

Summit Healthcare Regional Medical Center
2013-2017 Implementation Strategy
Community Health Needs Assessment
Updated December 2017



Overview

Summit Healthcare Regional Medical Center conducted its first Community Health Needs Assessment (CHNA) beginning in 2012 and continuing into 2013. In 2017, Summit Healthcare looked to conduct another CHNA to the community; however, discussions were held with other community healthcare and local business organizations to conduct one CHNA as a partnership rather than each healthcare organization conducting separate surveys. Working together as a partnership enables us to obtain meaningful results from our communities and not bombarding the community with multiple surveys asking the same questions. Meetings with partners took place over 2017 to get all of the partners listed to participate: Navajo County Public Health, North Country, Summit Healthcare, ChangePoint Integrated Health, Blue Vase Recovery Center, National Alliance on Mental Illness (NAMI), NCPHSD Opioid Drug Program Program, Navajo County Drug Project, Pinetop Fire Department, Northland Pioneer College, Winslow City Council, White Mountain Autism Foundation, First Things First, Indian Health Services (IHS), Navajo Nation, local school districts, Solterra Senior Living, Northern Arizona Council on Aging, Tracks, White Mountain Safe House, Navajo County Victims Services, Timber Mesa Fire and Medical, Pinetop-Lakeside Police Department, Show Low Police Department, White Mountain Apache Tribe Police Department, Winslow Chamber of Commerce, Northeastern Arizona Innovative Workforce Solutions, Arizona Department of Economic Security and many more.

The timeline for launching the CHNA partnership survey is March, 2018.

Summit has performed smaller scale surveys in 2016 as follows Community Perception Survey with 456 survey respondents and focus groups were held. This information has been integrated into our strategic plans and organizational operations as follows by recruiting more healthcare providers to reduce wait times to get into a healthcare provider, following up with patients for satisfaction, and providing additional resources, to meet the healthcare needs of our communities.

The CHNA is designed to understand the health care needs in the communities we serve by identifying the needs, gaps and barriers to health services. Based on size, severity, available data, and our ability to have an impact as a hospital, the following needs were identified as the most important (listed in order):

- Mental Health & Substance Abuse Services
- Management of Chronic Diseases
- Services for Individuals without Health Insurance
- Specialty Services
- Obesity Treatment & Services
- Exercise & Physical Fitness
- Cancer Screening Exams

These identified community health needs will be addressed in Summit Healthcare's Implementation Strategy for years 2013-2016, after which, the next Community Health Needs Assessment will be performed.

As Summit Healthcare's mission is:

“To provide exceptional, compassionate care close to home.”

Summit Healthcare continues to promote health and wellness to the communities we serve. We invest in state-of-the-art equipment to help our patients reach their health care goals and return to a healthy, active lifestyle.

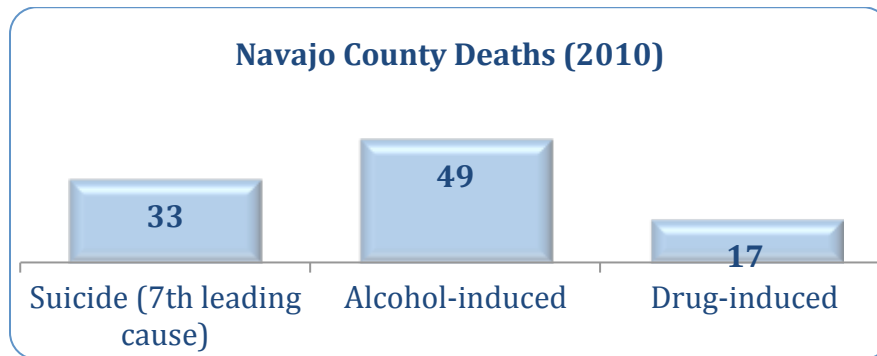
In order to address priority needs, Summit Healthcare will create a network of health care services and providers available in the communities we serve. The implementation plan will include providing support, enhancing access, providing information and enhancing skills.

1. Mental Health and Substance Abuse

NEED: Availability and financial accessibility of mental health and substance abuse services.

Mental health and substance abuse is a growing concern in the White Mountain communities. On an average Summit Healthcare's Emergency Department sees approximately nine (9) patients a day for mental health and substance, this is over 3,000 patients a year. There is limited access to services and professional staff to care for the patients who present.

In 2010 Navajo County had:



The county rankings are:

Additional Data Findings	County Rank
3.6 poor mental health days (per person average) past 30 days	#10
11.3% binge drinking (adults) past 30 days	#2
9.8 mental health providers per 100,000 population	#8

GOAL: Create a collaborative care model involving local health care agencies that care for mental health and substance abuse patients.

- A. **Tele-Psychiatry Partnership.** Summit Healthcare is looking for a Telepsychiatric partner to offer tele-psychiatry in the Emergency Department. This will allow patients who are being seen in the Emergency Department an evaluation from a psychiatrist while being treated at Summit Healthcare.
- B. The "Marketplace" for the Patient Protection and Affordable Care Act offers people health insurance and one of the essential health benefits offered by the "Marketplace" is

mental health and substance use disorder services, including behavioral health treatment (this includes counseling and psychotherapy).

- C. Community Counseling Centers and Pineview already utilizes tele-psychiatry. The VA sends patients home with iPhones in order to have tele-psychiatry availability.
- D. Summit Healthcare and Navajo County will work together to determine if there are any grants available to help fund an Outpatient Tele-Psychiatry office.
- E. Summit Healthcare currently working on HRSA Rural Health Network Development Planning Program grant to create a network of mental health providers to achieve efficiencies and expand access to, coordinate and improve the quality of essential services, through tele-psychiatry.
- F. Increase enrollment to healthcare exchanges.
- G. Offer FREE mental health screenings with local community mental health care providers at annual health fair.

In 2014

- Explore and develop partnerships with key community partners in the area of mental health and substance abuse.
 - Have developed partnerships with community partners, Banner Behavioral Health, SW Telemedicine, University of Arizona and Community Counseling Centers for Planning Grant.
 - Met with Community Health Needs committee quarterly to see what issues can be resolved through grants.
- Develop tele-psychiatry program with Banner Behavioral Health Hospital.
 - Banner is the provider for tele-psychiatry in the ER. Also a partner for the Planning Grant.
- Explore grant opportunities for outpatient tele-psychiatry programs.
 - Received planning grant in June 2014 and are working with network providers to establish a plan to meet the mental health needs of the community.
- Provide information in order to raise awareness of resources available in the community.
 - Part of the Grant is to establish a website containing community and state resources available to our communities. This to be completed by March 31, 2015.
- Partner with Drug Abuse radio show, Navajo County Attorney to raise community awareness about substance abuse.
 - Radio show is no longer available. Will promote through print, website and social media.

In 2015, 2016 and 2017

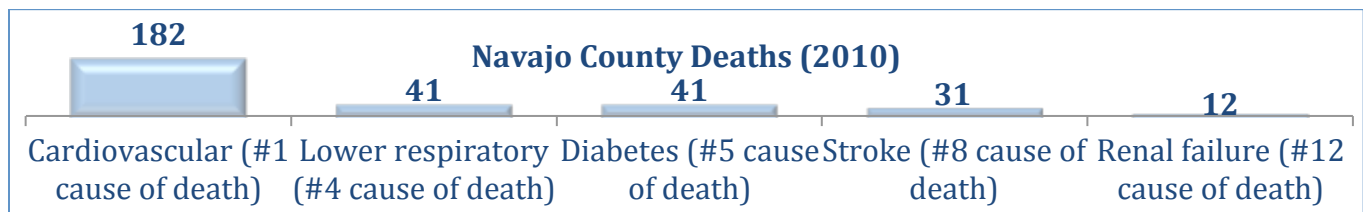
- Explore and develop partnerships with key community partners in the area of mental health and substance abuse.
 - 2014 - Already developed partnerships with community partners, Banner Behavioral Health, SW Telemedicine, University of Arizona and Community Counseling Centers for Planning Grant. Navajo County Public Health is a partner and involved with all mental health and substance abuse aspects of the community health needs.
 - 2015 - Continue to meet with Community Health Needs committee quarterly to see what issues can be resolved through grants.
 - 2016 – Continue to meet with Community Health Needs committee quarterly to see what community needs and how the committee and partners can assist.
 - 2017 – Continue to meet Community Health Needs committee to see how each partner of the committee can assist.
- Developed tele-psychiatry program with Banner Behavioral Health Hospital.
 - 2014 - Banner is the provider for tele-psychiatry in the ER. Also a partner for the Planning Grant.
 - 2015 - Explore options of other tele-psych providers to have 24/7 coverage for the community.
 - 2016 – Continue to look for tele-psych partners to meet the mental health needs of our communities.
 - 2017 – Credentialing tele-psych providers to meet the mental health needs of our communities. To date ChangePoint Integrated Health has submitted credentialing applications that are being processed.
- Explore grant opportunities for outpatient tele-psychiatry programs.
 - 2014 - Received planning grant in June 2014 and are working with network providers to establish a plan to meet the mental health needs of the community.
 - 2015 – Receive outreach grant in May 2015 to implement the planning grant for mental health needs of our communities.
 - 2016 – Summit Healthcare will be applying for Rural health Network Development Program with HRSA. Final submission is November 28, 2016 to continue our tele-health program.
 - 2016 – Outreach Grant in 2nd year and Summit continues to struggle with locating tele-psych providers.
 - 2017 - Four Summit Primary care clinics licensed to integrate Behavioral Health services with Telepsychiatric consults. Telepsychiatric consult appointments being scheduled.
- Provide information in order to raise awareness of resources available in the community.
 - 2014 - Part of the Grant is to establish a website containing community and state resources available to our communities. This to be completed by March 31, 2015.
 - 2015 – Navajo County has established a website listing all of community resources available in our communities. It is available on Summit Healthcare’s website.

- 2016 – Continue to work with Navajo County and NCDP Drug Free Community Coalition for updates for drug take back and communicating with our communities about information.
- 2017 – Added community resources page to SummitHealthcare.net website for convenience of resources available throughout the community.
- Partner with Drug Abuse radio show, Navajo County Attorney to raise community awareness about substance abuse.
 - 2014, 2015, 2016 - Radio show is no longer available. Will promote through print, website and social media.

2. Management of Chronic Diseases

NEED: Compliance with prevention and treatment guidelines.

Additional Data Findings (adults)	County Rank
34% high cholesterol	#5
21% high blood pressure	#1
13% asthma	#5
11% diabetes	#10
4% heart attack	#4 (tie)
4% stroke	#8
43% blood sugar tests (Medicare patients with diabetes)	#14



GOAL: Increase community awareness about specialists available in the community to help patients manage their chronic diseases.

In 2014 – 2017

- Request specialty physicians to facilitate seminars, write health care articles and conduct radio interviews to educate community about their specialty and how they can help patients manage their diseases.
 - 2014, 2015 - Continue to hold monthly seminars, have changed location to Solterra and have utilized community providers to hold seminars focusing on health and wellness.
 - 2016 – Quarterly seminars held on Chronic Disease Management. Occupational Health holding seminars on healthy eating to the community.
 - 2017 – In February held Healthy Heart Seminar with Cardiologist to present to community members about how to keep your heart healthy.
 - Monthly eNews letters distributed to community via email to talk about health issues and concerns and who to contact for assistance.
 - Quarterly newsletters sent out to community about healthcare issues and concerns, introducing new healthcare providers to the community.
- Increase screening efforts to low income areas utilizing Mobile Health Services to perform screenings, vaccinations and primary care services.
 - 2014, 2015, 2016 - Mobile Van continues to go to communities to perform screenings.
 - 2017 – Mobile Van continues to go out to communities to perform screenings.
 - Summit Healthcare Fair held screenings for skin cancer, lipid panels, etc.
- Increase corporate wellness.
 - 2014, 2015, 2016 - Mobile Van has been implemented for corporate wellness. Van goes to employer and performs wellness screenings for businesses.
- Collaborate with key area community partners as opportunities become available.
 - 2014, 2015, 2016, 2017 - Communicate with community partners of speaking opportunities.

3. Services for Individuals without Health Insurance

NEED: To provide access to affordable health care due to limited lack of insurance, higher deductibles.

GOAL: Educate community on “Marketplace”, AHCCCS, and hospital programs available for uninsured individuals, if they qualify. Educate communities about clinics available throughout the White Mountains to prevent patients from utilizing the Emergency Department for health care needs if non-emergent.

In 2014 – 2017

- Continue to educate patients on programs available through Summit Healthcare.
- Continue to educate and register patients for AHCCCS coverage if they qualify.
- Educate patients on what the “Marketplace” offers for health insurance coverage under the Patient Protection and Affordable Care Act.
- Educate community about Summit’s Outpatient Clinics and what they have to offer.
- Utilize Mobile Health Services to provide screenings, vaccinations, and primary care services.
- Increase enrollment to healthcare exchanges.
- 2016 – Summit Healthcare’s Women’s Imaging Department will host FREE Mammograms to women with no insurance. Donated by Show Low Ford for Breast Cancer Awareness month.

4. Specialty Physicians

NEED: Availability and access to specialty physicians.

Survey Comments – Perceived Specialty Needs	# Mentions
Neurology	22
Pediatric specialties	12
Psychiatry/other mental health	11
Endocrinology	6
Rheumatology	6
Cardiology	4

GOAL: To ensure Summit recruits specialty physicians to community to meet the needs.

In 2014 - 2017

- Continue to recruit Neurologist.
 - 2014 - Still recruiting
 - 2015 – Recruited a part-time Neurologist to the community Dr. Gill.
 - 2016 – Dr. Gill left the community, need to recruit a Neurologist.
 - 2017 – Looking into Telemedicine for Neurologist.
- Continue to recruit for psychiatry and other mental health professionals.
 - 2014 - Still recruiting
 - 2015 – Still recruiting
 - 2016 – Still recruiting
 - 2017 – Still recruiting
- Continue to recruit a Cardiologist.
 - 2014 - Welcome Dr. Ata to Summit Heart, Lung and Vascular Clinic
 - 2015 – Still recruiting an Interventional Cardiologist
 - 2016 – Still recruiting an Interventional Cardiologist
 - 2017 – With Dr. Memon leaving recruiting Interventionalist Cardiologist, hired Dr. Yenhui Huang – Interventionalist Cardiologist, Dr. George Paik – Interventional Cardiologist to start in 2018

- Pediatricians
 - 2017 – Hired two pediatricians to meet the community need – Dr. Andrew Jones and Dr. Daniel Brewer
- Retain current physicians and recruit as needed.
- Continue to look for telemedicine providers for specialty services we do not offer.
- Tele- ICU implemented to provide 24/7. 365 Intensivist coverage to Summit ICU
- Working to partner with Nephrology group to provide Telenephrology coverage to Summit Emergency Room and Inpatient departments
- Working to establish partnership to provide Telepediatric subspecialty programs.

5. Obesity Treatment & Services

NEED: Obesity is a growing concern not only in the communities Summit serves but in Arizona and the United States. Obesity is linked to many health conditions including, but not limited to, diabetes, stroke, heart disease and cancer. Health awareness initiatives that promote positive health behaviors, such as healthy eating and exercise, will allow community members to achieve and maintain an active healthy lifestyle.

Data Findings	County Rank
29% obese (adults)	#8

GOAL: Create a collaborative health plan with Summit's health insurance provider for employee wellness. Work with local physicians, dietitians and health educators on educating the community on healthy eating, exercise and health issues related to obesity.

In 2014 – 2017

- Offer monthly educational seminars with local physicians, dieticians, physical trainers, and diabetes educators.
 - 2014 - Seminars held monthly at Solterra
 - 2015 – Seminars held quarterly
 - 2016 – Occupational Health hosting how to eat healthy to the community.
- Facilitate annual healthy cooking classes for the community with hospital nutritionists and diabetes educators.
 - 2015 - Cooking classes have started in March 2015 and held at Summit Heart, Lung and Vascular Clinic in CardioPulmonary Rehab
 - 2016 – Cooking classes available
- Establish a wellness program for employees through health insurance plan.
 - Completed in 2014
 - 2015-2017 – Continue to enhance employee wellness program at Summit Healthcare.

- 2017 – Starting monthly seminars in May to promote area physicians and the importance of patients health and wellness.

6. Exercise and Physical Fitness

NEED: Lack of exercise and physical activity is a risk factor for many diseases and conditions including obesity.

Data Findings	County Rank
56% with moderate/vigorous exercise past 30 days	#12
2.7 fitness/recreational facilities per 100,000 population	#12

GOAL: Motivate individuals to take an active interest in a lifestyle that promotes good health and wellness.

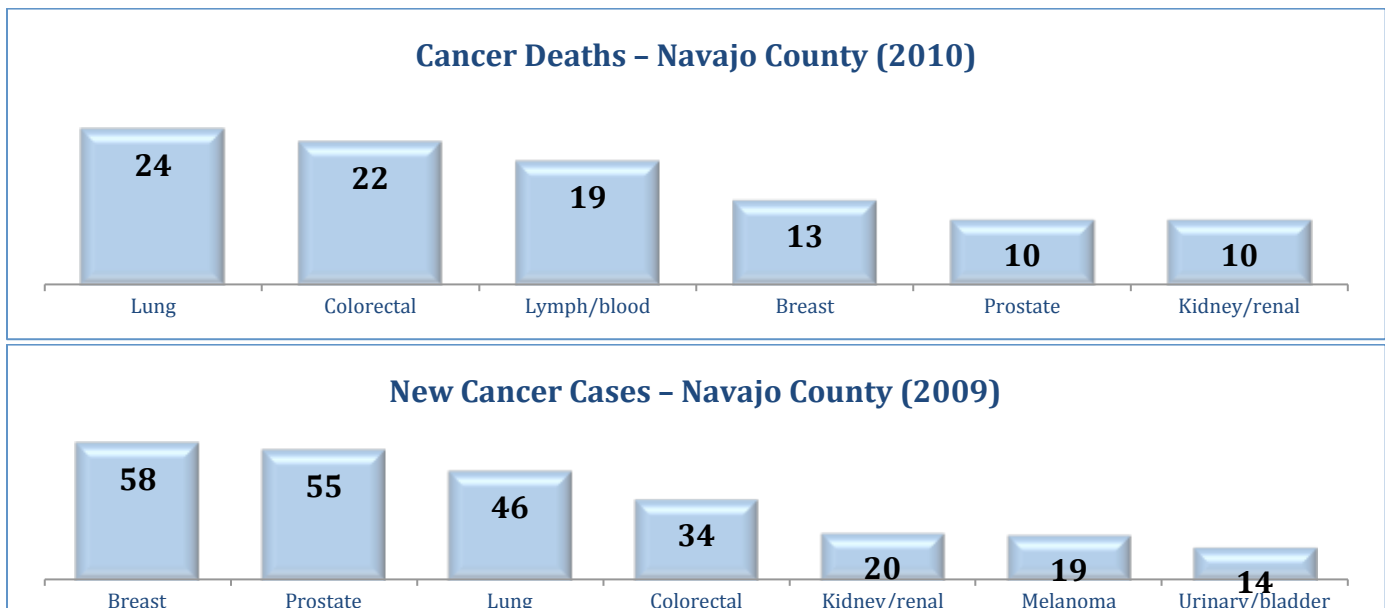
In 2014-2017

- Work with area employers on a bid for worksite wellness for their employees.
 - 2014, 2015, 2016, and 2017 - Mobile Van goes to area employers to conduct employee wellness screening onsite.
- Conduct health fairs and educational seminars throughout the community.
 - The 2014 Health Fair was a lower attendance than we have seen in the past.
 - In 2015 some of the health fair will be utilized at Show Low Days.
 - 2016, 2017 – Summit Healthcare hosted its Annual Healthfair in June with healthcare vendors attending.

7. Cancer Screening Exams

NEED: Preventative cancer screenings can help detect cancer in the early stages of development. Identifying cancer early and offering screenings in the community, Summit's Cancer Center can connect patients to the resources they need to stay healthy.

Data Findings	County Rank
90% ever had mammogram (women 40+)	#11
86% ever had Pap test (women 18+)	#15
84% ever had PSA test (men 40+)	#1
50% ever had colonoscopy (50+)	#13



GOAL: Educate community about the importance of obtaining a cancer screening.

In 2014 – 2017

- Continue to work with community physicians and other local organizations to provide and promote screening exams for patients.
 - 2014, 2015, 2016, 2017 - Olack Plastic Surgery and Dermatology, Katrina Lynch, MPAS, PA conducts skin cancer screenings at community events.
 - 2014, 2015, 2016, 2017 - Continue to promote the importance of cancer screenings throughout the community via community newsletters and health fairs.
- During health observation months (January-Cervical Cancer, March-Colorectal, September-Gynecologic Cancer, Leukemia, Lymphoma and Myeloma and Prostate, October-Breast Cancer, November-Lung and Pancreatic) hold seminars, radio interviews and insert educational articles in the newspaper to educate the communities about awareness.
 - 2014, 2015, 2016, 2017 - Will work with Oncology Physician and local healthcare providers to establish seminars for the observation months.
- Offer FREE cancer screenings during Summit Healthcare's Annual Health Fair.
 - 2015 - This service will be offered during May Stroke Month held at Summit Healthcare Regional Medical Center on May 16, 2015.
 - 2016, 2017 – will offer Skin Cancer screenings to community at Annual Health Fair.

Summary and Board Approval

Summit Healthcare Regional Medical Center continues to add value and improve community health needs throughout its programs on care for the communities we serve. Aligning the results from the community health needs assessment and prioritizing health concerns in the White Mountains, Summit Healthcare has identified key initiatives that work toward addressing these needs through this implementation plan. Summit Healthcare continues our efforts with community partners who are also involved with providing health care to the residents and visitors of the White Mountains.

Summit Healthcare's Governing Board has been informed of the Community Health Needs Assessment process and requirements. The Board fully understands its commitment to this mandate through the Patient Protection and Affordable Care Act, as a tax exempt hospital, we must perform this assessment once every three years, as mentioned in opening paragraph.