

# Adventist Health Castle

2017 Community Plan Update/Annual Report



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## Adventist Health Overview

Adventist Health Castle is an affiliate of Adventist Health, a faith-based, nonprofit integrated health system serving more than 75 communities on the West Coast and Hawaii.



### **OUR MISSION:**

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

### **OUR VISION:**

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

Adventist Health entities include:

- 20 hospitals with more than 2,800 beds
- More than 280 clinics (hospital-based, rural health and physician clinics)
- 13 home care agencies and seven hospice agencies
- Four joint-venture retirement centers
- Workforce of 33,000 includes more than 24,600 employees; 5,000 medical staff physicians; and 3,700 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 other faiths to enhance the health of the communities we serve.

Our commitment to quality health care stems from our heritage, which dates back to 1866 when the first Seventh-day Adventist health care 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.

## Letter from the CEO



Aloha

Together as Adventist Health Castle, our dedication to building healthier lives and communities is stronger than ever. Through leading health services, education and extensive community outreach, Castle strives daily to improve the overall health and well-being of our patients, their ohana and our neighbors.

In order to maximize these efforts and better align our resources, we do a comprehensive community assessment to identify the unique health needs of the populations we serve.

Improving the health of our Windward community requires addressing the complex social factors that impact health and people's ability to make healthy choices. In today's era of health care reform, we are incorporating population and public health strategies into our approach along with transforming how we deliver care. Developing innovative models that link our vast clinical and community resources are key to overcoming barriers to accessing care and addressing health disparities among vulnerable populations. As such, our hospital and primary health care clinics continue to work closely with our local public health department and a broad range of community partners to achieve the greatest collective impact in improving health outcomes.

The following report is an update to our 2017 Community Health Plan which is a response to the 2013-2016 Community Health Needs Assessment which thoroughly outlines the most pressing health concerns of our Windward communities served by Adventist Health Castle.

It is a privilege to serve our Windward communities as a leading health care provider. We look forward to many years of delivering high quality health care and wellness services to you and your ohana.

Sincerely,

A handwritten signature in black ink that reads "Kathryn A Raethel". The signature is written in a cursive, flowing style.

Kathy Raethel, MHA, FACHE

President

## Hospital Identifying Information



### **Adventist Health Castle**

Number of Hospital Beds: 164

Kathryn Raethel, President

Joyce Newmyer, Chair, Governing Board

640 'Ulukahiki Street

Kailua, Hawai'i 96734

808-263-5500

## Community Health Development Team



**Derek Dickard**

Castle Physician Network/Outpatient Clinic



**Tracie Ann Tjapkes**

Director, Wellness and Lifestyle Medicine



**Jasmin Rodriguez**

Director, Marketing and Media Relations



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Director, Castle Health Group

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Request a paper copy from Administration/President's office. To provide comments or view electronic copies of current and previous community health needs assessments go to: [AdventistHealth.org/communitybenefit](https://www.adventisthealth.org/communitybenefit) or <https://www.adventisthealth.org/pages/about-us/community-health-needs-assessments.aspx>

## Invitation to a Healthier Community

### Fulfilling AH 's Mission

Where and how we live is vital to our health. We recognize that health status is a product of multiple factors. To comprehensively address the needs of our community, we must take into account health behaviors and risks, the physical environment, the health system, and social determinants of health. Each component influences the next and through strategic and collective action improved health can be achieved.

The Community Health Plan marks the second phase in a collaborative effort to systematically investigate and identify our community's most pressing needs. After a thorough review of health status in our community through the Community Health Needs Assessment (CHNA), we identified areas that we could address through the use of our resources, expertise, and community partners. Through these actions and relationships, we aim to empower our community and fulfill our mission, "Living God's love by inspiring health, wholeness and hope." In this report, outlined are the actions and outcomes taken in 2017.

### Identified Community Needs

The results of the CHNA guided the creation of our 2017 Plan and aided us in how we could best provide for our community and the most vulnerable among us. As a result, Adventist Health Castle has adopted the following priority areas for our community health investments for 2014-2017:

- Diabetes
- Access to health services

Additionally, we engage in a process of continuous quality improvement, whereby we ask the following questions for each priority area:

- Are our interventions making a difference in improving health outcomes?
- Are we providing the appropriate resources in the appropriate locations?
- What changes or collaborations within our system need to be made?
- Do we have the resources as a region to elevate the population's health status?

Building a healthy community requires multiple stakeholders working together with a common purpose. We invite you to explore how we continue to address health challenges in our community and partner to achieve change. More importantly though, we hope you imagine a healthier region and work with us to find solutions across a broad range of sectors to create communities we all want for ourselves and our families.

## 2017 Community Benefit Update

In 2016, Adventist Health conducted a community health needs assessment and it was followed by a 2017 Community Health Plan (Implementation Plan) that identified the priority needs listed below. The prioritized needs were chosen based on community health data and the voices of our community. Working together with our community is key to achieving the necessary health improvements to create the communities that allow each member to have safe and healthy places to live, learn, work, play, and pray. Below you will find an inventory of additional interventions supporting the health of our communities.

### Priority Need – Diabetes

- The Wellness and Lifestyle Medicine Center receives referrals for children, adolescents, and adults diagnosed with obesity or diabetes. On a continual basis throughout the year, a morning and evening 5-week Self-Management Education Diabetes Program class was offered, and quarterly grocery shopping tours. Outreach included weekly outpatient services in Lai'e.
- Number of Community Members Served: 1,180 diabetic patients were served in our American Association of Diabetes Educators accredited program. There were 305 more patient encounters from 2015 to 2016, and an additional 122 patient encounters from 2016 to 2017.

Inpatient diabetes consultations were added to identify and build rapport with hospitalized patients with diabetes. The objective is to encourage outpatient education and healthy lifestyle behavior changes. Additionally, this serves as an opportunity to prevent diabetes complications and readmissions. As of December 2017, a Certified Diabetes Educator Nurse Practitioner was added to the program and she also services patients who are pre-diabetic.

- Number of Community Members Served: 68 visits provided in one month

During 2017 the Center provided inspiration, and behavior change skills to help participants build a healthy body, mind, and spirit through programs including tobacco cessation, fitness classes, nutrition counseling, cooking classes, and therapeutic massage.

- Number of Community Members Served: 1,359 community members served

8 different types of fitness classes were offered throughout the year.

- Number of Community Members Served: 7,139 encounters

10 Eat Well for Life wellness cooking classes were held

- Number of Community Members Served: 238 people



**OUR MISSION:**  
To share God's love by providing physical, mental

**Partners -**

- American Diabetes Association
- American Association of Diabetes Educators
- Endocrinologist Steven Lum, MD Castle Health Group
- Primary care physicians part of our Advisory Board

**What was the impact in 2017 for your priority area?**

According to the Centers for Disease Control, by 2023 we will have 86,000 more people diagnosed with diabetes in Hawaii. This trend poses a tremendous economic burden on our state and community. Hawaii's greatest challenge continues to be the cultural perception that diabetes is an unchangeable, hereditary disease. A contributor to our problem is the wide misconception that medication will treat diabetes without the addition of lifestyle changes. The epidemic of pre-diabetes and diabetes in Hawaii now effects nearly 600,000 people or every 1 out of 3 people.

The Castle 5-week program is a comprehensive diabetes self-management education program. The program is continually evaluated, identifying opportunities to bring greater success to participants and the community in the fight against diabetes. In 2017, outreach efforts expanded to rural areas of North Shore Oahu in Lai'e and the addition of a nurse practitioner who is a certified diabetes educator serving as the inpatient liaison to help bridge the gap from inpatient to outpatient care. This bridge helps to prevent diabetes complications and readmissions. Community partners include an endocrinologist, patient advocate, and primary care physicians of Castle Health Group. Overall, our patients experience an average of a 15% improvement in A1C in 3 to 6 months.

**Program outcomes**

	2015	2016	2017
A1C improvement	1.18	1.05	1.2
BMI change	.69	1.15	.96
Weight loss	3.7 lbs.	6.9 lbs.	5.8 lbs.
Patient encounters	753	1058	1180

**Program highlight** We have a female patient whose mother receives dialysis treatment to survive. When our patient began her work with us she weighed 374 lbs. and now weighs 302 lbs. Our patient refused to give up her health, and made lifestyle changes that resulted in losing 42 lbs. over 7 months and a total of 72 lbs. over 1.5 years. Her A1C went from 8.2 to an improved 5.8 which is considered a pre-diabetic status. This patient is an inspiration to her family and others.



**Priority Need - Access to health services:** In 2017, Castle employed 3 additional primary care providers, totaling 10 primary care providers to expand access of care on the Windward side which contributed to reaching 1,600 new patients.

Castle Health Group provides a monthly updated list of primary care providers accepting new patients. Castle Health Group has expanded from 32 to 43 primary care providers. Castle Health Group has extended its hours of service to include week day evenings and weekend hours. Castle Health Group has become the top performer in the state of Hawaii in quality outcome metrics

- Number of Community Members Served: 65,000

**Partners – Please list the partners involved with this priority area.**

- Castle Health Group which is a Physician Hospital Organization
- HMSA
- First Vitals

**What was the impact in 2017 for your priority area?** Through Castle Health Group, there has been an added focused on quality outcomes and enhanced services available across Windward Oahu. Castle Health Group has become the number one performer in the state of Hawai'i in outcome metrics based on HEDIS (Health Effectiveness Data and Information) measures and community standards.

**Other Community Benefits –**

Through a Hawaii Community Foundation Grant, outpatient tobacco treatment counseling was provided to primarily low income, low education, or unemployed community members. These are vulnerable groups who have a higher tobacco use prevalence and may face additional barriers to quitting tobacco. As appropriate, these people were provided with grant-funded tobacco treatment medications. Additionally, a tobacco support group was created and 71 encounters were provided.

- Number of Community Members Served: 162 participants

Intervention: Castle Health Group Primary Care Physicians ask every patient their smoking status during a visit. If a smoker is identified the provider starts smoking cessation counseling.

- Number of Community Members Served: 65,000



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### Partners –

- Aloha Care
- Aloha United Way
- American Diabetes Association
- American Heart Association
- Boys and Girls Club of Hawai'i
- CareResource Hawai'i
- Hale Na'au Pono
- Hawai'i Nutrition and Physical Activity Coalition
- Hawai'i Independent Physicians Association
- Hawai'i Medical Service Association
- Hawai'i Primary Care Association
- Hawai'i State Department of Education
- Hawai'i State Department of Health
- Healthy Hawai'i Initiative, Tobacco Settlement Project
- Hilopa'a Family to Family Health Information Center
- Hospice Hawai'i
- Kōkua Kalihi Valley Comprehensive Family Services
- Mental Health America of Hawai'i
- Pali Momi Medical Center
- Parkinson's Disease Foundation
- University of Hawai'i Cancer Center.

## Changes in 2017

In response to requests we have included 9 Primary Care Physicians in Honolulu to serve our community members.

## Connecting Strategy and Community Health

As hospitals move toward population health management, community health interventions are a key element in achieving the overall goals of reducing the overall cost of health care, improving the health of the population, and improving access to affordable health services for the community both in outpatient and community settings. The key factor in improving quality and efficiency of the care hospitals provide is to include the larger community they serve as a part of their overall strategy. Adventist Health Castle is a partner with 110 physicians in Castle Health Group (CHG) which provides the vehicle to move into population health and community based care.

Health systems must now step outside of the traditional roles of hospitals to begin to address the social, economic, and environmental conditions that contribute to poor health in the communities we serve. Bold leadership is required from our administrators, healthcare providers, and governing boards to meet the pressing health challenges we face as a nation. These challenges include a paradigm shift in how hospitals and health systems are positioning themselves and their strategies for success in a new payment environment. This will impact everyone in a community and will require shared responsibility among all stakeholders.

Population health is not just the overall health of a population but also includes the distribution of health. Overall health could be quite high if the majority of the population is relatively healthy—even though a minority of the population is much less healthy. Ideally such differences would be eliminated or at least substantially reduced.

Community health can serve as a strategic platform to improve the health outcomes of a defined group of people, concentrating on three correlated stages:

- 1) The distribution of specific health statuses and outcomes within a population;
- 2) Factors that cause the present outcomes distribution; and
- 3) Interventions that may modify the factors to improve health outcomes.

Improving population health requires effective initiatives to:

- 1) Increase the prevalence of evidence-based preventive health services and preventive health behaviors,
- 2) Improve care quality and patient safety and
- 3) Advance care coordination across the health care continuum.

Our mission as a health system is Living God's love by inspiring health, wholeness and hope, we believe the best way to re-imagine our future business model with a major emphasis of community health is by working together with our community.