



KANSAS RURAL
HEALTH WORKS

Columbus Rural Health Works

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Sponsored by Kansas Rural Health Options Project

Program Agenda

- Overview – progress to date
- Community concerns revisited
- Finalize survey
- Survey promotion strategy
 - Report from Publicity Committee
- Health care directory update
- Next meeting date

Program Overview

- Help foster sustainable rural community health care system
- Community-driven process
- 5-6 one-hour working meetings over 4-5 months
- Emphasis is on development of information products
 - Economic impact of health care system
 - Health services directory
 - Community health care survey
 - Data and information reports
- Summary meeting at conclusion
 - Discuss tentative action plan at the final formal KRHW meeting



The Importance of the Health Care Sector to the Economy of Cherokee County

Kansas Rural Health Options Project
January 2009

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Data Analysis

Columbus Rural Health Works



Health and Behavioral Data

Introduction

Kansas Rural Health Works (KRHW) is dedicated to helping rural communities build affordable and sustainable local health care systems. Health care is important to seniors, young families and companies. But rural health care systems are facing many challenges: hospitals are closing; services have been cut; doctors won't come to the area or they don't stay; Medicare and Medicaid payments are too low. Rural residents can revitalize their local health care system. KRHW provides the tools. Local visionary leadership puts these tools to work. KRHW helps communities keep health care dollars at home. Sponsored by the Kansas Rural Health Options Project with funding from the Office of Rural Health Policy, Health Resources and Services Administration.

Health and Behavioral Data Summary

Following are a variety of data and statistics about health and behavioral characteristics in Cherokee County that may have implications for local health care needs. The data is reported by county.

- Over time, the trend in nursing home occupancy may suggest an overall decline. This may reflect the preference for community-based care outside of a nursing home.
- Considering available indicators of children's welfare, the percentage of women receiving adequate prenatal care is below the state rate. The rates of youth tobacco use and binge drinking are about 15%.
- Data related to persons served by selected publicly-funded services suggest a significant number of individuals and families in the county are in need of economic assistance.
- Data show that over 40% of newborns in the county received less than adequate prenatal care in 2007.
- There were 29 out-of-wedlock teenage pregnancies in 2007.
- Trends in recent hospital usage suggest an increasing level of demand.

Columbus Health Market Area



ZIP codes within the Columbus Health Area. Source: Claritas, Inc. 2009

Columbus Rural Health Works



Crime Data

Introduction

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Crime Data Summary

Following are a variety of data and statistics about criminal activity in Cherokee County that may have implications related to local health care needs. Most of the data only is available at a county scale and reflects the Cherokee County boundaries.

- The incidence of crime in Cherokee County has generally been below the state average over the past decade. The incidence of both violent crime and property crime increased in 2008 from 2007. Since its low in 2005, the combined crime index has been trending upward.
- Crime index arrests in Cherokee County have generally remained below the state rate. The sharp decline in both the reported number and rate of arrests in 2006 was likely due to incomplete data.
- The number of full-time law enforcement officials per 1,000 population in Cherokee County has fallen significantly since 2006.

Columbus Health Market Area



ZIP codes within the Columbus Health Area. Source: Claritas, Inc. 2009

Columbus Rural Health Works



Economic & Demographic Data

Introduction

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Economic Data Summary

Following are data and statistics about the economic and demographic characteristics of Cherokee County that may have implications related to local health care needs. Some of the data only is available at a county scale and reflects the Cherokee County boundaries. Some is available by ZIP code. Where possible, ZIP code data was used for the areas shown in the graphic below. This area reflects the approximate boundaries of the St. John's Maude Norton Memorial Hospital market area. This is probably the geographic extent most non-specialty health care services centered in Columbus would reach.

- The proportion of the population over 65 years is growing, and the female population over 85 years is growing fastest among the elderly group.
- 43% of the population lives alone, making individual acute and chronic care management challenging.
- Nearly 20% of households live on less than \$15,000 income per year.
- About 29% of the housing stock is valued at less than \$40,000.
- Transfer income to persons is among the fastest growing sources of income. In 2007, \$145 million in transfer income was paid to county residents.
- Within transfer income, government assistance such as Medicare, income maintenance, and veterans pension and disability benefits are growing most strongly.
- The county poverty rate decreased recently, but typically remains well above the Kansas average.

Columbus Health Market Area



ZIP codes within the Columbus Health Area. Source: Claritas, Inc. 2009

Overall Conclusions from Data

- Population trends and income levels are creating challenges
- Accessing state/federal assistance is essential
- Community-based services for those elderly, alone
- Improvement in preventable problems – neonatal care, teen tobacco/alcohol use, teen pregnancies, immunization rates

Community Concerns Themes

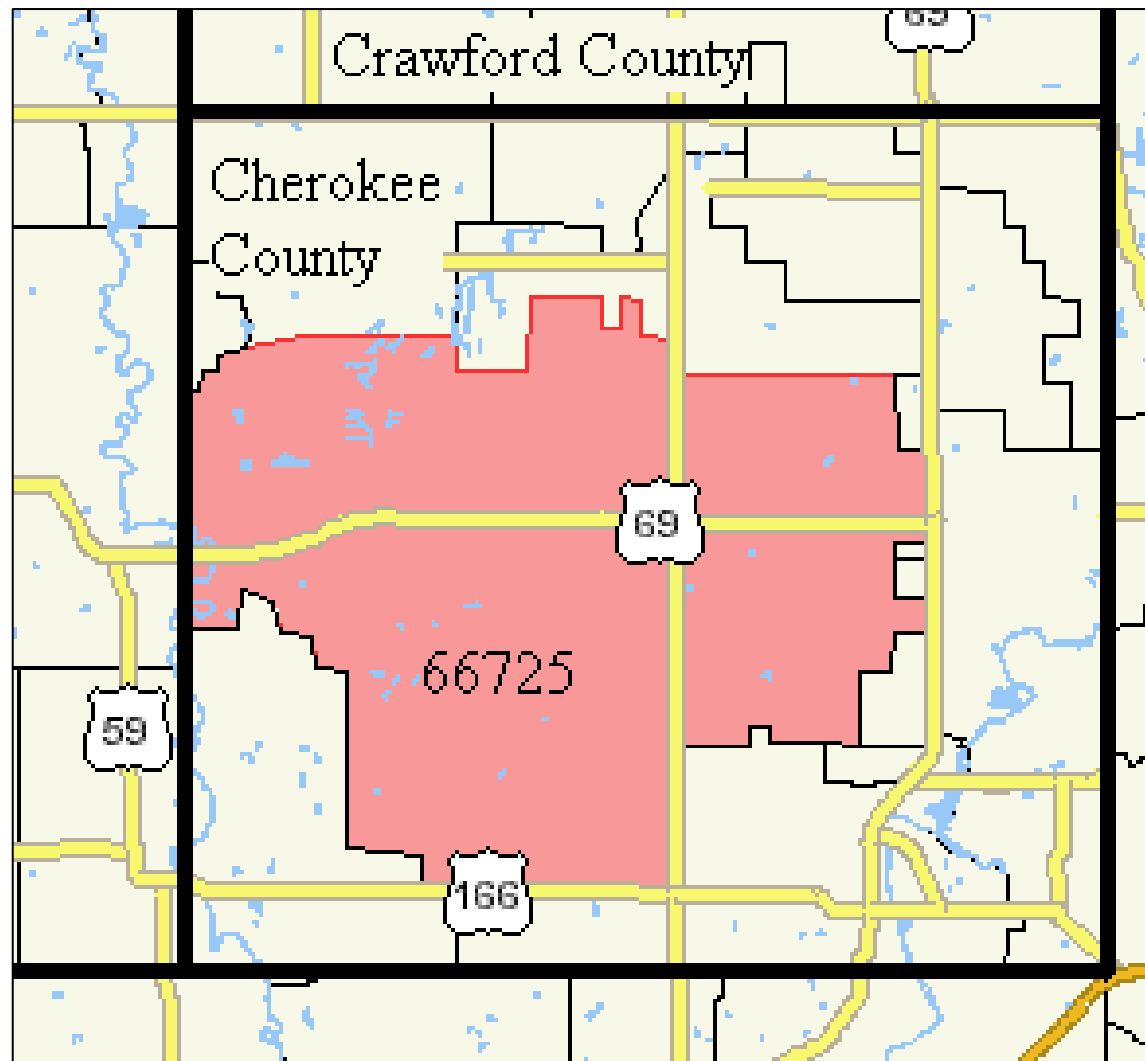
- Wellness and preventive care
 - low income and elderly population
- Public Awareness of Health Services and Providers
- Hospital Facilities
- Recruitment and retention of healthcare providers
 - expansion of local service provision
- Potential action strategies.....

Community Survey

- Calling between 6-9 p.m.
 - Docking Institute, Fort Hays State University
 - Random selection until 200 responses seeking representative sample of the population
 - Limit to 10 minutes or less
- Beginning Monday November 9



Columbus Health Market Area





Introduction and Screener:

Hi. I'm calling from Fort Hays State University. I am asking a few questions about family and adult health care and the use of healthcare facilities in the Columbus area on behalf of the Columbus healthcare steering committee and the Kansas Rural Health Works project. I need to speak with the adult in the household at least 18 years or older with the most recent birthday. Is that you?

Your answers will remain completely confidential. May I ask you some questions?

First, could you please tell me your zip code?

- 66725 Columbus/Hallowell
- _____ Some other city

IF SOME OTHER CITY....

1a. Thank you, but we have already reached enough households from your particular community. Thanks so much for your time and have a great _____(day, evening).

1b. And in what year were you born? [THIS WILL ALLOW US TO SCREEN OUT RESPONDENTS ONCE WE HAVE REACHED AGE-LEVEL QUOTAS]

- . **Ok. Which of the following medical professionals do you use for most of your routine health care?**
[CHECKUPS, COMMON ILLNESSES, GENERAL ACHES AND PAINS]
 - Primary Care Physician
 - Nurse Practitioner
 - Physician's Assistant
 - None, don't see anyone
 - Other
 - Don't Know
 - Refused

- a. **What other medical professional was identified?**



- . **When is the last time you saw your doctor for routine health care?**
 - Was it less than 1 year ago
 - Between 1 and 2 years ago
 - Between 2 and 5 years ago
 - Or More than 5 years ago
 - Never – doesn't have a doctor

- . **When is the last time you had a physical exam including lab work?**
 - Was it less than 1 year ago
 - Between 1 and 2 years ago
 - Between 2 and 5 years ago
 - Or More than 5 years ago



5. What city do you go to the most when you see your doctor?

[WAIT FOR RESPONSE. SELECT ONLY ONE.]

- | | |
|--------------------------------------|--|
| <input type="checkbox"/> 1 Columbus | <input type="checkbox"/> 2 Joplin |
| <input type="checkbox"/> 3 Pittsburg | <input type="checkbox"/> 4 Galena |
| <input type="checkbox"/> 5 Oswego | <input type="checkbox"/> 6 Baxter Springs |
| <input type="checkbox"/> 7 Girard | <input type="checkbox"/> 8 |
| <input type="checkbox"/> 9 | <input type="checkbox"/> 10 |
| <input type="checkbox"/> 11 | <input type="checkbox"/> 12 Don't need service |
| <input type="checkbox"/> 13 Other | <input type="checkbox"/> 88 Don't know |
| <input type="checkbox"/> 99 Refused | |

5a. What other city was provided?

5b. How would you describe your satisfaction with the quality of care provided by your doctor? Are you...

- Satisfied Somewhat Satisfied Somewhat Dissatisfied Dissatisfied



5. **Next, I have a few questions about hospital services used by you or other members of your household. Household members are individuals who actually live in your home. Now, have you (or any members of your household) used the inpatient or outpatient services of a hospital in the last 12 months?**

- Yes No

. **Please tell me what hospital or hospitals were used by you (or other members of your household) in the last 12 months.**

[SELECT ALL THAT APPLY]

- St. John's Maude Norton Memorial Hospital, Columbus
- St. John's Medical Center, Joplin
- Freeman Health System, Joplin
- Mount Carmel Regional Center, Pittsburg
- Oswego Community Hospital, Oswego
- Baxter Memorial Hospital, Baxter Springs
- Girard Medical Center, Girard
-
-

- a. Think of the reasons why you (or other members of your household) chose a hospital in the past 12 months.**
 - Was a hospital ever chosen because of insurance coverage?**
- b. Was a hospital ever chosen because of a doctor referral?**
- c. Was a hospital ever chosen because of the specialty services the hospital offered?**
- d. Was a hospital ever chosen because it was recommended by a friend?**
- e. Was a hospital ever chosen because of personal preference?**
- f. Because of its distance from your home?**
- g. Because family members lived close by?**
- h. Was a hospital ever chosen because it was an emergency?**
- i. Were there any other reasons why certain hospitals were chosen in the past 12 months?**



9. Have you (or other members of your household) EVER used the services of the St. John's Maude Norton Memorial Hospital in Columbus?

Yes No

[IF YES, RECEIVE Q9a and Q9b. IF NO, GO TO Q10.]

9a. Recalling the most recent visit to St. John's Maude Norton Memorial Hospital, what type of service was obtained?

- Inpatient
- Outpatient
- Emergency

9b. How would you describe your satisfaction with your last St. John's Maude Norton Memorial Hospital experience? Were you....

- Satisfied
- Somewhat Satisfied
- Somewhat Dissatisfied
- Dissatisfied



- 10. Do you think St. John's Maude Norton Memorial Hospital is meeting the health needs of Columbus area residents?**
 Yes No Don't Know
- 11. Do you believe the St. John's Maude Norton Memorial Hospital facilities are adequate?**
 Yes No Don't Know
- 12. Do you believe the St. John's Maude Norton Memorial Hospital facilities need to be renovated or replaced?**
 Yes No Don't Know
- 13. Do you believe most Columbus area residents know the full range of services that are available from St. John's Maude Norton Memorial Hospital?**
 Yes No Don't Know



14. Have you (or other members of your household) EVER used the services of the Community Health Clinic in Columbus? [Community Health Center of Southeast Kansas]

Yes No

[IF YES, RECEIVE Q14a. IF NO, GO TO Q15.]

14a. How would you describe your satisfaction with your last Community Health Clinic experience? Were you....

Satisfied Somewhat Satisfied Somewhat Dissatisfied Dissatisfied

15. Do you believe the Community Health Clinic is meeting the health needs of Columbus area residents?

Yes No Don't Know



16a1. Now I am going to ask you where you or other members of your household go to most often for certain medical services. Please think of your use of these services in the past two years. First, in what city do you or other members of your household go to the pharmacy?

[WAIT FOR RESPONSE. SELECT ONLY ONE.]

- | | |
|---|---|
| <input type="checkbox"/> 1 Columbus | <input type="checkbox"/> 2 Joplin |
| <input type="checkbox"/> 3 Pittsburg | <input type="checkbox"/> 4 Galena |
| <input type="checkbox"/> 5 Oswego | <input type="checkbox"/> 6 Baxter Springs |
| <input type="checkbox"/> 7 Girard | <input type="checkbox"/> 8 |
| <input type="checkbox"/> 9 Don't need service | <input type="checkbox"/> 10 Other |
| <input type="checkbox"/> 88 Don't know | <input type="checkbox"/> 99 Refused |

16a2. How would you describe your satisfaction with those services? Were you:
 Satisfied Somewhat Satisfied Somewhat Dissatisfied Dissatisfied

- **Pharmacy**
- **Eye Doctor**
- **Chiropractor**
- **Dental or dentist**
- **Physical therapy**

.6f1. Have you or any other members of your household ever used the county health department services in Columbus?

Yes No

[IF YES, ASK Q16f2. IF NO, GO TO Q16g1.]

16f2. How would you describe your satisfaction with those services? Were you:

Satisfied Somewhat Satisfied Somewhat Dissatisfied Dissatisfied

.6g1. Home healthcare services in Columbus?

.6h1. Emergency medical transport services in Columbus? [AMBULANCE]

.6i1. Assisted living or nursing home services in Columbus?

- 17. If you or another member of your household needed to find a public assistance program or other available resources, how confident are you that you could find that assistance?**
- Very Confident Somewhat Confident Not Confident at All
- 18. If you or another member of your household needed a public assistance program or other available resources, how confident are you that you could complete the application for that assistance?**
- Very Confident Somewhat Confident Not Confident at All



19. And now I am going to ask about health insurance coverage. Including yourself, is there any member of your household who is not covered by health insurance?

- Yes No Don't Know

19a. Which one of the following best describes why you or another member of your household do not have health insurance coverage? [READ RESPONSES]

- 1 Cannot afford coverage
- 2 Cannot get coverage due to medical problems
- 3 Had coverage but it was cancelled
- 4 Some other reason
- 8 DON'T KNOW
- 9 REFUSED

19b. Put any other reason for not having Health Insurance here.

20. Does your health insurance provide coverage for regular preventive care such as an annual physical exam including lab work?

- Yes No Don't Know

- 21. If you or any of your household members are given a prescription for medication, how frequently is the prescription filled?**
- We fill them as directed every time
 - We can fill only the high-priority prescriptions
 - We frequently skip having them filled
 - We almost never fill a prescription
- 22. If you or any of your household members have a prescription for medication, how frequently do you use the prescription as directed?**
- We take them as directed every time
 - We sometimes skip taking the recommended doses
 - We frequently skip taking the recommended doses
 - We almost never take the recommended doses



23. Do you use the Internet?

- Yes No

23a. Have you used the Internet to find health-related information?

- Yes No

23b. Have you used the Internet to find Columbus health services information or providers?

- Yes No

23c. In general, how confident are you that you can find local health-related information on the Internet?

- Very Confident Somewhat Confident Not Confident at All

Survey Publicity

- Report from the Marketing Committee

Health Services Directory

- Finished or one more review?

Next Meeting

- December 2
- Overview and progress
- Preliminary Survey results
- Health care directory distributed
- Charge for the final meeting Dec. 9