

# Community Health Needs Assessment 2017-2019



  
**SUMMIT PACIFIC**  
• MEDICAL CENTER •

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## Community Description

Grays Harbor County, Washington will be the focus of this Community Health Needs Assessment (CHNA). Grays Harbor County's geographic borders are Jefferson County to the north, Mason and Thurston counties to the east, Pacific County to the south and the western border is bounded by the Pacific Ocean. The county is 2,224 square miles and there are three major highways that run through Grays Harbor County. State Route 101 runs north/south along the coast and Highways 8 and 12 run east/west providing access to Interstate 5.

The population for Grays Harbor was forecast to be 71,122 in 2015, which is a 2.3 percent decrease from the 2010 census. The median household income is \$43,538 compared to the national average of \$53,889. The population density of the county is 38 people per square mile resulting in a largely rural area. 86.5 percent of residents in Grays Harbor County aged 25 and older are high school graduates, compared to the state average of 90.2 percent. The unemployment rate in the county is 10.4 percent, which is over 4 percent higher than the state average.

Grays Harbor County ranks 35 out of 39 counties in Washington State for overall health outcomes. If you live in Grays Harbor you rank as having the worst health behaviors in the state (39/39), such as smoking, being obese and drinking excessively. There are nearly 50 percent less primary care physicians, dentists, and mental health professionals in the county compared to the rest of Washington.

## Process and Methods

Summit Pacific Medical Center (SPMC) used the following methods and statistics to conduct the community health needs assessment. The Care Transformation department, which is a team of individuals within SPMC, assisted with the CHNA.

## Primary Sources of Data

- U.S. Census Bureau
- County Health Rankings & Roadmaps
- Employment Security Department: Washington State
- Grays Harbor County Public Health & Social Services
- U.S. Department of Health and Human Services

## Analytical Methods Used

Utilizing data resources, Summit Pacific Medical Center was able to identify areas of need for Grays Harbor County. The county health rankings in conjunction with demographic information allowed the team to conduct an educated analysis of the community and to focus resources where they are necessary.

## Information Gaps

An area that was identified as having an information gap is data regarding the assessment of health literacy at a county or community-level. The last health literacy assessment was done in 2003 on a national-level. This data would be helpful to aid SPMC in effectively targeting the population with health related communications in the appropriate literacy level.

## Collaboration

There was collaboration with the Grays Harbor County Public Health & Social Services to obtain further statistics and data surrounding health outcomes and health literacy. Summit Pacific Medical Center also worked with the Board of Commissioners to develop an effective plan for targeting the different health needs identified in this assessment.

## Assessment of Community Health Needs

### Social Environment

Residents of Grays Harbor County have a life expectancy of three years less than the rest of Washington. Compared to other counties in the state, Grays Harbor ranks as one of the least healthy for overall health outcomes. Residents are much more likely to be smokers, be obese and partake in excessive drinking. All of these factors directly contribute to the counties declining health outcomes. Instead of focusing on preventing illness, most of health care dollars are spent on taking care of people that are already sick.

<https://www.census.gov/quickfacts/table/PST045215/53027>

### Health Literacy and Education

Health literacy research has not been conducted at a county level. However, according to the 2003 National Assessment of Adult Literacy we know that, “populations most likely to experience low health literacy are older adults, racial and ethnic minorities, people with less than a high school degree or GED certificate, people with low income levels, non-native speakers of English, and people with compromised health status. Education, language, culture, access to resources and age are all factors that affect a person’s health literacy skills.” 18 percent of Grays Harbor County is 65 years and older, 15 percent are racial minorities, 12 percent have less than a high school degree or GED and 18 percent are below the poverty level. Compared to the state average, Grays Harbor County residents age 25 and older are about 5 percent less likely to have a high school diploma. 14.7 percent of persons in Grays Harbor age 25 years and older have a bachelor’s degree or higher compared to 33 percent for the national average. Based on all of this information, the conclusion can be drawn that residents of Gray Harbor County have low health literacy.

<https://health.gov/communication/literacy/quickguide/factsbasic.htm>

## **Behavioral Health & Substance Abuse**

According to the Substance Abuse and Mental Health Task Force Report, about 20 percent of the population can be expected to experience an episode of mental illness. 20-25% of homeless adults are affected by serious mental illness, and mental disorders are the leading cause of disability in the United States for ages 15-44. Currently, the publicly funded services that are readily available do not address the whole mental health continuum. There is a lack of outpatient services and local psychiatric care that is necessary for the support of individuals suffering from mental illness in Grays Harbor. It is widely recognized that persons with mental health disorders are commonly affected by substance abuse disorders at the same time. Around 45 percent of people with mental disorders also have substance abuse issues. Substance abuse and mental illness greatly plague Grays Harbor County and affect the quality of life and finances of the community. It is estimated that substance abuse accounts for 60-80% of emergency room care and 60 percent of patients hospitalized for substance abuse treatment also have a mental disorder. Grays Harbor County has a lack of services to address and treat the current population suffering from mental health and substance use disorders.

<http://www.healthygh.org/reports/2016/7/12/substance-abuse-and-mental-health-task-force-report-june-2009>

## **Nutrition and Physical Activity**

Grays Harbor County ranks 39 out of 39 counties for health behaviors such as diet and exercise. Youth in the county rank lower than the state average when it comes to eating five or more servings of fruit and vegetables per day. Chronic disease is a large burden on members of the community and is related to our nutrition and physical activity levels. One in three adults are obese and 1 in 5 teens are obese. Eighty percent of residents do not eat enough fruits and vegetables and there has been a 45 percent increase in diabetes between the years 2004-2012. These health behaviors that are negatively impacting the health of residents are preventable with behavior modification and increasing the information to the community in regards to healthy lifestyle choices.

<http://www.healthygh.org/reports/2016/7/12/creating-a-healthier-grays-harbor-april-2016>

## **Hospitalization Rates and Readmissions**

Grays Harbor County has the highest hospitalization rate in Washington State according to Department of Health hospital data from 2009-2011. Leading causes of hospitalization are injury, heart disease, cancer, mental health and COPD. Many of the hospitalizations are preventable and related to injuries and chronic disease complications. Both clinical and community-based activities to prevent or manage disease and injuries that are currently the cause of hospitalizations could greatly reduce hospital admissions. In addition, the implementation of “Transitional Care Management” or TCM, which is post-discharge follow-up with the patient, can impact the readmission of a patient back into the hospital.

<http://www.doh.wa.gov/Portals/1/Documents/5500/GHS-HOSP2014.pdf>

## Healthcare Access and Utilization

There is a shortage of medical providers in Grays Harbor County. The county ranks 39 out of 39 counties in Washington for shortages related to MDs/primary care, dentists and mental health workers. This results in a delay of clinical care and preventative services, causing residents to miss important health screenings. When access to primary care is down, Emergency Department visits increase, preventable hospital stays increase, and the overall healthcare spend soars. In 2013, the primary care physician coverage rate was 45 per 100,000 population compared to the national benchmark of 93 per 100,000 and 84 per 100,000 for Washington. A system of care within the county needs to incorporate timely access, assistance on navigating the system, implementing information technology systems for safety and efficiency, and an overall investment in preventative services.

<http://www.healthigh.org/reports/2016/7/12/creating-a-healthier-grays-harbor-april-2016>

## Health and Social Service Providers Operating in Grays Harbor County

- Summit Pacific Medical Center – 600 E Main St., Elma, WA 98541
- Aberdeen Cataract & Laster – 118 W. First Street, Aberdeen, WA 98520
- Behavioral Health Resources – 205 Eighth St., Hoquiam, WA 98550
- Behavioral Health Resources – 575 E Main St. Suite 3, Elma, WA 98541
- Broadway Family Health – 101 E Broadway Ave., Montesano, WA 98563
- Coastal Women’s Health – 1006 N H St., Aberdeen, WA 98520
- Elma Health Care Clinic – 11 Schouweiler Road, Elma, WA 98541
- Family Medicine of Grays Harbor – 1020 Anderson Dr., Aberdeen, WA 98520
- Gastroenterology Clinic – 1006 N H St., Aberdeen, WA 98520
- Grays Harbor County Public Health and Social Services – 2109 Sumner Ave., Aberdeen, WA 98520
- Grays Harbor Community Hospital – 915 Anderson Dr., Aberdeen, WA 98520
- Grays Harbor Ear, Nose, & Throat (ENT) – 319 E Pioneer Ave., Montesano, WA 98563
- Grays Harbor Urology – 1006 N H St., Aberdeen, WA 98520
- Grays Harbor Orthopedic – 1211 Skyview Dr., Aberdeen, WA 98520
- Grays Harbor Podiatry – 2218 Simpson Ave., Aberdeen, WA 98520
- Grays Harbor Surgeons – 1006 N H St., Aberdeen, WA 98520
- Hallak Medical Group – 815 K Street, Hoquiam, WA 98550
- Harbor Ophthalmology – 1720 Sumner Ave., Aberdeen, WA 98520
- Highland Family Medicine – 614 N F St., Aberdeen, WA 98520

- Highland Pediatrics – 1006 N H St., Aberdeen, WA 98520
- Hometown Family Health – 103 E Broadway Ave., Montesano, WA 98563
- Internal and Family Medicine – 1006 N H St., Aberdeen, WA 98520
- Lighthouse Family Clinic – 114 E Chance a La Mer NE, Ocean Shores, WA 98569
- Montesano Internal Medicine – 112 E Broadway Ave. Montesano, WA 98563
- Montesano Vision Center – 118 S Main St., Montesano, WA 98563
- Roger Saux Health Center – 1505 Kilaook Wa Dr., Taholah, WA 98587
- Sea Mar Community Health Center – 597 Point Brown Ave. NW, Ocean Shores, WA 98569
- Sea Mar Community Health Center – 1813 Sumner Ave., Aberdeen, WA 98520
- The Clinic at Elma – 515 W Main St., Elma, WA 98541

## Community Input on Assessment of Community Needs & Prioritization

### Community Input Methods

Summit Pacific Medical Center is governed by a publically elected Board of Commissioners. The role of the Commissioners is to serve as a representation of the community that the hospital district services. They have input on long-range planning, which Summit Pacific Medical Center refers to as the “Strategic Plan.” The one to three year strategic plan is developed in multiple sessions, which include the Commissioners, Executives, and Director and Management teams. The community health needs assessed are a focus for SPMC in the coming years and represented in the strategic plan for Summit Pacific Medical Center.

### Prioritization

Summit Pacific Medical Center has changed the vision statement of the organization to be, “Through Summit Care we will build the Healthiest Community in the Nation.” The organization also conducted a series of town hall meetings to welcome input from the community on what areas of focus should be addressed in the coming years. From these suggestions, Summit Pacific formed the following list to address the community’s needs SPMC has determined the top priorities of focus to improve the health of the community to be:

### Healthcare Access & Utilization

With the groundbreaking of a 60,000 square foot, 3-level Wellness Center beginning in September 2017, Summit Pacific Medical Center is committed to improving the health of not just its patients, but of the entire community. The Wellness Center will house expanded primary care services and specialties including pediatrics and naturopath, different therapy services, care coordination, health coaching and more preventative health services. The wellness center will also have imaging services, a laboratory and pharmacy. There will also be a construction of an indoor/outdoor playground to engage children and families. The goal is to shift the focus from

disease management to prevention and to create a culture of community pride around health and wellness. The expanded space will allow for the recruitment and attainment of many more providers to serve the need of the population in Grays Harbor County.

### **Nutrition**

Community involvement in nutrition and healthy food choices will be at the forefront of focus for Summit Pacific Medical Center. With the expansion, plans are to build a community garden and teach members how to cook with locally sourced and self-grown food. There will also be a healthy café in the new building that will only cook healthy recipes and will hold educational dinners teaching people how to cook health conscious meals. SPMC would also like to involve the community in forming groups that will have input identifying ways to leverage partnerships to support and impact community health and wellness.

### **Health Literacy & Education**

As health literacy has not been assessed on a county level, Summit Pacific would like to focus on developing a way to determine the health literacy of the community. To help patients take an active role in their health and care, SPMC would like to educational material on health related topics that is literacy level appropriate and market it to the community. This will allow for a better dialogue between providers and their patients, as well as, a greater understanding of appropriate care choices for patients. Summit Pacific is also looking to partner with payers to offer community education services, such as diabetic education classes at no cost to patients and community members.

### **Behavioral Health & Substance Abuse**

Summit Pacific Medical Center has been actively working to expand the behavioral health services provided to members of Grays Harbor County. In 2016, two behavioral health psychiatric ARNP prescribers were hired and there is a plan to hire one more and two licensed clinical social workers to assist with the patient population in need of behavioral health services. Summit Pacific is also working closely with the Grays Harbor County to receive funding from the 1/10th of 1 percent sales tax pilot to increase behavioral health services in the county. The program is supplemented by two RN Care Coordinators who function as support for the psychiatric nurse practitioners to follow up with high acuity patients and assist with the intake process. There is also work on the horizon to collaborate with the local behavioral health organization and chemical dependency treatment options for patients. SPMC is also looking at opportunities to work with the Healthier Washington Practice Transformation Hub for assistance with integration of behavioral health across the primary care system.

## 2017-2019 Community Health Needs Assessment Implementation Plan

Summit Pacific Medical Center’s (SPMC) Community Health Needs Assessment (CHNA) provides a qualitative and comparative assessment of the health issues and related needs of the Grays Harbor Community. This implementation plan outlines the specific strategies and tactics that SPMC will deploy to address the needs identified in the CHNA.

The SPMC Board of Commissioners and Executive Team reviewed the 2017-2019 CHNA during the 2017 annual strategic planning process to identify implementation goals and objectives. Following those discussions, strategies were developed to address prioritized community health needs. The resulting implementation plan, outlined below, was incorporated into the organization’s overall strategic plan. Progress is monitored and the plan is formally reviewed and updated as needed each year during the annual strategic planning cycle.

### Healthcare Access

Issue	Need	Strategies	Measures
Shortage of primary care and mental health providers in Grays Harbor County.	Timely access to the right level of care.	Increase the number of primary care and behavioral health care providers.	Number of employed primary care and mental health providers.
		Build & open a community health & wellness center that increases capacity and attracts new providers.	Number of empaneled patients Wait time for new patient visits.
		Explore ways to support dental care services.	Wait time for existing patient routine visits.

### Nutrition

Issue	Need	Strategies	Measures
Grays Harbor County ranks low in healthy behaviors related to nutrition; the incidence of diabetes is rapidly increasing.	Understanding of the impact that diet has on overall health, awareness of healthy alternatives, access to nourishing foods, and food preparation skills.	Incorporate demonstration kitchen and related programming into Wellness Center space.	Rate of diabetes Obesity rates
		Partner with Farm Stand to provide healthy menus, recipes, shopping lists and cooking demos.	County ranking on nutrition-related behaviors
		Launch a community garden on the SPMC campus. Incorporate education around food storage, preserving,	

menu planning and meal preparation.

### Health Literacy & Education

Issue	Need	Strategies	Measures
Grays Harbor County is challenged by a variety of factors that negatively affect the health literacy of the community.	Easy access to education, resources and preventive care that empower community members to live healthier lives, ultimately reducing the incidence and impact of chronic illness and related expenses.	<p>Expand care coordination / navigator services to a broader array of patients.</p> <p>Implement Transitional Care Management and follow-up clinic processes.</p> <p>Increase Community Education dinners and events.</p> <p>Develop a welcoming “community hub” vibe in the new facility. Incorporate activities and programming that proactively encourage and support health.</p>	<p>Number of readmissions</p> <p>Number of frequent ED users</p> <p>Rate of preventive visits and well checks completed</p> <p>Childhood immunization rates</p>

### Behavioral Health & Substance Abuse

Issue	Need	Strategies	Measures
Grays Harbor County has high rates of mental illness and substance abuse.	Increase access to behavioral/mental health care and reduce the embarrassment and stigma often associated with such care to encourage and support those in need to seek/continue treatment.	<p>Layout new clinic space to integrate behavioral health into the primary care setting.</p> <p>Increase the number of behavioral health care providers (see Healthcare Access, above).</p> <p>Increase care coordination services for behavioral health patients.</p> <p>Support community and regional efforts to expand access to behavioral health services. Actively support BHO work to open inpatient behavioral health facility in East Grays Harbor County.</p>	<p>Number of empaneled behavioral health patients.</p> <p>Rate of ED visits related to behavioral health and/or substance abuse</p>

## Resources

<https://fortress.wa.gov/esd/employmentdata/reports-publications/regional-reports/county-profiles/grays-Harbor-county-profile>

<http://www.countyhealthrankings.org/app/washington/2017/rankings/grays-harbor/county/outcomes/overall/snapshot>

<https://www.census.gov/quickfacts/table/PST045215/53027>

<http://www.healthygh.org/reports/2016/7/12/substance-abuse-and-mental-health-task-force-report-june-2009>

<http://www.healthygh.org/reports/2016/7/12/creating-a-healthier-grays-harbor-april-2016>

<http://www.doh.wa.gov/Portals/1/Documents/5500/GHS-HOSP2014.pdf>