CORDOVA COMMUNITY MEDICAL CENTER

2019 COMMUNITY HEALTH NEEDS ASSESSMENT

IMPLEMENTATION PLAN

As a result of the Community Health Needs Assessment finalized in December, 2019, the five most significant health needs and services of Cordova were identified as follows:

- Mental health and substance abuse
- Home health care/home care services/elder care
- Affordability of Care/uninsured and underinsured populations
- Accessibility of care
- Prevention/nutrition/lifestyle

Over the next three years, CCMC, in collaboration with community partners, will develop and implement plans to address each of these health related needs.

This Implementation Plan will outline the set of actions that the hospital will take to respond to the identified community needs including: goals, objectives, actions plans and outcome indicators with which the actions will be assessed. As progress is made toward the goals, periodic work plans will be developed to provide more in-depth detailed actions.

Due to constraints of time available and people resources, it will be necessary to prioritize the health needs as follows: The initial priorities to address will be:

- Mental health and substance abuse
- Home health care/home care services/elder care

Once these needs are sufficiently addressed, the remaining needs will be prioritized.

Plan for Year 2020

For each of the two priority health needs as defined above,

- Hospital leadership will appoint a leader to oversee the project. The leader would preferably come from hospital staff or someone closely aligned with the health need.
- Hospital leadership and appointed leader will identify hospital and community members that would have knowledge and expertise in the area.
- A workgroup will be created from those chosen and willing to participate.
- The workgroup will then follow the guidelines in Attachments A and B to address the health need.

<u>Plan for 2021 through 2022</u>

The process began in 2020 will continue. As resources are available, the remaining health needs will be prioritized and a similar approach will be followed to address these needs.

Attachment A

Community Health Need: Mental health and substance abuse

Step 1: Select leader to oversee the project

Step 2: Recruit members to workgroup

Step 3:

- Get at the "root causes." Define the need EXACTLY.
  - Specify who, what, when, where, why,
  - Use the 5 "whys" or "but why?" or "why is this the case?" process in order to drill down to the root causes. Go down at least 5 levels to get at the root.
  - Find facts about the root
    - We need specifics, not generalities. What do we need to know?
    - Identify where to get data. Who is going to get it?

Step 4:

- At the "root cause" level, Identify possible solutions

Step 5:

- Prioritize solutions

Step 6:

- After selecting the best prioritized solution, start the process over again using Steps 1 through 5 but focus on the actions/tactics to IMPLEMENT the solution. Implementation should include:
  - Leadership needed to implement
  - Community partnership and collaboration needed. Do not duplicate existing community resources
  - Specific goals and objectives
  - Identify resources needed, such as funding, people, organizations
  - How to monitor progress
  - How to measure progress. How will we know we have succeeded

Step 7: Report progress to the CCMCA Board each six months.

Attachment B

Community Health Need: Home health care/home care services/elder care

Step 1: Select leader to oversee the project

Step 2: Recruit members to workgroup

Step 3:

- Get at the "root causes." Define the need EXACTLY.
  - Specify who, what, when, where, why,
  - Use the 5 "whys" or "but why?" or "why is this the case?" process in order to drill down to the root causes. Go down at least 5 levels to get at the root.
  - Find facts about the root
    - We need specifics, not generalities. What do we need to know?
    - Identify where to get data. Who is going to get it?

Step 4:

- At the "root cause" level, Identify possible solutions

Step 5:

- Prioritize solutions

Step 6:

- After selecting the best prioritized solution, start the process over again using Steps 1 through 5 but focus on the actions/tactics to IMPLEMENT the solution. Implementation should include:
  - Leadership needed to implement
  - Community partnership and collaboration needed. Do not duplicate existing community resources
  - Specific goals and objectives
  - Identify resources needed, such as funding, people, organizations
  - How to monitor progress
  - How to measure progress. How will we know we have succeeded

Step 7: Report progress to the CCMCA Board each six months.