HOSPITAL COMMUNITY HEALTH BENEFIT STRATEGIES/IMPLEMENTATION PLAN 2020

MCLAREN FLINT

Priority Health Need: Social Determinants of Health (SDOH)

Long Term Goal: Increase public safety and community engagement and reduce blight in neighborhoods in the University Corridor and College Cultural Neighborhood in Flint.

Strategy	Activities	Resources	Collaborations	Impact	Potential Measures
Provide resources to maintain Flint Urban Safety Corps initiative	Through the Flint Urban Safety Corps, deploy 14 full and part-time AmeriCorps members to work in the University Corridor neighborhood to build capacity of community watch groups, radio patrol groups, bike watch groups, organizing and implementing board-ups of blighted buildings, canvassing neighborhoods with relevant information related to safety and environmental enhancements. Designate annual funding to support Urban Safety Corps staffing	Annual Funding through McLaren Flint Urban Safety Corps workers United Way staff	United Way of Genesee County; AmeriCorps; University of Michigan-Flint	Reduction of crime in targeted neighborhoods; Increase in awareness and knowledge of residents about crime prevention and safety measures; Increase in resident collaboration and engagement around safety and reduction of blight in targeted neighborhoods; Reduction in blight in targeted neighborhoods	 # of reported crimes in targeted neighborhoods, as measured by police reports; # of households impacted by Urban Safety staff # of neighborhood initiatives Implemented around crime- reduction and prevention # of blighted structures boarded up, torn down or improved

Priority Health Need: Social Determinants of Health (SDOH)

Long Term Goal: Provide vulnerable individuals with food insecurity in Genesee County access to healthy food resources and linkages to additional programs that can address related needs.

Strategy	Activities	Resources	Collaborations	Impact	Potential Measures
Provide food to the Genesee County Food Rescue program	On a weekly basis (every Friday morning) food that has been prepared throughout the week, in the McLaren Flint kitchens is picked up by a representative from the New Life Center for distribution to people in need of food through their soup kitchen and food pantry, which is open Tuesdays and Thursdays and located in downtown Flint	Over-produced food at McLaren Flint Nutritional Services McLaren Flint nutritional services staff (daily food preparation and packaging) New Life Center staff	Genesee County Food Rescue Program St. John Vianney Catholic Church Food Bank of Eastern Michigan St. Luke's New Life Center	Increase quantity of healthy food and meals for people with food insecurity who are served through the New Life Center. Increase capacity of New Life Center to serve more people with food insecurity. Increase referrals to other community resources for people with food insecurity who are served through the New Life Center.	 # of People served monthly through Genesee County Food Rescue Program; # of people referred to other related community resources through St. Luke's New Life Center
Harvest Food Gathering	Organize and execute food drive among McLaren Flint employees; collect food donations and coordinate with Food Bank of Eastern Michigan to pick up and distribute food items	Food donations from McLaren Flint employees McLaren Flint Nutritional Services staff Food Bank of Eastern Michigan transportation and distribution services	Food Bank of Eastern Michigan Michigan Health and Hospital Association	Food provision to those in need, as distributed through the Food Bank of Eastern Michigan.	Pounds of food donated # of people served

Priority Health Need: Social Determinants of Health

Long Term Goal: To identify and address SDOH barriers that impact medical care and recovery for patients discharged to Skilled Nursing Facilities (SNIF) with goal of resource provision and reduction in hospital readmissions.

Strategy	Activities	Resources	Collaborations	Impact	Potential Measures
Screen patients being discharged	Case Management meets with all	Case Management staff at McLaren	Genesee County Skilled Nursing	Improved care and resource	# of people screened/referred
to Skilled Nursing Facilities (SNIF)	patients prior to discharge to SNIF,	Flint	Facilities	connection for patients	Reduction in
using SDOH tool	completes SDOH	SDOH screening	McLaren Physician	discharged to	hospital
and share results with SNIF to	screening and shares screening	tool	Partners	Skilled Nursing Facilities.	readmissions from patients
address patient	results/outcomes	Skilled Nursing		De du stie e in	discharged to SNIF
needs, with goal of reducing hospital	with appropriate SNIF to enhance	Facilities in Genesee County		Reduction in hospital	
readmission.	awareness of			readmission for	
	patient needs and resource	McLaren Physician Partners case		patients referred to SNIF	
	connections, to promote	managers			
	continuum of care				
	and reduction of hospital				
	readmission for				
	patients				
	Case Mgt. provides				
	daily list of patients whose				
	physicians are part				
	of McLaren Physician Partners				
	to MPP case				
	managers, with SDOH screening				
	results, for case				
	managers to utilize in additional				
	follow-up with the				
	appropriate SNIF for each patient.				

Priority Health Need: Child Health & Development

Long Term Goal: Provide medical and psychosocial examinations to children who are suspected victims of child sexual abuse with the goal of gaining forensic evidence to bring perpetrators to justice as well as providing children and their families with supportive services.

Strategy	Activities	Resources	Collaborations	Impact	Potential Measures
Child Evaluation Clinic	Provide medical and psychosocial examinations of children who are suspected victims of child abuse Provide testimony in court related to medical examinations as required.	Funding of clinic operations Dedicated physician coverage for clinic Trained nursing and support staff Specialized medical equipment Support for specialized training	McLaren Flint Voices for Children Advocacy Center Genesee County Court System Genesee County Law Enforcement	Provide specialized medical in support of children and families impacted by child sexual abuse. Gather physical evidence necessary to prosecute perpetrators of child abuse and provide court testimony as required.	# of children served# of criminal cases supported

Priority Health Need: Mental Health

Long Term Goal: To provide improved access and expanded services to serve a growing demand for mental health services for adolescent and adult residents of Genesee County.

Strategy	Activities	Resources	Collaborations	Impact	Potential Measures
Recruit and hire	Recruit and hire	Board certified	Genesee County	Enhanced access	# of people
additional	board-certified	psychiatrists	Community Mental	to behavioral	receiving
psychiatrists.	psychiatrists to		Health	health services for	treatment for
	increase	McLaren Flint		adults and	mental health
Add operational	psychiatric	Behavioral Health	Genesee	adolescents in	issues
beds to inpatient	coverage for	Programs (adult	Intermediate	Genesee County.	
behavioral health	patients.	inpatient, adult	School District		Number of
unit.		and adolescent		Increased volume	psychiatrists on
	Add 2 operational	(age 12-18) partial	Reliable	of people receiving	medical staff
	psychiatric beds to	hospitalization,	Transportation	behavioral health	
	Behavioral Health	adult outpatient).	Service	services.	
	inpatient Unit for a				
	total of 36.	Teacher from GISD		Increased capacity	
		works daily with		to serve behavioral	
	Provide free	adolescent Partial		health needs	
	transportation for	Hospitalization		among Genesee	
	eligible patients in	patients as		County residents.	
	the partial	academic resource.			
	hospitalization			Removal of	
	program to insure	Reliable		transportation as a	
	treatment access.	Transportation		barrier to service	
		Service		for patients.	

Priority Health Need: Mental Health

Long Term Goal: To provide integrated behavioral health services to primary care and cancer patients to address behavioral health issues with early intervention and treatment.

Strategy	Activities	Resources	Collaborations	Impact	Potential Measures
Integrated	During primary care	Psychologists	Oncology	Improved care	# of people
Primary Care and	visit, if medical provider		physicians	continuum	receiving free
Integrated Cancer	determines the patient	Clinical Psychology		through early	behavioral health
Care programs	would benefit from a	Fellows	Primary Care	identification of	services and
	behavioral health		physicians	behavioral health	interventions
	assessment, the			needs and	
	psychologist/psychology			connection to	
	fellow is contacted and			services for	
	provides immediate			patients.	
	same-day assessment				
	with patient to			Enhanced support	
	determine behavioral			for behavioral	
	health intervention and			health needs and	
	treatment plan (coping			issues associated	
	skills, stress mgt., sleep			with a cancer	
	strategy, etc.) Offered			diagnosis to assist	
	at no charge to pts.			in overall	
				treatment and	
	Same process is			recovery.	
	followed for surgical				
	oncology and radiation				
	oncology patients at				
	McLaren's Karmanos				
	Cancer Institute, at no				
	charge to patients.				

Priority Health Need: Mental Health

Long Term Goal: Suicide prevention

Strategy	Activities	Resources	Collaborations	Impact	Potential Measures
Emergency Department Suicide Risk Screening Program	Screen all patients at the Emergency Dept. at McLaren Flint, using the Columbia Suicide Severity Rating Scale. If identified as potentially suicidal, intervene with referral for clinical psychologist evaluation or psychiatric consult, as appropriate.	Columbia Suicide Severity Rating tool; ED staff; Clinical psychologists Psychiatrists	Community-wide initiative	Prevention of suicide through early intervention to address suicidal behaviors or thoughts with appropriate treatment and followup.	# of people referred for psychology and/or psychiatric follow- up

Priority Health Need: Obesity & Health Behaviors

Long Term Goal: To provide programs to address obesity and healthy behaviors for Genesee County residents

Strategy	Activities	Resources	Collaborations	Impact	Potential Measures
McLaren Bariatric and Metabolic Institute	Provide comprehensive/ multidisciplinary surgical weight loss program, including 2 surgical options, behavioral health and nutrition component; Provide bariatric pt. support group Provide dedicated Facebook page for bariatric patients Fund Crim Training Program costs and provide program trainer for interested patients Provide clinically monitored fitness center for patient exercise	Bariatric surgeon Dietitian Clinical Psychologist Nursing support McLaren fitness center Crim Training Facilitator	Crim Fitness Foundation	Healthier lifestyles and reduction of co-morbidities for patients after undergoing bariatric surgery and participating in post-surgery resources.	# of patients receiving services Improvement in health measures for patients

Priority Health Need: Health Behaviors

Long Term Goal: To provide Flint residents access to health information and resources that address health behaviors.

Strategy	Activities	Resources	Collaborations	Impact	Potential Measures
Eisenhower	McLaren Family	Eisenhower School	Eisenhower School	Flint families gain	# of students
School/McLaren	Practice residents	facility and staff		access to timely	impacted
Family Practice	(18) and Medical		Flint Community	health information	
Program	Director of	McLaren Flint	Schools	and resources	# of participants in
Collaboration	Behavioral Services	Family Practice		through medical	Ask the Doctor
	meet twice per	residents and	Genesee Health	professionals.	series
	month at	Behavioral Health	Plan		
	Eisenhower with	Medical Director		Program expansion	# of schools
	school staff, parent		Crim Youth	to additional	participating in
	liaison, Genesee		Program	schools.	program
	Health Plan and				
	Crim Youth				
	Program to assess				
	needs and plan				
	programming at				
	the school to				
	address those				
	needs.				
	Staff "Ask the				
	Doctor" monthly				
	series at				
	Eisenhower to				
	discuss various				
	health topics and				
	resources for				
	parents and				
	general public				

Long Term Goal: To increase access to medical services for uninsured adults (ages 18 through 65) who are eligible residents of Genesee County and to assist with transition to sustaining programs of healthcare.

Long Term Goal: To provide transportation to and from healthcare services for patients unable to drive themselves, seek other means of transportation or afford transportation costs

Strategy	Activities	Resources	Collaborations	Impact	Potential Measures
Patient Care Fund	Utilize patient care	Patient Care Fund	MTA	Patients with no	# of patients
at McLaren Flint	fund at McLaren	at McLaren Flint		means of	receiving services
	Flint to pay for		Taxi Services	transportation are	_
	transportation	Taxi services;		safely transported	Cost of
	costs for patients	Mass		to home or	transportation
	with no means of	Transportation		appropriate setting	services
	transportation and	Authority		after discharge	
	inability to pay for	buses/services		from hospital.	
	public transport				
Transport	Contract with	McLaren ED staff;	Reliable Company	With elimination of	<pre># patients served</pre>
behavioral health	Reliable	McLaren Discharge		transportation	
patients to and	Transportation	Staff;		barrier, patients in	Dollars invested
from partial	vendor to	McLaren Flint		need of behavioral	
hospitalization	transport	Funding for		health services can	
program at	behavioral health	Behavioral Health		access daily	
McLaren Flint to	patients to and	Patient Transport		treatment in	
eliminate barrier in	from partial			partial	
seeking treatment.	hospitalization			hospitalization	
	program at			program.	
	McLaren Flint				

Priority Health Need: Healthcare Access

Long Term Goal: To provide access to health screenings, information and resources for Genesee County residents

Strategy	Activities	Resources	Collaborations	Impact	Potential Measures
Wellness Health Fair at Our Lady of Guadalupe Church, Flint MI	Provide physicians through McLaren Family Practice Residency Center to the Health Fair to offer free health screenings in diabetes, hypertension, obesity and mood disorder, along with an "Ask the Doctor" booth for health-related questions and information	Family Practice physicians (medical residents and faculty physicians) Health screening tools Collateral brochures and handouts with health information	Our Lady of Guadalupe Church	Enhanced access to health screenings, information and resources for members of the Flint Latino American community	 # of participants # of health screenings performed # of referrals to physicians/other health services

Long Term Goal: To connect residents of Genesee County with resources available in the community to address health needs and related issues

Strategy	Activities	Resources	Collaborations	Impact	Potential Measures
Community	Case Management	Case Management	McLaren Health	Increase in	# of community
Resource Day at	staff at McLaren	staff time in	Management	community	residents
McLaren Flint.	Flint coordinates	planning and	Group; MedStar	awareness of	attending;
	with community	staffing the event	Ambulance;	resources to	
	agencies to		McLaren Advance	address a variety	# of agencies
	facilitate their	Vendor time in	Care Planning;	of health-related	participating
	participation in the	staffing event	Disability Network;	needs.	
	Resource Day, held		Valley Area Agency		
	every October in	Advertising and	on Aging; Genesee		
	McLaren Flint	printing costs in	Co. Health Dept.;		
	Auditorium	promoting event	Genesee Health		
	Malaran Flint		System; Alternative Elder		
	McLaren Flint				
	marketing staff prepares		Care; McLaren Outpatient		
	promotional		Coumadin; Wound		
	materials and		and Diabetic		
	promotes event		Education Clinics;		
	through media and		The Lodges of		
	agency sources		Durand; Dept. of		
	ugency sources		Veteran's Services		
	Community		Outreach Program;		
	vendors set up and		United Way; Legal		
	staff informational		Services of Eastern		
	booths/displays at		Michigan; Visiting		
	Community		Physicians Assoc.;		
	Resource Day		Families Against		
			Narcotics; Building		
			Stronger Women;		
			Caretel Inns of		
			Linden; Greater		
			Flint Health		
			Coalition; Home		
			Town Heroes;		
			Hamilton		
			Community Health		
			Network; Durand		
			Senior Care and		
			Medical		
			Professional		
			Corporation		

Long Term Goal: To provide medications for individuals who are being discharged from the hospital and cannot afford to pay for their prescriptions.

Strategy	Activities	Resources	Collaborations	Impact	Potential Measures
Patient Care Fund	Case management	Case management	McLaren Flint	Patients have	# of individuals
at McLaren Flint	staff identifies	staff	Foundation	access to needed	served
	patients in			medications to	
	financial need	Patient Care Fund	McLaren	support treatment	# of dollars in
	through initial		employees who	and recovery.	donated
	screening eval.		donate to fund		medications
	Case managers		through special		
	send pt.		Every Change		
	prescriptions to		Makes a Big		
	Walgreen's for cost		Difference		
	estimate of patient		Campaign		
	portion of				
	prescription.				
	Case manager meets with patient				
	to assess if patient				
	can meet financial				
	obligation.				
	If not, case				
	manager works				
	with physician to				
	determine if there				
	is a less expensive				
	but effective				
	prescription.				
	If no resources,				
	patient				
	medications are				
	funded through				
	Patient Care Fund				
	and patient is				
	connected with				
	community				
	resources for				
	further support				

Priority Health Need: Chronic Disease Burden

Long Term Goal: To provide resources that assist people with Chronic Health conditions in managing their condition, preventing complications and improving health outcomes.

Strategy	Activities	Resources	Collaborations	Impact	Potential Measures
Outpatient Diabetes Education Program	Provide weekly one-on-one and group sessions for patients with diabetes. A team including a dietitian, nurse, pharmacist and physician provide education with patients. Open to public with physician referral. If insurance does not cover cost of sessions, patients unable to pay are provided service through hospital charity care program.	Dietitian Nurse (program coordinator) Physician Pharmacist Marketing materials distributed to primary care offices, health fairs and other community events Online information regarding program	Genesee County physicians Community organizations sponsoring Health Fairs and other events where program materials are shared	Genesee Co. residents provided access to resources for management of diabetes with goal of improved health outcomes.	# of people served
Pulmonary Rehabilitation for patients with COPD (chronic obstructive pulmonary disease)	Provide weekly classes and exercise for COPD patients. Open to public with physician referral. High risk COPD inpatients receive free assessment with Respiratory Therapist for lifestyle and health behaviors, with recommendations and resource referral. People with COPD can join Pulmonary Gym for monitored workout.	Respiratory Therapists Pulmonary Rehab Gym Marketing materials distributed to primary care offices, health fairs and other community events Online information regarding program	Genesee County physicians	Provide access to services for management of COPD, with goal of improved health outcomes.	# of people served

Priority Health Need: Effective Care Delivery for an Aging Population

Long Term Goal: Provide Medicare patients with resources to prevent hospital readmissions, ensure continuum of care and meet basic needs.

Strategy	Activities	Resources	Collaborations	Impact	Potential Measures
Collaborative program with Valley Area on Aging Care Transition Program/McLaren Case Management	Case Management Identifies Medicare patients at discharge who are potential high risk for readmission; works with patient's physician to get referral to VAAA care transition program. Coordinates patient referral with VAAA. Patient seen in home day after discharge by Nurse Practitioner through VAAA who can identify/treat medical issues and connect patient to other needed resources.	Case Management Staff at McLaren Flint Valley Area Agency on Aging staff	Valley Area Agency on Aging McLaren Flint medical staff members	More Medicare patients connected to program for managing care, identifying medical issues and preventing hospital readmission	# senior citizens served Reduction in hospital readmissions

Priority Health Need: Effective Care for an Aging Population

Long Term Goal: To provide information and resources in support of Advance Care Planning for Genesee County residents.

Strategy	Activities	Resources	Collaborations	Impact	Potential Measures
Advance Care Planning initiative through Greater Flint Health Coalition	McLaren Flint ACP educator attend ACP Task Force meetings 4 x per year as well as Instructors Workgroup and community training ACP educator conducts one-on- one sessions with patients at McLaren Flint who are seeking information and/or require assistance in completing their Advance Directive forms; ACP educator conducts monthly Advance Care Planning community presentations the second Thursday of every month; ACP educator presents at community outreach events, such as health fairs, support groups, senior events.	McLaren Flint Advance Care Planning Educator ACP forms and marketing materials, including online forms	Genesee County Health Coalition Genesys Health System Hurley Medical Center Community groups seeking presentations on Advance Directives	Increase community awareness and completion of Advance Directives.	<pre># of people receiving information about ACP; # of people completing Advance Care Directives</pre>

Priority Health Need: Infant and Maternal Health

Long Term Goal: To improve breastfeeding initiation and duration rates among Women, Infants and Children (WIC) participants and WIC-eligible mothers

Strategy	Activities	Resources	Collaborations	Impact	Potential Measures
Implement Memorandum of Understanding (MOU) between McLaren Flint, Genesee County Health Dept. and Special Supplemental Nutrition Program for Women, Infants and Children (WIC)	Make services of WIC Breastfeeding Peer Counselor available to WIC eligible mothers who deliver infants at McLaren Flint for breastfeeding education, resources and support. Service is available Monday, Wednesday and Friday from 10- noon.	WIC Breastfeeding Peer Counselor Nursing Staff at McLaren Family Birthplace Educational materials related to breastfeeding	Genesee County Health Department Special Supplemental Nutrition Program for Women, Infants and Children (WIC	Increase exposure and use of WIC Special Supplemental Nutrition Program, with goal of improved infant health.	# of mothers participating in WIC counseling session

Priority Health Need: Infant and Maternal Health

Long Term Goal: Identify and address variation in obstetric care in the State of Michigan and utilize best practices in support of quality outcomes

Strategy	Activities	Resources	Collaborations	Impact	Potential Measures
Participate in Obstetrics Initiative (OBI) Funded by Blue Cross Blue Shield of Michigan/Blue Care Network	OB Nursing Staff participation in Skills Fair class (30 staff members; 1 hour class) OB/GYN physician, midwives, OB educator, OB nursing manager, OB data abstractor participate in conferences and workgroups with colleagues across the state	BCBSM/Blue Care Network OB/GYN physicians Midwives McLaren Family Birthing Center staff and administrators	74 hospitals Statewide BCBSM/Blue Care Network	Mothers and babies receive best practice obstetrics care, with goal of enhanced quality and clinical outcomes.	Reduction in C- section rate at McLaren Flint Improvement in quality measures

Priority Health Need: Infant and Maternal Health

Long Term Goal: Increase access to childbirth education and resources for women in the Genesee County community.

Strategy	Activities	Resources	Collaborations	Impact	Potential Measures
Free childbirth classes to any expectant mother,	McLaren Flint Family Birthplace offers free classes	Childbirth educators	Expectant parents in Genesee County	Improved skills, knowledge and comfort level for	# of people taking classes
father, support person in the community;	to the public in: Natural Comfort	McLaren Flint facilities		expectant parents and caregivers, with goal of	# of mothers receiving breastfeeding
Free breastfeeding	Techniques Class Childbirth	Marketing materials/online content to		improved infant health and wellbeing.	counseling
counseling	Preparation Class	promote classes		wendenig.	
	Baby Care class				
	Breastfeeding Class				

Priority Health Need: Substance Use

Long Term Goal: Long Term Goal: Implement a comprehensive strategy to provide access to substance use treatment, prevention, and education regarding opioid misuse throughout Genesee County.

NOTE: McLaren Flint participates with the Greater Flint Health Coalition, Hurley Medical Center, Genesys Health System and other partners in a collaborative community –wide Task Force to address the Opioid Epidemic (see detailed strategy and actions below)

Strategy	Activities	Resources	Collaborations	Impact	Potential Measures
Support for Community-Wide Strategy to Address the Opioid Epidemic	Initiate Medication Assisted Treatment (MAT) in Emergency Departments Provide local medical residents and staff physicians with	Emergency Departments Family and Internal Medicine Residency Programs	Hospitals - Ascension Genesys Hospital - Hurley Medical Center - McLaren Flint Hospitals - Ascension Genesys Hospital - Hurley Medical	Increased number of individuals experiencing opioid misuse beginning treatment and connected to treatment services Increased number of physicians able to provide MAT and more	# of patients provided MAT # MAT certified physicians # of patients
	supports to obtain MAT certification		Center - McLaren Flint -MDHHS	individuals being able to access MAT for opioid misuse	provided MAT

	Implement targeted Naloxone distribution Screen for fentanyl in routine clinical toxicology testing	Pharmacies Emergency Departments	Hospitals - Ascension Genesys Hospital - Hurley Medical Center - McLaren Flint Genesee Health System Hospitals - Ascension Genesys Hospital	Increased availability of Naloxone for use when needed Improved identification of individuals	 # Naloxone kits distributed # toxicology tests that include testing for fentanyl
	Tailor training and technical assistance to assist	Medical and Surgical Patient Services Medical and Family Medicine Residency	 Hurley Medical Center McLaren Flint Hospitals Ascension Genesys Hospital 	exposed to fentanyl through illicit drug use. Increase knowledge and practice of best	# of training/educational offerings
	providers in using best practices	Programs Congdon Lecture Series	- Hurley Medical Center - McLaren Flint	practices related to opioid prescribing and treatment	# of opioid prescriptions dispensed # of practitioners
					participating in training
Support for Community-Wide	Utilize Opioid Overdose Recovery Program (OORP) throughout care delivery departments	Emergency Department Medical and Surgical Patient Services	Hospitals - Ascension Genesys Hospital - Hurley Medical Center - McLaren Flint	Improve the linkage of individuals with substance use to available treatment services	 # referrals made to OORP # referred individuals entering treatment
Strategy to Address the Opioid Epidemic	Initiate patient education initiatives	Residency Clinics Emergency Department Medical and Surgical Patient Services Residency Clinics	New Paths, Inc. Hospitals - Ascension Genesys Hospital - Hurley Medical Center - McLaren Flint GFHC	Increase awareness of community members as to issues surrounding opioid use and resources available to assist them	# educational materials distributed