

**CY21-CY23 Community Health Needs Assessment Implementation Plan- GLH**

Priority Area: ACCESS TO CARE							Strategic		
Goal: Ensure residents have access to quality, comprehensive health care close to home.							Priorities		
Objective 1:	Platform Strategies	Outcome Statement	Updated/Notes	Responsible Individual(s)	Achieve/lt Owner	Status	Mang Total Health	Perform Excell	Ease of Use
<b>Increase the number of residents who have a regular primary care provider or an encounter with a primary care provider</b>	Partner with the Primary Health Network (PHN) to attempt to capture hard to reach patients.	Increased number of residents who report having a medical home by reaching out to patients who fail to show up for appointments multiple times; measured by number of patients from identified population who receive primary care services.		Leslie Goss Marie Mulvihill - PHN	Lisa Musser		X		X
	Continue to assist Emergency Department (ED) patients who do not have a medical home, by finding a Primary Care Provider (PCP) and scheduling follow up at discharge.	Reduced number of non-emergent visits to the ED; measured by increase percent of ED discharges with a PCP follow up scheduled at discharge.		Jess Nail Leslie Goss	Karen Snook Jose Lopez		X		X
Objective 2:	Platform Strategies	Outcome Statement	Updated/Notes	Responsible Individual(s)	Achieve/lt Owner	Status	Mang Total Health	Perform Excell	Ease of Use
<b>Increase access to primary and specialty care providers</b>	Ramp up recruited providers and improve fill rates.	Increased number of residents who report having a medical home; measured by increased number of primary care visits.		Leslie Goss Michelle Holt	Lisa Musser			X	X
	Expand telemedicine options for specialty services.	Shorter wait time until appointment availability and reduce patient need to travel for care; measured by increased number of specialty telemedicine visits.		AJ Hartsock Bill Burmeister	Rhonda Warner		X		X
	System-wide Strategies	Outcome Measures	Updated/Notes	Responsible Individual(s)	Achieve/lt Owner	Status	Mang Total Health	Perform Excell	Ease of Use
	Explore telemedicine options to provide services and reduce barriers to care related to transportation.	Complete 50,000 telemedicine visits per calendar year throughout the Geisinger system.	AC developed with David Fletcher as system-wide strategy	David Fletcher	David Fletcher				X
Expand access to primary care through growth in legacy Community Medicine sites and new locations to include 65 Forward, ConvenientCare, ConvenientCare+, and Community Care.	Successfully implement the Geisinger Primary Care Expansion plan.	AC developed with Lorien Beishline as system-wide strategy	Matthew Nussbaum	Matthew Nussbaum			X		X
Objective 3:	Platform Strategies	Outcome Statement	Updated/Notes	Responsible Individual(s)	Achieve/lt Owner	Status	Mang Total Health	Perform Excell	Ease of Use
<b>Reduce barriers to receiving care for residents without transportation</b>	Partner with local agencies to expand transportation services to access health and social services. (e.g. Call a Ride Coalition).	1. Increased ability to receive timely services 2. Earlier intervention for care Measured by number of cancelled/no show medical appointments due to transportation barriers		Sue Reed Mark Colussy County Commissioners Jose Lopez	Jose Lopez		X		X
	Explore options and partners to provide home-based care services.	Improved management of conditions Measured by: 1. Hospital readmissions 2. Hospital ED visits		Leslie Goss Michelle Holt Wendy Knouse	Lisa Musser ?		X		X
	System-wide Strategies	Outcome Statement	Updated/Notes	Responsible Individual(s)	Achieve/lt Owner	Status	Mang Total Health	Perform Excell	Ease of Use
	Utilize the Neighborly platform for members and patients and community members to easily find and connect to local health and social care resources.	Provide engagement metrics such as: users, searches, and search categories.	Developed in collaboration with wellness as a system-wide strategy	Maria Welch				X	
Offer programming in partnership with local community organizations to reduce social isolation in members and patients.	Provide program engagement metrics.	Developed in collaboration with wellness as a system-wide strategy	Maria Welch				X		X
Objective 4:	System-wide Strategies	Outcome Statement	Updated/Notes	Responsible Individual(s)	Achieve/lt Owner	Status	Mang Total Health	Perform Excell	Ease of Use
<b>Identify opportunities to develop or augment care environments in underserved communities</b>	Proactively support community-based organizations that provide primary health care to the underrepresented, uninsured and underinsured populations throughout our service regions.	Through sponsorships, community fairs/screenings, and leveraging relationships, we will look to track the number of under-represented individuals engaged in our programs and support and increase the number of under-represented patients receiving affordable primary care close to their homes, thereby reducing the number of non-urgent ED visits.	AC developed with John Grabusky as system-wide strategy	John Grabusky	John Grabusky		X		X
Objective 5:	Platform Strategies	Outcome Statement	Updated/Notes	Responsible Individual(s)	Achieve/lt Owner	Status	Mang Total Health	Perform Excell	Ease of Use
<b>Foster pursuit of health careers and ongoing training of health professionals</b>	Provide professional training and education for nursing and allied health students.	Increased availability of health professionals; measured by School of Nursing and Allied learners growth.		Stacey Osborne Brian Simpkins	Nicole Bedelyon			X	
	Grow Family Medicine Residency Program.	Increased availability of physicians in service area; measured by number of residents in program that remain in community.		Stephanie Bilger	Stephanie Bilger ?			X	X
	System-wide Strategies	Outcome Measures	Updated/Notes	Responsible Individual(s)	Achieve/lt Owner	Status	Mang Total Health	Perform Excell	Ease of Use
	Encourage pursuit of careers in the health field.	Offering training and education programs which include co-op programs, nurse residency program, med surg fellowship and Abigail Scholars program, which will help to increase recruitment and retention.	AC developed with Ida Castro & Lindsey Ford as system-wide strategy	Ida Castro Lindsey Ford					X

**CY21-CY23 Community Health Needs Assessment Implementation Plan- GLH**

Priority Area: BEHAVIORAL HEALTH						Strategic Priorities		
GOAL: Model best practices to address community behavioral health care needs and promote collaboration among organizations to meet the health and social needs of residents.								
Objective 1:	System-wide Strategies	Outcome Statement	Updated/Notes	Responsible Individual(s)	Status	Mang Total Health	Perform Excell	Ease of Use
<b>Advance local and state dialogue to address behavioral health needs</b>	Convene partners or participate in existing coalitions to identify and address gaps in services.	Increased access to behavioral health services as measured by number of individuals served.	Developed in collaboration with Dawn Zieger as a system-wide behavioral health strategy	Dawn Zieger		X	X	X
	Advocate to remove regulatory barriers to the provision of behavioral health services.	Meetings with regulatory bodies to identify opportunities to streamline requirements.	Developed in collaboration with Dawn Zieger as a system-wide behavioral health strategy	Dawn Zieger			X	X
Objective 2:	System-wide Strategies	Outcome Statement	Updated/Notes	Responsible Individual(s)	Status	Mang Total Health	Perform Excell	Ease of Use
<b>Foster integration of behavioral health care across the continuum</b>	Increase footprint of integrated primary and behavioral healthcare within primary care practices.	Increase Number of behavioral health patients receiving care in Primary Care Setting. Increase Number of Integrated Primary Care Clinics.	Developed in collaboration with Dawn Zieger as a system-wide behavioral health strategy	Dawn Zieger		X		X
	Increase integration of integrated behavioral health services within hospital specialty clinics and programs (ie. Oncology, Pain, Clinical Nutrition, etc.)	Number of patients served within a Geisinger specialty integrated care program.	Developed in collaboration with Dawn Zieger as a system-wide behavioral health strategy	Dawn Zieger		X		X
	Strengthen partnerships to improve the transitions of care into the community (example: crisis services, FQHCs, community clinics)	Meetings with Community Partners to strengthen the local continuums of care.	Developed in collaboration with Dawn Zieger as a system-wide behavioral health strategy	Dawn Zieger (with input from platform)		X	X	
Objective 3:	System-wide Strategies	Outcome Statement	Updated/Notes	Responsible Individual(s)	Status	Mang Total Health	Perform Excell	Ease of Use
<b>Increase access to behavioral health services</b>	Increase capacity of behavioral health outpatient services for each region by implementing an expansion plan.	Increase the capacity to provide care through multiple disciplines (Social work, Psychology, Psychiatry).	Developed in collaboration with Dawn Zieger as a system-wide behavioral health strategy	Dawn Zieger		X	X	X
	Leverage telemedicine to provide services to underserved areas.	Create and increase multiple points of access/entry for those with Behavioral Health issues to access care. This may take place within a clinic or provide telemedicine to the patient in their home environment.	Developed in collaboration with Dawn Zieger as a system-wide behavioral health strategy	Dawn Zieger		X		X
	Explore options to create a Mental Health Hub in each region to include a diverse medical team (physicians, psychiatrists, social workers, etc.).	Creation of HUB locations in the West and Northeast regions.	Developed in collaboration with Dawn Zieger as a system-wide behavioral health strategy	Dawn Zieger		X	X	X
	Support enhancement of Medication-assisted Treatment (MAT) clinics and broader access to reversal drugs.	1. Number of unique patients seen in MAT 2. Mortality rate relative to untreated-expected for all clinic locations (Bloomsburg, Williamsport, Scranton and Wilkes Barre).	Developed in collaboration with Dawn Zieger as a system-wide behavioral health strategy	Jordan Barbour		X	X	X
	Improve inpatient placement workflow.	Decreased time to place to inpatient settings between Geisinger facilities. Alignment of Lewistown workflow through Geisinger Placement Services.	Developed in collaboration with Dawn Zieger as a system-wide behavioral health strategy	Dawn Zieger		X	X	X

# GLH FY2019-2021 CHNA Implementation Plan

CY21-CY23 Community Health Needs Assessment Implementation Plan- GLH									
Priority Area: CHRONIC DISEASE PREVENTION AND MANAGEMENT							Strategic Priorities		
Goal: Reduce risk factors and premature death attributed to chronic diseases.									
Objective 1:	System-wide Strategies	Outcome Statement	Updated/Notes	Responsible Individual(s)	Achieve/lt Owner	Status	Mang Total Health	Perform Excell	Ease of Use
<b>Encourage community initiatives that support access to and availability of healthy lifestyle choices</b>	Offer Breastfeeding Classes by a Board-Certified Lactation Consultant.	By increasing breastfeeding rates both the mother's and infant's health will benefit as measured by lower incidence of postpartum depression, breast and ovarian cancer in mothers and fewer sick visits, lower risk of asthma and obesity for infants in whom benefits increase the longer they are breastfed.	AC developed with Holly Barbella as system-wide strategy	Holly Barbella			X		X
	Leverage our relationships with health-related community non-profits to promote physical activity across our service regions. Offer free or reduced cost exercise or education programs for community members. Support community races, fun runs, walks and other events that promote physical activity. Participate in or host free community health fairs targeting diverse populations.	Increase awareness and number of participants who attend community events or programs.	AC developed with John Grabusky as system-wide strategy	John Grabusky			X		
	Partner with local food bank organizations to offer emergency food boxes to expand access for food resources.	Provide program participant totals and families served.	Developed in collaboration with wellness as a system-wide strategy	Michelle Passaretti			X		
	Support various community health and wellness educational programs.	Will provide or participate in free community events, including health and wellness educational programs and health fairs, to increase awareness and number of participants who attend community events or programs.	Developed in collaboration with wellness as a system-wide strategy	Eileen Evert			X		
	Promote and support the Geisinger Fresh Food Farmacy, including diabetes wellness classes and dietary consultations, to food-insecure, diabetic patients.	Improve food insecurity and health outcomes among low-income participants with diabetes by identifying the number of at-risk individuals with diabetes reporting food insecurity, providing number of patients served by our program, and reporting changes in healthy lifestyle behaviors and diabetes outcomes.	Developed in collaboration with wellness as a system-wide strategy	Michelle Passaretti			X		
Objective 2:	Platform Strategies	Outcome Statement	Updated/Notes	Responsible Individual(s)	Achieve/lt Owner	Status	Mang Total Health	Perform Excell	Ease of Use
<b>Initiate early stage interventions for individuals at high risk for chronic disease</b>	Provide free Cancer education programs and screenings.	Early detection and treatment of cancer among participants Measured by: 1. Participants' knowledge (pre-/post-test) 2. Clinical measures of program participants 3. Referrals for care		Val Reed	Karen Snook Jose Lopez		X		X
	Provide free Diabetes prevention and management education and screenings.	Improved diabetes management; measured by Clinical measures of program participants.		Val Reed Leslie Goss Pat Wolf	Karen Snook Jose Lopez		X		X
	System-wide Strategies	Outcome Statement	Updated/Notes	Responsible Individual(s)	Achieve/lt Owner	Status	Mang Total Health	Perform Excell	Ease of Use
	Coordinate community-based strategic partnerships and develop operational infrastructure that enables us to scale and promote evidenced-based programming to serve more patients/members.	Will provide chronic disease management and evidence-based programs to increase and improve knowledge and clinical measures of participants in programs.	Developed in collaboration with wellness as a system-wide strategy	Eileen Evert			X		
Objective 3:	System-wide Strategies	Outcome Statement	Updated/Notes	Responsible Individual(s)	Achieve/lt Owner	Status	Mang Total Health	Perform Excell	Ease of Use
<b>Develop integrative care models to improve outcomes for patients with chronic disease</b>	Provide (virtual) support group for patients with diabetes.	Number of participants in support groups.	AC developed with Renee Winter-Bertsch as Clinical Nutrition system-wide strategy	Renee Winter-Bertsch			X		X
	Provide evidence based medical nutrition therapy for patients at Geisinger 65 Forward.	1. Will provide program participant totals. 2. Will provide chronic disease management and evidence-based programs to increase and improve knowledge and clinical measures of participants in programs.	AC developed with Renee Winter-Bertsch as Clinical Nutrition system-wide strategy	Renee Winter-Bertsch			X	X	
Objective 4:	System-wide Strategies	Outcome Statement	Updated/Notes	Responsible Individual(s)	Achieve/lt Owner	Status	Mang Total Health	Perform Excell	Ease of Use
<b>Increase cultural competency among all Geisinger health care providers and staff</b>	Offer Everyday Bias Training systemwide to providers/employees to increase cultural competencies among health providers.	Increase our patient experience scores among our diverse patient population, measured through the following outcomes: 1. Lower turnover rates and longer retention rates 2. Expanding the talent pool through innovative outreach initiatives 3. Higher engagement scores—noted internally and externally	AC developed with Arthur Breese as system-wide strategy	Arthur Breese				X	