

FY 2020 - 2022 Community Health Implementation Strategy

Ascension Seton Williamson



**Ascension
Seton**

Ascension Seton Williamson Implementation Strategy

Implementation Strategy Narrative

Overview

Ascension Seton Williamson 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.

Ascension Seton Williamson is a designated Level II Trauma Center by the American College of Surgeons, the nation's leading experts on trauma care. For children with emergencies, the emergency department care teams are trained to follow Dell Children's Emergency Care. Ascension Seton Williamson has a general medical surgical unit and an intensive care unit to provide care for critically ill patients. General and subspecialty surgical services include thoracic, cardiovascular, open heart, urology, neurosurgery, obstetrics/gynecology, plastics, maxillo-facial, ophthalmology, orthopedic, spine and trauma.

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 needs identified in the [2019 Ascension Seton North CHNA](#). Williamson County is the focus of this CHNA because it is part of Ascension Seton's primary service area. Ascension Seton Williamson is in Williamson County. The needs identified include:

- behavioral health, stress and well-being
- chronic disease risk factors
- access and affordability of healthcare
- building a resilient Williamson County
- social determinants of health

Needs That Will Be Addressed

Ascension Seton Williamson will address the needs identified in the 2019 North Region CHNA. These needs include: 1) behavioral health, stress and well-being, 2) chronic disease risk factors, 3) access and affordability of healthcare and 4) building a resilient Williamson County.

Needs That Will Not Be Addressed

Ascension Seton Williamson will partner with the Georgetown Health Foundation and other community organizations to better understand and help to address social determinants of health for the Williamson County community.

Summary of Implementation Strategy

Need: Behavioral health, stress and well-being

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: Chronic disease risk factors

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 Williamson will provide staff support, meeting space, education tools and screening tools.
- Ascension Seton Williamson will collaborate with physicians, local health fairs, YMCA and churches.

Anticipated Impact:

- Screen 100 people annually for high blood pressure.
- Provide education on chronic disease prevention at five Lunch and Learns annually.
- Involve 30 patients in various support groups on average monthly.

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 Williamson, 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.
- 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 Williamson will provide staff support, meeting space, education and screening tools.
- Diabetes educators share their time and bring supplies for the screenings, classes and consults.
- SDNEC and Ascension Seton Williamson collaborate with local businesses, community outreach leaders and clinicians.
- Ascension Seton Williamson works with Ascension Texas network leaders including clinicians, community outreach staff, diabetes educators and social workers.

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.

Need: Access and affordability of healthcare

Strategy: Provide a navigator in the emergency department to connect patients to primary care providers and specialists.

- The program's goal is to ensure that every patient is able to receive timely, appropriate follow-up care.
- The approach to ensuring follow-up care involves arranging primary care physician or specialist appointment scheduling before discharge from the emergency department.
- Consistent with the Ascension mission, this effort is designed for all patients, regardless of ability to pay.

Resources and Collaboration:

- Ascension Seton Williamson provides a dedicated full-time emergency department navigator, who works with the emergency department medical team to support their desire for the patients' follow-up care needs.
- The emergency department navigator is supported by emergency department and hospital leadership to ensure success by addressing any barriers.
- The emergency department navigator is provided a laptop, software to directly schedule into clinic schedule calendars, and phone with voicemail to contact patients that visit the emergency department outside of the navigator business hours.
- Ascension Seton Williamson collaborates with Ascension Connect, Ascension Medical Group, Providence Health Alliance clinics, Family Health Center and the Williamson County-run Community Health Workers Initiative.

Anticipated Impact:

- Navigators will connect with at least 1,500 patients annually.
- Navigators will schedule at least 800 appointments annually.
- Patients will complete 400 appointments annually.

Need: Building a resilient Williamson County

Strategy: Host and lead Williamson County emergency-response teams to ensure Williamson County is ready to utilize current resources in adverse situations.

- Ascension Seton Williamson emergency-response experts will take a lead role in coordinating emergency resources in Williamson County by leading and hosting county-wide meetings.

Resources and Collaboration:

- Ascension Seton Williamson will provide space for meetings, expert knowledge of emergency resources and associate time.
- Ascension Seton Williamson will collaborate with the Williamson County and Cities Health District, emergency medical services and other hospitals in Williamson County.

Anticipated Impact:

- Host at least six meetings annually at Ascension Seton Williamson related to emergency preparedness.
- Collaborate with at least six different key stakeholders annually to build resiliency around emergency preparedness.

Prioritized Need #1: Behavioral health, stress and well-being

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 Local, State & National Priorities

OBJECTIVE:	LOCAL / COMMUNITY PLAN:	STATE PLAN:	HEALTHY PEOPLE 2020:
I and II	Williamson County 2017-2019 CHIP: Strive to sustain a coordinated behavioral health system of care that: focuses on prevention and early intervention, provides integrated services and access to care by eliminating barriers, reduces stigma through building awareness, improves outcomes in a community that respects and preserves the rights of all, and focuses on the whole person.	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: Chronic disease risk factors

GOAL: Improve care for community members with a chronic disease

Action Plan

<p>STRATEGY 1: Identify, educate and support people with chronic disease.</p>
<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 Williamson will provide staff support, meeting space, education tools and screening tools.
<p>COLLABORATION:</p> <ul style="list-style-type: none"> • Ascension Seton Williamson will collaborate with physicians, local health fairs, YMCA and churches.
<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 Very Important Hearts Support Group. 4. Educate community through physician led Lunch and Learns.
<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 five Lunch and Learns annually. III. Involve 30 patients in various support groups on average monthly.

STRATEGY 2: 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 Williamson, 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.
- 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 Williamson 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 Williamson collaborate with local businesses, community outreach leaders and clinicians.
- Ascension Seton Williamson 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 Local, State & National Priorities

OBJECTIVE:	LOCAL / COMMUNITY PLAN:	STATE PLAN:	HEALTHY PEOPLE 2020:
Strategy 1: I – III, Strategy 2: I and II	Williamson County 2017- 2019 CHIP: Provide increased access to active living resources and wellness opportunities to Williamson County residents.	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.

Prioritized Need #3: Access and affordability of healthcare

GOAL: Improve access to care through navigators in emergency department

Action Plan

STRATEGY 1: Provide a navigator in the emergency department to connect patients to primary care providers and specialists.

BACKGROUND INFORMATION:

- The program's goal is to ensure that every patient is able to receive timely, appropriate follow-up care.
- The approach to ensuring follow-up care involves arranging primary care physician or specialist appointment scheduling before discharge from the emergency department.
- Consistent with the Ascension mission, this effort is designed for all patients, regardless of ability to pay.

RESOURCES:

- Ascension Seton Williamson provides a dedicated full-time emergency department navigator, who works with the emergency department medical team to support their desire for the patients' follow-up care needs.
- The emergency department navigator is supported by emergency department and hospital leadership to ensure success by addressing any barriers.
- The emergency department navigator is provided a laptop, software to directly schedule into clinic schedule calendars, and phone with voicemail to contact patients that visit the emergency department outside of the navigator business hours.

COLLABORATION:

- Ascension Seton Williamson collaborates with Ascension Connect, Ascension Medical Group, Providence Health Alliance clinics, Family Health Center and the Williamson County-run Community Health Workers Initiative.

ACTIONS:

1. Patient is identified in the emergency department as needing follow-up primary and/or specialist care and/or having no primary care physician, or not having contact with a primary care physician in the last 12 months.
2. The navigator schedules follow-up care appointments into the clinic schedule for the patient before discharge.
3. The navigator follows up with patient and clinic to assure follow-up care appointments are complete.
4. The navigator will also connect patients with community resources.
5. The navigator calls patients that visited the emergency department outside of their navigator business hours to attempt to schedule a follow-up appointment.
6. The emergency department medical team sees the navigator as an asset by contacting the navigator and asking to prioritize specific patients to schedule follow-up appointments that were seen outside of the navigator business hours.

STRATEGY 1: Provide a navigator in the emergency department to connect patients to primary care providers and specialists.

ANTICIPATED IMPACT:

- I. Navigators will connect with at least 1,500 patients annually.
- II. Navigators will schedule at least 800 appointments annually.
- III. Patients will complete 400 appointments annually.

Alignment with Local, State & National Priorities

OBJECTIVE:	LOCAL / COMMUNITY PLAN:	STATE PLAN:	HEALTHY PEOPLE 2020:
I - III	Williamson County 2017-2019 CHIP: Provide a continuously improving system of access to quality healthcare for the community.	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 #4: Building a resilient Williamson County

GOAL: Coordinate Williamson County emergency response efforts

Action Plan

<p>STRATEGY 1: Host and lead Williamson County emergency-response teams to ensure Williamson County is ready to utilize current resources in adverse situations.</p>
<p>BACKGROUND INFORMATION:</p> <ul style="list-style-type: none"> Ascension Seton Williamson emergency-response experts will take a lead role in coordinating emergency resources in Williamson County by leading and hosting county-wide meetings.
<p>RESOURCES:</p> <ul style="list-style-type: none"> Ascension Seton Williamson will provide space for meetings, expert knowledge of emergency resources and associate time.
<p>COLLABORATION:</p> <ul style="list-style-type: none"> Ascension Seton Williamson will collaborate with the Williamson County and Cities Health District, emergency medical services and other hospitals in Williamson County.
<p>ACTIONS:</p> <ol style="list-style-type: none"> In collaboration with the Williamson County and Cities Health District, identify key stakeholders, such as emergency medical services, health care providers and county emergency response leaders, to participate in emergency response meetings. Create a collaborative community plan for adverse situations that arise in Williamson County.
<p>ANTICIPATED IMPACT:</p> <ol style="list-style-type: none"> Host at least six meetings annually at Ascension Seton Williamson related to emergency preparedness. Collaborate with at least six different key stakeholders annually to build resiliency around emergency preparedness.

Alignment with Local, State & National Priorities

OBJECTIVE:	LOCAL / COMMUNITY PLAN:	STATE PLAN:	HEALTHY PEOPLE 2020:
I and II	Williamson County 2017-2019 CHIP: Ensure coordinated preparedness and response activities among emergency management agencies, public health, EMS, and healthcare organizations in order to rapidly diagnose, investigate, and respond to health problems and health hazards within Williamson County	Department of State Health Services Strategic Plan: Goal 1: Improve health through prevention and population-health strategies.	Healthy People 2020 PREP-11 Increase the proportion of adults who received information about disaster preparedness in the last 6 months.

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.