

# **Implementation Plan for Community Benefit Service Area KidsPeace 2016**

## **KidsPeace Mission:**

**“Giving hope, help and healing to children, families and communities.”**

## **Introduction:**

Founded in 1882, KidsPeace continues to provide services to communities including Lehigh and Northampton counties. These services include a child and adolescent psychiatric hospital, a comprehensive range of residential treatment; educational services; and a variety of foster care and community based treatment programs to help people in need overcome challenges and transform their lives. KidsPeace provides emotional and physical health care and educational services in an atmosphere of teamwork, compassion and creativity.

## **Employment:**

Within these service lines, KidsPeace employs approximately 1200 people and offers a comprehensive benefit package with an emphasis on prevention and wellness. KidsPeace offers a Wellness Incentive monetary bonus for employees who participate by completing an annual preventative physical exam, an online personal health profile assessment and receive an annual influenza vaccine thus promoting preventative health.

## **Education and Support:**

The KidsPeace Institute offers the community quality continuing education, training and development for professionals who work with children and adolescents, presented throughout the year in a variety of formats, many of which offer continuing education credits.

The KidsPeace Critical Incident Response Team is a formally trained, centrally coordinated team that is available to respond following traumatic events that may occur within the organization and the community.

KidsPeace participates in a program called “Emerging Health Care Professionals.” This program is a collaboration involving Lehigh Carbon Technical Institute high school seniors and local health care networks in the community. Students take specialized college level classes and meet with professionals in the health care field to learn more about the opportunities and realities of working in the health care industry.

KidsPeace associates present at conferences and conventions at the state and national level. These presentations highlight treatment methodologies employed by KidsPeace and allow us to share our successes with other professionals in the field.

KidsPeace offers an Employee Assistance Program (EAP) to all associates, which allows them access to brief counseling services at no charge to them.

### **Additional Resources:**

TeenCentral.Net is a KidsPeace developed and monitored website that provides teens with a safe, secure, anonymous place to tell their stories, receive advice from trained counselors within 24 hours, connect with other teens and learn about subjects of interest. To support and assist parents, KidsPeace also offers ParentCentral.Net where parents can communicate with counselors and other parenting professionals. This site contains parenting information, podcasts, helplines and topics that will educate, encourage and assist them with parenting issues.

Healing Magazine is KidsPeace's award winning, semi-annual publication filled with articles on mental health, education, parenting, health counseling and foster care topics and can be viewed on [www.kidspeace.org](http://www.kidspeace.org) or [www.healingmagazine.org](http://www.healingmagazine.org).

### **KidsPeace and the Community Health Needs Assessment:**

As a member of the Health Care Council of the Lehigh Valley (HCCLV), KidsPeace worked in collaboration with eight other regional non-profit organizations and the Dorothy Rider Pool Trust to develop the region's Community Health Needs Assessment (CHNA). The partners of the HCCLV include:

- Sacred Heart HealthCare System
- Lehigh Valley Health Network
- St. Luke's University Health Network
- Good Shepherd Rehabilitation Hospital
- KidsPeace
- Allentown Health Bureau
- Bethlehem Health Bureau
- Neighborhood Health Centers of the Lehigh Valley

In addition to the development of the CHNA, as per the specifications in the IRS 990 H, KidsPeace has developed an Implementation plan. This plan will be carried out over the next three years.

## **Action Items of the Implementation Plan:**

Action items have been developed in response to the needs areas identified in the CHNA. In every instance, these needs are identified as priorities. Priority areas include improving social factors and access to care.

### **Item One: Improving Social Factors**

During the development of the CHNA, it became clear that social support is an issue of critical importance. KidsPeace intends to take the following steps to address this concern.

- Action Item: During a teen focus group conducted while completing the CHNA, it became clear that teens are seeking more chances for meaningful, positive social contact and support.

**To address this, KidsPeace will increase therapy group offerings by three new groups. These may include social skills and coping skills groups. This will allow at-risk teens more opportunities to receive the support they are seeking.** This group also links to other groups in the community, offering these vulnerable teens the opportunity expand their social networks.

The impact of this action item will be measured through surveys which assess the satisfaction of group members. These surveys will be administered monthly.

- Action Item: The CHNA, as well as other surveys of the population, has revealed that mental health issues are prevalent in 20% of the population but that less than half of those with needs seek treatment. Thus, mental health needs are undertreated, most likely due to the related stigma.

**To address this, a KidsPeace associate will be certified as a trainer in Mental Health First Aid, a mental health educational opportunity. The KidsPeace trainer will offer at least one training per year to the internal staff and the local community.**

The impact of this action item will be measured through the number of trainings offered and surveys administered at the end of the training.

## **Item Two: Access to Care**

During the development of the CHNA it became clear that there are barriers regarding access to care.

- Action Item: KidsPeace plans to take immediate action steps to ensure that access to care is improved.

**To address this need, KidsPeace intends to provide walk-in services through all four mental health clinics in Northampton, Lehigh, and Monroe Counties. This service will provide free assessments without an appointment to anyone who needs to be seen. These services may be provided to those who otherwise might not receive the care they need.**

The impact of this action item will be measured by showing the associated benefit of the free walk-in service KidsPeace provides by diverting from other emergency care services. Additionally, KidsPeace will continue to track the discharge disposition of the individuals who use the walk-in service, including the percentage who are hospitalized and the percentages of those who go to partial hospital and outpatient care. Through walk-in appointments, KidsPeace has already been able to divert burden and cost from emergency care providers and responders (including ERs, Police, and Ambulances).

- Action Item: KidsPeace has developed Mental Health Clinics co-located in medical collaboratives which also house family practices and other medical services.

**In an effort to improve access to all medical providers in the collaboratives, KidsPeace will work together with other medical offices in the building by:**

- Accepting referrals through the walk-in process.
- Maintaining weekly collaborative care meetings.
- Establishing a referral network within the collaborative.
- Coordinating “warm hand-offs” with the other providers.
  - Warm Hand-offs are appointments in which the KidsPeace associate goes to the referring site at the time of the referral to meet the individual being referred, begin to establish rapport, and collect some initial information.
- Encouraging the use of the collaborative services.
- Offering educational sessions about mental health to offices that share space in the building. Other providers will be invited as guest speakers to offer physical health education as well.

The impact of this action item will be measured through reporting the number of referrals made to and received from the collaborating providers, as well as the number of warm hand-offs. Additionally, we will track the number of shared treatment team meetings that are conducted and report the number of education sessions that are held across offices.

- Action Item: In 2015 KidsPeace became approved to practice telepsychiatry. This service improves access to psychiatric appointments through the use of video. Currently, KidsPeace has telepsychiatry set up at all four outpatient locations and is actively using the service at two of the sites.

**In order to improve access to psychiatric care KidsPeace intends to expand the active utilization of telepsychiatry to all four outpatient sites. By improving access to care, this action item will also address issues related to the prevalence of depression and other mental illness as identified in the CHNA.**

The impact of this action item will be measured by tracking the number of telepsychiatry appointments that are offered as well as by showing the wait time improvement between traditional appointments and telepsychiatry appointments.

KidsPeace will establish the *CHNA Action Plan Oversight Board* that will meet regularly. This Oversight Board will be responsible for:

- Implementing of the Action Items
- Monitoring and evaluating the impact of each of the Action Items
- Communicating with the targeted community in order to adjust Action Items and community health strategies to increase its effectiveness
- Reporting to the KidsPeace Hospital Corp Sub Board as needed