

2025 – 2027 Community Health Needs Assessment

Community Health Improvement Plan

Island Health

Strategies to address the unmet health-related needs prioritized by Island Health will be defined through a community health improvement plan (“CHIP”), which is a specific plan that outlines strategies or actions that can be taken to improve priority areas and track progress over time.

This document reflects the CHIP developed by Island Health to address the priorities identified in the active CHNA. The CHIP defines broad actions by taking the following into account:

Strategic Objectives

- What overarching goals is IH seeking to achieve to address these issues?

Impact

- What impact will achieving these goals have on community health?

Tactics

- What specific strategies or tactics will IH explore to achieve its goals?

Resources

- What resources can IH commit to address these issues?

Partnerships

- What community organizations can IH collaborate with to improve health outcomes?
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Access to care

Objective/Strategy

- ▶ Position Island Health as the first stop for all community patients in need of health services by improving access to primary care, specialty care, emergency services, and diagnostic testing.

Tactics

- ▶ Continue exploring feasibility of and recruiting additional primary care and specialty providers for existing and new service lines:
 - Cardiology service line, including nuclear and non-nuclear stress tests, transthoracic and transesophageal echocardiograms, and cardioversions
 - Explore offering new services such as transesophageal, stress, and dobutamine echocardiography
 - Surgical service line: recruit an additional general surgeon(s), gastroenterologist, orthopedic spine surgeon to expand access to procedures not consistently performed at Island Health today
 - Continued expansion of orthopedics by offering orthopedic spine services and implementing comprehensive total joint program involving care management, therapies, and surgical services.
- ▶ Implement operational improvements to enhance patient access:
 - Expand online scheduling tool to include additional types of appointments in primary care, specialty care, and diagnostics
 - Extend hours of operations for diagnostics to provide greater convenience for patients
- ▶ Continue implementing renovation and construction projects that align with the facility master plan to expand physical spaces/departments to deliver services
- ▶ Implement an emergency department (ED) workflow project to streamline the patient experience for patients receiving emergency care at Island Health, including:
 - Decrease door-to-provider times.
 - Reduce percentage of patients leaving the ED without being seen
 - Decrease patient length of stay in the ED

Programs/Resources to Commit

- ▶ Implement medical provider triage model workflow within the ED
- ▶ Expanded community health education program, with the addition of an online total joint education program

- ▶ Expanding surgical procedures through physician recruitment and physician training opportunities
- ▶ Facility modernization within surgical, obstetric, and orthopedic services.
- ▶ Technology modernization to inpatient rooms for clinical care teams and improved patient experience.

Partnerships/Collaboration

- ▶ Anacortes School District
- ▶ City of Anacortes
- ▶ Hospice of the Northwest
- ▶ Orcas Island Health Care District
- ▶ NAS Whidbey
- ▶ Local Tribal Health Services
- ▶ Anacortes Family Center
- ▶ Local Service Clubs
- ▶ Master Facility Plan & Construction Community Partners

Healthcare for seniors

Objective/Strategy

- ▶ With the emphasis on prevention, rehabilitation, and promotion of healthy aging, Island Health will strive to provide comprehensive services and programs designed for older adults.

Tactics

- ▶ Recruit specialized internal medicine physicians to provide complex- and chronic-care management for seniors
- ▶ Improve community access to specialty care with the addition of cardiology, pulmonology, nephrology, and gastroenterology services (see Access to Care priority area)
- ▶ Expand community educational offerings for seniors
- ▶ Continue implementing renovation and construction projects that align with the facility master plan with seniors in mind
- ▶ Implement senior-friendly technology by enhancing the patient portal and implementing easy-to-use technology in the inpatient rooms
- ▶ Enhance the use of evidence-based practice for seniors in the ED and hospital-based services through the NICHE (Nurses Improving Care for Health-Systems Elders) training/staff education program

Programs/Resources to Commit

- ▶ Robust senior community education program:
 - New online Total Joint Program (see Access to Care priority area)
 - Aging in Place
 - Healthy Living for your Brain and body
 - Memory Screening/Improving Aging Memory
 - Osteoporosis Exercise and Nutrition
 - Otago Fall Prevention/Balance Screening
 - Medicare Orientation
- ▶ Implement NICHE training program for staff/employees:
 - Focus on geriatric care to include: reducing falls, pressure injuries, medication safety, urinary incontinence, restraint reduction, delirium identification and management, and reducing preventable readmissions
- ▶ Facility modernization within surgical, obstetric, and orthopedic services
- ▶ Technology modernization to inpatient rooms for clinical care teams and improved patient experience

Partnerships/Collaboration

- ▶ Chandlers Square
- ▶ Lighthouse Memory Care
- ▶ Cap Sante Court
- ▶ Anacortes Senior Center
- ▶ City of Anacortes
- ▶ Hospice of the Northwest
- ▶ Orcas Island Health Care District
- ▶ Local Service Clubs

Care coordination through data-sharing and electronic records

Objective/Strategy

- ▶ Island Health will invest in technologies so that the exchange of clinical data creates a more seamless transition of care for patients in our community.

Tactics

- ▶ Participate in a national interoperability framework for sharing patient information
- ▶ Implement technology to facilitate patient information exchange among healthcare facilities
- ▶ Enhance access for our care partners to patient care information through Island Health's electronic medical record (EMR) system
- ▶ Implement a community diagnostic system to enable seamless exchange of clinical information among healthcare organizations in the community
- ▶ Streamline referrals and insurance authorization process throughout the community

Programs/Resources to Commit

- ▶ Implement TEFCA to exchange patient information among healthcare providers regardless of the EMR used by the providers/systems
- ▶ Implement integration engine to promote further interoperability and exchange of clinical information
- ▶ Implement cloud-based services to increase accessibility, scalability, and reliability of systems involved in data sharing
- ▶ Implement PACS system to modernize and streamline the process of sharing diagnostic studies, reports, and clinical data sharing
- ▶ Continue improving Meditech Expanse, Island Health's modern integrated EMR system that includes the Patient Portal

Partnerships/Collaboration

- ▶ Local & Regional Healthcare Organizations and Providers