



Community Health Improvement Plan & Process 2019–2022

Watertown Regional Medical Center

Watertown, Wisconsin

Paper copies of this document may be obtained at: Watertown Regional Medical Center
125 Hospital Drive, Watertown WI 53098 or by phone 920.245.5737 or via the hospital
website WatertownRegional.com



Overview

The Community Health Assessment (CHA) defines priorities for health improvement, creates a collaborative community environment to engage stakeholders, and an open and transparent process to listen and truly understand the health needs of the community served by Watertown Regional Medical Center (Watertown, Wisconsin). This document is the Watertown Regional Medical Center Community Health Improvement Plan & Process (CHIPP) outlining how the hospital plans on addressing significant health needs in the community.

The CHA is contained in a separate document.

Watertown Regional Medical Center's Board of Directors approved and adopted this Improvement Plan & Process on October 8, 2019

Starting on November 1, 2019, this report is made widely available to the community via Watertown Regional Medical Center's website, www.watertownregional.com, and paper copies are available free of charge at Watertown Regional Medical Center.

Community Health Improvement/ Implementation Plan 2019–2022

To successfully make our community healthier, it is necessary to have a collaborative venture which brings together all of the care providers, citizens, government, schools, churches, not-for-profit organizations and business and industry around an effective plan of action. The community health assessment was completed previously and posted on Watertown Regional Medical Center's website.

Based on the results of the CHA, Watertown Regional Medical Center has selected three of the identified significant health needs to address.

1. Substance Misuse
2. Mental Health
3. Access and Affordability of Healthcare

Watertown Regional Medical Center plans to meet the significant health need by:

Substance Misuse

The actions the hospital facility intends to take to address the significant health need:

1. On the inpatient floor, we intend to address this issue by implementing an acute alcohol withdrawal management program for those with addictions.
2. The hospital will assess ED visits related to alcohol and substance abuse

The anticipated impact of these actions:

1. The hospital anticipates that more citizens will be able to go through acute alcohol withdrawal in an appropriate setting.
2. Identify the number of visits and readmissions and provide appropriate education on misuse and abuse to these patients

The programs and resources the hospital plans to commit to address the health need:

1. WRMC plans to utilize our inpatient staff to serve as our first line of care management, and we will continue to promote our AODA counselor's services as well.
2. WRMC will educate patients utilizing the Dodge and Jefferson County Substance Abuse and Mental Health Resource guide.

Any planned collaboration between the hospital facility and other facilities or organizations:

1. WRMC will continue to collaborate with our community leaders through the Dodge Jefferson Healthier Community Partnership and community coalitions to increase awareness of substance misuse in the community, and in this case, an intended focus on alcohol misuse. The organization is also working with Dodge and Jefferson County Human Services to get patients inpatient medical detox or outpatient counseling through Directions. WRMC also is working with a handful of other facilities that provide residential treatment, so that we can provide an option upon discharge.
2. Dodge Jefferson Healthier Community Partnership and associated coalitions that focus on substance misuse and abuse

Mental Health

The actions the hospital facility intends to take to address the significant health need:

1. WRMC plans on integrating more mental health providers within primary care clinics.
2. Provide community with information on nontraditional skills and strategies and stigma reduction through a variety of media (community access challenge, YouTube, social media).

The anticipated impact of these actions:

1. The organization anticipates a more convenient solution for patients needing appointments by offering them at their provider's office which may also alleviate the stigma of going to Directions Counseling.
2. Increase the community's knowledge on alternative ways to care for mental health concerns beyond just medication.

The programs and resources the hospital plans to commit to address the health need:

1. Providers will designate specific hours to primary care clinics beyond his or her patient hours at Directions Counseling in order to address this health need.
2. The hospital will utilize our Facebook page to showcase these resources and use the Wellness Navigator's community wellness role to get the information to our marketing department

Any planned collaboration between the hospital facility and other facilities or organizations:

1. WRMC will continue to collaborate with our community leaders through the Dodge Jefferson Healthier Community Partnership and community coalitions to decrease the stigma of seeking mental health treatment and care through various platforms including social media.
2. The hospital will partner with the DJCHP group to provide social media postings about alternate ways along with participating in coalitions that share resources on nontraditional methodologies

Access and Affordability of Healthcare

The actions the hospital facility intends to take to address the significant health need:

1. The hospital will address this need by implementing processes to make patients aware of costs before certain procedures.

The anticipated impact of these actions:

1. WRMC anticipates that patients will have more awareness of their specific appointment related costs.

The programs and resources the hospital plans to commit to address the health need:

1. We will use software and education resources for our registration staff

Any planned collaboration between the hospital facility and other facilities or organizations:

1. WRMC does not plan any collaborations on this action.

Community Input

Community input was received into the 2019 implementation plan during a community meeting on May 9, 2019. Additionally, there is a link on the Watertown Regional Medical Center's website for the community to provide written input into the CHA and implementation plan.

Other Community Health Improvement Initiatives

WRMC will continue to support the efforts of the Community Health Improvement Plan and Process through the Dodge-Jefferson Healthier Community Partnership including initiatives the organization already plays an active role in supporting:

- Dodge-Jefferson Healthier Community Partnership Mental Health & Substance Abuse Resource Guide
- Utilizing social media for education on community health issues
- Supporting a tobacco/e-device education and ordinances through Get Healthy Watertown
- Supporting the senior nutrition program through Get Healthy Watertown
- Promoting breast feeding in the workplace
- Continuing to support and advocate for bike and pedestrian pathways in the community through Get Healthy Watertown
- The hospital will ensure our tobacco/substance use policy also includes e-device usage to mirror the ordinance that was passed by the City of Watertown's Mayor McFarland

Issues that will not be addressed:

- Watertown Regional Medical Center does not intend to address the following significant health needs:
- Healthy Eating and Active Living
- Family Issues
- Socioeconomics

Due to resource limitations, we are not addressing the above-mentioned health needs. Other organizations/ resources within the community have a greater capacity to meet these needs, however, we will be supportive of initiatives that are generated through assessments and will promote resources that match our mission and strategic plan.