be addressed by the hospital staff prior to the release of newborns.

Activity: Hillsdale Hospital OB department can increase educational opportunities in this area in our prenatal education classes. Best practices can be researched and implemented in this area where we may be deficient.

Board Response: Approved

Recommendation # 10 Help establish clinics in schools similar to the Branch County model.

Background: Branch County Intermediate receives a State of Michigan Adolescent Health Center grant to fund a school nursing program that targets preventive and primary care initiatives with Branch County youth. Hillsdale County did not apply for such funding, primarily due to the fragmented nature of the school systems throughout the county (Branch County has 3 districts, Hillsdale has 9 with similar population).

Activity: The hospital did not believe we were in a position to apply for such funding and refer this back to the Hillsdale County ISD for their consideration

Board Response : No, refer to ISD for possible application

Recommendation # 11. Create a wellness initiative, partnering with local companies

Background: Many behavioral factors can lead to, or increase the severity of, some diseases. Among these are:

- Obesity
- Smoking
- Drinking alcohol to excess

Respondents to the CHNA survey were asked about these indicators, and the results were compared to secondary data sources. Obesity; obesity is a major factor in the control of diabetes, heart disease and other chronic conditions. Additionally, A higher percentage of Hillsdale County residents smoke, compared to Michigan. 24.5% of Branch-Hillsdale-St. Joseph County adult residents said they smoke on the Michigan Behavioral Risk Factor Surveys, 2012-2014 average, compared to 22% in Michigan. Despite anti-smoking programs, the percentage of smokers has actually increased since the 2008-10 MIBRF survey.

Activity: Hillsdale Hospital currently partners with a handful of local businesses regarding wellness initiatives. Over the next 3 year period we will be expanding these opportunities to other businesses and organizations who wish to partner with the hospital to benefit their employees.

Board Response: Approved

Recommendation #12. Have a consistent presence at the monthly HSN meetings.

Background: Hillsdale Hospital has had an inconsistent representation with the Human Services Network. Several different staff positions have shared responsibility for attendance at meetings.

Activity: The Hospital is committing to send the Chief Quality Officer as the sole representative from this point forward, assuring consistent attendance.

Board Response: Approved