

Newport Hospital

Community Health Needs Assessment Implementation Strategy

October 1, 2019- September 30, 2022

As a result of the Community Health Needs Assessment (CHNA) prepared for Newport Hospital (NH) as of September 30, 2019, NH's leadership team, executive management, and other individuals critical to the organizational planning process have created an implementation strategy detailing action item plans covering the period from October 1, 2019 through September 30, 2022 to address the significant needs identified in NH's CHNA report. Based on the complex health issues in the community, NH has strategically planned ways to address these significant needs in order to maximize the improvement of the overall health and wellness of residents within its community. As discussed in the September 30, 2019 CHNA, available online at <https://www.lifespan.org/sites/default/files/lifespan-files/documents/centers/lifespan-community-health/9-30-2019-NH-CHNA.pdf>, NH identified the following issues as significant health needs currently facing its community:

1. Access to Primary Care and Specialty Services
2. Outreach and Education
3. Access to Mental and Behavioral Health Services
4. Wellness Programs
5. Aging in Place

Significant Health Need #1	Access to Primary Care and Specialty Services		
Actions Planned for Implementation	Resources Planned to Address Significant Health Need	Anticipated Impact on NH Community	Outside Groups Collaboration
1.1 Recruit more primary care providers in family medicine, geriatrics, and internal medicine. Without primary care access, patients may not receive appropriate care in a timely manner. The scope of primary care includes preventive care that can help to keep patients healthier in the long term, as well as disease management and the identification of needed behavior changes to maintain lifetime health.	Operating costs: use of local and national recruiters, sign-on bonuses, additional support staff, and exploration of physician loan forgiveness program.	<ul style="list-style-type: none">• Patient satisfaction;• Enhanced access;• Reduced hospital length-of-stay;• More consistent and regular treatment and overall better outcomes.	<ul style="list-style-type: none">• Physician recruiting firms;• Real estate community to identify improved space needs.

<p>1.2 Promote Lifespan Link service (https://www.lifespan.org/lifespanlink) to help connect patients to community-based primary care providers.</p>	<p>Financial investment and information technology.</p>	<ul style="list-style-type: none"> • Allow provider access to Lifespan records (read-only); • View notifications of ED visits, inpatient stays, discharges, lab results, and more at Lifespan facilities; • Able to send referral requests to Lifespan. 	<ul style="list-style-type: none"> • Community providers.
<p>1.3 Promote Lifespan Health Connection service to help connect patients to community-based primary care providers.</p> <p>The link for Lifespan Health Connection is available at: https://www.lifespan.org/centers-services/lifespan-health-connection</p>	<p>Lifespan Health Connection Customer Service.</p>	<ul style="list-style-type: none"> • Access to a wide range of services; • Resources within the Lifespan network and information about other Rhode Island and regional health care organizations; • Physician referrals and appointment scheduling in every medical area; • Wellness programs to promote improved health and longevity; • Community outreach programs that bring health speakers and services to neighborhoods; • Research programs/support groups. 	<p>N/A</p>
<p>1.4 Improve access to medication by launching a “meds to beds” program through Lifespan Pharmacy, which will provide prescriptions at the bedside before discharge.</p>	<p>Physicians and nurses.</p>	<ul style="list-style-type: none"> • Patient convenience and ensuring that patients have required medications upon discharge, possibly lowering readmissions. 	<ul style="list-style-type: none"> • Matt’s Local Pharmacy in Middletown, Rhode Island.

<p>1.5 Lifespan Physician Group, Inc. (LPG) intends to open six Urgent Care locations within Rhode Island and Southeastern Massachusetts during fiscal years 2020-2021, one of which includes Middletown, Rhode Island.</p>	<p>Facility space; Capital expenditures and operating funding; Professional and administrative staff.</p>	<ul style="list-style-type: none"> • Reduced barriers to access for patients without primary care physicians; • Expanded community points of access and hours; • Urgent care services improve health information and limit the number of medical records, thus improving the continuity of care. 	<p>N/A</p>
<p>1.6 Improve access to language assistance services. Mobile interpreter services for inpatients, expanding to outpatients by 2022.</p>	<p>Investment in applicable equipment.</p>	<ul style="list-style-type: none"> • Access to care; • Patient satisfaction; • Reduce barriers. 	<ul style="list-style-type: none"> • External technology services.
<p>1.7 Continue access to cancer services at the Lifespan Cancer Institute located at NH.</p>	<p>Continued financial support and physician access.</p>	<ul style="list-style-type: none"> • Allows patients to stay local for diagnosis and treatment of various types of cancer. 	<p>N/A</p>
<p>1.8 Hire more specialists in high-demand service lines, monitor wait times for new patients to receive an appointment with a specialist and assess need for intervention if wait times exceed acceptable ranges.</p>	<p>Operating costs: Recruitment fees, sign on bonuses, exploration of physician loan forgiveness program.</p>	<ul style="list-style-type: none"> • Patient satisfaction; • Enhanced access; • Limited travel needed for patients. 	<ul style="list-style-type: none"> • Physician recruiting firms.
<p>1.9 Create a musculoskeletal institute incorporating physiatry, spine care, and orthopedics.</p>	<p>Capital; Facility space; Recruitment of physicians.</p>	<ul style="list-style-type: none"> • Offers better access to care and creates improved efficiency through co-location. 	<ul style="list-style-type: none"> • Physician recruiting firms. • Partner with University Orthopedics and Newport Orthopedics.

Significant Health Need #2	Outreach and Education		
Actions Planned for Implementation	Resources Planned to Address Significant Health Need	Anticipated Impact on NH Community	Outside Groups Collaboration
<p>2.1 Raise awareness of NH services and community-based programs by developing a communication strategy that employs multiple channels to effectively promote health and wellbeing programs across the service area and continue the free Community Lecture Series.</p> <p>Partner with Newport Partnership for Families, an association of social service agencies, community organizations, educational institutions, and businesses striving to strengthen the City of Newport by prioritizing and supporting the needs of children, families, and individuals.</p>	<p>A Community Outreach Specialist, marketing staff, and various providers.</p> <p>Member of NH management will participate and serve on various local boards (Boys and Girls Club, Lucy's Hearth, Star Kids, Newport Public Library, St. Michael's Country Day School, Salvation Army).</p>	<ul style="list-style-type: none"> Population better understands what services are already available and how to access services through health literacy. 	<ul style="list-style-type: none"> Newport Partnership for Families and Newport HEZ, MLK Center. A coordinated network of collaborating partners that measurably strengthens families and enhances the quality of life in Newport County.
<p>2.2 Offer web-based educational programs for patients.</p>	<p>Information technology and marketing resources.</p>	<ul style="list-style-type: none"> Population better understands what services are already available and how to access services through health literacy. 	<p>N/A</p>
<p>2.3 Offer educational presentations/programs to school-age students, coaches, educators, and school associations.</p> <p>Such programs include continued participation in Project SEARCH. This Transition-to-Work Program is a unique, business-led, one-year employment preparation program that takes place entirely at the workplace. Total workplace immersion facilitates a seamless combination of classroom instruction, career exploration, and hands-on training through worksite rotations. The program culminates in individualized job development.</p>	<p>Funded through a grant for the Thompson Middle School through Newport Community Schools.</p>	<ul style="list-style-type: none"> Providing improved access to wellness, mental health, and family support services. This program addresses barriers to learning such as inadequate family involvement, social and health services, and encouragement of a link between home, school, and the community. The goal for each program participant is competitive employment. To reach that goal, the program provides real-life work experience combined with training in 	<ul style="list-style-type: none"> Newport Partnership for Families, Newport HEZ, Newport Community Schools, Boys and Girls Club of Newport County, and Project SEARCH.

		employability and independent-living skills to help young people with significant disabilities make successful transitions to productive adult life.	
2.4 Leverage technology to offer more telehealth services.	Equipment; Medical Staff collaboration.	<ul style="list-style-type: none"> Additional patient convenience, access to a broader scope of providers, and timely care. 	<ul style="list-style-type: none"> Telehealth delivery partners.
Significant Health Need #3	Access to Mental and Behavioral Health Services		
Actions Planned for Implementation	Resources Planned to Address Significant Health Need	Anticipated Impact on NH Community	Outside Groups Collaboration
3.1 Offer Mental Health First Aid in the service area.	Currently being offered at Emma Pendleton Bradley Hospital (EPBH), a Lifespan affiliate. Additional trainers at NH will be needed to provide this service.	<ul style="list-style-type: none"> Increases understanding and effective interaction with individuals struggling with mental health disorders; Reduces stigma attached to mental health. 	<ul style="list-style-type: none"> NH will need to collaborate with EPBH to obtain trainers at its location; Child and Family Services.

<p>3.2 Promote the Pediatric Psychiatry Resource Network (PediPRN) to family physicians and KIDS Link (a hotline for children in emotional crisis) to parents. In response to the overwhelming demand for pediatric psychiatric consultation across Rhode Island, and in recognition of the limited pipeline of new providers, EPBH has established the PediPRN, a free telephone consultation services for the State’s pediatric care providers, which created real-time phone consultation service staffed by our child psychiatrists for all pediatric primary care providers in Rhode Island.</p>	<p>Additional staff to handle increased demand for this service in the NH service area.</p>	<ul style="list-style-type: none"> • Provides mental health services to children and parents without requiring in-person appointments; • Early intervention for child mental health issues; • Improved connection to resources. 	<ul style="list-style-type: none"> • Newport Mental Health; • Child and Family Services; • Newport Prevention Coalition, • Aquidneck Island School system.
<p>3.3 Offer an educational series on mental health topics.</p>	<p>NH offers a limited series of programs to expand further collaboration and educational sessions.</p>	<ul style="list-style-type: none"> • NH provides limited education and support to Newport and surrounding areas in this domain. 	<ul style="list-style-type: none"> • NH collaborates with outside community agencies (such as the National Clinical Mental Health Counselors, CODAC, AdCare, Child & Family Services, etc.).
<p>3.4 Maintain access to Peer Recovery Coaches to support people with substance use disorders</p>	<p>NH currently partners with Hope Recovery Center, which provides this service to NH clients in need.</p>	<ul style="list-style-type: none"> • Supplemental recovery services needed are supported via collaboration with Hope Recovery Center. 	<ul style="list-style-type: none"> • Hope Recovery Center.
<p>3.5 Monitor utilization of partial hospitalization programs to determine if a third service track is needed and explore feasibility with telepsychiatry.</p>	<p>More providers and treatment space.</p>	<ul style="list-style-type: none"> • The NH Partial Hospital Program has been very successful. There is strong demand for both tracks and census is often at capacity. 	<p>N/A</p>

Significant Health Need #4	Wellness Programs		
Actions Planned for Implementation	Resources Planned to Address Significant Health Need	Anticipated Impact on NH Community	Outside Groups Collaboration
4.1 Offer holistic wellness programs for residents of the service area (e.g., 5K, walking programs, yoga, "Food is Medicine", etc.).	Financial support; Community outreach specialist.	<ul style="list-style-type: none"> Participants will better their health outcomes through improved education, awareness, healthy living, and health screening. 	<ul style="list-style-type: none"> Lucy's Hearth, Boys and Girls Club, YMCA Newport County.
4.2 Continue to partner with community groups for prevention programming.	Community outreach specialist; Additional providers.	<ul style="list-style-type: none"> Education provided to community members to help them better understand the resources and services available, as well as the benefits of risk factor management. 	N/A
4.3 Continue to administer the Frederick Henry Prince Memorial Fund and the NH Community Health and Wellness Program to prevent child and adolescent obesity by funding the community activities of local non-profits.	Community Health and Wellness Specific Purpose Funds of NH.	<ul style="list-style-type: none"> Healthier and physically active children and young adults. Promotion of healthy lifestyles. 	<ul style="list-style-type: none"> Organizations eligible for NH Health and Wellness Program grant awards.
4.4 Expand the "Prescribe the Y" program through the NH Family Medicine Department.	Community outreach specialist; Additional providers.	<ul style="list-style-type: none"> Healthy living, youth development, and social responsibility. 	<ul style="list-style-type: none"> YMCA Newport County.
Significant Health Need #5	Aging in Place		
Actions Planned for Implementation	Resources Planned to Address Significant Health Need	Anticipated Impact on NH Community	Outside Groups Collaboration
5.1 Explore the feasibility of a partnership with a community-based entity that can offer home safety checks to aging residents.	Capital investment in partnership.	<ul style="list-style-type: none"> Independent living 	N/A
5.2 Expand access to Certified Nursing Assistant and Medical Assistant training programs for residents of the service area.	Investment in additional staff.	<ul style="list-style-type: none"> Address the growing shortage of available care givers. 	<ul style="list-style-type: none"> Partner with community and technical colleges

Conclusion

This Newport Hospital Implementation Strategy report was authorized and approved by the Newport Hospital Board of Trustees on February 11, 2020.

NH will document progress on the implementation strategies presented as part of its commitment to the community it serves each year in its Form 990 tax return filings as required by the IRS. NH appreciates the continued support of its partners, recognized below, which help it meet the health care needs of Rhode Islanders. Questions or comments on the NH CHNA or Implementation Plan may be submitted to:

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