

## Summary of the Community Benefit Plan

<b>Completion Date</b>	<ul style="list-style-type: none"> <li>▪ 12/2014</li> </ul>
<b>Service Area/Ministry</b>	<ul style="list-style-type: none"> <li>▪ Western Montana Region, Providence St. Joseph Medical Center</li> </ul>
<b>Sponsor</b>	<ul style="list-style-type: none"> <li>▪ James Kiser, CEO</li> </ul>
<b>Planning/Mission Dyad</b>	<ul style="list-style-type: none"> <li>▪ Karen Myers, Regional Director of Mission Integration</li> <li>▪ Merry Hutton, Regional Manager of Community Benefit</li> <li>▪ Brian Wilson, Better Health Improvement Specialist, Manager of Rehabilitation Services, Providence St. Joseph Medical Center</li> </ul>
<b>Workgroup Participants</b>	<ul style="list-style-type: none"> <li>▪ See appendix A</li> </ul>
<b>Brief Description of How the Community Benefit Plan Was Developed</b>	<ul style="list-style-type: none"> <li>▪ In March 2014, a diverse group of community members (Steering committee, see appendix A) representing various organizations and populations within the community (e.g. public health, elderly, uninsured) came together first to discuss health concerns in the community and offer their perspective in designing the survey instrument prior to data collection.</li> <li>▪ Through the Frontier Medicine Better Health Partnership (FMBHP) Medicare innovation grant, Providence St. Joseph Medical Center was able to partner with the Montana Office of Rural Health (MORH) and National Rural Health Resource Center (NRHRC) to facilitate development and distribution of surveys which were mailed out to the residents in Providence St. Joseph Medical Center’s service area in June 2014. Additional paper surveys were available at the county library, county public health office and the hospital lobby. An online version was also distributed via email campaign and Providence St. Joseph Medical Center’s Facebook page to capture the broadest audience possible. Finally, five focus group sessions were held at a variety of locations such as a local senior citizen center, public library and at a local, tribal owned power company’s meeting hall.</li> <li>▪ The Steering Committee and the Mission and Values Sub-Committee of the Providence St. Joseph Medical Center Board and the administrative team met as one group once and individually on numerous occasions for results review and discussion of the data.</li> <li>▪ From the survey data, community input, recommendations from the steering committee and Mission and Values sub-committee, the Providence St. Joseph administrative team distilled four key items to focus community benefit efforts over the next three years. This was then developed into a community health implementation plan.</li> </ul>

<p><b>Service Area Definition</b></p>	<ul style="list-style-type: none"> <li>▪ Providence St. Joseph Medical Center is located at the heart of Lake County Montana and serves patients from every corner of the county. The primary patient base is from the town of Polson, MT where the hospital is located, but also serves patients from Big Fork to the NE, Rollins to the NW, Hot Springs to the W and Arlee to the S.</li> </ul>
<p><b>Targeted Subpopulations (As of 2014)</b></p>	<ul style="list-style-type: none"> <li>▪ Providence St. Joseph Medical Center lies in the northern half of the Flathead Indian Reservation, home to 5,000 members of the Confederated Salish and Kootenai Tribes and an estimated 5,000 American Indians from about 30 Tribal nations.</li> <li>▪ 18 percent of the Lake County population falls below the federal poverty line compared to 14.5 percent nationally reaffirming our mission of serving the poor.</li> <li>▪ 16 percent of the Lake County population is &gt; 65 years of age and is anticipated to double in the next 10 years compared to 12.9 percent of the population nationally indicating the need to focus on the needs of the elderly in our community.</li> </ul>
<p><b>Major Issues/Needs Identified Within the Community</b></p>	<ul style="list-style-type: none"> <li>▪ <b>Substance abuse</b> – One in five babies born at Providence St. Joseph Medical Center are drug affected, 88 percent of those babies are born to Native American mothers. Survey and focus group data indicate that substance abuse is of major concern and impact on the community at large.</li> <li>▪ <b>Access to health care services</b> – Access to both primary care and specialty care are limited due to the remoteness of the community, appointment availability and financial concerns such as insurance or ability to pay for services.</li> <li>▪ <b>Access to mental health services</b> – Community concern regarding mental health is on the rise, 18.5 percent of residents report being depressed and the State of Montana has the highest rate of suicide in the nation.</li> <li>▪ <b>Healthy behaviors</b> – Impression of community health is falling, obesity is a top-three health concern, motor vehicle accidents are the leading cause of death in children in Lake County, and unintentional injuries are a top-three cause of death.</li> </ul>
<p><b>How Providence is Addressing the Major Issues/Needs (projects/programs)</b></p>	<ul style="list-style-type: none"> <li>▪ <b>Substance abuse</b> - The Obstetrical nursing staff and nursing leadership are currently engaged and will continue to strengthen relations and participation with the Best Beginnings Children’s Partnership which addresses the needs of pregnant mothers and children from 0-8 years old. Providence St. Joseph Medical Center primary care providers utilize a uniform process in helping patients manage chronic pain with evidence based medicine approaches, common sense prescribing practices and a collaborative approach with their patients.</li> <li>▪ <b>Access to healthcare services</b> – Providence St. Joseph Medical center is establishing a relationship with Missoula Surgical Associates to provide regular access to high quality to surgical services at our facility. A new primary care provider will ease the burden of appointment delays. A walk-in clinic has been established with an average wait time of 12 minutes. The hospital staffs financial counselors to facilitate insurance enrollment, establish qualification for charity care and/or help patients establish payment plans.</li> </ul>

	<p>Providence St. Joseph Medical Center is currently #2 in the state for rates of charity care.</p> <ul style="list-style-type: none"> <li>▪ <b>Access to Mental Health Services</b> – Providence St. Joseph Medical Center has donated land and will continue to partner with: Western Montana Mental Health, the Confederated Salish and Kootenai Tribes and the Lake County Sheriff’s Office to ease the way for a mental health crisis stabilization center. Other efforts include pursuing affiliations that will allow access to licensed clinical social workers and other mental health professionals in the primary care setting. Establishment of contract with Western Montana Mental Health Services to meeting the needs of the patients with acute mental health crises. One full time LCSW in patient centered medical home being funded by a grant through the Montana Mental Health Trust. Telepsych services will be available to help with acute mental health crises.</li> <li>▪ <b>Healthy Behaviors</b> – Providence St. Joseph Medical Center nursing and provider staff will continue and grow relationships with the public school system to offer education to school aged students on water safety, DUI and career path development. The successful Diabetes Prevention Program will continue to be offered. The Patient Centered Medical Home will continue to expand efforts to deliver coordinated care in the management of chronic diseases.</li> </ul>
<p><b>Why Providence Selected These Projects/Programs</b></p>	<ul style="list-style-type: none"> <li>▪ <b>Mission</b> – In serving the poor and vulnerable; targeting drug use which has a large impact on our community and disproportionately affects the impoverished. The poor and vulnerable also have difficulty with insurance and/or payment and thereby are more likely to delay or not receive appropriate care in a timely manner.</li> <li>▪ <b>Relationships</b> – Providence St. Joseph Medical Center will be more effective in meeting community needs when we join forces with community members and organizations working towards common goals.</li> <li>▪ <b>Compassion</b> – In educating and fostering development of our youth through partnerships and direct efforts we are promoting a healthier future for our community.</li> <li>▪ <b>Respect and Excellence</b> – Providence St. Joseph Medical Center will continue to strive to demonstrate the utmost respect and excellence in care for all fellow community members of all heritages and cultures.</li> </ul>
<p><b>How Others in the Community Are Addressing the Major Issues/Needs</b></p>	<ul style="list-style-type: none"> <li>▪ <b>Best Beginnings Children’s Partnership</b> is a full community partnership that was designed to “create a comprehensive, coordinated early childhood system (prenatal-8 years old) that provides a collaborative structure leading to a strong partnership to best meet and respect the needs of our diverse families” in Lake County. Best Beginnings is comprised of many community healthcare professionals and early childhood educators. One area of emphasis in Lake County has been drug-affected children and expecting mothers.</li> <li>▪ <b>Lake County Public Health</b> is actively pursuing programs to reduce and prevent tobacco use, promote immunizations, communicable disease testing, special needs children case management, WIC and child safety.</li> <li>▪ <b>Polson Public Schools</b> regularly addresses the major issues/needs through regular health curriculum taught by the school nurses or health teachers. Additionally there are school counselors available for temporary or low impact</li> </ul>

	<p>concerns, as well as mental health professionals in each school who meet regularly with kids with ongoing mental or emotional concerns.</p> <ul style="list-style-type: none"> <li>▪ Confederated Salish and Kootenai Tribes are always striving to improve access health care services, reduce the burden of substance abuse on individuals and the community, facilitate healthy behaviors to reduce the incidence of obesity and diabetes and among other initiatives, coordinates internal payment programs with available external insurance programs to minimize the financial burden on patients.</li> <li>▪ Local law enforcement services have assembled a drug taskforce team consisting of three members, from city, county and tribe respectively to address the ongoing impact of drugs on this community.</li> <li>▪ There are a number of agencies in the community that address the mental health needs of community members. Funding sources and populations served for these agencies are variable including private insurance, county, state and federal funding as well as grant supplemented.</li> <li>▪ St. Luke Community Hospital is another community based organization working towards meeting the health care needs of the community.</li> <li>▪ Area VI Agency on Aging offers a wide array of services targeting the health and well-being of the senior citizens in our community.</li> <li>▪ Polson Pastoral Association informally acts as an early identifier of individuals not coping well with health and wellness and refers them to appropriate services accordingly.</li> <li>▪ There is a wide variety of other health related resources such as social work, case management, financial assistance, housing and health aides also available to community members. Some of these services stand alone and others are integrated into above groups/organizations.</li> </ul>
<p><b>Major Issues/Needs that Are Not Addressed by Providence but by Others in the Community</b> (include the reasons for not addressing these issues/needs)</p>	<ul style="list-style-type: none"> <li>▪ The crime rates per capita in Lake County are high, however most of the serious crimes occur within the family unit. There are local resources, primarily law enforcement from multiple agencies that are working to reduce the burden of violence in this community.</li> <li>▪ Transportation is continually reported as a major barrier in receiving timely and appropriate health care services in this community. The Confederated Salish and Kootenai Tribes operate a free or low-fare bus that has a wide service area to all community members. St. Joseph Medical Center will continue to refer patients to this service as it is needed.</li> </ul>
<p><b>Outcome Indicators or Goals of the Community Benefit Plan</b></p>	<ul style="list-style-type: none"> <li>▪ <b>Substance Abuse</b> – Reduction in drug effected pregnancies by 10 percent from the rolling-year average of 21 percent down to 19 percent of pregnancies being drug affected. Robust and seamless referral systems in place to help pregnant mothers get access to services they desire/need.</li> <li>▪ <b>Access to Healthcare Services</b> – 75 percent improvement in clinic average of 3<sup>rd</sup> next available appointment for a primary care provider visit. Improved clinic space to allow for expansion in providers that can see patients. Regular, high quality surgical services will be available to the community through the hospital. Referral processes will be seamless and efficient.</li> <li>▪ <b>Access to Mental Health Services</b> – Success will be marked by completion of the mental health stabilization center. Internal and External mental health</li> </ul>

referral process will be seamless and efficient.

- **Healthy Behaviors** – Continual development of relationships with community partners as well as continued support of internal programs such as the patient centered medical home and the diabetes prevention program to reduce the burden of obesity and diabetes on this community.

## Appendix A:

### **Steering Committee**

**Brandy Allison** – Clinic Manager, Providence St. Joseph Medical Center

**Brian Wilson, PT, OCS** – Manager of Rehabilitations Services Department & Better Health Improvement Specialist (BHIS), Providence St. Joseph Medical Center

**Emily Colomeda, RN, MPH** – Public Health Nurse, Health Services Director, Lake County Health Department

**Erin Rumelhart, RN** – Director of Nursing, Providence St. Joseph Medical Center

**Dr. Garry Pitts, DDS** – Director, Confederated Salish and Kootenai Tribes Dental Program

**Heather Knutson** – Mayor, City of Polson

**Dr. Jeremy Mitchell, DO** – Family Medicine, Providence St. Joseph Medical Center

**Ric Smith** – Real Estate Agent, Century 21

**Robert McDonald** – Tribal Communications Director, Confederated Salish and Kootenai Tribes

### **St. Joseph Medical Center Mission and Values Sub-committee members**

**Dr. Adam Smith, DO** – Chief Medical Officer, Providence St. Joseph Medical Center

**Brodie Moll** – Chief Executive Officer, Mission Mountain Enterprises

**Caroline McDonald** – Director, Best Beginnings Children's Partnership

**Caryl Cox** – Hospital and School district board member

**Duane Lutke** – Director, Area VI Agency on Aging

**Erin Rumelhart, RN** – Director of Nursing, Providence St. Joseph Medical Center

**Gale Decker** – Lake County Commissioner

**Jackie Cripe** – Business owner and chair of the committee

**James Kiser** – Chief Executive Officer, Providence St. Joseph Medical Center

**John Payne** – Chaplain, St. Joseph Medical Center

**Karen Myers** - Regional Director of Mission Integration, Providence Health and Services, Western Montana Region.

**Landon Godfrey, Pharm. D.** – Chief of Hospital Operations, Providence St. Joseph Medical Center

**Merry Hutton** - Regional Manager of Community Benefit, Providence Health and Services, Western Montana Region.

**Shiloh McCreedy, RN** – Discharge Planner, Providence St. Joseph Medical Center

**Tammy Walston** – Manager, Area VI Agency on Aging

**Vincent River Ph.D.** – Psychologist, Polson, MT