



CVRMC Community Health Implementation Plan

COMMUNITY HEALTH IMPLEMENTATION PLAN (CHIP)

The Community Health Implementation Plan (CHIP) is a guide used by public health, community hospitals and their partners to collaborate and respond to key factors that may be limiting their community's ability to lead full, happy and healthy lives. The CHIP is developed and based on the key finds of the Community Health Needs Assessment (CHNA), which is an assessment of the health status of residents across the Cobre Valley Regional Medical Center (CVRMC) service region.

IDENTIFYING HEALTH PRIORITIES

The Administrative Team, at the direction of the Board of Directors, used Key Findings and next steps identified in the CHNA. The Key Findings include the following:

1. Immediate Care Services
2. Build A Walking Path
3. Access To Preventative Services
4. Access To Aging-In-Place Services for the Aging Population

DEFINING GOALS, OBJECTIVES, AND STRATEGIES FOR ACTION

The Administrative Team identified long-term and short-term goals for the above Key Findings, using an Asset-Based Analysis Approach in order to educate each other on current efforts, opportunities to collaborate, and potential gaps to fill. The Administrative Team then devised strategies and tactics to support the goals.

PRIORITY 1: IMMEDIATE CARE SERVICES

The decision to include Immediate Care Services as a health priority was based on several findings in the CHNA. Every focus group identified the need for an urgent care facility and extended hours pharmacy services as a priority health need. Participants frequently stated that not having an urgent care was impacting access to care and a financial burden. Participants discussed the time, expense, and stress of having to travel to urgent care facilities that were typically about an hour away in the middle of the night or on weekends to have their urgent healthcare needs met. Participants also discussed avoiding having their urgent health care needs addressed, such as ear infections with young children, for the reason of not having enough money to be able to afford a visit to the hospital Emergency Department and not having enough money to travel out of the community.

The mention of pharmacy services often accompanied the discussion on urgent care needs. Participants often mentioned the importance of having medications filled after hours or on weekends and experiencing a lapse in medication management when prescriptions could not be filled right away. Participants that were aware of the CVRMC pharmacy services, including the mailing options, expressed appreciation for the ability to access medications through CVRMC. Some expressed challenges in delays in receiving CVRMC prescription mail orders or needing consistent pharmacy services available in the case of the CVRMC Kearny clinic. It was felt that an urgent care facility with pharmacy services that is available after hours and on weekends would meet these needs.

PRIORITY 1: IMMEDIATE CARE SERVICES

Goal: Increase Access to Immediate Care/Walk-In Health Services

Objective 1:1 Increase access to Primary Care, Specialty Services, and Walk-In Visits to residents within the CVRMC service area by offering extended hours at current clinics by 75%.

Strategy 1:1 Increase accessibility to healthcare with Highway 60 frontage.

- Secure location.
- Work with architect on development, design, and location site.
- Open location.
- Work with Medicaid, Medicare Advantage, and Commercial Payors to provide full community access to services.

Lead Organization: CVRMC

Collaborating Organizations:

Strategy 1:2 Increase clinic hours.

- Provide expanded hours to include evening and weekend.

Lead Organization: CVRMC

Collaborating Organizations:

Strategy 1:3 Increase community awareness of same day primary care operations.

- Send out mailers to the CVRMC service region.
- Conduct presentations to the community with various interest groups established in the service region.

Lead Organization: CVRMC

Collaborating Organizations:

PRIORITY 2: BUILD A WALKING PATH

Build A Walking Path as a health priority is supported through the CHNA indicators, the community survey, and key informant interviews. Walkability scores reflect a community's ability to offer safe places to walk and bike which also encourages frequent connections among community members to promote physical activity, but also reduces isolation. Walkability scores range between 1 and 20; the lower the score, the less walkable the area. The average walkability score for the CVRMC service region is 3. The average walkability score for the State of Arizona: 7.58; Source: US Census 2017. Participants also mentioned the lack of sidewalks and lack of safe places to walk and bike as a barrier to being physically active. When asked about a vision for a healthy community in the next three years, key informants described a healthy region as one that is a walkable and bikeable destination, efficient, and connected.

The CHIP Administrative Team discussed where an initial walking path could be created. It was determined that a mile long stretch of path strategically placed along Hospital Drive in cooperation with BHP and possibly Cecil Trucking would be a great place to begin.

PRIORITY AREA 2: BUILD A WALKING PATH

Goal: Obtain permission to build a one mile long walking path down Hospital Drive

Objective 2:1 Improve the health of the community through walking paths, parks, and the aquatic center.

Strategy 2:1:1 Build walking path down Hospital Drive to be at least one mile in length by August 2020.

- Work with BHP and possibly Cecil Trucking to have permission granted to install a 6' to 8' wide walking path.
- Goal: Obtain Permission from identified collaborators.

Lead Organization: CVRMC – Ben Locklear, Evelyn Vargas to lead

Collaborating Organizations: CVRMC, BHP, Cecil Trucking

Strategy 2:1:2 Aquatic Center Support & Action

- Work with CVRMC service area stakeholders to secure all community buy-in.
- Develop capital plan
- Goal: Build Aquatic Center

Lead Organization: CVRAC

Collaborating Organizations: CVRMC; BHP; City of Globe; Town of Miami; Gila County

PRIORITY AREA 3: INCREASE ACCESS TO PREVENTATIVE SERVICES

Increase access to preventative services was identified as a priority through the community feedback in focus groups and key informant interviews. One of the key themes in the focus groups was a need for improved access to specialty health care services. This theme is repeated in the key informant interviews with an additional focus on mental and behavioral health services.

PRIORITY AREA 3: INCREASE ACCESS TO PREVENTATIVE SERVICES

Objective 3:1 Increase access to preventative services that we can impact.

Strategy 3:1:1 Use HEDIS Data, Meditech, and the United States Preventative Services Task Force (USPSTF) to improve monthly, quarterly, annual wellness screening of community members to increase awareness and access to preventative services.

- Focus on preventative services for patients with CHF, COPD, Diabetes, patients who need Colonoscopies and Mammograms.
- Provide the HEDIS information that will provide performance measures for preventative services.
- Design and implement a community feedback system to ensure ongoing access and utilization.

Lead Organization: CVRMC

Collaborating Organizations:

Strategy 3:1:2 Create opportunities to educate residents on preventative services relevant to community needs.

- Increase basic wellness education through printed media in clinics.
- Implement use of electronic messaging software and social media to distribute preventative services education to the community.

Lead Organization: CVRMC

Collaborating Organizations:

PRIORITY 4: INCREASE ACCESS TO AGING IN PLACE SERVICES

It was identified that community members age 65+ are some of the most vulnerable in the region. Many of the older adults in the region have a lack of family support as they get older. It was discussed by key informants the resulting increase in demands on the health-care system, requiring additional support for specialty providers, like neurologists, cardiologists and orthopedists. There was also discussion by key informants of having additional options to age in place. These additional options included in-home care, having a wellness center available at a free and reduced rate for seniors, transportation services, and Alzheimer's care for both patients and their caregivers.

PRIORITY AREA 4: INCREASE ACCESS TO AGING IN PLACE SERVICES FOR OUR AGING POPULATION

Goal: By Spring of 2021 to Reach Out to 20 Percent of The Communities Aging Population

Objective 4:1 Create community awareness of CVRMC and community services available.

Strategy 4:1:1 Collaborate with local community and state entities.

- Provide a resource list of services available.
- Include a representative of Southern Gila County Economic Development Elder Quality of Life (SGCED EQL).

Lead Organization: CVRMC

Collaborating Organizations: CVRMC; Gila County, AzDHS, AzHHA

Objective 4:2 Staff awareness of available resource services.

- Engage Physical Therapy to educate aging population on proper body mechanics and exercise
- Maintain a comprehensive list of services available.
- Provide staff, clinics, and all front line employees of the resource list for distribution to aging patients

Objective 4:3 Enroll and participate in AzHHA Thoughtful Life Conversations program.

- Contact Sandy Severson to host an educational workshop.