

MISSION: *To Make a Difference in Health Care*

VISION: *To Be a Leader in Health Care*

Phillips County Hospital Association Annual Meeting – 10/30/18

Community Needs Implementation Plan – Update

1. Assure continued access to healthcare services

Improve access to specialty care

- Ongoing conversations were with Board, Med Staff, Sr Leadership, Dept. Heads, community Needs group
- Physical Therapy is able to offer and provide Dry Needling as well as now Pelvic Floor treatments
- PCH will continue to explore care/services we can provide ourselves or look to get specialists to come to PCH and our community to provide it.
- Held conversations with area Optometrist and they are about 2 yrs out from being able to expand

Improve access to Telehealth

- Billings Clinic, Benefis and St. Vincent's gave us Telemed practitioner lists shared with Med Staff to see if we can connect with those Specialists via Telemed appropriately
- As outlined in our RHC Annual program review our Telemed usage was up 176 to 206 last year with large increases in Medical (32 to 60) and Mental Health (15 to 59)
- We continue to be a part of the St. Vincent's teleER grant/work – where we have an Ipad in the ER
- We continue to maintain and fund 2 Telemed lines to PCH for our community – REAHC and EMTN

Explore Expansion of services offered

- With the hiring an RT who also had US abilities and our newly purchased US we were able to increase our ability, numbers and types of US studies we could do here at PCH. We actually developed/remodeled a room specific for US as well as explored options for getting an upgraded US to do even more US here locally
- We continue to use the mobile Mamo from KRMC in Kalispell 1 to 2 times per month
- 2 of our Practitioners offered early morning clinic appointment times
- We rotated Practitioner lunches so as to provide clinic appts over the noon hour
- 2 of our Practitioners were educated, trained and certified to implant Nexplanon
- 2 of our Practitioners went to MOI patient homes instead of having them have to come to PCH
- Saturday clinic hours have been discussed but have not identified a true need as of now

NOTE – MRI, in-house Mamo not explored any further this past year, but will cont. to consider PRN

Improve knowledge of services available at PCH through enhanced marketing and outreach efforts

- We are putting more events and things on our Facebook page and as appropriate our PCH website
- Set up annual program at KMMR of community safety, wellness and health awareness announces
- Putting information, updates and services in the Super Shopper and the PCN regularly

NOTE – We did not add a staff position assigned to do these duties and continue to be on CEO

Support access to community health resources

- PCH continues to take the lead in regular monthly Community Needs meetings/conversations
 - **Has led to:** Suicide Awareness walk annually, assessing daycare needs (new business opened), Community wide Mental Health First Aide course, sound system in City Hall, sub group to discuss healthcare worker burnout, succession conversations with Dentist and Chiropractor, community Farmers Market, repair planning for the Boys/Girls Club

2. Improve access to mental and behavioral health resources

Continue strong participation and collaborate efforts with local committees/programs that address mental and behavioral health issues

- Janice/PCH taking the lead in having regularly scheduled community mental health/suicide meetings
- Ward/PCH re-engaged in State wide Preventable Deaths Committee
- Community grief support group started and utilized PCH space
- Telehealth still provided and being utilized for behavioral/mental health purposes
- Ward/PCH part of statewide committee through the Office of Rural Health on community and behavioral health workers
- Ongoing conversations with LCPC from the region on how they can assist our community/pts

Participate in CMMC/NMHA grant focused on integrating behavioral health in primary care

- PCH staff engaged and learning through process of NHMA Behavioral health grant and care management Site visit conducted by grant staff on 8/14
- PCH more standardized use of PHQ9 in the clinic and looking at a tool for the ER as well as how get referrals to appropriate PCH or outside resources for follow-ups.
- 2 PCH staff members identified, trained and providing Behavioral health coordination within our RHC

Explore opportunities to collaborate with regional partners on Senior behavioral health services

NOTE – this was not explored any further this past year with changes at CMMC and most likely not be

Enhance PCH activities related to drug misuse (opioids/prescription drug abuse and pain management)

- Medical staff has implemented new P/Ps for pain management and program as well as new testing
- New network planning grant through NMHA received related to Substance use/abuse
- Worked with Community Needs group to have a community presentation on drug use/abuse in area

3. Promote health, wellness and disease prevention

Continue to promote health and wellness in Phillips County

- PCH PT department has gone to MOI and done education training to staff and clients
- PCH staff has provided community group education/training on Stop the Bleed
- PCH continues to offer year-around self-ordered screening labs
- PCH donates Male/Female health screening panels to local radio auction

Enhance PCH efforts related to chronic disease management and disease prevention

- PCH created and put into place, Laurie Uphaus, RN to do CCM and she has 5 enrolled patients in our Chronic Care program of which have been billed and we are checking on reimbursement
- PCH continued to be a part of EMC3 grant through MHN, but has decided moving forward they will exit the grant group
- PCH RHC doing Annual Wellness and Welcome to Medicare visits
- We have applied to MT DPHHS for Cardiac and Stroke programs – guidelines and standards
We did receive our Cardiac Care recognition from DPHHS
- Have joined CMMC Cancer care consortium and group
- Bridgette Kluck is taking course work on Community Health Worker

CHANGES/ADDITIONS in moving forward for this next year??? Noted from PCH Annual meeting of 10/30/18

- Eye care
- Another MD/DO
- Chemical dependency services
- PT building/space
- Community multi-use building – Senior Citizens Center
- PCH developing a psychiatric holding room/area

Reviewed/approved:


PCH Board Chair

Date:

11/27/18