

# FLATHEAD COUNTY COMMUNITY HEALTH IMPROVEMENT PLAN



2016-2019

**Prepared by:**

**Flathead City-County Health Department**

**Kalispell Regional Healthcare**

**North Valley Hospital**

## ACKNOWLEDGEMENTS

Thank you to the following organizations for participating in the development of the  
Flathead County Community Health Improvement Plan

Flathead City-County Health Department

Kalispell Regional Healthcare

North Valley Hospital

United Way

Agency on Aging

Flathead Community Health Center and Board

Flathead Community Members

Flathead Valley Chemical Dependency Clinic

MSU College of Nursing – Kalispell Campus

Youth Suicide Prevention Program

Office of Public Assistance

Kalispell Vet Center

Disability Rights Montana

Montana Department of Health and Human Services Home and Community Based Services

Bigfork Fire / Two Bear Air Rescue

Flathead County Board of Health



## OVERVIEW

A Community Health Improvement Plan is a community-based systematic approach to address public health issues or other community health related challenges identified through a Community Health Needs Assessment and expanded through the development of a Community Health Improvement Plan.

## COMMUNITY HEALTH NEEDS ASSESSMENT & COMMUNITY HEALTH IMPROVEMENT PLAN

The Flathead County Community Health Needs Assessment was completed in 2016 as part of a collaborative effort between the Flathead City-County Health Department, North Valley Hospital, and Kalispell Regional Healthcare. The Association for Community Health Improvement (ACHI) Assessment Toolkit (**Fig. 1**) was used to conduct the Community Health Needs Assessment and develop the Community Health Improvement Plan. For more detailed process information regarding the Community Health Needs Assessment, please see the Flathead County Community Health Needs Assessment located on each of the participating agency websites.

After developing a draft Community Health Needs Assessment, stakeholders including healthcare providers, mental health providers, social service providers, and community members were invited to review the draft, provide feedback, help select priority goal areas, and develop objectives and strategies to address each of the priority goal areas. Approximately 30 people participated in these stakeholder meetings.

Meeting participants received a copy of the draft Community Health Needs Assessment and were provided an explanation of results. Participants were asked to identify additional themes and brainstorm strategies to address priority goal areas.



Fig. 1

## BACKGROUND AND PROCESS

Upon completion of the Community Health Needs Assessment, the convening group determined the most important health needs by reviewing primary and secondary data, community demographics, and feedback from representatives who provided input on broad community interests. The prioritized health needs as determined through this assessment process include the following healthcare issues:

- Behavioral Health Education and Services
  - Need for Increased Number of Providers Overall
  - Substance Abuse
  - Suicide and Depression
  - Care Coordination / Advocacy and Integration with Other Healthcare Services
  - Transportation to Access Care
- Access to Medicine and Oral Health Care
  - Affordability
  - Care Coordination / Advocacy
  - Transportation to Access Care
- Healthy Lifestyles
  - Prevention and Wellness Education and Access
  - Care Coordination / Advocacy
  - Active Transportation

## Implementation and Tracking

Future Community Health Needs Assessments and Community Health Improvement Plans will be completed every three years. During each three-year cycle, the Community Health Improvement Plan will be reviewed to assess progress toward improvement in each of the priority goal areas. Annual reports will outline specific progress, appropriate or necessary changes and any other pertinent information. The Flathead Community Health Improvement Plan will go into effect in December 30<sup>th</sup> 2016 with the goal to complete all strategies by December 30<sup>th</sup> 2019.

**PRIORITY AREA: BEHAVIORAL HEALTH EDUCATION AND SERVICES**

<b>GOAL</b>		
Increase capability of behavioral health systems		
<b>OBJECTIVE 1: Increase psychiatric services in Flathead County</b>		
STRATEGY	PERFORMANCE INDICATOR	RESPONSIBLE ORGANIZATION(S)
Recruit additional behavioral health providers	Number of patient visits	<p><u>Lead:</u> Kalispell Regional Healthcare, North Valley Hospital</p> <p><u>Supporting:</u> Flathead Community Health Center (FCHC), Mental/behavioral health organizations</p>
Increase access to behavioral health care through telehealth and outreach*	Number assisted through telehealth or community outreach activities	<p><u>Lead:</u> Kalispell Regional Healthcare, North Valley Hospital</p> <p><u>Supporting:</u> FCHC</p>
<b>OBJECTIVE 2: Create community partnerships to address substance abuse and addiction related conditions</b>		
STRATEGY	PERFORMANCE INDICATOR	RESPONSIBLE ORGANIZATION(S)
Develop a multiagency committee to address access to care of addiction related conditions for fetal/maternal patients**	Number of member organizations who attend at least half of all meetings	<p><u>Lead:</u> KRH</p> <p><u>Supporting:</u> North Valley Hospital Kalispell Regional Healthcare, Flathead City County Health Department (FCCHD), FCHC</p>
Create community-wide taskforce to address youth opiate and narcotic use**	Number of member organizations who attend at least half of all meetings	<u>Lead:</u> Kalispell Regional Healthcare

**PRIORITY AREA: BEHAVIORAL HEALTH EDUCATION AND SERVICES (cont.)**

<u>Supporting:</u> North Valley Hospital, FCCHD, FCHC		
<b>OBJECTIVE 3: Expand depression and suicide prevention efforts</b>		
STRATEGY	PERFORMANCE INDICATOR	RESPONSIBLE ORGANIZATION(S)
Provide both clinical and community wide depression screening and suicide education+	Number of primary care providers administering depression screenings as part of routine care	<u>Lead:</u> Kalispell Regional Healthcare, North Valley Hospital, FCCHD, FCHC  <u>Supporting:</u> Community health providers
Collaborate with area mental and clinical health providers to identify needs surrounding postpartum depression and support through education and service++	Number of meetings held addressing service and educational support for postpartum depression	<u>Lead:</u> Kalispell Regional Healthcare, North Valley Hospital  <u>Supporting:</u> FCCHD, FCHC, community mental health agencies, community health providers
<b>OBJECTIVE 4: Promote an integrated behavioral health system</b>		
STRATEGY	PERFORMANCE INDICATOR	RESPONSIBLE ORGANIZATION(S)
Educate the community on integrated behavioral health	Number of providers receiving education sessions	<u>Lead:</u> FCHC  <u>Supporting:</u> Kalispell Regional Healthcare, North Valley Hospital, FCCHD, Intermountain, behavioral health organizations
Formalize partnerships/agreements to enhance behavioral health systems	Number of agreements	<u>Lead:</u> FCHC  <u>Supporting:</u> Kalispell Regional Healthcare, North Valley Hospital, FCCHD,

## PRIORITY AREA: BEHAVIORAL HEALTH EDUCATION AND SERVICES (cont.)

### Flathead County Community Health Improvement Plan

		Behavioral health organizations
Educate community on trauma informed care	Number of people/employees who received Adverse Childhood Experience's (ACE's) training	<p><u>Lead:</u> FCCHD, Flathead Best Beginnings Community Council</p> <p><u>Supporting:</u> Kalispell Regional Healthcare, North Valley Hospital, behavioral/mental health agencies, FCHC</p>

#### ALIGNMENT WITH NATIONAL AND STATE STRATEGIES

- \*Montana State Health Improvement Plan, 2013 – A.3.2 Use available and emerging technologies to improve the delivery of clinical preventive services (e.g., electronic health records, telehealth)
- \*\*Montana State Health Improvement Plan, 2013 – E.4.1 Implement evidence-based practices, programs and activities for substance abuse prevention
- +Healthy People 2020 – MHMD -11 Increase depression screening by primary care providers
- ++Healthy People 2020 – MICH – 34 Decrease the proportion of women delivering a live birth who experience postpartum depressive symptoms

## PRIORITY AREA: ACCESS TO MEDICAL AND ORAL HEALTH CARE

### GOAL

Improve access to medical and oral health care

#### OBJECTIVE 1: Increase medical and dental services to low-income or uninsured patients in Flathead County

STRATEGY	PERFORMANCE INDICATOR	RESPONSIBLE ORGANIZATION(S)
Integrating electronic health information with local healthcare providers to enhance coordinated care*	Number of community partners paired with local providers	<p><u>Lead:</u> Kalispell Regional Healthcare, North Valley Hospital, community partners</p> <p><u>Supporting:</u> FCHC, community partners</p>

# PRIORITY AREA: ACCESS TO MEDICAL AND ORAL HEALTH CARE (cont.)

Expand electronic management referral system*	Number of programs using the electronic referral management system	<u>Lead:</u> FCCHD, Support, Outreach and Access for the Resiliency of Students (SOARS)  <u>Supporting:</u> Kalispell Regional Healthcare, North Valley Hospital, FCHC, community partners
Participate in the development of a Flathead Valley healthcare leadership steering committee to address population health	Two strategies aimed at access to affordable health care	<u>Lead:</u> FCCHD, FCHC, Kalispell Regional Healthcare, North Valley Hospital
<b>OBJECTIVE 2: Increase access to face to face care</b>		
<b>STRATEGY</b>	<b>PERFORMANCE INDICATOR</b>	<b>RESPONSIBLE ORGANIZATION(S)</b>
Expand number of services provided outside of medical campuses+	Number of hours spent providing medical, dental and behavioral services through outside care	<u>Lead:</u> FCCHD, FCHC, Kalispell Regional Healthcare, North Valley Hospital
Expand services for medical transport between medical providers+	Number served through expanded transport services	<u>Lead:</u> Kalispell Regional Healthcare, North Valley Hospital  <u>Supporting:</u> FCCHD, FCHC

### ALIGNMENT WITH NATIONAL AND STATE STRATEGIES

\*Montana State Health Improvement Plan, 2013 – C.3.2 Use available and emerging technologies to improve the delivery of clinical preventive services (e.g., electronic health records, telehealth)

+Healthy People 2020 – AHS – 6 Reduce the proportion of persons who are unable to obtain or delay in obtaining necessary medical care, dental care or prescription medicines



**PRIORITY AREA: HEALTHY LIFESTYLES**

<b>GOAL</b>		
Increase access to prevention and wellness opportunities for everyone		
<b>OBJECTIVE 1: Increase positive health promotion messaging</b>		
STRATEGY	PERFORMANCE INDICATOR	RESPONSIBLE ORGANIZATION(S)
Create consistent health messaging throughout all mediums*+	Number of consistent health messages developed and disseminated to the public	<u>Lead:</u> FCCHD  <u>Supporting:</u> Kalispell Regional Healthcare, North Valley Hospital, local health advocacy groups, FCHC
ALIGNMENT WITH NATIONAL AND STATE STRATEGIES		
<p>*Montana State Health Improvement Plan, 2013 – E.2.1 Increase awareness of substance abuse prevention and mental health through public education</p> <p>+Healthy People 2020 – ECBP – 10 Increase the number of community-based organizations providing population-based primary prevention services</p>		
<b>OBJECTIVE 2: Advocate for policies that promote community wellness</b>		
STRATEGY	PERFORMANCE INDICATOR	RESPONSIBLE ORGANIZATION(S)
Advocate for policies to prohibit distracted driving (cell phones in hand) at both the state and local level*	Passage of distracted driving policies (state or local level)	<u>Lead:</u> FCCHD in collaboration with Safe Kids Safe Communities  <u>Supporting:</u> Kalispell Regional Healthcare, North Valley Hospital
Advocate for a primary seatbelt law*+	Passage of a primary seatbelt law in Montana	<u>Lead:</u> FCCHD  <u>Supporting:</u> Kalispell Regional Healthcare, North Valley Hospital

<p>Advocate for tobacco free public park policies**</p>	<p>Number of tobacco free park policies adopted</p>	<p><u>Lead:</u> FCCHD  <u>Supporting:</u> Kalispell Regional Healthcare, North Valley Hospital</p>
<p>ALIGNMENT WITH NATIONAL AND STATE STRATEGIES</p>		
<p>*Montana State Health Improvement Plan, 2013 – D.1.1 Strengthen and enforce motor vehicle safety policies</p>		
<p>**Montana State Health Improvement Plan, 2013 – A.1.2 Public Health Policies – Promote implementation of smoke-free and tobacco free campuses and public housing that include the outdoor grounds of facilities</p>		
<p>+Healthy People 2020 – IPV – 15 Increase use of safety belts</p>		
<p><b>OBJECTIVE 3: Create infrastructure for active transportation</b></p>		
<p>STRATEGY</p>	<p>PERFORMANCE INDICATOR</p>	<p>RESPONSIBLE ORGANIZATION(S)</p>
<p>Outline a series of strategies to address active transportation*</p>	<p>Three strategies aimed at access to active transportation plan development</p>	<p><u>Lead:</u> North Valley Hospital, Kalispell Regional Healthcare  <u>Supporting:</u> FCHC, FCCHD, local health advocacy groups</p>
<p>ALIGNMENT WITH NATIONAL AND STATE STRATEGIES</p>		
<p>*Montana State Health Improvement Plan, 2013 – A.1.4 Public Health Policies – Support and promote communities to adopt and implement policies addressing the built environment that promote the health of the community.</p>		