

On Target
 Some Issues
 No Progress (see Barriers)
 Not Applicable (completed or not necessary)

Please refer to Community Health Needs Assessment (CHNA) and Implementation Plan (IP) completed: 2017

Jan-March
 April-June
 July-Sept
 Oct-Dec

COMMUNITY BENEFIT IMPLEMENTATION PROGRESS TRACKER														
#	GOALS	STRATEGIES	ACTIVITIES	Responsibility	Due Date/ Date of Event	Partners	2019				ACCOMPLISHMENTS	BARRIERS	ANTICIPATED COMMUNITY IMPACT/ OUTCOMES	
							Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec				
1	Increase access to health and wellness opportunities in Pondera County.	1.1	Explore opportunities to promote and expand health and wellness activities in the community.	Continue offering/support for community programs that enhance the health and wellness of the community (Biggest Loser program, Community Fun Run, 4-6 grade jump rope for cardiac health, Golf tournament and Diabetes management).	Rehab Director, Marketing, CNO	Ongoing	DPHHS, Public Schools					Continued participation in the DPHHS Worksite Wellness grant; include community partners and public events. Spring Fun Run planned and fitness challenge participation. 2019 Fun Run and golf tournament completed. Continue to offer Wellness Center services and public education on sun safety, etc. Participation in the state Worksite Wellness activities. Will participate in the Walk with Ease program.		Increase community Awareness of Heart Disease and prevention
1	Increase access to health and wellness opportunities in Pondera County.	1.1	Explore opportunities to promote and expand health and wellness activities in the community.	Continue PMC staff presence in community led health and wellness coalitions, (ACES, Tobacco Coalition, DUI Task Force, and Mental Health Alliance).	CNO, EMS Manager, Clinical Navigator	Ongoing	PCHD, DUI Task Force, Mental Health Advisory Board, ACES Coalition					CHS Career Fair: Nutrition & Physical Activity, Stop the Bleed, Hospital Careers, EMS careers, Ambulance tours; Career Day at UMS: hospital careers; Took part in mental health advisory board; hosted mental health consortium; Stop the Bleed Training		Increase PMC's community involvement and presence, increase awareness of fall risk and aging population
1	Increase access to health and wellness opportunities in Pondera County.	1.1	Explore opportunities to promote and expand health and wellness activities in the community.	Continue offering community health fair	Management Council	Ongoing	Local and Regional Partners							Partner to Increase community awareness of health related issues through education
1	Increase access to health and wellness opportunities in Pondera County.	1.1	Explore opportunities to promote and expand health and wellness activities in the community.	Explore partnership with public school to develop school based health fair.	Marketing	Ongoing, annually	Public Schools							
1	Increase access to health and wellness opportunities in Pondera County.	1.1	Explore opportunities to promote and expand health and wellness activities in the community.	Explore feasibility of implementing medicare beneficiary wellness program for PMC clinic patients.	Clinical Navigator, CNO, Clinic manager	Implement July 2017	CMS					Working on program to identify beneficiaries for wellness. Discussed 6/18/19	Lack of EMR for tracking	
1	Increase access to health and wellness opportunities in Pondera County.	1.2	Further develop and implement PMC worksite wellness program.	Convene PMC staff and fringe benefit team to develop worksite wellness program.	Wellness Team	2017	Life, Health, and Wealth					Completed-established Wellness Program with monthly meetings. 2019 Continue to provide monthly wellness education and/or participation events to staff.		
1	Increase access to health and wellness opportunities in Pondera County.	1.2	Further develop and implement PMC worksite wellness program.	Research/explore worksite wellness programs and best practices.	Wellness Team	2017	WELCOA					Participation in the new state Worksite Wellness program. Wellness staff has completed training Q32019.		
1	Increase access to health and wellness opportunities in Pondera County.	1.2	Further develop and implement PMC worksite wellness program.	Implement PMC worksite wellness program	CEO, CNO, Rehab Director	2017						Completed established Wellness Program with monthly meetings		

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1	Increase access to health and wellness opportunities in Pondera County.	1.2	Further develop and implement PMC worksite wellness program.	Develop enrollment process and marketing/outreach for PMC staff.	Wellness Team, Marketing	2017						Completed established Wellness Program with monthly meetings		
1	Increase access to health and wellness opportunities in Pondera County.	1.2	Further develop and implement PMC worksite wellness program.	Create incentive program to assist/enhance enrollment process/staff participation.	Wellness Team, Marketing	2017						Completed established Wellness Program with monthly meetings		
1	Increase access to health and wellness opportunities in Pondera County.	1.2	Further develop and implement PMC worksite wellness program.	Analyze data/conduct assessment to determine participant educational needs/desires.	Wellness Team, Marketing	2017						Completed established Wellness Program with monthly meetings		
1	Increase access to health and wellness opportunities in Pondera County.	1.2	Further develop and implement PMC worksite wellness program.	Explore local partners, foundations, grants to expand offerings/space/programmatic offerings.	Wellness Team, Marketing	2017							Financial restraints	
1	Increase access to health and wellness opportunities in Pondera County.	1.2	Further develop and implement PMC worksite wellness program.	Create community marketing information to share with other local businesses.	Marketing	2017						Completed established Marketing with Chamber of Commerce, Facebook and local newspapers; Attended all chamber meetings with invitations and updates; Created "PMC Corner": weekly ad in newspapers with specialty provide schedule, upcoming events and service schedules; signed 6-year billboard contract for Main Street Presence; created regularly shareable advertisements for facebook & blog		Improve Community Awareness of PMC Services and educate
1	Increase access to health and wellness opportunities in Pondera County.	1.2	Further develop and implement PMC worksite wellness program.	Conduct assessment to determine if expansion to other local businesses is feasible.	CEO, CNO	2017							Financial restraints	
1	Increase access to health and wellness opportunities in Pondera County.	1.3	Improve community knowledge of health & wellness offerings/ programs within the community.	Convene community stakeholder groups to conduct an environmental scan of available health and wellness resources.	Clinical Navigator, Clinic Manager, Quality Coordinator	Ongoing, annual	Public Health					Ongoing work with community partners and use of social media platforms; regularly attend chamber and community events with education		

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1	Increase access to health and wellness opportunities in Pondera County.	1.3	Improve community knowledge of health and wellness offerings/programs within the community.	Create tab or website space on PMC's website to host health and wellness resource materials.	Marketing, IT Director	2018						Feasible. Also considering interactive google calendar.		
1	Increase access to health and wellness opportunities in Pondera County.	1.3	Improve community knowledge of health and wellness offerings/programs within the community.	Develop marketing campaign on new resource for PMC staff and community.	Marketing	Dec-17	Local newspaper, Radio					Marketing campaign in place with monthly updates on health topics; PMC Corner, considering direct mail; employee email updates	Newsletter Barriers: resources: distribution resources are limited; cost: high cost to outsource printing, facility printers not equipped to handle mass newsletter printing and cost to replace printers not feasible at this time.	Increase Community Awareness and utilization of PMC resources
1	Increase access to health and wellness opportunities in Pondera County.	1.3	Improve community knowledge of health and wellness offerings/programs within the community.	Explore opportunities to engage/educate community through social media efforts.	Marketing, IT Director	2018						Marketing campaign in place with monthly updates on health topics. Social Media presence has increased and is tracked; Social Media engagement is consistently rising. Consistent increase in followers.		
2	Improve access to healthcare services in Pondera County	2.1	Develop Care Transition program	Continue participation in Rural Health Care Transition Grant.	CNO, Clinical Navigator	Ongoing	NMHA					Participation in the Patient Family Engagement project through DPHHS. Care Transition work including bedside reporting, checklists..Have met and developed education for families on PFE.		Patients from the community who are discharged from Benefis
2	Improve access to healthcare services in Pondera County	2.1	Develop Care Transition program	Hire Clinical Navigator.	CNO	1st Qtr 2017						Completed 2017		Increase utilization of local services, improve patient access to and knowledge of local services
2	Improve access to healthcare services in Pondera County	2.1	Develop Care Transition program	Develop discharge planning protocol.	CNO, Clinical Navigator	2017						Completed 2017		Patients from the community who are discharged from Benefis and referred to the Care Coach receive a phone call to discuss any medication or healthcare issues.
2	Improve access to healthcare services in Pondera County	2.1	Develop Care Transition program	Develop patient education/tools for patients at discharge.	CNO, Clinical Navigator	2017	Thrive					Completed 2017. Continue to review process to enhance discharge education experience for patients and education.		
2	Improve access to healthcare services in Pondera County	2.1	Develop Care Transition program	Create discharge education materials (ex. Educational binders with: care plan, discharge plan, follow-up call).	CNO, Clinical Navigator	2017						Created clinic folders from Team Based Care Grant with pens, magnets and education.		

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2	Improve access to healthcare services in Pondera County	2.1	Develop Care Transition program	Develop and implement patient engagement/patient follow-up protocol for patients post-discharge.	CNO, Clinical Navigator	2017						Working on PFE information for families. Developed ER post dc survey.		Increase utilization of local services, improve patient access to and knowledge of local services
2	Improve access to healthcare services in Pondera County	2.1	Develop Care Transition program	Assess patient transfers and conduct follow up assessments to assist patients in utilizing local services as appropriate.	CNO, Clinical Navigator	2017						Completed		Increase utilization of local services, improve patient access to and knowledge of local services
2	Improve access to healthcare services in Pondera County	2.2	Improve community knowledge of available resources and services at PMC	Enhance PMC social medial presence (via Facebook, Instagram, and Twitter). Explore ways to draw in visitors through sharing articles, health quizzes, health apps, health news, Health in 406, etc.	Marketing, IT Director, CEO, CNO	Ongoing						Completed with marketing plan and increased social media; Personalized stories with individuals; blog increase; several front page news articles		
2	Improve access to healthcare services in Pondera County	2.2	Improve community knowledge of available resources and services at PMC	Continue current marketing efforts to inform community on schedules of visiting specialists, upcoming events, etc. (Newspaper, website).	Marketing, IT Director, Clinic Manager, CEO, CNO	Ongoing						Completed; PMC Corner, Visiting Specialists Website Banners & updated web page; weekly facebook schedules		
2	Improve access to healthcare services in Pondera County	2.2	Improve community knowledge of available resources & services at PMC	Explore educating community on telemedicine services.	CNO, Clinical Navigator, Marketing	2018						Currently providing telemedicine services for dietary and sleep medicine.		
2	Improve access to healthcare services in Pondera County	2.3	Continue recruitment and retention activities	Continue efforts to enhance PMC's workforce pipeline education & workforce development opportunities (CNA training & testing services, CALS course, EMT classes, student shadowing, clinical rotations for students - WWAMI medical students, nursing students, PT, diabetes educators).	Human Resources, CNO, ECF DoN, Clinic Manager	Ongoing						Continue to host Medical and Nursing students. Completed MHA recruitment and retention site visit with report.		Improve education of future healthcare workers, Improve recruitment and enhance retention.
2	Improve access to healthcare services in Pondera County	2.3	Continue recruitment and retention activities	Marketing and recruitment efforts utilizing 3Rnet, INDEED, etc.	Human Resources, Marketing, IT	Ongoing						Hired FNP for RHC that will begin work in Summer 2019, Hired RD to start work in July 2019		
2	Improve access to healthcare services in Pondera County	2.3	Continue recruitment and retention activities	Participate in various (Meet the Residents" programs through Family Medicine Residency of Western Montana and Montana Family Medicine Residency.	Clinic Manager, CEO	Annually								
2	Improve access to healthcare services in Pondera County	2.4	Explore new opportunities for workforce development and retention efforts.	Conduct feasibility study for expanding women's health services	Clinic Manager, Clinical Navigator, Providers	2018						Have hired FNP for RHC will assess if PMC can expand women's health service; Marketing campaign for Heather Johns, F-NP	Provider availability	Improved access to Women's health services, Increased utilization of FNP, Mammography services.

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2	Improve access to healthcare services in Pondera County	2.4	Explore new opportunities for workforce development and retention efforts.	Explore community paramedicine program to support Pondera County EMT's (ex. Cut Bank/Glacier County program).	CNO, EMS Supervisor, EMS Medical Director	2018	Pondera County EMT's, Glacier County EMS					Multiple changes with this program at the state level. There currently is not a reimbursement structure for this service. Per Medical Director will monitor progress at state level and reimbursement along with protocols prior to implementing	Staffing and coverage for EMS. State is working on protocols, not being successfully implemented in Montana at this time.	
2	Improve access to healthcare services in Pondera County	2.4	Explore new opportunities for workforce development and retention efforts.	Determine feasibility of expanding employer match 403B.	CEO, CFO	Ongoing						Will reassess for budget 2020	Financial restraints. Will examine each budget year.	
2	Improve access to healthcare services in Pondera County	2.4	Explore new opportunities for workforce development and retention efforts.	Engage with community to determine desire/feasibility of an Ask-a-Nurse program or other program as appropriate.	Marketing, Clinic Manager, Clinical Navigator	2017	Public Health						Unable to provide	
2	Improve access to healthcare services in Pondera County	2.4	Explore new opportunities for workforce development and retention efforts.	Convene and engage community stakeholder group (Foundation, Chamber of Commerce, etc.) to enhance recruitment efforts.	HR Marketing	2017	Foundation, Chamber of Commerce, Public Health					Contract with recruitment company for providers and professional staff	Time constraints	
3	Promote and explore opportunities to expand senior services in Pondera County	3.1	Continue programs and services for Pondera County.	Continue hosting annual health fair, labs, flu shots, and foot clinics.	Management Council	Ongoing, annually	Health Fair participants					Have conducted Stop the Bleed training in the community. Helped with career days at Conrad High School		
3	Promote and explore opportunities to expand senior services in Pondera County	3.1	Continue programs and services for Pondera County.	Continue partnering with local senior center and other service organizations to provide educational presentations on various senior related topics.	Management Council	Ongoing	Senior Center					Continue to partner with regional partners for senior education		
3	Promote and explore opportunities to expand senior services in Pondera County	3.2	Explore opportunities to expand senior services.	Explore enhancing partnerships with community organizations (ie Public Health) to expand senior programming.	CNO, Clinical Navigator	2018	Pondera County Public Health, Area on Aging, Easter Seals, Senior Center					Ongoing		Increase awareness of available community resources for referral
3	Promote and explore opportunities to expand senior services in Pondera County	3.2	Explore opportunities to expand senior services.	Determine feasibility of expanding vaccination services offered.	CNO, Clinic Manager, Clinical Navigator	2018	Pondera County Public Health						Billing restraints of RHC	
3	Promote and explore opportunities to expand senior services in Pondera County	3.2	Explore opportunities to expand senior services.	Continue PMC participation in the Mental Health Advisory Board to explore opportunities for enhancing senior mental health services.	Clinical Navigator	Ongoing	Mental Health Advisory Board					Continue to host Mental Health Consortium and partnering with regional partners on Mental Health		Increase awareness of mental health issues, Improve Access to mental health services in PMC service area.