



# 2022 COMMUNITY NEEDS ASSESSMENT IMPLEMENTATION STRATEGY

## **BACKGROUND**

The Healthy! Capital Counties project began as a partnership between the four hospital systems and the three local health departments serving Ingham, Eaton, and Clinton counties in December of 2010. The 2010 Patient Protection and Affordable Care Act requires non-profit hospitals to conduct or participate in a “community health needs assessment”, partner with local public health department and the community, and to develop an action plan to address health needs identified in the assessment.

The public health departments, while accredited at the state level in Michigan, must conduct a high-quality Community Health Assessment and Community Health Improvement Plan as a prerequisite to apply for voluntary national accreditation through the Public Health Accreditation Board. Building on a regional history of cross-hospital system and cross-health department collaboration, the entities decided to partner collaboratively on this project to conserve and enhance the local capacity to do this work.

### **Hospital partners include:**

- McLaren Greater Lansing
- Eaton Rapids Medical Center
- Sparrow Health System

### **Health department partners include:**

- Barry-Eaton District Health Department
- Ingham County Health Department
- Mid-Michigan District Health Department

## COMMUNITY HEALTH PROFILE & PRIORITIES

In June of 2012, the Healthy! Capital Counties project published the first Community Health Profile and Needs Assessment, with a key findings section added in August 2012. Since the initial publication, the group has partnered to complete updated Community Health Profile and Needs Assessments every three years. The most recent assessment was published in November of 2021.

The complete Community Health Needs Assessment and summary findings can be found at: [www.healthycapitalcounties.org](http://www.healthycapitalcounties.org).

### Priorities

Ultimately the community selected the following strategic priorities:

1. Health Care Access and Quality
2. Community Safety
3. Behavioral Health
4. Safe and Affordable Housing

McLaren Greater Lansing decided to focus its limited resources on the priorities it could most impact: **Health Care Access and Quality** and **Behavioral Health**.

## IMPLEMENTATION PLAN

McLaren Greater Lansing will continue to collaborate on opportunities that arise to improve the health and well-being of area residents. Below are some of the strategies the hospital is pursuing to address the strategic issues defined through the Healthy! Capital Counties collaborative process.

### 1. Health Care Access and Quality

In addition to being an acute care provider, McLaren Greater Lansing has one of the region's largest networks of primary health care providers. Strategies to increase the community's access to primary care services include:

- Partner with McLaren Medical Group and independent primary care providers to ensure adequate succession planning for providers transitioning into retirement or leaving the service area.
- Implement a resident retention mechanism specifically targeted at primary care providers interested in establishing a practice in the service area.
- Increase our primary care network's capacity by adding midlevel providers (nurse practitioners, physician assistants, etc.).
- Maintain a low or no cost primary care presence within the hospital's multi-specialty resident clinic.
- Partner with area urgent care facilities to provide access to primary and specialty care.
- Build new facility/hospital to improve access to care.
- Support other non-profit organizations providing low-cost primary care services in the region.
- Provide remote care through internet-based service.
- Expand care to communities through retail health clinics.

McLaren Greater Lansing is a part of a fully integrated, statewide health care system with a mission statement to be the best value in health care as defined by quality outcomes and cost. McLaren is participating in, and will continue to explore other, initiatives designed to improve hospital safety, quality and experience including:

- Various payor performance metrics.
- Utilization of the McLaren Health Care Safety Dashboard monitoring key performance indicators.



## 2. Behavioral Health

McLaren Greater Lansing maintains Geropsychiatric Evaluation and Management Services (GEMS) to care for the elderly population coping with behavioral health issues. The hospital also maintains a consultation and liaison service to help care for patients coping with mental health issues with acute physical health conditions. Strategies to address mental health include:

- Placing additional psychiatric nurse practitioners to the inpatient setting.
- Expanding the presence of psychiatric social work in the emergency department partnering with Community Mental Health of Clinton, Eaton, and Ingham counties. A community mental health social worker staffs the emergency room and is present in the emergency department seven days a week. Additional coverage in the emergency setting will improve mental health care handoffs and connect patients to community-based resources.
- Expedite inpatient placement.
- Partner with physicians in the outpatient setting to standardize screening and evaluation tools and increase their usage.
- Support organizations providing mental health resources.
- Increase access to mental health care providers by establishing supporting education. Created an Endowed Chair for the Behavioral Mental Health Nursing Education program through the College of Nursing at Michigan State University.
- Increase geropsychiatric providers resulting in increased capacity.

Due to resource constraints and the lack of competencies to effectively address the need, McLaren Greater Lansing will not be addressing the need of Community Safety or Safe and Affordable Housing as identified in the Community Health Assessment.



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