

KALISPELL REGIONAL MEDICAL CENTER IMPLEMENTATION PLAN

As a result of the research and recommendations that appear in the Flathead County Community Health Needs Assessment 2012 – 2013 and further exploration with Kalispell Regional Medical Center (KRMC) administrators, medical staff and Board of Trustees, the following five prioritized strategies will guide KRMC leadership in addressing the community's identified health needs over the next three years:

1. ADDRESS GAPS IN THE PROVISION OF MENTAL HEALTH CARE.

Kalispell Regional Medical Center is committed to continuing the provision of mental health care through many existing services:

- Pathways™ Treatment Center for acute mental health and substance abuse patients (adolescents and adults), and an outpatient support group for those discharged from Pathways™ Treatment Center
- Turtle Bay (intensive therapeutic outpatient program for children and adolescents with emotional problems)
- School-Based Program serving all school districts (except Evergreen) (serves 120 children per day, including low-income)

To augment these services, Kalispell Regional Medical Center will work with community groups to:

- Address the shortage of outpatient mental health providers by recruiting two to three psychiatrists and one nurse practitioner with advanced mental health training. The nurse practitioner will rotate within various primary care offices to see patients on site.
- Develop procedures for identifying suicide risks and connecting at risk patients with available prevention services, especially within the public primary and secondary schools.
- Evaluate opportunities to collaborate with Flathead Valley Community College to explore the development of a counseling education program to address mental health professional shortages in the area.
- Provide training for KRMC Social Services personnel to navigate patients/families within the mental health care system.
- Provide training for KRMC billing staff to help patients qualify for various public assistance programs and insurance plans that can cover mental health services.

2. IMPROVE PATIENT ADVOCACY AND THE COORDINATION OF CARE AMONG MULTIPLE ENTITIES/AGENCIES.

Navigating the twists and turns within the Kalispell Regional Healthcare System is a challenge for patients and caregivers. While the recent integration of many primary care medical practices under Kalispell Regional Medical Center has resulted in more coordinated care for patients, additional efforts to enhance patient advocacy include:

- A continued expansion of the Nurse Navigator program to provide resources and guidance to patients.
- A support system (which could include joint funding of initiatives, direct support funding, providing leadership to governing boards, information sharing and other possible cooperative ventures) for independent community efforts to establish a local Advocacy Center.

3. INCREASE AWARENESS, EDUCATION AND UTILIZATION OF PROGRAMS TARGETING PREVENTABLE DISEASES.

In recent years, Kalispell Regional Medical Center has invested in many programs and services to treat some of the most prevalent causes of death in our county:

- A comprehensive cardiovascular program including interventional cardiology, heart surgery, electrophysiology, cardiac rehabilitation, a heart failure clinic and prevention education.
- A comprehensive cancer program including medical oncology, surgical oncology, radiation oncology, supportive care and preventive screenings.
- A Neuroscience & Spine Institute including neurosurgery, neurology and a stroke program.
- A Trauma Prevention program including school presentations and a helmet safety initiative.
- A Diabetes Care and Prevention Center providing group education, one-on-one counseling and chronic disease management education.

To complement these services Kalispell Regional Medical Center will:

- Evaluate additional opportunities to provide financial scholarships through the Kalispell Regional Healthcare Foundation to patients for fitness center memberships, weight loss programs, wellness programs and other prevention activities.
- Host community health fairs and free screenings for preventable diseases such as heart disease, Type 2 diabetes and obesity.
- Host community education programs and lectures on prevention awareness and wellness.
- Collaborate with national organizations (American Heart Association, American Cancer Society, American Stroke Association and American Diabetes Association) on prevention awareness messages and annual health observances activities.
- Support state-led prevention initiatives including Montana Cancer Control Coalition, Montana Stroke Initiative, Montana Cardiovascular Health Program and Montana Diabetes Project.
- Collaborate with local organizations on joint communications plans for prevention awareness.

4. FACILITATE ABILITY TO ACCESS TO PRIMARY CARE FOR LOW INCOME, NO INCOME, UNDERINSURED OR UNINSURED RESIDENTS.

With more than 40 primary care providers (MDs, DOs, NPs, and PAs) in eight Kalispell Regional Medical Center primary care practices in Flathead County (Family Practice, Internal Medicine and Pediatrics) the organization has invested in ensuring an ample supply of caregivers. In addition, Kalispell Regional Medical Center will:

- Continue its commitment to offering primary healthcare to patients covered by Medicare and Medicaid, as well as providing financial assistance to charity patients.
- Provide training for billing staff to help patients qualify for various government or public assistance programs/insurance plans that can cover primary care health services.
- Educate the community about the importance of primary care and having a medical home.
- Establish a primary care residency program at Kalispell Regional Medical Center to help ensure the availability of future primary care providers.

5. SUPPORT LOCAL EFFORTS TO IMPROVE ACCESS TO DENTAL CARE.

Kalispell Regional Medical Center recognizes that lack of dental health care is a serious concern in our community. While Kalispell Regional Medical Center's focus is on medical care, the organization will:

- Continue to offer the services of oral surgeons and dentists on the Medical Staff and on-call at the hospital Emergency Room to treat emergent dental needs that present in the Emergency Room.
- Continue to intervene to provide a dental visit and treatment for patients without insurance who must have a dental examination before certain medical procedures.
- Support efforts led by the local dental community and Flathead City-County Health Department to enhance access to dental care.