

IMPLEMENTATION STRATEGY SUMMARY

**Community Health Needs Assessment
FHN Memorial Hospital**

December 31, 2019

FHN CHNA Implementation Strategy

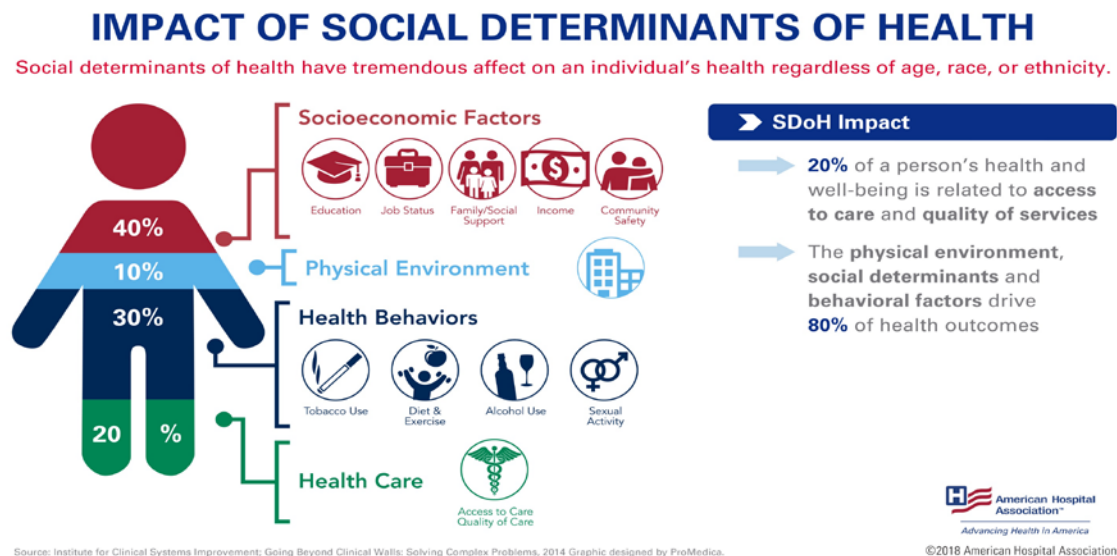
The table in this document represents the services, programs and partnerships FHN Memorial Hospital will use to address the four major categories of community health needs identified in the FHN Community Health Needs Assessment (CHNA) 2019.

The four major categories of need are:

- Community Health and Well-Being
- Chronic Disease Management
- Adolescent Health
- Behavioral Health

Action items in the table may address one or more categories of need. The listed action items are in no order of priority, address all populations, are designed with the continuum of care in mind, and will be executed when appropriate.

As with most communities, the FHN service area has individuals with significant health and wellness challenges that impact nearly every part of their lives, every day. The resources they need are available; they're just not always easy to connect together into an effective, efficient plan of care...and action. As noted in this visual, the majority of the elements that impact individual health are, in fact, not provided within the walls of any healthcare organization.



To help address this situation, in 2016 FHN began to lead an effort called Connect the DOTS (Doors of Team Support).

The initiative is not FHN-branded; FHN plays a coordination role but it is the involvement of dozens of community partners from first responders to transportation providers to various agencies whose missions include the type of expanded assistance these people need, as well as schools and other entities who are both providers and receivers of necessary care from a wide spectrum of organizations.

The community-wide goals of Connect the DOTS are to promote well-being – and being well – by helping individuals meet their basic physical, emotional, social, and spiritual needs, while the team member organizations work together as partners to ensure that processes that connect them are clear, strong, well understood, and well-communicated.



Connect the DOTS

Through Connect the DOTS, the community is already better able to provide the support needed by people who may otherwise not be able to improve or even maintain their health and well-being on their own. We are also improving the well-being of our whole community by reducing the impact – and cost – of non-existent or ineffective connections between our organizations that also can result in inefficient use of the overall community’s limited resources, from time to dollars to human expertise.

Over the past three years, we have seen a tremendous increase in the response of the organizations involved with Connect the DOTS to the point where team organizations are often taking the lead in a variety of ways. While our focus to date has been primarily on the Freeport community, we will be expanding to the surrounding towns and the rest of the FHN service area during the timeframe of this CHNA.

ACTION ITEMS	CATEGORIES			
	Community Health & Well Being	Chronic Disease Management	Adolescent Health	Behavioral Health
<p>Continue to expand FHN community screenings integrating physical & behavioral health</p> <ul style="list-style-type: none"> • Diagnostic testing and screening • Provide additional tools/human resources • Add locations • Drive-through flu shot clinics • Collaborate with partners • Win With Wellness partnership with Health Department and other local agencies (exercise, nutrition, heart health) • Explore potential for increasing awareness of higher lead levels in infants/children in Stephenson County 	X	X		X
<p>Expand FHN walk-in services</p> <ul style="list-style-type: none"> • Primary Care • Urgent Care • Behavioral Health Walk-In Clinic 	X	X	X	X
<p>Expand hours and days for care at FHN facilities (sites for focus)</p> <ul style="list-style-type: none"> • Palliative/Supportive care • Ambulatory sites • Saturday Behavioral Health care 	X	X	X	X
<p>Continue/expand FHN nutrition outreach</p> <ul style="list-style-type: none"> • Partner with Community Food Service programs: <ul style="list-style-type: none"> ○ Meals on Wheels ○ Golden Meals ○ Food Banks ○ Grocery stores ○ Community Garden(s) ○ Mobile Rx ○ Win with Wellness • Partner with FHN service area school districts to provide nutrition education <ul style="list-style-type: none"> ○ FHN nutrition educators <ul style="list-style-type: none"> ▪ Address obesity ▪ Healthy eating • Continue Win With Wellness partnership with Health Department and other local agencies (exercise, nutrition, heart health) 	X	X	X	

ACTION ITEMS	Community Health & Well Being	Chronic Disease Management	Adolescent Health	Behavioral Health
<p>Continue to provide financial resources assistance</p> <ul style="list-style-type: none"> • Financial assistance through FHN and other resources <ul style="list-style-type: none"> ○ Pharmaceutical programs ○ Insurance Coverage clarification ○ ACA enrollment <ul style="list-style-type: none"> ▪ Partner with Stephenson County Health Departments to enroll patients ○ Create FHN Database for available community resources <ul style="list-style-type: none"> ▪ Community residential resources for discharge coordination ○ FHN Financial Assistance Program ○ FHN Prompt Pay Discount ○ FHN Hospital Uninsured Discount ○ FHN Financial Counselors access 	X			X
<p>Manage transitional care effectively</p> <ul style="list-style-type: none"> • FHN Complex Care Management program implementation • FHN Community Health Center Scheduling post discharge • FHN Supportive/Palliative Care • FHN remote monitoring • Seek out and enhance opportunities with nursing home facilities <ul style="list-style-type: none"> ○ FHN Nurse Practitioner role ○ Improve internal/external communication/coordination • Identify Home Care Opportunities 	X	X		X
<p>Increase external promotion of FHN service information</p> <ul style="list-style-type: none"> • Providers, hours, locations • Specialty services • Tele-Health (e.g. e-ICU, Behavioral) • Linkage to community partners • Support groups • FHN Community Health Clinic • <i>FHN</i> virtual and tele-visits 	X	X	X	X

ACTION ITEMS	Community Health & Well Being	Chronic Disease Management	Adolescent Health	Behavioral Health
<p>Improve transportation opportunities</p> <ul style="list-style-type: none"> • Maximize Pretzel City Transit <ul style="list-style-type: none"> ○ Support software implementation and upgrade • Utilize alternate forms of transportation to cover services not available through Pretzel City Transit (e.g. taxi, bus, AMS) • Partner with facilities that have their own transportation system (e.g., VA, nursing homes, churches, etc.) • Create and disseminate listing of transportation resources 	X	X	X	X
<p>Bring added resources and awareness to behavioral health treatment and wellness</p> <ul style="list-style-type: none"> • Crisis Stabilization Center opening in 2020 • Substance Abuse (outpatient services, strategic intervention in acute setting) • Gerontology services and education to support Nursing Home primary care efforts, whole person health, family support • Continue integration with primary care • Screenings to enhance prevention and wellness efforts • Education-enhanced efforts for providers and community (e.g. churches) • Additional Community Partnerships: <ul style="list-style-type: none"> ○ Local middle/high schools ○ Health Department ○ Police and First responders • Increased therapist visits at probation office • Tele-Health (e.g. e-ICU, Behavioral) • Expand community outreach/promotion to reduce stigma of mental health challenges • Continue to support peer development opportunities 	X	X	X	X

ACTION ITEMS	Community Health & Well Being	Chronic Disease Management	Adolescent Health	Behavioral Health
<p>Work to improve adolescent health</p> <ul style="list-style-type: none"> • Additional behavioral health Community Partnerships: <ul style="list-style-type: none"> ○ Local middle/high schools • Partner with FHN service area school districts to provide nutrition education <ul style="list-style-type: none"> ○ FHN nutrition educators <ul style="list-style-type: none"> ▪ Address obesity ▪ Healthy eating • Miles And Minutes (provides points from any physical activity, any age above high school, to local schools which compete for prize money) • Annual sports physicals that return cost of physicals to area schools • Evaluation of posting an FHN nurse practitioner at Freeport High School 	X		X	X
<p>Expand physical activity outreach</p> <ul style="list-style-type: none"> • Miles And Minutes (provides points from any physical activity, any age above high school, to local schools which compete for prize money) • Partnering with Freeport Park District to expand dedicated exercise areas in parks • Win With Wellness partnership with Health Department and other local agencies (exercise, nutrition, heart health) • FHN staff benefits program 	X	X	X	X
<p>Improve cultural & diversity awareness</p> <ul style="list-style-type: none"> • Understanding concept of Cultural Competency • FHN staff/provider education • Develop and enhance relationships with community partners: <ul style="list-style-type: none"> ○ Community liaisons <ul style="list-style-type: none"> ▪ Religious organizations ▪ Schools ▪ Civic organizations • Provide healthcare support • Partner with Healthy Neighborhood Project 	X		X	X

ACTION ITEMS	Community Health & Well Being	Chronic Disease Management	Adolescent Health	Behavioral Health
<p>Improve chronic disease management</p> <ul style="list-style-type: none"> • Create specific evidence-based outreach, education, resources, and plans of care: <ul style="list-style-type: none"> ○ Cancer ○ CHF ○ COPD ○ Diabetes ○ ESRD ○ Heart Disease ○ Hypertension ○ Obesity ○ Stroke ○ Behavioral health 	X	X	X	X
<p>Continue to invest in development of the area’s workforce to help meet the future needs of FHN and the community overall</p> <ul style="list-style-type: none"> • Continue to partner with CareerTEC’s healthcare occupations programs • Bring multiple colleges and universities on campus for career fairs open to all ages and communities • Bring multiple colleges and universities on campus to provide a variety of classes close to people’s homes • Continue to secure grant funding for career paths in healthcare, including non-clinical (CNAs, etc.) • Continue \$300,000 annual investment educational assistance (including diversity-focused scholarships) • Continue participation in the community workforce development board • Provide speakers and other methods of creating awareness for healthcare jobs at area high schools • Continue support of FSD high school birthday program • Attend/support area career fairs sponsored by others, community level as well as colleges and universities • Continue to partner with HCC in nursing program, simulation lab, and CMA program • Work with HCC to support their Lifelong Learning program (soft skills and leadership behaviors) • Continue mini-medec program for area 3rd graders • Continue to enhance online certification system so all certification can be done without leaving home • Continue community certification programs in babysitting, CPR, etc. 				