



TANNER HEALTH SYSTEM  
COMMUNITY  
HEALTH  
IMPLEMENTATION  
PLAN

**GET HEALTHY  
LIVE WELL**



# Access to Care

## Improve Access to Care

### Expand the continuum of care

- ◆ Develop new clinical programs at Tanner Health System to expand treatment capabilities and ensure full continuum coverage and optimal disease management, including but not limited to:  
Cardiac surgery, electrophysiology, interventional cardiology and thoracic surgery, gynecologic oncology, orthopedic and spine services, active and independent living, assisted living and memory care services, innovative outpatient care models, site specific cancer programs and expansion of primary care services in the region.

### Expand access to Surgical Services across the region:

- ◆ Prepare and launch cardiac surgery while expanding electrophysiology and interventional cardiology
- ◆ Expand thoracic surgical services
- ◆ Open a new ambulatory surgery center in Carrollton, GA to provide greater access to orthopedic and spine services
- ◆ Implement a general surgery program at Tanner Medical Center East Alabama
- ◆ Launch a gynecologic oncology surgical services program
- ◆ Expand Robotic Surgery Services

### Develop and implement plans for patient bed expansion at Tanner Medical Center Carrollton and Villa Rica to support service line growth and access to care for the growing region.

### Support an increase in the number of physicians and healthcare professionals in the region through recruitment and medical education support

- ◆ Utilize a comprehensive medical staff recruitment and development plan to recruit highly-skilled medical professionals and specialists to join the healthcare team at Tanner, prioritizing the following specialties: anesthesiology, cardiology, emergency medicine, family medicine, internal medicine, medical oncology, neurology, pediatrics, psychiatry, urgent care, obstetrics & gynecology and otolaryngology

- ◆ Continue to provide medical and nursing scholarships to students, ensuring Tanner will have a qualified pool of talent available for future recruitment
- ◆ Continue to provide support to local nursing school and allied health programs at the University of West Georgia and West Georgia Technical College
- ◆ Continue to connect senior nursing students at the University of West Georgia to a variety of community health opportunities in west Georgia through a preceptorship program with Tanner Get Healthy, Live Well to help them increase knowledge and gain skills in community health work
- ◆ Continue to develop and expand health career mentoring and internship programs, including Tanner Connections and Tanner Teen Institute programs

### Decrease barriers to care through patient transportation services

- ◆ Continue the implementation of Tanner Cancer Care's Cancer Patient Transportation Program
- ◆ Continue to provide indigent patient transportation services to area residents who have been discharged home from the hospital, supported by Tanner Medical Foundation's Indigent Taxi Fund
- ◆ Work in partnership with public safety, local government, transportation agencies, etc. to achieve convenient, low-cost transportation options

### Increase access to care for the uninsured and underinsured

- ◆ Continually evaluate and broadly communicate financial assistance and self-pay discount policies and practices to ensure optimal access for qualifying patients
- ◆ Continue to provide support to local community-based indigent clinics
- ◆ Continue partnership with a national nonprofit to provide low-cost medications to low-income individuals

## Utilize health information technology to improve population health outcomes and healthcare quality

- ◆ Maximize Epic's potential for enhancing patient care, outcomes and clinician-user experience
- ◆ Leverage Epic tools to improve end-user efficiency and patient engagement
- ◆ Expand use of Epic's behavioral health module.
- ◆ Complete open heart Epic build and configuration.
- ◆ Increase myChart activation for purpose of connecting patients to the Tanner Health System and Tanner Medical Group as their preferred healthcare partner

## Increase awareness of existing resources

- ◆ Utilize educational outreach and enhanced networking/partnerships to raise awareness of services and resources in the community to overcome barriers to care

## Establish Quality Journey to High Reliability Organization (HRO) to ensure continued delivery of quality care effectively, efficiently, and predictably.

- ◆ Conduct Serious Safety event training
- ◆ Conduct Just Culture training and Culture of Safety Survey

## Enhance Ambulance Services throughout the region:

- ◆ Enhance emergency ambulance services
- ◆ Expand patient transport services between Tanner facilities
- ◆ Expand Paramedic Home Visitation Program

# Mental/Behavioral Health Services

## Promote Mental/Behavioral Health in the Community

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### Increase access to mental/behavioral health services and supports in the community

- ◆ Focus on rapid mental health access and specialized psychiatric services
- ◆ Develop additional rapid mental health access points
- ◆ Establish specialized access points for care at each campus
- ◆ Identify opportunities to expand Willowbrooke at Tanner's inpatient and outpatient services
- ◆ Utilize telemedicine-psych to enhance access for better and faster patient care
- ◆ In partnership with area school systems, continue Willowbrooke at Tanner's school-based behavioral health therapy services and expand to additional schools within the region
- ◆ Recruit additional providers for the Cartersville, Carrollton and Villa Rica campuses
- ◆ Continue development of specialized psychiatric services
- ◆ Expand child & adolescent inpatient access
- ◆ Expand outpatient clinics
- ◆ Continue to expand services through Willowbrooke Psychiatric Center & Willowbrooke Counseling Center

### Establish Department of Women's Mental Health

- ◆ Identify dedicated psychiatric providers specializing in Women's Mental Health Services
- ◆ Partner with Tanner Medical Group's OB/GYN practices and Oncology Services to expand access to these services

### Integrate behavioral health and primary care

- ◆ Continue expansion of and integration of behavioral health providers within Tanner Medical Group's primary care Patient-centered Medical Home (PCMH) practices
- ◆ Provide education to the community and providers on specialized psychiatric services and rapid mental health access

### Reduce stigma of mental illness in the community

- ◆ Advocate for change to stigma surrounding mental illness in the community through continued educational media initiatives, awareness campaigns and community outreach efforts
- ◆ Increase the mental health literacy and capacity of adults who interact with adolescents to identify and respond to the behavioral health issues of adolescents through the implementation of Youth Mental Health

First Aid (YMHFA) trainings to a diverse group of youth-serving adults throughout the region

- ◆ Implement a pilot peer-monitoring program within local schools

### **Strengthen the linkage and referral system between behavioral health providers and other service organizations**

- ◆ Continue to collaborate and communicate with local service agencies, such as area juvenile/truancy courts, Department of Family and Children's Services, Department of Juvenile Justice, physician offices, schools, etc., to further identify and respond to gaps in behavioral health services and supports in the community

- ◆ Continue to educate healthcare professionals about mental/behavioral health patient needs, offering continuing education credits (CEUs) in the area of mental/behavioral health treatment and related issues
- ◆ Establish Willowbrooke as a clinical site for medical students
  - ▶ Partner with key medical schools to promote training site for graduating physicians

## **Chronic Disease Education, Prevention and Management**

### **Increase Access to and Utilization of Clinical and Community-based Services for Chronic Disease Prevention, Risk Reduction and Management**

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#### **Increase access to community-based chronic disease preventive services and self-management programs in organizational or institutional settings (e.g., faith-based organizations, worksites and community-based organizations)**

- ◆ Develop Population Health Management Services Organization to focus on improvement of clinical health outcomes through improved care coordination and patient engagement
- ◆ Expand the Diabetes and Hypertension Food As Medicine and Healthy Food Farmacy Programs to include education and healthy food distribution to patients with other chronic diseases.
- ◆ Expand health coaching to better equip patients to manage their chronic conditions and teach them how to set realistic goals for themselves
- ◆ Establish new programs to provide education for seniors on how to manage chronic conditions and live healthier, more active lives
- ◆ Improve or enhance organizational policies and practices to increase opportunities for chronic disease prevention, risk reduction and management in worksites

- ▶ Conduct screening health assessments within worksites with feedback plus health education, including employee referral to services that align with their health needs
- ▶ Provide training and technical assistance to worksites in the development and implementation of policy, systems and environmental (PSE) modification strategies that promote chronic disease prevention, risk reduction and management
  - Continue to cultivate a healthier workforce at Tanner Health System through programs like Health Bridge/chronic disease management, health coaching and the Tanner Health Source gyms

#### **Increase the number of healthcare providers providing referrals to community-based resources and services for chronic disease prevention, risk reduction and management**

- ◆ Continue to educate and engage area healthcare providers in the development and implementation of new or improved processes and systems (i.e., EPIC

EMR) regarding referrals to Get Healthy, Live Well's community-based chronic disease programming (e.g., National Diabetes Prevention Program, Living Well Workshop, Living Well with Diabetes, Freshstart tobacco cessation, Fit Kids, Tai Chi) and other community resources through clinical and community linkages

information and services in the community, empower individuals to take an active role in their health and health care and overcome barriers to care

### **Provide outreach to increase use of clinical preventive services by the population**

- ◆ Hold community screening opportunities (i.e., cholesterol, blood pressure, diabetes, prostate cancer, etc.) to ensure underserved individuals are aware of and have access to available screenings
- ◆ Tanner's "Mammography on the Move" digital mammography unit to provide mammograms and bone density screenings throughout the community
- ◆ Expand targeted and culturally appropriate media and education efforts through a variety of communication channels and formats to raise awareness of health

### **Continually develop and engage collaborative partnerships at the local, regional, statewide and national levels to further identify, implement and evaluate strategies to address factors that contribute to chronic disease and the overall health of the community**

- ◆ Continue to build community capacity through the identification of: community assets; local, state and national partners; and experts in the field of community health improvement — all of which can be mobilized to address health-related problems and environmental factors that contribute to health risks

## **Health and Nutrition Education**

### **Promote Health and Nutrition Education**

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#### **Increase accessibility and availability of health and nutrition education throughout the community**

- ◆ Expand community-wide nutrition education and healthy food cooking courses to include more online classes
- ◆ Expand Food as Medicine education programs
- ◆ Provide food skills education to pregnant women, parents, and caregivers of children 0-5
- ◆ Provide OB-GYNs, pediatricians, and primary care providers with QR codes linking nutrition education and recipes for their patients
- ◆ Develop weekly nutrition education to be delivered via texts
- ◆ Develop videos with registered dietitians to provide nutrition tips for expectant and new moms
- ◆ Provide links in Tanner public e-newsletter to link to Cooking Matters video content
- ◆ Continue Cooking Matters classes to increase nutrition education and access to healthy, affordable foods
- ◆ Develop cardiac nutrition education curriculum

#### **Increase nutrition education opportunities for youth**

- ◆ Continue comprehensive nutrition education curricula through Kids 'N the Kitchen with a focus on hands-on learning and cooking demonstrations
- ◆ Continue Power of Produce (POP) Club nutrition education at local farmers markets

#### **Increase accessibility, availability, affordability, and identification of healthy foods in the community**

- ◆ Continue to engage Get Healthy, Live Well's West Georgia Regional Food System Collaborative committee to work on understanding the systemic infrastructure, policy issues and economic concerns that must be addressed to make healthy food more viable in west Georgia
- ◆ Increase awareness about food insecurity
- ◆ Continue partnership with UGA Extension to provide education to local farmers
- ◆ Continue to promote the purchase of fruits, vegetables, and other healthy foods through local farmers markets.

# Substance Misuse

## Prevent and Treat Substance Misuse

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### Enhance substance misuse treatment in the community

- ◆ Continue to promote and expand substance misuse services through Regain at Willowbrooke, an outpatient substance misuse treatment program for working professionals

### Reduce Barriers and Bridge Gaps Between Residents, Emergency Personnel and Substance Misuse Prevention and Treatment Programs through Education and Resource Linkages

- ◆ Provide education to schools and business/industry regarding e-cigarette use
- ◆ Reduce amount of unused and expired prescription and non-prescription medications available for misuse

through safe and effective home disposal methods and drug take-back opportunities

- ◆ Implement community outreach activities to educate community on critical substance misuse issues (i.e. opioid/prescription medication misuse, dangers of e-cigarettes, etc.) and increase awareness of existing substance misuse resources and services

# Social Determinants of Health

## Reduce Inequities caused by the Social Determinants of Health

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### Build awareness, understanding, capacity and ability to address poverty

- ◆ Foster cultural competencies about poverty among partners and community residents through training and dialogue
- ◆ Identify key windows of opportunity to develop programs and policies for the most effective change to address barriers to economic mobility
- ◆ Continue to increase awareness of existing resources by providing a Community Resource Guide to partners and local residents

### Develop innovative approaches to address the socioeconomic determinants of health

- ◆ Continue Fresh Food Farmacy program to provide low income, food insecure patients with chronic diseases free, nutritious food and comprehensive suite of diabetes, social and environmental services.
- ◆ Continue work with local pantries to expand safety net available for residents living in poverty
- ◆ Continue to expand referrals to non-profit pharmacy dedicated to getting people the medications they need at an affordable price, regardless of insurance status





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