

2023

Faulkton Area  
Medical Center

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Community Health  
Needs Assessment



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## EXECUTIVE SUMMARY

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Faulkton Area Medical Center is dedicated to best serving the medical needs of the community with the resources available to the facility.

**Mission Statement:** The goal of the Faulkton Area Medical Center is to provide the appropriate level of healthcare on the continuum for clinic and outpatient/outreach care, emergency care, routine inpatient care, skilled swing-bed and intermediate swing-bed.

Faulkton Area Medical Center conducted a Community Health Needs Assessment (CHNA) for the residents of Faulkton and the communities included in Faulk County. The cities and towns that are in Faulk County are Chelsea, Cresbard, Faulkton, Miranda, Onaka, Orient, Rockham, Seneca, Wecota and Zell. The information and data obtained through the CHNA provides direction for prioritizing future strategies and collaboration to develop community driven goals.

The process to gather information included a community survey that was available online and inside the facility. The surveys and data collection for the CHNA began in April 2023 and concluded July 2023.

The objectives were:

- To recognize health related concerns of community leaders and members.
- To classify common themes that can be prioritized for follow up.
- To develop strategic plans that can be committed to with action from Faulkton Area Medical Center and community collaboration.
- To devise appropriate skills and programs to improve the health and lives of our community and the members.

Anonymous surveys included designed questions with the participant choosing the appropriate response that described their age, gender, zip code, education, past general health history, race, home. Additional optional questions were as follows:

- What are the biggest health issues or concerns in your community?
- Do you have insurance?
- What do you think is the most pressing health care related need for you, your family or our community?
- What keeps people in our community from seeking medical attention?
- Where do you and your family get most of your health information?
- What health screenings or education services are needed in our community?
- In what ways do you think the hospital is serving the community well?
- In what ways could the hospital improve the way in which it serves the community?
- What services do you feel are needed in our community that currently do not exist?
- Do you see community members working together in collaboration to address community health needs?
- What is the number one thing the hospital could do to improve the health and quality of the community?

A total of 113 surveys were collected either electronically or manually.

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## HISTORY

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Dr. Abbie Ann Jarvis, in 1898, was the first woman licensed to practice medicine in the state of South Dakota; as well as the first registered pharmacist in 1895, and had a pharmacy in Faulkton, SD. She moved to Faulkton during the winter of 1888, where her father was the local physician. She shared her father's dream of providing health care to people and pursued that dream up to her death in May of 1931.

For approximately 34 years (1917 – 1951) patients were cared for at Providence Hospital, a frame building that was located on the same lot as the past, Faulkton Medical Clinic. The Faulk County Commissioners had unending efforts which resulted in a new brick structure in 1949 and opened to patients in 1951. Bond issues and Hill-Burton funds were the main channels for the secure financing and building of the hospital. In 1966, a large addition and remodeling project was started and completed in 1968, with the birth of the Faulk County Memorial Hospital (FCMH) being a modern 34-bed facility.

In 1983, Presentation Health System began leasing the hospital, and in 1984 the hospital entered a management agreement with the Presentation Health System, now known as Avera. This partnership continued until FCMH again became an independent facility in the fall of 1993. A new clinic, which was a separately funded and an incorporated facility, was attached to the south end of FCMH, and opened in May 1992.

In September 1993, FCMH was certified as the first Rural Primary Care Hospital in the nation. The hospital was licensed for twelve beds; six acute care and six swing beds. Beginning in late 1994, the hospital/clinic was managed by some private companies including Lutheran Health Systems of Fargo, ND followed by Tealwood Care Center of Minneapolis, MN. In 1998, the hospital/clinic's classification again was changed. It was now determined to be a Critical Access Hospital and Rural Health Clinic. Once again, in August 2000, the facility became solely independent and continued to operate with the 12 licensed beds.

In 2004, Faulk County Memorial Hospital/Clinic became the only institution in South Dakota to receive funding through a combination of loans and grants to build a completely new facility. FCMH/C was one of only 32 facilities in the nation to obtain this highly sought after funding. In the same year, the Foundation Board was founded and launched a major fundraising campaign in April 2006, for the purpose of obtaining medical equipment, upgrade technology, and establish an endowment for the benefit of the hospital and clinic.

In June 2007, the new facility was completed and officially named Faulkton Area Medical Center (FAMC). Located on the southwest edge of Faulkton, all related health facilities were physically joined together. FAMC is connected by a hallway to the Faulkton Senior Living (nursing home) and The Meadows (assisted living). The nursing home and assisted living facilities are owned and operated by a private corporation.

In November 2017, a new outpatient/infusion center was completed and opened after months of construction. This has been in the planning and implementing stages since the 2013 CHNA survey and results. This provides patients who require infusions to remain close to their residence and reduce the travel time and expenses to the patient and their family. FAMC continues to be governed by an independent, local board of directors.

In November 2020, FAMC closed the west ER entrance to begin the enclosure of the existing ER canopy. This idea came about during the height of COVID-19. FAMC wanted patients with respiratory symptoms to come to the facility to be tested quickly and efficiently, without having to leave their

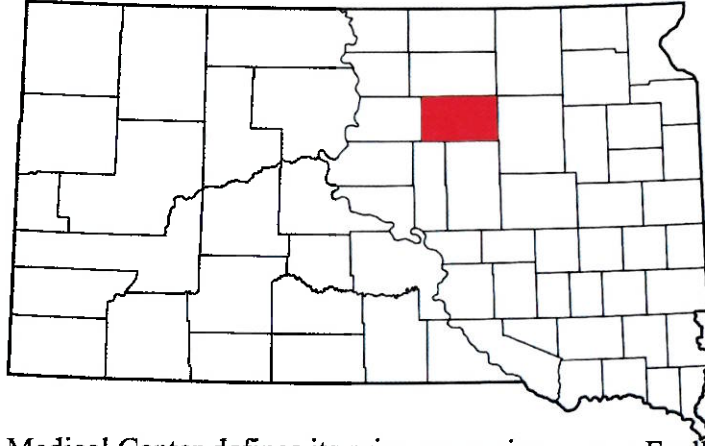
vehicle. The build and the new process for testing proved to be successful. This new feature also serves as a private patient entrance, protected from elements of South Dakota weather, to the hospital via personal vehicle or ambulance.

In June 2022, FAMC remodeled existing space to bring patients routine MRI services. It was in April of 2023 that Radiology began completing applications, scanning volunteer patients, and testing protocols. With an MRI now in house, FAMC is able to have shorter wait times, quicker turnaround, and clearer images for a better diagnosis.

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## DEMOGRAPHICS - COMMUNITY SERVED

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Faulkton Area Medical Center defines its primary service area as Faulk County. According to the 2020 census, there were 2,125 people residing in Faulk County.

This marks a 10% decline from the 2010 Census. During this same period the population of South Dakota increased by 8%. 98% of Faulk County's population is White.

Faulkton is the county seat for Faulk County and has the highest population at 805. The other towns and communities included in Faulk County include (population provided when available):

- Chelsea: Pop. 23
- Cresbard: Pop. 114
- Faulkton: Pop. 805
- Miranda: Pop.
- Norbeck: Pop.
- Onaka: Pop. 7
- Orient: Pop. 59
- Rockham: Pop. 15
- Seneca: Pop. 24
- Wecota: Pop.
- Zell: Pop.

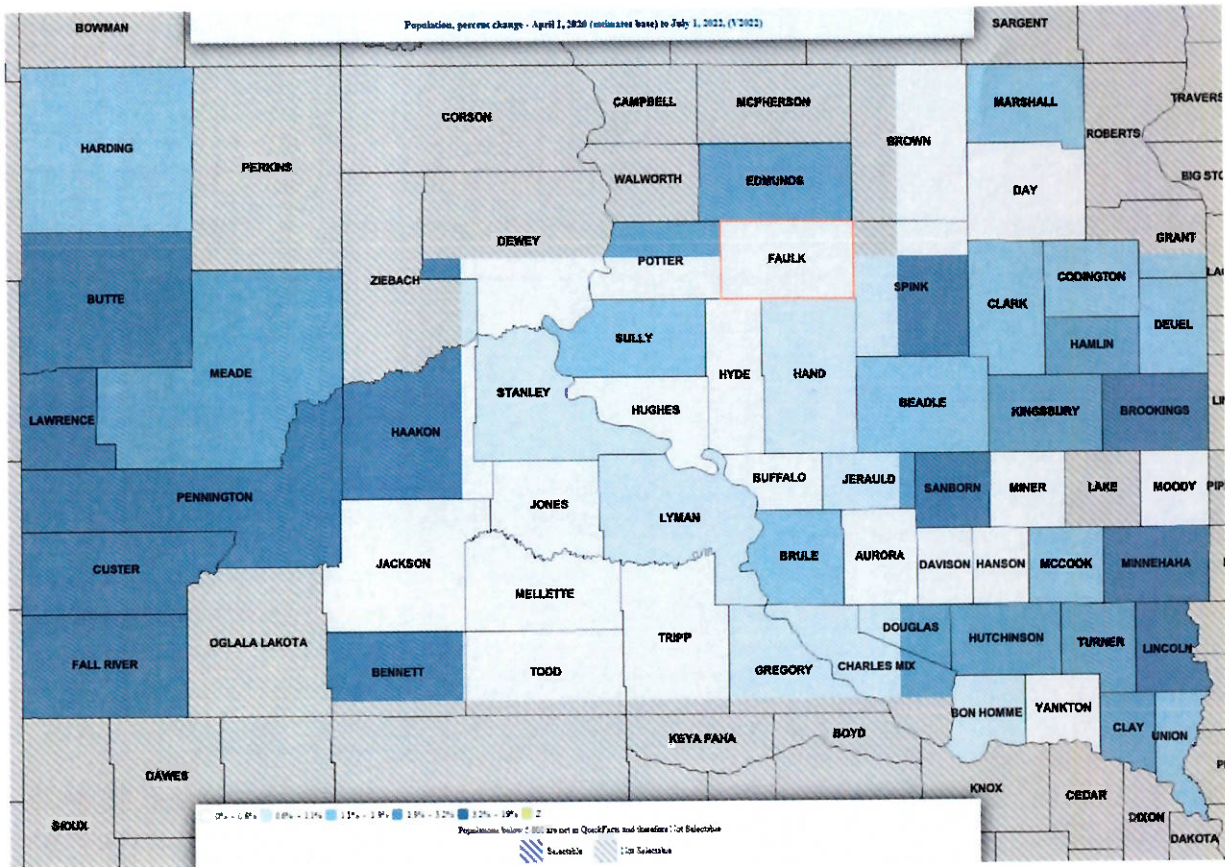
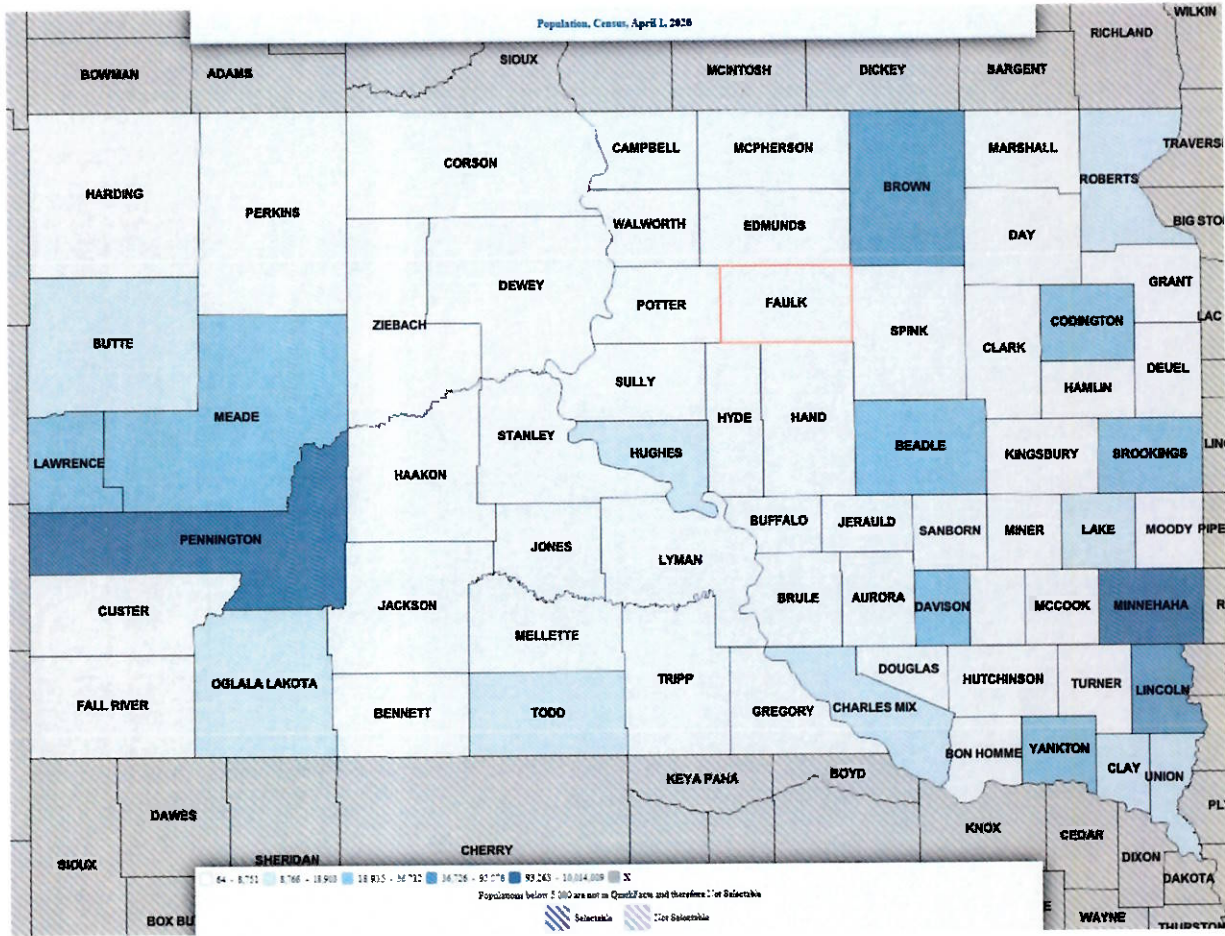
There are four Hutterite colonies located in Faulk County:

- Thunderbird (153)
- Evergreen (115)
- Brentwood (118)
- Blumengard (125)

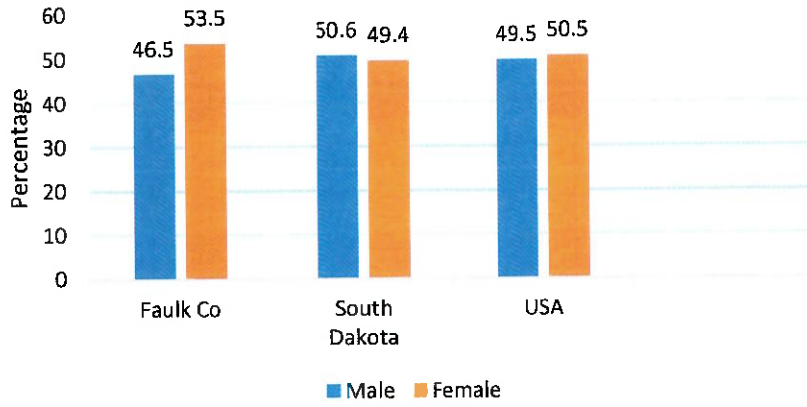
84% - 90% of Faulkton Area Medical Center admissions are residents from Faulk County; and hospital discharge totals have ranged between 315 – 370 annually over the past three years.

<https://www.census.gov/acs/www/data/data-tables-and-tools/data-profiles/>

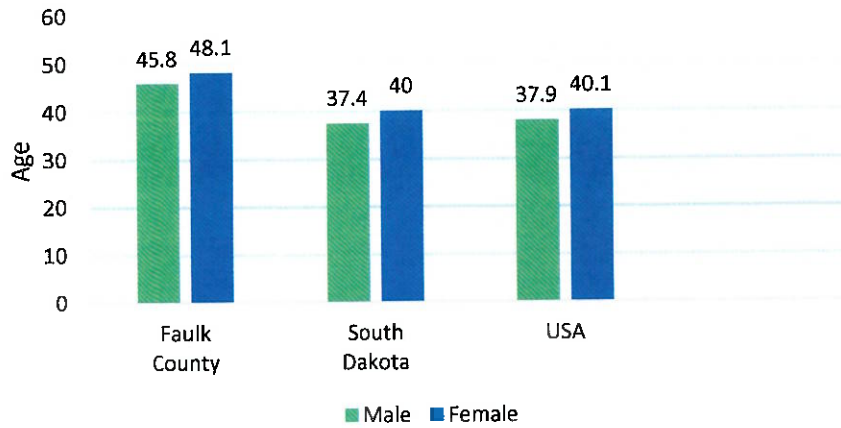




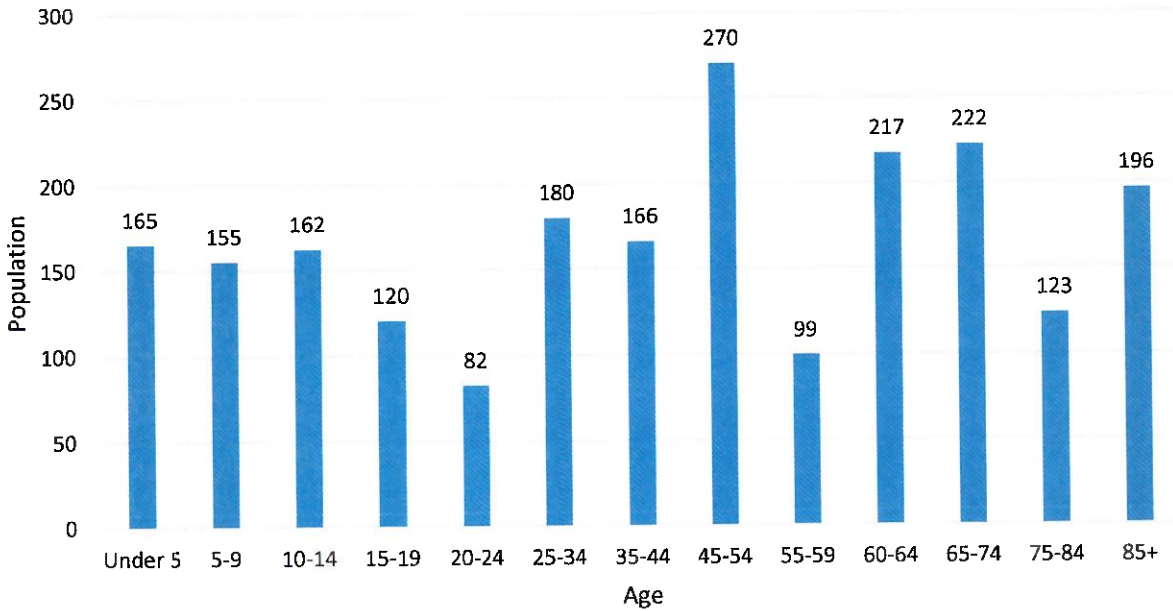
### Average Population by Gender



### Average Age by Population

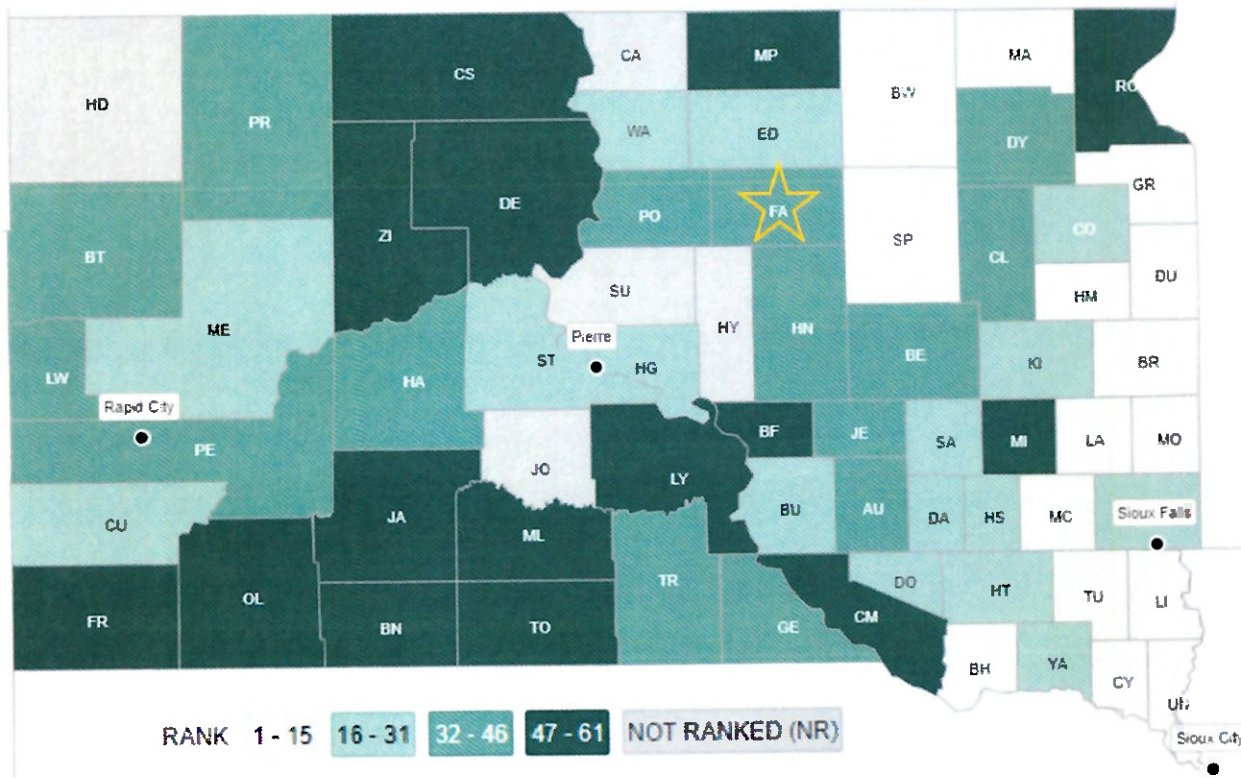


### Population by Age in Faulk County



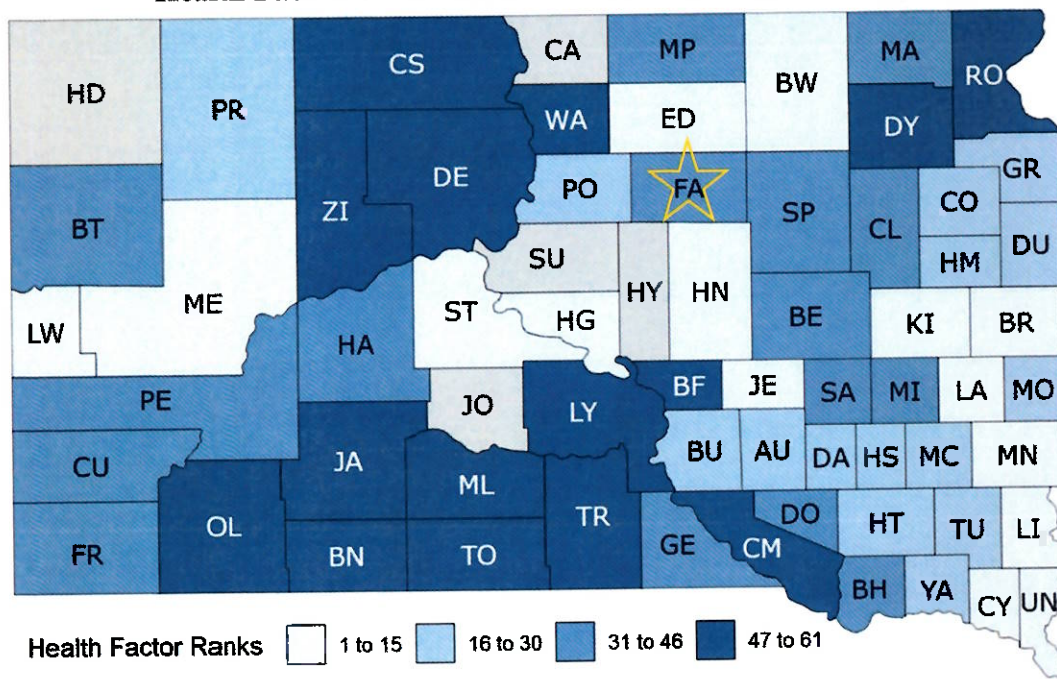


## HEALTH OUTCOMES & FACTORS



The maps on this page display South Dakota's counties (66 total, 4 of which are not ranked) divided into groups by health rank. They help locate the healthiest and least healthy counties in the state. The lighter colors indicate better performance in the respective summary rankings. The green map shows the distribution of summary health outcomes. The blue displays the distribution of the summary rank for health factors.

**Faulk County rankings: #43 for the Health Outcomes: How healthy the county is #39 for the Health Factors: What influences the health of the county**



<https://www.countyhealthrankings.org/explore-health-rankings/south-dakota/data-and-resources>



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## CURRENT SERVICES & COLLABORATIONS

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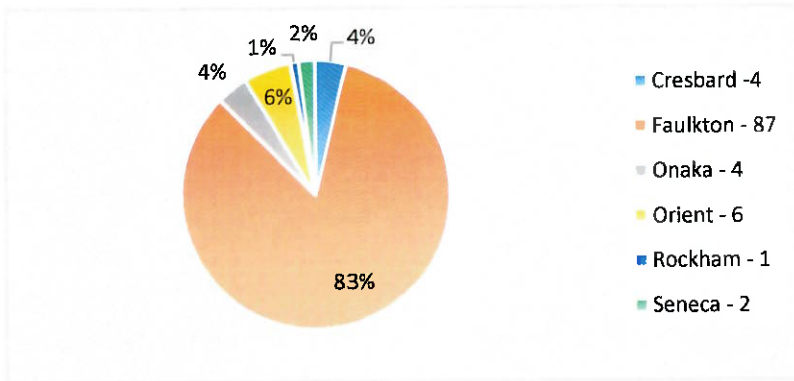
The following services are available at Faulkton Area Medical Center, either as Inpatient, Outpatient, or Outreach Clinics. The Hospital and Emergency Room is open 24/7. The Clinic, Outpatient Center, and Therapy department hours are Monday through Friday 8am – 5pm.

Allergy Shots	ABI/Spirometry
Bone Density	Cardiology/Cardiac Rehab
Chiropractor	Diabetic Foot Care
Dietitian	EGD/Colonoscopy
Family/General Practice	Hearing Aid Clinic
Health/Fitness Education	Infectious Disease
Joint Injections	Lab/Phlebotomy Services
Mammography	Mental Health
MRI	Nutrition Specialist
Outpatient IV Therapy	Rehabilitation – PT/OT
Sleep Studies	Stress Testing
Speech Therapy	Telemedicine
Ultrasound/Echo	Urology
X-ray/CT Scans	

Community Partnerships & Collaboration Efforts that are in place and continue to strengthen the community awareness to improve the health and quality of life in Faulk County and surrounding areas:

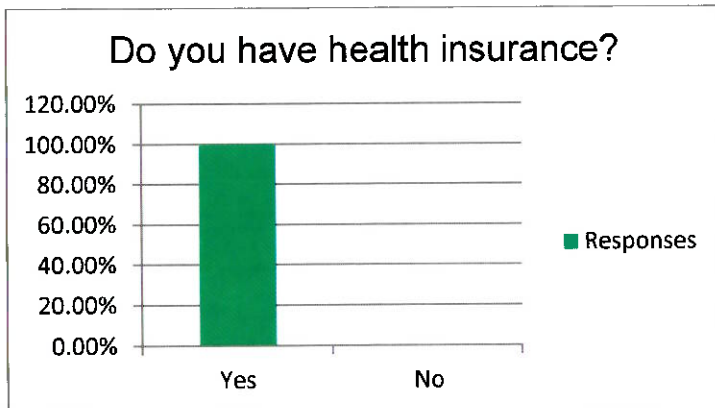
- Faulkton Area School District
- Out of School Program
- Dacotah Bank
- Faulk County Cancer Support Group
- Faulk County Senior Center
- Faulk County Library
- Faulkton Fire Dep't.
- Faulk County Ambulance
- Faulkton Healthcare Center – Nursing Home
- The Meadows – Assisted Living Facility
- Business & Professional Association
- Faulk County Record
- Faulk County Community Health Office
- Faulkton Area Economic Development
- Faulk Co. Jail
- Faulkton City Pool
- Faulkton Community Transit

## DATA ASSESSMENT ANALYSIS



**# Of Faulk County Residents that participated in the survey**

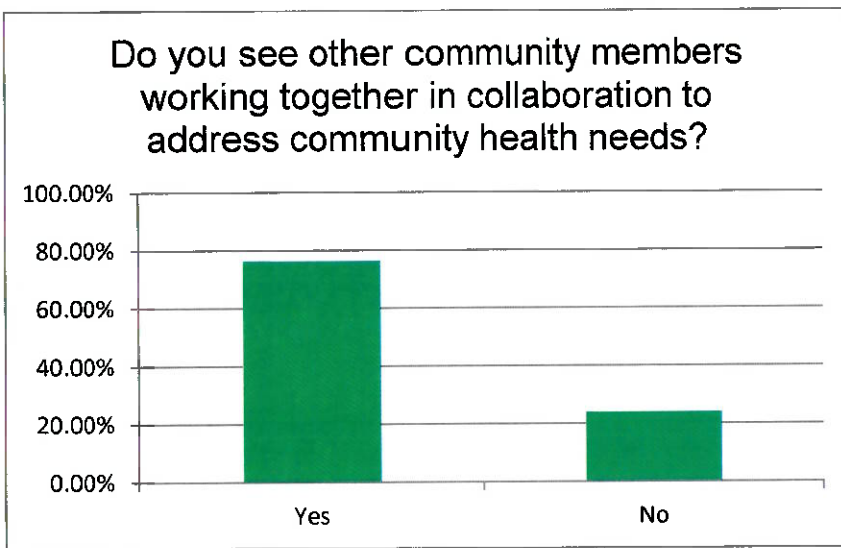
Faulkton is the largest city of Faulk County and is the county seat. There were a total of 113 surveys collected; 104 were from zip codes that are located within Faulk County. The survey was accessible electronically or paper surveys. Out of those two options, 32 were submitted electronically on-line and 72 completed a paper version. As noted above, the largest percentage of surveys were completed by Faulkton city residents. Below are actual phrases and statements from the CHNA surveys listed in random order and importance.



Answer Choices	Responses	Count
Yes	100.00%	113
No	0.00%	0



Answer Choices	Responses	Count
6 months	15.04%	17
12 months	10.62%	12
2 years	10.62%	14
5 years	11.50%	13
10+ years	30.97%	35
Never	9.73%	11



Answer Choices	Responses
Yes	76.25% 61
No	23.75% 19

**What are the biggest health issues or concerns in your community?**

- Home health, COVID, cancer, keeping providers here, after hours care, walking trails, emergency care, general health, diabetes, obesity, allergies, exercise, eating healthy, young adult health, vaping, drinking, general safety, influenza, cost, education, transportation, age, stress, accessibility, heart disease, availability, road safety, high level care

**What do you think is the most pressing health care related need for you, your family or our community?**

- Home health, hospice, alcoholism, pediatric care, emergency care, ambulance, quality doctors availability, cancer, education, nurse at school, community safety, health and wellness, more surgical procedures, mental health, medication, heart health, diabetes, insurance, education, sleep

**What keeps people in our community from seeking medical attention?**

- Privacy/doctor-patient relationship, distance and time of travel, cost, lack of insurance, becoming exposed to other illnesses, availability/lack of motivation to go to appointments, services not available locally, lack of education or understanding, provider availability, weather

**Where do you and your family get most of your health information?**

- FAMC facility, other medical facilities, nurses, doctors, internet, news, insurance companies, newspaper, Facebook, CDC, books, drug store

**What health screenings or education services are needed in our community?**

- Community Health, dangers of vaping education, yearly screens, cancer screenings, mental health/cognitive, optometrist/ophthalmologist outreach program, pulmonology outreach, cardiac, pediatrics, diabetic education, COVID, critical care, heart screenings, drugs

**In what ways do you think the hospital is serving the community well?**

- Outpatient services, continually looking to add services, staff, accessibility, availability, education, quality of facility, primary care, hospital, emergency

**In what ways could the hospital improve the way in which it serves the community?**

- Home health/hospice care, urgent care, orthopedic outreach, more education, endocrinology outreach, indoor exercise facility, indoor pool, improved ambulance service, cost, travel,

**What services do you feel are needed in our community that currently do not exist?**

- Home health/hospice, pediatric health care, elder care, brain scope, hyperbarics, optometrist, oncology outreach, exercise facility, endocrinology, county health nurse, behavior therapists for youth, vision exams, cardiac screenings, virtual appointments with local providers

**Do you see other community members working together in collaboration to address community health needs?**

- Addressing growth (business/housing), blood drive, cancer support group, transit bus, always working on new services to provide, school/hospital partnership, supporting FCCLA projects related to health, raising funds to bring a Dr. to a rural community

**What is the number one thing the hospital could do to improve the health and quality of life of the community?**

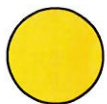
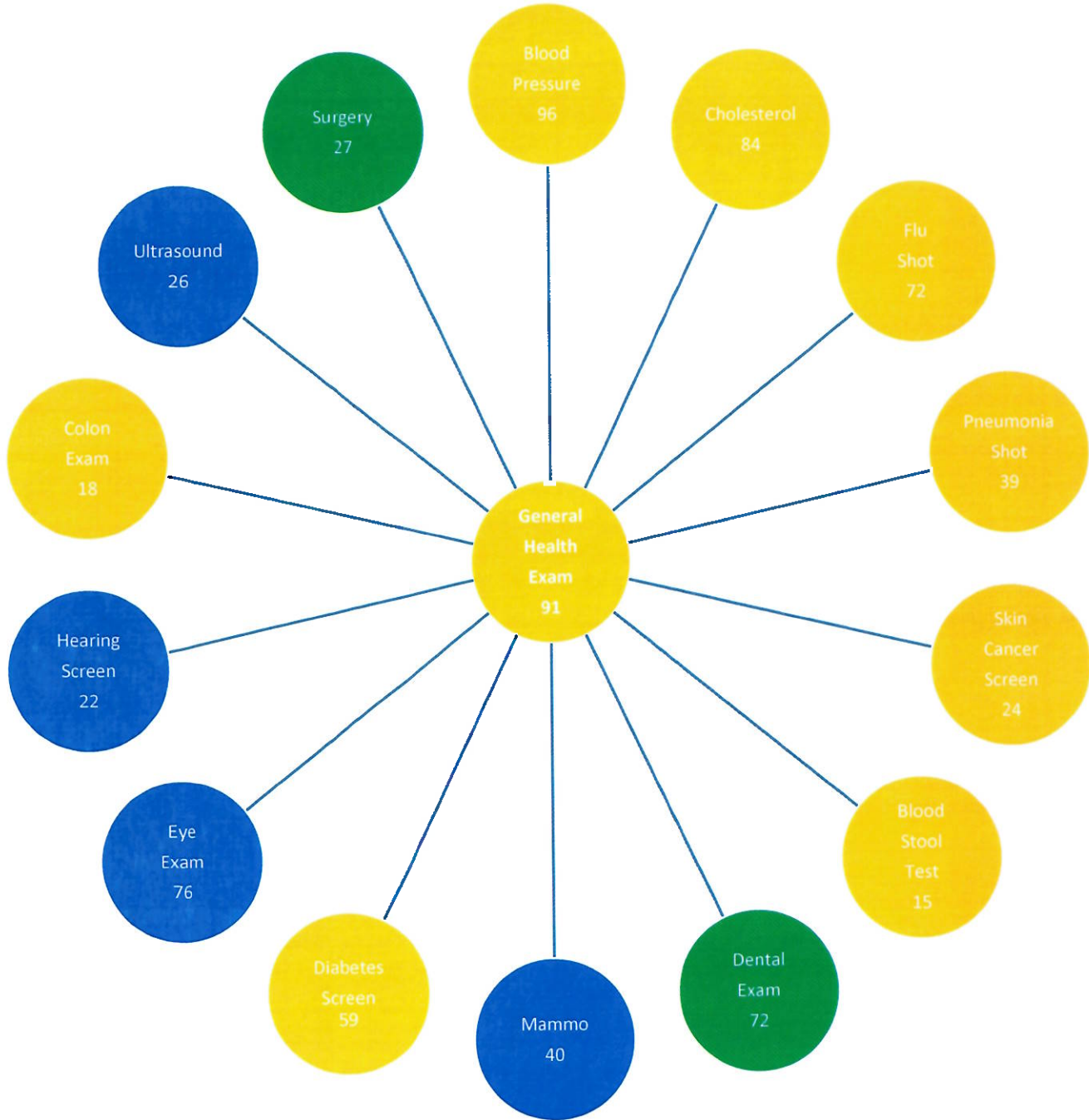
- Medication education, hospice and home health, update confusing billing system, continue good hygiene, eating healthy, fitness center, more surgeries, behavioral/mental health, bike path/walking trails to connect Faulkton community locations, more chemo services

**Other comments:**

Strong need for home health services and hospice care locally, do what is right and not what will gain the hospital more money, urgent care without ER charges



This chart identifies the **number** of people who selected the various healthcare procedures/exams/referrals in the past 12 months.  
 Refer to page 8 for a complete listing of services that are available through Faulkton Area Medical Center.



Pt. Services provided by FAMC providers



Pt. Services provided by Outreach Clinics at FAMC



Pt. Referrals made by FAMC providers

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## COMMUNITY HEALTH NEEDS IDENTIFIED

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Faulkton Area Medical Center has many of the listed programs and services in place to help meet many of the suggestions on the CHNA surveys. This assessment was very useful and helpful in understanding the community and surrounding areas perceptions of FAMC and healthcare. It assisted our focus groups and committee to determine and support the needs identified by the community of Faulk County and surrounding area.

The leading concerns and needs that were identified and prioritized from the data collected in the surveys are:

- 1) Home health
- 2) Exercise facility
- 3) Cost/insurance
- 4) Orthopedic outreach
- 5) Education
- 6) Travel

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## IMPLEMENTATION STRATEGY

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Our implementation strategy will focus on all aspects of the highest priority of needs that best accommodate our community.

- 1) Home healthcare and Hospice have been identified as a need during the past several CHNAs. FAMC has explored at length the possibility of implementing a Visiting Nurse program through the Rural Health Clinic; however, at this time the Visiting Nursing program was not deemed feasible. In the next year, FAMC will survey the specific needs people have for home health and hospice services and look at alternative service delivery systems to meet the needs of our community members.
- 2) An exercise facility was another item discussed. FAMC mentioned the new facility currently being built and equipped to allow a full range of exercise equipment. The community also has access to the school weight room. Fit and Strong is also available for the older generation of people with a limited number of spots. Water aerobics is also available during the summer with limited space.
- 3) Patients are encouraged to apply for Financial Assistance. A brief application, with a copy of the guarantor's most recent IRS tax return and evidence of the most recent three months' income, is required. The application form is available at several locations throughout the facility: Patient Registration, Clinic Registration, the ER Waiting Room, and each of the Emergency rooms. The form is also available on the FAMC website, and by mail if requested by contacting the Billing Office or Administration. Once a fully completed application is received the financial team will calculate the discount and inform the requesting party within 30 days of receipt of the application. Once the application is reviewed and the applicable discount is calculated the discount will remain in effect until April 1, and new applications must be made for charges incurred beginning every April 1. In 2022 income guidelines were relaxed which allows more people to qualify for financial assistance. FAMC will continue to provide education on this program through posting in the clinic, on social media posts, and in our community newsletters.
- 4) Outreach services. FAMC provides a variety of outreach services. Orthopedic outreach was discontinued earlier this year due to unavailability of a provider. We are continue to work with Avera to bring this service back to FAMC. Avera is in the process of recruiting an orthopedic surgeon who will be available to provide outreach at FAMC.
- 5) It was identified that FAMC could improve education in the community and school on various health topics and services provided at FAMC. This was mentioned in the previous CHNA and FAMC started publishing a community newsletter which is issued 3-4x a year. FAMC continues to provide Health Services to the Faulkton school. FAMC also works with the Faulkton Area Out of School Program to provide health education. In the area of community education, FAMC places a weekly ad with a "Medical Minute" article in the Faulk County Record. The Medical Minute is written by a member of the medical staff and addresses a pertinent health topic for that week. FAMC also has an active presence on social media Facebook and Instagram. The Therapy Department provides Fit and Strong classes to community members which includes exercise and educational components regarding health aging. The FAMC dietitian provides community based educational opportunities on various topics regarding health and nutrition. FAMC has continued with our Chronic Care Management Program and the Target: BPTM Program. Discharge education is provided directly into the patient's chart. This information is printed and given to the patients upon discharge. In 2021, the Utilization Review Department implemented a Transitional Care Program. Transitional care management taking responsibility for the care of patients following discharge from an inpatient hospital setting. This program is designed to decrease avoidable hospital readmissions

and assist patients in organizing their care following discharge. As the needs of our community change, we will review our methods of education, programs and services to raise awareness and fulfill the needs of the community. Prior to the COVID pandemic, FAMC provided a monthly lunch and learn community education series. This was not reimplemented after the pandemic in lieu of providing this information in a written format in our community newsletter and on social media. We can pursue restarting this service and see if there is community interest in attending.

- 6) Transportation to medical appointments was identified as an issue to accessing healthcare. Faulkton has a transit program which provides rides to the hospital and clinic Monday through Friday 8-5. It does not provide rides for people living outside of city limits. They would like to expand their services if budget and staffing allow.
  - a. Telemedicine Program. FAMC is in partnership with various outside entities such as, Avera Health System and Storm Clinic, to provide virtual doctor visits to patients without the need to travel. Through these partnerships, FAMC can connect with outside specialty providers virtually to save travel, time, and expense. Mental Health services were added to our telemedicine program in August of 2022, and we will continue to pursue additional services as they become available.



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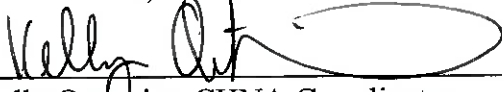
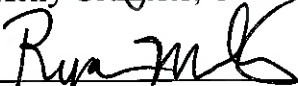
## BOARD APPROVAL

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This Community Needs Health Assessment, a requirement of the IRS, has been conducted to determine and assess needs through data collection and collaboration with community leaders and members, along with the mission statement of Faulkton Area Medical Center to improve the health of people in Faulk County and surrounding areas. This process provides direction for prioritizing our future strategies in developing community driven goals.

This report was prepared for the calendar year dated January – December 2023.

Faulkton Area Medical Center Governing Board Approval:

 _____ Heather Bode, CEO	<u>12-21-2023</u> Date
 _____ Susan Miller, CFO	<u>12-21-23</u> Date
 _____ Kelly Ortmeier, CHNA Coordinator	<u>12.21.23</u> Date
 _____ Ryan Melius, Board President	<u>12-21-2023</u> Date

