

# Heritage Valley Beaver Implementation Plan 2022 – 2024

## BACKGROUND

Heritage Valley Health System is a \$535 million integrated delivery network providing comprehensive health care for residents of Allegheny, Beaver, Butler and Lawrence counties, in Pennsylvania; eastern Ohio; and the panhandle of West Virginia. In partnership with 3,800 employees and more than 600 physicians, Heritage Valley offers a broad range of medical, surgical and diagnostic services at its three hospitals, Heritage Valley Sewickley, Heritage Valley Beaver and Heritage Valley Kennedy; in more than 55 physician offices; and more than 21 community satellite facilities.

### Mission

To improve the health and well-being of all people in the communities we serve

### Vision

Heritage Valley Health System will be a leader among community health systems nationally. We will provide exceptional health services across a seamless delivery system, built upon collaborative relationships connecting physicians, employees, and the community. We will address both the prevention and treatment of disease throughout the continuum of life.

### Values

Ethical Behavior  
Responsibility  
Collaboration  
Compassion  
Proficiency  
Service Excellence

### Strategic Imperatives

Quality, Safety and Customer Experience  
Human Resources  
Information Technology  
Market Expansion and Community Health  
Fiscal Responsibility

## **Methodology**

In 2022, Heritage Valley Health System, working with Crescendo Consulting Group, conducted a community health needs assessment with the following steps:

- ⑩ Strategic secondary research
- ⑩ Qualitative interviews
- ⑩ Community survey
- ⑩ Access audit
- ⑩ Google trends analysis
- ⑩ Needs prioritization

The needs prioritization included Heritage Valley and community leaders.

## **Goals for 2022-2024**

### **Behavioral Health**

**Goal – Increase counseling services for mental health issues for children and adolescents**

**Objectives:**

- ⑩ **Work with community partners to plan how to increase the availability of mental health counseling services for children and adolescents**

### **Chronic Disease Management**

**Goal – Reduce risk factors, improve management of disease, reduce and burden, and improve the quality of life for area residents with chronic disease**

**Objectives:**

- ⑩ **Increase enrollments in diabetes self-management education classes**
- ⑩ **Continue to offer Heritage Valley endocrinology services at various locations**
- ⑩ **Increase enrollment of persons at high risk for diabetes in prevention services (LifeSmart Program)**
- ⑩ **Increase enrollment in Medical Nutrition Counseling Services**
- ⑩ **Address improved quality of care through metrics established between physician offices and payors**
- ⑩ **Reduce hospital readmissions from chronic diseases**
- ⑩ **Conduct health screenings in higher risk communities**

### **Substance Use Disorder**

**Goal – Increase the capacity of inpatient and outpatient services and to provide programs to help those recovering from substance use disorder to stay healthy**

**Objectives:**

- ⑩ **Work with community partners to plan how to increase the capacity of inpatient and outpatient services for those with substance use disorder**
- ⑩ **Work with community partners to develop a plan to provide programs or promote the use of existing programs to help those recovering from substance use disorder to stay healthy**

### **Process of Care**

**Goal – To better coordinate care for complex medical cases and to better coordinate care across**

**the care continuum**

**Objectives:**

- ⑩ **Continue to utilize health care navigators/case managers for complex medical cases**
- ⑩ **Evaluate, with community partners and payors, the feasibility of providing neighborhood health workers in areas with a higher disease burden**