



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

dba Sanford Jackson Medical Center EIN# 46-0388596

Dear Community Members,

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

- Dental Services for Youth
- Engage Youth in Health Careers
- Sexually Transmitted Disease

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 Jackson, 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,



Mary Ruyter
CEO

Addressing the Needs in Jackson

ACCESS

Community resources addressing the need:

- Actively recruiting
- Minnesota Health Care Home/Sanford Medical Home

Sanford's commitment to addressing the need:

- Sanford Health Coaches and Medical Home personnel will engage the patient in appropriate levels of care so that the use of the Emergency Room for primary care can be decreased.
- Sanford is actively recruiting physicians.
- Sanford is addressing this need by accessing Minnesota Health Care Home/Sanford Medical Home.
- Sanford is addressing this need with the Same Day at Sanford Initiative – patients call today and can be seen today.

CHRONIC DISEASE

Community resources addressing the need:

- Sanford Medical Home
- Full time Health Care Coach as of November 2012
- Involvement of SHIP in the county
- Dietician/Diabetes Education
- Mammo screening on site in Jackson/Lakefield
- SAGE
- Worksite wellness programs
- Sacred Heart collaboration
- Mobile heart screen – every 2 years to community

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 is available on-line at <https://selfmanage.org/sanford/>
- 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 SERVICES

Community resources addressing the need:

- Park Board – bike path proposed for Springfield Parkway
- City Council

Sanford's commitment to addressing the need:

- Sanford will share this information with community leaders.

CULTURAL DIVERSITY

Community resources addressing the need:

- Schools
- Public Health

Sanford's commitment to addressing the need:

- Sanford will share this information with community leaders.

EDUCATION

Community resources addressing the need:

- Schools – not called "Pre K" – but we do have preschool available. This is costly to the parents.

Sanford's commitment to addressing the need:

- Sanford will share this information with community leaders.

ELDERLY

Community resources addressing the need:

- Curves
- Senior Dining could add something?
- Wellness centers (high school, Curves, Prairie Rehab)
- Southwest MN aging agency – does not offer a lot of resources
- Community Education – need elderly opportunity? Offer through churches - Faithfully Fit for Life though Sanford at no cost. Consider Parish Nurse?

Sanford's commitment to addressing the need:

- Sanford will share this information with community leaders.

EMERGENCY CARE

Community resources addressing the need:

- Sanford generates report to Health Coach on "frequent fliers". Health Coach should contact them to encourage.
- ER is staffed 24/7. We do not see long waits.
- Facility renovation is done. Equipment is improved.

Sanford's commitment to addressing the need:

- Sanford Health Coaches and Medical Home personnel will engage the patient in appropriate levels of care so that the use of the Emergency Room for primary care can be decreased.

HEALTHCARE COST/INSURANCE COST

Community resources addressing the need:

- Sanford Community Care program – counselors on site and in Sioux Falls. Nursing staff informed of options. Can refer to County resources, SAGE, etc.
- Health Coach is familiar with program

Sanford's commitment to addressing the need:

- Sanford provides charity care through the Community Care program and continues to provide resources and monitoring of access for healthcare. Additionally, there is a discounted fee is available to patients who qualify.

HEALTH FACTORS

Community resources addressing the need:

- School nurses
- Public health – primary resource
- Planned Parenthood – a distance to drive for services

Sanford's commitment to addressing the need:

- Sanford has chosen this as a priority and has developed an implementation strategy to address the need.

HEALTHY NUTRITION

Community resources addressing the need:

- Consulting dietician for Sanford Jackson Sanford WebMD Fit Kids
- Senior Dining
- Meals on Wheels
- SHIP does not have dietician

Sanford's commitment to addressing the need:

- Sanford has a consulting dietician for Sanford WebMD Fit Kids.
- Sanford has chosen obesity as a priority and has developed an implementation strategy to address the need.

HOUSING

Community resources addressing the need:

- Economic Development
- Vicious cycle of housing prices/need/new people moving to town

Sanford's commitment to addressing the need:

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

MENTAL HEALTH

Community resources addressing the need:

- Sanford One Care – telemedicine integrated with primary care. \$12 million grant from CMS to address mental health/behavioral health coordination with Medical Home.
- Behavioral health triage therapist will be shared with Worthington/Jackson/Lakefield.
- Dr. Moeller here once a month
- Southwest Mental Health available

Sanford's commitment to addressing the need

- Sanford has chosen mental health as an implementation strategy to address the need.

OB SERVICES

Community resources addressing the need:

- OB/GYN providers available in Worthington
- Deliveries are not performed here – must go 20-30 miles for delivery

Sanford's commitment to addressing the need:

- Sanford will address this need by referring patients to nearby Worthington.

OBESITY

Community resources addressing the need:

- Sanford dietitian
- Sanford WebMD Fit Kids
- SHIP
- Open gym
- Swimming pool
- Biking and walking trails – Parks and Rec
- Ball parks, parks all through town
- "Any Sports Club"
- Frisbee Golf
- Dietitian
- Curves, Prairie Rehab, school fitness center
- Sanford Tri For Health – annually – family oriented
- Lakefield 5k annually
- Jackson 5K annually?

Sanford's commitment to addressing the need:

- Sanford has chosen obesity as a priority and has developed an implementation strategy to address the need.

PHYSICAL ACTIVITY

Community resources addressing the need:

- See OBESITY category
- A lot is available with no cost – open gym, community education resources (zumba, swimming, etc.)

Sanford's commitment to addressing the need

- Sanford has chosen obesity as a priority and has developed an implementation strategy to address the need.

PHYSICIANS

Community resources addressing the need:

- Collaboration with Sacred Heart is valuable
- Medical Staff works very well together
- Continue contact with local medical school students – often not interested in Family Medicine in small community.
- Have hosted NP/PA students for clinicals
- Exploring options for engaging local students in health careers. Southern MN Area Health Education Center (AHEC).

Sanford's commitment to addressing the need:

- Sanford is actively recruiting; a new physician is starting on 9/30/13.

POLLUTION

Community resources addressing the need:

- City Council
- Economic Development

Sanford's commitment to addressing the need:

- Sanford will share this information with community leaders.

PREVENTION SERVICES

Community resources addressing the need:

- Sanford Medical Home
- Sanford dietitians
- Sanford WebMD Fit Kids
- Health Coaches
- Support Groups – reinstate?
- Public Health/Community Health
- Community Ed opportunity?
- Need education to the public of resources available BEFORE they need the service.
- Ask the expert – monthly in the newspaper
- Reach out to senior wellness – expound on that

- Speaking at Kiwanis, Lions, service groups, etc.
- Mass flu clinics in communities (Jackson and Lakefield)
- Promoting TDAP, flu shots, phneumovax, etc. with patients.
- Work site wellness

Sanford's commitment to addressing the need:

- Sanford has many dedicated services to address these needs.
- Sanford will share this information with public health.

SAFETY

Community resources addressing the need:

- Bike safety?
- Bike helmets provided by fire department
- Education by providers to the patients – during well child exams

Sanford's commitment to addressing the need:

- Sanford will share this information with community leaders.

SUBSTANCE ABUSE

Community resources addressing the need:

- Sanford One Care
- Lack of resources to get into a program if alcohol abuse is suspected
- AA is in town
- Fountain Center in Jackson
- Is telemed an option for the future?

Sanford's commitment to addressing the need:

- Sanford is addressing this need through Sanford One Care.

TRANSPORTATION

Community resources addressing the need:

- West CAP and volunteer drivers - yet drivers are limited, scheduling
- Difficult to get beyond Jackson – costly
- There are people that do not have family to drive them

Sanford's commitment to addressing the need:

- Sanford will share this information with community leaders.

URGENT CARE

Community resources addressing the need:

- Done in past and was not financially feasible.
- Did an analysis one year ago – still considered not feasible.

- Urgent care is available in Worthington and Fairmont.
- Pharmacies have limited hours – scripts would have to go out of town to get script filled.

Sanford’s commitment to addressing the need:

- Sanford is addressing this need with the Same Day at Sanford Initiative.

WELLNESS

Community resources addressing the need:

- Sanford dietitian
- See OBESITY section

Sanford’s commitment to addressing the need:

- Sanford has chosen obesity as a priority and has developed an implementation strategy to address the need.

WORKFORCE

Community resources addressing the need:

- Engage the school

Sanford’s commitment to addressing the need:

- Sanford will share the results of the assessment with community leadership.

YOUTH

Community resources addressing the need:

- Sanford WebMD Fit Kids
- Sanford One Care
- Independent Autism Support Group started – parent organized
- Lack of Medicaid participation by dentist
- Social worker in school shared with Family Services Network
- Huskies Fighting Cancer
- 4-H after school activities offered
- Library after school activities offered

Sanford’s commitment to addressing the need:

- Sanford has chosen obesity and mental health services as priorities and have developed implementation strategies as an enterprise to address the needs

SANFORD SPECIFIC

Community resources addressing the need:

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Sanford's commitment to addressing the need:

- Sanford addresses this concern by following industry standards for staffing.
- Sanford physicians make appropriate referrals for specialty care.

Sanford Jackson Community Health Needs Assessment

Implementation Strategy

FY 2014-2016 Action Plan

Priority 1: Dental Services for Youth

Goal 1: Reach out to Amos S. Deinard, MD, MPH, Department of Pediatrics, University of Minnesota, who is working with a project for education of providers of varnish application on teeth

Measurable Outcomes:

- Video conference/education is completed with U of M
- Reimbursement feasibility analysis is finished

Sanford Resources:

- CEO
- Clinical Services Supervisor

Goal 2: Visit with Public Health on identified need

Measurable Outcome:

- Sanford and Public Health begin a new collaborative to address dental health

Sanford Resources:

- CEO
- Site Supervisor
- clinical Services Supervisor

Goal 3: Visit with local dentist and gain support of this service as part of our preventive, well child exams for patients

Measurable Outcome:

- Local dentists are asked to support prevention services

Sanford Resources:

- Site Supervisor

Goal 4: Training of staff

Measurable Outcome:

- Staff are trained to make referrals for dental services

Sanford Resources:

- Clinical Services Supervisor

Goal 5: Marketing to patients; resources include Early Childhood Family Education, Community Health, schools, etc.

Measurable Outcome:

- A marketing plan is developed and implemented

Sanford Resources:

- Sanford Marketing
- Sanford Patient Education

Goal 6: Continue dental referrals with well child check-ups

Measurable Outcome:

- Referrals for dental services are made during well child check-ups

Sanford Resources:

- Clinical Staff

Priority 2: Engage Youth in Health Careers

Goal 1: Local level – relationship with high school career counselor

Measurable Outcome:

- An informal partnership is established with the high school

Sanford Resources:

- Marketing Supervisor
- Human Resources

Goal 2: Offer opportunities for site observation/job shadow to high school students

Measurable Outcome:

- Job shadow opportunities are offered to high school students

Sanford Resources:

- Department Managers

Goal 3: Collaboration with Sanford Sioux Falls (Sanford Scrubs Club, school visits, education tours, etc.)

Measurable Outcome:

- Opportunities with Sanford Health career service resources are established

Sanford Resources:

- Sanfordhealth.org career exploration

Priority 3: Sexually Transmitted Disease

Goal 1: Visit with Public Health on identified need and opportunity for collaboration

Measurable Outcome:

- Collaboration is established with Public Health to address STDs

Sanford Resources:

- CEO
- Site Supervisor
- Clinical Services Supervisor
- Public Health
- Sanford Clinical Guidelines

Goal 2: Partner with Public Health and schools for education to youth regarding sexually transmitted disease. Example: speak at health class.

Measurable Outcome:

- Sanford and Public Health experts provide education sessions for area high schools

Sanford Resources:

- Clinical Staff
- Providers
- Public Health
- Sanford Clinical Services

Goal 3: Marketing opportunities – example: “Ask the Expert” on Gardasil for males and females

Measurable Outcome:

- A communication plan is in place to address STDs

Sanford Resources:

- Sanford Marketing
- Sanford Patient Education

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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