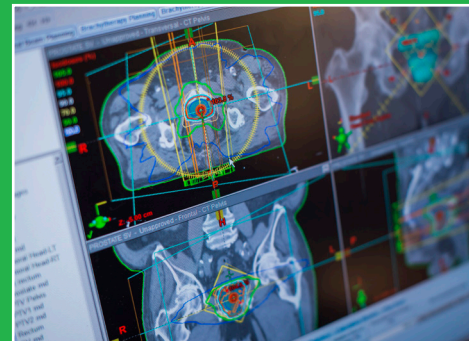


2022 Community Health Needs Assessment Implementation Strategy



MultiCare 
Capital Medical Center

Executive Summary



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2022

MultiCare is a not-for-profit healthcare system with roots that go back well over 100 years. With over 20,000 team members including employees, providers and volunteers, MultiCare Health System is the largest community based, locally governed health system in the state of Washington. MultiCare’s integrated community-based system of health includes primary, specialty and urgent care services, in addition to a wide range of community outreach programs. MultiCare is the largest community based, locally governed health system in the state of Washington.

PRIORITY HEALTH NEEDS

In 2022, MultiCare Capital Medical Center collaborated with the Thurston County Public Health & Social Services Department to conduct a comprehensive Community Health Needs Assessment (CHNA) for Thurston County, Washington. The assessment process included surveys and interviews among area residents and community leaders. The resulting report features a comprehensive mix of quantitative and qualitative findings.

Based on the results of the assessment, the collaborative jointly identified the following priority health needs:

- Access to care
- Behavioral Health
- Maternal and Child Health
- Immunizations

THREE-YEAR FOCUS

MultiCare’s Center for Health Equity & Wellness convened meetings with system leaders and stakeholders to review the assessment. Based on the data, available resources, existing programs and other needs, Capital Medical Center selected the following health priorities as the focus of the next three-year implementation period:

- Access to care
- Behavioral Health
- Maternal and Child Health
- Immunizations

Executive Summary

Continued

This CHNA implementation strategy describes how the hospital will address the identified health care needs by:

- Continuing and strengthening existing programs and services
- Exploring the implementation of new strategies, programs or services
- Collaborating with community organizations to implement evidence-based strategies across the service area

MultiCare's benefit implementation strategies will contribute to long-term, sustainable improvements in community health. Through coordinated efforts with community partners, MultiCare will use these strategies as a road map toward achieving better health outcomes.

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About MultiCare



MultiCare Health System has a comprehensive network, which features numerous primary care, urgent care and specialty services — including MultiCare Indigo Urgent Care, Pulse Heart Institute and MultiCare Rockwood Clinic, the largest multispecialty clinic in the Inland Northwest. Specialty services include a Level II adult and pediatric trauma center, a Level IV Neonatal Intensive Care Unit, the region's only Level I Trauma Rehabilitation Center and an internationally renowned therapy unit for children with special needs. Through our affiliation with Navos and Greater Lakes Mental Health, we are the largest behavioral health provider in Washington state.

Serving individuals of all ages, MultiCare's network includes 12 hospitals:

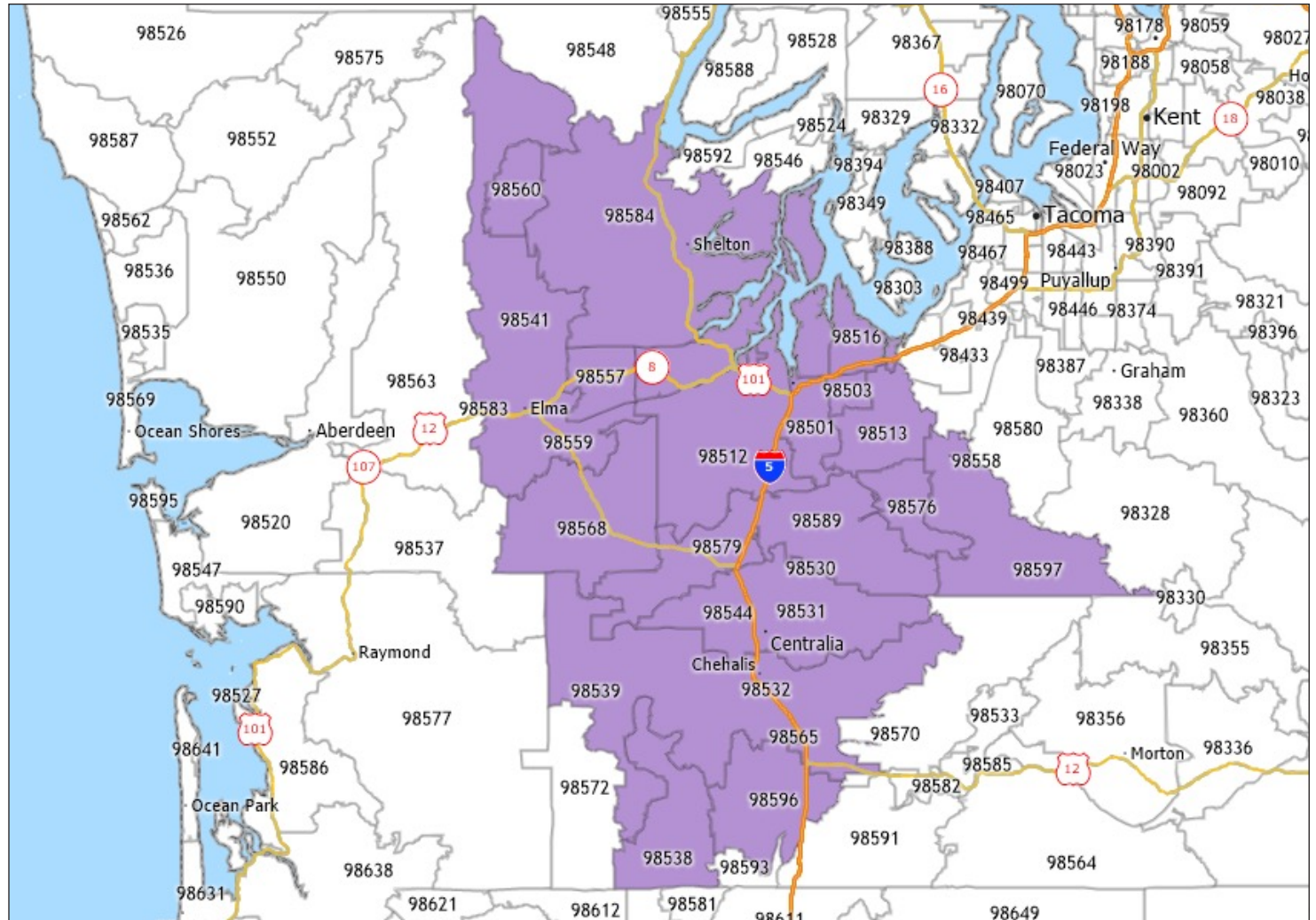
- **MultiCare Allenmore Hospital, Tacoma**
- **MultiCare Auburn Medical Center, Auburn**
- **MultiCare Capital Medical Center, Olympia**
- **MultiCare Covington Medical Center, Covington**
- **MultiCare Deaconess Hospital, Spokane**
- **MultiCare Good Samaritan Hospital, Puyallup**
- **Mary Bridge Children's Hospital, Tacoma**
- **MultiCare Tacoma General Hospital, Tacoma**
- **MultiCare Valley Hospital, Spokane Valley**
- **MultiCare Yakima Valley Hospital, Yakima**
- **Navos, Seattle***
- **Wellfound Behavioral Health Hospital, Tacoma***

Meeting Community Needs



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MultiCare Capital Medical Center Service Area



MultiCare Capital Medical Center is a 107-bed hospital located in Olympia, Washington. Its primary service area (representing 75 percent of inpatients served) is shown in the figure above.

CHNA Methodology



BACKGROUND AND PROCESS

MultiCare Health System worked with the Thurston County Public Health & Social Services Department to conduct a comprehensive Community Health Needs Assessment (CHNA). The process included quantitative analysis and qualitative interviews with community leaders and residents of Thurston County representing many sectors and population groups, including low-income residents and others affected by health disparities.

PRIORITY HEALTH NEEDS IDENTIFIED BY THE THURSTON COUNTY PUBLIC HEALTH & SOCIAL SERVICES DEPARTMENT

Thurston County Public Health & Social Services Department identified the following priority health needs for residents within the MultiCare Good Samaritan Hospital service area:

- Access to care
- Behavioral Health
- Maternal and Child Health
- Immunizations

MULTICARE'S PROCESS FOR SELECTING HEALTH CARE PRIORITIES

MultiCare convened internal stakeholder meetings to review the assessment, consider community health care needs and select priorities. The Capital Medical Center internal stakeholder group included executive and outpatient leaders. The group chose to focus on the following priority health needs over the next three-year period:

- Access to care
- Behavioral Health
- Maternal and Child Health
- Immunizations

Capital Medical Center leaders then created implementation strategies and identified internal and community resources that address these four needs.

CHNA Methodology

Continued

MULTICARE CAPITAL MEDICAL CENTER IMPLEMENTATION STRATEGY

Capital Medical Center's implementation plan, outlined on the following pages, describes how the hospital will address the identified health care needs by:

- Continuing and strengthening existing programs and services
- Exploring the implementation of new strategies, programs or services
- Collaborating with community organizations to implement evidence-based strategies across the service area

Priorities, Strategies and Activities

GOALS			
1. Access to Care	2. Behavioral Health	3. Maternal and Child Health	4. Immunizations
STRATEGIES			
<ul style="list-style-type: none"> • Continue to establish partnerships with school districts to target underserved communities. • Promote MultiCare virtual care services for community members. • Partner with agencies to provide health insurance application navigation and assistance. • Solicit applications from MultiCare's Community Partnership Fund from CBO's whose mission pertains to addressing access to care. 	<ul style="list-style-type: none"> • Increase timely access to behavioral health services. • Promote integration of physical and behavioral health care. • Continue to integrate substance use treatment into the medical care setting. • Expand capacity to provide co-occurring mental health and substance use disorder treatment. 	<ul style="list-style-type: none"> • Increase community capacity to provide care to Medicaid eligible pregnant women and infants through partnerships and innovations. • Identify resources in the community for mothers facing domestic violence. • Increase opportunities for virtual connection with specialists for mothers who have transportation challenges. 	<ul style="list-style-type: none"> • Continue to increase access to childhood immunizations in underserved communities in Thurston County. • Support and promote access to the MultiCare Immunization Clinic and primary care. • Continue to promote use of the Washington State Immunization Information System (IIS). • Promote public health partnerships and partnership with community organizations in Thurston County.

Focus 1: Access to Care



Our goal is to increase access to health care services in our community.

Access to healthcare refers to the ability of individuals to obtain necessary medical services. This can include preventative care, diagnosis, treatment, and follow-up care. Preventive care, diagnosis, treatment, and follow-up care can all fall under this category. Additionally, geographic location, income, transportation accessibility and insurance coverage are few more variables that affect access to healthcare.

According to the CHNA, 11 percent of Thurston County residents are living in poverty. When analyzing the data further, rural areas had a higher percent of residents living in poverty. The data also suggest that Transportation was a major barrier to accessing healthcare in Thurston County.

Our goal is to increase access to health care services in our community through the following strategies and activities:

- Continue to establish partnerships with school districts to target underserved communities.
- Promote MultiCare virtual care services for community members.
- Partner with agencies to provide health insurance application navigation and assistance.
- Solicit applications from MultiCare's Community Partnership Fund from CBO's whose mission pertains to addressing access to care.

ANTICIPATED OUTCOMES

Anticipated outcomes from these strategies may include:

- Establish partnerships with school districts to target underserved communities
- Contribute to the increase in health insurance enrollment rates
- Increased access the number of children who receive childhood vaccines
- Higher rates of MultiCare virtual care services provided to the community

Focus 1: Access to Care

Continued

INTERNAL RESOURCES

As a not-for-profit health care system, MultiCare offers programs that increase access to care; improve care coordination; and provide financial assistance for uninsured, underinsured and low-income populations. Examples of these programs and services include the following: Charity care, or free medical care, exists for children in families with incomes at or below 300 percent of the federal poverty level (FPL), which is \$70,650 for a family of four. For persons between 300 percent and 400 percent of the FPL, there are sliding scale fees available to help offset the cost of care. In addition to charity care, MultiCare provides no-interest payment plans, flexible payment schedules, discounted services and assistance with qualifying for state-sponsored health plans.

MultiCare Financial Assistance seeks to help all patients, including those who lack health insurance coverage and who cannot pay for all or part of the essential care they receive.

MultiCare Primary Care provides medical care for a sudden illness, helps manage chronic conditions or straightforward preventive care, such as annual preventive visits, well-child check-ups and immunizations.

MultiCare Free Sports Physicals Each year MultiCare provides free sports physicals, including safe-to-play clearance, dental care, screening for pediatric hypertension/depression/obesity, vision checks, and lots of vaccinations.

Focus 1: Access to Care

Continued

COMMUNITY RESOURCES

In addition to the MultiCare programs and services, we also collaborate with community organizations to increase health care access. Examples include the following:

Thurston County Public Health & Social Services Department aims to work together to achieve the highest level of health and well-being for everyone. The Thurston County Public Health & Social Services Department provides several services such as social services, environmental health, and disease prevention and control.

The Olympia Free Clinic is a volunteer-based, 501(c)(3) nonprofit organization that provides medical, mental health, and specialty care services to uninsured and underinsured adults at no cost to the patient.

The **Olympia Union Gospel Mission** provides physical, emotional and spiritual support to those in crisis and also provides free dental services in Thurston County.

Choice Regional Health Network is a nonprofit organization charged with facilitating collective planning and collaboration with local healthcare leaders, community partners, and Tribal governments, and provides funding and support for regional health improvement programs and services.

Thurston Together is a nonprofit organization founded in 1989 to serve youth and families in the South Sound with a mission to advance the health and well-being of all young people. We offer direct service youth programs, mobilize communities through coalitions, advocate for healthier laws, norms and systems and promote health through community and individual education.

Statewide Health Insurance Benefits Advisors (SHIBA) help clients understand health care coverage options and rights, find affordable health care coverage, and evaluate and compare health insurance plans. SHIBA provides free, unbiased and confidential assistance with Medicare and health care choices.

WithinReach helps people across the state navigate complex health and social service systems. WithinReach also provides a database with thousands of resources, through this, WithinReach connects people every day to the community resources they need.

Focus 2: Behavioral Health



Our goal is to improve behavioral health outcomes for adults and youth.

Mental health and substance use disorders affect an individual's ability to live a full, productive life. According to the Capital Medical Center CHNA, suicide was listed as the eight-leading cause of death in Thurston County. Suicide was a concern prior to the COVID-19 pandemic. This concern continues with disparities identified among youth, BIPOC and LGBTQ+ communities. Substance use disorders and overdose was also a concern prior to the COVID-19 pandemic, and currently this concern continues with disparities identified among low income and LGBTQ+ communities.

Our goal is to improve behavioral health outcomes through the following strategies and activities:

- Increase timely access to behavioral health services.
- Promote integration of physical and behavioral health care.
- Continue to integrate substance use treatment into the medical care setting.
- Expand capacity to provide co-occurring mental health and substance use disorder treatment.

ANTICIPATED OUTCOMES

Anticipated outcomes related to these strategies include:

- A decrease in the number of days from mental health/substance use disorder assessment to first appointment
- Continued expansion of behavioral health and medical care integration for youth and adults
- Complete adoption of the PHQ-9 depression screening tool in primary care, pediatric and behavioral health care settings
- An increase in the number of providers offering medical and behavioral health treatment for opioid addiction
- Increased availability of outpatient co-occurring treatment options

Focus 2: Behavioral Health

Continued

INTERNAL RESOURCES

Quartet Health refers patients to mental healthcare providers (MHPs) based on the member's geography, insurance, and clinical care needs.

COMMUNITY RESOURCES

South Sound Behavioral Hospital is a state-of-the-art mental health facility located in Lacey, Washington. Their licensed professional team has treated thousands of individuals struggling with mental health and co-occurring disorders.

Catholic Community Services features 12 family centers across Western Washington that provide a variety of services, including counseling, case management and support for youth, adults and families.

Sea Mar Community Health Centers form the largest network of community health centers in Washington state with over 90 medical, dental and behavioral health clinics and a wide variety of nutritional, social and educational services. Sea Mar proudly serves all persons without regard to race, ethnicity, immigration status, gender, sexual orientation or ability to pay for services.

Focus 3: Maternal and Child Health



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Our goal is to increase maternal and child health outcomes.

Maternal and child health refers to the health and well-being of women during pregnancy, childbirth, and the postpartum period, as well as the health and well-being of their children. It includes a wide range of treatments and services, including nutrition, immunization, and preconception and prenatal care, safe delivery, and postpartum care.

The well-being of mothers, infants, and children is critical to having healthy families. To the fullest extent possible, our community must safeguard and promote the health of the next generation by encouraging healthy habits like breastfeeding and receiving early and sufficient prenatal care. According to the CHNA, the percentage of mothers in Thurston County receiving late or no prenatal care was significantly higher compared to the state. In Thurston County 7.7 percent of mothers reported receiving late or no prenatal care compared to the Washington State average of 5.5 percent.

Our goal is to increase maternal and child health outcomes in the community through the following strategies and activities:

- Increase community capacity to provide care to Medicaid eligible pregnant women and infants through partnerships and innovations.
- Identify resources in the community for mothers facing domestic violence.
- Increase opportunities for virtual connection with specialists for mothers who have transportation challenges.

ANTICIPATED OUTCOMES

Anticipated outcomes related to these strategies include:

- Increased community capacity to provide care for Medicaid eligible pregnant women and infants.
- Obtain resources for mothers experiencing domestic violence.
- Provide virtual connection with specialists for mothers who have transportation challenges.

Focus 3: Maternal and Child Health

Continued

INTERNAL RESOURCES

MultiCare offers services for children, adults and families related to nutrition and physical activity programming, weight management, nutrition counseling and healthy lifestyles. Examples of these services include the following:

Mary Bridge Children's Pediatrics specializes in general pediatrics and offers well-child and preventative care, physical and sports physicals, and immunizations.

Capital Medical Center Birthing Center offers skilled clinicians breastfeeding support, newborn specialists available 24/7, and much more.

COMMUNITY RESOURCES

In addition to MultiCare programs and services, other community organizations striving to improve physical health outcomes include the following:

Thurston Together is a nonprofit organization founded in 1989 to serve youth and families in the South Sound with a mission to advance the health and well-being of all young people. We offer direct service youth programs, mobilize communities through coalitions, advocate for healthier laws, norms and systems and promote health through community and individual education.

Sea Mar Community Health Centers specialize in primary care medicine, providing preventive health exams, urgent care, follow-up care after hospitalization and referrals for other medical services. Sea Mar also provides dental and behavioral health services for the entire family.

Focus 4: Immunizations



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Our goal is to improve access to immunizations.

Immunization is widely considered one of the most effective public health interventions, as it not only protects the individual who receives the vaccine but also helps to create herd immunity, which makes it less likely for a disease to spread in a community. Childhood immunizations help protect young children from serious and potentially life-threatening diseases. The recommended immunization schedule for children in the United States is developed by the Centers for Disease Control and Prevention (CDC) and the American Academy of Pediatrics (AAP). Between 2021 and 2022 in Thurston County, 11 schools had ten percent of K-5 students not meeting immunization requirements. Additionally, the percent of individuals 65 years and over who had not received flu vaccinations in Thurston County was twenty four percent.

Our goal is to improve immunizations in the community through the following strategies and activities:

- Continue to increase access to childhood immunizations in underserved communities in Thurston County.
- Support and promote access to the MultiCare Immunization Clinic and primary care.
- Continue to promote use of the Washington State Immunization Information System (IIS).
- Promote public health partnerships and partnership with community organizations in Thurston County.

ANTICIPATED OUTCOMES

Anticipated outcomes related to these strategies include:

- Increased access to childhood immunizations in underserved zip codes.
- Established partnerships with public health and community partners.
- Promotion of Washington State Immunization Information System.
- Increased access to MultiCare Immunization Clinic.

Focus 4: Immunizations

Continued

INTERNAL RESOURCES

Throughout the year, MultiCare offers immunization services and programs. Examples of these services include the following:

Childhood Immunizations are offered in MultiCare primary care practices.

COMMUNITY RESOURCES

[Washington State Department of Health](#) has up-to-date news, forms, resources and information about immunization, including how to access MyIR, which allows families to manage immunization records securely online.

As a leading regional health care system, MultiCare is committed to improving the health of the people and communities we serve. The process of conducting a Community Health Needs Assessment and developing implementation strategies helps us better understand the health care needs of our communities and the significant role we play in addressing those needs. In addition, this process has fostered greater collaboration among the many organizations that share our goal of improving the health of all people in our communities.

Conclusion



As a leading regional health care system, MultiCare is committed to improving the health of the people and communities we serve. The process of conducting a Community Health Needs Assessment and developing implementation strategies helps us better understand the health care needs of our communities and the significant role we play in addressing those needs. In addition, this process has fostered greater collaboration among the many organizations that share our goal of improving the health of all people in our communities.

The MultiCare leaders and staff involved in developing the implementation strategies for MultiCare Capital Medical Center include:

Lois Bernstein

Chief Community Executive,
MultiCare Health System

William Callicoat

President,
Capital Medical Center

Cecelia Loveless

Executive Director,
Capital Pacific Foundation

Mary Fabrizio

Assistant Vice President,
Center for Health Equity and Wellness

Bill Kriegsman

Chief Medical Officer,
Capital Medical Center

Stefan Agyemang

Community Benefit Specialist,
Center for Health Equity and Wellness

Robin Henrich

Director,
Physician Practices



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