



WILLIS-KNIGHTON HEALTH SYSTEM

Willis-Knighton Health System
Community Health Needs Assessment
Implementation Plan

May 2022

Implementation Strategy

Willis-Knighton Health System (WKHS) will collaborate with community partners in implementing evidence-based strategies across the community. WKHS has taken into consideration both internal as well as external resources found within other organizations in the development of the 2022 CHNA Implementation Strategy. This phase of the CHNA, the Implementation Strategy, will outline WKHS's action steps to address the health needs of the community identified in the prioritization phase of the CHNA by continuing effective programs or executing new strategies.

As outlined in the CHNA report, the following are needs that WKHS has chosen to address.

- **Clinical Preventive Services** – WKHS has identified a need to increase the access to new and existing preventive services to help their patients with improved access to preventive care, early detection and management of chronic diseases, and improve healthy lifestyle awareness. Some of the action steps outlined build upon previous screening initiatives included in the 2019 CHNA Implementation strategy.
 - **Health Communication** – Improved communication for issues such as health education/ literacy, financial burden, and insurance were all identified as areas to expand upon.
 - **Access to Health Services** – Access to health services was identified as a community health need in the data assessment as well and the community input phase of the CHNA report. Elements of the previous 2019 CHNA address the community need to increase access to health services.
 - **Healthcare Issues of Adults and 65+** – There was a significant response to the health issues of older adults in the community. The issues that will be addressed include Chronic Disease Management, Weight Management/ Obesity, and Mental Health/ Depression. A couple of these concerns were also identified on a community wide scale, but need to be addressed specifically for the elderly community.
 - **Mental Health and Mental Disorders** – The number of mentally healthy days in the data assessment has increased for the community since 2019. This has motivated WKHS to select Mental Health as a key topic of the 2022 CHNA Priorities and develop an implementation strategy that would improve the health of their community in this area.
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The Implementation Plan below will outline why each need was chosen, identify action steps for how WKHS intends to address the need, the responsible party for implementation, and any goals that will measure the success of the initiative.

Willis Knighton Medical Center

Community Health Need:		Health Communication		
Goal: Improve patient communication with health care providers				
Strategy: Enhance communication with health care providers				
Action Step	Accountability	Timeline	Desired Outcome	
Promote multichannel patient health education	WK Administration	2023	Improve patient communication	
Continue partnership with local news station to provide educational interviews	WK Marketing/ WK Physician Network	Ongoing	Enhance communication with patients	
Provide quarterly communications via patient newsletter	WK Marketing	2022	Provide communication about services available throughout the community	
Strategy: Improve Health Literacy				
Action Step	Accountability	Timeline	Desired Outcome	
Utilize social media platforms to promote health information	WK Marketing	Ongoing	Provide actionable health information to community	
Utilize digital billboards to deliver health educational information and available services	WK Marketing	Ongoing	Provide actionable health information to community	
Support and expand local efforts with community partners that address literacy	WK Administration	Ongoing	Support of lifelong learning and skills to promote good health	
Strategy: Improve patient satisfaction by helping patients better understand what their care will cost				
Action Step	Accountability	Timeline	Desired Outcome	
Provide estimates using technological advancements	WK Business Office	Ongoing	Provide public access to cost of care	
Provide educational resources to help patients understand patient charges	WK Business Office	2025	Educational resources available	
Educate patients on community resources available	WK Care Management	2023	Patient awareness of available community resources	
Community Health Need:		Health Care Access		
Goal: Improve access to care				
Strategy: Help individuals identify and understand their health risks				

Action Step	Accountability	Timeline	Desired Outcome
Evaluate feasibility of offering health risk assessment services	WK Marketing	2023	Provide patients will ability to complete online health risk assessment
Pilot health risk assessment for a service line to drive patient engagement	WK Marketing / WK Administration	2023	Increased patient engagement
Consider expansion to additional services lines, if found to be an effective tool for patients	WK Marketing	2023	Increase awareness of health related risks
Strategy: Increase access to care through new residency programs			
Action Step	Accountability	Timeline	Desired Outcome
Improve access for Medicaid patients through the Academic Internal Medicine Clinic	WK GME	2023	Increase volume of patients seen in clinic annually
Increase capacity for surgical procedures through surgery residency program	WK GME	2023	Increase volume of patients provided with surgical procedures
Increase the number of physicians able to provide care in the community through residency training	WK GME	2025	Increase number of physicians in community
Strategy: Improving Access to stroke Specialty care			
Action Step	Accountability	Timeline	Desired Outcome
Seek stroke specialty program accreditation through CARF	WK Administration	2023	Improve patient access
Evaluate feasibility of expansion of CARF stroke specialty accreditation to outpatient medical rehab	WK PM&R	2025	Improve patient access
Provide educational resources for community awareness	WK PM&R	2025	Improve patient access
Community Health Need:	Preventative Care		
Goal: Offer services that reduce the risk for disease, disabilities, and death			
Strategy: Enhance employee incentive program for preventative health			
Action Step	Accountability	Timeline	Desired Outcome
Reduction of healthcare insurance expenses based on annual wellness exam	WK Administration	Ongoing	Increased number of employee wellness visits
Explore physical activity incentives for employees	WK Administration	Ongoing	Incentivize employees to be physically active
Explore options for expanded access to fitness center services via online access	WK Health and Fitness Centers	Ongoing	Increase employee opportunities and participation in physical fitness
Strategy: Improve cardiovascular health in adults			

Action Step	Accountability	Timeline	Desired Outcome
Evaluate feasibility of expanding coronary calcium scan promotional price	WK Radiology	2023	Improved preventive health care services
Market coronary calcium scan via multichannel approach	WK Radiology	2023	Improved preventive health care services
Assess expansion or enhancement opportunities for WK Health and Fitness Centers	WK Health and Fitness Centers	2025	Expand services offered
Strategy: Explore and identify barriers to care			
Action Step	Accountability	Timeline	Desired Outcome
Explore transportation initiatives to better provide care	WK Administration	2025	Reduce barriers to care
Identify opportunities for improvement in patient scheduling	WK Diagnostic Departments	2025	Improved patient scheduling
Explore the feasibility of a call center to centralize and standardize patient questions and concerns	WK Administration	2025	Make access of information more convenient for patients
Community Health Need:	Health Issues of Adults and 65+		
Goal: Reduce health problems and improve quality of life for older adults			
Strategy: Expand Pulmonary Diagnostics Services			
Action Step	Accountability	Timeline	Desired Outcome
Evaluate feasibility of expanding pulmonary services	WK Respiratory Therapy	2024	Improve access to pulmonary services
Explore potential to enhance pulmonary equipment	WK Respiratory Therapy	2023	Improve access to pulmonary services
Create awareness campaigns lung health via multichannel approach	WK Respiratory Therapy	2024	Improve patient understanding of lung health
Strategy: Promote Physical Activity, Health and Wellness			
Action Step	Accountability	Timeline	Desired Outcome
Interdepartmental collaboration to promote transition from medical rehabilitation to health and wellness	WK PM&R / WK Health and Fitness Center	2023	Independent management of chronic diseases
Relaunch support group meetings for patients that have cancer related diagnoses	WK Cancer Center	2023	Address the psychological, emotional, and social needs
Build a support group focused around physical activity and wellness for patients that have a cancer related diagnosis	WK Cancer Center	2023	Promote lifelong health and wellness behaviors
Strategy: Fall Prevention			
Action Step	Accountability	Timeline	Desired Outcome

Partner with local fire departments to provide consultation on slip proof homes	WK Administration	2023	Reduce falls
Launch multi channel fall prevention campaign to reduce rate of emergency department visits due to falls	WK Administration	2023	Reduce falls
Evaluate and expand options for older adults with reduced physical or cognitive function who engage in light, moderate, or vigorous leisure-time physical activities	WK Health and Fitness Center	2024	Reduce falls
Community Health Need:	Mental Health and Mental Disorders of Older Adults		
Goal: Improve mental health and prevent disease			
Strategy: Expand access to mental health services			
Action Step	Accountability	Timeline	Desired Outcome
Assess feasibility of offering behavioral medicine via telemental health services at outpatient locations	WK Administration	2024	Increase access to mental health services
Evaluate implementation of substance abuse screening in ambulatory setting	WK Administration	2023	Reduce substance abuse
Support community partnerships that provide mental health services	WK Administration	2023	Increase access to mental health services
Strategy: Provide general information on mental health services and treatment options available in community			
Action Step	Accountability	Timeline	Desired Outcome
Support and collaborate with community organizations that provide mental health services	WK Administration	Ongoing	Increase access to mental health services
Provide general information on mental health topics via social media	WK Marketing	Ongoing	Increase community awareness of signs and symptoms of mental health
Explore expansion possibilities for options to provide mental health support to new areas within our community	WK Physician Network	2025	Increase community awareness of signs and symptoms of mental health
Strategy: Promote and support employee mental health and wellbeing			
Action Step	Accountability	Timeline	Desired Outcome
Share signs/symptoms of common mental health issues that negatively effect healthcare workers on the WK Net	WK Employee Recruitment & Development	2023	Employee retention and satisfaction
Provide monthly classes on recognizing various mental health issues as well as how to cope in a healthy way	WK Employee Recruitment & Development	2023	Employee retention and satisfaction
Encourage a healthy lifestyle for staff with reminders and education on the WK Net	WK Employee Recruitment & Development	2023	Employee retention and satisfaction

Willis Knighton South

Community Health Need:	Health Communication		
Goal: Improve patient communication with health care providers			
Strategy: Launch campaign on risk behavior associated with chronic diseases for maternal and child health			
Action Step	Accountability	Timeline	Desired Outcome
Promote maternal wellness and physical activity	WK Fitness Center	Ongoing	Offer resources that support maternal wellness
Support community organizations whose mission is related to reducing risk for chronic condition in mothers and children	WK Administration	Ongoing	Offer resources that support maternal and child wellness
Participate in efforts to reduce childhood obesity	WK Quality / WK Physician Network	2024	Offer resources to help prevent childhood obesity
Strategy: Improve patient satisfaction by helping patients better understand what their care will cost			
Action Step	Accountability	Timeline	Desired Outcome
Provide estimates using technological advancements	WK Business Office	Ongoing	Provide public access to cost of care
Provide educational resources to help patients understand patient charges	WK Business Office	2025	Educational resources available
Educate patients on community resources available	WK Care Management	2023	Patient awareness of available community resources
Strategy: Promote healthy food information for women and children			
Action Step	Accountability	Timeline	Desired Outcome
Explore opportunities to offer virtual cooking classes for promotion of healthy food options	WK Diabetes and Nutrition	2024	Assessment complete
Provide financial, or in kind services to local food banks	WK Administration	Ongoing	Support area organizations
Partner with area grocery stores for food tours and additional partnership ideas	WK Diabetes and Nutrition	2024	Identify additional partnership opportunities
Community Health Need:	Health Care Access		
Goal: Improve access to care			
Strategy: Improve workforce capacity			

Action Step	Accountability	Timeline	Desired Outcome
Increase clinical workforce by expanding GME residency slots	WK GME Administration	2023	Enhance health system capabilities
Identify opportunities for recruitment and retention of clinical staff	WK Health System Department Heads	2023	Enhance health system capabilities
Review and improve operational efficiency	WK Administration	2024	Enhance health system capabilities
Strategy: Identify geographic disparities in access			
Action Step	Accountability	Timeline	Desired Outcome
Conduct market analysis to determine geographic disparities	WK Administration	2024	Identify barriers to care
Analysis and planning for reduction in geographic disparities	WK Administration	2024	Reduce barriers to care
Explore opportunities for digital health solutions	WK Administration	2024	Increase accessibility
Strategy: Creation of Administrative Task Force to identify and address barriers to access			
Action Step	Accountability	Timeline	Desired Outcome
Identify key stakeholders in the health system	WK Care Management	2023	Identification of stakeholders
Identify availability of data for assessment	WK Administration	2023	Identify barriers to care
Interdepartmental collaboration to address identified needs	WK Health System	2023	Increased collaboration
Community Health Need:	Preventative Care		
Goal: Offer services that reduce the risk for diseases, disabilities, and death			
Strategy: Prevention of SIDS / SUID			
Action Step	Accountability	Timeline	Desired Outcome
Educate the community on prevention strategies	WK Administration / WK Marketing	2023	Provide information to community on prevention of SIDS / SUID
Evaluate feasibility of implementation of Safe sleep wear	WK Administration / WK Marketing	2024	Evaluation of safe sleep wear
Complete process to apply for Safe sleep certification	WK Administration / WK Marketing	2023	Obtain certification
Strategy: Promote Physical Activity, Health and Wellness			

Action Step	Accountability	Timeline	Desired Outcome
Partner with community organizations to support renovations of existing health and recreation facilities	WK Administration	2025	Promote collaborative approach to community health and wellbeing in school age children
Partner with community organizations to renovate existing health and recreational facilities to address chronic conditions	WK Administration	2025	Promote collaborative approach to community health and wellbeing in school age children
Market partnerships to promote utilization of facilities via a multichannel approach to promote health, physical activity and wellness	WK Administration	2025	Promote collaborative approach to community health and wellbeing in school age children
Strategy: Leverage people, process and technology to establish systemness in Maternal Services			
Action Step	Accountability	Timeline	Desired Outcome
Renovation of space to improve patient experience	WK Administration	2023	Improve patient satisfaction
Expansion of Spa menu	WK Dietary	2023	Improve patient satisfaction
Retool Maternal Child task force to include ambulatory, acute and prenatal education	WK Administration	2024	Improve coordination of maternal child care
Community Health Need:	Health Issues of Adults and 65+		
Goal: Reduce health problems and improve quality of life for older adults			
Strategy: Increase interventions for community members to access health care services			
Action Step	Accountability	Timeline	Desired Outcome
Increase the number of females who are screened for cervical cancer	WK Physician Network	2024	Early detection
Increase the number of adults who are screened for osteoporosis	WK Physician Network	2024	To identify those who would benefit from intervention
Evaluate feasibility of implementing health risk assessment to improve Women's Health	WK Marketing	2023	Identify those at risk of needing earlier prevention
Strategy: Promote educational proactive tools and available resources			
Action Step	Accountability	Timeline	Desired Outcome
Interdepartmental collaboration of efforts to encourage community members to attend annual wellness visit	WK Health System	2023	Increase community participation in annual wellness visits
Evaluate implementation of online health risk assessment to identify those at high risk for chronic conditions	WK Health System	2023	Complete assessment

Explore and enhance community partnerships that can help provide support for chronic disease management	WK Administration	2023	Support local partners
Strategy: Promote Physical Activity, Health and Wellness for Women			
Explore opportunities to develop interdepartmental collaboration to promote health and wellbeing of women postpartum	WK PM&R / WK Health and Fitness Center	2025	Enhance women services
Interdepartmental collaboration to enhance women's wellness	WK Ambulatory Quality	2023	Increased collaboration
Provide educational information via a multichannel approach on women's health topics	WK Marketing	2023	Increase awareness to improve women's health and safety
Community Health Need:	Mental Health and Mental Disorders of Older Adults		
Goal: Improve mental health and prevent disease			
Strategy: Provide general information on mental health services and treatment options available in community			
Action Step	Accountability	Timeline	Desired Outcome
Support and collaborate with community organizations that provide mental health services	WK Administration	Ongoing	Increase access to mental health services
Provide general information on mental health topics via social media	WK Marketing	Ongoing	Increase community awareness of signs and symptoms of mental health
Explore expansion possibilities for options to provide mental health support to new areas within our community	WK Physician Network	2025	Increase access points for patients to receive treatment for mental health
Strategy: Use of mental health nurse practitioners			
Action Step	Accountability	Timeline	Desired Outcome
Assess feasibility of utilization of mental health NP	WK Administration	2025	Address behavioral health workforce shortages
Develop model for care delivery utilizing mental health NP	WK Administration	2025	Develop model to address behavioral health workforce shortages
Support local programs with mental health nurse practitioner tracks	WK Administration	2025	Support educational programs to address

			health workforce shortages
Strategy: Expand access to mental health services			
Action Step	Accountability	Timeline	Desired Outcome
Assess feasibility of offering behavioral medicine via telemental health services at outpatient locations	WK Administration	2024	Increase access to mental health services
Evaluate implementation of substance abuse screening in ambulatory setting	WK Administration	2023	Reduce substance abuse
Support community partnerships that provide mental health services	WK Administration	2023	Increase access to mental health services

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Community Health Need:	Health Communication		
Strategy: Improve patient satisfaction by helping patients better understand what their care will cost			
Action Step	Accountability	Timeline	Desired Outcome
Provide estimates using technological advancements	WK Business Office	Ongoing	Provide public access to cost of care
Provide educational resources to help patients understand patient charges	WK Business Office	2025	Educational resources available
Educate patients on community resources available	WK Care Management	2023	Patient awareness of available community resources
Strategy: Enhance communication with patients			
Action Step	Accountability	Timeline	Desired Outcome
Promote multichannel patient health education	WK Administration	2023	Improve patient communication
Continue partnership with local news station to provide educational interviews	WK Marketing/ WK Physician Network	Ongoing	Enhance communication with patients
Provide quarterly communications via patient newsletter	WK Marketing	2022	Provide communication about services available throughout the community
Strategy: Enhance patient communication regarding access			
Action Step	Accountability	Timeline	Desired Outcome
Identify and evaluate any potential barriers to effective communication	WK Health System	2023	Feedback on current communication systems
Obtain feedback regarding current patient communication	WK Health System	2023	Feedback on current communication systems
Identify opportunities to enhance patient understanding of forms and communications	WK Health System	2023	Implement strategies based on patient feedback

Community Health Need:	Health Care Access		
Goal: Improve access to care			
Strategy: Improve clinical outcomes with technological enhancements			
Action Step	Accountability	Timeline	Desired Outcome
Expansion of telehealth services	WK Physician Network	2024	Improve patient outcomes
Explore and enhance digital health technology	WK Physician Network	2023	Improve patient outcomes
Provide clinical simulation for health care programs throughout the region	WK Training and Development	Ongoing	Supplement training through simulation technology
Strategy: Explore community options for access points for the underserved populations			
Action Step	Accountability	Timeline	Desired Outcome
Explore opportunities to better address needs of the medically underserved	WK Administration	2024	Complete assessment
Examine the scope of services to ensure holistic health	WK Administration	2024	Complete assessment
Work to develop established lasting relationships with patients	WK Administration	Ongoing	Continued assessment and exploration of opportunities to serve the community
Strategy: Strengthen departmental and community collaborations			
Action Step	Accountability	Timeline	Desired Outcome
Promote and implement cancer screening programs or practices	WK Administration	2024	Increased access to cancer screenings
Provide community outreach via multichannel approach to promote screening and follow up care	WK Administration	2023	Communication of importance of screenings and follow-up care
Develop multidisciplinary team to identify additional opportunities to collaborate within the community	WK Administration	2023	Improve participation in community outreach
Community Health Need:	Preventative Care		
Goal: Offer services that reduce the risk for diseases, disabilities, and death			

Strategy: Improve access to preventative screenings			
Action Step	Accountability	Timeline	Desired Outcome
Increase number of patients that get screened for breast cancer	WK Physician Network	2023	Increase number of patients screened
Increase number of patients that get screened for colorectal cancer	WK Physician Network	2023	Increase number of patients screened
Increase number of patients that get screened for lung cancer	WK Physician Network	2023	Increase number of patients screened
Strategy: Promote Physical Activity, Health and Wellness			
Action Step	Accountability	Timeline	Desired Outcome
Support local organizations that provide access to sports and recreational services and environments	WK Administration	2023	Promote collaborative approach to health and wellness
Increase access to sports and recreational facilities for the community	WK Sports Medicine	2025	Increase access to sports and recreational facilities
Increase access to recreational facilities for children and adults with disabilities	WK PM&R	2025	Promote inclusive environments for physical activity, health and wellness
Strategy: Promote access to rehabilitation services in the community			
Action Step	Accountability	Timeline	Desired Outcome
Explore feasibility of expanding rehabilitation services	WK PM&R	2024	To increase access to physical therapy, occupational therapy, and speech services
Evaluate staffing model for rehabilitation center	WK PM&R	2024	To increase access to physical therapy, occupational therapy, and speech services
Explore technological needs for rehabilitation services in expanded service areas	WK PM&R	2024	To increase access to physical therapy, occupational therapy, and speech services

Community Health Need:		Health Issues of Adults and 65+		
Goal: Reduce health problems and improve quality of life for older adults				
Strategy: Increase community awareness on chronic disease prevention				
Action Step	Accountability	Timeline	Desired Outcome	
Promote the importance of healthy lifestyle via multichannel approach	WK Diabetes and Nutrition / WK Marketing	2023	Communication of healthy lifestyle habits and practices	
Provide informational tips on healthy lifestyles and healthy habits via digital billboard campaign	WK Marketing	2023	Communication of healthy lifestyle habits and practices	
Financially support and provide in kind services to organizations that serve the community by providing basic needs such as food, shelter and education	WK Administration	2023	Support of local organizations that provide services to those in need	
Strategy: Fall Prevention				
Action Step	Accountability	Timeline	Desired Outcome	
Partner with local fire departments to provide consultation on slip proof homes	WK Administration	2023	Reduce falls	
Launch multi channel fall prevention campaign to reduce rate of emergency department visits due to falls	WK Administration	2023	Reduce falls	
Evaluate and expand options for older adults with reduced physical or cognitive function who engage in light, moderate, or vigorous leisure-time physical activities	WK Health and Fitness Center	2024	Reduce falls	
Strategy: Promote Physical Activity, Health and Wellness				
Action Step	Accountability	Timeline	Desired Outcome	
Conduct community outreach on importance of healthy lifestyles and physical activity	WK Diabetes and Nutrition	2023	Provide information to community members on benefits of healthy lifestyle choices	
Increase social media presence to provide educational resources on physical activity, health and wellness	WK Health and Fitness Center	2023	Provide information to community members on benefits of healthy lifestyle choices	
Explore opportunities to offer community event for physical activity	WK Health and Fitness Center	2024	Community participation in wellness event	
Community Health Need:		Mental Health and Mental Disorders of Older Adults		

Goal: Improve mental health and prevent disease			
Strategy: Mental Health support for WKHS Staff			
Action Step	Accountability	Timeline	Desired Outcome
Promote to WKHS staff the resources provided by the Health System: Employee Assistance Program offered by organization	WK Recruitment & Development	2023	Employee health and wellness
Provide a quick- reference list of local LPCs for personal ad family counseling covered by the organization's insurance provider	WK Recruitment & Development	2023	Employee health and wellness
Promote work-life balance with reminders via multichannel approach	WK Recruitment & Development	2023	Employee health and wellness
Strategy: Increase capacity of health system and community led efforts to improve mental health			
Action Step	Accountability	Timeline	Desired Outcome
Evaluate feasibility of establishing additional educational programs	WK GME	2023	Increase access to mental health services
Provide support to local organizations that provide interventions	WK Administration	2023	Support of local organizations that provide mental health services
Communicate mental health resources available in community	WK Marketing	2023	Promote availability of community resources for those in need of mental health services
Strategy: Expand access to mental health services			
Action Step	Accountability	Timeline	Desired Outcome
Assess feasibility of offering behavioral medicine via telemental health services at outpatient locations	WK Administration	2024	Increase access to mental health services
Evaluate implementation of substance abuse screening in ambulatory setting	WK Administration	2023	Reduce substance abuse
Support community partnerships that provide mental health services	WK Administration	2023	Increase access to mental health services

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Community Health Need:		Health Communication		
Goal: Improve patient communication with health care providers				
Strategy: Enhance patient communication regarding access				
Action Step	Accountability	Timeline	Desired Outcome	
Identify and evaluate any potential barriers to effective communication	WK Health System	2023	Feedback on current communication systems	
Obtain feedback regarding current patient communication	WK Health System	2023	Feedback on current communication systems	
Identify opportunities to enhance patient understanding of forms and communications	WK Health System	2023	Implement strategies based on patient feedback	
Strategy: Improve patient satisfaction by helping patients better understand what their care will cost				
Action Step	Accountability	Timeline	Desired Outcome	
Provide estimates using technological advancements	WK Business Office	Ongoing	Provide public access to cost of care	
Provide educational resources to help patients understand patient charges	WK Business Office	2025	Educational resources available	
Educate patients on community resources available	WK Care Management	2023	Patient awareness of available community resources	
Strategy: Creation of Administrative Task Force to identify and address barriers to access				
Action Step	Accountability	Timeline	Desired Outcome	
Identify key stakeholders in the health system	WK Care Management	2023	Identification of stakeholders	
Identify availability of data for assessment	WK Administration	2023	Identify barriers to care	
Interdepartmental collaboration to address identified needs	WK Health System	2023	Increased collaboration	
Community Health Need:		Health Communication		
Goal: Improve access to care				
Strategy: Provide support for individuals with Alzheimer's / Dementia				
Action Step	Accountability	Timeline	Desired Outcome	
Provide in kind and financial support for organizations that provide services for patients with Alzheimer's/ Dementia	WK Administration	2023	Provide financial support or in kind services	

Provide education for community awareness on sign and symptoms of Alzheimer's / Dementia via multichannel approach	WK Marketing	2023	Provide community awareness
Access and explore options to enhance support groups offerings for those who provide care of family members with Alzheimer's/ Dementia	WK Administration	2023	Provide community support
Strategy: Explore community options for access points for the underserved populations			
Action Step	Accountability	Timeline	Desired Outcome
Explore opportunities to better address needs of the medically underserved	WK Administration	2024	
Examine the scope of services to ensure holistic health	WK Administration	2024	
Work to develop established lasting relationships with patients	WK Administration	2024	
Strategy: Improve clinical outcomes with technological enhancements			
Action Step	Accountability	Timeline	Desired Outcome
Expansion of telehealth services	WK Physician Network	2024	Improve patient outcomes
Explore and enhance digital health technology	WK Physician Network	2023	Improve patient outcomes
Provide clinical simulation for health care programs throughout the region	WK Training and Development	Ongoing	Supplement training through simulation technology
Community Health Need:	Preventative Care		
Goal: Offer services that reduce the risk for diseases, disabilities, and death			
Strategy: Increase community awareness of eye diseases			
Action Step	Accountability	Timeline	Desired Outcome
Launch multichannel eye health campaign	WK Marketing	2024	Increase awareness of eye diseases
Increase number of adults who receive comprehensive eye exam	WK Physician Network	2023	Early detection and treatment to help protect vision
Partner with WK Sports Medicine program to evaluate feasibility and need of eye exam during student athlete annual physical	WK Physician Network / WK Sports Medicine	2023	Early detection of eye disease
Strategy: Provide support to local high schools			
Action Step	Accountability	Timeline	Desired Outcome
Increase access to athletic training services for area high schools	WK Sports Medicine	2025	Increase preventative care for high school students

Evaluate feasibility of providing AEDs to selected/ affiliated schools	WK Sports Medicine	2023	Increase preventative care for high school students
Continue to provide annual physicals to all student athletes that are served by WK Sports Medicine Program at no charge	WK Sports Medicine	2023	Increase preventative care
Strategy: Increase the number of adults who have an annual wellness visit			
Action Step	Accountability	Timeline	Desired Outcome
Utilize payor resources to identify patients without annual wellness visit	WK CIN	2023	Identify patients
Provide educational resources on the benefits of preventative wellness visits	WK CIN	2023	Increased Health Literacy
Conduct outreach campaign to encourage patients to participate in annual wellness visits	WK CIN	2023	Increase patient annual wellness visit
Community Health Need:	Health Issues of Adults and 65+		
Goal: Reduce health problems and improve quality of life for older adults			
Strategy: Increase interventions for community members to access health care services			
Action Step	Accountability	Timeline	Desired Outcome
Increase the number of females who are screened for cervical cancer	WK Physician Network	2024	Early detection
Increase the number of adults who are screened for osteoporosis	WK Physician Network	2024	To identify those who would benefit from intervention
Evaluate feasibility of implementing health risk assessment to improve Women's Health	WK Marketing	2023	Identify those at risk of needing earlier prevention
Strategy: Fall Prevention			
Action Step	Accountability	Timeline	Desired Outcome
Partner with local fire departments to provide consultation on slip proof homes	WK Administration	2023	Reduce falls
Launch multi channel fall prevention campaign to reduce rate of emergency department visits due to falls	WK Administration	2023	Reduce falls
Evaluate and expand options for older adults with reduced physical or cognitive function who engage in light, moderate, or vigorous leisure-time physical activities	WK Health and Fitness Center	2024	Reduce falls
Strategy: Promote educational proactive tools and available resources			
Action Step	Accountability	Timeline	Desired Outcome
Interdepartmental collaboration of efforts to encourage community members to attend annual wellness visit	WK Health System	2023	Increase community participation in annual wellness visits

Evaluate implementation of online health risk assessment to identify those at high risk for chronic conditions	WK Health System	2023	Complete assessment
Explore and enhance community partnerships that can help provide support for chronic disease management	WK Administration	2023	Support local partners
Community Health Need:	Mental Health and Mental Disorders of Older Adults		
Goal: Improve mental health and prevent disease			
Strategy: Promote and support employee mental health and wellbeing			
Action Step	Accountability	Timeline	Desired Outcome
Mental and wellbeing educational information provided via employee portal	WK Administration	2023	Increased employee satisfaction and retention
Enhance employee application with addition of mental health educational tools and resources	WK Administration	2023	Increased employee satisfaction and retention
Interdepartmental collaboration to continue enhancement of employee wellbeing support for mental health and well being	WK Administration	2023	Increased employee satisfaction and retention
Strategy: Expand access to mental health services			
Action Step	Accountability	Timeline	Desired Outcome
Assess feasibility of offering behavioral medicine via telemental health services at outpatient locations	WK Administration	2024	Increase access to mental health services
Evaluate implementation of substance abuse screening in ambulatory setting	WK Administration	2023	Reduce substance abuse
Support community partnerships that provide mental health services	WK Administration	2023	Increase access to mental health services
Strategy: Provide general information on mental health services and treatment options available in community			
Action Step	Accountability	Timeline	Desired Outcome
Support and collaborate with community organizations that provide mental health services	WK Administration	Ongoing	Increase access to mental health services
Provide general information on mental health topics via social media	WK Marketing	Ongoing	Increase community awareness of signs and symptoms of mental health
Explore expansion possibilities for options to provide mental health support to new areas within our community	WK Physician Network	2025	Increase access points for patients to receive treatment for mental health

APPENDIX:

2019 Implementation Strategy and Status Update

Willis Knighton Medical Center

Community Health Need:		Access to Health Services		
Strategy: Continue exploration of opportunities for telehealth Services				
Action Step	Accountability	Timeline	Desired Outcome	
Identify opportunities to enhance service offerings	WK Health System	FY 2021	Increase access to care	
Communicate any new services with the community	WK Health System	FY 2022	Increase community awareness of WK Services	
Strategy: Expansion of endocrinology Services on the WKMC Campus				
Action Step	Accountability	Timeline	Desired Outcome	
Increase specialty care services by providing endocrinology coverage for the hospital	WK Health System	FY 2022	Centralized location of endocrinology services	
Market expansion of endocrinology coverage	WK Health System	FY 2022	Increased community awareness of services	
Increase Diabetes and Nutrition specialty access.	WK Diabetes & Nutrition	FY 2022	Patients effectively manage their diabetic condition	
Strategy: Explore expansion of Stroke Certification to WKMC Campus				
Action Step	Accountability	Timeline	Desired Outcome	
Explore options of expansion of stroke program (hours, additional providers, etc.)	WKMC CNO/ Administration	FY 2022	Complete assessment of possible expansion	
Market expansion of stroke coverage	WK Marketing	FY 2022	Increased community awareness of early detection of strokes	
Strategy: Establish a Post Acute Resource Center				
Action Step	Accountability	Timeline	Desired Outcome	
Identify appropriate staffing models	WKMC Health System	FY 2020	Complete assessment of feasibility	
Evaluate length of stay and avoidable day metrics to decrease unnecessary utilization	WKMC Health System	FY 2020	Pilot Program at one campus	
Community Health Need:		Substance / Tobacco		
Strategy: Decrease opioid utilization				
Action Step	Accountability	Timeline	Desired Outcome	

Identify high risk patients through technology and use of database	Patient Safety and Quality	FY 2020	Identify and manage high risk population
Increase utilization of the opioid treatment agreement as indicated	Patient Safety and Quality	FY 2020	Identify and manage high risk population
Identify opportunities to reduce opioid prescriptions from the ED	Patient Safety and Quality	FY 2020	Identify and manage high risk population
Strategy: Increase referrals for treatment from the ED			
Action Step	Accountability	Timeline	Desired Outcome
Develop appropriate referral process to route patients for treatment	WK Health System	FY 2021	Identify gaps in care coordination for high utilizers
Development of educational program of ED clinical staff	WK Health System	FY 2021	Quarterly educational meetings with ED staff/ leadership
Strategy: Partner with local community organizations			
Action Step	Accountability	Timeline	Desired Outcome
Continue to supply in kind services to local organizations	WK Health System	Ongoing	Provide in-kind services annually
Explore opportunities of partnering with new organizations in the community	WK Health System	Ongoing	Collaborate with community partners
Strategy: Evaluation and transfer process improvement			
Action Step	Accountability	Timeline	Desired Outcome
Evaluate feasibility of inpatient detox unit with dedicated hospital beds for minor medical needs	WK Health System	FY 2021	Complete financial assessment
Explore Ambulatory Detox Program to assist with relieving burden on ED	WK Health System	FY 2021	Improved ED patient flow
Continue ongoing education with ED physicians about withdrawal symptoms, educational screening classes to be held as requested/ needed.	WK Behavioral Medicine	FY 2021	Rotate educational efforts to each facility quarterly
Community Health Need:	Clinical Preventive Services		
Strategy: Improve the overall percentage of wellness visits for our attributed population			
Action Step	Accountability	Timeline	Desired Outcome
Identify at risk patients for PCPs	WK Health Plus Network	FY 2020	Appropriately manage high risk patients
Educate and distribute data to PCPs for proactive outreach	WK Health Plus Network	FY 2020	Appropriately manage high risk patients
Align with MSSP liaisons for PCP education	WK Health Plus Network	FY 2020	Correctly identify high risk population for providers
Strategy: Continue to provide low-cost diabetes wellness solutions through WK Diabetes and Nutrition Department			

Action Step	Accountability	Timeline	Desired Outcome
Work with community based organizations to develop and distribute diabetes educational materials to underserved residents	WK Diabetes & Nutrition	FY 2020	Distribute current materials quarterly
Willis-Knighton will offer low-cost diabetes wellness solutions training sessions through the WK Wellness Centers	WK Wellness Centers	FY 2020	Assist patients to effectively manage their diabetic condition
Strategy: Examine Wellness Incentive Programs for WK Employees			
Action Step	Accountability	Timeline	Desired Outcome
Explore development of a wellness program designed to encourage wellness appointments among WK Employees	WK Health System	FY 2021	Implement program to encourage employee wellness
Market the wellness program to employees	WK Marketing	FY 2021	Increase participation and awareness
Strategy: Explore opportunities to offer preventative health screenings			
Action Step	Accountability	Timeline	Desired Outcome
Work with employed Physician Network to increase diabetic hemoglobin HgA1c screenings	WK Physician Network	Ongoing	Increase diabetic screenings for better disease management
Pursue various types of cancer screenings throughout the year	WK Cancer Center	Ongoing	Offer screenings at various WKHS locations
Community Health Need:	Nutritional, Physical Activity, and Obesity		
Strategy: Continue community education on Obesity and Healthy Lifestyles			
Action Step	Accountability	Timeline	Desired Outcome
Targeted partnerships with community organizations to educate community on healthy lifestyles and obesity prevention	WK Diabetes & Nutrition	FY 2021	Decrease obesity
Coordinate with hospital cafeteria to develop more healthy food options	WK Dietary	FY 2021	Increase patient satisfaction
Strategy: Determine feasibility of employee health initiatives			
Action Step	Accountability	Timeline	Desired Outcome
Explore and evaluate the development of an incentive program	WK Health System	FY 2021	Implementation of incentive program
Explore benefits of implementing health coaches for WK Employees	WK Health System	FY 2021	Implement health coaches if feasible
Strategy: Reduce proportion of adults who engage in no leisure time physical activity			
Action Step	Accountability	Timeline	Desired Outcome
Market Wellness Center corporate rate to area organizations	WK Marketing	FY 2021	Increase participation
Explore options for Wellness Center promotions	WK Marketing	FY 2020	Increase participation

Strategy: Continued expansion of Ornish Lifestyle Medicine Program			
Action Step	Accountability	Timeline	Desired Outcome
Work with departments to educate on the availability of referrals to the Ornish Lifestyle Medicine Program	WK Wellness Centers	FY 2020	Increase participation by 10%
Continue marketing efforts around Ornish Lifestyle Medicine Program	WK Marketing	FY 2020	Increase participation by 10%
Community Health Need:	Mental Health		
Strategy: Re-evaluate and update current mental health training programs for clinical professionals			
Action Step	Accountability	Timeline	Desired Outcome
Evaluate the success and application of prior training programs and update	WK Behavioral Medicine	FY 2021	Update training programs, as needed
Provide free updated mental health training (assessment, treatment, intervention) for clinical professionals (CEU quality programming)	WK Behavioral Medicine	Ongoing	Provide minimum of 4 classes per year to local partners
Provide free updated mental health training (assessment, treatment, intervention) for local partners	WK Behavioral Medicine	Ongoing	Provide minimum of 4 classes per year to local partners
Strategy: Increase PCP office visits where adults are screened for depression			
Action Step	Accountability	Timeline	Desired Outcome
Education of clinicians on depression quality measures	WK Physician Network	FY 2021	Defined process/ protocols for screening and improve capture rate
Increase screenings for depression in the PCP offices	WK Physician Network	FY 2021	Identify patients at risk for depression
Strategy: Continue recruitment efforts for Behavioral Health Department			
Action Step	Accountability	Timeline	Desired Outcome
Enhance staffing coverage of midlevel and physicians for current services offered	WK Network	FY 2021	Finalized and approved staffing plan
Consider additional staffing for consultant teams, dedicate resources to the resource team to streamline consult efforts	WK Network	FY 2021	Complete assessment of need and pilot at WKMC
Explore adding psychiatrist hospitalist/ midlevel provider with an additional responsibility of managing detox	WK Network	FY 2021	Complete assessment of need

Willis Knighton South

Community Health Need:	Access to Health Services		
Strategy: Evaluate and enhance the expansion of pediatric services in the community			
Action Step	Accountability	Timeline	Desired Outcome
Assess the success of the inpatient pediatric unit	WK Health System	FY 2021	Obtain a defined set of metrics to communicate success
Identify opportunities to improve any existing barriers to enhanced care for patients and families	WK Health System	FY 2021	Assess for social determinants impacting access
Strategy: Explore increased access to pediatric specialists			
Action Step	Accountability	Timeline	Desired Outcome
Implement new technology to simplify the process of scheduling appointments	WK Health System	FY 2020	Improve scheduling within the practices
Explore telemedicine	WK Health System	FY 2021	Complete assessment on pediatric telehealth opportunities
Strategy: Explore partnerships with subspecialties			
Action Step	Accountability	Timeline	Desired Outcome
Support partnerships with outside academic institutions	WK Health System	FY 2021	Increase access to subspecialties in our community
Explore options to increase pediatric residency slots	WK Health System	FY 2021	Increase access to subspecialties in our community
Strategy: Coordinate care of diabetes management to control diabetes population			
Action Step	Accountability	Timeline	Desired Outcome
Establish diabetes registry partner with diabetic collaborative	WK Health System	FY 2021	Correctly identify high risk population for providers and benchmark the population
Develop new diabetic protocol with primary care physicians and endocrinologists	WK Health System	FY 2021	Improve coordination of care for diabetic population between specialist and primary care physician
Community Health Need:	Maternal, Infant, Child Health		
Strategy: Evaluate the success of the expansion to Women's Health Centers Partners - Susan Drive			

Action Step	Accountability	Timeline	Desired Outcome
Assess the current performance of the Women's Health Centers Partners	WK Network	FY 2021	Completed assessment
Identify opportunities to enhance the patient /family experience	WK Network	FY 2021	Enhance patient satisfaction
Develop a plan to implement identified enhancements	WK Network	FY 2021	Implement plan to enhance
Strategy: Evaluate and enhance current rotating screening programs			
Action Step	Accountability	Timeline	Desired Outcome
Identify additional partnership opportunities to increase screenings	WK Health System	Ongoing	Provide a minimum of 5 screenings per location
Communicate screening availability to community	WK Health System	Ongoing	Increased awareness through Facebook, digital billboards, and websites
Strategy: Develop Pediatric Center of Excellence			
Action Step	Accountability	Timeline	Desired Outcome
Hire physician champion	WK Health System	FY 2022	Implement best practices through physician leadership
Develop statewide programming to improve patient access	WK Health System	FY 2022	Completion of Pediatric Center of Excellence
Strategy: Improve maternal and perinatal outcomes			
Action Step	Accountability	Timeline	Desired Outcome
Partner with the Louisiana Quality Network with a goal of enhancing the health of members	WK Health System	FY 2020	Improved quality through collaboration
Collaborate with LQN partners to create risk stratification tool	WK Health System	FY 2019	Improved quality through collaboration
Community Health Need:	Clinical Preventive Services		
Strategy: Improve the overall percentage of wellness visits for our attributed population			
Action Step	Accountability	Timeline	Desired Outcome
Identify at risk patients for primary care physicians	WK Network	FY 2021	Improved coordination of care
Educate and distribute data to primary care physicians for proactive outreach	WK Network	FY 2021	Improved coordination of care
Align with MSSP liaisons for primary care physician education	WK Network	FY 2021	Increase primary care physician knowledge of metrics and patient outcomes
Strategy: Increase access to providers			
Action Step	Accountability	Timeline	Desired Outcome

Evaluate current scheduling processes to streamline and provide more visibility	WK Health System	FY 2021	Increase access to scheduling
Explore options for online appointment requests	WK Health System	FY 2021	Increase access to scheduling
Strategy: Improve access for maternal fetal medicine			
Action Step	Accountability	Timeline	Desired Outcome
Explore partnership with neighboring communities	WK Network	FY 2021	Increase access for neighboring communities
Evaluate benefit of improved access to maternal fetal medicine	WK Network	FY 2021	Complete assessment
Strategy: Reduce inappropriate ED utilization			
Action Step	Accountability	Timeline	Desired Outcome
Identify and select specific types of preventable ED visits to address	WK Health System	FY 2021	Streamline efforts for maximum impact
Identify gaps in care coordination and system navigation for high ED utilizers	WK Health System	FY 2021	Improve transitions of care
Community Health Need:	Nutritional, Physical Activity, and Obesity		
Strategy: Continue community education on obesity and healthy lifestyles			
Action Step	Accountability	Timeline	Desired Outcome
Targeted partnerships with community organizations to educate community on healthy lifestyles and obesity prevention	WK Diabetes and Nutrition	FY 2021	Identify and collaborate with community partners
Coordinate with hospital cafeteria to develop more kid friendly healthy food options	WK Dietary	FY 2021	Implement new offerings in cafeteria
Strategy: Update healthy pregnancy campaign			
Action Step	Accountability	Timeline	Desired Outcome
Partner with new community organizations to conduct free educational / nutrition classes for pregnant mothers	WK Health System	FY 2021	Provide targeted education to help mothers maintain healthy weight
Explore expansion and marketing of safe exercise during pregnancy	WK Health System	FY 2021	Improve knowledge and encourage participation of continued physical health during pregnancy
Strategy: Promote consumption of healthful diets and maintain healthy weight during pregnancy			
Action Step	Accountability	Timeline	Desired Outcome
Evaluate current education program	WK Health System	FY 2020	Complete assessment of current offerings. Update as needed.

Optimize educational program to maintain healthy weights during pregnancy	WK Health System	FY 2021	Improve knowledge and encourage participation of continued physical health during pregnancy
Strategy: Explore partnerships to decrease food insecurity			
Action Step	Accountability	Timeline	Desired Outcome
Work with community leadership to evaluate ways WK can improve access and teaching on healthful diet choices	WK Health System	FY 2021	Improve awareness of the benefits of healthful diets
Support and promote educational opportunities around healthful eating	WK Health System	FY 2021	Offer updated healthful choice content via WK Website and Facebook
Community Health Need:	Mental Health		
Strategy: Optimize existing providers to enhance mental health services available			
Action Step	Accountability	Timeline	Desired Outcome
Evaluate frequency of the mobile consult team	WK Behavioral Medicine	FY 2021	Maximize efficiency of current health system resources
Identify or strengthen 2 new partnerships for improved placement of patients	WK Behavioral Medicine	FY 2021	Continuously update and evaluate community partners to improve transitions of care
Strategy: Increase access to mental health providers			
Action Step	Accountability	Timeline	Desired Outcome
Explore mid-levels to treat uncomplicated patients	WK Health System	FY 2021	Increase the number of mental health providers
Work with primary care physicians to flag/alert mid-levels to screen	WK Health System	FY 2021	Alert system established
Strategy: Increase awareness of digital bullying for pediatric providers			
Action Step	Accountability	Timeline	Desired Outcome
Explore and facilitate a system of collaborative care with primary care providers to educate providers on effects of digital bullying	WK Behavioral Medicine	FY 2021	Increase access through collaboration
Develop a system of resources for providers to care for specific pediatric concerns	WK Behavioral Medicine	FY 2021	Increase access to resources to address need
Strategy: Enhance substance abuse/mental health training for clinical professionals			
Action Step	Accountability	Timeline	Desired Outcome
Provide neonatal abstinence training to direct and non-direct care providers	WK Behavioral Medicine	FY 2021	Early recognition of NAS



Explore expansion of education to community partners, including affiliate schools	WK Behavioral Medicine	FY 2021	Improved training for clinical students entering the workforce
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Willis – Knighton Bossier

Community Health Need:	Access to Health Services		
Strategy: Increase access to health services at the low cost/free primary care clinic in Bossier Parish			
Action Step	Accountability	Timeline	Desired Outcome
Partner with local organization to coordinate free / reduced cost transportation options	WK Health System	FY 2021	Improve access by reducing barriers to care
Explore partnership opportunities with established FQHC	WK Health System	FY 2022	Complete assessment of partnership opportunities
Market community awareness of services offered at clinics	WK Marketing	FY 2022	Increased community awareness through Facebook, digital billboards and website
Strategy: Continue to leverage decision support systems to help identify "frequent flyer" patients in the Emergency Department and direct to more appropriate care locations			
Action Step	Accountability	Timeline	Desired Outcome
Conduct analysis of health information technology capabilities	WK Health System	FY 2021	Complete analysis
Research and identify effective efforts to reduce inappropriate ED utilization in other facilities/states	WK Health System	FY 2021	Complete assessment
Strategy: Increase access to diabetic retinopathy screening			
Action Step	Accountability	Timeline	Desired Outcome
Addition of equipment to provide diabetic retinal exam in PCP offices to identify retinopathy	WK Network	FY 2021	Increase number of diabetic retinopathy screenings
Explore expansion of retinal exams	WK Network	FY 2020	Assess feasibility to expand
Market addition of the retinal camera	WK Network	FY 2020	Increase awareness through digital billboards and social media campaigns
Strategy: Reduce preventable hospital readmissions			
Action Step	Accountability	Timeline	Desired Outcome

Explore and evaluate tools to identify high risk population	WK Health System	FY 2021	Implementation of tools and standardized protocol
Develop processes and protocols around early deployment of care coordination and discharge planning	WK Health System	FY 2021	Implementation of protocol
Community Health Need: Maternal, Infant, Child Health			
Strategy: Decrease the percentage of live births with low birth weight			
Action Step	Accountability	Timeline	Desired Outcome
Support community partnerships to increase education of the community on risk factors of having a low-birth weight baby	WK Health System	FY 2021	Increase awareness
Evaluate current methods and strategies to identify high-risk populations	WK Health System	FY 2021	Identify and manage high risk population
Explore strategies to address social determinants of health	WK Health System	FY 2021	Complete assessment
Strategy: Decrease the incidents of obstetric hemorrhage			
Action Step	Accountability	Timeline	Desired Outcome
Evaluate readiness according to AIM Bundle for obstetric hemorrhage	WK Health System	FY 2019	Establish a protocol to continuously improve safety around obstetric hemorrhage
Implement new protocols to address obstetric hemorrhaging	WK Health System	FY 2019	Establish a protocol to continuously improve safety around obstetric hemorrhage
Strategy: Enhance recognition of Perinatal depression and anxiety			
Action Step	Accountability	Timeline	Desired Outcome
Identify and evaluate mental health screening tools	WK Health System	FY 2021	Improve recognition of perinatal depression and anxiety
Educate clinicians and office staff on the use of identified screening tools	WK Health System	FY 2021	Implementation of streamlines process
Strategy: Explore options to increase access to pediatric primary care physicians			
Action Step	Accountability	Timeline	Desired Outcome

Evaluate appointment scheduling protocol and ease of scheduling	WK Health System	FY 2021	Increase access to care
Assess digital appointment strategies, and ease of visibility of pediatric providers	WK Health System	FY 2021	Complete assessment
Community Health Need:	Clinical Preventive Services		
Strategy: Improve the overall percentage of wellness visits for our attributed population			
Action Step	Accountability	Timeline	Desired Outcome
Identify at risk patients for PCPs	WK Health System	Ongoing	Identify and manage high risk population
Educate and distributes data to PCPs for proactive outreach	WK Physician Network	Ongoing	Identify and manage high risk population
Align with MSSP liaisons for PCP education	WK Physician Network	Ongoing	Provide education and support to improve wellness visits
Strategy: Increase access and recognition of routine screenings			
Action Step	Accountability	Timeline	Desired Outcome
Evaluate tools and current IT data structure to identify required screenings	WK Health System	FY 2021	Implement screenings
Explore patient outreach and digital communication strategies	WK Health System	FY 2021	Improved access to care
Strategy: Increase access to PCPs			
Action Step	Accountability	Timeline	Desired Outcome
Explore options to recruit and enhance PCP coverage	WK Health System	FY 2021	Increase PCP coverage
Evaluate telemedicine technology to expand access to PCPs	WK Health System	FY 2021	Implement telemedicine technology
Strategy: Increase prevention behaviors in persons at high risk for diabetes with prediabetes			
Action Step	Accountability	Timeline	Desired Outcome
Identify existing model and potential for improvement of diabetes screening	WK Health System	FY 2021	Improve early identification
Evaluate current protocol for face to face education and explore options to increase access to face to face education	WK Health System	FY 2021	Enhance awareness of the patient population
Community Health Need:	Nutritional, Physical Activity, and Obesity		
Strategy: Continue community education on obesity and healthy lifestyles			
Action Step	Accountability	Timeline	Desired Outcome
Targeted partnerships with community organizations to educate community on healthy lifestyles and obesity prevention	WK Health System	FY 2021	Educate community on

			benefits of healthy lifestyle
Partner with community organizations to participate in obesity/lifestyle specific health fairs bi-annually	WK Health System	Ongoing	Participate in health fairs bi-annually
Strategy: Re-evaluate current Room Service Dietary Initiative			
Action Step	Accountability	Timeline	Desired Outcome
Re-evaluate dietary menu options for room service dietary	WK Dietary	FY 2021	Increased patient satisfaction
Coordinate with hospital cafeteria to develop more healthy food options	WK Dietary	FY 2021	Increased patient satisfaction
Strategy: Re-evaluate and update physical movement campaign			
Action Step	Accountability	Timeline	Desired Outcome
Explore options for corporate wellness incentives	WK Health System	FY 2022	Implement wellness incentives
Explore options to allow individual employee fitness evaluations	WK Health System	FY 2022	Increased employee physical activity
Strategy: Expansion of lifestyle medicine program			
Action Step	Accountability	Timeline	Desired Outcome
Expansion of Ornish Lifestyle Medicine Program to the WKB campus	WK Health System	FY 2021	Launch Ornish program at second facility
Market expansion of Ornish Lifestyle Medicine Program	WK Health System	FY 2021	Improve awareness through digital billboards, website, social media, and newspaper outlets
Community Health Need:	Mental Health		
Strategy: Enhance outpatient services specifically for substance abuse treatment			
Action Step	Accountability	Timeline	Desired Outcome
Identify additional opportunities to collaborate with community partners	WK Behavioral Health	FY 2021	Identification of community partners
Increase the number of PMP queries to improve opioid stewardship	WK Behavioral Health	FY 2021	Improve opioid stewardship
Strategy: Collaborate with local organizations to develop a mental illness awareness campaign			
Action Step	Accountability	Timeline	Desired Outcome

Support sponsorship of community awareness programs	WK Behavioral Health	Ongoing	Sponsor 3 events per year
Expand education in post-secondary schools of mental health disparities	WK Behavioral Health	FY 2021	Establish ongoing relationships with schools
Strategy: Increase the proportion of primary care facilities that provide mental health screening			
Action Step	Accountability	Timeline	Desired Outcome
Evaluate current digital technology to capture depression screening within primary care clinics	WK Health System	FY 2020	Establish protocol for capturing depression screening
Educate clinics on mental health resources in the community	WK Health System	FY 2021	Provide information on available resources
Strategy: Explore and evaluate options for detox			
Action Step	Accountability	Timeline	Desired Outcome
Conduct impact analysis on feasibility of outpatient detox expansion to WKB campus	WK Behavioral Health	FY 2020	Complete financial analysis
Conduct impact analysis on feasibility of creating dedicated inpatient detox unit	WK Behavioral Health	FY 2022	Addition of 6 bed unit

Willis – Knighton Pierremont

Community Health Need:	Access to Health Services		
Strategy: Enhance telemedicine services to improve access in rural clinics			
Action Step	Accountability	Timeline	Desired Outcome
Identify key areas of telemedicine to enhance services in existing locations	WK Health System	FY 2021	Implement telemedicine
Target hospitals/clinics to add new telemedicine capabilities	WK Health System	FY 2021	Implement telemedicine
Strategy: Improve transitions of care from ED			
Action Step	Accountability	Timeline	Desired Outcome
Create appropriate ED follow up protocol	WK Health System	FY 2021	Standardize follow up protocol
Evaluate care coordination activities in the ED	WK Health System	FY 2021	Standardize follow up protocol
Strategy: Evaluate new care delivery approaches			
Action Step	Accountability	Timeline	Desired Outcome
Support exploration of discharge to home health versus other post acute environments	WK Health System	FY 2021	Complete assessment
Research and evaluate lifestyle medicine delivery models	WK Health System	FY 2021	Complete evaluation
Strategy: Decrease overall readmissions			
Action Step	Accountability	Timeline	Desired Outcome
Explore and evaluate current process to identify high risk patients at point of care	WK Health System	FY 2020	Evaluation of available tools to assist in identifying patients at risk for readmission
Identify specific populations to target and provide streamlined coordination of care	WK Health System	FY 2021	Decreased readmissions
Community Health Need:	Maternal, Infant, Child Health		
Strategy: Reduce the rate of C-sections among low-risk women			
Action Step	Accountability	Timeline	Desired Outcome
Evaluate current high-risk identifiers	WK Health System	FY 2020	Identify and manage high risk population
Develop peer review process to evaluate outliers	WK Health System	FY 2020	Identify and manage high risk population
Track progress of C-section rates	WK Health System	FY 2020	Decrease variances in care
Strategy: Explore opportunities to enhance current breast feeding initiatives			

Action Step	Accountability	Timeline	Desired Outcome
Explore and evaluate current breastfeeding policies and protocols	WK Health System	FY 2019	Continuously update and improve protocols
Work with LQN to address barriers and increase collaboration efforts	WK Health System	Ongoing	Improved collaboration
Strategy: Improve maternal and perinatal outcomes			
Action Step	Accountability	Timeline	Desired Outcome
Develop and implement risk stratification tool	WK Health System	FY 2020	Streamlined process to identify perinatal risk
Develop a method to track risk stratification adherence	WK Health System	FY 2020	Provide early recognition and appropriate treatment, including early referral for intervention
Strategy: Increase awareness of preterm births and its consequences			
	Accountability	Timeline	Desired Outcome
Support partnerships with state quality collaboratives/peer review education	WK Health System	FY 2021	Effective collaboration to improve quality outcomes
Collaborate with community partners to educate on the risks of preterm births	WK Health System	FY 2021	Effective collaboration to improve quality outcomes
Community Health Need:	Clinical Preventive Services		
Strategy: Improve the overall percentage of wellness visits for our attributed population			
Action Step	Accountability	Timeline	Desired Outcome
Identify at risk patients for PCPs	WK Physician Network	FY 2020	Identify and manage high risk population
Educate and distribute data to PCPs for proactive outreach	WK Physician Network	FY 2020	Identify and manage high risk population
Align with MSSP liaisons for PCP education	WK Physician Network	FY 2020	Provide education and support to improve wellness visits
Strategy: Improve outcomes in colon cancer treatment			
Action Step	Accountability	Timeline	Desired Outcome
Work collaboratively with The Take on Cancer Louisiana Program	WK Cancer Center	FY 2021	Increase Breast Cancer and Colorectal Cancer screenings

Review and collect data to share with the collaborative to identify opportunities to optimize processes	WK Cancer Center	FY 2021	Improved quality outcomes through collaboration
Strategy: Re-evaluate a Lifestyle Medicine Program			
Action Step	Accountability	Timeline	Desired Outcome
Support exploration of lifestyle medicine coordinated in PCP office settings	WK Network	FY 2020	Launch lifestyle medicine campaign
Develop protocols/processes around coordinated lifestyle management programs	WK Health System	FY 2021	Launch lifestyle medicine campaign
Strategy: Explore expansion of chronic care management in clinics			
Action Step	Accountability	Timeline	Desired Outcome
Conduct financial impact analysis of CCM expansion	WK Physician Network	FY 2021	Complete financial assessment
Identify metrics used to measure the population health impact of CCM expansion	WK Physician Network	FY 2021	Support coordinated efforts for better management of high risk patients
Community Health Need:	Nutritional, Physical Activity, and Obesity		
Strategy: Continue community education on obesity and healthy lifestyles			
Action Step	Accountability	Timeline	Desired Outcome
Targeted partnerships with community organizations to educate community on healthy lifestyles and obesity prevention	WK Health System	FY 2020	Improve collaboration
Coordinate with hospital cafeteria to develop more healthy food options	WK Health System	FY 2020	Improve patient satisfaction
Strategy: Enhance current healthy food and stroke education programs			
Action Step	Accountability	Timeline	Desired Outcome
Evaluate success of current education and stroke prevention programs	WK Health System	FY 2021	Effectively track program success
Identify new community partnerships and update current education programs to align with at risk populations	WK Health System	FY 2021	Identify gaps through collaboration and improved education
Strategy: Enhance physical movement campaign for campus and Willis-Knighton partners			
Action Step	Accountability	Timeline	Desired Outcome
Employee participation in community events	WK Health System	Ongoing	Increased awareness and participation in community events
Explore options for wellness coaches to work directly with WK employees	WK Health System	FY 2021	Implement successful employee wellness incentive program

Strategy: Increase the proportion of adults who have access to participate in employer-based exercise facilities			
Action Step	Accountability	Timeline	Desired Outcome
Market corporate rate for WK fitness facilities	WK Health System	FY 2021	Increase awareness by use of digital billboards, social media campaigns and through the WK website
Explore employee incentive options to increase physical activity	WK Health System	FY 2021	Implement successful employee wellness incentive program
Community Health Need:	Mental Health		
Strategy: Re-evaluate and update current mental health training programs for clinical professionals and first responders			
Action Step	Accountability	Timeline	Desired Outcome
Evaluate the success and application of prior training programs and update training programs	WK Behavioral Medicine	FY 2022	Evaluate current training programs
Provide free updated mental health training (assessment, treatment, intervention) for clinical professionals (CEU quality programming)	WK Behavioral Medicine	FY 2022	Increase community awareness
Provide free updated mental health training (assessment, treatment, intervention) for law enforcement and active duty personnel and emergency responders	WK Behavioral Medicine	FY 2022	Increase community awareness
Strategy: Continue to promote Employee Assistance Program			
Action Step	Accountability	Timeline	Desired Outcome
Provide educational information to employees around Employee Assistance Program (EAP) and services offered through the program	WK Human Resources	Ongoing	Continue promotion of Employee Assistance Programs
Re-evaluate current resources and identify opportunities to enhance services included in the EAP	WK Human Resources	FY 2021	Complete evaluation of current program
Strategy: Increase access to mental health providers			
Action Step	Accountability	Timeline	Desired Outcome
Explore options to enhance in-hospital consult team	WK Behavioral Medicine	FY 2020	Improved access to mental health providers
Create protocol to appropriately screen and place patient from ED to appropriate setting	WK Behavioral Medicine	FY 2022	Improved transitions of care

Strategy: Increase awareness of the effects of Childhood Trauma			
Action Step	Accountability	Timeline	Desired Outcome
Support participation of ACES training (Adverse Childhood Experiences Study)	WK Behavioral Medicine	FY 2022	Improved awareness
Work to identify risk factors of childhood experiences in our community	WK Behavioral Medicine	FY 2022	Early recognition and awareness