



**St. John's Medical Center
FY 2017 Annual Update to
Community Benefit Report**

June 2017

ST. JOHN'S MEDICAL CENTER - IMPLEMENTATION PLAN FY17 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 FY17, SJMC worked to address access to health services through a variety of strategies: Affordable Care Act navigation, exploring the viability of a establishing a Rural Health Clinic in Teton County and preliminary planning for a patient navigation/advocacy program.

Affordable Care Act Navigation

In FY17, Teton County, once again, was recognized within Wyoming for enrolling the highest percentage of its population - 2,825 individuals or approximately 12% - in Affordable Care Act (ACA) insurance plans. While Teton County enrollments were topped numerically by Natrona County (2,832), when adjusted for percentage within the County population, Natrona's enrollments hovered around 3% - significantly lower than Teton County's 12%. Teton County's FY17 numbers represented an increase in enrollments over last year – 13 additional enrollments from our previous record of 2,812 in 2016.

In FY17, SJMC had two employees and one Board Member 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 am and 5 pm. Navigators also provide information and assistance to clients applying for Medicare, Medicaid and KidCare CHIP coverage.

During the open enrollment period from November 2016 – January 2017, SJMC also provided Marketplace navigation in the evening, one day a week, at the Teton County Library.

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

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 17% in 2017. Further detail about these rates is outlined in the table below.

Teton County: Rates for Uninsured Adults and Children

Indicator	2011 Baseline	2014 Data	2015 Data	2016 Data	2017 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%	17.0%
Uninsured Children (Percentage of the population under age 19 that has no health insurance coverage)	13.0%	13.0%	13.0%	12.0%	10.0%

(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, 2017 data is actually reflective of 2015 rates.)

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 vulnerable to catastrophic medical debt, 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 offer 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. These efforts are supplemented by community initiatives aimed at particular groups; for example, Teen Heart Screenings for high school athletes and community-wide mental health services.

Community Health Center/Rural Health Clinic

In FY18, SJMC anticipates further work with the St. John’s Hospital Foundation and the Wyoming Department of Health’s Office of Rural Health to explore the viability of a Rural Health Clinic (RHC) in Teton County. If such a model proves feasible, an RHC could serve to significantly reduce barriers to care for our population.

Health System Navigation

In FY17, SJMC enhanced patient navigation through the development of an online provider and patient resource, *Network of Care*, and an in-person patient advocacy program, *Buen Corazon*.

Network of Care was developed in partnership with Teton County Public Health and in collaboration with Teton County Systems of Care. This up-to-date online resource is designed to assist both providers and patients with understanding the healthcare and social services resources available to them in the Teton County community. *Network of Care* will be formally launched in July 2017.

In addition, in FY17, SJMC added a patient advocacy service, *Buen Corazon* or “Good Heart”. This service developed out of SJMC’s financial assistance program to better address unmet needs in the SJMC patient population. In its initial phase, staff members of *Buen Corazon* will assist primarily Latino patients with identifying additional healthcare resources they may be eligible for – including but not limited to: state and federal insurance programs, chronic disease self-management programs and free preventive screenings. Development of *Buen Corazon* will continue during FY18 with an expansion to serve a wider patient population, further identification of patient needs and through connecting with similar patient advocacy programs throughout the nation.

Evaluation

Success will be measured by tracking the number of patients utilizing *Buen Corazon* and whether participation in the program results in enhanced access to care.

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. In FY16, the SJMC marketing team designed and launched a dedicated page for its public website with patient education about colonoscopies and scheduling opportunities.

Education by providers about colorectal screenings continued during FY17 in both Teton County and adjacent communities. SJMC’s summer newsletter highlighted the importance of this critical preventive screening and guided readers on how to schedule the procedure. In addition, at the 2017 annual Community Health Fair (attended by 500+ Teton County residents), SJMC employees, including a general surgeon, distributed information about colonoscopies and answered residents’ questions. Information was also available at the Health Fair 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.

Lastly, in an effort to increase access to care, SJMC now offers colonoscopies both in Teton County and, seasonally, in Sublette County.

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 FY17, SJMC continued its community-wide education and awareness efforts—and continued to make free screening mammograms available to qualified individuals through the St. John’s Hospital Foundation. Information about the Women’s Health Care Fund 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 Light the Town Pink event and again in May with the support of program partner Soroptimists of Jackson Hole. Information about the Women’s Health Care Fund is also distributed annually during the SJMC Community Health Fair.

Breast Tomosynthesis: SJMC purchased and installed a breast tomosynthesis mammography machine in July 2016 thanks to private donations. Tomosynthesis is recognized for detecting more early-stage cancers than 2D mammography. Since that equipment was installed, ~3000 mammograms have been performed. The team has reported 24 biopsies, 17 localizations, and diagnosed 15 cancers, and tomographic imaging was key in each of these results. The tomosynthesis equipment is faster and more comfortable for patients and results in fewer surgical biopsies or referrals to other institutions.

In addition, the acquisition of this machine allowed the 2D mammography machine to be moved 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. As a result mammography screening rates in Sublette County have increased.

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, in February 2017, the program hosted a diabetes summit entitled, “A New Breakthrough in Living Well with Diabetes”. This one-day event raised awareness about advances in medical technology for those living with diabetes. Further, community members were educated and screened for diabetes, at no cost, at the annual Health Fair in May 2017. 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. Strategies to increase immunizations in the past year included distribution of educational materials, face-to-face community education, and facilitating provider/patient conversations about immunizations. Informational materials were distributed at locations such as the Senior Center of Jackson Hole, Morning Star Assisted Living, and Teton County/Jackson Recreation Center. Additionally, SJMC staff discuss the importance of these immunizations with community members at events such as the annual Health Fair.

Special influenza and pneumonia vaccine clinics were held for seniors at the Senior Center of Jackson Hole during FY17. Two clinics were held in October; 144 flu doses and 22 pneumococcal vaccines were given. Overall, through Teton County Public Health, 389 flu vaccines were administered to those 65+, and 70 doses of PCV-13 and 32 doses of PPSV 23 were given this year. Outreach for next flu season has already begun. In June 2017, an ad was placed with information about upcoming vaccination opportunities. This ad targeted seniors who with are un/underinsured for vaccines.

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.