

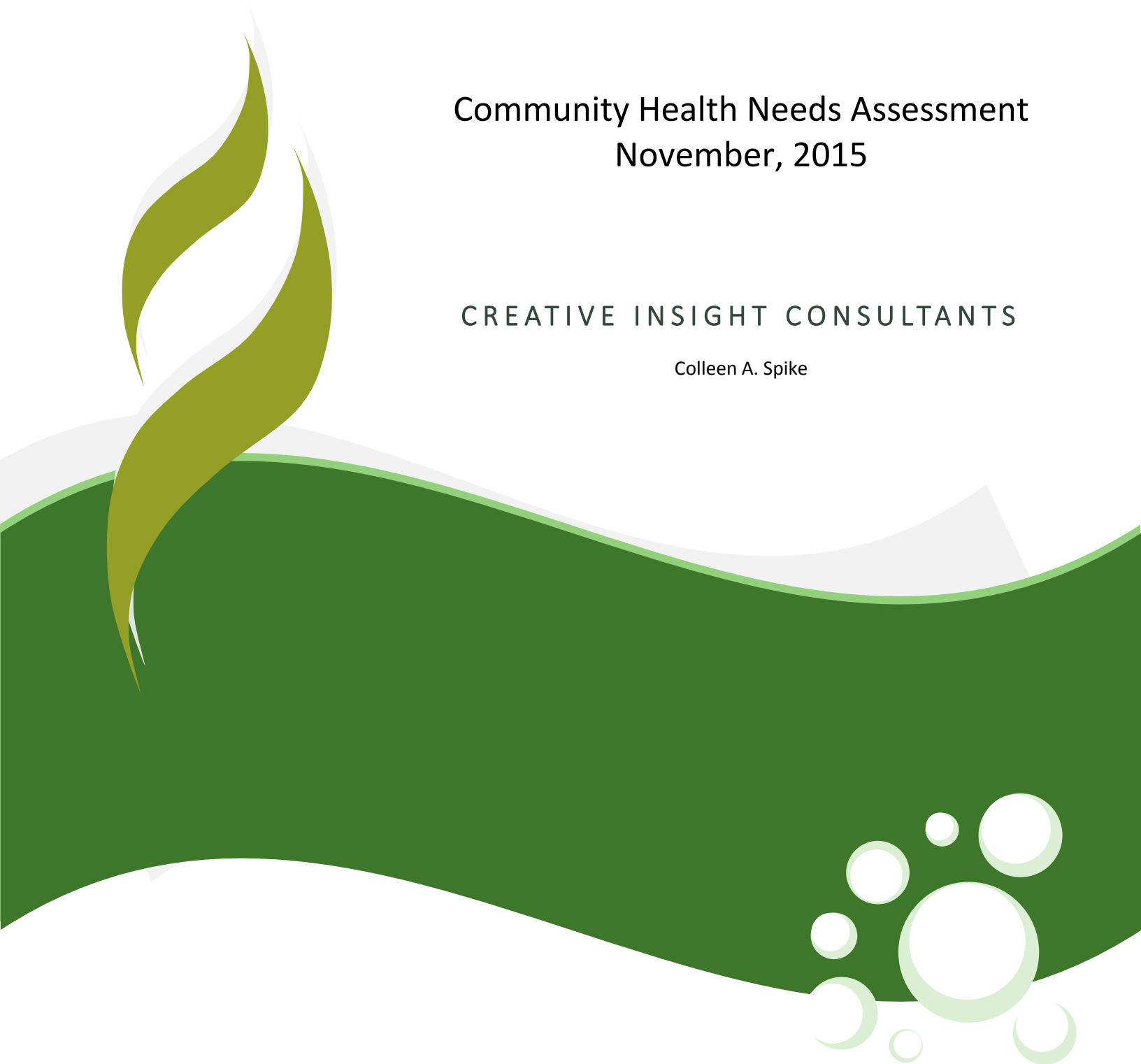
JOHNSON MEMORIAL HEALTH  
SERVICES

DAWSON, MINNESOTA

Community Health Needs Assessment  
November, 2015

CREATIVE INSIGHT CONSULTANTS

Colleen A. Spike



# **Johnson Memorial Health Services Dawson, Minnesota Community Health Needs Assessment Summary Report**

**November, 2015**

## **Introduction**

Johnson Memorial Health Services (JMHS) is a non-profit, Critical Access Hospital located in the community of Dawson, in Lac Qui Parle County, Minnesota. In the fall of 2015, JMHS and key community stakeholders, including representation from Lac Qui Parle Public Health, initiated a Community Health Needs Assessment (CHNA) with the objective of:

- Developing a vision of a healthy community
- Establishing a common understanding of the current health of the community
- Identifying opportunities to help make the vision a reality.

## **CHNA Guidelines**

According to the Patient Protection & Affordable Care Act (ACA), a tax-exempt, 501(c)3, charitable hospital must meet the provisions in the ACA, specifically in regard to conducting a Community Health Needs Assessment (CHNA). IRS rules for tax-exempt hospitals state:

- A CHNA must be conducted every three years
- CHNA must include input from public health and others to ensure input comes from a broad representation of the people from communities served by the tax-exempt hospital
- An implementation strategy to address key issues must be developed-issues can be prioritized
- CHNA final report and implementation strategy must be made “widely available” to the public
- Implementation strategy to address key issues must be included on the Hospital’s IRS 990 filing

## **JMHS CHNA Process**

JMHS’s CHNA process was facilitated by CreativeInsight Consultants. On August 31, 2015, JMHS hosted a CHNA kick-off meeting which included representation from Countryside Public Health, City of Dawson, JMHS Board, JMHS Leadership, School Administrator, Lac Qui Parle Family Services, Clergy and community residents. (Attachment A). The CHNA Key Stakeholder group provided input into the survey tool used in this process.

The attached survey and results (Attachment B) are included in this report, as well as, the input from three focus groups (Attachment C) held at JMHS on November 11, 2015 and facilitated by CreativeInsight.

## **Survey Process**

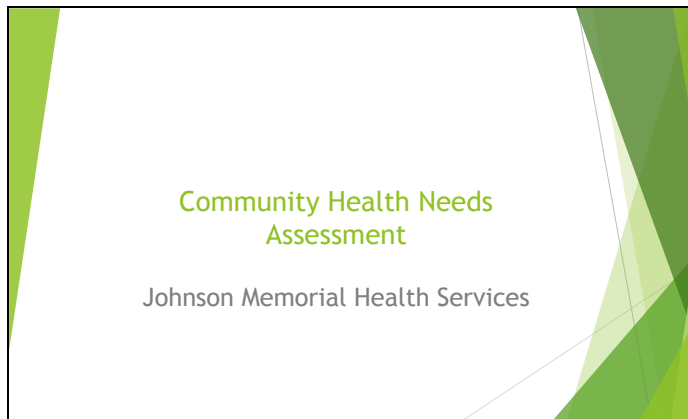
Survey sampling included zip codes from inpatient and outpatient admissions at JMHS. Sampling volume was proportionate to volume from the zip codes provided by JMHS. 800 residents were randomly selected by LeadsPlease from the zip codes provided to them. The surveys were sent to the listed head of household or “current resident”. Of the 800 surveys sent, 194 were returned providing a 24% return rate. Survey respondents did not necessarily respond to all questions on the survey which is why not all survey response counts equal 194. Only 2 surveys were returned as undeliverable.

Survey percentages will not always equal 100% because in some questions respondents were asked to pick their top three choices or all that apply.

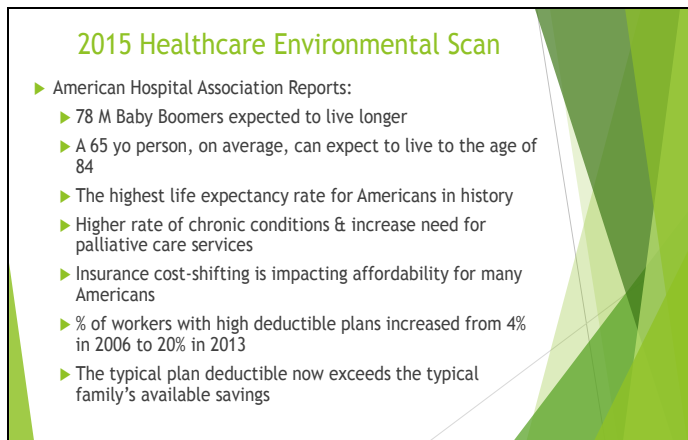
Several survey questions include an “Other” category. When respondent included “Other” responses, those responses are indicated on the charts.

Attachment A  
JMHS CHNA Kick Off Meeting  
August 31, 2015

Slide 1



Slide 2



Slide 3



Slide 4

### Johnson Memorial Mission Statement

Johnson Memorial Health Services is committed to providing exceptional healthcare as we promote wellness, restore health and provide comfort to people of all ages and in every stage of life.

Slide 5

### Lac Qui Parle County Demographics

| Geography                        | Lac Qui Parle County |
|----------------------------------|----------------------|
| Population Size                  | 7,109                |
| Population Density (per sq mile) | 10                   |
| Median Household Income          | \$50,963             |
| Age Distribution                 |                      |
| Under 18                         | 21.2%                |
| Age 18 - 64                      | 54.6%                |
| Age over 65                      | 24.2%                |
| Sex Distribution                 |                      |
| Female                           | 49.7%                |
| Male                             | 50.3%                |

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### Lac Qui Parle County Demographics

| Race/Ethnicity Distribution            | Lac Qui Parle County |
|--|----------------------|
| American Native/Alaska Native          | 0.3%                 |
| Asian                                  | 0.6%                 |
| Native Hawaiian/Other Pacific Islander | 0.1%                 |
| Black or African American              | 0.2%                 |
| White                                  | 96.2%                |
| Hispanic or Latino                     | 2.0%                 |
| Other                                  |                      |
| Not Proficient in English              | 0.5%                 |
| Foreign Born                           | 1.3%                 |
| With Disability                        | 12.9%                |

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### Lac Qui Parle County Demographics

| Poverty   | Lac Qui Parle County |
|---|----------------------|
| Population in Poverty                           | 9.3%                 |
| -Children                                       | 14.2%                |
| -Elderly  | 9.7%                 |
| Insured   |                      |
| People without Health Insurance (<65 yo)        | 8.9%                 |
| Adults without Health Insurance (18-64 yo)      | 9.9%                 |
| Children without Health Insurance (<19 yo)      | 6.5%                 |
| Socioeconomic                                   |                      |
| Food Stamp Utilization (Avg monthly Households) | 224 (2013)           |
| Students Eligible for Free or Reduced Meals     | 43.5%                |
| Children Who Receive Full Immunizations         | 84.4% (MN 62.9%)     |

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### Lac Qui Parle County Demographics

| Workforce              | Lac Qui Parle County |
|------------------------|----------------------|
| Manufacturing          | 12.21%               |
| Farm                   | 18.39%               |
| Government Sector      | 16.29%               |
| Retail                 | 9.46%                |
| Other                  | 43.65%               |
| Unemployment           |                      |
| Lac Qui Parle County   | 3.8%                 |
| Minnesota              | 3.6%                 |
| United States          | 5.3%                 |
| Southwestern Minnesota | 3.6%                 |

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### Lac Qui Parle County Population-Aging 2030

| Year | Total County Population | 65+ County Population | County Percent 65+ | State Percent 65+ | 85+ County Population | County Percent 85+ | State Percent 85+ |
|------|-------------------------|-----------------------|--------------------|-------------------|-----------------------|--------------------|-------------------|
| 2000 | 8,067                   | 1,875                 | 23.24              | 12.08             | 366                   | 4.54               | 1.74              |
| 2010 | 7,259                   | 1,726                 | 23.78              | 12.88             | 344                   | 4.74               | 2.01              |
| 2020 | 6,810                   | 1,860                 | 27.31              | 15.94             | 340                   | 4.99               | 2.11              |
| 2030 | 6,630                   | 2,170                 | 32.73              | 20.63             | 370                   | 5.58               | 2.68              |

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### Community Health Status Indicators-Lac Qui Parle County

|   | Better<br>(most favorable<br>quartile)  | Moderate<br>(Middle two<br>quartiles)   | Worse<br>(least favorable<br>quartile) |
|---|---|---|--|
| <b>Mortality</b>                          | Cancer Deaths<br>Diabetes Deaths<br>Female Life Expectancy<br>Male Life Expectancy<br>Stroke Deaths | Chronic Kidney Disease Deaths<br>Coronary Heart Disease Deaths<br>Unintentional Injury (including<br>motor vehicle) |  |
| <b>Morbidity</b>                          | Pre-term Births<br>Syphilis   | Adult Diabetes<br>Alzheimer's Disease/Dementia<br>Older Adult Asthma  | Gonorrhea<br>Older Adult Depression    |
| <b>Health Care Access<br/>And Quality</b> | Primary Care Provider Access<br>Uninsured   | Older Adult Preventable<br>Hospitalizations   |  |
| <b>Health Behaviors</b>                   | Teen Births   |   | Adult Physical Inactivity              |
| <b>Social Factors</b>                     | High Housing Costs<br>On-time High School Graduation<br>Poverty<br>Violent Crime                    | Children in Single-Parent<br>Households<br>Unemployment   |  |
| <b>Physical<br/>Environment</b>           | Housing Stress<br>Limited Access to Healthy Food<br>Living Near Highways                            | Access to Parks<br>Annual Average PM 2.5<br>Concentration   |  |

Slide 11

### Nativity- 2013 Statistics

| County             | Births | %<br>Pre-term<br>Pregnancy | %<br>Pre-natal<br>Care<br>1 <sup>st</sup> Trimester | Infant Deaths<br>2008-2012<br>Birth Year |
|--------------------|--------|----------------------------|---|--|
| Lac Qui Parle      | 71     | 10.8%                      | 90.4%   | 3  |
| Chippewa           | 146    | 6%                         | 82.9%   | 5  |
| Swift              | 106    | 9.6%                       | 87.5%   | 1  |
| Yellow<br>Medicine | 90     | 6.4%                       | 88.9%   | 1  |

Slide 12

### Cancer Incidence - Lac Qui Parle County

| Cancer Site          | Lac Qui Parle Expected Rate         |
|----------------------|-------------------------------------|
| Prostate             | Higher                              |
| Breast               | Sl. Higher Female                   |
| Colon & Rectum       | Higher Male<br>Lower Female         |
| Lung & Bronchus      | Sl. Higher Male<br>Lower Female     |
| Non-Hodgkin Lymphoma | Sl. Higher Male<br>Expected Female  |
| Uterus               | Higher                              |
| Kidney & Renal       | Sl. Lower Male<br>Sl. Higher Female |
| Leukemia             | Lower Male<br>Higher Female         |
| Melanoma             | Lower Male<br>Sl. Higher Female     |



Slide 13

Lac Qui Parle County-Leading Cause of Death

- ▶ 1) Heart Disease
- ▶ 2) Cancer
- ▶ 3) Chronic Lower Respiratory Disease
- ▶ 4) Diabetes
- ▶ 5) Pneumonia & Influenza
- ▶ 6) Unintentional Injury
- ▶ 7) Stroke
- ▶ 8) Alzheimer's Disease
- ▶ 9) Nephritis

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Community Health Needs Assessment (CHNA) Objectives

- ▶ Develop a vision of a healthy community
- ▶ Establish a common understanding of the current health of the community
- ▶ Identify opportunities to help make the vision a reality

“Health starts long before illness is manifest: it begins in homes and schools, in jobs, and workplaces, and in communities.”

Slide 15

CHNA IRS Guidelines

- ▶ CHNA must be conducted every three years
- ▶ CHNA must include input from public health and others to ensure input from a broad representation of people from the community
- ▶ CHNA report needs to be made “widely available” to the public
- ▶ CHNA must include implementation strategy
- ▶ CHNA “needs” can be prioritized

Slide 16

### CHNA Process

- ▶ Establish a Team of Key Community Stakeholders
- ▶ Identify and Secure Resources
- ▶ Define Objectives and Timeline
- ▶ Collect & Analyze Community Health Data & Identify Gaps
- ▶ Identify Health Priorities
- ▶ Identify Community Assets and Resources to meet the identified priorities
- ▶ Develop & Implement an Action Plan Based on the Identified Priority Needs
- ▶ Set Goals and Measurement to Assess Progress
- ▶ Develop the CHNA document
- ▶ Manage & Sustain the Process

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### Johnson Memorial Health Services Community Health Needs Assessment

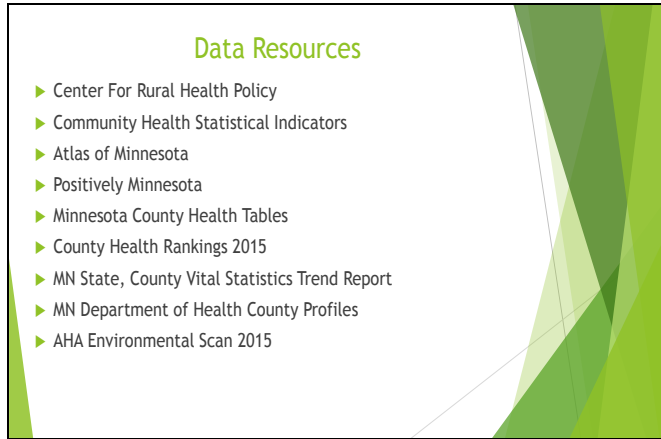
- ▶ Requires Broad-Based Input
  - ▶ Mailed Survey
    - ▶ JMHS Zip Code Breakdown (past two years)
      - ▶ 56232 Dawson - 51%
      - ▶ 56256 Madison - 14%
      - ▶ 56218 Boyd - 7%
      - ▶ 56265 Montevideo - 4%
      - ▶ 56257 Marietta - 2%
      - ▶ 56223 Clarkfield - 2%
      - ▶ 56220 Canby - 1%
      - ▶ 56208 Appleton - 1%
      - ▶ 56241 Granite Falls - 1%
      - 56264 St. Leo - 1%
      - 56212 Bellingham - 1%
      - 56262 Milan - 1%
      - 56295 Watson - 1%
      - Other - 13%
      - Delete ? Revillo, SD
      - Gary, SD

Slide 18

### Johnson Memorial Health Services Focus Groups

- ▶ Obtain insight and perception of community health services and gaps on a face to face basis
- ▶ Discussion tends to be more candid and detailed
- ▶ Best done with groups with similar characteristics in common (ie farmers, seniors, families with small children, others?)
- ▶ JMHS Payer Mix
  - ▶ Medicare - 33%
  - ▶ Medicaid - 23%
  - ▶ BCBS - 13%
  - Other - 19%
  - Self Pay - 12%

Slide 19



Slide 19 features a title 'Data Resources' in green text at the top center. Below the title is a bulleted list of eight data sources, each preceded by a green right-pointing triangle. The background of the slide is white with a decorative green geometric pattern on the right side.

### Data Resources

- ▶ Center For Rural Health Policy
- ▶ Community Health Statistical Indicators
- ▶ Atlas of Minnesota
- ▶ Positively Minnesota
- ▶ Minnesota County Health Tables
- ▶ County Health Rankings 2015
- ▶ MN State, County Vital Statistics Trend Report
- ▶ MN Department of Health County Profiles
- ▶ AHA Environmental Scan 2015

Slide 20



Slide 20 features a green geometric pattern on the right side. The text 'We Appreciate Your Time & Input' is centered in green, and 'Thank You' is centered below it in black.

We Appreciate Your Time & Input  
Thank You

**Attachment B**  
**JMHS Community Survey**  
**2015 Survey Final Report**

**INSTRUCTIONS:** Please clearly mark your answer and return it in the enclosed postage paid envelope. All responses must be made by filling in the circle next to the corresponding answer. All responses will be kept confidential.

## DEMOGRAPHICS

**1. Where do you live by zip code?**

- 56232 Dawson     56208 Appleton     56212 Bellingham     56218 Boyd  
 56220 Canby     56223 Clarkfield     56241 Granite Falls     56256 Madison  
 56257 Marietta     56262 Milan     56265 Montevideo     56264 St Leo  
 56295 Watson

**2. How many people live in your household?**

- 1     2     3     4     5     6     7+

**3. What is your gender?**

- Male     Female

**4. What is your age range?**

- 18-25     26-35     36-45     46-55     56-65     66-75     76-85     86+

**5. What is your employment status?**

- Work Full Time     Student     Unemployed  
 Work Part Time     Disabled     Military Service  
 Retired     Homemaker     Other \_\_\_\_\_

## IMPORTANT HEALTH ISSUES IN OUR COMMUNITY

**6. How would you rate the general health of people in our community?**

- Very Healthy     Healthy     Somewhat Healthy     Unhealthy     Very Unhealthy

**7. Please select the three (3) most important health issues in our community.**

- Aging issues, such as Alzheimer's, Dementia, Memory Loss     Alcohol/Substance Abuse  
 Cancer     Child/Elder Abuse/Neglect  
 Chronic Pain     Dental Health (including tooth pain)  
 Diabetes     Domestic Violence  
 Early Sexual Activity     Heart Disease  
 Lack of Access to Healthcare     Lack of Dental Care  
 Lack of Exercise     Lung Disease (Asthma, COPD)  
 Mental Health Issues     Motor Vehicle Accidents  
 Risky Sexual Behavior     Obesity  
 Stroke     Tobacco Use  
 Underage Alcohol Use     Other \_\_\_\_\_

**8. How important is the local delivery of healthcare services (ie. Hospital, clinics, nursing home, assisted living, etc.) to the economic well-being of our community?**

- Very Important     Important     Not Important     Don't Know

**9. How do you rate your knowledge of the health services that are available at Johnson Memorial Health Services?**

- Excellent       Good       Fair       Poor

**10. Please select what you feel are the three (3) most important factors for a healthy Community.**

- |  |   |
|--|---|
| <input type="radio"/> Access to health care services       | <input type="radio"/> Affordable housing                  |
| <input type="radio"/> Arts & Cultural Events               | <input type="radio"/> Availability of Child Care          |
| <input type="radio"/> Clean Environment                    | <input type="radio"/> Community Involvement               |
| <input type="radio"/> Good Jobs & Healthy Economy          | <input type="radio"/> Access to Public Transportation     |
| <input type="radio"/> Good Schools                         | <input type="radio"/> Healthy Behaviors & Lifestyle       |
| <input type="radio"/> Availability of Healthy Food Choices | <input type="radio"/> Low Crime/Safe Neighborhoods        |
| <input type="radio"/> Low Death & Disease Rates            | <input type="radio"/> Low level of Domestic Violence      |
| <input type="radio"/> Parks & Recreation                   | <input type="radio"/> Availability of Exercise Facilities |
| <input type="radio"/> Religious or Spiritual Values        | <input type="radio"/> Strong Family Life                  |
| <input type="radio"/> Tolerance for Diversity              | <input type="radio"/> Other _____                         |
| <input type="radio"/> Good Sidewalks/Paths for Walking     |   |

**11. How do you learn about the healthcare services available in our community? Select all that apply.**

- |  |   |                                     |                                  |
|--|---|-------------------------------------|----------------------------------|
| <input type="radio"/> Social Media (Facebook, Twitter) | <input type="radio"/> Healthcare Provider | <input type="radio"/> Public Health | <input type="radio"/> Newspaper  |
| <input type="radio"/> Website/Internet                 | <input type="radio"/> Mailings            | <input type="radio"/> Presentations | <input type="radio"/> Phone Book |
| <input type="radio"/> Word of Mouth/Reputation         | <input type="radio"/> Other _____         |                                     |                                  |

## ISSUES CONCERNING YOUR WELL-BEING

**12. Overall, how would you rate your physical health?**

- Very Healthy    Healthy    Somewhat Healthy    Unhealthy    Very Unhealthy

**13. Overall, how would you rate your mental health?**

- Very Healthy    Healthy    Somewhat Healthy    Unhealthy    Very Unhealthy

**14. In the last week, how many times did you participate in deliberate exercise, (such as jogging, walking, golf, fitness class, swimming etc.)?**

- None    1-2    3-5    More than 5

**15. If you answered "none" to the last question, why didn't you exercise in the past week? (Please select ALL that apply)**

- |   |  |
|---|--|
| <input type="radio"/> I don't have any time to exercise           | <input type="radio"/> It's not important to me                 |
| <input type="radio"/> I don't have access to an exercise facility | <input type="radio"/> I don't have child care while I exercise |
| <input type="radio"/> I don't like to exercise                    | <input type="radio"/> I can't afford the fees to exercise      |
| <input type="radio"/> I am too tired                              | <input type="radio"/> I have a physical disability             |
| <input type="radio"/> Other _____                                 |  |

**15. On a typical day, how many servings of fruits and/or vegetables do you eat?**

- None    1-2    3-5    More than 5

**16. On a typical day, how often do you use tobacco products?**

- None     1-4     5-8     9-12     More than 12

**17. Where do you get most of your medical information?**

- Doctor                       Friends/Family                       Internet  
 Pharmacy                       Nurse (Hospital or Clinic)                       Other \_\_\_\_\_

**18. Do you have a personal physician?**

- Yes                       No

**19. How long has it been since you have had a Flu Shot?**

- Within the last year                       1-2 years ago                       3-5 years ago                       5+ years ago  
 I have never had a flu shot

**20. When you get sick, where do you go? Please choose only one.**

- Clinic/Doctors Office                       Urgent Care (Walk-in Clinic, Minute Clinic)                       Emergency Room  
 I don't seek medical attention                       Other \_\_\_\_\_

**21. Preventive testing and services help to prolong lifespan and can lead to early detection of serious health problems. Which of the following services have you used in the past year? (Select all that apply.)**

- Children's check up/well baby                       Flu Shot                       Routine Blood Pressure Check  
 Cholesterol Check                       Mammography                       Routine Health Check Up  
 Colonoscopy                       Pap Smear                       None  
 Prostate (PSA)                       Family Planning

## ACCESS TO HEALTHCARE

**22. In your experience, what is the average length of time to schedule an appointment with your primary care provider at Johnson Memorial Health Services? (Please select only one)**

- 1-3 days     4-7 days     8-11 days     12-14 days     15+     Not Applicable

**23. In the past three years, was there a time when you or a member of your household thought you needed health care services but did NOT get health care services or there was a delay in getting medical services?**

- Yes                       No    (If no skip to question 25)

**24. If yes, what were the three (3) most important reasons why you did not receive health care services? (Select three that apply)**

- Could not get an appointment                       It cost too much                       Not treated with respect  
 Too long to wait for an appointment                       Could not get off work                       Too nervous or afraid  
 Office wasn't open when I could go                       Didn't know where to go                       Language barrier  
 Unsure if services were available                       It was too far to go                       Transportation problems  
 Had no one to care for my children                       My Insurance didn't cover it                       Don't like doctors  
 No insurance                       I could not afford to pay the copay/deductible  
 Other \_\_\_\_\_

**25. If you or a household member received services at a hospital (ie. hospitalized, day surgery, obstetrics/gynecology care, rehabilitation, radiology, emergency care, outpatient services etc.), which hospital does your household use the MOST for hospital services? (Please select only ONE)**

- Dawson
- Madison
- Montevideo
- Watertown, SD
- Appleton
- Marshall
- St Cloud
- Willmar
- Canby
- Mpls/St Paul
- Sioux Falls, SD
- Other \_\_\_\_\_

**26. Thinking about the hospital you use most frequently, what are the three (3) most important reasons for selecting that hospital? (Select three (3) that apply)**

- Cost of care
- Hospital's reputation for quality
- Required by insurance plan
- Closest to home
- Prior experience with hospital
- VA/Military Requirement
- Closest to work
- Recommended by family/friends
- Other \_\_\_\_\_
- Emergency
- Referred by physician

**27. If you or a household member needed to be hospitalized in the future, which facility would you choose? (Please select only one (1))**

- Dawson
- Madison
- Montevideo
- Watertown, SD
- Appleton
- Marshall
- St Cloud
- Willmar
- Canby
- Mpls/St Paul
- Sioux Falls, SD
- VA
- Other \_\_\_\_\_

**28. If you have seen a primary health care provider (family physician, physician assistant or nurse practitioner) for health care services, where was that primary health care provider located? (Please select only one (1))**

- Dawson
- Madison
- Montevideo
- Watertown, SD
- Appleton
- Marshall
- St Cloud
- Willmar
- Canby
- Mpls/St Paul
- Sioux Falls, SD
- VA
- Not Applicable, I/we have not seen a primary care provider
- Other \_\_\_\_\_

**29. Why did you select that particular primary care provider? (Select ALL that apply)**

- Appointment availability
- Length of waiting room time
- Required by insurance plan
- Clinic's reputation for quality
- Prior experience with clinic
- VA/Military requirement
- Closest to home
- Recommended by family/friends
- Indian Health Services
- Cost of care
- Referred by physician/provider
- Other \_\_\_\_\_
- Provider's Reputation for Quality

**30. If you routinely seek primary health care outside of Dawson, why? (Select ALL that apply)**

- Cost of care
- More privacy
- Closest to home
- Closest to work
- Quality of equipment
- VA/Military requirement
- Quality of Staff
- Prior relationship with another health care provider
- Required by insurance plan
- Service not available in Dawson
- Not Applicable/we use local services
- Other \_\_\_\_\_



**31. If you needed primary care services (physician, physician assistant, nurse practitioner) in the future which facility would you choose? (Please select only one (1))**

- Dawson                       Madison                       Montevideo                       Watertown, SD  
 Appleton                       Marshall                       St Cloud                       Willmar  
 Canby                       Mpls/St Paul                       Sioux Falls, SD                       VA  
 Other \_\_\_\_\_

**32. In the last year was there a time when you needed prescription medicine but were not able to get it?**

- Yes                       No (if no skip to question 34)

**33. If you answered “yes” to the previous question, why weren’t you able to get the prescription medicine? (Please select ALL that apply)**

- I didn’t have health insurance                       I couldn’t afford to pay my co-pay/deductible  
 The pharmacy refused to take my insurance                       I didn’t have any way to get to the pharmacy  
 Other \_\_\_\_\_

**34. About how long has it been since you have been to the dentist to get a check-up (not for an emergency)**

- Within the last year                       1-2 years ago                       3-5 years ago                       5+ years  
 I have never been to a dentist for a check-up

**35. In the last year was there a time when you needed dental care but could not get it?**

- Yes                       No (if no skip to question 37)

**36. If you just answered “yes” to the previous question, why weren’t you able to get dental care? (Please choose ALL that apply)**

- I didn’t have dental insurance                       I couldn’t afford to pay my co-pay/deductible  
 I didn’t have any way to get to the dentist                       Dentist refused to take my insurance/Medicaid  
 I didn’t know how to find a dentist                       Too long to wait for an appointment  
 Fear                       Other \_\_\_\_\_

**37. In the last year was there a time you needed mental health counseling but could not get it?**

- Yes                       No (if no skip to question 41)

**38. If you just answered “yes” to the previous question, why weren’t you able to get mental health counseling? (Please select ALL that apply)**

- I didn’t have insurance which covers mental health services                       Fear  
 I couldn’t afford to pay my co-pay/deductible                       Embarrassment  
 I didn’t have any way to get to the counselor                       Too long to wait for an appointment  
 I didn’t know how to find a counselor                       Confidentiality Concerns  
 Counselor refused to take my insurance/Medicaid                       Other \_\_\_\_\_

**39. Where did you receive your mental health counseling MOST frequently? (Please select only ONE)**

- Dawson                       Madison                       Montevideo                       Watertown, SD  
 Appleton                       Marshall                       St Cloud                       Willmar  
 Canby                       Mpls/St Paul                       Sioux Falls, SD                       VA  
 Other \_\_\_\_\_

**40. Thinking about the mental health counseling services you use most frequently, what are the three (3) most important reasons for selecting that mental health provider? (Select three (3) that apply)**

- Cost of care
- Closest to home
- Closest to work
- Emergency
- Providers reputation for quality
- Prior experience with provider
- Recommended by family/friends
- Referred by physician
- Required by insurance plan
- VA/Military Requirement
- Other \_\_\_\_\_

**41. In your opinion, what would improve our community's access to health care? (Please select ALL that apply)**

- More health education services
- Improved quality of care
- Outpatient services expanded hours
- On-Line clinic visits
- Expanded Clinic Hours (to include evening and weekend appointments)
- More specialists
- Transportations assistance
- More primary care providers
- Chronic Illness Assistance
- Cultural sensitivity
- Interpreter Services
- Telemedicine

Other ideas which would improve the community's access to health care: \_\_\_\_\_

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**42. Have you or a household member used any of the following health care specialists in the past three years? (Please select ALL that apply)**

- Allergist
- Cardiologist
- Chiropractor
- Dentist
- Dermatologist
- Dietitian
- Endocrinologist
- ENT (ear, nose, throat)
- Gastroenterologist
- General Surgeon
- Mental Health Provider
- Neurologist
- Neurosurgeon
- Obstetrics/Gynecology
- Occupational Therapist
- Oncologist
- Ophthalmologist
- Orthopedics
- Pediatrician
- Physical Therapist
- Psychiatrist (MD)
- Psychologist
- Pulmonologist
- Radiologist
- Rheumatologist
- Speech Therapist
- Social Worker
- Substance Abuse Counselor
- Urologist
- Other \_\_\_\_\_

**43. Where was the health care specialist located? (Please select ALL that apply)**

- Dawson
- Appleton
- Canby
- Via tele-medicine at Johnson Memorial Health Services
- Other \_\_\_\_\_
- Madison
- Marshall
- Mpls/St Paul
- Montevideo
- St Cloud
- Sioux Falls, SD
- Watertown, SD
- Willmar
- VA
- Mayo/Rochester

**44. The following services are available at Johnson Memorial Health Services. Please rate the overall quality for each service. (Please mark DK if you haven't used the service)**

|                            | Excellent = 4           | Good = 3                | Fair = 2                | Poor = 1                | Don't Know = DK          |
|----------------------------|-------------------------|-------------------------|-------------------------|-------------------------|--------------------------|
| Emergency Room             | <input type="radio"/> 4 | <input type="radio"/> 3 | <input type="radio"/> 2 | <input type="radio"/> 1 | <input type="radio"/> DK |
| Cardiac Rehab              | <input type="radio"/> 4 | <input type="radio"/> 3 | <input type="radio"/> 2 | <input type="radio"/> 1 | <input type="radio"/> DK |
| Care Center/Long Term Care | <input type="radio"/> 4 | <input type="radio"/> 3 | <input type="radio"/> 2 | <input type="radio"/> 1 | <input type="radio"/> DK |
| Chronic Illness Assistance | <input type="radio"/> 4 | <input type="radio"/> 3 | <input type="radio"/> 2 | <input type="radio"/> 1 | <input type="radio"/> DK |
| Clinic                     | <input type="radio"/> 4 | <input type="radio"/> 3 | <input type="radio"/> 2 | <input type="radio"/> 1 | <input type="radio"/> DK |
| Infusion/Chemo therapy     | <input type="radio"/> 4 | <input type="radio"/> 3 | <input type="radio"/> 2 | <input type="radio"/> 1 | <input type="radio"/> DK |
| Inpatient Services         | <input type="radio"/> 4 | <input type="radio"/> 3 | <input type="radio"/> 2 | <input type="radio"/> 1 | <input type="radio"/> DK |
| Laboratory                 | <input type="radio"/> 4 | <input type="radio"/> 3 | <input type="radio"/> 2 | <input type="radio"/> 1 | <input type="radio"/> DK |
| Outpatient Services        | <input type="radio"/> 4 | <input type="radio"/> 3 | <input type="radio"/> 2 | <input type="radio"/> 1 | <input type="radio"/> DK |
| Physical Therapy           | <input type="radio"/> 4 | <input type="radio"/> 3 | <input type="radio"/> 2 | <input type="radio"/> 1 | <input type="radio"/> DK |
| Recovery Care              | <input type="radio"/> 4 | <input type="radio"/> 3 | <input type="radio"/> 2 | <input type="radio"/> 1 | <input type="radio"/> DK |
| Radiology                  | <input type="radio"/> 4 | <input type="radio"/> 3 | <input type="radio"/> 2 | <input type="radio"/> 1 | <input type="radio"/> DK |
| Surgery                    | <input type="radio"/> 4 | <input type="radio"/> 3 | <input type="radio"/> 2 | <input type="radio"/> 1 | <input type="radio"/> DK |
| Women's Health Services    | <input type="radio"/> 4 | <input type="radio"/> 3 | <input type="radio"/> 2 | <input type="radio"/> 1 | <input type="radio"/> DK |

**45. If you do not have health insurance, why? (Please select all that apply)**

- Cannot afford health insurance
- Choose not to have health insurance
- Did not qualify for subsidy from MN SURE
- Other \_\_\_\_\_
- Employer does not offer health insurance
- Cannot afford MN SURE options

Please return in the postage paid envelope enclosed with this survey.

**Thank you for your time and participation in this survey.**

Please note that all information will remain confidential.

## Survey Respondent Demographics

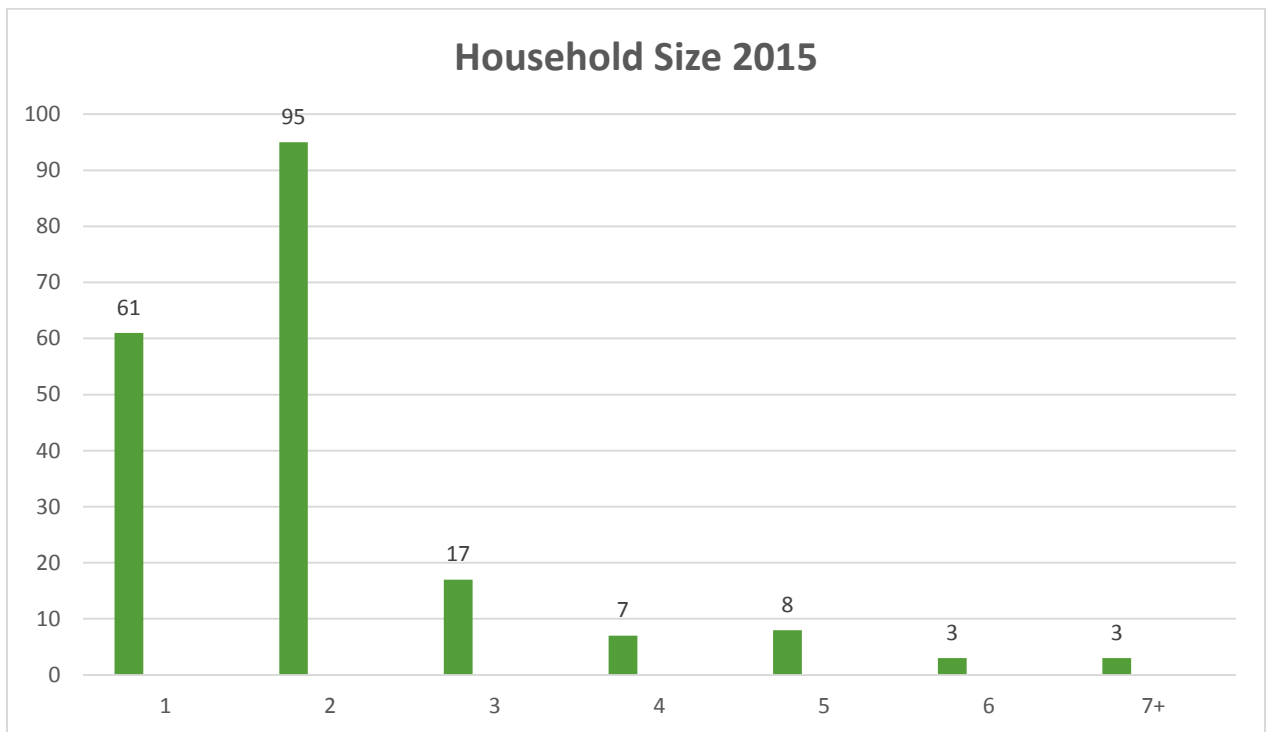
### Question 1:

Where do you live by zip code?

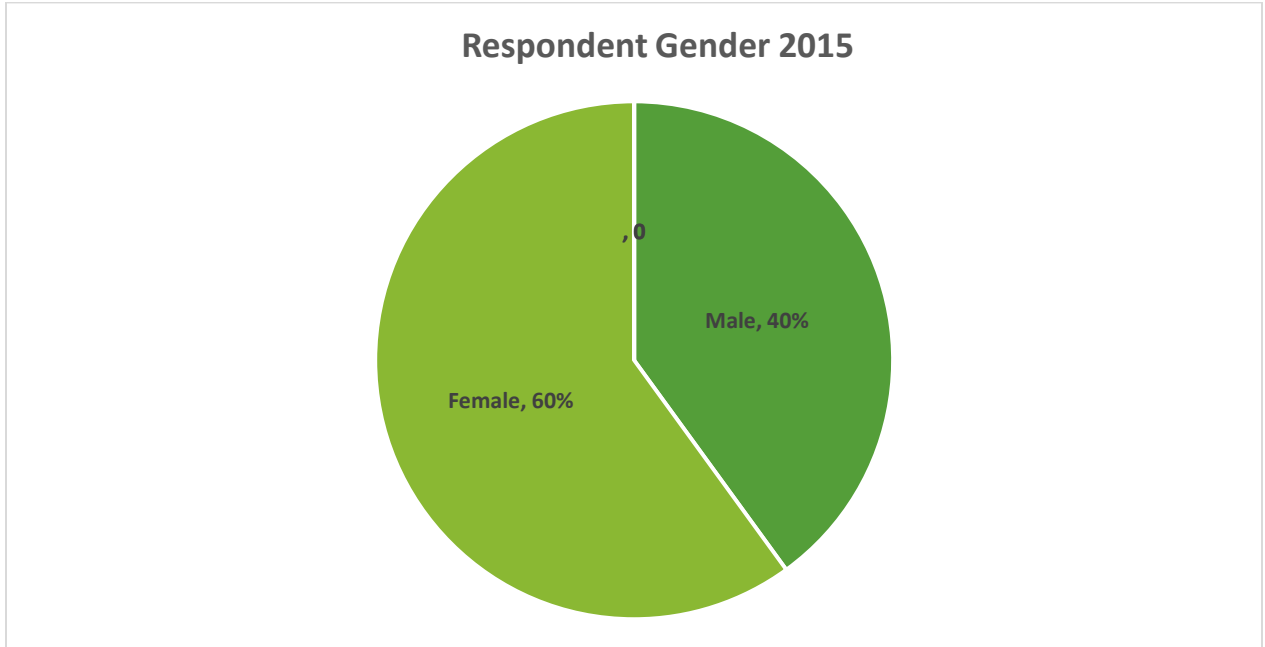
| Location       | 2015 Count | 2015 Percent |
|----------------|------------|--------------|
| <b>Dawson</b>  | <b>118</b> | <b>61%</b>   |
| <b>Madison</b> | <b>32</b>  | <b>17%</b>   |
| <b>Boyd</b>    | <b>16</b>  | <b>8%</b>    |
| Montevideo     | 8          | 4%           |
| Marietta       | 7          | 4%           |
| Bellingham     | 3          | 2%           |
| Clarkfield     | 3          | 2%           |
| Milan          | 2          | 1%           |
| Canby          | 2          | 1%           |
| Appleton       | 1          | 0            |
| Granite Falls  | 1          | 0            |
| St Leo         | 1          | 0            |
| Watson         | 0          | 0            |
| <b>Total</b>   | <b>194</b> | <b>100%</b>  |

### Question 2:

How Many people live in your household?

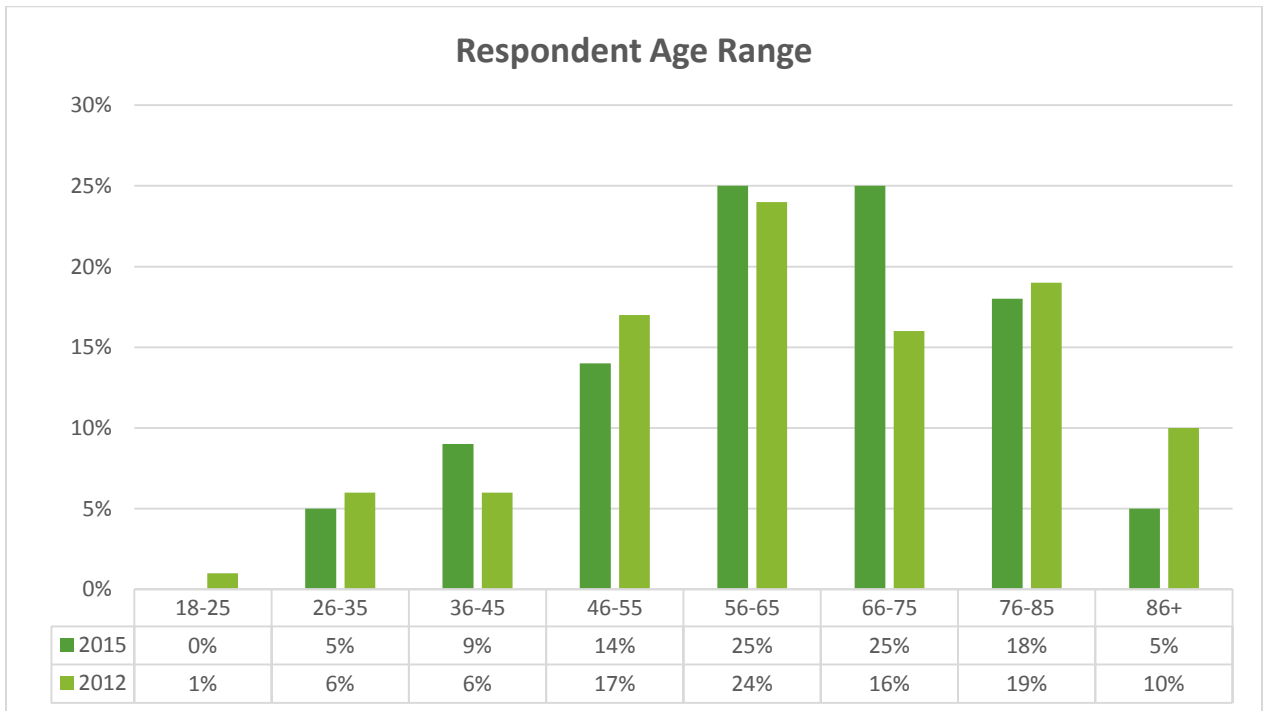


**Question 3:**  
What is your gender?



**\*Dawson respondents were 47% male and 53% female.**

**Question 4:**  
What is your age range?



**Question 5:**

What is your employment status?

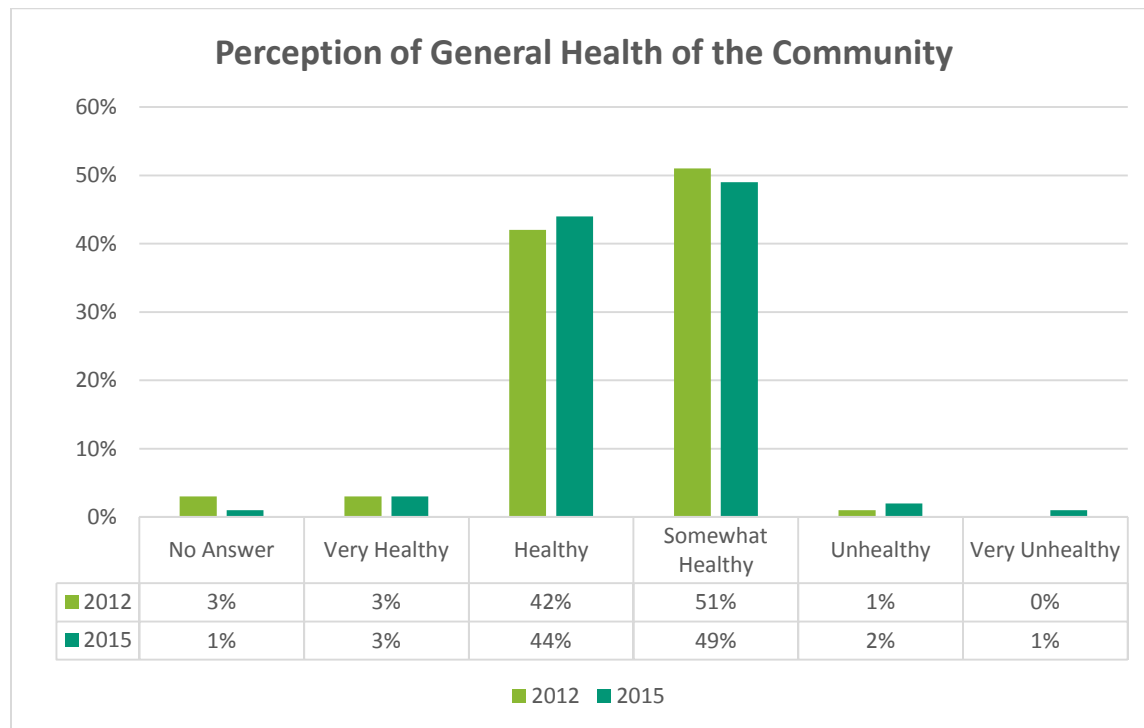
| Status           | Respondents | Percent     |
|------------------|-------------|-------------|
| Work Full Time   | 73          | 37%         |
| Work Part Time   | 17          | 9%          |
| Retired          | 86          | 44%         |
| Student          | 1           | 0%          |
| Disabled         | 6           | 3%          |
| Homemaker        | 7           | 4%          |
| Unemployed       | 2           | 1%          |
| Military Service | 0           | 0           |
| Farmer           | 2           | 1%          |
| Self Employed    | 2           | 1%          |
| <b>Total</b>     | <b>196*</b> | <b>100%</b> |

**\*Two respondents responded in two categories**

## Important Health Issues In Our Community

**Question 6:**

How would you rate the general health of people in our community?



**\*Respondent’s general perception of health improved very slightly from 2012 to 2015**

**Question 7:**

Please select the three (3) most important health issues in our community.

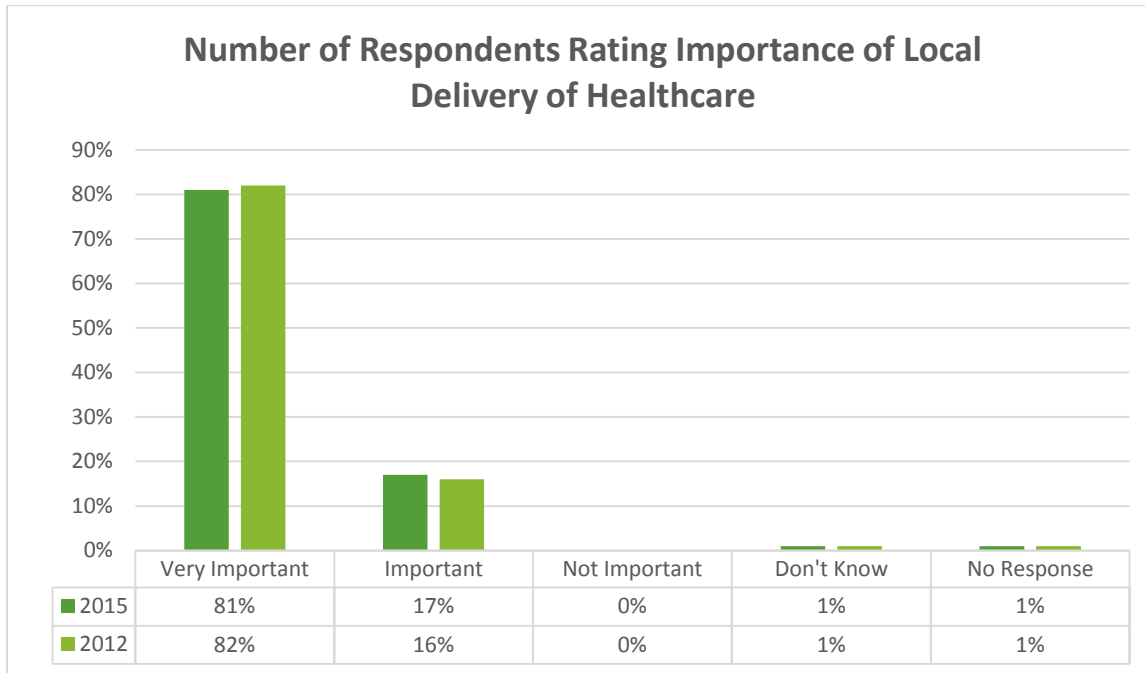
| <b>Community Health Concerns</b> | <b>2015 Count</b> | <b>2015 Percent</b> | <b>2012 Percent</b>      |
|----------------------------------|-------------------|---------------------|--------------------------|
| <b>Cancer</b>                    | <b>146</b>        | <b>75%</b>          | <b>82%</b>               |
| <b>Aging Issues</b>              | <b>86</b>         | <b>44%</b>          | <b>Added in 2015</b>     |
| <b>Heart Disease</b>             | <b>67</b>         | <b>34%</b>          | <b>52%</b>               |
| <b>Obesity</b>                   | <b>66</b>         | <b>34%</b>          | <b>42%</b>               |
| Diabetes                         | 54                | 28%                 | 32%                      |
| Lack of Exercise                 | 29                | 15%                 | 40%                      |
| Mental Health Issues             | 22                | 11%                 | 25%                      |
| Stroke                           | 16                | 8%                  | 39%                      |
| Alcohol/Substance Abuse          | 16                | 8%                  | 38%                      |
| Chronic Pain                     | 15                | 7%                  | Added in 2015            |
| Lung Disease                     | 15                | 7%                  | Added in 2015            |
| Lack of Dental Care              | 15                | 7%                  | 3%                       |
| Underage Alcohol Use             | 9                 | 4%                  | 21%                      |
| Tobacco Use                      | 9                 | 4%                  | 27%                      |
| Early Sexual Activity            | 5                 | 2%                  |                          |
| Lack of Access to Healthcare     | 5                 | 2%                  | 7%                       |
| Child/Elder Abuse or Neglect     | 5                 | 2%                  | 10%                      |
| Domestic Abuse                   | 3                 | 1%                  | 0%                       |
| Risky Sexual Behavior            | 1                 | 0%                  |                          |
| Dental Health/Tooth Pain         | 1                 | 0%                  | 3%                       |
| High Cost of Health Care         | 1                 | 0%                  | Added in "Other" in 2015 |
| Nutrition                        | 1                 | 0%                  | Added in "Other" in 2015 |
| Motor Vehicle Accidents          | 1                 | 0%                  | 0%                       |
|                                  |                   |                     |                          |

**\*Total will not equal 100% because respondents were asked to choose three issues.**

**\*The top three Community Health Concerns remain the same from 2012 to 2015 with the addition of Aging Issues, such as Alzheimer's, Dementia and Memory Loss added in 2015.**

**Question 8:**

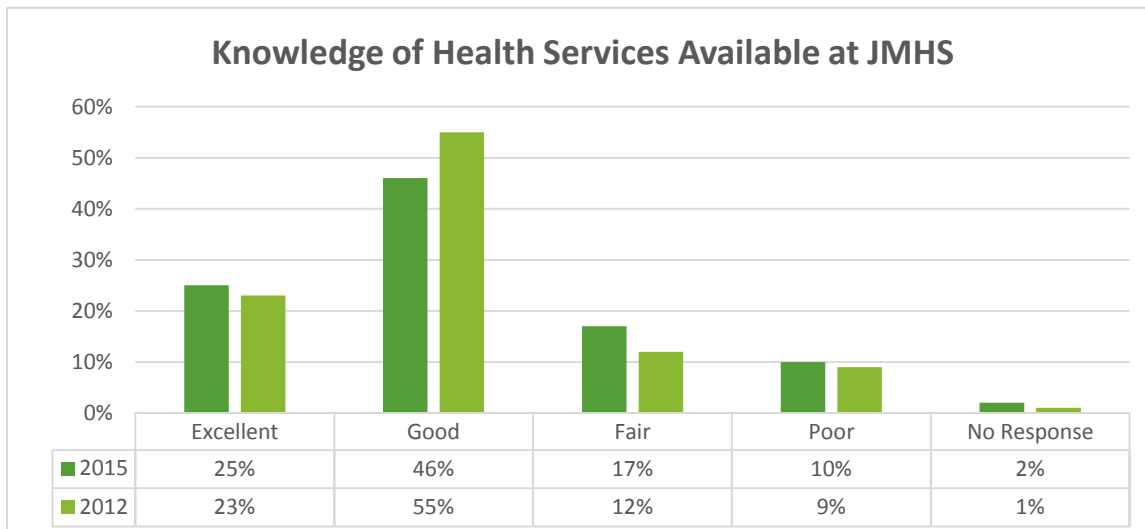
How important is the local delivery of healthcare services (ie. Hospital, clinics, nursing home, assisted living) to the economic well-being of our community?



**\*Response remained essentially unchanged from 2012 to 2015**

**Question 9:**

How do you rate your knowledge of the health services that are available at Johnson Memorial Health Services?



**\*Response of the knowledge of services available at JMHS was slightly higher in the Excellent Knowledge category but fell in the rating of Good Knowledge in 2015**



**Question 10:**

Please select what you feel are the three (3) most important factors for a healthy Community.

| Important Factors                    | 2015 Count | 2015 Percent | 2012 Percent | Comment                  |
|--------------------------------------|------------|--------------|--------------|--------------------------|
| Access to healthcare services        | 140        | 74%          | 76%          |                          |
| Good Jobs & Healthy Economy          | 87         | 46%          | 48%          |                          |
| Strong Family Values                 | 46         | 24%          | 36%          |                          |
| Religious or Spiritual Values        | 46         | 24%          | 31%          |                          |
| Good Schools                         | 45         | 23%          | 29%          |                          |
| Healthy Behaviors & Lifestyle        | 43         | 23%          | 30%          |                          |
| Affordable Housing                   | 35         | 19%          | 11%          |                          |
| Low Crime/Safe Neighborhoods         | 29         | 15%          | 13%          |                          |
| Clean Environment                    | 25         | 13%          | 16%          |                          |
| Availability of Healthy Food Choices | 14         | 7%           |              | Added in 2015            |
| Access to Public Transportation      | 13         | 7%           |              | Added in 2015            |
| Good Sidewalks/Paths For Walking     | 12         | 6%           |              | Added in 2015            |
| Availability of Child Care           | 7          | 4%           |              | Added in 2015            |
| Community Involvement                | 7          | 4%           | 5%           |                          |
| Availability of Exercise Facilities  | 7          | 4%           |              | Added in 2015            |
| Arts & Cultural Events               | 6          | 3%           | 2%           |                          |
| Parks & Recreation                   | 2          | 1%           | 1%           |                          |
| Low Death & Disease Rates            | 1          | 0%           | 4%           |                          |
| Tolerance for Diversity              | 1          | 0%           | 2%           |                          |
| Affordable Healthcare                | 1          | 0%           |              | Added in "Other" in 2015 |
| Education on Health Issues           | 1          | 0%           |              | Added in "Other" in 2015 |
| Low Level of Domestic Violence       | 0          | 0%           | 0%           |                          |
|                                      |            |              |              |                          |

**\*The top three factors for a healthy community remain the same from 2012 to 2015 with the addition of Religious or Spiritual Values rating equal to Strong Family Values in 2015.**

**\*Good Schools and Healthy Behaviors & Lifestyle remain close to the top.**

**Question 11:**

How do you learn about the healthcare services available in our community? Select all that apply.

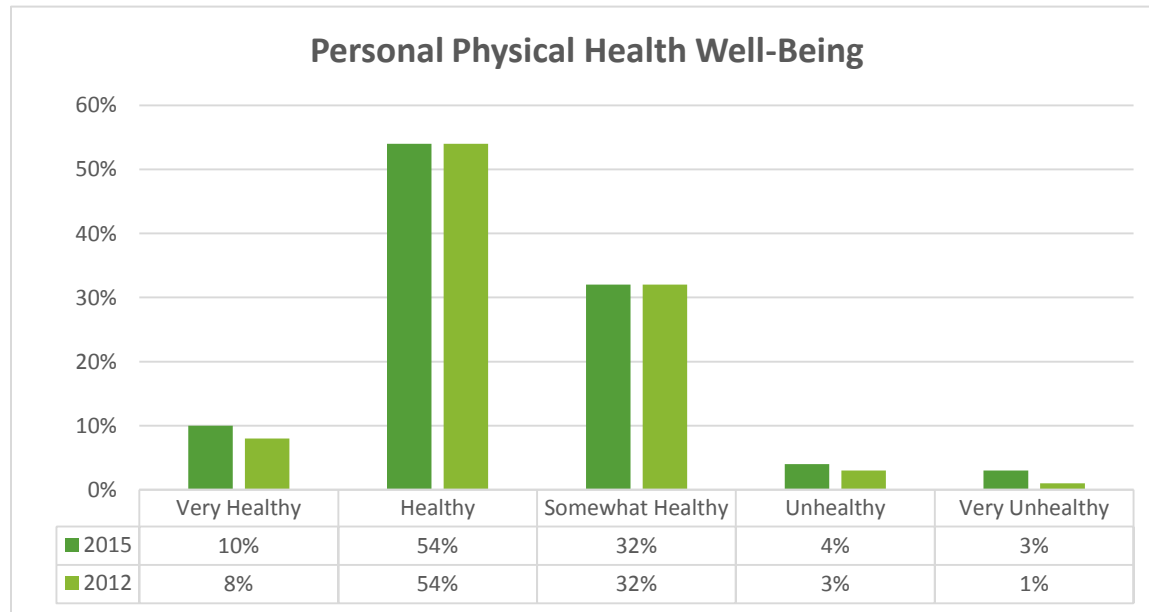
| Method                          | 2015 Count | 2015 Percentage | 2012 Percentage | Comments                 |
|---------------------------------|------------|-----------------|-----------------|--------------------------|
| <b>Word of Mouth/Reputation</b> | <b>147</b> | <b>76%</b>      | <b>77%</b>      |                          |
| <b>Newspaper</b>                | <b>97</b>  | <b>50%</b>      | <b>47%</b>      |                          |
| <b>Healthcare Provider</b>      | <b>90</b>  | <b>46%</b>      | <b>50%</b>      |                          |
| Mailings                        | 56         | 29%             | 30%             |                          |
| Social Media                    | 29         | 15%             |                 | Added in 2015            |
| Website/Internet                | 28         | 14%             | 19%             |                          |
| Presentations                   | 18         | 9%              | 12%             |                          |
| Public Health                   | 17         | 8%              | 13%             |                          |
| Phone Book                      | 16         | 8%              | 17%             |                          |
| Radio                           | 8          | 4%              |                 | Added in "Other" in 2015 |

**\*Social Media along with Website use is increasing and phone book use is significantly decreasing.**

## Issues Concerning Your Well-Being

**Question 12:**

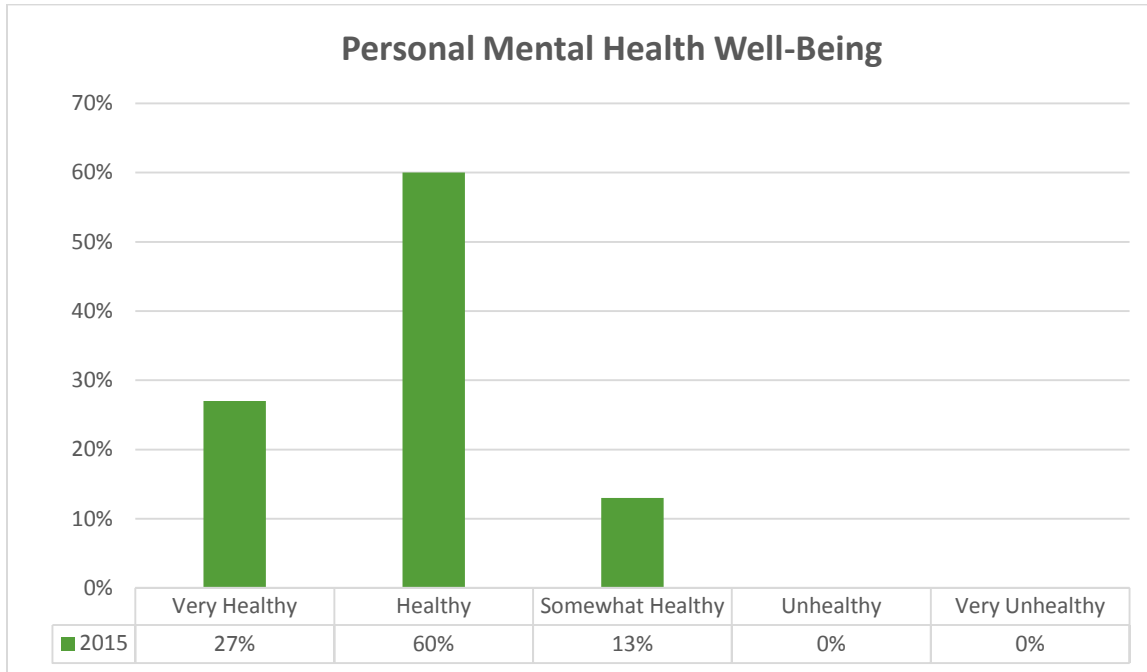
Overall, how would you rate your physical health?



**\*Respondent's perception of their personal health remained essentially unchanged from 2012 to 2015.**

**Question13:**

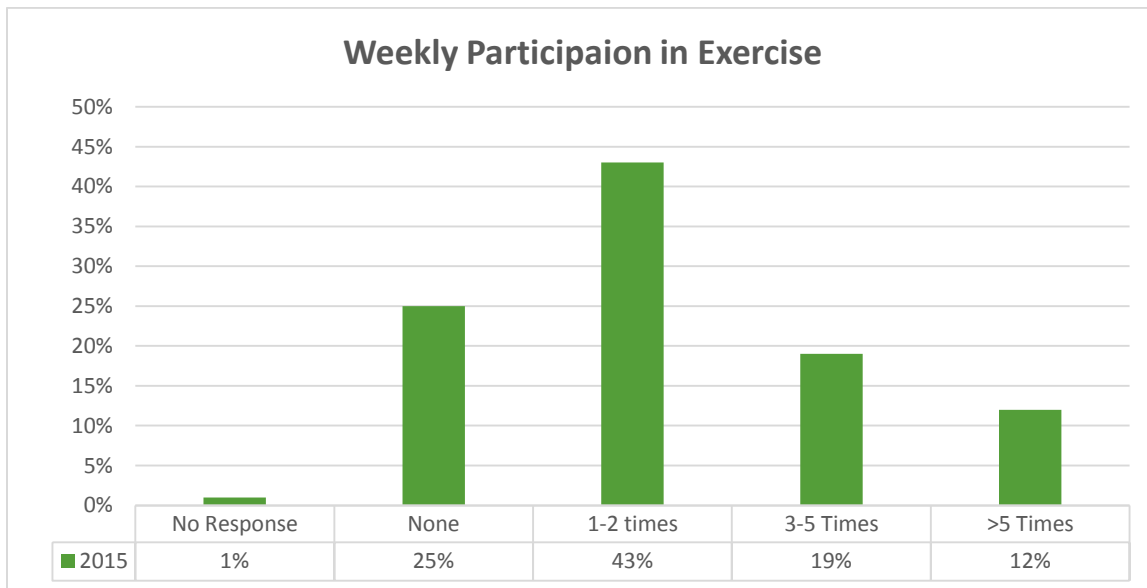
Overall, how would you rate your mental health?



**\*New question in 2015. No comparative data from 2012.**

**Question 14:**

In the last week, how many times did you participate in deliberate exercise, such as jogging, walking, golf, fitness class, swimming class etc.?



**\*New question in 2015. No comparative data from 2012**

**Question 15a:**

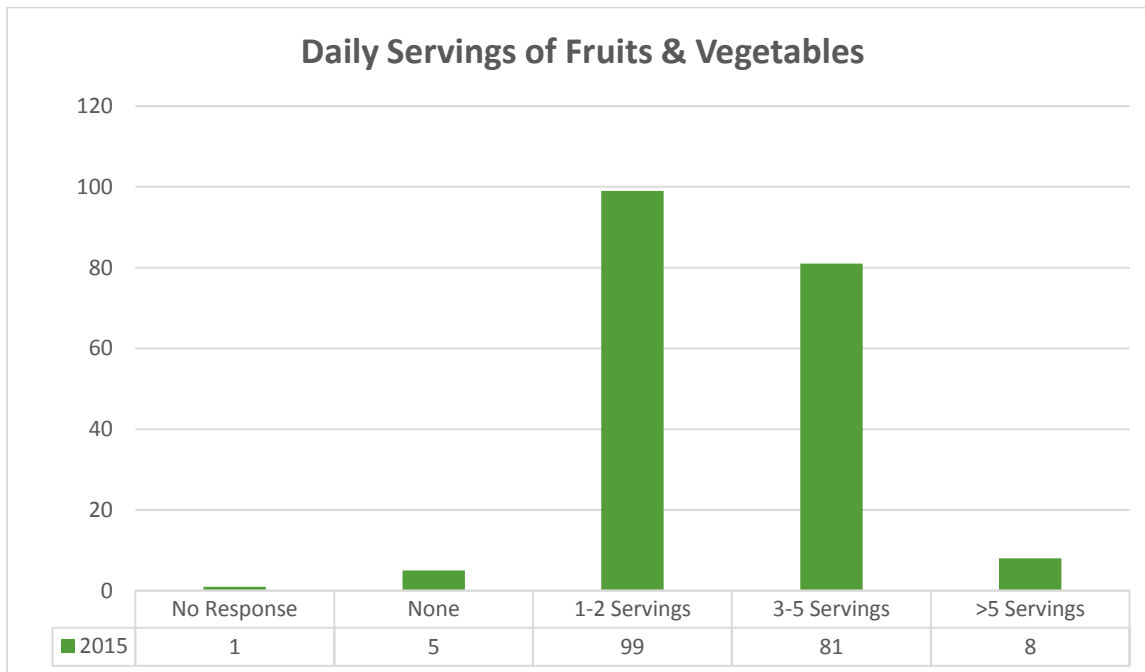
If you answered “None” to the last question, why didn’t you exercise in the past week? (Please select all that apply).

| Reasons                                     | 2015 Count | Comment             |
|---|------------|---------------------|
| <b>I have a physical disability</b>         | <b>30</b>  |                     |
| I don’t have any time to exercise           | 14         |                     |
| I am too tired                              | 14         |                     |
| I don’t like to exercise                    | 11         |                     |
| I can’t afford the fees to exercise         | 5          |                     |
| Work is my exercise                         | 5          | Added under “Other” |
| I don’t have access to an exercise facility | 4          |                     |
| It’s not important to me                    | 3          |                     |
| I don’t have child care while I exercise    | 2          |                     |
| Pain  | 2          | Added under “Other” |
| Age   | 1          | Added under “Other” |

**\*No comparative data from 2012 on Questions 14 and 15a.**

**Question 15b:**

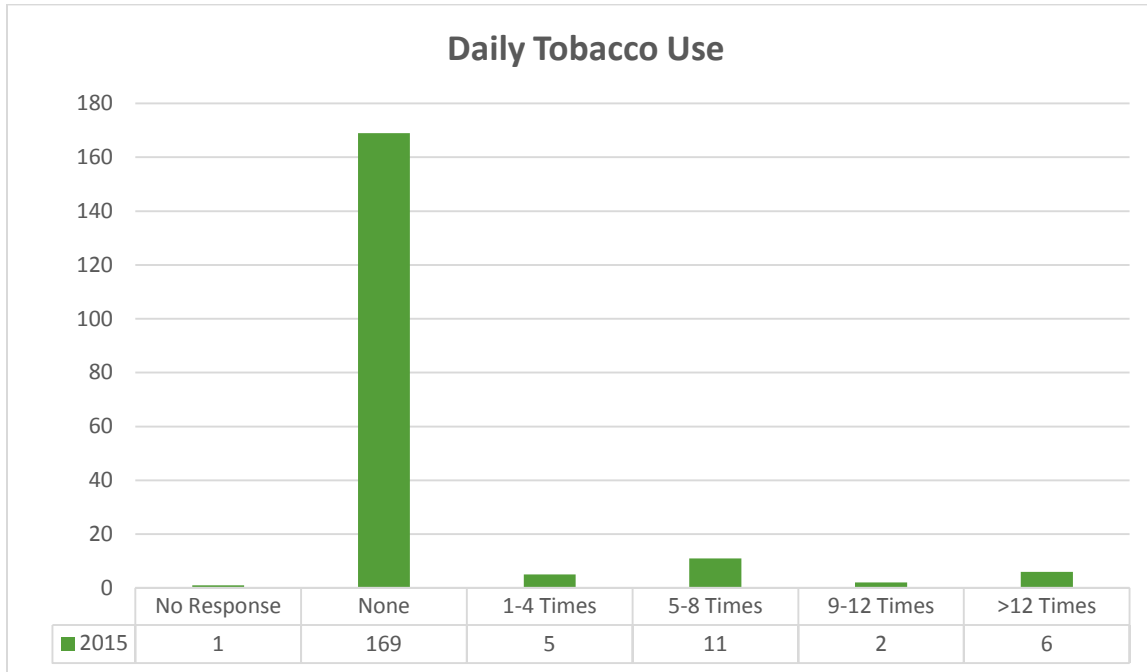
On a typical day, how many servings of fruits and/or vegetables do you eat?



**\*No comparative data from 2012.**

**Question 16:**

On a typical day, how often do you use tobacco products?



**\*No comparative data from 2012.**

**Question 17:**

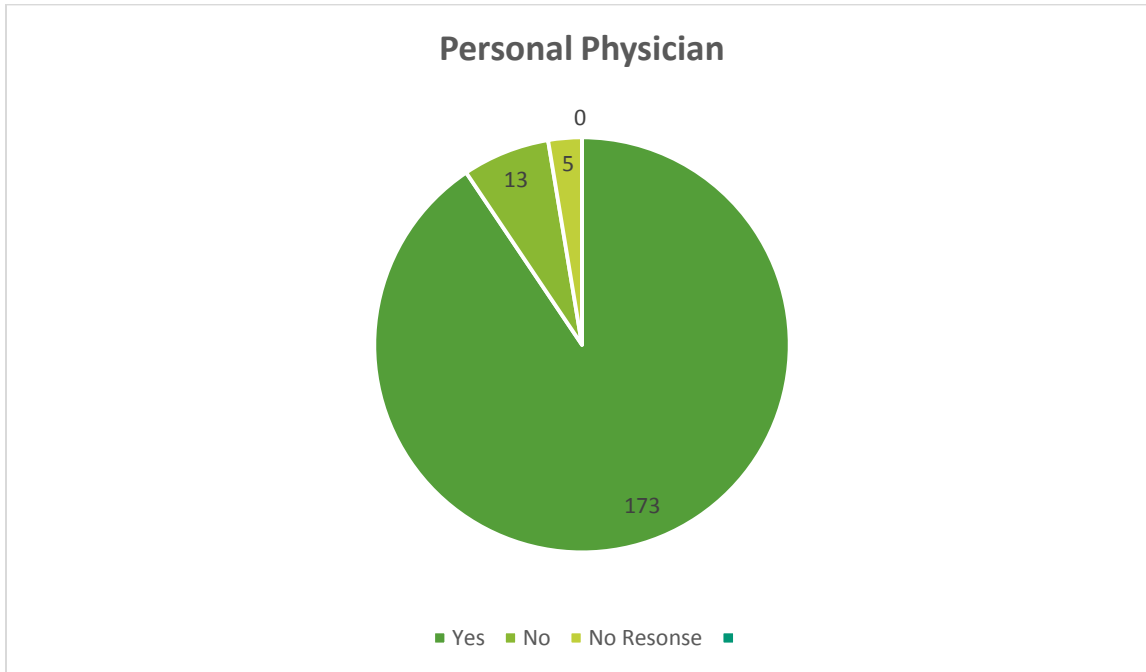
Where do you get most of your medical information?

| Source         | 2015 Count | 2015 Percentage |
|----------------|------------|-----------------|
| <b>Doctor</b>  | <b>141</b> | <b>73%</b>      |
| Pharmacy       | 44         | 23%             |
| Nurse          | 40         | 21%             |
| Internet       | 29         | 15%             |
| Friends/Family | 21         | 11%             |
| Reading        | 5          | 3%              |
| Mayo           | 1          | 0%              |

**\*No comparative data from 2012.**

**Question 18:**

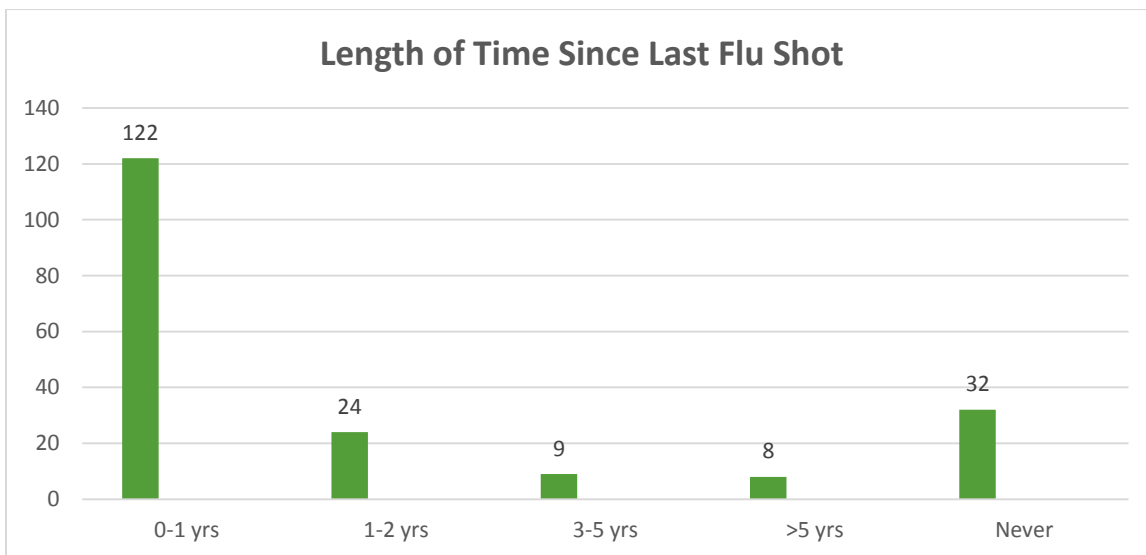
Do you have a personal physician?



**\*Vast majority of respondents have a personal physician**

**Question 19:**

How long has it been since you have had a Flu Shot?



**\*No comparative data for 2012 but majority of respondents do receive flu shots**

**Question 20:**

When you get sick, where do you go? Please choose only one.

| Location                       | 2015 Count | 2015 Percentage |
|--------------------------------|------------|-----------------|
| <b>Clinic/Doctors Office</b>   | <b>173</b> | <b>89%</b>      |
| Urgent Care (Walk-in Clinic)   | 1          | 0%              |
| Emergency Room                 | 3          | 2%              |
| I don't seek medical attention | 11         | 6%              |
| No Response                    | 6          | 3%              |

**\*No comparative 2012 data.**

**Question 21:**

Preventive testing and services help to prolong lifespan and can lead to early detection of serious health problems. Which of the following services have you used in the past year. (Select all that apply).

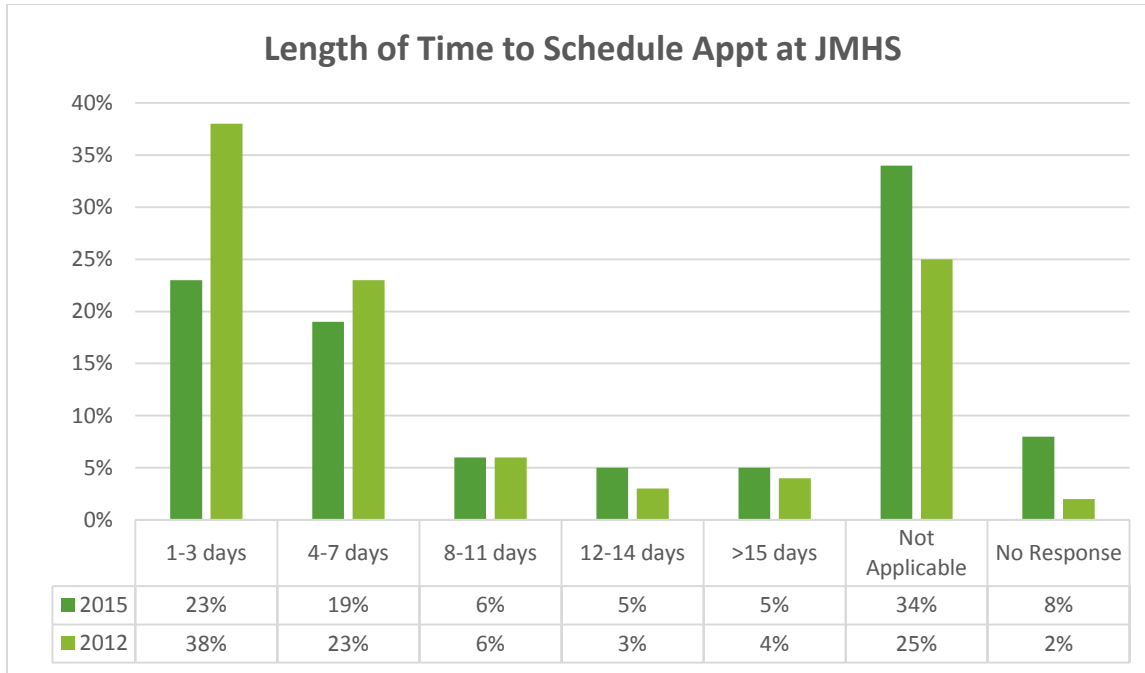
| Preventive Service                  | 2015 Count | 2015 Percentage | 2012 Percentage | Comments |
|-------------------------------------|------------|-----------------|-----------------|----------|
| <b>Routine Health Check-Up</b>      | <b>133</b> | <b>69%</b>      | <b>68%</b>      |          |
| <b>Flu Shot</b>                     | <b>129</b> | <b>66%</b>      | <b>65%</b>      |          |
| <b>Routine Blood Pressure Check</b> | <b>124</b> | <b>64%</b>      | <b>66%</b>      |          |
| Cholesterol Check                   | 111        | 57%             | 51%             |          |
| Mammography                         | 77         | 40%             | 46%             |          |
| Pap Smear                           | 46         | 24%             | 36%             |          |
| Colonoscopy                         | 35         | 18%             | 20%             |          |
| Prostate (PSA)                      | 34         | 17%             | 13%             |          |
| Children's Check Up/Well Baby       | 15         | 8%              | 8%              |          |
| Family Planning                     | 4          | 2%              | 3%              |          |
| None                                | 12         | 6%              | 7%              |          |

**\*The top three Preventive services remain unchanged from 2012 to 2015.**

## Access to Healthcare

### Question 22:

In your experience, what is the average length of time to schedule an appointment with your primary care provider at Johnson Memorial Health Services? (Please select only one)

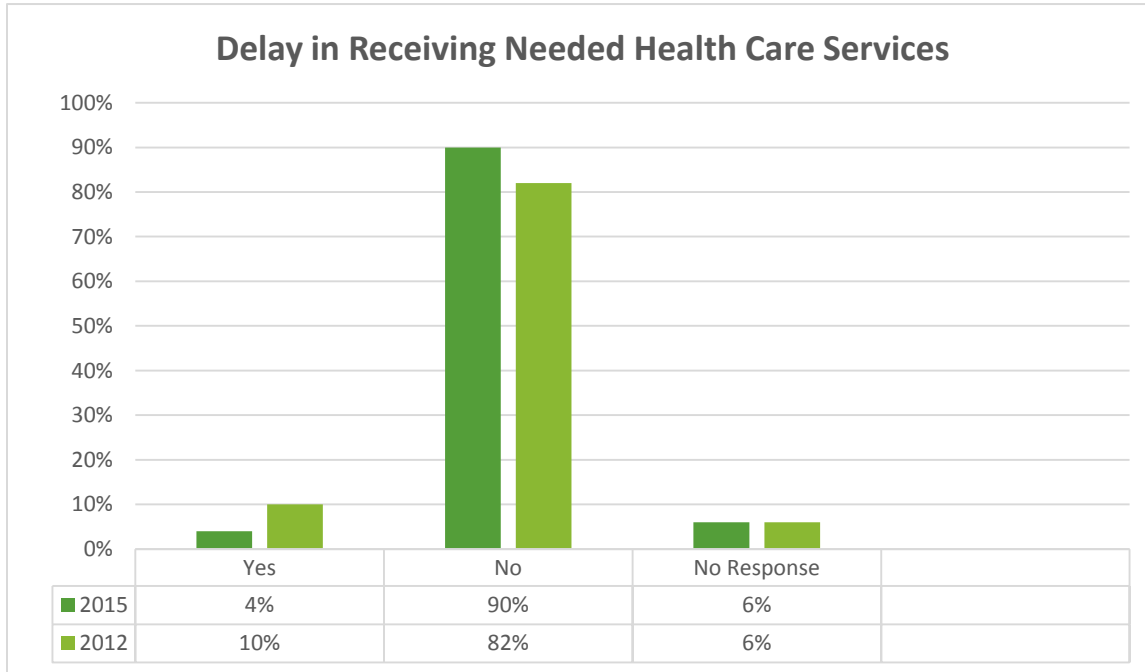


**\*The ability to get an appointment within three days has diminished from 2012 to 2015. Respondents in the “Not Applicable” category are seeking health care outside of JMHS, so it is not surprising to see that category has risen especially with the decrease in appointment availability at JMHS.**



**Question 23:**

In the past three years, was there a time when you or a member of your household thought you needed health care services but did NOT get health care services or there was a delay in getting medical services?



**\*90% of the respondents felt they were able to get the healthcare services they needed without delay.**

**\*This question does not specifically ask about health care services at JMHS**

**\*90% of respondents felt they were able to be treated in some healthcare venue in the area without delay**

**\*Given the previous slide regarding appointment availability at JMHS, this slide may imply that respondents seek other health care sources in the area when needed.**

**Question 24:**

If yes, what were the three (3) most important reasons why you did not receive health care services?  
(Select three that apply)

| Reason   | 2015<br>Count | 2015<br>Percentage | 2012<br>Percentage | Comments              |
|--|---------------|--------------------|--------------------|-----------------------|
| <b>Too long to wait for an appointment</b>     | <b>4</b>      | <b>50%</b>         | <b>31%</b>         |                       |
| <b>Could not get an appointment</b>            | <b>3</b>      | <b>4%</b>          | 9%                 |                       |
| <b>Unsure if services were available</b>       | <b>2</b>      | <b>3%</b>          | 9%                 |                       |
| <b>It cost too much</b>                        | <b>2</b>      | <b>3%</b>          | <b>53%</b>         |                       |
| <b>Could not get off work</b>                  | <b>2</b>      | <b>3%</b>          | 9%                 |                       |
| Office wasn't open when I could go             | 1             | 1%                 | 9%                 |                       |
| No Insurance                                   | 1             | 1%                 | 16%                |                       |
| My insurance didn't cover it                   | 1             | 1%                 | <b>34%</b>         |                       |
| I could not afford to pay the copay/deductible | 1             | 1%                 |                    | New question for 2015 |
| Not treated with respect                       | 1             | 1%                 | 13%                |                       |
| Too nervous or afraid                          | 1             | 1%                 | 13%                |                       |
| Transportation problems                        | 1             | 1%                 | 13%                |                       |
| Had no one to care for my children             | 0             | 0%                 | 0%                 |                       |
| Didn't know where to go                        | 0             | 0%                 | 6%                 |                       |
| It was too far to go                           | 0             | 0%                 | 6%                 |                       |
| Language barrier                               | 0             | 0%                 | 0%                 |                       |
| Don't like doctors                             | 0             | 0%                 | 16%                |                       |
| Wait for VA Appt too long                      | 1             | 1%                 |                    | Added in "Other"      |

**\*The number of respondents citing an inability to obtain health care services was considerably less in 2015 than in 2012.**

**\*The number responding they did not get services or there was a delay in service was 45 in 2012 vs 4 in 2015.**

**Question 25:**

If you or a household member received services at a hospital (ie. hospitalized, day surgery, obstetrics/gynecology, rehabilitation, radiology, emergency care, outpatient services, etc.), which hospital does your household use the MOST for hospital services? (Please select one ONE)

| Hospital Location | 2015 Count | 2015 Percentage | 2012 Percentage | Comments         |
|-------------------|------------|-----------------|-----------------|------------------|
| <b>Dawson</b>     | <b>103</b> | <b>54%</b>      | <b>63%</b>      |                  |
| <b>Madison</b>    | <b>29</b>  | <b>15%</b>      | <b>8%</b>       |                  |
| <b>Montevideo</b> | <b>23</b>  | <b>12%</b>      | <b>13%</b>      |                  |
| Willmar           | 9          | 5%              | 2%              |                  |
| St Cloud          | 6          | 3%              | 0%              |                  |
| Sioux Falls       | 6          | 3%              | 3%              |                  |
| Ortonville        | 5          | 2%              |                 | Added in "Other" |
| Marshall          | 4          | 2%              | 1%              |                  |
| Mpls/St Paul      | 3          | 1%              | 0%              |                  |
| Appleton          | 2          | 1%              | 3%              |                  |
| Canby             | 2          | 1%              | 2%              |                  |
| Mayo/Rochester    | 2          | 1%              |                 | Added in "Other" |
| Watertown, SD     | 1          | 0%              | 1%              |                  |
| U of M            | 1          | 0%              |                 | Added in "Other" |
| Alexandria        | 1          | 0%              |                 | Added in "Other" |
| VA                | 1          | 0%              |                 | Added in "Other" |

**\*The top three hospital choices remain the same in 2015 as the choices in 2012. The number of respondents choosing Madison increased in 2015.**

**Question 26:**

Thinking about the hospital you use most frequently, what are the three (3) most important reasons for selecting that hospital? (Select three (3) that apply)

| Reason                                  | 2015 Count | 2015 Percentage | 2012 Percentage | Comments         |
|---|------------|-----------------|-----------------|------------------|
| <b>Closest to home</b>                  | <b>134</b> | <b>69%</b>      | <b>78%</b>      |                  |
| <b>Prior experience with hospital</b>   | <b>124</b> | <b>64%</b>      | <b>59%</b>      |                  |
| <b>Hospitals reputation for quality</b> | <b>80</b>  | <b>41%</b>      | <b>47%</b>      |                  |
| Referred by physician                   | 51         | 26%             | 30%             |                  |
| Closest to work                         | 31         | 16%             | 14%             |                  |
| Recommended by family/friends           | 27         | 14%             | 15%             |                  |
| Emergency                               | 22         | 11%             | 16%             |                  |
| Required by insurance plan              | 12         | 6%              | 5%              |                  |
| VA/Military Requirement                 | 12         | 6%              | 2%              |                  |
| Cost of care                            | 7          | 4%              | 4%              |                  |
| Privacy                                 | 1          | 0%              |                 | Added in "Other" |
| Midwife                                 | 1          | 0%              |                 | Added in "Other" |
| Robotic Surg                            | 1          | 0%              |                 | Added in "Other" |
| Local Hosp staffed with only one MD     | 1          | 0%              |                 | Added in "Other" |
| Good people that work at JMHS           | 1          | 0%              |                 | Added in "Other" |
| No Response                             | 26         | 0%              |                 |                  |

**\*The top three reasons for selecting the hospital most frequently used is the same in 2015 as it was in 2012.**

**Question 27:**

If you or a household member needed to be hospitalized in the future, which facility would you choose?  
(Please select only one)

| Location          | 2015 Count | 2015 Percentage | 2012 Percentage | Comments         |
|-------------------|------------|-----------------|-----------------|------------------|
| <b>Dawson</b>     | <b>102</b> | <b>53%</b>      | <b>59%</b>      |                  |
| <b>Montevideo</b> | <b>27</b>  | <b>14%</b>      | <b>10%</b>      |                  |
| <b>Madison</b>    | <b>16</b>  | <b>8%</b>       | <b>7%</b>       |                  |
| Sioux Falls, SD   | 11         | 6%              | 5%              |                  |
| Willmar           | 6          | 3%              | 3%              |                  |
| Canby             | 5          | 3%              | 1%              |                  |
| St Cloud          | 4          | 2%              | 4%              |                  |
| Ortonville        | 3          | 1%              |                 | Added in "Other" |
| VA                | 3          | 1%              | 0%              |                  |
| Mayo/Rochester    | 3          | 1%              |                 | Added in "Other" |
| Mpls/St Paul      | 2          | 1%              | 0%              |                  |
| Granite Falls     | 1          | 0%              |                 | Added in "Other" |
| Marshall          | 1          | 0%              | 1%              |                  |
| Appleton          | 1          | 0%              | 3%              |                  |
| Watertown, SD     | 0          | 0%              | 1%              |                  |
| No Response       | 9          | 5%              |                 |                  |

**\*Respondent percentage choosing Dawson is somewhat lower in 2015 than in 2012 but still remains the number one choice from the survey respondents**

**Question 28:**

If you have seen a primary health care provider (family physician, physician assistant, nurse practitioner) for health care services, where was that primary health care provider located?

| Location            | 2015 Count | 2015 Percentage | 2012 Percentage | Comments               |
|---------------------|------------|-----------------|-----------------|------------------------|
| <b>Dawson</b>       | <b>109</b> | <b>56%</b>      | <b>63%</b>      |                        |
| <b>Montevideo</b>   | <b>24</b>  | <b>12%</b>      | <b>13%</b>      |                        |
| <b>Madison</b>      | <b>16</b>  | <b>8%</b>       | <b>8%</b>       |                        |
| Willmar             | 5          | 3%              | 1%              |                        |
| VA                  | 5          | 3%              | 1%              |                        |
| Canby               | 4          | 2%              | 2%              |                        |
| Marshall            | 3          | 1%              |                 | Added location in 2015 |
| Ortonville          | 3          | 1%              |                 | Added in "Other"       |
| Appleton            | 1          | 0%              | 3%              |                        |
| Have not seen a PCP | 1          | 0%              | 1%              |                        |
| Boyd                | 1          | 0%              |                 | Added in "Other"       |
| Granite Falls       | 1          | 0%              |                 | Added in "Other"       |
| Tyler               | 1          | 0%              |                 | Added in "Other"       |
| Sioux Falls         | 0          | 0%              | 0%              |                        |
| Mpls/St Paul        | 0          | 0%              | 0%              |                        |
| St Cloud            | 0          | 0%              |                 | Added location in 2015 |
| No Response         | 18         | 9%              |                 |                        |

**\*The top three locations for choosing a primary care provider remain the same from 2012 to 2015 with Dawson being the primary choice and Montevideo a distant second.**

**Question 29:**

Why did you select that particular primary care provider? Select all that apply.

| Reasons                                  | 2015 Count | 2015 Percentage | 2012 Percentage | Comments                  |
|--|------------|-----------------|-----------------|---------------------------|
| <b>Closest to home</b>                   | <b>114</b> | <b>59%</b>      | <b>68%</b>      |                           |
| <b>Prior experience with clinic</b>      | <b>107</b> | <b>55%</b>      | <b>61%</b>      |                           |
| <b>Provider's reputation for quality</b> | <b>55</b>  | <b>28%</b>      |                 | <b>Added ques in 2015</b> |
| <b>Clinic's reputation for quality</b>   | <b>49</b>  | <b>25%</b>      | <b>28%</b>      |                           |
| Appointment Availability                 | 43         | 22%             | 27%             |                           |
| Recommended by family/friends            | 22         | 11%             | 13%             |                           |
| Referred by physician/provider           | 22         | 11%             | 9%              |                           |
| Length of waiting room time              | 20         | 10%             | 14%             |                           |
| Cost of care                             | 6          | 3%              |                 | Added ques in 2015        |
| Required by insurance plan               | 5          | 2%              | 4%              |                           |
| VA/Military requirement                  | 5          | 2%              | 3%              |                           |
| Close to work                            | 1          | 0%              |                 | Added in "Other"          |
| Privacy                                  | 1          | 0%              |                 | Added in "Other"          |
| Indian Health Services                   | 0          | 0%              | 0%              |                           |

**\*The top three reason for choosing a primary care provider remained essentially the same from 2012 to 2015. The addition of Provider's reputation for quality marginally replaced the Clinic's reputation for quality.**

**Question 30:**

If you routinely seek primary health services outside Dawson, why? (Select all that apply)

| Reason                                   | 2015 Count | 2015 Percentage | 2012 Percentage | Comments         |
|--|------------|-----------------|-----------------|------------------|
| NA/We use local services                 | 44         | 23%             | 27%             |                  |
| Service not available in Dawson          | 43         | 22%             |                 | New ques in 2015 |
| Closest to home                          | 25         | 13%             | 28%             |                  |
| Prior relationship with another provider | 24         | 12%             | 31%             |                  |
| Quality of staff                         | 17         | 9%              | 27%             |                  |
| VA/Military requirement                  | 15         | 8%              | 4%              |                  |
| More privacy                             | 14         | 7%              | 10%             |                  |
| Quality of equipment                     | 9          | 5%              | 17%             |                  |
| Closest to work                          | 7          | 4%              | 7%              |                  |
| Cost of care                             | 2          | 1%              | 3%              |                  |
| Required by insurance plan               | 1          | 0%              | 6%              |                  |
| Not enough MD's on staff at JMHS         | 1          | 0%              |                 | Added in "Other" |
| Prior experience at JMHS                 | 1          | 0%              |                 | Added in "Other" |

**\*Adding service not available in Dawson in 2015 made it the number two choice in 2015 and the use of local services as number one demonstrates strong loyalty to the services provided at JMHS.**

**Question 31:**

If you needed primary care services (physician, physician assistant, nurse practitioner) in the future which facility would you choose? (Please select only one)

| Location        | 2015 Count | 2015 Percentage | 2012 Percentage | Comments         |
|-----------------|------------|-----------------|-----------------|------------------|
| Dawson          | 114        | 59%             | 64%             |                  |
| Montevideo      | 26         | 13%             | 11%             |                  |
| Madison         | 19         | 10%             | 7%              |                  |
| Willmar         | 6          | 3%              | 1%              |                  |
| Canby           | 4          | 2%              | 2%              |                  |
| Sioux Falls, SD | 3          | 2%              | 1%              |                  |
| Marshall        | 2          | 1%              | 1%              |                  |
| Ortonville      | 2          | 1%              |                 | Added in "Other" |
| St Cloud        | 2          | 1%              | 2%              |                  |
| Watertown, SD   | 1          | 0%              | 0%              |                  |
| Appleton        | 1          | 0%              | 4%              |                  |
| Mpls/St Paul    | 0          | 0%              | 0%              |                  |
| VA              | 0          | 0%              | 0%              |                  |
| No Response     | 14         | 7%              |                 |                  |

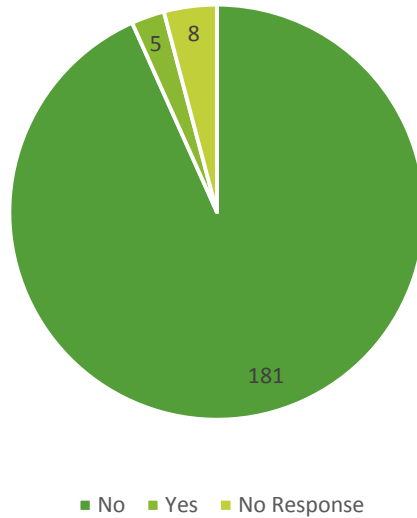
**\*JMHS remains the survey respondent's choice for primary care services**

**Question 32:**

In the last year was there a time when you needed prescription medicine but were not able to get it?



### 2015 Needed Prescription Medicine



**\*Overwhelmingly, respondents were able to get the prescription meds they needed. No comparative 2012 data.**

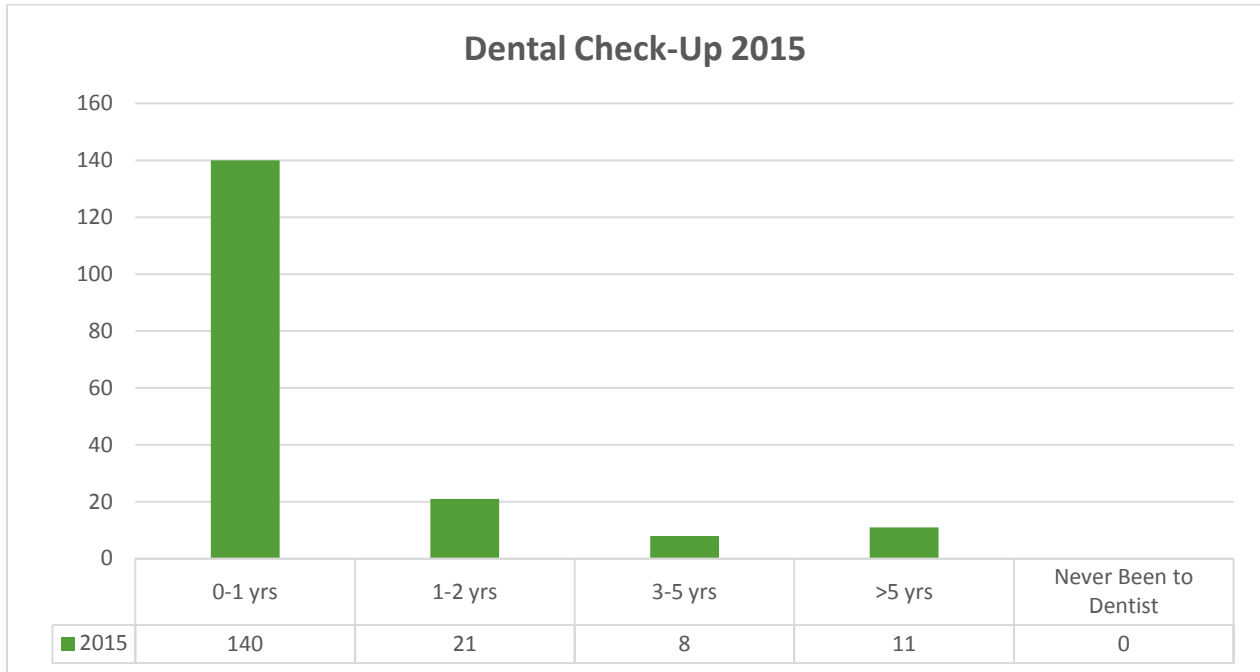
#### Question 33:

If you answered “yes” to the previous question, why weren’t you able to get the prescription medicine? (Please select all that apply)

| Reason                                | Count    | Comments         |
|---------------------------------------|----------|------------------|
| <b>I didn’t have health insurance</b> | <b>2</b> |                  |
| Pharmacy refused my insurance         | 0        |                  |
| Couldn’t afford my copay/deductible   | 3        |                  |
| Didn’t have a way to get to pharmacy  | 0        |                  |
| Med too expensive                     | 1        | Added in “Other” |

#### Question 34:

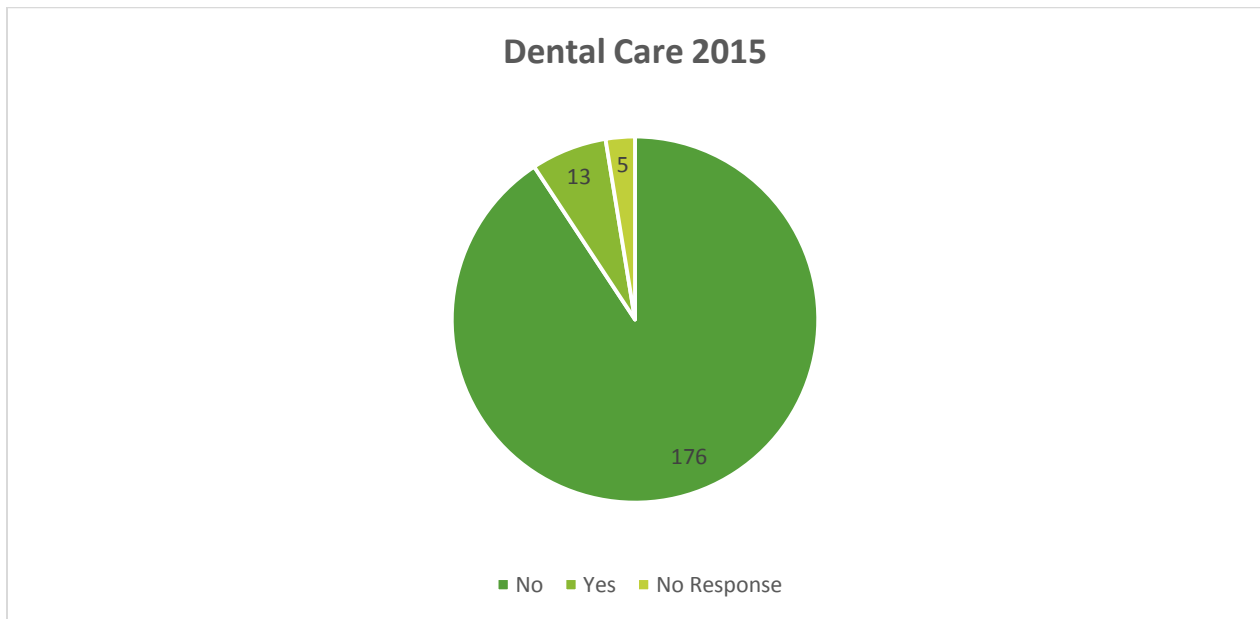
About how long has it been since you have been to the dentist to get a check-up? (Not for an emergency)



**\*Overwhelmingly, respondents are regularly seeing the dentist. No comparative 2012 data.**

**Question 35:**

In the past year was there a time when you needed dental care but could not get it?



**\*Overwhelmingly respondents state they were able to get needed dental services**

**\*No comparative data from 2012**

**Question 36:**

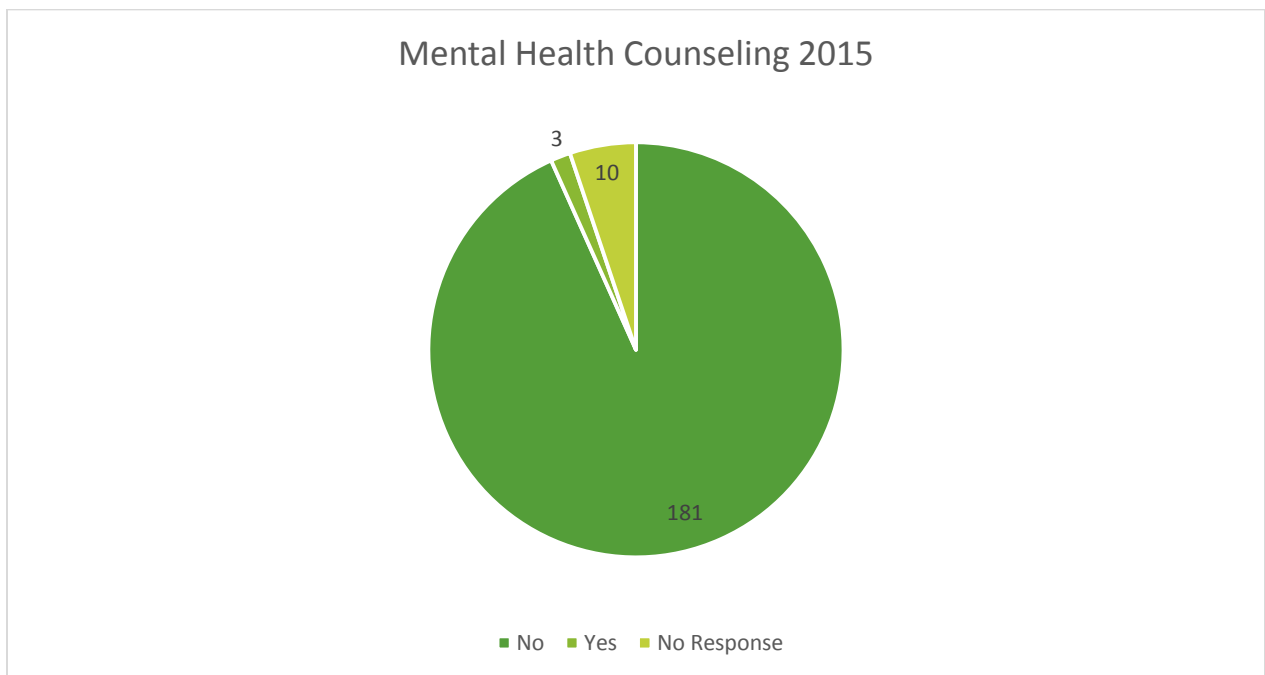
If you answered “Yes” to the previous question, why weren’t you able to get dental care?

| Reason  | Count    |
|---|----------|
| <b>I didn’t have dental insurance</b>         | <b>6</b> |
| I didn’t know how to find a dentist           | 1        |
| Fear  | 1        |
| I couldn’t afford my copay/deductible         | 1        |
| Dentist refused to take my insurance/Medicaid | 1        |
| Too long to wait for an appointment           | 1        |
| Didn’t have transportation                    | 1        |

**\*Majority of the reasons for not receiving dental care is due to insurance. No comparative data from 2012.**

**Question 37:**

In the last year was there a time you needed mental health counseling but could not get it?



**\*No comparative data from 2012**

**Question 38:**

If you just answered “yes” to the previous question. Why weren’t you able to get mental health counseling? (Please select all that apply)

| Reason                                       | Count    |
|--|----------|
| <b>I didn’t know how to find a counselor</b> | <b>1</b> |
| <b>Fear</b>                                  | <b>1</b> |
| <b>Embarrassment</b>                         | <b>1</b> |
| Too long to wait for an appointment          | 1        |
| On Waiting List                              | 1        |
| Confidentiality Concerns                     | 0        |
| Insurance doesn’t cover mental health        | 0        |
| Couldn’t afford copay/deductible             | 0        |
| Didn’t have transportation to appt.          | 0        |
| Counselor refused my insurance/Medicaid      | 0        |

**\*No comparative data for 2012.**

**Question 39:**

Where did you receive your mental health counseling MOST frequently? (Please select only one)

| Location        | 2015 Count | Comments         |
|-----------------|------------|------------------|
| <b>Dawson</b>   | <b>8</b>   |                  |
| Marshall        | 2          |                  |
| Montevideo      | 2          |                  |
| VA              | 2          |                  |
| Mpls/St Paul    | 1          |                  |
| Bible           | 1          | Added in “Other” |
| Canby           | 0          |                  |
| Appleton        | 0          |                  |
| Madison         | 0          |                  |
| St Cloud        | 0          |                  |
| Sioux Falls, SD | 0          |                  |
| Watertown, SD   | 0          |                  |
| Willmar         | 0          |                  |

**\*No comparative data from 2012**

**Question 40:**

Thinking about the mental health counseling services you use most frequently, what are the three most important reasons for selecting that mental health provider? (Select three that apply)

| Reason                           | 2015 Count | Comments         |
|----------------------------------|------------|------------------|
| <b>Closest to home</b>           | <b>10</b>  |                  |
| Cost of care                     | 5          |                  |
| Providers reputation for quality | 5          |                  |
| Prior experience with provider   | 4          |                  |
| VA/Military requirement          | 3          |                  |
| Recommended by family/friends    | 1          |                  |
| Referred by physician            | 1          |                  |
| Not many choices                 | 1          | Added in "Other" |
| Closest to work                  | 0          |                  |
| Emergency                        | 0          |                  |
| Required by insurance plan       | 0          |                  |

**\*No comparative data from 2012**

**Question 41:**

In your opinion, what would improve our community's access to health care? (Please select all that apply)

| Opinions  | 2015 Count | 2015 Percentage | 2012 Percentage | Comments             |
|---|------------|-----------------|-----------------|----------------------|
| <b>More primary care providers</b>                      | <b>64</b>  | <b>33%</b>      | <b>52%</b>      |                      |
| <b>More specialists</b>                                 | <b>53</b>  | <b>27%</b>      | <b>34%</b>      |                      |
| <b>Expanded Clinic Hours</b>                            | <b>46</b>  | <b>24%</b>      |                 | <b>Added in 2015</b> |
| <b>More health education services</b>                   | <b>30</b>  | <b>15%</b>      | <b>30%</b>      |                      |
| Outpatient services expanded hours                      | 28         | 14%             |                 | Added in 2015        |
| On-line clinic visits                                   | 20         | 10%             |                 | Added in 2015        |
| Improved quality of care                                | 18         | 9%              | 20%             |                      |
| Transportation assistance                               | 14         | 7%              | 30%             |                      |
| Telemedicine  | 13         | 7%              | 6%              |                      |
| Chronic Illness Assistance                              | 13         | 7%              |                 | Added in 2015        |
| Interpreter Service                                     | 5          | 3%              | 2%              |                      |
| Cultural Sensitivity                                    | 4          | 2%              | 0%              |                      |
| Female Physician/Women's Health                         | 1          | 0%              |                 | Added in "Other"     |
| Better entrance into JMHS                               | 1          | 0%              |                 | "                    |
| Booklet with all services at JMHS                       | 1          | 0%              |                 | "                    |
| Lower cost healthcare                                   | 4          | 2%              |                 | "                    |
| Affordable dental care/Insurance                        | 1          | 0%              |                 | "                    |
| OB/GYN  | 1          | 0%              |                 | "                    |
| E-visits/Phone  | 2          | 1%              |                 | "                    |
| Great care at JMHS                                      | 5          | 3%              |                 | "                    |
| Urgent Care/Walk-in/Minute Clinic                       | 2          | 1%              |                 | "                    |
| Price transparency prior to visit                       | 1          | 0%              |                 | "                    |
| Affordable senior living                                | 1          | 0%              |                 | "                    |
| Need Derm & ENT   | 3          | 2%              |                 | "                    |
| Too long to get appointment                             | 1          | 0%              |                 | "                    |
| More natural and preventive approach to medicine option | 1          | 0%              |                 | "                    |
| Mental Health Clinic in each community                  | 1          | 0%              |                 | "                    |
| Affordable well person tests & screening                | 1          | 0%              |                 | "                    |
|   |            |                 |                 |                      |

**\*More physicians and expanded hours round out the top three suggestions for improved access to health care in 2015.**

**Question 42:**

Have you or a household member used any of the following health care specialists in the past three years? (Please select all that apply)

| Specialty | 2015 Count | 2015 Percentage | 2012 Percentage | Comments |
|-----------|------------|-----------------|-----------------|----------|
|-----------|------------|-----------------|-----------------|----------|

|                           |     |     |     |                  |
|---------------------------|-----|-----|-----|------------------|
| Dentist                   | 137 | 71% | 75% |                  |
| Chiropractor              | 93  | 48% | 39% |                  |
| Cardiologist              | 53  | 27% | 19% |                  |
| Physical Therapist        | 51  | 26% | 24% |                  |
| General Surgeon           | 49  | 25% | 21% |                  |
| Ophthalmologist           | 36  | 19% | 13% |                  |
| Dermatologist             | 29  | 15% | 15% |                  |
| Urologist                 | 27  | 14% | 9%  |                  |
| ENT                       | 26  | 13% | 15% |                  |
| Orthopedics               | 26  | 13% | 13% |                  |
| Gastroenterologist        | 25  | 13% | 14% |                  |
| Radiologist               | 23  | 12% | 41% |                  |
| Dietician                 | 19  | 10% | 5%  |                  |
| Neurologist               | 17  | 9%  | 5%  |                  |
| Occupational Therapist    | 17  | 9%  | 9%  |                  |
| Allergist                 | 16  | 8%  | 7%  |                  |
| OB/GYN                    | 16  | 8%  | 13% |                  |
| Oncologist                | 15  | 7%  | 8%  |                  |
| Rheumatologist            | 12  | 6%  | 4%  |                  |
| Mental Health Provider    | 11  | 5%  | 6%  |                  |
| Endocrinologist           | 11  | 5%  | 3%  |                  |
| Pulmonologist             | 7   | 4%  | 5%  |                  |
| Social Worker             | 7   | 4%  | 3%  |                  |
| Psychologist              | 5   | 3%  | 3%  |                  |
| Speech Therapist          | 5   | 3%  | 1%  |                  |
| Pediatrician              | 5   | 3%  | 4%  |                  |
| Neurosurgeon              | 2   | 1%  | 2%  |                  |
| Psychiatrist              | 2   | 1%  | 2%  |                  |
| Pain Clinic               | 1   | 0%  |     | Added in "Other" |
| Nephrologist              | 1   | 0%  |     | Added in "Other" |
| Podiatrist                | 1   | 0%  |     | Added in "Other" |
| Burn Care Specialist      | 1   | 0%  |     | Added in "Other" |
| Female MD                 | 1   | 0%  |     | Added in "Other" |
| Substance Abuse Counselor | 0   | 0%  | 0%  |                  |
|                           |     |     |     |                  |
|                           |     |     |     |                  |

**\*Most of the top ten services are offered locally or at JMHS as an outreach service or eConsult with the exception of Dermatology.**

**Question 43:**

Where was the health care specialist located? (Please select all that apply)

| Location | 2015 Count | 2015 Percentage | 2012 Percentage | Comments |
|----------|------------|-----------------|-----------------|----------|
|----------|------------|-----------------|-----------------|----------|

|                   |           |            |            |                  |
|-------------------|-----------|------------|------------|------------------|
| <b>Dawson</b>     | <b>87</b> | <b>45%</b> | <b>55%</b> |                  |
| <b>Willmar</b>    | <b>51</b> | <b>26%</b> | <b>19%</b> |                  |
| <b>Montevideo</b> | <b>49</b> | <b>25%</b> | <b>25%</b> |                  |
| Sioux Falls, SD   | 32        | 16%        | 13%        |                  |
| Madison           | 29        | 15%        | 17%        |                  |
| Watertown, SD     | 20        | 10%        | 8%         |                  |
| Mpls/St Paul      | 18        | 9%         | 7%         |                  |
| Marshall          | 14        | 7%         | 10%        |                  |
| St Cloud          | 14        | 7%         | 8%         |                  |
| Appleton          | 9         | 5%         | 5%         |                  |
| VA                | 8         | 4%         | 3%         |                  |
| Canby             | 6         | 3%         | 2%         |                  |
| Mayo/Rochester    | 6         | 3%         |            | Added in 2015    |
| Ortonville        | 5         | 3%         |            | Added in "Other" |
| Clarkfield        | 1         | 0%         |            | Added in "Other" |
| Millbank, SD      | 1         | 0%         |            | Added in "Other" |
| Via Tele-Med      | 0         | 0%         | 3%         |                  |

**\*The top three locations remain the same from 2012 to 2015 with Dawson remaining the top choice but with Willmar taking some of the percentage points and now in second place.**

**Question 44:**

The following services are available at JMHS. Please rate the overall quality for each service. (Please mark DK if you haven't used the service)



| Service                    | Excellent (4) | Good (3) | Fair (2) | Poor (1) | Don't Know | No answer | Weighted Avg Score |
|----------------------------|---------------|----------|----------|----------|------------|-----------|--------------------|
| Emergency Room             | 51            | 27       | 2        | 1        | 92         | 21        | 3.6                |
| Cardiac Rehab              | 12            | 8        | 2        | 0        | 140        | 32        | 3.45               |
| Care Center/Long Term Care | 19            | 14       | 0        | 0        | 133        | 28        | 3.6                |
| Chronic Illness Assistance | 9             | 15       | 0        | 2        | 141        | 27        | 3.2                |
| Clinic                     | 73            | 40       | 3        | 1        | 51         | 26        | 3.6                |
| Infusion/Chemo Therapy     | 4             | 7        | 0        | 0        | 147        | 36        | 3.4                |
| Inpatient Services         | 33            | 20       | 3        | 0        | 116        | 22        | 3.5                |
| Laboratory                 | 68            | 33       | 3        | 0        | 67         | 23        | 3.6                |
| Outpatient Services        | 40            | 23       | 3        | 0        | 70         | 58        | 3.6                |
| Physical Therapy           | 42            | 18       | 3        | 1        | 106        | 24        | 3.6                |
| Recovery Care              | 15            | 13       | 5        | 0        | 133        | 28        | 3.3                |
| Radiology                  | 31            | 17       | 2        | 0        | 115        | 29        | 3.6                |
| Surgery                    | 17            | 13       | 4        | 0        | 133        | 27        | 3.4                |
| Women's Health Services    | 19            | 8        | 1        | 1        | 117        | 48        | 3.6                |

**Question 45:**

If you do not have health insurance, why?

| Reason                                   | Count |
|--|-------|
| Cannot afford health insurance           | 2     |
| Choose not to have health insurance      | 1     |
| Did not qualify for subsidy from MN SURE | 2     |
| Employer does not offer insurance        | 0     |
| Cannot afford MN SURE options            | 0     |

# Attachment C

## JMHS Focus Groups

### November 11, 2015

#### **Focus Group Responses**

On November 11, 2015, three Focus Groups were held regarding health care services in Dawson and the surrounding area. The Focus Groups were conducted by CreativeInsight. Detailed below are comments from the Focus Group participants.

#### **Question 1**

## **Strengths of the health services available in Dawson and Lac Qui Parle County**

People can get their health care locally

Helicopter Service can get you to a high level of service if needed

The staff at JMHS are very nice

JMHS staff are very caring

One group participant stated she received a call from a physician after hours just to check to see how she was feeling-she said that was a real surprise

Communication and coordination between school and local health care services is very good

Communication between JMHS and the community is very good-keeps the community informed

Having healthcare facilities in every community is a strength and adds to the continuum of care

Good outreach MD's

JMHS strives to improve services, example being Oncology services

Availability of Mental Health services in Dawson a plus

Even more Mental Health services needed

Lab work can be done at JMHS and sent or faxed to other doctors reducing the need for patients to travel to specialist's office just for blood work

Some lab work can be done fee for service without a doctor's order

JMHS Has a good website, patient portal and links for consumers to use

Good EMT, Ambulance and Helicopter Services in Dawson

Active Auxiliary/Thrift Shop at JMHS

Thrift Store allows Nursing Home Residents to shop and buy gifts without leaving the facility

Have Nursing Home and Hospital attached adds to the continuum of care for residents

JMHS moving in the right direction

Good education and participation in community-Lunch & Learn, Doc Talk, Ladies Night Out

Several services were mentioned positively: Massage Therapy, Physical Therapy, Hospice, Personal Nutrition Planning and Dr Virji's commitment to good nutrition

## **Question 2**

### **What new health care services would you like to see available locally?**

Feel the services currently provided are good but need more primary care

More mental health services and less stigma attached for those seeking those services

Pulmonary Specialist for those with COPD

OB/GYN or a Nurse Midwife

One participant was concerned about Hospice admission criteria

Prosthesis services are limited (especially for women)

VA Nursing Home needed

More Family Practice physicians needed- female FP would be nice

Dermatology needed

Peds MD or Certified Pediatric Nurse Practitioner

Allergy or Asthma Specialist

Mental Health/Behavioral Health Inpatient Beds Needed

Crisis Intervention training needed for EMT's, Paramedics, and First Responders  
Affordable dental care for children

### **Question 3**

**How would you describe the availability and quality of health services available at JMHS?**

Portable MRI Services a real asset  
Appointment availability is good but would be better with more primary care physicians- everyone agreed with this statement  
Do not want to see clinic doctors "burned out" due to lack of doctors  
Sense of security with more doctors- do not want to feel the clinic or hospital are in jeopardy  
Even with the shortage of primary care doctors- do not feel pushed through the system  
Services provided are good- no negatives

### **Question 4**

**On the survey, several respondents rate their personal health as "somewhat healthy" vs "healthy", what do you think could be done locally to move their personal health rating from somewhat healthy to healthy?**

More promotion of programs currently available ie. Farmer's Market, BINGO Program  
Addition of Fitness Center (such as SNAP) would be nice  
Fitness facility is available at High School  
Perception of health is personal and cannot make people do what is healthy for them  
Community does offer many things-raise awareness  
There is a Dietician available  
City working on walking trails  
Dr Virji may have an impact  
Organic Foods available  
More expensive to eat healthy-this is not right  
Availability of more healthy and portioned snacks  
Education on Nutrition- JMHS, Community ED and Schools

- Healthy options at Bars and Restaurants
- Tours of grocery stores to help shoppers make healthy choices
- Label reading
- Healthy recipes available at the store for fruits and vegetables especially some of the uncommon choices
- Better placement in the store for healthy food choices
- Community Ed Classes with healthy recipes and samples

Groomed trails with rentals  
Options for people to be active  
Involve employers in health promotion for their employees

### **Question 4**

## **What are the benefits of having health services provided locally?**

Ease of access

Knowing the people who are caring for you

Business and industry need local health care services for drug testing, physicals and injury related care

One of the community's largest employers

Time

Alleviates transportation concerns

Emergency care needed for community and farm related accidents

Transportation concerns for Vets to Montevideo

Local Meals on Wheels

Not just drive time as issue but taking time off work to travel a distance for health care services

Impacts elderly and low income

## **Question 5**

### **Do current hours of health care services offered at JMHS meet the community needs?**

Urgent Care would be nice

E-visits would become popular with more tech savvy residents

Expanded clinic hours would be helpful for after regular clinic hours care

Urgent Care vs ER payment structure would be a bonus

Expanded pharmacy hours of pharmacy options would be needed if expanded hours were available

Go to Marshall for after hours and weekend Urgent Care

Not sure if expanded hours is feasible- do not want to stretch thin the doctors and staff available at JMHS

Evening appointments should be for "sick visits only"

## **Question 6**

### **Do you think the community would benefit from additional Child Care Services and Adult Day Care Services?**

#### **Child Care**

Finding child care services in the community is a challenge

Affects young families looking to move back to the community

Waiting list for some age groups especially infants

No child care available and no options for babies

Cost for child care services is very expensive

Good child care options is important for attracting young families

#### **Adult Day Care**

Several participants admitted they do not know the extent of the need

Respite Care would be better in the Nursing Home than in the hospital

This service would be need and fee schedule dependent  
Home visits would be more important  
Need more options to maintain an active older generation  
Good option for at home care givers to provide them with some respite- need unknown  
Respite also needed for care givers of special needs children

## **Next Steps**

- Invite Key Community Stakeholders to brainstorming session

- Identify priority needs based on county-based data from CHNA Kick-off (Attachment A), survey data (Attachment B) and Focus Group input (Attachment C).
- Identify capacity to address priority needs using local resources and assets
- Seek volunteers to work on Priority Needs Task Forces

## **Task Force Action Planning**

- Identify key stakeholders to include on the Task Force
- Choose a Group Leader
- Create a Common Vision
- Establish goals and objectives to address the need
- Identify gaps within the priority need
- Determine measureable baseline data & establish benchmarks
- Develop a community-wide strategy to meet the need over the next three years
- Determine when, where and how often to meet
- Implement the plan
- Monitor the data and adjust the plan

\*Make plan readily available to the public (ie. newspaper, website, news letter etc.)