



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

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HEALTH

Dear Community Members,

Sanford Chamberlain is pleased to present the 2016 Community Health Needs Assessment (CHNA) 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 non-generalizable 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 and public health leaders 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 Chamberlain has set strategy to address the following community health needs:

- Physical Health
- Mental health

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 on the impact from the 2013 implementation strategies.

At Sanford Chamberlain, 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,



Erica Peterson  
Chief Executive Officer  
Sanford Chamberlain Medical Center

## Implementation Strategies

### Priority 1: Physical Health

Physical health consists of many components, including rest and sleep, nutrition, physical activity, and self-care. Primary prevention is a way to remain physically healthy.

Sanford has set strategy to help the community improve their physical health and chronic health conditions. A goal of this strategy is to fully integrate the Medical Home model into the clinic setting.

Sanford Chamberlain will focus on quality measures for patients with diabetes, elevated lipids and asthma. A patient advisory council will be convened to improve patient and clinic communications.

Additionally, Sanford Chamberlain will leverage Sanford *fit* among local school districts. Sanford *fit* is an on-line community health activation initiative created by Sanford Health that provides engaging programs and resources to kids, families, leaders and role models across numerous settings to promote and activate healthy choices. The four key factors of healthy choices, a healthy body and healthy life included in *fit* are, MOOD – Emotions and Attitudes, RECHARGE – Sleep and Relaxation, FOOD – Mindful Nutrition Choices, and MOVE – Physical Activity Levels.

### Priority 2: 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 improve access to mental health services by integrating Medical Home into the clinics. Sanford will utilize the PHQ-9 assessment tool to evaluate for depression. Health Coaches and a Master's prepared social worker will be dedicated to mental health/behavioral health services. Additionally, Sanford has set a goal to increase participation in their facilitated support group.

**Community Health Needs Assessment  
Implementation Strategy for Sanford Chamberlain Medical Center  
FY 2017-2020 Action Plan**

**Priority 1: Physical Health**

**Projected Impact:** Improved management of patients/community members with chronic health conditions

**Goal 1:** Fully integrate medical home model into Chamberlain and Kimball Clinics

Actions/Tactics	Measureable Outcomes	Dedicated Resources	Leadership	Community partnerships and collaborations
Continued roll out of Medical Home Quality Measures	<ul style="list-style-type: none"> <li>• Improved % of patients meeting diabetic optimization quality measures</li> <li>• Improved % of patient meeting asthma quality measures</li> <li>• Roll out of lipid protocols for quality measures</li> </ul>	Increased Health Coach position from part-time to full-time	CEO Clinical Lead	
Begin Patient Advisory Council	Improved patient/clinic communication	Quarterly meeting space	CEO/ Health Coach/ Clinical Lead/ Clerical Lead	

**Goal 2:** Encourage active lifestyle for youth in the communities we serve

Actions/Tactics	Measureable Outcomes	Resources	Leadership	Community partnerships and collaborations
Partner with local school districts during parent teacher conferences and other events to encourage health initiatives promoted by <i>fit</i> kids	Increased participation of school districts in area with <i>fit</i> program	<i>fit</i> program	CEO/ Marketing Coord.	Schools

**Priority 2: Mental Health**

**Projected Impact: Improve access to mental health services for communities we serve**

**Goal 1: Integrate Medical Home model into Chamberlain and Kimball clinics**

<b>Actions/Tactics</b>	<b>Measureable Outcomes</b>	<b>Resources</b>	<b>Leadership</b>	<b>Community partnerships and collaborations</b>
Roll out of Medical Home model for behavioral health	PQH-9 – increase % of patients meeting quality measure	PT Health Coach increased to full-time  ½ MSW increased to full-time dedication to behavioral health	CEO/Clinical Lead/MSW	

**Goal 2: Increase participation and awareness of support groups facility offers**

<b>Actions/Tactics</b>	<b>Measureable Outcomes</b>	<b>Resources</b>	<b>Leadership</b>	<b>Community partnerships and collaborations</b>
Utilize digital media to further engage communities in awareness of support groups and mental health services	Increase participation in grief support group and other awareness activities	Digital media	CEO/Marketing/MSW	

## Community Health Needs Assessment Key Findings

The top assessed needs from the 20916 primary and secondary research include::

- Economics – severe housing problems
- Safety – presence of street drugs and alcohol in the community, presence of drug dealers in the community, child abuse and neglect
- Health Care Access – access to affordable health care
- Physical Health – chronic disease, inactivity, cancer and obesity, poor nutrition, STDs
- Mental Health/Behavioral Health – stress, depression, anxiety, drug use and abuse, underage drug use and abuse, alcohol use and abuse, and tobacco use
- Children and Youth – bullying, youth crime, the availability of quality child care and quality infant care, high rates of teen pregnancy

## How Sanford Chamberlain is Addressing the Needs

Identified Concerns	How Sanford Chamberlain is Addressing the Needs
<p>Safety</p> <ul style="list-style-type: none"> <li>• Presence of street drugs and alcohol in the community</li> <li>• Presence of drug dealers in the community</li> <li>• Child abuse and neglect</li> </ul>	<p>Sanford will share the results of the CHNA with community leaders.</p> <p>Sanford <i>fit</i> program integration with school district. This includes family <i>fit</i> night during spring parent teacher conferences. The night includes information about health for kids, games about being healthy and ways to talk to kids about healthy lifestyles.</p>
<p>Substance Use and Abuse</p> <ul style="list-style-type: none"> <li>• Drug use and abuse</li> <li>• Underage drug use and abuse</li> <li>• Alcohol use and abuse</li> <li>• Binge drinking up to 28%</li> <li>• Underage drinking</li> <li>• Alcohol impaired deaths up to 100% in Buffalo County</li> <li>• Smoking and tobacco</li> </ul>	<p>Sanford <i>fit</i> program integration with school district. This includes family <i>fit</i> night during spring parent teacher conferences. The night includes information about health for kids, games about being healthy and ways to talk to kids about healthy lifestyles.</p>
<p>Physical Health</p> <ul style="list-style-type: none"> <li>• Cancer</li> <li>• Inactivity and lack of exercise</li> <li>• Poor nutrition and eating habits</li> <li>• Obesity</li> <li>• Chronic Disease                             <ul style="list-style-type: none"> <li>↑BP ↑ Chol ↑rates of DB</li> </ul> </li> <li>• ↑STDs</li> <li>• Preventive Health – Flus shots and immunizations</li> <li>• Mammograms</li> </ul>	<ul style="list-style-type: none"> <li>• Sanford <i>fit</i> program integration with school district. This includes family <i>fit</i> night during spring parent teacher conferences. The night includes information about health for kids, games about being healthy, and ways to talk to kids about healthy lifestyles.</li> <li>• Partnerships with area I.H.S and community leadership, holding lunch and learns about healthy lifestyles, offering free cholesterol checks and other wellness promotional items.</li> <li>• Heart screenings offered in Chamberlain and Kimball communities.</li> <li>• Summer kids camp is offered to service area &amp; held at Sanford Chamberlain. Camp is a three-day long camp, free of charge, and focuses on the importance of healthy eating, healthy lifestyle choices and physical exercise.</li> <li>• Free flu shot clinic held each fall in conjunction with community Harvest Festival.</li> <li>• Promotion of Women’s Breast Health in October. Education through community Kiwanis, Chamber of Commerce, and local women’s extension clubs on the importance of mammograms and women’s health. Wear Pink promotions at local sporting events.</li> <li>• Medical Health Home model – including integrated Health Coach and focus on quality dashboard measures that include diabetic management, hypertension, vascular, and mammography standard protocols and targets.</li> </ul>

Identified Concerns	How Sanford Chamberlain is Addressing the Needs
<p>Children and Youth</p> <ul style="list-style-type: none"> <li>• Bullying</li> <li>• Youth crime</li> <li>• Availability of quality child care</li> <li>• Availability of quality infant care</li> <li>• High rates of teen births</li> </ul>	<ul style="list-style-type: none"> <li>• Sanford <i>fit</i> program integration with school district. This includes family <i>fit</i> night during spring parent teacher conferences. The night includes information about health for kids, games about being healthy and ways to talk to kids about healthy lifestyles.</li> <li>• Host annual summer babysitting course (free of charge), teaching CPR basics and other child care curriculum.</li> </ul>
<p>Mental Health</p> <ul style="list-style-type: none"> <li>• Stress</li> <li>• Depression</li> <li>• Anxiety</li> <li>• High ACEs</li> <li>• Poor mental health days</li> </ul>	<ul style="list-style-type: none"> <li>• Sanford <i>fit</i> program integration with school district. This includes family <i>fit</i> night during spring parent teacher conferences. The night includes information about health for kids, games about being healthy and ways to talk to kids about healthy lifestyles.</li> <li>• Integrated one MSW on site for behavioral health support. Added a second part time Behavioral Health Triage Therapist to clinic.</li> <li>• Medical Health Home model – including integrated Health Coach and focus on quality dashboard measures that include identifying mental health needs early on.</li> </ul>
<p>Health Care</p> <ul style="list-style-type: none"> <li>• Access to affordable health care</li> <li>• Need for medical care</li> <li>• Need for prescription medications</li> <li>• Unmet mental health needs</li> </ul>	<ul style="list-style-type: none"> <li>• Host site for health insurance exchange sign up.</li> <li>• Partnership with Horizon’s clinic in Fort Thompson. Horizon’s is an FQHC, staffed with one APP. Sanford Chamberlain provides physician oversight to that clinic and is working to establish telemedicine connectivity with the clinic to enhance patient care.</li> <li>• Integrated one MSW on site for behavioral health support. Added a second part time Behavioral Health Triage Therapist to clinic.</li> <li>• Medical Home model – including integrated Health Coach and focus on quality dashboard measures that include identifying mental health needs early on.</li> </ul>

## Demonstrating Impact

The following unmet needs were identified through a formal community health needs assessment, resource mapping and prioritization for 2013:

- Urgent Care/Access to Providers
- Mental health/substance Abuse

The 2013 Community Health Needs Assessment served as a catalyst to lift up access/urgent care and mental health services as implementation strategies for the 2013-2016 timespan. The following strategies were implemented.

### **Implementation strategy to address *Urgent Care/Access to Providers***

- Extend hours of clinic 2 days per week (until 6 p.m.).
- Walk-in clinic 2 days/week from 4 p.m. to 6:30 p.m.
- Create advertising to educate customers on walk-in clinic (i.e. not to be used for annual physicals).

### **Implementation strategy to address *Mental Health/Substance Abuse***

- Fully implement mental health strategies in coordination with Sanford One Mind – including psychiatrist and behavioral health support professionals.
- Utilize internal resources already available through on-staff MSW.

The 2013 strategies have served as a base for reaching out and utilizing resources and implementing resources in the Chamberlain community. The impact has been positive and the work will continue into the future through new or continued programming and services on the strategies.

### Impact of the Strategy for *Urgent Care After Hours*

The strategy of adding after hours has been completed. An urgent care clinic has not been established; however, additional hours have been added to the clinic schedule and the clinic remains open until 5:30 p.m.

### Impact of the Strategy to Address *Mental Health*

Sanford Chamberlain has added a Master's prepared social worker (MSW) to allocate 70% of the time to behavioral health and 30% case management. This has helped with patients being able to use specialized services and identify needs that can be referred. Sanford Chamberlain has also added a behavioral health triage therapist to further integrate mental health into the Medical Home model.





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