

Health Improvement Plan

Palmer Lutheran Health Center

December 2013

Introduction and Purpose

The Patient Protection and Affordable Care Act requires non-profit healthcare organizations to perform a Community Health Needs Assessment (CHNA) every three years and adopt an implementation strategy, known as a Health Improvement Plan (HIP), to meet the outstanding community health needs and to continue to qualify for federal tax exemption.

Palmer Lutheran Health Center (PLHC) began its Community Health Needs Assessment process in August 2012, with a target completion date for the plan of December 31, 2013. The Health Improvement Plan will then be implemented during PLHC's fiscal years 2014-2017 with a yearly reporting update.

The CHNA-HIP process does three things:

- Describes the health state of a local population
- Enables the identification of the major risk factors and causes of ill health, and
- Enables the creation of actions needed to address these factors

Palmer's Community Health Needs Assessment identified numerous areas of concern with three priority categories on which to focus. Please refer to Palmer Lutheran Health Center's Community Health Needs Assessment for information on these priorities.

- **Resources/Knowledge of Services:** confusion or no knowledge of current services within the community and other providers/organizations; organizations not working in sync to offer the best care to the community; funds between organizations are not being collaborated; no place to find all health-related organizations quickly; confusion over insurance.
- **Youth Health/Wellbeing Concerns:** obesity within the youth population is increasing; healthy eating/nutrition; safe environments; lack of basic life necessities; lack of mentors; sex education; staying fit; social media; lack of places to participate in physical activities; and lack of life skills.
- **Disaster Preparedness:** community as a whole is not prepared for disasters; lack of action plan; need for simulations; unsure where to find resources before/during/after a disaster.

Implementation Strategy

Actions to Address Community Health Need Priorities

Thirty (30) actions are proposed over a three-year period.

Community Health Need & Goals	Actions & Hospital Resources
<p>Resources/Knowledge of Services: confusion or no knowledge of current services within the community and other providers/organizations; organizations not working in sync to offer the best care to the community; funds between organizations are not being collaborated; no place to find all health-related organizations quickly; confusion over insurance.</p> <p>GOAL: to increase community and organization knowledge of resources and services.</p> <p>EVALUATION METHOD: compare before/after requests for resource information made via the hospital website; conduct surveys at annual hospital Health Fair of organizations/community members to determine if they know resource locations and availability.</p>	<ul style="list-style-type: none"> • Contact local newspapers to create a section geared toward service organizations. <i>Marketing (time)</i> • Create a universal database on www.palmerlutheran.org for organizations to share website address and information. Utilize hospital website, newspaper and newsletter to share the word on the database. <i>Marketing (time)</i> • Continue to attend area health fairs and community meetings sharing information/services with community. <i>Marketing & Various Departments (time & money on brochures/promotional items)</i> • Continue to offer a Palmer Page in the local newspapers to disseminate information. <i>Marketing (time & money on publicity)</i> • Work directly with Palmer Lutheran Health Center Discharge Planning on various services offered to the community. <i>Marketing & Discharge Planning Department (time)</i> • Become involved in area inter-disciplinary meetings to learn about various organizations and ways in which to collaborate. <i>Various Departments (time)</i>

	<ul style="list-style-type: none"> Promote Great Rivers 211, an on-line and telephone database of available non-profit organizations in northeast Iowa. <i>Marketing (time)</i>
<p>Youth Health/Wellbeing Concerns: obesity within the youth population is increasing; healthy eating/nutrition; safe environments; lack of basic life necessities; lack of mentors; sex education, staying fit, social media, lack of places to participate in physical activities, and lack of life skills.</p> <p>GOALS: decrease the percentage of children over the age of 2 that are overweight and obese children by 1.5% by 2017. Get children involved in local health fairs and health-related activities.</p> <p>EVALUATION METHOD: utilize local school BMI numbers and compare from year to year; evaluate pre and post Healthier Youth test results; implement Cyber Safety quizzes for students and review results; compare enrollment numbers of local health-related clubs; monitor participation increase/decrease at various events (walks/Bike Rodeo/health fairs/etc.)</p>	<ul style="list-style-type: none"> Serve as a nutritional source to area schools by providing consultation and guidance with planning and implementation. <i>Registered Dietician & Public Health (time)</i> Serve as a member on the Fayette County Wellness Coalition focusing on area schools health and wellbeing. <i>Marketing & Public Health (time)</i> Serve as a member of area school's Food & Fitness organizations and other wellness groups. <i>Public Health & Marketing (time)</i> Create a section on www.palmerlutheran.org with nutritional and activity information geared toward adults and children. <i>Marketing (time)</i> Expand current "A Healthier Youth" program to another school district in the community. <i>Diabetes Prevention & Various Departments (time and money for resources/supplies/giveaways)</i> Expand current "Cyber Safety" program to another school district in the community. <i>Palmer Memorial Foundation (time)</i> Continue to refer patients to WIC, a supplemental food program providing basic foods, nutritional counseling and more for low-income Women, Infants and Children in Fayette County.

	<p><i>Discharge Planning, OB & Public Health (time)</i></p> <ul style="list-style-type: none">• Expand offering of youth health education in area schools. <i>Marketing, Healthcare Promotion Committee, Public Health (time & money on supplies)</i>• Help sponsor a Youth Health Fair at the local school level, offering information, organizations, and free screenings. <i>Marketing, Public Health & Healthcare Promotion Committee (time & money on supplies/promotional items)</i>• Participate in area school and community health fairs geared toward students. <i>Marketing, Healthcare Promotion Committee & Various Departments as needed (time & money on supplies/promotional items)</i>• Continue to work directly with Fayette County Public Health on iWALK, Walking School Bus and Safe Routes to School. <i>Marketing (time)</i>• Assist with the planning and implementation of Bike Rodeos & Safe Sitter for area youth. <i>Marketing & Public Health (time & money for publicity)</i>• Assist Public Health in offering Healthy Cooking Classes for the community. <i>Marketing, Registered Dietician & Dietary (time & money on publicity and supplies)</i>• Continue to work with various organizations in sponsoring/planning/holding 5K
--	--

	<p>walks/runs- try to market to the younger audience. <i>Marketing & Public Health (time & money for publicity)</i></p>
<p>Disaster Preparedness: community as a whole is not prepared for disasters; lack of action plan; need for simulations; unsure where to find resources before/during/after a disaster.</p> <p>GOAL: to increase community and organization knowledge of disaster preparedness; assist in conducting one community-wide drill (live or table-top).</p> <p>EVALUATION METHOD: conduct surveys at annual hospital Health Fair of organizations/community members to determine if they know emergency preparedness information; monitor attendance at multi-disciplinary meetings; evaluate community-wide drills for future needs; increase the number of individuals signed up for Emergency Alerts.</p>	<ul style="list-style-type: none"> • Work with the hospital emergency response team to determine best way to get information to the community. <i>Command Center Team/Coordinator (time)</i> • Assist in implementing multi-disciplinary meetings with various organizations to share information and strategies involving disaster preparedness. <i>Marketing & Command Center Team/Coordinator (time & money to assist with meetings)</i> • Continue to be a member of the Disaster Relief Coalition. <i>Public Health & Command Center Team/Coordinator (time)</i> • Work directly with Fayette County Supervisors and Emergency Management to conduct community-wide drills (not just organization/business-related). <i>Public Health, Marketing & Command Center Team/Coordinator (time & money to publicize and perform drills)</i> • Continue to conduct regular disaster drills at the hospital level. In addition, assist in disaster drills through Fayette County Public Health and other area businesses. <i>Public Health & Command Center Team/Coordinator (time)</i> • Utilize the hospital’s newspaper page to create awareness of the community’s responsibility to disaster preparedness. <i>Marketing & Command</i>

	<p><i>Center Team/Coordinator (time & money for publicity)</i></p> <ul style="list-style-type: none"> • Work with Fayette County Public Health to hold community disaster preparedness training. <i>Marketing (time & money for publicity/supplies)</i> • Continue to expand resource knowledge and promote such information on Fayette County Public Health website. More cross-advertising on services. <i>Public Health & Marketing (time & money on publicity)</i> • Promote Community Health Alerts via website and newspaper. <i>Marketing (time & money on publicity)</i>
--	---

On an annual basis, through the course of the 3-year period, Palmer Lutheran Health Center plans to assess the impact by re-measuring perceptions of the problems identified in the 2013 community meeting.

Adopting the Community Health Needs Assessment & Health Improvement Plan

Board of Trustees

The Palmer Lutheran Health Center Board of Trustees (7 volunteer board members) approved this Community Health Needs Assessment and Health Improvement Plan September 18, 2013. The Board was also represented during the community health needs assessment meeting and provided input. We appreciate their guidance and input in the Community Health Needs Assessment process, as well as their dedication to both the hospital and the community.

Dissemination of the CHNA-HIP Results

Availability of the CHNA

Palmer Lutheran Health Center will make its Community Health Needs Assessment and Health Implementation Plan available by request without charge at Palmer Lutheran Health Center by making arrangements through the Marketing Department.