



Community Health Improvement Plan  
(CHIP)  
2017-2019

Kadlec Regional Medical Center  
888 Swift Boulevard  
Richland, WA 99352



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# Executive message

As we move through 2017, I'm extremely proud to share the incredible progress Kadlec has made in delivering on our mission of providing safe and compassionate care to our patients.

Our services and facilities, both on our hospital campus in Richland, and clinics throughout the Tri-Cities area, are poised to deliver excellent care our patients expect.

Kadlec now has an expanded River Pavilion patient tower with four new floors and 94 private rooms, expanding our acute and intensive care availability. We also added to our primary care and urgent care capabilities by adding a clinic to meet the needs of the community in West Kennewick and South Richland. A new, innovative service was also added in the Queensgate and Canyon Lakes areas called Express Care. Patients can now schedule same-day appointments online providing faster service and extended hours for patients needing to be seen right away. As we grow with these expanded services, we have added members to our team, improved access and focused on easing the way of our patients throughout their health care journey.

As we look to the future, we are in an extremely solid position thanks to our partnership with Providence. We have been able to expand the number of beds, build the parking garage and complete other capital projects well ahead of schedule. Patients are also seeing enhanced care coordination through Epic, our electronic medical record, and benefit from advanced collaboration and innovation with Providence partners like Providence St. Mary in Walla Walla, Sacred Heart in Spokane, and Swedish in Seattle.

In 2017, Kadlec caregivers and leaders will hone in on our new mission of providing safe and compassionate care to our patients. Safety, quality and transparency continue to be areas where we strive for excellence. We were honored to receive for the fifth year a grade A in patient safety from the Leapfrog Group.

But safety is not enough in meeting the needs of each of our patients. Every day, we reinforce the tenants of our Planetree standard of patient-centered care. It is at the heart of the design of our

facilities, unique offerings like sleep kits and aromatherapy, and those special programs that help in healing like pet visitation. The designation recognizes the strict set of standards our caregivers have met to put the patient at the center of everything we do.

We continue our commitment to partnering with our community and training the caregivers of the future. We are proud of our history in reaching upcoming healthcare providers with the Kadlec Academy program in our elementary schools, our Experience Healthcare camp for high school age students, and our partnerships with Columbia Basin College, WSU Tri-Cities and the University of Washington's Family Medicine Residency Network.

We at Kadlec are honored to meet the needs of our region now and into the future. It is the passion and commitment of every member of our care team that allow us to continue to provide safe and compassionate care for our community. With more than 4,000 caregivers who work and volunteer at Kadlec, we recognize the important role we have to heal the sick, keep people healthy, and stand ready to care for you and your family when you need us, every minute of every day of the year.

Lane Savitch

Chief Operating Officer, Eastern Washington/Montana Region, Southeast Washington Service Area

# Introduction

## WHO WE ARE

Kadlec is a not-for-profit health system serving residents in southeastern Washington and northeastern Oregon. Founded in 1944, Kadlec has a rich heritage of offering vital health services to everyone who needs it, regardless of their ability to pay. Kadlec has grown into a regional referral center providing primary and specialty care services for patients of all ages. Flagship services include comprehensive cardiac care, neurosurgery and neurology, neonatal and pediatrics, rural and emergency medicine. Kadlec provides rural telehealth services in partnership with clinics and hospitals in southeast Washington and northeast Oregon. Today, more than 3,500 employees work at Kadlec in the main hospital, or in primary and specialty care physician clinics throughout the region. In June 2014, Kadlec affiliated with Providence Health & Services, now Providence St. Joseph Health, a not-for-profit health system comprised of 50 hospitals in seven states. Kadlec has joined a secular, non-religious division of Providence, sharing service-driven missions around providing care to those in need. For more information, visit [www.kadlec.org](http://www.kadlec.org).

## MISSION

Provide safe, compassionate care.

## VISION

Simplify health for everyone.

## PROMISE

Together, we answer the call of every person we serve:

Know me, care for me, ease my way.

## VALUES

### SAFETY

Safety is our highest priority and is the core of every thought and decision.

### COMPASSION

We reach out to people in need and give comfort. We nurture the spiritual, physical and emotional well-being of one another.

### RESPECT

We treat everyone with acceptance and honesty, valuing individual and cultural differences.

#### INTEGRITY

We earn the trust of the community through ethical behavior and transparency.

#### STEWARDSHIP

We believe that everything entrusted to us is for the common good. We strive to care wisely for our people, our resources and our community.

#### EXCELLENCE

We hold ourselves accountable to the highest standards of quality and safety.

#### COLLABORATION

We join together and with others across the community to advance the interest of patients and their families.

### **CREATING HEALTHIER COMMUNITIES, TOGETHER**

As health care continues to evolve, Kadlec is responding with dedication to its Mission and a core strategy to *create healthier communities, together*. Partnering with others in the community, we conduct a formal community health needs assessment to learn about the greatest needs and assets from the perspective of some of the most marginalized groups of people in communities we serve. This assessment helps us develop collaborative solutions to fulfill unmet needs while continuing to strengthen local resources. It guides our community benefit investments, not only for our own programs but also for many partners, toward improving the health of entire populations. Through strategic programs and donations, health education, financial assistance and more, Kadlec provided \$54.1 million in community benefit across its communities in 2016.

# Purpose

In 2016, Kadlec Regional Medical Center conducted a community health needs assessment. This community health improvement plan is designed to address key health needs identified in that assessment. The prioritized needs were chosen based on community health data and identifiable gaps in available care and services. In the course of our collaborative work, we determined that emphasis on these needs would have the greatest impact on the community's overall health with significant opportunities for collaboration. These are:

<b>Kadlec prioritized needs</b>
IMPROVE ACCESS TO HEALTH CARE SERVICES/HEALTH EQUITY
REDUCE OBESITY/PROMOTE HEALTHY WEIGHT
MENTAL HEALTH

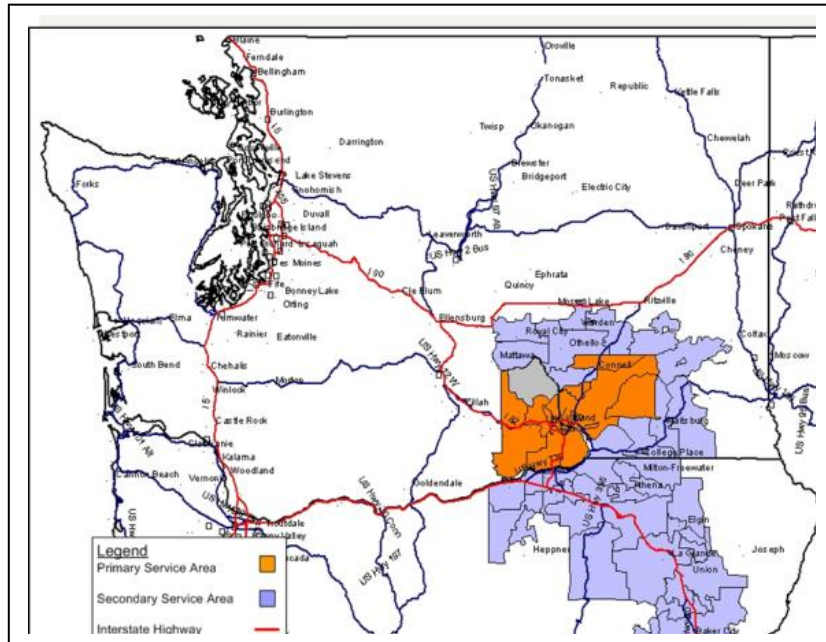
## Goal of CHIP

As we work to create healthier communities, together, the goal of this improvement plan is to measurably improve the health of individuals and families living in the communities and areas served by Kadlec Regional Medical Center. The plan's target population includes the community as a whole, and specific population groups including minorities and other underserved demographics.

This plan includes components of education, prevention, disease management and treatment, and features collaboration with other agencies, services and care providers. It will be facilitated by the hospital, through our strategic services and community relations, with assistance from key staff in various departments.

# Community

Kadlec Regional Medical Center’s service area includes Benton and Franklin Counties and extends a 100 mile radius from the Medical Center.



## POPULATION

Benton and Franklin Counties are geographically located along the central portion of the southern edge of Washington State. Combined, the two counties are home to about 274,000 individuals (2014 U.S. Census estimates), which accounts for 3.9% of the state’s population.

## ETHNICITY

RACE & ETHNICITY			
		Benton	Franklin
Total Population		186,486	87,809
RACE	Caucasian/White	91.0%	90.9%
	African American/Black	1.6%	2.8%
	American Indian/Alaska Native	1.3%	1.4%
	Asian	3.0%	2.1%
	Native Hawaiian & Other Pacific Islander	0.2%	0.4%
	Two or more races	2.9%	2.4%
ETHNICITY	Hispanic/Latino (of any race)	20.4%	51.9%

Source: U.S. Census Bureau, American Community Survey, Census Quick Facts 2014



## INCOME LEVELS AND HOUSING

In 2015, the median household income for Benton County was \$62,071, and the unemployment rate was 6.6 percent. In 2015, the median household income for Franklin County was \$57,664, and the unemployment rate was 7.5 percent.

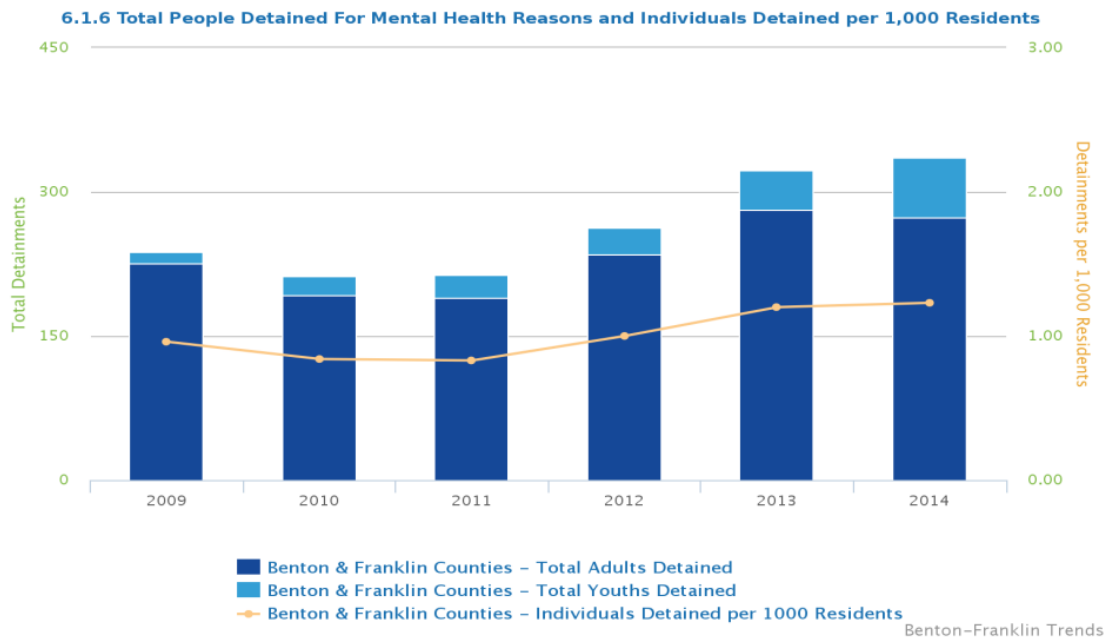
## HEALTH CARE AND COVERAGE

The uninsured population in Benton and Franklin counties combined decreased from 14.5% in 2013 to 12% in 2014. The share of uninsured at the local level is higher than that of Washington State (8.3% uninsured). In Benton County, 11.6% were still uninsured in 2014, while in Franklin County, 12.7% remained uninsured. The share of uninsured population under the age of 18 has steadily declined since 2009 and as of 2014, is lower in Benton and Franklin Counties (4.5%) than the state (4.7%) and national (6%) percentages.

## HEALTH AND WELLBEING

Obesity rates in Benton and Franklin Counties have stayed relatively the same for adults and youth since 2012 at 31.4%, but remain higher than the state rate of 27.6%.

The total number of people detained for mental health reasons and individuals detained per 1,000 residents has been tracked at the local level. Between 2011 and 2014 the rate of detainments has trended upwards from 0.83 per 1,000 in 2011 to 1.23 per 1,000 in 2014.



## KADLEC PRIORITIZED NEEDS AND ASSOCIATED ACTION PLANS

Implementation strategies and action planning for the 2017-2019 Kadlec Community Health Improvement Plan (CHIP) are focused on the results and analysis of our compressive community health needs assessment, which was completed in 2016.

Our 2016 community health needs assessment was completed via the Benton Franklin Community Health Alliance (BFCHA), in collaboration with key community stakeholders. BFCHA used a community-driven process to steer the assessment and studied the makeup of populations within Benton and Franklin counties to understand social and economic barriers to health care access and obesity.

Our 2017-2019 CHIP will focus on upstream interventions and addressing health disparities to improve access to health care/health equity, reduce obesity/promote healthy weight and improve mental health.

# KADLEC PRIORITIZED NEED AND ASSOCIATED ACTION PLANS

Priority health need: Improve access to health care services/Health equity

## Community needs addressed

The uninsured population in Benton and Franklin counties combined decreased from 14.5% in 2013 to 12% in 2014; however, the share of uninsured at the local level is higher than that of Washington State (8.3% uninsured).

## Goals/Strategies/Action Plan

1. Increase the number of primary care providers serving our communities
2. Improve after hours access to primary care
  - a. Educate community on proper utilization of Emergency Department, Urgent Care and Express Care
3. Continue to develop and mature relationships with and assist outlying rural hospitals
  - a. Expand telemedicine program to meet rural community needs
  - b. Expand EPIC/Community Connect to rural hospitals – Grande Ronde Hospital Oct '17
  - c. Implement Express Care Virtual
4. Workforce Development
  - a. Expand Family Medicine Residency Program
  - b. Create Residency rotation with Grace Clinic – begins July '17
  - c. Support the development of WSU School of Medicine in Tri Cities
  - d. Expand Experience Healthcare Programs – 2 Complete Programs in '17
  - e. Expand Nursing Scholarship Program - \$60K committed in '17 by Foundation

# KADLEC PRIORITIZED NEED AND ASSOCIATED ACTION PLANS

Priority health need: Reduce obesity/promote healthy weight

## Community needs addressed

We believe in order to see significant downward trends in obesity, the community needs to understand that health should be a shared value. If the community has a mindset that obesity is not a healthy condition, they are more likely to envision health and well-being as a shared responsibility. Efforts to better understand cultural environment around obesity will likely be necessary before the needle will move on this issue.

## Goals/Strategies/Action Plans

1. Expand and Engage Community in Population Health Programs offered through Foundations:
  - a. Kadlec Academy - Expand Sqord program to more elementary students in Tri-Cities
  - b. Kadlec Senior Academy
  - c. Healthy Ages Program
2. Improve nutritional offerings through redeveloped menus
3. Improve breast feeding during first 6 month rate
4. Project Homecoming
5. Develop Diabetes Education Center offerings

# Kadlec prioritized need and associated action plans

Priority health need: Mental health

## **Community needs addressed**

The scope of mental health includes housing, stigma, substance abuse, social and peer supports, additional resources and programs, services, referrals, unemployment, suicide, transportation, integration with physical care, lack of needed facilities and care coordination.

## **Goals/Strategies/Action Plan**

1. Develop partnerships for providing comprehensive mental health services for Benton and Franklin Counties.
2. Implement tele-Psych model offered by Providence St. Joseph Health
3. Enhance behavioral health services in Kadlec Clinic sites
4. Partner with Well Being Trust to develop behavioral health strategic plan for Southeast Washington.

# Community Partners

The 2016 Community Health Needs Assessment reflects the dedication of the members of the Benton Franklin County Health Alliance. The team of professionals and community workers listed below (not an all inclusive list) worked tirelessly to assess community health needs and will serve as partners as we move forward in our CHIP action plans.

Benton Franklin Community Health Alliance

Benton Franklin County Medical Society

Benton Franklin Domestic Violence Services

Benton Franklin Health District

Bike Tri Cities

Catholic Family & Child Services

Chaplaincy Health Care

Children's Reading Foundation of the Mid-Columbia

Community Action Connections

Community Health Program of Washington

Columbia Basin College

Community Members

Consistent Care Program of Southeast Washington

Department of Social and Health Services

Educational Service District #123

Emmaus Counseling Center

Grace Clinic

Lourdes Counseling Center

Lourdes Health Network

Mental Health Ombuds, Inc.

National Alliance for the Mentally Ill

Pacific Northwest National Laboratory

# Community Partners

Pasco Discovery Coalition

Pasco Ephesus Seventh-day Adventist Church

Pasco Latino Lutheran Ministry

Pasco Police Department

Physicians

PMH Medical Center

Promotor a de Salud

Prosser community Involvement Action Coalition

Southgate Elementary School

Tri Cities Cancer Center

Tri Cities Community Health

Tri Cities Diabetes Coalition

Tri City Regional Chamber of Commerce

Trios Health

Washington State Employment Security Department

Washington State University Tri Cities

Washington State University Extension Master Gardeners

World Relief

# PLAN APPROVAL

Lane Savitch  
Chief Operating Officer  
Eastern Washington/Montana Region, Southeast Washington Service Area

Date: 6/27/2017

Larry Jecha, MD  
Chair  
Planning & Community Health Committee

Date 6/27/2017

This plan was adopted on June 27, 2017.

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