

Saint Luke's East Hospital Community Health Needs Assessment Implementation Plan

2022

◆ Saint Luke's East Hospital



Saint Luke's East Hospital CHNA Implementation Strategy

Adopted by the Saint Luke's East Hospital Board of Directors on April 27, 2021

This implementation strategy describes how Saint Luke's East Hospital (SLE or the hospital) plans to address significant needs described in the Community Health Needs Assessment (CHNA) published by the hospital on April 27, 2021. See the CHNA report at <https://www.saintlukeskc.org/community-health-needs-assessments-implementation-plans>. SLE plans to implement the initiatives described herein during calendar years 2022 through 2024.

Conducting the CHNA and developing this implementation strategy were undertaken by the hospital to assess and address significant health needs in the community served by SLE, and in accordance with Internal Revenue Service regulations in Section 501(r) of the Internal Revenue Code.

This implementation strategy addresses the significant community health needs described in the CHNA report. This document identifies the significant needs the hospital plans to address through various strategic initiatives and explains why the hospital does not intend to address certain other significant needs identified in the CHNA report.

This document contains the following information:

1. About SLE
2. Definition of the Community Assessed by SLE
3. Summary of Significant Community Health Needs
4. Implementation Strategy to Address Significant Health Needs
5. Significant Community Health Needs SLE Will Not Address
6. Adoption of the Implementation Strategy by SLE's Authorized Body

1. About SLE

Founded in 2006, Saint Luke's East Hospital is a 201-bed facility located on the corner of Interstate 470 and Douglas Street in Lee's Summit, Missouri. Since the hospital's opening, SLE has grown each year to ensure it continues to meet the needs of the community it serves, including onsite primary care physician offices. SLE has been recognized by U.S. News & World Report and has received The Joint Commission's Advanced Certification for Total Hip and Knee Replacement. Additional information about Saint Luke's East Hospital is available at: <https://www.saintlukeskc.org/locations/saint-lukes-east-hospital>.

SLE is part of the Saint Luke's Health System (SLHS), which is a faith-based, not-for-profit health system committed to the highest levels of excellence in providing health care and health-related services in a caring environment. SLHS is dedicated to enhancing the physical, mental, and spiritual health of the diverse communities it serves. SLHS includes 18 hospitals and campuses across the Kansas City region, home care and hospice, behavioral health care, dozens

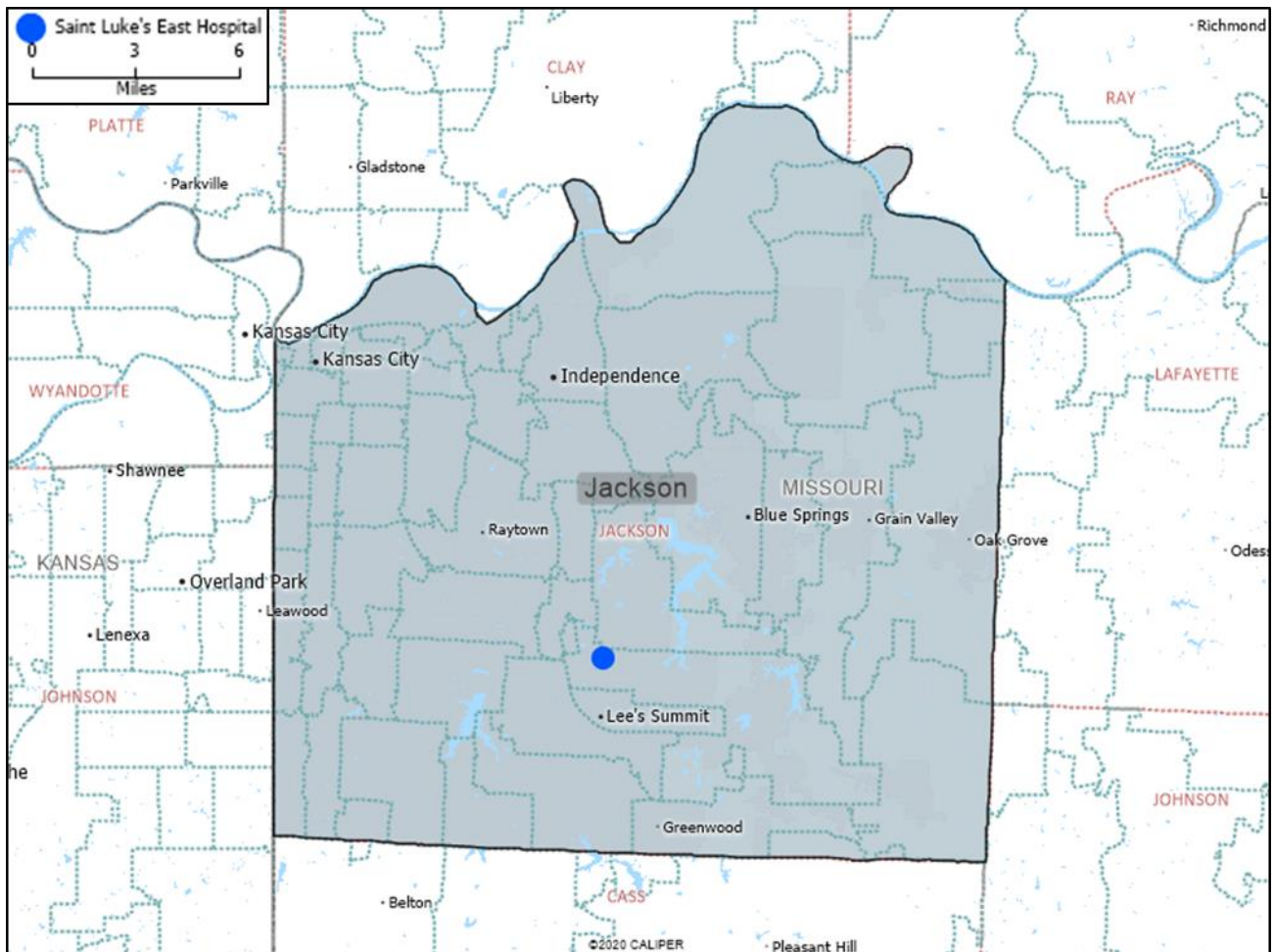
of physician practices, a life care senior living community, and additional facilities and services. Additional information about SLHS is available at: <https://www.saintlukeskc.org/about-saint-lukes>.

2. Definition of the Community Assessed by SLE

For purposes of this CHNA, SLE’s community is defined as Jackson County, Missouri. The county accounts for nearly 73 percent of the hospital’s recent inpatient volumes, and nearly 83 percent of recent emergency department visits. The community was defined by considering the geographic origins of the hospital’s discharges and emergency room visits in calendar year 2019.

The total population of Jackson County in 2019 was 710,277.

The following map portrays the community served by SLE, including its location within Jackson County.



3. Summary of Significant Community Health Needs

As determined by analyses of quantitative and qualitative data, an overarching focus on advancing racial and ethnic health equity, recognizing that racism has yielded measurable health disparities, has the best potential to improve community health. Within this context, significant health needs in the community served by Saint Luke's East Hospital are:

- Access to care
- COVID-19 pandemic and effects
- Mental health
- Needs of growing senior population
- Poverty and social determinants of health
- Unhealthy behaviors

The CHNA report for SLE describes each of the above community health needs and why they were determined to be significant.

4. Implementation Strategy to Address Significant Health Needs

This implementation strategy describes how SLE plans to address the significant community health needs identified in the CHNA report. A committee comprised of SLE staff, SLE board members, and community representatives who are unaffiliated with SLE or SLHS reviewed findings in that report and identified significant community health needs that the hospital intends and does not intend to address during calendar years 2022 through 2024.

As part of that decision-making process, the committee considered criteria such as:

- Whether the need is being addressed by other organizations;
- The extent to which the hospital expertise or competencies to address the need;
- The availability of resources and evidence-based interventions needed to address the need effectively;
- The frequency with which stakeholders identified the need as a significant priority; and
- The potential for collaborations with other community organizations to help address the issue.

By applying these types of criteria, SLE determined that it will implement initiatives to address the following three significant health needs – in addition to an overarching focus on advancing racial and ethnic health equity:

- Access to care
- Needs of growing senior population
- Poverty and social determinants of health

The following pages describe the actions SLE intends to implement to address each of the above needs, including planned collaborations between the hospital and other organizations.

Cross-Cutting Initiatives

Recognizing that racism has yielded measurable health disparities, the SLE CHNA report indicates that an overarching focus on advancing racial and ethnic health equity has the best potential to improve community health. Accordingly, SLE will support the inclusion of racial and ethnic health equity (pillar, goals, and/or objectives) in the SLHS Destination 2025 Strategic Plan (five-year-plan) and in the yearly SLE Operational Plan.

The SLHS Destination 2025 Strategic Plan may have goals and objectives that focus on:

1. Internal policies and structures.
2. Programs for training on unconscious bias, health inequities, diversity, and inclusivity (for leadership, staff, and medical staff).
3. Capturing data by race and ethnicity at the entity level and assessing that data to identify and address any disparities in patient outcomes, patient satisfaction, readmission rates, approvals for financial assistance, and collections actions.

As another cross-cutting initiative that applies to each of the categories of significant community health needs below, SLE also intends to develop community health baseline measures to monitor key indicators and assess the impact of this 2022-2024 implementation strategy.

Access to Care

To address this need, SLE will implement the following initiatives:

1. Provide access for new and existing patients at Urgent Care, Convenient Care Clinics, and the Emergency Department.
2. Support SLHS advocacy efforts to assure successful implementation of Medicaid expansion in advance of July 1, 2021.
3. Support SLHS efforts to expand access to Medicaid recipients at Saint Luke's East locations.
4. Continue active efforts to recruit new services including vascular, thoracic, and spine.
5. Expand Telehealth services to victims of domestic violence at Hope House.
6. Continue providing education and training for the community through the following programs:
 - a. Breastfeeding education
 - b. Women's Health Community Champions
 - c. Diabetes education
 - d. Stroke support and education

- e. Heart attack support and education
 - f. Other community-based health education and support groups.
7. Continue to support SLHS efforts to provide Covid-19 vaccination events at the SLE retail pharmacy.
 8. Provide access to clinicians and staff for outreach and community health education on Covid-19, vaccine benefits and safety, social distancing, masking, testing, safety of hospitals and clinics, and more, as opportunities arise.
 9. Continue to reach the public by providing community education about Covid-19 via Saint Luke's social media platforms.

Principal Collaborators. In implementing the above Access to Care initiatives, SLE intends to collaborate with other SLHS entities (including hospitals, SLPG), Hope House, Gamber Community Center, ReDiscover, Lee's Summit Social Services, and other community organizations as appropriate.

Needs of Growing Senior Population

To address this need, SLE will implement the following initiatives:

1. Continue to evaluate partnership opportunities with John Knox Village to support growing senior population.
2. Continue providing outreach services and health screenings for low-income and disabled seniors living in identified buildings and communities.
3. Continue providing out-bound transportation to vulnerable seniors.
4. Continue helping patients apply for Medicare, Medicaid, and insurance benefits to support needed medical and home-based services.
5. Expand the Meds-to-Beds program, which provides patients with access to medications prior to discharge.
6. Implement Phase I of the Saint Luke's at Home program to provide primary care and acute care to qualified SLHS patients.
7. Evaluate opportunities for community health education.

Principal Collaborators. In implementing the above Needs of Growing Senior Population initiatives, SLE intends to collaborate with other SLHS entities (including hospitals, SLPG), John Knox Village, ReDiscover, and other community organizations as appropriate.

Poverty and Social Determinants of Health

To address this need, SLE will implement the following initiatives:

1. Implement a base living wage of \$15 per hour for SLHS employees.
2. Continue offering the Saint Luke's Community Resource Hub to expand patient, employee, and community awareness of available health and social services.
3. Continue screening all patients for social determinants of health issues.
 - a. Document needs in EPIC based on Health Leads screening toolkit.
 - b. Place consults in Care Progression for interventions.
 - c. Refer patients to information available on the Saint Luke's Community Resource Hub.
4. Continue developing and utilizing the Care-Companion Platform, a mySaintLuke's resource to support chronic disease management.
5. Continue supporting the Compassionate Care Fund and Medication Assistance Program that support access to health services and medications for those adversely impacted by health disparities and social determinants of health.
6. Participate in SLHS Anchor Institution Strategies to be included in the SLHS Destination 2025 Strategic Plan:
 - a. Expand hiring programs that build pipelines for people of color and local hiring and workforce development programs.
 - b. Hold on-site (and participate off-site) job fairs.
7. Expand programs to introduce high-school aged students to the health professions.
8. Continue providing rideshare vouchers for low-income patients who need transportation post-discharge.

Principal Collaborators. In implementing the above Poverty and Social Determinant of Health initiatives, SLE intends to collaborate with other SLHS entities (including hospitals and SLPG), Summit Technology Academy, Blue Springs School District, Lee's Summit R-7 School District, as well as other community organizations as appropriate.

5. Needs SLE Will Not Address

No hospital organization can address all the health needs present in its community. SLE is committed to serving the community by adhering to its mission, using its skills and capabilities,

and remaining a strong organization so that it can continue to provide a wide range of community benefits.

SLE does not intend to address three of the six significant community health needs identified through its CHNA, as follows.

COVID-19 pandemic and effects. SLE recognizes the significant challenges of the COVID-19 pandemic and its effects. SLE addresses the needs of COVID-19 patients by providing access to care. The hospital also supports community focused SLHS initiatives in the Kansas City region.

Mental health. While the hospital's CHNA identified Mental Health as a significant community health need, SLE does not provide psychiatric or behavioral health care and thus does not have the expertise or dedicated resources to address this need. The committee charged with developing the 2022-2024 SLE Implementation Strategy identified three other needs as higher priorities.

Unhealthy behaviors. While SLE's CHNA identified the prevalence of unhealthy behaviors (e.g., physical inactivity, smoking, and others) as a significant community health need, the committee charged with developing this plan identified three other needs as higher priorities for the 2022-2024 SLE Implementation Strategy.

6. Implementation Strategy Adoption

The Board of Directors for SLE reviewed and adopted this implementation strategy at its April 27, 2021 board meeting.

◆ **Contact us**

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