

Sharp Mesa Vista Hospital Community Health Needs Assessment – Implementation Strategy Fiscal 2018-2021

Identified Community Need: <u>Behavioral Health</u>	Objectives/ Anticipated Impact	Action Items	Responsible Party/ies	Themes in 2016 CHNA Findings	Evaluation Methods, Measurable Targets, and Other Comments
	<p>1. Improve outcomes for seniors through culturally competent outreach services to high-risk seniors, including those in San Diego’s disadvantaged communities, and through education targeting stigma reduction and healthy aging strategies.</p>	<p>a. Continue to provide 16 hours each week to senior community centers (Gary and Mary West Center) as well as eight hours each week to Potiker Family Senior Residence, offering screening and referrals to low-income, at-risk seniors.</p>	<p>Chief Medical Officer, Sharp Behavioral Health Manager, Sharp Mesa Vista Hospital (SMV) Intake</p>	<p>Behavioral Health Alzheimer’s Senior Health Collaboration Education Screening</p>	<p>Throughout FY 2016, SMV clinicians collaborated with Serving Seniors to provide more than 1,000 hours of clinical services to senior clients at the Gary and Mary West Senior Wellness Center, as well as at the Potiker Family Senior Residence, a residential site for low-income, at-risk seniors. Seniors received a variety of early intervention services, including examination by a nurse or psychiatrist, medication, referrals or counseling to reduce the risk of hospitalization and homelessness, mental health screenings and Montreal Cognitive Assessments, which detect mild cognitive impairment.</p> <p>SMV also continued to collaborate with Potiker Family Senior Residence and the Gary and Mary West Senior Wellness Center beyond the provision of clinical services. At these sites, SMV provided free prevention and early intervention services designed to: improve the utilization and effectiveness of mental health services for high-risk, culturally diverse seniors; and address barriers to mental health services, including stigma, isolation and lack of available services. These programs were further enhanced with free education and a support</p>

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					<p>group provided at the Gary and Mary West Senior Wellness Center by a student clinician. The support group met monthly to provide education and support, as well as discuss different behavioral health aging issues. Topics included depression and anxiety, coping with loss and helpful tools to support the grieving process.</p> <p>Referrals are challenging to track through this effort and so currently evaluation methods are not in place.</p>
		<p>b. Continue community collaboration efforts to provide education and screenings to at-risk senior community members.</p>	<p>SMV Business Development Specialist</p>	<p>Behavioral Health Alzheimer’s Senior Health Collaboration Education Screening</p>	<p>In FY 16, SMV partnered with Alzheimer’s San Diego to offer free dementia screenings as well as resources for senior and behavioral health to approximately 100 community members. In addition, SMV sponsored Alzheimer’s San Diego’s Caregiver Conference — Understanding Dementia and Changes in Behavior, an event designed for caregivers and families who care for or live with someone with memory loss, dementia or Alzheimer’s disease.</p> <p>SMV also collaborated with Alzheimer’s San Diego to provide two lectures on the latest in Alzheimer’s</p>

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					disease research to more than 40 seniors and community members, and provided 100 community members with behavioral health resources at Alzheimer’s San Diego’s Date with a Cure event.
		c. Reduce stigma through education for community members and community providers on senior behavioral health issues.	Lead Clinical Psychologist, SMV Senior Intensive Outpatient Program (SIOP)	Behavioral Health Alzheimer’s Senior Health Collaboration Education Screening	Throughout FY 2016, the SMV Senior Intensive Outpatient Program (SIOP) provided more than 12 community service initiatives, where staff members provided education and outreach to community members. The initiative focused on debunking the myths associated with older adulthood — such as ‘depression is a normal part of aging’ and ‘growing old is characterized by loss and pain’ — in order to benefit both the older adult patients providing the community service as well as members of the community. Community educational sessions were provided to more than 700 community members on several topics including coping with life transitions, depression, coping with caregiver stress, healthy aging, anxiety and depression in seniors, dementia and mental health. Lectures were held at a variety of community sites, including libraries, churches, community centers and other community based

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					organizations.
	2. Improve housing options and living conditions for community members with mental health issues.	a. Continue collaboration with community mental health providers and provide education to independent living facilities (ILF).	SMV Business Development Specialist	Behavioral Health Housing Access to Care	<p>SMV continues its involvement in and support of an initiative to improve housing conditions for community members living with serious, persistent mental illness.</p> <p>Since 2012, SMV has actively participated in a community work team that secured a three-year contract with the County of San Diego and established an Independent Living Association (ILA) to help address challenges with safe and healthy independent living facilities (ILFs) for seniors.</p> <p>These efforts seek to both improve conditions for ILFs and the consumers housed there, and to help keep consumers linked with essential services and providers, and reduce crime and unnecessary arrest rates. The ILA is an initiative of CHIP’s Behavioral Health Work Team, in which SMV actively participates.</p>
		b. Explore and expand collaborations with law enforcement and housing planning committees to improve	SMV Business Development Specialist	Behavioral Health Housing Access to Care	SMV continued its collaboration with PERT, participating in PERT roundtables, monthly meetings and community-oriented trainings. SMV staff also provided educational resources on

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		outcomes for community members living with mental health issues.			<p>understanding psychiatric emergencies and community psychiatric services at the PERT Academy Resource Fair. The quarterly event provided mental health training to approximately 100 SDC police officers. The police officers are subsequently paired with licensed mental health clinicians to evaluate and assess an individual’s mental health condition and needs, and, if appropriate, transport the individual to a hospital or refer the individual to a community resource or treatment facility.</p> <p>In addition, SMV clinicians participated in “New Owner Trainings” to educate new ILF owners about the various mental health issues they may encounter and basic tools to manage residents with mental illness.</p> <p>Program also tracks the number of referrals from PERT.</p>
	3. Increase access to mental health screenings and referral sources to members of	a. Continue to provide free psychiatric evaluations and referrals for the general community.	Manager, SMV Intake	Behavioral Health Screenings Education Access to Care	SMV psychiatric evaluation and intake teams provided approximately 100,000 free psychiatric evaluations and referrals via phone calls and walk-ins for the general community in FY 2016 (includes

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	the general community				<p>ED, PERT, walk-ins)</p> <p>SMC also provided extensive community outreach and support through assessments and referrals to community organizations. Throughout the year, SMC spent more than 1,600 hours offering free chemical dependency assessments, educational materials and community referral resources to approximately 750 community members. The free assessments were facilitated by a licensed mental health professional, who provided community members with recommendations for appropriate programs and levels of care.</p> <p>Referrals are tracked; approximately 60% of the evaluated patients are referred to SMV, Sharp Grossmont Hospital or a psychiatric facility; the remaining evaluated patients receive referrals to community resources.</p>
	4. Reduce stigma and improve outcomes for individuals with mental health issues by community integration	a. Continue participation in key mental health events alongside patients.	SMV Business Development Specialist	Behavioral Health Stigma Education Access to Care	SMV clinicians now also have increased presence at community events to further increase engagement and connect community members to helpful resources.

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	through community service activities.				<p>In FY 2016, SMV’s Psychiatric Rehabilitation Program community service activities included: the Client Advisory Board, where SMV outpatients provide feedback on how to improve programs, empower patients, promote advocacy and better serve the community. Client Advisory Board members and patients encouraged community members, staff, former and current patients, friends and family to join their walking team, the Mighty Mesa Vista Movers, in the annual San Diego County NAMI Walk to raise awareness and reduce stigma around mental health.</p> <p>SMV’s Psychiatric Rehabilitation Program also provides current and former patients with the opportunity to attend mental health clubhouses, which provide free rehabilitation programs for individuals with mental illness by focusing on employment, education and support. The mental health clubhouses are mainly operated by community members with mental illness and staff support.</p>
	5. Raise awareness and reduce stigma through the provision of mental	a. Continue to host community speaking engagements addressing topics such as anxiety, stress,	SMV Business Development Specialist	Behavioral Health Stigma Education	To increase awareness of mental health and substance abuse, in FY 2016, SMV and SMC hosted numerous community speaking engagements and

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	health education for patients, their loved ones, and the community.	depression and anger.	Identified Content Expert, SMV Clinicians	Access to Care	workshops, addressing a variety of behavioral health topics including cognitive therapy, substance abuse and child and geriatric psychiatry. In addition, monthly lectures were delivered through a cognitive therapy lecture series and included topics such as anxiety, anger, depression and stress. Further, in response to the need for information and support for caregivers of individuals with mental illness, SMV provided community educational materials in the hospital lobby through the National Alliance on Mental Illness’s (NAMI’s) Friends in the Lobby program.
		b. Continue to host speaking engagements for community health professionals and students on various topics in behavioral health.	SMV Business Development Specialist Manager, Outpatient – SMV/East Manager, Specialty Outpatient	Behavioral Health Chemical Dependency Stigma Education Access to Care	SMV and SMC provided several educational offerings for behavioral health care professionals in FY 2016, including continuing education classes, conferences and trainings. SMV and SMC provided education to a variety of audiences, including psychologists, psychiatrists, community physicians, social workers, nurses and other health and human service providers, as well as the community at large. Topics included wellness and resilience, recognizing stress, substance use, self-injury, dual diagnosis, eating disorders, sleep disturbances, treating depression, geriatric mental health, older

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			Programs, SMV		<p>adult disorders and cultural considerations in the treatment of Latino populations.</p> <p>SMV also provided suicide risk assessment lectures to 40 community health professionals and community members at the United Way of San Diego County. In addition, SMV hosted and participated in the EAPA to increase knowledge and education in the behavioral health professional community. SMC also hosted educational events for the EAPA, where they provided education and resources to approximately 20 community members each month. The presentations covered current concerns in behavioral health care, evidence-based therapies and emerging treatment models.</p> <p>Education and screening programs are evaluated by participants through survey. The goal is to educate and raise awareness for community members and physicians.</p>
		c. Continue to provide clinical programs and educational focused on drug/alcohol addiction of teens and Transition Age Youth	SMV SEEC Clinical Research Team	Behavioral Health Chemical Dependency Education	<p>Clinical Programs: In FY16: SMV completed the design of an early episode clinic model (known as SEEC) created to provide services for young adults with</p>

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		(TAY).		Stigma Access to Care	<p>schizophrenia or schizoaffective disorder. The SMV Clinical Research Team wrote a grant proposal to fund this project through Janssen research and Development, LLC. Funding was secured and strategic planning for program implementation began with a target date of January 2017.</p> <p>FY17: SMV opened the SEEC Clinic in January 2017 and began providing services for young adults newly diagnosed with schizophrenia and schizoaffective disorder and their caregivers. All services are provided free of cost and include education sessions about illness and recovery, support groups, community integration, employment and educational support, psychotherapy, peer support services, and medication management.</p> <p>As of September 1, 2017, the SEEC clinic has provided over 650 contact hours providing psychoeducation for young adults with schizophrenia and schizoaffective disorder and over 160 contact hours providing psychoeducation for families on how to support their young adult children.</p>

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					Education programs are evaluated by participants through survey. The goal is to educate and raise awareness for community members and physicians.
		d. Provide education (general health, workforce development, etc.) and resources to TAY with behavioral health issues to empower and support their continued health and wellbeing.	SMV Business Development Specialist	Behavioral Health Education Workforce Development Stigma Community Reintegration Care Management	<p>Community educational sessions: In FY 2016, SMV provided education and resources to transitional age youth (TAY), ages 18 to 25, with behavioral health issues to empower and support their continued health and well-being. In April, SMV hosted an event reduce stigma and provided behavioral health resources at Balboa Park for a croquet tournament benefitting Impact Young Adults, an organization that empowers young adults with mental health challenges. SMV provided behavioral health resources to approximately 50 community members at the event.</p> <p>In addition, SMV collaborated with Planned Parenthood to provide two classes on safe sex practices to nearly 40 attendees. Further, the program collaborated with the Consumer Center for Health Education & Advocacy to assist more than 60 TAY with insurance and legal forms and help them understand their rights.</p>

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					<p>Collaborations continue to be explored to address the repetitive theme is that SMV patients need better community reintegration assistance as they exiting SMV programs.</p>
		<p>e. Continue to provide mental health education, support and resources for San Diego veterans and their families through the VA Choice (formerly Veterans Engaged in Supportive Treatment) program.</p>	<p>Manager, Specialty Outpatient Programs, SMV</p>	<p>Behavioral Health Screenings Education Support Access to Care</p>	<p>SMC (and SMV) collaborated with partners in the military community through participation in events such as the San Diego Military Family Collaborative’s Annual Resource Fair, Sharp Hospice’s Veteran’s Senior Wellness Fair at Balboa Park and the Community Mental Health Summit at the Veterans Affairs (VA) San Diego Medical Center. SMC and SMV provided behavioral health education and resources to approximately 1,500 community members at these events.</p> <p>SMV’s VA Choice Program (formerly Veterans Engaged in Supportive Treatment - VEST) began in FY 2015. Evidence-based practices are used to provide comprehensive treatment for post-traumatic stress and substance abuse.</p> <p>The VA Choice Program utilizes the PCL (http://www.ptsd.va.gov/professional/pages/assess</p>

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					<p>ments/ptsd-checklist.asp) to measure PTSD symptoms. The tool is utilized at the beginning, middle and end of treatment, and provides an indication of how the patient is doing in treatment and whether they are ready to discharge. The tool is normed for many populations, including general trauma (Military, Males, Females, and children).</p> <p>Screening results and follow-up data continue to show positive changes in the PTSD symptoms of the Veterans seen in the VA Choice program. SMV/SMC now also have a specific offering that assists veterans in learning effective ways to manage symptoms of PTSD, manage mood related disruptions to their lives, and decrease use of destructive coping skills.</p>
		f. Participate in outreach activities across different Sharp entities to increase community awareness of mental health services.	SMV Business Development Specialist	Behavioral Health Stigma Education Staff Development Access to Care	SMV assisted in planning SCVMC’s Changing Minds — Minds Matter South County Behavioral Health Resource Fair, a free event to educate South Bay community members about behavioral health challenges and raises awareness of community services and resources. At the free event, more than 60 community partners gathered for a day of learning intended to reduce stigma, inspire

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					<p>recovery and empower community members. Dementia and depression screenings were offered, as well as educational workshops on dementia, substance use and adult, child and adolescent behavioral health. SMV provided mental health resources to approximately 100 community members at the event.</p> <p>Education programs are evaluated by participants through survey. The goal is to educate and raise awareness for community members and physicians.</p>
	<p>6. Provide support and resources to community members impacted by mental health and chemical dependency issues.</p>	<p>a. Collaborate with community behavioral health organizations and provide space for support groups to serve members of the community impacted by mental health issues.</p>	<p>SMV Business Development Specialist</p>	<p>Behavioral Health Support Collaboration Access to Care</p>	<p>Throughout FY 2016, SMV provided more than 1,700 hours of free meeting space for a variety of self-help groups on a weekly basis, including Al-Anon, Hoarders Support Behavior, NAR-ANON (Narcotics Anonymous), NAR-ANON Family Group, Alcoholics Anonymous, Alcoholics Anonymous — 24-Hour Mixed Group, Alcoholics Anonymous — Resentment and a Coffee Pot, Alcoholics Anonymous — Dual Diagnosis, Obsessive Compulsive Disorder Support, Men’s 12-Step Group, 12-Step Recovery Workshop “Project Smile”, Cocaine Anonymous, Narcotics Anonymous, Women’s Narcotics Anonymous, ANAD, Pills</p>

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					Anonymous, A New PATH, Co-Dependents Anonymous, Shyness and Social Anxiety Group, San Diego Phobia Foundation, SMART Recovery Community, Concerned United Birth Parents, National Council on Alcoholism and Drug Dependence and the SMC and SMV Aftercare and Lifetime Support meetings.
		b. Facilitate various support group meetings (monthly, weekly, etc.).	SMV Business Development Specialist	Behavioral Health Support Education Access to Care	Current SMV-facilitated support groups include: including a weekly Mood Disorders support group for individuals, family and friends impacted by depression, bipolar disorder, and post-traumatic stress disorder (PTSD) or anxiety. An ANAD (National Association of Anorexia Nervosa and Associated Disorders) support group is also offered weekly for individuals and families affected by an eating disorder. In addition, a biweekly Dialectical Behavior Therapy (DBT) support group teaches DBT cognitive behavioral therapy skills to help treat behavioral disorders. More than 1,800 community members attended these support groups in FY16.
	7. Strengthen partnerships with community organizations to foster	a. Continue participation in key mental health events and fundraising activities.	CEO, SMV SMV Business	Behavioral Health Collaboration Education	including the San Diego County NAMI Walk at the Naval Training Center Park in Liberty Station, National Eating Disorders Association’s San Diego

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	<p>future collaborations and fundraise for behavioral health services.</p>		<p>Development Specialist</p>	<p>Access to Care</p>	<p>NEDA Walk, American Foundation for Suicide Prevention’s Out of the Darkness Suicide Prevention Walk, Survivors of Suicide Loss’ Save a Life San Diego/Yellow Ribbon Suicide Prevention Program®, San Diego Chapter Community Walk, Alzheimer’s Association San Diego/Imperial Chapter’s annual Walk to End Alzheimer’s® and the American Heart Association’s (AHA) 2016 San Diego Heart & Stroke Walk. With the exception of the AHA 2016 San Diego Heart & Stroke walk, SMV provided a booth with behavioral health resources.</p> <p>Throughout 2016, SMV sponsored and participated in community several events, benefitting organizations such as Alzheimer’s San Diego, Mental Health Systems, NAMI, Survivors of Suicide Loss and Jewish Family Service of San Diego’s (JFS) Behavioral Health Committee, MHA Meeting of the Minds and the Behavioral Health Recognition Dinner, which recognizes individuals who work to support community members achieve recovery without stigma.</p> <p>Further, partnership with Community Research Foundation (CRF -</p>

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					http://www.comresearch.org/aboutUs.php) to improve collaboration with patients in the community continues.

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	NA	NA	SMV Business Development Specialist Manager, Community Benefit and Health Improvement SHC Continuing Medical Education (CME) Various SMV Departments/ Teams	Behavioral Health Cardiovascular Disease Diabetes Obesity Stress Nutrition/ Access to Healthy Food Co-morbidity with physical health conditions (Diabetes, etc.)	<p>In light of findings from the 2016 CHNA, SMV is exploring options to educate and address the issue of mind-body integration and effects of physical health on behavioral health and vice versa.</p> <p>Current efforts focus around Sharp team member education initiatives on the intersection of food insecurity/lack of access to healthy food on health outcomes (focusing on behavioral health). The effort is a collaboration with Sharp’s CME Department and Sharp Community Benefit.</p> <p>However, generally speaking, as a specialty hospital providing treatment and services for behavioral health, this identified community health need does not fall within the scope of Sharp Mesa Vista Hospital's services and resources.</p>