

# **Avera St. Luke's Hospital Community Health Needs Assessment Implementation Strategy 2022**

This Implementation Strategy report summarizes Avera St. Luke's Hospital's (ASL) plans to address the prioritized needs from the 2022 Community Health Needs Assessment. ASL recognizes the Implementation Strategies in this report are to be used as a guide and will serve as a framework in addressing the identified needs. As ASL moves forward, many resources, on-going commitments and partnerships will be necessary to create a healthier community.

## **Significant Health Need: Mental Health Concerns**

### **Goal: Improved Access to Mental Health Services**

Action Step: Avera St. Luke's has announced a significant investment in our region, which includes a stand-alone behavioral health facility and access to emergency mental health care.

Action Step: Project Governance Committee: Provides general direction and oversight for the project. Holds regular meetings to monitor progress. Considers and approves major changes in the scope and/or design of the project. Provides regular updates to the Board of Directors. Membership includes all committee chairs.

Kelli Fischer, Chair; Dan Bjerknes; Jessi Paysen; Amy Blackstone; Eric Schwan; Heidi Golz. Staff includes Allison Dvorak; Mallory Furlong (BWBR); Jason Nordling (BWBR); Nancy Kinder.

Resources Committed to Achieve Goal: Staff time, Administrative and Financial Board along with Capital allocations.

Collaborations Needed to Achieve Goal: Community and Communications: Provides guidance on internal and external communications. Coordinates general updates to stakeholder groups. Ensures active community involvement. Responsible for government relations. Planning committee for events related to the project. Reports back to the Governance Committee.

Amy Blackstone, Chair; Victoria Lusk; Elizabeth Guiliani; Kacie Fodness; Kim Malsam-Rysdon.

Construction: Committee to interact with general contractor and subs, developing construction and development timelines. Ensures regulatory standards are followed. Monitor progress and report back to the Governance Committee.

Eric Schwan, Chair; Jeff Gorham, Allison Dvorak; Bryan Desma (BWBR).

Anticipated Impact: Community members realize increased access to mental health services at the time they need it and able to access the services locally. “Avera St. Luke’s has provided inpatient behavioral health care in our hospital in the past, yet this is an opportunity to bring those services up to date with this new free-standing facility that incorporates both inpatient and clinic services. Avera has been a leader in our region in behavioral health services for six decades, and this project will build upon that strong history,” said Tom Seyer, Chair of the Avera St. Luke’s Hospital Board of Trustees.

## **Significant Health Need: Improve upon Hospice Care for our Region**

**Goal: Evaluate our current services and determine next steps**

Action Step: A multi-disciplinary team has been created to take a deeper look into hospice needs in our region. That team will report their findings to our Administration and Board of Directors

Action Step: collect data and direction from our system that have made improvements to their current programs and care. Determine the need and what facilities we have that can be used

Resources Committed to Achieve Goal: Staff time, data collection

Collaborations Needed to Achieve Goal: Work with our Avera@Home leaders and philanthropy

Anticipated Impact: Improved accessibility for community and region to proper end of life care.

## **Significant Health Need: Access Care/Urgent Care**

**Goal: Reestablish set hours for our Urgent Care and Primary Care Providers.**

Action Step: Assure patients access to care and help direct them to proper level of care. *At times, our Urgent Care was not available. Patients also stopped seeking routine care, and many of our resources were reallocated to serve an influx of COVID-19 patients.*

Action Step: We’ve developed a brochure to guide current and prospective patients to the care they need. This will help to avoid unnecessary Ed visits and help patients achieve the care for their individual health needs

Resources Committed to Achieve Goal: Staff time, marketing, and community education

Collaborations Needed to Achieve Goal: work with our staff and leaders to help educate our patients on where to go during their healthcare needs. And work with our community/regional health partners to they know where to direct their patients when in Aberdeen.

Anticipated Impact: Community members will be able to better understand where they should go for medical care.

# WHERE SHOULD YOU GO FOR MEDICAL CARE?

If your primary care physician is not available and you need quick medical attention for a non-life-threatening problem, Avera St. Luke's Hospital offers the convenience of Avera Urgent Care.

This option offers many of the same services of your primary care facility, and provides comprehensive quality care on a walk-in basis with extended hours.

Avera Urgent Care treats a broader range of issues, including fevers, respiratory infections and minor burns and sprains.

Urgent Care services do not replace your primary care physician.

## DOCTOR'S OFFICE

Your primary care provider is still the best place to go for situations that do not require immediate attention. Your doctor has your records, knows your health history, and can help determine which type of care is best for you. Use the doctor's office for issues that can wait until the next day, or after the weekend.

## EMERGENCY DEPARTMENT

Life-threatening emergencies and late-night trauma require an immediate visit to the hospital.

Call 911 or drive to the emergency department when severe symptoms put your health at serious risk. Examples include heart attacks, poisoning, severe bleeding and broken bones.

	NSU Health Services	Urgent Care	Doctor's Office	Emergency Department
Major Illness or Injury (Broken Bones, Burns, Bleeding)				✓
Chest Pain, Shortness of Breath and other Symptoms of Heart Attack or Stroke				✓
Significant, Uncontrolled Bleeding				✓
No Pulse				✓
Spinal Cord or Back Injury				✓
Labor/Childbirth				✓
Poisoning				✓
Minor Fracture		✓	✓	✓
Severe Abdominal Pain			✓	✓
Animal Bites		✓	✓	✓
X-Rays		✓	✓	✓
Mild Abdominal Pain	✓	✓	✓	✓
Stitches	✓	✓	✓	✓
Sprains and Strains	✓	✓	✓	✓
Minor Headaches	✓	✓	✓	✓
Nausea, Vomiting, Diarrhea	✓	✓	✓	✓
Mild Asthma	✓	✓	✓	✓
Mild Allergies	✓	✓	✓	✓
Bumps, Cuts and Scrapes	✓	✓	✓	✓
Rashes and Minor Burns	✓	✓	✓	✓
Fevers	✓	✓	✓	✓
Burning with Urination	✓*	✓	✓	✓
Ear or Sinus Pain	✓	✓	✓	✓
Coughs or Sore Throat	✓	✓	✓	✓
Cold Symptoms	✓	✓	✓	✓
Anxiety and Depression	✓		✓	✓

The information provided on this chart does not contain an exhaustive list of illnesses and injuries and should not be considered to be medical advice. When in doubt about a medical condition you should always err on the side of caution.

## Approval

Every three years, the Avera St. Luke's Hospital Governing Board reviews the implementation plan for the Community Health Needs Assessment. This plan was prepared for and approved at the November 10, 2022, meeting of the Governing Board.