

## 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. 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 2017. 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 2016
Organize a health fair for community members	Determine a location to hold the health fair within the hospital.	PR Committee	Oct-15	# of people screened for financial eligibility	Unable to determine
	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).	PR Committee	Nov-15	# people connected to financial resources/ insurance products	Unable to calculate. Beginning June 2016, financial aid packets have been developed and the number handed out will be tracked.
	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)	Rosebud Health Care Center, Public Health, and the Rosebud County Library had informational booths and were present to answer questions.
	Offer flu and tetanus shots at the fair	M. Price	15-Oct	# referrals to physicians	305 new patients seen in the clinic
	Offer health fair pricing on labs yer round	RHCC	ongoing	# referrals to the clinic	305 new patients seen in the clinic
				# of referrals to specialists	unable to calculate
				# people who attend education program(s)	86 not including offsite educational programs

				# and % of people who increased knowledge of (the information presented)	Unable to calculate.
				# 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	226 pounds
				# people who received flu shot	150 FY 2016
				# people who received tetanus shot	73 FY 2016
				# people receiving health fair pricing on labs	489 FY 2016
<b>Objective B:</b>	<b>Action Steps</b>	<b>Accountability</b>	<b>Timeframe</b>	<b>Impact will be measured and evaluated through these indicators:</b>	<b>Status at the end of FY 2016</b>
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
<b>Objective C:</b>	<b>Action Steps</b>	<b>Accountability</b>	<b>Timeframe</b>	<b>Impact will be measured and evaluated through these indicators:</b>	<b>Status at the end of FY 2016</b>
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	<b>FY 2015 \$200,323.00 and FY 2016 \$268,542.00</b>
	Continue to support and refer to medical clinic	Employees	ongong	# persons served through medical clinic	5153
	Continue to improve Emergency Department triage services to ensure appropriate levels of care	J. Kuntz	ongoing	# persons screened for financial assistance	Six patient's received charity care
	Develop a brochure of financial Assistance information to distribute in the ER and other locations throughout the hospital	C.DuBois	ongoing	# of persons connected to financial resources/insurance	A folder of financial information has been developed and the number handed out can now be tracked
	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	Business office is being restructured to best meet the needs of our community. New job roles are being established.
	Business office staff follows-up with ER patients to discuss billing and financial options within two business days	Patient Financial Services	ongoing	# brochures distributed	A computer program to more clearly verify insurance will soon be of assistance. If someone does not have insurance then financial aid packets are available as well as business office staff.

			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	One business office manager and one employee were added in the third quarter of FY 2016. Two additional business office employees were added in the fourth quarter of FY 2016
			ongoing	# staff members trained	Metrics ongoing as new business office employees develop in their new positions
			ongoing	% of patients who qualify that actually enroll in financial assistance	Metrics ongoing as new business office employees develop in their new positions
	Inform community of the availability of the Samaritan's Food Pantry located at Rosebud	Social Media	ongoing	# people utilizing the Samaritan Food Pantry	The Samaritan Pantry proudly serves Forsyth-Rosebud Area residents. Open 9-11am every Monday except holidays. 459 patrons picked up food for 868 people. 58 complete Thanksgiving meal dinner boxes were distributed. A turkey drive is held in November. Turkeys or monetary donations may be made by contacting Bill Parker at 406-356-7734. Emergency phone number for food is 406-356-7734.
<b>Objective D:</b>	<b>Action Steps</b>	<b>Accountability</b>	<b>Timeframe</b>	<b>Impact will be measured and evaluated through these indicators:</b>	<b>Status at the end of FY 2016</b>
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)	7633 visits to website, 6541 users of website, 15,778 page views on website, and the average amount of time each user spent on website was 2.6 minutes.
	Advertise services in the monthly RHCC newsletter.	S. Barnes	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	28
	Promote Lifeline buttons for use in emergencies	PR Committee	ongoing through social media	# people participating in Lifeline	29
<b>Objective E:</b>	<b>Action Steps</b>	<b>Accountability</b>	<b>Timeframe</b>	<b>Impact will be measured and evaluated through these indicators:</b>	<b>Status at the end of FY 2016</b>
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	11 educational opportunities were available including a series of lunch and learns, providers speaking at the senior center and the garden club. The number reached was at least 50
	Determine a location to hold the monthly presentations.	C. DuBois	ongoing	# and % of people increasing their knowledge on the selected topic	Unable to calculate metrics

	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	Metrics unknown. Number of clinic visits increased FY 2016
				# and % of people who change their behavior based on the knowledge received	Metrics unknown. Number of clinic visits increased FY 2016
				# flyers distributed	25
<b>Objective F:</b>	<b>Action Steps</b>	<b>Accountability</b>	<b>Timeframe</b>	<b>Impact will be measured and evaluated through these indicators:</b>	<b>Status at the end of FY 2016</b>
Continue HealthLinkNow telemedicine mental health services.	Promote through medical services and website	Medical Providers	ongoing	# people participating	HealthLinkNow mental health telemedicine services were not sustainable in our region. Billings clinic does provide mental health services through telemedicine to member's in our community. We do not set those appointments up so do not have an exact number of participants
<b>Objective G:</b>	<b>Action Steps</b>	<b>Accountability</b>	<b>Timeframe</b>	<b>Impact will be measured and evaluated through these indicators:</b>	<b>Status at the end of FY 2016</b>
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	891 people utilized transportation services for a total of 1991 trips. Transportation services can be utilized for shopping as well. Please call 346-4209 for more information.
<b>Objective H:</b>	<b>Action Steps</b>	<b>Accountability</b>	<b>Timeframe</b>	<b>Impact will be measured and evaluated through these indicators:</b>	<b>Status at the end of FY 2016</b>
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	Services available year round. Personal care services are a medicaid reimbursable service. Some long term care policies may cover personal in-home care. There are certain cases where a VA Doctor can order PALS, a private pay option is also available. A Doctor order is only needed when VA is paying for services.
				# people participating	PALS employees are directly employed by RHCC. They receive initial training, and on-going education. As employees of RHCC they are covered by RHCC licenses and workers comp insurance. Metrics of hours care provided: total dollar amount divided by average charge per unit indicates 4374 hours of care provided through the end of May 2016.
<b>Objective I:</b>	<b>Action Steps</b>	<b>Accountability</b>	<b>Timeframe</b>	<b>Impact will be measured and evaluated through these indicators:</b>	<b>Status at the end of FY 2016</b>
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.