

2019 COMMUNITY HEALTH NEEDS ASSESSMENT IMPLEMENTATION PLAN



Osceola
REGIONAL HEALTH CENTER
AN AVERA PARTNER

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Note: Osceola Community Hospital is now doing business as (d/b/a) Osceola Regional Health Center

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2019 Osceola Regional Health Center Implementation Plan

Introduction

During fiscal year 2019 a Community Health Needs Assessment (CHNA) was conducted by Osceola Community Hospital d/b/a Osceola Regional Health Center for the approximately 12,000 people residing in the hospital's primary service area. In defining community, Osceola Regional Health Center has taken in to consideration all members of Osceola County and our larger service area (Lyon, O'Brien, Dickinson and Nobles, MN counties) regardless of socio-economic status. Osceola Regional Health Center is committed to meeting the needs of all who need care regardless of their ability to pay. The communities located in this geographic area include but are not limited to: Ashton, Boyden, George, Harris, Lake Park, Little Rock, Melvin, Ocheyedon, Sheldon, and Sibley in Iowa, and Bigelow, Rushmore, and Worthington in Minnesota.

This Implementation Strategy report summarizes Osceola Regional Health Center's plans to address the prioritized needs from the 2019 Community Health Needs Assessment. The hospital recognizes that the Implementation Strategies in this report are to be used as a guide and will serve as a framework in addressing the identified needs. As the hospital moves forward, many resources, on-going commitments and partnerships will be necessary to effectively assist in creating healthier communities in Osceola County and the surrounding area.

In order to comply with the established regulations Osceola Regional Health Center completed the following:

- CHNA report, compliant with IRS – Treasury;
- Gathered information needed to complete the IRS – 990h schedule; and
- Developed an implementation strategy to address the community health needs identified during the assessment process.

During the Community Health Needs Assessment the following health need priorities were identified:

- Access to Health Care Providers
- Access to Mental Health/Substance Abuse Services
- Emergency Management Services (EMS)
- Workforce
- Community Wellness

Implementation Plan

Access to Health Care Providers

There is an ongoing shortage of physicians and requirements that a physician perform certain services, it is imperative that communities attract and retain physicians. Osceola Regional Health Center partners with Avera Medical Group Sibley who is the only primary care clinic in Osceola County and supports the mission of our community.

- Current activities
 - In partnership with Avera Medical Group Sibley, recruitment efforts have and will continue to be a main priority. Osceola Regional Health Center will also work to recruit and retain specialty physicians.

- Proposed activities
 - Partner with medical schools to bring more medical students for rotations in Osceola County.
 - Contact regional medical schools to ensure communication of opportunity in Osceola County.
 - Resources to include time to call and travel as needed.
 - Anticipated impact of the program is gaining access to medical providers to the Osceola Community and surrounding areas.
 - Collaborate with medical schools and Avera Medical Group Sibley

Access to Mental Health/Substance Abuse Services

There is an ongoing shortage of mental health providers in northwest Iowa and we have seen a decrease in services over the past two years. Osceola Regional Health Center has been and will continue to be committed to providing mental health services.

- Current activities
 - Osceola Regional Health Center has partnered with Season Center for Behavioral Health to provide mental health clinics in our hospital and will continue to partner with them to improve services for our population.

- Proposed activities
 - Partner with Senior Life Solutions for mental health services for those over the age of 65.
 - Senior Life Solutions who serves individuals over age 65 aims to provide assistance to people who are dealing with emotional or behavioral issues often related to aging. Some of these issues are loss of loved ones, stresses of age, related to health concerns and diminished self-esteem.
 - Resources committed are available space for other services and time recruiting staff.
 - The program will provide services where there are current no services available.

 - Partner with other mental healthcare organizations

- Avera Behavioral Health in Sioux Falls, SD; Seasons Community Mental Health; Spencer Hospital Mental Health Unit; Mercy Behavioral Health, Sioux City; Creative Living Center, Rock Valley to promote mental health services and counseling in the rural setting.
- Resources include time to develop relationships
- The anticipated impact of the program will ensure patients receive care in a timely manner and are able to access these services.

Emergency Management Services (EMS)

Emergency medical services (EMS) provide care for individuals who have had a sudden or serious injury, illness, or suffered a major trauma. Access to EMS is critical for rural citizens, but providing services is often challenging in rural areas. Our rural area relies on volunteers to staff the ambulance.

➤ Current activities

- Meetings have been held with the Osceola Regional Health Center, Avera physicians, Osceola Board of Supervisors, EMS and EMT's, board of Supervisors to ensure we have the best possible service for our communities. Osceola Regional Health Center is committed to helping our local EMS recruit and retain the paramedics, EMTs and first responders. The medical director of the Osceola County Emergency Medical Services is now a local provider who is a great supporter of EMS services.
- Osceola County current owns and operates the EMS services in the county. Osceola County has been committed to ensuring the long-term viability of the EMS services and has provided funding for educational opportunities.

➤ Proposed activities

- Build an ambulance garage on the Osceola Regional Health Center campus.
 - EMS needs additional space for the ambulances to serve residents of the county, to provide additional operational support and further integration with Osceola Regional Health Center the proposed activity is to build the ambulance garage on the Osceola Regional Health Center Campus.
 - Significant monetary resources will be needed to move the location of the Emergency Department to co-locate the ER and ambulance garage.
 - The ambulance garage and ER will have a beneficial impact to the operations of the EMS as well as the ease of access for patients entering the emergency department.
 - In order for this activity to become possible, collaboration with the Osceola Board of Supervisors as well as support from community members is required.

Workforce Development

The population in Osceola County is aging faster than the Iowa average. Local businesses depend on a qualified workforce to maintain a thriving community. In order to keep a healthy community organizations must partner to develop the future workforce. Northwest Iowa Community College located 22 miles south of Sibley, IA is committed to providing education in nursing, coding, health information and radiologic technology.

- Current activities
 - Osceola Regional Health Center has partnered with local school districts to provide scholarships for high school graduates to pursue degrees in healthcare.

- Proposed activities
 - Partner with local school districts to create apprenticeships and preceptor programs
 - Create a relationship with local school districts to develop programs that allow students to work in the field they wish to study after high school.
 - Resources for this activity include time and resources to develop the programs and education for high school students.
 - The Iowa governor has called for expanding work-based learning opportunities for K-12 students across the state. The program is called Future Ready Iowa. The impact will be a consistent workforce to meet the needs of the community.
 - Collaboration with local school districts is essential for this activity to create preceptor programs in healthcare.

 - Partner with community colleges to promote healthcare fields in post-secondary education.
 - Community colleges in the area are committed to providing healthcare education for students interested in the healthcare field. Osceola Regional Health Center will support and partner these colleges with preceptorships and learning opportunities to engage students in healthcare opportunities.
 - Resources needed to ensure the long-term viability of programs that support the healthcare workforce include time and collaboration with colleges in the area.
 - The anticipated impact of the program will support the needs of healthcare in the community.
 - Collaboration with community colleges is essential for this activity.

Community Wellness

Osceola Regional Health Center will continue to engage community members in activities that are healthy. The hospital has partnered with community groups to promote health, reduce obesity and prevent disease in our service area.

- Current activities
 - Osceola Community Wellness and Rehab has completed a remodel and installed updated equipment. This is an opportunity to promote wellness.
 - Diabetic education is the cornerstone of diabetes management. The diabetic education program at Osceola Regional Health Center has a Registered Nurse (RN) and a Registered Dietician (RD) that provide counseling services to diabetic patients regarding knowledge of nutrition, exercise, monitoring and medication.
 - The public health office which is located on the Osceola Regional Health Center campus provides immunizations, pre/post-natal care, foot care and the homemaker program, which all support community wellness. Osceola Community Health Services may expand these services in the future.

- Proposed activities
 - Develop training sessions to promote wellness and education for community members.
 - In order to provide training and educational programs for community members, Osceola Regional Health Center will recruit and retain a certified trainer to provide training and educational programs.
 - Resources needed to provide this service include recruiting a trainer or providing financial support to a current or potential employee to provide these services.
 - The goal of this program is to support health and well-being of community members.

Non-Medical Needs

Daycare Services

Osceola Regional Health Center subsidizes Bright Beginnings of Osceola County, the only licensed daycare center in the county. Bright Beginnings of Osceola County provides day care for children six weeks through 12 years of age. The center is open Monday through Friday from 6 a.m. – 6 p.m. year round. The daycare has consistently had a waiting list exceeding 30 children over the past three years and is unable to expand due to financial constraints.

Since 2012, the number of licensed daycare providers in Osceola County has decreased from 11 in 2012 to 6 in 2017. The number of childcare spaces in Osceola County has decreased 27 percent from 262 in 2012 to 190 in 2017. Osceola Regional Health Center will work with the City of Sibley and Osceola County Board of Supervisors as well as local organizations to address the needs and promote additional daycare services.

Needs not being addressed and why

While all identified needs are important, Osceola Regional Health Center will not address the following needs as part of its implementation plan: recreational activities, parks and trails, and housing.

These needs will be communicated to local government and economic organizations. Osceola Regional Health Center will participate in addressing the needs, however due to resources available the outlined initiatives will be the main focus.

Board Approval

The 2019 Osceola Regional Health Center Community Health Needs Assessment Implementation Plans was presented to the Osceola Regional Health Center Board of Trustees on October 28, 2019 for discussion and consideration. The Board of Trustees approved the 2019 Osceola Regional Health Center Community Health Needs Assessment Implementation Plan at that meeting.

The Community Health Needs Assessment report and implementation plan will be available on the Osceola Regional Health Center website. A copy can also be obtained by contacting the administrative offices at Osceola Regional Health Center.

Osceola Regional Health Center Board of Directors Approval:

Board President: (Barbara Van Dusen)

Date: 10-28-19