



Madera Community Hospital
Implementation Plan for
The Community Health Needs Assessment
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Information about the Community Health Needs Assessments, Implementation Plans and Community Benefits can be found on the hospital website <http://www.maderahospital.org/About-Us/Community-Health-Needs-Assessments.aspx>.

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, 2016. 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, stakeholders 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, in collaboration with other healthcare providers in the community, the Madera County Departments of Public Health and Behavioral Health, amongst others.

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. Valley Children's Hospital 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 Clinics.

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 Implementation Plan on January 11, 2017.

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 and Vaccines for Adults programs, 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 top 5 priority health needs identified in the 2016 CHNA that are addressed in this Plan are:

- Diabetes
- Access to Care
- Obesity
- Breathing Problems / Asthma
- Mental/Behavioral Health

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:

- Oral Health – MCH does not currently provide oral or dentistry services but is investigating providing them in our clinics in 2017.
- Substance Abuse – MCH does not directly provide drug or alcohol abuse services and only limited mental/behavioral health services.

Madera Community Hospital supports the work being done to address these identified unmet health needs 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 top 5 health needs recapped on the prior page from the 2016 CHNA for the residents of its service area:

Diabetes:

The prevalence rate of Madera County residents with diabetes is 10.2% compared to the California average of 6.9%. The rate in Madera County has increased materially while the rate in California has somewhat dropped since the 2013 CHNA. A major cause of this is the region's high Latino/Hispanic population which tends to have high diabetes rates due to cultural reasons.

Madera Community Hospital 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 and has a Performance Improvement Plan for those with Hgb A1c levels above 9 that are educated to focus their efforts on reducing this value and keeping it within the acceptable range.

Madera Community Hospital and the Madera County Department of Public Health have a Memorandum of Understanding (MOU) in place for the Prevention First Pilot Program (PFPP), which increases the use of diabetes self-management programs in community settings. The goal is to educate diabetic patients on helping themselves by knowing better health management practices regarding this disease.

Access to Care:

More Madera County residents over 18 years old do not have health coverage as compared to California in general. Since the 2013 CHNA, the number of residents without coverage has reduced due to the

expansion of Medi-Cal eligibility and the individual mandate to purchase coverage (through Covered California) as a result of the Accountable Care Act (ACA).

For those without coverage, access to healthcare is limited. Also, all of Madera County is designated a Health Professional Shortage Area (HPSA), acknowledging that there are fewer providers available to see the county's population of patients.

Madera Community Hospital operates a Level 3–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. With 23 physician specialties offered in the clinics, patients have access to physician-level services that are not offered elsewhere locally. Extended hours and weekend hours are available at both locations. Since many doctors in the area do not accept Medi-Cal patients in their private 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 Valley Children's Hospital 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 and for those that are deaf or hard of hearing. 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. The hospital has created Affiliated Physician Practice, Inc., a medical practice that can directly employ new physicians recruited to the area. 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.

Obesity:

37% of Madera County adults are overweight vs. 35.8% in California. Both of these have increased slightly from the 2013 CHNA. Cultural disparities (especially in the Latino/Hispanic population) and income levels (Madera County has more residents living under 200% of the FPL than California on average) contribute to obese conditions.

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 loss program to help employees reduce their weight. The program also has a walking component – encouraging participants to walk 10,000 steps per day.

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 its participation at these events.

Breathing Problems / Asthma:

The prevalence of Madera County residents with asthma is higher than the state average (15.5% vs. 14.1%). Since the 2013 CHNA, the rate of Madera County residents with asthma has increased materially, yet continues to be the lowest of the four counties surveyed. A major contributing factor to this is the poor air quality in the Central Valley, some of the worst in the nation. Cleaning up the air quality will help and is important to MCH as an employer, but is generally beyond the scope of what a hospital can do.

Madera Community Hospital, through its primary care clinics, has increased efforts to improve asthma outcomes. Patients are evaluated through an asthma assessment tool to measure severity of the disease. Peak air flow tests are performed in order to measure the risks involved with the patient and a treatment plan is made to address their conditions. A Pulmonologist sees patients in the clinics in order to provide physician level services and treatment plan administration.

All asthma and breathing emergencies are handled by the Madera Community Hospital Emergency Department as needed.

The clinics and Emergency Department physicians refer patients to local Pulmonologists for additional tests, bronchoscopy procedures and possibly sleep disorder services. Smoking cessation services are also provided to patients through the services areas of Madera Community Hospital.

A major contributing factor to this area is the poor air quality in the Central Valley, some of the worst in the nation. Cleaning up the air quality will help and is generally beyond the scope of what a hospital can do.

Mental/Behavioral Health:

18.6% of residents of Madera County report mental/behavioral health issues vs. 15.9% in all of California. These ratios have increased materially from the 2013 CHNA. There appears to be no specific geographic correlation connected to this although the general poor economic conditions of the area, higher unemployment rate and other such factors may contribute. Another contributing factor may be the lack of mental health professionals in the county.

Mental and Behavioral health illnesses have increased in Central California over the years. Since many of these issues happen in a crisis, the hospital offers crisis intervention in its Emergency Room. 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 or suffering from substance abuse.

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. This multi-disciplinary behavioral health collaborative works on access to mental/behavioral health services, referrals to specialists and sharing of medical information on patients for better combined mental/behavioral and physical care.

Madera Community Hospital, through its Mission and Vision Statements, is dedicated to providing the most comprehensive care to the residents of Madera County as possible.