



**St. John's Medical Center
FY 2016 Annual Update to
Community Benefit Report**

June 2016

ST. JOHN'S MEDICAL CENTER - IMPLEMENTATION PLAN FY16 UPDATE

The 2015 St. John's Medical Center (SJMC) Implementation Plan described how SJMC intended to address the prioritized health needs identified by the 2015 Community Health Needs Assessment (CHNA). The CHNA – the product of Healthy Teton County, an 18-month partnership between St. John's Medical Center (SJMC) and Teton County Public Health – was the most comprehensive, collaborative community health needs assessment ever performed in Teton County, WY.

The SJMC Implementation Plan (IP) was created in tandem with the Healthy Teton County Community Health Improvement Plan (CHIP). The CHIP addresses all 10 of the prioritized health needs of the community. From the CHIP, 10 action groups were formed that currently are utilizing evidence-based approaches to address each identified health need in the community. Information about these efforts is available on the HTC website: healthtetoncounty.org.

While SJMC will continue to improve and expand services related to all 10 prioritized health needs, in its 2015 IP it committed to focusing its efforts upon the three action areas that fit most clearly under SJMC's mission: "*Patient Centered, Clinical Excellence and Community Wellness*"¹. These action areas are: access to health services, routine screenings, and immunizations for 65+.

Strategic Issue 1: Access to Health Services

Access to health services was identified as the primary health need in Teton County due to three quantitative measures: high uninsured rates for adults and children and cost as a barrier to doctor visits. In addition, qualitative data gathered through focus groups and a community survey also indicated access to health services to be the need of greatest concern for local residents.

In FY 2016, SJMC worked to address access to health services through a variety of strategies: Affordable Care Act navigation, pursuit of a grant to explore the feasibility of a community health center and preliminary planning for a patient navigation program.

Affordable Care Act Navigation

In 2015, Teton County was recognized by the state for enrolling the highest percentage of its population - 2,722 individuals or approximately 11% - in Affordable Care Act (ACA) insurance plans. Again, in 2016, Teton County led the state in enrollments – this time, with 2,812 residents, or 12% of its population enrolling in Marketplace plans.

In FY 2016, SJMC had four staff certified as Marketplace navigators through the Federal Insurance Marketplace. Marketplace navigation is available at SJMC's main campus Monday through Friday between the hours of 8 a.m. and 5 p.m. One Navigator is bilingual in English and Spanish. These navigators also provide information and assistance to clients applying for Medicare, Medicaid and KidCare CHIP coverage.

During the open enrollment period from November 2015 – January 2016, SJMC also provided Marketplace navigation in the evening, one day a week, at the Teton County Library. The library has two additional certified Marketplace navigators on staff who also provide navigation to clients.

Affordable Care Act navigation efforts in Teton County appear to be paying off. According to County Health Rankings (CHR), uninsured rates for adults in Teton County have dropped from 23% in 2011 in Teton County to 20% in 2016. Further detail of these rates is outlined in the following table.

¹ St. John's Medical Center. <http://www.tetonhospital.org/about/mission>

Teton County: Rates for Uninsured Adults and Children

Indicator	2011 Baseline	2014 Data	2015 Data	2016 Data
Uninsured Adults (Percentage of the population between the ages of 18 and 60 that were uninsured)	23.0%	21.0%	21.0%	20.0%
Uninsured Children (Percentage of the population under age 19 that has no health insurance coverage)	13.0%	13.0%	13.0%	12.0%

(It should be noted that due to the time required for data collection, CHR data is customarily two years old upon reporting; in other words, 2016 data is actually reflective of 2014 rates. Noting that, current efforts around reducing uninsured rates in Teton County will therefore only be reflected in 2018 data.)

In the future, SJMC plans to continue these Marketplace navigation efforts and expand them by: creating more awareness in the community about the navigation service, training navigators and, whenever possible, connecting patients to insurance prior to care.

Evaluation

The effectiveness of the Marketplace navigation program will continue to be evaluated by tracking the number of local residents who enroll in Federal Insurance Marketplace coverage. SJMC's navigation efforts will also be reviewed annually to ensure that community needs are being met. Adjustments to the program will be made if necessary.

Cost as a barrier to care

Increasing the number of insured adults and children carries dual benefits – while clearly reducing the number of residents who are uninsured, it also carries the added benefit of reducing cost as a barrier to care. Many of the ACA marketplace plans have low cost primary care visits established as a benefit of the plan and many preventive services are available at no cost to the participant.

In addition, St. John's Hospital Foundation continues to expand its financial assistance to patients with the Women's Health Care Fund, Oncology Patient Support Fund, Diabetes Fund and the Stroke and Cardiac Funds. These funds assist low-income, uninsured patients with preventive services and medical intervention necessary for diagnosed conditions. In addition, St. John's Medical Center continues to provide approximately \$4 million per a year in patient assistance funds, primarily to residents of Teton County.

Community Health Center/Rural Health Clinic

In FY 2016, SJMC worked in close collaboration with the St. John's Hospital Foundation to secure a grant for \$200,000 from the Wyoming Primary Care Association to explore the feasibility of establishing a Federally Qualified Health Center (FQHC) in Teton County. While the financial feasibility study indicated that a FQHC would run at a significant loss in Teton County (due to challenges with payor mix and patient volumes), SJMC is now investigating whether a rural health clinic model would be more appropriate and financially feasible in this community. SJMC will continue this investigation in FY 2017. If such a model proves feasible, a rural health clinic could serve to significantly reduce barriers to care for our population.

Health System Navigation

SJMC continues to design a Patient Guide pilot program. Patient Guides are trained professionals who assist patients through the entire healthcare process including insurance applications,

appointment scheduling, attending appointments (as needed), medication assistance, and more. SJMC is currently working with the Teton Free Clinic, El Puente and the St. John's Hospital Foundation to define the target population for this pilot program – likely, patients who are uninsured and are experiencing challenges managing chronic disease conditions.

Evaluation

Success will be measured by tracking the number of patients participating in the program and whether participation in the program results in enhanced disease management skills.

Strategic Issue 2: Clinical and Community Preventive Services

Routine Screenings

Increasing rates of routine screenings continues to be a focus for SJMC. SJMC currently offers mammography, colorectal screenings, and diabetic screenings; specific strategies have been implemented around each of these three areas.

Colorectal Screenings: SJMC's efforts to increase colorectal screenings have included marketing, education, and increasing awareness of the financial resources available to assist with the cost of these screenings. During FY 2016, the SJMC marketing team designed a dedicated page for its public website with patient education about colonoscopies and scheduling opportunities; this page will "go live" in FY 2017.

Education by providers about routine screenings has occurred at events such as Walk with a Doc, Dinner with a Doc and community talks in adjacent counties. In addition, at the 2016 annual Community Health Fair (attended by 1000+ Teton County residents), staff members, including a general surgeon, distributed information about colonoscopies and answered residents' questions. Information was also available about financial assistance opportunities available for colorectal screenings through the Wyoming Colorectal Cancer Screening Program, the SJMC patient assistance program and the St. John's Hospital Foundation Women's Healthcare Fund.

In addition, in FY16, SJMC began providing gastroenterology services with a board certified gastroenterologist. In addition to office consultations for gastrointestinal issues, this provider also performs routine colonoscopies and endoscopic procedures.

Evaluation

Program impact will be evaluated by utilizing the Wyoming Behavioral Risk Factor Surveillance System to assess the county's overall performance in this indicator on an annual basis.

Mammography: SJMC has focused on financial barriers, community education, and facility capacity in its efforts to increase the percentage of Teton County women who meet screening requirements for mammograms.

In FY16, SJMC sought to increase awareness in the community about the availability of financial assistance for mammograms from the St. John's Hospital Foundation Women's Health Care Fund. Information about this program, including applications whenever possible, has been distributed to women's health clinics, our medical translation service, local social service offices and key departments within the hospital. Further, information about the Women's Health Care Fund reached community members during October (Breast Cancer Awareness Month) through the Dine to Donate initiative, Dine for a Cause program and the Fine Dining Featured Nonprofit fund. Information about the fund was also distributed during the spring at the annual SJMC Community Health Fair.

The St. John's Hospital Foundation plans to track applications over time to assess the degree to which these resources are being utilized.

Community education about screening recommendations for mammograms has also been completed this fiscal year. In fall 2015, SJMC joined with regional medical centers to launch the Teton Pinky Promise – an initiative to increase awareness about the importance of screening mammography and compliance with screening recommendations. More information can be viewed at: tetonpinkypromise.com. Information about Teton Pinky Promise was distributed to all residents in Teton County, WY, Teton County, ID, Alpine, WY and Dubois, WY in the Fall 2015 Health Matters newsletter.

Further education about mammography occurred in October 2015, at the annual SJMC "Light the Town Pink" event. Close to 200 community members attended; each received a 'goodie bag' with information about screening mammography and SJMC's breast cancer services.

Breast Tomosynthesis: SJMC's mammography staff often operates at capacity, with October historically being the busiest month for mammograms. In FY 2016, SJMC purchased a breast tomosynthesis mammography machine that will provide 3D imaging and superior image quality to 2D mammography. Tomosynthesis is recognized for detecting more early-stage cancers than 2D mammography.

In addition, our new tomosynthesis machine will assist with alleviating our capacity issues with scheduling mammograms. First, acquiring this machine allowed us to move our old mammography machine to Sublette County. Previously, Sublette County residents needed to travel to SJMC's main campus for their mammogram. Now, they can receive this important screening in a far more convenient location and, in doing so, free up additional appointments on the SJMC campus for Teton County residents. Second, the new tomosynthesis machine will reduce the duration of many appointments (both diagnostic and biopsy), thus increasing capacity. SJMC will begin providing breast tomosynthesis on Wednesday, July 6, 2016.

Evaluation

SJMC hopes to increase the percentage of Teton County women receiving mammograms. Program impact will be evaluated by tracking the number of mammograms performed at the SJMC facility, and by utilizing County Health Rankings to assess the county's overall performance in this indicator.

Diabetes: SJMC has focused on education, frequency of screenings, and program awareness as strategies to increase diabetic screening rates. The SJMC Diabetes Self-Management Program continues to provide low-cost or no-cost A1c screening to community members on a walk-in basis throughout the year. In addition, the program offered two screening days for community members in November 2015 (Diabetes Awareness Month). Further, community members were educated and screened for diabetes, at no cost, at the annual Health Fair. Those at-risk for diabetes are always referred to the Diabetes Self-Management Program for further consultation.

Evaluation

The success of these programs will continue to be evaluated by tracking the screening rates over time. SJMC will also track process evaluation measures such as number of people educated, quantity of educational materials disseminated, and frequency of clinics and/or programming.

Immunizations for 65+

SJMC continues to partner with Teton County Public Health (TCPH) to increase pneumococcal and influenza immunization rates for those over the age of 65. In October 2015, SJMC, TCPH and the

Teton County Library collaborated on a Senior Resources Open House. TCPH provided a mobile flu shot clinic at this event and Albertsons pharmacy offered pneumococcal vaccines on site.

Additional strategies to increase immunizations in the coming year include: distribution of educational materials, face-to-face community education, and facilitating provider/patient conversations about immunizations. Informational materials will be distributed at locations such as the Senior Center of Jackson Hole, Morning Star Assisted Living, and Teton County/Jackson Recreation Center. Additionally, SJMC staff will discuss the importance of these immunizations with community members at events such as the annual Health Fair. Finally, SJMC will explore how to increase the number of primary care providers who are alerting their patients about being due for an immunization.

Evaluation

Progress will be evaluated by tracking the number of people educated as well as county immunization rates.

CONCLUSION

The SJMC Implementation Plan describes specific actions to be carried out in the ensuing years with a focus upon the areas that specifically relate to SJMC's mission: *"Patient Centered, Clinical Excellence and Community Wellness"*. In this annual update, SJMC outlines its efforts for improving access to health services, the primary identified health need in the community. In addition, SJMC defines its plans for increasing routine preventive screenings and boosting immunization rates for those over the age of 65. The implementation strategies for these three Action Areas will be multi-modal in nature, utilizing strategies such as community education, promotion of services, and assessment of organizational capacity.

Along with enacting its organizational IP, SJMC will remain engaged in community initiatives to address the other primary health needs identified in the CHNA including housing, food insecurity, transportation, STIs, and radon.

Moving forward, SJMC intends to further develop its relationships with community partners – relationships that were forged through this first iteration of the Healthy Teton County process. The hospital clearly understands its responsibility in advancing the HTC vision of "a vibrant Greater Teton community where opportunities for excellent health are available to all". This vision can only be accomplished through ongoing community partnerships and collaborations. SJMC remains committed to this process and in moving toward making this vision our Teton County reality.