

## **Community Needs Implementation Plan – Update October 2019**

### **1. Assure continued access to healthcare services**

#### **Improve access to specialty care** – based on identified pt needs and consideration of Med Staff, Senior Leadership and Dept. Heads

- Currently we have the following Traveling Specialists: Podiatry, OB/GYN, General Surgery, Audiology, mobile mammo
- Any needs/wants are discussed monthly at Board, Medical Staff, Senior and Department Head meetings.
- PCH Practitioners have been educated/trained on IUD insertions
- Mobile mammography bus from KRMC is back up and going. PCH supported their fundraising efforts.
- PCH is participating in monthly Cancer and Breast Cancer program and committee with CMMC and Benefis
- Dr. Safely, Optometrist here to PCH once to train/educate our clinical staff and will look to have him back in future
- PCH and County Health Nurse Dept have partnered so as to provide Family Planning here in our county
- Partnering with KRMC to bring mobile MRI to PCH

#### **Improve access to Telehealth** - based on identified pt needs and consideration of Med Staff, Senior Leadership and Dept. Heads

- Any needs/wants are discussed monthly at Board, Medical Staff, Senior and Department Head meetings.
- Benefis is looking at the availability and ability to provide other Telemed Practitioners
- Continue to work with Tertiary centers to credential/privilege Practitioners to provide Telemed services PRN for pt care
- PCH continues to have 4 avenues for Telemed type services – EMTN, REACH, iPad in the ER and computer ZOOM
- PCH part of a Benefis/NMHA grant application to update and improve our telehealth and IT infrastructure
- Annually PCH send clinical and technical folks to Telemed conference to learn and make connections

#### **Explore Expansion of services offered** - based on identified pt needs & consideration of Med Staff, Sr. Leadership and Dept. Heads

- Northern Montana Hospital Foundation gave PCH an ultrasound machine and PCH is utilizing an US tech from there and as of April 2019 PCH now offers Outpatient US services 1 day/week as scheduled.
- PCH tried to partner with Northern Montana Hospital and Shane Jenson, FNP to provide Pain Management but based on low scheduling numbers that was stopped and Dr. Medina has taken the lead with the other 3 Practitioners PRN
- Becca in PT is now trained and looking to start Pelvic floor care and services
  - With new Treadmill in PT we will increase services we can provide at Phase 3 Cardiac Rehab and towards program
- PT department now to Cardiac Phase 3 level of care offered here at PCH
- Have had 4 Practitioner model in place now for about a year and have even started initial conversations internally at PCH of a potential 5 Practitioner
- By November 2019 PCH will have mobile MRI coming to our community in partnership with KRMC in Kalispel

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

- PT has developed and is putting information and things out on their own FB page related to PT and health/wellness
- Senior Leadership is working on putting more health related, prevention and education information on our PCH FB page
- Continue to advertise services in the PCN and KMMR as well as doing spots on KMMR for healthcare topic ads and then also on our PCH website
- PCH also involved in local/community groups to share care/services - Chamber, PhillCo
- Continue to try and work and keep up-to-date our PCH website

#### **Support access to community health resources**

- PCH continues to take the lead in regular monthly Community Needs meetings/conversations
- PCH continues to lead our LEPC for disaster preparedness
- PCH has taken the lead in having a regularly scheduled transportation meeting with community partners
- PCH partnering with CMMC and Harlowtown on development of a regional ground transportation cooperative service
- Partnering with the Phillips Transit Authority on a new bus barn/office on PCH property

## **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**

- Jen Durward from Northern Montana Hospital provides 1-2x/month tele-psychiatry
- Ward/PCH participates in a statewide conversation about Behavioral Health Workers and Community Health Workers
- Janice/PCH continue to lead the work of local Suicide Prevention/Mental/Behavioral health community mtgs
- PCH and staff are now connected to the Project ECHO work, people and resources PRN
- PCH now integrated into the Shodair Connect – telephone consultation service
- PCH is part of a State Mcaid and Montana Healthcare Foundation calls on how to integrated mental health into RHCs
- PCH is working on recruitment and retention of an LCSW or LCPC directly to PCH (work with NMHA and the Montana Healthcare Foundation as well) and have behavioral/mental health under the umbrella of PCH
- Working with Northern Montana Hospital to have LCPC to Phillips County 2x/month to provide care, coordinate efforts
- PCH staff and community members have initiated a weekly grief support group
- Have applied to MHA PIN to get Mental Health First Aid to our community – potential of train-the-trainer
- Community wide conversations about this concern and how to partner/collaborate – trying to set up Crisis teams
- PC Sheriff Dept. has developed and initiated a form and process to transport patients to the next level of care (voluntary)

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

- Jo and Jasmine as BHI Care Coordinators continue to take the lead and participate in the grant work for BHI into our clinic
- The BHI & OUD/SUD grants provide lots of education/training for our staff. Jo and the clinic has developed P/Ps around BHI and OUD/SUD and consultant is coming to look at our BHI processes for improvements
- Consultant came to PCH to assess and improve our practices and processes related to BHI, CCM in our facility

### **Explore opportunities to collaborate with regional partners on Senior behavioral health services – N/A based on expense**

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

- Jo and Jasmine are also starting work on a new aligned grant on SUD/ODU goals.
- Tried model of Shane Jenson, FNP from Northern Montana Hospital here to provide pain management – DCd low use
- Dr. Medina and Jasmine to MAT training in January. Dr. Medina now MAT certified and starting care/services
- The BHI & OUD/SUD grants provide lots of education/training for our staff that we attend PRN.

## **3. Promote health, wellness and disease prevention**

### **Continue to promote health and wellness in Phillips County**

- PCH continues to support annual self-order lab specials (blood draw program) for the community
- PCH wrote a letter of support to the City and Malta trails to add to their trails system
- PCH now offers free to all of its employees an annual wellness visit and limited lab panel
- PCH offers low cost sports physicals to our area youth for extra-curricular activities (?free next year for county students)
- First Annual Health Fair conducted at PCH in October 2019

### **Enhance PCH efforts related to chronic disease management and disease prevention**

- Laurie still doing Chronic Care Mngt as well as renewed sense of our daily UR meetings to monitor/manage patients
- RHC is working on finalizing processes of doing Welcome to Medicare and Annual Medicare visits
- Community Diabetes program initiated through Billings Clinic – in person and Telemed also leads to cardio prevention
- Guests to Medical staff to educate and provide information – Coalition for Healthy Choices, Public Health, Breast/Cervical cancer programs, Connect MT, CCM and MT Tobacco use/prevention programs
- PCH is recognized by MT DPHHS as a Cardiac Ready facility and has applied for Stroke readiness recognition