



2017-2019 Community Health Improvement Plan
for CHRISTUS Health Northern Louisiana

MISSION FOR IMPLEMENTATION

CHRISTUS Health Shreveport-Bossier is a non-profit hospital located in Shreveport, Louisiana and represents CHRISTUS Health Northern Louisiana. CHRISTUS Health Northern Louisiana is part of CHRISTUS Health, formed in 1999 to strengthen the Catholic faith-based health care ministries of the Congregations of the Sisters of Charity of the Incarnate Word of Houston and San Antonio that began in 1866. Founded on the mission “to extend the healing ministry of Jesus Christ,” CHRISTUS Health’s vision is to be a leader, a partner, and an advocate in creating innovative health and wellness solutions that improve the lives of individuals and communities so that all may experience God’s healing presence and love.

As part of this effort and to meet [federal IRS 990H requirements](#), this document serves as a community health improvement plan (CHIP) report for CHRISTUS Health Northern Louisiana. This report is the companion piece to the Community Health Needs Assessment (CHNA) report that was finalized June 2016 (see separate document), and based, in part, off of several needs identified in that document.

TARGET AREA/ POPULATION

CHRISTUS Health Shreveport-Bossier sees patients from the following nine parishes in the Northern Louisiana region. The target population for most of the implementation strategies discussed in this report is dependent upon the priority area of focus, and will vary from patient groups to specific neighborhoods or communities within these parishes.

CHRISTUS Health Northern Louisiana Parishes	
Bossier	Natchitoches
Caddo	Sabine
Claiborne	Webster
DeSoto	Winn
Lincoln	

PRIORITY HEALTH NEEDS

Leadership for CHRISTUS Health Northern Louisiana was provided with a draft community health needs assessment report May 2016. A panel of experts comprised of both CHRISTUS staff and external partners representing various members of the community was tasked with reviewing the findings and determining which priority issues would be selected to address over the next three years as part of a community health implementation plan.

The panel took a number of things into consideration when choosing priorities. Some priorities were selected based off of issue prevalence and severity according to parish and regional secondary data. Input provided by key informants, focus group participants, and other community stakeholders was also heavily considered, especially for priority areas where secondary data were less available. The official Community Health Needs Assessment report was finalized June 2016 (see separate document). Based on the process described above, the priority health needs selected by CHRISTUS Health Northern Louisiana are:

1. Cardiovascular Health (includes Heart Disease, High Blood Pressure, High Cholesterol, Diabetes, and Stroke)
2. Nutrition & Healthy Eating (includes both obesity & malnutrition)
3. Tobacco Use
4. Sexually transmitted infections (STIs) and Teenage Pregnancy
5. Lack of Knowledge of Health Care Resources in the Community
6. Improve Access to Care for Uninsured and Underinsured Populations
7. Child Safety & Well-Being

SELECTED IMPLEMENTATION STRATEGY

The following implementation strategies outline actions CHRISTUS Health Northern Louisiana will take over the next three years to address the seven priority health needs listed above.

CARDIOVASCULAR HEALTH PRIORITY STRATEGY

Improve the accessibility of cardiovascular health and chronic disease prevention tools and resources to reduce poor health outcomes and the burden of cardiovascular and related diseases for populations at risk.

Major Actions	Sub-actions
Explore opportunities to enhance or expand cardiovascular health and prevention	<ol style="list-style-type: none"> 1. Collaborate with community entities to expand educational outreach 2. Collaborate with community entities to expand health screenings. <p><i>Anticipated Outcome:</i> Implementing outreach and educational supports that help people improve their cardiovascular health can assist in the reduction of poor health outcomes and the burden of disease for populations at risk.</p>
Provide chronic disease management and Access	<ol style="list-style-type: none"> 1. Partner with providers to offer intensive cardiac rehab 2. Provide care navigation, both internally and collaboratively 3. Explore replication of the group appointment/ health care delivery model of MLK Clinic in other settings, if appropriate 4. Explore partnerships in the community to provide low cost access 5. Provide diabetic education program and support groups <p><i>Anticipated Outcomes:</i> Providing chronic disease management and/ or access could reduce other preventable diseases and reduce need for further hospitalization.</p>

NUTRITION AND HEALTHY EATING PRIORITY STRATEGY

Expand partnerships and strategies to improve access to quality nutrition for communities in the CHRISTUS Northern Louisiana region.

Major Action(s)	Sub-actions
Provide nutrition and healthy eating programs	<ol style="list-style-type: none">1. Provide nutrition and healthy eating education and supports through school-based health centers and community garden initiatives2. Develop partnerships with other community entities to promote nutrition and healthy eating <p><i>Anticipated Outcome:</i> Collaboration with community entities to promote better understanding of fitness, nutrition, and healthy eating would result in drop in childhood obesity rate in the community and produces healthier children with lower rate of Type 2 diabetes.</p>

TOBACCO USE PRIORITY STRATEGY

Develop opportunities to build off of existing tobacco cessation efforts to improve health outcomes associated with reduced smoking and tobacco use.

Major Action(s)	Sub-actions
Promote tobacco cessation activities	<ol style="list-style-type: none">1. Partner with community entities to raise awareness/outreach and offer referrals for tobacco cessation efforts2. Coordinate and strengthen existing internal tobacco cessation initiatives <p><i>Anticipated Outcome:</i> Improved outreach throughout the community and in CHRISTUS facilities would result in more families accessing tobacco cessation tools and resources, and result in a subsequent reduction of tobacco use.</p>

SEXUALLY TRANSMITTED INFECTIONS AND TEENAGE PREGNANCY PRIORITY STRATEGY

Expand partnerships and strategies to reduce STIs and teen pregnancy in the CHRISTUS Northern Louisiana region.

Major Action(s)	Sub-actions
<p>Provide STI and teen pregnancy prevention efforts</p>	<ol style="list-style-type: none"> 1. Provide STI and teen pregnancy prevention classes at school-based health centers 2. Explore expanding Teen Mom program 3. Explore expanding STI and teen pregnancy prevention efforts to other schools in the area 4. Collaborate with community entities 5. Participate in local STD Task Force <p><i>Anticipated Outcome:</i> Collaboration with community entities, especially the school based health clinics, through education would result in the decrease of unplanned teen pregnancy rate and sexual transmitted infections and diseases.</p>

IMPROVING COMMUNITY KNOWLEDGE OF HEALTH CARE RESOURCES PRIORITY STRATEGY

Educate and inform the larger community on the variety of health care programs and resources available to those in need.

Major Actions	Sub-actions
<p>Increase awareness among CHRISTUS staff, partners, and the general public on the wealth of health care programs available throughout the region</p>	<ol style="list-style-type: none"> 1. Collaborate with community entities to explore the creation of a centralized information resource 2. Educate physicians and social workers on existing resources available so that they can refer patients as appropriate <p><i>Anticipated Outcome:</i> As a trusted health care provider, CHRISTUS Northern Louisiana can participate in enhancing the community’s understanding of available resources.</p>

IMPROVING ACCESS TO CARE PRIORITY STRATEGY

Improve primary care access for the uninsured and underinsured through the exploration, expansion, and promotion of community-based health care delivery in the CHRISTUS Health Northern Louisiana region.

Major Actions	Sub-actions
<p>Achieve a 10% reduction in ED visits for the economically disadvantaged by improving access to appropriate care alternatives.</p>	<ol style="list-style-type: none"> 1. Use of care coordination 2. Collaborate with other community providers to promote alternate access points 3. Collaborate with community entities to explore creation of a centralized information resource. <p><i>Anticipated Outcome:</i> Document the number of persons who receive appropriate care in the appropriate setting as a percentage that contributes toward the goal of a 10% reduction in the inappropriate visits to the ED by the economically disadvantaged.</p>
<p>Explore the expansion of primary care</p>	<ol style="list-style-type: none"> 1. Implement strategies to increase access points to primary care 2. Explore possibility of creating hybrid models of primary care 3. Provide care navigation, both internally and collaboratively 4. Explore opportunities to implement strategies shown to be effective for uninsured / underinsured (e.g. case management collaboration with FQHCs and other local providers) <p><i>Anticipated Outcome:</i> Establishing a more robust system of primary care in the area will improve coordination of care and health care access for the uninsured and underinsured.</p>
<p>Maximize ways to provide affordable medication options</p>	<ol style="list-style-type: none"> 1. Partner with pharmaceutical companies and/or other medication assistance programs <p><i>Anticipated Outcome:</i> Providing medication assistance to as many people as possible who qualify will allow individuals increased access to much needed medications at a reduced/ reasonable cost, which may improve health outcomes or overall disease management.</p>

CHILD SAFETY AND WELL-BEING PRIORITY STRATEGY

Contribute to regional strategies to ensure child safety and well-being is prioritized in the CHRISTUS Health Northern Louisiana region.

Major Actions	Sub-actions
<p>Provide awareness among clinicians, schools, and others on the many issues related to child safety</p>	<ol style="list-style-type: none"> 1. Educate health professionals, such as ED staff, and others about the signs of suspected child abuse and neglect 2. Build partnerships with community entities to promote overall child safety & well-being 3. Provide services through School Based Health Centers 4. Continue partnership to support CARA Center, which has staff certified to educate area teachers <p><i>Anticipated Outcome:</i> Developing alliances and strategies to raise awareness about child safety can help create safer environments for the region’s kids.</p>
<p>Address and reduce the region’s high infant mortality rate</p>	<ol style="list-style-type: none"> 1. Collaborate with state and local agencies to create community awareness. 2. Expand and promote the Teen Mom program <p><i>Anticipated Outcome:</i> Collaboration with state and local agencies to create community awareness would result in the decrease in number of infant mortality due to suspected abuse or lack of resources.</p>

OTHER COMMUNITY NEEDS THAT CANNOT NOT BE ADDRESSED

In an effort to maximize any resources available for all seven priority areas, the CHRISTUS Health Northern Louisiana CHNA Advisory Committee determined that the following issues would not be explicitly included in their community health improvement plan (CHIP):

- Mental health
- Cancer
- Environmental health
- Human trafficking

While all four areas are a community concern, it was determined that for some of these needs there are other health care facilities and organizations in the region who better equipped or have designated resources at their disposal to specifically address these needs. This is especially true for mental health.

Every year the CHRISTUS Cancer Treatment Center provides free cancer screenings throughout the community, sponsorships to the American Cancer Society and Susan G. Komen Race for the Cure, and numerous wellness programs and support services for cancer patients, survivors, and their families. In addition, the Cancer Center has a partnership with Ochsner Health Network, which allows the Center to connect local patients to promising clinical trials, thus providing them with access to the latest treatment options. While the Cancer Center will continue this important work, CHRISTUS Health

Northern Louisiana will apply its limited community benefit dollars to seven priority areas identified above over the next three years.

Although transportation is not specifically mentioned as a priority area, the Advisory Committee acknowledged that most efforts to improve access to care for uninsured and underinsured populations would likely incorporate strategies to address transportation. There are several programs already offered by CHRISTUS Health Shreveport-Bossier that seek to address this need.

The same can be said for environmental health and human trafficking. While CHRISTUS Health Shreveport-Bossier does not plan to explicitly tackle environmental health issues, CHRISTUS Health Northern Louisiana leadership acknowledged that many of the students served by their school-based health centers receive asthma treatment and care. Likewise, CHRISTUS Health Northern Louisiana already actively partners with several of the child advocacy centers in the area committed to combating human trafficking.