



# 2019 Community Health Needs Assessment Implementation Strategy

## **I. Introduction:**

Community Health Needs Assessments (CHNA) are a tool used to help communities determine their capacity and use of resources by residents. It is also the foundation for improving and promoting the health of county residents. The community health assessment is a key step in the continuous community health improvement process. The role of the process is to identify factors that affect the health of a population and determine the availability of resources within the county to adequately address these factors.

Avera Hand County Memorial Hospital is a community hospital located in Miller, SD, county seat for Hand County. Hand County is the hospital's primary service area. The hospital is designated by Medicare as a critical access hospital and is a member of the Avera Health System based out of Sioux Falls, SD. Avera is a health ministry rooted in the Gospel. Avera's Mission is to make a positive impact in the health of persons and communities by providing quality services guided by Christian values.

Avera Hand County Memorial Hospital will conduct a community health needs assessment every three years to evaluate the health of the community, identify high priority health needs, and develop strategies to address the needs of the community. The 2019 community health needs assessment represents a combination of quantitative and qualitative information based on census data, patient data, and interview feedback from several community organizations and leaders. Data for Hand County was compared to statewide data as well as national data. This report summarizes the results of the analysis.

## **II. Strategy and Plan Development:**

### **(Who was involved and how the assessment was conducted)**

In 2018 and 2019, Avera Hand County Memorial Hospital completed a Community Health Needs Assessment for Hand County, South Dakota, our primary service area. The process started with paper surveys that community residents completed. Surveys were dispensed over a two week time period at the local primary care clinic to all registered patients and also to members of the Hand County Auxiliary Committee. The survey had six sections. The first section was demographics which identified age groups, zip code of participants, gender, and race. The second section was defining health behaviors including wearing seat belts, receiving the flu shot, physical activity, and smoking. The third through fifth sections were on Medical Care and Services, Health Education and Information Resources, and Community Support and Quality of Life. For these questions, participants ranked each topic out of five choices: completely unsatisfied, unsatisfied, satisfied, very satisfied, and not applicable. The final section of the survey was four open-ended questions giving participants a chance to explain their thoughts and opinions of the community, health care, and hospital.

Interviews were also conducted to gather data. Three interviews were conducted with five questions in each interview. The groups interviewed included: Community Health Nurse, Coordinated Care Team, and the Miller High School Counselor. The questions asked during the interviews gave participants a chance to discuss the health issues facing the community, the perception of the hospital services, resources available, and challenges faced in each of their settings.

While the surveys and interviews were being completed, research was conducted regarding the status of health and risk factors for the county.

A compilation of all of this information was presented to the community health needs assessment planning group. The planning group consisted of two hospital directors, a hospital physical therapist, the Community Health Nurse and assisted living manager, and a hospital nurse. The group reviewed the survey data and aimed to identify themes and trends. The short answer portion of the survey spurred more personalized dialogue and expanded on specific topics.

### **III. Action Plans/Next Steps:**

The Board of Directors for Avera Hand County Memorial Hospital reviewed the Community Health Needs Assessment and has determined the following community health needs should be addressed through the implementation strategy noted for each identified need.

#### *a. Disease Prevention and Maintenance*

The survey process and interviews identified a community need for education and access to disease prevention and maintenance. The survey respondents noted being

unsatisfied with the access to wellness facilities and information available for health maintenance and disease prevention. The open-ended question responses included many replies about the lack of drug awareness and education. The interview responses included a need for education on immunizations and substance abuse. There are many programs and resources available; making sure the community is aware of them will be our focus.

The hospital and Avera Medical Group Miller have created a local Facebook page. With social media being highly utilized in almost all age groups, the Facebook page will be used as a source of education for the public. The hospital and clinic also participate in the annual community Farm and Home Show; this will be a way to reach the community for educational topics via hand-outs, posters, demonstrations, and discussions. The Community Health Needs Assessment committee will also work with the local wellness center board to make it more accessible by possibly installing an automatic door opener and offering financial discounts for hardships.

*b. Access to Specialty Care*

A frequent response on all forms of community input was access to specialty care. Respondents noted the need for local dialysis, endocrinology outreach, dermatology care, and access to mental health professionals. The hospital and clinic currently have outreach specialists but are continually researching the needs of the patients. With the high volume of concern about specialty care, it will be the CHNA committee's focus to work with the hospital and clinic on what specialists are currently available and what specialists are needed.

The hospital has created a business plan to evaluate the potential of offering dialysis care locally. If this service is approved, it will be our goal to communicate this service to the public so that they are aware of its availability.

Avera Medical Group Miller has implemented access to social workers for mental health care via eCare technology. Our goal is to ensure the public is aware of this availability via advertising in the facility and throughout the community. Community Counseling from Huron, SD also provides outreach for counseling services in Miller, so our committee will make it a priority to ensure the community is aware of this service by the providers offering it to their patients in the clinic and hospital, pamphlets in the waiting rooms, and advertising at local public events like the Farm and Home Show.

Currently, Avera Hand County Memorial Hospital offers eConsult visits for specialty providers within the Avera system and a select number of specialists with other healthcare systems. Endocrinology care via eConsult has been evaluated historically due to the high volume of local patients traveling for those visits, but was not feasible with the staff performing eConsult visits at that time. The hospital recently transitioned the eConsult service to the clinic nurses, so the clinic will work with the Avera Endocrinology Clinic to determine if we can add their specialty to our list of available providers. Also, a member or members of the community health needs assessment committee will attend a medical staff

meeting to address the needs and opportunities for further outreach specialty care such as dermatology.

**IV. Board Approval:**

This report was prepared for and approved at the September 2019 Avera Hand County Memorial Hospital Board of Directors regular meeting.