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*Community Health Needs Assessment Report*

*And Implementation Plan*

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**IMPLEMENTATION PLAN**

***A. Community Health Needs to Be Addressed***

**HEALTH LITERACY**

**Rationale:**

People with low health literacy are more likely to be hospitalized, use emergency departments and have medication and treatment errors. They are less likely to follow through with their treatment plans and obtain preventative care. This impacts readmission rates for hospitals. It leads to poor health status and increased risk of death. In Missouri the financial impact is between \$3.3 billion and \$7.5 billion annually.

Low health literacy is associated with level of education, ethnicity and age. While St. Charles County performs well in high school graduation rates, the county has a growing Hispanic population and the fastest growing segment of the population is seniors 65 years and older.

If we increase the health literacy of the community, we will positively impact the health of the community. Progress West Hospital is committed to increasing health literacy through a variety of partnerships and touch points in the community.

The St. Charles City-County Library partnership is one example of a collaborative arrangement that benefits the community by providing a consumer health resource library and multiple



programs and access points throughout the county. The hospital also partners with BJC Home Care and Hospice to offer monthly educational programs to those caring for the ill or aged at home. This program meets at the library and is free. Showcase on Seniors is a collaborative program with Barnes-Jewish St. Peters Hospital that provides education to seniors 60 years of age and older.

**Program Goals:**

- I. Increase low-literate consumer health knowledge of key information related to their health.
- II. Increase the awareness among health care providers about health literacy best practices in delivering key health messages.

**Goal I. Objectives:**

- I. Increase low-literate consumer health knowledge of key information related to their health.
  - a. Program participant average pre- and post-knowledge scores will increase by 10 percent.
  - b. Ninety-five percent of *Medication Matters* appointment slots will be utilized by 3rd quarter 2014.
  - c. *Showcase on Seniors* annual enrollment will increase by 10 percent from prior year.



**Action Plan: Consumer Health Resource Library**

Progress West Hospital will partner with Barnes-Jewish St. Peters Hospital to fund a consumer health resource library at the Middendorf-Kredell Branch of the St. Charles City-County Library District. The consumer health library will offer a centralized location for all of its health and wellness material that is easy to navigate. A librarian will be accessible to provide credible information to individuals. Hospital and library websites will link to each other to offer credible online resources.

On a monthly basis, the hospitals will provide a minimum of one educational program or health screening at a branch library in St. Charles County. The hospital will have ongoing dialog with the library staff to determine topic ideas based on consumer questions and interest. Content will range from health and wellness to disease management.

The partnership will provide increased access to the community for those that might not attend hospital-based programs. Two of the branches serve a higher portion of Hispanic patrons and programs specific for that population will be incorporated into the schedule a minimum of two times per year. Health Literacy posters will also be in the twelve library branches in English and Spanish by March 2014.

The hospital will provide ongoing digital messages that scroll on the TV screen in the library. Topics include deciphering med speak to understandable terms, what to ask your doctor, smoking cessation, how to fill your plate, etc. Topics will reflect what library patrons are asking about.

The hospital will promote current library programs to support literacy. These programs include:

- *Take 20 and Read* – enforces importance of reading by taking 20 minutes a day to read
- *Early Literacy* - increases awareness among new parents about the importance of reading to your child
- *Books to You* – home delivery program for home bound seniors/disabled and caregivers

The hospital partners with BJC Home Care to provide monthly caregiver classes free of charge to the community. These classes are held at the Middendorf-Kredell Branch Library and support those caring for a loved one by offering education and support. A registered nurse conducts the class.

#### **Action Plan: Medication Matters**

The hospital will partner with Barnes-Jewish St. Peters Hospital to offer a quarterly Medication Matters program. A pharmacist will meet individually with participants and review their medications and answers questions. This program will be promoted in the hospital's community calendar and mailed to 100,000 homes in St. Charles County.

#### **Action Plan: Showcase on Seniors**

Showcase on Seniors is a unique membership program that provides education and networking opportunities for men and women, 60 years of age and older, who want to stay involved and informed about issues impacting their quality of life. Monthly meetings focus on improving the physical, intellectual, social, cultural and financial interests of seniors. The annual program membership fee is \$5. Monthly programs are free and are facilitated by a registered nurse. The group receives added benefits including free flu shots.

The program will be promoted in the hospital community calendar mailed to 100,000 homes. It will also be promoted at local senior health fairs and programs.

## **Goal II. Objectives:**

- II. Increase the awareness among health care providers about health literacy best practices in delivering key health messages.
  - a. The hospital will host at least one educational session annually for health care providers.
  - b. Five school districts will be represented at the BJC-sponsored School Nurses Fair in 2014.

## **Action: Health Literacy Education for Providers**

The hospital will partner with Missouri Health Literacy to provide one continuing education session to health care providers in the region. The hospital will provide the venue and promotion for the program and will determine if CME/CNE units are available.

BJC School Outreach will sponsor an annual program for school nurses in the St. Louis Region. The library consumer health resource librarian will attend this program and provide resource information to school district nurses. Three of the five St. Charles County districts were represented in 2013. The hospital will partner with the library and BJC School Outreach to increase the district participation through relationships that exist with the school districts.

## **Evaluation:**

The hospital will track the number of programs offered, attendance, pre and post-knowledge tests, medication consultations, pharmacist/participant evaluation/feedback, and Showcase on Seniors annual membership and monthly program attendance.

## CHILDREN'S HEALTH AND SAFETY

### Rationale:

Children are vulnerable, especially those in single parent homes or homes that lack the resources to adequately provide for and nurture a child. Progress West Hospital is in a unique position in that a partnership with St. Louis Children's Hospital already exists. Progress West Hospital partners with St. Louis Children's Hospital to provide *Children's Hospital at Progress West Hospital*. Pediatric physicians in the emergency department, pediatric inpatient unit and newborn nursery are from St. Louis Children's Hospital. This partnership opens the door to many programs that might not otherwise be available to the community.



By providing parents with education and access to resources, the pediatric population in St. Charles County will prosper. Parents may not be aware that obesity in childhood can lead to health issues in adulthood such as high blood pressure, diabetes, heart disease, respiratory problems, socio-emotional difficulties and arthritis.

To increase child safety and reduce the injury rate to children in the county, Progress West Hospital offers Safety Stop two times weekly at the hospital. This program provides free car seat checks, helmet fittings and home safety consults to the community. Helmets, car seats and home safety equipment are available for purchase at discounted prices.

### Program Goals:

- I. Increase parental health literacy about common pediatric issues.
- II. Increase behaviors that lead to healthier children.
- III. Decrease childhood obesity.

#### Goal I. Objectives:

- I. Increase parental health literacy about common pediatric issues.
  - a. Partner with a minimum of 5 community organizations serving children to provide outreach programs in 2014.
  - b. Provide a parenting class 3 times per year at one library branch in 2014.
  - c. Establish a pediatric consumer health resource library at Progress West Hospital, in partnership with St. Louis Children's Hospital, by 2015.

### **Action Plan: Pediatric Health Literacy**

Progress West Hospital will collaborate with St. Louis Children's Hospital (SLCH) to develop a satellite pediatric consumer health resource library at the hospital. This program will offer information to the community about disease processes and pediatric issues utilizing reputable sources. Consumers will have additional access to online information.

The hospital will continue to partner with nonprofit organizations to offer pediatric educational programs to their membership. Programs range from CPR to parenting classes. Progress West Hospital and SLCH work together to provide access to topic experts in a

### **Evaluation:**

The hospital will measure success by the opening of a consumer health resource library in 2015. Additionally the hospital will track the number of organizations that partner for pediatric health literacy programs. Some programs will have pre- and post-education knowledge tests. All programs will include an evaluation of variety of topics. The hospital will partner with such organizations as Connections to Success, Youth in Need and the Crisis Nursery.

### **Goal II. Objectives:**

- II. Increase behaviors that lead to healthier children.
  - a. Safety Stop 2014 annual car seat consultations will increase 5 percent over prior year.
  - b. Safety Stop 2014 annual helmet and gear consultations will increase by 5 percent over prior year.
  - c. Safety Stop 2014 annual home safety consults will increase by 5 percent over prior year.

### **Action Plan: Safety Stop**

The hospital partners with SLCH to provide weekly Safety Stop clinics in St. Charles County. In 2013 the program was expanded to Barnes-Jewish St. Peters Hospital on a quarterly basis. Safety Stop offers car seat installation, helmet fitting, home safety instruction and more.

**Evaluation:** An increase in the number of Safety Stop consultations will be a measure of success. These families will have access to information about home safety, car seats installed correctly and helmet fitting and information about safe biking.



### **Goal III. Objectives:**

#### III. Decrease childhood obesity.

- a. The Biggest Winner of St. Charles County family component will have 10 or more families each session.
- b. Conduct one *Head to Toe* session in St. Charles County during 2014 to improve knowledge and skill of leading a healthy lifestyle among children and their families.

### **Action Plan: Pediatric Obesity Programs**

Progress West Hospital will partner with Barnes-Jewish St. Peters Hospital to offer *Biggest Winner of St. Charles County*. A family component will be introduced to the program to educate parents and children about healthy lifestyle choices and the health concerns associated with obesity. Education will be provided on healthy Body Mass Index (BMI) ranges and risks associated with childhood obesity. Families will track healthy behaviors and receive points based on specific behaviors and frequency. The family will weigh-in as a combined weight 3 times during the competition.

Progress West Hospital will partner with SLCH to offer *Head to Toe*, a 12-week educational program for kids that provides a multi-disciplinary approach to weight management. The focus is on nutrition, physical activity and emotional health. The hospital will offer one program in 2014.

### **Evaluation:**

The hospital will track the number of families enrolled in the Biggest Winner Family component, their level of participation in healthy activities/behaviors as self-reported, and the number completing the competition.

The evaluation for Head to Toe will incorporate current metrics used by SLCH instructors: knowledge and skills gained for physical activity and nutrition, improvements in self-image, family relationship and healthy behaviors. Progress will be evaluated by measuring the number of sessions, participants attending, and the number of children who complete the assessment tools.



## ACCESS

### Rationale:

Access to health care is an ongoing and national concern. Many issues fall under the umbrella of access. All nonprofit hospitals have policies in place to provide financial assistance to individuals that are underinsured or uninsured. In addition, these policies have been recently revised to expand the number of individuals qualifying for financial assistance. Progress West Hospital, as a member of BJC HealthCare, will advocate for policies that support sustainability and make sense for our community.

Organizations in place that address access issues in St. Charles County:

- Volunteers in Medicine (two in St. Charles County)
- Crider Center -integrated health care for underserved children and adults, including primary care, dental care and behavioral health at Crider Health Center, opened in September 2010. As part of the transformation, Crider Health Center obtained the designation of a Federally Qualified Health Center (FQHC)." A FQHC is a health care provider that serves medically underserved population, primarily those with Medicaid or without insurance.

Progress West Hospital provides the following services to support access for the residents of St. Charles County.

- Contracts with an outside vendor to provide an onsite Patient Account Representative who works with self-pay patients to determine eligibility for Medicaid or other insurance and facilitates the process if applicable
- Communicates financial assistance and charity care guidelines to all patients
- Provides free flu shots to the community

### Program Goal:

1. Provide access to wellness programs and health care for the underinsured and uninsured individuals.

### Goal I. Objectives:

- I. Provide access to underinsured and uninsured individuals.
  - a. Maintain outside vendor service for determining insurance eligibility and facilitating the process.
  - b. Provide 350 free flu shots to the community.
  - c. Conduct one health fair at Mid Rivers Mall in 2014 as part of the Heart Check program.

**Action Plan:**

Progress West Hospital will contract with an outside vendor to provide an onsite Patient Account Representative. This individual meets with uninsured patients to determine their eligibility for any insurance: If eligible, they receive assistance through the process. Patients that are not eligible are provided with financial assistance information and support.

The hospital will provide 350 free flu shots to the community.

Progress West Hospital will partner with Barnes-Jewish St. Peters Hospital to provide one health fair annually at Mid Rivers Mall to reach individuals with health information, resources and screenings.

**Evaluation:**

The number of individuals that are contacted regarding eligibility for insurance and those that obtain insurance is tracked. Charity care is reported. The hospital tracks flu shot clinic locations and number of shots administered. The hospital will track the number served at the health fair, individual and aggregate findings for screenings, and the number of referrals made.

Obesity, Smoking and Chronic Conditions were not included in the priorities selected by the Community Benefit Team; however, the hospital plans to continue initiatives already in place for these community needs

## OBESITY

Progress West Hospital will partner with Barnes-Jewish St. Peters Hospital to offer the Biggest Winner of St. Charles County. The hospitals are incorporating a family component into the program in 2014 that provides education and motivation to both parents and children. The program will reinforce behaviors that promote healthy lifestyle choices. Barnes-Jewish St. Peters Hospital will formally address this need in its Implementation Plan.

## SMOKING

Progress West Hospital will partner with Barnes-Jewish St. Peters Hospital for a Smoking Cessation Program. Case coordinators from the hospital will provide smoking cessation program information to patients that could benefit from the class. Physicians on staff will have the information also and will be promoted at the library branches in St. Charles and at Safety Stop. Barnes-Jewish St. Peters Hospital will formally address this need in its Implementation Plan.

## CHRONIC CONDITIONS

Progress West Hospital will support the management of chronic conditions by providing obesity and smoking cessation programs in partnership with Barnes-Jewish St. Peters Hospital. Smoking and obesity are primary risk factors for chronic disease development and poor control.

The hospital will also promote support programs in the county that are held at Barnes-Jewish St. Peters Hospital including a **Diabetes** Self-Management Program, Better Breathers for those with chronic breathing conditions, Mended Hearts and Women Heart for those with cardiac conditions, Conquer for those with any type of cancer, a Breast Cancer Support Group, and Man to Man for those with prostate cancer at any stage.



## ***B. Community Health Needs Not Being Addressed***

### **MENTAL HEALTH AND SUBSTANCE ABUSE**

Progress West Hospital does not offer a behavioral health program. Organizations are in place to address mental health and/or substance abuse issues:

- Bridgeway Behavioral Health
- Crider Health Center
- County Health Department
  - St. Charles County Drug Task Force
- Preferred Family Care

### **DENTAL HEALTH**

Progress West Hospital does not provide preventive dental services. The hospital does recognize that this is a serious health concern for those lacking dental care. Patients that are seen in the emergency department are referred to a dentist but this is often a difficult process as the county lacks providers willing to care for the underinsured or uninsured. Crider Center does offer pediatric dental services.