

# IMPLEMENTATION PLAN

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*Addressing Community Health Needs*

*Rosebud Health Care Center ~ Forsyth, Montana*

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## The Implementation Planning Process

The implementation planning committee – comprised of Rosebud Health Care Center’s leadership team and board members – participated in an implementation planning process to systematically and thoughtfully respond to all issues and opportunities identified through the Community Health Services Development (CHSD) needs assessment process. The facility conducted the CHSD process in conjunction with the Montana Office of Rural Health (MORH).

The CHSD community health needs assessment was performed in the spring of 2017 to determine the most important health needs and opportunities for Rosebud County, Montana. “Needs” were identified as the top issues or opportunities rated by respondents during the CHSD survey process or during focus groups (see page 6 for a list of “Needs Identified and Prioritized”). For more information regarding the needs identified, as well as the assessment process/approach/methodology, please refer to the facility’s assessment report, which is posted on the facility’s website (<http://www.rosebudhcc.org/community-health-survey/>).

The implementation planning committee identified the most important health needs to be addressed by reviewing the CHNA, secondary data, community demographics, and input from representatives representing the broad interest of the community, including those with public health expertise (see page 10 for additional information regarding input received from community representatives).

The implementation planning committee determined which needs or opportunities could be addressed considering Rosebud Health Care Center’s parameters of resources and limitations. The committee then prioritized the needs/opportunities using the additional parameters of the organizational vision, mission, and values, as well as existing and potential community partners. Participants then created a goal to achieve through strategies and activities, as well as the general approach to meeting the stated goal (i.e. staff member responsibilities, timeline, potential community partners, anticipated impact(s), and performance/evaluation measures).

The prioritized health needs as determined through the assessment process and which the facility will be addressing relates to the following healthcare issues:

1. Awareness of Services
2. Collaboration of community health efforts
3. Alcohol and substance abuse
4. Mental health and suicide prevention

In addressing the aforementioned issues, Rosebud Health Care Center seeks to:

- a) Improve access to healthcare services;
- b) Enhance the health of the community;
- c) Advance medical or health knowledge;
- d) Relieve or reduce the burden of government or other community efforts

**Rosebud Health Care Center's Mission:**

- Rosebud Health Care Center's employees, clinical staff, management and Board are committed to a patient and elder-centered approach to medical care for the whole family. We provide the very highest quality of medical care possible. We also conform to uniquely high standards of conduct in the treatment of each other and our patients: professionalism, respect and compassion sum up the Rosebud Health Care Center approach.

**Rosebud Health Care Center's Vision:**

- Rosebud Health Care Center provides a safe, caring environment for patients, elders and staff. We are conscientious, exemplary stewards of all resources. Our compassionate and professional staff, through strong partnerships, will provide quality, affordable healthcare for the whole family. Our ongoing commitment to serving the needs of our community is in keeping with the spirit of our organization.

**Rosebud Health Care Center's Values:**

- *Accountability* – We will always be accountable for our performance.  
*Attitude* – Our staff will always provide patient-centered service with a pleasant, positive attitude.  
*Confidentiality* – We will always protect each patient's privacy and record confidentiality.  
*Courtesy and Respect* – We believe that courtesy and respect empowers.  
*Integrity* – We will always be honest and truthful in our communications with patients and community members.  
*Quality* – We will provide quality care close to home.  
*Unity* – We are unified in one purpose.  
*Commitment* – We demonstrate a dedication to our work and improve the services we provide by staying current with modern treatments, moving forward with technology and a dedication to prevention and wellness.

**RHHC Pledges to:**

- Provide inpatient, outpatient, emergency, respite and extended care.
- Promote the overall health and well-being of the area residents through work with area organizations and agencies to provide health-related services and education programs.
- Recognize every individual's dignity and value regardless of age, sex, race, religion, national origin, disability, creed or social status.
- Serve all individuals seeking care, regardless of their ability to pay.
- Maintain a dedicated, professional staff through continuing education, in-service training, competitive wages and recognition.
- Ensure that area residents have access to all levels of care by collaborating with neighboring providers.

**Implementation Planning Committee Members:**

- Ryan Tooke – CEO, Rosebud Health Care Center (RHCC)
- Connie Sessions -- Lab Manager, RHCC
- Kelsie Waller – Administrative Assistant, RHCC
- Courtney Batey – Purchasing and Dietary Manager, RHCC
- Jeanne Maciag, RN – ADON, RHCC
- Stacie Barnes, Activities Director, RHCC

## Prioritizing the Community Health Needs

The implementation planning committee completed the following to prioritize the community health needs:

- Reviewed the facility's presence in the community (i.e. activities already being done to address community need)
- Considered organizations outside of the facility which may serve as collaborators in executing the facility's implementation plan
- Assessed the health indicators of the community through available secondary data
- Evaluated the feedback received from consultations with those representing the community's interests, including public health

## Rosebud Health Care Center's Existing Presence in the Community

- Rosebud Health Care Center (RHCC) sponsors the annual Duck Days Fun Run in Forsyth, Montana.
- The RHCC Health Fair includes booths for various health topics and departments in the hospital.
- RHCC provides medically-supervised physical activity in the Physical Therapy Department.
- RHCC provides affordable transportation to medical appointments locally and out-of-town.
- RHCC provides health fair priced labs all year long.
- RHCC offers PALS to those who qualify for services.
- RHCC offers Life Line for at risk individuals in the community.
- RHCC will again be adding Healthy Lifestyles as an option for community members in 2018.

### List of Available Community Partnerships and Facility Resources to Address Needs

- Healthy Lifestyles will be offered in partnership with Holy Rosary Healthcare.
- The Rosebud County Public Health Department helps promote and maintain individual, group, and community health.
- CDBG [Community Development Block Grant] provides communities with resources to address a wide range of unique community development needs and the funding was used to help build the new clinic at RHCC.
- A local Personal Fitness Instructor could be available to offer fitness instruction to community members.
- Forsyth Public Schools has facilities that could be available for community use.
- Montana Health Network (MHN) provides assistance with health insurance patient navigators.
- The Rosebud County MSU Extension Office participates in the community's health fair, Strong Woman Program, and they have a piece of equipment that measures the amount of body fat in an individual which has been useful during the Strong Woman Program so participants can track their progress.
- RHCC is looking to contract with a Certified Diabetic Educator to help educate community members on diabetes during "lunch and learn" sessions.
- As additional partnerships and resources become available, RHCC will seek further assistance to meet the needs requested by our community members.
- Yellowstone Pharmacy and Public Health along with RHCC offer flu shots yearly.

## Rosebud County Indicators

### Low Income Persons

- 18.8% are below the federal poverty level
- 25% of children are in poverty

### Uninsured Persons

- 19% of adults less than age 65 are uninsured
- Data is not available for Rosebud County for uninsured children less than age 18

### Leading Causes of Death: Primary and Chronic Diseases

- Heart Disease
- Cancer
- CLRD [Chronic Lower Respiratory Disease]

\* Note: Other primary and chronic disease data is by region and thus difficult to decipher community need.

### Elderly Populations

- 13% of Rosebud County's Population is 65 years and older

### Size of County and Remoteness

- 9,326 people in Rosebud County
- 1.8 people per square mile

### Nearest Major Hospital

- St. Vincent's Hospital and Billings Clinic in Billings, MT are 101 miles from Rosebud Health Care Center



## Public Health and Underserved Populations Consultation Summaries

### Public Health Consultation [Jennifer Anderson – MSU Extension Agent, Montana State University – 3/13/2017

Shelly Schnitzmeier – Director, Rosebud County Public Health Department – 3/22/2017]

- Need for more trainers and education on exercise.
- As a community, we could do a lot better on preventative services.
- There could be more collaboration with community services and resources.
- There is a lack of access to mental health providers.
- I hear about a lot of drug use amongst adults and teens in the area. I am hearing about more and more meth use.

### Underserved Population – Underinsured [Ryan Tooke – CEO, Rosebud Health Care Center (RHCC)

Cyndi Dubois, RN, BSN – PALS Program Director, RHCC

Shelly Weight – Principal, Forsyth High School– 3/13/2017]

- There's a number of options. If they come to the ER then we see them. We have charity care. Healthy Montana Kids is a great resource for people. We don't turn them away. Public health also does immunizations.
- My experience with our local Medicaid office has been poor and they're never there.
- Poverty seems to be rising in the community.

### Underserved Population – Senior Citizens [Cyndi Dubois, RN, BSN – PALS Program Director, RHCC

Jennifer Anderson – MSU Extension Agent, Montana State University – 3/13/2017]

- The community doesn't have the resources to keep seniors living in the area.
- We need Hospice.
- The issue is money. Many people can't afford Home Health services.
- There is a need to educate seniors on advanced directives. They need to update them every year.
- The senior center is well utilized by older seniors. There's an issue with access. They are closed sometimes when they are supposed to be open.

### Underserved Population – Youth [Shelly Weight – Principal, Forsyth High School– 3/13/2017]

- We're seeing more and more mental health issues in children.
- Illegal drug use in students is a problem too. Drug issue seems to be growing. Even tobacco use, a lot of kids chew tobacco.

## Needs Identified and Prioritized

### *Prioritized Needs to Address*

1. 55.3% of respondents rated the general health of the community as ‘somewhat healthy.’ 2017 respondents were significantly less likely to rate the health of the community lower than in 2011.
2. Two health concerns for the community were alcohol abuse/substance abuse (52.6%) and overweight/obesity (37.5%).
3. ‘Overweight/obesity’ as a top health concern, was reported by respondents significantly more often than in 2011.
4. Two components of a healthy community identified were: access to healthcare and other services (68.6%) and healthy behaviors and lifestyles (34.9%).
5. 23.6% of respondents rated their knowledge of available health services as ‘fair’ or ‘poor.’
6. 20% of respondents indicated they did not get or delayed getting needed services because they ‘didn’t know where to go’ or were ‘unsure if services were available.’
7. Respondents indicated the top educational classes/programs they would be most interested in were: health and wellness (28.9%), fitness (25.7%) and nutrition (23%).
8. Focus group participants indicated they felt health education classes and preventative services could improve the overall health of the community.
9. Focus group participants expressed concern for the lack of services for seniors as an important local healthcare concern.
10. Focus group participants indicated a need for better advertising of local services.
11. Focus group participants felt more community group collaboration was a needed healthcare service.
12. 17% of respondents indicated they had 20 minutes or more of physical activity 3-5 times per month or less over the past month.
13. Focus group participants felt walking paths and other fitness opportunities would improve the health of the community.
14. Focus group participants were concerned about the presence of substance abuse within the community.
15. 24.4% of survey respondents indicated ‘mental health issues’ and ‘depression/anxiety’ were health concerns for the community.
16. 29.6% of respondents indicated more specialists would improve the community’s access to healthcare.
17. 11.1% of respondents indicated they had had periods of at least three consecutive months in the past three years in which they felt depressed.
18. Mental health services were discussed as an area to improve the community’s health, an important local healthcare issue and a needed healthcare service during the focus groups.

***Needs Unable to Address***

*(See page 23 for additional information)*

1. Cancer was identified as a top health concern by 44.1% of respondents.
2. Affordability of services was identified as the top way to improve the community's access to healthcare.
3. Dermatology (26.3%) was the top desired local healthcare service.
4. Focus group participants indicated a need for orthopedic and vision services locally.

## Executive Summary

The following summary briefly represents the goals and corresponding strategies and activities, which the facility will execute to address the prioritized health needs (from page 10). For more details regarding the approach and performance measures for each goal, please refer to the Implementation Plan Grid section, which begins on page 15.

**Goal 1:** Increase awareness of available services in Rosebud County.

**Strategy 1.1:** Increase community awareness and utilization of available health and wellness resources in Rosebud County.

**Activities:**

- Meet with local businesses to determine wellness benefits for their employees and record benefits.
- Create marketing campaign to advertise available health and wellness services available at RHCC (per community benefits programs) and promote with local business as appropriate.
- Create health, wellness and prevention newsletter/handout for community members at large.
- Explore offering free/reduced-cost prevention screenings and tests (i.e. vitals, blood pressure, mole checks) at RHCC health fairs, Soup dinners, Healthy Lifestyles program, etc.
- Create staff education regarding health and wellness opportunities available through Employee Assistance Counseling and Staff benefit program.
- Deliver/disseminate staff benefit program offerings.

**Strategy 1.2:** Increase awareness and utilization of senior services available in Rosebud County.

**Activities:**

- Convene senior stakeholder group to catalogue available senior services in Rosebud County.
- Develop a marketing strategy to disseminate senior resources (meet with senior center, host a card party, newsletter, Bingo nights, post office bulletin board).
- Explore adding a community resource tab on website to showcase available resource findings.

**Goal 2:** Improve community collaboration and collective impact in addressing health needs in Rosebud County.

**Strategy 2.1:** Develop a collaborative community group to combine efforts and resources to collectively tackle health issues in Rosebud County.

**Activities:**

- Identify community stakeholders.
- Convene community stakeholder group and determine focus and structure for group.
- Identify and catalogue common interests and crossover of projects.
- Meet with DPHHS BACI representative to determine feasibility and interest in participating in BACI program in Forsyth.

**Goal 3:** Increase access to substance abuse resources in Rosebud County.

**Strategy 3.1:** Continue to support substance abuse recovery and other programs as well as increase awareness of available resources in Rosebud County.

**Activities:**

- Continue to provide meeting space for AA and NA groups.
- Continue needle disposal program and market service through public health and Rosebud County.
- Explore ways to better support and market community prescription drop-off boxes at police station and pharmacy.
- Explore opportunities to expand educational offerings on substance abuse prevention/support (ALANON, School events, etc.)

**Goal 4:** Improve access and awareness of mental health services in Rosebud County.

**Strategy 4.1:** Improve access to mental health services available at RHCC.

**Activities:**

- Continue to explore expansion of tele-psychiatry services at RHCC.
- Research grant opportunities to support tele-psych.
- Create educational materials for the Employee Assistance Counseling program specific to mental health resources for staff and family.
- Create mental health resource page for providers to support with patient referrals.
- Explore offering suicide prevention/Mental Health First Aid or other prevention/crisis management education for providers and front line staff.
- Determine feasibility of offering prevention/crisis training for area communities, business, schools and police, etc. as appropriate.

### Implementation Plan Grid

**Goal 1:** Increase awareness of available services in Rosebud County.

**Strategy 1.1:** Increase community awareness and utilization of available health and wellness resources in Rosebud County.

Activities	Responsibility	Timeline	Final Approval	Partners	Potential Barriers
Meet with local businesses to determine wellness benefits for their employees and record benefits.	Ryan Tooke	December 2017	CEO	FHS, First State Bank, Range Telephone, County	Scheduling conflicts, Resource limitations
Create marketing campaign to advertise available health and wellness services available at RHCC (per community benefits programs) and promote with local business as appropriate.	PR Committee/ Marketing Employee/ Elisabeth Inman	All of 2018	PR Committee/ CEO	Possible out source	Resource limitations
Create health, wellness and prevention newsletter/handout for community members at large.	Elisabeth Inman	March 2018	CEO	Yellowstone Pharmacy	Resource limitations
Explore offering free/reduced-cost prevention screenings and tests (i.e. vitals, blood pressure, mole checks) at RHCC health fairs, Soup dinners, Healthy Lifestyles program, etc.	RHCC/Public Health	December 2017	Managers/CEO	Public Health	Resource limitations, Financial limitations
Create staff education regarding health and wellness opportunities available through Employee Assistance Counseling and Staff benefit program.	Elisabeth/ Sandra Wright/ Ryan Tooke	November 2017 Orientation ongoing	CEO	EAC program staff	Resource limitations, Financial limitations
Deliver/disseminate staff benefit program offerings.	Sandra Wright	Ongoing w/ orientation	CEO		Resource limitations

**Needs Being Addressed by this Strategy:**

- 55.3% of respondents rated the general health of the community as 'somewhat healthy.' 2017 respondents were significantly less likely to rate the health of the community lower than in 2011.

*Needs Addressed Continued...*

2. Two health concerns for the community were alcohol abuse/substance abuse (52.6%) and overweight/obesity (37.5%).
3. 'Overweight/obesity' as a top health concern, was reported by respondents significantly more often than in 2011.
4. Two components of a healthy community identified were: access to healthcare and other services (68.6%) and healthy behaviors and lifestyles (34.9%).
5. 23.6% of respondents rated their knowledge of available health services as 'fair' or 'poor.'
6. 20% of respondents indicated they did not get or delayed getting needed services because they 'didn't know where to go' or were 'unsure if services were available.'
7. Respondents indicated the top educational classes/programs they would be most interested in were: health and wellness (28.9%), fitness (25.7%) and nutrition (23%).
8. Focus group participants indicated they felt health education classes and preventative services could improve the overall health of the community.

**Anticipated Impact(s) of these Activities:**

- Increased access to health and wellness services.
- Increased awareness of local health and wellness services.
- Improved access to prevention services.
- Improved health outcomes.

**Plan to Evaluate Anticipated Impact(s) of these Activities:**

- Track patient visits for health and wellness benefit related services.
- Number of employees accessing EAC benefits
- Track number of participants in wellness screenings.
- Track new referrals from wellness screenings.

**Measure of Success:** RHCC creates and disseminates new health and wellness resource by December 2017.



**Goal 1:** Increase awareness of available services in Rosebud County.

**Strategy 1.2:** Increase awareness and utilization of senior services available in Rosebud County.

Activities	Responsibility	Timeline	Final Approval	Partners	Potential Barriers
Convene senior stakeholder group to catalogue available senior services in Rosebud County.	Ryan Tooke	Start February 2018	CEO	Senior Center, Haugo Center, Public Health	Scheduling conflicts, Resource limitations
Develop a marketing strategy to disseminate senior resources (meet with senior center, host a card party, newsletter, Bingo nights, post office bulletin board).	PR/ Marketing Person/ Ryan Tooke	Start April 2018	CEO	Senior Citizens Center/ Haugo Center/ Public Health	Resource limitations
Explore adding a community resource tab on website to showcase available resource findings.	Jerrae Kuntz/ Ryan Tooke	November 2018	CEO	Web designer	Resource limitations

**Needs Being Addressed by this Strategy:**

1. 55.3% of respondents rated the general health of the community as ‘somewhat healthy.’ 2017 respondents were significantly less likely to rate the health of the community lower than in 2011.
9. Focus group participants expressed concern for the lack of services for seniors as an important local healthcare concern.
10. Focus group participants indicated a need for better advertising of local services.
11. Focus group participants felt more community group collaboration was a needed healthcare service.

**Anticipated Impact(s) of these Activities:**

- Increased coordination of senior resources in Rosebud County.
- Increased access to senior resources.
- Improved knowledge of available senior resources.

**Plan to Evaluate Anticipated Impact(s) of these Activities:**

- Track website hits.
- Track number of senior community stakeholder group meetings.
- Track presentations or newsletters distributed.

**Measure of Success:** RHCC creates and goes ‘live’ with a new community resource tab on it’s website by November 2018

**Goal 2:** Improve community collaboration and collective impact in addressing health needs in Rosebud County.

**Strategy 2.1:** Develop a collaborative community group to combine efforts and resources to collectively tackle health issues in Rosebud County.

Activities	Responsibility	Timeline	Final Approval	Partners	Potential Barriers
Identify community stakeholders.	Ryan Tooke	October 2017	CEO	County Health Department	Resource limitations
Convene community stakeholder group and determine focus and structure for group.	Ryan Tooke/ Shelly Schnitzmeier	November 2017	CEO	County Health Department/ Lions Club	Scheduling conflicts, Resource limitations
Identify and catalogue common interests and crossover of projects.	Ryan Tooke/ Shelly Schnitzmeier	January 2018	CEO		Resource limitations
Meet with DPHHS BACI representative to determine feasibility and interest in participating in BACI program in Forsyth.	Ryan Tooke/ DPHHS BACI Rep.	February 2018	CEO	MT DPHHS- Cathy Costakis	Scheduling conflicts, Resource limitations

**Needs Being Addressed by this Strategy:**

1. 55.3% of respondents rated the general health of the community as ‘somewhat healthy.’ 2017 respondents were significantly less likely to rate the health of the community lower than in 2011.
2. Two health concerns for the community were alcohol abuse/substance abuse (52.6%) and overweight/obesity (37.5%).
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4. Two components of a healthy community identified were: access to healthcare and other services (68.6%) and healthy behaviors and lifestyles (34.9%).
11. Focus group participants felt more community group collaboration was a needed healthcare service.
12. 17% of respondents indicated they had 20 minutes or more of physical activity 3-5 times per month or less over the past month.
13. Focus group participants felt waking paths and other fitness opportunities would improve the health of the community.

**Anticipated Impact(s) of these Activities:**

- Increased awareness of health and wellness.
- Increased coordination of health and wellness resources in Rosebud County.
- Improved health outcomes.

**Plan to Evaluate Anticipated Impact(s) of these Activities:**

- Track number of community stakeholder group meetings.
- Track outcome of meeting with BACI program staff.

**Measure of Success:** Forsyth becomes a BACI community demonstrating a coordinated effort to improve community health and wellness.

**Goal 3:** Increase access to substance abuse resources in Rosebud County.

**Strategy 3.1:** Continue to support substance abuse recovery and other programs as well as increase awareness of available resources in Rosebud County.

Activities	Responsibility	Timeline	Final Approval	Partners	Potential Barriers
Continue to provide meeting space for AA and NA groups.	Ryan Tooke	on going	CEO	AA, NA	Scheduling conflicts, Resource limitations
Continue needle disposal program and market service through public health and Rosebud County.	Ryan Tooke/ Shelly Schnitzmeier	on going	CEO	Public Health, Deterra Representative	Resource limitations
Explore ways to better support and market community prescription drop-off boxes at police station and pharmacy.	Ryan Tooke	On going	CEO	Forsyth Police, Yellowstone Pharmacy	Resource limitations
Explore opportunities to expand educational offerings on substance abuse prevention/support (ALANON, School events, etc.)	Ryan Tooke	October annually (during Drug Awareness)	CEO	Local schools	Scheduling conflicts, Resource limitations

**Needs Being Addressed by this Strategy:**

1. 55.3% of respondents rated the general health of the community as ‘somewhat healthy.’ 2017 respondents were significantly less likely to rate the health of the community lower than in 2011.
2. Two health concerns for the community were alcohol abuse/substance abuse (52.6%) and overweight/obesity (37.5%).
14. Focus group participants were concerned about the presence of substance abuse within the community.

**Anticipated Impact(s) of these Activities:**

- Improved access to substance abuse resources.
- Improved knowledge of substance abuse resources.

**Plan to Evaluate Anticipated Impact(s) of these Activities:**

- Track marketing and dissemination of substance abuse resource information.
- Track utilization of needle disposal program.
- Track any new educational offerings.

**Measure of Success:** RHCC provides a new substance abuse education and prevention program at local schools by August 2018.

**Goal 4:** Improve access and awareness of mental health services in Rosebud County.

**Strategy 4.1:** Improve access to mental health services available at RHCC.

Activities	Responsibility	Timeline	Final Approval	Partners	Potential Barriers
Continue to explore expansion of tele-psychiatry services at RHCC.	Ryan Tooke/Troy Ruff	December 2017	Ryan Tooke/Board of Directors		Financial limitations, Workforce limitations
Research grant opportunities to support tele-psych.	Ryan Tooke/Troy Ruff	Spring 2018	Ryan Tooke		Resource limitations
Create educational materials for the Employee Assistance Counseling program specific to mental health resources for staff and family.	Ryan Tooke/Sandra Wright	Fall 2018	Ryan Tooke	EAC program staff	Resource limitations
Create mental health resource page for providers to support with patient referrals.	Kelsie Waller	Fall 2018	Ryan Tooke	Eastern MT Mental Health	Resource limitations
Explore offering suicide prevention/Mental Health First Aid or other prevention/crisis management education for providers and front line staff.	Ryan Tooke/Troy Ruff	Fall 2018	Ryan Tooke	Eastern MT Mental Health	Resource limitations, Financial limitations
Determine feasibility of offering prevention/crisis training for area communities, business, schools and police, etc. as appropriate.	Ryan Tooke	Fall 2018	Ryan Tooke	Eastern MT Mental Health	Resource limitations, Financial limitations

**Needs Being Addressed by this Strategy:**

1. 55.3% of respondents rated the general health of the community as ‘somewhat healthy.’ 2017 respondents were significantly less likely to rate the health of the community lower than in 2011.
2. Two health concerns for the community were alcohol abuse/substance abuse (52.6%) and overweight/obesity (37.5%).
14. Focus group participants were concerned about the presence of substance abuse within the community.
15. 24.4% of survey respondents indicated ‘mental health issues’ and ‘depression/anxiety’ were health concerns for the community.
16. 29.6% of respondents indicated more specialists would improve the community’s access to healthcare.
17. 11.1% of respondents indicated they had had periods of at least three consecutive months in the past three years in which they felt depressed.

18. Mental health services were discussed as an area to improve the community's health, an important local healthcare issue and a needed healthcare service during the focus groups.

**Anticipated Impact(s) of these Activities:**

- Improved access to mental health services.
- Improved knowledge of mental health services at RHCC.
- Improved care coordination and referrals for patients.
- Improved health outcomes.

**Plan to Evaluate Anticipated Impact(s) of these Activities:**

- Track expansion of Tele-psychiatry services.
- Track number of grants submitted.
- Number of mental health crisis trainings provided.
- Number of attendees at trainings.

**Measure of Success:** RHCC providers and frontline staff have received mental health crisis training by Fall 2018.

### Needs Not Addressed and Justification

Identified health needs unable to address by Rosebud Health Care Center	Rationale
1. Cancer was identified as a top health concern by 44.1% of respondents.	<ul style="list-style-type: none"> <li>• Due to workforce limitation we are unable at this time to provide a Hospice Program as the requirements for this program are high level.</li> <li>• RHCC continues to look at options for these services</li> </ul>
2. Affordability of services was identified as the top way to improve the community's access to healthcare.	<ul style="list-style-type: none"> <li>• RHHC is currently in the process of forming a partnership with local public health to offer free care for people without insurance on the poverty scale.</li> <li>• RHCC Offers charity care, pay plans and HELP loans to assist with medical costs.</li> </ul>
3. Dermatology (26.3%) was the top desired local healthcare service.	<ul style="list-style-type: none"> <li>• Difficult to recruit visiting physicians as most travel to Miles City and Glendive for their outreach</li> <li>• RHCC does provide transportation to Billings and Miles City for care in specialized treatment that RHCC is unable to provide in Forsyth.</li> </ul>
4. Focus group participants indicated a need for orthopedic and vision services locally.	<ul style="list-style-type: none"> <li>• Difficult to recruit visiting physicians as most travel to Miles City and Glendive for their outreach</li> <li>• RHCC does provide transportation to Billings and Miles City for care in specialized treatment that RHCC is unable to provide in Forsyth.</li> </ul>

## Dissemination of Needs Assessment

Rosebud Health Care Center “RHCC” disseminated the community health needs assessment and implementation plan by posting both documents conspicuously on their website (<http://www.rosebudhcc.org/community-health-survey/>) as well as having copies available at the facility or public health should community members request to view the community health needs assessment or the implementation planning documents.

The Steering Committee, which was formed specifically as a result of the CHSD [Community Health Services Development] process to introduce the community to the assessment process, will be informed of the implementation plan to see the value of their input and time in the CHSD process as well as how RHCC is utilizing their input. The Steering Committee, as well as the Board of Directors, will be encouraged to act as advocates in Rosebud County as the facility seeks to address the healthcare needs of their community.

Furthermore, the board members of RHCC will be directed to the hospital’s website to view the complete assessment results and the implementation plan. RHCC board members approved and adopted the plan in **August 2017**. Board members are encouraged to familiarize themselves with the needs assessment report and implementation plan so they can publically promote the facility’s plan to influence the community in a beneficial manner.

RHCC will establish an ongoing feedback mechanism to take into account any written comments it may receive on the adopted implementation plan document.