



# Alliance Community Hospital

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*Implementation Plan 2017 - 2019*

**Community Health Needs Assessment:** The 2010 passage of the Affordable Care Act (ACA) required all hospitals to conduct a Community Health Needs Assessment (CHNA). In the spring of 2011, all Stark County hospitals and the Stark County Health Department collaborated to complete a CHNA. Additionally, two Stark County health summits were held in December 2011 and December 2012. To further investigate health needs specific to the Alliance area, a second CHNA was performed in the spring of 2013 by Alliance Community Hospital (ACH). The 2013 CHNA identified the needs of Alliance Community Hospital's patient population which is composed primarily of patients who reside in eastern Stark County, as well as western Columbiana and Mahoning Counties. A Community Leader Focus Group was conducted in July 2013 at Alliance Community Hospital. This Community Leader Focus Group was a small gathering of members from the Health Department, local school systems and local physician practices. The data gathered from the CHNA findings as well as the health summits and Community Leader Focus Groups were combined and used to complete the following CHNA Implementation Plan for Alliance Community Hospital.

Three years have passed and another CHNA was performed in the Alliance community. The second CHNA was completed in the same way as the first. A sample of surveys was sent to community members and some of the surrounding counties. Patients living in Mahoning, Columbiana and Stark Counties were in sampled to identify their main healthcare needs facing the community. Additionally, in August 2016, another focus group was conducted to hear the perspective of the local physicians and business owners. All of the additional data was used to help identify the 4 main community priorities in 2017 for the Alliance Community.

**Implementation Plan:** The Board of Trustees of Alliance Community Hospital has determined that the following health needs identified should be addressed through the implementation strategy detailed herein.

## **Priority: Need for Mental Health Services**

**Overview:** One of the more prevalent issues in the Alliance Community is a need for Mental Health Services. There is a need for treatment and intervention, especially for the youth. Additionally, the shortage of mental health providers is a critical issue.

Objective 1: Increase the availability of Mental Health Providers in the Alliance Community

### **Strategy:**

#### **Alliance Community Care Network (ACCN)**

Alliance Community Hospital has established a Community Care Network of health coaches and case managers to better manage the underserved population of Alliance. The health coaches at ACH will seek to improve the health and well-being of patients by addressing disparities such as social, environmental, cultural and physical determinants. The coaches will work closely with a team of qualified clinicians from the hospital as well as each individual patient's primary care physician. They will work to educate patients and focus on key issues impacting their health such as:

- Medication Reconciliation
- Lack of resources for medication, food, transportation
  - Lack of adequate supplies Blood Sugar Monitoring Glucometers
  - Scales
  - Blood Pressure monitoring devices
  - Respiratory Care equipment
  - Ambulation equipment such as walkers, canes, wheelchairs
- Lack of knowledge of disease process and support to manage the disease

Additionally, 85% of the patients served in the population have a mental health related issue.

*2017 Progress: The Health Coaching Program, which began in 2014, continued to be a beneficial program in 2017. In 2017 the multidisciplinary team was comprised of 39 coaches caring for 38 patients who received 1,300 visits of care.*

#### **Re-Branding of the Geri/Psych Unit**

To better address the mental healthcare needs in the community, The Hospital has been making updates to the Geri/Psych Unit. The improvements are focused on evidence based improvements throughout the unit. Unit updates include:

- New carpeting to reduce dizziness and falls
- Adjustable lighting to keep patients calm throughout the day
- New paint which is shaded to keep patients calm and relaxed
- Wall art on all exits to prevent patients from attempting to flee the unit

*2017 Progress: The updates listed above were complete in December of 2016. ACH's Geri/Psych Unit provided 3,016 days of patient care in 2017.*

**ACH Education in the Emergency Department**

The ACH Education Department will work with all care providers (Physicians, nursing, EMS workers, and clinical technicians) to ensure all staff are properly trained on caring for patients with mental health issues. A process will be established and in place to ensure these patients are transported to the appropriate location for treatment.

*2017 Progress: Our Emergency Department staff works with a heightened awareness of the growing need for mental health care in its department. They are evaluating the current environment and formulating a care plan to meet this need. This will be an ongoing improvement process focusing on patient safety. After the initial assessment, the Emergency Department develops a care plan, communicates and collaborates with staff, specialists, primary care provider, etc., and manages safe transfer to other medical units if needed, including referrals to The Alliance Detox & Recovery Unit, operated by CommQuest in ACH's main Hospital building starting in October, 2017.*



## **Priority: Access to Health Care**

**Overview:** A large portion of residents do not have health insurance, thus lacking access to basic healthcare services, as well as medical specialists. In the survey process, 23.4% of the community reported using something other than a primary care physician for their main healthcare provider.

Objective 1: Provide more access to health care to the community

Objective 2: Reduce the total number of people who use an emergency room physician as their primary care physician

### **Strategy:**

#### **ACH After Hours/Weekend Care:**

In efforts to address the issue of consumers utilizing our Emergency Department as a primary care office, Alliance Community Hospital operates an urgent care in Alliance. This facility treats patients for the following:

- Medical treatment for minor illness and injury
- Laboratory blood draws
- Radiology services
- School, athletic, and limited employment physicals
- Occupational medicine services - Initial treatment of work injury; urine drug screen collection; breath alcohol testing for employers
- Health screens - lipid and thyroid panels at reduced cost; free glucose and blood pressure screenings

*2017 Progress: ACH After Hours Care (Alliance) saw over 4,000 patients through mid-August, 2017. This practice joined Alliance Family Health Center (AFHC) in its new location thereafter.*

#### **MAC Trailer Wellness:**

In 2013, Alliance Community Medical Foundation, a subsidiary of Alliance Community Hospital, contracted with MAC Trailer, one of the city's largest employers, to offer services to their employees. These include:

- Biometric screening and laboratory testing for employees
- Identification of health risk
- Outpatient clinic: operating 12 hours per week
  - Health services provided in the clinic include the treatment of minor medical illness, non-work related minor injury, health counseling and education.
- Influenza vaccination
- Expansion from the clinic model to Chronic Disease Management

*2017 Progress: ACH continued to provide industrial health services to MAC Trailer and in 2017, offered 800 hours of provider coverage.*

**Alliance Family Health Center, Inc.**

The Alliance Family Health Center is located on the ACH campus. The Center will provide a large array of services to the underserved population of Alliance:

- Gynecology and obstetrics
- All pregnancy related services
- 2.7 FTE of medical providers
- Child and adolescent Behavioral Health

*2017 Progress: Alliance Family Health Center (AFHC) offered women's health and primary care services in 2017. In August, AFHC moved from the ACH campus to a new location at 1401 S. Arch Street, Alliance. AFHC saw nearly 9,000 women's health patients and 2,400 family practice patients in 2017. AFHC offers evening hours to accommodate accessible community health.*

**University of Mount Union Student Health Center**

The University of Mount Union (UMU) is located next to the hospital. UMU's student body primarily lives on campus and many of the students do not have a local PCP. To correct this issue, the Hospital and the University have worked together to locate a Student Health Center on the Hospital's campus. The health center is staffed and will have Physician coverage each weekday as well.

Services Provided:

- Focus on health promotion and health prevention
- Disease prevention
- Clinical care

*2017 Progress: ACH has contracted with UMU and offers a Student Health Center on the hospital's main campus. No appointment is necessary and UMU's campus security offers transportation to their students if needed. The Center's walk-in hours and phone number are posted on the university's website for the students' convenience and they provided services for 1,230 visits in 2017.*

**Aultman Cancer Center of Alliance Community Hospital**

In 2016, both Aultman Hospital and ACH worked together on a collaboration to provide cancer treatment to the Alliance Community. The goal of the Aultman Cancer Center of Alliance Community Hospital is to bring Aultman's advanced, award-winning oncology and hematology care to Alliance and surrounding communities. Much like the Aultman Heart Center at Alliance Community Hospital, the new cancer partnership will provide seamless, enhanced services while allowing Alliance-area residents to remain local for much of their care.

Services Provided:

- Consultations
- Cancer screenings
  - Women's health – Mammography
  - Endoscopy

- Chemotherapy treatment
- Radiation treatment
- Surgery

*2017 Progress: In addition to making the services local for easier accessibility, ACH offered a free low-dose lung cancer screen to the community in November, 2017. The location in Alliance facilitated 2,566 visits of local, personalized care for patients in 2017.*

## **Priority: Obesity and Healthy Lifestyle Choices**

**Overview:** A large portion of the residents in our surrounding area are overweight, not exercising regularly, and not making food choices based on nutritional information and wellness. Based on the County Health Summit, Healthy Lifestyles was identified as one of the three most pressing needs in the community. Obesity and other health issues related to nutrition are associated with a lack of knowledge among young and low-income residents on how to prepare healthy meals as well as cooking in general. There is a gap in the community with providing education on healthy eating, healthy budget planning and exercise strategies.

Objective 1: Promote the availability of healthy food choices in the community

Objective 2: Promote the benefits of physical fitness and exercise in the community

### **Strategy:**

#### **Community Outreach:**

Alliance Community Hospital currently has a strong presence in the community through outreach at local events and partnerships with local agencies. In 2017 we plan to build upon these ties by offering the following:

- Free BMI screenings at all events
- Continuing to be the main sponsor of the Annual City Challenge at the local YMCA and providing free blood pressure screens, BMI checks and glucose readings.
- The Hospital also works with the local shopping mall as a sponsor of the “Heart and Sole Walking Program”
  - This program encourages healthy lifestyles by providing residents a place to walk all times of the year
  - Starting in 2014, the hospital will also offer monthly health screenings at the mall to promote wellness

*2017 Progress: Free blood pressure screenings and glucose readings were offered and ACH also held its second annual Community Health Fair. Over 300 free screenings were given to the community and multi-topic health information was offered by ACH colleagues at the Health Fair.*

#### **ACH Meds Clinics:**

Alliance Community Hospital offers an Anticoagulation Clinic aimed at monitoring and managing medications patients take in an effort to avoid blood clot development. The clinic currently serves 900 patients in the community by:

- Helping patients manage their Warfarin therapy
  - Warfarin is a known high risk drug that requires careful monitoring and education
- Enabling patients to discuss their health concerns with a pharmacist who can triage their needs and provide the needed resources
- Providing comprehensive medication review with all patients, the pharmacist will:
  - Meet with each patient and go over all of their medications
  - Instruct on disease state management and current medication therapy
  - Help to identify and resolve medication related issues in conjunction with the patient’s primary care physician
- The goal of the anticoagulation clinic is to help the Alliance community live healthier



- Additionally, a new clinic was implemented to address the local diabetic population. The clinic has already been used to reach
- Expand clinic models of care to include:
  - Diabetes
  - Hypertension
  - Congestive Heart Failure
  - COPD

*2017 Progress: The Meds Clinics had 902 visits during the year for the services mentioned above.*

### **Community Garden**

In the spring of 2017, ACH will collaborate with the community to develop a Community Garden on the Hospital's campus. The garden will be used to help local residents grow their own vegetables and fruits in the summer time and promote healthy eating. Additionally, there will be recipes provided from the Nutritional Services Department to teach residents about healthy eating.

*2017 Progress: The 2017 Community Garden produced 590 pounds of fresh produce which was donated to our community partners as well as our own Meds and Community Care Network patients.*

### **Local Support**

The Hospital has a strong local presence in the Alliance community. Many of the managers at ACH are involved in the following organizations:

- YMCA
- Community Health Challenge
- The Farmers Market
- The Carnation Festival
- Rotary
- The Kiwanis

*2017 Progress: Throughout the year, managers, directors and executives support the community through participation in various civic groups and organizations. Each colleague is encouraged by the organization to share their unique gifts with the community in a way that furthers the purpose of the charitable organization.*

## **Priority: Heroin/Opiate Use**

**Overview:** According to community health leaders, heroin and opiate use has become a large problem in the community. In the past year, 30.7% of residents reported that drug programs, rehabilitation and education are needed in the area. Additionally, 87.3% of residents believe that heroine is a serious problem that needs addressed immediately due to its effect with the youth population in Alliance.

Objective 1: Work with local area employers to provide a program in Alliance to address the opiate use.

### **Strategy:**

#### **CommQuest Services, Inc.**

Alliance Community Hospital is currently working on a partnership with CommQuest Services, Inc. to provide coverage to the Alliance population. The CommQuest department will be located within the main building of the Hospital. CommQuest offers clients a full spectrum of services from mental health, to substance use, and social services. The integration of these services allows us to treat the complex needs of our clients and ultimately deliver better health outcomes. CommQuest will develop inpatient services, expand on their outpatient services and provide education, prevention and treatment of alcohol, drugs and other addictive behaviors.

*2017 Progress: The Alliance Detox & Recovery Unit, operated by CommQuest, opened in ACH's main Hospital building October of 2017. It is a 16 bed inpatient residential treatment program using a combination of medication, counseling and case management services to begin the recovery process. In 2017, 92 patients were seen.*