



Community Health Improvement Plan (CHIP)

2020 through 2022

For more than 65 years, it has been the pleasure and privilege of Olathe Medical Center (OMC) to serve our communities. Our goal of providing the highest possible level of medical expertise, advanced technology, and professional, compassionate care has remained our guiding principal over all those decades, and continues to drive us to provide the very best care for our patients and their families. While OMC is a committed partner, the overall health of our communities is a joint effort. Schools, health-related agencies, local, county and federal government agencies, religious-based groups, health insurers and businesses all play an integral role in meeting the healthcare needs of the residents of our service area.

In an effort to improve the health of communities, the Patient Protection and Affordable Care Act (ACA) requires nonprofit hospitals nationwide, including OMC, to conduct a Community Health Needs Assessment every three years. Hospitals are then required to develop and execute a Community Health Improvement Plan to meet the needs identified in this assessment. OMC, with the help of VVV Research and Development, conducted the health needs assessment for our service area of Southwest Johnson County and Miami County. This was done by performing research and collecting health data for our area, and actively seeking input from the community through a survey and town hall meetings.

Timeline for CHNA & CHIP



The research and community input helped develop a clearer picture of our service area and the health priorities of residents. The result was a list of nine top health priorities.

1. Mental health, including diagnosis, screening, data, treatment and after-care
2. Opioid/drug abuse (specifically meth and marijuana) and vaping
3. Chronic care management
4. Suicide prevention
5. Healthcare transportation
6. Affordable access to insurance
7. Homeless shelters
8. Obesity
9. Health wellness and prevention

OMC then conducted additional research to further investigate each priority. This process resulted in combining related initiatives to best allocate our resources and set goals. Below is a summary of the health need priorities in OMC's service area.

1. Behavioral Health
 - A. Mental health, including diagnosis, screening, data, treatment and after-care
(*CHNA Priority #1*)
 - B. Opioid/drug abuse (specifically meth and marijuana) and vaping (*CHNA Priority #2*)
 - C. Suicide prevention (*CHNA Priority #4*)

2. Physical Health
 - A. Health wellness and prevention (*CHNA Priority #9*)
 - B. Obesity (*CHNA Priority #8*)
 - C. Chronic care management (*CHNA Priority #3*)

3. Access to Care
 - A. Healthcare transportation (*CHNA Priority #5*)
 - B. Affordable access to insurance (*CHNA Priority #6*)
 - C. Homeless shelters (*CHNA Priority #7*)

Priority #1A: Increase collective community education, prevention, response and treatment for mental health conditions.



Responses	Tactics	Leaders	2020	2021	2022	KPI's
Through Olathe Health Family Medicine Clinics, screen patients during wellness visits using the PHQ-9 depression screening. Continue enhancements to care management for patients with mental illness through implementation of behavioral health care management for patients with mental health conditions.	Assess patients ages 12 and older at least once per year.	OMC: Katie Danielson	X	X	X	80% screening compliance during wellness visits
	In patients who screen positive, increase the number who access services through community partners.	OMC: Katie Danielson	X	X	X	TBD
	If score 5 or above, clinic visit becomes focused on suicidal ideation and one-on-one with the provider.	OMC: Katie Danielson	X	X	X	TBD
Work with community health partners to support patients within the Olathe Health network, specifically focusing on those with depression/anxiety diagnosis, those who have that diagnosis plus a chronic medical condition and those who have more than four chronic conditions.	Identify key community partners and develop process for collaborating to increase access and enhance patient care.	OMC: Darren Odum, Beth Kalberg Community: Chad Anderson (KVC), Dr. Steve Hazel (Responsive Center)	X			Develop cooperative care plans with community partners.
	Increase behavioral health access within Olathe and surrounding communities.	OMC: Darren Odum, Beth Kalberg Community: TBD		X	X	2021: develop baseline for access 2022: Increase access by 3% over prior year
Work with community health partners to offer Mental Health First Aid community program in 2020. Extend program based on demand throughout 2021 and 2022.	Host first program in Spring/Summer 2020 at Olathe Medical Park	OMC: Darren Odum Community: Chad Anderson (KVC)	X			Program Held
	Increase participation by 3% over 2020 attendees.	Same as above		X		Increase Participation
	Increase participation by 3% over 2021 attendees.	Same as above			X	Increase Participation

Priority #1A: Increase collective community education, prevention, response and treatment for mental health conditions.



Responses	Tactics	Leaders	2020	2021	2022	KPI's
Develop a localized resource guide with access points for patients, providers, etc. that is easily accessible.	Partner with information sharing resources to localize resources to the OMC primary service area. (i.e. 2-1-1 and My Resource Connection, etc.)	OMC: Lacey Kane	X			Launch program
	Work with community partners to update information available through information sharing resources. Incorporate additional information as appropriate.	OMC: Lacey Kane		X	X	Complete annual audits to review and update information.
Coordinate with Olathe Health Family Medicine to investigate telemedicine opportunities for behavioral health services.	Develop telemedicine pilot program and infrastructure with community partner.	OMC: Beth Kalberg	X			Develop program
	Launch pilot program at Olathe Health Family Medicine – Hedge Lane.	OMC: Beth Kalberg	X	X		Launch program (pending program development, target goal is late 2020/early 2021)
	Expand pilot program to other appropriate family medicine clinics as designated based on need.	OMC: Beth Kalberg		X	X	TBD based on evaluation and review of pilot program.

Priority #1B: Address the rise in abuse and misuse of opioids and vaping. Partner with key community entities to reduce the use of other illegal drugs, specifically methamphetamines and marijuana.

Responses	Tactics	Leaders	2020	2021	2022	KPI's
<p>Engage the OMC Physician Opioid Task Force to review prescription practices and provide appropriate education.</p> <p><i>This group has implemented a number of programs to address this priority such as pain management contracts with patients, support KTRACS, intake assessments in clinics, guidelines for dispensing.</i></p>	Develop plan and infrastructure to monitor patients who have and do not have a controlled substance agreement. Develop baseline. Develop communication plan to educate providers that includes CME, Rounds, All Provider Meetings, etc.)	OMC: James Wetzel, MD	X			Reduce number of prescriptions to patients without a controlled substance agreement
	Reduce number of prescriptions to patients without a controlled substance agreement.	OMC: James Wetzel, MD		X	X	Pending baseline data
Partner with local groups to promote safe drug take back practices.	Host National Take Back event on the Olathe Medical Park campus in April and October.	OMC: Phil Schneider City Partner: Olathe PD	X	X	X	Host two events and increase pounds collected by 3%.
	Promote local drop-off locations.	OMC: Lacey Kane	X	X	X	Provide annual education to OHP offices.
	Provide Olathe Health Family Medicine clinics, and others as identified, with medication disposal systems.	OMC: Lacey Kane, Susan Ward, APRN				100% of identified clinics have access to these systems on – site.

Priority #1C: Partner with key community stakeholders to reduce the incidence of suicide and connect those with suicide ideation with the appropriate resources for assistance.

Responses	Tactics	Leaders	2020	2021	2022	KPI's
Work with community partners to develop a rapid response process to help with Olathe Health patients in crisis within our locations. Create resources for crisis management for clinic staff for suicidality including but not limited to iPad assessment in clinics, direct hotline, etc.	Solidify a rapid response process that can be initiated when someone presents to an Olathe Health location and is a danger to themselves or others but not necessarily in need of police involvement.	OMC: Beth Kalberg Community Partners: Chad Anderson (KVC), Dr. Steve Hazel (Responsive Center)	X			Create policy
	Identify partner and garner resources to develop rapid response telemedicine interventions.	OMC: Beth Kalberg		X		Launch program
	Create additional resources for crisis management within the clinic settings for staff working with suicidal patients.	OMC: Beth Kalberg, Lacey Kane				X

Priority #2A and B: Enhance collaborative communication about accessible health wellness and prevention opportunities to encourage community members to engage and sustain positive behavior change.



Responses	Tactics	Leaders	2020	2021	2022	KPI's
Enhance online resources, including community partnerships and events. (i.e. create processes in order to cross promote upcoming events and health wellness and prevention opportunities.	Identify appropriate location to house resources	OMC: Lacey Kane Community Partners: Jill Leiker (JCPRD), Kent Rettig (OPRD), Carolyn Fischer (YMCA)	X			Launch community resource page or maximize existing resource.
	Develop process to cross promote events, programs, etc.	OMC: Lacey Kane Community Partners: Jill Leiker (JCPRD), Kent Rettig (OPRD), Carolyn Fischer (YMCA)		X	X	Develop and implement process with community partners.
Encourage communities, insurance companies and employers to support health, wellness and prevention opportunities to improve access.	Partner with 20 local employers and/or community groups to provide preventative health and wellness screenings and/or education.	OMC: Lacey Kane City Partner: Brad Clay	X	X	X	Participate in 20 events, and increase by an additional five each year.
	Partner with Lockton to develop plan with Olathe employers to encourage wellness and prevention.	OMC: Darren Odum Community Partners: Lockton	X	X	X	KPI is to be determined based after initial planning with Lockton.

Priority #2A and B: Enhance collaborative communication about accessible health wellness and prevention opportunities to encourage community members to engage and sustain positive behavior change.



Responses	Tactics	Leaders	2020	2021	2022	KPI's
Enhance food access, including fruits and vegetables, education on how to prepare healthy meals, etc.	Screen Olathe Health Family Medicine patients for food insecurity. Establish a baseline in 2020 and then increase number of patients being connected to resources.	OMC: Lacey Kane Community Partners: YMCA, Harvesters, church groups and other.	X	X	X	Establish baseline and then increase by 3% over prior year.
	Collaborate with community partners to educate parents and young families on the importance of a healthy behaviors using the 1-2-3-4-5-Fit-Tastic Program.	OMC: Lacey Kane Community Partners: School districts, others	X	X	X	Incorporate Fit-Tastic education into five community outreach programs.
	Support Olathe Community Gardens with annual sponsorship for community programming.	OMC: Lacey Kane City Partners: Liz Newman	X	X	X	Sponsor annual workshop
Identify prescriptive services and partners.	Explore partnerships with local grocery stores, YMCA, Olathe Community Center and others to offer prescriptive memberships/services based on provider recommendation.	OMC: Lacey Kane Community Partners: Jill Leiker (JCPRD), Kent Rettig (OPRD), Carolyn Fischer (YMCA), others		X		Launch pilot program with local partner in year one. Expand pilot with one additional partner in years two and three.
Maximize community sponsorships to promote physical activity.	Provide community sponsorship dollars and resources to partners with an emphasis on activities that encourage physical activity (ie. Garmin Marathon, Olathe Parks & Recreation signage, etc.).	OMC: Lacey Kane Community Partners: JCPRD, OPRD, YMCA, Olathe Chamber of Commerce others	X	X	X	Support five wellness initiatives each year and add one additional initiative each year.

Priority #2C: Enhance collaborative communication about accessible health wellness and prevention opportunities to encourage community members to engage and sustain positive behavior change.



Responses	Tactics	Leaders	2020	2021	2022	KPI's
Increase the number of diabetic patients within the Olathe Health Family Medicine clinics who have controlled numbers.	Increase the number of diabetic patients who have a hemoglobin A1C lower than 9 by 3% over previous year's totals.	OMC: Kathren Carver	X	X	X	Increase in managed diabetes care.
Assess barriers to compliance with diabetes management. Then, improve resources to break down barriers for compliance with diabetes management.	Survey diabetic patients within the Olathe Health Family Medicine clinics who are not appropriately managing their diabetes to identify barriers.	OMC: Kathren Carver	X			Launch survey to identified patients and present results.
	Identify resources and work with care coordinators to develop a plan to help connect diabetic patients with the resources they need to manage their chronic condition.	OMC: Kathren Carver	X	X	X	Implement resource plan and increase utilization.
Evaluate individual patient's affordability for visits, prescriptions, education, etc.	Develop key questionnaire to be administered at the check-in or intake process to help determine what potential barriers diabetic patients may have to help guide the care team to connect the patient with appropriate resources.	OMC: Kathren Carver, Katherine Danielson		X		Develop process and launch in-take questionnaire.
Provide community educational opportunities for people within the community to learn more about diabetes management and nutrition.	Launch partnership with Olathe Public Library to host quarterly public informational sessions that are free of charge.	OMC: Kathy Coker City Partner: Allison Antrim (Olathe Library)	X	X	X	Launch community program
	Partner with Sodexo to develop low-cost services for nutritional counseling.	OMC: Jan Conrardy		X	X	Launch affordable program

Priority #3A: Healthcare transportation, specifically focused on reducing the number of people who are not able to keep their appointments because of lack of transportation and reduce re-admissions to the hospital because patients are not able to access the resources they need due to lack of transportation.

Responses	Tactics	Leaders	2020	2021	2022	KPI's
Partner with JCDHE to pilot a transportation program supported by grant funding for patients within OMC's primary service areas and fall into one of the categories listed above.	Pending grant approval, launch pilot program for identified patients.	OMC: Darren Odum, Jean Willoughby, Kathren Carver Community Partners: Renee Bryant and Josh Powers (Johnson County Government)	X			KPI to be determined once notification of grant approval status.
	Expand pilot program to broader patient population with transportation limitations.	Same as above		X	X	TBD
	Seek funding to continue program	Same as above			X	Obtain funding
Partner with Johnson County Government Transportation to eliminate a transportation barrier for the homeless population to receive preventative services through the Healthcare Partnership Clinic.	Establish busing services specifically for the homeless population to travel to the Health Partnership clinic to receive services.	OMC: Darren Odum, Jean Willoughby Community Partners: Josh Powers (Johnson County Government)	X	X	X	Launch program for designated population and increase access in subsequent years
Increase other transportation services available to residents in primary service area.	Identify all transportation resources available to patients.	OMC: Darren Odum, Jean Willoughby, Kathren Carver, etc.		X		List of resources identified
	Create community resource page on Olathe Health website and promote in Connected Care and social media channels.	OMC: Lacey Kane			X	Page created

Priority #3B: Increase affordable access to health insurance by connecting people within our community who do not have health insurance with appropriate health insurance options that best fit their needs.

OMC has determined that this initiative is being addressed through other community organizations including the Health Partnership Clinic and others. OMC will continue to support this priority through the following actionable items:

- Provide education about resources available in the community related to health insurance through Olathe Health communication vehicles to communicate about resources available within the community related to health insurance.
 - Create community resource page on Olathe Health website and promote in Connected Care and social media channels.
 - Continue to educate OMC patients about resources available through Resolute Group (partner that helps enroll patients) and consider expanding services to assist with complex patients in the outpatient setting.
- Advocate for Medicaid expansion in Kansas. Research premium assistance programs throughout the state.
- Enhance access to health insurance for undocumented and uninsured population. Identify community groups to educate this population on the importance of health insurance and connect with appropriate resources.

This plan will not include specific goals for improvement in this area.

Priority #3C: Increase access to homeless shelters.

OMC has determined that this initiative is being addressed through other community organizations including the Olathe School District, Center of Grace, City of Olathe, Johnson County Government, Health Partnership Clinic and others. OMC will continue to support these organizations in their efforts by collaborating to provide volunteers and financial support, as well as leadership to identify resources and partners. OMC is also participating in a community work group to address this issue and support the homeless community. OMC is also providing education to its providers in an effort to enhance knowledge around the medical needs for the homeless.

Other priorities in this plan address enhancing services to this population.

This plan will not include specific goals for improvement in this area.