

Avera Hand County Memorial Hospital

Miller, South Dakota

2016 Community Health Needs Assessment Implementation Strategy

Introduction:

Community health needs assessments (CHNA) 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 conduct community health needs assessments to identify health needs and to assist them with community benefit strategy and planning to address the identified community needs. Further explanation and specific regulations are available from Health and Human Services, the Internal Revenue Service and the U.S. Department of the Treasury.

This community health assessment is the second of its kind for Avera Hand County Memorial Hospital. In order to comply with the established regulations, Avera Hand County Memorial Hospital completed the following:

- Community Health Needs Assessment report, compliant with IRS – Treasury;
- Provided the Hospital information needed to complete the IRS – 990H schedule; and
- Developed an implementation strategy to respond to the identified needs.

Avera Hand County Memorial Hospital 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 2016 community health needs assessment represents a combination of quantitative and qualitative information based on census data, patient data, and focus group feedback from several

community organizations and leaders. Data for Hand County was compared to statewide data as well as national data. This report summarizes the results of the analysis.

How Strategy & Plan Developed:

(Who was involved & How the Assessment was conducted)

In 2015 and 2016, Avera Hand County Memorial Hospital completed a Community Health Needs Assessment for Hand County, South Dakota, our primary service area. The process started with paper surveys that community residents completed, 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 a community health needs assessment planning group where discussion was held on the findings of the surveys and opportunities to prioritize goals for community health improvements.

We used a survey tool to begin the process of qualitative data collection. The survey was presented to a variety of community focus groups from December 2015 to March 2016.

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

The second component of the survey was the essay questions. There were four 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 surveys were compiled and presented to a community health needs assessment planning group. 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 personalized dialogue as the group had the ability to identify with specific comments resulting in those dialogue conversations being expanded to be more specific on those topics. The CHNA small group meetings consisted of the AHCMH and HCMH Inc Department Managers, AHCMH auxiliary, the Miller School Guidance Counselor, and the Hand County Public Health Nurse.

Action Plans/ Next Steps:

The Board of Trustees of Avera Hand County Memorial Hospital has determined that the following health needs identified in the Community Health Needs Assessment should be addressed through an implementation strategy noted for each identified need.

I. FINDINGS AND PLAN:

a. Assistance navigating your personal medical record through patient portal or hospital website.

Through the survey process and discussions with the focus group, educating community members on the benefits of the patient portal continue to be a priority. Assistance with registering patients for patient portal is available, but continued support so continued access of the portal is recommended. The comment of “the more it is used, the easier it becomes!” is what resonates. However, many patients have used it when medical services were used, then didn’t access it for a while and no longer are using it. Our focus will be to conduct educational programs for patients to illustrate the patient portal benefits.

Avera Hand County Memorial Hospital is a member of the Avera Health System. Through this relationship, we have experienced staff that can provide local education to patients and family members seeking access to the patient portal, while also receiving support from Avera Marketing and Avera Information Technology areas to assist with appropriate education awareness and technology access to support the education goals.

The hospital staff will conduct patient portal classes and generate news articles for the Miller Press explaining the benefits of access to their medical information. These classes can be held at various sites, including potential sites such as the senior center, social organizations and regular scheduled classes at the hospital. Each class will have a roster to tabulate the volumes attended.

b. Access to public transportation.

Miller has a good public transportation service for in town residents seeking in town appointments. The Miller Housing Authority operates the local Miller Wheels program. For out of town appointments, the hospital refers patients who cannot drive and who need transport to out of town appointments to Capital City Transit of Pierre. Capital City Transit’s public transportation bus comes to Miller when scheduled and takes patients to appointments in various cities. Our focus will be to work with Capital City Transit of Pierre, both within the facility as well as in the community, to create awareness and to get the word out about the public transportation services available.

Avera Hand County Memorial Hospital will schedule a meeting with both public transportation entities and develop a plan to communicate the process for scheduling public transportation services. In addition, the hospital will develop pamphlets in each clinic exam room and hospital patient room to give to patients so continued information can be shared about public transportation services.

c. Access to affordable housing.

Housing in Miller is a tight market and has a higher end price for our size of community. The On Hand Economic Development has completed a housing study in Miller, and is working with the city to spur housing development in Miller. The South Dakota Housing Authority and Dakota Resources are working with several communities in South Dakota, including Miller, on rural housing. In Miller, On Hand Economic Development is contracting with Dakota Resources for assistance with studying and spurring housing in Miller. The Miller City Council and the Miller Housing Authority are also partnering with On Hand Economic Development to provide guidance, assistance, and leadership to the housing development. Recognizing the impact housing has on rural recruitment, Avera Health, Wheat Growers, and South Dakota Network are working on a statewide partnership to develop ways to support housing development in rural communities. The South Dakota Association of Healthcare Organizations recently also took up housing development in rural communities as a priority for rural health care recruitment.

South Dakota has access to reduced cost housing through the ‘Governor’s House’ program. Currently, the ‘Governor’s Houses’ are limited to economically challenged recipients, however, Economic Development agencies are able to purchase the houses and place them, selling them to community members who qualify.

Avera Hand County Memorial Hospital will nominate leadership support to the Miller Housing Taskforce and will support housing development in the community through optional methods including possible rental subsidies, rental support, or other methods to assist with the development of affordable housing in Miller.

Board Approval:

This report was prepared for, and approved at the June 2016 Avera Hand County Memorial Hospital Board of Directors regular meeting.