

FY 2020 - 2022 Implementation Strategy

Providence Hospital



Ascension Alabama

Providence Hospital Implementation Strategy

Implementation Strategy Narrative

Overview

Ascension Alabama and its member hospitals conducted the previous Community Health Needs Assessment (CHNA) in fiscal year 2016. The CHNA for fiscal years 2017-2019 (beginning July 1, 2016) addressed health needs of Mobile County and prioritized needs of the communities Providence Hospital serves. This CHNA cycle for fiscal years 2020-2022 assessed the health priorities for the communities served. The assessment provides a reference for the facility's implementation strategy, ensuring it is aligned with the community needs and the ministry goals of Ascension Alabama. The mission, vision, and values of Ascension Alabama are the key factors influencing the approach and commitment to addressing community health needs through community benefit activity.

Ascension Alabama facilitated the CHNA for its hospital in Mobile County, with system leadership from Mission Integration and Strategy and Business Development providing coordination and oversight. Additionally, representation from system Senior Leadership, Finance, Wellness and the facility President's from each of the hospitals as well as leadership from the respective areas were involved in the process and in developing the subsequent implementation strategies.

The community served for purposes of this CHNA was defined as Mobile County. The primary rationale for selecting this geography included: area served by collaborating entities; areas of populations that included the underserved, low-income and minority groups; potential for collaboration/partnering with other organizations; and availability of health information for the area selected. The process included a review of secondary health data, interviews of community health leaders, a survey of community members and several focus groups with representatives from communities served, with special attention to the vulnerable populations in the service area.

The objectives of the CHNA and subsequent facility specific implementation strategies are:

- 1.) To provide an unbiased comprehensive assessment of Mobile County's health needs;
- 2.) Use the CHNA to prioritize Ascension Alabama's Community Benefit Program strategy; and
- 3.) Fulfill Internal Revenue Service regulations related to 501 (c)(3) non-profit hospital status for federal income taxes.

The process included a review of secondary health data, interviews of community representatives and leaders, a survey of community members and a community focus group to review findings and discern unmet health needs. The collaborating team received input from public health experts including the local health departments.

Prioritized Needs

The top three unmet health needs identified for Mobile County, AL, by this Community Health Needs Assessment are:

1. Access to Healthcare
2. Mental Healthcare and Substance Abuse
3. Healthy Living

Needs That Will Be Addressed

Ascension Alabama will address each of the above needs with at least 2 measurable goal to show improvement in the noted areas of focus.

Needs That Will Not Be Addressed

Ascension Alabama will address all the needs listed.

Summary of Implementation Strategy

Access to Healthcare

GOAL#1: Increase the proportion of persons with a usual primary care provider

Providence will promote and coordinate community efforts to improve establishment of a medical home for unattached individuals. Focus will concentrate on individuals without a primary care provider or individuals who have not seen a provider in over a year.

Strategy:

- The strategy's target population is patients without a primary care provider or who have not seen a primary care provider in over a year.
- The strategy is informed by evidence found in What Works for Health
- The effort will address barriers to care for any individual without a primary care provider
- The current PCP to individual ratio in the county is 1525:1 according to County Health Rankings.

Resources and Collaboration:

- The hospital, revenue cycle partners, community clinics and private practitioners will collaborate to provide patient-appropriate resources for unattached patients.

Anticipated impact:

- Develop and implement protocol to connect unattached patients to primary care medical home by September 1, 2019
- Reduce number of individuals who report no PCP by at least 3% each year for 3 years as measured by patient access/registration
- Connecting unattached patients aligns with the #1 priority of the State of Alabama Community Health Improvement Plan, is critical for local access for patients to have consistent place of care and echoes Healthy People 2020/2030's goal AHS-3.

GOAL#2: Reduce the proportion of persons who are unable to obtain or delay in obtaining prescription medicine

Providence will promote and coordinate community efforts to improve medication access for uninsured individuals.

Strategy:

- The strategy's target population is uninsured patients without the ability to access or pay for prescription medication.
- The strategy is supported by evidence found in What Works for Health
- The effort will address barriers to treatment/medication compliance due to access in obtaining prescription medications.

Resources and Collaboration:

- The hospital, community clinics, retail pharmacy, and Dispensary of Hope will collaborate to increase utilization and access for medication.

Anticipated impact:

- By FY22, utilization of Dispensary of Hope will increase by 20%
- Connecting patients with medication access aligns with the #1 priority of the State of Alabama Community Health Improvement Plan to increase access to healthcare. It also promotes Healthy People 2020/2030's goal AHS-6.4.

Mental Healthcare and Substance Abuse

GOAL #1: Increase the proportion of adults with mental health disorders who receive treatment

Providence Hospital and Ascension Medical Group recognize the need to promote mental health and substance abuse treatment in the community. To address this, Providence and AMG will improve access through referrals and treatment of individuals with mental health and/or substance abuse disorders.

Strategy:

- Connect adults with mental health disorders to treatment options.
- Target population is individuals with diagnosed mental health disorders who are currently without a mental health provider through PHQ-9 screenings.
- The strategy is informed by evidence found in What Works for Health
- The rate of mental healthcare providers to individuals in Mobile County is 1200:1 according to County Health Rankings

Resources and Collaboration:

- The hospital and medical group will collaborate with local mental healthcare providers to connect patients with treatment.
- Providence Hospital will collaborate with NAMI to provide access for mental health training to assist community members with identifying potential mental health concerns.

Anticipated impact:

- By FY22, >25% of identified patients with mental health disorders will demonstrate annual improvement in their PHQ-9 screening.
- Improving access to mental health treatment aligns with the State of Alabama Community Health Improvement Plan by assisting to increase the infrastructure for mental health promotion and echoes Healthy People 2020/2030's goal MHMD-9 and MHMD-5.

GOAL #2: Increase access to alcohol and/or illicit drug treatment

Providence Hospital and Ascension Medical Group recognize the need to promote mental health and substance abuse treatment in the community. To address this, Providence and AMG will improve access through referrals and treatment of individuals with mental health and/or substance abuse disorders.

Strategy:

- Connect adults with suspected or diagnosed substance abuse to treatment.

- Target population is individuals with substance abuse concerns who are not currently under treatment
- The strategy is supported by evidence found in What Works for Health
- According to County Health Rankings, Mobile County had 182 drug-overdose deaths in 2018 and 16% of individuals report excessive drinking

Resources and Collaboration:

- The hospital and medical group will identify local resources for substance abuse treatment for all payors
- The hospital will assist and collaborate with local substance abuse treatment providers to connect patients with treatment
- Ascension Alabama will provide physician and staff education related to substance abuse

Anticipated impact:

- By FY22, all employed physicians and Emergency Department physicians will implement referral protocol for patients with substance abuse disorder.
- By FY22, >40% of patients identified with substance abuse disorder will be referred for treatment.
- Connecting patients with substance abuse treatment aligns with the State of Alabama Community Health Improvement Plan by assisting to reduce prevalence of individuals with substance abuse disorders and reduce the number of deaths associated with drug and alcohol use. It also echoes Healthy People 2020/2030's goal SA-8.

Healthy Living

GOAL #1: Increase the proportion of women who receive a breast cancer screening based on the most recent guidelines.

Cancer is one of the leading causes of death in Mobile County and Alabama. Providence Hospital and Ascension Medical Group are committed to ensuring individuals have access to screening and treatment, especially for minorities.

Strategy:

- Partner with local community health workers and interpreters through South Mobile County Outreach Program.
- Assess cultural attitudes and determine baseline mammography screening rate.
- Increase the number of breast cancer screenings/mammograms performed for minority populations.
- The strategy is supported by best practices promoted by The Community Guide.
- According to County Health Rankings, 40% of women are screened through mammography in Mobile County.
- Breast cancer, especially for African-American females, is above the national average in Mobile County.

Resources and Collaboration:

- The hospital will collaborate with local physician offices, FQHC clinics, churches, and community health workers to deliver mammography screenings.

Anticipated impact:

- By FY22, Providence will reduce disparities for breast cancer mortality in South Mobile County among minority women
- Cancer is a leading cause of death in Alabama. This aligns with Healthy People 2020/2030 goal C-17.

GOAL #2: Increase prevention behaviors in persons at high risk for diabetes with prediabetes.

Diabetes is a significant health problem for individuals in Alabama and Mobile County. Early detection and prevention is possible through evidence-based programs such as DPP (Diabetes Prevention Programs). Providence Hospital's Diabetes Center continues to be a leader in development and implementation of the CDC DPP services.

Strategy:

- Increase screenings for a prediabetes diagnosis in the Ascension Medical Group practices.
- The strategy is informed by best practices promoted by The Community Guide, CDC (Centers for Disease Control) and American Diabetes Association for type 2 diabetes prevention.

Resources and Collaboration:

- The hospital will increase DPP (Diabetes Prevention Program) and maintain favorable outcomes to meet CDC recognition requirements.

Anticipated impact:

- By FY22, improve participation of AMG patients in DPP by 50%
- Diabetes is prevalent in both Mobile County and the state of Alabama. Prevention will lead to better management of lifestyle concerns such as weight and physical activity. It also aligns with Healthy People 2020/2030's goal D-16.

GOAL #3: Increase the proportion of individuals who are aware of the symptoms of and how to respond to a heart attack

Providence realizes the need to promote CPR awareness and training to individuals in the greater community with an intentional focus on individuals in key positions who might not otherwise have access to the training. Heart disease is the leading cause of death in Mobile County.

Strategy:

- Provide CPR training to the community, especially individuals who work in schools.
- The strategy is informed by best practices promoted by American Heart Association
- According to Healthy People 2020, less than 40% of the general population are aware of the early warning signs and symptoms of a heart attack and how to get emergency assistance.

Resources and Collaboration:

- The hospital will provide CPR classes to the public at no or significantly reduced cost.
- Ascension Alabama will collaborate with local American Heart Association to ensure education and awareness of heart disease.

Anticipated impact:

- By FY22, 300 community members will be trained and certified in CPR.
- Cardiovascular disease is the leading cause of death in Alabama and Mobile County. This strategy echoes Healthy People 2020/2030's goal HDS-16.

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 Care

GOAL: Increase the proportion of persons with a usual primary care provider

Action Plan

STRATEGY 1: Implement a protocol to connect unattached individuals to primary care providers
<p>BACKGROUND INFORMATION:</p> <ul style="list-style-type: none"> The strategy's target population is patients without a primary care provider The effort will address barriers to care for any individual without a primary care provider. The strategy is supported by evidence found in What Works for Health
<p>RESOURCES:</p> <ul style="list-style-type: none"> Hospital Revenue Cycle Community Agencies
<p>COLLABORATION:</p> <ul style="list-style-type: none"> Providence will collaborate with low-cost community clinics, Ascension Medical Group practices, as well as R1 to screen and ensure individuals are connected to primary care services.
<p>ACTIONS:</p> <ol style="list-style-type: none"> Determine system-wide alert system and protocol to notify staff of unattached individuals interfacing with hospital and community events By 12/2019 staff will implement protocol to connect individuals to primary care provider Monthly meetings will include data and monitoring as agenda item to ensure progress
<p>ANTICIPATED IMPACT:</p> <ol style="list-style-type: none"> Develop and implement protocol to connect unattached individuals to primary care medical home. Reduce number of individuals who interface with the hospital who list no PCP by 10% over 3 years.

Alignment with Local, State & National Priorities

OBJECTIVE:	LOCAL / COMMUNITY PLAN:	STATE PLAN:	"HEALTHY PEOPLE 2030" (or OTHER NATIONAL PLAN):
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I, II	Connecting unattached individuals to a medical home is critical for appropriate population health management	Aligns with Priority 1, Access to Healthcare, in State of AL Community Health Improvement Plan (AL-CHIP)	Aligns with Healthy People 2020/2030 (AHS-3)
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Prioritized Need #1: Access to Care

GOAL: Reduce the proportion of persons who are unable to obtain or delay in obtaining prescription medicine.

Action Plan

<p>STRATEGY 1: Improve access to medications through Dispensary of Hope program</p>
<p>BACKGROUND INFORMATION:</p> <ul style="list-style-type: none"> • The strategy’s target population is uninsured patients without the ability to access or pay for prescription medication. • The strategy is supported by evidence found in What Works for Health • The effort will address barriers to treatment/medication compliance due to access in obtaining prescription medications.
<p>RESOURCES:</p> <ul style="list-style-type: none"> • Hospital • Community Clinics • Retail Pharmacy • Dispensary of Hope • Ascension Medical Group
<p>COLLABORATION:</p> <ul style="list-style-type: none"> • Providence will collaborate with community clinics, Ascension Medical Group (AMG) practices, as well as Dispensary of Hope (DOH) to increase access to prescription medication for individuals who are uninsured.
<p>ACTIONS:</p> <ol style="list-style-type: none"> 4. Identify individuals in need of prescription medication who are uninsured through AMG and community clinics as well as other outreach events 5. Create access point for medication and increase DOH medication supply.
<p>ANTICIPATED IMPACT:</p> <p>III. By FY22, utilization of Dispensary of Hope will increase by 20%</p>

Alignment with Local, State & National Priorities

OBJECTIVE:	LOCAL / COMMUNITY PLAN:	STATE PLAN:	“HEALTHY PEOPLE 2030” (or OTHER NATIONAL PLAN):
III	Connecting individuals to medication is critical for treatment compliance	Aligns with Priority 1 in State of AL Community Health Improvement Plan (AL-CHIP) to increase access to healthcare	Aligns with Healthy People 2020/2030 AHS-6.4

Prioritized Need #2: Mental Healthcare

GOAL: Increase the proportion of adults with mental health disorders who receive treatment

Action Plan

<p>STRATEGY 1: Connect adults with mental health disorders to treatment options</p>
<p>BACKGROUND INFORMATION:</p> <ul style="list-style-type: none"> • Connect adults with mental health disorders to treatment options. • Target population is individuals with diagnosed mental health disorders who are currently without a mental health provider through PHQ-9 screenings. • The strategy is informed by evidence found in What Works for Health • The rate of mental healthcare providers to individuals in Mobile County is 1200:1 according to County Health Rankings
<p>RESOURCES:</p> <ul style="list-style-type: none"> • Hospital • Community Agencies • Behavioral Health
<p>COLLABORATION:</p> <ul style="list-style-type: none"> • Community mental health providers will be engaged to provide treatment and resources to individuals in need of behavioral health services.
<p>ACTIONS:</p> <ol style="list-style-type: none"> 1. Connect individuals with diagnosed mental health disorder to mental healthcare provider both in ambulatory and inpatient settings 2. Develop and produce mental healthcare provider resource guide 3. Track PHQ-9 for primary care patients to show improvement 4. Work with NAMI to provide access for mental health training to assist community members

STRATEGY 1: Connect adults with mental health disorders to treatment options
ANTICIPATED IMPACT: IV. By FY22, >25% of identified patients with mental health disorders will demonstrate annual improvement in their PHQ-9 screening

Alignment with Local, State & National Priorities

OBJECTIVE:	LOCAL / COMMUNITY PLAN:	STATE PLAN:	“HEALTHY PEOPLE 2030” (or OTHER NATIONAL PLAN):
IV	Addresses complexity of obtaining mental health treatment for individuals	Aligns with Alabama goal to increase infrastructure for mental health promotion	Healthy People 2020/2030 – MHMD - 9

Prioritized Need #2: Mental Healthcare

GOAL: Increase access to alcohol and/or illicit drug treatment.



Action Plan

STRATEGY 1: Connect individuals with suspected or diagnosed substance abuse to treatment			
BACKGROUND INFORMATION:			
<ul style="list-style-type: none"> • Connect adults with suspected or diagnosed substance abuse to treatment. • Target population is individuals with substance abuse concerns who are not currently under treatment • The strategy is supported by evidence found in What Works for Health • According to County Health Rankings, Mobile County had 182 drug-overdose deaths in 2018 and 16% of individuals report excessive drinking 			
RESOURCES:			
<ul style="list-style-type: none"> • Hospital • Ascension Medical Group • Community Agencies • Behavioral Health 			
COLLABORATION:			
<ul style="list-style-type: none"> • Community substance abuse providers will be engaged to provide treatment and resources to individuals in need of substance abuse services. 			
ACTIONS:			
<ol style="list-style-type: none"> 5. Conduct physician education (CME) on substance abuse 6. Provide staff education on substance abuse 7. Develop and produce substance abuse provider resource guide 8. Refer individuals with suspected or diagnosed substance abuse to treatment facilities 9. Identify local resources for substance abuse treatment for all payors. 			
ANTICIPATED IMPACT:			
<ol style="list-style-type: none"> V. By FY 22, all employed physician practices and Emergency Department physicians will implement referral protocol for patients with substance abuse disorder VI. By FY22 >40% of patients identified with substance abuse disorder will be referred for treatment 			

Alignment with Local, State & National Priorities

OBJECTIVE:	LOCAL / COMMUNITY PLAN:	STATE PLAN:	“HEALTHY PEOPLE 2030” (or OTHER NATIONAL PLAN):
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V, VI	With 182 drug-overdose deaths in Mobile County, this is a local priority	Aligns with goal to reduce prevalence of individuals with substance abuse disorders	Healthy People 2020/2030 – SA - 8
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Prioritized Need #3: Healthy Living

GOAL: Increase the proportion of women who receive a breast cancer screening based on the most recent guidelines.

Action Plan

STRATEGY 1: Provide free and/or reduced cost mammograms minority women in South Mobile County.	
BACKGROUND INFORMATION:	
<ul style="list-style-type: none"> • Increase number of breast cancer screenings / mammograms performed for minority populations • The strategy is supported by best practices promoted by The Community Guide. • According to County Health Rankings, 40% of women are screened through mammography in Mobile County. • Breast cancer, especially for African-American females, is above the national average in Mobile County. 	
RESOURCES & COLLABORATION:	
<ul style="list-style-type: none"> • Hospital • Community Agencies • Ascension Medical Group providers 	
ACTIONS:	
<ol style="list-style-type: none"> 10. Partner with local community health workers and interpreters through South Mobile County Outreach Program 11. Assess cultural attitudes and determine baseline screening rate 12. Provide mammography for identified individuals and follow up with results and/or appropriate treatment plan 	
ANTICIPATED IMPACT:	
VII.	By FY 22 reduce disparities for breast cancer mortality in South Mobile County among minority women.

Alignment with Local, State & National Priorities



OBJECTIVE:	LOCAL / COMMUNITY PLAN:	STATE PLAN:	“HEALTHY PEOPLE 2030” (or OTHER NATIONAL PLAN):
VII	Breast cancer is above the national average in Mobile County	Cancer is a leading cause of death in Alabama	Healthy People 2020/2030 – C-17

Prioritized Need #3: Healthy Living

GOAL: Increase prevention behaviors in persons at high risk for diabetes with prediabetes

Action Plan

STRATEGY 1: Increase screenings for prediabetes diagnosis in the Ascension Medical Group
<p>BACKGROUND INFORMATION:</p> <ul style="list-style-type: none"> • Early detection and prevention is possible through deployment of evidence-based programs such as DPP (Diabetes Prevention Program). • The strategy is supported by best practices promoted by The Community Guide, CDC (Centers for Disease Control) and American Diabetes Association for type 2 diabetes prevention.
<p>RESOURCES & COLLABORATION:</p> <ul style="list-style-type: none"> • Hospital • Community Agencies • Ascension Medical Group providers
<p>ACTIONS:</p> <ol style="list-style-type: none"> 13. Implement Ascension Medical Group (AMG) prediabetes screenings and diagnosis 14. Educate AMG physicians regarding benefit to prediabetes diagnosis and referral for DPP 15. Enroll individuals in DPP program
<p>ANTICIPATED IMPACT:</p> <p>VIII. By FY 22 improve participation of AMG patients in DPP by 50%</p>

Alignment with Local, State & National Priorities

OBJECTIVE:	LOCAL / COMMUNITY PLAN:	STATE PLAN:	“HEALTHY PEOPLE 2030” (or OTHER NATIONAL PLAN):
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VIII	Diabetes is prevalent in both Mobile County and Alabama.	Aligns with Alabama State CHIP for physical activity	Healthy People 2020/2030 – D - 16
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Prioritized Need #3: Healthy Living

GOAL: Increase proportion of individuals who are aware of the symptoms of and how to respond to a heart attack

Action Plan

STRATEGY 1: Provide CPR training to the community			
BACKGROUND INFORMATION:			
<ul style="list-style-type: none"> • Individuals who might not otherwise have access to training • According to Healthy People 2020, less than 40% of the general population are aware of the early warning signs and symptoms of a heart attack and how to get emergency assistance • Strategy informed by American Heart Association best practice 			
RESOURCES & COLLABORATION:			
<ul style="list-style-type: none"> • Hospital • Community Agencies • American Heart Association 			
ACTIONS:			
<p>16. Connect with local schools and community groups to offer CPR classes at no or reduced cost</p> <p>17. Provide certification documentation to individuals trained</p> <p>18. Conduct pre and posttest to show improvement on recognizing signs and symptoms of heart attack</p>			
ANTICIPATED IMPACT:			
IX. By FY 22, 300 community members will be trained and certified in CPR			

Alignment with Local, State & National Priorities

OBJECTIVE:	LOCAL / COMMUNITY PLAN:	STATE PLAN:	“HEALTHY PEOPLE 2030” (or OTHER NATIONAL PLAN):
IX	Cardiovascular disease is the leading cause of death in Mobile County	Cardiovascular disease accounts for	Healthy People 2020/2030 HDS - 16

the leading cause of
death in Alabama