



KANSAS RURAL  
HEALTH WORKS

# Hoisington Rural Health Works

John Leatherman, K-State Research and Extension

Jane Faubion, KDHE Office of Local & Rural Health

Chris Tilden, KDHE Office of Local & Rural Health

Chad Austin, Kansas Hospital Association

**Sponsored by Kansas Rural Health Options Project**

# Program Agenda

- Overview – progress to date
- Community concerns revisited
- Survey results
- Health care directory update
- Charge for next meeting
- Next meeting date



# Program Overview

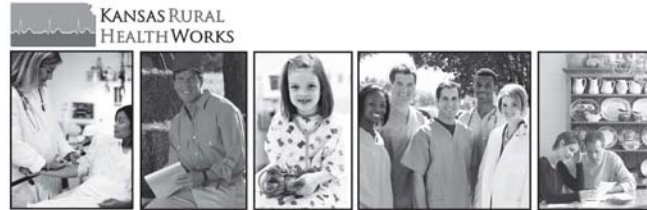
- Help foster sustainable rural community health care system
- Community-driven process
- 5-6 one-hour working meetings over 4-5 months
- Emphasis is on development of information products
  - Economic impact of health care system
  - Health services directory
  - Community health care survey
  - Data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

# Community Concerns Themes

- Facilities/providers
  - Nursing care; hospice facility; birthing unit; home healthcare
- Medical specialty providers
- Behavioral/preventable
  - Tobacco; alcohol/drug; obesity; teen pregnancy; physical fitness; nutrition
- Insurance
  - Cost, uninsured, reimbursements
- Potential action strategies.....



**KANSAS RURAL  
HEALTHWORKS**



## Hoisington Area Health Care Telephone Survey Results

Kansas Rural Health Options Project  
March, 2010

*Jill Patry, Research Assistant*  
*John Leatherman, Director*



Funding for this report provided by:  
Office of Rural Health Policy  
Health Resources and Services Administration  
(Grant # 5 H54 RH 00009-10-03)

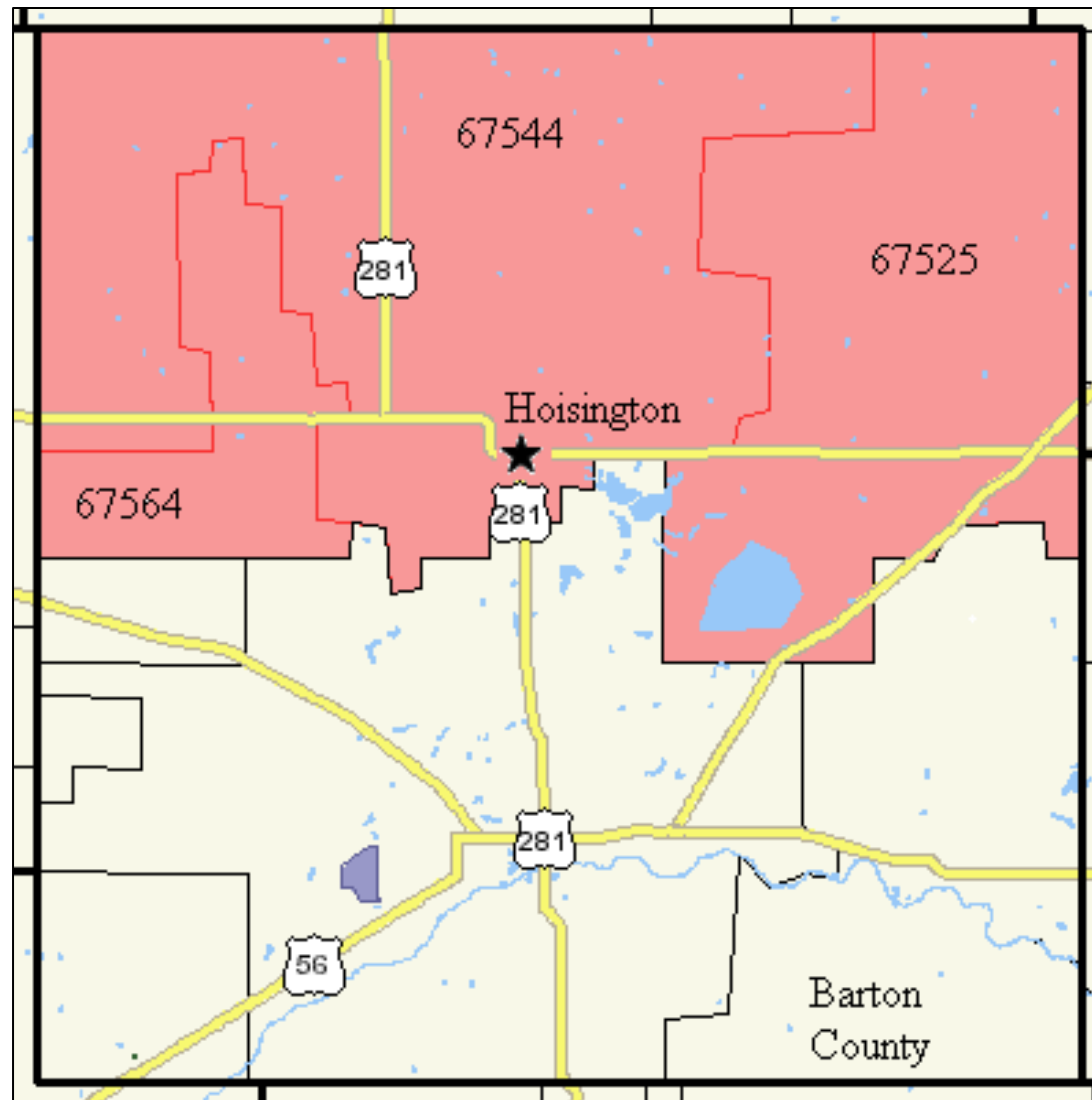
In cooperation with:  
*Office of*  
**Local Government**  
K-State Research and Extension  
and **KSTATE**  
Kansas State University  
Research and Extension

# Community Survey

- Calling between March. 2-11
- 205 completed surveys (56% cooperation)
- 383 additional calls screened out (79%)



# Hoisington Primary Healthcare Market





# Survey Results

- Geographic representation
- About 69% female (51%)

		Survey		2009 Estimate	
Zip Code	City	Responses	Percent	Population	Percent
67544	Hoisington	139	67.8%	3,488	74.7%
67525	Clafin	56	27.3%	1,181	25.3%
67564	Olmitz	10	4.9%	275	5.9%
	Total	205	100.0%	4,669	100.0%



# Survey Results

Response	Survey		2009 Estimate	
	Frequency	Percent	Population	Percent
18-34	25	12.2%	936	24.5%
35-49	67	32.7%	917	24.0%
50-64	48	23.4%	989	25.9%
65+	65	31.7%	983	25.7%
Total	205	100.0%	3825	100.0%



## Healthcare Provider Usage

- 69% use physician; 16% use P.A.; 7%N.P.
- 81% saw doctor within past year; 93% w/in 2 yrs; 2% > 5yrs/never
- 57% use Hoisington; 35% Great Bend
- 87% satisfied; 10% somewhat satisfied
- 2% somewhat dissatisfied; 1% dissatisfied



## General Hospital Usage

- 67% used a hospital in the past year
  - 61% used Clara Barton; 26% used GB
- Reasons by those who used other
  - preference (75%), distance (70%), emergency (51%), referral (49%), specialty (46%)
- Extrapolate lost hospital visits partially by preference



## Clara Barton Hospital Use

- 66% had prior experience
  - inpatient – 18%
  - outpatient – 56%
  - emergency – 26%
- 96% were satisfied or somewhat satisfied
- 75% had prior experience with CB Clinic
- 91% were satisfied or somewhat satisfied



## Use & Perceptions - Other

- Eye doctor – 54%; dentist – 35%; chiropractic – 25%; medical equipment – 26%; physical therapy – 23%; home healthcare – 10%; pain management – 9%; hospice – 5%
- Satisfaction generally 95%+; hospice, pain lower
- Health department – 42%; ambulance – 22%; assisted living – 6%
- Satisfaction generally 95%+, assisted living lower



# Specialist Assistance

- Allergist - 13%
- Cardiologist - 31%
- Dermatologist - 24%
- ENT Specialist - 21%
- Endocrinologist - 7%
- Gastroenterologist - 14%
- Infectious Disease Specialist - 2%
- Nephrologist - 6%
- Neurologist - 11%
- OB/GYN - 27%
- Oncologist - 17%
- Orthopedist - 22%
- Ophthalmologist - 22%
- Pediatrician - 18%
- Podiatrist - 12%
- Psychiatrist - 3%
- Pulmonologist - 10%
- Rheumatologist - 4%
- Urologist - 18%



## Clara Barton Health Fair

- 49% (101 of 205) aware the Fair offered blood tests
- 27% (27 of 101) participated
- 85% think hospital hours are sufficient (12% said no)
- Information about community events
  - Hoisington NP – 37%; GB NP – 20%; word of mouth – 11%; family/friends – 7%

# Insurance Coverage

- 93% HH have insurance; 7% do not
- Affordability most often cited (73%)



## Transportation Assistance

- 16% need to travel out of Hoisington for medical treatment once or more per month
- 7% find travel in/out of county a challenge; 92% said it was no problem



## Misc. Other Needs

- Neighborhood watch program – 71% would participate; 22% said no
- Nutrition counseling – 35% yes; 59% no
- Need Local nursing care – 82% yes; 5% no
- Need local hospice – 64% yes; 13% no
- Need childcare – 54% yes; 9% no
- Need adult daycare – 52% yes; 20% no



## Public Assistance

- 64% see need for public education related to government assistance for low income families; 16% do not
- 57% see need for assistance to making application for government assistance; 17% do not

# Internet Usage

- 75% use the Internet
- 80% used it to find health information
- 23% used it for local healthcare information
- 9% used it for Clara Barton Hospital information
- 95% believe they could find local info.

# Survey Preliminary Conclusions

- About 25%-50% of health care market “leaks” from the community
- Most who use local services are satisfied (95%+)
- Hospital capturing about 60% the market
  - “preference” might be changed
- Hospital can evaluate specialist usage
- 50% aware of Health Fair; 25% checked it out
- Most satisfied with hospital hours of operation



# Survey Preliminary Conclusions

- Insurance coverage uncertain
- Transportation does not seem a big problem
- 64% see need for low income public assistance for government programs; 57% see need for help to apply
- People want local nursing care and hospice
- Half see need for child and adult care
- 75% use the Internet; can find local information if they want it and it's there

# Summary

- Overall: circumstances more positive than many communities
- Challenges: high levels of leakage
- Opportunity: high levels of satisfaction
- Acknowledge challenges with the survey
- Small percentages = large numbers of people



# Community Concerns Themes

- Facilities/providers
  - Nursing care; hospice facility; birthing unit; home healthcare
- Medical specialty providers
- Behavioral/preventable
  - Tobacco; alcohol/drug; obesity; teen pregnancy; physical fitness; nutrition
- Insurance: cost, uninsured, reimbursements

# Preparing for the Final Meeting

- Brief summary and open discussion
- Michelle facilitates
- What, if anything, do we do now?
  - Do nothing
  - Overarching priority
  - Distributed priorities
- Prepare in advance
  - Hospital agenda; Initiating Committee subgroup; like-minded individuals
  - Be prepared to speak up

## Next Meeting

- March 31
- Revisit survey – distribute report
- Overall summary
- Discussion and reactions
  - Next steps?
  - Action planning?
  - Future meeting?
- Distribute health services directory
- Evaluation