

Implementation Plan for Needs Identified in the Community Health Needs Assessment for Palacios Community Medical Center

Covered Facilities: Palacios Community Medical Center; Palacios Medical Clinic

Community Health Needs Assessment: A Community Health Needs Assessment (CHNA) was performed in July 2012 in collaboration with community partners, the Matagorda County Hospital District, Board Members, former patients and hospital staff. The goal was to better understand the needs of the communities served with the ultimate goal of improving the overall health of the local citizens through quality healthcare services.

Implementation Plan Goals: The Hospital Board of Palacios Community Medical Center has determined that the following health needs identified by the CHNA should be addressed through the implementation strategy noted for each such need:

1. Physician Recruitment

Specific needs identified in CHNA:

- Develop a physician recruitment and retention plan to insure needed access for patients.
- Insure availability of Primary Care and Specialty Providers at the proper level.
- Accommodate future planning for potential retirements.

Key Objectives:

- Increase the number of practicing primary care providers in order to provide necessary primary care to the citizens of the community.

Goals:

- Hire 1-2 primary care physicians to practice out of the Rural Health Clinic by third quarter 2013.
- Provide primary care for the majority of the community rather than their having to utilize out of town resources, as evidenced by increase in new patient volumes at Rural Health Clinic.

Implementation Strategies:

- Search firm secured for recruitment of a full-time physician for the Palacios Medical Clinic as an immediate implementation. A second mid-level provider for the Clinic will be addressed after recruiting a Physician. Begin working in partnership with physician search recruitment company in second quarter 2013, with a hiring target date of third quarter 2013.

- Utilize internal resources to recruit and retain current physicians.
- Increase the number of primary care providers over the next three years while utilizing internal resources as well as physician search company.

2. Physician Assistant and Nurse Practitioner Recruitment

Specific needs identified in CHNA:

- Develop a plan to recruit and retain mid-level providers to insure needed access for patients.

Key Objectives:

- Increase the number of practicing mid-level providers.
- Increase the number of persons utilizing the services of these providers via the Emergency Department, In-patient hospital setting and Rural Health Clinic.

Goals:

- Retain current mid-level providers and assure adequate PRN staffing is available.
- Retain current mid-level provider at the Rural Health Clinic and acquire 1-2 more mid-levels for clinical services.
- Provide primary care for the majority of the community rather than their having to utilize out of town resources (both through the ED, IP services and RHC).

Implementation Strategies:

- Work in partnership with Locum Tenens companies to assure adequate staffing needs.
- Utilize internal resources to recruit and retain current mid-level providers.
- Increase the number of mid-levels serving as primary care providers over the next three years via the Rural Health Clinic.

3. Chronic Disease Management

Specific needs identified in CHNA:

- Address chronic diseases through adequate staffing.
- Address chronic diseases through appropriate use of equipment.
- Address chronic diseases through education.
- Address chronic diseases through partnerships with other organizations to include Matagorda County Hospital District.

Key Objectives:

- Provide adequate physician, mid-level and clinical staffing to care for those patients seeking care for chronic diseases.
- Obtain necessary equipment required to treat patients and replace outdated or broken equipment as needed.
- Provide educational resources on chronic diseases such as Diabetes in multiple languages to include Spanish and English.
- Provide patients with printed educational resources in multiple languages to include Spanish and English.
- Work in collaboration with Coastal Health Connections (Matagorda Episcopal Health Outreach Program, Matagorda County Hospital District & PCMC) to ensure patients receive adequate specialty services.

Goals:

- Provide quality patient care based on evidenced based practice guidelines via full staffing based on staffing matrixes.
- Utilize equipment to its fullest potential in order to provide quality patient care. Utilize equipment to provide physicians and midlevel providers with necessary patient parameters to ensure quality care delivery.
- Offer Diabetic classes during routine and evening hours to accommodate patient's active lifestyles. These will be offered in English and Spanish.
- Utilize CPSI software as an adjunct to face to face education.
- Utilize Coastal Health Connections as a resource for quality and collaborative patient care.

Implementation Strategies:

- Scheduling shall be done so that adequate staffing is provided by employees of PCMC or temporary staffing to ensure quality patient care.
- New VS monitors were purchased to assure adequate retrieval of patient VS. An additional Life Pack 12 monitor was purchased to provide lifesaving measures in emergencies. Equipment is purchased on an as needed basis per patient need.
- Diabetic classes offered in both English and Spanish to in-patients as well as by appointment free of charge.
- CPSI, the electronic health record, provides ability for nursing and providers to provide patients with educational resources in two languages (Spanish and English).
- The Provider in the Palacios Medical Clinic, who sits on the School Health Advisory Council (SHAC), has made recommendations to the school district of the need for a diabetes education program for the school teachers to learn about diabetes. SHAC committee is composed of a health professional in the community, parents, a MEHOP representative and others.
- The SHAC has also made recommendations to revamp the sex education program within the schools.

- Collaborate and attend regular meetings for Coastal Health Connections and utilize resources in a county wide effort to retain physicians and to utilize resources efficiently.

4. Community Partnerships

Specific needs identified in CHNA:

- Engage with business leaders, Churches, Hispanic community, Vietnamese community and the school district to develop and present programs on ways to insure a healthy lifestyle.
- Focus effort on major health issues facing the community and its members.

Key Objectives:

- Seek out local leaders involved in businesses, churches and different cultural communities to ensure appropriate care for all members of the community.
- Annually research the health issues that most plague the community and utilize teaching as a means to prevent hospital readmissions for those disease processes.

Goals:

- While utilizing community partners, improve the overall health of the community as noted by decrease in health disparities affecting the county.
- Educate the community on health promotion and wellness to eliminate the major health disparities.

Implementation Strategies:

- Work in partnership with business leaders and churches to capture the attention of different cultures and offer educational information regarding major disease processes affecting the community by using bilingual instructors and involving local churches. This is an ongoing endeavor. Utilization of bilingual individuals is utilized through existing staff or volunteers.
- Focus health fairs conducted by the hospital on major health issues within the community and accommodate multiple languages. Starting calendar year 2014, implement yearly health fairs with a focus on health promotion and wellness.
- Palacios Medical Clinic held a one day event promoting children's immunizations with educational materials offered. Games and food were provided along with dates of weekend clinics offered this summer for well child exams, immunizations and physicals.
- Contact has been made with the school to begin a Co-op with High School students to increase the awareness of the healthcare industry. The goal is to have a plan in place by school year 2013-2014.

- The desire, by the community, for the Hospital to host activities such as Health fairs, one day educational events and other type informational events should be addressed. Palacios Medical Clinic has recently done so, as above. Department staff visiting particular clubs, senior citizen center and organizations has been discussed. Health outreach occurs at the senior citizen center yearly in the fall with administration of influenza vaccines. Beginning in year 2014, yearly Health Fairs will be implemented to accommodate the needs of community
- The Hospital Board has an opening and once again have advocated for a member of either the Spanish or Vietnamese Communities to serve. The position should be filled by end of year 2013.
- Student Volunteers, typically who are Vietnamese, are utilized throughout the summer at both the Hospital and the Clinic. Hospital staff graciously accepts their willingness to volunteer and feels their presence is good for both.

5. Space and Equipment Assessment

Specific needs identified in CHNA:

- Conduct a review and analysis to assess both space and equipment needs for the future.
- Begin development of a business plan to replace the current hospital within the next 4 years.
- Begin development of a business plan to expand the Rural Health Clinic within the next 4 years.

Key Objectives:

- Build a new hospital facility with a more efficient use of space to include patient, storage and ancillary service requirements.
- Increase the number of exam rooms for the Rural Health Clinic to accommodate a second and possibly third provider.
- Utilize an architect to design an efficient space that will accommodate the needs of the hospital and the Rural Health Clinic or build a new clinic that can accommodate additional providers.

Goals:

- Expand RHC in the next 4 years to accommodate additional providers in order to serve the members of the community.
- Build new hospital facility with a better layout and utilization of space in order to continue to provide quality patient care.
- Possibly extend service lines with a newer facility.

Implementation Strategies:

- Bone Density and an upgraded CT scanner have been added to the facility.
- Plans are underway for expansion of the Rural Health Clinic. Specialty Physicians could be brought in to see their patients.
- If expansion brings a new building for RHC, a suggestion for existing Clinic building could be a Fitness Center made available to Community members.

- Utilize grant funding to expand the clinic's current structure.
- Develop a financial plan that will accommodate the expansion of the RHC within the next year and a new hospital facility within the next 4 years.
- Recruit and retain additional physicians and mid-level providers to assure financial viability in order to expand and rebuild.
- Obtained a grant from the Texas State Office of Rural Health to initiate the planning process for expansion of the clinic in 2nd quarter 2013.