

# Milbank Area Hospital

**Avera** 

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Community Health Needs Assessment

FY 2016

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## **Fiscal Year 2016 Milbank Area Hospital Avera Community Health Needs Assessment Summary:**

This is an assessment of the health needs within the primary service area of Milbank, S.D. During fiscal year 2016, a community health needs assessment was conducted by Milbank Area Hospital Avera for the 7,300 residents of Grant County, of which approximately 3,500 live within the City of Milbank, S.D. Milbank is the county seat of Grant County.

### **Description of Community Served by the Hospital**

Grant County is the most populated county in Milbank Area Hospital Avera's service area. Milbank Area Hospital Avera service area spans the counties of Grant, Roberts, Day, Marshall, Big Stone and Deuel. It has been determined that this assessment will focus on the primary county of Grant.

It is required that the assessment include individuals from the community who represent broad interests of the community served. The assessment should include medically underserved, low-income or minority populations residing within the service area. This assessment has taken consideration all members of the service area regardless of race or status. Milbank Area Hospital Avera is committed to meeting the needs of the entire community regardless of their ability to pay.

### **Description of Hospital Campus**

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.

The following services are provided at Milbank Area Hospital Avera: inpatient care; same day and inpatient surgery; critical care; emergency care; laboratory/blood bank; telemedicine services; respiratory therapy; sleep study lab; social services; newborn nursery; pediatrics; OB/GYN services; chemotherapy; radiology with CT Scan, diagnostic radiology and ultrasound, digital mammography, MRI scan, mobile nuclear medicine, bone density scan; rehabilitation services with cardiac care, occupational therapy, physical therapy, pulmonary rehabilitation, speech therapy; home care with home health, home infusion, physical, speech and occupational therapy, skilled nursing care, wound and ostomy care; hospice with respite care, acute care and residential hospice care.

Several specialists provide outreach care at Milbank Area Hospital Avera. These services allow our patients to receive care close to home and saves on travel time and expense. The following outreach services are available.

- Podiatry
- Audiology
- Cardiology
- Nephrology
- Ear, Nose and Throat
- Oncology and Hematology
- Dietitian
- Urology
- Orthopedics

Milbank Area Hospital Avera has eEmergency services available through Avera eCare. The emergency rooms at the hospital are equipped with equipment that connects via interactive video to a board-certified emergency medicine physician. By pressing a button in the emergency room, an emergency physician can assist the Milbank Area Hospital Avera staff onsite to stabilize, diagnose, and determine a treatment plan for the patient. The eEmergency physician can assist in the transfer process of the patient, if transfer to another facility is necessary. This service allows rural healthcare providers assistance with rare and difficult cases locally without the need to immediately transfer the patient.

The medical staff consists of five primary care physicians, one general surgeon, three certified nurse practitioners and two physician assistants.

Avera Medical Group Milbank is the primary care clinic. It is a provider-based rural health clinic of the Milbank Hospital. It is located in a separate facility that is across the street from the hospital. In the fall of 2016, the current clinic and hospital will be relocating to one facility in a new location in Milbank. In addition to the clinic in Milbank, four satellite clinics are supported by the Avera Medical Group physicians and staffed by mid-level providers. The clinics are located in Big Stone City, 12 miles to the east; Reville, 20 miles to the south; Waubay, 35 miles to the west and Wilmot, 20 miles to the north. In FY2015 there were a total of 18,324 clinic visits.

The facility and its employees support and participate in many community activities, volunteer their time and serve on local committees and boards. In 2015 the Milbank hospital and clinic employees raised \$9,300 for the Grant County "It Only Takes a Spark" Cancer Walk campaign; \$4,930 to the Grant County Combined Appeal campaign and gave a \$1,000 scholarship to a Milbank High School senior pursuing a career in health care. Annually the hospital and clinic sponsors three road races to encourage a healthy community.

## Service Area Profile

Grant County is considered the primary service area for Milbank Area Hospital Avera. The economic state of Grant County remains stable. The unemployment rate has decreased from 5.6 percent in 2014 to 4.8 percent in 2016 according to Bureau of Labor Statistics, Local Area Unemployment data. Median household income for the county is \$52,816, approximately 3.44 percent higher than the median household income for the State of South Dakota, \$51,059. The percentage of people 100 percent below the federal poverty level for Grant County is 10 percent compared to 14.1 percent for the State of South Dakota.

Economic Security and Financial Resources						
Indicators	Data Source	Year (Group of Years)	Grant County		State of South Dakota	
			Number	%	Number	%
Children under 19 years age in poverty	SAIPE	2014	219	13.5%	37,836	18.4%
Median Household Income	SAIPE	2014	\$ 52,816		\$ 51,059	
% of persons below 100% of the Federal Poverty Level	SAIPE	2014	725	10.0%	115,906	14.1%

SAIPE = Small Area Income and Poverty Estimates, U.S. Census Bureau

Age						
Age Group	Data Source	Year (Group of Years)	Grant County		State of South Dakota	
			Number	%	Number	%
Under 5 years	ACS	2010-2014	407	5.6%	59,303	7.1%
5 to 9 years	ACS	2010-2014	490	6.7%	57,691	6.9%
10-14 years	ACS	2010-2014	382	5.2%	55,424	6.6%
15-19 years	ACS	2010-2014	462	6.3%	57,997	6.9%
20 to 24 years	ACS	2010-2014	450	6.2%	59,689	7.2%
25-34 years	ACS	2010-2014	678	9.3%	109,504	13.1%
35 to 44 years	ACS	2010-2014	799	11.0%	94,677	11.3%
45 to 54 years	ACS	2010-2014	1142	15.7%	116,942	13.4%
55 to 59 years	ACS	2010-2014	572	7.9%	56,790	6.8%
60 to 64 years	ACS	2010-2014	504	6.9%	49,347	5.9%
65 to 74 years	ACS	2010-2014	691	9.5%	62,692	7.5%
75 to 84 years	ACS	2010-2014	535	7.3%	39,912	4.8%
85 years and over	ACS	2010-2014	169	2.3%	19,740	2.4%

ACS = American Community Survey, U.S. Census Bureau

Sex	Data Source	Year (Group of Years)	Grant County		State of South Dakota	
			Number	%	Number	%
Male	ACS	2010-2014	3786	52.0%	419,494	50.3%
Female	ACS	2010-2014	3495	48.0%	415,214	49.7%

ACS = American Community Survey, U.S. Census Bureau

Milbank Area Hospital Avera's primary service area of Grant County is predominately Caucasian (98 percent). Hispanic /Latino comprises 2.6 percent of the population and American Indian comprises 1.8 percent.

Race & Ethnicity						
Race & Ethnicity	Data Source	Year (Group of Years)	Grant County		State of South Dakota	
			Number	%	Number	%
White	ACS	2010-2014	7106	97.6%	712,496	85.4%
Black or African American	ACS	2010-2014	23	0.3%	12,642	1.5%
American Indian or Alaska Native	ACS	2010-2014	112	1.5%	72,016	8.6%
Asian	ACS	2010-2014	7	0.1%	9,433	1.1%
Native Hawaiian or other Pacific Islander	ACS	2010-2014	0	0.0%	229	0.0%
Some other race	ACS	2010-2014	6	0.1%	7,199	0.9%
Two or more races	ACS	2010-2014	27	0.4%	20,693	2.5%
Hispanic or Latino Origin	ACS	2010-2014	186	2.6%	26,459	3.2%

ACS = American Community Survey, U.S. Census Bureau

## **Who was involved in the Assessment**

Milbank Area Hospital Avera utilized the Community Health Needs Assessment and Improvement 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 guide for the hospital to use to develop a plan for conducting our assessment. The process included gathering data from four areas: health care, community members, schools and social services. Members from these four sectors of the community completed surveys and interviews to help Milbank Area Hospital Avera gather information for this assessment.

## **How the Assessment was conducted**

The first step of the assessment was conducted by a survey to community members. The online survey tool Survey Monkey was developed to capture the data. Fifteen questions were presented that helped gather demographic data as well as survey responses that focused on the overall health of our community and the health needs of our community. The survey was distributed online to community members and healthcare workers. The survey was also printed and distributed at the Avera Medical Group Milbank clinic for patients to complete.

The survey data was analyzed by the Milbank Area Hospital Avera steering committee and compared to the results of the information gathered in the 2013 Community Health Needs Assessment conducted by the hospital to find similarities and differences in the current health needs of the community.

Personal interviews were also conducted with key members of the community that have a pulse on the health needs of the community. During the interview phase of the assessment, the committee interviewed the High School Principal and the Milbank School District Superintendent. Both of these community members are very active in the community outside of the school and are involved with the Child Protection Team. Their insight into the health needs of the youth in our community is invaluable.

An interview was also conducted with the Community Health Nurse. The Community Health Nurse provides public health services. She is in very close contact with the underprivileged population in the community and has a strong insight into the health needs for that population. In addition to the Community Health Nurse, an interview was conducted with the Director of Inter-Lakes Community Action Partnership (ICAP). ICAP is a community based non-profit organization which services primarily low-income families and senior citizens. She works with the following programs: Meals on Wheels, Head Start, Self-Help Housing Rehab, Garden Program, School Supplies Program, Weatherization,

Emergency Food and Shelter, Case Management and protective payee, and homeless rent/deposit assistance.

These interviews and the survey results helped Milbank Area Hospital Avera identify the top priorities for our community and develop an implementation strategy to help solve these needs.

### **Health Needs Identified**

After analyzing the data from our surveys and interviews the following areas have been identified as our top priorities:

- Mental Health
- Translation Services
- Health Education

A few other areas that were noted from our data gathering were the need for kidney dialysis, 3D Mammography, the need for a new facility and access. Milbank Area Hospital Avera and Avera Medical Group Milbank are in the building process for a new healthcare campus. In the fall of 2016 the current facilities will be closed and all services will be relocated to the new campus. When the new campus is functional it will have a dialysis unit and a 3D mammography machine.

Avera Medical Group Milbank will be adding an additional nurse practitioner late summer 2016 to help ease some of the access issues and will be exploring the opportunity to have extended clinic hours. The combination of laboratory and radiology services will also create extended hours for those specific services.

### ***Mental Health:***

#### **Findings:**

Mental health was identified as a significant concern throughout the community assessment. Survey responses indicated that the community would like more access to mental health services. The personal interviews that were conducted also indicated an increased need for mental health services.

According to the National Alliance on Mental Illness (NAMI), 1 in 5 children ages 13-18 have, or will have a serious mental illness. Fifty percent of all lifetime cases of mental illness begin by age 14 and 75 percent by age 24. Suicide is the second leading cause of death in youth ages 15-24. In America, 43.8 million adults experience mental illness in a given year.

In South Dakota, suicide is the ninth leading cause of death and increased 23 percent from 141 suicides in 2014 to 173 in 2015.



Our community is not immune to the need for mental health services. In our interviews with the school administrators it was discovered that they are able to provide mental health services to many of their students, however, they are concerned that they are not able to address the needs of the entire family. The administrators feel that they have seen an elevated use of drugs and a need for suicide prevention.

Year to date for fiscal year 2016 Milbank Area Hospital Avera has had 7 discharges to the behavioral health hospital.

### ***Translation Services:***

#### **Findings:**

After analyzing the changes in demographics in our community, one population that continues to increase is the Hispanic population. Many of the families that have relocated to our community speak very little if any English. Communication becomes very difficult, especially in the healthcare setting.

Through our interview process it was identified that there is a need for translation services in both the clinic and hospital. Currently many of the Hispanic patients will bring a family member or friend with them to translate, however, this becomes uncomfortable for the patient when they are speaking about personal health issues and preserve personal privacy. We do not have any bilingual employees at this time that can help with translation.

### ***Patient Education:***

#### **Findings:**

In our primary data collection, one area that was brought to our attention was the need for community education on a wide variety of topics that pertain to healthcare, prevention and support groups.

Currently we have a very active cancer support group that is held monthly at our facility. One additional support group that was mentioned in the interview process was a support group for parents of children with disabilities.

Areas of focus for education included parent education for drug and alcohol prevention, disease management (i.e. diabetes, heart health), and weight management.

#### **Summary:**

After conducting the community health needs assessment we found some very positive factors in our community. Many participants felt that their personal healthcare needs are being met and that we have a healthy community in general.

Certain areas that were identified cannot be directly influenced by our facility such as the cost of the community center and increase in crime in regards to drugs. However, we feel that we can provide education to our community that will help in the prevention of drug and alcohol use and promote fitness and nutrition in creative ways.


Many of the partnerships that we have developed in the community with the schools, county offices and law enforcement will be further developed so that we can all work together to enhance the overall health of the area.

We will focus the next three years on having a positive impact on all demographics, race and financial levels of the people in this community.

The Milbank Area Hospital Avera Fiscal year 2016 Community Health Needs Assessment Report was presented to the Northeast South Dakota Healthcare Foundation Board on June 20, 2016 for discussion and consideration. The Board accepted the Milbank Area Hospital Avera Fiscal year 2016 Community Health Needs Assessment Report at that meeting.

The proposed implementation strategy will be presented for discussion, consideration and approval to the Northeast South Dakota Healthcare Foundation Board prior to November 15, 2016.

By signing below, the officer of the Northeast South Dakota Healthcare Foundation Board swears that the Board has, at its June 20, 2016 meeting, reviewed and approved the Milbank Area Hospital Avera Fiscal year 2016 Community Health Needs Assessment Report.

  
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Signed

6-20-16  
Date

Jim Gresswein  
Printed Name and Title