

## Implementation Plan

### Overview of process

After confirming the hospital's top four priorities with the community and gathering community ideas for action, Mee Memorial Hospital (MMH) developed an implementation plan based on the input. This plan outlines the set of actions that the hospital will take to respond to the identified community needs including: goals, objectives and process and outcome indicators with which the actions will be assessed. The hospital is committed to providing the best service to our community and responding to the health needs that are most important to them. As such, the Board of Directors closely considered the community's priorities in developing this CHNA Implementation plan. The following implementation plan is a three year plan depicting the overall work that Mee Memorial will conduct to address the priority areas. Yearly work plans will be developed to provide detailed actions.

<b>CHNA Board Adopted Priority #1: Access to Primary Care</b>			
<b>Strategy # 1: Assure an adequate supply primary care physicians</b>			
<u>Resource Plan</u>	<u>Anticipated Impact</u>	<u>Evaluation</u>	<u>Planned Collaboration</u>
<i>Resources committed to the success of the access to primary care strategy</i>	<i>How the success of the strategy will improve the health of the community</i>	<i>How will we determine if we have been successful</i>	<i>Community or internal partners</i>
<ul style="list-style-type: none"> <li>• Recruitment of new primary care physicians</li> <li>• Implement telemedicine and virtual programs</li> <li>• Retain providers by:               <ul style="list-style-type: none"> <li>○ Maintaining a culture that assures MMH is supportive, accountable, collaborative, and accessible</li> <li>○ Provides the infrastructure and continue to implement lean culture to mitigate barriers that impact physician productivity and patient access</li> <li>○ Evaluate recruitment and compensation practices continuously to ensure MMH remains a competitive employer</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Providers employed by MMH are engaged and fairly compensated, leading to improved recruitment and retention</li> <li>• Maintaining long-term provider/patient relationship will increase trust and facilitate addressing population health</li> <li>• Reduce waiting times for patient appointments</li> </ul>	<ul style="list-style-type: none"> <li>• Number of net additional primary care providers</li> <li>• % of patients who saw their PCP in the last year</li> <li>• Wait times for new appointments (all payer classes)</li> <li>• Provider satisfaction and provider productivity</li> </ul>	<ul style="list-style-type: none"> <li>• Internal</li> </ul>

**CHNA Board Adopted Priority #2: Access to Specialty Care**

**Strategy # 1: Assure an adequate supply specialty care**

<u>Resource Plan</u>	<u>Anticipated Impact</u>	<u>Evaluation</u>	<u>Planned Collaboration</u>
<p><i>Resources committed to the success of the access to primary care strategy</i></p> <ul style="list-style-type: none"> <li>• Recruitment of new specialty care providers</li> <li>• MMH will improve the availability of specialty care</li> <li>• Implement telemedicine and virtual programs</li> <li>• Improve Access to Care</li> </ul>	<p><i>How the success of the strategy will improve the health of the community</i></p> <ul style="list-style-type: none"> <li>• Providers employed by MMH are engaged and fairly compensated, leading to improved recruitment and retention</li> <li>• Maintaining long-term provider/patient relationship will increase trust and facilitate addressing</li> <li>• Reduce referral times for patient appointments</li> </ul>	<p><i>How will we determine if we have been successful</i></p> <ul style="list-style-type: none"> <li>• Number of net additional specialty care providers</li> <li>• Referral wait times for appointments (all payer classes)</li> <li>• Implementation of GI program</li> <li>• Implementation of Orthopedic program</li> <li>• Implementation of Ophthalmology, Optometry and Optical</li> <li>• Implementation of Telemedicine-Dermatology</li> <li>• Expansion of Obstetric Services</li> </ul>	<p><i>Community or internal partners</i></p> <ul style="list-style-type: none"> <li>• External relationship with area hospitals / medical groups</li> </ul>

**CHNA Board Adopted Priority #3: Access to Mental Health Services**

**Strategy # 1: Assure an adequate supply specialty care**

<u>Resource Plan</u>	<u>Anticipated Impact</u>	<u>Evaluation</u>	<u>Planned Collaboration</u>
<p><i>Resources committed to the success of the access to primary care strategy</i></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Integration of mental health services into clinics and community services</li> <li><input type="checkbox"/> Increased awareness and education about the day to day mental health challenges such as stress, anxiety, depression, etc.</li> <li><input type="checkbox"/> Recruit more providers to increase access</li> <li><input type="checkbox"/> Research existing mental health crisis lines and form partnerships to promote to the community</li> <li><input type="checkbox"/> Improve early intervention</li> </ul>	<p><i>How the success of the strategy will improve the health of the community</i></p> <ul style="list-style-type: none"> <li>• Increased behavioral health resources for adolescents</li> <li>• Increased public awareness and prevention</li> </ul>	<p><i>How will we determine if we have been successful</i></p> <ul style="list-style-type: none"> <li>• Establish mental health in Primary Care and/or other service lines to help identify mental health issues at an early stage</li> <li>• Wait time for first appointment targets: 5 business days for urgent need (eg: recent discharge from an acute setting), 30 business days for routine need</li> <li>• Implementation of Pediatric Behavioral Development Specialty</li> <li>• Implement Psychology Services</li> <li>• Patient Satisfaction</li> </ul>	<p><i>Community or internal partners</i></p> <ul style="list-style-type: none"> <li>• Monterey County Behavioral Health</li> <li>• NAMI (National Alliance on Mental Illness, Monterey County)</li> <li>• Community Human Services</li> </ul>

		<ul style="list-style-type: none"> <li>• % of patients receiving BH Screening</li> <li>• % of patients discharged with a BH referral</li> </ul>	
<b>CHNA Board Adopted Priority #4: Patient Education / Counseling Related to Medical Conditions or Health Behaviors</b>			
<b>Strategy # 1: Assure adequate patient education and counseling services</b>			
<u>Resource Plan</u>	<u>Anticipated Impact</u>	<u>Evaluation</u>	<u>Planned Collaboration</u>
<i>Resources committed to the success of the access to primary care strategy</i>	<i>How the success of the strategy will improve the health of the community</i>	<i>How will we determine if we have been successful</i>	<i>Community or internal partners</i>
<ul style="list-style-type: none"> <li>• Expand hospital and clinic prevention classes</li> <li>• Establish diabetes prevention program, follow patients over time</li> <li>• Review of agricultural site clinics</li> <li>• Engage in reviewing topics with Registered Dietitians, Respiratory Therapists, and Pharmacists</li> </ul>	<ul style="list-style-type: none"> <li>• More educated and informed residents</li> <li>• Reduced incidence and impact of chronic conditions including obesity and diabetes</li> <li>• Reduce the percentage of community residents with at-risk, pre-or full chronic conditions</li> </ul>	<ul style="list-style-type: none"> <li>• List of curricula provided</li> <li>• Number of attendees and completed reviews</li> <li>• Numbers of events hosted and # community residents reached</li> <li>• Number of people enrolled in Diabetes Prevention Program (DPP)</li> <li>• Number of people who completed DPP</li> </ul>	<ul style="list-style-type: none"> <li>• Healthy Business Partners Health Department</li> <li>• Senior Centers</li> <li>• School District</li> <li>• Physician Offices</li> </ul>