



Community Health Needs Assessment – FY2019

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INTRODUCTION

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. In defining community, Avera Flandreau Hospital has taken in to consideration all members of Moody County and surrounding service areas regardless of socio-economic status. Avera Flandreau Hospital is committed to meeting the needs of all who need care regardless of their ability to pay.

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.”

Although conducting a Community Health Needs Assessment (CHNA) is an IRS requirement, the awareness of needs, through data collection and collaboration with community leaders, fits our mission and vision of improving the health of people in Moody County and the surrounding areas. Data collection for Avera Flandreau Hospital Community Health Needs Assessment began in the fall of 2018.

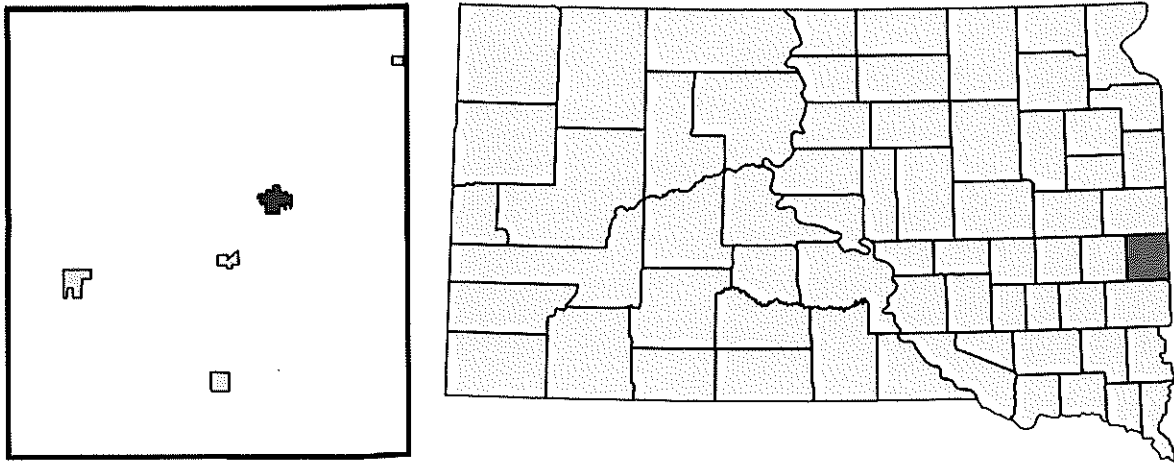
The CHNA objectives were:

- To recognize health-related needs of Moody County and its residents.
- 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 Moody County residents.

DEMOGRAPHICS

Community Description

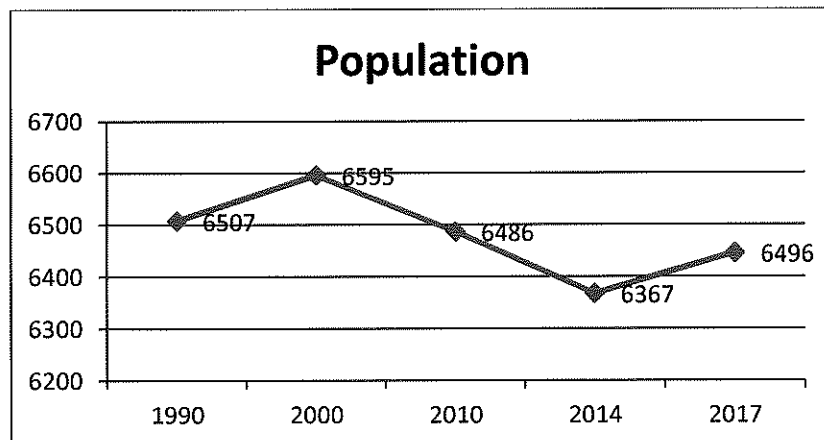
Avera Flandreau Hospital serves the residents of Moody County, SD. Moody County has a total area of 521 square miles and is located on the eastern border of South Dakota adjacent to Minnesota. Flandreau is the county seat of Moody County, in which 6,496 individuals reside. Moody County is considered 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 85% of the hospital's discharges originate from Moody County (85% or 124 of 145 hospital discharges in 2017).



Source: <https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=CF>

Population

Per the U.S. Census Bureau (2017 Data), there are 6,496 people and 2,664 households residing in the county. The population density is 12 people per square mile (5/km²). There are 2,664 housing units at an average density of 5 per square mile (2/km²). The population of Moody County has been relatively stable for the past two decades.

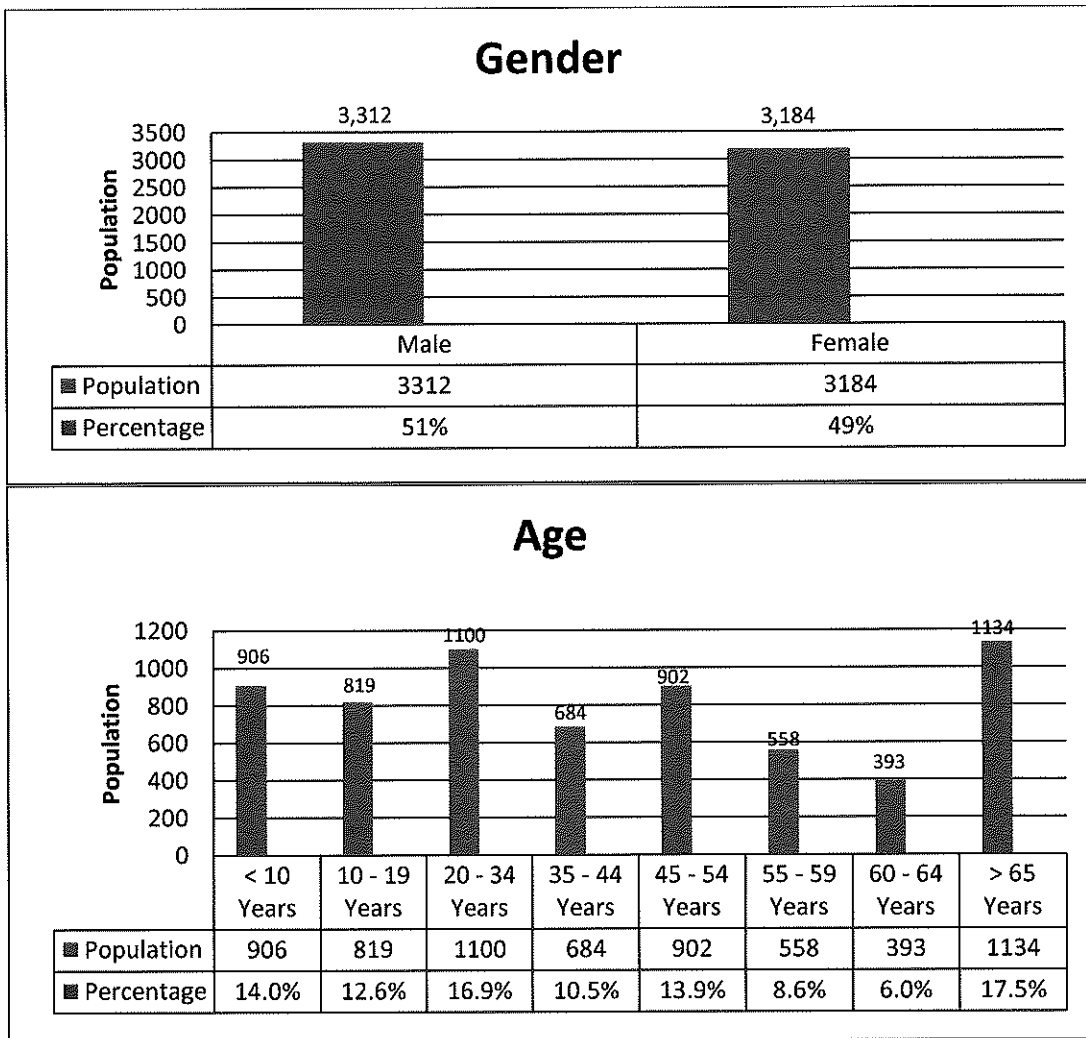


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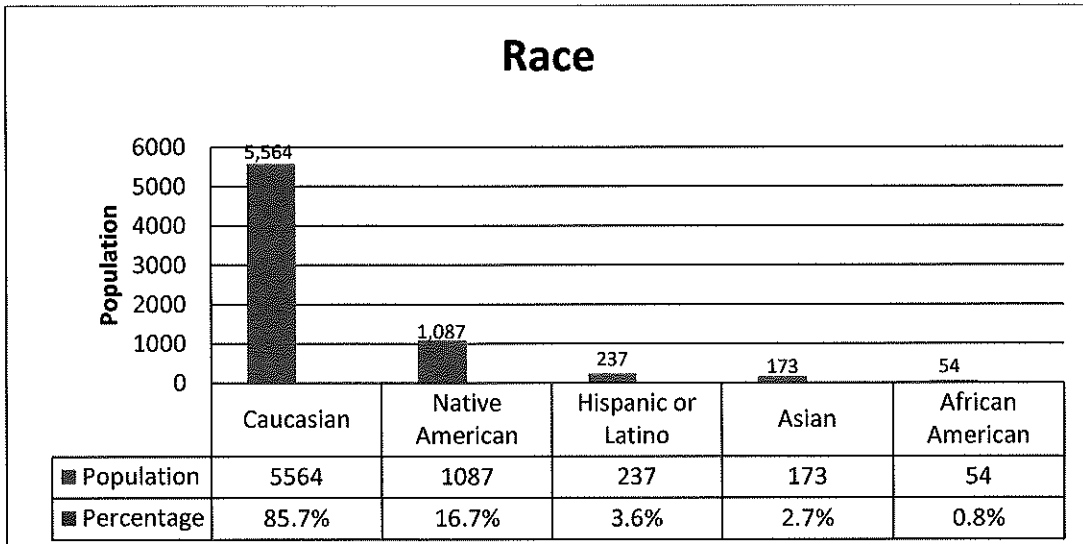
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Gender, Age, Race

The population is comprised of approximately half males and half females, with range of ages, from 26.6% in the category of “under age 19”, to 23.5% who are “60 years of age or older”. Although primarily Caucasian, there are also populations of Native Americans, Hispanics, Asian, and African Americans residing in Moody County.



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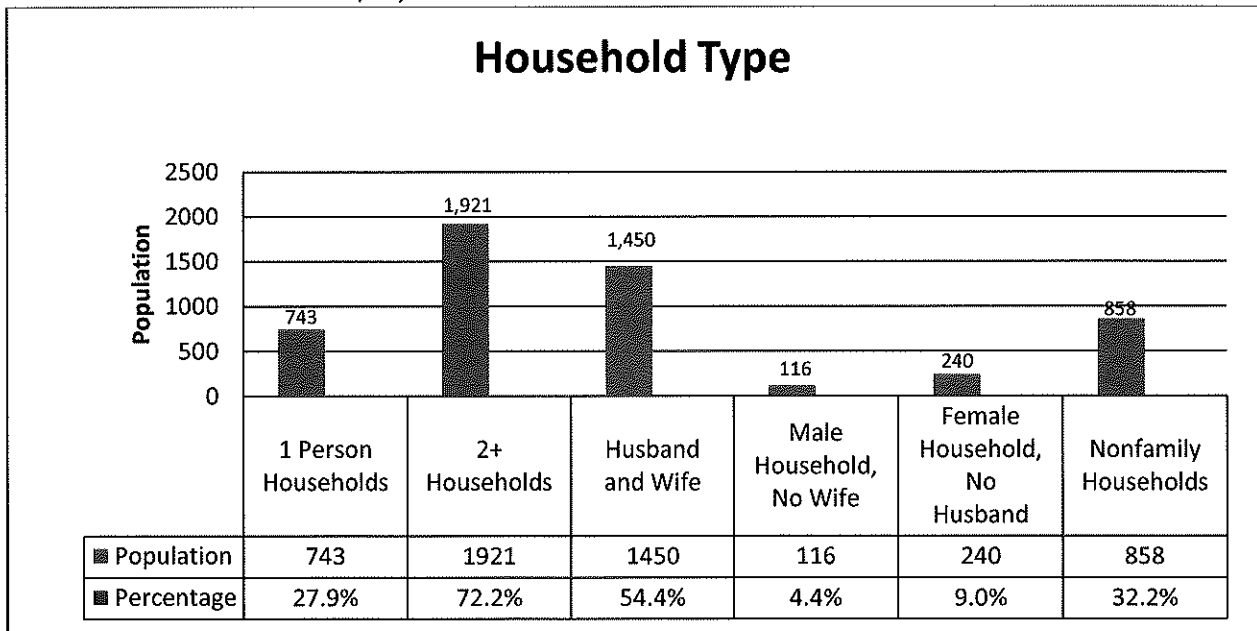


*Please note: this graph includes race alone or in combination with one or more races.

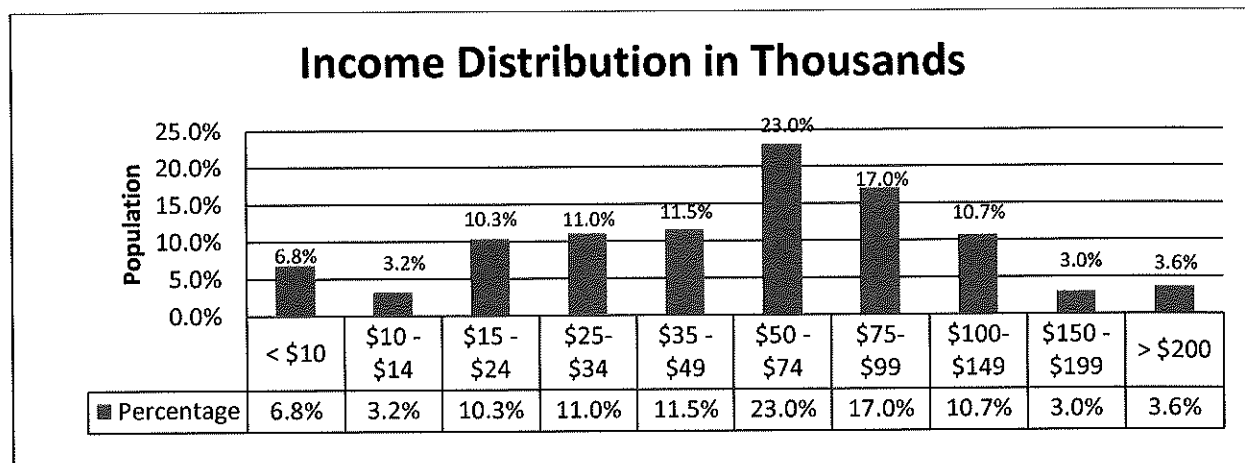
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Household Type & Income

There are 2,664 households in Moody County. The average person(s) per household is 2.44. The median household income is \$56,233.



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Source: <https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=CF>

Medically Underserved/Uninsured

Per the SDDOH Office of Rural Health, Moody County carries a federal Medically Underserved Area designation.

Source: <https://doh.sd.gov/providers/ruralhealth/shortage.aspx>.

According to “County Health Rankings and Roadmaps,” the uninsured rate of South Dakotans is 10% compared to Moody County with an uninsured rate of 15%. Top performing counties in the US average 6% uninsured; Moody County is more than double that of top performing counties.

Source: <http://www.countyhealthrankings.org/app/south-dakota/2015/rankings/moody/county/outcomes/overall/snapshot>

County Health Resources

The following healthcare resources are located in Moody County. Avera Flandreau Hospital is the only acute care facility in Moody County. Avera Flandreau Hospital offers inpatient and skilled swing bed care, general surgery, endoscopic services, orthopedic surgery, emergency services, rehabilitation therapies (PT, OT, ST), dietary consultation, laboratory, radiology, CT scan, MRI, mammogram, bone density scan, ultrasound, cardiovascular testing, hospice, and eCare services (eEmergency, eHospitalist, ePharmacy, eConsult). Several specialty clinics are held at Avera Flandreau Hospital including cardiology, obstetrics/gynecology (OB/GYN), ophthalmology, orthopedics, podiatry, and surgery. Avera Flandreau Hospital is located 45 miles from the nearest tertiary health care center.

Avera Medical Group Flandreau offers comprehensive medical care to adults and children. Three full-time providers are on staff - one family practice physician, one certified physician assistant (PA-C), and one certified nurse practitioner (CNP) who cover Avera Flandreau Hospital’s ED call 24/7, along with some support from locum providers.

The Flandreau Santee Sioux Tribal Health Clinic is a “638” health clinic of the Indian Health Service (IHS). This facility offers medical and dental services to eligible Native American people located on or near

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Flandreau Santee Sioux Indian Reservation Service Area. This clinic also provides service to the Native American students attending the Flandreau Indian Boarding School (average 180 students per year).

A public health office is maintained in Moody County through a contractual alliance agreement between Avera Flandreau Hospital, Moody County and South Dakota Department of Health. Some of the services include WIC, school health, immunizations, and baby care education.

Moody County has one long term care facility, Riverview Healthcare Center by Empres Healthcare, which offers skilled, intermediate, assisted living, and independent living. As well, there is one assisted living center, Edgewood Villa. Dental services are available through Flandreau Dental, which employs one dentist.

CHNA PROCESS

Primary Data:

The assessment began with the gathering of primary data for Avera Flandreau 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. Representatives from the following areas of the community were invited to participate.

- Assisted Living
- After School Program
- Bus Transportation
- Chiropractic's
- City of Flandreau
- Community Development
- Moody County
- County Extension
- Dentistry
- Domestic Abuse Shelter
- Elected State Officials
- Emergency Medical Services
- Fire Department
- Food Pantry
- Grocery Store
- Head Start
- Hutterite Colony
- Law Enforcement
- Long Term Care
- Mental Health
- Ministerial Association
- Native American School
- Native American Tribe
- Preschool
- Public Health
- Public School
- Recreation Program
- Senior Meals Program
- Social Work
- Wellness Center

Other participants included in the primary data collection were the Avera Medical Group Flandreau Medical Staff, Avera Medical Group Flandreau Clinic Manager, Avera Flandreau Hospital Administrator, and the Avera Flandreau Hospital Director of Nursing. Of the engaged entities, the following organizations represent and serve the medically underserved, low-income, and/or minority populations:

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Food Pantry, Public Health, Senior Meals Program, and the Ministerial Association. It was crucial for Avera Flandreau Hospital to have involvement from these identified individuals. The Avera Flandreau Hospital Advisory Board was instrumental in generating community member involvement.

Secondary Data:

Secondary data collection included research of Moody County demographics and health-related statistics and obtaining reliable data through Internet search. Sources of this data include U.S. Census Bureau, County Health Rankings & Roadmaps, U.S. Department of Health and Human Services, and South Dakota Department of Health. Internal data collection from hospital records was also obtained and evaluated.

CHNA INPUT

Avera Flandreau Hospital worked hard to garner a significant level of positive engagement and input from a variety of Moody County stakeholders. Personalized invitations were extended to engage individuals in the CHNA process, initially through personalized one-on-one phone calls, followed up with reminder letters and phone calls. The following describes more specifically how the community significantly engaged in the process.

The Flandreau Hospital facilitated three focus groups during the course of a two day period. The schedule for those two days went as follows: Thursday, November 1st, 2018 (9am and 12pm) and Friday, November 2nd, 2018 (12pm), of which a total of 23 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, nutrition, chronic disease management/prevention, greater convenience to care, and physical activity were also evaluated for progress and relevancy. Of the five, public awareness and use (hours of operation, local services available, outreach schedule, etc.) 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 Flandreau Hospital reviewed the previous CHNA conducted in 2016. Since the prior CHNA was completed, Avera Flandreau Hospital has received requests for printed copies of the assessment. However, no written comments were received regarding the CHNA or Implementation Plan.

CHNA PRIORITIZATION

Prioritization Process:

The Avera Flandreau Medical Staff, Advisory Board, and Hospital Leadership Team worked diligently with the information provided from both the primary and secondary data collection process 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, nutrition education, health care education in Spanish, insurance education, mental health, tobacco education/cessation, transportation after hours, physical activity/wellness, outreach services, and chemical dependency services. 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 three. Throughout this prioritization process, Avera Flandreau Hospital was able to identify two focus areas for the 2019 CHNA: mental health services and chemical dependency services/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.

Mental Health:

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. Of the 7,991 deaths in the state, 192 of them resulted from suicide (intentional self-harm). In the state of South Dakota, suicide is the ninth leading cause of death; it ranks as the number 6th leading cause of death among American Indians (44 deaths in 2017).

Information gathered from community members revealed a consistent message that residents are concerned with the amount of mental health issues residing in Moody County. In addition to this, there was an overwhelming feeling that mental health resources and services within the county are significantly underutilized. Therefore, the CHNA prioritization process suggested that a more collaborative focus on mental health could offer significant value to the residents living in Moody County.

Chemical Dependency (Drug/Alcohol):

South Dakota recorded 74 drug overdose deaths in 2017; this figure was just up from the 2016 total of 67 deaths. The breakout of those 74 deaths go as such, 54 deaths were unintentional, 18 deaths were suicides, and two deaths were undetermined intent. From 2004 to 2017, the state of South Dakota saw a 72% increase in the amount of deaths related to drug overdose.

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South Dakota recorded 177 alcohol-induced deaths in 2017; this figure was just up from the 2016 total of 159 deaths. From 2008 to 2017, the state of South Dakota saw a 77% increase in the amount of deaths related to drug overdose.

Information gathered from community members also revealed a consistent message that residents are concerned with the amount of drug overdose/alcohol abuse issues residing in Moody County. In addition to this, there was an overwhelming feeling that drug/alcohol resources and services within the county are significantly lacking. Therefore, the CHNA prioritization process suggested that a more collaborative focus on chemical dependency services could offer significant value to the residents living in Moody County.

POTENTIAL AVAILABLE RESOURCES

The information collected through the primary and secondary data collection offers opportunity for improvement in several areas based upon need and practicality. Below is a list of potential resources available, which could assist in addressing such needs.

Chemical Dependency Services

- Avera McKennan Hospital employs a Behavioral Health Case worker in Flandreau, SD, who can assist patients wanting/needing to speak with a professional counselor. The counselor is available to our patients in Moody County Monday through Friday (8am-5pm) and can assist specifically with chemical dependency treatment.

Mental Health Services

- The Avera Health System has a strong Behavioral Health Program, which could potentially provide outreach to Avera Flandreau Hospital in the future.
- The Avera Behavioral Health Assessment Team is available to our patients 24/7 – this is a free service to the public.
- Moody County Cares mental health board (community based/run).

Avera Flandreau Hospital Resources:

- Rural Health Clinic with 3 providers
- 24/7 Emergency Services
- Inpatient and Outpatient Physical, Occupational, and Speech Therapies
- Home Hospice
- Avera Coordinated Care
- Care Transitions
- Lab and Radiology (Planet Heart) (Lung Cancer Screenings)
- Outreach Mammography Program (3D)
- Hospital Auxiliary
- Flandreau Facebook Page
- Hospital Advisory Board
- Dietician
- Farmer Helpline

Local Resources:

- Boys and Girls Club
- Free Local Wellness Center
- Community Health Clinic – Moody County
- Flandreau Community Food Pantry
- Flandreau Public School
- Flandreau Indian School
- Flandreau Indian Health

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- Senior Meals – John’s Place
- Colman-Egan Public School
- Flandreau Transit Services
- Riverview Assisted Care – Nursing Home
- Edgewood Vista – Assisted Living
- Community Counseling
- Ministerial Association
- Head Start Program
- 211 Helpline
- Moody County Cares Board

EVALUATION OF IMPACT

Avera Flandreau Hospital conducted its last CHNA in 2016. As a result of the CHNA, the below five health needs were identified as priority health needs for Moody County. Further, listed are the actions that were taken to address the five related health needs.

1 – Nutrition

Avera Flandreau Hospital employed a registered dietician who served as a great resource for the promotion of a balanced, nutritious diet through community educational opportunities and 1:1 consultations. Throughout the entire 2016 CHNA, Avera Flandreau promoted free dietary consultations to the public. Through this promotion, our local dietician was able to connect with hundreds of patients by providing 1:1 education/consultation on healthier eating habits/lifestyles.

In addition to our registered dietician, the public health office also provided nutritional education to both the Flandreau and Colman Egan public schools, as well as the Boys and Girls Club of Moody County – again impacting in the upwards of several hundred lives (teachers included).

2 – Physical Activity

While the primary and secondary data collection showed the general population had a good understanding of the importance of active lifestyles, 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 Flandreau Hospital was 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 was 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.

Avera Flandreau Hospital was also able to support several local 5K races throughout the 2016 CHNA, as well as yoga classes for the public.

3 – Chronic Disease Management/Prevention

Over the past three years, the Avera Health System initiated a medical home model called “Avera Coordinated Care”. The Avera Coordinated Care team, comprised of a nurse, social worker, and support staff, served as an extension of the care patients received in the clinic. The team primarily assisted the clinic in managing the care of patients with chronic diseases. The team physically set an office up once every other week at Avera Flandreau Hospital; just to meet the needs of our most vulnerable. This was a free service offered to the community.

The Avera Flandreau Hospital electronic medical record (Patient Tracker) offers various health maintenance reminders, which helped to support the delivery of preventative health screenings and

management of patients with chronic diseases. Avera Flandreau Hospital was able to utilize this patient tracker tool more frequently over the past few years, thus benefiting many of our patients in Moody County.

4 – Public Awareness & Use

Through the increased use of both social media and online portals, Avera Flandreau Hospital was able to lead the efforts of public awareness throughout Moody County to promote local health care services currently being offered to the community. To achieve this goal, Avera Flandreau Hospital participated in several community events, such as parades, high school activities, and other local congregational functions. These identified events provided 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 was committed to supplying sponsorship dollars and employee's time to help promote/educate these services to the community.

When it came to printed material, the Moody County Enterprise and Booster 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. Avera Flandreau 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 no matter which online avenue they chose to go with.

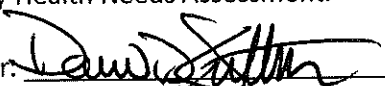
5 – Greater Convenience to Care

Avera Flandreau Hospital was able to consistently offer expanded clinic hours (Monday Evenings 5:00pm - 7:00pm) (Wednesday Mornings starting at 7:30am) and (Saturday Mornings 8:30am - 12:00pm). The clinic was also able to add an additional early morning clinic option for our patients throughout the work week.

Avera Flandreau Hospital also continued working with Avera Health and contracted physician recruiters to search for a fourth provider to complete Avera Medical Group Flandreau's provider group. Midway through the 2016 CHNA and Implementation strategy, Avera Flandreau Hospital successfully hired on a fourth provider. With this new addition, the clinic was able to offer additional appointment slots to the community Monday through Friday (normal clinic hours). Ultimately, this helped to increase access for our patients in the clinic, as well as provide a greater level of care to the community.

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On May 20, 2019, the Avera Flandreau Advisory Board approved the Avera Flandreau Hospital Community Health Needs Assessment.

Board Chair: 
Dan Sutton

Date: 5/20/19

(Appendix A) Focus Group Questions/Responses:

1. What is healthy about your community? [strengths of the community and individuals]
 - Access to health care with hospital clinic and tribal clinic
 - Number of providers
 - Tribal Clinic has hired a provider
 - Community has lots of places to eat and Mad Mary's is now open for lunch
 - Free Gym
 - Emergency Care
 - Ambulance Service
 - New Ambulance
 - Boys and Girls Club
 - Wellness Center
 - Bike Path
 - Great Medical Center
 - Very Nice Tribal Health Center
 - Barber Shop is good
 - Casino
 - Hispanic Grocery Store (Prices High though)

2. What healthcare services are most important to you?
 - Any Specialty Services
 - Being able to be seen in the community
 - Acute Care
 - Dentistry linked to overall Healthcare Education on how important they work together
 - Emergency Services
 - Education on Chemical Dependency
 - Access to simple things such as: Medical Equipment, Gliders for walkers
 - Hardware Store
 - Behavioral Health Treatment for Kids and Adults (Coping with emotions or verbally acting out)
 - Need more Behavioral Health Services or public awareness to what is available
 - Eye care
 - Urology
 - Specialists – Psychiatry
 - More Resources in Spanish
 -

3. What is the most significant health care related need facing your family/community?
 - Behavioral Health
 - Transportation Funding/Hours of Operation

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- Education/Community Awareness
- Mental Health – Chemical Dependency
- Exercise
- Healthy Eating
- More Bike Path
- Based on the size of the town – We are doing very good and we are not far from Sioux Falls or Brookings if needed.
- Mental Health is on the climb
- There is a huge lack of parent problem (parents are busy with their own lives)
- Drug Problem
- More Pediatric Specialty Options

4. The following questions are individually focused upon specific segments of health care

What is the most significant need related to physical activity?

- It would be nice to use the wide streets to make bike paths
- Make a directional plan to safely get to community members to the bike path
- 24 hour gym would be nice
- Clearing the walking trail when it snows would be good
- Education
- Public Awareness of free gym
- Transportation to gyms
- Golf course
- Pool
- Lots of 5Ks
- Street lighting for walking outside is not very good
- Community feels safe
- Workout class for adults in the school in the mornings

What is the most significant need related to nutrition?

- Dietician partner with grocery store
- Education
- Edgewood to pilot a program for a nutritious meal to pick up
- ICAP offers meal on wheels program
- Harder to eat healthy in the winter
- Community Garden – Boys and Girls Club starting one potentially
- Everything is fast food or food that is quick and easy to make (Processed)
 - o Corn dogs, Chicken nuggets, ect
- Healthy Food is expensive
- Processed Food serviced in schools
- Would be nice to have educational classes for cooking easy but healthy foods
- It would be nice to have a translator for shopping for groceries. Many Hispanics go to Sioux Falls for groceries for this reason
- More food options in the evenings
-

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What is the most significant need related to tobacco use?

- Juuling has become a problem with students in schools. Biggest problem is you cannot smell it on the student using.
- Education
- Try to educate for oral cancer but not much follow through from the dentist office
- Significant number of people chewing tobacco in Flandreau area (young and old)
- Hispanic population smoke more than chew
- Janii is providing education to school kids Monday, November 05, 2018 on Juuling

What is the most significant need related to chronic disease management?

- Making screenings more easily accessible and inexpensive
- Education
- Work with insurance companies on Wellness programs
- Better Choices Better Health – Chronic Disease Management Class - Free
- Good and Healthy South Dakota

What is the most significant need related to Transportation?

- Funding is a huge problem for the transit bus
 - o Avera may look to sponsor the bus
- More followup from driver and a quicker response when request the bus
- Bus runs Monday, Tuesday, Thursday, and Friday 8-4
 - o 2nd Wednesday – Sioux Falls
 - o 4th Wednesday – Brookings
- Moody County is getting a new bus via a grant
- Out of town rates may increase
- Struggle getting patients to and from appointments with local bus
- Possibly look at getting uber or lift started in the community
- Senior companion program can help with transporting for some things

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

- Underage drinking – Colman is getting extremely out of control for this

5. When was the last time you went to the doctor or hospital? If you haven't been in the last year, why?

- Very easy to get patients in
- Not coming in – healthy, don't want to pay when not needed
- Come in when needed

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 – Very
- 4 – Tribal Health

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- 4 – Hard to get into an Avera Specialist without an Avera providers referral
 - 5 – Other than pediatric specialists
 - 5 - When needed to be seen it was easy to get in
 - 5 – Urgent care is nice
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?
5/4 – Access to a lot
5 – Good for the size of our community
5 – But it would be nice to have another MD; Also it would be nice to not use locums unless absolutely necessary for consistency to the patients
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)
- Number of Daycares or list of Daycares that exist
 - 211 Service/Social Media
 - Advertise Walk-in Flu Shots
 - Consider Doing Flu Shots @ Businesses
 - Set Up Wellness Incentives
 - Understanding Insurance
 - Drug Problem – Counseling
 - Mental Health
 - Healthy Eating
 - Physical Activity
 - Tobacco Use
 - Affording Boys and Girls Club - \$25 a year
 - Adult Daycare
 - i. Edgewood does do Adult Daycare – would like to look for a more feasible way to offer this
 - Picking up people to attend church
 - Dentist is now Medicaid accredited
 - Respite Care
 - Drug/Alcohol Problem
 - Behavioral Health
 - Educational Resources in Spanish
 - Applications in Spanish
 - Not speaking very good English stops Hispanics from apply for certain jobs
 - English Classes
 - Hard for kids to start school not knowing English (Culture change and can cause depression)

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- Community Counseling no longer in the school
- Fentanyl has become a problem in Sioux Falls and Brookings

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?
-
- Mental Health
 - Transport – After Hours
 - Wellness
 - Education of Medicare and Medicaid Services and Insurance
 - Tobacco Education/Cessation
 - Health Care Education in Spanish
 - Public Awareness
 - Chemical Dependency Services/Education
 - Local Outreach Services
 - Nutritional Education