

Strategic Initiatives & Plan for Carson Tahoe Health's 2016 Community Health Needs Assessment (2016 thru 2018)

Areas of Focus

Access to Healthcare Services			
Strategy	Action	Measurement	Partner
Continue Primary Care Physician Recruitment	<ul style="list-style-type: none"> Acquire physician practice in Incline Village Add providers in Incline Village Expand physician office space in Carson City Add primary care providers to the community 	# of providers added Wait time for first appointments # of clinic visits	Carson Medical Group Nevada Health Center
Expand Telehealth Options	<ul style="list-style-type: none"> Establish specialty telehealth network Maintain telestroke program 	# of telehealth visits/consults	Specialty Providers University of Utah
Continue Post-CTRH appointments at NV Health Center & CTMG	<ul style="list-style-type: none"> Maintain community partnerships for post-CTRH primary care appointments 	# of appointments utilized	NV Health Center
Continue REMSA Triage Call Service Center	<ul style="list-style-type: none"> Maintain nurse hotline service 	# of calls \$ spent Patient satisfaction rate	REMSA
Continue contracts for placement and services for under or non-insured patients	<ul style="list-style-type: none"> Maintain contracts with local providers 	# of patients \$ spent	<ul style="list-style-type: none"> NV Health Center Walgreens Mountain View Eden Home Health Lincare
Continue Services at	<ul style="list-style-type: none"> Maintain presence in local Wal-Marts 	Baseline: 2015 – 6,778 Visits	Wal-Mart

Wal-Mart Retail Clinics	<ul style="list-style-type: none"> • Pilot DOT assessments to Gardnerville Wal-Mart • Expand hours of service at Gardnerville and Market Street Wal-Marts 	# of visits	
Explore mobile clinic service	<ul style="list-style-type: none"> • Evaluate the need for mobile clinic services in the community 	# of visits	<ul style="list-style-type: none"> • Boys & Girls Club • Carson City Health & Human Services

Cancer

Strategy	Action	Measurement	Partner
Continue University of Utah Health Care (UUHC)/Huntsman Cancer Institute Affiliation	<ul style="list-style-type: none"> • Recruit a full time oncologist • Explore physician services arrangements with other oncology group • Expand clinical trial offerings • Develop Bone Marrow Transplant clinic 	# of referrals to UUHC # of second opinions # of clinical trial enrollments # of providers added	University of Utah Health Care & Huntsman Cancer Institute
Continue HopeFest Event	<ul style="list-style-type: none"> • Maintain fundraising focus for local cancer patients 	# of patients supported	Local businesses and community
Promote Lung Cancer Screening program	<ul style="list-style-type: none"> • Identify new physician champion • Develop marketing campaign 	Baseline: 2015 – 36 patients # of screenings	<ul style="list-style-type: none"> • Tahoe Carson Radiology • Mountain Medical Pulmonary
Evaluate skin cancer screening program	<ul style="list-style-type: none"> • Identify providers to participate • Develop marketing campaign 	# of screenings	
Promote Carson Tahoe Breast Center	<ul style="list-style-type: none"> • Install 3-D breast tomosynthesis • Add a breast health nurse navigator • Add 2nd fellowship trained breast 	# of screening mammograms	Tahoe Carson Radiology

	mammographer <ul style="list-style-type: none"> • Provide discounted mammos in October as part of breast health awareness • Mammo screening education campaign 		
Continue Tobacco cessation classes	<ul style="list-style-type: none"> • Maintain current classes • Make referrals to 1-800-QUIT-NOW • Begin smoking cessation conversations in physician offices, emergency department, and with inpatients 	Baseline: 2015 – 104 interested with 34 finishing a 7-week session # of attendees # of referrals	<ul style="list-style-type: none"> • State of Nevada • Physician Offices • Hospitalists • ED providers

Diabetes

Strategy	Action	Measurement	Partner
Continue Public Education Classes	<ul style="list-style-type: none"> • Continue the following: <p>Diabetes Support Group</p> <p>Evening Class for Diabetes Education</p> <p>Diabetes Awareness Month Educational Series</p> <p>Carson Tahoe Medical Group Monthly Diabetes Wellness Sessions</p> <p>CDC National Diabetes Prevention Program</p> <ul style="list-style-type: none"> - Promote program to primary care physicians - Education offerings to primary care providers on early identification of pre-diabetics 	<p>Baseline: 2015 (Sept – Dec) – 14 attendees</p> <p>Baseline: 2015 (Sept class) – 6 patients and 3 family members</p> <p>Baseline: 11/19/2015 – 20 people attended 11/12/2015 – 20 people attended 11/5/2015 – 33 people attended</p> <p>Baseline: 2015 – 94 attendees</p> <p>Baseline: 2015 – 5 staff members trained as lifestyle coaches to teach the CDC’s curriculum. The first Diabetes Prevention Program launched in February 2016 with 9 participants.</p> <p># of attendees</p>	
Develop Diabetes Services	<ul style="list-style-type: none"> • Recruit Endocrinology providers • Explore creation of a comprehensive 	<p># of providers added</p> <p># of patients</p>	

	<p>“diabetes center”</p> <ul style="list-style-type: none"> • Explore expansion of endocrinology to Reno, Dayton, and Douglas • Implement population health management software • Implement direct calls to patients with A1C’s > 9 	# of patient calls	
Promote Center for Wound Healing	<ul style="list-style-type: none"> • Add Integrated Community Wound Care Program • Promote Wound Care Week Awareness including diabetes focused visits to local primary care offices 	<p># of patients</p> <p># of offices visited</p>	<ul style="list-style-type: none"> • Carson Nursing and Rehab • Ormsby • Primary care providers
Mental Health			
Strategy	Action	Measurement	Partner
Skilled Nursing and Memory Care Facility in development	<ul style="list-style-type: none"> • New Facility to open in November 2017 	# of beds/census	Prestige Care
Increase BHS inpatient beds	<ul style="list-style-type: none"> • Increase chemical dependency beds by 6. CTH now has 20 adult psych beds, 16 chemical dependency beds and 16 geri psych beds. The beds are licensed to “flex” depending on community need. • Recruit additional providers 	<p># of patients</p> <p># of providers added</p>	
Participate in regional mental health collaborative	<ul style="list-style-type: none"> • Continue super utilizers meeting • Add Churchill County to the collaborative 	# of frequent users	<ul style="list-style-type: none"> • Carson City • Douglas County • Lyon County • Churchill County
		# of patients	

Open Crisis Triage Center	<ul style="list-style-type: none"> Add a 10 bed locked unit 		<ul style="list-style-type: none"> First responders Carson City Sheriff & Jail
Infant Health			
Strategy	Action	Measurement	Partner
Maintain Baby Friendly Certification	<ul style="list-style-type: none"> Prepare for re-survey that occurs in Spring 2018 Add Lactation phone line Increase Lactation consultants who are certified 	Pass Survey # of calls # of Consultants # of visits	OB/GYNs
Support MOMS prenatal clinic	<ul style="list-style-type: none"> Explore expansion of hours Provide food drives and baby clothing swap opportunities 	Baseline: 2015 – 1,883 Nurse Visits; 1,962 Doctor Visits; and 401 New Patients # of visits	OB/GYNs
Offer Health Institute educational programs	<ul style="list-style-type: none"> Continue the following: Pelvic Floor Strengthening Class Continue Breastfeeding Support Add the following: Childbirth Classes Newborn Education 	Baseline: 2015 – 96 participants Baseline: 2015 – 1425 participants # of participants # of participants	
Expansion of Delivery Service Area	<ul style="list-style-type: none"> Explore expansion of infant health services to Dayton 	Baseline: PSA, Market Share OB Other 78.3% in 2015; Normal Newborns 77.1% in 2015; and OB Deliveries 74.1% in 2015 Market share percentage	Carson Medical Group

Nutrition, Physical Activity, & Weight

Strategy	Action	Measurement	Partner
Expand Community Garden	<ul style="list-style-type: none"> • Install hoop houses • Develop educational programming • Donate items grown in the garden 	Amount of fresh produce	Urban Roots
Maintain Walking trails on RMC campus	<ul style="list-style-type: none"> • Continue marketing walking trails 	# of participants	
Sponsor of various walk/run events	<ul style="list-style-type: none"> • Sponsor various events 	# of sponsorships	
Offer Healthy Cooking Classes	<ul style="list-style-type: none"> • Continue the following: Intuitive Eating Family Meal Planning • Add the following: Mediterranean Diet 	Baseline: 2015 – 104 participants Baseline: 2015 – 62 participants # of participants	
Offer Health Institute educational programs	<ul style="list-style-type: none"> • Provide education to individuals and families on meal prep and food security • Explore expansion of communities served by educational programs • Add weight loss program with fitness & eating habits • Add youth activities with nutrition education • Add brown bag lunch series with local businesses • Continue the following: Yoga 	# of participants Baseline: 2015 – 1982 participants	<ul style="list-style-type: none"> • Primary Care providers include pediatricians • Schools • Local businesses

	Bariatric Support Group	Baseline: 2015 – 131 participants	
Heart Disease & Stroke			
Strategy	Action	Measurement	Partner
Expand Low Cost Heart Smart Screenings	<ul style="list-style-type: none"> Add Dayton as a screening site Continue current screening sites in Carson City, Minden, and S. Reno 	Baseline: September 2015 – 516 screened April 2015 – 439 screened # of completed screenings	
Continue Heart Failure Clinic	<ul style="list-style-type: none"> Maintain HF Clinic services Maintain inpatient assessment and screening for HF Clinic by cardiology RN 	# of patients seen within 5 days of inpatient discharge	
Continue Cardiac Rehab program	<ul style="list-style-type: none"> Maintain cardiac rehab clinic and expand hours according to volume Maintain scholarships for low income patients 	# of patients seen	
Offer Health Institute educational programs	<ul style="list-style-type: none"> Continue the following: Cardiac Connection Heart Month Lecture Series Evaluate need for community CPR classes 	Baseline: 2015 – 26 participants Baseline: 2015 – 235 participants # of participants	
Continue development of neurology service line	<ul style="list-style-type: none"> Maintain telestroke capabilities Add neurology providers 	# of telestroke consults # of providers added	University of Utah