

Parkwest Medical Center/Peninsula 2017-2019 Community Needs Assessment Implementation Plan

Identified Community Needs:

1. Increase access to mental health services
2. Decrease opioid abuse
3. Decrease tobacco use among youth and pregnant women
4. Increase access to safe greenways, sidewalks and parks

Implementation Strategy to Address Needs:

1. Increase access to mental health services

Starting December 1, 2016, Peninsula became an approved **Health Link** provider, serving 678 mental health consumers in our region who are covered by TennCare (up from 503 on November 31, 2016). This program ensures that our clients receive comprehensive case management, care coordination, health promotion, transitional care, patient and family care support and referrals to additional support as needed. Through better coordinated behavioral and physical health services, the Health Link program is meant to produce improved member outcomes, greater provider accountability and more flexibility when it comes to the delivery of appropriate care for each individual. This program is expected to break-even in 2017, however the reimbursement rate is scheduled to drop starting in 2018, so the program will operate at a loss. (Actual rates have not been published at the time of this report, so firm numbers are not available. Covenant Health leadership has approved a one-year trial of this program, then will re-evaluate based on its success with providing the best possible care for our patients.)

• Grant Programs

- Inpatient Grant – on average, **Peninsula Hospital** admits approximately 1500 patients per year under this grant. The reimbursement rate is \$506 per diem, however actual cost of care is approximately \$700 per diem. In 2016, there were a total of 7,695 grant day, meaning this program operated at a loss to Peninsula of approximately \$1.5 million per year.
- Women in Treatment Program (WIT) – this **Peninsula Outpatient** program serves uninsured women ages 18-64 who are currently battling addiction. (Priority is given to pregnant women.) WIT is entirely grant funded. In 2016, Peninsula received approximately \$76,500 in reimbursement. However, actual cost of operation was \$88,000, netting a loss of approximately \$11,500.

• KARM Partnership

- **Peninsula Hospital** has employed a staff member whose role is to serve as a liaison between the hospital inpatients and Knoxville Area Rescue Mission (KARM), where many of them go following discharge. This staff assists patients with the transition between hospitalization and the mission and helps them with access to care, seeking employment, following up on medical care, etc.

- **Providing care for youth without funding available**
 - **Peninsula Hospital** admits an average of four to five children and adolescents without a funding source (due to a lack of Social Security number) each year. The average cost per patient is \$450 per diem and they stay an average of seven days. (Total cost to facility: \$12,600 - \$15,750)

2. Decrease opioid abuse

Peninsula no longer prescribes opioids in its outpatient clinics. Opioid use is very closely monitored within Peninsula Hospital. In addition, Peninsula is capable of treating dually diagnosed individuals to help them recover from opioid dependencies that occur in conjunction with a mental illness.

Parkwest ED does prescribe opioids in the relief of pain.

3. Decrease tobacco use among youth and pregnant women

- **Smoking Cessation**
 - Peninsula Peer Support Programs in Blount, Knox and Sevier Counties all offer smoking cessation classes using a curriculum approved by the State of Tennessee. We offer the classes at least twice each year and publish the dates at the clinics and on our website for the community. Classes are open to anyone and free of charge. Transportation is available as well. Also, we promote the Covenant Health Smoking Cessation app to anyone needing tobacco cessation education.

4. Increase access to safe greenways, sidewalks and parks

- **Covenant Health Knoxville Marathon**
 - Parkwest is a major supporter of the annual Covenant Health Knoxville Marathon. Each year nearly 9,000 runners, largely from the Knoxville area, participate in one of the marathon events including the full marathon, half marathon, relay teams, 5K and Kids Run. Local neighborhoods, greenways and trails are incorporated into the Marathon. Most of training beforehand also occurs on local trails and greenways. Each year Parkwest contributes \$40,000 in support of the Marathon. The marathon is in partnership with the Knoxville Track Club
- **Dogwood Trails/Patch Program**
 - Beginning in 2016 Covenant Health initiated a program with the Knoxville Dogwood Arts organization to encourage residents to get out and walk the local Dogwood Trails. Individual participants sign up to walk 25 miles during April – May, record their trails and distances, and redeem their hard work for a 2.5-inch embroidered patch. Each subsequent year will have a new patch to be earned. Parkwest and Covenant Health promote this program to employees and to the broader community. The inaugural year had 424 participants.
- **Covenant Health Biggest Winner Program**
 - On a twice-yearly basis, Parkwest participates with other west Knoxville Covenant Health campuses in a Biggest Winner program. Each program cycle can include up to 20 employees and focuses on weight loss and improving personal health biometrics. Local greenways and trails are used for the exercise component. Pre- and post-testing help track health improvements.