

COMMUNITY HEALTH REPORT

2015



Shawnee Mission
Health

Much more than medicine.



Message from the **PRESIDENT**

As a member of Adventist Health System, Shawnee Mission Health operates as a not-for-profit organization focused on improving the health of the community it serves.

Every three years, we conduct a Community Health Needs Assessment to determine the major needs in our area. This data is then used to develop a Community Health Improvement Plan to enhance the health of our community through education, research, financial assistance, special clinical and non-clinical programs, and the provision of spiritual resources. These services, referred to as community benefits, are offered without regard to profit. Their sole purpose is to strengthen the well-being of the community and to aid vulnerable individuals such as the elderly and underprivileged.

Shawnee Mission Health conducted a Community Health Needs Assessment in 2014 for its primary service area. This report outlines each priority and our accomplishments. Through collaboration and partnerships with county health departments and regional health initiatives, we continue to enhance our alignment with evidence-based efforts collectively. These collaborations minimize duplication, while maximizing our impact with community-based, sustainable and targeted interventions.

I am excited about our commitment to improving the health of our community. By focusing our efforts on the needs identified through this process, I am confident we can significantly improve outcomes and promote a community of wellness.

Sincerely,



A handwritten signature in black ink, appearing to read "Ken Bacon".

President & CEO



About SHAWNEE MISSION HEALTH

Shawnee Mission Health (SMH) is a complete network of health care facilities and services located throughout the Kansas City metropolitan area and surrounding communities. The network includes Shawnee Mission Medical Center (SMMC) in Merriam, Kan., a 504-bed facility with nearly 20,000 inpatient admissions and more than 200,000 outpatient admissions annually; SMH – Prairie Star, a comprehensive health care facility located in western Lenexa, Kan.; as well as physician practices and Centra Care Shawnee Mission Urgent Care clinics located throughout Johnson and Leavenworth counties. SMH serves nearly 70,000 patients in its emergency departments annually, has the area's first accredited Chest Pain Emergency Center and delivers more babies each year at SMMC than any other hospital in the metropolitan area. SMH also has some of the highest customer service or HCAHPS scores in the Kansas City metro. The network employs more than 3,000 local residents and supports an exceptional staff of 700 physicians representing 50 medical specialties, the largest medical staff of any full-service hospital in Kansas City.



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Executive SUMMARY

Shawnee Mission Health (SMH) conducted a Community Health Needs Assessment (CHNA) in 2014. With oversight by a community-inclusive CHNA committee, the assessment looked at the health-related needs of our broader community as well as those of low-income, minority and underserved populations. Both the needs assessment and health improvement plans can be found at ShawneeMission.org within the Community Benefit section.

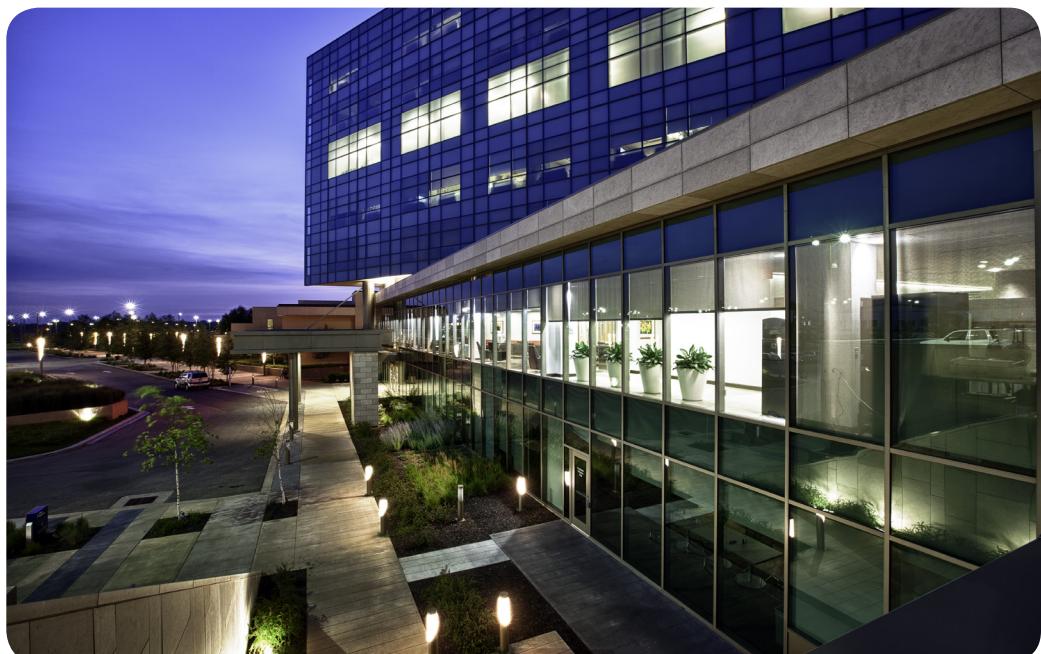
An important aspect of this process is defining SMH's underserved and minority communities and then incorporating strategies and plans specifically for these areas. Five zip codes comprise the underserved part of the SMH service area. The zip codes include northern Johnson County (66202 and 66203) and southern Wyandotte County (66101, 66102 and 66103). The average per capita income in these zip codes is \$20,038, which is considerably lower than the entire SMH service area. Additionally, 18.4 percent of all

households within this area have incomes below \$15,000 per year versus 9 percent for all households in SMH's service area.

The CHNA Committee, SMH Leadership Team and the Board reviewed the needs identified in the assessment and prioritized those that are most significant within the communities it serves:

1. Expand education on eating habits and nutrition.
2. Emphasize physical activity and wellness.
3. Develop enhanced behavioral health service delivery system.
4. Improve education on proper access to care in the Emergency Department.

Strategies were developed for each of these priorities, with annual outcome goals and metrics. While goals in our plan are specific to involvement and participation, the patient testimonials demonstrate the true value to the community.



PRIORITY 1 - Expand Education on Eating Habits and Nutrition

CREATION Health is a wellness plan complete with lifestyle seminars and a special training program for those who want to live healthier and happier lives. By consistently practicing the eight principles of CREATION Health – Choice, Rest, Environment, Activity, Trust, Interpersonal Relationships, Outlook and Nutrition—participants fulfill God's original plan for our lives which is to live and be happy.

The eight-week CREATION Health program specifically addresses nutrition as a key component for health and well-being. Additionally, through community wellness offerings, specific weight-loss and nutrition programs were implemented as a comprehensive strategy to improve eating habits and nutrition.

New for 2015 was the expansion of CREATION Health implemented in eight middle schools and one elementary school in Kansas City, Kan. as a part of the Young Women on the Move initiative.



Outcome / Strategy	Year Two Goal	Year Two Actual
Train leaders in primarily Hispanic, underserved and minority communities in the CREATION Health program to expand education on eating habits, nutrition and emphasize physical activity and wellness.	6	13
Train community members and associates in CREATION Health so they can implement the principles into their daily lives.	100	133
Provide community class on detoxification to educate on the benefits of cleansing the body through nutrition.	15	22
Provide community class "Stop Diabetes Before It Starts."	20	46
Provide community class "Weight Management University" to assist in healthy weight loss.	30	15

PRIORITY 2 - Emphasize Physical Activity and Wellness

Outcome / Strategy	Year Two Goal	Year Two Actual
Train leaders in primarily Hispanic, underserved and minority communities on the CREATION Health program to expand education on eating habits, nutrition and emphasize physical activity and wellness.	6	13
Train community members and associates on CREATION Health so they can implement the principles into their daily lives.	100	133
Community Classes - "Fit Moms"	120	97
Community Classes - "Tai Chi and Yoga"	200	296
Community Classes - "Smoking Cessation"	45	13
Educate women on various aspects of health and wellness - Living in Vitality (formerly Speaking of Women's Health).	1,200	1,250





Living in Vitality

Empowering women for life.

Priority 1 and 2 – Living in Vitality

Through an uplifting and educational annual conference, wellness events and activities, the mission of Living in Vitality (LIV) is to empower Kansas City women to live healthier lives physically, mentally and spiritually.

5.3% of attendees reported a household income of less than \$30,000.

The 2015 annual women's health conference provided the unique opportunity for women to enjoy a day devoted solely to them. With excellent food, fellowship and educational opportunities, 1,250 women of all ages attended, exceeding our goal of 1,200.

Our CHNA priorities were addressed through education, encouragement and enthusiasm with 20 different keynote and breakout sessions on a variety of nutrition, fitness, stress and overall wellness-related topics. A variety of health screenings including bone density, heart health, skin, vision and posture were conveniently available for attendees.

12% of attendees self-identified as African American, Hispanic or other race.

ASK-A-NURSE Resource Center

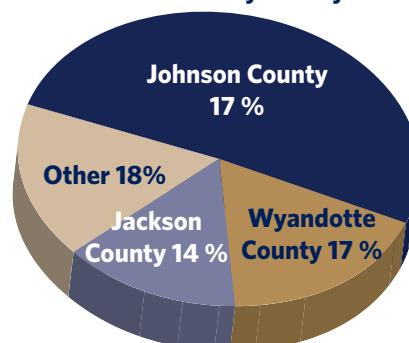
The ASK-A-NURSE Resource Center is staffed 24/7, 365 days a year. This free service provides answers to health questions for any individual living in or visiting Kansas or Missouri. This centralized service also provides direction and assistance in registering for classes, programs and services.

Additionally, AAN offers guidance in making important health care decisions, including directing a caller in an urgent situation to call 911 or visit the nearest emergency room, or in less threatening circumstances, provide recommendations for self-care and physician follow-up.

Outcome / Strategy	Year Two Goal	Year Two Actual
Provides assistance to community by phone or web response with health information and referrals.	100,000	107,517

11,461 triage calls directed caller to take immediate action by calling 911, or going to a hospital emergency room.

ASK-A-NURSE Community Assistance by County



PRIORITY 3- Develop Enhanced Behavioral Health Delivery System

Post-partum depression (PPD) is a pervasive mental health issue in our community with few resources available to those who suffer from it. It also places costs that are transferred to the health care system. SMH's reputation as a leader in obstetrics makes it one of the first places women turn to when struggling with PPD.

The Shawnee Mission Birth Center delivers the most babies in the Kansas City metropolitan area and now provides the staff training, new-mom support and education to eliminate the stigma surrounding PPD and connect women to the appropriate resources.

Outcome / Strategy	Year Two Goal	Year Two Actual
100% of Birth Center staff will be very knowledgeable about the symptoms of PPD.	100%	100%
20% increase in participation from previous year (2014).	57	69
90% of participants will report improvement in PPD symptoms after six weeks.	(90%)	(66%)

"During a baby's extended stay in the NICU, the new mom was experiencing high anxiety. Our nurses provided her with the care, support and assistance necessary and helped her access the appropriate resources. A year later, this mom was struggling once again. With the trust previously established, she reached out to our staff who provided her first with the care and compassion she needed and then assisted her in reconnecting with her physician and therapist."

– Program Coordinator

PRIORITY 4 - Improve

Education on Proper Access to Care in the ER

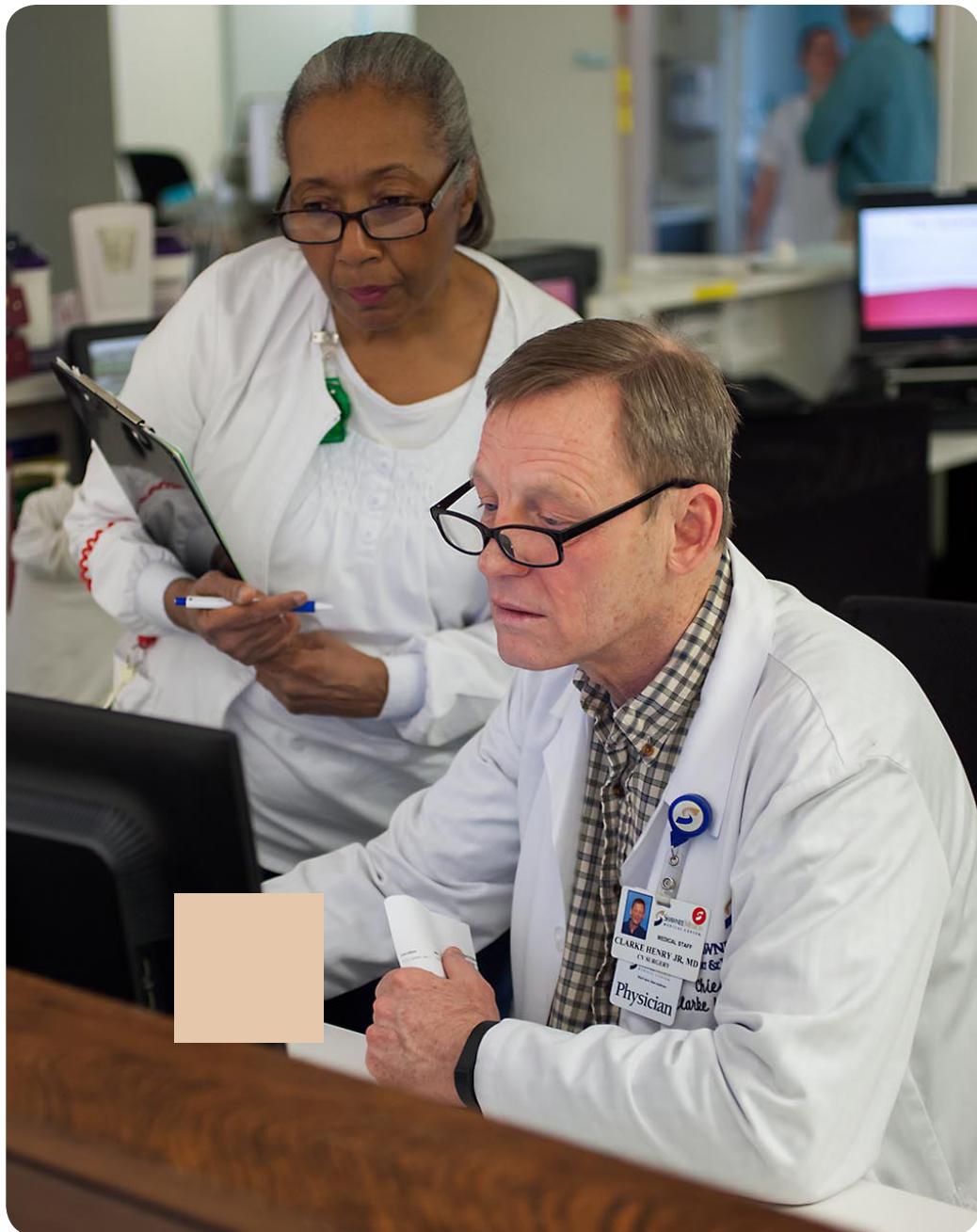
Overuse of the ER is costly to patients and to the community. The Bridge Community Care program helps patients navigate the health care system and is especially helpful for those who overuse the ER. The community care coordinators help patients develop self-management skills by giving them access to the community resources they need the most.

The second year of the Bridge Care Community program benefited from the opportunity to build and foster relationships with community health care stakeholders.

Outcome / Strategy	Year Two Goal	Year Two Actual
Number of frequent users who have an individualized case management plan created by an SMMC community care coordinator.	100	134
Reduce ER visits for case-managed frequent users.	25%	46%
Connect one out of three case-managed frequent users to medical home or primary care provider.	33%	16%

“One homeless patient with a history of mental health had repeated visits to the ER for pain-related issues. With care coordination initiated by our Bridge Care coordinators and partnering with police, EMS and County Mental Health, this patient received the care and services he needed. With close follow-up by care coordinators and County Health, this patient is currently stable and living in an apartment.”

– Community Care Coordinator



COMMUNITY HEALTH PLAN Alignment

SMH is committed to improving the health and well-being of our community. The vision of the Community Health Plan recognizes the importance of collaboration with community partners thus creating a health care definition much broader than medical and clinical services.

SMH classified its health improvement plan into four priorities that align with key health improvement initiatives for Johnson County, Wyandotte County and the Healthy KC initiative:

1. Expand education on nutrition and eating habits.
2. Emphasize physical activity and wellness.
3. Improve education on proper access to ER (access to care).
4. Develop enhanced behavioral health service delivery system.

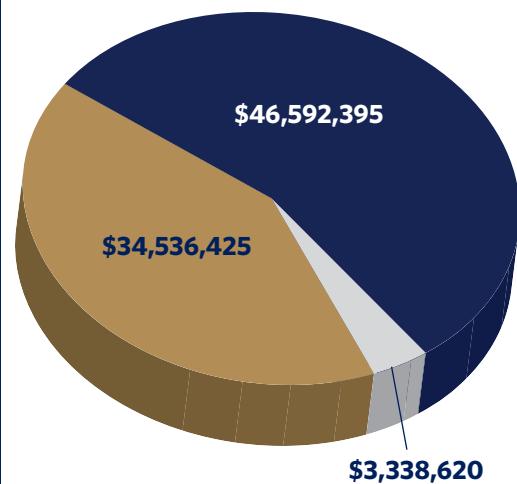
These coalitions and initiatives continue to make great strides in improving our community and have experienced many successes in the past year. We continue our commitment to these relationships and collaborations and together we will continue to impact the health of our community.

HEALTHY PEOPLE 2020

The SMH Community Health Improvement Plan also aligns with Healthy People 2020, a national initiative that provides science-based, 10-year national objectives for improving the health of all Americans and establishes benchmarks to monitor progression.



Community Benefit - 2015 Financial Summary - \$81,467,440



- Charity Care
- Medicaid
- Medicare
- Chaplaincy Programs
- Other Faith-Based Aspects of Care
- Cash and In-Kind Donations—Non Health Care Related
- In-Kind Donations—Health Care Related
- Health Education/Screenings/Prevention/Promotion
- Capital Improvements