

**CHNA Implementation Plan FY 2020-2022 – Final (Updated)**

Health Priority	Next Steps	Players Involved	Measures of Success	Cost	Status Update
<b>Goal #1: Improving Data Collection</b>	<ul style="list-style-type: none"> <li>● Engage Lehigh’s Iacocca Institute Global Entrepreneurial Program (IAGEP) to help develop processes to collect data from our patients through developing survey questions, recommending device(s) to be used and suggesting frequency of survey</li> <li>● Data collection to be implemented by GS ambassadors and support group leaders</li> </ul>	<ul style="list-style-type: none"> <li>● Lehigh’s IAGEP students</li> <li>● Director of Quality &amp; Regulatory Compliance</li> <li>● CNO</li> <li>● Marketing &amp; Communications Team</li> <li>● GS Ambassadors</li> <li>● Support Group leaders</li> </ul>	<p>Create survey/platform to assess community needs of our patients by 12/31/19</p> <p>Implement survey/platform at outpatient sites by 3/1/20</p> <p>Number of surveys collected</p>	<p>App development</p>	<ul style="list-style-type: none"> <li>● Lehigh’s IAGEP students created survey to assist with data collection.</li> <li>● Subcommittee tweaked survey and discussed strategy for implementation.</li> <li>● Plans to roll out survey were put on pause in Mar. ‘20 at onset of pandemic.</li> </ul>
<b>Goal #2: Improving Universal Accessibility of Bathrooms</b>	<ul style="list-style-type: none"> <li>● Obtain current bathroom assessment throughout GSRN</li> <li>● Identify current bathrooms that can be converted into unisex/accessible bathrooms</li> <li>● Seek guidance for appropriate language for new bathroom signage needed</li> <li>● Take note of gender neutral bathrooms in other public facilities for ideas to explore</li> <li>● Educate other organizations</li> <li>● Strive to offer accessible bathrooms in future GSRN facilities</li> </ul>	<ul style="list-style-type: none"> <li>● Facilities Management Team</li> <li>● Marketing &amp; Communications Team</li> <li>● Members of Subcommittee</li> <li>● GSRN Associates</li> </ul>	<p>Number of bathrooms converted into unisex/accessible bathrooms</p> <p>Number of accessible bathrooms in future GSRN facilities</p> <p>Recommendations for standards for new bathrooms (both inpatient and outpatient)</p>	<p>Signage (minimal)</p> <p>Incorporated into future capital costs</p>	<ul style="list-style-type: none"> <li>● With help of Facilities Team, appropriate bathroom locations were converted to accessible bathrooms</li> <li>● Accessible bathrooms were incorporated into plans for new inpatient hospital in Center Valley where appropriate.</li> </ul>

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<b>Goal #3: Improving Services &amp; Resources for Families with Post-Teenage Children in 21-64 Age Range</b>	<ul style="list-style-type: none"> <li>Form Explorer Post to educate HS students on what we do; Set up speakers from all departments</li> <li>Collect information to better serve community</li> <li>Expand existing programs (CARE Committee, Developmental Population Initiative)</li> <li>Explore developing extension of Project Search Program for 21 and older population</li> </ul>	<ul style="list-style-type: none"> <li>Outpatient Satellite Practices Administrator</li> <li>LTC Administrators</li> <li>Rehab Services-LTC</li> <li>GSRN Associates</li> <li>LTC residents and their parents</li> <li>Parents of pediatric patients</li> <li>Outpatient Medical Director</li> <li>Project Search leaders</li> <li>Carbon Lehigh IU</li> <li>HS guidance offices</li> </ul>	<p>Number of students involved</p> <p>Number of people surveyed</p> <p>Number of additional opportunities created</p> <p>Number of young adults/adults involved</p>	<p>TBD (Minimal)</p>	<ul style="list-style-type: none"> <li>Explored having our own Therapy Explorer Post to increase interest in PT, OT and ST fields; decided to pause efforts at onset of pandemic.</li> <li>Met with non-profits who serve individuals with disabilities to explore possible synergies.</li> </ul>
<b>Goal #4: Increasing Support Groups</b>	<ul style="list-style-type: none"> <li>Further develop caregiver resources guide to disseminate to existing support groups</li> <li>Strategically identify host satellites that have a need in their local community for an identified support group</li> <li>Identify key bilingual community partnerships and work to build capacity to enhance culturally appropriate caregiver support via collaboration and “train the trainer” models</li> </ul>	<ul style="list-style-type: none"> <li>Psychology Dept.</li> <li>Wellness coach</li> <li>LTC Administrators</li> <li>Outpatient Satellite Practices Administrator</li> <li>Rehabilitation Services Manager</li> <li>GSRN Site Leaders and Associates</li> <li>Marketing &amp; Communications Team</li> <li>Church leaders</li> </ul>	<p>Placing caregiver resource guide on Good Shepherd website and annually reviewing and updating it</p> <p>Number of additional support groups started</p> <p>Number of additional support groups sustained</p> <p>Number of strategic community partnerships engaged</p>	<p>TBD (Minimal)</p>	<ul style="list-style-type: none"> <li>Increased number of support groups offered.</li> <li>Regularly updated listing of support groups on GSRN website, noting groups that transitioned to virtual meetings during pandemic.</li> <li>Met with non-profits who serve individuals with disabilities to partnerships.</li> </ul>