

FY 2016-2018 Charles County Access to Care Action Plan

Strategies	Actions	Outputs	Intermediate Measures	End Measures
<p>A. Enhance county capacity to provide recruit and retain health care providers.</p>	<p>1. Recruit additional health care providers and specialists to the county through the University of Maryland Charles Regional Medical Center.</p>	<p>Number of providers recruited</p>	<p>How long since you visited a doctor for a routine check up (BRFSS) Percent of Medicaid adolescent who have had a well child visit in the last year (SHIP) Southern Maryland Physician Supply vs. HPSA standards (MHCC Maryland Health Care Workforce Study) Primary Care Provider Supply/Demand Rates per 10,000 population (2012 MD Physician Workforce Study)</p>	<p>1. Physician Recruitment and Retention A. Increase the number of Charles County physicians by 7 providers.</p>
	<p>2. Establish a committee to review and advocate for federal designations of medically underserved areas/populations and health professional shortage areas and to review physician enticements such as incentives and reimbursements.</p>	<p>Number of committees established Number of team members recruited to the committee Number of meetings held Number of stakeholders in attendance Number of designation changes reviewed Number of designation changes</p>	<p>Expansion or changes in the Federally designated health shortage professional area designations for primary care and mental health and medically underserved areas</p>	

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		needing advocacy		
B. Increase awareness of county health services in the Community	1. Develop an awareness campaign surrounding appropriate setting of care: primary care, urgent care, emergency department, and 911.	<p>Number of banners developed</p> <p>Number of flyers developed</p> <p>Number of flyers disseminated</p> <p>Number of events attended</p>	Decrease in County and Zip Code Inpatient Hospitalization Rates (HSCRC)	<p>2. Unnecessary Hospital Utilization</p> <p>A. Reduce the Charles County preventable hospital stay rate from 71 per 1000 Medicare enrollees to 69 per 1000 Medicare enrollees. Source: County Health Rankings</p>
	2. Engage community stakeholders in the monthly Community Coalition meetings to share and gather information on services available.	<p>Number of new members recruited</p> <p>Number of meetings held</p>	Decrease in County and Zip Code ED Outpatient Visit Rates overall and for mental health, addictions, hypertension, asthma, diabetes, congestive heart failure (HSCRC and SHIP)	
3. Inform primary care providers, insurance companies, and emergency department staff on how to educate their patients on true emergencies	<p>Number of providers educated</p> <p>Number of MCO's educated</p> <p>Number of presentations given</p>	Increase resident satisfaction with the health care they receive (BRFSS)		

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	and appropriate setting for their level of care. Also educate those providers on community resources and available services.			
	4. Attend community events and programs to provide information on available county health services.	Number of events attended Number of flyers or information disseminated	Decrease the percentage of people who report that there was a time in the past 12 months when they could not receive the medical care they needed or when they did not have health insurance (BRFSS).	
C. Increase the health literacy of Charles County residents.	1. Develop or find a certified "Health Literacy" training and recruit volunteers, including the faith-based community, our trusted community leaders.	Number of trainings developed Number of presentations given Number of people trained on Health Literacy	Increase the percentage of residents who report that they can see a doctor when they needed one (BRFSS)	
	2. Increase the county's capacity to implement evidence-based community health worker models which can provide culturally competent, individualized case management, patient navigation, and health	Number of community health worker models created, developed, or planned Number of new programs initiated		

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D. Address transportation barriers through new and innovative approaches.	1. Explore the possibility of a buddy system to help elderly patients to get to appointments and to check in on each other.	Number of partners involved Number of new collaborations established Number of new programs developed Number of people served	Decrease the percentage of residents who report delaying getting medical care due to transportation (BRFSS)	
	2. Continue to pursue new medical transportation options and possible grant funding for a collaborative project between Volunteer EMS and local limo company.	Number of partners involved Number of new collaborations established Number of new programs developed Number of people served	Decrease the percentage of residents who report delaying getting medical care due to transportation (BRFSS)	

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<p>E. Mobile Integrated Healthcare: Reduce Emergency Department (ED) utilization and Emergency Medical Services (EMS) transports among high utilizers by linking them with care coordination and community health services.</p>	<ul style="list-style-type: none"> -Identify and recruit ED or EMS high utilizers to participate in the program -Conduct all initial team visits within 24-48 hours of discharge -Increase health literacy by educating participants on prevention/management of their disease processes -Improve the safety of the home through an environmental scan and subsequent education -Connect people to a primary care or behavioral health provider or re-connect them to their provider -Educate on appropriate use of the emergency department and emergency medical services -Link individuals to social services and transportation to prevent barriers to access -Connect them to specialists for disease processes. 	<ul style="list-style-type: none"> -Number of hospital high utilizers educated on the program -Number of participants -Number of initial team visits conducted 24-48 hours after discharge -Number of participants who visit their primary care providers twice a year for routine care -Number of participants who are connected to health care provider. -Number of emergency medical services transports among participants -Number of emergency department visits among participants 	<p>Reduce the Charles County hospital readmission rate.</p> <p>Reduce the Charles County preventable hospital stay rate. Source: County Health Rankings</p>	
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