



No person shall on the basis of race, color, national origin, disability, gender, including pregnancy, age, or sexual orientation, be excluded from participation in, be denied benefits of, or otherwise be subjected to discrimination.

224 NW Crane Avenue, Madison, FL 32340
850.973.2271 WWW.MCMH.US

MADISON COUNTY MEMORIAL HOSPITAL COMMUNITY HEALTH NEEDS ASSESSMENT (CHNA)

ANNUAL PROGRESS REPORT

April 2023

Madison County Memorial Hospital

Annual Progress Report 2022

This document serves to provide a progress report on the strategies the hospital adopted to address the needs identified in the Community Health Needs Assessment process in 2020.



Madison County Memorial Hospital Mission

To enhance the quality of life by continuously improving the health of the people of our community.

Madison County Memorial Hospital Vision

The provider of the best family-centered health care in our region.

Madison County Memorial Hospital Values

Faith. Family. History.

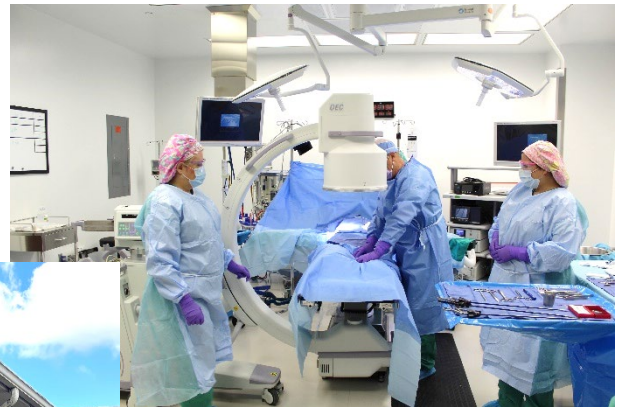


Table of Contents

Introduction & Overview	1
Population Health Improvement Plan Dashboard	2 - 3
Significant Accomplishments	4 - 6
Conclusion.....	6



Introduction & Overview



The Department of Health in Madison (DOH-M) and Madison County Memorial Hospital uses the following structure to plan, manage, measure, and guide strategies. To address the priorities identified for Madison County, primary source, secondary source, Community Health Needs Assessment, and a variety of other data sources are analyzed and monitored. Three committees facilitate discussions and monitor progress: 1) [Health Equity Advisory Council](#) bi-annually; 2) [Social and Mental Health Committee](#) quarterly; and 3) [Chronic Disease Committee](#)

quarterly. The Mobile Wellness Unit that was funded by HRSA for an eighteen (18) month project to develop capacity, processes, and systems for a long-term response to future pandemics was extended through April 2023. The team is fully trained, and supplies, resources, and online training modules were established to prepare for future pandemics. An Emergency Response Facility is being remodeled through funding provided by USDA and is expected to be completed in 2024 to become its homebase.

Community health improvement activities are hosted at the following link-

<https://www.mcmh.us/more/health-improve/>. The hospital collaborates with the Department of Health-Madison (DOH-M) and agencies across the region to revamp the Community Health Needs Assessment (CHNA) to include additional questions about COVID. Approximately fourteen different agencies participated in the summit to develop the focus areas for the next three years. A video recording of the Health Summit is also in development by DOH-M and a link to it, the CHNA, and other health summit documentation will be provided at the web address above.

Updated CHNA relevant to the priority areas are provided on the following pages and includes extracted information from CHIP committees progress documents. Progress was relayed to the community through quarterly reports, distributed through email and posted on the web. Updated data related to the priority areas was obtained from DOH-M to address this approved action plan. Unfinished activities are integrated into the plan and/or modified to replace those that were completed in the prior CHIP plan. The 2023 Annual Report was approved by the Hospital Board of Directors and reflects the progress and challenges to date in meeting its goals and objectives. A status update and action plan are outlined on the following pages relevant to the CHIP and CHNA work.



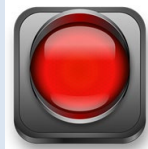





Red indicates little to no movement and represents zero (0) to thirty-three (33%) complete.

Yellow indicates some progress and represents thirty-four (34%) to sixty-six (66%) complete.

Green represents sixty-seven (67%) to one hundred (100%) complete.




Population Health Plan Dashboard

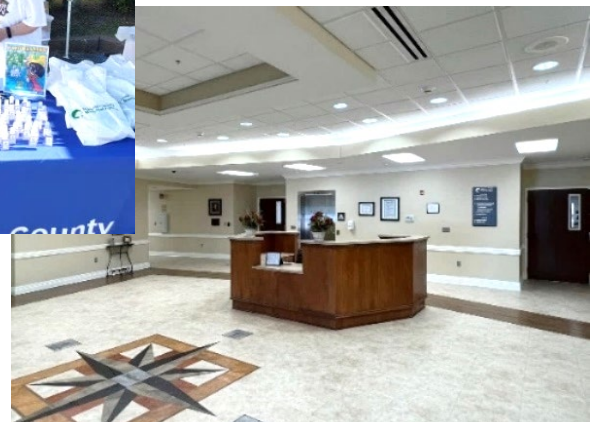
Objectives			
Priority Goal			
Social Determinants of Health	1. Establish shared understanding across all sectors in Madison County concerning information and issues surrounding Health Equity (HE), Cultural Competency/Sensitivity, and how Social Determinants of Health influence the health of Florida’s residents and communities by December 31, 2023.		
	2. Increase access to key service that promote health equity by renovating the buildings on the southwest side of the hospital.		
Progress & Next Steps	✓ The Mobile Wellness Team was trained on SDOH at the Community Health Summit and through workshop and coaching sessions.	-Next steps workshops with MCMH & digitize training on LMS.	
Social & Mental Health	1. Decrease drug, alcohol, and smoking through Mental Wellness Network delivering education, counseling, cessation, and medication services by December 31, 2023.		
	2. Decrease suicide and improve mental wellness through an Integrated Care Network that aligns social and mental health services between the health department, the hospital, local providers, nonprofit, faithbased and government entities by December 31, 2023.		
Progress & Next Steps	✓ Counseling provided since 2022 Advisory Team and Coalition formed Action Plan in development.	- Lines of Business in development to deliver through the Madison Health & Wellness Center.	
Chronic Diseases	1. Integrate chronic disease prevention and treatment services by December 31, 2023.		
	2. Provide a variety of breast, prostate and colon cancer screenings and awareness activities at least annually by December 31, 2023.		
	3. Develop sustainable COVID education, testing, and vaccination services in both English and Spanish by December 2022-COMplete.		

Progress & Next Steps

✓ Breast cancer awareness fully operationalized.

-Prostate and Colon awareness and education in development.

Emergency Preparedness & Crisis Management	1. Develop an Emergency Preparedness & Crisis Management Facility in the building on the southeast side of the hospital.		
	2. Develop process, protocols, policies, digital and print artifacts for a comprehensive long-range plan including future pandemics.		
	3. Develop tools, communication strategy, and public relations, to allow internal and external emergency preparedness communication.		
Progress & Next Steps	<ul style="list-style-type: none"> ✓ In January of 2023 the hospital received grant funding to remodel an Emergency Response Facility (ERF) to establish a long-term solution for pandemics and emergencies. ✓ Additional funding was secured to remodel two buildings that will become the Madison Health & Wellness Center (MHWC). The long-range plan is to increase access to care and provide overall wellness services to the region. 	Next step-review goals, objectives, and strategies and renew Strategic Plan and develop new lines of business.	



Major Accomplishments in 2022

Priority	Accomplishments
<i>Social Determinants of Health</i>	<ol style="list-style-type: none"> 1. Implementation of a Speaker's Bureau for presentations about wellness. Presentations to date: <ul style="list-style-type: none"> ✓ Rotary Club; Madison County Public Schools; Local Apartment Complex; Chamber; Library; Kiwanis; Back to school events; Lions; Men's Health; Youth Rally 2. Expanded staff training in SDOH and wellbeing. 3. Launched Wellness Coaches and Health Educators to conduct community and family focus groups to identify preferred services for overall wellness. 4. New Electronic Health Record system launched and customized and staff trained. 5. All Mobile Wellness Unit forms and advertising have been translated into Spanish. 6. Participated in FHA sponsored project - Patient Family Engagement (Patient Centered Care) in combination with reduction of Readmissions. 7. Nursing Performance Measures for 2022: 1) Improve documentation of height and weight; 2) Establish comprehensive medical record review process with quarterly staff documentation training.
<i>Social & Mental Health</i>	<ol style="list-style-type: none"> 1. Launched mental wellness services for employees, patients, and community. 2. Added mental wellness codes into the new EHR. 3. Continued participation in Social & Mental Health Advisory Council to monitor progress, refine the project plan and continue developing resources. 4. Continued mental wellness services internally for patients and staff including individual, group, crisis response, and expressive art therapy. 5. Infrastructure development for a security program for staff and patient safety. 6. Mental Wellness Awareness campaign launched.
<i>Chronic Disease</i>	<ol style="list-style-type: none"> 1. Launched new online Learning Management Systems to be able to digitize health education for the community and provide virtual training for staff. 2. Continued monthly Chronic Disease Awareness campaign via advertising, social media, and radio. Continued Chronic Disease committee work to monitor and continue developing resources. 3. The hospital was awarded a grant to upgrade the Laboratory Chemistry Analyzer to enhance screening services to minimize chronic disease. 4. New Line of Business in development to be housed in the new Madison Health & Wellness Center being remodeled in 2023 and 2024. 5. <i>Quality / HCAHPS</i>: Focus on patient experience through patient rounding. 6. <i>Staff education and recognition</i> - by department to elevate the patient experience and celebrate each department's service line that plays a role in patient satisfaction. 7. <i>Dietary</i>: Established patient select menus where the patient can choose an entree and side choices or choose a lighter menu option (i.e. soup, salad, sandwich combo).
<i>Increase Access to Health & Wellness Services</i>	<ol style="list-style-type: none"> 1. Mobile Wellness fully launched, staff trained, vaccinations provided, and Wellness Coaching launched. A new Wellness Line of Business is in development focusing initially on Older Adult Populations and Women. 2. Database and reporting capabilities expanded and focus groups launched. 3. Telehealth expansion continues with the addition of TeleBehavioral health in 2022. 4. General surgeries and endoscopies resumed in 2022. In addition, continuing Orthopedic services through a contract with Nova Orthopedic Spine one OR day per month with anticipation of a growth plan of 6 months.

Priority	Accomplishments
	<ol style="list-style-type: none"> 5. Four (4) teams established to evaluate performance recommendations and implement action plans- Quality, Financial, Community Health, and Staff Retention. Each team is active and is actively measuring data points based on recommendations. 6. Secured a \$5 million dollar grant for the new Madison Health and Wellness Center, as well as a supplemental grant in the amount of \$400,000 for the new center. These funds will be used to retrofit the two buildings on the hospital campus - construction and business lines of services. The renovation project is set to begin May 2023. Health and wellness services will include: <ul style="list-style-type: none"> • Behavioral Health • DEXA Scan • Cardiopulmonary Rehabilitation • Geriatric Wellness • Health Education & Outreach • Infusion Therapy • Primary Care • Rotating Specialist • Women's Wellness • Wound Care
<p>Ensure Financial Sustainability of Regional Healthcare</p>	<ol style="list-style-type: none"> 1. Beginning June 2022 appreciation donation cards are mailed to all discharged patients to request former patients recognize outstanding staff and their consideration of a donation to Friends of the Hospital, Inc., the Hospital's Foundation. To date, the hospital has received \$650.00. 2. Launched a new Scholarship program for nursing to date a total of \$1,255.00. 3. Executed a contract with RevMax Pro, a revenue cycle management company that audits zero balance patient accounts to ensure the hospital will be paid accurately and that adjustments were applied according to insurance company contracts. -RevMax Pro also offers best practice guidance and training to billing teams and case management teams. 4. Implemented a compliance policy and procedure whereby MCMH performs quarterly audits on payments to ensure insurance companies are reimbursing the hospital at the correct rates. 5. Implemented weekly revenue cycle meetings with administrative and clinical managers to improve billing processes and collections. 6. Executed a contract with a new collections agency to ensure financial sustainability.
	<p>Federal Awarded Grants:</p> <p>Grants: The following services were established and operational with the assistance of Federal Grants: USDA-RD (United States Department of Agriculture- Rural Development). HRSA (Health Resources & Services Administration).</p> <ol style="list-style-type: none"> 1. USDA-RD (Operating Room): Assisted MCMH to equip the operating room. 2. HRSA (Mobile Wellness Unit): Community outreach for providing access to Covid vaccinations, Covid education, and Covid testing. Plans are to incorporate mental health in 2022. 3. USDA-RD (EHR): Grant funding for purchasing a new electronic health record (EHR) scheduled with a Go Live date of October 2022. 4. USDA-RD (Expansion of Services/Track2): Renovation of two existing buildings on the hospital campus and for new business lines of services. 5. USDA-RD: To replace Laboratory Analyzer.

Priority	Accomplishments
	6. USDA-RD: Supplemental Grant for Track 2 for medical equipment. 7. USDA-RD: Emergency Response Grant for Disaster Preparedness. 8. SHIP: Infection Control Disaster Preparedness.
Mobile Wellness Unit	1. MWU was able to extend service for an additional seven months. 2. A total of 57.2% of the community received at least one dose as of March 2023, according to CDC Data. At the start of the project, the percentage was 38.2%.



Conclusion

Now that the hospital and the DOH-M have made it through the pandemic, both organizations spent the past Health Summit trying to realign timelines that were disrupted by COVID. The CHIP and CHNA are back on track now with hopes that moving forward there is going to be better alignment between the various agencies' health improvement processes, timelines, and reporting requirements.

At the time of this report DOH-M is in final stages of editing and final documents are going to be shared on the hospital website and social media as soon as they are made available. This Annual Report depicts the progress the hospital has made to date on the goals and objectives and articulates Significant Accomplishments since the April 2022 report. An official Community Health Improvement Plan (CHIP) which is generally developed with partnering agencies across the region is to be established after the release of DOH-M Community Health Assessment (CHA) report and the assembling of Action Teams to address the needs and monitor progress.