

Implementation Strategy and Community Benefit Plan

Avera Flandreau Hospital

FY19-FY21

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 2019 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 6,496 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).

III. Prioritized List of Significant Health Needs Identified in CHNA

- In collaboration with key community stakeholders, 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. As part of the CHNA prioritization process, we asked key community stakeholders to vote on the top three issues most important to the community. From there it was decided that Avera Flandreau Hospital would address the following top two:
 - i. Mental Health Services
 - ii. Chemical Dependency Services/Education

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 provide, promote, and support mental health awareness, education, and services for all community members living within our service area.
 - ii. Improve public awareness of health care service options for patients suffering with chemical dependency, as well as look to provide/offer local chemical dependency services.

- Action Plans:
 - i. **Mental Health:** Over the next several months, Avera Flandreau Hospital will look to partner with local community members (the City of Flandreau, Moody County, Flandreau High School, Flandreau Indian School, Community Counseling Services, Churches, Boys and Girls Club, etc.) to try and establish a non-profit organization that solely focuses on bringing awareness and education to mental health issues in our community and surrounding area. Avera Flandreau is committed to having Avera employees represented on the board to help provide time, resources, and educational materials to help tackle some of the mental health issues being seen in the Flandreau area. Once the board is established, we will look to try and build upon the different resource options currently being offered to the community; we will also look for ways to partner with local businesses to try and add additional resources like the 211 program (of which Moody County currently doesn't have access to) that can provide help to our community members in time of need. In addition, Avera Flandreau Hospital will look to participate in community events, such as parades, high school activities, and other local congregational functions where we can continue to educate and address the public on mental health awareness. These identified events provide a great opportunity for Avera Flandreau Hospital to promote local mental health services, as well as to educate the public on signs and symptoms of mental health.
 - ii. Within our health clinic, Avera Medical Group Flandreau will look to implement additional resources aimed at identifying mental health issues/problems through the use of depression screenings. Avera Flandreau Hospital will also look to implement depression screenings to patients who come through the emergency department.

In order to track progress, Avera Flandreau will closely monitor the amount of depression screenings being completed in the clinic and emergency room. We will also be able to track progress through the use of the 211 program (should it get established), which publicly provides stats on the call type/amount coming from each participating county. Results will be shared with the leadership team

at Avera Flandreau, as well as the advisory board throughout the next three years.

- iii. **Chemical Dependency:** Avera Flandreau Hospital is currently working with the Avera Behavioral Health team in Sioux Falls, S.D. to establish a chemical dependency counseling program in Flandreau. The idea would be to offer this program to the public locally through the use of telemedicine. The chemical dependency counselor could see patients from the Flandreau community on a regular basis, without having to leave their office in Sioux Falls; thus saving the patient time and money. Once established, Avera Flandreau Hospital will look to promote and educate community members on this new service.

In order to track progress, Avera Flandreau Hospital will closely monitor the number of counseling sessions taking place on campus, which will allow the hospital to know if our communication strategy is working within our service area. Results will be shared with the leadership team at Avera Flandreau, as well as the advisory board throughout the next three years.

V. Significant health needs not addressed:

- i. Avera Flandreau Hospital identified the following needs not being addressed in the 2019 Implementation Strategy: public awareness and use, nutrition education, health care education in Spanish, insurance education, tobacco education/cessation, transportation, physical activity/wellness, and outreach services. Each of these needs were presented to the community leaders during the prioritization process, all of which felt there were other more impactful areas to focus on (Mental Health/Chemical Dependency).

On October 21, 2019, the Avera Flandreau Hospital Advisory Board approved the Avera Flandreau Hospital Community Health Needs Implementation Strategy.

Board Chair: Sandy Elenkiwich
Sandy Elenkiwich

Date: 10-21-19