

**Powell Valley Healthcare
Community Health Needs Assessment
Summary of Community Mail Survey
*December 2012***

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Introduction

In October 2012, Powell Valley Healthcare (PVHC), located in Powell, Wyoming, contracted with John Snow, Inc. (JSI), a health-consulting firm with significant expertise in rural health care and community needs assessments, to conduct a comprehensive community health needs assessment. The purpose of the needs assessment was twofold: (1) to identify and better understand the current health status and community needs within PVHC's service area, and (2) to meet the community assessment requirements included in the Patient Protection and Affordable Care Act for tax-exempt hospitals.

PVHC includes a 25-bed Critical Access Hospital (CAH), long-term care, an assisted living facility, home health care services, emergency medical services, and hospice services. PVHC also includes a physician clinic, Powell Valley Clinic, and an urgent care clinic, Express Care Clinic. The primary service area for PVHC is northwestern Wyoming along the Montana border. It includes Powell and other areas located in the Big Horn Basin, including Big Horn County.

JSI proposed a scope of work for the community assessment that included a three-pronged approach to determining the health care needs in the PVHC service area. The approach involved the following three research methodologies:

1. an analyses of secondary data collected from a variety of local, state, and federal sources;
2. an analysis of qualitative data gathered from the service area community through focus groups and key informant interviews; and
3. an analysis of responses to a community mail survey.

The general objectives that guided the overall research were:

- to identify the socio-demographics of the service area community;
- to describe the health status of the community;
- to identify health care resources and successful efforts to improve the health of the community; and
- to identify the health care gaps or needs in the community.

JSI prepared three detailed reports, one for each research methodology, as well as a summary report synthesizing the results ascertained from all three reports. This report provides a summary and analysis of the results from the community mail survey. The other reports can be accessed from PVHC.

Methodology

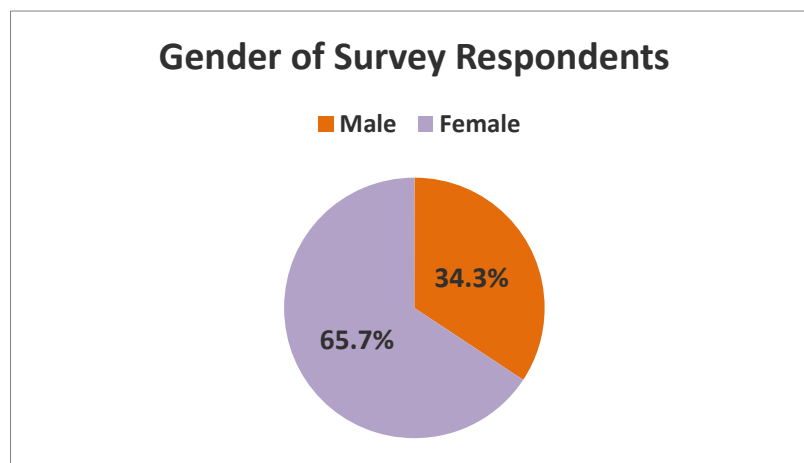
Based on formative research of health status data for Park County and a review of other community health care surveys, PVHC and JSI drafted a survey questionnaire to probe the health needs in the service area. The final survey was eight pages and included 42 questions related to use of health services, awareness of services, community health, health insurance, and demographics (please see Appendix 1 for a copy of the questionnaire). The PVHC team identified five communities based on their market share for distribution of the community mail survey—Powell, Byron, Deaver, Frannie, and Ralston. Surveys were intentionally not distributed to contiguous communities with hospitals—Lovell and Cody—in order to be respectful of their service areas. From a potential 7,500 population for the service area in question, JSI purchased slightly over 25% or 2,000 mailing addresses for the towns of Powell, Byron, Deaver, Frannie, and Ralston from US Data Corporation, which included representative numbers from the smaller communities. The only specification for the addresses was by ZIP Code for Powell, Byron, Deaver, Frannie, and Ralston. US Data Corporation provided JSI with a random sample of 2,000 addresses from the potential total of 7,500 residents in the five aforementioned towns. The majority of addresses were from Powell because it is the most populated city, followed by Byron, Deaver, Frannie, and Ralston. The surveys were mailed on November 28, 2012, and included a postage-paid return envelope. PVHC announced the survey and encouraged participation through newspaper articles and ads, flyers, and radio announcements in the five towns. A total of 363 completed surveys were returned, a response rate of 18.15%. A total of 127 surveys were returned undeliverable, an undeliverable rate of 6.35%. JSI used SurveyMonkey® to enter the surveys and analyze the data using the cross-tabs and summary response functions.

Profile of Respondents

The demographic profiles of the community mail survey respondents are described below. Out of the 2,000 surveys mailed, 363 were completed and returned. It is important to note that not all respondents answered every question. The following information therefore reflects the responses of those who did answer each particular question.

Gender (Question 39)

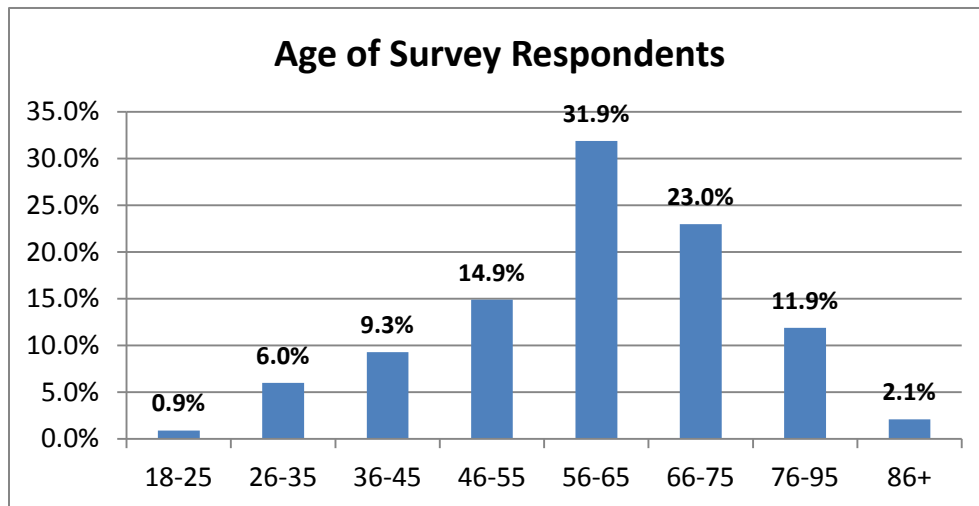
There were considerably more female respondents (n=215) than male (n=112).



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Age (Question 40)

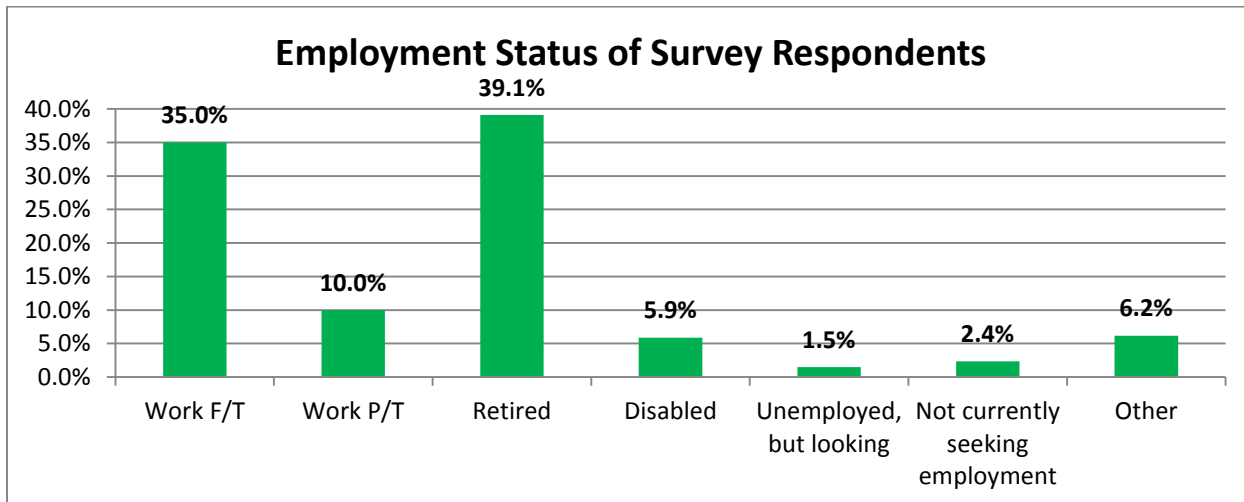
Of the 335 respondents providing their age, the majority (83.8%) were over 45 years old.



Employment Status (Question 41)

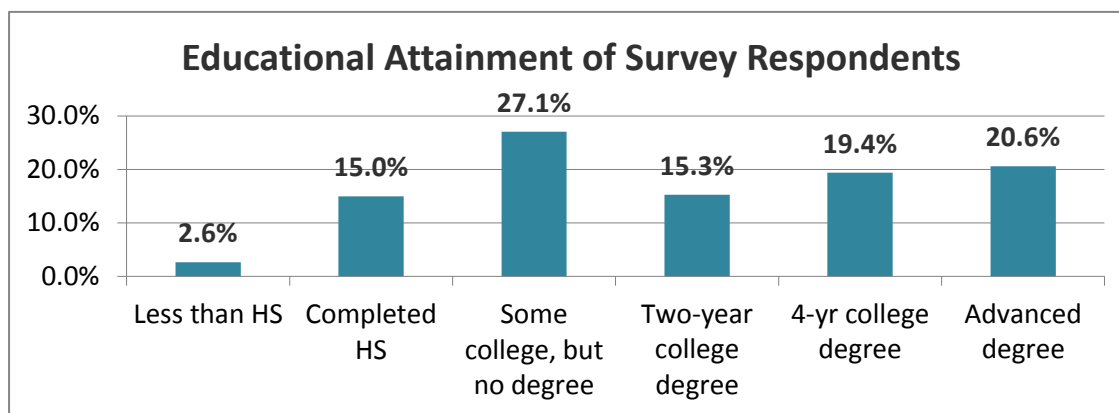
When asked about their employment status, 31.9 % (n=133) of the respondents indicated they were retired, 35% (n=119) worked full time, and 10% (n=34) worked part time. Twenty-one survey respondents selected “other.” Responses included:

- Self-employed (6 responses)
- Care for parent
- Husband disabled, I work full time
- On Supplemental Security Income
- Work part time, disabled – legally blind
- Homemaker/student
- Student, unemployed but looking
- Interior Design
- 80 yrs old
- Homemaker (3 responses)
- Volunteer of Headstart
- Disability caused by doctor
- Retired, self-employed
- Work full time when work is available



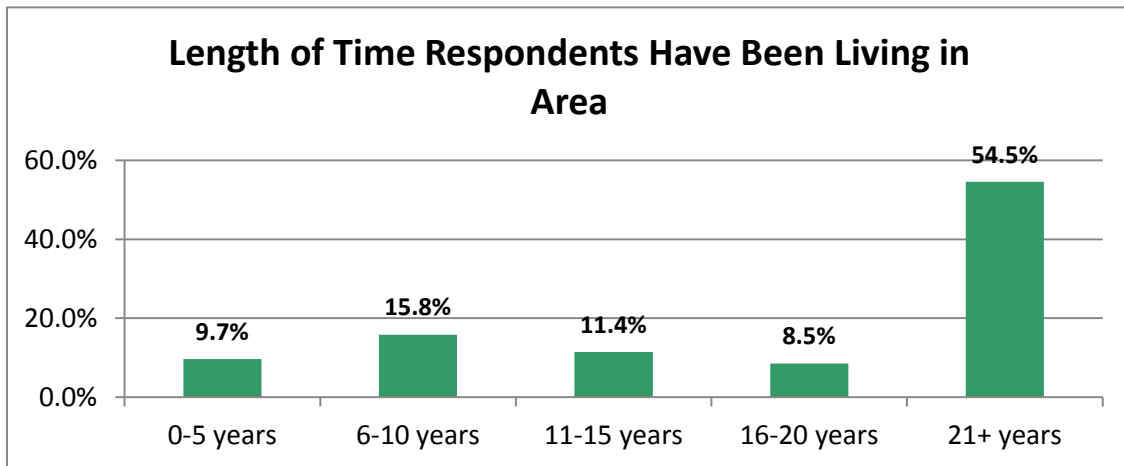
Education (Question 42)

Respondents were asked, “Among the members of your household, what is the highest school grade completed?” A majority of the respondents indicated some college (27.1%, n=92), 19.4% (n=70) indicated a 4-year college degree, and 20.6% (n=70) indicated an advanced degree.



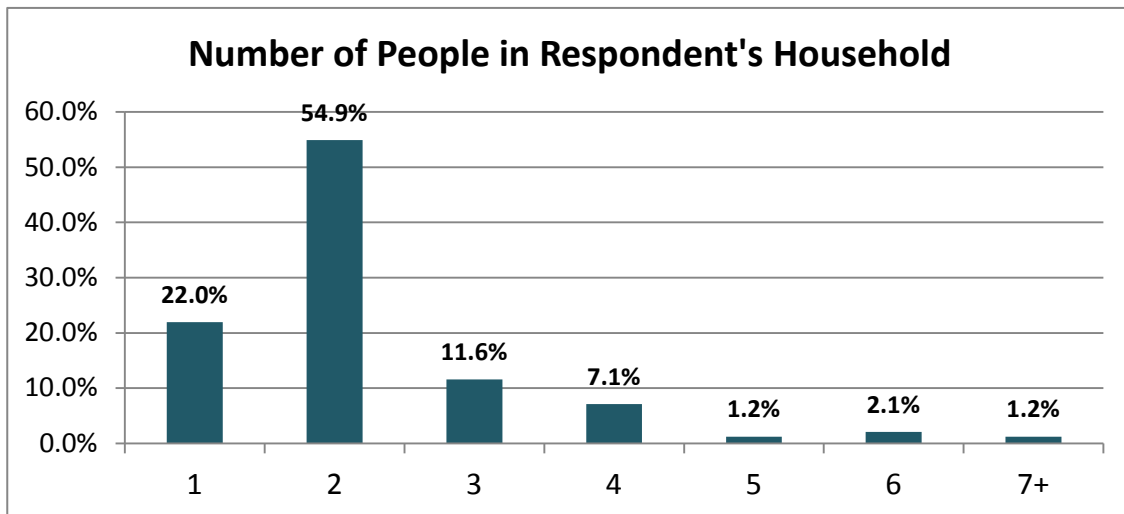
Length of Time in Area (Question 37)

A majority of the respondents (54.5%, n=186) indicated they had lived in the area over 21 years.



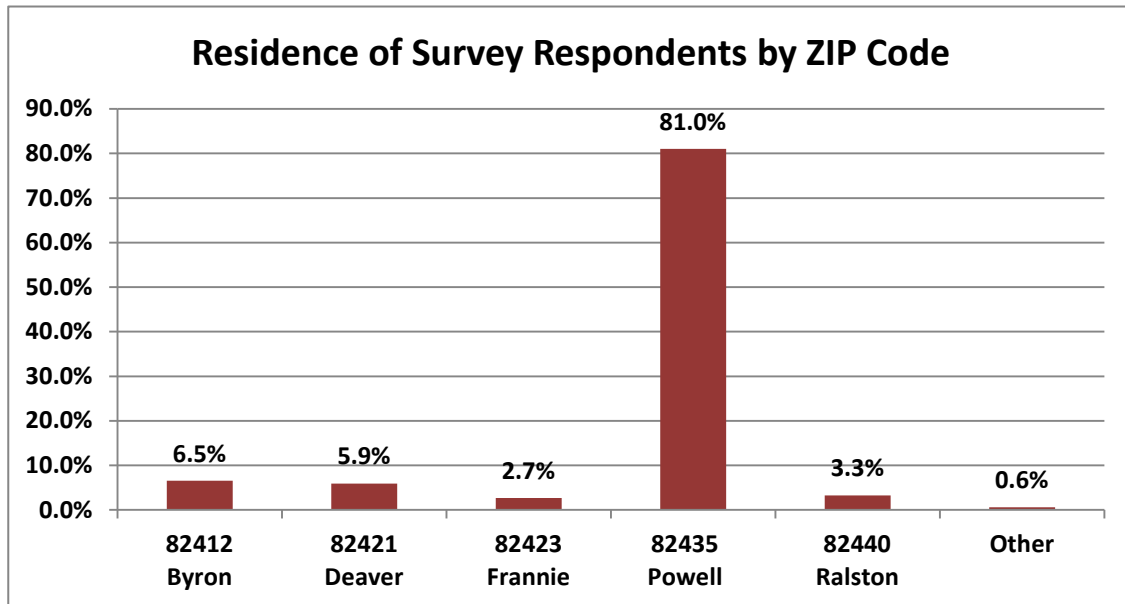
Household Size (Question 38)

Respondents were asked how many people lived in their household. A majority (54.9%, n=185) reported two, 22.2% (n=74) indicated only one, and 11.6% (n=39) indicated three or more.



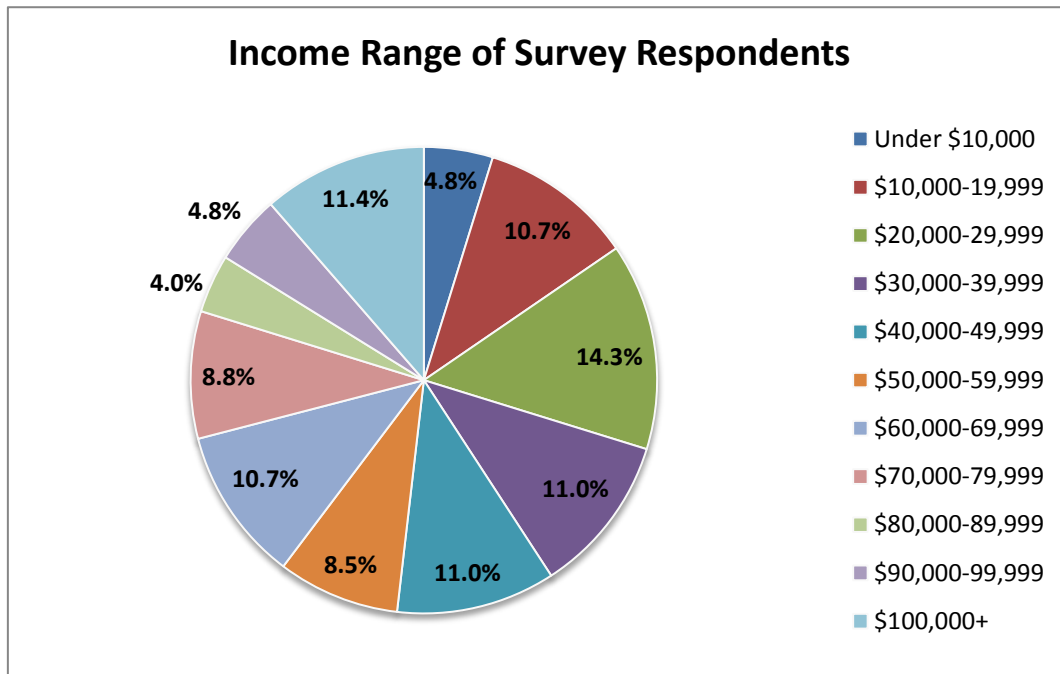
Residence by ZIP Code (Question 36)

A majority of the 360 respondents (81%, n=273) indicated they live in the Powell ZIP Code area. The percentage responses by ZIP Code are reflective of the population distribution in the service area.



Income (Question 43)

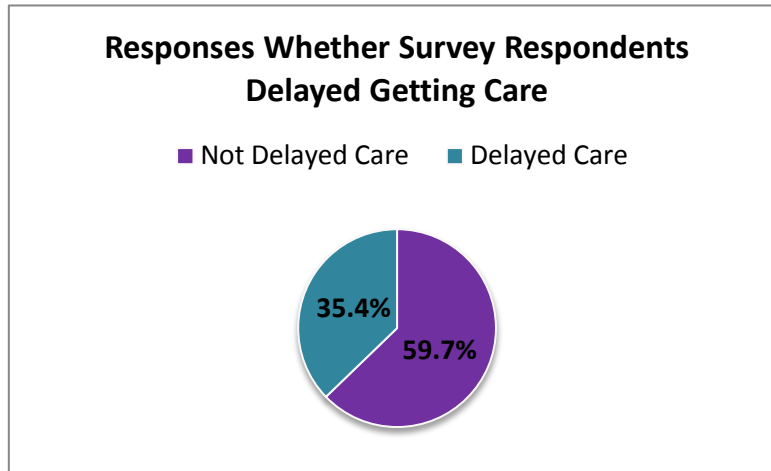
When asked about their income level, before taxes, 20.9% (n=72) of the respondents chose to leave the survey question blank. Among those who did respond, 4.8% (n=13) reported income of under \$10,000 and 11.4% (n=31) reported an income of over \$100,000.



Use of Health Care Services

Delay in Seeking Services (Questions 1, 2)

When respondents were asked whether they had ever needed health care services, but did not seek care or delayed seeking care, 59.7% (n=216), out of 362 who responded to the question, indicated they had not delayed seeking services, 35.4% (n=128) indicated that they had delayed seeking care.

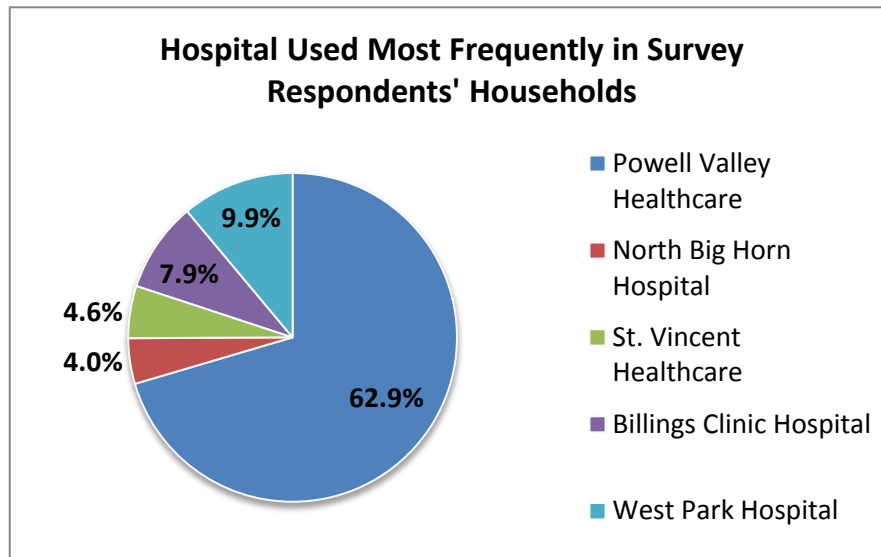


Of the respondents who said they did not seek health care services when they needed them, 41.9% (n=70) indicated the reason was “it cost too much.” (Note that respondents could select more than one option, so the percentages do not add to 100%.) The table below reflects reasons that scored over 10%.

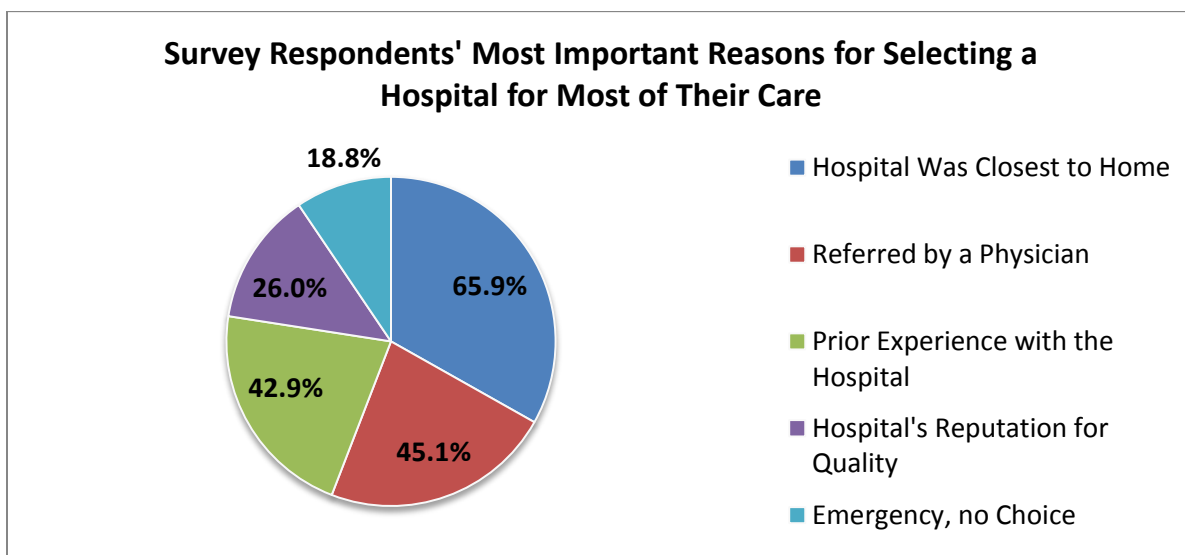
Reason	Count	Percentage
It cost too much	70	41.9%
Too long to wait for an appointment	47	28.1%
No insurance	35	21.0%
Could not get an appointment	34	20.4%
Other (see below)	30	18.0%
My insurance doesn't cover it	21	12.6%

Hospital Use (Questions 3, 4, 5)

Out of 363 respondents to this question, 78% (n=283) indicated they or someone in their household had received care in a hospital in the past three years. Among the respondents who indicated they had received care in a hospital in the last three years, 62.9% of them used Powell Valley Healthcare. The other hospitals utilized included West Park in Cody, WY (9.9%); Billings Clinic Hospital in Billings, MT (7.9%); St. Vincent Healthcare in Billings, MT (4.6%) and North Big Horn Hospital in Lovell, WY (4.0%).



The respondents indicated that their most important reasons for selecting the hospital they did were (in order of importance): the hospital was closest to their home (65.9%); they were referred by a physician (45.1%); they had prior experience with the hospital (42.9%); the hospital's reputation for quality (26.0%); and an emergency gave them no choice (18.8%).



Survey responses were analyzed to determine the relationship between the hospital that a respondent or a member of their household used for most of their hospital care, and the reasons for selecting that hospital. The chart below shows the results.

	Powell Valley Healthcare*	West Park Hospital	Billings Clinic Hospital	St. Vincent Healthcare	North Big Horn Hospital
#1 Reason for Selecting Hospital	Closest to home (90.0%, n = 171)	Referred by physician	Referred by physician	Referred by physician	Closest to home
#2 Reason for Selecting Hospital	Prior experience with the hospital (44.7%, n = 85)	Prior experience with the hospital	Hospital's reputation for quality	Hospital's reputation for quality	Prior experience with hospital
#3 Reason for Selecting Hospital	Referred by physician (40.5%, n = 77)	Hospital's reputation for quality	Prior experience with hospital	Prior experience with hospital	Hospital's reputation for quality

*Only responses for Powell Valley Healthcare are statistically significant.

Primary Care Use (Questions 6, 7, 8)

Out of 361 respondents to this question, 93.6% (n=338) indicated they or someone in their household had seen a primary care provider in the past three years.

Of the 349 respondents who had seen a primary care provider in the past three years, the majority, 60.5% (n=211), indicated their primary care provider was located at Powell Valley Clinic.

- Powell Valley Clinic (60.5%)
- Dr. Lyle Haberland, Powell (6.9%)
- VA-Community-Based Outpatient Clinic, Powell (6.6%)
- Heart Mountain Volunteer Medical Clinic, Powell (1.7%)
- Wyoming Migrant Health Program, Powell (0.6%)
- Other (17.5%):
 - North Big Horn Hospital, Lovell (13 responses)
 - Billings Clinic, Cody (23 responses)
 - Cody (3 responses)
 - SVPN, Cody (2 responses)
 - West Park (2 responses)
 - Dr. Lowther – Cody
 - Dr. Taberia's St. V. Cody
 - Jamerson BHCC
 - Yellowstone Medical Center, Billings

- Hardin, MT
- Walk-in Clinic
- Dr. Robert Chandler
- Private Practice

The primary reasons given for selecting their primary care provider were that the provider was closest to their home (47.9%) and the provider had appointment availability (35.2%). (Note that respondents could select more than one option.)

Reason	Count	Percentage
Closest to home	167	47.9%
Appointment availability	128	35.2%
Prior experience with the clinic	104	29.8%
Recommended by family and friends	79	22.6%
Provider accepted Medicare	73	20.9%
Clinic's reputation for quality	69	19.8%
Length of waiting room time	50	14.3%
Referred by other provider	48	13.8%

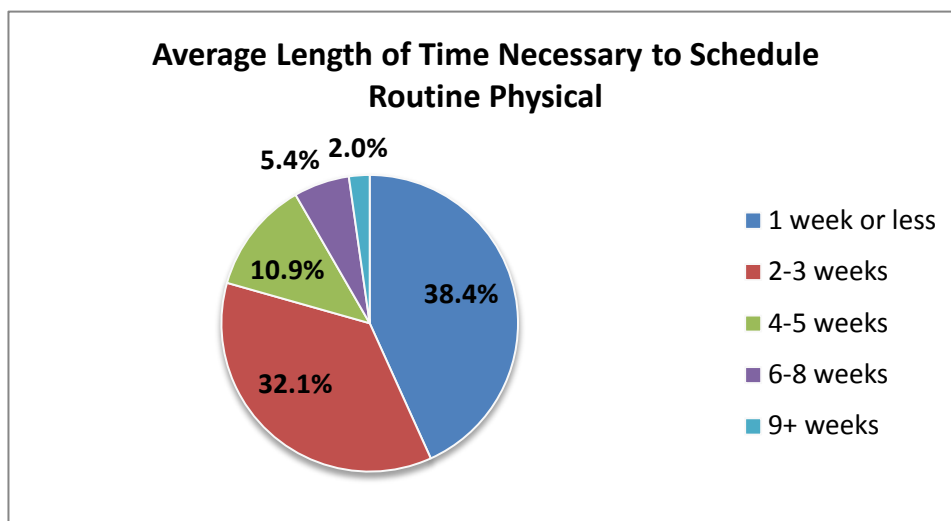
Responses were further analyzed to determine why respondents selected a particular primary care provider. The main reason clients of Powell Valley Clinic and Heart Mountain Volunteer Medical Clinic indicated they chose these facilities for care is because they are closest to home. Clients of Dr. Lyle Haberland indicated they chose him because of appointment availability. Clients of the Wyoming Migrant Health Program's reasons for choosing the clinic were evenly split between appointment availability and closest to home, whereas clients chose the VA Community-Based Outpatient Clinic due to the VA requirements. The table below outlines these results.

	Wyoming Migrant Health Program	VA Community-Based Outpatient Clinic	Powell Valley Clinic	Heart Mountain Volunteer Medical Clinic	Dr. Lyle Haberland
Appointment availability	50.0%	7.5%	13.1%	14.3%	21.2%
Clinic's reputation for quality	0.0%	1.9%	6.9%	4.8%	5.9%
Closest to home	50.0%	15.1%	24.2%	23.8%	12.9%
Cost of care	0.0%	0.0%	1.6%	4.8%	16.5%
Length of waiting room time	0.0%	1.9%	4.0%	0.0%	10.6%
Accepts Medicaid	0.0%	1.9%	3.0%	0.0%	1.2%
Accepts patients without insurance	0.0%	0.0%	1.6%	9.5%	3.5%

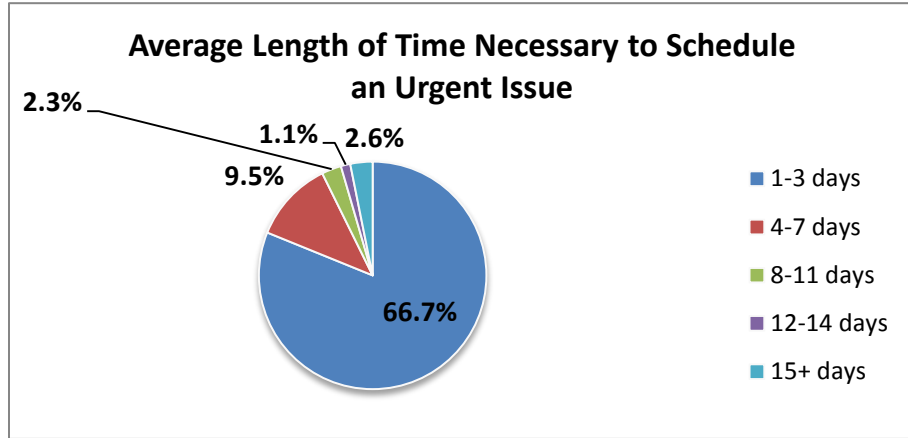
Recommended by family or friends	0.0%	5.7%	9.9%	4.8%	3.5%
Referred by physician or other provider	0.0%	5.7%	6.7%	4.8%	0.0%
Required by insurance plan	0.0%	0.0%	0.6%	0.0%	0.0%
VA/Military requirement	0.0%	35.8%	2.6%	0.0%	0.0%
Prior experience with clinic	0.0%	5.7%	12.9%	19.0%	10.6%
Accepts Medicare	0.0%	17.0%	8.3%	4.8%	7.1%
Other	0.0%	1.9%	4.6%	9.5%	7.1%

Scheduling Primary Care Appointments (Questions 9, 10)

Respondents were asked to identify the average length of time necessary to schedule a routine physical with their primary care provider. Of the 349 respondents, 38.4% (n=134) indicated it took 1 week or less.



Respondents were also asked to identify the average length of time necessary to schedule an appointment for an urgent issue with their primary care provider. Of the 348 respondents, 66.7% (n=232) indicated it took 1 to 3 days. A total of 50 respondents indicated N/A (not applicable) that may imply they have not had to schedule an urgent appointment.



Responses were further analyzed to determine the average length of time necessary to schedule an appointment for a routine physical, based on the respondent’s provider. It is interesting to note that the range of responses vary widely for Powell Valley Clinic, with the majority of respondents who use the clinic able to get an appointment within 2 to 3 weeks. The following table outlines the responses for the VA Community-Based Outpatient Clinic, the Powell Valley Clinic and Dr. Lyle Haberland.

	VA Community-Based Outpatient Clinic*	Powell Valley Clinic	Dr. Lyle Haberland
1 wk or less	57.1%	34.9%	95.5%
2-3 wks	28.6%	40.3%	4.5%
4-5 wks	9.5%	12.9%	0.0%
6-8 wks	4.8%	8.1%	0.0%
9+ wks	0.0%	3.8%	0.0%

*The number of responses for both WY Migrant Health Program and Heart Mountain Volunteer Medical Clinic were too low to record.

As noted in the table below, for an urgent issue, responses were consistent with those for a routine appointment.

	VA Community-Based Outpatient Clinic*	Powell Valley Clinic	Dr. Lyle Haberland
1-3 days	78.9%	76.3%	90.5%
4-7 days	15.8%	13.0%	9.5%
8-11 days	0.0%	4.7%	0.0%
12-14 days	5.3%	1.2%	0.0%
15+ days	0.0%	4.7%	0.0%

*The number of responses for both WY Migrant Health Program and Heart Mountain Volunteer Medical Clinic were too low to record.

Primary Care Use Outside of Powell (Question 11)

Respondents were asked, “If you routinely seek primary care outside of Powell, what are the reasons you do so?” Of the 346 respondents, 15.6% (n=45) indicated they did not seek care outside of Powell; another 13.0% (n=45) left this question blank. Of those indicating reasons, the most frequent responses included quality of physicians (25.1%, n=87), prior relationship with health care provider (23.1% n=80), and quality of staff (22.0%, n=76). Eighty seven (87) respondents (25.1%) selected the “other” option. While the survey provided 12 reasons that survey respondents could select for seeking care outside of Powell, the five highlighted in the table below represent the reasons selected most frequently. The other remaining seven responses all had responses below 7.0%. (Note that respondents could select all reasons that applied.)

Reason for Seeking Primary Care Outside of Powell	Percent
Quality of Physicians	25.1%
Prior Relationship With Provider	23.1%
Quality of Staff	22.0%
Quality of Equipment	13.3%
Other	25.1%

Preferred Types of Primary Care Providers (Question 12)

Respondents were asked what types of physicians and midlevel providers (physician’s assistants, nurse practitioners, and certified nurse midwives) they would consider utilizing for primary care. Respondents could rate the list of provider types as required, preferred, and acceptable, unacceptable, and no opinion. Among the physician types, family medical physicians were preferred by 44.7% (n=155) of the respondents, 30.0% preferred internal medicine. Very few respondents indicated that any of the physician or midlevel providers were unacceptable.

Specialty Care Use (Questions 13, 14, 15)

When asked if they had seen a health care specialist other than a primary care provider in the past three years, of the 360 respondents to this question, 80.8 % (n=291) responded that they had seen a specialist. The types of health care specialists most frequently mentioned were eye doctors (60.6%) and dentists (54.3%). Specialists indicated by at least 10% of respondents are listed below. (Note that respondents could select more than one option.)

Health Care Specialist Seen in Past Three Years	Percent
Eye Doctor	60.6%
Dentist	54.3%
Orthopedic Surgeon	27.4%
Chiropractor	25.2%
Radiologist	25.2%
Physical Therapist	23.0%

Cardiologist	18.0%
General Surgeon	17.7%
Dermatologist	17.0%
OB/GYN	16.7%
Urologist	12.0%

Respondents indicated that most of these specialists were seen in Powell (52.5%), but also at the Billings Clinic, Billings (24.7%), St. Vincent Healthcare, Billings (20.9%), West Park Hospital, Cody (15.6%), and Billings Clinic, Cody (14.4%). (Note that respondents could select more than one option, so the percentages do not add up to 100%.)

Preventive Care Use (Questions 16, 17)

Respondents were asked which preventive services they had used in the past five years. The 361 respondents could select all the options that applied. The most frequent responses were eye exams (78.9%, n=285), dental exams (63.2% n=228), routine physicals (62.9%, n=226), and routine blood pressure checks (59.6%, n=215). (Note that respondents could select more than one option.) Only those responses scoring over 10% are listed.

Preventive Services Used in Past Five Years	Percent
Eye Exam	78.9%
Dental Exam	63.2%
Routine Physical	62.6%
Routine Blood Pressure Check	59.6%
Mammography	55.1%
Cholesterol Check	54.6%
Blood Sugar Level Check	42.1%
Colonoscopy	36.0%
Pelvic Exam	35.5%
Prostate Exam	29.6%
Bone Density Screening	21.3%
Foot Screening	14.1%

For the respondents that did not receive preventive services in the past five years, the main reasons they indicated were that they could not afford it (n=35) they hadn't made time for it (n=16), and their insurance did not cover the services (n=14).

Quality of Services (Question 18)

Respondents were asked to rate the quality of several services available at Powell Valley Healthcare including the emergency room, laboratory, physical therapy, imaging/radiology, and surgery. For those respondents who used these services, the emergency room was rated "excellent" by 22.6% (n=80), the laboratory was rated excellent by 39.4% (n=141), physical therapy was rated excellent by 21.6% (n=76), imaging/radiology was rated excellent by 30.7% (n=110), and surgery was rated excellent by 21.0% (n=74).

Other Service Needs (Question 19)

When asked what other health services they would use if they were available locally, sixty-one respondents offered suggestions. Those services indicated by more than one or two respondents include:

- Psychiatry/child psychiatry (6 responses)
- Dermatology (5 responses)
- Eye doctor, eye surgeon (4 responses)
- Cancer treatment/oncology (4 responses)
- Pediatric specialties/pediatric dentistry (4 responses)

Four respondents indicated they would like to be able to see any provider without having to wait as long to schedule an appointment. Four indicated they would just like to see more affordable options for Medicaid coverage.

Use of Dental Services (Question 20)

Respondents were asked, “If you or a member of your household have NOT received dental services within the last year, why not?” Respondents could check all that applied. Of the 351 responses, 36.2% (n=127) indicated the question was not applicable because they have received dental services. Another 33.3% (n=117) left this question blank. Of the remaining 201 responses, the top three reasons are included in the table below.

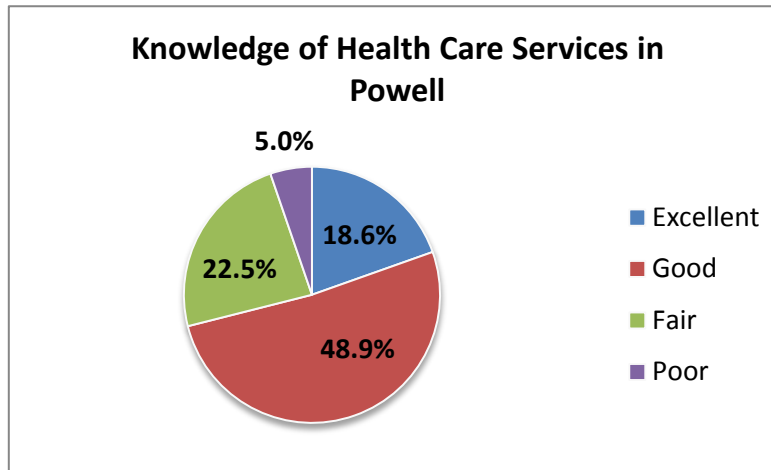
Reason for Not Receiving Dental Services Within Last Year	Percent
It costs too much	16.8%
Do not have insurance	15.4%
My insurance does not cover these services	10.0%

Use of Mental Health Services (Question 21)

Respondents were asked, “If you or a member of your household have NOT received mental health services within the last year, why not?” Respondents could check all that applied. Of the 357 responses, 42.9% (n=153) indicated “other,” with the majority of explanations being that the respondent had no need for mental health services. Another 34.7% (n=124) left this question blank. The third highest response was “not applicable – we have received mental health services” with 14.6% (n=52) of respondents selecting this choice.

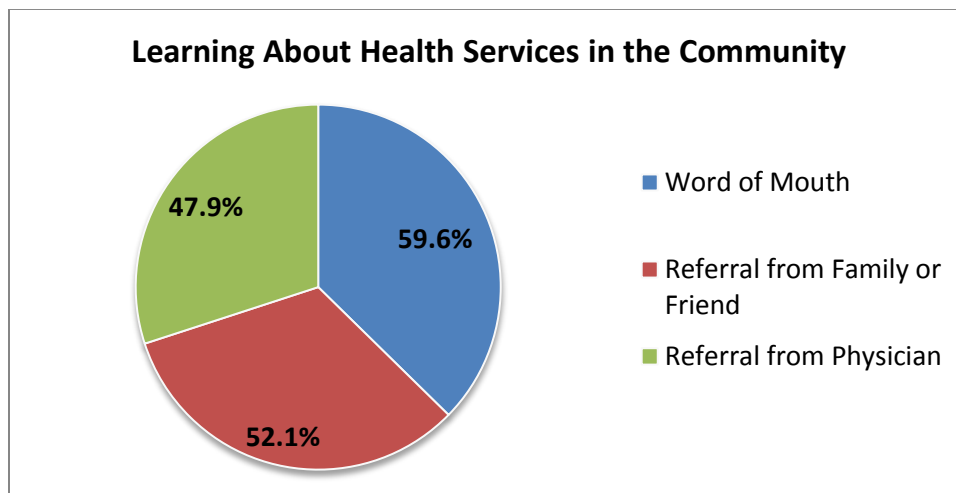
Awareness of Services (Question 22)

When asked to rate their knowledge of the health care services available in Powell, 18.6% (n= 67) of the respondents rated their knowledge as excellent, 48.9% (n=176) rated it good, 22.5% fair, and only 5% (n=18) rated their knowledge as poor.



Learning About Health Services in the Community (Question 23)

Among the 361 respondents to a question about how they learn about health services in their community, most respondents indicated they relied on word of mouth (59.6%, n=215), referral from family or friend (52.1%, n=188), or referral from physician (47.9%, n=173). (Note that the respondents could select all that applied.)



The following table identifies respondents' knowledge of services available, based on where they receive their knowledge. Those that rated their health care knowledge as excellent or good predominantly received information from their physician, by word of mouth, or through a family member or friend.

	Excellent	Good	Fair	Poor
Yellow pages	5.3%	6.2%	7.0%	9.7%
Word of mouth	22.9%	26.3%	26.2%	32.3%
Referral from family/friend	19.4%	22.9%	25.6%	25.8%
Presentations	1.8%	1.4%	1.7%	0.0%
Newspaper	12.4%	12.8%	14.0%	12.9%
Website/Internet	1.8%	2.1%	0.6%	0.0%
Radio	4.7%	4.3%	5.2%	3.2%
Television	1.8%	0.5%	0.6%	0.0%
Referral from physician	23.5%	21.7%	16.9%	12.9%
Other	6.5%	1.8%	2.3%	3.2%

Use of Other Community Health Resources (Question 24)

Respondents were asked what other local health resources they had used in the past three years. The resources most frequently listed were pharmacy (78.1%, n=281), dentist (70.0%, n=252), and optometrist (53.6%, n=193). Health resources that scored over 10.0% are highlighted in the table below. (Note that respondents could select all that applied.)

Health Resources Used in the Past Three Years	Percent
Pharmacy	78.1%
Dentist	70.0%
Optometrist	53.6%
Chiropractor	31.7%
Health Food Store	22.8%
Massage Therapy	14.7%
County Health	12.8%
Senior Center	11.4%

Educational Programs Needed (Questions 25, 26, 27)

When asked if they would attend educational programs if offered, 48.5% of the respondents indicated they would, 27.0% said they would not, and 23.1% left this question blank. When asked, "If Powell Valley Healthcare were to provide educational classes and programs, which would you be most interested in?" of the 242 respondents who indicated topics, the most frequently suggested topics were weight loss (24.4%, n=88), fitness (23.9%, n=86), and health and wellness (22.5%, n=81). (Note that respondents could select all options that applied.)

Educational Programs Respondents Were Interested In	Percent
Weight Loss	24.4%
Fitness	23.9%
Health and Wellness	22.5%
Women's Health	17.8%
Alzheimer's Disease	15.6%
Nutrition	15.6%
Heart Disease	13.1%
Men's Health	12.8%
Diabetes	12.5%

Among those respondents who indicated a preference for the timing of educational programs, most indicated they preferred them scheduled in the evening (40.9%) versus lunch time (29.7%).

The following table identifies what classes/programs respondents would actually attend if offered by PVHC. Nearly 48% (47.9%) of respondents did not respond to the question regarding interest in educational classes/programs, which indicates they were likely NOT willing to attend. For those respondents that did express an interest, the educational classes/programs they preferred are listed in the following table with their corresponding percentages. The top three educational classes/programs are highlighted.

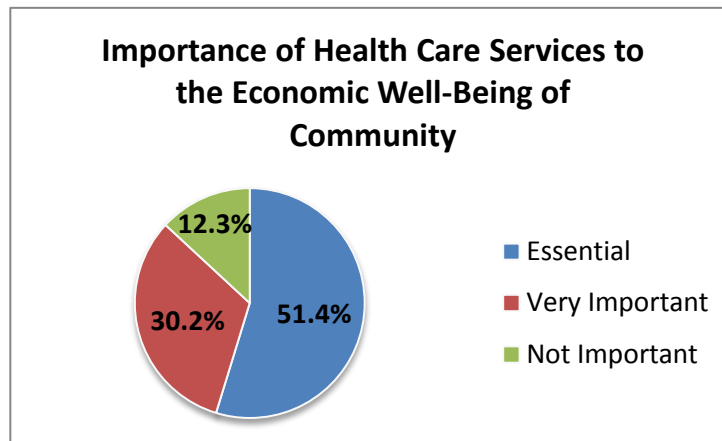
Educational Classes/Programs	% of Respondents Who Would Attend Class/Program
Weight Loss	11.5%
Fitness	11.2%
Health & Wellness	10.0%
Women's Health	8.1%
Alzheimer's Disease	7.1%
Nutrition	6.8%
Heart Disease	6.1%
Diabetes	5.5%
CPR	5.1%
Support Groups	3.8%
Mental Health	3.2%

Grief Counseling	3.1%
Men's Health	3.1%
Cancer	3.1%
Smoking Cessation	2.5%
Pulmonary Health	2.3%
Parenting	1.4%
Alcohol/Substance Abuse	1.1%
Prenatal	0.8%
Other	0.8%
Asbestos	0.6%

Community Health Needs

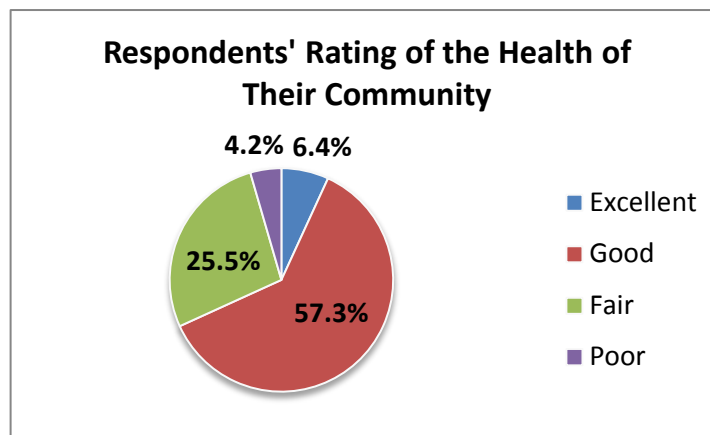
Importance of Health Care Services (Question 28)

When asked how important local health care services are to the economic well-being of the area, approximately half, 51.4% (n=184), of the 358 respondents said essential.



Community Health Rating (Question 29)

Respondents were asked to rate the health of their community. Of the 361 respondents, 57.3% (n=207) rated their community health good, 25.5% fair, and 6.4% excellent.



Health Concerns (Question 29)

Respondents were asked to indicate the most serious health concerns for their community. They could select up to three options. The three concerns cited most frequently were alcohol/substance abuse, cancer, and obesity. Note that only those options indicated by at least 10% of the respondents are listed below.

Health Concerns	Percent
Alcohol/Substance Abuse	44.3%
Cancer	33.0%
Obesity	31.9%
Lack of Exercise	23.5%
High Blood Pressure	16.9%
Tobacco Use	16.6%
Diabetes	16.1%
Poor Nutrition	15.0%
Heart Disease	13.9%
Lack of Access to Health Care	11.9%
Alzheimer's Disease	10.2%

Determinants of Health (Question 31)

Respondents were asked to select up to three factors they believed were most important for a healthy community. The three factors indicated most frequently were access to health care and other services; good jobs and a healthy economy; and good schools. Note that only the factors indicated by at least 12% of respondents are listed below.

Factors Important for Healthy Community	Percent
Access to health care and other services	55.0%
Good jobs and a healthy economy	48.3%
Good schools	34.4%
Religious or spiritual values	28.9%
Healthy behaviors and lifestyles	28.1%
Strong family life	26.7%
Affordable housing	18.6%
Low crime/safe neighborhoods	15.3%
Youth recreational activities	11.9%

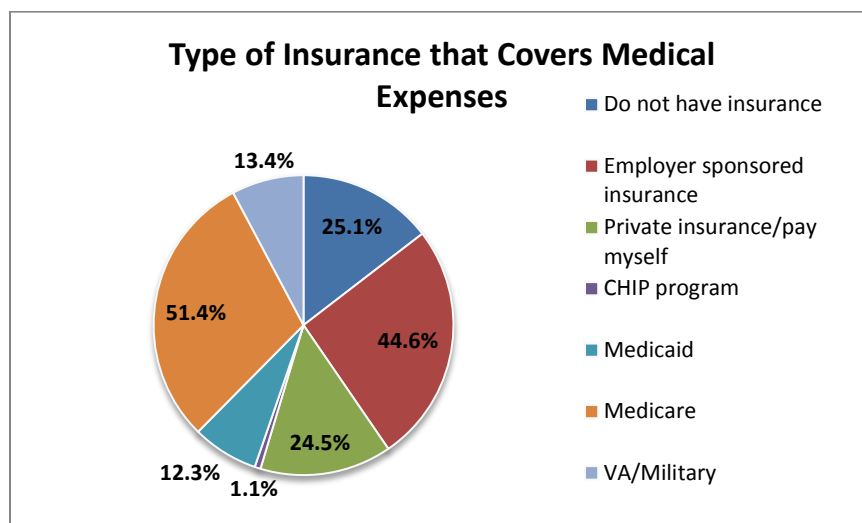
Changes to Improve Community Health (Question 32)

Respondents were asked what changes would be most feasible and most likely to improve their community's health. They were instructed to select up to five options. The top five responses are highlighted in the table below. Note that only options that were selected by at least 15% of the respondents are listed below.

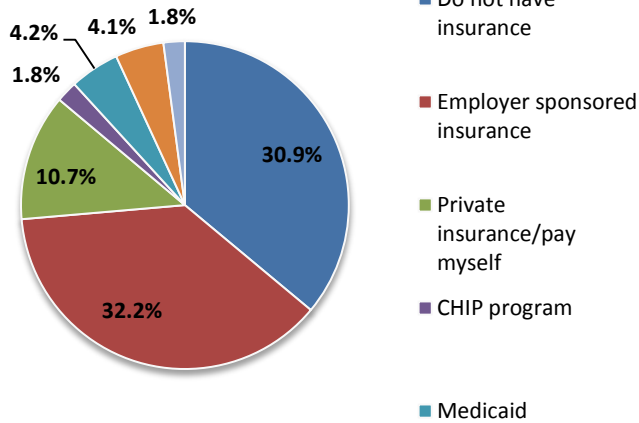
Changes to Improve Community Health	Percent
More primary care providers	37.5%
More specialists	33.1%
Clinic open on weekends	26.9%
Better coordination or linkages with larger hospitals	23.1%
Greater health education services	21.4%
Access to private health insurance	17.2%
Transportation assistance	16.4%
Clinic open longer hours	16.1%
More alternative medicine providers	16.1%

Types of Insurance Coverage (Question 33)

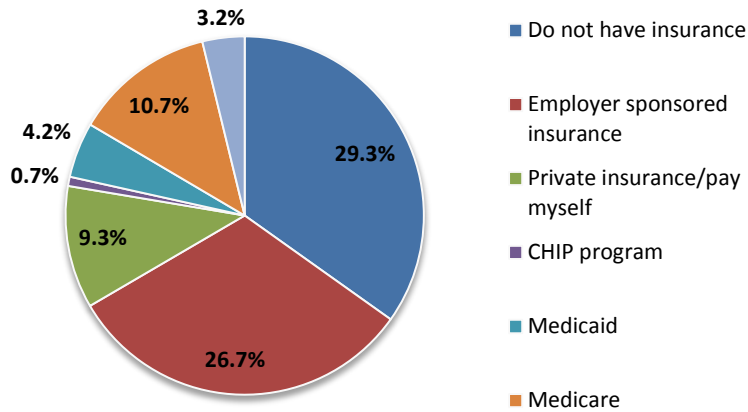
The charts below indicate the types of insurance respondents reported having for medical, dental, vision, and prescription services. Twenty-five percent of respondents do not have medical insurance, 31% have no dental insurance, 30% do not have insurance that covers vision, and 23% do not have insurance that covers prescription drugs.

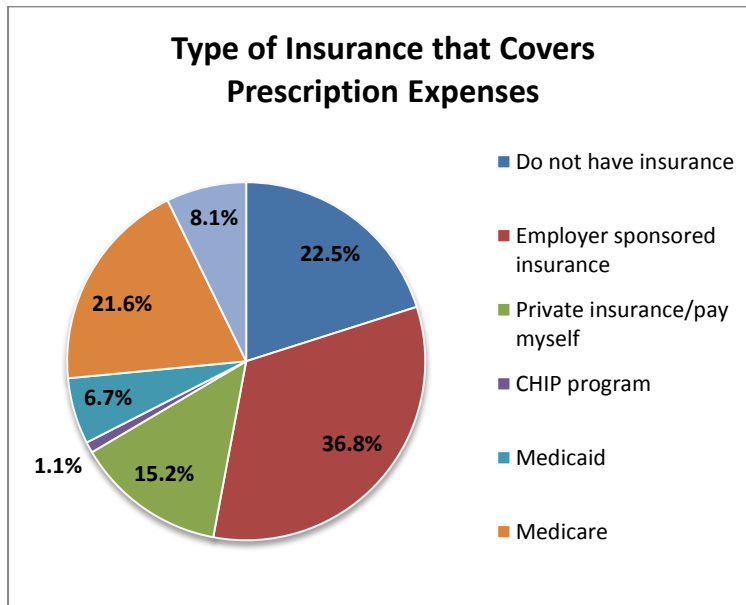


Type of Insurance that Covers Dental Expenses



Type of Insurance that Covers Vision Expenses



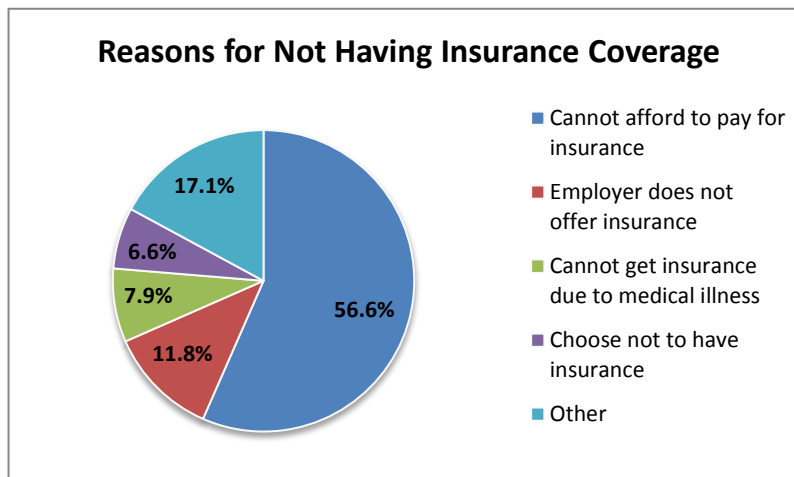


Quality of Insurance Coverage (Question 34)

Respondents were asked how well they thought their insurance covered their health care costs. Of the 359 respondents, 40.9% (n=147) said the cost coverage of their insurance was good, 22.8% (n=82) said excellent, 12.8% (n=46) said fair, and 11.1% (n=40) said poor.

Reasons for Not Having Insurance Coverage (Question 35)

Of the 310 responses to this question, 80.3% of respondents (n=249) left this question blank. Given the wording of this question, the assumption is that those who left this question blank have insurance. Of the 76 respondents who indicated reasons for not having insurance coverage, the reason most selected was “cannot afford to pay for insurance.” (Note that respondents could select all that applied.)



The comments in the “other” category included “have insurance but it is extremely expensive,” “cannot afford for entire family,” and “self-employed.”

Community Health Care Needs Assessment

Powell, Wyoming

INSTRUCTIONS: When responding to questions, please place an X or a check mark ✓ in the box next to your answer. Please return your completed survey in the enclosed postage-paid envelope. *If you need assistance filling out this survey, please contact Caitlin Hungate at 1-877-371-0750 (toll free number).* **All responses will be kept confidential.**

Please return your completed survey by December 12.

Use of Health Care Services

1. 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 or delayed getting medical services?

Yes

No (If no, skip to question 3.)

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

Could not get an appointment

Could not get off work

Too nervous or afraid

Too long to wait for an appointment

Didn't know where to go

Language barrier

Office wasn't open when I could go

It was too far to go

Transportation problems

Unsure if services were available

My insurance didn't cover it

Other _____

Had no one to care for the children

No insurance

It cost too much

Not treated with respect

3. In the past three years, have you or a member of your household received care in a hospital (i.e., hospitalized overnight, day surgery, obstetrical care, rehabilitation, radiology, laboratory, or emergency care)?

Yes

No (If no, skip to question 6.)

4. If yes, which hospital does your household use the MOST for hospital care? (**Please select only ONE.**)

Powell Valley Healthcare - Powell, WY

North Big Horn Hospital - Lovell, WY

West Park Hospital - Cody, WY

St. Vincent Healthcare - Billings, MT

Billings Clinic Hospital - Billings, MT

Other Hospital _____

5. Thinking about the hospital you used most frequently, what were the **three most important** reasons for selecting that hospital? (**Select 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 or friends

Emergency, no choice

Referred by physician

Shopping opportunities

Other _____

6. In the past three years, have you or a household member seen a primary health care provider, such as a family physician, physician assistant or nurse practitioner for health care services?

Yes

No (If no, skip to question 13.)

7. Where does that primary health care provider practice? (Please select only ONE.)

Wyoming Migrant Health Program, Powell

Heart Mountain Volunteer Medical Clinic, Powell

VA Community-Based Outpatient Clinic (located at Powell Valley Clinic)

Powell Valley Clinic

Dr. Lyle Haberland, Powell

Other _____

8. Why did you select the primary care provider you are currently seeing? (Select all that apply.)

Appointment availability

Recommended by family or friends

Clinic's reputation for quality

Referred by physician or other provider

Closest to home

Required by insurance plan

Cost of care

VA/Military requirement

Length of waiting room time

Prior experience with clinic

Accepts Medicaid

Accepts Medicare

Accepts patients without insurance

Other _____

9. What is the average length of time necessary to schedule an appointment for a routine physical with your primary care provider?

1 week or less

2-3 weeks

4-5 weeks

6-8 weeks

9+ weeks

Not applicable

10. What is the average length of time necessary to schedule an appointment with your primary care provider for an urgent issue?

1-3 days

4-7 days

8-11 days

12-14 days

15+ days

Not applicable

11. If you routinely seek primary health care outside of Powell, what are the reasons you do so? (Select all that apply.)

Cost of care

More privacy

Closest to home

Required by insurance plan

Closest to work

VA/Military requirement

Quality of equipment

Quality of physicians

Quality of staff

I/we do not use health care outside of Powell

Prior relationship with health care provider

Other _____

12. Which of the following primary health care providers would you consider utilizing for your routine care?

	Required	Preferred	Acceptable	Unacceptable	No Opinion
Family Medicine Physician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internal Medicine Physician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OB/GYN	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pediatrician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physician's Assistant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nurse Practitioner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Certified Nurse Midwife	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. In the past three years, have you or a household member seen a health care specialist (other than your primary care provider) for health care services?

- Yes No (If no, skip to question 16.)

14. What type of health care specialist did you see? (Select all that apply.)

- | | | |
|--|---|---|
| <input type="checkbox"/> Acupuncturist | <input type="checkbox"/> Allergist | <input type="checkbox"/> Cardiologist |
| <input type="checkbox"/> Chiropractor | <input type="checkbox"/> Dentist | <input type="checkbox"/> Dermatologist |
| <input type="checkbox"/> Diabetic educator | <input type="checkbox"/> Dietitian | <input type="checkbox"/> Endocrinologist |
| <input type="checkbox"/> ENT (ear/nose/throat) | <input type="checkbox"/> Eye doctor | <input type="checkbox"/> Gastroenterologist |
| <input type="checkbox"/> General surgeon | <input type="checkbox"/> Mental health professional | <input type="checkbox"/> Naturopathic physician |
| <input type="checkbox"/> Nephrologist | <input type="checkbox"/> Neurologist | <input type="checkbox"/> Neurosurgeon |
| <input type="checkbox"/> OB/GYN | <input type="checkbox"/> Occupational therapist | <input type="checkbox"/> Oncologist |
| <input type="checkbox"/> Orthopedic surgeon | <input type="checkbox"/> Pain management | <input type="checkbox"/> Pediatrician |
| <input type="checkbox"/> Physical therapist | <input type="checkbox"/> Podiatrist | <input type="checkbox"/> Pulmonologist |
| <input type="checkbox"/> Radiologist | <input type="checkbox"/> Rheumatologist | <input type="checkbox"/> Speech therapist |
| <input type="checkbox"/> Urologist | | <input type="checkbox"/> Other _____ |

15. Where did you see the specialist? (Select all that apply.)

- | | |
|--|--|
| <input type="checkbox"/> Powell Valley Clinic, Powell | <input type="checkbox"/> Billings Clinic, Billings |
| <input type="checkbox"/> St. Vincent Healthcare, Billings | <input type="checkbox"/> Billings Clinic, Cody |
| <input type="checkbox"/> St. Vincent Healthcare, Cody | <input type="checkbox"/> West Park Hospital, Cody |
| <input type="checkbox"/> North Bighorn Hospital Clinic, Lovell | <input type="checkbox"/> Other _____ |

16. Which of the following preventive services have you used in the past five years? (Select all that apply.)

- | | | |
|--|---|---|
| <input type="checkbox"/> Mammography | <input type="checkbox"/> Colonoscopy | <input type="checkbox"/> Routine blood pressure check |
| <input type="checkbox"/> Eye exam | <input type="checkbox"/> Prostate (PSA) | <input type="checkbox"/> Cholesterol check |
| <input type="checkbox"/> Routine physical | <input type="checkbox"/> Pelvic exam | <input type="checkbox"/> None |
| <input type="checkbox"/> Blood sugar level check | <input type="checkbox"/> Dental exam | <input type="checkbox"/> Foot screening |
| <input type="checkbox"/> Bone density screening | <input type="checkbox"/> Carotid ultrasound | <input type="checkbox"/> Other _____ |

17. If you have not used any preventive services, why not?

- Can't afford it Don't believe in it Didn't know it was available locally
 Services not covered by my insurance Haven't made the time Other _____

18. The following services are available at Powell Valley Healthcare. If you have used any of these services, please rate the overall quality for each service. (**Please mark DK if you have not used the service.**)

	<i>Excellent = 4</i>	<i>Good = 3</i>	<i>Fair = 2</i>	<i>Poor = 1</i>	<i>Don't Know = DK</i>
Emergency Room	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> DK
Laboratory	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> DK
Physical therapy	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> DK
Imaging/Radiology	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> DK
Surgery	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> DK

19. What additional health care services would you use if they were available locally?

20. If you or a member of your household have **NOT** received dental services within the last year, why not? (**Select all that apply.**)

- Not applicable – we have received dental services Transportation problems
 Cannot get an appointment Too nervous or afraid
 Do not have insurance Cannot find a provider that accepts my insurance
 My insurance does not cover these services It cost too much
 Other _____

21. If you or a member of your household have **NOT** received mental health services within the last year, why not? (**Select all that apply.**)

- Not applicable – we have received mental health services Transportation problems
 Cannot get an appointment Too nervous or afraid
 Do not have insurance Cannot find a provider that accepts my insurance
 My insurance does not cover these services It cost too much
 Other _____

Awareness of Services

22. How do you rate your knowledge of the health services that are available **in Powell?**

Excellent Good Fair Poor

23. How do you learn about the health services available in your community? **(Select all that apply.)**

- Yellow pages Presentations Radio Television
- Word of mouth Newspaper Website/Internet Referral from physician
- Referral from family/friend Other _____

24. Which local health resources, other than the hospital or a physician's clinic, have you used in the last three years? **(Select all that apply.)**

- Pharmacy County Health Dentist Optometrist
- Mental Health Senior Center Acupuncture Chiropractor
- Massage Therapy Health Food Store Health Club Home Oxygen Services
- Other _____

25. If Powell Valley Healthcare were to provide educational classes/programs to the community, which would you be the most interested in? **(Select all that apply.)**

- Alcohol/substance abuse Fitness Parenting Men's health
- Alzheimer's disease Heart disease Smoking cessation Cancer
- Mental health Weight loss Diabetes Nutrition
- Health and wellness Prenatal CPR Support groups
- Asbestos Grief counseling Women's health Pulmonary health
- Other _____

26. Would you attend the educational classes/programs you identified if they were offered?

- Yes No

If yes, which time period would you prefer?

- evening or the noon hour

Community Health

27. In your opinion, how important are local health care services to the economic well-being of the local area?

- Essential Very important Important Not important

28. How would you rate the health of your community?

- Excellent Good Fair Poor

29. In the following list, what do you think are the **three most serious** health concerns in your community? (**Select 3 that apply.**)

- | | | | |
|--|--|--|---|
| <input type="checkbox"/> Alcohol/substance abuse | <input type="checkbox"/> Lack of access to health care | <input type="checkbox"/> Lack of exercise | <input type="checkbox"/> Obesity |
| <input type="checkbox"/> Influenza and pneumonia | <input type="checkbox"/> Lack of dental care | <input type="checkbox"/> Domestic violence | <input type="checkbox"/> Poor nutrition |
| <input type="checkbox"/> Child abuse/neglect | <input type="checkbox"/> Mental health issues | <input type="checkbox"/> Heart disease | <input type="checkbox"/> Diabetes |
| <input type="checkbox"/> Motor vehicle accidents | <input type="checkbox"/> Asbestos related disease | <input type="checkbox"/> Tobacco use | <input type="checkbox"/> Suicide |
| <input type="checkbox"/> Respiratory disease | <input type="checkbox"/> Alzheimer's disease | <input type="checkbox"/> Cancer | <input type="checkbox"/> Dementia |
| <input type="checkbox"/> High blood pressure | <input type="checkbox"/> Stroke | <input type="checkbox"/> Kidney disease | <input type="checkbox"/> Other _____ |

30. Select the **three** items below that you believe are **most important** for a healthy community: (**Select 3 that apply.**)

- | | | |
|---|---|--|
| <input type="checkbox"/> Access to health care & other services | <input type="checkbox"/> Good schools | <input type="checkbox"/> Religious or spiritual values |
| <input type="checkbox"/> Affordable housing | <input type="checkbox"/> Healthy behaviors & lifestyles | <input type="checkbox"/> Strong family life |
| <input type="checkbox"/> Arts & cultural events | <input type="checkbox"/> Low crime/safe neighborhoods | <input type="checkbox"/> Tolerance for diversity |
| <input type="checkbox"/> Clean environment | <input type="checkbox"/> Low death & disease rates | <input type="checkbox"/> Youth recreation/activities |
| <input type="checkbox"/> Community involvement | <input type="checkbox"/> Low level of domestic violence | <input type="checkbox"/> Parks & recreation |
| <input type="checkbox"/> Good jobs & healthy economy | | <input type="checkbox"/> Other _____ |

31. What changes would be most feasible and most likely to improve your community's access to health care? (**Select up to five.**)

- | | |
|--|--|
| <input type="checkbox"/> Greater health education services | <input type="checkbox"/> More cultural sensitivity |
| <input type="checkbox"/> More specialists | <input type="checkbox"/> Transportation assistance |
| <input type="checkbox"/> More mental health providers | <input type="checkbox"/> Clinic open longer hours |
| <input type="checkbox"/> More primary care providers | <input type="checkbox"/> Clinic open on weekends |
| <input type="checkbox"/> More alternative medicine providers | <input type="checkbox"/> Access to private health insurance |
| <input type="checkbox"/> Access to Medicaid | <input type="checkbox"/> Better coordination or linkages with larger hospitals |
| <input type="checkbox"/> Telemedicine | <input type="checkbox"/> Certified nurse midwifery services |
| | <input type="checkbox"/> Other _____ |

Health Insurance

32. What types of insurance cover the medical expenses for members of your household? (Select all that apply.)

	Medical	Dental	Vision	Prescription
Do not have insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employer sponsored insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Private Insurance/pay myself	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CHIP program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medicaid	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medicare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VA/Military	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Please specify:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

33. How well do you think your health insurance covers your health care costs?

- Excellent Good Fair Poor

34. If you **do NOT** have medical insurance, why not? (Select all that apply.)

- Cannot afford to pay for insurance Employer does not offer insurance
 Cannot get insurance due to medical issues Choose not to have insurance
 Other _____

Demographics *All information is kept confidential, and your identity is not associated with any answers.*

35. Where do you currently live by zip code?

- 82412 82421 82423 82435 82440 Other _____

36. How long have you lived in the area?

- 0-5 years 6-10 years 11-15 years 16-20 years 21+ years

37. How many people, including yourself, live in your household?

- 1 2 3 4 5 6 7+

38. What is your gender?

- Male Female

39. What is your age?

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

40. What is your employment status?

- | | | |
|---|--|---|
| <input type="checkbox"/> Work full time | <input type="checkbox"/> Student | <input type="checkbox"/> Not currently seeking employment |
| <input type="checkbox"/> Work part time | <input type="checkbox"/> Disabled | <input type="checkbox"/> Seasonal |
| <input type="checkbox"/> Retired | <input type="checkbox"/> Unemployed, but looking | <input type="checkbox"/> Other _____ |

41. Among the members of your household, what is the highest school grade completed?

- | | | |
|--|--|---|
| <input type="checkbox"/> Less than high school | <input type="checkbox"/> Some college, but no degree | <input type="checkbox"/> Four-year college degree |
| <input type="checkbox"/> Completed high school | <input type="checkbox"/> Two-year college degree | <input type="checkbox"/> Advanced degree (graduate or professional) |

42. What is your household income before taxes? (Optional)

- | | | | |
|--|--|--|--|
| <input type="checkbox"/> Under \$10,000 | <input type="checkbox"/> \$30,000-39,999 | <input type="checkbox"/> \$60,000-69,999 | <input type="checkbox"/> \$90,000-99,999 |
| <input type="checkbox"/> \$10,000-19,999 | <input type="checkbox"/> \$40,000-49,999 | <input type="checkbox"/> \$70,000-79,999 | <input type="checkbox"/> \$100,000+ |
| <input type="checkbox"/> \$20,000-29,999 | <input type="checkbox"/> \$50,000-59,999 | <input type="checkbox"/> \$80,000-89,999 | |

Please return your completed survey in the provided postage-paid envelope, or by mail to:

**JSI
1725 Blake Street, Suite 400
Denver, CO 80202**

Please return your completed survey by December 12.

Thank you very much for your time!

Please note that all information will remain confidential.