

Ascension Alabama

Providence Hospital Implementation Strategy

Implementation Strategy Narrative

Overview

Ascension Alabama and its member hospitals conducted the CHNA for fiscal years 2020-2022, in 2019, to address the health needs of Mobile County and prioritize needs of the communities Ascension Providence Hospital serves. 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 Presidents 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.

Needs That Will Be Addressed

Ascension Providence will address each of the identified needs to show improvement in the noted areas of focus. The top three unmet health needs identified for Mobile County, AL, by this Community Health Needs Assessment are:

- Access to Healthcare
- Mental Healthcare
- Healthy Living

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

Ascension 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 target population is patients without a primary care provider or who have not seen a primary care provider in over a year.
- This 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.
- The strategy is informed by evidence found in [What Works for Health](#).

Resources and Collaboration:

- Ascension Providence and Revenue Cycle (R1) will collaborate to provide patient-appropriate resources for unattached patients.

Anticipated impact:

- By September 2019, develop and implement a protocol to connect unattached patients to a primary care provider.
- By June 2022, reduce the number of individuals who interface with the Emergency Department who report no PCP.
- Connecting unattached patients aligns with priority #1 of the State of Alabama Community Health Improvement Plan and echoes Healthy People 2020/2030's goal AHS-3.

Mental Healthcare

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

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

Strategy:

- Connect adults with mental health disorders to treatment options.
- The target population is individuals with diagnosed mental health disorders who are currently without a mental health provider through PHQ-9 screenings.
- This strategy addresses social determinants of health by targeting high risk populations as well as uninsured or underinsured patients.
- This strategy addresses the complexity of entering into mental health clinically integrated systems.
- The ratio of mental healthcare providers to individuals in Mobile County is 1200:1 according to County Health Rankings.
- The strategy is informed by evidence found in [What Works for Health](#).

Resources and Collaboration:

- Ascension Providence and Ascension Medical Group will collaborate with local mental healthcare providers to connect patients with treatment.

Anticipated impact:

- By June 2022, an increase over the 2019 baseline of identified patients with a mental health disorder(s) will be connected with a mental healthcare provider.
- 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

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

Strategy:

- Connect adults with suspected or diagnosed substance abuse to treatment.
- The target population is individuals with substance abuse concerns who are not currently under treatment.
- According to County Health Rankings, Mobile County had 182 drug-overdose deaths in 2018 and 16% of individuals report excessive drinking.
- The strategy is supported by evidence found in [What Works for Health](#).

Resources and Collaboration:

- Ascension Providence and Ascension Medical Group will work to identify local resources for substance abuse treatment for all payors.
- Ascension Providence and Ascension Medical Group will 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 June 2022, all employed physicians and emergency department physicians will implement referral protocol for patients with substance abuse disorder.
- 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. Ascension Providence and Ascension Medical Group are committed to ensuring individuals have access to screening and treatment, especially for minorities.

Strategy:

- The target population is uninsured individuals and/or individuals with elevated risk of breast cancer.
- 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.
- 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.
- The strategy is supported by best practices promoted by The Community Guide.

Resources and Collaboration:

- Ascension Providence and Ascension Medical Group will collaborate with local physician offices, FQHC clinics, churches, and community health workers to deliver mammography screenings.

Anticipated impact:

- By June 2022, increase % of screening rate for eligible AMG patients to have a screening mammogram.
- 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 Mobile County. Early detection and prevention is possible through evidence-based programs such as Diabetes Prevention Programs (DPP). Ascension Providence'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 June 2022, increase screening of AMG patients for prediabetes.
- By June 2022, increase referrals of AMG patients with prediabetes to DPP.
- 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

Ascension 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:

- The target population is individuals who might not otherwise have access to training.
- Provide CPR training to the community, especially individuals who work in schools.
- Heart disease is the leading cause of death in Mobile County.
- 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.
- The strategy is informed by best practices promoted by American Heart Association.

Resources and Collaboration:

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

Anticipated impact:

- By June 2022, 150 individuals 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"> • <i>The target population is patients without a primary care provider or who have not seen a primary care provider in over a year.</i> • <i>This strategy will address barriers to care for any individual without a primary care provider.</i> • <i>Connecting unattached patients to a medical home is critical for appropriate population health management.</i> • <i>The current PCP to individual ratio in Mobile County is 1525:1 according to County Health Rankings.</i> • <i>The strategy is informed by evidence found in <u>What Works for Health</u>.</i>
<p>RESOURCES:</p> <ul style="list-style-type: none"> • Hospital • Revenue Cycle • Ascension Medical Group
<p>COLLABORATION:</p> <ul style="list-style-type: none"> • Ascension 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.

ACTIONS:

1. Determine system-wide alert system and protocol to notify staff of unattached individuals interfacing with hospital and community events
2. Connect Emergency Department patients to a primary care provider
3. Include data and monitoring information as agenda item for monitoring in monthly meetings

ANTICIPATED IMPACT:

- I. By September 2019, develop and implement a protocol to connect unattached patients to a primary care provider.
- II. By June 2022, reduce the number of individuals who interface with the Emergency Department who report no PCP each year for 3 years

Alignment with Local, State & National Priorities

OBJECTIVE:	LOCAL / COMMUNITY PLAN:	STATE PLAN:	"HEALTHY PEOPLE 2030" (or OTHER NATIONAL PLAN):
I, II		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)

Prioritized Need #2: Mental Healthcare

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

Action Plan

STRATEGY 1: Connect adults with mental health disorders to treatment options

BACKGROUND INFORMATION:

- *The target population is individuals with diagnosed mental health disorders who are currently without a mental health provider through PHQ-9 screenings.*
- *This strategy addresses social determinants of health by targeting high risk populations as well as uninsured or underinsured patients.*
- *This strategy addresses the complexity of entering into mental health clinically integrated systems.*
- *The ratio of mental healthcare providers to individuals in Mobile County is 1200:1 according to County Health Rankings.*

<ul style="list-style-type: none"> The strategy is informed by evidence found in <u>What Works for Health</u>.
<p>RESOURCES:</p> <ul style="list-style-type: none"> Hospital Community Agencies Behavioral Health Ascension Medical Group
<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"> Connect individuals with diagnosed mental health disorder(s) to a mental healthcare provider in ambulatory setting Develop and produce a mental healthcare provider resource guide
<p>ANTICIPATED IMPACT:</p> <ol style="list-style-type: none"> By June 2022, patients identified with a mental health disorder(s) will be referred to a mental healthcare provider.

Alignment with Local, State & National Priorities

OBJECTIVE:	LOCAL / COMMUNITY PLAN:	STATE PLAN:	“HEALTHY PEOPLE 2030” (or OTHER NATIONAL PLAN):
I		Aligns with Alabama’s 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:

- *The target population is individuals who present with substance abuse concerns and/or diagnosis who are not currently under treatment.*
- *Uninsured individuals are less likely to access substance abuse services and are at higher risk for complications.*
- *According to County Health Rankings, Mobile County had 182 drug-overdose deaths in 2018 and 16% of individuals reported excessive drinking.*
- *The strategy is informed by evidence found in What Works for Health.*

RESOURCES:

- Ascension Providence
- Ascension Medical Group
- Community Agencies
- Behavioral Health

COLLABORATION:

- Community substance abuse providers will be engaged to provide treatment and resources to individuals in need of substance abuse services.

ACTIONS:

1. Provide physician education (CME) on substance abuse
2. Refer patients with suspected or diagnosed substance abuse to treatment facilities
3. Identify local resources for substance abuse treatment for all payors.

ANTICIPATED IMPACT:

- I. By June 2022, all employed physicians and emergency department physicians will implement referral protocol for patients with substance abuse disorder(s).
- II. By June 2022, increase number of patients identified with substance abuse disorder(s) referred for treatment.

Alignment with Local, State & National Priorities

OBJECTIVE:	LOCAL / COMMUNITY PLAN:	STATE PLAN:	“HEALTHY PEOPLE 2030” (or OTHER NATIONAL PLAN):
I, II		Aligns with goal to reduce prevalence of individuals with substance abuse disorders	Healthy People 2020/2030 – SA - 8

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 or reduced cost mammograms to individuals at high risk or uninsured
<p>BACKGROUND INFORMATION:</p> <ul style="list-style-type: none"> • <i>The target population is uninsured individuals and/or individuals with elevated risk of breast cancer</i> • <i>This strategy targets individuals at high risk, African-American women and uninsured</i> • <i>According to County Health Rankings, 40% of women are screened through mammography in Mobile County.</i> • <i>Breast cancer rate, especially for African-American females, is above the national average in Mobile County.</i> • <i>This strategy is supported by best practices promoted by The Community Guide</i>
<p>RESOURCES & COLLABORATION:</p> <ul style="list-style-type: none"> • Hospital • Community Agencies • Ascension Medical Group providers • FQHC clinics • Churches
<p>ACTIONS:</p> <ol style="list-style-type: none"> 1. Increase the number of breast cancer screenings/mammograms performed for minority populations
<p>ANTICIPATED IMPACT:</p> <ol style="list-style-type: none"> 1. By June 2022, disparities for breast cancer mortality in South Mobile County among minority women will be reduced.

Alignment with Local, State & National Priorities

OBJECTIVE:	LOCAL / COMMUNITY PLAN:	STATE PLAN:	“HEALTHY PEOPLE 2030” (or OTHER NATIONAL PLAN):
I			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

<p>STRATEGY 1: Increase enrollment in DPP program while maintaining participation and success rates</p>
<p>BACKGROUND INFORMATION:</p> <ul style="list-style-type: none"> • <i>The target population is individuals at high risk for developing diabetes.</i> • <i>Diabetes is a significant health problem for individuals in Mobile County.</i> • <i>Early detection and prevention is possible through evidence-based programs such as Diabetes Prevention Program (DPP).</i> • <i>Prevention will lead to better management of lifestyle concerns such as weight and physical activity.</i> • <i>Providence Hospital’s Diabetes Center continues to be a leader in development and implementation of the Centers for Disease Control (CDC) DPP</i> • <i>The strategy is informed by best practices promoted by The Community Guide, CDC and American Diabetes Association for type 2 diabetes prevention.</i>
<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"> 1. Increase screenings for a prediabetes diagnosis in Ascension Medical Group practices 2. Increase referrals of prediabetes patients to DPP program
<p>ANTICIPATED IMPACT:</p> <ol style="list-style-type: none"> I. By June 2022, improve participation of AMG patients enrolled in DPP.

Alignment with Local, State & National Priorities

OBJECTIVE:	LOCAL / COMMUNITY PLAN:	STATE PLAN:	“HEALTHY PEOPLE 2030” (or OTHER NATIONAL PLAN):
I		Aligns with Alabama State CHIP for physical activity	Healthy People 2020/2030 – D - 16

Prioritized Need #3: Healthy Living

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

Action Plan

<p>STRATEGY 1: Provide training and CPR certification for community members, especially individuals who work in schools, at no or significantly reduced cost</p>
<p>BACKGROUND INFORMATION:</p> <ul style="list-style-type: none"> • <i>The target population is individuals who might not otherwise have access to training.</i> • <i>Ascension 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.</i> • <i>Heart disease is the leading cause of death in Mobile County.</i> • <i>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.</i> • <i>The strategy is informed by best practices promoted by American Heart Association.</i>
<p>RESOURCES & COLLABORATION:</p> <ul style="list-style-type: none"> • Hospital • Local schools • American Heart Association
<p>ACTIONS:</p> <ol style="list-style-type: none"> 1. Increase number of individuals in the community certified in CPR, especially individuals who work in schools 2. Promote information about identification of early warning signs of heart attack
<p>ANTICIPATED IMPACT:</p> <ol style="list-style-type: none"> I. By June 2022, increase number of community individuals trained and certified in CPR.

Alignment with Local, State & National Priorities

OBJECTIVE:	LOCAL / COMMUNITY PLAN:	STATE PLAN:	“HEALTHY PEOPLE 2030” (or OTHER NATIONAL PLAN):
I			Healthy People 2020/2030 HDS - 16