



# Community Health Needs Assessment

SANFORD BAGLEY MEDICAL CENTER  
2022-2024



Dear Community Members,

Bagley Medical Center is pleased to present the 2021 Community Health Needs Assessment (CHNA). Sanford Health completes a community health needs assessment every three years. It is through this work that we identify unmet health needs in the community, and then strategically plan how to best address those needs. This process is well aligned with Sanford's vision to improve the human condition.

From December 2020 to February 2021, members of the community were invited to complete a survey to help identify unmet health needs across a range of social determinants of health. Sanford Health and the NDSU Center for Social Research partnered to analyze the data from the primary research along with key secondary data points from County Health Rankings. Sanford also facilitated discussions with key stakeholders in each community to prioritize the identified needs.

As a result of this process, we will address the following health needs in a formalized implementation strategy for the 2022-2024 time period:

- Access to affordable, quality health care including primary and specialty care.
- Mental health services availability in our community.

The CHNA process also focused on the many strengths and resources available in our community. This report includes an overview of the community assets that are available to address various community health needs. We have also included an impact report from our 2019 implementation strategies.

We are committed to extending care beyond our bricks and mortar, and ultimately improving the health and wellness of our entire community. We are committed to improving the quality of life for all Bagley area residents. We invite you to join us and thank you for your support of these ongoing efforts.

Sincerely,

Robert Belanger  
Executive Director  
Bagley Medical Center

### Community Description

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The Sanford Bagley Medical Center is located in Bagley, Minnesota. Bagley is a charming and progressive community located 240 miles northwest of Minneapolis and 28 miles west of Bemidji, Minnesota, with a small town flavor and friendliness. Beautiful Lake Lomond is within city limits and Itasca State Park and the headwaters of the Mississippi River is just a few miles south of Bagley. Hiking trails, snowmobiling, skiing, canoeing, golfing, and fishing are popular activities within the forested areas and lakes surrounding the city.

With a population over 1,300, the community serves as a hub for residents of Clearwater County with a combined county population of approximately 8,821. Bagley is an active community with citizens who are fully invested in their education system, health care and volunteer opportunities. It is also home to a variety of businesses, including TEAM Industries and several non-profit agencies.

The community as defined for purposes of the Community Health Needs Assessment includes Clearwater County. Demographic detail for Clearwater is included in the appendix.

### Partners

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The Community Health Needs Assessment is the result of the hard work and coordination of numerous people within the organization and among community partners. Sanford Health would like to thank and acknowledge the following for their assistance. The development of the program would not have been possible without their expertise regarding the communities and populations we serve.

#### Sanford Health

- Michelle Micka, System Vice President, Finance, Health Services
- Dr. Jeremy Cauwels, System Vice President, Chief Physician
- Corey Brown, System Vice President, Government Affairs
- Clarence Mellang, Senior Director, Communications
- Michelle Bruhn, Senior Vice President, Health Services Operations
- Blayne Hagen, Executive Director, Legal
- Stacy Wrightsman, Executive Director, Community Relations
- Matt Ditmanson, Director, Community Benefit Programs
- Emily Griese, Vice President, Population Health and Clinical Operations
- Marnie Walth, Senior Legislative Affairs Specialist
- Joseph Beaudreau, Patient Relations Specialist and Indian Health Advocate
- Phil Clark, Director, Market Research
- Shawn Tronier, Senior Marketing Analyst
- Amber Langner, Vice President, Treasury
- Catherine Bernard, Director, Tax
- Deana Caron, Senior Tax Accountant

#### System Partners

We would also like to express our gratitude to the following individuals for their expertise during the development and analysis of the Community Health Needs Assessment:

- Jeanne Larson, Executive Director, Northern Dental Access Center
- Carol Biren, Division Director, Southwest Health and Human Services
- Cynthia Borgen, Director, Beltrami County Public Health
- Mary Michaels, Public Health Prevention Coordinator, Sioux Falls Department of Health

- Renae Moch, Director, Burleigh Public Health and President, North Dakota Public Health Association
- Ann Kinney, Senior Research Scientist, Minnesota Department of Health
- Jennifer Nelson, Public Health Educator, Southwest Health and Human Services
- Julie Ward, Vice President of Strategy and Social Innovation, Avera Health
- Jody Lien, Director, Ottertail Public Health
- Karen Pifher, Community Health Program Manager, Essentia Health
- Lori Jensen, Public Health Nurse, Beltrami County Health and Human Services
- Erica Solseth, CHI St. Alexius Health
- Sister Nancy Miller, Director Mission Integration, CHI St. Alexius Health
- Nancy Hodur, Director, North Dakota State University Center for Social Research
- Karen Olson, Research Specialist, North Dakota State University Center for Social Research

### **Bagley Partners**

We express our gratitude to the following community collaborative members for their participation in the community stakeholder meetings:

- Stephanie McKnight, Administrator, Sanford Health Bagley
- Robert Belanger, Executive Director, Sanford Health of Northern Minnesota
- Marissa Hetland, Director, Clearwater County Public Health
- Troy McQuown, Chief Operating Officer, Home at Heart Care
- Vern Wittenberg, Chief Deputy, Clearwater County Sheriff's Department
- Darin Halverson, Sheriff, Clearwater County Sheriff's Department

### **Sanford Bagley Description**

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Sanford Bagley Medical Center is a 25-bed medical facility located in Bagley, Minnesota. It provides services to people in Clearwater County and the surrounding area. The medical center employs approximately 100 people, including two physicians practicing in the areas of family medicine and internal medicine, four nurse practitioners practicing in family medicine and emergency medicine, three physician assistants practicing in family medicine and emergency medicine, one chiropractor, and one licensed psychologist.

The medical center is served by a part-time advanced life support ambulance service and provides emergency care and medical-surgical services. Other services offered at Sanford Bagley are cardiac rehab, lab, radiology, respiratory therapy, sleep medicine, pharmacy, and rehabilitation, including physical and occupational therapy. Outreach services bring visiting specialists in mental health, medical/nutrition therapy, sleep medicine, cardiology, pediatrics, psychiatry, and general surgery.

### **CHNA Purpose**

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The purpose of a community health needs assessment is to develop a global view of the population's health and the prevalence of disease and health issues within our community. Findings from the assessment serve as a catalyst to align expertise and develop a Community Investment/Community Benefit plan of action. There is great intrinsic value in a community health needs assessment when it serves to validate and justify the not-for-profit status and create opportunity to identify and address public health issues from a broad perspective. A community health needs assessment identifies the community's strengths and areas for improvement. A community health needs assessment is critical to a vital Community Investment/Community Benefit Program that builds on community assets, promotes collaboration, improves community health, and promotes innovation and research. A community health needs assessment also serves to validate progress made toward organizational strategies and provides further evidence for retaining our not-for-profit status.

## Regulatory Requirements

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Federal regulations stipulate that non-profit medical centers conduct a community health needs assessment at least once every three years and prioritize the needs for the purpose of implementation strategy development and submission in accordance with the Internal Revenue Code 501(r)(3).

The Internal Revenue Code 501(r) requires that each hospital must have: (1) conducted a community health needs assessment in the applicable taxable year; (2) adopted an implementation strategy for meeting the community health needs identified in the assessment; and (3) created transparency by making the information widely available.

The regulations stipulate that each medical center take into account input from persons who represent the broad interests of the community. Hospitals are required to seek at least one state, local, tribal or regional government public health department or state Office of Rural Health with knowledge, information or expertise relevant to the health needs of the community.

Non-profit hospitals are required to seek input from members of medically underserved, low income, and minority populations in the community, or organizations serving or representing the interest of such populations, and underserved populations experiencing disparities or at risk of not receiving adequate care as a result of being uninsured or due to geographic, language or financial or other barriers.

The community health needs assessment includes a process to identify community resources that are available to address the assessed needs and to prioritize the needs.

Hospitals are to address each and every assessed need or explain why they are not addressing the needs. Once the needs have been identified and prioritized, hospitals are required to develop an implementation strategy to address the top needs. The strategies are reported on the IRS 990 and a status report must be provided each year on IRS form 990 Schedule H.

Finally, hospitals are to be transparent with the findings and make the written CHNA report available to anyone who asks for the report. Sanford places the CHNA reports and the implementation strategies on the Sanford website. Hospitals are required to keep three cycles of assessments on the web site. The 2022 report will be Sanford's fourth report cycle since the requirements were enacted in 2010.

Sanford extended a good faith effort to engage all of the aforementioned community representatives in the survey process. We worked closely with public health experts throughout the assessment process. Public comments and responses to the community health needs assessment and the implementation strategies are welcome on the Sanford website or contact can be made at <https://www.sanfordhealth.org/about/community-health-needs-assessment>. No community comments or questions regarding the previous CHNA have been made via the website link or email address.

## CHNA Process

Sanford Health, in coordination with public health experts, community leaders, and other health care providers, within the local community and across Sanford's care delivery footprint, developed a multi-faceted assessment program designed to establish multiple pathways for health needs assessment.



## Limitations

The findings in this study provide an overall snapshot of behaviors, attitudes, and perceptions of residents living in the community. A good faith effort was made to secure input from a broad base of the community. However, gaps in individual data sources may arise when comparing certain demographic characteristics (i.e., age, gender, income, minority status) with the current population estimates. For example, these gaps may occur due to the difficulty in contacting them through the survey process.

To mitigate limitations, the CHNA evaluates community health from several perspectives; a stakeholder and community survey, meetings with community leaders that have special knowledge and expertise regarding populations, secondary data sources such as the U.S. Census Bureau and County Health Rankings, public comments from previous assessments, and institutional knowledge by Sanford employees locally and across the Sanford enterprise.

## Community and Stakeholder Survey

Members of the community were asked a series of questions through an online survey designed in partnership with health experts and public health officials across the Sanford footprint to understand the needs of the community based upon the UW Population Health model. Each respondent was asked to rate community drivers from poor to excellent. Any response other than excellent was offered a follow up opportunity to comment on the reason. Respondents were also asked a series of questions specific to their health care access, health care quality, barriers to care, travel to care, and insurance. The survey was sent to a sample of the Clearwater County population secured through Qualtrics, a qualified vendor. The full set of questions is available in the appendix.

To further promote community involvement the survey was also sent to community stakeholders and elected officials with knowledge and connections amongst medically underserved, low income, or minority populations. Stakeholders were asked to complete the instrument as a resident of the community and forward the survey to their respective populations for greater involvement. The survey was highlighted in a Sanford Health News article (<https://news.sanfordhealth.org/community/health-needs-assessment-survey/>) and promoted through social media via paid communications. The paid communications yielded 344,300 impressions and 1,150 completed surveys across the system.

Survey data for the local community should be considered directional and best utilized in conjunction with additional data. A total of 78 respondents from the CHNA area completed the survey. 6,748 total respondents from across the Sanford footprint completed the survey.

## Secondary Data

County Health Rankings is based upon the UW Population Health model and serves as the main secondary data source utilized for the community health needs assessment. Alignment of the survey and secondary data within the UW Population Health model allows for greater connection of the data sets. Population data are sourced to the U.S. Census Bureau. Additional data sources may be used and are sourced within the document.

## Health Needs Identification Methodology

The Center for Social Research at North Dakota State University was retained to develop the initial community health needs list for each community and builds upon their involvement during the previous cycle. The following methodology was used to develop the significant health needs presented later in the report:

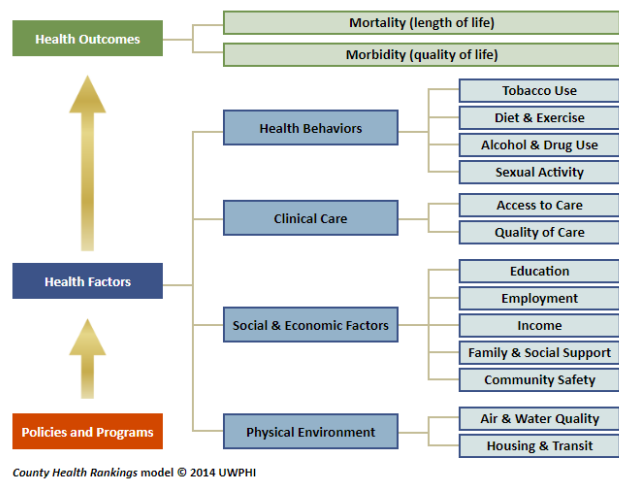
- Survey data was stratified into representative groups based upon population: large urban communities, medium sized communities, and rural communities. The three groups were analyzed separately. Bagley, MN is included with Canby, MN; Canton-Inwood, SD; Chamberlain, SD; Clear Lake, SD; Hillsboro-Mayville, ND; Jackson, MN; Luverne, MN; Sheldon, IA; Tracy, MN; Webster, SD; Westbrook, MN; and Wheaton, MN.
- To identify community health care needs, each community's score by question was compared to the average stratified composite of the comparative group. For example, if the composite stratified system-wide average score is 4 and an individual community's average response was 2.5, that would suggest an issue of concern and a potential community health care need to be highlighted in the summary findings.
- Upon determination of a potential strength or need, County Health Rankings (<https://www.countyhealthrankings.org/>) and responses from open-ended questions provided additional insights into the drivers of the respective needs.
- A similar methodology was also used to provide additional insights into findings from County Health Rankings data with relevant health needs highlighted in the survey findings.
- Health needs identified through either the survey or County Health Rankings data but not both were also included in the findings.

## Community Asset Mapping

Asset mapping was conducted to find the community resources available to address the assessed needs. Each unmet need was researched to determine what resources were available to address the needs. Once gaps were determined, the prioritization exercise followed with key stakeholder groups determining the top needs.

## Community Stakeholder Meetings

Community stakeholders were invited to attend a presentation of the findings of the CHNA research. Facilitated discussion commenced and each participant was asked to consider the needs identified above that should be further developed into implementation strategies. Health needs identified during the previous cycle but not raised through the survey or County Health Rankings were also considered. The meeting served to inform the group of the findings but also served as a catalyst to drive collaboration.



The facilitated discussion sought to inform on several aspects:

- What are the biggest challenges currently with these needs in the community?
- Does the community have gaps in services, access, outreach, etc.?
- OPPORTUNITIES – where can we have greatest impact in addressing these needs?
- Which are most urgent in nature?
- Is there any work being done on these needs?
- What are the resources currently not utilized within the community that could address this topic?
- Which fall within the purview of healthcare system and which do not? Can the non-healthcare needs be shared with other entities or organizations?
- Is there anything you consider an urgent need that we have not discussed?

Two health needs were identified by consensus during the meeting for inclusion in the implementation plan. The needs were confirmed with participants prior to the meeting's conclusion. Consensus based upon all factors, including primary and secondary data, input from the community stakeholder meeting, and scalability of current hospital programs and resources to address the identified needs efficiently and effectively. All identified needs not addressed in the implementation plan were shared with other community partners for action. Requests for survey data and other CHNA assets by public health organizations, governmental bodies, and community partners were and continue to be supported.

### **Community Definition**

Clearwater County Minnesota is included in the data analysis and represents a majority of volumes to the hospital. No population was excluded from the process.



### **Community Health Summary**

CHNA respondents were asked to rate various community health issues and their personal health and wellness on the following 1 to 5 scale: 1= poor, 2= fair, 3= good, 4= very good, 5= excellent. Overall, perceptions among CHNA respondents in the Bagley area regarding the following community health issues were positive. Average scores for long-term nursing care and senior housing quality (average score=3.12), employment and economic opportunities (average score=3.15), health care quality (average score=3.15), child care and preschool quality (average score=3.42), community safety (average score=3.55), access to exercise opportunities (average score=3.56), access to healthy foods (average score=3.69), and environmental health (average score=3.86) in the Bagley market were all above 3.00. However, with the exception of access to healthy foods and employment opportunities (which were similar to the comparison group average, average scores for CHNA respondents in the Bagley area for each of these community health issues were lower than the comparison group average – and in some cases (i.e., health care quality and community safety), the lowest among all similar-sized market areas served by Sanford Health.

When asked about their personal health, CHNA respondents in the Bagley area rated their current health and wellness as good (average score=3.16) and their current ability to access health care services as good (average score=3.36); however, both scores were the lowest scores among the comparison group. In addition, CHR data indicate that Clearwater County is among the least healthy counties in Minnesota in terms of overall health. The following eight areas of concern were identified for further discussion (in no particular order).

### **Identified Significant Health Needs**

#### **Access to Affordable Health Care**

Access to affordable, quality health care is important to physical, social, and mental health. Health insurance, local care options, and a usual source of care help to ensure access to health care. Having access to care allows individuals to enter the health care system, find care easily and locally, pay for care, and get their health needs met.

When CHNA respondents in the Bagley area were asked about their biggest health care concerns for themselves and their family (concerns they face on a regular basis), cost and the ability to afford needed health care was their top health care concern. In addition, when respondents were asked about the most important health care issues impacting their community, the cost of health care was also their top concern (higher than COVID-19 and general access concerns).

Among CHNA respondents in the Bagley area, 86 percent indicated they had a primary care provider and 79 percent had received a routine checkup within the past year – both percentages are similar to the comparison group average. However, one in five CHNA respondents in the Bagley area indicated that they or a family member needed medical care in the past year but did not receive it (22%), which is the highest percentage among similar markets. When asked why, the main reason was due to COVID-19 (59%) – which was followed by cost and inability to pay for health care services (35%) and a lack of health insurance (12%). For the 21 percent of CHNA respondents who had not received a routine checkup in the past year, the main reasons were due to COVID-19 (57%) and cost or inability to pay (50%).

According to CHR, 8 percent of people in the Bagley area are uninsured, a rate which is similar to the average for similar markets served by Sanford Health. However, CHR data also indicate that in the Bagley area, half of all children are eligible for free - or reduced-price lunch (49%) (which is the highest percentage among similar markets), median household income (\$54,896) is lower than the comparison group average, and the unemployment rate (8%) is higher than any of the similar-sized market areas served by Sanford Health.

Access to affordable health care, access to health care providers, and access to quality health care were discussed as a single topic rather than individually since they are not mutually exclusive and overlap in scope. During the stakeholder meeting the group discussed issues surrounding access to affordable quality care. The group discussed specific components of affordability that may pose the greatest roadblocks to affordable quality care such as high copay levels, high deductibles, and/or lack of insurance. Assisting patients with sign up for coverage is an area in which Sanford Bagley can have an impact. The group also discussed the tradeoff that high housing costs have on the ability to afford health care related needs. The community is seeing the impact of delayed care due to the pandemic and/or due to affordability. The group discussed the importance of family medicine and access to primary care.

<b>Local Asset Mapping</b>	
<p><b>Employment Resources:</b></p> <ul style="list-style-type: none"> <li>· Inter-County Community Council (serves Clearwater Co.) – provides employment/training, 207 Main St., Oklee</li> </ul> <p><b>Major Employers:</b></p> <ul style="list-style-type: none"> <li>· Bagley Dental, 13 Main Ave. N., Bagley</li> <li>· Bagley Hardware Hank, 101 Main Ave. S., Bagley</li> <li>· Bagley Hardwood Products, 1004 Central St. W., Bagley</li> <li>· Bagley Public Schools, 202 Bagley Ave. NW, Bagley</li> <li>· City of Bagley, 18 Main Ave. S., Bagley</li> <li>· Clearwater County, 213 Main Ave. N., Bagley</li> <li>· Clearwater Polk Electric Co-op, 315 Main Ave. N., Bagley</li> </ul>	<p><b>Major Employers cont.:</b></p> <ul style="list-style-type: none"> <li>· Clearwater Senior Living, 421 6th St. NE, Bagley</li> <li>· Cornerstone Nursing and Rehab, 416 7th St NE, Bagley</li> <li>· Cornerstone Residence, 30 Sunset Ave., Bagley</li> <li>· First National Bank, 31 E. Central St., Bagley</li> <li>· Galen’s Supermarket, 19 Main Ave. S., Bagley</li> <li>· Knife River, Hwy 2 West, Bagley</li> <li>· Hillside Lumber, 305 Sunset Ave., Bagley</li> <li>· Kubiak’s Family Foods, 46 Spencer Ave. SW, Bagley</li> <li>· Larson Lumber, 1123 Central St. W., Bagley</li> <li>· Team Industries, 105 Park Ave. NW, Bagley</li> <li>· U.S. Post Office, 26 Getchell Ave. NE, Bagley</li> <li>· Charps, 453 Tower St NW, Clearbrook</li> <li>· Riviana Foods, 301 Tower St NW, Clearbrook</li> </ul>
<p><b>Household Budgeting/Money Mgmt. resources:</b></p> <ul style="list-style-type: none"> <li>· Clearwater Co. Extension (financial management classes), 213 Main Ave. N., Bagley</li> <li>· Community Education classes, 202 Bagley Ave. NW, Bagley</li> <li>· Community Education classes, 16770 Clearwater Lake Rd., Clearbrook</li> <li>· First National Bank, 31 E. Central St., Bagley</li> <li>· River Wood Bank, 22 – 1st St. NE, Bagley</li> <li>· Boarder State Bank, 123 Main St., Clearbrook</li> </ul>	<p><b>Prescription Assistance programs:</b></p> <ul style="list-style-type: none"> <li>· CancerCare co-payment assistance, 800-813-4673</li> <li>· Freedrugcard.us</li> <li>· Rxfreecard.com</li> <li>· Medsavercard.com</li> <li>· Yourrxcard.com</li> <li>· Medicationdiscountcard.com</li> <li>· Needy meds.org/drugcard</li> <li>· Caprxprogram.org · Gooddaysfromcdf.org</li> <li>· NORD Patient Assistance Program, rarediseases.org</li> </ul>

<ul style="list-style-type: none"> <li>• The Northern State Bank, 283 Main St, Gonvick</li> <li>• Invest Forward, 104 Main Ave N., Bagley</li> <li><b>Primary Health Care/Affordable Health Care resources:</b></li> <li>• Sanford Bagley Clinic, 1656 Central St. W., Bagley</li> <li>• Sanford Clearbrook Clinic, 22 Elm St., Clearbrook</li> <li>• Essentia Bagley Clinic, 121 Central St. W., Bagley</li> <li>• Rice Lake Community Health, 13830 Community Loop, Bagley</li> <li>• North Country Community Health, 212 Main Ave. N., Bagley</li> <li><b>Health Insurance resources:</b></li> <li>• Farm Bureau, 14 – 1st St. NW, Bagley</li> <li>• Lindfors Agency, 105 Main Ave. N., Bagley</li> <li>• State Farm, 25 Clearwater Ave. SW, Bagley</li> <li>• Inter-County Community Council (serves Clearwater Co.) – health ins. services, 207 Main St., Oklee</li> <li><b>Dental Insurance providers:</b></li> <li>• Lindfors Agency, 105 Main Ave. N., Bagley</li> <li>• State Farm, 27 Clearwater Ave., Bagley</li> <li><b>Vision Insurance providers:</b></li> <li>• Lindfors Agency, 105 Main Ave. N., Bagley</li> <li>• South Country Health Alliance provider – Sanford Eye Center, 14 – 2nd St. NE, Bagley</li> </ul>	<ul style="list-style-type: none"> <li>• Patient Access Network Foundation, panfoundation.org</li> <li>• Pfizer RC Pathways, pfizerRX pathways.com</li> <li>• RXhope.com</li> <li>• Prescriptionassistance.info</li> <li>• Minnesota Care – 1-800-657- 3761</li> <li>• MN Drug Card – mndrugcard.com</li> <li>• Partnership for Prescription Assistance – pparx.org/intro.php</li> <li>• Benefitscheckup.org</li> <li>• RxAssist – rxassist.org</li> <li>• RxOutreach – rxoutreach.com</li> <li>• Together RX Access Program – togetherrxaccess.com</li> <li>• Glaxo Smith Kline – bridgestoaccess.gsk.com</li> <li>• Merck – merck.com/merkhelps</li> <li>• Novartis – patientassistncenow.com</li> <li>• Pfizer – pfizerhlepfanswers.com</li> <li>• AARP Prescription Discount Program – aarp-pharmacy.com</li> <li>• PlanPlus – planplushealthcare.com</li> <li>• FamilyWize – familywise.org</li> </ul>
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**Mental Health**

Mental health includes our emotional, psychological, and social well-being and affects how we think, feel, and act. It also helps determine how we handle stress, relate to others, and make choices. Mental health is important at every stage of life, from childhood and adolescence through adulthood.

When CHNA respondents in the Bagley area were asked which health care services they would like to see offered or improved in their community, most said behavioral and mental health services (60%) followed by addiction treatment (50%). According to CHR, adults in the Bagley market average 4.2 mentally unhealthy days each month and 14 percent of adults average at least 14 days of mental distress per month – both rates are the second highest among similar-sized markets.

According to CHR, there are 4,409 people for every one mental health provider in the Bagley area (which is the second highest ratio for similar-sized markets served by Sanford Health).

During the stakeholder meeting the group discussed burdens and stresses that mental health is putting on healthcare and law enforcement in terms of Emergency Department visits and incarceration rates. The group identified isolation and lack of social interaction (much of it COVID related) as exacerbating the mental health issues facing the local community. Substance abuse and mental health for youth were areas of particular concern. There are a lot of broken homes and dysfunctional family dynamics prevalent in the community. Mental health was the top priority of law enforcement.

**Local Asset Mapping**

<p><b>Mental Health resources:</b></p> <ul style="list-style-type: none"> <li>· Sanford Bagley Clinic, 1656 Central St. W., Bagley</li> <li>· Sanford Clearbrook Clinic, 22 Elm St., Clearbrook</li> <li>· Essentia Bagley Clinic, 121 Central St. W., Bagley</li> <li>· Clearwater Co. Human Services, 216 Park Ave. NW, Bagley</li> <li>· Clear Waters Life Center (for youth), 256 – 2nd Ave., Clearbrook</li> <li>· Youth Mobile Crisis Line – 800- 422-0045 · Inter-County Community Council (serves Clearwater Co.) – mental health services, 207 Main St., Oklee</li> </ul>	<p><b>Substance Abuse resources:</b></p> <ul style="list-style-type: none"> <li>· Mustard Seed Homes (1-yr. residential recovery program), 256 – 2nd Ave., Clearbrook</li> <li>· The Most Excellent Way Recovery Support Group, 256 – 2nd Ave. SW, Clearbrook</li> <li>· Celebrate Recovery Support Group, 256 – 2nd Ave. SW, Clearbrook</li> <li>· Lake Region Chemical Dependency, 16734 US 2, Bagley</li> <li>· Sanford Bagley Clinic, 1656 Central St. W., Bagley</li> <li>· Sanford Clearbrook Clinic, 22 Elm St., Clearbrook</li> <li>· Clear Waters Life Center, 256 – 2nd Ave. SW, Clearbrook</li> <li>· Essentia Bagley Clinic, 121 Central St. W., Bagley</li> <li>· Clearwater Co. Human Services, 216 Park Ave. NW, Bagley</li> </ul>
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**Access to Health Care Providers**

Access to care requires not only financial coverage, but also access to providers. While high rates of specialist physicians have been shown to be associated with higher (and perhaps unnecessary) utilization, sufficient availability of primary care physicians is essential for preventive and primary care, and, when needed, referrals to appropriate specialty care.

While CHNA respondents in the Bagley area rated their ability to access health care as good (average score=3.36), the average score was the lowest among similar markets and 16 percent of respondents rated their ability to access health care as poor or fair. In addition, when respondents were asked about the most important health care issues impacting their community, access to health care was the second leading concern, behind the inability to pay for health care.

When asked which health care services they would like to see offered or improved in their community, about two in five CHNA respondents in the Bagley area said walk-in or urgent care (43%) and dental care (37%) – and one in three said family medicine or primary care (33%) and dermatology (33%). According to CHR, in the Bagley area there are 2,203 people for every one primary care physician and 2,939 people for every one dentist (ratios which are higher than the comparison group average).

Access to affordable health care, access to health care providers, and access to quality health care were discussed as a single topic since rather than individually since they are not mutually exclusive and overlap in scope. During the stakeholder meeting the group discussed issues surrounding access to affordable quality care. Specific components of affordability that may pose the greatest roadblocks to affordable quality care include high copay levels, high deductibles, and/or lack of insurance. Assisting patients with sign up for coverage is an area in which Sanford Bagley can have an impact. The group also discussed the tradeoff that high housing costs have on the ability to afford health care related needs. The community is seeing the impact of delayed care due to the pandemic and/or due to affordability. The group discussed the importance of family medicine and access to primary care.

<b>Local Asset Mapping</b>	
<p><b>Primary Health Care/Affordable Health Care resources:</b></p> <ul style="list-style-type: none"> <li>• Sanford Bagley Clinic, 1656 Central St. W., Bagley</li> <li>• Sanford Clearbrook Clinic, 22 Elm St., Clearbrook</li> <li>• Essentia Bagley Clinic, 121 Central St. W., Bagley</li> <li>• Rice Lake Community Health, 13830 Community Loop, Bagley</li> <li>• North Country Community Health, 212 Main Ave. N., Bagley</li> </ul>	<p><b>Dental Care:</b></p> <ul style="list-style-type: none"> <li>• Bagley Dental, 13 Main Ave N, Bagley, MN 56621</li> </ul>

**Access to Quality Health Care**

High quality health care is timely, safe, effective, and affordable—the right care for the right person at the right time. High quality care in inpatient and outpatient settings can help protect and improve health and reduce the likelihood of receiving unnecessary or inappropriate care.

Despite CHNA respondents in the Bagley area rating the quality of health care available in their community as good (average score=3.15), the average score was the lowest among similar-sized markets – and nearly one in four respondents rated the quality as poor or fair (23%). CHR data indicate that when compared to similar-sized markets, the Bagley area has the second highest rate of preventable hospital stays (5,943 per 100,000 Medicare enrollees), the lowest mammography screening rate (45%), and the second lowest flu vaccination rate (28%).

Access to affordable health care, access to health care providers, and access to quality health care were discussed as a single topic since rather than individually since they are not mutually exclusive and overlap greatly in scope. During the stakeholder meeting the group discussed issues surrounding access to affordable quality care. Specific components of affordability that may pose the greatest roadblocks to affordable quality care include high copay levels, high deductibles, and/or lack of insurance. Assisting patients with sign up for coverage is an area in which Sanford Bagley can have an impact. The group also discussed the tradeoff that high housing costs have on the ability to afford health care related needs. The community is seeing the impact of delayed care due to the pandemic and/or due to affordability. The group discussed the importance of family medicine and access to primary care.

Local Asset Mapping	
<p><b>Primary Health Care/Affordable Health Care resources:</b></p> <ul style="list-style-type: none"> <li>Sanford Bagley Clinic, 1656 Central St. W., Bagley</li> <li>Sanford Clearbrook Clinic, 22 Elm St., Clearbrook</li> <li>Essentia Bagley Clinic, 121 Central St. W., Bagley</li> <li>Rice Lake Community Health, 13830 Community Loop, Bagley</li> <li>North Country Community Health, 212 Main Ave. N., Bagley</li> </ul>	<p><b>Routine Check-up/Flu Shot resources:</b></p> <ul style="list-style-type: none"> <li>Sanford Bagley Clinic, 1656 Central St. W., Bagley</li> <li>Sanford Clearbrook Clinic, 22 Elm St., Clearbrook</li> <li>Essentia Bagley Clinic, 121 Central St. W., Bagley</li> <li>Rice Lake Community Health, 13830 Community Loop, Bagley</li> <li>North Country Community Health, 212 Main Ave. N., Bagley</li> <li>Thrifty White Pharmacy (gives flu shots), 31 Main Ave. N., Bagley</li> <li>Thrifty White Pharmacy (gives flu shots), 30 Main Ave., Clearbrook</li> </ul>

**Long-Term Care, Nursing Homes, and Senior Housing**

Long-term care refers to a broad range of services and supports to meet the needs of frail older adults and other people who are limited in their abilities for self-care because of chronic illness, disability, or other health-related conditions. These services help people live as independently and safely as possible when they can no longer perform everyday activities on their own. Care can be provided in the home, a nursing home, or in a variety of other settings.

CHNA respondents in the Bagley area rated the quality of long-term care, nursing homes, and senior housing as good (average score=3.12); however, the average score was the second lowest among similar-sized markets – and one in four respondents rated the quality as poor or fair (25%). When CHNA survey respondents in the Bagley area were asked which health care services they would like to see offered or improved in their community, one in four respondents said long-term care (27%).

The stakeholder group felt that this was an important issue but not as urgent as the other at this time.

Local Asset Mapping	
<p><b>Long Term Care resources:</b></p> <ul style="list-style-type: none"> <li>Cornerstone Nsg. &amp; Rehab Center, 416 -7th St. NE,</li> </ul> <p><b>Bagley Assisted Living resources:</b></p> <ul style="list-style-type: none"> <li>Cornerstone Residence, 30 Sunset Ave. SW, Bagley</li> <li>Clearwater Senior Living, 421 - 6th St. NE, Bagley</li> <li>Cornerstone Residence Senior Care, 421 – 6th St. SE, Bagley</li> <li>Sunset Home, 33 Red Lake Ave. NW, Bagley</li> <li>Hanson’s Country Side, Rt. 3, Box 189, Bagley</li> <li>Golden Acres, Rt. 2, Box 68, Bagley</li> <li>Country Lane Assisted Living, 12866 Lindberg Lk Rd., Clearbrook</li> </ul>	<p><b>In-Home Services:</b></p> <ul style="list-style-type: none"> <li>Clearwater Co. Nursing Service (home care), 212 Main Ave. N., Bagley</li> <li>Meals on Wheels, 26 Main Ave. N., Bagley</li> <li>Meals on Wheels, 105 Main St. S., Clearbrook</li> <li>Home at Heart Care (personal care), 221 – 3rd Ave., Clearbrook</li> <li>Infusion Services, Thrifty White Drug, 31 Main Ave. N., Bagley</li> <li>Clearwater Hospice, 212 Main Ave. N., Bagley</li> </ul>

<p><b>Memory Care resources:</b></p> <ul style="list-style-type: none"> <li>• Cornerstone Nsg. &amp; Rehab Center, 416 – 7th St. NE, Bagley</li> <li>• Cornerstone Residence Senior Care, 421 – 6th St. NE, Bagley</li> </ul>	<p><b>Senior Housing:</b></p> <ul style="list-style-type: none"> <li>• Parkview Apts., 516 Main Ave. N., Bagley</li> <li>• Otterkill Gardens, 635 Hallan Ave. NE, Bagley</li> <li>• SummerField Clearbrook 55+, 430 – 4th Ave. NE, Clearbrook</li> </ul>
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**Affordable Housing**

There is a strong and growing evidence base linking stable and affordable housing to health. As housing costs have outpaced local incomes, households not only struggle to acquire and maintain adequate shelter, but also face difficult trade-offs in meeting other basic needs. When the majority of a paycheck goes toward the rent or mortgage, it can be difficult to afford doctor visits, healthy foods, utility bills, and reliable transportation to work or school. This can, in turn, lead to increased stress levels and emotional strain.

CHNA respondents in the Bagley area rated the availability of affordable housing in their community as just good (average score=3.00) and the second lowest community health issue after transportation. CHR data suggest that 16 percent of households in the Bagley area have severe housing problems (i.e., overcrowded, high housing costs, lack of kitchen facilities, or lack of plumbing facilities) and 12 percent of households spend at least 50 percent of their household income on housing costs; both rates are higher than any of the similar-sized market areas served by Sanford Health.

The stakeholder group felt that this was an important issue but not as urgent as the others at this time.

<b>Local Asset Mapping</b>	
<p><b>Housing resources:</b></p> <ul style="list-style-type: none"> <li>• Clearwater Co. Housing Authority, 516 Main Ave. N., Bagley</li> <li>• Housing &amp; Redevelopment Authority of Bagley, 516 Main Ave. N., Bagley</li> <li>• Crist Apts., 218-785-2159</li> <li>• Lillegaard’s Apts., 116 S. Clearwater Ave., Bagley</li> <li>• SummerField Clearbrook Cottages, 134 Brook Ave. NE, Clearbrook</li> <li>• SummerField Clearbrook 55+, 430 – 4th Ave. NE, Clearbrook</li> <li>• ReMax Realty, 40093 E. Lone Lane Rd., Bagley</li> <li>• Northern Places Realty, 36389 Co. Rd. 7, Bagley</li> </ul>	<p><b>Low Income Housing Resources:</b></p> <ul style="list-style-type: none"> <li>• Clearwater Co. Housing Authority, 516 Main Ave. N., Bagley</li> <li>• Housing &amp; Redevelopment Authority of Bagley, 516 Main Ave. N., Bagley</li> <li>• Parkview Apts., 516 Main Ave. N., Bagley</li> <li>• Hillside Manor, 16 Sand Lake Ave. SW, Bagley</li> <li>• Otterkill Garden Apts., 35 Hallan Ave. NE, Bagley</li> <li>• White Earth IV, 13958 Community Loop, Bagley</li> <li>• Brookfield Apts., 105 Railroad Ave. NE, Clearbrook</li> <li>•</li> </ul>

**Public Transportation**

Transportation systems help ensure that people can reach everyday destinations, such as jobs, schools, healthy food outlets, and health care facilities, safely and reliably. Public transportation services play an important role for people who are unable to drive, people without access to personal vehicles, children, individuals with disabilities, and older adults.

CHNA respondents in the Bagley area rated community access to daily transportation as less than good (average score=2.96) and lower than any other community health issue. When asked to explain why they rated community access to daily transportation the way they did, CHNA respondents cited few if any options for public transportation in their community.

The stakeholder group felt that this is a critical issue impacting a large portion of the population in terms of barriers to health care including mental health. Local social services organizations give some rides but access to and availability of these services is limited. The bus system that used to be in place locally was terminated, contributing to a worsening issue. The stakeholder group felt that transportation availability is a significant barrier to health care, including mental health, and is compounded by the inability for many to afford vehicles and other transportation alternatives.

<b>Local Asset Mapping</b>	
<p><b>Transportation Resources:</b></p> <ul style="list-style-type: none"> <li>• Tri-Valley Heartland Express, 218- 694-5090</li> <li>• Senior Connection Transportation Service, 218-487-5290</li> <li>• Bagley Ambulance, 203 – 4th St. NW, Bagley</li> <li>• Clear Waters Life Center, 256 – 2nd Ave. SW, Clearbrook</li> <li>• Clearbrook Senior Citizens, 105 Main St. S., Clearbrook</li> <li>• BD Mobility Van, 223 Hwy. 92 SW, Clearbrook</li> </ul>	

**Community Safety**

Accidents and violence affect health and quality of life in the short- and long-term, for those both directly and indirectly affected, and living in unsafe neighborhoods can impact health in a multitude of ways.

While CHNA respondents in the Bagley area rated community safety concerns as good (average score=3.55), the average safety score for Bagley was the lowest among similar markets served by Sanford. CHR data indicate that the rates of violent crime (220 per 100,000 people), injury deaths (88 per 100,000 people), and juvenile arrests (49 per 1,000 youth) in the Bagley area are higher than the comparison group average. In addition, CHR data indicate that half of all driving deaths in the Bagley area are alcohol-related (50%), which is nearly twice as high as the comparison group average.

The stakeholder group felt that this was an important issue but not as urgent as the others at this time.

<b>Local Asset Mapping</b>	
<p><b>Substance Abuse resources:</b></p> <ul style="list-style-type: none"> <li>• Mustard Seed Homes (1-yr. residential recovery program), 256 – 2nd Ave., Clearbrook</li> <li>• The Most Excellent Way Recovery Support Group, 256 – 2nd Ave. SW, Clearbrook</li> <li>• Celebrate Recovery Support Group, 256 – 2nd Ave. SW, Clearbrook</li> </ul>	<p><b>Child Abuse/Neglect resources:</b></p> <ul style="list-style-type: none"> <li>• Bagley Police, 21 Getchell Ave. NE, Bagley</li> <li>• Clearwater Co. Sheriff, 213 Main Ave. N., Bagley</li> <li>• Headwaters Intervention Center/Family Crisis Center, 107 Main Ave. N., Bagley</li> </ul>



<ul style="list-style-type: none"> <li>• Lake Region Chemical Dependency, 16734 US 2, Bagley</li> <li>• Sanford Bagley Clinic, 1656 Central St. W., Bagley</li> <li>• Sanford Clearbrook Clinic, 22 Elm St., Clearbrook</li> <li>• Essentia Bagley Clinic, 121 Central St. W., Bagley</li> <li>• Clear Waters Life Center, 256 – 2nd Ave. SW, Clearbrook</li> <li>• Clearwater Co. Human Services, 216 Park Ave. NW, Bagley</li> </ul> <p><b>Drug Take-Back Programs:</b></p> <ul style="list-style-type: none"> <li>• Thrifty White Pharmacy, 31 N. Main, Bagley</li> </ul>	<ul style="list-style-type: none"> <li>• Clearwater Co. Human Services (child protection services), 216 Park Ave. NW, Bagley</li> </ul> <p><b>Crime/Street Drugs/Gang Activity resources:</b></p> <ul style="list-style-type: none"> <li>• Bagley Police, 21 Getchell Ave. NE, Bagley</li> <li>• Clearwater Co. Sheriff, 213 Main Ave. N., Bagley</li> <li>• Sexual Assault Support Group, 79 Spencer Ave. SW, Bagley</li> </ul> <p><b>Sex Trafficking resources:</b></p> <ul style="list-style-type: none"> <li>• Bagley Police, 21 Getchell Ave. NE, Bagley</li> <li>• Clearwater Co. Sheriff, 213 Main Ave. N., Bagley</li> <li>• Headwaters Intervention Center/Family Crisis Center, 107 Main Ave. N., Bagley</li> <li>• Sexual Assault Support Group, 79 Spencer Ave. SW, Bagley</li> <li>• Inter-County Community Council – serves Clearwater Co.(services for those escaping abuse), 207 Main St., Oklee</li> </ul>
<p><b>Domestic Violence resources:</b></p> <ul style="list-style-type: none"> <li>• Bagley Police, 21 Getchell Ave. NE, Bagley</li> <li>• Clearwater Co. Sheriff, 213 Main Ave. N., Bagley</li> <li>• Headwaters Intervention Center/Family Crisis Center, 107 Main Ave. N., Bagley</li> <li>• Sanford Bagley Clinic, 1656 Central St. W., Bagley</li> <li>• Sanford Clearbrook Clinic, 22 Elm St., Clearbrook</li> <li>• Essentia Bagley Clinic, 121 Central St. W., Bagley</li> <li>• Sexual Assault Support Group, 79 Spencer Ave. SW, Bagley</li> <li>• Inter-County Community Council - serves Clearwater Co. (services for those escaping abuse), 207 Main St., Oklee</li> </ul>	<p><b>Resources for At-Risk Youth:</b></p> <ul style="list-style-type: none"> <li>• Clearwater Co. Human Services, 216 Park Ave. NW, Bagley</li> <li>• Stelliher Human Services (crisis line 800-422-0045)</li> <li>• Headwaters Intervention Center/Family Crisis Center, 107 Main Ave. N., Bagley</li> <li>• Clear Waters Life Center, 256 2nd Ave., Clearbrook</li> <li>• Youth Mobile Crisis Line 800-422- 0045</li> <li>• Inter-County Community Council (serves Clearwater Co.) – services for homeless youth, 207 Main St., Oklee</li> </ul> <p><b>Youth Crime resources:</b></p> <ul style="list-style-type: none"> <li>• Bagley Police, 21 Getchell Ave. NE, Bagley</li> <li>• Clearbrook Police, 200 Elm, Clearbrook</li> <li>• Clearwater Co. Sheriff, 213 Main Ave. N., Bagley</li> </ul> <p><b>Activities for Children &amp; Youth (outside of school &amp; sports):</b></p> <ul style="list-style-type: none"> <li>• 4-H, c/o Clearbrook Co. Extension Office, 213 Main Ave. N., Bagley</li> <li>• Boy Scouts, 218-694-3365</li> <li>• Library, 79 Spencer Ave. SW, Bagley</li> <li>• Parks activities, 18 Main Ave. S., Bagley</li> <li>• Kloster Park, County Hwy. 5, Clearbrook</li> <li>• Clearbrook City Park, Clearbrook</li> <li>• Summer Art Class, 18 Main Ave. S., Bagley</li> <li>• Volunteering to work on Community Planters, 18 Main Ave., Bagley</li> <li>• Clear Waters Life Center, 256 – 2nd Ave., Clearbrook</li> </ul>

### Sanford Area of Focus

The significant health needs noted above were brought forward as topics of discussion at the local stakeholder meeting, which brought together a range of community leaders with knowledge of medically underserved, low income, or minority populations. Members of the local public health agency and Sanford Health were also present. The list of attendees is thanked in the introduction.

Stakeholders discussed the health needs, causes, and provided additional insight for their local populations and community resources. Participants were also encouraged to offer additional needs that may not have been raised during the research process; none were brought forward. The Implementation plan will focus on the following items:

1. Access to Affordable, Quality health care including primary and specialty care.
2. Focus on Mental Health Services availability in our community.

## IMPLEMENTATION PLAN

### **Priority 1: Access to Health Care Providers**

Sanford Health is positioned locally to have a positive impact on Access to Affordable, Quality Healthcare within the community. This effort will focus on two primary goals.

#### **Current Activities**

Sanford Bagley actively promotes outreach specialty services available within the community. These outreach services bring specialty providers to Bagley facilities to provide access to care close to home. Current outreach services offered are General Surgery, Obstetrics and Gynecology, Sleep Medicine, Psychiatry, Pediatrics. Opportunities to add dermatology services are being explored.

Sanford Bagley recently expanded and updated the Eye Clinic and Optical Shop in Bagley- moving it to the main clinic location. This allows access to Eye, Primary Care, and Specialty care services in the same building.

#### **Projected Impact**

Upon completion of the action plan, the Community would see increased access to primary and specialty care within Sanford Bagley. Additionally, alternative appointment types, such as telemedicine visits, will be better utilized.

#### **Goal 1: Increased access to primary and specialty care within Sanford Bagley.**

<b>Actions/Tactics</b>	<b>Measurable Outcomes &amp; Timeline</b>	<b>Resources to be committed</b>	<b>Leadership</b>	<b>Note any community partnerships and collaborations – if applicable</b>
Recruit Part Time Pediatrician to provide care at Sanford Bagley Clinic	March 2022 Increase access to quality care in the Bagley Community. Increased patient volumes.	Bagley Clinic Staff	Rob Belanger, Stephanie McKnight	
Recruit additional Outreach services to Bagley Clinic- specifically dermatology	July 2022 Increased outreach services, Increased Patient Volumes.	Bagley Clinic Staff	Rob Belanger, Stephanie McKnight	

## Goal 2: Increased utilization of telemedicine services

Actions/Tactics	Measurable Outcomes & Timeline	Resources to be committed	Leadership	Note any community partnerships and collaborations – if applicable
Promote use of telemedicine for primary care appointments	Increased telemedicine patient volumes. Increased awareness of telemedicine availability	Marketing	Rob Belanger, Stephanie McKnight	
Expand utilization of telemedicine for specialty care appointments: Evaluate capacity for telemedicine outreach with system partners	Increased telemedicine patient volumes. Increased awareness of telemedicine availability.	Marketing. Bagley Clinic Staff	Rob Belanger, Stephanie McKnight	

### **Priority 2:**

Sanford Health is positioned locally to have a positive impact on Behavioral Health Services within the community. This effort will focus on two primary goals.

### **Current Activities**

Sanford Health is committed to working with the schools to provide culturally sensitive, age appropriate and family-oriented prevention programs to create and give children a healthy start in life. Sanford Health will build upon current relationships with area schools to identify in-school and/or telehealth programs and services that will augment and support healthy learning, emotional and behavioral development.

Additionally, Sanford Bagley is exploring opportunities to provide additional Behavioral Health services to the Bagley Community.

### **Projected Impact**

Upon completion of the action plan. The community would see additional behavioral health programs, improved access, and alternative ways to engage with behavioral

**Goal 1: Provide additional behavioral health services within Sanford Bagley**

<b>Actions/Tactics</b>	<b>Measurable Outcomes &amp; Timeline</b>	<b>Resources to be committed</b>	<b>Leadership</b>	<b>Note any community partnerships and collaborations – if applicable</b>
Explore opportunity for Intensive Outpatient Therapy Program at Sanford Bagley	July 2022 Patient Volumes,		Rob Belanger, Stephanie McKnight	Psychiatric Medical Care
Expand telemedicine awareness and use for behavioral health	2022. CHNA survey awareness, service utilization	Bagley Clinic Staff	Rob Belanger, Stephanie McKnight	

**Goal 2: Assessment and treatment of Behavioral Health Concerns within primary care visits.**

<b>Actions/Tactics</b>	<b>Measurable Outcomes &amp; Timeline</b>	<b>Resources to be committed</b>	<b>Leadership</b>	<b>Note any community partnerships and collaborations – if applicable</b>
Depression Screening at routine primary care visits	Ongoing. Greater screening volumes. Ensure screening is done consistently with goal being 95% Depression remission with follow up plan with a goal of 48.4%.	Primary care Providers, Ambulatory Nursing.	Rob Belanger, Stephanie McKnight	

**Needs Not Addressed**

Needs identified during the CHNA process—as referenced in the Community Health Needs Assessment Report above—that are not addressed as a significant need for the purpose of this process:

**Long-Term Care, Nursing Homes, and Senior Housing:** Long-Term Care, Nursing Homes, and Senior Housing is not included in the Implementation Plan as the stakeholder group determined that the need is lower priority compared to other areas. Sanford Bagley is engaged with the greater Sanford Enterprise to determine ways to collaborate and support this need. Sanford Health of Northern Minnesota recently completed the donation of 16 acres of land to the State of Minnesota for a new Veterans Long Term Care facility to be built in the region.

**Affordable Housing:** Affordable housing is not included in the implementation Plan as the stakeholder group determined that this is a lower priority compared to other areas within the Community Health Needs Assessment process. Affordable housing information collected as part of the Community Health Needs Assessment Program will be shared with government and non-profit organizations.

**Community Safety:** Community safety is not included in the Implementation Plan as the stakeholder group determined that the need is lower priority compared to other areas for purposes of the Community Health Needs Assessment. Sanford will continue to support and collaborate with Community Stakeholders to improve community safety.

**Access to Affordable Health Care:** Access to affordable health care is not directly included in the Implementation Plan as it was assigned a lower priority compared to others for purposes of the Community Health Needs Assessment. It was determined that addressing access to providers— included in the Implementation Plan—would indirectly have a positive impact on affordability. Sanford Bagley is addressing the need through numerous programs, including Sanford Health of Northern Minnesota's recently completed donation of 16 acres of land to the State of Minnesota for a new Veterans Long Term Care facility to be built in the region. Annually, Sanford provided \$18 million in charity care to the greater region over the past three years. In addition, as being a covered entity of the 340B program we pass on 340B drug savings to our patients who have financial needs. Sanford has financial assistance programs available to patients and continues to promote services offered by the organization and government-sponsored programs. Additionally, Sanford encourages patients to retain a primary care provider and remain compliant with current health screening recommendations in an effort to increase early detection which typically results in less invasive and expensive treatments.

**Public Transportation:** Sanford Bagley is not addressing the need within the Implementation Plan as it was deemed a lower priority for purposes of the Community Health Needs Assessment process. However, the expansion of telehealth services, additional providers, and greater access to service lines noted in the Implementation Plan will improve access to healthcare for services for those with limited transportation options. Sanford Bagley works in collaboration with community resources to develop additional transportation for patients needing transportation to their health care appointments.

**Access to Quality Health Care:** Although not directly included as a standalone priority in the Implementation Plan as access to providers was deemed a greater priority, Sanford Bagley is addressing the need through improved access to health care. Continual improvement around care close to home and patient access is a priority at Sanford. Projects include mammogram screening through MyChart and the ability to self-refer for screening mammograms, providing assistance with establishing a primary care provider to patients are seen in the Emergency department who do not have a primary care provider.

Outreach to the Bagley community has grown to include General Surgery, Obstetrics and Gynecology, Sleep Medicine, Psychiatry, and Pediatrics. In addition to these services Sanford Bemidji, the regional hub, have leveraged specialist from Fargo to provide outreach care in Bemidji. Seeing a specialist in Bemidji, rather than traveling to Fargo, saves patients over 175 miles of travel, in addition to significant time savings.

Patient feedback is collected through two survey processes. The first is a paper CAHPS survey completed by mail in which the patient has 42 days to respond from their encounter date. The second is a real-time survey conducted by email or an interactive voice phone call. In this case, the patient has two weeks from the encounter date to respond. This real-time survey provides

patient an opportunity to give feedback and Sanford the opportunity to improve the services we provide. Sanford Accountability for Excellence, or SAFE, is Sanford Health's commitment to patient safety on our journey to becoming a high reliability organization (HRO). Being an HRO means having systems in place that create reliable barriers to preventable harm, reducing or even eliminating serious safety events in our facilities.

## EVALUATION OF 2019-2021 CHNA

### **Goal 1: Mental Health and Substance Abuse**

In 2019, Sanford Bagley selected a current Family Medicine Nurse Practitioner and supported their return to school to receive a Psychiatric Nurse Practitioner Certification. The intent was to have a local expert in Psychiatric Medication Management for the community. The Psychiatric Nurse Practitioner completed their clinical rotations and began seeing patients at the Bagley and Clearbrook clinics in 2019. At the time, they were able to see patients with both medical and mental health concerns due to the double certification. Unfortunately, the provider had personal commitments that led them to leave their role at Sanford in 2020. Mental health support for the local community continues through psychiatric telehealth, and outreach from Sanford Bemidji Medical Center.

Pharma providers use Sanford Prescribing algorithms for opioid prescribing. This allows for a standard approach to opioid prescribing to patients - eliminating the patient trying different doctors to get different answers. Contracts are being used with patients as part of the opioid prescription process, having the patient and provider sign an agreement on how to safely utilize the prescribed medication. In the event we feel a provider is prescribing opioids outside of the guidelines we can audit each provider's prescriptions.

Crisis services report in person for crisis visits. The crisis services team is a group out of Sanford Bemidji that can assist our providers in the event they have a patient in the middle of a mental health crisis. The crisis team can help determine the most appropriate next service. For example: a patient comes into the Emergency Department saying they are suicidal. Our provider can have the crisis team help determine next steps - inpatient vs. outpatient vs. other treatment.

### **Goal 2: Children and Youth**

Sanford Bagley intends to make the Sanford *fit* wellness program available to local schools as well as parents of students. SBMC hosted Sanford fit night in conjunction with parent teacher conferences at the Bagley elementary school on February 13, 2020. Approximately 200 people attended the event. Further expansion into additional districts at an appropriate time due to COVID-19 is under consideration.

Sanford Bagley continued to partner with local school districts to support community youth. Unfortunately, most events were cancelled due to the COVID-19 pandemic. We have had the opportunity for our RN Health Coach to meet with patients for education on healthy lifestyle choices. In addition, online education opportunities were available to our patients, including participation in career fairs at school.

Sanford Health Northern Minnesota hired and onboarded a teen/adolescence psychiatric nurse practitioner and a full-time licensed psychologist in September 2019. Approximately 600 patients were seen in 2020.

## CONTACT INFORMATION

The Community Health Needs Assessment, Implementation Plan, and survey data are available online at <https://www.sanfordhealth.org/about/community-health-needs-assessment>. The website includes current and historical reports.

Anyone wishing to receive a free printed copy, obtain information on any topic brought forth in the report, or offer public comments for consideration during the implementation plan or future Community Health Needs Assessment work, please contact us at [Community.Benefits.Sanford@SanfordHealth.org](mailto:Community.Benefits.Sanford@SanfordHealth.org) or visit <https://www.sanfordhealth.org/contact-us>.



## APPENDIX

### **Survey Responses**

Survey responses are available through an online dashboard at <https://www.sanfordhealth.org/about/community-health-needs-assessment>

### **Expanded Demographics<sup>1</sup>**

Clearwater County had a population of 8,818 accounting for less than one percent of Minnesota's entire population, in addition, the county had a 1.4% population growth (2010-2019) which is slower than the state's 6.3% population growth over the same period. The state was seven times more densely populated than the county in 2010. Age demographics are comparatively similar with the county having a higher elderly population. The county has a much higher frequency of American Indians than the state at 9.5% and 1.4% respectively.

Housing and rent costs are lower in the county than the state, though in 2019 residents of Clearwater County's median income was more than 20,000 less than the state. County residents also have a lower percentage of households with a computer and internet. County residents on average achieve less education than state residents. It is also notable that county residents have higher levels of poverty, disability, and uninsured, they also have a smaller workforce per capita.

	<b>Clearwater County, MN</b>	<b>Minnesota</b>
Population estimates, July 1, 2019, (V2019)	8,818	5,639,632
Population estimates base, April 1, 2010, (V2019)	8,695	5,303,927
Population, percent change - April 1, 2010 (estimates base) to July 1, 2019, (V2019)	1.4%	6.3%
Population per square mile, 2010	8.7	66.6
Persons under 5 years, percent	6.3%	6.20%
Persons under 18 years, percent	24.7%	23.1%
Persons 65 years and over, percent	20.5%	16.3%
White alone, percent	85.6%	83.8%
Black or African American alone, percent	0.8%	7.0%
American Indian and Alaska Native alone, percent	9.5%	1.4%
Asian alone, percent	0.3%	5.2%
Two or More Races, percent	3.8%	2.6%
Hispanic or Latino, percent	2.4%	5.6%
White alone, not Hispanic or Latino, percent	84.1%	79.1%
Median value of owner-occupied housing units, 2015-2019	\$137,200	\$223,900
Median gross rent, 2015-2019	\$680	\$977
Households with a computer, percent, 2015-2019	83.5%	91.6%
Households with a broadband Internet subscription, percent, 2015-2019	76.8%	84.8%

<sup>1</sup> <https://datausa.io/>

High school graduate or higher, percent of persons age 25 years+, 2015-2019	86.1%	93.1%
Bachelor's degree or higher, percent of persons age 25 years+, 2015-2019	17.1%	36.1%
With a disability, under age 65 years, percent, 2015-2019	11.4%	7.3%
Persons without health insurance, under age 65 years, percent	9.9%	5.8%
In civilian labor force, total, percent of population age 16 years+, 2015-2019	60.0%	69.6%
Median household income (in 2019 dollars), 2015-2019	\$50,386	\$71,306
Per capita income in past 12 months (in 2019 dollars), 2015-2019	\$27,178	\$37,625
Persons in poverty, percent	11.5%	9.0%
Total employer establishments, 2019	215	151,495
Total employment, percent change, 2018-2019	1.1%	0.0%

## CHNA Survey Questionnaire

The survey tool was delivered online via Qualtrics. The survey questions are presented below as a reference.

Thank you for your interest in the Community Health Needs Assessment. Your confidential responses are vital to helping understand the factors driving the health needs of the community.

### RESIDENCE

Please enter your county of residence: \_\_\_\_\_

Please enter your zip code: \_\_\_\_\_

What is your current age? \_\_\_\_\_

### COMMUNITY

How would you rate the quality of HEALTH CARE available in your community?

Poor  Fair  Good  Very Good  Excellent  Don't Know

In your opinion, what is the most important HEALTH CARE issue your community faces?

How would you rate the quality of LONG-TERM CARE, NURSING HOMES & SENIOR HOUSING services in your community?

Poor  Fair  Good  Very Good  Excellent  Don't Know

Why did you give it that rating?

How would you rate the quality of CHILDCARE, DAYCARE & PRE-SCHOOL services in your community?

Poor  Fair  Good  Very Good  Excellent  Don't Know

Why did you give it that rating?

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**How would you rate the availability of AFFORDABLE HOUSING in your community?**

Poor      Fair      Good      Very Good      Excellent      Don't Know  
                             

**Why did you give it that rating?**

**How would you rate the ability of residents to ACCESS DAILY TRANSPORTATION in your community?**

Poor      Fair      Good      Very Good      Excellent      Don't Know  
                             

**Why did you give it that rating?**

**How would you rate your community's EMPLOYMENT & ECONOMIC OPPORTUNITIES?**

Poor      Fair      Good      Very Good      Excellent      Don't Know  
                             

**Why did you give it that rating?**

**How would you rate your community as being a SAFE place to live?**

Poor      Fair      Good      Very Good      Excellent      Don't Know  
                             

**Why did you give it that rating?**

**How would you rate the ENVIRONMENTAL health of your community?**

*(clean air, clean water, etc.)*

- Poor      Fair      Good      Very Good      Excellent      Don't Know

**Why did you give it that rating?**

**How would you rate the ability of residents to access HEALTHY & NUTRITIONAL FOODS in your community?**

- Poor      Fair      Good      Very Good      Excellent      Don't Know

**Why did you give it that rating?**

**How would you rate the ability of residents to access PHYSICAL ACTIVITY & EXERCISE OPPORTUNITIES in your community?**

- Poor      Fair      Good      Very Good      Excellent      Don't Know

**Why did you give it that rating?**

**YOUR HEALTH AND WELLNESS**

**Overall, how would you rate YOUR current state of health & wellness?**

- Poor      Fair      Good      Very Good      Excellent      Don't Know

What is the biggest HEALTH CARE concern you or your family face on a regular basis?

Are there any health care services that you would like to see OFFERED or IMPROVED In your community?

- Yes Please answer next question
- No Skip to 'Your Health Care Usage' section

Please select the health care services you would like to see OFFERED or IMPROVED In your community. (Select all that apply)

- |   |   |
|---|---|
| <input type="radio"/> Addiction Treatment                     | <input type="radio"/> Heart Care                      |
| <input type="radio"/> Behavioral Health / Mental Health       | <input type="radio"/> Labor and Delivery              |
| <input type="radio"/> Cancer Care                             | <input type="radio"/> Long-Term Care / Nursing Homes  |
| <input type="radio"/> Chiropractic Care                       | <input type="radio"/> Orthopedics and Sports Medicine |
| <input type="radio"/> Dental Care                             | <input type="radio"/> OBGYN / Womens' Care            |
| <input type="radio"/> Dermatology                             | <input type="radio"/> Pediatrics / Childrens' Care    |
| <input type="radio"/> Emergency / Trama                       | <input type="radio"/> Walk-in / Urgent Care           |
| <input type="radio"/> Eye Services (Ophthalmology, Optometry) | <input type="radio"/> Other (please specify):         |
| <input type="radio"/> Family Medicine / Primary Care          |   |
| <input type="radio"/> General Surgery                         |   |

**YOUR HEALTH CARE USAGE**

Do you currently have a primary care physclian or provider who you go to for general health issues?

- Yes
- No

How long has It been since you last visited a physclian / provider for a routine check up or screening?

- |   |   |
|---|---|
| <input type="radio"/> Within the past year    | <input type="radio"/> More than 5 years ago |
| <input type="radio"/> Within the past 2 years | <input type="radio"/> Never                 |
| <input type="radio"/> Within the past 5 years |   |

**What has kept you from having a routine check-up?** *(Select all that apply)*

- Cost/Inability to Pay
- COVID-19
- Don't feel welcomed or valued
- Don't have insurance
- My insurance is not accepted
- Lack of transportation
- Distance / lack of local providers
- Getting time off from work
- No child care
- Wait time for appointments are too long
- Clinic hours are not convenient
- Fear / I do not like going to the doctor
- Nothing / I do not need to see a doctor
- Don't have a primary care physician
- Other *(please specify)*:

**How would you rate your current ability to ACCESS health care services?**

- Poor                  Fair                  Good                  Very Good                  Excellent
- 

Why did you give it that rating?

**In the past year, did you or someone in your family need medical care, but did not receive the care needed?**

- Yes     No     Unsure

**What are the reasons you or a family member did not receive the care needed?**

- Cost/Inability to Pay
- COVID-19
- Don't feel welcomed or valued
- Don't have insurance
- My insurance is not accepted
- Lack of transportation
- Distance / lack of local providers
- Getting time off from work
- No child care
- Wait time for appointments are too long
- Clinic hours are not convenient
- Fear / I do not like going to the doctor
- Nothing / I do not need to see a doctor
- Don't have a primary care physician
- Other *(please specify)*:

## TRAVELING FOR CARE

Have you or a member of your family TRAVELED to receive health care services outside of your community within the past 3 years?

- Yes     No

If yes, Where did you travel to? (If you traveled more than once, enter the most recent place you traveled to?)

City \_\_\_\_\_ State \_\_\_\_\_

What was the main reason you traveled for care? (select all that apply)

- |   |  |
|---|--|
| <input type="radio"/> Referred by a physician                                 | <input type="radio"/> Immediate / faster appointment                   |
| <input type="radio"/> Better / higher quality of care                         | <input type="radio"/> On vacation / traveling / snowbirds              |
| <input type="radio"/> Medical emergency                                       | <input type="radio"/> Cost or insurance coverage                       |
| <input type="radio"/> Needed a specialist / service was not available locally | <input type="radio"/> Don't feel welcomed or valued by local providers |
| <input type="radio"/> Second opinion  |  |

Other (please specify)

## YOUR HEALTH INSURANCE

Do you currently have health insurance?

- Yes     No

Please indicate the source of your health insurance coverage.

- Employer (Your employer, spouse, parent, or someone else's employer)
- Individual (Coverage bought by you or your family)
- Federal Marketplace (Minnesota Care / Obamacare / Affordable Care Act)
- Medicare
- Medicaid
- Military (Tricare, Champus, VA)
- Indian Health Service (IHS)

Other (please specify)



## DEMOGRAPHICS

What is your biological sex?

- Male  Female

Do you, personally, identify as lesbian, gay, bisexual, transgender or queer?

- Yes  No

How many people live in your house, including yourself? \_\_\_\_\_

How many children under age 18 currently live with you in your household? \_\_\_\_\_

Are you Spanish, Hispanic, or Latino in origin or descent?

- Yes  No

What is your race? *(Select all that apply)*

- American Indian or Alaska Native  
 Caucasian or White  
 Asian  
 Native Hawaiian or Pacific Islander  
 Black or African American  
 Other *(please specify)*

How long have you been a US citizen?

- I am not a US citizen  
• Are you planning to become a US citizen?  Yes  No  Prefer not to answer  
 0 - 5 years  
 6 - 10 years  
 More than 10 years

What language is spoken most frequently in your home? \_\_\_\_\_

What is your current marital status?

- Married  Divorced  
 Single, never married  Widowed  
 Unmarried couple living together  Separated

**Which of the following best describes your current living situation?**

- House (*owned*)
- Apartment or House (*rental*)
- Homeless
- Some other arrangement

**What is your primary mode of daily transportation?**

- Automobile/Truck (*owned or leased*)
- Online Ride Service (*Uber / Lyft*)
- Taxi Service
- Public Transportation (*bus / subway / rail*)
- Other (*please specify*)
- Walk
- Bicycle
- Family, Friends or Neighbors
- I do not have a primary mode of daily transportation

**What is the highest level of school you have completed or the highest degree you have received?**

- Less than high school degree
- High school graduate (*high school diploma or equivalent including GED*)
- Some college but no degree
- Associate degree in college (*2-year*)
- Bachelor's degree in college (*4-year*)
- Master's degree
- Doctoral degree
- Professional degree (*JD, MD*)

**Your current employment status is best described as:**

- Employed (*full-time*)
- Employed (*part-time*)
- Self-employed
- Furloughed
- Not employed, looking for work
- Not employed, not looking for work
- Retired
- Disabled or unable to work

**What is your total household income from all sources?**

- Less than \$20,000
- \$20,000 - \$24,999
- \$25,000 - \$29,999
- \$30,000 - \$34,999
- \$35,000 - \$49,999
- \$50,000 - \$74,999
- \$75,000 - \$99,999
- \$100,000 - \$199,999
- \$200,000 or more

Thank you for completing the survey. Your responses ensure more accurate and targeted solutions to address identified health issues.