

Avera Hand County Memorial Hospital Miller, South Dakota

2013 Community Health Needs Assessment

Administrator: Bryan Breitling,



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SUMMARY

In 2012 and 2013, Avera Hand County Memorial Hospital completed a Community Health Needs Assessment (CHNA) for Hand County, S.D., the hospital's primary service area. The process started with paper surveys completed by community residents. At the same time, research began regarding the status of health and risk factors for the county. A compilation of the CHNA surveys was conducted. The results of these surveys were shared with community groups where discussion took place on the findings of the surveys. The groups looked for opportunities to prioritize goals to address identified community health needs to improve the overall health of the community. The following document is the report generated as a result of these processes.

I. AVERA HAND COUNTY MEMORIAL HOSPITAL

Overview of Avera Hand County Memorial Hospital

Avera Hand County Memorial Hospital is a community hospital located in Miller, S.D., county seat for Hand County. Designated by Medicare as a critical-access hospital, the hospital is a member of the Avera Health system of care, based in Sioux Falls, S.D.



Avera Hand County Memorial Hospital has three family practice physicians, three certified nurse practitioners and employs 82 people. The hospital is a 35,000-square-foot facility, which includes inpatient, outpatient and clinic services. Avera Hand County Memorial Hospital partners with Avera Health offering Avera eCare services, which utilize state of the art technology to provide 24-hour access for both emergent and consulting care. Avera Hand County Memorial Hospital had 253 inpatient discharges and 8,232 outpatient visits in FY 2013.

Governance

Avera Hand County Memorial Hospital is leased by Avera Health. Locally, Hand County owns the health campus. The entire campus is leased to Hand County Memorial Hospital, Inc., which operates some community-based services and subleases space to Vision Care, a vision clinic in Miller, and subleases the hospital and clinic areas to Avera McKennan Hospital & University Health Center located in Sioux Falls, S.D.. Avera McKennan operates the hospital and clinic as Avera Hand County Memorial Hospital and Avera Medical Group Miller as a department of their organization. The relationship strengthens the Avera ties for enhanced clinical, management and organizational support, while maximizing the local ownership the county provides. The governing board of Hand County Memorial Hospital also serves as the advisory board to Avera Hand County Memorial Hospital.

Avera Hand County Memorial Hospital is truly a community organization. Employees are encouraged to participate in community activities. They volunteer their time and serve on various committees and boards. The organization strives to operate an effective community benefit ministry. Avera is a health ministry rooted in the Gospel. Our mission is to make a positive impact in the lives and health of persons and communities by providing quality services guided by Christian values. Avera Hand County Memorial Hospital has an auxiliary that sponsors various volunteer opportunities at the hospital and provides staff recognition events throughout the year.

Hand County Health, Wellness and Community Foundation is a local foundation dedicated to meeting the foundation goals of the health campus. The foundation was successful in raising more than \$1.1M toward a recent construction project.

Primary Care Services

Avera Hand County Memorial Hospital is the only hospital in Hand County. The hospital is regionally based and the nearest hospital is 45 miles away. Avera Medical Group Miller is our primary care clinic and the only clinic in Hand County.

Additional health care related services in Hand County include a Medicare certified nursing home, assisted living, home health, ambulance service, chiropractic services and a vision clinic, as well as a satellite hospice service provided in the community.

Avera Hand County Memorial Hospital is nearing the end of a large construction project that has been planned for more than ten years. Reinvesting in the facilities and technology ensures the hospital is up to date, which is an important investment in the health of our rural community. The project includes building a new nursing service wing that houses new patient rooms, an emergency room, treatment rooms, a surgical suite and new dietary department. Significant renovation of the campus also included a newly remodeled respiratory therapy, physical therapy, cardiac rehab, wellness center, expanded radiology areas for bone density and upgraded CT. This renovation also made better use of existing space, allowing expansion of the clinic's exam rooms and new reception and registration areas. Other offices and areas were consolidated and space was added to the apartments for Avera-affiliated assisted living and the non-affiliated vision clinic.

This project has proved vital for several reasons, including providing modern areas for care provision, enhancing technology access for the Avera eCARE Services and providing a more comfortable and controlled environment where healing can take place. The investment in the

community has already made a positive impact in recruiting providers and staff to our local community.

Twenty percent of this project was paid for by donations from the community, another 20 percent by reserves, and the remaining funds were made available through a USDA loan that county residents approved by an 87 percent approval vote.

Avera Hand County Memorial Hospital provides inpatient acute and swingbed care, as well as outpatient services such as emergency services, outpatient treatments, physical, occupational and speech therapy, respiratory therapy and DME services, cardiac rehab, various laboratory services, radiology including radiographs, bone density and CT. Radiology services such as ultrasound and mammography are provided regionally. Avera Medical Group Miller is a primary care clinic based within the hospital that employs three family practice physicians and three nurse practitioners who provide coverage for the clinic, ER, inpatient and other hospital outpatient services.

The Avera Health system is a large, rural-based health system with central offices in Sioux Falls, S.D. The Avera region includes South Dakota, North Dakota, Minnesota, Nebraska and Iowa. Avera eCARE Services leverage technology to meet the needs of rural patients and provide access to specialty services around the clock from a centrally located hub. Avera Hand County Memorial Hospital uses eEmergency, ePharmacy, eConsult, eStroke, Avera eICU[®] Care and PACS services. Through these services patients receive care locally in Miller, S.D., but have the benefit of direct contact with a specialist in a regional community. Our care providers can discuss the care, options and best routes to take in providing the care to our patients with specialists and the hub facility. It has allowed more patients to receive care in their home community receiving additional support than previously allowed. In addition, if a transfer is required, the Avera eCARE Services team can assist with the preparations for the transfer to a tertiary facility.

Avera Hand County Memorial Hospital uses the same electronic medical record that is sponsored by Avera Health. As a result, there is an ease of sharing health related data between Avera facilities when a transfer is required or a test is completed at another Avera facility. Physician order entry went live on January 29, 2013, and bedside medication verification is anticipated to go live in July 2013.

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II. OUR COMMUNITY

The Community We Serve

The primary county the organization serves is Hand County. The 2010 census lists Hand County at 3,431 people, of which 98.5 percent were white, and English is the primary language spoken.

In a zip code study of all hospital patients served in 2006 to 2010, 78.7 percent of all inpatient admissions and 79.65 percent of all outpatient visits were from residents of Hand County.

The 2010 US Census indicates that Hand County's median household income was \$44,375 compared to the state average of \$48,010. Fourteen percent of Hand County residents were below the poverty level compared to the state percentage of 13.8. According to SD Kids Count, 30 percent of the students in the Miller School District are eligible for free lunches.

The percent of each age breakdown, compared to the state of South Dakota, is similar or lower with two exceptions: the 20 – 34 age bracket is much lower and the 65+ bracket is almost twice the state breakdown.

The Bureau of Labor Statics unemployment rate for Hand County is 3 percent for 2012, compared to South Dakota's 4.5 percent and the national unemployment rate of 8.5 percent.

The hospital has a financial assistance policy for any patient requesting assistance or who has difficulty in paying their bills. The organization works diligently with patients and their families to provide several means of assistance, from assisting completion of a County Poor Relief application, registering for VA benefits or Medicaid or whatever other means the patient or guarantor has access to. In addition, the hospital is working with the health system to implement a standardized private pay discount for all patients who do not have insurance or another form of health care financial coverage for their services.

Age Breakdowns	Hand		State of SD	
	Total	% of Tot	Total	% of Tot
Under 5 years	174	5.3%	59,621	7.3%
5 to 9 years	182	5.6%	55,531	6.8%
10 to 14 years	206	6.3%	53,960	6.6%
15 to 19 years	174	5.3%	57,628	7.1%
20 to 24 years	121	3.7%	57,596	7.1%
25 to 34 years	251	7.7%	105,429	12.9%
35 to 44 years	372	11.4%	93,112	11.4%
45 to 54 years	523	16.0%	116,918	14.4%
55 to 59 years	236	7.2%	54,231	6.7%
60 to 64 years	173	5.3%	43,573	5.4%
65 to 74 years	313	9.6%	57,627	7.1%
75 to 84 years	327	10.0%	39,728	4.9%
85 years and over	216	6.6%	19,226	2.4%
Total population	3268	100.0%	814,180	100.0%
65+	856	26.2%	116,581	14.3%

This discount will be based on a formula of the contractual reimbursement received from current payors.

Avera Hand County Memorial Hospital also provides numerous community benefits. Each year, a list of the benefits is compiled and shared with the community. The community benefits range from blood pressure checks to CPR classes. The organization also contributes hospital employee work days for volunteer services provided by employees to hospitalized patients who cannot complete household tasks during their recovery times. Avera Hand County Memorial Hospital is a proud partner with the community and meets the needs where possible. Each year the community has a Farm and Home Show where the hospital offers free or reduce cholesterol screens, assists with the Lions on vision screenings and other screenings or services.

III. QUANTITATIVE DATA COLLECTION

Obesity is a major risk factor for cardiovascular disease, certain types of cancer and type 2 diabetes. In a study of obesity rates conducted by the CDC in 2008, Hand County residents have a body mass index (BMI) of 28.6. Residents of the state of South Dakota have an average BMI is 29.6. Obesity is defined as a body mass index (BMI) of 30 or greater. The South Dakota Department of Health 2020 Key Performance Measures goal is to reverse the trend and reduce the percent of adults who are obese to 23 percent by 2020

The following is a study by county health rankings related to obesity. Findings include:

	Hand County	State of South Dakota	United States
Adult Obesity	31%	30%	25%
Physical Inactivity	34%	26%	21%

Source, www.countyhealthrankings.org (2013 data).

In a study by the CDC National Health Profiles by county per 100,000 lives 2010,

	Hand County	State of South Dakota	United States
Percent low birth weight infants	5.9%	6.6%	8.2%
Heart Disease	120.4	191.3	190.9
Malignant Cancer	120.6	188.1	178.4
Cerebrovascular Disease (stroke)	27.4	47.0	45.1
Accidents	35.9	47.8	41.0
Alzheimer's Disease	13.7	36.3	22.7
Diabetes Mellitus	13.5	26.9	23.7

IV. QUALITATIVE DATA COLLECTION

CHNA Survey Process

We used a survey tool to begin the process of qualitative data collection. The survey was available to a patients and visitors from March to April 2012.

The survey had two components, the first was the multiple choice satisfaction ranking, whereby each question had four choices: completely unsatisfied, unsatisfied, satisfied or very satisfied. We found that on many surveys, only certain questions were answered, with very few having all questions answered.

The second component of the survey was the essay questions. There were five questions available. Similar to the satisfaction scoring, there were some surveys that had each question answered, while there were many that had few or none of the essay questions answered.

The results were organized in a ranking of most unsatisfactory to most satisfactory for presentation to the groups for dialogue.

Small Group Meetings and Interviews

The surveys were compiled and printed for presentation to various groups. At each group setting, we reviewed the satisfaction ratings of the survey to begin the dialogue, asking various questions to identify themes or trends. The essay portion of the interviews spurred more dialogue as each small group identified with specific comments. The small groups meetings consisted of the hospital's advisory board, department managers, auxiliary, foundation, the Miller School Guidance Counselor, On Hand Development leadership, and the Hand County Public Health Nurse.

V. FINDINGS AND PLAN

#1 Mental Health Access

Finding

In the satisfaction survey, four of the top ten most unsatisfactory responses, the essay and interviews indicated that mental health access and availability in Hand County is a significant concern. Currently, Hand County is part of the central South Dakota region that is managed by Community Counseling of Huron, S.D. Each Friday, Community Counseling has a counselor in Miller. Through the interviews, it was discussed that comfort with a mental health counselor is a very personal choice and that relationship is the basis for access and use of the mental health

counseling services of the community. Hand County currently has no specialized pediatric counselors who come to the community.

Plan

South Dakota mental health is divided into regions. Hand County is included in the region that Community Counseling supports. The hospital will work with Community Counseling to improve access and awareness of the services offered and to offer community educational information regarding mental health support.

Avera Medical Group is studying Care Coordination. Under this primary care clinic process, a Master's prepared Social Worker is part of the clinic care coordination team. Avera Medical Group Miller will continue to study care coordination and may volunteer to serve as a pilot program for Avera Medical Group in providing additional mental health services.

Avera eCARE Services may soon be adding behavioral health to its service line. Avera Behavior Health Hospital in Sioux Falls, S.D., could serve as a hub for eConsult whereby electronic access would be given to a patient in Miller, S.D., and a social worker, counselor, psychologist or psychiatrist would be available on an emergent basis or scheduled for routine appointments. Avera Hand County Memorial Hospital will continue to work with the Avera on the development of this form of service.

#2 Public Transportation

Finding

In the satisfaction survey, access to public transportation was a top-10 unsatisfactory response. In addition, the essay and interview responses indicated the distance to specialist providers and public transportation to regional medical care are significant problems. The census indicated that the Hand County age 65+ breakdown is almost twice the statewide breakdown. In addition, due to the nature of the rural or frontier population density, many elderly Hand County residents have no or minimal family in the area. This causes significant issues when a person develops health related needs that require regional appointments for care or follow-ups. The interviews illustrated that a public transportation service that would take Hand County residents to Aberdeen or Sioux Falls and back for doctor appointments or treatments would be greatly beneficial. The trip to Aberdeen is one-and-a-half hours, while the trip to Sioux Falls is three hours. When a clinic appointment or treatment is conducted, the trip can be very long and stressful. In addition, the tertiary centers are in large communities, which makes travel very stressful for elderly drivers whose residence is rural Hand County.

Plan

Capital City Transit of Pierre has a public transportation bus that takes patients to appointments in various cities. Avera Hand County Memorial Hospital will dialogue with Capital City Transit to see if there is an opportunity whereby they will drive through Miller to take Hand County residents to Aberdeen or Sioux Falls for appointments or treatments.

Miller Transit is a community-based nonprofit organization that runs a bus service for low income and elderly community residents. It is subsidized by local state and federal dollars. Routinely, it does not leave the community. Avera Hand County Memorial Hospital will see if Miller Transit will explore leaving the community for transport to tertiary facilities for appointments or treatments.

#3 Recruitment

Finding

While access to health care providers did not score as unsatisfactory in the survey, the essay portion and the interviews stressed the need for more providers. At the time of the survey, a physician's assistant had recently left the community. In the months following, two nurse practitioners were hired, both meeting and increasing access and availability for clinic appointments. This brings the median age of the three nurse practitioners to the low 30s. The two physicians in the community are in their 60s. This means that there will be a short-term need to recruit for physician coverage, and collaboration with the three nurse practitioners is necessary.

Comments on the essays and during the interviews indicated that clinic access is a concern. Making appointments that accommodate patients' schedules, particularly for urgent needs or physicals, was discussed.

Plan

Avera Hand County Memorial Hospital has offered scholarships to local students pursuing a medical degree, and continues to work with local students pursuing medical careers with the intent of recruiting them back to Miller.

To meet the more current demand, Avera Hand County Memorial Hospital has engaged a physician recruitment firm to assist in the recruitment of a family practice physician. Interest is developing and a community visit is scheduled. Avera Hand County Memorial Hospital is

developing a professional recruitment team and working to create a visit that will lead to signing the prospective physician.

Avera Medical Group Miller is exploring lunch and evening hours. This will begin once a nurse practitioner returns from maternity leave and the staff are more comfortable with the latest EMR upgrade. In addition, a future upgrade will also allow for registration of clinic appointments through the Internet to facilitate patients being able to select the most convenient time for their appointment. Avera Medical Group Miller is also studying the possibility of offering unscheduled “Urgent Care” appointments for a block of time in the mornings. They would be operated on a first-come, first-served basis for urgent health needs.

#4 Wellness

Finding

Wellness was not a high-ranking need on the satisfactory survey. However, in the essay and interviews, the need for improved wellness opportunities was indicated. Avera Hand County Memorial Hospital does have a new 24-hour wellness center. However, there are no organized group social wellness activities. It was suggested that group wellness activities be offered to enhance the peer support.

In addition, healthy food choices are a concern in the community. There are few healthy food choices at local restaurants and no vending machines offer healthy snacks.

Plan

Avera Hand County Memorial Hospital will work with the wellness center to offer group social wellness opportunities such as aerobics, sports leagues or wellness challenges. In addition, the hospital will develop a healthy snack vending machine in the waiting area of the hospital to offer a healthy fresh fruit or vegetable rather than sugary snack items.