



Sanford Bismarck
**Community Health Needs Assessment
Implementation Strategies**
2014-2016

dba Sanford Bismarck Medical Center EIN# 45-0226700

Dear Community Members,

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

- Pediatric Obesity
- Diabetes

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 Bismarck, 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,



Craig Lambrecht, M.D.
President

Our Mission:
Dedicated to the work of
health and healing

Addressing the Needs in Bismarck

ADULT DAY CARE

Community resources addressing the need:

- Missouri Slope Lutheran Care Center
- Enable, Inc.
- Maple View

Sanford's commitment to addressing the need:

- Sanford is addressing this need by partnering with community adult day care programs to assist patients and patients' families with service needs. Additionally, Sanford provides a program called Help at Home—a program designed to provide long-term assistance with daily living activities.

ASSISTED/INDEPENDENT LIVING

Community resources addressing the need:

- Edgewood Vista on Dominion
- Edgewood Vista Village
- Good Samaritan Society
- Sanford Health Marillac Manor
- Patterson Place
- Primrose Retirement Communities
- The Terrace
- Touchmark
- Valley View Heights

Sanford's commitment to addressing the need:

- Sanford provides a 77-unit independent living facility (Marillac Manor) and monitors community need in all long-term care and assisted/independent living strategic planning.

CHILDREN AND YOUTH

Community resources addressing the need:

- Aqua Storm Swim Team
- ARC
- Bismarck Mandan Tennis Association
- Bismarck Midget Football

- Bismarck Parks and Recreation
- Bismarck Soccer League
- Bismarck Youth Baseball
- Bismarck Youth Fast Pitch Softball
- Bismarck's Life After School Time (B.L.A.S.T.)
- Bobcats Youth Hockey School
- Boy Scouts
- Catholic Family Services
- Central Dakota Cyclists
- Central Dakota Diving Club
- Charles Hall Youth Service
- Child Care Resource and Referral
- Dakota Boys and Girls Ranch, 800-344-0957
- Dakota Family Services, 701-255-4020
- Dakota United Soccer Club
- Dakota West Arts Council
- Dakota Zoo
- Gateway to Science
- Girl Scouts, 701-223-4525
- Go! Bismarck-Mandan
- Good Bird Home, 701-255-3563
- Great Plains Track and Field Club
- Hall Home
- Head Start
- Lutheran Social Services
- Missouri Valley Family YMCA
- Mountain Plains Youth Service, Inc.
- Open Door Community Center
- Shade Tree Players
- Sleepy Hollow Theater and Arts Park
- Special Olympics
- The Village
- Theo Art School
- Youth Works

Sanford's commitment to addressing the need:

- Availability of affordable healthcare: Sanford case workers and social workers direct eligible families to applicable programs including Medicaid and Children's Health Insurance Program (CHIP) to help ensure insurance coverage for children.
- Services for at-risk youth: Sanford does not provide services in this area at the present time. Programming that targets youth at risk is being planned to begin in 2014.
- Pediatric obesity: In addition to partnering with and supporting area programs that target pediatric obesity, Sanford has identified periodic obesity as a primary 2013-2016 strategic initiative.

- The three-year plan includes:
 - Actively participation with community wellness, fitness and healthy living entities to promote and support fitness and active living by sponsoring walking, screening and educational programs.
 - Increase physician awareness of these programs and encourage increased referrals.
 - Initiate youth-specific running program.
 - Partner with community efforts to address pediatric obesity including YMCA Fit Kids, Go! Bismarck/Mandan, and Bismarck-Burleigh Public Health's Body Works and Healthy Kids/Healthy Weight programs.
 - Offer healthy eating and active living classes via Sanford Bismarck's Doc Talk education series.
 - Launch *fit*, a partnership that unites Sanford's medical expertise and WebMD's prominence as an on-line medical resource. Together the groups will work to prevent Type 2 Diabetes and address the childhood obesity epidemic. The initial stage of *fit* will provide a series of on-line resources that combine education with motivation to take action.

COMMUNITY SUPPORT GROUPS

Community resources addressing the need:

- A.W.A.K.E: Alert, Well and Keeping Energetic (Sleep support group), 701-323-8500
- Alzheimer's, Dementia and Memory Loss Care Givers' Support Group, 701-530-7755
- Bismarck Autism Support Group, 701-323-4433
- Breast Cancer Support Group, 701-222-6100
- Cancer Caregivers Support Group for Men, 701-222-6100
- Cancer Support Program, 701-323-9900
- Celiac Support Group, 701-530-7836
- Compassionate friends (For bereaved parents after the death of their child), 701-258-2219
- Congenital Heart Defect Support Group, 701-527-0721
- Diabetes, 701-323-6382
- Healthy Steps (Lebed Method), 701-222-6100
- Hepatitis B and C, 701-222-4136
- Look Good/Feel Better (for women undergoing cancer treatment), 701-222-6100
- Look Out for Lymphedema, 701-222-6100
- Lord of Life Lutheran Church Cancer Support Group, 701-223-2986
- Lupus Support Group, 701-258-6345
- Mastectomy Education and Support Group, 701-530-4000
- Multiple Sclerosis, 701-220-4181
- National Autism Connection Support Group, 701-202-8194
- N.D. Autism Connection Bismarck Support Group, ndautismconnection.org
- Parkinson's Support Group, 701-223-9216
- Stroke and brain injury groups, 701-323-6616 or 701-530-7700
- Us Too! Prostate Cancer Support Group, 701-323-5880

Sanford's commitment to addressing the need:

- Sanford is addressing this need and 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/>.

- Sanford Health provides support to various community support groups by offering free meeting space and refreshments.

DENTAL CARE

Community resources addressing the need:

- Bridging the Gap (dental care)
- Ronald McDonald Care Mobile (mobile dental clinic focusing on underserved children)

Sanford's commitment to addressing the need:

- Sanford will address this need by sharing these concerns with city and public health leadership.

DRUG AND ALCOHOL ABUSE RESOURCES

Community resources addressing the need:

- ACS Crisis Residential
- ADAPT, Inc.
- Alcoholics Anonymous
- Heartview Foundation
- Lutheran Social Services
- New Freedom Center
- Pathways to Freedom
- Sanford Health
- St. Alexius Medical Center
- Village Family Services
- West Central Human Service Chemical Dependency Program
- Whole Person Recovery Center

Sanford's commitment to addressing the need:

- Sanford providers work closely with area drug/alcohol abuse treatment centers providing referrals and ongoing medical care for patients.
- Sanford's behavioral health team has expertise in treating and caring for patients with abuse problems.

ECONOMIC ISSUES

Community resources addressing the need:

- Numerous thrift shops
- Burleigh County Social Services
- Legal Services of North Dakota
- Sanford Health and St. Alexius Medical Center Community Care Programs

Sanford's commitment to addressing the need:

- Sanford is addressing this need by providing charity care through the Community Care program and has a discounted rate for those who qualify for assistance.
- Sanford case workers and social workers work closely with low-income families to secure insurance coverage when available.
- As the region's top non-government employer, Sanford Health contributes enormously to the local economy as well as leading charitable organizations.

FINANCIAL ASSISTANCE

Community resources addressing the need:

- Burleigh County Housing Authority
- Burleigh County Social Services
- Legal Services of North Dakota

Sanford's commitment to addressing the need:

- Sanford is addressing this need by providing charity care through the Community Care program and has a discounted rate for those who qualify for assistance.

FOOD PANTRIES

Community resources addressing the need:

- All Nations Assembly of God
- Bismarck Emergency Food Pantry
- Community Action Program
- Corpus Christi Church
- Crystal River Ministry Center
- Faith Center
- Helping Hand Food Pantry
- Salvation Army of Bismarck
- Stone Soup Kitchen/Ruth Meiers Hospitality House

Sanford's commitment to addressing the need:

- Sanford case and social workers direct families to community resources that provide food and funding assistance.
- As an organization, Sanford supports the area's largest funding source for regional food pantries—United Way—and invites employees to do the same via internal fundraising campaigns.

HEALTHCARE/HEALTH INSURANCE

Community resources addressing the need:

- Blue Cross Member Advocate Program
- Caring for Children (The North Dakota Caring Foundation, Inc.)
- Community Care Programs (Sanford Health and St. Alexius Medical Center)
- Health Insurance counseling (N.D. Dept. of Insurance)
- Medicaid (Burleigh County and N.D. Dept. of Human Services)

- Medical Home Program
- Sanford Health Case Managers
- Sanford Health Parish Nurses
- Sanford Health Social Workers

Sanford's commitment to addressing the need:

- Sanford is addressing this need by providing charity care through the Community Care program and has a discounted rate for those who qualify for assistance.
- Sanford will provide Marketplace education materials to help uninsured and under-insured patients secure affordable insurance coverage.

HOMELESS SHELTERS/EMERGENCY HOUSING

Community resources addressing the need:

- Abused Adult Resource Center/Pam's House
- Ruth Meiers Hospitality House
- West Central Human Services Center

Sanford's commitment to addressing the need:

- Sanford works collaboratively with area shelters and emergency housing resources. Sanford case workers and social workers provide information and assistance to help place homeless patients and their families.
- For families faced with overwhelming housing costs associated with ongoing care, Sanford secures discounted lodging rates at area hotels.

LONG TERM CARE

Community resources addressing the need:

- Baptist Home Apartments
- Baptist Home
- Brandon Heights Village
- Crescent Manor,
- Edgewood Vista on Dominion
- Edgewood Vista Village
- Good Samaritan Society
- Maple View East
- Maple View North
- Missouri Slope Lutheran Care Center
- Patterson Place
- Primrose Retirement Communities
- Sanford St. Vincent's Care Center
- Sanford Health Continuing Care Center off Collins
- Sanford Health Sunset Drive Continuing Care Center
- Sanford Health St. Vincent's Continuing Care Center
- Sanford Health Marillac Manor
- St. Gabriel's Community

- The Terrace
- Touchmark
- Valley View Heights

Sanford's commitment to addressing the need:

- Sanford is addressing this need by providing three long-term care facilities in the communities served. Because these facilities have been operating at or near maximum capacity, Sanford is monitoring community needs for additional long-term care services. Because need is trending up, Sanford has begun researching different means to improve long-term care capacity and services. The uptrend will be incorporated into applicable strategic planning processes moving forward.

MEDICAL EQUIPMENT

Community resources addressing the need:

- Amvets
- Easter Seals
- Great Plains Rehabilitation services
- Interagency program for assistive technology (IPAT)
- PraxAir (oxygen)
- Sanford HealthCare Accessories
- Scrubs Camp/Camp Med
- GOOS committee (grow your own staff)

Sanford's commitment to addressing the need:

- Sanford is addressing this need locally through the provision of Sanford Healthcare Accessories (two locations in Bismarck). Additionally, Sanford provides information regarding community resources as well as home care programs including Home Health and Help at Home, programs that provide needed daily assistance for various disabilities.

MENTAL HEALTH

Community resources addressing the need:

- Burleigh County Social Services
- Dakota Boys and Girls Ranch
- EAP programs
- Local mental health providers
- Mental Health Association
- Partnerships Program for Children's Mental Health (N.D. Dept. of Human Services)
- Pride, Inc.
- Sanford Health (medical providers, therapists and case workers)
- St. Alexius Medical Center (medical providers, therapists, case workers)
- The Village
- West Central Human Services Center

Sanford's commitment to addressing the need:

- Sanford Health provides a full-service behavioral health department that includes adult and child psychiatrists, psychologists, social workers, nurse practitioners and registered nurses. Sanford Behavioral Health provides comprehensive counseling and therapy for individuals, families, couples and groups. Counseling and therapy is available for children under age 18 with parental consent.

PHYSICAL HEALTH

Community resources addressing the need:

- Bismarck Parks and Recreation Department programming and facilities
- City of Bismarck bike and pedestrian strategic plans
- Community wellness centers including Sanford Women's Health Center and Sanford
- Go! Bismarck-Mandan
- Let's Move! (N.D. Dept. of Health)
- Missouri Valley YMCA
- School programs and activities
- Sanford Dietitians

Sanford's commitment to addressing the need

- Sanford has prioritized obesity as an implementation strategy for FY 2014-2016.
- Sanford providers and managers serve on several community-based groups targeting community health and wellness.
- Based upon strong community need, Sanford will investigate the opportunity to support the local YMCA's efforts to expand services.
- Sanford dietitians are medical nutrition therapy (MNT) providers and are available for 1:1 counseling or for community presentations and consultations.

PRESCRIPTION MEDICATIONS

Community resources addressing the need:

- AID, Inc.
- Burleigh County Public Health
- Burleigh County Senior Adults
- Burleigh County Social Services
- Burleigh County Veterans Service
- Prescription Connection (N.D. Dept. of Insurance prescription assistance program)
- Salvation Army
- United Tribes Technical College

Sanford's commitment to addressing the need:

- Sanford is addressing this need by providing information regarding available resources to patients with financial need.

SENIOR CARE

Community resources addressing the need:

- Burleigh County Senior Adults Program
- Catholic Charities North Dakota
- Easter Seals
- Good Samaritan Society Home Care
- Gracefully Aging (Pride, Inc.)
- Guardian and Protective Services
- Lutheran Social Services
- ND Aging and Disability Resource Link
- North Dakota Aging and Disability Resource Link
- Northland PACE program
- Sanford Health Help at Home
- Sanford Health Home Health
- Sanford Health Meals on Wheels
- Sanford Health Continuing Care Center off Collins
- Sanford Health Sunset Drive Continuing Care Center
- Sanford Health St. Vincent's Continuing Care Center
- Sanford Health Marillac Manor
- Spectrum
- St. Alexius Home Care
- Support systems, Inc.
- Visiting Angels
- Volunteer Caregiver Exchange

Sanford's commitment to addressing the need:

- Sanford is addressing this need by working collaboratively with programs and resources earmarked to help the uninsured and underinsured secure affordable care for elderly family members.
- Case workers and social workers help patients and their families proactively plan for and arrange long-term care at an appropriate facility.
- As a fully integrated healthcare system, Sanford Health provides a full continuum of care (including long-term care), meaning patients may be moved from one care level to the next in a streamlined system. The seamless process increases patient and family satisfaction while minimizing disruption to the patient's wellbeing.

SMOKING CESSATION

Community resources addressing the need:

- St. Alexius Medical Center
- Bismarck-Burleigh Public Health
- Tobacco Prevention and Control Program (N.D. Dept. of Health)

Sanford's commitment to addressing the need:

- Sanford Health's employee health insurance covers some or all of the costs to complete tobacco cessation treatment. Sanford also supports and internally promotes tobacco cessation programs offered via the N.D. Department of Health and Bismarck-Burleigh County Public Health.

TRANSPORTATION

Community resources addressing the need:

- Bis-Man Transit
- Burleigh County Veterans Affairs transit services
- CAT (Capital Area Transit) Bus

Sanford's commitment to addressing the need

- Sanford Health supports area transportation operations including Bis-Man Transit and Burleigh County Veterans Affairs transit services. Sanford Health Bismarck's volunteer services director serves on the Bis-Man Transit board of directors to help ensure transportation services for senior adults and adults with disabilities. Additionally, Sanford Health Bismarck provides busing transportation to and from each of its three long-term care homes and two assisted living locations.

VISION/HEARING IMPAIRED

Community resources addressing the need:

- Hear-O-Program (donated hearing aids for income-eligible applicants)

Sanford's commitment to addressing the need:

- Sanford is addressing this need by making available a variety of communication aids including telephone and video interpreter services, face-to-face interpreters, visual aids (magnifying glass, eye patch, prism glasses), closed-caption television programming, and a telephone decoder for the deaf (TDD).

Sanford Bismarck Community Health Needs Assessment

Implementation Strategy

FY 2014-2016 Action Plan

Priority 1: Pediatric Obesity

Goal 1: Actively participate with community wellness, fitness and healthy living entities to promote and support fitness and active living by sponsoring walking, screening and educational programs

Measurable Outcomes:

- Quantify number of events supported
- Quantifiable number of participants impacted

Sanford Resources:

- Staff time and volunteer time
- Dedicated funding from Public Affairs
- Revenue from Sanford Annual Breast Cancer Walk/Run Awareness event

Goal 2: Increase physician awareness of these programs and encourage increased referrals

Measurable Outcome:

- Identify physician engagement opportunities with each event

Sanford Resources:

- Physician and support staff time

Goal 3: Pursue establishing a Girls on the Run chapter for community members. Program goal is to inspire at-risk school-age girls to be joyful, healthy and confident via an experience-based curriculum which creatively integrates running.

Measurable Outcomes:

- Identify potential at-risk populations to target
- Solicit community partners
- Quantify number of youth impacted by program

Sanford Resources:

- Staff time combined with volunteer hours from committee members
- \$7,500 budgeted for programming

Goal 4: Partner with community efforts to address pediatric obesity, including but not limited to YMCA Fit Kids, Go! Bismarck/Mandan, and Bismarck-Burleigh Public Health's BodyWorks and Healthy Kids/Healthy Weight programs

Measurable Outcome:

- Leadership committed to join committees, attend regularly, and complete applicable committee work

Sanford Resources:

- Staff time
- Applicable financial donations to support community events

Goal 5: Increase pre-diabetes awareness via health fairs, Doc Talk education series, and newspaper articles

Measurable Outcome:

- Quantify number of patients and families impacted by each education opportunity

Sanford Resources:

- Sanford primary care physicians
- Sanford nephrologists
- Applicable support teams

Goal 6: Work with Sanford WebMD Fit Kids program to leverage this program to parents and children through our local school system

Measurable Outcome:

- Partner with community organizations to deliver this education tool to children and their families

Sanford Resources:

- Staff time
- Applicable financial donations to support community events

Goal 7: Provide healthy lifestyle education opportunities, e.g. free Doc Talk presentations, targeting obesity-related risk factors and conditions

Measurable Outcome:

- Partner with community organizations to deliver this education tool to children and their families

Sanford Resources:

- Staff time
- Applicable financial donations to support community events

Priority 2: Diabetes

Goal 1: Increase pre-diabetes education and outreach activities: (1) partner with ND Diabetes Control Project to initiate comprehensive pre-diabetes behavior modification class, a.k.a. self-management curriculum; and (2) offer weekly classes to improve JIT diabetes education for newly-diagnosed patients.

Measurable Outcomes:

- Quantify number of patients identified as pre-diabetic
- Quantity number of referrals offered and number of patients and family members who take advantage of the education opportunity
- Quantify pre- and post-training blood sugar levels and BMI

Sanford Resources:

- Two Sanford RNs
- Two Sanford APPs
- North Dakota Health Department staff

Goal 2: Increase pre-diabetes awareness via health fairs, Doc Talk education series, and newspaper articles

Measurable Outcome:

- Quantify number of patients and families impacted by each education opportunity

Sanford Resources:

- Sanford primary care physicians
- Sanford nephrologists
- Applicable support teams

Goal 3: Actively participate with community wellness, fitness and health living entities to promote and support fitness and active living by sponsoring walking, screening and education programs

Measurable Outcomes:

- Quantify number of events supported
- Quantify number of participants impacted

Sanford Resources:

- Sanford physicians
- Sanford nurses
- Sanford dietitians
- Sanford wellness staff

Goal 4: Partner with mental health services to offer depression screenings and support services to patients with diabetes

Measurable Outcome:

- Develop protocol to screen for depression symptoms in diabetes practices
- Establish referrals/access process to ensure patients receive treatment in a timely manner

Sanford Resources:

- Sanford Diabetes Care Center team
- Sanford Mental Health team

Goal 5: Offer monthly diabetes education classes to community members diagnosed with diabetes; offer monthly support groups to patients previously diagnosed

Measurable Outcome:

- Quantify number of patients and families impacted by each education opportunity

Sanford Resources:

- Sanford Diabetes Center RNs

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

