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Executive Summary

Avera Dells Area Hospital, as part of their commitment to mission and the community, has conducted a Community Health Needs Assessment (CHNA) for the communities we serve. Avera Dells Area Hospital is located in Dell Rapids, S.D. which is approximately 20 miles north of Sioux Falls, S.D. Sioux Falls is the largest city in the state of South Dakota.

Avera Dells Area Hospital provides services to communities located within the rural Eastern region of the state. In defining community, Avera Dells Area Hospital has taken into consideration members of Minnehaha County and surrounding service areas regardless of socio-economic status. Avera Dells Area Hospital is committed to meeting the needs of all who need care regardless of their ability to pay. This report focuses on the communities of Dell Rapids, Garretson, Baltic, Colton, and Sherman located in Minnehaha County; Trent and Colman located in Moody County; and Chester located in Lake County. The majority of services provided are to members of these communities.

This report fulfills the requirements set forth by the Internal Revenue Code 501(r)(3) a statute established within the Patient Protection and Affordable Care Act (ACA) which requires not-for-profit hospitals to conduct a CHNA every three years. This report includes qualitative and quantitative information from local, state, and federal sources. Input was received from persons that represented a broad range of interests in the community, persons with public health knowledge and expertise; persons from medically underserved and vulnerable populations.

Throughout the prioritization process, Avera Dells Area Hospital identified public awareness/education of local services; and nutrition education as the top two priorities for the 2019 CHNA. Avera Dells Area Hospital will collaborate with local community partners to develop, implement, and measure activities to address these needs.
Introduction

Avera Dells Area Hospital is a licensed 23-bed critical access hospital located on the northern most part of Minnehaha County, S.D. Avera Dells Area Hospital is a leased facility operating under Avera McKennan Hospital & University Health Services of Sioux Falls, S.D., which is part of the greater Avera Health system. The Avera Health system includes hospitals, clinics, home care, long term care, and other health services at more than 300 locations in South Dakota, North Dakota, Minnesota, Iowa and Nebraska.

In 1998, the Presentation Sisters and the Benedictine Sisters joined their individual health ministries to form Avera. The formation of Avera is reflected in our name. The Avera Name is derived from the Latin term meaning “to be well”.

Avera Mission Statement
Avera is a health ministry rooted in the Gospel. 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.

Avera Values
Compassion, Hospitality, and Stewardship

Although it is an IRS requirement to conduct the Community Health Needs Assessment (CHNA) every three years, the awareness of needs, through data collection and collaboration with community leaders, fits our mission and vision of improving the health of people in Minnehaha County and the surrounding areas. Data collection for Avera Dells Area Hospital CHNA began in early 2019.

The CHNA objectives were:
- To recognize health-related needs of Minnehaha County and its surrounding areas.
- To prioritize needs to determine appropriate follow-up.
- To develop community driven goals and strategies to address the identified needs.
- To take steps that will improve the health and lives of those living in Avera Dells Area Hospital’s service area.
Community Description:
Avera Dells Area Hospital's service area covers portions of three counties (Minnehaha, Moody, and Lake County) and eight rural communities, consisting of 8,126 South Dakota residents. The eight rural communities include: Dell Rapids (3,683), Garretson (1,221), Baltic (1,108), Colton (713) and Sherman (63), located in Minnehaha County; Colman (721) and Trent (296), located in Moody County; and Chester (321), which is located in Lake County. The location of these counties is shown in Figure 1 and community population percentage is in Figure 2.

Figure 1: Map of Counties

(US Census Bureau, https://factfinder.census.gov)

Figure 2: Community Population Percentage

Avera Dells Area Hospital: Service Area
Total Population of Service Area: 8,126 Residents

(US Census Bureau, https://factfinder.census.gov)
According to our electronic medical record system, nearly 85 percent of Avera Dells Area Hospital’s patients reside in Minnehaha County. Collectively Lake and Moody Counties represent the remaining 15 percent. The service area for the Avera Dells Area Hospital is largely rural in nature, with limited ethnic diversity. Avera Dells Area Hospital is located in Dell Rapids, which is approximately 20 miles from Sioux Falls, S.D. Sioux Falls is the largest city in the state of South Dakota. Being this close to Sioux Falls presents both opportunities and challenges for businesses and residents in our rural communities.

Population:
The following demographic and social economic information regarding Minnehaha, Lake, and Moody County represents the entire service area of Avera Dells Area Hospital.

Per the U.S. Census Bureau (2017 Data), there are 183,660 people residing in Minnehaha County; 6,496 people residing in Moody County; and 12,350 people residing in Lake County. The populations for Minnehaha, Lake, and Moody County have been relatively stable for the past two decades. The total population of all three counties is indicated in Figure 3.

Figure 3: Total Population

![Population Chart](https://factfinder.census.gov)

Gender, Age, Ethnic/Race:
The community’s served gender, age, and ethnic characteristics are similar in comparison to the total county. The population for all three counties is comprised of approximately half males and half females as shown in Figure 4. According to the U.S. Census Bureau 2017 American Fact Finder, approximately 24 percent of persons living within the three counties are under the age of 18, and approximately 16 percent are 65 years of age or older. The majority of the three counties populations are predominantly Caucasian. There are small populations of Native Americans, Hispanics, Asian, and African Americans as shown in Figure 5.
Figure 4: Gender

Gender

<table>
<thead>
<tr>
<th>Minnehaha County</th>
<th>Moody County</th>
<th>Lake County</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>49.70%</td>
<td>49.00%</td>
</tr>
<tr>
<td>Male</td>
<td>50.30%</td>
<td>51.00%</td>
</tr>
</tbody>
</table>

(US Census Bureau, https://factfinder.census.gov)

Figure 5: Ethnic/Race Breakdown

Ethnic/Race Breakdown

- Caucasian: 92%
- Hispanic: 2%
- Native American: 2%
- African American: 3%
- Asian: 1%

(US Census Bureau, http://factfinder.census.gov)
Household Type & Income:
There are 73,762 households in Minnehaha County; the average number of person(s) per household in Minnehaha County is 2.49. There are 2,664 households in Moody County; the average number of person(s) per household in Moody County is 2.44. There are 4,817 households in Lake County; the average number of person(s) per household in Lake County is 2.56. The median household income for Minnehaha, Moody, and Lake County are as follows: $57,322, $56,233, and $58,467 (US Census Bureau, American Fact Finder).

Medically Underserved/Underinsured:
According to the South Dakota Department of Health, Office of Rural Health, as of January 2019, Moody County is the only county that has been designated as a Medically Underserved Area. Lake and Minnehaha County do not hold this designation.

According to County Health Rankings and Roadmaps, the overall uninsured rate of South Dakotans is at 14 percent compared to Minnehaha at 13 percent, Lake at 11 percent, and Moody County with an uninsured rate of 15 percent.

Health Risks and Behaviors:
South Dakota recorded 7,991 deaths in 2017, just slightly ahead from 2016 which recorded 7,838 deaths. The five leading causes of death for South Dakota in 2017 were heart disease, cancer, accidents, chronic lower respiratory disease and Alzheimer’s disease. Table 1 lists the leading causes of death for Minnehaha, Moody, and Lake Counties.

Table 1: 5 Leading Causes of Death in South Dakota

<table>
<thead>
<tr>
<th>Leading Cause of Death (per 100,000)</th>
<th>Minnehaha</th>
<th>Lake</th>
<th>Moody</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heart Disease</td>
<td>1456</td>
<td>149</td>
<td>69</td>
</tr>
<tr>
<td>Cancer</td>
<td>1566</td>
<td>121</td>
<td>56</td>
</tr>
<tr>
<td>Accidents</td>
<td>416</td>
<td>26</td>
<td>13</td>
</tr>
<tr>
<td>Chronic Lower Respiratory Disease (COPD)</td>
<td>409</td>
<td>41</td>
<td>10</td>
</tr>
<tr>
<td>Alzheimer’s Disease</td>
<td>434</td>
<td>34</td>
<td>23</td>
</tr>
</tbody>
</table>

(SD Department of Health, 2013-2017)

According to County Rankings and Roadmaps, health risk factors such as tobacco use, excessive drinking, and obesity are identified as causes for cancers, cardiovascular diseases, respiratory conditions, and other chronic diseases. Figure 6 details Minnehaha, Moody, and Lake County’s percentages reflecting tobacco use, excessive drinking, and obesity in comparison to the state of South Dakota.
Figure 6: Health Risk Behaviors

(County Rankings and Roadmaps, 2018)

From 2016 to 2018, Minnehaha County saw a reduction in excessive drinking (21% down to 20%), a reduction in adult smoking (18% down to 16%), and an increase in adult obesity (27% up to 30%). From 2016 to 2018, Moody County saw a reduction in excessive drinking (22% down to 18%), an increase in adult smoking (13% up to 17%), and a reduction in adult obesity (34% down to 33%). From 2016 to 2018, Lake County saw a reduction in excessive drinking (21% down to 19%), a reduction in adult smoking (19% down to 14%), and an increase in adult obesity (28% up to 32%).
Primary Data:
The assessment began with the gathering of primary data for Avera Dells Area Hospital’s service area. To ensure accurate input and representation from the service area, primary data collection included engagement of local community members of which represented a broad range of interests. The following representatives from the community were invited to participate.

- Assisted Living
- After School Program
- Bike Path
- Bus Transportation
- Chamber of Commerce
- Chiropractic
- City Council
- Community Development
- Dentistry
- Elected State Officials
- Emergency Medical Services
- Fire Department
- Food Pantry
- Grocery Store
- Hospital
- Large Business Owner
- Law Enforcement
- Long Term Care
- Medical Staff
- Mental Health
- Ministerial Association
- Municipal Leaders
- Optometry
- Preschool
- Private School
- Public Health Representative
- Public School
- Recreation Program
- Senior Meals Program
- Small Business Owner
- Summer Recreation Program
- Wellness Center

Other participants included in the primary data collection were the Avera Medical Group Dell Rapids Medical Staff, Avera Medical Group Dell Rapids Clinic Manager, Avera Dells Area Hospital Administrator, Avera Dells Area Hospital Director of Nursing, and the Moody County Community Health Services Manager. Of the engaged entities, the following organizations represent and serve the medically underserved, low-income, and/or minority populations: Food Pantry, Moody County Community Health Services Manager, Senior Meals Program, and the Ministerial Association. It was crucial for Avera Dells
Area Hospital to have involvement from these identified individuals. The Avera Dells Area Hospital Advisory Board was instrumental in generating community member involvement.

Secondary Data:
In addition, the assessment process included gathering secondary data for Avera Dells Area Hospital’s service area. Demographic and health-related statistics were obtained from a number of resources including the South Dakota Department of Health, U.S. Census Bureau, and County Health Rankings. The process for secondary data collection presented some challenges, as Avera Dells Area Hospital is located within Minnehaha County, which the city of Sioux Falls is also located. Much of the secondary data was only available at the county level, rather than at the specific city/town level. Therefore, the secondary data specific to Minnehaha County is somewhat misleading. For example there is more diversity in Sioux Falls than in the Avera Dells Area Hospital service area.
Avera Dells Area Hospital worked hard to garner a significant level of positive engagement and input from a variety of Minnehaha/Lake/Moody County stakeholders. Personalized invitations were extended in an effort to engage individuals in the CHNA process. Personalized one-on-one phone calls were initially made, followed up with reminder letters and phone calls. The following information describes more specifically how the hospital engaged the community in the CHNA process.

The Dell Rapids hospital facilitated three focus groups during the course of a two day period. The schedule for those two days went as follows: Wednesday, November 7th, 2018 (9am and 12pm) and Friday, November 9th (12pm), 2018, of which a total of 26 individuals participated. Focus group questions prompted participants to identify what is healthy about the community, as well as what the most significant healthcare needs are facing their community. The focus areas identified in the previous 2016 CHNA: public awareness and use, transportation, and physical activity were also evaluated for progress and relevancy. Of the three, public awareness and use continues to be a large concern for the general population. Participants were encouraged to provide candid feedback, as responses were compiled in a confidential manner and reported in the aggregate. The Moody County Community Services Manager participated in a 1:1 interview with the hospital administrator. This interview was conducted to gain greater insight into the most vulnerable of the community as the Moody County Community Services Manager works with and serves those most in need including but not limited to single parents, uninsured, underinsured and minority populations. A copy of the focus group questions is included in the Appendices.

Avera Dells Area Hospital reviewed the previous CHNA conducted in 2016. Since the prior CHNA was completed, Avera Dells Area Hospital has received requests for printed copies of the assessment. However, no written comments were received regarding the CHNA or Implementation Plan.
Prioritization Process:
The Avera Dells Area Medical Staff, Advisory Board, and Hospital Leadership Team worked diligently with the information provided from the focus groups to prioritize the community’s current health needs based on the following criteria: significance to the community; the need for additional resources; alignment with organizational mission; and impact on vulnerable populations. After the focus groups were conducted and all notes/comments recorded, the hospital staff began identifying focus areas based off the feedback received from the community and the criteria listed above. Those focus areas identified were: public awareness and use, convenience to care, tobacco education/cessation, mental health, physical activity, outreach services, nutrition education, and transportation. All focus areas were recorded and sent out to each participating member in the focus groups via survey monkey. The group was asked to rank the focus areas based on greatest need/importance; they were to choose their top two. Throughout this prioritization process, Avera Dells Area Hospital was able to identify two focus areas for the 2019 CHNA: public awareness of hospital/clinic services and nutrition education. Again, it was critical to have representatives at the table for our medically underserved, low-income, and/or minority populations. The following is a more detailed explanation of the two focus areas identified.

Public Awareness:
Information gathered from community members revealed a consistent message that Minnehaha County offers a significant amount of resources and services when it comes to health and wellness. However, there was an overwhelming feeling that such resources and services are significantly underutilized in the Dell Rapids hospital’s service area, which is believed to be a result of limited public awareness. Therefore, the CHNA prioritization process suggested that a central point of reference for resources and services would offer significant value. As well, the expanded use of technology was suggested as an avenue to promote health resources and services.

Nutrition
While the primary and secondary data collection showed the general population has a good understanding of the importance of consuming a balanced, nutritious diet, the data and results showed that such behaviors have opportunity to be improved upon. Therefore, a resounding theme that came out of the CHNA process was the need for a more comprehensive focus on encouraging and motivating nutritious lifestyles throughout the community. As well, the need for more hands-on application of nutrition resources was identified. Whatever the implementation plan, it needs to offer manageable and actionable steps to help facilitate healthy changes.

The following three statistics validate the need to focus our attention on nutrition:
- The SD Health Behaviors of South Dakotas Report of 2015 indicated South Dakota residents reported a prevalence of “not consuming at least five servings of fruits and vegetables per day” at 90% (on average), whereas no nationwide median was available. The definition of less than five servings of fruits and vegetables is “respondents who report they consume less than five servings of fruits and vegetables per day.” Source: Health Behaviors of South Dakotas 2015. https://doh.sd.gov/statistics/2015BRFSS/RiskFactor_FruitVeg.pdf

- From 2016 to 2018, Minnehaha County saw an increase in adult obesity – percentage of the adult population (age 20 and older) that reports a BMI greater than or equal to 30kg/m². In 2018, adult obesity was listed at 27% in Minnehaha County; in 2019, that percentage increased
to 30%. Source: http://www.countyhealthrankings.org/app/south-dakota/2019/rankings/minnehaha/county/outcomes/overall/snapshot

- Childhood obesity has reached an all-time high in the state of South Dakota. It has been reported that 32.2% of children and adolescents aged 5 to 19 years were reported as overweight & obese when combined by South Dakota schools (16.5% overweight and 15.7% obese). Childhood obesity has more than doubled in children and quadrupled in adolescents in the past 30 years. Studies indicate that 18.3% of children eat fruits and vegetables five or more times per day during any given week and 23.6% drank a can, bottle, or glass of soda/pop one or more times per day during any given week. Source: https://doh.sd.gov/statistics/YRBS.aspx
Potential Available Resources:

The following is a list of community health resources available in the service area:

**Avera Dells Area Hospital**
- Provider-Based Health Clinic with 4 Providers
- Avera Dells Area Hospital Wellness Center
- 24/7 ED Coverage
- Inpatient and Outpatient Physical, Occupational, and Speech Therapies
- Dietician
- Cardiac Rehabilitation and Pulmonary Rehab Program
- Planet Heart Screenings
- Coordinated Care/Care Transitions
- Local Lab and Radiology Services
- Lung Cancer Screenings
- 3D Mammography
- Hospital Auxiliary
- Hospital Foundation
- Hospital Advisory Board
- AMG Colton
- AMG Garretson
- Avera Dells Area Hospital Facebook Page
- Avera Dells Area Hospital Website

**Other Resources:**
- Dells Nursing and Rehab Center - LTC
- Sanford Orchard Hills – Assisted Living
- Palisades Manor – Garretson
- Community Health Clinic – Moody County
- Dell Rapids Community Food Pantry
- Revive Fitness
- GreatLife Fitness Center
- Dell Rapids Transit
- Dell Rapids Public School
- Dell Rapids St. Mary’s School
- Ministerial Association
- Meal-on-Wheels
- Colman Egan Public School
- Garretson Public School
- Baltic Public School
- Chester Public School
Avera Dells Area Hospital conducted its last CHNA in 2016. As a result of the CHNA, the following health needs were identified as priority health needs in the community. Evaluations of impact for the FY2016 CHNA are listed below:

Public Awareness & Use: Through the increased use of both social media and online portals, Avera Dells Area Hospital was able to increase public awareness throughout Minnehaha, Moody, and Lake County to promote local health care services that were/are currently available to the community. To achieve this goal, Avera Dells Area Hospital participated in several community events, such as parades, high school activities, and other local congregational functions. These identified events provide a great opportunity for Avera Dells Area Hospital to promote local health services, as well as to educate the public on preventative health and wellness programs and opportunities. The hospital was committed to supplying sponsorship dollars and employee’s time to help promote/educate services to the community.

When it came to printed material, the Dell Rapids Tribune continued to show a significant following from area community members, both in print and online. Therefore, these publications continued to offer significant opportunities to spread more consistent educational information throughout the community. Over the last three years, Avera Dells Area Hospital was also able to organize its online tools and resources – like Facebook and the hospital’s website – so that the community could receive the same consistent health care information/message no matter which online avenue they chose to go with.

Transportation: The community was very vocal throughout the CHNA on the fact that Avera Dells Area Hospital needed to have a better operational plan for emergency evacuation services. The current plan at the time required the use of several local public services (fire/police/ambulance), as well as public space to land the emergency aircraft. In 2016, Avera Dells Area Hospital was successful in constructing a $90K helipad pad on campus, from which the hospital was able to help reduce the length of transportation time for patients needing to go to Sioux Falls on an emergent basis. Through the creation of this helipad, Avera Dells Area Hospital was able to eliminate the unnecessary need of additional support from local fire, police, and ambulance services, while transferring patients to and from the hospital. Also, with the helipad located on Avera Dells Area Hospital’s land, the facility no longer has to tie up public space for landing the helicopter. Ultimately, this makes the entire process much safer for the community of Dell Rapids.

Physical Activity: While the primary and secondary data collection showed the general population had a good understanding of the importance of living an active lifestyle, the results showed that such behaviors had opportunity to be improved upon. Therefore, the CHNA process revealed the need for a more comprehensive focus on encouragement/motivation of active lifestyles. Avera Dells Area Hospital was committed to building relationships with local fitness centers (GreatLife Fitness Center and Revive Fitness Center) to try and help motivate 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. Through our local Avera wellness center, the hospital provided 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.
On May 20, 2019, the Avera Dells Area Hospital Advisory Board approved the Avera Dells Area Hospital Community Health Needs Assessment.

Board Chair: [signature]

Mike Park

Date: 5-20-19
Focus Group Questions:

1. What is healthy about your community? [strengths of the community and individuals]
   - Diversified (young and old)
   - Someone will take the lead if something needs to be done (People don't just sit back and wait for things to get done)
   - Wonderful gym opportunities
   - Walking Trail
   - Lots of 5Ks all year round
   - Haven Program (Summer program with fitness program)
   - River Community opening gyms for walking
   - People are becoming more active
   - Main street and chamber is awesome and very engaged
   - Town is very progressive
   - City and State are matching funds to add more walking trails
   - 10th street has been a great transition
   - Steve and Byron do an amazing job at the grocery store filling the needs of the community
   - Big Sioux Media is great for the community
   - The schools are very nice in this town (very lucky to have a private and public school in a small town)
   - Teachers are doing a great job to teach healthy habits
   - Lots of options for daycare in this town but hard to get infants to 1 year olds in
   - We have a lot of everything in this town (eye care, dentist, hospital, and clinic)
   - Transit is a big help in this town
   - We have services that meet all age groups from young to old
   - Our positive growth
   - Expanded the bike trail
   - Shopko — Shopping Opportunities
   - Nursing Homes and Assisted Livings
   - All-inclusive community and we have Sioux Falls 15 miles away
     - Dell Rapids have a small town community feel within 15 minute drive to Sioux Falls.
   - Hard to find affordable housing
   - Awesome baseball association
   - Sports are great in this town
Youth programs are great
- Lots of gym access
- Rapid fitness is expanding with Revive fitness
- Connections for healthy families group
- Wonderful school systems
- PE teacher of the year at the Dell Rapids Elementary School
- Sports programs are impressive
- Lots of services in our small community
- Strong ministerial association that tries to provide resources to families that need help
- Two food pantries
- Free food give away on the weekends
- Transit bus 5 days a week

2. What healthcare services are most important to you?
- Eyecare
- Dental
- Clinic/Urgent Care
- Hospital and Emergency Room
- OBGYN doctor coming to town would be nice so patients could do their appointments here
- Urology?
- More acute care hours/along with a bus that transports after 3pm
- Expand for more outreach options at the hospital
- Home Health – Aging in Place
- Interim Health or Recover is used a lot because they go directly to Orchard Hills and Nursing Home
- Pediatric Care
- Emergency Care
- Suicidal assessments locally instead of going to Behavioral Health - with no cost like it is at Behavioral Health
- Mobile Crisis team will not come out for people under the age of 18
- Work pace physical and drug testing
- Concussions
- Hispanic Interpretation Services
- Educational Information in Spanish

3. What is the most significant health care related need facing your family/community?
4. The following questions are individually focused upon specific segments of health care

What is the most significant need related to physical activity?

- Indoor pool or a rec center
- Senior Programs
- Advertising the hospital wellness center for the seniors
- The school track is also open and used frequently
- The bike path is also very awesome and used frequently – the city does an amazing job keeping the trail clean on open and the parks looking nice
- River Community Church are opening the gym on Monday and Wednesday nights for walking
- Parks in all the areas of the community
- Need a sports complex
- Educating the students on proper nutrition while training for sports
- No indoor work out facilities for the elderly (However not many communities our size have a community center)
- Family Challenges for fitness
- Education for exercises to do at home

What is the most significant need related to nutrition?

- Grocery Store in town – has great options and they will try to get what you want if they don’t have it
- There is not very many healthy food options in this town
- There is a new restaurant coming to town in the next few months
- The gas stations have quick and easy but not healthy food
- The grocery store has a salad bar
- T&Cs has subs once a week
- We are lucky to have the food pantry and the bread basket
- Food Pantry averages about 15 families a week (about 60 groceries a week)
- Food Pantry has a hard time getting protein (expensive)
- Backpack program is done by the churches (Not always the best food)
  - It would be nice if the back packs had healthier food
- Dells has meals on wheels through the nursing home and county fair elderly meals
- Kids at school do not know what a balanced diet is – more education
  - Nutritionist going to the school once a year
  - Health teachers need better education
  - Schools have lots of sweets passed out
- Not really opportunities to eat healthy in this town
- Nutrition program that fits everyone
- Educations for parents for healthy eating
- Educating the students on proper nutrition while training for sports
- County Fair partnership is a great thing for the community
- Options at County Fair are good
- Healthy foods into the local gas stations

What’s the most significant need related to tobacco use?
- More robust prevention for this
  - Funding for prevention has been cut
- Juuling and vaping has become very popular in kids
- Education programs have decreased in the schools
- Juuling is a problem in schools – need more education in the schools
- Tobacco doesn’t seem as big of an issue in the community as it does in the schools
- Juuling and Vaping – Vivid Pictures
  - A lot of middle school students argue that this is not harming them
  - Education for parents and students
  - Younger students see older siblings doing it so they try it
- Chewing tobacco is super prevalent

What is the most significant need related to chronic disease management?
- Clinic using a patient tracker tool to help make sure patients are staying up to date on health maintenance.
- We are lacking a diabetic educator in this town
- The Respiratory Therapists and Nursing do a great job helping patients. The Respiratory Therapist keeps a close eye on things going on with patients.
- Education around diabetes
Dell Rapids is too close to Sioux Falls for insurance. As Sanford patients
cannot be seen at Avera.

Support Groups for different disease management
  - Arthritis
  - Diabetes
  - ADHD
  - Autism

What is the most significant need related to Transportation?
  - The transit bus has been a very good addition to this town. The five days a
    week is a great service.
  - Due to budget cuts they are looking at cutting out none busy hours in the
    day.
  - Hours are posted on the city website or the city office
  - It would be nice if there was an app for the local transits
  - The bus has hours set aside for school kids therefore during those hours all
    others (such as Orchard Hills) cannot be transported
  - Reimbursement for ambulance is not great
  - There are possibly parents that do not wish to pay the in town busing fair so
    their kids walk much further than they should
  - Bus that could take people to work in Sioux Falls and Back

Beyond these segments, is there another area that should be prioritized? Why?

5. When was the last time you went to the doctor or hospital? If you haven’t been in the
   last year, why?
   - Annual Physical every year
   - Go only if sick
   - Here all the time
   - There is a generation that just doesn’t go to the doctor unless you are sick

6. On a scale of 1-5, with 5 being easily accessible, how would you rate the accessibility of
   healthcare services in your community? 5- Very satisfied every time needed to get in
   What are the two most significant barriers to accessing resources in your community?
   - 5 – when you need to get in you can and they are very accommodating
     - Continue to make public aware of urgent care we have and possibly add
     - 5 – yes you can get in when you need to – reasonably easy to get in just may not
       be the doctor you want
     - Friday night would be a good acute care night
4

4/5 – May not get in with your regular provider but they will get you in with someone
  ○ Biggest issue is the referrals on and waiting to get in for months to be seen by the specialist

7. On a scale of 1-5, with 5 being excellent, how would you rate the quality of care in your community? Please explain your rating.
   If you could change one aspect of health care in your community, what would it be and why?
   – 5 – services are good for what can be done
   – 4 – sometimes they are quick to dismiss a potential issue; The specialists change appoints constantly after the patient has been referred
   – 5 – care has been great
   – 5

8. What actions, programs, strategies do you think would make the biggest impact in addressing the community’s health care needs? (getting at potential solutions/recommendations)
   – Public Awareness
   – Urgent Care (Send schedule home with the kids – maybe a magnet)
   – School (Mr Krum) – Advertising for things going on at the hospital
   – Awareness in schools for drugs and tobacco
   – Connections Group is still up and going
   – AED Maintenance for the schools
   – Education Nutrition
   – Acute Care
   – Transportation
   – How to understand insurance
   – Education to community on what we have – possible to Golden West packet
   – Education for Drug/Tobacco/Juuling
   – Mental Health is still an issue
   – Home Hospice/Home Health
   – Community Education – Grocery Store Classes
   – Dental Education
   – Good information on Vaping for students and parents
   – Public Awareness and Use – What Hours Are
   – Urgent Care on Thursday nights
Avera Dells Area Hospital - 2019 Community Health Needs Assessment

- Ask the nurse
- Frequently asked questions on Facebook

9. Other comments.

*** Questions to consider including:

- What is one thing the healthcare system in the community is doing well?
- In what ways could the healthcare system in this community improve the way in which it serves the community, in general or in specific to one of the aforementioned health care segments?

- Public Awareness
- Convenience of Care
- Tobacco Education/Cessation
- Mental Health
- Physical Activity
- Outreach Services
- Nutrition Education
- Transportation

10.