



**FAIRCHILD**  
MEDICAL CENTER

2022 IMPLEMENTATION STRATEGIES



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Dear Community:

As the Chief Executive Officer at Fairchild Medical Center, I would like to share our focus and work to assure that our communities have local access to healthcare services especially when our communities face challenges such as the COVID pandemic and the fire disasters. Our organization has been here for you when you need us most.

Under the Patient Protection and Affordable Care Act (PPACA), tax- exempt hospitals are required to conduct a Community Health Needs Assessment (CHNA) with plan strategies every three years with input from our community, public health experts and key stakeholders. The hospital collaborated with community partners in 2022 to complete the CHNA and plan strategies.

These documents outline the priority health issues facing our community and our plan strategies to address these priorities. Over the next three years, Fairchild will, in collaboration with community partners, work to assure that you have access to services when you need them right here in North Siskiyou County. Thank you for your continued support. Thank you for allowing us to serve and provide for your healthcare needs.

Respectfully,

Jonathon Andrus  
Chief Executive Officer  
Fairchild Medical Center

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## 2022 IMPLEMENTATION STRATEGIES

### CHNA Goals 2022 – 2025

The Community Health Needs Assessment (CHNA) for 2022 identified the need for increased access to health care services in North Siskiyou County. Fairchild Medical Center (FMC) will increase the community's access to care by prioritizing the goals listed below which include: expansion of services, workforce, technology, and plant and facilities. Further, FMC will strive to help our communities enter the health care system, find care easily and locally, and have their medical and mental needs met. Overall, FMC will strive to serve as an effective healthcare navigator for patients seeking services.

#### Area 1: Services

FMC will continue to consider and determine the feasibility, under the direction of the strategic plan, of adding to its expansive list of specialties and services in an effort to best serve the needs of the community. The list of services under consideration for new capacity or additional capacity includes orthopedic, general surgery, OB/GYN, urology, primary care, emergency medicine, and pulmonary and cardiac rehabilitation. As new healthcare providers join the organization, FMC will increase its ability to serve as many patients as possible.

The surgical services, notably the robotics program, will continue to be enhanced for the overall quality of care provided to patients. Additionally, the robotics program will incentivize new providers to consider joining FMC.

It is crucial that patients can contact FMC when they have questions, concerns, or suggestions. The Clinic Call Center will continue to be optimized and made into a more efficient resource to schedule appointments for patients. Similarly, the Advice Nurse will continue to provide all members of the community with a point of contact to receive answers to their healthcare needs. This will aid patients with the determination of whether they need medical intervention or not. In the event that in-person care is not feasible, the clinic will utilize Telehealth appointment services. This will ensure that patients are not limited to care by factors such as distance, time, or illness. FMC will continue to develop increased capacity for virtual services within the hospital and clinics.



The transportation of patients will remain a strategic priority for FMC. The Auxiliary Van will continue to transport patients to and from their appointments as long as the patient resides within the geographical boundaries of the hospital. FMC will explore additional transportation capacity through community partnerships.

FMC will continue to collaborate closely with community resources in order to provide access to emergency care when needed. This will ensure that care can be provided as long as possible during responses to natural disasters, including COVID, wildfires, or other emergencies.

## **Area 2: Workforce**

FMC will continue to develop and implement an active strategic plan for workforce. Provider recruitment efforts remain a top priority to ensure patients have access to primary care, mental health, and specialty care services. FMC will build on its retention strategies to maintain provider satisfaction.

FMC will continue to be a “teaching facility” by utilizing agreements with several universities to coordinate medical student, resident, physician assistant (PA), and nurse practitioner (NP) rotations. The Medical Staff will provide financial support for local students who are pursuing careers as healthcare providers through the Marcia Churchill scholarship.

In addition to medical providers, the recruitment of support staff will remain a priority for FMC. Qualified staff members who demonstrate FMC’s core values will be sourced, recruited, and trained.

Many healthcare organizations are struggling to maintain nursing staff as a result of the COVID-19 pandemic and the challenges that it introduced. FMC will continue to evaluate and provide as many resources as possible to its caregivers to ensure that they can provide quality care to patients effectively.

The retention of staff members is an integral component of the workforce plan. The plan outlines many priorities including competitive wages and benefits. FMC will continue to seek new retention strategies to best serve its workforce.

FMC will continue to provide opportunities for growth to its team members, regardless of their title or role. Northern Siskiyou County is economically dependent on the success of FMC and its mission, therefore FMC will strive to maintain a local workforce that is dedicated to the community.

### **Area 3: Technology**

FMC develops and maintains an active strategic plan for information technology. This plan includes important issues such as technology infrastructure, applications, and security. Perhaps the most significant priority of FMC is its goal to increase access to care by implementing the EPIC electronic medical records system. EPIC will enable all FMC sites to quickly communicate with one another and to maximize the potential of centralized healthcare. Additionally, EPIC will increase access to critical patient information from other facilities, whether they are located in Oregon, California, or elsewhere. EPIC will provide patients with the ability to self-schedule appointments with their primary care providers or the Express Care walk-in clinic.

MyChart, EPIC's robust patient portal, will increase each patient's access to their own medical information and enhance their ability to request appointments, medications, and answers to their medical questions. The overall transparency resulting from this system will ensure that each patient is involved in managing their own health.

FMC will continue to consider all opportunities to leverage technology and improve the patient experience.

### **Area 4: Plant and Facilities**

FMC will continue to optimize its existing spaces for enhanced patient care delivery purposes. Renovations will be made to FMC's facilities throughout the next three years as directed by the strategic plan. This plan addresses priority work across all five FMC campuses. The hospital registration area, utilized for numerous purposes, is being renovated to increase patient confidentiality and the level of comfort experienced by patients and their families. Other areas to be remodeled or renovated will be considered, including the Emergency Department.

Many facility upgrades are necessary to ensure that the organization's buildings are safe and can withstand the variable weather in Siskiyou County. FMC will continue to make upgrades to its facilities in compliance with annual targets and data. The hospital will continue to develop its bulk oxygen system to ensure access to oxygen can be continued during emergency situations.



