

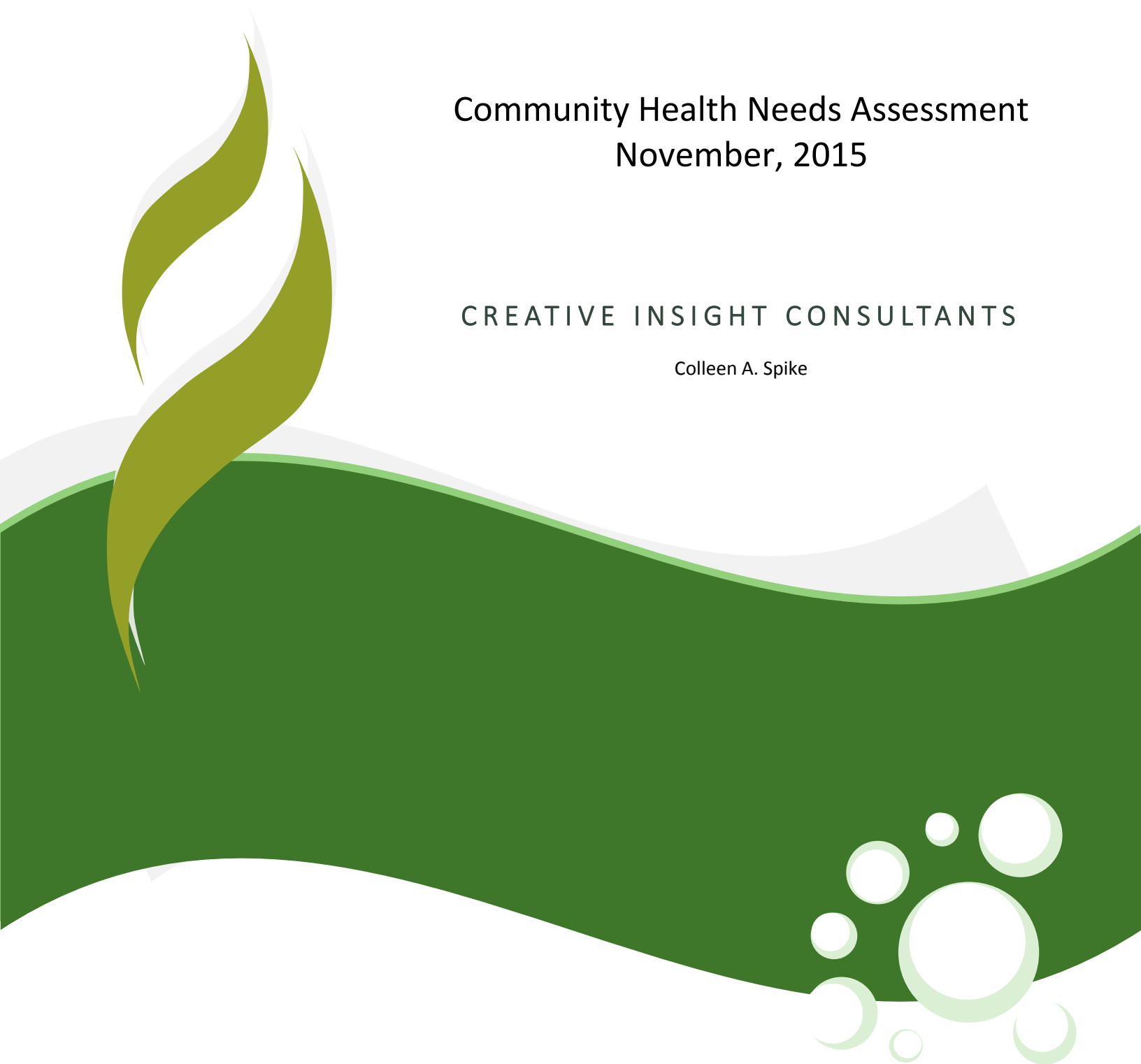
JOHNSON MEMORIAL HEALTH SERVICES

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

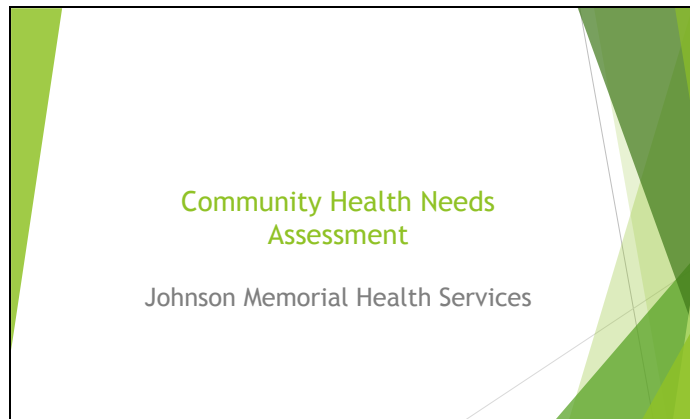
Survey sampling included zip codes from inpatient and outpatient admissions at JMHS. Sampling volume was proportionate to volume from the zip codes provided by JMHS. 800 residents were randomly selected by LeadsPlease from the zip codes provided to them. The surveys were sent to the listed head of household 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

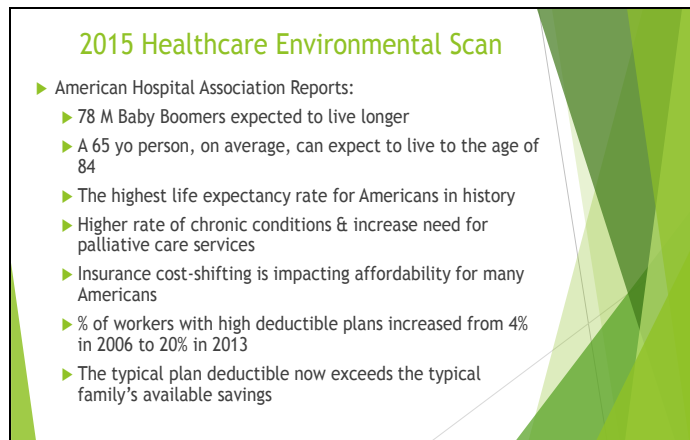
Slide 1



Community Health Needs Assessment

Johnson Memorial Health Services

Slide 2



2015 Healthcare Environmental Scan

- ▶ American Hospital Association Reports:
 - ▶ 78 M Baby Boomers expected to live longer
 - ▶ A 65 yo person, on average, can expect to live to the age of 84
 - ▶ The highest life expectancy rate for Americans in history
 - ▶ Higher rate of chronic conditions & increase need for palliative care services
 - ▶ Insurance cost-shifting is impacting affordability for many Americans
 - ▶ % of workers with high deductible plans increased from 4% in 2006 to 20% in 2013
 - ▶ The typical plan deductible now exceeds the typical family's available savings

Slide 3



2015 Healthcare Environmental Scan

- ▶ 10-15% of an individual's health is attributable to the health care services they receive
- ▶ 85-90% is driven by behavior, genetics, and social determinants (living conditions, access to food and education status)
- ▶ Hence, the trillions of \$'s the US spends on healthcare services contributes to only 1/10th of the nations health- behavior is the single most important contributor to overall health
- ▶ Nationally, 42.5 M adults experienced a mental illness in the past year
- ▶ Increase in consumerism by patients asking for more price transparency, challenging orders for tests and employers negotiating payments

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%

Slide 6

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%

Slide 7

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%)

Slide 8

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%

Slide 9

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

Slide 10

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


Slide 11

Nativity- 2013 Statistics				
County	Births	% Pre-term Pregnancy	% Pre-natal Care 1 st Trimester	Infant Deaths 2008-2012 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 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 Lower Female
Lung & Bronchus	Sl. Higher Male Lower Female
Non-Hodgkin Lymphoma	Sl. Higher Male Expected Female
Uterus	Higher
Kidney & Renal	Sl. Lower Male Sl. Higher Female
Leukemia	Lower Male Higher Female
Melanoma	Lower Male 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

Slide 14




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

Slide 17

Johnson Memorial Health Services Community Health Needs Assessment

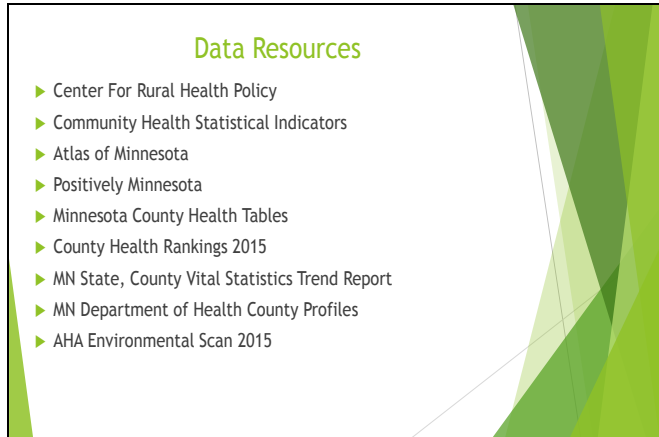
- ▶ Requires Broad-Based Input
 - ▶ Mailed Survey
 - ▶ JMHS Zip Code Breakdown (past two years)
 - ▶ 56232 Dawson - 51%
 - ▶ 56256 Madison - 14%
 - ▶ 56218 Boyd - 7%
 - ▶ 56265 Montevideo - 4%
 - ▶ 56257 Marietta - 2%
 - ▶ 56223 Clarkfield - 2%
 - ▶ 56220 Canby - 1%
 - ▶ 56208 Appleton - 1%
 - ▶ 56241 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%

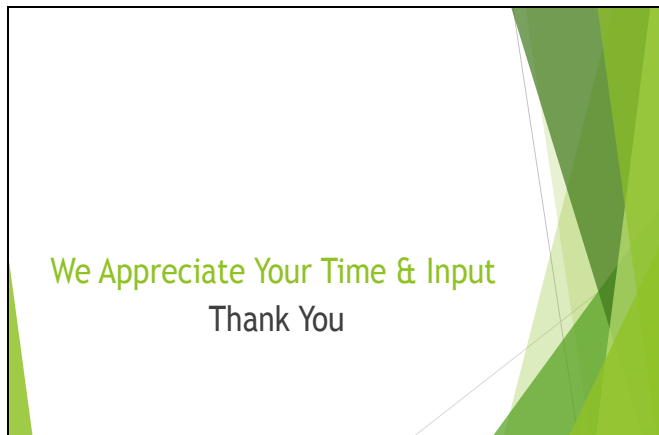
Slide 19

The slide 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 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

The slide has a white background with a decorative green geometric pattern on the right side. The text 'We Appreciate Your Time & Input' is in green, and 'Thank You' is in black, both centered on the slide.

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.

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

- | | | |
|---|---------------------------------------|--|
| <input type="radio"/> Children's check up/well baby | <input type="radio"/> Flu Shot | <input type="radio"/> Routine Blood Pressure Check |
| <input type="radio"/> Cholesterol Check | <input type="radio"/> Mammography | <input type="radio"/> Routine Health Check Up |
| <input type="radio"/> Colonoscopy | <input type="radio"/> Pap Smear | <input type="radio"/> None |
| <input type="radio"/> Prostate (PSA) | <input type="radio"/> 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)

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

- | | | | |
|--------------------------------|------------------------------------|---------------------------------------|-------------------------------------|
| <input type="radio"/> Dawson | <input type="radio"/> Madison | <input type="radio"/> Montevideo | <input type="radio"/> Watertown, SD |
| <input type="radio"/> Appleton | <input type="radio"/> Marshall | <input type="radio"/> St Cloud | <input type="radio"/> Willmar |
| <input type="radio"/> Canby | <input type="radio"/> Mpls/St Paul | <input type="radio"/> Sioux Falls, SD | <input type="radio"/> 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)

- | | | |
|---------------------------------------|---|--|
| <input type="radio"/> Cost of care | <input type="radio"/> Hospital's reputation for quality | <input type="radio"/> Required by insurance plan |
| <input type="radio"/> Closest to home | <input type="radio"/> Prior experience with hospital | <input type="radio"/> VA/Military Requirement |
| <input type="radio"/> Closest to work | <input type="radio"/> Recommended by family/friends | <input type="radio"/> Other _____ |
| <input type="radio"/> Emergency | <input type="radio"/> 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))

- | | | | |
|-----------------------------------|------------------------------------|---------------------------------------|-------------------------------------|
| <input type="radio"/> Dawson | <input type="radio"/> Madison | <input type="radio"/> Montevideo | <input type="radio"/> Watertown, SD |
| <input type="radio"/> Appleton | <input type="radio"/> Marshall | <input type="radio"/> St Cloud | <input type="radio"/> Willmar |
| <input type="radio"/> Canby | <input type="radio"/> Mpls/St Paul | <input type="radio"/> Sioux Falls, SD | <input type="radio"/> VA |
| <input type="radio"/> 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))

- | | | | |
|--|------------------------------------|---------------------------------------|-------------------------------------|
| <input type="radio"/> Dawson | <input type="radio"/> Madison | <input type="radio"/> Montevideo | <input type="radio"/> Watertown, SD |
| <input type="radio"/> Appleton | <input type="radio"/> Marshall | <input type="radio"/> St Cloud | <input type="radio"/> Willmar |
| <input type="radio"/> Canby | <input type="radio"/> Mpls/St Paul | <input type="radio"/> Sioux Falls, SD | <input type="radio"/> VA |
| <input type="radio"/> Not Applicable, I/we have not seen a primary care provider | | | <input type="radio"/> Other _____ |

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

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

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

- | | |
|--|--|
| <input type="radio"/> Cost of care | <input type="radio"/> More privacy |
| <input type="radio"/> Closest to home | <input type="radio"/> Closest to work |
| <input type="radio"/> Quality of equipment | <input type="radio"/> VA/Military requirement |
| <input type="radio"/> Quality of Staff | <input type="radio"/> Prior relationship with another health care provider |
| <input type="radio"/> Required by insurance plan | <input type="radio"/> Service not available in Dawson |
| <input type="radio"/> Not Applicable/we use local services | <input type="radio"/> 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))

- | | | | |
|-----------------------------------|------------------------------------|---------------------------------------|-------------------------------------|
| <input type="radio"/> Dawson | <input type="radio"/> Madison | <input type="radio"/> Montevideo | <input type="radio"/> Watertown, SD |
| <input type="radio"/> Appleton | <input type="radio"/> Marshall | <input type="radio"/> St Cloud | <input type="radio"/> Willmar |
| <input type="radio"/> Canby | <input type="radio"/> Mpls/St Paul | <input type="radio"/> Sioux Falls, SD | <input type="radio"/> VA |
| <input type="radio"/> 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)

- | | |
|---|---|
| <input type="radio"/> I didn't have health insurance | <input type="radio"/> I couldn't afford to pay my co-pay/deductible |
| <input type="radio"/> The pharmacy refused to take my insurance | <input type="radio"/> I didn't have any way to get to the pharmacy |
| <input type="radio"/> Other _____ | |

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

- | | | | |
|---|-------------------------------------|-------------------------------------|--------------------------------|
| <input type="radio"/> Within the last year | <input type="radio"/> 1-2 years ago | <input type="radio"/> 3-5 years ago | <input type="radio"/> 5+ years |
| <input type="radio"/> 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)

- | | |
|---|---|
| <input type="radio"/> I didn't have dental insurance | <input type="radio"/> I couldn't afford to pay my co-pay/deductible |
| <input type="radio"/> I didn't have any way to get to the dentist | <input type="radio"/> Dentist refused to take my insurance/Medicaid |
| <input type="radio"/> I didn't know how to find a dentist | <input type="radio"/> Too long to wait for an appointment |
| <input type="radio"/> Fear | <input type="radio"/> 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)

- | | |
|---|---|
| <input type="radio"/> I didn't have insurance which covers mental health services | <input type="radio"/> Fear |
| <input type="radio"/> I couldn't afford to pay my co-pay/deductible | <input type="radio"/> Embarrassment |
| <input type="radio"/> I didn't have any way to get to the counselor | <input type="radio"/> Too long to wait for an appointment |
| <input type="radio"/> I didn't know how to find a counselor | <input type="radio"/> Confidentiality Concerns |
| <input type="radio"/> Counselor refused to take my insurance/Medicaid | <input type="radio"/> Other _____ |

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

- | | | | |
|-----------------------------------|------------------------------------|---------------------------------------|-------------------------------------|
| <input type="radio"/> Dawson | <input type="radio"/> Madison | <input type="radio"/> Montevideo | <input type="radio"/> Watertown, SD |
| <input type="radio"/> Appleton | <input type="radio"/> Marshall | <input type="radio"/> St Cloud | <input type="radio"/> Willmar |
| <input type="radio"/> Canby | <input type="radio"/> Mpls/St Paul | <input type="radio"/> Sioux Falls, SD | <input type="radio"/> VA |
| <input type="radio"/> 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)

- | | | |
|---------------------------------------|--|--|
| <input type="radio"/> Cost of care | <input type="radio"/> Providers reputation for quality | <input type="radio"/> Required by insurance plan |
| <input type="radio"/> Closest to home | <input type="radio"/> Prior experience with provider | <input type="radio"/> VA/Military Requirement |
| <input type="radio"/> Closest to work | <input type="radio"/> Recommended by family/friends | <input type="radio"/> Other _____ |
| <input type="radio"/> Emergency | <input type="radio"/> Referred by physician | |

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

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

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

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)

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

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

- | | | | |
|---|------------------------------------|---------------------------------------|--------------------------------------|
| <input type="radio"/> Dawson | <input type="radio"/> Madison | <input type="radio"/> Montevideo | <input type="radio"/> Watertown, SD |
| <input type="radio"/> Appleton | <input type="radio"/> Marshall | <input type="radio"/> St Cloud | <input type="radio"/> Willmar |
| <input type="radio"/> Canby | <input type="radio"/> Mpls/St Paul | <input type="radio"/> Sioux Falls, SD | <input type="radio"/> VA |
| <input type="radio"/> Via tele-medicine at Johnson Memorial Health Services | | | <input type="radio"/> Mayo/Rochester |
| <input type="radio"/> Other _____ | | | |

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

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

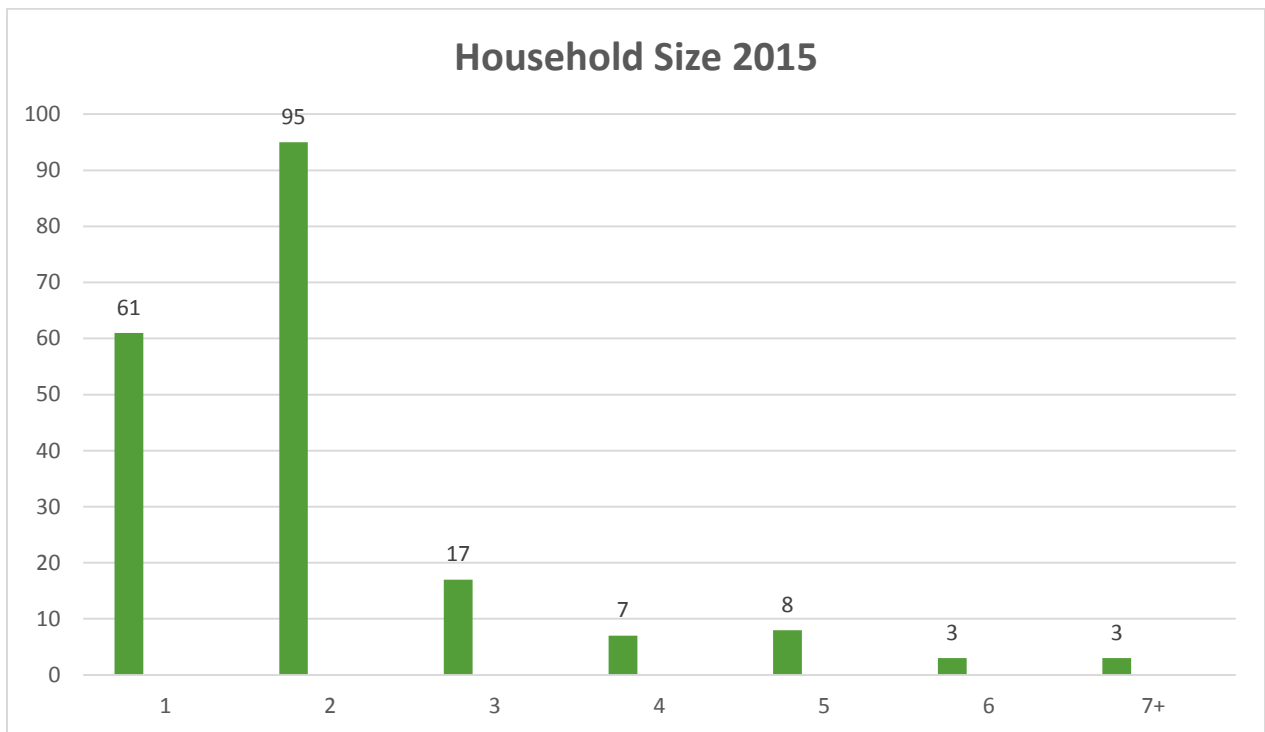
Question 1:

Where do you live by zip code?

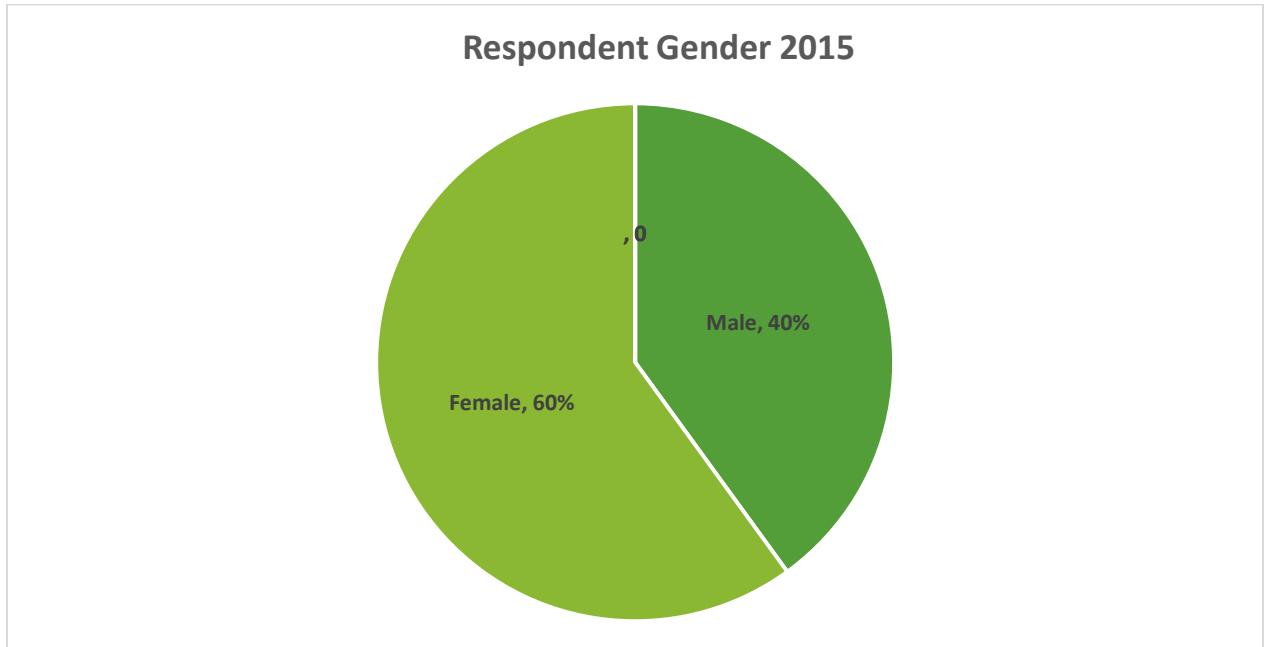
Location	2015 Count	2015 Percent
Dawson	118	61%
Madison	32	17%
Boyd	16	8%
Montevideo	8	4%
Marietta	7	4%
Bellingham	3	2%
Clarkfield	3	2%
Milan	2	1%
Canby	2	1%
Appleton	1	0
Granite Falls	1	0
St Leo	1	0
Watson	0	0
Total	194	100%

Question 2:

How Many people live in your household?

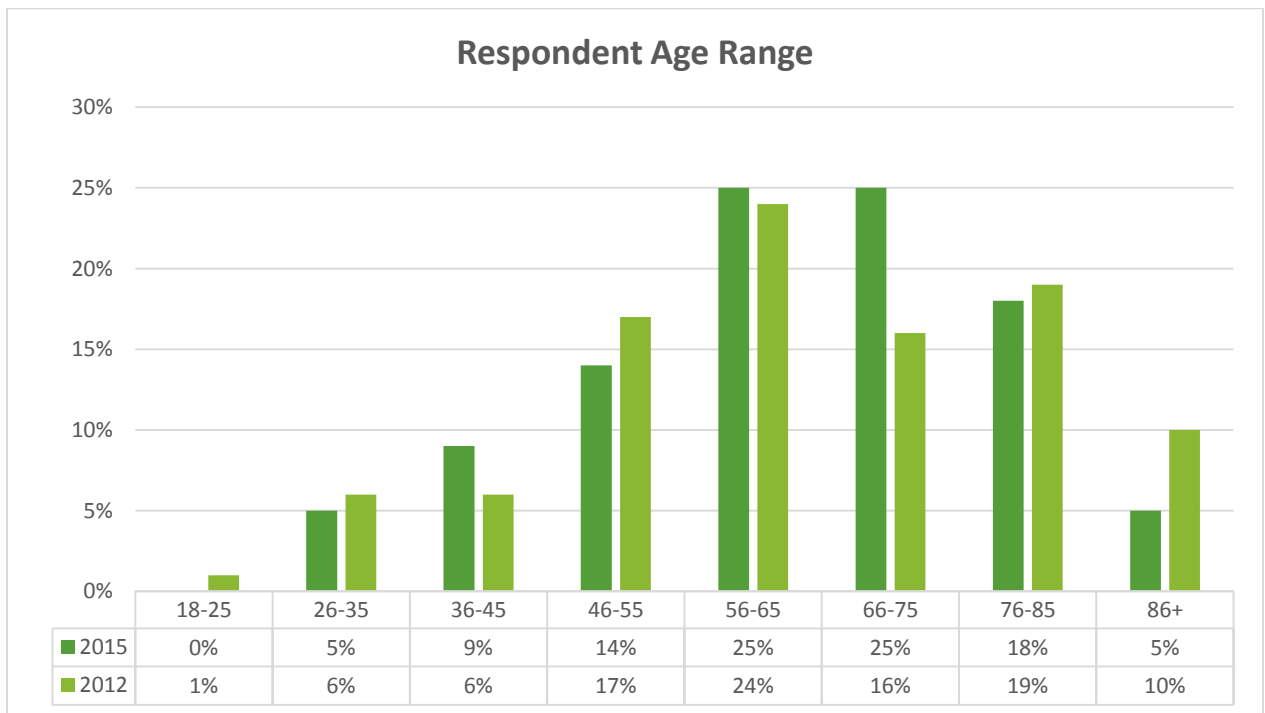


Question 3:
What is your gender?



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

Question 4:
What is your age range?



Question 5:

What is your employment status?

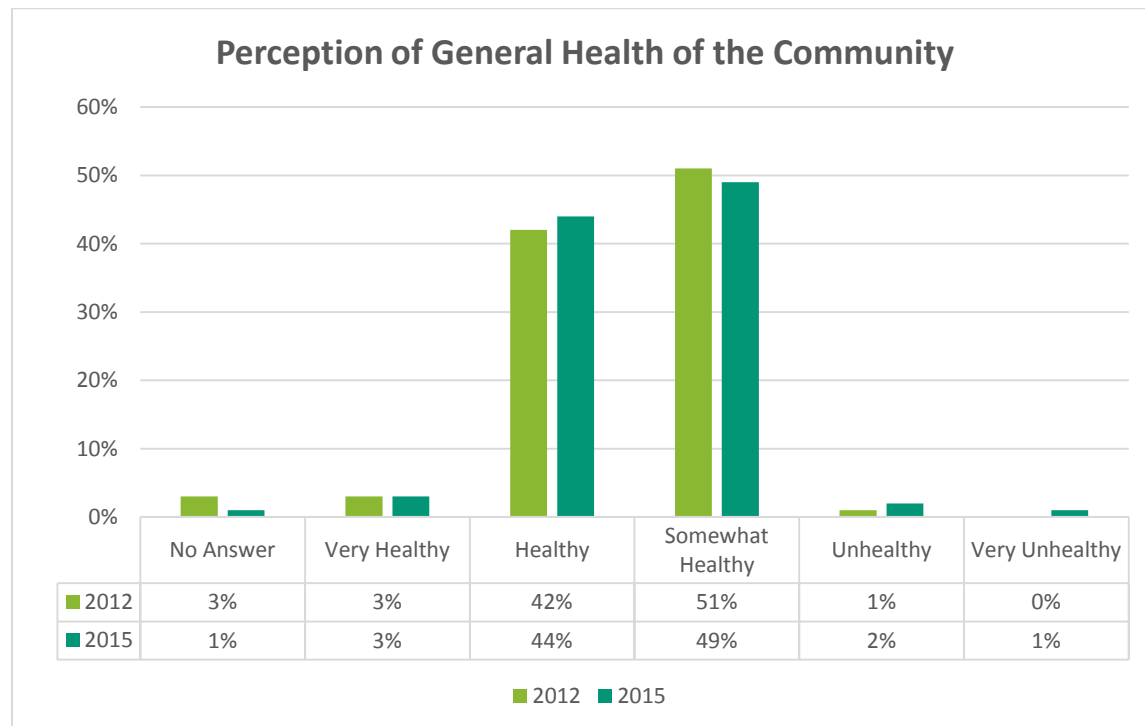
Status	Respondents	Percent
Work Full Time	73	37%
Work Part Time	17	9%
Retired	86	44%
Student	1	0%
Disabled	6	3%
Homemaker	7	4%
Unemployed	2	1%
Military Service	0	0
Farmer	2	1%
Self Employed	2	1%
Total	196*	100%

***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.

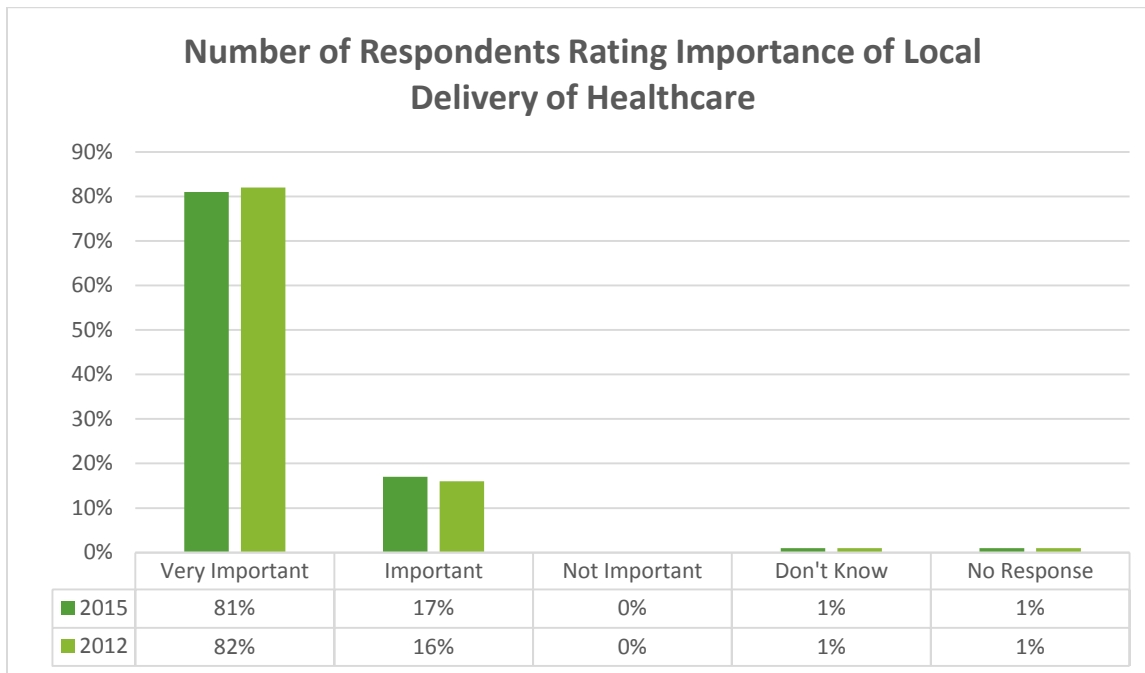
Community Health Concerns	2015 Count	2015 Percent	2012 Percent
Cancer	146	75%	82%
Aging Issues	86	44%	Added in 2015
Heart Disease	67	34%	52%
Obesity	66	34%	42%
Diabetes	54	28%	32%
Lack of Exercise	29	15%	40%
Mental Health Issues	22	11%	25%
Stroke	16	8%	39%
Alcohol/Substance Abuse	16	8%	38%
Chronic Pain	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:

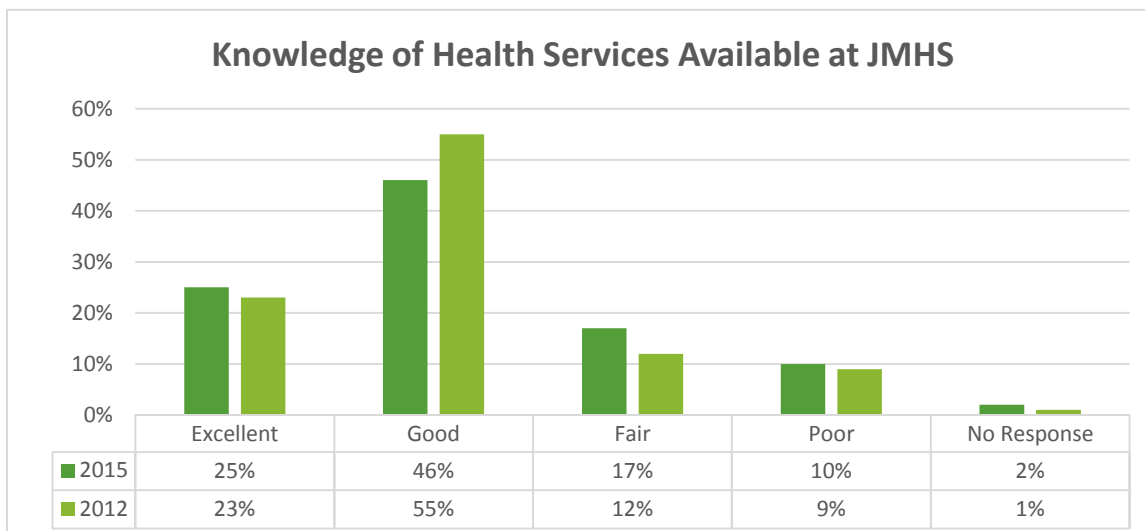
How important is the local delivery of healthcare services (ie. Hospital, clinics, nursing home, assisted living) to the economic well-being of our community?



***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.

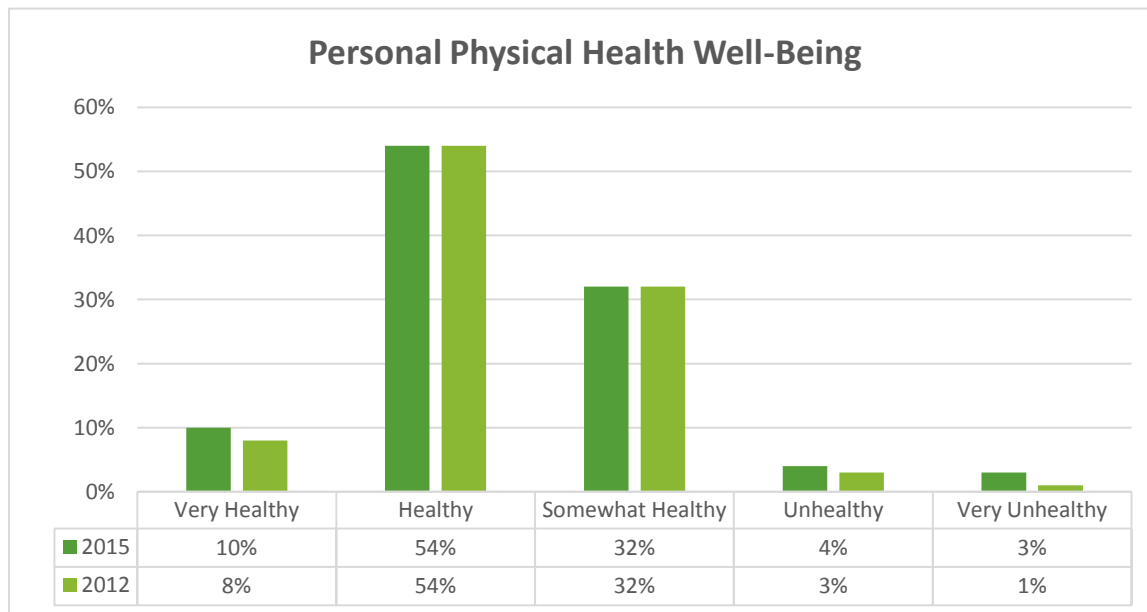
Method	2015 Count	2015 Percentage	2012 Percentage	Comments
Word of Mouth/Reputation	147	76%	77%	
Newspaper	97	50%	47%	
Healthcare Provider	90	46%	50%	
Mailings	56	29%	30%	
Social Media	29	15%		Added in 2015
Website/Internet	28	14%	19%	
Presentations	18	9%	12%	
Public Health	17	8%	13%	
Phone Book	16	8%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

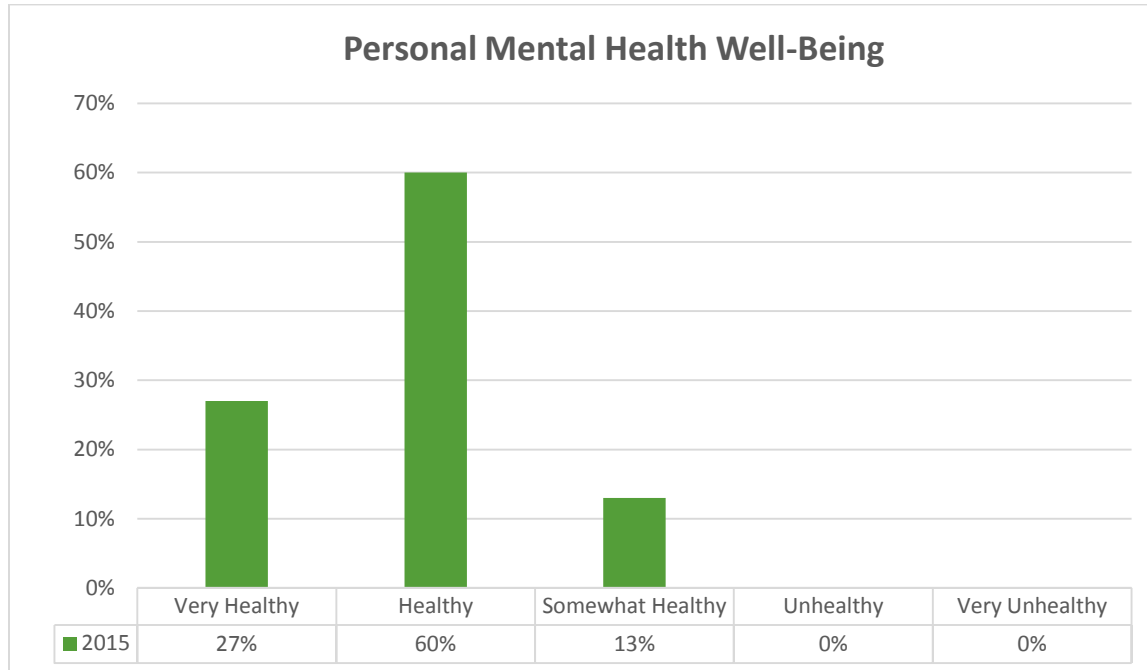
Overall, how would you rate your physical health?



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

Question13:

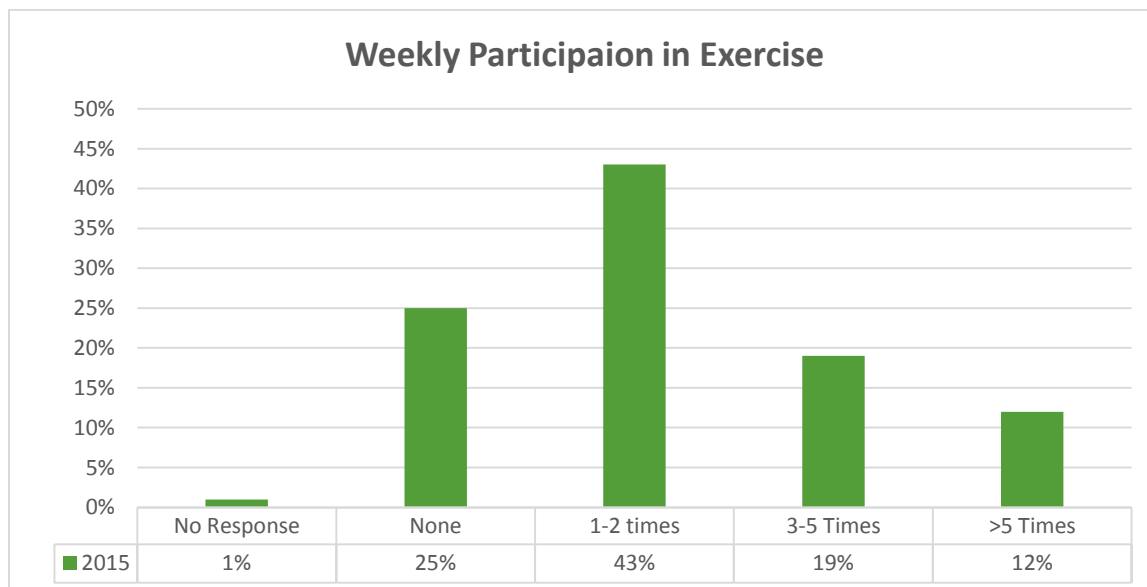
Overall, how would you rate your mental health?



***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:

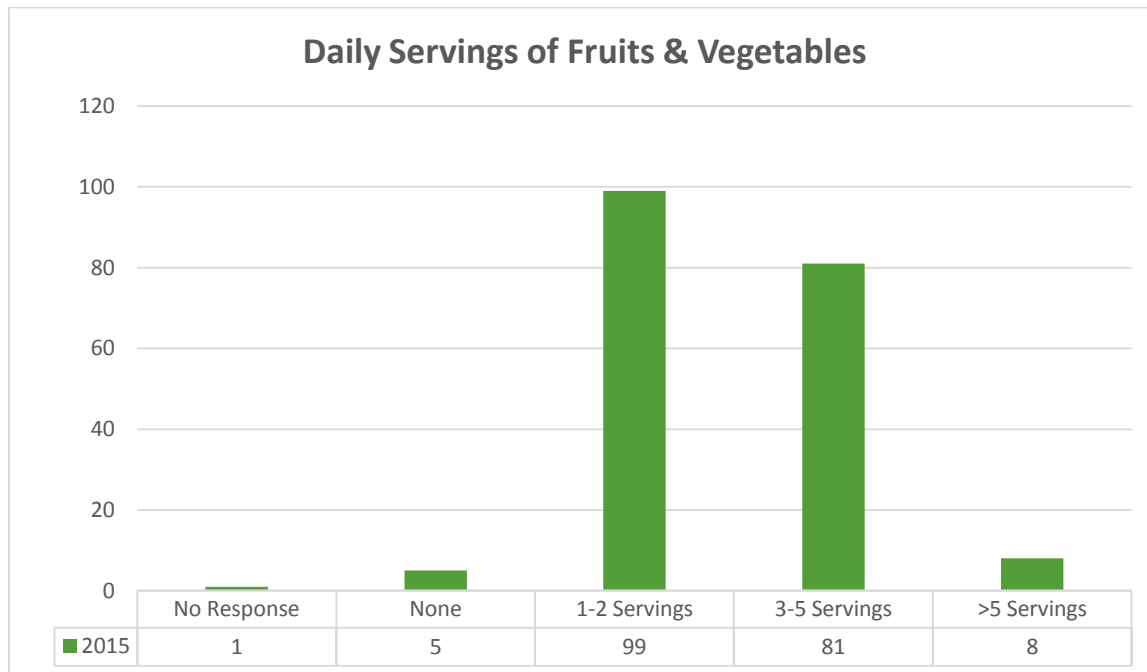
If you answered “None” to the last question, why didn’t you exercise in the past week? (Please select all that apply).

Reasons	2015 Count	Comment
I have a physical disability	30	
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:

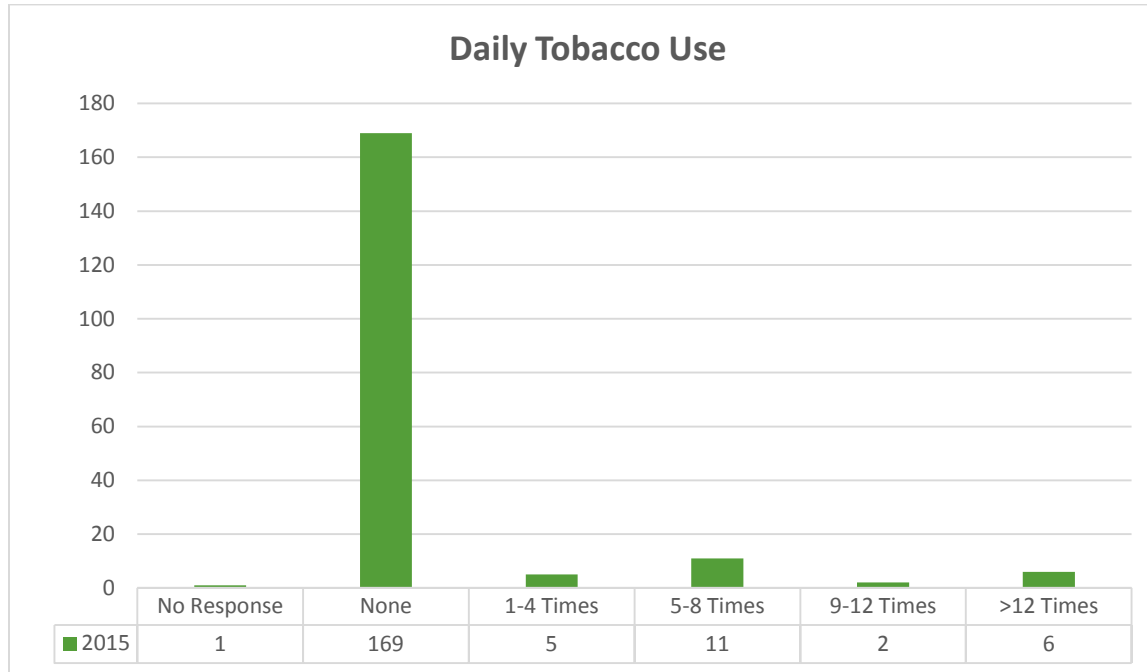
On a typical day, how many servings of fruits and/or vegetables do you eat?



***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:

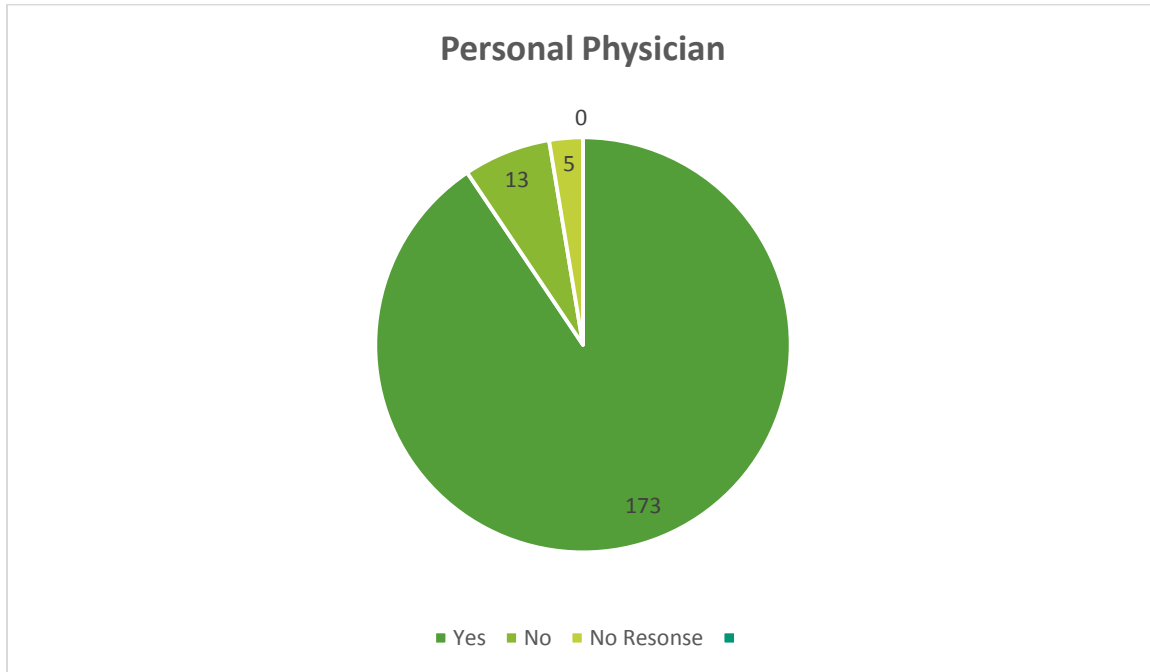
Where do you get most of your medical information?

Source	2015 Count	2015 Percentage
Doctor	141	73%
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:

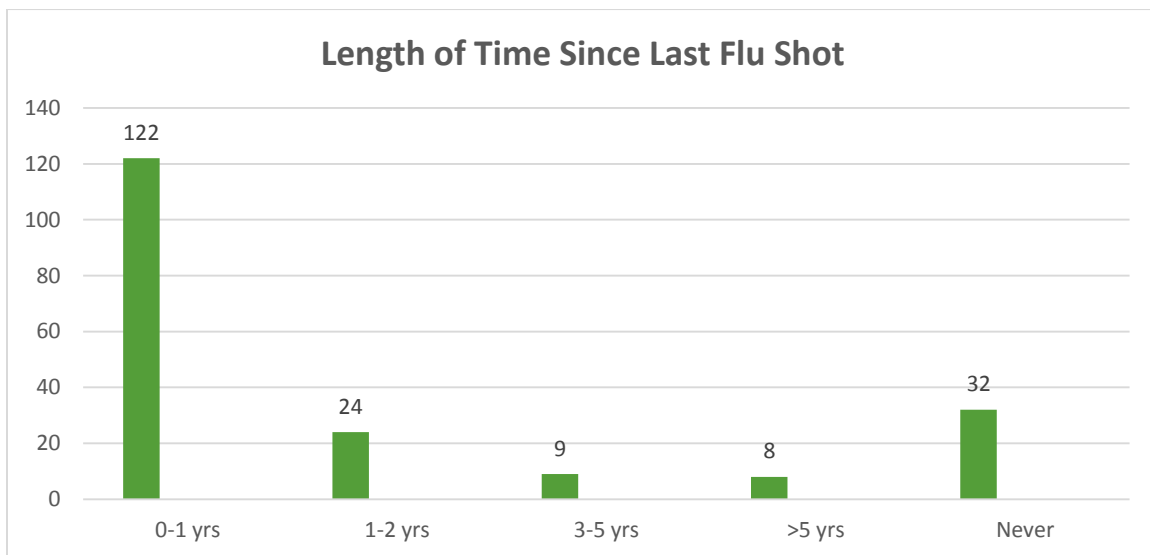
Do you have a personal physician?



***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
Clinic/Doctors Office	173	89%
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).

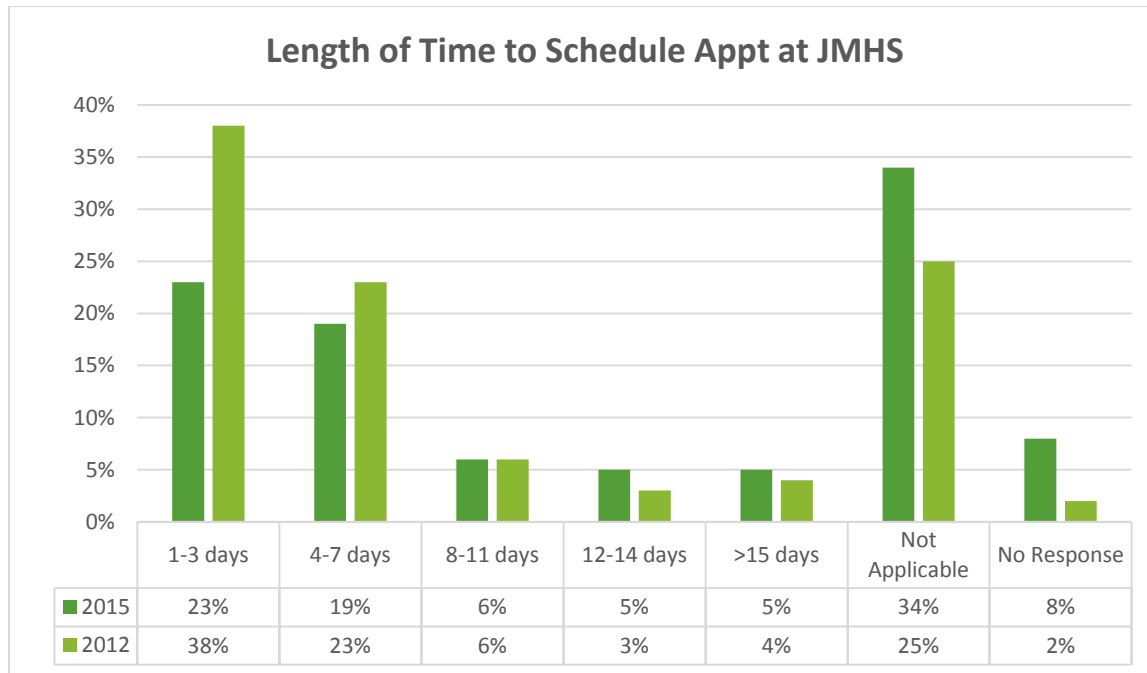
Preventive Service	2015 Count	2015 Percentage	2012 Percentage	Comments
Routine Health Check-Up	133	69%	68%	
Flu Shot	129	66%	65%	
Routine Blood Pressure Check	124	64%	66%	
Cholesterol Check	111	57%	51%	
Mammography	77	40%	46%	
Pap Smear	46	24%	36%	
Colonoscopy	35	18%	20%	
Prostate (PSA)	34	17%	13%	
Children's 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:

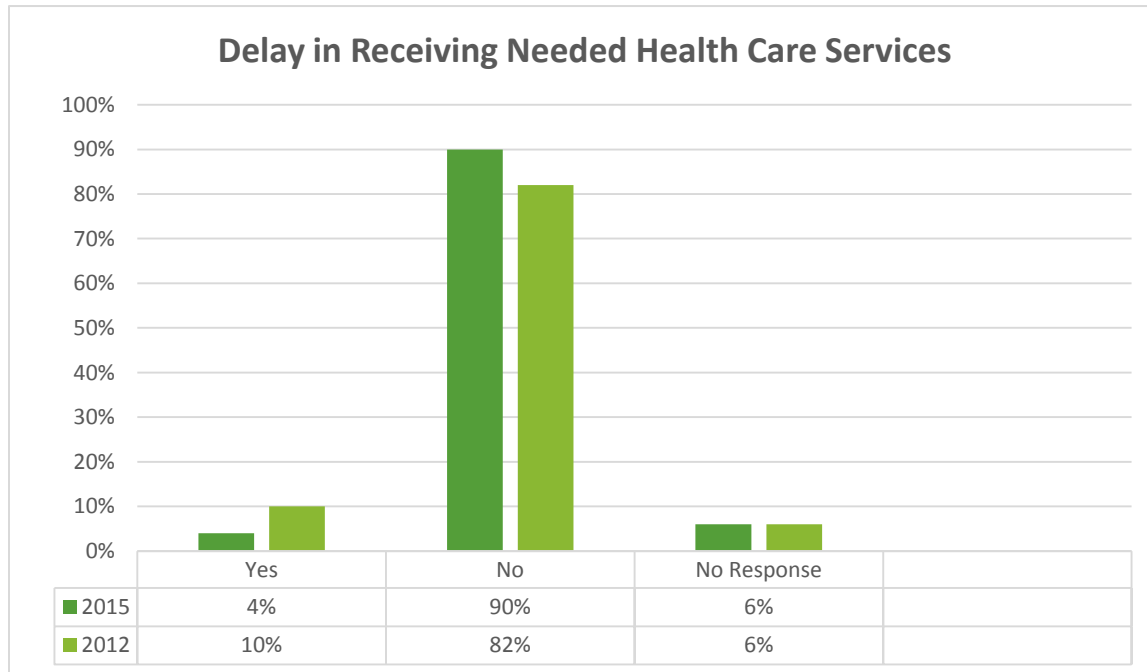
In your experience, what is the average length of time to schedule an appointment with your primary care provider at Johnson Memorial Health Services? (Please select only one)



***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 Count	2015 Percentage	2012 Percentage	Comments
Too long to wait for an appointment	4	50%	31%	
Could not get an appointment	3	4%	9%	
Unsure if services were available	2	3%	9%	
It cost too much	2	3%	53%	
Could not get off work	2	3%	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%	34%	
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
Dawson	103	54%	63%	
Madison	29	15%	8%	
Montevideo	23	12%	13%	
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
Closest to home	134	69%	78%	
Prior experience with hospital	124	64%	59%	
Hospitals reputation for quality	80	41%	47%	
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
Dawson	102	53%	59%	
Montevideo	27	14%	10%	
Madison	16	8%	7%	
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
Dawson	109	56%	63%	
Montevideo	24	12%	13%	
Madison	16	8%	8%	
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
Closest to home	114	59%	68%	
Prior experience with clinic	107	55%	61%	
Provider's reputation for quality	55	28%		Added ques in 2015
Clinic's reputation for quality	49	25%	28%	
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)

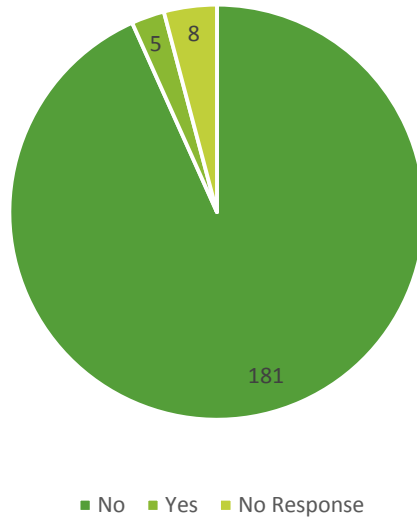
Location	2015 Count	2015 Percentage	2012 Percentage	Comments
Dawson	114	59%	64%	
Montevideo	26	13%	11%	
Madison	19	10%	7%	
Willmar	6	3%	1%	
Canby	4	2%	2%	
Sioux Falls, SD	3	2%	1%	
Marshall	2	1%	1%	
Ortonville	2	1%		Added in "Other"
St Cloud	2	1%	2%	
Watertown, SD	1	0%	0%	
Appleton	1	0%	4%	
Mpls/St Paul	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.**

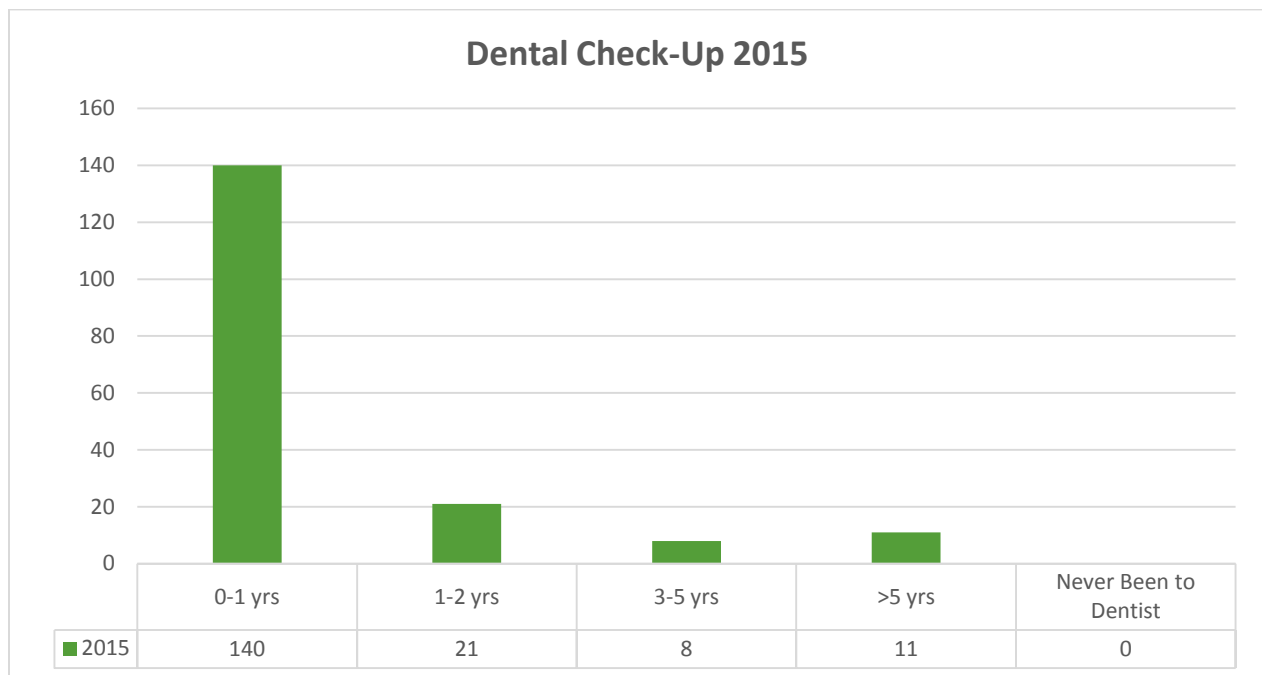
Question 33:

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
I didn’t have health insurance	2	
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:

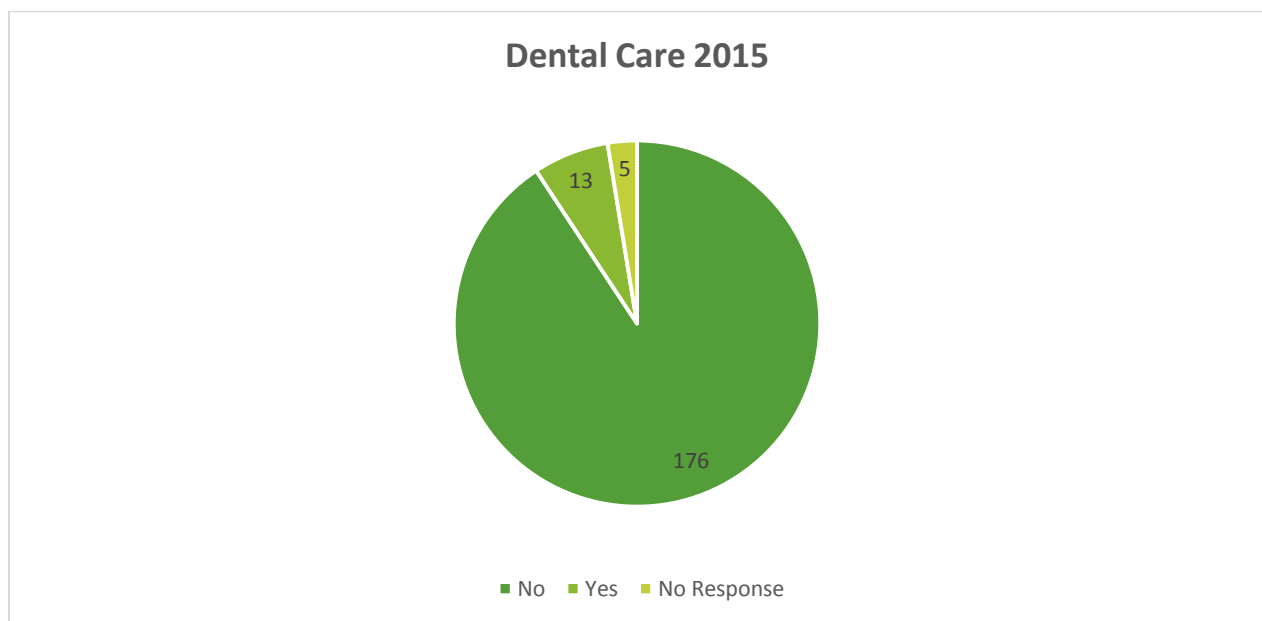
About how long has it been since you have been to the dentist to get a check-up? (Not for an emergency)



***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
I didn’t have dental insurance	6
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
I didn’t know how to find a counselor	1
Fear	1
Embarrassment	1
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
Dawson	8	
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
Closest to home	10	
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
More primary care providers	64	33%	52%	
More specialists	53	27%	34%	
Expanded Clinic Hours	46	24%		Added in 2015
More health education services	30	15%	30%	
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
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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
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Dawson	87	45%	55%	
Willmar	51	26%	19%	
Montevideo	49	25%	25%	
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.)