

Sidney Health Center Fiscal Year 2024 Community Benefit Plan Annual Report

Introduction

Sidney Health Center (SHC) is dedicated to enhancing the health and well-being of Richland County and its neighboring communities. This report summarizes the progress made during fiscal year 2024 (July 1, 2023, through June 30, 2024) toward the goals established in the 2022-2025 Community Health Needs Implementation Plan, focusing on healthcare access, behavioral health, and community engagement.

Goal 1: Enhance Access to Healthcare Services

- **Primary and Specialty Care Expansion**

In FY2024, SHC recruited additional medical providers, including:

- **Chloe Senn, FNP** joined the TeleUrology and Same-Day Clinic. The addition of TeleUrology expanded telehealth services, improving access to specialty care.
- **Amie Schillinger, PA-C** began serving in the Orthopedic Clinic, ensuring timely and personalized treatment for musculoskeletal conditions.
- **Dr. Aaron Franke** joined the cancer care team in August 2023 as a locum physician, adding a second medical oncologist as well as a family nurse practitioner to accommodate new patients and survivor check-ups. This expansion resulted in 735 more cancer care clinic visits and treatments compared to FY2023.
- The Same-Day Clinic's expanded availability led to 1,331 more appointments in FY2024 than the previous year, reducing wait times and increasing patient access.

- **Emergency Department Renovation**

In October 2023, SHC completed a \$4.8 million renovation of the Emergency Department. Key features included a redesigned layout for efficient patient flow, larger rooms with enhanced privacy measures, and state-of-the-art infectious disease protections. These improvements support better patient care and safety, accommodating over 6,000 patients treated in FY2024.

- **Preventive Services Access**

SHC increased community access to preventive services:

- **Men's Health Screening** (March 2024): 33 men participated, including 16 returning clients and 17 new participants. Follow-ups included five scheduled colonoscopies and seven FIT kits for colorectal cancer screening.
- **Sun Bus Screening** (August 2024): In partnership with the Richland County Health Department and Foundation for Community Care, SHC hosted a two-day event providing free skin screenings for 98 participants, with 35 referred for further evaluation. SHC also sponsored the event with a \$2,000 contribution.

Goal 2: Strengthen Behavioral Health Services

- **Behavioral Health Integration**

SHC refined its behavioral health integration within primary care, improving mental health screening and referral processes.

- **Telehealth Psychiatry Services**

Telehealth remained crucial for providing psychiatric care. Partnerships with Intermountain Healthcare and Array Behavioral Health enabled 24/7 crisis evaluations in

the ER, addressing conditions like severe depression, anxiety, and substance-related crises.

- **Community Education and Training**

SHC supported behavioral health education, including **QPR (Question, Persuade, and Refer) training** for suicide prevention. The training, introduced in April 2024, became a quarterly offering, with 345 employees trained to recognize and respond to mental health crises.

Goal 3: Enhance Community Engagement and Collaboration

- **Community Partnerships**

SHC staff actively participated in local coalitions, including those for chronic disease management, cancer prevention, and injury prevention. The Home and Community Care Services continued to collaborate with St. John's United to expand senior home-based services.

- **Health Education Outreach**

SHC conducted multiple outreach events on topics such as Medicare, Medicaid, and financial assistance. **Diabetes Education Services** were reintroduced in November 2023, offering individualized education and support to help patients manage their diabetes. The program's goal is to lower patients' A1c levels and improve overall health.

- **Patient and Family Advisory Council (PFAC)**

The PFAC, established in FY2022, improved SHC's responsiveness to community needs. Bi-monthly meetings allowed members to review materials, provide facility feedback, and meet with department leaders to address any questions and concerns.

Outcomes and Impact

- **Increased Utilization of Services**

Significant increases were seen in primary and specialty care visits, preventive screenings, and wellness program participation.

- **Improved Health Outcomes**

Positive trends emerged in metrics such as ER satisfaction, while the use of telehealth psychiatry exceeded projections. Community satisfaction scores clinic services improved as indicated with the addition of text enabled surveys; going from an average 3-star rating to a 4.8 star rating on Google reviews.

- **Enhanced Community Awareness**

Survey data indicated an increase in community knowledge of available healthcare services, reflecting the success of SHC's ongoing education and outreach efforts.

Looking Forward

In fiscal year 2025, SHC will continue to prioritize improvements in healthcare access, behavioral health integration, and community engagement to meet the evolving health needs of the region.