

Community Health Needs Assessment Survey Results

McKenzie Health System

June 2013



For additional information regarding the McKenzie Health System Community Health Needs Assessment, contact the McKenzie Health System at (810) 648-3770.

EXECUTIVE SUMMARY

In 2012, McKenzie Health System contracted the Michigan Center for Rural Health to conduct a Community Health Needs Assessment for its primary service areas. The assessment was provided to meet the requirements of The Patient Protection and Affordable Care Act (PPACA) for all not-for-profit 501(c) (3) hospitals.

A part of this requirement is that an assessment take place at least every three years; that the hospital adopt an implementation strategy to meet needs identified through the assessment; that the hospital include persons “representing the broad interests of the community served by the hospital facility,” including those “with special knowledge of or expertise in public health;” and that the assessment is made widely available to the public.

McKenzie Health System will utilize this assessment as a guide to providing programs intended to address needs identified in the project. The survey design, analysis, and findings are provided in this report.

ACKNOWLEDGEMENTS

Steve Barnett, McKenzie Health System CEO, and Janet Herbert McKenzie Health System, COO; Victoria Lantzy, Crystal Barter, and Angie Emge, Michigan Center for Rural Health.

Table of Contents

EXECUTIVE SUMMARY.....	1
ACKNOWLEDGEMENTS.....	1
BACKGROUND INFORMATION.....	3
SCOPE OF THE STUDY.....	6
METHODOLOGY.....	6
POPULATION DATA.....	7
BEHAVIORAL RISK FACTOR DATA.....	9
SURVEY RESULTS.....	11
COMMUNITY MEETING INFORMATION	44
APPENDIX I.....	46
APPENDIX II.....	48
APPENDIX III.....	50
APPENDIX IV.....	60
COMMUNITY MEETING PRESENTATION.....	61

BACKGROUND INFORMATION

McKenzie Health System is a Critical Access Hospital. The Medicare Rural Hospital Flexibility Program (Flex Program), created by Congress in 1997, allows small hospitals to be licensed as Critical Access Hospital and offers grants to States to help implement initiatives to strengthen the rural health care infrastructure.

Critical Access Hospital (CAH) Designation

A Medicare participating hospital must meet the following criteria to be designated as a CAH:

- Be located in a State that has established a State rural health plan for the State Flex;
- Be located in a rural area or be treated as rural under a special provision that allows qualified hospital providers in urban areas to be treated as rural for purposes of becoming a CAH;
- Demonstrate compliance with the Conditions of Participation (CoP) found at 42 CFR Part 485 Sub-part F at the time of application for CAH status;
- Furnish 24-hour emergency care services 7 days a week, using either on-site or on-call staff;
- Provide no more than 25 inpatient beds that can be used for either inpatient or swing bed services; however, it may also operate a distinct part rehabilitation or psychiatric unit, each with up to 10 beds;
- Have an average annual length of stay of 96 hours or less per patient for acute care (excluding swing bed services and beds that are within distinct part units); and
- Be located either more than a 35-mile drive from the nearest hospital or CAH or a 15-mile drive in areas with mountainous terrain or only secondary roads OR certified as a CAH prior to January 1, 2006, based on State designation as a “necessary provider” of health care services to residents in the area.

McKenzie Health System: Mission Vision, and Values

As McKenzie Health System leads in transforming how health care is designed and delivered, we emphasize clinical and service excellence and promote access to affordable care. We accomplish this through the combined efforts of our health care team and partnerships with the community and other health care systems.

McKenzie Health System will improve the quality of life in our community through an integrated health care delivery system that is characterized by collaboration, innovation, technology and value.

The values of McKenzie Health System are:

- Respect: We treat each individual we serve and those with whom we work with professionalism and dignity.
- Integrity: We communicate openly and honestly, build trust and conduct ourselves according to the highest ethical standards.
- Accountability: We take ownership for our actions and responsibility for their outcomes.
- Compassion: We deliver extraordinary care with empathy and kindness for those we serve and to all members of the health care team.

- Excellence: We are continuously improving the quality of our service through a commitment to education and prudent stewardship of assets and resources.
- Teamwork: We build system effectiveness on the collective strength of everyone through open communication and mutual respect.
- Innovation: We embrace change and actively pursue progress in a fiscally responsible manner.
- Wellness: We inspire our community to achieve a healthy lifestyle.

Community Education/Wellness and Health Promotion and Prevention

- Aqua Aerobics – all year long. 5 days/week
- Muscle X exercise program – All year long, 3x/week
- Walking Track at our P.T. building – open Mon-Fri, 5pm – 7pm
- Senior Exercise – October/November & January thru March, 2x/week
- Lunch & Learn – Monthly luncheon series with healthcare professional speakers
- Lunch with the Surgeon – quarterly luncheon series with our surgeons speaking
- Healthy Lifestyle Workshops – Monthly series with a variety of speakers on topics such as exercise, reading labels, gardening, food preservation, obesity, etc.
- Sports physicals in the spring – Our physicians and nurse practitioners go to 3 area schools to provide sports physical to the students.
- Diabetic Support/Education – every Monday night at 5 pm
- CPR Classes for general public quarterly
- BLS for Healthcare Providers CPR classes 1x/month
- Project Healthy Living – Annual health fair held at McKenzie sponsored by the United Health Organization.
- Crosswell Fun Fest – McKenzie is a major sponsor and is held annually in June for the community. Provides a healthy snack to those in attendance and our Pediatrician attends to answer any questions.

Community Activities

- Senior Fair – Annual event held at the high school gym and seniors are the target audience. Around 60 vendors from banks to hospitals attend to give important information to the seniors. 1,000+ attend.
- Project Connect – Annual event to provide outreach, raise awareness, powerful advocacy statement, connect homeless and at-risk population with local resources, strength Continuum of Care, and to form a meaningful partnership.
- Community Baby Shower – Annual event for pregnant moms to raise awareness of various resources in the community.

Specialty Services

- Orthopedics
- Podiatry
- Cardiology
- Dermatology
- Gastroenterology

- Nephrology
- Neurology
- General Surgery
- Gynecology
- Ophthalmology

Laboratory

- Full laboratory services

Emergency Services

- Urgent & emergent care
- Highly trained & skilled ER physicians and staff
- Hospitalists

Diagnostic Imaging

- CT Scan
- CT Angiography
- Echocardiogram
- Digital Mammogram
- Nuclear Medicine
- Bone Density
- Ultrasound
- X-Ray

Cardiopulmonary

- Stress testing
- EKG
- Holter Monitor
- Pulmonary Function Tests (Body Box)

SCOPE OF THE STUDY

The purpose of the 2013 McKenzie Health System Community Health Needs Assessment is to collect data on specific information regarding community perception of the Use of Healthcare Services, Awareness of Services, Community Health, and Health Insurance. Additionally, data were collected regarding the demographics of survey responders. The data are presented in a format that can be useful to McKenzie Health System administration, health care providers and community.

METHODOLOGY

A comprehensive nine-page survey was developed by a Michigan Upper Peninsula Coalition and modified for this study. McKenzie CEO Steve Barnett approved the survey design and content.

A cover letter and survey were sent to 1,000 random community members in the McKenzie service areas. The company, AccuLeads, provided randomized mailing addresses for the cities of Applegate, Carsonville, Deckerville, Lexington, Marlette, Peck, Port Sanilac, Sandusky, and Snover. The survey was sent on February 14, 2013. A follow up survey was mailed to all non-responders. Altogether, 134 completed surveys were returned (13%). The data was entered into a SurveyMonkey database and are presented in the Survey Results section of this report.

POPULATION DATA

People Quick Facts	Sanilac County	Michigan	USA
Population, 2012 estimate	NA	9,883,360	313,914,040
Population, 2011 estimate	42,605	9,876,801	311,587,816
Population, 2010 (April 1) estimates base	43,114	9,883,635	308,747,508
Population, percent change, April 1, 2010 to July 1, 2012	NA	Z	1.7%
Population, percent change, April 1, 2010 to July 1, 2011	-1.2%	-0.1%	0.9%
Population, 2010	43,114	9,883,640	308,745,538
Persons under 5 years, percent, 2011	5.6%	5.9%	6.5%
Persons under 18 years, percent, 2011	23.2%	23.2%	23.7%
Persons 65 years and over, percent, 2011	17.9%	14.1%	13.3%
Female persons, percent, 2011	50.4%	50.9%	50.8%
White persons, percent, 2011 (a)	97.6%	80.2%	78.1%
Black persons, percent, 2011 (a)	0.5%	14.3%	13.1%
American Indian and Alaska Native persons, percent, 2011 (a)	0.5%	0.7%	1.2%
Asian persons, percent, 2011 (a)	0.4%	2.5%	5.0%
Native Hawaiian and Other Pacific Islander persons, percent, 2011 (a)	Z	Z	0.2%
Persons reporting two or more races, percent, 2011	1.0%	2.1%	2.3%
Persons of Hispanic or Latino Origin, percent, 2011 (b)	3.4%	4.5%	16.7%
White persons not Hispanic, percent, 2011	94.5%	76.4%	63.4%
Living in same house 1 year & over, percent, 2007-2011	89.4%	85.4%	84.6%
Foreign born persons, percent, 2007-2011	1.2%	6.0%	12.8%
Language other than English spoken at home, percent age 5+, 2007-2011	3.8%	9.0%	20.3%
High school graduate or higher, percent of persons age 25+, 2007-2011	85.9%	88.4%	85.4%
Bachelor's degree or higher, percent of persons age 25+, 2007-2011	11.2%	25.3%	28.2%
Veterans, 2007-2011	3,543	711,613	22,215,303
Mean travel time to work (minutes), workers age 16+, 2007-2011	29.3	23.9	25.4
Housing units, 2011	22,745	4,525,480	132,312,404
Homeownership rate, 2007-2011	82.7%	73.5%	66.1%
Housing units in multi-unit structures, percent, 2007-2011	6.7%	18.1%	25.9%
Median value of owner-occupied housing units, 2007-2011	\$108,900	\$137,300	\$186,200
Households, 2007-2011	16,657	3,825,182	114,761,359
Persons per household, 2007-2011	2.58	2.53	2.6
Per capita money income in the past 12 months (2011 dollars), 2007-2011	\$20,056	\$25,482	\$27,915
Median household income, 2007-2011	\$40,437	\$48,669	\$52,762
Persons below poverty level, percent, 2007-2011	15.8%	15.7%	14.3%

Business Quick Facts	Sanilac County	Michigan	USA
Private nonfarm establishments, 2010	872	219,119	7,396,628
Private nonfarm employment, 2010	8,064	3,288,456	111,970,095
Private nonfarm employment, percent change, 2000-2010	-27.5	-19.3	-1.8
Non-employer establishments, 2010	3,176	679,752	22,110,628
Total number of firms, 2007	3,920	816,972	27,092,908
Black-owned firms, percent, 2007	F	8.9%	7.1%
American Indian- and Alaska Native-owned firms, percent, 2007	F	0.7%	0.9%
Asian-owned firms, percent, 2007	F	2.6%	5.7%
People Quick Facts	Sanilac County	Michigan	USA
Native Hawaiian and Other Pacific Islander-owned firms, percent, 2007	F	0.1%	0.1%
Hispanic-owned firms, percent, 2007	S	1.3%	8.3%
Women-owned firms, percent, 2007	25.7%	30.4%	28.8%
Manufacturers shipments, 2007 (\$1000)	595,097	234,455,768	5,338,306,501
Merchant wholesaler sales, 2007 (\$1000)	174,871	107,109,349	4,174,286,516
Retail sales, 2007 (\$1000)	300,913	109,102,594	3,917,663,456
Retail sales per capita, 2007	\$6,918	\$10,855	\$12,990
Accommodation and food services sales, 2007 (\$1000)	30,192	14,536,648	613,795,732
Building permits, 2011	30	9,341	624,061
Geography QuickFacts	Sanilac County	Michigan	USA
Land area in square miles, 2010	962.57	56,538.90	3,531,905.43
Persons per square mile, 2010	44.8	174.8	87.4
FIPS Code	151	26	
Metropolitan or Micropolitan Statistical Area	None		

(a) Includes persons reporting only one race.

(b) Hispanics may be of any race, so also are included in applicable race categories.

FN: Footnote on this item for this area in place of data

NA: Not available

D: Suppressed to avoid disclosure of confidential information

X: Not applicable

S: Suppressed; does not meet publication standards

Z: Value greater than zero but less than half unit of measure shown

F: Fewer than 100 firms

Source: US Department of Commerce. US Census Bureau

<http://quickfacts.census.gov/qfd/index.html>

BEHAVIORAL RISK FACTOR DATA

Michigan Behavioral Risk Factor Surveillance System		
August 2012		
Region 3 Counties: Genesee, Lapeer, Sanilac, Saginaw, Tuscola, Huron, Bay, Midland, Gladwin, Arenac, Ogemaw, Iosco, Oscoda, and Alcona		
Risk Factor	Region 3 (%)	Michigan (%)
Health Status: General Health, Fair to Poor	18.4	17.2
Health Status: Last 14 Days, poor physical health	13.5	13.1
Health Status: Last 14 Days, poor mental health	14.7	13.1
Health Status: Last 14 Days, activity limitation	10.8	9.4
Mean Number of Days of Poor Physical Health (last 30 days)	4.1	4.1
Mean Number of Days of Poor Mental Health	4.6	4.2
Mean Number of Days of Activity Limitation	3.2	2.9
Total Disability	28.9	28.2
Any Activity Limitation	27.2	26.4
Used Special Equipment	9.6	8.4
Weight Status: Obese	38	31.3
Weight Status: Overweight	33.5	34.2
Weight Status: Normal Weight	26.6	33
Weight Status: Underweight	1.8	1.6
Access: No Health Care Coverage	18.3	18.3
Access: No Personal Health Care Provider	14.8	15.5
Access: No Health Care Access During past 12 months due to cost	20.4	16.5
Insurance Coverage: Medicaid Only	8.8	6.8
Insurance Coverage: Medicare Only	20.7	20.1
Insurance Coverage: Medicaid and Medicare	3.4	3.3
Activity Time: No Physical Activity	26.5	23.6
Activity Time: Adequate Aerobic Physical Activity (at least 150 minutes per week)	51.2	53.5
Activity Time: Adequate Muscle Strengthening (at least 2 days per week)	25.1	28.8
Activity Time: Adequate Physical Activity	16.6	19.7
Median Fruit Intake per day	1.1	1.1
Median Vegetable Intake per day	1.4	1.6
Adequate Fruit and Vegetable Consumption	17.9	17.8
Cigarette Smoking: Current Smoker	26.1	23.3
Cigarette Smoking: Former Smoking	24.4	25.7
Cigarette Smoking: Never Smoked	49.5	51
Current Smokers who attempted cessation	65.2	62.4
Tobacco Use	7.3	4.4
Alcohol Consumption: Heavy Drinking	6.9	7
Alcohol Consumption: Binge Drinking	18.4	19.7
Mean Number of Binge Drinking Occasions (past 30 days)	4.2	4.5

Risk Factor	Region 3	Michigan
Seat Belt Use: always use a seatbelt	88.1	88.7
HTN: Ever told HTN	40.9	34.2
HTN: Taking medication for HTN	73.8	76.5
Cholesterol Awareness: Ever checked cholesterol	79.2	81.1
Cholesterol Awareness: Checked within 5 years	73.6	76.7
Cholesterol Awareness: Ever told high cholesterol	43.7	41.8
No Routine Checkup in past year	37.2	33.5
Immunizations among adults 65 years and older: Flu Vaccine in past year	58.6	58
Immunizations among adults 65 years and older: ever received pneumonia vaccine	59.4	67.1
HIV Testing (adults 18-64): Ever been tested	41.8	41.3
Asthma: Lifetime prevalence among adults	13.6	14.8
Asthma: Current prevalence among adults	9	9.9
Asthma: Lifetime prevalence among children	17.5	14.5
Asthmas: Current prevalence among children	13.3	10
COPD	9.8	8
Arthritis	33.7	31
CVD: Ever told heart attack	5.8	5.3
CVD: Diagnosis of Angina or Coronary Heart Disease	6.1	5
CVD: Ever told stroke	3	3.3
CVD: Ever told any cardiovascular disease	10.2	9.5
Cancer: Any type	12.5	11.8
Diabetes	11	10
Kidney Disease	3.6	3
Depression	20.7	20.6
Visual Impairment	18.9	19.2

2011 Michigan BRFs Estimates by Emergency Preparedness Region. August 10, 2012.

http://www.michigan.gov/documents/mdch/2011_MiBRFS_EP_Region_Tables_FINAL_394945_7.pdf

SURVEY RESULTS
McKenzie Health Systems
Sanilac County, Michigan

Community Challenges and Issues

Education Issues

1. Unemployment or underemployment

Response Category	Number	Percentage
Major Issue	87	65.4%
Moderate Issue	30	22.6%
Minor Issue	9	6.8%
Not an Issue	7	5.26%
Totals	133	100.0%

2. Poverty

Response Category	Number	Percentage
Major Issue	63	49.61%
Moderate Issue	38	29.9%
Minor Issue	19	15%
Not an Issue	7	5.5%
Totals	127	100.0%

3. Lack of Jobs

Response Category	Number	Percentage
Major Issue	88	68.8%
Moderate Issue	28	21.9%
Minor Issue	5	3.91%
Not an Issue	7	5.5%
Totals	128	100.0%

Educational Issues

4. Availability of Skilled Trades Training

Response Category	Number	Percentage
Major Issue	40	31.7%
Moderate Issue	42	33.3%
Minor Issue	29	23.0%
Not an Issue	15	11.9%
Totals	126	100.0%

5. K-12 education prepares student for workforce

Response Category	Number	Percentage
Major Issue	30	23.6%
Moderate Issue	43	33.9%
Minor Issue	32	25.2%
Not an Issue	22	17.3%
Totals	127	100.0%

6. K-12 education prepares student for further schooling

Response Category	Number	Percentage
Major Issue	25	19.5%
Moderate Issue	38	29.7%
Minor Issue	36	28.1%
Not an Issue	29	22.7%
Totals	128	100.0%

7. Lack of educational funding

Response Category	Number	Percentage
Major Issue	56	44.4%
Moderate Issue	36	28.6%
Minor Issue	20	15.9%
Not an Issue	14	11.1%
Totals	131	100.0%

Environmental Issues

8. Water Pollution

Response Category	Number	Percentage
Major Issue	28	22.0%
Moderate Issue	33	26.0%
Minor Issue	37	29.1%
Not an Issue	29	22.8%
Totals	127	100.0%

9. Surface Water (beach) pollution

Response Category	Number	Percentage
Major Issue	27	21.3%
Moderate Issue	33	26.0%
Minor Issue	36	28.3%
Not an Issue	31	24.4%
Totals	127	100.0%

10. Air Pollution

Response Category	Number	Percentage
Major Issue	19	14.5%
Moderate Issue	24	18.3%
Minor Issue	43	32.8%
Not an Issue	45	34.4%
Totals	131	100.0%

11. Imported Solid Waste

Response Category	Number	Percentage
Major Issue	47	37.3%
Moderate Issue	25	19.8%
Minor Issue	21	16.7%
Not an Issue	33	26.2%
Totals	126	100.0%

12. Recycling Convenience

Response Category	Number	Percentage
Major Issue	26	19.7%
Moderate Issue	34	25.8%
Minor Issue	33	25.0%
Not an Issue	39	29.5%
Totals	132	100.0%

13. Hazardous Waste Disposal

Response Category	Number	Percentage
Major Issue	29	23.2%
Moderate Issue	29	23.2%
Minor Issue	36	28.8%
Not an Issue	31	24.8%
Totals	125	100.0%

Health Issues

14. Alcohol Abuse

Response Category	Number	Percentage
Major Issue	38	29.1%
Moderate Issue	51	39.0%
Minor Issue	24	18.3%
Not an Issue	18	13.7%
Totals	131	100.0%

15. Tobacco Abuse

Response Category	Number	Percentage
Major Issue	38	29.4%
Moderate Issue	52	40.3%
Minor Issue	21	16.3%
Not an Issue	18	14.0%
Totals	129	100.0%

16. Illegal Drug Abuse

Response Category	Number	Percentage
Major Issue	55	42.6%
Moderate Issue	41	31.8%
Minor Issue	16	12.4%
Not an Issue	17	13.2%
Totals	129	100.0%

17. Prescription Drug Abuse

Response Category	Number	Percentage
Major Issue	43	33.9%
Moderate Issue	41	32.3%
Minor Issue	23	18.1%
Not an Issue	20	15.7%
Totals	127	100.0%

18. Lack of &/or affordability of mental health care services

Response Category	Number	Percentage
Major Issue	55	42.6%
Moderate Issue	32	24.8%
Minor Issue	21	16.3%
Not an Issue	21	16.3%
Totals	129	100.0%

19. Lack of affordable dental care

Response Category	Number	Percentage
Major Issue	59	45.4%
Moderate Issue	32	24.6%
Minor Issue	28	21.5%
Not an Issue	11	8.5%
Totals	130	100.0%

20. Lack of affordable medical care

Response Category	Number	Percentage
Major Issue	63	48.8%
Moderate Issue	37	28.7%
Minor Issue	19	14.7%
Not an Issue	10	7.8%
Totals	129	100.0%

Housing Issues

21. Shortage of affordable housing

Response Category	Number	Percentage
Major Issue	28	21.5%
Moderate Issue	40	30.8%
Minor Issue	36	27.7%
Not an Issue	26	20.0%
Totals	130	100.0%

22. Substandard Housing

Response Category	Number	Percentage
Major Issue	23	18.0%
Moderate Issue	38	29.7%
Minor Issue	40	31.3%
Not an Issue	27	21.0%
Totals	128	100.0%

23. Availability of rental housing

Response Category	Number	Percentage
Major Issue	16	12.4%
Moderate Issue	29	22.5%
Minor Issue	54	41.9%
Not an Issue	30	23.2%
Totals	129	100.0%

24. Homelessness

Response Category	Number	Percentage
Major Issue	25	19.8%
Moderate Issue	23	18.3%
Minor Issue	50	39.7%
Not an Issue	28	22.2%
Totals	126	100.0%

Leisure Activity Issues

25. Shortage of Sports/recreational facilities

Response Category	Number	Percentage
Major Issue	22	17.1%
Moderate Issue	31	24.0%
Minor Issue	45	34.9%
Not an Issue	31	24.0%
Totals	129	100.0%

26. Shortage of parks and trails

Response Category	Number	Percentage
Major Issue	18	14.0%
Moderate Issue	27	20.9%
Minor Issue	51	39.5%
Not an Issue	33	25.6%
Totals	129	100.0%

27. Lack of cultural activities (concerts, museums, etc.)

Response Category	Number	Percentage
Major Issue	18	14.0%
Moderate Issue	27	20.9%
Minor Issue	51	39.5%
Not an Issue	33	25.6%
Totals	129	100.0%

28. Availability of community festivals/events

Response Category	Number	Percentage
Major Issue	12	9.4%
Moderate Issue	28	21.9%
Minor Issue	41	32.0%
Not an Issue	47	36.7%
Totals	128	100.0%

Social Issues

29. Crime

Response Category	Number	Percentage
Major Issue	36	27.7%
Moderate Issue	37	28.5%
Minor Issue	45	34.6%
Not an Issue	12	9.2%
Totals	130	100.0%

30. Teen pregnancy

Response Category	Number	Percentage
Major Issue	24	18.9%
Moderate Issue	47	37.0%
Minor Issue	42	33.1%
Not an Issue	14	11.0%
Totals	127	100.0%

31. Racial or ethnic discrimination

Response Category	Number	Percentage
Major Issue	12	9.3%
Moderate Issue	30	23.3%
Minor Issue	44	34.1%
Not an Issue	43	33.3%
Totals	129	100.0%

32. Family violence, abuse of children or adults

Response Category	Number	Percentage
Major Issue	34	26.6%
Moderate Issue	39	30.5%
Minor Issue	37	28.9%
Not an Issue	18	14.0%
Totals	128	100.0%

33. Lack of affordable childcare

Response Category	Number	Percentage
Major Issue	28	22.0%
Moderate Issue	38	30.0%
Minor Issue	40	31.5%
Not an Issue	21	16.5%
Totals	127	100.0%

34. Lack of affordable elder care

Response Category	Number	Percentage
Major Issue	38	30.2%
Moderate Issue	38	30.2%
Minor Issue	26	20.6%
Not an Issue	24	19.0%
Totals	126	100.0%

35. Gambling

Response Category	Number	Percentage
Major Issue	10	8.2%
Moderate Issue	19	15.6%
Minor Issue	42	34.4%
Not an Issue	51	41.8%
Totals	122	100.0%

Transportation Issues

36. Inadequate public transportation

Response Category	Number	Percentage
Major Issue	24	18.5%
Moderate Issue	25	19.2%
Minor Issue	48	36.9%
Not an Issue	33	25.4%
Totals	130	100.0%

37. Poor road conditions

Response Category	Number	Percentage
Major Issue	43	33.3%
Moderate Issue	28	21.8%
Minor Issue	43	33.3%
Not an Issue	15	11.6%
Totals	129	100.0%

Household Challenges and Issues

Economic Issues

38. Not having enough food

Response Category	Number	Percentage
Major Issue	18	13.6%
Moderate Issue	13	9.8%
Minor Issue	15	11.4%
Not an Issue	86	65.2%
Totals	132	100.0%

39. Finding it difficult to budget (more expenses than income)

Response Category	Number	Percentage
Major Issue	41	31.3%
Moderate Issue	22	16.8%
Minor Issue	28	21.4%
Not an Issue	40	30.5%
Totals	131	100.0%

40. Unable to find work

Response Category	Number	Percentage
Major Issue	36	27.4%
Moderate Issue	14	10.7%
Minor Issue	9	6.9%
Not an Issue	72	55.0%
Totals	131	100.0%

41. Unemployment

Response Category	Number	Percentage
Major Issue	39	29.5%
Moderate Issue	14	10.6%
Minor Issue	6	4.6%
Not an Issue	73	55.3%
Totals	132	100.0%

42. Underemployment

Response Category	Number	Percentage
Major Issue	32	25.2%
Moderate Issue	16	12.6%
Minor Issue	8	6.3%
Not an Issue	71	55.9%
Totals	127	100.0%

43. Significant credit card debt

Response Category	Number	Percentage
Major Issue	26	19.8%
Moderate Issue	17	13.0%
Minor Issue	19	14.5%
Not an Issue	69	52.7%
Totals	131	100.0%

Educational Issues

44. High school providing adequate career guidance

Response Category	Number	Percentage
Major Issue	22	16.8%
Moderate Issue	19	14.5%
Minor Issue	26	19.8%
Not an Issue	64	48.9%
Total	131	100.0%

45. Student achievement scores on state tests

Response Category	Number	Percentage
Major Issue	16	12.4%
Moderate Issue	25	19.4%
Minor Issue	25	19.4%
Not an Issue	63	48.8%
Totals	129	100.0%

46. Children not being safe at school

Response Category	Number	Percentage
Major Issue	20	15.6%
Moderate Issue	12	9.4%
Minor Issue	29	22.7%
Not an Issue	67	52.3%
Totals	128	100.0%

47. Affordable college education

Response Category	Number	Percentage
Major Issue	58	44.6%
Moderate Issue	25	19.2%
Minor Issue	9	6.9%
Not an Issue	38	29.2%
Totals	130	100.0%

Environmental Issues

48. Experiencing air quality issues in your home

Response Category	Number	Percentage
Major Issue	8	6.1%
Moderate Issue	15	11.4%
Minor Issue	11	8.3%
Not an Issue	98	74.2%
Totals	132	100.0%

49. Experiencing water quality issues in your home

Response Category	Number	Percentage
Major Issue	12	9.1%
Moderate Issue	14	10.6%
Minor Issue	22	16.7%
Not an Issue	84	63.6%
Totals	132	100.0%

50. Recycling convenience

Response Category	Number	Percentage
Major Issue	19	14.3%
Moderate Issue	21	15.8%
Minor Issue	27	20.3%
Not an Issue	66	49.6%
Totals	133	100.0%

Health Issues

51. Lack of money to pay the doctor, buy prescription medications, or get medical insurance

Response Category	Number	Percentage
Major Issue	47	35.6%
Moderate Issue	9	6.8%
Minor Issue	23	17.4%
Not an Issue	53	40.2%
Totals	132	100.0%

52. Lack of money to pay the dentist

Response Category	Number	Percentage
Major Issue	46	34.8%
Moderate Issue	15	11.4%
Minor Issue	17	12.9%
Not an Issue	54	40.9%
Totals	132	100.0%

53. Feeling a lot of anxiety, stress, or depression

Response Category	Number	Percentage
Major Issue	33	25.0%
Moderate Issue	28	21.2%
Minor Issue	29	22.0%
Not an Issue	42	31.8%
Totals	132	100.0%

54. Experiencing an alcohol problem

Response Category	Number	Percentage
Major Issue	9	6.9%
Moderate Issue	12	9.2%
Minor Issue	8	6.0%
Not an Issue	102	77.9%
Totals	131	100.0%

55. Experiencing a tobacco problem

Response Category	Number	Percentage
Major Issue	12	9.1%
Moderate Issue	14	10.6%
Minor Issue	15	11.4%
Not an Issue	91	68.9%
Totals	132	100.0%

56. Experiencing a drug problem

Response Category	Number	Percentage
Major Issue	9	7.0%
Moderate Issue	6	4.5%
Minor Issue	6	4.5%
Not an Issue	111	84.0 %
Totals	132	100.0%

57. Experiencing significant behavioral or emotional issues with children or teenagers

Response Category	Number	Percentage
Major Issue	12	9.2%
Moderate Issue	13	9.9%
Minor Issue	6	4.6%
Not an Issue	100	76.3%
Totals	131	100.0%

Housing Issues

58. Living in housing that needs major repairs

Response Category	Number	Percentage
Major Issue	16	12.1%
Moderate Issue	15	11.4%
Minor Issue	17	12.9%
Not an Issue	84	63.6%
Totals	132	100.0%

59. Lack of money to pay for housing/utilities

Response Category	Number	Percentage
Major Issue	24	18.5%
Moderate Issue	20	15.4%
Minor Issue	12	9.2%
Not an Issue	74	56.9%
Totals	130	100.0%

Leisure Activity Issues

60. Availability of recreational activities

Response Category	Number	Percentage
Major Issue	9	6.8%
Moderate Issue	29	22%
Minor Issue	34	25.8%
Not an Issue	60	45.4%
Totals	132	100.0%

Social Issues

61. Safety in the community

Response Category	Number	Percentage
Major Issue	12	9.1%
Moderate Issue	19	14.4%
Minor Issue	35	26.5%
Not an Issue	66	50.0%
Totals	132	100.0%

62. Unable to get care for a person with a disability or serious illness, or for an elder

Response Category	Number	Percentage
Major Issue	19	14.5%
Moderate Issue	10	7.6%
Minor Issue	12	9.2%
Not an Issue	90	68.7%
Totals	131	100.0%

63. Unable to find or afford childcare

Response Category	Number	Percentage
Major Issue	9	7.1%
Moderate Issue	12	9.5%
Minor Issue	6	4.8%
Not an Issue	99	78.6%
Totals	126	100.0%

Transportation Issues

64. Do you own or have access to a reliable vehicle?

Response Category	Number	Percentage
Yes	125	94.7%
No	7	5.3%
Totals	132	100.0%

65. Do you rely on public transportation?

Response Category	Number	Percentage
Yes	3	2.3%
No	127	97.7%
Totals	130	100.0%

66. Time/Distance from home to work

Response Category	Number	Percentage
Less than 15 minutes	57	51.4%
More than 15 minutes	38	34.2%
Retired	5	4.5%
N/A	11	9.9%
Totals	111	100.0%

Other Issues

67. Has anyone in your household been involuntarily unemployed in the last 12 months?

Response Category	Number	Percentage
Yes	25	18.8%
No	108	81.2%
Totals	133	100.0%

68. Does anyone in your household who is currently employed consider themselves to be underemployed?

Response Category	Number	Percentage
Yes	34	27.9%
No	88	72.1%
Totals	122	100.0%

69. If yes is this due to: Lack of hours available or Lack of work that utilizes skills &/or education?

Response Category	Number	Percentage
Lack of hours available	17	50.0%
Lack of work that utilizes skills &/or education	17	50.0%
Totals	34	100.0%

70. Is anyone in your household, who is currently employed, concerned about being laid off or terminated from their job?

Response Category	Number	Percentage
Yes	30	25.0%
No	90	75.0%
Totals	120	100.0%

71. If someone in your household became unemployed, where would they seek assistance?

Response Category	Number	Percentage
Michigan Works	79	31.6%
Online Job service (e.g. Monster.com)	61	24.4%
Newspaper	71	28.4%
Local Development Corporation	20	8.0%
Other*	19	7.6%
Totals	250	100.0%

*Please see Appendix II for open ended answers.

72. Has anyone in your household chosen to work for a lower wage in order to stay in this area?

Response Category	Number	Percentage
Yes	54	46.2%
No	63	53.8%
Totals	117	100.0%

73. Has anyone in your household considered moving away from this area because of employment reasons during the last 12 months?

Response Category	Number	Percentage
Yes	39	32.5%
No	81	67.5%
Totals	120	100.0%

74. Do you believe you will be able to retire by the time you reach your mid 60s?

Response Category	Number	Percentage
Yes	65	58.0%
No	47	42.0%
Totals	112	100.0%

75. Do you consider this to be a good retirement community?

Response Category	Number	Percentage
Yes	95	72.0%
No	37	28.0%
Totals	132	100.0%

76. Do you believe this is a good community for raising children?

Response Category	Number	Percentage
Yes	115	88.5%
No	15	11.5%
Totals	130	100.0%

77. Do you think it is important for children to attend a preschool program before they enter kindergarten?

Response Category	Number	Percentage
Yes	109	83.8%
No	21	16.2%
Totals	130	100.0%

78. Are there adequate programs in our community to teach parenting skills for families with young children?

Response Category	Number	Percentage
Yes	51	44.3%
No	64	55.7%
Totals	115	100.0%

79. How many adults in your household DO NOT have any health care coverage, including health insurance, prepaid plans such as HMOs, or government plans such as Medicare?

Response Category	Number	Percentage
All adults have coverage	100	78.7%
1	15	11.8%
2	8	6.3%
3 or more	4	3.0%
Totals	127	100.0%

80. Is anyone in your household a regular tobacco user?

Response Category	Number	Percentage
Yes	33	26.0%
No	94	74.0%
Totals	127	100.0%

81. During the past 12 months, has anyone in your household tried to quit using tobacco?

Response Category	Number	Percentage
Yes	24	20.0%
No	86	71.7%
I don't know	10	8.3%
Totals	120	100.0%

82. Does anyone in your household consume alcohol on a weekly basis?

Response Category	Number	Percentage
Yes	38	28.6%
No	95	71.4%
Totals	133	100.0%

83. In the past 30 days, how many times has someone in your household consumed 5 or more drinks on an occasion?

Response Category	Number	Percentage
None	58	53.2%
1 to 3 times	39	35.8%
4 to 5 times	2	1.8%
More than 5 times	10	9.2%
Totals	109	100.0%

84. How many days per week do you moderate activities for at least 30 minutes at a time?

Response Category	Number	Percentage
Do not exercise at least 30 minutes weekly	22	17.1%
Don't know/Not sure	22	17.1%
0-2 times	15	11.6%
3-5 times	43	33.3%
6-7 times	27	20.9%
Totals	129	100.0%

85. How many days per week do you do vigorous activities for at least 30 minutes at a time?

Response Category	Number	Percentage
Do not exercise at least 30 minutes weekly	44	33.6%
Don't know/Not Sure	30	22.9%
0-2 times	27	20.6%
3-5 times	19	14.5%
6-7 times	11	8.4%
Totals	131	100.0%

86. Are you affiliated with a local church that you attend on a regular basis?

Response Category	Number	Percentage
Yes	71	55.9%
No	56	44.1%
Totals	127	100.0%

87. Where do you obtain most of your local news or information on current events?

Response Category	Number	Percentage
Newspaper	52	38.8%
Radio	22	16.4%
Television	45	33.6%
Online	11	8.2%
Other*	4	3.0%
Totals	134	100.0%

*Please see Appendix II for open ended answers.

88. Has anyone in your household been a victim of a crime in the last 12 months?

Response Category	Number	Percentage
Yes	10	7.5%
No	123	92.5%
Totals	133	100.0%

89. Has anyone in your household experienced abuse (physical/verbal/emotional) from another household member?

Response Category	Number	Percentage
Yes	9	6.8%
No	123	93.2%
Totals	132	100.0%

The following questions will help us be certain we have included a valid sampling of people

90. How many adults 65 years of age or older including yourself, live in your household?

Response Category	Number	Percentage
None	60	45.8%
1	37	28.2%
2	31	23.7%
3	2	1.5%
4	1	0.8%
Totals	131	100.0%

91. Race and Ethnicity: What do you consider to be your primary racial or ethnic group?

Response Category	Number	Percentage
American Indian	2	1.5%
White	127	97.7%
Asian or Pacific Islander	0	0%
Spanish or Hispanic	1	0.8%
Black or African American	0	0%
Other*	0	0%
Totals	130	100.0%

92. What is your age group?

Response Category	Number	Percentage
19 or younger	0	0%
20-24	0	0%
25-34	6	4.5%
35-44	14	10.5%
45-54	24	18.0%
55-59	13	10.0%
60-64	12	9.0%
65-74	36	27.0%
75-84	22	16.5%
85 and older	6	4.5%
Totals	133	100.0%

93. Counting income from all sources (including all earnings from jobs, unemployment insurance, pensions, investments, public assistance, etc.) and counting income from everyone living in your home, which of the following ranges did your household income fall into last year?

Response Category	Number	Percentage
Less than \$10,000	15	12%
\$10,000-\$14,999	7	5.6%
\$15,000-\$24,999	18	14.4%
\$25,000-\$34,999	12	9.6%
\$35,000-\$49,999	28	22.4%
\$50,000-\$74,999	25	20.0%
\$75,000-\$99,999	12	9.6%
\$100,000-\$149,999	4	3.2%
\$150,000-\$199,999	2	1.6%
\$200,000 or more	2	1.6%
Totals	125	100.0%

94. Does anyone in your household receive public assistance such as Temporary Assistance for Needy Families (TANF), food assistance, or Supplemental Security Income (SSI)?

Response Category	Number	Percentage
Yes	24	18.2%
No	108	81.8%
Totals	132	100.0%

95. Are you:

Response Category	Number	Percentage
Married	77	57.8%
Separated	11	8.3%
Divorced	33	24.8%
Never Married	3	2.3%
Widowed	6	4.5%
A member of an unmarried couple	3	2.3%
Totals	133	100.0%

96. What is the highest grade or year of school completed by anyone in your household?

Response Category	Number	Percentage
Grades 1 through 8	1	0.8%
Grades 9 through 11	4	3.0%
Grade 12 or GED	59	44.3%
College 1 year to 3 years	30	22.6%
College graduate	22	16.5%
Post Graduate courses	17	12.8%
Totals	133	100.0%

97. Are you currently:

Response Category	Number	Percentage
Employed for wages	48	36%
Self-employed	9	6.8%
Retired	62	46.6%
A homemaker	5	3.8%
Unable to work	4	3.0%
A Student	0	0%
Out of work for less than 1 year	2	1.5%
Out of work for more than 1 year	3	2.3%
Totals	133	100.0%

98. How many members of your household currently use a cell phone for any purpose?

Adults

Response Category	Number	Percentage
None	5	3.8%
1	45	34.0%
2	71	53.8%
3	8	6.1%
4	2	1.5%
5	1	0.8%
6 or more	0	0%
Totals	132	100.0%

Kids

Response Category	Number	Percentage
None	5	22.7%
1	9	41.0%
2	7	31.8%
3	0	0%
4	1	4.5%
5	0	0%
6 or more	0	0%
Totals	22	100.0%

99. How many members of your household currently use a computer?

Response Category	Number	Percentage
0	25	18.7%
1	36	27.0%
2	44	32.8%
3	18	13.4%
4	7	5.2%
5	1	0.7%
6	3	2.2%
Totals	134	100.0%

100. Do you have a high speed (DSL, cable, satellite) internet connection?

Response Category	Number	Percentage
Yes	93	70.5%
No	39	29.5%
Totals	132	100.0%

101. In case of a disaster or emergency situation, your household has prepared:

Response Category	Number	Percentage
A plan	23	17.5%
A plan & emergency supplies	17	13.0%
A plan, supplies, & food stores	19	14.5%
Nothing	72	55.0%
Totals	131	100.0%

102. For information during emergencies or bad weather, where do you go for more information?

Response Category	Number	Percentage
Television	87	43.0%
Radio	79	40.0%
Internet	21	10.0%
Call friends or family	16	7.0%
Totals	203	100.0%

103. Are you home-bound or need help from friends or family to complete everyday tasks such as grocery shopping?

Response Category	Number	Percentage
Yes	15	11.2%
No	119	88.8%
Totals	134	100.0%

104. How important is it to you to have access to locally grown foods?

Response Category	Number	Percentage
Not Important	13	9.8%
Somewhat Important	60	45.1%
Very Important	60	45.1%
Totals	133	100.0%

105. If you purchase locally grown foods, where do you typically go to purchase them?

Response Category	Number	Percentage
Farmer's Market	87	69.0%
Local Farm	17	13.5%
Other*	22	17.5%
Totals	126	100.0%

*Please see Appendix II for open ended answers.

Use of Health Care Services

106. 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 medical services?

Response Category	Number	Percentage
Yes	35	26.5%
No	97	73.5%
Totals	132	100.0%

107. If you answered yes, what were the three most important reasons why you did not receive health care services?

Response Category	Number	Percentage
Could not get an appointment	1	1.2%
It cost too much	25	29.8%
Not treated with respect	2	2.4%
No insurance	21	25.0%
Too long to wait for an appointment	4	4.8%
Could not get off work	1	1.2%
Too afraid/nervous	2	2.4%
Office wasn't open when I could go	2	2.4%
Didn't know where to go	3	3.5%
Language Barrier	0	0%
Unsure if services were available	1	1.2%
It was too far away	3	3.5%
Car problems	3	3.6%
My insurance didn't cover it	12	14.2%
Don't like doctors	4	4.8%
Totals	84	100.0%

108. In the past three years, have you or your household members received care in a hospital?
(hospitalized overnight, day surgery, obstetrical care, rehabilitation, radiology or emergency care)

Response Category	Number	Percentage
Yes	103	78.6%
No	28	21.4%
Totals	131	100.0%

109. If you answered yes, which hospital does your household use MOST for hospital care?

Response Category	Number	Percentage
Beaumont	1	0.9%
Deckerville	5	4.5%
Florida Hospital	1	0.9%
Genesis Grand Blanc	1	0.9%
Henry Ford Macomb	1	0.9%
Hills and Dales	3	2.7%
Huron Medical Center	1	0.9%
Lapeer Regional Hospital	1	0.9%
Marlette Regional Hospital	21	18.9%
McKenzie	34	30.6%
Port Huron General	30	27.1%
Port Huron Mercy	7	6.3%
St. John's Detroit	1	0.9%
U of M Ann Arbor	1	0.9%
St. Mary's of Saginaw	2	1.8%
Crittenton	1	0.9%
Totals	111	100.0%

109. Thinking about the hospital you use most frequently, what are the three most important reasons for choosing that hospital? (Circle three that apply)

Response Category	Number	Percentage
Cost of care	3	1.1%
Closest to home	67	24.1%
Closest to work	8	2.9%
Emergency, no choice	24	8.6%
Hospital's reputation for quality	36	13%
Recommended by family or friends	8	2.9%
Referred by physician	57	20.5%
Required by insurance	6	2.1%
VA/Military requirement	1	0.4%
Prior experience with the hospital	60	21.6%
Other*	8	2.9%
Totals	278	100.0%

*Please see Appendix II for open ended answers.

110. In the past three years have you or your household member seen a primary care provider (such as a family physician, internist, physician assistant or nurse practitioner) for health care services?

Response Category	Number	Percentage
Yes	123	93.2%
No	9	6.8%
Totals	132	100.0%

111. Where was that primary care provider located?

Response Category	Number	Percentage
Sandusky	37	31.4%
Port Huron	14	12.0%
Marlette	13	11.0%
Lexington	11	9.3%
Deckerville	10	8.5%
Yale	9	7.6%
Port Sanilac	5	4.2%
Bad Axe	3	2.5%
Cass City	3	2.5%
Gratiot	3	2.5%
Brown City	2	1.7%
Croswell	4	3.4%
Marysville	2	1.7%
Flint	2	1.7%
Totals	118	100.0%

112. Why did you select the primary care provider you are currently seeing (circle three (3) that apply)?

Response Category	Number	Percentage
Appointment availability	42	14.7%
Prior experience with the clinic	33	11.5%
Clinic's reputation for quality	65	22.7%
Recommended by family or friends	7	2.4%
Closest to home	14	5.0%
Referred by physician or other provider	46	16.1%
Cost of Care	40	14.0%
Required by insurance plan	22	7.8%
Length of waiting room time	9	3.1%
VA/Military requirement	3	1.0%
Other*	5	1.7%
Totals	286	100.0%

*Please see Appendix II for open ended answers.

113. 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)?

Response Category	Number	Percentage
Yes	116	87.2%
No	17	12.8%
Totals	133	100.0%

114. What type of health care specialist was seen?

Response Category	Number	Percentage
Cardiologist	56	13%
Chiropractor	33	7.7%
Dentist	68	16%
Dermatologist	30	7.0%
Substance abuse counselor	1	0.2%
ENT (ear/nose/throat)	14	3.2%
General surgeon	26	6.0%
Neurologist	18	4.2%
Ob/GYN	24	5.6%
Pediatrician	5	1.2%
Optometrist	48	11%
Orthopedic surgeon	29	6.7%
Oncologist	9	2.1%
Podiatrist	10	2.3%
Rheumatologist	7	1.6%
Psychiatrist	10	2.3%
Psychologist	5	1.2%
Radiologist	13	3.0%
Mental health counselor	15	3.5%
Dietician	6	1.4%
Social worker	4	0.9%
Totals	431	100.0%

115. Where was the health care specialist located (Name of town/city):

Response Category	Number	Percentage
Port Huron	61	42.1%
Sandusky	29	20.0%
Bad Axe	10	6.8%
Marlette	12	8.3%
Deckerville	3	2.1%
Lapeer	6	4.1%
Cass City	3	2.1%
Saginaw	5	3.4%
Yale	4	2.7%
Caro	3	2.1%
Rochester	2	1.4%
Royal Oak	1	0.7%
Macomb	2	1.4%
Flint	2	1.4%
Bay City	1	0.7%
Roseville	1	0.7%
Totals	145	100.0%

116. The following services are available at McKenzie Memorial Hospital.

Emergency Room

Response Category	Number	Percentage
Excellent	41	31.5%
Good	39	30.0%
Fair	12	9.2%
Poor	8	6.2%
Don't Know	30	23.1%
Totals	130	100.0%

Laboratory

Response Category	Number	Percentage
Excellent	56	44.1%
Good	29	22.8%
Fair	9	7.2%
Poor	4	3.1%
Don't Know	29	22.8%
Totals	127	100.0%

Physical Therapy

Response Category	Number	Percentage
Excellent	28	23.3%
Good	14	11.7%
Fair	2	1.7%
Poor	3	2.5%
Don't Know	73	60.8%
Totals	120	100.0%

Radiology Testing

Response Category	Number	Percentage
Excellent	35	28.7%
Good	21	17.2%
Fair	4	3.3%
Poor	3	2.5%
Don't Know	59	48.3%
Totals	122	100.0%

Surgical Services

Response Category	Number	Percentage
Excellent	30	24.4%
Good	15	12.2%
Fair	4	3.2%
Poor	6	4.9%
Don't Know	68	55.3%
Totals	123	100.0%

Inpatient Services

Response Category	Number	Percentage
Excellent	27	22.7%
Good	28	23.5%
Fair	8	6.7%
Poor	5	4.2%
Don't Know	51	42.9%
Totals	119	100.0%

Other*

Response Category	Number	Percentage
Excellent	6	54.5%
Good	1	9.0%
Fair	0	0%
Poor	2	18.0%
Don't Know	2	18.0%
Totals	11	100.0%

*Please see Appendix II for open ended answers.

117. What additional health care services would you use if they were available locally? (Please write your answers below).

*Please see Appendix II for open ended answers.

Awareness of Services

118. How do you rate your knowledge of the health care services available at McKenzie Health System?

Response Category	Number	Percentage
Excellent	29	22.0%
Good	65	49.2%
Fair	30	22.7%
Poor	8	6.1%
Totals	132	100.0%

119. How did you learn about the health care services available at McKenzie?

Response Category	Number	Percentage
Newspaper	34	14.8%
Yellow pages	9	4.0%
Word of mouth	81	35.4%
Website/Internet	20	8.7%
Health Fair	6	2.6%
Presentation	9	3.9%
Church	37	16.2%
Other*	33	14.4%
Totals	229	100.0%

*Please see Appendix II for open ended answers.

120. Which community health resources, other than the hospital or clinic, have you used in the past three years?

Response Category	Number	Percentage
Pharmacy	114	48.3%
Dentist	80	33.9%
Public Health Department	16	6.8%
Mental health	11	4.7%
Long term care	6	2.5%
Senior Center	5	2.1%
Other*	4	1.7%
Totals	236	100.0%

*Please see Appendix II for open ended answers.

121. In your opinion, what would improve your community's access to health care?

Response Category	Number	Percentage
More health education	29	15.4%
More primary care providers	46	24.5%
More specialists	46	24.5%
Transportation assistance	14	7.4%
Longer hours open at clinics	35	18.6%
Telemedicine	8	4.3%
Other*	10	5.3%
Totals	188	100.0%

*Please see Appendix II for open ended answers.

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

Response Category	Number	Percentage
Very important	87	67.0%
Important	36	27.7%
Not important	2	1.5%
Don't Know	5	3.8%
Totals	130	100.0%

Health Insurance

123. What type of medical insurance covers the majority of your household's medical expenses?

Response Category	Number	Percentage
None	10	5.3%
Employer sponsored	49	25.8%
Medicare	68	35.8%
Medicaid	19	10.0%
Self-paid	20	10.5%
Indian Health	0	0%
Health Savings Account	6	3.2%
VA/Military	7	3.7%
Other*	11	5.7%
Totals	190	100.0%

*Please see Appendix II for open ended answers.

124. How well do you think your health insurance covers your health care costs?

Response Category	Number	Percentage
Excellent	30	23.6%
Good	57	44.9%
Fair	26	20.5%
Poor	14	11.0%
Totals	127	100.0%

125. If you do not have medical insurance, why?

Response Category	Number	Percentage
I cannot afford to pay for medical insurance	16	76.2%
I choose not to get medical insurance	3	14.3%
I cannot get medical insurance do to medical issues	0	0%
Employer does not offer insurance	2	9.5%
Totals	21	100.0%

Demographics

126. What is your zip code?

Response Category	Number	Percentage
48401	8	6.2%
48419	14	10.8%
48427	18	13.8%
48450	23	17.7%
48453	17	13.1%
48466	9	6.9%
48469	4	3.1%
48471	31	23.8%
48472	6	4.6%
Totals	130	100.0%

127. What is your gender?

Response Category	Number	Percentage
Male	64	48.9%
Female	67	51.1%
Totals	131	100.0%

COMMUNITY MEETING INFORMATION

Two community meetings were held at McKenzie Health System on April 16 from 5:30- 7:00 p.m. and on April 17 from 10:00-11:30 a.m.

Marketing for these meetings was completed by Janet Herbert of McKenzie Health System

Marketing for the meeting included:

- Invitation in 1000 community member's paychecks. Participating community employers included the courthouse, Sandusky Schools, Trelleborg, Sanilac Medical Care, and Jensen Bridge.
- An invitation sent in the mail to 62 community members
- An email to 833 individuals
- Press release sent to all media in the service area
- Print ads sent to the news and Tribune
- Invitations sent via Email to McKenzie Health System employees and McKenzie Health System Auxiliary
- Direct mail to: villages/cities, DDA's chambers, Health Department, Mental Health, etc., and community groups
- Published on line using: website Event Listing, website PR Post, Facebook event post, Facebook PR, and e-mailed via Constant Contact (800+)

Each meeting was attended by dynamic groups of individuals including: representatives from McKenzie Health System, Sandusky Schools, Deckerville Community Hospital Auxiliary, Public Health Department and Community Members.

The contract between McKenzie Health System and the Michigan Center for Rural Health was explained at the beginning of each meeting. Participants were asked to discuss the health needs of their community and barriers to care, and propose actions to address identified needs. Responses were recorded. Following the discussion, each community member was given five markers which designated a vote. They were instructed to add their marker to the health needs they found most important. Participants could add all five markers to one topic or distribute them among a variety of topics.

Meeting Summary

April, 16 5:30-7:00 p.m.

Eight participants were present. An informal discussion took place with questions used as a tool to keep structure to the conversation. Angie Emge, Hospital Program Manager at Michigan Center for Rural Health facilitated the meeting and Crystal Barter, Health System Development Coordinator for the Michigan Center for Rural Health tracked the conversation by taking notes on a large white paper located in the front of the room. The notes were the bullet points or main themes of the conversation following each question.

Top seven community needs were determined

- Funding for community fitness programs
- Access to physician when needed
- Promotion of health education classes
- ENT Services

- Promotion of services to surrounding towns/cities
- Community program (or emphasis) on physical activity
- Updated equipment in hospital (i.e. x-ray)

April 17, 10:00-11:30 a.m.

Eleven participants were present. An informal discussion took place with questions used as a tool to keep structure to the conversation. Angie Emge, Hospital Program Manager, for the Michigan Center for Rural Health facilitated the meeting and Crystal Barter, Health Systems Development Coordinator, for the Michigan Center for Rural Health tracked the conversation by taking notes on a large white paper located in the front of the room. The notes were the bullet points or main themes of the conversation following each question.

The top seven community needs were determined:

- Decreased community apathy for healthcare, nutrition and social service issues
- Longer hours/weekend hours for urgent care/walk in
- Increased transportation services (need longer hours, longer routes)
- Local dental services for adult Medicaid population
- More places for adults to exercise
- Increased visibility of programs due to promotion and reaching the right individuals
- Veterans PTSD therapy services

Common themes from both meetings:

- Funding for community fitness programs
- Promotion of health education classes
- More places for adults to exercise
- Community program (or emphasis) on physical activity

**APPENDIX I
FULL MEETING NOTES**

**McKenzie Health System
4/16/2013
5:30 p.m.**

- Funding for community fitness programs (5)
- Access to physician when needed (3)
- Promotion of health education classes (3)
- ENT Services (3)
- Promotion of services to surrounding towns/cities (3)
- Community program (or emphasis) on physical activity (3)
- Updated equipment in hospital (i.e. x-ray) (3)
- Community fitness center (2)
- Collaboration between adult education classes and health education (2)
- More physicians (2)
- Health education started at a younger age (1)
- Increased transportation services (i.e. more routes and increased hours)
- A senior center (1)
- To engage kids in activities that are available (1)
- Enhancement of community parks to appeal to kids (i.e. bike trail, ice rink, skate board etc.) (1)
- Convenient hours at local fitness center (longer evening hours, weekend hours) (1)
- Transportation to health education classes (health education)
- Extended office hours
- Collaboration between primary care services, hospital services and mental health services.
- More activities for kids
- Loss of mental health providers
- Access to mental health services

**McKenzie Health System
4/17/2013
10:00 a.m.**

- Decreased community apathy for healthcare, nutrition and social service issues (9)
- Longer hours/weekend hours for urgent care/walk in – (8)
- Increased transportation services (need longer hours, longer routes) (8)
- Local dental services for adult Medicaid population (6)
- More places for adults to exercise (5)
- Increased visibility of programs due to promotion and reaching the right individuals (4)
- Veterans PTSD therapy services (4)
- Non-Medicaid Mental Health services (3)
- More specialists (i.e. urologist/gynecologist) (3)
- Awareness/education on mental health issues in children, especially Autism and ADHD. (3)
- Education classes on advanced directives, power of attorney etc. (2)

- Local cardiologists (2)
- Additional support programs and enhancement of current programs such as Community Baby, 211, and Eva's Place (2)
- Lack of trained autism therapists in local area (need to be certified to get payment) (2)
- Patient ownership of healthcare management (patient making decisions on what they prefer) (1)
- Change the fact that 1 in 3 kids in Sanilac County are obese. Need to change via education, community programs (1)
- More jobs in this area (1)
- Funds for more staff members at the hospital. Staff members combine jobs and wear multiple hats.
- Sustainability of programs
- Fitness education for adults
- Decrease the disconnect between social services such as WIC and Bridge Card. WIC has nutrition requirements, the bridge card does not.
- Nutrition education for those using social services, such as WIC or Bridge
- Healthy food is more expensive and is harder to prepare and harder to access
- Patient education on what healthcare choices are available (i.e. transfers to tertiary care facility, management of care and provider choices)
- Substance abuse services for newly released parolees
- Patient education on utilizing appropriate healthcare services (i.e. acute vs. primary)

APPENDIX II

Open Ended Responses

Other Issues:

Question 71: If someone in your household became unemployed, where would they seek assistance?

Job boards at collages

Question 87: Where do you obtain most of your local news or information on current events?

Other people

Confirmation signals

Section D:

Question 105: If you purchase locally grown foods, where do you typically go to purchase them?

Roadside stands

Grow them and can them

Mennonite store

Rite Aid, Pronto Mart, Family Dollar

Country View / in season

Local grocery

Personal garden

Stand in town on occasion

Local farms

Food Market

Stock yards, Amish

Use of Healthcare Services

Question 116: The following services are available at McKenzie Memorial Hospital.

Other*: Mammogram, registration, nurses, doctors, outpatient services

Question 117: What additional health care services would you use if they were available locally?

wellness classes, yoga, free clinic for people without insurance, Gynecologist, Dermatologist, Ophthalmologist, Good primary care doctors, Open MRI due to Claustrophobia, patient advocate, Imaging, Hospitals and doctors should carry more insurance coverage/PPO/HMOs, Digital Mammogram, Ob/Gyn Unit, weight loss clinic, Cardiologist, ENT, Pulmonologist, Pain Management, walk in clinic (esp. Evenings and Weekends), Affordable, Health fairs that offer low cost tests, Oral & Maxillofacial Surgeon, Free yearly check-ups, Free Clinics; Zumba, Family Doctor, cost cutting insurance, ultrasound, More doctors who accept Medicaid & better respect those who do use it, Orthopedist, Podiatrist, Autism specialist, Dermatologist; Radiation treatment

Awareness of Services

Question 119: How did you learn about the health care services available at McKenzie?

Doctor, lived in the area, walk-in, employee, personal experience, unhappy previous client, used PH before, community involvement with healthcare professionals, family member's work there, radio, newsletter, location, referrals.

Question 120: Which community health resources, other than the hospital or clinic, have you used in the past three years?

Not having to change doctors so many times, eye doctor, ER

Question 121: In your opinion, what would improve your community's access to health care?

lower cost, more providers that accept Medicare/Medicaid, Free walk in clinics for dentists, cheaper health insurance coverage, maintain quality physicians that practice locally, accept more insurances, traveling home care health care professional s, preventative services and education, educating public on getting up and moving and on diet and nutrition, childcare available for appointments

Health Insurance

Question 123: What type of medical insurance covers the majority of your household's medical expenses?

Blue Cross Blue Shield, Medicare Supplement

Appendix III

Community Health Needs Assessment for MCKENZIE HEALTH SYSTEM

You received a letter regarding this survey. The code at the bottom left hand corner ensures that your responses will be kept confidential. Thank you in advance for your input.

Instructions: Please complete the survey and return it in the enclosed postage paid envelope. All responses must be made by **circling** the answer. If you have questions, or need assistance, please contact Angie Emge at 517 355-7757. Please note that this survey is double-sided.

A. Community Challenges and Issues

People experience challenges and issues sometimes in the community where they live. Here is a list of common issues. For each one, please describe whether you believe it is not an issue, a moderate issue, or a major issue for people in your community. (PLEASE CHECK ONE NUMBER IN EACH ROW). **After this section, you will be asked about your own household.**

	Not an Issue	Moderate Issue	Major Issue
<i>Economic Issues</i>			
1. Unemployment or underemployment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Poverty	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Lack of jobs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Educational Issues</i>			
4. Availability of Skilled Trades training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. K-12 education prepares student for workforce	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. K-12 education prepares student for further schooling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Lack of educational funding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Environmental Issues</i>			
8. Water pollution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Surface water (beach) pollution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Air pollution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Imported solid waste	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Recycling convenience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Hazardous waste disposal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Health Issues</i>			
14. Alcohol abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Tobacco abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Illegal drug abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Not an Issue	Moderate Issue	Major Issue
17. Prescription drug abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Lack of &/or affordability of mental health care services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Lack of affordable dental care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. Lack of affordable medical care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Housing Issues</i>			
21. Shortage of affordable housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. Substandard housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. Availability of rental housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. Homelessness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Leisure Activity Issues</i>			
25. Shortage of sports/recreational facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26. Shortage of parks & trails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27. Lack of cultural activities (concerts, museums, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. Availability of community festivals/events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Social Issues</i>			
29. Crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30. Teen pregnancy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31. Racial or ethnic discrimination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32. Family violence, abuse of children or adults	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33. Lack of affordable childcare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34. Lack of affordable elder care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35. Gambling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Transportation Issues</i>			
36. Inadequate public transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
37. Poor road conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B. Household Challenges and Issues

Here is a list of questions about challenges and issues for which people and families often look for help. These challenges and issues affect people of all ages. The questions ask whether any one of the following has been a challenge or an issue **for you or anyone in your household over the past 12 months**. If it has been a challenge or an issue, please describe it as either; not an issue, a moderate issue, or a major issue. (PLEASE CHECK ONE NUMBER IN EACH ROW)

	Not an Issue	Moderate Issue	Major Issue
<i>Economic Issues</i>			
1. Not having enough food	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Finding it difficult to budget (more expenses than income)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Unable to find work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Unemployment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Under-employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Significant credit card debt	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Educational Issues</i>			
7. High school providing adequate career guidance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Student achievement scores on state tests	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Children not being safe at school	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Affordable college education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Environmental Issues</i>			
11. Experiencing air quality issues in your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Experiencing water quality issues in your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Recycling convenience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Health Issues</i>			
14. Lack of money to pay the doctor, buy prescription medications, or get medical insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Lack of money to pay the dentist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Feeling a lot of anxiety, stress, or depression	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Experiencing an alcohol problem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Experiencing a tobacco problem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Experiencing a drug problem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. Experiencing significant behavioral or emotional issues with children or teenagers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Housing Issues</i>			
21. Living in housing that needs major repairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. Lack of money to pay for housing/utilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Leisure Activity Issues</i>			
23. Availability of recreational activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Not an Issue	Moderate Issue	Major Issue
Social Issues			
24. Safety in the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. Unable to get care for a person with a disability or serious illness, or for an elder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26. Unable to find or afford childcare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Transportation Issues

27. Do you own or have access to a reliable vehicle? Yes No
28. Do you rely on public transportation? Yes No
29. Time/Distance from home to work less than 15 minutes more than 15 minutes

C. Other Issues

Please check the appropriate box and fill in the spaces as requested.

1. Has anyone in your household been involuntarily unemployed in the last 12 months? Yes No
2. Does anyone in your household who is currently employed consider themselves to be under-employed? Yes No
 If yes, is this due to lack of hours available lack of work that utilizes skills &/or education
3. Is anyone in your household, who is currently employed, concerned about being laid off or terminated from their job? Yes No
4. If someone in your household became unemployed, where would they seek assistance? (CHECK ALL THAT APPLY.)
 Michigan Works! On line job service (e.g. Monster.com) Newspaper
 Local Economic Development Corporation Job boards at colleges
5. Has anyone in your household chosen to work for a lower wage in order to stay in this area? Yes
 No
6. Has anyone in your household considered moving away from this area because of employment reasons during the last 12 months? Yes No
7. Do you believe you will be able to retire by the time you reach your mid 60s? Yes No
8. Do you consider this to be a good retirement community? Yes No
9. Do you believe this is a good community for raising children? Yes No
10. Do you think it is important for children to attend a preschool program before they enter kindergarten? Yes
 No
11. Are there adequate programs in our community to teach parenting skills for families with young children?
 Yes No
12. How many **adults** in your household **DO NOT** have any health care coverage, including health insurance, prepaid plans?

such as HMOs, or government plans such as Medicare?

- 1 2 3 or more All adults have coverage
13. Is anyone in your household a regular tobacco user? Yes No
14. During the past 12 months, has anyone in your household tried to quit using tobacco?
- Yes No Don't know No response
15. Does anyone in your household consume alcohol on a weekly basis? Yes No
16. In the past 30 days, how many times has someone in your household consumed 5 or more drinks on an occasion?
- 1 to 3 times 4 to 5 times More than 5 times
17. How many days per week do you do moderate activities for at least 30 minutes at a time? Moderate activities include: brisk walking, bicycling, vacuuming, gardening, or anything else that causes small increases in breathing or heart rate.
- ____ Days per week Do not exercise at least 30 minutes weekly
 Don't know/Not sure
18. How many days per week do you do vigorous activities for at least 30 minutes at a time? Vigorous activities include: running, aerobics, heavy yard work, or anything else that causes large increases in breathing or heart rate.
- ____ Days per week Do not exercise at least 30 minutes per week
 Don't know/Not sure
19. Are you affiliated with a local church that you attend on a regular basis? Yes No
20. Where do you obtain most of your local news or information on current events?
- Newspaper Radio Television Online Other (_____)
21. Has anyone in your household been a victim of a crime in the last 12 months? Yes No
22. Has anyone in your household experienced abuse (physical/verbal/emotional) from another household member?
- Yes No

D. *The following questions will help us be certain we have included a valid sampling of people. (PLEASE CHECK ONE BOX FOR EACH QUESTION WITH NUMBERED ANSWERS)*

1. How many adults 65 years of age or older, including yourself, live in your household? **ENTER NUMBER** ____

2. Race and Ethnicity

What do you consider to be your primary racial or ethnic group?

- American Indian Asian or Pacific Islander Black or African American
 White Spanish or Hispanic
 Other (please specify): _____

3. What is your age group?

- 19 or younger 20-24 25-34 35-44 45-54 55-59
 60-64 65-74 75-84 85 and older

4. Counting income from all sources (including all earnings from jobs, unemployment insurance, pensions, investments, public assistance, etc.) and counting income from everyone living in your home, which of the following ranges did your household income fall into last year?

- Less than \$10,000 \$10,000-\$14,999 \$15,000-\$24,999 \$25,000-\$34,999
 \$35,000-\$49,999 \$50,000-\$74,999 \$75,000-\$99,999 \$100,000-\$149,999
 \$150,000-\$199,999 \$200,000 or more

5. Does anyone in your household receive public assistance such as Temporary Assistance for Needy Families (TANF), food assistance, or Supplemental Security Income (SSI)?

- Yes No

6. Are you:

- Married Divorced Widowed
 Separated Never married A member of an unmarried couple

7. What is the highest grade or year of school completed by anyone in your household?

- Grades 1 through 8 Grades 9 through 11 Grade 12 or GED
 College 1 year to 3 years College graduate Post Graduate courses

8. Are you currently:

- Employed for wages Self-employed Retired
 A Homemaker Unable to work A Student
 Out of work for less than 1 year Out of work for more than 1 year

9. How many members of your household currently use a cell phone for any purpose?

- ___ Number of adults ___ Number of kids None

10. How many members of your household currently use a computer? _____

11. Do you have a high speed (DSL, cable, satellite) internet connection?

- No Yes

12. In case of a disaster or emergency situation, your household has prepared:

- A plan A plan & emergency supplies A plan, supplies, & food stores Nothing

13. For information during emergencies or bad weather, where do you go for more information?

- Television Radio Internet Call friends or family

14. Are you home-bound or need help from friends or family to complete everyday tasks such as grocery shopping?

- Yes No

15. How important is it to you to have access to locally grown foods? ___Not important ___Somewhat important ___Very Imp.

16. If you purchase locally grown foods, where do you typically go to purchase them?
Farmer's Market Local Farm Other (_____)

E. 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 medical services?

Yes No (**If no, skip to question 3**)

2. If you answered question E1 yes, what were the three most important reasons why you did not receive health care services? (**Check 3 that apply**)

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

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

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

4. If you answered question 3 yes, which hospital does your household use the MOST for hospital care?

Name of hospital: _____

5. Thinking about the hospital you use most frequently, what are the three (3) most important reasons for choosing that hospital? (**Check three that apply**)

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

Other: _____

6. In the past three years have you or a household member seen a primary care provider (such as a family physician, internist, physician assistant or nurse practitioner) for health care services?

- Yes No (**If no, please skip to question 9**)

7. Where was that primary care provider located? (Name of town/city): _____

8. Why did you select the primary care provider you are currently seeing (**Check (3) that apply**)?

- | | |
|--|--|
| <input type="checkbox"/> Appointment availability | <input type="checkbox"/> Prior experience with the clinic |
| <input type="checkbox"/> Clinic's reputation for quality | <input type="checkbox"/> Recommended by family or friends |
| <input type="checkbox"/> Closest to home | <input type="checkbox"/> Referred by physician or other provider |
| <input type="checkbox"/> Cost of care | <input type="checkbox"/> Required by insurance plan |
| <input type="checkbox"/> Length of waiting room time | <input type="checkbox"/> VA/Military requirement |

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? (**Check all that apply**)

- | | | | | |
|---|---|---------------------------------------|--|--|
| <input type="checkbox"/> Cardiologist | <input type="checkbox"/> Chiropractor | <input type="checkbox"/> Dentist | <input type="checkbox"/> Dermatologist | <input type="checkbox"/> Substance abuse counselor |
| <input type="checkbox"/> ENT
(ear/nose/throat) | <input type="checkbox"/> General surgeon | <input type="checkbox"/> Neurologist | <input type="checkbox"/> Ob/Gyn | <input type="checkbox"/> Pediatrician |
| <input type="checkbox"/> Optometrist | <input type="checkbox"/> Orthopedic surgeon | <input type="checkbox"/> Oncologist | <input type="checkbox"/> Podiatrist | <input type="checkbox"/> Rheumatologist |
| <input type="checkbox"/> Pain Management | <input type="checkbox"/> Psychiatrist | <input type="checkbox"/> Psychologist | <input type="checkbox"/> Radiologist | <input type="checkbox"/> Mental Health Counselor |
| <input type="checkbox"/> Dietician | <input type="checkbox"/> Social Worker | | | |

11. Where was the health care specialist located? (Name of town/city): _____

12. The following services are available at local hospital. 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

Emergency Room	4	3	2	1	DK
Laboratory	4	3	2	1	DK

Physical Therapy	4	3	2	1	DK
Radiology Testing	4	3	2	1	DK
Surgical Services	4	3	2	1	DK
Inpatient Services	4	3	2	1	DK
Other _____	4	3	2	1	DK

13. What additional health care services would you use if they were available locally? (Please write your answers on the line below).

F. *Awareness of Services*

1. How do you rate your knowledge of the health care services available at your local hospital?

- Excellent
 Good
 Fair
 Poor

2. How did you learn about the health care services that are available at your local hospital? (**Check all that apply**)

- Newspaper
 Yellow pages
 Word of mouth
 Health Fair
 Presentation
 Church
 Website/Internet
 Other _____

3. Which community health resources, other than the hospital or clinic, have you used in the past three years? (**Check all that apply**)

- Pharmacy
 Dentist
 Public health department
 Mental health
 Long term care
 Senior Center
 Other _____

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

- More health education
 More primary care providers
 More specialists
 Transportation assistance
 Longer hours open at clinics
 Telemedicine

Other _____

5. In your opinion, how important are local health care services to the economic well-being of the community? (**Check one**)

- Very important
 Important
 Not important
 Don't know

G. *Health Insurance*

1. What type of medical insurance covers the majority of your household's medical expenses?

- None Employer sponsored Medicare Medicaid
 Self-paid Indian Health Health Savings Account VA/Military

Other: _____

2. How well do you think your health insurance covers your health care costs (**Check (1)**)?

- Excellent Good Fair Poor

3. If you do not have medical insurance, why? (**Check all that apply**)

- I cannot afford to pay for medical insurance
 I choose not to get medical insurance
 I cannot get medical insurance due to medical issues
 Employer does offer insurance

Other: _____

H. *Demographic Information*

1. Zip Code: _____

2. Gender: Male Female

**Please return the survey in the enclosed postage paid envelope.
Thank you for your time!**

APPENDIX IV

CORRESPONDANCE

Cover Letter



February 14, 2013

Hello,

The Michigan Center for Rural Health and McKenzie Health System developed this community survey to identify health needs in your community. The information collected will be used to guide McKenzie Health System and leaders in your community in the development of strategies that will lead to measurable improvements throughout the community.

You are invited to voluntarily participate in the survey. We value your opinion and viewpoints and hope you will agree to participate. Please take a few minutes to complete the survey; your responses will remain confidential and results of all surveys returned will be reported in cumulative format.

If you have any questions related to this survey, please call Angie Emge at (517) 355-7757 or Email her at aemge@msu.edu.

Sincerely,

A handwritten signature in black ink, appearing to read "Steve Barnett".

Steve Barnett,
Chief Executive Officer
McKenzie Health System

COMMUNITY MEETING PRESENTATION

COMMUNITY HEALTH NEEDS ASSESSMENT MCKENZIE HEALTH SYSTEM

Angie Emge
Crystal Barter
Michigan Center for Rural Health

Michigan Center for Rural Health Mission

- The Mission of the Michigan Center for Rural Health (MCRH) is to “coordinate, plan, and advocate for improved health for Michigan’s rural residents and communities.”
- We are a not-for-profit organization contracted to gather information necessary for the hospital to complete their Community Health Needs Assessment

Community Health Needs Assessment (CHNA)

- Required under the Patient Protection and Affordable Care Act for (not-for-profit) hospitals every 3 years
- Identify and assess a strategy to meet the health needs of the community
- The CHNA results will be available to the public via the internet, hospital or upon request later this year

Community Health Needs Assessment (CHNA) Process

- Input from community members on the health needs of their community
- Your input will be used for strategy planning to fulfill community health needs
- All responses are welcome
- There is no right or wrong answer
- All opinions count

MEETING PLAN

- Discussion on the health needs of the community
- Following discussion, a list of all health needs presented by community members will be documented
- Each community member will select the 5 needs he/she believes are most important
- Results of the five most important health needs will be posted

WHAT HEALTH SERVICES NEED TO BE MET IN THE COMMUNITY?

- Physical
- Oral
- Mental
- Other

WHAT ARE THE BARRIERS TO ACCESSING THE AVAILABLE RESOURCES?

WHAT ACTIONS, PROGRAMS, WOULD MAKE THE BIGGEST DIFFERENCE IN YOUR COMMUNITY?