



Sanford Health Network
Community Health Needs Assessment
Implementation Strategies
2014-2016

dba Sanford Vermillion Medical Center EIN# 46-0388596

Dear Community Members,

Sanford Vermillion has conducted a community health needs assessment (CHNA) and formally identified unmet needs in the community. A component of the 2013 CHNA work is a perception survey.

During FY 2012/2013 members of the community were asked to complete a survey to help Sanford identify unmet health needs. Sanford analyzed the survey data, identified unmet needs, and partnered with key community stakeholders to develop a list of resources and assets that were available to address them. A gap analysis was also conducted to identify the most significant health needs, and they were addressed in the implementation strategy that is included in this document.

Sanford Vermillion has set strategy to address the following community health needs:

- Mental Health Services
- Outreach Provider Services

Sanford is also addressing mental health services and obesity through enterprise-wide implementation strategies. The enterprise strategies are included in this for your review.

Additionally, the asset map/resource list is included in this document along with the action steps that will be taken.

At Sanford Vermillion, patient care extends beyond our bricks and mortar. As a not-for-profit organization, ensuring that the benefits of health care reach the broad needs of communities is at the core of who we are. By working with communities, we can bring health and healing to the people who live and work across our region. Together, we can fulfill this mission.

Sincerely,



Timothy J. Tracy
CEO

Addressing the Needs in Vermillion

CANCER

Community resources addressing the need:

- Sanford Cancer Biology Research Center
- SVMC Oncology Outreach Physician Monthly
- SVMC Chemotherapy Services
- SVMC Hospice Services
- Vermillion Cancer Support Group led by Parish Nurse

Sanford's commitment to addressing the need:

- Sanford Vermillion is addressing this need through specialty outreach, chemo therapy services, and hospice services.
- Sanford has dedicated resources and recruited experts in the field of oncology to address cancer research.

CHILD CARE

Community resources addressing the need:

- Department of Social Services/Child Care Assistance Program
- Clay County Extension Office
- United Way

Sanford's commitment to addressing the need:

- Sanford does not provide child care services, however, this concern will be shared with community leadership. Sanford Vermillion is the second largest contributor to the United Way local campaign which supports daycare services.

DIABETES

Community resources addressing the need:

- Sanford Project to find a cure for Type 1 Diabetes in Denny Sanford's lifetime
- Sanford Vermillion Registered Dietitian
- SC Vermillion Health Coach Diabetic Program
- SVMC's 2 Certified Diabetic Educators
- SVMC's Year-long Diabetic Education Program for patients
- SVMC is becoming a certified site for Diabetic Education
- Diabetic Foot Care Clinics

Sanford's commitment to addressing the need:

- Sanford is addressing this need in many ways. Sanford has executed new programs to improve care coordination and follow up, including the Health Coach, certified diabetes educators and Medical Home program for the purpose of impacting chronic disease. Sanford is committed to finding a cure for Type I Diabetes. Better Choices/Better Health is a program that addresses chronic disease self-management and is available free of charge to all patients with a chronic disease and is available on-line at <https://selfmanage.org/sanford/>
- Additionally, obesity is a co-morbidity of many chronic diseases and is a priority for Sanford Enterprise. The enterprise implementation strategy will address obesity.

DIALYSIS

Community resources addressing the need:

- Yankton dialysis service
- SVMC has done a feasibility study and found that there are not enough patients in the community to make dialysis financially feasible.
- Vermillion Transit is available for transportation to SMC (\$15 round trip).

Sanford's commitment to addressing the need:

- Sanford Vermillion has done a feasibility study and found there is not enough patient volume in the community to make dialysis financially feasible. Sanford will continue to evaluate need and feasibility as new technology is developed for providing dialysis services.
- Services are available in nearby Yankton and there are transportation services available to Yankton from Sanford in Vermillion.

DISABLED

Community resources addressing the need:

- Autistic – Birth to 3; Early Childhood, School System OTs and IEP; SVMC OT and ST Departments
- USD Disability Center
- Vermillion Transit
- Department of Social Services assists with costs of transportation
- SESDAC

Sanford's commitment to addressing the need:

- Sanford Vermillion provides Speech Therapy services for the Birth to 3 Program in addition to providing OT and PT services in the Vermillion school district for students with special needs and/or disabilities.
- Sanford will share this concern with community leadership, public health and social services.

DRIVING HABITS/SEAT BELTS

Community resources addressing the need:

- Refer to Law Enforcement
- SVMC OT Driving Evaluations

- Drivers Education Program
- Infant/Child Car Seat Checks
- Local State Representatives and Senators
- Vermillion has recently passed a texting ban

Sanford's commitment to addressing the need:

- Sanford's OT experts are available for driving evaluations.
- Sanford will share this concern with community leadership.

ECONOMIC ISSUES

Community resources addressing the need:

- Refer to City of Vermillion

Sanford's commitment to addressing the need:

- Sanford Vermillion and its foundation, DHF, are leading contributors to the Vermillion NOW economic development group.
- Sanford will share this concern with community leadership.

EDUCATION

Community resources addressing the need:

- SVMC/DHF sponsors dual course college credit for a high school health course
- Sanford Employee Scholarship Program
- Sanford Tuition Assistance
- Sanford additional scholarships for Nursing and Radiology Technicians
- DHF Scholarships to Vermillion community students
- Refer to Board of Regents Office; Department of Education

Sanford's commitment to addressing the need:

- Sanford provides numerous scholarship opportunities for staff, children of staff, and community high school students. Sanford also offers a tuition reimbursement program to their employees.
- Sanford will share these concerns with the Board of Regents Office and the Department of Education.

ELDER CARE – HOME HEALTH – EXPANDED NURSING HOME CAPACITY

Community resources addressing the need:

- Private Home Care Agencies – Heartland Home Care
- Sanford Visiting Nurses Association and Home Health Agency
- Sanford Home Medical Equipment store and services in Vermillion community
- Department of Social Services
- Refer to local State Representatives and Senators

Sanford's commitment to addressing the need:

- Sanford will share this concern with community leadership.

- Sanford is addressing this concern through the Visiting Nurses Association and Medical Home. DHF has done feasibility studies for the Vermillion community for both assisted living centers and hospice cottages.

HEALTHCARE COST/INSURANCE COST

Community resources addressing the need:

- Sanford on-line access to bill pay
- Accountable Care Act allows dependent child to be on parental insurance through age 26
- Private Health Insurance Exchange
- Sanford Health Community Care
- Sanford Vermillion Financial Counselor helps face-to-face with patient bills and finding additional assistance for payment of any bills
- Sanford Dietitians
- Family Planning
- Sanford Kid Fit Program for Preventive Care
- Sanford Fit Web Program www.fit.webmd.com
- Sanford Vermillion Wellness Fair – reduced and free cost screening services
- Department of Social Services
- All Women Count Program
- Refer preventive care insurance concerns to SD Congressional Delegates – Tim Johnson, Kristi Noem and John Thune

Sanford's commitment to addressing the need:

- Sanford provides charity care through the Community Care program and continues to provide resources and monitoring of access for healthcare. Additionally, there is a discounted fee available to patients who qualify. Sanford assists patients with applications for discounted pharmaceuticals. Sanford Vermillion is the contracted provider for Family Planning services in the Vermillion and Yankton communities which offers discounted services to those that qualify. Sanford Vermillion and DHF are prime sponsors of the Vermillion Kid Fit program and fund the community coordinator position.

HEALTHY NUTRITION

Community resources addressing the need:

- Sanford Dietitians
- HYVee – new organic section
- Walmart – organic section
- Sanford Registered Dietitian Outreach Consult
- Farmers Market
- Sanford Kid Fit Program
- WIC Program
- Clay County Extension Office
- Downtown Organic Store
- Sanford Vermillion Wellness Fair

Sanford's commitment to addressing the need

- Sanford is addressing this concern through the Sanford Registered Dietitian Outreach Consults, certified diabetic educators and education program, and the Sanford Fit Kids on-line program. Sanford Vermillion and DHF are prime sponsors of the Vermillion Kid Fit program and fund the community coordinator position.
- There are additional resources in the community that also address healthy nutrition.
- Sanford will share these concerns with community leadership and public health.

HOUSING

Community resources addressing the need:

- City of Vermillion Code Enforcement
- Refer to HUD – Vermillion Office
- Governor's Houses

Sanford's commitment to addressing the need:

- Sanford Vermillion's foundation, DHF, has helped fund an additional 40 lots for low to moderate income housing.
- Sanford will share this concern with community leadership.

HUNGER

Community resources addressing the need:

- Welcome Table Monday evenings
- United Way
- Department of Social Services
- Vermillion Ministerial Assn
- St. Vincent de Paul
- Vermillion Food Pantry
- Main Street Center meals on wheels
- Backpack Lunch program for kids
- Summer free lunch program

Sanford's commitment to addressing the need:

- Sanford Vermillion holds multiple food drives each year for the local food pantry in addition to hosting the Welcome Table at least annually. DHF helps fund the dining area improvements at the Main Street Center.
- Sanford will share this concern with community leadership.

JUDICIAL SYSTEM

Community resources addressing the need:

- Refer to Law Enforcement

Sanford's commitment to addressing the need

- Sanford will share this concern with community leadership.

MENTAL HEALTH

Community resources addressing the need:

- USD Counseling Center
- Lewis and Clark Counseling Outreach Office
- USD Psychology Department Counseling
- USD Dakota Days Support Team
- Michelle Hinseth, MSW, CSW, PIP at SVMC
- Private Counseling Services in Vermillion
- Sanford is a prime sponsor of Nikki's Fund for Mental Health Services
- SVMC Emergency Room

Sanford's commitment to addressing the need:

- Sanford has chosen mental health as an implementation strategy to address the need.

OBESITY

Community resources addressing the need:

- Sanford Dietitian
- Sanford Kid Fit Program for Preventive Care
- Sanford Fit Web Program www.fit.webmd.com
- Sanford POWER program for youth
- Sanford Vermillion Wellness Fair
- Refer preventive care insurance concerns to SD Congressional Delegates – Tim Johnson, Kristi Noem and John Thune

Sanford's commitment to addressing the need:

- Sanford Vermillion and DHF are prime sponsors of the local Kid Fit program and fund the community coordinator position.
- Sanford provides an annual Wellness Fair with healthy food demonstrations and reduced cost screenings.
- Sanford has prioritized obesity as an enterprise implementation strategy for 2013-2016.

OB/GYN

Community resources addressing the need:

- SVMC Family Medicine Providers (3) who do OB/Prenatal Care
- Vermillion Medical Care OBGyn Outreach – 1 ½ days per week (2 providers do Prenatal Care)
- SVMC offers natural/drug-free deliveries
- SVMC Prenatal Classes
- SMC offers water births and midwifery

Sanford's commitment to addressing the need:

- Sanford is addressing this need with the OB/GYN outreach services in Vermillion and the prenatal classes we offer.

POLLUTION

Community resources addressing the need:

- Refer to SD Legislators

Sanford's commitment to addressing the need:

- Sanford will share this concern with community leadership.

POVERTY

Community resources addressing the need:

- Sanford Vermillion Financial Counselor
- Sanford Vermillion is contracted provider for Family Planning services in Vermillion and Yankton
- Refer to Vermillion Chamber of Commerce/VDC
- Refer to SD Congress Members – Thune, Noem, Johnson
- Department of Social Services

Sanford's commitment to addressing the need:

- Sanford is addressing this need and provides charity care through the Community Care program and continues to provide resources and monitoring of access for healthcare. Additionally, there are programs for discounted fees for patients who qualify.
- Sanford will share this concern with community leadership.

PREVENTION SERVICES

Community resources addressing the need:

- Sanford Dietitians
- Sanford WebMD Fit Kids
- Sanford Kid Fit Program for Preventive Care
- SC Vermillion Health Coach – Free Service for Diabetic Patients of SCV
- SVMC Registered Dietitian Outreach Consult for Weight Loss
- SVMC Wellness Screenings for free or reduced costs
- USD Wellness Center
- SVMC Annual Health/Wellness Fair with Free/reduced cost screenings
- SVMC Wellness RN Provides free/reduced costs to area businesses and health fairs
- SVMC Foot Care Clinic
- SVMC Great Strides
- SVMC Immunization Clinics at USD and in the community
- Family Planning
- All Women Count
- Sanford Charity Care Program

Sanford's commitment to addressing the need:

- Sanford Vermillion provides numerous preventive care services to the community at reduced cost through eligibility programs and health fairs/screenings.
- Sanford is addressing this need in many ways - the enterprise implementation strategy will address obesity.

- Sanford has executed new programs to improve care coordination, including the health coach and Medical Home program for the purpose of impacting chronic disease. Sanford is committed to finding a cure for Type I Diabetes. Better Choices/Better Health is a program that addresses chronic disease self-management and is available free of charge to all patients with a chronic disease and is available on-line at <https://selfmanage.org/sanford/>
- Sanford will share these concerns with public health and other community partners.

PHYSICAL ACTIVITY

Community resources addressing the need:

- Sanford WebMD Fit Kids
- SVMC Great Strides
- Vermillion City Pool
- Refer to Parks and Recreation Department Programs
- USD Wellness Center
- Sanford Vermillion Wellness Center
- VADO (Vermillion Area Dance Organization)
- Sanford Vermillion Cardiac Rehab Program
- Sanford Vermillion Physical Therapy
- Sanford Vermillion contract with Vermillion School District for OT & PT
- Refer to City Manager
- Refer to School Superintendent/School Board

Sanford's commitment to addressing the need:

- Sanford will address this need by sharing the concerns with the numerous community partners who provide physical activity services.
- Sanford is also addressing this need through the free on-line Sanford WebMD Fit Kids Program, SVMC Great Strides and other programs listed in resources.

SNOW REMOVAL

Community resources addressing the need:

- Refer To City Hall/Code Enforcement

Sanford's commitment to addressing the need:

- Sanford Vermillion Plant Operations department provides snow and ice removal for all of our parking lots, sidewalks and entries.
- Sanford will share this concern with community leadership.

SUBSTANCE ABUSE

Community resources addressing the need:

- Sanford One Care
- Refer to USD Counseling Center and Coalition
- D-Days Support Team
- Refer to Law Enforcement

- DARE Program
- School Resource Officer

Sanford's commitment to addressing the need:

- Sanford has chosen mental health as an implementation strategy to address the need.

TRAFFIC

Community resources addressing the need:

- Refer to Law Enforcement
- Refer to City Hall

Sanford's commitment to addressing the need:

- Sanford will share this concern with community leadership.

TRANSPORTATION

Community resources addressing the need:

- Sanford Vermillion Care Center passenger van
- Sanford Vermillion free passes for Vermillion Transit
- Refer to Vermillion Transit

Sanford's commitment to addressing the need:

- Sanford Vermillion addresses this need by using their wheelchair-accessible passenger van for nursing home residents' transportation needs.
- Sanford will share this concern with community leadership.

YOUTH

Community resources addressing the need:

- Sanford WebMD Fit Kids
- Sanford One Care
- Law Enforcement
- Family Planning
- DARE
- School Nurse
- Alternative School in Vermillion
- Weekly Diaper Drive
- Beyond School Adventures
- Vermillion Public Library Youth Programs
- Vermillion School District Guidance Counselors
- Vermillion School District Resource Officer

Sanford's commitment to addressing the need:

- Sanford has chosen mental health as an implementation strategy to address the need.
- Sanford will also share these concerns with community leadership and law enforcement.

SANFORD SPECIFIC

Community resources addressing the need:

- SVMC Bi-monthly Podiatrist Outreach but does not take Sanford Insurance – no Sanford Podiatrist Available
- SVMC Access to Specialty Services
- VMC Female OBGyn Outreach physician 1x/wk
- SVMC Cardiac Rehab
- SVMC Cardiac Outreach Weekly
- SH Heart Screen Twice Yearly to Vermillion
- Sanford Cancer Biology Research Center
- SVMC Oncology Outreach Physician Monthly
- SVMC Chemotherapy Services
- SVMC Hospice Services
- SVMC Staff does HIPAA/Confidentiality Training at hire and annually
- SVMC is a Smoke Free Campus – staff may only smoke on breaks off campus
- SVMC Mental Health Counselor takes Mental Health Services
- Master Facility Plan for hospital in process

Sanford's commitment to addressing the need:

- Sanford is addressing the needs through an active recruitment and retention strategy. Many outreach specialty services are provided at Sanford including oncology, cardiology, podiatry.
- Staff does HIPAA/Confidentiality Training at hire and annually.
- SVMC is a Smoke Free Campus – staff may only smoke on breaks off campus.
- SVMC Mental Health Counselor takes Mental Health Services.
- Master Facility Plan for the hospital is in Process.

Sanford Vermillion Community Health Needs Assessment

Implementation Strategy

FY 2014-2016 Action Plan

Priority 1: Mental Health

Goal 1: Sanford One Mind/One Care

Measurable Outcome:

- Number of Vermillion community patients services are provided to

Sanford Resources:

- Sanford IT

Goal 2: Utilize internal resources already available through on-staff MSW, CSW-PIP

Measurable Outcome:

- Number of mental health consults for SVMC counselor

Sanford Resources:

- Sanford IT

Goal 3: Look at expansion of Employee Assistance programs already available in the community

Measurable Outcome:

- Number of Employee Assistance programs in Vermillion community

Sanford Resources:

- City of Vermillion

Goal 4: Collaborate with other mental health providers in the community to look at options for expansion of services (i.e. some only work 4 days/week, etc.) including evaluation of telehealth services for psychiatry/psychologist

Measurable Outcome:

- Number of days/provider services that are provided

Sanford Resources:

- Vermilion mental health providers

Goal 5: Utilize current clinic Health Coach and expansion of telehealth psychiatry/psychologist services to expand mental health services to patients

Measurable Outcome:

- Number of mental health patients clinic Health Coach assists
- Number of patients seen by telehealth for mental health

Sanford Resources:

- Sanford IT

Priority 2: Specialty Outreach Services

Goal 1: Continue to work with Sanford Health and other outreach providers to determine the viability of additional outreach services for SVMC

Measurable Outcome:

- Number of outreach clinics provided

Sanford Resources:

- Ancillary Services Manager

Goal 2: Continue development of telehealth services and capabilities to provide outreach services to patients at SVMC

Measurable Outcome:

- Number of telehealth services provided

Sanford Resources:

- Ancillary Services Manger
- CNO

Community Health Needs Assessment

Sanford Health Enterprise Implementation Strategy

FY 2014-2016 Action Plan

Priority 1: Mental Health Services – Sanford One Mind

Goal 1: Integration of behavioral health services or access to behavioral health in all 38 One Care primary clinic sites

Measurable Outcome:

- All 38 primary care clinic sites within the enterprise will have access to behavioral health services by FY 2016

Sanford Resources:

- Sanford One Care Director and Assistant
- Sanford One Care Coordinator
- Daniel Heinemann, MD
- Stephen Nelson, MD
- Core Team Clinical Skills Development Coordinators
- Core Team Traditional Culture Advisor/Cultural Diversity Liaison
- Core Team IT
- Core Team Curriculum Development Team
- One Care Development Communication Coordinator
- One Care Department Assistant
- Clinical Skills Development Team (training over 200 physicians and over 360 staff)

Goal 2: Analyze and present outcomes of the first three years of integrated behavioral health services

Measurable Outcome:

- Results are analyzed and reported to leadership during FY 2016

Sanford Resources:

- Daniel Heinemann, MD
- Stephen Nelson, MD

Priority 2: Obesity

Goal 1: Create an annual symposium/workshop for providers to address weight management and obesity

Measurable Outcome:

- CEUs are available for providers who attend the annual obesity symposium – first annual date set for April 25, 2014

Sanford Resources:

- \$10,000 budgeted
- James Mitchell, M.D.
- Linda Bartholomay, LRD
- Carrie McLeod, MBA, MS, LRD,CDE
- Luis Garcia, MD
- Chris Tiongson, MD
- Ron Wiisanen, MD
- Jo Burdick, MS, BSN
- Naomi Aufman, MS

Goal 2: Develop community classes and leverage existing resources, including dietitians, exercise physiologists, WebMD Fit Kids

Measurable Outcome:

- Classes are scheduled to address obesity and obesity prevention

Sanford Resources:

- Clinical Dietitians
- Exercise Physiologists
- Behavioral Health Team
- Bariatric Services
- Providers
- WebMD Fit Kids

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HEALTH