



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

dba Sanford Sheldon Medical Center EIN# 46-0388596



Dear Community Members,

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

- Access
- Physician Recruitment
- Preventive Services

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 Sheldon, 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,



Rick Nordahl  
CEO

## **Addressing the Needs in Sheldon**

### **ACCESS**

Community resources addressing the need:

- Two physician slots are currently being recruited for in Sheldon. Also the emergency department is being staffed separately (Saturday 9 – 12 and Monday evening 6 – 9). The medical clinic is currently open and we added a provider to Monday evening.
- Two physician positions are being filled
- Same Day at Sanford for immediate access
- Oncology, pulmonology and additional neurology are on the requested list of specialties

Sanford's commitment to addressing the need:

- Sanford is addressing this need with an active recruiting plan and has recently implemented Same Day at Sanford for immediate access.

### **CANCER**

Community resources addressing the need:

- Sanford Cancer Biology Research Center
- Sanford chemotherapy services
- Sanford consulting oncologist visits twice monthly
- Radiation therapy is available in Worthington, Spencer, Sioux Falls and Sioux City
- Sanford oncology services are available in Worthington, Sioux Falls, Spencer and Sioux city

Sanford's commitment to addressing the need:

- Sanford is addressing this need by dedicating resources and recruiting experts in the field of oncology to address cancer research. Some chemotherapy is done locally.

### **CARDIAC**

Community resources addressing the need:

- A cardiologist visits twice per month.

Sanford's commitment to addressing the need:

- Sanford is addressing this need by providing cardiology services through outreach twice per month. Additional services are available in Sioux Falls.

**CITY AND COUNTY SERVICES/CITY GOVERNMENT/CITY INFRASTRUCTURE**

Community resources addressing the need:

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Sanford's commitment to addressing the need:

- Sanford will address this need by sharing the survey results with community leaders.

**DIABETES**

Community resources addressing the need:

- Sanford offers diabetes education to individuals and groups
- The Sanford Project to cure Type 1 Diabetes
- Sanford Medical Home
- Currently offer diabetes education for individual groups

Sanford's commitment to addressing the need:

- Sanford provides diabetes education to individuals and in a group setting.
- Sanford has addressed this need by executing 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.

**ECONOMIC SITUATION/BUSINESS COMMUNITY**

Community resources addressing the need:

- SCDC is currently working on new industry to come to town
- RIDES and Love Inc. available for transportation

Sanford's commitment to addressing the need:

- Sanford will address this need by sharing survey results with community leaders.

**ELDERLY**

Community resources addressing the need:

- The RIDES program is county operated
- No plans for working on adult day care
- All hospital personnel are trained in Elder Abuse
- Dementia unit in the long term care facility

Sanford's commitment to addressing the need:

- Sanford will address this need by sharing survey results with community leaders.

## **EMERGENCY CARE**

Community resources addressing the need:

- Services are available 24/7
- Emergency Services personnel are volunteers at this point and serves us well

Sanford's commitment to addressing the need:

- Sanford will address this need through Health Coaches and Medical Home personnel engaging the patient in appropriate levels of care so that the use of the Emergency Room for primary care can be decreased.
- Services are available 24/7.

## **HANDICAPPED**

Community resources addressing the need:

- Need this quantified as we have great access and services

Sanford's commitment to addressing the need:

- Sanford will address this need by sharing survey results with community leaders.

## **HEALTHCARE COST/INSURANCE COST**

Community resources addressing the need:

- There are different plans available in town
- Community education
- Insurance company specific

Sanford's commitment to addressing the need:

- Sanford is addressing this need by providing charity care through the Community Care program and continuing 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:

- Quitline Iowa is available
- There are no preventable stays – better compliance from the patient's perspective

Sanford's commitment to addressing the need

- Sanford will address this need by providing survey results to community leaders.

## **HEALTHY NUTRITION**

Community resources addressing the need:

- Sanford dietitians
- Options are available
- Extension Service

- Blue Zone
- Currently partnering with Hy-Vee on this project

Sanford's commitment to addressing the need:

- Sanford is addressing this need through dieticians being the experts in health nutrition. They can be accessed 1:1 or for group discussions/MNT counseling.

### **HOUSING**

Community resources addressing the need:

- Work with City Leadership to make more affordable housing available

Sanford's commitment to addressing the need:

- Sanford will address this need by sharing survey results with community leaders.

### **JUDICIAL/POLICE**

Community resources addressing the need:

- Judges following guidelines

Sanford's commitment to addressing the need

- Sanford will address this need by sharing the CHNA findings with community and county leadership

### **MENTAL HEALTH**

Community resources addressing the need:

- Sanford One Care
- Currently recruiting two positions and working with another agency

Sanford's commitment to addressing the need:

- Sanford is addressing this need by prioritizing mental health as an enterprise implementation strategy for 2013-2016.

### **MORBIDITY AND MORTALITY**

Community resources addressing the need:

- Not out of the norm

Sanford's commitment to addressing the need:

- Sanford will address this need by sharing survey results with community leaders.

## **OBESITY**

Community resources addressing the need:

- Sanford dietitians
- Sanford WebMD Fit Kids
- Education to the community (Blue Zones)

Sanford's commitment to addressing the need:

- Sanford is addressing this need by prioritizing obesity as an enterprise implementation strategy for 2013-2016.

## **PARENTING**

Community resources addressing the need:

- Not aware of this issue
- Provided through the school
- Available services through the health center, Seasons Center, Love Inc and churches
- Community education opportunity

Sanford's commitment to addressing the need:

- Sanford will address this information with community public health, school and social service leaders.

## **PHYSICAL ACTIVITY**

Community resources addressing the need:

- Sanford WebMD Fit Kids
- Our three facilities offer all of these services and are very inexpensive

Sanford's commitment to addressing the need:

- Sanford is addressing this need by prioritizing obesity as an enterprise implementation strategy for 2013-2016.

## **PHYSICIANS**

Community resources addressing the need:

- Specialists are meant to do that
- Two more physicians are being recruited
- Communication education with providers

Sanford's commitment to addressing the need:

- Sanford is addressing this need through an active recruiting strategy.

## **POLLUTION**

Community resources addressing the need:

- Love Inc./Churches

Sanford's commitment to addressing the need:

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

### **PREVENTION SERVICES**

Community resources addressing the need:

- Sanford WebMD Fit Kids
- Sanford dietitian

Sanford's commitment to addressing the need:

- Sanford is addressing this need by prioritizing obesity as an enterprise implementation strategy for 2013-2016.

### **SAFETY**

Community resources addressing the need:

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Sanford's commitment to addressing the need:

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

### **SUBSTANCE ABUSE**

Community resources addressing the need:

- Sanford One Care
- Community education
- Education was given in July 2012 to social workers, healthcare professionals, educators and law enforcement by Sanford Sheldon

Sanford's commitment to addressing the need:

- Sanford will address this need by sharing this information with community leaders.
- Sanford is addressing this need by prioritizing mental health as an enterprise implementation strategy for 2013-2016.

### **TRAFFIC ISSUES**

Community resources addressing the need:

- Will work with DOT, city and county on traffic issues

Sanford's commitment to addressing the need:

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

### **TRANSPORTATION**

Community resources addressing the need:

- Rides available and Love Inc. volunteers



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- Rides available and Love Inc. volunteers

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

### **WORKPLACE**

Community resources addressing the need:

- Compensation surveys conducted
- Incentives are in place in healthcare

Sanford's commitment to addressing the need:

- Sanford has addressed this need by completing a compensation survey.
- Sanford has addressed this need by providing to reduce turnover.

### **YOUTH**

Community resources addressing the need:

- Sanford WebMD Fit Kids
- Sanford One Care
- Sanford dietitians
- Work with city and school on educational opportunities
  - Power Program
  - Sponsor athletic events/teams

Sanford's commitment to addressing the need:

- Sanford will address this need by sharing this information with community leaders.
- Sanford is addressing this need by prioritizing mental health as an enterprise implementation strategy for 2013-2016.
- Sanford is addressing this need by prioritizing obesity as an enterprise implementation strategy for 2013-2016.

### **SANFORD SPECIFIC**

Community resources addressing the need:

- New telephone system upgrade should considerably cut down the hold time
- One Chart – everything comes on one bill now
- Emergency Department is now covered separately so the clinic wait time should improve
- This is done annually

Sanford's commitment to addressing the need:

- Sanford will address this need by sharing this information with medical staff to help drive improvements.

## **Sanford Sheldon Community Health Needs Assessment**

### **Implementation Strategy**

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

##### **Priority 1: Access**

**Goal 1: Develop and implement a plan to create optimal coverage of the Emergency Department utilizing APPs**

**Measurable Outcome:**

- APPs are hired and working in the Emergency Department

**Sanford Resources:**

- \$400,000

**Goal 2: Recruit additional physicians to meet the needs of the patient base and growth**

**Measurable Outcome:**

- A recruiting firm has been engaged to assist with recruitment and hiring

**Sanford Resources:**

- \$30,000

**Goal 3: Utilize the RN Health Coach to manage/reduce repeat visits**

**Measurable Outcome:**

- The RN Health Coach is available and managing patients

**Sanford Resources:**

- \$45,000

**Goal 4: Establish a physician assistant in the Sheldon clinic for acute care appointments open with daily access**

**Measurable Outcome:**

- Hire a provider for Same Day at Sanford

**Sanford Resources:**

- \$85,000

**Priority 2: Recruitment**

**Goal 1: Recruit, at a minimum, two additional physicians**

**Measurable Outcome:**

- Two new physicians are hired

**Sanford Resources:**

- \$600,000

**Goal 2: Work closely with Sanford Physician Recruitment to ensure active promotion of opportunities in Sheldon**

**Measurable Outcome:**

- A recruitment firm is engaged to assist with recruitment

**Sanford Resources:**

- \$30,000

**Priority 3: Preventive Services**

**Goal 1: Continue to offer the current preventive services and better educate the community on the importance and value of these screenings**

**Measurable Outcome:**

- Sheldon is Medical Home certified by 2015

**Sanford Resources:**

- Medical Home staff

**Goal 2: Work with Sanford Health and the outreach providers to determine the preventive services opportunities that are needed in the community**

**Measurable Outcome:**

- Additional screenings are held annually beginning in FY 2014

**Sanford Resources:**

- \$5,000
- Health Fair Committee

## 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