



Lake Charles
Memorial Health System

Community Health Needs Assessment Implementation Strategy Plan April 2023







Lake Charles
Memorial Health System

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Mission

The mission of Lake Charles Memorial Health System is to improve the health of the people of Southwest Louisiana through superior care, innovative service, health education, and disease prevention provided in a personalized, caring, and safe environment.

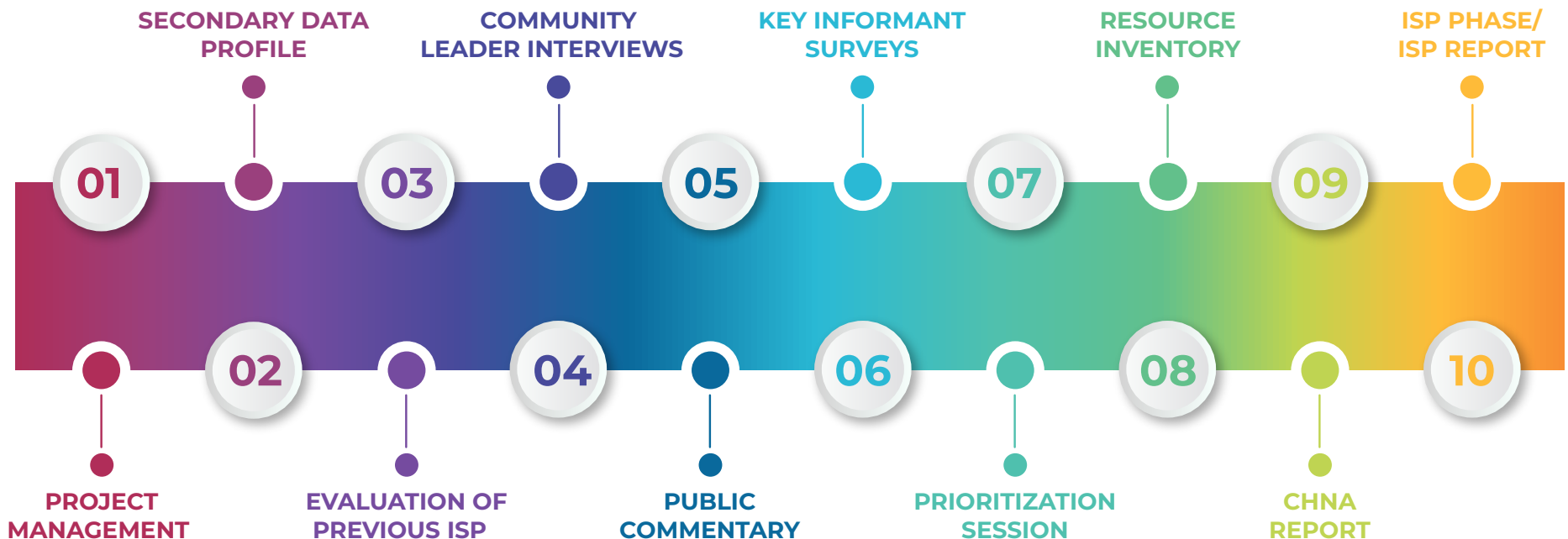
Vision

The vision of Lake Charles Memorial Health System is to continually improve our quality and safety, advance our standards, and be the major healthcare delivery system for ALL people of Southwest Louisiana.

INTRODUCTION

With the Patient Protection and Affordable Care Act (PPACA) enactment on March 23, 2010, tax-exempt hospitals require community health needs assessments (CHNA) and implementation strategies, which are approaches and plans to improve the health of communities served by health systems actively. Through coordination and community development initiatives based on the outcomes of the community health needs assessment, Lake Charles Memorial Health System is implementing strategies to address identified health needs and impact the health of their community. These strategies provide hospitals and health systems with the information they need to deliver community benefits that can be targeted to address the specific needs of their communities.

Figure 1: Process Chart



LAKE CHARLES MEMORIAL HEALTH SYSTEM

Who Are We?

Lake Charles Memorial Hospital (LCMH), the main campus of the Memorial Health System, is the region's largest family-centered medical complex, serving the healthcare needs of Southwest Louisiana. Memorial Health System is locally owned and operated by a Board of Trustees from the community it serves.

Established in 1952, Lake Charles Memorial Hospital strives to improve the patient experience by offering the best quality of care in state-of-the-art innovations and treatment options, as well as through the commitment of our dedicated and compassionate staff. The main campus provides the largest array of specialty, emergency, trauma, and critical care services in the community. The state-of-the-art Medical Intensive Care Unit and Surgical Intensive Care Unit, LCMHS, has the largest acute care capacity in Southwest Louisiana, with 34 intensive care beds.

LCMHS is the only hospital in Southwest Louisiana with a Level III Trauma Center treating an average of 63,000 patients annually in the E.R. As the largest, full-service health system in Southwest Louisiana, Memorial's E.R. has 24/7/365 coverage of emergency medicine doctors and is a certified stroke care facility.

Lake Charles Memorial Health System also houses the Memorial Hospital for Women, Moss Memorial Health Clinic, and Archer Institute of Memorial.



Lake Charles
Memorial Health System





2022 COMMUNITY HEALTH REGIONAL PRIORITIES

The CHNA and implementation strategy plan meets the Patient Protection and Affordable Care Act requirements. The act has changed how individuals obtain care, promoting reduced healthcare costs, greater care coordination, and better care and services. Healthcare organizations and systems strive to improve the health of their community through collaboration with local, state, and national partners.

Tripp Umbach worked with Lake Charles Memorial Health System staff to complete the CHNA, which the board of directors adopted in December 2022. This implementation strategy plan outlines the needs identified in the CHNA and documents how Lake Charles will be addressing the needs over the next three years. Lake Charles Memorial Health System will address all needs identified in the CHNA.

The requirements imposed by the IRS for tax-exempt hospitals and health systems must include the following:

- Conduct a CHNA every three years.
- Adopt an implementation strategy to meet the community health needs identified through the assessment.
- Report how it addresses the needs identified in the CHNA and describe the needs that are not being addressed, with the reasons why.



Figure 2: Lake Charles Memorial Health System 2022 Needs



*Cancer Center Goals: Access to care, Health Outcomes, Financial Burden, and Transportation

The information below lists CHNA needs that were removed, added or transitioned/modified as a result of the 2023 CHNA assessment. The goals and strategies reported in the document aim to address the current cycle's needs.

CHNA Needs that were removed:

- Access to Care: Transportation
- Cancer Center Behavioral Health

CHNA needs that were added:

- Health education
- Motor Vehicle Accident Prevention
- Integration & Collaboration of Community BH Services
- Postpartum depression
- Suicide prevention
- Heart Disease

CHNA need that was transitioned/modified:

- Health Literacy transformed into health education

Priority 1: Behavioral Health (Mental & Substance Use Disorder)

Goal: Lake Charles Memorial Health System will help meet our community’s behavioral health (mental health and substance use disorder) needs.

Anticipated Impact: Lake Charles Memorial Health System will assist patients and families in navigating better the behavioral health services offered.

1. ER navigation
2. Integration & Collaboration of Community BH Services
3. Postpartum Depression
4. Suicide Prevention

Behavioral Health				
CHNA NEED	GOAL(S)	STRATEGIES	METRICS	PARTNERING ORGANIZATION(S)
Integration & Collaboration of Community BH Services¹	Improve access to care for mental health patients.	Improve access to emergent mental health assessments/ treatment via ER.	Number of intake calls Number of one-on-one meetings with community sources who encounter mental health needs and educate them on the services we offer Number of patients in emergency room for mental health episodes Number of walk-in patients who are triaged and number offered for referral	Ambulance Services, Behavioral Health, Resources/Agencies, Community Outpatient Clinics, Coroner’s Office, Crisis Facilities, Faith-based organizations, and Police Departments
		Improve access to available inpatient beds for mental health/substance abuse patients.	Number of available psychiatric healthcare providers Number of available inpatients beds (increase number of beds) Number of discharged plans provided Number of patients referred, admitted, or who sought services at the Archer Institute of LCMH Number of inpatient calls from the Archer Institute	Ambulance Services, behavioral health, community outpatient clinics, coroner’s office, crisis facilities, ER, faith-based organizations, Genesis (in Jeff Davis Parish), local healthcare facilities, National Alliance on Mental Illness (NAMI), outpatient clinics, police departments, rehabilitation substance abuse facilities, resources/ agencies, and state outpatient/ inpatients

¹ Note: Some of the goals and strategies were from the 2020 ISP. They were under BH Access to care.



Behavioral Health

CHNA NEED	GOAL(S)	STRATEGIES	METRICS	PARTNERING ORGANIZATION(S)
Integration & Collaboration of Community BH Services (continued)	Improve access to care for mental health patients. (continued)	Communicate/ educate community on available mental health resources.	Number of health education communication pieces distributed, seminars attended, and training opportunities for outside agencies Number of participants utilizing low rate/ reduced mental health services	Ambulance Services, Behavioral Health, Resources/Agencies, Community Outpatient Clinics, Coroner's Office, Crisis Facilities, Faith-based organizations, Kay Dore Counseling Center, McNeese Student Clinic, and Police Departments
		Work with Medicaid managed care plans to include our intensive outpatient mental health program in their services.	Number of agencies participating in IOP services	Archer Institute, Ambulance Services, Behavioral Health, Resources/ Agencies, Community Outpatient Clinics, Coroner's Office, Crisis Facilities, Faith-based organizations, Kay Dore Counseling Center, McNeese Student Clinic, and Police Depts.
	Improve access to care for substance abuse/ detox programs for dual diagnosis patients who present mental health/substance abuse.	Improve detox holding process/area via ER.	Number of patients seen by navigators	Ambulance Services, Behavioral Health Resources/Agencies, Community Outpatient Clinics, Coroner's Office, Crisis Facilities, Faith-based organizations, Police Departments, State outpatient/ inpatients, and rehabilitation substance abuse facilities
	Expand outpatient group therapy for substance abuse patients.	Provide and identify patients in need of discharge plans.	Number of patients admitted/complaints for evaluations Number of discharge plans provided	ER Local healthcare facilities, MMG offices, Outpatient clinics, State outpatient/ inpatients, and rehabilitation substance abuse facilities
	Provide/add outpatient mental health services.	Add outpatient mental health services to those in need in the community.	Number of attendees participating in therapy sessions Number of patients who are aware of mental health services (kinds/types of services) offered at Archer Institute of LCMH	ER, Local healthcare facilities, MMG office, Outpatient clinics, State outpatient/inpatient rehabilitation substance abuse facilities

Behavioral Health

CHNA NEED	GOAL(S)	STRATEGIES	METRICS	PARTNERING ORGANIZATION(S)
Postpartum Depression	Provide patients with mental health services diagnosed with postpartum depression.	Educate OB patients on symptoms and treatments of postpartum depression.	Number of patients who received education on postpartum depression through their OB office	MMG OB/GYN providers, affiliated OB/GYN providers
Suicide Prevention	Reduce the incidence of suicide.	Educate, prevent, and reduce the incidence rates of suicide.	Number of patients and organizations educated on behavioral health services	ER, Local schools, Local healthcare facilities, MMG office, Outpatient clinics, State outpatient/inpatient rehabilitation facilities
ER Navigation²	Improve navigation in ER.	Educate public of ER as a destination place to get assistance / help with substance use.	Number of patients seeking BH services Number of patients referred to LA Bridge Program Number of educational social media posts about help available for substance abuse.	Imperial Calcasieu Human Service Authority, Region V Office of Public Health, LCMH ER and SUN navigators.

² This CHNA needed was identified in 2019. In the 2020 ISP the need was not addressed; however, this needed reappeared in the 2022 CHNA assessment.



Priority 2: Health Behaviors

Goal: Improve healthy behaviors and practices among Lake Charles Memorial Health System’s community.

Anticipated Impact: Populations understand and take an active role in healthy behaviors to prevent chronic diseases.

1. Health Education
2. Motor Vehicle Accident Prevention
3. Sexually Transmitted Diseases (STDs)
4. Tobacco Use

Health Behaviors				
CHNA NEED	GOAL(S)	STRATEGIES	METRICS	PARTNERING ORGANIZATION(S)
Health Education	Educate low-income and/or high-risk populations on preventative health, value of physical activity & wellness.	Educate low-income/high-risk patients and community residents on a healthy lifestyle, accessing healthy foods, and the value of the physical activity.	<p>Number of participants who received health screenings at educational events and health fairs events</p> <p>Number of participants engaged in wellness program receiving flu shots</p> <p>Number of patients referred to PCPs/specialists from health screenings and events through a wellness program</p> <p>Number of education sessions conducted</p>	Calcasieu Parish Ward 3 sports complexes, City of Lake Charles/RAM, LA Public Health Initiative, Local employers, Local schools, McNeese State University, Moss Memorial Hospital, Partnership for a Healthier SWLA, Seniors, Moss Memorial Diabetes Education, LCMH Diabetes Education, and SWLA Quality of Life Task Force
	Continue Fall Prevention Education for the Elderly	Collaborate with community partners to reach high-risk populations for fall prevention.	<p>Number of targeted populations assisted with fall prevention</p> <p>Number of community organizations educated</p>	Council on Aging, Area Elderly Care centers, Seniors.
	Continue the Stop the Bleed program	Collaborate with community partners to educate and train on bleeding control.	<p>Number of targeted populations assisted with education/training in Bleeding control.</p> <p>Number of community organizations educated</p>	Community resources, Faith-based organizations, Local employers, Southwest Health Services, Law Enforcement, First Responders

Health Behaviors

CHNA NEED	GOAL(S)	STRATEGIES	METRICS	PARTNERING ORGANIZATION(S)
Motor Vehicle Accident Prevention	Decrease teen motor vehicle accidents.	Educate area schools on motor vehicle prevention.	<p>Number of Sudden Impact educational events conducted.</p> <p>Number of SWLA high schools participating.</p> <p>Number of SWLA teens who participated in mock events.</p> <p>Number of alcohol/vehicle educational posts on social media.</p>	Louisiana Highway Patrol, Calcasieu Parish Schools, LCMH Foundation, LCMH Trauma Center.
	Reduce injuries/fatalities of infants, children in auto accidents.	Educate Parents, families on proper car seat installation	Number of targeted populations assisted with proper car seat installation	Louisiana Highway Patrol, Calcasieu Parish Schools, LCMH Trauma Center. OB care, Health unit, Office of Public Health, and MMG offices
Sexually Transmitted Diseases (STDs)	Align Hospital Goals with Region V task force.	Educate high-risk SWLA community.	<p>Number of education sessions conducted</p> <p>Number of social media posts, articles published on STD prevention.</p>	OB care, Health unit, Office of Public Health, and MMG offices
	Provide STD Prevention Education	Educate population through school and community events.	Number of targeted populations at events.	Adolescent and Young Adult populations. Calcasieu Parish Schools, Sowela, McNeese.



Health Behaviors

CHNA NEED	GOAL(S)	STRATEGIES	METRICS	PARTNERING ORGANIZATION(S)
Tobacco Use	Reduce smoking among targeted populations.*	Provide on-going smoking cessation programs and prevention resources throughout health system and community network.	Number of smoking cessation programs conducted Number referred from hospital and behavioral health Conduction of a tobacco survey to region Number of New Movers requesting cessation materials	1-800-QUIT-NOW, Healthier SW Louisiana Institute, LA Campaign for Tobacco-Free Living, (TSL) LA Public Health, MMG Physician Offices, Moss Memorial Health Clinic, Quit with Us Louisiana State Program, and Scott Trust
		Communicate availability of smoking cessation and educational resources among community organizations, churches, and targeted groups.	Number of doctors and residents educated Number of healthcare professionals educated about program and resources available Number of distributed materials/information	1-800-QUIT-NOW, LA Campaign for Tobacco-Free Living, (TSL) LA Public Health, Moss Memorial Health Clinic, Partnership for a Healthier SWLA Steering Committee, Quit with Us Louisiana State Program, and Smoke-free SWLA steering committee
		Host annual smoking cessation community-wide events in November to distribute educational information. **	Number of smoking cessation community awareness/education events Number of educational materials/flyers distributed	American Cancer Society, and miscellaneous employers through LCMH employer wellness programs, MMG Physician Offices, Moss Memorial Health Clinic, Smoke-Free SWLA TCI, Tobacco-Free Living and other community organizations.

*The goal "Educate at-risk populations about cancer prevention" was removed as it was similar and redundant to the current goal listed.

**The "Distribute educational information" strategy was merged with "Host annual smoking cessation community-wide events" as they are overall sequential goals.

Priority 3: Managing Population Health & Preventing Chronic Diseases

Goal: Improve health outcomes among targeted populations through health promotion in Lake Charles Memorial Health System’s community.

Anticipated Impact: Assist populations to understand and take an active role in managing and reducing chronic diseases.

- Cancer
- Diabetes
- Heart Disease
- High blood pressure
- Obesity
- Stroke

Managing Population Health & Preventing Chronic Diseases				
CHNA NEED	GOAL(S)	STRATEGIES	METRICS	PARTNERING ORGANIZATION(S)
Cancer	Improve cancer care access to low income/ underserved populations.	Align services within the health system and community to identify patients who need further diagnostic workup for breast / colon/ cervical cancer.	Number, volume of patients served, assisted with navigation	Calcasieu Community Clinic, Moss Health Clinic, Moss Memorial Gynecological Clinic, Patient Navigator Program, and Southwest LA Center for Health Services
	Improve cervical cancer, breast cancer, lung cancer & colon cancer awareness.	Partner with community organizations to provide HPV vaccination education.	Number of at-risk patients attending	Calcasieu Parish Health Unit, Children’s Clinic, LC Memorial Ob Care, McNeese Student Clinic, Moss Memorial Gynecological Clinic, and Southwest LA Center for Health Services
		Increase the number of mammograms, colon & lung cancer screenings.	Decrease the average number of days of suspicious radiographic findings Decrease the average number of days from procedure to patient informed of malignant dx. Number of mammograms conducted Number of colon screening conducted Number of lung screenings conducted	Breast Health Center, Cancer Center, GI Center, LC Diagnostic Imaging, and Moss Memorial Health Clinic



Managing Population Health & Preventing Chronic Diseases

CHNA NEED	GOAL(S)	STRATEGIES	METRICS	PARTNERING ORGANIZATION(S)
Cancer (continued)	Improve coordination of cancer care.	Expedite initiation of cancer care for LCMH patients.	Number of patients screened/educated	Breast Health Center, Cancer Center, and Moss Memorial Health Clinic
	Improve patient education regarding diagnosis and treatment.	Enhance Cancer Patient Navigation Program to improve patient education as well as address patient barriers to care.	Number of at-risk patients attending Decrease average number of dx to 1st treatment	Ethel Precht Foundation, Medicaid Transportation Services, National Cancer Resource Organizations, Nutritional, Supplemental Services Vendors, and SWLA Oncology Foundation
Transportation (under cancer)	Improve transportation options for cancer patients	Strive to identify new transportation options or partners.	Number of transportation partners who can provide services to remote patients Number of patient volume assisted with any transportation through the navigation program	American Cancer Society, Abraham's Tent, AC Medical Transportation, Calcasieu Parish ParaTransit, Care Help of Sulphur, Catholic Charities of SWLA, Council on Aging - 60+, LA Medicaid's Medical Transportation Service, Lake Charles City Bus, and Ms. B's Transportation
		Expand patient awareness of transportation services in the community and assist with transportation resources.	Number of transportation partners who can provide services to remote patients	Abraham's Tent, AC Medical Transportation, American Cancer Society, Angel Wheels, Calcasieu Public Transit, Cancer Care, Care Help of Sulphur, Catholic Charities of SWLA, Council on Aging, La Medicaid Medical, Lake Charles City Bus, Ms. B's Transportation, National Pat Travel Network, and Transportation Service
		Provide gas card assistance when funding is available.	Number of patients provided with gas cards	American Cancer Society, Abraham's Tent, AC Medical Transportation, Calcasieu Parish ParaTransit, Care Help of Sulphur, Catholic Charities of SWLA, Council on Aging - 60+, LA Medicaid's Medical Transportation Service, Lake Charles City Bus, and Ms. B's Transportation

Managing Population Health & Preventing Chronic Diseases

CHNA NEED	GOAL(S)	STRATEGIES	METRICS	PARTNERING ORGANIZATION(S)
Financial Burden (under cancer)	Assist uninsured and underinsured patients to access essential cancer care services.	Enhance awareness and educate patients on availability of financial services.	Number of patients in need of financial assistance Number of Medicaid apps taken	American Cancer Society, Cancer Care, Ethel Precht, LCMH Financial Counselors, Lymphoma, Leukemia Society, LCMH Foundation, and Moss Memorial Health Clinic, Queen Of Pink
		Provide financial counseling and determine eligibility for health services and programs.	Number of patients who received financial counseling	LCMH Financial Counselors, LCMH Foundation and Moss Memorial Hospital
Diabetes	Provide preventative screenings and/or education to improve the early detection of diabetes.	Conduct preventive screenings.	Number of participants receiving primary and specialty care at Moss Memorial. Number of screenings conducted Number of people screened	Community resources, Council on Aging, Faith-based organizations, Local employers, Moss Memorial, Partnership with a Healthier SWLA, Moss Memorial Diabetes Education, LCMH Diabetes Education, and Wellness Works
		Hold outreach events about diabetes prevention in conjunction with Office of Public Health and other healthcare entities in our primary service area (PSA).	Number of outreach events Number attendees at outreach events Number of health and wellness kits mailed	Moss Memorial, Memorial Wellness Program, and Memorial Hospital, local employers, faith-based organizations, community based-organizations. Office of Public Health and City of Lake Charles.
		Educate patients and families to understand their health status (what the numbers mean) and how to prevent chronic disease at health fairs and seminars.**	Number of patients and families educated Number of new mover's mailouts on prevention of chronic disease Number of wellness emails sent promoting health seminars, events and fairs Number of flyers distributed on preventive health screenings Number of attendees at health fairs receiving preventative educational information	Local employers, Memorial Diabetes Education, Moss Memorial, Moss Memorial Diabetes Education, LCMH Diabetes Education, and Wellness Program, Stroke Prevention Coordinator Community resources, Council on Aging, Faith-based organizations, Partnership with a Healthier SWLA, Ward 3, LCMH Diabetes Education



Managing Population Health & Preventing Chronic Diseases

CHNA NEED	GOAL(S)	STRATEGIES	METRICS	PARTNERING ORGANIZATION(S)
Obesity	Provide education to reduce obesity among patient population.	Educate patients and families to understand their health status and how to prevent and reduce obesity at schools, health fairs, and seminars.	Number of schools participating Number of attendees Number of sessions held	Local schools, community based organizations, faith-based organizations, employers
Heart Disease, High Blood Pressure, and Stroke	Provide preventative screenings and/or education to improve early detection of heart disease, high blood pressure, and stroke.***	Conduct preventive screenings on HD, HBP, and stroke.	Number of individuals referred to the system through a wellness program and additional community events Number of patients screened Number of participants receiving primary and specialty care at Moss Memorial.	Moss Memorial, Memorial Wellness Program, and Memorial Hospital
		Hold outreach events about HD, HBP, and stroke prevention.	Number attendees at outreach events Number of health and wellness kits mailed	Moss Memorial, Memorial Wellness Program, and Memorial Hospital, local employers, faith-based organizations, community based-organizations
		Educate patients and families to understand their health status (what the numbers mean) and how to prevent Heart disease, HBP, and stroke at health fairs and seminars.	Number of patients and families educated Number of New Mover's mailouts on prevention of chronic disease. Number of wellness emails sent promoting health seminars, events and fairs. Number of flyers distributed on preventive health screenings.	Local employers, Memorial Diabetes Education, Moss Memorial, Moss Memorial Diabetes Education, LCMH Diabetes Education, and Wellness Program, Stroke Prevention Coordinator Community resources, Council on Aging, Faith-based organizations, Partnership with a Healthier SWLA, Ward 3, LCMH Diabetes Education

*** A strategy was duplicated; therefore, the duplicated strategy was merged with this existing strategy.

Note: Under Cancer/financial burden, "Partner with hospital departments and community organizations to connect eligible patients to needed services" was deleted as no information from the Scott Trust Account was available. Additionally, "Enroll and connect patients to available health and human services" was removed as resources to complete this charge were unavailable.

Priority 4: Access to Care

Goal: Improve access to care through the coordination of services.

Anticipated Impact: Patients and vulnerable populations will be made aware and able to access services at LCMHS.

- Care Coordination
- Health System Navigation
- Specialist/Certified Programs

Access to Care

CHNA NEED	GOAL(S)	STRATEGIES	METRICS	PARTNERING ORGANIZATION(S)
Care Coordination and Health System Navigation	Improve IT infrastructure to improve care coordination between patients and the health system.	Implement IT Upgrade to current system to improve access to appointments/ providers.	Continue to Track Readmissions through the utilization review committee Track Performance in Value-Based Purchasing through Managed Care Organizations to improve Care Coordination.	Managed Care Organization (MCO), City of Lake Charles, Faith Based organization/ Community organization, Moss Memorial Health Clinics, Southwest Louisiana Health Services
		Implement EPIC Electronic Health Record (summer 2024) to allow all levels of care to have pertinent information available on the patient to make healthcare decisions.	Date completed All departments trained on EPIC	Managed Care Organization (MCO), Moss Memorial Health Clinics
		Develop centralized scheduling	Date completed	Managed Care Organization (MCO), Moss Memorial Health Clinics
		Update Available Resources list that addresses Social Determinants of Health	Date completed Date distributed	Managed Care Organization (MCO), Moss Memorial Health Clinics
	Improve Access to care for underinsured/ uninsured, low income and Medicaid populations	Continue to provide care from primary care physicians and nurse practitioners to targeted populations.	Track Volume (utilization) for use of Moss Memorial Health Services Number of patients enrolled in Medicaid and alternative insurance	Managed Care Organization (MCO), Moss Memorial Health Clinic



Access to Care

CHNA NEED	GOAL(S)	STRATEGIES	METRICS	PARTNERING ORGANIZATION(S)
Care Coordination and Health System Navigation (continued)	Address transportation barriers to accessing care.	Discuss transportation issues with the City of Lake Charles	Date of the meeting held	City of Lake Charles
		Evaluate ability to assist patients with transportation through the foundation.	Number of patients receiving funds for transportation	City of Lake Charles, community-based organizations
		Enhance non-English speaking patients' understanding of available transportation service.	Number of language services utilized	City of Lake Charles, community-based organizations
	Improve access to care for underinsured/uninsured, low-income, and Medicaid populations.	Continue to provide care from primary care physicians, specialists, and nurse practitioners to targeted populations.	Number of high-risk, low-income populations reached Number of patients referred from ER for primary care visits	Community organizations/resources, Contracted facilities, Memorial Hospital, MMG Offices, Moss Memorial Health Clinic, Office of Public Health, Partnership for a Healthier SWLA, Steering Committee, Moss Memorial Diabetes Education, LCMH Diabetes Education, and United Way
		Educate targeted (at-risk) populations on resources and services available.*	Number of patients educated Number of health education documents printed in Spanish Number of patients utilizing Language Line for healthcare questions	Memorial Hospital, MMG Offices, Moss Memorial Health Clinic, Moss Memorial Diabetes Education, LCMH Diabetes Education, and OBCare
		Continue Medicaid/UCC enrollment and financial assistance resources to ensure coverage to targeted populations.	Number of patients assisted and enrolled	Community organizations, Memorial Hospital, MMG Offices, Moss Memorial Diabetes Education, LCMH Diabetes Education, and Moss Memorial Health Clinic
		Provide care coordination across health system and health system clinics.	Number of patients/families receiving coordinated care	Moss Memorial, Moss Memorial Diabetes Education, and LCMH Diabetes Education,

*Strategy was duplicated; therefore, the duplicated strategy was merged with an existing strategy.

Note: Care Coordination and Health System Navigation were identified sub-needs in the CHNA. Due to the similarities of the goals and strategies in addressing the sub-needs, the sub-needs were combined.

Access to Care

CHNA NEED	GOAL(S)	STRATEGIES	METRICS	PARTNERING ORGANIZATION(S)
Specialist/ Certified Programs	Improve availability of specialist to vulnerable populations.	Collaborate with community healthcare providers to provide speciality services.	Number of patients referred to speciality services.	Community providers
		Recruit and maintain providers.	Number of providers recruited	LCMHS



MOVING FORWARD

The CHNA Implementation Strategy Planning Report identifies how Lake Charles Memorial Hospital will leverage its strengths, resources, and community outreach programs with community organizations to address the community health needs identified in the 2022 CHNA. The CHNA Implementation Strategy Planning Report builds on the input from diverse community leaders, providers, and individuals and delineates measurable goals, strategies, and metrics designed to impact community residents' overall health and well-being.

The implementation phase provides a platform for continuing solid relationships with community and national partners and developing new community relationships that will strengthen the ability to address health needs. Throughout the implementation phase, Lake Charles Memorial Hospital will continue to track the achievement, evaluate its success, and communicate progress to the communities it serves.



CONSULTANTS

Lake Charles Memorial Health System contracted with Tripp Umbach, a private healthcare consulting firm with offices throughout the United States, to complete a community health needs assessment (CHNA) and corresponding implementation strategy plan. Tripp Umbach has worked with more than 300 communities in all 50 states. Over one in five Americans live in a community where our firm has worked.

From a community needs assessment protocols to fulfilling the new Patient Protection and Affordable Care Act (PPACA) IRS 990 requirements, Tripp Umbach has turned needs assessments into practical action plans with sound implementation strategies, evaluation processes, and funding recommendations for hundreds of communities. Tripp Umbach has conducted over 400 community health needs assessments and worked with more than 800 hospitals.

Changes introduced as a result of the PPACA have placed an increased level of importance on population health and well-being and on collaborative efforts among providers, public health agencies, and community organizations to improve the overall health of communities.





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