

# JOINT COMMUNITY HEALTH NEEDS ASSESSMENT



Ochsner University Hospital & Clinics Implementation Plan

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Prepared by: United Way of Acadiana

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# Ochsner Lafayette General System



## Ochsner University Hospital & Clinics

Ochsner University Hospital & Clinics (OUHC), located in Lafayette, Louisiana, is a full-service, acute care hospital that serves Acadiana as its primary graduate medical education center by training residents and fellows, cultivating physicians for the future. The hospital is licensed for 116 beds and is Acadiana's largest provider of primary care and specialist appointments for patients who have Medicaid or who are under-insured. OUHC is open to all community members as a full-service hospital and offers numerous specialized clinics. Available services include: surgery, intensive care, cardiac catheterization lab, gastrointestinal lab, laboratory testing, radiology, cancer treatments, infusion, and emergency medicine. From major emergencies to basic illnesses, UHC has the resources to provide care to all patients. As a nonprofit hospital, UHC is committed to help patients who need help paying their hospital bills.

## Other facilities

The joint Community Health Needs Assessment was also done in conjunction with the following other Ochsner facilities. As approved by the boards, this plan will be incorporated into a joint implementation plan with the following facilities.

### Ochsner Abrom Kaplan Memorial Hospital

Ochsner Abrom Kaplan Memorial Hospital (OAKMH), part of the Ochsner Lafayette General system, is a full-service hospital in the "Gateway to Acadiana's Wetlands" with 35 licensed beds and a staffed 24-hour Emergency Department. Since 2002, OAKMH and Ochsner Lafayette General's alliance has strengthened the quality of healthcare being delivered to residents of Vermilion Parish and beyond.

### Ochsner Acadia General Hospital

Ochsner Acadia General Hospital (OAGH) is an acute care facility located at 1305 Crowley Rayne Highway, Crowley, LA 70526. It is one of seven hospitals within the Ochsner Lafayette General system. Ochsner Acadia General Hospital provides acute medical and surgical care, gynecology, pediatrics, orthopedics, otolaryngology, cardiac, nephrology, ophthalmology, oncology, emergency services, vein therapy, wound care and hyperbaric medicine.

### Ochsner Lafayette General Medical Center

Ochsner Lafayette General Medical Center (OLGMC) is an acute care facility located at 1214 Coolidge Street, Lafayette, LA 70503 and is part of the Ochsner Lafayette General system.

### Ochsner St. Martin Hospital

Ochsner St. Martin Hospital (OSMH) is located at 210 Champagne Boulevard, Breaux Bridge, LA 70517. OSMH is a critical access hospital maintaining inpatient acute beds and a skilled nursing rehabilitation unit, as well as a staffed 24-hour emergency room. As a non-profit hospital, OSMH is committed to helping patients who need help paying their hospital bills. The hospital features the only emergency room available in all of St. Martin Parish. As an alternative to the ER, OSMH offers primary care through its walk-in community health clinic.

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# Evaluation of Impact

The following are the advancements related to the previous implementation strategy for Ochsner University Hospital and Clinics (OUHC):

Their efforts were expansive; however, highlights include:

- For nutrition and weight status, OUHC began working with the Beacon Project, identifying patients experiencing food insecurity and referring them to local resources.
- To improve access to Heart Disease treatment, OUHC has added a second physician and a nurse practitioner in 2021 to be able to increase access to care.
- To increase access to primary care, OUHC opened the Community Health Care Clinic in early 2022. Services include assistance with helping individuals to get on Medicaid and financial assistance when applicable. In addition, all primary care providers at OUHC accept Medicaid.
- In addition, another strategy to increase access to primary care was the opening of the urgent care clinic on the campus of OUHC.



# Implementation Strategy

During the 2021 Community Health Needs Assessment process, the joint assessment identified the following ten community needs:

- Access to primary care
- Cancer
- Diabetes
- Health disparities
- Health education/literacy
- Heart disease and stroke
- Mental/behavioral health
- Maternal and child health
- Rural health
- Weight status and nutrition (obesity)

In the implementation strategy for OUHC, the team also looked at the system's capacity to address these needs as well as the community's ability to bring in other resources to address. Ochsner's system priorities that overlap with the assessment priorities include access to primary care, Cancer, Mental/behavioral health, and rural health.

Other facilities in the system will help to address other priorities as above.

# Implementation Strategy

Facility(ies)	Community Health Need	Target Population	Action Plan	Goals	Partners	Rationale	Evaluation Strategy
OUHC	Access to primary care	UHC Patients	Increase access to prescription medication	(1) Increase patient percentage of filled prescriptions; (2) increase participation in 340B program to allow for savings		Interviews with medical providers indicated that part of access to care is compliance with prescriptions	Track total volume of prescriptions filled in the OUHC Retail Pharmacy Track volume of home deliveries completed.
OUHC	Access to primary care	UHC Patients	Increase telemedicine services	Increase access to care by utilizing telemedicine care when appropriate ("right patient, right setting")		Telemedicine became widely more available during the COVID-19 pandemic, allowing both providers and patients to consider when circumstances (travel, relative health risk) may make telemedicine the most effective form of care	Track percentage of total clinic visits that are telemed
OUHC	Access to primary care	Medicaid population	Leverage OUHC network of clinics to deliver services	Extend access to urgent care and walk-in clinic facilities		OUHC's service area contains multiple Medically Underserved Areas according to the Health Resources and Services Administration (HRSA). In addition to the shortage of primary care providers in underserved areas, community leaders identified a lack of physicians in the Acadiana region who accept Medicaid patients.	Track total visits at the UHC Urgent Care Clinic. Continue to assess weekend capacity/volume and need for other PCP clinics.

# Implementation Strategy

Facility(ies)	Community Health Need	Target Population	Action Plan	Goals	Partners	Rationale	Evaluation Strategy
OUHC	Access to primary care and health literacy	Medicaid-eligible population	Utilize OUHC staff to increase enrollment by medicaid-eligible population	Reduce the number of individuals who do not have health insurance	LA Department of Health	Community interviews indicated health literacy as a barrier to accessing services. By utilizing OUHC staff, eligible patients will have trained staff expose them to services.	Track the number of patients served by Medicaid Enrollment Specialists and monitor the percentage of the population without health insurance.
OUHC	Cancer	Residents in the community, primarily women	Plan and open Breast Center at the former Advertiser building	Increase access to breast cancer screening and treatment		Cancer remains the second leading cause of death in the assessment area	Track referrals to breast cancer screening.
OUHC	Cancer	Community residents	Promote colorectal cancer screening	(1) Continue to encourage colorectal screenings through distribution of test kits; (2) Monitor number of colonoscopies given.	American Cancer Society, Miles Perret Cancer Services	All Acadiana Parishes had a higher death rate from colorectal cancer than the Louisiana average.	Track the number of screening kits distributed and completed tests. Track colonoscopy volume.



# Implementation Strategy

Facility(ies)	Community Health Need	Target Population	Action Plan	Goals	Partners	Rationale	Evaluation Strategy
OUHC	Cancer	UHC Cancer Patients	Increase participation in survivorship program to support cancer patients	Improve the quality of life and access to resources for UHC patients who have survived cancer diagnosis and treatment		Cancer was the second leading cause of death throughout the service area in 2018. Increased referrals to a variety of supportive and wellness services will improve the quality of life of cancer patients and their families and can lead to improved health outcomes for this population.	Track referrals to supportive services and survivorship program.
OUHC	Diabetes	UHC Patients	Expand Diabetic Education Program	Educate patients with diabetes in order to minimize complications and improve health outcomes		While data was not available in every parish in Acadiana, Diabetes was the seventh leading cause of death in Lafayette Parish in 2018. Further, diabetes is often a complicating condition for other health issues.	Track the number of patients who complete the diabetic education program. Measure diabetic indicators for individuals completing education.
OUHC	Diabetes	UHC Patients	Launch "Food is Medicine" program	Decrease diabetes incidence through prevention		All but two parishes in the assessment area have obesity rates worse than the state average, and Louisiana has one of the worst obesity rates in the country. Nutrition education can help to prevent diabetes and obesity.	Track the number of patients who complete the "food is medicine" program. Measure diabetic indicators for individuals completing education.

# Implementation Strategy

Facility(ies)	Community Health Need	Target Population	Action Plan	Goals	Partners	Rationale	Evaluation Strategy
OUHC	Health disparities	Historically underserved community members, primarily minority and those in poverty	Support the deployment of OLG Community Health Workers (CHWs) program	Utilize new CHWs to improve patient navigation.		Community interviews and interviews with medical professionals indicated social determinants of health as risk factors for negative health outcomes. The CHWs are intended to provide supportive services for patients in need.	Track number of patients that are navigated through the OLG Community Health Center.
OUHC	Health disparities	Historically underserved community members, primarily minority and those in poverty	Support non-clinical case management efforts	Improve health outcomes, particularly in patients with poor support services (negative social determinants of health) through direct referrals	Beacon Community Connections	Community interviews and interviews with medical professionals indicated that support services and systems often have an impact on health outcomes, particularly when leaving the hospital.	Track number of ED and clinic patients that are referred to Beacon.
OUHC	Heart Disease	Cardiovascular patients who smoke	Promote smoking cessation assistance programs to cardiovascular patients who indicate a desire to quit	Increase referrals to smoking cessation program.		Heart disease remains the leading cause of death in the assessment area, and smoking is a leading cause of heart disease.	Track the number of referrals to the smoking cessation program

# Implementation Strategy

Facility(ies)	Community Health Need	Target Population	Action Plan	Goals	Partners	Rationale	Evaluation Strategy
OUHC	Heart Disease	Vascular disease patients	Measure number of patients with peripheral vascular disease served and the number of specific procedures provided	Leverage recent staffing increases to increase service offerings at the UHC Catheterization Lab		In 2018, all parishes in the assessment area except Lafayette have heart disease deaths greater than the average of the state of Louisiana (St. Mary is equal to state average).	Will monitor catheterization volume and peripheral volume in catheterization lab.
OUHC	Mental/behavioral health	Community residents	Expand access to mental health services	Leverage the recent increase in relevant staffing to ensure more patients who are in need of mental and behavioral health services are receiving them		Interviews with medical providers indicated that mental health challenges were a barrier to receiving appropriate medical services for a variety of reasons.	Track volume of patients referred to and seen by staff psychiatrist.
OUHC	Heart Disease	Vascular disease patients	Measure number of patients with peripheral vascular disease served and the number of specific procedures provided	Leverage recent staffing increases to increase service offerings at the UHC Catheterization Lab		In 2018, all parishes in the assessment area except Lafayette have heart disease deaths greater than the average of the state of Louisiana (St. Mary is equal to state average).	Will monitor catheterization volume and peripheral volume in catheterization lab.

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