

**Memorial Health System (MHS) - Abilene, KS**  
**2019 Community Health Needs Assessment**  
**MHS Implementation Strategy 2020-2022**

Working together to improve community health is most successful when community stakeholders collaborate. Together, MHS and the Dickinson County Health Department collaborated with community stakeholders to conduct the 2019 Community Health Needs Assessment for Dickinson County, Kansas.

Memorial Hospital  
511 NE 10th  
Abilene, KS 67410  
(785) 263-2100  
CEO: Harold Courtois

Memorial Hospital has provided the residents of Abilene, KS, and the surrounding area with high quality health care services since 1922. Over the years, the system has grown into a provider of health care services for all stages of life.

Memorial Hospital is a 25-bed critical access hospital in Abilene, Kansas, and has served the people in Dickinson County since 1922. Memorial Hospital prides itself on the quality care its staff provides. Memorial Hospital is a modern and well-equipped primary health care institution, with a high degree of sophistication in diagnostic equipment, technology, and personnel that is unusual for most hospitals of similar size and type in the state.

Memorial Hospital prides itself on quality patient care provided by both outpatient and inpatient services. The hospital consistently ranks high on patient satisfaction surveys conducted by independent survey companies. Both inpatients and outpatients give Memorial Hospital high marks for quality care and customer service. Its excellent medical staff, and dedicated, skilled hospital staff, assure delivery of high quality health care in a compassionate, yet individualized manner.

Memorial Hospital offers: 24-hour emergency care; childbirth center; skilled nursing program; diagnostic laboratory; diagnostic radiology and imaging services; rehabilitation services, including physical therapy, occupational therapy, speech therapy and sports medicine services; respiratory care; cardiac rehabilitation; inpatient and outpatient geriatric behavioral health services; general surgery; a pain management clinic, and an array of visiting specialists who hold clinics and perform services and surgery at Memorial Hospital so patients do not have to travel far to receive health care.

**Mission:** Enhance the health and wellness of all.

**Vision:** Be the health care provider and employer of choice.

**Core Values:** CARE

Compassion for all

Appreciation for others  
Respect for everyone  
Excellence that exceeds expectations  
**Motto:** Caring for you.

Dickinson County Health Department  
1001 N Brady  
Abilene, KS 67410  
(785) 263-4179  
Abilene Hours: Monday 8a-6p; Tuesday-Friday 8a-5p  
Herington Clinic Hours: 2nd and 4th Tuesday of each month 9a-4p  
Deputy Director: Brenda Weaver, RN

Health Department Services: WIC; Immunizations (adult and child); Foot care for Seniors; Free breastfeeding support; Breast Pump Rental; Child Services (including Kan Be Healthy physicals and hearing/vision screenings); Blood Pressure checks; Weight Check; Allergy injections

### **CHNA and Town Hall Research Process**

The 2019 Community Health Needs Assessment (CHNA) process for Dickinson County began in April 2019. MHS hired VVV Consultants, LLC to lead and complete a Community Health Needs Assessment, IRS aligned comprehensive report.

VVV Consultants LLC  
Company Profile: 601 N. Mahaffie, Olathe, KS 66061 (913) 302-7264  
Vince Vandelaar MBA, Principal Consultant & Adjunct (913) 302-7264  
Tessa Taylor BBA BA - VVV Consultants LLC, Lead Consultant  
VVV@VandelaarMarketing.com

A community stakeholder survey was created, and administered to collect “current” health care information from the primary service area. The response rate for Dickinson County’s online survey generated 254 resident responses. The community survey data was combined with data from Kansas Health Matters, Kansas Health Rankings, Vital Statistics, Robert Wood Johnson Foundation: County Health Rankings, and other databases to generate data and topics of discussion for a town hall meeting, where community priorities would be identified by community members.

Each community has a wealth of expertise to be tapped into for CHNA development. For this reason, a town hall is the perfect forum to gather community insight and provide an atmosphere to objectively build consensus, and prioritize county health issues. All town hall priority-setting and scoring processes involve the input of key stakeholders in attendance. Individuals and organizations attending the town halls are critically important to the success of the CHNA. The following list outlines partners invited to the Dickinson County town hall meeting: local hospital professionals, public health community, mental health community, free



clinics, community based rural health clinic, service providers, local residents, community leaders, opinion leaders, school leaders, business leaders, local government representatives, faith-based organizations and persons (or organizations serving them), people with chronic conditions, uninsured community members, low income residents, and minority groups.

Memorial Health System (MHS) (Dickinson County, KS), in collaboration with Dickinson County Health Department, hosted a town hall meeting, on Thursday, July 11, 2019 from 11:30 a.m. to 1:00 p.m. at the Civic Center (201 NW 2nd Street, Abilene, Kansas 67410). Vince Vandehaar facilitated this 90-minute session, with thirty-one (31) attendees.

These are the priorities identified at the town hall meeting:

<b>2019 CHNA Health Priorities</b> <b>Memorial Health System - Primary Service Area</b> <b>CHNA Wave #3 Town Hall - July 11, 2019</b> <b>Dickinson Co, KS (31 Attendees, 108 Total Votes)</b>				
#	Community Health Needs to Change and/or Improve	Votes	%	Accum
1	Awareness of Healthcare Services	16	14.8%	15%
2	Housing (Safe & Affordable)	15	13.9%	29%
3	Lack of Ownership of Personal Health (Apathy)	14	13.0%	42%
4	Drug Abuse (Opioids, Meth, Heroin, Cocaine, Marijuana)	12	11.1%	53%
5	Mental Health Services (Diagnosis / Treatment / Aftercare)	11	10.2%	63%
6	Poverty (Employment Readiness)	8	7.4%	70%
7	Public Transportation	5	4.6%	75%
8	Dental Care	5	4.6%	80%
<b>Total Votes:</b>		<b>108</b>	<b>100.0%</b>	
<small>Other items receiving votes: Provider Specialists (Derm, Cancer, Pulm, Audio), Child Care (Affordability, Affordable Healthcare (Services &amp; Insurance), Eye Care, Wellness Education, Holistic Integrated Care, Food Insecurity, Collaboration of Healthcare Services (North/South in County), Retail HC (Shopping outside of community).</small>				

The MHS Implementation Strategy will focus primarily on Abilene and the surrounding area, as that is where the majority of our patients reside. We will continue to collaborate with our CHNA partners through the Quality of Life Coalition regularly. It is in the best interest of Dickinson County that we do our best to work together, as much as possible, to accomplish goals and improve the overall health and wellness of Dickinson County residents.

MHS will continue to provide high quality health care services for the residents of Abilene and Dickinson County. All MHS affiliates are encouraged to provide leadership and support for collaborative community efforts to make health improvements in Dickinson County.

MHS is meeting existing community needs through providing community benefits and services including: charity care; Medicaid services; in-kind and financial support for the Women's Health Initiative for free mammograms for the uninsured in Dickinson County; leading a free Diabetes Support Group, Healthwise 55, Bereavement Support Group, Caregiver Support Group, and 340b Drug Discount Program.

Specific to the needs identified in the 2019 CHNA, MHS shall:

### **Awareness of Healthcare Services / Holistic Integrated Care**

1. Offer Community Health Fairs to expose residents to health care availability in Dickinson County.
2. Utilize MHS affiliate Facebook pages and website to share and have information of available services.
3. Host Healthwise 55, quarterly programs, to educate community on health and wellness topics, and available social services.
4. Explore partnership with Dickinson County Health Department to collaborate and encourage health care services in the county. Help support and promote available health care services.

### **Housing (Safe & Affordable)**

*This health need is not part of hospital mission of critical operations. Will collaborate with others as appropriate.*

1. Continue to operate Frontier Estates - HUD Housing for seniors.

### **Lack of Ownership of Personal Health (Apathy)**

1. Continue with Impact Sports and Fitness exercise classes, which are open to the community, and promote/teach healthy lifestyles and physical activity.
2. Host community education events to promote local health care services and the importance of preventative care. (Healthwise 55 events)
3. Continue with MHS Speakers Bureau at Senior Center.
4. Memorial Hospital's dietitian will continue to host the Dickinson County Diabetes Support Group, and host healthy lifestyle and eating classes.
5. Continue MHS annual Fit and Fine Health and Wellness Fair for the community.

### **Drug Abuse (Opioids, Meth, Heroin, Cocaine, Marijuana)**

1. Support local physicians in discouraging prescription drug abuse. Continue to employ a physiatrist, and operate Comprehensive Pain Solutions clinic.
2. Promote physical therapy services to community as a safe option for pain management.
3. Continue with HINK and Sunflower partnership, with the implementation of standardized chronic pain management policies in hospital, clinics and emergency department.

### **Mental Health Services (Diagnosis / Treatment / Aftercare)**

1. Continue to support education for Emergency Department staff regarding mental health delivery issues. Provide continuing education courses, lunch and learn presentations, etc. to keep them current on treatment options and best practices for mental health illnesses.
2. Re-explore adding Telehealth in Heartland Health Care Clinic. Work with Central Kansas Mental Health Center. Continue to utilize eAvera in Emergency Department.
3. Continue with Outpatient and Rose Unit Senior Behavioral Programs.



### Poverty (Employment Readiness) / Food Insecurity

*This health need is not part of hospital mission of critical operations. Will collaborate with others as appropriate.*

1. Continue to expand and educate community about the 340B Program and the use of 340B affordable drug prices.
2. Promote and advertise MHS career opportunities at college job fairs, to high school students, and the unemployed.
3. Continue employee payroll deduct option to support Food Back-Pack Program at Abilene schools.

### Public Transportation

*This health need is not part of hospital mission of critical operations. Will collaborate with others as appropriate.*

1. Continue to provide support for health care transportation program through OCCK.

### Dental Care

*This health need is not part of hospital mission of critical operations. Will collaborate with others as appropriate.*

1. Support community recruitment efforts for additional dental providers.

### Next Steps

As part of the CHNA process, Memorial Health System will continue to work with community partners in the implementation of our community health improvement plan (CHIP) based on the hospital strategies outlined in this document. The CHIP will be reviewed annually to assess progress on key community indicators. The next community health needs assessment (CHNA) will be conducted in 2022 for implementation in 2023.

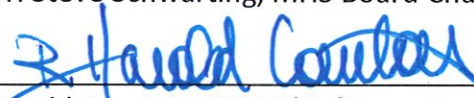
### Approval

The MHS Board of Directors, which includes representatives from the business, health, non-profit, and community areas of Dickinson County will review and approve this implementation strategy for addressing priorities identified in the 2019 Community Health Needs Assessment.

This report was prepared for the December 11, 2019, Memorial Health System Board of Trustees meeting, and is approved as signed below by the MHS Board Chairperson and MHS Chief Executive Officer.

  
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Dr. Steve Schwarting, MHS Board Chairperson

12-16-19  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Harold Courtois, MHS Chief Executive Officer

12-16-19  
\_\_\_\_\_  
Date