



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

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Dear Community Members,

Sanford Sheldon Medical Center 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 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 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 Sheldon has formalized strategy to address the following community health needs:

- Mental Health
- Children and Youth

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 of the impact from the 2013 implementation strategies.

At Sanford Sheldon, 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,



Rick Nordahl
Chief Executive Officer
Sanford Medical Center Sheldon

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 set strategy to reduce mortality and morbidity from chemical addiction and mental health diseases by recruiting a triage therapist, and working to reduce drug and alcohol abuse in the community by working with the high school counselor to enhance curriculum to include abuse issues.

Priority 2: Children and Youth

An at-risk youth is a child who is less likely to transition successfully into adulthood. Success can include academic success and job readiness, as well as the ability to be financially independent.

Sanford has developed strategies to support the youth in the area by enhancing the community environment. Sanford will work with community development and provide assistance for reopening of a local resource for youth and provide after school programming in a structured environment for our youth. Sanford will support the expansion of day care with capital and will also work with the local day care center to provide quarterly education sessions for students and parents.

**Community Health Needs Assessment
Implementation Strategy for Sanford Sheldon Medical Center
FY 2017-2019 Action Plan**

Priority 1: Mental Health/Behavioral Health

Projected Impact: Better access to more providers

Goal 1: Hire a triage therapist

| Actions/Tactics | Measureable Outcomes | Dedicated Resources | Leadership | Community partnerships and collaborations |
|---|---------------------------------|--|-------------------|--|
| Recruit a triage therapist to improve access to mental health/behavioral health | 1 FTE triage therapist is hired | 2017 budget addition - 40 hours per week | Nordahl | Seasons Center can assist with capacity |

Goal 2: Drug and alcohol awareness in school

| Actions/Tactics | Measureable Outcomes | Resources | Leadership | Community partnerships and collaborations |
|---|---|--------------------------------------|-------------------|--|
| Partner with high school leadership to include substance abuse prevention into the curriculum | Approval of enhanced education curriculum is realized | School educators; Sanford leadership | Dykstra | High school counselor |

Priority 2: Children and Youth

Projected Impact: Enhanced community environment for children and youth

Goal 1: Provide a more structured environment for youth

| Actions/Tactics | Measureable Outcomes | Resources | Leadership | Community partnerships and collaborations |
|---|--|----------------------------------|--------------------|--|
| Provide after school programming for a structured environment for our youth; reopen the local roller rink so that youth have a place to go after school and on weekends | A buyer is found and the local roller rink reopens for youth | Community development assistance | Nordahl Strouth | SCDC partnership |

Goal 2: Expansion of community day care infant capacity

| Actions/Tactics | Measureable Outcomes | Resources | Leadership | Community partnerships and collaborations |
|---|--|------------------|-------------------|--|
| Support expansion of day care with capital and continued education classes for students/parents | Quarterly education programs are conducted | Staff | Dreesen | Children's World day care |

Community Health Needs Assessment Key Findings

The top assessed needs from the 2016 primary and secondary research include:

- Children and Youth – bullying, cost and availability of quality child care and infant care, services for at-risk youth
- Aging – cost of long term care
- Safety – the presence of street drugs and alcohol in the community, child abuse and neglect, domestic violence
- Health Care Access – use of the emergency department for, primary care, access to affordable health insurance, timely access to physician specialists, availability of non-traditional hours, timely access to doctors, PAs and NPS, and timely access to mental health providers
- Physical Health – cancer, chronic disease, obesity, poor nutrition and inactivity
- Mental Health – underage drug use and abuse, underage drinking, stress, smoking and tobacco, depression, alcohol use and abuse, drug use and abuse, Dementia and Alzheimer’s
- Preventive Health – flu vaccines

How Sanford Sheldon is Addressing the Needs

| Identified Concerns | How Sanford Sheldon is Addressing the Needs |
|--|---|
| Aging <ul style="list-style-type: none"> • Cost of long term care | Keeping the cost structure below the market for long term care in Sheldon |
| Children and Youth <ul style="list-style-type: none"> • Bullying • Cost of quality child care • Cost of quality infant care • Availability of services for at-risk youth • Cost of services for at-risk youth • Availability of quality infant care | <ul style="list-style-type: none"> • Sponsoring anti-bullying speakers in the school • Supporting the community day care with a capital campaign • Supporting the community day care with a capital campaign • Making appropriate referrals to DHS when we suspect at-risk youth need services • Supporting after school hours programming to keep at-risk youth in a more structured setting • Supporting the expansion of our community day care infant capacity - apital dollars |
| Safety <ul style="list-style-type: none"> • Presence of street drugs, prescription drugs, and alcohol in the community • Child abuse and neglect • Domestic violence | <ul style="list-style-type: none"> • Great relationship with the local law enforcement community to identify drug related issues and education • Partnering with DHS when abuse and or neglect may be identified • Partnering with the Crisis Center to ensure access when domestic violence may be an issue |
| Health Care <ul style="list-style-type: none"> • Use of emergency room services for primary health care • Access to affordable health insurance • Timely access to physician specialists | <ul style="list-style-type: none"> • Direct referrals to primary care out of the ED • Presumptive eligibility for non-insured patients • Enhanced specialist schedule through telemedicine • Expanding clinic hours to 8am to 8pm and Saturday mornings |

| Identified Concerns | How Sanford Sheldon is Addressing the Needs |
|--|--|
| <ul style="list-style-type: none"> • Availability of non-traditional hours • Timely access to doctors, PAs or NPs • Timely access to mental health providers | <ul style="list-style-type: none"> • Hired another doctor for better access • Requesting a triage therapist to expand our mental health capacity |
| <p>Physical Health</p> <ul style="list-style-type: none"> • Cancer • Chronic Disease • Obesity • Poor nutrition • Inactivity | <ul style="list-style-type: none"> • Cancer prevention and support groups that meet regularly • Health Coach that works the registries to ensure chronic disease management is controlled better • Engage the farmers market with dietician to provide healthy eating sessions and recipes • Partner with HyVee on healthy eating programing for the community • Sponsor an athletic trainer and a Live Healthy Sheldon annual activity and weight loss program |
| <p>Mental Health/Behavioral Health</p> <ul style="list-style-type: none"> • Underage drug use and abuse • Underage drinking • Stress • Smoking and tobacco • Depression • Alcohol use and abuse • Drug use and abuse • Dementia and Alzheimer’s | <ul style="list-style-type: none"> • Engage with the school on education of drug and drinking abuse through our school educator • Primary care providers use One Chart to identify stressors • Primary care providers provide education on smoking and tobacco cessation • Depression screening is done on each primary care visit • Alcohol and drug use is identified through primary care visits • Dementia and Alzheimer’s support group at our senior care facility meets regularly |
| <p>Preventive Health</p> | <p>Primary care providers encourage regular check-ups to ensure prevention is the focus</p> |

Sheldon 2016 CHNA Asset Map

| Identified concern | Community resources that are available to address the need |
|----------------------------------|--|
| <p>Children and Youth</p> | <p>Sanford One Care</p> <p>Sanford WebMD Fit Kids</p> <p>Seasons Center for Behavioral Health 800-242-5101</p> <p>Community Partnership for safety & wellbeing of children (CPPC) 712-363-3363</p> <p>Sheldon Schools 712-324-2435</p> <p>St. Patrick’s Catholic School 712-324-3181</p> <p>City Parks Department 712-324-2769</p> <p>Child Care resources:</p> <ul style="list-style-type: none"> • Sheldon/O’Brien Head Start 712-324-3825 • NW IA Community College 712-324-3825 • Northwestern College • Dordt University • Noah’s Ark Preschool 712-324-3049 • Rachel Ginger-Klein 712-324-5103 • Christine Reiter 712-324-2629 • Jennifer Bruns 712-324-2360 • Ruthann Chapman 712-324-5246 • Sheldon Community Day Care 712-324-4837 • Glenda Klein • Nicole Vanbeek 712-324-0194 • Stacie Vanbeek 712-324-7320 • Melissa Provost |
| <p>Aging Population</p> | <p>Sanford Health Plan provides community education and Medicare information sessions 2 x per year</p> <p>Long-Term Care facilities</p> <ul style="list-style-type: none"> • Sanford Sheldon Care Center 712-324-6450 • Cobble Creek Assisted Living 712-324-7404 • Fieldcrest Assisted Living 712-324-2338 |

| Identified concern | Community resources that are available to address the need |
|---------------------------------------|---|
| Safety | <p>Sanford One Care</p> <p>Sheldon Police Department - 712-324-2525</p> |
| Health Care | <p>Sanford Sheldon Med Center 712-324-5041</p> <p>Sanford Sheldon Clinic - 712-324-6450</p> <p>Seasons Center for Behavioral Health - 800-242-5101</p> |
| Physical Health | <p>Sanford Cancer Biology Research Center</p> <p>Sanford dietitians</p> <p>Sanford WebMD Fit Kids</p> <p>Sanford One Care</p> <p>Sanford Sheldon Med Center - 712-324-5041</p> <p>Sanford Sheldon Clinic - 712-324-6450</p> <p>Exercise resources:</p> <ul style="list-style-type: none"> • Aquatic Center 712-324-4771 • Courtyard Fitness 712-324-2085 • Lifelong Learning & Recreation Center (2 sites) 712-324-5061 /712-324-6152 • City of Sheldon Recreation 324-2769 |
| Mental Health/Substance Use and Abuse | <p>Sanford One Care</p> <p>Medical Home Model (Health Coach)</p> <p>Sanford Sheldon Med Center 712-324-5041</p> <p>Sanford Sheldon Clinic - 712-324-6450</p> <p>Sheldon Care Center (has services for dementia) 712-324-6450</p> <p>Seasons Center for Behavioral Health - 800-242-5101</p> <p>AA meets weekly at the Medical Center</p> |
| Preventive Health | <p>Flu shots:</p> <ul style="list-style-type: none"> • Sanford Sheldon Clinic 712-324-6450 • HyVee Pharmacy 712-324-0020 • Lewis Drug 712-324-4331 |

Demonstrating Impact

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

Implementation Strategy – Access – 12 month plan

- Devise and implement a plan to create optimal coverage of the emergency department utilizing APPs.
- Recruit additional physicians to meet the needs of the patient base and growth.
- Utilize Health Coach to manage reduce repeat visits.
- Offer a physician assistant in the Sheldon clinic for acute care appointments open with daily access.

Implementation Strategy – Recruitment

- Continue to work to recruit at a minimum of two additional physicians.
- Work closely with Sanford Physician Recruitment department to ensure we are actively promoting the opportunities in Sheldon.

Implementation Strategy – Preventative Services

- Continue to offer the current preventive services and better educate the community on the importance and value of these screenings.
- Work with Sanford Health and the outreach providers to determine the preventive services opportunities that are needed in the communities.

Impact of the Access Strategy

Sanford has recruited a physician and advanced practice providers to create full coverage and improve access in the Emergency Room. Additionally, health coaches are in place to work with patients. Sanford Sheldon has also opened a same day service to meet the needs of those in the community who need immediate care. The 2015 survey data indicates that community members remain concerned about the use of the emergency department for primary care services. Community members are continuing to be concerned about timely access to providers.

Impact of the Recruitment Strategy

Sanford was successful in the recruitment of two additional physicians for the community, allowing the addition of a same day clinic and full coverage in the emergency department.

Impact of the Preventive Services Strategy

Sanford continues to offer preventive health screening and is working to create awareness of the need for screenings and what the criteria is by age group. Sanford also provides health fairs and employee screening for primary prevention.



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