



**Community Health Needs Assessment 2016: Implementation Plan and Metrics**  
**Meeting the Health Needs of Persons in Connecticut Living with Chronic Conditions and Physical Disabilities**

Health Need / Strategy	Start date	Key Indicator / Metric (reported annually)
<b>Health Need #1: Reduce obesity and overweight by increasing physical activity levels</b>		<i>high impact, easy to implement</i>
<ul style="list-style-type: none"> <li>➤ Increase enrollment and utilization of the Aquatic Rehabilitation and Fitness Center (ARC) (July 2016)</li> </ul>		<u>Enrollment</u> Number of new members Number of renewing members  <u>Utilization</u> Number of visits  <u>Impact</u> Researching a quality of life measure
<ul style="list-style-type: none"> <li>➤ Increase enrollment and utilization of the Adaptive Sports programs (April 2016)</li> </ul>		<u>Programs offered</u> Number of programs (basketball, soccer, power soccer, track & field, inclusive rec)  <u>Enrollment in program</u> Unduplicated count of participants  <u>Participation</u> Number of attendees at sessions/events/activities
<ul style="list-style-type: none"> <li>➤ Increased activity by Outpatient Therapy patients (September 2016)</li> </ul>		<u>Functional improvement</u> As a result of therapy, using RedCap data
<ul style="list-style-type: none"> <li>➤ Expand services of Special Care Equipment Exchange (April 2016)</li> </ul>		<u>Volume</u> Number of donations and give-aways  <u>Coordination with programs throughout CT</u> (refer requests & donations) Number of outreach efforts to other programs

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<b>Health Need #2A: Enhancing the ability of like groups to communicate and share aspects of their conditions</b> <p style="text-align: right;"><i>high impact, easy to implement</i></p>		
<ul style="list-style-type: none"> <li>➤ Attendance at HSC-based support group meetings (July 2016)</li> </ul>		<u>Annual totals</u> Monthly attendance count Number of individuals on each group's mailing list  <u>Participant Satisfaction</u> Monthly evaluation of each meeting by participants
<ul style="list-style-type: none"> <li>➤ Measure interest/participation in online support groups (December 2016)</li> <li>➤ Explore options for venues for support groups through technology (2017)</li> </ul>		<u>Interest</u> Report of findings  <u>Offered venues / groups</u> Report of findings Number of groups established
<ul style="list-style-type: none"> <li>➤ Explore options to expand support groups beyond current geographic area, coordinating with local groups</li> <li>➤ Establish groups as possible (2017)</li> </ul>		<u>Geographic opportunities</u> Report of findings  <u>Offered groups</u> Number of groups established
<ul style="list-style-type: none"> <li>➤ HSC representatives at outside groups (August 2016)</li> </ul>		<u>Meetings / events</u> Annual total
<ul style="list-style-type: none"> <li>➤ Explore emerging subjects for new support groups to meet the interests of our target populations (2017)</li> <li>➤ Establish new groups at HSC (2017)</li> </ul>		<u>New subjects</u> Report of findings  <u>Offered groups</u> Number of groups established
<ul style="list-style-type: none"> <li>➤ Track number of monthly media hits/listings (April 2016)</li> </ul>		<u>Annual totals</u> Number of media postings Number of website and social media posts

Health Need / Strategy	Start date	Key Indicator / Metric (reported annually)
<b>Health Need #2B: Support caregivers of our community members</b> <p style="text-align: right;"><i>high impact, hard to implement</i></p>		
➤ Establish Caregiver Support Group (October 2016)		<u>Success of group</u> Monthly attendance count Number of individuals on each group's mailing list Monthly evaluation of each meeting by participants
➤ Provide increased resources for caregivers (webpage) (December 2016)		<u>Resources offered</u> Number of links Number of visits to webpage Number of links to resources
➤ Explore opportunities/interest/participation in utilization of technology to help caregivers communicate as a support group (2017)		<u>Offered venues / groups</u> Report of findings Number of individuals participating
<b>Health Need #3 Offer education on prevention of slips, trips and fall to individuals who report falls and challenges with ambulation</b> <p style="text-align: right;"><i>high impact, easy to implement</i></p>		
➤ Develop education webpage (December 2016)		<u>Success of webpage</u> Number of visits to webpage Length of stay on webpage
➤ Develop community education session (December 2016)		<u>Sessions</u> Number of sessions offered (HSC therapy open house, sessions at community organizations) Participant satisfaction surveys  <u>Growth of Dizziness/Balance support group</u> Promotion on social media Improve group name Explore online interest

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<b>Health Need #4 Improve access to primary care by establishing medical homes, coordinating care for specific groups, providing education on navigating the healthcare system</b> <p style="text-align: right;"><i>high impact, hard to implement</i></p>		
<ul style="list-style-type: none"> <li>➤ Research and implement HSC programs for groups in need (Medical Home, Patient-Centered Specialty Practice, Disease Management) (2017)</li> <li>➤ Survey patient interest, utilization, and satisfaction related to HSC services and medical home model (September 2016)</li> </ul>		<p><u>Groups in need</u> Report of findings Number of new programs</p> <p><u>Interest, utilization, satisfaction</u> Number of repeat patients Patient satisfaction survey</p>
<ul style="list-style-type: none"> <li>➤ Coordinating care for healthcare needs beyond HSC services (2017)</li> <li>➤ Educating patients/family members to navigate healthcare systems (2017)</li> </ul>		<p><u>Coordination of care</u> Report of HSC work with inpatients &amp; outpatients Report on Community Forum efforts</p> <p><u>Education</u> Distribution of educational handout Report on Community Forum efforts</p>
<b>Health Need #5: Advocate for improved transportation to medical services via public transportation and private transport companies</b> <p style="text-align: right;"><i>high impact, hard to implement</i></p>		
<ul style="list-style-type: none"> <li>➤ Study the impact of transportation issues on outpatients (November 2016)</li> </ul>		<p><u>Impact on outpatients</u> Number of HSC outpatients experiencing transportation problems</p>
<ul style="list-style-type: none"> <li>➤ Participate in CT Hospital Association’s project (with Logisticare) to improve coordination of medical transportation (April 2016)</li> </ul>		<p><u>CHA project</u> Report of progress Number of organizations involved in discussion</p>
<ul style="list-style-type: none"> <li>➤ Explore HSC opportunities with Rideshare (early 2017)</li> </ul>		<p><u>Measure</u> Number of HSC outpatients experiencing transportation problems</p>
<ul style="list-style-type: none"> <li>➤ Create &amp; maintain website resources for transportation (2017)</li> </ul>		<p><u>Measure</u> Number of links Number of visits to webpage Number of links to resources</p>

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<b>Health Need #6 Provide education and support to encourage people to make healthy lifestyle choices</b>		<i>high impact, hard to implement</i>
➤ Provide smoking cessation program (April 2016)		<u>Effectiveness</u> Number of clients Number of attendees at meetings
➤ Study the possibility of offering AA (Alcoholics Anonymous) group at HSC (2017)		<u>AA Group</u> Results of study If established, number of meeting attendees
➤ Promote oral health care for adults and children (early 2017)		<u>Children: Special Care Dental Services (SCDS)</u> Number of visits  <u>Adults: Oral health promotion</u> Create & distribute a fact sheet at SCDS Fact sheet on HSC SCDS webpage Coordination with Community Forum
➤ Increase health literacy through access to healthcare information / resources (2017)		<u>Use of HSC resources</u> Conduct study of number of users of the Health Science Library/ Resource Center Number of visits to the HSC consumer health resource page  <u>Health Library Database</u> Analysis of links to database via HSC website
➤ Promote healthy food choices by example (employee habits influence patients & families and employees' families) (April 2016)		<u>HSC Food Services menu for employees &amp; visitors / Employee Wellness committee</u> Cafeteria has Meatless Mondays, and offers a low-calorie dessert on Fridays Farmers markets offered during the growing season Weight Watchers meeting on-site for employees

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<b>Health Need #7: Explore collaborative promotion of mental health services, substance abuse treatment, and weight loss and healthy food choice programs</b>		
<i>low impact, hard to implement</i>		
➤ Referring inpatients & outpatients to community services (October 2016)		<u>Available services</u> Community Forum will compile a list to be shared with area providers  <u>Referrals to community mental health services</u> Psychology report of the number of outpatients Autism Center report of the number of patients/families