



COMMUNITY HEALTH NEEDS ASSESSMENT

IMPLEMENTATION STRATEGY

1. Increase Patient Awareness of Available Health Care Resources

Rationale: MCES patients have an average stay of 9 days. During their stay their focus is on regaining mental health wellness. This gives an opportunity to enhance awareness of health care needs, how these needs can be met, and how physical health relates to mental health

Objectives

- a. Review health care education resources to promote (i) understanding of any current health care problems and (ii) making appropriate choices in relation to diet, exercise, and smoking
- b. Teach and support health as well as mental health self-help and self-management skills through adoption of a health literacy approach.
- c. Schedule health education video showings in evenings on asthma, heart disease, diabetes, and other health problems common among patients

2. Promote Patient Access to Medical Services After Discharge

Rationale: The majority of MCES patients need ongoing mental health care in the community after hospitalization. Maintaining continuity of mental health (and often substance abuse) treatment can be challenging and may interfere with patient follow through with needed medical care. MCES will support and facilitate patient engagement with health services.

- a. Incorporate pertinent health management recommendations into discharge plans and include discussion of health care needs with family members and other supports(ED)
- b. Identify primary care provider (PCP) and secure each patient's authorization to notify PCP of hospitalization and share any relevant health information
- c. Explore feasibility of follow-up post-discharge home visits by MCES nurses to identify and address obstacles to aftercare and meeting health care needs

3. Promote Health Care Provider Understanding of MCES Services and Patient Needs

Rationale: While MCES receives referral from Emergency Departments and other health care providers these sources have limited awareness of MCES's service scope, capabilities, and limitations. MCES patients will be benefit if these gaps in knowledge are closed.

- a. Network with community hospitals, PCPs, and other health care providers to better coordinate care of patients' medical and behavioral health needs.
- b. Enhance collaboration with hospital emergency departments (ED) to assure MCES is able to meet health care needs of patients referred by these facilities
- c. Provide continuing education to ED social work and crisis staff on serious mental illness