

SPRINGFIELD HOSPITAL 2022 COMMUNITY HEALTH NEEDS ASSESSMENT (9/30/22)
IMPLEMENTATION STRATEGY

(Approved by Springfield Hospital Board of Directors 2-13-23)

The 2022 Community Health Needs Assessment can be found online at the following link:

<https://springfieldhospital.org/community-health-needs-assessments/>

The following strategies respond to community health issues found on pages 2 and 3 of the report.

COST OF HEALTH CARE SERVICES, AFFORDABILITY OF HEALTH INSURANCE, PHARMACEUTICALS (RX)

- Evaluate the current Financial Assistance Policy, update as approved by Board of Directors.
- Promote the availability of Springfield Hospital financial assistance program.
- Establish on-site training program for financial assistance counselors to visit the relevant hospital departments to review financial assistance programs and the referral processes.
- Collaborate on public relations efforts regarding community services, raising awareness for ACA premium subsidies, free vaccines (including shingles and Tdap), insulin cap costs, and other community support services to help alleviate financial burden.
- Explore opportunities for patient experience focus groups regarding service access and patient satisfaction.
- Explore financial assistance for Adult Day programs for non-Medicaid and out-of-state clients.
- Review fee schedule for Adult Day financial assistance.

AVAILABILITY OF PRIMARY CARE AND SPECIALTY MEDICAL SERVICES

- Collaborate with primary care providers regarding improving access to primary care services.
- Conduct further data analysis regarding barriers to and opportunities for improving ‘access to specialty medical care.’
- Review of referral process eligibility criteria in VT regarding appropriate level of care.
- Research solutions to EMS transport challenges regarding availability and payment guarantees.

AVAILABILITY OF MENTAL HEALTH SERVICES

- Evaluate admission, referral and promotional processes for The Windham Center.
- Collaborate with primary care, regional agencies and schools regarding improving access to mental health for children and adults.
- Explore opportunities for a CMS waiver regarding limitations on distinct part units for critical access hospitals.
- Develop an analysis tool regarding the effectiveness of mental health and substance use disorder referrals and continued level of patient engagement.
- Raise awareness for local support groups regarding mental health needs.

Springfield Hospital

2022-23 CHNA Implementation Strategy

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SOCIO-ECONOMIC CONDITIONS AFFECTING HEALTH AND WELL-BEING, SUCH AS HOUSING, HEALTHY FOODS, AND AFFORDABLE CHILD CARE.

- Continue to participate in offering monthly food deliveries to assist area residents.
- Support local housing and child care initiatives.

ALCOHOL AND DRUG USE PREVENTION, TREATMENT AND RECOVERY

- Collaborate with local health care providers, schools and other social service agencies to improve access to services.
- Work with local agencies to help overcome gaps in services – for example detox, residential treatment, and recovery housing.
- Raise awareness for local support groups for drug and alcohol use prevention, treatment and recovery.

AFFORDABILITY AND AVAILABILITY OF DENTAL CARE SERVICES

- Work with local primary care and dental offices to refer Emergency Department patients for preventive dental care services.
- Collaborate with community resources to increase awareness for assistance they offer in accessing dental services.

HEALTHCARE WORKFORCE SHORTAGE

- Explore options for grant funding for education and training initiatives.
- Collaborate with area educational institutions regarding healthcare training programs.
- Explore statewide initiatives and distance learning opportunities for health care jobs training.
- Continue Springfield Hospital's scholarship program for health care career education.
- Develop creative offerings including flexible scheduling, bonuses, etc.
- Continue ongoing review and implementation of compensation/benefits packages within budget availability.