

**2023-2025
COMMUNITY HEALTH NEEDS ASSESSMENT
IMPLEMENTATION PLAN**

Introduction:

MultiCare Yakima Memorial Hospital's Community Health Needs Assessment (CHNA) was adopted by the Board of Directors in November of 2022. The board chose to prioritize three areas of need identified by the CHNA which are:

1. Access to Health Care
2. Health Equity
3. Behavioral Health

Internal stakeholders representing MultiCare Yakima Memorial Hospital developed this implementation plan, which outlines internal and external resources necessary to meet the three community needs listed above. The implementation plan describes how the hospital will address the identified health care needs by:

- Continuing and strengthening existing programs and services
- Exploring the implementation of new strategies, programs, or services
- Providing leadership in collaboration with community organizations to implement evidence-based strategies across the service area

MultiCare Yakima Memorial Hospital is committed to improving the health of the people and communities we serve. The process of conducting a Community Health Needs Assessment and developing implementation strategies helps us better understand the health care needs of our communities and the significant role we play in addressing those needs. In addition, this process has fostered greater collaboration among the many organizations that share our goal of improving the health of all people in our communities.

The plan is a living document and updates will be made and shared with the Board and community bi-annually.

PRIORITY AREA 1: ACCESS TO CARE

GOAL: Increase access to clinically appropriate preventative, diagnostic and treatment services

Strategy	Tactics
Stabilize our workforce	<ul style="list-style-type: none"> ▪ Expand talent pipelines through residency programs, increased availability of clinical rotations and outreach to community groups ▪ Build on system level MultiCare recruitment structures and strategies to grow local workforce ▪ Improve physician and staff engagement, leadership development and belonging ▪ Seek partnerships to bring new programs to PNWU for allied health programs
Common electronic medical record	<ul style="list-style-type: none"> ▪ Implement EPIC ▪ Improve access to patient information throughout MultiCare and other EPIC enabled facilities ▪ Implement MyChart access for patients enabling engagement with their care team, scheduling, and results
Improve efficiencies for patient scheduling and referrals	<ul style="list-style-type: none"> ▪ Develop dashboard of out migration to understand opportunities to return care to Yakima ▪ Implement internal review of outmigration opportunities ▪ Educate local healthcare providers about Yakima service offerings for specialty services, care, treatment
Increase preventive care	<ul style="list-style-type: none"> ▪ Partner with community providers to increase evidence-based screenings ▪ Increase preventative screening offerings (e.g. breast cancer screenings)
Reduce avoidable ED visits	<ul style="list-style-type: none"> ▪ Strengthen transitions of care ▪ Implement at least one innovative new approach to partner, educate and provide care in alternate settings ▪ Partner with community clinics to ensure patients have a primary care home
Expand partnership with Yakima Union Gospel Mission	<ul style="list-style-type: none"> ▪ Partner with UGM to increase services at their campus ▪ Expand support for UGM with access to supportive services (e.g. lab and radiology)

PRIORITY AREA 2: BEHAVIORAL HEALTH

GOAL: Improved outcomes for behavioral health patients

Strategy	Tactics
Co-locate immediate resource for behavioral health crisis in ED	<ul style="list-style-type: none"> ▪ Partner with Comprehensive Healthcare to place Designated Crisis Responder in ED ▪ Evaluate additional opportunities for models of care and opportunities to partner for patients with behavioral health needs
Access to behavioral health inpatient care	<ul style="list-style-type: none"> ▪ Partner with MultiCare system resources to evaluate opportunities to expand capacity ▪ Evaluate potential for single bed certification
Standardize the use of evidence-based screenings	<ul style="list-style-type: none"> ▪ Implement the Columbia Suicide Screening in the ED ▪ Standardize the use of PHQ-9 in primary care setting ▪ Implement Screening Brief Intervention & Referral to Treatment (SBIRT) in ED and hospital units on patients that meet criteria
Integrated behavioral health in primary care	<ul style="list-style-type: none"> ▪ Warm hand-off processes for patients with needs ▪ Increase access to providers with prescribing ability for outpatient needs

PRIORITY AREA 3: HEALTH EQUITY

GOAL: Reduction of health care disparities

Strategy	Tactics
Expand Diversity, Equity, and Inclusion (DEI)	<ul style="list-style-type: none"> ▪ Increase Intercultural Competency and Health Equity training offerings and participation ▪ Identify and develop leaders with diversity
Report quality by REaL to identify health disparities	<ul style="list-style-type: none"> ▪ Embed REaL metrics in each Quality Divisional goal ▪ Report metrics by Race, Ethnicity and Language (REaL) ▪ Collaborate with partners to implement action plans
Increase workforce diversity	<ul style="list-style-type: none"> ▪ Incorporate DEI into People Operations processes and tools ▪ Expand network for recruiting BIPOC student

This implementation plan, which outlines the goals, strategies and tactics intended to meet the three most pressing community needs, was created by following internal stakeholders working on behalf of MultiCare Yakima Memorial Hospital:

Shawnie Haas- Vice President, Specialty & Ancillary Services

Tanny Davenport, MD- Vice President, Physician Executive

Matt Allore- Assistant Vice President, Human Potential

Kim Bersing, RN – Chief Nursing Executive

Laura Crooks- Chief Executive Officer, Children’s Village

Kim Alexander- Director Behavioral Health

Sarika Tiwari- Executive Director, Medical Group Physician Recruitment

Aimee Borley- Executive Director, Quality & Patient Experience

Nicole Williams- Director, Oncology Service Line

Rachel Scott- Director, Practice Operations

Bertha López- Sr. Director, DEI & Community Programs

Omar Gambito- Director Community Health Outreach and Partnerships