Asante Community Health Improvement Plan 2017

Introduction

In fall 2016, Asante performed its tri-annual Community Health Needs Assessment (CHNA) to fulfill a requirement of the Patient Protection and Affordable Care Act, and to help identify and prioritize the health needs of the communities we serve.

For the assessment, Asante partnered with Professional Research Consultants, Inc., to complete 600 telephone surveys, 136 email surveys and one focus group. Survey and focus group participants were community members from both Jackson and Josephine counties.

The final CHNA report was reviewed, approved and adopted by the Asante Board of Directors on April 3, 2017 and posted on Asante.org.

Based on survey and focus group results, Asante developed its Community Health Improvement Plan, or CHIP. This plan serves as a guide as Asante addresses the top 12 community health needs as identified by the CHNA process.

The CHIP was approved and adopted by the Asante Board of Directors on August 7, 2017.

Prioritized Community Health Needs Categories

1. Access to health care services: Improve access to comprehensive, quality health care services.
2. Mental health & Substance abuse: Improve mental health through prevention and by ensuring access to appropriate, quality mental health services. Reduce substance abuse to protect the health, safety and quality of life for all, especially children.
4. Infant health and family planning: Improve the health and well-being of women, infants, children and families. Improve pregnancy planning and spacing, and prevent unintended pregnancy.
5. Diabetes: Reduce the disease burden of diabetes and improve the quality of life for all persons who have, or are at risk for, diabetes.
6. Nutrition, physical activity and weight: Promote health and reduce chronic disease risk through the consumption of healthful diets, and achievement and maintenance of healthy body weights. Improve health, fitness and quality of life through daily physical activity.
7. Respiratory diseases: Promote respiratory health through better prevention, detection, treatment and education efforts.
8. Cancer: Reduce the number of new cancer cases, as well as the illness, disability and death caused by cancer.
9. Disability and health: Maximize health, prevent chronic disease, improve social and environmental living conditions, and promote full community participation, choice, health equity and quality of life among individuals with disability of all ages.
10. Injury and violence prevention: Prevent unintentional injuries and violence, and reduce their consequences.
11. Tobacco use: Reduce illness, disability and death related to tobacco use and secondhand smoke exposure.
12. **Dementias, including Alzheimer’s disease:** Reduce the morbidity and costs associated with, and maintain or enhance the quality of life for, persons with dementia, including Alzheimer’s disease.

**Community Health Improvement Plan**

Each of the initiatives and actions below as they relate to the top 12 community health needs categories as identified in the CHNA will be fulfilled or implemented by:

- Asante
- Asante Ashland Community Hospital (AACH)
- Asante Rogue Regional Medical Center (ARRMC)
- Asante Three Rivers Medical Center (ATRMC)
- Asante Physician Partners (APP)

1. **Access to health care services**

   **Current:**
   - Increased the number of APP providers
   - Hired certified application counselors to help increase access to care for OHP patients
   - Opened the Transitional Care Clinic at ATRMC
   - Added an urgent care location in Medford
   - Sponsored Rogue Community College health professionals curriculum programs for students
   - Provided funding for the school nurse program in the Ashland and Phoenix-Talent school districts
   - Added discharge planners and case managers at ARRMC to reduce readmission rates
   - Implemented a nurse triage program at the Contact Center for select APP clinics
   - Added 24/7 access to tele-intensivists for ICU patients at ATRMC and AACH
   - Sponsored the Holmes Park House hospice care facility
   - Sponsored the St. Vincent de Paul dental van
   - Sponsored the Rogue Valley Soroptimist Wine Walk for Women’s Health to benefit prevention, detection, treatment and support services for uninsured and underinsured women and children

   **Future:**
   - Expand the use of telemedicine capabilities for APP providers
   - Recruit and hire additional APP providers
   - Open an urgent care clinic in White City and explore urgent care opportunities in Central Point
   - Open additional retail health care clinics within Asante’s service area
   - Expand the nurse triage program for all APP primary care clinics

2. **Mental health & substance abuse**
Asante Community Health Improvement Plan 2017

Current:
— Added four behavioral health “swing” rooms in the ARRMC emergency department
— Remodeled and added one room to the Psychiatric Crisis Unit in the ARRMC emergency department to accommodate patients of all ages
— Adopted the trauma-informed care model
— Created the comfort room in the Behavioral Health Unit at ARRMC
— Painted the psychiatric care rooms at ATRMC to a more soothing color
— Increased the number of APP behavioral health staff members
— Added licensed clinical social workers to APP family practice clinics as part of the medical home model of care
— Provided financial support to Compass House for transitional care from hospital to home
— Sponsored the National Alliance on Mental Illness March 4 Hope, reestablishing Asante’s relationship with NAMI of Southern Oregon
— Partnered with NAMI of Southern Oregon to create a quarterly community mental health lecture series
— Provided financial commitment to support the Crisis Resolution Center in Medford
— Provided ongoing financial support for the Grants Pass Sobering Center
— Provided financial support for Addictions Recovery Center’s medically-monitored detoxification center
— Partnered with Ashland Police Department, On Track and AACH to create a drug-surrender program for people with chemical dependency

Future:
— Renovate the Behavioral Health Unit and increase the number of beds from 18 to 24
— Offer telemedicine consults and evaluations for mental health patients

3. Heart disease and stroke

Current:
— Primary financial sponsor of the PulsePoint heart attack notification app in Jackson and Josephine counties
— Established a co-management agreement with Southern Oregon Cardiology
— Reduced clinical variation and standardized supply costs in the cath lab at ARRMC
— Partnered with OHSU for telestroke at ATRMC
— Received acute stroke ready certification at ATRMC by our accrediting agency, DNV GL (Det Norske Veritas Germanischer Lloyd)
— Promoted national heart month activities and education
— Supported Mended Hearts peer-to-peer support group
— Reinstated several cath labs at ARRMC to accommodate increased patient volumes
— Added a transcatheter aortic valve replacement program at ARRMC as leading edge heart care for patients
— Expanded the scope of cardiac rehabilitation services at ARRMC
Asante Community Health Improvement Plan 2017

— Sponsored the American College of Cardiology Oregon Cardiovascular Symposium and Nursing Heart Failure Conference
— Consistently met quality and safety criteria to be awarded the American Heart Association Mission: Lifeline Receiving Center Gold Plus Recognition
— Consistently met quality and safety criteria to be awarded the American Heart Association Mission: Lifeline Gold Plus STEMI Recognition

Future:
— Support the recruitment of additional neurosurgeons to Southern Oregon
— Attain Level II trauma center status at ARRMC

4. **Infant health and family planning**

Current:
— Hired maternal fetal medicine providers
— Created a midwifery program at APP and AACH
— Maintained the only regional neonatal intensive care unit (NICU)
— Purchased an isolette transporter for fragile infants
— Hired six pediatric hospitalists
— Developed a formal pediatric hospitalist program
— Hired a pediatric oncologist
— Renovated the pediatric unit at ARRMC
— Partnered with OHSU to provide telemedicine for pediatric inpatients
— Implemented OHSU rotating clinics for pediatric patients
— Implemented Quiet Time in the NICU and Special Care Nursery to promote healing
— Renovated and expanded the Family Birth Center at AACH
— Added three pediatric care rooms at ATRMC

Future:
— Develop an obstetrical laborist service at ARRMC

5. **Diabetes**

Current:
— Built a demonstration kitchen at Asante Center for Outpatient Health for diabetes nutrition education
— Established a Diabetes Care Center and Nutrition Services in Medford and Grants Pass
— Added inpatient consults for people with diabetes
— Established blood glucose monitoring clinics
— Hired an APP endocrinologist

6. **Nutrition, physical activity and weight**
Asante Community Health Improvement Plan 2017

Current:

— Built a demonstration kitchen at Asante Center for Outpatient Health for cooking classes and diabetes nutrition education
— Partnered with Southern Oregon Bariatric Center and Oregon Surgical Specialists
— Hired inpatient and outpatient nutrition counselors
— Held annual employee fitness and weight management challenges
— Sponsored the annual Pear Blossom Run and Walk
— Sponsored several community sporting events to support local school and youth programs
— Sponsored the Healthy Food Festival in Grants Pass
— Sponsored the ACCESS food share program
— Sponsored the Friends of Josephine County Food Bank
— Donated food to Hearts with a Mission for homeless youth
— Sponsored Blue Zones Project in Grants Pass for healthier, more active living
— Sponsored the Ashland High School sports program and athletic trainers to ensure player safety
— Sponsored the Ashland Chamber of Commerce community-wide health and wellbeing initiative

Future:

— Add Comprehensive Primary Care Plus (CPC+) as part of the medical home model of care

7. Respiratory diseases

Current:

— Remodeled and expanded cardiopulmonary services at ARRMC
— Hired seven pulmonologists and two pulmonary nurse practitioners to APP
— Expanded cardiopulmonary testing services to AACH
— Implemented a process to schedule discharged patients with pneumonia and respiratory issues to an APP pulmonologist
— Implemented a rotating APP pulmonologist in Grants Pass
— Implemented telemedicine pulmonary intensivists consults at all three hospitals
— Added a sleep lab program at ATRMC

Future:

— Offer lung cancer screening clinics
— Recruit additional pulmonologists to APP

8. Cancer

Current:

— Established a gynecologic cancer support group
— Hired a pediatric oncologist
Asante Community Health Improvement Plan 2017

— Partnered with OHSU to bring a cancer specialist/surgeon to ARRMC each month
— Promoted national breast cancer awareness month activities and education
— Hired an oncology nurse navigator for all cancer-types
— Expanded the breast cancer nurse navigator program to Josephine County
— Added 3-D mammography to all three imaging centers
— Added breast MRI capability at ARRMC
— Remodeled the Spears Cancer Center and upgraded with a new linear accelerator

Future:
— Recruit an ear, nose and throat physician to do neck and throat cancer surgeries
— Provide direct infusion intervention for chemo patients
— Offer lung cancer screening clinics
— Build an oncology medical office to provide comprehensive cancer services

9. **Disability and health**

Current:
— Donated space for the ALS clinic at ATRMC
— Hired an APP endocrinologist and advanced practitioner for patients with chronic autoimmune diseases (i.e., rheumatoid arthritis and lupus)
— Hired several neurologists for patients with chronic neuromuscular diseases (i.e., multiple sclerosis, muscular dystrophy and ALS)
— Established AACH as an Infection Control, Assessment and Response (ICAR) Center of Excellence for the region
— Established AACH as a Tier 2 Ebola Virus Disease regional assessment hospital

Future:
— Expand genetic testing
— Hire additional APP neurologists and endocrinologists

10. **Injury and violence prevention**

Current:
— Sponsored the Sexual Assault Response Team in the emergency departments
— Added licensed clinical social workers to APP medical homes
— Sponsored Hearts & Vines to benefit youth and family programs that eliminate domestic violence through education, prevention and intervention
— Sponsored the American Red Cross Prepare Out Loud earthquake and disaster preparedness events in Jackson and Josephine counties
— Sponsored the “Ashland is Ready” disaster preparedness event
— Sponsored the Maslow Project’s Southern Oregon Smoked Salmon Festival to benefit homeless children through the provision of basic needs, crisis intervention, advocacy, street outreach and essential support services

11. **Tobacco use**
Asante Community Health Improvement Plan 2017

Current:

— Offered an employee smoking cessation program through Asante Health Promotion
— Revised the Asante inpatient tobacco use policy, restricting inpatient tobacco use to nicotine patches and gum

Future:

— Implement the Freedom from Smoking program for Asante Physician Partners patients at no or low cost

12. Dementias, including Alzheimer’s disease

— No programs are offered at this time. Other community agencies and private businesses are addressing this need in the community.