

FY 2020 - 2022 Community Health Implementation Strategy

Ascension Seton Shoal Creek



**Ascension
Seton**

Ascension Seton Shoal Creek Implementation Strategy

Implementation Strategy Narrative

Overview

Ascension Seton Shoal Creek is a part of Ascension Seton, formerly known as Seton Family of Hospitals, a 501(c)(3) nonprofit organization, and an affiliate of Ascension Texas and Ascension Health, with a long-standing history of serving Central Texas, not only as a health care provider, but as a leader and advocate for improving the health of the population as a whole.

Ascension's Mission

Rooted in the loving ministry of Jesus as healer, we commit ourselves to serving all persons with special attention to those who are poor and vulnerable. Our Catholic health ministry is dedicated to spiritually-centered, holistic care which sustains and improves the health of individuals and communities. We are advocates for a compassionate and just society through our actions and our words.

About Ascension Seton Shoal Creek

For more than 40 years, Ascension Seton Shoal Creek has been caring for adults and seniors who may be experiencing emotional or substance abuse difficulties. Inpatient services at Ascension Seton Shoal Creek include intensive psychiatric stabilization for patients dealing with emotional crises, depression and drug/alcohol dependence. Specifically, Ascension Seton Shoal Creek offers outpatient programs related to patient navigation at no charge, psychiatric services and a RESTORE Intensive Outpatient Program to help people impacted by a recent or past traumatic event.

Ascension Seton Shoal Creek's licensed staff is on call 24 hours a day to address the mental health needs of patients and their families. The hospital also facilitates a wide range of support groups that meet on a regular basis.

Ascension Seton Shoal Creek is one of four Ascension Seton campuses hosting medical residents due to our affiliation with The University of Texas Dell Medical School and is one of 12 hospitals in the 11-county Ascension Seton service area.

2019 Community Health Needs Assessment

In December 2017, Austin/Travis County published the Community Health Assessment report (CHA) "Together we Thrive." Ascension Seton was an official partner for the development of the CHA, along with the Austin Transportation Department, the Capital Metropolitan Transit Authority, Central Health, Integral Care, St. David's Foundation, Travis County Health and Human Services, The University of Texas at Austin Dell Medical School and The University of Texas Health Science Center at Houston School of Public Health in Austin.

Because Ascension Seton associates actively participated in the creation of the Austin/Travis County CHA, the Internal Revenue Service (IRS) allows health care entities to work collaboratively, and the CHA meets the federal legal requirements set forth for the Community Health Needs Assessments, Ascension Seton opted to adopt the Travis County CHA report, as incorporated herein, as the official [Ascension Seton Central Region: Travis County Community Health Needs Assessment](#).

Given the gap in time between the 2017 Austin/Travis County Community Health Assessment (CHA) and the requirements for the 2019 Community Health Needs Assessment (CHNA), Ascension Seton determined that it would be valuable to solicit supplemental feedback from Travis County stakeholders and community members in 2018.

Findings from the focus group and community conversations carried out in 2018 are consistent with the top three health concerns identified by the CHA process, which identified the following:

- Access to healthcare (includes affordability and physical access to care)
- Mental health (includes access to providers, and treatment for conditions like depression)
- Diabetes and other chronic diseases

Community Health Implementation Strategy

Ascension Seton has developed 17 Community Health Implementation Strategies, one for each of its hospitals and joint venture facilities. Each plan identifies the action the hospital, with the support of the Ascension Seton network, plans to take to address the prioritized needs identified in the CHNA of its region.

Since Ascension Seton has multiple sites throughout Travis County, both inpatient and outpatient, some actions described in the Implementation Strategies are not strictly operated by Ascension Seton Shoal Creek or any other one facility.

Most notably, the unique partnership between Ascension Seton, Central Health and Dell Medical School at The University of Texas is the foundation of Ascension Seton's significant strategic investments to transform care delivery in Travis County, improve the health of individuals and address community health needs. The relationship has resulted in the creation of a new healthcare model based on an integrated delivery system with a focus on preventative care and chronic disease management. The three-way partnership, community organizations including Integral Care (the local mental health authority), community clinics and other providers offer care for over 100,000 patients each year.

The various actions included in the Implementation Strategy are not intended to be exhaustive or inclusive of every single Ascension Texas strategy, initiative or program. Instead, the plan highlights the most significant actions that each hospital has undertaken to address the health needs prioritized in the Community Health Needs Assessment, including those strategies that are expected to make the most significant impact on the delivery of health care in the region for the poor and vulnerable.

This Implementation Strategy will address needs identified in the 2019 Central Region: Travis County Community Health Needs Assessment. Ascension Seton Shoal Creek is in Travis County.

Needs That Will Be Addressed

Ascension Seton Shoal Creek will address needs identified in the Austin/Travis County CHA including access to care and mental and behavioral needs with at least two measurable goals to show improvement in the noted areas of focus.

Needs That Will Not Be Addressed

Ascension Seton Shoal Creek will not address chronic disease, as this hospital is focused on mental and behavioral health issues and is close in proximity to Ascension Seton Medical Center Austin, which is addressing all the needs as are the other 11 hospitals in the network serving the same region.

Summary of Implementation Strategy

Need: Access to healthcare

Strategy: Implement partial hospitalization program to expand continuum of care for mental health services.

- Partial hospitalization programs are a best practice in the field, as they complete a continuum of care for mental and behavioral health needs.
- This program will offer intensive outpatient mental and behavioral health services, which are currently not available, to those needing less intensive care than full hospitalization.
- Program offers resource navigators a wider variety of care options as they work with a variety of referral sources, including facilities, private providers, community organizations and other hospitals.

Resources and Collaboration:

- Ascension Seton Shoal Creek will provide time of clinicians, resource navigators and administrative leaders in partnership with Ascension Medical Group.
- As a partner with Ascension Texas, Dell Medical School will also provide staff and faculty time and resources to this initiative.
- Ascension Seton and Dell Medical School at The University of Texas, including the Network Clinical Care Councils (NC3) and Behavioral Health Strategy Group.
- Community organizations providing mental and health care services, including the local mental health authority.

Anticipated Impact:

- Serve 200 people throughout FY20 who otherwise would have had to be hospitalized or not receive mental and behavioral health services.
- Increase number of people served to 300 people each in FY21 and 350 in FY22, as program matures, relationships develop, and awareness of the program expands.

Need: Mental and Behavioral Health Services

Strategy: Create a behavioral health consortium, comprised of hospital leaders and mental and behavioral health clinicians, to provide a forum to identify site-specific needs around access to mental and behavioral health services, and consider and implement best practices that improve delivery of care to a wider variety of patients both in and outside hospitals.

- Clinicians and hospital leaders have a growing desire to deliver appropriate levels of mental and behavioral health care when and where they are needed.
- Partnership between Ascension Texas and Dell Medical School and the role clinicians play in developing the entire continuum of care for brain health as part of the Austin State Hospital redesign provides context for creation of the consortium.
- Concerns about patient, associate and clinician safety have been increasing.

Resources and Collaboration:

- Ascension Seton Shoal Creek and DePaul will provide time of clinicians, resource navigators and administrative leaders in partnership with Ascension Medical Group.
- As a partner with Ascension Texas, Dell Medical School will also provide staff and faculty time and resources to this initiative.
- Hospitals in the Ascension Texas network will provide time of clinicians and administrative leaders.

- Ascension Texas and Dell Medical School at The University of Texas, including the Network Clinical Care Councils (NC3) and Behavioral Health Strategy Group.
- Community organizations providing mental and health care services, including the local mental health authority.

Anticipated Impact:

- Expansion of coordinated continuum of care for mental and behavioral health services as measured by implementation of consortium-developed site-specific strategies.
- Metrics of the impact of specific strategies agreed upon by the consortium to be developed by July 1, 2020.

Strategy: Provide free behavioral health assessments and navigate individuals to community health providers.

- Many individuals present at state medical facilities with mental health and/or substance abuse issues that would benefit from further assessments and navigation to treatment. The target population for this program is Dell Seton Medical Center at The University of Texas inpatient or emergency patients with an identified mental health and/or substance abuse need or recent history of mental health and/or substance abuse issues.

Resources and Collaboration:

- Ascension Seton Shoal Creek will provide time of social workers, licensed chemical dependency counselors, resource navigators, and administrative leaders, budget support and materials.
- As a partner with Ascension Texas, Dell Medical School will also provide staff and faculty time and resources to this initiative.
- Ascension Texas and Dell Medical School at The University of Texas, including the Network Clinical Care Councils (NC3) and Behavioral Health Strategy Group.
- Community organizations providing mental and health care services, including the local mental health authority.

Anticipated Impact:

- Increased number of mental health and substance abuse assessments.
- Increased patient adherence to recommended course of treatment.

Strategy: Expand access to psychiatric services through telemedicine technology.

- Behavioral health comorbidities impact a significant percentage of the population. The target population for this project is patients at all Ascension Seton hospitals in Travis County. About 60 percent of patients served are low-income, uninsured or on Medicaid.

Resources and Collaboration:

- Ascension Seton Shoal Creek will provide time of social workers, licensed chemical dependency counselors, resource navigators, and administrative leaders, budget support and materials.
- As a partner with Ascension Texas, Dell Medical School will also provide staff and faculty time and resources to this initiative.
- Ascension Seton and Dell Medical School at The University of Texas, including the NC3 and Behavioral Health Strategy Group.
- Community organizations providing mental and health care services, including the local mental health authority.

Anticipated Impact:

- Expand number of video consultations, establishing the baseline in FY20 and expanding consultations in FY21 and FY22.
- Train 8 clinicians on telemedicine psychiatric evaluations in FY20.

Prioritized Need #1: Access to healthcare

GOAL: Expand access points to care for mental and behavioral health needs

Action Plan

STRATEGY 1: Implement partial hospitalization program to expand continuum of care for mental health services.

BACKGROUND INFORMATION:

- Partial hospitalization programs are a best practice in the field, as they complete a continuum of care for mental and behavioral health needs.
- This program will offer intensive outpatient mental and behavioral health services, which are currently not available, to those needing less intensive care than full hospitalization.
- Program offers resource navigators a wider variety of care options as they work with a variety of referral sources, including facilities, private providers, community organizations and other hospitals.

RESOURCES:

- Ascension Seton Shoal Creek will provide time of clinicians, resource navigators and administrative leaders in partnership with Ascension Medical Group.
- As a partner with Ascension Texas, Dell Medical School will also provide staff and faculty time and resources to this initiative.

COLLABORATION:

- Ascension Seton and Dell Medical School at The University of Texas, including the Network Clinical Care Councils (NC3) and Behavioral Health Strategy Group.
- Community organizations providing mental and health care services, including the local mental health authority.

ACTIONS:

1. Ensure infrastructure is in place to initiate program in Q2 of FY20 at Ascension Seton Shoal Creek.
2. Establish tracking systems between referral sources and resource navigators to track experiences of enrollees in the program.
3. Review key metrics at least annually, including length of stay and treatment effectiveness, to evolve, expand and improve the program.

ANTICIPATED IMPACT:

- I. Serve 200 people throughout FY20 who otherwise would have had to be hospitalized or not receive mental and behavioral health services.
- II. Increase number of people served to 300 people each in FY21 and 350 in FY22, as program matures, referral relationships grow, and awareness of the program expands.

Alignment with Local, State & National Priorities

OBJECTIVE:	LOCAL / COMMUNITY PLAN:	STATE PLAN:	HEALTHY PEOPLE 2020:
I and II	Austin/Travis County 2018 Community Health Improvement Plan Goal 4: Advance mental wellness, recovery and resilience through equitable access to responsive, holistic, and integrated community healthcare systems.	Department of State Health Services Strategic Plan: Goal 1: Improve health through prevention and population-health strategies.	Healthy People 2020 AHS-6 Reduce the proportion of persons who are unable to obtain or delay in obtaining necessary medical care.

Prioritized Need #2: Mental and behavioral health services

GOAL: Expand provision of mental and behavioral health services

Action Plan

STRATEGY 1: Create a behavioral health consortium, comprised of hospital leaders and mental and behavioral health clinicians, to provide a forum to identify site-specific needs around access to mental and behavioral health services, and consider and implement best practices that improve delivery of care to a wider variety of patients both in and outside hospitals.

BACKGROUND INFORMATION:

- Clinicians and hospital leaders have a growing desire to deliver appropriate levels of mental and behavioral health care when and where they are needed.
- Partnership between Ascension Texas and Dell Medical School and the role clinicians play in developing the entire continuum of care for brain health as part of the Austin State Hospital redesign provides context for creation of the consortium.
- Concerns about patient, associate and clinician safety have been increasing.

RESOURCES:

- Ascension Seton Shoal Creek and DePaul will provide time of clinicians, resource navigators and administrative leaders in partnership with Ascension Medical Group.
- As a partner with Ascension Texas, Dell Medical School will also provide staff and faculty time and resources to this initiative.
- Hospitals in the Ascension Texas network will provide time of clinicians and administrative leaders.

COLLABORATION:

- Ascension Texas and Dell Medical School at The University of Texas, including the Network Clinical Care Councils (NC3) and Behavioral Health Strategy Group.
- Community organizations providing mental and health care services, including the local mental health authority.

ACTIONS:

1. Leaders at Ascension Seton Shoal Creek and DePaul, in partnership with Dell Medical School faculty, identify leaders and convene the consortium by March 2020.
2. By July 1, 2020, consortium creates charter and goals and establishes timeline for implementation.
3. By January 2021, consortium has implemented strategies in at least three Ascension Texas sites to improve coordination, provision of care and/or safety of patients, community and/or clinicians.
4. By July 2021, consortium evaluates experience of strategies of at least three sites to assess effectiveness and makes recommendations for improvement based on findings.

ANTICIPATED IMPACT:

- I. Expansion of coordinated continuum of care for mental and behavioral health services as measured by implementation of consortium-developed site-specific strategies.
- II. Metrics of the impact of specific strategies agreed upon by the consortium to be developed by July 1, 2020.

STRATEGY 2: Provide free behavioral health assessments and navigate individuals to community health providers.

BACKGROUND INFORMATION:

- Many individuals present at state medical facilities with mental health and/or substance abuse issues that would benefit from further assessments and navigation to treatment. The target population for this program is DSMC-UT inpatient or emergency patients with an identified mental health and/or substance abuse need or recent history of mental health and/or substance abuse issues.

RESOURCES:

- Ascension Seton Shoal Creek will provide time of social workers, licensed chemical dependency counselors, resource navigators, and administrative leaders, budget support and materials.
- As Dell Medical School is a partner with Ascension Seton in delivering mental and behavioral health services, they will also dedicate staff and faculty time and resources to this initiative.

COLLABORATION:

- Ascension Seton and Dell Medical School at The University of Texas, including the NC3 and Behavioral Health Strategy Group.
- Community organizations providing mental and health care services, including the local mental health authority.

ACTIONS:

1. Provide free mental health and substance abuse assessments and referral to early intervention and community treatment providers for individuals needing behavioral health services.
2. Provide navigation services that encourage patients to follow through with treatment recommendations.

ANTICIPATED IMPACT:

- I. Increased number of mental health and substance abuse assessments.
- II. Increased patient adherence to recommended course of treatment.

STRATEGY 3: Expand access to psychiatric services through telemedicine technology.

BACKGROUND INFORMATION:

- Behavioral health comorbidities impact a significant percentage of the population. The target population for this project is patients at all Ascension Seton hospitals in Travis County. About 60 percent of patients served are low-income, uninsured or on Medicaid.

RESOURCES:

- Ascension Seton Shoal Creek will provide time of social workers, licensed chemical dependency counselors, resource navigators, and administrative leaders, budget support and materials.
- As Dell Medical School is a partner with Ascension Seton in delivering mental and behavioral health services, they will also dedicate staff and faculty time and resources to this initiative.

COLLABORATION:

- Ascension Seton and Dell Medical School at The University of Texas, including the NC3 and Behavioral Health Strategy Group
- Community organizations providing mental and health care services, including the local mental health authority.

ACTIONS:

1. Establish systems and technology to allow for 24/7 video consultations of patients with mental health specialists.
2. Train social workers and emergency room physicians on the availability and use of telemedicine psychiatric evaluations.
3. Deliver video consultations to patients with identified mental health needs.

ANTICIPATED IMPACT:

- I. Expand number of video consultations, establishing the baseline in FY20 and expanding consultations in FY21 and FY22.
- II. Train 8 clinicians on telemedicine psychiatric evaluations in FY20.

Alignment with Local, State & National Priorities

OBJECTIVE:	LOCAL / COMMUNITY PLAN:	STATE PLAN:	HEALTHY PEOPLE 2020:
Strategy 1: I and II, Strategy 2: I and II, Strategy 3: I and II	Austin/Travis County 2018 Community Health Improvement Plan Goal 4: Advance mental wellness, recovery and resilience through equitable access to responsive, holistic, and integrated community healthcare systems.	Department of State Health Services Strategic Plan: Goal 1: Improve health through prevention and population-health strategies.	Healthy People 2020 MHMD-9 Increase the proportion of adults with mental health disorders who receive treatment.

Approval

Prepared by Ascension Seton. Formally recommended and approved by the Ascension Seton Board of Directors on October 23, 2019 and thereafter approved and adopted by the Ascension Texas Board of Directors on October 23, 2019.