



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

dba Sanford Clear Lake Medical Center EIN# 46-0388596

Dear Community Members,

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

- Cardiovascular Testing in Youth (Heart Screenings)
- Obesity

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 Clear Lake, 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,



Lori Sisk  
CEO

## Addressing the Needs in Clear Lake

### ACCESS

Community resources addressing the need:

- Misconception in the community
- We have signage up regarding Medicaid and ability to see anyone regardless of insurance.
- Do education on clinic hours, acute care in the morning, M-F 8am-9am and Saturday clinic 9-12. This can be in print ads and signage.
- Currently have one provider, two nurse practitioners (NP) and locum physician on staff if needed. Education on scope of practice.
- Currently have two mental health providers who support the clinic on a weekly basis, education on availability.
- Human Service Agency in Watertown, SD for all counseling needs (866-01233).
- Advertising and education on this area in print ads.

Sanford's commitment to addressing the need:

- Sanford will address this need regarding Medicaid and ability to see anyone regardless of insurance through signage and activity promoting Sanford's Community Care.
- Sanford will address this need by advertising acute care clinic hours in the local newspaper.
- Sanford will address this need by implementing Same Day at Sanford and advertising it in the local newspaper.
- Sanford will address this need by educating patients on the availability of My Chart and providing assistance with signing up.

### CANCER

Community resources addressing the need:

- Sanford Cancer Biology Research Center
- New Hope Cancer Walk Committee assists with funds for cancer patients for mileage, gas, meals, etc.
- No outreach provider at this time
- Look into availability of telemedicine for Oncology provider
- Dr. Brindle with Watertown, SD Cancer Center, for radiation services
- Patients don't like to drive to appointments
- All Women Count Program helps to cover cost of breast and cervical cancer screening
- Screening colonoscopies and endoscopies 2 x monthly at Clear Lake hospital (874-2141)
- Sanford Medical Home, RN Health Coach (874-2141)

Sanford's commitment to addressing the need:

- Sanford will address this need by dedicating resources and recruiting experts in the field of Oncology to address cancer research.
- Sanford will address this need by providing telemedicine equipment for the Oncology provider and beginning telemedicine services in October 2013.

### **CHRONIC CONDITIONS**

Community resources addressing the need:

- Sanford Medical Home, RN Health Coach (874-2141)
- Certified Diabetic Educator on staff, diabetes education program (874-2141)
- Nutrition Counseling (874-2141)
- Wellness Center offers many programs for weight loss, fitness and general health (874-2141)
- American Heart Association
- American Diabetes Association
- Cardiology Outreach 2 x monthly (874-2141)
- Nephrology outreach 1 x monthly to assist with management of hypertension (874-2141)
- Mobile outreach cardiac testing 2 x weekly and as needed (874-2141)
- In-house 24-48 hour Holter Monitor testing daily (874-2141)
- Event monitor testing on as-needed basis (874-2141)
- Heart screenings on scheduled basis to community
- Jump Rope for Heart
- Free cholesterol labs from Sanford Clear Lake from 8/5/12-12/30/12 (874-2141)
- Mini health fair and education on 8/5/12
- Nuclear stress testing offered 3 x monthly (874-2141)
- Cardiac Rehab program on-site M-F (874-2141)
- Children's Special Health Services - financial assistance for children with chronic illness (800-850-0064)
- Health promotion - this office coordinates programs designed to promote health and prevent disease (800-738-8487)
- Youth Works

Sanford's commitment to addressing the need:

- Sanford will address this need by executing new programs to improve care coordination, including the Health Coach and Medical Home program for the purpose of impacting chronic disease.
- Sanford will address this need by remaining committed to finding a cure for Type I Diabetes. The Better Choices/Better Health program addresses chronic disease self-management and is available free of charge to all patients with a chronic disease and is available on-line at <https://selfmanage.org/sanford>
- Sanford will address this need through an enterprise implementation strategy for addressing obesity. It is a co-morbidity of many chronic diseases and is a priority for Sanford Enterprise.

## **CITY INFRASTRUCTURE**

Community resources addressing the need:

- Handicapped parking was completed this summer with additional spots added.
- The weatherization program helps protect home loans and helps with repair/improvements to lower cost of utilities.
- Energy assistance helps pay for cost of heating during winter months (874-2062)

Sanford's commitment to addressing the need:

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

## **ECONOMIC SITUATION/BUSINESS COMMUNITY**

Community resources addressing the need:

- Food Pantry (874-2062)
- Interlakes Community Action helps with tax-relief programs, school supplies, medical equipment, etc. (874-2062)
- WIC program offering food and nutrition counseling to those who qualify (874-2555)
- Social Services (874-2528)
- Food stamps (866-239-6787)
- TANF provides cash assistance to needy families (866-239-6787)
- Community Foundation assists in bringing small business to town
- Senior Meals offered M-F (800-721-8727)
- Deuel County Extension Services assists with food budgeting and nutrition services (874-2681)
- Deuel County Welfare Office assists with financial assistance for rental and medical needs (866-239-6787)
- SACH Program

Sanford's commitment to addressing the need:

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

## **ELDERLY**

Community resources addressing the need:

- HUD housing available in town
- Good Samaritan Nursing Home for 24-hour care (874-2159)
- Home Health Agency (874-2555)
- Hidewood Estates congregate living for the elderly (874-8403)
- Assisted Living at Good Samaritan Center (874-2159)
- 911 service available 24/7 for elderly help
- Pendant system for elderly if help is needed through H-D Electric
- Adult day care services available at Good Samaritan Center in Clear Lake (874-2159)
- Respite care services available at Clear Lake Hospital (874-2141)
- ICAP for transportation services, Ardell Gauger (605-520-2752)
- Deuel County Welfare Office offers financial assistance for rental and medical needs (866-239-6787)

Sanford's commitment to addressing the need:

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

### **EMERGENCY CARE**

Community resources addressing the need:

- Misconception - we have a 24-hour ER that is provider staffed and Level IV Trauma Receiving Hospital

Sanford's commitment to addressing the need:

- Sanford will address this need by advertising 24-hour ER services.

### **HEALTHCARE COST/INSURANCE COST**

Community resources addressing the need:

- Medicaid - medical assistance for low-income (866-239-6787)
- LIF provides medical assistance to low-income families (866-239-6787)
- CHIP health insurance for children under 19 (866-239-6787)
- Baby care – medical assistance program providing payment for medical needs (866-239-6787)
- Department of Social Services (874-2528)

Sanford's commitment to addressing the need:

- Sanford will address this need by providing charity care through the Community Care program and continuing to provide resources and monitoring of access for healthcare. Additionally, a discounted fee is available to patients who qualify.
- Sanford will address this need by sharing with community leaders.

### **HEALTH OUTCOMES**

Community resources addressing the need:

- SD Quits Hotline
- Sanford Medical Home and RN Health Coach
- Wellness center open 24/7 with programs for weight loss, health management and more
- Weight Watchers program
- Sanford WebMD Fit Kids
- Community Health (874-2555)
- School Nurse (874-2555)
- Smoke-free community in business
- Nutrition counseling (874-2141)
- Certified Diabetic Educator (874-2141)
- Community Mini Health Fair
- Family Planning, services on education, contraception and pregnancy (Worthington: 882-1852, Brookings: 697-1900, Milbank: 432-4596)
- Lutheran Social Services assists with parenting and adoption options (882-2740)
- Walking track at Deuel School
- PI/QA project for 30-day hospital readmissions

- HEN project is working on decreasing 30-day readmission rate
- Skilled Swing Bed Program available if qualifications are met to assist with patient needs prior to returning home. Available at Clear Lake Hospital (874-2141) and Good Samaritan Center (874-2159).

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 by providing smoking cessation information to all patients.
- Sanford will address this need by participating in the HEN program and reporting data monthly.
- Sanford will address this need by partnering with the community to provide weight loss challenge.
- Sanford will address this need by sharing with city leaders and school officials.

### **HEALTHY NUTRITION**

Community resources addressing the need:

- Maynard's Grocery Store in town (874-8124)
- Toronto Food Mart (794-8330)
- Gate City Store in Gary (272-5779)
- Nutrition Counseling (874-2141)
- National School dietary program in place
- Farmer's Market at SODAK gardens weekly
- WIC (874-2555)
- Food Pantry (874-2062)
- Senior Meals (800-721-8727)
- Deuel County Extension Service provides nutrition and food budgeting planning (874-2681)
- Child Care Food Programs provides cash for meals served in child day care and family group settings (800-354-8238)
- SACH Program – by Deuel School System to provide kids with meals at home

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 by sharing this information with city leaders and school officials.

### **HOUSING**

Community resources addressing the need:

- Job Search Program assists in finding suitable employment through the career work center (886-8284)
- Homeless/Rent Deposit provides assistance with locating resources available for homeless and help with rent deposits (874-2062)
- Work Enforcement Act is a training program to increase skills for adults and youth which will result in employment (886-8284)
- Deuel County Welfare Office offers financial assistance for rental and medical needs (866-239-6787)

Sanford's commitment to addressing the need:

- Sanford will address this need by sharing the information with city leaders.

## **JUDICIAL**

Community resources addressing the need:

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Sanford's commitment to addressing the need:

- Sanford will address this issue by sharing this information with city leaders.

## **MENTAL HEALTH**

Community resources addressing the need:

- Sanford One Care
- Psychology outreach clinic in Clear Lake offered weekly, with providers who see patients, offer surgical screenings, ADHD/ADD testing, memory testing (874-2141)
- Human Service Agency in Watertown for all counseling needs (886-0123)
- Inpatient services are by referral only from the patient's primary physician and are normally referred to Sioux Falls or Yankton.

Sanford's commitment to addressing the need:

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

## **OBESITY**

Community resources addressing the need:

- Sanford WebMD Fit Kids
- Sanford Medical Home and RN Health Coach
- Wellness Center is open 24/7 with programs for weight loss, health management and more
- Weight Watchers Program
- School National Lunch Program
- Walking track at Deuel School

Sanford's commitment to addressing the need

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

## **PHYSICAL ACTIVITY**

Community resources addressing the need:

- Sanford WebMD Fit Kids
- Walking track at Deuel School
- Wellness Center is open 24/7 with programs for weight loss management and more
- Summer Recreation program in place with several different sports activities (874-2121)



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:

- Misconception in the community - our physician has been in the community for approximately 10 years.
- We have one full-time provider and one nurse practitioner for patient needs. We also have a locum provider from Canby, MN.
- We offer cardiologist outreach 2 x monthly with diagnostics on a weekly basis.
- OB-GYN for outreach if need arises; used to have outreach clinic monthly and no patients

Sanford's commitment to addressing the need:

- Sanford is addressing this need through an active recruiting plan. Specialty care is available for cardiology and OB/GYN through our outreach programs.

### **POLLUTION/ENVIRONMENT**

Community resources addressing the need:

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Sanford's commitment to addressing the need:

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

### **POVERTY**

Community resources addressing the need:

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Sanford's commitment to addressing the need

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

### **PREVENTION**

Community resources addressing the need:

- Sanford Dieticians
- Sanford WebMD Fit Kids
- Walking track at Deuel school
- Wellness Center is open 24/7 with programs for weight loss, health management and more
- Certified Diabetic Educator on staff, diabetes education program (874-2141)
- Nutrition counseling (874-2141)
- Weight Watchers Program
- School National Lunch Program
- Medical Home and RN Health Coach (874-2141)

- Deuel County Extension Office offers family nutrition, meal planning, recipes, food budgeting (874-2681)
- Free cholesterol labs from Sanford Clear Lake from 8/5/12-12/30/12 (874-2141)
- All Women County Program assists with breast and cervical cancer screening (800-738-2301)
- Screening colonoscopies and endoscopies performed 2 x monthly at Clear Lake Hospital (874-2141)

Sanford's commitment to addressing the need:

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

### **SAFETY**

Community resources addressing the need:

- There is a walking path at the Deuel School.

Sanford's commitment to addressing the need:

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

### **SCHOOLS**

Community resources addressing the need:

- We do not currently have any cardiac testing at the school. There was a mobile unit here last year and upon investigation, they were not affiliated with the American Heart Association and the cardiologist did not recommend them. This was relayed back to the school activity director.
- We feel this is an area of need and can work on this.
- Currently we do testing for baseline for concussions with our physical therapist.

Sanford's commitment to addressing the need:

- Sanford will address this need by sharing this information with school leaders.
- Sanford will address this need by providing the option for students in grades 6-12 at Deuel School to have a health screening completed free of charge.

### **SUBSTANCE ABUSE**

Community resources addressing the need:

- Sanford One Care
- AA meetings locally in Clear Lake
- AA meetings in Watertown, SD
- SD Quits program
- Psychology weekly for counseling services
- DARE program in school
- Drug and alcohol screening through the ER and clinic on PRN basis
- Physician referral to inpatient setting in Sioux Falls
- Department of Social Services (874-2528)
- Human service agency for counseling, outpatient treatment (886-0123)

Sanford's commitment to addressing the need:

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

### **TRAFFIC**

Community resources addressing the need:

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Sanford's commitment to addressing the need:

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

### **TRANSPORTATION**

Community resources addressing the need:

- This is provided by ICAP; there is a fee for ride. This service has been limited due to funding and budget cuts. Ardell Gauger, driver (520-2752)

Sanford's commitment to addressing the need:

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

### **YOUTH**

Community resources addressing the need:

- Sanford WebMD Fit Kids
- DARE program
- School nurse
- Check with school about adding the WebMD Fit Kids icon on their computers for easy access
- Summer Recreation Program (874-2121)
- School gym open on weekend with supervision
- Wellness Center is open 24/7 and offers exercise program, weight management (874-2141)
- Walking track at Deuel school
- WIC provides food items for low income children and pregnant women (874-2555)
- Food pantry (874-2062)
- Senior Meals (800-721-8727)
- Deuel County Extension Service provides nutrition and food budgeting planning (874-2681)
- Child Care Food Program provides cash for meals served in a child day care and family group settings (800-354-8238)
- Food Stamps (866-239-6787)
- Low Income Families provides medical assistance (866-239-6787)
- TANF provides cash assistance to needy families (882-5000)

Sanford's commitment to addressing the need:

- Sanford will address this need by sharing this information with community leaders and public health.
- Sanford is addressing this need by prioritizing mental health as an enterprise implementation strategy for 2013-2016.

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

### **SANFORD SPECIFIC**

Community resources addressing the need:

- This is part of the process to improve patient safety and we try to explain to all patients the importance of this at their visit. Will continue to ask repetitive questions from nurse and provider to make sure that the care the patient receives is the best.
- Continue to provide One Chart education to patients and prompting at their appointments.

Sanford's commitment to addressing the need:

- Sanford is addressing this need by providing education to patients on My Chart.

## Sanford Clear Lake Community Health Needs Assessment

### Implementation Strategy

#### FY 2014-2016 Action Plan

##### Priority 1: Youth/Athletic Cardiovascular Screenings

**Goal 1: Complete community education presentations on youth heart screenings.**

**Measurable Outcome:**

- Education presentations are offered yearly to Kiwanis, Sanford Board of Directors, Community Club, Auxiliary Board, Deuel School staff, students and families beginning in FY 2013.

**Sanford Resources:**

- Outreach Coordinator, In-kind support

**Goal 2: Arrange for all students in grades 6-12 at Deuel School in Clear Lake to have a heart screening completed.**

**Measurable Outcome:**

- Heart screens are offered for students in grades 6-12 annually.

**Sanford Resources:**

- Sanford Center for Health and Wellbeing mobile heart screening unit
- Outreach Coordinator with in-kind support

**Goal 3: Arrange for the 6<sup>th</sup> grade class to have heart screening in January-February 2014.**

**Measurable Outcomes:**

- Heart screen date arranged with Sanford Center for Health and Wellbeing mobile heart screening unit and Deuel School by October 1, 2013.
- Letters sent to families of 6<sup>th</sup> grade students by December 15, 2013 explaining heart screening process, dates available and how to schedule. Will send out letters to families of students in grades 7-12 who did not complete the screening last year.

**Sanford Resources:**

- Sanford Center for Health and Wellbeing mobile heart screening unit
- Outreach Coordinator with in-kind support.

**Goal 4: Complete fundraising efforts to cover the costs of all youth heart screenings.**

**Measurable Outcome:**

- Will continue annual fundraising efforts to assure willing students are able to complete the screening.

**Sanford Resources:**

- Katie Hinker, Marketing, with in-kind support
- Donations from community groups and businesses

**Goal 5: Newspaper articles and flyers published for community awareness.**

**Measurable Outcomes:**

- A communication plan is in place to create awareness of the heart screenings for students.
- Will continue with annual communication for community awareness regarding youth heart screenings.

**Sanford Resources:**

- Katie Hinker, Marketing, with in-kind support

**Priority 2: Obesity**

**Goal 1: Offer BMI measurement to all students in grades 6-12 at Deuel School for school year 2013-14.**

**Measurable Outcomes:**

- By April 2014, 75% of students will have completed BMI measurement.
- The measurement will be offered annually.

**Sanford Resources:**

- Deuel School staff
- Teresa Drietz, RN, Outreach Coordinator, with in-kind support

**Goal 2: Give participating students BMI results. Provide group setting education on BMI measurements along with ways to decrease BMI.**

**Measurable Outcomes:**

- Complete group education by May 2014.
- Yearly education sessions will be offered as a follow-up to BMI measurement.

**Sanford Resources:**

- Dietician
- Teresa Drietz, RN, Outreach Coordinator, with in-kind support

**Goal 3: Advertise hospital-owned Wellness Center open to public 7 days week/24 hrs. day at small monthly fee.**

**Measurable Outcome:**

- Advertisements are scheduled quarterly in local newspaper during FY 2014 and 2015.

**Sanford Resources:**

- Katie Hinker, Marketing, with in-kind support

10/4/13

## **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<sup>®</sup>  
HEALTH