

# OSCEOLA COMMUNITY HOSPITAL



*"The Hospital with a Heart"*

## **2016 Community Health Needs Assessment Implementation Strategy Report**

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## **2016 Osceola Community Hospital Implementation Strategy**

### **Introduction:**

During fiscal year 2015-2016 a community health needs assessment was conducted by Osceola Community Hospital for the approximately 12,000 people residing in the hospital's primary service area. Osceola Community Hospital serves all of Osceola County, the eastern half of Lyon County and the southern edge of Nobles County, MN. The communities located in this geographic area include but are not limited to Sibley, Ocheyedan, Melvin, Harris, Lake Park, Ashton, Little Rock, George, Sheldon and Boyden in Iowa and Bigelow, Rushmore and Worthington in MN.

Community health needs assessments are a tool used to help communities assess their strengths as well as their weaknesses. The process allows the community to better understand its capacity and the overall use of resources by its residents. It is also the foundation for improving and promoting the health of the community. Community health needs assessments are a key step in the continuous community health improvement process. The role of the process is to identify factors that affect the health of a population and determine the availability of resources within the community to adequately address these factors and health needs.

The Community Health Needs Assessment is also a part of the required hospital documentation of "Community Benefit" under the Affordable Care Act. Non-profit hospitals are now required to conduct community health needs assessments to help them determine community benefit programs for the future. Further explanation and specific regulations are available from Health and Human Services, the Internal Revenue Service and the U.S. Department of the Treasury. In order to comply with the established regulations Osceola Community Hospital completed the following:

- Community Health Needs Assessment report, compliant with IRS – Treasury;
- Gathered information needed to complete the IRS – 990h schedule; and
- Developed an implementation strategy to address the community health needs identified during the assessment process.

Osceola Community Hospital will conduct a community health needs assessment every three years to evaluate the health of the community, identify high priority needs and develop strategies to address the needs of the community. The hospital also has a contract with Osceola County to provide public health services and works closely with the public health department. The Osceola Community Hospital and the Osceola Public Health conducted this assessment together. This collaboration allows for additional resources and facilitates greater cooperation and efforts in identifying community health needs. Each of the

partners shares a commitment and plays a significant role in the community's health and overall well-being.

The 2016 Osceola Community Hospital health needs assessment represents a combination of quantitative and qualitative information based on census data, technical data and focus group feedback from community organizations, leaders,

**How Strategy & Plan Developed:  
(Who was involved & How the Assessment was conducted)**

**Who was involved with the Assessment**

The assessment was conducted by Osceola Community Hospital and Osceola Public Health. The Osceola Community Hospital provided financial and in-kind support for the assessment process. Since the greatest portion of the organization's patient and customers reside in Osceola and Lyon counties, focus groups and paper surveys were utilized to gather input from the community regarding community health needs and concerns. The hospital distributed surveys and conducted focus groups in each of the following rural communities: Harris, Melvin, Ocheyedon, Ashton, Little Rock and George all in Iowa. In addition a paper survey was handed out to participants at the hospital and various congregate places.

Special attention was taken throughout the primary data collection process to ensure the hospital's assessment took into account input from persons who represented the broad interests of the community, including those with special knowledge and expertise in public health. The focus group members included representatives from the medical community, civic organizations, business owners, farmers, public health officials, EMTs, fire fighters, city and county officials, Sibley-Ocheyedon school personnel, mental health providers, Osceola County Sherriff's office personnel, domestic abuse counselors, substance abuse and mental health counselors, Ministerial Association members, Board of Trustee members, patients and people representing the uninsured and underinsured population. A focus group was held for the staff from Osceola Economic Services. This service cares for the people living with disabilities. Clients were interviewed on a one to one basis. All age groups were represented in the focus groups. Osceola Community Hospital also serves a growing Hispanic population. The hospital held focus groups and distributed surveys to gather information from this population as well.

## **How was the Assessment Conducted**

- Osceola Community Hospital gathered both primary and secondary data for the community health needs assessment. Data from the focus groups and surveys was reviewed, analyzed and compared to secondary data from local, state and national sources. The following is a list of the many resources the community health needs assessment includes: tabulated information from the surveys, focus group findings, ISU mid-life extension survey results, Osceola public health CHNA results, CDC, youth behavior survey, office of adolescent health, Osceola Community Hospital discharge data, ER top diagnosis, US Census Bureau. Census of Population & Housing, County Health Rankings and Roadmaps, Healthy Iowans report by the Iowa Department of Public Health, and <http://www.worldlifeexpectancy.com/usa/iowa>,

### **Prioritization Process**

Common themes of the data analysis were identified, and the top seven themes were placed into a prioritization template with the committee and scored based on the significance of each need. Prioritization criteria included size, seriousness, economic feasibility, potential for impact, availability of community assets, probability of success and value of the presented themes. Access to healthcare, mental health services (counseling and support groups), health improvement and promotion, memory care, and emergency medical services. Non-medical need identified is transportation.

## **Action Plan**

### **Access to Health Care**

Ensure community members; including uninsured and underinsured have access to primary care providers. The hospital has been successful in recruiting two primary care physicians since the last community needs assessment. Strategies are in place to continue to recruit primary care physicians. The hospital has also recruited a general surgeon, and continues to recruit for a general surgeon. The hospital partners with Avera Medical Group Sibley in recruitment efforts for the only primary care clinic in Osceola County. The county was designated a HSPA shortage area in 2010 for primary care.

### **Mental Health Services/Counseling/Support Groups**

Mental Health Services/Counseling/Support groups

Osceola Community will continue to develop strategies for provision of mental health services in the community.

The hospital has been working with the Northwest Iowa Care Connections Mental Health and Disability Service to enhance services to the clients that are served in this area. Members of the team that have met to discuss needs are law enforcement, hospital personnel, regional service providers, Governance Board representatives and the regional staff. Three priorities came out of these meetings: 1. Improved behavioral health access services in our local county jails and local hospital emergency rooms. 2. The need for mobile crisis services to “aid in place”. 3. Increased access to inpatient psychiatric facilities when needed. This group will continue to work on these issues.

The hospital has partnered with Season’s community Mental Health Center to have clinics in our hospital and will continue to partner with them to improve services for our population.

Our county was ranked high in suicide and community partners felt there was a great need to educate residents of all ages in depression symptoms and suicide prevention and coping strategies for citizens. A coalition was formed to pursue the promotion of wholeness and health to decrease depression and suicidal tendencies within the area through various means of awareness and educational opportunities.

The hospital is capable of doing a mental health screening per eEmergency, and will explore further telemedicine capabilities.

Compass point has done evidenced based programs which focuses on life skills and substance abuse for 5 -7<sup>th</sup> graders in the Sibley Ocheyedan schools. The hospital will work with this group in providing education to the adults in our community through Lunch and Learns.

The hospital CEO and Director of nursing are planning on visiting a Senior Life solutions program offered at a critical access hospital in Iowa. This program serves individuals over age 65 and it aims to provide assistance to people who are dealing with emotional or behavioral issues often related to aging. Some of these issues are loss of loved ones, stresses of age, related to health concerns and diminished self-esteem.

Osceola Community Hospital will continue to explore partnerships with Avera Behavioral Health in Sioux Falls, Seasons Community Mental Health, Spencer Hospital Mental Health Unit, Mercy Behavioral Health, Sioux City, Compass Point, Creative Living Center, Rock Valley to promote mental health services and counseling in the rural setting.

## **Health Improvement and Promotion**

Osceola Community Hospital will continue to engage community members in activities that are health. The hospital will partner with community groups to promote health reduce obesity and prevent disease in our service area. We will educate businesses on the importance of wellness prevention programs that are in place in the community.

In 2016 the hospital will partner with Iowa State Extension to offer a four week class "Latinos Living Well". Latino families will learn how to improve their health and stay fit during these sessions. These classes focus specifically on Latino families, the food they eat and their daily activities. Our area has seen an increase in the Latino population and wants to reach out to them.

In the latest census Osceola County had 6.8 % Latino's compared to 5.6% in the state.

The Osceola Community Hospital Wellness Center will continue to offer programs for all ages. A four week class will be offered to the 5<sup>th</sup> and 6<sup>th</sup> graders on fitness and good nutrition. The wellness center will offer challenges for all ages in the coming months.

The Wellness Center has recently offered corporate rates to the businesses in our area to encourage participation at the Wellness center.

It was identified that the community would like more information on vaccinations. A lunch and learn is being planned for the future with one of our local physicians presenting.

The number one goal identified by the local Public Health in their CHNA was to promote immunizations to all adolescents served by their agency. They will educate parents and students to promote immunization awareness.

The Osceola Community Hospital will offer education programs for the community on healthy eating and good nutrition and education on staying fit.

## **Memory Care**

Osceola Community Hospital will be a community partner in working with other various local and regional entities to address dementia care including local nursing homes. Dementia care identified as a concern among the area focus groups and the survey.

22% of Osceola County residents are over age 65 as compared to 15.8% across the state of Iowa.

## **Osceola County Emergency Medical Services**

Emergency medical services (EMS) provide care for individuals who have had a sudden or serious injury, illness, or suffered a major trauma. Access to EMS is critical for rural citizens, but providing services is often challenging in rural areas. Our rural area relies on volunteers to staff the ambulance. Meetings have been held with the Osceola Community Hospital, Avera physicians, Osceola Board of Supervisors, EMS and EMT's, board of Supervisors to ensure we have the best possible service for our communities. Communication is essential for this to happen. The hospital will help in recruiting EMT's, first responders and drivers for our local service. If all entries work together we feel we will be able to meet the needs in our area.

## **Non-Medical Needs**

### **Transportation**

The hospital recognizes the transportation need in the community and will be involved with any inter-county public transportation.

There is a local service available within the City of Sibley for transportation. This service runs Monday thru Friday 8 am till 4 pm. This venture is sponsored by the Osceola Community Hospital, City of Sibley, local nursing homes and OES. The average number of people served in our town is 1000 and in the summer that number is greater. The hospital will be involved in a group to investigate solutions.

### **Needs not being addressed and why**

While all identified needs are important, Osceola Community Hospital will not address the following needs as part of its implementation plan. Inter-county public transportation and infrastructural such as improving access to elderly housing, dinner date (meals), adult day care and socialization activities for the elderly.

The community also suggested some service expansion needs. Dialysis will not be pursued as it is not considered an underserved need as access to dialysis centers is available in the neighboring communities of Spirit Lake, Hospers and Worthington, MN.

## Board Approval

This Community Health Needs Assessment Implementation Strategy Report was prepared for the May 2016 meeting of the Osceola Community Hospital Board of Directors.

Osceola Community Hospital Board of Directors Approval:

Name and Title:  \_\_\_\_\_

Date: May 23, 2016