

**McCone County Health Center
Community Needs Assessment and Focus Groups
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**McCone County Community Survey
Summary Report
January 2011**

I. Introduction

McCone County Health Center is a 25-bed Critical Access Hospital which includes Acute Care Swingbeds and Long-Term Care Swingbeds, McCone Clinic, and is a public non-profit organization based in Circle, Montana. McCone County Health Center has a service area of just over twenty-six hundred square miles and provides medical services to the McCone County population of approximately 1,775 people. McCone County Health Center 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 2010, the community in McCone County Montana was surveyed about its 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 2010, surveys were mailed out to the residents of McCone County. 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

McCone County Health Center provided the National Rural Health Resource Health 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.)

Three focus groups were held to identify the motives of local residents when selecting health care providers and discover reasons why people may leave the Circle 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 hospital Chief Executive Officer’s signature on the McCone County Health Center’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 McCone County Health Center 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, 309 surveys were returned out of 740. Of that 740, 15 surveys were returned undeliverable for a 43% response rate. From this point on, the total number of surveys will be out of 725. 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 4.21%.

III. Survey Respondent Demographics

A total of 725 surveys were mailed first class. Three hundred and nine surveys were completed for a 43% response rate. The following tables indicate the demographic characteristics of the survey respondents. Information on location, length of residency, gender, age and employment is included. Percentages indicated on the tables and graphs are based upon the total number of response for each individual question, as some respondents did not answer all questions.

Place of Residence (Question 27)

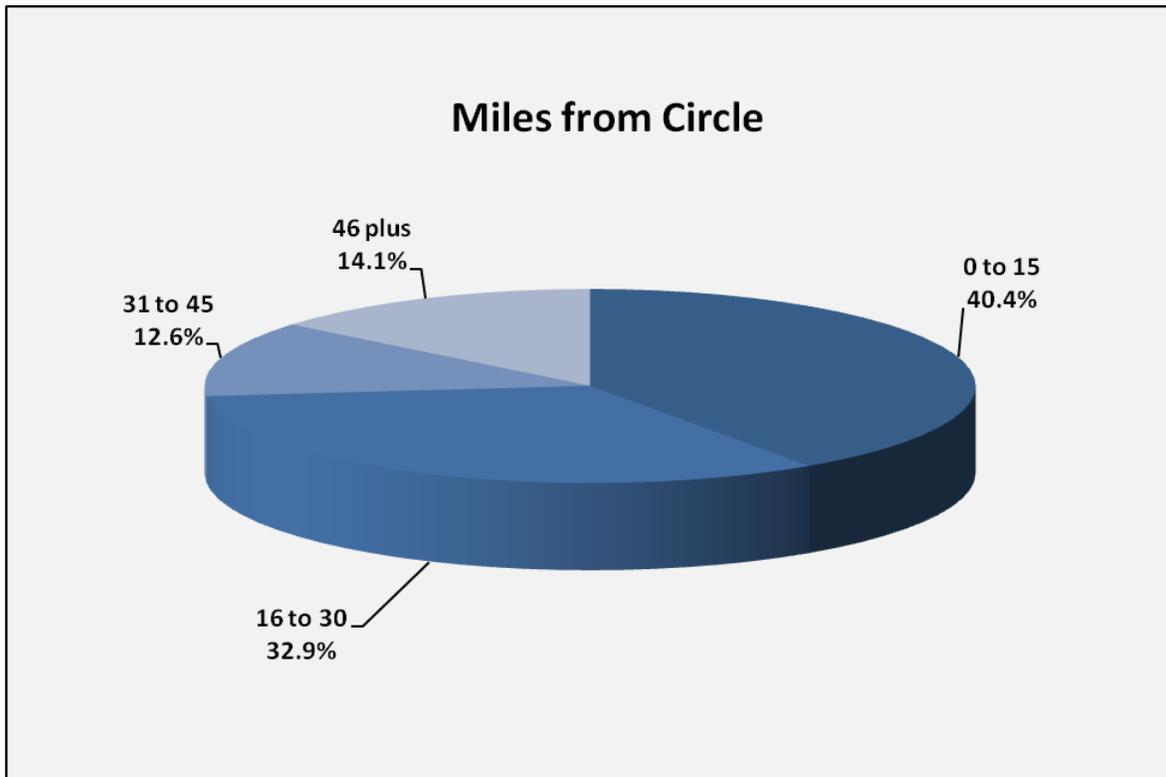
While there are some large differences in the percentages below, the absolute differences are small. The returned surveys are skewed toward the Circle population which is reasonable given that, that is where most of the services are located.

Location	Zip Code	Count	Percent
Circle	59215	185	59.9%
Richey	59259	39	12.6%
Jordan	59337	33	10.7%
Vida	59274	21	6.8%
Brockway	59214	16	5.2%
No response		15	4.9%
TOTAL		309	100%

Distance from Circle (Question 28)

N= 198

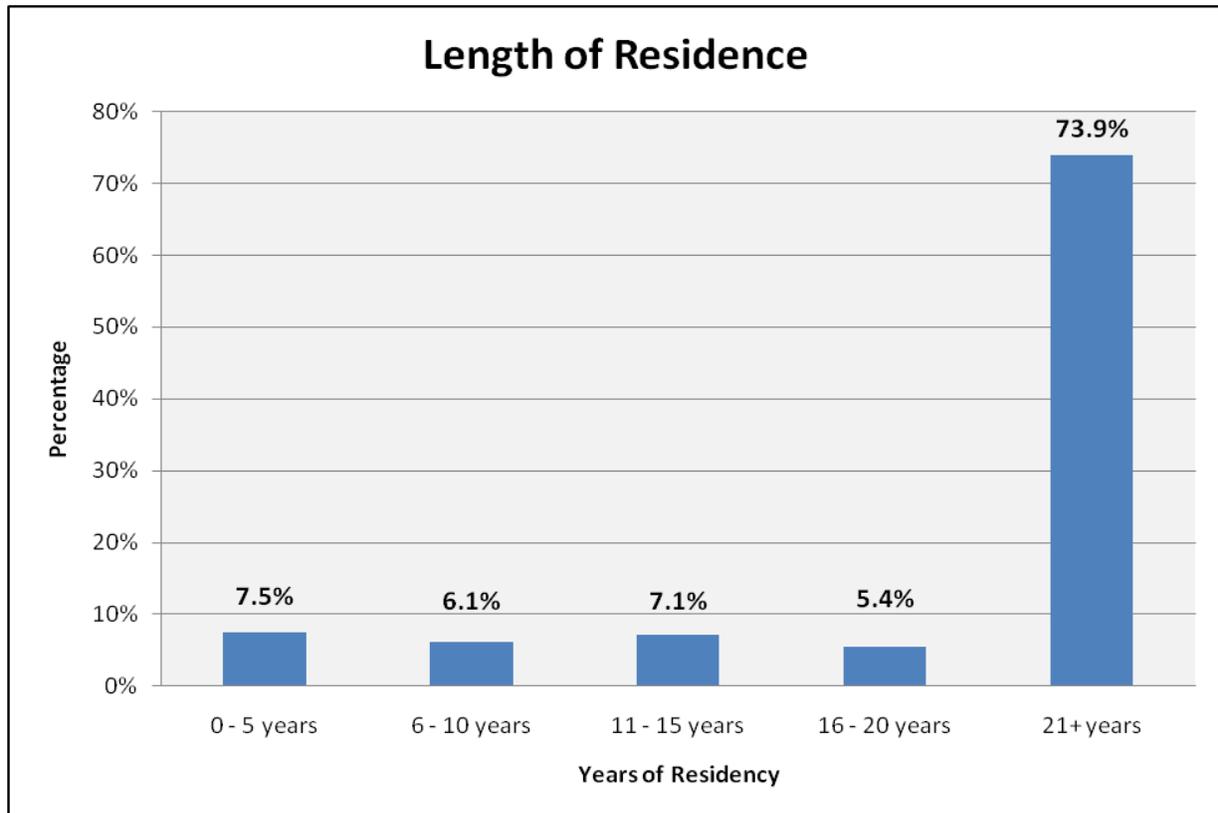
Forty percent (n=80) of the respondents live within 0-15 miles from Circle, 32.9% (n=65) live 16-30 miles and 14.1% (n=28) live 46 plus miles from Circle. One hundred and eleven respondents chose not to answer this question.



Length of Residence (Question 29)

N= 295

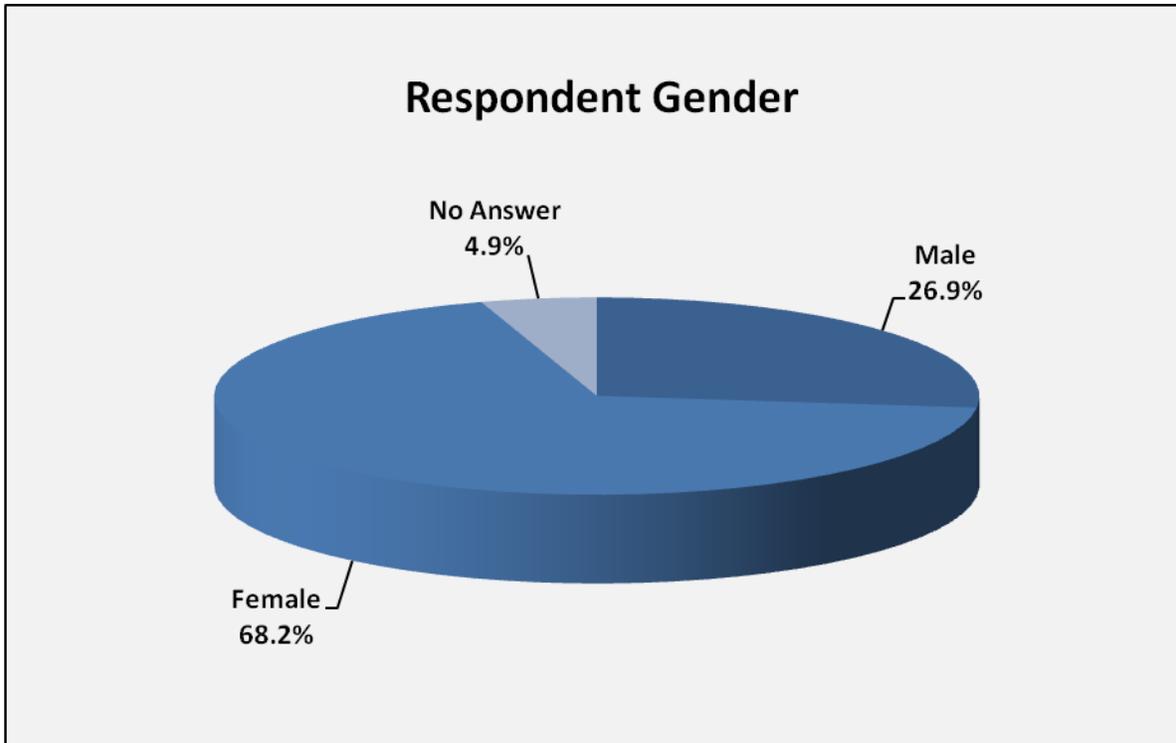
Seventy-four percent (n=218) of the respondents have lived in the area for 21 or more years. Eight percent (n=22) have lived in the Circle area for 0-5 years and 7.1% (n=21) have lived in the area for 11- 15 years. Fourteen respondents chose not to answer this question.



Gender (Question 30)

N= 309

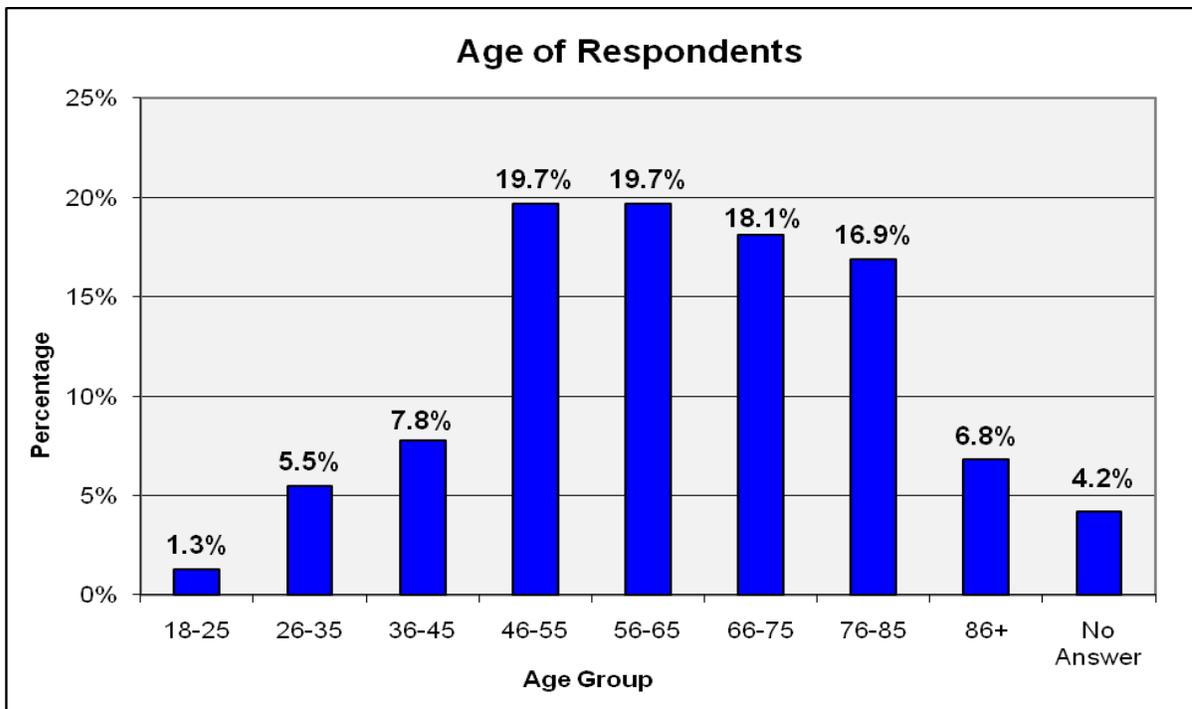
Of the 309 surveys returned, 68.2% (n=211) of survey respondents were female; 26.9% (n=83) were male and 4.9% (n=15) chose not to answer this question. The survey was distributed to a random sample consisting of 50% women and 50% men. It is not unusual for survey respondents to be predominantly female, 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= 309

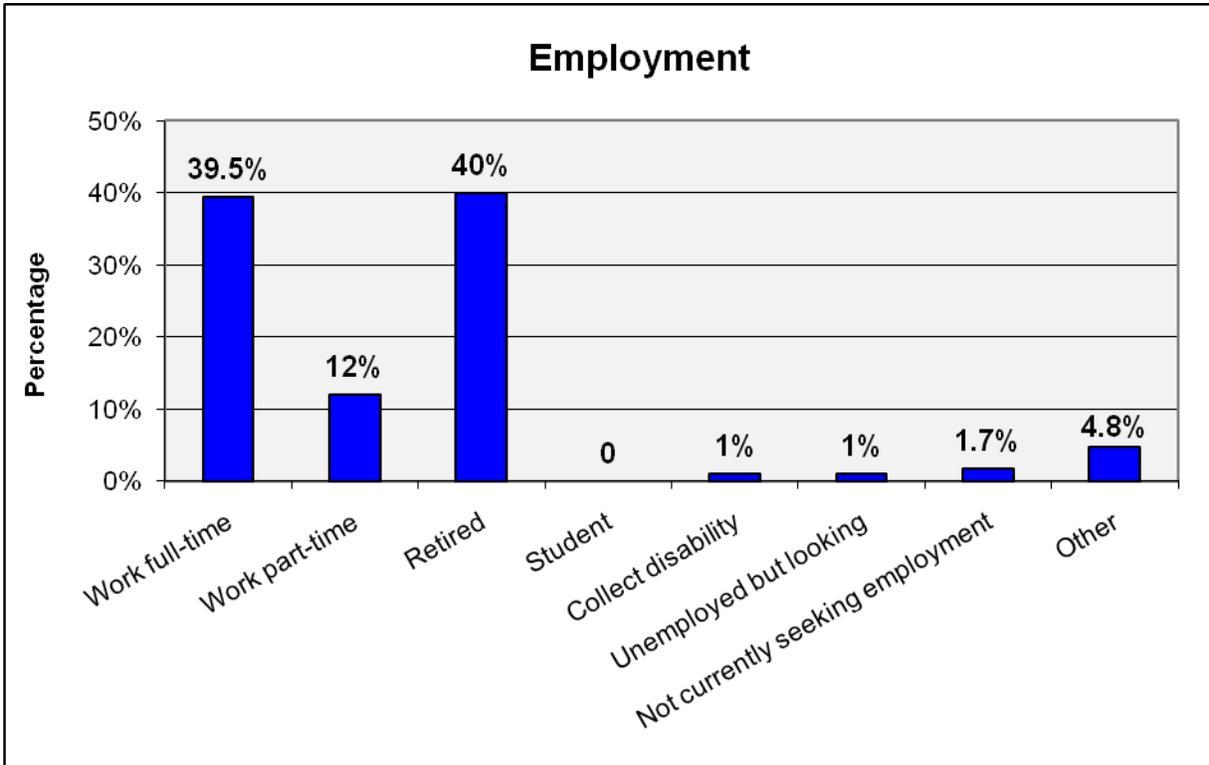
Twenty percent of respondents were between the ages of 46-55 and 56-65 (n=61 each). Eighteen percent (n=56) of respondents were between the ages of 66-75 and 16.9% (n=52) of respondents were between the ages of 76-85. This statistic is comparable to other Critical Access Hospital demographics. The increasing 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, therefore are more likely to respond to health care surveys, as reflected by this graph.



Employment Status (Question 32)

N= 291

Forty percent (n=116) of respondents reported being retired, while 39.5% (n=115) work full-time. Twelve percent of respondents (n=35) indicated they work part time. Eighteen respondents chose not to answer this question. Again, older residents are more likely to respond to health care surveys, as reflected by this graph.



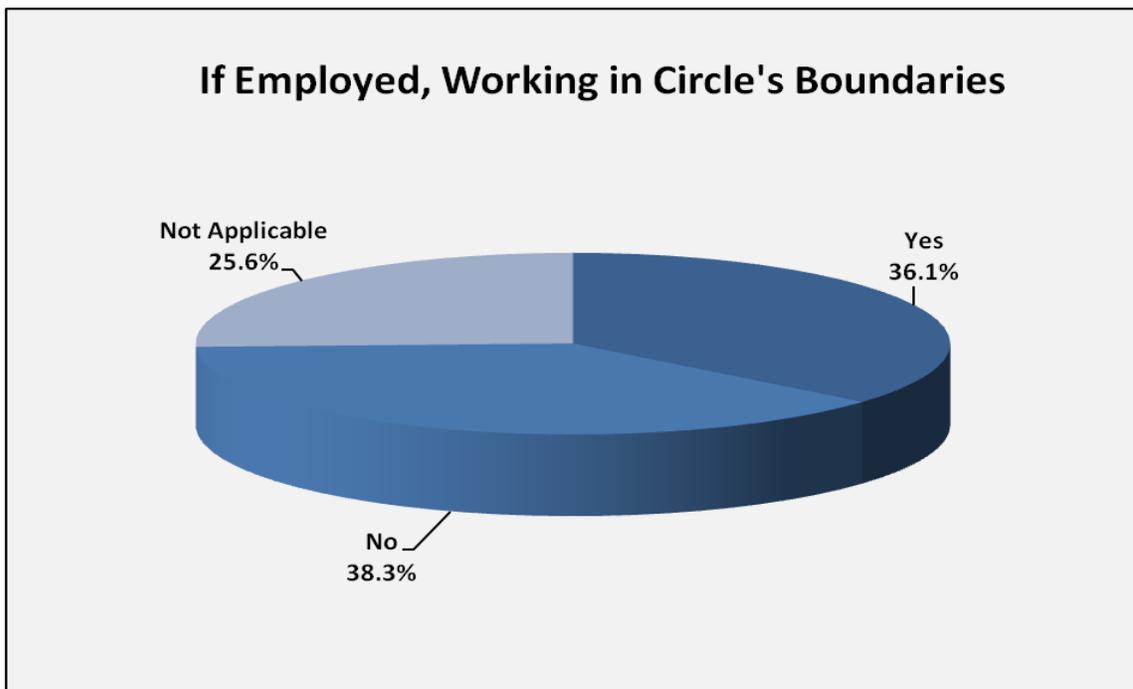
“Other” comments:

- Farmer
- Homemaker
- Self employed (4)
- Disabled
- Work full time from home

Employment within Circle's village Boundaries (Question 33)

N= 227

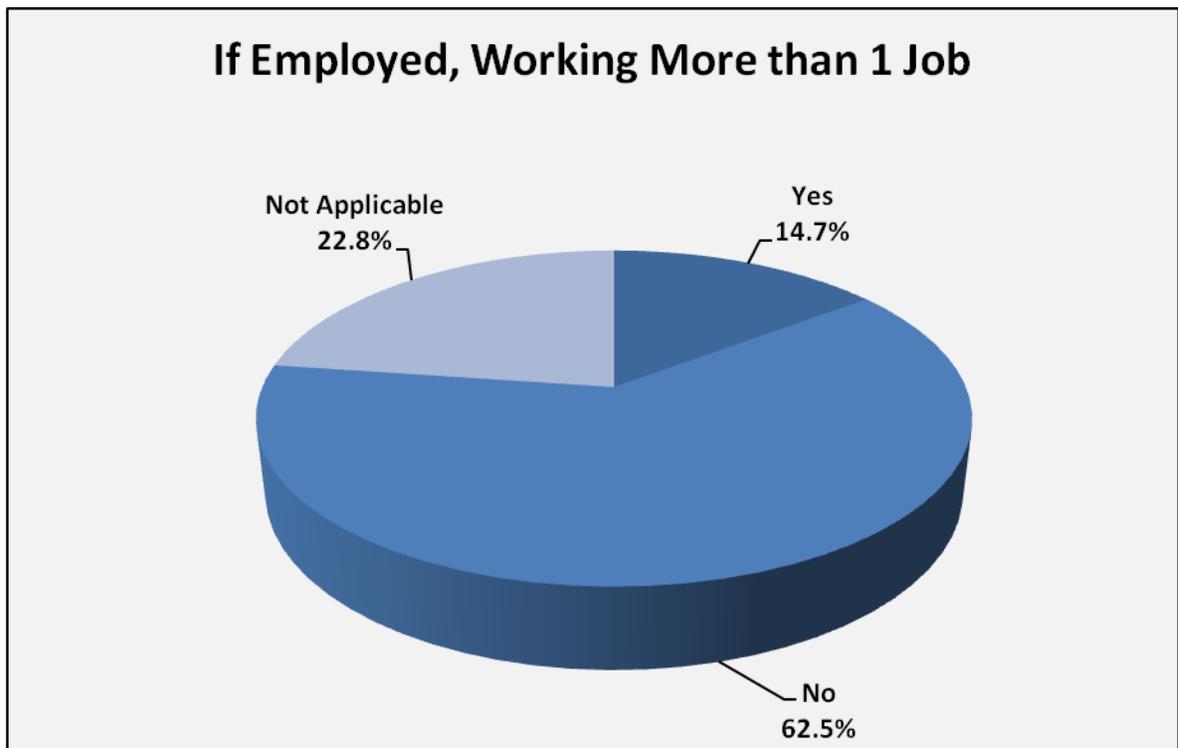
Respondents were asked to indicate if they are currently working, are they working within Circle's village boundaries. Thirty-eight percent (n=87) indicated they do not currently work within Circle's village boundaries. Thirty-six percent (n=82) indicated they do work within the boundary and 25.6% (n=58) indicated the question was not applicable to them. Eighty-two respondents chose not to answer this question.



Number of Jobs (Question 34)

N= 224

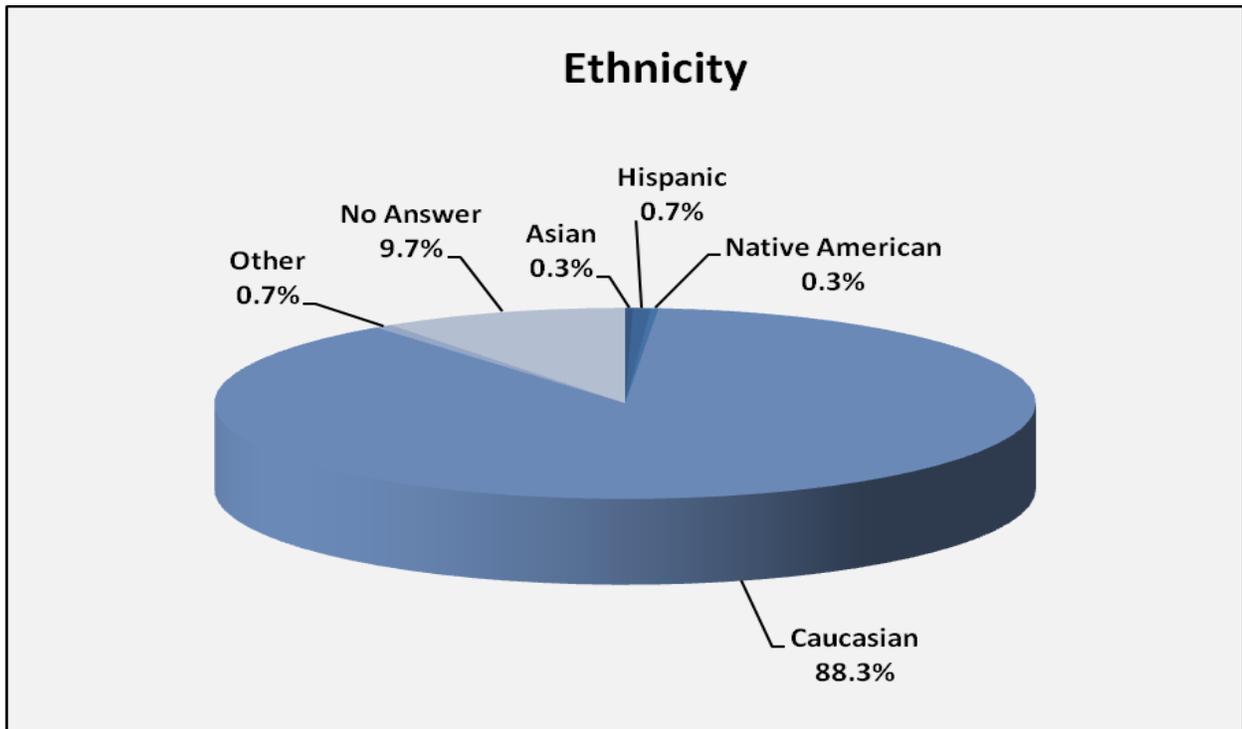
Respondents were asked, “If currently employed, are you working more than one job?” The majority of respondents (62.5%, n=140) indicated they work only one job and 14.7% (n=33) reported they did work more than one job. Eighty-five respondents chose not to answer this question.



Ethnicity (Question 35)

N= 309

The majority of the respondents, 88.3% (n=273) reported their ethnicity as Caucasian. One percent (n=2 each) reported their ethnicity as Hispanic or Other. Thirty respondents chose not to answer this question (9.7%).



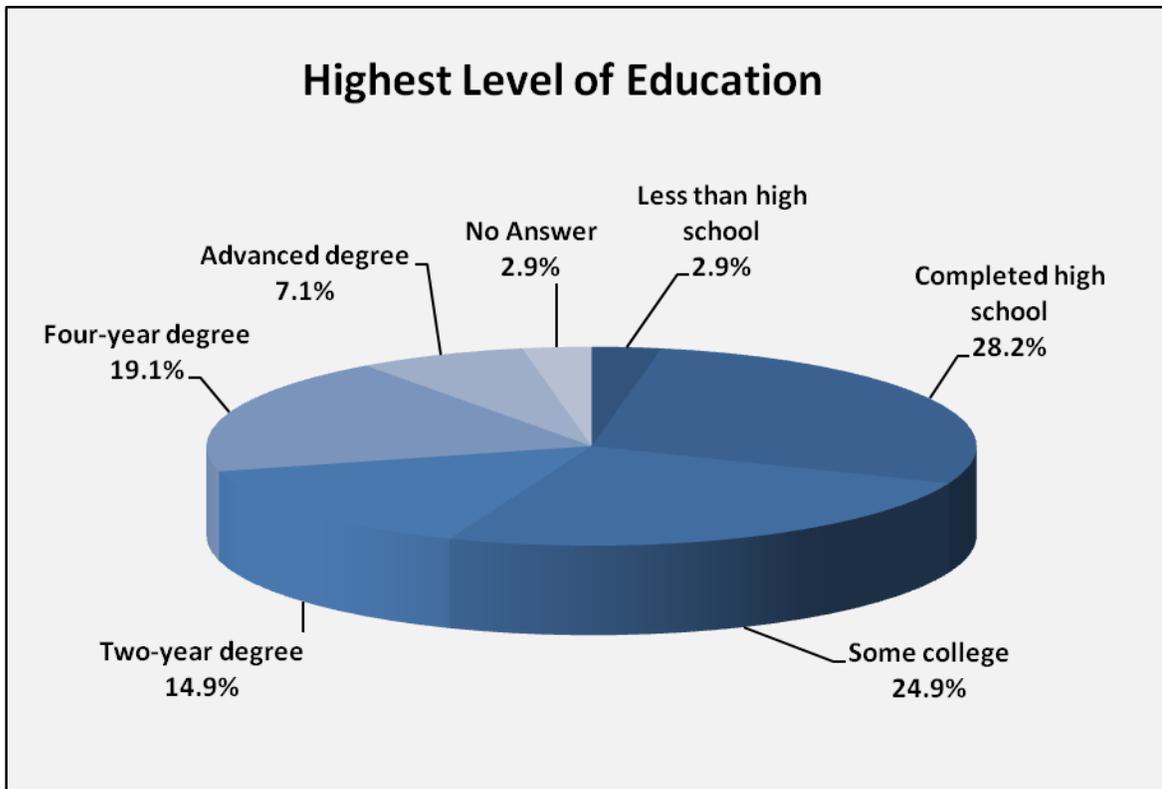
“Other” comment:

- American (3)
- White (3)

Educational Attainment (Question 36)

N= 309

Respondents were asked to indicate the highest level of education obtained in their household. Twenty-eight percent of respondents (n=87) indicated they or someone in the household had completed high school. Twenty-five percent of respondents indicated they had some college, but no degree (n=77), and 19.1% percent (n=59) indicated a four-year college degree. Nine respondents chose not to answer this question.

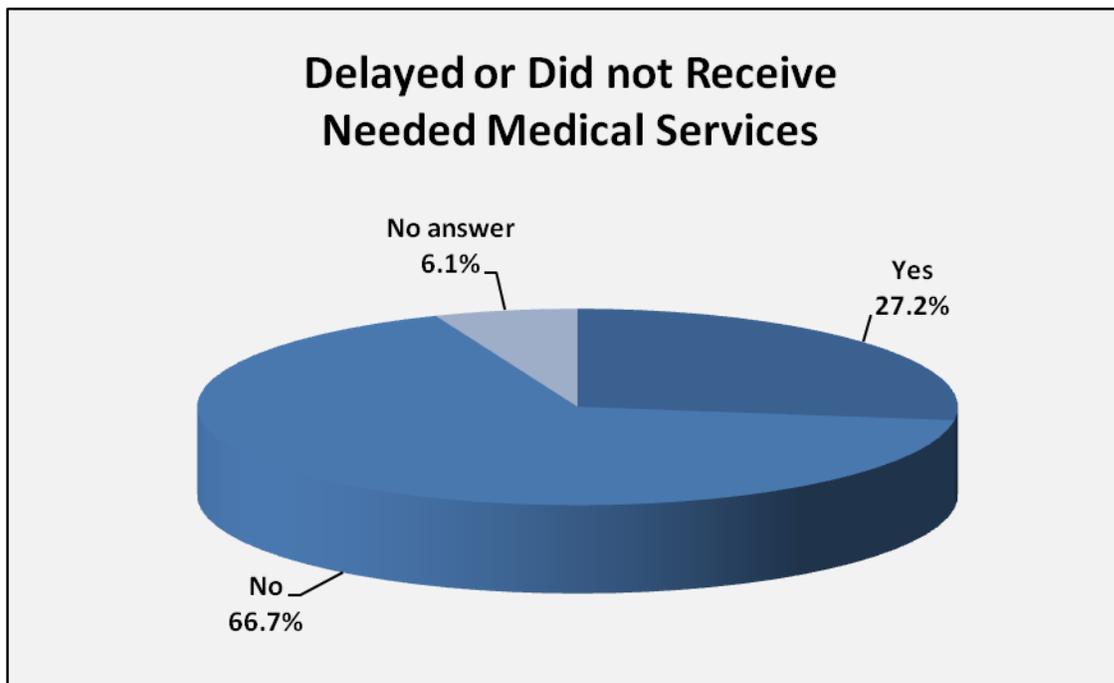


IV. Survey Findings- Use of Health Care Services

Needed/Delayed Hospital Care During the Past Three Years (Question 1)

N= 309

Of the 309 surveys returned, 27.2% (n=84) reported that they or a member of their household thought they needed health care services but did NOT get it or delayed getting it. Sixty-seven percent of respondents (n=206) felt they were able to get the health care services they needed without delay and nineteen respondents chose not to answer this question.



Reasons for NOT Being Able to Receive Services or Delay in Receiving Health Care Services (Question 2)

The reasons most cited why respondents were not able to receive or had a delay in receiving health care services were: “Could not get an appointment” (48.8%, n=41), “Too long to wait for an appointment” (35.7%, n=30) and “Office wasn’t open when I could go” (31%, n=26). Respondents were asked to indicate their top three choices thus percentages do not total 100%.

Reason	Count	Percent
Could not get an appointment	41	48.8%
Too long to wait for an appointment	30	35.7%
Office wasn’t open when I could go	26	31.0%
It cost too much	22	26.2%
My insurance didn’t cover it	13	15.5%
No insurance	12	14.3%
Not treated with respect	10	11.9%
Wanted to see a doctor	10	11.9%
Unsure if services were available	8	9.5%
Could not get off work	7	8.3%
It was too far to go	7	8.3%
Transportation problems	5	6.0%
Didn’t know where to go	4	4.8%
Had no one to care for the children	2	2.4%
Too nervous or afraid	2	2.4%
Other	10	11.9%

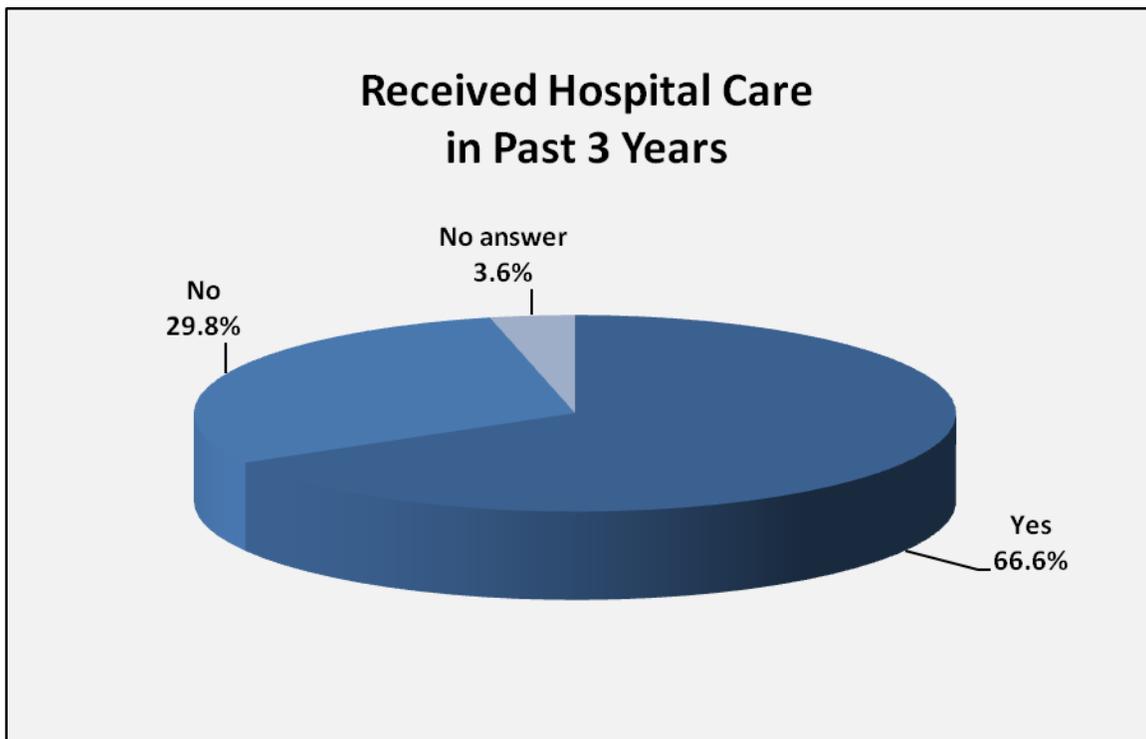
“Other” comments:

- Unsure the type of service was available and was advised to go elsewhere. Was not accepted from Billings hospital
- Too far away to go to an open facility
- County health nurse is never available
- Wanted to see a specialist
- He has a family emergency in town
- Head nurse and PA refused to do an x-ray after a fall
- Don’t want to play “telephone roulette” game calling at 8 am, busy, call at 8:05 etc.
- Can’t afford – lost our ranch- also haven’t been sick so far
- Miles City couldn’t help me but didn’t transfer me to Billings
- Outstanding med bills
- No computer in ER
- Specialist too far
- Dislike one of your PA’s
- Wouldn’t call doctor, didn’t get good care, had to see other doctor, other town

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

N= 309

Sixty-seven percent of respondents (n=206) reported that they or a member of their family had received hospital care during the previous three years. Thirty percent (n=92) had not received hospital services and 3.6% of respondents (n=11) did not answer this question.



Hospital Used Most in the Past Three Years (Question 4)

N= 189

Of the 206 respondents who indicated receiving hospital care in the previous three years, 36.5% (n=69) reported receiving care at McCone County Health Center in Circle. Sixteen percent of respondents (n=30) went to Holy Rosary Healthcare in Miles City for hospitalization and 14.3% of the respondents (n=27) utilized services from Billings Clinic in Billings. Seventeen of the 206 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
McCone County Health Center- Circle	69	36.5%
Holy Rosary Healthcare- Miles City	30	15.9%
Billings Clinic- Billings	27	14.3%
Glendive Medical Center	19	10.1%
St. Vincent's Hospital- Billings	17	9.0%
Sidney Health Center- Sidney	14	7.4%
Other	13	6.9%
TOTAL	189	100%

“Other” comments:

- Helena
- Lewistown
- VA (2)
- VA Glendive
- Glasgow (3)
- Community, Missoula
- Billings Clinic- Miles City (3)
- Trinity Hospital
- Wolf Point (3)

Reasons for Selecting the Hospital Used (Question 5)

Of the 206 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 “Availability of services” at 67% (n=138). “Prior experience with hospital” was selected by 52.4% of the respondents (n=108) and 45.1% (n=93) of respondents selected “Closest to home.” 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
Availability of services	138	67.0%
Prior experience with hospital	108	52.4%
Closest to home	93	45.1%
Referred by physician	72	35.0%
Hospital’s reputation for quality	45	21.8%
Emergency, no choice	42	20.4%
Recommended by family or friends	14	6.8%
Closest to work	13	6.3%
Required by insurance plan	8	3.9%
Cost of care	6	2.9%
VA/Military requirement	4	1.9%
Other	14	6.8%

“Other” comments:

- Hand surgery
- Only in hospital for surgery
- Closest to family
- Doctor on staff
- Wonderful care by a very caring staff- Miles City
- I work there
- Tremendous care provided by PA at Circle
- Know my history
- My physician is there
- Surgeon worked there
- Patti
- Oncology care
- Had insurance then but not now
- They have great services for charity care

Cross Tabulation of Hospital and Residence

Analysis was done to look at where respondent 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

	McCone County Health Center	Glendive Medical Center Glendive	Holy Rosary Healthcare Miles City	Sidney Health Center Sidney	St. Vincent's Hospital Billings	Billings Clinic Billings	Other	Total
Circle 59215	51 (42.5%)	17 (14.2%)	15 (12.5%)	5 (4.2%)	10 (8.3%)	17 (14.2%)	5 (4.2%)	120
Brockway 59214	2 (20%)		5 (50%)		2 (20%)	1 (10%)		10
Richey 59259	7 (29.2%)	2 (8.3%)	1 (4.2%)	8 (33.3%)	4 (16.7%)	1 (4.2%)	1 (4.2%)	24
Vida 59274	5 (50%)			1 (10%)		1 (10%)	3 (30%)	10
Jordan 59337			5 (33.3%)		1 (6.7%)	6 (40%)	3 (20%)	15
TOTAL	65 (36.3%)	19 (10.6%)	26 (14.5%)	14 (7.8%)	17 (9.5%)	26 (14.5%)	12 (6.7%)	179

Cross Tabulation of Hospital and Reason Selected

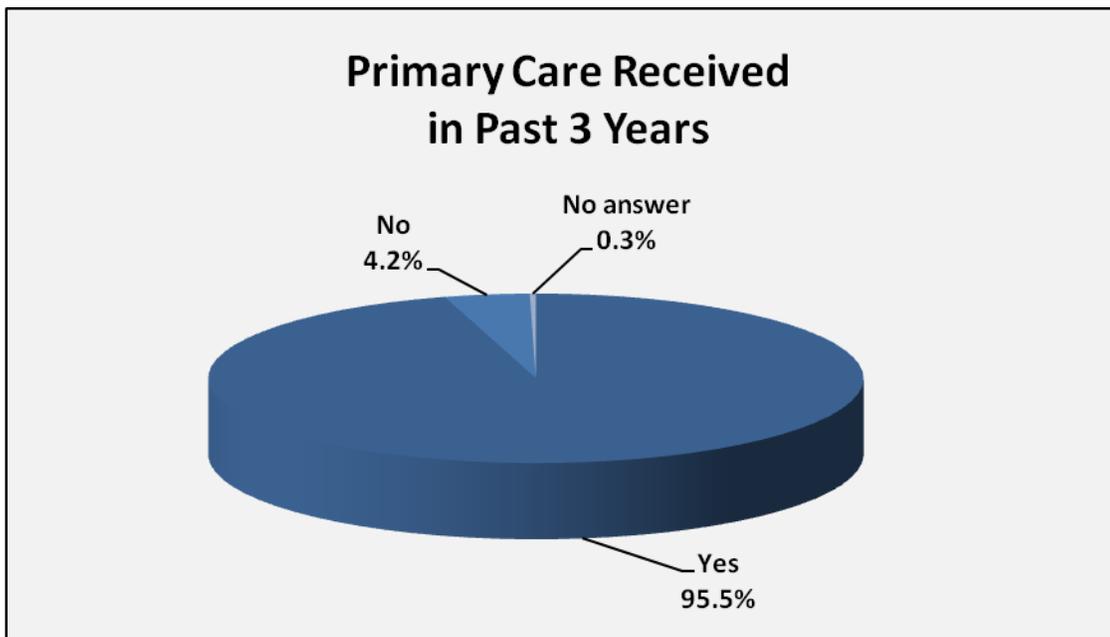
Analysis was done to look at respondent's most utilized hospital with why they selected that hospital. The chart below shows the results of the cross tabulation. Reason hospital was selected was a multiple response item thus totals cannot add up to 100%. Hospital location is across the top of the table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

LOCATION OF MOST UTILIZED HOSPITAL BY REASONS HOSPITAL SELECTED

	McCone County Health Center Circle	Glendive Medical Center Glendive	Holy Rosary Healthcare Miles City	Sidney Health Center Sidney	St. Vincent's Hospital Billings	Billings Clinic Billings	Other	Total
Availability of services	48 (37.5%)	15 (11.7%)	18 (14.1%)	9 (7%)	11 (8.6%)	19 (14.8%)	8 (6.3%)	128
Cost of care	4 (66.7%)		2 (33.3%)					6
Closest to home	61 (69.3%)	9 (10.2%)	8 (9.1%)	3 (3.4%)	1 (1.1%)	1 (1.1%)	5 (5.7%)	88
Closest to work	6 (46.2%)	4 (30.8%)	2 (15.4%)				1 (7.7%)	13
Emergency, no choice	21 (55.3%)	4 (10.5%)	3 (7.9%)	3 (7.9%)	1 (2.6%)	3 (7.9%)	3 (7.9%)	38
Hospital's reputation for quality	12 (27.9%)		8 (18.6%)	5 (11.6%)	5 (11.6%)	8 (18.6%)	5 (11.6%)	43
Prior experience with hospital	31 (31.3%)	9 (9.1%)	15 (15.2%)	10 (10.1%)	10 (10.1%)	17 (17.2%)	7 (7.1%)	99
Recommended by family or friends	2 (16.7%)	1 (8.3%)	1 (8.3%)	1 (8.3%)	2 (16.7%)	2 (16.7%)	3 (25%)	12
Referred by physician	6 (9.4%)	6 (9.4%)	14 (21.9%)	3 (4.7%)	14 (21.9%)	17 (26.6%)	4 (6.3%)	64
Required by insurance plan	1 (12.5%)				2 (25%)	3 (37.5%)	2 (25%)	8
VA/Military requirement	2 (66.7%)						1 (33.3%)	3
Other	4 (28.6%)		4 (28.6%)	3 (21.4%)	1 (7.1%)	1 (7.1%)	1 (7.1%)	14

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

Of the 308 respondents who answered this question, 95.5% of respondents (n=295) 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. One respondent chose not to answer this question.



Location of Primary Care Provider (Question 7)

N= 259

Of the 295 respondents who indicated receiving primary care services in the previous three years, 70.3% (n=182) reported receiving care at McCone County Health Center in Circle. Seven percent of respondents (n=19) went to Holy Rosary Healthcare in Miles City and 5.8% of respondents (n=15) utilized primary care services at Sidney Health Center in Sidney. Thirty-six of the 295 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
McCone County Health Center- Circle	182	70.3%
Holy Rosary Healthcare- Miles City	19	7.3%
Sidney Health Center- Sidney	15	5.8%
Glendive Medical Center	9	3.5%
Billings Clinic- Billings	9	3.5%
St. Vincent's- Billings	2	0.8%
Other	23	8.9%
TOTAL	259	100%

“Other” comments:

- Jordan, MT (10)
- Wolf Point (7)
- Glasgow (4)
- VA Glendive (2)
- Miles City (6)
- Denver, CO

Reasons for Selection of Primary Care Provider (Question 8)

N= 295

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 why they chose that primary care provider. “Closest to home” (n=213, 72.2%) and “Prior experience with clinic” (n=178, 60.3%) were the most frequently cited factors in primary care provider selection. Respondents were asked to check all that apply, so the percentages do not equal 100%.

Reason	Count	Percent
Closest to home	213	72.2%
Prior experience with clinic	178	60.3%
Appointment availability	107	36.3%
Clinic’s reputation for quality	78	26.4%
Cost of care	34	11.5%
Want to see M.D.	31	10.5%
Length of waiting room time	25	8.5%
Recommended by family or friends	24	8.1%
Referred by physician or other provider	22	7.5%
VA/Military requirement	6	2.0%
Required by insurance plan	3	1.0%
Other	16	5.4%

“Other” comments:

- Like Patti (3)
- Patti is wonderful
- Patti is a very professional and excellent provider
- History
- All health issues on one bill
- Don’t want to see Dr. I work with for private matters
- Like PA
- PT selected
- Naturopath
- Friendly and caring
- No other place available
- In network insurance provider
- Convenience since I work there

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

	McCone County Health Center Circle	Glendive Medical Center	Billings Clinic Billings	Sidney Health Center Sidney	Holy Rosary Healthcare Miles City	St. Vincent's Billings	Other	Total
Circle 59215	137 (83%)	5 (3%)	3 (1.8%)	4 (2.4%)	8 (4.8%)	1 (0.6%)	7 (4.2%)	165
Brockway 59214	10 (76.9%)				2 (15.4%)	1 (7.7%)		13
Richey 59259	19 (57.6%)	3 (9.1%)		11 (33.3%)				33
Vida 59274	8 (61.5%)		1 (7.7%)				4 (30.8%)	13
Jordan 59337	2 (8%)		5 (20%)		8 (32%)		10 (40%)	25
TOTAL	176 (70.7%)	8 (3.2%)	9 (3.6%)	15 (6%)	18 (7.2%)	2 (0.8%)	21 (8.4%)	249

Cross Tabulation of Clinic and Reason Selected

Analysis was done to look at respondent 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%.

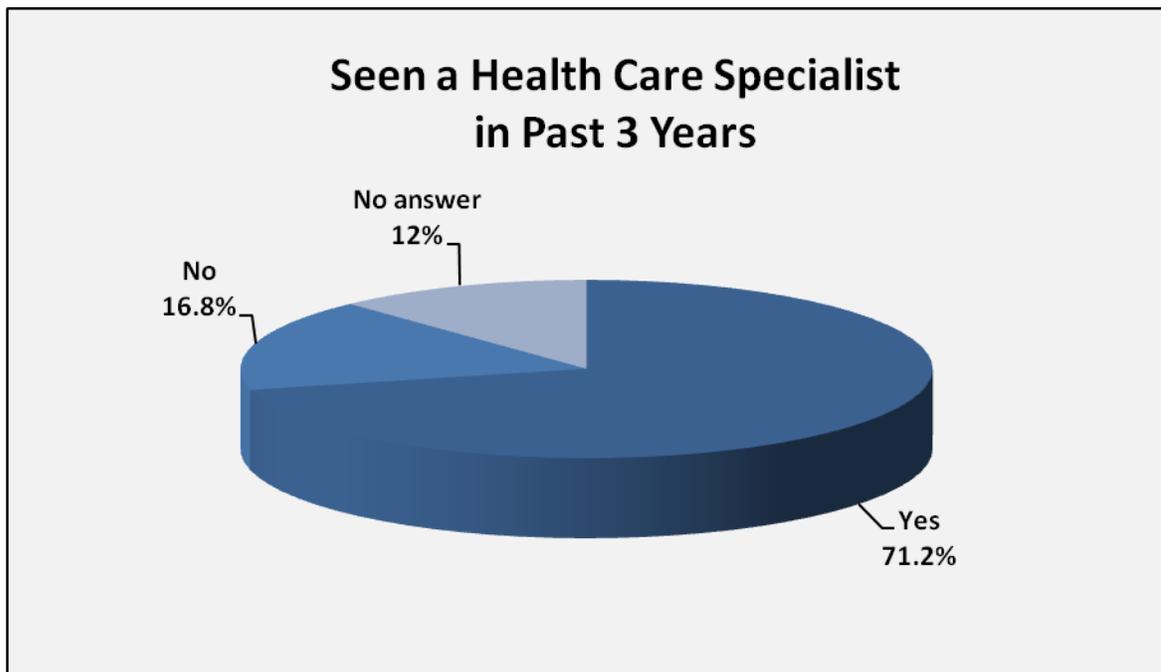
LOCATION OF PRIMARY CARE PROVIDER BY REASONS CLINIC SELECTED

	McCone County Health Center	Glendive Medical Center	Billings Clinic	Sidney Health Center Sidney	Holy Rosary Healthcare Miles City	St. Vincent's Billings	Other	Total
Appointment availability	71 (74%)	3 (3.1%)	4 (4.2%)	5 (5.2%)	3 (3.1%)	1 (1%)	9 (9.4%)	96
Clinic's reputation for quality	59 (83.1%)			4 (5.6%)	1 (1.4%)		7 (9.9%)	71
Closest to home	166 (86.5%)	2 (1%)	3 (1.6%)	5 (2.6%)	7 (3.6%)		9 (4.7%)	192
Cost of care	29 (90.6%)	1 (3.1%)					2 (6.3%)	32
Length of waiting room time	15 (68.2%)	1 (4.5%)	2 (9.1%)	2 (9.1%)	1 (4.5%)		1 (4.5%)	22
Prior experience with clinic	121 (75.6%)	5 (3.1%)	1 (0.6%)	9 (5.6%)	10 (6.3%)	2 (1.3%)	12 (7.5%)	160
Recommended by family or friends	10 (45.5%)		1 (4.5%)	2 (9.1%)	2 (9.1%)	1 (4.5%)	6 (27.3%)	22
Referred by physician or other provider	4 (22.2%)	1 (5.6%)	5 (27.8%)		3 (16.7%)		5 (27.8%)	18
Required by insurance plan				1 (100%)				1
VA/Military requirement							3 (100%)	3
Want to see M.D.	6 (25%)	3 (12.5%)	1 (4.2%)	3 (12.5%)	2 (8.3%)	1 (4.2%)	8 (33.3%)	24
Other	7 (50%)	1 (7.1%)	2 (14.3%)		3 (21.4%)		1 (7.1%)	14

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

N= 309

Seventy-one percent of the respondents (n=220) indicated they or a household member had seen a health care specialist during the past three years. Thirty-seven respondents chose not to answer this question (12%)



Type of Health Care Specialist Seen (Question 10)

The respondents (n=220) saw a wide array of health care specialists. The most frequently indicated specialists were Dentists with 60.5% (n=133) of respondents having utilized their services. Chiropractor were the second most seen specialist with 33.2% (n=73) and General surgeon at 26.4% (n=58). Respondents were asked to choose all that apply so percentages will not equal 100%.

Health Care Practitioner	Count	Percent
Dentist	133	60.5%
Chiropractor	73	33.2%
General surgeon	58	26.4%
Cardiologist	51	23.2%
Physical therapy	50	22.7%
OB/GYN	42	19.1%
Dermatologist	41	18.6%
Orthopedic surgeon	40	18.2%
Radiologist	36	16.4%
ENT (ear/nose/throat)	32	14.5%
Urologist	23	10.5%
Oncologist	20	9.1%
Gastroenterologist	19	8.6%
Neurologist	18	8.2%
Radiation services	16	7.3%
Podiatrist	15	6.8%
Allergist	14	6.4%
Neurosurgeon	13	5.9%
Endocrinologist	12	5.5%
Mental health counselor	8	3.6%
Chemotherapy	7	3.2%
Occupational therapist	7	3.2%
Pediatrician	7	3.2%
Psychiatrist (M.D.)	7	3.2%
Rheumatologist	6	2.7%
Dietician	5	2.3%
Infusion services	5	2.3%
Psychologist	3	1.4%
Social worker	3	1.4%
Substance abuse counselor	2	0.9%
Speech therapist	1	0.5%
Geriatrician	0	0
Other	44	20.0%

“Other” comments: - Internal medicine - Colonoscopy - Nephrologists (3)
 - Eye specialist (3) - PA (2) - Breathing doctor - Ophthalmologist
 - Naturopath - Carpel Tunnel - Sleep study (2) - Hernia doctor in Lewistown
 - Mammogram - Pulmonary (2) - Acupuncture (2) - Internal medicine

Location of Health Care Specialist (Question 11)

Of those respondents indicating they saw a health care specialist, 43.6% (n=96) saw one at Billings Clinic in Billings. Holy Rosary Healthcare in Miles City was the second highest reported location with 33.6% (n=74) and Glendive Medical Center was next with 24.5% (n=54). Respondents could select more than one location therefore percentages do not equal 100%.

Location	Count	Percent
Billings Clinic- Billings	96	43.6%
Holy Rosary Healthcare- Miles City	74	33.6%
Glendive Medical Center	54	24.5%
St. Vincent's- Billings	40	18.2%
Sidney Health Center	33	15.0%
Telemedicine consults- Circle	12	5.5%
Other	66	30.0%

“Other” comments:

- Ortho Montana
- Glasgow (4)
- Missoula
- Lewistown
- Yellowstone Medical (2)
- Helena
- Denver, CO
- Circle
- Jordan
- Mayo
- Mercy, Williston, ND (3)
- Dickinson, ND
- Taylor'd Spines, Circle
- Billings Gyno
- Glendive Circle (4)
- Sand Creek
- Williston (4)
- Englewood, CO
- Wolf Point
- Billings Clinic- Miles City (17)
- VA Glendive (4)

Overall Quality of Care at McCone County Health Center (Question 12)

Respondents were asked to rate a variety of aspects of the overall care provided at McCone County Health Center. 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 both "Clinic" and "Emergency services" receiving the top average score of 3.5 out of 4.0. "Laboratory" received 3.4 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
Acute care (hospital)	40	44	9	4	212	309	3.2
Adult day care	27	28	6	2	246	309	3.3
Clinic	134	96	9	3	67	309	3.5
Emergency services	93	66	11	1	138	309	3.5
Laboratory	118	87	14	3	87	309	3.4
Long term care	33	32	6	5	233	309	3.2
Physical therapy	22	23	5	4	255	309	3.2
X-rays	80	77	18	7	127	309	3.3
Total	547	453	78	29			3.4

Services at McCone County Health Center Rated Fair or Poor (Question 13)

Respondents were asked to share why they rated any McCone County Health Center services as fair or poor (a 1 or 2 out of possible 4 on Likert Scale). The following list is the responses to this open ended question.

- Try to get early appt. Clinic opens at 8. Local PA shows up at 8:30 or later. I don't feel real confident in x-rays or labs
- Poor (very) meals. Rude nurses. Rude PA. No care at night. Let patient fall out of bed. Rude, rude, not good care. Dirty room. Aids were very good.
- Don't feel that the services are being provided at the highest level, the quality could be better
- Acute care- we need an MD on staff. X-ray- need technician
- Services are excellent
- Services were used by acquaintances with unfavorable feedback
- Long term care very good, treated with respect. No complaints
- The hospital staff- I felt did not do a professional job when caring for my husband and brother- they were left alone a lot (when pain was very bad). The nurse did not wipe needles off or even wear sterile gloves. Never talked to the patient to see how he was doing. They didn't care about the patient's dignity! The nurses and CNA's I feel sit around the desk too much and don't do their work!
- The lab is not very efficient. I was kept waiting over an hour because the lab tech was unorganized. I have seen firsthand how long term care is given and not impressed with the unprofessional staff
- Clinic- poor- receptionist is a snob. Forgets about compassion and I know PA is overwhelmed because she has compassion and exceeded her time. Lab is great- actually hearing the results is another matter
- Overall MCHC is great for a limited facility. Always like to see upgrades and improvement on equipment and services, esp. for rural settings
- I feel my granddaughter was more or less brushed off. She ended up in Denver. I don't like the attitude of the lab person
- Understaffed, bad attitudes, poor management decisions regarding training, ethics and rule enforcement
- Feel they could be treated with more dignity and respect
- They always took care of me whenever I phoned to see them
- Fair, because everyone knows everyone
- No doctor available on premises and less than modern equipment. Poor staffing – travel nurses, only a PA for primary care providers
- Husband had an x-ray done in the past for a knee injury and they told him he did not break it. Got a 2nd opinion and he severely broke it and needed emergency surgery. Scary now to get any x-rays!
- Because they don't have the equipment and if they send you to another hospital the other one takes the test or x-rays over again – cost twice
- Needed to be sent on for diagnosis and care
- 2 haven't been there
- ER does not have a computer that they can punch up for records and I have no sense when my husband is in trouble and they have nothing but questions and my mind is a wreck

- The time you wait to see PAs seems very long at times
- X-rays reading done in Glendive results slowly reported
- Was miss-diagnosed by Sidney radiologist and that diagnosis put on my medical records – had to have it reviewed by three other doctors to amend records (Insurance risk)
- Misread x-ray
- Shortage of equipment and qualified staff
- Impossible to get an appt at the clinic due to administrator's ideas for change; constantly disrupting x-rays do not turn out good and cannot be read properly
- Admin in LT Care, not talked to appt in Sydney twice. Not caring
- Physical therapist charges \$110/hr for doing very little. X-ray department equipment is obsolete
- Trust in quality
- When we get to another hospital facility almost never is the paperwork or records there. It seems when we are being sent to another facility common courtesy would coordinate with that facility
- A lack of continuity of care. A lack of a.m. M.D. on site. Lack of dedicated CNAs in long term care
- I think they are pretty limited to what they can do
- We do not feel comfortable with the male x-ray technician
- Our PA is very busy – needs more help. Appointments are very hard to get. Have had to travel out of town for medical help due to their processes
- Don't know if quality inferior but it was not properly read
- Lab wait time to be drawn can be extremely long
- Medical conditions that need more specialized care are not readily referred in to specialists
- X-rays were once sent somewhere else to look at too so I had to pay both bills
- Even after seeing Patti we still had to take our kids to Glendive for further tests etc.

Desired Local Health Care Services (Question 14)

Respondents were asked to indicate which health care professionals or services presently not available would they use if available locally. Respondents indicated most interest in having “Visiting Specialists” with 50.8% (n=157) followed by “Pharmacy” at 49.8% (n=154) and “Dental” services at 48.2% (n=149). Respondents were asked to check all that apply, so percentages do not equal 100%.

Health Care Services	Count	Percent
Visiting Specialists	157	50.8%
Pharmacy	154	49.8%
Dental	149	48.2%
Assisted living	62	20.1%
Message therapy	42	13.6%
Podiatrist (foot doctor)	39	12.6%
Other	16	5.2%

“Other” comments:

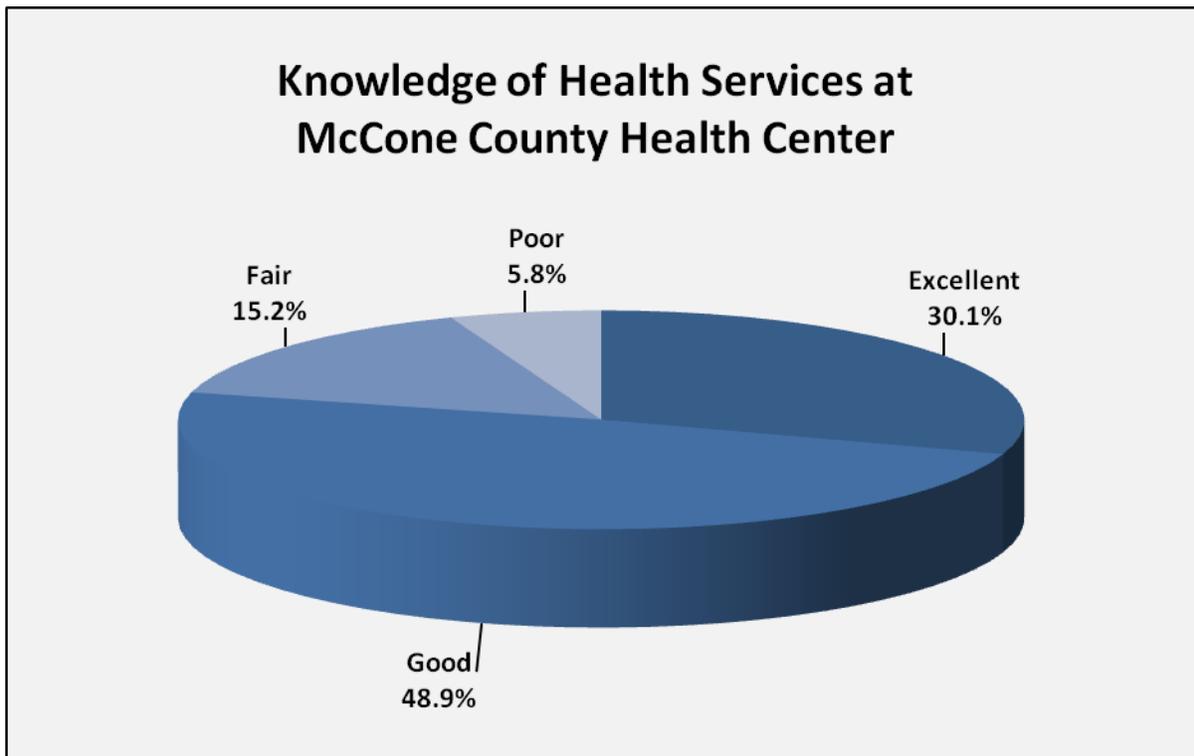
- Home health
- All available
- Naturopath
- Home health care
- Circle really needs retirement apts. – Baker has an excellent set up with 1 & 2 bedroom apts. connected to their hospital. Tenants eat at the lunchroom – great thing
- Mental health doctor
- None, we do our health care in Wolf Point
- Eye doctor (10)
- Wellness center, fitness, yoga, acupuncture, etc
- MD (2)
- Sleep apnea test
- MD or choice PA

V. Survey Findings – Service Awareness

Overall Awareness of McCone County Health Center’s Services (Question 15)

N= 276

Respondents were asked to rate their knowledge of the health services available at McCone County Health Center. Forty-nine percent (n=135) of respondents rated their knowledge of McCone County Health Center as “Good.” Thirty percent (n=83) rated their knowledge as “Excellent” and 15.2% of respondents (n=42) rated their knowledge as “Fair.” Thirty-three respondents chose not to answer this question.



How Respondents Learn of Health Care Services (Question 16)

N= 309

“Word of mouth” was the most frequent method of learning about available services at 81.2% (n=251). Generally word of mouth is the most frequent response among rural hospital surveys. “Circle Banner” was the second most frequent response to how people learn of health care services with 28.2% (n=87) and “Presentations” was reported at 5.2% (n=16). Respondents could select more than one method so percentages do not equal 100%.

Method	Count	Percent
Word of mouth	251	81.2%
Circle Banner	87	28.2%
Presentations	16	5.2%
Yellow Pages	15	4.9%
Website/Internet	7	2.3%
Other	42	13.6%

“Other” comments:

- Sr. Center
- Channel 2
- Clinic
- Have used this clinic for 35 years
- Word of mouth, past experience
- Close to home
- Have used them our entire life
- Live here (3)
- Personal contact
- I am an EMT
- Local papers
- Have been going to the healthcare since birth and its local
- Dr. Recommends
- Referral (2)
- By asking
- Work(ed) there (5)
- Old timers and just knew
- Own experience (7)

Cross Tabulation of Service Knowledge and Learning about Services

Analysis was done to look at respondent's knowledge of services available at McCone County Health Center 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 McCONE COUNTY HEALTH CENTER SERVICES BY HOW RESPONDENTS LEARN ABOUT HEALTH CARE SERVICES

	Excellent	Good	Fair	Poor	Total
Yellow Pages	4 (28.6%)	5 (35.7%)	3 (21.4%)	2 (14.3%)	14
Word of mouth	70 (28.7%)	120 (49.2%)	39 (16%)	15 (6.1%)	244
Circle Banner	25 (29.4%)	50 (58.8%)	9 (10.6%)	1 (1.2%)	85
Presentations	4 (25%)	8 (50%)	4 (25%)		16
Website/internet	1 (14.3%)	2 (28.6%)	3 (42.9%)	1 (14.3%)	7
Other	13 (34.2%)	18 (47.4%)	7 (18.4%)		38

Other Community Health Resources Utilized (Question 17)

Respondents were asked which community health resources, other than the hospital or clinic, they had used in the last three years. “Chiropractor” services was the most frequent community health resource cited by respondents at 28.8% (n=89). “Public health” was second most frequent at 23.9% (n=74) and “Senior Center” came third with 23.6% (n=71). Thirty-seven percent of respondents (n=114) indicated they did not utilize any other community health resources. Respondents could select more than one method so percentages do not equal 100%.

Health Resources	Count	Percent
None	114	36.9%
Chiropractor	89	28.8%
Public health	74	23.9%
Senior Center	73	23.6%
Wellness services	23	7.4%
Massage therapy	15	4.9%
Means-on-Wheels	13	4.2%
Assisted living	3	1.0%
Other	10	3.2%

Improvement for Community’s for Access to Health Care (Question 18)

Respondents were asked what would improve their community’s access to health care. Forty percent of respondents (n=123) reported “More primary care providers” would make the greatest improvement. Thirty-one percent of respondents (n=97) indicated they would like “More specialists” and 16.8% indicated “Cost of service” (n=52). Respondents could select more than one method so percentages do not equal 100%.

Service	Count	Percent
More primary care providers	123	39.8%
More specialists	97	31.4%
Cost of service	52	16.8%
Outpatient services open longer hours	46	14.9%
Access to current clinic services	40	12.9%
Telemedicine	32	10.4%
Trust in local facilities	29	9.4%
Improved quality of care	23	7.4%
Greater health education services	22	7.1%
Transportation assistance	21	6.8%
Other	14	4.5%

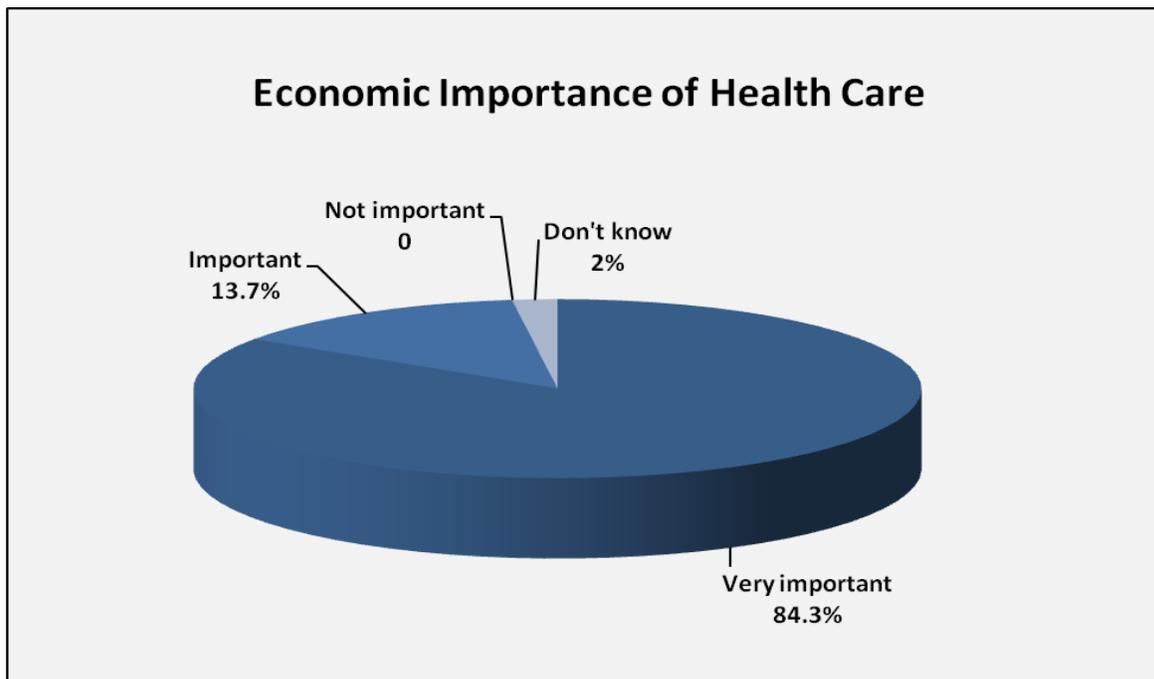
“Other” comments:

- Too hard to get into hospital
- Less gov red tape bs
- BCBS of MT
- It would be nice to have more than 1 PA. Getting an appt is difficult; then people go to Glendive or Sidney as they don’t want to wait
- Garfield Co.
- Leave Patti in clinic hire someone else for nursing home
- Assisted living
- MD on staff
- Become an in-network insurance provider to NRECA
- Get better PAs like Patti
- Allow Sandra J. to be a full-time provider

Economic Importance of Local Health Care Services (Question 19)

N= 299

The majority of respondents, 84.3% (n=252) indicated that local health care services are Very Important to the economic well-being of the area and 13.7% (n=41) indicated they are important. Ten respondents did not answer this question.

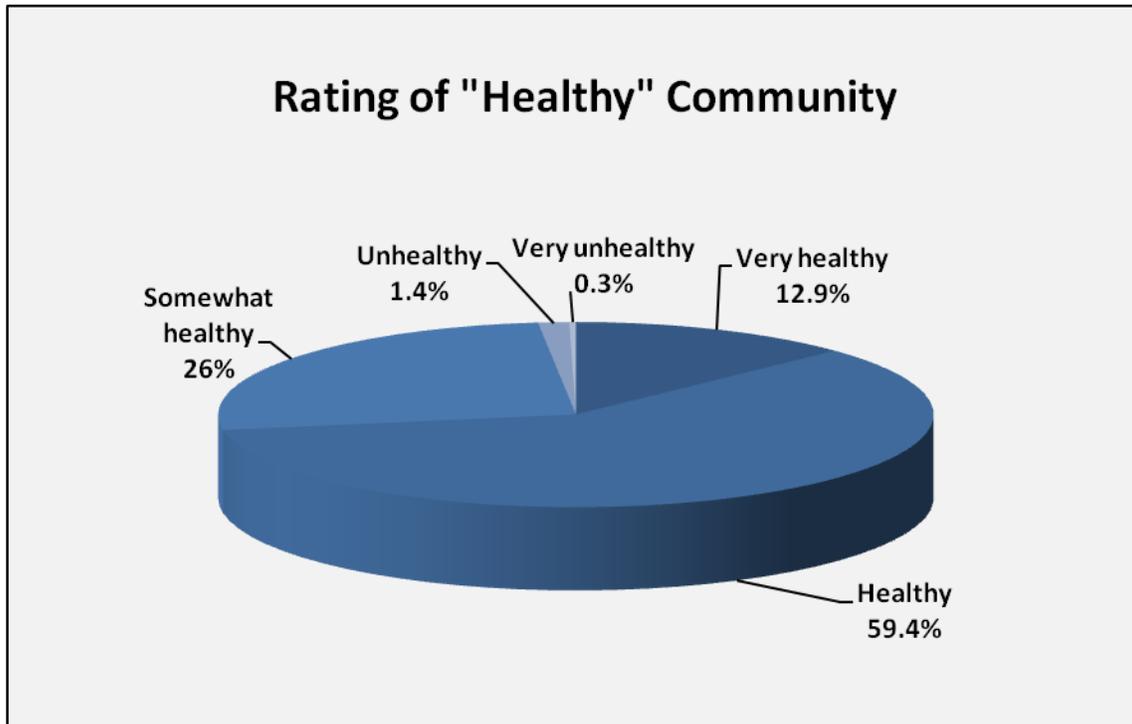


VI. Survey Findings- Community Health

Impression of Community (Question 20)

N= 288

Respondents were asked how they would rate their community as a healthy place to be living in. Fifty-nine percent of respondents (n=171) rated their community as “Healthy.” Twenty-six percent of respondents (n=75) felt their community was “Somewhat healthy” and 12.9% (n=37) felt their community was “Very healthy.”



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 “Cancer” at 68.3% (n=211). “Alcohol/substance abuse” was also a high priority with 36.9% (n=114) and “Heart disease” with 27.8% (n=86). Respondents were asked to pick their top three serious health concerns, so percentages do not equal 100%.

Health Concern	Count	Percent
Cancer	211	68.3%
Alcohol/substance abuse	114	36.9%
Heart disease	86	27.8%
Diabetes	82	26.5%
Lack of dental care	56	18.1%
Obesity	52	16.8%
Tobacco use	49	15.9%
Lack of exercise	46	14.9%
Work related accidents/injuries	37	12.0%
Suicide	33	10.7%
Motor vehicle accidents	28	9.1%
Stroke	23	7.4%
Lack of access to health care	22	7.1%
Mental health issues	19	6.1%
Recreational accidents/injuries	13	4.2%
Child abuse/neglect	9	2.9%
Domestic violence	3	1.0%
Other	8	2.6%

“Other” comments:

- Over-use of chemicals – cost of insurance
- Aging
- Access to hospitals for serious medical emergencies
- School sports old folks at nursing home

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=190) indicated “Access to health care and other services” is important for a healthy community. “Good jobs and healthy economy” was the second most indicated component with 38.4% (n=109) and “Religious or spiritual values” at 36.6% (n=113). 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	190	61.5%
Good jobs and healthy economy	115	37.2%
Religious or spiritual values	113	36.6%
Strong family life	103	33.3%
Good schools	87	28.2%
Healthy behaviors and lifestyles	85	27.5%
Low crime/safe neighborhoods	46	14.9%
Positive role models for youth	44	14.2%
Clean environment	42	13.6%
Community involvement	33	10.7%
Affordable housing	32	10.4%
Low death and disease rates	16	5.2%
Low level of domestic violence	7	2.3%
Parks and recreation	5	1.6%
Arts and cultural events	4	1.3%
Tolerance for diversity	4	1.3%
Other	6	1.9%

“Other” comments:

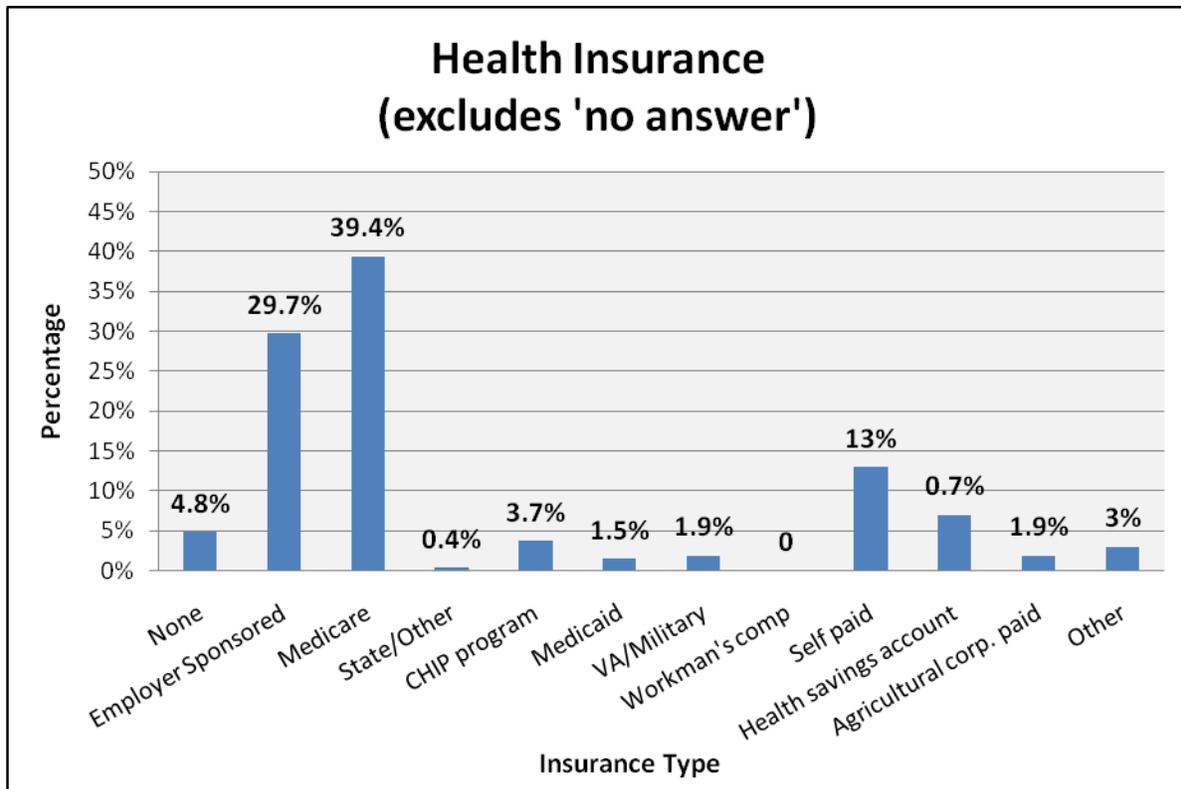
- Place where people could go and work out before and after work
- Access to fitness centers
- Consider others not only who you’re related to
- Lower cost of living
- Government health care for all (single payer)
- All (3)

VII. Survey Findings- Health Insurance

Health Insurance Coverage (Question 23)

N= 269

Respondents were asked to indicate what type of medical insurance covers the majority of their medical expenses. Thirty-nine percent (n=106) indicated they have “Medicare.” “Employer sponsored” coverage was indicated by 29.7% of respondents (n= 80), and “Self paid” insurance was indicated by 13% of respondents (n=35). Forty respondents did not answer this question.



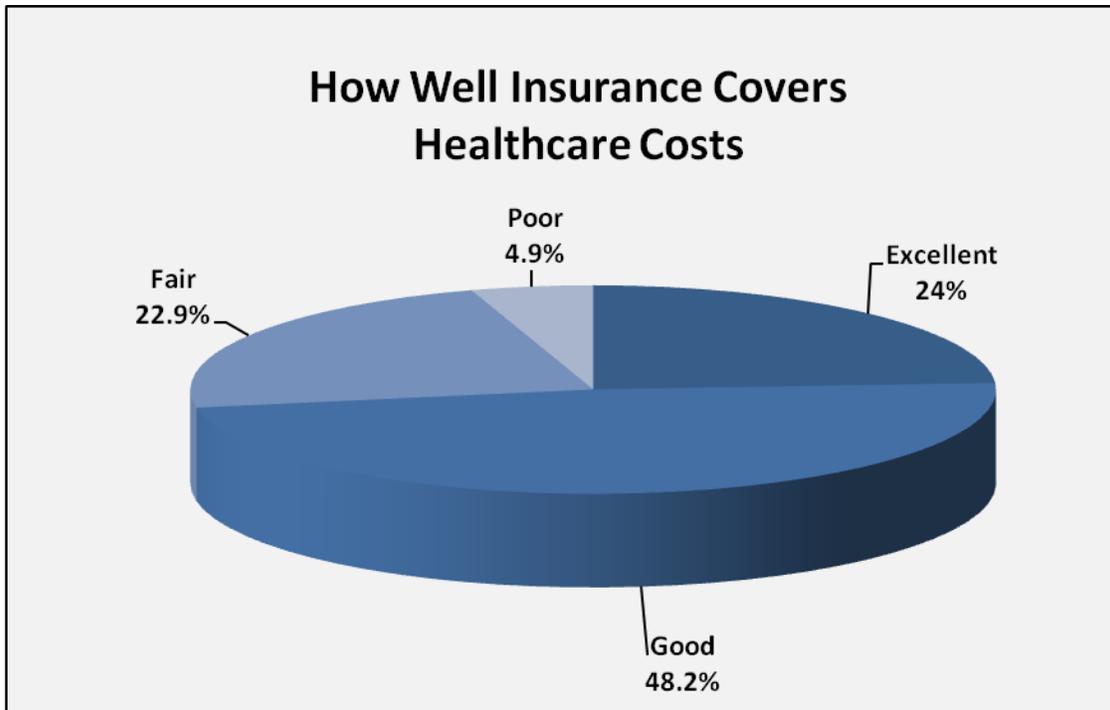
“Other” comments:

- Health insurance
- Insure Montana
- State farm
- Blue Cross (4)

Insurance and Health Care Costs (Question 24)

N= 288

Respondents were asked to indicate how well they feel their health insurance covers their health care costs. Forty-eight percent of respondents (n= 139) indicated they feel their insurance covers a “Good” amount of their health care costs. Twenty-four percent of respondents (n=69) indicated they feel their insurance is “Excellent” and 22.9% of respondents (n=66) indicated they felt their insurance was “Fair.” Twenty-one respondents chose not to answer this question.



Barriers to Having Health Insurance (Question 25)

N= 13

Those respondents who indicated they did not have medical insurance were asked why they did not. Seventy-seven percent (n=10) reported they did not have health insurance because they could not afford to pay for it. Fifteen percent (n=2) indicated their employer does not offer insurance and 7.7% of respondents (n=1) indicated cannot get medical insurance due to medical issues. 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	10	76.9%
Employer does not offer insurance	2	15.4%
Cannot get medical insurance due to medical issues	1	7.7%
Choose not to have medical insurance	0	0
Other	0	0

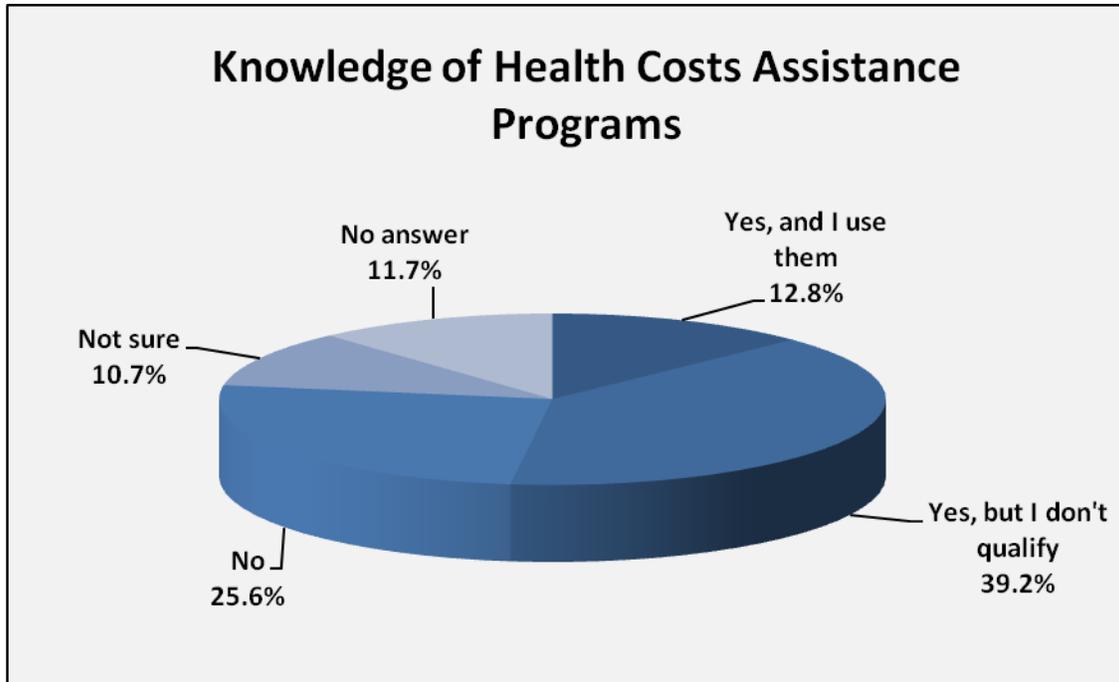
“Other” comments:

- No MD, just PA
- VA

Awareness of Health Payment Programs (Question 26)

N= 309

Respondents were asked to indicate their awareness of programs that help people pay for health care bills. Forty percent of respondents (n=121) indicated they were aware of these types of programs but did not qualify to utilize them. Twenty-five percent (n=79) indicated they did not know of these programs and 12.8% of respondents (n=40) indicated did know of, and utilized these types of health payment program.



VIII. Focus Group Methodology

Three focus groups were held in Circle, Montana in October 2010. Focus group participants were identified as people living in the McCone County Health Center's service area. Each individual received an invitation to participate.

Approximately 31 people participated in the three focus group interviews. The focus groups were designed to represent various consumer groups of health care including senior citizens and local community members. The first focus group was held at the Circle Market Café, the second at the Senior Center and third was held at McCone County Health Center. Each group was up to 90 minutes in length and followed the same line of questioning in each session (Appendix D). The questions and discussions at the focus groups were led by Kristin Juliar 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 aging population and assisted living options and healthcare workforce shortage. Community members are very happy and utilize their providers at McCone County Health Center however, it was noted that, “People are comfortable with their current provider and don’t want to go to another provider. Many are scared because she’s nearing retirement age.” Another commented “Someone is training to be a Nurse Practitioner (NP) for Circle; that will reduce the current provider’s hours and slowly increase patient load for the new NP.”
- *Opinion of services and quality of care at McCone County Health Center:*

Quality of Care- Participants spoke very highly of the care they receive at McCone County Health Center. Participants noted, “It’s very good. They are kind, considerate, and caring” and “They provide excellent care. People are taken care of well.”

Number of Services- Participants appreciate having the facility and health care available in town. They noted “They offer a lot considering the size of the community.” Some participants discussed their interest in visiting specialty services. Those noted were: dermatology, podiatrist (“for those with diabetes”), eye doctor, dentist and oncologist.

Hospital Staff- Participants discussed hospital staff in terms of style of care and competence. Hospital staff was viewed very highly. There were many praising comments such as, “They are top notch” and “ER does a good job and is very through.” A few comments were made with reference to continuing education and training; “They’re good, but there’s always room for improvement” and “May need some more training on the nursing side or once they have training they need to step in and utilize it.”

Hospital Board and Leadership- The Hospital Board was viewed as “good.” It was noted that the board was all volunteer and one noted, “I’m glad to see some members are medically connected.”

Business Office- The billing is perceived as “changing daily (in the middle of new staff and cross training)”. However, most felt they are “good, very professional,” “busy, but doing a good job” and “they know what they’re doing.” Another noted, “They always find an answer.”

Condition of Facility and Equipment- Condition of facility was described as “in good shape,” “Smells clean and fresh (doesn’t smell like a nursing home), “Seems like they’ve upgraded quite often” and “it’s like walking into a home (good warm aroma).” Some comments on improvements were the facility has “outgrown in some areas,” “windows need to be upgraded” and “The heating and cooling system could be improved.”

Financial Health of the Hospital- Participants felt the hospital was “good” financially. One noted they would “like to have more information like this shared in the Banner.”

Cost- Participants felt that the cost of care was competitive with other facilities in the area. One noted, “Clinic visits are cheaper than Glendive.”

Availability- Participants indicated having problems getting appointments when they needed to be seen. Some noted, “The clinic fills up early (within the first 15 minutes)” and “It’s the ‘re-dial’ game. Those who need an urgent visit start calling at 8 am but they get the busy signal or appointments are already filled.” Others felt coverage was good and that community members needed “to realize that all providers should be utilized.”

- *Opinion of local providers-* Participants indicated they use the local Physician Assistant as their or their family’s personal provider. Participants spoke very highly of the care they received and noted, “Why drive so far to see someone else when we have such great care here?” Others added, “We like to support local!” and “She cares and will devote however long is needed.”
- *Opinion of Local Services:*

Emergency Room- Participants felt emergency room services were “very good.” One noted, “It’s a good ER with almost everything there that’s needed; enough staff to cover major trauma.”

Ambulance Service- Participants feel ambulance services are “excellent” and “good.” Participants spoke highly of the ambulance staff, “the volunteers take it very seriously” and “no real trouble recruiting, but it goes in streaks.”

Health Care Services for the Elderly- Participants indicated a need for assisted living, home health and transportation services in the community. One participant noted, “We’re very fortunate”

Public/County Health Department- Participants indicated a desire for public health to provide more health education to the community. Some indicated they did not know what the public health nurse did.

Health Care Services for the Poor- Participants felt the services available were “good” and that “No one is ever turned away for care.” Others noted the availability of assistances programs such as Hill Burton, the Senior Center and prescription aid at the clinic.

- *What Would Make Community a Healthier Place to Live-* Participants indicated a desire for transportation services, a fitness center and more health education opportunities (in schools, online training, Senior Center).
- *Health Services Needed in the Community-* Additional services needed in the community were home health care, homemaker services for the elderly and assisted living.

IX. Summary

Three hundred and nine surveys were completed in the McCone County Health Center's service area for a 43% response rate. Of the 309 returned, 68.2% of the respondents were females, 46 years of age or older and 73.9% of respondents have resided in the area for 21 or more years.

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-one percent of the respondents have seen a health care specialist during the past three years. The most frequent specialists seen was the Dentist at 60.5% (n=133), Chiropractor at 33.2% (n=73) and General surgeon at 26.4% (n=58).

Overall, the respondents within McCone County Health Center's 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 almost 82% of respondents identifying local health care services as "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

McCone County Health Center



"Touching Lives Forever"

November 1, 2010

Dear Resident:

This letter and survey concern the future of health care in Circle and the surrounding area. Your help is critical in determining health priorities and future needs. As a resident of the community that McCone County Health Center serves, your opinion of local health care services is of utmost importance.

You are probably aware of many challenges facing rural health care, including access to services and affordability. Unfortunately, many of the same factors that threaten health care services nationally challenge our local health care system as well. By completing the enclosed survey, you can help guide McCone County Health Center in developing appropriate health care services to residents in McCone County.

Your name has been randomly selected as a resident who lives in the McCone County Health Center service area and **your response to this survey is much appreciated**. The purpose of the survey is to obtain information from a wide range of participants. This information will assist in planning our programs, services, and facilities to meet present and future needs. In addition, completed surveys will help identify community health and wellness needs. Even if you don't use health care services with McCone County Health Center, your input is still valuable.

Please take a few moments to complete the enclosed survey by **November 29th, 2010**. Your response is very important because this survey is sent only to residents in the McCone County Health Center service area and your comments will represent others in the area. **Your answers will be kept confidential**. 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.

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 Natalie Claiborne at the Montana Office of Rural Health/Area Health Education Center at 406-994-6001. We believe, with your help, we can continue to improve our local health care services.

Thank you for your assistance. We appreciate your effort.

Sincerely,

A handwritten signature in black ink that reads "N. Rosaaen". The signature is written in a cursive style.

Nancy (Hanson) Rosaaen, CEO

605 Sullivan Avenue
P. O. Box 48
Circle, Montana 59215
nrosaaen@mcconehealth.org

Telephone #
(406)485-3381
Fax #
(406)485-3383

Appendix B- Survey Instrument

Community Health Services Development Survey Circle, 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 cost too much | <input type="radio"/> Not treated with respect |
| <input type="radio"/> Too long to wait for an appointment | <input type="radio"/> Could not get off work | <input type="radio"/> Too nervous or afraid |
| <input type="radio"/> Office wasn't open when I could go | <input type="radio"/> Didn't know where to go | <input type="radio"/> Transportation problems |
| <input type="radio"/> Unsure if services were available | <input type="radio"/> It was too far to go | <input type="radio"/> Want to see a doctor |
| <input type="radio"/> Had no one to care for the children | <input type="radio"/> My insurance didn't cover it | <input type="radio"/> Other _____ |
| | <input type="radio"/> No insurance | |

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)

- | | | |
|---|--|-----------------------------------|
| <input type="radio"/> McCone County Health Center- Circle | <input type="radio"/> Sidney Health Center- Sidney | |
| <input type="radio"/> Glendive Medical Center | <input type="radio"/> St. Vincent's Hospital- Billings | |
| <input type="radio"/> Holy Rosary Healthcare - Miles City | <input type="radio"/> Billings Clinic- Billings | <input type="radio"/> 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)

- | | | |
|--|---|--|
| <input type="radio"/> Availability of services | <input type="radio"/> Emergency, no choice | <input type="radio"/> Referred by physician |
| <input type="radio"/> Cost of care | <input type="radio"/> Hospital's reputation for quality | <input type="radio"/> Required by insurance plan |
| <input type="radio"/> Closest to home | <input type="radio"/> Prior experience with hospital | <input type="radio"/> VA/Military requirement |
| <input type="radio"/> Closest to work | <input type="radio"/> Recommended by family or friends | <input type="radio"/> 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)

- McCone County Health Center- Circle
- Sidney Health Center- Sidney
- Glendive Medical Center
- Holy Rosary Healthcare - Miles City
- Billings Clinic - Billings
- St. Vincent's - Billings
- Other _____

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

- Appointment availability
- Length of waiting room time
- Required by insurance plan
- Clinic's reputation for quality
- Prior experience with clinic
- VA/Military requirement
- Closest to home
- Recommended by family or friends
- Want to see M.D.
- Cost of care
- Referred by physician or other provider
- 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)

- Allergist
- Geriatrician
- Podiatrist
- Cardiologist
- Infusion services
- Psychiatrist (M.D.)
- Chemotherapy
- Mental health counselor
- Psychologist
- Chiropractor
- Neurologist
- Radiation services
- Dentist
- Neurosurgeon
- Radiologist
- Dermatologist
- OB/GYN
- Rheumatologist
- Dietician
- Occupational therapist
- Speech therapist
- Endocrinologist
- Oncologist
- Social worker
- ENT (ear/nose/throat)
- Orthopedic surgeon
- Substance abuse counselor
- Gastroenterologist
- Pediatrician
- Urologist
- General surgeon
- Physical therapy
- Other _____

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

- Telemedicine consults- Circle
- Glendive Medical Center
- Sidney Health Center
- Billing Clinic- Billings
- Holy Rosary Healthcare - Miles City
- St. Vincent's- Billings
- Other _____



12. The following services are available at McCone County Health Center. Please rate the overall quality for each service. (Please mark DK if you haven't used the service)

Excellent = 4 Good = 3 Fair = 2 Poor = 1 Don't Know = DK

- | | | | | | |
|-----------------------|-------------------------|-------------------------|-------------------------|-------------------------|--------------------------|
| Acute care (hospital) | <input type="radio"/> 4 | <input type="radio"/> 3 | <input type="radio"/> 2 | <input type="radio"/> 1 | <input type="radio"/> DK |
| Adult day care | <input type="radio"/> 4 | <input type="radio"/> 3 | <input type="radio"/> 2 | <input type="radio"/> 1 | <input type="radio"/> DK |
| Clinic | <input type="radio"/> 4 | <input type="radio"/> 3 | <input type="radio"/> 2 | <input type="radio"/> 1 | <input type="radio"/> DK |
| Emergency services | <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 |
| Long term care | <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 |
| X-rays | <input type="radio"/> 4 | <input type="radio"/> 3 | <input type="radio"/> 2 | <input type="radio"/> 1 | <input type="radio"/> DK |

13. If you rated any of the services available at McCone County Health Center a 1 or 2 (fair or poor), why?

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

- Assisted living Massage therapy Podiatrist (foot doctor)
 Dental Pharmacy Visiting specialists Other _____

Awareness of Services

15. How do you rate your knowledge of the health services that are available at McCone County Health Center?

- Excellent Good Fair Poor

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

- Yellow pages Circle Banner Website/internet
 Word of mouth Presentations Other _____

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

- Chiropractor Public health Massage therapy None
 Meals on Wheels Wellness services Senior center Other
 Assisted Living



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

- Access to current clinic services
- Cost of service
- Greater health education services
- Improved quality of care
- More primary care providers
- More specialists
- Outpatient services open longer hours
- Telemedicine
- Transportation assistance
- Trust in local facilities
- Other _____

19. 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

Community Health

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

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

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

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

22. Check 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
- Affordable housing
- Arts and cultural events
- Clean environment
- Community involvement
- Good jobs and healthy economy
- Good schools
- Healthy behaviors and lifestyles
- Low crime/safe neighborhoods
- Low death and disease rates
- Low level of domestic violence
- Parks and recreation
- Positive role models for youth
- Religious or spiritual values
- Strong family life
- Tolerance for diversity
- Other _____





Health Insurance

23. What type of medical insurance covers the **majority** of your household’s medical expenses?

(Please select only ONE)

- None
- Employer sponsored
- Medicare
- State/other
- CHIP program
- Medicaid
- VA/Military
- Workman’s comp
- Self paid
- Health savings account
- Agricultural corp. paid
- 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?

- 59215 Circle
- 59214 Brockway
- 59259 Richey
- 59274 Vida
- 59337 Jordan

28. If your home is out of town, how many miles are you from Circle?

- 0-15miles
- 16-30 miles
- 31-45 miles
- More than 46 miles

29. How long have you lived in the area?

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

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? **(Please select only ONE)**

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

33. If employed, are you currently working within Circle's village boundaries?

- Yes No Not applicable

34. If employed, are you currently working more than one job?

- Yes No Not applicable

35. With which ethnicity do you most identify?

- African American Hispanic Caucasian
 Asian American Indian Other _____

36. What is the **highest** education level obtained in your household? **(Please select only ONE)**

- Less than high school Two-year college degree
 Completed high school Four-year college degree
 Some college, but no degree Advanced degree (graduate or professional)

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

Use of Health Care Services

2: If yes, what were the three most important reasons why you did not receive health care services?

- Unsure the type of service was available and was advised to go elsewhere. Was not accepted from Billings hospital
- Too far away to go to an open facility
- County health nurse is never available
- Wanted to see a specialist
- He had a family emergency out of town
- Head nurse and PA refused to do an x-ray after a fall
- Don't want to play "telephone roulette" game calling at 8 am, busy, call at 8:05 etc.
- Can't afford – lost our ranch – also haven't been sick so far
- Miles City couldn't help me but didn't transfer me to Billings
- Outstanding med bills
- No computer in ER
- Specialist too far
- Dislike one of your PAs
- Wouldn't call doctor, didn't get good care, had to see other doctor, other town

4: If yes, which hospital does your household use MOST for hospital care?

- Helena
- Lewistown
- VA (2)
- VA Glendive
- Glasgow (3)
- Community. Missoula
- Billings Clinic – Miles City (3)
- Trinity hospital
- Wolf Point (3)

5: Thinking about the hospital that you use most frequently, what are the three most important reasons for selecting that hospital?

- Hand surgery
- Only in hospital for surgery
- Closest to family
- Doctor on staff
- Wonderful care by a very caring staff – Miles City
- I work there
- Tremendous care provided by PA at Circle
- Know my history
- My physician is there
- Surgeon worked there
- Patti

- Oncology care
- Had insurance then but not now
- They have great services for charity care

7: Where was that primary health care provider located?

- Jordan MT (10)
- Wolf Point (7)
- Glasgow (4)
- VA Glendive (2)
- Miles City (6)
- Denver CO

8: Why did you select the primary care provider you are currently seeing?

- Like Patti (3)
- Patti is wonderful
- Patti is a very professional and excellent provider
- History
- All health issues on one bill
- Don't want to see Dr. I work with for private matters
- Like PA
- PT selected
- Naturopath
- Friendly and caring
- No other place available
- In network Insurance provider
- Convenience since I work there

10: What type of health care specialist was seen?

- Eye specialist (3)
- PA (2)
- Breathing doctor
- Ophthalmologist
- Naturopath
- Mammogram
- Pulmonary (2)
- Hernia doctor in Lewistown
- Carpel Tunnel
- Sleep study (2)
- Acupuncture (2)
- Internal medicine
- Colonoscopy
- Health check-ups
- Nephrologists (3)

11: Where was that health care specialist seen?

- Ortho Montana
- Glasgow (4)
- Missoula
- Lewistown
- Yellowstone Medical (2)
- Helena
- Denver, CO
- Circle
- Jordan
- Mayo
- Mercy, Williston ND (3)
- Dickinson, ND
- Taylor'd Spines, Circle
- Billings Gyno
- Glendive Circle (4)
- Sand Creek
- Williston (4)
- Englewood, CO
- Wolf Point
- Billings Clinic – Miles City (17)
- VA Glendive (4)

13: If you rated any of the services available at McCone County Health Center a 1 or 2, why?

- Try to get early appt. Clinic opens at 8. Local PA shows up at 8:30 or later. I don't feel real confident in x-ray or labs
- Poor (very) meals – rude nurses –no care at night, let patient fall out of bed, rude, rude, not good care. Dirty room – aides were very good.
- Don't feel that the services are being provided at the highest level, the quality could be better
- Acute care – we need an MD on staff. X-ray – need technician
- Services are excellent
- Services were used by acquaintances with unfavorable feedback
- Long term care very good, treated with respect no complaints
- The hospital staff – I felt did not do a professional job when caring for my husband and brother – they were left alone a lot (when pain was very bad). The nurse did not wipe needles off or even wear sterile gloves. Never talked to the patient to see how he was doing. They didn't care about the patient's dignity! The nurses and CNAs I feel sit around the desk too much and don't do their work!
- The lab is not very efficient. I was kept waiting over an hour because the lab tech was unorganized. I have seen firsthand how long term care is given and not impressed with the unprofessional staff
- Clinic – poor – receptionist is a snob, forgets about compassion and know Patti is overwhelmed because she has compassion has exceeded her time. Lab is great – actually hearing the results is another matter
- Overall MCHC is great. For a limited facility. Always like to see upgrades and improvement on equipment and services, esp. for rural settings

- I feel my granddaughter was more or less brushed off. She ended up in Denver. I don't like the attitude of lab person
- Understaffed, bad attitudes, poor management decisions regarding training, ethics & rule enforcement
- Feel they could be treated with more dignity and respect
- They always took care of me whenever I phoned to see them
- Fair, because everyone knows everyone
- No doctor available on premises and less than modern equipment. Poor staffing – travel nurses only a PA for primary care providers
- Husband had an x-ray done in the past for a knee injury and they told him he did not break it. Got a 2nd opinion and he severely broke it and needed emergency surgery. Scare now to get any x-rays!
- Because they don't have the equipment and if they send you to another hospital the other one takes the test or x-rays over again – cost twice
- Needed to be sent on for diagnosis and care
- 2 haven't been there
- ER does not have a computer that they can punch up for records and I have no sense when my husband is in trouble and they have nothing but questions and my mind is a wreck
- The time you wait to see PAs seems very long at times
- X-rays reading done in Glendive results slowly reported
- Was miss-diagnosed by Sidney radiologist and that diagnosis put on my medical records – had to have it reviewed by three other doctors to amend records. (Insurance risk)
- Misread x-ray
- Shortage of equipment and qualified staff
- Impossible to get an appt at the clinic due to administrator's ideas for change; constantly disrupting x-rays do not turn out good and cannot be read properly
- Admin in LT Care, not talked to appt in Sydney twice. Not caring
- Physical therapist charges \$110/hr for doing very little. X-ray department equipment is obsolete
- Trust in quality
- When we get to another hospital facility almost never is the paperwork or records there. It seems when we are being sent to another facility common courtesy would coordinate with that facility
- A lack of continuity of care. A lack of a.m. m.d. on site. Lack of dedicated CNAs in long term care
- I think they are pretty limited to what they can do
- We do not feel comfortable with the male x-ray technician
- Our PA is very busy – needs more help. Appointments are very hard to get. Have had to travel out of town for medical help due to their processes
- Don't know if quality inferior but it was not properly read
- Lab wait time to be drawn can be extremely long
- Medical conditions that need more specialized care are not readily referred in to specialists
- X-rays were once sent somewhere else to look at too so I had to pay both bills
- Even after seeing Patti we still had to take our kids to Glendive for further tests etc.

14: What additional health care services would you use if they were available locally?

- Home health
- All available
- Naturopath
- Home health care
- Circle really needs retirement apts – Baker has an excellent setup with 1 & 2 bedroom apts connected to their hospital. Tenants eat at the lunchroom – great thing
- Mental health doctor
- None, we do our health care in Wolf Point
- Eye doctor (10)
- Wellness center, fitness, yoga, acupuncture etc.
- MD (2)
- Sleep Apnea test
- MD or choice PA

16: How do you learn about health care services in your area?

- Sr. Center
- Channel 2
- Clinic
- Have used this clinic for 35 years
- Word of mouth, past experience
- Close to home
- Have used them our entire life
- Live here (3)
- Personal contact
- I am an EMT
- Local papers
- Have been going to the healthcare since birth and its local
- Dr. Recommends
- Referral (2)
- By asking
- Work(ed) there (5)
- Old timers and just knew
- Own experience (7)

18: In your opinion, what would improve your community's access to health care?

- Too hard to get into hospital
- Less gov red tape bs
- BCBS of MT
- It would be nice to have more than 1 PA. Getting an appt is difficult, then people go to Glendive or Sidney as they don't want to wait
- Garfield Co.
- Leave Patti in clinic hire someone else for nursing home
- Assisted living
- MD on staff
- Become an in-network insurance provider to NRECA

- Get better PAs like Patti
- Allow Sandra J. to be a full-time provider

Community Health

21: In the following list, what do you think are the three most serious health-related concerns in our community?

- Over-use of chemicals – cost of insurance
- Aging
- Access to hospitals for serious medical emergencies
- School sports old folks at nursing home

22: Check the three items below that you think are most important for a healthy community.

- Place where people could go and work out before and after work
- Access to fitness centers
- Consider others not only who you're related to
- Lower cost of living
- Government health care for all (single payer)
- All (3)

Health Insurance

23: What type of medical insurance covers the majority of your household's medical expenses?

- Health insurance
- Insure Montana
- State farm
- Blue Cross (4)

25: If you do not have medical insurance, why?

- No MD just PA
- VA

Demographics

32: What is your employment status?

- Farmer
- Homemaker
- Self employed (4)
- Disabled
- Work full time from home

35: With which ethnicity do you most identify?

- American (3)
- White (3)

Additional Comments:

- We are very happy with Patti and staff and hospital

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 Health Center. What do you think of the Health Center in terms of:
 - Quality of care
 - Number of services
 - Health Center staff (style of care, competence)
 - Health Center board and leadership (good leaders, trustworthy)
 - Business office
 - Condition of facility and equipment
 - Financial health of the medical center
 - Cost
 - Office/clinic staff
 - Availability
4. Is the Physician Assistant your personal provider to you and 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 Dept
 - Health care services for the poor
 - Assisted living facility
6. What other healthcare services are needed in the community?

Appendix E- Focus Groups Notes

Focus Group #1

Monday, October 18, 2010 5:30 pm – Circle Market Cafe

1. What would make this community a healthier place to live?
 - Education, for example, online training rather than coming into town for things like diabetes training
 - Health education in schools (something more than PE teachers; home health or department of health- public health)
 - Teaching people how to use the defibrillator in the Senior Center or schools (there is only one trained person at the Senior Center); the defibrillator needs to be made available on location (at schools and Senior Center); there are only four more: EMS and Sherriff's office, hospital and fire department
 - Health center resources need to be public and the public needs to know what they are and how to use them
 - More regular articles in the Banner

2. What do you think are the most important health care issues? (Probe question: what do you think are the biggest health issues facing local health care services?)
 - Workforce shortage all around
 - Diabetes and cancer
 - The community fears losing their provider (there is only one, but enough work for two)
 - Draw from a tremendous area; towns within 20 miles or less of another facility come to Circle's Hospital because of the quality of care and caring attitude
 - Concern that people are turning away due to time it takes to schedule an appointment in Circle
 - People are comfortable with their current provider and don't want to go to another provider. Many are scared because she's nearing retirement age
 - Someone is training to be an NP for Circle; that will reduce the current provider's hours and slowly increase patient load for new NP
 - Lack of service, rooms, staff and training for mental health and depression
 - Cannot afford an MD, but they want specialists. Feel they need to work on getting specialists; reimbursement is a concern, part of what Nancy is working on to be in the Frontier Model

3. What do you think of McCone County Health Center in terms of:
 - Quality of care
 - Very good. Kind, considerate, and caring
 - Best place my 90 year old father in-law ever stayed
 - Lots of success stories
 - Trying to get into the clinic is a concern

 - Number of services
 - For a small facility, they offer a lot (including things they don't necessarily get reimbursed for)
 - Telemed is used well, especially with Billings Clinic

- Health center staff (style of care, competency)
 - Good, but always room for improvement
 - Nurses getting a little better skill set could be considered
 - TLC is good
 - Health center board and leadership (good leaders, trustworthy)
 - It is a good board, but they need another member
 - The board is all volunteer
 - Business office
 - Changing daily (in the middle of new staff and cross training). But they will always find an answer
 - Condition of facility and equipment
 - It's in good shape
 - Outgrown in some areas
 - Smells clean and fresh (doesn't smell like a nursing home). Overall a clean facility
 - It's like walking into a home (good, warm aroma)
 - Staffing for housekeeping and laundry is a challenge (new staff requires a lot of training); housekeeping manager works a lot to make sure her staff "gets it"
 - Financial health of the medical center
 - Hear it's good
 - Built in 1977. Equipment is old, but never had a problem getting money approved from the board. For example, they needed a new chiller and got a \$69K chiller in two weeks. They also have state of the art digital x-ray machine thanks to the board. They've done a great job with money. Because of the financial condition, they have state of the art items but are not extravagant
 - Cost
 - Always investigated major complaints
 - Because the facility did well in the past year, they didn't increase the room rate for long term care (80% of the area has insurance)
 - Availability
 - The clinic fills up early (within the first 15 minutes)
 - Provider cares so much that she always makes sure to see someone if they are really sick (she will even bring them into the ER), but she doesn't change priority with seeing patents (they are all seen in order)
4. Is the Physician Assistant your personal provider to you and your family members?
- Yes. Why drive so far to see someone else when they have great care here?
 - We like to support local!

5. What do you think about the following local services?

- ER

- It's a good ER with almost everything there that's needed; enough staff to cover a major trauma

- Ambulance service

- Good
- Volunteers take it seriously
- No real trouble in recruiting, but it goes in streaks
- Got a new ambulance

- Health care services for the elderly

- We're very fortunate
- We're an aging community
- Lacking home health care (in classic sense), transportation is a major issue
- Is transportation a liability issue if someone volunteers?
- Senior Center used to have a county vehicle but it's gone
- Someone to take patient out of area for follow up in Glendive
- We're lacking services for people living in community or living in a facility (laundry, kitchen)
- We've talked to people who want a retirement community, but there is a lot to consider there (especially location, which requires transportation and how to get reimbursed for that)

- Public/ County Health Department

- "What department"?
- Don't have near what they could have
- Person has no accountability (no one supervising her)
- Good at getting grant money and sharing money
- Could work 8 hours a day, 5 days a week, but there is no money to support full time
- Current person has been there a long time, makes good money and should have accountability
- Has good aide to make her look good
- Clinic has to do things that public health should do
- Should do more education in schools because the health center is maxed out

- Health care services for the poor

- Don't draw a line between rich and poor
- Could help them a lot to just fill out paperwork, instead bills just go to the collection
- Hill Burton form- cannot receive aid for clinic visits but for hospital stays (forms being filled out will not hurt other benefits)
- Educated poor- they know how to use the system and ER
- No one is ever turned away

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

- Home health care
- Homemaker services (cleaning, etc) for the elderly
- Cannot prioritize who gets it (i.e. someone in more need)

- Some things can be done for free (paid for by county); often older people helping the elderly (i.e. mowing grass, cleaning etc)
- There were some people doing CNA work via Senior Center, but not anymore
- Do they have money or is it an issue of workforce or both?
- Again, doing services (health center staff) – things like giving baths, but not necessarily getting money; however, there are some services like whirlpools that will be paid. We don't want to advertise some services (such as baths) because the hospital doesn't have enough staff (and they won't turn people away)
- Provider needs to say "no" sometimes, but it's not in her nature to deny service

Focus Group #2

Tuesday, October 19, 2010 12:00 pm – Circle Senior Center

1. What would make this community a healthier place to live?
 - Bringing more people here (bigger town)
 - Transportation- everybody has to take care of each other- people in the community are willing to drive

2. What do you think are the most important health care issues?
 - Lack of assisted living options in community (something other than nursing homes)
 - Cost of assisted living... we did a survey a few years ago, but it's very cost prohibitive- \$2,800 per month to live in assisted living
 - Great care at nursing home (wonderful attitude and people)

3. What do you think of McCone County Health Center in terms of:
 - Quality of care
 - Excellent care- we have Glendive and Billings for additional care
 - Taken care of well; others may talk bad – but they take care of the entire family

 - Number of services
 - Interest in visiting specialty services: dermatology, podiatrist for people with diabetes, eye doctor, dentist, oncologist
 - Lab is important service and we do not want to see it go away
 - It would be devastating to the community if hospital was lost (people would have to move away)
 - There are needs “in the boonies”

 - Health center staff (style of care, competency)
 - Top notch
 - ER does a good job and is very thorough
 - Not just a number or a name here (everybody's related)

 - Health center board and leadership (good leaders, trustworthy)
 - Glad to see some members are medically connected

 - Business office
 - Good, very professional

 - Condition of facility and equipment
 - Seems like they've upgraded quite often. We appreciate the cleanliness of the nursing home (it's like walking into a hotel)
 - Architecture- decent roof, well built building
 - Windows need to be upgraded (more energy efficient, cold air comes in)

- Financial health of the medical center
 - Folks would like to have more information like this shared in the Banner
- Cost
 - They keep going up
 - It's hard not having larger numbers to sustain and offset costs
 - Like the County nurse and her aide- people look forward to seeing her (flu shots)
 - Cost to live in TLC is \$165 and \$175 per day (don't pay bed tax anymore)
- Availability
 - Very good
 - Good referral services
 - The "redial game"- those who need urgent visit start calling at 8am but they get the busy signal or appointments are already filled
 - It was noted that the PA would not always be available (would people stop coming if she leaves?) and people need to realize that all the providers should be utilized
 - There are only two phone lines- no holding service
 - What about making the other provider a walk-in provider?
 - A traveling provider is more money. They're looking into telemedicine for clinical visits (however feds do not recognize telemedicine for reimbursement)

4. What do you think about the following local services?

- ER
 - Loosing ER services is a concern (people are loyal to services because of fear of losing it)
 - It's very good. We do have to worry about provider getting there if she is on call though
- Ambulance service
 - Excellent
- Health care services for the elderly
 - "We don't classify ourselves as elderly" (ha ha)
- Health care services for the poor
 - Good

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

- Orthopod?
- Pharmacy? Including telepharmacy with tech dispensing
- Mailing medications- there are some meds that cannot go in the mail

Focus Group #3

Tuesday, October 19, 2010 3:00 pm- McCone County Health Center Conference Room

1. What would make this community a healthier place to live?
 - Fitness center
 - Telemed
 - Have offered things in past but didn't go anywhere (lack of community desire)

2. What do you think are the most important health care issues? (Probe question: what do you think are the biggest health issues facing local health care services?)
 - Have only two providers
 - How do you improve health when they don't utilize services (telemed classes) or when they don't realize they need help?
 - Have an actual health fair; feel people enjoyed the health fair at the high school (10 years ago)
 - Aging, old community (most do not come in until they have to - nursing home)

3. What do you think of McCone County Health Center in terms of:
 - Quality of care
 - Good

 - Number of services
 - Offer a lot considering the size of the community (for example: lab, digital x-ray, physical therapy)

 - Health center staff (style of care, competency)
 - Good
 - May need some more training on the nursing side or once they have training they need to step in and utilize it

 - Health center board and leadership (good leaders, trustworthy)
 - Don't see them often
 - Could be better if some had some medical knowledge

 - Business office
 - Busy, but they do a good job
 - They know what they're doing

 - Condition of facility and equipment
 - Equipment is good and new; in good running order
 - Heating and cooling system sucks no matter what time of year (frustrating)
 - Need more room for residents (new activity room and dining room because they're small)
 - Place is kept up well
 - ER needs to be in a different location (more private – now it's in a very public hallway)

- Financial health of the health center
 - Auditors said we had income rather than a loss (That's good!)
- Cost
 - Clinic visits are cheaper than Glendive
 - Everything else is competitive for the area
- Availability
 - People think they should be able to get in the same day (the clinic used to be walk-in). If you call at 8 am, it is likely you'll be seen that afternoon
 - Cannot please everyone; some are just spoiled
 - Would not want to go back to walk-in model

4. Is the Physician Assistant your personal provider to you and your family members?

- Yes
- We don't have to take off work to see her. She cares and will devote however long is needed. She lives here

5. What do you think about the following local services?

- ER
 - Location is not good, but otherwise, it is good. Fast and easy
- Ambulance service
 - It seems ok; do not know much about them because I've never used them
- Health care services for the elderly
 - Need to offer transportation
 - Good services
 - Senior center used to offer transport but it stopped and not sure why
 - Assisted living – patients in the nursing home go there because there's nothing else
- Public/ County Health Department
 - Could do more education, but it is hard to do when only working 3 days a week
 - Don't know what she really does
- Health care services for the poor
 - There are services- things at the Senior Center. The Clinic will help them with prescription aid
 - Have had telemed for 3-4 years

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

- Baby room- OB the old hospital had one
- MRI
- Orthopedics
- Visiting specialist physicians
- Assisted living- this one is a BIGGIE