



Community Health Needs Assessment  
Implementation Strategy 2017-2019



Winner, South Dakota



Dear Community Members,

Winner Regional Healthcare Center 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 2016 members of the community were asked to complete a non-generalizable survey to help identify unmet health needs. Winner Regional Healthcare Center worked in partnership with Sanford Health as we conducted the CHNA. Analysis of the primary research data and secondary research was used to identify health concerns and needs in the community. Community stakeholders 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.

WRHC has set strategy to address the following community health needs:

- Health Care
- Physical Health

In this report you will find the implementation strategies for 2017-2019, information about what Winner Regional Healthcare Center 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 WRHC, 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,

A handwritten signature in blue ink, appearing to be 'M. H.', is positioned above the typed name of the Chief Executive Officer.

Chief Executive Officer  
Winner Regional Healthcare Center

## Implementation Strategies

### 1. **Priority 1: Health Care Access**

Access to care includes the ability to gain entry into a health system or provider service. Access can include the ability of health care providers and a workforce available to address the needs. Limited access can challenge the ability to receive appropriate levels of care and may pave the way to utilization of higher cost entry points into the system through the emergency room.

### 2. **Priority 2: 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.

According to the U.S. Department of Health and Human Services, U.S. Department of Agriculture Guidelines for Americans, it is recommended that individuals consume 3 to 5 servings of vegetables per day and 2 to 4 servings of fruit per day depending on age. A diet high in fruits and vegetables is associated with decreased risk for chronic diseases. In addition, because fruits and vegetables have low energy density (i.e. few calories relative to volume), eating them as part of a reduced-calorie diet can be beneficial for weight management.

# Implementation Strategy for Winner Regional Healthcare Center

## FY 2017-2020 Action Plan

### Priority 1: Health Care

**Projected Impact:** Understand the needs of the community in order to provide the care that is most needed.

**Goal 1:** Conduct community focus groups and develop a strategic plan based on the outcome.

Actions/Tactics	Measureable Outcomes	Resources	Leadership	Note any community partnerships and collaborations - if applicable
Conduct community focus groups to understand their health-related needs and find ways to prioritize the needs	Number of focus groups Number of participants	WRHC leadership team	CEO, DOO, Marketing	
Prioritize the results of the community focus groups	Results are prioritized	WRHC leadership team	CEO, DOO, Marketing	
Develop a strategic plan to address the needs	A strategic plan is developed	WRHC leadership team	CEO, DOO, Marketing	
Review strategic plan quarterly for impact	Quarterly status reports are reviewed by leadership	WRHC leadership team	CEO, DOO, Marketing	

**Goal 2:** Evaluate the usage of the emergency room to determine how many visits are Level 1.

Actions/Tactics	Measureable Outcomes	Resources	Leadership	Note any community partnerships and collaborations - if applicable
Evaluate the usage of the emergency room for the past two years	Research the data	WRHC leadership team	CNO, CFO	
Determine what the peak times of use are and the level of care received. Based on this information, plan on ways to address the Level 1 visits.	The usage of the emergency room as a Level 1 visit	WRHC leadership team	CNO, Quality	
Based on the usage, look for trends in the data	Review reports quarterly and evaluate for the number of visits reduced per quarter	WRHC leadership team	CNO, Quality	

**Goal 3:** Determine how many ill patients are seen the same day as they call the clinic.

<b>Actions/Tactics</b>	<b>Measureable Outcomes</b>	<b>Resources</b>	<b>Leadership</b>	<b>Community partnerships and collaborations</b>
Evaluate the number of clinic visits to determine if quicker access to health care could be improved	Benchmark the number of patients that are seen on a daily basis	WRHC leadership team	Clinic Operations Director	

**Priority 2: Physical Health**

**Projected Impact:** Improve the overall physical health of the community.

**Goal 1:** FARM students will be actively involved in the community for increased health awareness.

<b>Actions/Tactics</b>	<b>Measureable Outcomes</b>	<b>Resources</b>	<b>Leadership</b>	<b>Community partnerships and collaborations</b>
Incorporate the FARM students community project requirement to enhance awareness of health factors	Pick a project (i.e. blood pressure screenings) and monitor the number of people who have their blood pressure checked and what the pressure was	WRHC leadership team	Clinic Operations Director	

**Goal 2:** Offer Better Choices, Better Health support group meetings.

<b>Actions/Tactics</b>	<b>Measureable Outcomes</b>	<b>Resources</b>	<b>Leadership</b>	<b>Community partnerships and collaborations</b>
Attend the Lay Leader program that is sponsored by Better Choices, Better Health	Achieve the Lay Leader certification	WRHC leadership team	DOO, Quality	
Set up monthly community support group meetings	Number of attendees	WRHC leadership team	DOO, Quality	

**Goal 3:** Encourage healthier eating.

<b>Actions/Tactics</b>	<b>Measureable Outcomes</b>	<b>Resources</b>	<b>Leadership</b>	<b>Community partnerships and collaborations</b>
Develop a monthly community project that incorporates fruits and vegetables and ways to increase consumption. The goal will be to increase fruit and vegetable consumption.	Based on the CHNA, only 26.7% of the survey respondents ate 5 or more fruits & vegetables per day. Develop a survey reporting tool & evaluate monthly fruit & vegetable consumption.	WRHC leadership team	Dietitian, Dietary, Marketing	



## Community Health Needs Assessment Key Findings

The top assessed needs from the 2016 primary and secondary research include:

- Economics
- Aging
- Children and Youth
- Safety
- Health Care
- Physical Health
- Mental Health/Behavioral Health

### Addressing the Needs

Identified Concerns	How Winner Regional Healthcare Center 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> <li>• Availability of LTC</li> <li>• Availability of resources to help caregivers</li> </ul>	Hospital leadership will address this need by sharing the findings of the CHNA with community leaders.
<b>Children and Youth</b> <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> </ul>	Hospital leadership will address this need by sharing the findings of the CHNA with community leaders. Will also share information of the Sanford <i>fit</i> initiative, a childhood obesity prevention initiative.
<b>Economics</b> <ul style="list-style-type: none"> <li>• Cost of affordable housing</li> </ul>	Hospital leadership will address this need by sharing the findings of the CHNA with community leaders.
<b>Safety</b> <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> <li>• Crime</li> <li>• Domestic violence</li> </ul>	Hospital leadership will address this need by sharing the findings of the CHNA with community leaders. Will also share the information of the Sanford <i>fit</i> initiative, a childhood obesity prevention initiative.
<b>Health Care</b> <ul style="list-style-type: none"> <li>• Access to affordable health insurance</li> <li>• Cost of affordable vision insurance</li> </ul>	<p>Hospital leadership will address this need by sharing the findings of the CHNA with community leaders.</p> <p>Will evaluate the usage of the emergency room services.</p>

Identified Concerns	How Winner Regional Healthcare Center is addressing the needs
<ul style="list-style-type: none"> <li>• Use of the emergency room services for primary care</li> <li>• Access to affordable prescription drugs</li> <li>• Cost of dental insurance coverage</li> <li>• Access to affordable health care</li> </ul>	
<p><b>Physical Health</b></p> <ul style="list-style-type: none"> <li>• Cancer</li> <li>• Chronic disease <ul style="list-style-type: none"> <li>○ High Cholesterol</li> <li>○ Hypertension</li> <li>○ Arthritis</li> </ul> </li> <li>• Obesity <ul style="list-style-type: none"> <li>○ 68% of respondents report they are overweight or obese</li> </ul> </li> <li>• Inactivity and lack of exercise <ul style="list-style-type: none"> <li>○ 48% report moderate activity 3x/week</li> </ul> </li> <li>• Poor nutrition and eating habits <ul style="list-style-type: none"> <li>○ Only 27% report having 3 or more vegetables/day</li> <li>○ Only 22% report having 3 or more fruits/day</li> </ul> </li> </ul>	<p>The Sanford <i>fit</i> initiative, a childhood obesity prevention initiative, continues to grow and mature as we work to refine the offerings and enable broad replication and meaningful use. Supported by the clinical experts of Sanford Health, <i>fit</i> educates, empowers and motivates families to live a healthy lifestyle through a comprehensive suite of resources for kids, parents, teachers and clinicians. <i>fit</i> is the only initiative focusing equally on the four key contributing factors to childhood obesity: Food (nutrition), Move (activity), Mood (behavioral health), and Recharge sleep). Sanford's <i>fit</i> Initiative has come a long way since its inception in 2010. Through <i>fit</i> we are actively working to promote healthy lifestyles in homes, schools, daycares, our clinical settings, and throughout the community by way of technology, engaging programs, and utilizing key role models in a child's life.</p> <p>Winner Regional Healthcare Center has a Registered Dietitian available for individual appointments and community education.</p>
<p><b>Mental Health</b></p> <ul style="list-style-type: none"> <li>• Dementia and Alzheimer's</li> <li>• Stress</li> <li>• Depression</li> <li>• Underage drug use and abuse</li> <li>• Drug use and abuse</li> <li>• Alcohol use and abuse <ul style="list-style-type: none"> <li>○ 36% of respondents report binge drinking</li> </ul> </li> <li>• Underage drinking</li> <li>• Smoking and tobacco use</li> </ul>	<p>Although Tripp County has a 393:1 ratio of Mental Health providers (U.S. is 370:1 and SD is 630:1), development of a Lay Leader group (Better Choices, Better Health program) may assist with those people who deal with chronic issues that lead to stress and depression and other illnesses.</p>



## Winner Regional Healthcare Center

### Asset Map

Identified concern	Community resources that are available to address the need
<p><b>Economics</b></p> <ul style="list-style-type: none"> <li>• Cost of affordable housing 3.75</li> </ul>	<p>Apartments in Winner:</p> <ul style="list-style-type: none"> <li>• Frontier Apts: 605-347-3077</li> <li>• Presidential Square: 605-842-1012</li> <li>• Lamro Apts: 605-842-3615</li> <li>• Homestead Townhomes: 605-224-8231</li> </ul> <p>Low Income Housing in Winner:</p> <ul style="list-style-type: none"> <li>• Lamro Apts: 605-271-4663</li> <li>• Homestead Apts: 952-949-2200</li> </ul> <p>Realtors in Winner:</p> <ul style="list-style-type: none"> <li>• Shippy Realty: 605-609-7599</li> <li>• Fidelity Agency: 605-842-3811</li> <li>• Dan Clark Realty: 605-842-3300</li> <li>• Whetham Realty: 605-842-3020</li> <li>• Burns Rentals: 605-842-1930</li> <li>• Mathis Rentals: 605-842-0254</li> </ul> <p>Burke Housing &amp; Redevelopment Commission: 605-775-2676</p> <p>Low income apartments in Burke:</p> <ul style="list-style-type: none"> <li>• Rosebud Apts: 605-775-2531</li> <li>• Parkview Manor: 605-775-2676</li> </ul>
<p><b>Aging population</b></p> <ul style="list-style-type: none"> <li>• Cost of LTC 4.19</li> <li>• Availability of memory care 3.89</li> <li>• Availability of LTC 3.63</li> <li>• Availability of resources to help caregivers 3.56</li> </ul>	<p>LTC resources in Winner:</p> <ul style="list-style-type: none"> <li>• Winner Regional LTC: 605-842-7200</li> </ul> <p>Assisted Living in Winner:</p> <ul style="list-style-type: none"> <li>• Golden Prairie Manor: 605-842-0508</li> <li>• Elder Inn: 605-842-0390</li> </ul> <p>Memory care in Winner:</p> <ul style="list-style-type: none"> <li>• Winner Regional LTC: 605-842-7200</li> </ul> <p>Low Income Housing in Winner:</p> <ul style="list-style-type: none"> <li>• Lamro Apts: 605-271-4663</li> <li>• Homestead Apts: 952-949-2200</li> </ul> <p>Home Medical Equipment in Winner:</p> <ul style="list-style-type: none"> <li>• Lincare: 605-835-8660</li> </ul> <p>Senior Meals in Winner:</p> <ul style="list-style-type: none"> <li>• Rural Office of Community Services: 605-487-7635</li> </ul>

Identified concern	Community resources that are available to address the need
	<p>LTC resources in Burke:</p> <ul style="list-style-type: none"> <li>• The Assisted Living Home: 605-775-6316</li> </ul> <p>Memory care resources in Burke:</p> <ul style="list-style-type: none"> <li>• The Assisted Living Home: 605-775-6316</li> </ul> <p>Low income apartments in Burke:</p> <ul style="list-style-type: none"> <li>• Rosebud Apts: 605-775-2531</li> <li>• Parkview Manor: 605-775-2676</li> </ul>
<p><b>Children and Youth</b></p> <ul style="list-style-type: none"> <li>• Bullying 3.69</li> <li>• Youth crime 3.63</li> <li>• Availability of quality childcare 3.59</li> <li>• Availability of quality infant care 3.55</li> </ul>	<p>Bullying resources in Winner:</p> <ul style="list-style-type: none"> <li>• Sheriff: 605-842-3600</li> <li>• Police: 605-842-3324</li> <li>• Winner School District: 605-842-8101</li> <li>• Winner Regional Clinic: 605-842-2626</li> <li>• Avera Clinic: 605-842-2443</li> </ul> <p>Child Care in Winner:</p> <ul style="list-style-type: none"> <li>• Elizabeth Bachmann: 605-842-0885</li> <li>• Melissa Petersen: 605-842-3926</li> <li>• Kay Shippy: 605-842-1549</li> <li>• In His Hands: 605-842-1590</li> <li>• Rolf's Little Rascals: 605-840-4262</li> <li>• 2K's Daycare: 605-842-1549</li> <li>• Head Start: 605-842-1924</li> </ul> <p>Activities for Children &amp; Youth in Winner:</p> <ul style="list-style-type: none"> <li>• AWANA: 605-842-2020</li> <li>• School District: 605-842-0894</li> <li>• 4-H Club: 605-842-1155</li> <li>• Boy Scouts Troop 100: 605-361-2697</li> <li>• Girl Scouts: 605-336-2978</li> </ul> <p>Bullying resources in Burke:</p> <ul style="list-style-type: none"> <li>• Sheriff: 605-775-2626</li> <li>• Police: 605-775-2282</li> <li>• Burke School: 605-775-2645</li> <li>• Burke Clinic: 605-775-2631</li> <li>• Debra K. Leibel, CNP: 605-775-2631</li> </ul> <p>Child Care resources in Burke:</p> <ul style="list-style-type: none"> <li>• Burke Club E3: 605-775-2644</li> <li>• Clarissa Dummer: 605-775-2415</li> <li>• Julie Johnson: 605-775-2987</li> </ul>

Identified concern	Community resources that are available to address the need
	Activities for children & youth in Burke: <ul style="list-style-type: none"> <li>• 4-H: 605-775-2581</li> <li>• Boy Scouts</li> <li>• Girl Scouts: 605-336-2978</li> <li>• School District: 605-775-2645</li> <li>• Park District: 605-775-2475</li> </ul>
<b>Crime/Safety</b> <ul style="list-style-type: none"> <li>• Presence of street drugs, prescription drugs &amp; alcohol 4.17</li> <li>• Presence of drug dealers 3.94</li> <li>• Child abuse and neglect 3.60</li> <li>• Crime 3.55</li> <li>• Domestic violence 3.53</li> </ul>	Winner Sheriff: 605-842-3600  Winner Police: 605-842-3324  Burke Sheriff: 605-775-2626  Burke Police: 605-775-2282
<b>Access to Health Care/ Cost of Health Care</b> <ul style="list-style-type: none"> <li>• Access to affordable health insurance 3.95</li> <li>• Cost of affordable vision insurance 3.60</li> <li>• Use of emergency room services for primary health care 3.60</li> <li>• Access to affordable prescription drugs 3.55</li> <li>• Cost of affordable dental insurance coverage 3.53</li> <li>• Access to affordable health care 3.51</li> </ul>	Health insurance in Winner: <ul style="list-style-type: none"> <li>• American Family: 605-842-8300</li> <li>• DakotaCare: 605-842-3260</li> <li>• The Insurance Center: 605-842-3260</li> </ul> Health care providers: <ul style="list-style-type: none"> <li>• Winner Regional Hospital: 605-842-7100</li> <li>• Winner Regional Clinic: 605-842-2626</li> <li>• Winner Regional Physical Therapy: 605-842-7304</li> <li>• Avera Medical Group – Winner: 605-842-2443</li> <li>• Burke Clinic: 605-775-2631</li> <li>• Atlas Chiropractor: 605-842-1588</li> <li>• Hearing Health Centers: 605-842-1209</li> <li>• Daniel Peters, OD: 605-842-1974</li> <li>• The Right Touch (massage therapy): 605-842-0586</li> <li>• Winner Dental Clinic: 605-842-1793</li> <li>• Winner Family Dentistry: 605-842-2101</li> <li>• Winner Physical Therapy: 605-842-7188</li> </ul> Community Connections: 605-842-1708  SD DHS Prescription Assistance Program: 605-773-3656  Southern Dakota Insurance Agency: 605-775-2097
<b>Physical Health</b> <ul style="list-style-type: none"> <li>• Cancer 4.01</li> <li>• Chronic disease 3.90</li> <li>• 10.2% report high cholesterol</li> <li>• 9.1% report hypertension</li> <li>• 9.1% report arthritis</li> <li>• Obesity 3.73</li> </ul>	Obesity/Inactivity/Exercise resources in Winner: <ul style="list-style-type: none"> <li>• School District programs: 605-775-2645</li> <li>• Park District programs: 605-775-2475</li> <li>• Winner Regional Clinic dietician: 605-842-2626</li> <li>• Avera Medical Group – Winner dietitian: 605-842-2443</li> </ul> Home Medical Equipment in Winner: <ul style="list-style-type: none"> <li>• Lincare: 605-835-8660</li> </ul>

Identified concern	Community resources that are available to address the need
<ul style="list-style-type: none"> <li>• 68.3% rate themselves as overweight or obese</li> <li>• Inactivity and lack of exercise 3.72</li> <li>• 48.2% report moderate exercise 3 x per week or more</li> <li>• Poor nutrition and eating habits 3.68</li> <li>• Only 26.7% have 3 or more vegetables per day</li> <li>• Only 21.8% have 3 or more fruits per day</li> </ul>	<p>Burke Clinic: 605-775-2631</p> <p>Sanford home medical equipment in Burke: 605-775-2296</p> <p>Winner Regional Healthcare Center Lactation Consultant: 605-842-7100</p> <p>American Cancer Society  American Diabetes Association  American Lung Association  American Asthma Association  Arthritis Foundation  American Heart Association</p> <p>SD Office of Chronic Disease Prevention: 605-773-3361</p> <p>Obesity/Inactivity/Exercise resources:</p> <ul style="list-style-type: none"> <li>• Fitness on Main, Gregory SD: 605-775-2166 (12 miles from Burke)</li> <li>• School District: 605-775-2645</li> <li>• Park District: 605-775-2475</li> </ul> <p>Nutrition classes:</p> <ul style="list-style-type: none"> <li>• Gregory County Extension: 605-775-2581</li> </ul> <p>Farmers Markets:</p> <ul style="list-style-type: none"> <li>• Burke Area Farmers Market: 605-830-5039</li> </ul>
<p><b>Mental Health/ Behavioral Health</b></p> <ul style="list-style-type: none"> <li>• Dementia and Alzheimer’s 3.83</li> <li>• Stress 3.82</li> <li>• Depression 3.74</li> <li>• Underage drug use and abuse 3.85</li> <li>• Drug use and abuse 4.10</li> <li>• Alcohol use and abuse 3.93</li> <li>• Underage drug use and abuse 3.89</li> <li>• Underage drinking 3.75</li> <li>• 35.7% of respondents report binge drinking</li> <li>• Smoking and tobacco use 3.74</li> </ul>	<p>Winner Regional Clinic: 605-842-2626</p> <p>Avera Medical Group – Winner: 605-842-2443</p> <p>Southern Plains Behavioral Health Clinic, Winner, SD: 605-842-1465</p> <p>Burke Clinic: 605-775-2631</p> <p>Southern Plains Behavioral Health Clinic, Gregory, SD (12 mi. from Burke): 605-835-8505</p> <p>SD QuitLine: 866-737-8487</p>

## 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.

The 2013 strategies have served a broad reach across our community and region. The impact has been positive and the work will continue into the future through new or continued programming and services.

### **1. Impact of the Strategy to Address Physician Recruitment**

This first priority was determined by the number of patients wanting to be seen in a timely manner (urgent vs. routine check-up). During the past three years, two physicians and two APPs (advanced practice providers) have been added. At the same time the community lost two surgeons as well as an APP. Clinic access has improved slightly. This has been accomplished by lengthening the hours of availability by having a night clinic one day a week as well as adjusting provider schedules, due to office space shortages. Both adjustments have helped.

### **2. Impact of the Strategy to Address Employee-Based Wellness Programs**

A Wellness Committee was established consisting of staff from numerous departments throughout the facility. The committee decided on three areas to focus on: smoking, flu prevention and healthy nutrition. The programs were disseminated at a WRHC quarterly all-staff meeting. Staff was informed of successful smoking cessation programs provided by the State of South Dakota. Handouts were given to staff. Participation was encouraged by the Wellness Committee and reminders were placed on the communication boards throughout the facility. A new policy was approved by the Governing Board that required all staff to have a flu shot. This policy was to show the community that WRHC cares about our patients and our community's wellness. The WRHC dietitian explained the eating healthy program and put together a pictorial of the effects of eating healthy. The storyboard was posted in the cafeteria so it would be visible to the facility's staff and the community as they decide on their food choices.

### **3. Impact of the Strategy to Address Chronic Health Issues in the Community**

The third focus was to evaluate the chronic health issues in the community. Minimal progress has been made in this strategy; however, Better Choices, Better Health, a chronic disease self-management program developed by Stanford, will be implemented during 2017.

