

# Via Christi Hospital - Manhattan

## 2018 – 2021 Implementation Strategy Plan

(VCH-M Board Approved August 20, 2018)

### Overview

Service to the poor is a primary value at Via Christi Hospital in Manhattan, Kansas. In FY2018, Via Christi Hospital in Manhattan (VCH-M) contributed over \$6.3 million in community benefit; this included \$216,453 specifically to community benefit initiatives. Some examples of ways VCH-M has contributed include:

- Provided security transportation of patients to state mental hospitals when they have been brought into the ER and determined to be a danger to themselves or to others,
- Provided the financial support for Flint Hills Community Clinic staff salaries and benefits,
- Provided medical services and healthy meal demonstration to the underserved during the Everybody Counts Event,
- Promoted and provided an opportunity for health, wellness and nutrition screening for community at-large,
- Participated on area not-for-profit boards and committees that are focused on developing productive young adults, addressing community needs, strengthening community partnerships with active soldiers,
- Provided space for area not-for-profits to hold their meetings at no cost,
- Over 425 patients were screened and assisted for eligibility applications for state public benefits by hospital staff,
- Conducted and hosted focus groups for the 2018 CHNA effort,
- Provided a variety of educational seminars focusing on baby, toddler and childcare safety topics (e.g. childbirth education, safe sitter, daddy basics, breastfeeding basics, first aid for children, etc.)

To gain insights from the community for the purposes of planning and community improvement, Via Christi Health conducted a community-wide needs assessment for Riley and Pottawatomie Counties, which included the compilation of selected secondary data, administration of a community survey and focus groups. Secondary data, which is publicly available such as that from the Census survey, Kansas Behavioral Risk Factor Surveillance System (BRFSS), and others, was compiled for the most recent years available. Additionally, a community survey was conducted via the internet, and through hard copy distribution at public locations or meetings to gather input from residents regarding their perceptions of community strengths and needs in 11 different topic areas (Quality of Life, Health, Mental Health, Social Issues, Children and Youth, Education, Aging, Housing, Transportation, Infrastructure, and Economics and Personal Finance).

A total of 781 surveys were completed with 328 identifying Riley County as their home base and 303 identifying Pottawatomie. Of the 781 respondents, 68 (8.7%) of the respondents returned a paper copy of the survey with the others electing to use the online SurveyMonkey version. The Pottawatomie County analysis is reported in a separate document but is available online from Wamego Health Center.

The electronic format was promoted on its website and on its Facebook page; the promotion ran for 43 days and reached more than 5,800 individuals. To reach residents without easy access to computers, paper copies of the survey were made available at the Riley County Public Library, the Riley County Health Department and the Riley County Senior Services Center. The public was also informed about this effort through a radio talk show hosted by KMAN in which the listening audience was directed to the VCH-M website that housed the survey link.

Although significant efforts were made to solicit participation by a broad sample of community members, target populations representing young adults, Hispanics and other minority groups, as well as those from low-income households are not proportionately represented in the survey responses. Outside secondary data resources are used to supplement the CHNA analysis and focus group participants brought experience and perspectives on the needs of underrepresented segments of the community. To gain additional insight on the issues addressed in the survey three focus groups were held. The primary strengths and needs that were identified for Riley County were remarkably consistent regardless of method of data collection.

## **Prioritized Needs**

### **Lack of Accessible and Affordable Child Care**

According to the Department for Children and Families (2015), the funding for child care assistance in Kansas has decreased over the past few years as has the number of children receiving this benefit. In FY2008, there was an average of 21,211 households receiving monthly child care assistance compared to 12,779 in FY2015. When asked to identify the top three health needs related to children (ranging from newborns to 12 years old) in Riley County, respondents' top three answers were: affordable newborn to age five children care (44.4%), financial assistance to families for nutrition, childcare, housing, etc. (32.0%) and parenting education/skills development (31.1%).

To address these needs VCH-M offers classes for baby, toddler and child caregivers that strengthen their skills in caring for this most vulnerable population and to increase the number of caregivers available in the community. To assist with parenting education needs, VCH-M offers classes from Daddy Basics and Breastfeeding Basics to Safe Sitters and First Aid for Children.

### **Needs Identified for Teens**

The 2018 CHNA effort identified for teens was appropriate internet/technology use as 38% of the survey respondents are concerned about the growing practice of sexting and cyberbullying by youth between the ages of 13 to 18 years of age. Bullying prevention (36.8%) and finding ways for teens to contribute to the community (26.6%) rounded out the top three issues for this specific age group.

VCH-M works with the school system in offering opportunities for youth to volunteer at the hospital as well as shadow health professionals as they seek to learn about various health careers. The latter pairs youth with professionals who not only let them see what it is that they do professionally but also give the youth encouragement about staying in school, working hard to get good grades and start thinking about colleges that have good reputations for offering the best training programs for their chosen disciplines. Having this kind of frank discussions with youth, gives them encouragement and helps them to see the path they must follow to achieve their career goals.

### **Needs Identified for Seniors and Other Low-Income Populations**

Respondents from Riley County identified affordable housing (38.8%), affordable prescriptions (38.2%) and access to daily meals (21.0%) as the top three health needs associated with the old adult population. All three of these needs have increased dramatically since the last CHNA in 2015. Housing costs have increased in the area because of the growing population in the area due to new employers coming into town as well as an expansion of Fort Riley Army Base which is located nearby.

To address these needs, VCH-M is continuing to work with local partners to increase access to healthy food options. VCH-M is focusing its resources to increase access to healthy foods and to raise nutritional awareness starting in its own facility and in working with others throughout the community. VCH-M has met with representatives from the school districts and Park and Recreation to discuss partnership opportunities in teaching nutritional values to students through creative ways to make them more conscious of the association between food intake and physical exercise to reach their maximum healthy goals. Menu choices, including snacks offered, at the hospital are reflective of this new approach to healthy eating as the hospital serves the community daily through visitors, patients and employees.

In partnership with the Flint Hills Discovery Center, VCH-M sponsored the 2017 *My Plate and Beyond* exhibit which was an exhibit designed by the Purdue Agriculture Exhibit Design Center and made possible through the support of the American Dairy Association and Indiana's Dairy Farm Families to show the importance that eating healthy has on lifestyles and longevity. Visitors to the FHDC find a unique exhibit, as well as workshops, where the importance of nutrition and exercise were shared through presentations and demonstrations.

To increase access to affordable prescriptions for low income residents, VCH-M is working with the Mercy Community Foundation to provide prescription assistance to those in need and will be conducting a feasibility study of partnering with the Dispensary of Hope to assess launching a program in Manhattan like what has been operational in Wichita through Via Christi Hospitals for several years.

Via Christi Home Health Care partners with the hospital to identify patients in need of temporary services following hospitalization to keep them living independently at home. Many of the services are covered by Medicare and VCHH will work with patients who may not yet be eligible for Medicare but may be eligible for additional financial services through other programs.

### **Lack of Accessible & Affordable Mental Health Services**

Respondents to the community survey rated access to and affordability of mental health services in the community as their top concern related to mental health. This need was echoed frequently in focus groups. Mental health services appear to be particularly difficult to access and afford for persons with low income and those who do not speak English.

Other mental health needs identified by survey respondents, as well as focus group participants, included the need to increase the number of mental healthcare providers as well as high quality mental health services and mental health education/prevention programs. The responders felt that there was a definite need for more substance abuse prevention/treatment programs in the area as well given the growing population and the increase in suicides during the last year.

VCH-M was successful in recruiting an adolescent psychiatrist to provide services in the area since the last CHNA. When residents are brought into the ER for immediate treatment for crisis situations that are beyond the capability of VCH-M resources, appropriate referrals are made and secure transportation is arranged when necessary to make sure these patients get the help they need to ensure their safety as well as the safety of others. Many times, these individuals are without insurance or government assistance, so the hospital ends up footing the bill for the secure transports. Hospital staff regularly attends Health and Human Services Committee meetings in the State Capitol and advocate and give testimony to legislators on need for expansion of Medicaid and additional resources needed for mental health care services.

## **Physical Health**

Physical Health Via Christi Hospital in Manhattan offers its services to all people presenting themselves without regard for their ability to pay. VCH-M serves Medicaid and Medicare beneficiaries and offers financial assistance when appropriate. Central to the mission of VCH-M is its commitment to make financial assistance available to uninsured or underinsured patients to the extent possible. Hospital staff assists patients with application completion through submission of government public benefit forms when they need help in obtaining financial assistance for health care and may not be aware that they qualify for existing programs. The hospital arranges and gives vouchers for taxi transportation for low-income patients discharged from the hospital who have no form of safe transportation back to their homes.

The hospital staff is a regular participant on the Flint Hills Wellness Coalition and the Neighbor to Neighbor Project. Both community initiatives promote the importance of nutrition and overall wellness for good health outcomes. In addition, the staff participated on the planning committee for the area's Everybody Counts event. This last event brought together community partners who provided free health care to the poor and vulnerable living in the Manhattan area, as well as an array of other social support services. Hospital staff also participated in the Kansas Mission of Mercy by donating food for the poor and vulnerable who attended this event to receive free dental care. While patients were waiting to be seen by area dentists volunteering their services, patients were encouraged to attend educational sessions offered by the hospital staff on various health topics to increase awareness and provide connections to key community resources.

To increase access to health care services, a new Via Christi Family Medicine Clinic was opened at 6th and Leavenworth on the East side of Manhattan and two new primary care providers were recruited to join the medical staff. This was in response to the indicated need for more physicians in the community in the last CHNA.

Staff has partnered with the Crisis Center in working to identify and treat victims of human trafficking. All staff receive education at town halls and various formats on how to identify red flags of victims of human trafficking with additional training on pediatric victims. The hospital has an active task force in place and a response team to respond when victims are identified.

The hospital offers shadowing opportunities and assists area college students on Capstone projects. VCH-M provides direct supervision and training of nursing students, establishing an important channel for new nurses to affiliate with the hospital or stay in the community upon completion of their training.

## **Top Needs That Will Not Be Addressed**

While the needs may be great for many in Riley County, service providers and others in the community are oriented toward working together to leverage resources and bridge gaps for those most in need. The work of the Riley County Council of Social Service Agencies (RCCSSA) was highlighted as a key catalyst for cooperation and collaboration. Kansas State University and other organizations and businesses are also seen as constructive partners in efforts to address needs and better the community. Again, VCH-M continues to support community wide efforts and is always looking for an opportunity to become more involved within limited resources, especially when dealing with health-related issues.

## Physical Health

As stated up above, VCH-M is addressing three of the top five needs identified in the 2018 CHNA – affordable health services by opening a new clinic; affordable prescriptions by evaluating the sustainability of bringing the Dispensary of Hope to the Riley County market; and access to healthy food options by reevaluating its own nutritional offerings and working with others in the community to enhance the availability of fresh produce to those most in need.

Kansas is one of the few states across the country that has not expanded Medicaid and as a result, this has put additional financial strain on the hospital's operating budget.

Affordable Health Insurance – the hospital does not have the resources to go above and beyond what it is currently providing through its financial assistance program. It does offer health care to its own employees and their family but its resources are limited when it comes to providing health insurance for the community.

Resources Available:

- 1) Health Insurance Marketplace Call Center (800) 318-2596
- 2) Kansas Insurance Department (800) 432-2482
- 3) Senior Health Insurance Counseling for KS (SHICK) (800) 860-5260
- 4) Kansas Statewide Farmworker Health Program (KDHE) (785) 296-1200
- 5) North Central – Flint Hills Area Agency on Aging (800) 432-2703
- 6) KanCare – (800) 792-4884

Facilities for Physical Activity – there are parks, bike trails and recreational centers available in the community. While this was identified as a need, many of the 2018 CHNA respondents did not feel that it was a great need. Given, the community already has 28 parks, 13 which has playgrounds and 3 pools or the splash park; the hospital doesn't feel it should expend its limited resources on addressing this issue.

Affordable Prescriptions – while the hospital doesn't directly address this on a wide scale, VCH-M will assist with some limited prescriptions for patients by contacting the manufacturer to see if there are samples available if an individual has no other options or resources.

Resources Available:

- 1) Kansas Statewide Farmworker Health Program (KDHE) (785) 296-1200
- 2) Konza Prairie Community Health and Dental Center (785) 238-4711
- 3) Medical Services in Wamego – (785) 456-7872
- 4) National Organization for Rare Disorders (800) 999-6673
- 5) Kansas Drug Card – (913) 638-8415
- 6) Familywize – (800) 222-2818

## **Mental Health**

VCH-M is a partner in the coalition that is reviewing the mental health needs of the area. However, without Medicaid expansion, providing adequate mental health services for the population of Riley County is not financially possible without additional support from the state. VCH-M regularly seeks to find new physicians, including psychiatrists, who may be interested in moving into the Manhattan/Wamego area. There has been some success in getting new practitioners to set-up practices in the area but psychiatrists, especially child psychiatrists are in great demand and difficult to recruit to a small city. But the staff of the hospital continues to try.

The current demand for services is greater than the resources available making the waiting time longer than is expected by patients and their families and problematic for providers especially in critical situations.

### **Resources Available:**

- 1) Pawnee Mental Health Services (785) 587-4300
- 2) Family Center (785) 532-6984
- 3) Family Care Center of Junction City (785) 762-4210
- 4) Cornerstone Family Counseling (785) 776-4105
- 5) Veridian Behavioral Health in Salina (785) 452-6113
- 6) Catholic Charities (785) 323-0644

Substance Abuse Prevention/Treatment – while many times the hospital will treat these individuals because they have been brought to the ER by law enforcement, family or friends, the hospital is not currently able to treat large volumes of these types of patients due to limited resources and staff expertise. There are other organizations who are the experts in dealing with this type of challenge and offer counseling, education/prevention for drug use disorders as well as alcohol, psychological testing and assessment, mental health hotlines, counseling and psychiatric medication services.

### **Resources Available:**

- 1) Pawnee Mental Health Services of Riley County (785) 587-4300
- 2) Mental Health Services in Wamego (785) 456-7872
- 3) Peer to Peer Recovery Education Program (785) 233-0755
- 4) Central Kansas Foundation in Junction City (785) 762-3700

## **Children 5 Years of Age and Younger**

There are others in the community providing child care and after school programs – some may not be as affordable as others or as affordable as some would like but they are available. The State of Kansas Department of Children and Families will assist people in finding resources with child care and some families may qualify for assistance. VCH-M will help people with application assistance but cannot impact the outcome of their application or have influence on their eligibility which is limited by legislation.

Affordable Child Care – the hospital does not have adequate space nor is child care a part of our mission when it comes to healthy children. There are several places in Manhattan where parents can go to get referrals but as more people move into the area, there is a need for more providers as openings are not vacant for long.

Resources Available:

- 1) Maternal & Infant/Family Connections (785) 776-4779
- 2) Family and Child Resource Center (785) 537-0688
- 3) Economic & Employment Services (785) 776-4011
- 4) K-State Center for Child Development (785) 532-3700
- 5) Maternal & Infant/Family Connections (785) 776-4779
- 6) Flint Hills Child Care Resource & Referral Agency

After School Programs – like affordable child care, the hospital does not have adequate space nor does opening a facility that would offer after school programs fit our mission statement. Here are existing organizations that do offer some programming for those interested.

Resources Available:

- 1) Boys & Girls Club of Manhattan (785) 539-1947
- 2) City of Manhattan Parks & Recreation (785) 587-2757

Financial Assistance to Families – the hospital provides financial assistance to families when they meet the financial assistance guidelines when hospitalized. However, since resources are limited, financial assistance is not available for other needs like rent or utility assistance. Here are a few programs that may be able to help with those kinds of expenses on a temporary basis.

Resources Available:

- 1) Shepherd's Crossing (785) 776-1470
- 2) Assistance – Homeless Prevention (785) 539-9399
- 3) Homeless Rental Assistance Program (785) 537-3113
- 4) Economic & Employment Services: Food Assistance (785) 776-4011
- 5) Consumer Credit Counseling (785) 539-6666

## **Teens Needs Not Being Addressed**

Employment opportunities, bullying prevention and appropriate internet/technology use is outside the realm of VCH-M areas of expertise. While VCH-M does offer volunteer opportunities for youth, providing them with employment is not realistic given so much of their time is spent in school and the jobs available at the hospital are mostly full-time and require at least a high school education or more.

Bullying Prevention & Inappropriate Internet/Technology Use – VCH-M is not able to assist with this needed area due to limited resources and expertise but most of the counseling agencies identified above and here in this section may be able to help youth who feel the need to bully others either in person or via the internet.

Resources Available:

- 1) Parents and Teachers as Allies (785) 233-0755
- 2) KU Child and Family Services Clinic in Lawrence (785) 864-4416
- 3) Cornerstone Family Counseling (785) 776-4105
- 4) Parents as Teachers (785) 587-2058
- 5) Family Center (785) 532-6984

Employment Opportunities – The hospital works with high schools, vocational training schools and colleges to give their students a bird’s eye view of health care careers or hands-on training to assist them in meeting requirements for grades or certifications for graduation. When vacancy arises within the hospital, those positions are advertised to find an appropriate match. However, for people who may need additional assistance in finding gainful employment, the resources listed below are recommended.

Resources Available:

- 1) Economic & Employment Services: Work Programs (785) 776-4011
- 2) Manhattan Workforce Center (785) 539-5691

### **Older Adults & Low Income**

Affordable Housing – The hospital is not able to assist with this community need due to lack of resources and expertise. Housing in the Manhattan area have risen and is expected to continue to rise as more people move in but this need does not complement our mission of providing health care.

Resources Available:

- 1) North Central – Flint Hills Area Agency on Aging (800) 432-2703
- 2) KS Department for Aging & Disability Services (800) 432-3535
- 3) Manhattan Housing Authority (785) 776-8588

Access to Daily Meals – The hospital may provide meals to caregivers who are spending most of their time with a loved one who is hospitalized and is covered by Medicaid or has identified they are low income. However, providing daily meals to the community at large is cost prohibitive and there are already several programs available in Manhattan and tied closely with faith communities.

Resources Available:

- 1) North Central – Flint Hills Area Agency on Aging (800) 432-2703
- 2) Emergency Food & Holiday Meal Assistance (785) 537-0730
- 3) Second Helping (785) 537-7006
- 4) St Paul’s Episcopal Church (785) 776-9427

Assisted Living Options – Via Christi does operate an assisted living facility in the Manhattan area but with a growing aging population in Kansas other assisted living options may be needed. Some aging individuals still want to remain in their home but may need help with medication management, bathing/showering, preparing meals and with shopping. So, there are a few other resources listed below which may help to accommodate those needs without having to move out of the house and into a specific facility.

Resources Available:

- 1) Ascension Living – Via Christi Village (785) 539-7671
- 2) North Central – Flint Hills Area Agency on Aging (800) 432-2703
- 3) Medical Services in Wamego – (785) 456-7872

### **Needs to be Addressed and Measured**

- **Access to healthy food options – goal is to increase access to healthy food options through proactive community partnerships and education**

**Strategy:**

- Work with local partners to enable community members to access healthy food options

**Anticipated impact:**

- Active participation with Farmer’s Market
- Participation in community outreach events, providing resources around healthy food options
- Partnership with key meal and nutrition organizations

- **Expansion of Behavior Health/Mental Health Providers**

- **Goal 1: to increase high quality mental health services provided to community members**

**Strategy:**

- Work within hospital and with local partners to increase quality of mental health services

**Anticipated impact:**

- Increase active participation on local task groups (FHWW, CCT, community task forces)
- Active participation on the Community Care Teams pilot group
- Decrease in percent of CHNA respondents indicating need for high quality mental health services

- **Goal 2: to increase number of mental healthcare providers in Riley County**

**Strategy:**

- Work with recruitment partners to successfully employ two additional mental healthcare providers in Manhattan

**Anticipated impact:**

- Have two new providers in place serving Riley County
- Decrease in percent of CHNA respondents indicating need for more mental health providers

- **Affordable Prescriptions – Goal is to increase access to affordable prescriptions for low income residents**

**Strategy:**

- Create a plan that integrates affordability and access to prescriptions

**Anticipated impact:**

- Determination of best structure to help access prescriptions
- Serve patients through Dispensary of Hope or similar initiative
- Decrease in percent of CHNA respondents indicating need for access to affordable prescriptions

To see complete Community Health Needs Assessment go to:

<https://www.viachristi.org/sites/default/files/2018%20VCH-M%20CHNA%20Final%20Report%20with%20Attachments%2007312018.pdf>