

IMPLEMENTATION PLAN

Addressing Community Health Needs

Benefis Teton Medical Center – Choteau, MT

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The Implementation Planning Process

The implementation planning committee – comprised of Benefis Teton Medical Center’s leadership team – participated in an implementation planning process to systematically and thoughtfully respond to all issues and opportunities identified through the Community Health Needs Assessment (CHNA) process. The facility conducted the CHNA process in conjunction with Teton County Health Department (TCHD) and Teton County Mental Health Local Advisory Council (LAC).

The CHNA was performed in the Spring and Summer of 2017 to determine the most important health needs and opportunities for Teton County, Montana. “Needs” were identified as the top issues or opportunities rated by respondents during a prioritization process with community stakeholders upon reviewing key informant survey and focus group data, and secondary data available for Teton County (see page 12 for a list of “Needs Identified and Prioritized”). For more information regarding the needs identified, as well as the assessment process/approach/methodology, please refer to the Teton County Community Health Needs Assessment and Improvement Plan (CHNA-IP) report, which is posted on the facility’s website (<http://tetonmedicalcenter.net/>).

The implementation planning committee identified the most important health needs to be addressed by reviewing the CHNA-IP, its secondary data, community demographics, and input from community representatives representing the broad interest of the community, including those with public health expertise (see page 8 for additional information regarding input received from community representatives).

The implementation planning committee reviewed the priorities set by the community and determined which needs or opportunities could be addressed considering Benefis Teton Medical Center’s parameters of resources and limitations. The committee then further prioritized the needs/opportunities using the additional parameters of the organizational vision, mission, and values, as well as existing and potential community partners. The committee then set goals, strategies and activities, as well as discussed the general approach to meeting each stated goal (i.e. staff member responsibilities, timeline, potential community partners, anticipated impact(s), and each performance/evaluation measures).

BTMC will be addressing each prioritized health needs as determined through the community assessment process, prioritized by the Community Stakeholders committee:

1. Access to Healthcare
2. Healthy Aging for Seniors
3. Mental Health

In addressing the aforementioned issues, Benefis Teton Medical Center seeks to:

- a) Improve access to healthcare services;
- b) Enhance the health of the community;
- c) Advance medical or health knowledge

Benefis Teton Medical Center’s Mission:

Benefis Teton Medical Center is an institution which provides a quality, stable, efficient, and caring healthcare environment to all those we serve.

Implementation Planning Committee Members:

- Louie King – President, Benefis Teton Medical Center
- Genny Barhaugh – Program Development Director/Public Relations, Benefis Teton Medical Center Foundation
- Susan Murphy – Chief Operating Officer, Benefis Teton Medical Center
- Penny Smoot- Director of Nursing, Benefis Teton Medical Center

Prioritizing the Community Health Needs

The implementation planning committee completed the following to prioritize the community health needs:

- Reviewed the facility's presence in the community (i.e. activities already being done to address community need)
- Considered organizations outside of the facility which may serve as collaborators in executing the facility's implementation plan
- Assessed the health indicators of the community through available secondary data
- Evaluated the feedback received from consultations with those representing the community's interests, including public health and underserved populations.

Benefis Teton Medical Center's Existing Presence in the Community

- Skyline Lodge independent living apartments -- BTMC provider education talks, bi-monthly
- High School student CNA class with scholarships, 1 time per year
- Sponsor of county 3rd grade bike safety rodeo
- Birthday month discount wellness lab program
- Biometric analysis available free for employees, 1 time per year
- Sponsor of 2 high school's sports concussion impact testing
- Physical therapy free assistance to Choteau volleyball program
- In-kind and small cash sponsor of local active life-style programs, including Choteau baseball, track program, 4-H County Fair, July 4th rodeo, Choteau Swim Team, Fairfield Swim Days, Choteau High School weight room.

List of Available Community Partnerships and Facility Resources to Address Needs

- **Benefis Health System** is a comprehensive acute-care hospital system located in Great Falls, Montana.
- **Teton County Mental Health Local Advisory Council (LAC)** is a nonprofit group that meets monthly to explore the needs of the community and how to best increase awareness and reduce stigmas surrounding mental illness.
- **Teton County Health Department** is a county department that provides health, wellness, and prevention services across Teton County.
- **The North Central Montana Area Health Education Center (AHEC)** is a part of a statewide network of Area Health Education Centers created to train, recruit and retain healthcare professionals in rural/frontier Montana. AHEC also provides pipeline programs for high school students to spark interest in pursuing medical careers and staying locally.
- **MSU Nursing Students** work within BTMC to fulfill internships on an average of one student per quarter. Students assist with staff duties and are potentially recruitment prospects for BTMC.
- **HealthCare MT** apprenticeships and specialized CNA training.
- BTMC offers **hiring bonuses** to newly hired employees and their community referrals, incentivizing local recruitment.
- **Local schools** are a source of recruitment for BTMC – both through long term education choices and for current BTMC positions.
- **Educational classes** for local seniors are offered by the BTMC provider team.
- **Northcentral Montana Hospital Alliance** is a consortium of 12 small hospitals working together to improve health care delivery across the northcentral Montana region.
- **Spectrum Medical** provides Oxygen services and durable medical supplies to BTMC and local home health care to qualified patients.
- **Local Emergency Planning Committee (LEPC)** is a Teton County collaborative multi-agency disaster planning team.
- **Teton County Extension** offers health education and preventive health care programs to youth and adults in the community.
- **Central Montana Regional Trauma Committee (RTAC)** is a collaborative region-wide trauma advisory group which meets quarterly and guides BTMC's trauma preparedness education and programs.
- **Experience Works** low income senior work and training program is a federally funded program that serves as a resource for filling BTMC staffing shortages. BTMC provides on-the-job training for these staff prospects.
- **The Montana Hospital Association (MHA)** is a nonprofit organization whose members provide the full spectrum of health care services, including hospital inpatient and outpatient, skilled nursing facility, home health, hospice, physician, assisted living, senior housing and insurance services. Members range from the smallest critical access hospitals providing primary care services in Montana's rural communities to the largest tertiary care hospitals in the state.

- **The Montana Rural Health Initiative** is managed through the Montana Office of Rural Health and Area Health Education Center (AHEC). RHI provides health a wellness resources to rural and frontier communities through tool kits, program profiles and webinars.

Teton County Indicators

Low Income Persons

- 12% of persons are below the federal poverty level

Uninsured Persons

- Teton County residents who are aged 25-34, 35-44 and 55 to 64 are more likely to be uninsured than their peers in Montana or the US.

Chronic Disease Inpatient Hospital Admissions

- COPD
- Cardiovascular disease
- Diabetes (Type 1 and 2)

Elderly Populations

- 22% of Teton County's Population is 65 years and older

Size of County and Remoteness

- 6,064 people in Teton County

Nearest Major Hospital

- Great Falls Clinic and Benefis Health Systems in Great Falls, MT are 55 miles from BTMC.

Public Health and Underserved Populations Consultation Summaries

Public Health Department and Teton County Mental Health Advisory Council – Melissa Moyer, Director, Teton County Health Dept.; Christine Gascon, President Local Advisory Council; Direct consultation and discussion ongoing spring and summer 2017 through collaborative CHNA process and at seven 1 ½ hours weekly Stakeholders Committee meetings. (See page 9 Teton County CHNA-IP for complete list of community health leaders / organizations participating in Teton County Stakeholders Committee meetings.)

- Transportation needs span local population groups (including low income, elderly, mental health patients, people with chronic conditions)
- Access to Care is affected by staffing shortages; health insurance coverage complexities and costs; health care costs; small local population pool, transportation challenges.
- Drugs and alcohol addiction is of major concern, but effecting change is a big challenge.
- Lack of resources, financial as well as human, limits local agencies' ability to deliver health care services in our county.
- Community members' sense of stigma, attitudes of pride or fear, and lack of education affect access to care
- Social determinants of health, i.e. conditions in the environment in which people live, include built environment, economic stability, education, patterns of social engagement, and sense of security. All affect the health status of Teton County residents.
- “In Teton County, the results from the community health status assessment consistently show people who live at 200% of the Federal Poverty Level are more likely to experience poor health, less likely to have health insurance, and less likely to access medical and dental care.” Melissa Moyer, TCHD Director.
- Overwhelmingly, addiction and alcohol/drug abuse are the top concern across the community.
- Access to mental health care is a big problem in our community.
- Good paying jobs, healthy lifestyle choices, and access to healthcare and other services are the top three characteristics Teton County should focus on to improve the overall health of our population. Support for families, jobs, and schools were among the top selections, too.

Focus Group Meeting: People with Chronic Health Conditions ; Melissa Moyer, Director, Teton County Health Dept; May 24, 2016; Choteau; 12 participants

Some health concerns voiced during this meeting:

- Cost of elderly care
- Community's resistance to change
- Lack of choice in health services, especially nursing home care
- High provider turnover
- Lack of knowledge of health services available locally
- Need more specialists
- Need expanded pharmacy and clinic hours
- Need home health services
- Transportation needs
- Cost of insurance
- Lack of mental health services, EMTs, and paramedics

Focus Group Meeting (2) ; Senior Citizens; Melissa Moyer, Director, Teton County Health Dept; July 11 and 24, 2016; Choteau and Power; 21 participants total

Some health concerns voiced during this meeting:

- Attitude and personal choice was mentioned as a barrier to medical services:
“Our Scandinavian and German heritage keeps us isolated, stubborn, and unwilling to ask for help.”
- Lack of transportation
- Lack of senior services
- No specialists
- No surgery locally
- Need to have providers stay longer “to build trust.”
- Transportation to Great Falls needed
- High Insurance costs
- Lack of home health

- Need access to specialty care
- Diabetes
- Cost of healthcare
- Need more options for physical activity

Focus Group Meeting: Youth: Melissa Moyer, Director, Teton County Health Dept; August 8, 2016; Fairfield; 7 participants

Some health concerns voiced during this meeting:

- “If you get to know your provider personally, you feel they care.”
- We need surgery and physical therapy.
- A 24-hour fitness place
- Counseling services for youth and adults
- Mental health, drugs, alcohol, injuries and tobacco are major health related problems in Teton County
- Mental illness, money, and access to the right services are barriers to the quality of life here.
- Need more specialized providers
- “There are not promising career options, but I would love to raise kids here.”

Focus Group Meeting: Mental Health Clients Melissa Moyer, Director, Teton County Health Dept August 15, 2016; Choteau – 9 participants

Some health concerns voiced during this meeting:

- Of concern about living in our county are jobs and the local economy, drugs, alcohol, lack of affordable food, housing, and preschool, mental health services, dental services, and community attitude/stigma.
- Transportation
“I need to see a specialist in Great Falls for my care, and I don’t drive. There is no transportation.”
- High turnover and lack of choices in health care professionals.
- Need dental services, more primary care providers, mental health services, pharmacies and medical supplies, and affordable exercise.
- Transportation, dental care access, dental insurance, knowing resources and advocacy\stigma around mental health are all barriers to quality medical care.
- Access to specialty care and supplies.
- Lack of resource awareness, and transportation were mentioned as health related problems.

- Need more locally available medical equipment, supplies, and services.
- Need support groups

Focus Group Meeting: Low Income, Underinsured, Melissa Moyer, Director, Teton County Health Dept.; August 10, 2016; Choteau; 6 participated Some health concerns voiced during this meeting:

- Job opportunities
- Dental, no pediatrician, not enough pain control help from clinic and hospital -- need more options.
- Dentistry, pediatric care needed.
- Insurance, long wait times and transportation are barriers to medical care.
- Bullying, lack of service for special needs.
- Health insurance, lack of health education, obesity, access to specialty care and respiratory health are major health related problems in the county.
- Barriers to healthy are money, motivation, time management.
- Need better jobs through more education opportunities post high school.
- Need more support groups

Needs Identified and Prioritized

Prioritized Needs to Address

1. The top 3 characteristics identified by Key Informant Survey participants (130) that would improve overall community health were: Good paying job opportunities (45%), Healthy Lifestyle choices (36%), and Access to healthcare and other services (35%).
2. 34% of survey respondents identified Access to care (availability of services) as a top health concern.
3. Focus group participants mentioned there is a need to advertise local health care services.
4. Focus group participants believe that the major barriers to care were ‘cost,’ ‘transportation,’ and ‘lack of knowledge of resources or complex system.’
5. Top 3 ‘barriers to care’ were ‘it costs too much’ (59%), ‘Insurance doesn’t cover services’ (48%), and ‘No health insurance’ (44%). ‘Unsure if services were available’ was 22%.
6. The top health concerns identified in the major health category ‘access to care’ were mental health care, dental insurance, and health insurance.
7. 44% of Key Informant Survey respondents identified ‘Access to care (insurance)’ as a top health concern.
8. 54% of key informants believe that lack of ‘support for aging (daily living)’ is a moderate or major problem.
9. ‘Services for the elderly and support for caregivers’ was mentioned by focus group participants as a need for Teton County.
10. Focus group participants said the major health related issues for seniors in Teton County are ‘Access to care -- cost and travel,’ ‘Daily activities and isolation,’ and ‘transportation.’
11. The top health concerns identified by key informants in the major health category ‘Chronic Disease’ were: high blood pressure, cancer, diabetes, and heart disease.
12. 26% of key informant survey respondents selected obesity, nutrition, and physical activity as a top health concern.
13. Focus Group participants indicated their concerns for Teton County were ‘declining population and aging population.’
14. ‘Mental health providers’ was selected by focus group participants as a need for Teton County.
15. 54% of key informant survey respondents identified ‘Mental Health’ as a top health concern.
16. 77% of key informants believe that access to mental healthcare is a major or moderate problem.
17. 35% of respondents identified depression, anxiety and stress as major health concerns. Severe mental illness and suicide were also of concern for key informants.

Needs Unable to Address

(See page 28 for additional information)

1. 70% of survey respondents said ‘addiction and alcohol/drug abuse’ was a top health concern.
2. “Motor vehicle injuries” were the largest health concern in the category of ‘unintentional injuries’ with 73% of survey respondents identifying them as a major or moderate health concern.
3. 43% of respondents believe drinking and driving is a major health concern.
4. Focus group participants and the Stakeholders committee identified transportation as a need in the community.

Executive Summary

The following summary briefly represents the goals and corresponding strategies and activities which the facility will execute to address the prioritized health needs (from page 12). For more details regarding the approach and performance measures for each goal, please refer to the Implementation Plan Grid section, which begins on page 17.

Goal 1: Assure access to health care services in Teton County through (1) recruitment and retention activities; and (2) increasing community knowledge of available healthcare services.

Strategy 1.1: Support student rotations through nursing and allied health and participate in training opportunities that enhance recruitment.

Activities:

- Host clinical rotations of nursing and allied health students at BTMC (Benefis Teton Medical Center).
- Provide information to area schools on student rotations.
- Participate in recruitment and retention training opportunities offered through MT AHEC.

Strategy 1.2: Support ‘grow your own’ programs for high school students and adults in the community to seek careers in healthcare.

Activities:

- Offer high school student training and job opportunities as certified nursing assistants.
- Coordinate with MT AHEC and the Office of Public Instruction programs for high school student health career exploration, certification programs, and career camps.
- Provide information to the community on career opportunities for high school students and adults.
- Explore using local ‘Experience Works’ program for low income seniors, in various BTMC staff capacities.

Strategy 1.3: Increase knowledge of how to access health services available to the community.

Activities:

- Provide regular articles, information and schedules of available services in the local newspaper.
- Increase the use of social media (such as Facebook) as a method of sharing information on health services and health information to the community by dedicating staff time to the social media strategy.
- Provide information on health services available to community members through sharing the community resource page developed by Teton County health leaders through the BTMC website and social media.

Strategy 1.4: Increase access and knowledge of insurance navigation services.

Activities:

- Help promote local insurance navigator services to improve access and knowledge.

Goal 2: Support healthy aging for Seniors in Teton County.

Strategy 2.1: BTMC health professionals will provide Seniors with information that maintain and improve health.

Activities:

- Offer healthy aging education classes for seniors in Choteau.
- Provide information on healthy aging through the local paper and social media.

Strategy 2.2: Increase care management services for elderly with chronic disease conditions through assessment of the feasibility of chronic care management services offered through BTMC.

Activities:

- Research CMS funding for chronic disease care management services.
- Determine if adding chronic disease care management would be financially feasible for BTMC.

Goal 3: Increase access to available mental health services in Teton County.

Strategy 3.1: Increase knowledge of mental health services available in the community and through Benefis Health System.

Activities:

- Provide information through County Directory on BTMC website and via BTMC social media.
- Identify training programs available through Benefis Health System for BTMC staff and community members.
- Coordinate with programs offered through Teton County Mental Health Local Advisory Council, County Health Department, County Extension, schools, MT AHEC, and MT DPHHS to provide education and training to residents, health professionals, schools and community organizations.

- Determine feasibility of providing mental health training for staff.
- Explore grant opportunities for expanding mental health services through rural clinic, providers, and/or community programs.

Implementation Plan Grid

Goal 1: Assure access to health care services in Teton County through (1) recruitment and retention activities; and (2) increasing community knowledge of available healthcare services.

Strategy 1.1: Support student rotations through nursing and allied health and participate in training opportunities that enhance recruitment.

Activities	Responsibility	Timeline	Final Approval	Partners	Potential Barriers
Host clinical rotations of nursing and allied health students at BTMC (Benefis Teton Medical Center).	DON	2018-2020	DON	MSU College of Nursing, Schools of Allied Health	Resource Limitations Scheduling Conflicts Staff Shortages
Provide information to area schools on student rotations.	Public Relations	2018-2020	DON	Spectrum Medical	Resource Limitations Scheduling Conflicts Staff Shortages
Participate in recruitment and retention training opportunities offered through MT AHEC.	DON	2018-2020	DON	MT AHEC Area schools	Resource Limitations Scheduling Conflicts Financial Limitations

Needs Being Addressed by this Strategy:

- 1. Top 3 characteristics that would improve the overall health were ‘Good paying job opportunities’ (45%), ‘Healthy Lifestyle choices’ (36%), and ‘Access to healthcare and other services’ (35%).
- 2. 34% of survey respondents identified ‘Access to care (availability of services)’ as a top health concern.
- 3. Focus group participants mentioned there is a need to advertise local health care services.
- 4. Focus group participants believe that the major barriers to care were ‘cost’, ‘transportation,’ and ‘lack of knowledge of resources or complex system.’
- 10. Focus group participants said the major health related issues for seniors in Teton County are ‘Access to care-cost and travel’, ‘Daily activities and isolation,’ and ‘transportation’

Anticipated Impact(s) of these Activities:

- Improved access to health services.
- Increased knowledge of available services.
- Improved health outcomes.

Plan to Evaluate Anticipated Impact(s) of these Activities:

- Track number of nursing and allied health student clinical rotations.
- Track posting of information to community related to student rotations.

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- Track participation in AHEC R&R training opportunities by BTMC staff.

Measure of Success: BTMC will attend at least one recruitment and retention training opportunity through MT AHEC by 2020.

Goal 1: Assure access to health care services in Teton County through (1) recruitment and retention activities; and (2) increasing community knowledge of available healthcare services.

Strategy 1.2: Support ‘grow your own’ programs for high school students and adults in the community to seek careers in healthcare.

Activities	Responsibility	Timeline	Final Approval	Partners	Potential Barriers
Offer high school student training and job opportunities as certified nursing assistants.	DON	2018-2020	DON	Local High Schools Spectrum Medical	Resource Limitations Scheduling Conflicts
Coordinate with MT AHEC and the Office of Public Instruction programs for high school student health career exploration, certification programs, and career camps.	DON	2018-2020	COO	MT AHEC MT OPI	Resource Limitations Staff Shortages
Provide information to the community on career opportunities for high school students and adults.	Public Relations	2018-2020	COO	Area schools Local newspapers	Resource Limitations
Explore using local ‘Experience Works’ program for low income seniors, in various BTMC staff capacities.	DON	2018-2020	COO	Experience Works program Benefis Health System	Resource Limitations Scheduling Conflicts

Needs Being Addressed by this Strategy:

- 1. Top 3 characteristics that would improve the overall health were ‘Good paying job opportunities’ (45%), ‘Healthy Lifestyle choices’ (36%), and ‘Access to healthcare and other services’ (35%).
- 3. Focus group participants mentioned there is a need to advertise local health care services.
- 4. Focus group participants believe that the major barriers to care were ‘cost’, ‘transportation’, and ‘lack of knowledge of resources or complex system.’
- 8. 54% of key informants believe that access to ‘support for aging (daily living)’ is a moderate or major problem.
- 10. Focus group participants said the major health related issues for seniors in Teton County are ‘Access to care--cost and travel’, ‘Daily activities and isolation’, and ‘transportation.’

Anticipated Impact(s) of these Activities:

- Increased community knowledge of available health services.
- Increased community engagement with BTMC.
- Improved knowledge of health careers pathways for local youth.
- Improved knowledge of BTMC’s community engagement activities.

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Plan to Evaluate Anticipated Impact(s) of these Activities:

- Track number of high school student trainings.
- Track number of new graduates from CNA training.
- Track dissemination of information related to high school and adult career opportunities.

Measure of Success: BTMC engages community youth and seniors in various positions within BTMC by 2020.

Goal 1: Assure access to health care services in Teton County through (1) recruitment and retention activities; and (2) increasing community knowledge of available healthcare services.

Strategy 1.3: Increase knowledge of how to access health services available to the community.

Activities	Responsibility	Timeline	Final Approval	Partners	Potential Barriers
Provide regular articles, information and schedules of available services in the local newspaper.	Public Relations	3x/year 2018-2020	COO	Local newspapers	Resource Limitations Staff Shortages

Increase the use of social media (such as Facebook) as a method of sharing information on health services and health information to the community by dedicating staff time to the social media strategy.	Public Relations	Weekly 2018-2020	COO	Benefis Health System IT Department	Resource Limitations Staff Shortages
Provide information on health services available to community members through sharing the community resource page developed by Teton County health leaders through the BTMC website and social media.	Public Relations	2019-2020	COO	Teton County Health Department Healthy Teton County Coalition	Resource Limitations Staff Shortages
<p>Needs Being Addressed by this Strategy:</p> <ul style="list-style-type: none"> ▪ 1. Top 3 characteristics that would improve the overall health were ‘Good paying job opportunities’ (45%), ‘Healthy Lifestyle choices’ (36%), and ‘Access to healthcare and other services’ (35%). ▪ 2. 34% of survey respondents identified ‘Access to care (availability of services)’ as a top health concern. ▪ 3. Focus group participants mentioned there is a need to advertise local health care services. ▪ 5. Top 3 ‘barriers to care’ were ‘it costs too much’ (59%), ‘Insurance doesn’t cover services’ (48%), and ‘No health insurance’ (44%). ‘Unsure if services’ were available’ was 22%. 					
<p>Anticipated Impact(s) of these Activities:</p> <ul style="list-style-type: none"> ▪ Increased knowledge of available health services. ▪ Increased access to available health services. ▪ Improved access to available health information. ▪ Improved health outcomes. 					
<p><i>Continued on next page...</i></p>					
<p>Plan to Evaluate Anticipated Impact(s) of these Activities:</p> <ul style="list-style-type: none"> ▪ Track number of articles posted in local newspapers. ▪ Track number of new followers on social media platforms in 2018 and 2019. ▪ Track number of website hits following during year 2018 and 2019. 					
<p>Measure of Success: BTMC enhances social media presence by January 2020.</p>					

Goal 1: Assure access to health care services in Teton county through (1) recruitment and retention activities; and (2) increasing community knowledge of available healthcare services.

Strategy 1.4: Increase access and knowledge of insurance navigation services.

Activities	Responsibility	Timeline	Final Approval	Partners	Potential Barriers
Help promote local insurance navigator services to improve access and knowledge.	Public Relations	2018-2020	COO	Who?	Resource Limitations Staff Shortages

Needs Being Addressed by this Strategy:

- 1. Top 3 characteristics that would improve the overall health were ‘Good paying job opportunities’ (45%), ‘Healthy Lifestyle choices’ (36%), and ‘Access to healthcare and other services’ (35%).
- 2. 34% of survey respondents identified ‘Access to care (availability of services)’ as a top health concern.

- 4. Focus group participants believe that the major barriers to care were ‘cost’, ‘transportation’, and ‘lack of knowledge of resources or complex system’
- 5. Top 3 ‘barriers to care’ were ‘it costs too much’ (59%), ‘Insurance doesn’t cover services’ (48%), and ‘No health insurance’ (44%). ‘Unsure if services’ were available’ was 22%.
- 6. The top health concerns identified in the major health category ‘access to care’ were mental health care, dental insurance, and health insurance.
- 7. 44% of survey respondents identified ‘Access to care (insurance)’ as a top health concern

Anticipated Impact(s) of these Activities:

- Increased access to healthcare services.
- Increased knowledge of how to access insurance and available resources.

Plan to Evaluate Anticipated Impact(s) of these Activities:

- Track number of BTMC website hits on its link to the County health resource list

Measure of Success: BTMC will develop a process to assist patients in accessing insurance navigators by 2020.

Goal 2: Support healthy aging for Seniors in Teton County.

Strategy 2.1: BTMC health professionals will provide Seniors with information that maintain and improve health.

Activities	Responsibility	Timeline	Final Approval	Partners	Potential Barriers
Offer healthy aging education classes for seniors in Choteau.	BTMC providers	Bi-monthly 2018-2020	COO	Area senior centers Skyline Lodge Apartments	Resource Limitations Staff Shortages
Provide information on healthy aging through the local paper and social media.	Public Relations	As available 2018-2020	COO	Local newspapers Benefis Health System Teton County Health Department Professional medical journals/newsletters	Resource Limitations Staff Shortages

Needs Being Addressed by this Strategy:

- 8. 54% of key informants believe that access to ‘support for aging (daily living)’ is a moderate or major problem.
- 9. ‘Services for the elderly and support for caregivers’ was mentioned by focus group participants as a need for Teton County.
- 10. Focus group participants said the major health related issues for seniors in Teton County are ‘Access to care-cost and travel’, ‘Daily activities and isolation’, and ‘transportation.’
- 13. Focus Group respondents indicated their concerns for Teton County were ‘Declining population and aging population’

Anticipated Impact(s) of these Activities:

- Increase in health knowledge as it relates to seniors
- Improved health outcomes

Plan to Evaluate Anticipated Impact(s) of these Activities:

- Track number of healthy aging classes offered.
- Track number of participants in healthy aging classes.
- Track number of newspaper columns covering healthy aging topics.
- Track number of social media links to healthy aging information.

Measure of Success: BTMC hosts 15 healthy aging classes to Teton County community by 2020.

Goal 2: Support healthy aging for Seniors in Teton County.

Strategy 2.2: Increase care management services for elderly with chronic disease conditions through assessment of the feasibility of chronic care management services offered through BTMC.

Activities	Responsibility	Timeline	Final Approval	Partners	Potential Barriers
Research CMS funding for chronic disease care management services.	COO DON	2018-2020	BTMC President BTMC Board	CMS DPHHS NMHA	Resource Limitations
Determine if adding chronic disease care management would be financially feasible for BTMC.	COO DON	2018-2020	BTMC President BTMC Board	Benefis Health System	Resource Limitations Financial Limitations

Needs Being Addressed by this Strategy:

- 1. Top 3 characteristics that would improve the overall health were ‘Good paying job opportunities’ (45%), ‘Healthy Lifestyle choices’ (36%), and ‘Access to healthcare and other services’ (35%).
- 2. 34% of survey respondents identified ‘Access to care (availability of services)’ as a top health concern.
- 8. 54% of key informants believe that access to ‘support for aging (daily living)’ is a moderate or major problem.
- 9. ‘Services for the elderly and support for caregivers’ was mentioned by focus group participants as a need for Teton County.
- 10. Focus group participants said the major health related issues for seniors in Teton County are ‘Access to care-cost and travel’, ‘Daily activities and

- isolation’, and ‘transportation’
- 11. The top health concerns identified in the major health category ‘Chronic disease’ were high blood pressure, diabetes, and heart disease.
- 12. 26% of respondents selected obesity, nutrition, and physical activity as a top health concern.
- 13. Focus Group respondents indicated their concerns for Teton County were ‘Declining population and aging population’

Anticipated Impact(s) of these Activities:

- Improved access to health services.
- Increased knowledge of chronic disease and its care management.
- Improved health outcomes.

Plan to Evaluate Anticipated Impact(s) of these Activities:

- Determine any CMS funding for chronic disease care management services.
- Determine feasibility of adding chronic disease care management.

Measure of Success: BTMC implements a chronic disease care management program by 2020.

Goal 3: Increase access to mental health issues and available services in Teton County.

Strategy 3.1: Increase knowledge of mental health services available in the community and through Benefis Health System.

Activities	Responsibility	Timeline	Final Approval	Partners	Potential Barriers
Provide information through County Directory on BTMC website and via BTMC social media.	Public Relations	2018-2020	COO	Teton County Health Department Healthy Teton County Coalition	Resource Limitations Staff Shortages
Identify training programs available through Benefis Health System for BTMC staff and community members.	DON	2018-2020	COO	Benefis Health System	Resource Limitations Staff Shortages
Coordinate with programs offered through Teton County Mental Health Local Advisory Council, County Health Department, County Extension, schools, MT AHEC, and MT DPHHS to provide education and training to residents, health professionals, schools and community organizations.	DON Public Relations	2018-2020	COO	Teton County Mental Health Local Advisory Committee, County Extension, Schools, MT AHEC, MT DPHHS, Teton County Health Department, Healthy Teton County Coalition, Benefis Health System	Resource Limitations Scheduling Conflicts Financial Limitations Staff Shortages

Determine feasibility of providing mental health training for staff.	DON Benefis HR	As available 2018-2020	COO	Benefis Health System NMHA	Resource Limitations Scheduling Conflicts Financial Limitations Staff Shortages
Explore grant opportunities for expanding mental health services through rural clinic, providers, and/or community programs.	Public Relations	2018-2020	COO	NMHA, Benefis Health System MT Healthcare Foundation	Resource Limitations Financial Limitations Staff Shortages
<p>Needs Being Addressed by this Strategy:</p> <ul style="list-style-type: none"> ▪ 1. Top 3 characteristics that would improve the overall health were ‘Good paying job opportunities’ (45%), ‘Healthy Lifestyle choices’ (36%), and ‘Access to healthcare and other services’ (35%). <p><i>Continued on next page...</i></p> <ul style="list-style-type: none"> ▪ 2. 34% of survey respondents identified ‘Access to care (availability of services)’ as a top health concern. ▪ 6. The top health concerns identified in the major health category ‘access to care’ were mental health care, dental insurance, and health insurance. ▪ 14. ‘Mental health providers’ was selected by focus group participants as a need for Teton County. ▪ 15. 54% of survey respondents identified ‘Mental Health’ as a top health concern ▪ 16. 77% of key informants believe that access to ‘mental health’ care is a major or moderate problem. ▪ 17. Depression, anxiety and stress were the top-rated health problems in all categories with 35% of respondents identifying them as a major health concern. Severe mental illness and suicide were also of concern for respondents. 					
<p>Anticipated Impact(s) of these Activities:</p> <ul style="list-style-type: none"> ▪ Increased knowledge of available mental health services. ▪ Improved access to mental health services. ▪ Increased funding for local mental health services. ▪ Improved health outcomes. 					
<p>Plan to Evaluate Anticipated Impact(s) of these Activities:</p> <ul style="list-style-type: none"> ▪ Track number of BTMC attendees at Benefis Health System mental health trainings. ▪ Record attendance at regional or partner sponsored events related to mental health. ▪ Track mental health training opportunities offered to BTMC staff. ▪ Track number of grants researched related to mental health. 					
<p>Measure of Success: BTMC holds at least one mental health training for staff by 2020.</p>					

Needs Not Addressed and Justification

Identified health needs unable to address by Benefis Teton Medical Center	Rationale
1. 70% of survey respondents said ‘addiction and alcohol/drug abuse was a top health concern.	<ul style="list-style-type: none"> BTMC is unable to impact this health issue, due to the fact that this issue is beyond the scope of the hospital’s mission, and staffing and financial constraints restrict the hospital’s ability to expand programs at this time.
2. ‘Motor vehicle injuries’ were the largest health concern in the category of unintentional injuries with 73% of respondents identifying them as a major or moderate health concern.	<ul style="list-style-type: none"> BTMC is unable to impact this health issue, due to the fact that this issue is beyond the scope of the hospital’s mission and staffing and financial constraints restrict the hospital’s ability to expand programs at this time. BTMC is committed to maintaining a 24/7 ER service for all trauma and other acute needs.
3. 43% of respondents believe drinking and driving is a major health concern.	<ul style="list-style-type: none"> At this time BTMC is unable to impact this health issue, due to the fact that this issue is beyond the scope of the hospital’s mission and staffing and financial constraints restrict the hospital’s ability to expand programs at this time.
4. Focus group participants identified transportation as a need in the community.	<ul style="list-style-type: none"> At this time BTMC offers transportation services to their patients and residents within the facility. This issue is beyond the scope of the hospital’s current mission, and staffing and financial constraints restrict the hospital’s ability to expand programs at this time.

Dissemination of Needs Assessment

Benefis Teton Medical Center ‘BTMC’ disseminated the Teton County Community Health Needs Assessment and Improvement Plan (CHNA-IP) and BTMC Implementation Plan (BTMC-IP) by posting the documents conspicuously on their website (<http://tetonmedicalcenter.net/>) as well as having copies available at the facility, Teton County Health Department, and at the Choteau Public Library should community members request to view the community health needs assessment or the implementation planning documents.

The Stakeholder Committee was formed specifically as a part of the CHNA [Community Health Needs Assessment] process to introduce the community to the assessment process. This committee will be asked to introduce the community to the assessment process and will be informed of BTMC’s implementation plan to see the value of their input and time in the CHNA process as well as how BTMC is utilizing their input. The Stakeholder Committee, as well as the BTMC Board of Directors, will be encouraged to act as advocates in Teton County as the facility seeks to address the community’s identified healthcare priorities.

Furthermore, the board members of BTMC will be directed to the hospital’s website to view the complete assessment results and the implementation plan. BTMC board members approved and adopted the plan on **September 11, 2017**. Board members are encouraged to familiarize themselves with the needs assessment report and implementation plan so they can publicly promote the facility’s plan to influence the community in a beneficial manner.

BTMC will establish an ongoing feedback mechanism to take into account any written comments it may receive on the adopted implementation plan document.