

IntraCare Hospital North

Community Health Needs Assessment:

Implementation Plan

2016

MISSION STATEMENT

In This Place:

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Community Health Needs Assessment Implementation Plan

Introduction

IntraCare Hospital North (ICH North) conducted its second Community Health Needs Assessment (CHNA) for 2016. Key behavioral health findings and recommendations are included in this report and create a basis for continued collaboration with hospitals and community members regarding the needs that the Board has determined have the highest priority and that the hospital will attempt to address. Community members included IntraCare North Hospital staff, the Board, residents and patients, community agencies, and behavioral health experts in the field. This report explains the process by which IntraCare Hospital North will address community needs of the highest priority.

Implementation Plan Prioritization Process

The IntraCare Hospital North Board evaluated each concern of the community and used the following criteria to prioritize and determine recommendations:

- Severity of the issue and size of affected population
- Frequency of issue appearance in secondary and primary data analysis
- Community and system resources available
- Ability of ICH North to address issues directly, indirectly, or not able to address at this time

Behavioral Health Priorities:

1. Access to services (transportation and offering local resources)
2. Increased availability of mental health professionals and services
3. Funding increases are needed at both state and federal levels
4. Diversity Professional Training/Education of Community
5. Chemical Dependency Services
6. Collaboration/Integration of Services
7. Cost of Providers/Reimbursement Rates
8. Health Issues

Implementation Plan

ICH North will list objectives describing how all eight priorities will be addressed (directly or indirectly). For issues not addressed by ICH North at this time, a rationale will be provided below.

Priority One: Access to services

Objective 1: Transportation (INDIRECT)

Strategy: Federal law prohibits hospitals like ICH North from providing transportation in many instances. Because of this ICH North has developed collaborative relationships

with resources in our community who provide transportation services to address as many of the transportation needs of patients as possible.

Objective 2: Local Inpatient Beds (DIRECT)

Strategy: ICH North currently offers 90 local psychiatric inpatient beds for the service area. The Intake Department works hard to assure smooth admission and reporting availability of open beds. Because the Houston area has a shortage of beds when compared to the national average, ICH North has created close working relationships with entities and agencies frequently in need of access to beds for patients in crisis.

Through a partnership with a major not-for-profit hospital system in Houston, ICH North provides additional access for the care and treatment of patients who are identified as urgently needing stabilization following evaluation in one of the hospital system's Emergency Departments.

ICH North works closely with The Neuropsychiatric Center to provide quick and easy access via transfer of patients presenting at the emergency center and determined to require 24 hour hospital placement and care.

In an effort to make access to treatment easier for individuals coming into the Houston metropolitan area from underserved rural areas, ICH North has developed specific processes with rural MHMRA agencies that provide expedited assessment and evaluation services. This allows police, Child Protective Services workers and others to spend less time waiting for evaluations, getting them back to their home counties and regular duties as quickly as possible.

Priority Two: Increased availability of mental health professionals and services

Objective 1: Psychiatrists (INDIRECT)

Strategy: Through our affiliation with an outpatient practice we actively seek to recruit new physicians to develop both outpatient and inpatient practices in the Houston area.

Objective 2: Psychotherapists (DIRECT)

Strategy 1: ICH North provides outpatient programs and therapy services via Psychotherapists in an outpatient setting away from the hospital location.

Strategy 2: Through our membership in the Network of Behavioral Health Providers (NBHP) ICH North participates in the Pathways Project. This project pairs students studying in the behavioral sciences with NBHP members to provide real world job experience or practicum placements.

Strategy 3: Utilizing our Continuing Education Units (CEU) program ICH North collaborates with local psychiatrists and psychotherapists to provide CEU workshops on various topics. These workshops aid in the professional development of the therapists in our area and provide needed networking opportunities so that these professionals can both develop expanded skills and find others with special knowledge to whom they can refer special needs patients or consult when difficult cases present in their practices.

Priority Three: Funding increases are needed at both state and federal levels

Objective: State and Federal Funding (INDIRECT)

Strategy: Continued participation as a member of the Network of Behavioral Health Providers to keep abreast of current issues relating to funding including advocating for additional funding when appropriate.

Priority Four: Diversity Professional Training/Education of Community

Objective 1: Training (DIRECT)

Strategy: Continue to provide CEU certification support and speakers to various community partners as part of our ongoing community education and outreach efforts. Examples include Mental Health America–Fort Bend, several MHMRA agencies, juvenile probation departments, and several area school districts.

Objective 2: Education of Community (DIRECT)

Strategy: ICH North participates in community events such as health fairs and training workshops, and provides speakers to community groups as requested. ICH North has provided, and will continue to provide, speakers or workshops for several local school

districts and churches, YMCAs, United Way of Greater Houston, Montgomery County United Way, MHA Houston and Mental Health America-Fort Bend; and both MHMRA and Juvenile Probation departments in multiple rural counties.

Priority Five: Chemical Dependency Services

Objective 1: Inpatient Services (DIRECT)

Strategy: Continue offering inpatient chemical dependency treatment and detoxification services at the hospital.

Because of the nature of our hospital and the large percentage of patients who have serious mental illness, many individuals who have issues with chemical dependency but who do not have a diagnosable mental illness are reluctant to continue treatment in our facility. ICH North has developed and will continue to nurture relationships with chemical dependency providers who specialize in individuals who do not have a dual diagnosis. ICH North routinely works with patients and providers to help these patients find an appropriate program that will meet all of their specific needs.

Objective 2: Outpatient Services (DIRECT)

Strategy: Continue offering outpatient chemical dependency groups at the ICH North PHP/IOP program for patients with a dual diagnosis.

Priority Six Collaboration/Integration of Services

Objective 1: Psychiatrists (DIRECT)

Strategy: Continue offering psychiatric evaluation and treatment by specialized associated psychiatrists with expertise in the treatment of children, adolescents, adults, chemical dependency, and elderly care.

Refer patients who have completed the stabilization process at the hospital to psychiatrists who accept their insurance and who are close to their home. ICH North has developed and maintains a close working relationship with psychiatric practices all over the Houston area so that we can obtain an appointment for discharging patients within

7 days of discharge from the hospital. Because of the shortage of physicians available, the normal wait time for a new appointment is 30 to 60 days.

Objective 2: Medical Assessments and Treatment (DIRECT)

Strategy: Patients who require medical assessment and treatment while in one of the ICH North programs are assessed and treated by specialized associated physicians with expertise in children, adolescent, adult, chemical dependency, and elderly care. ICH North contracts with physicians to assure that a physician is available to patients every day.

When a patient's needs are greater than can be handled by the onsite physician referrals are made for outside evaluation to local hospitals and/or physicians. Patients with medical issues who will need ongoing care or follow up after discharged are referred to physicians close to their homes.

Objective 3: Outpatient (DIRECT)

Strategy: Continue offering clinical services at IntraCare Clinic.

Priority Seven: Cost of Providers/Reimbursement Rates

Objective: Cost of Providers (DIRECT)

Strategy: Continue serving patients with managed care, Medicaid and Medicare.

Objective: Reimbursement Rates (INDIRECT)

Strategy: Continued participation as a member of the Network of Behavioral Health Providers to keep abreast of current issues relating to funding, including advocating for additional funding when appropriate.

Priority Eight: Health Issues

Objective 1: Medical Assessments and Treatment (DIRECT & INDIRECT)

Strategy 1: Through our partnership with a local physicians' group we provide ongoing medical treatment within the walls of the hospital and the Partial Hospitalization Program. Medical issues identified while participating in treatment in an ICH North

program may lead to a referral for follow up treatment with a local physician after discharge. Patients' discharge plans identifying medical needs are forwarded to the new physician at the time of discharge.

Strategy 2: Continue to refer patients to medical hospitals for assessment, stabilization and treatment for medical conditions that cannot be addressed at ICH North.

Transfer agreements are in place with local medical hospitals to facilitate easy transfers and access to needed medical care for patients with urgent medical needs.

Objective 2: Healthy Behaviors (DIRECT)

Strategy: Continue offering education groups about healthy behaviors, e.g., how to better manage anger, sadness, and/or anxiety.

Through our CEU program ICH North offers workshops and speakers to a wide variety of community partners on topics ranging from understanding psychotropic medications, ethics and best practices, current drug trends, major psychiatric diagnoses, safe sex and current sexual trends to be aware of, and education on communicable diseases. Group participants have included parents at local schools, foster parents, and workers at Residential Treatment Centers, juvenile probation officers, therapists and school nurses.

Approval:

IntraCare Hospital North Governing Board of Directors

By: Deo Shanker, Board Chair

Signed: Deo Shanker

Date: 10/27/16