

CHI Oakes Hospital Oakes, North Dakota

Community Health Needs Assessment Implementation Plan 2016



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Priority: High cost of health care

Objective/Strategy

- Address high cost of care/inability to afford out-of-pocket expenses, such as co-pays and deductibles.
- Continued diligence in providing financial assistance to the uninsured and underinsured as a vital part of our healing ministry. Provide assistance with application for services that these patients may not be aware of or know how to pursue.
- Maintain high quality of care by pursuing alternate methods of funding, i.e., grants and utilization of Foundation funds as available

Tactics (How)

- Work with Patient Access staff to help identify financial needs and refer them to coordinator who will facilitate application for potential healthcare coverage or financial assistance.
- Continue to promote our Foundation as a means to meet operational and capital needs of the hospital outside of funds from current operations.

Programs/Resources to Commit

- Additional education to all staff on stewardship and financial assistance opportunities.

Impact of Programs/Resources on Health Need

- Additional help for vulnerable families who may otherwise forego needed medical assistance.
- Revenue Stream to the Foundation at CHIOH to fund expenses related to the healing ministry.

Accountable Parties

- Julie Entzminger, CHIOH Foundation Director/Human Resources
- Becki Thompson, Market President
- Arlyne Buro, Patient Access Manager
- Patient Access/Financial Assistance staff

Partnerships/Collaboration

- Conifer Health Solutions – Patient Access Staff

Priority: Mental health – Adults & Children

Objective/Strategy

- To provide increased awareness of needs and expand mental health resources for patients in our ministry area.

Tactics (How)

- Expand relationship with Avera e-Emergency group to assist in placements of patients needing inpatient behavioral health services.
- Work with Dr. Lopez and Telepsych group to provide inpatient placements, outpatient clinical services, education and awareness of resources available.
- Potential expansion of counseling services through existing agencies or local schools

Programs/Resources to Commit

- Telepsych system will largely be covered by grant funds coordinated by Catholic Health Initiatives
- Additional education to providers in hospital and clinic
- Establishment of outpatient services in the clinic
- Promotion of outpatient service availability

Impact of Programs/Resources on Health Need

- Increased traffic to clinic inside hospital, and additional services provided through this program. Allows area residents access to needed services without the expense, time and energy to travel out of town. It also creates an economic impact on community with more patients visiting Oakes and the retail area.
- Included with this priority will be the concerns related to alcohol and drug use and abuse.

Accountable Parties

- April Albertson, Clinic Director
- Becki Thompson, Market President
- Kim Ketterling, VP of Patient Care Services

Partnerships/Collaboration

- Dr. Lopez and Telepsych staff
- Avera e-Emergency staff
- Oakes Public School counselors & administration

Priority: Cancer

Reason for Not Responding to This Priority

- CHIOH does have chemotherapy and infusion therapy available but there are few oncologists that have time to serve a small rural critical access hospital. We do have the ability of working with cancer specialists within a tri-state area to provide chemotherapy and infusion therapy locally. We will also continue to offer cancer screenings, mammography and promotion of early detection with services offered at our facility.

Priority: Alcohol and substance abuse

Reason for Not Responding to This Priority

- Alcohol and substance abuse would be included in the mental health priority and will not be addressed as a separate priority.

Priority: Maintaining enough health care & EMS workers

Objective/Strategy

- Ensure that we continue to have sufficient professionally trained staff to offer the services that are currently a part of our ministry.

Tactics (How)

- Monitor employee satisfaction of current staff
- Work with universities in our area that train healthcare workers – participate in internships, job shadowing and opportunities to build relationships with potential future employees
- Support other healthcare facilities and EMS to promote continuance of a wide variety of services available in our area
- Attend school job fairs to promote healthcare
- Encourage job shadowing in the facility
- Continue to provide scholarship opportunities for those pursuing healthcare
- Continue educational assistance programs for current staff

Programs/Resources to Commit

- Current staff time to provide educational opportunities to students
- Promotion of our facility throughout the region as a workplace of choice

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Impact of Programs/Resources on Health Need

- Successful retention and recruitment of staff will allow us to take care of the aging population in our service area

Accountable Parties

- Julie Entzminger, CHIOH Foundation Director/Human Resources
- Becki Thompson, Market President
- CHIOH Department Managers & Administrative Team

Partnerships/Collaboration

- Oakes Ambulance Service
- Oakes Good Samaritan Society
- Job Service North Dakota
- Area universities offering training in medical professions

Priority: Aging population/lack of health care resources in the future

Reason for Not Responding to This Priority

- The local Good Samaritan Society nursing home has beds available, along with beds here at the hospital for swing bed care, all available 24/7 for the aging population. No further improvements are warranted with these services currently available. The priority of maintaining adequate staff to provide these services is, however, an ongoing concern. In addressing that priority, we will help sustain needed resources for our aging population.

Priority: Financial viability of the hospital

Reason for Not Responding to This Priority

- CHIOH is currently a part of Catholic Health Initiatives which provides the opportunity for large group purchases and services that would otherwise be unavailable to a small facility. Expenses, productivity and good stewardship will remain a top priority to ensure long term financial viability of our facility. Opportunities to expand service lines and revenue will continually be pursued.

Priority: Obesity

Objective/Strategy

- Enhanced care for obesity.
- Develop additional education within our clinic for weight loss.
- Continue to promote healthy living and weight maintenance within our own staff as well.

Tactics (How)

- Upgrade website to include marketing of programs and services available for obesity and diabetes.
- Promotion of services through front-line registration staff.
- Communicate services offered at CHIOH through existing and new community marketing.

Programs/Resources to Commit

- Provide communication materials for education and training of patients.
- Additional education to front-line registration staff.
- Existing outreach activities as well as possibly additional hours for current Dietitian position for this purpose.

Impact of Programs/Resources on Health Need

- Increased traffic to hospital, and additional free care/services provided through this program.
- Through health care reform and insurance exchanges, expectation of a decrease in obesity and diabetes health related issues.

Accountable Parties

- CHI Oakes Hospital Clinic providers
- Barb Erlandson, RD (Dietitian)
- Monica Ptacek, RN (Wellness Representative)
- April Albertson, Clinic Director

Partnerships/Collaboration

- Blue Cross/Blue Shield of ND for wellness grant opportunities.
- Fargo Medical Weight Loss Clinic or similar program

Priority: Focus on wellness/prevention of disease – availability of exercise facilities

Objective/Strategy

- To provide increased awareness and promotion of healthy eating and exercise habits, good lifestyle choices and overall wellness.

Tactics (How)

- Provide awareness of resources that are available to assist in pursuing a healthier lifestyle and improved overall health.
- Work with Tornado Watch backpack program to provide healthy food to families in need
- Work with Bountiful Baskets food cooperative to promote use of fresh fruits and vegetables at reduced cost

Programs/Resources to Commit

- Additional education to providers in hospital and clinic
- Promotion of local fitness center – assistance with grant opportunities as possible
- Provide information on locally available healthy food choices at reasonable costs

Impact of Programs/Resources on Health Need

- Healthier lifestyle choices will have an impact on the overall health of our community
- Improved health of the community will reduce the need for medical treatments and lower costs

Accountable Parties

- April Albertson, Clinic Director
- Becki Thompson, Market President
- Kim Ketterling, VP of Patient Care Services
- Monica Ptacek, RN, Wellness coordinator

Partnerships/Collaboration

- Ryan Lagodinski, Owner – “The Jim” fitness center
- Rhonda Lovelace, coordinator, Bountiful Baskets food cooperative
- Oakes Public School Tornado Watch program

Priority: Domestic violence and child abuse

Reason for Not Responding to This Priority

- This priority is currently being addressed through the Violence Prevention Coalition group in partnership with other CHI facilities with grant funding from the CHI Mission & Ministry fund. We will continue to support those efforts through education, training of medical and community personnel dealing with at risk populations, and assistance in other areas as possible. It will not be addressed as a separate priority for this implementation plan.

Priority: Crime and community violence

Reason for Not Responding to This Priority

- Crime and community violence is not within the scope of our work as a hospital and no resources are available to go outside the current mission. We will, however, continue to collaborate with local law enforcement to support their efforts in reducing these incidents.

Priority: Heart Disease

Reason for Not Responding to This Priority

- Our hospital currently has a visiting cardiologist once/month and offers cardiac stress testing for patients. No further resources are being committed to heart disease in our facility at this time.
- Cardiac rehabilitation is already offered in our community.
- Local ambulance service is pursuing Cardiac Community designation.

Priority: Lack of affordable housing and Assisted Living facilities

Reason for Not Responding to This Priority

- Affordable housing is not within the scope of our work as a hospital and no resources are available to go outside the current mission.

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