



ACTION PLAN FOR 2018 CHNA ASSESSMENT

1. Physician access

FCHC is in the process of major restructuring in the Clinic. This restructuring includes streamlining services to be more efficient, reduce wait times, and provide additional services (cardiac rehab, swing bed, and wound care) within the next 6 months to a year.

As of Sept 1, 2018, the clinic implemented centralized registration & will also be implementing centralized scheduling very soon. These changes will make scheduling and checking in for an appointment much faster and easier for patients.

2. Service needs

a. Chronic disease issues

FCHC has partnered with the Area Agency on Aging and provides use of our facility to hold classes for education in diabetes, wound care, and living with chronic illness. These classes are for anyone in the community who would like to attend.

b. SANE program

FCHC has implemented SANE procedures to assist assault victims. At this time we do not have SANE certified staff, but we follow the protocol and refer victims to a SANE certified facility.

3. Community outreach

a. Nutrition issues and Obesity

b. Patient education options

c. Offer classes in community as well as on site

d. Partner with community organizations on major issues and topics

FCHC would like to partner with the Falls County Extension Office, local nursing homes, and the WIC office to collaborate on addressing nutrition issues and establish more patient education in the community.

e. Social Worker

FCHC plans to hire a Social Worker to address the issues listed in Community Outreach section. The social worker will assist patients in determining eligibility for and assist with enrolling patients in services (Medicare, Medicaid, Indigent, classes, etc.). The social worker will educate hospital staff on ways we can improve services and patient care.

4. Facility needs

a. Exterior Appearance

Staff members have volunteered time and purchased materials to improve the exterior appearance of the hospital and clinic. In the last month they have pressure washed the buildings and cleaned up a lot of debris. They are improving the landscaping by raking leaves regularly, mulching areas, and trimming shrubs. The hospital staff has decided to continue to volunteer time on an as needed basis.

Additionally, the hospital has been awarded a \$1,000 grant from TORCH to beautify the Live Oak Street entrance to the hospital. TORCH will bring staff on November 15th to assist hospital staff with spreading gravel, general clean up, and landscaping.