

**Gundersen Health System – Gundersen Lutheran Medical Center**

**Community Health Implementation Plan**

**1/1/2016-12/31/2018**

**Progress**



**\*Approved by the Board of Trustees/Board of Governors on March 28, 2016**

Health

- **Chronic disease and contributing factors**
- **Mental health and/or substance abuse**
- **Oral health**

Income

- **Quality Housing**
- **Poverty**
- **Jobs with Adequate Income**

Education

- **Academic Readiness and Success**
- **Youth Resilience**
- **Workforce Readiness**

Community

- **Adverse Childhood Experiences (ACE)**
- **Violence**
- **Environment**

# Health

*Preventing disease and promoting healthy behaviors improves lives, lowers health care costs and improves quality of life*

## Health Issue: Chronic Disease and Contributing Factors

Goal: To reduce the prevalence and burden of chronic disease in our community				2016	2017	2018
Action	Resource (program)	Partnerships	Measure of Impact	2016	2017	2018
Increase awareness of behaviors and their impact on chronic disease by providing information and education on behaviors and risk factors (e.g., healthy eating, physical activity, tobacco use, obesity, hypertension, diabetes, cancer, and cholesterol)	Conduct a regional cancer needs assessment that addresses cancer screening and barriers to care	*Local county health departments *American Cancer Society *American Dermatological Society (and community partners through them) *Others to be determined	Implement a cancer screening and awareness community outreach plan	Needs assessment complete and plan established	Continue to implement plan including radon awareness; skin cancer screening; and awareness; total value reported community service activity related to cancer= \$17,662	Implement HPV and radon education/ awareness along with encouraging screenings. total value reported community service activity related to cancer (gross) = \$9684
	Conduct resource assessment of internal and external assets	*To be determined	Resource inventory complete	Completed by Population Health Dept	Assessment complete 2017	Assessment complete
	Offer Minutes in Motion	*Local media *Ho Chunk Nation *Business Community	Number of participants, minutes reported, other outcomes	5977 registered participants; 1581 students in 80 classrooms, 115 businesses, 22 schools, 721 GHS employees	Total 3852. 660 were GHS employees. 110 worksite and school teams	Total 4,354.


			reported		participated as well as 25 classrooms and 600 students	
Offer "Know Your Numbers"	*La Crosse County Health Department *Novo Nordisk Pharmaceuticals *La Crosse YMCA *Mayo Health System	Number screened, Assessment of who is screened (aim to reach underserved population)	Total screened was 41, GHS screened 15		Not implemented (need to determine interest of target population)	Not implemented (need to determine interest of target population)
Continue or establish community partnerships and offer support related to chronic disease and prevention	*County health departments * Schools * Municipalities *La Crosse Medical Health Science Consortium *Pioneering Healthier Communities, *Healthy Living Collaborative, *La Crosse Area Health Initiative, *Other coalitions throughout the system	Active participation & goals achieved Financial contributions	<u>Listed are our community partners</u> 1. 7 C's Coalition, LAHI 2. La Crosse County Prevention Network Committee 3. Changing the Culture of Risky Drinking- HSC Alcohol Initiative <u>Physical Activity/Obesity</u> 4. Pioneering Healthier Communities 5. Healthy Community Partnership -La Crescent 6. Healthy Living Collaborative 7. Bicycle and Pedestrian Advisory Council 8. Connection Effect: Family Moments Matter 9. Community Run-Walks 10. Monroe County Nutrition Workgroup <u>Senior/Older Adult:</u> 11. RSVP – Retired Senior Volunteer Program 12. Western Wisconsin Cares – QA Committee 13. Falls Prevention Coalition 14. Smart Seniors – 15. Caregivers Coalitions <u>Injury Prevention:</u> 16. Safe Kids Coalition 17. Distracted Teen Driving <u>Population Health:</u> 18. United Way 19. United Way Compass Committee 20. Mental Health Coalition 21. Population Health Committee, La Crosse Medical Health Science Consortium 22. Wellness Council of America-Wisconsin (WELCOA) 23. Worksite Wellness Network 24. Well County 25. Change Direction	A few minor changes. Click on link provided below.  <a href="#">lin tok list</a>  Financial contribution to related: \$161,925  Community service activity value to related: \$174,513	<a href="#">lin tok list</a>  Financial contribution to related: \$161,342  Community service activity value to related: \$95,521	

				<p>26. Monroe County Safe Communities  27. Monroe County Mental Health Workgroup  28. REY  29. Well Connect</p> <p><u>Disease Specific Conditions:</u>  30. Support Stroke Service Line  31. Support Cancer Service Line  32. Support Heart Service Line  33. Integrative Medicine Oversight Committee  34. Know Your Numbers  35. Early Onset Dementia Series</p> <p><u>Other:</u>  36. PPH Neighborhood  37. RENEW  38. UW L – MPH Community Advisory Council  39. Sparta School System  40. La Crosse Area Family Collaborative</p> <p>Financial contributions = \$275,128  Community service activity value = \$166,221</p>		
	Offer Swing Into Shape and yoga exercise available on local cable channels and local access channel at no cost (available also for purchase)	*Local cable and access channels	Availability on local cable and access channels	<a href="#">Swing into Shape and Yoga Exercise Television Schedule Link</a>	Remains the same as previous year	Remains the same as previous year
	Provide opportunities for free blood pressure screening by community-located machines and	*Community organizations	Number of screens conducted	410 blood pressures	237 community screenings were conducted in 19 events	156 community blood pressure screenings

	community health screens					
Reduce barriers to treatment for patients with financial constraints	Charity Care and other financial assistance	*Internal only	Monitor utilization of charity care for patients presenting for bariatric procedures, and select cancer treatment (tbd) or for financial adjustments made overall	Charity care total for organization (Clinic and hospital = \$3,205,152 Unable to obtain as charity care "cannot be tied to a specific service as it is a reduction in the patient's balance and would relate to all services provided during that visit/stay"	Total = \$4,186,798	Total = \$3,546,785
Reduce childhood obesity	Develop pediatric obesity initiatives outlined in obesity strategic plan	*La Crosse YMCA *Schools	Initiatives implemented (including a pediatric obesity clinic in the Healthy Living Center at the La Crosse Y)	Initiated the 5210 message within Peds and the YMCA Risk Score Assignments roll out for 2017 15 participants completed the LEAP program with a parent/caregiver (sample too small to note outcomes at this time)	5210 continues  12 participants for LEAP	5210 continues  30 participants for LEAP
Improve health and well-being of our communities through strategic projects	Healthy Living Center – Y	*La Crosse YMCA	Number of visits per accounting unit (service) and/or number of participants	Winning Weighs – 15 participants Mov'n and Improv'n – 18 participants MetaBalance – 11 participants Family LEAP – 15 participants Babysitting Class - 13 participants PT/OT/Sports Med – 253 patient appointments	Winning Weighs-37 participants Mov'n and Improv'n-20 MetaBalance-32 Support Group-35 LEAP-12 participants PT/OT/Sports Med-511 No babysitting class held at HLC	Winning Weighs-10 Mov'n and Improv'n-100 MetaBalance-30 30 participants in LEAP PT/OT/Sports Med-925 appointments kept
	Grocery store	*City of La	Successful build	Discussions with potential	No further	Continue to investigate.

	in Powell Poage Hamilton neighborhood in response to identified food desert	Crosse *Joint Development Corporation (JDC) *PPH Neighborhood Association *PPH neighbors *Select business partners	of a store	grocers/developers continue. Kresge Grant to fund feasibility study denied. Grant submitted early 2017 for development funding (w/IMPACT)	progress with IMPACT. Dev't of building incorporating housing and retail (Zahn site); build begin in 2018; no definitive for grocery as of yet	Zahn dev't break ground summer 2019-unknown yet if retail space include grocery. Partner discussions continue with potential stand-alone sites.
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**Health Issue: Mental Health and/or Substance Abuse**

Goal: To improve mental health and reduce substance abuse in our community						
Action	Resource (program)	Partnerships	Measure of Impact	2016	2017	2018
To provide mental health education, information and crisis intervention in the 19-county service area	Continue to support 211	<ul style="list-style-type: none"> <li>*United Way (funding for 211)</li> <li>*State of WI (funding for 211)</li> <li>*Change Direction</li> <li>*NAMI</li> <li>*Mental Health Coalition</li> </ul>	Number of calls to 211 by topic	<p>Mental Health/Addictions-7771                      Information Services-5413                      Health care-2152                      Housing-2068                      Legal, Public Safety-1782                      Individual, Family and Community Support-1147                      Food/Meals-1042                      Transportation-913                      Utility Assistance-756                      Income Support-703                      Government/Economic Support-600                      Clothing/Personal/Household needs-496                      Arts, Culture, Recreation-448                      Disaster Services-222                      Employment-189                      Education-156                      Volunteer/Donations-138</p> <p><b>Crisis Calls</b>                      Mental Health-959                      Basic Needs-799                      Suicide-174                      Drugs/alcohol-164                      Domestic Violence-96                      Other-93                      Developmental-73                      Life Transitions-59                      Self-mutilation-29                      Child Abuse-28                      Vulnerable Adult-25                      Other Life Threatening-18                      Sexual Assault-12</p> <p>Change Direction campaign continues to expand in region and schools</p> <p>HSC received “Changemaker” grant from the Advancing a Healthier Wisconsin Endowment spread over eight years to impact capacity and coordinate behavioral health services.</p>	<p>New software was implemented beginning in 2017-Please visit <a href="http://www.greatrivers211.org/gr211/about-us/statistics-links/">http://www.greatrivers211.org/gr211/about-us/statistics-links/</a> for the 2017 statistical report.</p> <p>New reporting data:                      Obesity-7                      Alcohol related-185                      Mental Health related-4,255                      Crisis related-1,013</p>	<p>                      GR211 AR updated.pdf</p> <p>8- Obesity                      152- Alcohol related                      4601- Mental Health related                      2341-Crisis related calls</p>



	<p>*Gundersen National Child Protection and Training Center (NCPTC)          *Positive Parenting Program (Triple P) training with parents, teachers and school staff on positive parenting, and resilience skills training          *Trauma Informed Care Training</p>	<p>*Local school districts          *The Parenting Place</p>	<p>Programs provided, people attending</p>	<p>*10/2016 implement new suicide screening tool. Columbia-Suicide Severity Rating Scale (C-SSRS) enhance current Mental Health/Suicide Risk Screening. The C-SSRS will be used to screen all inpatients, ages 12 and older, for risk of suicide as well as outpatients who are found at risk using the Patient Health Questionnaire (PHQ-2 or PHQ-9).          *Oct 4 free public showing of documentary "No Kidding, Me 2!" about mental illness from sad and stigmatized to supportive and sharing          NCPTC - #s trained =-33,925          Parents Raising Resilient Children-153          ACEs/Trauma-Informed - 1,156 professionals</p>	<p>Lacie July to Dec (964)          NCPTC total 1404          Local-581          National-823           Parents Raising Resilient Children-86 (classes scaled back to four times/year)</p>	<p>NCPTC-462           Office of Population Health served 1859 people in 10 training and education settings           75 participants for Raising Resilient Children, 27 completed the series</p>
	<p>Conduct HeartMath education</p>	<p>*La Crosse Area Family Collaborative          *Others (tbd)</p>	<p>Individuals trained</p>	<p>80 employees attended full four hour training          91 contact hours          696 participants with customized sessions          52 GHS providers were trained in a special training specifically for providers</p>	<p>568 people reached          40 staff hours          258 students reached          110 staff hours</p>	<p>1093 people reached          120 staff hours</p>
	<p>Support mental health programming at the Y-Teen Center</p>	<p>*La Crosse YMCA          *Kaitlin's Table</p>	<p>Active participation &amp; goals achieved          Financial contributions</p>	<p>Oct 4 National Depression Screening Day at Y by Catherine Schuman from Behavioral Health          Teen Center:          Total visits: 7159          New youth: 306          Funding provided to Teen Center via GMF           Kaitlin's Table Outreach:          Biweekly drop-in at Logan and</p>	<p>Teen Center visits = 5925          Kaitlin's Table Outreach:          Biweekly drop-in at Logan and Central High Schools           Education:          2557 total participants reached (1182 adults, 1375 youth)          207.5 hours of training &amp; education          Topics:          -Mental Health 101</p>	<p>Teen Center:           Teen Center total visits: 5851          New Youth: 216          # of hours spent at the Teen Center: 12691           21 community members screened on National Depression Screening Day at</p>

				<p>Central High Schools 30 teens served</p> <p>Education:1,691 participants 76 hours of training &amp; education Topics: -Mental Health 101 -Mindfulness 101 -Depression/5 Signs of Suffering -QPR (Suicide Prevention) -Happiness -Coping Skills -Trauma Sensitive Schools -Self Care Foundations -Hope</p> <p>Supervised 3 Master's level interns (counselors in training) weekly (300 hours)</p> <p>Consultations: Informal assessment &amp; referral by phone or in person 142 total consultations 43 self referrals (requesting assistance for themselves versus someone else) -70 referrals for youth Concerns about: -Mood (dep, anxiety, grief) 51 -Suicide or NSSI (non-suicidal self injury) 15 -Trauma (sexual assault, domestic violence, PTSD) 16 -Behavior (out of character, mania, psychosis, eating disorder, school failure, sleep, substance abuse) 36 -Social (family conflict, homelessness) 9 -Chronic or health related (cancer, chronic pain, chronic mental illness) 7 -Coping (requesting therapist referral, social support) 38 Financial Contributions</p>	<p>-Mindfulness 101 -Depression/5 Signs of Suffering -QPR (Suicide Prevention) -Happiness -Coping Skills -Trauma Sensitive Schools -Self Care Foundations -Hope Supervised 3 Master's level interns (counselors in training) weekly Consultations: Informal assessment &amp; referral by phone or in person 136 total consultations 46 self referrals (requesting assistance for themselves versus someone else) 71 referrals for youth Concerns about: -Mood (dep, anxiety, grief) -Suicide or NSSI (non-suicidal self injury) -Trauma (sexual assault, domestic violence, PTSD) -Behavior (out of character, mania, psychosis, eating disorder, school failure, sleep, substance abuse) -Social (family conflict, homelessness) -Chronic or health related (cancer, chronic pain, chronic mental illness) -Coping (requesting therapist referral, social support)</p> <p>Types of Referrals: -Mobile crisis, 211, HOPELINE -Medical provider (PCP, OB-</p>	<p>the Y</p> <p>Education reached 3628 participants (3073 adults, 555 youth) 2162 hours of training of education. Education topics remain the same.</p> <p>Consultations: Informal assessment and referral by phone or in person, 132 total consultations</p> <p>Consultations remained consistent from previous year. Supervision of 2 Master's level interns (counselor's in training).</p>
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				<p>= \$12,797 Community service activity value = \$108,902</p>	<p>GYN, Integrated BH) -Behavioral health provider (GHS, Mayo, private providers, EAP, University counseling centers) -School student services -County services (Family collaborative, Aging &amp; Disability Resource Center) -Community agencies (YMCA, BGC, NAMI, HoChunk Nation, AA/NA) Collaborations: Better Together Steering Committee member La Crosse School District Great Rivers 211 Advisory Board member La Crosse County Health Department Teen Service Providers Network (TSPN) Boys and Girls Club La Crosse County Family Collaborative TIC/TSS Pilot Program Mayo Behavioral Health The Center Kaitlin's Table Solomon's Song UWL Psychology, Therapeutic Rec and Community Health Departments Family &amp; Children's Center Financial Contributions = \$50,900 Community service activity value = \$31,185</p>	
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						Financial Contributions = \$77,100 Community service activity value = \$35,480
Explore the feasibility of the community health worker concept to address mental health issues in the community	To be determined	To be determined	To be determined	Pilot initiated – housed in St Claire Mission; funded by La Crosse Community Foundation grant	Community Health work incorporated into HUB (via St. Claire Health Mission)	Community Health work incorporated into HUB
To provide substance abuse information in the 19-county service area	Drug drop off boxes	*La Crosse County Heroin and *Other Illicit Drug Task Force	Pounds of medication removed	912.4 pounds in LaX County Gundersen-based boxes = 4,000+ pounds of unused medication and 600+ pounds of sharps items from the public	1,814 pounds in LaX County  Meds collected by GHS = 5,952 lbs. Sharps = 8,250 lbs.	Rx collected by GHS 8,924 lbs. GHS collected 2250 lbs. of sharps.
	Participation on community coalitions	*La Crosse County Heroin And Other Illicit Drug Task Force *Changing the Culture of Risky Drinking Behavior Coalition	Active participation & goals achieved	Actively attended meetings and participated in Drug Summit assisted with Changing the Culture community events, such as Parents Who Host	Staff actively attended meetings- In June of 2017 alcohol grant was completed/ sunseting Changing the Culture of Risky Drinking Coalition. Staff will continue alcohol work through the LaCrosse County Prevention Network	Staff actively attended meetings LaCrosse County Heroin and Other Illicit Drug Task Force has now become Alliance to HEAL.


**Health Issue: Oral Health**

Goal: To improve dental health in our community				2016	2017	2018
Action	Resource (program)	Partnerships	Measure of Impact	2016	2017	2018
Facilitate exploration of partnership for dental care for the underserved population in La Crosse, Monroe, Juneau and Vernon counties	To be determined	*Scenic Bluffs *St Clare Health Mission	To be determined	In progress	Limited progress (Brekke) Community service activity value = \$1,880	Exploration of Medicaid covered dental services at site purchased by Gundersen (La Crosse)
Study the impact of charity care coverage for dental/oral care	Internal exploration/research by Revenue Cycle Redesign staff	NA	To be determined	Unable to obtain as charity care "cannot be tied to a specific service as it is a reduction in the patient's balance and would relate to all services provided during that visit/stay"	NA	NA
Provide fluoride treatment. education and free toothbrushes for disadvantaged children - MA pediatric patients	Outpatient services – Family Practice & Pediatrics	NA	# of patients reached	298 children received fluoride treatment through pediatrics	318 children received fluoride treatment through pediatrics	276 children received fluoride treatment through pediatrics

## Income

*A high quality of life in a thriving community requires safe, satisfying jobs that offer wages that can provide adequate housing and a good standard of living*

### Income Issue: Quality Housing:

Goal: To improve the quality, affordability and availability of housing in our community				2016	2017	2018
Action	Resource (program)	Partnerships	Measure of Impact	2016	2017	2018
Continue to support the neighborhood as outlined in the Joint Neighborhood Plan and actions of the Joint Development Corporation (JDC)	See neighborhood plan for details	*City of La Crosse * Joint Development Corporation (JDC) *Select business partners *La Crosse Promise	Completed projects	*Poage Park renovation completed; 12 resident housing units completed; hotel under construction *Community homelessness project housed all Homeless Vets in City by Dec; next focus is chronic homelessness GHS funded consultant to guide the project. Financial support for other efforts = \$6,000 Community service activity value = \$63,185	Food drives for the Hamilton School; Gundersen Hotel completed; Farmer's Market initiated in the neighborhood; Poage Park summer activities supported; Powell Park renovation; street lighting improvement; planning for biking corridors; Chronic Homelessness effort successful; street calming efforts with bump outs; Hamilton mentorship program thru Global Partners (GMF) 54 children; PPH Assn update:  Action Plan 2017-2018 Progress u	Food drives for the Hamilton School; 41 mentors at Hamilton and 11 at Hintgen. These are the sites that Global Partners directly oversee. Northside Elementary in La Crosse has about 15; Lemonweir Elementary in Tomah has about 12; and Adams-Friendship Elementary in A/F has about 22; these are 'extensions' of our program Powell Park renovation completed; continue lighting corridors; Zahn property development market rate housing targeted for completion 2020 Neighborhood Resources Officers hired

					Financial support for other efforts = \$46,500 Community service activity value = \$25,239	Financial support for other efforts = \$47,000 Community service activity value = \$720
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## Education

*Education provides us a better understanding of the world around us; it is a key building block to a healthy community reaching its full potential.*

### Education Issue: Youth Resilience

Goal: To strengthen youth resilience				2016	2017	2018
Action	Resource (program)	Partnerships	Measure of Impact			
To provide mental health education, information and crisis intervention in the 19-county service area	*Gundersen National Child Protection and Training Center (NCPTC) * Positive Parenting Program (Triple P) training with parents, teachers and school staff on positive parenting, and resilience skills training <i>(also in Mental Health goals)</i>	*Local school districts *The Parenting Place	Programs provided People attending	See previously reported section (Mental Health) Financial Support = \$14,130 Community service activity value = \$68,324 (Youth Resilience/ACEs)	Youth Resilience/ACEs Financial Support = \$52,960 Community service activity value = \$116,788 (Youth Resilience/ACEs)	Financial support = \$121,635 Community service activity value=\$26,554 (Youth Resilience/ACEs)



## Community

*A healthy natural environment, public safety, transportation, leisure, and support services contribute to strong community life.*

### Community Issue: Adverse Childhood Experiences (ACE)

Goal: To reduce the impact of adverse childhood experiences				2016	2017	2018
Action	Resource (program)	Partnerships	Measure of Impact	2016	2017	2018
To provide mental health education, information and crisis intervention in the 19-county service area	*Gundersen National Child Protection and Training Center (NCPTC) *Positive Parenting Program (Triple P) training with parents, teachers and school staff on positive parenting, and resilience skills training *Trauma Informed Care (also in Mental Health goals)	*Local school districts *The Parenting Place	Programs provided People attending	See previously reported section (Mental Health) Financial support = \$27,750 Community service activity value = \$68,324 (Youth Resilience/ACEs)	See previously reported section (Mental Health) Youth Resilience/ACEs Financial Support = \$52,960 Community service activity value = \$116,788 (Youth Resilience/ACEs)	Financial support = \$121,635 Community service activity value = \$26,554 (Youth Resilience/ACEs)