

Prairie Lakes Healthcare System Implementation Strategy 2022

This Implementation Strategy report summarizes Prairie Lakes Healthcare System's (PLHS) plans to address the prioritized needs from the 2022 Community Health Needs Assessment (CHNA). PLHS 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 PLHS moves forward, many resources, on-going commitments, and partnerships will be necessary to effectively assist in creating healthier communities in Watertown, SD and the surrounding area. The COVID-19 pandemic altered PLHS' utilization of resources. As a result, not all planned initiatives from our 2019 CHNA were completed. These have been carried over and prioritized in our 2022 CHNA process.

TOPICS PLHS WILL ADDRESS

1. Mental and Behavioral Health

- Current PLHS activities:
 - Staff members are provided, on an ongoing basis, updates for mental health resources that can be utilized
 - Conduct a screening for hospital patients to assess for risk of self-harm
 - Provide a monthly grief support group for community members through Pastoral Care
 - Increased availability and allowance for employee assistance program (EAP) to PLHS employees and their immediate family members to seek mental health services
 - Educate patients on available mental health services and assist in disbursing local resource materials (as appropriate)
 - Keep open Respite Lounge for staff members to utilize
- Current collaboration with others:
 - Continuing to assist Human Service Agency (HSA) with efforts to recruit a Psychiatrist
 - Help coordinate a "Mental Health First Aid Training" in 2022 through a HSA program
 - Provide financial support to:
 - Watertown Boys & Girls Club to support their efforts
 - HSA: Suicide prevention services and annual suicide awareness walk
 - Serenity Hills, an HSA residential facility and safe house for those suffering from mental illness or addictions: Sustain operations
 - Community Transit Watertown/Sisseton – previously Watertown Area Transit: transportation of individuals to mental health appointments
- Proposed PLHS activities:
 - Continue to conduct the activities listed above
 - Plan and financially sponsor behavioral health education for employees of organizations who interact with the public
 - Explore a Telehealth Mental Health option for staff members to utilize
 - Resources Committed:
 - Staff time
 - Financial resources
 - Anticipated impact- Empower individuals who interact with people who may suffer from mental health issues by providing them with knowledge and tools to handle difficult situations and provide support

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- Proposed activities to collaborate with others:
 - Continue to financially support the following organizations/activities:
 - Significant financial donation to the HSA facility to help construct a new building that will house mental health services and safe rooms
 - Watertown Boys & Girls Club
 - HSA's suicide prevention services and annual suicide awareness walk
 - Serenity Hills, an HSA residential facility and safe house for those suffering from mental illness or addictions
 - Community Transit Watertown/Sisseton
 - Partner with mental health providers to offer education on stress management to our patients and the community
 - Resources Committed:
 - Staff time
 - Financial resources
 - Anticipated impact:
 - Financial assistance to HSA to construct a new facility will allow greater access to services
 - Reduce the stigma of mental illness and stress management
 - Equip those with stress to effectively self-manage
 - Continue offering free rides to mental health appointments to minimize the transportation barrier

2. Health Education, Literacy and Prevention

- Current PLHS activities:
 - Videos and education displayed on the website for ease of access
 - Monthly Priority Health article in the local paper, posted on PLHS website, and shared on social media
 - Education radio interviews on local stations to educate on services available
 - Large, in-person and online events - keynote topics have featured messages to align with health education
 - Offer the following services by certified dietitians:
 - “Core 4,” a 12-week weight management maintenance program which equips participants with the tools to live a healthy lifestyle. Promote the Core 4 program through discounts and promotion
 - Education and screenings at health fairs and educational events
 - Respond to questions submitted through the “Ask A Dietitian” feature on prairielakes.com
 - Provide education to school children as they tour PLHS (when applicable due to COVID restrictions)
 - Screen inpatients for malnutrition, which may lead to a dietitian consultation
 - Maintain increased completion rate of inpatient malnutrition surveys so dietary services can be involved when appropriate
 - Provide and serve meals in community twice a year for those in need
 - Promote health screenings:
 - Colon cancer – Direct access colonoscopy and EGD screenings allow patients to be treated sooner and at a lower cost
 - Breast cancer – Encourage mammograms at primary care clinics
 - Target Heart Screen – Cash payment

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- Stroke Screen - Cash payment
 - Lung Screen
 - Partner with PLHS dietitians to promote healthy recipes online
- Current collaboration with others:
 - Dietitians assist with the local PACH (People Against Child Hunger) program on food selection
 - Provide financial support to:
 - Boys and Girls Club of Watertown: Support their mission and encourage children to be healthy and develop healthy lifestyle
 - Community Transit Watertown/Sisseton: Transportation of individuals to health and dietitian appointments
- Proposed PLHS activities:
 - Continue to conduct the activities listed above
 - Expand and enhance educational events offered by providers
 - Anticipated impact: Increase the number of community members reached with education
 - Create public service announcement regarding new screening guidelines as they change or become available
 - Anticipated impact: Increase awareness of screening guidelines and when community members should start regular screenings
 - Offer Cardiac Rehab gym to Cancer Center patients and CORE 4 participants
 - Anticipated impact: exercise is a component of healing and healthy lifestyle
 - Expand education via video and social media avenues to reach a larger audience
 - Anticipated impact: Increase the way that people find our education videos
 - Create and market lung screening availability
 - Anticipated impact: Increase knowledge of service availability
 - Resources Committed:
 - Staff time
 - Financial resources
- Proposed activities to collaborate with others:
 - Continue to financially support the following organizations:
 - Watertown Boys and Girls Club
 - Community Transit Watertown/Sisseton
 - Local businesses and schools to educate staff and students on disease prevention
 - Partner with community providers to encourage screenings
 - Partner with local businesses and schools to educate staff and students on disease prevention
 - Partner with Boys & Girls Club of Watertown to offer education
 - Anticipated impact:
 - Equip the public with awareness, knowledge, and resources to better manage their health
 - Educate children on healthy food and cooking choices to promote a healthy lifestyle.

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- Support community support groups by providing meeting space, speakers, and educational topics
- Resources committed:
 - Provide meeting space
 - Financial resources
- Anticipated impact:
 - Educate individuals to make healthy nutrition choices
 - Continue offering free rides to health-related appointments to minimize the transportation barrier

3. Smoking/Drugs/Alcohol

- Current PLHS activities:
 - Videos and education displayed on the website for ease of access; focus on diseases caused by smoking, alcohol use, and drug use
 - Monthly Priority Health article in the local paper, posted on PLHS website and shared on social media
 - Education radio interviews on local stations to educate on services available
 - Large, in-person and online events keynote topics have featured messages to align with health education
 - Provide education on smoking cessation to patients
 - Added a full-time midlevel to work alongside a full-time pulmonologist to ease access barriers
 - Pulmonary function tests and pulmonary rehabilitation provided to individuals
 - Financially supporting an additional respiratory therapist to become a AARC Pulmonary Disease Education
 - Pain Therapy
 - Continue staff development to learn, use, and develop our management of chronic and persistent pain
 - Working to start a service line for Pain Therapy
 - Offer free community pain education classes
- Current collaboration with others:
 - Provide financial support to:
 - Serenity Hills, an HSA residential facility and safe house for those suffering from mental illness or addictions
 - Significant financial donation to HSA to help fund their new building project Appropriate Regional Facility (ARF)
 - Drug Free, Alcohol Free, Safe & Healthy (DASH) Organization
 - Watertown Healthy Youth (WHY)
 - Watertown Area United Way
 - Boys & Girls Club of Watertown
- Proposed PLHS activities:
 - Continue the activities listed above
 - Promote expanded pulmonology services and look for outreach opportunities
 - Anticipated impact:
 - Increase pulmonology access
 - Increase smoking cessation education offerings through a variety of events, media, and online platforms and utilize the AARC Pulmonary Disease Educator
 - Anticipated impact:
 - Help reduce the number of individuals who smoke in our service area
 - Resources committed:
 - Staff time

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- Financial resources
- Rehabilitation Services to collaborate with HSA to consider pain control therapy options in place of pain medication
- Pain Therapy
 - Work to develop a service line for Pain Therapy Services
- Proposed activities to collaborate with others:
 - Continue to provide financial support to
 - Serenity Hills
 - DASH
 - WHY
 - Watertown Area United Way
 - Boys & Girls Club of Watertown
 - Participate in community education to promote the prevention of drug and alcohol use and smoking
 - Work with area providers regarding pain contract and diversion of medication
 - Continue offering free rides with Community Transit Watertown/Sisseton to health-related appointments which includes services to AA meetings to minimize the transportation barrier
 - Anticipated impact:
 - Establish Prairie Lakes as a leader in combating the opioid epidemic and caring for those with persistent and complex pain conditions using specialized services internally and within the community
 - Increase education to help reduce the number of individuals who use drugs, alcohol, or tobacco products
 - Resources committed:
 - Staff time
 - Financial resources

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Significant needs not addressed

Many issues emerged that were beyond the scope or control of PLHS. Issues such as affordability of care/underinsured, economy & workforce shortage, unemployment, sex education/teen pregnancy, and primary care physicians will be deferred to the appropriate community organizations. Please find more information below.

1. Affordability of Care/Underinsured

- PLHS has charity care and financial assistance programs available, and employees help patients explore these options
- The PLHS charge master was posted on the website to ensure price transparency
- PLHS Emergency Department treats all patients regardless of ability to pay
- Meet requirements for the No Surprise Billing Act
- Sports Medicine Trainers offer free evaluations at local middle and high school for sports injuries

2. Economy & Workforce Shortage - Unemployment

- PLHS has representation on the community development activities

3. Sex Education/Teen Pregnancy

- PLHS doesn't have the expertise or providers to effectively address the need
- Local primary care clinics provide education to patients and the school district provides student education
- PLHS provides financial assistance to the Watertown Family Planning Clinic operated by Sanford Health

4. Primary Care Physicians

- Continue to provide support for primary care recruitment efforts to the local clinics
- Hamlin County – County Health Ranking shows lack of primary care physicians, there are four small clinics in this county