

2022 Community Needs Assessment Implementation Strategy

Significant Health Needs to be addressed by Nor-Lea:

Provider Recruitment and Retention:

- Nor-Lea plans to allocate \$260,000 to recruitment efforts for up to 2 new primary care providers, 1 pediatrician, 1 general surgeon, 1 ENT and 2 nurse practitioners with its existing recruiter “The Medicus Company. The hospital will continue to collaborate with other community organizations in the recruitment process.
 - This action will reduce primary care needs and wait times for specialty services.

Behavioral Health:

- Nor-Lea will continue to recruit psychiatrist and behavioral health counselors.
 - The purpose of this project is to reduce patient wait times for outpatient services.
- Nor-Lea will work to establish a preceptorship program with the University of the Southwest for their Counselor program.
 - The purpose of this project is to create a pipeline for local residents and students to enter behavioral health professions in local hospitals.

Technology:

- Nor-Lea will continue to explore telehealth opportunities.
 - The team will explore technology through EPIC to do telehealth.
- Nor-Lea will upgrade its communications systems to include phone and fax.
 - Establish an evaluation team to review various options.
 - Establish communication protocols around phone communications.

Senior Care and Transportation:

- Nor-Lea will further expand its transportation van program.
 - Conduct a feasibility program to determine the ROI on hospital transportation system.
 - Seek funding and a partnership with J.F. Maddox Foundation for funding.
 - Request \$80,000 for the cost of the vans
 - Program has the potential of reducing no-shows due to lack of transportation and improving access to care as well as timeliness of care.

Improve access to services for people living with diabetes:

- Program offerings will be provided in Hobbs as well as Lovington.

Chronic Disease Prevention and Management:

- Nor-Lea will further expand its Accountable Care Organization by leveraging ChartSpan to expand the number of Chronic Care Management patients.

- The CCM program can greatly reduce ER visits and increase medication compliance; thereby, reducing Medicare costs.
- The ACO team will educate patients in the chronic care management program on the importance of protecting themselves from flu with vaccinations.
- Budget will be increased by \$100,000 to accommodate the additional cost.
- Nor-Lea will further expand its diabetes education program by training an existing nurse or recruiting an addition nurse to assist our diabetes educator. Special attention will be given to bi-lingual qualifications to more effectively reach our target population of Hispanic individuals.
 - Diabetes education budget will be increased to accommodate the additional staff.
 - Bi-Lingual interpreters and literature will be made available for the program.
- Nor-Lea Corporate Wellness Program to be further expanded.
 - The program will assist local businesses in promoting healthy eating, living and exercise.

Teen Pregnancy and Prevention:

- Nor-Lea will continue to implement and expand its school based Family Planning program.
 - Behavioral Health Counselors are provided for potential clients.
 - Partner with agencies promoting abstinence.
 - Intended to reduce teen pregnancy rate.

Significant Health Needs to be addressed Jointly with other organizations:

Provider Recruitment and Retention:

- Work cooperatively with Covenant Health in Lubbock and Hobbs to recruit additional specialist.
 - Recruit additional pediatrician.
 - Partner with Covenant Hobbs to facilitate pediatric call.

Behavioral Health:

- Work with Covenant Health in Lubbock to jointly recruit an inpatient behavioral health provider to Lea County.
 - Advocate with Covenant Hobbs to increase Medicaid funding for behavioral health.
 - Work cooperatively with Covenant Lubbock/Hobbs to attract a profession behavioral health organization to provide more long-term solutions.
 - Continue to facilitate the Behavioral Health Task Force of Lea County. This includes Covenant Health, Guidance Center of Lea County, Zia Counselors, Nor-Lea Hospital District and other interested parties.

Technology:

- Advocate through the EDC of Lea County to expand broadband access throughout the rural areas of Lea County.
 - Write letters of support for current efforts around seeking federal grant funding.
- Expand telehealth connectivity between Covenant Hobbs and Nor-Lea Hospital District.
 - Evaluate system needs.
 - Evaluate appropriate specialties.

Senior Care and Transportation:

- Review options with City of Hobbs for Senior Transportation options.
 - Do a Gap Analysis.
 - Look to augment those efforts.

Chronic Disease Prevention and Management:

- Nor-Lea and Covenant Hobbs to work together to expand diabetes education to residents in Hobbs.
 - Evaluate recruitment of additional diabetes educator.
 - Coordinate with Covenant Hobbs Community Outreach Director.

Teen Pregnancy and Prevention:

- Partner with NMDOH on STD education.
 - Provide training through School Based Clinics
- Work cooperatively with MyPower.
 - Provide staffing and funding support.

Significant Health Needs not to be addressed by Nor-Lea:

Behavioral Health:

- Guidance Center of Lea County to establish a Crisis Management Program
 - Partnering and Educating law enforcement related to behavioral health crisis interventions.
 - Visit with Maddox Foundation to determine funding opportunities.

Technology:

- Leaco working to expand broadband access throughout Lea County.
 - Seeking funding sources through federal grants.

Public Information Access:

The 2022 Community Needs Assessment for Nor-Lea Hospital District along with Nor-Lea's implementation Plan will be posted on the Nor-Lea Hospital District website: nor-lea.org