

Pioneer Memorial
Hospital & Health Services

**COMMUNITY HEALTH NEEDS ASSESSMENT
2019
EXECUTIVE SUMMARY
AND
IMPLEMENTATION STRATEGY
2020-2022**

Pioneer Memorial Hospital & Health Services

Dear Community Members,

Pioneer Memorial Hospital and Health Services (PMHHS) is pleased to present the 2019 Community Health Needs Assessment.

Part of this comprehensive assessment work is to identify unmet health needs in the community. Community stakeholders then helped to prioritize the unmet needs for further implementation strategy development. We are grateful to all the community members who joined us in this important work.

During December 2017 and January 2018 members of the community were asked to complete a survey to help identify unmet health needs. Researchers at the Center for Social Research at North Dakota State University analyzed the survey data. Pioneer Memorial Hospital and Health Services in partnership with Sanford Health, further analyzed the data, identified unmet needs, and collaborated with key community stakeholders to develop a list of resources and assets that were available to address each need. A gap analysis and prioritization exercise were 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.

Pioneer Memorial Hospital and Health Services has set strategy to address the following community health needs:

- Aging Population - Senior Care Education
- Mental Health - Education

The report focuses on community assets as well as community health needs. The asset map/resource list is included in the full Community Health Needs Assessment along with the action steps planned to address each identified need.

At PMHHS, 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,



Thomas Richter
Chief Executive Officer
Community Memorial Hospital

Pioneer Memorial Hospital & Health Services

Community Health Needs Assessment 2019

Purpose

A community health needs assessment is critical to a vital Community Benefit program that builds on community assets, promotes collaboration, improves community health, and promotes innovation and research. A community health needs assessment helps the community build capacity to support policy, systems, environmental changes and community health improvement. A community health needs assessment also serves to validate progress made toward organizational strategies and provides further evidence for retaining not-for-profit status.

The purpose of this community health needs assessment is to develop a global view of the population's health and the prevalence of disease and health issues within our community. Findings from the assessment serve as a catalyst to align expertise and to develop a Community Benefit plan of action. There is great intrinsic value in a community health needs assessment when it serves to validate, justify not-for-profit status and create opportunity to identify and address public health issues from a broad perspective.

Study Design and Methodology

The following report includes non-generalizable survey results from an online survey of community leaders and key stakeholders identified by Pioneer Memorial Hospital. This study was conducted through a partnership between the Community Health Collaborative and the Center for Social Research (CSR) at North Dakota State University. The CSR developed and maintained links to the online survey tool. Members of the Community Health Collaborative distributed the survey link via e-mail to stakeholders and key leaders, located within various agencies in the community, and asked them to complete the online survey. Therefore, it is important to note that the data in this report are not generalizable to the community.

1. Non-Generalizable Survey

The Center for Social Research at North Dakota State University developed and maintained links to the online survey tool. NDSU distributed the website address for the survey instrument via e-mail to various key community stakeholders and agencies, at times using a snowball approach. 89 total respondents participated in the online survey during December 2017 and January 2018.

The purpose of this non-generalizable survey of community stakeholders in the area to learn about the perceptions of area community leaders regarding community health, their personal health, preventive health, and the prevalence of disease.

A Likert scale was developed to determine the respondent's highest concerns, with 1 as not at all

and 5 meaning a great deal. Needs ranking 3.5 and above were included as needs to be addressed and prioritized. Many of the identified needs ranking < 3.5 are being addressed by PMH and community partners; however, 3.5 and above was the focus for the purpose of the required prioritization.

2. Community Stakeholder Meeting

Pioneer Memorial Hospital invited community stakeholders to a meeting to review the early findings from the survey and to discuss the top health issues or health-related issues facing the community. Community stakeholders helped to determine key priorities for the community.

3. Community Asset Mapping

Upon review of the data and identifying the unmet needs from the various surveys and data sets, asset mapping was conducted. Research was done on any unmet needs to determine what resources were available in the community to address those needs. Once gaps were determined, the community stakeholder group proceeded to the prioritization process, utilizing a multi-voting methodology to determine which top priorities would be developed into implementation strategies.

4. Secondary Research

The secondary data includes Robert Wood Johnson *County Health Rankings* for Turner County, and the *Focus on South Dakota – A Picture of Health* study conducted by the Helmsley Charitable Trust. Indicators reviewed for this assessment include population data, vital statistics, adult behavioral risk factors, crime, and child risk.

Key Findings – Primary Research

Key findings are based on the non-generalizable survey data, with indicators ranked on a 1-5 Likert scale, with 5 being of highest concern. Survey results ranking 3.5 or higher are considered to high-ranking concerns.

1. **Economics:** Employment options was the highest ranked economic concern at 3.73. Affordable housing and maintaining livable and energy-efficient homes were also top concerns at 3.55 and 3.5 respectively.
2. **Children and Youth:** Bullying ranks highest of the concerns for children and youth with a ranking of 3.5. Other top concerns were the cost (3.5) and availability (3.4) of quality child care.
3. **Health Care and Wellness:** Access to affordable health insurance was of highest concern to survey respondents at 3.89. Availability of mental health providers was another key concern ranking at 3.88.
4. **Aging Population:** At 4.10, the cost of Long-Term Care and the cost of Memory Care were the top concerns among survey respondents. Additionally, the availability of resources for family and friends caring for and helping to make decisions for elders ranked 3.7.
5. **Mental Health/Behavioral Health:** Survey respondents indicated that depression was the top mental health concern at 3.13. Alcohol use and abuse was also mentioned as a concern, ranking at 3.0.

PMHHS, with the recommendations from community stakeholders, has determined the 2020-2022 implementation strategies for the following needs:

- Aging Population - Senior Care Education
- Mental Health - Education

Implementation Strategies

Priority 1: Aging Population - Senior Care Education

According to the U.S. Health and Human Services Administration on Aging, the cost of long-term care depends on the type and duration of care you need, the provider you use, and where you live. PMHHS providers and social workers work with seniors to help them access the care and resources needed. The facility has a directory of senior care resources available and the staff refers patients to area service providers and resources to ensure safe discharge and transition to appropriate levels of care.

Pioneer Memorial Hospital and Health Services has set strategy to help educate the community on how to access more affordable senior care services. The primary goal of this work is to improve awareness of resources, assistance programs and strategies to make health, housing and personal care services more economically accessible. PMHHS will sponsor seminars and vendor fairs on a variety of senior care topics including estate planning for nursing home Medicaid eligibility, subsidies available for health insurance, and available in-home services and financial assistance programs. Additionally, low-cost lab tests (Direct Tests) and free or reduced-cost screenings will be offered as part of this effort to help seniors plan for and live healthy independent lives.

Priority 2: Mental Health - Education

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.

PMHHS has prioritized mental/behavioral health as a top priority and has set strategy to ensure that community members experiencing depression, anxiety, post-traumatic stress or suicidal thoughts will learn how they can access treatment. PMHHS will create awareness throughout the community about mental health services, resources, and assistance programs through multiple means including news releases, newsletters, brochures, resource guides, social media, and the hospital web site.

Pioneer Memorial Hospital & Health Services

Implementation Strategy

2020-2022 Action Plan

Priority 1: Senior Care Education

Projected Impact: Seniors age 65 and older and their family/caregiver will learn how to access more affordable health care services.

Goal 1: Improve awareness of resources, assistance programs and strategies to make health, housing and personal care services more economically accessible.

Actions/Tactics	Measureable Outcomes	Resources	Leadership	Community partnerships / collaborations (if applicable)
Sponsor seminars on estate planning for nursing home Medicaid eligibility	Number of attendees	Marketing Coordinator Social Service Supervisor	Administrative Team	Attorney
Sponsor seminars on nursing home Medicaid eligibility and application process	Number of attendees	Marketing Coordinator Social Service Supervisor	Administrative Team	SD Department of Social Services Attorney
Sponsor seminars on subsidies available for health insurance	Number of attendees	Marketing Coordinator	Administrative Team	Insurance Agent
Sponsor seminars and vendor fairs on available in-home services and financial assistance programs	Number of attendees	Marketing Coordinator	Administrative Team	Home Health Agencies Durable Medical Equipment Hospice Agencies Support Groups
Provide education and promotion of low cost lab tests (Direct Tests) and free or reduced cost screenings	Number of individuals using Direct Tests and participating in free or reduced cost screenings	Marketing Coordinator Clinic Director Lab supervisor Practitioners	Administrative Team	

Priority 2: Mental Health Education

Projected Impact: Community members experiencing depression, anxiety, post-traumatic stress or suicidal thoughts will learn how they can access treatment.

Goal 1: The community will become more aware of mental health services, resources and assistance programs.

Actions/Tactics	Measureable Outcomes	Resources	Leadership	Community partnerships / collaborations (if applicable)
Provide information through news releases, web site, PMHHS Lifeline newsletter, brochures, resource guides, social media,	Number of articles published	Marketing Coordinator Practitioners	Administrative Team	Changing Behavioral Health Counselors

2016 Implementation Strategies

The 2016 Community Health Needs Assessment served as a catalyst to lift up physical health, mental health, and behavioral health as implementation strategies for the 2017-2019 timespan. The following strategies were implemented.

Concerns Identified	2017-2019 Implementation Strategies
Physical Health	<ul style="list-style-type: none"> • Implement Sanford <i>fit</i> program in local schools • Implement Bountiful Basket program in Viborg • Provide nutrition education and cooking classes • Expand 'Biggest Loser Challenge' to communities in service area • Develop walking programs for community members • Encourage age appropriate colonoscopies • Promote the American Cancer Society recommendation for skin cancer screens
Mental Health / Behavioral Health	<ul style="list-style-type: none"> • Utilize Sanford MyChart capabilities for depression assessment • Reduce dependence on opioid drugs

These strategies have served a broad reach across our community and region. The impact has been positive and the work will continue into the future through new or continued programming and services.

Impact of the Strategy to Improve Nutrition, Physical Health, and Obesity Rates in the Community

1. The Sanford *fit* kids program was distributed in October 2017 to the following schools: Viborg-Hurley, Centerville, Parker, and Irene-Waconia. There were no additional schools in 2018.
2. The Bountiful Basket program was discontinued in our service area. We are evaluating other options for this service. In 2018, the Cameron Colony provided a farmers market with seasonal fruits and vegetables to the Viborg Community.
3. Pioneer Memorial Hospital provided the following nutrition education and cooking classes in 2018: A) Slide and Dice – hands-on demonstration on proper techniques on slicing and dicing vegetables and fruit. B) "Are Food Labels Confusing" presented by Charlotte Rommereim, RD. C) "Facts About How Your Food Supply is Raised" presented by Charlotte Rommereim, RD. D) Deb Hauger, Public Health Nurse, presented on the following topics: Healthy vs. Unhealthy Drinks; Sugar & Dental; Food Safety, Eat the Rainbow Healthy Kids, Feeding Healthy Children, Eat Fruits & Vegetables; Recipe Ideas for In-Season Fruits & Vegetables; Salmonella Outbreak – Food Safety; Pre-Diabetes & Controlling Diabetes, and Nutrition to 2nd & 3rd Classes.
4. The "Biggest Loser Challenge" was expanded to all the communities in our service area. There were 73 participants in 2018 and 38 in 2017.
5. A Community Walking Program was developed in 2018 with 60 participants. The program promoted walking your way to better health and connecting with friends. The program ran from June 1 to July 31.
6. Pioneer Memorial Hospital & Health Services hosted the Danish Days 5K Run and 1-Mile Walk in 2017 and 2018. In 2018, there were 88 walkers and 27 runners. The event will again be hosted in 2019.
7. The Rehab Wellness Program meets 3 days / week with an average of 8-9 participants. The Community Wellness Center is operated by Pioneer Memorial.
8. Sanford Heart Screenings were offered during Danish Days in July 2018 to promote healthy hearts and identify individuals at risk for heart disease.

9. Providers continued to encourage patients to have age-appropriate colonoscopies during the patient's office visit. The baseline colonoscopies in 2016 were 40, and 30 colonoscopies were performed in 2017. In 2018, there were 38 colonoscopies performed.
10. Skin Cancer Screenings were not held in 2018, but will be offered again in 2019. Skin Cancer Screenings were held in 2017 at three clinics: Center Clinic on 11/14/17 with 7 screenings in which 4 needed a scheduled procedure (lesion removal/biopsy). Viborg Clinic on 11/20/17 with 21 screenings in which 11 needed a scheduled procedure. Parker Clinic on 11/28/17 with 3 screenings. Deb Hauger, Public Health Nurse, provided an educational presentation on "Sun Exposure and Skin Cancer" in August 2018.

Impact of the Strategy to Improve Care of Patients with Depression Diagnosis

1. The depression assessment tool was utilized in Sanford OneChart to provide follow-up care for patients whose initial PHQ-9 score was greater than 12. The PHQ-9 form is a questionnaire that is used as a screening tool for identifying depression. A low score is preferred, and as the score increases, the patient is more likely to be suffering from some form of depression. A patient with a score over 12 may have major depression or dysthymia.
 - a. In 2018: There were 391 screenings completed with 57 screenings that were 12 or greater. Based on the screenings that were completed, 14.5% of the patients have moderate to severe levels of depression. Depression follow-up care was provided at 100% for these 57 patients.
 - b. In 2017: There were 584 screenings completed with 55 screenings that were 12 or greater. Based on the screenings that were completed, 9.4% of the patients have moderate to severe level of depression. Depression follow-up care was provided at 100% for these 55 patients.
2. No action was taken for establishing mental health telemedicine services and/or outreach clinic in 2017 and 2018. In 2019, an outreach mental health clinic was established with Changing Behavioral Health.
3. An e-prescribing software along with fingerprint readers was implemented in FY2017. Prior to this software, the providers gave the patient a paper prescription for narcotics. A paper script increases the risk of the patient making fraudulent copies and access to narcotics. With the e-prescribing software, the provider's fingerprint is required to electronically submit a script to a pharmacy to be filled. The South Dakota Prescription Drug Monitoring Program (PDMP) is also utilized by the providers and nursing staff.
4. Education was provided during the year on the use of opioids and the use of pain contracts. The baseline measurement for the number of patients on a pain contract was 23 patients in FY2016, and the number of patients on pain contracts remained at 23 for FY2017. In 2018, there were 34 patients on a pain contract, and during the year, 8 contracts were terminated.

2016 Community Feedback

Pioneer Memorial Hospital and Health Services is prepared to accept feedback on our Community Health Needs Assessment and has provided online comment fields for ease of access on our website. There have been no comments or questions to date.