



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

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HEALTH

Dear Community Members,

Sanford Luverne is pleased to present the 2016 Community Health Needs Assessment 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 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 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 Luverne has formalized strategy to address the following community health needs:

- Mental Health
- Physical 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 Luverne, 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,



Tammy Loosbrock  
Chief Executive Officer  
Sanford Luverne 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. The goal of this strategy is to improve the Minnesota Community Measures scores for identified chronic disease.

### 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 and coordination of care. Sanford is working with community partners to create program and referral options for community members.

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

**Priority 1: Improving the physical health of the community**

**Projected Impact: Improved chronic disease management**

**Goal 1: Improved MN Community Measure Scores for identified chronic disease management**

| Actions/Tactics  | Measureable Outcomes  | Dedicated Resources   | Leadership                       | Community partnerships and collaborations (if applicable)            |
|--|---|---|----------------------------------|--|
| Key clinic staff will continue to monitor the disease registry & expand beyond the asthma, diabetes and mental health focus to new evolving needs as gaps are identified | MN Community Measure Scores   | RN Health Coach, Clinical Supervisor, Care Coordinator                                      | Clinic Director, CEO, Physicians |  |
| Educational opportunities will be provided to the community to encourage healthy eating  | County obesity rates, MN Community Measure Scores   | Dietitian, RN Health Coach, Wellness Coord., Diabetic educators, Sanford Wellness Committee | CEO, clinic director, physicians | Chamber, School, Food shelf, farmers market                          |
| Explore options to increase availability of dental services that accept MA   | Access to dental care for MA patients   | CEO, Clinic director  | CEO, clinic director             | Local dentists, Mobile dental services, SW Health and Human Services |
| Engage community around wellness and become a leader in activities that promote physical health in the community   | County obesity rates, expanded use of walking/biking trails, number of activities to promote health/wellness in the community, designated healthy community (ex: Blue Zone) | Wellness Coord., CEO, RN Health Coach, Employee Health RN                                   | CEO, rehab manager               | City, school, Chamber  |

**Priority 2: Improving the mental health of the community**

**Projected Impact: Improved access and coordination of care**

**Goal 1: Enhanced access to mental health and substance abuse resources**

| Actions/Tactics   | Measureable Outcomes  | Resources  | Leadership           | Community partnerships and collaborations - if applicable                |
|---|---|--|----------------------|--|
| Expanded access to behavioral health triage therapist (BHTT)  | Referrals to behavioral health  | Behavioral Health Triage Therapist   | Clinic director      | Sanford Behavioral Health Team   |
| BHTT partnership with local and Sanford mental health resources to triage patients into appropriate providers   | Behavioral health referrals, decreased PHQ9 scores, improved mental health scores | Behavioral Health Triage Therapist, Care Coordinator Assistant                     | Clinic director      | SW Mental Health, Sanford Mental Health Resources                        |
| BHTT to engage in the community to provide education on improving mental health   | Decreased PHQ9 scores, improved mental health scores                              | Behavioral Health Triage Therapist, RN Health Coach and Care Coordinator Assistant | Clinic director      | SW Mental Health   |
| Chemical dependency program actively involved with county drug court programs   | Enhanced access to substance abuse services                                       | Chemical dependency staff  | CEO                  | Rock County & surrounding counties' drug courts, school, law enforcement |
| Chemical dependency and BHTT partnership in providing education to school or other agencies on improving mental health and decreasing substance abuse | Decreased incidence of underage drug and alcohol use                              | Chemical dependency staff, behavioral health triage therapist                      | CEO, Clinic director | SW Mental Health, School, County/Drug court                              |

## Community Health Needs Assessment Key Findings

The following needs were brought forward for prioritization:

- Aging – cost of long term care, availability of memory care
- Children and Youth – availability of quality infant care and quality child care
- Safety – presence of street drugs and alcohol in the community
- Health Care Access – access to affordable health insurance
- Physical Health – cancer, chronic disease, inactivity, poor nutrition and obesity
- Mental Health – underage drinking, underage drug use and abuse, stress and tobacco use
- Preventive Health – flu vaccines, immunizations

### Sanford Luverne Medical Center *Addressing the Needs*

| Identified Concerns  | How Sanford Luverne is Addressing the Needs  |
|--|--|
| <b>Aging</b> <ul style="list-style-type: none"> <li>• Cost of long term care</li> <li>• Availability of memory care</li> </ul>   | Sharing information on need for memory care with area senior housing partners.   |
| <b>Children and Youth</b> <ul style="list-style-type: none"> <li>• Availability of quality infant care</li> <li>• Availability of quality childcare</li> </ul>   | Sharing need with city for conducting a needs assessment.  |
| <b>Safety</b> <ul style="list-style-type: none"> <li>• Presence of street drugs and alcohol in the community</li> </ul>  | Partnering with local law enforcement in the county drug court process .   |
| <b>Health Care</b> <ul style="list-style-type: none"> <li>• Access to affordable health insurance</li> </ul>   | <ul style="list-style-type: none"> <li>• Sanford Health Plan</li> <li>• Sanford Community Care program</li> </ul>  |
| <b>Physical Health</b> <ul style="list-style-type: none"> <li>• Cancer</li> <li>• Inactivity and lack of exercise;<br/>Obesity                             <ul style="list-style-type: none"> <li>○ County rate is obese 27%</li> </ul> </li> <li>• Poor nutrition and eating habits</li> <li>• Chronic disease</li> </ul> | <ul style="list-style-type: none"> <li>• Sanford Luverne dietician conducting programs for intensive behavioral therapy for obese patients and providing education monthly at senior center.</li> <li>• Sanford Luverne Medical Home model within the clinic impacting chronic disease and care coordination through Health Coach and care coordinator assistant.</li> <li>• Sanford Luverne wellness coordinator hosting community wellness challenges.</li> <li>• Sanford Luverne partnered with master gardeners on grant writing to expand community gardens for greater access to fresh produce.</li> <li>• Sanford Luverne rep on the Food Shelf to impact food choices/more healthy options.</li> <li>• Sanford Luverne submitting grant letters of support for expanded walking/biking path access.</li> </ul> |

| Identified Concerns  | How Sanford Luverne is Addressing the Needs   |
|--|---|
| <p><b>Mental Health</b></p> <ul style="list-style-type: none"> <li>• Underage drug abuse</li> <li>• Underage drinking</li> <li>• Stress</li> <li>• Smoking and tobacco use</li> </ul>  | <ul style="list-style-type: none"> <li>• Sanford Luverne has recruited and recently hired a behavioral health triage therapist who is completing orientation. Plans to ramp up to part-time by mid-2016. She has met with SW Mental Health resources to begin collaboration.</li> <li>• Sanford Luverne has an outpatient chemical dependency program that is involved with county and surrounding county drug courts as well as actively involved with community groups working to impact drug/alcohol use.</li> <li>• Sanford Luverne has access to telehealth psych providers for adults and pediatric needs.</li> </ul> |
| <p><b>Preventive Health</b></p> <ul style="list-style-type: none"> <li>• 17.6% did not receive a flu shot last year</li> <li>• 66.7% did not have an immunization last year</li> </ul> | <ul style="list-style-type: none"> <li>• Sanford Luverne conducts school flu shot clinics at area schools to ensure kids are vaccinated.</li> <li>• Sanford Luverne staff are reviewing snapshot in EMR to ensure immunizations are given at appropriate times.</li> </ul>  |

## Sanford Luverne 2016 CHNA Asset Map

| Identified concern                    | Community resources that are available to address the need   |
|---------------------------------------|--|
| <b>Aging Population</b>               | Area Long Term Care & Assisted Living facilities – Luverne, Edgerton, Hills, Ellsworth, Adrian   |
| <b>Children and Youth Health Care</b> | Sanford WebMD Fit Kids<br>Rock County day care providers   |
| <b>Safety</b>                         | Sanford Luverne Chemical Dependency Program<br>Rock Nobles Drug court<br>Rock County Law Enforcement   |
| <b>Health Care</b>                    | Sanford Luverne Medical Center<br>Sanford Video and E-visits<br>Sanford Community Care Program<br>Sanford Financial Counselors   |
| <b>Physical Health</b>                | Sanford Cancer Biology Research Center<br>Sanford Luverne dietitians<br>Biking and walking paths<br>Area fitness centers<br>Open walking at school<br>Community gardens/farmers market<br>Sanford Luverne Intensive Behavioral Therapy program<br>MN Extension Service<br>Sanford Medical Home<br>The Sanford Project – to cure Type 1 DB in Denny Sanford’s lifetime<br>Sanford WebMD Fit Kids<br>Sanford’s Better Choices/Better Health Program to address chronic illnesses<br>Sanford Luverne Health Coach<br>Sanford Luverne Medical Center |
| <b>Mental Health</b>                  | Sanford One Care<br>Sanford Luverne Chemical Dependency Program<br>Sanford Luverne Behavioral Health Therapist<br>Sanford tele-psych services<br>Southwest Mental Health Services  |
| <b>Preventive Health</b>              | Public Health office<br>Area pharmacies that offer flu shots<br>Sanford Luverne Medical Center<br>Medical Home Services<br>Luverne and Rock County dentists  |



# Demonstrating Impact

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

## 2013 Community Health Needs Assessment Sanford Luverne Implementation Strategy

### After Hours Access/Walk In Clinic

#### **Three-Year Plan (January 2013 - January 2015)**

- Complete after hours volume analysis by September 30, 2013
- Complete proforma and business plan by December 31, 2013
- Sanford Health Network level review of proforma and business plan: Decline/Approve by February 15, 2014
- FY 14 budget developed to include initiative by February 28, 2014
- Implementation by September 30, 2014

### Lack of Knowledge on Services Available in the Community

#### **Three-Year Plan (January 2013 - January 2015)**

- Develop Rock County Collaborative of key stakeholders by July 31, 2013
- Develop tool of available resources by December 31, 2013
- Design/print resource materials with Sanford marketing by February 28, 2014
- Share resource tool with key community stakeholders/access points to care by April 30, 2014 and at various events throughout FY 16

### Impact of the Strategy to Address After Hours Access

Sanford Luverne analyzed volume data and completed a financial analysis for a potential after hours clinic. The addition of a new provider in the clinic as well as E-visits through MyChart, impacted the demand for an extended hours clinic.

Patients are currently able to access a video visit or E-visit with their provider through MyChart for after hours access without having to leave the community for urgent care needs. The new E-visits and MyChart access has addressed the need for additional options and access.

### Impact of the Strategy to Address Awareness of Available Services

The 2013 CHNA found that community members were not always aware of resources and services available to them. Sanford convened a Community Safe Transitions collaborative that meets on a quarterly basis at Sanford Luverne. Team members include: Sanford Luverne Medical Center representatives, retail pharmacy, behavior health, nursing home, home care, services for the retired and aging, group homes, social workers, and transportation providers.

The collaborative updated brochures and distributed them among group members. Group members will distribute the information as needed throughout community and area. Updated information was also uploaded to the “resource tab” of Sanford OneChart and the Sanford Health Coach will continue to update information on the chart as new information becomes available.

The impact from the 2013 Implementation strategies has been positive and the work will extend into the future through new or continued focus on the strategies.



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