



# COMMUNITY HEALTH NEEDS ASSESSMENT

2014

Hardin County General Hospital and Clinic

January 31, 2014

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This Community Health Needs Assessment provides the foundation for Hardin County General Hospital and other local organizations to strategically plan services and improve the health of the community we serve.

## Introduction

### HARDIN COUNTY GENERAL HOSPITAL

Hardin County General Hospital is a 25 bed, non-profit, Critical Access Hospital licensed by Illinois Department of Public Health and is a member of the Illinois Hospital and Health Systems Association. The full scope of patient care is provided only by those professionals who are also competent to assess patients and plan of care based on findings from that assessment.

Scope of services include:

- 24 hour emergency room coverage by (3) physicians and (1) Family nurse practitioner-board certified.
- We have (7) nurses that are ACLS certified; (5) are trauma nurse certified and (8) nurses that have Pediatric Advanced Life Support certification.

Other scope of services include:

- Respiratory
- Radiology
- Ultrasound
- Rehabilitation Therapy
- CAT Scan
- MRI
- Mammography
- Social Service
- Swing Bed

Hardin County General Hospital & Clinic accepts patients regardless of ability to pay.

- Our Charity Care visits for FY 2013 totaled 119 which resulted in a loss of \$642,320 gross charges in charity care.

Patient census for Fiscal Year 2013:

- 837 discharges.
- 17,385 patients served in outpatient, including:
- Over 5,000 emergency room visits.

### COMMUNITY SERVED BY HOSPITAL

Target population served, based on demographics from the 2010 U.S. Census, is approximately 8530 residents.

- An average of 21% of our target population is 65 years of age and over as compared to 13% of the U.S. average.

- Age distribution under 18 years of age is 20.4% for Hardin County and 18% for Pope County with State of Illinois being 24% under 18 years of age.
- Median income averages \$33,625 with State average of \$55,735.
- An average of 18% of our population is below the poverty level.
- Unemployment rate for our population is approximately 13% as compared to the State of Illinois which is 9.5%.

## PURPOSE

The Patient Protection and Affordable Care Act enacted March 23, 2010, added new requirements that hospital organizations must satisfy in order to be described in section 501(c)(3). Two of these requirements for hospitals are to assess the health needs of their communities and adopt implementation strategies to address identified needs.

In addition to compliance with this Act, establishing the community's health needs help to prioritize resource allocation and to determine what services are currently available in our area and how we can coordinate activities with other agencies. The process of a community health needs assessment also ensures that needs are identified, efforts are not duplicated, and that the correct agencies to handle specific issues are involved in the process.

## Executive Summary

To identify ways the Hardin County General Hospital (HCGH) can help improve the health of its community and in response to the Affordable Care Act, HCGH has conducted a Community Health Needs Assessment. Through a focus group with key community members, surveys, and research we have been able to find insight into the needs of our area.

The most prevalent needs identified were obesity-related issues, substance abuse, and access to specialty physicians including mental health services.

- Thirty percent of Hardin and Pope County residents are considered obese. Obesity and the many health problems and diseases associated with it have a major impact on our community.
- Forty five percent of survey respondents express a need for better access to specialty physicians. Forty two percent of survey respondents identify a need for better access to mental health services.
- The 2011 Illinois State Police Annual Report shows Hardin County has a higher rate of drug arrests than the state average and 45% of survey respondents identify a need for community education about substance abuse.

HCGH will use its resources and services and partner with other community organizations to best meet the needs related to these issues.

## Process/Methodology

### ASSESSMENT TOOLS & PROCESS

The community health needs assessment describes both a document and a process. The elements of Hardin County General Hospital's process include:

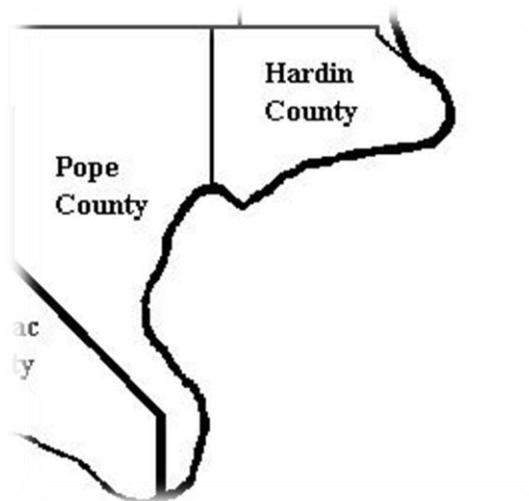
1. Collection and analysis of a large range of data, including demographic, socioeconomic and health statistics, health care resources, patient use rates and proprietary financial data.
2. Focus group with vested informants who represent broad interests of the community and people with specialized knowledge in public health.
3. A multi-factor health survey which gathered a wide range of information from a wide distribution to members of the community.

This document is a summary of the available information collected during the initial cycle of community health needs assessments required by the IRS. It will serve as a compliance document and as a resource until the next assessment cycle. Both the process and document serve as the foundation for prioritizing the community's health needs and will aid in planning to meet those needs.

## Profiling the Community

### DEMOGRAPHICS

Map of Hardin and Pope Counties in Illinois



### Vital Statistics of Hardin and Pope Counties in Illinois.

	Hardin County	Pope County
Population, 2012 estimate	4,258	4,272
Population, percent change, April 1, 2010 to July 1, 2012	-1.40%	-4.40%

Population, 2010	4,320	4,470
Persons under 5 years, percent, 2012	5.40%	3.90%
Persons under 18 years, percent, 2012	20.60%	18.60%
Persons 65 years and over, percent, 2012	21.70%	20.70%
Female persons, percent, 2012	49.60%	47.50%
White alone, percent, 2012	97.30%	91.30%
Black or African American alone, percent, 2012	0.50%	6.80%
Hispanic or Latino, percent, 2012	1.60%	1.70%
High school graduate or higher, percent of persons age 25+, 2008-2012	81.70%	87.80%
Bachelor's degree or higher, percent of persons age 25+, 2008-2012	12.30%	13.00%
Mean travel time to work (minutes), workers age 16+, 2008-2012	20.2 min	30.7 min
Housing units, 2012	2,474	2,480
Homeownership rate, 2008-2012	79.50%	80.10%
Households, 2008-2012	1,903	1,793
Persons per household, 2008-2012	2.21	2.27
Median household income, 2008-2012	\$35,632	\$39,854
Persons below poverty level, percent, 2008-2012	20.80%	14.70%

### Health Statistics for Pope and Hardin Counties in Illinois

Birth Characteristics	Hardin	Pope
Births (per 1,000 women of child-bearing age)	43	31
Teenage Births (per 1,000 women ages 15 - 19)	5	3
Preterm Births	3	4
Received Adequate Prenatal Care	20	12
Low Birth weight	5	4

Disease and Death	Hardin	Pope
Heart Disease Deaths	13	12
Cancer Deaths	17	16
Stroke Deaths	1	5
Prevalence of Diabetes	9.6%	9.9%
Premature Death	9	6

- In Hardin County 12% of births are by teenage mothers, as are 10% of births in Pope County. 12% of births in Hardin County are underweight and 13% are underweight in Pope County.
- Cancer is the leading cause of death in Hardin and Pope Counties, followed by heart disease.

## Primary Data

Primary data was collected from a survey and a focus group with key community members.

### SURVEY

Primary data was collected through the survey of Hardin and Pope County residents. Participants were asked their gender, race, education and income levels.

We surveyed 100 Hardin and Pope County residents from November 2013 to January 2014. We used Survey Monkey to design the survey and collect and analyze the data. In five to ten minutes, respondents answered 25 questions related to individual health and access to care; health services, challenges and risk factors; and sources of health information. (Survey, Appendix A.)

We learned the following:

- Nearly 78 percent of respondents described their overall health as excellent, very good or good.
- Ninety percent of respondents have utilized services at HCGH and indicate they can see a physician when needed. Eighty five percent describe the quality of care at HCGH as good, very good, or excellent.

Regarding health services, challenges and risk factors, the results:

- Of the 47.5% of respondents that indicated joint/back pain as a health challenge, 58% indicated they were overweight or obese.
- Poor nutrition (32.5 percent) and tobacco use (22.5 percent) were the most identified health risk factors affecting respondents.
- Need for more physical activity (62.5 percent), access to specialty physicians (45 percent), and access to mental health services (42.5 percent) were identified as key health needs in the community.
- Forty five percent described themselves as overweight or obese.
- Forty five percent of respondents identify a need for community education on substance abuse and nutrition.

### FOCUS GROUP

We facilitated a focus group meeting with key community members representing the broad interests of the community on October 23<sup>rd</sup>, 2013. We selected focus group members based on their ability to understand the most prominent community health issues affecting Hardin and Pope

County residents, as well as their ability to identify existing community strengths and resources. (Results, Appendix B.) Focus group members included:

- Diane Taborn, Anna Bixby Center
- Sherri Crabb, Family Counseling Center
- Angela Messmer, Southern Seven Health Department
- Nancy Holt, Southern Seven Health Department
- Cyndi Shockley, Hardin County Emergency Management
- Kevin Carman, Hardin County Fire Department

Our community leaders provided us with the following information:

- Hardin and Pope County’s significant health risk factors include substance abuse, domestic violence, untreated mental and behavioral health issues, and community wide poverty which limits access to care.
- The hospital can do a better job of making services of other organizations known to its service area.

## Secondary data

In the second phase, we analyzed readily available data from secondary sources to identify priority areas of concern when compared to survey data. We gathered health and demographic data from various sources (Sources, Appendix C).

Health Indicators	Hardin	Pope
Adult Obesity	30%	30%
Physical Inactivity	28%	30%
Motor Vehicle Crash Rate	45	32
Sexually Transmitted Infections	162	716
Uninsured Adults	13%	15%
Primary Care Physicians	1437:1	1437:1
Preventable Hospital Stays	204	141
Diabetic Screening	90%	88%
Mammography Screening	61%	68%
Children in Poverty	32%	28%
Access to Healthy Foods	9%	8%
Violent Crime Rate	278	291
Drinking Water Safety	9%	0%

- Hardin and Pope Counties are have a consistently higher percentage of the population that struggles with obesity and inactivity in comparison to the state average.

- Pope County has a rate of Sexually Transmitted Infections nearly 30% higher than that of the State of Illinois average.

Hardin and Pope Counties have more children living in poverty than the state average and have a higher percentage of people without access to healthy foods.

## Health Priority Issues

### IDENTIFIED NEEDS AND PRIORITY ISSUES

Our purpose was to identify health challenges and risk factors that can be modified or prevented to improve the health of our community.

We identified and prioritized community needs for Hardin and Pope Counties. Hardin County General Hospital can address and have an impact on certain needs by implementing programs, education and preventive screenings. Hardin County General Hospital will not be able to address all of the identified needs of the community but will rely on other resources better positioned to address specific needs.

The most prevalent needs for Hardin and Pope Counties are as follows:

1. Obesity prevention and illnesses related to obesity
2. Substance abuse prevention/education and treatment
3. Access to specialty physicians, including mental health services

## Appendix A

### Hardin County General Hospital and Clinic Community Health Needs Assessment Community Survey 2013/2014

1. How would you describe your overall health?

Answer Choices	Responses
Excellent	2.50%
Very good	27.50%
Good	47.50%
Fair	12.50%
Poor	10%

2. Where do you go for routine healthcare?

Answer Choices	Responses
Physician's office	87.50%
Health Department	5%
Emergency room	2.50%
Urgent care clinic	2.50%
Clinic in a grocery or drug store	0%
I do not receive routine healthcare	7.50%

3. Have you ever been to Hardin County General Hospital and Clinic? If yes, what was the reason for your visit? If no, why have you never utilized this facility?

Answer Choices	Responses
Yes	90%, routine and emergency care
No	10%, get care elsewhere

4. Are you able to visit a doctor when needed?

Answer Choices	Responses
Yes	90%
No	10%

5. If you answered "No" to question 4, please choose all that apply.

Answer Choices	Responses
No appointment available	100%
Cannot afford it	0%
Cannot take time off from work	0%

Answer Choices	Responses
No transportation	0%
No specialist in my community for my condition	0%

**6. What type of healthcare coverage do you have?**

Answer Choices	Responses
Medicare	17.50%
Medicaid	22.50%
Commercial health insurance (Examples: Humana, Anthem Blue Cross)	60%
No healthcare coverage	10%

**7. Please select the top 3 health challenges you face**

Answer Choices	Responses
Cancer	5%
Diabetes	7.50%
Overweight/obesity	45%
Lung disease	7.50%
High blood pressure	32.50%
Stroke	5%
Heart disease	17.50%
Joint pain or back pain	47.50%
Mental health issues	2.50%
Alcohol overuse	0%
Drug addiction	0%
Managing medications at home	5%
Paying for health care services	12.50%
Paying for medications	12.50%
I do not have any health challenges	12.50%

**8. Do you feel your physician is assisting you with managing your own health care and medications at home?**

Answer Choices	Responses
Yes	72.5%
No	10%
N/A	17.5%

9. How would you rate the quality of care at Hardin County General Hospital and Clinic?

Answer Choices	Responses
Excellent	15%
Very Good	45%
Good	25%
Fair	15%
Poor	0%

10. What does Hardin County General Hospital and Clinic do well?

Answer highlights:

- The staff is much friendlier in the last few years. They are much better about returning phone calls. They have great doctors/PA.
- For the most part hospital does good job. Clinic never wants to get you in and would rather see you go to ER.
- Treat you like you do matter.
- Will transport you to another facility if the illness/sickness/accident warrants it.
- They are good about finding help and sending you somewhere to get the help you need if they are unable to help.
- Assist with payment so I'm able to see a doctor.
- Takes time to explain things to me
- Local employees that know me and my family and want to take care of us. They provide a lot of specialty services such as mammography, ultrasound, and physical therapy and sleep study. They are trying to provide many services that otherwise we would have to go to regional hospitals to get.
- Good on appointments
- Depends on what shift you are referring to....
- Take good care of you if in the hospital. Draw your blood painless. Clinic staff call you back in a timely manner and are usually very helpful. Most hospital staff make you feel comfortable in bad times. Most everyone is friendly.
- They are very sensitive to your needs and problems.
- I only had blood tests. I cannot use a doctor there because I was told they will not take new patients who are on a narcotic.
- All my medical issues are being taken care of in a professional manner.
- Care and compassion by qualified staff
- Nurses are friendly and great with their patients.
- Pt care
- Get you in for an appointment when u need to see a doctor as best as they can.
- Setting up appointments and managing my overall pain.
- They are concerned for their patients and go the extra mile when needed.
- They work with me on my bill as its taking me a while to pay it off. Friendly for the most part.
- Level of care and concern for the patients.
- Their strengths: 1. compassionate than any other facility, 2. Caring Doctors & staff, 3. If needing additional care will provide options, and listens to family needs. 4. No hospitalist, which is a wonderful thing not to have, hope HCGH doesn't do this.

11. What does Hardin County General Hospital and Clinic NOT do well?

Answer highlights:

- Prescription drugs, at next door pharmacy can be pricey. Often the doctors have no idea how much common medications cost. Bigger pharmacy's offer \$4 plan but the local doesn't. Knowledge would help people save money.
- Their billing statements are confusing.
- They are difficult to get in to see. Also, even if you have a scheduled appointment it is often changed to a later time/day.

- Bedside manner
- Long waiting time to see doctor. Too noisy in hospital.
- Hard to talk to someone when needing prescriptions refilled returning calls hours or so after calling. Different people telling u different things about something
- Need a way to separate Sick patients i.e. colds/flu patients from patients getting checkup or physicals or med refills.
- Their outdated rules and refusal to treat those who have to have a narcotic. Due to others who have abused the system, people like me get the shaft.
- provide a short lobby wait time
- Advertise services
- Clinics over booked. Difficult to get appointment if you are very ill.
- They can't get someone in for an app. Very quickly.
- maintain compassionate distance
- Lack advanced services
- Their billing dept.! And they need to work on keeping their patients' medical records private hello HIPAA Hardin County is the worse about keeping patient confidentiality!! Very Poor!!!
- Sometimes they are extremely busy and you may have to wait. This is because our community uses it when needed.
- They over medicate people. Treat the symptoms instead of fixing the problems.
- Billing department is in need of much help.
- Weakness: 1.Discharge of patients is lengthy. 2. Wheelchairs available @ ER (getting patient out of car.

12. What additional health services need to be offered to meet health challenges in your community?

Answer highlights:

- Add pediatrician.
- Need to add a pediatrician.
- I feel that more patient advocates need to be utilized.
- Dialysis.
- Bone density cat scan
- More specialty screenings. They provide many tests and additional services but as funding for these services are often hard, providing every type of medical services is impossible.
- More programs related to children's needs
- True drug rehab services with good support staff
- exercise programs, healthy diet program
- Critical care
- More specialists.
- Late and Saturday hours at Clinic
- gym with instructors/indoor pool
- It would be nice to have a small gym in our area so people are able to work out. Not everyone can afford equipment, and the closest to us at this time is an hour's drive away.
- We need an inside place for walking and exercising.
- A place to go so someone can go and exercise.
- Fitness Center
- Wellness services.
- Our hospital has already expanded to offer more services. I would like to see it hooked up to surrounding hospitals so that all data is shared online between our doctors and specialists in other hospitals.
- Wellness/Exercise program
- 1. Drug & Prescription abuse awareness. 2. Safe Sex practices (Health dept. is failing in this).

13. Please choose all statements below that apply to you.

Answer Choices	Responses
I exercise at least 3 times per week.	37.50%
I eat at least 5 servings of fruits and vegetables each day.	17.50%

Answer Choices	Responses
I eat fast food more than once per week.	32.50%
I smoke cigarettes.	22.50%
I chew tobacco.	0%
I use illegal drugs.	0%
I abuse or overuse prescription drugs.	0%
I consume more than 4 alcoholic drinks per day.	0%
I use sunscreen or protective clothing for planned time in the sun.	42.50%
I receive a flu shot each year.	25%
I have access to a wellness program through my employer.	15%
None of the above applies to me.	10%

14. Which of the following preventive procedures have you had in the past 12 months?

Answer Choices	Responses
Mammogram (if woman)	27.50%
Pap smear (if woman)	32.50%
Prostate cancer screening (if man)	2.50%
Flu shot	40%
Colon/rectal exam	5%
Blood pressure check	75%
Blood sugar check	42.50%
Skin cancer screening	15%
Cholesterol screening	42.50%
Vision screening	40%
Hearing screening	5%
Cardiovascular screening	7.50%
Bone density test	2.50%
Dental cleaning/x-rays	42.50%
Physical exam	45%
None of the above	10%

15. What is your gender?

Answer Choices	Responses
Female	75%
Male	25%

16. What is your county of residence?

Answer Choices	Responses
Hardin	70%
Pope	30%

17. What is your age?

Answer Choices	Responses
18-24	5%
25-34	7.5%
35-44	22.5%
45-54	25%
55-64	22.5%
65+	17.5%

18. What is your race?

Answer Choices	Responses
American Indian or Alaskan Native	2.50%
Asian or Pacific Islander	0%
Black or African American	2.50%
Hispanic or Latino	0%
White / Caucasian	97.50%
Prefer not to answer	0%

19. What is your current employment status?

Answer Choices	Responses
Employed, working 40 or more hours per week	40%
Employed, working 1-39 hours per week	27.50%
Student	0%
Homemaker	5%
Not employed, looking for work	2.50%
Not employed, NOT looking for work	0%
Retired	17.50%
Disabled, not able to work	10%

20. What is your household income range?

Answer Choices	Responses
\$0-\$24,999	24.32%
\$25,000-\$49,999	27.03%
\$50,000-\$74,999	16.22%

Answer Choices	Responses
\$75,000-\$99,999	5.41%
\$100,000 +	27.03%

21. What is the highest level of education you have completed?

Answer Choices	Responses
Less than high school degree	0%
High school degree or equivalent (e.g., GED)	15%
Some college but no degree	40%
Associate degree	20%
Bachelor degree	20%
Graduate degree	5%

22. Where do you and your family get most of your health information? (Check all that apply)

Answer Choices	Responses
Newspaper/Magazines	35%
Library	12.50%
Internet	57.50%
Doctor/health professional	80%
Television	15%
Hospital	17.50%
Health department	7.50%
Radio	0%
Religious organization	2.50%
School	2.50%

23. What health screenings or education/information services are needed in your community? (Check all that apply)

Answer Choices	Responses
Cholesterol	22.50%
Blood pressure	20%
Heart disease	25%
Diabetes	27.50%
Dental screenings	17.50%
Disease outbreaks	22.50%
Substance abuse	45%
Nutrition	45%

Answer Choices	Responses
Exercise/physical activity	62.50%
Emergency preparedness	37.50%
Eating disorders	37.50%
Falls prevention	22.50%
HIV/sexually transmitted diseases	25%
Mental health	42.50%
Vaccination/immunizations	15%
Prenatal care	35%

24. What is needed to improve the health of your family and neighbors? (Check all that apply)

Answer Choices	Responses
Job opportunities	57.50%
Mental health services	30%
Recreation facilities	65%
Transportation	25%
Wellness services	47.50%
Specialty physicians	45%
Safe places to walk/play	45%
Substance abuse rehabilitation services	30%

25. What can Hardin County General Hospital and Clinic do to better meet the health needs of our community?

Answer highlights:

- I really liked the late night once a week for working people. It made it a lot easier to get to the later appointment.
- Continue to hire qualified individuals.
- Possibly expanding so they have more doctors available to see patients.
- Instead of giving out scripts when people call in make them come in to see the doctor to make sure the script is needed.
- Quit changing appointments.
- Continue to provide more services as they have continually done.
- Would like to see a website on computer where patient can look up their health information, records is doctor
- Visits and notes of what Dr. writes in their files. This is available in some clinics.
- They are doing well. Someone could start an exercise or walking program. That would be great!
- More preventative medicine & information
- Expand physicians. not enough doctors for the need here
- Clinics appear to be overbooked. Must wait days for appointments at times. They suggest ER, may not be that sick but still need care. Elderly needs a safe place to walk for exercise
- Partner with agencies that want to help
- Offer fitness/nutrition programs
- Have 5k walks? The county needs a gym.

- Keep community informed of outbreaks.
- Working on patient confidentiality!!!!
- Promote wellness and healthy living programs.
- A workout facility
- Lower their standards for discounting bills for less privileged people. Have easier/closer access to specialists.
- Provide a gym for weight training, nutrition classes, yoga, etc. The community is begging for this opportunity.
- Offer an exercise programs, and healthy eating,

## Appendix B

### Focus Group Results

Our second means of collecting primary data was our Focus Group with key community leaders. Following are the notes from our group's meeting in October 2013.

#### Notes from Community Leader Focus Group

##### CHNA Focus Group Meeting

October 23<sup>rd</sup>, 2013 6:00pm

Hardin County General Hospital Education Room

Those Present: Diane Taborn, Sherri Crabb, Nancy Holt, Angela Messmer, Cyndi Shockley, Kevin Carman

Meeting starts at 6:05pm

Community Health Needs Assessment is introduced and explained to the group.

Question: What are the main health concerns in Hardin and Pope Counties?

Response: Mental health still carries a stigma in the community. Domestic violence is often unreported or not handled in a manner that prevents it from reoccurring. Substance abuse is widespread and considered part of the culture for many. Most are unaware of treatment options for substance abuse. Poverty, especially children in poverty, are generally underserved and unaware of what resources are available to them. Preventative health screenings are not utilized as they could be. Cancer is very prevalent in the two counties and is often not diagnosed in early stages. Obesity and all the diseases/health concerns that accompany it are common. Healthy food is nearly impossible to find in the two counties which leaves those who lack reliable transportation without healthy options.

Question: What can be done to aid these concerns?

Response: It seems that community members are simply not aware of most services offered in the area by the hospital and other agencies. Mental health services, services to alleviate the burden of poverty, screenings for diseases and health indicators (cancer screenings/preventative tests), treatments for substance abuse, where to find accurate health information, to name a few.

## Appendix C

### Sources of Data

<http://research.aces.illinois.edu/sites/research.aces.illinois.edu/files/SIRAP/final/Health.pdf>

[www.census.gov/did/www/sahie](http://www.census.gov/did/www/sahie)

<http://datawarehouse.hrsa.gov>

[http://www.idph.state.il.us/health/bdmd/deathcauses\\_10.htm](http://www.idph.state.il.us/health/bdmd/deathcauses_10.htm)

<http://www.countyhealthrankings.org/app/illinois/2013/pope/county/outcomes/overall/snapshot/by-rank>

<http://www.countyhealthrankings.org/app/illinois/2013/hardin/county/outcomes/overall/snapshot/by-rank>

<http://www.idph.state.il.us/cancer/statistics.htm>

[http://www.southern7.org/uploads/1/8/3/8/1838087/hs7rc\\_mini\\_cancer\\_report.5.6.13.pdf](http://www.southern7.org/uploads/1/8/3/8/1838087/hs7rc_mini_cancer_report.5.6.13.pdf)

[http://www.isp.state.il.us/docs/cii/ciui/ciui\\_SectionI\\_Pg11\\_to\\_194.pdf](http://www.isp.state.il.us/docs/cii/ciui/ciui_SectionI_Pg11_to_194.pdf)