



Sanford Health of Northern Minnesota
**Community Health Needs Assessment
Implementation Strategies**
2014-2016

dba Sanford Bemidji Medical Center EIN 11-1266009

Dear Community Members,

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

- Mental Health Services
- 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 Bemidji, 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,



Dan Olson
President

Addressing the Needs in Bemidji

ACCESS

Community resources addressing the need:

- Sanford Health Clinic – 218-333-5000

Sanford's commitment to addressing the need:

- Sanford is addressing this need through an active recruiting plan and outreach specialty services.
- Sanford has RN Health Coaches and Medical Home to support patients and their caregivers.
- Sanford also has implemented Same Day at Sanford to address immediate needs.

ALTERNATIVE MEDICINE

Community resources addressing the need:

- Itasca Naturopathic Clinic – 218-444-5868
- Dr. Thomas Hanson (chiropractor) – 218-751-9533
- First Impressions (massage therapy) – 218-751-8270
- Bemidji Health and Wellness Center – 218-444-8727
- Chiropractic Sport and Spinal – 218-444-2117
- Center for Optimum Health – 218-751-3173
- Explore Chiropractic – 218-333-8811
- Dr. Robert Johnson (Chiropractor) – 218-751-5145

Sanford's commitment to addressing the need:

- Sanford will not be addressing this need because it is being met by other providers in the community and region.

CANCER

Community resources addressing the need:

- Sanford's Embrace Cancer Survivorship Program – contact Jenna Linder - 701-234-7463
- Sanford Cancer Biology Research Center

Sanford's commitment to addressing the need:

- Sanford is addressing this need. Sanford has dedicated resources and recruited experts in medical and radiation oncology to address comprehensive cancer needs. Also, Sanford has the Star Program for cancer patients and also the Embrace program for survivors and their friends and family members. Embrace offers many events and classes to support the survivor.

CHRONIC CONDITIONS

Community resources addressing the need:

- Sanford Medical Home
- Sanford Health Clinic – 218-333-5000

Sanford's commitment to addressing the need:

- Sanford is addressing this need in various ways. Sanford has executed new programs to improve care coordination, including the health coach with a Medical Home Program for the purpose of impacting chronic disease. Sanford is committed to finding a cure for Type I Diabetes through extensive research. Better Choices/Better Health is a program that addresses chronic disease self-management and is available on-line at <https://selfmanage.org/sanford/> free of charge to all patients with a chronic disease.
- Additionally, obesity is a co-morbidity of many chronic diseases and is a priority for Sanford Enterprise. The enterprise implementation strategy will address obesity.

CITY INFRASTRUCTURE

Community resources addressing the need:

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Sanford's commitment to addressing the need:

- Sanford will address this need by addressing the infrastructure needs on its campus.

DENTAL CARE

Community resources addressing the need:

- Bemidji Dental Clinic – 218-751-4460
- Great River Dentistry – 218-751-4216
- Division Dental Studio – 218-333-8832
- Northern Dental Access Center – 218-444-9646
- Headwaters Dental – 218-333-6515
- Hazelton Family Dentistry – 218-333-8668
- Polly Scotland, DDS – 218-751-8325
- North Country Dental – 218-751-1111

Sanford's commitment to addressing the need:

- Sanford is addressing this need by its partnership with the Northern Dental Access Clinic and its relationships with dentists from IHS who perform extensive dental procedures on children in OR.

ECONOMIC SITUATION/BUSINESS COMMUNITY

Community resources addressing the need:

- MN Workforce Center – 218-333-8200 (help with finding jobs in Bemidji)

Sanford's commitment to addressing the need:

- Sanford will address this need by partnering with economic development entities such as Greater Bemidji and other area businesses to support economic growth in their industries. Also Sanford continues to expand services requiring highly trained and educated professionals, including physicists, clinical laboratory scientists, etc. Sanford is the major employer in the region, inclusive of jobs at all levels of compensation and education.

ELDERLY

Community resources addressing the need:

Services for elder abuse/neglect:

- Office of Ombudsman for Long Term Care – 1-800-657-3591 / 651-431-2555
- ARC Headwaters – 218-759-0097 / 1-800-450-7338
- MN Attorney General's Consumer Protection Office (for consumer complaints) – 1-800-657-5797
- Family Advocacy Center – 218-333-6011
- House of Hospitality – 218-751-0722
- Nokomagiisis – 218-444-0735
- Northwoods Coalition for Battered Women – 218-444-1395 / 1-800-588-6229
- Sexual Assault Program – 218-444-9524

Adult Day Care:

- Adult Day Care Services – 218-444-5324
- Friendship Center – 218-751-1324

Adult Foster Care:

- Country Chalet – 218-751-2198
- Eagles Wings homes – 218-759-7225
- Sprucewoods IAFC – 218-444-9758
- Sprucewoods East and West – 218-444-9757

Alzheimer's Care:

- Adult Day Services – 218-751-1324
- A Touch of Home – 218-444-2775
- Autumn Hills – 218-333-3854
- Havenwood – 218-444-1745
- Beltrami County PHNS – 218-759-4169
- North Country Nursing/Rehab – 218-751-0220
- Sanford Home Care/Hospice – 218-759-5665
- Trilium – 218-333-6514
- Woodsedge – 218-333-6211
- Woodsedge Windsong – 218-751-0220

Nursing Homes:

- Beltrami Co. Nursing Home – 855-638-4685
- Burk Candace and Cottage Garden – 866-661-1794
- Garden Lane – 218-751-0583

- GoldPine Home – 218-444-4346
- Havenwood Care Center – 218-444-1745
- Nielson Place – 218-751-0220
- North Country Nursing – 888-786-2513

Sanford’s commitment to addressing the need:

- Sanford will address this need by sharing this information with community leaders and educating its staff regarding the signs, reporting requirements and care of the elderly suffering from abuse, neglect or dementia.

EMERGENCY CARE

Community resources addressing the need:

- Sanford Bemidji ER – 218-333-5000
- Sanford Ask-A-Nurse - 701-234-5000 / 1-800-821-5167

Sanford’s commitment to addressing the need:

- Sanford is addressing this need by providing trauma care and a full-time Emergency Center. A multi-disciplinary mobile crisis team responds to needs in the ER that cannot be met by Sanford personnel.

HEALTHCARE COST/INSURANCE COST

Community resources addressing the need:

- Community Care Program (Sanford Clinic) – Sanford will provide services at cost/reduced price to patients who qualify – 218-333-5827

Sanford’s commitment to addressing the need:

- Sanford provides charity care through the Community Care Program and continues to provide resources that serve the patient. Sanford actively seeks to enroll eligible individuals in public insurance programs that will improve access to healthcare coverage.

HEALTHY NUTRITION

Community resources addressing the need:

- Sanford Dietitians
- Beltrami Co. Extension Service – 218-444-5722
- Nutrition Education for the Elderly – 218-547-3300

Sanford’s commitment to addressing the need:

- Sanford addresses this concern by providing dietitians as providers who work with patients 1:1 and in groups, and also provides community health presentations within the community when requested. This is also being addressed through Sanford’s medical weight management program.

HOUSING

Community resources addressing the need:

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Sanford's commitment to addressing the need:

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

MENTAL HEALTH

Community resources addressing the need:

- Sanford One Care
- AA – 218-444-2525
- Archdeacon Gifillilan Center – 218-751-6553
- Center for Psychiatric Care – 1-877-732-2511
- Community Behavioral Health – 218-308-2400
- Counseling and Assessment Services – 218-444-5771
- Edith Hatch Evaluation Center – 218-751-6553
- Episcopal Community Services – 218-751-6553
- Health Ministries Network of MN – 218-463-2500
- Hope House – 218-444-6748
- Indian Health Services – 218-444-0450
- McNair Recovery Center – 218-751-6553
- Northern Lakes Clinic – 218-755-5170
- Northern Psychological Services – 218-759-2825
- Northwest Recovery Center – 218-751-2012
- Occupational Development Center – 218-751-6001
- Relay for Life – 218-444-0824
- REM – North Star of Bemidji – 218-444-5876
- Sanford Behavioral Health Services – 218-333-5000
- Senior Behavioral Health Unit – 218-751-5430
- Upper Mississippi Mental Health Center – 218-751-3280
- Veterans Health Office - 218-444-4178

Sanford's commitment to addressing the need:

- Sanford has chosen mental health as an enterprise implementation strategy to address the need.
- Additionally, Sanford has received a CMS grant to address behavioral health in the primary care setting through Medical Home. This program is called Sanford One Care and will be implemented in Bemidji. Additionally, Sanford Bemidji is working with other behavioral health providers within Sanford to bring expanded telehealth services for mentally ill patients to the community.

NATIVE AMERICAN HEALTH

Community resources addressing the need:

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Sanford's commitment to addressing the need:

- Sanford is addressing this need. Orientation and ongoing training is provided to staff regarding cultural competency, expectations, and the unique needs of diverse patients. Also Sanford provides culturally consistent resources in the facilities (smudge ceremonies, native healers, etc).

OBESITY

Community resources addressing the need:

- Sanford WebMD Fit Kids
- Sanford Health Clinic – 218-333-5000
- Anytime Fitness – 218-444-5529
- Fusion Dance and Fitness Center – 218-209-6597
- Gillett Recreation Fitness Center – 218-755-4135
- Home Quest for Women – 218-444-1434
- Knockout Fit Club – 218-444-3897
- MedSave In Charge Fitness Center – 218-444-8138
- Northern Fitness – 218-766-2228
- Snap Fitness – 218-444-9163

Sanford's commitment to addressing the need:

- Sanford has chosen obesity as an enterprise implementation strategy to address the need.

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 the CHNA results with city leaders.

POVERTY

Community resources addressing the need:

Clothing:

- American Red Cross – 218-444-9490
- 7th Day Adventist Clothing Center – 218-751-1985
- Twice But Nice – 218-751-4251
- United Way – 218-444-8929

Furniture:

- Community Resource Connections – 218-333-8260 (free furniture for the homeless)

Food:

- Community Soup Kitchen – 218-751-2810 (Mt. Zion Church) or 218-751-3503 (United Methodist)
- Food Shelf – 218-444-6580
- Headwaters Regional Development Commission – 218-444-4732
- Hope House – 218-444-6478
- NAPS (free monthly food commodities for those over age 60) – 218-333-8266
- Nutrition Education for the Elderly – 218-547-3300
- Ours to Serve House of Hospitality – 218-759-0699
- People's Church (free noon lunches) – 218-444-8240
- Senior Citizen's Center – 218-751-8836
- Senior Nutrition – 218-444-3987

Housing/Shelters:

- Beltrami Co. Dept. of Human Service (emergency shelter) – 218-333-8300
- Bi-County Community Action (emergency shelter, transitional housing, motel vouchers) – 218-751-4630
- Churches United – 218-444-1380
- House of Hospitality (services for women/children) – 218-751-0722
- Northwoods Coalition for Family Safety (emergency shelter for battered women) – 1-800-588-6229
- Northwoods Habitat for Humanity – 218-751-4649
- NW Indian Opportunities Industrialization Center (Native Amer. housing program) – 218-759-2022
- Ours to Serve House (temporary housing for the homeless) -218-751-0722
- People's Church (homeless housing) – 218-444-8240
- Rural Development (assists low income individuals purchase homes/do repairs) – 218-751-1942 ext. 4
- SOS (temporary housing for the homeless through local churches) – 218-759-0902
- USDA Rural Development – 218-751-1942 ext. 193

Child Care for working low income (based on income):

- Beltrami Co. Health and Human Serv. – 218-333-8300

Healthcare:

- Community Care Program (Sanford Clinic) – Sanford will provide services at cost/reduced price to patients who qualify – 218-333-5827

Sanford's commitment to addressing the need:

- Sanford will address this need by sharing survey results with Beltrami and Clearwater County Human Service and Public Health Service leaders.
- Sanford provides charity care through the Community Care Program and continues to provide resources and monitoring of access to healthcare. Additionally, there is a discounted fee available to patients who qualify.

- Sanford also actively participates in community activities to support low income families, including clothing and food drives, United Way, etc.).

PREVENTION

Community resources addressing the need:

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Sanford's commitment to addressing the need:

- Sanford is addressing this need through numerous prevention services including school physicals, Medical Home, Dietitians, Wellness Partners, SAGE for mammography, Sanford Clinic.
- Sanford will also share these concerns with public health.

SAFETY

Community resources addressing the need:

Sanford's commitment to addressing the need:

- Sanford is addressing this need by training employees throughout their employment regarding elder abuse and neglect, patient safety and abuse reporting requirements. Parenting programs are offered to new parents.
- Sanford will sharing the CHNA results with city leaders.

SCHOOLS

Community resources addressing the need:

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Sanford's commitment to addressing the need:

- Sanford will address this need by supporting local schools and universities in development of health-related programs and courses and by sharing the CHNA results with school leaders.

SOCIAL ISSUES

Community resources addressing the need:

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Sanford's commitment to addressing the need:

- Sanford will address this need by sharing the CHNA results with public health and human services leaders.

SUBSTANCE ABUSE

Community resources addressing the need:

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Sanford's commitment to addressing the need:

- Sanford has prioritized 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 the CHNA results with city leaders.

TRANSPORTATION

Community resources addressing the need:

- Bemidji Ambulance – 218-444-3328
- Bemidji Bus Lines – 218-751-5311
- Bemidji Cab – 218-751-5311
- Bemidji Medi-Van – 218-751-8912
- First City Taxi and Safe Ride – 218-444-8294
- Hertz Rental – 218-751-0063
- North Air Care – 218-333-6925
- Northwoods Faith Caregivers – 1-888-534-4432
- Paul Bunyan Transit – 218-751-8765
- Soaring Eagles Transportation – 218-751-7000
- Sparrow Transport Services – 218-444-5265
- Touching Hearts at Home – 218-333-8509

Sanford's commitment to addressing the need:

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

VETERANS

Community resources addressing the need:

- Veterans Service Office – 218-333-4177

Sanford's commitment to addressing the need:

- Sanford will address this need by sharing the CHNA results with public health and human services leaders and supporting development of a Veterans nursing home in Bemidji by donating the land to construct this facility.

WELLNESS

Community resources addressing the need:

- Anytime Fitness – 218-444-5529
- Fusion Dance and Fitness Center – 218-209-6597
- Gillett Recreation Fitness Center – 218-755-4135
- Home Quest for Women – 218-444-1434
- Knockout Fit Club – 218-444-3897
- MedSave In Charge Fitness Center – 218-444-8138
- Northern Fitness – 218-766-2228
- Snap Fitness – 218-444-9163

Sanford's commitment to addressing the need:

- Sanford is addressing this need by serving on the leadership team for the Bemidji BWell Initiative and providing an employee/community wellness program with activities and events throughout the year.

YOUTH

Community resources addressing the need:

Youth services:

- All About Abstinence (faith-based program) – 218-444-7773 / 412-558-0059
- BASIC (Beltrami Area Service Collaborative) – 218-333-8190
- Beltrami Co. Extension Service – 218-444-5722
- Birthright – 218-751-9237
- Boys and Girls Clubs – 218-444-4171
- Campus Child Care (thru BSU) – 218-755-3133
- Early Head Start – 218-333-3119
- Evergreen Youth Crisis Shelter – 218-751-4332
- Evergreen Youth Housing Program – 218-751-8223
- Girl Scouts – 218-751-4886
- Headwaters Intervention Center – 218-732-7413
- Headwaters Parent Connection – 218-759-0097
- Healthy Community Healthy Kids – 218-333-8989
- Kids and Co. (after school care) – 218-333-3279
- Lutheran Social Services (for pregnancy/adoption) – 218-751-7880
- MN Thrive Initiative – 218-759-2057
- Native Youth Crisis Hotline – 1-877-209-1266
- North Homes (foster care, in-home counseling, adoption services) – 218-751-0282
- Northwood Interfaith Caregivers (services include children's respite) – 1-888-534-4432
- PATH (Professional Assn. of Treatment Homes) – 218-333-8000 (therapeutic foster care and adoption services)
- Stelher Human Services – 218-444-2845
- Timber Bay House – 218-751-9783
- Tribal Family Support Services – 218-444-1395
- United Way (Christmas toy distribution) – 218-444-8929

- Upper Mississippi Mental Health – 218-751-3280
- Youth Recovery House (halfway house for males age 14-19) – 218-751-2466

Sanford's commitment to addressing the need:

- Sanford has prioritized mental health and obesity as enterprise implementation strategies for 2013-2016.
- Will share survey results with the School District administration and public health.

SANFORD-SPECIFIC

Community resources addressing the need:

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Sanford's commitment to addressing the need:

- Sanford will address this need by recruitment and retention of expert staff, focused continuing education programs, and ongoing review of quality and performance using industry quality standards and patient satisfaction metrics.

Sanford Bemidji Community Health Needs Assessment

Implementation Strategy

FY 2014-2016 Action Plan

Priority: Mental Health

Goal 1: Completion of full integration of behavioral health services or access to behavioral health outreach in all regional clinic sites in the Bemidji Region.

Measurable Outcome:

- Number of behavioral health professionals at Sanford Bemidji Region

Sanford Resources:

- Behavioral health professional staff
- Telehealth equipment and IT connectivity

Goal 2: Present the outcomes of the first three years of integrated behavioral health services

Measurable Outcome:

- Presentation to Board of Directors and system leadership by the end of FY 2016

Sanford Resources:

- Data monitor and collection system

Goal 3: Implement integrated behavioral health into new clinics

Measurable Outcome:

- Behavioral health professionals in all new primary care clinics in the Bemidji Region

Sanford Resources:

- Behavioral health professional staff
- Telehealth equipment and IT connectivity

Goal 4: Develop American Indian behavioral health services in the Bemidji Region.

Measurable Outcome:

- Educated and culturally competent providers and staff

Sanford Resources:

- Staff training and competence in American Indian healing and care traditions

Goal 5: Develop behavioral health programming for hospital patients, particularly in the emergency, medical and intensive care units, in collaboration with existing community-based behavioral health providers.

Measurable Outcome:

- Behavioral health professional access throughout Sanford Bemidji Medical Center

Sanford Resources:

- Behavioral health professional staff
- Telehealth equipment and IT connectivity

Priority: Obesity

Goal 1: Develop a comprehensive weight management program within the Bemidji Region using an interdisciplinary team inclusive of medical nutrition, behavioral health, fitness professionals and surgical services.

Measurable Outcomes:

- Medical weight management program is implemented and operational
- Bariatric Surgery services are operational

Sanford Resources:

- Physicians
- Behavioral health professionals
- Dietitians
- Athletic trainers/exercise physiologists

Goal 2: Implement Sanford Frontiers weight management program within the Bemidji Region

Measurable Outcomes:

- Sanford Profile business line is operational

Sanford Resources:

- Space
- Profile operations staff

Goal 3: Actively participate with community wellness, fitness and healthy living entities to promote and support fitness and active living by sponsoring walking, screening and educational programs.

Measurable Outcomes:

- Sponsorship and/or collaboration on fitness and wellness programs and events with community entities

Sanford Resources:

- Staff time
- Training
- Financial 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

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HEALTH