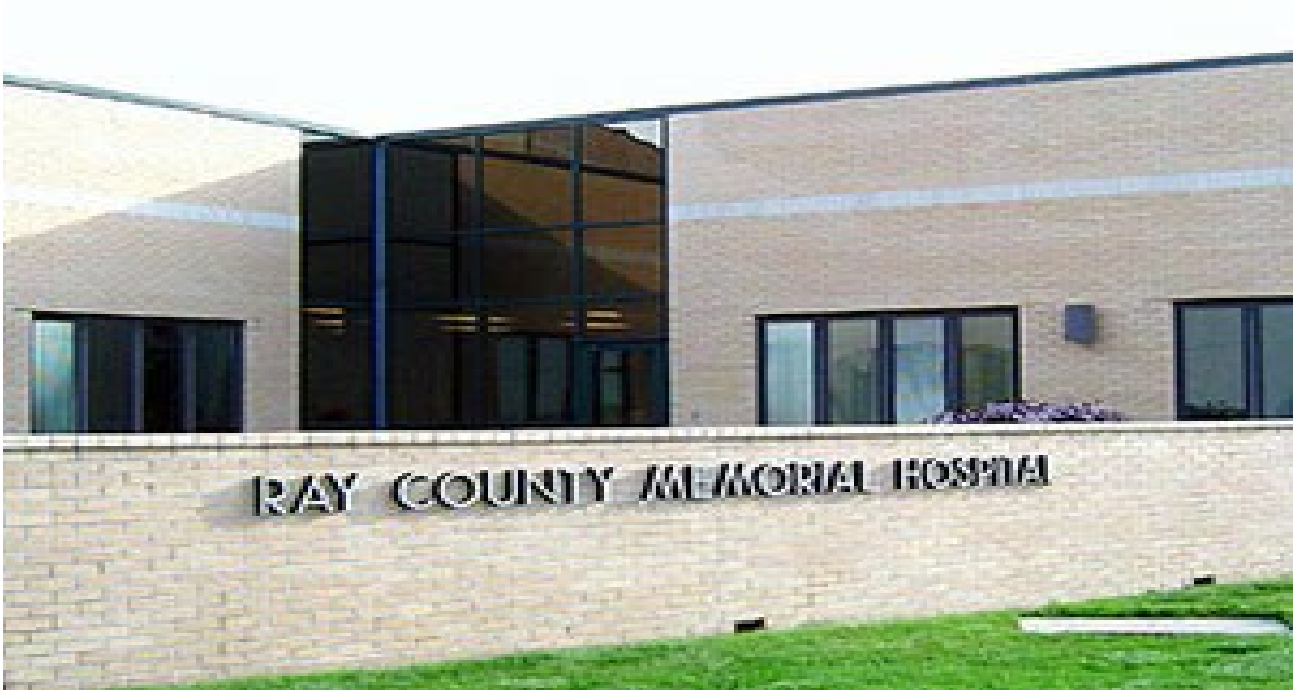
Ray County Memorial Hospital 2022 Community Health Needs Assessment Implementation Plan



Ray
County
Memorial
Hospital
904 Wollard Blvd.
Richmond, MO 64085-2243

Ray County Memorial Hospital Community Health Needs Assessment (CHNA) Implementation Plan

Creating healthy communities requires a high level of mutual understanding and collaboration among community leaders. The development of this assessment brings together community health leaders and providers, along with the local residents, to research and prioritize county health needs and document community health delivery success. This health assessment will serve as the foundation for community health improvement efforts for the next three years.

Ray County Memorial Hospital (RCMH) previous CHNA was completed in 2016 and 2019. (Note: The Patient Protection and Affordable Care Act (ACA) require not-for-profit hospitals to conduct a CHNA every three years and adopt an implementation strategy to meet the needs identified by the CHNA). Wave #4 Ray County, Missouri CHNA assessment began January 2022 and was facilitated / created by VVV Consultants, LLC (Olathe, KS) staff under the direction of Vince Vandehaar, MBA.

Important community CHNA Benefits for both the local hospital and the health department, are as follows: 1) Increases knowledge of community health needs and resources 2) Creates common understanding of the priorities of the community's health needs 3) Enhances relationships and mutual understanding between and among stakeholders 4) Provides a basis upon which community stakeholders can make decisions about how they can contribute to improving the health of the community 5) Provides rationale for current and potential funders to support efforts to improve the health of the community 6) Creates opportunities for collaboration in delivery of services to the community and 7) Provides guidance to the hospital and local health department for how they can align their services and community benefit programs to best meet needs, and 8) fulfills Hospital "Mission" to deliver quality health care.

County Health Area of Future Focus on Unmet Needs: Ray County, MO

Ray County, MO
2022 CHNA Priorities - Unmet Needs
On Behalf of Ray County Memorial Hospital
CHNA Wave #4 Town Hall - July 19, 2022
Primary Service Area (20 Attendees / 76 Total Votes)

#	Community Health Needs to Change and/or Improve	Votes	%	Accum
1	Mental Health (Diagnosis, Placement, Aftercare, Providers)	13	17.1%	17%
2	Housing	11	14.5%	32%
3	Access to Primary Care	10	13.2%	45%
4	Senior Care Services	7	9.2%	54%
5	Available Childcare Services	6	7.9%	62%
6	Substance Abuse (Drugs / Alcohol)	6	7.9%	70%
7	Workforce Staffing	6	7.9%	78%
	Total Votes	76	100%	

Other needs receiving votes: Housing (Accessible / Affordable / Safe), Health Education, Cost of Health Care, Access to Preventative Health, Transportation (General),

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

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

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

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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 hospitals 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.

Ray County Memorial Hospital - Define PSA					Inpatients			Outpatients		
Source: MHA, FFY 2019 - 2021		51,959	Totals - IP/OP		619	554	329	18,657	15,979	15,821
Patient Zip Code	County	3YR TOT	%	Accum	FFY19	FFY20	FFY21	FFY19	FFY20	FFY21
64085-Richmond, MO	Ray	30,861	59.4%	59.4%	382	359	206	11,136	9,476	9,302
64035-Hardin, MO	Ray	2,714	5.2%	64.6%	37	21	15	930	775	936
64077-Orrick, MO	Ray	2,297	4.4%	69.0%	32	18	15	872	649	711
64084-Rayville, MO	Ray	1,457	2.8%	71.8%	19	16	12	514	436	460
64017-Camden, MO	Ray	968	1.9%	73.7%	6	11	7	376	304	264
64036-Henrietta, MO	Ray	864	1.7%	75.4%	13	12	4	237	309	289
64062-Lawson, MO	Ray	419	0.8%	76.2%	2	2	0	144	127	144
64067-Lexington, MO	Lafayette	3,189	6.1%	82.3%	39	23	13	1110	969	1035

Purpose of the Implementation Plan

The Implementation Plan addresses the community health needs identified in the 2022 Ray County Community Health Needs Assessment (CHNA). This plan serves as Ray County Memorials hospital'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 (Diagnosis, Placement, Aftercare, Facilities)

Access to Specialists

Substance Abuse (Drugs/ Alcohol)

Implementation Plan

Mental Health

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.

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.

- Conduct a physician manpower assessment to identify number of Mental Health providers needed. Recruit Mental Health providers to meet specific mental inventory needs as identified. Consider recruitment of locum or visiting provider. Work with partners and stakeholders to promote current mental health resources within and around Ray County.
- Continue Suicide & Bullying prevention training at PSA schools. Collaborate with elementary, middle, and high schools to educate students on mental health conditions. Continue to promote mental health and substance abuse treatment and counseling services.
- Develop and sponsor an anti-suicide campaign for local community. Update & distribute overview brochures detailing mental health services, specifically targeting farmers / agriculture Increase awareness of resources and programs available to those in need of mental health services.
- Update & Maintain MH Community Inventory documenting specific Mental Health service offerings, availability of services by hours and qualified insurance.
- Continue to educate ER staff regarding mental health delivery issues and how to address them. Provide continuing education courses, lunch and learn presentations, etc.
- Continue to develop MH referral relationships with key community partners for collective impact. Knowing who we can refer to. Continue to explore potential office sites for additional mental health services, including primary care (satellite) clinics.
- Develop county-wide health coalition to develop relationships with key community partners in the area of mental health for collective impact.
- Support new 988 24-hour crisis hotline. Promote toll free number on website.

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.

- Develop partner relationships with area providers for collectively recruit visiting specialists. Identify/contact key collaborative partners to possibly share office space, workforce & equipment.
- Conduct further research on the desire/need for afterhours care. Document demand/adjust clinic hours to meet market need, Continue to triage patients and appropriately direct them to the most appropriate level or care based on their need.
- Conduct a formal physician manpower assessment to document visiting provider days of service.
- Create a PSA Healthcare Oversight Steering Committee with a strategy to grow physician workforce. Hold a meeting every 6-8 weeks.
- Seek additional Federal, and State grant money to support additional provider coverage.
- Continue to recruit providers to area. Utilize national recruiters to find quality providers, if necessary.
- Explore a hospital physician recruiter. Note: This action goes hand-in-hand with hospital care coordination initiatives.
- Offer training and development opportunities for current staff in different specialties/departments. Development "patient care" career ladders.

Substance Abuse (Drugs/ Alcohol)

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: Increase awareness and access to Substance Abuse resources.

Strategies/Objectives: Continue to collaborate with strategic partners to promote, provide and assist in coordination of substance abuse in Ray County.

- Continue to monitor prescription drug abuse. Support area primary care physicians in discouraging prescription drug abuse. Create alert system between physicians and pharmacies for drug abuse.
- Continue to supply educational handouts for medical providers to distribute to patients when prescribing Schedule II drugs.
- Launch parent education groups to learn about the effects of drugs and how to explain it to their children. Place social workers in schools.
- Research prevalent issues leading to drug abuse by adolescents. Continue to develop meaningful community youth activities.
- Continue to host Substance Abuse Speakers (Sheriff's Department) at the schools assemblies / community events.
- Partner with local police authorities and School Student Leadership group to develop a plan for individuals who have been found to drive while distracted/drunk.
- Seek additional / apply for Federal / Private Drug Abuse grants.
- Expand "no drinking" school educational program. Support AA Substance abuse counseling for community members.
- Support substance abuse counseling for community members. Educate the schools and local community organizations on signs of drug abuse and how to direct to the right channels for help. Implement multi-disciplinary teams at schools.