

St. Michael's Hospital Avera

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2016 – COMMUNITY HEALTH NEEDS ASSESSMENT

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INTRODUCTION

Community health needs assessments are a tool used to help communities determine their capacity and use of resources by residents. It is also the foundation for improving and promoting the health of county residents. **Community health assessment is 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 county to adequately address these factors.

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 required to perform community assessments to help them determine community benefit and plan 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, St. Michael’s Hospital Avera completed the following:

- Community Health Needs Assessment report, compliant with IRS – Treasury;
- Hospital information needed to complete the IRS – 990h schedule

St. Michael’s Hospital Avera will conduct a community health needs assessment every three years to evaluate the health of the community, identify high priority health needs, and develop strategies to address the needs of the community. The community health needs assessment represents a combination of quantitative and qualitative information based on census data, patient data, and feedback from community leaders and community members representing the broad interests of the community. Data for Bon Homme County was compared to statewide data as well as national data and benchmarks. This report summarizes the results of the analysis.

DESCRIPTION OF THE HOSPITAL

St. Michael's Hospital Avera is licensed by the South Dakota Department of Health as a critical access hospital which includes swing beds, two certified rural health clinics and a retail pharmacy.

St. Michael's Hospital Avera is governed by a local Board of Directors and has a management agreement with Avera, a ministry of the Benedictine Sisters and Presentation Sisters. The Avera Health network serves eastern South Dakota and surrounding states with hospitals, nursing homes, clinics and other health services at more than 300 locations.

It is the mission of St. Michael's Hospital to provide readily accessible care to the people of Bon Homme County and the surrounding area. In keeping with the tradition and the heritage of the Catholic Church, St. Michael's will aim to promote the physical, mental, social and spiritual health of all its patients. The healthcare centers will continue to offer quality services based on community needs and fiscal solvency.

History of St. Michael's Hospital Avera:

St. Michael's Hospital originated in 1949 in the home of Dr. H. Klima. A hospital was constructed in 1950 with an addition and extensive remodeling completed in 1968. A renovation in 2001 connected the hospital with the clinic, and a new patient wing on the ground floor was completed in 2015.

St. Michael's Hospital was leased by the City of Tyndall to the Benedictine Sisters of Sacred Heart Convent of Yankton from 1949 to 1995. The original structure of St. Michael's Hospital, owned by the City of Tyndall, is now leased to St. Michael's Hospital, Inc.

St. Michael's Hospital has been a Catholic institution since 1949, shortly after its beginning. The Catholic identity, initiated by the Benedictine Sisters, is continued by a relationship with the Sioux Falls Catholic Diocese.

St. Michael's Hospital Avera is currently a 25-bed critical access hospital with 15 swing beds, two certified rural health clinics and a retail pharmacy. The certified rural health clinics, doing business as Bon Homme Family Practice Clinics, are located in Tyndall and Avon. The Tyndall Clinic was built in 1964 by Dr. Robert J. Foley and was purchased by St. Michael's Hospital, Inc. in 1991. The Avon facility, built in 1993 by the Avon Chamber of Commerce, is now owned by the City of Avon and has been operated by Bon Homme Family Practice since it was first opened in 1993. The retail pharmacy, Bon Homme Pharmacy, began operation in 2005.

Our Services:

St. Michael's Hospital Avera offers inpatient, skilled swing bed and nursing facility swing bed care. St. Michael's provides 24-hour emergency services and is designated as a Trauma Receiving Hospital in the South Dakota Trauma System. Ancillary services include laboratory and blood bank services, rehabilitation therapies (physical therapy, occupational therapy, speech therapy, and cardiac rehabilitation), and radiologic services (digital radiology, digital CT scans, digital mammography, bone density scans, ultrasound, cardiovascular testing, nuclear medicine, and mobile MRI). Nutritional counseling and foot clinics are also offered as well as a care transitions program to prevent readmissions for targeted diagnosis and for those patients assessed at high risk for readmission. An onsite retail pharmacy makes it possible to have extensive access to pharmacists that is rarely available in a rural hospital. A multidisciplinary team including pharmacists and registered nurses provide infusion therapy and chemotherapy services.

St. Michael's Hospital Avera has a medical staff that includes one family practice physician and four physician assistants. Specialty outreach clinics include orthopedics, podiatry, cardiology, obstetrics/gynecology, and surgery.

eCare services at St. Michael's Hospital Avera include Avera eEmergency, eICU, ePharmacy and eConsult services. The Avera eCare services allow rural patients to be cared for at their local hospitals, provide rural hospitals access to immediate specialty care and support, and helps reduce health care costs and travel. Avera eEmergency (provided at no cost to the patient) gives the ability for immediate two-way video consultation with Emergency Medicine Physicians located at Avera in Sioux Falls. This not only benefits patients because they can stay closer to home and their loved ones, but it also reduces health care costs.

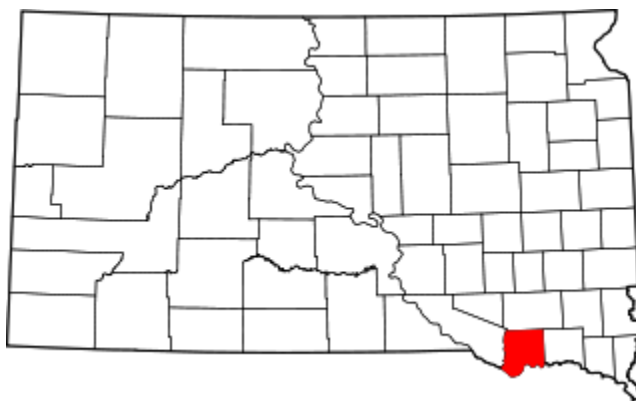
St. Michael's Hospital Avera provides a nurse on an as needed basis for ambulance transfers at no cost to the local ambulance services. St. Michael's Hospital Avera also provides Impact concussion program for students and CPR training to our local EMS services, teachers, daycare providers, and the general public. Free blood pressure screenings, flu shot clinics, discounted laboratory testing and various health education and activities are also offered to the community.

Mike Durfee State Prison is located in Springfield with a census of 1260 inmates. From its inception in the 1980's, St. Michael's medical staff has been contracted to provide medical direction for the facility. St. Michael's continues to make special efforts to work collaboratively with Mike Durfee State Prison in providing services to meet their health care needs.

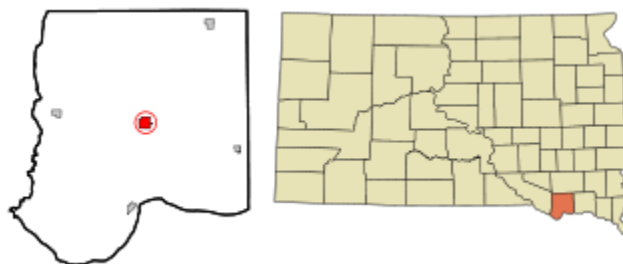
Where we are located:



South Dakota's location within the United States.



Location of Bon Homme County in South Dakota



Location of city of Tyndall in Bon Homme County

COMMUNITY SERVED BY THE HOSPITAL

St. Michael’s Hospital Avera is located in Tyndall, the county seat of Bon Homme County in South Dakota. The hospital defines its primary service area as Bon Homme County. This designation is not only a geographic one but is also supported by inpatient discharge data. According to the *Inpatient Origin and Destination Semi-Annual Report for January – June 2015*, compiled by the South Dakota Association of Healthcare Organizations (SDAHO), 93.1 percent of St. Michael’s Hospital Avera inpatient discharges originate in the hospital’s primary service area of Bon Homme County.

The economic state of Bon Homme County remains very stable. The unemployment rate has decreased from 5.0 percent to 2.8 percent as reported in the *2014 US Bureau of Labor Statistics*.

	Labor Force	Employed	Unemployed	Unemployment Rate
2011	3,116	2,961	155	5.0%
2012	3,040	2,921	119	3.9%
2013	3,010	2,913	97	3.2%
2014	3,000	2,915	85	2.8%

Source: Labor Market Information Center, SD Dept. of Labor & Regulation in cooperation with U.S. Bureau of Labor Statistics

As reported by the *U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates*, the population of Bon Homme County is 7,023. Additional data below was used to define the race, age, gender, and socio-economic status of those residents compared to residents of South Dakota as a whole.

The 2014 census for Bon Homme County reported 7,023 people. Inmates at the Mike Durfee State Prison in Springfield comprise the majority of the non white population. Twenty percent of Bon Homme County’s population is age 65 or older compared to 15.3 percent in the state of South Dakota and 14.5 percent in the United States.

Bon Homme County		
Race	Number	Percent
White	6303	89.7%
Black or African American	91	1.3%
American Indian and Alaska Native	522	7.4%
Asian	13	0.2%
Other	94	1.3%
Total	7023	100.0%

Bon Homme County		
Population	Number	Percent
Under 5	319	4.5%
5 - 9	353	5.0%
10 - 19	794	11.3%
20 - 44	2179	31.0%
45 - 64	1975	28.2%
65+	1403	20.0%
Total	7023	100.0%

Source: U.S. Census Bureau - 2014

Demographic Information

COMMUNITY HEALTH NEEDS ASSESSMENT PROCESS

The community health needs assessment was conducted by St. Michael's Hospital Avera which also provided financial and in-kind support for the assessment process. St. Michael's utilized the Community Health Needs Assessment and Implementation Planning toolkit developed by the South Dakota Department of Health. This toolkit was developed to offer communities a reliable resource that can be used to identify, prioritize and address their community health needs. The toolkit provided a strong framework to guide and assist St. Michael's Hospital Avera in conducting the assessment which included gathering data from four sectors in the community including: health care, community, schools and worksites.

Quantitative data was gathered from the U.S. Census Bureau and the South Dakota Department of Health, Office of Health Statistics, U.S. Bureau of Labor Statistics, and South Dakota Association of Healthcare Organizations.

COMMUNITY INPUT

Careful consideration was given when gathering qualitative or primary data to ensure the Community Health Needs Assessment included input from persons who represent the broad interests of the community and that the input was representative of the community at large including the medically underserved, low-income or minority populations. In defining community, St. Michael's Hospital Avera has taken into consideration all members regardless of socio-economic status. St. Michael's Hospital Avera is committed to meeting the needs of all who need care regardless of their ability to pay.

In a spirit of charity and justice, Avera exists in response to God's calling for a healing ministry to the sick, the elderly and the oppressed, and to provide healthcare services to all persons in need, without regard to the consideration of age, race, sex, creed, national origin or ability to pay. . . Avera is committed to providing charity care to persons who have healthcare needs and are uninsured, underinsured, ineligible for a government program, or otherwise unable to pay for medically necessary care based on their individual financial situation. Consistent with its mission to make a positive impact in the lives and health of persons and communities by providing quality services guided by Christian values, Avera strives to ensure that the financial capacity of people who need health services does not prevent them from seeking or receiving care. (Avera Fiscal Policy #605 Financial Assistance and Billing Practices)

St. Michael's Hospital Avera collected qualitative data through various group interviews, in person one on one interviews and telephone interviews that were conducted from the fall of 2015 through March 2016. Various individuals as well as representatives from Bon Homme and Avon schools, Bon Homme food pantry, county health nurse, the local Bargain Shop, Chamber of Commerce, Mike Durfee State Prison, EMS services, Springfield Community Doctors Group, Tyndall Rotary and senior citizens groups provided feedback in addition to St. Michael's Board of Directors, department managers, and medical staff.

Attachment 1 includes the questions that were asked.

PRIORITIZED SIGNIFICANT COMMUNITY HEALTH NEEDS

The Community Health Needs Assessment committee met to analyze and prioritize the health needs identified through the quantitative and qualitative information collection process. In examining quantitative data, the following trends were noted:

Mortality rates for Bon Homme County are significantly lower than state and national averages. Mortality rate specific to heart disease in Bon Homme County is also significantly lower than the state and national average.

Leading causes of death follow state and national trends with heart disease as the leading cause of death followed by cancer. Cerebrovascular diseases, chronic lower respiratory diseases, Alzheimer's disease, and accidents were also among the top six causes of death in Bon Homme County as well as in the state and nation.

The Community Health Needs Assessment committee reviewed and evaluated the checklist data, summary of the feedback from group and individual interviews and the community health indicators. Common themes were identified and considered from across all information sets: access to primary medical care, mental health services, nutritional needs of children, and advance directives. The committee discussed the significance of each need to reach a consensus in establishing two main priorities.

The primary data collected indicated a widespread appreciation for healthcare services currently provided by St. Michael's Hospital Avera and the desire to maintain the availability of local services and local healthcare providers well into the future. Interviewees identified up to date technology/equipment and the availability of eServices such as eEmergency and eConsult as very positive. It is widely felt that care is provided to all patients with the same level of compassion and respect regardless of patient socio-economic status. Patients are also appreciative of the flexibility of expanded clinic hours (early morning, noon, late evening and Saturdays), the frequent availability of same day appointments, and the variety of health care providers and specialists. Although patients value and support the midlevel providers, a common theme surfaced relative to having only one family practice physician. Despite advances in expanding the scope of practice for midlevels, there are still regulations that require a physician's involvement such as supervision for cardiac rehab sessions. It was noted that our sole family practice physician is currently supervising the maximum number of physician assistants allowed by South Dakota statute. It was also noted that the Springfield Clinic closed last year with both physicians leaving the area. Recruitment of an additional physician was deemed as the top priority.

The need for mental health services was another concern. Of special note was the perception of increased depression in children as well as adults and the limited access to behavioral health resources. It was noted that St. Michael's has invested in the technology which can be utilized for telehealth visits for various specialty services including mental health services. This expands the opportunity and

flexibility to most effectively utilize the very limited availability of mental health providers. We will continue to advocate for and support expansion of mental health services.

The nutritional needs of children were discussed at length. It was noted that the Hoch foundation generously provides breakfast at no cost to children in the Bon Homme schools. There was special concern for children who come to school hungry on Monday mornings. This evolved into the very recent addition of a backpack program for children which provides food for the weekend for any child who wishes. The Bon Homme food pantry is coordinating this effort with assistance from various individuals and organizations. Staff members of St. Michael's volunteer their time to serve on the Bon Homme food pantry, Tyndall Rotary and various church groups to support the backpack program. St. Michael's will continue to encourage staff involvement and support for this volunteer effort in meeting the needs of local children.

The need for advance directives is a concern for health care facilities and health professionals. Several community members also voiced concerns relative to elderly parents or family members and identified that they themselves should also have advance directives in place well before the need arises. Advance directives are legal documents that allow a person to articulate decisions about end-of-life care ahead of time. This is especially important in light of Bon Homme County's high percentage of population age 65 and older. The committee determined that Advance Directives should be the second priority.

POTENTIALLY AVAILABLE RESOURCES

The assessment identified St. Michael's Hospital Avera as essential for community healthcare needs as well as for the significant economic impact for Bon Homme County. A number of strong community resources and assets were noted including excellent medical providers, retail pharmacy, volunteer EMS services, and hospital collaboration with Community Health Nurse, local optometrist, and school systems. A wide variety of resources are available to the community to improve health and well being such as St. Michael's wellness center, the Hoch fitness center, parks, swimming pool, walking trail, and St. Michael's nutritional counseling.

In addition to St. Michael's critical access hospital, there is also a critical access hospital located in Scotland. Medical clinics are located in Tyndall, Avon, and Scotland. There are two long term care facilities in Bon Homme County, Tyndall Good Samaritan Center and Scotland Good Samaritan Center. There is also an Assisted Living Facility in Springfield. There is an optometrist office located in Tyndall and dental offices in Tyndall and Springfield. All five communities in Bon Homme County have local EMS services staffed by volunteers.

Additional resources that are potentially available specific to the priorities identified through the CHNA include:

- Avera Health (recruitment department)
- South Dakota Association of Healthcare Organizations
- South Dakota Office of Rural Health
- Tyndall Development Corporation

EVALUATION OF IMPACT

The steering committee reviewed the previous community health needs assessment conducted in 2013. Since the prior CHNA was completed, it was noted that St. Michael's Hospital Avera has received no requests for printed copies nor have any written comments been received regarding the 2013 community health needs assessment or implementation plan.

The 2013 Community Health Needs Assessment identified three priority needs: (1) up-to-date medical facilities; (2) childhood obesity; and (3) access to behavioral health resources.

Subsequent to the assessment, the Board of Directors of St. Michael's Hospital Avera approved a building project for a new patient wing consisting of private rooms and private bathrooms. The new patient wing was completed in June 2015.

St. Michael's Hospital Avera has hosted educational events and speakers focusing on children's nutrition and exercise. The Hoch fitness center, located on the campus of Bon Homme school, provides easy access to exercise and weight lifting for all students. The school cafeteria has made a concerted effort to provide nutritional meals including a breakfast that is available to all students at no charge courtesy of the Hoch foundation.

In an effort to enhance access to behavioral health resources, St. Michael's midlevel providers obtained certification as qualified mental health professionals. This certification streamlines the process for our patients in need of services by eliminating the need for referral to Avera Sacred Heart emergency room. St. Michael's Hospital hosted a grief support meeting in our local community auditorium that was open to all staff as well as community members. In addition, Father Joe Forcelle provided a service in our chapel to assist staff dealing with the loss of several coworkers. With the limited availability of behavioral health specialists, expansion of eConsults for mental health services has been limited.

APPROVAL/AVAILABILITY

The 2016 CHNA report was approved by St. Michael's Hospital Avera Board of Directors on May 24th, 2016.

The assessment summary is available on St. Michael's Hospital Avera website. A copy may also be obtained by contacting the administrative staff of St. Michael's Hospital Avera.

Attachment 1

Questions utilized on the Community Health Needs Assessment were as follows:

- What is healthy about our community?
- What is unhealthy about our community?
- What services are needed that do not exist?
- Are there specific populations you are aware of in need of services? What types of services do they need?
- Do you see productive collaborations in the community addressing health needs?
- What do you believe is the most pressing health care need facing the community? Do you feel the hospital is addressing this need?
- In what ways is the hospital serving the community well? In what ways could the hospital serve the community better?