

**Implementation Strategy and Community Benefit Plan**

Avera Flandreau Hospital

For FY22-25

## I. Summary

- Avera Flandreau Hospital is a licensed 18 bed critical access hospital located in Moody County, South Dakota. Avera Flandreau Hospital is an owned facility operating under Avera McKennan Hospital & University Health Services of Sioux Falls, S.D., which is part of the greater Avera Health system. Avera Health is a ministry of the Benedictine and Presentation Sisters. This network supports parts of eastern South Dakota and surrounding states with hospitals, clinics, home care, long term care, and other health services at more than 300 locations.
- The Avera Health community is guided by the Gospel values of compassion, hospitality and stewardship. 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.” Our vision is “to provide a quality, cost-effective health ministry, which reflects Gospel values. We shall improve the health care of the people we serve through a regionally integrated network of persons and institutions.”
- This report summarizes Avera Flandreau Hospital’s plan to address the prioritized needs from the 2022 Community Health Needs Assessment.

## II. Community Served

- Avera Flandreau Hospital serves the residents of Moody County, SD. Moody County has a total area of 521 square miles and is located on the eastern border of South Dakota adjacent to Minnesota. Flandreau is the county seat of Moody County, in which 6,525 individuals reside. Moody County is considered Avera Flandreau Hospital’s primary service area, of which also includes the communities of Colman, Egan, Trent and Ward. Avera Flandreau Hospital also serves a portion of Brookings County, including the community of Elkton. Nearly 86% of the hospital’s discharges originate from Moody County (86% or 128 of 148 hospital discharges in 2021).

## III. Prioritized List of Significant Health Needs Identified in CHNA

The Avera Flandreau Medical Staff, Advisory Board, and Hospital Leadership Team worked diligently with the information provided from both the primary and secondary data collection process to prioritize the community’s current health needs based on the following criteria: significance to the community; the need for additional resources; alignment with organizational mission; and impact on vulnerable populations. After all of the community feedback was recorded, the hospital staff began identifying focus areas based off the feedback received from the community and the criteria listed above. Avera Flandreau Hospital was able to identify two focus areas for the 2022 CHNA: access to healthcare through affordability and chemical dependency services. Again, it was critical to give voice for our medically underserved, low-income, and/or minority populations. An in-depth review of the feedback showed that a positive impact in these two areas will enhance the lives of the people of Moody County. The following is a more detailed explanation of the two focus areas identified.

- **Access to Healthcare through Affordability:**

50% of respondents who are considered low income (below \$20,000 of annual income) stated their health was “Fair,” while only 18% of all respondents considered their health to be “Fair.” A number of those same respondents indicated the affordability of health services is a barrier to seeking healthcare services. Finally, within the community need question, some respondents indicated cheaper insurance as their highest priority need.

- **Chemical Dependency:**

Information gathered from community members also revealed a consistent message that residents are concerned with the amount of drug overdose/alcohol abuse issues present in Moody County. The interview with various law enforcement officials in the county confirmed that feedback. In addition to this, there was an overwhelming feeling that drug/alcohol resources and services within the county are significantly lacking. Therefore, the CHNA prioritization process suggested that a more collaborative focus on chemical dependency services could offer significant value to the residents living in Moody County.

#### IV. **What Avera Flandreau Hospital will do to address community health needs:**

- **Access to Healthcare through Affordability**

- Avera is compliant with the Health Care Price Transparency Act and provides its pricing information to the public via its website. Avera has recently begun to provide out-of-pocket cost estimates for scheduled patients who will be paying for services with their own resources (not using a third party payer). This process provides patients an estimate of what they will be responsible for after their visit. Avera is also nearing completion of a more automated process for all patients in which they will have an estimate of out-of-pocket costs they will incur for scheduled visits to Avera Flandreau Hospital and Avera Medical Group – Flandreau.
- Avera offers charity care to those eligible for the service and for those who complete the necessary paperwork. Our plan is to expand the advertising and promotion of our charity care and pricing discount policies to create greater awareness and ease of use of this process.
- Avera Flandreau Hospital is actively participating in an effort to gain approval for Medicaid expansion along with Avera Health, and other hospitals in South Dakota. The facility is working to put the proposed legislation on a ballot measure and brought before the voters of South Dakota. An estimated 43,000 South Dakotans would be eligible for this expanded health insurance. Additional coverage would improve access to care and improve health outcomes for Moody County residents.

- **Chemical Dependency Services**

- In 2020 Avera built the Avera Addiction Care Center in Sioux Falls. It is a residential addiction treatment facility, which offers two, one-story buildings with separate areas for programming and residential life. For adults 18 and older, the center offers a 32-bed residential building with private rooms and building wings separated by gender—and a second building for treatment, group dining and gathering. It is hoped that the expansion of services will create greater access to chemical dependency services.
- Avera Behavioral Health Urgent Care is a resource to address chemical dependency situations in a timely manner. The Avera Behavioral Health Assessment Team is available to our patients 24/7 – this is a free service to the public.
- Avera Flandreau is partnering with Southeastern Community Counseling services to support on-site counseling for chemical dependency.

- Moody County Cares mental health board is community based and run by county residents. Avera Flandreau employees are active on the mental health board. Avera supports the training of the school "HOPE SQUAD", a team of students who are a first contact and non-intimidating source for referring another student to chemical dependency and other supports. In addition, Moody County Cares is planning a public speaker in Flandreau in 2023 and Avera will sponsor in part the cost of bringing in the speaker and some action plans following the presentation to the community.

**V. Significant health needs not addressed:**

- Avera Flandreau Hospital identified the following needs not being addressed in the 2022 Implementation Strategy: mental health, outreach services, and nutrition education. Each of these needs were presented to the Avera Flandreau Medical Staff, Advisory Board, and Hospital Leadership Team during the prioritization process when finalizing the assessment and implementation plan.

On October 17<sup>th</sup>, the Avera Flandreau Hospital Advisory Board approved the Avera Flandreau Hospital Community Health Needs Implementation Strategy.

Board Chair: \_\_\_\_\_

  
Rick Weber

Date: \_\_\_\_\_

10/17/22