Baum Harmon Mercy Hospital and Clinics

Community Health
Needs Assessment Implementation Strategy
Fiscal years 2017-2020

Baum Harmon Mercy Hospital and Clinics completed a comprehensive Community Health Needs Assessment (CHNA) that was adopted by the Board of Directors on March 22, 2017. BHMH performed the CHNA in adherence with certain federal requirements for not-for-profit hospitals set forth in the Affordable Care Act and by the Internal Revenue Service. The assessment took into account input from representatives of the community, community members, and various community organizations.

The complete CHNA report is available electronically at www.baumharmon.org, or printed copies are available at Baum Harmon Mercy Hospital and Clinics.

Hospital Information and Mission Statement

Baum Harmon became the first hospital in Iowa to receive the Critical Access Hospital designation in January 2000. Shortly thereafter, Mercy Health Network, represented by Mercy Medical Center in Sioux City, Iowa, purchased the hospital and clinics from the city and the name was changed to Baum Harmon Mercy Hospital. We are a 14 bed Critical Hospital licensed in the State of Iowa with the following programs: acute care, general surgery, skilled nursing care, hospice/respire care, outpatient services that includes clinics for a number of visiting specialists, emergency department, ambulatory care, rehabilitative services, and many smaller programs that enhance the operation. Baum Harmon Mercy Hospital owns and operates four provider-based Rural Health Clinics located in Primghar, Sutherland, Paullina and Hartley, Iowa. The hospital has a Fitness Center located on the lower level of the Primghar Clinic and owns and operates Kid Kampus Daycare in a building on its own campus.

Baum Harmon Mercy Hospital and Clinics are committed to providing personalized, patient-centered care to persons of all ages.

Mission
"We, Trinity Health, serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities."
Health Needs of the Community

Baum Harmon Mercy Hospital and Clinics resources and overall alignment with the hospital’s mission, goals and strategic priorities were taken into consideration of the significant health needs identified through the most recent CHNA process. The Baum Harmon Mercy Community Needs Assessment Committee blended together all of the data sources and recognized the importance of input from the O’Brien County Health Department CHNA Report, the community meetings and our Internet Survey. Needs were evaluated using this criteria: Severity, Magnitude, Urgency; Feasibility and Effectiveness of Possible Interventions; Potential Impact on Greatest Number of People, Importance of Addressing the Need; Outcomes within 3 years that are Measurable and Achievable; and BHMH Capacity and Capability to Address the Need. The members of the Baum Harmon Mercy Hospital Community Needs Assessment Work Group individually scored each of the Community Health needs resulting from the review of the accumulated data.

The top four significant health needs identified, in order of priority include:

**Significant Health Need #1**
- Expansion of Mental Health care for acute and chronic conditions

**Significant Health Need #2**
- Access to primary and specialty care for acute and chronic conditions

**Significant Health Need #3**
- Community Health Education for people of all ages

**Significant Health Need #4**
- Community Building Activities that support the health and well-being of community members.

Hospital Implementation Strategy

**Significant health needs to be addressed**

Baum Harmon Mercy Hospital and Clinics will focus on developing and/or supporting initiatives and measure their effectiveness, to improve the following health needs:

- **Expansion of Mental Health care for acute and chronic conditions** – Detailed need specific Implementation Strategy on page 3.
- **Access to Primary and specialty care for acute and chronic conditions** – Detailed need specific Implementation Strategy on page 5.
- **Community Health Education for people of all ages**—Implementation Strategy on page 7.
- **Community Building Activities that support the health and well-being of community members**—Implementation Strategy on page 9.
Significant health needs that will not be addressed

Baum Harmon Mercy Hospital and Clinics acknowledges the wide range of priority health issues that emerged from the CHNA process, and determined that it could effectively focus on only those health needs which it deemed most pressing, under-addressed, and within its ability to influence and the capacity and resources of the hospital to address. BHMH will not take action on the following health needs:

Our community defined needs include:

- Prevention, treatment and management of obesity in citizens of all ages
- Promotion of healthy lifestyles and increased acceptance of personal responsibility for health outcomes
- Emergency preparedness and provision of emergency response services
- High quality and low cost essential healthcare services available to all regardless of ability to pay for services or level of insurance coverage. Baum Harmon provides consistent access to care at the hospital and clinics and offers financial assistance to those in need. However, many patients have difficulty understanding the ever-changing health insurance requirements and limitations, the new Medicaid system in Iowa and the Medicare coverages and limitations.
- Environmental health—safe water, safe communities
- Vibrant and safe communities with good schools (currently exist but hampered by tight budgets), job opportunities (somewhat limited in small town, rural Iowa), affordable housing (somewhat limited in small towns, rural Iowa), and high quality child and senior care options (varies with the community being considered).
- Increased emphasis on the continuity of care with high quality, pleasant and safe options for persons unable to live independently in their own homes

This implementation strategy specifies community health needs that the Hospital has determined to meet in whole or in part and that are consistent with its mission. The Hospital reserves the right to amend this implementation strategy as circumstances warrant. For example, certain needs may become more pronounced and require enhancements to the described strategic initiatives. During the three years ending June 30, 2020, other organizations in the community may decide to address certain needs, indicating that the Hospital then should consider refocusing its limited resources to best serve the larger community in other ways.

<table>
<thead>
<tr>
<th>CHNA IMPLEMENTATION STRATEGY</th>
</tr>
</thead>
<tbody>
<tr>
<td>FISCAL YEARS 2017-2020</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>HOSPITAL FACILITY:</th>
<th>Baum Harmon Mercy Hospital and Clinics</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHNA SIGNIFICANT HEATH NEED:</td>
<td>Expansion of Mental Health care for acute and chronic conditions</td>
</tr>
<tr>
<td>CHNA REFERENCE PAGE:</td>
<td>31-33</td>
</tr>
</tbody>
</table>
**BRIEF DESCRIPTION OF NEED:** There is a significant lack of mental health providers in the BHMH service area resulting in individuals and family with unmet needs for mental health services both in crisis and for follow-up and ongoing care of those with diagnosed mental health needs.

**GOAL:** Improve access to and treatment at outpatient facilities. Decrease the number of preventable Emergency Department visits that result in legal committals and difficult to arrange transfers to facilities with inpatient mental health services.

**OBJECTIVE:** Improve continuum of care for persons with mental health/behavioral health needs, with a shift to increased utilization of outpatient services.

**ACTIONS THE HOSPITAL FACILITY INTENDS TO TAKE TO ADDRESS THE HEALTH NEED:**

1. Utilize the resources of eEmergency to assist with the evaluation of mental health patients in crisis
2. Increase the effectiveness of referral networks to assist people in crisis to receive appropriate care and minimize the number of legal committals required with assistance from e-Emergency
3. Increase the capacity of the hospital to manage mental health patients in crisis until appropriate referrals can be made
4. Increase the opportunity for patients to utilize local services for medication monitoring and laboratory follow-ups, especially for Pride Group residential care facility clients
5. Search for grant funding and services available for a telemedicine option for the provision of mental health services to patients and families

**ANTICIPATED IMPACT OF THESE ACTIONS:**

1. Provide greater and faster access to outpatient services for patients with new or chronic mental health needs
2. Reduce the number ER visits related to unmet mental health needs
3. Increased utilization of the family practice clinics for monitoring of established patients
4. Utilize telemedicine and local family practice providers for going care outpatient care of patients with need for psychiatric services.

**PLAN TO EVALUATE THE IMPACT:** Monitor the number of mental health patients seen in the ER and their disposition including time to transfer as compared to historical data. Evaluate the utilization of eEmergency and its impact the ability to arrange for consultations and safe
discharge to home or an outpatient mental health services provider.

**PROGRAMS AND RESOURCES THE HOSPITAL PLANS TO COMMIT:** For the first year of implementation, internal resources will be utilized to make initial contacts and begin data monitoring. Resources needed for the telemedicine option and other capacity building activities will be generated from internal resources and grant applications to organizations with an interest in meeting the needs of unserved populations and those in need on mental health/behavioral health services.

**COLLABORATIVE PARTNERS:** Potential partners include O'Brien County Department of Public Health, O'Brien County Board of Supervisors, Northwest Iowa Care Connections, Seasons Center, Mercy Medical Center, Sioux City, The Pride Group, our grant funding partners, and others identified as the research progresses.

### CHNA IMPLEMENTATION STRATEGY
**FISCAL YEARS 2017-2020**

<table>
<thead>
<tr>
<th><strong>HOSPITAL FACILITY:</strong></th>
<th>Baum Harmon Mercy Hospital and Clinics</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CHNA SIGNIFICANT HEALTH NEED:</strong></td>
<td>Access to Primary and specialty care for acute and chronic conditions</td>
</tr>
<tr>
<td><strong>CHNA REFERENCE PAGE:</strong></td>
<td>31-33</td>
</tr>
</tbody>
</table>

**BRIEF DESCRIPTION OF NEED:** A review of the Iowa Department of Public Health, Bureau of Healthcare Statistics Summary of Selected Vital Events for O'Brien County compared to the same events for the State of Iowa, found that O'Brien County had higher rates (deaths per 1000 population) in the following categories: Death from all causes (9.4 for Iowa, 14.1 for O'Brien County), malignant neoplasms (206.9 vs. 278.9), Alzheimer's disease (43.6 vs. 121.6), diabetes mellitus (34.4 vs 42.9), major cardiovascular diseases (281.0 vs 414.8), and chronic lower respiratory diseases (64.3 vs 150.02). These rates suggest there is a large need for primary care because of chronic disease in our service area. Overall, these statistics show a negative trends compared with 3 years ago.

**GOAL:** Improve outcomes through management of chronic diseases and utilization of medical-home and health coach strategies.
**OBJECTIVE:** Increase access to primary care, establish medical homes for residents with chronic diseases, improve compliance with prevention and treatment strategies and eventually have a positive influence on death and disability statistics.

**ACTIONS THE HOSPITAL FACILITY INTENDS TO TAKE TO ADDRESS THE HEALTH NEED:**

1. Maintain consistent access to primary care at the four BHMH primary care clinics for urgent and routine health needs
   - Identify and reach out to at risk patients: those with two or more ER visits in 12 months or a hospital readmission within 30 days of discharge
2. Continue and grow the number of and participation in community health screenings for lipids and blood glucose, vascular screening and prostate cancer. Consider adding screenings for skin cancer.
3. Increase the use of healthcare coaches to assist those with chronic diseases to better manage their illnesses.
   - Targeting 3 chronic diseases for improved management—diabetes, hypertension and COPD
4. Collaborate with O'Brien County Public Health to meet the immunization recommendations for both children and adults
5. Preventives measures to improve population health management:
   - Mammogram recall for women 40 and older
   - Colonoscopy recall age 50 and older
   - Flu shot reminders and possibly smoking cessation
6. Increase specialists available in the outpatient clinics and services being provided
7. Open Wound Healing Clinic with hyperbaric therapy when appropriate in a separate building and aggressively market to services to our patients and other practice groups that are unable to provide similar services to their patients

**ANTICIPATED IMPACT OF THESE ACTIONS:**

1. Early detection of chronic disease, provide patient education and referral when appropriate
2. Establish a schedule for follow-up care for those with chronic diseases
3. Remove financial barriers to primary care
4. Wound Healing Center will have a positive impact for those referred to this specialized service line

**PLAN TO EVALUATE THE IMPACT:** Develop relationships with local media outlets and others to increase participation in screening clinics. Develop and maintain statistics for the number of responses to care need notifications, number of immunizations provided to adults and
children through the clinics, the results that healthcare coaches are achieving. Annually review the IDPH Vitals Statistics looking for improvement in trends recognizing these stats will be slow to respond to actions taken. Monitor the outcome statistics from the Wound Healing Center.

**PROGRAMS AND RESOURCES THE HOSPITAL PLANS TO COMMIT:** Use Community Benefit Funds, grant dollars and local operating funds to promote improved management of chronic diseases and prevention activities.

**COLLABORATIVE PARTNERS:** Potential partners include O'Brien County Public Health, Mercy Medical Services, and our grant funding partners.

---

**CHNA IMPLEMENTATION STRATEGY**  
**FISCAL YEARS 2017-2020**

<table>
<thead>
<tr>
<th><strong>HOSPITAL FACILITY:</strong></th>
<th>Baum Harmon Mercy Hospital and Clinics</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CHNA SIGNIFICANT HEALTH NEED:</strong></td>
<td>Community Health Education for people of all ages</td>
</tr>
<tr>
<td><strong>CHNA REFERENCE PAGE:</strong></td>
<td>31-33</td>
</tr>
</tbody>
</table>

**BRIEF DESCRIPTION OF NEED:** Baum Harmon Mercy Hospital and Clinics participate in a number of Community Health Education activities for people of all ages. Some of these activities are self-supporting and others are part of our Community Benefit Program.

**GOAL:** Provide health education to persons of all ages in a variety of settings.

**OBJECTIVE:** Increase health related knowledge among citizens of all ages to promote healthy lifestyles and management of chronic illness.

**ACTIONS THE HOSPITAL FACILITY INTENDS TO TAKE TO ADDRESS THE HEALTH NEED:**

- Provide video monitors in exam rooms in the hospital and clinics with health related messaging and other information about services provided at Baum Harmon Mercy Hospital and Clinics (part promotion and part community benefit). Utilize the services of Accent Health to provide healthy lifestyle messaging on the television sets in the clinic waiting rooms.
- Host a booth at the O'Brien County Fair annually with health and wellness education for...
adults and special programming for 4-14 year old children promoting bike safety and healthy lifestyles (good food choices, exercise, and staying tobacco free) with token prizes for answering health related questions.

- In collaboration with another hospital and several other organizations, sponsor a biannual End of Life Conferences for healthcare providers and members of the public
- In collaboration with Iowa State University Extension, Baum Harmon Mercy Hospital and Clinics sponsors, facilitate and deliver an Exploring Medicine Camp for students entering grades 6, 7, and 8. This camp explores all facets of patient care and healthcare careers as well as promotes good choices by the participants (not texting while driving, bicycle and scooter safety) by following "patients" from EMS services through all hospital departments with hands-on experiences in many areas of the hospital. A maximum of 20 students can participate each summer in the camp that runs 4 consecutive afternoons in early August.
- Making CPR and First Aid classes available on request to other organizations.

ANTICIPATED IMPACT OF THESE ACTIONS:
1. Exposure of patients to health information while in the waiting room and waiting for the provider to come into the exam room. Messages encourage patients to ask questions to increase understanding of their diagnosis and plan of care, the importance of complete and accurate medication listings and opportunities to obtain assistance with medications and access to healthcare services.
2. Children of various ages attending the O'Brien County Fair will participate in fun activities that encourage the kids to make healthy and safe choices about safety, food and tobacco use.
3. Participants in the End of Life Conference will have a better understanding of the challenges and choices involved in of end of life care for loved ones and themselves including support services available, the role of living wills and durable powers of attorney, organ and tissue donations, decisions about aggressive treatments versus comfort care, home health and hospice care and family dynamics at the end of life.
4. The Exploring Medicine Camp promotes healthy and safe choices among participants and exposure to all types of healthcare careers, not just the roles of physicians and nurses.
5. Increase the number of individuals with current CPR and First Aid training.

PLAN TO EVALUATE THE IMPACT:
1. It is difficult to quantify the effect of the TV messaging in the waiting and exam rooms, but we are seeing more patients with complete and accurate medication lists and bringing their medications to their appointments.
2. The hospital's booth at the O'Brien County Fair is one of the most popular among targeted children to the point that we have been required to limit prizes to one per day per student.
Even so, we have many repeat visitors to our booth and children will tell us things like: "I wear my bike helmet all the time" and "I will never smoke and told my Dad he should stop smoking". About 350 prizes are given away each year at the fair and we usually exhaust our supply.

3. The committee organizing the End of Life conference completes a formal evaluation process at the completion of the conference.

4. The committee organizing the Exploring Medicine Camp asks the participants to evaluate the program and they also meet as a committee to identify successes and opportunities for improvement.

5. Each program is evaluated at completion by the participants.

**PROGRAMS AND RESOURCES THE HOSPITAL PLANS TO COMMIT:** Use Community Benefit Funds, grant dollars and local operating funds to promote Health Education in our communities.

**COLLABORATIVE PARTNERS:** Potential partners include the BEECIN Foundation, ISU Extension, Mercy Medical Services and our grant funding partners

---

**CHNA IMPLEMENTATION STRATEGY**  
**FISCAL YEARS 2017-2020**

<table>
<thead>
<tr>
<th>HOSPITAL FACILITY:</th>
<th>Baum Harmon Mercy Hospital and Clinics</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHNA SIGNIFICANT HEALTH NEED:</td>
<td>Community Building Activities that support the health and well-being of community members.</td>
</tr>
<tr>
<td>CHNA REFERENCE PAGE:</td>
<td>31-33</td>
</tr>
<tr>
<td>PRIORITIZATION #:</td>
<td>4</td>
</tr>
</tbody>
</table>

**BRIEF DESCRIPTION OF NEED:** Community Building Activities is a broad category of activities that support a number of projects within our services area—this support includes early childhood care and education, support of specific projects and purchases by local EMS services and support of other types of community building activities and safety enhancing projects by communities and school systems including local scholarships.

**GOAL:** Support projects and activities that build communities
**OBJECTIVE:** Support service area communities and schools with activities that are important to them and meet community-defined needs.

**ACTIONS THE HOSPITAL FACILITY INTENDS TO TAKE TO ADDRESS THE HEALTH NEED:**
- Support organizations such as the local chambers and business community organizations through contributions of time and dollars to specific projects benefiting these small towns.
- Support the provision of childcare services and early childhood education in an area known to be short of state-certified daycare facilities and especially daycare for infants.
- Support for local school districts with activities promoting safe recreational opportunities and sports participation.
- Financial support for the local EMS services by assisting with the purchase of specific types of equipment (monitor/defibs, power cots and stair chairs as examples).

**ANTICIPATED IMPACT OF THESE ACTIONS:**
- Communities recognize the support of Baum Harmon Mercy Hospital and Clinics to activities and projects important to their citizens.
- The hospital supports Kid’s Kampus by offsetting their operational deficit to insure well-organized, state certified childcare services to families from the service area.
- Students will have more and safer equipment for participation in organized sports and safe options for post prom celebrations.
- Local volunteer EMS services will have modern and up-to-date equipment that supports timely response to emergent situations and safety for the volunteers when moving and evacuating patients.

**PLAN TO EVALUATE THE IMPACT:**
These actions are evaluated by completion of projects funded (usually in collaboration with many other donors), equipment purchased and events held.

Offsetting the operational deficit of Kid's Kampus support early childhood education and daycare services that are vital to the community, its families and local businesses.

**PROGRAMS AND RESOURCES THE HOSPITAL PLANS TO COMMIT:** Use Community Benefit Funds, grant dollars and local operating funds to support outlined activities.

**COLLABORATIVE PARTNERS:** Potential partners include Local Chambers and business organizations, Kid’s Kampus Parent’s Committee, local school districts, local Emergency Medical Services Teams, Mercy Medical Services, and our grant funding partners.