

Community Health Improvement Plan

For Fiscal Years 2023-2025



OU Health Mission, Vision and Values

Mission

At OU Health our Mission is leading healthcare — in patient care, education and research. Through our combined efforts, we strive to improve the lives of all people.

Vision

Our vision is to be the premier health system in Oklahoma and a top-tier academic health system leader nationally based on measurable results in delivering high-quality, multidisciplinary care, education focused on the needs of our state, and funded research.

With a focus on teamwork and inclusion, we strive to instill and reinforce standards of behavior that will attract, develop and retain outstanding and diverse staff, physicians, faculty and learners.

We will grow the enterprise to better serve patients and the community, ensure continued support and focus on the fundamental missions of teaching and research.

With a focus on quality, we will achieve the highest standards of patient care and innovation by implementing and continually enhancing a robust self-evaluation system, and we will provide the highest quality education programs for all levels of learners.

By responsible management and accountability of what has been entrusted to us, we commit to fiscal responsibility, collaborative planning and adaptability to change.

With a spirit of service, we provide compassionate and seamless care, exceed our patients' expectations, and ensure an organizational culture of respect and communication.

Values: PACCT

To respect the **P**eople we serve and serve with,

To be **A**ccountable to them, to ourselves and to our communities to passionately deliver excellence in patient care, education, and research,

To be **C**ollaborative and **C**ompassionate in all our efforts, and

To be **T**ransparent and act with integrity in all of our work as a premier academic health system.

Goals:

1. Patient-Centered Care
2. Functional Integration
3. Health System of the Future
4. Attracting and Retaining the Best
5. Financial and Operational Efficiency
6. Market Leader
7. Statewide Network
8. Enhanced Reputation and Brand ■

A Message to Our Community

At OU Health, we strive to be a healthcare system that leads the way for future generations. We are on a journey to being a destination healthcare center, committed to expanding and increasing accessibility to quality healthcare in the state of Oklahoma and beyond. As the state's only comprehensive academic health system of hospitals, clinics and centers of excellence, with the largest physician network and a complete range of specialty care, we are dedicated to providing the care you cannot receive anywhere else.

OU Health collaborated with the Central Oklahoma Health Impact Team (COHIT) and community partners over the last 12 months to conduct a community health needs assessment (CHNA). This was administered by collecting health-related information from Oklahoma City-County Health Department's 2021 Wellness Score; conducting stakeholder meetings, community surveys and community chats; and hosting interviews that identified concerns about the health and well-being of Oklahoma County residents.

The CHNA enabled OU Health and partners to target significant health needs in the community and to develop Community Health Improvement Plans for the FY 2023-2025. The primary areas of focus that were identified are access to education, access to meaningful employment, access to healthy food, and access to healthcare. OU Health's focus will be on access to care, access to healthy food, and access to education. The four secondary focus areas based on our ability to make a positive impact in the community are mental health, substance abuse, diabetes, and cancer.

At OU Health, our mission is Leading Healthcare — in patient care, education and research. Through our combined efforts, we strive to improve the lives of all people. We are in prime position to effect positive change in Oklahoma County by addressing the social determinants featured in the CHNA report, as well as the strategies highlighted in our Community Health Improvement Plan.

While there is much being done to increase access to healthcare services, education, healthy food, and meaningful employment in Oklahoma County, there is always more to do. OU Health is committed to expanding the work we are already doing in our focus areas, and to finding new and improved methods to make an even greater impact. We will continue to strengthen our community partnerships and to excel in all that we do.

OU Health's commitment to increasing health outcomes and patient well-being will remain our priority and our passion.

Sincerely,



Richard P. Lofgren, M.D.
President & Chief Executive Officer, OU Health

Executive Summary

Message to Our Community

In February 2018, OU Health became a not-for-profit healthcare system serving the medical needs of Oklahomans. As a not-for-profit hospital, the Patient Protection and Affordable Care Act (ACA) requires OU Health to conduct a Community Health Needs Assessment (CHNA) every three years. The CHNA identifies significant health needs in the community, reports on the impact of previous community health improvement initiatives, and includes the development of an implementation plan to address and measure community health activities created to target the significant health needs.

The Central Oklahoma Health Impact Team (COHIT) is under the leadership of each nonprofit hospital system — OU Health, Mercy, SSM Health and INTEGRIS Health. OU Health collaborated with each partner to create the CHNA in which four targeted areas are recognized as the priority issues:

1. Access to Education

Increasing access to education and training will assist in improving health outcomes in the community.

Through stakeholder meetings and community chats, it was identified in the report (page 10) that there is a need for programs that will “close gaps in educational outcomes between low-income or racial and ethnic minority populations and higher income or majority populations to promote health equity.”

This includes access to formal education, access to information, mentorships and advisor relationships, and helping students to continue in their education.

2. Access to Meaningful Employment

Employment is more than having a job. Meaningful employment encompasses earning a livable wage, having access to benefits, being treated with dignity

and respect at work, having opportunities to build a career and to build wealth. Meaningful employment leads to better health outcomes.

3. Access to Healthy Food

It has long been known that poor diets lead to chronic illnesses and obesity. The CHNA report, page 12, confirmed that there is a direct relationship between educational attainment and the ability to get healthy food. Oklahoma residents report that cost is the biggest hurdle to accessing healthy food choices, and where quality foods are available, a lack of nutritional education affects the choices that are made.

4. Access to Healthcare

Regular and reliable access to quality healthcare is imperative in preventing disease and disability, increasing life expectancy, increasing quality of life, early detection and treatment of illness, and reducing premature death. Financial barriers and lack of insurance heavily impact access to healthcare, and many eligible residents may be unaware that they would qualify for a level of Medicaid that would increase their access to healthcare services.

There is not one single factor that is a determinant of health, but household income is an indication of financial stability, which affects overall health outcomes. Households with a lower level of income will generally experience adverse social and health outcomes compared to higher income households. Lower income households have less access to healthy foods, safe housing, education and healthcare, as well as an increased risk of illness and a shorter life expectancy.



Each health system has conducted its Community Health Improvement Plan (CHIP) for FY22-FY24 and submitted reports to the respective boards. OU Health is focusing on the following areas for CHIP:

Primary

- Access to Care
- Access to Healthy Food
- Access to Education

Secondary

- Mental health
- Substance Abuse
- Diabetes
- Cancer

COHIT worked closely with the Oklahoma City Community Foundation (OCCF), which served as a neutral convener, and worked directly with the Oklahoma City County Health Department (OCCHD). In order to understand community health needs, COHIT utilized stakeholder meetings, secondary data research, community surveys, community chats, and informational interviews. Those resulted in the focus areas that were identified.

OU Health recognizes the need to assist in providing Oklahomans greater access to care, healthy food, and education, and has several programs in place that align with the focus areas. These programs will be continued and further expanded to increase accessibility, and implementation of new programs will commence. ■



OU Health Primary Focus Areas

Using the data that was collected in the CHNA, OU Health and partners have identified the health priorities for the implementation strategy. This process looked at the resources that are already available in the community and determined how OU Health could best support these resources and fill any gaps.

OU Health's priority is to make a meaningful impact in the chosen health priorities and to positively impact the community.

Priority 1: Access to Care

Financial barriers were highlighted by Community Chat participants who were concerned about how expensive hospital bills could be (CHNA, page 70). It was reported that "Many community members live paycheck to paycheck and physician visit copays are too expensive. Participants described how this then leads to increases in emergency department visits. Participants recognized that there are resources in the county that help individuals pay their bills, but they stated there is a need for support to cover hospital bills. Many discussed how healthcare organizations, insurance companies, and other providers should collaborate in order to meet this need."

OU Health has strategies in place to increase access to care.

Priority 2: Access to Healthy Food

Community members provided information about their ability to access healthy food. The percentage of respondents able to access healthy food consistently was 54%, but this figure varied by the educational level and race/ethnicity of respondents.

OU Health strategies are focused on increasing access to healthy foods. Several initiatives and programs are already running with plans for further expansion.

Priority 3: Access to Education

Access to education is controlled by several factors, with the primary reason being lack of financial aid, followed by the lack of available weekend and evening courses.

OU Health education strategies promote increasing access to education and training.

OU Health Primary Focus Areas

OU Health Community Health Priority Issue 1:

Access to Care

Robert Wood Johnson Foundation reported that the four main issues affecting health are access to care, socioeconomic factors, healthy behaviors/lifestyle, and environment. Socioeconomic factors have the largest impact at 40%. Household income indicates the financial stability of a household and is measured by employment status, economic opportunities, and educational attainment. (CHNA report, page 8).

The median household income in Oklahoma County is marginally higher than that of the state, but it differs greatly between gender and race/ethnicity. Oklahoma experiences high levels of historically underserved and underrepresented communities and chronic disease is a burden for the county. Black residents earn almost half as much as white residents, and the lower the income, the higher the levels of adverse health and social outcomes. The CHNA report, page 9, noted that “The all-cause mortality rate for Oklahoma County is slightly higher than the state and significantly higher than the United States. The three top causes of death are cardiovascular disease, heart disease and cancer.”

Access to quality healthcare is a priority for OU Health to reduce the disparity between lower and higher income households. This disparity will be targeted with two programs:

Medicaid Literacy Program

OU Health will continue to expand the Medicaid Literacy Program in the community. This will be accomplished through Medicaid expansion outreach through Oklahoma City Public Schools. With the recent expansion of Medicaid services, OU Health leveraged its partnership

with Oklahoma City Public Schools to promote enrollment in state and federally funded healthcare services. Facebook Live events and on-site “parent universities” were hosted to educate and assist patrons with enrollment. Funding through Federal Medical Assistance Percentage was awarded for OU Health’s work with the district to implement additional programs and efforts to reach more eligible families who need the newly available resources. (CHNA report, page 89).

OU Health has also provided health screenings, including dental, hearing, and vaccine outreach. The biggest undertaking going forward will be the telehealth platform. OU Health will provide telehealth to six schools as a pilot program, working with school nurses to provide on-site delivery of care.

LCDA Clinical Breast Cancer Screenings

OU Health Stephenson Cancer Center recently partnered with the Latino Community Development Agency (LCDA) to provide over 900 clinical breast cancer screenings free of charge. OU Health will serve as a care center for further diagnostic testing and treatment for any patients who have a positive screen.

Mental Health

Mental Health America reports that Oklahoma ranks 38th as a state for adult mental illness, indicating a higher prevalence of mental illness and a lower rate of access to care. On average, the Department of Human Services’ Child Welfare System in the Oklahoma City metro places eight patients per month in group homes or shelters who meet the criteria for and more appropriately

should require acute or residential behavioral health/psychiatric placement. Most of these placements are because of limited child behavioral health resources in the state.

OU Health is committed to addressing mental health issues in pediatric patients and has launched phase 1 of an Oklahoma Children's Hospital Behavioral Health Unit, which will comprise 22,000 square feet on the OU Health Sciences Center campus. The unit will allow the OU Health enterprise to focus on patients' long-term health needs without sending them home or out of state for care.

Pediatric patients with behavioral health needs often go untreated or receive insufficient treatment due to strict regulatory guidelines and limited space. Oklahoma Children's Hospital is uniquely prepared to serve this population with its specialized care teams, which include psychiatry, psychology, nursing, child life specialists, social workers and therapists.

Substance Abuse

Substance use disorder is defined as using drugs in a way that harms the user or others. Substance use can range from mild to severe. Drugs that can lead to substance use disorder include marijuana, cocaine, hallucinogens, inhalants, methamphetamine, opioids, prescription drugs, and over-the-counter medicines.

Heavy substance abuse and overdoses are a huge burden on the healthcare system and the community. A report in 2017 estimated that the total cost of the opioid epidemic in the United States is between \$293.9 billion and \$622.1 billion. American Indian and Alaska Natives experience a drug overdose death rate at 41.2% higher than the national rate. Oklahoma County had 732 drug overdose deaths between 2012 and 2016, and of those deaths, 470 were as a result of prescription drugs.

These include oxycodone, hydrocodone, morphine, methadone and fentanyl. Oklahoma County has approximately 200 drug overdose deaths every year. OU Health is committed to addressing the number of substance abuse deaths, including the development of an integrated and comprehensive substance abuse

program to address the rising needs in the patient population and community.

A particular area of focus for OU Health is the care plan for transplant patients who need substance abuse treatment before proceeding with their transplant. By beginning substance abuse treatment early in their health journey, they can transition to transplant options sooner and with fewer complications.

Diabetes

The number of persons with diabetes is expected to more than triple by 2050, with Oklahoma ranking the fifth highest in diabetes mortality rate in the nation. Oklahoma County had a higher diabetes mortality rate compared to state and national rates between 2016-2018. (CHNA, page 52). American Indians and Black/African Americans face more than double the death rate due to diabetes compared to Caucasians.

OU Health Harold Hamm Diabetes Center is investigating research interests that aim to improve healthy behaviors such as dietary and physical activities; identifying key prenatal and infant effects of diabetes exposure; understanding the link between diabetes and other chronic diseases; and identifying key genomic markers of diabetes. Harold Hamm Diabetes Center has over 40 full-time and associate research team members, from varying academic backgrounds, working together toward a cure for diabetes.

Harold Hamm Diabetes Center is committed to reducing diabetes rates through education and treatment. There are currently a variety of prevention and management courses and partnerships available.

Diabetes Self-Management Education

A variety of healthcare specialists, including dietitians and nutritionists, behavioral counselors, nurse practitioners, pharmacists, primary care physicians and others, teach patients the skills to manage health conditions and reduce their risk of developing complications.

Healthy Eating and Cooking Classes

Registered dietitians and diabetes educators use the Chickasaw Nation Teaching Kitchen to help modify habits and give guidance on healthy recipes, cooking methods and meal planning tips.

Adult Diabetes Support Group

This free support group led by diabetes educators and registered dietitians helps people with diabetes find encouragement and resources they need to modify their lifestyle and adjust their needs with family members. Typically, cooking classes are paired with support groups.

Prevent T2

This is a year-long lifestyle change course for people with prediabetes to help them improve their health and to reduce their risk factors. Participants receive support from a lifestyle coach and a group of peers who are attending the course.

Camp Blue Hawk

This camp for adolescents and teens with Type 1 diabetes helps foster independence, strengthen diabetes self-management skills and have fun while experienced medical staff are nearby. About 500 kids benefit from camp annually. Financial assistance is offered so no child with Type 1 diabetes is turned away.

Tribal Partnerships

In 2000, the Harold Hamm Diabetes Center pediatric, board-certified endocrinologists partnered with Native American communities to provide diabetes and endocrinology services within their tribal clinics. After the establishment of Harold Hamm Diabetes Center, these clinical services continued to grow. Through the years, many Harold Hamm Diabetes Center investigators have partnered with Native American communities, tribes and nations on mutual research interests, including prevention of diabetes, treatment of Type 2 diabetes in youth and effects of diabetes during pregnancy.

Free Screenings

Harold Hamm Diabetes Center also provides free screenings at community events and health fairs throughout the year. These will continue to be expanded.

Cancer

According to the CHNA report, page 51, cancer was the second-leading cause of death in Oklahoma County, with African-Americans having the highest cancer death rate, followed by American Indian and Alaska Natives.

OU Health Stephenson Cancer Center serves as a transformative research hub for advancing cancer care. There is access to early-phase clinical trials and therapies through research that brings the latest breakthroughs in science to care plans. Investigators currently work on more than 250 cancer research projects, supported by \$50 million in annual funding from the National Institutes of Health, American Cancer Society and others. Over the past three years, they published more than 750 scientific articles advancing science and influencing cancer treatment in Oklahoma and around the world.

Stephenson Cancer Center is committed to addressing the rate of cancer death in Oklahoma County by assisting with breast screening programs.

LCDA Clinical Breast Cancer Screenings

Stephenson Cancer Center recently partnered with the Latino Community Development Agency (LCDA) to provide over 900 clinical breast cancer screenings free of charge. Stephenson will serve as a care center for further diagnostic testing and treatment for any patients who have a positive screen.

OU Health Community Health Priority Issue 2: Access to Healthy Food

It is reported that 14% of Oklahoma County residents struggle with food insecurity. People in low-income households have limited access to healthy foods and have limited nutritional education. Poor diets lead to chronic disease and obesity, often resulting in negative health outcomes.

The CHNA results in the Access to Healthy Food section revealed that 66% of respondents reported the cost of healthy food was the major factor limiting their access to it, while 16% reported that healthy food options were unavailable to them.



Kids Eat Free

Oklahoma Children’s Hospital, in cooperation with Sodexo, has participated in federally subsidized summer feeding programs for school-age children. “Kids Eat Free” is an ongoing initiative to provide a healthy lunch to children up to age 18, who may miss meals when schools are not in session.

Food for Health

In 2019, OU Health launched a Food for Health pilot program in which boxes of food are given upon discharge to families who have been screened as food insecure. The CHNA report, page 44, revealed that one in six people in Oklahoma County are living in poverty, which is higher than both the state and national poverty rates of 2018. Oklahoma Food Bank reported that over 25% of Oklahoma County residents live in an area with low access to supermarkets, and some of the population has limited transport, which further reduces access to healthy foods. Food insecurity is a significant factor in the lives of many Oklahoma County residents, and the Food for Health program plays a much-needed role. Since the program’s conception, hundreds of food boxes have been distributed, and OU Health will look to expand the service further by including Harold Hamm Diabetes Center and Stephenson Cancer Center.

Live to Give

Through the Live to Give program, OU Health employees volunteer at the Regional Food Bank to further its vital work.

OU Health Community Health Priority Issue 3: Access to Education

Educational attainment affects more than the ability to be gainfully employed. A lack of education and training leads to lower income employment, and lack of access to healthcare, healthy foods, and safe housing. The CHNA report, page 10, states there is a need for programs that close gaps in educational outcomes between low-income or racial and ethnic minority populations and higher income or majority populations to promote health equity. Of all adults 18 and older in Oklahoma County, 12.9% did not have a high school diploma.”

Increasing access to education and training is imperative to increase healthcare outcomes and promote well-being that has the potential to impact generations.

Educational Events

OU Health’s Community Partnerships team organizes a broad scope of educational events that engage health system leaders with communities across the state. Informal “Doc Talks” leverage virtual tools and in-person, family-friendly venues. Providers speak on relevant, community-focused topics and answer questions posed by participants on matters ranging from preventive medicine, women’s health, nutrition, vaccination recommendations and more. Since 2020, OU Health has presented 42 such events with a total attendance of 2,400.

Student Pipelines

University of Oklahoma Health Sciences Center, the academic partner of OU Health, has been working with rural communities to provide a student pipeline into healthcare. OU Health will investigate ways to collaborate on this strategy, including shadowing programs. ■

