

Watertown Regional Medical Center

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Community Health Improvement Plan & Process 2022-2025



Watertown Regional Medical Center
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Table of Contents

Table of Contents	1
Overview (Mission and Ownership)	2
Services Offered.....	3
Commitment to Community	4
Community Health Assessment 2022.....	5
Community Health Improvement Plan 2022-2025.....	6-8
Conclusion.....	9

Overview

Mission of Watertown Regional Medical Center (WRMC)

Watertown Regional Medical Center provides healthcare to the residents of Dodge and Jefferson Counties. WRMC is located throughout five different cities including Watertown, Juneau, Waterloo, Lake Mills and Johnson Creek. WRMC offers world class technology, advanced clinical programming, and state-of-the-art facilities locally so that residents of Dodge and Jefferson Counties can stay close to home while receiving skilled healthcare. WRMC providers and employees are committed every day to “Making Communities Healthier®”.



Watertown Regional Medical Center is owned by a joint-venture partnership between ScionHealth and the Greater Watertown Community Health Foundation. ScionHealth, based in Louisville, KY, operates 79 hospital campuses, in 25 states, including WRMC. ScionHealth is focused on driving innovation, serving its communities, and investing in people and technology to deliver compassionate patient care and excellent health outcomes.

The Greater Watertown Community Health Foundation, located in Watertown, WI, has a mission to inspire collaboration, mobilize resources and encourage innovation that measurably contributes to the well-being of our community. ScionHealth and Greater Watertown Community Health Foundation are committed to making WRMC a place where residents of Dodge and Jefferson Counties choose for healthcare.

Services Offered

“There is nothing that our dedicated team holds more sacred than the honor of serving this community and being entrusted to take care of our friends and neighbors. As one of this area’s essential providers of healthcare and as one of the largest employers, our hospital is proud to call this community home.”

-Richard Keddington, CEO

Watertown Regional Medical Center

Serving the residents of Dodge and Jefferson Counties for over 115 years. Below is a list of some of the services offered at WRMC.

- Emergency Care
- Primary Care
- Women’s Health
- General Surgery
- Orthopedics & Sports Medicine
- Heart & Vascular
- Neurology
- Urology
- Pulmonology
- Ophthalmology
- Psychiatry

Please visit www.watertownregional.com to see all services.



Commitment to Community

Watertown Regional Medical Center is dedicated and committed to fulfilling the mission of Making Communities Healthier®. In 2021 we added 36 employed and affiliated providers to the community, we invested over \$4 million to capital improvements, and employed over 700 employees. Furthermore, WRMC invested \$48,156 into employee tuition reimbursement and donated over \$8 million in services to those in need.

Watertown Regional Medical Center is committed to keeping the promise of quality healthcare close to home. To fulfill this promise, WRMC has made advancements in heart attack care, pulmonology, advanced hospitalist care, intensive care, and geriatric psychiatry. This allows patients who live in the community to stay in the community for their healthcare. In recent years, other hospitals in our region have recognized WRMC's advanced level of care and increasingly transferring patients to WRMC.



The 2022 Community Health Needs Assessment was completed by the Dodge-Jefferson Healthier Community Partnership (DJHCP). The purpose of a Community Health Assessment is to collect and analyze the current state of our community's health. Watertown Regional Medical Center is an active partner in the DJHCP.

The Community Health Needs Assessment process began in April of 2022. Through the summer of 2022, the DJCHP gathered data from several sources including focus groups and a Community Health Assessment Survey. A Community Health Summit was conducted on August 11th, 2022. The Summit was hosted in-person and online. The audience consisted of healthcare providers, business leaders, government representatives, schools, non-for-profit organizations, employers, and other community members.

The Summit participants selected the following significant health needs to be the focus of the work of the community over the next three years:

1. Access to affordable, quality mental health care
2. Equitable access to community-based resources and support
3. Access to affordable, quality housing and affordable, reliable transportation
4. Access to affordable, quality childcare

The 2022 Community Health Needs Assessment (CHNA) was presented to Watertown Regional Medical Center's Board of Trustees on October 11th, 2022. Watertown Regional Medical Center's Board of Trustees approved this assessment on October 11th, 2022.

The Community Health Assessment is available online at www.watertownregional.com/community-health-assessment. Paper copies are available to the community by calling 920.261.4210.

Watertown Regional Medical Center has developed the below described Community Health Improvement Plan to drive improvement in the aforementioned focus areas.

1. Access to affordable, quality mental health care

Watertown Regional Medical Center understands the importance of mental health care. As such, WRMC will continue to provide the following services:

- **Outpatient Behavioral Health Services:** Directions Counseling Center, located at 123 Hospital Drive Suite 110, offers outpatient mental health services. Directions Counseling Center offers individual counseling, children and adolescents counseling, marriage and family counseling, Alcohol and Other Drug Counseling as well as medication management. This clinic consists of four licensed therapists, a psychologist, and a psychiatric nurse practitioner. Directions Counseling Center understands the importance of making behavioral health services accessible and convenient for patients and, as such, WRMC will continue to offer behavioral health appointments. The appointments will be provided in Watertown at the Directions Counseling Center, virtually using secure technology, and at other WRMC clinic locations including Lake Mills and Johnson Creek.
- **Columbia Suicide Screening:** Watertown Regional Medical Center utilizes the Columbia Suicide Severity Rating Scale throughout the hospital and clinics to screen all patients 12 years and older for risk of suicide. Those individuals who rate moderate to high risk are referred to community behavioral health resources to ensure their safety. WRMC will continue to screen patients.
- **Inpatient Geriatric Psychiatry:** Watertown Regional Medical Center currently has a 15-bed inpatient behavioral health unit specific to serving adults 55 years and older who are experiencing acute psychiatric symptoms that are putting the individual or others at immediate risk or danger due to their mental illness. This unit has served hundreds of older adults who need acute crisis stabilization and will continue to do so. WRMC acknowledges that the need for this service may quickly outgrow the current unit. Therefore, currently, WRMC is exploring the idea of adding 11-beds to their inpatient geriatric psychiatry program.

2. Equitable access to community-based resources and support

Watertown Regional Medical Center strives to ensure all patients have equal access to community-based resources and support.

- **Rock River Community Clinic:** The Rock River Community Clinic provides medical and dental care to those that are underinsured and uninsured in Dodge, Jefferson, and Walworth County. The Rock River Community Clinic has a clinic location in Watertown, WI. WRMC provides lab and imaging services for patients of the Rock River Community Clinic-Watertown. The costs of these services are donated by WRMC. WRMC understands how valuable this clinic is to the residents of our community therefore WRMC will continue its support.
- **Medicaid Eligibility:** Watertown Regional Medical Center is committed to assessing whether current patients who enter our organization are eligible for Medicaid. Often the process of applying for Medicaid can be overwhelming to patients due to the number of forms and documentation that is required of them. Medicaid offers a variety of services that patients may benefit such as medical care and transportation. WRMC will continue to assist patients through the Medicaid application process to determine eligibility.
- **Case Management:** Watertown Regional Medical Center currently has a case management team that provides patients discharging from the hospital resources to maintain health and wellness. Our case management team assists with arranging services such as long-term care placement, home health services, wound-care, palliative and hospice services, after-care follow up with primary care, behavioral health follow up, and in-home health agencies. Our case management team works closely with Dodge and Jefferson County Adult Protective Services (APS) and the Aging and Disability Resource Centers (ADRC) as well as County Crisis Teams. Our case management team makes referrals to county ADRCs for long-term care funding, meals on wheels, support groups, and additional resources. WRMC will continue to screen patients for potential needs post-medical care.
- **Center for Women's Health-Social Determinants of Health Screening:** In partnership with the local Welcome Baby Coalition, Watertown Regional Medical Center is committed to fulfilling Welcome Baby's focus of ensuring all families have support and the necessary resources to be confident in providing a safe, stable, and supportive environment for newborns. WRMC's Center for Women's Health will assess each expecting mother's social determinants of health on week eight and week twenty of their prenatal care. If an expecting mother scores

high in a certain area such as housing, transportation, access to food, etc., they will make the necessary referral to local agencies who can assist these mothers such as Public Health, Watertown Family Connections, WIC, etc. WRMC will continue to be an active and participate in the Welcome Baby Coalition ensuring we are meeting the needs of our expecting mothers within our community.

- **Spanish Translated Documentation:** Watertown Regional Medical Center will continue to make more hospital and clinic signage, forms, and documents available in Spanish.

3. Access to affordable, quality housing and affordable, reliable transportation

WRMC understands that access to quality affordable housing impacts the health outcomes of the community. As such, WRMC leaders have committed to assisting groups that work on these issues. For example, Every Child Thrives partners will host a community housing summit in 2023 to help community leaders better understand the challenges and opportunities. WRMC leaders will participate in this summit and add perspective and leadership as needed.

4. Access to affordable, quality childcare

WRMC understands that access to quality, affordable childcare impacts the health outcomes of the community. WRMC is a member of Every Child Thrives, a partnership of 50+ agencies across Dodge and Jefferson Counties working to expand childcare. WRMC leaders serve on the leadership council for this collaborative effort. WRMC's role in this effort is to support community thinking, provide access to population-level health data, and advocate at the local and state levels for policies that promote access to quality early care and education.

In conclusion, Watertown Regional Medical Center thanks our local partners for their continued efforts in addressing the findings of the Community Health Needs Assessment. WRMC will remain dedicated to actively addressing the needs listed in this Community Health Improvement Plan. Addressing the needs of our community requires all community organizations to come together and be seated at the table, and we as an organization are honored to help serve the community of Watertown and surrounding areas.

This Community Health Improvement Plan & Process was approved by the Board of Trustees on February 14th, 2023.

For any questions regarding Watertown Regional Medical Center's Community Health Improvement Plan, please call 920.261.4210.