



Community Health Needs Assessment Implementation Plan 2024-2027

Healthcare Need Priority #1: Access to Primary Care

Increase access to primary care providers (PCPs)

Strategies	Measures
Screen patients in the Emergency Department and the Women's Center (TWC) for PCP and connect patients to primary care providers	<ul style="list-style-type: none">• Number of referrals to TWC Case Manager for lack of primary care• Number of TWC patients connected to PCPs• Implement tracking system for the ED Care Coordinator
Assist patients in accessing health insurance	<ul style="list-style-type: none">• Number of referrals to TWC Case Manager for insurance needs• Number of TWC patients connected to insurance or Vermont Health Connect Assistors• Offer training to Copley staff to become Assistors

Healthcare Need Priority #2: Substance Use

Increase access to substance use providers

Strategies	Measures
Screen patients in the Emergency Department and Women's Center for substance use and connect to supports	<ul style="list-style-type: none">• Number of visits and total number of unique patients seen in the ED by the Recovery Center's Peer Coaches program• Number of referrals made to Medication Assisted Treatment/Spoke Team, and other substance use treatment programs from TWC• Implement tracking system for the ED Care Coordinator

Reduce the amount of unused prescription medications in the community

Strategies	Measures
Promote proper medication disposal through an on-site Prescription Drug Drop Box	<ul style="list-style-type: none">• Pounds of medications disposed of annually

Healthcare Need Priority #3: Mental Health

Increase access to behavioral health providers

Strategies	Measures
Screen patients in the Emergency Department, Med-Surg Unit, and the Women’s Center for safety and suicide, and connect patients to supports	<ul style="list-style-type: none"> • Number of screenings completed ED/Med-Surg • Number of TWC patients provided brief intervention and short-term counseling by embedded clinician • Number of referrals to behavioral health providers from TWC • Implement tracking system for the ED Care Coordinator

Increase safety for patients and staff

Strategies	Measures
Make Emergency Department and Med-Surg rooms safer for patients at risk of self-harm	<ul style="list-style-type: none"> • Update patient safety policy, implement a screening tool to determine the level of risk, and provide interventions accordingly.
Utilize a hospital-wide system to provide patient care observers for patients at risk for self-harm	<ul style="list-style-type: none"> • Number of patient “sitter” hours for the Emergency Department and Med-Surg units.
Strengthen hospital security measures	<ul style="list-style-type: none"> • Embed a security department within the hospital • Implement a contraband policy
Provide workplace violence prevention and de-escalation training for staff in specific departments	<ul style="list-style-type: none"> • Identify key staff to be AVADE and Crisis Prevention Institute (CPI) trainers • Number of AVADE trainings provided and the number of staff who complete them. • Number of CPI trainings provided and the number of staff who complete them.
Mandatory training for all staff on workplace violence prevention	<ul style="list-style-type: none"> • Number of staff who completed the online module

Strengthen community partnerships

Strategies	Measures
Engage in community suicide prevention work	<ul style="list-style-type: none"> • Identify a Copley representative to participate in the Zero Suicide Committee
Promote coordination of services and reduction of system barriers	<ul style="list-style-type: none"> • Participate in the Lamoille Health Collaborative and its identified initiatives

Healthcare Need Priority #4: Obesity/Nutrition/Food Insecurity

Increase access to food resources

Strategies	Measures
Screen patients in the Women's Center for food insecurity and provide resources	<ul style="list-style-type: none"> Number of referrals to TWC Case Manager for food insecurity Number of TWC patients connected to food resources (includes food shelves, 3SquaresVT, WIC, and Meals on Wheels)
Collect food donations for Lamoille County Food Share	<ul style="list-style-type: none"> Amount of food collected for donation

Increase awareness of healthy lifestyle resources

Strategies	Measures
Promote the My Healthy Vermont diabetes prevention and chronic disease self-management programs	<ul style="list-style-type: none"> Provide education to staff about My Healthy Vermont self-management courses Display information through brochures and digital monitors in patient care areas.
Share healthy living information through Copley's blog and social media	<ul style="list-style-type: none"> Number of related blogs and social media posts annually

Encourage employees to adopt and maintain healthy lifestyle habits

Strategies	Measures
Implement an Employee Wellness Program	<ul style="list-style-type: none"> Hire an Employee Wellness Nurse
Increase the amount of fresh fruit and vegetables offered in the cafe	<ul style="list-style-type: none"> Percent change of fresh produce (cases) purchased by the hospital year to year

Healthcare Need Priority #5: Lack of Dental Care

Increase access to dental providers

Strategies	Measures
Screen patients in the Women's Center for dental care and connect to resources	<ul style="list-style-type: none"> Number of referrals to TWC Case Manager for lack of dental care Number of TWC patients connected to dental resources
Assist patients in accessing health insurance	<ul style="list-style-type: none"> Same as Healthcare Need Priority #1