

Ray County Memorial Hospital 2019 Community Health Needs Assessment Implementation Plan



**Ray
County
Memorial
Hospital**

904 Wollard Blvd.
Richmond, MO 64085-2243

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Introduction

Ray County Memorial Hospital is a critical access health care facility located in Richmond, Missouri. Ray County Memorial Hospital provides inpatient and outpatient care to residents of Ray and surrounding counties. Since opening in January 1957, Ray County Memorial hospital has provided Ray County and surrounding communities with professional, dependable, cost-effective health care. Ray County Memorial Hospital is owned and operated by the people of Ray County.

Mission

Ray County Memorial hospital mission is to provide high quality health care to improve the health status of the community it serves.

Vision

- Provide high quality patient care in a cost-effective manner
- Meet and exceed our customer expectations
- Continuously strive to meet the needs of the community
- Provide a positive work environment
- Maintain compliance with state and federal regulations
- Provide and maintain positive professional staff/physician relations

Ray County Memorial Hospital offers the following services:

Cardiac Rehab	Physical Therapy
Dietician	Respiratory Therapy
24/7 Emergency Room	Senior Life Solutions
Home Health	Medical Care
Laboratory	Surgical Care
Oncology	Radiology
Patient Portal	Outpatient Clinic*

**The Outpatient Clinic offers the following medical specialties:*

Allergy	Nephrology	Urology
Cardiology	Oncology	Vascular
EMG Rehabilitation	Orthopedics	Rheumatology
Infectious Disease	Pain Management	
Internal Medicine	Podiatry	
ENT		

Ray County Memorial Hospital Community Defined

For the purpose of the CHNA and Implementation Plan, the community is defined as the primary geographic area from which a significant number of patients utilizing Ray County Memorial Hospital services reside. Based on the hospital zip code data for inpatient and outpatient services, Ray County is the primary service area. Therefore, the target community for this Community Health Needs Assessment (CHNA) and Implementation plan is Ray County. The hospital's secondary service area consists of surrounding counties: Caldwell, Carroll, Clay, Jackson, and Lafayette. The zip codes below in the table represent the geography of the community defined.

City/Village	Zip Code
Camden	64017
Hardin	64035
Henrietta	64036
Homestead	64024
Knoxville	64085
Lawson	64062
Millville	64085
Orrick	64077
Rayville	64084
Richmond (County Seat)	64085
Stet	64688
Wood Heights	64024

Purpose of the Implementation Plan

The Implementation Plan addresses the community health needs identified in the 2019 Ray County Community Health Needs Assessment (CHNA). This plan serves as Ray County Memorial's implementation strategy for meeting those needs. The plan also meets the requirements for the Patient Protection and Affordable Care Act of 2010.

Community Health Priorities

The Patient Protection and Affordable Care Act requires hospitals with a 501(c)(3) tax exempt status to conduct a Community Health Needs Assessment [CHNA] every three years. After completing the CHNA, the hospital must adopt an implementation strategy to meet needs identified through the assessment.

The priority needs were first identified by the primary research or what the community finds most important. Then these were validated by the secondary research. A community stakeholder meeting was also held to gain the input of the community on the priority issues of Ray County. The following was considered as a criterion for prioritization: ability to impact change; opportunity to intervene at a prevention level; scale/severity of health issue; and addresses vulnerable and underserved populations. This method was compared to a formal prioritization process known as the Hanlon method, which ranks health priorities based on three primary criteria: the size of the problem, including projection of future trends; the seriousness of the problem, including disparate health burdens within the specific population; and the effectiveness and feasibility of interventions on community health care and the issues identified.

It should be noted in any case of prioritization, there would also be some areas of needs that are identified but not chosen as a priority. If the opportunity arises, we will try to integrate the other areas of need into the plan as we continue to develop. As with any hospital, Ray County Memorial Hospital has limited resources so the goal is to do the most we can with the resources available. Ray County Memorial Hospital will continue to develop relationships with community organizations to expand resources and not duplicate services being offered.

Top 3 Prioritized Community Health Needs:

Mental Health and Substance Abuse: Youth and Adult
Access to care
Healthy lifestyle behaviors

Implementation Plan

Mental Health and Substance Abuse

Mental health is defined as a state of well-being in which every individual realizes his or her own potential, ability to cope with normal stresses of life, can work productively and fruitfully, and ability to contribute to her or his community (World Health Organization, 2018). Mental health is important at every stage in life from youth to adulthood.

The economical and societal impact of not treating mental illness is staggering. According to the Center for Disease Control and Prevention (CDC, 2018), over 50% of the United States population will be diagnosed with a mental illness or disorder at some point in their lifetime. Mental health illnesses can be associated with chronic conditions and may increase the risk for homicide, suicide, and other accidents. Those who suffer from mental illnesses are more likely to abuse substances.

In Ray County, mental health and substance use have consistently been identified in both the primary and secondary data as a top health priority. Within the Ray County area, a high percentage of individuals report seeking help for mental or emotional services can be challenging due to the lack of providers in the rural area.

Goal: Improve mental health and well-being in Ray County

Strategies/Objectives: Increase education and awareness about what creates mental well-being and increase awareness of current mental health resources within and around Ray County.

- Continue to identify community partners and stakeholders as well as identify resources needed for community-wide campaign or efforts.
- Work with partners and stakeholders to promote current mental health resources within and around Ray County.
- Continue to collaborate with strategic partners to promote, identify resource needed, provide and assist in coordination of improving access to mental health services and substance abuse treatment.
- Continue to promote mental health and substance abuse treatment and counseling services.
- Improve screening in emergency room department and access to care with psychiatric telemedicine services.
- Increase awareness of resources and programs available to those in need of mental health services.
- Increase providers' knowledge of current mental health resources within Ray County.
- Continue to work with law enforcement on handling mental health crises.
- Continue to work with Ray County Coalition which partners with schools, social services, Tri-County Mental Health, health department and local organizations to help educate our youth about mental health as well as harm associated with substance abuse.
- Explore partnerships with local schools to help identify youth at risk for mental health issues and substance abuse.
- Explore opportunities to provide resources to support as well as assist with prevention and treatment of substance abuse.
- Continue to promote Senior Life Solutions program to the community.

Access to Care

Lack of access to care presents barriers to quality healthcare. Therefore, access to comprehensive, quality health care services is important for promoting and maintaining health, preventing and managing diseases, as well as reducing unnecessary disabilities and premature deaths, and achieving overall health equity for everyone (Healthy People 2020, 2018). The supply and accessibility of facilities and physicians, the rate of uninsured/underinsured, financial hardship, transportation barriers, culture competency, and cover limitations affect access to care. Access to care requires gaining entry into the health care system (usually through insurance coverage), geographic availability of needed health care, ability to receive services, and the patient being able to find providers that they can communicate with and trust.

In Ray County, both primary and secondary data indicate health access is a high priority for the community. In relation to the number of providers compared to the number of residents, Ray County has a provider shortage for primary care, dental and mental health providers. Limited access to primary and specialty care providers can have a major impact on an individual's health status especially among those with a chronic health condition that require continuous care. In addition to the supply and accessibility of facilities and physicians, cost of care was continuously selected as an issue on the primary survey data. It should also be noted that Ray County is located in a rural setting, which tends to create a limitation on access to quality health care and services.

Goal: Improve availability and affordability of health care services for those in Ray County

Strategies/Objectives: Continue to collaborate with strategic partners, to promote, provide, and assist in coordination of healthcare services to improve affordability and access to care.

- Continue to work internally with patient account representatives to help identify patients of need to appropriately direct them to financial assistance resources.
- Increase recruitment strategies for primary care physicians.
- Continue to triage patients and appropriately direct them to the most appropriate level of care based on their need.
- Continue to offer and expand the specialty clinics offered through the outpatient clinic.
- Connect and explore community partnerships to build and increase outreach and education about health care coverage enrollment and services offered to the underserved populations.
- Continue to explore technology to increase access to new populations and providers.
- Work to connect and educate local patients about the specialty clinics available in Ray County to reduce the number the patients having to travel outside the community for services.
- Continue to collaborate with community organizations to expand services and identify gaps in health care access.

Healthy Lifestyle Behaviors

Studies have shown that some health issues and health status directly attribute to personal lifestyle behaviors and attitudes. Obesity is becoming an epidemic in the United States and increases the risk for countless health conditions. Lack of physical activity and poor diet can contribute to obesity. The combination of physical activity, good nutrition and maintaining healthy weight decrease the likelihood of stroke, high blood pressure, diabetes, depression, heart disease, and some cancers, and are a contributing factor in prevention of many other health issues (Healthy People 2020, 2018). Tobacco usage is another poor lifestyle behavior that can greatly lead to poor health outcomes such as lung cancer, COPD, and other serious health problems.

Primary and secondary data analysis found that lifestyle behaviors are a high health priority for Ray County. Obesity and tobacco usage in Ray County are greater than the average for the State of Missouri. Tobacco use is known to cause health problems. However, cigarettes, chewing tobacco, and electronic cigarettes usage among youth Ray County continues to be an issue and higher than the State of Missouri.

According to the RWJF County Health Rankings 2016

- 35% of Ray County residents were found to have a body mass index (BMI) greater than 30, which is more than the state percentage of 31%
- 34% of residents in Ray County reported having no leisure physical activity
- 53% reported to having access to exercise opportunities
- 20% of Adults report tobacco usage

Goal: Increase healthy lifestyle behaviors among Ray County residents.

Strategies/Objectives: Continue to collaborate with strategic partners to promote, provide and assist in coordination of improving healthy lifestyle behaviors in Ray County.

- Improve the education and resources available to create healthy lifestyle behavior choices in Ray County.
- Collaborate with partners and stakeholders within Ray County to increase opportunities for physical activity and healthy weight promoting behaviors.
- Increase awareness of resources and programs available to general public to improve population overall healthy lifestyle.
- Continue to increase communication among healthcare providers about nutrition services offered by Ray County Memorial Hospital as well as other organizations that target improving healthy eating behaviors.
- Explore more partnership opportunities with local pharmacies and providers on educating patients on healthy lifestyle changes and how it may improve chronic health conditions.
- Continue to work with Ray County Coalition which partners with schools, social services, Tri-County Mental health, health department, and other local organizations to help educate youth about tobacco usage prevention and other youth health issues.
- Continue to educate patients about tobacco cessation programs available in the area.
- Explore partnerships in the community to build and increase outreach and education to help increase knowledge of healthy foods and lifestyles.
- Continue to hold and expand the Community Health and Wellness Fairs.
- Provide continuous education to patients on the importance of physical activity.