

IMPLEMENTATION PLAN - 2015
Addressing Community Health Needs
Rosebud Health Care Center

Access

Needs Being Addressed by this Strategy:

- #1: 62.3% of survey respondents indicated that access to healthcare and other services was the most important components of a healthy community.
- #2: 26.5% of survey respondents rated their knowledge of health services available at Rosebud Health Care Center as “fair” or “poor.”
- #3: Focus groups suggested that wellness programs and increased community education about chronic diseases and prevention would improve the health of the community.
- #4: 24.7% of survey respondents indicated they were unaware of health-cost assistance programs.
- #5: 22.0% of survey respondents indicated avoiding or delaying receiving health care services within the past three years. Of those responding they had delayed seeking care, 30.3% indicated it was due to cost.
- #6: Survey respondents indicated interest in nutrition education classes (35.2%).
- #7: Survey respondents indicated interest in women’s health education classes (32.7%).
- #8: 14.5% of survey respondents indicated that, within the past three years, they had felt depressed on most days for periods of at least three consecutive months. 8.8% of respondents indicated mental health issues as one of the top three health concerns in their community.

Improve access to and awareness of the services available at Rosebud Health Care Center. This Implementation Plan replaces the previous one for FY 2015. The indicators were developed on this plan to allow measurements of our objectives and action steps. Continued improvement in working with the community and their needs will be carried over into fiscal year 2016. Anyone interested in helping with projects like developing fitness activities, please call 406-346-4234.

Objective A:	Action Steps	Accountability	Timeframe	Impact will be measured and evaluated through these indicators:	Status at the end of FY 2015
Organize a health fair for community members	Determine a location to hold the health fair within the hospital.	C.DuBois	Oct-15	# of people screened for financial eligibility	10
	Make a list of services and departments to have a booth at the health fair (e.g. financial information, safety, and screenings, i.e., blood pressure).	C.DuBois	Nov-15	# people connected to financial resources/ insurance products	10
	Inform all staff about the health fair and schedule appropriately to have staff with clinical experience available.	R.Tooke, CEO	1-Nov-15	# people participating in the free glucose and lipid screenings	65
	Offer free glucose and lipid screenings when community members bring food donations for food baskets.	C.Sessions	1-Nov-15	# follow up appointments made from screenings	Persons with panic value lab results are called and encouraged to be seen the same day

	Each service area/department of the hospital will host a booth at the health fair.	R.Tooke, CEO	1-Nov-15	Other information, demonstration provided at health fair (list each one)	Proper handwashing hands on demonstration with blacklight, emergency preparedness, health information available at the local library, Health Insurance Navigator, Meaningful Use
	Offer flu and tetanus shots at the fair	M. Price	15-Oct	# referrals to physicians	271 new patients seen in the clinic
	Offer health fair pricing on labs yer round	RHCC	ongoing	# referrals to the clinic	271 new patients seen in the clinic
				# of referrals to specialists	unable to calculate
				# people who attend education program(s)	102
				# and % of people who increased knowledge of (the information presented)	68 people or 67%
				# and % of people who intend to do something/or change behavior as a result of program	unable to calculate will add to evaluation
				# pounds of healthy food donated	125 pounds
				# people who received flu shot	170 FY 2015
				# people who received tetanus shot	54 FY 2015
				# people receiving health fair pricing on labs	461 FY 2015
Objective B:	Action Steps	Accountability	Timeframe	Impact will be measured and evaluated through these indicators:	Status at the end of FY 2015
Increase access to specialty care	Adding rotating specialists for dermatology services	R. Tooke, CEO		# physicians recruited	Continue to look for visiting medical specialists
	Add rotating specialists for foot care services	R. Tooke, CEO		# people seen for dermatology services	Continue to look for visiting medical specialists
				# people seen for foot care services	George Wright, LPT, able to make and fit custom orthotic shoe inserts
Objective C:	Action Steps	Accountability	Timeframe	Impact will be measured and evaluated through these indicators:	Status at the end of FY 2015
Inform patients of various financial assistance programs available at Rosebud Health Care Center, including Medicare, Medicaid, and Charity Care programs	Continue to offer uncompensated care for needy individuals	Patient Financial Services	ongoing	\$ cost associated with uncompensated care	\$2,330,887.19
	Continue to support and refer to medical clinic	Employees	ongong	# persons served through medical clinic	4986

	Continue to improve Emergency Department triage services to ensure appropriate levels of care	M. Price	ongoing	# persons screened for financial assistance	Sixty eight charity care and HELP loan applications provided or mailed.
	Develop a brochure of financial Assistance information to distribute in the ER and other locations throughout the hospital	K. Donoho	ongoing	# of persons connected to financial resources/insurance	Twenty-eight received back for financial assistance review.
	Inform patients of available financial assistance programs and payment plan options during the discharge planning process	Patient Financial Services	ongoing	# of persons receiving financial payment brochure before discharge	RHCC is working with a consultant from a company to establish best practice's for the billing process to meet the community needs.
	Business office staff follows-up with ER patients to discuss billing and financial options within two business days	Patient Financial Services	ongoing	# brochures distributed	descriptions that will concentrate efforts on staff education, specifics, and cross training, in a concerted effort to better meet our communities requests.
			ongoing	average # days it takes to follow up with ER patients	See above
	Train business office employees to better-assist patients regarding insurance and financial assistance program applications	Patient Financial Services	ongoing	# follow up meetings/phone calls	See above
			ongoing	# staff members trained	See above
			ongoing	% of patients who qualify that actually enroll in financial assistance	See above
	Inform community of the availability of the Samaritan's Food Pantry located at Rosebud	Social Media	ongoing	# people utilizing the Samaritan Food Pantry	residents. Open 9am-11am every Monday except major holidays. Approximately 120 families were served during FY 2015. Food can be picked up twice monthly. Emergency Samaritan pantry phone numbers are posted on the back entrance to the old clinic.
Objective D:	Action Steps	Accountability	Timeframe	Impact will be measured and evaluated through these indicators:	Status at the end of FY 2015
Educate community members about healthcare services that are available locally	Increase Rosebud Health Care Center's online presence.	K. Donoho	ongoing	# hits on the website (website metrics)	23,313
	Advertise services in the monthly RHCC newsletter.	L. Lelm	ongoing	# newsletters distributed	1395 brochures mailed monthly or 16,740 yearly
	Create printed materials with information about services available at Rosebud Health Care Center.	K. Donoho	ongoing	# brochures distributed	Approximately 200
	Post information about available services and educational opportunities on Rosebud Health Care Center's website.	K. Donoho	ongoing	# and % of residents who rate their knowledge of the health system as fair or poor	Unable to calculate for FY 2015

	Promote the availability of sleep studies	K. Donoho	ongoing through social media	increase in # of people receiving sleep studies	15
	Promote Lifeline buttons for use in emergencies	S. Barnes	ongoing through social media	# people participating in Lifeline	19
Objective E:	Action Steps	Accountability	Timeframe	Impact will be measured and evaluated through these indicators:	Status at the end of FY 2015
Provide monthly health education and "lunch and learn" opportunities based on national health themes.	Identify speakers to present information about various health topics.	C. DuBois	ongoing	# people attending	4 educational sessions total with one spanning a six month period. Counting feedback from open house, and other sessions, approximately 139 people received educational information.
	Determine a location to hold the monthly presentations.	C. DuBois	ongoing	# and % of people increasing their knowledge on the selected topic	68%
	Promote the education opportunities through Facebook, flyers at the post office/grocery store, and word-of-mouth.	C. DuBois, K. Donoho		# and % of people who follow up based on knowledge	14
				# and % of people who change their behavior based on the knowledge received	14
				# flyers distributed	
Objective F:	Action Steps	Accountability	Timeframe	Impact will be measured and evaluated through these indicators:	Status at the end of FY 2015
Continue HealthLinkNow telemedicine mental health services.	Promote through medical services and website	Medical Providers	ongoing	# people participating	4 patients for total of 20 visits
Objective G:	Action Steps	Accountability	Timeframe	Impact will be measured and evaluated through these indicators:	Status at the end of FY 2015
Educate and continue to promote the availability of Rosebud's Onsite Transportation Service	Advertise through word of mouth, social media, brochures	R. Tooke, Ceo S. Barnes	ongoing	# people participating	110 people utilized transportation services for multiple trips. Transportation services can be utilized for shopping as well. Please call 346-4237 for more information.
Objective H:	Action Steps	Accountability	Timeframe	Impact will be measured and evaluated through these indicators:	Status at the end of FY 2015
Educate and continue to promote the availability of Rosebud's P.A.L.S. (Personal Assisted Living Services)	Call 406-346-4234 to receive more information for Personal Assistance Living Services	C. DuBois	ongoing	# people requesting information	Average 10 inquiries monthly. Services available year round.
				# people participating	Average 15 monthly

Objective I:	Action Steps	Accountability	Timeframe	Impact will be measured and evaluated through these indicators:	Status at the end of FY 2015
Promote breast cancer awareness and prevention through once a month mammographies utilizing the Mammo Bus	Service provided in conjunction with St. Vincent's mobile mammography bus.		ongoing	# women receiving mammograms	90
				# women receiving educational materials	90
				# women referred for follow up services	6
					The mobile mammography bus is in Forsyth monthly. Appointments and information can be obtained by calling, 406-237-4373.