

**South Dakota
Educational Needs & Priorities
Healthcare Facility Survey Report**



May 2010

The South Dakota Area Health Education Center (AHEC) along with Yankton Rural Area Health Education Center developed and dispersed the facility survey in February 2010. The survey was emailed to South Dakota hospital and nursing home administrators and/or directors of nursing with a response rate of 30%. Surveys were sent out via www.surveymonkey.com and analyzed using Survey Monkey and Microsoft Excel.

The survey aimed at gathering information regarding educational needs and educational priorities of the healthcare facilities in South Dakota. Out of the 263 surveys emailed to South Dakota hospitals and nursing homes, 79 were completed. As illustrated in Figure 1, the type of facility with the highest percentage of respondents was Skilled Nursing Facilities with 50.7%. “Other” responses included clinic, continuing care retirement community, skilled nursing with assisted living and senior apartments, hospital with attached rural clinic and attached long term care facility.

Figure 1

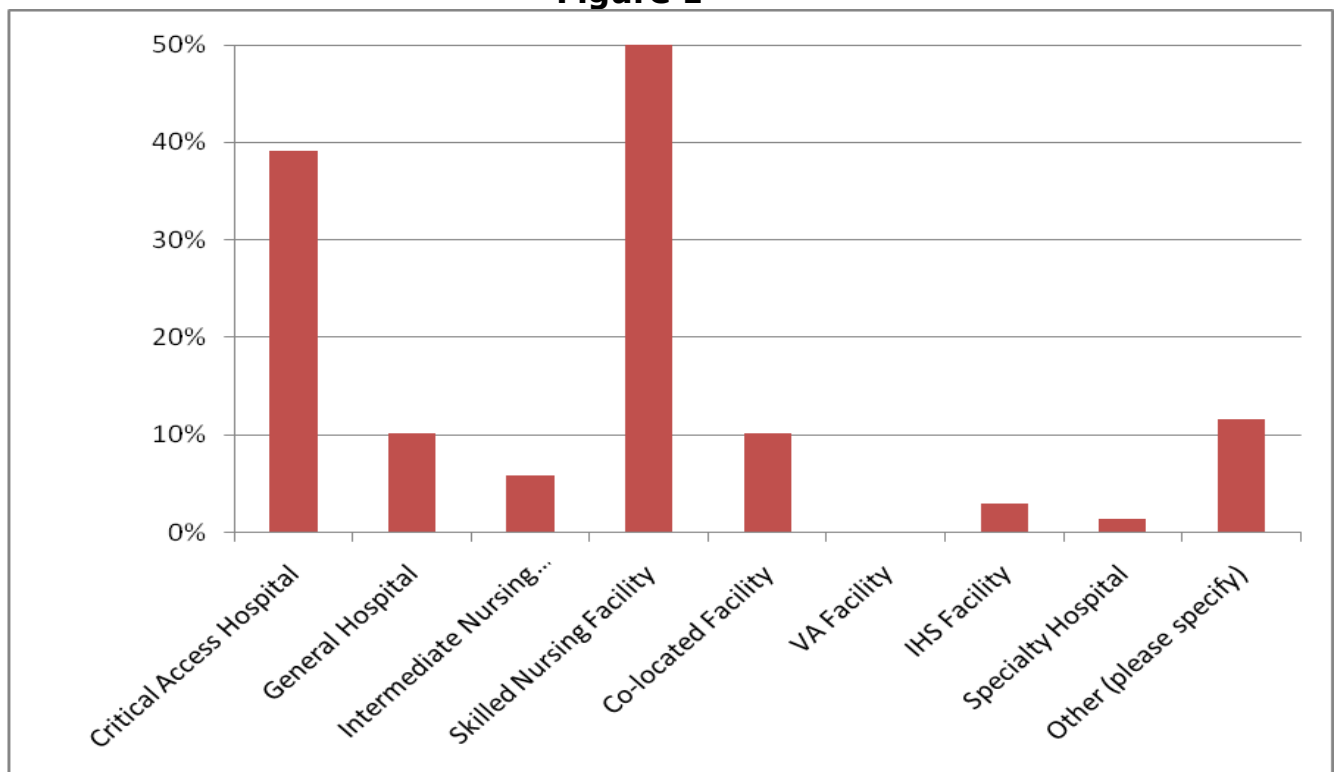


Figure 2

Figure 2 shows the title of the individual who completed the survey. The top response was Director of Nursing with 48.5%. The second highest response was CEO/Administrator with 44.1%. The “Other” responses include Chief Nursing Officer, DOE, & accreditation specialist.

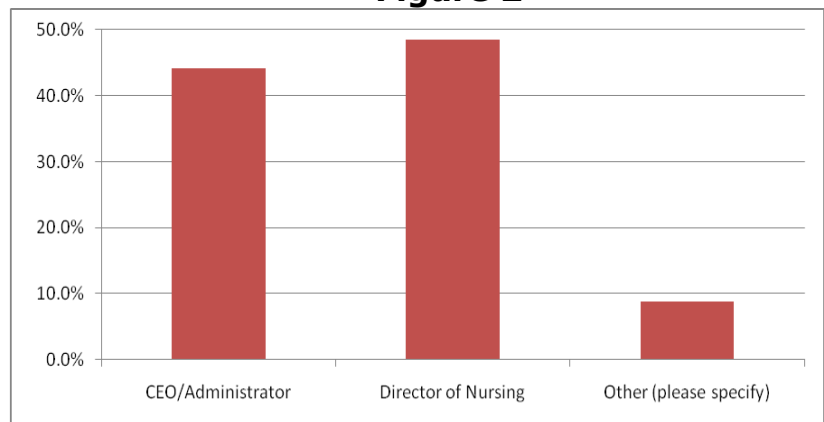
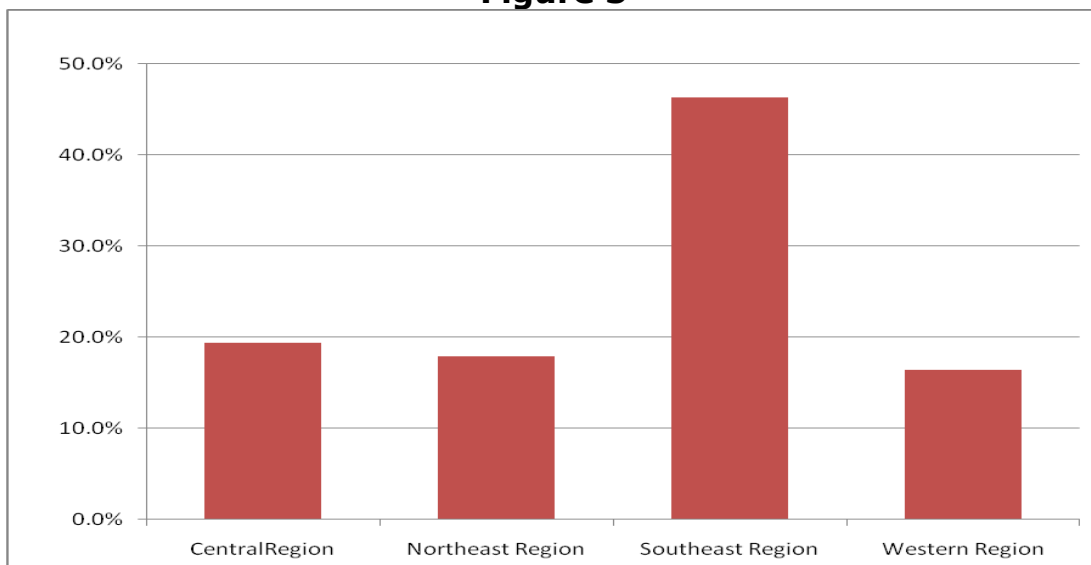


Figure 3 indicates the majority of facilities which completed the survey are located in the Southeast Region of South Dakota with 46.3%, while the region with the lowest response was from the Western Region.

Figure 3



Survey Question One

Respondents were asked to indicate those areas in ‘Administration’ which they need/desire future educational programming. Figure 4 shows the top five responses were Leadership, Evidence Based Practice, Coding Billing Documentation, Clinical Outcome Measurement, and Health Care Policy & Regulation. Respondents were allowed to select more than one answer.

Figure 4

Answer Options	Response Percent
Leadership	55.6%
Evidence Based Practice	47.2%
Coding, Billing, Documentation	45.8%
Clinical Outcome Measurement	44.4%
Health Care Policy and Regulation	44.4%
Doctors or Nurses Who Behave Badly	37.5%
Labor Relations / Work Force Management	33.3%
Electronic Medical Record/Information Systems	30.6%
Strategic Planning	30.6%
Professional Ethics	29.2%
Financial Management	26.4%
Organizational Strategy	22.2%
Marketing	16.7%
Health Systems Management	12.5%
Program Management	11.1%
Contract Management	9.7%
Essential Insurances	5.6%

Survey Question Two

Respondents were asked to indicate those areas in ‘Quality of Services’ which they need/desire future educational programming. Figure 5 shows the top four responses were Patient & Family Satisfaction, Medical Error Prevention, Quality Assessment/Performance Improvement (QAPI), and Performance Indicators. Respondents were allowed to select more than one answer.

Figure 5

Answer Options	Response Percent
Patient and Family Satisfaction	60.9%
Medical Error Prevention	49.3%
Quality Assessment/Performance Improvement (QAPI)	47.8%
Performance Indicators	42.0%
Provider Satisfaction and Retention	34.8%
Never Events	30.4%
Quality Improvement Organization	29.0%
Hospital Consumer Assessment of Healthcare Provider and Systems (HCAHPS)	24.6%
Healthcare Effectiveness Data and Information Set (HEDIS)	17.4%
Physician Quality Reporting Initiative (PQRI)	14.5%
Surgical Site Infection Prevention	5.8%

Survey Question Three

Respondents were asked to indicate those areas in ‘Models of Care Delivery’ which they need/desire future educational programming. Figure 6 shows the top four responses were Patient Focused Care, Team/Functional Nursing Care, Acuity Based Staffing Model, and Eden Alternative. Respondents were allowed to select more than one answer.

Figure 6

Answer Options	Response Percent
Patient Focused Care	61.5%
Team/Functional Nursing Care	55.4%
Acuity Based Staffing Model	52.3%
Eden Alternative	29.2%
Primary Care	21.5%
Shared Governance	20.0%
Rapid Response Teams	13.8%
Planetree Patient Centered Care	12.3%

Survey Question Four

Respondents were asked to indicate those areas in ‘Patient Care Certifications’ which they need/desire future educational programming. Figure 7 shows the top five responses were Geriatric Nurse Certified (GNC), Certified Infection Control Nurse (CICN), Certified Wound & Ostomy Care Nurse (CWOCN), Certified Diabetes Educator (CDE), and Pediatric Advanced Life Support (PALS). Respondents were allowed to select more than one answer.

Figure 7

Answer Options	Response Percent
Geriatric Nurse Certified (GNC)	54.2%
Certified Infection Control Nurse (CICN)	42.4%
Certified Wound and Ostomy Care Nurse (CWOCN)	37.3%
Certified Diabetes Educator (CDE)	32.2%
Pediatric Advanced Life Support (PALS)	32.2%
Advanced Cardiac Life Support (ACLS)	30.5%
Trauma Nurse Core Curriculum (TNCC)	28.8%
Advanced Trauma Life Support(ATLS)	22.0%
Cardiopulmonary Resuscitation (CPR)	18.6%
Pediatric Emergency Assessment, Recognition, and Stabilization (PEARS)	18.6%
Critical Care RN (CCRN)	13.6%
Oncology Certified Nurse (OCN)	13.6%
Certified Nurse OR (CNOR)	8.5%
Certified Ostomy Care Nurse (COCN)	8.5%
Neonatal Resuscitation Program (NRP)	6.8%
Pediatric Education for Prehospital Professionals (PEPP)	6.8%

Survey Question Five

Respondents were asked to indicate those areas in ‘Specialty Clinical Care’ which they need/desire future educational programming. Figure 8 shows the top four responses were Pain Management, Dementia/Alzheimer’s, Infectious Diseases/Community Acquired Disease, and Stroke Recovery. Respondents were allowed to select more than one answer.

Figure 8

Answer Options	Response Percent
Pain Management	63.8%
Dementia/Alzheimer's	60.3%
Infectious Diseases/Community Acquired Disease	50.0%
Stroke Recovery	43.1%
Wound/Ostomy Care	37.9%
Mental Diseases	36.2%
Cardiovascular Disease	32.8%
Trauma	31.0%
Pulmonary Diseases	25.9%
Women's Health Topics	25.9%
End Stage Renal Disease (ESRD)	24.1%
Head Trauma/Traumatic Brain Injury	24.1%
Neurological Diseases	22.4%
Orthopedic Rehabilitation	19.0%
Children's Health Topics	17.2%
Men's Health Topics	17.2%
Neuromuscular Diseases	13.8%
Allergic Diseases	12.1%
Celiac Disease/Irritable Bowel Syndrome	10.3%
Para/Quadriplegic Impairments	10.3%
Post Chemotherapy/Radiation Care	10.3%
Developmentally Disabled	8.6%
Aneurysm	6.9%
Dermatitis	6.9%
Hematologic Conditions	6.9%
Ear Nose Throat Topics	5.2%

Survey Question Six

Respondents were asked to indicate those areas in 'Cancer Care' which they need/desire future educational programming. Figure 9 shows the top four responses were Colon & Rectal, Lung, Breast, and Prostate Cancer. Respondents were allowed to select more than one answer.

Figure 9

Answer Options	Response Percent
Colon and Rectal	74.2%
Lung	54.8%
Breast	41.9%
Prostate	41.9%
Leukemia	32.3%
Kidney	29.0%
Pancreatic	29.0%
Non-Hodgkins Lymphoma	25.8%
Uterine	22.6%
Bladder	19.4%
Endometrial	19.4%
Cervical	19.4%
Brain Tumor	19.4%
Hodgkin Lymphoma	19.4%
Melanoma	16.1%
Gastric	16.1%
Thyroid	12.9%
Non-melanoma Skin	9.7%
Oral	9.7%
Testicular	9.7%

Survey Question Seven

Respondents were asked to indicate those areas in ‘Aging Services’ which they need/desire future educational programming. Figure 10 shows the top four responses were Nursing Home Quality Measures, Hospice Care, Roles of QIO & Long Term Care Ombudsman, and Patient/Resident Rights. Respondents were allowed to select more than one answer.

Figure 10

Answer Options	Response Percent
Nursing Home Quality Measures	52.5%
Hospice Care	44.1%
Roles of QIO and Long Term Care Ombudsman	44.1%
Patient/Resident Rights	40.7%
Assisted Living	39.0%
Elderly Abuse	39.0%
Human Dignity	39.0%
Skilled Care	37.3%
Adult Day Care	35.6%
Restraints	30.5%
Independent Living	13.6%
Congregate Care	10.2%
Intermediate Care	8.5%

Survey Question Eight

Respondents were asked to indicate those areas in ‘Regulation’ which they need/desire future educational programming. Figure 11 shows the top four responses were CMS Conditions of Participation (CoP), Minimum Data Sets (MDS)/MDS 3.0, Fraud & Abuse/Compliance, and Occupational Safety & Health Administration (OSHA). Respondents were allowed to select more than one answer.

Figure 11

Answer Options	Response Percent
CMS Conditions of Participation (CoP)	51.6%
Minimum Data Sets (MDS)/MDS 3.0	45.3%
Fraud and Abuse/Compliance	39.1%
Occupational Safety & Health Administration (OSHA)	37.5%
Emergency Medical Treatment and Labor Act (EMTALA)	34.4%
Health Information Portability & Accountability Act (HIPAA)	32.8%
Recovery Audit Contractor (RAC)	32.8%
ICD-9 Procedure Codes	26.6%
Resource Utilization Group (RUG)	23.4%
Rural Health Clinic/Provider Based Clinic	18.8%
Healthcare Common Procedure Coding System (HCPCS)	17.2%
SD Medical Facility Licensure	17.2%

Survey Question Nine

Respondents were asked to indicate those areas in ‘Environment of Care’ which they need/desire future educational programming. Figure 12 shows the top five responses were Infection Control, Emerging Infectious Diseases, Drug Diversion in the Workplace, Ergonomics for the Prevention of Musculoskeletal Disorders, and Life Safety. Respondents were allowed to select more than one answer.

Figure 12

Answer Options	Response Percent
Infection Control	53.3%
Emerging Infectious Diseases	50.0%
Drug Diversion in the Workplace	41.7%
Ergonomics for the Prevention of Musculoskeletal Disorders	41.7%
Life Safety	41.7%
Safety/Security Management	36.7%
Bloodborne Pathogens and Needlestick Prevention	35.0%
Hazardous Materials and Waste	26.7%
Pandemic/Bioterrorism Preparation	23.3%
Recording and Reporting Occupational Injuries and Illness	23.3%
Workplace Violence	23.3%
Establishing a Drug and Tobacco Free Environment	16.7%
Latex Safe Environment	10.0%

Survey Question Ten

Respondents were asked to indicate those areas in ‘Education Delivery Method’ which they need/desire future educational programming. Figure 13 shows the top four responses were Webinar-live, real-time; Online classes – anytime, on-demand; Video Conference; and Classroom Learning. Respondents were allowed to select more than one answer.

Figure 13

Answer Options	Response Percent
Webinar - live, real-time	65.3%
Online Classes - anytime, on-demand	62.5%
Video Conference	37.5%
Classroom Learning	25.0%
Internal Inservice	22.2%
Live Consultation	12.5%
Regional Conference	11.1%

Survey Findings

The National AHEC Organization’s motto is: “*connecting students to careers, professionals to communities and communities to better health.*” As the South Dakota AHEC embarks on its first year, surveying hospitals and skilled nursing facilities was necessary to determine the needs of our state, as identified by the professionals who oversee these facilities, to support the AHEC’s desire to aid “*communities to better health.*”

The survey asked respondents to indicate specific education needs in 10 areas identified on the survey as 10 question areas. These question areas were: administration, quality of service, models of care delivery, patient care certifications, specialty clinical care, cancer care, aging services, regulation, environment of care, and education delivery method. All 10 survey questions had at least one answer option where 50% or more of the respondents indicated a need for educational programming. Half of the survey questions had at least one answer option where 60% or more of the respondents indicated a need for educational program. One survey question, regarding cancer care, had an answer option where over 70% of the respondents indicate a need for educational programming.

South Dakota hospitals and skilled nursing facilities are in need of educational programming. The top answer options were:

Answer Option	Area	Response Percent
Colon and Rectal	Cancer Care	74.2%
Pain Management	Specialty Clinical Care	63.8%
Patient Focused Care	Models of Care Delivery	61.5%
Patient & Family Satisfaction	Quality of Service	60.9%
Dementia/Alzheimer’s	Specialty Clinical Care	60.3%

In South Dakota, there are 66 counties. Of those counties 38 are identified as frontier (population density of $6 <$ persons/square mile) and 26 are identified as rural (population density of >6 persons/square mile but no population centers of 50,000 or more). Our health care workforce is practicing patient care in sites away from urban areas. There is a need for education to be delivered to our hospitals and skilled nursing facilities using on-line technology. The survey respondents indicated their need for webinar (live, real-time) and on-line classes (anytime, on-demand). Specific findings revealed that 65.3% desire webinar as an education delivery method and 62.5% of the respondents desire online classes.