X. Evaluation of Activity Impacts from Previous CHNA

Barrett Hospital & HealthCare provided the Montana Office of Rural Health with an update on their Implementation Plan activities from their previous CHNA process. The BHHC Board of Directors approved its previous implementation plan on September 26, 2017. The plan prioritized the following health issues:

- Awareness, outreach and education
- Health, wellness and promoting healthy lifestyles
- Drug and alcohol abuse
- Mental health and suicide

The following tables include completed activities, accomplishments and impacts/outcomes within the facility’s proposed goals. To view BHHC’s full Implementation Plan visit: https://www.barretthospital.org/

Goal 1: Improve awareness of services and practices at BHHC.

<table>
<thead>
<tr>
<th>Strategies</th>
<th>Activities</th>
<th>Accomplishments</th>
<th>Community Impact/Outcomes</th>
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</table>
| 1.1 Improve community perception and understanding of hospital billing processes. | Explore offering educational programs for community members regarding hospital’s billing process. | - Promoted PFS billing processes in Annual Community Benefit Report/ Elevate Magazine Summer edition 9/17  
- Follow up with proposed Patient Financial Advocate ad campaign with Patient & Family Advisory Council 1/18  
- PAC reviewing pt education materials re understanding and choosing insurance 11/18  
- Price transparency program up and running on new website 1/19 | Improved patient satisfaction survey scores of patient financial services over baseline conducted in Fall 2017.  
Question 1: 64% strongly agree, 32% agree, 4% neutral  
Question 2: 48% strongly agree, 40% agree, 12% neutral  
Question 3: 52% strongly agree, 40% agree, 8% neutral |
| | Advertise financial counseling services to community. | - Promoted Financial Assistance Policy in Annual Community Benefit Report/ Elevate Magazine Summer edition 9/17  
- Financial Assistance flyers updated and redistributed to schools, churches, assistance offices, food banks, etc throughout Beaverhead and Western Madison County 1/18  
- FA screening and info on new hospital website 1/19 | Improved % of CHNA respondents with knowledge of BHH health services & awareness of financial assistance in 2020 CHNA.  
Knowledge of services good/excellent 2017=79.6%  
2020= 76%  
Awareness of financial assistance 2017=57.8%  
2020=61% |
| | Improve BHHC staff and provider knowledge of billing process to better | - Designed internal ads explaining the role of PFS as Patient Financial Advocates 1/18 | |
| Strategy 1.2: Help patients better maximize and understand their medical benefits. | Explore offering community education on medical benefits including private insurance, Medicare and Medicaid. | - Developed educational flyers: “Questions to Consider when Selecting an Insurance Plan” and “Is My Provider/ Hospital in Network with my Insurance Plan?” and distributed throughout Beaverhead and Western Madison Counties with Financial Assistance program flyers 1/18  
- Updated educational flyers with the assistance of the PAC 3/19 | Decreased number of negative comments regarding billing process in 2020 CHNA focus groups.  
2017=8  
2020= 0 |
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<td>Collaborate with insurance companies to explore offering pre-authorization of services education for the community. If feasible, develop new pre-authorization education protocol for BHHC patients.</td>
<td>- BCBS representative on-site to review pre-authorization process 12/17</td>
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| Strategy 1.3: Strengthen advertising and outreach efforts at BHHC. | Evaluate current BHHC website effectiveness and user-friendliness; prioritize and implement changes as indicated. | - BCBS representative on-site to review pre-authorization process 12/17 | Increased utilization of BHH and visiting specialist services and lower % of CHNA respondents requesting more specialists.  
Visiting Specialist Visits 2016/2017  
2016=2119  
Butte Urology  
0/112/240/296  
Bozeman Urology  
603/571/258/177  
Bozeman Cancer Center: Dr. Castillo  
132/155/133/106  
Bridger Ortho: Dr. Slocum  
123/118/55/43  
GYN Dr Lifson  
793/746/761/714  
Oncology CHA: Dr. Hueftle  
36/49/69/77  
Pediatriy Dr. Dickemore:  
432/610/457/542  
Butte Oncology:  
0/0/23/7  
Providence Telepsychiatry:  
0/0/55/194 |
| Add calendar of events and schedules of visiting specialist to website, BHHC social media sites and International Newsletter. | - Implemented monthly tracking report for volumes of visits being seen here by our visiting specialists. 1/18  
- Calendar of events on new web site 1/19 | | |
| Evaluate BHHC marketing plan and revise as needed. | - Hired new Marketing Manager 10/17  
- Updated Marketing Plan and priorities with Marketing Manager and Legato marketing partner June 2018  
- Mid-year update and review of marketing priorities with Marketing Manager and Leadership 12/18  
- FY20 Marketing Plan developed and approved 6/19 | | |
| Share results of Community Health Needs Assessment and BHHC Implementation Plan with community member via social media, website and/or other media. | - Completed website posting 9/17 | | |
| | | | 2019=2156  
% respondents requesting more specialists  
2017=36.7%  
2020= 26.3% |
**Goal 2: Promote health, wellness and healthy lifestyles in Beaverhead County.**

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| Continue to offer/promote BHHC community health and wellness programs: The Health Improvement Program (HIP), free sports physicals for students, Trails RX, diabetes education classes, worksite wellness program for BHHC employees, South West Montana Mammography Program, child birth classes, lactation education, health fair, lab screenings, car seat safety, trauma prevention education, cancer support group, cardiac and pulmonary rehab programs, etc. | - Cardiac Rehab Nurse and Inpatient Physical Therapist presented the Cardiac Rehab Program to Rotary 9/17  
- OB Nurse scheduled to present Baby Friendly Designation to Rotary 10/17  
- HIP starts fall session with 20 participants. 2017  
- Cardio-Pulmonary department begins post-sleep study CPAP education  
- School District 10 – gym for indoor walking 12/17  
- HIP starts January 2018 session with 20 participants.  
- 5 members of BHH administrative team completed March 17 10K run/walk.  
- 26 staff and community members participated in "Stop the Bleed" course.  
- 5 BHH staff completed MT Women’s Triathlon 7/18  
- ED Tech/Pediatric Auto Seat Specialist provided community car seat safety education.  
- Medical Tent staffed by BHH for Beaverhead inaugural Marathon/Half Marathon.  
- H.I.P. advertising on local grocery carts  
- H.I.P. fall 2018 class of 23 participants.  
- Trauma Nurse Coordinator has led 5 community classes on “Stop the Bleed”.  
- Allevant, Post-acute services specialists, enlisted to expand Swing Bed program to meet transitional care needs.  
- H.I.P. New Year 2019 class of 21 participants.  
- Employee Wellbeing Committee promotes activity and educational calendars and awards monthly beginning June 2019. | Decreased % of 2020 CHNA respondents rating the general health of the community as “unhealthy” or “very unhealthy”. 2017=52%  
2020= 45% |

**Strategy 2.1:** Enhance BHHC’s presence in the community as a leader in health and wellness programs/initiatives.

**Strategy 2.2:** Improve community awareness of existing health and wellness resources in the community.

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| Develop strategy for disseminating and advertising community resource list | - Facebook post of existing known fitness resources in conjunction with Beaverhead County Public Health 1/19  
- Transitional Care presentations on KVBD, Rotary, PEO group, St. Pat's.  
- H.I.P. Fall 2019 class supporting 16 participants. | Decreased % of 2020 CHNA respondents rating the general health of the community as “unhealthy” or “very unhealthy”. 2017=52%  
2020= 45% |
Partner with Public Health to hold meetings of community health and wellness stakeholders to update resources and continue community-wide discussion on health and wellness.
- Facebook post of existing known fitness resources in conjunction with Beaverhead County Public Health with call out to community to add to the list 1/19
- Partnering with Public Health to do combined CHNA in 2020

Evaluate EEOC “wellness” requirements for employers.
- Continuing to watch legislation by the U.S. government, specifically surrounding EEOC Wellness Regulations and the agency’s goals of revising its wellness rules. (January 2018 ruling by U.S. court in Washington D.C. vacated the EEOC’s plan and required the EEOC to update and redefine the plan).

Quantify BHHC wellness services that could feasibly be offered to local employers/businesses and community members
- Consulted in June 2018 with Gallagher Benefits to complete a Wellbeing Inventory of current state to determine opportunities to offer to current BHH and potentially external interest in services.
  - Wellness survey conducted with results returned to confirm current internal state and employee interest in services or self-improvement activities.
  - Internal BHH Wellbeing Committee created (led by Carol Kennedy), first meeting successful.
  - Corporate discount for gym membership with YMCA negotiated by Wellness Committee.
  - Free BHH trail use for Parkview School Parent Council for Fun Color Runs fundraising for playground equipment.

Determine local employer/community interest in participating in BHHC wellness services.
- Awaiting results from Gallagher Benefits on Wellbeing Inventory to determine feasibility of external offerings of BHH Wellness program.

**Strategy 2.3: Explore expanding BHHC worksite wellness program to include local employers/community members.**

**Goal 3: Decrease alcohol and drug abuse in Beaverhead County by enhancing preventative strategies and programs.**

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<tr>
<td><strong>Strategy 3.1: Support alcohol and drug abuse prevention programs for youth in Beaverhead County.</strong></td>
<td>BHH participation in Community Forum for drug &amp; alcohol abuse prevention in adolescents and &quot;Be the Change&quot; 406 Montana Coalition grant</td>
<td>Decrease in % of 2020 CHNA respondents identifying alcohol/ substance abuse as top health concern for the community. 2017=58.3% 2020= 55.1%</td>
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<tr>
<td>Support Public Health's efforts to explore partnering with schools and SWCDP Prevention Specialist Lead to restart</td>
<td>Contacted Beaverhead County Drug and Alcohol Prevention Specialist to learn about existing</td>
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<tr>
<td>Support the continuation of the ACES program in Beaverhead County.</td>
<td>a 'DARE' like program in the schools.</td>
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| Support the continuation of the ACES program in Beaverhead County. | activities & resulting info shared with leadership 1/19  
- Provided SAMSHA youth prevention activities website to Public Health and Prevention Specialist 1/19  
- Hosted community meeting to discuss youth alcohol and drug abuse prevention needs with state attorney general, city and county law enforcement, CPS, Be the Change, CHC, Schools, UMW 1/20 |
| Explore strategies for offering Chronic Pain Management education for community members and providers and implement if feasible. | Strategy 3.2: Improve BHHC chronic pain management strategies and community awareness of chronic pain services. |
| Explore strategies for offering Chronic Pain Management education for community members and providers and implement if feasible. | Decrease in % of 2020 CHNA respondents identifying alcohol/substance abuse as top health concern for the community. 2017=58.3%  
2020= 55.1% |
| Decrease in % of 2020 CHNA respondents identifying alcohol/substance abuse as top health concern for the community. 2017=58.3%  
2020= 55.1% | Explore Strategies for assessing likelihood of addiction with emergency department patients.  
- Chronic pain management policy developed and approved with opioid contracts and system for sharing pain management plan between PCP and ED 11/17  
- Added EHR capability for electronic prescribing of controlled substances and integrated access to Montana Prescription Drug Registry 12/19 |
| - Established standing agenda item for Jana Barnes to report updates of ACES Community activities to PCP meeting. 1/18  
- LC Approved “Informed Trauma Community training for Clinic and ED’. That will begin in May 2018  
- 12 BHH Staff and community members attended evening showing of “Resilience” movie with members of ACES Task Force.  
- ACES presentation to Clinical Managers  
- ACES presentation to PAC 7/18  
- Plan to add ACES information to prenatal classes 7/19  
- Amy Wellborn, LCSW will represent BHH at ACES Community Committee 12/19 |
| - Article by Physical Therapist on local newspaper on the benefits of PT over opioids 10/18/18  
- Exploring Pain Management service line with various providers during 4th quarter, CY 2019. Conversations are ongoing.  
- Hosted community meeting to discuss opioid abuse prevention needs with state attorney general, city and county law enforcement, CPS, Be the Change, CHC, Schools, UMW 1/20 |
| - Offered to use BHH Facebook exposure to promote Coalition Prevention Activities 1/19  
- Explore vaping education opportunities for providers and public 2/20 |
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| Explore ways to collaborate with local health providers. | - Exploring the potential of leasing space to community providers for tele-psyche/tele-case management for previous WMMH clients. 1/18  
- Closing of WMMH health services in Dillon could result in more patients accessing care in ED in crisis. Meeting occurred on 12/22/17 with stakeholders  
- Lists of impacted patients from MMHC closure along with their records was received on 1/2/18. All patients have had appointments with PCP to define ongoing care needs  
- LAC has received some funding and has opened a Help and Resource center that will be staffed 4 hours every day.  
- CCO joined LAC as a member in February 2019  
- Clinic Director will join LAC as member in February 2020  
- EIRMIC visited with leadership and reviewed available telehealth and telebehavioral health service offerings.  
- BHH representation at local Community Health Summit | Fewer focus groups identify need for more mental and behavioral health services in 2020 CHNA. 2017=2/3  
2020=7/15 key informants (focus groups not done due to COVID-19) |

**Goal 4: Improve access to mental health services and suicide prevention resources in Beaverhead County.**

**Strategy 4.1: Address cost as a barrier for community members seeking out mental health services.**

- Grant Proposal will be submitted May 2018 with decision about funded grants in June 2018  
- Ken Westman and Jenny Given attended Integrated Behavioral Health Summit in Missoula in November 2018. Exploring grant opportunities to further develop integrated behavioral health at Barrett Hospital & HealthCare  
- In discussion with United Healthcare regarding
alternative telemedicine crisis counseling model 6/19
- Submitted grant application for Integrated Behavioral Health to the Montana Healthcare Foundation June 2019
  o Grant proposal approved for funding July 1, 2019
  o Hired second LCSW November 2019

Continue to advocate for patients by addressing cost as a barrier to seeking mental health services through legislative contacts.

Met with Lt. Gov. Clooney and Sen. Welborn to discuss Governor’s proposed budget cuts including possible cuts/impacts to mental health services 10/17
- Discussion topic at MHA Region 4 meeting 10/17
- CEO discussed this topic with legislator at Montana Hospital Association Mid-Year CEO meeting in Bigfork, MT and was also a panelist presenter on behavioral health services and challenges at BHH and in Dillon
- Senior leadership met with Rep. Tom Welch and Sen. Jeff Welborn December 18, 2018 to discuss multiple topics, including behavioral health prior to the 2019 legislative session.
- Numerous hospital staff and providers voiced support for 2019 legislative session Medicaid expansion with resulting passage of legislation

Continue BHHC participation in Mental Health Local Advisory Council and partnership in Mental Health Summit action committees.

Beaverhead County LAC Crisis Committee met 12/8 to discuss crisis coverage at jail, Youth Challenge, and ED in face of WMMHC budget cuts and office closure.

Continue supporting Mental Health First Aid and Suicide Prevention classes through in kind services such as meeting room space, advertisement, etc. and advocate for training of local school teachers/educators and church pastors and support staff.

Exploring with MT FLEX program about providing Mental Health First Aid course in Dillon 10/18/18

Include mental health screening in annual free sports physicals for local schools.

BCHS Sports Physicals were provided two nights in May 2018 and a total of 43 students participated
- BCHS Sports Physicals were provided in June and August 2019, a total of 60+ students participated
- Behavioral/mental screening has been incorporated

# suicides in Beaverhead County:
2014-2016=12
2014 =3 (2 male gun, 1 female OD)
2015=3 (3 male guns)
2016=1 (1 male hanging)
2017-2019=9
2017 =4 (4 male gun)
2018=3 (2 male poisoning, 1 male strangulation)
2019=2 (2 female gun)
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<tr>
<th>Strategy 4.3: Improve access to mental health services at BHHC.</th>
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<tr>
<td><strong>Host periodic meetings to foster positive relationships and continuity of care between hospital providers and school counselors.</strong></td>
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<td>- Meeting has yet to be scheduled.</td>
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<tr>
<td><strong>Continue to support the AHEC Heads Up Camp mental health career awareness for high school students.</strong></td>
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</table>
| - Committed support during 2017-18 school year, but Heads Up Camp did not occur - anticipate this will occur in 2018-19 school year and will support.  
- Co-sponsored Heads Up camp November 8-9, 2018 in Dillon.  
- On 1/16/19 verbally committed to co-sponsor Heads Up Camp again in Dillon fall of 2019  
- Committed support during 2019-2020 school year for Heads Up Camp scheduled for October 17-18, 2019 |
| **Support the continuation of the ACES program in Beaverhead County.** |
| - Jana Barnes is a participant on the local planning committee. Jana requested to schedule brief presentation at a Board of Directors meeting.  
- ACES team members presented to Clinical Managers group  
- Jana Barnes presented to Patient & Family Advisory Council 7/10/18  
- Plan to add ACES information to prenatal classes 7/19  
- LCSW added to ACEs Task Force to represent BHH |
| **Explore expanding tele-psychiatry services including greater access to child psychiatry (finding more providers and expanding hours)** |
| - Added Providence telepsychiatry services but unable to specify child psychiatry.  
- Added second LCSW with experience from Yellowstone Boys & Girls Ranch |
| **Continue to offer integrated behavioral health services at BHHC and monitor/improve contracted Western Montana Mental Health Crisis Response Team Services.** |
| - Numerous meetings and correspondence with CRT to improve services  
- Addition of telehealth option with CRT  
- Exploration of alternative crisis response options from Idaho Falls  
- Secured integrated behavioral health grant allowing hire of second LCSW |

CRT referrals & issues: Multiple turnover at WMMH CRT; inconsistent data sharing; continued issue