

# Implementation Plan for Needs Identified in the Community Health Needs Assessment for Towner County Medical Center

FY 2021

**Covered Facilities:** Towner County Medical Center, Towner County Public Health

**Community Health Needs Assessment:** A Community Health Needs Assessment (“CHNA”) was performed in Winter 2021/2022 in collaboration with public health to determine the most pressing health needs of Towner County Medical Center service area.

**Implementation Plan Goals:** The Governing Board of Towner County Medical Center has determined that the following health needs identified in the CHNA should be addressed through the implementation strategy noted for each such need:

## 1. Mental Health Services –

*Specific Needs Identified in CHNA:*

- Ensure all community members, including the uninsured and working poor have access to mental health services.
- Key Objectives:
  - To offer professional services within the county that focus specifically on mental and emotional health services to all residents including the uninsured and working poor.
- Implementation Strategies/Activities and Timeline:
  - Work together with Public Health, Law enforcement and local schools to identify the specific needs within the area concerning mental and emotional health including the uninsured and working poor.

The goals:

- To identify the needs of mental health services in teens, young adults and beyond with the help of Law enforcement, Public Health, local addiction center, and local schools. To continue to offer professional psychiatric services via telemedicine to said stakeholders that focus specifically on mental and emotional health.

## 2. Retaining Young Families –

*Specific Needs Identified in CHNA:*

- Ensure affordable housing, employment with competitive wage and benefits, and quality daycare to attract young adults and families to reside in Cando or surrounding area.

- Key Objectives:
  - To offer employment with competitive wages and benefits
  - To offer adequate and affordable daycare
  
- Implementation Strategies/Activities and Timeline:
  - Continue to review wage baseline and benefits on a yearly basis
  - Continue to meet or be above the NDHA baseline for wage for each department
  - Currently reviewing PTO hours and how best to meet employees needs for time off
  - Continue to provide Certified daycare services to area families.
  - Currently offering in-house CNA training

The goals:

- To prevent the relocation of young families from the area to larger centers, TCMC continues to be aware of national and state standards for wage and benefit programs, an in turn offering at or above the baseline suggestions. A certified CNA trainer in house will offer classes yearly to help retain nursing staff in the area.

### 3. Cost of Healthcare –

*Specific Needs Identified in CHNA:*

- Ensure all community members, including the uninsured and working poor have access to healthcare, including access to preventative care and a medical home.
  
- Key Objectives:
  - Continue to provide preventative healthcare procedures by expanding on screening healthcare to area residents, therefore limiting travel time and distance.
  
- Implementation Strategies/Activities and Timeline:
  - Continue to be the largest employer in the county, offering excellent benefit programs, training reimbursement and job security. Being a cost based facility, having the security of 6 (six) local providers on site reduces the cost of locums to cover ER services and clinic visits. These cost savings are passed onto our patients. Patients have access to TCMC costs and comparisons through CHNA reports and annual meeting held in October.
  - Outreach professionals continue to bring healthcare to TCMC on a regular basis, allowing for patients to stay close to come to get the care they need. Currently we are actively looking for Dermatology and Podiatry. We have recently brought on a Diabetic dietician for in house consultations. Providers are informed monthly and as needed of changes and additions to services and staff. The providers then pass the information on to their patients when they see the need. Our website contains a complete list of services as well as local newspapers list outreach providers and services available.

- With the approval of a new hospital/clinic/nursing home to be completed in 2024, TCMC can focus less on maintenance of an old building and more on patient care and comfort. The facility will have larger exams rooms, state of the art Operating Room, high functioning clinic to provide lab services in the clinic, rather than relocating.
- The new building will provide a new OR, attracting surgeons from the area to perform general surgeries saving the patient travel time to larger facilities. Current medical staff will inform patients of all status, including uninsured and working poor, who are in need of OR services, that TCMC now provides them in house. Advertisements in the local papers as well as community newsletters will inform county residents. Our website will be in complete detail of our services and visiting surgeons.

The goals:

- The goals of TCMC to keep the costs of healthcare down for residents continues to be an ongoing priority with the retaining of local providers and outreach physicians and surgeons. Currently our providers have been on staff 5 to 20 years, and we will strive to meet their needs to retain them and their families in the community by continuing to offer competitive wage, training and benefits.

#### **4. Childcare –**

*Specific Needs Identified in CHNA:*

- Continue to provide affordable, high quality daycare to surrounding area.
- Key Objectives:
  - Ensure all community members and TCMC employees have access to affordable and adequate daycare.
- Implementation Strategies/Activities and Timeline:
  - TCMC daycare is certified Step 4 with the Bright and Early program of North Dakota. Our Director continues to apply for grants to reduce the cost of labor. Currently we have 1 staff member wage being partially paid for by North Dakota Department of Health Inclusion Grant.
  - Currently 2 staff members have Certified Developmental Associates degree. This ensures the caregivers to the children are certified at the highest level. Parents are informed during orientation of the certified instructors.
  - Outdoor play equipment was purchased and installed in 2020. This equipment meets the current safety standards and is maintained and inspected regularly for damage. The equipment provides continuous interactive play for the children.
  - Grant money was used for learning and active/interactive play equipment and toys. This indoor interactive equipment is certified safe and follows all the guidelines of the early childhood environment rating scale. ECRS ensures that all level of interactive play are being offered. Parents are made aware of this feature in our daycare during orientation.

- Competitive wage and benefit package are offered. Meetings are held with supervisors to ensure budget is met and wages are competitive to state market. When jobs are listed, information regarding competitive wage and benefit package are state.

The goals:

- Goals to continue to provide quality childcare for Towner County include maintaining certified childcare workers. This will be attained by offering time needed to employees to become certified. Grant money will continue to be pursued by researching all possible avenues for new grants and funding. Each of these features will be on going as needed.