

Adventist Health Clear Lake Hospital 2020 Community Health Plan



The following Implementation Strategy serves as the 2020 – 2022 Community Health Plan for Adventist Health Clear Lake and is respectfully submitted to the Office of Statewide Health Planning and Development on May 28, 2021 reporting on 2020 results.

Executive Summary

Introduction & Purpose

Adventist Health Clear Lake Hospital is pleased to share its Community Health Implementation Strategy. This follows the development of its 2019 Community Health Needs Assessment (CHNA) in accordance with requirements in the Affordable Care Act and IRS 990 Schedule H requirements and approved by the Adventist Health Board of Directors on October 17, 2019.

After a thorough review of the health status in our community through the community health needs assessment (CHNA), we identified areas that we could address using our resources, expertise and community partners. Through these actions and relationships, we aim to empower our community and fulfill our mission of “Living God’s love by inspiring health, wholeness and hope.”

The results of the CHNA guided this creation of this document and aided us in how we could best provide for our community and the vulnerable among us. This Implementation Strategy summarizes the plans for Adventist Health Clear Lake Hospital to develop and collaborate on community benefit programs that address prioritized health needs identified in its 2019 CHNA. Adventist Health Clear Lake has adopted the following priority areas for our community health investments.

Prioritized Health Needs – Planning to Address

- **Health Priority #1:**
 - Address drug abuse/substance use within the community
- **Health Priority #2:**
 - Increase housing stability and target homelessness
- **Health Priority #3:**
 - Community outreach & education for all high need and/or disenfranchised communities and access to health services
- **Health Priority #4:**
 - Increase opportunity for cancer prevention and screenings

Building a healthy community requires multiple stakeholders working together with a common purpose. We invite you to explore how we intend to address health challenges in our community and partner to achieve change. More importantly, we hope you imagine a healthier

region and work with us to find solutions across a broad range of sectors to create communities that define the well-being of people.

The purpose of the CHNA was to offer a comprehensive understanding of the health needs in Adventist Health Clear Lake Hospital service area and guide the hospital's planning efforts to address those needs.

The significant health needs were identified through an analysis of secondary data and community input. These health needs were identified according to a set of criteria that included primary and secondary data on Lake County and responses received from Community Forums held around Lake County. We recognized that many of the priority health needs from prior CHNAs remain health issues for Lake County. For further information about the process to identify and prioritize significant health needs, please refer to Adventist Health Clear Lake Hospital CHNA report at the following link:

<https://www.adventisthealth.org/about-us/community-benefit/>

Adventist Health Clear Lake Hospital and Adventist Health

Adventist Health Clear Lake Hospital is an affiliate of Adventist Health, a faith-based, nonprofit integrated health system serving more than 80 communities on the West Coast and Hawaii.

Vision

Adventist Health will be a recognized leader in mission focus, quality care and fiscal strength.

Mission Statement

Living God's love by inspiring health, wholeness and hope.

Adventist Health Includes:

- 23 hospitals with more than 3,600 beds
- 290 clinics (hospital-based, rural health and physician clinics)
- 15 home care agencies and eight hospice agencies
- Three retirement centers & one continuing care retirement community

- A workforce of 37,000 including associated, medical staff physicians, allied health professionals and volunteers

We owe much of our heritage and organizational success to the Seventh-day Adventist Church, which has long been a promoter of prevention and whole person care. Inspired by our belief in the loving and healing power of Jesus Christ, we aim to bring physical, mental and spiritual health and healing to our neighbors of all faiths. Every individual, regardless of his/her personal beliefs, is welcome in our facilities. We are also eager to partner with members of all faiths to enhance the health of the communities we serve.

Our commitment to quality health care stems from our heritage, which dates to 1866 when the first Seventh-day Adventist healthcare facility opened in Battle Creek, Michigan. There, dedicated pioneers promoted the “radical” concepts of proper nutrition, exercise and sanitation. Early on, the facility was devoted to prevention as well as healing. They called it a sanitarium, a place where patients—and their families—could learn to be well.

More than a century later, the health care system sponsored by the Seventh-day Adventist Church circles the globe with more than 170 hospitals and more than 500 clinics, nursing homes and dispensaries worldwide. And the same vision to treat the whole person—mind, body and spirit—continues to provide the foundation for our progressive approach to health care.

Summary of Implementation Strategies

Implementation Strategy Design Process

Stakeholders from the 19 hospital facilities in the Adventist Health System were invited to participate in a Mission Integration Summit on September 26 and 27, 2019. During this two day-long event, participants were introduced to the 2019 Adventist Health Implementation Strategy Template. After the summit, each hospital was invited to participate in a series of technical assistance calls and consultation sessions with representatives from Adventist Health Community Integration and Conduent Health Communities Institute to further develop and refine their implementation strategy.

Adventist Health Clear Lake Hospital Implementation Strategy

The implementation strategy outlined below summarizes the strategies and activities by Adventist Health Clear Lake Hospital to directly address the prioritized health needs. They include:

- **Health Need 1: Address drug abuse/substance use within the community including alcoholism**
 - SUN ED Navigator, Complete ED Bridge Program, and implement Hub & Spoke
 - X-Wavier training & certification course for ED providers
 - Opioid Recovery, Detox & Counseling Services / Live Well Institute
- **Health Need 2: Increase housing stability and target homelessness**
 - Expanding Project Restoration – Restoration House Support Staffing
 - Providing supportive housing navigation for permanent supportive housing
 - Hope Rising – Hope Center opened December 2020
 - Elijah House COVID Shelter established and supported by AHCL
- **Health Need 3: Community outreach & education for all high need and/or disenfranchised communities and access to health services**
 - Shower Trailer
 - Safe Sleeping for Baby & Mothers – Spanish Language
 - Food Insecurity Program to provide fresh food as COVID relief.
- **Health Need 4: Increase opportunity for cancer prevention and screenings**
 - New screening for Hereditary cancer using Dr. Westgate's 'AHEAD' program in Family Practice at Hilltop Medical Building, and Women's Care department in the hospital.
 - 3D Mammography – Incentive gift for compliance.
 - Colon cancer screening
 - Prostate cancer screening
 - Smoking Cessation

The Action Plan presented below outlines in detail the individual strategies and activities Adventist Health Clear Lake Hospital will implement to address the health needs identified through the CHNA process. The following components are outlined in detail in the tables below: 1) actions the hospital intends to take to address the health needs identified in the CHNA, 2) the anticipated impact of these actions as reflected in the Process and Outcomes measures for each activity, 3) the resources the hospital plans to commit to each strategy, and 4) any planned collaboration to support the work outlined.

No hospital can address all the health needs identified in its community. Adventist Health Clear Lake Hospital is committed to serving the community by adhering to its mission, and using its skills, expertise and resources to provide a range of community benefit programs. This Implementation Strategy does not include specific plan to address the following significant health needs identified in the 2019 CHNA.

Significant Health Needs – NOT Planning to Address

- AHCL strives to address all significant health needs in our community. The 2019 Lake County CHNA identified 4 significant priority health needs. AHCL is operating & expanding programs aimed at addressing community health needs in all identified 4 priority areas.

COVID 19 Considerations

The COVID-19 global pandemic has caused extraordinary challenges for Adventist Health hospitals and health care systems across the world including keeping front line workers safe, shortages of protective equipment, limited ICU bed space and developing testing protocols. They have also focused on helping patients and families deal with the isolation needed to stop the spread of the virus, and more recently vaccine roll out efforts.

Adventist Health, like other health care systems, had to pivot its focus to meet the most urgent healthcare needs of its community during the pandemic, as well as reassess the ability to continue with some community health strategies due public health guidelines for social distancing. Adjustments have been made to continue community health improvement efforts as possible, while ensuring the health and safety of those participating. The Strategy Action Plan Grids on the following pages reflect updated activities for each strategy.

In FY20, Adventist Health as a system took the following actions in response to the needs created or exacerbated by COVID-19:

- Adventist Health as a system directed “Community Strength Fund grants” to each hospital to support community partners’ immediate response to COVID-19
- Adventist Health as a system directed “Community Integration Catalyst” funds to each hospital to support internal new or expanded community wellbeing programming and innovation as an immediate response to COVID-19
- Began offering more virtual health care visits to keep community members safe and healthy
- Developed an online symptom tracker to help community members determine if they may have COVID-19 or some other flu type illness and what steps to take
- Partnered with MaskUp, a collaboration of 100 leading health systems representing thousands of hospitals across the U.S. joining to create messages for the betterment of the communities they serve
- Was part of a communitywide effort by the local health system to vaccinate eligible community members to help stop the spread of the virus

Locally, Adventist Health Clear Lake recognized as seniors and those with compromised health began sheltering in their homes, local senior centers and meals on wheels programs received nearly 3x the requests for meals and meal deliveries. Partnering with the local chamber of commerce, employees who had work hours significantly reduced or eliminated were directed to assist the senior centers and meals on wheels drivers thereby helping to match in the increase in demand for meals. Adventist Health also provided “Community Strength Fund grants” which filled the funding gap as these organizations ramped up efforts to meet the increased needs of the communities served.

Adventist Health Clear Lake reached out to other Adventist Health system partners to acquire much needed personal protective equipment, personal sized hand-sanitizer and COVID safety precautions that were shared within the community and Adventist Health Clear Lake’s Rural Health Clinics, provided to patients and visitors, as well as other associates organizations and faith-based groups as well as non-profit service providers.

Many individuals and families were impacted by the shelter in place directives, causing Clearlake and Lake County public schools to be closed and significantly impacting the school-based food supplies the majority of our children and their families depend. The COVID Food Insecurity Program was subsequently initiated in April 2020 and provides USDA Food Boxes containing fresh fruits, vegetables, dairy and protein to those most in need every week.

Adventist Health Clear Lake Implementation Strategy Action Plan

PRIORITY HEALTH NEED: ADDRESS DRUG ABUSE/SUBSTANCE USE WITHIN THE COMMUNITY						
GOAL STATEMENT: IMPROVE HEALTHY BEHAVIOR BY REDUCING DRUG DEPENDENCY						
Mission Alignment: Well-being of People						
Strategy 1: Fill gaps in drug addiction recovery services continuum to improve recovery, access, & outcomes.						
Programs/ Activities	Process Measures	Results: Year 1	Short Term Outcomes	Results: Year 2	Medium Term Outcomes	Results: Year 3
ED Bridge Substance Use Navigator (SUN)	370 - Encounters 285 - Interventions 111 - Accepted Treatment 39% of patients seen accepted treatment	ED Bridge awarded to sustain the SUN	37% of patients being seen by SUN are accepting treatment	Pending	118 Bridged & receiving addiction treatments. Data on repeat encounters is not available to date	N/A
X-Waiver training & certification	# X-waver certified providers in Lake County	See narrative	Increase access to opioid treatment. # patients receiving services for each X-wavered provider.		Reduction in overdoses/opioid related hospitalizations/deaths in Lake count.	N/A
Opioid Recovery Live Well	Success Rate % Visits/Volume Revenue	See narrative	New clients. Recidivism. Capacity Rate.		New clients. Recidivism. Capacity Rate.	N/A
Source of Data:						
<ul style="list-style-type: none"> AHCL hospital medical record/Cerner, SUN/Bridge self-reporting, CA opioid dashboard (https://skylab.cdph.ca.gov/ODdash). 						
Target Population(s):						
<ul style="list-style-type: none"> SUD diagnosed patients with co-occurring illnesses. New patients ready for SUD treatment. 						
Adventist Health Resources: (financial, staff, supplies, in-kind etc.)						
<ul style="list-style-type: none"> Staff, Financial, Data Tracking Supplies 						
Collaboration Partners:						

PRIORITY HEALTH NEED: ADDRESS DRUG ABUSE/SUBSTANCE USE WITHIN THE COMMUNITY

- All organizations with x-wavered providers: Dr. Bradley, Mendocino Lakeview clinic, Sutter Lakeside Hospital. Lake County Behavioral Health, AA, NA, Celebrate Recovery, church groups throughout Lake County. *CARE, Inc.

CBISA Category:

A - Community Health Improvement

Strategy Results 2020:

Adventist Health Clear Lake recognizes the increasing need for addiction services with our hospital emergency department and outpatient clinic care. For that reason, increased efforts have been made in outreach and education of our associates, providers, the communities we serve and most importantly those suffering with the pain from the disease of addiction. Over the past five years, in order to better serve our communities Adventist Health Clear Lake has applied for and received grant funding to provide medically assisted treatment (MAT) and the CA Bridge grant, to specifically address California’s opioid epidemic and to accelerate health organizations progress to reduce opioid related deaths and addiction.

In March 2020, Adventist Health Clear Lake added a Substance Use Navigator (SUN) to meet with those entering our emergency department who were suffering with issues of addiction, as well as connecting them with medical support if they wished to receive that help. Since starting the SUN program, it has shown to be a success in helping to change lives and support those wanting help. We are also very pleased to report that eleven (11) Adventist Health physicians and providers have received training specific for supporting our patients who are ready for immediate medical assistance to begin navigating the road to recovery.

Adventist Health Clear Lake is intentional in this work, adding to the ever-growing number of rural health clinics (RHC) in Lake County, to improve access to care. With the alignment and collaboration with our provider in Lucerne CA, we were also successful in receiving the Agies Hub & Spoke grant which helps by providing funding in support of individuals and families on our county’s Northshore. Patients needing help with addiction will be seen by additional funding for medical staff support, including by not limited to nurses and provider/doctors.

With our alignment and support of Adventist Health Feather River similar programs and addiction initiatives have been and are being initiated in Butte and Tehama counties. We expect to rollout these services in mid-2021 and are very fortunate to serve in close collaboration with staff and medical providers whose mission is to serve their communities.

PRIORITY HEALTH NEED: INCREASE HOUSING STABILITY AND TARGET HOMELESSNESS

GOAL STATEMENT: CONNECT HIGH UTILIZERS OF HEALTH CARE TO HOUSING

Mission Alignment: Well-being of People

Strategy 1: Grow capacity for existing programs and reduce time to secure supportive housing for program participants.

Programs/ Activities	Process Measures Totals	Results: Year 1	Short Term Outcomes	Results: Year 2	Medium Term Outcomes	Results: Year 3
Restoration House	43 Clients 29 Housed. 173 Hospitalizations 90 ED visits. 157 Jail days. 10 EMS transports 77 Police calls	17 Clients 13 Housed 55 Inpatient 32 ED 62 Jail Days 10 EMS 28 PD Calls	Track client acuity from enrollment to graduation. Time to housing placement. # wait listed	20 Clients 12 Housed 81 Inpatient 43 ED 3 Jail Days - EMS 32 PD Calls	Average acuity improvement per patient. Improvement in LOS. Reduce # wait listed.	8 Clients 4 Housed 37 Inpatient 15 ED 92 Jail Days - EMS 17 PD Calls
Hope Center	# Served # Housed # Hospitalizations. # ED visits. # Jail days. # EMS transports. # Police calls.	N/A Pending	Opened Facility Dec. 2020	N/A Pending	LOS. Admit – placement. Var VISPDAT. \$ Savings after enrollment.	N/A Pending
Elijah House Collaboration	Average Daily Census – 28/36	N/A Pending				
Healthy Homes	3 Housed Opened July 2020 Days/months Housed	Pending	# Qualifying for low income and section 8 housing	Pending	Transitioned to permanent housing	Pending

Source of Data:

- AHCL EMR, Hope Center & Hope Harbor self-reported.

Target Population(s):

- Homeless with health conditions and history of high healthcare utilization
- Patients in need of respite care.
- Homeless during cold months.

Adventist Health Resources: (financial, staff, supplies, in-kind etc.)

PRIORITY HEALTH NEED: INCREASE HOUSING STABILITY AND TARGET HOMELESSNESS

- Staff, Financial, Data tracking.

Collaboration Partners:

- Adventist Church & others, Lake County Transit (bus), Hope Rising community coalition, EMS, Fire, Law Enforcement, City government, Sutter Lakeside Hospital, Lake County Department of Health.
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CBISA Category:

A - Community Health Improvement

PRIORITY HEALTH NEED: COMMUNITY OUTREACH AND ENGAGEMENT FOR ALL HIGH NEED AND/OR DISENFRANCHISED COMMUNITIES AND ACCESS TO HEALTH SERVICES

GOAL STATEMENT: INCREASE HEALTHY BEHAVIORS IN THE COMMUNITY

Mission Alignment: Well-being of People

Strategy 1: Providing services into the community and adding access points to health and social services

Programs/ Activities	Process Measures	Results: Year 1	Short Term Outcomes	Results: Year 2	Medium Term Outcomes	Results: Year 3
Shower Trailer	72 Showers 100% Health Screening 25 Referred to AH RHC	See narrative below	All offered referral to LC social services	N/A	25% of participants utilizing health care services through primary care.	N/A
In use at the COVID Shelter	25-30 Showering daily				5 Needed Urgent Care Improved chronic disease management as measured by reduced ED visits for target population.	N/A
Food Box Program			Weekly support	January to June		N/A
Safe Sleeping for Baby & New Mothers (English & Spanish)	4 Sleep Safe Classes 30 Attendees 1:1's After Sept 2020 3 English & 1 Spanish Co-Sleeping.	See narrative below	New mothers & baby stay with AHCL PCP		Decrease in SIDS. Improved pediatric outpatient visit compliance.	

Source of Data:

- AHCL EMR, Shower Trailer self reporting

Target Population(s):

- Homeless, Low income families, Spanish speaking

Adventist Health Resources: (financial, staff, supplies, in-kind etc.)

- Staff, Financial, Supplies

Collaboration Partners: (place a "*" by the lead organization if other than Adventist Health)

- Churches & Clearlake Community Centers for shower trailer host locations, City of Clearlake.
- Lake County Peer Support, Lake County Behavioral Health

CBISA Category:

- A - Community Health Improvement

Strategy Results 2020:

AHCL Shower Trailer Project – During the first three months of 2020 the AHCL Shower Trailer program was serving our homeless, poorly sheltered and others three days per week in three different communities of Lake County. After March 2020, due to the first COVID 19 directive to begin sheltering in place, AHCL discontinued the community shower program but leaned in and aligned with the Hope Harbor COVID Warming Shelter that had no shower facilities. The AHCL Shower Trailer was used on a daily basis to provide showers to the 25-35 guests of the shelter. The AHCL Shower Projected was re-initiated in September 2020, again serving the community's needs with partner collaboration. AHCL is very grateful to our community partners who provided meals, haircuts, footcare and other services to participants.

The Shower Trailer project has also been instrumental in helping those participating to navigate to services and benefits through the Lake County Department of Social Services, Lake County Behavioral Health and for medical services at the closest AHCL Rural Healthcare Clinic.

Baby Sleep Safe – CPSP (*Comprehensive Perinatal Services Program*) is a program that guides the mother through the pregnancy and postpartum journey. The program follows three assessments: Health Education, Nutrition, and Psychosocial. At every appointment our conversation and education fall under one of these three categories. The goal of the program is to enhance the knowledge of maternity for each woman, all through education and community support. Much of what we know about pregnancy is only seen from the outside (*i.e. body changes*). The AHCL Baby Sleep Safe program helps woman understand what is happening on during their pregnancy. The program explores fetal development, emotions, hormone changes, up to and including postpartum care, and of course when they need to seek additional help. The CPSP program wants to give every mother and their baby a healthy start.

AHCL COVID Food Box Program - Adventist Health Clear Lake realized there was a need to provide a supplemental food source to those impacted by COVID 19, from limited access to food, loss of employment and school closures. From that time to the end of the calendar year over 2,285 USDA Food Boxes were collected, transported and delivered to hungry families and individuals in Lake County from June 11, 2020 to December 17, 2020. The Adventist Health food box program was only made possible by the supporting partnerships created with local senior centers, churches and other faith groups, non-profit organizations and members of our communities who regularly met with staff from Adventist Health Clear Lake to receive and subsequently distribute each food box to those in need of support.

PRIORITY HEALTH NEED: INCREASE OPPORTUNITY FOR CANCER PREVENTION AND SCREENINGS

GOAL STATEMENT: REDUCE CANCER MORTALITY RATE IN LAKE COUNTY

Mission Alignment: Well-being of People

Strategy 1: Increase screening opportunities by expanding early detection programming.

Programs/ Activities	Process Measures	Results: Year 1	Short Term Outcomes	Results: Year 2	Medium Term Outcomes	Results: Year 3
'AHEAD' Hereditary Cancer screening	# Screenings # referrals to specialty.	See narrative below	# biopsies ordered. # New patients screened. %Malignant/Benign		# patients in treatment from screening. Mortality rate.	
3D Mammography.	# Screenings # Referrals # Treatments Compliance Rate	See narrative below	# biopsies ordered. %Malignant/Benign		# patients in treatment from screening. Mortality rate.	
Colorectal screening (Scope).	# Screenings # Referrals # Treatments Compliance Rate	See narrative below	# biopsies ordered. %Malignant/Benign		# patients in treatment from screening. Mortality rate.	
Prostate cancer screenings	# Screenings # Referrals # Treatments Compliance Rate	See narrative below	# biopsies ordered. %Malignant/Benign		# patients in treatment from screening. Mortality rate.	

Source of Data:

- AHCL EMR

Target Population(s):

- Vulnerable Population

Adventist Health Resources:

- Facility, Staff, Supplies, Financial

Collaboration Partners: (place a "*" by the lead organization if other than Adventist Health)

- AHSH, AHUV, Howard Memorial

CBISA Category:

- A - Community Health Improvement

Strategy Results 2020:

Cancer Screening: The sad reality of cancer screening during COVID in 2020 was reduced due to numerous factors that included clinic closures to meeting the anticipated needs of our community due projected needs for medical beds for effected patients. Additionally, patients were staying home and sheltering as was recommended and, in some cases, required. Adventist Health Clear Lake recognizes these factors and has already begun ramping up services and screening protocols within our rural healthcare clinics in Lake County. This is being done through specific funding for handheld medical data collection and intervention interviews by associates.

The Adventist Health + Blue Zones Solution

Our desire to improve community well-being grew out of not only our mission at Adventist Health – to live God’s love by inspiring health, wholeness and hope – but also by the sheer need as seen across our system of 23 hospitals. Overwhelmingly, we see diseases of despair including suicide, substance abuse, mental health and chronic illnesses plaguing the communities in which we have a significant presence in. That is why we have focused our work around addressing behavior and the systems keeping the most vulnerable people in cycles of poverty and high utilization.

In an effort to heal these communities, we have strategically invested in our communities by partnering with national leaders in community well-being. We believe the power of community transformation lies in the hands of the community. Our solution for transformation is to create a sustainable model of well-being that measurably impacts the well-being of people, well-being of places and equity.

2020 saw the acquisition of Blue Zones by Adventist Health as the first step toward reaching that goal. By partnering with Blue Zones, we are able to gain ground in shifting the balance from healthcare – treating people once they are ill – to transformative well-being- changing the way communities live, work and play. Blue Zones widens our impact from only reaching our hospitals’ communities in four states to a global mission practice.