

THE NEW
UHF UNITED HOSPITAL CENTER



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Introduction

In 2013, United Hospital Center (UHC) conducted a formal Community Health Needs Assessment (CHNA) of its primary service area – including Harrison and Doddridge Counties. UHC partnered with many local organizations and leaders to complete the needs analysis. This assessment addressed the key characteristics and environment in the local community. It also identified the areas where UHC could apply energy and resources to improve the health status of the community.

UHC's full 2013 Community Health Needs Assessment can be found on the Web at the following address:

<http://www.thenewuhc.com/Harrison-DoddridgeCommunityNeedsAssessment2013.pdf>

This document will serve as an update on the established Community Health Improvement Plan action items that were identified in the 2013 CHNA.

Harrison and Doddridge County Health Improvement Plan 2013-15 Update

Cardiovascular Disease (Heart Attack/Stroke/Hypertension)

Plan:

- Increase screening for hypertension
 - Jointly sponsored screening/events – United Way, employer health fairs, AHA
 - Coordination of education campaigns with local health departments
 - Earned media and possible PSAs/print ads re: early intervention, stroke care protocols
- Expand awareness of need for early intervention in heart attack and stroke treatment
 - In-service to ambulance EMTs
 - Medical Relations Representative visits to area ERs regarding interventional cardiology
 - Topics of heart attack and stroke included in Speakers' Bureau, promoted aggressively to local civic groups and churches

Measuring Results:

- Increased public participation in screenings
- Discovery of undetected malignant hypertension
- Increase in ED visits for warning signs of heart attack, stroke
- Increase in stroke care protocols/ED transfers to WVUHC for stroke team intervention
- Possible community survey to assess public attitudes and knowledge re: heart attack and stroke

2014 Update

Deaths from heart disease are by far the highest for any condition in West Virginia. UHC has prioritized awareness of need for early intervention in heart attack and stroke treatment. The following table outlines some of the outreach efforts that UHC has executed to reach this goal:

2013-2014

Community Health Activities

Heart Disease and Stroke Prevention

Approx. Date	Site/Organization	Program Offered	Approximate # of Participants
2/14/2013	Bridgeport Women's Club	Cardiac Risk Identification, Risk Reduction, Signs/Symptoms of CAD/Stroke and when to seek medical treatment Treatment options CAD/Stroke	25
2/19/2013	Lewis County Senior Citizens	Cardiac Risk Identification, Risk Reduction, Signs/Symptoms of CAD/Stroke and when to seek medical treatment Treatment options CAD/Stroke	20
Feb-13	Adamston Lion's Club	Cardiac Risk Identification, Risk Reduction, Signs/Symptoms of CAD/Stroke and when to seek medical treatment Treatment options for CAD/Stroke	25
5/17/2013	WV State Convention TOPS (Take Off Pounds Sensibly)	1 hour presentation to 125 participants outlining Cardiac and Stroke risk factors, Practical tips for reductions of risk factors, Treatment	125
6/20/2013	Steptoe and Johnson Lunch and learn	Power point presentation about Heart Disease and Stroke risk factors, Risk reduction, and treatment plans for CAD/Stroke.	15
Aug-13	Clarksburg Exponent Telegram	Interview with newspaper reporter concerning new Blood Pressure guidelines and treatment options for hypertension as well as goal levels for BP	N/A
Sep-13	American Heart Association Annual Heart Walk	Increasing awareness of Heart Disease/Stroke as well as raising funds for AHA research. Free BP screening at heart walk, educational materials provided, free heart rhythm strips offered	250
Oct-13	WBOY	Interview in Cardiac Rehab Department concerning Blood Pressure control and treatment options for reducing risk of Heart Disease and Stroke	N/A
Feb-14	Go RED day for Women	American Heart Association annual Go RED day for women. Provided heart rhythm strips, blood pressure screening, free healthy food samples and recipes. Provided educational material including pocket guides to a healthy lunch.	400
2/7/2014	WDTV – Health Alert Segment	First of series on CAD/Stroke Risk Factor Awareness	N/A
2/14/2014	WDTV – Health Alert Segment	Follow up with treatment options for CAD/Stroke, highlighting UHC Interventional Cardiology and benefits of early treatment for MI and Stroke National Cardiac Rehab Week	N/A
Feb-14	Harrison Power Station – Lunch and Learn	Power point presentation about Heart Disease and Stroke risk factors, Risk reduction, and treatment plans for CAD/Stroke. Highlights of success of Interventional Cardiology at UHC Free BP screening and Heart Rhythm Strips	50
Feb-14	Clarksburg Exponent Telegram	Interviewed for article about National Cardiac Rehab week. Stressed the importance of Risk modification and a supervised exercise program during recovery from MI/CABG/PCI/Stroke	N/A
Mar-14	Clarksburg Rotary	Power point presentation about Heart Disease and Stroke risk factors, Risk reduction, and treatment plans for CAD/Stroke. Highlights of success of Interventional Cardiology at UHC– BP and Heart Rhythm Strip screening	25
Mar-14	PSA – WDTV	Healthy eating and exercise to reduce your risk of CAD/Stroke	N/A
5/3/2014	Doddridge County Health Fair	Free sample of heart healthy foods BP screening Heart Rhythm Strips Educational materials for risk reduction	50
5/13/2014	Harrison County Library	Power Point presentation about Stroke Awareness FAST acronym stressed Risk Reduction, Early detection and Treatment of Strokes– Exercise for health – Free Stretch Band Free BP and Heart Rhythm Screenings	10
5/17/2014	All Saints Church, Bridgeport Health Fair	BP screenings	75
6/19/2014	Harrison Power Station Health Fair	Free Exercise Stretch Bands Free Heart healthy food samples and recipes Free BP screening Free Heart Rhythm Strips Educational materials–risk reduction CAD/Stroke	100

Cheryl Farley, RN is a member of UHC's speaker's bureau and is available to give presentations about Heart Disease and Risk Factor Modification as well as Stroke Awareness and treatment options.

The focus for education needs to be on the disease process, the risk behaviors for the disease process, and signs and symptoms that require immediate medical care. Time is of the essence when caring for heart attack and stroke victims, and this has been emphasized at each community event.

UHC's Medical Relations Representative will emphasize interventional cardiology services offered by the hospital when visiting area ERs going forward.

UHC received the 2013 American Heart Association "Get with the Guidelines Heart Failure – Gold Plus award". This award is given to hospitals that participate in the American Heart Association's collaborative quality improvement program, demonstrated to improve adherence to evidence-based care of patients hospitalized with heart failure.

The number of patients suffering from stroke transferred from UHC's Emergency Department and admitted to UHC have both increased by 2% from 2012 to 2014 (annualized). The number of patients treated in UHC's Emergency Department and discharged home from UHC, have increased 100% since 2012. The following table depicts 2012 – 2014 data:

Year	Number of Stroke Patients Admitted to UHC	Number of Stroke Patients Transferred from UHC's ED to another hospital	Number of Stroke Patients Treated in UHC's ED and Discharged Home
2012	196	45	6
2013	174	60	6
2014 (Jan-Jun)	100	23	6
2014 Annualized	200	46	12
% Change from 2012 to 2014	2.0%	2.2%	100.0%

United Hospital Center provides various courses according to American Heart Association standards. Courses are offered for both the healthcare provider and community members. Course offerings include: BLS (Basic Life Support), ACLS (Advanced Cardiac Life Support), PALS (Pediatric Life Support) and Heartsaver courses including First Aid.

Course Descriptions:

- **BLS** - Basic Life Support teaches the skills of managing the first few minutes in the American Heart Association Chain of Survival. Skills include establishing unresponsiveness, opening and maintaining the airway, assessing for signs of circulation, and providing chest compressions.
- **ACLS** - Advanced Cardiac Life Support uses AHA core cases and standardized algorithms to teach the advanced skills required to manage a victim in cardiac arrest as well as recognition and rapid intervention during the pre- and post-arrest periods.
- **PALS** - Pediatric Advanced Life Support uses AHA core cases and standardized algorithms to teach the advanced skills required to prevent and treat respiratory and cardiac arrest in the pediatric population.

- **NRP** - Neonatal Resuscitation Program formally named NALS (Neonatal Advance Life Support) teaches the core competencies required to prepare for and care for the newly born. Includes delivery airway management and recognition and treatment of primary and secondary apnea.

Access to stroke treatment has been an issue in this region, as lack of neurology coverage required most patients to be sent to Morgantown, Charleston or even Pittsburgh for treatment. UHC has implemented a teleneurology program (Specialists on Call) that addresses this issue.

Specialists on Call (SOC) provides UHC with board-certified Neurologists as consultants for all neurologic emergencies (stroke, seizure, altered mental status, etc.) 24 hours a day/7 days a week. Once consulted, the SOC Neurologist reviews the imaging performed at UHC (i.e. – CT scan, MRI, etc.) electronically. The Neurologist then makes contact with the UHC physician and they discuss the case together. The Neurologist then decides if a video consult, to perform a physical exam, is necessary. If so, a high-definition camera and video monitor are placed in the patient's room. The Neurologist controls the camera remotely and with the assistance of one of UHC's registered nurses, performs a complete physical exam. The Neurologist then provides recommendations for treatment to the UHC physician.

Between April 2013 and June 2014, this service has been utilized 137 times. This equates to approximately 9-10 patients per month that utilize this service. This has resulted in a significant decrease in the number of patients that are transferred to other facilities due to neurologic diagnoses.

Starting in August 2014, SOC will expand their service to include non-urgent consults.

Cancer

Plan:

- Increase number of screening dates at UHC for key cancers – Lung, breast, skin, colon, prostate, etc.
- Joint screening events with other area stakeholders, including ACS
- Increase in early detection of cancers from screenings
- Continue and expand offerings of CT scans for smokers
- Medical Relations Representative emphasize upcoming screenings with primary care physicians

Measuring Results:

- Increased public participation in screenings
- Early detection of dysplasia or other signs of cancer
- Increase in volumes of CT scans for smokers

2014 Update

UHC has the only accredited Comprehensive Community Cancer Center in the region. When the new hospital was designed, all aspects of outpatient cancer care, from screening and diagnostics, to diagnosis and treatment, were co-located with oncologist offices in common space, with dedicated parking for patients.

Through its Cecil B. Highland, Jr. & Barbara B. Highland Cancer Center, UHC hosts a range of free or low-cost screenings, as well as free educational sessions and support-group meeting space. All screening events involve the American Cancer Society (ACS). Screening events for 2013 and 2014 are as follows:

UHC Cancer Screenings			
Type of Screening	Number of		% Increase/Decrease
	2013	2014	
Oral, Head and Neck	25	N/A*	N/A
Men's Cancer	39	23	-41.03%
Skin Cancer	61	68	11.48%
Women's Cancer	47	Scheduled**	N/A
Low Dose Lung CT	2	14	600.00%
Total	174	105	

*Not offered due to physician unavailability

**Scheduled for 10/3/14

Thus far in 2014, 34 of the 105 patients that have participated in the various cancer screenings have been referred for follow-up. Eight participants in the skin cancer screening were referred for biopsy in 2013 and 2014.

A list and brief description of program and support offerings for 2014 is as follows:

Look Good Feel Better

This program creates a Support System for cancer patients through sessions with professionals about make-up, skin care, hair and wigs. This program is continuously advertised to the community by the 2014 Program Schedule, The Cancer Voyager, ACS Look Good Feel Better Brochure, Cancer Center Communication Board, Thursday newspaper ad in the Clarksburg Exponent-Telegram.

Breast Cancer Support Group - “Butterfly Kiss”

This is a supportive group for all breast cancer patients with UHC Clinical Navigator for breast health. Each meeting includes a guest speaker with an educational offering. This support

group is advertised to the community by 2014 Program schedule, The Cancer Voyager, flyers posted in Cancer Center, and information cards given to breast cancer patients by Peggy Johnson.

Fresh Start Program

This program is a four-part series for tobacco cessation. This program is advertised through 2014 Program Schedule.

Let's Talk to Kids About Cancer

This event is geared toward children ages 6-12 who have had a significant adult in their lives diagnosed with cancer. Participants tour the cancer center, including the radiation-oncology department and the infusion center as well as have the opportunity to speak with a licensed psychologist about their feelings. The event is advertised to the community through newspaper. Information will be shared with ACS. Currently this program is posted on the 2014 Program Schedule and shared with guidance counselors at local elementary schools. Flyers are placed in UHC mailboxes, the cancer center waiting room, and the Cancer Center Communication Board.

Harrison Power Station Health Fair

Information provided included general wellness and nutrition, screening guidelines, prevention and early detection for all cancers including smoking cessation, teaching of self-breast examination, sharing of the Cancer Center Resource Directory and Program Schedule and flyers announcing the October 3, 2014 Women's Cancer Awareness and Screening. The Health Fair was attended by all Harrison Power Station employees, their families and retirees.

Doddridge County Health Fair

Information provided included general wellness and nutrition, screening guidelines, prevention and early detection for all cancers including smoking cessation, teaching of self-breast examination, sharing of the Cancer Center Resource Directory and Program Schedule and flyers announcing the upcoming Women's Cancer Awareness and Screening in October. The Health Fair was attended by the residents of the community.

Certified Oncology Rehabilitation Services

Based on a patient self-screening assessment tool and physician recommendation/order, certified oncology rehabilitation staff at United Rehab offer a specific rehabilitation plan that is individualized to focus on the oncology patient's needs, such as increasing strength and energy, managing pain and improving quality of life. This program is advertised to the community through mail outs, brochures, the Cancer Voyager, Fall 2013 House Call, 2014 Program Schedule, and self-screening assessments given to oncology patients in the cancer center and oncology offices. Star rehab is offered wherever the patient is receiving care: inpatient, outpatient services along with Home health and hospice services.

Other offerings through the Cecil B. Highland Jr. & Barbara B. Highland Cancer Center include:

- Bereavement Support Group through offered weekly through People's Hospice
- Getting through the holidays grief workshop-offered annually through People's Hospice

- Understanding the journey through cancer with us-educational DVD
www.thenewuhc.com/oncology/dvd
- Cancer genetic testing available on request
- Cancer trial information and enrollment opportunities
- Ongoing availability of nutrition information
- Outreach newsletters:
 - Voyager
 - House Call
 - We Hear You - A newsletter provided to patients and visitors to the Cecil B. Highland Jr. & Barbara B. Highland Cancer Center to provide new information and opportunities.

UHC also provides free space to the local chapter of the American Cancer Society (ACS) on campus, where the ACS provides wigs and other products to assist cancer patients in everyday living. UHC also supports Relay for Life, Walk for the Cause, and other fund-raising efforts to support cancer patients and research into the disease. The ACS participates at many levels within the cancer program including cancer committee, and many screening and educational events.

UHC's Medical Relations Representative provides posters to various United Physicians Care Clinics that include information about cancer screenings and various programs offered at UHC. In addition to the posters, UHC offers a Cancer Resource Directory that has a program schedule that list screenings offered and contact information to find out more about the screenings to the general public. UHC also advertises the cancer screenings to the general public via various media outlets.

"Wings of Hope", an official committee of the UHC foundation, is a community-based, total volunteer organization formed to assist the needs of local cancer patients at United Hospital Center. The organization is dedicated to promoting all aspects of healing and maximizing the patient's ability to overcome cancer. The group also provides financial grants to patients in need of assistance with transportation and daily living expenses related to their diagnosis and treatment of cancer at UHC.

UHC's Cancer Center introduced a Clinical Navigator for Breast Health in 2012. The focus of this position includes:

- Teaching/encouraging a breast cancer risk reducing healthy lifestyle
- Age appropriate breast cancer screening practices
- Education and support for patients while undergoing diagnosis
- Following breast cancer patients and families through treatment
- Providing education, support and resource mobilization through the entire care continuum from prevention, diagnosis and treatment, and during transition to survivorship.

- Development of a breast cancer education and support group

A breakdown of the number of participants for these services for 2013 and the first six months of 2014 is as follows:

Clinical Navigator for Breast Health Service Participants			
	2013	Jan – Jun 2014	Trend – % Change
Abnormal Mammograms	243	123	1.23%
Community Event Participants	1000	600	20.00%
Navigator Consults	345	170	-1.45%
Total	1588	893	12.47%

A goal moving forward will be for UHC's Medical Relations Representative to speak with Primary Care Physicians about various cancer screening events during regular office visits.

UHC received the 2011 Commission on Cancer (CoC) of the American College of Surgeons (ACoS) - Outstanding Achievement Award (OAA). This award is designed to recognize cancer programs that strive for excellence in providing quality care to cancer patients. A facility receives the OAA following an onsite evaluation by a physician surveyor during which the facility demonstrates a commendation level of compliance with seven standards that represent the full scope of the cancer program and receives a compliance rating for the remaining 27 standards.

The seven standards that form the basis of the OAA criteria are drawn from the following five areas of program activity:

- Cancer committee leadership
- Cancer data management
- Cancer conferences
- Clinical management
- Quality improvement

UHC's Cancer Resource Directory, which outlines the UHC Cancer Center, including the 2014 Program Schedule, can be found at the following we address:

http://www.thenewuhc.com/uploads/files/cancer/resource_13_web_4.pdf

Diabetes

Plan:

- Work with local stakeholders to expand PSAs, access to educational materials, free/low-cost fasting blood sugar screenings for public
- Expand screening for diabetes complications – sponsored foot care screening and education, wound care screening and education, nutritional counseling – possibly in a “Day for Living with Diabetes” format

Measuring Results:

- Increased public participation in screenings
- Discovery of pre-diabetic and diabetic patients, link to family doctor/referral to a doctor for continuous care
- Increased participation in educational and screening events for those already living with diabetes
- Increase in newly diagnosed diabetics at UPC practice clinics and UHC Family Medicine Clinic (owned by UHC)

2014 Update

When diabetes is not controlled, it can lead to serious life and health conditions including, but not limited to, heart disease, kidney failure, blindness and amputations. Research indicates that the majority of these symptoms can be prevented or delayed with controlled blood glucose levels. Learning about diabetes is the first step toward preventing these complications. The Outpatient Diabetes Education Program at UHC offers a three-week, nine hour comprehensive course designed to provide patients with the knowledge and skills to control diabetes and to limit the power of the disease to disrupt their lives.

Mary Frances Veltri, RN is a member of UHC's speaker's bureau and is available to give presentations about "Dining with Diabetes". These presentations are designed to teach participants how to manage their diet to better control their blood glucose levels.

Through a partnership with Bayer, UHC provides all newly diagnosed diabetics a blood glucose meter, either by a floor nurse or through its Readmission Prevention Specialists. UHC also offers a Diabetes Self-Management Education (DSME) program twice per month for patients diagnosed with diabetes and their families. These patients are also provided with a new meter.

UHC also developed, purchased, and distribute a diabetes identification bracelet to all newly diagnosed patients and education attendees. UHC provides bracelets to the gift shop to sell for \$1 to replace lost or damaged bracelets and to provide an extremely low-cost alternative to more expensive medic alert jewelry.

UHC also works with The National Kidney Foundation's Kidney Early Evaluation Program (KEEP®). KEEP screenings are offered across the United States to individuals 18 years and older with high blood pressure, diabetes or a family history of kidney failure. KEEP helps to raise awareness about kidney disease among high risk individuals and provide free testing and educational information, so that kidney disease and its complications can be prevented or delayed.

KEEP participants receive the following services at the screening:

- Blood pressure, height, weight and waist circumference measurements
- Blood and urine tests for signs of diabetes and kidney disease, including:
 - Blood glucose check blood sugar

- Hemoglobin check blood test for anemia
- Albumin to creatinine ratio (protein in urine)
- Serum creatinine (measures how well kidneys are filtering blood)
- Estimated Glomerular Filtration Rate (test for kidney function)
- Total cholesterol, HDL, LDL and triglycerides
- Some participants will also have their calcium, phosphorus, PTH and/or Hemoglobin A1c levels checked.

After the screening, the National Kidney Foundation:

- Sends participants their results
- Sends results to the participant's clinician, with their permission
- Refers uninsured participants to a clinician or public health facility, if needed
- Provides additional information, education and support
- Invites participants back to attend a KEEP screening every year

UHC works with the WVU Extension Service to provide diabetes education to citizens in its service area. The Dining with Diabetes program through the WVU Extension Service helps adults make lifestyle changes. It is a free program for those with diabetes and their family members. The series of four classes and a 3-month follow-up includes clinical testing, nutrition information, recipe demonstrations, exercise, and group support. UHC also host the Dining with Diabetes program on its campus quarterly. UHC also offers no-cost diabetes education classes to family members of diabetics twice per month.

UHC works with the West Virginia branch of the JDRF to help raise funds for type 1 diabetes (T1D) research. Since its founding in 1970, JDRF has awarded more than \$1.7 billion to diabetes research. Past JDRF efforts have helped to significantly advance the care of people with this disease, and have expanded the critical scientific understanding of T1D.

UHC works with Health Access to provide diabetes education to the uninsured, low-income residents of Harrison and Doddridge Counties.

Between July 2013 and July 2014, UHC has participated in the following programs:

- Juvenile Diabetes Workshop for Harrison Co. 4H - 100 participants - UHC's roll included presentations, food preparation, designing and distribution of fliers and staff participation
- Juvenile Diabetes Symposium in Flatwoods, WV - 150 participants – UHC's roll included presentations, designing and distribution of fliers and staff participation

- In connection with Bayer Healthcare – UHC distributed 48-50 free glucometers per month
- Diabetes Support Group occurring quarterly - Education sent to 250 individuals via mail. Classroom meetings/sessions averaged 25-30 attendees per session.
- Black Heritage Festival Health Fair - September 2013: UHC provided 150 general education/ healthy eating/warning signs pamphlets for a health information booth.
- UHC has seen 169 Diabetic Self-Management Education (DSME) referrals. With these individuals - 30-35% bring a significant other (friend, adult child, spouse) these individuals receive the education free of charge as a “support” network. UHC estimates seeing 50-59 individuals in the past year.
- UHC has had 47 PEIA private Face-to-Face program participants.
- There have been 144 individual appointments including 12-14 one-on-one sessions with uninsured/under-insured individuals at no charge.
- Harrison WE Can – *Love Your Heart Project* – Final Report as follows:
 - Project Dates: April 1,8,15,22,29 and May 6, 2014 (Tuesday Evenings from 5:00 pm to 6:30 pm)
 - Project Location: Harrison County 4H Conference Center – US Route 19 South Clarksburg
 - Project Budget: United Way of Harrison County Inc. provided \$2,000.00 mini grant funding through Health Access, Inc. WVU Extension Harrison County provided \$1,400.00 in funding remaining in the Love Your Heart Campaign funds.
 - Project Partners: WVU Extension Harrison County, United Way of Harrison County Inc., Health Access, Harrison County Chamber of Commerce, United Hospital Center (Food Services & Diabetic Education), Harrison County Commission, Harrison County Parks & Recreation, Harrison County YMCA, Harrison-Clarksburg Health Department, WBOY- TV.
 - Project Summary: Participants gathered each Tuesday evening beginning at 5:00 p.m. at the County 4H Conference Center for private individual weigh in sessions – a record card for each person tracked their progress throughout the project. At 5:30 p.m. the group gathered for opening announcements and then broke out into the exercise/movement component of the project. For 25 minutes participants were led through a physical movement/exercise program that included warm up and cool down. The type of exercise changed each week and included Aerobics, Tai Chi, Chair exercises, plyometrics, yoga and others. The exposure to a variety of types of exercise options was well received by participants. At approximately 6:00 p.m., participants left the exercise area and passed by the kitchen area where they retrieved a healthy snack and bottled water on the way to the classroom setting. UHC Food Services department provided a different snack option each evening including chicken wraps, salads, pretzel snacks with red pepper

hummus, yogurt and others. The classroom nutrition education segment was provided during the snack time and this education time was focused on heart health for the project. Topics included good fats vs. bad fats, portion distortion, early warning signs of cardiac issues, risk factors for heart disease, reading food labels and others. Following the educational segment, a time of celebration of weekly accomplishments was held with the group. The top three or four biggest losers from the previous week were celebrated and given small incentive prizes for their hard work and accomplishment. On the last night of the program, the two biggest losers were provided with free one year memberships to the Harrison County YMCA. Also, each participant was awarded a Certificate of Completion for taking part in Harrison WE Can – Love Your Heart.

- Project Outcomes: Weekly participation fluctuated somewhat and began with a high of eighty seven (87) participants and a low of forty one (41) participants with a weekly average attendance of sixty (60) participants. Total weight loss for all participants over the duration of the program was one hundred fifty three (153) pounds and the overall percentage of weight loss was .86%. A total of 35 participants had perfect attendance and so were eligible for the grand prizes. Those top winners lost 14.6 lbs. (5.56%) and 8.2 lbs. (4.89%) respectively.

Obstructive Lung Diseases

Plan:

- Continue/expand Camp Catch Your Breath to include more corporate sponsorship of scholarships and increase participation
- Continue lung CT scans for smokers

Measuring Results:

- Increased participation in Camp Catch Your Breath
- Reduced ED visits for asthma and COPD issues by CCYB attendees (measure through PICIS)

2014 Update

United Hospital Center's respiratory care, pharmacy, nursing departments and the American Lung Association of West Virginia co-sponsored their 24th annual statewide asthma camp, "Camp Catch Your Breath" for children ages 8 to 13 to promote development of self-management skills for these children. "Camp Catch Your Breath" is a week-long, overnight, co-ed summer camp that provides a fun and educational experience for children with asthma - children who might not otherwise get to go to camp. Camp is held at Jackson's Mill State 4-H Camp near Weston, WV. It is the only summer camp in West Virginia that caters to the specific needs of asthmatic children and it draws from as far away as Philadelphia, Virginia Beach and Baltimore.

The camp offers 24-hour professional staffing, including an on-site physician, to monitor asthma medications. The camp also offers asthma education and nutrition classes to participants.

In addition to the educational component, children participate in games, sports, swimming and crafts.

The number of children attending camp increased 3% from 66 in 2013 to 68 in 2014. It should be noted that the camp's maximum capacity is 70-75 children, depending upon available lodging space according to gender. Corporate sponsorship of scholarships increased 16% from 2013 to 2014.

Each year, camper's parents are asked to complete a survey about their child. Information gathered through these surveys convey the following:

- ED visits among campers that attended in 2013 compared to 2014 decreased 45%
- The number of school days missed due to asthma decreased by 28% from 2013 to 2014

Lung CT scans for smokers were up 600% from 2013. The number of Low Dose Lung CT Scans jumped from 2 in 2013 to 14 in the first six months of 2014.

Physical Inactivity

Plan:

- Work with local government and civic groups to compare and submit a Benedum Grant for increasing physical activity opportunities in Harrison and Doddridge county schools
- Using Benedum funding for formal program for stimulating more physical activity for school children and their families

Measuring Results:

- Successful Benedum funding application and development of program
- Reduction in risk factor of physical activity in the county in the 2014 BRFS Survey

2014 Update

UHC's United Rehab provides state-of-the-art outpatient rehabilitation services. Physical Therapy services include:

- Occupational Therapy
- Speech-Language Pathology
- Efficiency apartment for occupational therapy training
- Complete line of exercise equipment
- Hydrotherapy room
- Private treatment rooms

United Rehab is also very involved in the local community. A breakdown of programs offered addressing physical inactivity in the community for 2014 is as follows:

United Rehab - Physical Inactivity Prevention and Community Outreach Programs		
Program	# of Participants	PT Staff Time
Camp Catch Your Breath - Zumba with Ashley McClain, PT - Multiple Classes*	52	8 Hours
Upward Bound: Rehab Profession Overview with John Pulice, PT, Ginny Vincent, OTR/L and Julia Lucas, SLP/CCC*	50	1 Hour
MedExpress Sports Physicals with Kelly Nelson, MD*	100+	18 Hours
Walk for the Cause & Relay for Life - Zumba with Ashley McClain, PT	30	3.5 Hours
American Heart Association - Zumba with Ashley McClain, PT	56	2 Hours
WDTV 60 Second Community Service Announcement: John Pulice, PT - "Tracking Health Habits/ Exercise"	N/A	N/A
WDTV 60 Second Community Service Announcement: Ginny Vincent, OTR/L - "Starting an Exercise Program"	N/A	N/A
Harrison County Leadership Program Cancer Center Visit: STARProgram (Cancer Rehab) - John Pulice, PT & Ginny Vincent, OTR/L	N/A	15 Minutes
WDTV Health Alerts: STARProgram & Lymphedema - Ginny Vincent, OTR/L	N/A	15 Minutes
WDTV Health Alerts: Sports Injury Prevention & Rehab - Jason Posey, PT	N/A	15 Minutes
WDTV Health Alerts: STARProgram & Speech Language/ Swallowing Deficits - Julie Lucas, SLP/CCC	N/A	15 Minutes
TOTAL	288+	33.5+ Hours
* Programs geared toward children and teens in the community		

UHC co-sponsored a program that brings together citizens that struggle with wellness related to the condition of overweight and obesity, as well as sedentary lifestyles and poor nutrition, called "Harrison WE Can".

The program consists of six evenings during the spring and the sessions last for 90 minutes each. The sessions all include a private weigh-in, fun group exercise class, healthy nutritious snack, nutrition education segment and each evening ends with a celebration of victories and prizes. At the end there are grand prizes awarded for the biggest losers during the six weeks of sessions.

Participation in the program from 2012-2014 was as follows:

Harrison WE Can Participation	
Year	Number of Participants
2012	125
2013	100
2014	87
Total	312

In 2014, the 87 participants lost a combined 642 lbs. The more important benefit is the community awareness of a healthy lifestyle brought to light through the promotion of the program.

The program's local sponsors include:

- Harrison-Clarksburg Health Department
- Harrison County Commission

- Harrison County Chamber of Commerce
- Harrison County Parks & Recreation
- Harrison County YMCA
- Health Access, Inc.
- United Hospital Center
- United Way of Harrison County
- WBOY
- WVU Extension Office

Benedum Grant funding has not been pursued at this time. This will be a goal moving forward.

Access to Health Care Services for the Un- and Under-insured/Addressing Cost Issues

Plan:

- Increase UHC funding of Health Access
- Encourage other area corporate citizens to donate/increase donation to Health Access
- Educate eligible public on expanded Medicaid coverage, and assist those eligible in applying for coverage

Measuring Results:

- Increase in Health Access clients
- Increase in percentage of eligible county residents covered by expanded Medicaid
- Reduction in respondents to subsequent BRFSS Surveys who indicate they have issues with access to needed health services

2014 Update

UHC supports Health Access, a free clinic in Clarksburg, WV, with a donation of at least \$10,000 annually, as well as periodic in-kind donations of supplies and equipment. Funding from UHC has remained consistent annually through 2014. UHC will continue to encourage other area corporate citizens to donate/increase donation to Health Access as a future goal.

UHC works with Health Access to provide free ED and hospital care to Health Access patients who have a card that they present to the hospital upon arrival. The free care provided to Health Access patients is included in the more than \$17.5 million in charity care provided by the hospital to patients that qualified for charity assistance in 2013. The card system allows

uninsured/underinsured Health Access patients to have continuity of care from the office to the hospital setting, which might otherwise be unavailable to them in this rural setting.

West Virginia began its expansion of Medicaid coverage to low-income adults effective January 1, 2014. The following table illustrates the number of eligible participants that have enrolled in expanded Medicaid coverage since its inception:

WV Medicaid Expansion Population 1/1/14 – 5/31/14	
County	Number of New Patients Enrolled
Harrison	3789
Doddridge	457
Total	4246

*Source – WVDHHR

In December 2013, prior to the Affordable Care Act rollout and WV Medicaid expansion, Health Access census was just over 3,000 active, eligible patients (income at or below 200% of Federal Poverty Level, without any form of health insurance and residing in Harrison and Doddridge County). Eligible patients have declined significantly in 2014 due to these patients enrolling in expanded Medicaid coverage. Currently, the number of active, eligible patients being treated at Health Access is 1,465.

Health Access has taken on an educational role for citizens of Harrison and Doddridge County. People seeking information about the Affordable Care Act, WV Medicaid expansion, access to prescriptions, etc. have turned to Health Access to provide them with information and navigate them in the right direction.

Former active, eligible patients of Health Access that have enrolled in expanded Medicaid coverage have reported trouble finding physicians that will accept their newly acquired Medicaid insurance. As a result, Health Access has modified income eligibility requirements to include patients with incomes up to 250% of Federal Poverty Level.

United Hospital Center has made educating the public on expanded Medicaid coverage a priority. Some of the educational efforts and ways that UHC assists those who are eligible in applying for coverage are as follows:

- UHC is listed on the Healthcare.gov website as a resource for those needing assistance.
- UHC has developed a script for Customer Service Representatives to better educate the public and answer frequently asked questions.
- UHC has placed signage in visible areas throughout the hospital, such as the main entrance and Customer Service Representative's offices, explaining the different options for coverage.
- UHC has developed a brochure detailing the available options and contact information for access and eligibility determinations. These brochures are distributed with all charity applications sent to patients and via self-pay registrations.

- UHC coordinates with the In-Person Navigator at the local DHHR office to ensure those individuals requiring more complex assistance receive appointments.
- UHC has trained five Associates to become Certified Application Counselors.
- UHC's vendor for Medicaid eligibility, NCO, has also trained their Associates as Certified Application Counselors.

Examples of the brochures used to educate patients on expanded Medicaid can be found at the following web address:

<http://www.dhhr.wv.gov/bms/Documents/Medicaid%20Expansion%20Tri-Fold%202014.pdf>

Intentional Injury-Behavioral Health Component

Plan:

- Continue existing UHC/United Summit Center initiatives in schools
- Continue adolescent resident unit for teens with behavioral issues, and co-located crisis stabilization unit
- Continue 16-bed residential alcohol detox program on the old UHC campus
- Look for ways to connect with other health stakeholders in the community to raise awareness of resources available from USC/UHC/other providers in the counties
- Continue to assess other opportunities to provide services in underserved areas of the two counties

Measuring Results:

Since UHC is only able to address the behavioral medicine side of the equation, measurement may best be defined in the use of existing services, particularly by those whose diagnosis might make them otherwise prone to harming themselves or others.

2014 Update

The rate of patients suffering from intentional-injury in Doddridge County has increased from 2013 to 2014. There is currently no facility in Doddridge County that provides this type of treatment. However, United Summit Center has inquired about a space to provide this type of treatment in Doddridge County and should secure space in the next 6-12 months.

United Summit Center (USC) has increased visibility in Harrison and Doddridge County schools. Currently, USC provides a case manager and a master's level therapist in Doddridge County and five case managers and 4 master's level therapists in Harrison County. United Summit Center and schools in North Central West Virginia are partnering up to offer a new and innovative service to the students in the region. Traditionally, behavioral health services for youth have only been offered at mental health centers and subject to various time constraints and transportation issues. By providing services during the school-day, USC is able to effectively

interact with children while teaching new skills and strategies to cope with and resolve problems and conflicts without interfering with family-time or extra-curricular activities through the School-Based Behavioral Health Program.

The United Summit Center offers an Adolescent Early Recovery Substance Abuse Program to adolescents under the age of 18 currently experimenting with substances or at-risk of using. The program is designed as an early intervention or prevention plan to deter continued use and addiction. Through an educational and therapeutic philosophy, group sessions will focus on the basics of substance abuse and repercussions of continued usage on education, finances, social life, family life, employment, health, etc. In order to successfully complete the program and remain abstinent from alcohol and other drugs, each member is responsible for adhering to the following objectives:

- Active participation in nine(9) group sessions
- Maintain abstinence from all mood and mind-altering chemical substances
- Submit weekly urine drug screens
- Identify at least 3 relapse triggers
- Develop a relapse-prevention plan for continued abstinence after the program

The Early Recovery Substance Abuse Program meets every Tuesday from 4:00p.m. - 7:00p.m.

Highland Hospital recently opened a 25-bed inpatient psychiatric unit for children in October 2013. The program provides intensive inpatient care for youth ages 5-10. Younger children may be accepted under special circumstances. Services provided are guided by a master treatment plan developed by a multidisciplinary team of mental health professionals. Treatment modalities include: group and peer therapy, individual and family therapy, art and activity therapy and academics (lead by certified Kanawha County School Teachers).

United Summit Center operates an adolescent unit for teens with behavioral issues located at The Mountaineer Office building on the UHC campus. While not a residential program, this program operates from 9 am to 3 pm and adolescents are bused in to the facility from the community.

United Summit Center offers an 18-bed substance abuse facility for adults in the former United Hospital Center Family Medicine building in Clarksburg. The Bob Mays Recovery Center is intended to provide transitional placement and treatment for those in the early stages of recovery from addictive disorders. The facility accepts residents experiencing all manners of alcohol and drug dependency issues, with drugs of abuse to include more traditional substances such as alcohol and prescription drugs, as well as newer drugs such as bath salts and other synthetic drugs.

The facility does not provide detoxification services on-site, though United Summit Center is able to currently provide detoxification through the John D. Good Recovery Center in Terra Alta,

and through 16 new beds capable of alcohol and drug detoxification at the Psychiatric Care Unit, on the United Hospital Center campus in Bridgeport. Patients that first require detoxification are transferred to the facility once detoxification has been completed.

Residents at the Bob Mays Recovery Center typically experience lengths of stay ranging from 10-21 days. Primary treatment efforts include a topical focus on creating new, drug-free lifestyle habits, creating a solid relapse prevention plan and on the creation of a viable and lasting support system on which the patient may depend upon discharge.

Services provided include intensive and supportive therapies in both group and individual settings. Residents requiring additional support beyond the typical length of stay at the new facility may be referred to the Recovery Community program at United Summit Center's John D. Good Recovery Center for stays ranging up to six months in length.

The John D. Good Recovery Center in Terra Alta is a residential substance abuse treatment facility comprised of a Detoxification Unit and a Recovery Community Program. The staff is dedicated to providing quality care to each individual battling with substance abuse and chemical dependency. Each program is designed to tailor to the specific needs of each individual at different stages in their recovery process. The Center is available to male and female West Virginia residents who are 18 years of age or older. It is a locked facility with 24-hour security. The average daily census for the 16-bed detoxification unit is currently 14 patients.

UHC's 18-bed psychiatric unit has increased its daily census from 13-14 in 2013 to 17 patients in 2014.