

RVH Hospital District Madison County, Montana

Community Health Services Development
Survey Report

Survey conducted by
Ruby Valley Hospital
Sheridan, Montana

In cooperation with
The Montana Office of Rural Health
The National Rural Health Resource Center



MONTANA
STATE UNIVERSITY

Office of Rural Health
Area Health
Education Center



NATIONAL
RURAL HEALTH
RESOURCE CENTER

**Ruby Valley Hospital
Community Needs Assessment and Focus Groups
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Most comments provided by the survey respondents have been omitted for confidentiality.

**Ruby Valley Hospital Community Survey
Summary Report
January 2011**

I. Introduction

Ruby Valley Hospital is a public hospital district designated Level IV Trauma, ten bed licensed frontier Critical Access Hospital. Ruby Valley Hospital operates two outpatient clinics (Sheridan and Twin Bridges), employing one physician and three PA-CS, serving a population of eighteen hundred residents. The hospital's service area covers approximately two thousand square miles on the west side of Madison County with a population density of .85 individuals per square mile. Ruby Valley Hospital participated in the Community Health Services Development Project administered by the Montana Office of Rural Health and the National Rural Health Resource Center (NRHRC) in Duluth, Minnesota. A part of this project is community engagement. This includes a health care service survey and focus groups.

In the fall of 2011, the community in Ruby Valley Medical Center's service area was surveyed about their health care system. This report shows the results of the survey in both narrative and chart formats. At the end of this report, we have included a copy of the survey instrument (Appendix B). Readers are invited to familiarize themselves with the survey instrument and then look at the findings. Our narrative report touches on the highlights while the charts present data for virtually every question asked.

II. Survey Methodology

Survey Instrument

In November 2011, surveys were mailed out to the residents of Ruby Valley Medical Center's service area. The survey was based on a design that has been used extensively in the states of Washington, Wyoming, Alaska, Montana and Idaho. The survey was designed to provide each facility with information from local residents regarding:

- Demographics of respondents
- Hospitals, primary care providers and specialists used, and reasons for selection
- Local health care provider usage
- Services preferred locally
- Perception and satisfaction of local health care

Sampling

Ruby Valley Hospital provided the National Rural Health Resource Center with a list of outpatient and inpatient admissions. Those zip codes with the greatest number of admissions were selected to be included in the survey. A random list of 740 residents was then selected from Prime Net Data Source. Residence was stratified in the initial sample selection so that each area would be represented in proportion to the overall served population and the proportion of past admissions. (Note: Although the survey samples were proportionately selected, actual surveys returned from each population area varied, which may result in slightly less proportional results.)

A focus group was held to identify the motives of local residents when selecting health care providers and discover reasons why people may leave the Sheridan area to seek health care services. It was intended that this research would help determine the awareness of local programs and services, as well as the level of satisfaction with local services, providers, and facilities.

Survey Implementation

In November, the community health services survey, a cover letter from the National Rural Health Resource Center with the hospital Chairman of the Board’s signature on Ruby Valley Hospital’s letter head and a postage paid reply envelope were mailed to 740 randomly selected residents in the targeted region. A news release was sent to local newspapers prior to the survey distribution announcing that Ruby Valley Hospital would be conducting a community health services survey throughout the region in cooperation with the Montana Office of Rural Health.

As shown in the table below, 265 surveys were returned out of 740. Of that 740, 16 surveys were returned undeliverable for a 37% response rate. From this point on, the total number of surveys will be out of 724. Based upon the sample size, we can be 95% confident that the responses to the survey questions are representative of the service area population, plus or minus 4.63%.

III. Survey Respondent Demographics

A total of 724 surveys were mailed first class. Two hundred and sixty-five surveys were completed for a 37% response rate. The following tables indicate the demographic characteristics of the survey respondents. Information on location, gender, age, and employment status is included. Percentages indicated on the tables and graphs are based upon the total number of responses for each individual question, as some respondents did not answer all questions.

Place of Residence (Question 27)

While there are some large differences in the percentages below, the absolute differences are small. The returned surveys are skewed toward the Sheridan population which is reasonable given that this is where most of the services are located.

Location	Zip Code	Count	Percent
Sheridan	59749	188	70.9%
Twin Bridges	59754	42	15.8%
Alder	59710	19	7.2%
Silver Star	59751	6	2.3%
Virginia City	59755	4	1.5%
Other		0	0
No Response		6	2.3%
TOTAL			100%

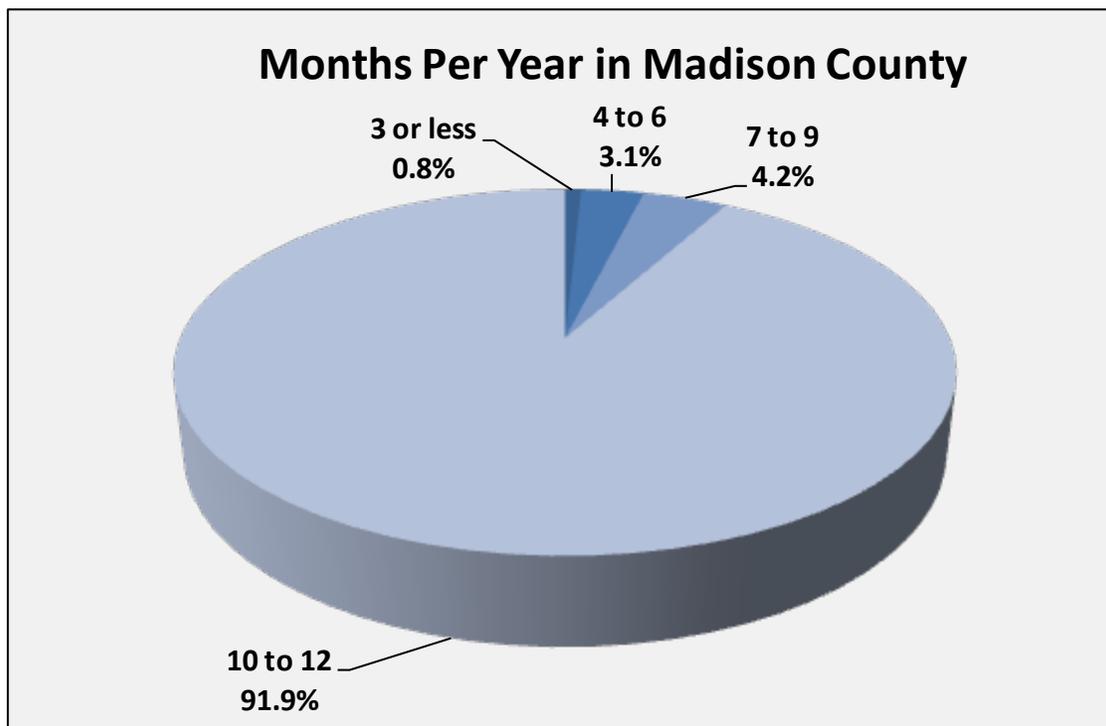
“Other” comments:

- 99503 ½ year

Months Lived in Madison County Each Year (Question 28)

N= 259

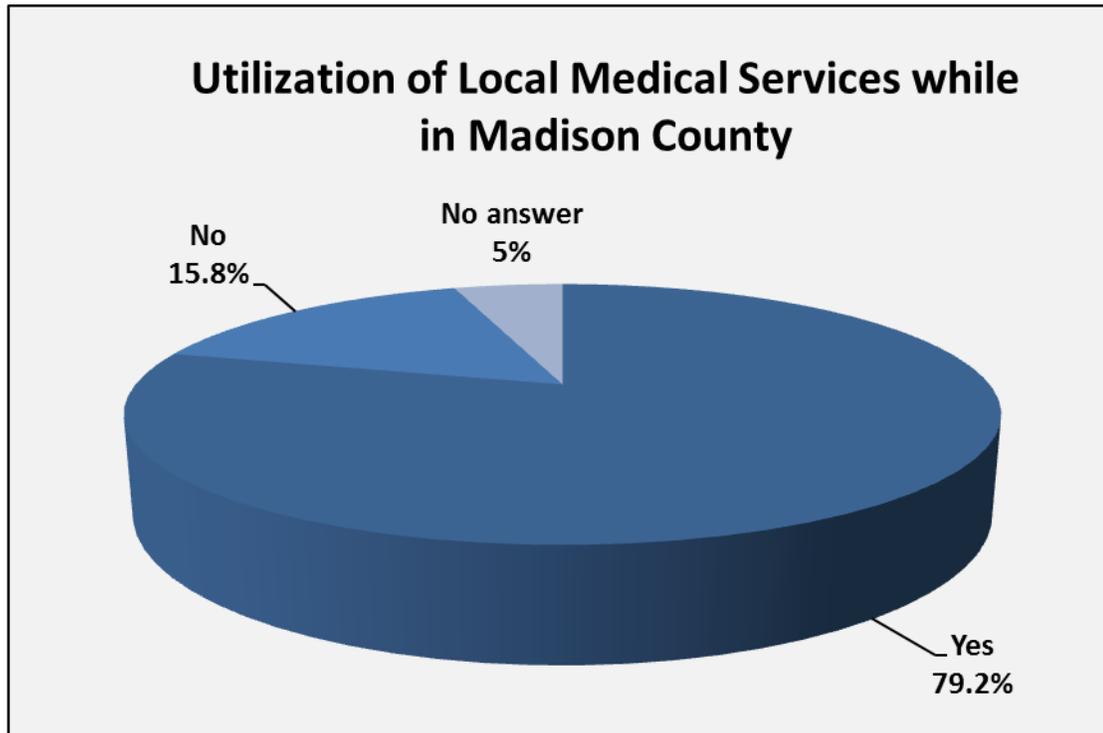
Ninety-two percent of respondents (n=238) indicated they live 10-12 months each year in Madison County. Four percent (n=11) live in Madison County 7-9 months of the year and 3.1% (n=8) live there 4-6 months. Six respondents chose not to answer this question.



Utilization of Medical Services When in Madison County (Question 29)

N= 265

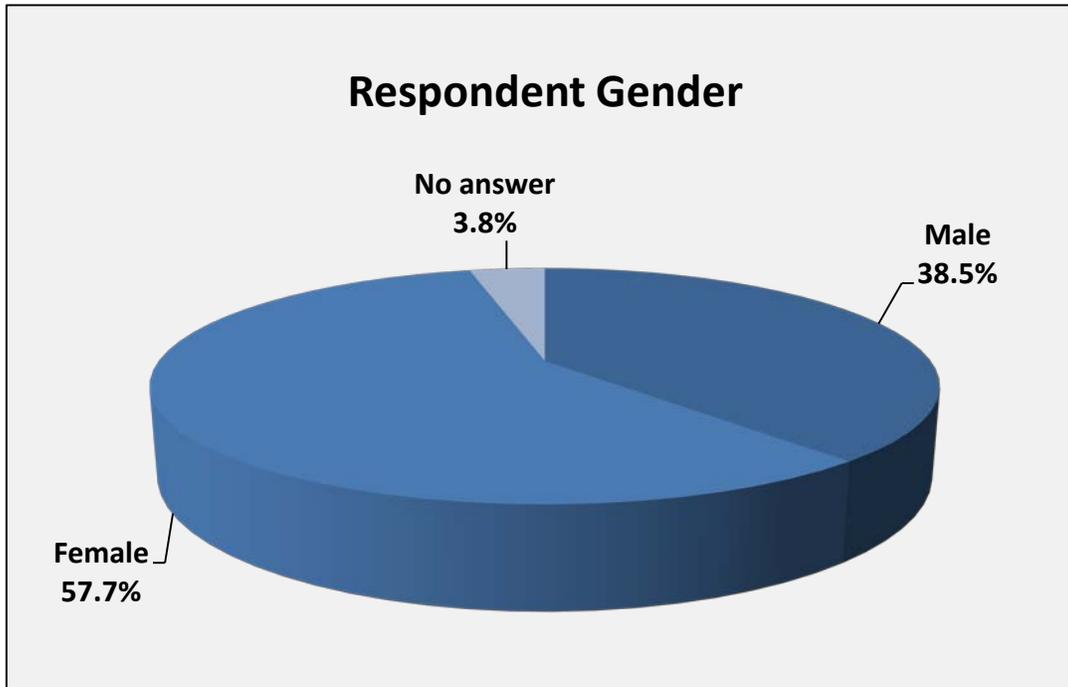
Seventy-nine percent of respondents (n=210) indicated they utilize local medical services when they reside in Madison County. Sixteen percent (n=42) reported they did not utilize local medical services when in Madison County and 5% (n=13) chose not to answer this question.



Gender (Question 30)

N= 265

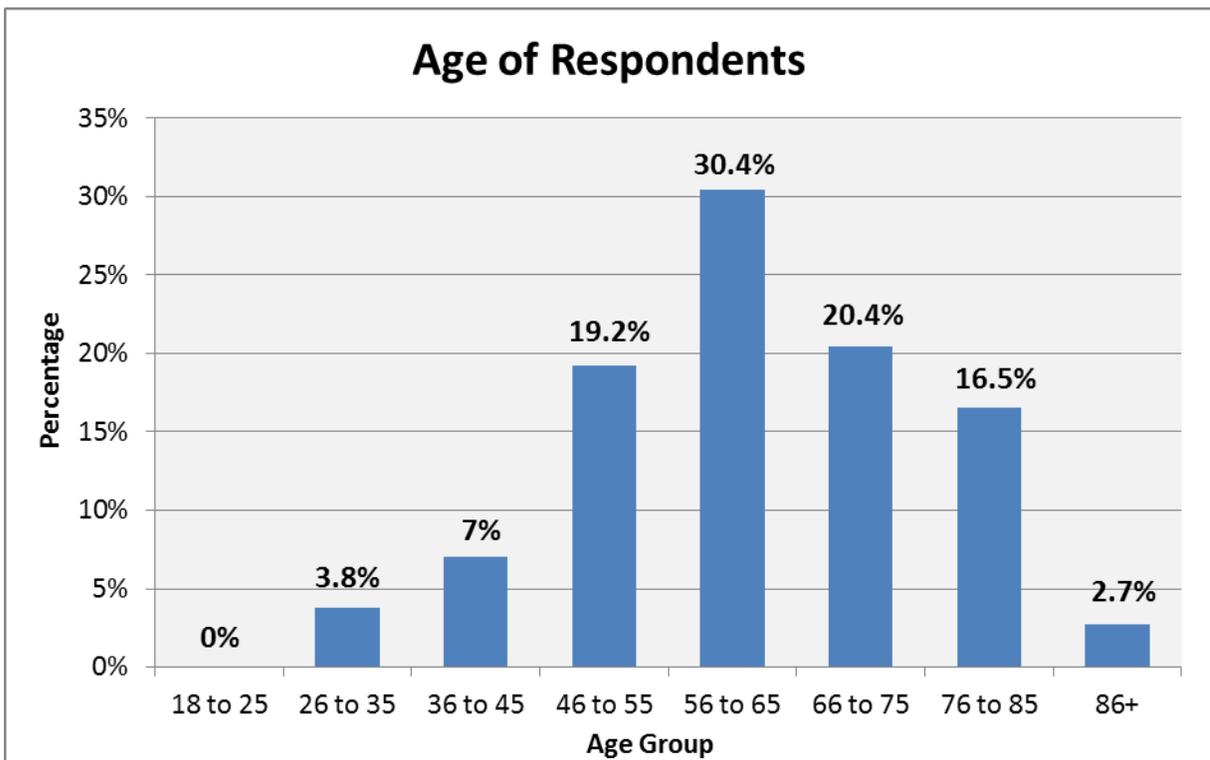
Of the surveys returned, 57.7% of respondents (n=153) were female; 38.5% (n=102) were male, and 3.8% (n=10) chose not to answer this question. The survey was distributed to a random sample which consisted of 50% women and 50% men. It is not unusual for survey respondents to be predominantly female, particularly when the survey is health care oriented since women are frequently the health care decision makers for families.



Age of Respondents (Question 31)

N= 260

Thirty percent of respondents (n=79) were between the ages of 56-65. Twenty percent of respondents (n=53) were between the ages of 66-75 and 19.2% (n=50) were between the ages of 46-55. This statistic is comparable to other Critical Access Hospital demographics. The increasing percentage of elderly residents in rural communities is a trend which is seen throughout Montana and will likely have a significant impact on the need for health care services during the next 10-20 years. However, it is important to note that the survey was targeted to adults and therefore no respondents are under age 18. Older residents are also more invested in health care decision making, and therefore are more likely to respond to health care surveys, as reflected by this graph.



Employment of Respondents (Question 32)

N= 265

Forty-six percent of respondents (n=122) reported being retired, while 32.8% (n=87) work full time. Thirteen percent of respondents (n=35) indicated they work part time. Respondents could check all that apply, so the percentages do not equal 100%.

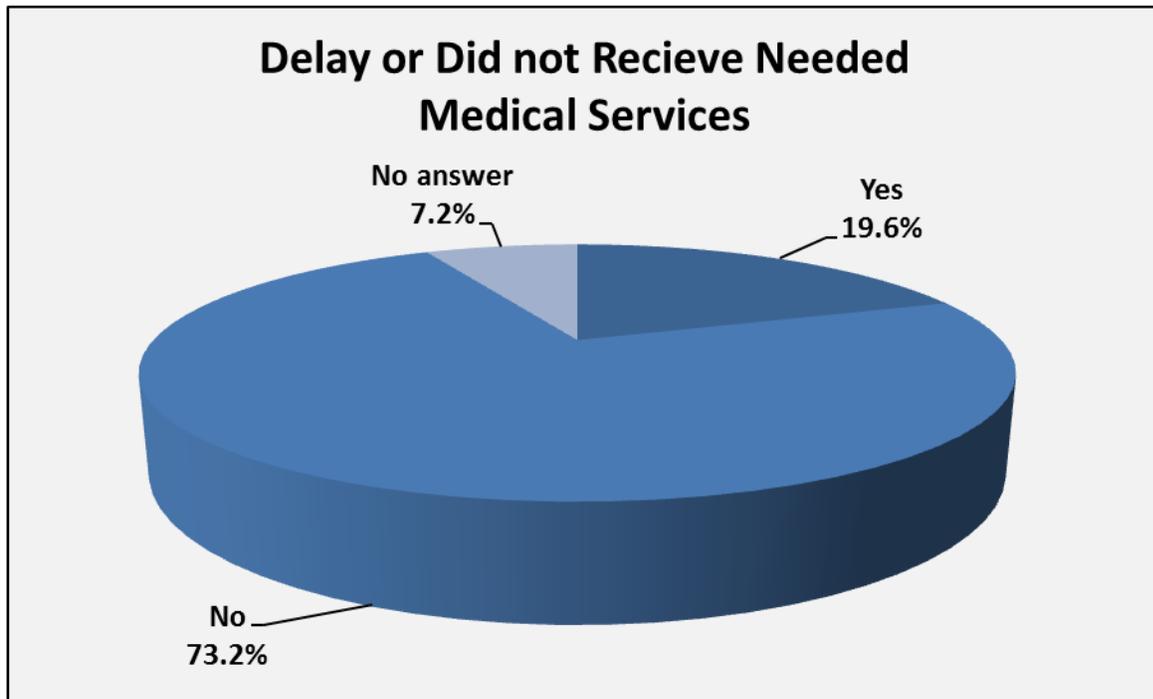
Reason	Count	Percent
Retired	122	46.0%
Work full-time	87	32.8%
Work part-time	35	13.2%
Disabled	15	5.7%
Not currently seeking employment	6	2.3%
Unemployed, but looking	4	1.5%
Student	1	0.4%
Other	16	6.0%

IV. Survey Findings- Use of Health Care Services

Needed/Delay of Health Services in the Past Three Years (Question 1)

N= 265

Of the 265 surveys returned, 19.6% (n=52) reported that they or a member of their household thought they needed health care services, but did NOT get it or delayed getting it. Seventy-three percent of respondents (n=194) felt they were able to get the health care services they needed without delay and nineteen respondents (7.2%) chose not to answer this question.



Reasons for NOT Receiving or Delay in Health Care Services (Question 2)

N= 52

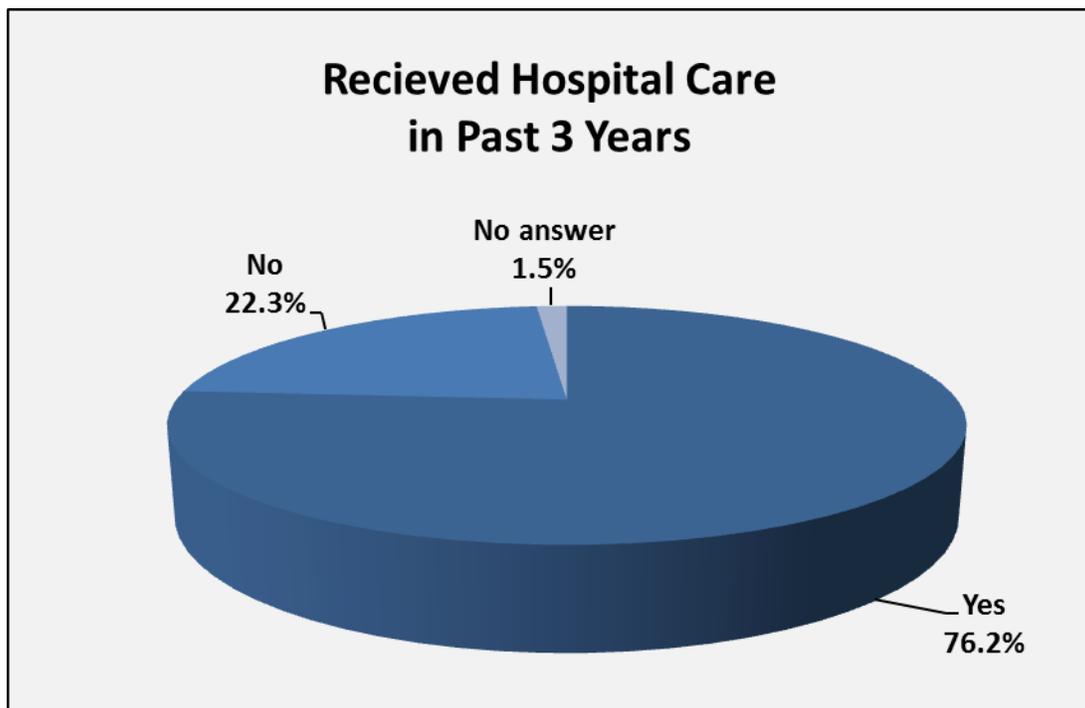
The reasons most cited why respondents were not able to receive or had a delay in receiving health care services were: “It cost too much” (67.3%, n=35), “My insurance didn’t cover it” (36.5%, n=19) and “No insurance” (26.9%, n=14). Respondents were asked to indicate their top three choices, thus percentages do not total 100%.

Reason	Count	Percent
It cost too much	35	67.3%
My insurance didn’t cover it	19	36.5%
No insurance	14	26.9%
Don’t like doctors	9	17.3%
Too long to wait for an appointment	8	15.4%
Too nervous or afraid	5	9.6%
Unsure if services were available	4	7.7%
Could not get off work	4	7.7%
Not treated with respect	4	7.7%
Transportation/weather related problems	2	3.8%
Could not get an appointment	1	1.9%
Office wasn’t open when I could go	1	1.9%
Had no one to care for the children	1	1.9%
Didn’t know where to go	1	1.9%
It was too far to go	1	1.9%
Language barrier	0	0
Other	9	17.3%

Hospital Care Received in the Past Three Years (Question 3)

N= 265

Seventy-six percent of respondents (n=202) reported that they or a member of their family had received hospital care during the previous three years. Twenty-two percent (n=59) had not received hospital services and 1.5% of respondents (n=4) did not answer this question.



Hospitals Used Most Often in the Past Three Years (Question 4)

N= 177

Of the 202 respondents who indicated receiving hospital care in the previous three years, 45.8% (n=81) reported receiving care in Sheridan. Twenty-nine percent of respondents (n=52) went to Dillon for hospitalization and 8.5% (n=15) utilized services in Bozeman. Twenty-five of the 202 respondents who reported they had been to a hospital in the past three years did not indicate which hospital they had utilized.

Hospital	Count	Percent
Sheridan	81	45.8%
Dillon	52	29.4%
Bozeman	15	8.5%
Butte	9	5.1%
VA Hospital	6	3.4%
Ennis	1	0.6%
Other	13	7.3%
TOTAL	177	100%

Reasons for Selecting the Hospital Used (Question 5)

Of the 202 respondents who had personal or family experience at a hospital within the past three years, the primary reason given for selecting the facility used most often was “Closest to home” at 54% (n=109). “Prior experience with hospital” was selected by 49.5% of the respondents (n=100) and 40.6% (n=82) selected “Referred by physician.” Note that respondents were asked to select the top three answers which influenced their choices therefore the percentages do not equal 100%.

Reason	Count	Percent
Closest to home	109	54.0%
Prior experience with hospital	100	49.5%
Referred by physician	82	40.6%
Hospital’s reputation for quality	68	33.7%
Emergency, no choice	50	24.8%
Recommended by family or friends	21	10.4%
Cost of care	19	9.4%
Closest to work	16	7.9%
VA/Military requirement	12	5.9%
Required by insurance plan	6	3.0%
Other	18	8.9%

Cross Tabulation of Hospital and Residence

Analysis was done to look at where respondents utilized hospital services the most in the past three years with where they live by zip code. The chart below shows the results of the cross tabulation. Hospital location is along the top and residence is along the side.

LOCATION OF MOST OFTEN UTILIZED HOSPITAL BY RESIDENCE

	Sheridan	Dillon	Butte	Ennis	Bozeman	VA Hospital	Other	Total
Sheridan 59749	68 (48.2%)	45 (31.9%)	5 (3.5%)		11 (7.8%)	6 (4.3%)	6 (4.3%)	141
Twin Bridges 59754	11 (36.7%)	9 (30%)	3 (10%)		1 (3.3%)		6 (20%)	30
Alder 59710	4 (50%)				3 (37.5%)	1 (12.5%)		8
Virginia City 59755	1 (50%)			1 (50%)				2
Silver Star 59751			1 (50%)		1 (50%)			2
Other								0
TOTAL	84 (45.9%)	54 (29.5%)	9 (4.9%)	1 (0.5%)	16 (8.7%)	7 (3.8%)	12 (6.6%)	183

Cross Tabulation of Hospital and Reason Selected

Analysis was done to look at respondents' most utilized hospital with why they selected that hospital. The chart below shows the results of the cross tabulation. Reason hospital was selected was a multiple response item, thus totals cannot add up to 100%. Hospital location is across the top of the table and reason for selection is along the side.

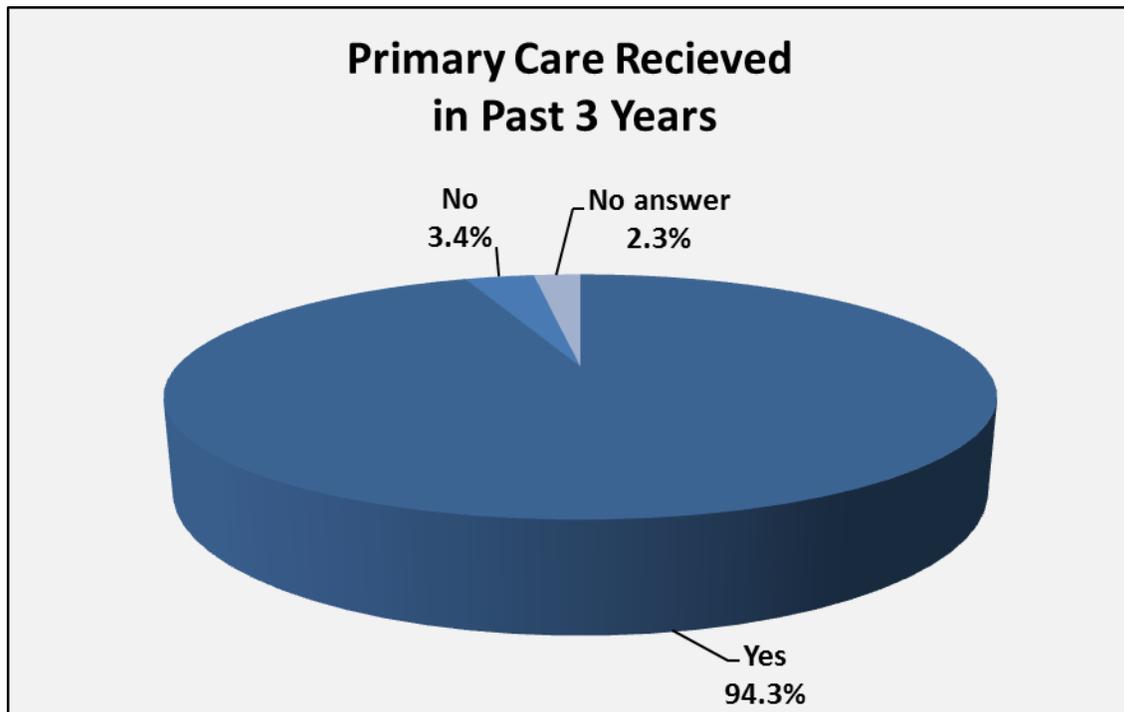
LOCATION OF MOST UTILIZED HOSPITAL BY REASONS HOSPITAL SELECTED

	Sheridan	Dillon	Butte	Ennis	Bozeman	VA Hospital	Other	Total
Cost of care	9 (50%)	3 (16.7%)	1 (5.6%)		2 (11.1%)	2 (11.1%)	1 (5.6%)	18
Closest to home	81 (77.1%)	15 (14.3%)	3 (2.9%)	1 (1%)	1 (1%)		4 (3.8%)	105
Closest to work	12 (70.6%)	3 (17.6%)			1 (5.9%)		1 (5.9%)	17
Emergency, no choice	33 (70.2%)	8 (17%)	2 (4.3%)		1 (2.1%)	2 (4.3%)	1 (2.1%)	47
Hospital's reputation for quality	18 (29.5%)	23 (37.7%)			10 (16.4%)	3 (4.9%)	7 (11.5%)	61
Prior experience with hospital	45 (48.9%)	34 (37%)	2 (2.2%)		7 (7.6%)	2 (2.2%)	2 (2.2%)	92
Recommended by family or friends	3 (13.6%)	7 (31.8%)	1 (4.5%)		7 (31.8%)		4 (18.2%)	22
Referred by physician	23 (30.3%)	34 (44.7%)	5 (6.6%)	1 (1.3%)	8 (10.5%)		5 (6.6%)	76
Required by insurance plan		2 (40%)	1 (20%)				2 (40%)	5
VA/Military requirement	2 (22.2%)					7 (77.8%)		9
Other	2 (11.1%)	11 (61.1%)			2 (11.1%)	1 (5.6%)	2 (11.1%)	18

Primary Care Received in the Past Three Years (Question 6)

N= 265

Ninety-four percent of respondents (n=250) indicated that they or someone in their household had been seen by a primary care provider (such as a family physician, physician assistant or nurse practitioner) for health care services in the past three years. Six respondents (2.3%) chose not to answer this question.



Location of Primary Care Provider (Question 7)

N= 230

Of the 250 respondents who indicated receiving primary care services in the previous three years, 37% (n=85) reported receiving care at Sheridan Community Health Clinic. Twenty-four percent of respondents (n=55) went to Ruby Valley Medical Clinic and 22.2% of respondents (n=51) utilized primary care services in Dillon. Twenty of the 250 respondents who reported they had utilized primary care services in the past three years did not indicate where they received those services.

Location	Count	Percent
Sheridan Community Health Clinic	85	37.0%
Ruby Valley Medical Clinic	55	23.9%
Dillon	51	22.2%
Twin Bridges Medical Clinic	13	5.7%
Whitehall	4	1.7%
Ennis	2	0.9%
Other	20	8.7%
TOTAL	230	100.0%

Reasons for Selecting Primary Care Providers (Question 8)

N= 250

Those respondents who indicated they or someone in their household had been seen by a primary care provider within the past three years were asked to indicate why they chose that primary care provider. Fifty-five percent of respondents (n=137) selected “Closest to home” as the top reason for selection of provider. “Prior experience with clinic” was selected by 43.6% of respondents (n=109) and 34% (n=85) selected “Appointment availability.” Respondents were asked to check all that apply, so the percentages do not equal 100%.

Reason	Count	Percent
Closest to home	137	54.8%
Prior experience with clinic	109	43.6%
Appointment availability	85	34.0%
Clinic’s reputation for quality	83	33.2%
Recommended by family or friends	49	19.6%
Cost of care	40	16.0%
Length of waiting room time	38	15.2%
Referred by physician or other provider	31	12.4%
VA/Military requirement	10	4.0%
Required by insurance plan	9	3.6%
Indian Health Services	0	0
Other	39	15.6%

Cross Tabulation of Primary Care and Residence

Analysis was done to look at where respondents went most often for primary care with where they live by zip code. The chart below shows the results of the cross tabulation. Location of clinic is across the top of the chart while location of residence is along the side.

LOCATION OF CLINIC MOST UTILIZED BY RESIDENCE

	Ruby Valley Medical Clinic	Sheridan Community Health Clinic	Twin Bridges Medical Clinic	Ennis	Dillon	Whitehall	Other	Total
Sheridan 59749	50 (30.1%)	67 (40.4%)			38 (22.9%)	1 (0.6%)	10 (6%)	166
Twin Bridges 59754	3 (7.9%)	7 (18.4%)	12 (31.6%)		11 (28.9%)	1 (2.6%)	4 (10.5%)	38
Alder 59710	2 (11.8%)	6 (35.3%)		1 (5.9%)	2 (11.8%)	1 (5.9%)	5 (29.4%)	17
Virginia City 59755	1 (25%)	1 (25%)		1 (25%)			1 (25%)	4
Silver Star 59751		2 (40%)	1 (20%)			1 (20%)	1 (20%)	5
Other								0
TOTAL	56 (24.3%)	83 (36.1%)	13 (5.7%)	2 (0.9%)	51 (22.2%)	4 (1.7%)	21 (9.1%)	230

Cross Tabulation of Clinic and Reason Selected

Analysis was done to look at where respondents went most often for primary care services with why they selected that clinic/provider. The chart below shows the results of the cross tabulation. Reason clinic/provider was selected was a multiple response item, thus totals cannot add up to 100%.

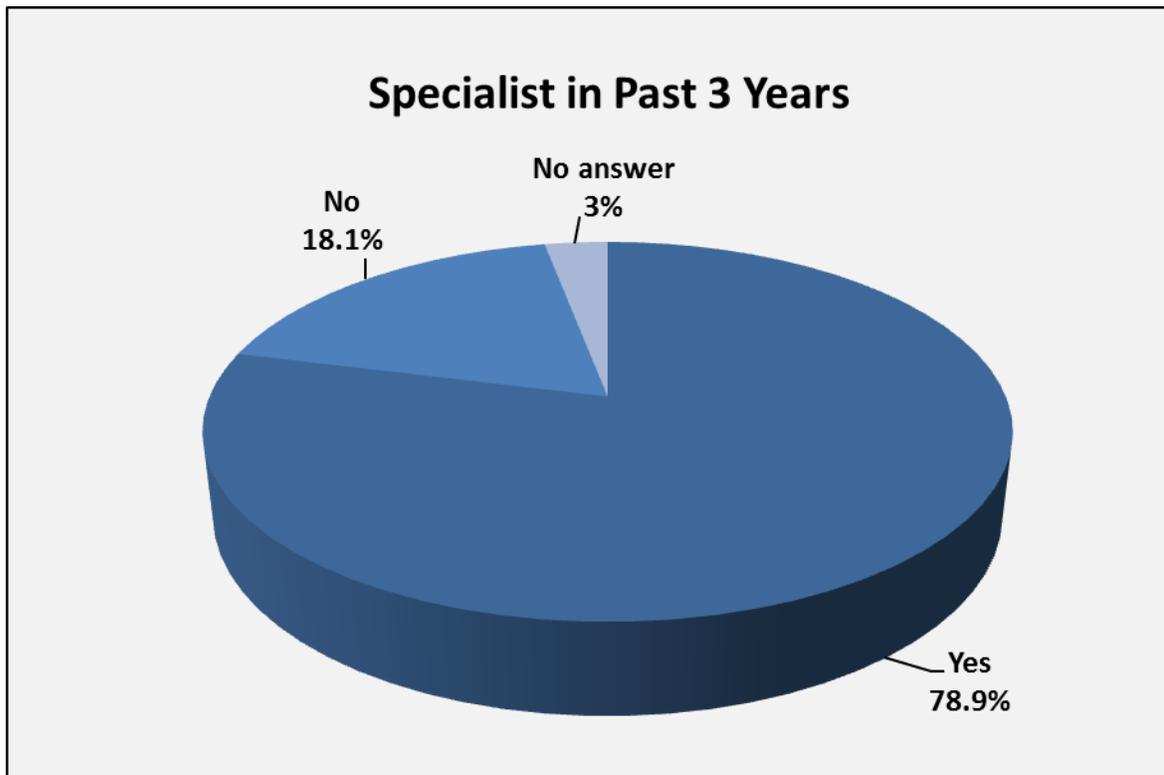
LOCATION OF MOST UTILIZED PRIMARY CARE PROVIDER BY REASONS CLINIC SELECTED

	Ruby Valley Medical Clinic	Sheridan Community Health Clinic	Twin Bridges Medical Clinic	Ennis	Dillon	Whitehall	Other	Total
Appointment availability	29 (35.4%)	30 (36.6%)	8 (9.8%)	1 (1.2%)	11 (13.4%)		3 (3.7%)	82
Clinic's reputation for quality	26 (32.5%)	24 (30%)	4 (5%)	1 (1.2%)	20 (25%)		5 (6.2%)	80
Closest to home	45 (33.8%)	64 (48.1%)	12 (9%)	1 (0.8%)	9 (6.8%)		2 (1.5%)	133
Cost of care	9 (23.1%)	23 (59%)	1 (2.6%)		4 (10.3%)		2 (5.1%)	39
Length of waiting room time	13 (34.2%)	13 (34.2%)	4 (10.5%)	1 (2.6%)	5 (13.2%)		2 (5.3%)	38
Recommended by family or friends	7 (15.6%)	16 (35.6%)	1 (2.2%)		17 (37.8%)	1 (2.2%)	3 (6.7%)	45
Referred by physician or other provider	1 (4%)	6 (24%)		1 (4%)	13 (52%)	2 (8%)	2 (8%)	25
Required by insurance plan	1 (10%)	1 (10%)	2 (20%)		1 (10%)		5 (50%)	10
VA/Military requirement		2 (33.3%)			2 (33.3%)		2 (33.3%)	6
Indian Health Services								0
Prior experience with clinic	24 (23.5%)	44 (43.1%)	8 (7.8%)		17 (16.7%)	1 (1%)	8 (7.8%)	102
Other	4 (12.1%)	13 (39.4%)	2 (6.1%)		10 (30.3%)		4 (12.1%)	33

Use of Health Care Specialists during the Past Three Years (Question 9)

N= 265

Seventy-nine percent of respondents (n=209) indicated they or a household member had seen a health care specialist during the past three years which is a higher percentage than seen in other rural communities. The average is around 70%. Eight respondents (3%) chose not to answer this question.



Type of Health Care Specialist Seen (Question 10)

The respondents (n=209) saw a wide array of health care specialists. The most frequently indicated specialist was the “Dentist” with 47.8% (n=100) of respondents having utilized their services. “Orthopedic surgeon” was the second most utilized specialist at 34.4% (n=72) and “General surgeon” at 25.8% (n=54). Respondents were asked to choose all that apply so percentages will not equal 100%.

Specialist	Count	Percent
Dentist	100	47.8%
Orthopedic surgeon	72	34.4%
General surgeon	54	25.8%
Dermatologist	47	22.5%
Physical therapist	46	22.0%
OB/GYN	39	18.7%
Chiropractor	37	17.7%
Radiologist	37	17.7%
Ophthalmologist	36	17.2%
Cardiologist	32	15.3%
Urologist	28	13.4%
Allergist	24	11.5%
Neurologist	20	9.6%
ENT (ear/nose/throat)	16	7.7%
Gastroenterologist	16	7.7%
Podiatrist	14	6.7%
Neurosurgeon	11	5.3%
Oncologist	11	5.3%
Mental health counselor	10	4.8%
Endocrinologist	7	3.3%
Occupational therapist	7	3.3%
Rheumatologist	7	3.3%
Pediatrician	6	2.9%
Psychologist	6	2.9%
Psychiatrist (M.D.)	5	2.4%
Speech therapist	5	2.4%
Dietician	4	1.9%
Social worker	3	1.4%
Geriatrician	2	1.0%
Substance abuse counselor	1	0.5%
Other	16	7.7%

Location of Health Care Specialist (Question 11)

N= 209

Of those respondents indicating they saw a health care specialist, 46.9% (n=98) saw one in Dillon. Butte was the second highest reported location at 44.5% (n=93) Sheridan was next at 33.5% (n=70). Respondents could select more than one location therefore percentages do not equal 100%.

Location	Count	Percent
Dillon	98	46.9%
Butte	93	44.5%
Sheridan	70	33.5%
Bozeman	65	31.1%
Ennis	4	1.9%
Other	57	27.3%

Overall Quality of Care at Ruby Valley Hospital (Question 12)

Respondents were asked to rate a variety of aspects of the overall care provided at Ruby Valley Hospital. Respondents were asked to rate the services using the scale of 4=Excellent, 3=Good, 2=Fair, 1=Poor and Don't know or Haven't used. The sums of the average scores were then calculated with "Ambulance service (volunteer service)" receiving the top average score of 3.8 out of 4.0. Second highest scores went to "Laboratory," "Physical therapy," and "Tobacco Root Mountains Care Center" all receiving a 3.5 out of 4.0. The total average score was 3.4, indicating the overall services of the hospital to be Excellent to Good.

	Excellent (4)	Good (3)	Fair (2)	Poor (1)	Don't know	Total	Average
Ambulance service (volunteer)	91	25	2	0	147	265	3.8
Cardiac rehabilitation	10	9	1	2	243	265	3.2
Clinic visits	79	63	19	4	100	265	3.3
Emergency room	78	56	14	5	112	265	3.4
Inpatient services/hospital stay	43	35	9	2	176	265	3.3
Laboratory	109	66	13	1	76	265	3.5
Physical therapy	69	43	10	0	143	265	3.5
Radiology	53	46	11	1	154	265	3.4
Tobacco Root Mountains Care Center	34	17	3	2	209	265	3.5
TOTAL	566	360	82	17			3.4

Desired Local Health Care Services (Question 13)

Respondents were asked to indicate which health care professionals or services presently not available would they use if available locally. Respondents indicated the most interest in having “Medicare/Medicaid Program Assistance” available at 26.4% (n=70). “Nutritionist/dietician” services were selected by 14.3% (n=38) and “Crisis services” and “Mental health services” were both selected by 9.8% (n=26) each. Respondents were asked to check all that apply so percentages do not equal 100%.

Desired Service	Count	Percent
Medicare/Medicaid Program Assistance	70	26.4%
Nutritionist/dietician	38	14.3%
Crisis services	26	9.8%
Mental health services	26	9.8%
Other	29	10.9%

Other comments regarding desired local health care services:

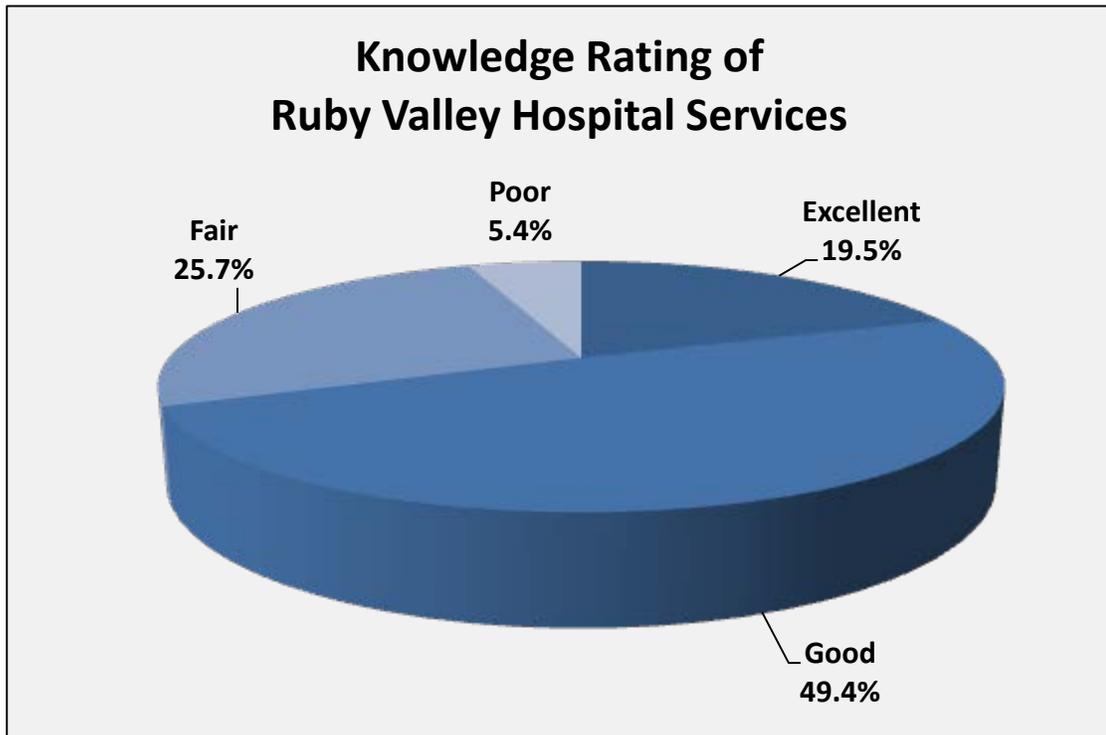
- Yearly exams
- Exercise programs
- Surgery
- CT scan
- Home health care with PT
- Osteopathic physician
- Lab work
- Naturopathic doctor
- Eye clinic
- Gynecology
- Allergist
- Dermatologist
- Family medical education classes

V. Survey Findings – Service Awareness

Overall Awareness of Ruby Valley Hospital’s Services (Question 14)

N= 257

Respondents were asked to rate their knowledge of the health services available at Ruby Valley Hospital. Forty-nine percent of respondents (n=127) rated their knowledge of Ruby Valley Hospital’s services as “Good.” Twenty-six percent (n=66) rated their knowledge as “Fair” and 19.5% of respondents (n=50) rated their knowledge as “Excellent.” Eight respondents chose not to answer this question.



How Respondents Learn of Health Care Services (Question 15)

“Word of mouth” was the most frequent method of learning about available services at 81.9% (n=217). Generally, word of mouth is the most frequent response among rural hospital surveys. The “Madisonian” was the second most frequent response to how people learn of health care services at 26.8% (n=71). Respondents could select more than one method so percentages do not equal 100%.

Method	Count	Percent
Word of mouth	217	81.9%
Madisonian	71	26.8%
Public Health	24	9.1%
Yellow Pages	19	7.2%
Schools	15	5.7%
Senior center	13	4.9%
Presentations	13	4.9%
Website/internet	12	4.5%
Library	10	3.8%
Chamber	7	2.6%
Other	33	12.5%

Other comments:

- Bulletin boards
- Radio ads
- I’m an EMT
- Hospital and clinic visits
- RVH
- Personal contact
- Former employee
- Born in Sheridan
- People’s experience
- Health care professionals
- Local posters
- Checking insurance provider network to see who participates
- Our doctor (2)
- Butte Standard
- Our research
- Employed by RVH
- Postings in town
- Seen by Dr. Googe
- Professional care providers
- Lived here my whole life
- Family member
- VA
- My own experience
- Long time resident
- Visit to facilities
- Hospital employees & board member
- Direct mail

Cross Tabulation of Service Knowledge and Learning about Services

Analysis was done to look at respondents' knowledge of services available at Ruby Valley Hospital with how they learn about services available in their community. The chart below shows the results of the cross tabulation. How respondents learned of health care services was a multiple response item, thus totals cannot add up to 100%.

KNOWLEDGE RATING OF RUBY VALLEY HOSPITAL SERVICES BY HOW RESPONDENTS LEARN ABOUT HEALTH CARE SERVICES

	Excellent	Good	Fair	Poor	Total
Yellow Pages	5 (26.3%)	9 (47.4%)	5 (26.3%)		19
Word of mouth	39 (18.1%)	109 (50.7%)	55 (25.6%)	12 (5.6%)	215
Senior center	1 (7.7%)	12 (92.3%)			13
Madisonian	16 (22.5%)	35 (49.3%)	17 (23.9%)	3 (4.2%)	71
Public Health	4 (16.7%)	13 (54.2%)	6 (25%)	1 (4.2%)	24
Chamber	3 (42.9%)	2 (28.6%)	2 (28.6%)		7
Presentations	1 (7.7%)	7 (53.8%)	5 (38.5%)		13
Website/internet	3 (25%)	5 (41.7%)	4 (33.3%)		12
Schools	3 (20%)	9 (60%)	3 (20%)		15
Library	4 (40%)	5 (50%)	1 (10%)		10
Other	10 (30.3%)	15 (45.5%)	7 (21.2%)	1 (3%)	33

Other Community Health Resources Utilized (Question 16)

Respondents were asked which community health resources, other than the hospital or clinic, they had used in the last three years. “Pharmacy” was the most frequent community health resource cited by respondents at 83.8% (n=222). “Dentist” was second most frequent at 58.5% (n=155) and “Community Health Clinic” came third at 30.6% (n=81). Respondents could select more than one method so percentages do not equal 100%.

Health Resources	Count	Percent
Pharmacy	222	83.8%
Dentist	155	58.5%
Community Health Clinic	81	30.6%
Chiropractor	46	17.4%
Massage therapist	45	17.0%
Public Health	24	9.1%
Tobacco Root Mountains Care Center	20	7.5%
Senior center	8	3.0%
Naturopath	7	2.6%
Home Park Assisted Living	7	2.6%
Other	11	4.2%

Other comments:

- VA (2)
- Eye
- Flu shot clinic
- Physical therapy (2)

Improvement for Community’s Access to Health Care (Question 17)

Respondents were asked what would improve their community’s access to health care. Thirty-six percent of respondents (n=96) reported “More specialists” would make the greatest improvement. Twenty-eight percent of respondents (n=75) indicated they would like to see “More primary care providers” and 19.2% (n=51) indicated they would like “Improved quality of care.” Respondents could select more than one method so percentages do not equal 100%.

Service	Count	Percent
More specialists	96	36.2%
More primary care providers	75	28.3%
Improved quality of care	51	19.2%
Greater health education services	42	15.8%
Transportation assistance	24	9.1%
Clinical services open longer hours	19	7.2%
Telemedicine	17	6.4%
Interpreter services	3	1.1%
Cultural sensitivity	3	1.1%
Other	23	8.7%

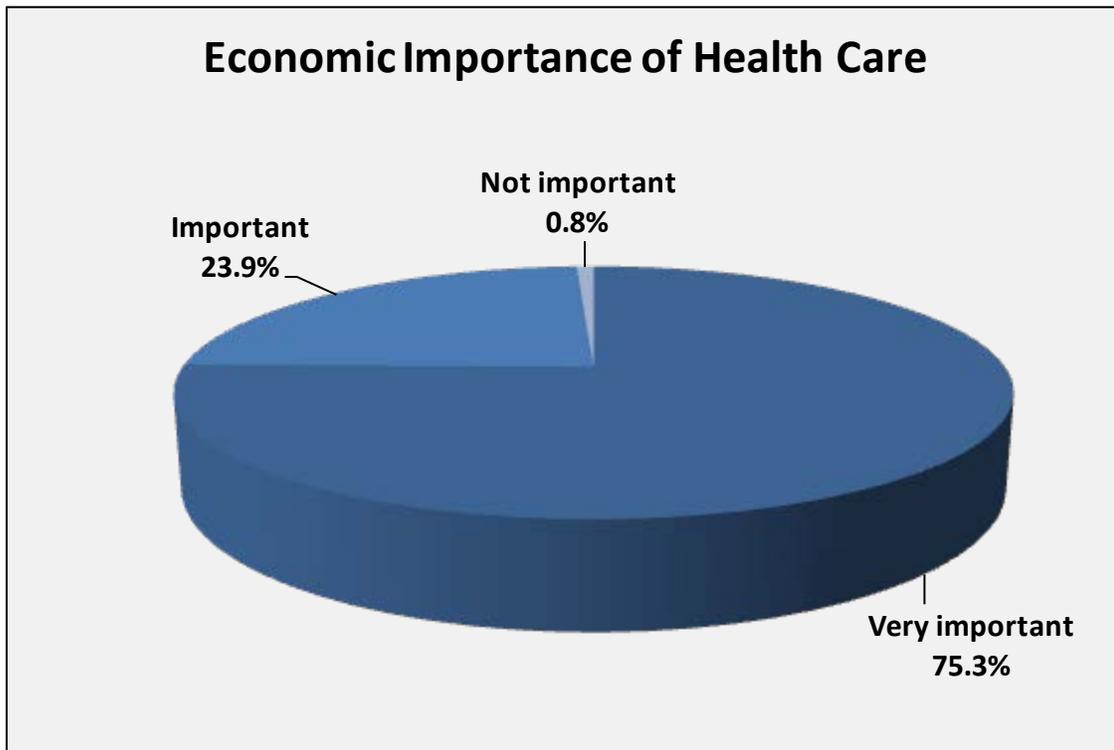
Other comments:

- More money into PT services
- Low cost service
- Better hospital management
- Naturopathic doctor
- I think it’s fine
- Improved M.D. quality
- Keep quality professionals; I prefer doctors over P.A.s. They all seem to cost the same; incorporate community health better into your facility
- Wellness
- Expense of health care
- We really do have great services
- Willingness to work more with payments on bills
- Provider attitude
- Better dietary services
- A larger more comprehensive faculty otherwise rely on Bozeman
- All providers at Barrett Hospital should participate in some insurance networks as hospital does i.e., anesthesiologist radiologist
- Helicopter pad
- Not much, too small of a community to make much that’s economical
- Blood screening clinic 2x a year
- Different doctor at RVH
- RVH & clinic consistent physician
- Updated equipment & services available local

Economic Importance of Local Health Care Services (Question 18)

N= 255

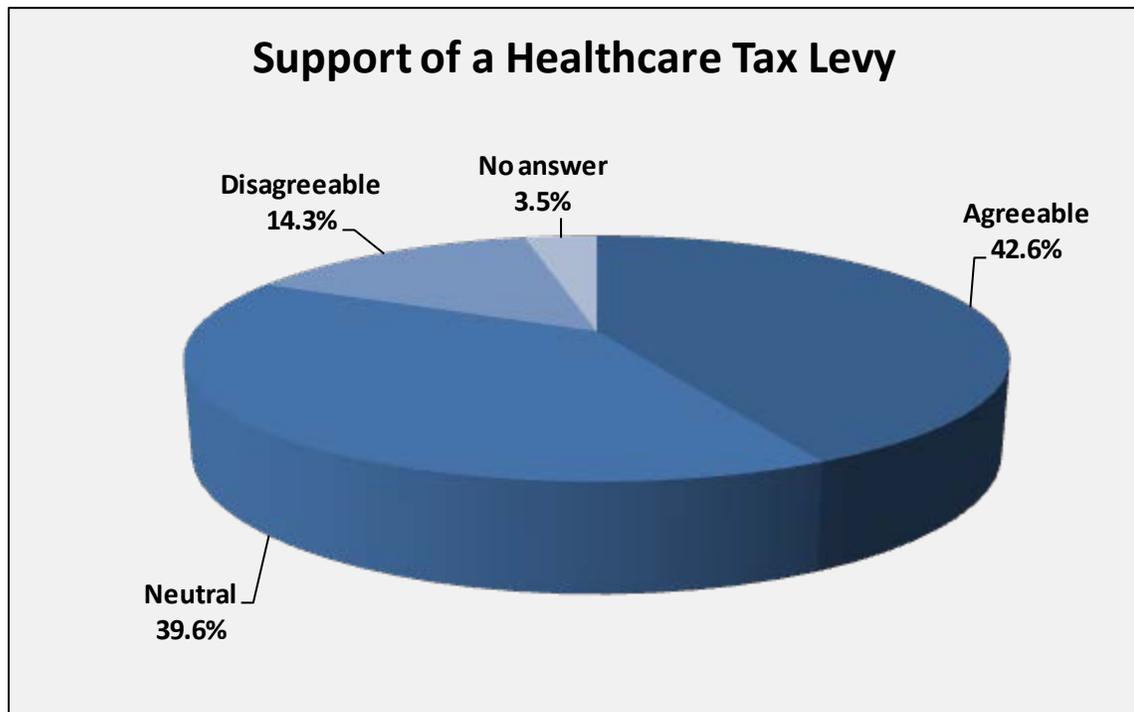
The majority of respondents, 75.3% (n=192) indicated that local health care services are “Very important” to the economic well-being of the area, and 23.9% (n=61) indicated they are “Important.” Ten respondents chose not to answer this question.



Support of Permanent Tax Levy (Question 19)

N= 265

Respondents were asked to indicate how agreeable they were in supporting a permanent tax levy to assist Ruby Valley Hospital in providing increased quality, patient safety, and greater access to advanced medical services. Forty-three percent of respondents (n=113) indicated they were “Agreeable” in supporting a permanent levy. Forty percent (n=105) indicated they were “Neutral” and 14.3% (n=38) indicated they were “Disagreeable.” Nine respondents chose not to answer this question (3.5%).

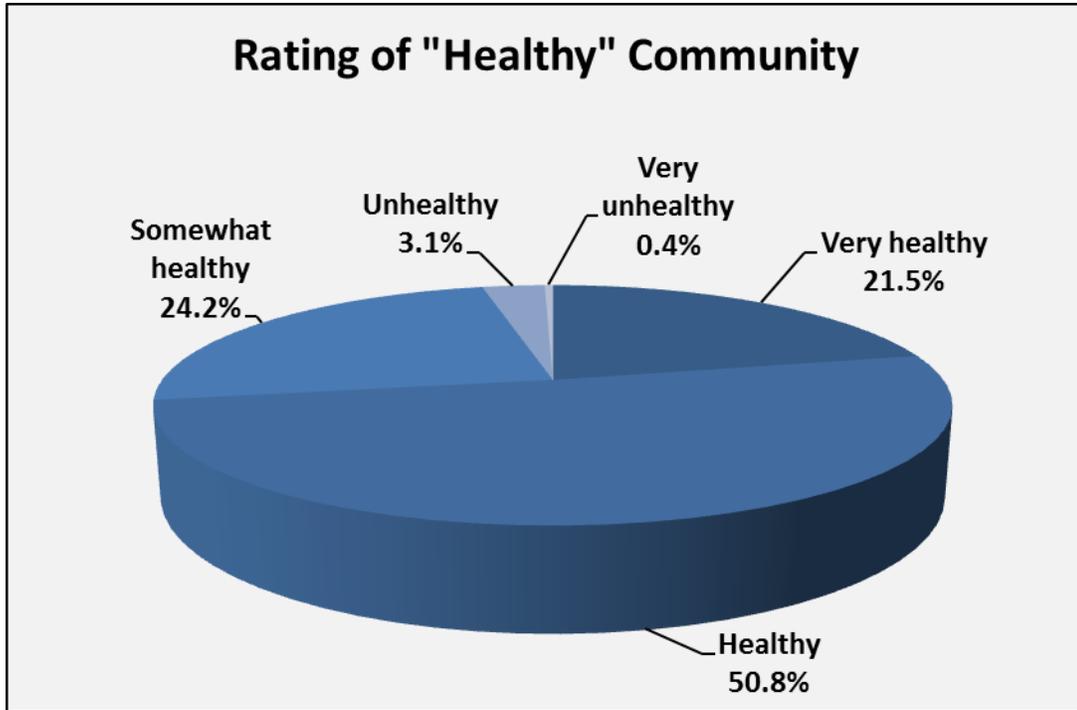


VI. Survey Findings- Community Health

Impression of Community (Question 20)

N= 256

Respondents were asked how they would rate their community as a healthy place to be living in. Fifty-one percent of respondents (n=130) rated their community as “Healthy.” Twenty-four percent of respondents (n=62) felt their community was “Somewhat healthy” and 21.5% (n=55) felt their community was “Very healthy.” Nine respondents chose not to answer this question.



Health Concerns for Community (Question 21)

Respondents were asked what they felt the three most serious health concerns were in their community. The number one health concern identified by respondents was “Alcohol/substance abuse” at 49.4% (n=131). “Cancer” was also a high priority at 41.1% (n=109) and “Heart disease” at 25.7% (n=68). Respondents were asked to pick their top three serious health concerns, so percentages do not equal 100%.

Health Concern	Count	Percent
Alcohol/substance abuse	131	49.4%
Cancer	109	41.1%
Heart disease	68	25.7%
Obesity	62	23.4%
Diabetes	53	20.0%
Lack of exercise	49	18.5%
Tobacco use	47	17.7%
Motor vehicle accidents	40	15.1%
Recreational related accidents/injuries	39	14.7%
Work related accidents/injuries	30	11.3%
Mental health issues	27	10.2%
Stroke	27	10.2%
Lack of access to health care	15	5.7%
Domestic violence	9	3.4%
Child abuse/neglect	8	3.0%
Lack of dental care	6	2.3%
Suicide	5	1.9%
Other	14	5.3%

Other comments:

- Affordable care for all
- Geriatrics
- Transport for elderly at home
- Poor diet
- Lack of preventative education
- Mental health , but need for alternative medicine (vitamins etc. – not drugs)
- Aging
- Lack of personal responsibility for staying healthy
- Health care for poor
- Dementia
- Montana overall is not health conscious
- Cost
- Lack of health insurance for low income
- Old age (2)
- Animal vehicle collisions
- Affordable health care

Components of a Healthy Community (Question 22)

Respondents were asked to identify the three most important things for a healthy community. Sixty-two percent of respondents (n=163) indicated “Access to health care and other services” is most important for a healthy community. “Good jobs and healthy economy” was the second most indicated component at 47.9% (n=127) and “Healthy behaviors and lifestyles” at 36.2% (n=96). Respondents were asked to identify their top three choices, thus the percentages will not add up to 100%.

Important Component	Count	Percent
Access to health care and other services	163	61.5%
Good jobs and healthy economy	127	47.9%
Healthy behaviors and lifestyles	96	36.2%
Strong family life	68	25.7%
Good schools	63	23.8%
Low crime/safe neighborhoods	62	23.4%
Clean environment	51	19.2%
Affordable housing	47	17.7%
Religious or spiritual values	44	16.6%
Community involvement	32	12.1%
Tolerance for diversity	11	4.2%
Low death and disease rates	8	3.0%
Parks and recreation	8	3.0%
Low level of domestic violence	6	2.3%
Arts and cultural events	0	0
Other	5	1.9%

Other comments:

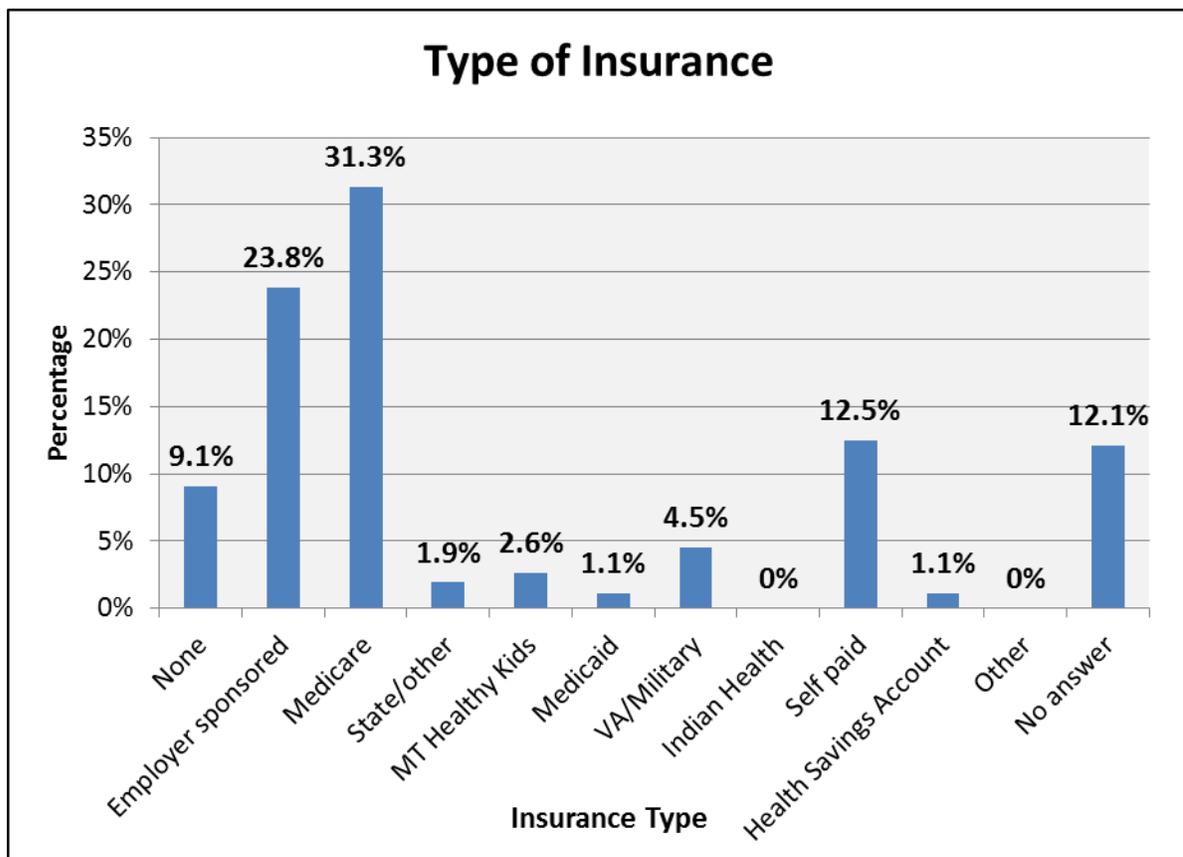
- Physical activities indoor
- Individual self discipline
- We need all of these
- Quality providers
- Quality education/public schools
- All of them

VII. Survey Findings- Health Insurance

Medical Insurance (Question 23)

N= 265

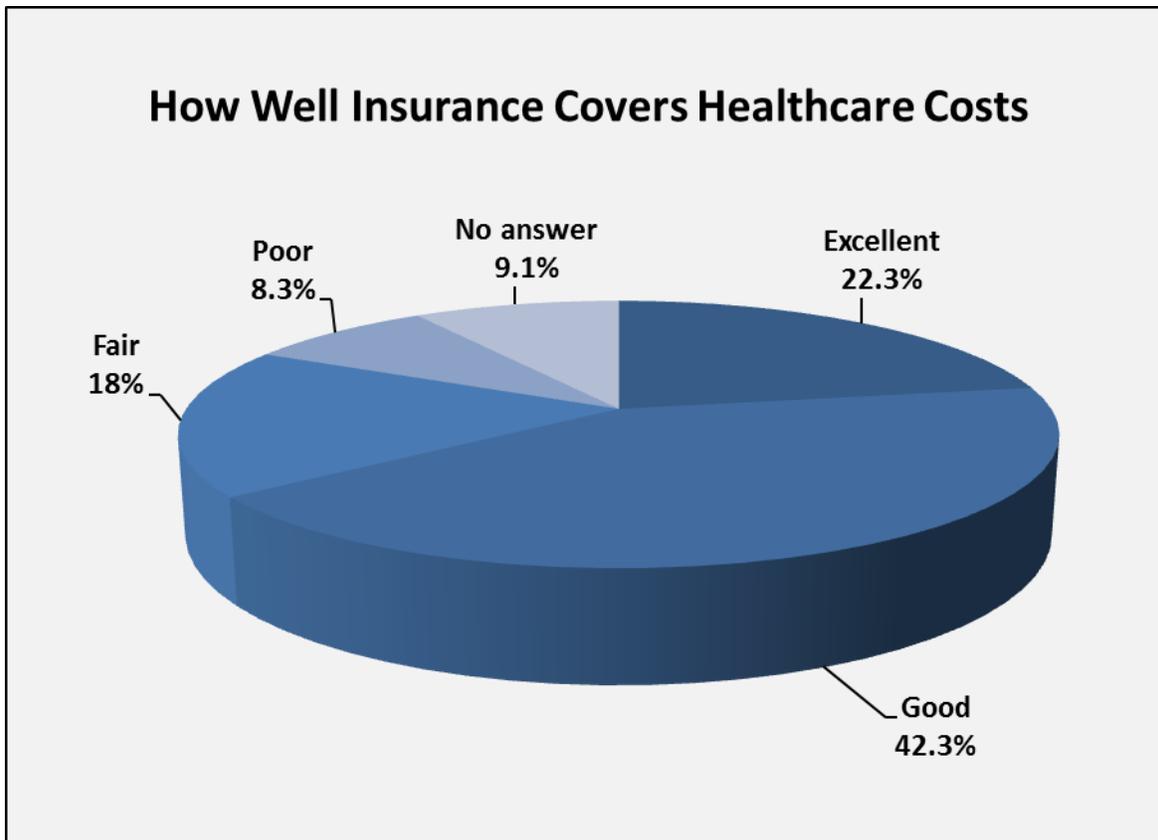
Respondents were asked to indicate what type of medical insurance covers the majority of their medical expenses. Thirty-one percent (n=83) indicated they have “Medicare” coverage. Twenty-four percent indicated they have “Employer sponsored” coverage (n=63) and “Self paid” was indicated by 12.5% of respondents (n=33). Nine percent of respondents (n=24) indicated they do not have insurance.



Insurance and Health Care Costs (Question 24)

N= 265

Respondents were asked to indicate how well they feel their health insurance covers their health care costs. Forty-two percent of respondents (n=112) indicated they felt their insurance covers a “Good” amount of their health care costs. Twenty-two percent of respondents (n=59) indicated they felt their insurance is “Excellent” and 18% of respondents (n=48) indicated they felt their insurance was “Fair.” Twenty-four respondents chose not to answer this question (9.1%).



Barriers to Having Medical Insurance (Question 25)

N= 24

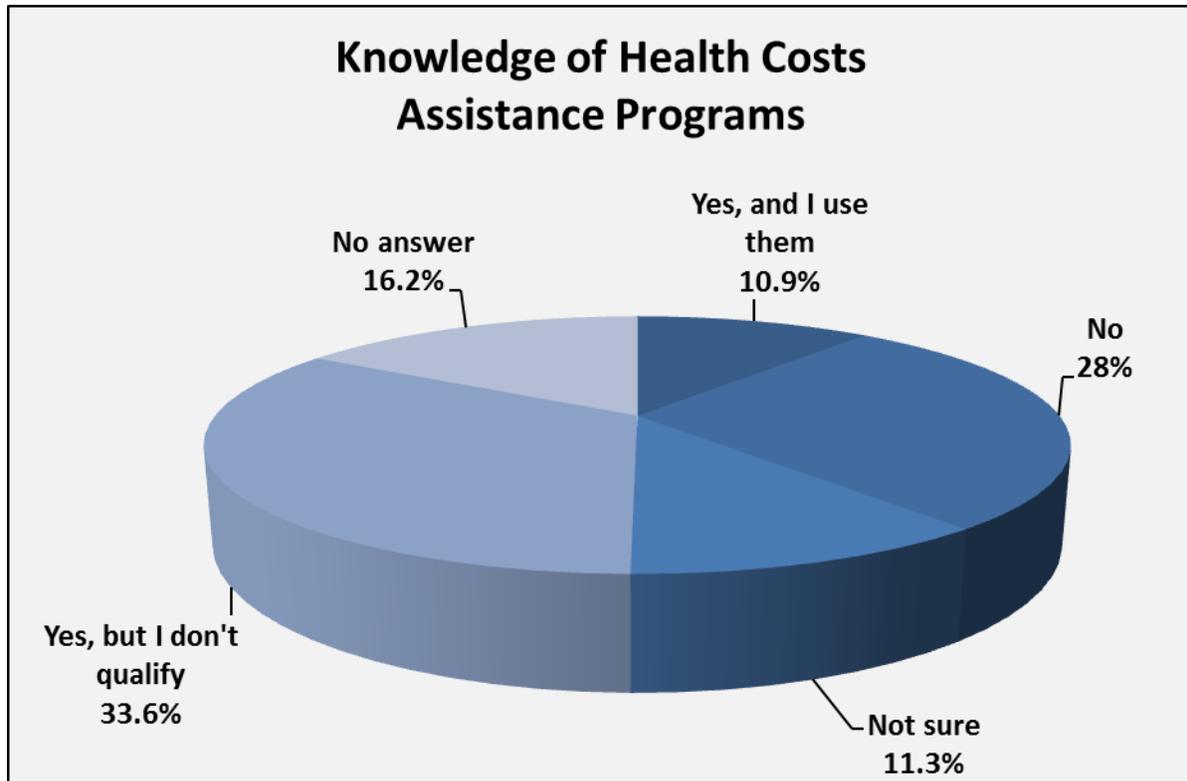
For those who indicated they do not have medical insurance, we asked why. Fifty-eight percent (n=14) reported they did not have medical insurance because they could not afford to pay for it and 25% (n=6) indicated their employer does not offer insurance. Respondents were asked to mark all answers that applied, thus the percentages do not equal 100%.

Reason	Count	Percent
Cannot afford to pay for medical insurance	14	58.3%
Employer does not offer insurance	6	25.0%
Choose not to have medical insurance	3	12.5%
Cannot get medical insurance due to medical issues	4	16.7%
Other	1	4.2%

Awareness of Health Payment Programs (Question 26)

N= 265

Respondents were asked to indicate their awareness of programs that help people pay for health care bills. Thirty-four percent of respondents (n=89) indicated they were aware of these types of programs, but did not qualify to use them. Twenty-eight percent (n=74) indicated they did not know of these programs and 11.3% of respondents (n=30) indicated they were not sure. Sixteen percent of respondents chose not to answer this question (n=43).



VIII. Focus Group Methodology

One focus group was held in Sheridan, Montana in January 2012. Focus group participants were identified as people living in Ruby Valley Hospital's service area. Each individual received an invitation to participate.

Twelve people participated in the focus group interview. The focus group was designed to represent various consumer groups of health care including senior citizens and local community members. The focus group was held at the Tobacco Root Mountains Care Center was up to 90 minutes in length and followed the line of questioning found in Appendix D. The questions and discussions at the focus groups were led by Natalie Claiborne with the Montana Office of Rural Health.

Focus Group Findings

The following themes and issues emerged from the responses participants gave to the line of questions found in Appendix D.

- *Major issues in health care*- Themes that were commonly discussed as top concerns were the need for upgraded hospital equipment and expanded hospital services.
- *Opinion of services and quality of care at the hospital:*

Quality of Care- Participants spoke well of the facility. One participant noted, “We are fortunate to have it. It’s a great place to start. It’s unfortunate that we have to go to Butte, Dillon or Missoula for more extensive care.”

Number of Services- In general, participants seemed happy with the number of services available. They did indicate the need for increased access to specialists locally or through telemedicine and radiological services

Hospital Staff- Participants discussed hospital staff in terms of style of care and competence. Hospital staff was viewed as “Excellent!” Participants also felt that there were “sometimes inner-communication problems between staff as well as staff and providers.”

Hospital Board and Leadership- Participants were very appreciative and trusting of the hospital board. Participants noted, “They [the hospital board] are very active in the community. They have a good understanding about what is going on.”

Business Office- Participants indicated that they “know who to call to get information,” but noted that there had been issues with coding. They also noted that billing was difficult to understand. One participant commented however that Ruby Valley Hospital had “The easiest bills to deal with in comparison to other cities.”

Condition of Facility and Equipment- Participants offered many suggestions for improvements to the facility and equipment including: an expansion of the physical therapy room, new beds for the hospital and nursing home and more parking spaces. They also indicated the need for electronic health records, MRI, CT scan and ultrasound equipment, though they acknowledged that this equipment is very expensive.

Financial Health of the Hospital- Some participants were unsure of the financial health of the hospital while others felt it was stable, but could always use more revenue. One participant commented, “The PT [physical therapy] is bringing in lots of revenue. They get a lot of referrals from other communities.”

Office/Clinic Staff- Participants felt office and clinic staff was welcoming and friendly. One participant noted, “PAs are super!”

Availability- Participants noted, “Compared to other places, the availability is phenomenal!”

- *Opinion of local providers-* Participants indicated they mostly use local providers as their or their family’s personal provider.

- *Opinion of Local Services:*

Emergency Room - Participants seemed happy with the emergency room (ER) and are thankful it is there. One participant indicated the need for improvement for emergency preparedness.

Ambulance Service- Participants felt the volunteer ambulance service was “excellent”. One participant indicated the need for a quick response unit.

Health Care Services for the Elderly- Participants were complimentary of available health care services for the elderly. In particular, they appreciated the addition of an assisted living facility as well as the senior companions and noon meals provided by the Senior Center.

Public/County Health Department- Participants were largely unfamiliar with the Public Health Department and the quality of service they offered. Participants did note that “They work in the schools and do vaccinations.”

Health Care Services for the Poor- Participants seemed unfamiliar with the health care services for the poor. One participant did comment that, “There is a CHC [community health center] and they will take anybody.”

Nursing Home- Participants praised the nursing home as well as the new addition to it. One participant commented, “They [the nursing home] had an extensive waiting list which indicated the caliber of the nursing home quality.”

- *What Would Make the Community a Healthier Place to Live-* Most participants felt Sheridan and surrounding areas are a healthy place to live. However, participants did indicate that sewer system expansion, more reliable electric services, fiber service expansion, increased economic development and access to more health services would make the community a healthier place to live.
- *Health Services Needed in the Community-* Additional services that participants felt are needed in the community include: more wellness or prevention programs, Planned Parenthood and a nutritionist.

IX. Summary

Two hundred and sixty-five surveys were completed in Ruby Valley Hospital's service area for a 37% response rate. Of the 265 returned, 57.7% of the respondents were females, 70% were 56 years of age or older and 46% of respondents indicated they were retired.

Respondents rated the overall quality of care at the hospital as excellent to good, scoring 3.4 out of 4.0 on a scale of 4.0 being excellent and 1.0 being poor.

Seventy-nine percent of the respondents sought specialty care during the past three years. The most frequent specialists seen was the "Dentist" at 47.8% (n=100), "Orthopedic surgeon" at 34.4% (n=70) and "General surgeon" at 25.8% (n=54).

Overall, the respondents within the Ruby Valley Hospital service area are seeking hospital care at a rate that is typically seen in rural areas. Area residents recognize the major impact the health care sector has on the economic well-being of the area, with 75.3% of respondents identifying local health care services as "Essential" and "Very Important" to the economic well-being of the area.

The majority of participants appeared to have very favorable opinions of the services with most praising the care received. Participants were appreciative of the care available while identifying additional services or needs.

In summary, respondents report support for local health care and many prefer to seek care locally whenever possible for the convenience and out of trust for local providers.

Appendix A- Survey Cover Letter



The Ruby Valley Hospital

220 E. Crofoot P.O. Box 336

Sheridan, MT 59749

Phone (406) 842-5453 • Fax (406) 842-5455

November 7, 2011

Dear Resident:

This letter and survey concern the future of healthcare in Ruby Valley and Madison County. Your help is critical in determining health priorities and future needs.

You are probably aware of many challenges facing rural healthcare, such as access to services and affordability. Unfortunately, many of the factors that threaten healthcare services in other rural areas challenge our local healthcare system as well. However, by completing the enclosed survey, you can help guide Ruby Valley Hospital in developing comprehensive and affordable healthcare services to our area residents.

Ruby Valley Hospital received grant funding from the Montana Office of Rural Health/Area Health Education Center to administer a community health survey. The purpose of the survey is to obtain information from a wide range of area residents to assist in planning programs, services, and facilities to meet present and future healthcare needs.

Please take a few moments to complete the enclosed survey by **December 19, 2011**. **Your name was selected at random and your answers will be kept confidential.** Your response is very important because your comments will represent others in the area. Even if you don't use healthcare services with Ruby Valley Hospital, your input is still helpful. We know your time is valuable so we have made every effort to keep the survey brief. It should take less than 15 minutes to complete. **Your help is much appreciated in responding to this survey.**

Once you complete your survey, simply **return it in the enclosed self-addressed, postage paid envelope.** All survey responses will go to the National Rural Health Resource Center in Duluth, Minnesota, the organization that is assisting with this project. If you have any questions about the survey, please call Kami Norland at 1-800-997-6685, ext. 223. We believe, with your help, we can continue to improve healthcare services in our region.

Thank you for your assistance. We appreciate your effort.

Sincerely,

Kenneth M. Walsh, Chairman of the Board
The Ruby Valley Hospital and Rural Health Clinics

"Here for Life"

Appendix B- Survey Instrument

**Community Health Services Development Survey
Ruby Valley, Madison County, Montana**

INSTRUCTIONS: Please use a #2 pencil or ink pen to complete the survey and return it in the enclosed postage paid envelope. All responses must be made by filling in the circle next to the corresponding answer. *If you need assistance filling out this survey, please contact the Montana Office of Rural Health at 406-994-6001. All responses will be kept confidential.*

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)

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

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

- Yes No (If no, skip to question 6)

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

- Sheridan Butte Bozeman
 Dillon Ennis VA Hospital Other _____



5. Thinking about the hospital you use most frequently, what were the **three** most important reasons for selecting that hospital? (**Select 3 that apply**)

- Cost of care
- Closest to home
- Closest to work
- Emergency, no choice
- Hospital's reputation for quality
- Prior experience with hospital
- Recommended by family or friends
- Referred by physician
- Required by insurance plan
- VA/Military requirement
- 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 9**)

7. Where was that primary health care provider located? (**Please select only ONE**)

- Ruby Valley Medical Clinic
- Sheridan Community Health Clinic
- Twin Bridges Medical Clinic
- Ennis
- Dillon
- Whitehall
- Other _____

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

- Appointment availability
- Clinic's reputation for quality
- Closest to home
- Cost of care
- Length of waiting room time
- Recommended by family or friends
- Referred by physician or other provider
- Required by insurance plan
- VA/Military requirement
- Indian Health Services
- Prior experience with clinic
- Other _____

9. 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 12**)



10. What type of health care specialist was seen? (Select all that apply)

- | | | |
|---|---|---|
| <input type="radio"/> Allergist | <input type="radio"/> Mental health counselor | <input type="radio"/> Psychiatrist (M.D.) |
| <input type="radio"/> Cardiologist | <input type="radio"/> Neurologist | <input type="radio"/> Psychologist |
| <input type="radio"/> Chiropractor | <input type="radio"/> Neurosurgeon | <input type="radio"/> Radiologist |
| <input type="radio"/> Dentist | <input type="radio"/> OB/GYN | <input type="radio"/> Rheumatologist |
| <input type="radio"/> Dermatologist | <input type="radio"/> Occupational therapist | <input type="radio"/> Speech therapist |
| <input type="radio"/> Dietician | <input type="radio"/> Oncologist | <input type="radio"/> Social worker |
| <input type="radio"/> Endocrinologist | <input type="radio"/> Ophthalmologist | <input type="radio"/> Substance abuse counselor |
| <input type="radio"/> ENT (ear/nose/throat) | <input type="radio"/> Orthopedic surgeon | <input type="radio"/> Urologist |
| <input type="radio"/> Gastroenterologist | <input type="radio"/> Pediatrician | <input type="radio"/> Other _____ |
| <input type="radio"/> General surgeon | <input type="radio"/> Physical therapist | |
| <input type="radio"/> Geriatrician | <input type="radio"/> Podiatrist | |

11. Where was the health care specialist seen? (Select all that apply)

- | | | |
|--------------------------------|-------------------------------|-----------------------------------|
| <input type="radio"/> Sheridan | <input type="radio"/> Dillon | <input type="radio"/> Ennis |
| <input type="radio"/> Butte | <input type="radio"/> Bozeman | <input type="radio"/> Other _____ |

12. The following services are available at Ruby Valley Hospital. Please rate the overall quality for each service. (Please mark DK if you haven't 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>
Ambulance service (volunteer service)	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> DK
Cardiac rehabilitation	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> DK
Clinic visits	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> DK
Emergency room	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> DK
Inpatient services/hospital stay	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> DK
Laboratory	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> DK
Physical therapy	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> DK
Radiology	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> DK
Tobacco Root Mountains Care Center	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> DK



13. What additional health care services would you use if they were available locally? (Select all that apply)

- Crisis services
- Medicare/Medicaid Program Assistance
- Mental health services
- Nutritionist/dietician
- Other _____

Awareness of Services

14. How do you rate your knowledge of the health services that are available at Ruby Valley Hospital?

- Excellent
- Good
- Fair
- Poor

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

- Yellow pages
- Madisonian
- Presentations
- Library
- Word of mouth
- Public Health
- Website/internet
- Other _____
- Senior center
- Chamber
- Schools

16. Which community health resources, other than the hospital or clinic, have you used in the last three years? (Select all that apply)

- Pharmacy
- Public Health
- Tobacco Root Mountains Care Center
- Dentist
- Community Health Clinic
- Senior center
- Naturopath
- Chiropractor
- Massage therapist
- Other _____
- Home Park Assisted Living

17. In your opinion, what would improve our community's access to health care? (Select all that apply)

- Greater health education services
- More specialists
- Cultural sensitivity
- Improved quality of care
- Transportation assistance
- Other _____
- Interpreter services
- Clinical services open longer hours
- More primary care providers
- Telemedicine

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

- Very important
- Important
- Not important
- Don't know

19. How agreeable are you in supporting a permanent tax levy to assist Ruby Valley Hospital in providing increased quality, patient safety, and greater access to advanced medical services?

- Agreeable
- Neutral
- Disagreeable





Community Health

20. How would you rate our community as a healthy community in which to live?

- Very healthy
- Healthy
- Somewhat healthy
- Unhealthy
- Very unhealthy

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

- Alcohol/substance abuse
- Lack of access to health care
- Work related accidents/injuries
- Cancer
- Lack of dental care
- Recreational related accidents/injuries
- Child abuse/neglect
- Lack of exercise
- Stroke
- Diabetes
- Mental health issues
- Suicide
- Domestic violence
- Motor vehicle accidents
- Tobacco use
- Heart disease
- Obesity
- Other _____

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

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

Health Insurance

23. What type of medical insurance covers the **majority** of your household's medical expenses? (Please select only ONE)

- None
- MT Healthy Kids
- Self paid
- Employer sponsored
- Medicaid
- Health Savings Account
- Medicare
- VA/Military
- State/Other
- Indian Health
- Other _____

24. How well do you feel your health insurance covers your health care costs?

- Excellent
- Good
- Fair
- Poor





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

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

26. Are you aware of programs that help people pay for health care bills?

- Yes, and I use them
- Yes, but I do not qualify
- No
- Not sure

Demographics

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

27. Where do you currently live by zip code?

- 59749 Sheridan
- 59710 Alder
- 59751 Silver Star
- 59754 Twin Bridges
- 59755 Virginia City
- Other _____

28. How many months do you live in Madison County each year?

- 3 or less
- 4-6
- 7-9
- 10-12

29. When you reside in Madison County, do you utilize local medical services?

- Yes
- No

30. What is your gender? Male Female

31. What is your age range?

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

32. What is your employment status? (Select all that apply)

- Work full time
- Student
- Not currently seeking employment
- Work part time
- Disabled
- Other _____
- Retired
- Unemployed, but looking

Please return in the postage paid envelope enclosed with this survey or mail to:
National Rural Health Resource Center, 600 East Superior Street, Suite 404 Duluth MN 55802

THANK YOU VERY MUCH FOR YOUR TIME

Please note that all information will remain confidential



Appendix C- Responses to Other and Comments

These comments have been omitted for confidentiality. Please continue to page 60 for the Focus Group questions and notes.

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Appendix D- Focus Group Questions

1. What would make this community a healthier place to live?
2. What do you think are the most important local health care issues? (Probe question: What do you think are the biggest issues facing local health care services?)
3. We are now going to ask you for your views about the Hospital. What do you think of the medical center in terms of:
 - Quality of care
 - Number of services
 - Hospital staff (style of care, competence)
 - Hospital board and leadership (good leaders, trustworthy)
 - Business office
 - Condition of facility and equipment
 - Financial health of the hospital
 - Cost
 - Office/clinic staff
 - Availability
4. Are any of the local physicians (midlevel providers) your personal physician or personal physician to your family members? Why?
5. What do you think about these local services:
 - ER
 - Ambulance service
 - Health care services for the elderly
 - Public/County health department
 - Health care services for the poor
 - Nursing home
6. What other healthcare services are needed in the community?

Appendix E- Focus Groups Notes

Focus Group #1

Tuesday, January 3, 2012 12:00 PM – Tobacco Root Mountains Care Center

1. What would make this community a healthier place to live?
 - Economic development
 - Expand the sewer system capacity. No new hook-ups are currently allowed.
 - We need more young families in town
 - Better electricity services. They are not reliable and are inconsistent.
 - We've had 40 plus hours without electricity in the last month and a half
 - The electricity grid system is 50 or 60 years old
 - Expansion of fiber services to the greater service area around Sheridan
 - Access to more health services

2. What do you think are the most important local health care issues?
 - Upgrade hospital equipment
 - A cement landing zone for a helicopter to transfer people to and from the hospital in emergencies.

3. What do you think of the hospital in terms of:
 - Quality of care
 - Adequate.
 - We are fortunate to have it. It's a great place to start. It's unfortunate that we have to go to Butte, Dillon or Missoula for more extensive care

 - Number of services
 - Access to specialists (a neurologist and cardiologist) locally instead of having to travel.
 - Or the hospital could even use telemedicine
 - Aging demographics are expanding, so there will be an increase in demand for elderly services
 - Radiological services. There are mobile units we could get.

 - Hospital staff
 - Excellent!
 - Sometimes inner-communication problems between staff as well as staff and providers

 - Hospital board and leadership
 - Very trustworthy
 - Good
 - Not sure who to talk to about issues or compliments
 - A cohesive board which is more than in the past
 - They are very active in the community. They have a good understanding about what is going on

-Business office

- The easiest bills to deal with in comparison to other cities
- We know who to call to get information
- No one really understands billing anyways.
- The coding is really difficult. It's like they don't want you to know
- My wellness check was coded wrong to the insurance and the hospital could never get it changed. It was never resolved, but it was just an oversight by staff

-Condition of facility and equipment

- The PT [physical therapy] room needs an expansion. It's very crowded and always busy!
- A meeting was held in the waiting room while I waiting there. It made me feel uncomfortable. They need a new meeting place.
- The new conference room should help with that.
- Software for medical records is not good and needs to be updated.
- It's very expensive to convert the hospital to electronic medical records
- More equipment for the hospital such as MRI, CT scan and Ultrasound machines. We always have to go to Dillon or Butte for these services
- Beds need to be upgraded in both the hospital and nursing home
- Parking! We need more parking space around the hospital, pharmacy and nursing home

-Financial health of the hospital

- They are holding their own, but could always use more income
- The PT [physical therapy] is bringing in lots of revenue. They get a lot of referrals from other communities

-Cost

- It's hard to compare to larger facilities around; it's not apples to apples.

-Office/Clinic staff

- Friendly
- Feel welcomed
- PAs are super!

-Availability

- Compared to other places, the availability is phenomenal!

4. Are any of the local physicians (midlevel providers) your personal physician or personal physician to your family members? Why?

- Yes, for convenience; driving that far is tough.
- There is no local OBGYN

5. What do you think about these local health care services:

-ER

- No facility for triage. We're not ready for emergency preparedness. They need more space.
- Ambulance has to unload in the snow and then carry patients inside
- It [the emergency room] is right there. Everything I needed was able to be done
- Need a cement landing zone for quicker transport

-Ambulance

- Excellent volunteer fire and ambulance department. Always need additional funds though.
- We need a quick response unit. VC's is non-existent. No EMTs or paramedics to run equipment.
- The unit could be a stop gap between town and the VC

-Health care services for the elderly

- Good
- The addition of the assisted living facility helps
- The Senior Center provides senior companions and noon meals.
- They're trying to start a senior center in Twin Bridges. They do have Meals on Wheels.

-Public/County health department

- Not sure
- There are articles in the newspaper
- They work in the schools and do vaccinations

-Health care services for the poor

- Don't know
- I would guess they use the ER for healthcare services
- There is a CHC [community health center] and they will take anybody

-Nursing home

- The addition is a nice improvement
- Beautiful!
- They [the nursing home] had an extensive waiting list which indicated the caliber of the nursing home quality
- It only took two weeks to fill up again with the addition

6. What other healthcare services are needed in the community?

- Planned Parenthood
- More wellness programs
- Anything preventative
- A nutritionist.
- Do we have a nutritionist in town? Even one day a week would be nice