

Buchanan County Health Center

2012 Community Health Needs Assessment Follow up 3-2-2015

Background

In March of 2012, the Buchanan County Health Center performed a Community Health Needs Assessment (CHNA) and produced a plan to address many of the issues identified. The period of 2012 through 2015 has been a time of major change for Buchanan County Health Center. Leadership changed significantly and with those changes, priorities and initiatives were refocused. However, many of the items identified through the 2012 CHNA still retain their validity and much was done to address them even during the significant organizational transitions. Below were the original recommendations and the progress that has been made to date. A new CHNA will be performed late Spring 2015.

Recommendations

1. Access to care- ratio of population to primary care providers
 - i. Urgent Care
 - ii. Emergency Department Coverage
2. Form strategic partnerships i.e. public health, school system, clinic, etc., to gather input on how to collectively address needs identified from the survey. Assess if any non-health related organization could support the health needs of the community.
3. Provide/support community wellness and education opportunities to improve health behaviors specific to Buchanan County (Blue Zones)
 - a. Diabetes education and disease management
 - b. Obesity
 - c. Alcohol Use
4. Pursue an ongoing dialogue with the communities served regarding the value of local utilization and grow Buchanan County Health Center's existing reputation for providing excellent care with customer-friendly service.
5. Incorporate developed goals into the organizations strategic plan and communicate and share assessment results with the communities service

Organizational Progress

Buchanan County Health Center (BCHC) has undergone many changes in the last three years. The turnover of its CEO as well as the majority of the Senior Leadership has produced many changes, refocused efforts and progress both inside and outside the items identified in BCHC's 2012 Community Health Needs Assessment. Below is the progress made specifically on the initiatives identified above:

- 1) While the exact ratio of primary care providers to population has not been addressed, many steps forward were taken in patient access to care. These are:
 - a. New partnership with East Central Iowa Acute Care to provide highly competent, experienced, and skilled emergency providers here locally
 - b. Addition of many outreach specialties including pulmonology, ENT, another general surgeon, local orthopedic procedures, occupational health and OB/GYN
 - c. BCHC Board of Trustees approved the addition of an urgent care center. Implementation planning underway.
 - d. Medical Associates has hired a new nurse practitioner to continue to improve access to primary care
- 2) BCHC continues its working partnerships with Public Health, Medical Associates, and the rest of the community. We actively participate in Indee Go Healthy, have established a partnership with the school for athletic training, and work closely with Buchanan County Public Health on emergency preparedness.
- 3) BCHC does extensive work on the wellness front at a considerable financial loss. We employ and diabetic educator, an athletic trainer and three wellness specialists, all focused on bettering the health of the community. Through the wellness center we offer the following:
 - a. Gym access for community members to work out
 - b. Fitness class offerings for many different fitness levels and demographics
 - c. Outreach into schools to provide nutrition education to young children
 - d. Corporate partnerships for employers to invest more significantly in the health of their employees
 - e. Prediabetes education classes
 - f. Fast Track to Better Health program for participants with a physician referral
 - g. Community outreach on unique and fun fitness events
 - h. Community education through blogs, newspapers, newsletters etc.
- 4) Many changes have been made within the organization to better meet the needs of the community locally. This includes:
 - a. Improvement in the emergency staffing model and partnership with new and more emergency experienced physician group
 - b. Improvement of our marketing efforts to ensure the community understood our offerings
 - c. Recruitment of additional surgeons to perform more surgeries locally
 - d. Hiring of high caliber individuals to fill vacant leadership roles
 - e. Dramatically reduced turnover of current staff and elimination of need to employ traveling staff to fill staffing gaps
 - f. Additional providers added to our specialty clinic
- 5) The strategic plan was revisited with the change in leadership. A new plan was developed and approved by the BCHC Board of Trustees. The plan has three main goals
 - a. Execute on value-based care
 - b. Growth in utilization of current and future services
 - c. Become the community resource for prevention and wellness