

# **2022 Implementation Strategy**



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## Introduction - BOARD ACTION

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The Community Health Needs Assessment (CHNA) and Implementation Strategy are federal requirements for hospitals to retain non-profit status once every three taxable years. Sioux Center Health developed a CHNA report which was approved by the Board of Directors in June 2022. The process also includes the development and approval of an implementation strategy to address the prioritized needs from the CHNA. This plan will be presented for approval at the November 2022 Executive Board of Directors' meeting.

## Community Health Priorities

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While Sioux County has numerous positive attributes and scores well in the county health rankings for Iowa, there are several well-defined areas of prioritized need that the hospital plans to address based on our findings from the community health needs assessment. For the purpose of this assessment, a health need includes requisites for the improvement or maintenance of health status in both the community at large or in a particular part of the community, such as a specific group experiencing disparities. Requisites for improvements or maintenance of health status also include underlying factors that influence health such as transportation or housing.

### Summary of Health Needs

The following prioritized health needs were identified for all Sioux County with the collaborative:

1. Mental Health
2. Social Determinates of Health – Ongoing Assessing and Addressing
3. Heart Disease – Prevention
4. Health Care Access

Using the above identified areas and focusing on the needs of the community, Sioux Center Health decided on the following focus areas for the next three years. The four that were chosen are:

1. Mental Health
2. Social Determinates of Health – Ongoing Assessing and Addressing
3. Heart Disease - Prevention
4. Health Care Access

## Strategies for Identified Needs

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### Mental Health

#### *Description of the issue*

Mental health services across the age continuum were cited as a pressing need by all CHNA focus groups. Specific needs identified include increased numbers of providers, providers who could deliver services in Spanish, more support groups for caregivers and those suffering from chronic diseases, entry points for care, care for those with co-occurring medical, substance use and mental health needs, and the need to reduce stigma for seeking help.

#### *Action*

Sioux Center Health will provide 24/7 coverage as a resource for those patients needing mental health services. Sioux Center Health will utilize contractual telehealth behavioral services, which have 24-hour behavioral assessments using a video camera. These services provide us with knowledge of available inpatient resources and makes calls to behavioral health facilities to help

find placement, should a patient need further treatment.

Sioux Center Health will continue to build behavioral health programming within our medical clinics. Our Licensed Outpatient Therapists in combination with our Psychiatric-Mental Health Nurse Practitioner will work with individuals and families to meet their life-long goals and achieve their emotional well-being. We offer medically managed treatment plans for all ages: children, adolescents, and adults.

Sioux Center Health will also utilize the mental health resources in Sioux City, Sioux Falls and surrounding areas for those adolescent patients who are requiring inpatient care for mental health needs and detox/treatment.

Sioux Center Health has established relationships with local/area mental health agencies and will continue to utilize their services where appropriate.

Ongoing staff training in recognizing signs and/or treatment of mental health concerns will be provided.

## Social Determinates of Health - Ongoing Assessing and Addressing

### *Description of the issue*

Social determinants of health refer to underlying conditions that influence health including the built environment, education, health care access, community context, and socioeconomic status. Focus group participants noted the need for ongoing assessment and addressing social determinants of health. This type of assessment can occur at both the community and individual level and strategies for addressing them are similarly both at the community and individual level.

Potential resources to address the issue

- Care coordination resources in health care systems and at Community Health Partners
- Unite Us referral platform

### *Action*

Sioux Center Health provides a bilingual Care Coordinator to ensure education for how to navigate the health care system, including financial assistance and programs. Financial counselors on staff at Sioux Center Health to address financial aspects of health care with patients. Sioux Center Health provides on-site certified medical interpreters to provide fluid, transparent, and accurate communication. Our interpreter services are provided free of charge to the individuals being served available during clinic hours on weekdays and provide 24-hour video remote interpretation using healthcare appropriate remote audio and visual language service providers.

Sioux Center supports All Kids Can, an organization whose mission is to make healthy living activities accessible to children of all ages through monetary assistance and to provide consistent support and encouragement along the way.

## Heart Disease - Prevention

### *Description of the issue*

Heart disease is a term that refers to several heart conditions, the most common of which is coronary artery disease, which can lead to heart attack. Other types include heart rhythm problems, heart valve diseases, and heart muscle diseases. Risk factors for heart disease include high blood pressures, high cholesterol, and smoking. Although heart disease itself was not identified as a specific theme in the stakeholder groups, it was mentioned as a key reason for including obesity prevention, physical activity, and nutrition as a priority issue. In other words, preventing cardiovascular disease is one of the drivers for addressing physical activity and nutrition. The prioritization team specifically identified issues related to awareness of heart disease as a leading cause of death and the need for prevention messaging related to heart disease, especially for women.

Existing programs that address obesity, physical activity, and nutrition can be connected more broadly to heart disease. These resources include Prevent Diabetes Northwest Iowa, Healthy Sioux County's 5-2-1-0 activities and outreach, and community education activities. Additionally, all county health care organizations regularly provide heart disease and heart health messaging in February.

### *Action*

Sioux Center Trails Council is actively developing new trails, Sioux Center Health has worked closely with this community group and has a representative that sits on this committee to provide valuable input. Sioux Center Health is a partner for Siouxperman Triathlon, Harvest Half Marathon and 10k run, and Healthy Hero's Family Fun 5k run, 2k run, family fun walk, and community health fair.

Sioux Center Health employs a diabetic educator, a registered dietician, and pharmacist who work with patients and community members to manage obesity related issues and provide education surrounding effective weight management and the associated health benefits.

## Health Care Access

### *Description of the issue*

Access to health care is a determinant of health that impacts the ability to detect and treat illness and other health conditions. Access can be related to both the availability of health care services and the ability of people to connect to those services, which may include convenience and affordability.

Stakeholder groups and the survey respondents identified healthcare staff as an important need related to access to health care. Service availability is limited when there is not adequate staff for facilities. This is especially noted in the area of nursing facilities in the county. Other areas noted were specialty care, financial aspects, creating a welcoming and friendly environment for patients including minority groups, and improving healthcare funding and financing access.

Resources and programs available in Sioux County to address this issue include bilingual staff within the health care systems, existing programs for enrollment into insurance programs, care coordination programs, and recruiting incentives.

***Action***

Sioux Center Health ensures a healthcare provider at each of its locations. Medical providers from Sioux Center Health visit Crown Pointe Estates (independent, assisted, and care center) on a regular basis, as well as Hillcrest. Sioux Center Health provides translation services through in-person interpreters. Financial counselors on staff at Sioux Center Health to address financial aspects of health care with patients.

Sioux Center Health continues to evaluate the needs of our communities and continues to hire or contract with additional providers as necessary. Sioux Center Health has also increased access to care through the addition of a Same Day Primary Care Clinic staffed by Advance Practice Providers. This clinic helps create additional access to healthcare providers in a timely manner.

### **Needs Not Being Addressed and Why**

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While each of the health needs identified is important for overall community health, two additional health needs that came up during the assessment were substance use/abuse and dental services for Medicaid. Thanks to several partnerships in Sioux County, a county-wide Health Improvement Planning group has been established and has sub-groups currently working on these two areas. Sioux Center Health is well represented in this group.