

## **Community Health Needs Assessment – ProMedica Bixby Hospital**

- 1. Mission Statement:** ProMedica’s Mission is to improve your health and well-being.
- 2. Hospital Service Area:**

The hospital service area includes Lenawee County(s), located in the southeastern region of the Michigan. The total population is estimated at 100,801. The Hospital also serves Monroe and Hillsdale County residents on a limited basis. The populations of these counties are 152,949 and 46,212 respectively. The majority of the activity from these two bordering counties is centered around summer months traffic in the Irish Hills Lakes area as well as the walk-in clinic in the southwest portion of the county serving Hillsdale residents located to the east of that county. ProMedica Bixby Hospital is one of two hospitals located in Lenawee County. The second hospital being ProMedica Herrick Hospital. The hospital has worked to actively recruit primary care physicians and specialists to meet the growing needs of the community we serve. Over the past year we have recruited two OB-GYN practitioners (one being a replacement) an offer has been made for a primary care physician, an offer has been made for an endocrinologist and contract established to provide 24/7 cardiology coverage

- 3. Participants and Hospital role:**

In the process of meeting the needs of our diverse community and in keeping with our strategic plan, ProMedica Bixby Hospital participated in meetings with the local Department of Health in Lenawee County as well as community stakeholders, business leaders and planning groups to conduct our formal community health assessment. In an effort to bring local initiatives together, ProMedica Bixby formed a community network for the purpose of conducting comprehensive community assessment. Bixby applied for and was awarded an \$85,000 HRSA grant to be used to engage the services of the Hospital Council of Northwest Ohio. The process of this assessment will kickoff at a network meeting scheduled June 9, 2011. The data from this assessment will be utilized in a community wide strategic planning process for improving public health. The assessment process to date led to an increase in partnerships to address the three health priority areas identified in 2010. The top priority areas include: heart disease, diabetes and obesity. Network partners include: Lenawee Boys & Girls Club, Substance Abuse Prevention, Lenawee Great Start, Communities in Schools, Family Medical Clinic, Goodwill, Community Mental Health, Lenawee Affordable Housing, Lenawee Intermediate School District, Sienna Heights College, Lenawee Health Department, Catholic Charities, YMCA, Center on Aging, Hispanics of Lenawee Alliance and members of the Bixby and Herrick Hospital staff. Discussions with community groups and strategic planning have led to the development of programs and services essential to meet the needs of our growing community. It is anticipated that the expanded county assessment will further advance

the program development and partnerships to meet the identified needs. The community network meets on a minimum of once per month with more frequency during assessment and strategic planning stages. The purpose of these meetings is to support the effort to expand education and resources for groups while focusing on the priority areas identified. The attendance of staff on the various committees as well as community activities and health fairs contribute to the public notification process. ProMedica Bixby Hospital also operates a public website to alert the public of upcoming events and health screenings: [www.promedica.org/bixby](http://www.promedica.org/bixby)

#### **4. Identification of Public Health Priorities:**

The three priority areas identified in the hospital's most recent community health needs assessment include: heart disease, diabetes and obesity. The priority areas were established through consensus and discussion among hospital administration and input from community partners through our Board of Directors. Goals include:

- \* Expand services available for obese adults and children
- \* Expand care capacity for health nutrition / lifestyle education through DIET FREE
- \* Explore opportunities for healthy nutrition / cooking through Gleaners Food Bank
- \* Increase the number of community education presentations
- \* Improve and expand opportunities for physician activity.
- \* Expand health screenings for blood glucose and lipid profiles.
- \* Encouraged Boys and Girls Club to apply for a grant from the Toledo Area Community Foundation to fund and support Backpack Buddies program to provide school age children with nutrition food for the weekend.
- \* Increase the number of community education presentations
- \* Improve opportunities for physician activity.
- \* Improve access to Primary and specialty care providers
- \* Increase the number of Primary and specialty care providers

#### **5. Update on the Plan of Action:**

Bixby Hospital has been successful in:

- 1) Provided Community health screenings for blood glucose and lipid profiles to 665 individuals in 2010 with 350 being lipids and 315 glucose.
- 2) As noted in the Lenawee County Health Assessment, even though heart disease remains the leading cause of death, a reduction of 15.4 per 100,000 has been noted in the age adjusted mortality rates
- 3) Physician shortages and challenges create barriers to accessing specialty care providers. In 2010 a Women's Health Center was opened at the campus of Herrick Hospital with the centralizing of diagnostic services for women for both Bixby and Herrick Hospitals. This center was founded on the basis that all women in the county have the right to access care close to home. No woman is denied care.

4) The shortage of primary and specialty providers restricts access to care. This need led to the collaboration of both Bixby and Herrick Hospitals with the Family Medical Clinic which provides care to Medicaid and uninsured residents of the county. These shortages coupled with the widespread lack of preventive care services have an impact on our rural community's ability to access services. In recognizing the insufficient primary care capacity, the Hospital recruited one primary care providers in 2009.

5). Bixby Hospital, are connecting community physicians with a new electronic health system. This new system allows for a secure electronic service for exchanging health information among the hospital and physicians. This plan improves healthcare delivery and promotes quality care.

#### **6. Dissemination of the Report to the Public:**

Bixby Hospital distributes the community health needs assessment through the website: [www.promedica.org/](http://www.promedica.org/). Additional county data may be found at [http://www.hcno.org/health\\_assess.htm](http://www.hcno.org/health_assess.htm) In addition the hospital develops newsletters and media to keep the community informed of hospital events and screenings.

#### **7. Changes Impacting Community Health, Provision of Charity Care, and Access to Services:**

In recognition of the need for primary care services to meet the needs of our community, the hospital acquired additional physician practices, recruited new physicians and expanded current practices. As a result, the community has the opportunity to access care even if uninsured or underinsured. The expansion of physician practices in the past two years includes two OB-GYN (one a replacement)

#### **8. Financial Aid Program:**

Bixby Hospital has worked on multiple programs and processes to assist the uninsured over the past year. In an effort to better meet the needs of the community, a review of the financial aid program and uncompensated care was undertaken and Bixby Hospital increased the threshold for uncompensated care eligibility to 0-400% of the current year Federal Poverty Guidelines. The plan allows for improved access to facilitated enrollment programs through increased collaboration with service agencies. In addition, the hospital employs a Financial Counselor to assist uninsured individuals with program options that may provide better health coverage. The hospital continues the prompt pay discount program to offer higher discounted percentages for those individuals uninsured or ineligible for other financial assistance programs. Bixby Hospital partnered with the Michigan Department of Social Services in support of placing a Medicaid eligibility specialists within the hospital with some cost sharing between organizations.

