



Sanford Health Network  
Community Health Needs Assessment  
Implementation Strategies  
2014-2016

dba Sanford Laverne Medical Center EIN# 46-0388596

**Dear Community Members,**

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

- **After-hours access/walk-in clinic**
- **Increase knowledge and awareness of services available within the community**

**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 Laverne, 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,**



**Tammy Loosbrock**  
**CEO**

## **Addressing the Needs in Luverne**

### **ACCESS**

Community resources addressing the need:

- Same Day at Sanford campaign launched for same day appointments.
- Cardiology services offered 3 times/month at clinic.
- Dermatology available in Sioux Falls.

Sanford's commitment to addressing the need:

- Sanford Luverne has chosen after-hours access as a priority and has developed an implementation strategy to address the need.

### **CANCER**

Community resources addressing the need:

- Sanford Cancer Biology Research Center
- Edith Sanford Breast Cancer Institute

Sanford's commitment to addressing the need:

- Sanford has dedicated resources and recruited experts in the field of oncology to address cancer research.

### **CHRONIC CONDITIONS**

Community resources addressing the need:

- Sanford Medical Home
- Sanford Dietitians
- TB: Sanford Luverne Infection Control and Public Health
- Chronic Illness: Family Services coordinates care for qualified patients. Sanford Luverne Health Coaches coordinate care.
- Obesity: SHIP Grant to reduce obesity in community
- Substance: CHIP, Community Health, smoking cessation

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 is available 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.

### **COMPETITION**

Community resources addressing the need:

- Currently one healthcare facility in our service area.

Sanford's commitment to addressing the need:

- Currently this is not an issue.

### **DENTAL CARE**

Community resources addressing the need:

- 2 dentists in Luverne, 0 in Edgerton, 1 in Adrian.
- UCare provides mobile services in Sanford Worthington Clinic parking lot.
- Pediatric dental varnish offered in the clinic.

Sanford's commitment to addressing the need:

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

### **DIABETES**

Community resources addressing the need:

- The Sanford Project – to cure Type1 Diabetes in Denny Sanford's lifetime
- Sanford dietitians
- Sanford Medical Home
- Sanford Luverne has daytime diabetes classes. Previous evening classes had poor attendance. Health Coach surveying those with diabetes to determine best option for time.

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 on-line free of charge to all patients with a chronic disease.
- Additionally, obesity is a co-morbidity of many chronic diseases and is a priority for Sanford Enterprise. The enterprise implementation strategy will address obesity.

### **DIALYSIS**

Community resources addressing the need:

- Dialysis is currently offered in communities less than 30 miles from Luverne – Sioux Falls, Pipestone, and Worthington.

Sanford's commitment to addressing the need:

- Sanford is meeting the need through dialysis services available in Sioux Falls and Worthington, which are both within 30 miles of Luverne. Building a new center in Luverne is not feasible at this time.

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

Community resources addressing the need:

- Share with the City of Luverne

Sanford's commitment to addressing the need:

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

### **ELDERLY ISSUES**

Community resources addressing the need:

- Home Care services - VNA, Good Sam, HSI
- Assisted Living services available
- Senior Linkage Line
- RSVP Volunteers
- Life Line

Sanford's commitment to addressing the need:

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

### **EMERGENCY SERVICES**

Community resources addressing the need:

- Health Coach reviewing ER log and working with chronic ER users.
- EMTs/paramedics complete continuing education hours to maintain certification.
- Local communities continue recruiting for volunteers for ambulance services.
- Share with Sheriff's office.

Sanford's commitment to addressing the need:

- The Sanford Health Coach program 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.
- Will share information with the Sheriff's office.

### **HEALTHCARE COST/INSURANCE COST**

Community resources addressing the need:

- Healthcare reform
- Insurance exchange
- Lewis drug prescription card
- UCare or MA if cannot afford and meet guidelines
- Sanford Luverne Health Coach to help identify resources.

Sanford's commitment to addressing the need:

- Sanford provides charity care through the Community Care Program and continues to provide resources and monitoring of access for healthcare. Additionally, there is a discounted fee is available to patients who qualify.

### **HEALTH FACTORS**

Community resources addressing the need:

- Sanford dietitians
- Community Garden
- Farmer's Market
- Refer to County Extension Agency

Sanford's commitment to addressing the need:

- Will share survey results with County Extension Agency and Public Health.

### **HEALTHY NUTRITION**

Community resources addressing the need:

- Sanford dietitians

Sanford's commitment to addressing the need:

- Will share survey results with school leadership

### **MENTAL HEALTH**

Community resources addressing the need:

- Sanford One Care
- Mental Health Providers: Southwest Mental Health, Southwinds
- Refer #2 to local schools
- Sanford Behavioral Health Psych services available through telehealth at Sanford Luverne

Sanford's commitment to addressing the need:

- Sanford is addressing this need through Sanford One Mind and One Care.
- Additionally, Sanford Behavioral Health Psych services are available through telehealth at Sanford Luverne.

### **MORBIDITY AND MORTALITY**

Community resources addressing the need:

- Sanford Luverne offers prenatal care and prenatal classes.

Sanford's commitment to addressing the need:

- Sanford Luverne is addressing this need through prenatal care and prenatal classes.

## **PHARMACY**

Community resources addressing the need:

- Refer to local pharmacies and City of Edgerton.

Sanford's commitment to addressing the need:

- Sanford will refer this concern to local pharmacies and City of Edgerton.

## **PHYSICIANS**

Community resources addressing the need:

- Edgerton has an Avera physician.
- Sanford Luverne has recruited a physician to start in 2014.

Sanford's commitment to addressing the need:

- Sanford Luverne has recruited a physician to start in 2014.

## **POLLUTION**

Community resources addressing the need:

- Refer to the City of Luverne Public Health Department.

Sanford's commitment to addressing the need:

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

## **POVERTY**

Community resources addressing the need:

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Sanford's commitment to addressing the need:

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

## **PHYSICAL ACTIVITY**

Community resources addressing the need:

- Power Fitness
- Luverne Area Aquatics and Fitness Center
- Bike Path in Luverne
- Luverne LOOP Committee
- Walking offered at school
- Hills has a fitness center
- Adrian has 2 fitness centers
- Edgerton has 1 fitness center
- Luverne Community Education offers fitness classes

Sanford's commitment to addressing the need:

- Sanford will address this need by sharing this identified concern with community leaders.
- Sanford on-line Sanford WebMD Fit Kids for children and parents.

### **SNOW REMOVAL**

Community resources addressing the need:

- Refer to city offices in service area.

Sanford's commitment to addressing the need:

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

### **SUBSTANCE ABUSE**

Community resources addressing the need:

- Sanford One Care
- Sanford Luverne CD program
- Drug Court Participation

Sanford's commitment to addressing the need:

- Sanford is addressing this need through Sanford One Mind and One Care.
- Sanford Behavioral Health Psych services are available through telehealth at Sanford Luverne.

### **TRAFFIC**

Community resources addressing the need:

- Refer to county law enforcement.

Sanford's commitment to addressing the need:

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

### **TRANSPORTATION**

Community resources addressing the need:

- RSVP drivers offer transportation after 4 p.m.
- Wheelchair Express
- MediVan
- Heartland Express (8 a.m. – 5 p.m.)

Sanford's commitment to addressing the need:

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

### **WELLNESS**

Community resources addressing the need:

- Sanford dietitians



- Sanford WebMD Fit Kids
- Sanford Luverne Wellness Program
- CHIP is addressing obesity issues
- Healthcare Home Certification/Health Coaches
- Luverne Community Education offers classes
- Weight Watchers/TOPS

Sanford's commitment to addressing the need:

- Sanford has chosen obesity as a priority and has developed an implementation strategy to address the need.

## **YOUTH**

Community resources addressing the need:

- Sanford WebMD Fit Kids
- Sanford One Care
- Chemical Dependency Program to address youth substance abuse

Sanford's commitment to addressing the need:

- Sanford is addressing behavioral health needs through Sanford One Mind and One Care.
- Additionally, Sanford Behavioral Health Psych services are available through telehealth at Sanford Luverne.
- Sanford has chosen obesity as a priority and has developed an implementation strategy to address the need.
- Will share these results with school leadership.

## **SANFORD-SPECIFIC**

Community resources addressing the need:

- Avera presently has a clinic in Edgerton.
- Discharge planner refers to Hospice Social Worker, Health Coach or Rock County Family Services as needed.

Sanford's commitment to addressing the need:

- Avera presently has a clinic in Edgerton.
- Sanford addresses the need for a social worker through the discharge planner who refers to Hospice Social Worker, Health Coach or Rock County Family Services as needed.

## **Sanford Luverne Community Health Needs Assessment**

### **Implementation Strategy**

#### **FY 2014-2016 Action Plan**

##### **Priority 1: After-Hours Access/Walk-in Clinic**

**Goal 1: Complete planning to determine feasibility of after-hours clinic in Luverne by December 31, 2013**

**Measurable Outcomes:**

- Volume Analysis
- Proforma
- Business Plan

**Sanford Resources:**

- Decision Support
- CFO

**Goal 2: Sanford Health Network review of proforma and business plan and decision made by February 28, 2014**

**Measurable Outcome:**

- Approved proforma and business plan

**Sanford Resources:**

- SHN leadership

**Goal 3: Budget developed to include initiative and final approval of budget by June 30, 2014**

**Measurable Outcome:**

- FY 15 approved budget

**Sanford Resources:**

- CFO
- CEO
- CNO
- Ancillary Director

**Goal 4: Implementation of after-hours clinic by September 1, 2014**

**Measurable Outcomes:**

- Clinic operational
- Patient volumes
- Financials to monitor success

**Sanford Resources:**

- CEO
- CFO
- CNO
- Ancillary Director
- Clinic Director

**Priority 2: Communication Plan**

**Goal 1: Develop Rock County Collaborative of key healthcare stakeholders by July 31, 2013**

**Measurable Outcome:**

- Key community members form a collaborative and meet regularly

**Sanford Resources:**

- CNO
- Ancillary Director

**Goal 2: Develop draft tool of available resources within the community with the county collaborative by December 31, 2013**

**Measurable Outcome:**

- A directory of community health resources compiled

**Sanford Resources:**

- CEO
- CNO
- Ancillary Director

**Goal 3: Design/print resource materials with Sanford Marketing by February 28, 2014**

**Measurable Outcome:**

- Directory is printed by Sanford Marketing and distributed throughout the community

**Sanford Resources:**

- CEO
- Marketing Coordinator
- Sanford Marketing

**Goal 4: Share resource tool with key community stakeholders/access points and at various events throughout community by April 30, 2014 and at various events throughout FY 15**

**Measurable Outcome:**

- Track the number of community contacts who have copies of resource materials and are using them

**Sanford Resources:**

- CEO
- CNO
- Ancillary Director
- Clinic Director

## **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