



# 2019

## **Montclair Hospital Medical Center Implementation Strategy To Address Significant Community Health Needs**

- San Bernardino County, California-

*Paper copies of this document may be obtained at: Montclair Hospital Medical Center  
5000 San Bernardino Street, Montclair CA 91763 or by phone (909) 625-5411 or via the hospital website:*

*<https://www.Montclair-hospital.org/>*

*Photo Credit: San Bernardino County Regional Parks website*

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# Overview

## Creating a culture of health in the community

The Community Health Needs Assessment (CHNA) 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 Montclair Hospital Medical Center (San Bernardino, California). This document is the Montclair Hospital Medical Center (MHMC) Implementation Plan outlining how the hospital plans on addressing significant health needs in the community.

The CHNA is contained in a separate document.

Montclair Hospital Medical Center's Board of Directors approved and adopted this Implementation Strategy on December 5, 2019

Starting on December 6, 2019, this report is made widely available to the community via Montclair Hospital Medical Center's website, [www.montclair-hospital.org](http://www.montclair-hospital.org), and paper copies are available free of charge at Montclair Hospital Medical Center.

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## Community Health Improvement/ Implementation Plan 2019

### Significant health needs

To successfully make our community healthier, it is necessary to have a collaborative venture which brings together all the care providers, citizens, government, schools, churches, not-for-profit organizations and business and industry around an effective plan of action.

Based on the results of the CHNA, MHMC has selected four of the identified significant health needs to address.

1. Mental Health
2. Obesity/Diabetes
3. Education
4. Access to Care

### **MHMC plans to meet the mental health significant health need by:**

1. Improve mental health evaluations from the Emergency Department (ED).
  - a. The hospital implemented a new service line, tele-psych, to evaluate patients from the Emergency Department (ED) and those waiting to be placed in a behavioral health facility to be managed in-house by a psychiatrist. Case management works on the proper placement and ensures that once they are medically cleared, they have resources provided to them as a psychology follow up.
  
2. Increase awareness and decrease stigma of mental health
  - a. The hospital will participate in future mental health summits for San Bernardino County.
  - b. MHMC will distribute flyers on suicide prevention at health fairs to help promote the 211 San Bernardino help line.
  
3. Improve access to mental health services
  - a. Create a new service line for patients in need of behavioral health services in partnership with sister facility Glendora Oaks Behavioral Health (previously Glendora Community Hospital) to place seniors 55+ and with Chino Valley Medical Center as they work to partner with Inland Empire Health Plan (IEHP) creating behavioral health services.

### **Anticipated Impact:**

1. Decrease length of stay for mental health patients waiting for placement in the ED.
2. Improve services for mental health patients waiting for placement in the ED.
3. Increased collaboration among providers and stakeholders participating in the mental health summits to increase awareness.
4. Increase calls to the 211 Help Line with the goal of decreasing suicides
5. Increase sites of care for mental health patients.

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

1. MHMC tele-psych program and case management programs

### **MHMC will Collaborate with:**

1. The local police department and case management for ongoing mental health services to the community.
2. Participants in the summit and the 211 Help Line to increase awareness of mental health services.
3. Glendora Oaks Behavioral Health, Chino Valley Medical Center and the Inland Empire Health Plan to create and support behavioral health services.

**MHMC plans to meet the significant diabetes health need by:**

1. Improve nutrition and increase exercise for staff and community members.
  - a. Provide a lecture on nutrition with a registered dietician targeting current employees and community members.
  - b. Host exercise classes such as yoga on the front lawn for both staff and patients.
  - c. Encourage staff to participate in community and corporate health challenges.
  - d. Provide pedometers for employees and promote a contest increasing engagement with exercise.
  - e. Sponsor a diabetes class offered to the community by collaborating with the nearby Federally Qualified Health Center (FQHC).
2. Increase diagnosis of diabetes to provide earlier interventions.
  - a. Provide complimentary diabetes screenings to the community at health fairs.

**Anticipated Impact:**

1. Increase the knowledge of the impact of nutrition and exercise on diabetes.
2. Increase participation of employees and community members in nutrition and exercise classes.
3. Increase the number of community members receiving diabetes screenings thereby prompting them to receive care and focus on nutrition and exercise..

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

1. MHMC will provide the registered dietician for nutrition classes and sponsor the exercise classes.
2. MHMC will purchase the pedometers for employees and sponsor the fitness contest.
3. MHMC will sponsor the diabetes screenings.

**MHMC will Collaborate with:**

1. Local fitness instructors and gyms to provide the exercise classes.
2. The FQHC to offer diabetes classes.

**MHMC plans to meet the education significant health need by:**

1. Increase interest in working in hospitals.
  - a. Participate with the Promise Scholars Program at the local schools to educate students about working in a hospital.

**Anticipated Impact:**

1. Increase the numbers of local students seeking higher education and jobs in hospitals.

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

1. MHMC will provide curriculum content and presentations to the program.

**MHMC will Collaborate with:**

1. The school district.
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**MHMC plans to meet the access to care significant health need by:**

1. Improve access to care.
  - a. Assist patients without insurance to qualify for medical assistance.
  - b. Extend sponsorship and participation in the local Jamboree that provides access to health plans and mental health services.
  - c. Support the organic growth of the bi-lingual OB/gyn in the Hispanic community.
  - d. Support local primary care physicians to increase access by expanding community clinics for the low-income population.
  - e. Recruit additional specialists to the area, but in the meantime partner with neighboring facilities to increase access to their specialists including Urology, Orthopedics and colorectal surgery.

**Anticipated Impact:**

1. Decrease percentage of uninsured.
2. Increase utilization of bilingual OB/gyn.
3. Increase clinics for low-income population.
4. Increase local access to specialists.

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

1. MHMC uses a vendor to aid patients without insurance to access medical assistance.

**MHMC will Collaborate with:**

1. A vendor partner to increase access to insurance.
2. Primary care physicians to increase access to low-income populations.
3. Neighboring hospitals and physicians to provide specialty care.

## Community Health Improvement/ Implementation Plan 2019, cont.

### MHMC does not intend to address the following significant health need:

1. Due to resource limitations and lack of expertise, MHMC not addressing homelessness in the community health improvement plan.



Photo Credit: City of Montclair Facebook page