

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, most of its 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.

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 personal interview of Les White, agency director on 11/12/20

ASSET Funder Priorities Addressed:

ASSET Funder	ASSET Funder Priority	MGMC Program
United Way	Health: Access to care, negotiating the system, safety Education: awareness	Clinics In-Home Nursing Home Maker Hospice
ISU		
Story County	Access to medical, dental, mental health, substance abuse, and co-occurring care Services promoting self-sufficiency • Services and supports allowing people to remain in their homes	Clinics In-Home Nursing Home Maker Hospice
City of Ames	Basic needs, low income, medical care	Clinics In-Home Nursing Home Maker Hospice

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 service for 259 Residents (from 285 last year)
 2. Provides homemaker services for 208 Story County Residents (205 last year)
 3. Provides home-based hospice care to 155 Story County clients (251 last year)
 4. Provides free clinics that served 3144 clients (4758 last year)
2. Hospice program pivoted to online services, but the reduction in quality makes this a helpful, but only temporary solution.

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 Greeley Hospital and is subject to program direction changes based on MGH's goals.

Some for-profit organizations are entering some of the service areas, creating some competition for clients.

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.

COVID-19 Pandemic has caused potential clients to refrain from MGMC Services, the drawdown was less this year than last. Additionally, the lockdowns in retirement homes has reduced the number of services that MGMC can supply to potential clients in these homes. However, clients are getting used to the situation and demand for services is increasing.

Actual and perceived risk has made it more difficult to recruit and retain staff.

Even in a turbulent environment caused by changes in ACA, 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.

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 is in her third year in the position, but has many years working in department at 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 Greeley 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.