

## Ascension St. Vincent's Riverside Implementation Strategy

### Implementation Strategy Narrative

#### Overview

Ascension St. Vincent's, in partnership with the four other non-profit health systems of Northeast Florida, conducted a collective 2019 Community Health Needs Assessment (CHNA) for the five-county region, which, in turn serves as the basis for individual reports for each hospital based upon the geographic region of the respective hospital.

The CHNAs were conducted to identify priority health needs within each community served by each hospital, for Ascension St. Vincent's Riverside the community is Duval County, and to inform development of implementation strategies to address the identified needs selected by each hospital based on their ability to impact the need. Additionally, the Partnership focuses collaborative efforts to include the five-county service area of Baker, Clay, Duval, Nassau, and St. Johns. The CHNAs were conducted to respond to federal regulatory requirements and seek to identify significant health needs for particular geographic areas and populations.

#### Needs That Will Be Addressed

- Behavioral Health
- Cancer
- Access to Health Services

#### Needs That Will Not Be Addressed in this Implementation Plan

- Poverty – we will continue to advocate for the poor and vulnerable within our community
- Obesity & Physical Activity – will continue to support wellness through community outreach programs
- Maternal, Child, and Infant Health – will continue to support Safe Sleep and Baby Friendly certifications at all Family Birth Places, as well as open Level 3 NICU licensing for Ascension St. Vincent's Southside
- Vulnerable Populations – all plans will incorporate vulnerable populations and continued advocacy of the disparate in our communities

#### Summary of Implementation Strategy

- **Access**
  - Strategy: Implement Social Determinants of Health (SDOH) screening for patients at St. Pius Clinic, then introduce a service to address and improve social needs for that population.
  - Target audience will be residents in the Durkeeville neighborhood of Jacksonville, Health Zone 1, zip code 32209.
  - A SDOH screening will be given at registration of the St. Pius Clinic, and then a service will be implemented to address a specific community need that is reported.

- Collaboration of Ascension Medical Group, Ascension Information Services, and potentially a Community Partner

**Anticipated impact:**

- Screening tool implementation
- Process implemented
- Introduction of service to improve health outcomes

- **Behavioral Health**

- Strategy: Increase access to behavioral health services by incorporating telehealth and integrating behavioral health into other specialty care areas.
- Target audience will be patients in the Durkeeville neighborhood of Jacksonville, patients with complex comorbidities including chronic pain.
- Collaboration of Behavioral Health Services Line, Ascension Medical Group, Ascension Information Services, and Physical Therapy department.

**Anticipated impact:**

- Increased access to behavioral health services
- Integration of behavioral health with specialty care services
- Increased pain management clinic access

- **Cancer**

- Strategy: Increase number of cancer screenings, with special attention to disparate populations.
- Target audience will be residents of Northeast Florida.
- Collaboration of Cancer Service Line, Pulmonary, and Ascension Medical Group

**Anticipated impact:**

- Increased number of low dose CT lung screenings
- Increased number of cancer screenings

An action plan follows for each prioritized need, including the resources, proposed actions, planned collaboration, and anticipated impact of each strategy.

## Prioritized Need #1: Access to Services for Vulnerable Populations

**GOAL:** Improve patient access to medical and social services for the Durkeeville community of Jacksonville

### Action Plan

**STRATEGY 1: Implement Social Determinants of Health (SDOH) screening for patients at St. Pius Clinic, then introduce a service to address and improve social needs for that population**

**BACKGROUND INFORMATION**

- Area of need in 32209, in Health Zone 1, listed as Medically Underserved Area
- Transportation is the top quality of life issue identified by constituents in the Partnership's service area according to secondary data and the most mentioned barrier to accessing care from the primary data.

<p><b>STRATEGY 1: Implement Social Determinants of Health (SDOH) screening for patients at St. Pius Clinic, then introduce a service to address and improve social needs for that population</b></p>
<ul style="list-style-type: none"> <li>• Those individuals with unmet social needs experience increased difficulties managing chronic health conditions, repeat “no shows” to medical appointments and are more frequent users of emergency rooms.</li> <li>• Nutritious food is often inaccessible for many individuals because of cost.</li> <li>• Proper and safe housing is a priority over health care for many people in Northeast Florida</li> </ul>
<p><b>RESOURCES:</b></p> <ul style="list-style-type: none"> <li>• Introduction of Social Determinants of Health Screening (SDOH), either a manual or electronic tool</li> <li>• Ascension Medical Group (AMG)</li> <li>• Ascension Information Services (AIS)</li> <li>• Community Partner (CP)</li> </ul>
<p><b>COLLABORATION:</b> With the results of the SDOH screening are reported and analyzed, we will be working with community partners to implement additional services to the community.</p>
<p><b>ACTIONS:</b></p> <ol style="list-style-type: none"> <li>1. Develop and implement a screening tool for SDOH</li> <li>2. Develop a process to analyze and report patient’s additional unmet needs</li> <li>3. Implement an additional service to address an identified unmet need(s) specifically for the patients of the St. Pius Clinic.</li> </ol>
<p><b>ANTICIPATED IMPACT:</b></p> <ol style="list-style-type: none"> <li>I. Screening tool implementation</li> <li>II. Process implementation</li> </ol>

**Alignment with Local, State & National Priorities (Long-Term Outcomes for Prioritized Need #1)**

<b>OBJECTIVE:</b>	<b>LOCAL / COMMUNITY PLAN:</b>	<b>STATE PLAN:</b>	<b>“HEALTHY PEOPLE 2030” (or OTHER NATIONAL PLAN):</b>
Insert #	Identify relevant community objective(s)	Identify relevant state objective(s)	Identify relevant national objective(s)
Social Determinants of Health	Duval DOH: Priority 4 – Access to Care	Florida SHIP: HE1, HE2, HE3	Healthy People 2020: SDOH-4, NWS-12, NWS-13

## Prioritized Need #2: Behavioral Health

**GOAL:** Increase community access to behavioral health services

### Action Plan

**STRATEGY 1: Increase access to behavioral health services by incorporating telehealth and integrating behavioral health into other specialty care areas**

**BACKGROUND INFORMATION:**

- Increasing access to behavioral health (BH) in Northeast Florida, including specific focus on a marginalized community in Jacksonville’s Urban Core
- Stigma related to mental health and substance abuse often prevents those affected from seeking help and improving their health
  - Creating access to mental health services within preexisting clinics, would reduce the stigma and burden of seeking services at separate mental health resource centers
- Depression and substance abuse issues among seniors in the region are growing
  - The St. Pius Clinic is in a community with an aging population
- Deaths due to drugs are a concern in the region due in part to the emerging opioid crisis, which often leads to accidental or unintentional use and poisoning
  - Integrated treatment of pain management incorporates behavioral health services, thereby reducing usage of pain medication

**RESOURCES:**

- All actions will require dedicated space for behavioral health services, although BH Initiatives will be incorporated in preexisting spaces, not new build-outs.
  - St. Pius Clinic will require the purchasing of telehealth technology
- Will require selection, hiring, and training of staff
- Staff: Ascension Medical Group (AMG), Ascension Information Services (AIS), Behavioral Health Service Line (BHS), Physical Therapy (PT)

**COLLABORATION:**

- Ascension Medical Group (AMG)
- Ascension Information Services (AIS)
- Behavioral Health Service Line (BH)
- Physical Therapy (PT)

**ACTIONS:** *(List main actions needed to implement strategy and achieve the SMART objectives above)*

1. Coordinate with St.Pius Clinic to purchase telehealth technology
2. Hire and train staff
3. Increase access to telepsych services using telehealth capabilities

<b>STRATEGY 1: Increase access to behavioral health services by incorporating telehealth and integrating behavioral health into other specialty care areas</b>
<ul style="list-style-type: none"> <li>4. Integrate BH into specialty care</li> <li>5. Integrate treatment of pain management</li> </ul>
<p><b>ANTICIPATED IMPACT:</b> <i>(List SMART objectives; ensure specific and measurable outcomes, i.e., change(s) in learning, actions and/or conditions):</i></p> <ul style="list-style-type: none"> <li>I. Increased access to behavioral health services</li> <li>II. Increased referrals from specialty care services</li> <li>III. Increased visits from pain management patients</li> </ul>

**Alignment with Local, State & National Priorities (Long-Term Outcomes for Prioritized Need #2)**

OBJECTIVE:	LOCAL / COMMUNITY PLAN:	STATE PLAN:	“HEALTHY PEOPLE 2030” (or OTHER NATIONAL PLAN):
Insert #	Identify relevant community objective(s)	Identify relevant state objective(s)	Identify relevant national objective(s)
Behavioral Health	Duval DOH: Priority 3 – Behavioral Health	Florida SHIP: BH4	Healthy People 2020: MHMD-1, MHMD-5, MHMD-9, MHMD-11
Pain Management		Florida SHIP: BH2, BH3	Healthy People 2020: SA-19

**Prioritized Need #3: Cancer**

**GOAL:** Increase cancer screening rates to identify and refer patients for treatment in coordination with the Ascension Medical Group and Cancer Service Line

**Action Plan**

<b>STRATEGY 1: Increase number of cancer screenings, with special attention to disparate populations</b>
<p><b>BACKGROUND INFORMATION:</b></p> <ul style="list-style-type: none"> <li>• People in the community are not aware of cancer screenings and do not prioritize them as medical checkups, with the percent of persons having received screenings much lower for most tests across the region than the overall state average</li> <li>• Most counties in the region fail to meet the HP2020 targets for death rates due to various cancers             <ul style="list-style-type: none"> <li>◦ All 5 counties were above the FL average for age adjusted death rate due to lung cancer and for lung &amp; bronchus cancer incidence rate.</li> </ul> </li> <li>• There are many behaviors, such as smoking and vaping, which are contributing to the onset of cancer.</li> </ul>
<p><b>RESOURCES:</b></p> <ul style="list-style-type: none"> <li>• Ascension Medical Group (AMG)</li> <li>• Ascension St. Vincent's Cancer Service Line (CSL)</li> </ul>
<p><b>COLLABORATION:</b></p> <ul style="list-style-type: none"> <li>• Ascension Medical Group (AMG)</li> </ul>
<p><b>ACTIONS:</b> <i>(List main actions needed to implement strategy and achieve the SMART objectives above)</i></p> <ol style="list-style-type: none"> <li>1. Increase number of Low Dose CT (LDCT) lung screening</li> <li>2. Conduct and measure cancer screenings in alignment with AMG's 2021 selected pathology</li> </ol>
<p><b>ANTICIPATED IMPACT:</b> <i>(List SMART objectives; ensure specific and measurable outcomes, i.e., change(s) in learning, actions and/or conditions):</i></p> <ol style="list-style-type: none"> <li>I. Increased number of LDCT lung screenings</li> <li>II. Increased screening rate for AMG selected cancer pathology</li> </ol>

**Alignment with Local, State & National Priorities (Long-Term Outcomes for Prioritized Need #3)**

<b>OBJECTIVE:</b>	<b>LOCAL / COMMUNITY PLAN:</b>	<b>STATE PLAN:</b>	<b>"HEALTHY PEOPLE 2030" (or OTHER NATIONAL PLAN):</b>
Insert #	Identify relevant community objective(s)	Identify relevant state objective(s)	Identify relevant national objective(s)
Cancer		Florida SHIP: CD1	Healthy People 2020: C-1, C-2