



# Indiana University Health

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IU Health Goshen Hospital

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# Access to Healthcare



**Objective: Provide the community with an integrated network of physicians that supports access to healthcare for all individuals including the uninsured or underinsured. Reduce the number of community members in Elkhart County who leave the community for medical treatment or who forgo treatment altogether.**

Need	Implementation Strategy	Anticipated Impact/ Metric	Evaluation Plan
Lack of access to specialists and lack of access to primary care providers were identified by 71% and 68% of respondents respectively as barriers to community wellness	<ul style="list-style-type: none"> <li>Nurse on Call Physician Referral and Triage call services that connect community members with health care providers in the community</li> </ul>	<ul style="list-style-type: none"> <li>Provide community immediate access to professional healthcare by phone, helping them make decisions about the best methods for resolving healthcare needs</li> </ul>	<ul style="list-style-type: none"> <li># referrals for visits from calls</li> <li>ED usage</li> <li># of reduced unnecessary calls to primary care physicians</li> </ul>
Cost- based on U.S Department of Commerce county level data for health insurance coverage in 2007, approximately 17.1 – 22.5% of those less than 65 years of age are uninsured in Elkhart County	<ul style="list-style-type: none"> <li>Circle of Care provides mothers of new born infants the opportunity for infant care follow-up with a primary physician even if the mother or her family do not have health insurance</li> </ul>	<ul style="list-style-type: none"> <li>All newborn infants will have a primary care physician</li> </ul>	<ul style="list-style-type: none"> <li># of parents provided with information about primary care physician</li> <li># of follow up appointments made and/or kept with physicians</li> </ul>
Cost - based on U.S Department of Commerce county level data for health insurance coverage in 2007, approximately 17.1 – 22.5% of those less than 65 years of age are uninsured in Elkhart County	<ul style="list-style-type: none"> <li>Charity Care and Reduced cost care for the underserved enables underinsured and uninsured community members to have access to health care</li> </ul>	<ul style="list-style-type: none"> <li>Provide more financial assistance to those patients who are not capable of paying for their healthcare services</li> </ul>	<ul style="list-style-type: none"> <li>Number of individual patients enrolled</li> <li>Total amount of charity care spent</li> <li>Number of patients not sent to an outside collection agency</li> </ul>

# Behavioral Health



**Objective: Provide mental health support services for patients and their families before, during and after medical treatment.**

Need	Implementation Strategy	Anticipated Impact/Metric	Evaluation Plan
<p>In Elkhart County the reported unhealthy days was 3.3 days per month; The range in Indiana was 1.6 to 6.7 days per month, with an overall measure for Indiana of 3.6 days per month</p>	<ul style="list-style-type: none"> <li>The HeartString Sisters is a volunteer, one-to-one referral program providing information and support to breast cancer patients-survivors and care providers offer support to breast cancer patients struggling to return to a full and productive life following treatment</li> </ul>	<ul style="list-style-type: none"> <li>Breast cancer patients will receive the emotional support and have addressed their cosmetic needs related to breast cancer and its treatment in order to help them return to a full and productive life</li> </ul>	<ul style="list-style-type: none"> <li># of patients served</li> <li># of volunteers serving</li> <li>Pre and post depression screenings for participating patients</li> </ul>
<p>In Elkhart County the reported unhealthy days was 3.3 days per month; The range in Indiana was 1.6 to 6.7 days per month, with an overall measure for Indiana of 3.6 days per month</p>	<ul style="list-style-type: none"> <li>The Psychoneuroimmunology program will provide education and counseling to patients and their families as they go through cancer diagnosis, treatment and follow-up care</li> </ul>	<ul style="list-style-type: none"> <li>Provide enhanced well-being, improved capacity to complete cancer treatments</li> </ul>	<ul style="list-style-type: none"> <li># of patients served</li> <li>Pre and post distress screenings for participating patients</li> </ul>



# Behavioral Health (continued)

**Objective: Provide mental health support services for patients and their families before, during and after medical treatment.**

Need	Implementation Strategy	Anticipated Impact/Metric	Evaluation Plan
<p>In Elkhart County the reported unhealthy days was 3.3 days per month; The range in Indiana was 1.6 to 6.7 days per month, with an overall measure for Indiana of 3.6 days per month</p>	<ul style="list-style-type: none"><li>The Spiritual Care office will connect patients and the community with mental health needs to other providers in the community</li></ul>	<ul style="list-style-type: none"><li>Patients will be able to find the resources required for addressing their needs in a holistic manner</li></ul>	<ul style="list-style-type: none"><li># of patients reached</li><li>#of advanced directives created</li><li>Track how many appointments made</li><li># of presentations made in community</li><li>Pre and post depression or other screenings for patients</li></ul>

# Diabetes



**Objective: Create a community educated on proper self-treatment of diabetes to improve their quality of life. Reduce diabetic levels in Elkhart County by teaching individuals how to engage in healthy eating and exercise routines.**

Need	Implementation Strategy	Anticipated Impact/Metric	Evaluation Plan
<p>While diabetes is the 7<sup>th</sup> leading causes of death for Whites and the 4<sup>th</sup> leading cause of death for Blacks in Indiana, it is also a risk factor for many other physical complications and illnesses</p>	<ul style="list-style-type: none"> <li>• Our ADA recognized program offers diabetes self management education or DSME for patients with – pre diabetes, gestational diabetes, type 1 and type 2 diabetes, we also work with patients with insulin resistance/metabolic syndrome, patients are referred by physicians, PA's or NP's</li> </ul>	<ul style="list-style-type: none"> <li>• Would work as written but need to remove the word pregnancy. I would suggest the following to be used instead: Multiple studies have found that DSME is associated with improved diabetes knowledge and improved self-care behavior, improved clinical outcomes such as lower A1C, lower self-reported weight, improved quality of life, healthy coping, and lower costs.</li> </ul>	<ul style="list-style-type: none"> <li>• Review of patient satisfaction and achievement of patient chosen goals</li> <li>• Weight pre and post program</li> <li>• Amount of improved insulin numbers (pre-diabetes)</li> <li>• # Pregnancy complications (gestational)</li> </ul>
<p>While diabetes is the 7<sup>th</sup> leading causes of death for Whites and the 4<sup>th</sup> leading cause of death for Blacks in Indiana, it is also a risk factor for many other physical complications and illnesses</p>	<ul style="list-style-type: none"> <li>• Diabetes Risk Assessment and A1C testing (average blood glucose over 90 days) demonstrate patient diabetes risk. The IUH Goshen Hospital can then refer those at risk to programs that will help to address risk factors that are modifiable. We currently offer IR/MS, Pre-Diabetes for those with diagnosis. We also offer an adult type 2 diabetes prevention program and a children's type 2 diabetes prevention program.</li> </ul>	<ul style="list-style-type: none"> <li>• Seek and create opportunities to offer assessments and promote or advertise as appropriate.</li> <li>• Studies have shown that individuals at high risk for developing type 2 diabetes can significantly decrease the rate of onset of diabetes with lifestyle modifications</li> </ul>	<ul style="list-style-type: none"> <li>• # community members screened</li> <li>• # of community members that utilized resources after screening (requires follow up call/contact)</li> <li>• # of improved testing</li> </ul>



# Diabetes (continued)

**Objective: Create a community educated on proper self-treatment of diabetes to improve their quality of life. Reduce diabetic levels in Elkhart County by teaching individuals how to engage in healthy eating and exercise routines.**

Need	Implementation Strategy	Anticipated Impact/Metric	Evaluation Plan
<p>While diabetes is the 7<sup>th</sup> leading causes of death for Whites and the 4<sup>th</sup> leading cause of death for Blacks in Indiana, it is also a risk factor for many other physical complications and illnesses</p>	<ul style="list-style-type: none"><li>Some programs will educate the community regarding available support services, such as, technical support, for example Insulin Pump Training in which patients and their families are taught the proper technique for using an insulin pump</li></ul>	<ul style="list-style-type: none"><li>Provide patient education on the specific brand insuliin pumps for patients with type 1 and type 2 diabetes.</li></ul>	<ul style="list-style-type: none"><li># of patients served</li><li># of patients who successfully utilize insulin pumps (pre and post evaluation)</li></ul>

# Obesity Prevention



**Objective: Create a community educated on the health risks associated with obesity. Reduce obesity levels in Elkhart County by helping individuals to identify and achieve healthy weight goals in a safe and effective manner.**

Need	Implementation Strategy	Anticipated Impact/Metric	Evaluation Plan
<p>According to the CDC, National Diabetes Surveillance System, in 2008, one quarter of Elkhart County residents (25.6%) did not engage in any leisurely physical activity and were considered to have a sedentary lifestyle and a gradual trend of increasing obesity from 25.1% in 2004 to 28.9% in 2008 is noted in Elkhart County</p>	<ul style="list-style-type: none"><li>Programs will be strengthened that address fitness levels and nutrition for both adults and children in order to empower them to take control of their diet, exercise level, and health- these include programs, such as Fit Together! that educate children at risk of type 2 diabetes and their parents/families on risk reduction strategies</li></ul>	<ul style="list-style-type: none"><li>Offer classes to motivate families to make positive, health lifestyle changes</li></ul>	<ul style="list-style-type: none"><li># of families participating</li><li>Pre/Post Assessment of Family Nutrition and Physical Activity</li><li>Pre/Post Assessment of parent attitudes on ability to implement healthy lifestyle changes</li></ul>

# Tobacco Cessation



**Objective: Partner with the Community Health Department to provide individualized education plans to support the long-term goal of communities becoming tobacco free.**

Need	Strategy	Anticipated Impact/Metric	Evaluation Plan
<p>Annually, tobacco use causes more deaths than alcohol, AIDS, car accidents, illegal drugs, murders and suicides, combined; in Elkhart County, the prevalence of smoking in 2009 was 23%, equal to that of the state and higher than the national rate</p>	<ul style="list-style-type: none"> <li>The Tobacco Cessation program provides evidence-based education and strategies that address tobacco cessation for patients and community members. Smoking prevention efforts will be further strengthened through enhanced partnerships with community organizations, such as the county health department and local police departments' drug-free education in schools.</li> <li>IU Health Goshen Hospital has also created a smoke free campus to prevent second-hand smoke health risks and contamination in and around its facilities.</li> </ul>	<ul style="list-style-type: none"> <li>Community becomes tobacco free</li> <li>Improved health in the community with less medical needs</li> </ul>	<ul style="list-style-type: none"> <li># of community members served</li> <li>% of successful cessation after completion of program</li> <li>Track percentage of "tobacco" hospital inpatients interacting with our program</li> </ul>