

Association for Community Health  
Improvement  
Spring Training for Health Champions  
March 11, 2009

Community Benefit Scorecard:  
Bridging Community and Health  
System Goals

Presented by: Alice Yoder, RN MSN  
Director Community Health  
Lancaster General Health

# Outline

- I. Overview of Healthy System
- II. Background – Community Health Improvement at Lancaster General Health
- III. Identification of health priorities to scorecard to business plan
- IV. Scorecard development, implementation & evaluation
- V. What worked well/what did not
- VI. Begin to develop/modify/expand your scorecard (share scorecards)
- VII. Closing comments

# Lancaster General Health

**Mission:** To advance the health and well being of the communities of Lancaster

**Vision:** To create an extraordinary healthcare experience... every time

# Lancaster General Health

## Strategic Goals

**Service Mix and Markets:** Lancaster General offers a balanced mix of comprehensive services for Lancaster County and a few exceptional services that promote targeted growth from a broader region.

**Mission and Citizenship:** Lancaster General fulfills its charitable mission and contributes to the health of its communities in a manner that is evident to all.

**Human Capital:** Lancaster General has a sufficient workforce of skilled and motivated people who care about what they do, care about each other and are committed to Lancaster General experience vision.

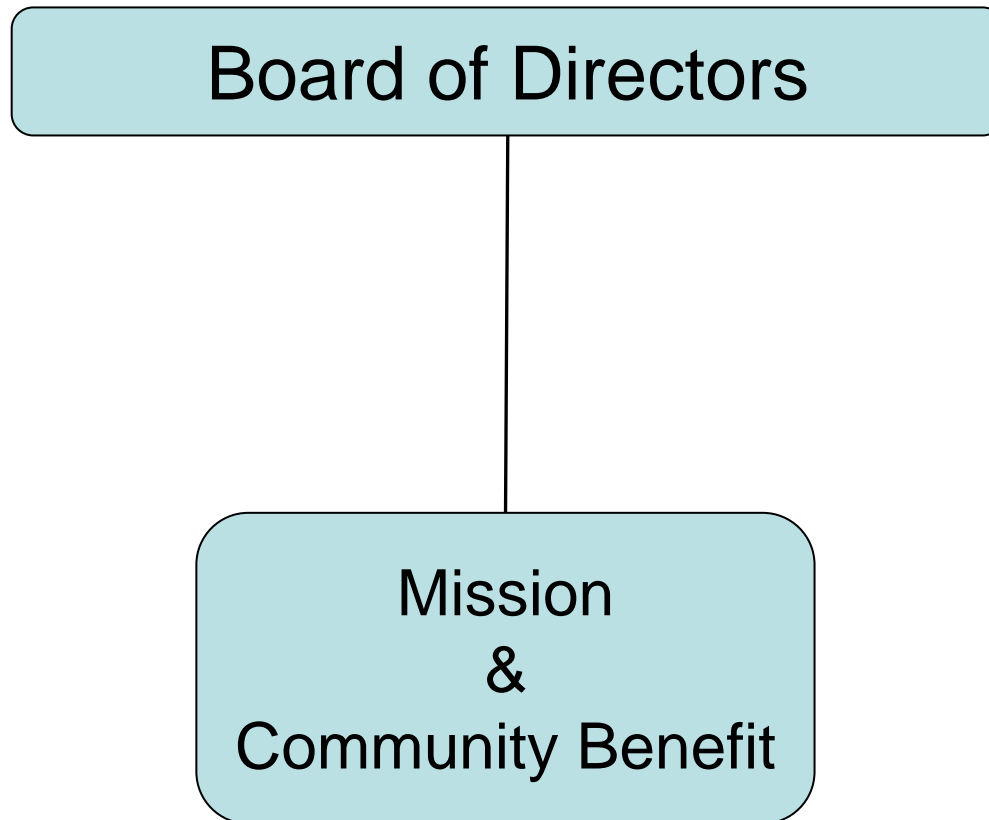
# Lancaster General Health

## Strategic Goals (Cont)

**Physician Relations:** Lancaster General has highly qualified collaborative physicians leading clinical teams in all specialties committed to exceptional clinical and service level care.

**Quality and Experience:** Quality outcomes result from an effective infrastructure of systems and processes that enable care at Lancaster General facilities to be customized to certain preferences of the patient and family, yet are standardized to deliver services consistently that meet or exceed national benchmark outcomes.

# Lancaster General Health



# Community Health Improvement Process

Community → Board → Community

Data → Evaluation → Community/Board

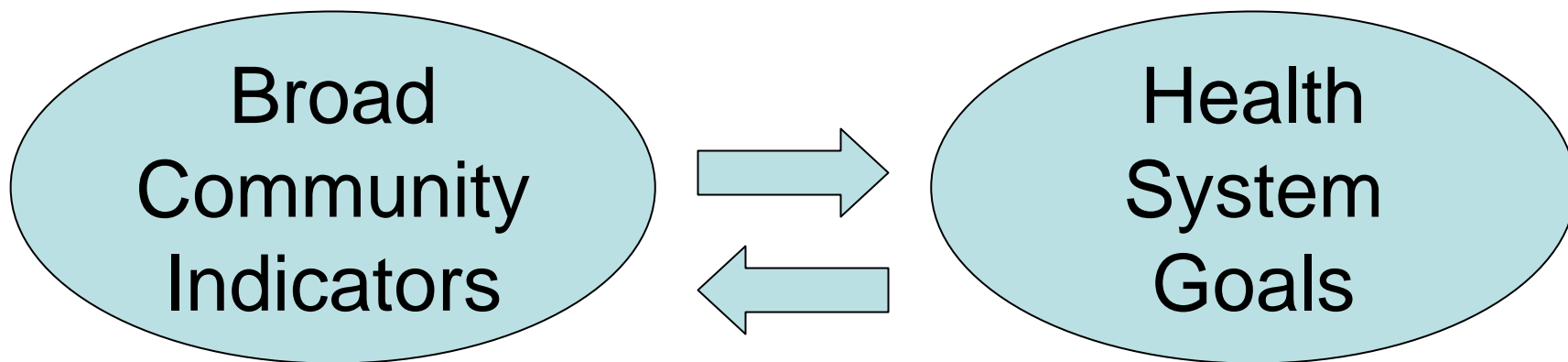
# Primary Focus Areas

- Access to Care
- Healthy Weight Management
- Tobacco Use
- Domestic Violence



# Business Plan Development (3-5 years)

- Identification of key indicators



# Scorecard

## Lancaster General Mission & Community

### Scorecard

4th Quarter

FY 2008

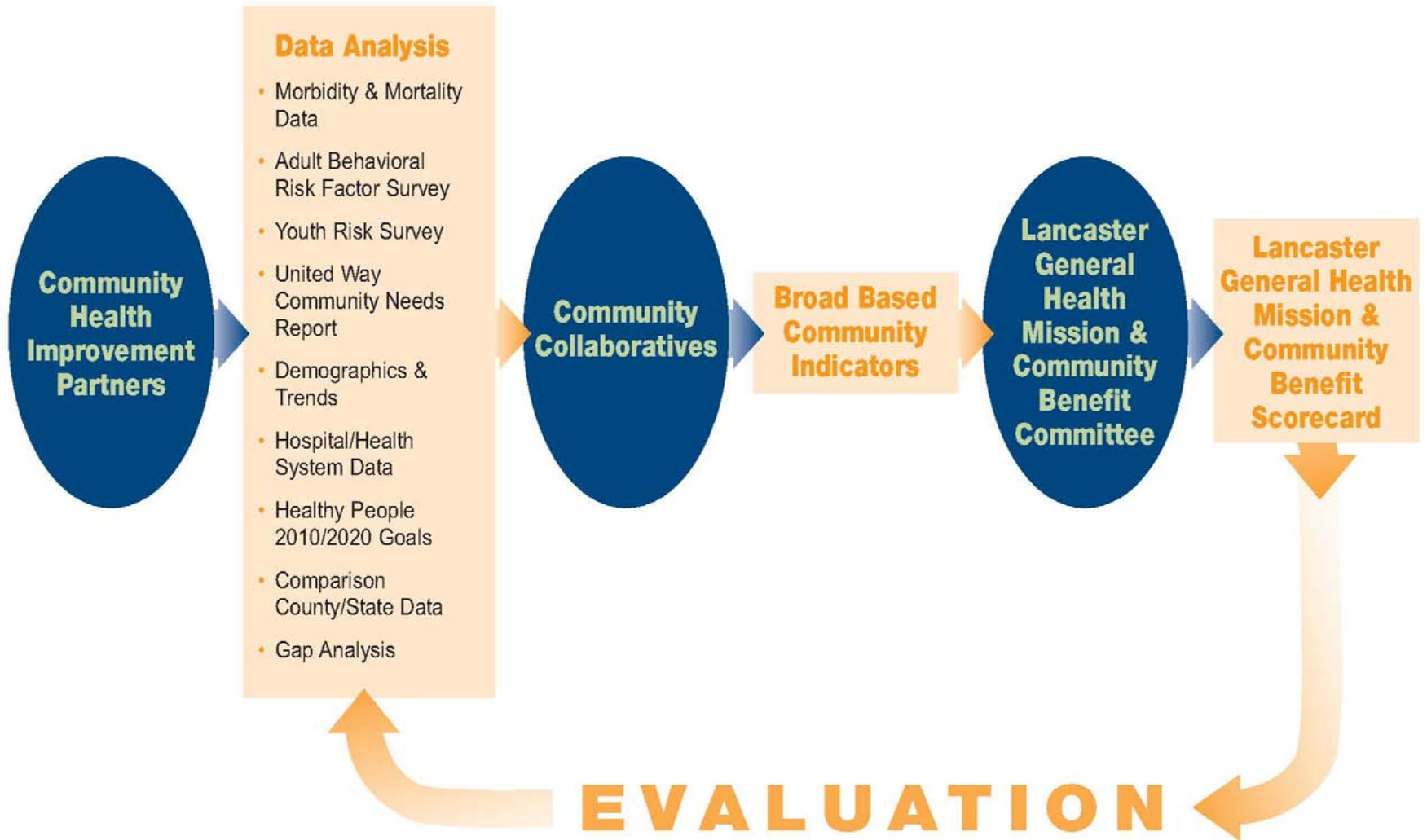
Key Strategic Measures	FY 07	Stretch		GOAL					Threshold		Raw Score
		9	8	7	6	5	4	3	2	1	
Domestic Violence	Percent compliance in domestic violence screening performed in eligible patients in Family Health Services	95	93	90	87	85	80	75	70	65	9
	Percent compliance in domestic violence screening performed in eligible patients at WBH	30	29	27.5	26	25	22	19	15	12	9
	Percent compliance in domestic violence screening performed in eligible patients in LGHEMD	75	73	70	68	65	60	55	50	45	4
	Percent compliance in domestic violence screening performed in eligible patients in Cardiac Rehab	98	96	94	92	90	85	80	75	70	9
	Percent compliance in domestic violence screening performed in eligible patients in Healthy Beginnings Plus	98	97.2	96.6	95.8	95	85	80	75	70	9

1st QTR	2nd QTR	3rd QTR	4th QTR
	100	100	100
	20	42	65
	59	62	62
	100	100	100
	94	100	100

# Community Indicators

Community Goal	Indicator	Baseline		Goal	
		2002	2005	2010	2015
<b>HEALTHY WEIGHT MANAGEMENT</b>					
Increase percent of adults who exercise	Percent of adults who engage in moderate and vigorous activity	40%	45%	47%	52%
Increase percent of adults who eat more fruits and vegetables	Percent of adults who eat 5 > fruits and vegetables/ day	27%	26%	28%	33%
Increase percent of adults at a healthy weight	Percent of adults at a healthy weight	38%	36%	Remain Stable	38%
Decrease percent of children classified as "at risk" or overweight	Percent of children classified as "at risk" or overweight (Source: PA Healthy Kids Compendium)	16%	16%	Remain Stable	14%
Decrease percent of obese adults	Percent of obese adults	22%	25%	Remain Stable	23%
<b>TOBACCO</b>					
Reduce the use of tobacco among adults	Percent of current adult smokers (Source: Lancaster Behavioral Risk Factor Survey)	22%	18%	14%	10%
Reduce the use of tobacco among youth	Percent of current youth smokers (Source: Lancaster Youth Risk Survey)	33.8%	26%	21%	15%
<b>DOMESTIC VIOLENCE</b>					
Decrease number of deaths due to Domestic Violence in Lancaster County	Lancaster County Domestic Violence Fatality Reports		7	3	
Increase the number of calls to Domestic Violence Services	Domestic Violence Services Hotline Calls		3,578	1,650	
911 Calls for Domestic Violence	Number of Lancaster County 911 calls for Domestic Violence		5,778	6,041	
<b>ACCESS TO CARE</b>					
Increase percent of people who have insurance	Number of low income uninsured enrolled in Project Access Lancaster County	NA	650 (2007)	4,000	10,000

# Lancaster General Health COMMUNITY HEALTH IMPROVEMENT PROCESS



# Lancaster General Health COMMUNITY HEALTH IMPROVEMENT

## BROAD BASED COMMUNITY INDICATORS

Goal Statement	Indicator	Baseline		Goal	
		2002	2005	2010	2015
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<b>ACCESS TO CARE</b>					
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## Lancaster General Health MISSION & COMMUNITY BENEFIT

Scorecard	
KEY STRATEGIC MEASURES	
HEALTHY WT. MANAGEMENT	Weight Watchers-Percent of participants who lose 5% of starting weight (target weight) after 10 weeks
	Shapedown-Percent of participants who achieve an 80% on their habit inventory
	LEARN-Percent of participants who achieve an 80% on their habit inventory
DOMESTIC VIOLENCE	Percent compliance in domestic violence screening performed in eligible patients in Family Health Services
	Percent compliance in domestic violence screening performed in eligible patients at WDH
	Percent compliance in domestic violence screening performed in eligible patients in LGH EMD
	Percent compliance in domestic violence screening performed in eligible patients in Cardiac Rehab
	Percent compliance in domestic violence screening performed in eligible patients in Healthy Beginnings Plus
	Percent of patients staged at preparation in the inpatient program who are smoke free three months post discharge
TOBACCO USE	Percent of students who demonstrate a knowledge increase in post survey in the LifeSkills program
	Percent of employees in smoking cessation program that are smoke free three months post initial consult
ACCESS TO CARE	Number of low income uninsured enrolled in Project Access Lancaster County

Community Healthy Improvement Partners

### DATA ANALYSIS

- MORBIDITY & MORTALITY DATA
- ADULT BEHAVIORAL RISK FACTOR SURVEY
- YOUTH RISK SURVEY
- UNITED WAY COMMUNITY NEEDS REPORT
- DEMOGRAPHICS & TRENDS
- HOSPITAL/HEALTH SYSTEM DATA
- HEALTHY PEOPLE 2010/2020 GOALS
- COMPARISON COUNTY/STATE DATA
- GAP ANALYSIS

### DATA ANALYSIS

Community Collaboratives

Lancaster General Health Mission and Community Benefit Committee

E V A L U A T I O N