



UNM

Sandoval Regional
Medical Center, Inc.

Putting U First

**Community Health Needs Assessment
Implementation Plan 2016-2019**



Introduction

Sandoval Regional Medical Center (SRMC) serves patients in Sandoval County and the surrounding communities. As part of the Community Health Assessment (CHNA), partnered with the county health council to conduct a community health needs assessment and update the previous CHNA. SRMC (the “Hospital”) conducted a community health needs assessment (a “CHNA”) of the geographic areas served by the hospital pursuant to the requirements of Section 501(r) of the Internal Revenue Code (“Section 501(r”). This implementation strategy (“Strategy”), also required by Section 501(r), documents the efforts of the Hospital to address and prioritize the community health needs identified in the 2014 CHNA. As part of the CHNA, SRMC

The Strategy identifies the means through which the hospital plans to address needs that are consistent with the Hospital’s charitable mission as part of its community benefit programs from 2016 through 2019. Beyond the programs discussed in the Strategy, the Hospital is addressing many of these needs simply by providing care to all, regardless of ability to pay. The Hospital anticipates health needs and resources may change, and thus a flexible approach was adopted in the development of its Strategy to address needs identified in the 2016 CHNA. In addition, changes may be warranted by the publication of final regulations.

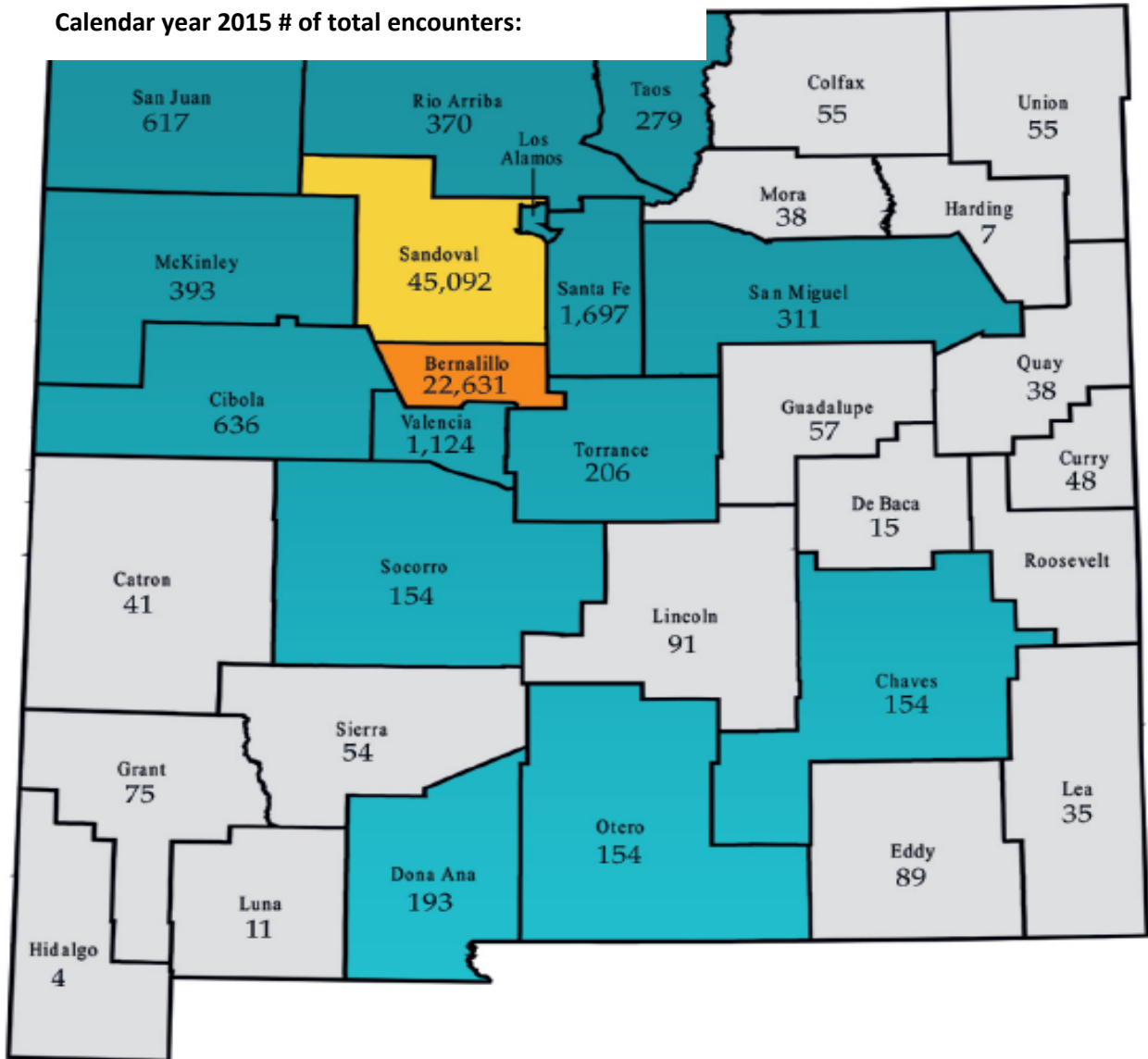
Overview of Implementation Strategy

1. Community Served by the Hospital
2. Hospital Mission Statement and Community Benefit Charge
3. Priority Community Health Needs
4. CHNA Implementation Strategy
5. Needs Beyond the Hospital’s Mission or Community Benefit Program

1. Community Served by the Hospital

The Hospital, located in Sandoval County, serves a wide catchment area that encompasses Sandoval County, Bernalillo County, Valencia County and Santa Fe. Below is a map of the hospital service area:

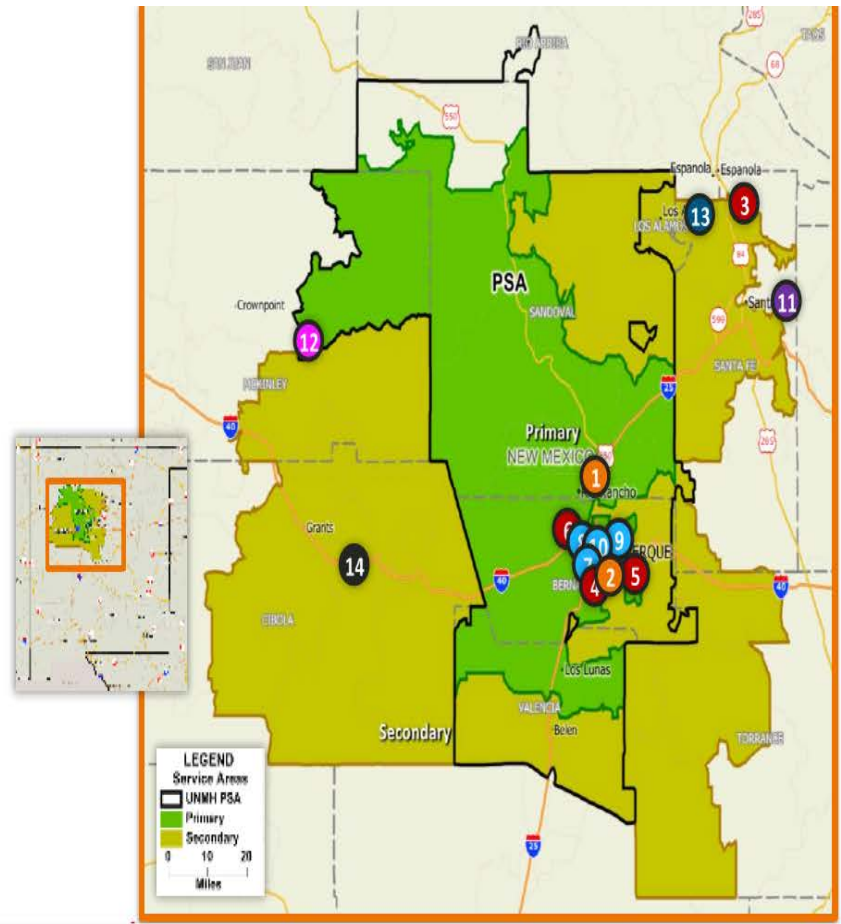
Calendar year 2015 # of total encounters:



SRMC Service Area Definition

- The Primary Service Area (PSA) is defined as the shortest list of zip codes containing 75% of IP discharges
- The Secondary Service Area (SSA) is defined as the zip codes containing the next 15% of IP discharges

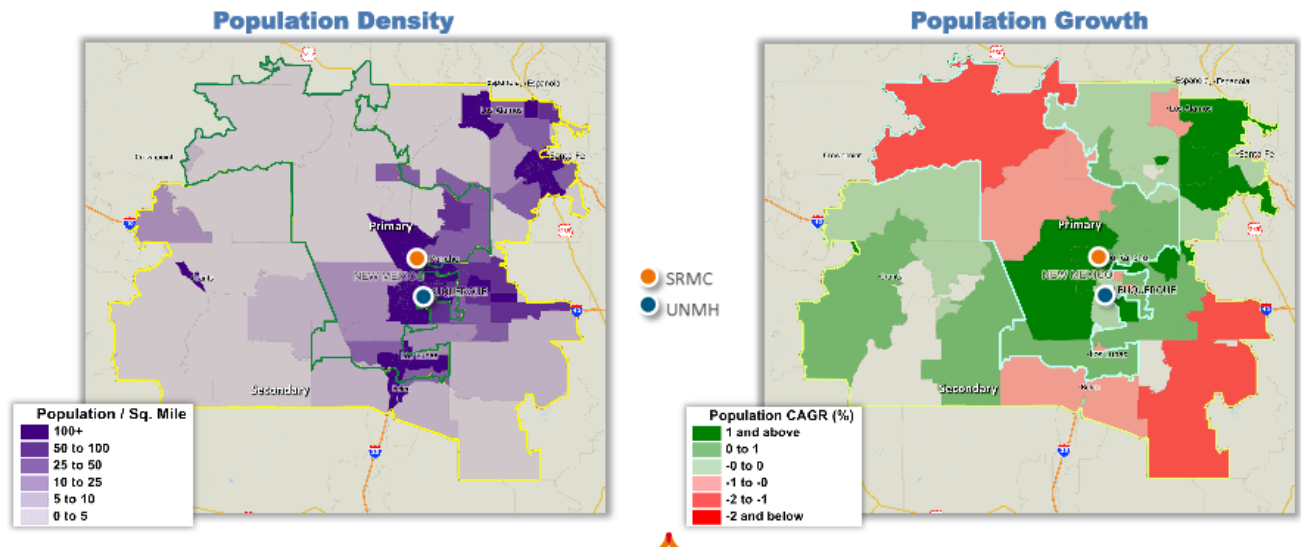
Hospital	Beds
UNM HOSPITALS	
1 UNM SRMC	72
2 UNM Hospital (Adult, Peds, Psych)	554
PRESBYTERIAN HEALTHCARE SERVICES	
3 Presbyterian Espanola Hospital	63
4 Presbyterian Hospital	803
5 Presbyterian Kaseman Hospital	85
6 Presbyterian Rust Medical Cntr	95
LOVELACE HEALTH SYSTEM	
7 Lovelace Medical Cntr	268
8 Lovelace Westside Hospital	70
9 Lovelace Women's Hospital	162
10 Heart Hospital of New Mexico at LMC	55
CHRISTUS HEALTH SYSTEM	
11 St. Vincent Regional Med. Cntr	192
INDIAN HEALTH SERVICE	
12 Crownpoint Health Care Facility	25
LIFEPOINT HOSPITALS	
13 Los Alamos Medical Cntr	47
CRITICAL ACCESS HOSPITALS	
14 Cibola General Hospital	25



Service Area Population

- Population is concentrated in the Albuquerque and Rio Rancho areas, with higher growth in the zip codes surrounding SRMC

	2015 Pop.	2020 Pop.	CAGR	% Over 65
PSA	765,511	782,989	0.45%	14%
SSA	303,644	309,060	0.35%	16%
Total SA	1,069,155	1,092,049	0.40%	15%
State	2,091,612	2,123,313	0.30%	15%



2. Hospital Mission Statement and Community Benefit Charge

The Hospital has begun efforts in engaging our community in identifying health issues and implementing strategies to address needs. UNM SRMC's vision is to be the healthcare and medical education provider of choice for Sandoval County. The mission of UNM SRMC is to improve the overall health of the community it services by providing the highest quality services that meet the need of Sandoval County's diverse population, as well as providing, increasingly over time, healthcare and medical education opportunities through partnerships with the UNM School of Medicine, UNM College of Nursing, UNM College of Pharmacy and Central New Mexico Community College.

In order to fulfill our mission, SRMC is focused on prioritizing the health needs of our community and to implement impactful programs to address those needs. This process also meets the requirement mandated by the Health Care Reform Act to conduct a Community Health Needs Assessment every three years and implement strategies to address priority needs. To undertake this initiative, the Hospital has partnered with Sandoval County Community Health Council.

3. Prioritizing Community Health Needs

The focus of the Community Benefit Implementation Strategy is the intersection of the scientific evidence, public support and political support.

Poor health status is due to a complex interaction of challenging social, economic, environmental and behavioral factors, combined with a lack of access to care. Addressing the root causes of poor community health can improve quality of life and reduce mortality and morbidity. The main health concerns that were identified were:

- Access to Health Care
- Mental and behavioral health
- Preventive services and chronic care management
- Nutrition, Physical Activity and Obesity
- Health Literacy and Wellness
- Communities Collaborating around Health

In response to the Sandoval County Community Health Council findings, the assessment committee identified priority needs that can have the largest impact on improving the quality of life for all Sandoval County residents. The Sandoval County Community Health Council's priorities are:

- Access to Health Care
- Mental and behavioral health
- Preventive services and chronic care management
- Nutrition, Physical Activity and Obesity
- Health Literacy and Wellness
- Communities Collaborating around Health

4. CHNA Implementation Strategy

The Strategy is organized according to the following domains:

- Access to Care
- Mental and behavioral health
- Preventive Services/Chronic Disease Management
- Healthy Lifestyle Behaviors and Community Environment

Through implementing evidenced-based strategies to address these four domains of community health needs, the Hospital anticipates the following positive impact and improvements in community health:

- Improvement in community health status, including reduction in health disparities, increased physical activity, reduced rates of smoking and improved health and nutrition status.
- More appropriate use of health resources, including a reduction in unnecessary hospital admissions and use of some hospital services, including emergency department visits, and an increase in use of culturally appropriate primary care and health screenings.

These improvements will be evaluated through review and monitoring of existing data sources, which may include but are not limited to: Internal Hospital data, including HCAHPS, referral data, inpatient and outpatient service data, Public survey data, Surveys and key informant interviews with providers and client, reports from government, state and city agencies

DOMAIN: ACCESS TO CARE

The anticipated impact of the following actions may include: reduction in emergency department visits, increase in the number of insured adults, improvement in access to and utilization of culturally appropriate primary care, improvement in the capacity of community-based organizations to address behavioral health issues among clients/program participants, and reduction in transportation barriers to receiving medication and care.

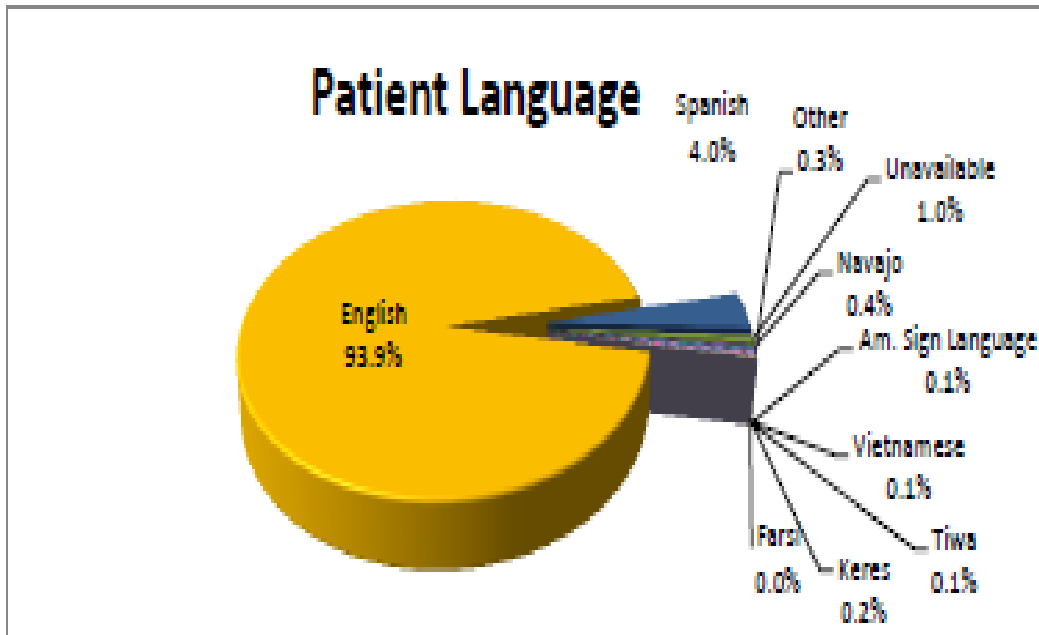
1. Action: Encourage appropriate Emergency Department utilization through care coordination across community, hospital and primary care (Most Important)
 - Assess non-emergent and ambulatory care use and develop strategies to reduce the use of emergency services for this population through community and hospital initiatives. Explore models, such as health care coordinators and community partnerships, to address high utilizers/non-emergent care use and seek funding to support recommended model/intervention.

- Grow outpatient specialty services in the region through more dedicated physician/advanced practitioner coverage to provide primary care, medical specialties and behavioral health services.
- Achieve appropriate patient throughput volumes within existing clinics meeting access standards and health system benchmarks.

2. Action: Improve Language Access, Health Literacy and Cultural Competence (Most Important)

- Enhance availability of medical interpreter services by (1) increasing staff and provider awareness about access to interpreters; (2) reviewing interpreter services/technology to assist Limited English Patients(LEP) when providing services to patients (schedule health care appointments, patient education, care progress, etc.); (3) exploring partnerships with community based organizations to increase their staff and memberships' capacity to serve as bilingual medical interpreters and community health coaches and cultural brokers.
- Continue to provide Health Literacy training for SRMC Hospital staff and providers.
- Develop printed materials for patients that are at health literate and grade appropriate (discharge instructions, educational materials, etc.).

SRMC FY16 patient language data:



Top 10 Languages

Patient Language	Count	% Total
English	23572	93.86%
Spanish	1008	4.01%
Unavailable	243	0.97%
Navajo	88	0.35%
Other	73	0.29%
Keres	39	0.16%
Vietnamese	31	0.12%
Tiwa	27	0.11%
Am. Sign Language	21	0.08%
Farsi	11	0.04%
Grand Total	25113	100%

3. Action: Improve access to health insurance
 - Assist patients with enrolling into insurance programs.
4. Action: Improve Access to Transportation to Health Care Services
 - Raise awareness about transportation services for Medicaid patients among providers and the community.
5. Action: Improve Access to Medications
 - Raise healthcare provider and community awareness about free/low cost medication access programs including options for home delivery of medications upon discharge.

DOMAIN: MENTAL AND BEHAVIORAL HEALTH

1. Action: Decrease Alcohol and Substance Use
 - Improve access to and awareness of behavioral health services through partnerships with Sandoval County DWI and Prevention Program.
2. Action: Collaborate with the Sandoval County Behavioral Health Coalition to address county priorities of:
 - Mobile Crisis Teams - working in coordination with Rio Rancho, Bernalillo, Corrales and Placitas community first responders.
 - Expanded outpatient services – expand Behavioral health services within Primary Care, and develop intensive outpatient services (case management, social work, psychology visits), jail diversion, and adolescent behavioral health services.

DOMAIN: PREVENTATIVE SERVICES/CHRONIC DISEASE MANAGEMENT

The anticipated impact of the following actions should include: improved health behaviors, chronic disease management and improved health status through greater continuity of care with health care providers (including improved adherence to treatment recommendations and improved communication with health care providers).

1. Action: Provide education and support programs to reduce diabetes prevalence and/or improve diabetes management (Most Important)
 - Increase referral to diabetes management programs and support groups by health care providers and community organizations.

2. Action: Provide education and support programs to reduce obesity prevalence and/or improve obesity management (Most Important)
 - Increase referrals by health care providers and community organizations to nutrition, physical activity, weight management and other wellness programs.
 - Promote healthy eating and weight management at worksite for employees.

DOMAIN: HEALTHY LIFESTYLE INCLUDING NUTRITION, PHYSICAL ACTIVITY AND OBESITY

2. Action: Improve Youth Health Behaviors
 - Build the capacity of youth to enter and succeed in health careers and other employment, such as summer work program opportunities with the goal of giving youth the skills they need to be considered for health careers and ultimately leading to a more diverse workforce.
 - In collaboration with the Sandoval Health Collaborative, Schools and other community partners, continue to raise awareness about and/or advocate for:
 - Publish and rollout “My Health Booklet” for grade school children
 - School food reform through policy and behavioral changes
 - Regular classroom movement breaks and socialized recess
 - Educate students on physical activity and healthy food choices
 - Healthy habits and risk avoidance

3. Action: Routine Assessment of Food Security
 - Explore screening for SNAP eligibility when determining Medicaid eligibility.

The Strategy will be implemented in collaboration with other entities including, but not limited to:

- SRMC Community Advisory Board
- SRMC Art Council
- Sandoval County Health Council
- Sandoval Health Collaborative
- Sandoval Economic Alliance
- Rio Rancho Regional Chamber of Commerce
- Behavioral Health Coalition
- UNM Health Sciences Center Health Extension Resource Officer (HERO) for Sandoval County
- Community Health Fairs & Outreach Events

5. Needs Beyond the Hospital's Mission or Community Benefit Program

Addressing all of the health needs present in a large community will require resources beyond what any single hospital or social service agency can bring to bear. The Hospital is committed to fulfilling its mission as well as remaining financially viable so that it can continue its commitment to excellence in quality care and provide a wide range of community benefits. Between 2016 and 2019, the Hospital will focus its efforts in order to make a true and measurable impact, and thus plans to implement actions that will address those needs identified through the Community Health Needs Assessment as "Most Important". The Hospital will continue to evaluate opportunities for funding or resources to commit to addressing the remaining needs.

6. Board Approval

The UNM SRMC Community Health Implementation Plan was approved by the SRMC Board on November 7, 2016. SRMC will implement the CHIP throughout 2016-2019.

7. Additional Resources

- ShareNM www.sharenm.org/communityplatform/newmexico
- Sandoval County Health Council www.sandovalcounty.com/healthcouncil
- Bernalillo County Health Council www.bchealthcouncil.org

Visit the Sandoval Health collaborative to learn more about improving economic and health outcomes in Sandoval County.

<http://sandovalhealth.com>

