

LIAISON REPORT

AGENCY: ___Mary Greeley Medical Center_____ LIAISON: Tim Lubinus

1. Need for Program. Describe who the target population is and whether their numbers are increasing or decreasing. Indicate the source of this information. Also, indicate how the program/service is different and how it is similar to others and what would happen if the program/service ceased to exist. List the priorities established by ASSET Funders, which the programming addresses.

___Target population are those who are ill or frail and wish to remain at home and in the community as long as possible, 77% of 1210 clients served are age 65 and older, about one fifth have emotional/mental disabilities and most have a physical disability. Numbers are increasing on some in terms of population eligible for the services but also the population who can not pay for the services is increasing more rapidly.

A change in structure to reduce overlap this year includes a partnership where MGMC provides meals and Heartland Senior Services delivers the meals.

There are a few other agencies that provide a similar service, but few as broadly as MGMC. MGMC serves many clients for free or on a sliding fee schedule based on client/household income. Some other agencies segment population to only service most profitable segments.

–From 2017/18 Budget Request and personal interview of Kyle Briese, agency director on 10/28/16

ASSET Funder Priorities Addressed:

ASSET Funder	ASSET Funder Priority	MGMC Program
United Way	Income: Individuals and families have basic and emergency needs met and move toward self-sufficiency.	Clinics In-Home Nursing Home Maker Meals on Wheels Hospice Lifeline
	Health: Essential services for healthy lives are affordable and accessible.	Clinics In-Home Nursing Home Maker Meals on Wheels Hospice Lifeline
GSB	Subsidizing of food pantries, utilities, rent, homeless shelters, and facilities.	Meals on Wheels
	Services that enhance understanding of the community through service.	Meals on Wheels
Story County	Safety, health and well-being of children and adults	Clinics In-Home Nursing Home Maker Meals on Wheels Hospice Lifeline
	Accessible medical services including substance abuse and co-occurring mental health and substance abuse services	Clinics In-Home Nursing Home Maker Meals on Wheels Hospice Lifeline
City of Ames	Basic needs, low income; food cost offset	Meals on Wheels
Central IA community	Mental Health/Disability:	Clinics

Services	Recovery services	In-Home Nursing Home Maker Meals on Wheels Hospice Lifeline

2. Program Strengths. Pick two to four factors that contribute most importantly to the program/service outcomes. Do not list everything that is satisfactory. We will assume that things not mentioned are okay. For each strength describe some supporting evidence.

1. Provides RN skilled nursing for 324 Residents
2. Provides homemaker services for 195 Story County Residents
3. Provides nutritious meals, prepared and delivered daily to homes of 114 people
4. Provides home based hospice care to 237 Story County clients

3. Program Weaknesses. Select factors that detract most from the program/service achieving its outcomes. Present details as described above. Recommendations for reducing these weaknesses should follow the discussion of each weakness.

MGMC is department of Mary Greely Hospital and is subject to program direction changes based on MGH's goals. This is relevant because the whole system is in an uncertain environment caused by ACA.

4. Financial Outlook. Current funding concerns should be described. In addition, the assessment of the program's plan to cope with shrinking resources should be given.

Even in a turbulent environment caused by changes in AFA, MGMC's relationship with Mary Greeley Hospital will provide stability and resources.

With shrinking resources, MGMC could change their sliding fee scale to require needy clients to pay an increasing portion of the total cost of the service they receive.

Area rising minimum wages creates upward pressure on staff wages and finding available qualified staff is becoming more difficult.

5. Internal Management Practices. Summarize your assessment of the management of the agency, and the role of the Board. If there are deficiencies, details should be provided. Conclude with recommendations when appropriate.

No concerns observed. Director now has over a year as director of MGMC. MGMC has practice of actively seeking feedback from clients and working with Lean Six Sigma consultants.

6. Agency Suggestions/Comments. Make note of any suggestions, comments or questions agencies may have with regard to the ASSET process, budget forms and or anything else that relates to the process.

GENERAL ASSESSMENT:

MGMC is an established agency in our area and has the backing and credibility of Mary Greely Hospital. Its staff are trained, experienced, and I found committed to the cause of providing health care to who with a little outside help, can remain in their homes.