

# *Community Health Implementation Strategy 2017-2019*



*Divine Providence Hospital  
Muncy Valley Hospital  
Williamsport Regional Medical Center*

## Introduction

Susquehanna Health is a four-hospital integrated health system in northcentral Pennsylvania with a total of 332 licensed acute and 259 long-term care beds, along with two skilled nursing units, home care division, physician services and ambulance service. The system's emergency departments have a total of some 79,000 visits each year and its maternity units welcome 1,500 babies annually.

The hospitals included in this report are:

- Divine Providence Hospital
- Muncy Valley Hospital
- Williamsport Regional Medical Center

Susquehanna Health is made up of the three hospitals listed above, plus Soldiers + Sailors Memorial Hospital in Wellsboro, Pennsylvania. While Susquehanna Health is relatively young, the hospitals that form the foundation of the healthcare system are very much a part of the area's rich history, and have a long-standing tradition of providing care to generations of area families.

## Identifying Health Needs

A community health needs assessment was conducted from February 2016 to June 2016. Community input was provided through five key stakeholder meetings and a community health survey, including representatives from:

- ✓ Local school system and University
- ✓ Local and county government
- ✓ Public health agencies
- ✓ Medical providers

Population demographics and socioeconomic characteristics of the community were gathered and reported utilizing various third parties. The health status of the community was then reviewed. Information on the leading causes of death and morbidity information was analyzed in conjunction with health outcomes and factors reported for the community by Community Health Status Indicators and other third parties.

This data was analyzed and reviewed to identify health issues of uninsured persons, low-income persons and minority groups, and the community as a whole. As a result of the analysis described above, the following health needs were identified as the most significant health needs for the community:

- Substance abuse
- Lack of mental health services
- Heart disease

- Financial barriers/Poverty/Low Socioeconomic
- Cancer
- Lack of preventative care
- Lack of health knowledge/Education
- Obesity
- Lack of primary care physicians

The identified health needs were reviewed by hospital management and priority areas, included in the table below, were determined based on their assessment of the qualitative and quantitative data. Identified needs were prioritized based on the following criteria:

- 1) How many people are affected by the issue or size of the issue?
- 2) What are the consequences of not addressing this problem?
- 3) The impact of the problem on vulnerable populations.
- 4) How important the problem is to the community.
- 5) Prevalence of common themes.
- 6) Alignment with Hospital strategic plan.

Susquehanna Health System Priority	Corresponding Identified Health Need
Improve access to primary/specialty services and programs available within Lycoming County	<ul style="list-style-type: none"> <li>• Lack of primary care physicians</li> <li>• Lack of health knowledge/education</li> <li>• Lack of mental health services</li> <li>• Lack of preventative care</li> </ul>
Continue to partner in the fight against opiate addiction and support local services/task force	<ul style="list-style-type: none"> <li>• Substance abuse</li> <li>• Lack of mental health services</li> <li>• Lack of health knowledge/education</li> </ul>
Collaborate with community organizations on health and wellness initiatives, such as routine wellness check-ups and cancer screenings.	<ul style="list-style-type: none"> <li>• Heart disease</li> <li>• Cancer</li> <li>• Lack of preventative care</li> <li>• Obesity</li> </ul>
Support mental health services	<ul style="list-style-type: none"> <li>• Lack of mental health services</li> <li>• Lack of health knowledge/education</li> <li>• Lack of primary care physicians</li> </ul>
Support transportation options to healthcare for rural areas	<ul style="list-style-type: none"> <li>• Financial barriers/poverty/low socioeconomic</li> <li>• Lack of health knowledge/education</li> <li>• Lack of preventative care</li> </ul>

## **PRIORITY 1: Improve access to primary/specialty services and programs available within Lycoming County.**

*Goal 1: Implement longer office hours, walk-in access and 24/7 access to nurse triage and ability to make an appointment in primary care*

- Strategies:**
- A.** Improve access in Susquehanna family medicine offices with longer office hour and hours available on Saturday
  - B.** Provide walk-in access for minor illness and injury now available for all family medicine offices and pediatric offices for current and new patients
  - C.** Promote that all of SHMG primary care has access to 24/7 nurse triage and ability to make appointments
  - D.** Continue extended hours availability to all primary care patients, with appointments on Sunday

*Goal 2: Improve access in to specialty service lines (i.e. Cancer, Heart, Ortho, GI...)*

- Strategies:**
- A.** Exceed call center benchmarks for call answering and appointment scheduling
  - B.** Establishing monthly tracking reports and action plan
  - C.** Explore telehealth consult centers for access to services not available locally, but the ability to have “office visits” from Lycoming County

*Goal 3: Working with various organizations to establish a more robust way to connect the community to services within the county and wellness fairs available*

- Strategies:**
- A.** Collaborate with United Way to see how we can improve the use of 211
  - B.** Collaborate with ConnectWilliamsport to improve ways we can communicate health and wellness initiatives available throughout Lycoming County
  - C.** Work with all community organization to develop comprehensive, real-time database of all services.

## **PRIORITY 2: Continue to partner in the fight against opiate addiction and support local services/task force**

*Goal 1: Authorize Implementation of Prescription Drug Monitoring Program system wide*

- Strategies:**
- A. Implement emergency department prescribing policy at all Susquehanna emergency department
  - B. Implement best practice of primary care provider to be the sole prescriber of all pain medication
  - C. Continue to hold Opioid Summits to keep all organizations involved in the opioid crisis on the same page and keep an open dialog
  - D. Educate the public on the importance of disposing of medications properly

***Goal 2: Access to Certified Recovery Specialists for all Susquehanna Emergency Departments***

- Strategies:**
- A. Be able to capture an individual right after overdose to help them get to the right resources immediately after an overdose occurs
  - B. Work with other organizations to be able to contract a certified recovery specialist and have available for the health system 24/7

***Goal 3: Collaborate with organizations to help educate the community***

- Strategies:**
- A. Participate in Red Ribbon Week at all local school districts
  - B. Work with the PA Department of Health on educating school nurses and businesses on the importance of carrying Naloxone
  - C. Support organizations in any education efforts towards the fight against opioid abuse

**PRIORITY 3: Collaborate with community organizations on health and wellness initiatives, such as routine wellness check-ups and cancer screenings.**

***Goal 1: Promote routine cancer screenings for breast, colon and cervical cancer.***

- Strategies:**
- A. Mailed to people most at risk for cancer who are up for screening or who have neglected to be screened for colorectal, lung and breast. Based on national screening recommendations, based on age, gender, etc.

***Goal 2: Susquehanna signed the 80% by 2018 initiative to have 80% of individuals ages 50 or older screened for colon cancer in Lycoming County***

- Strategies:**
- A. Collaborate with Susquehanna Cancer Center, Digestive Disease Center, Primary Care and Employee Health
  - B. Begin as a system wide initiative, then a public initiative
  - C. Hold various events promoting colon cancer awareness using the inflatable colon, for a more interactive approach to colon cancer

***Goal 3: Continue to partner with River Valley Regional YMCA to support health and wellness programs for both children and adults***

- Strategies:**
- A. Start at the elementary level building self-esteem programs, healthy life-style
  - B. Continue implementing programs similar to the Cancer Survivorship Program

***Goal 3: Continue to grow and expand Spirit of Women program***

- Strategies:**
- A. Grow program through increased membership within Lycoming County – promotes health and wellness for women, children and men

## **PRIORITY 4: Support mental health services**

***Goal 1: Have licensed clinical social workers available at all primary care offices***

- Strategies:**
- A. Pilot program, expand to other sites
  - B. Promote availability of LCSW in practices

***Goal 2: Ease access into behavioral health specialists***

- Strategies:**
- A. Increase pediatric behavioral health
  - B. Support recruitment to bring specialists in to Lycoming County

## **PRIORITY 5: Support transportation options to healthcare for rural areas**

***Goal 1: Establish a stronger connection to STEP***

- Strategies:**
- A. Helping promote their services to help the elder population get to their healthcare appointments
  - B. Promote and educate others about our Ambulatory Care services

***Goal 2: Bring wellness clinics to rural areas***

- Strategies:**      **A.** Work with River Valley Health & Dental on establishing a program to take wellness checks/clinics to rural areas

## Next Steps

This Implementation Plan will be rolled out over the next three years, from FY 2017 through the end of FY 2019. The Hospital will work with community partners and health issue experts on the following for each of the approaches to addressing the identified health needs:

- Develop work plans to support effective implementation
- Create mechanisms to monitor and measure outcomes
- Provide on-going status and results of these efforts to improve community health

Susquehanna Health System is committed to conducting another health needs assessment within three years.