

West Yavapai Guidance Clinic of Prescott, Arizona
Community Health Needs Assessment, September 2017
With respect to all WYGC programs, including the Windhaven Psychiatric Hospital



OVERVIEW

This document has been prepared for four reasons:

- To assess how West Yavapai Guidance Clinic programs, including its 16-bed specialty psychiatric hospital, are meeting community health needs.
- To assimilate the existing communitywide surveys and assessments completed by partner community organizations serving the health care needs of our population
- To identify opportunities to improve services to meet the identified health needs of our community
- To meet the Internal Revenue Service (IRS) requirement for tax-exempt hospitals to complete a community health assessment.

West Yavapai Guidance Clinic (WYGC) and its Windhaven Psychiatric Hospital (WPH) work in collaboration with the only acute care hospital in our service area, Yavapai Regional Medical Center (YRMC). The community health needs assessment completed by YRMC in 2016 was extensive. Community health leaders provided personal interviews for this assessment, which was combined with a survey and a wide range of other data. The results of YRMC's assessment are posted on its website, along with the Prioritization Implementation. YRMC's top five priorities which were created based on its data, are: Lack of Primary Care Physicians, Healthy Behaviors/Lifestyle Changes, Lack of Health Knowledge, Physical Inactivity and Lack of Mental Health Providers. YRMC and WYGC have worked together successfully in recent years and will continue to do so, with the goal of identifying collaborations that will address identified areas.

Additionally, Yavapai County Community Health Services (aka, the County Health Department) conducted its second community health assessment during 2017. As it had done relative to its previous Community Health Assessment, the County convened a steering committee meeting to review the community health survey and prioritize the next steps, at which WYGC had and will continue to have representation. The five top (most prevalent) health issues for Yavapai County, as the data indicate, are: Drug Addiction, Overweight/Obesity, Mental Health, Alcohol Overuse and Diabetes.

Given these two local and extensive processes, West Yavapai Guidance Clinic did not conduct an additional needs assessment. Rather, their data was utilized (in concert with state/national and behavioral health systemic data) to help determine the local conditions. Additionally, WYGC reviewed its own internal quality measurements to identify areas of focus and opportunities for improvement.

SERVICE AREA

Yavapai County is located near the center of Arizona and covers more than 8,000 square miles. The overall population of Arizona was 6,392,017 according to the 2010 Census. By comparison, Yavapai County was 3.30% of the total population of the State of Arizona. Persons under age 18 accounted for 25.5% of the total population for Arizona, compared to the 19.1% of young people in Yavapai County. White persons made up the highest percentage of the total population in Yavapai County at 89.3%, by comparison to the 73.0% of the total population in the State of Arizona. WYGC's primary service area is the western portion of Yavapai County, from Seligman in the north and Black Canyon in the South, to Bagdad in the west and Cordes Lakes in the east. Several WYGC programs, such as Windhaven Psychiatric Hospital, do serve people beyond these borders.

HOW WYGC & WPH SERVE THE COMMUNITY

WYGC is a 501c3 nonprofit provider of mental health, crisis and substance abuse services, with treatment sites based in Prescott, Chino Valley and Prescott Valley. The Chino Valley outpatient clinic opened in 2015 to provide better access for those living in the Chino Valley Highway 89 corridor and north. The expansion has been well-received by WYGC clients living in that part of our service area.

WYGC has a 51-year history and serves a large geographic area (western Yavapai County) with a staff of approximately 375. WYGC is licensed by the Arizona Office of Medical Facilities Licensure to provide a broad continuum of behavioral health services, as well as being State-licensed to provide Primary Care services. Since 2000, WYGC has continuously earned accreditation by the Joint Commission. The Windhaven Psychiatric Hospital (WPH) opened its doors in September 2008, providing psychiatric crisis stabilization and detox services for persons over age 18. Previously, WYGC had operated a similar stabilization unit, but it was not as advanced in terms of its services and its licensure – it was not an actual specialty hospital. The previously-mentioned YRMC (Yavapai Regional Medical Center) is this area's only acute care hospital, and rather than offering its own psychiatric services it works collaboratively with WPH. New in June 2017 was the opening of WYGC's Crisis Stabilization Unit, a missing link in the continuum of care locally. After 4 weeks of service, there already had been 160 patients.

WYGC is a leader in person-centered and self-directed treatment approaches, and last year some 7,000 people were served through a variety of programs that included:

- Outpatient counseling and case management for children as well as adults
- Outpatient psychiatric services, including medication monitoring, for children as well as adults
- Outpatient substance abuse treatment for adults and adolescents
- Residential substance abuse treatment in a 23-bed program on site, for adults
- Eight-bed supervised transitional living program for adults with serious mental illness
- Job training and coaching
- 24-hour crisis intervention system
- Primary care
- 10 chair and 8 bed Crisis Stabilization Unit
- Prevention services focused on older adults who are in need of emotional support

LOCAL ASSESSMENTS

A.) Community health needs assessment completed by Yavapai Regional Medical Center in 2016

Collaborative discussions between YRMC and WYGC have been ongoing, as both of our organizations work closely to impact Mental Health and Health promotion/wellness together.

<http://www.yrmc.org/docs/default-source/default-document-library/community-health-needs-assessment-report.pdf?sfvrsn=4>

Implementation plan is also available: <http://www.yrmc.org/docs/default-source/default-document-library/prioritization-of-community-needs.pdf?sfvrsn=4>

B.) Community health needs assessment completed by Yavapai County Community Health Services in 2017

Yavapai County Community Health Services has posted its Community Health Assessment report at <http://yavapaihealth.com/health-resources>.

Surveys were completed by 1,283 respondents. Additionally, the researches facilitated eight focus groups with 78 participants, and 24 key informant interviews. As referenced previously, the follow-up process to create a Community Health Improvement Plan is already underway, with WYGC attending the initial planning meeting. Next steps are to meet periodically to review the goals and objectives and progress regarding same. Mental health, suicide rates and substance use disorders featured significantly in their needs assessment findings, indicating the importance of WYGC being involved in this ongoing process (A one page summary of key findings from this needs assessment is inserted at the end of this document)

BEHAVIORAL HEALTH SYSTEMIC MEASURES

There are many tools within WYGC to signal when opportunities to expand or improve services are present. Likewise, the feedback loops allow for the confirmation that a program or a service is vital and should be continued for the benefits of clients and community. Since WYGC is part of a system of care that includes a managed care organization (HCIC – Health Choice Integrated Care) that passes through funds from AHCCCS, there are also external reviews and feedback loops.

LOCAL CHALLENGES & LOCAL CONDITIONS

- **24-hour Crisis Intervention System:** WYGC serves as the major conduit for assessment and evaluation of those experiencing psychiatric crisis, both children and adults. This is done in close collaboration with the local acute care hospital, YRMC, as often these individuals present in Emergency Departments, and a new community partner – Terros. While Terros has been operating in the Phoenix area for decades, they entered the Prescott area market in June 2017 and specialize in mobile crisis. WYGC crisis staff work in collaboration with Terros to assess crisis situations, create safe action plans, and pursue psychiatric hospitalization as needed. While WYGC's focus is on voluntary patients, there is another

agency (Pronghorn Psychiatry) in the community that is contracted with the County to provide assessments for those individuals in crisis who are not willing to accept treatment. The similar nature of this work require that WYGC Crisis Staff, the WYGC Windhaven Psychiatric Hospital (WPH), the YRMC EDs, Terros and Pronghorn work together to serve the needs of community members in crisis. The WPH provides a particularly critical link and community benefit in this system of crisis care. When adults need psychiatric stabilization locally, there is now a Crisis Stabilization Unit to complement the 16-bed option for adults conveniently located in this community. Should patients at the local EDs meet clinical criteria for an admission, WPH does take persons under an EMTALA responsibility regardless of their ability to pay. That charity care is tracked and reported annually as appropriate.

- **Lack of access to dental services:** This items does not refer to a lack of local dentists, rather it refers to a lack of covered dental benefits for adults. This is a problem that WYGC clients regularly mention to staff. Dental issues can be impactful for any adult. However, dental issues can be even more severe for those who have dealt with years of addiction, or years of taking medication to treat the chronic mental illness. Most WYGC clients have State Medicaid (known as AHCCCS) coverage and/or Medicare, both of which provide little or no dental benefit for adults. Lack of access to dental services impacts mental health as well as physical heath.
- **Transportation:** Serving a largely rural region brings a set of logical challenges, one of which is transportation. The issue of transportation has been studied in WYGC's service area consistently since the Central Yavapai Metropolitan Transportation Organization (CYMPO) was created in 2003 following designation of the region as a small urbanized area by the US Census Bureau. The formation of CYMPO enabled local governments for the first time to collaboratively assess the need for public transportation on a regional basis. In May 2006, CYMPO initiated this comprehensive study to determine the feasibility of implementing a transit system potentially serving the City of Prescott, Towns of Chino Valley, Dewey-Humboldt and Prescott Valley, and adjacent unincorporated areas of Yavapai County. Study findings suggest that a moderately sized public transit system is needed in at least parts of the CYMPO planning area. Since then, the Yavapai Regional Transit System has developed with limited but affordable routes.

Other issues raised but not elaborated upon at this time: Affordable Housing; Rural challenges; Primary care – integrated care – whole person health care focus; Senior Peer Prevention program; Need for more psychiatrists for medical management for older population; Better coordination between our closed panel services and fee for service providers; Increased coordination for Integrated care between the providers and the Payors

STATE POLICY & ECONOMIC IMPACTS

There are no state policy changes poised to positively or negatively impact the behavioral health

system. However, there is discussion of limited benefits for those with certain funding sources on the state level. At the national level, the potential changes are far-reaching and could bring broad system reform (the timing of which is unknown though).

BEHAVIORAL HEALTH & STAKEHOLDER INPUT

- This needs assessment and local partner findings were discussed at the WYGC Staff Leadership meeting on 9/6/17.
- The full WYGC Board of Directors met for a strategic planning retreat 9/9/17, and their feedback from this event was incorporated.

PRIORITIES, WITH IMPLEMENTATION STRATEGY & TIMELINE

- 1.) Expand WYGC's current initiative regarding suicide prevention and education. To date, almost 600 adults have been trained. Through partnership with YRMC and County to promote Mental Health First Aid classes, and enhancement of resources, this effort could reach exponentially more adults in western Yavapai County. *No end date identified; ongoing.*
- 2.) Increase capacity within WYGC's Senior Peer Prevention Program, with the goal of enhancing the emotional health and wellness of persons over age 60. The partnership with both YRMC and County in this regard has been fruitful, with Senior Peer staff being included in YRMC's community calendar/speaker's bureau, and the County including this as a strategy on its previous CHIP. Volunteers have increased to a record 50, and growth is expected to continue. *No end date identified; ongoing.*
- 3.) Increase long-term affordable housing opportunities for WYGC clients with serious mental illness. The very critical nature of this need means that it remains an ongoing priority for WYGC. *No end date identified; ongoing.*
- 4.) Provide more accessible outpatient behavioral health services for those living in rural parts of WYGC service area. If an innovation grant is funded in late 2017, will be able to reach caregivers of those with mental illness for a service otherwise not funded while at the same time testing technological applications to better reach rural residents. *Jan 2018*
- 5.) Short Term counseling program will continue to be available free for those with not insurance, but with very limited capacity. *No end date identified; ongoing.*



2017 HEALTH STATUS OF YAVAPAI COUNTY

ABOUT THE COMMUNITY:

27.2%

of the population are older adults

16%

live below the Federal Poverty Level



26.1%
of adults and



21.1%
of children

Do not have health insurance coverage.

LIFE EXPECTANCY (YEARS):

81.6



75.7

COUNTY STRENGTHS:

- Strong network of partners and collaborations
- Expansive parklands for outdoor physical activity
- Yavapai County ranks 1st out of 15 Arizona Counties for health behaviors
- Lower incidences of mortality related to cancer and diabetes
- Good economic opportunities

SOCIAL FACTORS IMPACTING HEALTH:

- Residents have lower access to public transportation to support access to medical care, jobs, and social connection.
- Performing worse than peer counties and the state with respect to environmental quality in the areas of affordable quality housing, drinking water violations, and air quality.
- A higher percentage of high school age students are high risk and lacking social and community cohesion with respect to the areas of community, family, school and peer & individual risk factors.

CONCERNING HEALTH TRENDS:

- Suicide death rate almost twice the state rate
- Higher rates of drug-induced deaths, currently the 3rd highest rate of all Arizona counties
- Residents overwhelming report an increased need for mental health services across the county

THE COMMUNITY WANTS AND NEEDS:

- High needs when it comes to access to specialty care services and primary care providers.
- Wants quality substance abuse and mental health services across the region including attention to reintegration programs for those completing treatment programs.
- Residents recognize a need to build stronger cohesion and want opportunities to engage with local officials in decision-making that impacts their well-being.
- The community wants to know what resources are available and connect their friends and neighbors to those resources.