

Implementation Plan for Needs Identified in the Community Health Needs Assessment for Southwest Healthcare Services

Fiscal Year 2022

Covered Facilities: Southwest Healthcare Services and Southwest Health District Unit – Bowman, ND

Community Health Needs Assessment: A Community Health Needs Assessment (CHNA) was performed in Winter 2022 in collaboration with public health to determine the most pressing health needs of the Bowman, ND area.

Implementation Plan Goals: The Board of Southwest Healthcare Services has determined that the following health needs identified in the CHNA should be addressed through the implementation strategy noted for each need:

1) Availability of Mental Health Services

- Specific Needs Identified in CHNA:
 - Availability of mental health services (page 48; ranking number 1). This need jumped from our third priority to our highest priority need.
 - Depression and anxiety – all ages (page 48; ranking number 4).
- Current Activities
 - Conducted by hospital:
 - Provide mental health services through telemedicine with the Center for Psychiatric Care. These services are available to residents of Bowman and surrounding communities one day per week at our clinic. Patients are able to schedule appointments outside of our clinic at their convenience.
 - When a patient in need of psychiatric care presents to our emergency room, we have the ability to connect through our telehealth emergency services with eAvel to have a behavioral health assessment conducted by a qualified nurse.
- Proposed Activities
 - Conducted by hospital:
 - Southwest Healthcare Services will be engaging with Senior Life Solutions (SLS) beginning August 2023. SLS is a company that provides intensive outpatient group therapy designed to meet the unique needs of adults typically aged 65 and older struggling with symptoms of depression and anxiety that can sometimes be age-related.
 - Transportation services will be provided for our elderly population to attend their sessions.
- Measurable Outcomes
 - If our population begins using SLS, we should see a decrease in utilization of telehealth emergency services with eAvel among our elderly population.
 - Number of new patients accessing our mental health services with SLS.
 - Number of attendees in group therapy activities with SLS.

2) Attracting and Retaining Young Families

- Specific Need Identified in CHNA:
 - Attracting and retaining young families (page 48; ranking number 2).
- Current Activities
 - Conducted by hospital:
 - Recruitment of Staff
 - ◆ Human Resources main goal is recruitment of staff--which includes young families.
 - Conducted by Bowman County EDC:
 - Reviews different areas for economic growth which will attract young families.
 - Support local businesses to provide quality of life for our community.
 - Continues to work with different businesses in the recruitment of staff.
- Proposed Activities
 - Conducted in collaboration with others:
 - SWHS will collaborate with Bowman County EDC, Bowman County School and any other business that is working on staff recruitment.
 - Child care continues to be critically short and is an obstacle to bringing in families with young children. Our community is actively seeking solutions for this problem.
- Measurable Outcomes
 - Measure the number of new employees that relocated to our community for employment at SWHS.

3) Not Enough Healthcare Staff in General

- Specific Need Identified in CHNA:
 - Not enough healthcare staff in general (page 48; ranking number 3). We have critical nursing shortages as well as numerous other vacant positions.
- Current Activities
 - Conducted by hospital:
 - Recruitment of staff by our Human Resources department.
 - Advertising jobs in print, social media, and online.
 - Offering more competitive pay, attractive sign-on bonuses, and relocation assistance.
 - Sponsoring booths at job fairs in the state.
 - Conducted by Bowman County EDC:
 - Offers relocation assistance to eligible occupations.
 - Lists community jobs on their website.
- Proposed Activities
 - Conducted by hospital:
 - Recruit foreign nurses.
 - Use multiple recruitment companies to relocate talent to our community.

- By joining the Clinically Integrated Network (CIN), we may have opportunities to collaborate and share staff.
- Will be holding a CNA class in June 2023 to help attract local interested talent to our nursing department.

➤ Measurable Outcomes

- Measure the number of contracted employees in comparison to historical data.
- Measure the amount of contract labor expense compared to historical data.
- Compare number of vacant positions to historical data.