



Annual Report

Fiscal Year 2022
(July 2021-June 2022)



Partnering within Health Care Communities

Mountain-Pacific Quality Health is a well known nonprofit, health care improvement organization that connects services to vulnerable and diverse populations within rural and frontier communities who seek innovative solutions in an era of increasing uncertainty.

We provide expertise, advice, support and data analysis to payers, providers and communities, so they can work together to improve health and health care. This report provides examples of such efforts from fiscal year 2022 (July 2021-June 2022).

Mission, Vision & Values



Vision

Mountain-Pacific — a recognized leader for driving innovation in health care



Mission

Partnering within our communities to provide solutions for better health



Values

Each of us is responsible and accountable to:

- Strive for excellence
- Embrace diversity, collaboration and teamwork
- Keep our word
- Value others and treat them with respect
- Act with integrity



Infection Prevention

COVID-19 continues to challenge our health care systems.

Mountain-Pacific works to improve infection prevention and control protocols in all health care settings, while also helping combat staff burnout and pandemic fatigue.

KindnessRx Campaign

Mountain-Pacific partnered with Wyoming Center on Aging to launch a KindnessRx campaign, an infection prevention approach that took aim at pandemic fatigue and staff burnout by recognizing health care professionals' resiliency and those who show kindness while providing care. Each individual recognized shared why getting vaccinated was important to them and their work.

Eleven organizations or facilities participated in Wyoming and Montana, creating 14 videos.

During the campaign (October 2021-May 2022):

- **COVID-19 vaccine coverage among Wyoming residents increased from 41.6% to 51.1% (Centers for Disease Control and Prevention [CDC]).**
- **Nursing home staff vaccination coverage in Wyoming increased from 62.3% to 81.6% (CDC National Healthcare Safety Network [NHSN]).**

"I got vaccinated originally to keep myself safe, and I realized I also needed to be vaccinated to keep my mother safe and now that she's there with you, I feel good about being vaccinated, because I know my being vaccinated helps to keep you safe, [so] you can continue to show all that kindness and all that patience and all that love towards my mother, and we couldn't ask for anything more."

Nancy Anderson

Talking about her mother's care at Novak Cottage, a memory care residence at St. John's United in Billings, MT



Nursing Home Support

COVID-19 has hit nursing homes and other long-term care facilities especially hard. In fact, one in every 10 COVID-19-related deaths has happened in a nursing home. Raising vaccination rates in nursing homes is a critical step in helping protect such a high-risk population.

Under contract with Centers for Medicare & Medicaid Services (CMS), we partner with nursing homes in Alaska, Hawaii, Montana, Wyoming and Guam to improve COVID-19 vaccine and booster rates. Some of the ways we do this include:

- Partner with pharmacies and local public health resources
- Provide a variety of vaccine education resources
- Host a weekly open office hours series called "It's Worth a Shot"
- Provide one-on-one virtual and on-site support
- Promote a culture with the desire to protect residents
- Encourage facilities to use state vaccine tracking systems



All nursing homes in our region that received our assistance saw a 10.6% higher resident vaccination/booster rate compared to nursing homes in our region that did not receive our assistance.

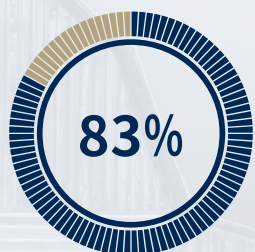


Fully vaccinated/boosted residents in nursing homes in our region that received our help increased by 23%, compared to just 2% in nursing homes that did not receive our assistance.

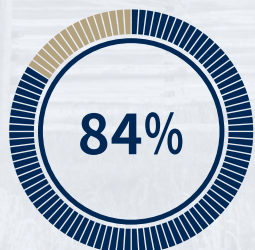
Innovative Training

Under contract with the Centers for Disease Control and Prevention (CDC), we have partnered with various health care settings to empower providers to learn and apply daily infection prevention protocols. The collaborative, called Project Firstline, aims to provide innovative, effective infection control training to millions of frontline health care workers.

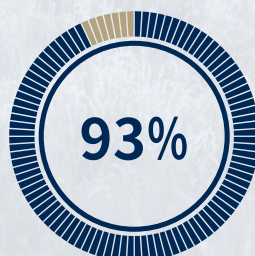
In this vein of innovation, Mountain-Pacific helped develop an infection prevention escape room. It provides a hands-on, interactive training that includes exercises in handwashing, personal protective equipment (PPE), cleaning, disinfection and virus transmission.



83% of participants showed improvement after training



84% of participants reported moderately high to high satisfaction with the training



93% of participants said they would recommend this training to a friend or colleague





American Indian Health Improvement

As part of a network of organizations, Mountain-Pacific strives to improve population health among American Indian and Alaska Native communities in Montana.

The Partnership to Advance Tribal Health (PATH) works with Indian Health Service (IHS) health care facilities and area offices to increase patient safety, improve the quality of care transitions, improve behavioral health, respond to public health emergencies—such as COVID-19—and engage patients, families and tribal communities to provide culturally appropriate health care.

Reducing Opioid Misuse and Abuse

The rate of opioid drug overdose deaths among American Indians and Alaska Natives is above the national average, with a sharp rise in drug overdoses during the COVID-19 pandemic.

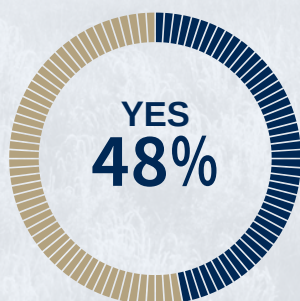
To draw awareness around opioid misuse and abuse, the Blackfeet Opioid Prevention Project, Blackfeet Community College and Mountain-Pacific Quality Health held a free drive-in movie night experience.

The drive-in movie night featured *Inside Out*, a family-friendly comedy produced by Pixar Animation Studios and distributed by Walt Disney Studios Motion Pictures.

More than 100 community members attended the event, including youth, who received information on opioids and opioid overdose prevention.

Participants were asked to provide feedback about the event.

On a scale of 1 to 5, how much did you learn about opioid abuse and overdose?



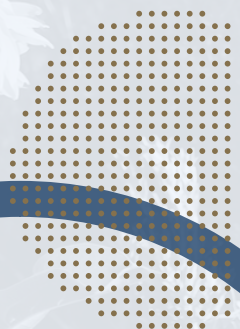
Would you like more information about harm reduction and the safe disposal of opioids?



Patient Empowerment

When patients take an active role in their own health care, they see better results with their overall health. They are more satisfied with their care, they better adhere to the self-management portion of their treatment, and they see improved clinical outcomes.

Mountain-Pacific partners with and helps empower patients and their families to be informed members of their health care teams.



Healthy Living for Life

A weekly television series produced and hosted by Mountain-Pacific, *Healthy Living for Life* offers:

- expert advice on health, safety, prevention and more
- education about the latest in health and health care
- tips and real-life stories to empower and encourage action among patients and their families.

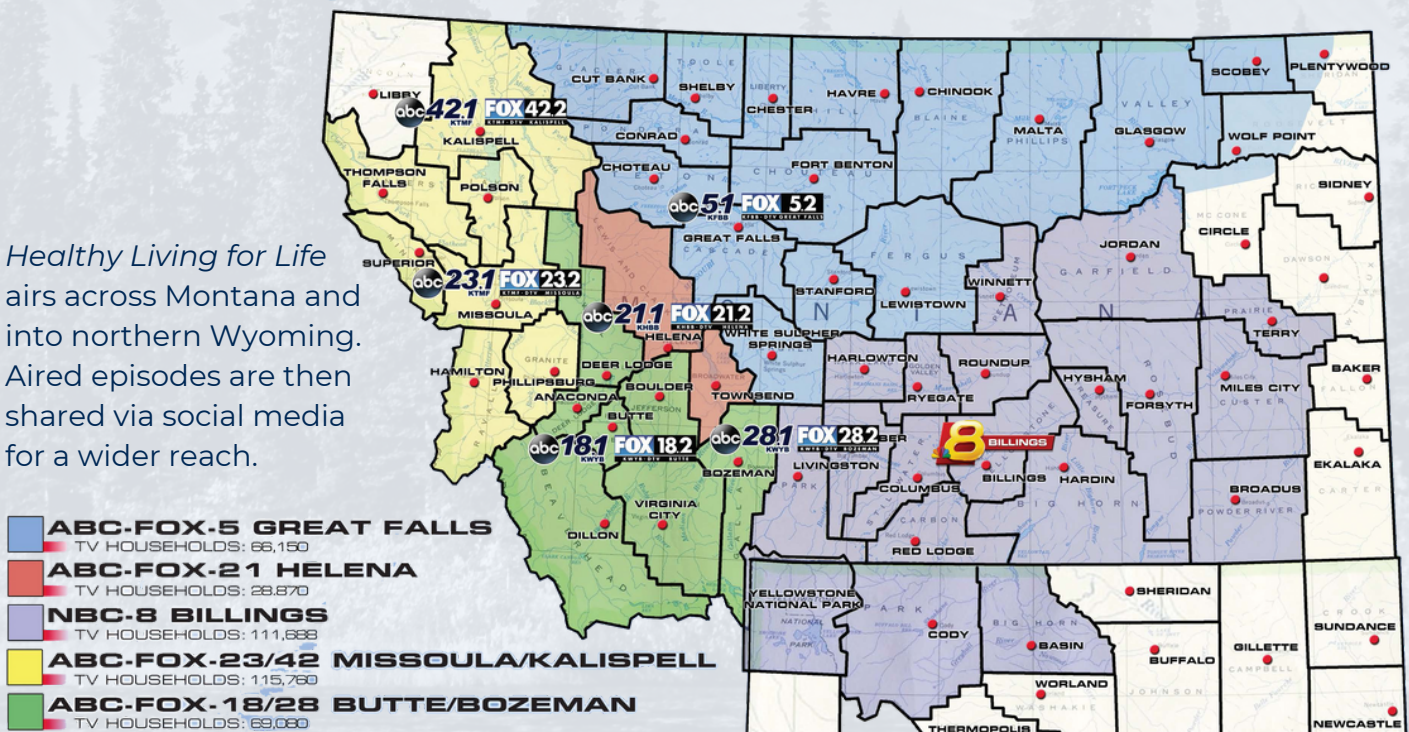
Healthy Living for Life launched its third season during the 2022 fiscal year.

Total viewership between July 1 and December 31, 2021 averaged 3,238 homes across the five cities in Montana where *Healthy Living for Life* is aired (Billings, Great Falls, Helena, Missoula and Butte - Bozeman). During the same time period, *Healthy Living for Life* viewers comprised an average of 3.5% of the total viewership for all of the shows being aired at the same time and an average of 0.93% of the total potential households in the market.



The most viewers (900) watch in Billings, where the show airs at 5:30 a.m. The highest rating (1.27% of total households in the market) comes from Great Falls, where the show airs at 8 a.m.

Healthy Living for Life airs across Montana and into northern Wyoming. Aired episodes are then shared via social media for a wider reach.





Stories of Us

Mountain-Pacific holds a variety of federal, state and commercial contracts that connect us with patients and their families, health care professionals and other stakeholders who share our mission to provide innovative solutions for better health.

We are honored to make a difference in our health care communities.



Serving Our Communities

We had a situation where there was a custody fight, and the nurse called us in a panic, because the mother was withholding the child's life-saving medications from the father. Law enforcement was notified by both the father and the clinic. We approved the "refill too soon" requests for the medication, with the strict instruction only the father was to be notified when the medication was ready. We also referred the nurse to the Montana Department of Public Health and Human Services for any further plans for ongoing issues. Technically, this reason for a "refill too soon" request isn't something we would approve, but in this case we didn't see any other option and had to do what was in the best interest of the child.

Mountain-Pacific Patient Services Care Manager

The pharmacy team was able to identify a provider who had lost her drug enforcement administration license but was still prescribing drugs, including opioids. We were able to deny her requests and notify the department of health, who then took legal and licensure action. The impact here is, of course, a larger scale safety issue!

Mountain-Pacific Pharmacist

I spoke with a Medicaid member's guardian who had been taking care of the member for 20 years, 24/7, without any break or respite care. We connected this person with enrollment and are getting her set up with weekly respite care, so the Medicaid member can have some socialization, and the guardian can have time to take care of her own health needs.

Mountain-Pacific Patient Services Care Manager



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Thank You



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