

IMPLEMENTATION PLAN

Addressing Community Health Needs



Circle, Montana

2023-2026

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Disclaimer: The Montana Office of Rural Health strongly encourages an accounting professional's review of this document before submission to the IRS. As of this publishing, this document should be reviewed by a qualified tax professional. Recommendations on its adequacy in fulfillment of IRS reporting requirements are forthcoming.

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The Implementation Planning Process

The implementation planning committee – comprised of McCone County Health Center’s (MCHC) leadership team– participated in an implementation planning process to systematically and thoughtfully respond to all issues and opportunities identified through their community health needs assessment (CHNA) process.

The Community Health Services Development (CHSD), community health needs assessment was performed in the spring of 2023 to determine the most important health needs and opportunities for McCone County, Montana. The CHSD project is administrated by the Montana Office of Rural Health (MORH) and funded in part through the Montana Health Research and Education Foundation (MHREF) Flex Grant. “Needs” were identified as the top issues or opportunities rated by respondents during the CHSD survey process or during focus groups (see page 11 for a list of “Needs Identified and Prioritized”). For more information regarding the needs identified, as well as the assessment process/approach/methodology, please refer to the facility’s assessment report, which is posted on the facility’s website.

The community steering and implementation planning committees identified the most important health needs to be addressed by reviewing the CHNA, secondary data, community demographics, and input from representatives of the broad interest of the community, including those with public health expertise (see page 9 for additional information regarding input received from community representatives).

The implementation planning committee reviewed the priority recommendations provided by the community steering committee and determined which needs or opportunities could be addressed considering MCHC’s parameters of resources and limitations. The committee then prioritized the needs/opportunities using the additional parameters of the organizational vision, mission, and values, as well as existing and potential community partners. Participants then created a goal to achieve through strategies and activities, as well as the general approach to meeting the stated goal (i.e., staff member responsibilities, timeline, potential community partners, anticipated impact(s), and performance/evaluation measures).

The prioritized health needs as determined through the assessment process and which the facility will be addressing relates to the following healthcare issues:

- **Mental and behavioral health**
- **Access to healthcare services**
- **Health, wellness and prevention**

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In addressing the aforementioned issues, MCHC seeks to:

- a) Improve access to healthcare services
- b) Enhance the health of the community
- c) Advance medical or health knowledge

Facility Mission: McCone County Health Center is dedicated to providing our residents and patients with optimal and achievable health care services, implementing programs and services that will provide for the overall health and well-being of its service area, and centralize health care services.

Implementation Planning Committee Members:

- Jacque Gardner, CEO- McCone County Health Center (MCHC)
- Bridget Loudon, Office Manager- MCHC
- Brittany Wellnitz, Activities Manager- MCHC
- Christine Williams, Director- Northeastern Montana AHEC

Prioritizing the Community Health Needs

The steering and implementation planning committees completed the following to prioritize the community health needs:

1. Reviewed the facility's presence in the community (i.e., activities already being done to address community need)
2. Considered organizations outside of the facility which may serve as collaborators in executing the facility's implementation plan
3. Assessed the health indicators of the community through available secondary data
4. Evaluated the feedback received from consultations with those representing the community's interests, including public health

1. MCHC's Existing Presence in the Community

- MCHC provides lab services for the annual health fair which is hosted by McCone County Health Center.
- MCHC offers school physicals at a reduced cost each August in Circle and Richey.
- MCHC organizes and sponsors some community events. MCHC, McCone County Volunteer Fire Department and Redwater Valley Ambulance Service host a free community breakfast during Town & Country Day on an annual basis.
- MCHC staff members conduct presentations on healthcare topics at the Senior Center.
- MCHC provides opportunities for continuing community and profession education via the telemedicine network.
- MCHC loans out medical equipment at no cost to community members.
- MCHC may sponsor high school students for certain Area Health Education Center (AHEC) activities to build interest in healthcare professions.
- MCHC has developed programs that bring students into the facility: special needs students are able to volunteer at the facility and local students spend time with the Long-Term Care residents during the school year.
- MCHC may provide an annual scholarship to any high school graduate that has worked at MCHC and additional scholarship opportunities are available for community members and staff interested in pursuing or furthering their healthcare careers.
- MCHC is contracted through McCone County to provide meals through the Meals on Wheels program.

2. List of Available Community Partnerships and Facility Resources to Address Needs

- The Montana Hospital Association (MHA) is a nonprofit organization whose members provide the full spectrum of healthcare services, including hospital inpatient and outpatient, skilled nursing facility, home health, hospice, physician, assisted living, senior housing and insurance services. Members range from the smallest critical access hospitals providing primary care services in Montana’s rural communities to the largest tertiary care hospitals in the state. MCHC is a MHA member.
- Billings Clinic and St. Vincent Healthcare deliver compassionate, quality care to the people of Montana and Northern Wyoming and Dakotas. In addition to primary care clinics in and around the Billings area, they offer several progressive specialty services.
- The Montana Rural Health Initiative (RHI) is managed through the Montana Office of Rural Health and Area Health Education Center (AHEC). RHI provides health wellness resources to rural and frontier communities through tool kits, program profiles and webinars.
- Healthy Lifestyles is a program available at Holy Rosary Healthcare in Miles City that utilizes a registered dietician and a certified athletic trainer to offer coaching support for individuals interested in losing weight, increasing physical activity, and decreasing risk factors for diabetes and cardiovascular disease.
- The McCone County Public Health Department provides health and prevention services to the area.
- Billings Clinic provides educational resources and support services to MCHC.
- Holy Rosary Healthcare provides educational resources and support services to MCHC.
- Glendive Medical Center provides support services to MCHC.
- Montana State University Extension provides unbiased research-based education and information that integrates learning, discovery, and engagement to strengthen the social, economic, and environmental well-being of individuals, families, and communities.
- The Montana Office of Rural Health is dedicated to improving access to quality health care for rural Montana by providing collaborative leadership and resources to healthcare and community organizations.
- The McCone County Senior Center wishes to enhance the lives of senior citizens living in the community and serves as a gathering place for community members of all ages.
- McCone County has an Assisted Living facility Conroy Care.
- The Circle Chamber of Commerce & Agriculture organizes the annual Town and Country Day event in the community, as well as other events throughout the year such as Christmas in July, Garage Sale Day in June and July 4th fireworks. MCHC is a member.

- The Circle Chamber of Commerce & Agriculture and Economic Development Authority is a voluntary organization created to meet and advance the civic needs of the community.
- The Montana Health Network (MHN) is a consortium of healthcare organizations collaborating to develop products and services needed to make healthcare more stable, efficient and cost effective. MCHC is a MHN shareholder.
- The Eastern Montana Telemedicine Network (EMTN) is a consortium of not-for-profit medical and mental health facilities linking health care providers and their patients throughout Montana and Wyoming.
- The Great Northern Development Corporation (GNDC) provides grant and business development support and services to empower the Northeast Montana region to reach their economic goals.
- The Economic Development Administration (EDA) provides funding for local economic development planning, infrastructure for economic development projects, and capitalization of local and regional revolving loan funds for businesses.
- The Centers for Medicare and Medicaid Services (CMS) administers the Medicare, Medicaid and CHIP programs and is committed to strengthening and modernizing the nation's health care system to provide access to high quality care and improved health at lower cost.
- The Eastern Montana Area Health Education Center (AHEC) is a part of a statewide network of Area Health Education Centers created to train, recruit and retain healthcare professionals in rural/frontier Montana. AHEC also provides pipeline programs for high school students to spark interest in pursuing medical careers and staying locally.
- MCHC collaborates with Rocky Mountain Health Network to provide billing and budget services.
- Big Sky Care Connect is designated by the State of Montana to develop and operate a statewide Health Information Exchange to provide a single on-ramp to various organizations that wish to share Electronic Protected Health Information. MCHC is a participant as of September 10, 2020.
- Homestead Health is a home health agency licensed provide skilled nursing services to patients in their homes.
- RevIVE and ThrIVE is a mobile infusion and oxygen bar that comes to you for all your needs.

3. McCone County Indicators

Population Demographics

- 92.3% of McCone County’s population white, and 6% is American Indian or Alaska Native
- 13.3% of McCone County’s population has disability status
- 25.1% of McCone County’s population is 65 years and older
- 7.5% of McCone County’s population has Veteran status
- 22.79% of McCone County’s population has No High School as their highest degree attained; 38.8% have High School Degrees.

Size of County and Remoteness

- 1,790 people in McCone County
- 0.7 people per square mile

Socioeconomic Measures

- 3% of children live in poverty
- 6.2% of persons are below the federal poverty level
- 15% of adults (age<65) are uninsured; 16% of children less than age 18, are uninsured
- 5% of the population is enrolled in Medicaid

Select Health Measures

- 31% of adults are considered obese
- 28% of the adult population report physical inactivity
- 41% of adults living in frontier Montana report two or more chronic conditions
- 4.1 Poor Mental Health Days (in the past 30 days) are reported in McCone County compared to 3.9 in the state
- McCone county has a Vaccine Preventable Diseases rate of 393.5 (per 100,00 people) compared to 91.5 in the state

Nearest Major Hospital

- Billings Clinic in Billings, MT – 241 miles from McCone County Health Center

4. Public Health and Underserved Populations Consultation Summaries

Name/Organization

Jacque Gardner, CEO – McCone County Health Center (MCHC)
 Alan Stempel, Commissioner – McCone County
 Kandi Holland, Director – McCone County Senior Center
 Sue Good, Public Health RN – McCone County Public Health Department
 LaToya Gardner, Director of Nursing/RN (MCHC) and Owner (Homestead Health)
 Kim Bradley, President & EMT – Redwater Valley Ambulance Service
 Tami Gunsch, Dietary Manager – MCHC
 Bridget Loudon, Office Manager – MCHC
 Keri Taylor, DES Coordinator – McCone County
 Tara Hubing, Counselor – Circle High School
 Kaylen Lehner – Community member
 Kacie Sikveland, Owner – The Bin and 41 Grains

April 5, 2023

Public and Community Health

- I think we have a larger issue in our community with alcohol, but others might see issues with drug abuse. It would be interesting to have the community rate them as separate health concerns on the survey, so we know where to allocate resources.
- Even though we offer a walk-in clinic/urgent care option, community members continued to use the ER.
- Mental health seems to be such an issue across the state, but also throughout McCone County. We do not have any mental health providers outside of telemedicine services available through MCHC, so we should evaluate the community's desire for expanded mental health services.
- How can we avoid the stigma associated with accessing mental health services in a small community? Many people prefer to go out of town for those services to avoid that stigma. It is very difficult for children to utilize that tele-med service so expanding those services to better address children's needs is important.
- Maybe using the term "therapist" with "mental health services" might give people a better idea of what services could be brought to the community.
- I've heard of a lot of community members participating in a sleep study which is such a pain to travel for. How feasible would a sleep study be in our community?

- I'd like to highlight traveling specialists we'd like to see come to the area such as pediatrics, orthopedics, dermatology, etc.
- A success since the last CHNA is that we've been able to establish a relationship with a podiatrist in Sidney to visit and provide these services.
- We should add "Therapist/mental health services," "Chiropractor," and "Allergy testing" as preventive services that people may have used in the past year.
- I have heard of a few community members traveling to Glasgow and Wolf Point for primary care, so we should include those on the survey.
- Naturopath and acupuncturist are other specialists that community members utilize.
- We should add home health and assisted living to the rating of MCHC services.
- We also have a new fitness center called Studio U in Circle.
- We do not have a dentist in the area anymore.

Population: Seniors

- Hospice care is such a need in rural areas like McCone County. Unfortunately, facilities like MCHC cannot offer hospice as it's a requirement to have two medical doctors (MDs) and a chaplain on staff.
- Homestead home health services is a new community resource.
- We also have an assisted living facility in town called Conroy Care.
- The senior center provides transportation during the week, but we do not have any transportation over weekends.

Population: Veterans

- Depression/anxiety should be separate from mental health issues as I think some demographics like our veteran population might respond to "mental health issues" but not necessarily "depression/anxiety."

Needs Identified and Prioritized

Prioritized Needs to Address

1. 50.3% of survey respondents rated the general health of their community as “Somewhat healthy.”
2. 24.8% of survey respondents indicated “alcohol abuse” was a top concern followed by 18.5% for “Depression/anxiety”, 13.4 for “Social isolation/loneliness”, 12.1% for “Mental health issues”, 2.5% for “Substance abuse” and 1.3% for “Suicide”.
3. 25.9% of survey respondents indicated “Healthy behaviors and lifestyles” were a key component of a healthy community.
4. 16.6% of survey respondents indicated “Expanded mental health services” would improve the community’s access to healthcare.
5. 15.4% of survey respondents indicated “Mental health therapists (pediatrics and adults) was a desired local health service.
6. 11.6% of survey respondents report experiencing periods of depression.
7. 9% of survey respondents reported their mental health as “Fair” or “Poor”.
8. 66.3% of survey respondents reported their stress level was “High” or “Moderate”.
9. 16.4% of survey respondents reported that their life has been negatively impacted by substance abuse “A great deal” or “Somewhat”.
10. Mental Health Services was identified as a local need by key informant interviews.
11. 25.3% of survey respondents rated their knowledge of local healthcare services as “Fair” or “Poor”.
12. 33.1% of survey respondents indicated “More information about available services” would improve the community’s access to healthcare.
13. 32.2% of survey respondents delayed or did not receive need services. 28.6% indicated it was because it was “Too long to wait for an appointment”, 18.4% felt it was “Too long to wait for an appointment”, 16.3% Didn’t know where to go”, 2% indicated they “Didn’t understand the healthcare system” and 2% indicated they were “Unsure if services were available”.
14. 20.7% of survey respondents indicated “Telemedicine” would improve the community’s access to healthcare and 13.8% indicated “Transportation assistance”.
15. 49% of survey respondents feel “More visiting specialists” would improve the community’s access to healthcare.
16. 69.8% of survey respondents desired “Pharmacy” as a desired local healthcare service. 59.7% indicated “Dental services”, 59.1% indicated “Vision services” and 48.3% indicated “Visiting dermatology”.
17. 35.6% of survey respondents indicated Senior “Transportation services” is a desired local service.
18. 9% of survey respondents indicated “Greater health education services” would improve the community’s access to healthcare.
19. 22.5% of survey respondents indicated they are physically active “1-2 times per month” or not at all.

20. 54.8% of survey respondents indicated their top health concern for the community was “Cancer”. 22.3% reported “Overweight/obesity” as a top concern and “Heart disease” was selected by 19.7%.
21. Survey respondents indicated an interest in the following classes/programs if available locally: “Weight loss” (37.9%), “Health and wellness” (32.3%), “Women’s health” (32.3%) and “Fitness” (27.4%).

Needs Unable to Address

(See page 22 for additional information)

1. 56.2% of survey respondents indicated they would utilize “In home personal assistance” and “Senior retirement housing/community” (41.1%) if available locally.
2. 37.8% of survey respondents reported that there are not adequate and affordable housing options in the community.
3. Key informant interview participants expressed a concern with recruitment and retention of local primary care providers as well as local providers traveling outside of the area for work to earn a higher wage.

Executive Summary

The following summary briefly represents the goals and corresponding strategies and activities which the facility will execute to address the prioritized health needs (from page 11). For more details regarding the approach and performance measures for each goal, please refer to the Implementation Plan Grid section, which begins on page 15.

Goal 1: Enhanced mental and behavioral health services throughout McCone County.

Strategy 1.1: Sustain and enhance mental and behavioral health services/resources in McCone County.

- 1.1.1. Continue to offer pain management services to reduce the travel burden of community members by utilizing telehealth services.
- 1.1.2. Explore mental health resources available through the Montana Farm and Ranch Stress Assistance Network. When feasible, promote the utilization of these resources. Support and partner with local Ag Organizations who apply for the mini-grants that help pay for mental health speakers, workshops and training that support the Montana agricultural communities.
- 1.1.3. Explore opportunities to champion the completion of free and low cost mental and behavioral health training by MCHC staff and community members.

Goal 2: Improve access to healthcare services throughout McCone County.

Strategy 2.1: Improve knowledge of available healthcare services and resources.

- 2.1.1. Continue to disseminate outreach and education throughout the service area of new and continuing providers, including locum providers and their schedules.
- 2.1.2. Champion healthcare workforce pipeline activities that expose local adolescents to potential careers in the rural areas. This includes but is not limited to:
 - Exploring the feasibility of hosting a REACH Camp (Research and Explore Awesome Careers in Healthcare).
 - Disseminating outreach throughout the service area for upcoming MedStart and Heads Up Camps.

- 2.1.3.** Continue to develop community education regarding the use and benefits of utilizing telehealth services. Including, but not limited to:
- Modify with additional and discontinued services as appropriate.
 - Explore the feasibility of connecting with the Northwest Regional Telehealth Resource Center (NRTRC) to create a Telehealth Access Point (TAP)

Strategy 2.2: Continue to champion opportunities to alleviate barriers associated with accessing necessary health services.

- 2.2.1.** Continue to partner with the local senior center on the transportation program, particularly to deliver prescriptions to local seniors. As needed, seek funding to sustain this necessary service.
- 2.2.2.** Provide training to new providers and nursing staff on available transportation and pharmacy resources available throughout the service area.
- 2.2.3.** Explore opportunities to expand access to health services locally (i.e. dentistry, dermatology, and CT Scan, etc.)

Goal 3: Enhance health, wellness, and prevention outreach throughout McCone County.

Strategy 3.1: Sustain MCHC's presence in the community as a source of reliable health education, programs and resources.

- 3.1.1.** Develop a relationship with the McCone County Extension Office to learn about their services and discuss shared goals and opportunities for partnership/alignment.
- 3.1.2.** Disseminate outreach and education on timely health topics via newsletter, local newspaper, and social media.
- 3.1.3.** Stay apprised and responsive to creative opportunities aimed at promoting healthy lifestyles.

Implementation Plan Grid

Goal 1: Enhance mental and behavioral health services throughout McCone County.

Strategy 1.1: Sustain and enhance mental and behavioral health services/resources in McCone County.

Activities	Responsibility	Timeline	Final Approval	Partners	Potential Barriers
1.1.1. Continue to offer pain management services to reduce the travel burden of community members by utilizing telehealth services.	CEO, Providers, Management	Ongoing	CEO and Providers	Frontier Psychiatry and Eastern Montana Telemedicine Network (EMTN)	Resource, financial and IT limitations
1.1.2. Explore the mental health resources available through the Montana Farm and Ranch Stress Assistance Network (agr.mt.gov/FRSAN). When feasible, promote the utilization of these resources. Support and partner with local Ag Organizations who apply for the mini-grants (agr.mt.gov/Topics/E-G/FRSAN-pages/Mini-Grants) that help pay for mental health speakers, workshops and training that support the Montana agricultural communities	CEO, Providers, and Managers	Ongoing	CEO, Office Manager, DON, Providers	Montana Department of Agriculture	Resource, workforce, and financial limitations

<p>1.1.3. Explore opportunities to champion the completion of free and low cost mental and behavioral health training by MCHC staff and community members (healthinfo.montana.edu/bhwet/index.html).</p>	<p>CEO, DON, Office Manager, Providers</p>	<p>Ongoing</p>	<p>CEO, DON, Office Manager, Providers</p>	<p>Montana Office of Rural Health and Area Health Education Center (MORH/AHEC)</p>	<p>Resource and workforce limitations</p>
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Needs Being Addressed by this Strategy:

- 1. 50.3% of survey respondents rated the general health of their community as “Somewhat healthy.”
- 2. 24.8% of survey respondents indicated “alcohol abuse” was a top concern followed by 18.5% for “Depression/anxiety”, 13.4 for “Social isolation/loneliness”, 12.1% for “Mental health issues”, 2.5% for “Substance abuse” and 1.3% for “Suicide”.
- 3. 25.9% of survey respondents indicated “Healthy behaviors and lifestyles” were a key component of a healthy community.
- 4. 16.6% of survey respondents indicated “Expanded mental health services” would improve the community’s access to healthcare.
- 5. 15.4% of survey respondents indicated “Mental health therapists (pediatrics and adults) was a desired local health service.
- 6. 11.6% of survey respondents report experiencing periods of depression.
- 7. 9% of survey respondents reported their mental health as “Fair” or “Poor”.
- 8. 66.3% of survey respondents reported their stress level was “High” or “Moderate”.
- 9. 16.4% of survey respondents reported that their life has been negatively impacted by substance abuse “A great deal” or “Somewhat”.
- 10. Mental Health Services was identified as a local need by key informant interviews.

Anticipated Impact(s) of these Activities:

- Enhance access to mental and behavioral health services
- Shift community attitudes and beliefs around mental and behavioral health
- Reduce the burden of disease caused by alcohol and substance use
- Increase number of mental health resources available in McCone County
- Service, policy and resource development
- Strengthen community partnerships
- Build community capacity

Plan to Evaluate Anticipated Impact(s) of these Activities:

- Track number of patients who access mental health resources

- Track number of new mental health and counseling services that become available
- Improved mental health measures on subsequent CHNA

Measure of Success: MCHC will expand access to mental health services by 2026.

Goal 2: Improve access to healthcare services throughout McCone County.

Strategy 2.1: Improve knowledge of available healthcare services and resources.

Activities	Responsibility	Timeline	Final Approval	Partners	Potential Barriers
2.1.1. Continue to disseminate outreach and education throughout the service area of new and continuing providers, including locum providers and their schedules.	CEO and Providers	Ongoing	CEO	Circle Banner & Social Media	Workforce limitations
2.1.2. Champion healthcare workforce pipeline activities that expose local adolescents to potential careers in the rural areas. This includes but is not limited to: <ul style="list-style-type: none"> • Exploring the feasibility of hosting a REACH Camp (Research and Explore Awesome Careers in Healthcare). • Disseminating outreach throughout the service area for upcoming MedStart and Heads Up Camps. 	CEO, DON, Office Manager, All Managers	Ongoing	CEO, DON, Office Manager	Northeastern Montana AHEC and MORH/AHEC	Resource limitations and schedule conflicts

<p>2.1.3. Continue to develop community education regarding the use and benefits of utilizing telehealth services. Including, but not limited to:</p> <ul style="list-style-type: none"> • Modify with additional and discontinued services as appropriate. • Explore the feasibility of connecting with the Northwest Regional Telehealth Resource Center (NRTRC) to create a Telehealth Access Point (TAP) (findtelehealth.nrtrc.org/map) 	<p>CEO, Providers, DON, Office Manager, Nurses, Clinic Staff</p>	<p>Ongoing</p>	<p>CEO</p>	<p>Frontier Psychiatry, NRTRC</p>	<p>Resource, workforce, and financial limitations</p>
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Needs Being Addressed by this Strategy:

- 1. 50.3% of survey respondents rated the general health of their community as “Somewhat healthy.”
- 11. 25.3% of survey respondents rated their knowledge of local healthcare services as “Fair” or “Poor”.
- 12. 33.1% of survey respondents indicated “More information about available services” would improve the community’s access to healthcare.
- 13. 32.2% of survey respondents delayed or did not receive need services. 28.6% indicated it was because it was “Too long to wait for an appointment”, 18.4% felt it was “Too long to wait for an appointment”, 16.3% Didn’t know where to go”, 2% indicated they “Didn’t understand the healthcare system” and 2% indicated they were “Unsure if services were available”.

Anticipated Impact(s) of these Activities:

- Increased access to healthcare services
- Increased community knowledge of services
- Improved health outcomes

Plan to Evaluate Anticipated Impact(s) of these Activities:

- Track number of outreach and educational resources created
- Track student participation in pipeline programs
- Track development of new pipeline programs

- Track telehealth utilization
- Track development/expansion of telehealth services

Measure of Success: MCHC sees 10% more patients onsite through telehealth services by 2026.

Goal 2: Improve access to healthcare services throughout McCone County.

Strategy 2.2: Continue to champion opportunities to alleviate barriers associated with accessing necessary health services.

Activities	Responsibility	Timeline	Final Approval	Partners	Potential Barriers
2.2.1. Continue to partner with the local senior center on the transportation program, particularly to deliver prescriptions to local seniors. As needed, seek funding to sustain this necessary service.	Activities and Director of Nursing (DON)	Ongoing	CEO	Senior Center and Department of Transportation	Incllement weather Financial, resource, and workforce limitations
2.2.2. Provide training to new providers and nursing staff on available transportation and pharmacy resources available throughout the service area.	CEO, DON, and Office Manager	Ongoing	CEO	Senior Center	Financial, resource, and workforce limitations
2.2.3. Explore opportunities to expand access to health services locally (i.e., dentistry, dermatology, and CT Scan, etc.)	CEO and Office Manager	Ongoing	CEO	Regional clinics, hospitals, and health systems	Financial, resource, and workforce limitations

Needs Being Addressed by this Strategy:

- 11. 25.3% of survey respondents rated their knowledge of local healthcare services as “Fair” or “Poor”.
- 12. 33.1% of survey respondents indicated “More information about available services” would improve the community’s access to healthcare.

- 14. 20.7% of survey respondents indicated “Telemedicine” would improve the community’s access to healthcare and 13.8% indicated “Transportation assistance”.
- 15. 49% of survey respondents feel “More visiting specialists” would improve the community’s access to healthcare.
- 16. 69.8% of survey respondents desired “Pharmacy” as a desired local healthcare service. 59.7% indicated “Dental services”, 59.1% indicated “Vision services” and 48.3% indicated “Visiting dermatology”.

Anticipated Impact(s) of these Activities:

- Enhanced access to transportation and pharmacy services for community seniors
- Improved health outcomes
- Increase knowledge of available support services for community seniors

Plan to Evaluate Anticipated Impact(s) of these Activities:

- Track utilization of transportation services with community partners
- Increase number of patient referrals to transportation and pharmacy resources

Measure of Success: McCone County residents and MCHC maintain access to retail pharmacy through the Senior Center transportation program.

Goal 3: Enhance health, wellness, and prevention outreach throughout McCone County.

Strategy 3.1: Sustain MCHC’s presence in the community as a source of reliable health education, programs, and resources.

Activities	Responsibility	Timeline	Final Approval	Partners	Potential Barriers
3.1.1. Develop a relationship with the McCone County Extension Office (montana.edu/extension/mccone/) to learn about their services and discuss shared goals and opportunities for partnership/alignment.	CEO, DON, and Office Manager	Ongoing	CEO, DON, and Office Manager	Local County Extension Office	Resource limitations

3.1.2. Disseminate outreach and education on timely health topics via newsletter, local newspaper, and social media.	CEO, Providers, and Nurses	Ongoing	CEO	Circle Banner, Social Media: Facebook, Instagram, posters locally	Workforce, resource, and financial limitations
3.1.3. Stay apprised and responsive to creative opportunities aimed at promoting healthy lifestyles.	CEO, DON, Office Manager, and Providers	Ongoing	CEO, DON, Office Manager, and Providers	The Bin, Senior Center and school	Workforce, resource, and financial limitations

Needs Being Addressed by this Strategy:

- 1. 50.3% of survey respondents rated the general health of their community as “Somewhat healthy.”
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- 18. 9% of survey respondents indicated “Greater health education services” would improve the community’s access to healthcare.
- 19. 22.5% of survey respondents indicated they are physically active “1-2 times per month” or not at all.
- 20. 54.8% of survey respondents indicated their top health concern for the community was “Cancer”. 22.3% reported “Overweight/obesity” as a top concern and “Heart disease” was selected by 19.7%.
- 21. Survey respondents indicated an interest in the following classes/programs if available locally: “Weight loss” (37.9%), “Health and wellness” (32.3%), “Women’s health” (32.3%) and “Fitness” (27.4%).

Anticipated Impact(s) of these Activities:

- Enhanced coordination and collaboration with community partners
- Increase in community knowledge of health, wellness and prevention
- Increase in community partnerships/opportunities supporting health, wellness, and prevention in McCone County

Plan to Evaluate Anticipated Impact(s) of these Activities:

- Track number of meetings and outcomes from discussions with MSU Extension or other community partners/resources
- Track number of community health, wellness and prevention resources and education developed
- Track number of new programs/resources to enhance access to health, wellness and prevention opportunities in the community

Measure of Success: MCHC hosts health fitness lecture for community quarterly. Enhanced community knowledge of available health and wellness resources.

Needs Not Addressed and Justification

Identified health needs unable to address by MCHC	Rationale
1. 56.2% of survey respondents indicated they would utilize “In home personal assistance” and “Senior retirement housing/community” (41.1%) if available locally.	<ul style="list-style-type: none"> • MCHC Providers refer to Homestead Health for patients needs at home. • Offering in home assistance within MCHC is not feasible at this time.
2. 37.8% of survey respondents reported that there are not adequate and affordable housing options in the community.	<ul style="list-style-type: none"> • MCHC continues to seek opportunities to collaborate or partner with community organizations to build low-income housing in our community.
3. Key informant interview participants expressed a concern with recruitment and retention of local primary care providers as well as local providers traveling outside of the area for work to earn a higher wage.	<ul style="list-style-type: none"> • Recognizing this is a national problem, MCHC continues to work on recruitment and retention efforts.

Dissemination of Needs Assessment

McCone County Health Center “MCHC” disseminated the community health needs assessment and implementation plan by posting both documents conspicuously on their website (www.mcconehealth.org) as well as having copies available at the facility should community members request to view the community health needs assessment or the implementation planning documents.

The Steering Committee, which was formed specifically as a result of the CHSD [Community Health Services Development] process to introduce the community to the assessment process, will be informed of the implementation plan to see the value of their input and time in the CHSD process as well as how MCHC is utilizing their input. The Steering Committee, as well as the Board of Directors, will be encouraged to act as advocates in McCone County as the facility seeks to address the healthcare needs of their community.

Furthermore, the board members of MCHC will be directed to the hospital’s website to view the complete assessment results and the implementation plan. MCHC board members approved and adopted the plan on **September 26, 2023**. Board members are encouraged to familiarize themselves with the needs assessment report and implementation plan, so they can publicly promote the facility’s plan to influence the community in a beneficial manner.

Written comments on this 2023-2026 McCone County Health Center Community Benefit Strategic Plan can be submitted to:

Administration
McCone County Health Center
PO Box 48
Circle, Montana 59215

Please reach out to McCone County Health Center’s Administration at 406-485-3381 or CEO: Jacque Gardner (jgardner@mcconehealth.org); Director of Nursing: LaToya Gardner (lgardner@mcconehealth.org) or Office Manager: Bridget Loudon (bloudon@mcconehealth.org) with questions.