Brattleboro Memorial Hospital

Community Health Needs Assessment (CHNA)

FY2017 Report to Green Mountain Care Board

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Background

- Hospitals under the Affordable Care Act (ACA) are required to conduct a Community Health Needs Assessment (CHNA) every three years

- Most recent assessment completed in 2015

- Opportunity to engage the community and partner with other providers to identify and address health concerns and needs

- Utilized consumer surveys, focus groups, and population health indicators

- CHNA, Implementation Plan, and 2016 update are located on BMH website

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Priorities identified in 2015 CHNA

Priority	Community Need
High Priority	• Mental Health • Obesity • Substance Abuse
Medium Priority	• Aging • Dental Health • Difficulty Navigating Healthcare System
Low Priority	• Transportation • Culturally Competent Medical Staff

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Mental Health

- Integrated Communities Care management (ICCM) project resulted in decrease in ER visits for patient with mental health/substance misuse diagnosis

- Medical Group conducts depression/mental health screenings and refers positive screens to the Community Health Team

- Just So Pediatrics has embedded Health Care & Rehabilitation Services (HCRS) mental health clinician one afternoon a week

- Just So Pediatrics participates in Collaborative Office Rounds (COR) organized by the Brattleboro Retreat

- Regional Psychiatric Strategy Group was formed and is chaired by Dr. McGraw, CMO. Includes representation from BMH, HCRS, and the Brattleboro Retreat

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Obesity

- Participation in VT Child Health Improvement Project (VCHIP) aimed at early intervention with childhood obesity
- BMH continues to support full time CHT Health Coach
- Taking Off Pounds Sensibly (TOPS) program held weekly
- CHT offers walking groups, cooking classes, yoga, and Tai Chi to the community and staff
- Early adopter of RiseVT expansion
- CHT participates in the Hunger Council, Health Coach works with community partners to make "the healthier choice, the easier choice"
- Employee wellness program is a 2017 strategic initiative

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Substance Misuse

- Screening, Brief Intervention, and Referral to Treatment (SBIRT) piloted in Brattleboro Family Medicine
- Continued focus on Care Coordination for complex patients via Complex Care Committee (CCC) and Interagency Care Management (ICM)
- BMH is Administrative Entity for Windham County Spoke Program to provide Medicated Assisted Treatment (MAT) through the VT Blueprint for Health
- Dr. Morrison, Putney Family Healthcare, now providing MAT. Additional support (RN/LMHC) is provided through the Spoke Program

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Substance Misuse

- BMH Medical Group Medical Director, Dr. Blofson, chairs the BMH Narcotics Task Force

- Monthly Rx Abuse Prevention (RAP) meetings

- Quarterly Pharmacist/Medical Staff meeting hosted by BMH Narcotics Task force in collaboration with Brattleboro Area Prevention Coalition

- Medical Group provides screening for and outreach to patients taking controlled substances

- CRAFFT screening tool for adolescents is used in Pediatric Practice

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Aging

- Post-Acute Care Department provides quality care to elders in Skilled Nursing Facilities. Hired a second full time Nurse Practitioner to better serve this population. Multiple ongoing quality initiatives

- Regional Clinical Performance Committee initiative has increased the utilization of Medical Hospice and increased focus on quality at end of life

- Brattleboro Area Hospice's "Taking Steps" program provided education to Primary Care Providers about Advance Directives. Medical Group developed workflow to ensure patients over 65 have an Advance Directive

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Aging

- New fall risk score implemented in the ED

- Training provided to EMS/first response regarding assessment for falls related to prescribed medication

- Increased efforts by BMH Medical Group to increase rate of flu vaccinations for seniors

- Increased collaboration between CHT and Support and Services at Home (SASH). Both teams participate in Interagency Care Management (ICM) and meet monthly to review cases

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Dental Health Problems

- BMH hosted meeting in December 2016 facilitated by United Way that included local dentists, VDH, the Walk-in Clinic, and existing organizations involved in support of dental healthcare

- BMH continues to support United Way dental initiatives, including Windham County Dental Day

- Just So Pediatrics has initiated the fluoride varnish program and conducts water testing for fluoride

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Difficulty Navigating the Healthcare System

- Continued support of Community Resource Liaison position
- Continued support of Patient Experience position
- Work started on an online, internal community resource guide
- Needs assessment conducted to evaluate needs of community members experiencing homelessness, resulting in "Healthcare for the Homeless" project in partnership with Groundworks Collaborative
- Continued support of Care Coordination in Medical Group and CHT, including Vulnerable Populations Care Coordinator
- Respite bed for patients experiencing homelessness

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Transportation

- CHT participation in Elderly & Disabled (E&D) meetings held regularly at the Current offices in Rockingham

- BMH worked with Stevens & Associates to identify opportunities for improvements in parking resulting in over 40 new parking spaces with emphasis on handicapped and mobility impaired spaces

- BMH supported VTRANS grant for expanded bus service; unfortunately grant was not funded

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Culturally Competent Medical Staff

- BMH took the "Pledge to Act to Eliminate Health Care Disparities" spearheaded by the American Hospital Association
- Staff members from various departments have attended "Bridges out of Poverty" training. Considering internal training program
- Health needs assessment conducted for our community members experiencing homelessness
- Vulnerable Population Care Coordinator was hired in November 2016 and is embedded part time at the Drop-In center. Works collaboratively with Groundworks clients and staff to improve access for this population

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