

Community Health Needs Assessment Implementation Strategy, Accomplishments, and Outcomes 2016

Priority concerns found in the July 2016 Community Health Needs Assessment have emerged the five following; attracting and retaining young families, adult alcohol use and abuse, adequate childcare services, depression, and youth alcohol use and abuse.

The survey also revealed that the biggest barriers to receiving health care as perceived by community members were not enough specialists (n=34), not able to see the same provider over time (N=32), not enough evening or weekend hours (N=28), not enough doctors (N=19), and concerns about confidentiality (N=16).

Attracting and Retaining Young Families:

St. Luke's Medical Center consistently recruits staff to the area educating on the scholarship and student loan repayment programs available for those interested in the nursing field. This includes CNA's, LPN's, and RN's. We currently offer up to \$5000 to anyone desiring to attend nursing school with priority given to current St. Luke's employees. In addition, for every year worked at St. Luke's, a nursing school graduate will receive \$2500 per year student loan repayment up to a maximum of \$12,500. Those desiring to attend the Certified Nurses Aide course, which we partner with Williston State College to provide, sees a scholarship of \$650 upon acceptance of a one year service agreement with St. Luke's.

2016 Update: St. Luke's provided one RN a \$5000 scholarship and one Nurse Practitioner a \$5000 scholarship. In addition, three RN's and one Nurse Practitioner received \$2500 student loan repayments for a total of \$20,000 for the year. All recipients have families with young children. Eight Certified Nursing Assistants completed training and received the \$650 scholarship for the course.

2017 Update: St. Luke's provided one Medical Assistant a \$5000 scholarship. In addition, three RN's and one Nurse Practitioner received \$2500 student loan repayments for a total of \$15,000 for the year. All recipients have families with young children. Two Certified Nursing Assistants completed training and received the \$650 scholarship for the course.

2018 Update: St. Luke's did not provide any \$5000 scholarships, due to lack of requests. However, did provide one RN and one Nurse Practitioner with \$2500 student loan repayments for a total of \$5,000 for the year. All recipients have families with young children. Three Certified Nursing Assistants completed training and received the \$850 scholarship for the course. The cost of the course increased due to not having an in house instructor any longer.

**702- 1st Street SW, P. O. Box 10
Crosby, ND 58730
701-965-6384
TTY: 1-800-366-6888**

Adult alcohol Use and Abuse:

St. Luke's Medical Center has collaborated with CHI St. Alexius to provide employees with an employee assistance program whereby they and any immediate family member under the age of 27 may utilize eight free sessions annually. Addiction counselors also provide webinars and group educational services to our employees twice a year at no fee and any other time at a minimal travel charge. Likewise, we have collaborated with a new addiction counselor who meets clients weekly in Crosby for services and are currently working with a local Alcoholics Anonymous group to provide meetings weekly in the area versus the current monthly status.

2016 Update: 10 anonymous employees, family members or others contacted CHI St. Alexis for EAP services.

2017 Update: 14 anonymous employees, family members or others contacted CHI St. Alexis for EAP services. We saw a decline in requests by community residents for appointments with the addiction counselor coming to Crosby from Williston. Alcoholics Anonymous meetings began weekly on Mondays.

2018 Update: 4 anonymous employees, family members or others contacted CHI St. Alexis for EAP services. The educational webinars being presented twice per year was stopped at Administration's request due to staff complaints regarding the presenters content delivery styles. We continued to see a decline in requests by community residents for appointments with the addiction counselor coming to Crosby from Williston. Alcoholics Anonymous meetings continue to be offered weekly on Mondays.

Adequate Childcare Services:

Although, at this time, St. Luke's Medical Center is not able to provide childcare services, a great deal of time is spent working with the current local center, Crosby Kids Daycare to financially assist them in providing services. One example is donating 100% of all proceeds from the St. Luke's and Friends Annual Crosby Color Splash Family 5k Fun Run/ Walk.

2016 Update: \$6250 was raised and donated to the Crosby Kids Daycare through the St. Luke's and Friends Annual Crosby Color Splash Family 5K Fun Run / Walk.

2017 Update: Crosby Kids Daycare completed the construction of a new facility and opened for business in October. Now capable of serving up to 40 children.

2018 Update: St. Luke's developed a Children In The Workplace policy allowing employee's children to be at work with them in restricted and safe areas for 1.5 hours daily in order to assist with before and after school or other times when it was difficult to provide child care options. This continues to work well.

Depression:

Our providers continue to find new ways to screen patients for depression. We have a depression screening tool integrated into our electronic medical record to make the process quick and easy for the patient. Yearly exams include discussion on mental health and the possible need for treatment. We continue to try and expand our treatment options in the community by working with public health, licensed counselors, etc to find ways to bring the services needed to the community. The idea of telemedicine has also been discussed and is a potential option in the future.

2016 Update: Tracking processes were not in place to measure the effectiveness of depression screenings.

2017 Update: St. Luke's completed a migration from one Electronic Health Record to another in Crosby Clinic in July. St. Luke's providers in the hospital and emergency room performed 43 screens for depression with eight needing further screenings utilizing the Public Health Questionnaire for Depression Assessments (PHQ9).

Crosby clinic began a quality improvement project in August, which measured the patients seen for a two-week period in age groups 16-40 who had a depression screening completed. The threshold was 80% completion. From 8/15-8/29, 25.5% were completed and from 10/23-11/6, providers completed 44.7%. Monitoring continued in 2018

2018 Update: St. Luke's providers in the hospital and emergency room performed 84 screens for depression with nine needing further screenings utilizing the Public Health Questionnaire for Depression Assessments (PHQ9). Crosby clinic continued the quality improvement project started in 2017, which measured the patients seen for a two-week period in age groups 16-40 who had a depression screening completed. The threshold was 80% completion. From 2/5-2/16, 65% were completed and from 4/2-4/16, 76% were completed and from 10/1-10/15, 61% were completed with one requiring the PHQ9 by providers.

Youth Alcohol Use and Abuse:

Addiction services for the young have certainly been a point of discussion in the community. We have worked with a group of community services to try and obtain a grant to continue to study and work towards improvement and this was unfortunately turned down. A new addiction counselor has entered the community and will provide care for chemical addiction and substance abuse in all ages. St Luke's will continue to work with and encourage our law enforcement and ambulance services to provide community education and demonstrations related to youth alcohol use and motor vehicle accidents.

2016 Update: Unfortunately, just as for adults, there were very few appointment requests with the new addiction counselor visiting Crosby from Williston. Crosby Counseling will continue to work on informing the community of her services.

2017 Update: Prairie Tumbleweeds hosted several events for area youth, as did Divide County Social Services and Boogiehead entertainment. These events ranged from dances, to bingo, haunted farm tours, pumpkin patch visits, and other activities. Unfortunately, just as for adults, there were very few appointment requests with the new addiction counselor visiting Crosby from Williston. Crosby Counseling will continue to work on informing the community of her services.

2018 Update: This issue was again identified in the 2019 Community Health Needs Assessment. In addition to alcohol and drug concerns, vaping has been at an all-time high in the community and schools. St. Luke's will open discussions with public health, law enforcement, Crosby Counseling, and the schools to heighten family and community education. Divide County Social Services implemented a routine teen night for fun, games, dancing, and activities. Unfortunately, just as for adults, there were very few appointment requests with the new addiction counselor visiting Crosby from Williston. Crosby Counseling will continue to work on informing the community of her services.

Perceived Biggest Barriers to Receiving Healthcare:

Not Enough Specialists –We continue to work with regional providers regarding the potential to offer specialty services periodically at the clinic. Additional services have been added in 2016, including pulmonary function testing for those with breathing difficulties and the availability of others providing bone injection therapy services in order to keep this service local.

Not able to see the same provider over time – With the employment of an additional two providers this year and one in late 2015, we are able to now provide consistent care with the same provider in order to achieve the continuity of care the community desperately requested and needs. We now have a total of four providers who

are employed by St. Luke's Medical Center and two providers who join our locum team monthly performing outpatient scope procedures, oversight, and nursing home visits.

Not enough evening or weekend hours – Expanded clinic hours continues to be discussed and we will continue to work towards a solution that will serve both St Luke's and the community well.

Not enough doctors – this has been addressed by St. Luke's Medical Center and we are confident that the community now sees a dramatic difference in the continuity of their care and appointment availability.

Concerns about confidentiality – We pride ourselves in being HIPAA compliant. St. Luke's staff participates in annual training on HIPAA compliance. We have a designated HIPAA Compliance Officer and continue to stay apprised of regulation changes and work continuously to expand this program.

2016 Update: Discussions continued with St. Luke's Administration to provide visiting specialist calendars. Discussions continue as to offering evening or weekend hours at Crosby Clinic. At this time, it is not feasible.

2017 Update: Discussions continued with St. Luke's Administration to provide visiting specialist calendars. The provider who joined the St. Luke's team in 2015, left employment. St. Luke's welcomed Benjamin Krogh, DO as our Medical Director and who consistently sees patients in the Crosby Clinic, as well as in the Emergency Room. We have reduced the number of days the two locum tenens providers see patients to each covering only one day per month. This allows our patients to consistently see our four employed providers. Discussions continue as to offering evening or weekend hours at Crosby Clinic. At this time, it is not feasible. A new HIPAA Compliance Officer was named due to the departure of the current officer. Two alleged HIPAA complaints were investigated and resulted in no breach in compliance. One HIPAA breach occurred resulting in community notification and reporting to the Department of Health and Human Services for an information technology breach in one of our servers. St. Luke's entered an agreement with NorthStar Technology Group to provide information technology cyber-security and risk assessment/mitigation services.

2018 Update: The new CEO at St. Luke's began discussions with the Medical Director at Trinity Health in Minot to see what specialist programs could be partnered for services. Discussions involve offering dermatology, orthopedic, mental health, oncology, and IV therapy services both in house and via tele-medicine. Additional discussions are pending with Avera in South Dakota for additional tele-medicine services. Grant funding for the first \$17,500 was secured for the IV therapy services. St. Luke's has not experienced further turnover in providers. Discussions continue as to offering evening or weekend hours at Crosby Clinic. At this time, it is not feasible. However, scheduling of providers was changed in the last quarter of the year, which may further open the discussion with possibility. Three alleged HIPAA complaints were investigated and resulted in no breach in compliance. Thanks to grant funding, St. Luke's entered into an agreement with NorthStar Technology Group to provide web based information technology education and training services to employees in order to heighten awareness surrounding phishing, malware, and other dangers. This is being provided through KnowBe4.