



# Carroll County Memorial Hospital

## 2018 Community Health Needs Assessment: Executive Summary & Implementation Plan



***About Carroll County Memorial Hospital:***

Carroll County Memorial Hospital is located in the city of Carrollton, Missouri. The city of Carrollton is located within Carroll County, Missouri. Since 1957, CCMH has been providing healthcare for Carroll County residents and surrounding rural communities. CCMH is a not-for-profit, 25-bed critical access hospital with a long-term care unit. CCMH manages two rural health clinics and a physician clinic in Carrollton.

Additionally, CCMH provides Lifestyle Fitness, a unique rehab and fitness center, which incorporates an indoor pool, sauna, hot tub, indoor 1/16-mile walking track, and state of the art fitness equipment with certified therapists and trainers providing therapy and programs to residents of Carroll County and the surrounding areas. CCMH also hosts Jefferson Park, an upscale 30-unit Independent Living Center and the Senior Center of Carroll County. This all takes place on an 11-acre campus located in Carrollton, MO

CCMH continues to partner with nationally recognized specialists to bring specialty care to the patients it serves. The programs brought to the hospital have been a direct result of patient need. The hospital outpatient clinic offers the following specialties:

- Cardiology
- Chemotherapy
- Dermatology
- Gastroenterology
- Oncology
- Orthopedics
- Pathology
- Podiatry
- Pulmonology
- Psychiatry
- Radiology
- Surgical
- Urology
- Wound Care Clinic

Other services provided include: acute care services, emergency services, laboratory services, home health, outpatient services, primary care clinics, and skilled nursing care.

**Carroll County Memorial Hospitals Mission, Vision, and Values**

The mission, vision, and values of Carroll County Memorial Hospital are crucial statements that direct the conduct and decisions made by our physicians, leaders, and staff.

**Our Mission**

CCMH is dedicated to the health and well-being of all we serve.

**Our Vision**

To be the Premier Health Care Destination

**Our Values**

- Integrity
- Compassion
- Always
- Respect
- Excellence

# Mission for Implementation

The goal of Carroll County Memorial Hospital's community needs program is to recognize and respond to the identified community health needs. Through this program, we will increase access and improve health status for the most under served and vulnerable individuals in our community.

The Patient Protection and Affordable Care Act, requires hospitals with a 501(c)(3) tax-exempt status to conduct a community health needs assessment [CHNA] and adopt an implementation strategy at least once every three years. The last community health needs assessment for Carroll County Memorial Hospital [CCMH] was conducted in 2015. The CHNA aims to improve the health and well-being of Carroll County by identifying areas of need and then adopting an implementation strategy. Previous key findings of the 2015 CHNA were Access to Care; Chronic Diseases: Heart Disease, Cancer, and Obesity; and Mental Health/ Substance Abuse. Carroll County Memorial Hospital has made progress to improve these key findings however, they are health areas that take years to see change.

To assess the needs of Carroll County, this assessment utilized primary data and secondary data collected from the U.S. Census Bureau, County Health Rankings, Missouri Department of Health and Senior Services, and the Missouri Hospital Association. Along with the primary and secondary data analysis, input was gathered from healthcare service providers and key stakeholders in the community. Data collection started in 2018 with the community stakeholder meetings and ended in December 2018 upon completion of the primary data analysis. The secondary data analysis was conducted with the help of Missouri Hospital Association: Quality Works. The findings from the CHNA will be used to develop an implementation strategy aimed at improving the health and wellbeing of Carroll County residents. The key findings below will be expanded on in the implementation plan.

## Key Findings

**Mental Health: Youth and Adult**

**Lifestyle Behaviors**

**Access to Care**

# Community Defined

A community is defined as the geographic area from which a significant number of the patients utilize CCMH hospital service. The zip codes listed below are considered within the community defined.

Carroll County is located in the Northwest Region of Missouri. According to the U.S. Census Bureau (2015), Carroll County makes up approximately 694.62 square miles with a population density of 13.4 persons per square mile. Carroll County is located in a rural area. It is estimated that 64.5% of the population of Carroll County live in a rural area (U.S. Census Bureau, 2015). The county includes the following towns/cities and zip codes:

Towns/Cities and zip codes within Carroll County

<b>Town/City</b>	<b>Zip Code</b>
Bogard	64622
Bosworth	64623
Carrollton (County Seat)	64633
De Witt	64639
Hale	64643
Norborne	64668
Tina	64682
Wakenda	64687

# Community Health Priorities

Based on the findings from the 2015 CHNA, CCMH has continuously been working on community health engagement. Jenny Carter was responsible for gathering and authoring the 2018 Carroll County CHNA. Jenny obtained her Bachelor of Health Science and Master of Public Health from the University of Missouri-Columbia and her Doctorate of Public Health from Loma Linda University. Carroll County Memorial Hospital, Cindy Gilman also contributed and assisted with the 2018 Carroll County CHNA and Implementation Plan.

Two community stakeholder meetings were conducted at CCMH during February and April 2018 to assess public perceptions of the county's health status and unmet needs. The stakeholders included those knowledgeable about the community, influential leaders, and health care providers/services. One-on-one meetings were also conducted with key stakeholders such as the administrator of the Carroll County Health Department.

The report followed the 2017 Guidance for Completing A Community Health Needs Assessment published by the Missouri Hospital Association [MHA] in addition to the most recent laws and regulations requirements for tax-exempt hospitals.

Priorities were evaluated according to issue prevalence and severity, informed by county primary and secondary data. Input provided by key stakeholders, focus groups, and other community members was also considered when developing the primary survey as well as ranking the top three health priorities. CCMH considered a number of criteria in ranking the top priorities, including magnitude and severity of each problem, the hospital's resources to address the problem, the impact of the problem on vulnerable populations, existing resources already addressing the problem, and potential risk associated with delaying intervention on the problem. A series of meetings were conducted following the findings to identify resources, strategies, and activities aimed at improving each priority area of need from the CHNA.

## **Key Findings**

1. Mental Health: Youth and Adult
2. Lifestyle Behaviors
3. Access to Care

# Implementation Plan

The Community Health Needs Committee began with our emphasis on three priorities, **Mental Health**- with a focus on education and support, **Lifestyle Behaviors**- with focus on education and modification of lifestyle behaviors to prevent chronic diseases, and **Access to care**- with a focus on cost, geography, and awareness of resources.

## Community Health Needs Priority #1 Mental Health: Youth and Adult

### Rationale:

Mental health illnesses can increase the risk for homicide, suicide, and other accidents as well as chronic conditions. Access to mental health services is of increasing concern to the communities that CCMH serves. Alcohol and substance abuse can be related to many leading causes of death. In 2014, 42 individuals in Carroll County were admitted into substance abuse treatment programs. Studies have found that 25% of all U.S. adults have a mental illness and nearly 50% of U.S. adults will develop at least one mental illness during their lifetime. By increasing access and awareness of existing services, more community members will be able to find and utilize the care they need.

### Goals and Strategies:

- 1. Increase awareness of community resources.**
  - a) Create a community resource guide.
  - b) Explore partnership with behavioral health community to identify additional public locations for resource guide distribution.
  - c) Explore partnership with local libraries to make resource information publicly available.
  - d) Explore partnership with Burrell Behavioral Health to promote current services available to the community.
  - e) Market our current Senior Life Solutions program to provide the community with information about the program.
- 2. Collaborate with local school districts to review current methods of identifying youth at risk for mental health issues and offer collaborative assistance.**
  - a) Reach out to local school counselor and provide statistics from the most recent CHNA.
  - b) Provide schools with Burrell Behavioral Health contact information to assist with resources for students and administration.
  - c) Provide schools with information regarding counseling service offered by CCMH for youth.
- 3. Provide resources to support and assist with prevention and treatment of alcohol and substance abuse.**
  - a) Expand collaboration with community-based programs such as The Gathering Table and Carroll County Coalition.
  - b) Provide contact information for these programs in our resource guide.
  - c) Expand partnership with local law enforcement and Community Mental Health Liaison and other local counseling services.
- 4. Explore expansion of psychiatry services to include virtual visits.**

**Community Health Needs Priority #2**  
**Lifestyle Behaviors**

**Rationale:**

Studies have shown that 70% of all individuals' health status is directly attributable to personal lifestyle decisions and attitudes.

<b><i>Lifestyle Behaviors</i></b>	<b><i>Primary Disease Factor</i></b>
Smoking	Lung cancer, COPD, Cardiovascular disease, Emphysema, Chronic bronchitis
Alcohol/drug abuse	Cirrhosis of liver, Motor vehicle crashes, Unintentional injuries, Malnutrition, Suicide, Homicide, Mental illness
Poor nutrition	Obesity, Digestive disease, Depression
Driving at excessive speeds and Lack of seatbelt use	Trauma, Motor vehicle crashes
Lack of exercise	Cardiovascular disease, Depression, Obesity
Overstressed	Mental illness, Alcohol/drug abuse, Cardiovascular disease

**Goals and Strategies:**

- 1) **Improve the health and well-being of community members' health status by providing education and resources to create healthy lifestyle behaviors.**
  - a) Encourage restaurants to provide healthy option menu. Feature one restaurant a month and advertise healthy menu options.
  - b) Assist with marketing exercise options in town such as the expanded YMCA activities and partnership as well as the fitness trail.
  - c) Explore grocery shopping with our hospital dietitian to assist community members with reading labels while shopping at the local grocery store.
  - d) Collaborate with local grocery store to label items as heart healthy.
  - e) Collaborate with local business to assist with bike awareness and safety rules to encourage physical activity among families.
  - f) Consider providing seatbelt to statistics to community members to provide awareness. Collaborate with local police and county departments to facilitate.
  - g) Collaborate with Population Health Department to conduct educational seminars on chronic diseases and management of and encouraging healthy lifestyles.
  - h) Collaborate with the University Extension office to provide fitness and nutrition classes for older adults in the community.

## **Community Health Needs Priority #3 Access to Care**

### **Rationale:**

The CHNA revealed that access to care is a problem within our community, particularly with our vulnerable populations. This population is more likely to need assistance finding those health services that are available to them and their families. Many different issues including lack of insurance, under-insurance, provider availability, provider quality, and costs of care can cause insufficient access to health services. Access to primary care providers and/or a health care has a major impact on individual health. Adequate access to both primary and specialty care is of even more importance to individuals with chronic conditions such as diabetes, cancer and heart disease. Individuals with access to care are more likely to receive preventive care that improves quality of life and helps detect and manage chronic conditions.

### **Goals and Strategies:**

- 1) Improve the ability of community members to access basic and preventative care and especially for the uninsured and under-insured.**
  - a) Provide community education on how to access health care.
  - b) Collaborate with key community partners to develop a Carroll County resource guide that will include available health, wellness, dental, spiritual, mental health, and fitness services. Place the guide on the CCMH website and throughout the County at key points of contact.
  - c) Expansion of the marketing plan to increase awareness of services offered at or through CCMH. Continue to provide service information through the digital sign.
  - d) Finalize construction and expansion services to include addition of specialty physicians as well as surgical services.
  - e) Explore partnership with community-based organizations to increase outreach and education about health care coverage enrollment service through CCMH staff.
  - f) Ensure the community is aware of implementation of virtual visits and the ability for access.
  - g) Continue initiatives of newly introduced Nurse Navigator position to assist patients with guidance throughout their healthcare journey.
  - h) Expansion of JMG to include virtual visits for community members.

**The full CHNA is available on the Carroll County Memorial Hospital's website:  
[www.carrollcountyhospital.org](http://www.carrollcountyhospital.org)**