



Sanford Medical Center Wheaton
**Community Health Needs Assessment
Implementation Strategies**
2014-2016

dba Sanford Wheaton Medical Center EIN# 27-2042143

Dear Community Members,

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

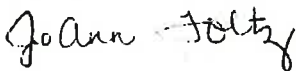
- Transportation
- Mental Health Services
- Recruitment of Physician

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 Wheaton, 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,



JoAnn Foltz
CEO

Addressing the Needs in Wheaton

ALTERNATIVE MEDICINE

Community resources addressing the need:

- Prairie Acupuncture and Natural Healing Center - 320-563-1000. Educate the acupuncturist regarding benefits of being in an approved network (10 visits approved if in Network).
- Massage Therapy Clinic - 2nd Street Massage - 320-563-8371
- Mittness Chiropractic Clinic (includes massage) – 320-563-4130

Sanford's commitment to addressing the need:

- Work with Sanford Health Plan to pursue opportunities to have alternative medicine be a covered service.
- Work with Provider Relations to approve alternative medicine practices as an in-network provider.

CHRONIC CONDITIONS

Community resources addressing the need:

- Sanford Wheaton Clinic – 320-563-8971
- Sanford Wheaton Home Care - 320-563-0078
- Stevens Traverse Public Health - 320-563-8255
- Diabetes Educator
- RN Health Coach/Medical Home - 320-563-8226
- Prime West – developing pods to manage chronic diseases
- Obesity - school lunch menu is changing this fall (lettuce, fruit, no desserts or malt machines)
- SHIP program available for obesity/tobacco
- Embrace program for cancer survivors, especially making the Embrace education series available for the public
- Sanford Wheaton Cardiac Rehab Program - 320-563-8226

Sanford's commitment to addressing the need:

- Sanford has 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/>
- Sanford is addressing this need through the Roger Maris Cancer Center in Fargo. Sanford has dedicated resources and recruited experts in the field of oncology to address cancer research.

- Diabetes Educator is being addressed through the use of telemedicine. This should be available by summer of 2014.
- Involve dietician with evaluation of school menus if acceptable from school leaders.
- Cardiac Rehab is currently available at the medical center.
- Cancer care is being addressed through an outreach oncologist who regularly attends patients in Wheaton.

COMMUNITY ACTIVITIES

Community resources addressing the need:

- Sanford Wheaton Health Fair - 5K Walk/Run
- Cardiac Rehab Month - EMT Week - Touch a Truck
- Home Alone meals for holidays - Thanksgiving/Christmas meals
- Food Shelf directed from the local faith communities/ministerial group
- Senior Citizen outings - monthly
- Rainbow Rider Services
- Social Service - WIC, Child Abuse Walk, Pencil Tree Project, Toys for Tots
- Early Childhood Mental Health
- Fireman's Fish Fry
- Farmer's Market
- SHIP grant (obesity, tobacco)
- Community Theatre and Prairie Fire Theatre
- Relay for Life - Longest Day of Golf
- Senior Citizens picnic/pontoon rides
- Sporting events
- Music events
- Kinship Program
- Gopher Theater
- Fathers Resource Group (custody, visitations, mediation)
- Community church services/Bible schools/soup and salad luncheons
- ECFE - early childhood programs
- Continue marketing so the public knows what is available at Sanford Wheaton

Sanford's commitment to addressing the need:

- Sanford will address this need by sharing the assessment information with community leadership.
- Letters will be sent stating not our expertise in many of the activities being provided.
- A directory of services will be developed and a communication plan to create awareness for the directory will also be established as a part of the implementation strategy for the CHNA.
- Sanford Wheaton sponsors/participates in many of the activities.
- Marketing will continue to market appropriate audiences to inform public as to what is available at Sanford Wheaton.

ECONOMIC SITUATION/BUSINESS COMMUNITY

Community resources addressing the need:

- County Food Shelf
- West Central Community Action Food Drop
- NAPS for seniors
- Salvation Army
- Embrace

Sanford's commitment to addressing the need:

- Sanford will address this need by sharing these concerns with city leadership and the Economic Development Association.
- Letters will be sent stating not our expertise.
- Sanford is a major employer in the area and contributes to the economic development of the community.

ELDERLY

Community resources addressing the need:

- Lake Region Healthcare Driver Rehabilitation - program to evaluate for ability to safely drive
- Social Service will have County Car available for volunteer drivers
- Community Education driver's class to reduce cost of insurance
- Adult Day Service at Traverse Care Center – 320-563-8124
- Sanford Fargo driver evaluation and rehabilitation

Sanford's commitment to addressing the need:

- Sanford will address these needs by sharing these concerns with city and county leadership.
- Sanford has prioritized a variety of services for the elderly as an implementation strategy for FY 2014-2016

HEALTHCARE COST/INSURANCE COST

Community resources addressing the need:

- Preventative Medicine
- 2014 Healthcare Exchange

Sanford's commitment to addressing the need:

- Sanford provides charity care through the Community Care program and has a discounted rate for those who qualify for assistance.

HOME HEALTH

Community resources addressing the need:

- Sanford Wheaton Home Care – 320-563-0078
- Homemaking charge changed to two-hour visits minimum.

Sanford's commitment to addressing the need:

- Sanford is addressing this need and currently provides Home Care Services. Sanford will address these by sharing these concerns with the Home Care Leadership Team.

MENTAL HEALTH

Community resources addressing the need:

- Havenwood Homes – 320-563-4366
- Sanford One Care
- Mental Health Support Group
- Caregivers Support
- Cancer Support
- Regional Mental Health Service
- ARMHS
- Outpatient chemical help
- Mental health coverage 3 days/week coverage from Morris via Social Services – 320-563-8255

Sanford's commitment to addressing the need:

- Sanford has prioritized mental health as an implementation strategy for FY 2014-2016.
- Psychiatry will be implemented via telehealth for winter 2014.
- Utilizing the mobile crisis intervention program – 701-364-0431

PHYSICIANS

Community resources addressing the need:

- Recruitment Office (to be established by early 2014)
- Providers are on call 24/7
- Shortage of OB provider, but a new provider coming in early 2014 does have OB experience
- Prenatal and postnatal education - provided at clinic

Sanford's commitment to addressing the need:

- Sanford has determined this to be a priority for Wheaton and is addressing this need through an active implementation strategy for physician recruitment. Sanford will continue to address the need as an ongoing commitment to our community. Sanford has executed new programs to improve care coordination, including the RN 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.
- It was a Medical Staff decision not to do elective deliveries in Wheaton due to low volume.
- New provider will be required to be an active member of a local club such as Lions Club.
- Sanford has developed an implementation strategy to improve access to providers - "Same Day".

POLLUTION/ENVIRONMENT

Community resources addressing the need:

- Public Health

Sanford's commitment to addressing the need:

- Sanford will address this need by sharing these concerns with county leadership.

SCHOOLS

Community resources addressing the need:

- Speakers will be at the high school for teachers/students first day of school
- Funding available - school needs to send staff to educational meetings for this
- Governor's Collaborative funding - after school programs

Sanford's commitment to addressing the need:

- Sanford will address this need by sharing these concerns with school leadership.

TRANSPORTATION

Community resources addressing the need:

- People's Express (West Central MN counties) – 1-800-450-0123 (non-emergency medical transportation)
- Working with Social Services and Law Enforcement
- Rainbow Rider
- Prime West - volunteer drivers
- Mental Health Transports via Law Enforcement
- UCARE covers costs to and from healthcare services for eligible members
- Wheaton Ambulance - 911 or 320-563-8226

Sanford's commitment to addressing the need

- Sanford has prioritized transportation as an implementation strategy for FY 2014-2016.
- Sanford will also share these concerns with city and county leadership and appropriate agencies.

YOUTH

Community resources addressing the need:

- Sanford Clinic – 320-563-8971
- Sanford WebMD Fit Kids
- School Nurse - school menu changing
- Summer Rec Program
- 4-H programs
- Sports programs
- Swimming pool
- Open Gym
- Tae Kwon Do
- Just for Kix

Sanford's commitment to addressing the need

- Sanford has prioritized obesity as an implementation strategy for FY 2014-2016. Sanford dietitians are MNT providers and are available for 1:1 counseling or for community presentations and consultations.
- Sanford will share these concerns with school leadership.

SANFORD SPECIFIC

Community resources addressing the need:

- Educate receptionists through on-line education - gc-0300, dc-0091
- Volunteers at reception area

Sanford's commitment to addressing the need:

- Sanford will provide on-line education for receptionists and volunteers.

Sanford Wheaton Community Health Needs Assessment

Implementation Strategy

FY 2014-2016 Action Plan

Priority 1: Transportation

Goal 1: Determine what transportation services are available and develop a directory of available resources and outsource information. Develop a distribution plan to communicate the information to community members. Distribute directory to various groups, entities, and secure e-mail address for updates.

Measurable Outcome:

- A directory of transportation services is made available to community members

Sanford Resources:

- \$1,000

Goal 2: Increase the volunteer driver program

Measurable Outcome:

- The number of available volunteer drivers is increased

Sanford Resources:

- \$500

Goal 3: Work with law enforcement and social services to provide transportation for mental health patients

Measurable Outcome:

- Transportation services are available and mental health patients will receive the transportation that is needed to obtain services

Sanford Resources:

- \$500

Priority 2: Mental Health Services

Goal 1: Develop a directory with available behavioral health resources and outsource information, utilizing information from Home Health/Medical Home

Measurable Outcome:

- A directory of current behavioral health services is developed and available to community members

Sanford Resources:

- \$1,000

Goal 2: Provide education and distribute the directory to the public

Measurable Outcome:

- The community has access to the resource directory and educational sessions are provided for groups that interface with community members in need of behavioral health services

Sanford Resources:

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Goal 3: Provide access to behavioral health outreach

Measurable Outcome:

- Behavioral health services are available through consulting providers via telehealth in 2014. Work in collaboration with the mobile crisis intervention team. Establish integrated approach to behavioral health within the function of the Medical Home model.

Sanford Resources:

- \$2,500

Priority 3: Recruitment of Physician

Goal 1: Develop recruitment strategies to employ one additional Family Practice physician

Measurable Outcome:

- One additional physician is added to our staff by 2014 and this correlates to master recruitment plan to add one more physician by 2016

Sanford Resources:

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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