

## **BON SECOURS MARYVIEW MEDICAL CENTER 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 Maryview Medical Center (BSMMC) 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, BSMMC convened a Community Advisory Board (CAB) to 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
- Obesity
- Sexually Transmitted Infections

The CHNA CAB focused Mental Health on depression, Alzheimer's, dementia, and stress. They also focused Obesity on weight, diabetes, and nutrition. In addition, the CHNA CAB recommended education and a focus on senior health as important areas to consider within the identified significant health needs.

The CHNA further identified other health needs in the BSMMC service area to be jobs with fair wages, education, homelessness, crime, alcohol/drug abuse, senior health, access to health services, community violence, transportation, child abuse, people with disabilities, and places to play.

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 access to behavioral health services to improve the mental health of the community.***

### **BACKGROUND ON STRATEGY**

Mental health is an integral and essential component of health. The World Health Organization (WHO) constitution states: "Health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity." An important implication of this definition is that mental health is more than just the absence of mental disorders or disabilities. The 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. In addition, 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.

Untreated depression is the most common mental illness and is the number one cause of suicide. Depression is a prolonged period of sadness that interferes with the ability to function and is the most often the result of an imbalance of chemicals in the brain. Multiple social, psychological, and biological factors determine the level of mental health of a person at any point of time. Since 2006, the suicide rates throughout the BSMMC service area have steadily increased and Portsmouth and Chesapeake residents reported having a higher percentage of poor mental health days (17.0% and 13.7% respectively) than Virginia's rate of 13.1%. Furthermore, based on the Bon Secours Maryview Medical Center (BSMMC) Community Health Needs Assessment, only 28% of survey respondents indicated that mental health programs are meeting the needs of their communities.

Depression is a highly treatable illness. However, due to the stigma associated with depression, people suffering from depression-related issues do not seek out and received help. Research has shown that the vast majority of people who receive treatment improve.

In understanding the need for increased access to behavioral health services, BSMMC will address the barriers experienced by patients when attempting to receive behavioral healthcare. BSMMC will also partner with other behavioral healthcare organizations in the community to provide support.

#### **Evidence Base Sources:**

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

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

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

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

*Suicide.org* [www.suicide.org](http://www.suicide.org)

<b>OBJECTIVE #1:</b> <i>Reduce barriers to accessing behavioral services.</i>		
<b>ACTION PLAN</b>		
<b>Activity</b>	<b>Target Date</b>	<b>Anticipated Impact or Result</b>
Improve access to preventive medication for discharged mental health patients.	FY2017 & ongoing	<ul style="list-style-type: none"> <li>• Increase numbers of discharged patients who receive injectable behavioral health medication through the OPIC for discharged patients.</li> </ul>
Collaborate with community partners to impact mental health awareness. <ul style="list-style-type: none"> <li>• Continue partnerships with Narcotics Anonymous, Gamblers Anonymous, and Alcoholics Anonymous support groups.</li> <li>• Track number of patients referred to community resources by Life Coaches.</li> <li>• Partner with Portsmouth legal system to provide access to behavioral health services.</li> <li>• Pursue opportunities to collaborate with the Portsmouth Community Services Board.</li> </ul>	FY2017 & ongoing	<ul style="list-style-type: none"> <li>• Increase access to mental health support groups by providing meeting spaces.</li> <li>• Increase access to behavioral health services.</li> <li>• Increase access to services for residents through Reinvestment Project partnership with the court system to hold commitment hearings at BSMMC.</li> <li>• Improve networking capabilities and referral resources for patients and community residents.</li> </ul>
Promote positive parenting practices through support services and education. <ul style="list-style-type: none"> <li>• Track number of people in Family Focus education classes, support groups, and interactive learning groups.</li> </ul>	FY 2017 & ongoing	<ul style="list-style-type: none"> <li>• Increase number of people receiving education and support services.</li> </ul>

**OBJECTIVE #2:** *Reduce incidence of depression and suicide in adolescents and young adults through education and support.*

**ACTION PLAN**

Activity	Target Date	Anticipated Impact or Result
Reinstate Turning Point program for adolescents and young adults experiencing their first psychotic episode.	FY2018 & ongoing	<ul style="list-style-type: none"> <li>• Increase access to specialty care provided through case management, individual/group psychotherapy, education and support.</li> </ul>
Provide support and education for adolescents aimed at suicide prevention. <ul style="list-style-type: none"> <li>• Analyze outpatient clinic for adolescent experiencing suicidal thoughts and tendencies.</li> <li>• Monitor number of adolescents receiving education and support at outpatient clinic through referral partnership with local schools.</li> </ul>	FY2019	<ul style="list-style-type: none"> <li>• Increase number of adolescents in suicide prevention programs.</li> </ul>

**Resources Required (Mental Health)**  
Staffing, Funding, Partnerships

**ALIGNMENT WITH STATE/NATIONAL PRIORITIES**

Healthy People 2020	Virginia’s Plan for Well-Being 2016 - 2020
MHMD-1 Reduce suicide attempts by adolescents.  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.

<b>PARTNERSHIPS</b>	
YWCA	Portsmouth Community Services Board
HER Shelter	Portsmouth Police Department
Union Mission	Portsmouth Courts
Catholic Charities	Safer Harbor
Oasis Social Ministry	Barry Robinson Center
Jewish Family Services	Children’s Hospital of the King’s Daughters
Judeo-Christian Outreach Center	

**PRIORITY: OBESITY**

**GOAL: *Provide education, prevention, and treatment of obesity with an emphasis on diabetes and nutrition.***

**BACKGROUND ON STRATEGY**

Obesity-related conditions include heart disease, stroke, and type-2 diabetes, which are among the leading causes of death. Nearly 30 million people in the United States have diabetes and 1.4 million new cases are diagnosed each year. In addition to grave health consequences, obesity significantly increases medical costs and poses a staggering burden on the U.S. medical care delivery system. In 2011, 42% of Portsmouth residents, 30% of Chesapeake residents, and 31% of Suffolk residents were reported as being obese. All three cities have percentages higher than Virginia (28%). Only Chesapeake is lower than the HP2020 target of 30.5%.

Diabetes mortality rates in Portsmouth have risen from 28.9 per 100,000 in 2004 to 38.2 per 100,000 in 2013. Rates in Chesapeake, Suffolk, and Virginia have declined in the same period. In understanding the need for reduction of incidence of diabetes within the BSMMC service area, Bon Secours will address access to treatment of programs associated with diabetes within the BSMMC community, as explained below. BSMMC also partners with other organizations in the community to provide support.

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 the 2016 BSMMC Community Health Needs Assessment survey, only 36% of the respondents indicated that obesity and diabetes programs are meeting the needs of their communities. In addition to existing programming, BSMMC also partners with churches and 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 incidences of obesity through programming that will provide nutrition information and support to members of the BSMMC community.*

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

**RESOURCES REQUIRED**

Staffing, Funding, Partnerships

<b>ALIGNMENT WITH STATE/NATIONAL PRIORITIES</b>	
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.	Goal 3.1 Virginians follow a healthy diet and live actively.
<b>PARTNERSHIPS</b>	
American Diabetes Association American Heart Association Bon Secours Faith Community Nurse Network	Portsmouth Department of Health Local businesses & shipyards

<b>PRIORITY: SEXUALLY TRANSMITTED INFECTIONS</b>
<b>GOAL:</b> <i>Reduce incidences of sexually transmitted infections in the BSMMC service area.</i>
<p><b>BACKGROUND ON STRATEGY</b></p> <p>Sexually transmitted infections (STIs) are caused by infections that are passed from one person to another during sexual contact. Some STIs can also be spread through contact with blood or blood products. According to the World Health Organization, there are more than 30 different forms of sexually transmissible bacteria, viruses and parasites. Some of the most common infections are gonorrhea, chlamydia, and syphilis, and trichomoniasis, which are curable. Hepatitis B, herpes, HIV, and HPV are currently incurable; however, symptoms or disease due to them can be reduced or modified with treatment.</p> <p>The Centers for Disease Control and Prevention (CDC) estimates that there are approximately 20 million new STIs each year—almost half of them among young people ages 15 to 24. The cost of STIs to the U.S. health care system is estimated to be as much as \$16 billion annually. Because many cases of STIs go undiagnosed—and some common viral infections, such as human papillomavirus (HPV) and genital herpes, are not reported to CDC at all—the reported cases of chlamydia, gonorrhea, and syphilis represent only a fraction of the true burden of STIs in the United States. Untreated STIs can lead to serious long-term health consequences, especially for adolescent girls and young women. CDC estimates that undiagnosed and untreated STIs cause at least 24,000 women in the United States each year to become infertile.</p>

The BSMMC Community Health Needs Assessment indicated that the rates for STIs in its service area were a concern, with Portsmouth’s syphilis rate per 100,000 (27) significantly higher than that of Chesapeake (7.8), Suffolk (9.3) and Virginia (8.2). Portsmouth’s HIV rate per 100,000 (36.4) is three times that of Virginia and Chesapeake’s rate per 100,000 (21.3) is nearly twice as high compared to Virginia (12.1). BSMMC partners with community organizations in addressing issue of STIs in its service area.

**Evidence Base Sources:**

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

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

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

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

**OBJECTIVE #1:** *Reduce incidences of sexually transmitted infections through partnerships with community organizations.*

**ACTION PLAN**

Activity	Target Date	Anticipated Impact or Result
<p>Partner with the Portsmouth Health Department to address STIs.</p> <ul style="list-style-type: none"> <li>• Patients who are diagnosed at the Maryview Foundation Health Center, BSMMC Emergency Department, or Portsmouth Care-A-Van sites will be treated and referred to Portsmouth Health Department for follow-up treatment and education.</li> <li>• Patients who are diagnosed at the BSHBV Emergency Department or Suffolk Care-A-Van sites will be referred to the Suffolk Health Department for follow-up treatment and education.</li> </ul>	<p>FY 2017 &amp; ongoing</p>	<ul style="list-style-type: none"> <li>• Provide financial assistance for health department initiatives.</li> <li>• Increase access to care for STI patients.</li> </ul>

**RESOURCES REQUIRED**

Partnerships



<b>ALIGNMENT WITH STATE/NATIONAL PRIORITIES</b>	
<b>Healthy People 2020</b>	<b>Virginia's Plan for Well-Being 2016 - 2020</b>
STD-1 Reduce the proportion of adolescents and young adults with <i>Chlamydia trachomatis</i> infections  STD-6 Reduce gonorrhea rates.  STD-9 Reduce the proportion of females with human papillomavirus (HPV).	Goal 3.3 Virginians are protected against vaccine-preventable diseases.
<b>PARTNERSHIPS</b>	
Portsmouth Health Department Suffolk Health Department	

**OTHER IDENTIFIED COMMUNITY HEALTH NEEDS NOT ADDRESSED**

BSMMC currently addresses several of the needs identified in the CHNA, but not included in the implementation plan— jobs with fair wages, crime (human trafficking and gun control), access to health services, senior health, and alcohol/drug abuse.

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.

The Bon Secours Maryview Foundation Healthcare Center (MFHC), which is a free clinic, serves the uninsured in the City of Portsmouth. Organizations within the city of Portsmouth such as Social Services, as well as homeless shelters, often refer patients. New patients also come from a referral to qualifying discharged patients from BSMMC, physician offices, community health centers, civic agencies and local churches. The first Monday of each month MFHC holds an "Every Woman's Life Clinic" for pap tests,

breast exams, colposcopies, and follow-ups with mammograms. MFHC's medication assistance program sees about 250 patients a month and distributes about 300-400 medications per month.

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

Senior health was ranked in the top 10 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.

BSMMC, 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 AI'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.

Although Bon Secours Maryview Medical Center (BSMMC) recognizes the importance of all the needs identified by the community including education, community violence, transportation services, people with disabilities, and places to play – 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. BSMMC is prepared to collaborate or assist with these efforts beyond the current set of services we provide.