

## **Excelsa Health Community Health Needs Assessment Implementation Plan**

### **EXECUTIVE SUMMARY:**

CHNA Process was completed with the Community Steering Committee in Partnership with the Center for Applied Research (CFAR) at Pitt Greensburg and with supporting data from the PA Dept of Health and the CDC. The Excelsa Health Board approved process and priorities at its May 23, 2022 meeting.

2022 Updated CHNA Implementation Plan (Summary of Plan to be approved by Excelsa Health (EH) Board in October.)

### **I. Access to Health Care, Mental Health Issues and Opioid/Substance Abuse**

The Community Health Needs Assessment (CHNA) identified access to health care, mental health issues, and substance abuse as key issues in Westmoreland County. EH continues to work with The Westmoreland County Drug Task Force (DOTF) on the issue with substance abuse. EH is pursuing grant support to expand the number of beds and services for adult and pediatric behavioral health care. Access to Health Care is a key focus of EH. EH Medical Group (EHMG) is reviewing wait times by accessing next first appointment and beyond within a two-week period. EHMG continues to work closely with Emergency Department leaders to improve access to care within a timely manner. EH is committed to its Connellsville initiative, EH Square at Connellsville. The initial phase will house primary care, orthopedics and medical specialties including obstetrics and gynecology, gastroenterology, cardiology, pulmonary and neurology as well as offerings in general, thoracic, and bariatric surgery. Also included in this preliminary phase is the establishment of an EH Quickdraw Plus site, which provides laboratory, diagnostic imaging, ultrasound services, mammography services for breast cancer screening.

The Excelsa Health Medical Group is always reviewing wait times by accessing next first appointment and beyond a two-week period. In Fiscal Year 2022 the following physician specialties were onboarded: nine primary care physicians with two already signed in 2023. There were seven APPs as well. Also, in January 2022, an orthopedic surgeon review plan was implemented. Every morning, the on-call orthopedic surgeon review each emergency department discharged patient to assist with timely access to care, and appropriate referral to specialist. EHMG continues to work closely with Emergency Department leaders to improve access to care within the timeliest manner.

Excelsa Health is committed and enthusiastic regarding its Connellsville initiative, Excelsa Square at Connellsville. The initial construction phase of the project will begin in the beginning of calendar year 2023 and will entail an 18,000 square-foot facility for local access to outpatient and ambulatory care services. Ultimately, the site could be expanded to 30,000 square feet. The initial phase will house primary care, orthopedics and medical specialties including obstetrics and gynecology, gastroenterology, cardiology, pulmonary and neurology as well as

offerings in general, thoracic and bariatric surgery. Excelsa Square at Connellsville will improve access, including physician visits and services, to community members in Fayette County.

Also included in this preliminary phase is the establishment of an Excelsa QuikDraw Plus site, which provides laboratory, diagnostic imaging, ultra sound services and at this particular location, mammography services for breast cancer screening. A future phase could include the additions of physical therapy and other ambulatory care as well as specialty physician services. Total project costs are projected at over \$14 million with an anticipated completion in Fall of 2023.

## **BEHAVIORAL HEALTH**

Oftentimes in the health care world, caring for patients is typically viewed as diagnosis, treatment and prevention of illnesses and ailments present in the physical body. However, patient care encompasses more than the physical; it also includes the psychosocial/emotional aspects of an individual's good health and well-being. The Excelsa Health Behavioral Health team, with services offered at the Latrobe and Westmoreland Hospital campuses, reaches into the community to aid those in crisis. Excelsa Health Behavioral Health will continue to provide the following community services in fiscal year 2023-2024:

**1. The School-Based Mental Health Program** (out of the Latrobe Hospital campus) operates fully functional outpatient clinics in seven Westmoreland County school districts: Derry, Latrobe, Ligonier Valley, Hempfield, Southmoreland, Jeannette and Mount Pleasant. Eleven licensed mental health professionals, a part-time psychiatrist and a nurse practitioner provide services in the school setting. Each school site is licensed by the Pennsylvania Department of Public Welfare Office of Mental Health and Substance Abuse Services (OMHSAS) as satellite clinics of the Latrobe Hospital Child Outpatient Clinic. Currently, there are 558 children in treatment in the school-based program. The program has had to be flexible and innovative during the Coronavirus pandemic. As schools have suspended face-to-face classes or have adopted new learning schedules, the program has begun to offer virtual appointments either via videoconferencing or telephonically.

**2. Nursing Home Support – Mobile Medication Education (MME) and Monitoring program**, based at the Westmoreland Hospital campus, is a community psychiatric nursing program providing in-home/community psychiatric nursing services. The program targets priority populations (an OMHSAS designation) who would otherwise be at risk for state hospital admission as well as serving as the first point of follow up for individuals discharged from state hospitals. Since the number of individuals being discharged from state hospitals has slowed, we are now working with acute care mental health inpatient units to identify individuals who have had multiple psychiatric admissions to provide additional support to assist them in the community. There are nine registered nurses and one aide attached to this program, which is licensed by the Pennsylvania Department of Public Welfare Office of Mental Health and Substance Abuse Services (OMHSAS) as a satellite of the Westmoreland Hospital Outpatient

Clinic. In fiscal years 2019-2020, 116 individuals were served in the MME program. The MME program is offering virtual appointments as well as face-to-face appointments. The Excelsa Health Behavioral Health team has been engaged in educating consumers in safety and wellness strategies to protect themselves and others during the pandemic.

**3. The Crisis Response Center (CRC)**, located on the Westmoreland Hospital campus, was developed to provide an alternative to emergency room treatment for individuals in psychiatric crisis.

Combined with the Excelsa Health Emergency departments, the Excelsa Health Behavioral Health team sees approximately 3,600 individuals in some form of psychiatric crisis each year; at least 60 percent do not meet the criteria for inpatient admission and are discharged from the Emergency department into the community. As the Behavioral Health team has seen a significant increase in individuals suffering from substance use disorders (SUD), they have developed a “Warm Hand Off” process, which enables drug and alcohol case managers from our Single County Authority SPHS to come and meet with individuals with SUD, who present in crisis. This program facilitates a rapid level of care assessment and linkage to the appropriate level of treatment, while the individual is engaged and motivated to receive help. The program has been successful in helping individuals receive treatment more quickly and sometimes “door-to-door” linkage is achieved.

The Crisis Response Center is independently licensed by the Pennsylvania Department of Public Welfare Office of Mental Health and Substance Abuse Services (OMHSAS) and is attached to the Behavioral Health psychiatric outpatient clinic. The Crisis Response Center provided services to 1,030 individuals this year. Additionally, consultation services were provided to 1,527 individuals who were experiencing psychiatric emergencies in the emergency rooms throughout the health system.

**4. Camp Focus**, which serves children from the Latrobe, Derry, Mount Pleasant, Hempfield and Ligonier Valley school districts. The camp offers an alternative for school-age children, so mental health treatment, growth and learning can continue during the summer season to apply and refine skills developed throughout the year. During fiscal year 2020, it was necessary to cancel the camp on account of social distancing guidelines and the unavailability of the school buildings due to the Coronavirus pandemic.

The Behavioral Health staff members also provide various trainings, in-services, and consultations, including quarterly presentations to the Bariatric Surgery support group and an annual Children’s Wellness Symposium.

**5. EXCELA CAREGIVERS OF SOUTHWESTERN PA** CareGivers is a separate, nonprofit 501(c) (3) organization, operated as a subsidiary of Excelsa Health and under the direction/supervision of the director of Behavioral Health. As members of the United States Psychiatric Rehabilitation Association (USPRA), the CareGivers recovery programs are nationally renowned as models of best practice and evidence-based implementation in the operation of peer driven, patient-centered programming. CareGivers is the largest community-based recovery program in southwestern Pennsylvania. CareGivers is located at 1037 Compass Circle, Suite 102,

Greensburg, Pa., and all programs are independently licensed by the Pennsylvania Department of Public Welfare Office of Mental Health and Substance Abuse Services (OMHSAS) and accredited by USpra. Additionally, the Clubhouse is accredited by the International Coalition for Clubhouse Design (ICCD), a Swedish-based organization that oversees fidelity to the evidence base of the Clubhouse model in the United States. The individual programs are:

**Clubhouse** The Clubhouse is a member-driven body where members and staff work side by side in a number of social, educational and vocational rehabilitation programs. It serves individuals who have reached a point in their recovery where they are ready to resume the path they were on prior to the acute stage of their illness. It provides educational counseling and supportive services for individuals seeking to return to high school or college and operates both a Transitional Employment Program and a Supportive Employment Program. The Clubhouse currently serves 35 active clients. Each of these individuals has developed their own person-centered plan which charts their personal course to wellness. Due to the Coronavirus pandemic, it was necessary to close the program to face-to-face visits and transition to the Cisco WebEx videoconferencing platform. Later on, the team was able to develop a hybrid model where some people attend in person and others participate via the WebEx platform.

**Psychiatric Rehabilitation** The mission of Westmoreland Psychiatric Rehabilitation is to promote a system of integrated and holistic services to support mental health recovery, so that individuals with mental illness are able to achieve success and satisfaction in the living, working, learning and social environments of their choice. This is accomplished through psychoeducation, skill acquisition and social networking. Psychiatric Rehabilitation is a group, therapy-based day program run by recovering consumers in conjunction with mental health professionals. The Psychiatric Rehabilitation program provides 15 psychoeducational and skill development groups each week. The group setting facilitates a sharing of experiences and provides support for the individuals on their journey to recovery. The program currently serves approximately 40 consumers. The team is currently offering a hybrid model of virtual and face-to-face person groups while adhering to all CDC and PA Department of Health guidelines.

**Mobile Psychiatric Rehabilitation** Mobile Psychiatric Rehabilitation is the smallest of the CareGivers programs with one practitioner assigned to it. This program provides more individualized support and rehabilitative opportunities and serves as a transitional service to consumers not yet ready for the open issue identification that occurs in the group-based Psychiatric Rehabilitation programs. There are currently nine individuals participating in this program.

**West Place Drop-In Center** West Place is a member-governed, social gathering place offering an environment in which consumers can interact socially and become involved in advocacy and community service opportunities. Membership in the program provides opportunities for networking, fosters acceptance and mitigates the isolation felt by so many individuals with mental illness who are engaged in the recovery process. West Place provides a sense of community and serves almost 400 meals each month to its members. Currently, there are 67

members in the program. By partnering with the local food bank, the program offers a nutritious, well-balanced meal at a nominal cost. In 2020, this program was significantly impacted by the Coronavirus pandemic, closing for a brief period and opening virtually.

**Substance Abuse**

Excelsa Health continues its partnership with Westmoreland Drug and Alcohol Commission, participating in all their community outreach events throughout the year. To date, 5 events are planned in 2023.

	Action	Measures	Partners
<p><b>1. Provide community education to increase public awareness of the risks of prescription drug usage, safe use/storage and disposal and available resources for help</b></p>	<p><b>Excelsa Health will provide educational resources/ handouts at health fairs/ senior expos/ other related events that touch on prescription drug use/ storage/ disposal.</b></p>	<p><b>Participation Outcomes Annually:</b></p> <p><b>1. Number of attendees at community outreach events</b></p> <p><b>2. Number of attendees at 2020 business symposium</b></p>	<p><b>1. Excelsa Health Marketing and Communications department and other EH service lines</b></p> <p><b>2. Westmoreland County Drug Overdose Task Force</b></p>

The Excelsa Health Marketing and Communications department will continue to promote education and resources surrounding public awareness of prescription drug use/misuse and proper drug storage/disposal methods through online and face-to-face avenues. Promotion of prescription drug awareness and education may occur at upcoming health fairs, senior expos and other related community outreach events in the future, if and when the pandemic subsides. Excelsa Health will continue to monitor the efforts of the “MedSafe Drug Disposal” program.

<p><b>2. Educate and train health care professionals on best practice guidelines for safe prescribing and identifying prescription drug misuse through screenings</b></p>	<p><b>Continue the Physician to Physician Prescribing Practice program for all Excelsa Health physicians and physician extenders.</b></p> <p><b>Offer additional CME sessions (2 hours of education) to provide more education opportunities for</b></p>	<p><b><u>Participation Outcomes</u></b> <b><u>Annually:</u></b></p> <p><b>1. Number of sessions held</b></p> <p><b>2. Number of physicians that meet requirements of licensure</b></p>	<p><b>1. Frick Hospital Medical Staff Office</b></p> <p><b>2. Latrobe Hospital Medical Staff Office</b></p> <p><b>3. Westmoreland Hospital Medical Staff Office</b></p> <p><b>4. Excelsa Health Behavioral Health Department</b></p>
---	--	--	--

The Office of Medical Affairs will continue CME presentations on the topic of opioid/substance abuse.

The program will continue to offer physicians the opportunity to earn additional CME seminar credits. Physicians will be able to complete these seminar sessions and pursue achievement of licensure by meeting the necessary requirements. Additional seminars with a focus on prescription drug usage and substance abuse prevention may be held in the future.

Excelsa Health will continue to monitor drug overdose treatments and death rates moving forward. The Excelsa Health Emergency Departments, Crisis Response Center, Behavioral Health units and the acute care hospitals will continue to utilize the mobile drug and alcohol case managers to provide a “warm handoff” for individuals struggling with addiction. The program provides a fast track referral and placement for individuals who are willing to enter into treatment. SPSHS is utilizing certified drug and alcohol peer specialists to engage individuals who are ambivalent about entering treatment or who are awaiting a bed. The peers, having “lived experience,” provide support and hope to these individuals during the crucial hours while awaiting placement. Medically-assisted treatment will continue to be offered to those individuals seeking treatment to prevent relapse before treatment can be arranged. Excelsa Health continues to provide home Narcan for patient and family use, if needed, and continues to partner with EMS personnel to assist them with programs matching at-risk patients with services in the community who refuse transport to the hospital after EMS personnel interacts with them. Excelsa Health has provided speakers for several local school districts for parent and student education in partnership with local law enforcement, the Westmoreland

Drug and Alcohol Commission and others regarding substance abuse, and, most recently, teen vaping trends.

## II. Care for the Elderly

Given that Westmoreland is an aging county, it is critical that EH maintain superior levels of care of the elderly residents. Throughout the year, EH Education Department holds several Nursing Grand Rounds for EH nurses and clinical staff to improve training and experience working with the elderly. In May – June 2022 EH Home Care and Hospice participated in six Senior Center Presentations updating the community on services provided by Home Care and Hospice to help spread the message on this important issue. Those centers included: Latrobe Center for Active Adults, Herminie Center for Active Adults, Valley Center for Active Adults, Jeannette Center for Active Adults, Mount Pleasant Center for Active Adults and McKenna (Greensburg) Center for Active Adults. HCH and Marketing has an established relationship with the senior centers providing screenings and updated health care information through the year. The number of trainings and patient encounters will be measured. The initiative will continue in 2023.

## REACHING INTO THE SENIOR COMMUNITY

The health system has garnered much recognition for its efforts on behalf of the “health and well-being” of the public it serves, always striving for excellence as our very name implies. Excela Health takes the role of corporate citizen seriously, too, partnering with community organizations to spread the word about various health issues, giving of its time and talents to neighborhood causes, and supporting the efforts of area health-related groups and others whose mission meshes with its own. The following initiatives function as examples of Excela’s presence in Westmoreland County and opportunities to address and meet the needs of the priorities listed in the 2019 Community Health Needs Assessment (CHNA).

Excela Health engages the community at **multiple festivals, fairs and parades** throughout the year. These family-friendly gatherings, ranging from **100 up to in excess of 25,000 attendees** each year, allow the Excela Health team to share their Excela pride and remind residents of the primary and specialty care services they can receive right in their backyard as well as the fact that Excela accepts all major insurances.

Westmoreland County includes a high population of senior citizen residents, and health care plays a major role in their everyday lives. These residents can attend a variety of **senior expos and health fairs** sponsored by local political figures and agencies to learn more about health care options in their community. Excela Health proudly attends and participates in these events and recruits physicians, direct care team members and staff to share information about Excela’s quality services and, in some cases, perform blood pressure screenings specific screenings related to their specialty at no cost to the individual. These events have generated popularity within the county over the years and can range from **50 up to in excess of 1,000 attendees** annually.

Listed below are examples of senior health fairs and expos Excelsa Health plan to participate in 2023, among others:

<b>Name of Event</b>	<b>Description</b>	<b>Attendance/Lives Touched</b>
Representative George Dunbar Senior Expo	Senior Expo held in North Huntingdon	150
Representative Justin Walsh Senior Fair	Health Fair held in Belle Vernon	125
Senator Pat Stefano and Representative Ryan Warner Senior Expo	Senior Expo held in Fayette County	300
Senator Kim Ward Senior Expo	Senior Expo held in Hempfield Township	900+
Westmoreland County Area on Aging Health and Education Expo	Senior Expo held in Greensburg	806+
Representative Mike Reese Senior Expo	Senior Expo held in Norvelt	375
Westmoreland Manor Wellness Fair	Health Fair held in Greensburg	120

Excelsa’s **Mall Walkers** program will continue for senior citizens entering its eleventh year for fiscal year 2023, with **more than 200 individuals** attending each month at Westmoreland Mall, located in Greensburg, Pa. The program features a free health talk from Excelsa Health physicians and allied health professionals, free health screenings, light breakfast items and a pre-measured walking course with interactive stations at multiple storefronts. Biometric screenings are offered in the beginning and end of the year, so walkers can gauge their health progress in areas such as cholesterol levels, blood pressure and weight/body mass index. For fiscal year 2022, a **total of 192 biometric screenings were performed**, and screening participation is expected to increase in fiscal year 2023. These screenings are provided by the Excelsa Health Well-Being Center as an in-kind contribution to the community.



Excelsa Health Home Care & Hospice plans to continue its bereavement care initiative called **Neighborhood Kids: Family-Based Grief Support Program**. This program focuses on offering creative outlets for children to express their feelings of grief and loss through art, music and pet therapy. **More than 15 families, with children ages 5 to 19, have expressed interest in participating in the program.** This collaborative effort between Excelsa Health Home Care & Hospice, The Fred Rogers Center for Early Learning and Children's Media and Seton Hill University continued in 2020 with sessions offered for youths based on age-appropriate activities.

Excelsa Health Home Care & Hospice is launching a new program titled **No Place Like Home**, an alternate level of care for patients that seek Emergency Department evaluation and are referred to home health. These patients need intermittent nursing and/or therapy services to manage their medical condition or rehabilitate from an accident or procedure. The goals of the program are to treat eligible patients in their homes which would help with ED throughput, reduce hospital readmissions and optimize referrals to home health. Patients would be admitted to the program timely and their care in the community would be managed by their established physicians.

### **III. The Impact of COVID-19 on all Aspects of Health Care**

This issue was mentioned repeatedly in interviews, focus groups, and surveys during the CHNA. Although the pandemic began in March 2020 and became particularly deadly to elderly residents and those with existing health conditions, COVID-19 had recently morphed in an endemic disease where preventative care, thoughtful planning, and careful allocation of EH resources is of paramount importance. In addition, the CHNA indicated a reduced trust in healthcare professionals and a reluctance by the community to trust vaccines and preventative care. EH will continue to lead, learn, and work with county residents to educate the community and prevent disease as part of our CHNA efforts. Vaccination data for all types, including COVID-19, influenza and pneumonia will continue to be tracked.

