



Ascension Wisconsin Community Health Improvement Plan

2019-2022

Ascension All Saints Hospital - Wisconsin Avenue and Spring Street Campuses

Community Health Improvement Implementation Strategy

Introduction

Ascension All Saints Hospital's Spring Street and Wisconsin Avenue campuses are part of Ascension Wisconsin. Ascension Wisconsin (ascension.org/wisconsin) operates 24 hospital campuses, more than 100 related healthcare facilities and employs more than 1,300 primary and specialty care clinicians from Racine to Eagle River. Serving Wisconsin since 1848, Ascension is a faith-based healthcare organization committed to delivering compassionate, personalized care to all, with special attention to persons living in poverty and those most vulnerable. As one of the leading non-profit and Catholic health systems in the U.S., Ascension operates 2,600 sites of care – including 151 hospitals and more than 50 senior living facilities – in 21 states and the District of Columbia.

Prioritized Significant Health Needs

Ascension All Saints, which includes both campuses, conducted a community health needs assessment (CHNA) in 2017-2018. Although Ascension All Saints serves much of Racine County, the primary service area is the city of Racine and surrounding areas. For the purposes of the CHNA, the hospitals focused on the needs of people in the immediate vicinity of the city, and also used data from the entire county that contributed to identifying people's needs. Based on this CHNA process, the hospitals will focus on the following priority health needs in 2019-2022:

- Infant Mortality (Spring Street only)
- Access to Care (both campuses)
- Mental Health (both campuses)

Implementation Plan

The implementation strategy outlined below describes the efforts to be taken by the hospitals to address these priority health needs. Where noted, the hospitals will collaborate with other key partners in the community. Recognizing that no one organization can affect substantial community change alone, the long-term outcomes identified in this plan can only be achieved as many community organizations work together for collective impact.

Access to Care

Goal: Increase access to healthcare services for residents in the City of Racine

Long-Term Performance Indicators:

- By June 30, 2025, decrease the percentage of adults in the City of Racine who delayed/did not seek care due to cost by 10 percent from 18 percent in 2017 to 16.2 percent.
- By June 30, 2025, decrease the percentage of adults in the City of Racine who report unmet medical care in past 12 months by 10 percent from 11 percent in 2017 to 9.9 percent.
- By June 30, 2025, decrease the percentage of adults in the City of Racine who report unmet mental healthcare in past 12 months by 10 percent from two percent in 2017 to 1.8 percent.
- By June 30, 2025, decrease the percentage of adults that indicate someone within their household did not take their prescription meds due to cost by 10 percent from 13 percent in 2017 to 11.7 percent.

(Source for all indicators: City of Racine Community Health Survey Report)

Strategy 1: Dispensary of Hope

Ascension All Saints is a member of the Dispensary of Hope (DOH), a national program that provides much-needed medications at a reduced or reasonable cost for individuals who are without health insurance and living in poverty. The DOH Distribution Center model works with leading drug manufacturers to increase the supply of essential medicine to patients in need. The DOH Pharmacy links the medications made available through the Distribution Center to the individuals in need of affordable prescriptions.

Ascension All Saints will:

- Pay the annual fee for the DOH partnership
- Assist patients who qualify for DOH in accessing reduced cost/free medications

Collaborative Partners:

- Dispensary of Hope

Resources Committed:

- Funds for yearly DOH site fees
- Staff and pharmacist time

Medium-Term Indicator:

- By June 30, 2022, 100 percent of patients who have been identified as qualifying for DOH will receive needed medications free of charge. (Baseline: TBD)
(Source: Ascension All Saints Pharmacy Department)

Strategy 2: Patient Financial Counseling

Ascension All Saints will assist patients with accessing financial services by actively screening patients to determine if they qualify for Medicaid or need financial assistance programs, including Ascension's Financial Assistance program.

Ascension All Saints will:

- Assist patients who have concerns about affording their healthcare, especially those who are uninsured and are self-pay, and connect them with financial resources, such as Medicaid or Financial Assistance Programs.

Collaborative Partners:

- R1 RCM, Inc.
- Wisconsin Department of Health Services

Resources Committed:

- Staff time
- Ascension's Financial Assistance program funding

Medium-Term Indicators:

- By June 30, 2022, at least 90 percent of patients who are uninsured or are self-pay will receive a screening from a financial advocate to determine if they qualify for Medicaid and/or financial assistance. (Baseline: 90 percent in 2018)
- By June 30, 2022, at least 90 percent of the patients who are eligible for Medicaid will obtain Medicaid coverage. (Baseline: 90 percent in 2018)
(Source for all indicators: R1 RCM, Inc. Report -- Mede analytics)

Strategy 3: Meds to Beds

Ascension All Saints will provide Meds to Beds, a discharge service that delivers medications to the patients' bedside prior to discharge.

Ascension All Saints will:

- Provide patients with the Meds to Beds service
- Ensure proper medication education and counseling is provided by a pharmacist prior to discharge
- Provide medication reconciliation at discharge

Resources Committed:

- Staff and pharmacist time

Medium-Term Indicators:

- By June 30, 2022, patients who participate in the Meds to Beds program will have a less than 15 percent readmission rate. (Baseline: TBD)
 - By June 30, 2022, there will be a 25 percent increase in the number of patients who utilize the Meds to Beds program. (Baseline: TBD)
- (Source for all indicators: Ascension All Saint's Pharmacy Department)

Strategy 4: Community Paramedic Program

Ascension All Saints will provide the Mobile Integrated Healthcare (MIH) program in collaboration with the Racine Fire Department. The program will train paramedics to provide follow-up healthcare to patients at risk of poor health outcomes.

Ascension All Saints will:

- Partner with Racine Fire Department on the MIH program
- Provide financial support to the Racine Fire Department to assist with sustainability of the program
- Provide continuing education to paramedics

Collaborative Partners:

- Racine Fire Department

Resources Committed:

- Financial support
- Staff time
- Medical equipment
- Patient education materials

Medium-Term Indicator:

- By June 30, 2022, patients who are a part of the MIH will have improved health outcomes as measured by a less than 10 percent 30-day readmission rate. (Baseline: 10.6% in 2018)
- (Source: EPIC)

Infant Mortality

Goal: Decrease the rate of infant mortality in the Racine County

Long-Term Performance Indicators:

- By June 30, 2025, decrease the Racine County infant mortality rate from 9.6 in 2015 to 8.6. (10 percent improvement)
 - By June 30, 2025, decrease the Racine County infant mortality rate for Non-Hispanic Black infants by from 18.8 in 2015 to 16.9. (10 percent improvement)
- (Source for all indicators: Racine County Health Data Report)

Strategy 1: Lifecourse Initiative for Healthy Families

Lifecourse Initiative for Healthy Families (LIHF) is a collaborative effort in Wisconsin to support African American women and their families to have healthy birth outcomes. LIHF builds multi-level strategies that support equitable birth outcomes. Infant and child well-being is a reflection of access to healthcare and health information, as well as the social, economic and physical environments that support health. LIHF strives to influence all these areas to ultimately impact infant mortality in Wisconsin. Ascension All Saints will continue to participate in the initiative and in community engagement activities, such as the Community Baby Shower.

Collaborative Partners:

- Racine Kenosha Community Action Agency, Inc.

Resources Committed:

- Staff and provider time

Medium-Term Indicator:

- By June 30, 2022, increase the number of participants at the Community Baby Shower by 25 percent through increased marketing and outreach. (Baseline: 75 moms in 2018)

Strategy 2: Centering Pregnancy

Ascension All Saints will expand the Centering Pregnancy Program. Centering Pregnancy is a multifaceted model of group maternity care that incorporates health assessment, education and support. Eight to 10 women with similar gestational ages meet to learn care skills, participate in a facilitated discussion and develop a support network with other group members. Each pregnancy group follows the recommended schedule of 10 prenatal visits each visit ranging from 90 minutes to two hours. Participants take their own weight and blood pressure, record their health data and have private time with their provider for belly checks before group discussion and activities.

Ascension All Saints will:

- Expand the Centering Program through training of new Obstetrics/Gynecology providers

Resources Committed:

- Staff time
- Funding for displays, educational materials
- Funding for Centering certification
- Funding for enrollment of participants' children at Little Saints childcare center
- Funding for Centering coordinator
- Funding for food provided to Centering participants during group sessions

Medium-Term Indicators:

- By June 30, 2022, at least 80 percent of the women who participate in the Centering Pregnancy Program will have had an infant who was born after 37 weeks. (Baseline: 89 percent in 2018)
 - By June 30, 2022, at least 80 percent of the women who participate in the Centering Pregnancy Program will have had an infant who was born with a normal birth weight. (Baseline: 93 percent in 2018)
 - By June 30, 2022, at least 80 percent of the women who participate in the Centering Pregnancy Program will be breastfeeding their infant upon discharge. (Baseline: 80 percent in 2018)
- (Source for all indicators: EPIC)

Strategy 3: Prenatal Care Coordination

Ascension All Saints will provide Prenatal Care Coordination (PNCC) as part of the Home Visiting Network. The PNCC Program provides access to medical, social, educational and other services to pregnant women who are considered high risk for adverse pregnancy outcomes. The components of this program are outreach, assessment, care plan development, ongoing care coordination and monitoring, and health education and nutrition counseling. Ascension All Saints will commit registered nurses to provide PNCC services.

Collaborative Partners:

- Racine County Home Visiting Network

Resources Committed:

- Staff time
- Printing for patient education materials
- Travel

Medium-Term Indicator:

- By June 30, 2022, at least 80 percent of the women who participate in the PNCC program will have had an infant who was born with a normal birth weight. (Baseline: 100 percent in 2018) (Source: EPIC)

Mental Health

Goal: To decrease the incidence of depression, suicide and other mental health concerns in city of Racine adults

Long-Term Performance Indicators:

- By June 30, 2025, decrease the percentage of adults reporting always or nearly always felt sad/blue/depressed in past 30 days by 10 percent from six percent in 2017 to 5.4 percent.
- By June 30, 2025, decrease the percentage of adults reporting binge drinking by 10 percent from 30 percent in 2017 to 27 percent.

(Source for all indicators: City of Racine Community Health Survey)

Strategy 1: Screening and Referral

Ascension Medical Group Wisconsin will implement statewide standardized processes according to the U.S. Preventive Services Task Force Guidelines for depression. This will include: routine screening, referral mechanism and sources for treatment, EMR reminders and creation of tools.

Ascension Wisconsin will:

- Build automatic reminders/alerts into the electronic medical record
- Identify sources for referral for management or treatment
- Create referral pathways
- Develop provider and patient tools to guide the process
- Implement the routine screening statewide

Resources Committed:

- Staff and provider time

Medium-Term Indicator:

- By June 30, 2022, depression screening and remission systems/protocols are in place in 90 percent of Ascension Wisconsin primary care clinics.

(Source: Ascension Wisconsin Quality, Patient Safety and Regulatory Department)

Strategy 2: Women of Worth

Ascension All Saints will continue to provide the Women of Worth (WOW) program. WOW is a trauma-informed, family-centered alcohol and drug treatment program designed specifically to address the needs of women. This innovative program helps women reclaim their lives after living with addiction, abuse and other destructive behaviors by empowering them with a positive sense of self. WOW is an outpatient program focusing on the unique needs of women; specifically mothers and expecting mothers, as well as women who have experienced homelessness or who are at risk of becoming homeless.

Ascension All Saints will:

- Partner with the Women's Resource Center/Bethany Home to expand the WOW program.

Collaborative Partners:

- Arts 4 Healing
- Bethany Home
- Homeless Assistance Leadership Organization
- YogaRootsRacine

Resources Committed:

- Staff and provider time
- Printing for program materials
- Food for clients during therapy sessions

Medium-Term Indicators:

- By June 30, 2022, at least 60 percent of the women who complete the WOW program report reduction in addiction severity (substance use). (Baseline: 73 percent in 2017)
 - By June 30, 2022, at least 40 percent of the women who complete the WOW program report a reduction in PTSD symptoms. (Baseline: 44 percent in 2017)
- (Source for all indicators: WOW Program Evaluation Report)

Strategy 3: Mental Health Primary Care Integration

Mental health and primary care integrated care involves linking primary care providers with mental health providers. An integrated approach promotes the health of individuals, families and communities through communication and coordination of evidence-based primary care and mental health services. Ascension All Saints will explore the possibility of strengthening this integrated approach.

Resources Committed:

- Staff and provider time
- Education of staff and providers

Medium-Term Indicator:

- By June 30, 2022, if it is determined that an integrated approach is feasible, an action plan has been created and implementation has begun.

Plan to Evaluate the Strategies

Ascension Wisconsin is committed to making a positive, measurable impact on the health of the people in the communities we serve. To that end, we evaluate the strategies we implement to address the health needs of the community.

We use a logic model, an approach that is nationally recognized for program evaluation. Logic models provide methods for documenting the following:

- **Inputs:** Resources needed to implement the strategies
- **Outputs:** Actions taken, the number of programs/tactics implemented and the number of people reached
- **Outcomes:** Measures of the impact of the programs/strategies, such as changes in learning, actions or conditions

To be specific about the outcomes for which we will be accountable, we set SMART metrics – metrics that are Specific, Measurable, Achievable, Realistic and Time-related.

Evaluation Schedule/Process

At the beginning of the three-year cycle:

- Establish SMART metrics for medium-term (three-year) indicators for each strategy
- Establish SMART metric for long-term (beyond three years) indicators for each priority area

At the beginning of each fiscal year in the three-year cycle:

- Establish SMART metrics for short-term (fiscal year) indicators for each strategy
- Establish action steps and output indicators for each strategy

Quarterly each fiscal year:

- Report actions completed
- Report the status of each strategy/priority

At the end of each fiscal year:

- Report on results for short-term and output indicators
- Describe accomplishments and analyze results

At the end of the three-year cycle:

- Report on results for medium-term indicators for each strategy
- Describe and analyze results
- Incorporate results into next Community Health Needs Assessment

Health Needs Not Selected for this Plan

Ascension Wisconsin understands the importance of all the health needs of the community and is committed to playing an active role in improving the health of the people in the communities we serve. For the purposes of this CHNA, we have chosen to focus our efforts on the priorities listed above. The following health needs were not selected to be included in this plan for the reasons described below.

- Alcohol and Drug Use: This health issue will be incorporated into the mental health priority with at least one AODA strategy to be implemented.
- Nutrition/Obesity Prevention: While this health issue was not selected as a priority in the CHNA, Ascension All Saints will continue to provide services addressing diabetes prevention and management and healthy nutrition through the hospital and in a primary care setting. In addition, an internal team will be formed to identify opportunities for promoting healthy nutrition and physical activity to benefit patients, visitors, and associates.

Next Steps

This implementation plan outlines a three-year community health improvement process. Each year within this timeframe, we will:

- Create an annual action plan with specific steps for that year
- Set and track annual performance indicators for each strategy
- Track progress toward medium-term performance indicators
- Report progress toward the performance indicators to the board
- Share actions taken to address the needs with the community at large

Approval

This implementation plan report was adopted by the Board of Directors of Ascension SE Wisconsin Hospital, Inc. on April 24, 2019, and by the Ascension Wisconsin Board on May 16, 2019.

Addendum: Summary of Strategies by Hospital Facility

Priority/Strategy	Spring Street	Wisconsin Avenue
Access to Care		
Dispensary of Hope	X	X
Patient Financial Counseling	X	X
Meds to Beds	X	
Community Paramedic Program	X	X
Infant Mortality		
LifeCourse Initiative for Healthy Families	X	
Centering Pregnancy	X	
Prenatal Care Coordination	X	
Mental Health		
Screening and Referral	X	X
Women of Worth	X	X
Mental Health Primary Care Integration	X	X

To learn more about Ascension Wisconsin, visit [ascension.org/wisconsin](https://www.ascension.org/wisconsin)



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