

# **IntraCare Hospital North**

**Community Health Needs Assessment:**

**Implementation Plan**

**2019**

## **MISSION STATEMENT**

In This Place:

Courtesy Governs Interaction

Dignity Can Be Found

Hope Grows

Who Cares? I Care

## Community Health Needs Assessment Implementation Plan

### Introduction

IntraCare Hospital North (ICH North) conducted its third Community Health Needs Assessment (CHNA) for 2019. Key behavioral health findings and recommendations are included in this report and create a basis for continued collaboration with hospitals and community members regarding the needs that the Board has determined have the highest priority and that the hospital will attempt to address. Community members included IntraCare North Hospital staff, the Board, residents and patients, community agencies, and behavioral health experts in the field. This report explains the process by which IntraCare Hospital North will address community needs of the highest priority.

### Implementation Plan Prioritization Process

The IntraCare Hospital North Board evaluated each concern of the community and used the following criteria to prioritize and determine recommendations:

- Severity of the issue and size of affected population
- Frequency of issue appearance in secondary and primary data analysis
- Community and system resources available
- Ability of ICH North to address issues directly, indirectly, or not able to address currently

Behavioral Health Priorities:

1. Access to services (transportation and offering local resources)
2. Increased availability of mental health professionals and services
3. Funding increases are needed at both state and federal levels
4. Diversity Professional Training /Education of Community
5. Chemical Dependency Services
6. Collaboration/Integration of Services
7. Cost of Providers/Reimbursement Rates
8. Health Issues, including access to healthcare

### Implementation Plan

ICH North will list objectives describing how all eight priorities will be addressed (directly or indirectly).

For issues not addressed by ICH North at this time, a rationale will be provided below.

#### ***Priority One: Access to Services***

##### **Objective 1:** Transportation (INDIRECT)

**Strategy:** Federal law prohibits hospitals like ICH North from providing transportation in many instances. Because of this ICH North has developed collaborative relationships

with resources in our community that provide transportation services to address as many of the transportation needs of patients as possible.

**Objective 2: Local Inpatient Beds (DIRECT)**

**Strategy:** ICH North currently offers 90 local psychiatric inpatient beds for the service area. The Intake Department works to assure a smooth admission and reporting availability of open beds. Because the Houston area has a shortage of beds when compared to the national average, ICH North has created close working relationships with entities and agencies frequently in need of access to beds for patients in crisis.

Through a partnership with a major not-for-profit hospital system in Houston, ICH North provides additional access for the care and treatment of patients who are identified as urgently needing stabilization following an initial evaluation in one of the hospital system's Emergency Departments.

ICH North works closely with the Harris County Neuropsychiatric Center to provide quick and easy access via transfer of patients presenting at the emergency center and determined to require 24-hour hospital placement and care.

In an effort to make access to treatment easier for individuals coming into the Houston metropolitan area from underserved rural areas, ICH North has developed specific processes with rural Local Mental Health Authorities that provide expedited assessment and evaluation services. This allows law enforcement, child protective services workers and others to spend less time waiting for evaluations, getting them back to their home counties and regular duties as quickly as possible.

***Priority Two: Increased availability of mental health professionals and services***

**Objective 1: Psychiatrists (INDIRECT)**

**Strategy:** ICH North actively seeks to recruit new psychiatrists to develop both outpatient and inpatient practices in the greater Houston area.

**Objective 2: Psychotherapists (DIRECT)**

**Strategy 1:** ICH North provides outpatient programs and therapy services via psychotherapists in an outpatient setting away from the hospital location.

**Strategy 2:** Utilizing our Continuing Education Units (CEU) program, ICH North collaborates with local psychotherapists to provide CEU workshops on various topics. These workshops aid in the professional development of the therapists in our area and provide needed networking opportunities so that these professionals can both develop expanded skills and find others with special knowledge to whom they can refer special needs patients or consult with when difficult cases present in their practices.

***Priority Three: Funding increases are needed at both state and federal levels***

**Objective:** State and Federal Funding (INDIRECT)

**Strategy:** Continued participation as a member of the Network of Behavioral Health Providers to keep abreast of current issues related to funding, including advocating for additional funding when appropriate.

***Priority Four: Diversity Professional Training/Education of Community***

**Objective 1:** Training (DIRECT)

**Strategy 1:** Continue to provide CEU workshops for professionals and speakers to various community partners as part of our ongoing community education and outreach efforts. Examples include several area school districts, several Local Mental Health Authorities and juvenile probation departments.

**Objective 2:** Education of Community (DIRECT)

**Strategy:** ICH North participates in community events such as health fairs and training workshops and provides speakers to community groups as requested. ICH North has provided, and will continue to provide, speakers or workshops for local school districts and churches, United Way agencies and Local Mental Health Authorities in the nine county service area.

***Priority Five: Chemical Dependency Services***

**Objective 1:** Inpatient Services (DIRECT)

**Strategy:** Continue offering inpatient chemical dependency treatment and detoxification services at the hospital.

ICH North has developed and will continue to nurture relationships with chemical dependency providers who specialize in individuals who do not have a dual diagnosis. ICH North routinely works with patients and providers to help these patients find an appropriate program that will meet their specific needs.

**Objective 2:** Outpatient Services (DIRECT)

**Strategy:** Continue offering outpatient chemical dependency groups at the ICH North PHP/IOP for patients with a dual diagnosis.

***Priority Six: Collaboration/Integration of Services***

**Objective 1:** Psychiatrists (DIRECT)

**Strategy:** Continue offering psychiatric evaluation and treatment by specialized, affiliated psychiatrists with expertise in the treatment of children, adolescents, adults and chemical dependency.

Refer patients who have completed the stabilization process at the hospital to psychiatrists who accept their insurance and who are close to their homes. ICH North has developed and maintains a close working relationship with psychiatric practices all over the greater Houston area so that we can obtain an appointment for discharging patients within seven days of discharge from the hospital.

**Objective 2:** Medical Assessment and Treatment (DIRECT)

**Strategy:** Patients who require medical assessment and treatment while in one of the ICH North programs are assessed and treated by specialized associated physicians with expertise in children, adolescents, adults and chemical dependency. ICH North contracts with physicians to assure that a physician is available to patients every day.

When a patient's needs are greater than can be handled by the onsite physician, referrals are made for outside evaluation to local hospitals and/or physicians. Patients with medical issues who will need ongoing care or follow-up after discharge are referred to physicians close to their homes.

**Priority Seven: Cost of Providers/Reimbursement Rates**

**Objective:** Cost of Providers (DIRECT)

**Strategy:** Continue serving patients with managed care, Medicaid and Medicare.

**Objective:** Reimbursement Rates (INDIRECT)

**Strategy:** Continued participation as a member of the Network of Behavioral Health Providers to keep abreast of current issues relating to funding, including advocating for additional funding when appropriate.

**Priority Eight: Health Issues**

**Objective 1:** Medical Assessments and Treatment (DIRECT and INDIRECT)

**Strategy 1:** Through our partnership with a local physicians' group, we provide ongoing medical treatment within the hospital and the Partial Hospitalization Program. Medical issues identified while participating in treatment in an ICH North program may lead to a referral for follow-up with a local physician after discharge. Patients' discharge plans that identify medical needs are forwarded to the new physician at the time of discharge.

**Strategy 2:** Continue to refer patients to medical hospitals for assessment, stabilization and treatment for medical conditions that cannot be addressed at ICH North.

Transfer agreements are in place with local medical hospitals to facilitate easy transfers and access to needed medical care for patients with urgent medical needs.

**Objective 2:** Healthy Behaviors (DIRECT)

**Strategy:** Continue offering education groups to patients about healthy behaviors, e.g., how to better manage anger, sadness and/or anxiety.

Through our CEU program, ICH North offers workshops and speakers to a wide variety of community partners on topics ranging from understanding psychotropic medications, ethics and best practices, current drug trends, major psychiatric diagnoses, safe sex and education on communicable diseases. Group participants have included parents at local schools, foster parents and workers at residential treatment centers, juvenile probation officers, therapists and school nurses.

**Approved:**

IntraCare Hospital North Governing Board of Directors

By: Deo Shanker, Board Chair

**Signed:**

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**Date:**

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