

COMMUNITY HEALTH IMPROVEMENT PLAN

St. Joseph Hospital Orange

Orange, CA



Lime Green Bench at the main hospital entrance serves as a symbol for mental health awareness <u>https://greenbenchoc.org</u>

To provide feedback on this CHIP or obtain a printed copy free of charge, please email Cecilia Bustamante Pixa at <u>Cecilia.Bustamante-Pixa@stjoe.org</u>



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EXECUTIVE SUMMARY

Providence continues its Mission of service in Orange County through Providence St. Joseph Hospital Orange (SJO). Providence St. Joseph Hospital Orange is an acute-care hospital founded in 1929 and located in Orange, California. The hospital's service area is the entirety of Central Orange County, including 1,778,000 people.

Providence St. Joseph Hospital Orange dedicates resources to improve the health and quality of life for the communities it serves, with special emphasis on the needs of people experiencing social inequities and health disparities.

The Community Health Needs Assessment (CHNA) is an opportunity for Providence St. Joseph Hospital Orange to engage the community every three years with the goal of better understanding community strengths and needs. The results of the CHNA are used to guide and inform efforts to better address the needs of the community. Through a mixed-methods approach, using quantitative and qualitative data, we collected information from the following sources: American Community Survey, Behavioral Risk Factor Surveillance System, local public health data, California Department of Public Health, California Office of Statewide Health Planning and Development, California Health Interview Survey, Orange County Health Care Agency's Data Portal, Orange County Equity Map, the National Cancer Institute, and local community health reports, and hospital utilization data. We also conducted listening sessions with community members and fielded a key informant survey to actively engage the community.

Collaborating Organizations

The three Orange County hospitals, St. Jude Medical Center, St. Joseph Hospital Orange, and Mission Hospital collaborated on the CHIP report and its strategies to address priority areas. However, each hospital developed their own CHIP.

Providence St. Joseph Hospital Orange Community Health Improvement Plan Priorities

As a result of the findings of our <u>2023 CHNA</u> and through a prioritization process aligned with our Mission, resources, and hospital strategic plan, Providence St. Joseph Hospital Orange will focus on the following areas for its 2024-2026 Community Benefit efforts:

ACCESS TO CARE

Ensure access to care that is financially sustainable for vulnerable, underserved, and low-income communities.

BEHAVIORAL HEALTH

Address mental and behavioral health challenges including substance use disorders.

HOMELESSNESS AND AFFORDABLE HOUSING

Support effective advocacy efforts on state and local level.

INTRODUCTION

Who We Are

As expressions of God's healing love, witnessed through the ministry of Jesus, we are steadfast in serving all, especially those who are poor and vulnerable.
Health for a Better World.
Compassion — Dignity — Justice — Excellence — Integrity

Providence St. Joseph Hospital Orange is an acute-care hospital founded in 1929 and located in Orange, California. The hospital has 465 beds, a staff of more than 3,100, and professional relationships with more than 1,000 local physicians. Major programs and services offered to the community include the following: cardiac care, critical care, orthopedics, diagnostic imaging, rehabilitation, oncology, emergency medicine, and obstetrics.

Our Commitment to Community

Providence St. Joseph Hospital Orange dedicates resources to improve the health and quality of life for the communities we serve. For more information on the resources invested to improve the health and quality of life for the communities we serve, please refer to our Annual Report to our Communities: <u>https://www.providence.org/about/annual-report</u>.

Health Equity

At Providence, we acknowledge that all people do not have equal opportunities and access to living their fullest, healthiest lives due to systems of oppression and inequities. We are committed to ensuring health equity for all by addressing the underlying causes of racial and economic inequities and health disparities. Our Vision is "Health for a Better World," and to achieve that we believe we must address not only the clinical care factors that determine a person's length and quality of life, but also the social and economic factors, the physical environment, and the health behaviors that all play an active role in determining health outcomes.

To ensure that equity is foundational to our CHIP, we have developed an equity framework that outlines the best practices that each of our hospitals will implement when completing a CHIP. These practices include, but are not limited to the following:

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Figure 1. Best Practices for Centering Equity in the CHIP



Address root causes of inequities by utilizing evidence-based and leading practices

Explicitly state goal of reducing health disparities and social inequities



Reflect our values of justice and dignity



Leverage community strengths

Planning for the Uninsured and Underinsured

Our Mission is to provide quality care to all our patients, regardless of ability to pay. We believe that no one should delay seeking needed medical care because they lack health insurance. That is why Providence St. Joseph Hospital Orange has a Financial Assistance Program (FAP) that provides free or discounted services to eligible patients.

One way Providence St. Joseph Hospital Orange informs the public of FAP is by posting notices. Notices are posted in high volume inpatient and outpatient service areas. Notices are also posted at locations where a patient may pay their bill. Notices include contact information on how a patient can obtain more information on financial assistance as well as where to apply for assistance. These notices are posted in English and Spanish and any other languages that are representative of 5% or greater of patients in the hospital's service area. All patients who demonstrate lack of financial coverage by third party insurers are offered an opportunity to complete the Patient Financial Assistance Application and are offered information, assistance, and referral as appropriate to government sponsored programs for which they may be eligible. For information on our Financial Assistance Program click the link below. https://www.providence.org/obp/ca

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OUR COMMUNITY

Description of Community Served

Providence St. Joseph Hospital Orange CHNA service area is Central Orange County and includes a population of approximately 1,778,000 people.



Figure 2. St. Joseph Hospital Orange Total Service Area

To facilitate identifying health disparities and social inequities by place, we designated a "high need" service area and a "broader" service area, which together make up the Central Orange County Service Area. Based on work done by the Public Health Alliance of Southern California and their <u>Healthy Places</u>

Index (HPI) tool, we identified the high need service area based on income, education, English proficiency, and life expectancy.¹

Community Demographics

The following demographics are from the 2021 American Community survey, 5-year estimate.

POPULATION AND AGE DEMOGRAPHICS

Of the over 1,778,000 permanent residents in the total service area, roughly 44% live in the high need area, defined by lower life expectancy at birth, lower high school graduation rates, and more households at or below 200% FPL compared to census tracts in the total service area. For reference, 200% FPL is equivalent to an annual household income of \$55,500 or less for a family of 4. These households are more likely to regularly make spending tradeoffs regarding utilities, rent, groceries, medicine, and other basic expenses. The population in St. Joseph Hospital Orange Orange's total service area makes up 56% of Orange County.

The male-to-female distribution is roughly equal across geographies. Individuals under the age of 35 are more likely to live in high need census tracts.

Table 1. Population Demographics for St.	Joseph Hospital Oranae	e Service Area and Oranae County

Indicator	St. Joseph Service Area	Broader Service Area	High Need Service Area	Orange County
Total Population	1,778,822	1,004,727	774,095	3,182,923
Female Population	50.1%	50.5%	49.5%	50.4%
Male Population	49.9%	49.5%	50.5%	49.6%

Source: American Community Survey, 2021 5-Year Estimate

POPULATION BY RACE AND ETHNICITY

Individuals who identify as Hispanic and "other" race are substantially overrepresented in the high need census tracts compared to the St. Joseph service area and Orange County overall. People identifying as White are less likely to live in high need census tracts.

¹ The following variables were used for the PNI analysis: Population below 200% the Federal Poverty Level (American Community Survey, 2021); Percent of population with at least a high school education (American Community Survey, 2021); Percent of population, ages 5 Years and older in <u>Limited English</u> <u>Households</u> (American Community Survey, 2021); Life expectancy at birth (estimates based on CDC, 2010 – 2015 data)

SOCIOECONOMIC INDICATORS

Table 2. Income Indicators for Central Orange County Service Area

Indicator	Broader	High Need	Total Service	Orange
	Service Area	Service Area	Area	County
Median Income Data Source: 2021 American Community Survey, 5-year estimate	\$119,783	\$74,324	\$100,247	\$100,429

The median income for the total service area for St. Joseph is about the same as Orange County overall. There is over a \$45,000 difference in median income between St. Joseph's Broader Service Area and the High Need Service Area.

Full demographic and socioeconomic information for the service area can be found in the <u>2023 CHNA</u> for St. Joseph Hospital Orange.

COMMUNITY NEEDS AND ASSETS ASSESSMENT PROCESS AND RESULTS

Summary of Community Needs Assessment Process and Results

Improving the health of our communities is foundational to our Mission and deeply rooted in our heritage and purpose. Our Mission calls us to be steadfast in serving all, with a special focus on our most economically poor and vulnerable neighbors. This core belief drives the programs we build, investments we make, and strategies we implement.

Knowing where to focus our resources starts with our Community Health Needs Assessment (CHNA), an opportunity in which we engage the community every three years to help us identify and prioritize the most pressing needs, assets, and opportunities. The results of the CHNA are used to guide and inform efforts to better address the needs of the community. Through a mixed-methods approach, using quantitative and qualitative data, we collected information from the following sources: American Community Survey, Behavioral Risk Factor Surveillance System, local public health data, California Department of Public Health, California Office of Statewide Health Planning and Development, California Health Interview Survey, Orange County Health Care Agency's Data Portal, Orange County Equity Map, the National Cancer Institute, and local community health reports, and hospital utilization data. We also conducted listening sessions with community members and fielded a key informant survey to actively engage the community.

The 2023 CHNA was approved by the SJO Community Health Committee on November 16, 2023.

Significant Community Health Needs Prioritized

On September 21, 2023, the primary and secondary data findings were reviewed with members of a cross-sector group Community Health Committee along with members of Providence staff. They asked questions and engaged with the data. At the end of the review, Committee members were invited to choose their top three priority needs based on the five criteria below. As in-person attendance was lower than expected, later selections were received after the Director of Community Health Investment carried out 1 on 1s with individual Committee members to review the findings, ask questions, and provide their input.

The following criteria were used in the prioritization process:

- Worsening trend over time
- Disproportionate impact on low income and/or Black/African American, Brown, Indigenous, and People of Color (BBIPOC) communities
- Providence service area/high need service area rates worse than state average and/or national benchmarks
- Opportunity to impact organizational commitment, partnership, severity, and/or scale of need
- Alignment with existing System priorities

2023 PRIORITY NEEDS

The list below summarizes the significant health needs identified through the 2023 Community Health Needs Assessment process (listed in alphabetical order):

ACCESS TO CARE

Access to care goes beyond medical care, and includes dental, vision, primary care, transportation, culturally appropriate care, and care coordination. People without insurance are less likely to have a primary care provider, and they may not be able to afford the health care services and medications they need. Strategies to increase insurance coverage rates are critical for making sure more people get important health care services, like preventive care and treatment for chronic illnesses.

AFFORDABLE HOUSING AND HOMELESSNESS

Lack of affordable housing can have a number of negative impacts on individuals, families, and communities. When basic needs, such as housing, are not met, they impact a family's emotional, psychological, developmental, and physical well-being. Over the last few years, Orange County has been facing a critical housing shortage. It has become ever more difficult for communities with low incomes who work in Orange County to also live in Orange County. As a result, families must seek substandard housing with multiple families living in one dwelling. Affordable housing is defined by an individual or family spending 30% or less of their gross income toward housing. Low-income communities in Orange County can expect to spend over 50% of their gross income on housing.

BEHAVIORAL HEALTH

Mental health includes our emotional, psychological, and social well-being. It affects how we think, feel, and act. It also helps determine how we handle stress, relate to others, and make healthy choices. Mental health is important at every stage of life, from childhood and adolescence through adulthood. Mental health programs include the prevention, screening, assessment, and treatment of mental disorders and behavioral conditions. Mental health is an important part of overall health and well-being. Substance use/misuse occurs when the recurrent use of alcohol/or drugs causes clinically significant impairment, including health problems, disability, and inability to meet major responsibilities at work, school, or home. Substance use/misuse includes the use of illegal drugs and the inappropriate use of legal substances, such as alcohol, prescription drugs and tobacco.

Needs Beyond the Hospital's Service Program

No hospital facility can address all the health needs present in its community. We are committed to continuing our Mission through partnering with like-minded organizations with the capacity and expertise to address the needs of Orange County residents by funding other non-profits through our Care for the Poor program managed by Providence St. Joseph Hospital Orange.

Furthermore, Providence St. Joseph Hospital Orange will endorse local non-profit organization partners to apply for funding through the St. Joseph Community Partnership Fund. Organizations that receive funding provide specific services and resources to meet the identified needs of underserved communities throughout SJO's service area.

The following community health needs identified in the ministry CHNA will not be addressed due to limited funds and capacity and to ensure a focused approach to the three CHIP priorities. An explanation is provided below:

- **Culturally and linguistically concordant services:** While this was not selected as a priority issue, St. Joseph Hospital Orange works to integrate culturally and linguistically concordant services in its community-based programming as well as provides interpreter services for multiple languages in its hospital-based settings.
- Lack of community involvement and engagement: Stakeholders and micro communities who participated in listening sessions identified a lack of involvement and engagement among some communities to address health disparities and inequities. Although this is not a priority identified, St. Joseph Hospital Orange will prioritize community involvement and engagement in all key initiatives.
- Access to safe, reliable, affordable transportation: Although not identified as a selected priority St. Joseph Hospital Orange provides transportation support with taxi vouchers to vulnerable and low-income ED and inpatient population.
- Economic insecurity (lack of living wage jobs and unemployment): While St. Joseph Hospital Orange has not selected economic issues as a top priority, the majority of its community benefit programs are targeted to the low-income population. St. Joseph Hospital Orange partners with Orange County Community Action Partnership, the county anti-poverty agency on several initiatives, a collaborative to address workforce in low-income areas. St. Joseph Hospital Orange has a policy of a just living wage and in that way serves as a role model for other organizations in the community.
- **Food insecurity:** While not identified as a priority in the CHNA, St. Joseph Hospital Orange will seek opportunities with collaborative partners addressing housing needs to include food insecurity and nutrition.
- **Basic needs:** Not identified as a selected priority, St. Joseph Hospital Orange funds the pharmacy medication program by providing needed prescription medication to low-income and vulnerable patients upon discharge from the hospital. Additionally, St. Joseph Hospital Orange provides access to clothing, shoes, and basic hygiene items to patients experiencing homelessness.
- **Racism and discrimination:** While St. Joseph Hospital Orange is not focusing on a specific initiative around racism and discrimination all strategies focus on the principles of health equity which directly address racism and discrimination.
- Aging concerns and issues (e.g., cognitive decline/ dementia, mobility, etc.): While this is not one of the selected priorities, St. Joseph Hospital Orange partners with the Southern California Council on Aging. Over the past five years, St. Joseph Hospital Orange has funded a program that provides isolated, low-income older adults in central Orange County with social service resources and referrals, mental health services, and a volunteer visiting program.

In addition, Providence St. Joseph Hospital Orange will collaborate with local organizations that address the aforementioned community needs to coordinate care and referrals to address these unmet needs.

COMMUNITY HEALTH IMPROVEMENT PLAN

Summary of Community Health Improvement Planning Process

The local Community Health team worked with internal and external partners to develop strategies to respond to community needs. The 2024-2026 CHIP was presented and approved on February 15, 2024, and made publicly available no later than May 15,2024.

Addressing the Needs of the Community: 2024- 2026 Key Community Benefit Initiatives and Evaluation Plan

COMMUNITY NEED ADDRESSED #1: ACCESS TO CARE

Population Served

Underserved, uninsured/underinsured communities in Central Orange County

Long-Term Goal(s)/ Vision

- 1. To improve access to health care and preventive resources for people with low incomes and those uninsured by deploying programs to assist with navigating the health care system.
- 2. To ease the way for people to access appropriate and culturally responsive levels of care at the right time.

Strategy	Population Served	Strategy Measure	Baseline	2026 Target
Ensure seamless transition to Medi- Cal/CalOptima	Newly Medi-Cal eligible FQHC patient population.	# of patients enrolled	Approximately 2,000 newly eligible patients in 2023.	80-90% of patient population enrolled (1,600- 1,800).
Increase new access to OB/Prenatal Care and Pediatric services for FQHC patient population.	Underserved, low- income pregnant women and their children.	# of patients served	New site opening Summer 2024.	15,600 OB, CPSP, Pediatric and Social Work visits annually
Support Avoidable ED Navigation Program to provide comprehensive intervention	Medi- Cal/CalOptima patients.	# of Avoidable ED visits# of PCP visits and Urgent Care visits	65% reduced AED visits in first 90- days in 2023 48% increase in PCP visits in first 90-days in 2023	70%-75% reduced AED visits 55%-65% increase in PCP visits

Table 3. Strategies and Strategy Measures for Addressing lack of Access to Care

			19% increase in Urgent Care visits in first 90-days in 2023	25%-30% increase in Urgent Care visits
Provide post- discharge care, Care Coordination, and Navigation	Medi- Cal/CalOptima and uninsured ED/hospital patients	# of ED and Inpatients receive post-discharge care, care coordination, and navigation	595 patients	2,500 patients
Increase access to health care for North and Central Orange County providing Medi-Cal outreach, enrollment, retention, and utilization services.	Uninsured undocumented population age 26- 49 who are newly eligible for Medi- Cal	# of persons enrolled# of persons receiving outreach and education	Enrolled 958 persons Provided outreach to 6,602 persons	1,200 individuals enrolled in Medi-Cal and simultaneously enrolling in other programs to improve health and address SDOH annually.
Partner with TGR Foundation to promote health care workforce development	11 th and 12 th grade high school students in the Unified Anaheim School District	# of students participating in the healthcare career pathways program	125 students in 2023	200-300 students participate in the healthcare pathways program.

Evidence Based Sources

- Health insurance enrollment outreach and support:
 <u>https://www.countyhealthrankings.org/strategies-and-solutions/what-works-for-health/strategies/health-insurance-enrollment-outreach-support</u>
- Federally qualified health centers (FQHCs): <u>https://www.countyhealthrankings.org/strategies-and-solutions/what-works-for-health/strategies/federally-qualified-health-centers-fqhcs</u>
- Strategies for expanding health insurance coverage in vulnerable populations <u>Healthy People</u> 2030 | health.gov

Resource Commitment

\$1.2 million per year in operating support for all access to care initiatives in 2024-2026

Key Community Partners

St. Jude Neighborhood Health Centers (La Amistad); Heritage Medical Group; CalOptima/CalAIM; CHIOC; TGR Foundation

COMMUNITY NEED ADDRESSED #2: BEHAVIORAL HEALTH (INCLUDING MENTAL HEALTH AND SUBSTANCE USE)

Population Served

Underserved communities living in central Orange County

Long-Term Goal(s)/ Vision

- 1. To ensure equitable access to high-quality, culturally responsive, and linguistically appropriate mental/behavioral health services, especially for populations who are on the margins and are low income.
- 2. Reduce mental health stigma in the community.

Strategy	Population Served	Strategy Measure	Baseline	2026 Target
Promote Each Mind Matters Campaign/Green Bench OC among community	Low-income communities with an emphasis in Latino and Vietnamese households.	# of residents active on the EMM & Green Bench OC social media sites	4005 residents active in 2023	12,000 residents engaging in social media sites.
partners		# of new green benches installed in key/high traffic locations.	29 green benches since 2021	5-10 additional green benches installed.
Implement Mental Health First Aid Training to identify, understand, and respond to signs of mental health and substance use challenges	Community-based organizations serving underserved low-income populations.	 # of people who are trained and become Mental Health First Aiders. # of people who are trained in suicide prevention 	New program	300 trained per year
Expand MAT Program in Emergency	Patients with opioid use disorder	# of patients and/or community at	512 patients in 2023	1,500 patients

Table 4. Strategies and Strategy Measures for Addressing Mental Health

Department by promoting free Naloxone Program.		large who receive Naloxone prescription in the ED.		
Collaborate with partner FQHC to provide free psychiatry services	FQCH patients	# of patients who receive psychiatric evaluation and medication management.	100 unique patients 110 encounters	300 unique patients; 325 encounters
Support collaboration using pass- through grant funding to support pre and postnatal mental health of Vietnamese women by connecting them with mental health services and education	Underserved/under- resourced Vietnamese women of child-bearing age	# of Vietnamese women receiving education, outreach, and resources	New program	100 Vietnamese women

Evidence Based Sources

• Behavioral health primary care integration: <u>https://www.countyhealthrankings.org/strategies-</u> and-solutions/what-works-for-health/strategies/behavioral-health-primary-care-integration

Resource Commitment

\$150,000-\$200,000 per year for Each Mind Matters and other mental health strategies.

Key Community Partners

Southland Integrated Services (FQHC), St. Jude Medical Center, Mission Hospital, Westbound Communications, St. Jude Neighborhood Health Centers (FQHC).

COMMUNITY NEED ADDRESSED #3: HOMELESSNESS AND AFFORDABLE HOUSING *Population Served*

Unhoused people/communities and low-income residents in Central Orange County

Long-Term Goal(s)/ Vision

Providence is a dedicated member of local coalitions to ensure coordination of homeless support services, including recuperative care, and that there are increased connections to supportive services for individuals experiencing homelessness.

Strategy	Population Served	Strategy Measure	Baseline	2026 Target
Support Homeless Navigation Program	Patients experiencing homelessness	Decrease the number of days patients experiencing homelessness are in the hospital beyond what is medically necessary without an appropriate place to discharge	275 days in the hospital in 2023	150 days in the hospital
Join with the St. Joseph Justice Center Advocacy Team to address affordable housing efforts in the City of Orange	City Council/Officials and City Mayor	Implementation of policy change that has the potential to produce more affordable housing in the City of Orange	New program	At least one policy change to produce more affordable housing
Partner with Illumination Foundation to provide Recuperative Care.	Patients experiencing homelessness	# of patients that are referred to recuperative care post discharge and obtain access to primary care, behavioral health services, case management, and supportive housing services.	19 patients referred	25 patient referrals
Collaborate with United Way Eviction Diversion & Prevention Program	Families at risk for eviction	# of households that are assessed and receive an ecosystem of eviction prevention services.	600 clients referred to program 347 clients utilized eviction	1,800 clients referred to the program 500 clients utilized eviction prevention assessment tool

Table 5. Strategies and Strategy Measures for Addressing Homelessness and Affordable Housing

			prevention assessment tool 165 clients served with eviction diversion services	300 clients served with eviction diversion services
Support Homes for All, an advocacy training program to build community leaders' capacity in north and central OC to address immediate housing needs and advocate for increased production of affordable housing.	Persons living in rent-burdened census tracts	# of Community- based Organizations trained	30 community members trained using curriculum 12 residents actively participate in community meetings on Housing Element compliance and submit public comments	Residents/low- income communities of color are equipped with information and advocacy tools that enable them to engage in city-level decision-making.
Support development of OC's first Affordable Housing Access website to empower residents and Housing Navigators in social service agencies seeking affordable housing opportunities.	Low-income residents trying to secure stable affordable housing	Website developed and deployed in English and Spanish.	New project	Affordable Housing Access website is available to provide vital information about existing affordable housing units, resident interest list, and empowering residents and housing navigators in social service agencies seeking affordable housing opportunities.

Evidence Based Sources

Best practices for community responses to unsheltered homelessness:
 <u>http://www.evidenceonhomelessness.com/recent_highlights/series-of-briefs-offer-evidence-based-guidance-and-best-practices-for-community-responses-to-unsheltered-homelessness/</u>

Resource Commitment

\$200,000 is budgeted for 2024-2026 to support Homeless Navigation Program

Key Community Partners

Sisters of St. Joseph Justice Center; Health Care Agency Orange County; Illumination Foundation; The Kennedy Commission; United Way OC; People For Housing

Other Community Benefit Programs

Table 6. Other Community Benefit Programs in Response to Community Needs

Initiative (Community Need Addressed)	Program Name	Description	Population Served (Low Income, Vulnerable or Broader Community)
Transportation	Taxi Vouchers	Provide transportation support to ED and inpatient population	Low-Income
Postpartum Services	Postpartum Depression Comprehensive Services	Provide screening and treatment to women referred	Broader Community
	Mother/Baby Assessment Center	Provide physical and psycho-social assessment of mother and baby	Broader Community
	Car Seat Program	Provide car seats to newborns	Low-Income
Access to Prescriptions	Pharmacy Meds Program	Provide needed Rx to patients upon discharge from the hospital	Low-Income

Access to clothing, shoes, and basic hygiene items	Clothing for unhoused patients	Provide clothing, shoes, blankets, and basic needs	Low-Income
Access to Social Services and Resources	Senior Visitation Program	Provide vulnerable and isolated seniors visits by a CLSW to assess needs (physical and psychological), resources and referrals	Low-Income

2024- 2026 CHIP GOVERNANCE APPROVAL

This Community Health Improvement Plan was adopted by the Community Health Committee of the hospital on February 15, 2024. The final report was made widely available by May 15, 2024.

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3/19/24

Date

Date

Brian Helleland Chief Executive, St. Joseph Hospital Orange

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Ruben Smith Chair, Community Health Committee, St. Joseph Hospital

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To request a printed copy free of charge, provide comments, or view electronic copies of current and previous Community Health Improvement Plans please email CHI@providence.org.