



Madera Community Hospital

Implementation Plan for

The Community Health Needs Assessment

Published in March, 2013

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Information about the Community Health Needs Assessments, Implementation Plans and Community Benefits can be found on the hospital website www.maderahospital.org.

About the Community Health Needs Assessment:

Madera Community Hospital (MCH) participated in a four-county, Community Health Needs Assessment (CHNA) that was published in March, 2013. This effort, in which 15 hospitals participated in, was coordinated by the Hospital Council of Northern and Central California on behalf of the residents of Madera, Fresno, Kings and Tulare Counties.

The identified health needs of the region were determined by interviews with residents and healthcare professionals in the region, data accumulated from a variety of surveys and studies done by organizations not associated with the hospitals in the region and from other resources. A consulting company, LEAP Solutions, was contracted to coordinate the production of the report. LEAP Solutions are experts in the analysis of and reporting of the health needs of certain populations.

The Board of Trustees and management of Madera Community Hospital are committed to providing programs and services designed to meet the health needs of the residents of the hospital's direct service area, as described below.

About Madera Community Hospital:

Madera Community Hospital, founded in 1971, is a not-for-profit 501(c)3 corporation, serving the adult residents of western Madera County, that area within the county generally west of California Highway 41. The hospital primarily serves the cities of Madera and Chowchilla and the population areas of

Madera Ranchos, Bonadelle Ranchos, Ripperdan and Berenda, along with the rural areas of the western portion of the county. The hospital also provides services secondarily to many areas of western Fresno County. Other regional hospitals generally service the residents of eastern Madera County and surrounding areas.

Madera Community Hospital is the only hospital located in the county providing services to adult residents. Childrens' Hospital Central California is also located in the county and primarily serves newborn and adolescent patients of a large regional area.

Madera Community Hospital provides basic emergency services, inpatient medical and surgical care, intensive & critical care inpatient services, obstetrics, outpatient surgery, laboratory and imaging services and primary care and specialty physician care in several Rural Health Clinic locations.

The Board of Trustees of Madera Community Hospital oversees the services provided to the residents and works with the hospital management to allocate financial and human resources to meet these needs. The Board of Trustees adopted the CHNA and Implementation Plan on June 17, 2013.

As a not-for-profit organization, Madera Community Hospital provides care to all who seek it, regardless of their ability to pay. Through our financial assistance (charity care) program, many patients receive discounted or free care, based on their family income level. The hospital participates in the Child Health and Disability Prevention Program (CHDP), the Cancer Detection Program (CDP) and the Vaccines for Children program, which allows for immunizations to be given at no cost.

The Implementation Plan:

This Implementation Plan (IP) describes the ongoing programs and new initiatives put in place by Madera Community Hospital to address the identified health needs of the residents of our direct service area.

The priority health needs identified in the CHNA were:

- Obesity
- Mental Health
- Access to Care
- Poor General Health
- Immunizations

These items are specifically addressed later in this report.

Other factors identified in the CHNA that are outside the scope of services provided by Madera Community Hospital are:

- Lack of Physical Activity and Access to Fitness Facilities
- Tobacco Use

- Substance Abuse
- Responsible Sexual Behavior
- Excessive Violence Within the Community
- Environmental Quality
- General Education

Madera Community Hospital supports the work being done to address these socio-economic challenges and in some cases is directly involved with treating health issues resulting from them. Even though some of these items are outside the scope of a hospital's services, Madera Community Hospital supports those local programs and initiatives aimed at solving these matters.

Madera Community Hospital has specifically addressed the following health needs recapped on the prior page from the CHNA for the residents of its service area:

Obesity:

MCH, mainly through its outpatient clinics, is offering expanded education and other assistance to patients struggling with obesity. Weight, through the use of the Body Mass Index (BMI), is measured, tracked, assessed and discussed with all patients during visits to our facilities.

The employees of the hospital have access to an annual "biggest loser" contest where the hospital hosts a weight watchers program to help employees reduce their weight.

In the hospital cafeteria, a fit meal, with 500 calories or less, is offered as an alternative to traditional hospital foods. More lower calorie food items are being introduced in the future to provide alternatives to traditional foods served in a hospital setting. A monthly "lunch and learn" with a dietitian is also held to help expand the understanding of certain dietary approaches to losing weight. Inpatients have access to a Registered Dietitian for education on diet and obesity. The hospital supports a "Walk with a DOC" program with a local cardiologist that gives the opportunity to communicate and walk with a doctor once a month. They discuss the benefits of walking and weight control and their overall effect on good general health.

Representatives from the hospital's clinics and registered dietician program participate in local health fairs, flea markets and other community gatherings to distribute health-related educational materials. The hospital plans to expand on the participation at these events.

Since diabetes goes hand-in-hand with being overweight, MCH offers diabetes education to our inpatients. In the hospital's Rural Health Clinics a "sweet success" program is offered to diabetic and pregnant females. This program is designed to promote improved pregnancy outcomes for high risk pregnant women with pre-existing diabetes and women who develop diabetes while pregnant, or have gestational diabetes. The outpatient clinics monitor diabetic patients HgbA1Cs and focus their efforts on keeping this within the acceptable range.

Mental Health:

Mental and Behavioral health illnesses have increased in Central California over the years. Since much of these issues happen in a crisis, the hospital offer crisis intervention in its Emergency Room (ER). The Madera County Department of Behavioral Health staffs crisis intervention workers during certain hours of the day in the hospital emergency room to evaluate people who come in or are brought in that are in mental health crisis.

In the hospital's Rural Health Clinics Licensed Clinical Social Workers are employed to provide counseling and clinical social work services as needed to the patients.

Providers in the hospital Rural Health Clinics also treat patients for non-emergent mental health disorders and are able to provide these patients with their medications in collaboration with their mental health counselor. These providers will also, where appropriate, send prescriptions electronically to the patient's preferred pharmacy to aid them in obtaining these medications on a consistent basis.

The hospital hosts a periodic multi-disciplinary team meeting made up of representatives of the County Behavioral Health Department, local law enforcement agencies, the Madera County Jail and others to discuss the behavioral health challenges that exist in the area and to find solutions to them. These meetings are planned to be expanded in the future.

Access to Care:

Madera Community Hospital operates a Level 1–Basic Emergency Department that is open 24 hours per day, every day, for emergency services. Madera Community Hospital has two Rural Health Clinics, located in Madera and Chowchilla, that provide primary and specialty care to residents of western Madera County. Extended hours and weekend hours are available at both locations. Since many doctors in the area do not accept Medi-Cal patients in their practices, services to such patients are mainly taken care of through the clinic network, including the hospital's clinics and those operated by Darin M. Camarena Health Centers.

For those patients requiring care that cannot be provided in Madera, arrangements exist where these patients can be transferred safely to a hospital that can treat them. Many patients are transferred to Community Regional Medical Center, the area's trauma designated hospital in downtown Fresno, or to Children's Hospital Central California located in Madera County.

Madera Community Hospital operates a Children's Visitor Center on its main campus, a place where patients and visitors can leave their children for short periods while on campus for services. This allows patients to freely schedule services without the burden of finding childcare.

The hospital has arrangements available for interpreting services to those patients where English is not their preferred language. This service allows the patient to communicate with the caregiver about their health issues so that treatment is not delayed.

Madera Community Hospital also has plans to recruit more physicians to the community to add additional choices for local residents or to be in place as older physicians retire from practice. Although a lengthy process, the hospital is committed to increasing the number of physicians treating patients in the area served.

The hospital also provides parking and hook-ups for RVs for those families that may want to stay on campus temporarily while a family member is being treated in the hospital.

Poor General Health:

Madera Community Hospital believes that educating patients and their families improves patient health outcomes, promotes recovery and independence. Promoting health maintenance allows patients and families to be involved in their healthcare. The hospital employs a full time Nurse Educator for hospital inpatients. Pre-operative nurses and post-operative nurses provide education to surgical patients to improve their recovery and increase the likelihood of positive outcomes. The hospital's Rural Health Clinics offer education on disease processes and wellness. The hospital subscribes to A.D.A.M. education which is the leader in innovative content and curriculum resources for teaching and learning about the human body and improving health literacy.

Representatives from the hospital's clinics participate in local health fairs, flea markets and other community gatherings to distribute health-related educational materials. The hospital, on occasion, hosts health fairs open to the public on its main campus. Diabetes screening, blood pressure screenings, diet, body mass index (BMI) screenings, strength screenings and health education is usually offered at these events.

The hospital also provides or supports educational programs such as CPSP/Baby Steps, childbirth classes and a Better Breathers Club.

Madera is part of the Mobilizing for Action Through Planning & Partnership (MAPP) Steering Committee, sponsored by the Madera County Public Health Department. This committee works to provide a common goal and survey and prioritize current health issues in the community and ways to improve them.

Madera Community Hospital became a tobacco-free campus on April 1, 2014. The hospital promotes a tobacco-free lifestyle and helps promote this throughout the community.

Madera Community Hospital publishes a quarterly newsletter – InTouch, offering health tips and focuses on certain physicians in the community. The hospital also has information on its website (www.maderahospital.org) with access to physicians and health resources available to all who seek this information.

The hospital also has staff speak at service clubs about services available in the community and other health related matters.

Immunizations:

Madera Community Hospital provides immunizations year round to patients in the hospital and during visits to the Rural Health Clinics. These immunizations are especially important during the fall and winter months to immunize against the flu.

As mentioned earlier, the hospital participates in the Vaccines for Children program, which allows for immunizations to be given at no cost.

Madera Community Hospital plans to fully report all immunizations to the California Immunization Registry once their systems are in place to accept this reporting electronically. In the mean time, all immunizations are reported through a manual, paper-based process.