

Community Health Implementation Strategy 2017-2019



Soldiers & Sailors Memorial Hospital

Introduction

Soldiers & Sailors Memorial Hospital is a 67-bed short-term acute care hospital located in Wellsboro, PA and is part of Susquehanna Health System. Outpatient services include a full scope of diagnostic services including a state-of-the-art 128-slice CT scanner, nuclear medicine services, digital mammography, pulmonary and cardiac rehabilitation, echocardiograms, cardiac stress testing and laboratory testing. The Hospital also offers physical therapy, occupational therapy and speech therapy services in an outpatient setting. A broad scope of surgical services are provided in both an inpatient and outpatient setting including general surgery, orthopedics, urology, ophthalmology, podiatry, gynecology, and oral maxillary surgery. Connected to the main hospital is the Ralph C. Antrim, Jr. Medical Office Building where 13 private practitioners provide services in obstetrics and gynecology, ophthalmology, orthopedic surgery, oral surgery, otolaryngology (ENT), urology, internal medicine and pediatrics.

Laurel Health System—including Soldiers + Sailors Memorial Hospital, The Green Home, and other services—became part of Susquehanna Health in the fall of 2012. This partnership created an expanded healthcare delivery system that benefits the entire Tioga-Lycoming region. Together, Susquehanna Health is able to focus all energies on improving the coordination of care to achieve better outcomes for patients throughout central Pennsylvania.

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
- Financial barriers/Poverty/Low Socioeconomic
- Lack of health knowledge/Education
- Heart disease

- Transportation in rural areas
- Uninsured/Limited insurance
- Lack of preventative care
- 24/7 access to non-urgent care
- Obesity

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.

Soldiers & Sailors Memorial Hospital Priority	Corresponding Identified Health Need
Improve access to primary and specialty services	<ul style="list-style-type: none"> • Lack of health knowledge/education • Transportation in rural areas • 24/7 access to non-urgent care • Lack of preventative care
Bring in addiction services and/or task forces to Tioga County	<ul style="list-style-type: none"> • Substance abuse • Lack of mental health services • Lack of health knowledge/education
Collaborate with community organizations on health and wellness initiatives, such as routine wellness check-ups and cancer screenings	<ul style="list-style-type: none"> • Lack of health knowledge/education • Heart disease • Obesity
Support mental health services	<ul style="list-style-type: none"> • Lack of mental health services • Lack of health knowledge/education • Transportation in rural areas
Support transportation options to healthcare for rural areas	<ul style="list-style-type: none"> • Financial barriers/poverty/low socioeconomic • Lack of health knowledge/education • Lack of preventative care

PRIORITY 1: Improve access to primary and specialty services

Goal 1: Work with Tioga County Partnership for Community Health on improvement of transportation for healthcare services

- Strategies:**
- A.** Research other areas with similar needs and how they successfully implemented transportation programs for healthcare related needs

Goal 2: Explore non-traditional strategies to provide access to care

- Strategies:**
- A.** Implement programs that have been proven successful through UPMC

Goal 3: Explore telehealth opportunities and innovative ways to deliver care

- Strategies:**
- A.** Work with specialty services in both Lycoming and Tioga counties to make access easier for follow-up appointments in Wellsboro and Mansfield

PRIORITY 2: Bring in addiction services and/or task forces to Tioga County

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

- Strategies:**
- A.** Enforce emergency department prescribing policy at Susquehanna emergency department
 - B.** Implement best practice of primary care physicians to be the sole prescriber of all pain medication
 - C.** 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 through health and wellness events, information on website and social media

Goal 2: Collaborate with Tioga County to share best practices

- Strategies:**
- A.** Facilitate in introducing the resources to Tioga County, helping provide education and awareness

PRIORITY 3: Collaborate with community organizations on health and wellness initiatives

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: Collaborate with the PA Department of Health and Tioga County Partnership for Community Health to establish more health screenings and community events

- Strategies:**
- A. Together promote the importance of routine screenings and overall health and wellness
 - B. Educate the importance of routine vaccinations and immunizations for all ages

Goal 3: Continue to partner with River Valley Regional YMCA and Wellsboro Parks and Recreation Department 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

Goal 4: Continue to grow and expand Spirit of Women program

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

PRIORITY 4: Support mental health services

Goal 1: Increase access into behavioral health specialists

- Strategies:**
- A. Increase pediatric behavioral health
 - B. Support recruitment to bring specialists in to Tioga County
 - C. Explore the use of telehealth consult sites for counseling sessions

PRIORITY 5: Support transportation options to healthcare for rural areas

Goal 1: Work with Tioga County Partnership for Community Health on improvement of transportation for healthcare services

- Strategies:** **A.** Research other areas with similar needs and how they successfully implemented transportation programs for healthcare related needs

Goal 2: Bring routine wellness screenings and programs to rural Tioga areas

- Strategies:** **A.** Collaborate with the PA Department of Health and Tioga County Partnership for Community Health

Needs Not Addressed

Some issues identified through the Community Health Needs Assessment have not been addressed in this plan. In initial discussion and subsequent prioritization, Soldiers & Sailors Memorial Hospital considered the levels to which some needs were already being addressed in the service area. Additionally, some community needs fall out of the scope of expertise and resources Soldiers & Sailors Memorial Hospital. The following chart outlines how some of the needs identified in the assessment are addressed by others or in different ways:

Community Need	How Need is Addressed
Uninsured/limited insurance	Tioga County Assistance Office

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

Soldiers & Sailors Memorial Hospital is committed to conducting another health needs assessment within three years.