

FY2013 Avera Dells Area Hospital Community Health Needs Assessment

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Executive Summary with Recommendations

Summary:

In FY2013 Avera Dells Area Hospital completed a Community Health Needs Assessment (CHNA) for the approximately 6,575 residents of Dell Rapids, Garretson, Colton and Baltic, S.D. The service area for the Avera Dells Area Hospital is largely rural in nature, with limited ethnic diversity. Avera Dells Area Hospital is located in Dell Rapids, which is approximately 20 miles from Sioux Falls, S.D., the largest city in South Dakota. Being this close to Sioux Falls presents both opportunities and challenges for businesses and residents of our rural area.

Assessment Process:

Primary Data: The assessment began by gathering primary data about the Avera Dells Area Hospital's service area. To ensure accurate input and representation from the service area, primary data collection included engagement of local community members. Key informant interviews were completed, which included asking a number of key questions regarding the health needs of the community. The interviews lasted approximately one hour each.

Participants represented in the interview process included: the Avera Medical Group Dell Rapids physicians, Avera Medical Group Dell Rapids clinic manager, Avera Dells Area Hospital administrator, Avera Dells Area Hospital director of patient care, Dell Rapids mayor, Dell Rapids city administrator, Minnehaha County public health assistant director, area school nurses, and Avera Dells Area Hospital Advisory Board members. More specifically, the Avera Dells Area Hospital Advisory Board Members consisted of representation from the following fields/professions: 1) dental hygiene, 2) school administration, 3) banking, 4)

College of Nursing professor, 5) licensed practical nurse, 6) small business, and 7) medicine.

Secondary Data: Next, the assessment included gathering secondary data about Avera Dells Area Hospital's service area. Demographic and health-related statistics were obtained from a number of resources including the South Dakota Department of Health, U.S. Census Bureau, County Health Rankings, etc. The process for secondary data collection presented some challenges, as Avera Dells Area Hospital's service area is located within Minnehaha County, which the city of Sioux Falls also is located. Much of the secondary data was only available at the county level, rather than at the specific city/town level. Therefore, the secondary data specific to Minnehaha County is somewhat misleading. For example there is more diversity in Sioux Falls than in the Avera Dells Area Hospital service area.

Primary Data:

Primary Care Services

Avera Dells Area Hospital is the only hospital in Dells Rapids. Avera Medical Group Dell Rapids is the only clinic in Dell Rapids. However, there are two satellite clinics in our service area: Avera Medical Group Colton located in Colton, S.D., and Avera Medical Group Garretson located in Garretson, S.D. Dell Rapids has one nursing home, Dells Nursing and Rehab Center and one assisted living center, Sanford Orchard Hills. Garretson has one nursing home, Palisades Manor. Palisades Manor is a Medicare skilled facility, however Dells Nursing and Rehab Center is not a Medicare skilled facility.

Avera Dells Area Hospital is a Critical Access Hospital. The following services are provided at Avera Dells Area Hospital: inpatient care, skilled swing bed care, general surgery, cataract eye surgery, emergency services, physical therapy, occupational therapy, speech therapy, respiratory, cardiac rehabilitation,

laboratory, radiology, ultrasound, DEXA scans, stress tests, CT scans, magnetic resonance imaging, and digital mammography.

Specialty Care Services

Several specialists provide outreach clinics at Avera Dells Area Hospital. Such outreach clinics provide more convenient specialty care to Avera Dells Area Hospital patients, saving travel time and expense. The following specialists provide outreach clinics:

- Cardiology
- Ear, nose & throat
- General surgery
- Ophthalmology (cataract surgery)
- Orthopedic
- Podiatry

eEmergency Services

Avera Dells Area Hospital has eEmergency services available through Avera McKennan Hospital & University Health Center. When a patient presents to the emergency room the physician or nurse has the capability to push a button which connects via interactive video to an Avera McKennan emergency physician. This physician can assist the Avera Dells Area Hospital medical staff onsite to stabilize, diagnose, and determine a treatment plan for the patient. The eEmergency physician can assist in the transfer process of the patient, if transfer to another facility is necessary. This service allows us to more frequently provide care to the patient locally, where in the past we may have needed to transfer the patient to a tertiary care center for continued care.

Governance

Avera Dells Area Hospital is a leased facility of the Avera McKennan Hospital & University Health Center. Avera Dells Area Hospital does maintain its own

advisory board of directors. While Dell Rapids does not currently have a community health committee that focuses on health related issues, there are several other groups that support health in the community through one type of initiative or another. Avera Dells Area Hospital is supported by the Dell Rapids Community Hospital Foundation, which raises financial support to assist in purchasing equipment for the facility. In addition, the Dell Rapids Hospital Auxiliary also raises financial support to assist with the purchase of equipment for the facility. The Auxiliary also awards scholarships to students pursuing health care-related careers.

Payor Mix

The breakdown for payors for Avera Dells Area Hospital inpatient dollars is as follows:

- Medicare – 88%
- Managed care – 7%
- Blue Cross Blue Shield – 2%
- Medicare replacement – 2%
- Commercial insurance – 1%
- Medicaid - <1%
- Self pay - <1%

The breakdown for payors for Avera Dells Area Hospital outpatient dollars is as follows:

- Medicare – 51%
- Managed care – 17 %
- Blue Cross Blue Shield – 16%
- Medicaid – 4%
- Self pay – 4%
- Commercial insurance – 2%

Charity Care/Community Benefit

In the spirit of charity and justice, Avera-sponsored health systems follow the same financial assistance policy to respond to the needs of the low-income, uninsured and underinsured residents of our communities. Uninsured and underinsured income is compared to current poverty levels. To qualify for charity care, patients must complete a financial statement and provide the facility with supporting financial documents. All patient assets and liabilities are considered and used to calculate any discounts. The discounts offered are based upon a sliding scale. When calculating any charity discounts, Avera Dells Area Hospital's process is to calculate the patient's income as compared to the current year HHS Poverty Guidelines based on family size. Points are assigned to the following areas and then added up to determine the percentage of charity discount if any would be warranted.

- Gross income in excess of 150 percent of the current year poverty level. To calculate the gross income we request copies of the most recent income tax return as well as copies of all pay stubs to verify income.
- Net asset of the home. To calculate this, the amount owed on the home is subtracted from the value of the home.
- Net assets excluding the home. This would include cash on hand, other property and vehicles owned. A search on Kelley Blue Book is done to estimate of the value of vehicles.

Once the points are all determined then a sliding scale is utilized to determine if the account(s) would qualify for any charity discount.

In fiscal year 2012 Avera Dells Area Hospital provided the following community benefit programs:

- Welcomed preschool classes to the facility for a tour and to learn about the hospital.
- Offered community CPR training.
- Collected school supplies for area students at the start of the school year, to ensure children have the tools they need to succeed in the classroom.
- Offered several flu vaccination clinics.

- Purchased concussion testing software program, used by area schools, to allow the collection of pre-season cognitive functioning tests of area athletes.
- Collected turkeys for area families to have as part of their Thanksgiving meal.
- Offered reduced-rate athletic physicals.
- Coordinated Camp Med for seventh and eighth grade students offering information on multiple health-related topics and careers.
- Offered job shadowing and preceptorship opportunities for medical students, nurse practitioner students, pharmacy students, laboratory students, nursing students, and radiology students.
- Collected Christmas gifts for area families.
- Dr. Demetre Skliris, physician at Avera Medical Group Dell Rapids, conducted a series of Tar Wars talks to fourth grade students. Tar Wars is a tobacco-free education program for kids from the American Academy of Family Physicians.

Electronic Medical Record

The Avera Health System shares an Electronic Medical Record (EMR) between all facilities. All Avera facilities are currently in the process of converting to a fully integrated EMR. Avera Dells Area Hospital implemented physician order entry functionality in April 2012. This functionality allows physicians the ability to place their physician orders electronically for hospital patients. In October 2011, the clinic implemented the physician order entry for the clinic patients.

Key Informant Interviews Findings

The primary data collected uncovered the following findings. School officials interviewed indicated school-aged children need more education on the proper nutritional guidelines. The public health assistant director indicated that even though South Dakota is a large agricultural state, fruit and vegetable consumption is low in comparison to the national average. These eating habits can contribute to unhealthy lifestyles that can increase the risk for coronary heart disease and

obesity in individuals. Along with the concerns about proper nutrition and obesity are concerns related to fitness opportunities and inactivity. Proper nutrition, physical activity and a healthy body weight are key factors in a person's overall health and well-being. Promoting the available resources the community and Avera Dells Area Hospital have for fitness would be a great benefit to the community.

As well, it was discovered that patients in the Avera Dells Area Hospital's service area are not always well aware of all the services provided by the hospital. Additionally, feedback was received that some of the services are not being offered at convenient times for patients (i.e. the need for earlier or longer operating hours).

Availability of behavioral health services was a concern brought out in the key informant interviews. eConsult could possibly be an option to provide behavioral health consultations at Avera Dells Area Hospital; however this would not be a reimbursed service as Avera Dells Area Hospital is located in a metropolitan county. Avera Dells Area Hospital and Avera Medical Group Dell Rapids are considering the possibility of hiring a counselor as part of the medical team.

Avera Medial Group Dell Rapids holds Urgent Care Clinic hours on Monday evenings from 5-7 p.m. and on Saturday mornings from 8 a.m.-noon. These clinic hours are reserved for urgent care services and are not for scheduled appointments. Due to staffing in the ancillary departments as well as the physicians it is not feasible to conduct more urgent care hours at this time.

Alcohol, drug and tobacco education was thought to be an area in which Avera Dells Area Hospital could benefit the community. Dr. Skliris has conducted a Tar Wars program to fourth graders in Dell Rapids. Tar Wars is a tobacco-free educational program from the American Academy of Family Physicians.

Secondary Data:

Community Description

The communities served by Avera Dells Area Hospital are located within Minnehaha County. More specifically, the communities include: Dell Rapids, Garretson, Colton, and Baltic, as well as the surrounding rural areas of these towns. Nearly 90 percent of Avera Dells Area Hospital’s patients reside in Minnehaha County (87 percent or 276 of 316 hospital discharges in FY12). Minnehaha County is the most populated county in the state of South Dakota; however, the majority of the county’s population is concentrated in the Sioux Falls area. Therefore, the Avera Dells Area Hospital serves a more rural, less populated area of the county.

Demographics

The table below shows the demographic information for the area. According to the U.S. Census Bureau’s 2010 Census, there were 169,468 individuals living in Minnehaha County with 3,633 individuals residing in the town of Dell Rapids, 1,166 in Garretson, 1,089 in Baltic, and 687 in Colton.

The racial composition of the communities of Dell Rapids, Baltic, Colton and Garretson is also less diverse than the overall county of Minnehaha; 98 percent of the population in Avera Dells Area Hospital’s service area is Caucasian.

Population Characteristics	Minnehaha Co.	Dell Rapids	Baltic	Colton	Garretson
Total Population	169,468	3,633	1,089	687	1,166
Under 5	12,914	306	112	57	80
Under 19	47,152	1,112	388	186	355

65 yrs and over	18,843	546	67	109	177
85 years and over	2,966	137	8	23	44
Median age	34.5	34.8	30.9	36.1	38.1
White	88.1%	98%	95.4%	98.4%	98.5%
Black or African American	3.8%	0.1%	0.5%	0.1%	0.3%
American Indian	2.5%	0.6%	0.9%	0.7%	0.3%

Unemployment Rate

The local economy has been relatively stable. The unemployment rate for Minnehaha County has increased some from the 3 percent range in 2008 to 4 percent in 2012. However, it still remains below the national average of nearly 9 percent. The state of South Dakota unemployment rate for 2012 is 4 percent.

Median Income

According to the U.S. Census Bureau, the 2010 median income for the state of South Dakota, in comparison to the United States, is in the table below.

Subject	United States		South Dakota	
	Total	Median income (dollars)	Total	Median income (dollars)
	Estimate	Estimate	Estimate	Estimate
Households	114,235,996	51,914	315,468	46,369

According to the U.S. Census Bureau, the 2010 median income for the cities in Avera Dell Rapids Hospital's service area are in the table below.

Subject	Baltic city, South Dakota		Colton city, South Dakota		Dell Rapids city, South Dakota		Garretson city, South Dakota	
	Total	Median income (dollars)	Total	Median income (dollars)	Total	Median income (dollars)	Total	Median income (dollars)
	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate
Households	376	56,897	269	52,411	1,510	56,400	510	50,000

Mortality Rates

According to the South Dakota Department of Health, Office of Health Statistics 2006-2010 Health Status indicators, Minnehaha County mortality rates for acute myocardial infarction, heart failure, motor vehicle accidents, and diabetes mellitus are significantly lower than the state average. However, the mortality rate from atherosclerotic heart disease is significantly higher than the state average.

The following mortality rates are age-adjusted death rates per 100,000 of population. However, there is one exception, that being infant mortality. Infant mortality is recorded as the number of infant deaths per 1,000 live births:

2006-2010 Mortality Ranking		
Cause of Mortality	South Dakota	Minnehaha County
All Causes	802.0	669.9
Heart Disease	191.3	145.2
Acute Myocardial Infarction	67.3	25.5
Atherosclerotic Heart Disease	60.7	74.6
Heart Failure	8.3	4.7
Malignant Neoplasms (cancer)	188.1	167.1
Trachea, Bronchus, & Lung	52.6	47.1
Colon, Rectum, & Anus	18.9	15.3
Female Breast	23.5	17.5
Prostate	26.7	21.1
Pancreas	11.2	10.2
Leukemia	7.5	7.3
Non-Hodgkin's Lymphoma	7.0	6.3

Cerebrovascular Disease	47.0	39.7
Chronic Lower Respiratory Diseases	50.1	49.1
Accidents	47.8	31.9
Motor Vehicle	20.3	9.3
Alzheimer's Disease	36.3	38.4
Diabetes Mellitus	26.9	15.0
Influenza & Pneumonia	19.9	13.3
Intentional Self-Harm (Suicide)	16.0	11.7
Chronic Liver Disease and Cirrhosis	11.7	9.0
Infant Mortality	7.09	7.00

Primary Diagnosis

The top three primary diagnoses of patients admitted to Avera Dells Area Hospital in FY12 (acute inpatient and/or observation status) were:

1. Pneumonia/COPD/respiratory conditions
2. Coronary conditions
3. Urinary tract infections

The primary diagnosis patients of admitted to Avera Dells Area Hospital in FY12 (skilled swing bed status) was for rehabilitation for weakness or post- joint replacement surgery.

Patient Population

The age distribution of the patients admitted to Avera Dells Area Hospital for acute inpatient, skilled swing bed, and/or observation in FY12 is as follows:

Age Group	0-16	17-64	65-74	75-84	85+
# Patients	11	66	74	115	159

Findings and recommendations:

Avera Dells Area Hospital in collaboration with Avera Medical Group Dell Rapids and Advisory Board met to identify and prioritize the findings listed below. These findings were felt to be the most pressing for the Avera Dells Area Hospital service area at this time.

#1 FINDING: Obesity and poor nutrition is one of the largest health concerns for the Avera Dells Area Hospital service area and is consistent with Minnehaha County rankings. Through primary data collection, this was found to be a concern, especially with school-aged children. Along with the primary data collection, the secondary data shows that heart disease is one of the top reasons we are treating patients. Obesity plays a significant role and is a contributing factor in a number of chronic diseases including but not limited to heart disease.

#1RECOMMENDATION: Promote healthier lifestyles to the residents in the Avera Dells Area Hospital service area, including dietary and nutrition needs.

#1 PLAN: In April 2012, Avera Dells Area Hospital held “Camp Med” for seventh and eighth grade students at Dell Rapids Public and Dell Rapids St. Mary’s schools. This program was in collaboration with the state of South Dakota. All Avera Dells Area Hospital departments hosted booths at Camp Med, providing education to students about varied health careers. At one booth, staff shared nutritional information, as well as information on the importance of good nutrition. As a demonstration, the booth offered healthy snacks to the students. Camp Med strived to both bring an awareness of health-related careers for students to pursue, as well as an awareness for healthier lifestyles. At Camp Med hospital personnel were able to show students the many services available at Avera Dells Area Hospital. The intent is to continue this program into the future.

The Avera Dells Area Hospital offers dietitian consultation on a weekly basis. As well, the registered dietitian conducts education as requested. This service is

performed at no cost to patients, as an effort to promote healthy diet. Going forward, Avera Dells Area Hospital will take steps to further promote the dietitian consultation and education services to the community.

#2 FINDING: In our primary data collection, it was found that residents from Dell Rapids and the surrounding communities are not always fully aware of the services offered right here in their community. The assessment also revealed a need for extended hours, which would provide more flexibility for the community to receive health care services.

#2 RECOMMENDATION: Promote the services that are available at Avera Dells Area Hospital. As well, Avera Dells Area Hospital will explore the possibility of offering extended hours that are more convenient to patients. Avera Dells Area Hospital will more readily communicate and educate the public of the breadth of services provided at Avera Dells Area Hospital.

#2 PLAN: The laboratory is exploring an opportunity to provide laboratory services at 7 a.m. This would allow patients to come in earlier in the morning to receive their laboratory tests. The radiology department has implemented one evening each month to provide screening mammograms to better serve the community needs.

Avera Dells Area Hospital is exploring the possibility of installing an electronic billboard in the community to promote the services available at the facility. Avera Dells Area Hospital is also evaluating the possibility of upgrading our CT equipment to allow for “Planet Heart” services locally.

#3 FINDING: Fitness and inactivity were also concerns expressed during the interview process. This is also consistent with the Minnehaha County Health Ranking. During the primary data collection, we found that residents are not always utilizing fitness resources to remain fit and healthy.

#3 RECOMMENDATION: Avera Dells Area Hospital has a wellness center and memberships are available to the public. There are other opportunities within the community for fitness that could be promoted. The hospital will provide education and promotion of community fitness resources available within the community as well as educate residents on the health benefits that can be gained through physical activity.

#3 PLAN: Promote wellness and physical activity to the community. Avera Dells Area Hospital has a wellness center that offers reasonably priced memberships to the community. The wellness center has treadmills, NuSteps, stationary bicycles, elliptical machines as well as weight machines. There are showers on site for members to use after their work-out sessions. The hours of the wellness center are 5 a.m. – 9 p.m. seven days per week with the exception of noon – 2 p.m. on Monday, Wednesday, and Friday at which time the wellness center is utilized for cardiac rehab. Avera Dells Area Hospital will work to make the community more aware of the wellness services available to them.

#4 FINDING: Availability of behavioral health services was a concern of individuals that were interviewed in the primary data collection process.

#4 RECOMMENDATION: At this time Avera Dells Area Hospital does not have behavioral health services available on site and patients needing this service are referred to a behavioral health provider in Sioux Falls. One option being explored is the addition of a counselor to our current medical team.

#4 PLAN: Investigate the possibility of hiring a counselor at Avera Medical Group Dell Rapids to be a part of our medical team to provide behavioral health services. Also, investigate the option of providing eConsult for behavioral health service opportunities.

CHNA & Implementation Plan Approval

On July 30, 2012, The Avera Dells Area Hospital Community Health Needs Assessment and Implementation Plan was submitted to the Avera Dells Area Hospital Advisory Board for their review.

On Sept. 24, 2012 The Avera Dells Area Hospital Advisory Board approved the Avera Dells Area Hospital Community Needs Assessment and Implementation plan.