

SSM Health St. Anthony Hospital – Oklahoma City

1000 N. Lee | Oklahoma City, OK 73101



2019 – 2021

Community Health Needs *Implementation* Strategy



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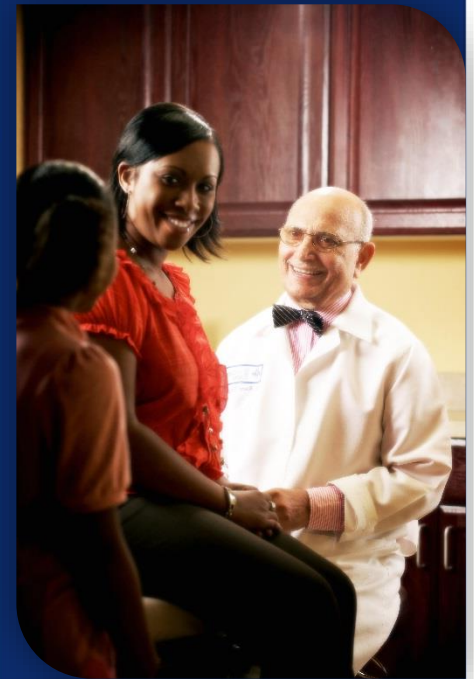
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Message to Our Community

SSM Health St. Anthony Hospital – Oklahoma City has delivered exceptional, compassionate care to Oklahoma City over 100 years. Inspired by our founding Franciscan Sisters of Mary and guided by our Mission – Through our exceptional health care services, we reveal the healing presence of God – we cherish the sacredness and dignity of each person as demonstrated through our Values of compassion, respect, excellence, stewardship and community.

Our sustained community commitment can be seen through our collaborative partnerships with residents and organizations. We rely on these relationships to help us identify and develop plans to address high-priority community health needs. We are grateful for the opportunity to partner with the following organizations: Integris Health, Mercy Hospital Oklahoma City, Oklahoma City-County Health Department, Oklahoma State Department of Health and the United Way of Central Oklahoma.

Over the last 12 months, in collaboration with our community partners, we have conducted a community health needs assessment by gathering health-related information from various locations regarding Oklahoma County. We have also conducted community chats and online surveys to identify concerns about the health of these communities and the number of area-based programs and organizations that exist to address their needs. These discussions identified needs that were prioritized based on the level of importance to community members and the hospital's ability to truly make an impact.

The priorities we will address over the next three years:

Food Access/Insecurity

Mental Behavioral Health

Tobacco

During this time, SSM Health St. Anthony Hospital – Oklahoma City will further develop its community partnerships and deliver an exceptional experience through high-quality, accessible and affordable care to all residents. Please visit our website at ssmhealth.com to learn more about how we will continue to make a difference in our community.

I welcome your thoughts on how we can create a healthier Oklahoma.

Sincerely,

Tammy Powell
President & CEO
SSM Health St. Anthony Hospital – Oklahoma City



background

INTEGRIS, Mercy Hospital Oklahoma City, and SSM Health St. Anthony collaborated with the Oklahoma City-County Health Department (OCCHD), Oklahoma State Department of Health (OSDH), and the United Way of Central Oklahoma (UWCO) to conduct the community health needs assessment process. Methods of collecting and analyzing data and information included online surveys, community chats, published data, and hospital specific data. Community chats were conducted to dialogue directly with local community members. There was a targeted effort to conduct chats with at-risk populations in low socioeconomic zip codes and at minority health fairs

throughout the county. Community partners that assisted in data collection for community chats included Linwood Elementary School, the Wellness Now Coalition, Reaching Our City, and Men's Zion Group. Community surveys were available online. Each partner utilized social media to publicize the survey to residents of Oklahoma County. Partners assisting in the dissemination of the online survey included Oklahoma City Indian Clinic, Southern Plains Tribal Health Board, Men's Health University, Hispanic Initiative, Crossings Community Center, and the Wellness Now Coalition.



priorities

SSM Health St. Anthony Hospital – Oklahoma City selected four priorities that were identified in the community health needs assessment. Two of the priorities are primary and two are secondary.

- Food Access/Insecurity – Primary Priority
- Mental Behavioral Health – Primary Priority
- Tobacco – Secondary Priority

strategies

FOOD ACCESS/INSECURITY

There is growing momentum on addressing food access and insecurity in Oklahoma County. Access to healthy food was identified by the community and secondary data as a need. Food access issues combined to make the top social determinant issue on dot voting, and it was the fifth most frequent chat response. Food insecurity is an important variable tied to the social determinant of poverty which was also ranked highly by community members. INTEGRIS, Mercy Hospital OKC, and SSM Health St. Anthony are collaborating with the Regional Food Bank of Oklahoma to address hunger and malnutrition in the county.

MENTAL/BEHAVIORAL HEALTH

Nearly half of online survey respondents indicated that they experience anxiety/depression and a third of dot voters marked mental health issues as a priority health issue. With alarming public health statistics, mental health is easily one of the top identified health needs in Oklahoma County. Scarce resources leave those suffering from mental health issues with few options for treatment, especially for the uninsured and underinsured members of the community. Identified mental health needs can include, but are not limited to, anxiety, depression, substance abuse disorders, and suicide.



SSM Health

SSM Health is a Catholic not-for-profit health system serving the comprehensive health needs of communities across the Midwest through a robust and fully integrated health care delivery system. Headquartered in St. Louis, SSM Health has care delivery sites in Missouri, Illinois, Oklahoma and Wisconsin. The health system includes 24 hospitals, more than 300 physician offices and other outpatient care sites, 10 post-acute facilities, comprehensive

Through our exceptional health care services, we reveal the healing presence of God.

home care and hospice services, a pharmacy benefit company, an insurance company, a technology company and an Accountable Care Organization.

With more than 10,000 providers and 40,000 employees in four states, SSM Health is one of the largest

employers in every community it serves. An early adopter of the electronic health record (EHR), SSM Health is a national leader for the depth of its EHR integration.

SSM Health St. Anthony Hospital – Oklahoma City

highlight of services

St. Anthony Hospital offers a comprehensive array of acute inpatient services, along with an ambulatory network consisting of convenient care, primary care, and specialist providers.

community partnerships

We are proud to be part of community projects that work to improve health outcomes in the areas we serve:

- Oklahoma Department of Mental Health and Substance Abuse
- American Heart Association
- Oklahoma Diabetes Prevention Group
- Red Bud Classic
- Needs Foundation

community benefit

In 2017, St. Anthony Hospital provided \$25.9 million in unreimbursed care, \$11.1 million in health professional education, and over \$1 million in other community benefits for a total of \$38.4 million.

Examples of our community benefit programs include:

- Continuing Medical Education on suicide prevention
- Food Recovery Program

additional affiliations and partnerships

SSM Health St. Anthony Hospital has affiliations with 19 rural hospitals to expand inpatient and outpatient health care services. These partnerships are formed through alignment, service line development and systematic clinic integration.

Hospital at a Glance

Admissions		23,746
Outpatient Visits		204,711
ER Visits		133,051
Births		1,151
Beds		773
Employees		3,300
Medical Staff		756
Volunteers		72
Charity Care		\$38.4M

Our Progress Since 2015

Our last Community Health Needs Assessment was conducted in 2015. Below are the health needs we identified, the strategies we implemented to address them and the progress that has been made.

St. Anthony Hospital – Oklahoma City Priority #1: Mental Health



Goals	Source	Release Date	Baseline	CY16TD	CY16YE	CY17TD	CY17YE	CY18TD	CY18YE
Decrease the age-adjusted death rate per 100,000 persons due to suicide in the following counties (HCI): - Canadian: from 17.9 to 15.9 by 2018 - Cleveland: from 13 to 11 by 2018 - Oklahoma: from 17.7 to 15.7 by 2018 - Pottawatomie: from 22.4 to 20.4 by 2018	HCI/ Community Commons (CY18TD and CY18YE)	2yr lag	17.9	15.6	17.1	17.1	17.1	17.4	
			13	13.2	15.6	15.6	15.6	14.9	
			17.7	18.2	17.3	17.3	17.3	18.4	
			22.4	19.5	20.2	20.2	20.2	23.1	
			(2011-2013)	(2012-2014)	(2013-2015)	(2013-2015)	(2013-2015)	(2012-2016)	
Decrease the percentage of readmissions with a mental health diagnosis at St. Anthony Hospital from 4.18% (Aug YTD) in 2015 to 3.18 % by 2018 (Epic)	Epic	Ad hoc	4.18%	4.1%	5.7%	6.2%	5.8%	4.3%	

St. Anthony Hospital – Oklahoma City Priority #2: Diabetes



Goals	Source	Release Date	Baseline	CY16TD	CY16YE	CY17TD	CY17YE	CY18TD	CY18YE
Decrease the age-adjusted death rate per 100,000 persons due to diabetes in the following counties (HCI): - Canadian: from 28.3 to 26.3 by 2018 - Cleveland: from 19.2 to 17.2 by 2018 - Oklahoma: from 27.7 to 25.7 by 2018 - Pottawatomie: from 31.6 to 29.6 by 2018	HCI/ Community Commons (CY18TD & CY18 YE – age- adjusted percent of adults aged 20 or older who have ever been told they have diabetes)	2yr lag	28.3	26.7	29.1	29.1	29.1	11.5	
			19.2	19.8	22.6	22.6	22.6	10.6	
			27.7	27.5	30.3	30.3	30.3	9.9	
			31.6	28.9	33.0	33.0	33.0	12.7	
			(2011-2013)	(2012-2014)	(2013-2015)	(2013-2015)	(2013-2015)	(2012-2016)	
Increase diabetes hemoglobin A1C testing for SSM Oklahoma primary care providers from 84.9% in 2015 (August 2014-July 2015) to 89% by 2018 (Epic)	Epic	Ad hoc	84.9%	86.9%	89.3% - 12 month rolling	88.8% - 12 month rolling	89.4% - 12 month rolling	90.5% - 12 month rolling	91.8% - 12 month rolling

St. Anthony Hospital – Oklahoma City Priority #3: Heart Disease



Goals	Source	Release Date	Baseline	CY16TD	CY16YE	CY17TD	CY17YE	CY18TD	CY18YE
Decrease the age-adjusted death rate per 100,000 persons due to coronary heart disease in the following counties (HCI): - Canadian: from 119.7 to 117.7 in 2018 - Cleveland: from 122.1 to 120.1 in 2018 - Oklahoma: from 126.5 to 124.5 in 2018 - Pottawatomie: from 161.1 to 141.1 in 2018	HCI/ Community Commons (CY18TD and CY18YE)	2yr lag	119.7	114.8	108.3	108.3	108.3	184.6	
			122.1	110.7	104.7	104.7	104.7	172.7	
			126.5	126.9	128.3	128.3	128.3	210.9	
			161.1	148.9	147.4	147.4	147.4	243.4	
			(2011-2013)	(2012-2014)	(2013-2015)	(2013-2015)	(2013-2015)	(2012-2016)	
Reduce congestive heart failure (CHF) readmissions at St. Anthony Hospital from 19.94% (Aug YTD) in 2015 to 15.3% by 2018 (Epic)	Epic	Ad hoc	19.94%	9.46%	9.26%	16.73%	17.4%		Available March 2019

INTEGRIS, Mercy Hospital Oklahoma City, and SSM Health St. Anthony collaborated with the Oklahoma City-County Health Department (OCCHD), Oklahoma State Department of Health (OSDH), and the United Way of Central Oklahoma (UWCO) to conduct the community health needs assessment process. Methods of collecting and analyzing data and information included online surveys, community chats, published data, and hospital specific data.



**Food
Access/Insecurity**



Mental Health



Tobacco

2019-2021 Priorities

Food Access/Insecurity

Access to healthy foods was the fifth most common response in the community chats and identified as a priority issue in dot voting. In Oklahoma, one in six people struggle with hunger with one in four children being food insecure. Nearly half of the households that receive Supplemental Nutrition Assistance Program (SNAP) benefits in Oklahoma have children. Over 16% of Oklahoma County residents are food insecure, with an annual food budget shortfall of \$63,422,000. Source: Feeding America. What Hunger Looks Like in Oklahoma. 2016.

- There is growing momentum on addressing food access and insecurity in Oklahoma County. Access to healthy food was identified by the community and secondary data as a need. Food access issues combined to make the top social determinant issue on dot voting, and it was the fifth most frequent chat response. Food insecurity is an important variable tied to the social determinant of poverty which was also ranked highly by community members. INTEGRIS, Mercy Hospital OKC, and SSM Health St. Anthony are collaborating with the Regional Food Bank of Oklahoma to address hunger and malnutrition in the county.
- The third question from the community chat questionnaire addressed perceived priority needs in the community. Respondents gave free form responses on their ideas for health related needs in Oklahoma County at community chats occurring from January to June 2018.
- Poverty was ranked second on dot voting for the top three social determinant indicators.



Food Access (8, 9)	Oklahoma	Oklahoma County
Food Insecurity Rate	16.2%	16.2%
Food Insecure Individuals (Estimate)	635,740	124,250
Below 130% Poverty (SNAP eligible)	51.7%	54%
Between 130%-185% poverty (WIC, reduced lunch pricing)	15.0%	16%
Above 185% poverty (other nutrition program threshold)	33.3%	30%
Population living in a food desert	17.2%	10.3%
Population living in low access area	44.9%	25.2%

Priority #1

Improve access to food and food insecurity through the development and expansion of 4 programs in Oklahoma County.

action plan

- Establish a Backpacks for Kids program for a public school located in a vulnerable area in Oklahoma County where SSM Health funds the backpacks and provides the volunteers. The backpack program provides children with food access issues with food for the weekends when they are not able to be fed by the schools.
- Develop a food pharmacy on site at SSM Health St. Anthony for patients screened as food insecure.
- Expand SSM Health St. Anthony's relationship with the Food Bank by increasing the number of volunteer days from 2 in 2018 to 6 in 2019.
- SSM Health St. Anthony South will be joining the main campus of SSM Health St. Anthony in a partnership with the Needs Foundation program. For the Needs Foundation, we collect any leftover foods on Main Campus and at Starbucks, it is packaged in metal containers and the local organization pick up on a daily basis to use at their sites to feed homeless.

community partners

- Needs Foundation
- Oklahoma City Public Schools
- Regional Food Bank of Oklahoma
- Sodexo

supporting resources

- Community Commons

Contact us to get involved:
405.272.6552



Mental/Behavioral Health

One in four people have been diagnosed with some form of mental health issue. Depression is a significantly debilitating mental health condition and is a leading cause of disability. Feelings of hopelessness, sadness, and fatigue can be overwhelming and may potentially lead to substance abuse as a form of self-medication. Suicide rates are high among those suffering from depression and addiction. Unfortunately, the lack of mental health resources for low income and uninsured persons is a barrier to seeking life changing treatment. Intervention and prevention are key steps in combating this multifaceted health indicator. Source: Mental Health American. Parity or Disparity: the state of mental health in America. (Online) 2015.

- Nearly half of online survey respondents indicated that they experience anxiety/depression and a third of dot voters marked mental health issues as a priority health issue. With alarming public health statistics, mental health is easily one of the top identified health needs in Oklahoma County. Scarce resources leave those suffering from mental health issues with few options for treatment, especially for the uninsured and underinsured members of the community. Identified mental health needs can include, but are not limited to, anxiety, depression, substance abuse disorders, and suicide.
- Suicides maintained a letter D on the 2016 State of the State's Health Report
- In 2016, Oklahoma County had 18.6 deaths due to suicide per 100,000 compared to the United States of 13.42 deaths due to suicide per 100,000.
- Oklahoma has 20.9 drug related deaths per 100,000 people compared to the United States which is 14 drug related deaths per 100,000.



Priority #2

Increase the number of mental health screenings in the SSM Health Medical Group from 730 in 2018 to 3,000 in 2021.

action plan

- Increase the SSM Health Medical Group QPP (Quality Payment Program) screenings for depression (CMS-2) from the 40th %tile in 2018 to the 60th %tile in 2021.
- Expand the SBIRT (tobacco, alcohol use and depression screenings) project to include the DAST (Drug Abuse Screening Test) for the Family Medicine Center and the OB clinic. These clinics were selected to include the DAST due the large vulnerable population these clinics serve.
 - SSM Health St. Anthony will provide brief counseling and resources for all patients that screened positive for tobacco, substance abuse and/or depression.
- Implement the GPRA (Government Performance and Results Modernization Act) data collection tool in the OB clinic in order to track and measure the success of interventions.
- Build a referral network for outpatient mental health services specifically for counseling.

community partners

- Oklahoma Department of Mental Health and Substance Abuse

supporting resources

- Community Commons

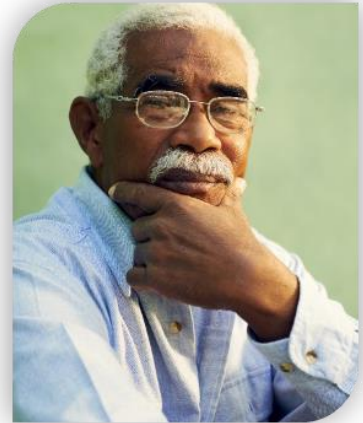
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Tobacco

While tobacco may not have been specifically identified by the community as a priority need, INTEGRIS, Mercy Hospital OKC, SSM Health St. Anthony, and their partners agree that it is a health issue that should continue to be addressed. As previously mentioned, education was at the forefront of legislative issues during the data collection period. While the tobacco tax was advocated for and passed, much of the revenue to support healthcare was reallocated to fund education. One in three dot votes were for tobacco related health issues such as cancer, respiratory problems, stroke, and heart disease.

- Over 40% of online survey participants responded that they suffered from cardiovascular disease which is linked to tobacco use and second hand smoke. Oklahoma County is still above the national average for adults who smoke. The state of Oklahoma continues to have a grade of “F” in heart disease deaths and a grade of “D” in lung cancer incidence. With the expansion of electronic cigarettes and vapes, nicotine dependency continues to be a widespread public health concern for Oklahoma County residents. Source: State of the State’s Health Report, Indicators. 2016.



Priority #3

Increase tobacco-related health conditions within the community.

action plan

- Advocacy
 - Continue to lead the legislative effort to remove smokers as a protected class in employment status.
 - Support legislation regarding clean air which would make all bars and restaurants in Oklahoma smoke-free.
- OK to Quit Campaign
 - Increase the total number of partners from 41 in 2019 to 81 in 2021.
 - Increase the media pieces from 5 in 2019 to 7 in 2021.

community partners

- Integris Health
- Mercy Hospital Oklahoma City
- Oklahoma Insurance Department
- Pfizer
- TSET and other government agencies

supporting resources

- Community Commons

Contact us to get involved:
405.272.6552



**SSM Health St. Anthony Hospital –
Oklahoma City**

1000 N. Lee | Oklahoma City, OK 73101



2019 – 2021
Appendices

prioritizing health needs

As part of the CHNA requirement, hospitals are required to evaluate the needs that are identified and validated through the data analysis. In order to do so, hospitals must establish specific criteria that will be used to assess each of the identified community needs. The system has recommended criteria and ratings that each hospital can use during prioritization. The method used to evaluate the needs as well as potential weighting is customizable based on the hospital's approach.

Prior to review of the data, a list of criteria was developed to aid in the selection of priority areas. During the data-review process, attention was directed to health issues that met any of these criteria:

- Health issues that impact a lot of people or for which disparities exist, and which put a greater burden on some population groups
- Poor rankings for health issues in (Service Area) as compared to (Region), other counties or Healthy People 2020 national health targets
- Health issues for which trends are worsening

A two-step prioritization process is recommended. Step one of this process focuses on community-specific criteria that are rated by community members to evaluate the identified needs. This step is subjective and measures community member's perceptions of the identified needs. Once the community has evaluated their needs based on their perceptions, step two is to list in descending order by priority and then reviewed by the internal prioritization team using system feasibility criteria. The internal criteria are more objective and focus on alignment to key strategies, resources, magnitude of issue and overall capability. Based on internal prioritization, the top ranking priorities establish the areas of focus for the Strategic Implementation Plan.

See appendix 1-5 for further detail

The Oklahoma City collaborative also considered indicators that relate to problems the Public Health Department had already identified through its own assessments, such as tobacco, obesity (nutrition and physical activity) and mental health.

In addition, the collaborative examined "social determinants of health," or factors in the community that can either contribute to poor health outcomes or support a healthy community. These data are available on the (HCI Site) and in the County Health Rankings Report for Dane County.

Community Chats

INTEGRIS Fit Club, men's Zion group and SSM Health St. Anthony community education classes are free health education programming open to any community members.

A vendor booth was set up at both the INTEGRIS Hispanic and African American Men's health fairs. These events targeted underserved minority populations in the Oklahoma County area and were free to the public. Attendees were asked to give input by completing the written questionnaire and dot voting boards.

Reaching Our City is a faith-based non-profit offering community services in northwest Oklahoma City. Each Friday "The Vine" women's support group meets for free lunch, encouragement, resource sharing, and a presentation from a community agency. Most participants are low income from high poverty areas of northwest Oklahoma City.

QUESTIONNAIRE AND GROUP DISCUSSION

A facilitator led each community chat and followed a written script to ensure consistent messaging at all events. Questionnaires were available in both English and Spanish, and translators were present to assist with facilitation. Written responses from each participant were collected at the end of each chat for data analysis.

Chat Questions:

1. Tell us what a healthy community looks like to you.
2. What is preventing you or your neighbors from achieving a healthy community?
3. What do you see as the priority needs in your community?
4. What resources are available to meet your current priority needs?
5. What resources do you wish were available to help meet your priority needs?

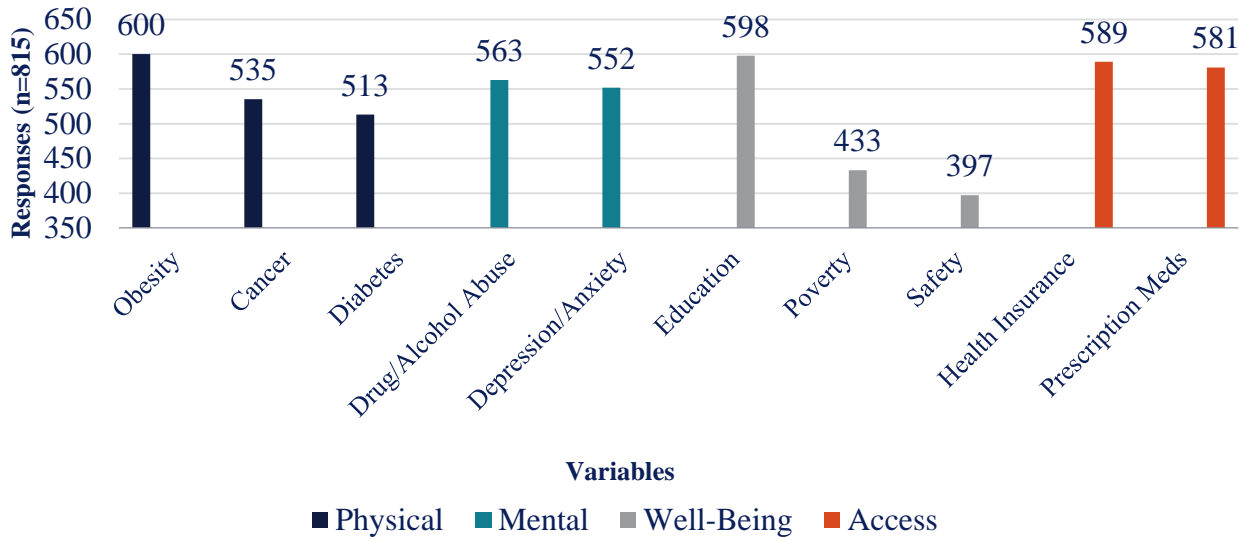
A template was created for analysis of free response data collected during community chats. Each variable mentioned by respondents was entered into a table and for each response a tally was made. If a written response listed numerous variables, each individual variable was counted; one respondent may have had multiple variables counted. A representative from each of the six partner agencies completed the tracking template. Median and mode were utilized to scrutinize data and identify top themes.

DOT VOTING

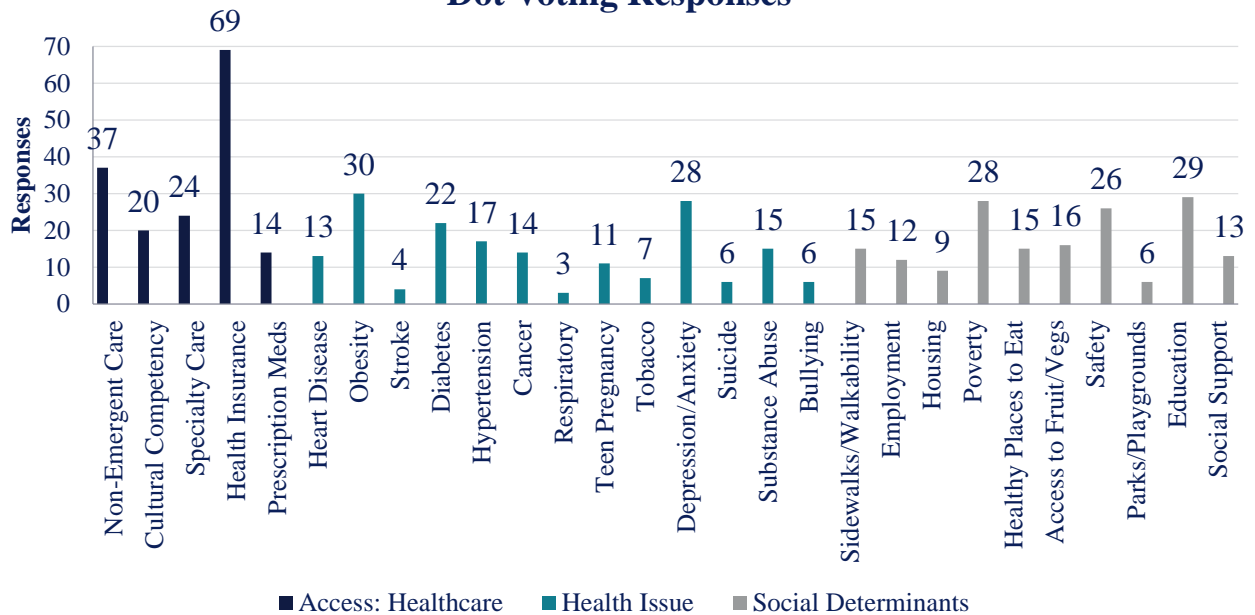
In addition to written questionnaires, dot voting boards were employed at the end of each community chat. Participants prioritized their most important issue on each of the three voting boards: social determinants of health, healthcare access issue, and chronic disease. These same variables were also utilized as questions on the online survey.

Below are the survey responses along with the community chat dot voting responses. This data, along with other primary and secondary data, was used to determine the 2019-2021 hospital priorities.

Top Survey Responses: Very Concerned



Dot Voting Responses



Community Chats

A total of eight community chats were held throughout Oklahoma County from January through June 2018 with 140 total participants. After a low turnout at the Linwood Elementary event it was determined that utilizing existing groups and organizations for chats would be the most efficient use of resources. One chat was cancelled due to inclement weather and was unable to be rescheduled. Child care was provided by the Boys and Girls Clubs of Oklahoma County at Linwood and Fit Club chats. Participants signed in with their first name and zip code at each chat, and had the option to leave their email address for the completed CHNA to be sent to them electronically.

Date	Zip Code	Group	Responses	Target Population
January 16, 2018	73107	Linwood Elementary Parents/Staff	2	Hispanic
January 18, 2018	73109	INTEGRIS Fit Club	9	Hispanic, Low Income
March 14, 2018	73111	Wellness Now Coalition	36	Public Health, Stakeholders
March 21, 2018	73102	St. Anthony Community Class	10	General public
April 7, 2018	73111	Ebenezer Baptist Church Health Fair	Cancelled	African American
April 14, 2018	73069	INTEGRIS Hispanic Health Fair	22	Hispanic, Underserved
May 18, 2018	73127	Reaching Our City Women’s Luncheon	38	Underserved, Females
May 18, 2018	73109	INTEGRIS Men’s Zion Group	19	Males
June 9, 2018	73111	INTEGRIS African American Men’s Health Fair	4	African American, Male, Underserved

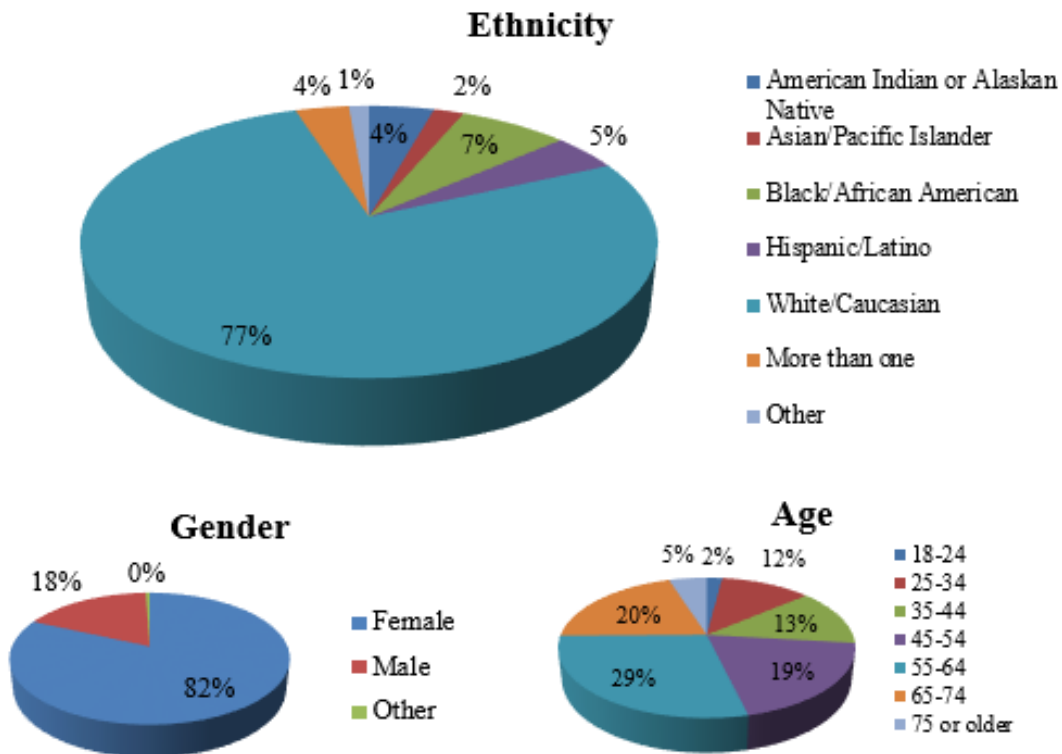
Linwood Elementary is the official partner school of Mercy Hospital Oklahoma City. Linwood is located in a high poverty zip code in the Oklahoma City Public Schools district. Linwood Elementary has 93.4% eligible for free/reduced lunch and is ethnically diverse with only 12.5% Caucasian students. Fliers were sent out to parents requesting their presence and input at the community chat. Childcare and refreshments were provided. Linwood also posted the online survey link on their Facebook page.

The Wellness Now Coalition is coordinated by the Oklahoma City-County Health Department. There are over 200 members who are associated with numerous agencies and organizations from the private, government, and community sectors. Membership in the coalition is open to anyone in the general public. The coalition’s eight workgroups seek to improve the health and wellness of all Oklahoma County residents through programming and advocating for policy changes.

Online Surveys

A Qualtrics survey was designed to assess the perceptions and thoughts of community members about the health needs in their community. There were 815 participants from 57 zip codes who completed the survey from April to June 2018. Efforts were made to engage underserved populations by requesting community partners to share the online link on their organization’s social media pages. Surveys included questions on social determinants of health, chronic disease, healthcare access, and the participant’s personal health.

Respondent demographics were closely monitored and an effort was made to have survey responses reflective of the county’s demographics. Outreach to multiple organizations in the American Indian and Hispanic communities were successful in increasing survey responses. However, outreach with two organizations in the African American community, including a school district with 99% minority enrollment, went unanswered. Facebook marketing was also employed to target zip codes with high concentration of minority residents.



CHNA collaborators

If the hospital's Needs Assessment was conducted with one or more other hospital facilities, list the other hospital facilities below:

- Integris
- Mercy
- Oklahoma City-County Health Department
- Oklahoma State Department of Health
- United Way of Central Oklahoma