



Ocean Springs Hospital & Singing River Hospital

2019-2021 Implementation Strategy

Responding to the 2018 Community Health Needs Assessment

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INTRODUCTION

Singing River Health System, comprised of Ocean Springs Hospital and Singing River Hospital, is pleased to present the joint 2019-2021 Implementation Strategy of their defined community of Jackson County, Mississippi.

The Patient Protection and Affordable Care Act of 2010 added new requirements which nonprofit hospital organizations must satisfy in order to maintain their 501(c)3 status. One such requirement is that nonprofit hospitals must conduct a community health needs assessment and corresponding implementation strategy at least once every three years. Ocean Springs Hospital and Singing River Hospital's joint 2018 Community Health Needs Assessment was approved by the Board of Trustees on August 29, 2018 and published to the website September 2018. This report satisfies the implementation strategy requirement. Both reports can be found at www.singingriverhealthsystem.com

This implementation strategy was developed based on the findings and priorities established by the joint 2018 Ocean Springs Hospital and Singing River Hospital Community Health Needs Assessment and review of the existing community benefit activities. The hospitals reserve the right to amend this plan as circumstances warrant. Beyond the initiatives and programs described herein, the hospitals address, to an extent, some of these needs simply by providing health care to the community regardless of ability to pay.

ABOUT SINGING RIVER HEALTH SYSTEM

Singing River Health System is both a mission-driven provider of health services and one of the largest employers on the Mississippi Gulf Coast. Every day our dedicated team of caregivers makes an impact on the lives of almost everyone in our community. Providing critical health services, community outreach programs, charitable services and health education programs. Singing River Health System serves as the safety net provider for the uninsured/underinsured in our community. We deliver on our mission to improve life and save lives every day. We strengthen the local economy by recruiting over 300 of the very best physicians and other professionals to our community while providing good jobs, wages and benefits to more than 2,000 employees and their families.

Comprised of two hospitals – Singing River Hospital in Pascagoula and Ocean Springs Hospital in Ocean Springs – plus community medical clinics throughout the area, Singing River Health System provides:

- 24-hour emergency services
- Heart and vascular services
- Cancer care
- Women's and children's services
- Inpatient and outpatient rehabilitation services
- State-of-the-art radiology, laboratory, pharmacy
- Behavioral health services
- Wound care and hyperbaric medicine
- Singing River Hospice of Light

Singing River Health System Quick Facts

- A community owned, not-for-profit health system
- Second largest employer in Jackson County with more than 2,500 employees, physicians, and volunteers

- Economic impact exceeding \$270 million per year
- One of the largest emergency departments in the state, caring for more than 100,000 patients per year
- Home to award winning Blue Distinction® Centers of Excellence in cardiac care, stroke care and spine and joint surgery
- A US News Ranking World Report High Performing Hospital (2018)

Singing River Health System provides access to primary care with clinics in Hurley, Ocean Springs, Pascagoula, and Vancleave.

HEALTH NEEDS

While the following health needs are listed separately, it is important to note that they are all interconnected. As such, by addressing any needs, the others are also affected. For example, any illness or condition is generally exacerbated by poor mental health, as well as by virtue of being ill, mental health can be negatively affected. Similarly, poor dietary habits can result in obesity, chronic illness, and/or cancer.

Health Status

Mental Health

Good mental and emotional health is an essential component of overall health and well-being. The Mississippi Gulf Coast has been fraught with natural and environmental disasters over recent years, and when combined with the economic downturn across the country, it has impacted the mental health of area residents and exacerbated the issues of those already suffering from mental illness.

Current programs and services that address mental health:

- Bereavement Support Group. Free class for adults who have lost a loved one.
- Dialectical Behavior Therapy (DBT). Developed as an offshoot from Cognitive Behavioral Therapy (CBT). It was originally created for people that were suicidal and diagnosed with Borderline Personality Disorder, but since then it has been found to be helpful for many other issues- including substance use and addiction.
- Employee Assistance Program. Program available to employees and their immediate family members that provides professional assistance for stress, anxiety, depression, substance abuse, family difficulties, financial problems, child/adolescent issues, and crisis situations.
- Grief Class. Free classes to assist children experiencing sudden loss, death, or life changes.
- Individual, group, and family therapy
- Inpatient Acute Care. 24-hour inpatient admission for adults 18 and older that provides supervision in a therapeutic environment.
- Inpatient Medical-Psychiatric Program. Provides acute medical care as well as psychiatric care for adults who require 24- hour inpatient treatment.
- Pet Assisted Wellness Services (PAWS). Pet therapy program offered for the emotional wellbeing of inpatients at both hospitals.
- Successful Parenting Class. Free classes for parents of children with difficult behavior.

- Trauma Therapy. Eye movement desensitization and reprocessing is used for a wide range of mental health problems that result from overwhelming experiences, commonly known as post-traumatic stress disorder.

Partnership opportunities:

Inpatient Medical Stabilization with Supervised Drug & Alcohol Withdrawal

Located in Pascagoula Hospital on the Mississippi Gulf Coast, New Vision is an inpatient unit offering medically supervised withdrawal services for adults with drug, alcohol, and other substance abuse-related issues. Patients are usually admitted for a 3 day (72 hour) stay.

We serve patients from Biloxi, Ocean Springs, Moss Point, Pascagoula, Gulfport, and more.

Why supervised Detox?

Abruptly withdrawing from drugs and alcohol is medically dangerous. Many people are hesitant to go to a hospital for help with their addiction for fear of the symptoms of withdrawal that occur during detoxification.

If you need help withdrawing from drugs and alcohol by experts trained in this kind of stabilization, New Vision can help.

Types of substances we treat:

We provide a safe medical stabilization setting for those dependent on the following substances:

- Opioids (Heroin, OxyContin, Percocet)
- Alcohol
- Benzodiazepines (Valium, Xanax)
- Cocaine
- Combined Substances
- Prescription Medications

New Vision Services:

Patient Pre-Screening

Patients begin a pre-screening process before they are admitted, which includes a full medical history, physical examination, a complete laboratory workup, and a nursing assessment. This process enables the patient to be admitted with a personalized plan for treatment.

Withdrawal Relief

Medical stabilization includes withdrawal relief with 24 hour monitoring by a doctor, nurses, and other care professionals.

Discharge Planning

New Vision includes you in your discharge care plan and prioritizes your follow-up appointment scheduled for you prior to finishing treatment.

Obesity

Obesity is defined as a body mass index (BMI) of 30 or greater. Mississippi ranks number two in the nation for obesity, with 37.3% of adults being obese. According to County Health Rankings, Jackson County performs marginally better than the state at 32% and Community Commons reports 36.6% of Jackson County adults are overweight (BMI of 25.0 to 30). County Health Rankings further reports that 30% of Jackson County adults are physically inactive. Obesity has both a great scope and impact, due to it influencing a host of other health issues and quality of life.

Current programs and services that address obesity:

- Bariatric Surgery Program. Provides surgical weight loss procedures, as well as offers guidance to help patients make lifestyle changes.
- Breastfeeding Resource Centers. Research has shown that breastfeeding decreases the risk of a child becoming obese (CDC, 2012). Both Ocean Springs Hospital and Singing River Hospital offer breastfeeding resource centers where breastfeeding support is offered, as well as breastfeeding supplies and pumps for rent or purchase.
- Encourage Fitness. Singing River Health System Foundation, with in-kind support from Singing River Health System, hosts the annual “Run Run Rudolph 5K and Fun Run,” as well as promoting/supporting other community runs and walks in an effort to cultivate a culture of healthful living.
- Healthy Partners. With convenient screenings, risk assessments, on-site events and other support, our Healthy Partner companies have a direct connection to all the resources of our award-winning care teams. Screenings for the most common conditions can improve health and save lives
- Healthplex. Located in Pascagoula, Healthplex is a comprehensive health and wellness center offering state-of-the-art fitness equipment and group classes while providing trained staff to assist individuals with chronic conditions or those at risk of developing them.
- Nutrition Education Outreach. Dieticians provide food demonstrations and nutrition education in the community.
- Nutrition Services. Dietary consults are available by appointment at both hospitals with physician referral.

Partnerships and potential opportunities:

- Singing River Health System is a founding partner and ongoing member of the Mississippi Gulf Coast Youth Health Coalition, whose first initiative “Let’s Go! Gulf Coast,” aims to combat childhood obesity by encouraging healthy eating and active living for Mississippi Gulf Coast children, their families, and the communities in which they live, learn, work, and play.
- Explore population health programs targeting chronic conditions with a possible pilot program for employees, with the intent of extending corporate health strategies to the community.
Healthy Revolution Program is a customized wellness initiative for Singing River Health System

employees. The program includes a unique benefit plan structure, unprecedented team-based rewards programs, screening programs, multiple nutrition initiatives, and group programs for healthy living.

Anticipated Impact and Plan to Evaluate: The programs are anticipated to improve the health of participants by assisting in weight loss, health promotion, physical fitness education, nutrition education, and increasing awareness of overall health. The partnership with the Mississippi Gulf Coast Youth Health Coalition is anticipated to raise awareness in Jackson County about obesity and how to make healthier choices. The plan to evaluate includes tracking patient participation and outcomes, where applicable, and reassessing the health needs of the community during the next community health needs assessment. Evaluation metrics are built-in to the Let's Go! Gulf Coast initiative and will be included in the data assessed during the next community health needs assessment.

Chronic Conditions

Chronic illnesses such as diabetes, high cholesterol, and heart disease (the leading cause of deaths in the United States) are rampant in Jackson County. These conditions significantly impact quality of life, and many are the result of lifestyle choices and/or lack of preventive care due to access issues. The high rate of obesity puts residents at risk for developing a chronic condition.

Current programs and services that address chronic conditions:

- Board Certified Geriatrician. Geriatric medicine specializes in the complex medical and psychosocial problems of older adults.
- Cardiac Cath Lab. Offering cardiac diagnostic catheterization, coronary intervention procedures, balloon angioplasty, coronary stenting, rotational atherectomy, peripheral diagnostic catheterization and interventional procedures, electrophysiological studies and ablations, pacemakers and implantable cardioverter defibrillators, carotid stenting, and cardiac calcium scoring. Cath lab procedures are also part of the Blue Distinction Centers of Excellence for cardiac care.
- Cardiac and Pulmonary Rehabilitation. Comprehensive program for patients with chronic heart and/or lung disease.
- The Center for Cardiovascular Surgery. Offering coronary artery bypass surgery, valve repair and replacement, aneurysm repair, thoracic surgery, carotid artery surgery, and peripheral vascular surgery. Ocean Springs Hospital and Singing River Hospital were named Blue Distinction Centers of Excellence for cardiac care by Blue Cross & Blue Shield of Mississippi. The designation acknowledges best practice care coordination with the goal of healthier outcomes through an emphasis on quality and prevention.
- Community Education and Screenings. Employees provide educational presentations and speeches on a variety of topics in the community, such as senior centers, schools, churches, and civic groups. Regular participation in health fairs is ongoing, with screenings offered for blood pressure, body mass index, and lung function. Free onsite screenings have also been offered for alpha testing which detects risk for lung disease.

- Congestive Heart Failure Clinic. Offering short-term and long-term symptom management, drug therapies, education on lifestyle modification, and enhanced external counterpulsation.
- Encourage Fitness. Singing River Health System Foundation, with in-kind support from Singing River Health System, hosts the annual “Run Run Rudolph 5K and Fun Run,” as well as promoting/supporting other community runs and walks in an effort to cultivate a culture of healthful living.
- Healthplex. Located in Pascagoula, Healthplex is a comprehensive health and wellness center offering state-of-the-art fitness equipment and group classes while providing trained staff to assist individuals with chronic conditions or those at risk of developing them.
- Hospitalists. Ocean Springs Hospital and Singing River Hospital employ Hospitalists, which are physicians who specialize in the care of hospitalized patients. This specialized expertise results in better quality of care during the hospital stay.
- Regional Pulmonary Hypertension Center. Located in Ocean Springs, The Regional Pulmonary Hypertension Center is the only pulmonary hypertension clinic on the Mississippi Gulf Coast.
- Retail Pharmacy. Starting in 2015, Ocean Springs Hospital and Singing River Hospital now offer in-house retail pharmacies. This allows patients to be discharged with the medications that they need, which helps to eliminate gaps in treatment and provide continuity of care.
- Singing River Health System Clinics. There are five clinics total, with locations in Hurley, Ocean Springs, Pascagoula, and Vancleave. Extended and/or weekend hours are offered, as well as same day appointments and a board certified emergency physician offering fast-track services at the Pascagoula clinic.
- Sleep Center. Multidisciplinary medical clinic and sleep diagnostic laboratory.
- The Wound Care Center. Offering specialized equipment and a highly trained staff for the management of problem wounds. This is especially helpful for patients with diabetes.

Potential Opportunities:

- Explore population health programs targeting chronic conditions with a possible pilot program for employees, with the intent of extending corporate health strategies to the community.
- Developing a Better Breathing program to begin again.

Anticipated Impact and Plan to Evaluate: The inpatient and outpatient services are expected to improve care and quality of life of people with chronic conditions, including specialized care from hospitalists and geriatricians. Continuity of care should be enhanced by the internal retail pharmacy. The Better Breathers Club is anticipated to improve the emotional health and well-being of chronic lung disease sufferers, and community education and screenings should enhance health knowledge and awareness. Impact of the potential population health program is not possible to determine at this time since the program is under development. The plan to evaluate includes tracking patient participation and outcomes, where applicable, and reassessing the health needs of the community during the next community health needs assessment.

Cancer

According to data available on the Community Common platform, Jackson County residents have a higher incidence of all cancer than both Mississippi and the US. These specifically include cervical cancer, lung cancer, and prostate cancer. More males die of cancer than females in the county, state, and nation. The average annual deaths from cancer are 285 for Jackson County.

Current programs and services that address cancer:

- Discounted cancer screenings
- Healthplex Cancer Exercise Program. This four week exercise and lifestyle modification program focuses on the individualized needs of the cancer patient.
- Smoke-free campus. All Singing River Health System properties, including both hospitals and outlying facilities, are smoke-free.
- Support American Cancer Society Events. Singing River Health System helps to raise funds for and offers in-kind support to American Cancer Society Events.
- Singing River Health System Regional Cancer Center.

Cancer Screening & Genetic Testing

We utilize cutting edge pathological tests such as tumor markers, genetic testing, bone marrow testing, peripheral blood testing and an assortment of biopsies in the search for diagnosis.

Imaging & Radiology

Starting with images, Singing River Health System's team of technicians, radiologists, surgeons, pathologists, and oncologists diagnose and treat a variety of cancers. Learn more about the imaging tests we have available for cancer.

- 3D Digital Mammogram
- Breast MRI
- CT Scan
- MRI
- Nuclear Medicine

Treatments

Cancer treatments are ever-changing, and at Singing River Health System's Cancer Centers, we are on the cutting edge of these treatments. In addition to chemotherapy and radiation treatments, we employ immunotherapy and oral chemotherapy treatments that target the cancer on a cellular level.

Stereotactic Body Radiation Therapy

Cancer patients with smaller, isolated tumors benefit from minimally invasive, highly effective Stereotactic Body Radiation Therapy (SBRT) administered by the Trilogy® System Linear Accelerator with Gated RapidArc®.

Brachytherapy

HDR Brachytherapy is a safe, effective treatment for certain tumors. During the treatment, the Radiation Oncology team delivers a very high dose of radiation directly inside a tumor. This highly localized treatment avoids treating the healthy tissues that surround the tumor, leading to less side effects and better outcomes.

Accreditations

Our Cancer Centers have been accredited by the American College of Surgeons Commission on Cancer for eight consecutive years. The Commission on Cancer recognizes cancer care programs for their commitment to providing comprehensive, high-quality, and multidisciplinary patient-centered care.

Partnerships

Singing River's Cancer Center is a member of the The University of Alabama at Birmingham (UAB) Health System Cancer Community Network. This network includes community cancer centers across Alabama, Georgia, Florida, Mississippi, and Tennessee to promote collaboration between UAB and community physicians in order to pursue high quality patient outcomes, improve access to early cancer detection and treatment, and optimize patient satisfaction at a local level.

Support Groups: Brave and Beautiful and Survivorship Program

Anticipated Impact and Plan to Evaluate: The inpatient and outpatient services are expected to improve care and quality of life of people with cancer, including specialized care from board certified oncologists, state-of-the-art equipment, and being a clinical research site. Cancer classes and support groups are anticipated to improve the emotional health and well-being of patients with cancer, and community education and screenings should enhance health knowledge and awareness. The plan to evaluate includes tracking patient participation and outcomes, where applicable, and reassessing the health needs of the community during the next community health needs assessment.

Access to Healthcare

Current programs and services that address access to care:

- Emergency Services. Ocean Springs Hospital and Singing River Hospital both offer 24-hour emergency services with board-certified emergency physicians. To ensure access to care, emergency services are provided to all individuals in Jackson County without regard for ability to pay.
- Lab Services for Volunteers in Medicine Gautier. Singing River Health System offers a set amount of free lab services for patients of Volunteers in Medicine Gautier, a free community healthcare clinic serving uninsured adults.
- Singing River Health System Clinics. There are five clinics total, with locations in Hurley, Ocean Springs, Pascagoula, and Vancleave. Extended and/or weekend hours are offered, as well as same day appointments and a board certified ER physician offering fast-track services at the Pascagoula clinic.
- Singing River Health System Financial Assistance Policy. Written policy that fully describes the eligibility criteria for obtaining free or discounted medically necessary care to assist those unable to pay for such services.
- Singing River Health System Foundation. Singing River Health System provides operational support for this not-for-profit, 501(c)3 charitable foundation whose mission is to provide programs and services that promote the overall health and well-being of the community.

- Singing River Health System Imaging Centers. Available in both Ocean Springs and Pascagoula, the imaging centers offer diagnostic imaging services in a more convenient setting than accessing these services in the hospitals.
- Singing River Health System Patient Transportation Service. Provides free transportation to healthcare services within Jackson County; designed for elderly and/or disabled patients lacking such transportation.
- Singing River Health System Physician Recruitment. Physicians are required to have appointments available for Medicare and Medicaid patients in order to improve access to care.
- Skilled Nursing Facility. An award-winning, short-stay transitional unit designed for patients who are not strong enough to go home after their hospital stay but are not sick enough to remain admitted to the hospital.

Anticipated Impact and Plan to Evaluate: Inpatient and outpatient services are anticipated to impact those needing medical care by helping to ease financial and geographic barriers by offering financial assistance and facilities placed in convenient locations. Free lab services and programs of the Singing River Health System Foundation are anticipated to impact those who would have otherwise avoided testing, equipment, and/or medical care. Patient Transportation Services are expected to assist those with transportation barriers to accessing medical care. The plan to evaluate includes tracking patient participation and outcomes, where applicable, and reassessing the health needs of the community during the next community health needs assessment.

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