



Sanford Health Network
Community Health Needs Assessment
Implementation Strategies
2014-2016

dba Sanford Chamberlain Medical Center EIN# 46-0388596

Dear Community Members,

Sanford Chamberlain has conducted a community health needs assessment (CHNA) and formally identified unmet needs in the community. A component of the 2013 CHNA work is a perception survey.

During FY 2012/2013 members of the community were asked to complete a survey to help Sanford identify unmet health needs. Sanford analyzed the survey data, identified unmet needs, and partnered with key community stakeholders to develop a list of resources and assets that were available to address them. A gap analysis was also conducted to identify the most significant health needs, and they were addressed in the implementation strategy that is included in this document.

Sanford Chamberlain has set strategy to address the following community health needs:

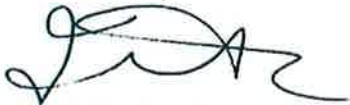
- Urgent Care/Access to Providers
- Mental Health/Substance Abuse

Sanford is also addressing mental health services and obesity through enterprise-wide implementation strategies. The enterprise strategies are included in this for your review.

Additionally, the asset map/resource list is included in this document along with the action steps that will be taken.

At Sanford Chamberlain, patient care extends beyond our bricks and mortar. As a not-for-profit organization, ensuring that the benefits of health care reach the broad needs of communities is at the core of who we are. By working with communities, we can bring health and healing to the people who live and work across our region. Together, we can fulfill this mission.

Sincerely,



Erica Peterson
CEO

Addressing the Needs in Chamberlain

ACCESS

Community resources addressing the need:

- Telemedicine is available for Dermatology and Neurology
- Actively recruiting for 1 FP. Adding additional 1 FP beginning Oct 1.

Sanford's commitment to addressing the need:

- Sanford is addressing this need by actively recruiting for additional providers.
- Sanford is addressing this need by making telemedicine available for Neurology and Dermatology.

CANCER

Community resources addressing the need:

- Sanford Cancer Biology Research Center
- Colon cancer screenings, fixed digital mammography

Sanford's commitment to addressing the need:

- Sanford is addressing this need by having a local cancer fund to offset expenses.

CARDIAC

Community resources addressing the need:

- Dr. Stys from the Sanford Heart Hospital is here twice per month.

Sanford's commitment to addressing the need:

- Sanford is addressing this need by providing outreach cardiac care from the Sanford Heart Hospital. Dr. Sys sees patients in Chamberlain two days per month.

CHILD CARE

Community resources addressing the need:

- 2 new daycares have opened, there have been conversations about expanding daycare hours

Sanford's commitment to addressing the need:

- Sanford will address this need by sharing the survey results regarding child care needs with community partners/leaders.

CHRONIC DISEASE

Community resources addressing the need:

- Sanford WebMD Fit Kids
- Sanford Dietitians
- RN Health Coach has been hired
- Plans for diabetic educator

Sanford's commitment to addressing the need:

- Sanford is addressing this need by having executed new programs to improve care coordination, including the Health Coach and Medical Home program for the purpose of impacting chronic disease. Sanford is committed to finding a cure for Type I Diabetes. Better Choices/Better Health is a program that addresses chronic disease self-management and is available free of charge to all patients with a chronic disease and can be accessed on-line at <https://selfmanage.org/sanford/>

CITY SERVICES/COUNTY SERVICES/ CITY GOVERNMENT

Community resources addressing the need:

-

Sanford's commitment to addressing the need:

- Sanford will address this need by sharing survey results with community leaders.

COMPETITION

Community resources addressing the need:

- Avera has access to our EMR

Sanford's commitment to addressing the need:

- Sanford will address this need by continuing conversations with local providers.

DENTAL CARE

Community resources addressing the need:

-

Sanford's commitment to addressing the need:

- Sanford will address this need by sharing the survey results with community leaders and public health.

ECONOMIC SITUATION/BUSINESS COMMUNITY

Community resources addressing the need:

- Scholarships
- Prairie Futures

- Scrubs Camp/Camp Med
- GOOS committee (grow your own staff)

Sanford's commitment to addressing the need:

- Sanford will address this need by sharing survey results with community leaders.

EDUCATION

Community resources addressing the need:

- Health Fair is October 27th (2nd Annual)
- Scrubs Camp for high school students
- Camp Med
- Scrubs Camp

Sanford's commitment to addressing the need:

- Sanford will address this need by sharing the survey results with community leaders.

EMERGENCY CARE

Community resources addressing the need:

- MS QMI Committee reviews of patient surveys
- Medical Staff QMI
- MS Scripting Committee

Sanford's commitment to addressing the need

- Sanford is addressing this need by providing emergency care services.

HEALTH FACTORS

Community resources addressing the need:

- Will share this information with the county public health officer

Sanford's commitment to addressing the need:

- Sanford will address this need by sharing the results of the research with public health and community leadership.
- Sanford is addressing this need by actively working to reduce hospital readmissions.

HEALTHCARE COST/INSURANCE COST

Community resources addressing the need:

- Sanford Community Care Program
- Financial Consultant is available

Sanford's commitment to addressing the need:

- Sanford is addressing this need by providing charity care through the Community Care program and has a discounted rate for those who qualify for assistance.

HEALTHY NUTRITION

Community resources addressing the need:

- Dietician is on staff for consults
- Kids Camp is provided for education on healthy eating and exercise
- Sanford WebMD – Fit Kids

Sanford’s commitment to addressing the need:

- Sanford will address this need by sharing the survey results with community leaders

HOME CARE

Community resources addressing the need:

-

Sanford’s commitment to addressing the need

- Sanford will address this need by sharing survey results with community leaders.

HOUSING

Community resources addressing the need:

- MPCH Association

Sanford’s commitment to addressing the need:

- Sanford has chosen this need as a priority and has developed an implementation strategy to address the need.

JUDICIAL/POLICE

Community resources addressing the need:

-

Sanford’s commitment to addressing the need:

- Sanford will address this need by sharing the survey results with community leaders.

MENTAL HEALTH

Community resources addressing the need:

- Sanford One Care
- Dr. Weimers psychiatrist
- Patty Juhnke, social worker, on staff

Sanford’s commitment to addressing the need

- Sanford is addressing this need by prioritizing mental health as an enterprise implementation strategy for 2013-2016.

MORTALITY AND MORBIDITY

Community resources addressing the need:

- Free prenatal classes
- CPR education upon birthing discharge

Sanford's commitment to addressing the need:

- Sanford will address this need by advertising available classes in the community.

NATIVE AMERICANS

Community resources addressing the need:

- Cultural education
- Financial consultant travels to Fort Thompson and Lower Brule IHS clinics
- System grant on researching and understanding pediatric ER utilization among Native American population

Sanford's commitment to addressing the need:

- Sanford will address this need by showing support of powwows.
- Sanford will address this need by sharing learned lessons from cultural education with communities.
- Sanford will address this need by holding interagency meetings with both IHS / Hospital.

OBESITY

Community resources addressing the need:

- Sanford WebMD Fit Kids
- Health Coach
- River City Fitness Gym
- Gym in PT open for employees

Sanford's commitment to addressing the need:

- Sanford is addressing this need by prioritizing obesity as an enterprise implementation strategy for 2013-2016.

PHYSICIANS

Community resources addressing the need:

- Provider meeting monthly
- MS subcommittee scripting

Sanford's commitment to addressing the need:

- Sanford is addressing this need by executing new programs to improve care coordination, including Health Coach and Medical Home programs. The new One Chart, implemented in 2012-2013, makes the medical record available to all providers in the system.

POLLUTION

Community resources addressing the need:

-

Sanford's commitment to addressing the need:

- Sanford will address this need by sharing the survey results with community leaders.

POVERTY

Community resources addressing the need:

- Sanford Community Care
- Financial Counselors

Sanford's commitment to addressing the need:

- Sanford will address this need by sharing the survey results with community leaders.

PREVENTION SERVICES

Community resources addressing the need:

- Sanford WebMD Fit Kids
- Sanford Dietitians

Sanford's commitment to addressing the need:

- Sanford is addressing this need by prioritizing obesity as an enterprise implementation strategy for 2013-2016.
- Sanford will address this need through RN Health Coaches and Medical Home working directly with patients to help improve specific needs.
- Sanford will address this need by sharing the survey results with community leaders.

SCHOOLS

Community resources addressing the need:

-

Sanford's commitment to addressing the need:

- Sanford will address this need by sharing the survey results with school leadership.

SUBSTANCE ABUSE

Community resources addressing the need:

- Sanford One Care
- Credentialed Psychiatrist, Dr. Weimers, available
- On Staff Social Worker (MSW)

Sanford's commitment to addressing the need:

- Sanford is addressing this need by prioritizing mental health as an enterprise implementation strategy for 2013-2016.

TECHNOLOGY

Community resources addressing the need:

- Telemedicine grant

Sanford's commitment to addressing the need:

- Sanford is addressing this need by currently marketing ER telehealth and Neonatology telehealth.

TRAFFIC/CITY INFRASTRUCTURE

Community resources addressing the need:

-

Sanford's commitment to addressing the need:

- Sanford will address this need by sharing survey results with community leaders.

TRANSPORTATION

Community resources addressing the need:

- CHR
- Sanford Van is available
- Will share this information with community leaders

Sanford's commitment to addressing the need:

- Sanford will address this need by sharing survey results with community leaders.

WELLNESS

Community resources addressing the need:

- Sanford WebMD Fit Kids
- River City Gym is available
- Sanford Dietitians

Sanford's commitment to addressing the need:

- Sanford will address this need by sharing survey results with community leaders.

YOUTH

Community resources addressing the need:

- Sanford WebMD Fit Kids
- Sanford One Care

Sanford's commitment to addressing the need:

- Sanford is addressing this need by prioritizing mental health and obesity as an enterprise implementation strategy for 2013-2016.

SANFORD-SPECIFIC

Community resources addressing the need:

- Cultural Diversity Committee
- Customer Service Training
- Annual Quality Fair (local and network)
- MS scripting

Sanford's commitment to addressing the need:

- Sanford has addressed this need by hiring a new Family Practice physician in August 2013.
- Sanford will address this need by working on ER door-to-doc time; improving efficiencies is a constant goal.
- Sanford is addressing this need by implementing mandatory customer service training for all staff/new hires.

Sanford Chamberlain Community Health Needs Assessment

Implementation Strategy

FY 2014-2016 Action Plan

Priority 1: Urgent Care/Access to Providers

Goal 1: Extended hours at clinic two days per week (until 6 p.m.)

Measurable Outcome:

- Chamberlain clinic hours will be extended to 6 p.m. two days per week

Sanford Resources:

- Utilize existing resources to stagger hours of service

Goal 2: Extended hours at walk-in clinic two days per week (until 6:30 p.m.)

Measurable Outcome:

- Walk-in clinic will be advertised as described

Sanford Resources:

- Utilize existing resources to stagger hours of service

Goal 3: Create advertising to educate customers on walk-in clinic (i.e. not to be used for annual physicals)

Measurable Outcomes:

- Web site to include marketing verbiage
- Articles/ads in local paper and on radio

Sanford Resources:

- Marketing

Priority 2: Mental Health/Substance Abuse

Goal 1: Fully implement mental health program – including psychiatrist and behavioral health support

Measurable Outcome:

- Investigate utilization for psychiatry through telehealth

Sanford Resources:

- Telehealth

Goal 2: Utilize internal resources already available through staff MSW

Measurable Outcome:

- MSW more fully engaged in behavioral health by end of FY 2016

Sanford Resources:

- MSW on staff

Community Health Needs Assessment

Sanford Health Enterprise Implementation Strategy

FY 2014-2016 Action Plan

Priority 1: Mental Health Services – Sanford One Mind

Goal 1: Integration of behavioral health services or access to behavioral health in all 38 One Care primary clinic sites

Measurable Outcome:

- All 38 primary care clinic sites within the enterprise will have access to behavioral health services by FY 2016

Sanford Resources:

- Sanford One Care Director and Assistant
- Sanford One Care Coordinator
- Daniel Heinemann, MD
- Stephen Nelson, MD
- Core Team Clinical Skills Development Coordinators
- Core Team Traditional Culture Advisor/Cultural Diversity Liaison
- Core Team IT
- Core Team Curriculum Development Team
- One Care Development Communication Coordinator
- One Care Department Assistant
- Clinical Skills Development Team (training over 200 physicians and over 360 staff)

Goal 2: Analyze and present outcomes of the first three years of integrated behavioral health services

Measurable Outcome:

- Results are analyzed and reported to leadership during FY 2016

Sanford Resources:

- Daniel Heinemann, MD
- Stephen Nelson, MD

Priority 2: Obesity

Goal 1: Create an annual symposium/workshop for providers to address weight management and obesity

Measurable Outcome:

- CEUs are available for providers who attend the annual obesity symposium – first annual date set for April 25, 2014

Sanford Resources:

- \$10,000 budgeted
- James Mitchell, M.D.
- Linda Bartholomay, LRD
- Carrie McLeod, MBA, MS, LRD,CDE
- Luis Garcia, MD
- Chris Tiongson, MD
- Ron Wiisanen, MD
- Jo Burdick, MS, BSN
- Naomi Aufman, MS

Goal 2: Develop community classes and leverage existing resources, including dietitians, exercise physiologists, WebMD Fit Kids

Measurable Outcome:

- Classes are scheduled to address obesity and obesity prevention

Sanford Resources:

- Clinical Dietitians
- Exercise Physiologists
- Behavioral Health Team
- Bariatric Services
- Providers
- WebMD Fit Kids

SANFORD[®]
HEALTH