

2016 Community Benefits Report

A Community Health Needs Assessment Report



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Our Mission of Service

At Ozark Health, our mission is to provide the absolute best level of quality care to our patients and our residents. This is reflected in our Mission Statement: "Always Provide Outstanding Health Care!"

While the meaning of this statement can be taken in different ways, our highly qualified medical staff and volunteers take great strides in providing top level care for all who enter our doors; someone receiving critical emergency care, a patient recovering from surgery, or a family member concerned about a resident in the Nursing Center. Everyone deserves our ABSOLUTE BEST, and that's exactly what they will get at Ozark Health.

We value our community and the people that we serve. The main population served by Ozark Health Medical Center and our ancillary programs includes Van Buren and Searcy Counties in rural North Central Arkansas.



Improving the Quality of Life for the People we Serve

As a community hospital, we do more than just provide healthcare to people when they are sick, we work each and every day to improve the health of the families that we serve through community events, education, and screenings. Our goal is not just to help people when they are sick, but to help prevent them from becoming sick and improve the quality of life for all residents of Van Buren and Searcy Counties. All of these efforts are combined in our Community Benefit. We provide an annual report of our Community Benefit, in compliance with the IRS Schedule H (Form 990).

In order to develop our Community Benefit Report, a number of steps were completed. First, we identified the specific needs of our community and prioritized those needs by using both the 2009 Behavioral Risk Factor Surveillance Survey data and data collected through a community survey. The community survey consisted of 69 questions that collected data on a variety of demographic, socioeconomic, and health risk and behavior factors. The data was collected between May and June of 2016. That data was then compiled and presented to our focus group of stakeholders. The same stakeholders helped to choose the questions and data that was to be collected through the community survey. The stakeholder focus group meetings took into account input from people who represent the broad interests of the community that we serve. The stakeholders were first contacted by Ozark Health Medical Center personnel in April of 2016 by phone and email. The community stakeholders began meeting in May and met once. The stakeholder group consisted



Improving the Quality of Life for the People we Serve

of representatives from school administration, the local food bank, the Cooperative Extension Service, both county health departments, city and county officials and employees, senior citizen directors, and health care professionals. Among those in the stakeholder group was Libby Seftar, Registered Nurse and Administrator of the Searcy County Health Department, who has special expertise of the community we serve gained through years of serving in a variety of positions with the Arkansas Department of Health. In addition, Van Buren County Health Department Administrator Donna Branscum, RN was on the stakeholder group and provided the focus group with current and relevant data about the health needs of the community we serve. Stakeholder Lynda Hensley of Friendship Community Care discussed the issue of poor nutrition among the lower income families in our communities. It was also discussed about farmers markets now allowing SNAP in some areas and would be an avenue we might look into to help offset the cost of healthier options. It was also brought to our attention the need for education on making healthy eating choices. Data indicates the need to educate our community on nutrition and wellness to help combat our communities top needs of Obesity and Substance Abuse.

Once the data was compiled and presented to the stakeholder group, they prioritized the community health problems based on the data. As a result, a list was created naming the biggest health problems within the community, the factors that contribute to those problems, and the protective factors already existing within the community to address these problems. The stakeholders discussed over a period of several months, measurable objectives that were both realistic and appropriate for the needs that were identified. The objectives listed on pages 21-23 will be implemented throughout the next three years to address those needs. The implementation of these activities will begin in July 2016 and progress will be reported annually.

The following report shows in detail each of the steps that were taken to create this Community Benefit Report and our plans to address the needs that were identified. In addition, we will begin by highlighting some of the ways that we are already serving the community through various hospital programs, departments, and partner services.

Financial Contribution to our Community



On average, we have approximately 360 employees at any given time, representing roughly \$11 Million in wages paid annually. Ozark Health is the largest employer in the two-county area, followed by the public school system.

To keep the community informed and to constantly assess the pulse of the people we serve, we have a presence in the Clinton, Fairfield Bay, and Marshall Rotary Clubs and the Clinton and Marshall Area Chamber of Commerce.

To date, there have been about \$1.45 Million in Donations to the Ozark Health Foundation. Additionally, about \$725,000 has been awarded to current and future Ozark Health employees in Scholarships and medical equipment purchases for the facility. The total charity write off for fiscal year end 2016 was \$571,546.

The amount of grant funding that has been received for Community Health Programs is just over \$6 Million, all of which has been used to improve the quality of life for Van Buren and Searcy County residents over the past nine years.

Our Partners within the Community

Arkansas Department of Health-Van Buren County and Searcy County Health Units, as well as the numerous services and technical assistance provided by their state-wide programs.

University of Arkansas for Medical Sciences (UAMS) has provided assistance through both their Rural Hospital Improvement Program and the North Central Area Health Education Center. In addition, our partnership with UAMS's AR Saves Stroke Program allows us to connect with UAMS via high-speed video communication in order quickly and effectively treat patients who come into our facility with stroke symptoms.

Local Physicians provide referrals and cooperate with each of our programs, creating a system of care that encompasses all areas of patient health.

The **Ozark Health Specialty Clinic** brings a variety of physicians who specialize in specific areas of the medical field to the Clinton area on specific clinic days each month. This clinic offers the residents of this rural area access to medical services that would usually only be available in larger communities.

In 2011, **Central Arkansas Radiation Therapy Institute (CARTI) and Little Rock Hematology and Oncology** joined forces to streamline their cancer treatment services in Central Arkansas. Prior to that time Little Rock Hematology and Oncology had provided chemotherapy and oncology services to the residents of our community through bi-monthly clinics, now since partnering with CARTI, they are able to provide these services at our facility on a weekly basis.

Ozark Mountain Health Network is comprised of different health and human service agencies, creating an integrated network of rural providers delivering quality, low-cost primary, preventive, and specialty care within our local community, and supported, when appropriate, by mutually advantageous links with outside providers.

Friendship Community Care is a new partner organization that brings knowledge and expertise of developmental disabilities in children. They are a day care and preschool that has teachers, therapists, and waiver services for their clients.

The **Ozark Health Auxiliary** is a group of volunteers who assist the hospital with a variety of services and donations which include the Ozark Health Gift Shop, employee scholarships, and providing assistance on chemotherapy clinic days.

The **Van Buren County TEA Coalition** is Van Buren County's substance abuse prevention coalition and works alongside Ozark Health to provide substance use prevention programs throughout the community year round.

The **Searcy County Prevention Coalition** promotes a drug-free community by educating and motivating families and community citizens toward healthy behaviors.

Boston Mountain is a group of rural health centers committed to providing health care services to patients in Searcy, Van Buren, Madison, Newton, Marion, and Carroll County, Arkansas, regardless of their ability to pay.

Ozark Health Foundation

The primary focus of the Ozark Health Foundation is to secure funds for the purchase of medical equipment for Ozark Health and to provide an opportunity for area students and Ozark Health Employees to receive scholarships to continue their education. The Ozark Health Foundation also services as the Fiscal Agent for grants through the Ozark Mountain Health Network.

Foundation Coordinator: Tawny Basinger, since October 2007

Amount of Funding July 2015 – June 2016: \$98,366

Amount of Funding to Date: \$1,451,770

Biggest Foundation Accomplishments July 2015 – June 2016

1. \$5,000 was allocated for Ozark Health Employee's Continuing Education and Certification Scholarships. 15 Employees were able to take advantage of those Scholarships
2. We completed our first and second Annual Giving Campaigns raising a total of \$62,317. Going forward we will only have 1 campaign per year, but this year we transitioned from one in the Spring to one in the Fall.
3. \$64,883 in Net Revenue from 3 Major Events

Biggest Foundation Goals (July 2016 – June 2017)

1. Implement a Planned Giving Program for donors that creates awareness about the opportunity to include the Ozark Health Foundation in their will or trust
2. Increase the number and value of donations that are received through direct acts from Major Donors
3. Reach the Annual Giving Goal prior to December 2016.

Plan for Sustainability:

The Ozark Health Foundation is sustained through investments from private donors. To date the majority of the Foundation Staff's time has been spent on Fundraising Events. In the past year, Annual Giving has been another revenue stream that has allowed directly for the purchase of medical equipment. Planned Giving, such as Estate Planning, could provide a more sustainable and long term income for the Foundation.

Message from Tawny:

The Ozark Health Foundation is continuously growing and changing. We began in 2003 as an employee run organization that was interested in raising more to provide scholarships and equipment for Ozark Health. We have grown to include a 15 member Volunteer Board whose sole purpose is to raise funds and determine projects that will benefit from those funds. Because of our partnership with Ozark Health, the Ozark Health Foundation has no administrative costs so 100% of the money used can go to scholarships and medical equipment.

Young Moms Healthy Families

Young Moms Healthy Families (YMHF) serves teen moms ages 12-25 in Van Buren and Searcy Counties. Young Moms Healthy Families provides education, support, home visits, and monthly group meetings. YMHF also helps in the primary prevention of child abuse and neglect.

Program Coordinator: Melissa Smyth, since 2014 Family Service Worker: Brandi Grillot, since 2015

Funding Sources:

- Arkansas Children's Trust Fund (July 2006-Present)
- Temporary Assistance for Needy Families (TANF) (July 2009- June 2011)
- THRIVE Grant (May 2011—June 2014)

Current Partnerships:

- Kirk of the Hills
- Ozark Opportunities
- Adult Education Center
- Division of Children and Family Services
- Ozark Opportunities
- Health Department
- Educational Opportunity Center



YOUNG FAMILIES
HEALTHY

Biggest Program Goals (July 2015—June 2016):

- 1) Achieve site accreditation through Health Families America
- 2) Increase number of families attending college or technical school
- 3) Strengthen the support systems and resource knowledge of each family

Biggest Program Accomplishments (July 2015—June 2016):

- 1) Increase enrollment in the Children's Trust Fund Expansion Grant
- 2) Increase use of Parents Resource Community Center for Educational Training.
- 3) Continue to provide training and resources sharing to participants

Plan for Sustainability:

Continue to build and sustain community partnerships with the purpose of continuing these services to Van Buren and Searcy County families in need. Young Moms Healthy Families has partnered with other parenting grantees to submit grant proposals for potential funding.

Story from Melissa:

A mom had her baby the summer before her senior year in high school. She missed a lot of school due to her child being sick often. She also struggled to keep up with her schoolwork due to caring for a baby and working part-time. She worried that she would have to drop out, but with support, she was able to graduate with her class in May.

How does this program make the community better?

We bring important education and resources to families in their home. This keeps them informed and gives them support so that their babies can have the best start in life.

Community Outreach Screenings

Ozark Health provides cholesterol, glucose, blood pressure, and A1C screenings free to local residents through community events and worksite wellness activities. All demographics of people are eligible to participate, especially the uninsured and underinsured. The Program has screened 470 people for 2015-2016

Program Coordinator: Jack Riddle & Brooke Keith

Funding Sources:

- Ozark Health (2013-Present)
- Health Resources of Arkansas Delta States Grant (July 2011- 2013)
- AHEC (2011)
- HRSA Rural Quality (2008– May 2011)
- HRSA Outreach Grant (2007-2010)
- Johnson & Johnson (2006-2008)

Current Partnerships:

- Ozark Health Medical Center
- Van Buren & Searcy County School Districts
- Petit Jean Electric Co-Op
- Van Buren and Searcy County Health Departments

Biggest Program Accomplishments (July 2015—June 2016):

- 1) Screened 470 people with 1880 tests
- 2) Screened Van Buren County residents and Searcy County residents

Biggest Program Goals (July 2016—June 2017):

- 1) Continue to perform screenings in both Van Buren and Searcy Counties
- 2) Continue to strengthen partnerships with businesses to encourage program utilization
- 3) Receive additional funding to continue to fund the program in both counties

Plan for Sustainability:

We will continue to utilize facilities that will allow us to offer screenings with no room rental fees in order to keep costs low. We will also seek additional funding through grants and partnerships to sustain the Program.

Return on Investment (ROI):

\$8.80 per dollar spent

Story from Ozark Health-

Over the past year we have seen positive changes in people's results in their elevated numbers. The participants are always glad to see their numbers and say that they appreciate the service to help with their health and wellness efforts.

Medication Assistance Program

The Medication Assistance Program (MAP) provides assistance to those without insurance or those with Medicare Part D who have reached the “doughnut hole” for a low yearly fee and a low processing fee. The unduplicated number of people served is 165 and is available to all age groups. Through June 2015, over \$2,000,000 AWP in Medication has been provided through the program.

Program Coordinator: Susie Witt, since February 20014

Funding Sources:

- HRSA Outreach Grant (July 2009—April 2010)
- Ozark Health (April 2010—Present)
- Health Resources of Arkansas (HRA) Delta States Grant (July 2011 - 2014)
- Fees from the Program

Current Partnerships:

- Ozark Health
- Van Buren County TEA Coalition
- Local Doctor's Offices
- Pharmacies
- Thrift Stores
- Department of Human Services
- Searcy & Van Buren County Health Departments
- Choctaw Food Pantry
- AHEC
- Prescription Drug Abuse Prevention through SAMSHA & DFC

Biggest Program Accomplishments (July 2011—June 2015):

- 1) 108 Patients provided with Medication through the Program
- 2) 739 Prescriptions provided totaling \$653,100.91 AWP
- 3) 252 total patients served in the Program since it was created

Biggest Program Goals (July 2014—June 2015):

- 1) Continue to extend the awareness and utilization of the program in Searcy and Van Buren County
- 2) Continue to strive to reach 750 Medication received
- 3) Expand patients served to 200 people

Plan for Sustainability:

Referring patients to receive services from an agency in Searcy.

Return on Investment (ROI):

\$18.20 per dollar spent

Story from Suzie:

In February 2015, a referral was made from a partnering doctor's office of a lady that was not able to afford her inhalers. The inhalers cost \$320 and she needed them on a monthly basis. The program was able to help her get them at zero cost to her. The lady was very thankful for all the help.



Diabetes Self-Management Education

The Diabetes Education Program offers Diabetic patients and their family members or caretakers with information about how to manage and control Diabetes.

Program Coordinator: Since 2014 Monica Hunt MS, RD, LD

Funding Sources:

- Ozark Health (June 2010—Present)

Current Partnerships:

- Ozark Health Medical Center
- Van Buren & Searcy County Health Units
- Boston Mountain Rural Health Clinic
- Clinton Medical Clinic
- Hope Medical Clinic

Biggest Program Accomplishments (July 2015—June 2016):

- 1) Educated 30 diabetics on types of diabetes and basic knowledge of diabetes
- 2) Developed partnerships with doctor's offices for referrals
- 3) Held classes one night per month for 3 hours to educate patients

Biggest Program Goals (July 2015—June 2016):

- 1) Continue to hold diabetes classes in both Van Buren and Searcy Counties
- 2) Continue to strengthen partnerships with local physicians to encourage program participation
- 3) To increase attendance for classes

Plan for Sustainability:

We will continue to utilize facilities that will allow us to offer classes with no room rental fees in order to keep costs low. We will also seek additional partners to encourage patients to attend classes

Return on Investment (ROI):

\$2.55/dollar spent

Story from Monica:

One particular patient was excited to tell me she had significantly lowered her HgbA1c within 3 months of taking the class and had lost 9 pounds during that time.

Van Buren County TEA Coalition

The purpose of the Van Buren County TEA Coalition is to prevent prescription drug abuse and underage drinking among youth.

Program Coordinator: Brian Henderson, May 2013 - Present

Funding Sources:

- Drug Free Communities (DFC) Grant (October 2007—September 2016)

Current Partnerships:

- Arkansas Department of Health
- Van Buren County—DHS
- KATV—Channel 7
- VBC Law Enforcement
- Clinton Police Dept
- Clinton Rotary Club
- Clinton Chamber of Commerce
- Van Buren County School Districts
- 20th Judicial District Prosecuting Attorney's Office
- Ministerial Alliance
- 20th Judicial District Drug Crime Task Force
- Searcy County Prevention Coalition
- KHPQ –Radio
- Delta Garden Study

Biggest Program Accomplishments (July 2011—June 2012):

- 1) Distributed over 1,000 medication lock boxes to the community through various events and awareness campaigns.
- 2) Added 2 new prescription collection drop boxes that have been donated to the county with a total of 4 locations in Van Buren County.
- 3) Sponsored and hosted a youth summit with Ray Lozano, drug prevention specialist and youth motivational speaker. There were 2,600 2nd-12th grade students that learned about the dangers of drugs and alcohol.

Biggest Program Goals (July 2012—June 2013):

- 1) Continue to hold regular monthly coalition meetings regardless of funding
- 2) Increase community participation with Drug Take Back Events
- 3) Re-structure Coalition Subcommittees

Plan for Sustainability:

We will continue to collaborate with other local organizations to reduce the cost of implementing activities that educate our community about the consequences of underage drinking and the use of other drugs. In addition, an application has been made for an additional 5 years of funding.

Return on Investment (ROI):

\$10.00/dollar spent

Story from Brian:

The TEA Coalition welcomes anyone that wants to get involved in education, encouraging, and inspiring citizens of Van Buren County to practice healthy behaviors and build toward a drug free community.



Searcy & Van Buren County Tobacco Prevention

The Searcy & Van Buren County Tobacco Prevention Programs work to reduce tobacco use among adults and youth. Specifically, the Tobacco Prevention programs utilize the Quit Line to facilitate smokers to quit. VBCTP also educates non-smokers on the dangers of smoking so that they will not begin smoking.

Program Coordinator: Renee Kyle, Since 2015 - 2016

Sources:

- Arkansas Cancer Coalition (June 2011—2013)
- Arkansas Department of Health (June 1, 2005—June 2016)

Current Partnerships:

- Van Buren County TEA Coalition
- Clinton, Shirley, Southside Bee Branch, Marshall, and St. Joe School Districts
- Local Health Departments
- Local Law Enforcement
- Ozark Health
- Marshall Mountain Wave
- Arkansas Cancer Coalition
- Region 1 & 2 —Prevention Resource Centers (PRC)

Biggest Program Accomplishments (July 2013—June 2016):

- 1) Van Buren County—Fair Grounds went tobacco free and e-cigarette free with signed policy
- 2) Searcy County—2 parks went tobacco free with signs posted
- 3) Hosted a Youth Summit for 75 students from Searcy and Van Buren Counties.

Biggest Program Goals (July 2013—June 2016):

- 1) Businesses to reduce tobacco signage
- 2) Multi-unit Housing Policies
- 3) Youth involvement with T.H.U.G.s. and S.W.A.T. Team

Plan for Sustainability:

Arkansas Cancer Coalition, ADAP Mini Grant, and research and apply for additional grant funding

Story from Renee:

We were able to accomplish several things in the past years funding cycle but one of the biggest things we accomplished is a multi-unit housing policy that will cover 76 plus properties. This will protect several families and children from the dangers of secondhand smoke and improve the quality of life for many residents of the community.



Searcy County Prevention Coalition

The Searcy County Prevention Coalition was developed under the Tobacco Prevention Grant from the Arkansas Department of Health. The Coalition has received limited funding since June 2005, but the Coalition still operates to do prevention effective work in Searcy County.

Program Coordinator: Renee Kyle, since May 2005

Funding Sources:

- Arkansas Department of Health Tobacco Prevention Grant (July 2005—2009, 2011-2016) \$69,000
- ADAP Mini Grant \$1,500 (2010-2012)
- Arkansas Cancer Coalition (2011-2013)
- DFC Mentoring Grant for Lunch N' Learns and Community Supper

Current Partnerships:

- Arkansas Department of Health
- Law Enforcement
- Marshall & St. Joe School Districts
- Region 2—PRC
- Marshall Mountain Wave
- TEA Coalition
- County government
- The Committee
- Civic Center
- Searcy County Judge



Biggest Program Accomplishments (July 2013—June 2016):

- 1) The Searcy county park going tobacco, alcohol, and drug free
- 2) The Great American Smoke Out BBQ Cook-Off
- 3) 5 Business entry way policies

Biggest Program Goals (July 2013—June 2016):

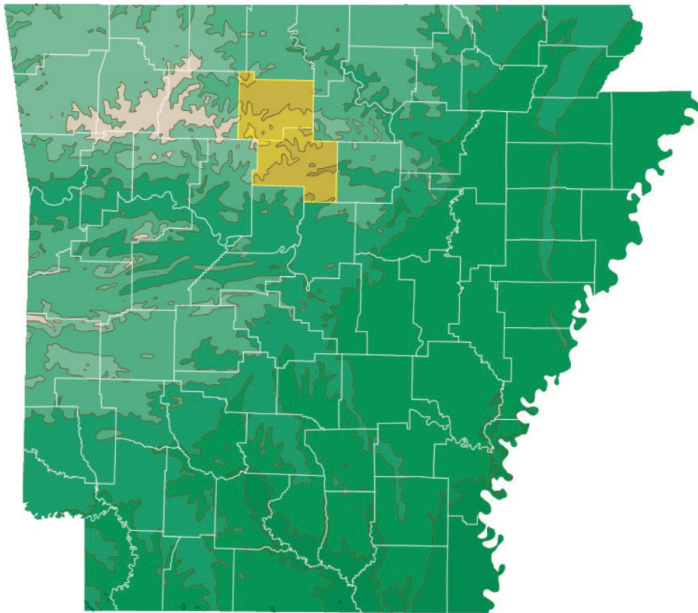
- 1) Multi – Unit Housing policies
- 2) 2 Retailers to adopt Campus Free policies
- 3) Youth Wellness Involvement with S.W.A.T. Team
- 4) Nursing Homes to adopt e-cigarette policies

Plan for Sustainability:

Arkansas Department of Health Tobacco Prevention and Cessation Program, ADAP Mini Grants, Coalition Partners, and DFC Funding

Story from Renee: The Searcy County Park went tobacco free after 10 years of working with the County Judge, Schools, SWAT Team, and parents. I was presenting to the schools about the dangers of drugs and alcohol when the County Judge was in the audience. The very next day the judge declared the park tobacco, alcohol, and drug free. It was the presentation that made the difference. This was a great win in our community.

Geographic Area of Coverage



Searcy County Zip Codes

Gilbert	72636
Harriett	72617, 72639
Leslie	72645
Marshall	72650
Pindall	72669
St. Joe	72675
Witt Springs	72686

Van Buren County Zip Codes

Bee Branch	72013
Choctaw	72028
Clinton	72031
Damascus	72039
Fairfield Bay	72088
Scotland	72141
Shirley	72153

Community Demographics

	<i>Van Buren County</i>	<i>Searcy County</i>
Total Population	17,090	7,869
Under 20 years	23.8%	20.3%
20 to 59 years	47.1%	48.0%
60 years and older	30.4%	24.2%
Median Age	47.0 years	46.7 years
Males	49.9%	49.7%
Females	50.1%	54.9%
Disabled	5.4%	7.1%
Medicaid Beneficiaries	25.8%	33.7%
Medicare Beneficiaries	20.8%	19.0%

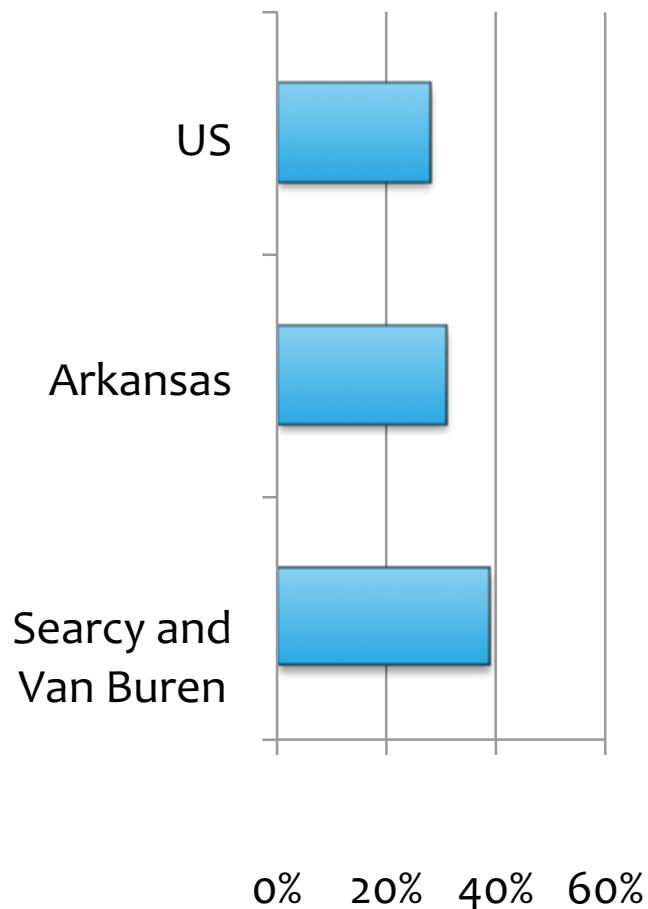
2015 Workforce Data

- Searcy County employed 1,465
- Searcy County Unemployment rate was 8.3%
- Searcy County average weekly wage was \$526
- Van Buren County employed 5,823
- Van Buren County unemployment rate was 9.8%
- Van Buren County average weekly wage was \$731

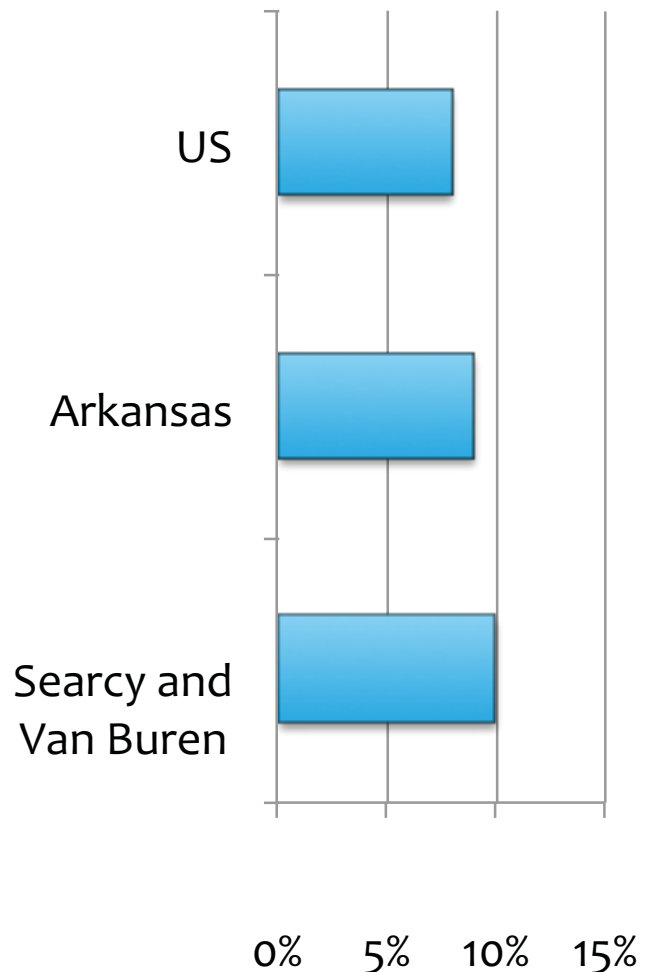


Searcy and Van Buren Counties 2009 County Adult Health Survey Comparison with State and National BRFSS

Have High Blood Pressure



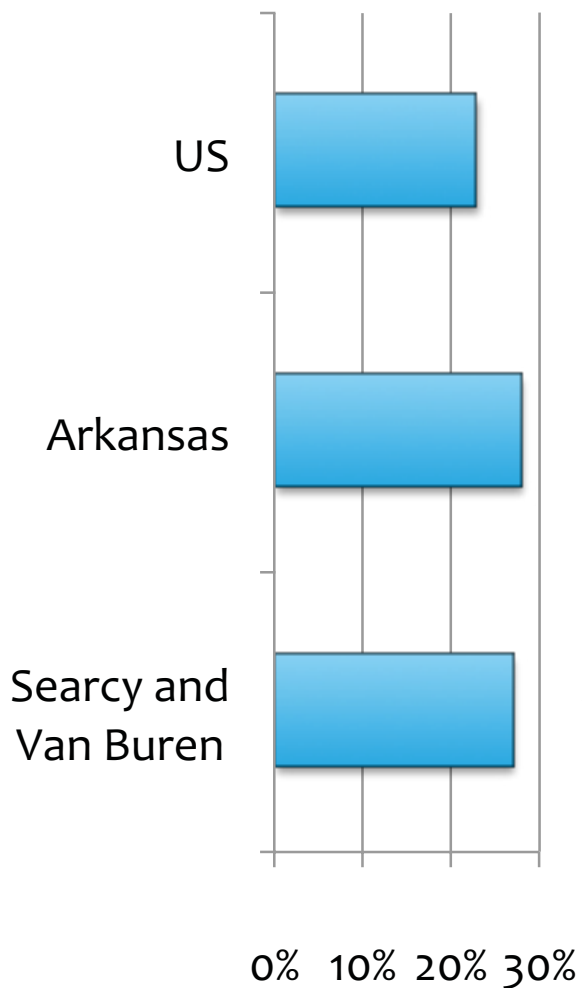
Have diabetes



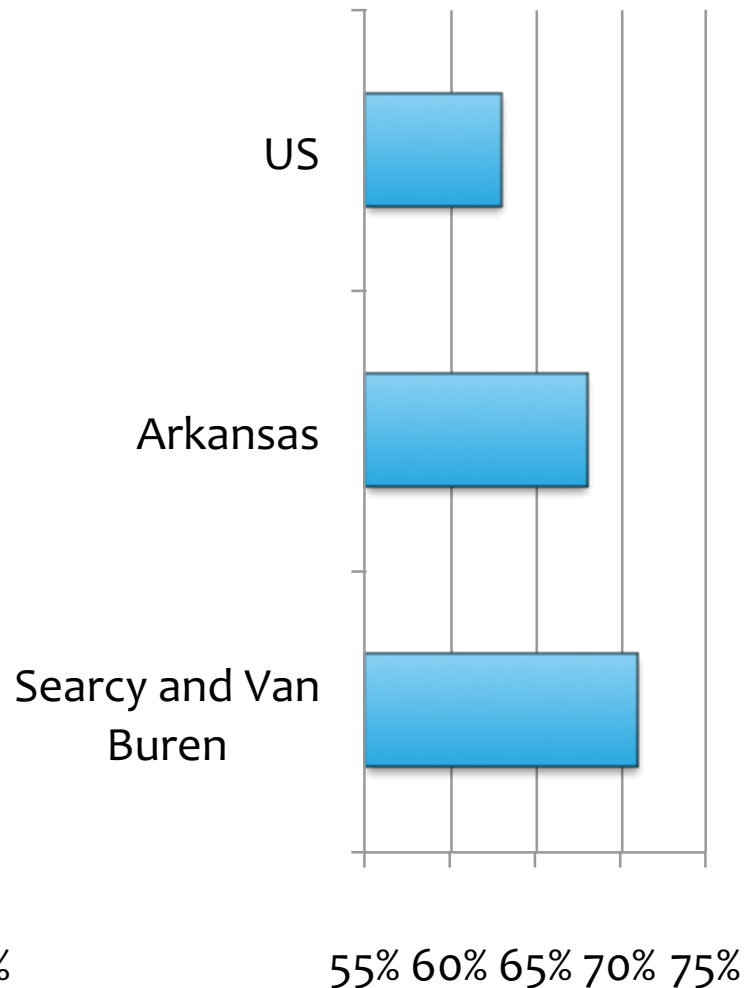
Arkansas and national data obtained from most recent BRFFS data (2006 and 2007).

Searcy and Van Buren Counties 2009 County Adult Health Survey Comparison with State and National BRFSS

No regular physical
activity



Over weight
or obese



Source: 2009 Searcy and Van Buren counties data obtained from county Adult Health survey.
Arkansas and national data obtained from most recent BRFSS data (2006 and 2007).

Top Health Issues Identified by the BRFSS and Community Survey



Top community problems identified:

1. Obesity- Nutrition & Fitness
2. Substance Abuse- Tobacco, Alcohol, & Illegal Drugs

Specific Goals & Objectives within Each of the Identified Focus Areas



Accomplishment of Goals 2013-2016

Ozark Health and our partners have diligently worked to accomplish our goals and objectives to improve the quality of life for our communities over the past three years.

Objective 1: Implement "Cooking Matters" and/or "Shopping Matters" or similar classes within Van Buren and Searcy Counties bi-annually to encourage healthy eating on a budget, for a total of 4 classes each year beginning July 1, 2013 through June 30, 2016

We worked to decrease the burden and incidence of obesity-related disease by coordinating "cooking matters" or "shopping Matters" classes within Van Buren and Searcy Counties. We educated 16 families on cooking and shopping for healthier meal planning and options. We partnered with Young Moms Healthy Families, local Health Units, and County Extension offices to reach families and assist with classes.

Objective 2: Increase participation in Diabetes Self Management Education classes among Hispanics by utilizing local Spanish translators and local Hispanic Churches between July 1, 2013 and June 30, 2016.

Our target population for Diabetes Self Management Education classes among Hispanics had low participation due to a small population in our communities and lack of a translator. We will work to improve on ways to reach this population and other populations as there is a need to improve their health and education of Diabetes. We will coordinate efforts with the local health units as well as doctors offices.

Objective 3: Partner with Ozark Mountain Health Network's Young Moms Healthy Families Program to support breast feeding in both Van Buren and Searcy Counties providing education on the importance of breast feeding for 30 young mothers ages 12-25 between July 1, 2013 and June 30, 2016.

Ozark Health's Young Mom's and Healthy Families program was able to reach 30 young mothers in Van Buren and Searcy Counties and provide education on breast feeding.

Objective 4: Encourage whole family obesity prevention activities by sponsoring community events with a focus on physical activity, providing financial and/or staff support for a minimum of 6 events between July 1, 2013 and June 30, 2016.

There were 6 community events and activities that focused on physical activity to help increase activity levels for youth and adults in both counties. There were three 5k's, participation in the Relay for Life, Alzheimer's Walk, Women can Run Clinics, and a Community Biggest Loser competition that were held over the past three years to encourage physical activity and weight loss.

Accomplishments continued

Objective 5: Increase participation in Ozark Health Medical Center's Cardiac Rehabilitation program to reduce morbidity rates and occurrence of future heart attacks for persons who have already suffered a heart attack from an average of 11 patients to 13 patients annually by June 30, 2016.

We were able to meet this objective by increasing participation in our Cardiac Rehabilitation program. We increased participation by advertising services in newsletters, radio ads, patient referrals, and lunch N' learns to small groups.



Substance Abuse Accomplishments

Over the last three years Ozark Health and Partners continued to work on substance abuse by the goal of Decreasing the number of Van Buren and Searcy County residents abusing tobacco, alcohol, and illicit and prescription drugs to create a healthier community. We were able to meet all the goals listed below and complete updates and reviews can be seen in the above pages 11-13.

Objective 1: Partner with the Van Buren County TEA Coalition and the Searcy County Prevention Coalition to ensure a minimum of 10 meetings each year from July 1, 2013 through June 30, 2016 in each county with the purpose of decreasing substance abuse rates. Stake holders and partners met monthly in both counties to hear updates and tasks to decrease abuse rates. According to the Arkansas Prevention Needs Assessment the rate of tobacco use among youth dropped from 26.1% to 16.7% and alcohol use from 29.9% to 26.1% over the past 3 years showing a great decrease of substance abuse by the coalitions and partners.

Objective 2: Ensure that Van Buren and Searcy County residents are safely disposing of unused prescription medications to keep them out of the hands of youth and other unintended recipients by hosting booths at National Drug Take-Back Events across Van Buren and Searcy Counties holding a total of 12 events between July 1, 2013 and June 30, 2016. The TEA Coalition distributed over 1,000 lock boxes to the community through various events and awareness campaigns. Education on how to properly dispose of prescription meds was given county wide during take-back events and social media.

Objective 3: Provide tobacco prevention and cessation information to staff and students at each of the schools within Van Buren and Searcy Counties annually between July 1, 2013 and June 30, 2016. Tobacco prevention education and cessation was give to staff and students during school events as well as hold a youth summits to educate the youth and staff on the dangers of tobacco use.

Objective 4: Support local worksites in the provision of tobacco prevention and cessation materials and resources throughout Van Buren and Searcy Counties between July 1, 2013 and June 30, 2016. Prevention materials and cessation resources were given to various worksites in Van Buren County and Searcy County reaching 480 employees.

Objective 5: Educate 500 Van Buren and Searcy County residents annually on Substance Abuse Prevention resources and programs available on the 2-county area through local food banks, for a total of 1,500 contacts made between July 1, 2013 and June 30, 2016.

We were able to reach over 3,000 residents between both counties through meetings, education booths, programs, social media, and print media on the prevention resources and programs available for the counties.

Obesity

2016-2019

Goal 1: Decrease the burden and incidence of obesity-related diseases by implementing community-based approaches to health improvement and weight reduction in Van Buren and Searcy Counties.

Objective 1: Educate the community regarding the importance of health and wellness beginning July 1, 2016 and continuing through June 30, 2019.

Objective 2: Educate the community and local providers of Ozark Health Medical Center nutritional services available between July 1, 2016 and June 30, 2019.

Objective 3: Partner with Ozark Mountain Health Network's Young Moms Healthy Families Program to support breast feeding in both Van Buren and Searcy Counties, providing education on the importance of breastfeeding for 30 young mothers ages 12 and up between July 1, 2013 and June 30, 2016.

Objective 4: Encourage whole family obesity prevention activities by sponsoring community events with a focus on physical activity, providing financial and/or staff support for a minimum of 6 events between July 1, 2016 and June 30, 2019.

Objective 5: Increase participation in Ozark Health Medical Center's Cardiac Rehabilitation program to reduce morbidity rates and occurrence of future heart attacks for persons who have already suffered a heart attack from an average of 13 patients annually to 15 patients annually by June 30, 2016.

Substance Abuse

2016-2019

Goal 2: Decrease the number of Van Buren and Searcy County residents abusing tobacco, alcohol, and illicit and prescription drugs to create a healthier community

Objective 1: Partner with the Van Buren County TEA Coalition to ensure a minimum of 10 meetings each year from July 1, 2016 through June 30, 2019 in each county with the purpose of decreasing substance abuse rates.

Objective 2: Ensure that Van Buren and Searcy County residents are safely disposing of unused prescription medications to keep them out of the hands of youth and other unintended recipients by hosting booths bi-annually at National Drug Take-Back Events across Van Buren and Searcy Counties, holding a total of 12 events between July 1, 2016 and June 30, 2019.

Objective 3: Provide tobacco prevention and cessation information to staff and students at each of the schools within Van Buren and Searcy Counties annually between July 1, 2013 and June 30, 2019.

Objective 4: Implement Brief Tobacco Interventions and cessation efforts for patients at Ozark Health Medical between July 1, 2016 and June 30, 2019.

Objective 5: Educate 500 Van Buren and Searcy County residents annually on Substance Abuse Prevention resources and Ozark Health Medical Center programs available in the 2-county area through local food banks, for a total of 1,500 contacts made between July 1, 2016 and June 30, 2019.

How to Make the Most of our Efforts

2016-2019

Goal 3: Increase community awareness of available health related resources and programs in the Van Buren and Searcy County area.

Objective 1: Present to local community, civic, and volunteer groups quarterly to inform them about the obesity treatment and prevention related programs that are available in Van Buren and Searcy Counties, providing a minimum of 4 presentations each year beginning July 1, 2016 and ending June 30, 2019. (Potential groups to present to: Senior centers, Rotary, Chambers of Commerce, The CALL, DHS, Ministerial Alliance)

Objective 2: Review and update the booklet containing all available health and substance abuse prevention related programs and resources in Van Buren and Searcy Counties by December 1, 2017.

Objective 3: Utilize a variety of outlets to distribute 2,000 resource directories annually listing all available health and substance abuse prevention related programs and resources in Van Buren and Searcy Counties between July 1, 2016 and June 30, 2019. (Publication sources/avenues: Water bills, Newspapers, Daycares, Churches, Chamber of Commerce, Free booths at community events, Booth at County Fair, Health Fairs, Food 4 life, Food bank, Social media, WIC clients)

Objective 4: Utilize social media, such as Facebook, Twitter, and web pages, to educate youth and adults on the dangers of substance abuse and making unhealthy choices between July 1, 2016 and June 30, 2019.

Looking to the Future...

Over the next three years we will implement the programs that were identified as avenues to address the needs that were identified through our Community Health Needs Assessment. As the three year period draws to an end, we will begin the process over of addressing current needs and gaps in services and compare the most recent Behavior Risk Factor Surveillance Survey data and our county rankings to the data that was used in this year's Community Health Needs Assessment. We will evaluate program specific data and the goals and objectives listed in this report. Then we will create a new updated Needs Assessment to identify what problems we are facing at that time and create solutions to address those problems within our community. A community stakeholders group will be utilized once again to help sort through the data and create a plan of action.



Ozark Health Services

The following pages contain a list of the hospital departments offering services to the community along with the services they provide and contact information. There are too many services to list in this report, however, if you ever have any questions about other services available, feel free to call the hospital's front desk staff at 501-745-7000 anytime.

Cardiac Rehabilitation

Services and other information: The Cardiac Rehabilitation Program can be utilized with orders from a prescribing physician. The program is aimed at rehabilitating individuals who have recently had one of the diagnoses below:

- Myocardial Infarction
- Angina Pectoris (stable for at least 2 months)
- Coronary Artery Bypass Surgery,
- Heart Valve Repair/Replacement
- PTCA or Coronary Stenting
- Heart/Heart Lung Transplant

Hours/ Days of Operation: Mondays, Wednesdays, and Fridays 1:30 – 2:30 PM (By appointment only)

Contact Person: Tona Alford, RN

Direct Telephone Number(s): 501-745-9594

Dietary

Services and other information: A full cafeteria for the public and catering services is available through Ozark Health's Dietary Department.

Hours/ Days of Operation: The kitchen operates 7 days a week from 6:30 AM-6:30 PM for both cafeteria and catering services.

* Catering Services require at least 7 days advance notice.

Ozark Health Services

Dietary (continued)

Contact Person: Peggy Zoch,

Direct Telephone Number(s): 501-745-9567

Emergency Department

Services and other information: The Emergency Department provides around-the-clock emergency medical care, with a Physician on the premises at all times. Laboratory, Radiology, and Pharmacy services are available at the discretion of the attending Physician, as well as, a variety of Therapy services. In addition, we participate in the ARSaves Telemedicine Program, which provides immediate Stroke Treatment using state-of-the-art computerized connection with Physicians at UAMS. Also, all trauma information and images are sent through an online repository to insure faster image and data transfers. Emergency Department staff also has consultation services with Arkansas Children's Hospital for both Pediatric and Burn patients.

Hours/Days of Operation: The Emergency Department is open 7 days a week, 24 hours a day, 365 days a year.

Contact Person: Kim Hall

Direct Telephone Number(s): 501-745-9442

Home Health Care

Services and other information: Ozark Health Home Care provides skilled nursing visits in the home including: home IV infusion, wound care (including wound vacs), nursing assessments and health education, Pediatric and Mental Health Nursing. In addition, in home therapy is available in the forms of: Physical Therapy, Speech Therapy, and Occupational Therapy.

Ozark Health Services

Home Health Care (continued)

Home Health Aides area also available for personal care and bathing. We have on staff a Certified Pediatric Nurse Specialist and Certified Psychiatric Nurse Specialist and all of our Nursing Staff are trained as Chronic Care Specialists. We have almost 300 years combined nursing experience to meet your “at home” needs.

Hours/Days of Operation: Office hours are 8:00 AM – 4:30 PM Monday – Friday with RN’s and LPN’s on call 24 hours a day, 7 days a week.

Contact Person: Pam Leal

Direct Telephone Number(s): 501-745-7004 option 2

Laboratory

Services and other information: All general clinical laboratory services are available. Appointments are required for the following tests: Therapeutic Phlebotomies; Oral Glucose Tolerance Tests; Drug Screen Collections that require Chain-of-Custody Protocol (NOTE: We do NOT provide DOT drug screen collections); And any test that may require special supplies (i.e. Paternity Collection Kits)

Hours/ Days of Operation: The laboratory is staffed 7 days a week, 24 hours a day. However, normal outpatient hours are from 8 AM until 5 PM weekdays (except holidays). Patient s can be seen outside of these hours, but we ask that prior arrangements be made.

Contact Person: Jack Riddle, Lab Manager

Direct Telephone Number(s): 501-745-9450 (Lab Front Office) 501-745-9461 & 501-745-9456 (Main Lab) 501-745-9469 (Manager’s Office)

Ozark Health Services

Med/Surg

Services and other information: The Med/ Surg department specializes in quality care for patients who are staying at the facility for any length of time for observation or swingbed services.

Hours/ Days of Operation: Med/ Surg staff work 7 days a week, 24 hours a day, 365 days a year.

Contact Person: Carla Slayton, RN

Direct Telephone Number(s): 501-745-9414

Nursing Center

Services and other information: Our wide array of services enables our patients and residents to receive the medical care they need, the skilled therapy and nursing services they require, and the support they and their families deserve. The uniqueness of our facility being joined with Ozark Health Medical Center allows for an extension of those specialized services not normally found in a long term care setting. We serve many types of patient and resident needs, from short-term rehabilitation to traditional long-term care.

Working with your physician, our staff nurses, therapists, dietitian and social worker establishes a comprehensive treatment plan intended to restore you or your loved one to the fullest practicable potential.

Hours/Days of Operation: 24 hours a day, 7 days a week, 365 days a year

Contact Person: Carla Roberts, RN, Administrator

Direct Telephone Number(s): 501-745-9517

Ozark Health Services

Outpatient Services

Services and other information: Outpatient Services are any services provided to patients that are not patients staying in the Hospital or Nursing Home at the time.

The Outpatient Services provided at our facility include:

- Intramuscular (IM) & subcutaneous (SQ) Injection Administration
- Intravenous (IV) Fluid Hydration / Infusion Administration
- Intravenous (IV) Push Medication Administration
- By Mouth (PO) Medication Administration
- Post Chemotherapy Medications
- i.e. Neulasta, Neupogen, Procrit & Aranesp
- Joint Disease Medications
- i.e. Orencia, Boniva, Prolia & Reclast
- Iron Deficiency Medications
- i.e. Feraheme and Ferrlicit
- Blood Thinning Medications
- i.e. Arixtra and Lovenox
- Power Port/Infusa Port/Pediatric Port/Peripherally Inserted Central Catheter (PICC Line)/or other Central Venous Catheter
- Lab Draw
- Irrigation
- Medication Administration
- Dressing Change
- Blood/Blood Components Transfusion and Administration
- In and Out Catheterization
- Foley Catheter Placement and/or Foley Bag Replacement
- Enema
- Dressing changes
- Tuberculin Skin Testing

Hours/Days of Operation: Monday–Friday, 8:00 AM–5:00 PM

Contact Person: Tona Alford, RN

Direct Telephone Number(s): 501-745-9594

Ozark Health Services

Patient Financial Counselor

Services and other information: This department assists patients with questions regarding account balances and the financial assistance application process.

Hours/Days of Operation: Staffed Monday – Friday from 10:30 AM- 6:00 PM, the Financial Counselor will be happy to help answer any questions you may have

Contact Person: Kathy Potts

Direct Telephone Number(s): 501-745-9521

Quality

Services and other information: The Quality Department offers the following services:
Community and Individual Education
Community Chronic and Acute Disease Management and Treatment
Community and Hospital Infection Control
Emergency Preparedness- both Hospital and State-Wide

Hours/ Days of Operation: Quality services are available Monday-Friday from 6:30 AM- 5:00 PM

Contact Person: Lisa Stephenson, BSN, RN

Direct Telephone Number(s): 501-745-9418

Ozark Health Services

Radiology

Services and other information: Ozark Health offers a professional, highly qualified Radiology staff. Radiology exams performed at Ozark Health are read by Radiology Associates, PA. And Echocardiograms are interpreted by cardiologists.

Services Provided Include: X-Ray and Fluoroscopy exams, CT exams including CT angiography, MR exams including MR angiography, Digital Mammography with Computer-Aided Detection, Ultrasound including echocardiograms and stress echocardiograms.

Hours/Days of Operation: Radiology services are available 24 hours a day. Outpatient exams are available Monday through Friday.

Contact Person: Jamie Cates MS, BSRT, (R) (M)

Direct Telephone Number(s): 501-745-9542

Rehabilitation Services

Services and other information: The Rehab Department specializes in Physical Therapy, Occupational Therapy, and Speech/ Swallowing Therapy. All therapy services are available through: In-patient, Out-patient, Nursing Home, and Home Health settings.

Hours/Days of Operation: Monday – Friday 7:30 AM – 5:30 PM

Contact Person: Larry Green, PT

Direct Telephone Number(s): 501-745-9486

Ozark Health Services

Respiratory Care

Services and other information: All employees of the department are Cardiopulmonary Resuscitation (CPR), Advanced Cardiac Life Support (ACLS), and Pediatric Advanced Life Support (PALS) Certified. We have the entire spectrum of experience from Neonates to Geriatrics and are working towards starting a Pulmonary Rehabilitation Program, as well.

Services offered by the Respiratory Therapy Staff include:

Complete Pulmonary Function Testing, Treadmill Stress Tests, Stress Echo, Non-Invasive Ventilation, Ventilator Management, Holter Heart Monitors, Cardiac Event Monitors, All forms of Bronchodilator Administration, Education about Respiratory Medications and proper use, Tobacco Prevention Education.

Hours/ Days of Operation: Respiratory Therapy staff is available 7 days a week, 24 hours a day.

Contact Person: Denise Huggins

Direct Telephone Number(s): 501-745-9471 or 501-745-9448

Scheduling/ Pre-Registration

Services and other information: The Scheduling and Pre-Registration Department works to ensure that your visit to the hospital is as quick and simple as possible by scheduling appointments referred by Physician's Offices, as well as assisting patients with pre-registering for future services.

Hours/ Days of Operation: Scheduling and Pre-Registration services are available Monday-Thursday from 8 AM – 4 PM.

Contact Person: Vicky Watkins

Direct Telephone Number(s): 501-745-9506

Ozark Health Services

Specialty Clinic

Services and other information: The Specialty Clinic Physicians listed below are some of the best physicians in the state. Your doctor or primary care physician may refer you to any of our many specialists to target certain conditions. You may also refer yourself to one of our doctors, as many insurance plans do not require physician-to-physician referral. It is recommended that you call your insurance company to confirm that you are able to do this before making an appointment.

Specialists currently available at the Specialty Clinic are:

Cardiology- Douglas Borg, M.D.
Cardiology- Donald Meacham, M.D.
Cardiology- Ben Starnes, M.D.
Dermatology- Francine Bruyneel, M.D.
General Surgery- Steve Schoettle, M.D. , FACS
Gynecology- Josh Ward, M.D. and Heather White, A.P.N
Nephrology- Mary Jo Shaver, M.D.
Orthopedic- Hank Wallace, M.D.
Otolaryngology- Jeffery Barber, M.D.
Podiatry- Glenn McClendon, D.P.M
Rheumatology- Ronald Rubio, M.D., F.A.C.R.
Urology- Caleb Bozeman, M.D.

Hours/ Days of Operation: The Specialty Clinic is staffed Monday – Friday from 8:00 AM – 4:30 PM for scheduling and questions, however Physician Hours and Clinic Times vary based on their individual clinic days.

Contact Person: Janet Hall

Direct Telephone Number(s): 510-745-9439

Ozark Health Services

Surgery

Services and other information: We provide a variety of surgical services. Some of the most common procedures that we do are:

General Surgery- Gallbladder removal, Hernia repair, Hysterectomy, and Skin Lesion, Cyst, and Skin Cancer Removal

Orthopedic Surgery- Total Joint Replacement, Carpal Tunnel Release, Rotator Cuff Repairs, Arthroscopy Surgeries

Ear, Nose, and Throat Surgery- Tonsil and Adenoid Removal, PE Tube Placement

Urology Surgery- Prostate Biopsy, Bladder Surgery

GI Procedures- Colonoscopy, EGD, and Peg Tube Placement

Hours/ Days of Operation: 6:30 AM – 4:00 PM Monday - Friday

Contact Person: Michelle Reeves, Surgery Manager

Direct Telephone Number(s): 501-745-9555 or 501-745-9556

Special Thanks to:

Betty Spencer, Van Buren County Foods for Life Coordinator
Brian Henderson, TEA Coalition Coordinator
Donette Boyett, Boston Mountain Rural Health Center LSCW
Darrell Moore, Ancillary Services Director
David Deaton, Ozark Health Medical Center Chief Executive Officer
Donna Branscum, Van Buren County Health Department Administrator
Edna Prosser, Ozark Health Medical Center Chief Nursing Officer
Karla Fultz, Van Buren County Library Coordinator
Kristi King, Financial Services Director
Lisa Reigal, Van Buren County Department of Human Services Office
Libby Seftar, Searcy County Health Department Administrator
Lynda Hensley, Friendship Community Care, Director
Melissa Smyth, Young Mom's Healthy Families Coordinator
Paul Wellenberger, City of Fairfield Bay Mayor
Regina Chaney, University of Arkansas Extension Cooperative- Van Buren County Office
Renee Kyle, Searcy County and Van Buren County Tobacco Prevention
Robin Corley, Accounting Manager
Roger Hooper, Van Buren County Judge
Sandy Lemarr, Searcy County Senior Citizen's Center
Tawny Laymon, Ozark Health Foundation Coordinator
Terry Drew, Petit Jean Electric Coop.
Tim Smith, South Side High School Principal