BACKGROUND

Day Kimball Healthcare (DKH) participated in an eight-member consortium of Windham County healthcare providers that developed and funded a Community Health Needs Assessment (CHNA). The consortium members were: Day Kimball Healthcare, Windham Hospital, Natchaug Hospital, Generations Family Health Center, United Services, VNA East, and Northeast District Department of Health.

The primary goals of the community health needs assessment were to:

- Partner and collaborate with local healthcare providers
- Identify community health needs in Windham County
- Develop a blueprint for health and wellness programs in the community
- Assist with community benefit requirements

The Windham County Consortium engaged The Center for Research and Public Policy (CRPP), an independent research firm to conduct a comprehensive assessment. CRPP conducted qualitative and quantitative research which utilized the following to identify and prioritize healthcare needs in Windham County:

- **Focus groups** (qualitative) – a total of 86 participants participated in seven focus groups. The core composition of each group included: First Responders, Latinos, Community Leaders, School Based Health, Boomers, Faith Based and Youth.

- Comprehensive **Telephone surveys** (quantitative) – a total of 630 telephone surveys were conducted among residents of the 15 municipalities served.

- **State and Federal data**

The study included research conducted in August and September of 2011 and results were made public on March 12, 2012.

The study identified areas of strength for Windham County as well as areas for future focus by healthcare providers. Major areas of healthcare needs include chronic disease, behavioral health and preventive healthcare. Specifically, the priority areas include:

1. Cardiovascular Disease
2. Diabetes
3. Obesity
4. Colorectal Disease
5. Depression/Suicide
6. Tobacco Cessation
7. Nutrition
8. Flu Shots
9. Sleep Issues

The CHNA was reviewed by DKH’s Task Force and the Windham County Consortium, which includes Day Kimball leadership, public health experts and agencies representing medically underserved communities. DKH has used the complete study to develop and implement strategies to address these areas, and to continuously monitor and measure the impact of programs and services offered in its primary and secondary markets to ensure the appropriate programs, resources and services are being offered.
Day Kimball Healthcare is a network of service divisions with more than 1,200 employees including more than 300 associated physicians and other licensed independent providers, with over 80 directly employed by the organization. Our network includes: Day Kimball Hospital (The “Hospital”), Day Kimball Healthcare Centers (Danielson | Dayville | Plainfield | Putnam), Day Kimball Medical Group (Foundation formed for physician practices), Franklin Home Health (durable medical equipment), Hospice and Palliative Care of Northeastern Connecticut (“Hospice”), Day Kimball HomeCare (“Homecare”) and Day Kimball HomeMakers (“HomeMakers”).
SERVICE AREA

DKH’s service area is comprised of 13 of the 15 towns in Windham County with the primary area being in the Northeast corner of Connecticut. The below picture depicts DKH’s primary service area.

DKH’s secondary service area extends south of Canterbury, Plainfield and Sterling in New London County and is comprised of Jewett City, Griswold, Hopeville, Pauchaug, Lisbon, Glasgow and Voluntown.
STRATEGIES TO ADDRESS COMMUNITY HEALTH NEEDS

Day Kimball Healthcare (DKH) has used the qualitative and quantitative research data provided by CRPP to address the top nine healthcare priority areas. DKH continues to leverage direct delivery of service through our collaborations with such organizations as Healthquest to meet the healthcare needs of the community. Below is a summary of the services and programs provided that directly address the healthcare priorities.

1. Cardiovascular Disease
   - Strengthened our relationship with UMass for STEMI transfers
   - Met regularly with our UMass partners to review STEMI data
   - Partnered with four cardiologists to enhance and ensure comprehensive coverage for cardiac services including weekend call coverage, 7 days/365 days/year stress testing, nuclear studies, access
   - Provide blood pressure screening
   - Funder of Follow the Fifty – a heart health program for women
   - Developed a DKH triathlon – “Give it a Tri”
   - Offer cholesterol screening
   - Offer health education lectures to the community
   - “Small Changes, Big Differences” - a weight loss and exercise program

2. Diabetes
   - Diabetes management in all primary care practices
   - Diabetes club
   - Diabetes clinic
   - Active insulin pump program
   - Implemented full time Clinical Educator/Care Manager
   - Health education lectures to the community
   - “Your Body in Balance” – a 12 month educational and behavioral change program
   - “Small Changes, Big Differences” - a weight loss and exercise program

3. Obesity
   - Co-Founder with HealthQuest of “Follow the Fifty” – a heart health program for women
   - Biggest Loser
   - Funder of Write Steps – an elementary school-based walking and writing program to improve health, particularly obesity in children and education
   - “Your Body in Balance” – a 12 month educational and behavioral change program
   - Nutritionist
   - Developed a DKH triathlon – “Give it a Tri”
   - Patient-centered medical home – childhood obesity
   - NCQA quality measures including childhood obesity
   - High school fitness classes
   - Senior walking program
   - Weight loss challenge
   - Health education lectures to the community
   - “Small Changes, Big Differences” - a weight loss and exercise program
4. Colorectal Disease
- Healthy lifestyle support group
- Primary care visit screening
- Ambulatory Care Unit open house highlighting colorectal awareness month – open to the public
- Education regarding colorectal screening awareness
- Expanded GI (gastroenterology) consultant service to double access to one day per week
- Offer health education lectures to the community

5. Depression/Suicide
- Offer bi-polar support groups
- Offer “Good Grief” – a children’s support group
- Provide Hospice in-service
- Provided “Mindfulness Based Stress Reduction” – a meditation-based stress management program
- Expanded our inpatient and outpatient behavioral health services
- Expanded our Behavioral Health Department to include physicians, mid-levels, and psychologists for adults
- Added pediatric psychiatrist
- Completed architectural plans for emergency department expansion to include a dedicated behavioral health wing
- Expanded access in our outpatient Behavioral Health Center
- Enhanced the intake process for outpatient behavioral health
- Expanded staffing for the inpatient Behavioral Health Clinic to increase access to services
- Provide pet therapy
- Provide music therapy in the emergency department
- Provide community education programs
- Enhanced collaboration with United Services and Generations

6. Tobacco Cessation
- Offer smoking cessation group
- Established smoke-free campuses at all Day Kimball Healthcare sites
- Implemented the Natchaug smoking ban
- Advertise community education programs offered in the Shopper’s Guide, Turnpike Buyer, Villager and Reminder newspapers as well as through social media
- Offer community education program
- Participate in ongoing educational conversations on radio station WINY 1350 AM
- Provide Nicoderm patches for inpatients

7. Nutrition
- Dietician dedicated to diabetic population and obesity
- “Your Body in Balance” – a 12 month educational and behavioral change program
- Employee group who develops healthy menu choices for cafeteria and café located at Day Kimball Hospital
- “Healthy Plate” – a children’s nutrition program
• Partnered with WIC – a women, infant and children support program
• Partnered with Wholesome WAVE – an educational and access program to connect families and seniors to farmer’s markets
• Partnered with the local farmer’s market to subsidize market coupons, doubling their value for families with children
• Heart Healthy recipe contest – a Day Kimball employee program
• Health education lectures to the community
• “Small Changes, Big Differences” - a weight loss and exercise program

8. Flu Shots
• Influenza and pneumonia immunization program
• Expanded community-based influenza immunization clinics including increased staffing
• Conduct Quality Fairs – a Day Kimball employee program
• Conduct Community Health Fairs
• Expanded Day Kimball office-based influenza immunization clinics available to both patients and employees including increased staffing and hours of clinics
• Continuation of vaccination program for children
• Enhanced Day Kimball Employee Influenza Vaccination Program - employees to sign refusal form for those who do not want the vaccine, which has resulted in increased compliance rate.

9. Sleep
• Doubled pulmonary capacity
• Employed a sleep medicine, board certified pulmonologist
• Expanded pre- and post- sleep study consultations
• Strengthened relationship with UMass through the Medical Directorship of the Sleep Program
• Expanded in-home sleep studies
• “Small Changes, Big Differences” - a weight loss and exercise program

DKH’s strategy also includes the adoption of a “medical home” service delivery model through the establishment of a strong primary care practice group. Additionally, we have integrated our services across our medical network (Day Kimball Hospital, Day Kimball Healthcare Centers, Day Kimball Medical Group, Day Kimball Homecare, Day Kimball Homemakers, and Hospice & Palliative Care of Northeastern Connecticut) through a system-wide care management and care coordination program.

| MONITORING PROGRESS & MEASURING RESULTS |

DKH utilizes the following clinical and quality measures to monitor its progress and success of the programs and services that have been put in place to address the nine priority community health needs.

1. Cardiovascular Disease
   • AMI core measures
   • AMI mortality rates
   • AMI readmission rates

2. Diabetes
Based on an overview of DKH’s progress in these nine community health need areas, and the success of various programs, our biggest challenges currently and in the future will be in the areas of obesity, diabetes, smoking cessation and behavioral health. The plan is to continue to assess and address the health needs within our community through our partnerships with local healthcare organizations. In addition, we will be embarking on a 2014 community health needs assessment to update the previous assessment as outlined by the IRS guidelines.