

# Milbank Area Hospital

Avera 

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Community Health Needs Assessment

FY 2016

Implementation Plan

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## **Summary**

Milbank Area Hospital Avera has been serving the community of Milbank and the surrounding area since the 1920's. Throughout the history of health care in Milbank, the hospital has been committed to responding to the community's ever-changing health care needs.

Milbank Area Hospital Avera is a 25-bed critical access hospital located in Milbank, S.D. In fiscal year 2015 the hospital had 14,114 outpatient visits and 432 hospital admissions. There were 1,490 emergency room visits and 292 surgical procedures performed.

The hospital is owned by the community-based organization, the Northeast South Dakota Healthcare Foundation (NESDHCF). The hospital has a management lease agreement with Avera McKennan Hospital & University Center, located in Sioux Falls, S.D. Avera Health is a large rural-based health system located in Sioux Falls, S.D. It serves facilities in South Dakota, Minnesota, Nebraska and Iowa. NESDHCF is a nine-member Board, which also serves as the advisory board to Milbank Area Hospital Avera.

## **Community Served**

Milbank Area Hospital Avera defines its primary service area as the 7,300 residents of Grant County, of which approximately 3,500 live within the City of Milbank, S.D. The service area spans the counties of Grant, Roberts, Day, Marshall, Big Stone and Deuel.

## **Implementation Strategy Process**

Data collection for the Milbank hospital's Community Health Needs Assessment began in the beginning of 2016.

Primary data collection included a survey was conducted with patients and community members to determine the health care needs of the community. It also included personal interviews with community leaders.

Questions utilized for the primary data collection were as follows:

- What are valuable services for our community members?
- What technology do you use to help with your health?
- What do you think helps to promote consideration for health care careers?
- Which social determinants of health do you think apply to the community?
- Do you think there are certain populations of people in our community that are in need of services that they cannot get?
- What does Milbank Area Hospital Avera do well?
- What is something unhealthy about the community?
- What is something healthy about the community?

- What is a health service that you would like to see in our community?
- What is the most important health care issue in our community?
- What can Milbank Area Hospital Avera do better?

Secondary data collection included the research of Grant County demographics and health related statistics.

### **Prioritized Needs Identified**

All data was compiled, analyzed and prioritized by Milbank Area Hospital Avera to develop its findings and recommendations are as follows:

- Mental Health
- Translation Services
- Patient Education

### **Action Plans**

#### Mental Health Plan:

At present behavioral health telemedicine is available with a referral from an Avera Medical Group provider at Milbank Area Hospital with a psychiatrist. This provider sees approximately 6 patients per month. This is a service that we need to bring more awareness to the community.

In the new healthcare facility, telemedicine visits will be done in the clinic. In our current environment all providers must be credentialed in the hospital to provide telemedicine. In the future this will not be a requirement. We will be looking at opportunities to increase our telemedicine providers when we move to the new facility.

One of our certified nurse practitioners is researching the possibility of furthering her education in the area of mental health. This would help our healthcare campus to have onsite mental health services.

The community has a Child Protection team that meets monthly. It consists of representatives from law enforcement, community health, ICAP office and the school. There is not a representative from the health community. A representative will be appointed from the Avera Medical Group Milbank who will begin participating in these meetings. This will help forge a partnership between the community and our healthcare facility that will bring awareness to both.

#### Translation Services Plan:

As we continue to recruit for various positions in our clinic and hospital, we will include the need for bilingual employees. There are employees in our other healthcare settings in our community that are bilingual. There is an opportunity to recruit a patient care technician or health unit coordinator that would be able to help with translation services.

We will be researching translation services by phone. This would be a service that would help with privacy for our patients and provide a more confidential encounter. It would be a cost savings by calling in when the patient arrives instead of hiring a translator that may have to wait for patients. It will also offer a timelier visit by not having to arrange for a translator.

#### Patient Education Plan:

We feel that the increase in need for drug and alcohol prevention education will help meet not only the patient education need in our community but also ties directly to our increase in mental health cases. One area that was brought to our attention from the school was the need for drug and alcohol prevention education for parents. There are new types of drugs that many parents are unaware of. An educational session for parents while partnering with local law enforcement will be done.

When we move into our new facility in the fall of 2016 we will begin to explore additional options for support groups. We will continue the cancer support group and look into creating additional support groups based on the needs of the community. We will find advocates for different areas to help with the formation of the group. Local providers will be utilized on occasion to provide education for these support groups.

Lunch and learn sessions will be a focus in our new healthcare facility. We will have the space necessary to conduct these sessions. We will utilize our local providers, outreach providers and specialists to conduct the lunch and learn sessions. Our new facility will also provide us with the opportunity to promote health screenings for our community and those we serve.

Nutrition and weight management was a topic that was highlighted in our survey results. Survey responders feel that we have an overall healthy community with many great qualities that promote fitness. We will seek partnership opportunities with the local fitness center to provide weight management and healthy lifestyle education sessions.

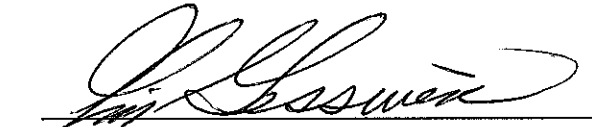
We will continue to provide two road race opportunities for the community. In the past we have also offered a Couch to 5K program before the race. We will implement this again to encourage community members to participate in these events. Our new facility will also be connected to the local nature walking trail. We will be promoting walking programs for our employees and the community.


We do have a dietitian that is available for patients locally. More efforts will be made to bring awareness of this service to the community.

Board Approval

This report was prepared for the Northeast South Dakota Healthcare Foundation Board and approves the Implementation Strategy for addressing findings and recommendations identified in the most recent Community Health Needs Assessment.

Northeast South Dakota Healthcare Foundation Board Approval:

  
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Signed

  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Printed Name and Title