Implementation Plan for Needs Identified in the Community Health Needs Assessment for

Southwest Healthcare Services

Fiscal Year 2025

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 the fall/winter in collaboration with public health to determine the most pressing health needs of the Bowman, North Dakota 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 47; ranking number 1). This need stayed atop the list of needs from our 2022 CHNA.

- Current Activities (Conducted by hospital):
  - We at SWHS continue to provide mental health services through telemedicine with the Center for Psychiatric Care. These services are available to residents of Bowman and surrounding communities.
  - Just like in 2022, when a patient in need of mental health care arrives in our emergency room, we have the ability to connect through our telehealth emergency services with Avele, a telehealth service we partner with, to have a behavioral health assessment conducted by a qualified nurse.

- Current Activities (Conducted by hospital):
  - Southwest Healthcare Services continues to use Senior Life Solutions (SLS). A service and partnership we started in 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.

- Current Activities (Conducted by hospital):
  - Since our last CHNA in 2023, our community has seen a new mental health clinic open. Phoenix therapy offers a wide variety of mental health services, including addiction counseling.

- Proposed Activities (Conducted by hospital):
    - We will continue to monitor our telehealth services and how they are benefiting our patients. We also have invited Pheonix Therapy to our events, like our health fair this year in 2026. We have also hired a provider who is credentialed in mental health services to be onsite.

- Measurable Outcomes (similar to 2022)
    - 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 47; ranking number 2).

- Current Activities (Conducted by hospital):
    - Recruitment of Staff
    - Human Resources' main goal is recruitment of staff--which includes young families.
    - We utilize sign-on bonuses as a way to attract staff.
    - Conducted by Bowman County EDC:
        - Reviews 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.
        - Offers relocation and sign-on bonuses to businesses through grants.

- 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.
        - Childcare 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.
        - We will continue to explore grants and other opportunities through the EDC and other avenues for recruitment and sign-on bonuses.

- Measurable Outcomes
    - Measure the number of new employees that relocated to our community for employment at SWHS.

3) Not Enough Jobs With Livable Wages, Not Enough To Live On

- Specific Need Identified in CHNA:

- Not enough healthcare staff in general (page 47; ranking number 3).
- This category, while important, is out of reach of our abilities at Southwest Healthcare Services. We offer plenty of positions with competitive pay rates to recruit and staff our facility. We do work with the Chamber Of Commerce to advertise our open positions.