

Renown Health

COMMUNITY HEALTH NEEDS PLAN



Renown Health 2021-2023 Community Health Needs Plan

Introduction & Purpose

Renown Health is pleased to share its Community Health Implementation Strategy & Plan for Washoe County, NV which details the implementation of the prioritized health needs that were revealed in the 2018-2021 Washoe County, NV Community Health Needs Assessment (CHNA).

This Community Health Strategy & Plan for Washoe County, NV was developed in collaboration with numerous community agencies and stakeholders.

This Strategy & Plan was approved by the Renown Board of Directors on September 28, 2021, in accordance with requirements of being a not-for-profit health care organization, the Affordable Care Act and IRS 990 Schedule H requirements. , this plan was approved by the Renown Board of Directors on September 28, 2021.

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The prioritized health needs identified in its 2018-2021 CHNA include:

Renown CHNA Priorities

- Priority 1: Healthy Behaviors (Health Literacy and System Navigation)
- Priority 2: Immunizations and Infectious Diseases
- Priority 3: Behavioral Health (Mental Health & Substance Abuse)
- Priority 4: Youth & Adolescent Health

Renown Health

Renown Health is the largest locally owned not-for-profit healthcare network in northern Nevada. The health system has served northern Nevada and surrounding communities for over 150 years. Following humble beginnings during the smallpox outbreak in 1862, the small Washoe Clinic became the area's first hospital in 1864—the same year Nevada became a state. Over a century later, Renown is a comprehensive healthcare network with nearly 1,000 licensed beds across four hospitals, an extensive ambulatory network of medical groups, specialists, and diagnostic services: and a not-for-profit health insurance plan, Hometown Health.

Renown serves a population in excess of 750,000 in a 17-county area in northern Nevada, the Lake Tahoe area and northeastern California, and welcomes patients from 29 referring rural hospitals in a vast and isolated 80,000-square-mile catchment area.

Renown Health has a long history of assisting those who need medical care and supporting area not-for-profit organizations. A few examples of community benefit efforts include Women's Health- Ryland, a dedicated Women's Health OB-GYN location which has provided comprehensive prenatal care to low-income and uninsured expectant mothers in our community since 1984, and the Healthcare Center, which provides affordable access to primary and urgent care for people of all ages in our community.

Mission

Renown Health makes a genuine difference in the health and well-being of the people and communities we serve.

Vision

Renown Health, with our partners, will inspire better health in our communities.

Values

Our values are the words we live by:

- We are caring and compassionate.
- We demonstrate respect and integrity.
- We collaborate with our patients, families, physicians, and communities.
- We strive for excellence in all we do.

Service Area

Renown Health serves several communities throughout northern Nevada and California communities east of Sierra Nevada. Since the vast majority of patients live in the Reno-Sparks area, the focus of this community health needs assessment is Washoe County, Nevada. With approximately 473,156 residents, Washoe County is the second most populous area in Nevada after Clark County (Las Vegas). More than 90% of Washoe County's residents live in the Reno-Sparks metropolitan area. The county experienced substantial population growth during the past decade, seeing an increase of 11.9% since the 2010 Census.

Summary of Implementation Strategies

Implementation Strategy Design Process

The mission of Renown is to make a genuine difference in the health and well-being of the people and communities we serve. This mission guides our efforts both within our facilities and across the community.

This Implementation Strategy & Plan outlines specific activities (described in the three-year plan) that will be undertaken to address priority areas. This is a living document intended to adapt to a dynamic community and market forces and will evolve over time. Renown's health and health care services, education efforts, and community partnerships are aligned to this Community Health Strategy & Plan to result in improved outcomes and better health for our community.

Community Health Needs Assessment (CHNA)

The CHNA is a systematic, data-driven approach used to determine the health status, behaviors and needs of residents in the health system's primary service area. This information is used to inform decisions and guide efforts to improve community health and wellness. A CHNA provides information from quantitative and qualitative sources so that community stakeholders may identify issues of greatest concern, explore opportunities to collaborate with community partners, and commit resources to those priority areas of focus. The end result is to have the greatest possible impact on community health status.

The following three-year Implementation Strategy & Plan reflects a commitment to make meaningful progress in addressing issues prioritized as part of the 2018-2021 CHNA, and to further the successful work of the 2015-2018 Community Health Needs Assessment and corresponding Community Health Implementation Strategy & Plan (give website as source)

Methodology

Upon reviewing the findings from the most recent CHNA survey, key informant interviews and related secondary health statistics data analysis, 13 health issues were identified:

1. Health Behaviors (Health Literacy and System Navigation)
2. Immunizations & Infectious Diseases
3. Substance Abuse
4. Mental Health
5. Youth & Adolescent Health
6. Economy
7. Women's Health
8. Built Environment & Infrastructure
9. Domestic Violence
10. Older Adults & Aging
11. Access to Health Services
12. Maternal, Fetal, & Infant Health
13. Exercise, Nutrition, and Weight

In addition, focus groups comprised of advocates, stakeholders, and community partners convened to gain greater insight into these 13 health issues. The focus groups guided by trained facilitators used a participatory analysis technique. The technique engaged participants in guided discussion around specific topics using data visualizations. They displayed thematically grouped data, charts, and graphs in an easy-to-understand format. Discussions were guided by three general questions:

- What surprises you about the data?
- What factors may explain some of the trends we are seeing?
- Does this lead to new questions?

Following the guided discussions, Conduent Healthy Communities Institute (HCI) led the participants in a prioritization exercise. Each of the 13 health issues was presented for ranking based on the scope and severity of the issue and the ability to impact.

- **Scope & Severity:** The first rating was to gauge the magnitude of each health issue. Ratings were entered on a scale of 1 (not very prevalent at all, with only minimal health consequences) to 10 (extremely prevalent, with very serious health consequences).
- **Ability to Impact:** The second rating was to measure the perceived likelihood for positive impact on each health issue.

Ratings were entered on a scale of 1 (no ability to impact) to 10 (great ability to impact) Each attendee was provided with an electronic voting device that allowed for a single vote in each category for each health issue. Prioritization revealed the top ranking of health issues as noted below: Health Behaviors (Health Literacy and System Navigation)

- Immunizations & Infectious Diseases
- Substance Abuse
- Mental Health
- Youth & Adolescent Health

After combining Mental Health/Mental Disorders and Substance Abuse under the single focus area of Behavioral Health, and further streamlining to include Youth and Adolescent Health, the top three focus areas for the Implementation Strategy are as follows:

Highlight and box

- Priority 1: Healthy Behaviors (Health Literacy and System Navigation)
- Priority 2: Immunizations and Infectious Diseases
- Priority 3: Behavioral, Youth, and Adolescent Health (Mental Health, Substance Abuse, and Youth/Adolescent Health)

Although the majority of the overarching goals, objectives, and efforts will focus on the top three priority areas, Renown Health remains committed to supporting positive advancements in addressing Maternal and Child Health, and other identified focus areas through partnerships, collaborations, and stakeholder alignment.

There are several identified health focus areas remaining:

- Economy
- Women's Health
- Built Environment & Infrastructure
- Domestic Violence
- Older Adults & Aging

- Access to Health Services
- Maternal, Fetal, & Infant Health
- Exercise, Nutrition, and Weight

Although these remaining health needs are significant, other groups in Washoe County have made this their focus, so they are not directly targeted in the 2021-2023 Implementation Strategy & Plan. However, they will continue to be interwoven through both existing and proposed Renown Health strategic plans.

Renown Health Implementation Strategy

The implementation strategy outlined below summarizes the strategies and activities that will be taken on by Renown Health to directly address the health needs identified in the CHNA process. They include:

- Priority 1: Healthy Behaviors (Health Literacy and System Navigation)
 - System Strategy 1: Public Health Genomic Program Access
 - System Strategy 2: Communication Foundation and Expansion
 - System Strategy 3: Partnership Development & Sustainability
 - System Strategy 4: Data Strategy
- Priority 2: Immunizations and Infectious Diseases
 - System Strategy 1: Immunize Nevada
 - System Strategy 2: Equitable Health Communications
 - System Strategy 3: Navigation and Sustainable Expansion
 - System Strategy 4: Standardized Surveillance
- Priority 3: Behavioral, Youth, and Adolescent Health (Combining Substance Abuse, Mental Health, and Youth/Adolescent Health)
 - System Strategy 1: The Children’s Cabinet
 - System Strategy 2: Early Intervention and Programmatic Support
 - System Strategy 3: Data Synthesis
 - System Strategy 4: Multi-Tiered Communication
 - System Strategy 5: Network of Care
 - System Strategy 6: Prevention Efforts

The Plan below outlines the activities Renown Health will implement to address the health needs identified through the CHNA and Implementation Strategy.

Renown Health Implementation Plan

The following components are outlined in detail in the tables below:

- 1) actions Renown intends to take to address the health needs identified in the CHNA,
- 2) the anticipated impact of these actions as reflected in the Process and Outcomes measures for each activity,
- 3) the resources the stakeholders and Renown intends to commit to each strategy, and
- 4) any planned collaboration to support the work outlined.

Renown Health Implementation Strategy & Plan (pull each Priority to 1 page each please)

PRIORITY 1: HEALTHY BEHAVIORS (HEALTH LITERACY AND SYSTEM NAVIGATION)						
Overarching Goal Statement: Early and Equitable Access to Genetic Screening and Application						
System Strategy 1: Support Public Health Genomics						
Activities	Evaluation Measures	Data Source	Baseline	Y1	Y2	Y3
Incorporate and build on the previous success of state public health genomics program	Number of Participants	List of Participants	Baseline to be established in year 1	Implement and establish baseline	Increase 10% from previous year	Increase 10 % from previous year
System Strategy 2: Communication Foundation and Expansion						
Activities	Evaluation Measures	Data Source	Baseline	Y1	Y2	Y3
Develop and distribute standardized communication materials for Tier 1 applications including educational materials for patients, providers, and public health practitioners.	Number of joint communication efforts	Event Calendar, Listing of digital data metrics	Baseline to be established in year 1	Implement and establish baseline	Increase 10% from previous year	Increase 10 % from previous year
System Strategy 3: Partnership Development and Sustainability						
Activities	Evaluation Measures	Data Source	Baseline	Y1	Y2	Y3
Build strong partnerships toward mutual goals which include healthcare payers, healthcare providers, advocacy groups, and other key stakeholders.	Number of joint events	Event calendar	7 events	At least 7 events	At least 7 events	At least 7 events
System Strategy 4: Data Strategy						
Activities	Evaluation Measures	Data Source	Baseline	Y1	Y2	Y3
Develop and use standardized surveillance indicators to measure success.	Enrollment numbers	Healthy Nevada; Tier One Genomics	Baseline to be established in year 1	Implement and establish baseline	Increase 10% from previous year	Increase 10 % from previous year
Anticipated Outcomes:						
<ul style="list-style-type: none"> Increased number of community participants for of genomic resources Increased education Increased reach and impact with diverse populations 						
Target Population(s):						
<ul style="list-style-type: none"> High risk, historically underserved patients (not yet testing kids) 						
Collaboration Partners:						
<ul style="list-style-type: none"> Tier 1 Genomics Healthy Nevada Project ® Renown Health Communication Team 						

PRIORITY 2: IMMUNIZATIONS & INFECTIOUS DISEASES						
Overarching Goal Statement: Create equity and improve vaccine and immunization access within our communities through structural and systems level changes that are sustainable and culturally reflective						
System Strategy 1: Partner with Immunize Nevada non-profit agency						
Activities	Evaluation Measures	Data Source	Baseline	Y1	Y2	Y3
Ensure equitable distribution of COVID-19 vaccines, including, but not limited to, socially vulnerable populations such as those without vehicles, people with disabilities, older adults, and those with limited English proficiency.	10% of allocated efforts toward supporting vulnerable population.	Immunization Registry, Nevada Tomorrow.org	Baseline to be established in year 1	Implement and establish baseline	Increase 10% from previous year	Increase 10 % from previous year
System Strategy 2: Equitable Health Communications						
Activities	Evaluation Measures	Data Source	Baseline	Y1	Y2	Y3
Develop a comprehensive communication plan to meet the cultural and linguistic needs of communities highly impacted by COVID-19.	Number of Communication Toolkits developed for special populations	Community Vulnerability Index, Nevada Tomorrow.org	Baseline to be established in year 1	Implement and establish baseline	Increase 10% from previous year	Increase 10 % from previous year
System Strategy 3: Navigation and Sustainable Expansion						
Activities	Evaluation Measures	Data Source	Baseline	Y1	Y2	Y3
Maximize and leverage community partnerships, resources, and opportunities.	Memorandums of Understanding (MOU) developed with unique partners	Renown Communication, Immunize Nevada	Baseline to be established in year 1	Implement and establish baseline	Increase 10% from previous year	Increase 10 % from previous year
System Strategy 4: Standardized Surveillance						
Activities	Evaluation Measures	Data Source	Baseline	Y1	Y2	Y3
Develop and use standardized surveillance indicators to measure success.	Number of developed surveillance indicators	Immunization Registry, Nevada Tomorrow, Regional Data Sets	Baseline to be established in year 1	Implement and establish baseline	Increase 10% from previous year	Increase 10 % from previous year
Anticipated Outcomes:						
<ul style="list-style-type: none"> Increased awareness of availability of services Decreased misinformation associated with vaccinations, and immunization 						
Target Population (s):						
<ul style="list-style-type: none"> Socially vulnerable populations Those without vehicles/transportation opportunities 						

<ul style="list-style-type: none"> • People with disabilities • Older adults • Those with Limited English proficiency
Collaboration Partners: <ul style="list-style-type: none"> • Immunize Nevada • Nevada Vaccine Equity Collaborative (NVEC) • Renown Health’s Communication Team

PRIORITY 3: BEHAVIORAL, YOUTH, AND ADOLESCENT HEALTH						
Overarching Goal Statement: Systemic approach to supporting the behavioral health needs of Washoe County by building a foundation for a healthier community.						
System Strategy 1: Partner with The Children’s Cabinet, non-profit agency						
Activities	Evaluation Measures	Data Source	Baseline	Y1	Y2	Y3
Advancing linkages of community support services, Government officials, and Health Practitioners	Number of Participants	List of Participants	Baseline to be established in year 1	Implement and establish baseline	Increase 10% from previous year	Increase 10 % from previous year
System Strategy 2: Early Intervention and Programmatic Support						
Activities	Evaluation Measures	Data Source	Baseline	Y1	Y2	Y3
Strengthening, expanding, and supporting interventions and programs within specific environments by building creative and non-traditional care avenues.	Number of Participants, interventions, and programs	List of Participants, interventions, and programs	Baseline to be established in year 1	Implement and establish baseline	Increase 10% from previous year	Increase 10 % from previous year
System Strategy 3: Data Synthesis						
Activities	Evaluation Measures	Data Source	Baseline	Y1	Y2	Y3
Improving and supporting data collection, analysis, and dissemination efforts for behavioral health needs	BH dashboard development and use	YRBS Survey, Nevada Tomorrow.org, National data sets, local agencies’ data sets (e.g., school district, Children’s Cabinet, Quest, etc.)	Baseline to be established in year 1	Implement and establish baseline	Increase 10% from previous year	Increase 10 % from previous year
System Strategy 4: Multi-Tiered Communication						

Activities	Evaluation Measures	Data Source	Baseline	Y1	Y2	Y3
Develop a multi-tiered communication strategy, centering around developing non-traditional partnerships and joint messaging with an emphasis on eliminating the stigma surrounding mental health	Joint Communication Plan	Renown Health Communication Team,	Baseline to be established in year 1-Development of Plan	Implement and establish baseline-Roll out of Plan	Increase 10% from previous year-partner participation	Increase 10 % from previous year-partner participation
System Strategy 5: Network of Care						
Activities	Evaluation Measures	Data Source	Baseline	Y1	Y2	Y3
Strengthen networks of care for teens and adolescents and their families.	Establishment of Network of Care centered on young adults 18-26 years old Strengthen Networks of care for families with children birth to 17 years old	The Children’s Cabinet	Baseline to be established in year 1	Implement and establish baseline	Increase 10% from previous year	Increase 10 % from previous year
System Strategy 6: Prevention Efforts						
Activities	Evaluation Measures	Data Source	Baseline	Y1	Y2	Y3
Combating deaths by suicide through the expansion of prevention, treatment, and family centric support services	Number, type, and quality of prevention, intervention, and post-intervention support services as delivered to individuals and/or families	Nevada Tomorrow.org, Behavioral Health Dashboard, Regional Metrics, and Indicators	Baseline to be established in year 1	Implement and establish baseline	Increase 10% from previous year	Increase 10 % from previous year
Anticipated Outcomes:						
<ul style="list-style-type: none"> Increased reach and impact among targeted population resulting in reduced deaths by suicide Increased awareness, knowledge, and linkages within behavioral health network 						
Target Population (s):						
<ul style="list-style-type: none"> Providers with First Line of Sight Teachers, Childhood Educators Childcare and Care Providers Young Adults Foster Care Population Students and families (parents and guardians) 						
Collaboration Partners:						
<ul style="list-style-type: none"> The Children’s Cabinet Washoe County School District 						

- University of Nevada Reno and UNR Med
- Local Pediatricians
- Renown Health's Communication Team
- NV Office of Suicide Prevention