

This Implementation Strategy report summarizes Madison Regional Health System's plans to address the prioritized needs from the 2022 Community Health Needs Assessment. We recognize that the Implementation Strategies in this report are to be used as a guide and will serve as a framework in addressing the identified needs. As the hospital moves forward, many resources, ongoing commitments and partnerships will be necessary to effectively assist in creating healthier communities in Lake and Miner Counties and the surrounding areas.

## **1) Explore urgent/convenience care opportunities for provider and other services**

- Current activities
  - MRHS has expanded clinic availability to accommodate community preferences and needs. We currently have an acute care provider in clinic every weekday that takes same day appointments.
- Proposed activities
  - MRHS is exploring implementing a walk-in or urgent care clinic at its current clinic site, running every weekday and Saturdays. We will also explore *convenient care* approaches in other service lines such as lab, therapy, and imaging.
- Anticipated impact
  - More patients can be seen on their preferred timetable
  - Increased patient and community satisfaction
  - Care provided at the appropriate site; emergency needs are met at emergency department; less emergent needs will be met at walk-in or urgent care sites.
  - Implementation of this initiative will meet the care needs of the community and will improve patient and community satisfaction.

## **2) Long-term care options and awareness for MRHS staff and community**

- Current activities
  - MRHS provides swing bed and home-care services. There are skilled nursing, assisted living, and independent living facilities in the community. MRHS' home care services are marketed to community. We promote community awareness of the senior living and long-term care options available locally. Staffing and workforce challenges remain, and this affects availability of these services, which impacts options for community members. As part of our population health efforts, we provide chronic care case management for Medicare and Medicaid patients.
- Proposed activities
  - MRHS will provide more education to the community and staff on our chronic care management services, swing bed program, and home care services.
  - MRHS will continue promoting and partnering with local older-adult organizations to improve community awareness and allow people to get care in their home community.
- Anticipated impact
  - Increased awareness and understanding of these services will improve community health, connect people with resources and services in their community, and allow for better health and well-being.

## **3) Telehealth opportunities for convenience and specialty medicine; on-demand and scheduled**

- Current activities
  - MRHS has telehealth capabilities and provides care through telehealth when appropriate and/or preferred
- Proposed activities
  - MRHS will expand telehealth capability for our providers and current and future specialty services
  - MRHS will increase education and awareness for telehealth care and will explore telehealth innovations currently being implemented across the health care industry
- Anticipated impact
  - Increased access to care
  - Improved communication, timeliness, and overall quality
  - Allows for community members to get the care they need without traveling elsewhere
  - Improved health outcomes