

**Geisinger Wyoming Valley and Geisinger South Wilkes-Barre  
FY13 Community Health Needs Assessment- Action Plan**

<b>Improving Access to Healthcare for under and uninsured</b>		
<b>Action Item</b>	<b>Status</b>	<b>Summary</b>
1. Support for Free Medical Clinics	Ongoing	GHS currently supports the Volunteers in Medicine clinic in Wilkes Barre, the McCauley Clinic and the Pittston clinic. Volunteer services, laboratory and radiology services are provided for qualified patients.
2. Partner with Healthy Northeast Pennsylvania Initiative (HNPI)	Ongoing	Strategic planning and support is offered by GHS and other affiliated members.
3. Specialty care outreach programs	Ongoing	Specialty care outreach programs are offered in Dallas, Hazleton, Kingston, Kistler clinic, Mountain top, Nanticoke, North Washington, Pittston, Pittston North Main, South Wilkes-Barre and Wyoming community practice sites.
4. GHP dual eligible coverage & GHP Managed Medicaid product	Ongoing	GHP offers a product called Secure 1, which is designed for people who are fully eligible for both Medicare and Medicaid benefits. Members' premiums are paid in part or in full by the health plan. In addition, GHP Family is offered. More information can be found at: <a href="https://www.thehealthplan.com/ghpfamily/home/">https://www.thehealthplan.com/ghpfamily/home/</a>
5. Telemedicine programs	Ongoing	Geisinger's telemedicine services are aligned to both Geisinger and non-Geisinger facilities based on a facility's specific care needs. Current telemedicine programs include dermatology, stroke, cardiology, psychiatry and various other specialties.
6. Patient centered staffing	Ongoing	Review all current provider template patterns to increase patient access to care.
7. LIFE Geisinger	Ongoing	LIFE Geisinger is a Program of All-Inclusive Care for the Elderly (PACE). PACE is unique. It is an optional benefit under both Medicare and Medicaid that focuses entirely on older people who are frail enough to meet their State's standards for nursing home care. More information can be found at: <a href="http://www.geisinger.org/services/lifegeisinger/">http://www.geisinger.org/services/lifegeisinger/</a>
8. MARTTI	Ongoing	Implementation of MARTTI (My Accessible Real-Time Trusted Interpreter) across GHS system to provide interpretative services for multiple languages and American Sign Language.
9. Cultural diversity training for employees	Ongoing	Ongoing cultural competency training is offered throughout GHS.
10. Medical Home Model & ProvenHealth Navigator Program	Ongoing	ProvenHealth Navigator focuses on quality, efficiency and outcomes while reducing the cost of care with unnecessary hospitalizations and readmissions.
11. Careworks development	Ongoing	Careworks clinics have opened in Nanticoke, Hazleton and Tunkhannock to offer urgent care services and increase access to healthcare.
12. Gap analysis for underserved communities	Ongoing	Identify basic medical services for the under/uninsured population in Luzerne county. Collaborate with organizations and internal resources to address gaps.

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<b>Improving Healthy Behaviors</b>		
<b>Action Item</b>	<b>Status</b>	<b>Summary</b>
1. Participate in community health events	Ongoing	Participate in various community health events throughout Luzerne county and provide health education, outreach and screenings.
2. Medication therapy management program	Ongoing	Medication Therapy Management (MTM) Program for select chronic diseases. High-risk patients are referred to the program by their PCP. Patients receive education on disease, diet, lifestyle, and other modifications that can help with disease management/control.
3. Trauma program & PennDOT Mature Driver's Taskforce	Ongoing	Multiple educational and outreach programs are provided by GWV's Trauma Program.
4. Healthy Food Options at GHS	Ongoing	Geisinger's 'Healthy Selections Program' seeks to enable employees to improve their overall health and well-being by offering healthy food selections in the workplace.
5. GHS Wellness Program and hiring practices	Ongoing	GHS' non-nicotine hiring policy and Employee Wellness Program have been launched, making GHS a leader for healthy behaviors in our community.
6. Health Rewards: GHP incentive plan	Ongoing	A feature of GHP products is a new benefit designed to reward individuals for participating in healthy lifestyles.
7. Text message activation	Ongoing	Engaging patients in care by providing appointment reminders via text message.
8. ePrescribing Initiative	Ongoing	Across the Geisinger organization all outpatient prescribers are live on the ePrescribing functionality, which includes the ability to receive payer information through the Surescripts network. The ability for patient's to have their non-narcotic prescriptions sent electronically to their preferred pharmacy provides an increase in medication compliance.
9. Expansion of GHS Employee Wellness program to spouses and families	Ongoing	Expansion of employee wellness program to include employees' families.
10. Offer educational material, discharge plans and prescription instructions in multiple languages	Ongoing	Review of system materials and planning for translation services.
<b>Community Development</b>		
<b>Action Item</b>	<b>Status</b>	<b>Summary</b>
1. 211 service	Ongoing	Support local initiatives to implement 211 services in PA, to increase access to and awareness of community services.
2. Raise awareness about community-based transportation programs	Completed	Implement increased bus services to Geisinger facilities on East Mountain Blvd. Promote other community based transportation services.
3. Partner & support community agencies	Completed	Collaborate with community agencies on transportation for medical care or related services.
4. Expand education on drug & alcohol abuse services	Completed	Increased awareness of community services through awareness campaign, conducted throughout Luzerne and Lackawanna counties.