

COMMUNITY HEALTH NEEDS ASSESSMENT

PROVIDING EXCELLENCE IN
HEALTHCARE FOR THE
COMMUNITIES WE SERVE



Increase capacity
for care access



Invest in service line
growth & infrastructure



Expand mental
health services

IMPLEMENTATION STRATEGY



Provide low cost care
& payment options



Support collaborative
preventive health
education



Improve integrated
patient experience



INCREASE CAPACITY FOR CARE ACCESS.

EXPAND PRIMARY & URGENT CARE

ESTABLISH COMMUNITY CARE CENTER.

Late Summer 2015

Implement Community Care Center adjacent to Titus Regional Medical Center at 1901 Mulberry Avenue to provide additional primary care site with coverage Monday - Friday. Additionally, offer after hours and weekend urgent care through expanded hours of Monday - Friday 11 am - 9 pm and Saturday - Sunday 11 am - 7 pm.

RECRUIT ADDITIONAL PROVIDERS.

Initiated Fall 2015

Initiate provider searches for additional Family Nurse Practitioners or Physician Assistants for Primary & Urgent Care, Family Practice Physician and Internal Medicine Physician. Explore tele-capacity for chronic disease management.

EXPAND FAMILY CARE CENTER.

2016

Expand primary care access through build out of 2nd Floor of Family Care Center with positioning as an Ambulatory Care Center, including additional providers & pharmacy for after hour prescription needs.





INVEST IN SERVICE LINES & INFRASTRUCTURE.

INCREASE CAPACITY FOR SPECIALTY CARE

HEART & VASCULAR CENTER AT TITUS.

Cardiac Catheterization Lab 2016

Expansion of cardiovascular options, including recruitment of interventional cardiologists and construction of a diagnostic catheterization lab with goal of TRMC access for all cardiology clinic needs and 24x7 on-call cardiology coverage for the community by 2017. Drs. Sigal & Gojer joined group in late Summer 2015.

HOSPITALIST SERVICE.

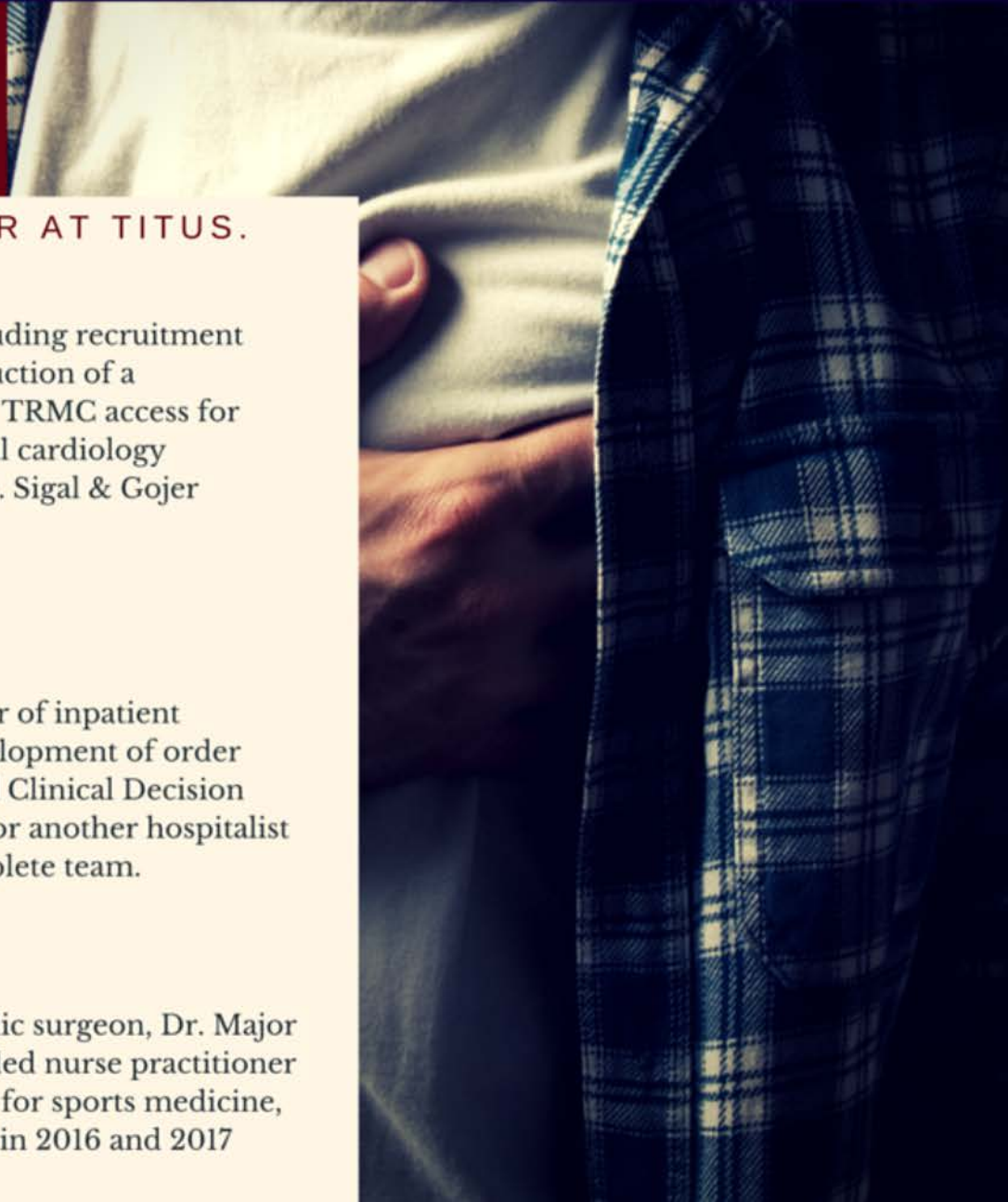
Initiated Summer 2015

Dr. Greg Zarcone hired as medical director of inpatient hospitalist services, and charged with development of order sets, protocols, coordinated admission and Clinical Decision Unit assessment; Additional recruitment for another hospitalist and advanced health practitioners to complete team.

ORTHOPEDICS.

Initiated 2015

Successfully recruited additional orthopedic surgeon, Dr. Major Blair and introduced first spine cases. Added nurse practitioner Lisa Currey to support practice with plans for sports medicine, geriatric fracture program and joint camp in 2016 and 2017 respectively.





INVEST IN SERVICE LINES & INFRASTRUCTURE.

INCREASE CAPACITY FOR SPECIALTY CARE

NEUROLOGY.

Primary Stroke Center 2016

TRMC will pursue primary stroke center designation in 2016 and undergo a significant expansion of Intensive Care Center capacity through additional space build out.

NEPHROLOGY.

Initiated Summer 2015

Initiated recruitment of an additional nephrologist and possible partnership with another entity to provide coverage with goal of establishing inpatient dialysis.

ENDOCRINOLOGY.

Initiated 2015

Initiated recruitment explorations with local endocrinologist to provide bi-monthly coverage option through the Visiting Specialist Center at Titus Regional Medical Center to support our large diabetic patient population.





EXPAND BEHAVIORAL HEALTH SERVICES.

INCREASE MENTAL HEALTH SERVICES

EXPAND BEHAVIORAL HEALTH UNIT. *2016*

Expand current capacity of geriatric inpatient behavioral health unit.

ESTABLISH INPATIENT MENTAL HEALTH. *2017*

Provide additional mental health inpatient treatment capacity through establishment of inpatient mental health unit.

RECRUIT ADDITIONAL PSYCHIATRIST. *Initiated 2015*

Recruitment initiated for additional psychiatrist to support expansion of mental health services for the community.



 **PROVIDE LOW COST CARE & PAYMENT OPTIONS.**

ADD FINANCIAL COUNSELING

SLIDING SCALE STRUCTURE.

Late Summer 2015

Opened the new Community Care Center and debuted sliding scale fee structure for urgent care with a maximum fee of \$80.

FINANCIAL COUNSELING.

2015

Hire financial counselors to explain to patients available payment options and to provide navigation help with signing up for various insurance or other health care assistance programs.





SUPPORT COLLABORATIVE HEALTH EDUCATION.

EXPAND EDUCATIONAL OUTREACH

WOMEN'S HEALTH INITIATIVES.

Ongoing

Community partnership with City of Mount Pleasant for Paint the Town Pink breast cancer awareness campaign, as well as grant programs available through Texas AgriBusiness for reduced cost mammograms. Partner with Sally's Hope to help provide free mammograms and cancer treatment assistance. Offer new breastfeeding education program, as well as water aerobics for pregnant moms. Continue promotions through clinics related to breast & cervical cancer screening grant options.

MEN'S HEALTH OUTREACH.

2015

Expand Tune up For Life men's health initiative to also include stress management, awareness of domestic violence and PSA screening promotion for prostate specific antigen testing.





IMPROVE PATIENT EXPERIENCE.

COORDINATE CARE & ELEVATE ENGAGEMENT

VIRTUAL WAITING ROOM.

Initiated 2015

Creation of online transparency into anticipated wait times of both Family Care Center and Urgent Care Center with capacity for patient to place self in reservation system.

PATIENT CARE CONNECTION.

Initiated 2015

Implemented one-call operations through introduction of 903-577-SICK and 903-577-WELL phone lines. In 2016 to implement online chat capacity as well as web-based scheduling for TRMC Clinics.

WAYFINDING IMPROVEMENTS.

2015

Update 1st floor services and signage with way finding improvements also in Titus Medical Plaza and Family Care Center with goal of introduction of web-based system for scheduling and way finding.





IMPROVE PATIENT EXPERIENCE.

COORDINATE CARE & ELEVATE ENGAGEMENT

REVENUE CYCLE UPGRADES.

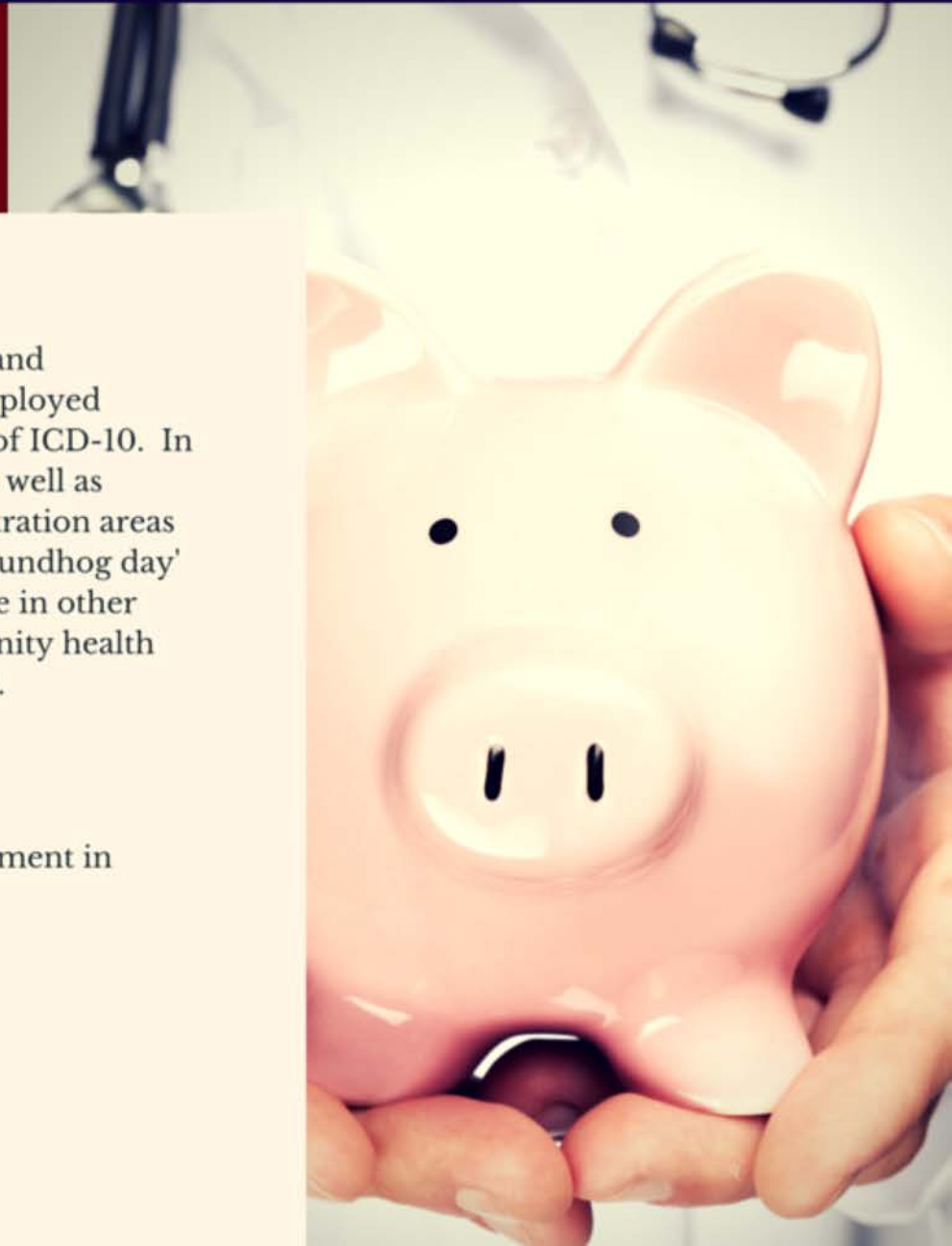
Initiated 2015

Develop strategic plan for payor relationships and consolidation of revenue cycle for hospital, employed providers and EMS as well as implementation of ICD-10. In 2016, explore integration of payor contracts, as well as centralized scheduling and integration of registration areas throughout our health system to eliminate 'groundhog day' repetitious experience for patients needing care in other areas. Our goal for 2017 is to integrate community health care providers' registration process to schedule.

LAB OUTREACH.

2016

Expand clinic outreach lab services for improvement in quality, scope and turnaround of lab services.





IMPROVE PATIENT EXPERIENCE.

COORDINATE CARE & ELEVATE ENGAGEMENT

SURGICAL SERVICES REVITALIZATION.

Initiated 2015

Achievement of pre-admit and turnover goals, as well as a facility refresh of surgical services along with dedicated focus on exceptional patient experience attributes. In 2017, expect a full integration of electronic medical record documentation, including order sets and more.

WOUND HEALING RELOCATION.

2016

Wound healing has outgrown its current space and Titus Regional Medical Center is dedicated to the continued success of the operation. 2016 will feature a relocation plan due to current maximization of available space, with the addition of a 3rd hyperbaric oxygenation chamber in 2017.





ADDITIONAL AREAS ON CHNA 2015.

ANY NEEDS HOSPITAL CHOSE NOT TO ADDRESS



COMMUNITY HEALTH NEEDS ASSESSMENT SURVEY 2015.

The Community Health Needs Assessment provided very valued feedback from the community. All insights were determined to have value and merit, as demonstrated by our organizational prioritization of needs. TRMC Leadership identified the six aforementioned implementation strategic categories and felt all survey responses fell into one of the defined categories.

Titus Regional Medical Center proudly asserts that no expressed needs from the Community Health Needs Assessment survey will go unaddressed through implementation of our multi-year strategic plan.

Furthermore, the feedback from the community was used as the founding principals of our organization's new vision statement.

OUR VISION.

By 2018, we will be your **health system of choice**, dedicated to **healing & well-being** through a culture of **excellence and compassion**.

