

Implementation Plan

Purpose

Teton Valley Health Care conducted the 2025 Community Health Needs Assessment (CHNA) in the Spring of 2025. From the assessment, Teton Valley Health Care (TVHC) identified mission specific goals and objectives to address the needs, over the next three years (25 CHNA period), until the 2028 CHNA is conducted. TVHC will report progress to the community on the implementation plan, throughout the 25 CHNA period. Additionally, TVHC will use the CHNA results and implementation plan, along with other tools, as a basis for organizational planning and strategy through the 25 CHNA period.

Comprehensive Goals

Healthcare: Affordability

Goal: To provide financial assistance to qualified patients, connect individuals to additional resources (insurance, community resources, foundation), consistently review and monitor TVHC charges, and provide education, to reduce financial barriers to healthcare.

Mental Health Services

Goal: To improve access to mental health services, through increasing TVHC appointment availability, increasing patient financial support, and expanding coordination with community and regional resources for seamless transition of care and the best patient outcomes.

Cancer

Goal: To Improve access to cancer care services at TVHC by expanding available appointment hours and services and improving the coordination of care with collaborative partners.

Women's Health

Goal: To improve access to Women's Care services by increasing education about TVHC services, increasing provider access, staff training and available care hours, to better meet the needs of our community.

Healthcare

Goal: To improve the management of chronic illness and disease in our community, through effective and equitable screening and prevention services in our Driggs and Victor Health Clinics.

**TVHC has focused this action plan on the health care needs of the community and relies on and supports partner organizations to lead action plans for other community needs like education, housing, and childcare.*

CURRENT SERVICES AND FUTURE OBJECTIVES

HEALTHCARE: AFFORDABILITY

Goal: To provide financial assistance to qualified patients, connect individuals to additional resources (insurance, community resources, foundation), consistently review and monitor TVHC charges, and provide education, to reduce financial barriers to healthcare.

Existing TVHC services-

- TVHC has resources available to assist patients in applying for Medicare, Medicaid
and other assistance programs in English and Spanish.
- Financial support services are available to patients based on eligibility with applications available in both English and Spanish.
- TVHC Foundation offers additional support for qualifying patients.

- TVHC outreach efforts aim to educate the community about our services and financial support options, to increase access to care for patients in need of support.

Additional Objectives to be implemented to achieve this goal-

- TVHC plans to offer prompt payment discounts for self-pay patients.
- We will conduct an annual review of the TVHC financial assistance policy, uninsured discounts, and charges, to evaluate effectiveness and improve processes and results.
- TVHC will continually improve patient education about enrollment and financial services throughout the organization, to reduce financial barriers.
- TVHC will increase community knowledge and health literacy around health insurance plans and financial assistance resources, to further reduce financial barriers.
- Administration will continue engaging in advocacy efforts, and support our partners' efforts, to increase access to health insurance coverage for low-income individuals.

Other local organizations responding to this need:

Community Resource Center- crctv.org

Eastern Idaho Public Health - <https://eiph.id.gov>

MENTAL HEALTH

Goal: To improve access to mental health services, through increasing appointment availability, increasing patient financial support, and expanding coordination with community and regional resources for seamless transition of care and the best patient outcomes.

Existing TVHC services-

- TVHC provides 24-hour emergency telehealth behavioral/mental health care, through Eastern Idaho Regional Medical Center, to patients in our Emergency Department.

- TVHC offers in-person mental health visits with our provider, Anna Giemza-Palmer, in our Victor and Driggs Health Clinics.
- TVHC maintains a regional guide of existing mental health services for staff and provider use, to coordinate ongoing care.
- TVHC has a robust Employee Health Program that provides mental and behavioral health services for our providers and staff.
- TVHC providers and staff communicate and work with the Mental Health Coalition of Teton Valley to provide the best care for our patients.

Additional objectives to be implemented to achieve this goal-

- TVHC will enhance communication and processes with the Mental Health Coalition of Teton Valley and other community mental health providers, to improve coordination of care, and fill gaps in services for mental and behavioral health patients.
- We will improve provider and staff training regarding local and regional resources.
- TVHC will aim to increase access to mental and behavioral health services at TVHC, with telehealth services, additional providers, and clinic hours.
- TVHC will increase the training opportunities for staff and providers from the Mental Health Coalition of Teton Valley to improve our behavioral and mental health patient care, and for the support of our providers and staff.

Other local organizations responding to this need:

Teton Valley Mental Health Coalition - tetonvalleymentalhealth.com

CANCER

Goal: To improve access to cancer care services at TVHC by expanding available appointment hours and services and improving the coordination of care with collaborative partners.

Existing TVHC Services-

- TVHC has an on-site oncologist/hematologist twice per month since August 2024.
- Our Infusion center offers chemotherapy to support oncology patients.
- TVHC's Infusion and drug consultation is available seven (7) days a week.
- TVHC employs a full-time oncology nurse navigator.
- TVHC has chemotherapy certified nursing staff.

Additional objectives to be implemented to achieve this goal-

- TVHC will increase access to care by collaborating with community partners to implement strategies to overcome barriers to care for patients such as transportation, finances, and language.
- We will strategically expand services, staffing, and hours in oncology and infusion to meet the needs of our growing community.
- TVHC will explore opportunities to partner with regional oncology experts to improve access to and coordination of care.

Other local organizations responding to this need:

Utah Cancer Specialists

Huntsman Cancer Institute Affiliation | St. John's Oncology

Huntsman Cancer Institute | University of Utah Health

WOMEN'S HEALTH

Goal: To improve access to Women's Care services by increasing education about TVHC services, increasing provider access, staff training, and available care hours, to better meet the needs of our community.

Existing TVHC Services-

- TVHC is offering women's care through primary care providers in the Driggs and Victor health clinics.
- We offer state-of-the-art 3D Mammography and ultrasound services for early detection and prevention care.

- In the Victor and Driggs Health Clinics we provide a wealth of women's care services including family planning, aging care, hormone replacement therapy and aesthetics services.
- TVHC will offer services to meet the needs of patients that were seen at the Eastern Idaho Public Health's Low Cost/No Cost Women's Clinic to ensure that access to care is preserved for this population of our community.

Additional objectives to be implemented to achieve this goal-

- To increase access to care by exploring the addition of GYN clinical and surgical services.
- TVHC will increase clinic providers, services, and hours to improve access to women's care in the community.
- We will increase access to care by educating our patients and the community about our financial support services and low cost/no cost women's care.
- TVHC will continue educating our patients and our community about the expanding women's care services we offer, through internal and external marketing efforts.

Other local organizations responding to this need:

Eastern Idaho Public Health - <https://eiph.id.gov>

HEALTHCARE

Goal: To improve the management of chronic illness and disease in our community, through effective and equitable screening and prevention services in our Driggs and Victor Health Clinics.

Existing TVHC services-

- We offer a range of primary care, specialty care services, diagnostic services, and telehealth visits are available to provide increased access to care for patients locally.

- TVHC utilizes marketing efforts and participates in community events to provide further access and education.
- Chronic care management is available through nurse navigators.

Additional objectives to be implemented to achieve this goal-

- TVHC offers 24/7 365 emergency and trauma care, to continue to treat chronic illness when acuity increases.
- We will explore increasing appointment availability through expanded clinic services and hours, as well as options for more immediate care after hours, in both the Victor and Driggs Health Clinics.
- We will collaborate with our providers to improve patient education on follow-up care, to all patients with a special emphasis on diabetes and weight management, cardiac, pulmonary, and chronic diseases (marketing reels, newsletter etc.).
- We will increase our outreach efforts that focus on wellness care, to promote healthy activities like proper nutrition, exercise, and preventative care exams.
- We will improve our marketing efforts and collateral for internal and community outreach efforts about wellness care and healthy lifestyle choices, for the prevention and management of chronic disease.
- TVHC will market and promote wellness visits to increase the number of patients we see for this service in both the Victor and Driggs Health Clinics.
- Continually promote to our providers and staff the goal of engaging in efforts to decrease the onset and prevalence of chronic diseases.

Other local organizations responding to this need:

Eastern Idaho Public Health - <https://eiph.id.gov>

Mountain Star Health Care Partners