

FY 2020 - 2022 Community Health Implementation Strategy

Ascension Seton Highland Lakes



**Ascension
Seton**

Ascension Seton Highland Lakes Implementation Strategy

Implementation Strategy Narrative

Overview

Ascension Seton Highland Lakes is a part of Ascension Seton, formerly known as Seton Family of Hospitals, and an affiliate of Ascension Texas and Ascension Health, a 501(c)(3) nonprofit organization 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.

Ascension Seton Highland Lakes is located in the heart of the Hill Country, roughly 50 miles northwest of Austin. It is a 25 bed Critical Access Hospital, which has a long and proven history of providing the highest quality medical care to Highland Lakes' residents.

Ascension Seton Highland Lakes provides convenient and comprehensive 24-hour emergency health services for the community. Ascension Seton Highland Lakes offers the only emergency department designated as a Level IV Trauma Center and the only intensive care unit in the Highland Lakes. Satellite healthcare centers work with Ascension Seton Highland Lakes to deliver outpatient care throughout the region.

Ascension Texas 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 Texas network, plans to take to address the prioritized needs identified in the Community Health Needs Assessment (CHNA) of its region.

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 CHNA, 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 the needs from the West Region CHNA. The [Ascension Seton 2019 West Region CHNA](#) addresses the health care needs of Blanco, Burnet and Llano counties, Ascension Seton's West Region. These three counties are the focus of this Implementation Strategy because they are part of Ascension Seton's primary service area. Ascension Seton Highland Lakes, a rural Critical Access Hospital, is located in Burnet County.

Needs That Will Be Addressed

This Implementation Strategy will address mental health, access to care, and chronic disease.

Needs That Will Not Be Addressed

Ascension Seton Highland Lakes will address all of the needs listed.

Summary of Implementation Strategy

Need: Mental Health

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.

Need: Access to Care

Strategy: Continue to provide medical care to pediatric patients with the Children's Care-a-Van.

- This mobile clinic works in partnership with schools and others to serve school-age children and their siblings, infants and all ages. Weekly provides care to the Ascension Seton Highland Lakes service area for indigent patients.
- In the past 15 years, this rural outreach has directly aided and improved the health of approximately 45,000 medically underserved children. Ninety percent of participants have no insurance coverage, Medicaid or CHIP.

- Each Care-a-Van works with Ascension Seton clinics in neighboring communities, thus availing families to additional treatment or required tests.
- Services provided include, management of chronic illnesses, sports physicals, treatment for minor illness and injury, well-child exams and immunizations.

Resources and Collaboration:

- Ascension Seton Highland Lakes will provide financial support, staff support, the bus and additional equipment.
- Ascension Seton Highland Lakes will collaborate with Michael & Susan Dell Foundation and with Packsaddle Elementary School, Marble Falls Elementary School, Bertram Elementary School, RJ Richey Elementary and Granite Shoals Elementary School.

Anticipated Impact:

- Provide 1,750 mobile clinic visits annually.
- Provide 1,500 immunizations annually.

Need: Chronic Disease

Strategy: Identify, educate and support people with chronic disease.

- Through local health fairs, screen and educate community members for chronic health conditions.
- Provide space and staffing for various chronic disease support groups.

Resources and Collaboration:

- Ascension Seton Highland Lakes will provide staff support, meeting space, education tools and screening tools.
- Ascension Seton Highland Lakes will collaborate with local health fairs, the Burnet Consolidated Independent School District, the YMCA and HEB.

Anticipated Impact:

- Screen 100 people annually for high blood pressure.
- Provide education on chronic disease prevention at 30 events annually.
- Involve 30 patients in various support groups on average monthly.
- Based on Parkinson's Support Group survey:
 - Decrease difficulty getting around in public in 80 percent of participants after six months of participation.
 - Decrease feeling unable to communicate with people properly in 80 percent of participants after six months of participation.

Prioritized Need #1: Mental Health

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.

Alignment with State & National Priorities

OBJECTIVE:	STATE PLAN:	HEALTHY PEOPLE 2020:
I and II	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.

Prioritized Need #2: Access to Care

GOAL: Provide medical care to pediatric patients

Action Plan

STRATEGY 1: Continue to provide medical care to pediatric patients with the Children’s Care-a-Van.		
BACKGROUND INFORMATION:		
<ul style="list-style-type: none"> • This mobile clinic works in partnership with schools and others to serve school-age children and their siblings, infants and all ages. Weekly provides care to the Ascension Seton Highland Lakes service area for indigent patients. • In the past 15 years, this rural outreach has directly aided and improved the health of approximately 45,000 medically underserved children. Ninety percent of participants have no insurance coverage, Medicaid or CHIP. • Each Care-a-Van works with Ascension Seton clinics in neighboring communities, thus availing families to additional treatment or required tests. • Services provided include, management of chronic illnesses, sports physicals, treatment for minor illness and injury, well-child exams and immunizations. 		
RESOURCES:		
<ul style="list-style-type: none"> • Ascension Seton Highland Lakes will provide financial support, staff support, the bus and additional equipment. 		
COLLABORATION:		
<ul style="list-style-type: none"> • Ascension Seton Highland Lakes will collaborate with Michael & Susan Dell Foundation and with Packsaddle Elementary School, Marble Falls Elementary School, Bertram Elementary School, RJ Richey Elementary and Granite Shoals Elementary School. 		
ACTIONS:		
<ol style="list-style-type: none"> 1. Assess current locations for highest need. 2. Adjust location or services as necessary to address highest need. 3. Track patient volumes. 4. Track services provided. 		
ANTICIPATED IMPACT:		
<ol style="list-style-type: none"> I. Provide 1,750 mobile clinic visits annually. II. Provide 1,500 immunizations annually. 		

Alignment with State & National Priorities

OBJECTIVE:	STATE PLAN:	HEALTHY PEOPLE 2020:
I and II	Department of State Health Services Strategic Plan: Goal 1: Improve health through prevention and population-health strategies.	Healthy People 2020 AHS-6 Reduce the of proportion of persons who are unable to obtain or delay in obtaining necessary medical care.

Prioritized Need #3: Chronic Disease

GOAL: Improve care for community members with a chronic disease

Action Plan

STRATEGY 1: Identify, educate and support people with chronic disease.
<p>BACKGROUND INFORMATION:</p> <ul style="list-style-type: none"> • Through local health fairs, screen and educate community members for chronic health conditions. • Provide space and staffing for various chronic disease support groups.
<p>RESOURCES:</p> <ul style="list-style-type: none"> • Ascension Seton Highland Lakes will provide staff support, meeting space, education tools and screening tools.
<p>COLLABORATION:</p> <ul style="list-style-type: none"> • Ascension Seton Highland Lakes will collaborate with local health fairs, the Burnet Consolidated Independent School District, the YMCA and HEB.
<p>ACTIONS:</p> <ol style="list-style-type: none"> 1. Identify common chronic illnesses in the service area. 2. Identify opportunities for screenings and education through health fairs. 3. Provide leadership for support groups, such as Hearty Habits (heart and pulmonary disease), Parkinson’s Support Group for patients and caregivers, Big and Loud Crowd (Parkinson’s Disease).
<p>ANTICIPATED IMPACT:</p> <ol style="list-style-type: none"> I. Screen 100 people annually for high blood pressure. II. Provide education on chronic disease prevention at 30 events annually. III. Involve 30 patients in various support groups on average monthly. IV. Based on Parkinson’s Support Group survey: <ol style="list-style-type: none"> a. Decrease difficulty getting around in public in 80 percent of participants after six months of participation. b. Decrease feeling unable to communicate with people properly in 80 percent of participants after six months of participation.

Alignment with State & National Priorities

OBJECTIVE:	STATE PLAN:	HEALTHY PEOPLE 2020:
I – IV	Department of State Health Services Strategic Plan: Goal 1: Improve health through prevention and population-health strategies.	Healthy People 2020 HRQOL/WB-1 Increase the proportion of adults who self report good or better health.

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.