



PASSAVANT AREA HOSPITAL
Community Health Need Assessment Implementation Strategy
FY17 October 1, 2016 – September 30, 2017

Outcomes September 30, 2017

Memorial Health System is a not-for-profit healthcare organization located in Central Illinois. It includes four hospitals: Memorial Medical Center in Sangamon County, Passavant Area Hospital in Morgan County, Taylorville Memorial Hospital in Christian County, and Abraham Lincoln Memorial Hospital in Logan County. Memorial Health System also includes Mental Health Centers of Central Illinois, Memorial Physician Services and Memorial Home Services.

Community health need assessments were completed in 2015 in each of the counties where the hospitals are located. These needs assessments meet the federal health reform's Section 9007 of the Patient Protection and Affordable Care Act of March 2010 and requirements of the IRS 990 Schedule H report.

Passavant Area Hospital – Morgan County, Illinois

Passavant Area Hospital is a not-for-profit 93-bed rural community hospital that became affiliated with Memorial Health System in 2014. PAH completed its need assessment in 2015. In 2014, the estimated population of Morgan County was 34,929. 91.3 percent are white, 6.3 percent Black, 0.3 percent American Indian and Alaska Native, 0.5 percent Asian 0.1 percent Native Hawaiian and other Pacific Islander, 1.6 percent are two or more races, 2.3percent Latino or Hispanic. 3 percent of Morgan County's population speaks a language other than English in the home. 49.6 percent of the population is female, and 50.4 percent is male. 20.2 percent of the population is under the age of 18 and 17.7 percent are over 65. 88.1 percent are high school graduates (.8 percent higher than the Illinois average), 20.7 percent hold bachelor's degrees, and there are 2,997 veterans. The median household income in Morgan County is \$46, 809. 14.4 percent of people live below the poverty line (.3 percent higher than the Illinois average).

Identified Priority Health Needs

During its 2015 community health need assessment, Passavant Area Hospital identified the following priority health needs:

1. Access to Care
2. Access to Dental Care
3. Tobacco Usage
4. Sexually Transmitted Diseases
5. Mental Illness
6. Colon Cancer
7. Substance Misuse
8. Obesity
9. Early Sexual Health/Teen Pregnancy

Priorities Not Selected by Passavant Area Hospital:

- Access to Dental Care was not chosen because the hospital does not have the expertise to address the issue.
- Colon Cancer was not chosen because it consistently ranked as a low priority among community members. The hospital currently offers advanced colonoscopy services, and annual colorectal cancer education for the community. The hospital also partners with a local cancer foundation to provide free colorectal screenings to community members each year.
- Substance misuse was not chosen because it did not rank as a high priority among the advisory committee, in the community forum, or on the survey. It was perceived by the advisory committee that there would be little opportunity to make additional impact beyond what is being done through the Partnership for a Healthy Community, which is a collaboration of local law enforcement, education institutions, health providers, and The Wells Center, a drug and alcohol treatment facility. .
- Early Sexual Activity/Teen Pregnancy was not chosen because the Morgan County Health Department is already addressing this disparity in the schools, and it would be a duplication of services.
- Tobacco ranked significantly lower than other priorities in the forum and the survey. It was communicated that it would be difficult to make a significant impact as the Morgan County Health Department is partnering with the Illinois Quitline to offer smoking cessation products.
- Sexually Transmitted Diseases will be addressed as an Access to Care initiative in partnership with the health department, rather than a stand-alone priority. The hospital will continue to support the Morgan County Health Department's STD clinic which was reopened in 2014 using funds allocated by the hospital. This need continues to be met through this partnership established as a result of the 2012 CHNA.

PAH Priority Health Needs

1. Mental Health
2. Obesity
3. Access to Care

Passavant Area Hospital Implementation Strategy for FY2017

PRIORITY: MENTAL HEALTH	
Reasons for priority selection	<p>Passavant Area Hospital’s 2015 community health need assessment identified mental health as a top priority through its data collection and analysis, community survey, and community advisory group. In FY16, PAH opened a 10-bed Inpatient Psychiatric Unit at Passavant Area Hospital, and added a third psychiatrist, Sheila Thomas, MD.</p> <p>Depression is a chronic disease that negatively affects a person's feelings, behaviors and thought processes. The Center for Medicare Services estimates that depression in older adults occurs in 25 percent of those with other illnesses, including: arthritis, cancer, cardiovascular disease, chronic lung disease, and stroke. Even those with the most severe depression can improve with treatments including medications, psychotherapies, and other methods. Increasing awareness, intervention, and access to mental health care would give residents of Morgan County the opportunity to live healthier lives.</p>

Goal 1: Increase access to mental health services and decrease referrals made outside the service area.			
Target Population	All residents of Morgan County		
Objective	Increase access to appropriate psychiatric services to both acute and chronically mentally ill patients.		
Strategy Selected: Behavioral Health Unit; Primary Care Intervention			
Programs/resources hospital will commit: Newly renovated Behavioral Health Unit, providers and staff.			
Collaborative partners: The Center for Psychiatric Health, Pain Clinic Staff, PPA Primary Care Staff			
Activity	Timeline	Anticipated Results	FY17 Final Outcomes
1. Passavant Hospital will increase and monitor route migration of patients to the	FY 2017	<ul style="list-style-type: none"> 10-bed Inpatient Psychiatric Unit will accept admissions to the psych unit, reducing board days in the ER, and improving access to inpatient mental health services for residents of Passavant’s service area. 	<ul style="list-style-type: none"> Patients are being accepted in the Psychiatric Unit, reducing the board days in the ER. Passavant service area residents now have improved access to inpatient behavioral health care.

<p>behavioral health unit, increasing access to mental health services for Morgan and surrounding counties.</p>			
<p>2. Continue embedding psychiatric monitoring and support into primary care and pain clinic services.</p>	<p>FY2017</p>	<ul style="list-style-type: none"> • Early intervention will provide a greater number of patients with early access to appropriate care, preventing board days and behavioral health unit admissions for acute behavioral illness. 	<ul style="list-style-type: none"> • MPS providers are now screening patients to help identify those who are experiencing behavioral health issues. LCPC hired to help counsel patients of MPS providers. LCPC is referring an average of 2 patients per week. Psych Center reports referrals are appropriate and follow up care is being delivered.
<p>MEASURES: What will we measure to know the program is making a difference?</p>			
<p>Short term indicators & source</p>	<ul style="list-style-type: none"> • Reduce/eliminate board days and emergency mental health services. 		<ul style="list-style-type: none"> • Board days reduced by more than half. Prior to interventions, average board days were 2-3 days. The average for FY17 is .53 days. • Goal Met
<p>Long term indicators & source</p>	<ul style="list-style-type: none"> • Fewer patients are being transferred out of the service area for inpatient psychiatric stays. • Patient wait times decrease, and patients are seen in a reasonable amount of time. • In its second year of operation, the annual utilization of the 10 bed Acute Mental Illness unit at Passavant shall meet or exceed the 85% utilization standard specified in the Certificate of Need. • More patients will receive appropriate mental health interventions, decreasing the need for emergency and inpatient behavioral health services. 		<ul style="list-style-type: none"> • Patients are now being admitted instead of transferred. • Wait times are reduced based on availability. • Unit is averaging 7.6 patients daily. Realistic capacity is 8.5-9 beds due to patients moving in and out of the unit. Utilization is 89% based on that estimate. • Coordinated behavioral health services is decreasing the need for emergency and inpatient services. • Goal met.

Goal 2: Implement Mental Health First Aid training in Morgan County.			
Target Population	Community at large		
Objective	Step in early to stop the trajectory of issues that lead to mental health issues and the need for psychiatric intervention by providing community education to improve mental health literacy, early identification, peer intervention, and referral of community members to available resources if needed.		
<p>Strategy Selected: Mental Health First Aid (MHFA) is an evidence-based program that offers a five-day intensive training session to community members to become certified MHFA trainers. These certified trainers in turn go out in the community to provide an eight-hour education session to community members such as teachers, police, first responders, churches, youth leaders and others to teach them how to identify mental health issues, how to refer people to resources, and encourage community support of those struggling with issues that may contribute to mental illness. The Substance Abuse and Mental Health Services Administration (SAMHSA), the federal agency that leads public health efforts to advance the behavioral health of the nation, endorses MHFA and recently established grant funding for MHFA as part of the President’s initiative to increase access to mental health services. MHFA is on the National Registry of Evidence Based Practices (NREPP). All interventions on the registry have been independently assessed and rated for quality of research and readiness for dissemination. MHFA has been shown to increase understanding of mental health disorders, knowledge of available resources, and confidence in and likelihood to help and individual in distress.</p> <p>Commitment of Resources: Memorial Health System committed funding in FY16 to bring trainers from the national program to Springfield to train up to 30 local community members in Mental Health First Aid, and additional training for certification in Youth Mental Health First Aid. Memorial paid for the tuition fee for attendees from Sangamon, Logan, Morgan and Christian counties and provided the conference center and promotion of the event. In FY17-FY18, Memorial commits to funding Memorial Behavioral Health to provide ongoing coordination of the program. Every MHS hospitals commits to promoting the program within their local communities.</p> <p>Collaborative Partners: Memorial Behavioral Health, Memorial Medical Center, Abraham Lincoln Memorial Hospital, Passavant Area Hospital, Taylorville Memorial Hospital, SIU School of Medicine, local school districts, area social service providers and the University of Illinois Springfield. Agencies sending a staff member(s) to receive MHFA/YMFA training include: The Phoenix Center, Community Connection Point, SIU CSN, Sangamon County Dept. of Public Health, HSHS St. John’s Hospital, Lincoln Land Community College, Springfield Urban League, Springfield Public Schools, Lincoln Prairie Behavioral Health, SIU Center for Family Medicine, First Christian Church of Jacksonville, Jacksonville Public Schools District 117, and New Holland Middletown Elementary School.</p>			
Activity	Timeline	Anticipated Results	FY17 Final Outcomes

<p>1. MHFA Coordinator will develop an ongoing list of community partners and agencies to receive training.</p>	<p>9/2017</p>	<p>Certified MHFA instructors have a list of potential audiences in each community to teach a MHFA course.</p>	<p>Jacksonville potential audience list has been developed. It includes hospital staff, first responders (fire, police, paramedics), educators, social service agencies and staff, community employers, and the community at large.</p>
<p>2. Explore development of a private communication portal for certified MHFA instructors to provide communication about training opportunities, coordinate distribution of training materials, and provide a way to collect data and measures from the instructors.</p>	<p>12/2016</p>	<p>A methodology is in place for certified MHFA instructors to report upcoming courses, request a course training partner, report tracking data and share their experiences.</p>	<p>Private portal developed for instructors. Website developed for course information and registration. Quarterly MHFA partners meeting to discuss experiences, marketing ideas, etc.</p>
<p>3. Promote the program to communities in Sangamon, Logan, Morgan and Christian counties.</p>	<p>9/2017</p>	<p>ALMH, TMH, PAH and MMC in collaboration with Memorial Behavioral Health have a localized communication plan for each hospital to create awareness of and promote available MHFA courses.</p>	<p>PAH has a communication plan to create awareness and promote MHFA in Jacksonville. Press release and mailings were sent prior to first class offered in February. Facebook and direct mail are being utilized to promote classes.</p>
<p>4. Hold at minimum two MHFA community trainings by certified MHFA instructors in each county, for a total of eight courses.</p>	<p>9/2017</p>	<p>Increased number of individuals in each community trained as mental health first aiders.</p>	<p>13 Trainings have been held in Morgan County, 277 MHFAiders trained.</p>
<p>MEASURES: What will we measure to know the program is making a difference?</p>			
<p>Short term indicators & source</p>	<ul style="list-style-type: none"> • Number of individuals becoming certified trainers from MHS sponsored certification training • Number of MHS-sponsored community training events 		<ul style="list-style-type: none"> • 3 individuals have been certified to teach in Jacksonville.

	<ul style="list-style-type: none"> • Number of community members trained as mental health first aiders • Source: MHFA data collection tool 	<ul style="list-style-type: none"> • 13 training events held, total 277 MHFAiders trained
Long term indicators & source	<ul style="list-style-type: none"> • Among instructors and first aiders, increases in: mental health literacy, awareness of available resources, and confidence in assisting individuals in distress • Source: Survey of community members trained as instructors and first aiders 	<ul style="list-style-type: none"> • Ongoing with plans to use pieces of the national Mental Health First Aid evaluation survey to follow up with instructors and First Aiders at a yet-to-be determined frequency • Goal met.

PRIORITY: OBESITY	
Reason for priority selection	Morgan County’s CHNA ranked obesity as a high priority among the core group and the advisory group, and it ranked fourth out of nine priorities in the community survey.

Goal 1: Expand access to the Memorial Weight Loss and Wellness Center (MWLWC) program in Morgan County.

Target Population	Adults who are overweight who live in Morgan County
Objective	Expand access to the Memorial Weight Loss and Wellness Center by developing strategy to implement the program at Passavant Area Hospital in Morgan County.

Strategy Selected:
 Healthy People 2020 goals highlight the need for increased intervention by physicians with patients in the areas of nutrition and weight status (NWS).

- NWS-6.1: Increase the proportion of physician office visits made by patients with a diagnosis of cardiovascular disease, diabetes, or hyperlipidemia that include counseling or education related to diet and nutrition. (Baseline: 20.8 percent of physician visits in 2007; Target = 22.9 percent/10 percent improvement)
- NWS-6.2: Increase the proportion of physician office visits made by adult patients who are obese that include counseling or education related to weight reduction, nutrition or physical activity. (Baseline: 28.9 percent of physician visits in 2007; Target = 31.8 percent/10 percent improvement)

Memorial’s Weight Loss and Wellness Center is based on the nationally recognized, evidence-based model of Geisinger Health System. Memorial’s program includes a medical (non-surgical) weight loss program; accredited bariatric surgery program; diabetes services; outpatient

nutrition services; and fitness. It provides physicians a comprehensive resource to refer their patients to for individualized counseling and education. There is no other program offering this specialized approach in central Illinois.

Programs/resources hospital will commit: Passavant Area Hospital will provide leadership to assess expansion of the program, the facility for the program, staffing, training and financial support.

Collaborative partners: Memorial Medical Center, Memorial Physician Services, Springfield Clinic, SIU School of Medicine

Activity	Timeline	Anticipated Results	Outcomes through September 30, 2017
1. Passavant will continue to enroll patients into the program	FY17	<ul style="list-style-type: none"> PAH will average 20 patients per month. 	<ul style="list-style-type: none"> PAH averaged 54 pts. per month in FY17.
2. Passavant will collaborate with MWLWC to execute a communication plan	10/2017-3/2016	<ul style="list-style-type: none"> Increase community and provider awareness of treatment options for patients in Morgan County. 	<ul style="list-style-type: none"> Communication materials developed and press release sent to announce the opening of the program.
3. Passavant will collaborate with MWLWC to collect outcome variables on enrolled patients	FY17	<ul style="list-style-type: none"> Data collected. 	<ul style="list-style-type: none"> Medical Weight Loss patients at Passavant Area Hospital have lost an average of over 10% of total body weight loss within 12 months. Bariatric Surgical patient volumes are too low and early for outcome data reporting.
MEASURES: What will we measure to know the program is making a difference?			
Short term indicators & source	<ul style="list-style-type: none"> Program proposal is approved. Passavant staffing is identified and trained. Passavant space is identified for program. 		<ul style="list-style-type: none"> Proposal approved Staffing identified, hired and trained. Space identified in the Specialty Clinic
Long term indicators & source	<ul style="list-style-type: none"> Program implemented and begin seeing patients (FY16). MWLWC at PAH will achieve physician referrals of 40 distinct patients in year 3 (FY18). Medical weight loss patients who complete at least 6 months of programming, on average, will achieve 5% weight loss. Bariatric surgical patients will achieve, on average, 45% excess weight loss at one year post-op. 		<ul style="list-style-type: none"> Completed PAH received 87 physician referrals in FY17. nts from WLWC at PAH went on to have bariatric surgery at Memorial Medical Center in FY17. Medical Weight Loss patients on average achieve 8% of total body weight. Long-term data is not currently available for bariatric patients.

Goal 2: Support community health initiatives that encourage healthy behaviors.			
Target Population	Morgan County residents.		
Objective	Financially support programs that provide opportunities for residents to practice healthy behaviors.		
Strategy Selected: Support community programs that encourage exercise and healthy eating choices.			
Programs/resources hospital will commit: Passavant Area Hospital will sponsor the Girls on the Run (GOTR) Jacksonville Program and the Walking for Wellness Program; and continue the spreading the 5,2, 1, 0 message to the community through public service announcements, educational materials, and educational sessions.			
Collaborative partners: Jacksonville School District 117, First Christian Church, Farmers' Market, YMCA			
Activity	Timeline	Anticipated Results	FY17 Final Outcomes
1. Maintain programs at a minimum of five Girls on the Run sites, both public and private, in Morgan County.	FY 2017	<ul style="list-style-type: none"> At least 6 schools in Morgan County will host GOTR sites, and as a result of the GOTR program season and 5k race event. 	<ul style="list-style-type: none"> 5 schools enrolled in Morgan County.
2. The Walking for Wellness Program will run November 2016-March 2017, daily from 6am-1 pm all days school is in session, in cooperation with School District 117 and 1-4 at First Christian Church	11/2016-3/2017	<ul style="list-style-type: none"> 10,000 encounters will participate in the 5 month Walking for Wellness Program held at the JHS Bowl and Walking for Wellness Program held at First Christian Church. 	<ul style="list-style-type: none"> 6,546 total at the Bowl 1628 at First Christian Church
3. Passavant will market the 5, 2, 1, 0 healthy living message to the community.	FY 2017	<ul style="list-style-type: none"> The 5, 2, 1, 0 message will be incorporated into community events, programs, and social media campaigns. The 5, 2, 1, 0 message will be shared at least once monthly via 	<ul style="list-style-type: none"> 5210 Messages are given at YMCA monthly and are incorporated into community events and health fairs 5210 public service announcements on a weekly rotation

		public service announcement, educational program, or educational material.	<ul style="list-style-type: none"> • Nutrition information shared with campers at Western IL Youth Summer Camps
MEASURES: What will we measure to know the program is making a difference?			
Short term indicators & source	<ul style="list-style-type: none"> • 6 schools will participate in GOTR for the 2016-17 school year • Walking sites will be offered at the Jacksonville High School Bowl and First Christian Church for the 2016-17 year • Increase awareness of 5210 among Morgan County residents via survey of engaged sites. 	<ul style="list-style-type: none"> • 5 Schools participated, 58 girls • Walking sites are operational in both locations • Survey administered March 2017-100% of program participants reported increased awareness of importance of fruits & vegetables. 	
Long term indicators & source	<ul style="list-style-type: none"> • 75% of GOTR participants and their families would report a positive impact on their attitude toward exercise as measured Girls on the Run survey of participants and their families. • Walkers surveyed from the Bowl and FCC would report an increase in physical activity due to the availability of the Walking for Wellness program. • As measured by the Illinois Youth Survey: (1) Overweight and obesity prevalence among children will not increase and (2) intake of fruits/vegetables will increase. 	<ul style="list-style-type: none"> • Fall program: 88% of families report the program positively affected their girl and/or their family's attitude toward exercise, and 82% in the spring. • 88% of walkers reported the program has a positive effect on their health. 85% report they get all of their exercise through participation in the Walking for Wellness program. • Overweight and obesity prevalence is decreasing: average 17% in 2014; 15% in 2016; Intake of fruits/vegetables has increased slightly-.03% overall • Goal met. 	

PRIORITY:	ACCESS TO CARE
Reasons for priority selection	Passavant Area Hospital's 2015 community health need assessment identified access to care as a top priority through its data collection and analysis, community survey, and community advisory group. It was ranked as the top priority in the community survey. Healthy Communities Institute data for Morgan County points to the need for increased primary care physicians and increased access to treatment for sexually transmitted diseases.

Goal 1: Support Federally Qualified Health Center (FQHC) in Morgan County in Partnership with the Morgan County Health Department and Southern Illinois University.			
Target Population	Underserved and vulnerable residents of Morgan County.		
Objective	Support FQHC		
<p>Strategy Selected: According to County Health Rankings, Federally Qualified Health Centers (FQHCs) are public and private non-profit health care organizations that receive federal funding under Section 330 of the Public Health Service Act. Governed by a community board, FQHCs deliver comprehensive care to uninsured, underinsured, and vulnerable patients regardless of ability to pay. FQHCs are located in high need communities in urban and rural areas and are often called Community Health Centers.</p> <p>Programs/resources hospital will commit: Passavant Area Hospital will provide leadership, providers, and financial support towards the effort to a FQHC in Morgan County.</p> <p>Collaborative partners: Morgan County Health Department (MCHD) and Southern Illinois University School of Medicine (SIU SOM)</p>			
Activity	Timeline	Anticipated Results	FY17 Final Outcomes
1. Passavant’s Marketing and Communications Department will work with SIU and the Morgan County Health Department to assist with the development of marketing materials that will be used to increase community knowledge of this resource.	FY17	<ul style="list-style-type: none"> Passavant’s Marketing and Communications Department will develop and implement a marketing strategy that targets uninsured, underinsured, and vulnerable patients. 	<ul style="list-style-type: none"> Marketing strategy completed.
2. The FQHC will see 250 patients in the first year.	FY17	<ul style="list-style-type: none"> The FQHC will begin seeing patients the first quarter of FY17 and see 250 patients in the first 12 months. 	<ul style="list-style-type: none"> Average 4.48 visits per day. Total 1,625 visits in FY17. Goal Met:
MEASURES: What will we measure to know the program is making a difference?			
Short term indicators & source	<ul style="list-style-type: none"> Patients being seen 		<ul style="list-style-type: none"> Completed

Long term indicators & source	<ul style="list-style-type: none"> Primary care provider and non-physician primary care provider rates would increase. Uninsured, underinsured, and vulnerable patients will have an established medical home. 	<ul style="list-style-type: none"> Increased rates for FQHC patients and patients acquired a medical home. Goal met.
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Goal 2: Continue to support Morgan County Sexually Transmitted Disease Clinic of the Morgan County Health Department.

Target Population	Underserved and vulnerable residents of Morgan County.
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Objective	Increase diagnosis and treatment of sexually transmitted diseases by providing financial support to the Morgan County Health Department’s STD Clinic.
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Strategy Selected: Increase access to care by financially supporting the reopening and operations of a walk-in STD Clinic run by the Morgan County Health Department, which was closed in 2008. Without Passavant’s support, the clinic would not be able to offer services.

Programs/resources hospital will commit: Passavant Area Hospital will provide financial support for the Morgan County STD clinic, including subsidizing the cost of needed supplies and additional personnel hours to manage the clinic.

Collaborative partners: Morgan County Health Department (MCHD)

Activity	Timeline	Anticipated Results	FY17 Final Outcomes
Provide financial support to maintain the Morgan County STD Clinic at the Morgan County Health Department.	FY17	<ul style="list-style-type: none"> The Morgan County STD Clinic will continue treating patients for STD’s on a walk-in basis at their twice weekly clinic. 	<ul style="list-style-type: none"> Clinic open 2 x weekly. \$8,650 provided by PAH. Dr. Hrynewych donated time to the clinic and evaluated 43 clients.

MEASURES: What will we measure to know the program is making a difference?

Short term indicators & source	<ul style="list-style-type: none"> As awareness of the clinic continues to increase, it is anticipated that the STD rate will continue to rise, as more cases are being diagnosed and treated due to better access to care. Measurement will be provided by Morgan County Department of Public Health. 	<ul style="list-style-type: none"> 201 clients counseled; 590 tests completed screened; 38 positive tests; 103 treatments
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Long term indicators & source	<ul style="list-style-type: none"> Increased numbers of people will be diagnosed and treated for STDs. Long term success will be measured by reduction in overall STD rates for Morgan County, as reported by 	<ul style="list-style-type: none"> Increase in screening and treatments. Long term results show heightened awareness of the need for screening. So reduction is not evident
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	Morgan County Health Department and, when available, by the Illinois Department of Public Health.	due to the increased number of patients being screened. • Goal met.
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Goal 3: Offer free Medicare and insurance counseling to residents of Morgan County.

Target Population	Morgan County residents
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Objective	Provide Medicare/Insurance Consultant free of charge.	
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Strategy Selected: Insurance Counseling: Each year Lorna Legreid, Passavant’s Medicare/Insurance Consultant, helps hundreds of community members understand and cope with paperwork and billing that follows a hospital stay. Lorna is available to assist discharged patients with the filing of Medicare/Insurance forms and helps clients understand the comprehensive process of filing claims.

Programs/resources hospital will commit: Passavant Area Hospital will provide Medicare/Insurance Consultation services free of charge for Morgan County residents.

Collaborative partners: Jacksonville Senior Center, SHIP Senior Health Insurance

Activity	Timeline	Anticipated Results	FY17 Final Outcomes
Passavant will continue to offer to the public, free of charge, a full time Medicare/insurance consultant to help answer questions with regards to insurance and billing information.	FY17	<ul style="list-style-type: none"> The Medicare/Insurance counselor will help patients navigate their health insurance options and obligations free of charge. 	<ul style="list-style-type: none"> A dedicated staff person is seeing patients daily.

MEASURES: What will we measure to know the program is making a difference?

Short term indicators & source	<ul style="list-style-type: none"> Consultant would have 100 contacts/month with clients 	<ul style="list-style-type: none"> Average is 124 per month
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<p>Long term indicators & source</p>	<ul style="list-style-type: none"> • Consultant would have 1200/contacts per year with clients and clients would report better understanding of their access to Medicare and insurance benefits. 	<ul style="list-style-type: none"> • 1492 in FY17 • 100% of clients report better understanding of their Medicare and insurance benefits. • Goal met.
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Strategy approved by PAH Board of Directors Aug. 11, 2016