

BON SECOURS MARY IMMACULATE HOSPITAL FY2017 – FY2019 IMPLEMENTATION PLAN

The Mission of Bon Secours Health System is to bring compassion to health care and to commit ourselves to help bring people and communities to health and wholeness as part of the healing ministry of Jesus Christ and the Catholic Church. Our mission leads us to create collaborative partnerships to address the health care needs of the underserved residents of Portsmouth, Chesapeake, and Suffolk. Through these partnerships, Bon Secours Mary Immaculate Hospital (BSMIH) is able to positively impact the health of the community in its service area.

Using the results from the Community Health Needs Assessment (CHNA) survey and discussions with community groups, BSMIH convened a Community Advisory Board to (CAB) review the list of key needs and gaps identified. This group used specific criteria to evaluate each need and determine which needs to focus on over the next three years. These include:

- Fit with the Bon Secours Mission and Strategic Quality Plan
- High morbidity/mortality/negative outcome caused by need
- Service/Support for need is available within Bon Secours
- Service/Support for need is already available in the region, outside of Bon Secours
- Strong partners are available to address this need
- Need is present in more than one region in Hampton Roads

The CHNA process determined that the most significant health needs in our service area may be grouped into three broad categories:

- Mental Health
- Homelessness
- Access to Health Services

The CHNA CAB specified primary and secondary medical care, dental, jobs with fair (living) wages, diabetes, obesity, sexual health, heart disease, and prostate/breast cancer under Access to Health Services.

The CHNA further identified significant health needs in the BSMIH service area to be jobs with fair wages, crime, transportation services, community violence, education, dental health, alcohol/drugs, senior health, housing, and access to social services.

The following implementation plan has been developed as a result. Where services overlap due to internal structure, some needs have been combined.

PRIORITY: MENTAL HEALTH

GOAL: *Improve mental health status by ensuring access to appropriate, quality mental health services.*

BACKGROUND ON STRATEGY

According to the National Institute of Mental Health (NIMH), an estimated 13 million American adults (approximately 1 in 17) have a seriously debilitating mental illness. Mental health disorders are the leading cause of disability in the United States, accounting for 25% of all years of life lost to disability and premature mortality. Suicide is the 11th leading cause of death in the United States, with approximately 30,000 deaths each year. Suicide, also, ranked 11th for cause of death in Virginia and was the third leading cause among 10-24 year olds.

Mental health illnesses, such as depression and anxiety, affect people's ability to participate in health-promoting behaviors. The World Health Organization (WHO) has determined that an estimated 350 million people are affected by depression, which can become a serious health condition resulting in painful suffering and poor functionality in everyday life. People who have gone through adverse life events (unemployment, bereavement, psychological trauma) are more likely to develop depression. According to County Health Rankings, unemployment rates in Newport News (6.2%), Hampton (6.7%), and Williamsburg (7.1%) are higher than Virginia (5.2%). At worst, depression can lead to suicide.

In the 2016 BSMIH Community Health Needs Assessment survey, only 32.4% of the respondents indicated that mental health programs are meeting the needs of their communities. In recognizing the need for mental health support programming in our communities, BSMIH is developing depression support, education, and counseling programs in the BSMIH community. BSMIH also partners with churches and other organizations in the community to provide support.

Evidence Base Sources:

Healthy People 2020 <http://www.healthypeople.gov>

Virginia Performs <http://vaperforms.virginia.gov/indicators/healthfamily/suicide>

National Institute of Mental Health <https://www.nimh.nih.gov>

World Health Organization <http://www.who.int>

County Health Rankings and Roadmaps <http://www.countyhealthrankings.org>

OBJECTIVE 1: *Provide timely access to mental health services.*

ACTION PLAN

Activity	Target Date	Anticipated Impact or Result
<p>Develop strategies to address mental health in the BSMIH service area.</p> <ul style="list-style-type: none">• Assess what BSMIH is currently doing to address mental health in the service area.• Develop and implement programming; tracking strategies identified.• Enhance community partnerships.	<p>FY 2017 & ongoing</p>	<ul style="list-style-type: none">• Increase number of people receiving education and support through mental health services.
<p>Collaborate with community organizations to address mental health.</p> <ul style="list-style-type: none">• Reduce the fragmentation and continuum of care• Collaborate with Peninsula CSB by referring patients for care• Track number of patients referred for mental health services by Life Coaches in emergency department.• Monitor number of patients referred to additional mental health services by Life Coaches.• Monitor number of patients referred to Peninsula CSB for additional services.• Participate on Peninsulas EMS Support, Inc. Task Force.	<p>FY 2017 & ongoing</p>	<ul style="list-style-type: none">• Achieve better coordination of mental health services.• Increase access to behavioral health services.
<p>Collaborate with the Peninsula Health Department to refer patients to the Care-A-Van LCSW.</p>	<p>FY 2017 & ongoing</p>	<ul style="list-style-type: none">• Achieve better behavioral health services through integration with primary care services.

OBJECTIVE #2: <i>Increase access to mental health services for adults and children.</i>		
ACTION PLAN		
Activity	Target Date	Anticipated Impact or Result
Provide education and support to those experiencing depression and grief. <ul style="list-style-type: none"> • Develop a “Dealing with Grief” education series. • Provide support services and education to the Newport News Hispanic community. • Track participation in support groups and educational sessions. 	FY 2018 FY 2019	<ul style="list-style-type: none"> • Greater access to education and support services • Increase number of Newport News Hispanic residents receiving support and education for depression. • Expand program to East Ocean View Hispanic community. • Expand education series to other BSHR service areas.
Provide education and support to children experiencing depression and grief through the loss of a parent or family member through death. <ul style="list-style-type: none"> • Track participation in Kidz’N’Grief and the annual Mikey’s Camp. • Enhance partnership with Christopher Newport University fraternities and sororities for program volunteers. 	FY2017 & ongoing	<ul style="list-style-type: none"> • Increase number of children receiving depression support and education.
Provide depression education and support for children who have at least one parent or family member who is incarcerated. <ul style="list-style-type: none"> • Provide Children of Incarcerated Parents (CHIP) program to 7-12 years olds. • Monitor number of children receiving education and support for depression • Expand Children of Incarcerated Parents (CHIP) program to 13 – 17 years olds. 	FY 2017 & ongoing FY 2018 FY 2019	<ul style="list-style-type: none"> • Greater access to education and support services. • Increase number of children and teens participating in programs. • Expand support groups and education programs to other BSHR service areas.

ACTION PLAN		
Activity	Target Date	Anticipated Impact or Result
Collaborate with community partners to impact mental health services. <ul style="list-style-type: none"> • Partner with local schools, churches and city government. • Partner with Jim’s Local Market to provide a facility to host depression support groups and educational sessions. • Partner with local church to provide transportation for children to participate in support groups held at Jim’s Local Market • Continue partnership with Eastern Family Services. 	FY 2017 & ongoing	<ul style="list-style-type: none"> • Increase number of people receiving depression support and education.
Promote positive parenting practices through support services and education. <ul style="list-style-type: none"> • Track number of people in Family Focus education classes, support groups, and interactive learning groups. 	FY 2017 & ongoing	<ul style="list-style-type: none"> • Increase number of people receiving education and support services.
Resources Required Staffing, Funding, Partnerships		
ALIGNMENT WITH STATE/NATIONAL PRIORITIES		
Healthy People 2020		Virginia’s Plan For Well-Being 2016 – 2020
MHMD-4.1 Reduce the proportion of adolescents aged 12 to 17 who experience major depressive episodes. MHMD-9 Increase the proportion of adults with mental health disorders who receive treatment.		Goal 4.1: Virginia has a strong primary care system linked to behavioral health care, oral health care, and community support systems.
PARTNERSHIPS		
Newport News Community Services Board Newport News Justice system Newport News schools Christopher Newport University Peninsula Department of Health		Jim’s Local Market Newport News churches Kidz’N’Grief Mikey’s Camp

PRIORITY: ACCESS TO HEALTH SERVICES – DIABETES/OBESITY

GOAL: Reduce incidences of obesity and diabetes within the BSMIH service area.

BACKGROUND ON STRATEGY

Nearly 30 million people in the United States have diabetes and 1.4 million new cases are diagnosed each year. Diabetes is the primary cause of death for approximately 70,000 Americans and contributes to nearly 165,000 deaths annually. According to the CDC, over 85% of people with type 2 diabetes are overweight or obese. Obesity-related conditions include heart disease, stroke, and type-2 diabetes, which are among the leading causes of death. In addition to grave health consequences, obesity significantly increases medical costs and poses a staggering burden on the U.S. medical care delivery system.

Nearly 30 million people in the United States have diabetes and 1.4 million new cases are diagnosed each year. Diabetes is the primary cause of death for approximately 70,000 Americans and contributes to nearly 165,000 deaths annually. According to the CDC, over 85% of people with type 2 diabetes are overweight or obese. Obesity-related conditions include heart disease, stroke, and type-2 diabetes, which are among the leading causes of death. In addition to grave health consequences, obesity significantly increases medical costs and poses a staggering burden on the U.S. medical care delivery system.

The percentage of adults who were obese in Newport News (34%) and Hampton (32%) is higher than Virginia (27%) and the Healthy People 2020 goal of 30.5%. Diabetes mortality rates per 100,000 in Newport News, Hampton, and Williamsburg have increased from 2004 to 2013, while the rate per 100,000 people in Virginia has decreased. BSMIH discharge rates surrounding diabetes are higher than the state average and the prevalence of obese citizens in Newport News is among the highest in the region.

Good nutrition, physical activity, and a healthy body weight are essential parts of a person's overall health and well-being. Together, these can help decrease a person's risk of developing serious health conditions, such as high blood pressure, high cholesterol, diabetes, heart disease, stroke, and cancer. Most Americans, however, do not eat a healthful diet and are not physically active at levels needed to maintain proper health. Fewer than 1 in 3 adults and an even lower proportion of adolescents eat the recommended amount of vegetables each day. Compounding this is the fact that a majority of adults (81.6%) and adolescents (81.8%) do not get the recommended amount of physical activity.

In understanding the need for reduction of obesity and diabetes mortality rates within its service area, BSMIH will address programming aimed at obesity and diabetes within the BSMIH community. BSMIH also partners with other organizations in the community to provide support.

Evidence Base Sources:

Healthy People 2020 <https://www.healthypeople.gov>

American Diabetes Association <http://www.diabetes.org>

Centers for Disease Control and Prevention <https://www.cdc.gov>

County Health Rankings and Roadmaps <http://www.countyhealthrankings.org>

OBJECTIVE #1: *Reduce incidence of diabetes and obesity through education and support services.*

ACTION PLAN

Activity	Target Date	Anticipated Impact or Result
<p>Provide nutrition education and physical activity through Bon Secours InMotion, Bon Secours Glycemic & Nutrition, and Medical Surgical Weight Loss programs.</p> <ul style="list-style-type: none"> • Track number of people participating in programs. • Expand programs to community settings. 	<p>FY 2017 & ongoing</p>	<ul style="list-style-type: none"> • Increase number of people attending programs. • Reduce BMI for people enrolled in programs.
<p>Offer health fairs to congregations through the Bon Secours Faith Community Nurse Network.</p>	<p>FY 2018 & ongoing</p>	<ul style="list-style-type: none"> • Increase number of people screened. • Refer at-risk patients to providers or other community resources for medical attention.
<p>Partner with middle and high schools to provide nutrition and physical activity education to students.</p> <ul style="list-style-type: none"> • Identify and partner with local schools to provide programs around obesity and physical activity for middle and high school students. • Track numbers of children receiving education of nutrition and physical activity. • Track BMI of children participating in programs. • Expand programming to other schools. 	<p>FY 2017 & ongoing</p> <p>FY 2018</p>	<ul style="list-style-type: none"> • Increase number of middle school students participating in Heart Health Academy. • Increase awareness of nutrition and physical activity health benefits. • Increase number of children participating in education programs. • Reduce BMI of program participants

ACTION PLAN		
Activity	Target Date	Anticipated Impact or Result
Enhance collaboration with Yorktown YMCA to provide programming and education around obesity and physical activity. <ul style="list-style-type: none"> Track BMI of people participating in programs. Enhance programming and education provided through partnership with Yorktown YMCA. 	FY 2017 & ongoing	<ul style="list-style-type: none"> Increase number of people participating in programs. Reduce BMI of participants in programs.
RESOURCES REQUIRED		
Staffing, Funding, Partnerships		
ALIGNMENT WITH STATE/NATIONAL PRIORITIES		
Healthy People 2020 National Diabetes Prevention Project		Virginia's Plan for Well-Being 2016 – 2020
D-1 Reduce the annual number of new cases of diagnosed diabetes in the population. D-16 Increase prevention behaviors in persons at high risk for diabetes with pre-diabetes. NWS-8 Increase the proportion of adults who are at a healthy weight. NWS-9 Reduce the proportion of adults who are obese. NWS-10 Reduce the proportion of children and adolescents who are considered obese.		Goal 3.1 Virginians follow a healthy diet and live actively.
PARTNERSHIPS		
American Diabetes Association American Heart Association Bon Secours Faith Community Nurse Network		Victory YMCA Dr. Kristina Ramsey, Ophthalmologist One Foot Two Foot Care, Newport News

PRIORITY: ACCESS TO HEALTH SERVICES - HOMELESSNESS

GOAL: *Bon Secours Mary Immaculate Hospital (BSMIH) will provide access to coordinated quality health care to the homeless population in its service area.*

BACKGROUND ON STRATEGY

Homelessness can happen to anyone, anytime, for any number of reasons including natural disasters, job loss, eviction, illness, or divorce, among others. In many cases it is a result of substance abuse. It is difficult to determine exactly how many homeless there are in the BSHR service area. There are approximately 24 homeless shelters in the BSMIH service area.

The 2016 Peninsula Point in Time Count (PTC) indicated that 521 people were identified as homeless, a decrease of 10% from the previous year. Of the 464 people in homeless shelters, 18% reported having a serious mental illness, 13% has a substance abuse problem, and 11% were considered chronically homeless. Sixty-five (65) identified themselves as veterans. Sixty-nine percent (69%) were single adults and 31% were people in households with children. While numbers of homeless counted in the Peninsula PTC declined, there continues to be a need for outreach.

BSMIH is responding to this issue through programs, collaborations, and partnerships that focus on the housing needs of the homeless population in its primary service area. BSMIH, also, initiated the Bon Secours Care-A-Van and Life Coaches programs to address the health needs on the homeless population. The Care-A-Van program is a mobile healthcare vehicle that provides primary and chronic care services in the BSMIH service area. The Care-A-Van program began in Richmond and since 2009 has expanded to Newport News, Portsmouth, Suffolk, and Norfolk. Life Coaches are medical navigators who assist uninsured and underinsured patients in overcoming social barriers to care, when presented to the emergency department for non-emergency care. Life Coaches also meet with homeless inpatients prior to discharge to provide referrals and assistance once they leave the hospital.

Source: *Greater Virginia Peninsula Homelessness Consortium* <http://www.gvphc.org>

Evidence Base: *Healthy People 2020* <http://www.healthypeople.gov>

OBJECTIVE #1: <i>Partner with community organizations and coalitions to improve access to housing for the homeless population.</i>		
ACTION PLAN		
Activity	Target Date	Anticipated Impact or Result
<p>Support expansion of affordable housing for homeless populations, including veterans.</p> <ul style="list-style-type: none"> Continued support of Virginia Supportive Housing through membership on the VSH Board of Directors. Provide financial assistance for development and construction of affordable housing. 	FY 2017 & ongoing	<ul style="list-style-type: none"> Reduce number of people experiencing homelessness. Improve number of people referred to community resources.
<p>Collaborate with community coalitions, organizations, and churches to address affordable housing strategies and homeless issues.</p> <ul style="list-style-type: none"> Collaborate with the Hampton Roads Housing Consortium to investigate and develop plans to address issues affecting the homeless population. Collaborate with ForKids, Inc. to support services for homeless families in crisis. Collaborate with LINK of Hampton Roads and P.O.R.T. Identify other partnerships. 	FY 2018 & ongoing	<ul style="list-style-type: none"> Reduce incidence of homelessness. Two churches that provide shelter for the homeless identified and partnership for support initiated.

OBJECTIVE #2: <i>Provide access to care for the homeless population in the BSMIH service area through the Bon Secours Hampton Roads Care-A-Van and Life Coaches programs.</i>		
ACTION PLAN		
Activity	Target Date	Anticipated Impact or Result
Increase access to healthcare to homeless adults and children in Newport News through the Care-A-Van program.	Ongoing	<ul style="list-style-type: none"> Homeless people treated on the BSHR Care-A-Van will be referred to shelters and other resources upon discharge through collaboration with LINK of Hampton Roads. Provide medication assistance and education to homeless patients with chronic disease.
Increase access to healthcare to uninsured and vulnerable adults and children through the Life Coaches program. <ul style="list-style-type: none"> Refer individuals to Union Mission, Salvation Army, and the Housing Crisis Hotline as appropriate. 	Ongoing	<ul style="list-style-type: none"> Reduce number of homeless people seen in the emergency room. Connect homeless discharged inpatients and emergency room patients with primary care resources and medication assistance. Increase awareness of community resources and assistance in obtaining prescription medications provided.
Resources Required Staffing, Funding, Physician Partnerships, Technology		
ALIGNMENT WITH STATE/NATIONAL PRIORITIES		
Healthy People 2020	Virginia's Plan for Well-Being 2016 – 2020	
AHS-3 Increase the proportion of persons with a usual primary care provider. AHS-5 Increase the proportion of persons who have a specific source of ongoing care. AHS-6 Reduce the proportion of persons who are unable to obtain or delay in obtaining necessary medical care, dental care, or prescription medicines.	Goal 4.1: Virginia has a strong primary care system linked to behavioral health care, oral health care, and community support systems.	

PARTNERSHIPS	
City Governments	Catholic Charities
Peninsula Department of Public Health	Peninsula shelters
Virginia Supportive Housing	Salvation Army
Hampton Roads Housing Consortium	ForKids, Inc.
Hampton Roads Housing Development Services	Community organizations and churches
LINK of Hampton Roads	Lackey Clinic
Physician Partners	

OTHER IDENTIFIED COMMUNITY HEALTH NEEDS NOT ADDRESSED

Bon Secours Mary Immaculate Hospital (BSMIH) currently addresses several of the needs identified in the CHNA, but not included in the implementation plan—homelessness, jobs with fair wages, crime (human trafficking and gun control), access to health services, senior health, and access to social services.

The Bon Secours Care-A-Van is a free medical service that provides general medical care to uninsured adults and children in Hampton Roads communities on the Southside and the Peninsula. The Care-A-Van team is bilingual and composed of registered nurses, licensed practical nurses, physicians, patient technicians, and outreach workers. Community partners, including free clinics, local health agencies, and numerous faith-based community organizations, collaborate with us in improving access to health services, one of the top 10 health issues identified by CHNA survey respondents. Bon Secours’ funding, grants, and contributions sponsor the Care-A-Van to ensure that services are free for all patients.

The BSMIH Life Coach program is another program that improves access to health services by connecting patients with no insurance, little resources, or no personal doctor with primary care resources to minimize their trips to the emergency room. The Life Coaches help patients overcome social barriers to care, make follow up appointments, and obtain medications. In addition, the Life Coaches assist with issues around education, housing, employment, and child care services.

Senior health was ranked in the top 15 health issues identified by CHNA survey respondents. Bon Secours offers a free comprehensive membership-based community outreach program called SeniorHealth, which is designed to assist our aging population in achieving life-long wellness. In 2016, membership numbers were in excess of 40,000 primarily located in the Bon Secours Hampton Roads service area. Bon Secours SeniorHealth provides education on health and community topics, physical activity, and socialization is provided through various avenues including the quarterly GoodHealth magazine, monthly senior-focused events each year, the annual Successful Aging Forum, trips, and weekly exercise programs.

BSMIH, also, has a comprehensive community-based program in place to increase parents' knowledge of childhood behaviors and development. Bon Secours Family Focus provides an array of services to families, which include parent education classes, support groups for parents and caregivers, the Al's Pal's preschool program and parent-child interactive learning groups. Additional programs are available for Hispanic parents, (Circulo de Padres Hispanos at First Baptist Church and St. George's Episcopal). Three main goals direct all of our programs and activities: to reduce parent isolation by increasing parent-to-parent support and linking families to valuable community resources, to increase parents' knowledge of childhood behaviors and development through parent education, to promote positive nurturing parenting practices.

BSMIH works closely with LINK of Hampton Roads, a collaboration of interfaith, civic and community organizations, working with the homeless population. Through LINK, homeless individuals and families are connected to appropriate resources and temporary shelter at PORT sites. Services provided at PORT include coordination of services, community referrals, case management, homeless data collection, medical referrals, on-site medical evaluations and dental care, information on affordable housing, among other resources. In addition, LINK is the largest homeless provider on the Peninsula of emergency shelter and supportive housing to chronically homeless persons with disabilities.

BSMIH also works closely with the Hampton Roads Coalition Against Human Trafficking (HRCAT) to address the issues and concerns around human trafficking in this area. BSMIH also partners with local and state officials and agencies with advocacy efforts around gun control.

Although Bon Secours Mary Immaculate Hospital (BSMIH) recognizes the importance of all the needs identified by the community including education, jobs with fair wages, community violence, transportation services, dental health, alcohol/drugs, and housing – resources are limited within the organization to prioritize these specific needs. There are other providers and organizations addressing these needs with specialized programs and services. BSMIH is prepared to collaborate or assist with these efforts beyond the current set of services we provide.