

# 2019

## Community Health Needs Assessment Summary



# THE PROCESS

As a not-for-profit organization, Holy Cross Medical Center (HCMC) provides care to the community that goes above and beyond patients who walk through the doors. Every three years, the organization will determine the most critical health needs facing the community through a Community Health Needs Assessment (CHNA), and then develop a plan to address those needs.

## DATA ANALYSIS



Statistical data and trends are gathered from top industry sources and include:

- Population analysis
- State rankings
- Peer rankings
- National rankings

## LOCAL EXPERT SURVEYS

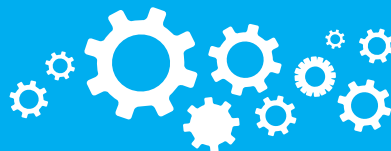


A select group of 'local experts' who meet federal criteria are assembled to participate in two surveys:

- The survey asks for opinions on the previous CHNA (done in 2016) and whether those health needs are still most important today.
- The survey asks the experts to review the collected data to be sure it accurately reflects the community. They then rank all the health needs in order of most important to least important.



## IMPLEMENTATION PLAN



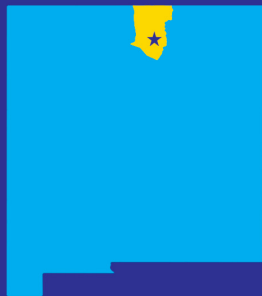
Once the data and surveys are complete and the top health needs are determined, an Implementation Plan is created for each need.

The plan includes activities the hospital is already doing, activities to explore or begin, how progress will be tracked, and who the hospital will partner with to meet these needs.

## THE DATA

Demographics	Taos County	New Mexico	U.S.
2018 Population	33,141	2,081,363	326,533,070
% Population Increase/Decline Since 2016	-1.0%	-1.0%	+1.2%
% White, non-Hispanic	35.3%	37.2%	60.4%
% Hispanic	56.3%	48.9%	18.2%
% Native American	7.0%	10.3%	
Median Household Income	\$35,314	\$45,674	\$55,322
Median Age	43.5	37.2	38.2
Unemployment Rate	6.4%	5.0%	3.9%
% Population >65	24.8%	16.8%	15.8%
% Women of Childbearing Age	15.2%	18.9%	19.6%
Estimated Population in 2023	33,573	2,111,991	334,341,965

### Comparison to New Mexico Counties



### Physical Environment

Taos County ranks **#12** out of 32 NM counties

	Taos	NM	U.S. Best
Severe Housing Problems	22%	18%	14%



### Health Outcomes

Taos County ranks **#20** out of 32 NM counties

Premature death (deaths prior to age 75) presents worse values (shorter survivability) than the average for New Mexico and the U.S.



### Health Behaviors

Taos County ranks **#14** out of 32 NM counties

	Taos	NM	U.S. Best
Alcohol-impaired Driving Deaths	41%	31%	17%



### Clinical Care

Taos County ranks **#12** out of 32 NM counties

	Taos	NM	U.S. Best
Uninsured	15%	13%	11%
Mammography Screening (Medicaid age 65-69)	56%	57%	61%
Diabetes Monitoring	72%	73%	86%

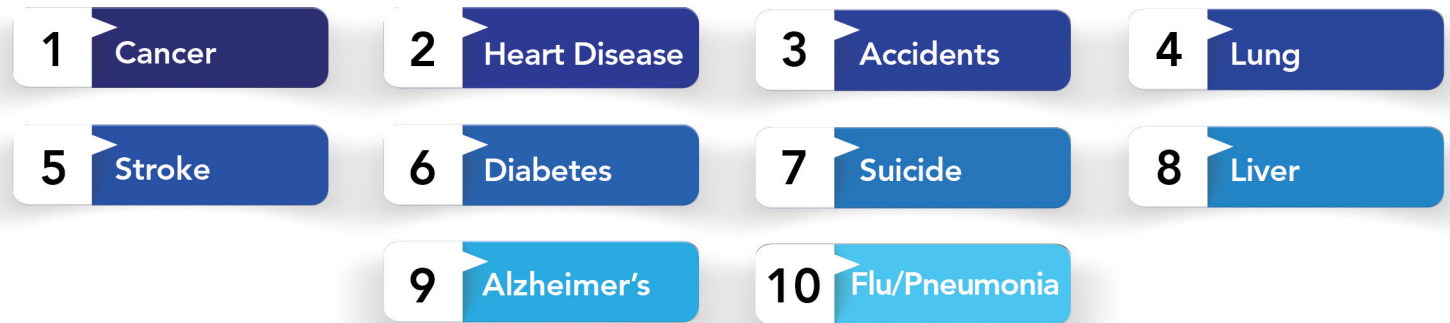


### Social & Economic Factors

Taos County ranks **#24** out of 32 NM counties

	Taos	NM	U.S. Best
Children in Poverty	33%	28%	21%
Injury Deaths (Per 100,000 residents)	130	99	79
Children in Single-Parent Homes	48%	40%	32%

## TOP 10 CAUSES OF DEATH IN TAOS COUNTY



## THE SURVEYS

HCMC put together a list of Local Experts who are knowledgeable about the community and care about its health and welfare to participate in two surveys. These experts also met federal criteria by falling into at least one of five categories:

1. Public Health
2. Departments and Agencies
3. Priority Populations
4. Chronic Disease Groups
5. Broad Interest of the Community

A total of 211 individuals responded to the survey and 6 focus groups as well as 15 local experts were interviewed.

### 2016 Significant Health Needs

- Alcohol/Substance Abuse
- Access/Affordability
- Mental Health/Suicide
- Diabetes
- Cancer

### 2019 Significant Health Needs

- Alcohol/Substance Abuse
- Mental Health/Suicide
- Access/Affordability
- Cancer
- Diabetes



# SIGNIFICANT HEALTH NEEDS

## 1 ALCOHOL/SUBSTANCE ABUSE

### HCMC plans to take the following steps to address this need:

- HCMC treats alcohol and substance abuse in the Emergency Department, providing stabilization and transfer services to patients in need. HCMC also employs a clinician in the emergency department with licensure to administer suboxone, a medication designed to reduce the symptoms of opiate addiction and withdrawal.
- HCMC is the fiscal agent for the Taos Alive Drug-free community grant. This grant-funded coalition brings together health agencies, public safety entities, educational administrators and community advocates to work together to decrease substance abuse in families and youth. The program operates a variety of substance abuse reduction strategies including: public media campaigns regarding substance abuse issues in Taos County, environmental strategies, prescription drug take back and disposal, public events, youth engagement programs, education of elected and public officials about substance abuse prevalence and prevention measures in Taos County, and Naloxone dissemination activities in coordination with Holy Cross Hospital. The Taos Alive Coalition also participates in national conferences and educational workshops and works locally to strengthen and build other drug free communities in neighboring rural/frontier communities.
- HCMC is the fiscal agent for the Department of Transportation Underage Drinking Grant, which supports the adolescent and underage drinking prevention work Taos Alive performs.
- HCMC partners with area schools and law enforcement to reduce drug use and its consequences through a New Mexico High Intensity Drug Trafficking Area (HIDTA) grant.
- HCMC partners with the Vida del Norte coalition in Questa, NM to provide mentorship in Taos Pueblo schools.
- HCMC participates in a 2-county collaboration between Taos and Rio Arriba through the Rural Health Network (Health Resources and Services Administration) to address the opioid epidemic. This network is working on all issues around the opioid issue. They are focusing on communication strategies to educate and decrease stigma and workforce development opportunities for those working in the field of substance misuse.
- HCMC has a prescription drug collection box installed in its emergency room waiting area for community members to safely dispose prescription medications.
- HCMC is actively involved with the New Mexico Hospital Association in its efforts to treat opioid addiction and reduce opioid usage in communities across the state.
- HCMC actively participates in the Taos Health Council; this health advocacy coalition provides education about recovery and support group programs in the community such as the Rio Grande Alcohol Treatment Program and various Alcohol Anonymous/Narcotics Anonymous support groups in Taos County.

### Additionally, HCMC is taking the following steps to address this need:

- HCMC and Taos Alive are hosting a series of community substance abuse summits. These summits are intended to help community providers and resources understand the full picture of substance abuse in the community, to change attitudes towards substance abuse, and, ultimately, to help affected patients navigate towards recovery.

### The strategy to evaluate HCMC intended actions is to monitor change in the following Leading Indicator:

- Quantity of returned medications from DEA prescription take back activities
- Number of students exposed to drug-free curricula provided by the hospital
- Attendance count at the community summit for substance abuse in June 2019

# SIGNIFICANT HEALTH NEEDS

**HCMC anticipates collaborating with the following facilities and organizations to address this Significant Need:**

- Rural Health Network
- Drug Addicts Anonymous
- Taos Alive Coalition
- Rio Arriba Health Council
- HOY
- Shadow Mountain Recovery Center
- Vida Del Norte
- Local primary care physicians
- Taos Pueblo Coalition
- Taos Health and Wellness Center
- Recovery Friendly Taos

**Other local resources identified during the CHNA process that are believed available to respond to this need:**

- Questa PMS Clinic
- El Centro
- Inside Out Recovery Center

# SIGNIFICANT HEALTH NEEDS

## 2 MENTAL HEALTH/SUICIDE

### **HCMC services, programs, and resources available to respond to this need include:**

- HCMC Emergency Department, the Taos Health Council, a program of HCMC, works collaboratively with the NM Crisis and Access Line (NMCAL) organization to promote awareness of suicide desire and prevention in the local community. According to the 2018 NMCAL Annual report, 584 calls from Taos County were handled by NMCAL Hotline Counselors.
- The Taos Health Council also works to raise awareness in the local community about adolescent suicide desire and prevention. The Taos Health Council tracks data from the Youth Risk & Resiliency survey. According to the latest survey in 2017, 20.9% of high school students surveyed reported having seriously considered suicide; 17.7% reported having made a suicide plan and 9.9% reported having attempted suicide.
- HCMC sponsors Taos First Steps, which supports new families and promotes early childhood development and the parent-child relationship. This program provides access to behavioral health resources through home visits, group events, classes, and referrals to healthcare agencies as appropriate.

### **Additionally, HCMC plans to take the following steps to address this need:**

- Make updates to the existing suicide prevention assessment in the emergency department.
- Assess patient populations to identify specific sub-groups at higher risk for suicide and mental health issues across the continuum of care.
- Collaborate with the new community psychiatrist to enhance mental health offerings.

### **The strategy to evaluate HCMC intended actions is to monitor change in the following Leading Indicator:**

- Number of patients identified by HCMC Case Management Department as having attempted suicide
- Number of psychological interventions provided by a social worker or psychologist at HCMC
- Percent of patients with depression screening in clinics and Emergency Department
- Percent of primary care patients screened for depression and suicide

### **HCMC anticipates collaborating with the following other facilities and organizations to address this Significant Need:**

- Dream Tree Project
- Taos Alive
- Taos Pueblo Mental Health / Social
- Services
- Total Health and Wellness Center

# SIGNIFICANT HEALTH NEEDS

## **3 ACCESS/AFFORDABILITY**

### **HCMC services, programs, and resources available to respond to this need include:**

- HCMC Benefit Navigation Program provides free enrollment application assistance, counseling, and eligibility information to the public for the following health coverage programs: Medicaid and Marketplace. It is a program of Holy Cross Hospital with bilingual staff and two main offices in Taos. The two offices also assist with presumptive eligibility provision for the Low-Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP) Program and the Temporary Assistance to Needy Families (TANF) program.
- The Benefit Navigation program also provides healthcare navigation services to the Medicare eligible and Medicare beneficiary populations. This is a grant-funded effort with neighboring county Rio Arriba to work specifically with the Medicare population and increase access to and enrollment in public health entitlement programs. The program only interfaces with Medicare beneficiaries when they are determined to be dually eligible for both Medicare and Medicaid coverage and to navigate current Medicare enrollment options; they currently do not assist in Medicare applications which are administered by the Social Security Administration. The dual eligible population is the Low-Income Subsidy (LIS) eligible and the Medicare Subsidy Program (MSP) eligible.
- HCMC offers resources for chronic care management in its primary care clinics.
- HCMC is the fiscal agent for Taos First Steps, which supports new families and promotes early childhood development and the parent-child relationship. This program provides access to behavioral health resources through home visits, group events, classes, and referrals to healthcare agencies as appropriate. The First Steps data coordinator is a Medicaid Determiner and is able to assist prenatal families and families with children up to 3 years old with Medicaid enrollment.

### **Additionally, HCMC plans to take the following steps to address this need:**

- Begin outreach to local businesses and community resources to provide education about the benefit navigation program
- Expand the HCMC bad debt purchasing program, which allows local organizations to purchase portions of patient debt for uncompensated care
- Explore the opportunity to expand telemedicine offerings for both HCMC and HCMC clinics
- Work with local organizations to provide financial support and assistance for HCMC patients receiving cancer care outside of Taos County

### **The strategy to evaluate HCMC intended actions is to monitor change in the following Leading Indicator:**

- Volume of completed Medicaid applications
- Volume of Medicaid Educational Counseling Sessions
- Volume of completed Marketplace applications
- Volume of Medicare Educational Counseling Sessions
- Volume of completed Medicare program applications
- Volume of completed supplemental Medicare program applications
- HCMC Emergency Department visit volume and average patient acuity

### **HCMC anticipates collaborating with the following other facilities and organizations to address this Significant Need:**

- TENT (Taos Elders Network Together)
- Holy Cross First Steps
- Income Support Division, Taos Branch
- El Centro Family Health, Taos Office
- El Centro Family Health, Peñasco
- Questa Health Center PMS
- Taos County Indigent Fund



# SIGNIFICANT HEALTH NEEDS

## 4 CANCER

### **HCMC services, programs, and resources available to respond to this need include:**

- HCMC Cancer Support Services provides non-medical services to patients diagnosed with cancer.
- HCMC Emergency Department and inpatient provide medical care for the acute need.
- HCMC Imaging provides diagnostic services.
- HCMC Surgery/Pathology provides surgical and diagnostic services for cancer.
- HCMC nutritionist provides health and wellness education.
- HCMC partners with the "Prescription Trails" program to promote activity and exercise on local trails in collaboration with the Taos Land Trust and the National Park Trail System.
- HCMC sponsors the annual "For the Health of It" walk, coordinated by Cancer Support Services to benefit the program.
- HCMC partnered with Latch-On, a group founded by First Steps to sponsor a breast-feeding tent at the Taos farmers market.
- HCMC host a number of outreach and educational events like a Zumba party, Paint Taos Pink, and a silent auction. These events are held during the entire month of October and coordinated by Cancer Support Services.

### **The strategy to evaluate HCMC intended actions is to monitor change in the following Leading Indicator:**

- HCMC Cancer Support Service recipients
- HCMC mammography exam volumes performed in the hospital
- Change in the number of referrals for preventive cancer screenings by HCMC-affiliated primary care physicians
- HCMC colonoscopy exam volumes
- HCMC cervical screening volumes
- Attendance at October cancer awareness events
- Attendance at annual "For the Health of It" event cancer support services walk

### **HCMC anticipates collaborating with the following other facilities and organizations to address this Significant Need:**

- Cancer Foundation of New Mexico
- Chevron Grants for the Good
- Taos Community Foundation
- Quail Roost Foundation
- Taos County
- Nusenda Credit Union
- American Cancer Society
- Road to Recovery

# SIGNIFICANT HEALTH NEEDS

## 5 DIABETES

### **HCMC services, programs, and resources available to respond to this need include:**

- The Diabetes Self-Management Program (DSMP) provides testing, medication management, and education through a team of diabetes educators and a dietitian overseen by an Endocrinologist Medical Director.
- HCMC convenes an advisory committee comprised of medical professionals and community members.
- HCMC staff in all units currently provides education and outreach information for diabetes, including presence at health fairs and education classes to seniors.
- HCMC Primary Care Clinic offers diabetes care.
- HCMC nutritionist offers cooking classes for healthy cooking.
- HCMC offers diabetes education and support, including education and guidance on the disease process, medications, physical activity, blood glucose monitoring, complication prevention, goal setting and problem solving, intensive insulin management, insulin pump management, medication coverage, continuous glucose monitoring, and nutritional counseling.
- HCMC offers curriculum-based education for Type 1 Diabetes Mellitus, Type 2 Diabetes Mellitus, and Gestational Diabetes.
- HCMC offers group classes for Type 2 and pre-gestational diabetes.

### **Additionally, HCMC plans to take the following steps to address this need:**

- Explore opportunity to partner with Ancianos, Inc. to help improve nutritional access for the diabetic community
- Offer a pre-gestational diabetes class monthly
- Provide services for patients with continuous glucose monitoring
- Explore demographics within diabetic populations to understand specific population needs
- Explore collaboration with the WIC Program
- Explore collaboration with home health for diabetes management
- Explore opportunity to expand 340B with local/retail pharmacies
- Implement the CDC/AADE program to address prevention of Type 2 Diabetes

### **The strategy to evaluate HCMC intended actions is to monitor change in the following Leading Indicator:**

- Number of community members attending HCMC education events
- Number of patients served in the HCMC diabetes clinic
- Hemoglobin A1C scores

### **HCMC anticipates collaborating with the following other facilities and organizations to address this Significant Need:**

- Health & Community Services of Taos Pueblo
- Indian Health Services (IHS)
- Holy Cross Women's Health Institute
- Holy Cross First Steps



This summary of the HCMC 2019 CHNA has been assembled to provide a general understanding of the process and results. For complete details, including citations, IRS language, and supporting documentation, please visit: **[www.holycrossmedicalcenter.org](http://www.holycrossmedicalcenter.org)**

For further information, or to request copies of this report or a presentation of this data, please contact Jeannie Ross, Director of Community Health Services at **(575) 737-3374** or **[jross@taoshospital.org](mailto:jross@taoshospital.org)**

For more information about how Holy Cross Medical Center is responding to the health needs identified in the Community Health Needs Assessment survey, please review the Master Plan document on our website.



# Holy Cross Medical Center Locations

