



YOUR COMMUNITY WELLNESS PARTNER

2023 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 2023, South Central Health (SCH), has created the following implementation plan. The key areas of need identified during the CHNA process were:

- Availability of mental health services
- Attracting and retaining young families
- Availability of home health
- Cost of healthcare insurance

SCH's CHNA steering committee discussed strategic plans to address 2 of the 4 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 continue to offer professional psychiatric services, via telemedicine, that focus specifically on mental and emotional health for all ages.
3. Implementation Plan:
 - a. Peterson Medical Clinics dba Rural Psychiatry Associates, LLC will continue to be retained by South Central Health to provide telemedicine psychiatry care to our patients. These services can be provided in house or in the comfort of the patient's home once care is established.
 - b. Additionally, SCH will work with Avel, located in Sioux Falls, SD to collaborate with the local school systems to inquire if telehealth services within the school for youth is an option through their school nurse telehealth program.
 - c. SCH will collaborate with Central Valley Health Unit to bring Mental Health training workshops to the larger communities we serve. This is tentatively slated for spring of 2024.

B. ATTRACTING AND RETAINING YOUNG FAMILIES

1. SCH's objective is to collaborate with local Job Development Associations to attract and retain young families to our 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. Implementation Plan:
 - a. CEO/HR will collaborate with local JDA committees and work together to create a plan to recruit and retain young families. By working together, the common goal of acquiring long term residents of our community that contribute to the workforce and utilize community services/businesses will benefit all communities involved.
 - b. The Recruitment and Retention Plan that was formulated by South Central Health in 2020 to outline critical steps to ensure timely placement and lasting retention of quality health professionals will continue to be utilized as we see fit. (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 and employees.

Recruitment and Retention Teamwork Plan

Action Step	Lead Person	Status	Notes
Define staff to form a R & R team	CEO		
Define clear job descriptions	HR/Director		
Design orientation packet/RR program	HR		
Planning & Preparation-Recruit			
Workforce needs assessment	CEO/Director		
Recruitment Marketing Plan	CEO/Marketing		
Loan repayment options	CEO/CFO		
Recruitment budget	CEO/CFO		
Interview	CEO/HR/Director		

Retention:			
Orientation Activities	HR/staff peers		
Onboarding Activities	CEO/HR/Director		
R & R Evaluation Plan	CEO/Director		

Profile Sample

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

Marketing Activities

Print Materials	Local Newspapers	Marketing
Website		Website manager
Social Media	Face Book/Twitter/Instagram	Marketing or designee
Direct Mailing	Quarterly newsletters	Marketing
Career Fairs	Colleges – High School -	Marketing or designee

New Hire Background Checks

Reference	CEO/HR/Director
Credentials	CEO/HR/Director

Interview Question Samples

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 you 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		CEO/HR		
Initiate photo arrangements and hire announcements of new hire		HR/Marketing		
Assign spouse/family for tours-lunches		HR/Director		
Schedule tours and staff introductions		HR		
Ensure ID badge, uniform, parking, keys		Safety Director/ Director/HR		
Assign phone #, email and passwords		IT		

Orientation activities-First Week

	Due Date	Lead person	Status	Notes
Provide name ID badge, uniform, parking		Safety/HR		
General orientation to organization		All applicable staff		
Orientate on required equipment		Peer staff		
HR-handbook/benefits/timesheet/expenses		HR		

Orientation activities-First Year

	Due Date	Lead person	Status	Notes
Gather feedback for necessary improvements		CEO/HR/Director		
Attend meetings with JDA to gather feedback on organization/community and problems/questions.		CEO		
Administer annual employee satisfaction survey.		CEO/HR/Marketing		
Implement an employee performance agreement.		CEO/HR/Director		
Hold annual employee performance reviews.		CEO/HR/Director		