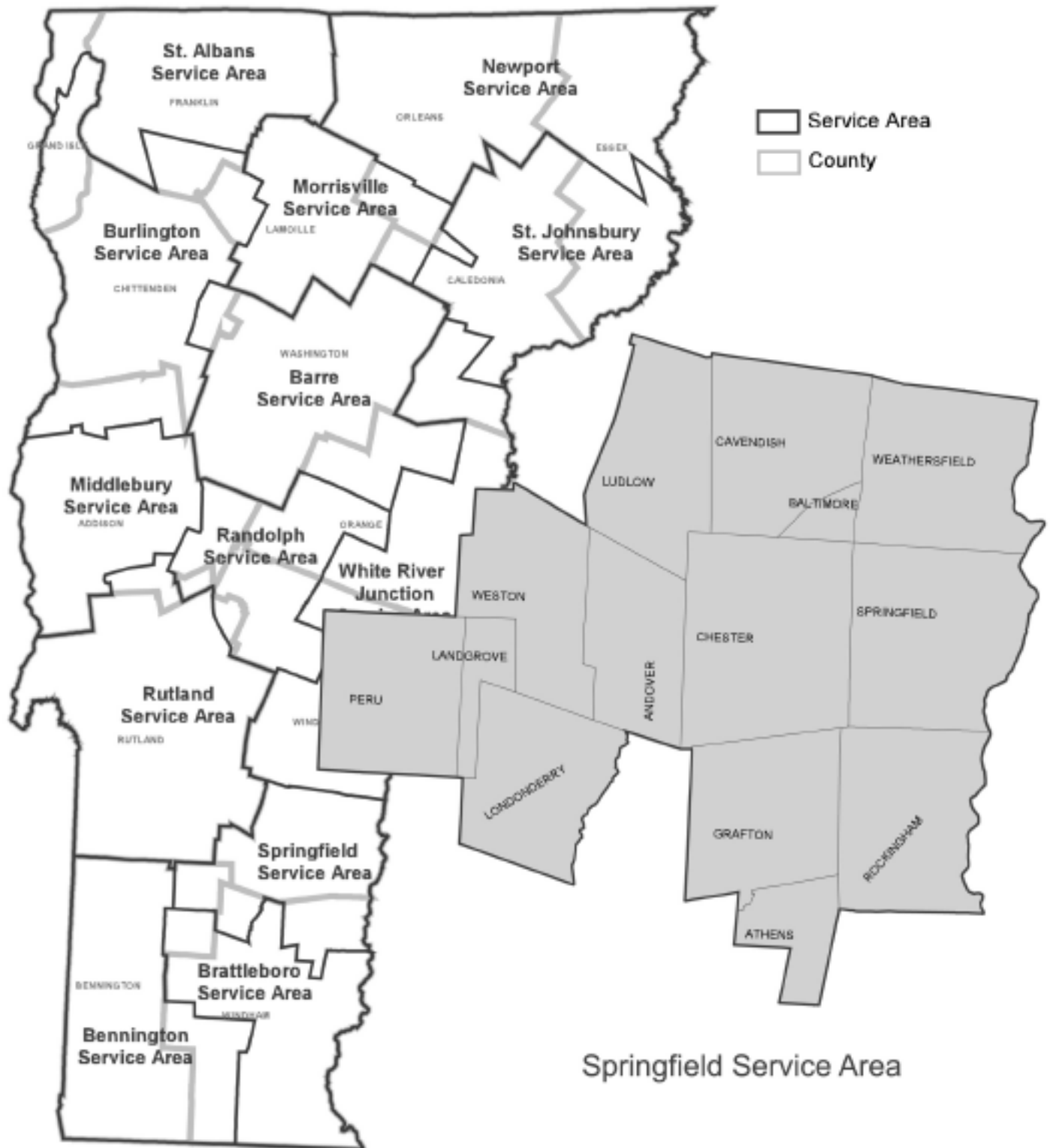


Springfield Hospital's 2007

Act 53 Community Needs Assessment Update



SPRINGFIELD HOSPITAL
COMMUNITY NEEDS ASSESSMENT UPDATE
March 1, 2007

PUBLIC MEETINGS

As required by Act 53, Springfield Hospital held a combined community report and community assessment meeting on Monday, September 25, 2006 at 6:30 pm in the Springfield Hospital Level B Conference Room. This event was promoted via mailed invitations, print advertising, and announcements in the local papers. Seventeen people attended the session. The meeting included a review of the Community Report Card for health care services in the Springfield Hospital service area and a review and instruction on how to access the Act 53 reporting information through the hospital's website at www.springfieldhospital.org.

Public input was invited following the presentation. Feedback was limited, yet complimentary of the hospital's ongoing work. No new unmet needs were identified.

Our report to the community included priorities for health care services, and the hospital's plans and progress in addressing those needs.

Springfield Hospital Activities

As a result of the needs assessment and planning process, the three leading health improvement priorities include:

- Decrease obesity;
- Decrease substance abuse rates (adult binge drinking and youth substance abuse); and
- Decrease mental illness, depression (adults and youth).

Health resource priorities identified include:

- Expand the chronic care initiative;
- Provide patient advocacy through case management and service coordination;
- Work with area businesses to promote wellness;
- Increase resources for child psychiatry and treatment services;
- Improve integration of primary care and mental health;
- Provide End of Life care in the hospital; and
- Create additional Ambulatory space in the Radiology, Emergency Departments and Endoscopy Unit.

The Chronic Care Initiative

Springfield Hospital received a three-year grant (\$150,000) from the Fanny Holt Ames and Edna Louise Holt Fund. This fund will assist in extending the Chronic Care Model, a national model for collaborative care and quality improvement, to all of its medical practice offices. Springfield Hospital has been recognized by Vermont health officials for its efforts in the Chronic Care Collaborative, with emphasis on diabetes, and has served as a model for others.

Plans include practitioners helping patients to establish self-management goals, resulting in better patient outcomes and overall cost savings. Ongoing work includes planning for more effective visits and improved clinical information systems in the medical offices.

The Vermont Blueprint for Health, developed from the Chronic Care Model, supports changes in four key areas:

- Patient self-management;
- Provider practice change;
- Community development; and
- Information system development.

Springfield Medical Care Systems focus on the future includes:

- Diabetes;
- Pediatric Asthma; and
- Obesity.

Chronic Care Model Expansion – 12/04 – 9/05

Initial results reveal involved clinicians increased from one to ten in over nine months. The number of patients in the registries increased from 30 to 283 over nine months.

Decrease Obesity:

- Improve management of obesity utilizing the Chronic Care Model;
- Develop self-management goals with patients based upon the basic metabolic index; and,
- Strengthen our community connection through Southern Vermont Area Health Education Network PAN (Physical Activity and Nutrition)
 - Work with Blue Cross Blue Shield to develop area walking maps;
 - Involve Springfield Pediatric physicians;
 - Play a leadership role in creation of the Southern Vermont Recreation Center and operate a therapy pool program in the Center; and
 - Redesign employee health benefits for Springfield Hospital, providing financial incentive for weight loss and other lifestyle improvements.

Mental Health and Substance Abuse Resource Priorities

- Increase resources for outpatient substance abuse and co-occurring disorders treatment
 - Participate in statewide co-occurring training (The Windham Center);
 - Make outpatient substance abuse counselors available;
 - Make Psychiatrist-supported substance abuse treatment available; and
 - Develop a relapse prevention group.
- Increase resources for adult psychiatric care
 - Review Windham Center Partial Hospitalization Program;
 - Make increased outpatient therapy available;
 - Health Care Rehabilitation Services, Robert Wood Johnson Grant; and,
 - As of February 2006, three psychiatrists (Drs. Grass, Abney, and Lorbati) are available for outpatient services.
- Improve integration of primary care and mental health
 - Make mental health clinicians available to primary care patients;
 - Assign Windham Center staff to meet with primary care offices to assess needs; and,
 - HCRS providing counselor support in family practice offices to direct resource referrals.
- Increase primary care providers awareness of co-occurring disorders to assure appropriate referrals
 - Continuing Medical Education (CME) offerings on substance abuse and co-occurring disorders have been presented.

CURRENT HOSPITAL ACTIVITIES REGARDING KEY OBJECTIVES

Springfield Hospital continues to focus its efforts in response to goals identified through its strategic planning process. Its implementation strategy prioritizes tactics that support identified key objectives.

- **Chronic Care Initiative/Diabetes/Obesity**
 - There are currently 18 participating practitioners involved in the Chronic Care Model, and 843 patients in the registry.
 - 85% of the staff in the employed physician offices have attended education sessions for Chronic Care Model, Model for Improvement, and Clinical Microsystems. Three people in the one private practice participating have been educated.
 - A Health Challenge is planned for 4/28 to encourage patients to set self-management goals.
 - We have implemented walking programs in Springfield, and are planning for programs in Bellows Falls and Chester.

- Working with Southern Vermont Area Recreation Center; pool therapy is operational.
- Working with area restaurants to offer healthy choices on menus.
- Working with area employers to implement wellness/walking programs.
- Developing a Chronic Care Resource Center through Springfield Hospital website.
- Subsidizing the monthly dues to the Southern Vermont Recreation Center in an amount of \$35/month, so employees pay \$9/month out of pocket for monthly membership.
- Springfield Hospital has implemented Wellflex as an employee incentive to adopt a healthy lifestyle.
- Offering Healthy Living Workshops to assist those living with chronic illness.
- Establish Blueprint Peer Leader Support Teams, coordinated by Steve Hertford.
- Establish coordinators in Springfield, Ludlow, Chester, and Bellows Falls.

- **Mental Health & Substance Abuse**

- Redesigned the Partial Hospitalization Program to incorporate co-occurring disorders to respond to dual diagnosis of psychiatric and substance abuse patients, which may be related to chronic illness;
- Increasing availability of individual therapy through the Intensive Outpatient Program at The Windham Center in Bellows Falls;
- Implementing a plan to make mental health counselors available to patients at PCP sites;
- Developing an educational series for internal and external uses. Partial Hospitalization Program, Co-occurring Disorders, and Post Traumatic Stress Disorder information pieces are completed; and,
- Information brochure and folders are developed for public and professional markets.

- **Other Health Resource Priorities**

- Provide patient advocacy through case management and service coordination;
- Increase resources for child psychiatry and treatment services;
- Provide End of Life care in the hospital:
 - Portable Hospice cart;
 - Made a private room a priority for all patients at the end of life;
 - Designed palliative care orders for comfort and relief of suffering;
 - Active Ethics Committee supports caregivers and families with difficult decisions;
 - All physicians and clinical staff completed End of Life education and training; and
 - Our patient and family information brochure supports the concepts of palliative and comfort care.
- Create additional Ambulatory space in the Radiology, Emergency Departments, and Endoscopy Unit.

PRELIMINARY PLAN FOR NEXT ASSESSMENT

Springfield Hospital plans to conduct its next community needs assessment, due March 1, 2009, in accordance with Act 53 requirements as outlined by the State of Vermont.

The purpose of the Springfield Hospital Community Needs Assessment will be to:

- Identify and prioritize the health care needs of the service area and for patient populations served as well as the resources required to meet those needs.
- Work collaboratively with key community stakeholders to establish community priorities.
- Potentially identify other community needs that may be best met by other organizations.
- Comply with Act 53, Sec. 4, 18VSA,9405a as passed by the Vermont State Legislature.

A combination of research and assessment tools will be considered and used as deemed appropriate, including qualitative and quantitative research, feedback from community leaders and Patient Experience Team focus groups, and external and internal data.

Subject to any future legislative action to the contrary, we will be guided by the explanatory memorandum from the Vermont Department of Banking, Insurance, Securities and Health Care Administration (BISHCA) dated February 20, 2007 outlining the required steps for the 2009 assessment.