

Avera St. Luke's Hospital Implementation Strategy 2019

This Implementation Strategy report summarizes Avera St. Luke's Hospital plans to address the prioritized needs from the 2019 Community Health Needs Assessment. The hospital recognizes that the Implementation Strategies in this report are to be used as a guide and will serve as a framework in addressing the identified needs. As Avera St. Luke's moves forward, many resources, ongoing commitments and partnerships will be necessary to effectively assist in creating healthier communities in Aberdeen and the surrounding area.

Topics Avera St. Luke's will address

1) Preventive Care and Removing Barriers to Health Needs

➤ Current activities

- Our Mission directs us to provide care to all who need it. We work with our providers to find the best options for individuals and accommodate their medical needs.
- Coordinated Care Teams assist individuals with the items that they need to manage medical conditions and also to decrease medical costs and stay.

➤ Proposed activities

- Wellness Education/Programs and Clinical Food Banks: Working with our physicians and the Avera Human Performance teams, we will work toward these goals:

Help patients understand how to take better care of themselves to reduce their medical visits and to improve their medical situations; **thus lowering the overall cost of health care.**

- Support of better nutrition through Food Bank. Patients often do the best they can given their means. Many individuals are dealing with specific health issues like diabetes. We hope to give them opportunities to make healthy choices to support their clinical needs. By providing a directory of area food banks and also working to develop food drives to support the clinical needs for the area food banks, the hospital anticipates improved nutrition and well-being.
- Avera Human Performance team and dietitians will create an educational handout that is delivered and updated quarterly to the area food banks that list best choices and wellness options, and money-saving strategies for patients that are trying to make healthy and cost-effective choices.
- Avera St. Luke's will collaborate with area service organizations and food banks to provide the resources and educational pieces to assist individuals with health issues to make better choices.

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- Anticipated impact includes providing patients with options and tools to remain healthier and the resources to get assistance and items to use at home to decrease medical stays or additional complications.

- Coordinated Care Team support
 - Coordinated Care is a program that can help individuals overcome barriers to better health. Adequate food, shelter, employment, education, and financial stability are key parts of a person's overall health. When these basic needs are unmet, it leads to heartbreaking consequences.
 - Providers and members of the coordinated care teams will work to track trends and patterns that predict risk and then will work to redirect care or need.
 - Collaboration with community programs and philanthropic offices to provide additional devices/items or support outside of medical facilities to decrease the need for medical care. Avera St. Luke's will also engage the support and participation from the Presentation Sisters and the Avera ministry.
 - Anticipated impact includes individuals living healthier, more balanced lives, thus increasing the number of individuals reaching their health goals.

- Lifetime Resiliency
 - The Lifetime Resiliency program is a wellness continuum designed to assist individuals/patients on their path to healthier living. This program helps patients who are recovering from a medical condition or who need to prepare for an upcoming procedure. Many patients are not able to receive certain medical procedures due to an existing health condition. This program works to remove such barriers.
 - Physicians and the Avera Human Performance Center team will work together to determine the best steps and needs on an individual basis based on the medical condition.
 - Partners will include providers, coordinated care teams, dietitians, and human performance center trainers.
 - Anticipated impact includes improved outcomes and decreased risk of complications after medical procedures and improved quality of health for individuals who do not need or cannot undergo a procedure, as well as lower overall medical needs and costs.

2) Health Care Affordability

➤ Current activities

- Bundled payment programs and rural Accountable Care Organization designation and through Avera MAAP (Medical Application Assistance program)

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- A full-time social worker assists patients on navigation through Medicare, Medicaid, Disability and insurance exchange programs
 - Social workers work with our coordinated care teams and patient care directors to connect patients to our local support and resources for assistance and education; in addition, our business office works to assist with payment programs.
- Proposed activities
- Educational Events/Program, including understanding the billing process
 - Avera St. Luke's plans to host an educational event that brings together health insurance and financial experts to present about best use of health insurance, HSAs/FSAs, and high deductible plans.
 - Avera St. Luke's Quality Care and Innovation Strategy Officer, Financial and Billing will develop the presentation; Marketing and Communications will work to promote and provide the materials necessary for the program.
 - The goal of this program is to help individuals understand and get the most out of their insurance and to understand the billing process and additional resources to assist with health care affordability.
 - Avera St. Luke's will work with the Aberdeen Area Human Resource Association, business health partners, financial and insurance connections and Brown County offices. We will include components about assistance that exists for uninsured individuals.
 - Anticipated impact includes an increased understanding of financial resources, increased understanding of the billing and payment process and how to best utilize one's health insurance plan. This in time should also decrease the amount of fielded calls to our facility with questions and improve customer relations and patient satisfaction.
 - Improve our marketing pieces that explain where to go for health needs.
 - Knowing treatment options can result in improved health care costs. For example, should you go to clinic care, quick care, urgent care or the Emergency Department. Avera Marketing will work to update our materials for the community that describe where to go for certain health care needs. Knowing this difference can save individuals time and cost.
 - Goal is to decrease unnecessary costs for health care needs that can be handled when individuals go to the proper location.
 - We will partner with the community programs and locations to provide the marketing pieces and education on locations of Avera facilities in Brown County.

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3) Transportation Needs

➤ Current activities

- Avera St. Luke's provides transportation assistance and works closely to support city and public transportation. Avera St. Luke's commits, on a yearly average, \$20,000 in assistance to those in need, through the provision of gas cards, tokens for community transportation, taxis and bus fares.
- Avera St. Luke's has two programs in place to assist with transportation needs: Footprints and our Up-Lifting program established to assist with all means of patient mobility.

➤ Proposed activities

- Improve utilization of local mobile transit; create a community transportation plan.
 - As part of a coordinated transportation plan, Aberdeen has created a community coordination committee, of which Avera St. Luke's will serve as a leader. A key area of focus will be how to improve transportation gaps.
 - Avera St. Luke's resources include staff time of patient care coordinators and the Foundation Director, who will serve as a leader on the development committee.
 - Anticipated impact of the program includes decreased costs, increased transportation opportunities and improved access to transportation on the fragile groups in our community, such as seniors, persons with disabilities, and underserved persons and families. The goal is to ensure safe transportation and decrease missed appointments that can cause medical setbacks for our patients.
 - Avera St. Luke's will collaborate with city transportation groups to improve access to transportation to patients and families in the Aberdeen region. The first step will be to have our patient scheduling and patient care coordinators meet with city transit to establish windows of time that would best coordinate with medical appointments, as well as partnering with area churches, schools and organizations that provide transportation.
- Volunteer program: Work with the American Cancer Society to launch the "Road to Recovery" program in Brown County.
 - Through volunteers, Road to Recovery provides transportation to and from treatment for people with cancer who do not have a ride or are unable to drive themselves.
 - Avera St. Luke's resources include our volunteer director, staff and communication director to provide messages and marketing of how to recruit for the program.
 - Anticipated impact includes improved treatment programs for many cancer patients who have to travel from out of town in order to receive their radiation and infusions.

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- The Avera St. Luke's Foundation and Avera Cancer Institute will work closely with our American Cancer Society representative and provide the support needed to recruit, train and support the "Road to Recovery" for Aberdeen.

Significant needs not addressed

Many other region/community themes emerged that were beyond the scope or control of Avera St. Luke's including adult dental care, housing, suicide prevention, diversity and education. Avera St. Luke's will defer to the appropriate organizations and programs in place that are working to address these topics.

1) Adult Dental Care

- Avera St. Luke's has a dental hygiene program in place and many organizations in Brown County are working to improve the dental options, including United Way and local dental offices.
- The Delta Dental Van is a staple in our community and work has begun to expand the age level of individuals that will be able to receive dental care.
- Avera St. Luke's does not have the expertise or providers to effectively address the need.

2) Housing

- Avera St. Luke's does not have the resources to address, but we do understand the growing need for housing assistance and senior living options.
- Avera St. Luke's will support organizations such as Homes are Possible Inc. (HAPI)
- Avera St. Luke's properties have been considered as possible locations of development. We will maintain a relationship and support when possible.

3) Suicide Prevention

- Avera as a system is working to improve the programs and professional care in this area of need.
- Avera St. Luke's provides behavioral health care for the region.
- Avera St. Luke's collaborates with the Brown County 211 program that includes support and directs callers to the proper resource.

4) Diversity

- Avera St. Luke's works with diverse populations with communication technology for translation and through partnership with the Presentation Sisters and the Aberdeen Diversity Committee.
- Avera St. Luke's does not have the resources to direct, but continues to support the efforts in Brown County by organizations working to bridge the diversity gaps in our population.

The Avera St. Luke's Hospital Implementation Strategy was adopted 11/11/2019; following review, a motion was made, seconded and passed by the Avera St. Luke's Board of Director to approve the Implementation Strategy as presented.