



## **Stevens Community Medical Center Implementation Plan Addendum to 2019 Community Health Needs Assessment**

SCMC conducted a community conversation on November 12, 2019 as part of the Community Health Needs Assessment. Data collected at the CHNA included areas where our community could improve. These areas were: additional child care services, the need of expanding transportation services in regards to hours and distance, creating a central communication forum for all services and support groups in our community. These findings will be addressed in the CHNA Implementation Plan. Over the next three years, SCMC has developed the following plan to address these challenges.

### 1) Transportation - *Need for extended transportation hours*

SCMC heard from the community and staff that patients are needing transportation before or after the hours of the local transit. We plan to identify the hours needed through the SCMC social worker and director of nursing, as well as through community input. Once established, we will begin working with the local transit and learn what can be done to expand hours.

Through attending Stevens county transportation meetings with West Central Initiative, we can offer support and learn more about the possibility of expanding hours. SCMC will add all available transportation service links on our website as a resource to patients and help promote it through our social media following.

### 2) Childcare - *Need for additional childcare options in community*

There has been a need for additional childcare in Stevens county for some time. This was clearly top of mind during our community conversation and came up multiple times. SCMC employs 300 employees and we hear from them as well that it is a need.

Our plan is to collaborate with multiple community partners, including First Children's Finance, to establish how SCMC can assist in this need. We will also work with Stevens County Economic Improvement Commission to learn about potential daycare centers interested in opening in the community. We will support the Hancock Building project that includes a childcare center by attending planning meetings, offering financial support and through community outreach.

We will also discuss the potential for an employee childcare center at SCMC to offer care for employee's children that are mildly ill or for emergency care.

### 3) Community Communication - *Need for centralized communication for all community happenings*

During our discussions with the public, we learned about support groups that many people were not aware of. We also learned that new community members have a hard time learning about

the offerings in town. We established that by having one source for people to see all community offerings, we could eliminate doubling up on services, and help spread the awareness of support groups. We will work on establishing how information is shared now and find ways to create one source for these services. Through the Chamber of Commerce, we will help develop a welcome packet for new community members. Together with Horizon Public Health, we can make a list of all health services and support groups offered in the community. Either through the Chamber, city, or SCMC, we will create a resource website with this information.