



# Implementation Strategy

## 2017-2019

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## Implementation Strategy

### Introduction

Saddleback Memorial Medical Center (Saddleback) is a member of the MemorialCare Health System family. Saddleback Memorial Medical Center offers high quality, compassionate care for patients and families at every stage of their lives. Its centers of excellence are renowned for prevention, diagnosis and treatment of cancer, heart disease, stroke, pulmonary disease, orthopedics and diabetes.

In FY16, Saddleback conducted a community health needs assessment (CHNA) to assess the significant health needs for the hospital service area. The CHNA and the resulting Implementation Strategy identify and address significant community health needs and help guide the hospital's community health improvement programs and community benefit activities, as well as its collaborative efforts with other organizations that share a mission to improve health. This Implementation Strategy explains how Saddleback plans to address the significant health needs identified by the CHNA.

### 2016 Community Health Needs Assessment Summary

Saddleback conducted a Community Health Needs Assessment (CHNA) to comply with state and federal regulations guiding tax exempt hospitals. The CHNA is posted on the MemorialCare website and can be accessed at [www.memorialcare.org/content/community-benefit](http://www.memorialcare.org/content/community-benefit). Public comment on the CHNA is encouraged and comments are used to inform this work.

The Community Health Needs Assessment incorporated demographic and health data for the communities served by the hospital. Significant health needs were identified from issues supported by primary and secondary data sources gathered for the CHNA. The needs were indicated by secondary data sources, focus groups and community stakeholder interviews. Health indicators were considered significant health needs when they exceeded benchmark data, specifically county or state rates or Healthy People 2020 objectives. The following significant health needs were identified:

- Access to care: Health insurance coverage is considered a key component to accessing health care including primary care, specialty care and other health services. The service area insurance rate is 90.6%.
- Alzheimer's disease: The third highest cause of death in the service area. Higher rates of death than found in the state.
- Cancer: The leading cause of death in the county. Prostate, colon and breast cancers occur at the highest rates.
- Dental care: Includes access to preventive services, such as regular dental exams and cleanings, which can decrease the likelihood of developing future health

problems. Community stakeholders identified a lack of access to dental care.

- Heart disease: The second leading cause of death in the county. 6.3% of adults have been diagnosed with heart disease.
- Lung disease: The fifth highest cause of death in the service area. In Orange County, 14.6% of the population has been diagnosed with asthma.
- Mental health: Mental health factors include serious psychological distress, access to mental health care, and suicide. In Orange County, 6.3% of adults experienced serious psychological distress in the past year. Community stakeholders identified an ongoing stigma associated with having mental health issues. A lack of mental health resources was identified as a barrier to accessing care in Orange County.
- Overweight and obesity: 41.9% of the adult population in Orange County is overweight; 12.7% of teens and 12.8% of children in the county are overweight. Adult overweight and obesity by race and ethnicity indicate high rates among Latinos (75.3%) and African Americans (71.4%). Whites also report higher levels of overweight and obesity (60.2%).
- Substance abuse (drugs/alcohol/tobacco): The rate of smoking among Orange County adults is 10.8%. 35.1% of county adults had engaged in binge drinking in the past year. 7.5% of teens in Orange County had tried marijuana, cocaine, sniffing glue, and other drugs in the past year.

## Definition of the Community Service Area

Saddleback Memorial Medical Center is located at 24451 Health Center Drive, Laguna Hills, California 92653. The service area is located in Orange County and includes 25 zip codes, representing 16 cities or communities.

**Saddleback Memorial Medical Center Service Area**

City	Zip Code
Aliso Viejo	92656
Capistrano Beach	92624
Dana Point	92629
Foothill Ranch	92610
Irvine	92602, 92603, 92604, 92606, 92612, 92614, 92618, 92620
Ladera Ranch	92694
Laguna Beach	92651
Laguna Hills	92653
Laguna Niguel	92677
Laguna Woods	92637
Lake Forest	92630
Mission Viejo	92691, 92692
Rancho Santa Margarita	92688
San Clemente	92672, 92673
San Juan Capistrano	92675
Trabuco Hills	92679

The population in the Saddleback service area is 849,890 persons. Children and youth (ages 0-17) make up 22.1% of the population; while seniors (65 years and older) account for 14.2% of the population. In the service area, more than half of the population (69.4%) is White. At 17.2% of the population, Asians are the second largest race/ethnic group in the service area. In terms of educational attainment, only 5.4% of service area residents who are 25 years old and older have less than a high school diploma. 7.9% of the population is at or below 100% of the federal poverty level; 17.6% of service area residents live below 200% of the federal poverty level.

**Map of the Saddleback Memorial Medical Center Services Area**



## Significant Health Needs the Hospital Will Address

This Implementation Strategy provides additional details on how Saddleback plans to address the significant health needs identified in the 2016 CHNA. The hospital plans to build on previous CHNA efforts and existing initiatives, while also considering new strategies and efforts to improve health. The following criteria were used by the hospital’s Community Benefit Oversight Committee to determine the significant health needs Saddleback will address in the Implementation Strategy:

- Organizational Capacity: There is capacity to address the issue.
- Existing Infrastructure: There are programs, systems, staff and support resources in place to address the issue.

- **Established Relationships:** There are established relationships with community partners to address the issue.
- **Ongoing Investment:** Existing resources are committed to the issue. Staff time and financial resources for this issue are counted as part of our community benefit effort.
- **Focus Area:** Has acknowledged competencies and expertise to address the issue and the issue fits with the organizational mission.

As a result of the review of needs and application of the above criteria, Saddleback will address: access to health care; chronic diseases; mental health/behavioral health through a commitment of community benefit programs and charitable resources.

For each health need the hospital plans to address, the Implementation Strategy describes: actions the hospital intends to take, including programs and resources it plans to commit; anticipated impacts of these actions; and planned collaboration between the hospital and other organizations.

### **Access to Care**

Saddleback will address access to care by taking the following actions:

- Provide financial assistance through both free and discounted care for health care services, consistent with the hospital's financial assistance policy.
- Provide transportation support to increase access to health care services.

### **Anticipated Impact**

Saddleback will conduct these strategies with the overarching goal in mind to increase access to health care for the medically underserved.

Saddleback anticipates the following impact from these efforts:

- Increase access to health care.
- Provide financial assistance to qualified patients.
- Support access to health care services by providing transportation assistance.

### **Planned Collaboration**

In order to accomplish the planned activities above, Saddleback anticipates collaborating with:

- Age Well Senior Services
- South County Senior Centers

## **Chronic Diseases (Alzheimer’s Disease, Lung Disease, Heart Disease and Cancer)**

Saddleback will address these chronic diseases by taking the following actions:

- Offer community health education, community lectures, presentations and workshops.
- Host health and wellness fairs for seniors, including screenings.
- Offer flu shot clinics.
- Provide support groups to assist those with chronic diseases and their families.
- Provide public health education in the media and community health awareness events to encourage healthy behaviors and prevent chronic diseases.
- Provide funding and in-kind support to community organizations to support chronic disease prevention and treatment.

### **Anticipated Impact**

Saddleback will conduct the above referenced strategies with the overarching goal in mind to reduce the impact of chronic diseases on health and increase the focus on chronic disease prevention and treatment education.

Saddleback anticipates the following impact from these efforts:

- Increase the identification and treatment of chronic disease.
- Increased public awareness of chronic disease prevention.
- Increase individuals’ compliance with chronic disease prevention and management recommendations.

### **Planned Collaboration**

In order to accomplish the planned activities above, Saddleback anticipates collaborating with:

- Alzheimer’s Association Orange County Chapter
- American Cancer Society
- American Heart Association
- Family Caregiver Resource Center Orange County
- Orange County Health Care Agency
- Orange County Office on Aging
- Orange County’s Healthier Together
- Skilled Nursing Facilities
- South County Senior Centers

## **Mental Health and Behavioral Health (Substance Abuse)**

Saddleback will address mental health and behavioral health by taking the following actions:

- Offer community health education, community lectures, presentations and workshops.

- Participate in health and wellness fairs that include screenings for anxiety and depression.
- Support multisector collaborative efforts that support access to mental and behavioral health services.
- Increase community awareness of prevention efforts and availability of resources to address mental and behavioral health concerns.
- Provide funding and in-kind support to community organizations to support mental and behavioral health awareness and access to care.

### **Anticipated Impact**

Saddleback will conduct the above referenced strategies with the overarching goal in mind to increase access to mental and behavioral health services.

Saddleback anticipates the following impact from these efforts:

- Increased availability of mental health and behavioral health services in community settings.
- Improved screening and identification of mental and behavioral health needs.
- Improved coordination among health care providers and community resources and programs.

### **Planned Collaboration**

In order to accomplish the planned activities above, Saddleback anticipates collaborating with:

- NAMI – National Alliance on Mental Illness
- Orange County Health Care Agency
- School districts
- Tobacco Use Prevention Program

### **Evaluation of Impact**

Saddleback will monitor and evaluate the programs and activities outlined above. The hospital anticipates that the actions taken to address significant health needs will improve health knowledge, behaviors, and status; increase access to care; and help support good health. The hospital is committed to monitoring key initiatives to assess impact and has implemented a system to track the implementation of the activities and documents the anticipated impact. Our reporting process includes the collection and documentation of tracking measures, such as the number of people reached/served, increases in knowledge or changes in behavior as a result of planned strategies, and collaborative efforts to address health needs. An evaluation of the impact of the hospital's actions to address these significant health needs will be reported in the next scheduled Community Health Needs Assessment.



## **Needs the Hospital Will Not Address**

Taking existing hospital and community resources into consideration, Saddleback will not directly address the remaining health needs identified in the CHNA including: dental health, and overweight and obesity. Saddleback has chosen to concentrate on those health needs that can most effectively be addressed given the organization's areas of focus and expertise.

## **Approval**

This Implementation Strategy was adopted by the Saddleback Memorial Medical Center Board of Directors on October 24, 2016.