

COMMUNITY HEALTH NEEDS ASSESSMENT

IMPLEMENTATION STRATEGY

2015-2017



**Family
Health West**

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FAMILY HEALTH WEST

Family Health West, located in Fruita, Colorado, has remained on the leading edge of rural health care service delivery for over 70 years. The original 20-bed hospital was a result of a community effort in the mid-1940s to provide health care for residents of rural Mesa County in Western Colorado. Local farmers and ranchers drove to Utah and brought back loads of bricks and supplies to build the hospital. Although the hospital weathered many crises in the early years, it survived because of the community's commitment and dedication to maintaining local health care.

In the 1980s, Family Health West began to implement a broader range of healthcare services to meet the needs of the community. The Continuum of Health Care was developed to include senior, elder and Alzheimer's care services. Family Health West is now recognized as a pioneer and leader in healthcare services for individuals of all ages and in the implementation of innovative Alzheimer's and elder care.

In 2007, Family Health West once again heeded the call of the Lower Valley community and began work on a new state of the art hospital, which required cooperation and collaboration between the City of Fruita and School District 51 which then resulted in the construction of the beautiful Little Salt Wash Park as well as the Fruita Community Recreation Center.

Lower Valley Hospital Association, also known as Family Health West also known as Colorado Canyons Hospital and Medical Center serves not only the medical needs of all Lower Valley citizens, but to thousands all across Mesa County, the State of Colorado and beyond with their continued care of the elder population, a 16 bed hospital, a surgical center, a level 4 trauma designated emergency department, a CAP certified lab, a complete array of X-Ray services including MRI, CAT Scan and 3D mammography, as well as all levels of physical, occupational and speech therapy. Additionally, Colorado Canyons Hospital and Medical Center provides an array of physician services including neuro spine surgery, podiatry, interventional pain management, women's health, rheumatology and pediatric rehabilitation.

MISSION STATEMENT

As a community-based non-profit organization, Family Health West is committed to providing a Continuum of Care enhancing our community's quality of life through professional health care and related services.

VISION STATEMENT

Enriching our growing community by providing the technologies, facilities, and staff to deliver quality health care that meets the individual needs of the citizens we serve.

VALUES

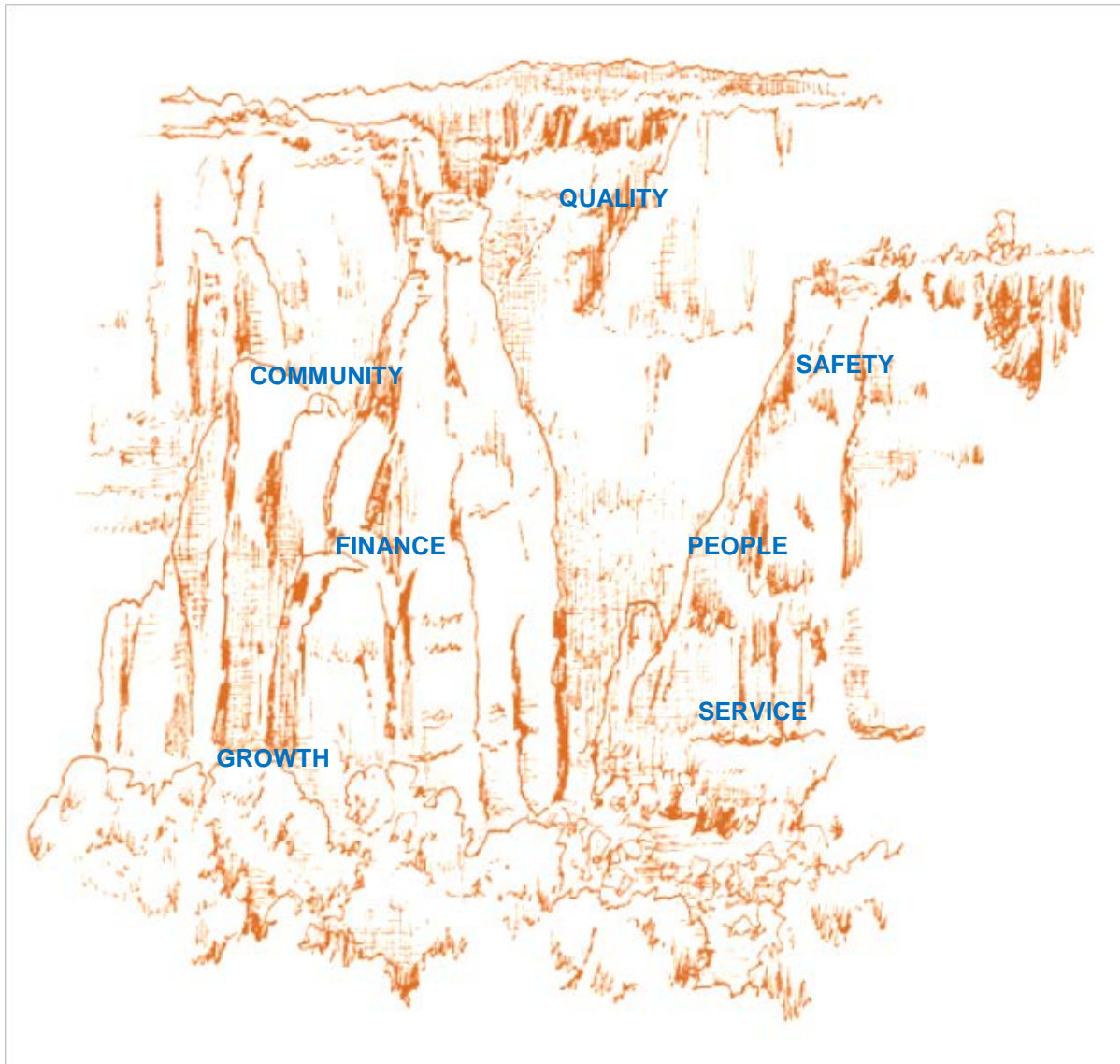
As a team member of the FHW family, I am dedicated to enriching lives and providing a safe healing environment.

I embrace these values:

- Compassion
- Respect
- Integrity

Accountability
Open and Honest Communication
Personal and Professional Growth
Happiness

7 MONUMENTS OF PERFORMANCE EXCELLENCE



The 7 Monuments of Performance Excellence outline a set of core values which provide consistency and focus over time that allows us to remain passionate about our vision and mission. They provide a management framework which enables us to set organizational goals and direction for service excellence, clinical excellence, and operational distinction.

The Monuments have a true systems perspective – they address all aspects of our organization with equal emphasis and focuses on how each Monument impacts and links with the others. They help our leaders align and integrate leadership, strategy, customer and market focus, data analysis, workforce, and continual improvement to produce the best overall results.

COMMUNITY **Defined by being the Healthcare Provider of Choice**

Access	Creating healthier communities means helping people stay well by educating them on important health topics, providing the means to adopt healthier lifestyle choices, and knocking down barriers to adequate care. In order for us to plan and design services for the future we periodically conduct a formal Community Health Needs Assessment to help us understand the unique needs in our community and to assist us in designing services to meet those needs. We have created a Patient Financial Assistance Policy with provisions to make care more affordable. Family Health West continually explores creative options to provide valuable community benefit services to Lower Valley residents
Financial Assistance	
Community Benefit	
Community Health Needs Assessment	

FINANCE **Defined by our Degree of Capability**

Access to Capital	Maintaining the components for a strong financial future ensures Family Health West’s ability to provide excellence as a health care provider of choice. Solid finances guarantee security for today and the resources for tomorrow’s growth.
Bond Covenants	
Efficiency	
Grants	

GROWTH **Defined by our Degree of Vitality**

Strategic Plan	Family Health West is dedicated to being the healthcare provider of choice within the Grand Valley through continued fostering of partnerships, innovations, creativity and new service lines. We understand the importance of ensuring that our strategic planning process is timely, relevant, and responsive in today’s dynamic health care environment.
New Service Lines	
Alliances	

PEOPLE **Defined by the strength of our Partnerships**

Patients	Skilled and dedicated employees and physicians are our greatest resource. Family Health West continues to strive to be the best place to work by first caring for each other, promoting the dignity of each individual, appreciating diversity and the spirit of teamwork, and encouraging life-long learning to help each individual reach their full potential. We are a “Family” at Family Health West. We recognize that in order to achieve our mission we must recruit and retain a skilled workforce to meet the needs of our organization. We have designed and implemented a performance management process based on the 7 Monuments to align with and to guide and monitor our people’s performance with the goals and the culture of our organization
Families	
Employees	
Physicians	
Volunteers	

QUALITY		Defined by our level of Effectiveness
Clinical Excellence	Our Service Excellence Council is charged with the responsibility of evaluating and continually improving all aspects of the patient/resident experience at all of our facilities. Our Clinical Excellence Council is responsible for monitoring, evaluating, and ensuring the best possible treatment outcomes for our patients and residents along the continuum of care provided at Family Health West. Our Compliance Committee works diligently to ensure that we meet all regulatory standards	
Service Excellence		
Compliance		
Quality Assurance		

SAFETY		Defined by our Positive Outcomes
Infection Control	Family Health West is committed to providing superior patient care in the safest setting possible. Our goal is to work within an effective “culture of safety” where all staff are urged to report concerns and encouraged to collaborate across professional disciplines to seek solutions to prevent and reduce errors.	
Benchmarks		
Risk Management		

SERVICE		Defined by our level of Engagement
Customer Relations	Providing the best possible service to our customers and to each other involves doing our jobs with genuine warmth, compassion, and courtesy while being mindful of continually “doing the right things right.” Family Health West is thriving to be a leader in providing customer service.	
Responsiveness		
Technology		
Business Development		
Philanthropy		

COMMUNITY HEALTH NEEDS ASSESSMENT IMPLEMENTATION STRATEGIES

A Community Health Needs Assessment (“CHNA”) was performed in 2015 in collaboration with the Mesa County Health Department, Community Hospital, St. Mary’s Medical Center and West Springs Hospital, Inc. Findings of the Assessment identified three of the highest “winnable battles”: ***Suicide, Obesity and Unintended Pregnancy.*** Family Health West has formulated the following implementation strategy for these “battles”:

SUICIDE	
Overview	Family Health West serves the Lower Valley of Mesa County which includes approximately 25,000 people. When compared to Colorado, teenagers between 15-19 years old attempt suicide at a much higher rate and males between 36-54 years old are the most likely to complete suicide in Mesa County when compared to Colorado. Alcohol is the one common denominator among suicides in Mesa County with depression and poor health as two major potential contributing stressors.
Objectives	Reduce the rate of suicide in Fruita and the Lower Valley
Strategies	<ul style="list-style-type: none"> Strengthen our existing relationship with Mind Springs Health by continuing to provide free office and clinical space for their staff that provides mental health services to the citizens of Fruita and the Lower Valley.

	<ul style="list-style-type: none"> • Work with Mind Springs to include Fruita and Lower Valley office contact information and office times on their web site. • Collaborate with Mind Springs and employed medical staff about offering community wide speaker series directly related to mental health issues . • Enhance the mental health screenings and services provided by our Care Coordinator within the Accountable Care Organization wellness exams and chronic care management systems. • Continue to partner with the Mesa County Health Department and the Healthy Mesa County initiative to determine how existing programs and services complement each other and to determine what the best fit is for Fruita and the Lower Valley. • Increase public awareness efforts through one on one interactions through our Access Clinic and Emergency Department
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OBESITY	
Overview	<p>In Mesa County over half of adults, approximately 59.7%, are considered either overweight or obese and only 9% of children between the ages of 1-14 eat the recommended number of fruits and vegetables per day. Over 40% of children ages 5-14 are not physically active for at least 60 minutes per day. The highest poverty rates in Mesa County were seen in households led by a single parent. Both poverty and household composition are factors of food insufficiencies.</p>
Objectives	<p>Reduce the rate of obesity in adults and children in Fruita and the Lower Valley</p>
Strategies	<ul style="list-style-type: none"> • Continue to partner with the Mesa County Health Department and the Healthy Mesa County initiative to determine how existing programs and services complement each other to reach this goal as well as to determine what is the best fit for Fruita and the Lower Valley. • Utilize the employed Dieticians and Chef’s to provide weekly and monthly health tips to the community at large via social media and when we have a booth at sponsored events throughout the year. • Continue and enhance the collaborative efforts with the City of Fruita Recreation Center by offering in-kind healthy eating seminars. • Strengthen our existing relationship with the Mesa County Health Department by continuing to provide free office and clinical space for their staff that provides nutritional guidance to citizens of Fruita and the Lower Valley but especially to the at-risk population. • Continue and enhance the sponsorship of the annual Sweetheart Run and Health Expo • Schedule and coordinate a Fruita / Lower Valley Heath Fair • Reach out to the school district to offer classroom training and education of the importance of healthy eating and healthy lifestyle changes from our in-house Dieticians, Chef’s and Pediatric Therapists. • Continue to sponsor and engage the youth of Fruita and Lower Valley with the annual City of Fruita Bike Rodeo.

UNINTENDED PREGNANCY	
Overview	Since 2000, Mesa County has experienced a steady decline in the number of births among teenagers 15-19 years old. However, in 2014, their rates increased to a much higher rate of 28.0 per 100,000, comparatively to the Colorado average of 19.4 per 100,000. In 2013, 39.7% of high school students reported having sexual intercourse. 70.3% of them reported to using some sort of birth control. Unintended pregnancies, especially of teenagers has the potential to have a negative impact on poverty, high school graduation rates and overall child well-being.
Objectives	Reduce the unintended pregnancies in Fruita and the Lower Valley
Strategies	<ul style="list-style-type: none"> • Continue to provide information about contraceptive methods, HIV and other STDs from within our Access Clinic and Emergency Departments. • Assist the school district by offering time with our health care professionals to talk to students about their lack of knowledge about sex and reproduction. • Increase efforts by the Emergency Department of domestic violence education among young teenagers that may lead to rape and pregnancy. • Strengthen our existing relationship with the Mesa County Health Department by continuing to provide free office and clinical space for their staff that provides educational guidance to young women of Fruita and the Lower Valley, but especially to the at-risk population.

HEALTH NEEDS NOT ADDRESSED IN THIS IMPLEMENTATION STRATEGY

- Access to health care providers
- Lack of mental health providers
- Lack of affordable care
- Lack of specialists

IMPLEMENTATION STRATEGY COLLABORATORS

- Mesa County Health Department
- City of Fruita
- Mind Springs Health
- Healthy Mesa County
- Western Valley Family Practice
- St. Mary's Hospital
- Community Hospital
- Mesa County School District No. 51
- Lower Valley Fire Department
- The citizens of Fruita and the Lower Valley