



Implementation Plan for Needs Identified in Community Health Needs Assessment for Wyoming Medical Center

FY2013-2015 (July 1, 2012-June 30, 2015)

Community Health Needs Assessment (CHNA): A CHNA was performed in the summer of 2011 with the Wyoming Business Coalition, Community Health Center, Wyoming Kids First-Natrona County and the City of Casper to determine the utilization and perception of local healthcare services.

Implementation Plan Goals: The Board of Directors of the Hospital has determined that the following health needs identified in the CHNA should be addressed through the implementation strategy noted for each such need.

1. Better communication between healthcare providers/agencies would improve overall health.

Specific Needs Identified in CHNA

Communication between facilities was identified as a problem in the community between the hospital, home health, hospice, rehabilitation, nursing home, etc.

Key Objectives

Improve transitions in care through coordinated care across community settings to improve the process with patients and family.

Implementation Strategies

1. Work with the Casper Community Coalition Charter for communication and coordination across the continuum of care. This care transitions team will assist in promoting seamless transitions from hospital to home, skilled nursing care, home health or hospice. As part of the Innovation Grant implementation, WMC has started hiring and training transition coaches. *(Care Management- Dina Kamboris-Betts)*
2. Continue WMC CEO quarterly focus groups and discussions with patients to identify gaps and strengthen communication between providers and agencies. *(Community Development-Mandy Cepeda)*
3. WMC's participation as the first hospital in Wyoming's health information exchange program is key to providing better data for providers and hospitals across the state. As implementation continues, WMC will work with the state program to encourage other hospitals and providers to participate in the exchange. *(Information Services/Community Development-Mandy Cepeda)*
4. Continued implementation of the electronic health record through Cerner is important for the accurate dissemination of data to all providers. *(Information Services)*

2. Access to health care and health insurance are primary factors for a healthy community

Specific needs identified in CHNA

Among the top responses to the question of what the most important factors for a healthy community were access to health care and health insurance. These broad topics include coverage, services, timeliness and workforce. Access to health services means the timely use of personal health services to achieve the best health outcomes by gaining entry into the system, accessing a location where services are provided, finding a trusted provider, and being able to afford the care.

Access to health care impacts the overall physical, social and mental health status, prevention of disease and disability, detection and treatment of health conditions, quality of life, preventable death and life expectancy. Disparities in access to health services affect individuals and society. Limited access impacts people's ability to reach their full potential and negatively affects their quality of life. Barriers include lack of availability, high cost and lack of insurance coverage. These lead to unmet health needs, delays in appropriate care, the inability to get preventative services and hospitalizations that could have been prevented.

Key objectives

The community needs education on the importance of health insurance and must learn how to access health insurance and providers most affordably.

Implementation strategies

With the passage of the Affordable Care Act (ACA), individuals will have better, more affordable access to health insurance. This act is designed to decrease the numbers of uninsured and reduce the overall cost of health care. Health insurance exchanges will offer a marketplace where individuals and small businesses can compare policies and premiums and ultimately purchase insurance. Federal subsidies are available for low-income individuals and families on a sliding scale.

WMC is committed to ensuring that all people have access to quality medical services. Financial counselors are available and can often offer additional assistance through the charity care program, which offers full or partial subsidies to those who are unable to pay. WMC will provide community education sessions to help education the community on options available through the ACA for purchasing insurance and providing subsidies if necessary.

Addressing the cost of insurance is an important part of addressing availability of medical services. By helping individuals and families navigate the complicated ACA, WMC gives them the ability to make important financial and health decisions. *(Administration/Community Development-Mandy Cepeda)*

3. Expand current health education programs and increase promotion of existing programs

Specific Needs Identified in CHNA

One of the barriers listed from the health survey was participants did not understand the wide variety of healthcare services available locally. There is also a lack of education on the Affordable Care Act and what it means for consumers, business owners and others.

Key Objectives

Develop a strategic plan to provide awareness for all monthly screenings, support groups and other programs available to the public. As one of the largest hospitals in Wyoming, WMC also has a responsibility to the community to be the expert on health topics such as HIPAA and the Affordable Care Act.

Implementation Strategies

WMC's Community Development Office will continue to focus on expanding the health education resources available through Speakers Bureau talks, expanded information available on the WMC website and printed information distributed in the hospital and in the community. WMC will also make information available to the public on federal health laws through community talks, website and printed materials. Expansion of promotion of these available services will be essential. Advertisements and cross-promotion with other organizations are key. *(Community Development-Mandy Cepeda)*

4. Other needs identified in the CHNA are being addressed through other community partnerships

Focus on prevention and wellness

Living a healthy lifestyle is under-promoted and businesses in the community do not value prevention. Natrona County has a high rate of smoking, alcohol use and suicide, and WMC has partnered with other agencies to address these pressing concerns. *(Community Development-Mandy Cepeda/Safe Communities-Pam Evert)*

Wyoming Medical Center is part of the ACHIEVE grant working with the City of Casper, Wyoming Health Fairs, Natrona County Health Department, Wyoming Cancer Resource Center, Wyoming Business Council, YMCA and others. The committee is called CINCH – Casper's Initiative to Nurture Community Health. CINCH identifies and addresses contributing factors to chronic disease and focuses on the well-being of Casper's residents. *(Community Development-Mandy Cepeda/Safe Communities-Pam Evert)*

CINCH worked with Smokefree Natrona County, which was key in the passage of a non-smoking ordinance that went into effect Sept. 1, 2012. CINCH also worked on providing healthy choices in vending machines throughout City of Casper buildings to improve on the availability of healthy food options. Wyoming Medical Center has since adopted similar vending for the hospital, thanks to WMC's Wellness Committee. This committee continues to address pressing health concerns for the community.

Increased access to indoor exercise facilities

Living in Natrona County year-round does not make it easy to exercise outdoors. Casper does have more than 13 exercise facilities available to the general public, although they are not necessarily affordable for those without extra income. WMC does offer discounts to employees on fitness memberships and is currently working on a Wellness Center as part of the new West Tower. (WMC Foundation-Alisha Havens)

Develop a health resource directory

After the CINCH Health Summit in January 2011, one participant worked with the Senior Action Network to develop a resource guide and senior resource website for the community. (Community Development-Mandy Cepeda)

Extend outpatient service hours

Individuals suggested WMC increase the outpatient services by extending the hours and days. WMC's emergency room is currently operational 24/7, and WMC's primary care practice is looking at expanding into Saturday hours. (Physician Practices-Ronda Dabney / Nursing Operations-Kelly Jackson)