



YOUR COMMUNITY WELLNESS PARTNER

2020 Community Needs Assessment Implementation Plan

South Central Health

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Executive Summary

In response to the Community Health Needs Assessment (CHNA), conducted in 2020, South Central Health (SCH), has created the following implementation plan. The key areas of need identified during the CHNA process were: 1.) Availability of mental health services 2.) Ability to retain primary care providers (MD, DO, NO, PA) and nurses 3.) Attracting and retaining young families 4.) Availability of resources to help the elderly stay in their homes

SCH's CHNA steering committee discussed strategic plans to address 2 of the 3 identified community needs and are as follows:

A. AVAILABILITY OF MENTAL HEALTH SERVICES

1. Ensure all community members, including uninsured and working poor have access to mental health services.
2. Our objective is to offer professional psychiatric services, via telemedicine, that focus specifically on mental and emotional health for all ages.
3. Implementation Plan: Peterson Medical Clinics dba Rural Psychiatry Associates, LLC has been retained by South Central Health to provide telemedicine psychiatry care to our patients.
4. Clinical Staff will be educated by Executive Staff on expectations and available contracted services agreed upon with Peterson Medical Clinics dba Rural Psychiatry Associates, LLC
5. It is the hope of South Central Health that addition of mental health services will also assist in another key area of need that was identified during the survey process. With the addition of mental health services, it is anticipated that elderly may be able to stay in their homes longer as many times, mental health conditions increase one's chance of self-neglect and for the elderly to not take care of themselves as they should, which in turn increases their need to move into places such as basic or skilled nursing facilities.

B. RECRUIT AND RETAIN PRIMARY CARE PROVIDERS/AVAILABILITY OF PRIMARY CARE PROVIDERS

1. Regularly communicate with current staff as to their satisfaction with employment and community.
2. Assist with getting employees involved and established with the community by inviting them to functions and to join groups with same interests. Involve spouse and family as much as possible when appropriate.
3. Locate adequate housing within our area.
4. The goal is to recruit quality care providers to our facility and focus on strategies to ensure retention of those employees.

5. Implementation Plan: A recruitment and Retention Plan has been formulated at South Central Health to outline critical steps to ensure timely placement and lasting retention of quality health professionals. (see below)



Recruitment & Retention Plan

Background and purpose

South Central Health is a subsidiary of Wishek Hospital Clinic Association, a non-profit critical access hospital and operates four rural health clinics in the communities of Wishek, Napoleon, Kulm and Gackle located in south central North Dakota. South Central Health enhances the health of rural communities by providing healthcare services with a focus on providing quality care with concern and compassion.

This plan is an internal work plan outlining critical steps to ensure timely placement and lasting retention of quality health care professionals.

Recruitment and Retention Teamwork Plan

Action Step	Due Date	Lead Person	Status	Notes
Define staff to form a R & R team				
Define clear job descriptions				
Design orientation packet/RR program				
Planning & Preparation-Recruit				
Workforce needs assessment				
Recruitment Marketing Plan				
Loan repayment options				
Recruitment budget				
Interview				
Retention:				
Orientation Activities				
Onboarding Activities				
R & R Evaluation Plan				

Profile Sample

Department Opportunity	Full-time/Part time, Call, Compensation benefits
Qualifications	
Education	
Location	Clinic / Hospital
Services	Facility-Department description
Community	Community description

Marketing Activities

Print Materials	Local Newspapers
Website	
Social Media	Face Book/Twitter/Instagram
Direct Mailing	
Career Fairs	Colleges – High School -

New Hire Background Checks

Reference	
Credentials	

Interview Questions

1) What previous experience do you have in the professional role?
2) How has your past work experience and education prepared you for this position?
3) How do you keep up with the latest advancements in your field?
4) What support training would you require to be able to do this job?
5) How would you present complicated information/instructions to patients?
6) What do you do if you disagree with a patient?
7) How would you communicate with a patient who was confused about your presence?
8) Tell me about a recent situation in which you had to deal with a difficult customer.
9) Tell me about yourself.
10) What do you see as your strengths and weaknesses?
11) Describe a time your were faced with a stressful situation and how you coped.
12) Give an example of how you handled a difficult situation with a coworker/supervisor.
13) What are your professional goals or passions?
14) Give me some insight on why you left your last job?
15) What attracted you to apply for a position in a rural environment?
16) Do you have any social or lifestyle interests?

Orientation and Onboarding work plan

Action Step	Due Date	Lead person	Status	Notes
Send welcome letter				
Initiate photo arrangements and hire announcements of new hire				
Assign spouse/family for tours-lunches				
Schedule tours and staff introductions				
Ensure ID badge, uniform, parking, keys				
Assign phone #, email and passwords				

Orientation activities-First Week

	Due Date	Lead person	Status	Notes
Provide name ID badge, uniform, parking				
General orientation to organization				
Orientate on required equipment				
HR-handbook/benefits/timesheet/expenses				
Mentor – include family members-lunch				

Orientation activities-First Year

	Due Date	Lead person	Status	Notes
Gather feedback for necessary improvements				
Community member to remain in contact with spouse/family on quarterly basis				
Hold quarterly meetings to gather feedback on organization/community, job duties, work schedule and problems/questions.				
Administer professional and spouse mentor program satisfaction surveys.				
Administer annual employee satisfaction survey.				
Implement an employee performance agreement.				
Hold annual employee performance reviews.				