

# Via Christi Rehabilitation Hospital 2017 – 2019 Implementation Strategy Plan Attachment A

## Implementation Strategy Narrative

### Hospital Mission

Mission: Inspired by the Gospel and our Catholic tradition, we serve as a healing presence with special concern for our neighbors who are vulnerable.

Via Christi Rehabilitation Hospital (VCRH) enriches the broader community, by providing hospital care and rehabilitation services for those living in Wichita and in surrounding communities. In addition, VCRH takes part in educating physical therapists and respiratory therapists from area colleges. VCRH further supports our Catholic mission with a community board, and open medical staff available to patients regardless of ability to pay.

### Overview

Via Christi Rehabilitation Hospital (VCRH) is accredited by the [Joint Commission on Accreditation of Healthcare Organizations](#) and holds memberships in the [American Hospital Association](#), the [Kansas Hospital Association](#) and the [Catholic Health Association](#). Our hospital is currently training associates to become a High Reliability Organization to increase safety for patients, visitors and employees.

Service to the poor is a primary value at Via Christi Rehabilitation Hospital. In 2016, VCRH contributed nearly \$1.1 million in community benefit.

VCRH serves patients in regaining their functional independence following a major illness, trauma or surgery. The specialized facility offers comprehensive inpatient and outpatient therapy for children, including toddler, and adults, any provides rehabilitation treatment for stroke, spinal cord injuries, limb loss, orthopedic issues and brain injuries.

A typical care team at VCRH may include: physician who is board certified in physical medicine and rehabilitation, case manager who will keep the patient/family informed of interdisciplinary treatment goals and work to coordinate care needed for the patient's return home; occupation therapists who assist with daily living activities, physical therapists who improve mobility and strength to increase functional independence with walking, getting in and out of bed and improving balance, rehabilitation, nurses who assist with medical needs and the skills being worked on during therapy; speech therapists who helps to improve areas of communication, such as speaking, swallowing, comprehension, writing and reading; and other specialty staff who assist like chaplains, pharmacists, internal medicine physicians, rehabilitation optometrists, respiratory therapists and dieticians.

Service to the poor is a primary value at Via Christi Rehabilitation. In 2016, VCRH contributed nearly \$1.37 million in community benefit. In addition to providing charity care, here are some examples of ways VCRH contributes time, talent and treasure to Wichita and surrounding communities:

- Regularly hosts outpatient support group meetings for those with brain injuries, amputees, stroke victims, spinal cord injury victims and victims of Parkinson's disease.
- Provides staff support for the One Community Campaign that raises money for the United Way of the Plains and other area not-for-profit organizations.
- Provide meeting space to AARP Driver Safety Program to access the safety of older drivers in addition to other not-for-profit groups who use conference rooms for board meetings.
- Provides speakers for school science classes and athletic programs on topics from lung functioning to sport conditioning and nutritional eating habits for athletes. In addition, hold CPR/AED training and concussion training for USD#259 coaches as well as school physicals for student athletes.

- Provide staff coverage for various student competitive sporting events (e.g. Johnny Bench Award Catcher's Clinic; KSHSAA Track/Field State Championship, KSHSAA Basketball Tournament, Park City Wrestling Tournament to name a few) in case injuries occur during an event.

## Community Needs Assessment Overview

In 2016, Via Christi Rehabilitation Hospital, along with the other Via Christi Hospitals in Wichita, participated with United Way of the Plains and the Sedgwick County Health Department in a six-county community needs assessment. Surveys were mailed to 695 community leaders, 262 not-for-profit and government agency executives and 7,600 randomly selected households. Subtracting the surveys that were undeliverable, the total number of surveys distributed was 7,712 and 841 returned for an overall response rate of 10.9 percent. Looking at the individual surveys, the response rate for each is as follows: 18.7 percent for community leaders, 46.6 percent for agency executives and 8.9 percent for randomly selected households.

Respondents were asked to prioritize three community issues education, income and self-sufficiency and health. Community respondents ranked the education community issue area as the highest priority for their local community. Among the educational issues, they ranked school readiness and reading at grade level by 3<sup>rd</sup> grade.

Community respondents ranked the income/self-sufficiency community issue area as the second highest priority for their local community. Among income/self-sufficiency issues, they ranked employment/job training and housing.

Health issue areas ranked third highest by community respondents. Their areas of concern revolved around access to health care which ran the gamut including health insurance, affordability, availability, medical practitioners accepting specific types of health insurance coverage; having a sufficient number of medical professionals to serve various geographic areas and medical transportation.

The random sample of community households were asked to review and rate 63 education, health and income concerns and asked to rate whether any of these were a major, moderate, minor or a non-issue for their household or neighborhood. Following are the top ten major health issues that respondents identified as a problem for their household and/or neighborhood.

- 1) Health insurance
- 2) Basic medical care for low-income
- 3) Prescription medicine financial assistance
- 4) Child abuse prevention/education
- 5) Immunization of adults/children
- 6) Human trafficking prevention/education
- 7) Family violence prevention
- 8) Food assistance
- 9) Sexual assault prevention/education
- 10) Counseling/mental health services

## Major Identified Needs Being Addressed by VCRH

### Health Insurance

**Goal: To support the expansion of Medicaid in the State of Kansas and encouraging patients to participate in the Accountable Care Act insurance exchange programs**

In concert with Via Christi Health leadership team and board of directors, VCRH continues to be a strong proponent in the need to expand Medicaid across Kansas. Affordable health care, in our Catholic tradition, should be a right given to all but especially for those who are poor and vulnerable. VCRH continues to offer

charity care to the poor, takes care of those who are recipients of Medicaid and Medicare knowing that the government will not be paying the full cost of that care, and aggressively assist those who come into its hospital to register for programs to which they are entitled.

### **Basic Medical Care for Low-Income**

**Goal: To improve the patients' understanding on the need for a medical care home**

Basic medical care for all people is a right and responsibility of every community. People who are ill and denied medical care not only jeopardize their own health but may impact others who share their environment. Waiting until one is in crisis to seek medical care is not only dangerous but may have serious economic impact for families, health care providers and hospitals.

Having a medical home, a place where one can call and make an appointment to see a physician and/or a nurse practitioner prior to having an emergency is in the best interest of all, especially the patient who can receive quality preventive care or treatment at the time of illness.

Patients accessing the Emergency Room each time they are in need of care are denying themselves the benefits that come with having a medical home. Having a doctor, nurse or other practitioner who knows your personal medical history will provide patients with the best long-term care. VCRH case managers work with patients to find medical homes prior to discharge from our hospital.

### **Prescription Medicine Financial Assistance**

**Goal: To improve the patients' ability to afford their required medications**

VCRH inpatients, as well as clinic outpatients may be eligible to receive financial assistance in procuring their required medications. VCRH has access to Via Christi's 340B drug pricing program on medication and pays an annual fee to be a Dispensary of Hope Pharmacy as well. Involvement in both of these programs is to better serve vulnerable patients and to decrease the burden of cost for uninsured patients who are in need of prescription assistance. In addition, VCRH continues to look for new ways to procure medication discounts for all patients whether they are being discharged from one of its hospitals is getting outpatient treatment in one of its clinics.

### **Counseling/Mental Health Services**

**Goal: To work with the community in finding better ways to identify, treat and keep safe people diagnosed with mental health illness or are in crisis**

VCRH staff works with COMCARE, the Sedgwick County Mental Healthcare provider, to get people evaluated and processed for appropriate care when required. In addition, VCRH is working in tandem with other Via Christi Hospitals, its Behavioral Health Center staff and other mental health/substance abuse providers to develop a long-term strategic plan in dealing with rehabilitation inpatients who may have a mental health diagnosis or who have had a history of substance abuse.

### **Identified Major Needs That Will Not Directly Be Addressed by VCRH**

**Child Abuse Prevention/Education** – The VCRH is not directly involved with child abuse prevention and education; however, they do work with many unified school districts' athletic directors, coaches and trainers to provide them with a variety of training to ensure they are knowledgeable how best to protect the school children. The VCRH staff train these individuals in the latest techniques on CPR, sports injuries and how best to prepare players for medical transport, heat stroke and more. When requested, VCRH staff works in partnership with VCH-W's Behavioral Health Unit to teach area school staff on recognizing bullying traits and how best to handle it in the classroom and on the field.

**Immunization of Adults/Children** – VCRH does not provide immunizations of adults or children outside of their own walls. There are other organizations in the community, including the FQHCs and Via Christi Clinics who offer annual immunizations.

**Human Trafficking Prevention/Education** – Via Christi Health has become a national model for Ascension Health in dealing with this vulnerable population. They are working closely with local and state law enforcement agencies and VCH-W's Forensic Nursing Program to address the needs of those who identified as human trafficking victims in our clinics or emergency rooms. Other agencies, in Sedgwick County are also focusing attention and resources on this issue so VCRH feels this need is already being addressed but stands ready to assist if needed.

**Family Violence Prevention** – Is a serious public health problem, according to the Centers for Disease Control and Prevention. From infants to the elderly, it can affect people in all stages of life regardless of race, religion or economic status. Many victims survive the violence but suffer physical, mental and or emotional health problems through the rest of their lives. VCRH certainly treats these victims should one be in need of rehabilitation therapy but several agencies exist in the Sedgwick County area that address this problem already. Patients who are victims are referred to the most appropriate agencies for assistance by VCRH social workers when appropriate.

**Food Assistance** – VCRH periodically participates in food drives sponsored by Via Christi Health and in addition, when patients are admitted to their hospital, the social worker keeps a watchful eye out for those who may be eligible to receive government assistance (e.g. Medicaid, Food Stamps, etc.). When appropriate the social worker will talk with the patient to see if accessing a quality food supply is a challenge to the patient and assist them with filling out the appropriate paperwork to get access. In addition, they will also let their patients know about community resources that are available (e.g. Our Daily Bread Pantry, North Heights Christian Church Food Pantry, New Beginnings Food Handout, His Helping Hands Food Pantry, Center of Hope, Community Food Ministry, etc.).

**Sexual Assault Prevention/Education** - Sexual assault occurs when consent is not obtained or given freely by one individual to another prior to sexual contact. VCRH supports the work of the many agencies in the community, funded by United Way, that address this problem through their One Community Campaign and they certainly work closely when victims are referred to their rehabilitation inpatient unit. However, they do not directly address this specific problem area.

### **Treatment for Life-Threatening Diseases**

Patients to VCRH are admitted through area hospitals who have received emergency treatment or are recuperating from surgery. The patient and/or their caregiver is strongly encouraged to work with VCRH's case management department to find a physician willing to provide long-term care for the patient prior to dismissal if they don't already have a medical home. Patients who have been diagnosed with a life-threatening disease and are also in need of some form of rehabilitation may be referred to the Via Christi Case Navigator program for future follow-up especially when diagnosed with chronic cardiac and/or cardiopulmonary disease in addition to the diagnosis which landed them in the rehabilitation hospital in the first place.

To see complete Community Health Needs Assessment go to:

[https://www.viachristi.org/sites/default/files/pdf/about\\_us/2013\\_Community\\_Needs%20Assessment\\_Vol.%2002.pdf](https://www.viachristi.org/sites/default/files/pdf/about_us/2013_Community_Needs%20Assessment_Vol.%2002.pdf)