



Sanford Fund Helps Patients in Need

Providing Needed Aid to Patients Locally (PNAPL) Foundation and Sanford CHWs

Sanford Health began hiring community health workers in South Dakota in January 2022. There are ten CHWs total; four in Sioux Falls and one each in Chamberlain, Mitchell, Vermillion, Aberdeen, Watertown, and Brookings. Sanford providers make referrals to Sanford CHWs within the EMR system and CHWs then join the patient's Care Team and become their partner. Services first began in July 2022.

Sanford CHWs meet with patients in their homes or out in their local community. Each Sanford CHW has unique professional and personal experiences that contribute to their understanding and ability to serve patients.

PNAPL FOUNDATION BACKGROUND

The PNAPL fund was created in 2018 by Sanford leaders and aims to meet the basic needs of patients who are experiencing financial hardship when no other funding or charitable options are available.

SERVICES PROVIDED (INTERVENTIONS)

Taxi rides and gas cards -

- An elderly patient arrived for an appointment with the provider via Community Transit with a family member. After the appointment, the patient and family member were on the transit bus to return home and had an argument. The patient got off the bus before it left the clinic. Sanford front desk staff discovered the patient's situation and notified the Sanford CHW. The CHW was able to request and was approved for funds to pay a local taxi to take the patient home as transit was unable to come back to the clinic to take the patient home.



MY HEART GOES OUT TO THESE PATIENTS. THEY FACE SUCH GREAT CHALLENGES. I WANT THEM TO KNOW THAT THEY MATTER AND SOMEONE DOES CARE. I WORK HARD TO FIND THE RESOURCES AND SERVICES THEY NEED FOR THEIR HEALTH.

- JoANN PAULSON, SANFORD CHW,
WATERTOWN

- While visiting patients in their homes, the Sanford CHW has identified concerns and has consulted with nursing and/or providers. The CHW has been able to request and has been approved for PNAPL funds to pay a local taxi to bring the patient into the clinic for same-day appointments and/or Acute Care.
- The Sanford CHW has requested and been approved for PNAPL funds to provide gas cards to patients who need to get to Sioux Falls for medical appointments.

Medications -

- A Sanford patient's parent was directed to the CHW; the parent stated Medicaid coverage had lapsed for the child and the child was having symptoms of pink eye. The parent stated they cannot pay for an appointment or prescription. The Sanford CHW requested and was approved to purchase medication. The parent agreed to bring the child into the clinic to be seen and it was confirmed that the child had pink eye and was given a prescription to take to the pharmacy. The CHW followed the parent to the pharmacy to pay for the child's prescription.

Shoes -

- The Sanford Watertown CHW has been able to purchase shoes for two diabetic patients from a list of shoes provided by a podiatrist.

Hotel -

- A patient with a cancer diagnosis needed treatment in Sioux Falls which required overnight stays. SD NEMT does not cover hotels under 100 miles and the patient did not qualify for lodging from other organizations. The CHW was approved to cover the cost of hotel stays.

DME -

- Sanford CHWs are able to assist patients with requesting DME from HERO in Fargo and use PNAPL funds to cover co-pays. The Watertown CHW has helped patients with obtaining walkers, shower chairs, blood pressure machines, pulse oximeters, bleach, gauze, and band-aids.

Phone card -

- A provider seeing a patient in the clinic learned that the patient's phone was not in service as they could

not afford a monthly Straight Talk card. The provider reached out to the CHW who was able to purchase a phone card for the patient with PNAPL funds to ensure the provider could reach the patient with test results.

Nutrition drinks -

- A provider referred a patient to the CHW to find help with the purchase of nutritional drinks (Ensure) due to the patient losing weight and currently underweight. The CHW was able to purchase a month's supply of drinks for the patient with PNAPL funds.

PATIENT SUCCESSES (OUTCOMES)

In cases where patients were able to access transportation to and/or hotel stays for medical care, medical supplies and equipment, nutrition, proper shoes, or medications, the patients avoided unnecessary medical issues, ambulance calls, ED visits, and/or hospitalization.

ADDITIONAL INFORMATION

Sanford Health, the largest rural health system in the United States, is dedicated to transforming the health care experience and providing access to world-class health care in America's heartland. Headquartered in Sioux Falls, South Dakota, the organization serves more than one million patients and 220,000 health plan members across 250,000 square miles. The integrated health system has 47 medical centers, 2,800 Sanford physicians and advanced practice providers, 170 clinical investigators and research scientists, more than 200 Good Samaritan Society senior care locations, and world clinics in eight countries around the globe. Here for all. Here for good.

For additional information, visit: www.sanfordhealth.org.

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