

# HonorHealth Scottsdale Osborn Medical Center

Implementation Plan  
2019 – 2021

**HONORHEALTH®**



# Executive Summary

## About HonorHealth Scottsdale Osborn Medical Center

This 340-bed, full-service hospital is known for its trauma, orthopedics, neurosurgery, neurosciences, cardiovascular services and critical care. The hospital is an American College of Surgeons-verified Level I trauma center, a cardiac arrest center certified by the Arizona Department of Health Services and a primary stroke center.

The hospital offers a complete range of personalized inpatient and outpatient care including medical/surgical care; emergency room; intensive care; cardiovascular intensive and progressive care; cardiac, orthopedic and cardiac surgery; neurosurgery; urology; cancer care; neurology; reconstructive surgery, inpatient and outpatient rehabilitation services, home healthcare, wound management, and inpatient and outpatient medical imaging.

On the campus are:

- A family birthing center and neonatal unit
- The Greenbaum Surgical Specialty Hospital, focusing on such general surgeries such as ear, nose and throat, urology and gynecology
- A family medicine residency program
- A trauma/medical training center for the U.S. Military

## Purpose of Implementation Strategy

This implementation strategy has been prepared in order to comply with federal tax law requirements set forth under Internal Revenue Code section 501(r) requiring hospital facilities owned and operated by an organization described in Code section 501(c) to conduct a community health needs assessment (CHNA) at least once every three years and adopt an implementation strategy to meet the community health needs identified through the community health needs assessment.

## Needs Addressed in Implementation Strategy

As a result of the needs identification and prioritization framework described in the community health needs assessment, hospital and community leadership prioritized five health needs, all of which will be addressed in HonorHealth's implementation strategy:

- Mental Health (including substance abuse and homelessness)
- Access to Care
- Chronic Diseases
- Access to Healthy Food/Food Insecurity
- Maternal and Child Health (including domestic violence)

While still important to community health, other identified needs received lower priority scores from system and community leadership, due in part to a lack of alignment with HonorHealth's resources, service offerings, or vision as a healthcare provider. As such, these needs will not be addressed directly by HonorHealth. However, HonorHealth will continue to refer community members to appropriate existing community resources to meet these needs, which include unintentional injury, poverty, vaccine-preventable disease, early childhood education, sexual health, access to dental care, public transportation and language barriers.

## Implementation Strategies

### Mental Health

Objective	Anticipated Impact	Metrics	Programs and Resources Committed	Collaboration	Hospital
Partner with community behavioral health providers	Increase access to behavioral health and substance abuse services through referral to Neighborhood Outreach Access to Health (NOAH), Circle the City and other community partners	Number of referrals for behavioral health and substance abuse services; number of adults receiving mental health counseling at NOAH	Case manager and other staff resources	NOAH and other community behavioral health providers	All HonorHealth Hospitals
Integrate behavioral health screenings into primary care	Improve early detection of depression by administering the PHQ-9 questionnaire on an annual basis at HonorHealth medical group practices	Number of adults screened for depression per year; Number of people diagnosed with depression in the primary care setting per year	HonorHealth medical group and Innovation Care Partners (ICP) staff resources	ICP, NOAH	All HonorHealth Hospitals
Support senior adults with cognitive impairment or mental health issues	Provide a socially interactive and enriching environment for seniors with cognitive impairment issues at the Adult Day Healthcare Center	Number of member visits annually	Financial support and staff resources	HonorHealth Desert Mission and Adult Day Health Care	All HonorHealth Hospitals

## Access to Care

Objective	Anticipated Impact	Metrics	Programs and Resources Committed	Collaboration	Hospital
Strengthen partnerships with NOAH and community-based facilities to improve consumer access points to care	Improve access to primary care and behavioral health services; prevent avoidable readmissions; reduce inappropriate hospital utilization for care that is better managed in primary care through the Hospital-to-NOAH program	Number of hospitalized patients referred to NOAH or Circle the City; average length of days from hospital discharge to follow-up appointment; time to first appointment for new patients; number of clients referred to eligibility services and NOAH clinics	Staff resources	NOAH, Desert Mission, Circle the City	All HonorHealth Hospitals
Increase urgent care locations for HonorHealth Medical Group	Improve access to care for low acuity emergent healthcare needs; reduce inappropriate hospital utilization for care that is better managed in primary care	Number of urgent care locations; number of urgent care visits	Staff resources	HonorHealth Medical Group	All HonorHealth Hospitals
Expand telemedicine capabilities and access	Improve access to primary care and behavioral health services; prevent avoidable readmissions; reduce inappropriate hospital utilization for care that is better managed in primary care	Number of telemedicine visits	Staff resources	HonorHealth Medical Group	All HonorHealth Hospitals
Expand behavioral health capabilities and access through construction of behavioral health hospital	Improve access to behavioral health services; increase number of behavioral health beds; decrease time to service	Development of new behavioral health hospitals	Staff resources	UHS	All HonorHealth Hospitals

## Chronic Diseases

Objective	Anticipated Impact	Metrics	Programs and Resources Committed	Collaboration	Hospital
Provide health screenings for heart disease, cancer, other chronic diseases and stroke	Increase early detection of chronic diseases and connect clients with eligibility services and NOAH medical services	Number of adults and children receiving recommended chronic disease and stroke screenings	Virginia G Piper Cancer Center screening initiatives; additional chronic disease screening resources; Desert Mission	HonorHealth Medical Group, NOAH, Desert Mission	All HonorHealth Hospitals  *(Virginia G. Piper Cancer Center)
Scale and continuously improve Innovation Care Partners (ICP) care coordination for chronic diseases	Increase resources deployed to clinics to manage patients with high risk conditions and chronic diseases, while facilitating transitions in care	Total volume of patients receiving care coordination services; Number of eligible patients seen after discharge	Innovative Care Partners staff resources	Innovation Care Partners	All HonorHealth Hospitals

## Access to Healthy Food / Food Insecurity

Objective	Anticipated Impact	Metrics	Programs and Resources Committed	Collaboration	Hospital
Offer a variety of programs to address food insecurity and nutrition at Desert Mission Food Bank and NOAH	<p>Desert Mission Food Bank: Provide monthly emergency food packages, reduced price grocery items, monthly food packages for newborns, Snack Packs for low-income children, and nutritional education/cooking and seasonal gardening classes. Complete eligibility screenings for WIC and SNAP to help clients access nutrition assistance. Distribute and sell “wellness baskets” at Desert Mission Food Bank. Participate in the Double Up Food Bucks offering incentives for SNAP purchases.</p> <p>NOAH: Implement social determinants of health screenings, including food insecurity, with referral to services</p>	Number of emergency food boxes provided; number of Snack Packs provided to schools; number of clients served; number of nutritional education and cooking classes provided; number of gardening classes provided; number of Granite Reef Senior Boxes delivered; number of wellness baskets distributed; amount of Double Up coupons redeemed; number of patients receiving nutrition assistance in integrated model; number of individuals screened at NOAH for social determinants of health and referred to services	Desert Mission financial and staff resources	Desert Mission Food Bank, NOAH	All HonorHealth Hospitals
Offer fresh, local produce at cost for employees and patients at all HonorHealth cafeterias (Farmstand program)	Increase access to healthy food, reduce chronic disease and readmission rates, and send a strong message to the community that “food is medicine”	Number of individuals participating; number of pounds of produce purchased	HonorHealth and Desert Mission staff resources	HonorHealth Culinary Service Department; numerous local Arizona farms	All HonorHealth Hospitals

Provide healthy food boxes to cardiovascular patients upon discharge	Improve access to heart-healthy food and identify food insecurity among cardiovascular patients at John C. Lincoln Medical Center and Scottsdale Osborn Medical Center	Number of food boxes provided; number of patients screened for food insecurity	HonorHealth financial and staff resources	N/A	John C. Lincoln Medical Center, Scottsdale Osborn Medical Center
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## Maternal and Child Health

Objective	Anticipated Impact	Metrics	Programs and Resources Committed	Collaboration	Hospital
Provide specialized care for women experiencing trauma through the HonorHealth Forensic Nurse Examiner Program	Improve physical and psychological well-being of women and children affected by sexual assault, sex trafficking, domestic violence and other forms of trauma in Maricopa County	Number of medical-forensic exams provided; number of screenings for human trafficking provided; number of mental health screenings provided; number of referrals to NOAH	HonorHealth forensic nurse resources (6 staff forensic nurses, 2 full-time nursing supervisors, approximately 20 on-call forensic nurses); grant provided for victim advocates	Law enforcement agencies, victim advocates, crisis intervention specialists, Child and Adult Protective Services	All HonorHealth Hospitals
Partner with local schools to teach classes on healthy behaviors to prevent pediatric trauma	Improve youth awareness of alcohol, drugs, risk taking behaviors, seatbelt usage and distracted driving.	Number of classes taught; number of youth receiving education on healthy behaviors and trauma prevention	HonorHealth staff and educational resources	Local school districts in the area of our three Level One Trauma Centers	Deer Valley Medical Center, Scottsdale Osborn Medical Center, John C Lincoln Medical Center
Provide comprehensive maternal and prenatal care with the addition of midwives to meet the adapting demands of the community	<i>In development</i>				

