

Community Benefit Report
2016-2017 Fiscal Year

Report of St. Andrews Health Center's Commitment to its Community

St. Andrew's Health Center has been a part of the community since 1913; our mission is to provide services to all who come to us for care; this is something that we are very proud of. Our ability to better the lives of those most in need is the core of our beliefs and knowing that we can make a difference in the lives of those we serve. In addition, we believe that through our leadership and presence in the community we have been and will continue to be an essential part of the healthcare delivery team.

St. Andrew's Health Center is designated as a Critical Access hospital and has had the designation since July 2001. We continue to utilize "The Guide for Planning and Reporting Community Benefit" book that was prepared by the Catholic Health Care Association to help determine what qualifies as a community benefit and participate on webcasts as offered. We attend a variety of educational opportunities throughout the year to provide direction in reporting on our benefits to the community.

Charity Care (Caring Program):

During the past year, we provided \$189,860 for 11 people of free care. We budget to provide the caring program on an annual basis. St. Andrew's Health Center utilizes the federal poverty guideline; we go up to 200% of the federal poverty guidelines and utilize a sliding scale that provides a greater opportunity for patients/clients to qualify for free or reduced care ranging. The reduced care ranges from 20% to 100%. Our caring program is made available to all patients and may be viewed on our website: www.standrewshealth.com. Upon completion of an application we review three months of income history and/or annual income tax filing to determine where they qualify within the program guidelines. Once the patient qualifies, the program is in force for the next six months as well as the prior six months. Each participant must then reapply every six months. We also provide the patient(s) with an insurance card to present at the time they are at the registration desk for the service/visit. This has provided a means for the patient(s) to know their coverage dates and what family members are eligible to receive the services free or at a discounted rate. This program was implemented in the health center as well as our rural health clinic. In May of 2009, we enhanced this program to afford individuals with medical expenses in excess of 30% of their gross income who would otherwise not qualify for the Caring Program based on their earnings to qualify for catastrophic charity care and receive a reduction in the cost of their medical services. We have seen changes in the charity care. In January 2014 the State of North Dakota added Medicaid Expansion; more patients are qualifying for this insurance coverage. Medicaid Expansion has had an impact of the number of individuals qualifying for charity; we find that most are qualifying for a sliding scale write off.

We continue to maintain the Community Resource Coordinator (CRC); this person offers assistance to those in need. The CRC offers an array of services in searching for medical/dental coverage for those that are underinsured or uninsured; prescription assistance, maintain blanket hugs program and give approximately 105 blankets away to ER patients, assisting patients in understanding their Medicare insurance benefits and medical assistance; coordinating with the local Cancer Support and church groups in the community of Bottineau.

In total the CRC provides resources to approximately 300 people in our community and service area; without the resource many of these individuals would have gone with needs unmet.

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Bottineau, North Dakota

We continue to maintain this position within the health center and in the Bottineau County service area. We continue to see an increase in the individual's out of pocket costs that remain following payments provided by their insurance carriers. With the rise in health care premiums and aging population; families have to make some difficult decisions. The lack of insurance or underinsured has a devastating effect on the people of our community. We are committed to the Catholic Healthcare Initiative on working towards insurance coverage issues for the uninsured and underinsured.

Throughout the year we have held food pantry drives and collected funds to give to the school system for children in need of money for milk at snack time. We also have an angel tree within the facility that has a range of ages of boys and girls that are in need of receiving some gifts at Christmas. We do this in collaboration with a service group in our community.

St. Andrews Health Center has a community health needs assessment (CHNA) that was completed in September, 2016 and implementation was started in 2016-2017. We continue to utilize the report and work towards meeting needs as identified within the report. We are in the first year of our upcoming 3 year implementation plan. All of the meetings and data collection were completed by UND Center for Rural Health employees (UNDCRH) located in Grand Forks, ND. The CHNA report is posted on our website, www.standrewshealth.com and the most recent implementation plan is also posted on the same website.

In September 2016, UNDCRH provided a complete report on the needs of the community identified by the survey results. We provided communication back to the leadership group, presented the results at the annual Bottineau Economic Development Corp (EDC), Chamber group, posted it out on our website, original copies to the EDC and public health office and to all department managers and board members for the health center. At the local board level for the health center, we focused in on the greater needs of the community needs assessment that we identified and our plan was to work on those items first. We will continue to utilize the CHNA report and have made the workflow for the implementation plan as part of our strategic plan.

We are working with The Department Managers and a committee of community members, First District Health, County Social Services, Dakota College Bottineau (DCB), Chamber of Commerce and the EDC on the implementation plan. The five top identified needs that the implementation plan will address are: 1) Availability of Behavioral Health, 2) Availability of Resources to Help the Elderly Stay in Their Homes, 3) Overall Health and Wellness, 4) Availability of Childcare Services, and 5) Attract and Retain Families to the Area. In addition, at our annual total program review, an evaluation of services offered and the options to add new services is done. This process provides an overall review of services offered and a consideration of what we may need to consider discontinuing or adding.

In direct connection to providing area individuals more about wellness and illness prevention, we continue to provide information to the community via specific topics, education events, and advertising about on overall health and wellness. In October, 2016 a public presentation was given by our nurse practitioner on eating a gluten free diet at our Women's Wellness Expo. We provide diabetes education sessions to the public 3 times this year. The sessions run for a six week period and there are 6 classes for each session. We offer a wide range of educational material in the local news paper through our weekly "Healthbeat" feature. The topics have included prescription opioid use, stress management, and information about National High Blood Pressure and American Stroke Month. These are just a few examples of ways that we get health and wellness information out to the public.

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Beyond Charity Care

In addition to our free charity care, SAHC has provided many other services to meet the needs of those in Bottineau County and service area: we provide access to clinical practice to the Bottineau and Minot region.

A number of students job shadow in various departments as part of their education requirements. Over the past year we have had students job shadowing or completing internship hours for Dietician and Nurse Practitioner programs. We also have the school of nursing students from Dakota College Bottineau at the facility completing practicals during the college school year. We are happy to be a clinical site to Dakota College-Bottineau for the ADN/PN nursing program; we have a number of students that utilize St. Andrews Health Center for their clinicals on a day to day basis.

St. Andrew's Health Center allows for time to educate high school students about potential career opportunities in health care and provides job shadowing opportunities for those interested. We work closely with the Health and Sciences Instructor from the local high school to provide health career access to the students. We also participate in a Scrubs Camp program for junior high students. This is coordinated through the school system and provides opportunities for students exploring health care options. We also participate in a number of other educational opportunities with students to generate a career in health care; EMT summer school, and 2nd grade tour, just to name a couple.

We have conducted presentations to members of our community and the surrounding areas/groups to educate them about the health and wellness issues. We have a weekly Healthbeat article that is printed in our local newspaper; the articles are about the importance of receiving medical testing and signs of symptoms of various diseases.

Office space and a liaison are provided to the Rural Mental Health Consortium so that we can continue to offer behavioral health services to the community on an outpatient basis. The demand for behavioral health services in the State of North Dakota has grown substantially. We are very pleased to offer this service at the local level and are working strategically to tie this into the identified needs of the CHNA.

We offer support from Physical Therapy to adapt equipment to meet the needs of the patient. SAHC's physical therapy department has donated time to give physical assessments of local high school and college athletes. They also attend sporting functions, which allows for a medically trained skilled person to be readily available in the event of an injury at the home scheduled sporting events.

St. Andrews Health Center participates in a number of community events/activities that pertain to healthcare and our direct relations to our community; including wellness committee, bio terrorism group, co sponsor a blood drive, blood pressures are offered during a variety of community events such as North Central Electric's annual meeting held in June, and our annual Hospital week celebration, just to name a few. We offer a free blood pressure screening day every Tuesday. This helps monitor the vascular health of 20 to 30 patients each week. Annually we impact about 913 people.

St. Andrews Health Center provides conference rooms for local non-profit organizations for meeting use.

St. Andrews Health Center's provides maintenance for up keep of the volunteer ambulance grounds and parking lot (i.e. snow removal) and linen services.

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We actively participate in Hospital preparedness issues/events in the State of North Dakota via BTWAN as well as any meetings held at the county level.

Community Leadership

St. Andrew's Health Center and its team of co-workers strive to increase their level of community involvement. Many of the employees of St. Andrew's Health Center serve on several local and regional committees working to improve the health and lives of the members of Bottineau County. A comprehensive list of committee memberships is attached to this document, so the community can take advantage of our expertise and involvements of the SAHC employees.

Summary

Mission Statement

St. Andrew's Health Center, in union with the Sisters of Mary of the Presentation, works for the glory of God by bringing the Word and Healing of Jesus Christ to all, with a special concern for the poor and elderly. Through the shared ministry with the laity, St. Andrew's Health Center participates in the health care mission in the work of healing which is the work of God. Our individual inspiration is Jesus and His Gospel message. Permeated with the Charism of the Sister of Mary of the Presentation, we minister to one another and all who come to us for care.

St. Andrew's Value Statement reads: We show care and compassion through:

Commitment: We strive to provide excellent service to the people of our community by caring for each person's spiritual, physical and emotional needs.

Respect: Our goal is to protect the privacy and dignity of our patients and one another. We respect those we serve and each other by showing consideration for each person's values and spirituality.

Trust: We aim to develop trust with our patients by building their confidence in our ability to deliver quality healthcare in an honest and reliable manner.

Teamwork: Working together we create a team atmosphere by which we support one another, remembering we are all equal and all work to fulfill our mission.

As we continue to build upon our Mission Driven Healing Hospitality program; we will continue to strengthen the values, Mission and viability of our organization and meet the needs of our community and the people that we serve.

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Managers Volunteer Activities and Community Involvement

2016-2017 Fiscal Year

Jodi Atkinson

Economic Development Corporation Board member

Community Health Needs member

First Lutheran Church Service Group

ND Critical Access Quality Committee

Caring for Children Board

Norsk Hostfest Volunteer-Minot

Lake Metigoshe Lions

Community Disaster Committee-Bottineau County

Bio-Terrorism Committee

Rural Mental Health Consortium member and Chair

Volunteer at Community Events

Brenda Aberle

St. Marks Alter Society Group

Volunteer at Community Events

Brenda Arneson

First Lutheran Church Service Group

Volunteer at Community Events

Mandy Carpenter

Volunteer at Community Events

Bill Dawson

Dakota College at Bottineau IT Committee member

Crystal Grenier

Community member-Community Health Needs Assessment group

Board member-Penelope's

Bottineau County Coalition group

Volunteer at Community Events

Amy Gullett

Our Saviors Church work group

Our Saviors LWML

Dakota College Bottineau Foundation

4H Leader

St. Andrew's Health Center

Bottineau, North Dakota

Volunteer for Bottineau Blue Line

Volunteer at Community Events

Brandy Hahn

Girl Scouts

Volunteer at Community Events

Linda Holisky

Bottineau Chamber of Commerce Board of Directors

Volunteer at Community Events

Dennis Lagasse

Knights of Columbus

St. Mark's Cemetery Grounds Committee

St. Mark's Greeter, Usher and Gift Bearer

Bottineau Country Club

Dakota College Bottineau Logrollers-President

Dakota College Bottineau Foundation

North Dakota Officials Association

Bio-Terrorism Committee

Local Emergency Planning Committee

Volunteer at Community Events

Jeanne McGuire

DCB Allied Health Advisory Committee, Chairperson

Volunteer at Community Events

Sheila Monson

St. Marks Altar Society member

Volunteer at community events

Keith Pritchard

Bottineau Community Theater

Maintenance of Masonic Island-Lake Metigoshe

Bottineau High School hockey and football

Community Presentations-Health

Volunteer at Community Event

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Karla Spence

Dakota College of Bottineau-Nursing Advisory Council

Bottineau ambulance liaison-SAHC

Bottineau Community Prevention Coalition.

Volunteer at Community Events

Alfred Sams-

NDHA Education Committee

Community Health Needs Assessment Hospital Representative

Volunteer at Community Events

**St. Andrew's Health Center
Summary of Quantifiable Community Benefits**

Reporting period	October 1, 2016 through September 30, 2017		Persons served	community	offsetting	community
	Community Benefit Category *	See Worksheet				
Benefits for persons living in poverty						
Charity care at cost	I	3	11	\$ 189,860	\$ -	\$ 189,860
Unreimbursed costs of public programs	II					\$ -
Medicaid		4	10	\$ 784,528	\$ 654,378	\$ 130,150
Health professions education	III.B	7				
Subsidized health services	III.C	8				
Cash and in-kind contributions to other community groups	III.E	10				
Community building activities	III.F	6,11				
Total quantifiable benefits for persons living in poverty			21	\$ 974,388	\$ 654,378	\$ 320,010
Benefits for the broader community						
Community health improvement services	III.A	6	8,643	\$ 40,711	\$ -	\$ 40,711
Health professions education	III.B	7	1,767	\$ 302,492	\$ 41,285	\$ 261,207
Subsidized health services	III.C	8	27	\$ 9,278	\$ -	\$ 9,278
Research	III.D	9				\$ -
Cash and in-kind contributions to other community groups	III.E	10	3,098	\$ 12,544	\$ -	\$ 12,544
Community building activities	III.F	6,11				\$ -
Community benefit operations	III.G	--				\$ -
Total quantifiable benefits for the broader community			13,535	\$ 365,026	\$ 41,285	\$ 323,741
Total quantifiable community benefits			13,556	\$ 1,339,414	\$ 695,663	\$ 643,751