

2025 Implementation Strategy



Introduction – Board Action

The Community Health Needs Assessment (CHNA) and Implementation Strategy are federal requirements for hospitals to retain non-profit status once every three taxable years. Sioux Center Health developed a CHNA report which was approved by the Board of Directors in June 2025. The process also includes the development and approval of an implementation strategy to address the prioritized needs from the CHNA. This plan will be presented for approval at the September 2025 Executive Board of Directors' meeting.

Community Health Priorities

While Sioux County has numerous positive attributes and scores well in the county health rankings for Iowa, there are several well-defined areas of prioritized need that the hospital plans to address based on our findings from the community health needs assessment. For the purpose of this assessment, a health need includes requisites for the improvement or maintenance of health status in both the community at large or in a particular part of the community, such as a specific group experiencing disparities. Requisites for improvements or maintenance of health status also include underlying factors that influence health such as transportation or housing.

Summary of Health Needs

The following prioritized health needs were identified for all Sioux County with the collaborative:

1. Mental Health
2. Obesity
3. Navigating Systems

Using the above identified areas and focusing on the needs of the community, Sioux Center Health decided to focus on all of these areas for the next three years. The three areas again in priority are:

1. Mental Health
2. Obesity
3. Navigating Systems

Strategies for Identified Needs

Mental Health Services

Description of the issue

Mental health services across the age continuum were cited as a pressing need as identified through the community wide questionnaire. 52.8% (236 surveys) reported this as an important health problem. Additionally, through the focus group, mental health was identified as a need, particularly as it relates to affordability and the stigma associated with seeking care. Focus groups also identified healthcare access as a major issue, which includes the difficulty in accessing mental health services.

Action

Sioux Center has put many resources into behavioral health staff in the past and looks to continue to do this over these next few years. Sioux Center Health has recently hired and is onboarding a third Certified Psychiatric- Mental Health Nurse Practitioner. This will allow expanded coverage in both our Hull Family Medicine Clinic as well as at our Nursing Home Facilities. Additionally, we are looking to add a fifth behavioral health therapist to our team. We have expanded services into marriage and family counseling, couples therapy, group therapy, and are looking to add neurofeedback. We will continue to offer therapy services in local schools to meet the needs of our student population. These additions will help to increase access for our community to behavioral health services from pediatrics all the way up to geriatrics.

The stigma of behavioral health services was something identified in the Community Health Needs Assessment. Sioux Center Health remains committed to keeping the behavioral health clinic embedded within the family medicine clinic. This allows patients to come to visits without other people knowing they are there for mental health services. Sioux Center Health will also explore avenues for continued education within schools and the communities to help reduce the stigma associated with behavioral health.

Diabetes Education has started and will continue to use the diabetes distress screening with their patients. This measure allows the clinician to evaluate the patient's emotional response to living with diabetes and refer on for counseling if needed.

Sioux Center Health will receive training in MOMS (Mood, Mental Health, Substance Use and Social Support Initiative) to better meet the needs of our pre-natal and postpartum patients. Once trained, staff will meet with representatives routinely to help set goals and achieve these goals.

The Emergency department and Medical Surgical unit will continue to use Flowstate for emergent behavioral health assessment and evaluation. This allows for 24/7 remote access to specialists who provide evaluations and subsequent recommendations for behavioral health placements. Additionally, they continue to offer services until a resolution has been made and carried out. These departments, along with obstetrics, will continue to conduct depression screening upon admission.

Several of our staff have been offered and will be implementing QPR (Question, Persuade, Refer) and ASIST programming. Both training programs assist our staff in learning suicide prevention skills. These are skills that will help our staff better serve our community.

To help carry out these action items, Sioux Center Health is committed to utilizing payroll to hire the appropriate staff to execute these plans. Sioux Center Health has budgeted continuing education hours into our operational budget to make sure our staff receive the training necessary.

Obesity

Description of the issue

Obesity is connected to many health outcomes, raising the risk for Type 2 diabetes, stroke, poor pregnancy outcomes, and high blood pressure. Because of these chronic conditions, obesity can cause high healthcare costs and increase the burden on healthcare systems. The risk for developing obesity is multi-faceted including developmental factors, environmental factors, and individual and behavioral factors. Thus, effective interventions will also be multi-faceted. In Sioux County, 38% of adults are obese, compared to 37% of adults in the whole of Iowa. This rate has continued to increase in Sioux County. The results of the 2019 CHNA reveal that this number was at 28%. Of community members responding to a county-wide survey, 50 percent (222 surveys) indicated that obesity/overweight was one of the top three health problems, diseases or conditions in Sioux County.

Action

Sioux Center Health will continue to partner with the county wide hospitals as well as Community Health Partners (county public health) to hold and conduct a program called “Choose Health Northwest Iowa. This program offers an affordable (\$40/person) 8-week program directed towards weight management and those with pre-diabetes.

Sioux Center Health continues to have a physician certified in Lifestyle Medicine and will continue to grow this practice to encourage healthy living.

Sioux Center Health is working to train a Certified Nurse Practitioner in Insulin Pump management. This need arose out of the difficulty in getting an endocrinology outreach clinic here locally. By continuing to grow this service line, we will allow patients more local access to trained professionals. We also continue to promote the use of Continuous Glucose Monitoring with our diabetic patients. This technology is being used in both the clinic and diabetes education and has allowed diabetic patients to better understand blood sugars. We will continue to advocate for utilization with these patients.

Sioux Center Health will look to partner with Avera in Comprehensive Weight Management as a regional site. This is a structured program looking to provide medication management and lifestyle changes for those looking to lose weight.

Continued partnerships with the Sioux Center Trails Council, Siouxperman committee and the Harvest Half committee, along with various other community recreational offerings and facilities in Sioux Center will continue. Sioux Center Health will remain an active voice on behalf of our patients and community members where physical activity and healthy eating are being promoted.

Sioux Center Health participates in Iowa's healthiest state walk each year, bringing awareness to the need for physical activity. We will continue partnering in the Healthy Sioux County coalition which promotes health habits throughout the county.

The Sioux Center Health Therapy team will continue to offer performance and exercise-based group classes more multiple demographics. Performance-based classes will be offered for area athletes. Renew fitness classes will offer a faith-based fitness group that focuses on guided, intentional movement to promote long-term mobility, strength, and overall wellness. Parkinsons exercise classes will be offered for those individuals looking to maintain safety while looking to continue to live an active lifestyle.

To execute this plan, Sioux Center Health is committed to employing the staff to carry out the programming. In many of the group classes that were listed, Sioux Center Health is not looking to make a lot of money. In fact, there are times where we are not making money on the program. However, we see it as a community benefit that we offer these classes and programming. Additionally, volunteer hours are granted for serving on the committees that oversee some of the events/races that our put on.

Navigating Systems

Description of the Issue

Throughout the focus groups, a theme of connectedness came forward both positively and negatively. First, there were people who felt that the community itself had come together well during difficult times/circumstances and did feel that our community offers a lot of different healthcare resources. There were some concerns regarding access in a few different ways. There were some themes of mistrust of health care systems in general as well as limited access to specialists. There was also some frustration with the high cost of healthcare, even those with insurance. Newer residents expressed the challenge of navigating the health system. In particular, understanding insurance processes and referral processes was reported as challenging. There was also a sense that health care systems do not understand cultural differences in care and communication. After hearing some of this feedback, Sioux Center Health does desire that we help our community members better understand the complexities of healthcare through the following means.

Action

Sioux Center Health Continues to seek collaboration with other health entities to allow for more connectedness. Sioux Center Health has done two mental health campaigns with Promise Community Health Center (PCHC) and the goal is to continue to do this moving forward during Mental Health Awareness Month. The goal is to address the stigma of mental health as well as show the connection between the two health systems.

Sioux Center Health and PCHC are continuing to partner in other ways as well. The medical director at PCHC continues to be a Sioux Center Health Physician. We will continue to investigate ways to strengthen our OB and delivery partnerships, and we will be partnering this coming year to offer more lactation services to PCHC patients.

An interpreter coalition has been created with area health care entities, and they are currently working on a more efficient and better way to evaluate bilingual skills in new and current employees. We desire to make sure our employees who are using a second language are knowledgeable in what they need to know to eliminate any misunderstandings with our Spanish- Speaking patients.

Sioux Center Health will continue to offer Certified Medical Interpreters for our Spanish speaking patients to make sure the correct message is being delivered from provider to patient so that the best care can happen for our patients. This service is offered free of charge to the patients that we serve.

Sioux Center Health will be transitioning to a new EMR platform called “EPIC”. This EMR will allow for greater connection between other health care organizations, and we will explore ways in which this will occur.

Our social services team will continue to monitor social determinants of health and will make referrals to area entities when necessary, making sure that the needs of the patient are being met.

Sioux Center Health will be implementing a more comprehensive pre-arrival process to make sure that patients have a better understanding of insurance coverage. We have invested in Financial Navigators and will continue to find ways to educate the public regarding insurance coverage and healthcare costs.

Sioux Center Health marketing team will be implementing a strategy centered around our Family Practice Providers. The goal of this campaign is to educate the public on the importance of establishing a relationship with primary care which will be able to help them better navigate the complicated healthcare system.

The Sioux Center library continues to be a hub for new residents in Sioux Center. Sioux Center Health will work with the library to provide education materials for patients seeking to establish care with family practice.

Sioux Center Health will continue to work with our local healthcare community and the library to continually bring awareness. We are committed to exploring partnerships and adjusting what partnerships look like to make these plans a reality. We have added FTE to our financial navigator position to allow us to better work with patients as they come through our doors. We also just increased the pay for bilingual staff as an incentive to attract more of this talent to our organization.

Impact of Implementation Strategy

Sioux Center Health intends that the community impact of this plan to be widespread. Mental Health needs are very high across a wide range of ages and demographics. Our goal of increasing access and care for these individuals will help to decrease the stigma and encourage anyone to come and seek services. We want our community to have a greater awareness that no one is alone and there are many resources to help.

Regarding obesity, we would like to see this plan be impactful in getting more people to better understand the way physical fitness, wellness, and food intake impacts our overall health. Our intent is also that we are able to reach individuals at different stages of their weight journey and be able to help people where they are at based on their goals.

Lastly, we desire to see that there is no one walking through our doors that is confused regarding their healthcare. We want to increase awareness on the front end, but also set ourselves up to readily be available to answer questions and lead people in the right direction. We also want to create an environment where patients feel comfortable being willing to raise questions as they arise.

Needs Not Being Addressed and Why

While each of the health needs identified is important for overall community health, one additional health need that came up during the assessment was the need for additional dental services, particularly for children. This is a need that is difficult to effectually change for Sioux Center Health. One thing we have done, however, to help meet this disparity is by offering fluoride treatments for children in the clinic and will continue to

do so. Sioux Center Health remains committed to helping where we can with organizations, including Promise Community Health Center, to meet this growing demand.

Board Approval: September 4, 2025

A handwritten signature in blue ink, appearing to read 'Nathan Bakker', written over a horizontal line.

Nathan Bakker, Board President

Date: 9-4-2025