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

SANF☉RD
HEALTH

Dear Community Members,

Sanford Worthington 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 Worthington has set strategy to address the following community health needs:
- Youth Obesity
- Elderly
- New Americans/Immigrants

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 Worthington, 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,

Michael Hammer
CEO

Addressing the Needs in Worthington

ACCESS

Community resources addressing the need:
- Current Sanford Medical Staff recruitment plan includes additional FPs and a Medical Oncologist.
- Increased number of specialty Sanford outreaches to Worthington including Cardiology, ENT, Pulmonology, Nephrology, Neurology, Physical Medicine, Allergy, Ophthalmology and Pediatric Cardiology have been established or enhanced this last year.
- Avera Health has a similar list of specialists visiting Worthington as well.
- Telehealth strategy is currently being set up to offer additional access to specialists in hospital and clinic.

Sanford's commitment to addressing the need:
- Sanford is addressing this need through an active recruiting plan for primary providers and outreach specialty services.
- Sanford is addressing this need by providing appointment scheduling through My Chart and Sanford Same Day scheduling.
- Sanford is addressing this need by hiring a Medical Oncologist who is currently doing outreach to various communities.

ADDICTIONS

Community resources addressing the need:
- Both Narcotics Anonymous and Alcoholic Anonymous are available in Worthington.
- SWMC has a smoking cessation program to offer businesses or individuals.
- DARE program is active in Worthington Middle School.

Sanford's commitment to addressing the need:
- Sanford is addressing this need by prioritizing mental health as an enterprise implementation strategy for 2013-2016.

CANCER

Community resources addressing the need:
- Sanford Cancer Biology Research Center
- Sanford Worthington Cancer Center (Radiation Center)
- Sanford Worthington Medical Center Infusion Center (OPTIC) – chemo administration
- SWMC recruitment plan has a Medical Oncologist in this fiscal year
- 800 telephone number available to community for American Cancer Society

- Sanford telehealth strategy includes cancer and cancer treatment.
- Sanford Clinic participates in SAGE – a program to offer mammography services to women without ability to pay.

Sanford's commitment to addressing the need:
- Sanford is addressing this need through dedicated resources and experts in the field of oncology to address cancer research. Sanford provides chemotherapy through the Infusion Center.
- Sanford is addressing this need by hiring a Medical Oncologist who began practice at Sanford Worthington in March of 2013.

CHILD CARE

Community resources addressing the need:
- Will share the results with the City of Worthington, Southwest Minnesota Opportunity Council Child Resource and Referral program, and Nobles County Community Services.

Sanford's commitment to addressing the need:
- Sanford will address this need by sharing the results with the City of Worthington, Southwest Minnesota Opportunity Council Child Resource and Referral program, and Nobles County Community Services.

CHRONIC DISEASE

Community resources addressing the need:
- Sanford Medical Home

Sanford's commitment to addressing the need:
- Sanford is addressing this need by executing 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/
- Additionally, obesity is a co-morbidity of many chronic diseases and is a priority for Sanford Enterprise. The enterprise implementation strategy will address obesity.
- Sanford is addressing this need through many specialists who are currently doing outreach to Worthington.

CITY SERVICES/COUNTY SERVICES/CITY GOVERNMENT

Community resources addressing the need:
- Refer results of survey to City of Worthington and Nobles County.

Sanford's commitment to addressing the need:
- Sanford will address this need by referring the results of the survey to City of Worthington and Nobles County leadership.

COMPETITION

Community resources addressing the need:
- Joint ventures between Sanford and Avera exist for CT scan and MRI.
- Sanford and Avera provide a school nurse to Worthington District 518 school district.
- Blood that is used at SWMC comes from the joint Sanford and Avera blood bank.
- Sanford Medical Home initiative will help in the communication between Sanford and Avera regarding records.

Sanford's commitment to addressing the need:
- Sanford is addressing these concerns through many collaborative ventures with Avera. These include CT and MRI. Other initiatives include community call-in medicine, pediatrics and surgery.

DENTAL CARE

Community resources addressing the need:
- Mankato offers a free dental clinic.
- UCare does periodically provide a bus in the Worthington area for dental care.

Sanford's commitment to addressing the need:
- Sanford will address this need by sharing the concerns with city leadership.

DIABETES

Community resources addressing the need:
- The Sanford Project – to cure Type 1 Diabetes in Denny Sanford's lifetime
- Sanford Dietitians
- Sanford Medical Home
- Sanford WebMD Fit Kids
- YMCA Healthy Kids initiative
- Prairie Kids Health Club – (4th and 5th graders)

Sanford's commitment to addressing the need:
- Sanford is addressing this need by executing 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/
- Additionally, obesity is a co-morbidity of many chronic diseases and is a priority for Sanford Enterprise. The enterprise implementation strategy will address obesity.
- Sanford is addressing this need with youth and is one of our goals.

ECONOMIC SITUATION/BUSINESS COMMUNITY

Community resources addressing the need:
- Will share with the following entities:
    - City of Worthington
    - Worthington Chamber of Commerce
    - Worthington Economic Regional Development Corporation
    - Specific business listed

Sanford's commitment to addressing the need:
- Sanford will address these needs by referring the results of the survey to City of Worthington, Chamber of Commerce, Economic Regional Development Corporation, and Nobles County leadership.
- Sanford is addressing this need by continuing to be the third largest employer in Nobles County.

EDUCATION

Community resources addressing the need:
- Will share results with Worthington District 518 and Minnesota West Technical College administrations.
- District 518 has extensive ESL (limited English speaking) classes at all levels.
- HeadStart program available in Worthington.
- Early Childhood Family Education (ECFE) program available in Worthington.

Sanford's commitment to addressing the need
- Sanford will address these needs by sharing results with Worthington District 518 and Minnesota West Technical College administrations.

ELDERLY

Community resources addressing the need:
- Atrium Apartments (low income for seniors)
- Golden Horizons (Assisted Living)
- Ecumen (Assisted Living)
- Living Life Adult Day Care
- SWMC Wellness Partners (free senior healthcare)
- New Senior Center currently being built in Worthington
- Mobile Meals available through SWMC
- Senior Linkage line – 800 number for one-stop senior shopping
- YMCA – many senior health programs
- Several other private health clubs in Worthington

Sanford's commitment to addressing the need:
- Sanford will address this need by sharing this information with community leaders.
- Sanford will address this need as one of the initiatives for FY 2014-2016.

EMERGENCY CARE

Community resources addressing the need:
- Sanford Medical Home
- Sanford Acute Care and Avera Urgent Care (after hour and weekend clinics)
- My Sanford Nurse program available through SWMC ED
- Poison control hotline available
- Crisis hotline available

Sanford's commitment to addressing the need:
- Sanford is addressing this need through Health Coaches and Medical Home personnel who will engage the patient in appropriate levels of care so that the use of the Emergency Room for primary care can be decreased.

HEALTHCARE COST/INSURANCE COST

Community resources addressing the need:
- Sanford Health Care grant available to those who qualify
- Sanford and Avera after-hours and weekend clinics available
- Sanford financial counselors available
- Minnesota Medical Assistance program
- State-funded vaccination program
- Worthington Health Care Foundation funding for flu shots in the Worthington schools

Sanford's commitment to addressing the need
- Sanford is addressing this need by providing 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.

HEALTH FACTORS

Community resources addressing the need:
- Sanford nurse participates in the Sexually Healthy Youth Coalition in Worthington.
- DARE program in Worthington Middle School.
- Numerous health classes offered by Worthington District 518 school district.
- Pediatric physicals include conversations on health and sex related topics.
- Numerous churches in Worthington have active youth groups.
- Helping Hands Pregnancy Center in Worthington.
- Sanford Clinic participates in the SAGE – a program to offer mammography services to women without ability to pay.
- Two food pantries located in Worthington.
- Senior dining available in Worthington.
- Mobile Meals available in Worthington.
- District 518 school district offers reduced lunches and breakfast.

Sanford's commitment to addressing the need:
- Sanford is addressing these needs by participating in community coalitions.
- Sanford will share these concerns with public health.

HOME CARE

Community resources addressing the need:
- SWMC has home care and homemaker services available.
- Sanford Health Care grant available for Home Care Services for those who qualify.
- Six other home care agencies in the Worthington area.
- Nobles County Long Term Care consultation and elderly variance available.
- Lutheran Social Services available in Worthington.

Sanford's commitment to addressing the need:
- Sanford is addressing this need though Sanford Home Care Services.

HOUSING

Community resources addressing the need:
- Will share with City of Worthington and Worthington Housing Authority.

Sanford's commitment to addressing the need:
- Sanford will address this need by sharing the concerns with City of Worthington leadership and Worthington Housing Authority.

HEALTHY NUTRITION

Community resources addressing the need:
- Nobles County Extension offers programs and education on healthy nutrition.
- Dietitians employed by Sanford, Avera and Hy-Vee in Worthington provide individual and community education on healthy nutrition.
- Nobles County WIC program
- District 518 reduced breakfast/lunches available
- SWMC has local support group for patients who have had bariatric surgery.

Sanford's commitment to addressing the need:
- Sanford is addressing this need through the Sanford dietitians.

JUDICIAL/POLICE

Community resources addressing the need:
- Will share results with City of Worthington, City of Worthington Police, Nobles County Sheriff, and Nobles County Public Attorney.

Sanford's commitment to addressing the need:
- Sanford will address this need by sharing results with City of Worthington, City of Worthington Police, Nobles County Sheriff and Nobles County Public Attorney.

MENTAL HEALTH

Community resources addressing the need:
- Sanford One Care
- Sanford Medical Home allows for recruitment of one clinical psychologist and one clinical social worker this fiscal year.
- Sanford telehealth strategy includes making mental health professionals available in Worthington.
- Avera has one employed psychologist and one employed behavioral health nurse practitioner.
- SouthWest Mental Health Center (SWMHC) is a county consortium of mental health providers with offices and services available in Worthington.
- Crisis team available through SWMHC.
- Prairie Rose Counseling Service available in Worthington (private company).

Sanford's commitment to addressing the need:
- Sanford is addressing this need by choosing mental health as an enterprise implementation strategy to address the need.

NEW AMERICANS/IMMIGRANTS

Community resources addressing the need:
- Refer survey results to Nobles County Attorney, Nobles Public Health, and Legal Aid.
- SWMC and Sanford Clinic have a professional agency for interpreters (ARCH).
- Avera Clinic has employed interpreters.
- Worthington has local Community Connectors program to assist new residents of basic needs in Worthington.
- District 518 School District has many programs for non or limited English speaking students and parents (e.g. ESL).
- Sanford Clinic physician serves as Civil Surgeon for Nobles County.
- Sanford and Avera clinics have some bilingual physicians.
- Local churches offer many programs and services for the different nationalities represented in Worthington.

Sanford's commitment to addressing the need:
- Sanford is addressing this need and has determined this as a priority. Sanford has developed an implementation strategy to further address the need.

NURSING HOMES

Community resources addressing the need:
- Crossroads Care Center and South Shore Care Center are located in Worthington.
- 17 other nursing homes located within 45 minutes of Worthington.
- Nobles County Long Term Care consultation and elderly variance available.
- Minnesota Medical Assistance available for those that qualify.

Sanford's commitment to addressing the need:
- Sanford will address this need by sharing the concerns with the SD Long Term Care Association.

OBESITY

Community resources addressing the need:
- Dietitians available in Sanford and Avera clinics
- Sanford WebMD Fit Kids
- Sanford Medical Home
- YMCA Healthy Kids initiative
- Prairie Kids Health Club – (4th and 5th graders)
- Diabetic education available in Sanford and Avera clinics
- Minnesota Extension office offers nutrition programs
- District 518 health programs and classes offered

Sanford's commitment to addressing the need:
- Sanford is addressing this need by choosing obesity as an enterprise implementation strategy to address the need as well as making it a priority for Worthington Medical Center.

PHYSICAL ACTIVITY

Community resources addressing the need:
- Refer survey results to City of Worthington and Nobles County
- Sanford WebMD Fit Kids
- New YMCA in Worthington
- Summer recreational program for kids is run by the YMCA – offers many different choices
- City and Nobles County have expanded the bike trails in Worthington and Nobles County
- City parks have all been re-done with new playground equipment for children
- Several private fitness centers in Worthington

Sanford's commitment to addressing the need:
- Sanford will address this need by sharing survey results with the City of Worthington and Nobles County.

PHYSICIANS

Community resources addressing the need:
- Sanford and Avera continue to recruit physicians to Worthington through their respective recruitment plans.
- Sanford Medical Home
- Sanford telehealth Strategy for specialists is in the implementation stages.

Sanford's commitment to addressing the need:
- Sanford is addressing this need through an active recruiting plan for primary care providers and outreach specialty services

POLLUTION

Community resources addressing the need:
- Will share with the City of Worthington and Nobles County Commissioners

Sanford's commitment to addressing the need:
- Sanford will address this need by sharing with the City of Worthington and Nobles County Commissioners.

POVERTY

Community resources addressing the need:
- Sanford Health Care grant is available for those who qualify.
- Sanford financial counselors available to help with payments and methods of payments.
- Will share results with Nobles County Family Services and Public Health.
- Love Inc. is available and is a consortium of support from local churches to help those in need in the Worthington community.
- Salvation Army support is available in Worthington.
- Two local food shelves are located in Worthington.
- Many church support groups available for those in need.

Sanford's commitment to addressing the need:
- Sanford will address this need by sharing survey results with Nobles County Family Services and Public Health.

PREVENTION SERVICES

Community resources addressing the need:
- School physical requirements completed by Sanford and Avera physicians
- Sanford Medical Home
- Sanford Dietitians
- SWMC Wellness Partners for seniors is available in Worthington (4 locations), Fulda and Lakefield
- Family planning available in Worthington
- DARE program in Middle School
- Sanford Clinic participates in SAGE – a program to offer mammography services to women without ability to pay

Sanford's commitment to addressing the need:
- Sanford is addressing this need through numerous prevention services including:
  - School physicals
  - Medical Home
  - Dietitians
  - Wellness Partners
  - SAGE for mammography
  - Sanford Clinic

- Sanford will address this need by sharing these concerns with public health.

SUBSTANCE ABUSE

Community resources addressing the need:
- Sanford One Care
- Sanford Medical Home
- DARE program in Middle School
- Narcotics Anonymous and Alcoholics Anonymous are available in Worthington
- SWMC smoking cessation program available for individuals and/or businesses
- Woodstock offers programs for substance abuse

Sanford's commitment to addressing the need:
- Sanford is addressing this need by prioritizing mental health as an enterprise implementation strategy for 2013-2016.

TRAFFIC/CITY INFRASTRUCTURE

Community resources addressing the need:
- Will share results with City of Worthington Police and Nobles County Sheriff departments.
- 55-Alive driving program offered routinely to seniors in the Worthington area.

Sanford's commitment to addressing the need:
- Sanford will address this need by sharing results with City of Worthington Police and Nobles County Sheriff departments.

TRANSPORTATION

Community resources addressing the need:
- Will share results with City of Worthington and Nobles County Commissioners.
- Heartland Express is a county run transportation program and available in Worthington.
- Worthington Taxi Service is a private company in Worthington.
- Medi-Van is a private company that offers medical transportation in the Worthington area.
- Peoples Express offers transportation in the Worthington area.
- MN managed care provides reimbursement for transportation.

Sanford's commitment to addressing the need:
- Sanford will address this need by sharing results with City of Worthington and Nobles County Commissioners.

YOUTH

Community resources addressing the need:
- Sanford One Care
- Sanford WebMD Fit Kids
- School physical for children involves conversation with their Sanford or Avera pediatricians on many of these subjects.
- Sanford nurse on Sexually Healthy Youth Coalition in Worthington.
- Sanford's Family First (a program for new or high risk moms) available in Worthington.

- DARE program in Middle School
- Local churches have many active youth programs.
- Schools do some testing at various ages for hearing and vision.
- Will refer survey results to District 518 School District administration.

Sanford's commitment to addressing the need:
- Sanford has addressed this need by prioritizing mental health and obesity as enterprise implementation strategies for 2013-2016.
- Sanford will address this need by sharing survey results to District 518 School District administration and public health.
- Sanford is addressing this need by making this one of the initiatives for FY 2014-2016.

SANFORD SPECIFIC

Community resources addressing the need:
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Sanford's commitment to addressing the need:
- Sanford is addressing this need by providing charity care through the Community Care program and continues to provide resources and monitoring of access for healthcare. Additionally, there is a discounted fee is available to patients who qualify.
- Sanford is addressing this need by working with Avera through community coalitions such as joint ventures and community call.
- Sanford is addressing this need through an active recruiting and retention plan for providers.
- Sanford is addressing this need by choosing mental health as an enterprise implementation strategy to address the need.
- Sanford is addressing this need through same day scheduling.

10/18/13

Sanford Worthington Community Health Needs Assessment

Implementation Strategy

FY 2014-2016 Action Plan

Priority 1: Obesity

Goal 1: Establish a youth program (K-4) that will involve District 518, YMCA, and local Sanford Worthington Clinic pediatricians and staff. Program is to be implemented in spring 2013. Action plans include focusing on kids with BMI above a certain percentage. Program to include physical activity for the kids as well as an educational component for parents. Curriculum is currently being developed. Review of program will occur with changes implemented, if any, for school year 2013-14.

   Measurable Outcome:
   - Program is established and implemented during spring 2013 with ongoing evaluation

   Sanford Resources:
   - Pediatricians
   - Clinic staff

Priority 2: Elderly Services

Goal 1: Review and define the socio-economic-health status of the elderly in the community and develop an implementation strategy in FY 15 on need or needs identified. Actions include releasing summary of survey data to agencies that participated in the primary source community survey in first quarter FY 14.

   Measurable Outcome:
   - An assessment regarding the state of the elderly in Worthington is complete by FY 14 and data is shared with area agencies

   Sanford Resources:
   - Executive Team
   - Area agencies

Goal 2: Identify agencies within the community and begin the assessment of elderly status. Agencies may include Nobles County Public Health, nursing homes, City of Worthington, and Sanford Health. Others will be invited as identified.

    Measurable Outcome:
- Agencies will be identified to begin a deeper assessment of the elderly status by FY 15

    Sanford Resources:
- Sanford leadership

Priority 3: New Americans

Goal 1: Increase SWMC and Sanford Worthington Clinic providers and staff awareness to the various cultures and nationalities currently in the SWMC market area as they affect the delivery of healthcare to these groups of community members

    Measurable Outcome:
- Sanford Worthington CNO is participating in the Blandin Foundation Leadership in Ethnically Diverse Communities

    Sanford Resources:
- Sanford leadership

Goal 2: Actions include creating periodic education and competencies for all staff on the various cultures in the Worthington area. Focus will be given to those cultures with the largest population base in our market area.

    Measurable Outcome:
- Cultural competency education is developed and presented to staff

    Sanford Resources:
- Sanford leadership

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