

**LEONARD J. CHABERT MEDICAL CENTER (CMC)**

# **COMMUNITY HEALTH NEEDS ASSESSMENT IMPLEMENTATION STRATEGY PLAN**

**ENHANCING THE LIVES OF TERREBONNE PARISH RESIDENTS**





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# MISSION

We Serve, Heal, Lead, Educate,  
and Innovate.

# VISION

Inspiring Healthier Lives and  
Stronger Communities



## INTRODUCTION

With the Patient Protection and Affordable Care Act (PPACA) enactment on March 23, 2010, tax-exempt hospitals require community health needs assessments (CHNA) and implementation strategies, which are approaches and plans to improve the health of communities served by health systems actively. Through coordination and community development, initiatives based on the outcomes of the community health needs assessment, Chabert Medical Center is implementing strategies to address identified health needs and impact the health of their community. These strategies provide hospitals and health systems with the information they need to deliver community benefits that can be targeted to address the specific needs of their communities.

Figure 1: Process Chart





## LEONARD J. CHABERT MEDICAL CENTER

### WHO ARE WE?

Southern Regional Medical Center DBA Leonard J. Chabert Medical Center (LJCMC/CMC) is owned by Hospital Service District No. 1 of Terrebonne Parish, a political subdivision of the State of Louisiana, and managed by Ochsner Health System. LJCMC is a 156-bed licensed acute care facility accredited by the Joint Commission, providing primary and secondary care levels. Inpatient and outpatient services include radiology, laboratory, emergency medicine, physical rehabilitation, pediatrics, oncology, pulmonary/critical care medicine, cardiology, urology, orthopedics, surgery, and psychiatric care. The LJCMC's physician group, South Louisiana Medical Associates (SLMA), comprises multiple specialties providing clinic and hospital services.

Since 1978 Leonard J. Chabert Medical Center has been caring for the underserved in the region. In addition to this mission, the hospital was established as a graduate medical teaching facility to provide clinical training for physicians, nurses, and allied health personnel.

In May 2013, a public-private partnership between Ochsner Health and Terrebonne General Medical Center (TGMC) was initiated. Ochsner and TGMC collaborated to develop sustainable solutions to deliver crucial regional safety-net services and preserve academic training at LJCMC.

Leonard J. Chabert Medical Center continues its long tradition as a safety-net provider for the underserved in the region while achieving unprecedented access, service, and quality of care for its patients.

## 2022 COMMUNITY HEALTH REGIONAL PRIORITIES

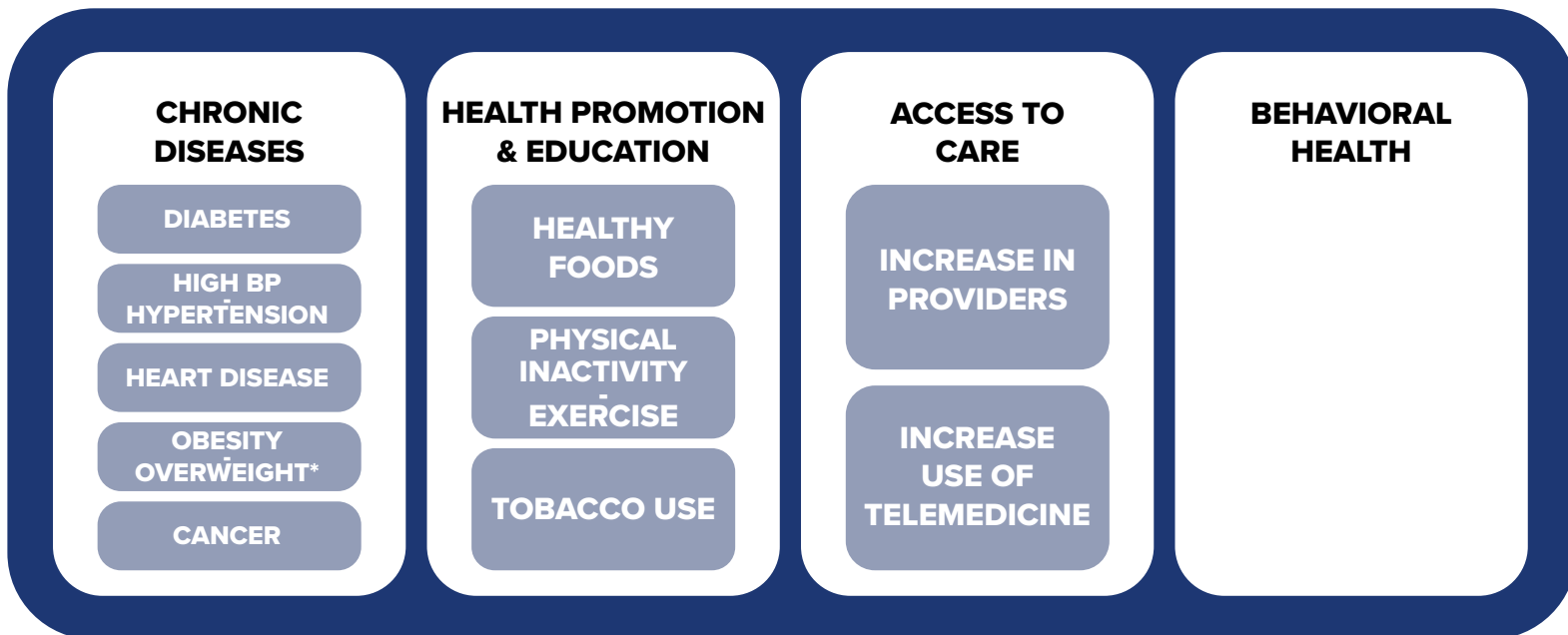
Healthcare organizations and systems strive to improve the health of their community through collaboration with local, State, and national partners. The CHNA and implementation strategy plan meets the Patient Protection and Affordable Care Act requirements. The act has changed how individuals obtain care, promoting reduced healthcare costs, greater care coordination, and better care and services.

Tripp Umbach worked with Chabert Medical Center staff to complete the CHNA, which the board of directors adopted in March 2023. This implementation strategy plan outlines the needs identified in the CHNA and documents how Chabert Medical Center will be addressing the needs over the next three years. Chabert Medical Center will address all needs identified in the CHNA.

The requirements imposed by the IRS for tax-exempt hospitals and health systems must include the following:

- Conduct a CHNA every three years.
- Adopt an implementation strategy to meet the community health needs identified through the assessment.
- Report how it addresses the needs identified in the CHNA and describe the needs that are not being addressed, with the reasons why.

**Figure 2: Final 2023 Key Community Health Needs**



Note: \*Includes Adult and Childhood Obesity/Overweight

## A) CHRONIC DISEASES

**Overall Goal:** Improve access to provider-based and supportive services for increased utilization of health care services by residents.

**Anticipated Impact:** Increase access to health care services for residents served by Chabert Medical Center.

Community Need: Chronic Diseases					
CHNA Need	What is the strategy?	Target Population	Goal(s)	Evaluation Methods/Metrics	Partnering Organizations
Diabetes	Increase awareness and provide education on chronic health conditions to reduce chronic diseases related to diabetes.	Residents of CMC	Provide programs to increase awareness and knowledge to residents at risk of being diagnosed with diabetes. - Diabetes Wellness Program and Follow-Up	Number of attendees screened Number of consultations provided	Hospital Providers, Community Outreach, SLMA, Ochsner Health, YMCA, and Healthy Houma,
High Blood Pressure/ Hypertension	Increase awareness and provide education on chronic health conditions to reduce chronic diseases related to high blood pressure/ hypertension.	Residents of CMC	Connect patients to health fairs with free health screenings and educational consultations. - Health Seminars	Number of attendees screened Number of consultations provided	Hospital Providers, Community Outreach, SLMA, Ochsner Health, YMCA, and Healthy Houma
Heart Disease	Improve community knowledge of resources available for chronic diseases.	Residents of CMC	Promote Aunt Bertha's website to local community service providers to add their services to the list.	Number of services available Number of hits to the website	Hospital Providers, Community Outreach, SLMA, Ochsner Health, YMCA, and Healthy Houma
	Decrease the number of patients diagnosed with heart disease by increasing awareness and interest in healthcare programs and initiatives.	Residents of CMC	Provide programs and tools to increase community awareness and knowledge of the risks of being diagnosed with heart disease. Awareness tools provided by the below programs: - Health Seminars	Number of attendees Number of educational materials distributed	Hospital Providers, Community Outreach, SLMA, Ochsner Health, YMCA, and Healthy Houma



## Community Need: Chronic Diseases

CHNA Need	What is the strategy?	Target Population	Goal(s)	Evaluation Methods/Metrics	Partnering Organizations
Overweight/ Obesity*	Increase awareness and interest in healthy living to reduce chronic diseases related to obesity.	Residents of CMC	Conduct health fairs with free health screenings along with educational consultations. - Health Seminars - Nutritional Seminars	Number of attendees screened Number of consultations provided Number of education materials distributed	Hospital Providers, Community Outreach, SLMA, Ochsner Health, YMCA, and Healthy Houma
Cancer	Increase awareness and provide education on Breast Cancer and HPV awareness.	Residents of CMC's Community	Increase awareness and knowledge of cancer initiatives to at-risk residents through health seminars held at CMC.	Number of attendees screened Number of consultations provided	Hospital Providers, Community Outreach, SLMA, and Ochsner Health, YMCA, Healthy Houma,

Note: \*Includes adult and childhood overweight/obesity.

In 2020, stroke was not an identified CHNA need; however, CMC addressed stroke as a community health issue. In 2023, CMC will no longer track and evaluate stroke-related strategies.



## B) HEALTH PROMOTION & EDUCATION

**Overall Goal:** Improve access to information in the community to reduce poor health outcomes and behaviors.

**Anticipated Impact:** Increase health education and information to residents within the region.

Community Need: Health Promotion & Education					
CHNA Need	What is the strategy?	Target Population	Goal(s)	Evaluation Methods/Metrics	Partnering Organizations
Healthy Foods	Provide information and education on chronic health conditions and healthy nutrition through community education, screenings, and nurse consultations starting at a young age.	Community-wide	<p>Continue to provide community health fairs - to discuss a broad range of topics such as heart disease, hypertension, skin cancer awareness, stroke, obesity, nutrition, osteoporosis, etc.</p> <ul style="list-style-type: none"> <li>- Great American Smoke Out</li> <li>- Let's Talk Flu Fair (discuss the importance of flu vaccination and which groups were most at risk. -- Breast Cancer Health Fair</li> <li>- HIV/AIDS Awareness Month</li> </ul>	<p>Number of events held (Held each month throughout the year (November, August, October, April))</p> <p>Number of attendees</p> <p>Number of materials distributed</p>	Hospital Providers, Community Outreach, SLMA, and Ochsner Health
Physical Inactivity & Exercise	Provide resources and educational materials on the benefits of increased physical activities.	Community-wide	Provide education and technical assistance to patients and the community for doctor-approved health apps.	<p>Number of patients interested in learning application</p> <p>Number of patients using health apps</p>	Hospital Providers, Community Outreach, SLMA, Ochsner Health YMCA, and Healthy Houma
	Provide information and education to increase awareness and interest related to obesity and the long-term effects of being overweight.		<p>Conduct health fairs with free health screenings and educational consultations</p> <ul style="list-style-type: none"> <li>- Health Seminars</li> <li>- Nutritional seminars</li> </ul>	<p>Number of attendees screened</p> <p>Number of consultations provided</p>	Hospital Providers, Community Outreach, SLMA, Ochsner Health YMCA, and Healthy Houma

Community Need: Health Promotion & Education					
CHNA Need	What is the strategy?	Target Population	Goal(s)	Evaluation Methods/Metrics	Partnering Organizations
Tobacco Use	What is the strategy? Ensure residents have access to the Cessation Clinic for Adults.	Community-wide	Chabert will continue to offer Tobacco Cessation Clinics. The Tobacco Cessation Clinic Program will provide care to residents in accordance with best practices established in the Clinical Care guidelines for treating Tobacco Dependence.	Clinic visit reports Number of health fairs attended Number of special events attended Number of smokers signed up for treatment options Number of Free Smoking Cessation Clinics Open	Hospital Providers, Community Outreach, SLMA, and Ochsner Health
			The Ochsner Tobacco Control Coordinator will support the Tobacco Cessation Clinic Program by attending health fairs, special events, and sign-up events to refer people to the clinic creating sustainability.	Number of people interested/registered Number of attending	Hospital Providers, Community Outreach, SLMA, and Ochsner Health
			Ochsner will facilitate the Smoking Cessation Treatment program through the State's 1-800-QUIT-NOW and the "Trust."	Number of people interested/signed up Number of people attending the program	Hospital Providers, Community Outreach, SLMA, and Ochsner Health

Note: Tobacco Use is no longer a separate CHNA need; it will be addressed under Health Promotion & Education. The overall goal and anticipated impact from the 2020 ISP will no longer apply in this year's ISP cycle.

## C) ACCESS TO CARE

**Overall Goal:** Improve awareness and access to medical services for our community residents.

**Anticipated Impact:** Increase access to care and services across our service areas.

Community Need: Access to Care					
CHNA Need	What is the strategy?	Target Population	Goal(s)	Evaluation Methods/Metrics	Partnering Organizations
Increase in Providers	Provide clinical training opportunities to students enrolled in healthcare provider programs.	Community-wide	Continue to provide clinical rotations for students enrolled in various undergraduate medical education programs (all disciplines- RN, MD, Rad Tech, etc.).	Number of partner schools with active agreements/ student satisfaction scores	LSU/Delgado / Fletcher/ Nicholls Hospital Providers, SLMA, and Ochsner Health
Increase the Use of Telemedicine	Utilize technology to improve access to healthcare services starting at a young age.	Community-wide	Use telemedicine services to allow patients faster access to providers and improve patient outcomes by offering eICU monitoring to remote ICU patients and telestroke for remote ED consultations.	Number of virtual encounters	Hospital Providers, Community Outreach, SLMA, and Ochsner Health
	Utilize technology and target youths enabling patients to control their health.		Provide digital medicine services to manage chronic diseases, allowing patients to remain home.	Number of patients enrolled Number of patients who have achieved blood pressure goal	Hospital Providers, Community Outreach, SLMA, and Ochsner Health
			Continue to provide hypertension program provides tools, connectivity, and access to providers.	Number of patients enrolled Number of patients who have achieved blood pressure goal	Hospital Providers, Community Outreach, SLMA, and Ochsner Health





## D) BEHAVIORAL HEALTH

**Overall Goal:** Chabert Medical Center will help meet our community’s behavioral health needs.

**Anticipated Impact:** Chabert Medical Center will assist patients and families in navigating better the behavioral health services offered.

Community Need: Behavioral Health					
CHNA Need	What is the strategy?	Target Population	Goal(s)	Evaluation Methods/Metrics	Partnering Organizations
Behavioral Health	Continue to provide the sole acute care inpatient Behavioral Health Unit for the residents of Terrebonne Parish.	Community-wide	Continue to help meet the underserved behavioral health needs in our community.	Number of adults served Number of children/ adolescents served Number of services provided: mental health supports, BH consultations, education, SUD Number of referrals to other medical and support services	Ambulance Services, Behavioral Health, Resources/Agencies, Community Outpatient Clinics, Coroner’s Office, Crisis Facilities, Faith-based organizations, and Police Departments
	Work with Medicaid and other payers to utilize their case management services to provide benefits and levels of care otherwise unknown to them.		Improve access to care for behavioral health patients.	Number of adults served Number of children/ adolescents served Number of services provided: mental health supports, BH consultations, education, SUD Number of referrals to other medical and support services	Ambulance Services, Behavioral Health, Resources/Agencies, and Community Outpatient Clinics





It is important to note that Chabert Medical Center will no longer focus on the below strategies and goals as they no longer align with the identified 2023 CHNA needs.

What is the strategy?	Goal(s)	Evaluation Methods/Metrics
Ensure continuation of medical services at Chabert Medical Center.	Continue to partner with Ochsner and Terrebonne General Medical Center to operate a safety net facility through a public-private partnership maintaining access to the underserved and underinsured in the region. <ul style="list-style-type: none"> <li>• Continue to provide management services at Chabert Medical Center- ensuring the facility's continued operation.</li> <li>• Continue to provide specialty services at the clinic.</li> <li>• Continue to provide HIV/AIDS/Hepatitis C education information and screening programs.</li> <li>• Assess needs for additional services in the region and review provider availability.</li> </ul>	Number of patient volumes Number of payor mix Number of ED volumes
Provide information on available transportation services to improve access.	Arrange a taxi service upon discharge.	Number of referrals
	Improve transportation access to/from provider appointments.	Number of patients served
	Provide local phone numbers to patients to make transport arrangements.	Number of patients transported Number of arrangements made
Provide information to patients to help them obtain financial assistance for prescribed medications.	Assist patients in obtaining financial assistance for prescribed medications through charitable foundations, grants, and drug manufacturer programs.	Number of patients assisted
Provide information and services to assist with Medicaid applications and payment plans.	Provide trained Medicaid eligibility representatives at all hospital locations.	Number of Medicaid applications approved Number of patients screened Number of patients served with payment plans
	Actively contact uninsured inpatients in our facilities through registration or financial counselors to offer assistance in completing Medicaid applications.	Number of Medicaid applications approved Number of patients served
	All hospitals will serve as walk-in Medicaid application centers for the public.	Number of Medicaid applications approved Number of patients served
	Offer patient payment plans to all patients that are interest-free, to patients (Ochsner pays the interest fee).	Number of Medicaid applications approved Number of patients served
	Utilize online and in-person translation services to provide services to non-English speaking patients and community members.	Number of patients served

## MOVING FORWARD

The CHNA Implementation Strategy Planning Report identifies how Chabert Medical Center will leverage its strengths, resources, and community outreach programs with community organizations to address the community health needs identified in the 2022 CHNA. The CHNA Implementation Strategy Planning Report builds on the input from diverse community leaders, providers, and individuals. It delineates measurable goals, strategies, and metrics to impact community residents' overall health and well-being.

The implementation phase provides a platform for continuing solid relationships with community and national partners and developing new community relationships that will strengthen the ability to address health needs. Throughout the implementation phase, Chabert Medical Center will continue to track the achievement, evaluate its success, and communicate progress to the communities it serves.







## CONSULTANTS

Chabert Medical Center contracted with Tripp Umbach, a private healthcare consulting firm with offices throughout the United States, to complete a community health needs assessment (CHNA) and corresponding implementation strategy plan. Tripp Umbach has worked with more than 300 communities in all 50 states. Over one in five Americans live in a community where our firm has worked.

From community needs assessment protocols to fulfilling the new Patient Protection and Affordable Care Act (PPACA) IRS 990 requirements, Tripp Umbach has turned needs assessments into practical action plans with sound implementation strategies, evaluation processes, and funding recommendations for hundreds of communities. Tripp Umbach has conducted over 400 community health needs assessments and worked with more than 800 hospitals.

Changes introduced as a result of the PPACA have placed an increased level of importance on population health and well-being and on collaborative efforts among providers, public health agencies, and community organizations to improve the overall health of communities.





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