

FY 2020 – 2022 Community Health Implementation Strategy

Ascension Seton Southwest



**Ascension
Seton**

Ascension Seton Southwest Implementation Strategy

Implementation Strategy Narrative

Overview

Ascension Seton Southwest Hospital 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 Southwest

Ascension Seton Southwest targets the growing needs of patients in southwest Travis County communities. It is an acute care hospital providing a wide range of inpatient and outpatient medical, surgical and rehabilitation services.

It features surgical services, including orthopedics, general surgery, da Vinci Xi® robot and gynecology, a 24/7 emergency department including Dell Children's emergency care, outpatient radiology and mammography, MRI, CT and cardiac CTs, sports medicine and physical therapy and cardiac and pediatric rehabilitation services.

Ascension Seton Southwest has a care team that specializes in sports and fitness injuries, providing post-injury and post-surgical rehabilitation and treatment as well as medical services.

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, 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 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 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 Southwest 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 Southwest is in Travis County.

Needs That Will Be Addressed

Ascension Seton Southwest will address each of the above needs with at least two measurable goals to show improvement in the noted areas of focus.

Needs That Will Not Be Addressed

Ascension Seton Southwest will address all of the priority needs listed.

Summary of Implementation Strategy

Need: Access to Care

Strategy: Recruit professionals and expand services beyond surgical to include medical.

- Until February 2019, Ascension Seton Southwest was primarily a surgical center, but due to growth in the region and its proximity to regions with low access to health professionals, the site expanded its scope of care.

- Ascension Seton Southwest is near the Hays county border, which is designated as a Health Professional Shortage Area for primary care.

Resources and Collaboration:

- Ascension Seton Southwest expanded its clinical team and supporting staff to accommodate the expanded scope and now has more beds serving the uninsured and underinsured.
- The Ascension Texas network is also providing resources to support the expansion.

Anticipated impact:

- Number of new providers offering medical services increases by seven in FY20, maintained through FY22.
- Medical services will be provided in closer proximity to residential areas that currently have limited access.

Strategy: Provide educational opportunities and health screenings to community members.

- Through local health fairs and other learning opportunities, screen and educate community members about chronic health conditions.

Resources and Collaboration:

- Ascension Seton Southwest will provide staff support, meeting space, and educational and screening tools.
- Ascension Seton Southwest collaborates with community organizations like YMCA, school districts and other partners who host health fairs.

Anticipated impact:

- Through health fairs and other educational opportunities screen at least 50 people annually for blood pressure and glucose levels and offer resources for education and treatment of identified conditions.
- Maintain or grow to five partnerships that advance the opportunities for health fairs.

Need: Mental and Behavioral 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 Seton 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 related to patient, associate and clinician safety are 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.

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: Chronic Disease

Strategy: Offer diabetes self-management classes and individual consults.

- Due to prevalence of diabetes, the Seton Diabetes and Nutrition Education Center (SDNEC) offers a series of 8-10 hour long self-management classes at Ascension Seton Southwest, which begin every month, referred by primary care physicians and endocrinologists. Private insurance and Medicare cover some costs associated with the classes.
- Instructors are nurses and dietitians who are Certified Diabetes Educators.
- The program is nationally recognized by the American Association of Diabetes Educators.
- SDNEC provides individual nutrition consults for other health conditions and offers classes in corporate work settings.

Resources and Collaboration:

- Ascension Seton Southwest will provide staff support, meeting space, education and screening tools.
- Diabetes educators share their time and bring supplies for the screenings, classes and consults.

Anticipated impact:

- Participate in 30 health fairs each year offering free blood sugar testing and providing information on pre-diabetes and risk reduction.
- Educate 1,200 individuals through classes and individual consultations on diabetes and nutrition.

Prioritized Need #1: Access to Healthcare

GOAL: Improve access to healthcare for vulnerable populations

Action Plan

STRATEGY 1: Recruit new professionals and expand services beyond surgical to include medical.

BACKGROUND INFORMATION:

- Until February 2019, Ascension Seton Southwest was primarily a surgical center, but due to growth in the region and its proximity to regions with low access to health professionals, the site expanded its scope of care.
- Ascension Seton Southwest is near the Hays County border, which is designated as a Health Professional Shortage Area for primary care.

RESOURCES:

- Ascension Seton Southwest expanded its clinical team and supporting staff to accommodate the expanded scope and now has more beds serving the un- and underinsured.
- The Ascension Texas network is also providing resources to support the expansion.

COLLABORATION:

- Ascension Seton Southwest works with other hospital, clinic and program staff as they expand their scope of services.
- Ascension Seton Southwest works with community partners to ensure leaders are aware of the services now offered.

ACTIONS:

1. Recruited new professional leaders to provide expanded scope of medical services.
2. Serve more community members through enhanced portfolio of services offered.

ANTICIPATED IMPACT:

- I. Number of new providers offering medical services at Ascension Seton Southwest increases by seven in FY20 and is maintained through FY22.
- II. Medical services will be provided in closer proximity to residential areas that currently have limited access.

STRATEGY 2: Provide educational opportunities and health screenings to community members.
<p>BACKGROUND INFORMATION:</p> <ul style="list-style-type: none"> Through local health fairs, and other learning opportunities, screen and education community members for chronic health conditions.
<p>RESOURCES:</p> <ul style="list-style-type: none"> Ascension Seton Southwest will provide staff support, meeting space and educational and screening tools.
<p>COLLABORATION:</p> <ul style="list-style-type: none"> Ascension Seton Southwest collaborates with community organizations like YMCA, school districts and other partners who host health fairs.
<p>ACTIONS:</p> <ol style="list-style-type: none"> Offer “Lunch/Dinner and Learn” sessions on education and screenings around arthritis, blood pressure and glucose screenings along with education on diabetes and nutrition, and other conditions. Partner with community organizations including the YMCA to offer programs like “Silver Sneakers.”
<p>ANTICIPATED IMPACT:</p> <ol style="list-style-type: none"> Through health fairs and other educational opportunities screen at least 50 people annually for blood pressure and glucose levels and offer resources for education and treatment of identified conditions. Maintain or grow to five partnerships that advance the opportunities for health fairs.

Alignment with Local, State & National Priorities

OBJECTIVE:	LOCAL / COMMUNITY PLAN:	STATE PLAN:	HEALTHY PEOPLE 2020:
Strategy 1: I and II, Strategy 2: 1 and II	Austin/Travis County 2018 Community Health Improvement Plan Goal 1: Every Travis County resident has access to culturally sensitive, affordable, equitable, and comprehensive healthcare.	Department of State Health Services Strategic Plan: Goal 1: Improve health through prevention and population-health strategies.	Healthy People 2020 AHS-6 Reduce the number of proportion of person who are unable to obtain or delay in obtaining necessary medical care.

Prioritized Need #2: Mental and Behavioral Health

GOAL: Expand provision of mental and behavioral health services

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 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 MHMD-9 Increase the proportion of adults with mental health disorders who receive treatment.

Prioritized Need #3: Chronic Disease

GOAL: Improve care for community members with a chronic disease

Action Plan

STRATEGY 1: Offer diabetes self-management classes and individual consults.

BACKGROUND INFORMATION:

- Due to prevalence of diabetes, the Seton Diabetes and Nutrition Education Center (SDNEC) offers a series of 8-10 hour long self-management classes at Ascension Seton Southwest, which begin every month, referred by primary care physicians and endocrinologists. Private insurance and Medicare cover some costs associated with the classes.
- Instructors are nurses and dietitians who are Certified Diabetes Educators.
- The program is nationally recognized by the American Association of Diabetes Educators.
- SDNEC provides individual nutrition consults for other health conditions and offers classes in corporate work settings.

RESOURCES:

- Ascension Seton Southwest will provide staff support, meeting space, education and screening tools.
- Diabetes educators share their time and bring supplies for the screenings, classes and consults.

COLLABORATION:

- SDNEC and Ascension Seton Southwest collaborate with local businesses, community outreach leaders and clinicians.
- Ascension Seton Southwest works with Ascension Texas network leaders including clinicians, community outreach staff, diabetes educators and social workers.

ACTIONS:

1. In collaboration with hospital leaders and community partners, promote opportunities for diabetes awareness.
2. Offer regularly recurring series of evidence-based classes on self-management of diabetes and individual consults on nutrition.
3. Participate in health fairs and provide blood sugar testing and offer risk-reduction strategies.

ANTICIPATED IMPACT:

- I. Participate in 30 health fairs each year, offering free blood sugar testing and providing information on pre-diabetes and risk reduction.
- II. Educate 1,200 individuals through classes and individual consultations on diabetes and nutrition.

Alignment with State & National Priorities

OBJECTIVE:	LOCAL / COMMUNITY PLAN:	STATE PLAN:	HEALTHY PEOPLE 2020:
I and II	Austin/Travis County 2018 Community Health Improvement Plan Goal 2: Prevent and reduce the occurrence and severity of chronic disease through collaborative approaches to health that create environments that support, protect, and improve the well-being of all communities.	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.