

Community Health Needs Assessment 2017-2019

MOVE THE NEEDLE

5 HEALTH PRIORITIES, 10 OUTCOME MEASURES

“improving the health of our community in all we do”


2017 PROGRESS REPORT

2017

2018

2019

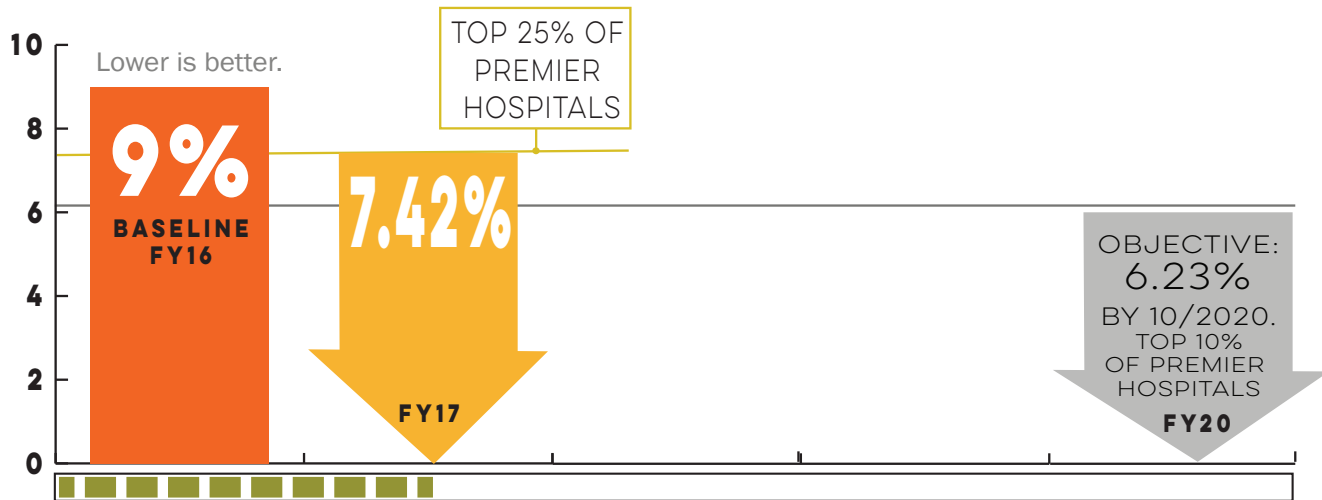


Based on a comprehensive community needs assessment conducted in 2016, Northeast Georgia Health System identified five important health priorities and ten outcome measures to assess the health system's progress in reaching ambitious goals for addressing specific health concerns for our community. If you want to learn more about each priority, you can access the original plan any time you see the "Move The Needle" icon  in this 2017 update report on the system's progress toward achieving our health improvement initiatives.



REDUCE OVERALL MORTALITY RATE FOR SEPSIS

% OF PATIENTS WITH SEVERE SEPSIS/SEPTIC SHOCK WHO LOST THEIR LIVES AT NGHS



2017 ACTIONS:

Two advisory alerts were added in the electronic medical record system.

Providers are automatically alerted to conduct a sepsis screening if a patient exhibits two criteria for sepsis. If the screen is positive, the software automatically provides best practice protocols to immediately begin treatment for sepsis.

In the fourth quarter of 2017, **special studies** were conducted in physician offices and urgent care centers to refine the process for accurately identifying false positives and not overlooking accurate positive sepsis screenings.

An **interactive sepsis awareness presentation** was developed and delivered to 86 staff members at New Horizons Lanier Park and New Horizons Limestone.

Nearly **400 physicians, advanced practitioners, nursing and ancillary staff members** at all three NGMC campuses were reached through special sepsis education outreach efforts during Sepsis Awareness Week.

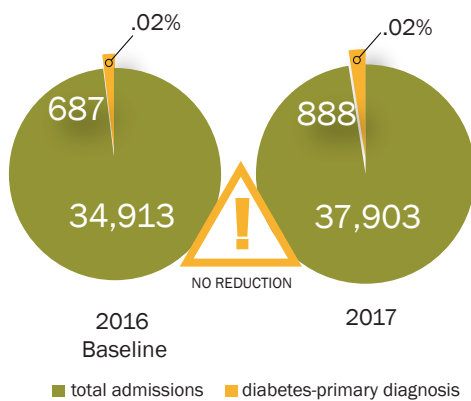
Articles highlighting a **Sepsis Superhero** were in each issue of Clinical Communicator, an internal clinical publication, during Sepsis Awareness Month, and the system's Sepsis Coordinator shared her personal experience with sepsis to over **400 attendees at the Annual Safety Summit in 2017.**



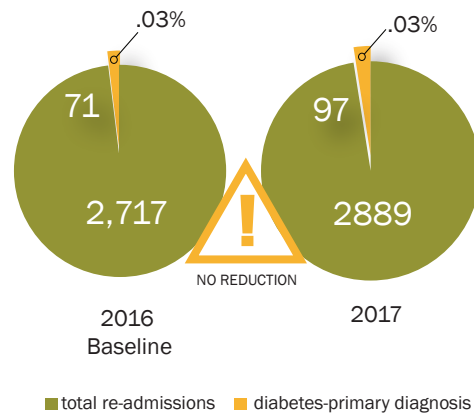
DIABETES

REDUCE HOSPITAL ADMISSIONS
& READMISSIONS FOR DIABETES AND ITS
RELATED COMPLICATIONS

ADMISSIONS WITH DIABETES AS PRINCIPAL DIAGNOSIS



RE-ADMISSIONS WITH DIABETES AS PRINCIPAL DIAGNOSIS



2017 ACTIONS:

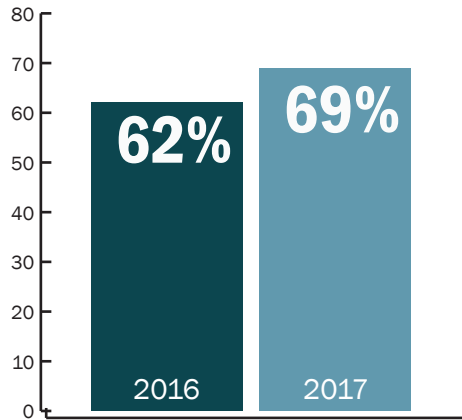
EPIC Readiness

In 2017, our efforts were focused on preparing and learning the new electronic medical record, Epic, and creating the necessary tools for progress on this initiation. This preparation in 2017 laid the groundwork which should allow us to lower admission and readmission rates in 2018 and 2019.

DIABETES

IMPROVE OUTPATIENT DIABETES CONTROL RATE

PERCENT OF OUTPATIENT DIABETIC PATIENTS WITH AN A1-C OF LESS THAN 8 AT PARTICIPATING MEDICAL PRACTICES:



Higher is better.



2017 ACTIONS:

Prevent T2 Program implemented



NGMC **partnered with the YMCA** in Gainesville to offer a Type 2 Diabetes prevention course, offering weekly and monthly sessions. Those determined to be at high risk for developing diabetes learn evidence-based lifestyle changes.



NGMC funded training for three community educators for the **CDC's Prevent T2 Diabetes** program. The Diabetes Education team developed partnerships with community professionals including dietitians at **Good News Clinics and NGMC Barrow** to expand access to the **Prevent T2** Diabetes program in English and Spanish.

5.4%

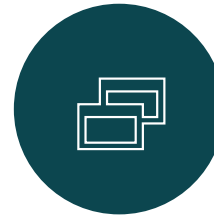


average weight loss of T2 participants

According to the Centers for Disease Control and Prevention (CDC), without weight loss and moderate physical activity, 25%-30% of those with Pre-diabetes will develop Type 2 Diabetes within 5 years. But, losing 5%-7% of weight by reducing calories and increasing physical activity will reduce the risk of developing Type 2 Diabetes by 58%. Of the 14 participants in the Prevent T2 Program, the group had an average weight loss of 5.4%. Six participants lost >7% of weight, and the highest weight lost was 22%.



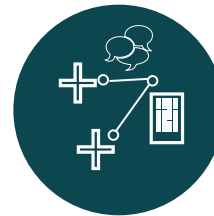
Standardized RN **Care Manager workflows** were implemented to ensure patients at all NGPGs who have or at risk for diabetes receive consistent education and care.



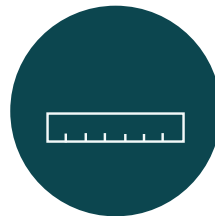
Reports, Best Practice Order Sets and Advisories were built into NGMC's **Epic software** and **evidence-based guidelines** were updated and approved by Northeast Georgia Physicians Group (NGPG) Quality for the Primary Care Network.



Group and individual Diabetes Education Programs were expanded in Toccoa. Individual offerings were added in Braselton.



New **tracking & communication** system was developed to connect primary care providers to information about their patients when discharged from other providers. A new workflow at all NGPG offices implements this information in the primary care setting.



A pilot for a **Patient Activation Measure (PAM) tool** at three NGPG clinics. PAM assesses patients' knowledge, skill, and confidence for managing their health and healthcare. Individuals who measure high on this assessment typically understand the importance of taking a pro-active role in managing their health and have the skills and confidence to do so. This information helps caregivers assess what tools to implement in helping patients take charge of their diabetes.



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CANCER

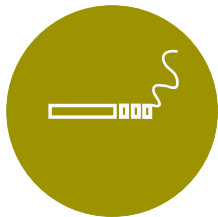
IMPROVE THE STAGE OF DIAGNOSIS OF LUNG CANCER IN HIGH RISK COUNTIES

NGMC improved the stage of diagnosis of lung cancer in five of the eight high-risk counties when compared to the baseline. When it comes to cancer, the earlier you can diagnose it, the greater your chance of survival. The goal is to reduce percentage of newly diagnosed late stage (stage 3 & 4) lung cancers, thereby raising newly diagnosed early stage diagnosis (stage 1 & 2).

2017 ACTIONS:



NGMC Braselton began a **Lung Cancer Center Conference** which reviews all low-dose computed tomography results of 4 or higher. The NGMC Nurse Navigator ensures patient follow-up including further imaging studies if recommended.



NGMC staff provided smoking cessation education to the community. NGPG provided a free, 8-session program to help attendees understand addiction and learn ways to break the habit for good.



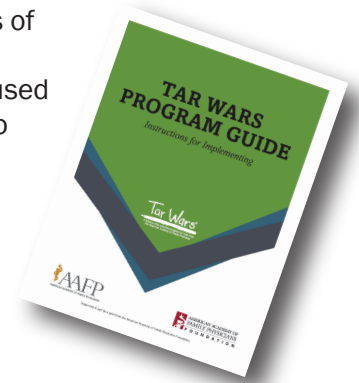
The Lung Cancer Alliance awarded NGMC with a two-year grant in the amount of \$4,000 (\$2,000 in FY16 and \$2,000 in FY17) for lung cancer support groups. Ten sessions were held in FY17.

REDUCE INITIATION OF TOBACCO USE AMONG MIDDLE SCHOOLERS IN BARROW COUNTY



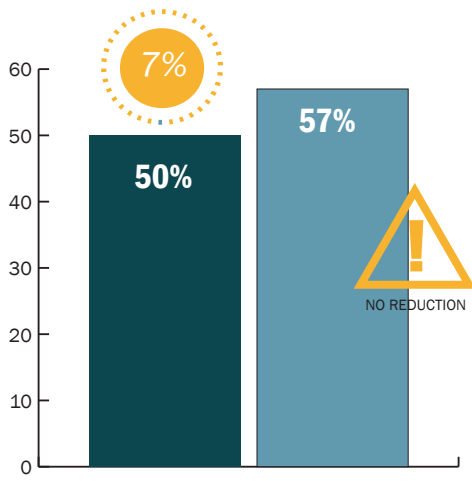
According to NGMC's *Community Health Needs Assessment*, Barrow County had a lung cancer indicator value of 87.9, compared to 54.1 in neighboring Gwinnett County.

NGMC is partnering with Barrow County Schools to implement **Tar Wars**, a tobacco-free education program for 4th and 5th graders developed by the American Academy of Family Physicians to teach youth about the dangers of tobacco use, costs, and advertising techniques used by tobacco companies to market to youth.

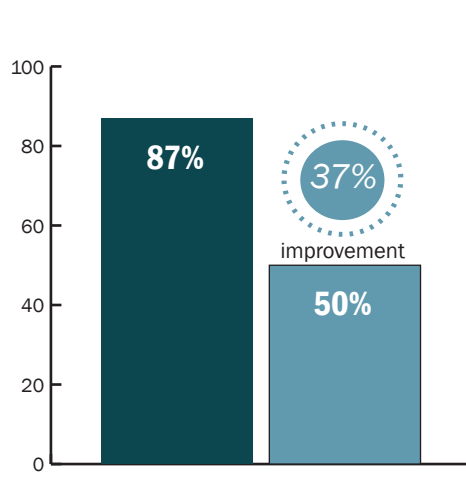


Diagnosis at Stage 3 or 4 (late stage)

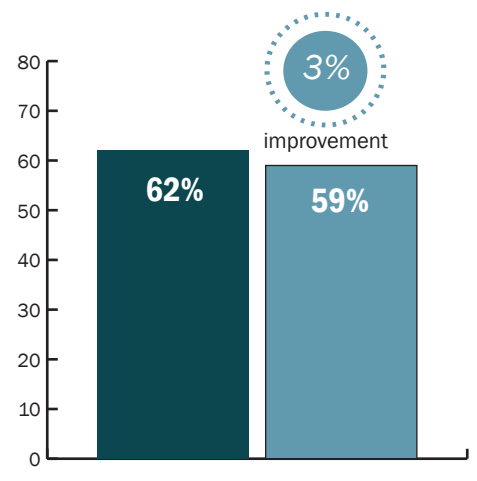
Lower is better.



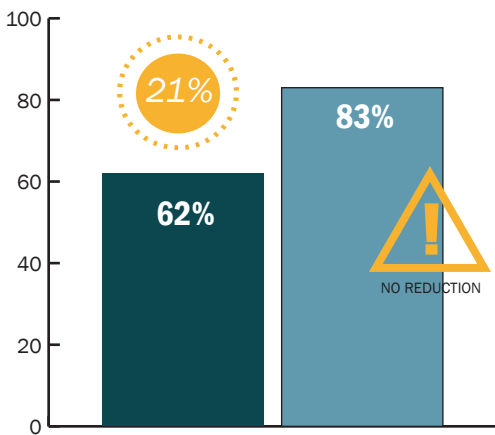
BARROW COUNTY



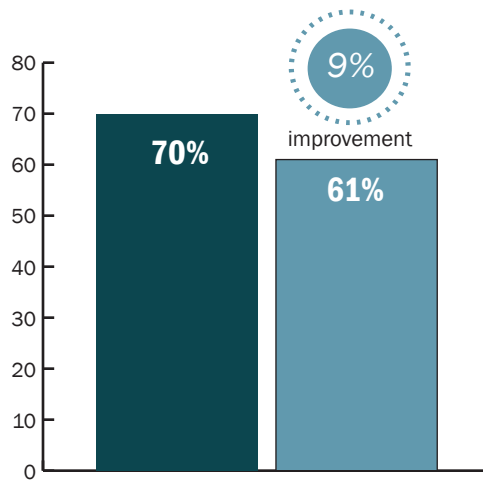
DAWSON COUNTY



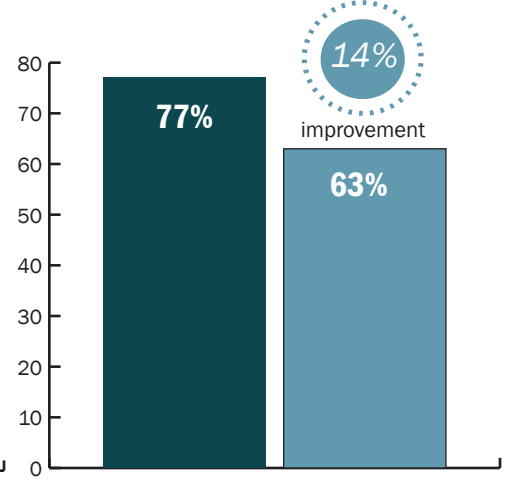
JACKSON COUNTY



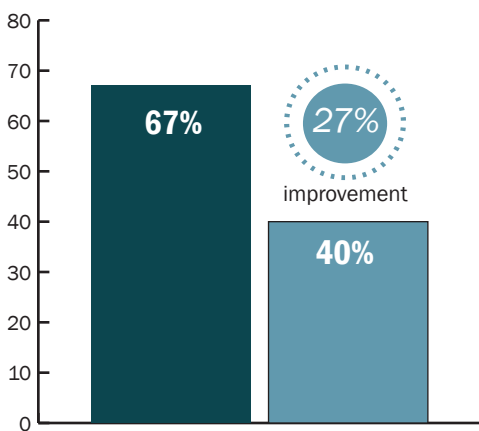
LUMPKIN COUNTY



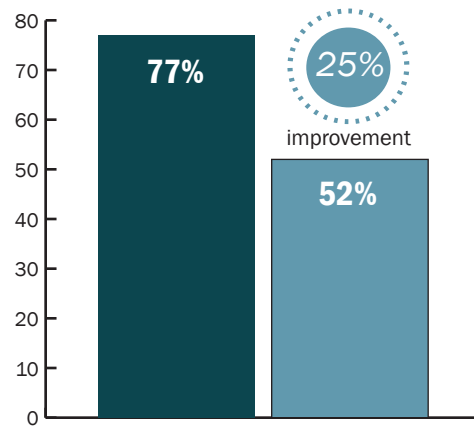
RABUN COUNTY



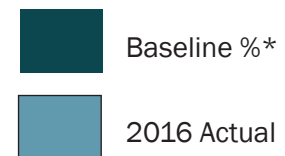
STEPHENS COUNTY



UNION COUNTY



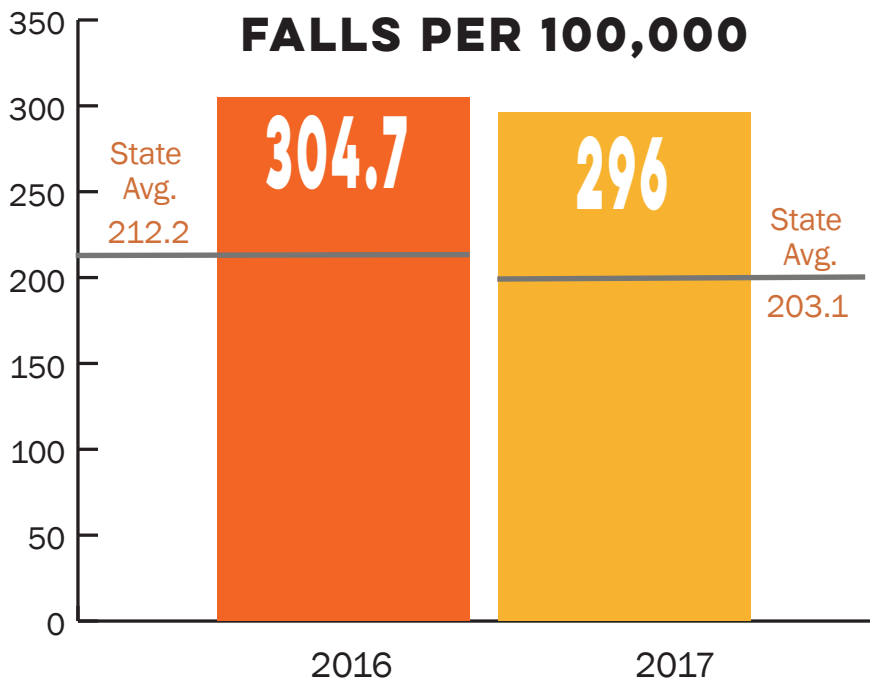
WHITE COUNTY



*Baseline = NGMC Cancer Registry 2012-2014 average

INJURY

REDUCE FALL RATES IN STEPHENS COUNTY



Stephens County had the highest indicator value for falls within our services area with 92 more falls per 100,000 people than the state average in 2016. According to the CDC, more than 95% of hip fractures are caused by falling, and falls are the most common cause of traumatic brain injuries. In 2017, NGMC has begun plans to implement the following actions:



Toccoa Clinic providers will use a **shared decision-making protocol** for patients who are at high risk for falls. Working with their providers, patients will determine the best path for their health improvement. Paths may include physical therapy, exercise at home, or other appropriate fall-prevention options.



Fall prevention resources and education will be provided throughout Stephens County at local pharmacies, stores, and senior areas using the CDC's **Stopping Elderly Accidents, Deaths & Injuries (STEADI)** tools.



INJURY

REDUCE SUICIDE RATE TO ZERO IN HALL COUNTY

2017 ACTIONS:

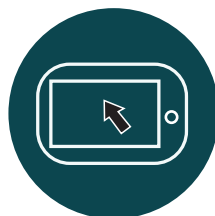
The zero suicide rate outcome measure for Hall County is meant to be an audacious goal - a rallying cry around which the community will come together to intervene upstream on the issues and conditions which after lead to suicide.

The health system's approach toward advancing this goal is multi-faceted, One important area where NGHS has worked to reduce suicides is through our leadership role in the collaborative Partnership for a Drug Free Hall (DFH).

Actions that have come from DFH include :



Parent Support Group for parents/guardians who have lost a child due to overdose or drug-related injuries as well as parents with a child who is struggling with addiction.



The DFH website, drugfreehall.org, was created to bring resources to the forefront for the community. Here, the community can access forum recordings, support resources, the 3 Steps to Save A Life web site OORescue.com (6-minute training video on overdose rescue), and the 3 Steps to Save A Life app for helping someone in opioid overdose, (also available on google play and in the app store.)



DFH collaboration has led to **engagement in local schools and University systems**. The Hall County Family Connection Network (HCFCN), planned a 2018 Youth Empowerment Summit to educate 6th graders about the dangers of alcohol and drugs, which will lead to the formation of the Youth Advisory Council.

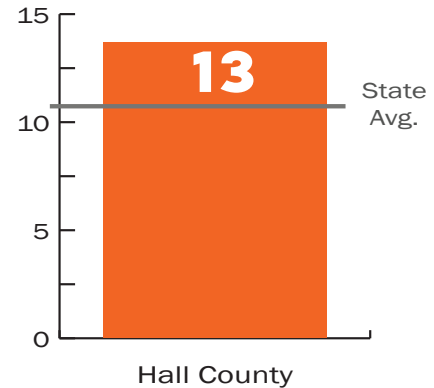


The first "Not My Family" community forum attracted roughly 400 people. Forums continue in 2018.



NGMC's emergency departments have been chosen by the Georgia Council on Substance Abuse to participate in a two-year, grant-funded pilot project to help patients who experience an opioid-related overdose. The ED-CARES (Certified Addiction Recovery Specialists) program connects people who have been admitted to emergency rooms for an overdose or drug-related condition with trained peer recovery coaches. NGMC is the only hospital system in Georgia to provide this support.

SUICIDE DEATH RATE PER 100,000



2015 Medical Center Open funds provided naloxone (an opioid overdose reversal drug) and training for over 5000 first responders in Georgia. Twenty-seven lives have been saved in Hall County through this effort ad over 80 in our service area.

State legislation has been proposed requiring physicians to undergo training for prescribing guidelines and signs of opioid abuse.

ACCESS TO CARE

DEVELOP PARTNERSHIP WITH INDIGENT CLINICS BASED ON BEST PRACTICE TARGETING POPULATIONS ALONG THE 400 CORRIDOR

PARTNER WITH AREA CLINICS DEDICATED TO SERVING INDIGENT AND UNDER-SERVED POPULATION TO MONITOR AND IMPROVE CLINICAL EXCELLENCE IN CHRONIC DISEASE MANAGEMENT

GRADUATE MEDICAL EDUCATION: FILL ALL GME SLOTS IN 2019

2017 ACTIONS:



NGMC entered a partnership agreement with **Good Shepherd Clinics** in Dawsonville in 2017 which provides the clinic with office space for the next 5 years.



NGMC continued the partnership with **Good News Clinics** in Hall County, providing \$488,537 in FY17 to support free medical and dental care to uninsured residents in Hall County who cannot afford health care services.



In May of 2017, NGMC received initial accreditation for its **Graduate Medical Education** program. This program will train residents to be leaders in the medical field and community. NGMC expects the program to grow to 170 residents by 2024, helping to grow our physician workforce in Georgia.



NGMC, The Longstreet Clinic and Hall County Health Department continue their **Prenatal Partnership**, providing prenatal services throughout the pregnancies of low income mothers in the 13-county Public Health District 2. This partnership works to promote healthy babies and healthy mothers.

The Medical Center Foundation will fund a **\$1 million investment in Epic** NGMC's electronic medical records system at the clinic, projected to be implemented in 2019.

Antonio Rios, MD, Chief Physician Executive for NGPG was elected chair of the **Georgia Board of Physician Workforce**, working to define the physician workforce needs for our state.



Northeast Georgia Medical Center

Questions?

Contact: Christy Moore, Manager, Community Health Improvement
christy.moore@nghs.com | 770-219-8099