



Community Health Improvement Plan

2019-2022



Saint Elizabeth's
Medical Center

Saint Elizabeth's Medical Center, Wabasha, Minnesota Community Health Improvement Plan – Implementation Strategy

Introduction

Saint Elizabeth's Medical Center is part of Ascension Wisconsin, (ascension.org/wisconsin), which operates 24 hospital campuses, more than 100 related healthcare facilities and employs more than 1,300 primary and specialty care clinicians. Serving Wisconsin and Minnesota since 1848, Ascension is a faith-based healthcare organization committed to delivering compassionate, personalized care to all, with special attention to persons living in poverty and those most vulnerable. As one of the leading, non-profit and Catholic health systems in the U.S., Ascension operates 2,600 sites of care – including 151 hospitals and more than 50 senior living facilities – in 21 states and the District of Columbia.

Prioritized Significant Health Needs

Saint Elizabeth's Medical Center conducted a community health needs assessment (CHNA) in summer and fall 2018. Based on this CHNA process, the following priorities were selected:

- Mental Health
 - Senior Health
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Implementation Plan

This implementation plan is part of a broad community effort to address the priority health needs in the community. Representatives from the hospital actively participate on the Wabasha County Mental Health Action Team and the Wabasha County Senior Health Action Team. This implementation plan outlines the actions the hospital will take to address the local health needs. As noted below, many of these strategies will be implemented collaboratively. Recognizing that no one organization can affect substantial community change alone, the long-term outcomes identified in this plan will be achieved as many community organizations work together for collective impact.

Mental Health

Goal: Improve the mental health of individuals in Wabasha County

Long-Term Performance Indicator:

- By 2023, the residents of Wabasha County will reduce the average number of poor mental health days in the last 30 days from 2.8 (2016) to 2.6. (Source: County Health Rankings)

Strategy: Suicide Prevention Training

The Wabasha County Mental Health Action Team, of which the medical center is a member, will implement suicide prevention training in the community. One example of a training is Question, Persuade, Refer (QPR). The QPR training is used to educate anyone in the community - teachers, coaches, parents and others - to learn how to ask about suicidality, persuade individuals they have value and to seek help and how to effectively assist with referring someone for help.

As part of the Wabasha County Mental Health Action Team, the medical center will:

- Identify and recruit intended audiences (e.g., health and social services professionals, law enforcement and first responders, clergy and faith communities, the general public)
- Conduct suicide prevention trainings annually across audiences

Collaborative Partners:

- Wabasha County Mental Health Action Team
- Zumbro Valley Mental Health

Medical Center Resources Committed:

- Staff time

Medium-Term Indicator:

- By June 30, 2022, 90 percent of training participants will report an increased understanding of when and how to utilize gatekeeper skills (e.g., ability to engage in active listening, ask clarifying questions and make an appropriate referral).

Strategy: Promote Awareness of Mental Health Crisis Resources

Wabasha County currently has access to regional resources that include a trained Mobile Crisis Response Team and a 24-hour Mental Health Crisis Hotline. Saint Elizabeth's will work with its partners to increase the utilization of these resources.

Saint Elizabeth’s Medical Center, in partnership with Wabasha County Public Health and other agencies, will:

- Develop a communication plan to build greater awareness of mobile crisis resources among intended audiences (health and social services professionals, law enforcement and first responders, workplaces, clergy and faith communities and the general public)
- Implement the plan
- Track hotline call volumes and number of mobile crisis team dispatches

Collaborative Partners:

- Wabasha County Mental Health Action Team
- Zumbro Valley Mental Health

Resources Committed:

- Staff time

Medium-Term Indicators:

- By June 30, 2022, Mobile Crisis Response teams will report a 10 percent increase in use of the Mobile Crisis Team by Wabasha County residents. (Baseline TBD.)
- By June 30, 2022, Mobile Crisis Response teams will report a 10percent increase in use of the crisis hotline by Wabasha County residents. (Baseline TBD.)
- By June 30, 2022, visits to Saint Elizabeth’s Emergency Department with a mental health diagnosis will decline by five percent due to an increase in the use of the mobile unit and crisis hotline. (Baseline TBD.)

Strategy 3: Promote Mental Health Peer Support Groups

The local National Alliance on Mental Illness (NAMI) Connection Recovery Support Group is a free, peer-led support group for adults living with mental illness. Participants gain insight from hearing the challenges and successes of others. Groups are led by NAMI-trained facilitators, who have experienced mental illness. NAMI’s support groups are unique because they follow a structured model to ensure participants have an opportunity to be heard and receive what they need. The groups meet on a bi-weekly, weekly or monthly basis. Peer support is currently not available in Wabasha County.

As part of the Wabasha County Mental Health Action Team and with NAMI, Saint Elizabeth’s will:

- Initiate a peer support program in Wabasha County
- Recruit a trained peer support facilitator
- Promote the peer support program in the Wabasha area
- Measure the impact of the peer support group

Collaborative Partners:

- NAMI
- Wabasha County Mental Health Action Team

Resources Committed:

- Staff time

Medium-Term Indicator:

- By June 30, 2022, 75 percent of peer support participants will report applying newly learned coping skills that improve their ability to better manage their chronic mental illness.

Strategy 4: Strengthen Healthcare's Role in Improving Mental Health

Saint Elizabeth's is expanding its internal capacity to improve mental health in Wabasha County. The medical center will improve its internal training, protocols and systems to better screen, reach and treat individuals with mental health issues.

As part of that effort, the medical center will:

- Onboard a psychiatrist / psychiatric nurse team; the team will provide mental health assessments, medication management and counseling to patients within the primary care setting
- Develop and implement a mental health training and education plan focused on primary care, emergency department and hospital providers
- Implement a multi-disciplinary collaborative approach to mental health care within the clinic
- Work with external agencies (e.g., Hiawatha Valley Mental Health) to assure appropriate resources and referrals

Resources Committed:

- Staff time

Medium-Term Indicators:

- By June 2022, 100 percent of primary care, emergency department, hospital providers and staff will have received training in mental health screening, management and referral.
- By June 2022, depression screening and remission systems/protocols used in primary care setting will be tracked, monitored and reported to Minnesota Community Measures.

Senior Health

Goal: Build a dementia friendly Wabasha County

Long-Term Performance Indicator(s):

- By June 30, 2023, the number of Wabasha County agencies/organizations that have become 'dementia-friendly' or otherwise addressed dementia will increase from 0 to 10.

Strategy 1: Equip Wabasha County Communities to be "Dementia Friendly"

Dementia Friends is an international movement that is striving to create more dementia-friendly communities by changing the way people think, act and talk about dementia. The effort focuses on raising awareness, reducing stigma and supporting residents who are touched by dementia. By helping everyone in a community understand what dementia is and how it affects people, each person can make a difference for someone living with dementia.

Saint Elizabeth's, in partnership with Wabasha County Public Health and other senior service agencies, will:

- Launch Dementia Friends throughout Wabasha County, including the facilitation of Dementia Friends Champion training courses and information sessions
- Host Dementia Friends training and information sessions in the Wabasha area to increase the community's ability to address dementia
- Establish "SPARK!" cultural program for people with memory loss in partnership with interested organizations. SPARK! programs are designed to keep participants actively engaged in their communities by providing experiences that stimulate conversations, provide peer support and inspire creativity through engagement in museum experiences, workshops and programs

Medium-Term Indicator:

- By June 30, 2022, at least 10 agencies representing healthcare, social services, law and legal, faith, business and community sectors will have participated in Dementia Friends Training.

Strategy 2: Sustain Caregivers by Offering Information, Resources and Support

Increasing access to resources and social connections can help improve caregivers' quality of life. One way to do this is through Memory Cafés. Memory Cafés are evidence-based social gatherings for patients with dementia and their caregivers that offer social interaction, resources and support.

Saint Elizabeth's, in partnership with Wabasha County Public Health and other senior service agencies, will:

- Establish up to three Memory Cafés throughout Wabasha County that provide ongoing social support gatherings for individuals living with dementia and their care partners
- Continue to promote and offer resources and programming that benefit caregivers

Medium-Term Indicators:

- By June 30, 2022, three Memory Cafes will be operational in Wabasha County.
- By June 30, 2022, 90 percent of Memory Café caregiver participants will report being supported socially and with resources at the Memory Café.
- By June 30, 2022, 90 percent of Memory Café caregiver participants will report reduced stress as a result of the Memory Café.

Strategy 3: Increase Detection of Dementia, Including Alzheimer's Disease and Improve Ongoing Care and Support

The healthcare system plays a key role in addressing dementia. Saint Elizabeth's will strengthen its internal systems to provide exceptional care for individuals with dementia.

Saint Elizabeth's Medical Center will:

- Improve its assessment, referral, management and care coordination resources for providers and professional caregivers
- Develop a plan for incorporating appropriate resources and necessary training into practice throughout Saint Elizabeth's continuum of care
- Standardize protocols

Medium-Term Indicator(s):

- By June 30, 2022, evidence-based dementia screening, assessment, care coordination and management protocols will be adopted and standardized across Saint Elizabeth's continuum of care.

Collaborative Partners for the Strategies:

- Wabasha County Public Health
- Southeast Area Agency on Aging
- ACT on Alzheimer's
- Alzheimer's Association of Minnesota
- Elder Network
- Three Rivers Community Action
- Ace Brain Fitness
- Juniper and WellConnect
- Wabasha Police, Ambulance
- Faith Communities
- National Eagle Center

Resources Committed:

- Staff time
- Meeting space
- Funding

Plan to Evaluate the Strategies

Ascension Wisconsin is committed to making a positive, measurable impact on the health of the people in the communities we serve. To that end, we evaluate the strategies we implement to address the health needs of the community.

We use a logic model, an approach that is nationally recognized for program evaluation. Logic models provide methods for documenting the following:

- **Inputs:** Resources needed to implement the strategies
- **Outputs:** Actions taken, the number of programs/tactics implemented and the number of people reached
- **Outcomes:** Measures of the impact of the programs/strategies (such as changes in learning, actions or conditions)

To be specific about the outcomes for which we will be accountable, we set SMART metrics – metrics that are Specific, Measurable, Achievable, Realistic and Time-related.

Evaluation Schedule/Process

At the beginning of the three-year cycle:

- Establish SMART metrics for medium-term (three-year) indicators for each strategy
- Establish SMART metrics for long-term (beyond three years) indicators for each priority area

At the beginning of each fiscal year in the three-year cycle:

- Establish SMART metrics for short-term (fiscal year) indicators for each strategy
- Establish action steps and output indicators for each strategy

Quarterly each fiscal year:

- Report actions completed
- Report the status of each strategy/priority

At the end of each fiscal year:

- Report on results for short-term and output indicators
- Describe accomplishments and analyze results

At the end of the three-year cycle:

- Report on results for medium-term indicators for each strategy
- Describe and analyze results
- Incorporate results into next Community Health Needs Assessment

Health Needs Not Selected for this Plan

Health Needs Not Selected for this Plan

Ascension Wisconsin understands the importance of all the health needs of the community and is committed to playing an active role in improving the health of the people in the communities we serve. For the purposes of this CHNA, Saint Elizabeth's chose to focus its efforts on the priorities listed above. The following health issues were not selected to be included in this plan for the reasons described below.

- **Transportation:** Three Rivers Community Action is the main provider of mass transit in Wabasha County. This agency conducted its own transportation assessment and action plan. The medical center agreed to help support their efforts rather than duplicate strategies that address transportation needs and access.
- **Decent and Affordable Housing:** United Way identified this determinant of health to be a priority need. This agency's implementation plan has identified action steps to address this need. Because housing is not the medical center's primary mission and because the medical center lacks expertise and resources to effectively address housing, housing was not identified as a priority for this plan.
- **Other needs that were identified, but ranked lower in the prioritization process, are listed below.** The medical center did not identify these as priorities so it could focus efforts on the top issues selected.
 - Income and jobs
 - Healthcare access and affordability
 - Prevention and early intervention of disease
 - Childcare access
 - Domestic violence

Next Steps

This implementation plan outlines a three-year community health improvement process. Each year within this timeframe, we will:

- Participate actively in the Wabasha County Mental Health Action Team and the Wabasha County Senior Health Action Team
- Create an annual action plan with specific steps for that year
- Set and track annual performance indicators for each strategy
- Track progress toward medium-term performance indicators
- Report progress toward the performance indicators to the board
- Share actions taken to address the needs with the community at large

Approval

This implementation plan report was adopted by the Board of Directors of Saint Elizabeth's Hospital of Wabasha, Inc., on April 18, 2019, and the Ascension Wisconsin Board on May 16, 2019.

To learn more about Ascension Wisconsin, visit ascension.org/wisconsin



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1200 5th Grant Blvd West
Wabasha, MN 55981