

On Target
 Some Issues
 No Progress (see Barriers)
 Not Applicable (completed or not necessary)

Please refer to Community Health Needs Assessment (CHNA) and Implementation Plan (IP) completed

FISCAL YEAR 2014/2015/2016

COMMUNITY BENEFIT IMPLEMENTATION PROGRESS TRACKER

#	GOALS	STRATEGIES #	ACTIVITIES	Responsibility	Due Date/ Date of Event	Partners	Resource Contributors	FISCAL YEAR: 2015				FISCAL YEAR: 2016				2017		ACCOMPLISHMENTS	BARRIERS	COMMUNITY IMPACT/ OUTCOMES
								Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2			
1	Build awareness of Pondera Medical Center's (PMC) existing services so community members can utilize healthcare services locally.	1.1	Develop a marketing strategy that will effectively provide information of available services to the community.	Marketing	Jul-15	Chamber of Commerce, PCHD, providers, Newspaper, Radio												D. Jones came and gave new marketing ideas for the facility. Updating website. Looking at newspaper and radio marketing ideas. Newspaper, radio and Facebook are avenues currently being used.		Keeping community updated about current services available.
			Develop marketing strategy for PMC.	Marketing	Jul-15	Chamber of Commerce, PCHD, providers, Newspaper, Radio												Hired new Marketing Manager. New Strategic plan is created. Implementation is ongoing. New PMC logo and other branding ideas being explored with local influence. Participation in Chamber of Commerce seminars to expand services to the community.		Continuing progress on marketing.
			Inform the community of available services.	Marketing	Jul-15	Chamber of Commerce, PCHD, providers, Newspaper, Radio												Chamber After Five Events for Clinic and Hospital, newspaper and radio spots currently running. Monthly Newsletter. Golf Tournament completed and very successful.		Discontinued After Five Event for Hospital. Looking at broader scale outreach with Golf Tournament. See above. 1.1.
			Create a marketing plan to advertise services on a cyclical basis (i.e. flu shots, sports physicals, etc.)	Marketing	Jul-15	Chamber of Commerce, PCHD, providers, Newspaper, Radio												Announcing flu shots and sports physicals on the radio and in newspaper. Completed sports physicals in Dutton and Conrad. Respiratory and Cardiac Rehab T-shirts, DOT Testing, OSHA Fit testing. Flu Shots will be given at the Health fair to the community. Employees and residents are currently getting vaccinated for flu.		

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		1.2	Determine outreach strategies to build awareness of PMC's services among community members.	Marketing	Ongoing	Chamber of Commerce, PCHD											Health Fair, Chamber after Five, Taco Fiesta, parade presentation, Cancer, Respiratory and Cardiac fundraisers, National Night Out. Golf Tournament and Swim Meet. School Health Fairs at High School and Middle School. FFA Planting Day, Community Planting Day with Lion's Club, and Government agencies, community businesses, Foundation and PMC Auxilliary.			
			Continue sponsorship of community activities (i.e. PMC health fair, fun run, fish fry).	Marketing	Ongoing	Chamber of Commerce, PCHD, LDS Church											Fun Run, Health Fair, and fish fry, National Night Out, Chamber After Five, parade representation, Cancer and Cardiac Fundraisers. Health Fair scheduled for October 2015. Golf Tournament. Voluntee Pie Social for recognition. Fishing Party for ECF residents. Farm visits and Colony. Outdoor Classroom for Prairie view 4th graders. Memorial services for residents for the community. Newsletter Outreach. Annual Community BBQ through ECF.		Expansion through advertising for DME, HH, PT in surrounding communities.	
			Continue distributing the monthly Board Bulletin to the community (i.e. at courthouse, post office, in local newspaper)	Marketing	Ongoing	Newspaper in Conrad, Valier											Distributed at PMC and newspapers in Conrad and Valier. Pondera Co. Courthouse. Host community events for retirements and years of service.			

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					Explore additional community events to sponsor/host.	Marketing	Ongoing	Chamber of Commerce											Chamber After Five Events with Clinic and hospital. National Night Out. Swim Meet. Mud Runs sponsorship. Chamber of Commerce Bulletin Board at IGA (Public Announcements). Supported Baseball tournament American Legion.			
					Explore networking opportunities with other facilities/organizations in the region.	CEO, CNO	Ongoing	Cut Bank, Chester, Shelby, Choteau, Kalispell											CEO has been in contact with other facilities. Pending			
					Develop outreach strategy for providers (at PMC and in the region).	Marketing	Ongoing	Providers											WWAMI Program. Recruitment and interest. Education. Provider completion of Leadership. Met with MT philanthropist looking to add jobs in rural areas.	Need clarification of planning for this process		
2	Develop new services to increase community members' access to healthcare services.	2.1	Explore providing additional primary care and specialty services.		Continue providing cardio/pulmonary rehabilitation services at PMC.	CNO	Jul-15	Benefis Health System											Cardio/pulmonary rehab services continue. Growing services - looking to expand options downtown Conrad. Golf Tournament and raffles for fundraising.			
					Explore expanding hours of the urgent care walk-in clinic (i.e. clinic open on Saturdays).	CEO, Clinic Manager	Jul-15	Providers											Hired new clinic mgr. Continuing to explore hours of operation. Status pending. Looking at merging with Shelby clinic. Current Mgr gone. Looking to hire new clinic manager.			
					Promote urgent care walk-in clinic's expanded hours.	Marketing	Jul-15	Radio, Newspaper, Providers											Expanded hours surrounding holidays is announced in newspapers and on radio			
					Continue exploring feasibility of providing mobile MRI services at PMC.	CEO	Jul-16	Monida, DMS, Alliance											Continue exploring this opportunity.			

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				Identify equipment within the facility to update or replace.	PMC Senior Leadership Team	Jul-15	Med Assests, Bio Med											Identified in annual budget process. (Requesting Mill Levy). Mill Levy passed. Strategic Plan in place. Updates are being planned and implemented as is financially possible.			
				Explore providing rotating specialists (i.e. pediatrics, pre/post-natal care).	CEO, Clinic Manager	Jul-15	Kalispell, GF Clinic Hospital, Benefis Health System											GFC came to Medstaff . Looking at pain mgmt. , Dermatology, and EMT services. Internal medicine declined. Continuing search. Continue to have specialists on rotating schedule.			
3	Maintain a well-staffed organization which can meet the health needs of the Conrad community.	3.1	Develop a comprehensive recruitment/retention strategy for providers and PMC staff members.	Continue using provider recruiting services (i.e. 3RNet, Montana Connections, AHEC, etc.).	HR	Ongoing	AHEC, Montana Connections, Kalispell, Career Builder, Job Service, Fusion, Delta recruiting firm.											Continuing to advertise for open positions. Kalispell is assisting in provider recruitment. Hired OT/PT, sonographer, housekeeping, dietary, hostesses, and Janitorial help. OT/PT and LPN recruitment	Location, small employment pool		
				Continue supporting the Pit Crew and its employee appreciation events.	Pit Crew	Ongoing	Look Out Promotions											Breast Cancer Awareness T-shirts. Basket Raffles. Café social for Grand opening and remodel). Jeans Fridays, Pit Stop Parking Spot, monthly treats, Christmas party, monthly drawings from Taylor, coffee taste testing, soup competition, Hospital Appreciation Week	Keeping interest up. Lack of understanding the impact	Food collected is donated to Food Pantry	
				Explore additional employee appreciation events to offer for PMC staff.	HR, Marketing	Ongoing	Chamber of Commerce, Lion's Club											Pit Crew continues looking for new ideas. New HR and Marketing Mgrs. Commit to be Fit with pedometers for all employees.. Employee driven. New members to Pit Crew Team. ECF memorial for employee. 5 Retirement parties. National Hospital Week. DM prevention award for Dietary. National Flag Day ceremony for Veterans. Provider provided entertainment at the Orpheum Theatre. Pay Day Potlucks for ECF staff.	Learning curve for new mgrs.	New interest with employees. Teamwork	

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					Research effective recruitment/retention strategies for similar facilities.	HR	Ongoing	MHA											Have hired priority openings. Continue recruitment of all openings. Partnering with Marias Medical Center	Rural recruitment continues to be difficult.		
					Utilize annual employee satisfaction surveys to determine area/organization strengths and weaknesses.	HR	Annually	Survey Monkey											Will do annual survey in May 2015 with Pondera CARES program evals in 4th qtr. 2015 Survey complete. Results pending. All employees now have email addresses. 2015 survey complete. Results given to Board.	Employee expectations		
					Continue using annual salary surveys to determine PMC's competitiveness with other organizations.	HR	Annually	MHA											MHA salary stats pending. To approve by Jan 2015. Received approval. MHA standards being used		Many salaries have been upgraded or changed to be competitive	
					Continue researching retirement benefits which would be feasible to offer at PMC (i.e. 401(K) match).	SLT	Annually	Finance											Finance Dept., SLT have been working on this. Discussion on matching funds. Negotiations are pending. Retirement benefits matching 2% begins August 1st, 2015. Benefits now in place, and contributions	Financial State	Employee retirement benefits now in place starting July 1st for all part time and full time??****	
					Identify community partnerships which can benefit PMC employees.	BHIS, HR	Annually	Chamber of Commerce											Job Service Education, DPHHS, Food Pantry			
					Develop process for creating welcome baskets/information packets for employees who are new to the area.	Marketing	Ongoing	Chamber of Commerce											Community volunteers helping Marketing with this process. Employees hosting WAMI intern	Lack of assistance in this process. Pending.		
					Explore hosting or participating in a local job fair.	HR	July 2015	Job Service, local colleges											Possible Job Fair in Q3	No opportunity in Q3 or Q4.	Many Job Fairs are going virtual. Allied Healthcare Corp. grant - Bozeman	
					Reach out to North Central Area Health Education Center (AHEC) contact to discuss possibility of hosting a Research and Explore Awesome Careers in Healthcare (REACH) camp for local students.	HR	Annually	Schools											Looking to recruit coordinator. Looking at CNA recruitment in area high schools (Shelby, Dutton, Conrad). CAN classes were held in Q3, and another class will begin in Q4. Coordinator/instructor for CAN class hired. Certified Test Proctor on in house for certified testing capabilities. HR now on the Board of AHEC.	No coordinator at this time. May take a different direction.	HR attended Conference in Missoula. Continuing in discussion.	

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4	Continue providing support for programs and services to address health and wellness concerns in the community.	4.1	Continue providing health and wellness services to the community.	CNO	Ongoing	Pondera Co. Health Depart.												Teen Safety Week PSA's on KSEN (radio). Current programs continue		
			Explore offering physical therapy for school programs and school sports teams (i.e. sports physicals, backpack assessments).	Rehabilitation Manager	Ongoing	Conrad Schools												Having conversations with public school system. Exploring idea of mini health fair with several different departments involved. New PT Mgr. interested in school ed.		Engaged in communication with schools regarding educational opportunities.
		4.2	Explore partnerships with other local organizations related to health and wellness.	BHIS and CNO	Jul-15	Pondera Co. Health Dept.												Health Fair, New Diabetes program. Continuing with cardio/pulmonary rehab. Wellness Center and Biggest Loser program		Looking into a grant to assist in employing a Wellness and Fitness program***
			Explore networking opportunities with other organizations/facilities in the region.	CNO, CEO	Jul-15	Pondera Co. Health Dept.												CEO has been in conversation with facilities near us. CNO has also been in conversation with nearby facilities. Possible networking with Shleby for FQHC - Clinic.		
			Explore partnership with the school system regarding additional potential education offerings.	BHIS and Marketing	Jul-15	Health Dept. and Conrad schools												Possible mini health fair with dietary, OT/PT, nursing, etc. involvement. High School students doing Bio history from ECF residents. Audio and video technology involvement.		
			Build relationship with the Cancer Foundation.	Marketing	Jul-15	Cancer Foundation												Making facility contribution through our Basket raffle and T-shirts sales. Continued support through raffles and T-shirt sales for 2015/2016.		
			Develop a diabetes program . Program continuing	Nurse and Dietician	Jul-15	Kalispell Regional Medical Center												Kilani K. is just beginning to work on program. Program is moving forward. Dietary Manager completion of DM certification for facility.		

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5	Initiate cultural transformation activities within the hospital to develop a cohesive organization focused on providing high quality outcomes for PMC patients and their families.	5.1	Research and identify resources to guide cultural transformation activities.	Identify resources to guide the hospital's cultural transformation (i.e. external mediator, change management trainer, etc.).	BHIS, CNO, CEO	Ongoing	FMBHP, KRMC											Rise and Shine training in Kalispell has been completed. First meeting internally to begin project within PMC. Leadership and management training. Customer Service Excellence Training at all New Employee Orientation, and others as needed.		
				Research healthcare facilities/systems that have undergone effective cultural transformation activities.	BHIS, CNO, CEO	Ongoing	FMBHP, KRMC											Exploring the model that KRMC uses. Continuing to look for additional leadership education		
				Explore leadership trainings or conferences for the administrative team/department heads.	BHIS, CNO, CEO	Ongoing	FMBHP, KRMC, MHA											Job Service leadership training continues. Additional leadership training through Rise and Shine. Training continues 2nd qtr. Continued training in Q4.		
				Explore programs and resources designed to promote teamwork and communication within an organization.	BHIS, CNO, CEO	Ongoing	FMBHP, KRMC, MHA											Lean Training, Rise and Shine Program, Job Service Leadership training. Customer Service Excellence training. Pondera CARES program beginning in April for all employees, and in Q4.	Staffing issues when training.	
		5.2	Create a shared accountability strategy for all PMC employees to follow.	Perform a root cause analysis to determine challenges to be addressed.	CEO, CNO, Risk Mgmt.	Jul-15	LMT											Continue to work on leadership, management, and culture change within facility. Customer service Excellence training. Pondera CARES program	Staff buy-in and follow through	
				Develop an education program for all PMC employees regarding the facility's mission and expectations.	HR, CEO	Jul-15	SLT, LMT											Rise and Shine Florence Rx Book training. Customer Service Excellence Training. Pondera CARES Program, Task Force for Mission Vision and Values changes. New tag line and logo. PMC Cares, Email Training Class, and Inservice on Back Injury Prevention and Body Mechanics will be in November 2015.		

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					Create updated job descriptions, organizational charts, and performance standards for all staff members.	HR	Ongoing	SLT											Ongoing. New HR Director. Job descriptions are updated upon job openings and at evaluations.			
					Explore the creation of a communication plan within PMC departments	CEO	Jul-15	SLT											Rise and Shine program, Customer Service program. Rise and Shine is now Pondera CARES program			