

**Implementation Strategy and Community Benefit Plan**

Avera Flandreau Hospital

FY16-FY18

## **I. Summary**

- Avera Flandreau Hospital is a licensed 18-bed critical access hospital located in the heart of Moody County, South Dakota. Avera Flandreau Hospital is owned by Avera McKennan Hospital & University Health Services of Sioux Falls, S.D., which is part of the greater Avera Health system. Avera Health is a ministry of the Benedictine and Presentation Sisters. This network serves eastern South Dakota and surrounding states with hospitals, clinics, home care, long term care, and other health services at more than 300 locations.
- The Avera Health community is guided by the Gospel values of compassion, hospitality and stewardship. Our mission is “to make a positive impact in the lives and health of persons and communities by providing quality services guided by Christian values.” Our vision is “to provide a quality, cost-effective health ministry, which reflects Gospel values. We shall improve the health care of the people we serve through a regionally integrated network of persons and institutions.”
- This report summarizes Avera Flandreau Hospital’s plan to address the prioritized needs from the 2016 Community Health Needs Assessment.

## **II. Community Served**

- Avera Flandreau Hospital serves the residents of Moody County, SD. Moody County has a total area of 521 square miles and is located on the eastern border of South Dakota adjacent to Minnesota. Flandreau is the county seat of Moody County, in which 6,376 residents reside. Moody County is considered Avera Flandreau Hospital’s service area, of which also includes the communities of Colman, Egan, Trent and Ward. Avera Flandreau Hospital also serves a portion of Brookings County, including the community of Elkton. Nearly 80 percent of the hospital’s discharges originate from Moody County (78 percent or 100 of 128 hospital discharges in 2014).

## **III. Prioritized List of Significant Health Needs Identified in CHNA**

- As part of the CHNA, Avera Flandreau Hospital discussed the data gathered and came to a consensus, ranking the health needs of the hospital’s service area as follows:
  - i. Nutrition
  - ii. Physical Activity
  - iii. Chronic Disease Prevention/Management
  - iv. Public Awareness & Use
  - v. Greater Convenience of Care

**IV. What will Avera Flandreau Hospital do to address the community health needs identified?**

- Avera Flandreau Hospital has set the following goals to help address the community health needs:
  - i. Continue to promote free dietary consulting to all Moody County community members.
  - ii. To look for ways to better educate and motivate community members on living a healthier lifestyle.
  - iii. Continue to promote Coordinate Care services to all our patients.
  - iv. Improve public awareness of local health care services through the new Avera Flandreau Hospital webpage, as well as other social media avenues and public events.
  - v. Continue to look for ways to keep/grow medical services within Avera Flandreau's service area, while at the same time, allowing for easier access to care.
- Action Plans:
  - i. **Nutrition:** Avera Flandreau Hospital currently employs a Registered Dietician who will serve as a great resource for the promotion of a balanced, nutritious diet through community educational opportunities. As a system, we will continue to promote her free dietary consultations to the public.

Avera has offered a variety of educational programs on meal planning and food preparation. We will work with our local dietician to see if these programs could possibly be offered in Flandreau.

In order to track progress, we will continue to monitor consultation numbers monthly, as well as taking attendance at educational opportunities to see if we're effectively connecting with the community.

- ii. **Physical Activity:** While the primary and secondary data collection showed the general population has a good understanding of the importance of active lifestyles, the results showed that such behaviors have opportunity to be improved upon. Therefore, the CHNA process revealed the need for a more comprehensive focus on encouragement/motivation of active lifestyles. Avera Flandreau Hospital is committed to building relationships with local fitness centers to try and help educate community members on the importance of living a healthy lifestyle, as well as providing them with information on all the local resources/gyms in town. Avera Flandreau Hospital is also willing to provide the following resources to help increase physical fitness within the community - free dietary consultations with a registered Avera dietician, free monthly gym memberships for patients completing physical therapy, and budgeted capital dollars to help purchase the latest trends in exercise equipment.

In order to track progress, Avera Flandreau Hospital and its local fitness partners will closely monitor gym memberships to see if we are in fact increasing physical activity amongst community members. Avera Flandreau Hospital will also track all of the free dietary consultations, free gym memberships, and capital dollars spent on exercise equipment.

- iii. **Chronic Disease Management/Prevention:** The Avera Health System has initiated a medical home model called “Avera Coordinated Care”. The Avera Coordinated Care teams, comprised of a nurse, social worker, and support staff, serve as an extension of the care patients receive in the clinic. The team assists in managing the care of patients with chronic diseases. Moody County has underutilized this program, with opportunity to expand.

The Avera Flandreau Hospital electronic medical record offers various health maintenance reminders, which help support the delivery of health screenings and care of patients with chronic diseases. Avera Flandreau Hospital will look to utilize this patient tracker tool more frequently in the future.

In order to track progress, Avera Flandreau Hospital will look to build stronger relationship with the Avera Coordinated Care team to increase patient access to this free supportive program. The hospital will also try and increase the number of individuals with chronic diseases needing to be more closely monitored by the patient tracker tool.

- iv. **Public Awareness & Use:** Through the increased use of both social media and online portals, Avera Flandreau Hospital will lead the efforts of public awareness throughout Moody County to promote local health care services that are currently available to the community. To achieve this goal, Avera Flandreau Hospital will look to participate in community events, such as parades, high school activities, and other local congregational functions. These identified events provide a great opportunity for Avera Flandreau Hospital to promote local health services, as well as to educate the public on preventative health and wellness programs and opportunities. The hospital is committed to supplying sponsorship dollars and employee’s time to help promote/educate these services to the community.

When it comes to printed material, the Moody County Enterprise and Booster continues to show a significant following from area community members, both in print and online. Therefore, these publications continue to offer significant opportunities to spread more consistent educational information throughout the community. Avera Flandreau Hospital will also look to organize its online tools and resources – like Facebook and the hospital’s website – so that the community will receive the same consistent health care information no matter which online avenue they choose to go with.

In order to track progress, Avera Flandreau Hospital will closely monitor patient statistics to see, if in fact, we are being effective in our efforts to create awareness and educate community members on the local health services available. Our goal will be to increase usage in services like Planet Heart and our Lung Cancer Screening program.

- v. **Greater Convenience of Care:** Avera Flandreau Hospital currently offers expanded clinic hours (Monday Evenings 5:00pm - 7:00pm) (Wednesday Mornings starting at 7:30am) and (Saturday Mornings 8:30am - 12:00pm). However, through the CHNA process, it became evident there is still a need to expand upon clinic hours even more. Avera Flandreau Hospital will work closely with Avera Medical Group Flandreau to see if there are any other days in which the clinic could expand upon hours.

Avera Flandreau Hospital is also working with Avera Health and contracted physician recruiters to search for a physician to complete Avera Medical Group Flandreau's provider group. Efforts will continue until the position is filled. This will help to increase access for our patients in the clinic, as well as provide a greater level of care to the community.

In order to track progress for both objectives, Avera Flandreau Hospital will monitor the electronic medical record (Scheduling Module), to see if we are actually increasing patient numbers per month.

**V. Significant health needs not addressed:**

- i. Avera Flandreau Hospital did not identify any needs not being addressed from the CHNA.

On October 17, 2016, the Avera Flandreau Hospital Advisory Board approved the Avera Flandreau Hospital Community Health Needs Implementation Strategy.

Board Chair:



Dan Sutton

Date: 10/17/16