SVHCD

Surprise Valley Health Care District

Our patients are our family!

District

2016

Community Health Needs Assessment

Part 2



Our Mission

The Surprise Valley Health Care District was formed to provide the best medical and hos- pital care possible within the limitations of size and staff. The services are directed to- ward the physical, emotional, and spiritual well-being of those we serve. We are pledged to promote wellness, as well as heal- ing.

The mission of the Surprise Valley Health Care District is to provide safe, high quality care and professional excellence to all peo- ple regardless of race, color, creed, gender, religion, national origin, age, marital status, political affiliation, medical condition or phys- ical or mental disability.

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Background

The Affordable Care Act (ACA), enacted March 23, 2010 added new requirements hospital organizations must satisfy in order to be de- scribed in section 501(c)(3) as well as new re- porting and excise taxes.

These new requirements for charitable 501(c)(3) hospitals are articulated in section 501(r). The ACA imposes the following new require- ments on organizations that operate one or more hospital facilities (Hospital Organiza- tions). Each 501(c)(3) hospital organization is required to meet four general requirements on a facility-by-facility basis:

establish written financial assistance and emergency medial care policies

limit amounts charged for emergency or other medically necessary care to individuals eligible for assistance under the hospital's financial assistance policy

make reasonable efforts to determine whether an individual is eligible for as- sistance under the hospital's financial policy before engaging in extraordinary collection actions against the individual, and

conduct a community health needs assessment (CHNA) and adopt an imple- mentation strategy at least once every three years.

These CHNA requirements are effective for tax years beginning after March 23, 2012

IRS ruling 69-545 established the community benefit standard as the basis for a tax exemp- tion. Community benefit is determined if the hospital promotes the health of a broad class of individuals in the community, based on fac- tors that include:

emergency room care is open to all, regardless of ability to pay

surplus funds are used to improve patient care, expand facilities, train staff, etc.

the hospital is controlled by independent civic leaders, and

all available qualified physicians are privileged

The healthcare reform law, the Patient Protec- tion and Affordable Care Act, added a new provision to the IRS code for not for profit hospitals. Under this provision, not for profit hospitals must conduct a Community Health Needs Assessment (CHNA) every three years. The health needs identified in the CHNA must be addressed in an action or implementation plan. Other requirements of the new IRS pro- vision include:

the CHNA must take into account the broad interests of the community

the assessment must involve individuals with expertise in public health

the findings must be made widely available to the public

IRS requirements also specify that the dead- line for completion of the CHNA is the end of the hospital's tax year starting after March 2012…for Surprise Valley Health Care District the deadline is December 31, 2018. **Failure to complete a CHNA could result in a $50,000 fine and possible loss of tax-exempt status.**

Surprise Valley Health Care District (SVHCD) engaged Focus & Execute to:

complete a Community Health Needs Assessment (CHNA) report

provide Surprise Valley Health Care District with information needed to complete the IRS form 990 Schedule

provide information needed for the hospital to issue an assessment of community health need and to document how it intends to re- spond to the identified needs


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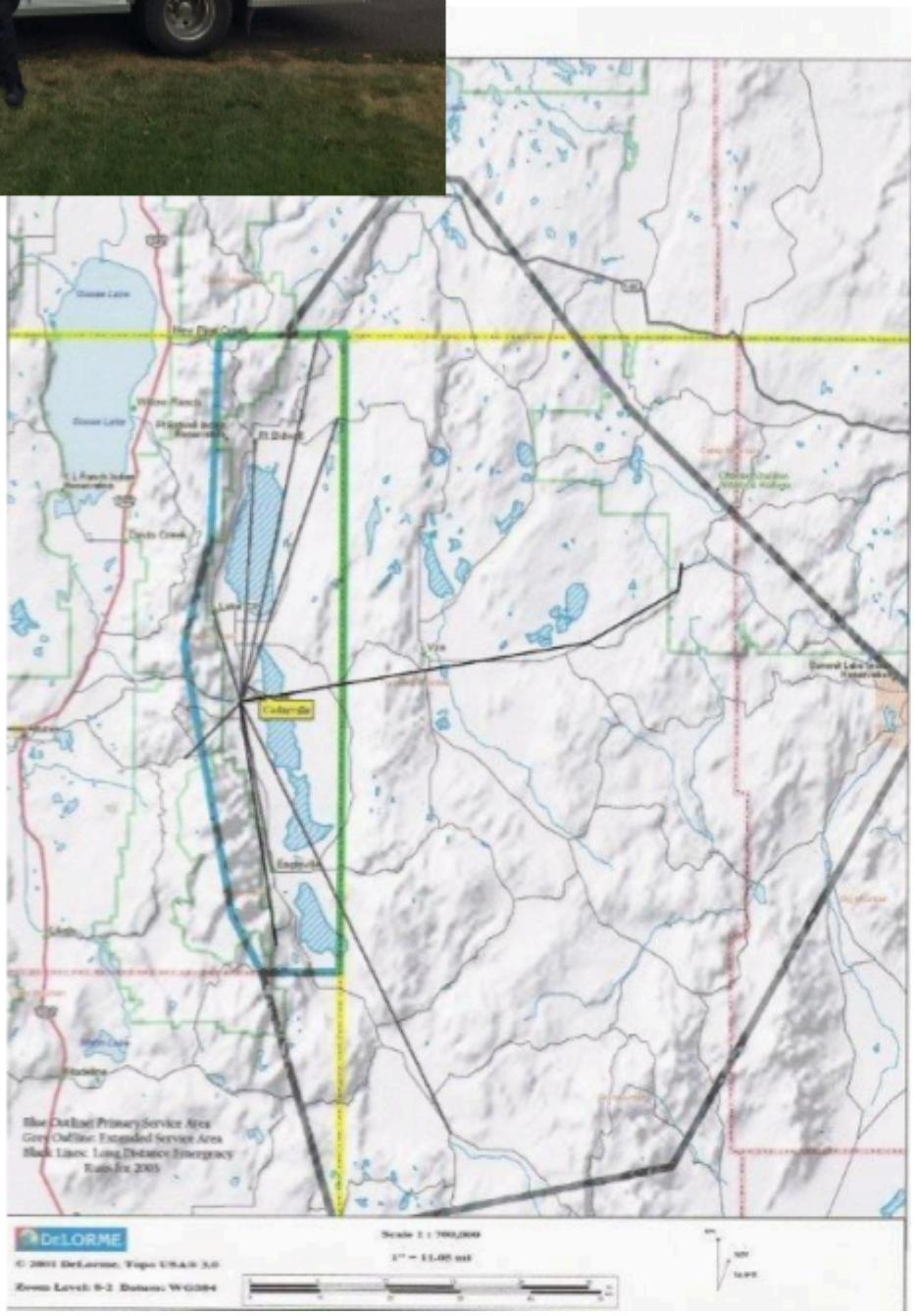
Determining the Community Served

For purposes of this CHNA, community shall be defined as including the SVHCD primary service area which follows County Road 1 from the Oregon border on the north through Cedarville head- ing south until it crosses the Lassen County Line and then east into Washoe County Nevada. Due to the limited access to data on health issues on a more focused basis SVHCD has also chosen to use County Health Rankings and other data collected at the county and hospital level to get a general idea of healthcare needs that may apply. SVHCD also has an ambulance service that cov- ers 3700 sq miles covering 3 states and 4 counties.





SVHCD's Ambulance service is utilized to help people in need not only in their service area, but also well into Oregon and Nevada.



Q1 What is your age?

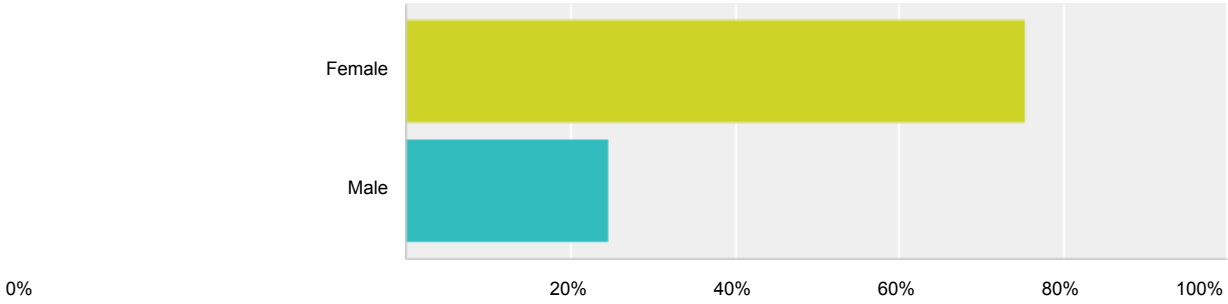
Answered: 57 Skipped: 1



Answer Choices	Responses	
Under 18	**1.75%**	1
18 to 30	**7.02%**	4
31 to 44	**15.79%**	9
45 to 64	**52.63%**	30
65 +	**22.81%**	13
Total		57

Q2 What is your gender?

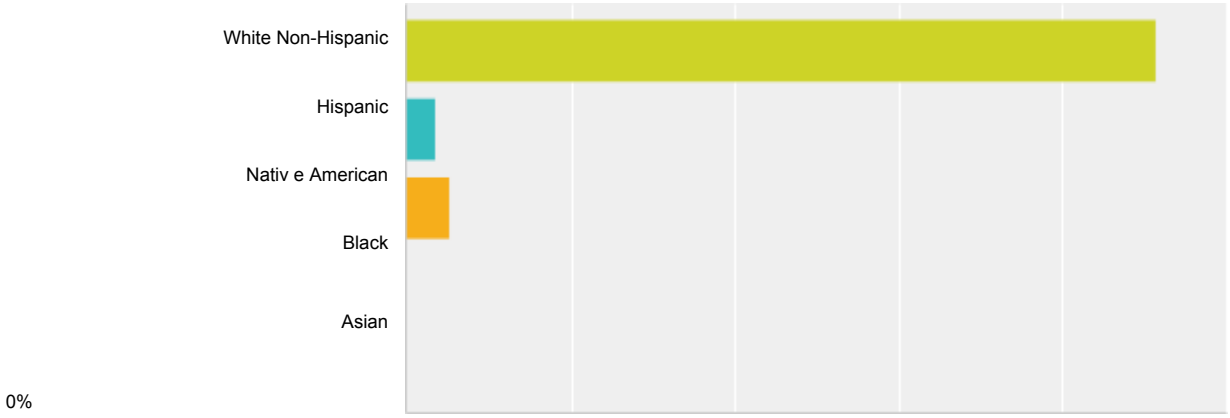
Answered: 57 Skipped: 1



Answer Choices	Responses	
Female	**75.44%**	43
Male	**24.56%**	14
Total		57

Q3 What is your ethnicity?

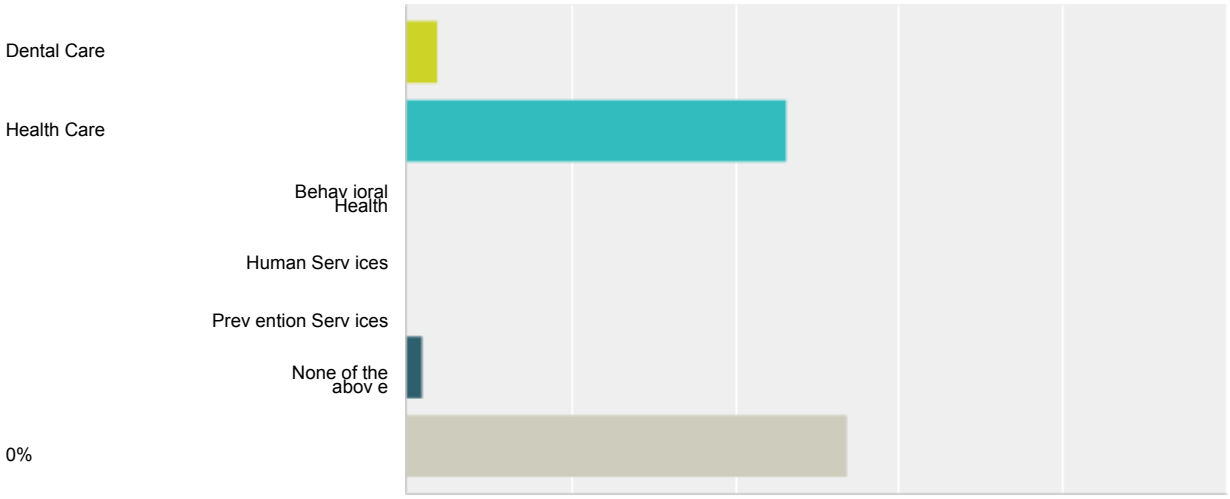
Answered: 58 Skipped: 0



Answer Choices	Responses	
White Non-Hispanic	**91.38%**	53
Hispanic	**3.45%**	2
Native American	**5.17%**	3
Black	**0%**	0
Asian	**0%**	0
Total		58

Q4 Are you employed in the health care, prevention, behavioral health, dental care or human services areas? If so, please check all that apply:

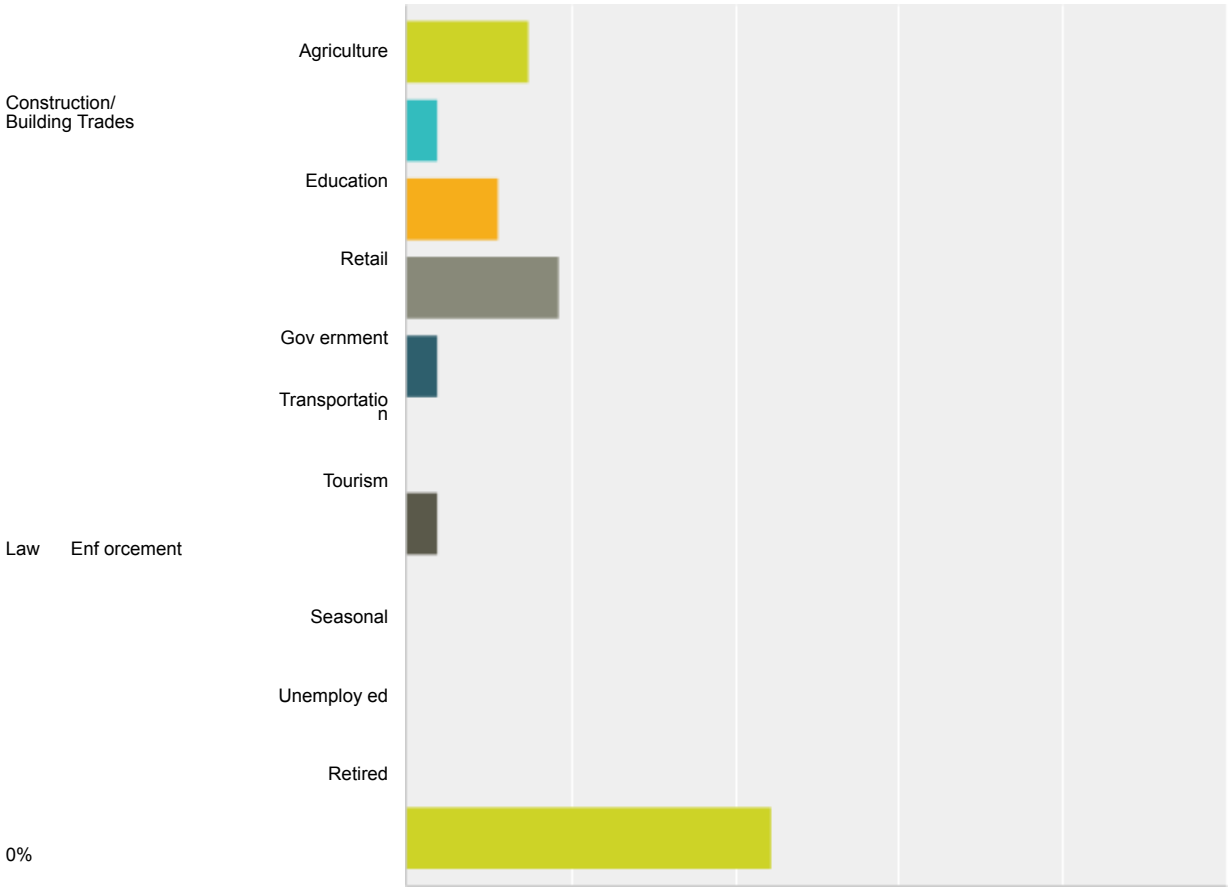
Answered: 54 Skipped: 4



Answer Choices	Responses	
Dental Care	**3.70%**	2
Health Care	**46.30%**	25
Behavioral Health	**0%**	0
Human Services	**0%**	0
Prevention Services	**1.85%**	1
None of the above	**53.70%**	29
Total Respondents: 54		

Q5 If you checked none of the above in the last question and you are employed, please indicate your current type of employment.

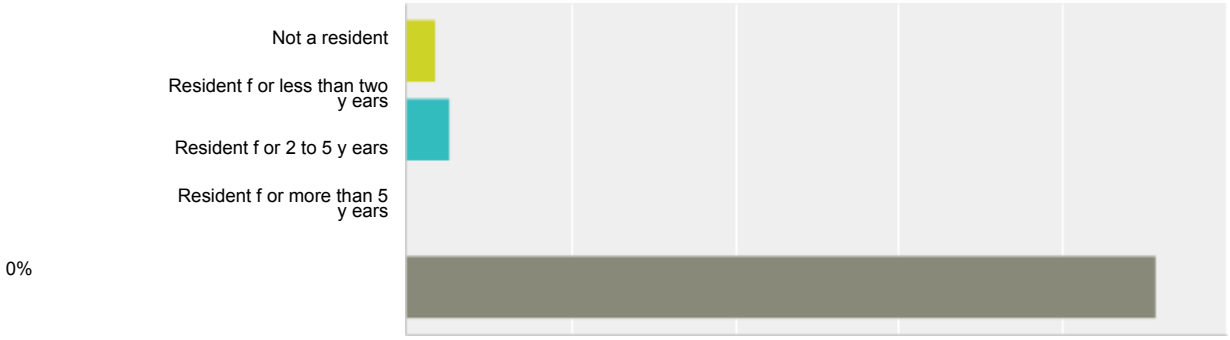
Answered: 27 Skipped: 31



Answer Choices	Responses	
Agriculture	**14.81%**	4
Construction/Building Trades	**3.70%**	1
Education	**11.11%**	3
Retail	**18.52%**	5
Government	**3.70%**	1
Transportation	**0%**	0
Tourism	**3.70%**	1
Law Enforcement	**0%**	0
Seasonal	**0%**	0
Unemployed	**0%**	0
Retired	**44.44%**	12
Total		27

Q6 Are you a resident of Modoc County?

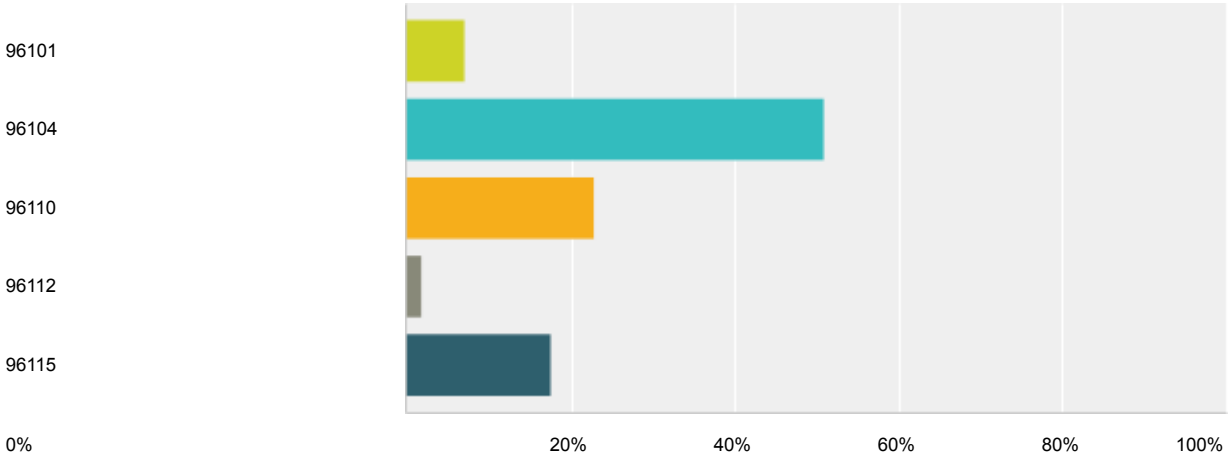
Answered: 58 Skipped: 0



Answer Choices	Responses	
Not a resident	**3.45%**	2
Resident for less than two years	**5.17%**	3
Resident for 2 to 5 years	**0%**	0
Resident for more than 5 years	**91.38%**	53
Total		58

Q7 Please select your Zip Code.

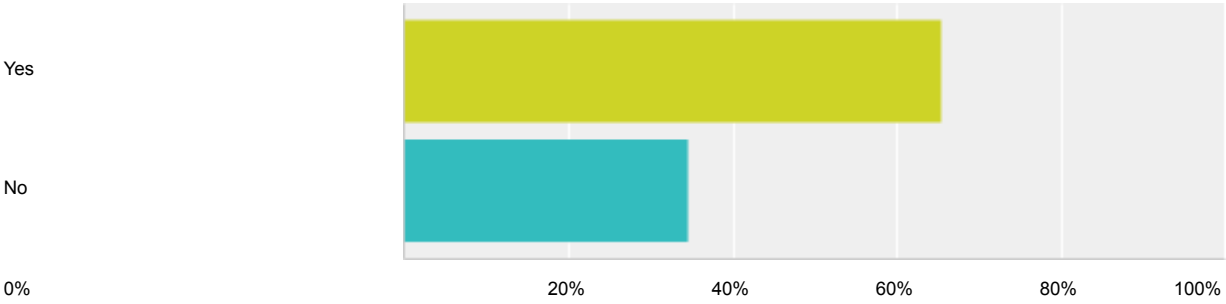
Answered: 57 Skipped: 1



Answer Choices	Responses	
96101	**7.02%**	4
96104	**50.88%**	29
96110	**22.81%**	13
96112	**1.75%**	1
96115	**17.54%**	10
Total		57

Q8 Do you have a Family or Primary Care Provider?

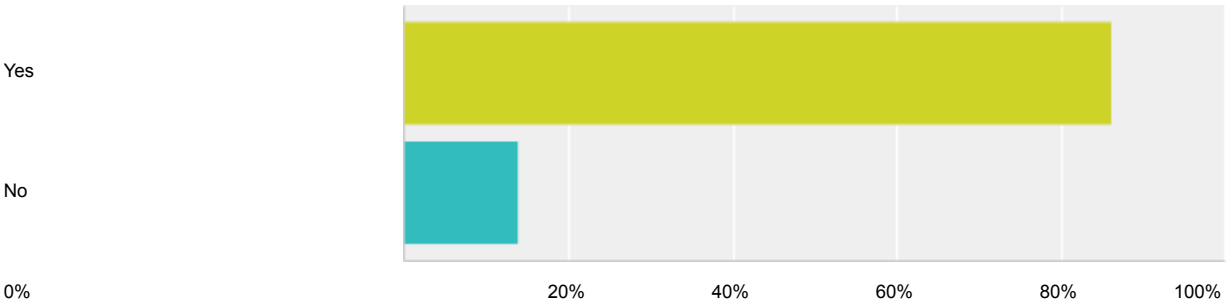
Answered: 55 Skipped: 3



Answer Choices	Responses	
Yes	**65.45%**	36
No	**34.55%**	19
Total		55

Q9 Do you use Surprise Valley Healthcare District for your primary care needs?

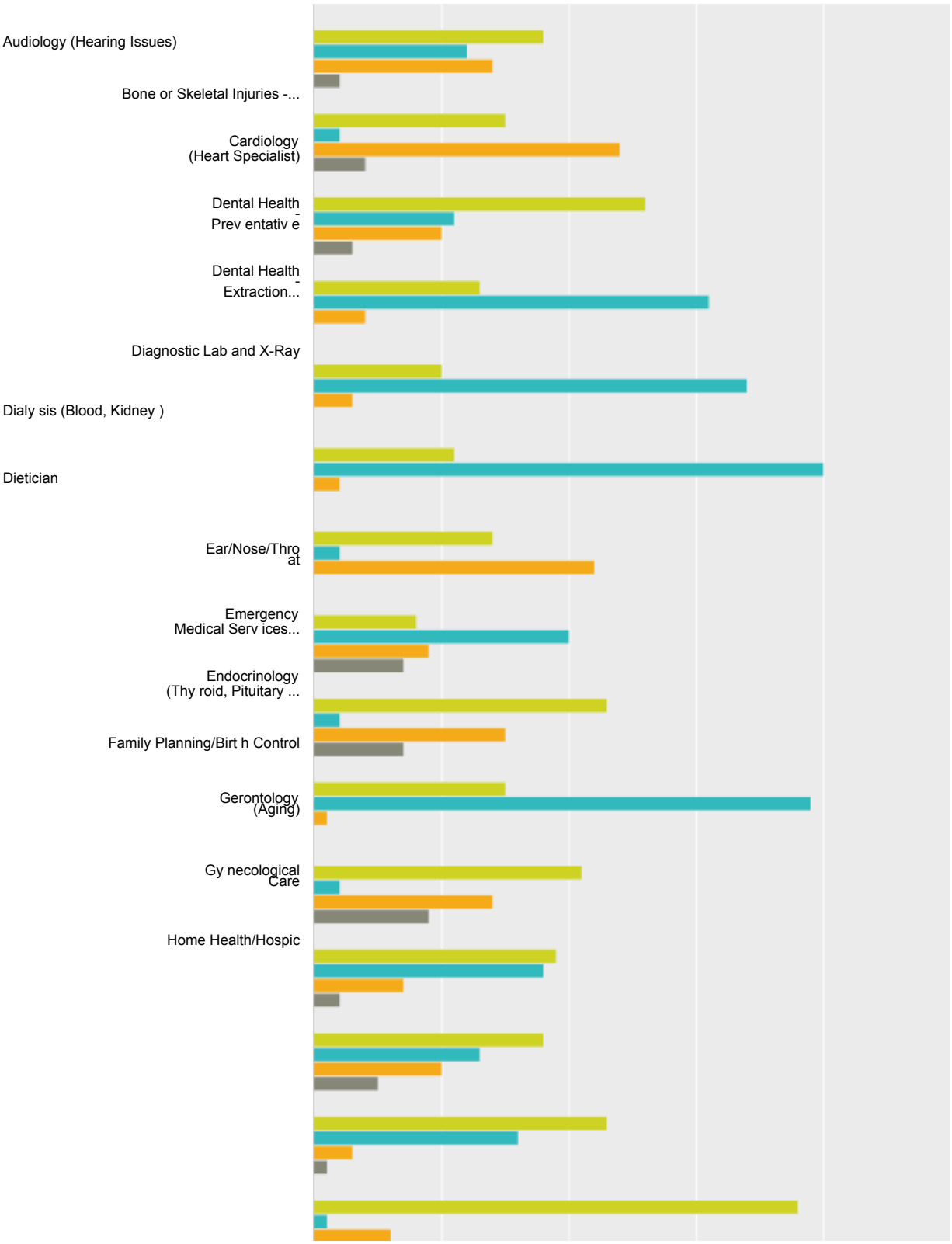
Answered: 58 Skipped: 0



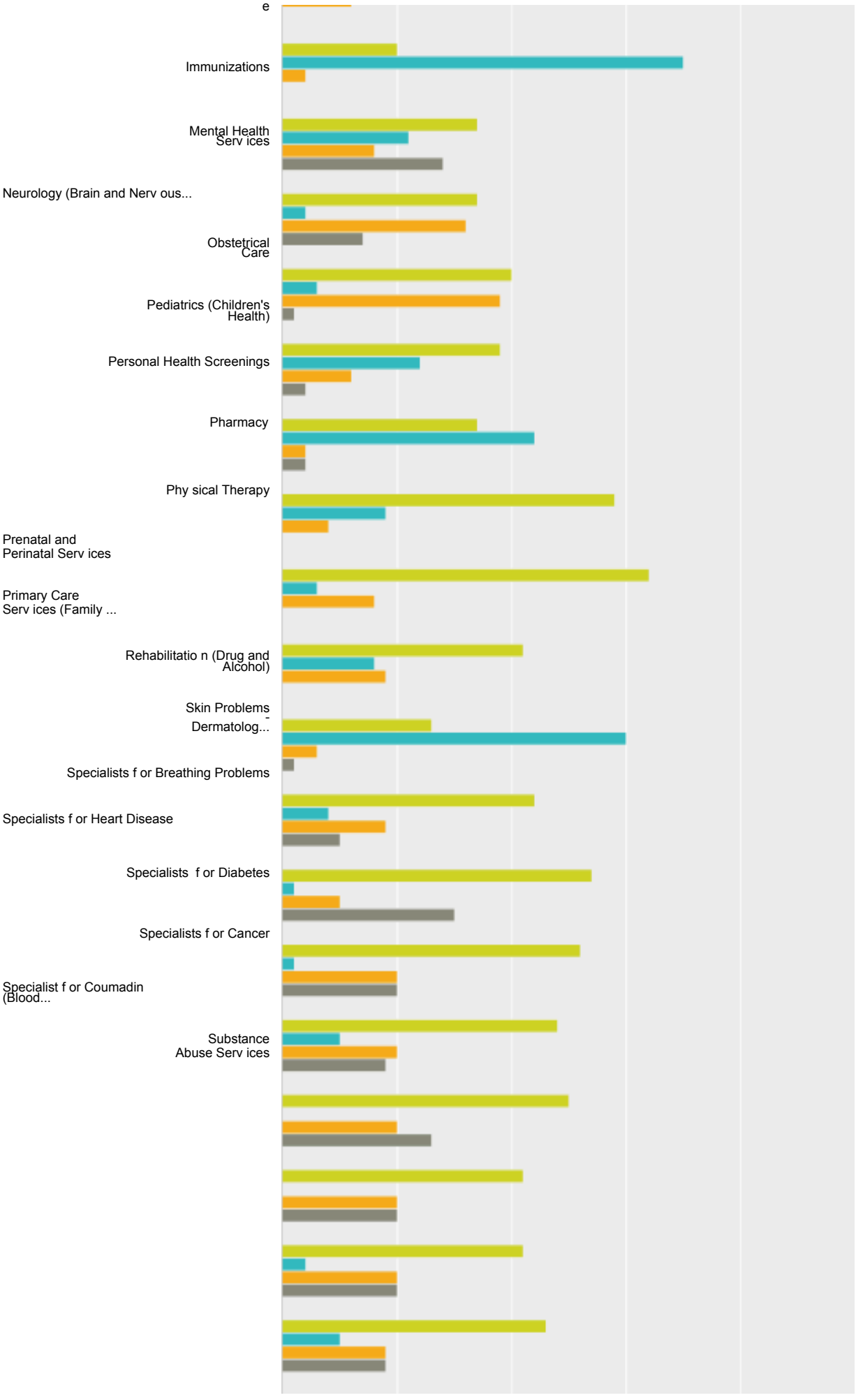
Answer Choices	Responses	
Yes	**86.21%**	50
No	**13.79%**	8
Total		58

Q10 Please rate the following services based on your view of the need for additional capacity, i.e., more doctors, nurses, health, mental health, or dental health related practitioners or clinics. (Let us also know if you would like to see this in Tele-health)

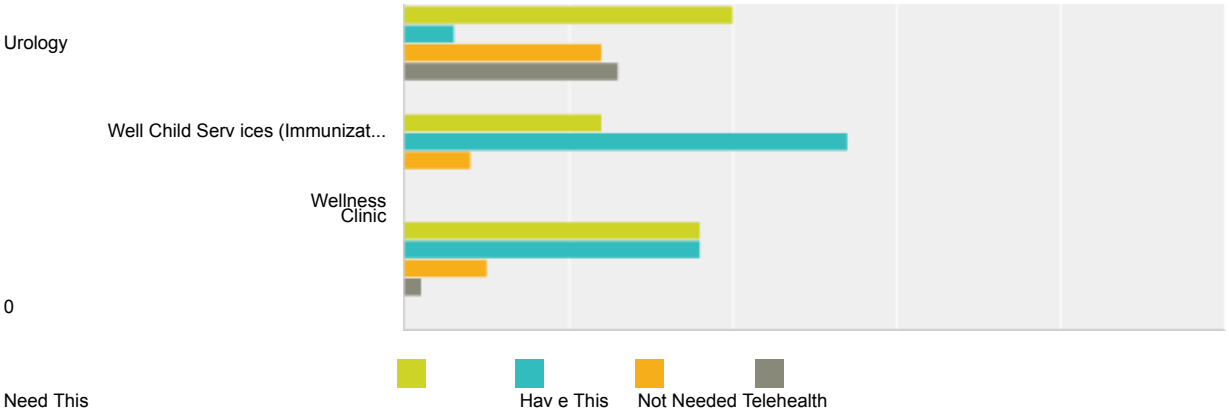
Answered: 55 Skipped: 3



Surprise Valley Healthcare District Community Health Needs Assessment



Surprise Valley Healthcare District Community Health Needs Assessment



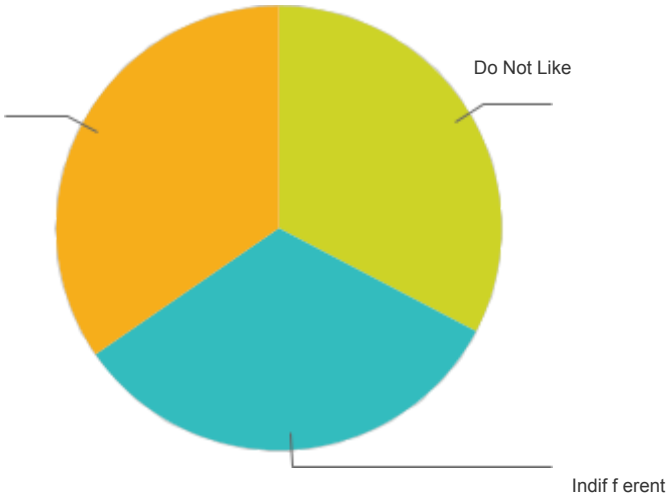
	Need This	Have This	Not Needed	Telehealth	Total Respondents
Audiology (Hearing Issues)	**40%** 18	**26.67%** 12	**31.11%** 14	**4.44%** 2	45
Bone or Skeletal Injuries - Orthopedic Surgeons	**34.09%** 15	**4.55%** 2	**54.55%** 24	**9.09%** 4	44
Cardiology (Heart Specialist)	**55.32%** 26	**23.40%** 11	**21.28%** 10	**6.38%** 3	47
Dental Health - Preventative	**27.08%** 13	**64.58%** 31	**8.33%** 4	**0%** 0	48
Dental Health - Extractions, Restorations, or Fillings	**21.28%** 10	**72.34%** 34	**6.38%** 3	**0%** 0	47
Diagnostic Lab and X-Ray	**21.15%** 11	**76.92%** 40	**3.85%** 2	**0%** 0	52
Dialysis (Blood, Kidney)	**36.84%** 14	**5.26%** 2	**57.89%** 22	**0%** 0	38
Dietician	**19.51%** 8	**48.78%** 20	**21.95%** 9	**17.07%** 7	41
Ear/Nose/Throat	**53.49%** 23	**4.65%** 2	**34.88%** 15	**16.28%** 7	43
Emergency Medical Services (Ambulance, or Emergency Room)	**27.78%** 15	**72.22%** 39	**1.85%** 1	**0%** 0	54
Endocrinology (Thyroid, Pituitary etc.)	**51.22%** 21	**4.88%** 2	**34.15%** 14	**21.95%** 9	41
Family Planning/Birth Control	**42.22%** 19	**40%** 18	**15.56%** 7	**4.44%** 2	45
Gerontology (Aging)	**41.86%** 18	**30.23%** 13	**23.26%** 10	**11.63%** 5	43
Gynecological Care	**53.49%** 23	**37.21%** 16	**6.98%** 3	**2.33%** 1	43
Home Health/Hospice	**84.44%** 38	**2.22%** 1	**13.33%** 6	**0%** 0	45
Immunizations	**21.28%** 10	**74.47%** 35	**4.26%** 2	**0%** 0	47
Mental Health Services	**38.64%** 17	**25%** 11	**18.18%** 8	**31.82%** 14	44
Neurology (Brain and Nervous System)	**42.50%** 17	**5%** 2	**40%** 16	**17.50%** 7	40
Obstetrical Care	**47.62%** 20	**7.14%** 3	**45.24%** 19	**2.38%** 1	42
Pediatrics (Children's Health)	**51.35%**	**32.43%**		**16.22%**	

5.41%

	19	12	6	2	37
Personal Health Screenings	**40.48%** 17	**52.38%** 22	**4.76%** 2	**4.76%** 2	42
Pharmacy	**69.05%** 29	**21.43%** 9	**9.52%** 4	**0%** 0	42
Physical Therapy	**74.42%** 32	**6.98%** 3	**18.60%** 8	**0%** 0	43
Prenatal and Perinatal Services	**55.26%** 21	**21.05%** 8	**23.68%** 9	**0%** 0	38
Primary Care Services (Family Medicine)	**28.89%** 13	**66.67%** 30	**6.67%** 3	**2.22%** 1	45
Rehabilitation (Drug and Alcohol)	**56.41%** 22	**10.26%** 4	**23.08%** 9	**12.82%** 5	39
Skin Problems - Dermatologists	**62.79%** 27	**2.33%** 1	**11.63%** 5	**34.88%** 15	43
Specialists for Breathing Problems	**60.47%** 26	**2.33%** 1	**23.26%** 10	**23.26%** 10	43
Specialists for Heart Disease	**55.81%** 24	**11.63%** 5	**23.26%** 10	**20.93%** 9	43
Specialists for Diabetes	**59.52%** 25	**0%** 0	**23.81%** 10	**30.95%** 13	42
Specialists for Cancer	**56.76%** 21	**0%** 0	**27.03%** 10	**27.03%** 10	37
Specialist for Coumadin (Blood Thinning)	**55.26%** 21	**5.26%** 2	**26.32%** 10	**26.32%** 10	38
Substance Abuse Services	**54.76%** 23	**11.90%** 5	**21.43%** 9	**21.43%** 9	42
Urology	**47.62%** 20	**7.14%** 3	**28.57%** 12	**30.95%** 13	42
Well Child Services (Immunizations, Prevention, Etc.)	**27.91%** 12	**62.79%** 27	**9.30%** 4	**0%** 0	43
Wellness Clinic	**43.90%** 18	**43.90%** 18	**12.20%** 5	**2.44%** 1	41

Q11 Given the nature of health care in rural hospitals, how do you feel about Surprise Valley Healthcare District's rotating physician schedule?

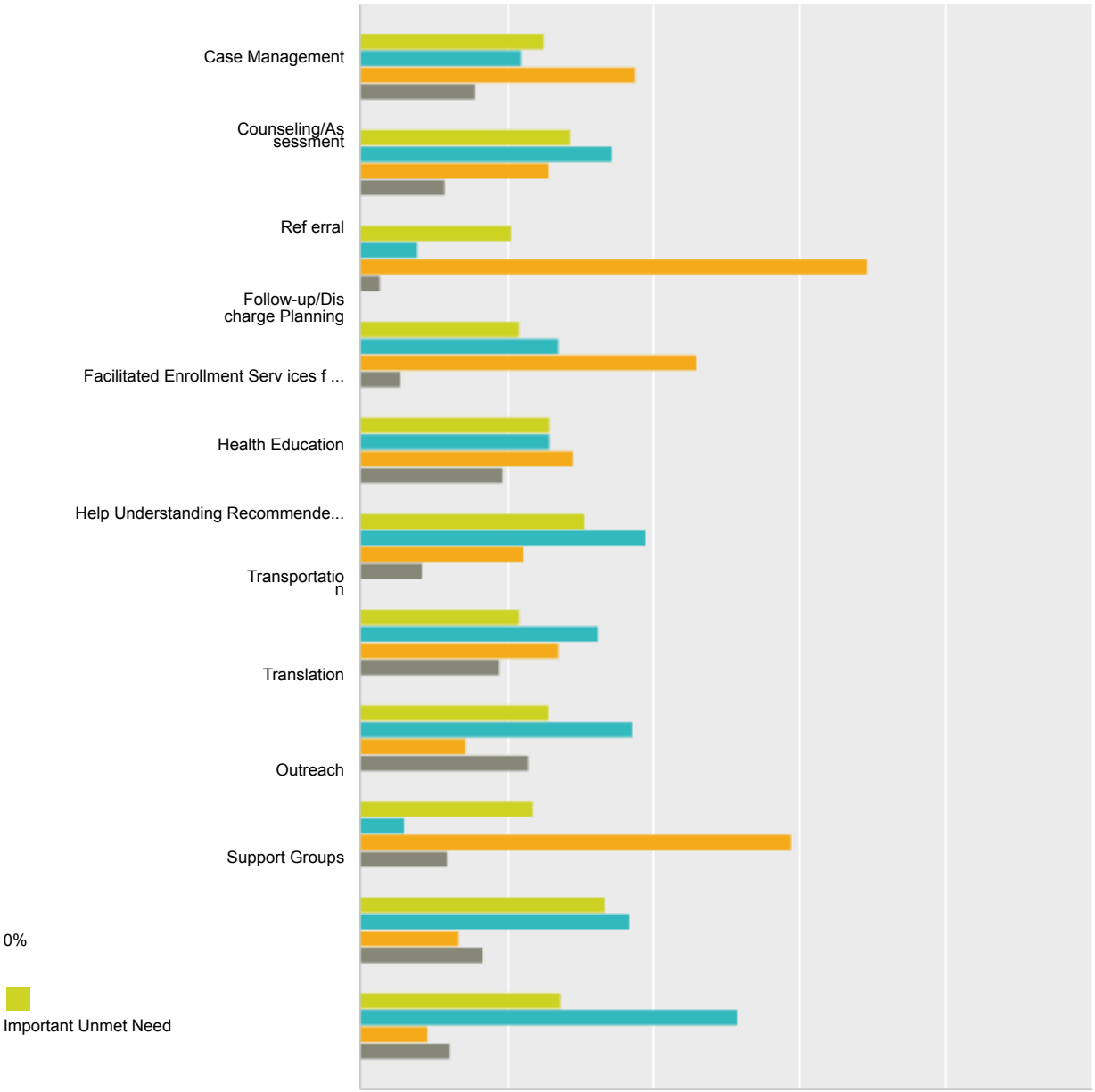
Answered: 52 Skipped: 6



Answer Choices	Responses	
Do Not Like	**32.69%**	17
Indifferent	**32.69%**	17
Love it	**34.62%**	18
Total		52

Q12 Please rate the following supportive services based on your view of the need for additional capacity.

Answered: 44 Skipped: 14

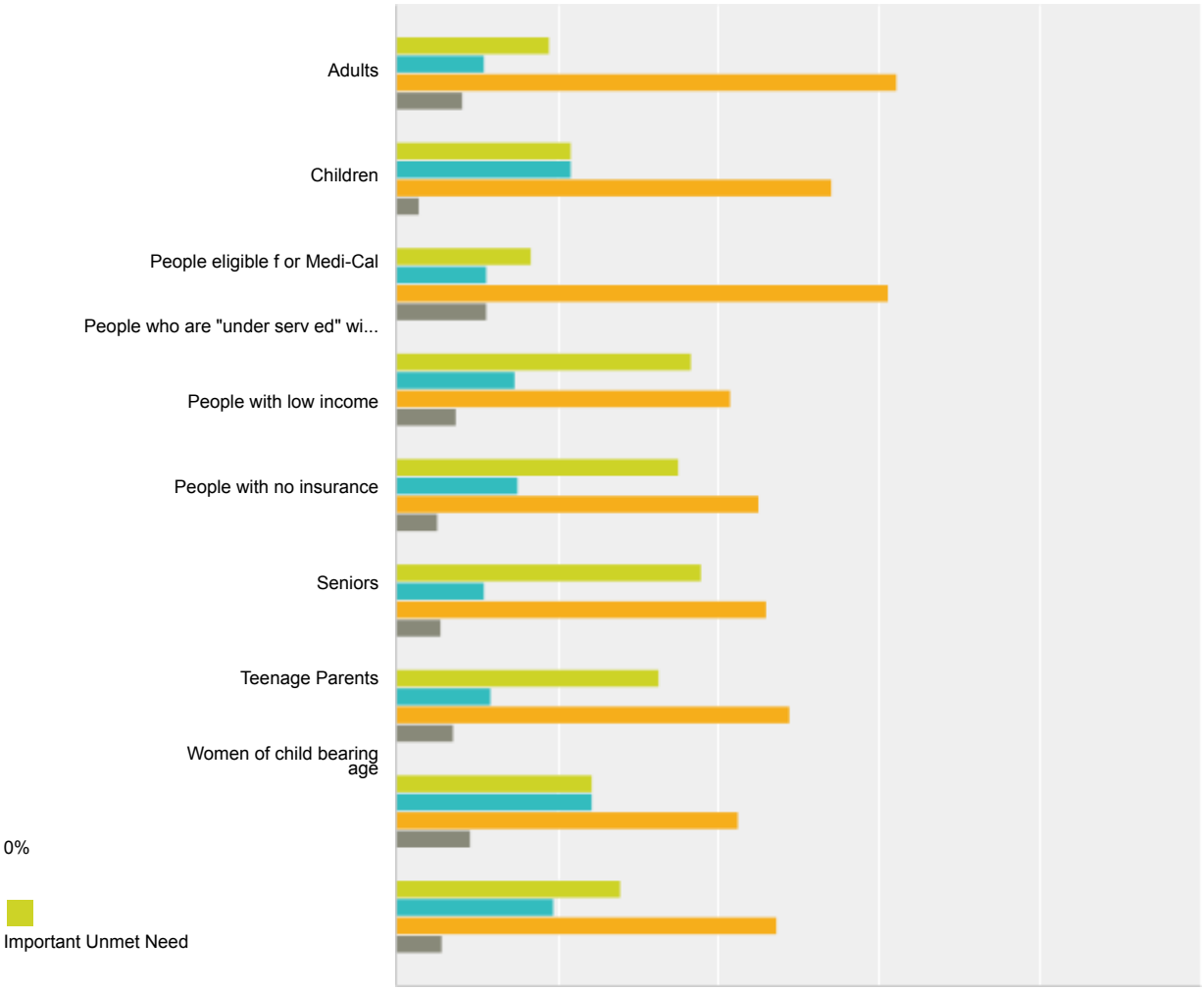


	Important Unmet Need	Unmet Need	Met Need	Not Needed	Total
Case Management	**25%** 8	**21.88%** 7	**37.50%** 12	**15.63%** 5	32
Counseling/Assessment	**28.57%** 10	**34.29%** 12	**25.71%** 9	**11.43%** 4	35
Referral	**20.51%** 8	**7.69%** 3	**69.23%** 27	**2.56%** 1	39
	21.62%	**27.03%**	**45.95%**	**5.41%**	

Follow-up/Discharge Planning	8	10	17	2	37
Facilitated Enrollment Services for Medicaid	**25.81%** 8	**25.81%** 8	**29.03%** 9	**19.35%** 6	31
Health Education	**30.56%** 11	**38.89%** 14	**22.22%** 8	**8.33%** 3	36
Help Understanding Recommended Medical Care	**21.62%** 8	**32.43%** 12	**27.03%** 10	**18.92%** 7	37
Transportation	**25.71%** 9	**37.14%** 13	**14.29%** 5	**22.86%** 8	35
Translation	**23.53%** 8	**5.88%** 2	**58.82%** 20	**11.76%** 4	34
Outreach	**33.33%** 10	**36.67%** 11	**13.33%** 4	**16.67%** 5	30
Support Groups	**27.27%** 9	**51.52%** 17	**9.09%** 3	**12.12%** 4	33

Q13 Please indicate which population groups are in need of additional primary care services

Answered: 45 Skipped: 13



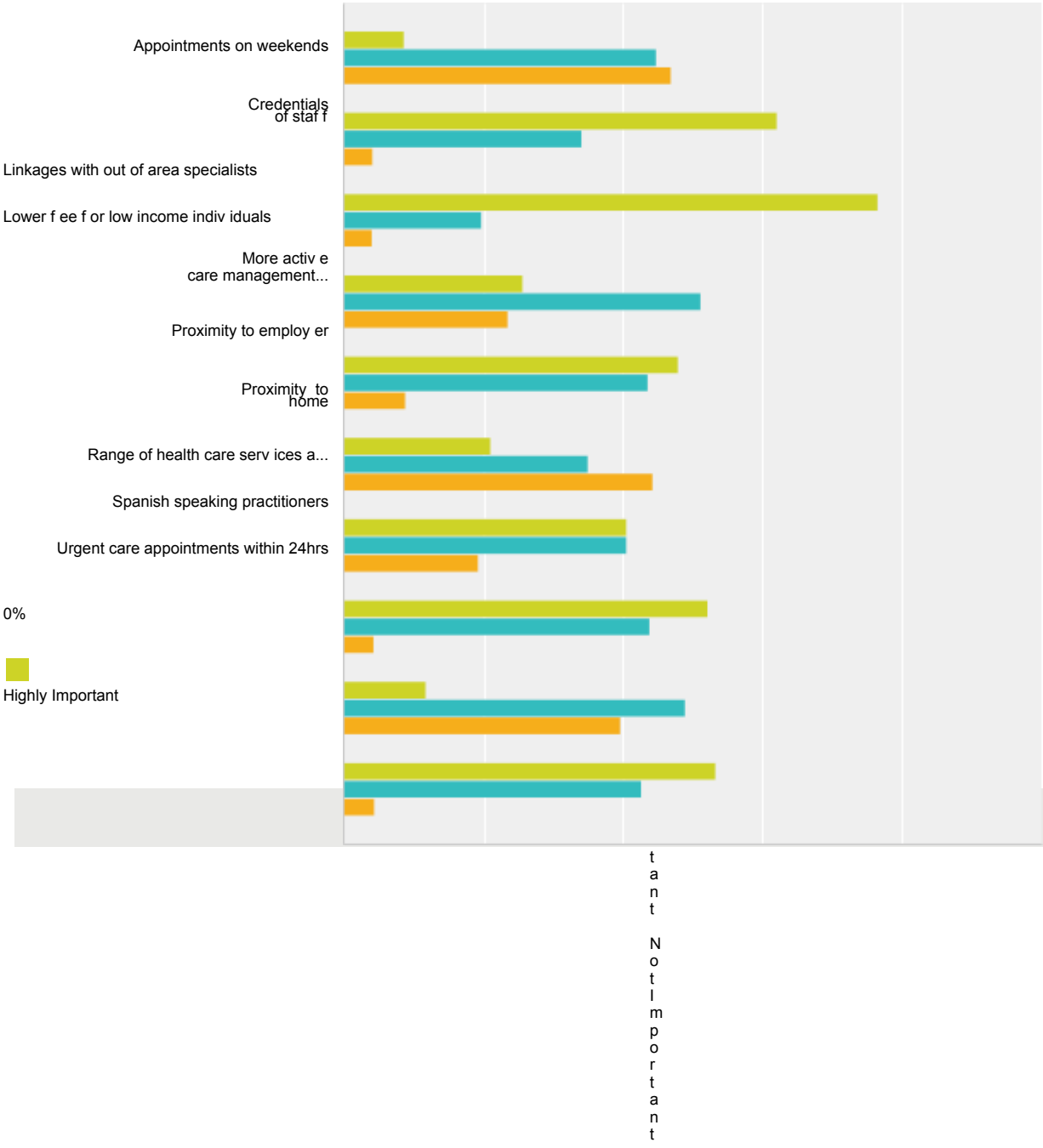
	Important Unmet Need	Unmet Need	Needs Met	Not Needed	Total
Adults	**18.92%** 7	**10.81%** 4	**62.16%** 23	**8.11%** 3	37
Children	**21.62%** 8	**21.62%** 8	**54.05%** 20	**2.70%** 1	37
People eligible for Medi-Cal	**16.67%** 6	**11.11%** 4	**61.11%** 22	**11.11%** 4	36
People who are "under served" with minimal insurance	**36.59%** 15	**14.63%** 6	**41.46%** 17	**7.32%** 3	41
People with low income	**35%** 14	**15%** 6	**45%** 18	**5%** 2	40
People with no insurance	**37.84%** 14	**10.81%** 4	**45.95%** 17	**5.41%** 2	37
	32.56%	**11.63%**	**48.84%**	**6.98%**	

Seniors

	14	5	21	3	43
Teenage Parents	**24.24%** 8	**24.24%** 8	**42.42%** 14	**9.09%** 3	 33
Women of child bearing age	**27.78%** 10	**19.44%** 7	**47.22%** 17	**5.56%** 2	 36

Q14 Please rate the importance of the following aspects of health care services:

Answered: 53 Skipped: 5



	Highly Important	Important	Not Important	Total
Appointments on weekends	**8.51%** 4	**44.68%** 21	**46.81%** 22	47
Credentials of staff	**62%** 31	**34%** 17	**4%** 2	50
Linkages with out of area specialists	**76.47%** 39	**19.61%** 10	**3.92%** 2	51
Lower fee for low income individuals	**25.53%** 12	**51.06%** 24	**23.40%** 11	47

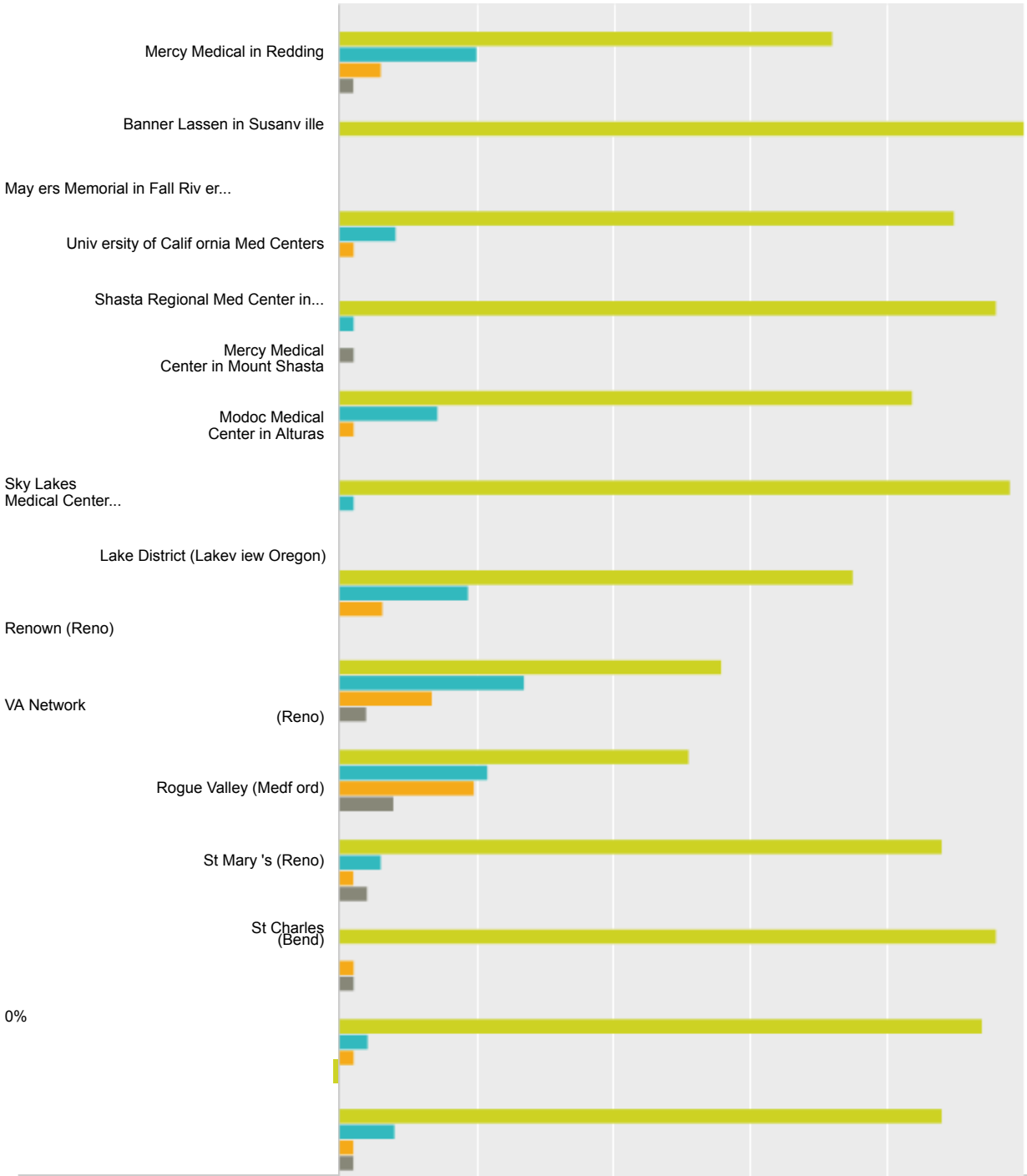
More active care management by your primary care practitioners (Follow-up visits after service from other provider; nutrition, diet, prescription counseling)	**47.83%** 22	**43.48%** 20	**8.70%** 4	46
Proximity to employer	**20.93%** 9	**34.88%** 15	**44.19%** 19	43
Proximity to home	**40.43%** 19	**40.43%** 19	**19.15%** 9	47

Range of health care services at clinic	**52.08%** 25	**43.75%** 21	**4.17%** 2	48
Spanish speaking practitioners	**11.63%** 5	**48.84%** 21	**39.53%** 17	43
Urgent care appointments within 24hrs	**53.19%** 25	**42.55%** 20	**4.26%** 2	47

Q15 Have you or your family members been to a hospital besides Surprise Valley Health Care District in the last 24 months? If so how many times.

Answered: 55 Skipped: 3

Surprise Valley Healthcare District Community Health Needs Assessment

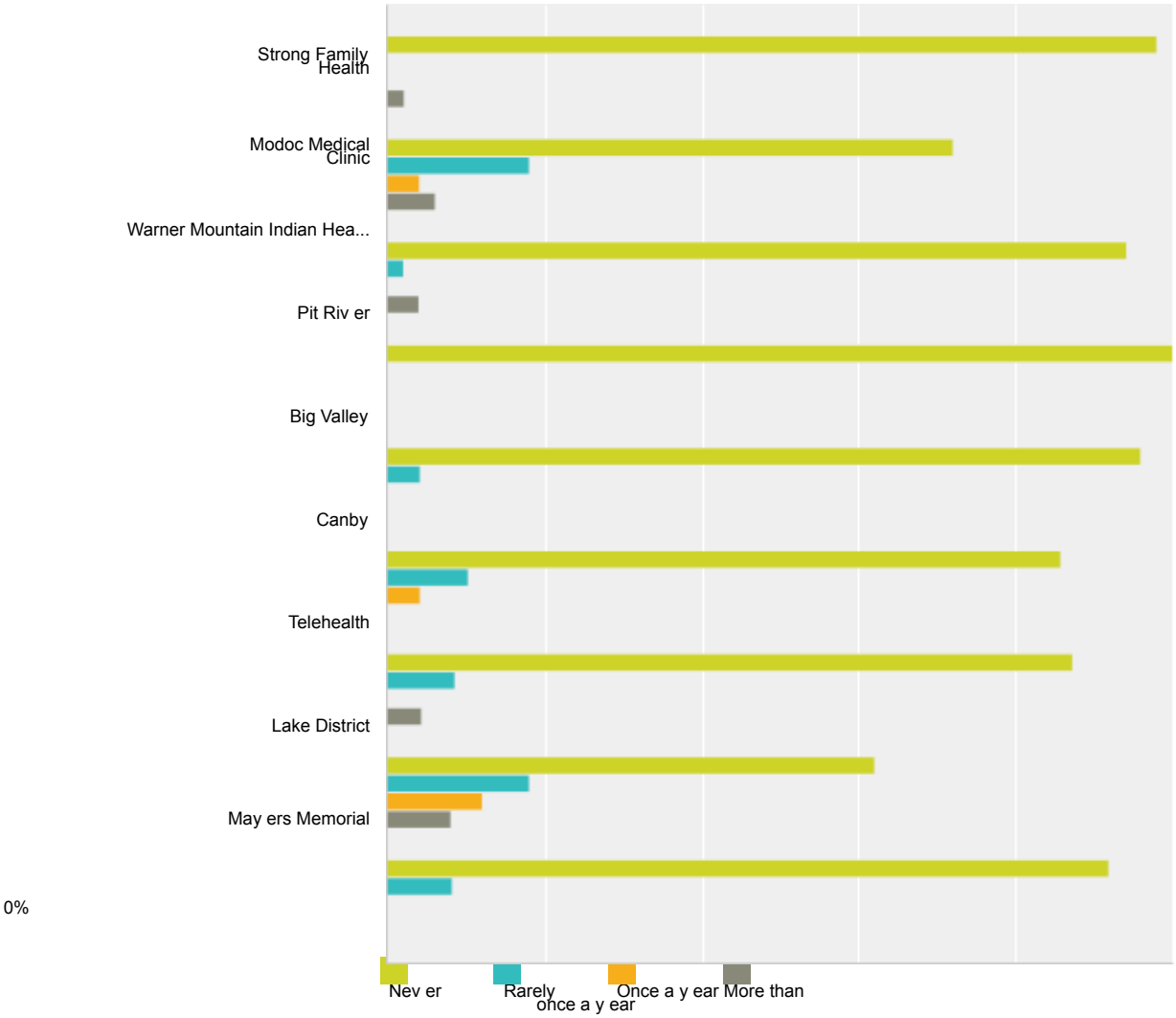


				year	Total
Mercy Medical in Redding				**2%** 1	50
Banner Lassen in Susanville	**100%** 48	**0%** 0	**0%** 0	**0%** 0	48
Mayers Memorial in Fall River Mills	**89.80%**	**8.16%**	**2.04%**	**0%**	

	44	4	1	0	49
University of California Med Centers	**95.92%** 47	**2.04%** 1	**0%** 0	**2.04%** 1	49
Shasta Regional Med Center in Redding	**83.67%** 41	**14.29%** 7	**2.04%** 1	**0%** 0	49
Mercy Medical Center in Mount Shasta	**97.96%** 48	**2.04%** 1	**0%** 0	**0%** 0	49
Modoc Medical Center in Alturas	**75%** 36	**18.75%** 9	**6.25%** 3	**0%** 0	48
Sky Lakes Medical Center (Klamath Falls)	**55.77%** 29	**26.92%** 14	**13.46%** 7	**3.85%** 2	52
Lake District (Lakeview Oregon)	**50.98%** 26	**21.57%** 11	**19.61%** 10	**7.84%** 4	51
Renown (Reno)	**88%** 44	**6%** 3	**2%** 1	**4%** 2	50
VA Network (Reno)	**95.92%** 47	**0%** 0	**2.04%** 1	**2.04%** 1	49
Rogue Valley (Medford)	**93.88%** 46	**4.08%** 2	**2.04%** 1	**0%** 0	49
St Mary's (Reno)	**88%** 44	**8%** 4	**2%** 1	**2%** 1	50
St Charles (Bend)	**97.96%** 48	**2.04%** 1	**0%** 0	**0%** 0	49

Q16 Have you or your Family Members used other Health Care Clinics

Answered: 53 Skipped: 5

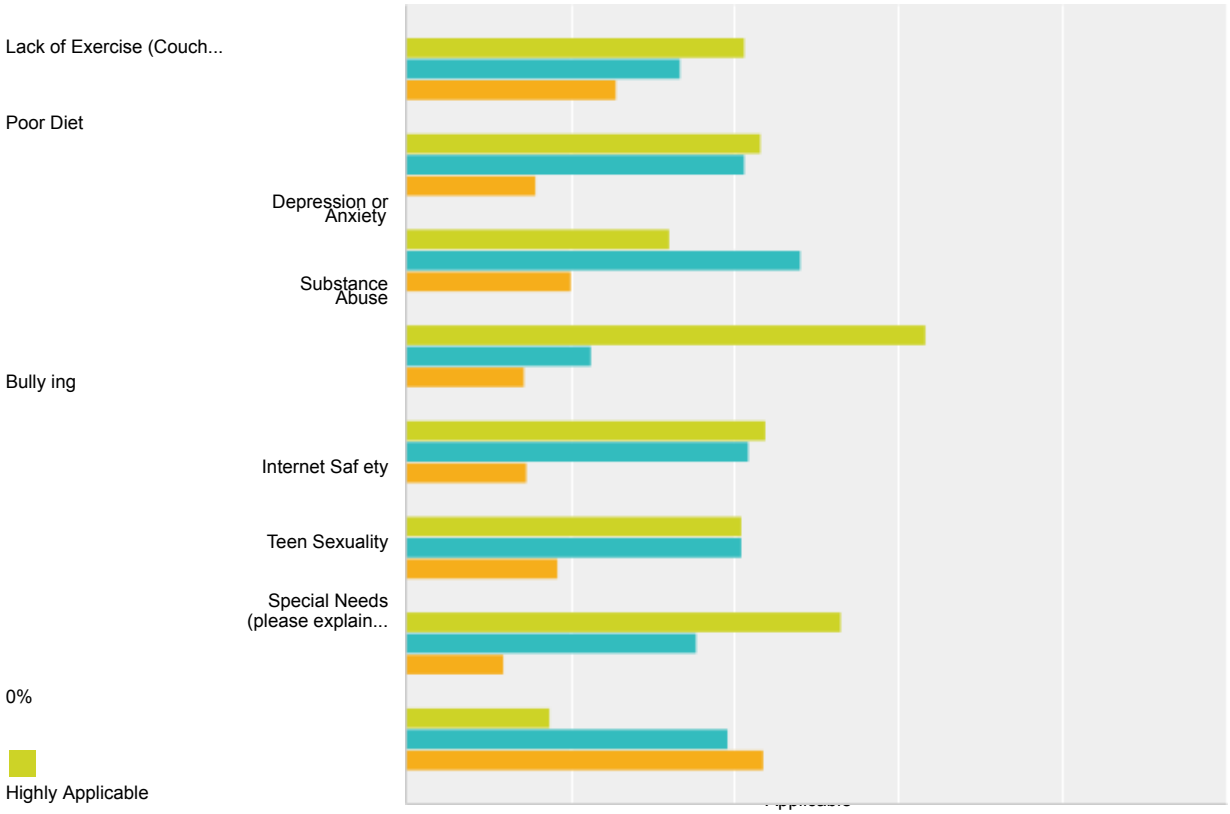


	Never	Rarely	Once a year	More than once a year	Total
Strong Family Health	**97.96%** 48	**0%** 0	**0%** 0	**2.04%** 1	49
Modoc Medical Clinic	**72%** 36	**18%** 9	**4%** 2	**6%** 3	50
Warner Mountain Indian Health (Fort Bidwell)	**94.12%** 48	**1.96%** 1	**0%** 0	**3.92%** 2	51
Pit River	**100%** 49	**0%** 0	**0%** 0	**0%** 0	49
Big Valley	**95.92%** 47	**4.08%** 2	**0%** 0	**0%** 0	49
Canby	**85.71%** 42	**10.20%** 5	**4.08%** 2	**0%** 0	49
Telehealth	**87.23%**	**8.51%**	**0%**	**4.26%**	

	41	4	0	2	47
Lake District	**62%** 31	**18%** 9	**12%** 6	**8%** 4	 50
Mayers Memorial	**91.84%** 45	**8.16%** 4	**0%** 0	**0%** 0	 49

Q17 We are concerned about the needs of children and youth in the area. Please rate the following topics.

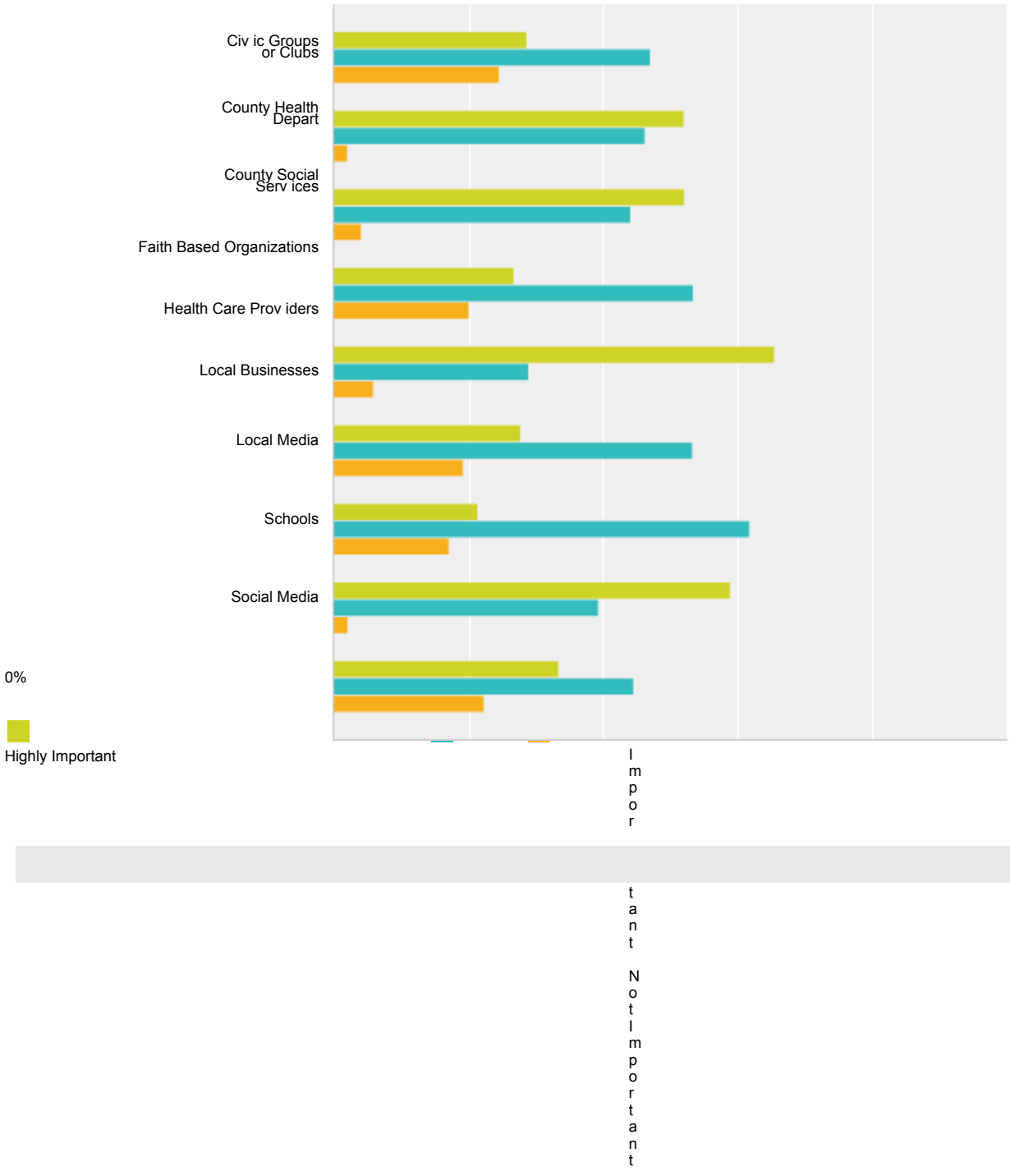
Answered: 51 Skipped: 7



	Highly Applicable	Applicable	Not Applicable	Total
Lack of Exercise (Couch Potatoes)	**41.18%** 21	**33.33%** 17	**25.49%** 13	51
Poor Diet	**43.14%** 22	**41.18%** 21	**15.69%** 8	51
Depression or Anxiety	**32%** 16	**48%** 24	**20%** 10	50
Substance Abuse	**63.27%** 31	**22.45%** 11	**14.29%** 7	49
Bullying	**43.75%** 21	**41.67%** 20	**14.58%** 7	48
Internet Safety	**40.82%** 20	**40.82%** 20	**18.37%** 9	49
Teen Sexuality	**52.94%** 27	**35.29%** 18	**11.76%** 6	51
Special Needs (please explain below)	**17.39%** 4	**39.13%** 9	**43.48%** 10	23

Q18 Please rate the importance of the following organizations or groups in promoting healthy lifestyles.

Answered: 52 Skipped: 6



	Highly Important	Important	Not Important	Total
Civic Groups or Clubs	**28.57%** 14	**46.94%** 23	**24.49%** 12	49
County Health Depart	**51.92%** 27	**46.15%** 24	**1.92%** 1	52
County Social Services	**52%** 26	**44%** 22	**4%** 2	50

Faith Based Organizations	**26.67%** 12	**53.33%** 24	**20%** 9	 45
Health Care Providers	**65.38%** 34	**28.85%** 15	**5.77%** 3	 52
Local Businesses	**27.66%** 13	**53.19%** 25	**19.15%** 9	 47
Local Media	**21.28%** 10	**61.70%** 29	**17.02%** 8	 47
Schools	**58.82%**	**39.22%**	**1.96%**	

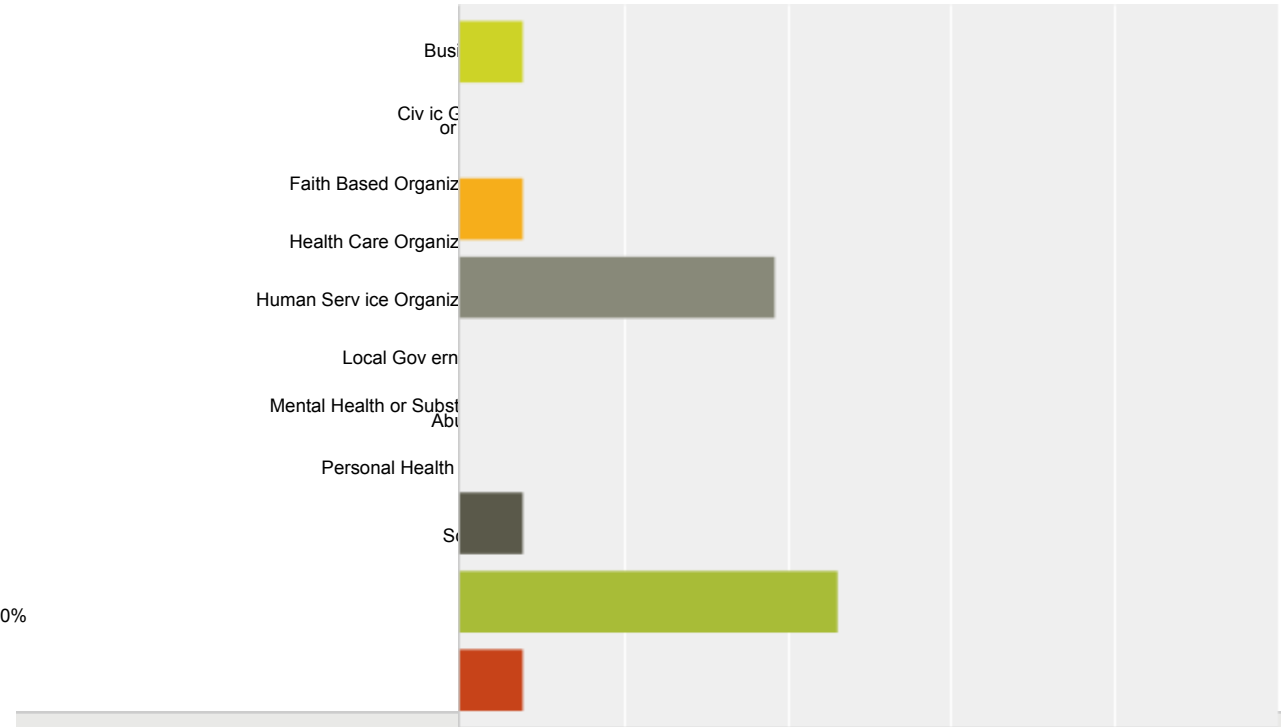
	30	20	1	51
Social Media	**33.33%** 15	**44.44%** 20	**22.22%** 10	 45

Q19 Please take a moment to share any general comments you have about health care or supportive services needs in the area.

Answered: 20 Skipped: 38

Q20 If you would like to receive a copy of the overall Needs Assessment report in July 2013, please indicate your basis for interest and provide your email address below.

Answered: 13 Skipped: 45



Answer Choices	Responses	
Business	**7.69%**	1
Civic Group or Club	**0%**	0
Faith Based Organization	**7.69%**	1
Health Care Organization	**38.46%**	5
Human Service Organization	**0%**	0
Local Government	**0%**	0
Mental Health or Substance Abuse Organization	**7.69%**	1
Personal Health Care	**46.15%**	6
School	**7.69%**	1
Total Respondents: 13		

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