

**2016 COMMUNITY HEALTH NEEDS ASSESSMENT
FINAL IMPLEMENTATION STRATEGIES**

ARIZONA REGION

Significant Health Need #1: Access to Care

Strategy #1: Increase use of Banner Urgent Care facilities and improve access to primary care services

Anticipated Outcome: Reduce the use of the Emergency Department for non-emergent care as measured by the number of patients who present to the ED with an Emergency Severity Index of 4 or 5

<u>AZ Strategies</u>	<u>Impacted Facilities</u>
A. Expand Banner Pharmacy Services for convenient low-cost care	ALL
B. Promote use of Banner Urgent Care Facilities to enhance access to lower-cost care for non-emergent issues	ALL
C. Improve access to Banner primary care physicians with 3rd Next Available Appointment strategic initiatives	ALL
D. Expand Primary Care capabilities through Banner Medical Group and aligned physicians	ALL
E. Promote use of Doctos on Demand for low cost e-visits and virtual care	ALL
F. Offer extended hours for Primary Care Provider (PCP) clinics within Banner Medical Group	ALL
G. Partner with Mission of Mercy to fund and implement My Direct Healthcare Scheduling Exchange (HSE)	Baywood, Desert, Estrella, Banner-UMCP, Heart
H. Continue to promote participation in MyBanner (online patient portal)	ALL

Strategy #2: Reduce recurring visits to the Emergency Department and increase access to preventative care

Anticipated Outcome: Reduce the frequency with which high-utilizer patients visit the Emergency Department as measured by the number of patients who present more than 4 times per year

<u>AZ Strategies</u>	<u>Impacted Facilities</u>
A. Assign dedicated case managers to the Emergency Department (ED) to support the discharge process and continuum of care	ALL
B. Deploy case management services in the ambulatory setting to support the continuum of care	ALL
C. Partner with Hospital Patient Services to provide Medicaid enrollment assistance for self-pay patients	ALL
D. Provide pediatric services to uninsured and underinsured families through the Banner HealthMobile and School-Based clinics	ALL except Page
E. Provide post-discharge education for high-utilizers, where appropriate	ALL

AZ East Specific Strategies

Impacted Facilities

A. Leverage the Banner Health Network Member Experience Center to direct care efficiently and effectively	ALL
B. Partner with East Valley Senior Center to implement and support the Sustainability Program for Seniors (based on the Banner Olive Branch Senior Center model in the West Valley)	Baywood, Desert, Gateway & Heart

AZ West Specific Strategies

Impacted Facilities

A. Leverage the Banner Health Network Member Experience Center to direct care efficiently and effectively	ALL
B. Offer health and social support to the senior population through the Banner Empowering Seniors Together (BEST) program offered through the Banner Olive Branch Senior Center	Boswell & Del E. Webb

Significant Health Need #2: Chronic Disease (Diabetes/Heart Disease/Cancer)

Strategy #1: Increase personal management of Chronic Disease

Anticipated Outcome: Increased community engagement, accountability and compliance with maintenance and preventative strategies, resulting in increased compliance with regular provider visits and screenings as measured by an increase in patient appointments

<u>AZ Strategies</u>	<u>Impacted Facilities</u>
A. Provide relevant chronic disease educational offerings in the community, leveraging partnerships with community-based organizations to help host and promote the events to a broader community population	ALL

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B. Close care gaps for Banner Health Network Members through adherence to patient care and preventative initiatives	ALL
C. Implement Banner's Signature Parks Concept with a focus on healthy living	ALL
D. Promote use of Doctors on Demand for low-cost e-visits and virtual care, including iCare for chronic care management and in-home and Eicu services for acute care	ALL
E. Provide Chronic Disease and healthy living education through publication of Smart & Healthy Magazine beginning in 2017	ALL
F. Deploy a proactive case management approach and outreach for chronic disease patients within Banner Health managed population	ALL
G. Promote the Chronic Disease webpage on facility website to increase on-line educational opportunities and resource awareness	ALL
H. Achievement of Strategic Initiative for care and health management that focuses on chronic care and prevention strategies	ALL
I. Provide asthma screenings, education and medication to the pediatric population through the Banner HealthMobile	ALL except Page
<u>AZ East Specific Strategies</u>	<u>Impacted Facilities</u>
A. Partner with MD Anderson to provide quality cancer care	Gateway ONLY
B. Implement Banner Health Network High Value Networks for specialty care including cardiology, oncology, orthopedics, imaging and neurology	ALL
<u>AZ West Specific Strategies</u>	<u>Impacted Facilities</u>
A. Provide education around disease management for patients in the Banner Health Network (BHN) who are newly diagnosed with COPD and Heart Failure through the BHN Lifestyle Management Program	Boswell & Del E. Webb
B. Implement Banner Health Network High Value Networks for specialty care including cardiology, oncology, orthopedics, imaging and neurology	ALL
<u>Significant Health Need #3: Behavioral Health (Mental Health & Substance Abuse)</u>	
Strategy #1: Increase access to behavioral health assessments and services for those in crisis	
Anticipated Outcome: Decrease the use of the Emergency Department for behavioral health issues as measured by patient data within Banner Medical Group	
<u>AZ Strategies</u>	<u>Impacted Facilities</u>
A. Utilize outpatient services such as Banner Psychiatric Center (BPC) to deploy telehealth services to patients presenting in the Emergency Department (ED) with mental health and/or substance abuse issues (this is a multi-year strategy)	ALL except Heart
B. Promote use of Doctors on Demand for low-cost e-visits and virtual care	ALL
C. Expansion of services and capabilities through Banner Behavioral Health capital investments	ALL
<u>AZ East Specific Strategies</u>	<u>Impacted Facilities</u>
A. Partner with Desert Vista to provide pediatric counseling services through the School-Based Clinic	Baywood, Desert/Cardon's & Gateway
B. Offer services and support to those in crisis through the Banner Psychiatric Center (BPC) and Behavioral Health Pavillion (BHP)	Behavioral and AZ South
<u>AZ West Specific Strategies</u>	<u>Impacted Facilities</u>
A. Partner with Banner Del E. Webb to offer inpatient and intensive outpatient services	Boswell ONLY
B. Expansion of services with added adult behavioral health beds	Del E. Webb
C. Offer inpatient and intensive outpatient services	Del E. Webb, Good Sam & Thunderbird

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Strategy #2: Increase identification of behavioral health needs and access to early interventions	
<i>Anticipated Outcome: Increase the number of community members who seek early interventions and decrease those who present in crisis as measured by patient data within Banner Medical Group</i>	
<u>AZ Strategies</u>	<u>Impacted Facilities</u>
A. Deploy depression screening tool in Primary Care Provider clinics and Pediatric Provider clinics within Banner Medical Group	ALL
B. Partner with Community Bridges, a local not-for profit behavioral health provider, to help align patients to available resources in the community	ALL
C. Offer support groups for anxiety, depression and other mental health issues	ALL except Ironwood
<u>AZ West Specific Strategies</u>	<u>Impacted Facilities</u>
A. Offer grief counseling through the Banner Olive Branch Senior Center	ALL

WESTERN REGION

Significant Health Need #1: Access to Care	
Strategy #1: Increase use of Banner Urgent Care facilities and improve access to primary care services	
<i>Anticipated Outcome: Reduce the use of the Emergency Department for non-emergent care as measured by the number of patients who present to the ED with an Emergency Severity Index of 4 or 5</i>	
<u>WR Strategies</u>	<u>Impacted Facilities</u>
A. Offer extended hours for Primary Care Provider (PCP) clinics within Banner Medical Group	East Morgan, Fairbanks, McKee, NCMC, Washakie
B. Collaborate with other local healthcare resources to align patients with services	ALL
C. Offer educational materials and links to community resources related to the insurance marketplace	ALL
D. Offer and participate in free health activities (e.g. screenings, health fairs, blood drives)	ALL
E. Continue to promote participation in MyBanner (online patient portal)	ALL
<u>Colorado Specific Strategies</u>	<u>Impacted Facilities</u>
A. Expand access to primary care physicians with opening of Banner Health Clinic	Sterling
B. Implement Patient Centered Medical Homes in the community (Banner Medical Group)	McKee & NCMC
<u>Wyoming Specific Strategies</u>	<u>Impacted Facilities</u>
A. Partner with the local providers on recruitment and retention within the community	Platte
B. Provide enhanced discharge materials for all ED and inpatients regarding providers, specialists and clinics in the community	Platte
Strategy #2: Reduce recurring visits to the Emergency Department and increase access to preventative care	
<i>Anticipated Outcome: Reduce the frequency with which high-utilizer patients visit the Emergency Department as measured by the number of patients who present more than 4 times per year</i>	
<u>WR Strategies</u>	<u>Impacted Facilities</u>
A. Provide post-discharge scheduling of follow-up appointments and transportation assistance, where appropriate	Churchill, East Morgan, Sterling & Torrington
B. Provide post-discharge education for high-utilizers, where appropriate	Fairbanks & Platte
C. Provide Pain Plan	Fairbanks & Platte

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Significant Health Need #2: Chronic Disease (Diabetes/Heart Disease)	
Strategy #1: Increase personal management of Chronic Disease	
<i>Anticipated Outcome: Increased community engagement, accountability and compliance with maintenance and preventative strategies, resulting in increased compliance with regular provider visits and screenings as measured by an increase in patient appointments</i>	
WR Strategies	Impacted Facilities
A. Close care gaps for Banner Health Colorado Members through adherence to patient care and preventative initiatives	Ft. Collins, McKee and North Colorado
B. Implement Banner's Signature Parks Concept with a focus on healthy living	ALL
C. Increase rate of mammography screenings	ALL
D. Promote the Chronic Disease webpage on the facility website to increase educational opportunities and resource awareness	ALL
E. Provide chronic disease educational offerings in the community, leveraging partnerships with community-based organizations to help host and promote the events to a broader community population	ALL
Alaska Specific Strategies	Impacted Facilities
A. Coordinate with University of Alaska Fairbanks (UAF) to provide community-wide health education seminars	Fairbanks
B. Provide diabetic education in collaboration with community partnerships	Fairbanks
California Specific Strategies	Impacted Facilities
A. Offer Manicures, Massages & Mammograms program to the community	Lassen
Significant Health Need #3: Behavioral Health (Mental Health & Substance Abuse)	
Strategy #1: Increase access to behavioral health assessments and services for those in crisis	
<i>Anticipated Outcome: Decrease the use of the Emergency Department for behavioral health issues as measured by patient data within Banner Medical Group</i>	
Alaska Specific Strategies	Impacted Facilities
A. Coordinate in discharge planning and follow-up with Fairbanks Community Behavioral Health	Fairbanks
Wyoming Specific Strategies	Impacted Facilities
A. Promote use of Doctors on Demand for low-cost e-visits and virtual care	ALL
B. Implement provider-to-provider psychiatric telephone consults in ED referral/transfer process	Platte
Strategy #2: Increase identification of behavioral health needs and access to early interventions	
<i>Anticipated Outcome: Increase the number of community members who seek early interventions and decrease those who present in crisis as measured by patient data within Banner Medical Group</i>	
WR Strategies	Impacted Facilities
A. Deploy depression screening tool in Primary Care Provider (PCP) clinics and Pediatric Provider clinics within Banner Medical Group	ALL except Lassen & Platte
B. Promote webpage with information and resources related to Mental Health and Substance Abuse	ALL