



# Presbyterian Healthcare Services Community Health Implementation Plan (CHIP)

Dr. Dan C. Trigg Memorial Hospital  
2016-2019

 **PRESBYTERIAN**

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# Executive Summary



*Jim Hinton, President and CEO*



*Leigh Caswell, Director Presbyterian Center for Community Health*

Dr. Dan C. Trigg Memorial Hospital is a 25-bed critical access hospital owned by Quay County which leases management of the hospital to Presbyterian Healthcare Services. Dr. Dan C. Trigg Memorial (DCT) exists to improve the health of the patients, members and communities it serves in Quay County.

In 2016, as part of a Community Health Needs Assessment (CHNA) process, Presbyterian partnered with the Quay County Health Council to conduct a community health needs assessment and update the previous CHNA to inform community health improvement activities for 2016-2019. The Quay County Health Council identified significant health needs in the community and Presbyterian prioritized them. Given the Presbyterian investment in the community health priorities of healthy eating, active living, and prevention of unhealthy substance use, and the alignment of these priorities with the Quay County community needs, Presbyterian will continue to focus on these priorities. In response to significant needs an additional priority, access to care, will be added for 2016-2019. A community health forum was held in Quay County to gain insight into the barriers, opportunities, and potential strategies for achieving improvement of the stated priorities.

This Community Health Implementation Plan (CHIP) was developed to address the prioritized significant health needs identified in the CHNA process. The CHIP describes briefly how PHS is addressing other identified significant health needs and focuses on those that were prioritized by the communities through the CHNA process. The plan identifies multiple interventions to impact the prioritized health needs.

To increase access to and consumption of healthy foods, Presbyterian is partnering with the New Mexico Children Youth and Families Department (CYFD) and the US Department of Agriculture (USDA) to offer free meals to children in the community through hospital cafeterias. In 2016-2019 Presbyterian will assess the feasibility of expanding this program to the Dr.

Dan C. Trigg Memorial Hospital. Additional healthy eating strategies include support of cooking classes, farmer's market incentive programs, and support for Healthy Kids New Mexico initiatives, including projects focused on nutrition and increasing physical activity. Another strategy to increase physical activity includes partnering with the health council to further develop, map, and publicize wellness trails to increase utilization by area residents. PHS will also support efforts to build awareness of opportunities for active living and promote behavior change.

Strategies for prevention of unhealthy substance use include positive youth development programming and Mental Health First Aid training for first responders, medical personnel, and other community members. Along with this training, PHS will investigate other ways to address community concerns about access to care. PHS will partner with other regional healthcare service providers to assess needs and find innovative solutions to address needs for specialty care. Presbyterian contributes jobs to the community and will continue to support economic development and health workforce development efforts to ensure access to care. DCT will also support efforts to increase health literacy of patients and community members.

Through several system-wide initiatives, including support of local public health initiatives, PHS will focus on local coalition and capacity building. Implementation plans reflect the PHS commitment to equity of care and the elimination of health disparities. Through development of internal capacity and strong partnerships, PHS will continue to monitor and assess the health of the community as well as the collective impact of community health improvement activities.

The 2016-2019 CHNA process could not have been completed without the help and input from the county health councils, the volunteer community leaders that make up each of PHS's hospital Boards of Directors, community organizations, and community members, and representatives from the New Mexico Department of Health. Presbyterian is very grateful for the support of each county health council and their willingness to partner. Through close and continued collaboration, PHS, with the help of community partners, hopes to have a lasting and meaningful impact on health and equity in New Mexico.



# **Dr. Dan C. Trigg Memorial Hospital Community Health Implementation Plan**

## Overview

Presbyterian Healthcare Services exists to improve the health of patients, members and the communities it serves. Presbyterian was founded in New Mexico in 1908, and is the state's only private, not-for-profit healthcare system and its largest provider of care.

Presbyterian operates eight hospitals in the communities of Albuquerque, Clovis, Espanola, Rio Rancho, Ruidoso, Socorro and Tatum; a statewide health plan; a growing multi-specialty medical group; and three community ambulance systems. Presbyterian is the second largest private employer in New Mexico with more than 10,000 employees and provides services to one in three New Mexicans.

Dr. Dan C. Trigg Memorial Hospital is a not-for-profit, licensed acute care 25 bed hospital located in Tatum, New Mexico. Dr. Dan C Trigg Memorial Hospital provides Emergency Care, Family Medicine Clinics in Tatum and Logan, Home Healthcare, Hospice, Inpatient Medical Care, Laboratory, Mental Health Services, Pharmacy, Podiatry, Radiology/Medical Imaging, Rehabilitation Services, Skilled Nursing/Swing Bed Program, and General Surgery. Radiology and Laboratory provide diagnostic services for all areas of medical care, including cancer. In addition to these medical specialties and services, DCH houses numerous programs to support emotional, financial, and general health and wellness needs in the community.

In addition to the expansion of community health priorities for the next three years, PHS designated a new Center for Community Health in 2016 with a focus on community health improvement. The Director, Leigh Caswell, MPH, has over 10 years of public health experience in New Mexico. The Center for Community Health is staffed by individuals with public health experience and expertise, including a Community Health Epidemiologist hired in 2016. The Presbyterian Center for Community Health is committed to community health improvement through community engagement and sustainable collective impact.

For the purposes of the Community Health Needs Assessment and the implementation plan, PHS has generally defined the "community" of each hospital as the county in which the hospital is located. Dr. Dan C. Trigg Memorial Hospital defines its community as Quay County, New Mexico.

*Presbyterian exists to improve the health of patients, members and the community it serves*

## Community Health Needs Assessment Background

In 2016, as part of the Community Health Needs Assessment (CHNA) process, Dr. Dan C. Trigg Memorial Hospital and the Presbyterian Center for Community Health partnered with the Quay County Health Council to conduct a community health assessment to identify significant health needs in each county. The health council submitted a description of the needs, sources of supporting data, how the needs were determined, and the alignment of the needs with state and national health goals (Healthy People 2020 [www.healthypeople.gov](http://www.healthypeople.gov)).

Significant health needs were determined by the Quay County Health Council with assistance from the New Mexico Department of Health. Publicly available epidemiologic data, the results of community surveys and focus groups, as well as health council discussion and local narratives were used by the health council to determine significant health needs. The council reviewed state and national health priority areas for alignment. Additional details including individuals who provided input can be found in the CHNA report.

The top community health needs for 2016-2019 identified by the Council are:

1. Reduce obesity
2. Reduce drug overdose and alcohol-related deaths
3. Increase local access to specialty healthcare care
4. Increase local prenatal care access
5. Increase local access to oral healthcare
6. Increase consumer health literacy among Quay County residents

The Center for Community Health worked with Dr. Dan C. Trigg Memorial Hospital leadership to review and prioritize the significant health needs for 2016-2019 for this region. Per IRS requirements, DCT heavily weighted community input in identifying and prioritizing significant health needs. The importance to the community as well as consideration of size and severity of the need, community assets, alignment with PHS purpose, vision, and values, existing interventions, sustainability, resources, and potential for greatest impact informed the selection and prioritization of the significant health needs Presbyterian will address in Quay County.

Based on community input, alignment with county priorities, the potential to impact significant health issues in New Mexico, and the substantial investment in these areas in 2016-2019, Presbyterian will continue to focus on healthy eating, active living, and prevention of unhealthy substance use, with the addition of access to care, as its community health priorities in Quay County for the next three years.

As part of the Community Health Needs Assessment process, community health forums facilitated by the Center for Community Health staff were held in each county to gain insight into the specific barriers, opportunities and potential strategies for achieving the stated priorities in each community. Input affirmed the health priority areas and provided valuable information on community assets and potential partners for community health improvement plans. As outlined in the IRS requirements, forum participants included:

- People with special knowledge of or expertise in public health
- Federal, tribal, regional, state, or local health or other departments or agencies with current data or other information relevant to the health needs of the community served by the hospital facility
- Leaders, representatives or members of medically underserved, low- income and minority populations and populations with chronic disease needs in the communities served by the hospitals
- Business and economic development professionals and non-profit leaders

## Plan Development

Presbyterian and community partners have been and will continue to use a collective impact approach for community health improvement planning and implementation. This approach focuses on capacity-building and partnership with local health infrastructure to leverage resources and implement broad evidence and practice-based community health activities in order to address significant health needs in the county.



The following principles were identified to guide the development of the interventions incorporated in the Implementation Plans:

- Data will be used to drive identification of interventions
- Interventions will be based on professional theories and will be consistent with professional and/or best known evidence or practices
- The purpose of the interventions will be clearly stated and easy to understand
- Interventions will be simple and will support and enhance existing interventions
- Interventions will be practical and realistic
- Interventions will be sustainable
- Interventions will be engaging to the priority population
- Interventions will be age appropriate and culturally relevant
- Interventions will promote equity and will not reinforce disparities in health outcomes
- The plan will be integrated with existing hospital and PHS plans
- PHS will collaborate with existing agencies to strengthen adopted strategies
- Interventions will be evaluated and monitored

Additionally, PHS used the guidelines from 2015 IRS Schedule H instructions (p. 17-18), which specify that a community health intervention must:

- Be carried out or supported for the purpose of improving community health or safety
- Be subsidized by the organization
- Not generate an inpatient or outpatient bill
- Not be provided primarily for marketing services
- Not be more beneficial to the organization than to the community (e.g. not designed primarily to increase referrals of patients with third-party coverage)
- Not be required for licensure or accreditation
- Not be restricted to individuals affiliated with the organization (employees and physicians)
- Meet at least one community benefit objective, including improving access to health services, enhancing public health, advancing generalizable knowledge, and relieving government burden
- Respond to demonstrated community need

## Plan for Prioritized Significant Health Needs

### Healthy Eating

#### Goal 1

Assess the feasibility of offering CYFD At-Risk and Summer feeding program through the DCT hospital cafeteria

#### Goal 2

Support cooking and nutrition education to Quay County residents for youth and adults

Support Healthy Kids New Mexico nutrition education projects

Partner with Quay County schools to increase nutrition education

#### Goal 3

Increase use of Quay County Farmers' Markets

SNAP 2 for 1 and other incentives

Incentivize more farmers to increase produce availability

Increase awareness through coordination, signage, and outreach

*Support Healthy Kids New Mexico nutrition education and physical activity projects in Quay County*

### Active Living

#### Goal 1

Support increased physical activity through access to trails

Develop, map, and publicize trails

Engage providers in referring patients to utilize wellness trails

#### Goal 2

Support organized events in Quay County that encourage and educate about active living and health

Provide education about active living

Provide rewards for participating in active living opportunities

#### Goal 3

Encourage youth activity in Quay County

Work with Healthy Kids coordinator to identify ways to increase physical activity with youth in Quay County

Provide financial assistance for youth sports leagues and youth recreation costs for Quay families who cannot afford it

## **Prevention of Unhealthy Substance Use**

### **Goal 1**

**Encourage statewide dissemination of SAMSHA-HRSA Mental Health First Aid Training for first responders, medical personnel, and other interested community members.**

Work with Health Council to determine training priorities

Investigate training corrections personnel and local government personnel

Investigate training school personnel and youth leadership groups

### **Goal 2**

**Support positive youth development**

Work with Healthy Kids coordinator to identify and support youth development initiatives like 4H, scouting, VFW, in schools, etc.

## **Access to Care**

### **Goal 1**

**Encourage statewide dissemination of SAMSHA-HRSA Mental Health First Aid Training for first responders, medical personnel, and other interested community members.**

Work with Health Council to determine training priorities

Investigate training corrections personnel and local government personnel

Investigate training school personnel and youth leadership groups

### **Goal 2**

**Participate in local and regional collaboration to identify existing resources and discuss priorities for increasing access to behavioral and mental healthcare**

Partner with other regional healthcare service providers to assess needs and innovative solutions for access to specialty care

Support health literacy in the community

Bring greater awareness to existing health service resources

Work with local government, business, educational institutions, and the health council to support economic development and health workforce development

## **System-wide Strategies and Interventions**

### **Goal 1**

**Support coordinated strategy to inform residents about available resources for healthy eating, active living, and prevention of unhealthy substance use**

**Goal 2**

**Develop and implement social marketing campaign to influence behavior change related to healthy eating, active living, and prevention of unhealthy substance use**

**Goal 3**

**Support evidence based or theory driven chronic disease and/or diabetes management and prevention initiatives**

**Goal 4**

**Partner with Quay County Health Council to support healthy eating, active living, prevention of unhealthy substance use, and access to care activities and other health council priorities identified in the CHNA and unaddressed directly by this plan**

**Goal 5**

**Advance local community health leadership development and support community capacity building efforts in Quay County**

**Goal 6**

**Promote equity and the elimination of health and healthcare disparities**

Investigate and promote cultural relevancy and language accessibility for community health improvement activities

Broaden coalition of stakeholders and partners to better facilitate services and programs that address needs of medically underserved, low-income, or minority populations.

## Community Health Needs Not Addressed in This Plan

Given the Presbyterian investment in the community health priorities of healthy eating, active living, and prevention of unhealthy substance use, and the alignment of these priorities with the Quay County community needs, DCT will continue to focus on these existing priorities with the additional priority of access to care. Consistent with the PHS purpose to improve the health of the patients, members and communities it serves, Presbyterian remains committed to providing preventive, acute, episodic and chronic care to address the priority health conditions in each community with input from communities, key stakeholders, and governance.

What follows is a description of how PHS is addressing any remaining needs identified in the CHNA.

The top community health needs for 2016-2019 identified by the Quay County Health Council are:

1. Reduce obesity
2. Reduce drug overdose and alcohol-related deaths
3. Increase local access to specialty healthcare care
4. Increase local prenatal care access
5. Increase local access to oral healthcare
6. Increase consumer health literacy among Quay County residents

By focusing on nutrition, physical activity, and the prevention of unhealthy substance use, the most significant risk factors for negative health outcomes such as obesity and substance related deaths will be addressed. The remaining needs are directly related to the priority area, access to care.

There are a number of PHS strategies to increase health literacy and access to care for PHS patients and members. Presbyterian works to increase access to mental and behavioral healthcare as well as general health and wellness services through system-wide strategies focused on health equity, cultural relevancy, collaboration, and local health capacity building. The Center for Community Health seeks to better facilitate community health services and programs that address needs of medically underserved, low-income, or minority populations. In addition to the strategies detailed in the plan, trained staff, as well as video and phone interpretation services are made available to meet the needs of PHS patients to obtain, process, and understand basic health information and services in order to make appropriate health decisions. These interpretation services can be accessed anywhere in PHS hospitals or clinics and increase access to care.

As a not-for-profit health system, Presbyterian has an obligation to provide a community benefit and address the overarching health issue of poverty and its effects on access to health services. In 2015 it provided approximately \$15 million at cost in free medical care and \$40.7 million at cost in uncompensated care.

There are also a number of resources in the community to address the needs identified by the health council. Mental and behavioral health resources include a not-for-profit community mental health agency that serves both children and adults, as well as Mesa Counseling, a private practice psychiatrist, and the PMG behavioral health at DCT. There is an intensive outpatient treatment facility in an adjacent community, De Baca County. The Quay County Public Health Office and Quay Family Health Center, together with WIC, are working to provide more coordinated prenatal and labor and delivery services in addition to family planning services and education.



## **Plan Adoption and How to Get Involved**

## Board Approval and Implementation

This Community Health Implementation Plan was approved by the DCT Board in July 2016 and by the PHS Board Quality Committee in August 2016.

Dr. Dan C. Trigg Memorial Hospital will implement the CHIP throughout 2016-2019 with regular updates that will be posted on phs.org.

If you have questions about the plan or would like to participate in the process, please call the PHS Center for Community Health at (505) 559-6852.

## Additional Resources and Opportunities

Below are a few additional resources and services in Quay County.

For a more complete picture of Quay County assets, existing services, and community programs please see the DCT CHNA or search for the Quay County Health Council on Facebook.

ShareNM [www.sharenm.org/communityplatform/newmexico](http://www.sharenm.org/communityplatform/newmexico)

Search “Quay County Health Council” at [www.facebook.com](http://www.facebook.com)

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