



METHODIST HOSPITAL

An Affiliate of Methodist Health System



Implementation Plan (FY2015 – 2017)

For Needs Identified in the Community Health Needs Assessment

Methodist Hospital

8300 Dodge Street

Omaha, NE 68114

402 354-4000

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I. Introduction

For more than 125 years, Nebraska Methodist Hospital (NMH), an affiliate of Methodist Health System (MHS) has cared for Nebraska’s families. NMH is dedicated to superior service and a deep understanding of patient care, creating better care and better outcomes.

Mission Statement

Improving the quality of life through excellence in health care.

Vision Statement

We will be the provider of choice for healthcare in the community we serve.



Values in Our Workplace – Cultural Competence

At Nebraska Methodist Hospital, all employees will behave in a way that is consistent with our core values. We intend to hold each other and ourselves mutually accountable for our actions. Demonstrating our values in the workplace means that we will respect a wide range of people both like and unlike ourselves. Our similarities and differences may include these characteristics: race, gender, class, native language, ethnic origin, physical ability, age, religion, sexual orientation, professional experience, personal preferences and work style. We value our diversity. These similarities and differences will be affirmed and respected as we serve all of our customers, our patients, families and coworkers.

Core Values

Patient Centered

We are patient/customer centered, patient/customer-driven. Our patients are our first priorities. We listen, understand their needs and strive to exceed their expectations.

Respect

We honor and respect the dignity of all. We say what we mean and mean what we say. We require fair, honest and ethical behavior in every activity and under all circumstances.

Excellence

We strive for excellence and push beyond. We strive for the highest standards and push beyond. We continuously improve performance through knowledge, experience, innovation and risk-taking.

Teamwork

We work as one. People are our most important resource. We demonstrate respect and concern for everyone, value each individual as an equal team member and support professional growth and autonomy.

Community Service

We are dedicated to serving our community. We strive to achieve a healthy balance between enhancing the welfare of our community and sustaining our economic growth.

II. Why We Care

From the day the original Nebraska Methodist Hospital was chartered back in 1891, service to our community has been a top priority. Financial assistance, health education, outreach to needy populations – these and other community benefit activities have always been central to our mission. Our goal has always been to address and improve the overall health of the community.

Our community benefit programs are strategically focused to accomplish the following objectives:

- Improve access to health care services.
- Enhance the health of the community.
- Advance medical or health care knowledge.
- Relieve or reduce the burden of government or other community efforts.

III. 2015 Community Health Needs Assessment Summary

Nebraska Methodist Hospital conducted a needs and assets assessment with numerous community partners including Douglas County Health Department, Pottawattamie County Public Health Department/VNA, Sarpy/Cass County Department of Health and Wellness, Live Well Omaha, Nebraska Medicine and CHI Health.

The assessment was conducted by Professional Research Consultants, Inc. (PRC). PRC is a nationally-recognized health care consulting firm with extensive experience conducting Community Health Needs Assessments such as this in hundreds of communities across the United States since 1994.

Methodology

To ensure the best representation of the population surveyed, a telephone interview methodology — one that incorporates both landline and cell phone interviews — was employed. The primary advantages of telephone interviewing are timeliness, efficiency, and random-selection capabilities.

The sample design used for this effort consisted of a stratified random sample of individuals age 18 and older in the Metro Area. Initially, stratified targets were established for each county or subcounty area: 1,000 surveys in Douglas County (200 in each of the five subcounty areas); 200 in Cass County; and 400 in each of Sarpy and Pottawattamie counties. In addition, multiple oversamples were implemented in Douglas County to: 1) increase samples among Black and Hispanic residents; and 2) increase samples to target a minimum of 50 surveys in each ZIP Code in the county. With these oversampling measures, the final sample included 2,622 Metro Area residents, including 1,621 in Douglas County, 400 in Sarpy County, 201 in Cass County, and 400 in Pottawattamie County.

Once the interviews were completed, these were weighted in proportion to the actual population distribution so as to appropriately represent the Metro Area as a whole.

To solicit input from key informants, those individuals who have a broad interest in the health of the community, an Online Key Informant Survey was also implemented as part of this process. A list of recommended participants was provided by the sponsoring organizations; this list included names and contact information for physicians, public health representatives, other health professionals, social service providers, and a variety of other community leaders. Potential participants were chosen because of their ability to identify primary concerns of the populations with whom they work, as well as of the community overall. Key informants were contacted by email, introducing the purpose of the survey and providing a link to take the survey online; reminder emails were sent as needed to increase participation.

In all, 138 community stakeholders took part in the Online Key Informant Survey.

IV. Identified Opportunities

The following are the areas of opportunity identified through this assessment:

- **Access to Health Services**
- **Cancer**
- **Dementia, Including Alzheimer's Disease**
- **Diabetes**
- **Heart Disease & Stroke**
- **Injury & Violence**
- **Mental Health**
- **Nutrition, Physical Activity & Weight**
- **Respiratory Diseases**
- **Sexually Transmitted Diseases**
- **Substance Abuse**

The full Community Health Needs Assessment along with this FY 2015 – FY 2017 Implementation Plan can be accessed through Methodist Health System's Community Benefits website

<http://methodistchart.org/> or www.bestcare.org.



V. Implementation Plan

Findings from Nebraska Methodist Hospital's Community Health Needs Assessment were initially reviewed by the Board of Directors in December of 2015. Strategies, goals and methods of evaluation were developed to create the FY 2015 – FY 2017 Implementation Plan For Needs Identified in the Community Health Needs Assessment. Additionally, the plan was created with the intent to align with and enhance the Douglas County Community Health Improvement Plan (CHIP).

Identified in this plan are local area community partners of which NMH will collaborate on opportunities that would be consistent with their expertise.

The plan will clearly identify opportunities where NMH lacks internal competencies to make a meaningful impact. NMH will continually monitor these opportunities and collaborate with community organizations that are addressing these needs and as funding and/or expertise are made available, NMH will respond accordingly.

Plan Execution and Anticipated Impact

NMH will continue to collaborate with other health care organizations in the area as well as local county health departments. Evaluation of impact will be measured by a subsequent CHNA conducted at the end of this planning horizon. Impact will be compared to current results and influenced by the Healthy People 2020 guidelines and recommendations.

NMH will identify any grants or funding that may become available to use toward those areas not being addressed in the current budgeted year.

Opportunities are identified as:

- **Priority I** – *Identified as the opportunities which NMH has significant expertise to help improve health rates in the community. "Leaders in the Community"*
- **Priority II** – *Identified as the opportunities NMH has some expertise to help increase health rates in the community. "Partners in the Community"*
- **Priority III** – *Identified as opportunities NMH has minimal expertise to help increase health rates in the community. NMH does not intend to specifically address these opportunities, primarily due to lack of expertise and to the involvement of other organizations. NMH will continue to collaborate with other community organizations currently addressing these opportunities. "Participants in the Community"*

Based on all of the above, the Board of Directors of Nebraska Methodist Hospital has determined that the following opportunities identified in the CHNA should be addressed through the implementation plan.

Identified as Priority I:

Identified Opportunity:	Description:	Goals and Implementation Strategies:	Method of Evaluation:
<p>Access to Health Services</p>	<ul style="list-style-type: none"> • 42.2% of NE Omaha adults report some type of difficulty or delay in obtaining health care services in the past year • 39.3% of SE Omaha adults report some type of difficulty or delay in obtaining health care services in the past year 	<ul style="list-style-type: none"> • Improve, expand and support access of Primary Care services to the uninsured and underinsured in the Omaha-Metro area. • In conjunction with <u>Kountz Memorial Lutheran Church</u> and the <u>Healing Gift Free Clinic</u>, open the Methodist Community Health Clinic in 2017. • 100% of all population served through community outreach and the Methodist Community Health Clinic will have information on services available in their community. • Through the Douglas County Community Health Improvement Plan (CHIP), collaborate with <u>community clinics</u> and <u>other health systems</u> serving the Omaha-Metro area to improve access to health services. • Engage residents to better utilize health services offered by the <u>Douglas County Public Health Department</u>, <u>Charles Drew Health Center</u>, <u>One World Community Health Center</u>, and Methodist Community Health Clinic. • Provide patients a financial assistance program upon admission which is designed to serve those in financial need with fairness, consistency and compassion. 	<p>Reduce the % of individuals reporting difficulty in accessing healthcare in past year</p>

Identified as Priority I (Continued):

Identified Opportunity:	Description:	Goals and Implementation Strategies:	Method of Evaluation:
Nutrition, Physical Activity and Weight	<ul style="list-style-type: none"> 67.8% of Metro-area residents report being overweight (BMI 25+) 	<ul style="list-style-type: none"> 100% of all population served through community outreach and the Methodist Community Health Clinic will have information on Diet and Nutrition, Exercise and Weight management. 100 % of appropriate participants screened for BMI (body mass index) will be given education and resources for intervention and/or control of obesity. Provide nutrition therapy programs. 35+ Health Coaches and Dieticians within NCQA certified Patient Centered Medical Homes (PCMH) at Methodist Physicians Clinics provide education and consultation for improving weight status. 	Decrease the reported % of overweight Metro-area residents
Diabetes	<ul style="list-style-type: none"> 13.4% of the Northeast Omaha adults report a diagnosis of Diabetes 12.7% of the Southeast Omaha adults report a diagnosis of Diabetes 	<ul style="list-style-type: none"> 100% of all population served through community outreach and the Methodist Community Health Clinic will have information on Diabetes. Improve affiliated Methodist Physicians Clinic (MPC) Comprehensive Diabetic Care Scores from 32% Improvement to over 40% Improvement. Increase access to care for diabetes patients through Patient Centered Medical Homes at all MPC sites. Through PCMH's, Health Coaches and Dieticians provide follow-up and monitor progress, addressing any barriers and improving outcomes. Provide Diabetes Education and Management programs. Provide outreach through the Mobile Diabetes Unit. Participate in one large community event in both NE and SE Omaha offering free blood sugars. 	Decrease the reported % Diabetes measured by Blood Sugar and A1C

Identified as Priority I (Continued):

Identified Opportunity:	Description:	Goals and Implementation Strategies:	Method of Evaluation:
Heart Disease & Stroke	<ul style="list-style-type: none"> Heart Disease and Stroke continue to be the leading cause of death 	<ul style="list-style-type: none"> 100% of all populations served through community outreach and the Methodist Community Health Clinic will have screening for high blood pressure and information on risk factors for heart disease and stroke. The Chest Pain Certified Cardiac & Vascular Center at NMH includes a Cardiac Catheterization Lab, heart failure program, cardiac rehab and inpatient care. Incorporate High Risk Health Coaches (RN's) in MPC Cardiology Specialty Clinics to coordinate care, improve outcomes and prevent readmissions. Improve cardiovascular health and quality of life through prevention, detection, and treatment of risk factors for heart attack and stroke. Includes community education by NMH Providers. Participate in <u>Mission: Lifeline</u> to improve funding awareness for EMS and Non-PCI hospitals, formalize STEMI Teams, share best practices and challenges, and provide education and public awareness to increase use of EMS in the care of heart attack victims. Collaborate with <u>other providers</u> through <u>Mission: Lifeline</u> to build a sustainable framework for the care of STEMI patients, ensuring high quality care in a timely manner no matter where the patient is located. In collaboration with the <u>American Heart Association</u> and "Go Red for Women", increase awareness and save more lives. Improve care processes for Stroke patients through collaboration with regional EMS providers. 	Reduce the Age-Adjusted Heart Disease & Stroke Deaths

Identified as Priority I (Continued):

Identified Opportunity:	Description:	Goals and Implementation Strategies:	Method of Evaluation:
Cancer	<ul style="list-style-type: none"> Cancer deaths are significantly higher than the national rate (Lung cancer being the highest) 	<ul style="list-style-type: none"> 100% of all populations served through community outreach and the Methodist Community Health Clinic will have age specific screening recommendations for all cancers and behavioral modification education (specifically on smoking cessation). The CoC accredited Methodist Estabrook Cancer Center offers multidisciplinary care through treatment planning conferences attended by a team of experts including behavioral health professionals, chaplains, dietitians, medical oncologists, oncology nurse navigators, pathologists, physical therapists radiation oncologists, radiologists, research nurses, social workers, and surgical oncologists. Enhance and grow Cancer screening and education programs offered to the community by MECC. With community partners (<u>American Cancer Society</u>, <u>Komen for the Cure</u>, <u>Great Plains Colon Cancer Task Force</u>, <u>My Sister's Keeper</u>, <u>American Lung Association</u>), increase community cancer screenings by 10%. Collaborate with Methodist Jennie Edmundson to establish a lung cancer screening program in Pottawattamie County. Help children chose to never smoke by providing the No Tobacco Challenge - classroom discussion campaign that includes materials about the dangers associated with tobacco use. The Lung/Thoracic Oncology Clinic will also provide classroom presentations on the danger of tobacco use. Collaborate and partner with the <u>American Cancer Society</u> for the building of a Hope Lodge providing free housing for cancer patients that travel more than 50 miles from home for treatment. 	<p>Reduce the Cancer Age-Adjusted Death Rate</p> <p>Reduce Lung the Cancer Age-Adjusted Death Rate</p>

Identified as Priority II:

Identified Opportunity:	Description:	Goals and Response to Needs:	Method of Evaluation:
Mental Health	<ul style="list-style-type: none"> 81% of the key informants perceive Mental Health as a problem in our community 10.5% of Douglas County residents report major depression. Mental, emotional, and behavioral disorders are common and begin early in life. 	<ul style="list-style-type: none"> Provide Community Counseling Program - professional counseling services available to the community in partnership with <u>Omaha Public Schools</u> and <u>neighborhood churches</u>. Methodist provides licensed, master's-level counselors. These community-based counseling services are FREE, private and accessible to all members of the community. Provide this program at strategic locations in the community so that every child or family may have access to quality behavioral health care. Increase the number of students provided services by 5%. 	Decrease the % reporting major depression
Sexually Transmitted Diseases	<ul style="list-style-type: none"> Sexually Transmitted Diseases are notably higher than the national incidence rate. 	<ul style="list-style-type: none"> 100 % of appropriate participants screened (collaboration with <u>Douglas County Health Department</u> and <u>other community partners</u>) will be given education and resources for intervention of sexually transmitted diseases. Promote healthy sexual behaviors, strengthen community capacity, and increase access to quality services to prevent sexually transmitted diseases and their complications in the Omaha Metro Area. Offer and improve the SANE/SART Survivor Program 	<p>Reduce the Gonorrhea Incidence per 100,000</p> <p>Reduce the Chlamydia Incidence per 100,000</p>

Identified as Priority II (Continued):

Identified Opportunity:	Description:	Goals and Response to Needs:	Method of Evaluation:
Injury and Violence	<ul style="list-style-type: none"> 55.5% of the Key Informants perceive that Injury & Violence is a Major Problem in our community. 	<ul style="list-style-type: none"> Collaborate with community organizations currently addressing this need (<u>Omaha Police Department</u>, <u>Douglas County Police Department</u>, <u>City of Omaha</u>). As part of a community effort to prevent violence, incorporate the <u>SANE/SART</u> program for victims of sexual assault in the NMH Emergency Department. <u>SANE/SART</u> brings together various community organizations, including Omaha-metro police departments, the YWCA, and the County prosecutor’s office. The goal is to provide the best possible outcome for sexual assault survivors. All of the individuals in the <u>SANE/SART</u> program are specially trained to provide timely, compassionate, expert care—on call, 24 hours a day, seven days a week. NMH Nurses educate other hospitals on the <u>SANE/SART</u> program. 	Decrease the % of Key Informants Perceiving that Injury & Violence is a Major Problem in our community.

Identified as Priority III:

Identified Need:	Description:	Goals and Response to Needs:	Method of Evaluation:
Respiratory Diseases	Respiratory Disease Deaths are higher than the national average.	<ul style="list-style-type: none"> Collaborate with community organizations currently addressing this need. (American Lung Association, Douglas County Health Department, Metro Omaha Tobacco Awareness Coalition, Immunization Task Force) Include Respiratory Disease Education at all outreach events. Incorporate High Risk Health Coaches (RN's) in MPC Pulmonology Specialty Clinics to coordinate care, improve outcomes and prevent readmissions. 	<p>Decrease the CLRD Age-Adjusted Death Rate</p> <p>Decrease the Pneumonia/Influenza Age-Adjusted Death Rate</p>
Substance Abuse	49.2% of the Key informants perceive substance abuse as a Major Problem in our community.	<ul style="list-style-type: none"> Continue collaboration with community organizations currently addressing this need (Douglas County Community Mental Health Clinic, Lutheran Family Services). 	Decrease the % of Key Informants Perceiving that Substance Abuse is a Major Problem in our community.
Dementia, Including Alzheimer's	50.4% of the Key Informants perceive that Dementia/Alzheimer's Disease is a problem in our community.	<ul style="list-style-type: none"> Continue collaboration with community organizations currently addressing this need (Alzheimer's Association, Eastern Nebraska Office on Aging) 	Decrease the % of Key Informants Perceiving that Dementia/Alzheimer's is a Major Problem in our community.

VI. **Community Partners** - Listed below are many of the community partners used to help with achieving our goals:

<p>100 Black Men of Omaha Inc. A Time to Heal AllCare Health Center Alzheimer's Association Midlands American Cancer Society American College of Physicians American Diabetes Association American Heart Association American Hospital Association Angels Home Care Association for Community Health Improvement Arboretum on Farnam Drive Black Family Health & Wellness Blue Cross and Blue Shield of Nebraska Boystown Research Center Boys and Girls Club of the Midlands Brush Up Nebraska Building Healthy Futures Care Consultants for the Aging Carolyn Scott Rainbow House Catholic Hospital Association Charles Drew Health Center Chicano Awareness Center Child Saving Institute CHI Health Christian Businessmen's Connection Cinco De Mayo Omaha Civil Service Commission of Council Bluffs Colorectal Cancer Task Force Connections Agency on Aging Community Health Charities Completely Kids Cornbelt Diabetes Connection, Inc. Council Bluffs Chamber of Commerce Council Bluffs Fire Department/EMS Council Bluffs Historic Preservation Alliance Council Bluffs Public Health Council Bluffs Public School System Council Bluffs Senior Center Coventry Health Care Creighton University Crisis Intervention Team of the Heartland Diabetes Education Center of the Midlands Domestic Violence Coalition</p>	<p>Douglas County Department of Health Douglas County Deputy Sheriffs Foundation Douglas County Extension Office Douglas County Diabetes Awareness Coalition <i>Eastern Nebraska Office On Aging</i> <i>Eastern Nebraska Community Action Partnership</i> Empowerment Network Engaging Omaha Every Woman Matters Faith Community Nursing (Parish Nursing) Family Inc. Food Bank for the Heartland Fontenelle Forest Foundation Professionals of Iowa Girls Inc. Goodwill Industries of Greater Nebraska Great Plains Black History Museum Great Plains Colon Cancer Task Force Greater Omaha Chamber Habitat for Humanity of Omaha Healing Gift Clinic Health Literacy Nebraska Heart Ministry Center Inc Heartland Family Services Heartland Hope Mission HELP Adult Services Henry Doorly Zoo Home Nursing with Heart Hope Medical Outreach Coalition Hospice House HyVee Stores Institute for Career Advancement Needs, Inc. Immunization Task force Impact One Community Connection Intercultural Senior Center Iowa CareGivers Association Iowa Chamber Alliance Iowa Department of Health and Human Services Iowa Directors of Volunteer Services Iowa Hospital Association Iowa Nursing Association</p>	<p>Iowa West Foundation Iowa Western Community College Joy of Life Ministries Justice For Our Neighbors - Nebraska Juvenile Diabetes Research Foundation Komen Iowa Race for the Cure Komen Nebraska Race for the Cure Lance Armstrong Foundation Latino Center of the Midlands Leadership Omaha Learning Community of Douglas and Sarpy County Legal Aid of Iowa Legal Aid of Nebraska Leukemia & Lymphoma Society Literacy Center LiveWell Council Bluffs LiveWell Omaha Lutheran Family Services Malcolm X Memorial Foundation Make a Wish Foundation March of Dimes Medical Reserve Corp Mental Health and Substance Abuse Network Methodist Community Health Clinic Methodist Physicians Clinic Metro Community College Metro Omaha Medical Society Metro Omaha Tobacco Action Coalition Metropolitan Omaha Medical Society Mexican Consulate's Health Window Millard Public Schools Foundation Mission for All Nations Mohm's Place Minority Outreach Resource Education Mujere's Activas My Sister's Keeper National Ovarian Cancer Coalition National Alliance for Mental Illness National Safety Council, Greater Omaha Chapter Native American Outreach-Rosebud Native Omaha Days Nebraska AIDS Project</p>	<p>Nebraska Board of Pharmacy Nebraska Cancer Coalition Nebraska Children's Home Nebraska Department of Health and Human Service Nebraska Health Information Initiative Nebraska Histology Society Nebraska Hospital Association Nebraska Human Society Nebraska Medicaid Drug Utilization Nebraska Medical Education Fund Nebraska Nurses Association Nebraska Oncology Society Nebraska Psychiatric Society Nebraska Regional Action Coalition Nebraska Society of Hospital Engineers Nebraska Urban Indian Health Coalition Nebraska Veterans Hospice Partnership New Cassel Retirement Center No More Empty Pots lands Non Profit Association of the Mid North Omaha Area Health (NOAH) North Omaha Community Care Council NorthStar Foundation Omaha By Design Omaha Children's Museum Omaha Community Foundation Omaha Community Playhouse Omaha Healthy Kids Alliance Omaha Housing Authority Omaha Humane Society Omaha Council for the Blind Omaha Metro Medical Response System Omaha Metropolitan Medical Response System Omaha Police Department Omaha Public Schools Omaha Safety Council Omaha Sister Cities Association Omaha Sports Commission Board Omaha Symphony Orchestra One World Community Health Center Open Door Mission Our Families' Health Outlook, Nebraska, Inc</p>	<p>Partnership 4 Kids Partnership in CareGiving Planned Parenthood Pottawattamie County Growth Alliance Pottawattamie County Board of Health Pottawattamie County Mental Health and Substance Abuse Network Inc Project Harmony Public Health Association of Nebraska Rebuilding Together Rotary Club of Omaha Sacred Heart Ministries Sarpy County Chamber of Commerce ServeNebraska Seven Oaks at Norte Dame, Omaha Siena/Francis House South Omaha Community Care Council Special Olympics Nebraska Stephen Center Super Saver Pharmacy The Micah House The Salvation Army Thoracic Aortic Disease Coalition Toys for Tots – Omaha/Council Bluffs United Health Care United Way of the Midlands University of Nebraska Health Disparities Programs University of Nebraska Medical Center University of Nebraska Omaha Campus Upward Bound Visiting Nurses Association Volunteers Assisting Seniors Wallgreens Pharmacy WasteCap Nebraska Wear Yellow Nebraska WELCOM of the Midlands Wings of Hope Women's Center For Advancement Women's Fund of Greater Omaha World Refugee Day VHA Youth Emergency Services YMCA</p>
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VII. Contact Information

Please submit your questions to:

<http://www.methodistcommunitybenefit.com/contact/>

or call 402 354-6295 for further information.



METHODIST