

# Avera Granite Falls Implementation Strategy 2019

This Implementation Strategy report summarizes Avera Granite Falls' 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 the hospital moves forward, many resources, on-going commitments and partnerships will be necessary to effectively assist in creating healthier communities in Granite Falls and the surrounding area.

## 1) Improving Mental Health Access– including addiction, family and social support

- Current activities
  - Conducted by hospital
    - Avera Granite Falls currently employ's one full time Licensed Independent Clinical Social Worker (LICSW) and one full time Psychologist in the clinic setting.
    - Provides emergency evaluation for Yellow Medicine County jail population
    - Participated in an integrated behavioral health grant with the office of rural health and primary care in 2018.
      - ◆ Focus was to coordinate services across the community for our behavioral health patients
      - ◆ Focus on earlier detection of potential mental health issues in the emergency room
    - Implementation of the Cognitive behavioral therapy (COPE program) with the Avera Medical Group Granite Falls
    - Implementation and growth of coordinated care management and chronic disease management.
    - eEmergency utilized to assist in patient placement
  - Conducted by others
    - Project Turnabout
    - Western Mental Health who has brought on a certified nurse practitioner for assistance in medication management.
      - ◆ Crisis unit that assists with emergency mental health evaluation
    - Upper Sioux reservation implementation of three Social Service
- Proposed activities
  - Continue to collaborate with community partners and grow those relationships
    - Meet periodically to assess growth and coordination of care
    - Administration time committed to this along with care coordination and discharge planning
    - Anticipated impact of the program
      - ◆ Improved awareness and utilization of community resources as appropriately
    - Collaboration with others (if applicable)
  - Exploring expansion of our behavioral health services
    - To implement ePsychology
    - Resources committed: Time of administration, purchase of technology, allocation of space, clinical and registration staff, coding and billing staff

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- Anticipated impact of the program
  - ◆ Increased access to behavioral health resources.
- Collaboration with others (if applicable)
  - ◆ None

## 2) Advancing Cardiology Services

- Current activities
  - Conducted by hospitals
    - Development of a heart failure clinic
    - Increased access to cardiology services to the community by bringing in Dr. Chelliah who provides surgical cardiology services
  - Conducted by others
    - Avera Marshall is in the process of developing a cardiology department and has just recruited a nurse practitioner to coordinate the department
- Proposed activities
  - Increase utilization of our heart failure clinic for better chronic disease management
    - Program description/Actions to be taken
      - ◆ Analyze data from accountable care organization for patients with a diagnosis of heart failure and who are high resource utilizers
    - Resources committed
      - ◆ Care coordinator
      - ◆ Nursing administration
      - ◆ Providers
    - Anticipated impact of the program
      - ◆ Better cost of care control in patients with a diagnosis of heart failure
    - Collaboration with others (if applicable)
      - ◆ None

## 3) Increasing Pain Management Service Access

- Current activities
  - Conducted by hospital
    - Development of chronic pain management program by the Certified Registered Nurse Anesthetist
    - Inclusion of coordinated care in chronic pain management clinic to ensure patient needs are met across the spectrum
    - Consistent management of controlled pain medications by one provider in one setting
  - Conducted by others
    - Development of pain management program by CRNA at Avera Marshall
- Proposed activities
  - Increase pain management clinic utilization
    - Program description/Actions to be taken

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- ◆ Identify patients who are being treated for chronic pain management through Novum access and claims data and refer to chronic pain management clinic for evaluation and treatment with non-pharmacological interventions
- Resources committed
  - ◆ Time of care coordinator, CRNA, providers for patient identification and referrals
- Anticipated impact of the program
  - ◆ Decrease controlled substance use in community
  - ◆ Improved quality of life for patients
- Collaboration with others (if applicable)
  - ◆ Community resource awareness to ensure appropriate utilization based on patient need

Approved by the Avera Granite Falls Board of Directors on June 16, 2020.