

## Community Health Needs Assessment Implementation Strategy

### STRATEGIES TO ADDRESS COMMUNITY HEALTH NEEDS

#### *Selection of the Community Health Priorities and Future Planning*

In May 2016, individuals from healthcare organizations, community agencies, social service organizations, and area non-profits gathered to review the results of the Greater Waterbury Health Improvement Partnership (GWHIP) data and planning for the future. The meeting was initiated by partners of GWHIP. The goal of the meeting was to discuss the commitment to the Greater Waterbury area and discuss future prioritizations of the organization and its members.

The objectives of the session were to:

- Review compiled DataHaven Health and Wellbeing data and highlight key research findings;
- Gather feedback from community representatives about community health needs; and
- Prioritize the community health needs based on select criteria.

#### *Prioritization Process*

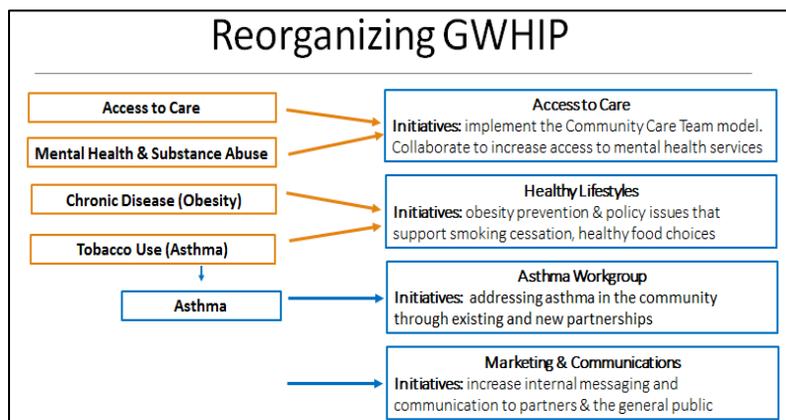
Executive leaders of the Connecticut Community Foundation, the City of Waterbury Health Department, and GWHIP facilitated the prioritization session. The meeting began with an abbreviated research overview, including the results of the primary and secondary research and key findings of the CHNA.

Following the research overview of the DataHaven Health and Wellbeing Data, meeting participants were provided with information regarding the prioritization process, criteria to consider moving forward with key areas of focus, and other aspects of health improvement planning. In a large-group format, attendees were asked to share openly what they perceived to be the needs and areas of opportunity in the community and how they would fit into the prioritization areas.

### IDENTIFIED HEALTH PRIORITIES

The Greater Waterbury Health Improvement Partnership reviewed the findings and discussed cross-cutting approaches to further hone the priority areas. The following four priority areas for Waterbury were adopted for the 2017-2019 implementation plan in order to touch on several health initiatives:

- Access to Care – including Mental Health/Substance Abuse
- Healthy Lifestyle – including Obesity and Tobacco Use
- Asthma
- Health Communications





## Community Health Needs Assessment Implementation Strategy

### **WATERBURYHOSPITAL’S IMPLEMENTATION STRATEGIES**

Waterbury Hospital’s Implementation Strategy illustrates the hospital’s specific programs and resources that will support ongoing efforts to address the identified community health priorities. This work will be supported by community-wide efforts and leadership from the executive team.

The goal statements, related strategies, and inventory of new and existing initiatives and resources for each of the four priority areas are listed below.

#### **A. ACCESS TO CARE**

**Strategy:** Improve access to comprehensive, culturally competent, quality health services including mental health and substance abuse services.

#### **Objectives:**

1. Enroll patients in insurance or DSS entitlement programs through the Waterbury Health Access Program and refer patient to a primary care provider and other social services if needed.
2. Identify high utilizers of the hospital’s emergency department and care will be managed by the Community Care Team.
3. Educate EMS providers and the public on the use of Narcan as a way to curb addiction deaths.
4. Develop an infographics as a way to help people navigate local health system (Emergency Department vs. Primary Care)

#### **Action Steps:**

<b>Short-term</b>	<b>Long-term</b>
Develop infographics and use WHAP as a way to help people navigate local health system in Waterbury.	High utilizers of the hospital EDs will be managed by the Community Care Team.

#### **Resources:**

##### **Community Care Team**

With the Greater Waterbury Health Improvement Partnership, we are working on creating a Community Care Team to provide cross-organization case management for high utilization emergency department visitors between both hospital EDs and a comprehensive array of community organizations.

##### **Waterbury Health Access Program**

The Waterbury Health Access Program (WHAP) improves access to high-quality medical care by providing comprehensive case management, pharmacy assistance, and access to primary and sub-specialty medical care for the uninsured and underinsured residents of the Greater Waterbury region.

##### **Be Well Bus**

In order to ensure that patients have access to medical appointments, at the hospital and at local physicians’ offices, Waterbury Hospital’s Be Well Bus provides transportation services to patients from Waterbury and eleven of its surrounding towns.



## Community Health Needs Assessment Implementation Strategy

---

### **Behavior Health**

The Center for Behavioral Health offers psychiatric evaluations, OT/AT evaluations, family and group therapy, didactic educational groups, individual counseling, recreational services, and mental health services. The center also provides support groups such as parent and sibling support group, which offers emotional assistance to families who have children in treatment, and Alcoholics Anonymous.

### **The Yale-Waterbury Hospital Internal Medicine Residency Program**

The Yale-Waterbury Hospital Internal Medicine Residency Program, initiated three years ago, is sponsored by Yale-New Haven Hospital and affiliated with Yale University. Activities include participation in research days at Yale and Waterbury Hospital/Saint Mary's Hospital, home and office visits for clinic patients and education seminars held at Waterbury Hospital and Yale University.

### **Wellness Series**

The Wellness Series includes wellness community education presentations open to the public about a variety of health topics including heart health, depression, muscles and joint pain, osteoporosis, healthy eating, asthma, bone health, and a range of other medical topics.

### **Pulmonary Screenings**

Provide screenings to the public for COPD and genetic testing for Alpha-1 protein in partnership with Waterbury Pulmonary Associates and Alpha-1 Foundation.

## **B. HEALTHY LIFESTYLES**

**Strategy:** Promote health and reduce chronic disease through healthy eating and physical activity. Reduce illness, disability, and death related to tobacco use and secondhand smoke exposure.

### **Objectives:**

1. Incorporate regular information sessions on diabetes, heart health, nutrition, etc. that will be open to the public.
2. "Choose This, Not That"-Design flyers for corner stores in English and Spanish to show consumers what healthy foods they should purchase. The hospital will be partnering with the Connecticut Community Foundation to provide Spanish language information to consumers in already identified food deserts.
3. Will host 3 events in the community which will consist of a cooking demo, nutrition presentation, and information on nutrition, diabetes, and healthcare services. The series called Re-inventing Banana Pudding demonstrates a lighter version of the sweet popular in many churches. The event will provide information on sugar intake and alternatives to sugary drinks and sweets as well as information on diabetes and access to healthcare. Sites include: Community Tabernacle and Grace Baptist Church in downtown Waterbury and a Health and Wellness event organized by UnGroup Society at Library Park in Waterbury.
4. Will partner with community organizations to offer smoking cessation classes by our Community Educator in Spanish and English.

## Community Health Needs Assessment Implementation Strategy

- Will partner with community organizations to offer diabetes education classes “Livewell with Diabetes” in English and Spanish and will be assisted by our Community Educator/Certified Diabetes Educator.

### Action Steps:

Short-term	Long-term
Identify locations in the community for nutrition, smoking cessation, and diabetes events.	Offer regular diabetes education and smoking cessation classes and other healthy lifestyle sessions to the community.

### Resources:

#### Waterbury Hospital Wellness Committee

Committee established a weekly Farmer’s Market in conjunction with Waterbury’s Brass City Harvest at the hospital to increase access to healthy foods.

#### Wellness Series

The Wellness Series includes wellness community education presentations open to the public about a variety of health topics including heart health, depression, muscles and joint pain, osteoporosis, healthy eating, asthma, bone health, and a range or other medical topics.

#### Comprehensive Weight Management Program

The Comprehensive Weight Management Program offers medical and surgical weight loss options for patients. Services include medical nutrition therapy, medical weight loss, and surgical weight loss. Medical Nutrition Therapy with a registered dietitian is available to patients with a variety of medical conditions such as diabetes, chronic kidney disease, hypertension, high cholesterol, as well as for those who are looking to lose weight.

#### The Evergreen Club

The Club offers fitness classes including weight training and pilates, wellness classes, and health education presentations on a variety of topics are presented by healthcare professionals.

#### Food for Life Program

The Food for Life Program is an innovative program that provides access to fresh fruits and vegetables and enrollment in exercise programs to qualified HIV patients at no cost. The program offers a fitness and yoga class monthly and Nutrition, Health, and Wellness Support Group biweekly to engage patients in positive activities.

#### Live Well with Diabetes Workshop

A partnership with Waterbury Community Organizations to offer a six-week program open to the public that will help people learn about what to eat, foot care, blood sugar, sick day guidelines, tips for dealing with stress, how to set small and achievable goals.



## Community Health Needs Assessment Implementation Strategy

### C. ASTHMA

**Strategy:** Improve access, appropriate care, and bring community awareness to asthma and reduce asthma hospitalizations and ED visits.

**Objectives:**

1. Implement the Connecticut Hospital Association (CHA) Asthma Initiative.
2. Promote the Putting on Airs Asthma Program and refer qualified asthma patients to the Waterbury Health Department with an asthma action plan.
3. Educate parents on the importance of submitting their child’s asthma action plan to their school nurse.
4. Will provide pulmonary education at community events and in public schools.
5. Work with Connecticut Hospital Association to provide asthma information on social media.
6. Include Asthma Action Plan materials on the Waterbury Hospital Website.

**Action Steps:**

Short-term	Long-term
Identify community events to provide pulmonary education.	Provide an asthma action plan to patients who come in to the ED due to asthma and refer them to the Putting on AIRS Program.

**Resources:**

**Connecticut Hospital Association’s Asthma Initiative**

Currently participate in the Connecticut Hospital Association’s Asthma Initiative which is working towards an asthma action plan to anyone who comes in to the emergency department with an asthma diagnosis.

**Putting on AIRS Program**

Partner with the Waterbury Health Department on the Putting on AIRS Program by referring qualified patients to the Waterbury Health Department with an asthma action plan. The program is an evidenced based free home visitation program focusing on indoor asthma triggers and education about asthma as a chronic illness.

### D. HEALTH COMMUNICATIONS

**Strategy:** To promote community information sessions, classes, services to the public.

**Objectives:**

1. Feature community classes and events in the Evergreen newsletter.
2. Feature all community classes on the Community Calendar on the Waterbury Hospital website.
3. Publish information sessions and classes on community calendar on Waterbury Hospital website and advertise on hospital TVs.
4. Promote community classes and events in other community events and hospital programs.

## Community Health Needs Assessment Implementation Strategy

---

5. Promote community events in local print, radio and web media including on Community Calendars of several media organizations including: Republican American, Observe, WATR Radio, Patch.com, Middlebury Bee, Voices, and Town Times.
6. Include CDC's Community Health Navigator to the Waterbury Hospital Website.

### Action Steps:

<b>Short-term</b>	<b>Long-term</b>
Publish information in the Evergreen newsletter, hospital website, hospital TVs, and other hospital programs.	Promote community events in local print, radio and web media including on Community Calendars of several media organizations.

### Resources:

**Waterbury Hospital Website**

**Waterbury Hospital Facebook and Tweeter feed**

**The Evergreen Newsletter**

**Free Community Calendars Available in Other Publications**



CHNA Implementation Work Plan Summary

Access to Care	Healthy Lifestyles	Asthma	Health Communications
<p><b>Strategy:</b> Improve access to comprehensive, culturally competent, quality health services including mental health and substance abuse services.</p>	<p><b>Strategy:</b> Promote health and reduce chronic disease through healthy eating and physical activity. Reduce illness and death related to tobacco use and secondhand smoke exposure.</p>	<p><b>Strategy:</b> Improve access, appropriate care, and bring community awareness to asthma and reduce asthma hospitalizations and ED visits.</p>	<p><b>Strategy:</b> To promote community information sessions, classes, services to the public.</p>
<p><b>Objectives:</b></p> <ol style="list-style-type: none"> <li>1. Enroll patients in insurance or DSS entitlement programs through the Waterbury Health Access Program (WHAP) and refer patient to a primary care provider and other social services if needed.</li> <li>2. Identify high utilizers of the hospital’s emergency department and care will be managed by the Community Care Team.</li> <li>3. Educate EMS providers and the public on the use of Narcan as a way to curb addiction deaths.</li> <li>4. Develop an infographics as a way to help people navigate local health system (Emergency Department vs. Primary Care)</li> </ol>	<p><b>Objectives:</b></p> <ol style="list-style-type: none"> <li>1. Incorporate regular information sessions on diabetes, heart health, nutrition, etc. that will be open to the public.</li> <li>2. “Choose This, Not That”-Design flyers for corner stores in English and Spanish to show consumers what healthy foods they should purchase.</li> <li>3. Will host 3 events in the community which will consist of a cooking demo, nutrition presentation, and information on nutrition, diabetes, and health services.</li> <li>4. Will partner with community organizations to offer smoking cessation classes by our Community Educator with a Spanish interpreter.</li> <li>5. Will partner with community organizations to offer diabetes education classes “Livewell with Diabetes” in English and Spanish and will be assisted by our Community Educator.</li> </ol>	<p><b>Objectives:</b></p> <ol style="list-style-type: none"> <li>1. Implement the CT Hospital Association Asthma Initiative.</li> <li>2. Promote the Putting on Airs Asthma Program and refer qualified asthma patients to the Waterbury Health Department with an asthma action plan.</li> <li>3. Educate parents on the importance of submitting their child’s asthma action plan to their school nurse.</li> <li>4. Will provide pulmonary education at community events and in public schools.</li> <li>5. Work with Connecticut Hospital Association to provide asthma information on social media.</li> <li>6. Include Asthma Action Plan materials on the Waterbury Hospital Website.</li> </ol>	<p><b>Objectives:</b></p> <ol style="list-style-type: none"> <li>1. Feature community classes and events in the Evergreen newsletter.</li> <li>2. Publish information sessions and classes on community calendar on Waterbury Hospital website and advertise on hospital TVs.</li> <li>3. Promote community classes and events in other community events and hospital programs.</li> <li>4. Promote community events in free community calendars available in other publications including the Observer, Republican American, WATR Radio, Patch.com, Town Times, Middlebury Bee and other news outlets.</li> <li>5. Include CDC’s Community Health Navigator to the Waterbury Hospital Website.</li> </ol>
<p><b>Action Steps:</b></p> <p><u>Short-term</u> Develop infographics and use WHAP as a way to help people navigate local health system in Waterbury.</p> <p><u>Long-term</u> High utilizers of the hospital EDs will be managed by the Community Care Team.</p>	<p><b>Action Steps:</b></p> <p><u>Short-term</u> Identify locations in the community for nutrition, smoking cessation, and diabetes events.</p> <p><u>Long-term</u> Offer regular diabetes education and smoking cessation classes and other healthy lifestyle sessions to the community.</p>	<p><b>Action Steps:</b></p> <p><u>Short-term</u> Identify community events to provide pulmonary education.</p> <p><u>Long-term</u> Provide an asthma action plan to patients who come in to the ED due to asthma and refer them to the Putting on AIRS Program.</p>	<p><b>Action Steps:</b></p> <p><u>Short-term</u> Publish information in the Evergreen newsletter, hospital website, hospital TVs, and other hospital programs.</p> <p><u>Long-term</u> Advertise community events in free community calendars available in other publications.</p>
<p><b>Partners:</b> Saint Mary’s Hospital, Staywell Health Center, and Waterbury Department of Public Health</p>	<p><b>Partners:</b> Western CT Area on Aging, Waterbury Hispanic Coalition, CT Department of Public Health, Waterbury Hospital Parent Leadership Alumni</p>	<p><b>Partners:</b> Waterbury Department of Public Health, Waterbury Pulmonary Associates, Waterbury Public Schools</p>	<p><b>Partners:</b> Community News Outlets and Publications</p>