

2024 - 2026

COMMUNITY HEALTH IMPROVEMENT PLAN

Providence Valdez Medical Center

Valdez, Alaska



To provide feedback about this CHIP or obtain a printed copy free of charge, please email Nathan Johnson at Nathan.Johnson@Providence.org

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EXECUTIVE SUMMARY

Providence continues its Mission of service in Valdez through Providence Valdez Medical Center (PVMC) and the Providence Valdez Counseling Center (PVCC). PVMC is a critical access hospital that features 11 acute care beds and 10 long-term care beds, located in Valdez, Alaska. The hospital's service area is the entirety of the city of Valdez, including approximately 3,985 people.

PVMC 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 PVMC 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, the CHNA process relied on several sources of information: state and national public health data, qualitative data from interviews with community stakeholders, and hospital utilization data. The 2023 CHNA was adopted by the Providence Alaska Region Board of the hospital on October 17, 2023.

Providence Valdez Medical Center Community Health Improvement Plan Priorities

As a result of the findings of our [2023 CHNA](#) and through a prioritization process aligned with our Mission, resources, and hospital strategic plan, PVMC will focus on the following areas for its 2024-2026 Community Benefit efforts:

PRIORITY 1: BEHAVIORAL HEALTH (MENTAL HEALTH AND SUBSTANCE USE/MISUSE)

Mental health is foundational to quality of life, physical health and the health of the community and includes our emotional, psychological, and social well-being. Substance misuse and mental health disorders such as depression and anxiety are closely linked. Alcohol and drugs are often used to self-medicate the symptoms of mental health problems. Poor mental health and substance misuse have significant health and social impacts on the well-being of individuals and the community as a whole.

PRIORITY 2: BASIC NEEDS / ECONOMIC SECURITY

There is substantial and increasing evidence that socio-economic factors are just as important to an individual's health as genetics or certain health behaviors. Economic or financial insecurity is chief amongst those factors that have a tremendous impact on health. With economic insecurity comes an increased risk of food insecurity, homelessness, and inability to meet basic needs. Education, job security, food security, and the availability of affordable childcare and housing all play a foundational role in a person's health and well-being.

PRIORITY 3: PHYSICAL HEALTH

Roughly thirty percent of the determinants of an individual's health are due to their behaviors and lifestyle choices, with socioeconomic, environmental, and health care related factors combined making up the remaining seventy percent. Creating an environment that favors the adoption of healthy

behaviors related to physical activity, nutrition, sleep, and stress management can prevent the onset of costly chronic diseases, reduce the need for healthcare services, and substantially improve quality of life and longevity.

PRIORITY 4: ACCESS TO HEALTHCARE

Access to healthcare means receiving the right care at the right time and in the right place or setting - the timely use of personal health services to achieve the best outcomes. Barriers to achieving that include the lack of locally available and accessible primary care and specialty care services, lack of means to pay or being uninsured, and can include cultural, language, and transportation challenges.

INTRODUCTION

Who We Are

Our Mission 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.

Our Vision Health for a Better World.

Our Values Compassion — Dignity — Justice — Excellence — Integrity

PVMC is a critical access hospital that features 11 acute care beds and 10 long-term care beds, located in Valdez, Alaska. Major programs and services offered to the community include the following:

- 24-hour emergency services
- Obstetrical services, anesthesia, labor and delivery, postpartum care
- Laboratory – CLIA-certified
- Imaging services to include ultrasound, CAT scan, and bone densitometry
- Physical, occupational, and speech therapy
- Stress testing
- General medical care
- Endoscopy and minor surgical services
- Sleep disorder studies
- Specialty physician clinics

Our Commitment to Community

PVMC 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:

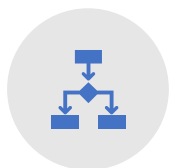
<https://www.providence.org/about/annual-report>.

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 hospital will implement when completing a CHIP. These practices include, but are not limited to the following:

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 PVMC has a Financial Assistance Program (FAP) that provides free or discounted services to eligible patients.

One way PVMC 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: <https://www.providence.org/obp/ak/financial-assistance>.

OUR COMMUNITY

Description of Community Served

The service area of Providence Valdez Medical Center is defined as the city of Valdez. Valdez is located on Prince William Sound and surrounded by the Chugach Mountains. The city is connected to the interior of Alaska by the Richardson Highway and is roughly 300 miles by road from Anchorage. Valdez includes a population of approximately 3,985 people.

Figure 2. Providence Valdez Medical Center Service Area



Community Demographics

POPULATION AND AGE DEMOGRAPHICS

The 2020 Decennial Census reported the total population of the city of Valdez as 3,985 people, with a slightly higher percentage of males (52.9%) than females (47.1%). Almost 66% of the population is between the ages of 18 and 64 years.

POPULATION BY RACE AND ETHNICITY

The population in Valdez is primarily white (75.66%), although 10.34% of the population identify as two or more races and 7.75% identify as American Indian and Alaska Native. Almost 7% of the population identify as Hispanic or Latino. (Source: 2020 Decennial Census)

SOCIOECONOMIC INDICATORS

In comparison to the state of Alaska, Valdez has a higher median household income, as well as lower levels of poverty. The median household income in Valdez is \$99,151 and the average household size is 2.42 persons. The median gross rent in Valdez, \$1,250, is similar to that of Alaska at \$1,279. *(Source: 2021 ACS 5-year estimates)*

Based on the 2023 Valdez Community Health Survey, 5% of residents are sleeping in a place not meant for sleeping (e.g., as outside, improvised dwelling, or in a car) or in a temporary situation (e.g., “couch surfing” with family or friends or in a shelter). *(Source: 2023 Valdez Community Health Survey)*

Full demographic and socioeconomic information for the service area can be found in the [2023 CHNA for Providence Valdez Medical Center](#).

COMMUNITY NEEDS AND ASSETS ASSESSMENT PROCESS AND RESULTS

Summary of Community Needs Assessment Process and Results

In gathering information on the communities served by the Providence Valdez Medical Center we looked not only at the health conditions of the population, but also at socioeconomic factors, the physical environment, and health behaviors. In addition, we recognize that there are often geographic areas where the conditions for supporting health are poorer than nearby areas. Whenever possible and reliable, data are reported at census tract level. These smaller geographic areas allow us to better understand the neighborhood level needs of our communities and better address inequities within and across communities.

We reviewed data from the following sources:

| Primary Data Sources | Secondary Data Sources |
|--|--|
| <ul style="list-style-type: none">• Key informant interviews• Health and Wellbeing Monitor community health survey• Internal hospital utilization data | <ul style="list-style-type: none">• American Community Survey• Behavioral Risk Factor Surveillance System (BRFSS)• U.S. Decennial Census |

Significant Community Health Needs Prioritized

PRIORITY 1: BEHAVIORAL HEALTH (MENTAL HEALTH AND SUBSTANCE USE/MISUSE)

PRIORITY 2: BASIC NEEDS / ECONOMIC SECURITY

PRIORITY 3: PHYSICAL HEALTH

PRIORITY 4: ACCESS TO HEALTHCARE

Needs Beyond the Hospital's Service Program

No hospital facility can address all of the health needs present in its community. We are committed to continuing our Mission through Providence Alaska Foundation's Community Health Partnership Grants program.

COMMUNITY HEALTH IMPROVEMENT PLAN

Summary of Community Health Improvement Planning Process

As part of the CHNA, a CHNA advisory group was established utilizing the existing PVMC Health Advisory Council to inform and guide the process and identify the top health priorities for the community based on CHNA community health data. The committee was comprised of local community leaders and health-related experts that represent the broad interests and demographics of the community. The CHNA advisory committee engaged in a facilitated process to identify the top health priorities. The process started with the findings of the key stakeholder interview qualitative analysis. These findings were used to frame the discussion of the top health issues facing the community. A review of the quantitative data (community-wide Health and Wellbeing Monitor survey and health care utilization data) was conducted to validate and enrich the discussion of the key stakeholder interview key findings. Through the facilitated discussion of the qualitative and quantitative data, the CHNA advisory group identified the priorities below.

The following criteria were considered in the prioritization process:

- Worsening trend over time
- Disproportionate impact on low income and/or Black, 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

PVMC leadership developed the following Community Health Improvement Plan with input from the PVMC Health Advisory Council.

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

COMMUNITY NEED ADDRESSED #1: BEHAVIORAL HEALTH (MENTAL HEALTH AND SUBSTANCE USE/MISUSE)

Table 1. Strategies and Strategy Measures for Addressing Behavioral Health

| Strategy | Population Served | Outcome/Measure |
|--|-----------------------------------|---|
| 1. Coordinate a robust array of substance use disorder (SUD) recovery supported activities and peer support programs to provide enriching learning, social, and physical activities in substance-free environments | Community members in SUD recovery | <ul style="list-style-type: none">• Offer monthly programming• Increased community participation |

| | | |
|--|--|---|
| <p>2. Continue to strengthen our community response for those at risk for suicide, including: crisis response programming, collaborating with law enforcement in the community setting, and providing Applied Suicide Intervention Skills Training (ASIST)</p> | <p>Community members experiencing acute mental health crisis</p> | <ul style="list-style-type: none"> • Maintain 24/7 access to mental health crisis services • Increased community-based response by mental health clinicians • Offer ASIST trainings 2-4 times per year |
|--|--|---|

Resource Commitment

Providence has committed funding, staffing, and equipment as needed to support the Community Health Improvement Plan.

COMMUNITY NEED ADDRESSED #2: BASIC NEEDS / ECONOMIC SECURITY

Table 2. Strategies and Strategy Measures for Addressing Basic Needs / Economic Security

| Strategy | Population Served | Outcome/Measure |
|---|--|---|
| <p>1. Provide outreach to populations at higher risk due to social determinants of health through charity care programming, assisting with Medicare/Medicaid applications, and educational programs</p> | <p>Broader Community, Low Income, un/under-insured</p> | <p>Regular outreach efforts to provide education and support</p> |
| <p>2. Collaborate with community partners to address economic issues such as housing and childcare</p> | <p>Broader Community, Low Income</p> | <p>Continued support and participation in community collaborations such as the Childcare Task Force and local housing initiatives</p> |

Resource Commitment

Providence has committed funding, staffing, and equipment as needed to support the Community Health Improvement Plan.

Key Community Partners

City of Valdez and City Council
 State of Alaska
 Business Leaders

Valdez City School District
 Prince William Sound College
 US Coast Guard
 Public Health
 Advocates for Victims of Violence
 Valdez Food Bank

COMMUNITY NEED ADDRESSED #3: PHYSICAL HEALTH

Table 3. Strategies and Strategy Measures for Addressing Physical Health

| Strategy | Population Served | Outcome/Measure |
|---|--|---|
| 1. Enhance access to primary care services through provider recruitment | Broader Community | Increased physician coverage of primary care services in Valdez (Current state 3 providers, Target 4-5 providers) |
| 2. Establish educational and support groups to help community members manage chronic disease, minimize traumatic injuries, and promote health | Broader Community, Individuals with Chronic Conditions | <ul style="list-style-type: none"> • Participation in community health and wellness fairs • Provide community education focused on pertinent topics (1 per quarter) |
| 3. Promote preventative care across the spectrum of health | Broader Community | Increased access to preventative care (e.g., endoscopy) |

Resource Commitment

Providence has committed funding, staffing, and equipment as needed to support the Community Health Improvement Plan.

Key Community Partners

City of Valdez and City Council
 Valdez City School District
 Prince William Sound College
 US Coast Guard
 Public Health

COMMUNITY NEED ADDRESSED #4: ACCESS TO HEALTH CARE

Table 4. Strategies and Strategy Measures for Addressing Access to Health Care

| Strategy | Population Served | Outcome/Measure |
|---|-------------------|--|
| 1. Move forward prioritized projects included in Providence Valdez Medical Center Hospital Expansion Plan | Broader Community | <ul style="list-style-type: none"> • Long-Term Care Expansion • Emergency Department Redesign • Upgrade diagnostic equipment (CT, MRI, etc.) |
| 2. Expand access to Primary Care and Specialty Care services in Valdez | Broader Community | <ul style="list-style-type: none"> • Increased primary care utilization (volumes) by 25% from 2024 to 2025 • Increase access to specialty care through visiting clinics (# of specialty clinics) |

Resource Commitment


Providence has committed funding, staffing, and equipment as needed to support the Community Health Improvement Plan.

Key Community Partners


City of Valdez and City Council
 Providence Alaska Regional Partners
 Medical Specialists

2024-2026 VALDEZ CHIP GOVERNANCE APPROVAL

This Community Health Improvement Plan was adopted by the Providence Alaska Region Board of the hospital on April 16, 2024. The final report was made widely available by May 15, 2024.

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Alaska Region Chief Executive
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Scott Wellmann, MD Date
Chair, Providence Alaska Region Board

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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.