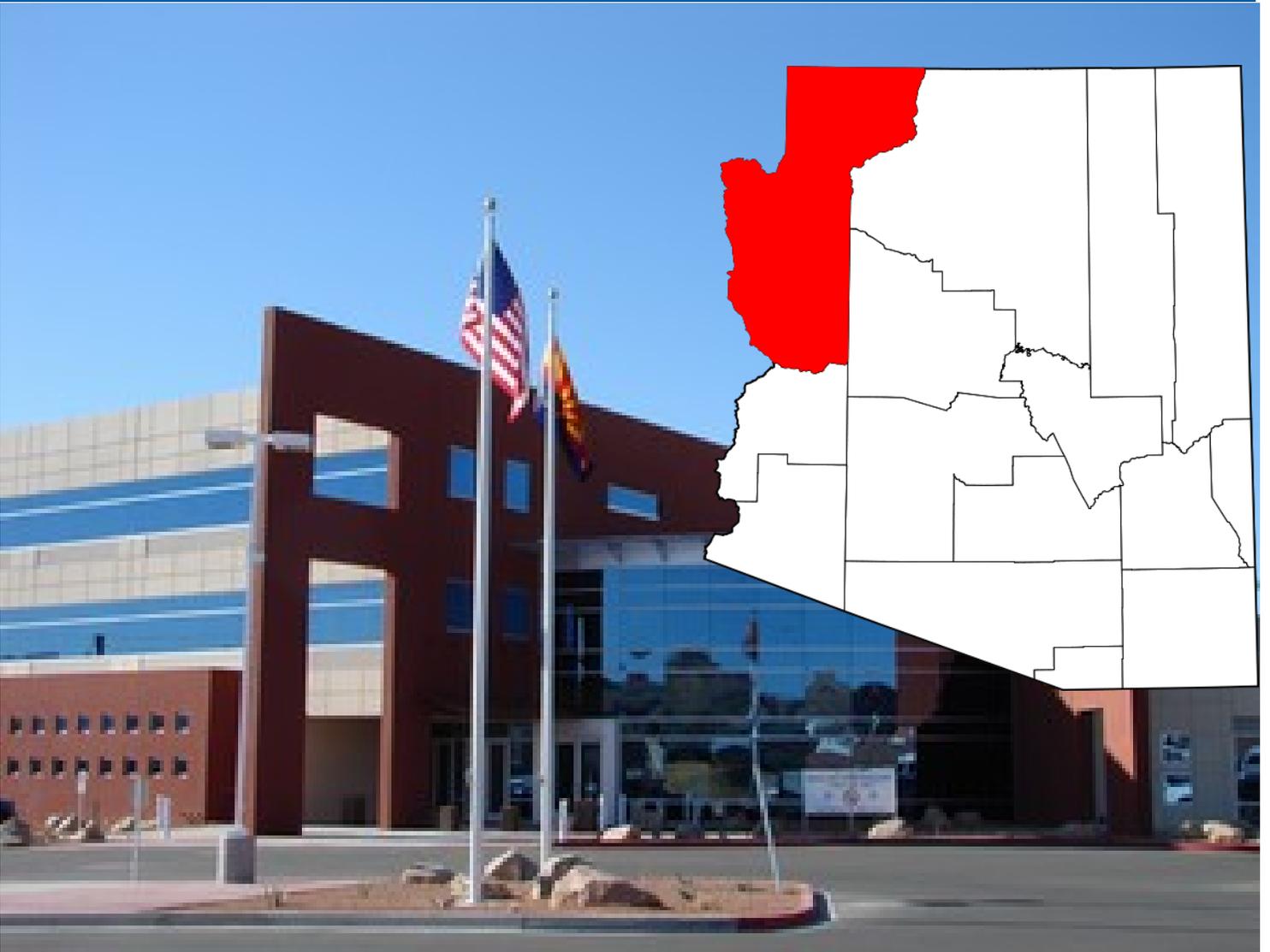




Mohave County Department of Public Health



Community Health Improvement Plan

May 2014

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Introduction

Mohave County is located in the northwest portion of Arizona where the Sonoran and Mohave Deserts meet. The county is home to approximately 30 cities and unincorporated communities. Kingman is the county seat. The total area is 13, 470 square miles with 158 square miles being water. Mohave's land mass makes it the second largest county in Arizona and the fifth largest in the United States.

The county's prime geographic location offers lots of waterways, beautiful desert landscapes, great weather and friendly communities. Mohave provides an abundance of recreational areas that include: Grand Canyon National Park, Grand Canyon-Parashant National Park, Lake Mead Recreational Area, the Colorado River and Lake Havasu. Mohave is a great place to live if you love desert sunsets, rivers and lakes. Dedicated citizens and great geography makes a perfect template for engaging our communities towards healthy living.

Purpose

The purpose of this *Implementation Plan for the Mohave County Community Health Improvement Plan* is to inform Mohave County residents of goals and strategies for addressing the priority health issues identified by a coalition of community partners during the Mohave County community health assessment and improvement process. Initiated in 2011, this process is part of a broad community initiative to ultimately improve health and quality of life in Mohave County, Arizona.

In addition to the priority health issues identified by the community coalition, this document describes how Mohave County is addressing other health needs identified in the Community Health Profile for Mohave County, 2013.

The Mohave County Community Health Improvement Initiative

The *Mohave County Community Health Improvement Initiative* is an ongoing process for improving health and quality of life in Mohave County. The process involves performing a community health assessment and developing a community health improvement plan every three years.

Mohave County Department of Public Health (MCDPH), in partnership, with the Kingman Regional Medical Center (KRMC) began the health improvement initiative by establishing a community stakeholder coalition. Our first coalition meeting was held in Kingman, AZ in September, 2011. The meeting involved over 50 individuals representing city and county government, Indian tribes, healthcare, education, law enforcement, public services, business, charities, and faith-based services in the Kingman area. The purpose of the meeting was to introduce community stakeholders to the community health improvement process and to obtain buy-in and commitments for assisting with the effort.

At this meeting, we defined “community,” in terms of the geographic area to be included in a community health assessment. Based on KRMC’s and MCDPH’s service areas and on feedback at the meeting, the decision was made to include all of Mohave County in the assessment. As a result, similar meetings with community stakeholders were later held in the Mohave County communities of Lake Havasu City and Bullhead City.

Since September, 2011, stakeholders throughout our region have met on a regular basis and compiled an extensive amount of data pertaining to health in Mohave County (demographic information, disease statistics, etc.). This effort also involved conducting in-depth interviews with key informants representing: *a)* broad interests of the community, *b)* populations of need, and *c)* persons with specialized knowledge in public health.

Additionally, our community coalition developed and conducted a public survey to obtain beliefs and perceptions from Mohave County residents regarding health, quality of life, and needs for health-related services in their respective communities. The survey period started December 1, 2012 and ended on January 31, 2013. The survey was widely publicized throughout Mohave County and made available in both online and printed formats. The survey was completed by 1,756 Mohave County residents. All data from the health assessment, including survey results and interview findings were published in a document titled: Community Health Profile for Mohave County, 2013.

The next phase of the Mohave County Community Health Improvement Initiative is the development of a Community Health Improvement Plan (CHIP). This CHIP is an action-oriented plan based on the findings of our community health assessment. It identifies priority health issues throughout Mohave County and will outline how these issues will be addressed on going by our communities. It will also define partnerships and collaborations among public and private organizations and include community-wide strategies and measures to ultimately improve health in Mohave County, Arizona.

The CHIP is a fluid document whereby we will continue to track and monitor progress according to measures we define in the plan. Additionally, this entire process will be repeated again in three years to insure we are meeting the needs of our community and continue identifying and addressing health needs and issues in Mohave County.

Community Partners

The Mohave County Health Initiative collaboration believes that it is extremely important to work with other like-minded agencies, organizations, and institutions to truly make a difference. By linking together and effectively using limited resources, we can better address unmet community health needs.

In 2011, Mohave County Department of Public Health (MCDPH) and the Kingman Regional Medical Center (KRMC) formed a partnership to share project management responsibilities and costs in conducting a community health assessment with the mission of creating a safe and healthy environment.

The Mohave County Department of Public Health (MCDPH) serves the county's population of over 203,000 citizens throughout a 13,470 square mile area. The Department employs close to 100 public health professionals in six divisions, including: Administration, Bioterrorism Defense and Emergency Response, Public Health Nursing, Environmental Health, Senior Programs, and Nutrition and Health Promotion. A five member Board of Supervisors has authority over the Mohave County Department of Public Health, while a local eleven member Board of Health functions in an advisory and educational capacity. The Department serves the public in a variety of public health services including senior programs in Kingman, Lake Havasu City, Bullhead City and Colorado City.

Kingman Regional Medical Center (KRMC) is a non-profit 235-bed acute care hospital located in Kingman, Arizona. KRMC serves an approximate 10,000 square-mile geographic area in Mohave County, Arizona called *Hospital District Number One of Mohave County*. The district encompasses most of Mohave County with the exception of the "strip" area north of the Grand Canyon and the areas within the school district boundaries of Bullhead City and Lake Havasu City, AZ. The service area population is approximately 78,000. In serving the community, KRMC provides a full range of health and wellness services including advanced medical programs in cardiology, cancer, rehabilitation, home health, and hospice care. KRMC services also include primary and specialty care physician practices and a beautiful wellness and fitness center. KRMC is honored to be a member of the Mayo Clinic Care Network and also serve as a teaching hospital in affiliation with Midwestern University to train doctors specializing in family practice and emergency medicine.

Our community health improvement initiative was first prompted by separate agency requirements. MCDPH is required to perform a community health assessment for health department accreditation through the Public Health Accreditation Board. As a non-profit hospital, KRMC is required to perform a community health assessment in compliance with the federal Patient Protection and Affordable Care Act.

Since both MCDPH and KRMC are required to assess health in our community, the two entities used the opportunity to form a large coalition of community stakeholders from throughout Mohave County to do a wide-ranging assessment— with the mutual goal of ultimately improving health and quality of life in our region. The coalition includes over 100 individuals who represent community interests throughout Mohave County.

Organizations with representatives on the coalition include:

All Women's Medical Center
American Family Insurance
Antonucci's
Arizona Cooperative
Extension
Arizona Youth Partnership
AZ Dept. of Economic
Security
AZ Dept. of Fish & Game
AZ Dept. of Health Services
AZ State Office of Rural
Health
Boys & Girls Club of the
Colorado River
Bullhead City Chamber
Commerce
Bullhead City Dental
Bullhead City Elementary
School Dist.
Bullhead City Fire Dept.
Bullhead City Parks & Rec.
Bullhead City Police Dept.
Bullhead City Senior Prgms.
Bullhead City Transit
Bullhead Health Club
Bullhead Regional Economic
Development Authority
Cameron Broadcasting
Chloride Chamber of
Commerce
City of Bullhead
City of Kingman
City of Lake Havasu
Colorado River Pediatrics
Cornerstone Mission
Crossroads Family Dental
Dallman & Associates
Desert Oasis Medical Center
Desert Palms Medical Assoc.
Dolan Springs Chamber of
Commerce
El Palacio
Farm Bureau Financial
First Things First
Fluesche Realty
Ft Mohave Tribal Nation

Havasu Community Health
Foundation
Havasu for Youth
Havasu Regional Medical
Center
Havasu Transit
Home Depot
Hospital District Number
One of Mohave County
Hualapai Tribal Nation
Indian Health Services
Interagency of Lake Havasu
Kelley, Moss, & Williams
Kenneth Gregory Law Office
Kingman Academy of
Learning
Kingman Daily Miner
Kingman Hospital Inc.
Kingman Area Chamber of
Commerce
Kingman City Council
Kingman Fire Department
Kingman Police Department
Kingman Regional Medical
Center
Kingman Unified School
District #20
KJFF Radio
KRMC Foundation
Lake Havasu Parks & Rec.
Lake Havasu Ministries
Lake Havasu Police Dept.
Lake Havasu School District
Lake Havasu City Chamber
of Commerce
Legacy Foundation
Maddog Fitness
MAPPED
Mohave County Department
of Public Health
Mohave County Tobacco Use
& Chronic Disease
Prevention Program
Meadview Chamber of
Commerce
Meals on Wheels

Mohave County Board of
Supervisors
Mohave Accelerated School
Mohave Community College
Mohave County Community
Development
Mohave County Community
Services
Mohave County Senior
Programs
Mohave County Sheriff's
Office
Mohave County-Children's
Action Team
Mohave Daily News
Mohave Mental Health
Clinic, Inc
Mohave State Bank
Mohave Substance Abuse
Treatment & Education
Partnership (MSTEPP)
Nautical Inn/London Bridge
Resort
North Country Healthcare
Northern Arizona Univ.
Office Express
Our Town Magazine
River Medical
Riverside Resorts
Sam's Club
Shugrues
Southwest Behavioral
Health
Telesis Preparatory
Academy
Today's News Herald
Univ. of Arizona
Univ. of Nevada Las Vegas
U.S. Bureau of Land Mgmt.
U.S. Bureau of Veteran
Affairs
Valley View Medical Center
Western Arizona Council of
Governments
Western Arizona Regional
Medical Center

Additionally, the coalition includes individuals who represent youth, senior citizens, minorities, and special needs groups in our community.

The role of each coalition member is to contribute insights and input on community health from their unique perspective as related to their role in the community. Coalition members also serve on various task forces and committees to help identify and evaluate the health needs of the community, prioritize those needs, and develop strategies for addressing those needs.

Findings of the Community Health Assessment

According to the Community Health Profile for Mohave County, 2013, our region has a number of strengths that contribute to a healthy lifestyle—clean air and water, abundant outdoor recreational opportunities, and a host of community services dedicated to the health and wellbeing of our residents.

Importantly, our strongest asset is the community spirit of many Mohave County citizens. This was demonstrated throughout our health assessment process as hundreds of people, representing a broad spectrum of community interests, came together in a joint effort to make a comprehensive health assessment possible. It was also demonstrated in the passionate responses from residents participating in our key informant interviews and public health survey. In short, there are countless individuals and organizations with a deep commitment to our community who are willing to work toward improvement. Their energy, dedication, and cooperation are powerful factors in addressing health and quality of life issues in Mohave County.

Our combined effort is very much needed. The Mohave County community health assessment finds that far too many of our residents suffer from poor physical or mental health. When compared to state and national statistics, Mohave County ranks poorly in most health indicators. While some of this can be attributed to a higher than average population of senior citizens (who naturally have more chronic health conditions), our community health assessment indicates other larger causes:

1. Poor economic conditions

Economic insecurity is often associated with poor health. Mohave County's high rates of poverty, unemployment, and lack of educational achievement create barriers for accessing health services, healthy food, recreation, and other necessities that contribute to a healthy lifestyle.

2. Unhealthy behaviors and attitudes

Our lifestyle decisions and attitudes directly affect our health. Mohave County's high rates of smoking, alcohol and substance abuse, lack of exercise, and obesity are certain to lead to debilitating diseases, infirmities, and premature death. Additionally, these behaviors and attitudes are passing to our children, as indicated in Mohave County's high rates of underage drinking and tobacco use, teen substance abuse, teen pregnancy, and youth antisocial behaviors.

3. Restricted access to primary care and preventative healthcare services

Access to primary care and preventative health services is vital to maintaining good health. Due to a number of barriers, many Mohave County residents are unable or unwilling to obtain health screenings, routine tests, vaccinations, dental care, and other preventative healthcare services.

4. Restricted access to mental health and substance abuse services

Mental health is critical to effectively raising children, learning, working, and being productive contributing citizens. Mohave County residents face a number of barriers in obtaining proper care for stress, mental trauma, depression, anxiety, mood disorders, addictive behaviors, and other mental health conditions.

Community Stakeholder Coalition Priority Health Issues

Healthy people are among a community's most essential resources. Therefore, improving community health, improves quality of life for all of us. This is a daunting task. In all reality, there is only so much that can be done from a community standpoint because good health is a personal responsibility and a result of personal choices. However, as a community, we can work together to address certain barriers to good health that are under our control.

In the next phase of our health improvement initiative, our county-wide coalition used the data and information in the Community Health Profile for Mohave County, 2013 to identify and prioritize the health issues we are able to address. This effort is especially important during tough economic times. With the many community organizations that have collaborated on this initiative, together we can more effectively leverage and direct limited resources on key community health issues.

To initiate the planning phase of the Mohave County Community Health Improvement Initiative, KRMC and MCDPH met with the community stakeholder coalitions in Kingman, Lake Havasu City, and Bullhead City during the spring 2013 to:

- Present the findings of the community health assessment as presented in the Community Health Profile for Mohave County, 2013.
- Rank and prioritize the health issues to be addressed by the community in the health improvement planning effort, based on the health assessment findings.
- Form coalition-member committees to further analyze and address identified priority health needs and issues.

Our community health assessment identified numerous health and quality of life issues in Mohave County. Coalition members were asked to prioritize areas of greatest need in their respective communities based on the following factors:

- Prevalence of the problem
- Importance of the problem to community health and quality of life
- Availability of community resources to address the problem

To achieve agreement on prioritizing local health issues among such a large group of stakeholders, participants were given worksheets to mark the issues they felt were of most concern during the presentation of the health assessment findings. These issues were later listed on flip chart sheets. Participants were given three yellow stickers to indicate on the flip chart sheets what issues they feel are of most concern in their community.

Next, the stakeholders were given three stickers of a different color to indicate if they or their organization has resources to address any of the issues on the sheets. In a third step, they were given stickers of another color to indicate if they were aware of other individuals or resources in the community that can address the issues.

Lastly, participants were given one last colored sticker to vote on the issue they felt was the highest priority based on the prevalence and importance of the issue and on available community resources to address the problem (as indicated by the number of different colored stickers under each issue). Specific results of our community coalition prioritization process are listed by community in the appendices.

Through the above process, our community stakeholder coalition identified the top three priority issues affecting health in their respective communities: (Appendix A, B, and C)

Kingman, AZ	Bullhead City, AZ	Lake Havasu City, AZ
Economic Conditions (unemployment, poverty, etc.)	Accessible/Affordable Health Care	Accessible/Affordable Health Care
Youth Risk/Protective Factors	Substance Abuse	Youth Risk/Protective Factors
Substance Abuse	Mental Health	Mental Health

Once the top three issues for each community were identified, the stakeholders with resources to address the issue, plus any other willing participants, signed-up to participate on respective committees to formulate goals, strategies, and measures for addressing the issue. MCDPH and KRMC will lead these committees to formulate goals, objectives, strategies and measures for addressing the selected priority health issues from a community perspective.

Implementation Strategies for Community Selected Health Priorities

MCDPH and KRMC will continue to be an active participant in the community committees formed to address the priority health issues listed above. We are committed to collaborating with our community partners to provide appropriate resources and to assist however possible in meeting community-directed goals. In addition, we seek to identify and collaborate with key agencies within our county that are currently working on the priority areas. The implementation strategies for the identified priority health issues are described below.

A. Economic Conditions

Economic insecurity is often associated with poor health. Mohave County's high rates of poverty, unemployment, and lack of educational achievement create barriers for accessing health services, healthy food, recreation, and other necessities that contribute to a healthy lifestyle.

Goal: To improve the economic conditions in Mohave County through education, employment and job training.

Objective 1: By June 2014, MCDPH and KRMC will identify three organizations working towards improving job skills and training in Mohave County.

Strategies to help improve economic conditions in Mohave County include:

- 1. Collaborate and Support Mohave County Community Development Workforce Program (MCCDWP).** MCCDWP works with Mohave County business to offer Career Development Services, Job Training, Apprenticeships, Reentering the Workforce Programs and General Education Diploma preparatory classes
- 2. Collaborate and Support Kingman Regional Medical Center (KRMC) Expansion and Services.** KRMC is the largest private employer in Mohave County with over 1600 employees and a payroll over \$88 million. KRMC will continue to provide more physicians and healthcare services along with increasing employment opportunities which is vital to the economy of Kingman and surrounding communities
 - a. Purchase goods and services from local vendors (in 2012, KRMC spent over \$10 million with local vendors)
 - b. Educate and employ local talent (they coordinate with local high schools, community colleges and universities to hire workers and offer scholarships)
- 3. Collaborate and Support Kingman Chamber of Commerce's Economic Development, Education, and Job Training Efforts in our community.** Kingman Chamber of Commerce has formed a local "Sandbox" coalition working on approaches to improve the image of our local employers through accessible, quality marketing and media techniques to highlight employer's businesses.

Objective 2: By June 2014, MCDPH and KRMC will formulate and define three measurable outcomes for improvement of economic conditions.

B. Youth Risk/Protective Factors

The results of the community health assessment as reported in the Community Health Profile for Mohave County, 2013 show high rates of substance abuse, antisocial behavior, and delinquency among Mohave County youth as compared to state and national statistics. Therefore, our community coalition has chosen to address risk factors that can lead to problem behaviors among children and adolescents in our community. This includes characteristics of family, school, community, and peer environments known to predict increased likelihood of drug use, delinquency, school dropout, and violent behaviors among youth. The community coalition will also work to increase protective factors, which exert a positive influence and reduce the likelihood that youth will engage in problem behaviors. Protective factors include strong bonding to family, school, community, and peers in addition to healthy beliefs and clear standards for behavior.

Goal: *To reduce youth risk factors and to increase youth protective factors in Mohave County.*

Objective 1: By June 2014, the Mohave County Health Initiative Coalition will collaborate, engage and support six community youth and family programs

Six Community Program Strategies:

1. **Kingman Youth Beating Up Teen Tobacco (KYCBUTT):** An anti-tobacco use education program aimed at educating their peers and community about the hazards of tobacco use. They work towards policies that protect our citizens from the hazards of second hand smoke.
2. **Colorado River Boys and Girls Club:** Skill building and leadership activities for club members to advocate for a healthy community. Currently, youth are working on a smoke free park and ball field campaign in Bullhead City.
3. **Coalition for Successful Youth Development:** A youth lead coalition that educates their peers and the community on the dangers of underage drinking, binge drinking and substance use and abuse.
4. **KRMC KareBear Program:** KRMC provides outreach to schools to educate children on healthy living.
5. **Project Fit America:** A physical fitness education program at five elementary schools in Kingman. The program includes equipment, teacher training, curriculum, and other resources to help kids be fit, active, and healthy. Teachers report they see fantastic changes not just in their students' health, but in their attitude toward fitness and healthy life styles.
6. **KRMC provides financial support to community youth organizations and activities:**

Abrio Family Service	Harbor House	Northern Arizona Devils
Advice and Aid Pregnancy Center	Kingman High School Health	Palo Christi School
	Occupation Students of America (HOSA) program	
Angel Manor	KHS Robotics Program	Kingman Rotary Club
Arizona Youth Partnership	Kingman Little League	Salvation Army
Boys & Girls Club	Kingman Meth Coalition	Sarah's House
Boy Scouts of America	Kingman Parks and Recreation	United Way
Court Appointed Special Advocate (CASA)	Kingman Unified School District	USSSA Girls Softball
Code 3/Clothe the Kids	March of Dimes	Venture Club
Cornerstone Mission	Manzanita School	
Dance Magic	Mohave County 4-H	Waste Mgmt.- Bowling for Kids
Emmanuel Academy	Mohave County Parks Department	Youth Football & Soccer

Objective 2: By June 2014, create an advisory committee that will identify and address the key factors that will impact the improvement of youth health and safety in our communities.

Advisory Committee Strategies:

1. Participate on the *Mohave County Youth Systems Technical Advisory Committee.*

This committee unites Arizona Youth Partnership, Child Protective Services, Harbor House, Kingman Regional Medical Center, Mohave County Juvenile Probation Office, Mohave Mental Health, Mohave County Department of Public Health and other local organizations to deal with issues regarding run-away, homeless, abandoned, and court-detained youth in our community.

1. Research the Zero Policies in schools throughout Mohave County
2. Research alternative programming
3. Recommendations to school boards

2. Define and write measurable outcomes.

C. Substance Abuse & Mental Health

The results of the community health assessment as reported in the Community Health Profile for Mohave County, 2013 show high rates of substance abuse and mental health problems among Mohave County adults as compared to state and national statistics. Unfortunately, most of rural America is without the necessary resources to adequately address the pandemic increase in people who are impacted by mental health and substance abuse problems. Our service area is no different.

None of the hospitals in Mohave County have psychiatric in-patient units. Therefore, patients with mental health and substance abuse issues (that cannot be treated by a primary care or emergency room physicians) are mostly referred to Mohave Mental Health, Southwest Behavioral Health and West Care. There are a few mental health providers in our service area who have an independent practice. Of those, most limit their practice to a certain number of patients and/or certain third party payers.

Mohave County does not have any chemical dependency residential facilities. Currently, no agency in our county has the resources that would be required to effect the changes that are needed to adequately address the lack of mental health and substance abuse care in our service area.

Goal: To improve the wellbeing of Mohave County residents that experience challenges with mental health and substance abuse by providing quality, affordable, and accessible services.

Objective 1: By June 2014, identify six programs that are specifically addressing mental health and substance abuse issues.

Strategies to help improve well-being in Mohave County include:

- 1. Kingman Area Chapter of the Arizona Meth Coalition.** A community based partnership comprised of private, public and non-profit sectors created to develop effective evidence based programs and practices that address methamphetamine and other substance abuse issues in the community
- 2. Mohave Substance Abuse Treatment and Education Prevention Partnership (MSTEPP).** A countywide partnership with representative members from Bullhead City, Kingman, and Lake Havasu City that seeks to identify the prevalence of substance abuse and mental health concerns (they facilitate drug and alcohol education opportunities and substance abuse prevention programs along with maintaining a bi-annual directory guide of services, and are currently working towards establishing a local residential chemical dependency treatment center in Mohave County)
- 3. Mohave County Walk Away From Drugs.** This is an annual event held every October in Bullhead City, Kingman, Lake Havasu City whereby thousands of local children and their parents gather to take a stand against drug abuse and its effects on the community
- 4. The Mohave County Tobacco Use Prevention Program.** Strives to empower Mohave County residents to make healthy choices. MCTUPP promotes healthy lifestyles through tobacco use prevention education, Arizona Smokers Help Line cessation services, and promoting the benefits of smoke-free environments.

5. **Smoke-free campuses at Mohave County Buildings, Kingman Regional Medical Center, and Lake Havasu Regional Medical Center.** Smoking related illnesses (including those related to environmental tobacco smoke) comprise the largest proportion of preventable diseases, therefore, both facilities prohibit smoking at all its facilities and grounds, including parking lots and ramps.
6. **Arizona Youth Partnership Programs.** Addresses the countywide issue of prescription drug use and misuse (they work towards educating doctors, pharmacies, parents and youth on the harmful effects of misuse of prescription drugs and also work with local law enforcement to have safe and secured drug drop boxes)

Objective 2: By June 2014, MCDPH and KRMC will formulate and define measurable outcomes.

D. Accessible/Affordable Healthcare

Access to health resources is critical to the health of our community's residents. The results of the community health assessment as reported in the Community Health Profile for Mohave County, 2013 show that there are number of barriers to obtaining proper healthcare in Mohave County, which include:

- Financial hardship
- Lack of health/dental insurance
- Cultural norms and attitudes regarding health and healthcare
- Lack of education and reliable information on health matters
- Insufficient number of primary care providers to serve our population
- Long wait times (sometimes months) to see a primary care provider
- Insufficient number of dentists to serve our population
- Limited number of low-cost/sliding-fee health providers in Mohave County
- No low-cost/sliding-fee dental providers in Mohave County
- Geographic isolation and lack of transportation

Chief among the above barriers is financial hardship. A large number of residents are low-income and lack financial resources to pay for health insurance and/or health services. The State of Arizona's 2011 cuts to state Medicaid (called Arizona Health Care Cost Containment System or AHCCCS) have exacerbated the problem. With this action, 150,000 Arizonans subsequently lost their healthcare coverage, with another 80,000 estimated to lose coverage by early 2014.

As in other rural areas in the United States, another barrier to accessing healthcare in Mohave County is a shortage of medical and dental health professionals to meet the needs of our population. There are even fewer providers that serve low-income residents in our area. Currently, there is only one government-subsidized Federally Qualified Health Center (FQHC) providing low cost primary care services in KRMC's service area (North Country Healthcare). There are no FQHC dental providers in our service area.

The healthcare professional shortage in our area also impacts the timely delivery of services to residents who need to see a primary care provider right away. With this and the above circumstances, more and more people in our service area are seeking care emergency room for non-emergent healthcare issues, including for dental, mental, and substance abuse problems.

Goal: To provide improve the health of our communities through accessible and affordable healthcare in Mohave County.

Objective 1: By June 2014, identify agencies that are addressing systems to improve health care in Mohave County Health.

Strategies:

1. Kingman Regional Medical Center, Kingman:

- a. Support the Arizona Governor's plan to extend healthcare coverage to Arizonans through AHCCCS expansion
- b. Provides charity healthcare services to low-income patients with no health insurance (eligibility for assistance is based upon the patient's household income according to federal poverty level guidelines)
- c. Recruit more physicians and other healthcare providers to our area
- d. Continue as a teaching hospital for physicians in emergency medicine and family medicine
- e. Utilize Telemedicine Technology (Examples: neurologists are available 24-hours-a-day to immediately evaluate potential stroke victims who arrive at KRMC's emergency room, and local high risk pregnancies access to specialized prenatal care in Phoenix, without having to travel there)
- f. Provide urgent care services seven-days-a-week
- g. Home Health Care Services
- h. Free or reduced costs for women health services
- i. Complementary and alternative medical approaches

2. Lake Havasu Regional Medical Center, Lake Havasu City:

- a. Medical/Heart/Cancer/Pulmonary
- b. Home Health
- c. Emergency
- d. Medicare/Medicaid(AHCCCS) Fee Based Services

3. Western Arizona Regional Medical Center, Bullhead City:

- a. Medical/Heart/Cancer/Pulmonary
- b. Emergency
- c. Rehabilitation Services
- d. Medicare/Medicaid(AHCCCS) Fee Based Services

4. Valley View Medical Center, Fort Mohave:

- a. Insurance Marketplace
- b. Patient Centered Care

5. North Country:

- a. Medical/Dental/Pharmacy
- b. Medicare/Medicaid(AHCCCS) Fee Based Services
- c. Telemed
- d. Behavioral Health
- e. Research
- f. Clinical Rotations

6. Chamber of Commerce:

- a. Bullhead City Chamber of Commerce (www.bullheadchamber.com)
- b. Chloride Chamber of Commerce (www.chloridearizona.com)
- c. Kingman Chamber of Commerce (www.kingmanchamber.org)
- d. Lake Havasu Area Chamber of Commerce (havasuchamber.com)
- e. Mohave Valley Chamber of Commerce (www.mohavevalleychamber.com)
- f. Oatman Gold Road (www.oatmangoldroad.org)
- g. Dolan Springs CoC (www.dolanspringschamber.com)

Objective 2: By June 2014, identify three medical communities that offer health education services to the public for free or low cost.

Strategies:

1. Kingman Regional Medical Center:

- a. Provide public outreach and education on disease prevention and other important health matters.
 - i. Free “Lunch & Learn” lectures to the public
 - ii. Local Broadcast interviews on health topics
 - iii. Local TV-Health Matters, airs four times/day on local cable
 - iv. Publish Healthwise Newsletter
- b. Provide five health fairs per year
- c. Provide Transportation to healthcare services

2. Mohave County Department of Public Health

- a. Provide Public Health Education
 - i. Nursing Services/Clinics/Health Fairs
 - ii. Prevention and Health Promotion/Classroom Community
 - iii. Environmental Health/Classroom Community
 - iv. Bio Terrorism
 - v. Senior Health

3. North Country

- a. Provides Public Education
 - i. Fit n Fifty
 - ii. Telemed
 - iii. Volunteer
 - iv. Behavioral Health
 - v. Diabetes

Objective 3: By June 2014, MCDPH will conduct a countywide health assessment of our special needs population.

Strategies to reach the special needs population:

1. Develop workgroups in each of the three large communities
2. Population identified: Children, young adults, parents, providers and teachers
3. Develop and administer a survey, paper and online for above groups

Objective 4: By June 2014, identify key individuals to form a coalition/workgroup to develop measurable outcomes for improvement.

Additional Causes of Death in Mohave County not being addressed

The Community Health Profile for Mohave County, 2013 shows that Mohave County ranks poorly in most health indicators for chronic disease in comparison to state and national statistics. The most notable are cardiovascular disease, cancer, and respiratory disease; which are the leading causes of death in our community. The Mohave County community health coalition did not elect to address these issues at this time, but instead selected priorities (such as accessibility and affordability of healthcare), which when addressed, should have a positive impact on Mohave County's chronic disease indicators. However, Mohave County and Kingman Regional Medical Center has developed strategies and approaches for addressing them.

Reducing the risk of chronic disease through healthy lifestyle choices (proper diet, exercise, not smoking, etc.):

Kingman Regional Medical Center: Cardiovascular, Cancer, Lung Disease and Breathing Disorders

1. Developed key messages on these topics, which are included in our publications, advertising, health fairs, health lectures, and other public communications
2. Specific information is provided to patients during visits with their primary care provider
3. Multi-disciplinary team approach for diagnosing, treating, and surviving chronic disease to provide a full continuum of care for their patients— from diagnosis, to treatment, to recovery
4. Recruit new healthcare professionals and implement new technologies
 - a. Electronic medical records (EMR), hand-held electronic devices, wireless communications, and telemedicine capabilities to provide our medical professionals a more efficient way to share information

Mohave County Department of Public Health: Chronic Disease, Chronic Obstructive, Pulmonary Disease (COPD), Tobacco Cessation and Education

1. Stanford University's Chronic Disease Self-Management Program is offer at no cost to community members

2. COPD 101 trainings are offered to healthcare providers
3. Arizona's Smokers Helpline services offered to public at no charge
4. Quit Tobacco Onsite classes offered
5. Youth Coalitions throughout Mohave County educated their peers and community on the health hazards of tobacco use

Health Needs Not Addressed

There were many other health issues identified in the Community Health Profile for Mohave County, 2013 that are clearly important to improving the health of the community. The most notable health issues not specifically addressed at this time are diabetes mellitus, infant mortality, obesity, teen pregnancy, dental health and motor vehicle accidents. These issues are not being specifically addressed in our current strategies because our community stakeholders deemed them as having less immediate impact on community health than the other issues they selected. However, there are many programs and services that directly or indirectly help to improve outcomes in these health areas.

Mohave County Department of Public Health and Kingman Regional Medical center will continue to be an active contributor and leader in the Mohave County Community Health Improvement Initiative as our community stakeholder coalition continues to refine the Community Health Improvement Plan through identification of measureable actions and monitoring progress towards achievable outcomes. Additionally, MCDPH and KRMC are committed to this same level of involvement when the entire community health assessment process for Mohave County is repeated in future years.

Appendix A: Kingman Coalition Health Issue Prioritization Results 04/24/13

Community Health Issue	Do you feel this is a high-priority concern that should be addressed in your community?	Can you or your organization address any part of this problem (resources, time, people, etc.)?	Do you know of others/agencies that can address the issue?	People Signed Up to help with Top Three Choices
Economic Conditions (unemployment, poverty, etc.)	25- Yellow post-it votes	14- Blue post-it votes - Cathy Ott - Hualapai Tribe Human Resource/ TeroDept GCRC - Mohave County Workforce Development - AZYP - Economic Development/Gary Watson - United Way Development Services - Cornerstone Mission/ Diana's Faith House - Kingman Chamber - Public Health - Laura Jackson	9- Green post-it votes - City/County Economic Development - Gary Jeppson City of Kingman Development Services - Cornerstone Mission - United Way - Arbor AZ Project - Planning & Zoning - Chamber of Commerce - Kingman & Mohave Manufacturing Association	4- Pink post-it votes Laura Jackson: MSTEPP- 928-380-1500 Jen Miles: MCECD- 928-753-0723 Linda Riesdorff: MCC- 928-757-0801 Pam Wilkinson: Kingman Chamber- 928-753-6253 Susie Parel-Duranceau: MCECD- 928-753-0723 Ryan Kennedy: KRMC- 928-692-4107
Educational Achievement	16- Yellow post-it vote	11- Blue post-it votes - Public Health - Hualapai Health Education & Wellness - Kingman Chamber - Mohave County Workforce Development - MCC - Soroptimists - Susan Chan - Cathy Ott - Regional Center for Behavioral Health - Rt. 66 Rotary - Mohave State Bank	3- Green post-it votes - Kingman Rotary Club - KHS Interact Club - MCC - KUSD Wave - Community Development	1- Pink post-it vote
Accessible/Affordable Healthcare	16- Yellow post-it votes	5- Blue post-it votes - Regional Center for Border Health - Hospitals and Clinics - NorthCountry HC - KRMC	2- Green post-it votes - NorthCountry HC	3- Pink post-it votes
Health professional shortage	13- Yellow post-it votes	6- Blue post-it votes - KRMC Board - United Way - Behavioral Health Services - NorthCountry HC - KRMC - MMHC, Inc	3- Green post-it votes - NorthCountry HC - Health Professionals - Kelli Ward - AT Still University	1- Pink post-it vote
Cardiovascular (heart) disease				
Cancer				
Adult Smoking/Respiratory Disease				
Diabetes				

Community Health Issue	Do you feel this is a high-priority concern that should be addressed in your community?	Can you or your organization address any part of this problem (resources, time, people, etc.)?	Do you know of others/agencies that can address the issue?	People Signed Up to help with Top Three Choices
Dental Health	8- Yellow post-it votes	3- Blue post-it votes - Indian Health Services - MCC BHC Campus	4- Green post-it votes - Dr. Regina Cobb - Arizona Dental Assoc. - Kids Little Smiles	
Motor Vehicle Accidents	1- Yellow post-it vote	1- Blue post-it vote - Police		
Teen Birth Rate	4- Yellow post-it votes	4- Blue post-it notes - AZYP - Public Health	1- Green post-it notes - Mohave County Public Health	
Infant Mortality				
Alcohol Abuse	6- Yellow post-it votes	4- Blue post-it notes - AZYP - Police - MSTEPP - NorthCountry HC	2- Green post-it notes - Angel Manor - Westcare	
Adult Obesity				2- Pink post-it votes
Youth Risk/Protective Factors	11- Yellow post-it votes	8- Blue post-it votes - AZYP - Police - Coyote Youth Program	6- Green post-it notes - Sarahs House - CASA - Strengthening Families Program - Kingman Parks & Rec - Boys & Girls Club	7- Pink post-it votes Kimberly Stervinou: Advocate- 928-303-1282 Kelly Tanner: AZYP- 928-718-0442 Cathy Ott: Century 21- 928-753-2121 Kristi Turman: MCECD- 928-753-0723 Audra Jalbert: AZYP- 928-897-1731 Trish Ford: AZYP- 928-279-6993
Drug Abuse (Changed to Substance Abuse and will include alcohol and tobacco)	16- Yellow post-it votes	8- Blue post-it votes - AZYP - Public Health - Police - MSTEPP - MCC LHC Lori Howell	4- Green post-it votes - SWBHS - Sarahs House - MSTEPP	5- Pink post-it votes Laura Jackson: MSTEPP- 928-380-1500 Audra Jalbert: AZYP- 928-897-1731 Kristi Turman: MCECD- 928-753-0723 Trish Ford: AZYP- 928-279-6993 Terri Holloway: NorthCountryHealthcare- 928-718-4512
Physical Activity	1- Yellow post-it vote	2- Blue post-it votes - Mohave County Health Department - NorthCountry HC	2- Green post-it votes - Route 66 Rotaract - Dell Webb Wellness Center	
Mental Health	13- Yellow post-it votes	7- Blue post-it votes - MCC - AZYP - MMHC, Inc. - Cornerstone Mission/Diana's Faith House - MSTEPP - Police - Kimberly Stervinou	3- Green post-it votes - SWBHS	3- Pink post-it votes
Nutrition	7- Yellow post-it votes	3- Blue post-it votes - NorthCountry HC - Community Garden - Regional Center for Behavioral Health		

Appendix B: Lake Havasu City Coalition Health Issue Prioritization Results 04/30/13

Community Health Issue	Do you feel this is a high-priority concern that should be addressed in your community?	Can you or your organization address any part of this problem (resources, time, people, etc.)?	Do you know of others/agencies that can address the issue?	People Signed Up to help with Top Three Choices
Economic Conditions (unemployment, poverty, etc.)	8- Yellow post-it votes	1- Blue post-it vote - LHC	1- Green post-it vote - Economic Development	
Educational Achievement	7- Yellow post-it votes	2- Blue post-it votes - Telesis Preparatory Academy - LHUSD		
Accessible/Affordable Healthcare	11- Yellow post-it votes	2- Blue post-it votes - Midwest Internal Medicine - NorthCountry HC	1- Green post-it vote - NorthCountry HC	7- Pink post-it votes Terri Holloway: NorthCountry Healthcare- 928-718-4512 Jonny Hodges: NorthCountry Healthcare- 928-486-2896 Jeanie Morgan: Havasu Health Foundation- 928-486-4328 Colleen McShea: Mile Markers Therapy- 928-854-5439 Mikie Messer: Midwest Internal Medicine- 928-453-8500
Health professional shortage	6- Yellow post-it votes	4- Blue post-it votes - Milemarkers Therapy - Midwest Internal Medicine - NorthCountry HC	2- Green post-it vote - AT Still/ SW College of Osteopathy - CRS/ Children Rehabilitation Service	
Cardiovascular (heart) disease	3- Yellow post-it votes	5- Blue post-it votes - NorthCountry HC - Public Health - Havasu Community Health Foundation - Midwest Internal Medicine		
Cancer	2- Yellow post-it votes	4- Blue post-it votes - NorthCountry HC - Havasu Community Health Foundation - Midwest Internal Medicine		
Adult Smoking/Respiratory Disease	2- Yellow post-it votes	4- Blue post-it votes - NorthCountry HC - Public Health - Midwest Internal Medicine		

Community Health Issue	Do you feel this is a high-priority concern that should be addressed in your community?	Can you or your organization address any part of this problem (resources, time, people, etc.)?	Do you know of others/agencies that can address the issue?	People Signed Up to help with Top Three Choices
Diabetes		4- Blue post-it votes - NorthCountry HC - Midwest Internal Medicine - Havasu Community Health Foundation		
Dental Health	8- Yellow post-it votes	2- Blue post-it votes - Public Health - NorthCountry HC	1- Green post-it vote - MCC/UofA	
Motor Vehicle Accidents				
Teen Birth Rate			2- Green post-it votes - Health Dept. - Pregnancy Care	
Infant Mortality				
Alcohol Abuse	4- Yellow post-it votes		1- Green post-it vote - Calvary Baptist Church "Celebrate Recovery"	
Adult Obesity	2- Yellow post-it votes	3- Blue post-it votes - Public Health - NorthCountry HC - Havasu Community Health Foundation -	1- Green post-it vote - Physicians Weight Loss Management	
Youth Risk/Protective Factors	6- Yellow post-it votes	3- Blue post-it votes - LHUSD PBIS/CKH - Capture Kids Hearts/ LHUSD Thunderbolt - Interagency Council	4- Green post-it votes - Pet Partners Wags & Paws reading program - Elks youth program - Havasu for Youth/ Fusion Teen Center - AZ Youth Partnership	5- Pink post-it votes Swan Cooke: LHC P&R- 928-453-8686 Bart Wagner: LHC P&R- 928-453-8686 Margaret Nyberg: LHC Council- 928-706-4401 Michael Eigenbrodt: Interagency- 928-453-5800 Christyn Somers: Midwest Internal Medicine- 928-453-8500 Debbie Perelka: Midwest Internal Medicine- 928-453-8500 Lyn Demaret: River Cities United Way- 928-855-6333 Charlie Cassens: LHC Manager- 928-453-4141 Jerri Bracamonte: LHC Mgr Ofc.- 928-453-4141
Drug Abuse	7- Yellow post-it votes	1- Blue post-it vote - NorthCountry HC		
Physical Activity	1- Yellow post-it vote	3- Blue post-it votes - Public Health - LHC Comm Services Recreation Dept./Aquatics - Havasu Community Health Foundation	2- Green post-it votes - Havasu Fitness Center - Parks & Rec	

Community Health Issue	Do you feel this is a high-priority concern that should be addressed in your community?	Can you or your organization address any part of this problem (resources, time, people, etc.)?	Do you know of others/agencies that can address the issue?	People Signed Up to help with Top Three Choices
Mental Health	8- Yellow post-it votes	2- Blue post-it votes - LHUSD EAP - NorthCountry HC	2- Green post-it votes - Crossroads counseling Donna P. - SWBHS - MMHC, Inc.	3- pink post-it votes Emily Morton: Telesis Academy- 928-855-8661
Nutrition				

Appendix C: Bullhead City Coalition Health Issue Prioritization Results 05/02/13

Community Health Issue	Do you feel this is a high-priority concern that should be addressed in your community?	Can you or your organization address any part of this problem?	Do you know of others/agencies that can address the issue?	People Signed Up to help with Top Three Choices
Economic Conditions (unemployment, poverty, etc.)	5-Yellow Post-it Votes	2-Blue Post-It votes -United Way -Town Mgr, Brie Tyler	4-Green Post-It votes -Lisa McCabe(2) -Chris Barton(2)	
Educational Achievement	5-Yellow Post-It Votes	5-Blue Post-It Votes -B&G Club -RCBH -United Way -Lorrie Duggins, BHCPD -Kellie Boff, Mo.Co. Bus. Dist	5-Green Post-It Votes -Cindy McClurg, FoxC JH -Chris Barton, BH Chamber(2) -Mark Carlson, Mohave Acc. Learning Ctr -RCBH	
Accessible/Affordable Healthcare	10-Yellow Post-It Votes	2-Blue Post-It Votes -RCBH -North Country Health Care	2-Green Post-It Votes -North Country HC(2)	7-Pink Post-It Votes Mary Schramm: River Cities United Way- 928-758-1030 Robyn Gallaty: NorthCountry Healthcare- 928-704-1221 Carol Cronjager: Regional Center for Behavioral Health- 928-680-1468 Sue Anderson: Mohave Daily News- 928-763-2505
Health professional shortage	2-Yellow Post-It Votes	1-Blue Post-It Vote -North Country Health Care	2-Green Post-It Votes -Hayes Chiropractic -Sarah Morga-Mangum, WARMC	
Cardiovascular (heart) disease	0-Yellow Post-It Votes	4-Blue Post-It Votes -Steve Duncan, BHCDFD -PH -North Country Health Care -Mohave Daily News	1-Green Post-It Vote -Sara Morga, WARMC	
Cancer	0-Yellow Post-It Votes	2-Blue Post-It Votes -Brie Tyler -RCBH	0-Green Post-It Votes	
Adult Smoking/Respiratory Disease	0-Yellow Post-It Votes	1-Blue Post-It Votes -Mohave Daily News		
Diabetes	0-Yellow Post-It Votes	1-Blue Post-It Votes -RCBH	1-Green Post-It Votes -Sarah Morga, WARMC	
Dental Health	7-Yellow Post-It Votes	4-Blue Post-It Votes -North Country Health Care -B&G Club -PH -Blank Post-it	2-GreenPost-It Votes -North Country HC -Tracy Gift, MCC Dental Program	

Community Health Issue	Do you feel this is a high-priority concern that should be addressed in your community?	Can you or your organization address any part of this problem?	Do you know of others/agencies that can address the issue?	People Signed Up to help with Top Three Choices
Motor Vehicle Accidents	0-Yellow Post-It Votes	2-Blue Post-It Votes -Lorrie Duggins, BHCPD -Steve Duncan, BHCFD	1-Green Post-It Vote -Rodney Head, BHC Police Chief	
Teen Birth Rate	0-Yellow Post-it	0-Blue Post-It	0-Green Post-It	
Infant Mortality	0-Yellow Post-It Votes	0-Blue Post-It Votes	1-Green Post-It Vote -Larry Tunfross	
Alcohol Abuse	8-Yellow Post-It Votes	4-Blue Post-It Votes -Brie Tyler -WestCare -Kellie Boff, Mo.Co. Bus.District -Lorrie Duggins, BHCPD	1-Green Post-It Vote -Steve Duncan, BHCFD	
Adult Obesity	2-Yellow Post-It votes	5-Blue Post-It Votes -PH -Mohave Daily News -Steve Duncan, BHCFD -Kellie Boff, Mo.Co. Bus. Dist -North Country HC	2-Green Post-It Votes -North Country HC -Sarah Morga, WARMC	
Youth Risk/Protective Factors	5-Yellow Post-It Votes	3-Blue Post-It Votes -PH -Ann Alexandria, Resch. Govt.Grants -Lorrie Duggins, BHCPD	4-Green Post-It Votes -Mike McClurg, BHJH(3) -Sarah Morga, WARMC	
Drug Abuse	11-Yellow Post-It Votes	7 Blue Post-It Votes -Steve Duncan, BHCFD -PH -Kellie Boff, MoCo. Bus.Dis -MAPPED -MSTEPP -B&G Club -Lorrie Duggins, BHCPD	3-Green Post-It Votes -HildyAngins -MAPPED -MSTEPP	3-Pink Post-It Votes Kellie Boff: Mohave County- 928-758-0713 Brie Tyler: Our Town USA- 928-763-9595 Larry Tunfors: MAPPED- 928-201-3313
Physical Activity	0-Yellow Post-It Votes	5-Blue Post-It Votes -B&G Club -Steve Duncan, BHCFD -Kellie Boff, Mo.Co. Bus. Dist -Brie Tyler, town Mgr -Mohave Daily News	2-Green Post-It Votes -Tommy Bigelow, B&G Club -Brian Mirchoff, Mad Dog Fitness	

Community Health Issue	Do you feel this is a high-priority concern that should be addressed in your community?	Can you or your organization address any part of this problem?	Do you know of others/agencies that can address the issue?	People Signed Up to help with Top Three Choices
Mental Health	14-Yellow Post-It Votes	0-Blue Post-It Votes	5-Green Post-It Votes -Chaz Martinez, SWBH(2) -Sarah Morga, WARMC(2) -Lance Ross, VVMC	2-Pink Post-It Votes Steve Duncan: BHCDFD- 928-758-3971 Sherry Milks: Mohave Daily News- 928-763-2505 Ann Alexandria: Graduate Intern- 417-593-6682 Lorrie Duggins: BHCPD- 928-763-9200
Nutrition	1-Yellow Post-It Vote	3-Blue Post-It Votes -B&G Club -United Way -Mohave Daily News	1-Green Post-It Vote -Diane Villamor, Bullhead Health Club	