



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

dba Sanford USD Medical Center EIN# 46-0227855

Dear Community Members,

Sanford USD Medical Center 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 USD Medical Center has a set strategy to address the following community health needs:

- Dental Care
- Services for the Elderly

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 USD Medical Center, 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,



Paul Hanson  
President

## Addressing the Needs in Sioux Falls

### ACCESS

Community resources addressing the need:

- Sanford Health Coaches
- Sanford Medical Home
- Sanford tele emergency services
- Sanford air transport services

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.

### CANCER

Community resources addressing the need:

- Sanford Cancer Biology Research Center
- Sanford Cancer Center (Oncology Clinic)
- Sanford screenings
- Sanford Mobil Mammography
- Sanford *embrace* Cancer Survivorship Program
- American Cancer Society, Sioux Falls
- Avera Cancer Institute
- Dakota Rehabilitation Center
- Midwest Medical Care
- Working with the State of South Dakota to better manage the group with Medicaid

Sanford's commitment to addressing the need:

- Sanford has dedicated resources for implementing screening programs for breast and lung that contribute to early detection and improved survival. In addition recruitment includes specialized oncology healthcare workers. Sanford has also invested in cancer research including a focus on personalized medicine to address the role of genetics in various cancers.

### CARE COORDINATION

Community resources addressing the need:

- Sanford Medical Home
- Sanford Health Coaches
- EMR
- Sioux Empire Care Transitions Coalition

Sanford's commitment to addressing the need:

- Sanford has executed new programs to improve care coordination, including the 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.

## **CHRONIC DISEASE**

Community resources addressing the need:

- Sanford Medical Home
- Sanford Dietitians
- Sanford Health Coaches
- Better Choices/ Better Health
- Centers of Excellence Initiatives
- Heart failure
- Anti coagulation
- Heart disease
- Juvenile Diabetes
- Sanford Project – find a cure for Type 1 DB
- Sanford Diabetes Care Project
- Sanford Healthy Feet: Foot Care Clinic
- Sanford Pain and Spine Center
- Sanford Parkinson's Support Group
- Sanford Sleep Disorders Center
- Sanford Arthritis Foundation Support and Education Group
- Live Well Sioux Falls (grant from the State of SD to reduce the burden of chronic disease)
- SD Department of Health Family and Community
- Health Services (provides education and activities to prevent chronic diseases)
- Prairie Healthcare Advocacy, Inc.
- Sanford Health – bariatric surgery
- Sanford Health – occupational therapy for people with chronic disease
- Mutch Women's Center for Health Enrichment (Sanford Health)
- Visiting Nurses Association

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/> Additionally, obesity is a co-morbidity of many chronic diseases and is a priority for Sanford Enterprise. The enterprise implementation strategy will address obesity.
- Sanford is participating in Live Well Sioux Falls and with the South Dakota Department of Health.

## **DAY CARE**

Community resources addressing the need:

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Sanford's commitment to addressing the need:

- Sanford will address this need by sharing the survey results regarding child care needs with community partners/leaders.

## **DENTAL CARE**

Community resources addressing the need:

- Delta Dental in conjunction with Ronald McDonald provides dental care to under-served children
- Falls Community Health
- Dentists who accept Medicaid:
  - Dennis Graber, DDS
  - Siouxland Oral and Max Surgery Associates
  - Daniel J. Ballard, DDS
  - Bruce A. Benson, DMD
  - Sensational Smiles
  - South Western Dental
  - Shawd Neighborhood Dental Clinic
  - Designer Dentistry and Smiles
  - Robert R. Cloyd, DDS
  - Walter W. Cox, DDS
  - Crist Orthodontics
  - Craig M. Dillon, DDS
  - Jones and Colbert, Inc.
  - Sharon R. Fix, DDS
  - City of Sioux Falls
  - Smallcomb DMD PC
  - Children's Dental Center
  - Daniel J. Goede, DDS
  - Randall K. Hahn, DDS
  - Hille River Ridge Oral and Maxillo
  - Michael B. Houk, DDS
  - Douglas E. Idema, DDS
  - Kappenman Dental Clinic Ltd.
  - Karmazin Family Dentistry
  - McKinney Schultz Dentistry
  - Richard J. Koch, DDS
  - Edward R. Kusek Family Dentistry
  - Howard C. Peterson, Jr., DDS
  - Dwight W. Loudon, DDS
  - Thomas P. Montoya, DDS
  - Scott Munsinger, DDS
  - Sigarty Dental Clinic

- State of SD USD Dental Hygiene
- Steven Norberg, DDS
- Bruce Partnoy, DDS
- Gina L. Pfeiffer, DDS
- Pillar Dental
- Richard A. Rauschenbach, DDS
- Robert R. Reitz, DDS
- Anlee M. Rola, DDS
- General Denistry
- Roy A. Seaverson, DDS
- Motz DDS PC
- Scott Velgersdyk, DDS

Sanford's commitment to addressing the need:

- Sanford has prioritized dental care as an implementation strategy for 2013-2016 and will address this issue.

### **ECONOMIC SITUATION/BUSINESS COMMUNITY**

Community resources addressing the need:

- Sanford Community Care Program
- Financial Counselors

Sanford's commitment to addressing the need:

- Sanford is one of the biggest employers in the area and contributes substantially to the economic growth of the region.
- Sanford provides medical care to those who qualify for charity care through the Community Care program. Sanford offers a discounted fee for those who qualify.
- Sanford will also share the survey information with community/city leaders.

### **ELDERLY**

Community resources addressing the need:

- Good Sam Senior Companion Program – 605-361-1133
- Walk-In nurse-led clinic
- Care Span 1 day/week at Senior Citizen's Center
- Parish Nursing
- Arthritis Foundation Support Group
- Active Geriatrics Group
- Center for Active Generations - 605-336-7471
- Older Adult Social Clubs
- Volunteer Development
- Home Rehab Programs
- Senior Ride Programs
- Medical Appointments Transportation
- Homemaker Assistance
- Personal Care

- Telephone Reassurance
- Home Delivered Meals and Congregate Meals
- Senior Centers
- Adult Day Programs
- Recreational/Leisure/Arts/Sports programs
- Siouxland RSVP (opportunities for volunteerism) – 605-362-2518
- Alzheimer’s Association – 605-339-4543
- Geriatric certified nurses
- OT certified nurses
- AARP – 605-394-7798
- Elder Lawyer: May and Johnson - 605-336-2565
- Senior Community Service Employment Program – Experience Works, Inc. – 605-332-7991 (elderly who meet Federal income guidelines can work for 20 hrs/week)
- Weatherization Assistance – 1-800-233-8503
- Energy Assistance – 605-773-4414
- Food Stamps – 605-773-3493
- Services to Blind and Visually Impaired – 605-773-4644
- Assistance with Medicare – 1-800-536-8197
- Support Groups of interest to the elderly:
  - Parkinsons – 605-328-4227
  - Prostate Cancer – 605-322-3000
  - Alzheimer’s – 605-336-1490/605-339-4543
- Meals:
  - Adult Nutrition Program (noon meals) – 605-333-3304
  - Meals on Wheels – 605-333-3305
  - Center for Active Generations – 605-336-6748
  - Senior Day Break – 605-336-6751
- Prescription Assistance:
  - SHINE program – 605-333-3314
  - Wal-Mart and Sam’s Club – generic are \$4.00 each
- Home Care:
  - Good Sam Home Care – 7605-610-4454
  - Home Instead Senior Care – 605-274-2273
  - Sioux Falls Home Care (Care.com) – 1-855-490-8663
  - Visiting Angels Senior Care – 1-800-365-4189
  - Affordable Home Care of SF – 605-413-1517
- Transportation:
  - Bus Service – 605-367-7183
  - Golden Living – 605-361-8822
  - Wheelchair Express – 605-338-9529
  - Sioux Falls WHLCHR Transportation – 605-336-9625
- Nursing Homes:
  - Avera Prince of Peace – 605-322-5613
  - Bethany Lutheran Home – 605-338-2351
  - Dow Rummel Village – 605-336-1490
  - Golden Living Center (Cov. Hts.) – 605-361-8822
  - Good Sam (Luther Manor) – 605-336-1997

- Good Sam (SF Center) – 605-336-6252
- Good Sam (SF Village) – 605-361-3311
- Southridge Health Care Center – 605-338-9891
- Retirement Communities/Apts.:
  - Trail Ridge – 605-339-9123
  - Beadle Plaza – 605-331-2595
  - Waterford (All Saints) – 605-335-1117
  - Collins Apts. – 605-336-7272
  - Greenleaf Senior Housing – 605-275-0074

Sanford’s commitment to addressing the need:

- Sanford has prioritized care for the aging as an implementation strategy.

### **EMERGENCY CARE**

Community resources addressing the need:

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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:

- Will share this information with the Sanford Health Plan leadership, other payors, Public Policy
- Sanford provides donations to Falls Center for Community Medicine
- Assistance to help enroll in Medicaid, Charity Care, Financial Assistance – Advocates, Counselors

Sanford’s commitment to addressing the need:

- Sanford does address this need and provides charity care through the Community Care program and continues to provide resources that serve the patient.

### **HEALTH FACTORS**

Community resources addressing the need:

- Sanford Medical Home
- Sanford One Care
- MADD
- School lock-ins
- Community check points
- Community/county education
- Downtown Women’s Primary Clinic
- Community Education – prenatal classes in alternative schools, OB clinic for diverse populations
- Sanford Medical Home mobile mammography
- Every Woman Counts
- Downtown Women’s Health



Sanford's commitment to addressing the need

- Sanford is addressing these issues through Sanford One Mind, RN Health Coaches, and Medical Home.

### **JUDICIAL**

Community resources addressing the need:

- Court Appointed Special Advocate (CASA) – protects best interests of abused and neglected children involved in court proceedings – 605-339-9492
- Social Services
- Child Protection and Vulnerable Adult Reporting
- Elder abuse awareness

Sanford's commitment to addressing the need:

- Sanford will address this need by sharing this information with community leaders.

### **MENTAL HEALTH**

Community resources addressing the need:

- Sanford One Care
- Empathic Psychiatric Care – 605-951-0301
- Avera Behavioral Health – 605-322-4979
- Southeastern Behavioral Health – 605-336-0503
- Great Plains Psychological Services – 605-323-2345
- Sioux Falls Psychological Services – 605-334-2696
- LSS of SD – 605-357-0100
- Sanford Behavioral Health – 605-328-4700
- Falls Community Health – 605-367-8793
- Mental Health Association – 605-330-0341
- Integrative Wellness – 605-271-1348
- Stronghold Counseling – 605-334-7713
- Mental Health Associates – 605-339-6949
- Phillips Mental Health – 605-274-1944
- Children's Special Health Services SD – 605-333-7186

Sanford's commitment to addressing the need:

- Sanford has prioritized mental health as an enterprise implementation strategy for 2013-2016.

### **MORBIDITY AND MORTALITY**

Community resources addressing the need:

- Sanford neonatal flight team
- Safe Passage Study

Sanford's commitment to addressing the need

- While these concerns are specific to county rankings data, Sanford is committed to improving the human condition.
- Sanford Children's Hospital is committed to improving the health of our smallest patients.

### **NUTRITION**

Community resources addressing the need:

- Sanford WebMD Fit Kids
- Clinical and Community Dietitians
- Sanford Dietitians

Sanford's commitment to addressing the need:

- Sanford dietitians are available for individual appointments and community presentations.
- Sanford will share this information with community public health leaders.

### **OBESITY**

Community resources addressing the need:

- Sanford WebMD Fit Kids
- Bariatric education sessions
- Sanford Dietitians

Sanford's commitment to addressing the need:

- Sanford has prioritized obesity as an enterprise implementation strategy for 2013-2016.

### **PHYSICIANS**

Community resources addressing the need:

- Sanford Children's Specialty Clinic – 605-312-1000
- Avera Children's Specialty Group – 605-322-3666
- Community Health Center – 605-367-8793
- Community Healthcare Association – 605-357-1515
- McGreevy Clinics – 605-371-1866
- Curaquick – 605-361-4964
- PSI Health Care – 605-336-1005
- Destiny Medical Clinic – 605-339-3378
- SD Urban Indian Health – 605-224-8841
- Falls Community Health – 605-367-8793
- Avera – [www.Avera.org/doctors](http://www.Avera.org/doctors)

Sanford's commitment to addressing the need

- Sanford employs many pediatric specialists.

## **POVERTY**

Community resources addressing the need:

- Feeding SD
- Food Pantry
- Backpack program for children
- Community Care Program

Sanford's commitment to addressing the need:

- Sanford will address this need by sharing this information with community leaders.

## **PREVENTION**

Community resources addressing the need:

- Contributions and support for children's athletic programs
- Screenings
- Wellness Center
- Medical Home
- Lactation support services integrated with Labor & Delivery, clinic and community (Women's Center)

Sanford's commitment to addressing the need:

- Sanford is addressing prevention through numerous athletic and wellness programs.
- Sanford dietitians are available for individual appointments and community presentations.

## **SAFETY**

Community resources addressing the need:

- Extensive bike trails
- Helmet giveaway
- Bikes can ride on the bus
- Work with the City to enhance bike routes

Sanford's commitment to addressing the need

- Sanford will address this need by sharing this information with community leaders.

## **SUBSTANCE ABUSE**

Community resources addressing the need:

- Sanford One Care
- Sioux Empire web site
- Help Line
- Fate it Together

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 information with city leaders and law enforcement.

## **TRANSPORTATION**

Community resources addressing the need:

- Participate in community forums on this topic

Sanford's commitment to addressing the need:

- Sanford will address this need by sharing information with city leaders and the DOT.

## **WELLNESS**

Community resources addressing the need:

- Sanford WebMD Fit Kids
- Camp Fuel
- Partnership with the Y
- Power Center
- Fitness Centers:
  - Women's Wellness Center – 605-328-1562
  - Jones Wellness Center – 605-275-5655
  - Sanford Wellness Center – 605-328-1600
  - Family Wellness Center – 605-323-6900
  - Avera Fitness Center – 605-322-5300
  - Anytime Fitness Gym – 605-275-3631
  - SF West Snap Fitness Center – 605-275-0515

Sanford's commitment to addressing the need

- Sanford has prioritized obesity as an enterprise implementation strategy for 2013-2016.

## **WORKFORCE**

Community resources addressing the need:

- Sanford Workforce Initiative
- Share information with universities/schools

Sanford's commitment to addressing the need

- Sanford Health is committed to investing in education. Each day hundreds of nursing students are trained at Sanford Health. Medical students, dietitians, pharmacists, respiratory therapists, occupational therapists, nuclear medicine, and other healthcare workers receive training at Sanford and stay to begin their careers with us or move on to other organizations where their

Sanford training will be a benefit far beyond our walls. Sanford also provides professional education workshops and symposiums for providers from inside and outside the organization.

## YOUTH

Community resources addressing the need:

- Sanford WebMD Fit Kids
- Bowden Youth Center – 605-336-7536
- Summit Oaks (LSS) – 605-368-0100
- SDSU Extension (4-H program) – 605-688-4167
- Sioux Empire United Way “Connecting Kids” programs:
  - Alpine Society (Winter Skiing/Snowboarding) – 605-335-7260
  - American Lung Assoc Camp Fix Asthma Now – 605-336-7222
  - Dakota Alliance Soccer Club – 605-332-5911
  - Dakota Spirit (Cheer, Hip Hop, Tumbling) – 605-373-0414
  - Excel Educational Opportunities (Imagination Amplified Summer Camps) – 605-988-0900
  - Great Plains Zoo - classes/camps – 605-367-7003
  - Imagination Hills (Journey Camp) – 712-986-5193
  - Singing Boys of SF – 605-338-9478
  - Sioux Empire Baseball Association – 605-336-3462
  - Sioux Empire Fast Pitch Softball Association (boys and girls) – 605-728-1040
  - SF Figure Skating – 605-271-8897
  - SF Girls Chorale – 605-759-0716
  - SF Tennis Association – 605-338-4036
  - SF Youth Hockey Association – 605-361-9836
  - Siouxland Heritage Museum day camp – 605-367-4210
  - First Tee of SD (golf) – 605-367-7092
  - Washington Pavilion (science/art camps & classes) – 605-367-6000
- Sioux Falls School District summer camps (basketball, football, volleyball, tennis, gymnastics, soccer, cross country)
- City of Sioux Falls summer band – 605-367-8222
- City of Sioux Falls Youth Triathlon – 605-367-8222
- Boy Scouts – 605-361-2697
- Dell Rapids Community Haven (summer rec) – 605-366-8612
- Girl Scouts – 603-336-2978
- Multi-Cultural Center (karate) – 605-367-7400
- Outdoor Camps – 605-362-2777
- YMCA – 605-336-3190
- YWCA – 605-336-3660
- AMACHI (Mentoring Children of Incarcerated Parents) – 605-334-1632
- American Lung Association Teens Against Tobacco use (TATU ) – 1-800-873-5864
- Big Brothers Big Sisters – 605-334-1632
- Native American Scholars – 605-334-1632
- S.A.L.S.A. – 605-339-4357

- Multi Cultural Center programs – 605-367-7401
  - Middle Schools ASP
  - Froggy Reads
  - Native Reads
  - Native Youth Club
  - Self-Defense/Karate
  - C.A.R.E. Camp
  - Ethnic Youth Day

Sanford's commitment to addressing the need:

- Sanford has prioritized obesity and mental health as enterprise implementations strategies for FY 2014-2016.

### **SANFORD SPECIFIC**

Community resources addressing the need:

- Sanford Medical Home
- RN Health Coaches

Sanford's commitment to addressing the need

- Sanford has executed new programs to improve care, including the Health Coach and Medical Home programs.

## Sanford USD Medical Center Community Health Needs Assessment

### Implementation Strategy

### FY 2014-2016 Action Plan

#### **Priority 1: Elderly Services**

##### **Goal 1: Consider recruitment of a Geriatrician**

###### **Measurable Outcome:**

- The feasibility and decision about hiring a geriatrician has been determined

###### **Sanford Resources:**

- To be determined by Sanford leadership

##### **Goal 2: Nurse-led clinics: Consider expansion of CareSpan (walk-in nurse-run elder care clinic) and Foot Care Clinics to more days per week/locations**

###### **Measurable Outcomes:**

- End of FY 16 interim outcome: 8 additional nurses trained in the community
- CareSpan Clinics – 8-10 clinics per month

###### **Sanford Resources:**

- Explore opportunities for external funding to support

##### **Goal 3: Continue and expand community-based nurse-led dialogues regarding Advance Directives and end-of-life care. (This work began with the Year of the Nurse.)**

###### **Measurable Outcome:**

- Health Ministry Conference will be held on 10/24/13. This will be an annual event as Nursing provides leadership to the Advance Directive community conversation.

###### **Sanford Resources:**

- Utilize current nursing resources

**Goal 4: Consider establishing an older adult population Advisory Council comprised of community members, consumers and leaders**

**Measurable Outcome:**

- The decision to form an Advisory Council is made by spring of 2016

**Sanford Resources:**

- Current staff time
- Physician time

**Goal 5: Continue to provide support, education and resources for agencies serving older adults (i.e. Active Generations, Arthritis Foundation, Alzheimer’s Association, National Parkinson’s Foundation SD, etc.)**

**Measurable Outcomes:**

- “Moving Day” Parkinson’s Walk
- Monthly Parkinson’s support group facilitated by Sanford USD Medical Center RN
- “Ride with Larry” film supported by Sanford staff
- Arthritis quarterly support group facilitated by Sanford nurses
- “Art for Arthritis Gala” supported with help from Sanford
- “High Noon” quarterly community education series focusing on Advance Directives, Affordable Care Act, Safely Managing at Home, etc.

**Sanford Resources:**

- Current RN staff resources

**Priority 2: Dental Services**

**Goal 1: Explore opportunities to help promote either free or sliding scale fee dental services and programs already offered in the community (i.e. Falls Community Health Center and Ronald McDonald Mobile Care Unit)**

**Measurable Outcome:**

- Provide appropriate opportunities for dental services already offered in the community and help create awareness among patient population

**Sanford Resources:**

- To be determined by end of FY 2015



## **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