



Sanford Health Network  
Community Health Needs Assessment  
Implementation Strategy  
2017-2019

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HEALTH

Dear Community Members,

Sanford Clear Lake is pleased to present the 2016 Community Health Needs Assessment and Implementation Strategy. There is great intrinsic value in a community health needs assessment when it serves to validate, justify and defend not-for-profit status and create opportunity to identify and address community health issues.

During 2015 members of the community were asked to complete a non-generalizable survey to help identify unmet health needs. Analysis of the primary research data and secondary research was used to identify health concerns and needs in the community. Community partners and public health leaders assisted with the development of an asset map that lists resources and assets that are available to address each need. A gap analysis and prioritization exercise was also conducted to identify the most significant health needs and to further address these needs through the implementation strategies that are included in this document.

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

- Physical Health
- Mental health

In this report you will find the implementation strategies for 2017-2019, information about what Sanford is doing to address the needs, assets and resources that are available in the community to address the needs, and a discussion on the impact from the 2013 implementation strategies.

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. Through our work with communities, we can bring health and healing to the people who live and work across our communities. Together, we can fulfill this mission.

Sincerely,



Lori Sisk  
Chief Executive Officer  
Sanford Clear Lake Medical Center

## Implementation Strategies

### Priority 1: Mental Health/Behavioral Health

Mental health includes emotional, psychological, and social well-being. It affects how people 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.

Many factors contribute to mental health problems, including:

- Biological factors, such as genes or brain chemistry
- Life experiences, such as trauma or abuse
- Family history of mental health problems

Mental health problems are common but people with mental health problems can get better and many recover completely.

Sanford has prioritized mental/behavioral health as a top priority and has formalized strategy to help with access to increase utilization of resources for those in need of mental health services, and to establish telehealth outreach services.

Sanford will develop a directory of mental health services that are available to community members. The directory will be distributed to groups and organizations in the community.

### Priority 2: Physical Health

Physical health consists of many components, including rest and sleep, nutrition, physical activity, and self-care. Primary prevention is a way to remain physically healthy.

Sanford has formalized strategy to increase compliance of preventive screenings and services. The focus will be on colorectal screenings, mammography, diabetic foot care and vaccinations.

# Implementation Strategy for Sanford Clear Lake Medical Center

## FY 2017-2019 Action Plan

**Priority 1: Mental Health**

**Projected Impact:** Offer various resources for those in need of mental health services

**Goal 1: Establish Mental Health Telemedicine Services**

Actions/Tactics	Measureable Outcomes	Dedicated Resources	Leadership	Community partnerships and collaborations
Involve Health Coach in assisting with gathering an estimate of how many patients would benefit from mental health services	100% of all Medical Home patients will be evaluated for need	Tamara Pommer, Health Coach	Darla Toben, Business Office Mgr; Stephanie Dobbs, CNO	
Involve providers and clinic staff in assisting with gathering an estimate of how many patients would benefit from mental health services	100% of all scheduled patients will be evaluated for need	Clinic Nurses Clinic Providers	Stephanie Dobbs, CNO; Renee Axtell, Outreach Coordinator	
Provide a system for patients to get in touch with designated staff if mental health services are needed	Finalize a system by May 1, 2016 to help reach patients who do not have a PCP in the community but still need assistance	Darla Toben, Business Office Manager; Kayla Fieber, Marketing Manager; Renee Axtell, Outreach Coordinator	Stephanie Dobbs, CNO	Marketing to get info to public

**Goal 2: Develop and distribute a directory of mental health services to various groups/organizations in the community**

Actions/Tactics	Measureable Outcomes	Resources	Leadership	Community partnerships and collaborations
Research various resources available to assist with mental health issues	Resources in a 50-mile radius of Clear Lake will be researched	Mary Buck, RN	Stephanie Dobbs, CNO	
Identify programs already in place and determine program eligibility	Programs in a 50-mile radius of Clear Lake will be identified	Mary Buck, RN	Stephanie Dobbs, CNO	
Develop and distribute a directory of mental health services to those groups identified as high risk	Develop a directory that is ready for distribution by July 1, 2016	Renee Axtell, Outreach Coord.; Kayla Fieber, Marketing Manager	Stephanie Dobbs, CNO	Marketing (flyers, ad in paper, DADI website, churches, service organizations, police, SART education, schools)

**Priority 2: Physical Health**

**Projected Impact: Increase compliance with preventive screenings recommendations**

**Goal 1: Educate on preventive health services that are available at SCLMC**

<b>Actions/Tactics</b>	<b>Measurable Outcomes</b>	<b>Resources</b>	<b>Leadership</b>	<b>Community partnerships and collaborations - if applicable</b>
Describe various services available to patients	100% of patients in the service area will be informed of the preventive health services available at SCLMC	Tamara Pommer, Health Coach; Renee Axtell, Outreach Coordinator	Stephanie Dobbs, CNO	Marketing, Nursing
Continue to offer current preventive services and better educate on the importance of these screenings <ul style="list-style-type: none"><li>• Colorectal screening</li><li>• Mammograms</li><li>• Vaccinations</li><li>• Diabetic foot care</li></ul>	90% of patients will have a preventive health service offered each year <ul style="list-style-type: none"><li>• ages 51-75</li><li>• ages 40-75</li><li>• ages 0-18 in Community Health</li><li>• any diabetic patient</li></ul>	Tamara Pommer, Health Coach; Renee Axtell, Outreach Coordinator; Tammy Baer, Community Health RN	Stephanie Dobbs, RN	

## Community Health Needs Assessment Key Findings

The following needs were brought forward for prioritization:

- Aging
- Children and Youth
- Safety
- Health Care Access
- Physical Health
- Mental Health/Behavioral Health Substance Abuse
- Preventive Health

### Addressing the Needs

Identified Concerns	How Sanford Clear Lake is Addressing the Needs
<p><b>Aging</b></p> <ul style="list-style-type: none"> <li>• Cost of long-term care</li> <li>• Availability of resources for family /friends caring for and making decisions for elders</li> <li>• Availability of memory care</li> </ul>	<ul style="list-style-type: none"> <li>• Although we cannot modify the rates of the long term care facility, the social worker will be available to assist residents and patients with applying for assistance to help with the cost once personal resources have been exhausted.</li> <li>• Early education on long term care insurance would also be helpful.</li> <li>• Family/friends acting as caregivers have access to the Department of Social Services, Adult Services and Aging in Watertown, SD for inquiry.</li> <li>• Local nursing home and assisted living are equipped with Wander Guard system to allow safe environment for someone needing memory care. A secure memory unit, separate from general population, can be found in Watertown, SD.</li> </ul>
<p><b>Children and Youth</b></p> <ul style="list-style-type: none"> <li>• Bullying</li> <li>• Availability of activities for children and youth</li> <li>• Cost of activities for children and youth</li> <li>• Children living in poverty 13%</li> <li>• Children in single parent households 15%</li> </ul>	<ul style="list-style-type: none"> <li>• The school counselor at the Clear Lake School offers various programs such as the <i>Rachel's Challenge</i> to educate students and families about bullying.</li> <li>• Various activities are offered both at a school level as well as a community level such as: basketball, volleyball, football, cheerleading, track, wrestling, gymnastics, 4-H, rodeo, etc. All activities are offered free of charge through the school except for the cost of personal gear (shoes, practice shorts, etc.).</li> </ul>
<p><b>Health Care</b></p> <ul style="list-style-type: none"> <li>• Access to affordable health insurance</li> <li>• Cost of affordable vision insurance</li> <li>• Cost of affordable dental insurance coverage</li> <li>• Access to affordable prescription drugs</li> <li>• Access to affordable health care</li> <li>• Unmet medical needs</li> <li>• Unmet mental health needs</li> </ul>	<ul style="list-style-type: none"> <li>• Reviewing health maintenance on all inpatients in order to identify testing that needs to be completed.</li> <li>• Adding telemed services to include ENT, Diabetes/Endocrinology. Cardiology is also being provided opportunities to complete telemed with unforeseen weather permitting travel so appointments are not cancelled last minute.</li> <li>• We work closely with our pharmacists here at Sanford</li> </ul>

Identified Concerns	How Sanford Clear Lake is Addressing the Needs
<ul style="list-style-type: none"> <li>• Need prescription medications</li> </ul>	<p>Clear Lake to ensure all options for discount medication education are provided.</p>
<p><b>Safety</b></p> <ul style="list-style-type: none"> <li>• Presence of street drugs and alcohol in the community</li> </ul>	<p>Law enforcement is actively involved in monitoring drugs and alcohol in the community.</p> <p>Ideas for preventive programs include:</p> <ul style="list-style-type: none"> <li>• Preventive programs should enhance protective factors and reverse or reduce risk factors</li> <li>• Prevention programs should address all forms of drug abuse, alone or in combination, including the underage use of legal drugs (e.g., tobacco or alcohol)</li> <li>• Prevention programs should address the type of drug abuse problem in the local community</li> <li>• Prevention programs can start as early as elementary school children to work on self-control; emotional awareness; communication; social problem-solving; and academic support, especially in reading</li> <li>• Prevention programs for middle or junior high student should focus on <ul style="list-style-type: none"> <li>○ Study habits and academic support</li> <li>○ Communication</li> <li>○ Peer relationships</li> <li>○ Self-efficacy and assertiveness</li> <li>○ Drug resistance skills</li> <li>○ Reinforcement of anti-drug attitudes</li> <li>○ Strengthening of personal commitments again drug abuse</li> </ul> </li> </ul>
<p><b>Physical Health</b></p> <ul style="list-style-type: none"> <li>• Chronic disease</li> <li>• Cancer</li> <li>• Obesity <ul style="list-style-type: none"> <li>○ Respondents reporting overweight or obese</li> </ul> </li> <li>• Inactivity and lack of exercise <ul style="list-style-type: none"> <li>○ 45.5% report having moderate activity 1 or more days per week and 9.4% report having 1 or more days of vigorous activity per week</li> </ul> </li> <li>• Poor nutrition and eating habits <ul style="list-style-type: none"> <li>○ 30.3 % of respondents have 3 or more servings of vegetables daily and 18.2% have 3 or more servings of fruit daily</li> </ul> </li> <li>• Hypertension</li> <li>• Diabetes</li> <li>• High cholesterol</li> <li>• Low birth weight</li> <li>• High blood pressure</li> <li>• Preventive health – flu shots and immunizations, mammograms</li> </ul>	<ul style="list-style-type: none"> <li>• Local nursing home and assisted living utilize a registered dietitian who oversees all residents with identified nutrition concerns. Nutrition concerns are identified by the facility’s certified dietary manager and/or charge nurse. The registered dietitian, certified dietary manager, and charge nurse provide education on these topics if they pertain to that person.</li> <li>• We have completed cardiovascular screening in youth in previous years</li> <li>• Heart and vascular screenings for adults multiple times throughout the year</li> <li>• Promoting our local wellness center</li> <li>• Offer free blood pressure checks through our Community Health Department</li> <li>• Educate and offer WebMD Fit Program</li> </ul>

Identified Concerns	How Sanford Clear Lake is Addressing the Needs
<p><b>Mental Health</b></p> <ul style="list-style-type: none"> <li>• Stress, depression, anxiety, PTSD <ul style="list-style-type: none"> <li>○ 22.9% of respondents have been told by their health care provider that they have depression, 22.9% anxiety/stress, and 11.4 panic attacks</li> </ul> </li> <li>• Dementia and Alzheimer’s</li> <li>• Poor mental health days <ul style="list-style-type: none"> <li>○ 51.6% of respondents reported that their mental health was not good on 1 or more days during the last month. Of those reporting 9.7% reported for 15 or more days and 9.7 reported for 22 to days.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Local nursing home and assisted living contract with psychologists from Bridgeway Counseling out of Watertown, SD to provide evaluations and treatment for mental health concerns which are identified by facility staff.</li> <li>• Telemed services may be an option by the end of January 2016 with a new provider coming onboard at SMC.</li> <li>• Local law enforcement has a workflow to ensure proper placement of elderly patients who are on antipsychotic medications to prevent inappropriate placement in such places as Yankton. The push for outlying referring facilities is to ensure that patients have been properly medicated prior to sending for psychiatric treatment otherwise a large percentage of patients are being denied until these baseline steps are taken.</li> </ul>
<p><b>Substance Use and Abuse</b></p> <ul style="list-style-type: none"> <li>• Underage drinking</li> <li>• Underage drug use and abuse</li> <li>• Smoking and tobacco <ul style="list-style-type: none"> <li>○ 39.4% of respondents reported that they have smoked at least 100 cigarettes in their life and 15.2 report smoking every day</li> </ul> </li> <li>• Alcohol use and abuse <ul style="list-style-type: none"> <li>○ 30.4% of respondents report drinking 3 or more drinks per day</li> <li>○ 43.8% report consuming 4-5 (binge) alcoholic drinks on one accession in the past month</li> <li>○ No one reported having a problem with alcohol</li> <li>○ 9.4% report that alcohol has had a harmful effect on respondent or a family member</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• In Deuel County, based on January 2016 statistics from the Sheriff, Deuel County sees less than 3 minors charged with underage drinking per month. When charged with underage drinking, the minor must go through the court appointment treatment such as AA or education of that sort. If of legal age, they are charged for reasons identified and adhere to the same rules as deemed necessary by the court.</li> <li>• DARE is taught on 3 different levels in elementary, middle school and high school level. In Clear Lake the only level taught is elementary at this time.</li> <li>• SD Quit Line is offered to patients on every level along with smoking cessation education.</li> </ul>
<p><b>Preventive Health</b></p> <ul style="list-style-type: none"> <li>• 21.9% of respondents have not has a flu shot in the past year</li> <li>• 60% of respondents have not had immunizations in the past year - 50% stated that it was not necessary</li> <li>• 21.2% had not seen a doctor in the past year</li> <li>• 24.3 % had not seen a dentist in the past year</li> </ul>	<ul style="list-style-type: none"> <li>• Local nursing home and assisted living residents are automatically offered the flu shot every year. They must be seen by their physician at regular intervals to remain in compliance with regulations. Nurses are available 24 hours a day if residents have oral concerns.</li> <li>• All inpatients as well as clinic visit patients have their health maintenance reviewed on all appointments or inpatient hospitalizations. Appointments or immunizations are provided at that time to follow up with any needs that are unmet to ensure health maintenance is achieved. If patient declines services, education is provided so they fully understand the importance of preventive medicine.</li> </ul>

## Clear Lake 2016 CHNA Asset Map

Identified concern	Community resources that are available to address the need
<b>Aging Population</b>	Deuel Co. Good Samaritan Center 605-874-2159
<b>Children and Youth</b>	Sanford WebMD Fit Kids Rachel's Challenge Clear Lake School District activities 605-874-2161 Teen Challenge in Brookings
<b>Health Care</b>	Sanford Clear Lake Clinic 605-874-2141 Sanford Clear Lake Medical Center 605-874-2141
<b>Safety</b>	Teen Challenge in Brookings
<b>Physical Health</b>	Sanford Cancer Biology Research Center Sanford Dietitians Sanford Certified Diabetes Educators Sanford Medical Home Sanford Health Coaches Sanford WebMD Fit Kids Sanford Clear Lake Wellness Center 605-874-3552
<b>Mental Health</b>	Sanford One Care 211 – call line Human Services in Watertown
<b>Substance Use and Abuse</b>	Sanford One Care Teen Challenge in Brookings
<b>Preventive Health</b>	Sanford Clear Lake Clinic 605-874-2141

# Demonstrating Impact

The 2013 Community Health Needs Assessment served as a catalyst to lift up obesity and mental health services as implementation strategies for the 2013-2016 timespan. The following strategies were implemented.

## **2013 Community Health Needs Assessment Clear Lake Implementation Strategy**

### **Implementation Strategy: Youth/Athletic Cardiovascular Screenings**

#### **Three Year Plan (January 2012 - January 2015)**

- Complete community education presentations on youth heart screenings.
- Arrange for all students in grades 6-12 at Deuel School in Clear Lake to have a heart screening completed.
- Arrange for the incoming 6<sup>th</sup> grade class to have heart screening done with school sign-up starting with the August 2013 year.
- Complete fundraising efforts to cover the costs of all youth heart screenings.
- Newspaper articles and flyers published for community awareness.

### **Implementation Strategy: Obesity**

#### **Three Year Plan (January 2012 - January 2015)**

- Complete BMI on all students in grade 6-12 in Deuel School in Clear Lake.
- Identify all students with BMI higher than “normal” range and do 1-1 counseling with nurse educator on healthy food/meal choices.
- Advertise hospital-owned wellness center open to public 7 days a week/24 hrs. a day at a small monthly fee.
- Complete youth obesity project in community in summer of 2013. Project will be published for professional degree.

### Impact of the Strategy to Address Youth/Athletic Cardiovascular Screenings

Athletic cardiovascular screenings were offered to all students in grade 6-12. (Students did not have to be athletes to participate.) They were offered to approximately 240 students. Of these 240 students, 138 completed the free cardiovascular screenings.

The screenings included an EKG and echocardiogram (test for heart abnormalities that can be life threatening but often correctable with early detection); fasting lipid panel (cholesterol and triglyceride levels) which can contribute to heart disease; and BMI or Body Mass Index which takes the student's height and weight into account.

Of the 138 screenings that were completed, 22 students were referred to their primary health care provider due to increased cholesterol levels, 34 were referred for elevated BMI, and 22 for high blood pressure.

Sanford provided quarterly newspaper articles in local publications and provided reports to various community clubs throughout the year. Education about the wellness center, mammography, rehab services, and clinic services was provided at the health fair.

Community Health nurses provided education to schools and at various community events; on a variety of health and wellness topics throughout the year. Sanford Clear Lake continues to offer these education sessions to the community.

### Impact of the Strategy to Address Obesity

Sanford Clear Lake worked with the local school system to see if we could obtain BMI measurements on all students in grade 6-12. Sanford Health also acquired BMI's from the athletic heart screening results.

A survey was sent out to all students in grades 6-12 and there were 172 students respondents. The survey focused on nutrition and exercise. The results were analyzed to determine the education needs.

Sanford Health provided education to all students regarding normal BMI ranges, along with dietary and exercise tips. Information was shared regarding Sanford's *fit* kids website and myplate.gov which offer a variety of exercise advice, diet tips, and healthy activities for youth.

The 2013 strategies have served as a starting point to reach a broader community base and to meet the needs of the top health priorities for the community. The impact has been positive and the work will continue into the future through new or continued programming and services specific to these strategies.



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