



Cares

**South Lyon Medical Center
Community Health Needs Assessment**

Fall 2024

Approved March 26, 2025

About South Lyon Medical Center

First opened in 1953, South Lyon Medical Center (SLMC) is a 25-bed Critical Access Hospital (CAH) located in Yerington, Nevada. SLMC serves as a public hospital district for Lyon County and is operated by South Lyon Health Center, Inc.

Our Mission

Our mission is to provide access to quality healthcare services needed by the community.

Our Services

SLMC provides a variety of inpatient and outpatient services, including emergency medicine, rehabilitation, primary care, imaging, and laboratory services. It also operates a 49-bed long-term skilled nursing facility. The medical providers employed by SLMC consist of a mix of primary care doctors and advanced practice clinicians. SLMC also contracts with outreach specialists to provide specialty care in Lyon County. To learn more about South Lyon Medical Center, visit www.slmcnv.org.

Assessment of Community Health Needs

As a CAH, SLMC serves as the sole provider of care to a rural community with limited access to healthcare services. Every three years, SLMC conducts a community health needs assessment (CHNA) to assess the health of our community and to identify unmet health needs based on population trends, health indicators, and socioeconomic factors.

Data collection

To make these assessments, primary and secondary data are used to evaluate community needs. Primary data was collected by disseminating a community needs assessment survey. The survey was designed to provide information to SLMC and local health decision-makers about hospital and clinical health services, including services provided by the Smith Valley Clinic, Barnett Clinic, and the Physicians Clinic.

The survey was launched on August 28th and closed on December 1st of this year. There was a total of 211 responses, with 130 paper surveys and eighty-one online surveys.

Secondary data was collected from statistical sources at the national, state, and local levels. The data provided a profile of demographic, social, economic, and health characteristics of SLMC's community that can be compared to regional, state, or national benchmarks. Sources of secondary data included: the U.S. Census Bureau, County Health Rankings, Census Reporter, and reports from the University of Nevada, Reno School of Medicine, the Centers for Disease Control and Prevention, and reports from the University of Nevada, Reno School of Medicine, Office of Statewide Initiatives.

Limitations

Limitations were expected due to the methods used to distribute the survey. The survey could have missed feedback from individuals who are uncomfortable with using technology and those with limited internet access. The usability of the online survey and readability of the paper survey could have limited responses as well. Using the hospital as the primary distributor of the

survey could have limited awareness amongst the community, especially amongst those who do not usually visit SLMC.

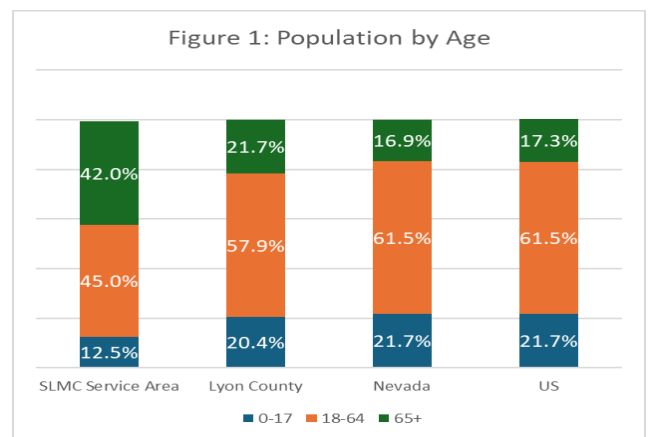
Prioritizing Community Needs

Once the primary and secondary data were gathered, the data was collectively analyzed to identify key themes that represented the unmet health needs within the community. Unmet health needs were ranked to determine which needs would be prioritized by SLMC over the next three years. Unmet health needs were ranked based on scope, significance, and impact. Scope addressed the number of individuals impacted. Significance was determined by how much an issue affected those most impacted. The impact was determined by how much South Lyon Medical Center could do to address the issue.

Community Profile

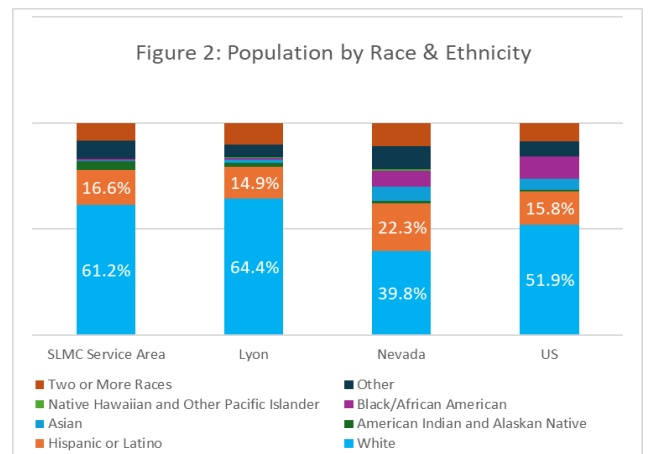
Demographics

South Lyon Medical Center serves a population of approximately 7,891 individuals, with the majority of residents living in Yerington and Smith Valley. The median age of the population is approximately 60 years, indicating an older population compared to the national median age of 38.5 years. This suggests a higher demand for senior healthcare services. The distribution of age on a local, county, state, and national level can be seen in Figure 1.



Race and Ethnicity

SLMC serves a diverse population, with a racial makeup that includes White, American Indian, Asian, Black or African American, Pacific Islander, and other races. It is predominantly White, with 74% of the population consisting of individuals who identify as White non-Hispanic, 27% Hispanic, 5% American Indian or Alaskan Native, 1% two races, 0% Asian, and 1% Black. This contrasts with the racial and ethnic distribution in Nevada and the United States as seen in Figure 2.



Veteran Population

Smith Valley and Yerington have a significant veteran population, with 11.0% and 14.9% of residents being veterans respectively. This is higher than the state average and indicates a potential need for services focused on veterans, particularly in healthcare and mental health support.

Socioeconomic Indicators

Income and Poverty

The household income in SLMC's service area trends significantly lower than county, state, and national benchmarks, with 39% of households in the PSA reporting a household income below \$35,000, compared to 29% of households in Lyon County. This indicates that SLMC serves a population that is significantly less affluent with 15.6% of households living below the federal poverty rate.

Housing

Yerington has around 1,507 housing units, with a median value of \$226,400 for the area's 1,063 owner-occupied homes, which is lower than the national median of \$340,200, indicating elevated levels of homeownership and affordable housing. However, this can also indicate a lack of available housing for renters or low-income individuals.

Smith Valley has 1028 housing units, with a homeownership rate of 79.4%, reflecting a community where most residents own their homes. However, the median home value is \$664,900 which is significantly higher than the state median of \$373,800. This high home value might create barriers for younger or lower-income residents looking to purchase homes in the area.

In Lyon County, 12% of households experienced at least one of the following housing problems: overcrowding, high housing costs, lack of kitchen facilities, or lack of plumbing facilities, which is lower than state and national benchmarks. Collectively, these statistics indicate that housing in Lyon County is generally less affordable, unavailable, and of lower quality compared to housing observed statewide or nationally.

Food Insecurity

Lyon County exhibits higher rates of food insecurity compared to national benchmarks. In Lyon County, Nevada, 10% of people did not have a reliable source of food lower than state benchmarks but around the same as national benchmarks.

Educational Attainment

Generally, a lower percentage of people in Lyon County graduate from high school or obtain an advanced degree compared to national benchmarks. Approximately 87.4% of high schoolers in Lyon County graduate in four years, while 16.1% of the adult population goes on to secure an advanced degree. When considering SLMC's two major service areas, Yerington, and Smith Valley, only 85.3% of residents have graduated high school, while residents of Smith Valley have a graduation rate of 97.1%. While Smith Valley residents have a high proportion of educated individuals, those living in Yerington might experience more difficulties in accessing higher-wage job opportunities.

Health and Disease Indicators

Cancer Incidence

Lyon County has experienced a stable trend of cancer incidence over five years with an age-adjusted rate of 462 cases per 100,000 population as of 2021. This is higher than the state rate (388 new cases per 100,000) and slightly higher than the national rate of 439 new cancer cases per 100,000 population.

Adult Obesity

Obesity and limited physical activity are two lifestyle factors that are known to contribute to chronic disease given their impact on both blood pressure and cholesterol levels. While the rate of physical inactivity has declined for adults in Lyon County since 2018, the rate of obesity has remained stagnant: 37% of adults in Lyon County are classified as obese, comparable to county and national trends. Obesity and limited physical activity are two lifestyle factors that are known to contribute to chronic disease given their impact on both blood pressure and cholesterol levels. In Lyon County, Nevada, 37% of adults had a BMI of 30 or greater.

Physical Activity and Access to Exercise Opportunities

In Lyon County, 25% of adults reported participating in no physical activity outside of work, higher than state and National benchmarks. In Lyon County, 65% of people lived close to a park or recreation facility, significantly lower than the state and National benchmark.

Mental Health and Substance Use

Just like physical health, mental health can play a profound role in quality of life. Adults in Lyon County generally report a higher number of mentally unhealthy days over the past month compared to state and national benchmarks. Poor mental health can result in higher rates of “deaths of despair” in a community, which include deaths due to suicide, alcohol-related diseases, and drug overdoses.

In Lyon County, Nevada, adults reported that their mental health was not good on 5.6 of the previous 30 days, higher than State and National benchmarks. Substance use and addiction can contribute to the development of mental health conditions, and vice versa. These disorders tend to co-occur with one another, which produces a more significant negative impact on overall health and well-being.

Adults in Lyon County report higher rates of excessive drinking, a precursor to alcohol-related disease. Similarly, Lyon County exhibits a higher rate of alcohol-impaired driving deaths compared to state and national benchmarks, with 40% of driving deaths involving some kind of alcohol in 2024, higher than state and national benchmarks.

Accessibility of Care Indicators

Insurance Coverage

With 13.1% of its population without healthcare coverage suggests that Yerington enjoys relatively low healthcare access when contrasted with the state percent without coverage at 10.8%. Only 10.9% of Smith Valley residents are uninsured. Even with these rates of insured, the aging population in the area may place increasing demands on healthcare services, particularly for chronic disease management, geriatric care, and preventive services.

Access to Providers

Health Professional Shortage Areas (HPSA) are used to designate areas, groups, facilities, or populations that have a shortage of healthcare professionals. HPSA scores are based on calculations that account for population-to-provider ratios by discipline (primary care, dental health, and mental health), the percentage of the population below 100% of the Federal Poverty Level, and the time it takes to travel to the nearest source of care. A score of 1 indicates the lowest need for providers.

South Lyon Medical Center is in a Primary Care, Dental Health, and Mental Health HPSA as well as a medically underserved area with scores of 14 or greater. These designations and scores indicate a need for more providers and medical resources in and around the community.

Hospital Profile

Economic Impact

While South Lyon Medical Center plays an essential role in meeting the healthcare needs of the community, it is also a key part of the area's economy. SLMC employs 136 (FTE) positions with an annual payroll of \$7,585,000. When considering the jobs created in other businesses that result from hospital spending, BCH was responsible for an additional fifty-six jobs and \$1,896,000 in secondary income impact. In total, BCH accounts for a total economic impact of 192 jobs and \$9,481,000 in payroll in the local community.

Hospital Usage Data

In 2022, there were 1,134 inpatient discharges for residents from the three zip codes identified as the hospital service area for South Lyon Medical Center (SLMC) in Yerington. Of these 1,134 discharges, thirty received care at South Lyon Medical Center (2.6%), while 1,104 (97.4%) bypassed SLMC for inpatient care in Reno, Carson City, and other acute care hospitals. The hospital's service area includes the following zip codes in Yerington and outlying areas: 89430, 89444, and 89447.

The top ten inpatient discharge descriptions, by APR-DRG Codes, for this time included:

- Respiratory Infections and Inflammations with Mcc (177)
- Septicemia Or Severe Sepsis Without Mv >96 Hours with Mcc (871)
- Psychoses (855)
- Vaginal Delivery Without Sterilization or Dandc without CC/MCC (807)
- Normal Newborn (795)
- Alcohol Drug Abuse or Dependence with Rehabilitation Therapy (895)
- Pulmonary Edema and Respiratory Failure (189)
- Neonate With Other Significant Problems (794)
- Heart Failure and Shock with Mcc (291)
- Infectious And Parasitic Diseases with O.R. Procedures with Mcc (853)

During the same time period, there were **22,802** outpatient encounters and visits to South Lyon Medical Center and its associated clinics from residents in the hospital's service area. Of these **22,802** outpatient visits and encounters, 7,333 received care at SLMC and its clinics (32.2%), while 15,469 (67.8%) bypasses SLMC for outpatient services in other hospitals and clinics.

The top ten outpatient discharge descriptions, by APR-DRG Codes, for this time include:

- Other Factors Influencing Health Status (951)
- Signs And Symptoms of Musculoskeletal System and Connective Tissue Without Mcc (556)
- Medical Back Problems Without Mcc (552)
- Signs And Symptoms Without Mcc (948)
- Esophagitis Gastroenteritis and Miscellaneous Digestive Disorders Without Mcc (392)
- Endocrine Disorders Without Cc/Mcc (645)
- Diabetes Without Cc/Mcc (639)
- Hypertension Without Mcc (305)

- Miscellaneous Disorders of Nutrition Metabolism Fluids and Electrolytes Without Mcc (641)
- Inborn And Other Disorders of Metabolism (642)

In 2022, there were 5,560 hospital emergency room visits from residents of SLMC's service area. Of these 5,560 visits, 2,921 received care at the SLMC emergency department (52.5%), while 2,639 (47.5%) went to emergency rooms in other hospitals.

The top ten emergency department visits and primary diagnosis discharge descriptions, by APR-DRG Codes, for this time include:

- Covid-19 (U071)
- Nausea With Vomiting Unspecified (R112)
- Other Chest Pain (R0789)
- Chest Pain Unspecified (R079)
- Fever Unspecified (R509)
- Acute Upper Respiratory Infection Unspecified (J069)
- Syncope and Collapse (R55)
- Dizziness And Giddiness (R42)
- Urinary Tract Infection Site Not Specified (N390)
- Unspecified Abdominal Pain (R109)

Community Health Survey Results

- **Launched:** August 28, 2024
- **Closed:** December 1, 2024
- **211 Responses:** 130 Paper surveys (14 Spanish), 81 Online surveys (1 Spanish)

1) How would you rate the overall health of your community?

n=205

7.3%: Very healthy

56.1%: Healthy

35.6%: Unhealthy

1.0%: Very unhealthy

2) From the following list and thinking about all of the people you know in Yerington and surrounding communities – neighbors, friends, co-workers, and family – what do you think are the top THREE health needs people face? Please select only THREE responses.

n=208

39.4%: Access to health care services	1.0%: Firearm-related injuries	12.0%: Obesity
14.9%: Aging-related problems, such as arthritis or hearing loss	4.3%: Food safety	1.4%: Rape and sexual assault
13.0%: Alcohol abuse	11.5%: Heart disease and stroke	6.3%: Respiratory or lung disease
16.4%: Cancers	6.3%: High blood pressure	1.4%: Sexually transmitted diseases, including HIV/AIDS
4.3%: Child abuse and neglect	0.5%: Homicide	3.4%: Suicide
33.7%: Cost of health care	1.9%: Immunizations for children	1.4%: Teenage pregnancy
9.6%: Dental problems	13.0%: Inadequate services for seniors	8.2%: Tobacco use and vaping
20.2%: Diabetes	1.4%: Infectious diseases, such as hepatitis or TB	13.9%: Transportation to health care and human services
1.9%: Domestic violence	23.1%: Lack of affordable housing	5.3%: Women's health care services, such as pap smears
24.5%: Drug abuse	26.4%: Mental illness	1.0%: Youth or gang violence
3.4%: Exposure to environmental hazards	1.4%: Motor vehicle accidents	5.3%: Other

Responses from the “Other” category: good healthcare services we can trust. This hospital is pretty awful., Transportation to and from, dialysis services, specialists, Incompetence of the clerical staff, Poor dietary habits/education, Access to affordable groceries, Specialty Doctors, and Lack of Paramedics, EMS is limited, over reliance to EMS Aircraft.

3) What do you think are the most important factors for a healthy community and a good quality of life in your community? Please select only THREE responses.

n=208

- | | |
|--------------------------------------|---|
| 20.8%: Access to health care | 6.8%: Healthy behaviors and lifestyles |
| 9.6%: Affordable housing | 3.0%: Low adult death and disease rates |
| 0.8%: Arts and cultural events | 4.1%: Low crime |
| 5.2%: Clean environment | 3.0%: Good race and ethnic relations |
| 4.3%: Good place to raise children | 2.0%: Parks and recreation |
| 6.4%: Good schools | 2.7%: Public safety |
| 1.7%: Emergency preparedness | 5.5%: Religious and spiritual values |
| 1.5%: Good race and ethnic relations | 4.4%: Strong family life |
| 10.3%: Good jobs and healthy economy | 2.7%: Supportive services for seniors |
| 5.7%: Emergency preparedness | 0.3%: Other |

Responses from the “Other” category: Civic orgs, we do not Get quality healthcare here, and access to mental health resources.

4) In the past year, have you used the hospital or clinic services provided by South Lyon Medical Center?

n=208

- 78.8%: Yes
21.2%: No

5) What services have you used at South Lyon Medical Center? Check ALL that apply.

n=175

- | | | |
|---------------------------------------|-----------------------------------|--------------------------------|
| 13.2%: Emergency department | 9.6%: Primary care clinic | 0.8%: Social services |
| 1.0%: Inpatient hospitalization | 9.0%: Physician or provider visit | 12.0%: Walk-in clinic services |
| 18.9%: Laboratory services | 3.9%: Radiology – CT | 4.3%: Vaccinations |
| 0.5%: Long term care facility | 5.9%: Radiology – MRI | 0.5%: Other |
| 3.5%: Physical therapy rehab services | 3.4%: Radiology – Ultrasound | 0.8%: N/A |

4.2%: Physician referral

8.5%: Radiology – X-ray

Responses from the “Other” category: urgent care, CAT scan, and diabetes class.

6) How satisfied were you with the services you received at South Lyon Medical Center?

n=175

28.6%: Very satisfied

58.3%: Satisfied

9.1%: Unsatisfied

4.0%: Very unsatisfied

7) What was the main reason you were satisfied or dissatisfied with the services you received at South Lyon Medical Center?

n=126

29.3%: Good bedside manners or good customer service

24.6%: Good quality of care

12.0%: Poor bedside manners, customer-service issues, poor hospital management.

8.4%: Poor quality of care

6.6%: Having accessible local healthcare

8) How would you rate your personal health?

n=206

14.1%: Very good

59.7%: Good

24.8%: Fair

1.5%: Poor

9) In the past 12 months, how often was it the case that the food you bought just did not last and you did not have money to get more?

n=208

12.0%: Often true

26.4%: Sometimes true

61.5%: Never

10) Do you put off or neglect going to the doctor because of distance or transportation?

n=206

27.2%: Yes

72.8%: No

11) Are you worried or concerned that in the next couple of months you may not have stable housing that you own, rent, or stay in as a part of a household?

n=206

12.1%: Yes

87.9%: No

12) What is your primary source for medical information? Please select only ONE response.

n=208

4.8%: Books, magazines or newspapers

- 46.5%: Family doctor or health care provider
- 13.6%: Friends or relatives
- 23.2%: Internet
- 2.2%: Radio or television
- 5.7%: Social media
- 3.9%: Other

Responses from the “Other” category: hospital employee, health care worker, research, boss, Medical Research schools/institutes, and Real doctors out of Yerington

13) Do you have any kind of health care coverage, including health insurance, prepaid plans such as HMOs, or governmental plans such as Medicare?

- n=208
- 83.7%: Yes
- 13.4%: No
- 2.9%: Do not know/not sure

14) What is the primary type of healthcare insurance that you have? Please select only ONE answer.

- n=178
- 50.3%: Employer-based insurance coverage
- 7.0%: Individually purchased insurance plan
- 6.5%: Medicaid
- 26.5%: Medicare or Medicare Advantage
- 5.9%: Other
- 3.8%: N/A – I do not have health insurance

Responses from the “Other” category: Prominence, under parent's insurance, secondary, A.H.N, AARP & Medicare.

15) For how long have you had health insurance coverage without a lapse in coverage?

- n=180
- 9.4%: Less than 6 months
- 5.0%: 6 months to a year
- 7.2%: 1 to 2 years
- 74.4%: More than 2 years
- 3.9%: N/A – I do not have health insurance

16) Which of the following towns and cities do you primarily go to for your health care? Please select only one response.

- n=204
- 34.4%: Carson City
- 0.4%: Dayton
- 1.6%: Fallon
- 0.8%: Fernley
- 6.4%: Gardnerville
- 14.8%: Reno

- 6.8%: Smith Valley
- 1.2%: Sparks
- 30.4%: Yerington
- 3.2%: Other

Responses from the “Other” category: Silver Springs, UCLA, and another state.

17) In the past year, have you received health care from a hospital or provider other than South Lyon Medical Center?

n=203

- 69.1%: Yes
- 30.9%: No

**18) What was the primary reason you used medical services other than South Lyon Medical Center?
Please select only ONE answer.**

n=162

- 5.2%: Availability of timely appointments and services
- 10.4%: Closer or more convenient
- 1.2%: Confidentiality
- 5.2%: Costs were lower
- 1.7%: Hospital or medical provider was recommended by a friend or relative
- 29.5%: Hospital or specialty services were not available locally
- 7.5%: Insurance coverage or acceptance of insurance coverage
- 2.9%: Out of town when an illness or injury occurred
- 10.4%: Quality of care considerations
- 17.3%: Referred to another hospital or medical provider by a local physician
- 8.7%: Other

Responses from the “Other” category: pregnancy/pediatric services, I don't go to SLMC unless it is the only choice, PCP not in Yerington, lived in California, VA Clinic, Service I needed was unavailable, Too many billing errors when health care provided by South Lyon medical center, Already established with primary care physician, Nepotism, violate HIPPA, cardiologists, pulmonologists, and referred by primary care provider.

19) What is your current zip code and/or place of residence?

n=202

- 87.1%: 89447
- 5.9%: 89444
- 2.5%: 89706
- 2.0%: 89430
- 0.5%: 89403
- 0.5%: 89406
- 0.5%: 89429
- 0.5%: 89441
- 0.5%: 89506

20) Thinking back on the responses you have provided, what do you think is the top health or health care challenge facing your community?

n=161

24.9%: Lack of medical services and specialty care

15.4%: Availability/accessibility of appointments

13.6%: Poor quality of care

11.2%: Lack of resources, services, and amenities in the community

10.7%: Lack of healthcare providers (non-specialized)

21) What changes in health care services would you like to see in your community, if any?

n=146

34.7%: More specialists and healthcare services available locally

14.1%: Lower cost of care / better insurance coverage

12.9%: Get and keep more healthcare providers (non-specialized)

10.0%: More resources, services, and amenities in the community

8.8%: Improve quality of care

IMPLEMENTATION PLAN

1. Access to health care services

- Education during community events - Community outreach Promoting and offering more in-person health and wellness education classes/programs

The facility will work with our Dementia and Communications Specialist to create new community focused programs on topics including dealing with dementia, caregiver burnout, and dealing with grief. The facility will ensure a presence at community events to promote wellness and well-being.

The facility is looking at the return of two popular community events that were ended during the COVID19 pandemic including a version of the Healthy Eats program where we showcase and educate the community on healthy eating while making it fun.

- Providing easier access for patients to make appointments

Beginning April 1, 2025, Clinic Staff have been redistributed and additional staff trained to ensure patients are able to book appointments easily at least six days per week.

- Ensuring we have enough staff to allow our clinics to always be open consistently.

We have employed a fourth provider for our Rural Health Clinic located on our campus. With the addition of that staff, the clinic will be available five days a week. We are expanding the hours in our clinics to provide an opportunity for working patients to make an appointment after their work hours.

- Building trust with exceptional customer service so patients want to receive service in our facility rather than going elsewhere.

We are working to provide facility wide customer service training with focused training for our front line staff.

2. Cost of Healthcare

- Offering an education class on how to use telehealth services for technology illiterate patients

We will develop and implement a system that instructs and or does a test run with patients using telemedicine for the first time.

- Developing a community health care center to provide affordable primary care for the underserved.

We currently are partnered with UNR School of Medicine and facilitate bringing mobile Rural Outreach Clinics to Yerington and surrounding areas to provide low to no cost medical care for our communities. The facility offers many financial aid programs to the patients including a prompt pay discount of 30%, a sliding fee application allowing a discount up to 100% based on income and a cash clinic for those patients with high deductibles or no insurance.

3. *Mental Illness*

- Looking at establishing mental and behavioral health professionals and integrating mental health services with our existing primary care

The facility is exploring a partnership to provide additional mental health services.

- Establishing peer support programs in our facility facilitated by trained specialists

We are currently developing and implementing and facilitating peer support groups with community specialists

- More training for our providers to understand our cultural nuances of a rural community

4a. *Drug Abuse*

- Creating access to substance abuse services

We will create awareness of the current substance abuse services in our community and partner with NA and AA to make sure the services are well publicized and available to our community members

- Offering smoking cessation programs at our facility

We will work with the American Cancer Society to see how we can facilitate smoking cessation programs in our facility.

- Develop and implement a marketing plan to reduce stigma.

We will work with our surrounding health partners to bring awareness to the struggles of drug addiction and educate our community with the services that are available.

- Working with other community leaders such as the school to target teens or the women's life choices center to target addicted pregnant women.

4b. *Diabetes*

- Continue Diabetes self-management education and support program.

We will continue to advertise and hold self-management classes and ascertain if a support group is desired.

- Updating our social media and website, making sure our contact information and services are easy to find

We have given access to update and modify our website and social media platforms to more people to ensure the updates are happening regularly

- Education during community events - Community outreach

We are sure to have an information booth at community events with education opportunities and marketing materials

- Telehealth and face to face interventions which would include goal setting with the patient
- Working with the schools for children with diabetic needs.
- Allowing primary care providers to use community knowledge and data to redesign effective diabetes care delivery systems

We will keep an up-to-date resource list for our providers that will give them educational opportunities for their patients within our community and beyond

Evaluation of Previous CHNA Plan

1. Access to Primary Care

Strategic Objectives

- Reduce appointment wait times to create better accessibility for patients

We have worked with our providers and admission staff to increase accessibility to patients in our clinics with varied results. We have significantly improved the waiting time to establish as a new patient, but the total number of available appointments has only increased moderately.

- Improve provider productivity to create better accessibility for patients

Over the past three years, South Lyon Medical Center has implemented many improvements to increase appointment availability within our provider schedules. An additional nurse practitioner was hired and began seeing patients in mid-2024 and our average daily patients seen per provider has increased by .5 patient across all three clinics.

- Improve accessibility for Spanish-speaking patients

South Lyon Medical Center provided free language training to all employees and providers by Babbel to improve English to Spanish communication as well as Spanish to English communication. With a high population of Hispanic community members in our area, SLMC continues to ensure that information is available in both English and Spanish. With a diverse staff, language line services and modern technology, the facility feels it can meet patient's needs.

- Right-size number of providers employed by SLMC to align supply with demand

South Lyon Medical Center added a full-time nurse practitioner to its healthcare team in early 2024. Currently the facility has three physicians, three nurse practitioners and two physician assistants.

2. Access to Specialty Care

Strategic Objectives

- Explore feasibility of offering new specialty services at SLMC

South Lyon Medical Center entered into an agreement with Carson Valley Health to provide clinic space for their specialty providers. To date, Oncology and Urology services are seeing patients monthly. Endocrinology and Pain Management services are currently expected to begin seeing patients in mid-2025. We also have Behavioral Health, Women's Health, and Cardiology services on site monthly.

- Improve advertisement of services available at SLMC, including diagnostic and outreach/visiting specialty services

We have added another media tech who ensures our website and social media platforms are updated routinely, and these services are highlighted at all of our community events to assist with getting the word out

- Reduce transportation barriers for patients who need to access specialty services

We have worked with the state to improve transportation assistance for patients with little support or results from the state supported programs. The community does not support independent transportation such as UBER, with very little assistance available from the Senior Center.

Tactics

- Explore feasibility of implementing a cardiac echo program to support patients with heart disease

South Lyon Medical Center successfully added ECHO cardiograms to its service line in May 2022. As of January 2025, the facility has performed more than 310 exams.

- Implement provider education for telehealth specialty referrals

We have worked with our partners and IT to add telehealth services and have seen minimal utilization.

- Hire a social media coordinator to improve social media presence and improve advertisement of services within the community, including the Hispanic population

We now have two employees who help keep our social media up to date.

- Explore collaboration with Helping Hands to provide financial/operational support

South Lyon Medical Center has partnered with Health Community Coalition to provide increased community support, services and financial aid.

3. Mental Health and Substance Use

Strategic Objectives

- Improve accessibility to mental health and substance use services at SLMC

We contracted Behavioral Health Solutions LLC in April 2021. They continue to treat outpatients and care for our long-term care resident needs.

- Recruit or contract with more behavioral health providers to improve outpatient and emergency response services

Our attempts to recruit and collaborate with mental health providers have not been successful.

- Improve advertisement of behavioral health services available at SLMC

We include Behavioral Health Solutions LLC on our monthly visiting provider calendar and encourage staff referrals.

Tactics

- Continue providing accessibility to tele-mental health services with Renown, and explore virtual prescribing capabilities for medication-assisted treatment

- Explore need for and barriers to tele-mental health adoption and utilization in SLMC patients
- Explore contracting with Behavioral Health Solutions to provide behavioral health services to patients
- Explore contracting with a licensed clinical social worker to provide emergency behavioral health case management services

Existing Health and Community Resources and Services

Rural Nevada Counseling Yerington-720 South Main St., Ste C Yerington, NV. 89447
(775) 463-6597 Monday – Friday 8am-5pm

Alcoholics Anonymous-310 South Main Street Yerington Nevada 89447
(775) 302-7088

Mobile Outreach Safety Team (MOST)-Lyon County Human Services Adult Services
Division Manager **(775) 577-5009 X3302**

Yerington Food Pantry-502 A West Bridge Street Yerington Nv 89447 **(775)344-8109**

Life Choices Pregnancy Center- 214 N Main Street, Yerington Nv 89447
(775) 885-1700

Yerington Senior Center-117 Tilson Way, Yerington NV 89447 **(775) 463-6550**

Yerington Mental Health-215 West Bridge Street, Yerington NV 89447 **(775)463-3191**

State of Nevada Welfare Division-215 West Bridge Street #6 Yerington Nv 89447
(775)463-0800

Nevada Legal Services-720 S Main Street, Yerington NV 89447- **(775)463-1222**

This report was completed in compliance with the IRS requirements described in Section 501(c)(3) of the Internal Revenue Code.

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