



2016 Community Needs Assessment and Implementation Strategy



GREATER LANSING

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Background

The Healthy! Capital Counties project began as a partnership between the four hospital systems and the three local health departments serving Ingham, Eaton, and Clinton counties in December of 2010. The 2010 Patient Protection and Affordable Care Act requires non-profit hospitals to conduct or participate in a “community health needs assessment”, partner with public health and the community, and to develop an action plan to address health needs identified in the assessment.

The public health departments, while accredited at the state level in Michigan, must conduct a high-quality Community Health Assessment and Community Health Improvement Plan as a prerequisites to apply for voluntary national accreditation through the Public Health Accreditation Board. Building on a regional history of cross-hospital system and cross-health department collaboration, the entities decided to partner collaboratively on this project to conserve and enhance the local capacity to do this work.

Hospital partners include:

- McLaren Greater Lansing
- Eaton Rapids Medical Center
- Hayes Green Beach Memorial Hospital
- Sparrow Health System

Health Department partners include:

- Barry-Eaton District Health Department
- Ingham County Health Department
- Mid-Michigan District Health Department

Community Health Profile & Priorities

In June of 2012, the Healthy! Capital Counties project published the first Community Health Profile and Needs Assessment, with a key findings section added in August 2012. The second round of the community health improvement process was started in October 2014, which resulted the most recent Community Health Needs Assessment and community prioritization.

The complete Community Health Needs Assessment and summary findings can be found at: <http://www.healthycapitalcounties.org>.

Priorities

Ultimately the community selected the following strategic priorities:

1. Access to Primary Healthcare Providers
2. Access to Quality Healthcare
3. Financial Stability
4. Mental Health
5. Chronic Disease

McLaren Greater Lansing decided to focus its limited resources on the priorities it could most impact: **Access to Primary Healthcare Providers, Access to Quality Healthcare, Mental Health, and Chronic Disease.**

Implementation Plan

McLaren Greater Lansing will continue to collaborate on opportunities that arise to improve the health and well-being of area residents. Below are some of the strategies the hospital is pursuing to address the strategic issues defined through the Healthy! Capital Counties collaborative process.

1. Access to Primary Healthcare Providers

In addition to being an acute care provider, McLaren Greater Lansing has one of the region's largest networks of primary health care providers. Strategies to increase the community's access to primary care services include:

- Partner with McLaren Medical Group and independent primary care providers to ensure adequate succession planning for providers transitioning into retirement or leaving the service area.
- Implement a resident retention mechanism specifically targeted at primary care providers interested in establishing a practice in the service area.
- Increase our primary care network's capacity by adding midlevel providers (nurse practitioner, physician assistants, etc.).
- Maintain a low or no cost primary care presence within the hospital's multi-specialty resident clinic.
- Support other non-profit organizations providing low cost primary care services in the region. McLaren has made a \$75,000 commitment to Care Free Medical in fiscal year 2016 alone.

2. Access to Quality Healthcare

McLaren Greater Lansing is a part of a fully integrated, statewide health care system with a mission statement to be the best value in health care as defined by quality outcomes and cost. McLaren is participating in, and will continue to explore other, initiatives designed to improve hospital safety, quality and experience. Initiatives and collaboratives include:

- › MHA Keystone Center Hospital Engagement Network (HEN 2.0)
- › Blue Cross and Blue Shield of Michigan Cardiovascular Consortium
- › Blue Cross and Blue Shield of Michigan Hospital Medicine Safety Consortium
- › Blue Cross and Blue Shield of Michigan Percutaneous Coronary Interventions Collaborative
- › Blue Cross and Blue Shield of Michigan Vascular Interventions Collaborative
- › Johns Hopkins Armstrong Institute ICU-CUSP
- › MHA Keystone: Obstetrics (OB)
- › MHA Keystone: Catheter-associated Urinary Tract Infection (CAUTI)
- › MHA Keystone: Palliative Care Pilot
- › Michigan Arthroplasty Registry Collaborative Quality Initiative
- › Michigan Breast Oncology Quality Initiative
- › Michigan Radiation Oncology Quality Consortium
- › Michigan Oncology Quality Consortium
- › Michigan Society of Thoracic and Cardiovascular Surgeons Quality Collaborative
- › Michigan Spine Surgery Improvement Collaborative
- › Michigan Surgical Quality Collaborative

McLaren Greater Lansing will also maintain the standards of care and implement best practices from its nationally accrediting bodies including:

- › Commission on Cancer
- › National Accreditation Program for Breast Centers
- › Quality Oncology Practice Initiative
- › STAR Rehab
- › Primary Stroke Center (HFAP)
- › Blue Cross and Blue Shield Maternity Care+
- › Blue Cross and Blue Shield Hip and Knee Replacement
- › Blue Cross and Blue Shield Spine Surgery

3. Mental Health

McLaren Greater Lansing maintains Geropsychiatric Evaluation and Management Service to care for the elderly population coping with behavioral health issues. The hospital also maintains a consultation and liaison service to help care for patients coping with mental health issues with acute physical health conditions. Strategies to address mental health include:

- Adding additional psychiatric nurse practitioners to the inpatient setting.
- Expanding the presence of psychiatric social work in the emergency department. Additional coverage in the emergency setting will improve mental health care handoffs and connect patients to community-based resources.
- Partner with physicians in the outpatient setting to standardize screening and evaluation tools and increase their usage.

4. Chronic Disease

McLaren Greater Lansing encounters the chronic disease epidemic in the inpatient setting and in the outpatient arena on a daily basis. The hospital is committed to providing treatment, diagnosis, and preventative education about diabetes, cardiovascular diseases, and more. Strategies to help address chronic diseases include:

- Increase preventative screening diagnosis and evaluation tools in both the inpatient and outpatient settings.
- Increase offerings and public awareness of disease management resources:
 - Diabetes self-management classes,
 - Cardiovascular wellness,
 - Asthma education,
 - Heart failure education,
 - Preventative screenings, and more.