

Community Health Needs Assessment 2015



WEST RIVER HEALTH SERVICES

Our Mission

The mission of West River Health Services is to provide comprehensive health & wellness services to the residents and visitors of the region.

Our Values

Excellence in practice,
Innovation in service,
Compassion for the people we serve, and
Respect for one another.

Our Motto

Quality First.

SUMMARY OF UPDATED NEEDS ASSESSMENT AND GOALS WITH IMPLEMENTATION STRATEGIES

Overview and Purpose of Community Health Plan

Nonprofit hospitals are required to complete community health needs assessment and develop an implementation plan for addressing selected identified needs as a condition of their nonprofit status.

However, this is now a requirement; West River Health Services (WRHS) has had a long history of assessing community health needs and developing strategies to address those needs.

Important in this effort is the opportunity to collectively as providers of health care and related services in the community address selected community needs and explore the potential for partnership relationships that will enhance the ability to address the identified needs.

In 2012, WRHS completed a comprehensive needs assessment through The Office of Rural Health at the University of North Dakota. Needs were assessed through a variety of ways:

1. A broadly distributed survey for feedback from area consumers and residents
2. Health professionals who work at WRHS provided input through a similar survey
3. Community leaders representing the broad interest of the community took part in one-on-one key informant interviews
4. Members of the health system's board of directors participated in a focus group
5. A wide range of secondary sources of data were examined, providing information on a multitude of measures including demographics, health conditions, indicators and outcomes, rates of preventative measures, rates of disease and at-risk activities.

The document reporting all of this information is available online at the WRHS website.

Updated Demographic Profile of the Market Area

The Primary Market Area for West River Health Services was described in the initial document. The primary market area consists of the Counties of Adams, Hettinger and Bowman in North Dakota and Harding and Perkins in South Dakota. Updated demographics provided in the attachment.

The North Dakota portion of the Market Area is showing significant growth. The area is projected to lose population in the 45 – 64 age population.

The South Dakota portion of the Market Area is showing growth that is more modest and nearly all of that growth in is the 65 and older population. The area is projected to lose population in the 45 – 64 age population.

Development of Updated Community Health Needs Assessment and Implementation Plan

In 2014, Health Planning & Management Resources, Inc. (HP & MR) was engaged to update the needs assessment and assist in development of a collaborative implementation plan. Core data such as demographics and health status have not changed. To update that needs assessment, in addition to examining the results of the 2012 assessment, HP & MR staff met with groups of persons in the community to address the following.

- Identification of the most significant health problems for various population cohorts, e.g., children, elderly, etc.
- Resources available to address those health problems
- Resources that are not available but needed to address those health problems
- Public awareness and commitment to healthy lifestyles
- Ideas regarding what WRHS could do to address improving lifestyles

Groups that participated in the discussions included the following:

- Boards of Directors of the Health System
- Independent health providers including massage therapy, chiropractic, and dentistry
- Emergency Medical System (EMS) personnel
- Exercise and fitness providers
- Mental health services providers
- Hospice services and home care providers
- Quality management personnel
- Economic development leaders
- Long term care providers
- Primary care providers
- Political leaders
- Education representatives
- Public health and social services providers
- Clergy representatives
- Pharmacists

Summary of Needs Assessment Update

Top items that were identified in the 2012 Needs Assessment included the following:

- Add doctors
- Prepare for “Oil Patch”
- Add mental health services

WRHS has added primary care physicians and midlevel providers (e.g., physician assistant, nurse practitioners, counselors, etc.), and continues to recruit additional primary care providers as well as visiting physician specialists. This remains a top agenda item for WRHS. Persons participating in the discussion groups acknowledged that the availability of primary care providers have significantly improved.

Preparation for the “Oil Patch” remains high on the agenda for discussion and is on the agenda for further discussion.

WRHS added a mental health provider, which has been a significant benefit for the community. However, additional mental health services are needed, and this is on the agenda for further discussion.

Key areas that were identified in the group discussions include the following. A number of participants and represent themes that occurred identified these areas.

- Mental health remains a high priority need. The following were identified:
 - Need for psychiatrists for medication prescription.
 - Need for a PhD psychologist who can do evaluations and be reimbursed
 - Chemical dependency is an increasing problem, the drugs that are surfacing, much due to the oil field increases, include LSD and heroin
 - Need more capacity for basic counseling, schedule now is out several months and when persons are in crisis they need immediate attention
 - The Life Solutions team meets quarterly, and is a significant step in integrative health planning and includes mental health; this should continue and grow

- The pediatric population is a high priority to address and includes a number of items including the following.
 - Some feelings that the pediatricians are not being as effectively as they could be and are underused
 - Obesity issues with children will become lifelong problems unless something is done
 - Vaccinations or the lack there of are becoming a problem, particularly with so many children home schooled, as well as so many children showing up with no records etc. because parent is employed in the oil fields
 - Asthma and allergies are a significant problem
 - The internet is being used as a babysitter for younger children, and they do not engage in physical activity and play with other children which would be much healthier for them; parents capitulate to the fact that the child's friends can spend the time that they do on the internet
 - Many problems stem from the fact that parents lack parenting skills and need assistance
 - Teens need something meaningful to do in the community to stay out of trouble; need a gathering place and planned activities
 - Significant need for quality child care

- Bullying in the schools is “pushed under the rug”
- The elderly have significant core services but are lacking in some areas.
 - Need housing and assisted living; existing assisted living is always full
 - Price of medications is getting prohibitive for many seniors
 - If a person has Alzheimer’s and needs care, he/she will have to go out of town
- The entire community needs to address “healthy lifestyles” and includes the following
 - Healthy eating and the availability of good choices at the grocery store
 - Commitment to exercise
 - Need a community center for a focal point for the community
 - WRHS funding of a staff person for Community Wellness Coordinator is a very important step
- Preparation for the “oil patch”, which is already on our doorsteps; though much of the above addresses this influx of population, the following are important to note
 - Particular challenge for the health care providers because they come with no records, no information, and need for medication
 - Transient nature of the population makes it difficult to integrate them into the community
 - Children in particular suffer with this instability in lifestyle
 - Belief that crime has increased because of outside persons moving into the community with different lifestyles and different habits
- Health care providers
 - Concern about the aging of the dental providers and whether dental care will remain in the community
 - Need dialysis
 - Need someone specializing in asthma and allergies (new provider does this)
 - Need hospice care that is paid for through Medicare
 - Need options for less invasive surgery (new provider does this)
 - Support groups, e.g., cancer
- Effective chronic disease management
 - Takes “teams” to address
 - Will provide financial benefits to the patient as well as the health care system if there is better management

Goals and Implementation Strategies

Mental Health

Goal:

To have a comprehensive range of mental health services available to persons in our market area.

Implementation Strategies:

- (1) Continue evaluation of the potential for adding another counselor on staff based on the case load and ability to respond in a timely fashion, including potential for adding Ph.D. psychologist who can do evaluations
- (2) Explore options for telepsychiatry for consultation including medication prescriptions
- (3) Continue work of the Life Solutions team integrative health planning process.

Measurement of Outcomes: Addition of psychologist if need documented, telepsychiatry for use, continued engagement of the Life Solutions team

Pediatrics

Goal:

To provide integrated pediatric services to the pediatric population through collaborative efforts of all providers

Implementation Strategies:

- (1) To make optimal use of pediatrician for consultation and education with other providers and with the community
- (2) Work collaboratively with the school system to provide ongoing health education and promote programs for healthy living, e.g., school newsletter, presentation to classes, etc.

- (3) To determine best options for communicating health and wellness information to parents who home school their children.
- (4) To implement strategies for increasing the percent of children who are vaccinated appropriately
- (5) Continue to participate in the joint community planning for the development of quality child care services

Measurement of Outcomes: Growth in use of pediatrician consultations, increase in use of school newsletter, presentations to classes documented

Elderly Services

Goal:

To have a full continuum of services and living options for seniors in our community.

Implementation Strategies:

- (1) Achieve stability in the operation of the Care Center (nursing home) related to financial performance and in State surveys
- (2) When stability achieved, to consider building a replacement Care Center and an Alzheimer's unit.
- (3) To develop Alzheimer's/dementia care in either the Care Center skilled or basic care beds

Measurement of Outcomes: Achievement of necessary financial performance for stability, long term – development of new Care Center and Alzheimer's Unit

Healthy Lifestyles for the Community

Goal:

Through ongoing community integrated efforts, increase the community's commitment to healthy lifestyles

Implementation Strategies:

- (1) To continue participation in community efforts to create a community center for a focal point
- (2) To work with the school system to publicize the availability of the pool at the school for community use
- (3) To provide tools for healthy living, e.g., cooking classes in cooperation with the grocery store
- (4) Continue funding for the staff person for the Community Wellness Coordinator

Measurement of Outcomes: Community Center developed, increase use of pool, completion of cooking classes for healthy living, maintenance of position of Community Wellness Coordinator

Health Issues Related to the Oil Patch Population

No strategies were developed. The transient nature of this population makes it very difficult for health care providers.

Access to Healthcare Providers

Goal:

To bring as many provider resources as staff availability and financial resources are available to provide services locally rather than residents having to travel long distances for care and service

Implementation Strategies

- (1) Ensure ongoing access to health care providers through monitoring ongoing health care needs and working to recruit needed providers
- (2) Continue recruitment of a minimally invasive surgeon to do surgery locally

Measurement of Outcomes: Responsive to needs identified; minimally invasive surgeon practices in the community

Goal:

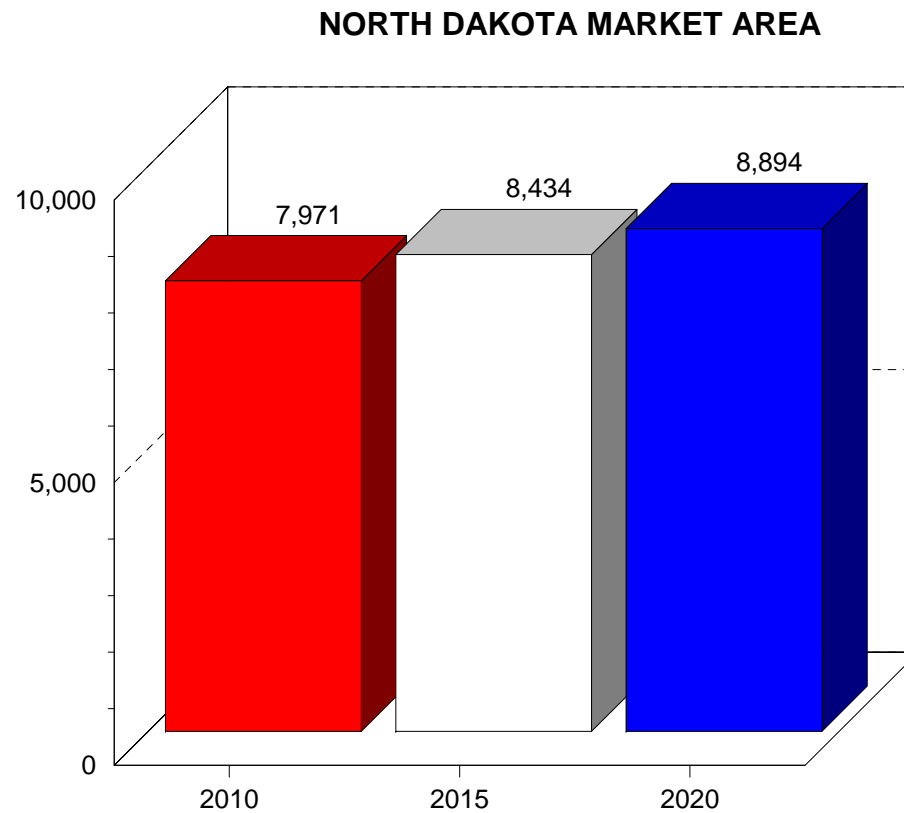
Continue to acquire and gain access to medical technology needed to provide high-level quality of care for the market

Implementation Strategies

- (1) Continue to monitor needs of providers maintaining a medical technology equipment plan and priorities

Measurement of Outcomes: Continually updated technology acquisition plan, implementation of plan on an ongoing basis.

TOTAL POPULATION FOR THE NORTH DAKOTA MARKET AREA WEST RIVER HEALTH SERVICES, HETTINGER, NORTH DAKOTA 2010, 2015 AND 2020

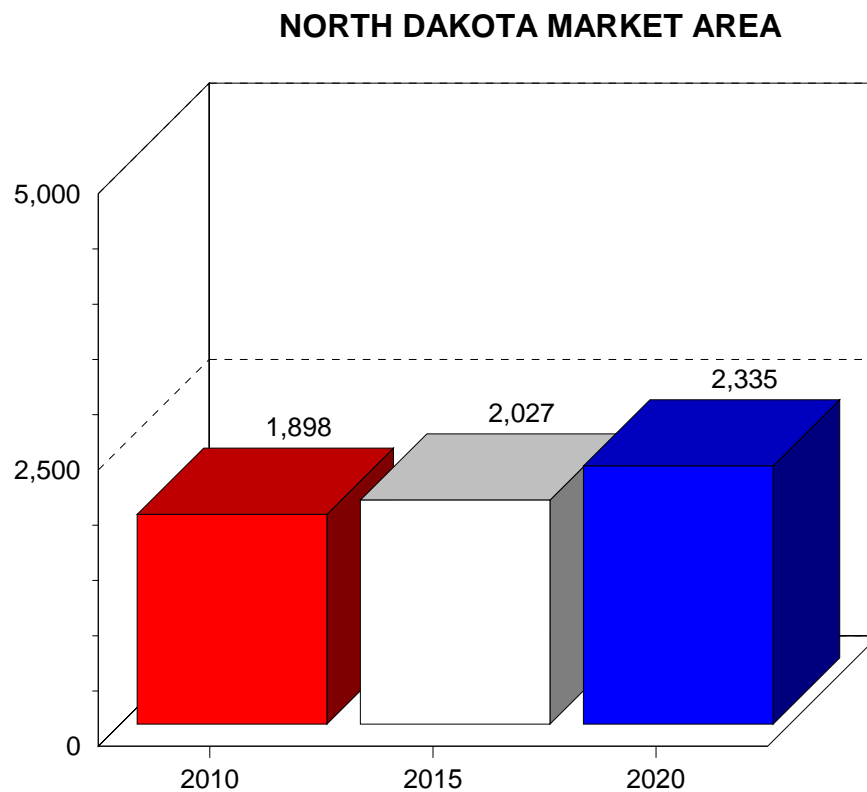


Source: Claritas, Inc.



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TOTAL SENIOR POPULATION 65+ FOR THE NORTH DAKOTA MARKET AREA WEST RIVER HEALTH SERVICES, HETTINGER, NORTH DAKOTA 2010, 2015 AND 2020

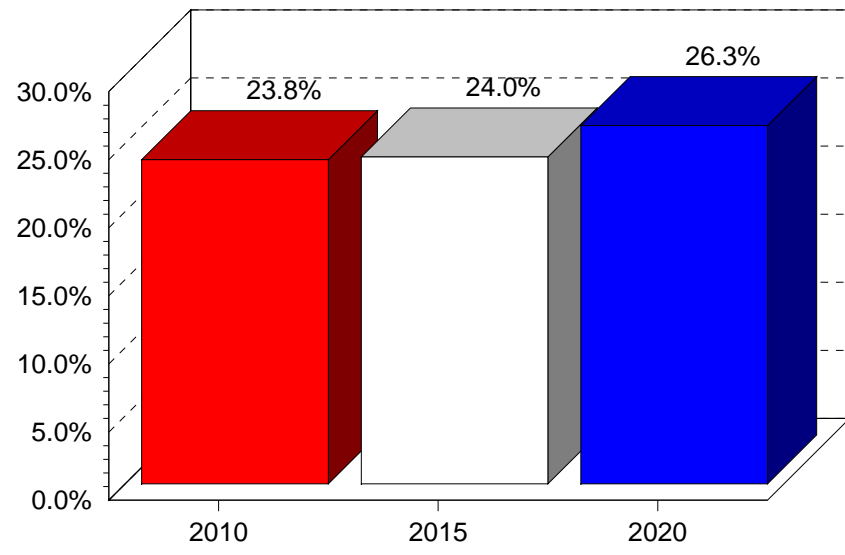


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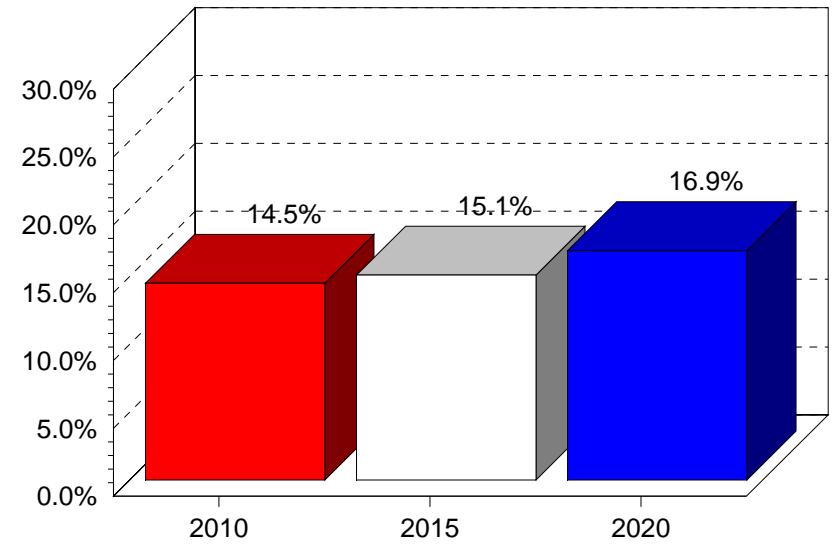


SENIOR POPULATION 65+ AS A PERCENT OF THE TOTAL POPULATION NORTH DAKOTA MARKET AREA AND THE STATE OF NORTH DAKOTA WEST RIVER HEALTH SERVICES, HETTINGER, NORTH DAKOTA 2010, 2015 AND 2020

NORTH DAKOTA MARKET AREA



STATE OF NORTH DAKOTA

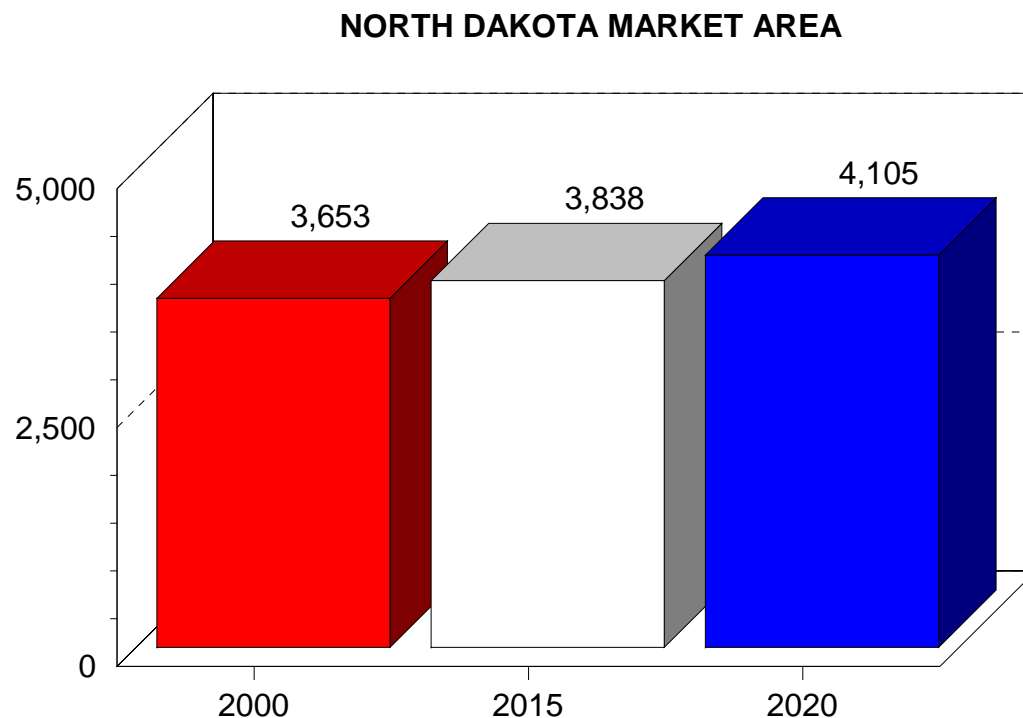


Source: Claritas, Inc.



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TOTAL NUMBER OF HOUSEHOLDS FOR THE NORTH DAKOTA MARKET AREA WEST RIVER HEALTH SERVICES, HETTINGER, NORTH DAKOTA 2000, 2015 AND 2020

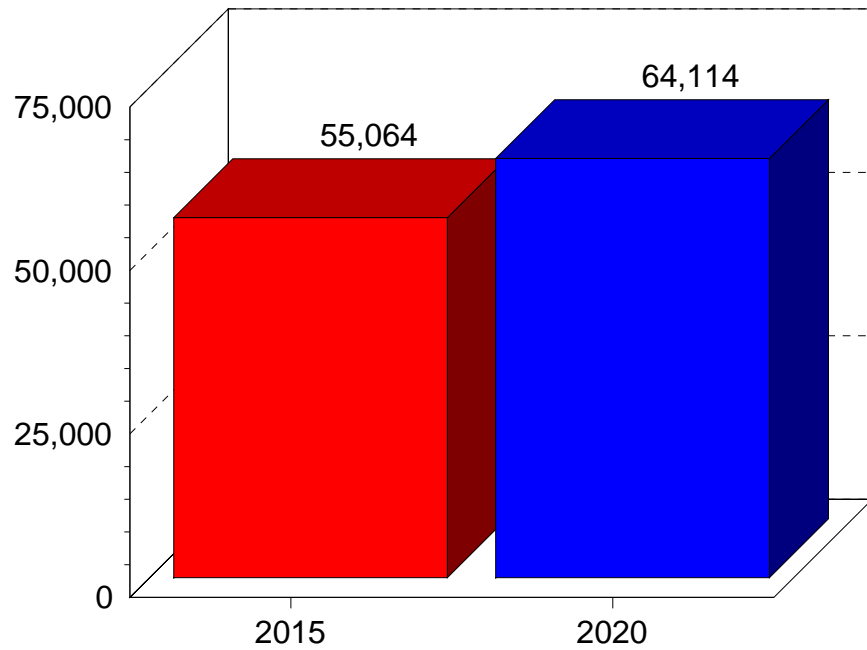


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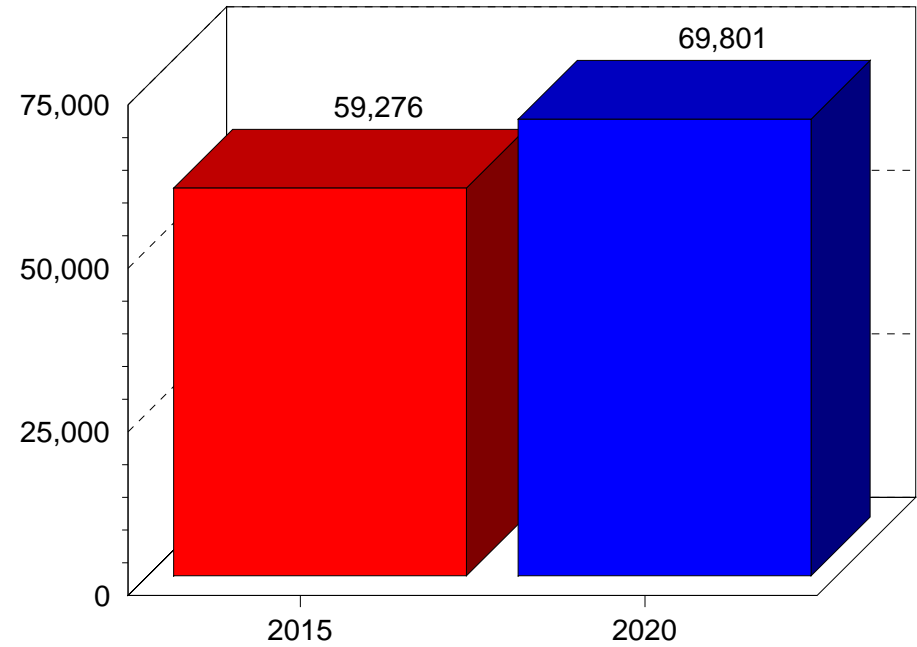


MEDIAN HOUSEHOLD INCOME NORTH DAKOTA MARKET AREA AND THE STATE OF NORTH DAKOTA WEST RIVER HEALTH SERVICES, HETTINGER, NORTH DAKOTA 2015 AND 2020

NORTH DAKOTA MARKET AREA



STATE OF NORTH DAKOTA



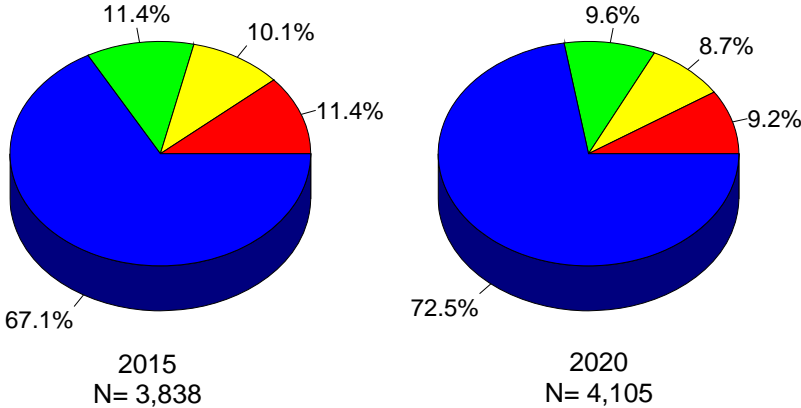
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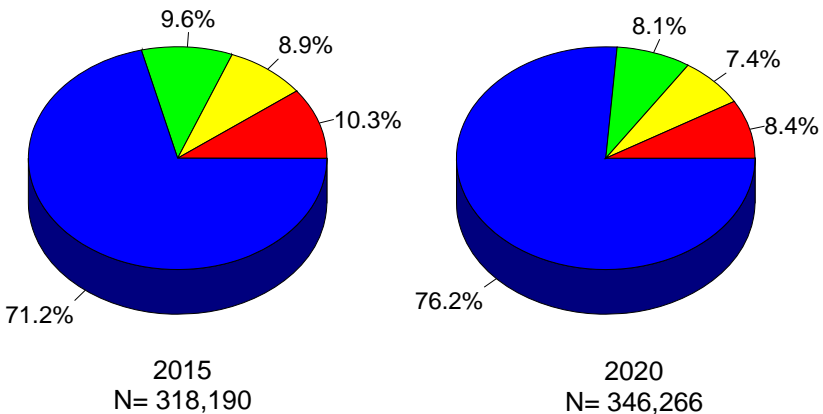
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INCOME DISTRIBUTION OF HOUSEHOLDS NORTH DAKOTA MARKET AREA AND THE STATE OF NORTH DAKOTA WEST RIVER HEALTH SERVICES, HETTINGER, NORTH DAKOTA 2015 AND 2020

NORTH DAKOTA MARKET AREA



STATE OF NORTH DAKOTA



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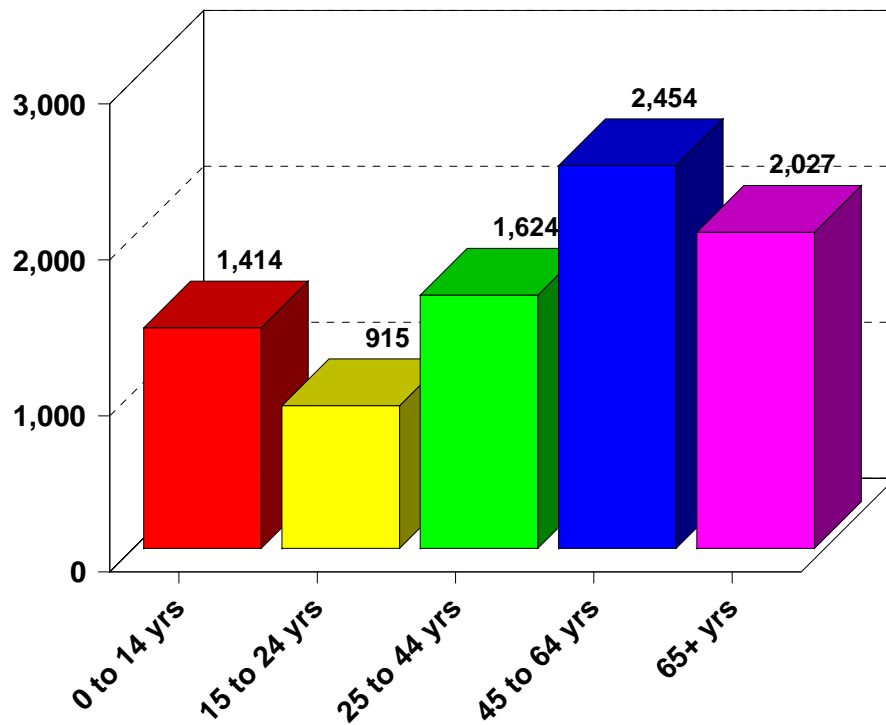
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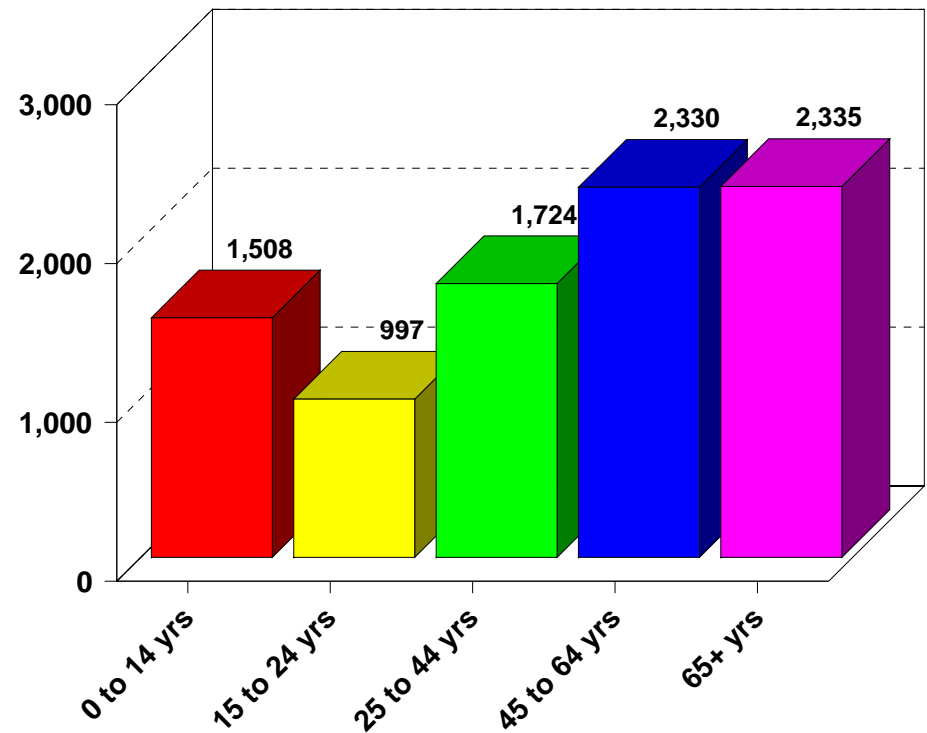
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POPULATION BY AGE BREAKDOWNS FOR THE NORTH DAKOTA MARKET AREA WEST RIVER HEALTH SERVICES, HETTINGER, NORTH DAKOTA 2015 AND 2020

2015



2020



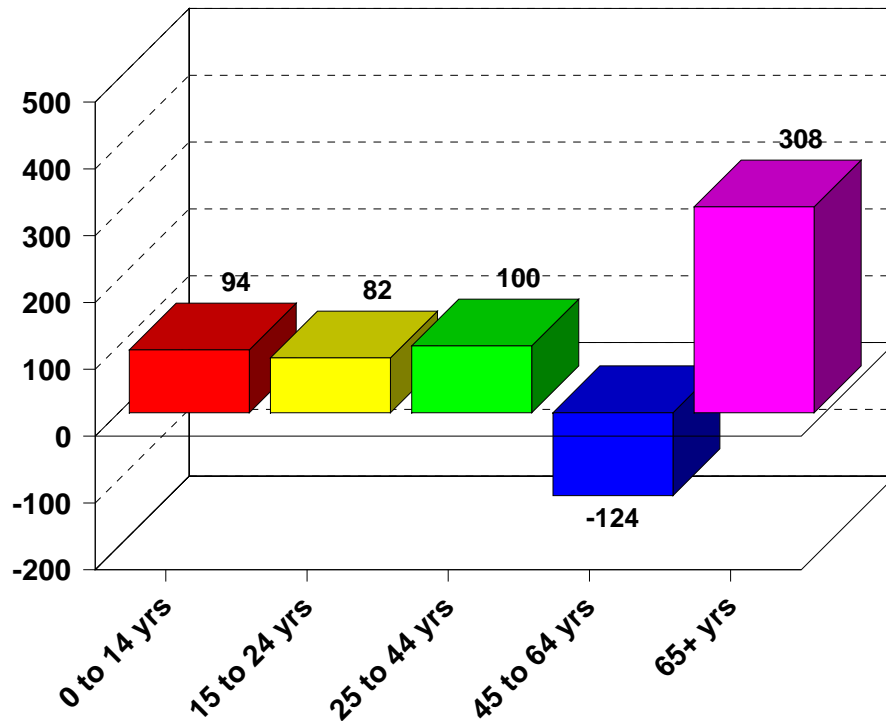
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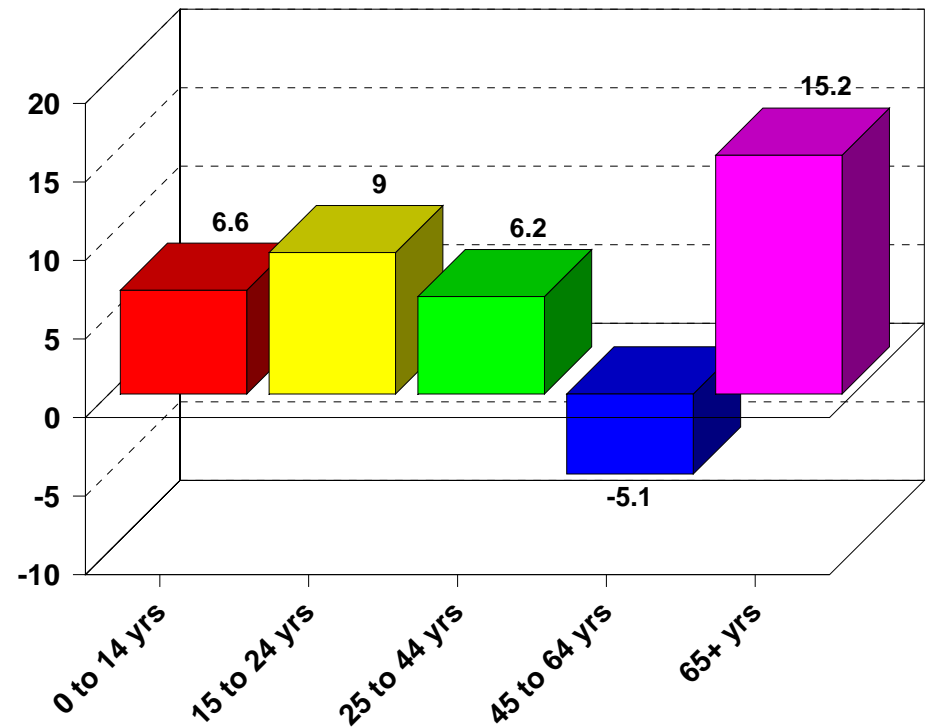
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CHANGE IN POPULATION BY AGE BREAKDOWNS FOR THE NORTH DAKOTA MARKET AREA WEST RIVER HEALTH SERVICES, HETTINGER, NORTH DAKOTA 2015 - 2020

POPULATION CHANGE



PERCENT CHANGE

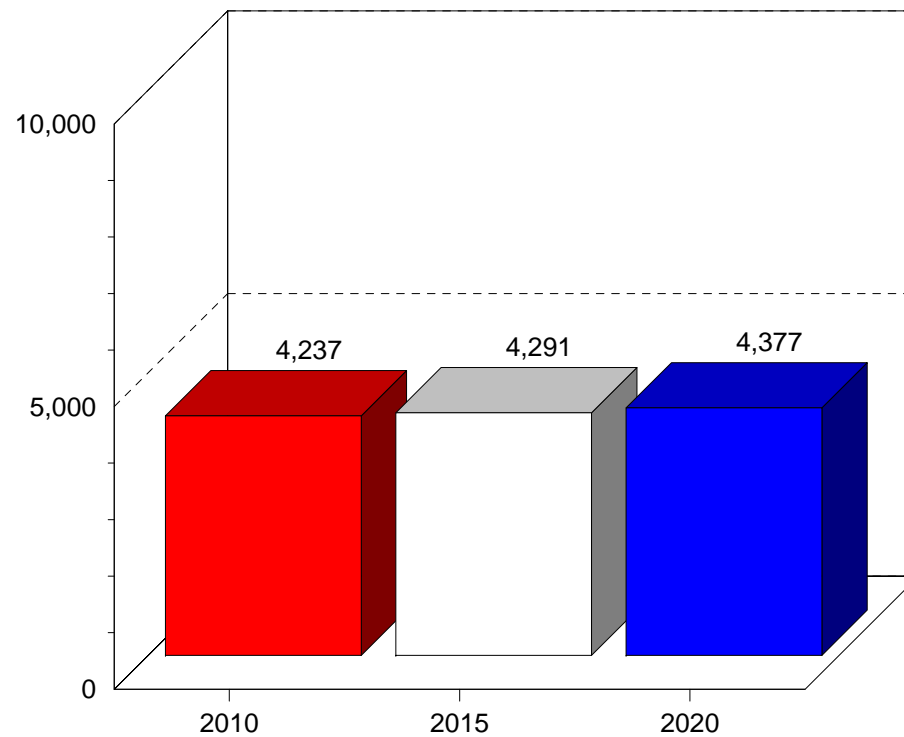


Source: Claritas, Inc.



TOTAL POPULATION FOR THE SOUTH DAKOTA MARKET AREA WEST RIVER HEALTH SERVICES, HETTINGER, NORTH DAKOTA 2010, 2015 AND 2020

SOUTH DAKOTA MARKET AREA

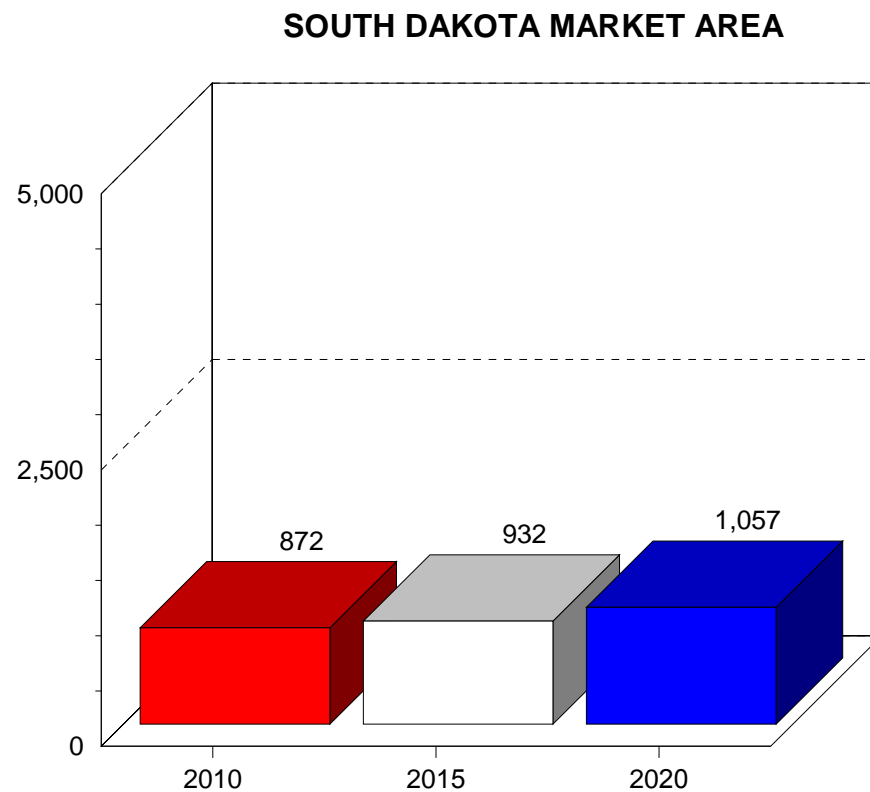


Source: Claritas, Inc.



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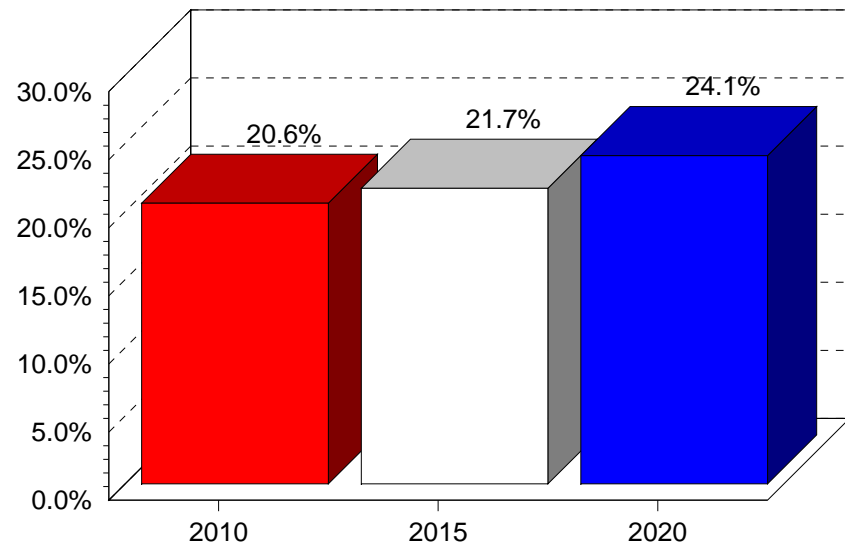
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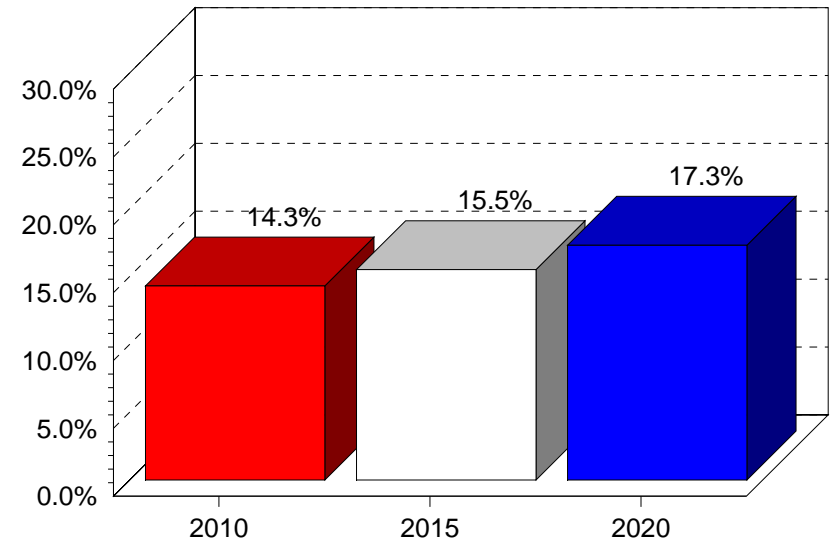
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SENIOR POPULATION 65+ AS A PERCENT OF THE TOTAL POPULATION SOUTH DAKOTA MARKET AREA AND THE STATE OF SOUTH DAKOTA WEST RIVER HEALTH SERVICES, HETTINGER, NORTH DAKOTA 2010, 2015 AND 2020

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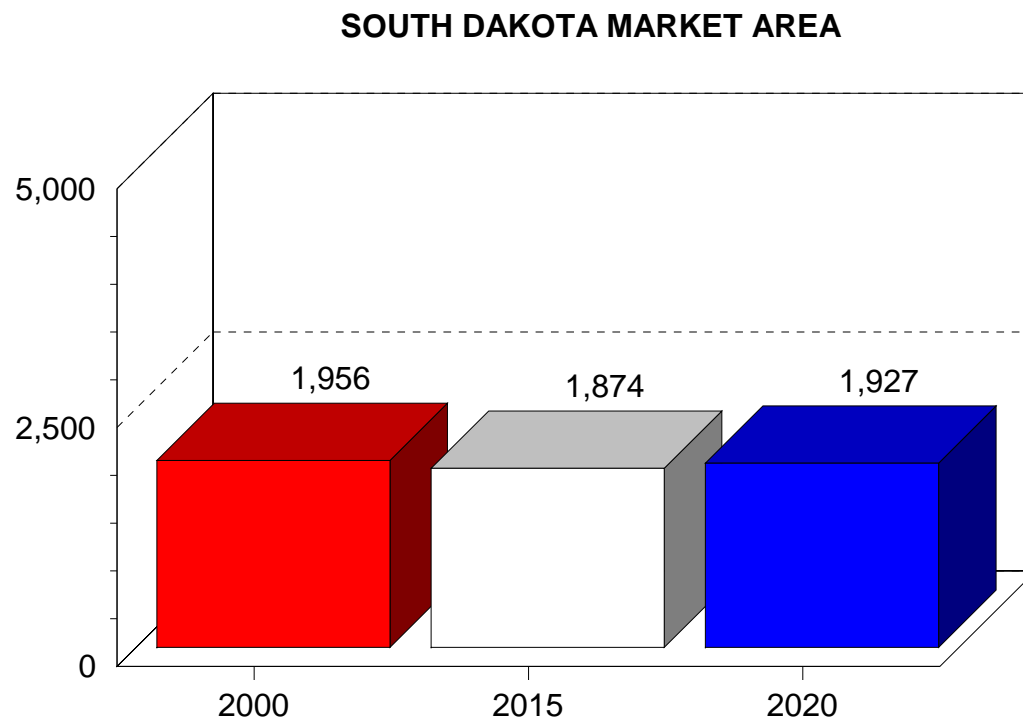


Source: Claritas, Inc.



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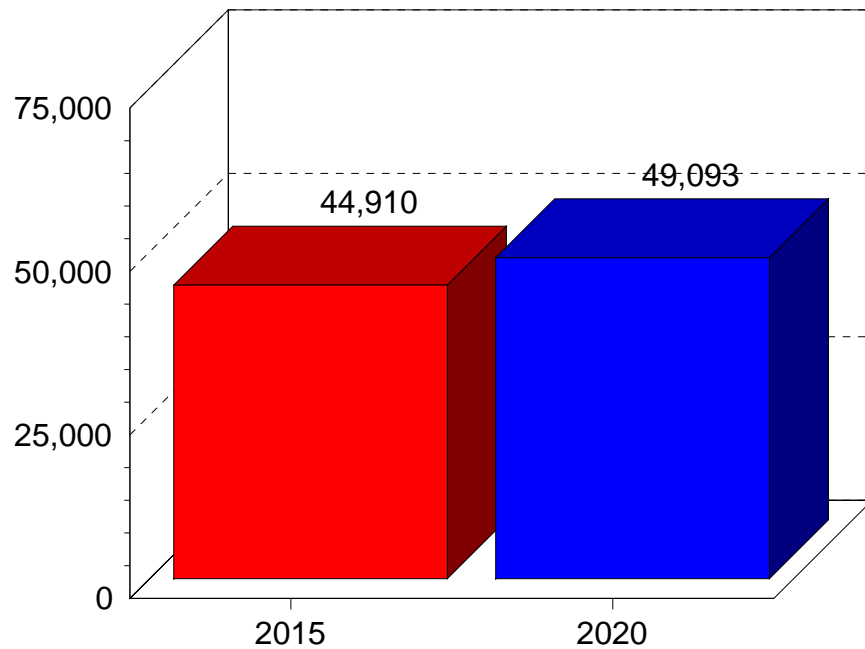
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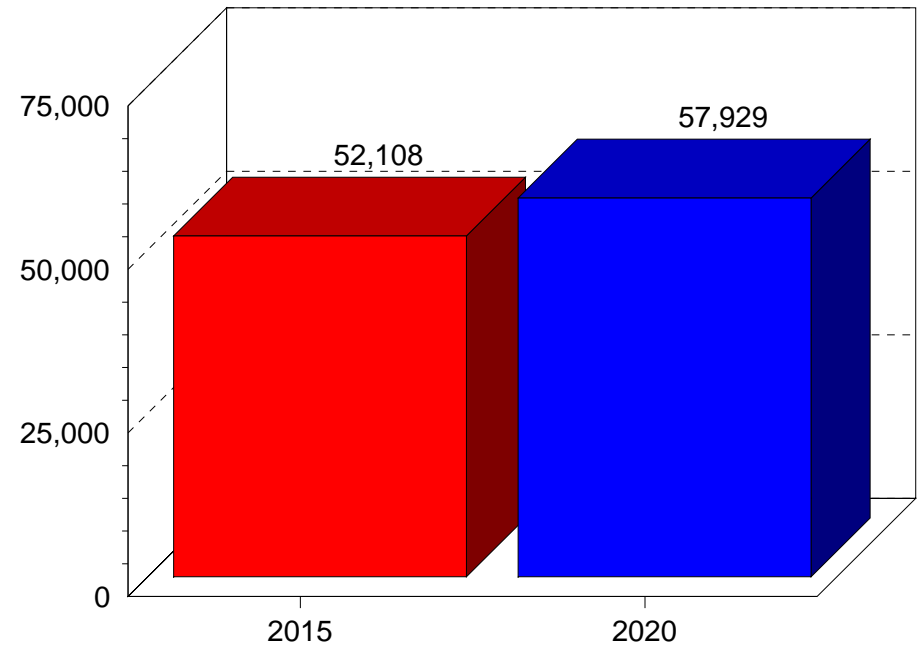
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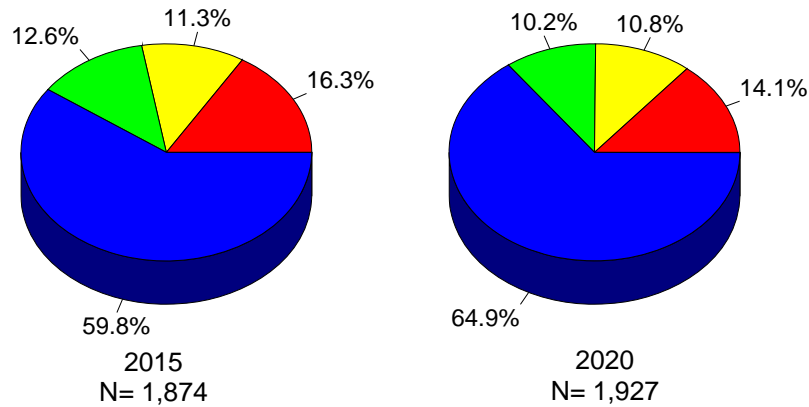
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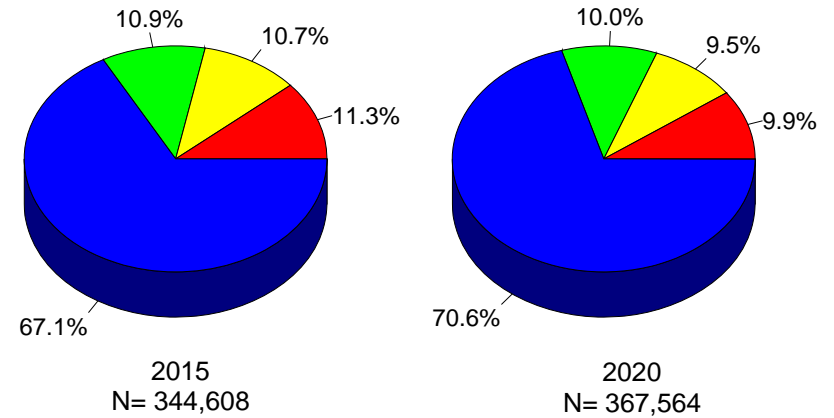
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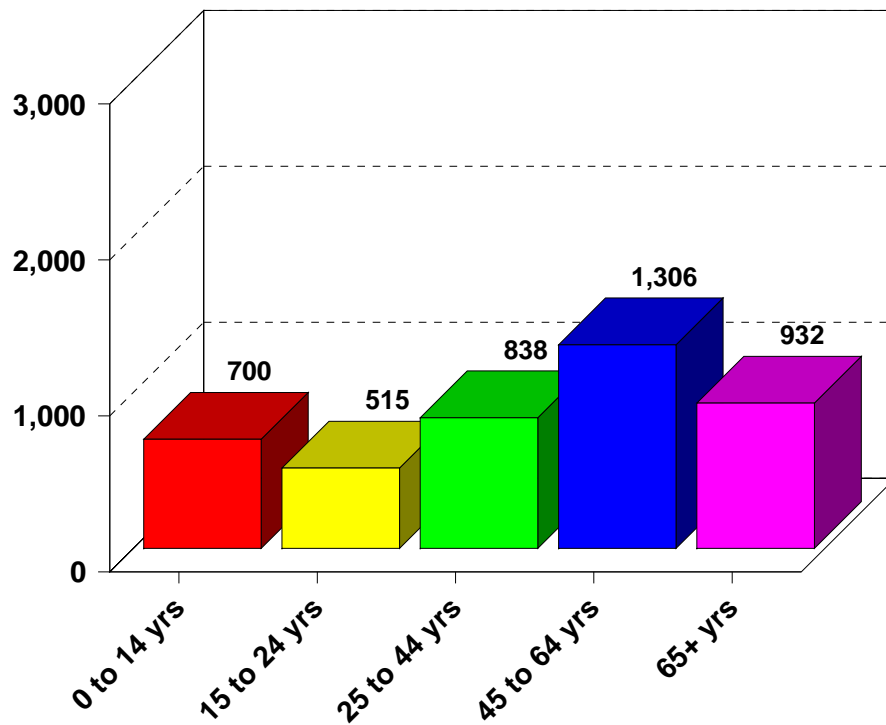
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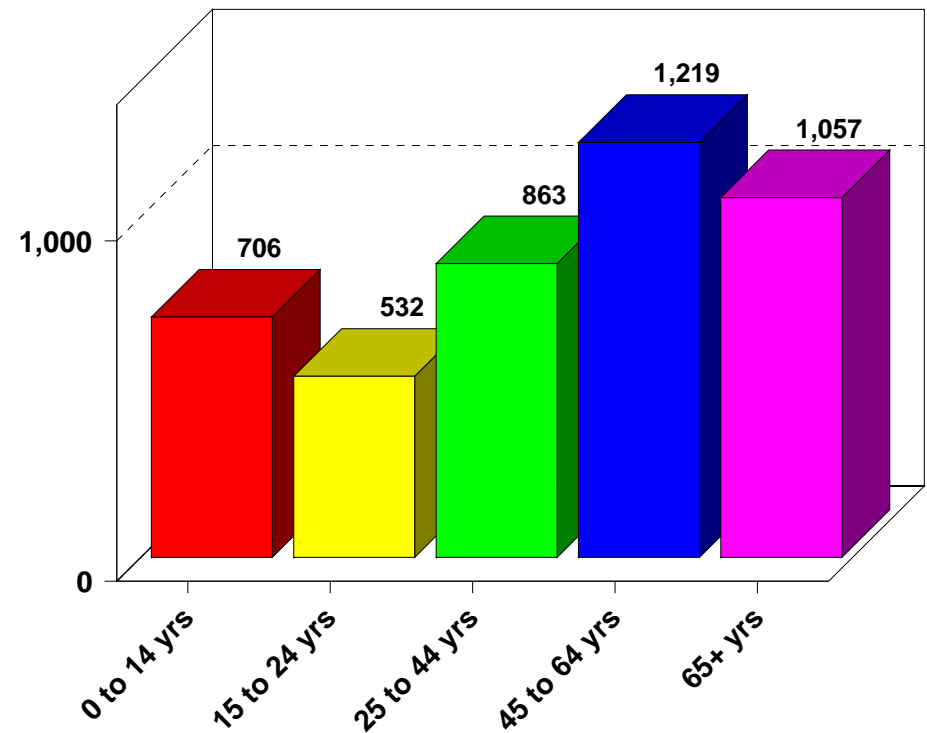
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POPULATION BY AGE BREAKDOWNS FOR THE SOUTH DAKOTA MARKET AREA WEST RIVER HEALTH SERVICES, HETTINGER, NORTH DAKOTA 2015 AND 2020

2015



2020



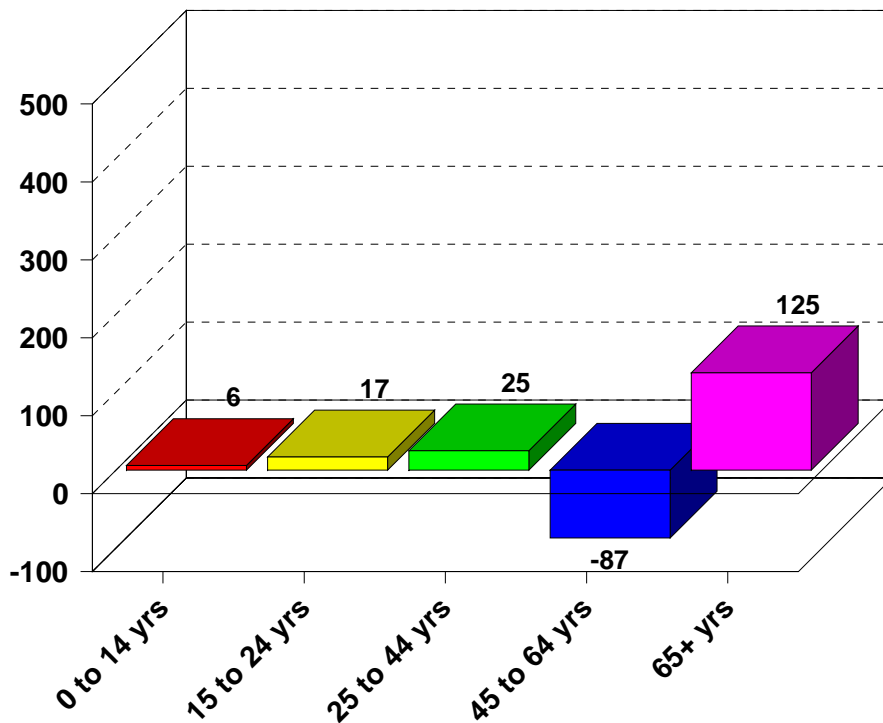
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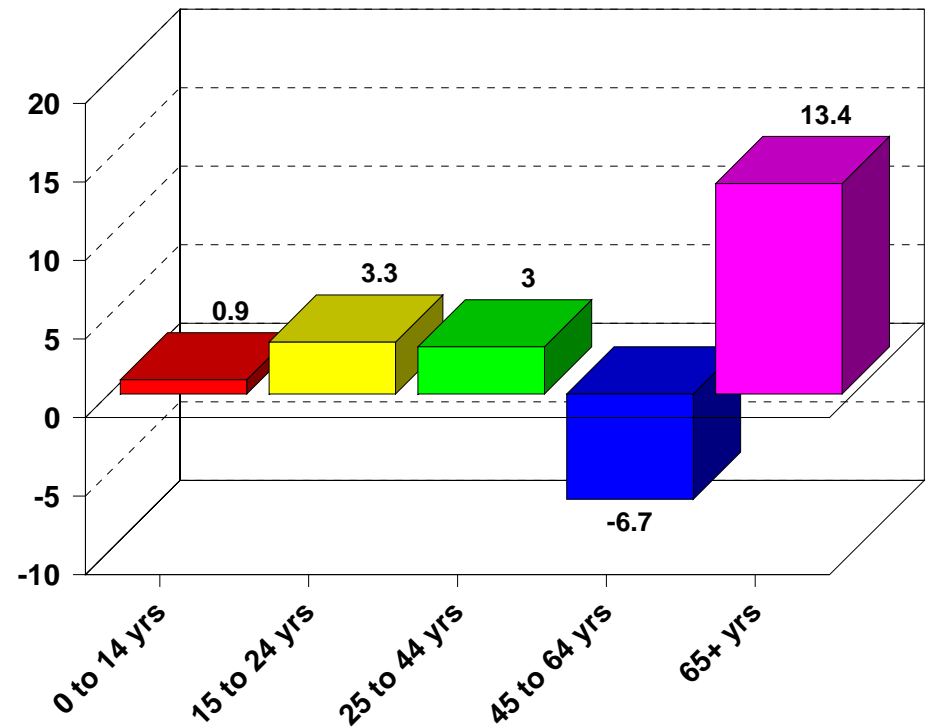
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CHANGE IN POPULATION BY AGE BREAKDOWNS FOR THE SOUTH DAKOTA MARKET AREA WEST RIVER HEALTH SERVICES, HETTINGER, NORTH DAKOTA 2015 - 2020

POPULATION CHANGE



PERCENT CHANGE



Source: Claritas, Inc.



Community Health Assessment
Established of Priorities for Ensuring Three Years
Developed January 2015

From the review of the Community Health Assessment as compiled by Pat McCullough from Health Planning and Management Resources, Inc. (HPMR) for our service area of West River Health Services, there were three priorities that stood out, the need for mental health services, healthy lifestyles for the community and access to healthcare providers.

At meetings of the Boards of Directors and Administrations of West River Health Services Foundation (the parent corporation and fundraising arm of the organization), West River Health Services (the medical arm of the organization-hospital and clinics), Western Horizons Care Center (the nursing home-skilled and basic care, and assisted living care arm of the organization) and Medical Staff members reviewed the results of the survey.

After presentation of the preceding information, the meeting participants were instructed to choose the top areas of focus to go into the Strategic Long Range Plan. The results were as follows:

Top Items

1. Mental Health Services
2. Healthy lifestyles for the community
3. Access to healthcare providers

Administration will develop strategies to include in the Strategic Long Range Plan for the top rated items. Such a plan will be presented back to the Board of Directors at a mid-year on-site mini-Retreat to be held sometime between March 1 and May 31 of this year.

Jim Long, CEO
WRHSF, WRHS & WHLC