



2022 - 2024 Implementation Plan

The Community Health Needs Assessment (CHNA) defines priorities for health improvement, creates a collaborative community environment to engage stakeholders, and an open and transparent process to listen and truly understand the health needs of the community served by Upson Regional Medical Center (URMC) in Thomaston Georgia. (Upson County, GA). This document is the Upson Regional Medical Center Implementation Plan outlining how the hospital plans on addressing significant health needs in the community.

The CHNA is contained in a separate document.

Upson Regional Medical Center's Board of Directors approved and adopted this Implementation Strategy on March 16, 2022.

Starting on March 16, 2022, this report is made widely available to the community via Upson Regional Medical Center's website <https://www.URMC.org> and paper copies are available free of charge at Upson Regional Medical Center, 801 W. Gordon St., Thomaston, GA 30286 or by phone (706) 647-8111.

To successfully make our community healthier, it is necessary to have a collaborative venture which brings together all of the care providers, citizens, government, schools, churches, not-for-profit organizations and business and industry around an effective plan of action. The community health needs assessment was completed previously and posted on URMC's website.

Based on the results of the CHNA, URMC has selected the following three identified significant health needs to address:

1. Access to Care
2. Obesity & Chronic Disease
3. Mental Health

Due to resource and expertise limitations, URMC does not intend to address the following significant health needs:

1. Substance Misuse
2. Poverty/Socioeconomics
3. Teen Pregnancy

Priority 1: Access to Care

Actions/ Tactics	Anticipated Impact	Hospital Resources Contributed (Programs, Staff, Budget)	Outcomes to Measure	Community Organization Collaborators (if applicable)
Ensure adequate emergency medical services (EMS) to meet the community's needs by February 2022	Availability of 3 trucks 24/7 with full complement of ACLS staff	Lease of EMS building at FMV; Provider transfer agreement for nonemergent and uninsured patients	Patient waiting times for transport to other facilities (current average wait time = baseline)	Upson County Commission EMS Providers
Construct helipad on URMC campus	Reduce patient transport delays from Emergency Room to air ambulance Reduce unnecessary EMS vehicle & staff resources required in current air ambulance transport Opens air ambulance access for deliveries to URMC as necessary	URMC funding of helipad construction.	Patient transport efficiency time from Air Ambulance arrival to departure. Patient transport to URMC via air ambulance	General Contractor Thomaston Fire Department
Grow the healthcare workforce within the Upson Regional service market	Develop and support career learning programs with local high school and college students	On-hand student training site Staff mentors	Number of students in program	ULHS CTAE, LCHS CTAE PCHS CTAE, SCTC, Three Rivers Regional Commission
Create separate Swing Bed patient care unit effective 2023 – 2024.	Free up beds for acute care patients and resources	Hospital clinical and support staff	Swing Bed patient days	

Provide urgent/emergent Cardiac Catherization interventions 24/7/365 to ensure community needs are met for STEMI- access to care	Reduced number of transports out of the Hospital. Faster cardiac care for Heart attack patients with improved patient outcomes. (Time is muscle). Allows community members to be treated close to home.	Partnered with Cardio-solutions for program implementation, training of new staff, and recruitment of interventional cardiologists. New staff includes Cath lab RN, Rad Tech, and ancillary positions to cover on-call for the 24-hour availability. URM to subsidize physician coverage 24/7/365.	Outcomes will be measured by: 1) Reduction in transfers needed to other facilities for STEMI/cardiac services. 2) Monitoring and reporting of all quality data points to cardiac registry as required.	EMS partners for rapid communication and intervention access.
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Priority 2: Obesity & Chronic Disease

Actions/ Tactics	Anticipated Impact	Hospital Resources Contributed (Programs, Staff, Budget)	Outcomes to Measure	Community Organization Collaborators (if applicable)
Provide monthly diabetes education on disease management and nutrition	Diabetes requires daily care and attention/compliance by the patient in addition to healthcare providers providing medical oversight. More than many pharmacological therapies, diabetes education is fundamental and improves A1c (a laboratory measure of blood glucose control) by as much as 0.76% and CDE discusses patients' recent results and levels of control.	Budgeted Certified Diabetes Care and Education Specialist (CDCES), RN and a Registered Dietitian Nutritionist.	Increase in quality of life, changes in A1c results, reduced ER visits and reduced hospitalizations.	Area physician offices, Upson County Health Department, area dental offices, and locally owned pharmacies.

Provide blood glucose screenings at community health fairs	Identify individuals who may have pre-diabetes or diabetes and refer to medical providers and diabetes education services based on screening results.	Budgeted Certified Diabetes Care and Education Specialist (CDCES), RN or designee.	Increase in quality of life, reduced ER visits and reduced hospitalizations. Number of people screened	Upson County Health Dept. Gordon State College and University, Southern Rivers Energy
Provide insulin to uninsured/underserved patients.	Patient assistance program for the uninsured or underinsured person with diabetes who requires insulin therapy.	Utilize 340b program to provide insulin for persons in need of insulin therapy. Blood glucose meters, strips, supplies, and insulin syringes are also available as needed for persons with diabetes.	Improved disease management, delayed or prevented disease complications, decreased hospital admissions and readmissions for patients with diabetes.	Pharmaceutical vendors provide syringes and supplies for blood glucose monitoring.
Provide resources to online health education resources via www.urmc.org	The URMC website provides information about our free diabetes classes and the professionals providing diabetes care and education services.	Providing up to date educational material on the website.	Number of people attending the diabetes classes who came through the website.	
Provide healthy eating education material at community health fairs with special emphasis on weight management and chronic conditions.	Improved weight status and eating habits.	Budgeted supplies and staff of Registered, Licensed Dietitian/Nutritionist	Improved glucose control, blood pressure control, hydration, and digestive health. Decrease percentage of obese adults.	Upson County Health Department Southern Rivers Energy
Nutrition for a Healthy Start provides education for obesity and/or excessive weight gain during pregnancy	Desire to have participants learn healthy strategies for nutrition during pregnancy that lead to a safe and healthy delivery. Gestational diabetes, hypertension, large babies, increased risk for C-section are discussed.	Budgeted Registered Dietitian Nutritionist. Certified Diabetes Care and Education Specialist (CDCES) provides GDM education for patients in the OB office.	Percentage of patients with gestational diabetes	Upson Women's Services.

Cardiac CT scan for Coronary Calcium Studies	Heart Scan coronary CT program designed to identify those at high risk for heart disease	Deep discounted global fee for technical and professional fees	Improved heart disease, reduced ER visits, and unscheduled hospital visits. Number of patients with previously undetected heart disease scanned and heart disease found	
Conduct blood pressure checks at community events.	Blood pressure screening at Southern Rivers Energy event each year.	Budgeted staff	Improved heart disease Number of blood pressure checks performed	Upson County Health Department Southern Rivers Energy
To provide educational material related to the recognition of stroke (BEFAST) and stroke prevention which includes risk factors.	Increase community knowledge of BEFAST and stroke risk factors	Stroke Coordinator's time, Marketing Director's time, Reproduction of Documents costs	Number of resources available via Website, Facebook, Twitter, and in paper form. Upson affiliated medical offices.	N/A
To provide educational sessions with community groups (i.e. church, civic, etc.) to promote early stroke recognition and stroke risk factors	Increase community knowledge of BEFAST and Stroke risk factors	Stroke Coordinator's Preparation and Meeting time.	Number of Educational Sessions (Goal 2-4 per year)	Church, Civic Groups etc.
To have regular meetings with local ambulance provider(s) to review pre-hospital stroke measures	Improve performance of Prehospital Stroke Measures as identified with the American Heart Association's Get With The Guidelines	Stroke Coordinator's Preparation and Meeting time, and Identified Data abstractor	Number of meetings (goal: 6 per year) AHA's GWTG Pre-hospital Stroke Measures: (5) -On scene < 5 min -Blood glucose documented -Stroke screen completed -Stroke with pre-alert -Last known well time documented	EMS providers

To promote TeleSpecialist virtual support group for stroke survivors and to work toward establishing a URM community stroke survivor network	Provide support to Stroke Patients and their families with education resources, and friendship.	TeleSpecialists Time (no cost) Stroke Coordinator's Time Establishing a meeting place (Ex: hospital auditorium)	Number of Stroke Survivors in the support group	Telespecialists Guest Speakers
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Priority 3: Mental Health

Actions/ Tactics	Anticipated Impact	Hospital Resources Contributed (Programs, Staff, Budget)	Outcomes to Measure	Community Organization Collaborators (if applicable)
Promote the Georgia Department of Behavioral Health Co-Responder Program with local law enforcement departments.	Collective approach to behavioral health crisis response pairing mental health professionals with law enforcement	Collaborate with Community Service Board, Upson Sheriff's Department, and Thomaston Police Department	Year over year growth in Department of Behavioral Health staff riding events with local law enforcement.	Upson County Sheriff Department Thomaston Police Department Community Service Board
Promote 9-8-8 line that connects individuals with suicide prevention and mental health crisis resources	Connects people with immediate and ongoing resources. Reduce burden of safety resources.	Market 9-8-8 promotional material in hospital. Effective July 2022.	Reducing the 2020 Upson County suicide rate from 15.22 per 100,000 population each year	Georgia Crisis and Access Line (GCAL)