



2022-2024 East Jefferson General Hospital Community Health Implementation Workplan

Priority 1: Access and Continuity of Care

Goal(s): Increase care coordination to ensure continuity of care for our patients and community

General strategy: Utilize internal and external resources to remove barriers to care.

SMART Objective (anticipated outcome)	Target Population(s)	Success Measures (process and outcomes)	Actions (can be multiple actions for one objective)	Lead & Timeframe	Resources & Partners
Throughout 2022 to 2024, a minimum of 50% of new outpatient oncology infusion patients at East Jefferson General Hospital will meet with the financial navigator prior to treatment start.	East Jefferson General Hospital new outpatient oncology infusion patients	A minimum of \$100,000 will be distributed annually to patients requesting financial aid through grant assistance.	The oncology financial navigator will meet with new East Jefferson General Hospital outpatient oncology infusion patients to discuss financial assistance.	Lead: Lucille Gele (Oncology Financial Navigator) Timeframe: annually for three calendar years	Partners: • A full list of resources/partners will be completed once all grants have been awarded.
Heart and vascular support groups will be offered on a quarterly basis with ≥ 10 community members in attendance.	Patients with heart failure, defibrillators, heart attack	Support groups offered quarterly Attendance goals met	Defibrillator group	Lead: Christine Comeaux / Donna Durr Timeframe: 2022-2024	Resources: EJGH Team Members
			Heart failure support group	Lead: Camille Bender, Lara Hernandez, and Nicole Jones Timeframe: 2022-2024	Resources: EJGH Team Members
			Stroke Support Group	Lead: Courtney Merwin Timeframe 2022-2024	Resources: EJGH Team Members
			Stretch 1: Restart after your heart attack class; Stretch 2: TAVR patient reunion	Lead: Nicole Jones and Candice Waguespack Timeframe: 2022-2024	Resources: EJGH Team Members

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Increase patient post-discharge telephonic calls within 48 hours of discharge to 75%	EJGH Primary Care patients	Number of patient contacts & number of discharged patients	Increase patient contact to implement population health	Lead: Karen Rousselle Timeframe: 2022-2024	Resources: EJGH Team Members
Increase heart failure appointment scheduling to 90% of Heart Failure discharges	Patients diagnosed with Heart Failure	Number of discharge appointments arranged/ Heart Failure discharges	Contact patient post-discharge to schedule follow-up care with a provider	Lead: Karen Rousselle Timeframe: 2022-2024	Resources: EJGH Team Members
Increase number of COPD and/or Pneumonia post discharge follow-up phone calls by 5%.	Patients who are hospitalized with COPD &/or Pneumonia as their admission reason	Follow-up calls completed with patient at 2-, 7-, 14-, 21-, & 28-days post discharge	Pulmonary Navigator and support staff will complete & document follow-ups calls in electronic medical record system.	Lead: Rodney Brenk Timeframe: 2022-2024	Resources: EJGH Team Members
Improve access of medical services to uninsured and under insured patients	Uninsured and under insured patients within the community	Increase in Medicaid patient population	Partner with Federal Qualified Health Centers to improve access to uninsured and under insured patients	Lead: EJGH Administrative Team Timeframe: 2022-2024	Partners: Federal Qualified Health Centers Resources: EJGH Team Members

Priority 2: Health Literacy and Education

Goal(s): Deliver education and supportive resources to improve health literacy within the community

General strategy: Provide community with education, screening events, public social media posts, and support groups to achieve positive healthy outcomes

SMART Objective (anticipated outcome)	Target Population(s)	Success Measures (process and outcome)	Actions (can be multiple actions for one objective)	Lead & Timeframe	Resources & Partners
Throughout 2022 to 2024, East Jefferson General Hospital Outpatient Oncology will host at least one quarterly cancer support group.	Oncology Patients Families/Caregivers	There will be a minimum of 5 attendees each quarter.	Oncology social workers or oncology registered nurses will host Bosom Buddies support group quarterly for breast cancer patients and their families or caretakers.	Lead: Mary Cosper, SW Oncology Registered Nurses Timeframe: quarterly for three calendar years	Resources: EJGH Team Members
Throughout 2022 to 2024, East Jefferson General Hospital will host one annual cancer screening event.	General Public	There will be a minimum of fifty attendees from the public to each of the annual screening events.	East Jefferson General Hospital will host one cancer screening event each calendar year for three consecutive years (2022-2024).	Lead: Debbie Schmitz, RN Timeframe: annually for three calendar years	Partners: A full list of resources/partners will be completed once all events occur.
Throughout 2022 to 2024, East Jefferson General Hospital Outpatient Oncology will create a minimum of twelve social media posts annually to educate the public on cancer topics.	General Public	Each public social media post will be viewed by a minimum of forty people.	A minimum of twelve posts will be created annually in the "EJGH Cancer Prevention" public Facebook page.	Lead: Debbie Schmitz, RN Timeframe: annually for three calendar years	Resources: A full list of resources will be completed once all posts have been made.
Provide heart and vascular health screening and/or education at ≥ 1 event quarterly with ≥ 5 community members in attendance.	Jefferson Parish/GNO Area Residents	Screening/education quarterly Attendance goal met	Community screening and education at various events May include Life's Simple 7 risk factors, controlling blood pressure, hands only CPR, heart failure, aortic stenosis, chest pain/call 911, stroke, etc.	Lead: Nicole Jones Timeframe: 2022-2024	Resources: EJGH Team Members

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Offer complimentary breastfeeding support groups every month	Maternal Child Community	Offer support group every month and track attendance	Promote the support group to the OBGYN offices.	Lead: Holly Williams Vidrine & Paula Adamcewicz Timeframe: 2022-2024	Resources: EJGH Team Members
			Promote the support group on the EJGH website and in social media.	Lead: Holly Williams Vidrine & Paula Adamcewicz Timeframe: 2022-2024	Resources: EJGH Team Members
			Provide patients with information at discharge and other community resources.	Lead: Lactation Staff Timeframe: 2022-2024	Resources: EJGH Team Members
Offer complimentary Prenatal Community Classes every other month	Maternal Child Community	Offer Prenatal Community Classes every other month and track attendance	Promote classes in the OBGYN offices.	Lead: Holly Williams Vidrine & Paula Adamcewicz Timeframe: 2022-2024	Resources: EJGH Team Members
			Promote Prenatal Classes on the EJGH website and in social media	Lead: Holly Williams Vidrine & Paula Adamcewicz Timeframe: 2022-2024	Resources: EJGH Team Members
Smoking Cessation Support Group will be offered at least quarterly with ≥ 5 community members in attendance.	Patients who are current smokers or who quit in the last 30 days.	Support Group occurrence at planned time frame Attendance goals met	Plan date, market, & implement Smoking Cessation Support Group	Lead: Susan Bailey Timeframe:2022-2024	Partners: Sherry Amadon
			Key topics of discussion: recognizing danger situations, developing coping skills, & providing information on quitting	Lead: Susan Bailey Timeframe:2022-2024	

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Better Breathers Club (BBC) Pulmonary Support Group will be offered at least quarterly with ≥ 8 community members in attendance.	Patients who have been diagnosed with pulmonary disease.	Support Group occurrence at planned time frame Attendance goals met	Plan date, market, & implement BBC Support Group	Lead: Susan Bailey Timeframe:2022-2024	Partners: Sherry Amadon
			Key topics of discussion: hurricane season planning, Inhaler instruction, recognizing signs of trouble	Lead: Susan Bailey Timeframe:2022-2024	
Pulmonary Services will host at least one pulmonary screening event annually.	EJGH community (Staff, patients, & visitors).	Screening occurrence at planned time frame Attendance goals met	Pulmonary Services (Smoking Cessation, Pulmonary rehab, Sleep Center, or Pulmonary Diagnostics) will host one screening event each calendar year.	Lead: Susan Bailey Timeframe: 2022-2024	Resources: EJGH Team members

Priority 3: Discrimination in Healthcare

Goal(s): Provide non-discriminatory healthcare to our diverse patient population

General strategy: Enhance all employees cultural competency of our diverse population and remove communication barriers

SMART Objective (anticipated outcome)	Target Population(s)	Success Measures (process and outcome)	Actions (can be multiple actions for one objective)	Lead & Timeframe	Resources & Partners
Train all staff on the tools on leading diverse teams, creating equitable and inclusive work environment	Hospital team members	Number of hospital staff provided training	Administrators to attend training seminar	Lead: Dr. Toni Flowers Timeframe: One Year	Resources: LCMC Corporate Staff
			Directors & managers to attend training seminar	Lead: Dr. Toni Flowers Timeframe: One Year	Resources: LCMC Corporate Staff
			Frontline staff to attend training seminar	Lead: Dr. Toni Flowers Timeframe: One Year	Resources: LCMC Corporate Staff
Develop training for all hospital staff on how to collect information that will assist in creating strategies to ensure health equity	Clinical Staff	Number of hospital staff provided training	Train clinical staff on standardization methodology for collecting sexual orientation gender identity	Lead: Dr. Toni Flowers Timeframe: 2022-2024	Resources: LCMC Corporate Staff
Throughout 2022 to 2024, East Jefferson General Hospital will report annually on AMN Healthcare Video Remote Interpreting device usage for non- English-speaking patients within the outpatient oncology infusion center.	Non-English speaking East Jefferson General Hospital outpatient oncology infusion patients	Annual reports of interpreting device usage as well as each language that was used.	The AMN Healthcare Video Remote Interpreting device will be available for real-time verbal translating at all times for any outpatient oncology infusion staff member with recorded usage.	Lead: Outpatient Oncology Infusion Staff Timeframe: annually for three calendar years	Resources: AMN Healthcare Video Remote Interpreting device

Priority 4: Infrastructure

Goal(s): Assist patients with stressors that could potentially inhibit receiving care

General strategy: Work with community resources and partners to address community needs that would impact patients' ability to access care.

SMART Objective (anticipated outcome)	Target Population(s)	Success Measures (process and outcome)	Actions (can be multiple actions for one objective)	Lead & Timeframe	Resources & Partners
Eligible East Jefferson General Hospital Outpatient Oncology patients throughout 2022 to 2024 will receive free housing at Hope Lodge during cancer treatments unless residence meets maximum occupancy.	East Jefferson General Hospital Outpatient Oncology patients that meet the following criteria: <ul style="list-style-type: none"> • Undergoing active treatment (surgery, chemotherapy, or radiation) • COVID-19 vaccinated • live in an excess of forty miles from treatment facility. 	Eligible patients traveling an excess of forty miles for cancer treatment that request additional housing support are enrolled in the Hope Lodge program.	Oncology cancer care navigators and oncology social workers educate on the Hope Lodge resource during new patient orientation.	Lead: Debbie Schmitz, RN Anna Heim, RN Timeframe: three calendar years	Partners: Hope Lodge American Cancer Society
			Oncology cancer care navigators and oncology social workers provide the Hope Lodge resource to eligible patients.	Lead: Debbie Schmitz, RN Anna Heim, RN Timeframe: three calendar years	Partners: Hope Lodge American Cancer Society
Provide families with a balanced nutritional meal during the holiday season	Families within Jefferson Parish	Number of meals served to patients	Obtain grant money with community partners to purchase pre-packed meals for families	Lead: Michael McKendall Timeframe: Annually	Partners: Aramark

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<p>Eligible East Jefferson General Hospital outpatient oncology patients will receive transportation assistance through free cab rides until funds are depleted throughout April 1, 2022 - March 31, 2023.</p>	<p>East Jefferson General Hospital outpatient oncology patients that meet the following criteria for Metry cab:</p> <ul style="list-style-type: none"> • active cancer treatment (surgery, chemotherapy, or radiation) • ambulatory • resides in east/west banks of Orleans or Jefferson parish • unable to drive/not well enough to drive • no family/friend support available <p>no financial resources for public transportation.</p>	<p>\$20,000 will be used for patient transportation assistance with the support of the American Cancer Society Patient Transportation Grant.</p>	<p>Oncology cancer care navigators and oncology social workers assist eligible patients with free, one-way or roundtrip Metry cab rides for all cancer treatment appointments.</p>	<p>Lead: Debbie Schmitz, RN Anna Heim, RN Mary Cosper, SW</p> <p>Timeframe: one calendar year</p>	<p>Partners: Metry Cab</p> <p>American Cancer Society Patient Transportation Grant</p> <p>The Foundation Oncology Fund</p>
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Significant needs not being addressed and why:

If the hospital facility does not intend to address a significant health need identified in the CHNA, providing a brief explanation of its reason for not addressing the health need is sufficient. Reasons for not addressing a significant health need may include, but are not limited to:

- Resource constraints,
- Other facilities or organizations in the community are addressing the need,
- Relative lack of expertise or competencies to effectively address the need, and/or
- A lack of identified effective interventions to address the need.

Significant Need	Why is it not addressed