

Community Health Needs Assessment Response



Social Determinants of Health



Addressing Social Determinants of Health

White Mountain Regional Medical Center is dedicated to addressing all five Social Determinants of Health (SDOH) to ensure comprehensive and equitable care for our patients. We will implement rigorous screening protocols for all admitted inpatients to identify any positive indicators of SDOH. These determinants include food insecurity, interpersonal safety, housing insecurity, transportation insecurity, and utility difficulties.

Patients who test positive for any of these five SDOH will be referred to our dedicated case manager at White Mountain Regional Medical Center. The case manager will engage with these patients to discuss available resources within our community, providing tailored support to address their specific needs. This may include connecting patients with food assistance programs, safety resources, housing support services, transportation solutions, and utility assistance programs. Attached you will find the current community resources that we can refer our patients to.

By proactively addressing these determinants, we aim to improve patient outcomes, enhance overall well-being, and foster a healthier community. Our commitment to this initiative reflects our dedication to providing holistic care and supporting the diverse needs of our patient population. We believe that by addressing these critical factors, we can significantly impact the health and quality of life of those we serve.

The Big 5

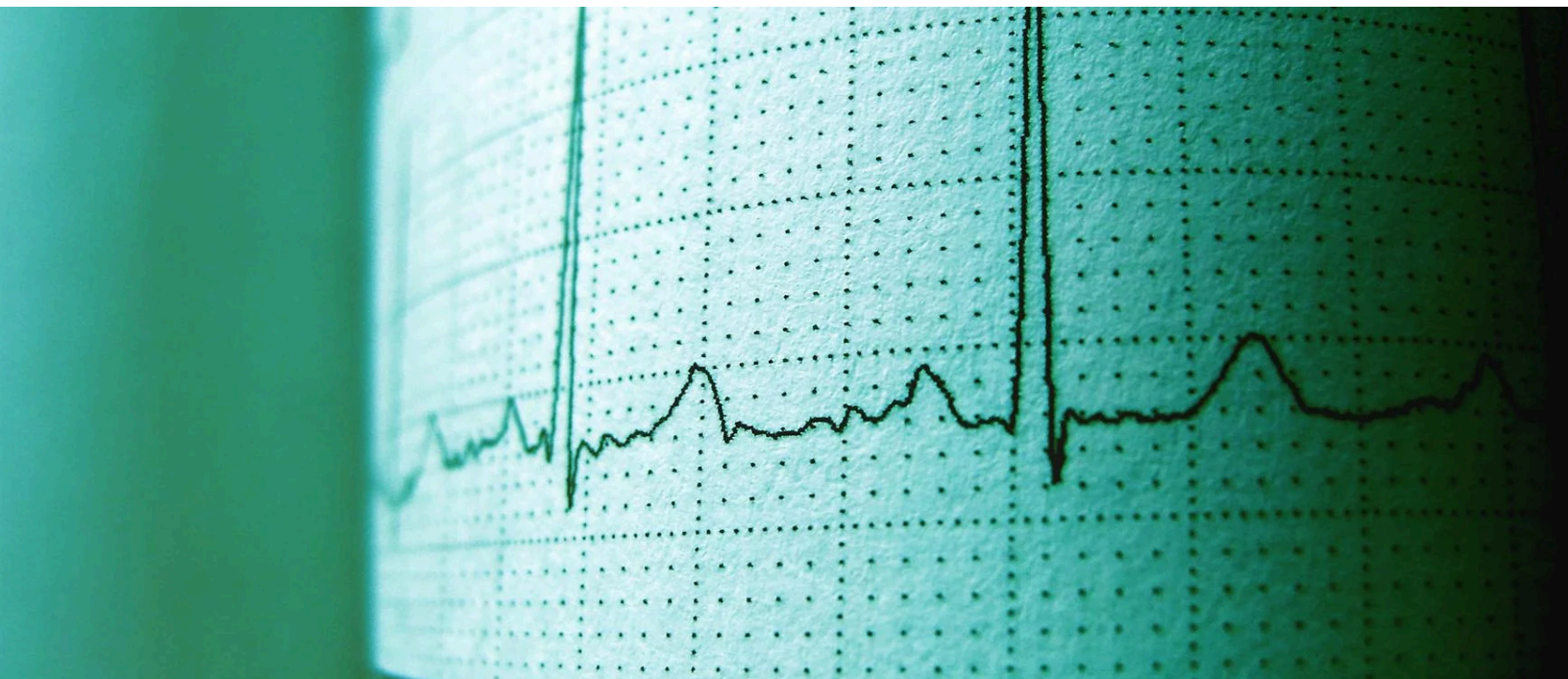
In addition to the Health Education pages listed in the 2024 Community Health Needs Assessment (CHNA), which will assist White Mountain Regional Medical Center (WMRMC) in addressing the most pressing health concerns identified in our community for 2024, WMRMC has developed a comprehensive strategy to address these needs. The comprehensive strategy includes but is not limited to the following initiatives:

1. Mental/ Behavioral Health- Offer Mental Health Capabilities by:
 - Providing Clinical Telepsychiatry services to ensure accessible and timely psychiatric care.
 - Offering Clinical Counseling services to support the mental and emotional well-being of patients.
2. Alcohol/ Drugs- Effective treatment for alcohol and drug addiction typically involves a combination of approaches tailored to the individual's needs. These needs are outlined in the Health Education section of our 2024 CHNA and are being strategically developed by White Mountain Regional Medical Center in collaboration with our partners to address this critical issue.
 - White Mountain Regional Medical Center will also address the needs of our community regarding alcohol and drugs through the following initiatives:
 - Providing clinical telepsychiatry services to ensure accessible and timely care for individuals struggling with alcohol and drug abuse.
 - Offering clinical counseling services to support access to timely care for individuals struggling with alcohol and drug abuse.
3. Women's Health- Enhance and expand the Women's Health Program to provide comprehensive, high-quality care for women at all stages of life.
 - Offer mobile mammography screenings events to make yearly testing more accessible for women.
 - White Mountain Regional Medical Center is committed to expanding our offerings in women's health. To achieve this, we will provide comprehensive education and training for our healthcare providers. This initiative aims to enhance their knowledge and skills in women's health, ensuring they are equipped to offer a broader range of services and address the unique needs of our female patients. By investing in the education and development of our providers, we aim to enhance the quality and scope of women's health services offered at White Mountain Regional Medical Center, ultimately improving patient outcomes and satisfaction.



The Big 5– Continued

4. Smoking/ Tobacco/ Vaping- White Mountain Regional Medical Center will address smoking tobacco and vaping most effectively by involving a combination of evidence-based strategies tailored to the needs of individuals. Best practices for both smoking and vaping cessation:
 - Offering clinical counseling services to support access to timely care for individuals struggling with smoking, tobacco, and vaping.
 - Providing education to providers for the FDA-approved medications, such as nicotine replacement therapy (NRT), bupropion, and varenicline, can significantly increase the chances of quitting. These medications help manage withdrawal symptoms and reduce cravings.
 - Offer resources such as quitlines and support services.
 - Education as listed in the 2024 CHNA
5. Heart Disease- Enhance and expand Cardiology services at WMRMC by:
 - Broadening the scope of Cardiology services offered at the WMRMC Rural Health Clinic.
 - Further developing opportunities for Cardiology consultations on our Medical/Surgical Floor.
 - Utilizing advanced Cardiac CT technology to improve diagnostic capabilities for cardiac patients within our service area.
 - See Health Education Priority Page in the 2024 CHNA.



Emerging Themes

In addition to the Big 5, the following themes emerged from the survey prompting a response to the needs of our community.

1. Specialty Care Access

- Attached you will find the report titled "Expanding Our Services" from White Mountain Regional Medical Center's 2025-2027 Strategic Plan. These initiatives have been developed to expand access to specialty services within our area.
- Please note that not all requests for specialty care access, such as obstetrics, neurology, and gastroenterology, will be addressed due to financial constraints and limited resources. White Mountain Regional Medical Center has formulated the "Expanding Our Services" plan with careful consideration of community needs, health needs assessment, and the availability of resources.

2. Urgent Care Services-

- White Mountain Regional Medical Center is currently unable to offer urgent care services in our area. To mitigate the strain on the Emergency Department, our Rural Health Clinic will be equipped with additional providers and enhanced walk-in availability.

3. Mental Health and Substance Abuse Services

- See above for the "Big 5" response for both Mental/ Behavioral Health and Alcohol/Drugs.

4. Affordability of Healthcare

- White Mountain Regional Medical Center provides MD Save, a program designed to significantly reduce the cost of healthcare services for individuals in need, including those without insurance. This initiative ensures that essential medical care is accessible to all members of our community.
- Our Rural Health Clinic offers a sliding fee schedule to accommodate individuals who require financial assistance. This flexible payment option is intended to make healthcare services more affordable and accessible to those facing economic challenges.
- White Mountain Regional Medical Center offers an uninsured discount to eligible individuals. This discount is available to those who qualify, further supporting our commitment to providing affordable healthcare to all patients, regardless of their insurance status.



Emerging Themes– Continued

5. Provider Retention and Quality of Care

a. Included in the White Mountain Regional Medical Center Strategic Plan includes formulating and executing a comprehensive physician retention and engagement program that includes the following:

- Devise a detailed plan for onboarding and integrating physicians into both the community and the organization.
- Enhance educational initiatives and expand leadership development opportunities for medical staff.

b. Quality of Care

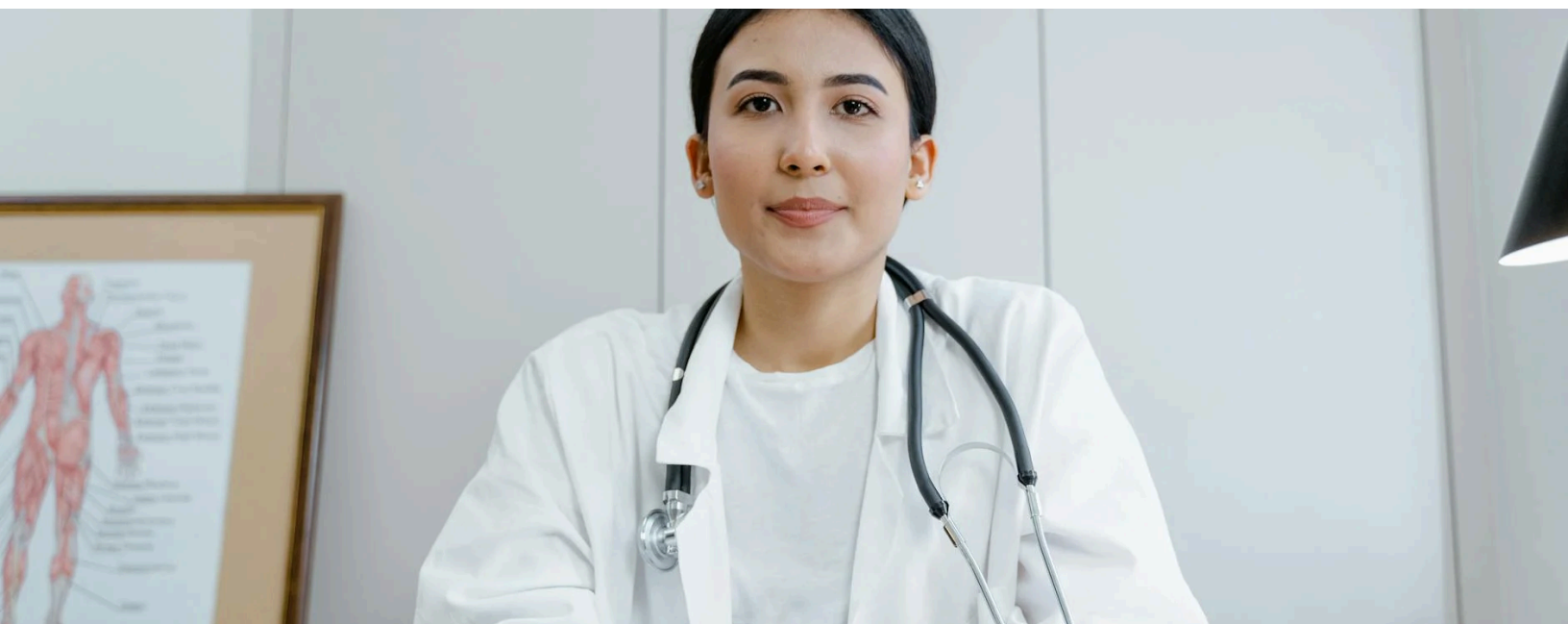
- See attached for the White Mountain Regional Medical Center “Continual Quality Improvement & Patient Safety” strategic outline.

6. Healthcare Access and Infrastructure

- The White Mountain Regional Medical Center Strategic Plan includes the exploration of telemedicine capabilities to significantly enhance patient access to care, improve health outcomes, and streamline healthcare delivery. Given affordability of the program, access to healthcare will continue to become more available to our service area.

While White Mountain Regional Medical Center is committed to addressing all the needs of our community, financial constraints and limited resources impact our ability to do so comprehensively. Therefore, our key focus will be on addressing the needs outlined in the Community Health Needs Assessment, specifically the social determinants of health, the “Big 5” identified in the assessment, and the six indicators listed above.

All other indicators outlined in the Community Health Needs Assessment will be considered based on community needs and the availability of resources and funding. Our strategic approach ensures that we prioritize the most critical areas while remaining adaptable to address additional needs as resources permit.



Continual Quality Improvement & Patient Safety

Strategy: Apply evidence-based strategies to enhance quality and ensure patient safety.

1. Create and permeate throughout the organization a just and accountable culture.
2. Increase staff willingness to report events that impact or could impact patient safety.
3. Research and identify clinical guidelines and protocols that have been proven effective through rigorous studies and trials. Utilize resources like Lippincott and UpToDate to access comprehensive guideline summaries that are based on the latest evidence.
4. Implement bedside medication scanning and shift reporting on the Medical/Surgical Unit.
5. Maintain Narcan dispensing in the Emergency Department and use these interactions to educate the patients about Interventional Pain Management services when appropriate.
6. Establish a WMRMC Clinic Lean team to assess and improve potential operational enhancements with a focus on:
 - Improving Communication
 - Streamline Appointment Scheduling
 - Lab Draws (Interface)
7. Implement comprehensive strategies to enhance patient satisfaction scores. This initiative will encompass:
 - Expand regular patient feedback surveys to identify areas for improvement.
 - Providing continuous training for staff on patient-centered care and effective communication.
 - Streamlining processes to reduce wait times and improve overall patient experience.
 - Enhancing the physical environment of the facility to create a more welcoming and comfortable atmosphere.
 - Implementing advanced technology solutions to facilitate seamless patient interactions and care coordination.
 - Offering personalized care plans that address the unique needs and preferences of each patient.

Key Performance Indicators

Voluntary Turnover Rates

Patient Satisfaction/ PressGaney Scores

Number of Occurrence Reports

Minimize Medical Errors/
Documentation Errors

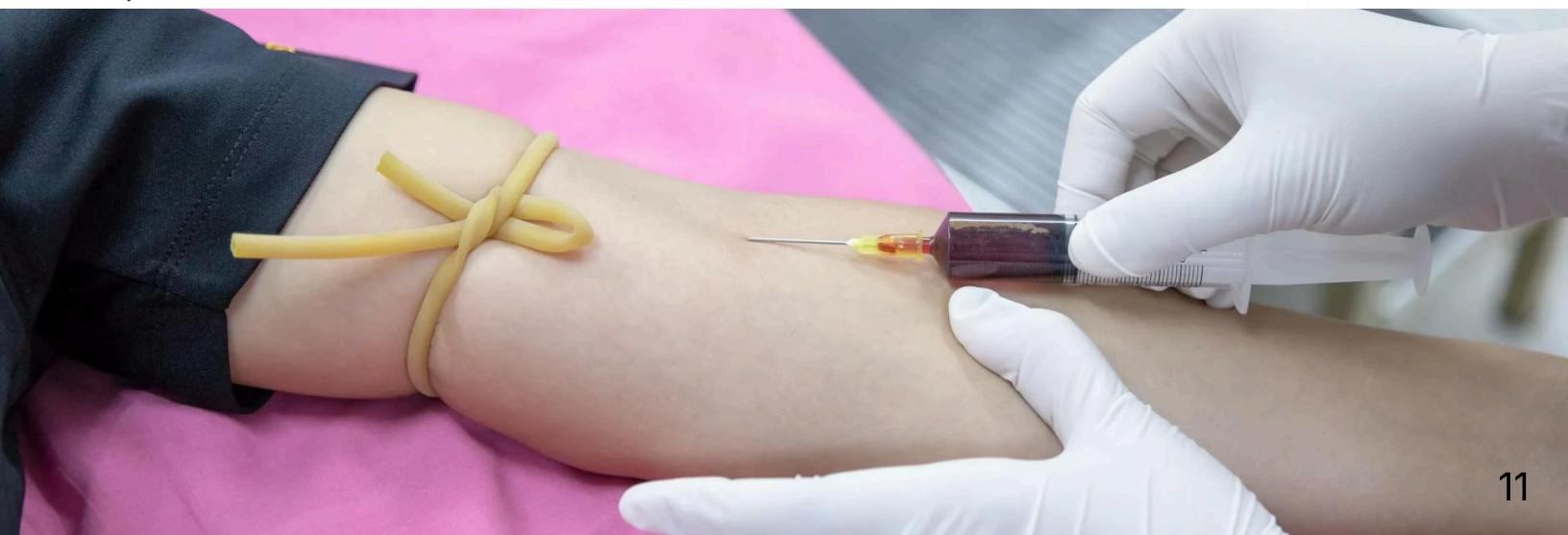
Engagement/
Participation



Expanding Our Services

Strategy: Create a comprehensive strategy to expand health services that meets the needs of our community and ensures sustainable growth.

1. Enhance and expand Cardiology services at WMRMC by:
 - Broadening the scope of Cardiology services offered at the WMRMC Rural Health Clinic.
 - Further developing opportunities for Cardiology consultations on our Medical/Surgical Floor.
 - Utilizing advanced Cardiac CT technology to improve diagnostic capabilities for cardiac patients within our service area.
2. Continue to expand Surgical Services by:
 - Increasing the scope and variety of Pain Management services and procedures.
 - Enhancing the complexity and volume of orthopedic cases.
 - Explore broadening ophthalmology cases and service area.
 - Broaden the scope of surgical services by offering gastroenterology cases.
3. Explore telemedicine capabilities to significantly enhance patient access to care, improve health outcomes, and streamline healthcare delivery.
4. Grow the Chronic Care Management Program to improve patient outcomes and enhance the quality of care for individuals with chronic conditions.
5. Expand Home Visit Program
 - Become the provider of choice at Villa Escudilla and the Beehive through the expansion of our Home Visit Program.
6. Offer mobile mammography screenings events to make yearly testing more accessible for women.
7. Enhance and expand the Women's Health Program to provide comprehensive, high-quality care for women at all stages of life.
8. Enhancing preventive care and developmental support for children.
9. Explore the potential for expanding the Swingbed program to include additional insurance providers.
10. Enhance and expand our endocrine services in collaboration with our new nurse practitioner. This initiative will include:
 - Developing comprehensive treatment plans for endocrine disorders.
 - Offering specialized clinics for diabetes management, thyroid disorders, and other endocrine conditions.
 - Providing patient education and support programs to improve self-management and outcomes.
 - Integrating advanced diagnostic tools and technologies to enhance care delivery.
11. Offer Mental Health Capabilities by:
 - Providing Clinical Telepsychiatry services to ensure accessible and timely psychiatric care.
 - Offering Clinical Counseling services to support the mental and emotional well-being of patients.



Increase Community Engagement

Strategy: To become the community provider of choice by building knowledge of services, patient education and community opportunities for empowering a healthier community.

1. Enhance communication that promotes WMRMC as a leader in healthcare.
2. Expand academic and community partnerships to enhance and promote WMRMC workforce and talent acquisition initiatives, programs and resources.
3. Engage in partnerships and outreach initiatives with local schools, senior centers, and facilities.
4. Enhance outreach and marketing efforts for the WMRMC Health Fair.
5. Promote community health and safety through educational outreach:
 - Cardiopulmonary Resuscitation (CPR) Training
 - Stop the Bleed
 - Diabetes Education
6. Implementing quarterly community outreach and marketing initiatives by various services at WMRMC.
7. In accordance with CMS guidelines, undertake a comprehensive Community Health Needs Assessment (CHNA) to ascertain the health needs and priorities of the community.
8. Maintain an unwavering focus on our mission: "Empower a Healthier Community".
9. Develop and engage in public policy initiatives that promote healthcare access and equity. This includes:
 - Advocating for top priorities with legislative bodies, regulatory agencies, and judicial entities to ensure favorable outcomes.
 - Effectively representing our interests to policymakers through strategic advocacy efforts.
 - Building and nurturing relationships, partnerships, and coalitions to advance our policy agenda and create a unified voice for change.

Key Performance Indicators

Increased Visits

Partnerships/Outreach

Educational Opportunities

Workshops

