

**Clark Fork Valley Hospital
Community Needs Assessment and Focus Groups
Table of Contents**

Introduction	2
Survey Methodology	2
Survey Respondents Demographics	3
Survey Findings	13
Focus Group Methodology	47
Focus Group Findings	48
Summary	49
Appendix A	50
Survey Cover Letter	
Appendix B	51
Survey Instrument	
Appendix C	57
Responses to Other and Comments	
Appendix D	64
Focus Group Questions	
Appendix E	65
Focus Groups Notes	

Sanders County Community Survey Summary Report March

I. Introduction

Clark Fork Valley Hospital is a 16-bed Critical Access Hospital based in Plains, Montana and is a public non-profit organization. Clark Fork Valley Hospital has a service area of just over twenty seven hundred square miles and provides medical services to the Sanders County population of approximately 11,034. Clark Fork Valley Hospital participated in the Community Health Services Development Project (CHSD) administrated by the Montana Office of Rural Health and the National Rural Health Resource Center (NRHRC) in Duluth, Minnesota. A part of this project is community engagement. This includes a health care service survey and focus groups.

In the fall of 2011, the community in Sanders County Montana was surveyed about its health care system. This report shows the results of the survey in both narrative and chart formats. At the end of this report, we have included a copy of the survey instrument (Appendix B). Readers are invited to familiarize themselves with the survey instrument and then look at the findings. Our narrative report touches on the highlights while the charts present data for virtually every question asked. Please note, we are able to compare some of the 2011 survey data with data from the 2007 survey. If any statistical significance exists, it will be reported. Significance level was set at 0.05.

II. Survey Methodology

Survey Instrument

In September 2011, surveys were mailed out to the residents of Sanders County. The survey was based on a design that has been used extensively in the states of Washington, Wyoming, Alaska, Montana and Idaho. The survey was designed to provide each facility with information from local residents regarding:

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

Sampling

Clark Fork Valley Hospital provided the National Rural Health Resource Center with a list of outpatient and inpatient admissions. Those zip codes with the greatest number of admissions were selected to be included in the survey. A random list of 675 residents was then selected from Prime Net Data Source. Residence was stratified in the initial sample selection so that each area would be represented in proportion to the overall served population, and the proportion of past admissions. (Note: Although the survey samples were proportionately selected, actual surveys returned from each population area varied, which may result in slightly less proportional results.)

A focus group was held with hospital leadership at Clark Fork Valley Hospital to determine reasons why the hospital is able to provide such a wide variety of healthcare services, barriers they may face in providing services in the community and to identify additional healthcare services that are needed. It was intended that this focus group would help hospital leadership improve healthcare services that are provided by Clark Fork Valley Hospital

Survey Implementation

In September, the community health services survey, a cover letter from the National Rural Health Resource Center with hospital CEO's signature on Clark Fork Valley Hospital's letterhead, and a postage paid reply envelope were mailed to 675 randomly selected residents in the targeted region. A news release was sent to local newspapers prior to the survey distribution announcing that Clark Fork Valley Hospital would be conducting a community health services survey throughout the region in cooperation with the Montana Office of Rural Health.

As shown in the table on page six, 195 surveys were returned out of 675 for a 29% response rate. Based upon the sample size, we can be 95% confident that the responses to the survey questions are representative of the service area population, plus or minus 5.52%.

III. Survey Respondent Demographics

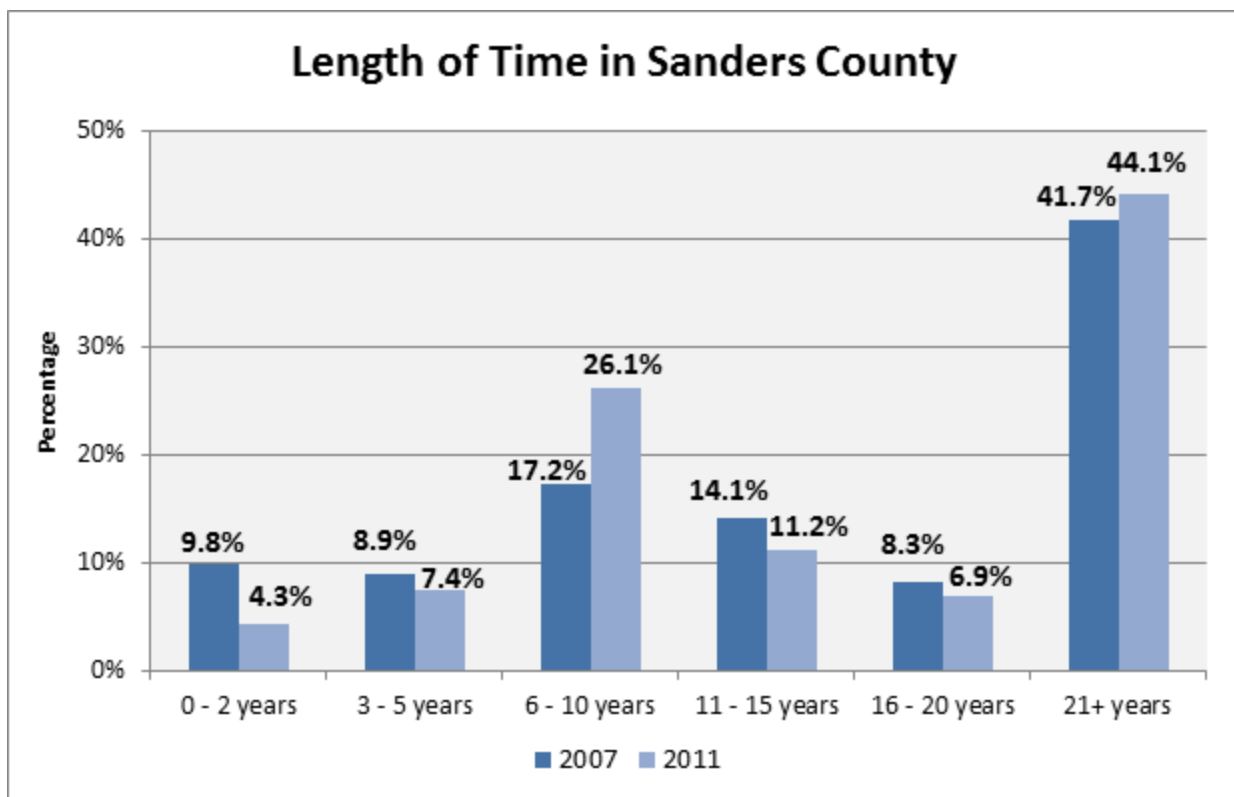
A total of 675 surveys were mailed bulk mail rate. One-hundred and ninety-five surveys were completed for a 29% response rate. The following tables indicate the demographic characteristics of the survey respondents. Information on location, length of residency, gender, age and employment is included. Percentages indicated on the tables and graphs are based upon the total number of response for each individual question, as some respondents did not answer all questions.

Length of Residence (Question 29)

2011 N= 188

2007 N= 192

Forty-four percent (n=83) of the respondents have lived in the area for 21 or more years. Twenty-six percent (n=49) have lived in Sanders County area for 6-10 years and 11.2% (n=21) have lived in the area for 11-15 years. Seven respondents chose not to answer this question.

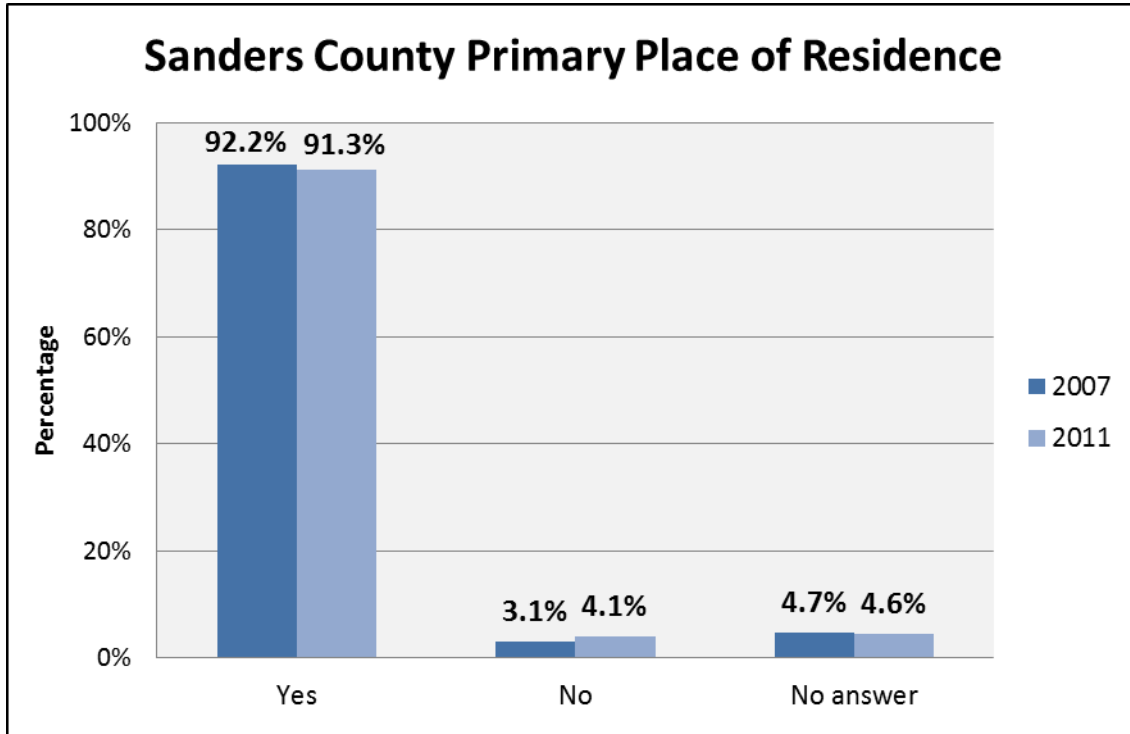


Sanders County Primary Place of Residence (Question 30)

2011 N= 195

2008 N= 192

Residents were asked if Sanders County was their primary place of residence. Ninety-one percent of respondents (n=178) reported that it was and 4.1% of respondents (n=8) reported it was not their primary place of residence. Nine respondents chose not to answer this question.



Place of Residence (Question 31)

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

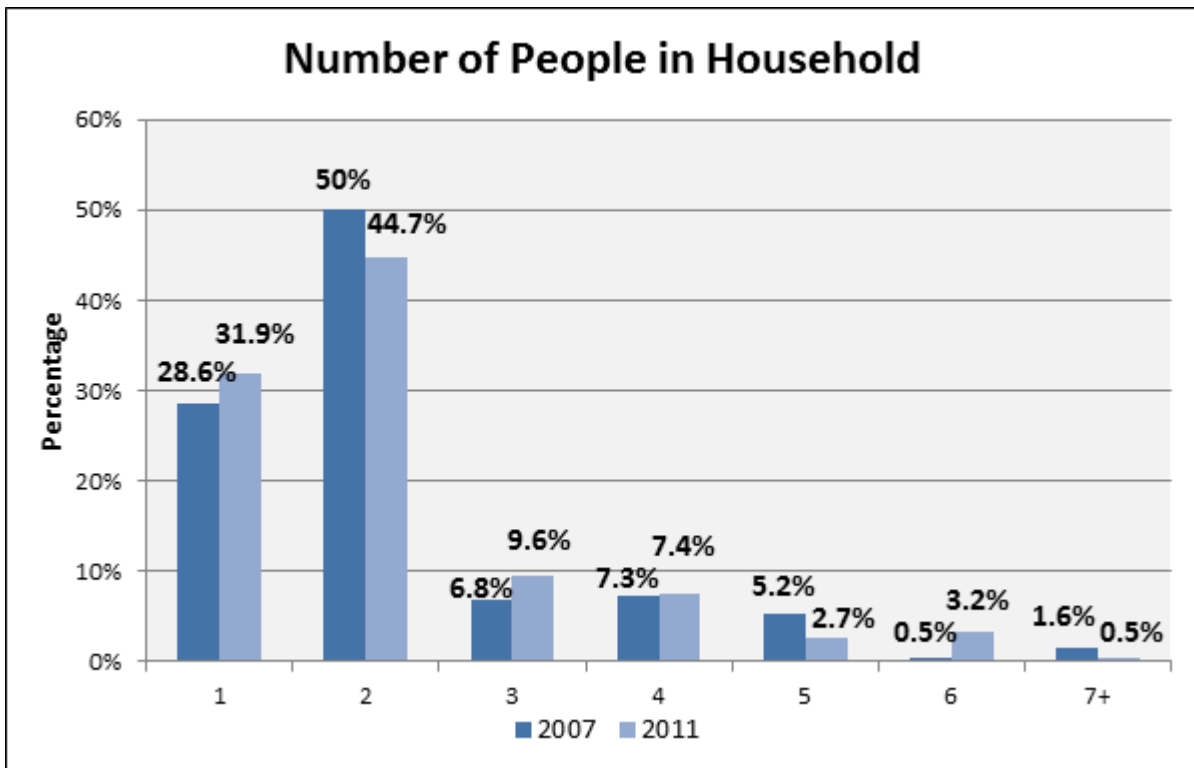
		2007		2011	
Location	Zip Code	Count	Percent	Count	Percent
Plains	59859	88	45.8%	73	37.4%
Thompson Falls	59873	44	22.9%	60	30.8%
Hot Springs	59745	30	15.6%	25	12.8%
Trout Creek	59874	9	4.7%	16	8.2%
Paradise	59856	11	5.7%	6	3.1%
St. Regis	59866	3	1.6%	2	1.0%
Superior	59872	3	1.6%	3	1.5%
Noxon	59853	1	0.5%	3	1.5%
Heron	59844	2	1.0%	2	1.0%
No Response		1	0.5%	5	2.6%
TOTAL		192	100%	195	100%

Household Size (Question 32)

2011 N= 188

2007 N= 192

Respondents were asked to indicate how many people, including themselves, live in their household. Forty-five percent (n=84) of the respondents indicated there were two people in their household, 31.9% (n=60) had only one person in their household and 9.6% (n=18) indicated there were three people. Seven people chose not to answer this question.

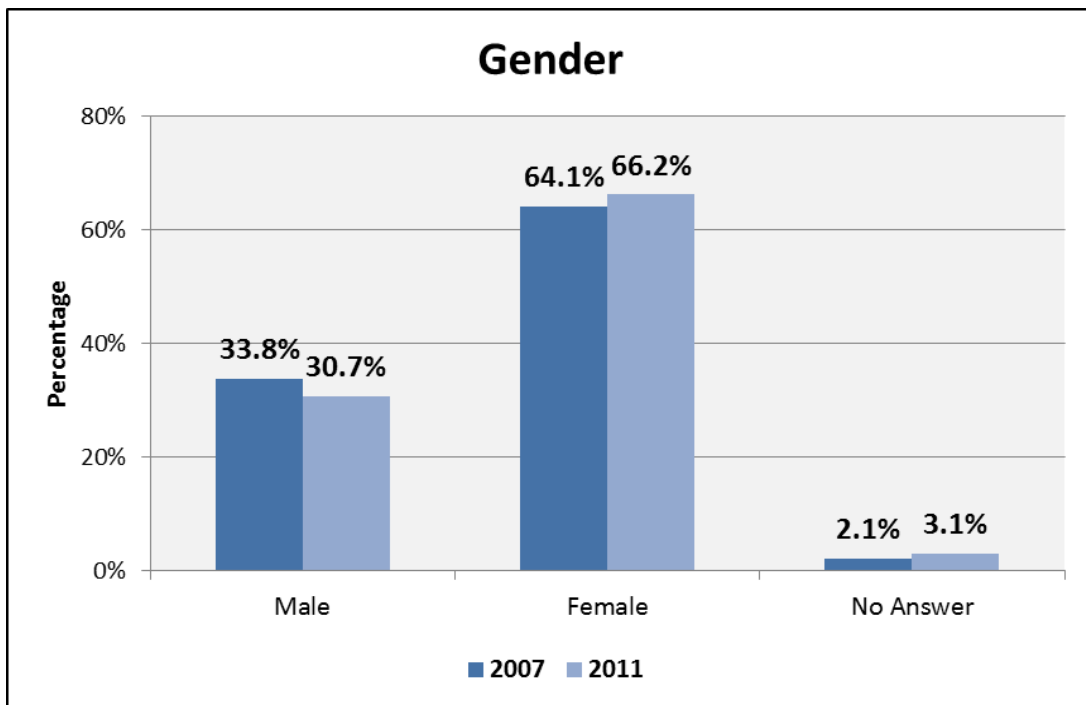


Gender (Question 33)

2011 N= 195

2007 N= 192

Of the 195 surveys returned, 66.2% (n=129) of survey respondents were female, 30.7% (n=60) were male, and 3.1% (n=6) chose not to answer this question. The survey was distributed to a random sample consisting of 50% women and 50% men. It is not unusual for survey respondents to be predominantly female, particularly when the survey is health care oriented since women are frequently the health care decision makers for families.

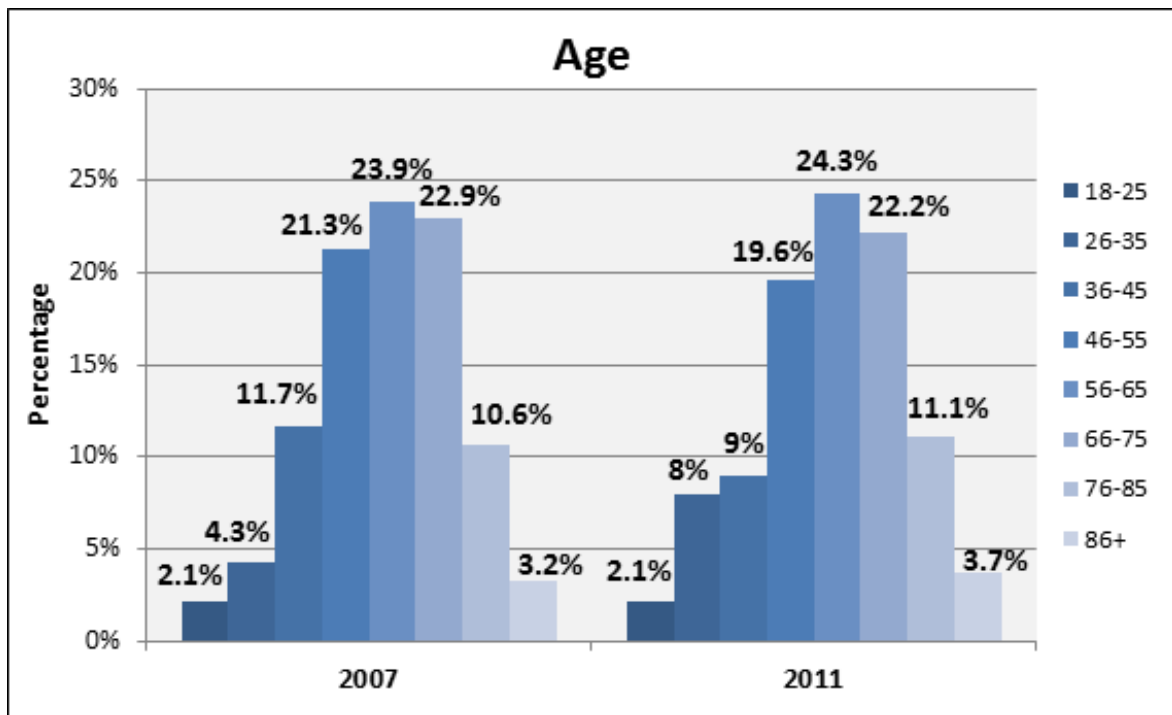


Age of Respondents (Question 34)

2011 N= 189

2007 N= 188

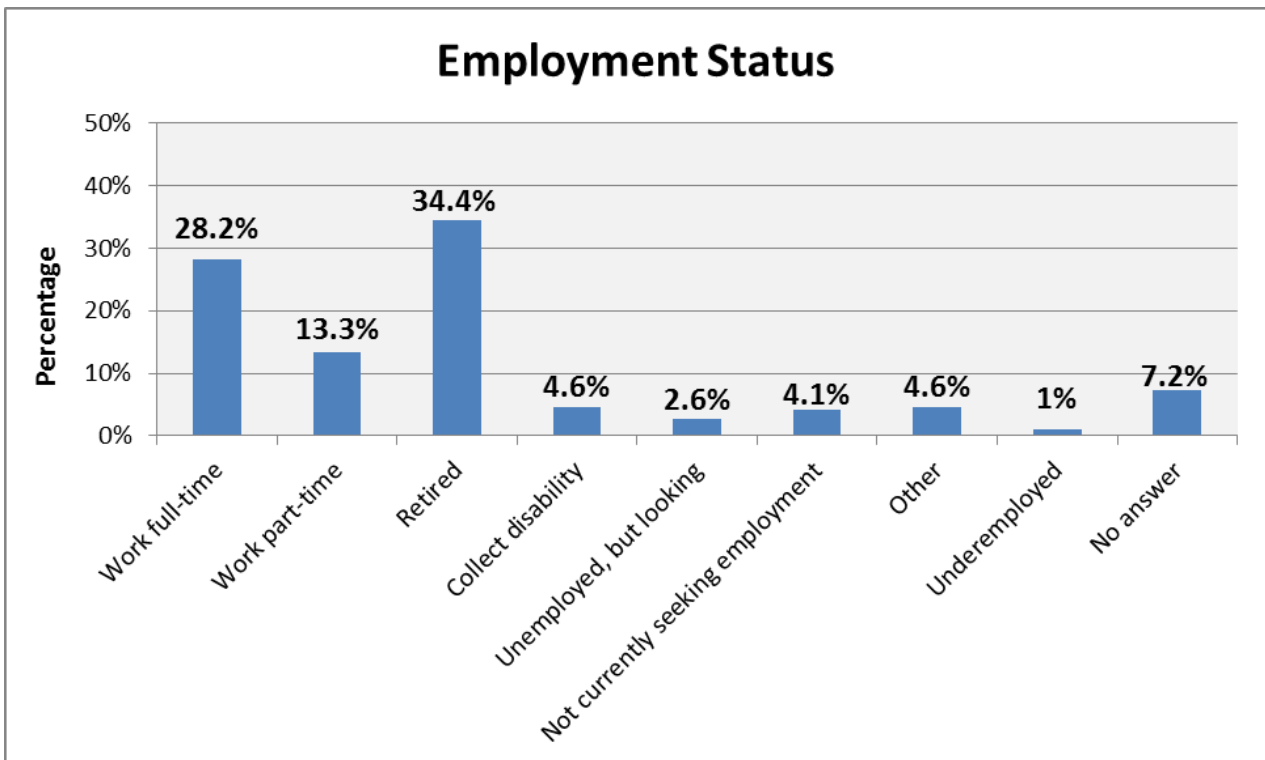
Twenty-four percent of respondents (n=46) were between the ages of 56-65. Twenty-two percent of respondents (n=42) were between the ages of 66-75 and 19.6% (n=37) of respondents were between the ages of 46-55. This statistic is comparable to other Critical Access Hospital demographics. The increasing percentage of elderly residents in rural communities is a trend which is seen throughout Montana and will likely have a significant impact on the need for health care services during the next 10-20 years. However, it is important to note that the survey was targeted to adults therefore no respondents are under age 18. Older residents are also more invested in health care decision making and are therefore more likely to respond to health care surveys, as reflected by this graph. Six respondents chose not to answer this question.



Employment Status (Question 35)

N= 195

Thirty-four percent of respondents (n=67) reported being retired while 28.2% (n=55) reported working full-time. Thirteen percent of respondents (n=26) indicated they worked part-time. Fourteen respondents chose not to answer this question. Again, older residents are more likely to respond to health care surveys, as reflected by this graph. The 2007 survey allowed respondents to indicate all of the hospitals visited in the past three years thus a comparison to 2011 is not possible.



“Other” comments:

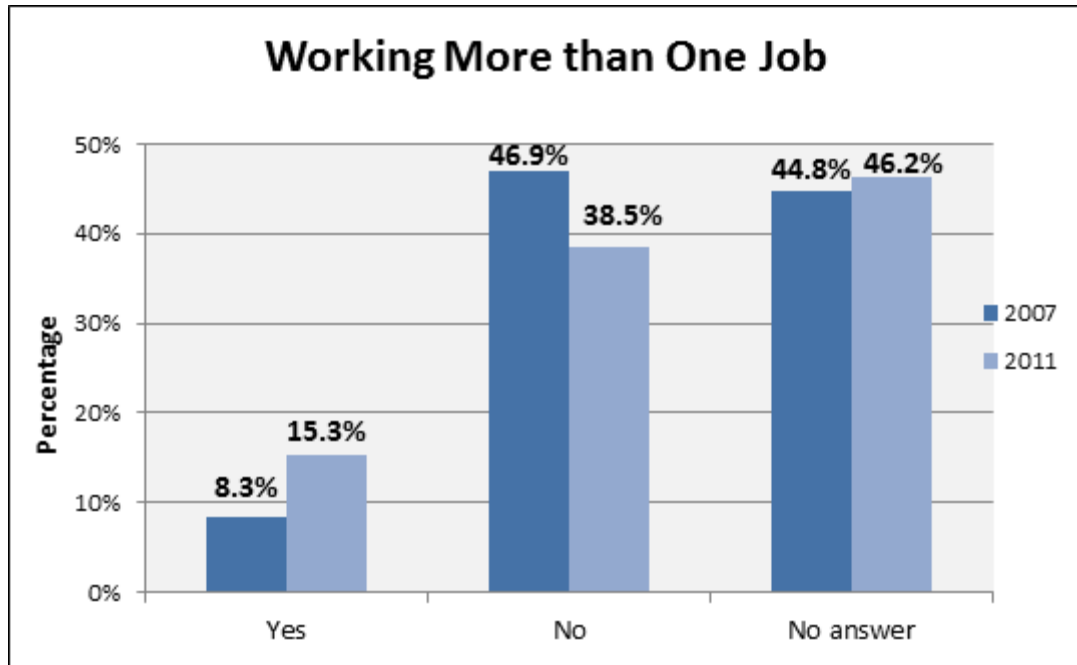
- 1/4th dividends
- Stay at home mom
- Self employed (2)
- Disabled
- SSID
- Work when I want to
- Construction company
- Housewife (2)
- Looking for other full time work in new location
- Don't work
- Homemaker

Number of Jobs (Question 36)

2011 N=195

2008 N= 192

Respondents were asked, “If currently employed, are you working more than one job?” Thirty-nine percent of respondents (n=75) indicated they worked only one job and 15.3% (n=30) reported they worked more than one job. Ninety respondents chose not to answer this question. Significantly more respondents indicated they work more than one job in 2011 than in 2007.



Household Income (Question 37)

Respondents were asked to indicate their household income range prior to taxes. Twenty percent of respondents (n=39) reported that their household income range prior to taxes was \$10,000- \$19,999. Eleven percent of respondents (n=22) indicated their income range was under \$10,000 and 9.7% (n=19) reported an income range of \$30,000-\$39,999. Forty-six respondents chose not to answer this question (23.6%).

Household income	2007		2011	
	Count	Percent	Count	Percent
Under \$10,000	21	10.9%	22	11.3%
\$10,000- \$19,999	36	18.8%	39	20.0%
\$20,000- \$29,999	27	14.1%	23	11.8%
\$30,000- \$39,999	20	10.4%	19	9.7%
\$40,000 - \$49,999	9	4.7%	13	6.7%
\$50,000 - \$59,999	16	8.3%	14	7.2%
\$60,000 - \$69,999	7	3.6%	11	5.6%
\$70,000 - \$79,999	3	1.6%	3	1.5%
\$80,000 - \$89,999	8	4.2%	0	0
\$90,000 - \$99,999	4	2.1%	1	0.5%
\$100,000 +	4	2.1%	4	2.1%
No Response	37	19.3%	46	23.6%
TOTAL	192	100%	195	100%

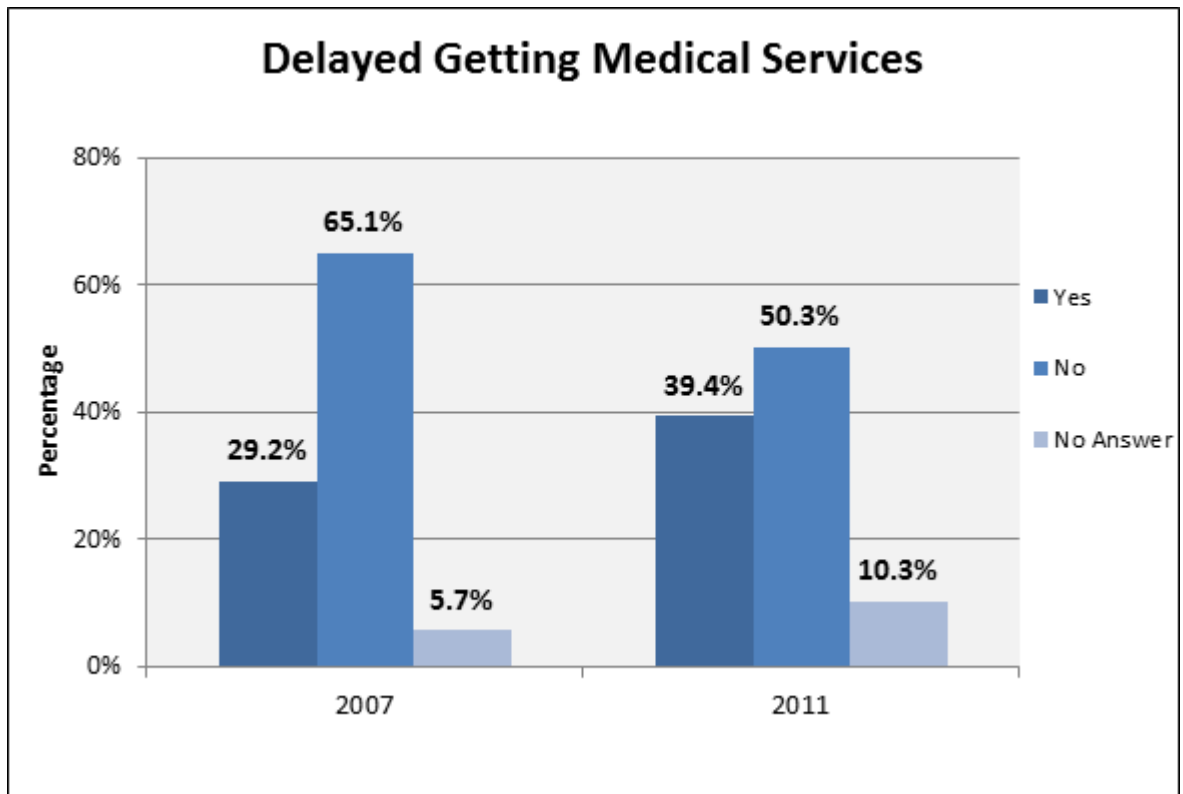
IV. Survey Findings- Use of Health Care Services

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

2011 N= 195

2007 N= 192

Thirty-nine percent of respondents (n=77) reported that they or a member of their household thought they needed health care services, but did NOT get it or had to delay getting it. Fifty percent of respondents (n=98) felt they were able to get the health care services they needed without delay and 10.3% chose not to answer this question. Significantly more respondents indicated that they delayed or did not receive needed health care services in 2011 than in 2007.



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

2011 N= 77

2007 N= 56

For those respondents who indicated they had delayed or not received health care services, the reasons most cited why were: “It cost too much” (55.8%, n=43), “No insurance” (40.3%, n=31) and “My insurance didn’t cover it” (15.6%, n=12). Respondents were asked to indicate their top three choices thus percentages do not total 100%.

Reason	2007		2011	
	Count	Percent	Count	Percent
Could not get an appointment*	11	19.6%	6	7.8%
Too long to wait for an appointment	6	10.7%	11	14.3%
Office wasn’t open when I could go**	30	53.6%	5	6.5%
Unsure if services were available	1	1.8%	5	6.5%
Had no one to care for the children***	4	7.1%	0	0
It cost too much****	6	10.7%	43	55.8%
Could not get off work	3	5.4%	5	6.5%
Didn’t know where to go	2	3.6%	2	2.6%
It was too far to go	6	10.7%	7	9.1%
My insurance didn’t cover it	5	8.9%	12	15.6%
No insurance	26	46.4%	31	40.3%
Not treated with respect	2	3.6%	6	7.8%
Too nervous or afraid	5	8.9%	6	7.8%
Language barrier	0	0	0	0
Transportation problems	5	8.9%	5	6.5%
Don’t like/trust doctors	6	10.7%	11	14.3%
Other	4	7.1%	15	19.5%

* In 2007, significantly more respondents delayed or did not get needed health care services because they “Could not get an appointment” than in 2011 (2007: 19.6%; 2011, 7.8%)

**In 2007, significantly more respondents delayed or did not get needed services because “The office wasn’t open when I could go” than in 2011 (2007: 53.6%; 2011: 6.5%)

***In 2007, significantly more respondents delayed or did not receive health care services due to having no one to care for their children than in 2011 (2007: 7.1%; 2011: 0)

****In 2011, significantly more respondents cited that cost of services was a barrier to accessing care than in 2007 (2011: 55.8%; 2007: 10.7%)

“Other” comments:

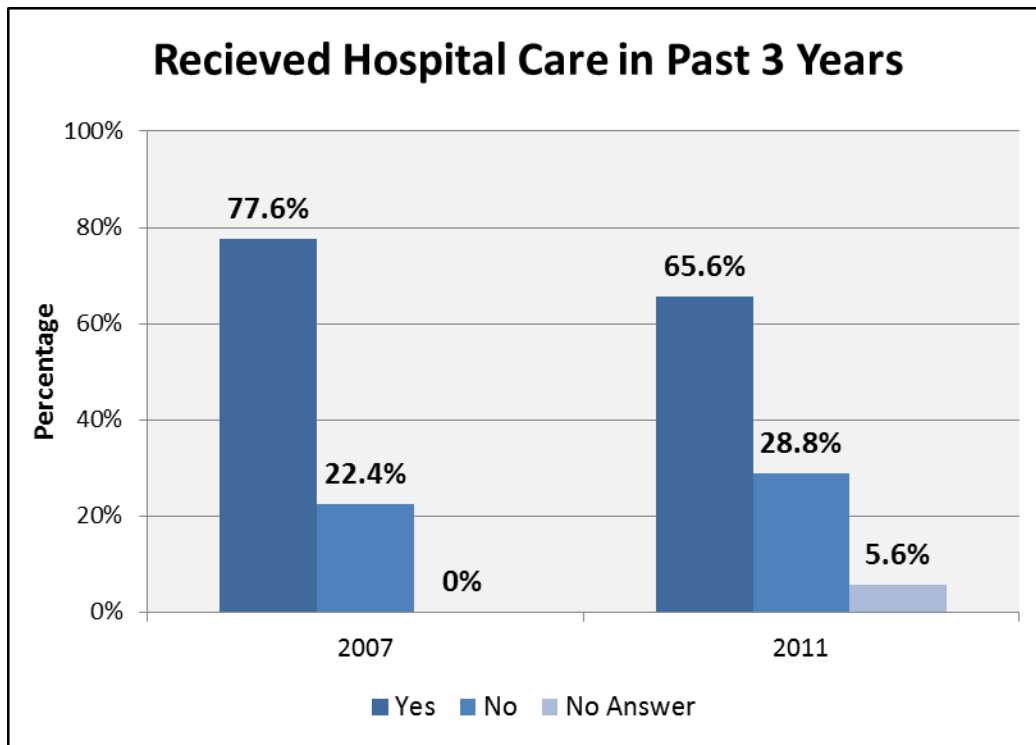
- Insurance covered only a small portion and service was not available locally
- After hours (2)
- Wasn’t sure if insurance covered it
- Wanted to “wait it out”
- Embarrassed
- My own reluctance
- Procrastination (2)
- Don’t like people
- Not vital
- Prefer more complementary services that CFVH does not offer
- None
- They refused care due to pre-existing condition

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

2011 N= 195

2007 N= 192

Sixty-six percent of respondents (n=128) reported that they or a member of their family had received hospital care during the past three years and 28.8% percent (n=56) had not received hospital services. Eleven respondents chose not to respond to this question (5.6%).



“Other” comments:

- On weekend and no clinic open in my town

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

N= 119

Of the 128 respondents who indicated receiving hospital care in the past three years, 63% (n=75) reported receiving care in Plains. Twenty-four percent of respondents (n=29) went to Missoula for hospitalization and 3.4% of the respondents (n=4) utilized services in Sandpoint. Nine of the 128 respondents who reported they had been to a hospital in the past three years did not indicate which hospital they had utilized. The 2007 survey allowed respondents to indicate all of the hospitals visited in the past three years thus a comparison to 2011 is not possible.

Hospital	Count	Percent
Plains	75	63.0%
Missoula	29	24.4%
Sandpoint	4	3.4%
Kalispell	3	2.5%
Polson	2	1.7%
VA	2	1.7%
Superior	1	0.8%
Spokane	1	0.8%
Libby	0	0
Ronan	0	0
Coeur d'Alene	0	0
Other	2	1.7%
TOTAL	119	100%

“Other” comments:

- Missoula (day surgery)
- Don't have household
- Sacred Heart Spokane
- Great Falls

Reasons for Selecting the Hospital Used (Question 5)

Of those respondents who had personal or family experience at a hospital within the past three years, the primary reason given for selecting the facility used most often was “Closest to home” at 65.6% (n=84). “Prior experience with hospital” was selected by 55.5% of the respondents (n=71) and 39.1% (n=50) of respondents selected “Hospital’s reputation for quality.” Note that respondents were asked to select the top three answers which influenced their choices therefore the percentages do not equal 100%.

Reason	2007		2011	
	Count	Percent	Count	Percent
Cost of care*	3	2.0%	12	9.4%
Closest to home	106	71.1%	84	65.6%
Closest to work	6	4.0%	12	9.4%
Emergency, no choice	42	28.2%	41	32.0%
Hospital’s reputation for quality**	23	15.4%	50	39.1%
Prior experience with hospital***	39	26.2%	71	55.5%
Recommended by family or friends	6	4.0%	9	7.0%
Referred by physician	52	34.9%	39	30.5%
Required by insurance plan	8	5.4%	2	1.6%
VA/Military requirement	1	0.7%	4	3.1%
Other	4	2.7%	12	9.4%

*In 2011, significantly more respondents selected a hospital based on cost of care than in 2007 (2011: 9.4%; 2007: 2.0%)

**In 2011, significantly more respondents cited selection of hospital based on the “hospital’s reputation for quality” than in 2007 (2011: 39.1%; 2007: 15.4%)

***In 2011, significantly more respondents selected a hospital based on prior experience than in 2007 (2011: 55.5%; 2007: 26.2%)

“Other” comments:

- Know the area
- Specialty care (2)
- Close to doctor
- Accepts my insurance and was closest to work
- The nearest hospital has poor reputation for care and billing
- Better doctors
- Experience of staff/doctors etc.
- My OB/GYN practices there
- Smaller, more personal
- If non emergency we’ve used urgent care in Missoula. It’s less expensive (even with gas) and could get in right away.
- Closest to physician
- Doctor there
- Randy Mack
- Depends on medical need
- Was pediatric hand surgeon
- Doctor is located at St. Pat’s

Cross Tabulation of Hospital and Residence

Analysis was done to look at where respondents utilized hospital services the most in the past three years with where they live by zip code. Hospital location is along the top and residence is along the side. Those zip codes with no response have been taken out of the table (Libby, Ronan and Coeur d'Alene).

LOCATION OF MOST OFTEN UTILIZED HOSPITAL BY RESIDENCE

	Plains	Missoula	Polson	Superior	Spokane	Sandpoint	Kalispell	VA Hospital	Other	Total
Plains 59859	42 (80.8%)	8 (15.4%)					1 (1.9%)		1 (1.9%)	52
Thompson Falls 59873	22 (57.9%)	12 (31.6%)			1 (2.6%)		2 (5.3%)	1 (2.6%)		38
Hot Springs 59745	9 (60%)	5 (33.3%)	1 (6.7%)							15
Trout Creek 59874	5 (41.7%)	3 (25%)				4 (33.3%)				12
Paradise 59856	2 (50%)	2 (50%)								4
St. Regis 59866									1 (100%)	1
Superior 59872	1 (50%)			1 (50%)						2
Noxon 59853	1 (50%)					1 (50%)				2
Heron 59844								1 (100%)		1
Total	82 (64.6%)	30 (23.6%)	1 (0.8%)	1 (0.8%)	1 (0.8%)	5 (3.9%)	3 (2.4%)	2 (1.6%)	2 (1.6%)	127

Cross Tabulation of Hospital and Reason Selected

Analysis was done to look at respondents' most utilized hospital with why they selected that hospital. Reason hospital was selected was a multiple response item thus totals cannot add up to 100%. Hospital location is across the top of the table and reason for selection is along the side. Hospitals with no response have been taken out of the table (Libby, Ronan and Coeur d'Alene).

LOCATION OF MOST UTILIZED HOSPITAL BY REASONS HOSPITAL SELECTED

	Plains	Missoula	Polson	Superior	Spokane	Sandpoint	Kalispell	VA Hospital	Other	Total
Cost of care	3 (23.1%)	6 (46.2%)	1 (7.7%)		1 (7.7%)			2 (15.4%)		13
Closest to home	81 (92%)	1 (1.1%)	1 (1.1%)	1 (1.1%)		2 (2.3%)		1 (1.1%)	1 (1.1%)	88
Closest to work	12 (100%)									12
Emergency, no choice	33 (80.5%)	4 (9.8%)	1 (2.4%)	1 (2.4%)		1 (2.4%)			1 (2.4%)	41
Hospital's reputation for quality	18 (35.3%)	25 (49%)	1 (2%)			5 (9.8%)	2 (3.9%)			51
Prior experience with hospital	45 (62.5%)	19 (26.4%)	2 (2.8%)			5 (6.9%)	1 (1.4%)			72
Recommended by family or friends	3 (30%)	5 (50%)					2 (20%)			10
Referred by physician	19 (51.4%)	12 (32.4%)			1 (2.7%)	1 (2.7%)	2 (5.4%)		2 (5.4%)	37
Required by insurance plan		2 (100%)								2
VA/Military requirement								2 (100%)		2
Other	3 (30%)	5 (50%)			1 (10%)	1 (10%)				10

Future Hospitalization (Question 6)

Respondents were asked to indicate, if they or a member of their household needed to be hospitalized in the future which hospital they would choose. Forty-four percent (n=81) reported they would utilize Clark Fork Valley Hospital in Plains if they needed hospitalization in the future. St. Patrick’s Hospital in Missoula was selected by 28.3% (n=52) and 9.2% of respondents (n=17) selected Community Hospital in Missoula. Respondents could check all that apply so percentages do not equal 100%. Eleven respondents chose not to answer this question.

Hospital	2007		2011	
	Count	Percent	Count	Percent
Clark Fork Valley Hospital (Plains)	66	53.7%	81	44.0%
Community Hospital (Missoula)	13	10.6%	17	9.2%
Kalispell Regional Medical Center	2	1.6%	13	7.1%
Kootenai Health (Coeur d’Alene)	Not asked in 2007		1	0.5%
Bonner General Hospital (Sandpoint)	2	1.6%	5	2.7%
St. Patrick’s Hospital (Missoula)	29	23.6%	52	28.3%
St. John’s Lutheran Hospital (Libby)	0	0	1	0.5%
VA Hospital	Not asked in 2007		3	1.6%
Mineral County – Superior	2	1.6%	Not asked in 2011	
St. Joseph’s – Polson	4	3.3%	Not asked in 2011	
St. Luke’s – Ronan	1	0.8%	Not asked in 2011	
Other	4	3.3%	11	6.0%
TOTAL	123	100%	184	100%

“Other” comments:

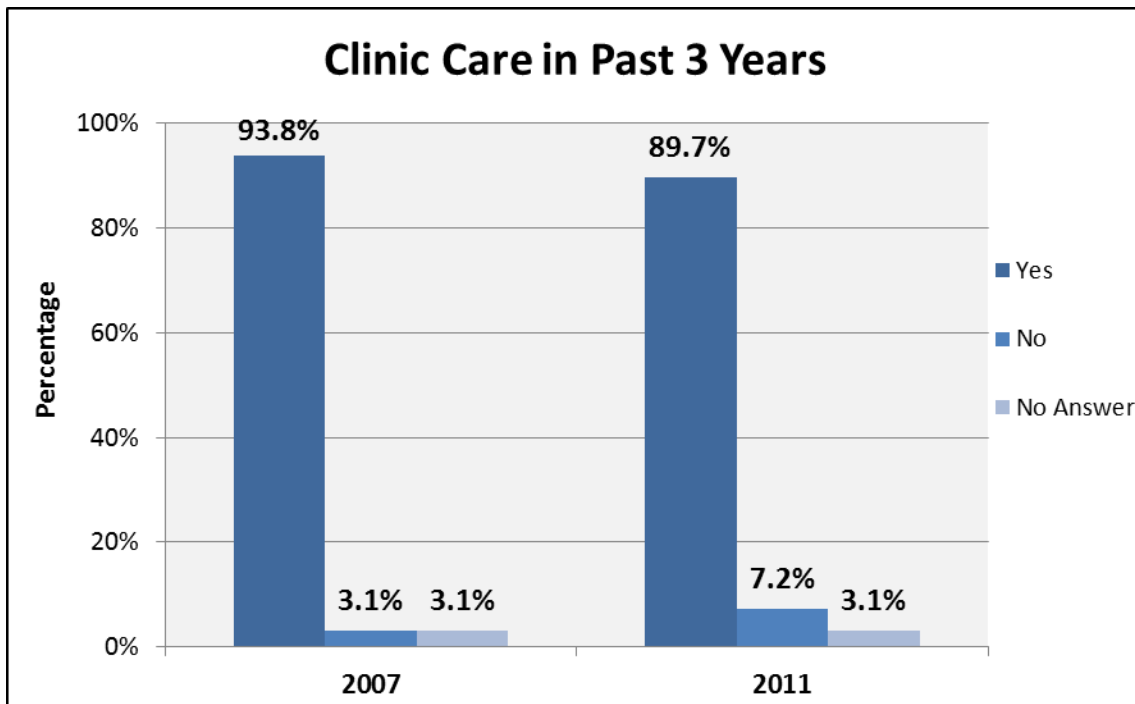
- Polson
- Depends on what I needed (2)
- I have moved out of area
- Sacred Heart
- Superior hospital
- N/A
- Everett, WA if time and travel is sufficient
- Sacred Heart Spokane
- Depends on the reason for hospitalization

Primary Care Received in the Past Three Years (Question 7)

2011 N= 192

2007 N= 195

Ninety percent of respondents (n=175) indicated that they or someone in their household had been seen by a primary care provider (such as a family physician, physician assistant or nurse practitioner) for health care services in the past three years. Seven percent (n=14) had not been to see a primary care provider and six respondents chose not to answer this question (3.1%).



Location of Primary Care Provider (Question 8)

N= 162

Of the 175 respondents who indicated receiving primary care services in the past three years, 37.7% (n=61) reported receiving care at Plains Family Medicine (CFVH). Twenty-two percent of respondents (n=36) went to Thompson Falls Family Medicine and 11.1% of respondents (n=18) utilized primary care services from Hot Springs Family Medicine. Thirteen of the 175 respondents who reported they had utilized primary care services in the past three years did not indicate where they received those services. The 2007 survey allowed respondents to indicate all of the hospitals visited in the past three years thus a comparison to 2011 is not possible.

Location	Count	Percent
Plains Family Medicine (CFVH)	61	37.7%
Thompson Falls Family Medicine	36	22.2%
Hot Springs Family Medicine	18	11.1%
Main Street Medical (Thompson Falls)	16	9.9%
Missoula	13	8.0%
Bull River Family Medicine	5	3.1%
VA Clinic	2	1.2%
Tribal health	0	0
Other	11	6.8%

“Other” comments:

- Kalispell (3)
- Ronan – Missoula, MT Clinic
- Columbia Falls
- Kalispell Regional Medical Center
- Sandpoint
- Partners
- Florence Family Practice
- Naturopathic Physician
- OHC
- Spokane
- Like to support local professionals
- Libby

Reasons for Selection of Primary Care Provider (Question 9)

Those respondents who indicated that they or someone in their household had been seen by a primary care provider within the past three years were asked why they chose that primary care provider. “Closest to home” (66.3%, n=116) was the most frequently cited factor for primary care provider selection. “Prior experience with clinic” was selected by 42.9% (n=75) and “Appointment availability” was selected by 37.1% (n=65). Respondents were asked to check all that apply, so the percentages do not equal 100%.

Reason	2007		2011	
	Count	Percent	Count	Percent
Appointment availability*	40	22.2%	65	37.1%
Clinic’s reputation for quality**	25	13.9%	44	25.1%
Closest to home	117	65.0%	116	66.3%
Cost of care***	7	3.9%	20	11.4%
Length of waiting room time****	11	6.1%	23	13.1%
Prior experience with clinic	66	36.7%	75	42.9%
Recommended by family or friends	30	16.7%	31	17.7%
Referred by physician or other provider	15	8.3%	18	10.3%
Required by insurance plan	6	3.3%	4	2.3%
VA/Military requirement	6	3.3%	3	1.7%
Tribal Health	Not asked in 2007		1	0.6%
Other	15	8.3%	14	8.0%

*In 2011, significantly more respondents chose a clinic based on appointment availability than in 2007 (2011: 37.1%; 2007: 22.2%)

**In 2011, significantly more respondents chose a clinic based on their reputation for quality than in 2007 (2011: 25.1%; 2007: 13.9%)

***In 2011, significantly more respondents chose a clinic based on cost of care than in 2007 (2011: 11.4%; 2007: 3.9%)

****In 2011, significantly more respondents chose a clinic based on length of waiting room time than in 2007 (2011: 13.1%; 2007: 6.1%)

“Other” comments:

- Personality of provider
- I lived there
- Physician best in town
- Love my PA Jennifer Strine
- Long time primary provider
- Wonderful PA Robin Fry, staff is great too
- Had worked with him
- Have been seeing the doctor for 30 years
- Friend
- Preferred physician
- Can make payments
- Works with CFVFM network for sliding scale charges
- Current doctor has taken care of the whole family for over 20 years
- Because he is good
- Has been my doctor since 1960’s

Cross Tabulation of Primary Care and Residence

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

LOCATION OF CLINIC MOST UTILIZED BY RESIDENCE

	Plains Family Medicine (CFVH)	Thompson Falls Family Medicine	Main St. Medical (Thompson Falls)	Bull River Family Medicine	Hot Springs Family Medicine	Tribal Health	Missoula	VA Clinic	Other	Total
Plains 59859	49 (76.6%)	2 (3.1%)	1 (1.6%)		3 (4.7%)		5 (7.8%)	1 (1.6%)	3 (4.7%)	64
Thompson Falls 59873	4 (8.2%)	30 (61.2%)	12 (24.5%)						3 (6.1%)	49
Hot Springs 59745	2 (9.1%)				12 (54.5%)		5 (22.7%)		3 (13.6%)	22
Trout Creek 59874	2 (13.3%)	5 (33.3%)	3 (20%)	4 (26.7%)			1 (6.7%)			15
Paradise 59856	3 (60%)						2 (40%)			5
St. Regis 59866	1 (50%)								1 (50%)	2
Superior 59872	2 (100%)									2
Noxon 59853				1 (50%)					1 (50%)	2
Heron 59844								1 (100%)		1
Total	63 (38.9%)	37 (22.8%)	16 (9.9%)	5 (3.1%)	15 (9.3%)		13 (8%)	2 (1.2%)	11 (6.8%)	162

Cross Tabulation of Clinic and Reason Selected

Analysis was done to look at where respondents went most often for primary care services with why they selected that clinic/provider. Reason clinic/provider was selected was a multiple response item thus totals cannot add up to 100%.

LOCATION OF PRIMARY CARE PROVIDER BY REASONS CLINIC SELECTED

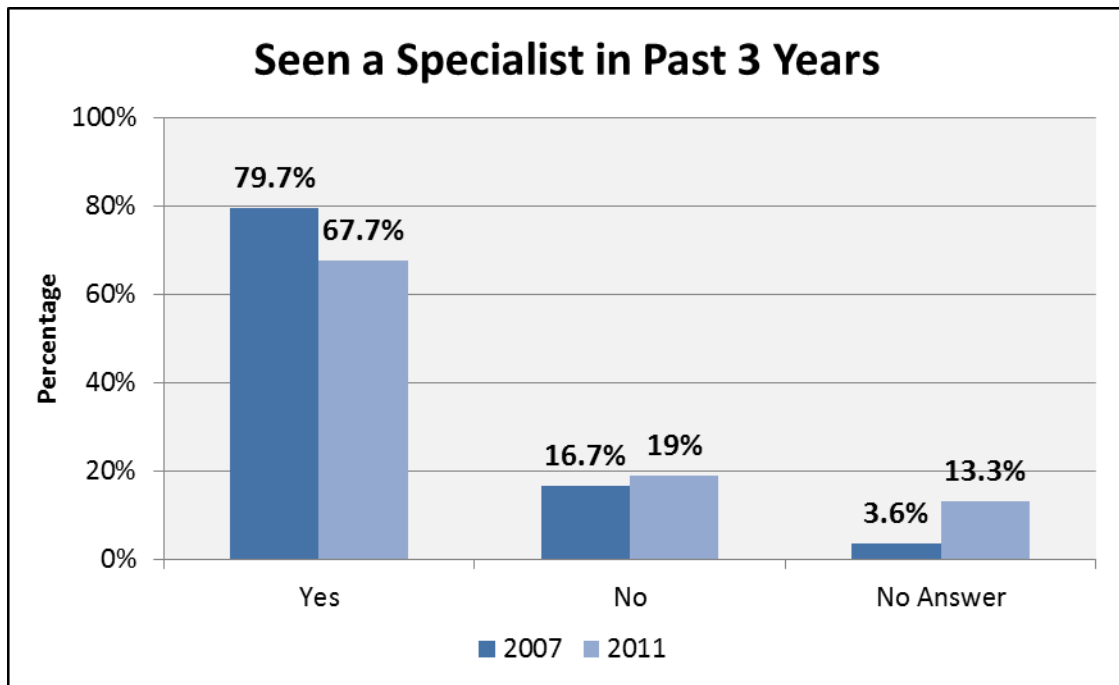
	Plains Family Medicine (CFVH)	Thompson Falls Family Medicine	Main St. Medical (Thompson Falls)	Bull River Family Medicine	Hot Springs Family Medicine	Tribal Health	Missoula	VA Clinic	Other	Total
Appointment Availability	25 (43.1%)	13 (22.4%)	8 (13.8%)	3 (5.2%)	6 (10.3%)		1 (1.7%)	1 (1.7%)	1 (1.7%)	58
Clinic's reputation for quality	13 (32.5%)	9 (22.5%)	5 (12.5%)	2 (5%)	3 (7.5%)		4 (10%)		4 (10%)	40
Closest to home	52 (45.6%)	28 (24.6%)	9 (7.9%)	5 (4.4%)	16 (14%)		2 (1.8%)		2 (1.8%)	114
Cost of care	3 (18.8%)	1 (6.2%)	3 (18.8%)	3 (18.8%)	2 (12.5%)		1 (6.2%)	2 (12.5%)	1 (6.2%)	16
Length of waiting room time	3 (15.8%)	8 (42.1%)	2 (10.5%)	2 (10.5%)	3 (15.8%)				1 (5.3%)	19
Prior experience with clinic	23 (33.3%)	18 (26.1%)	8 (11.6%)	2 (2.9%)	8 (11.6%)		4 (5.8%)		6 (8.7%)	69
Recommended by family or friends	8 (27.6%)	7 (24.1%)	3 (10.3%)		1 (3.4%)		3 (10.3%)		7 (24.1%)	29
Referred by physician or other provider	4 (28.6%)	1 (7.1%)	2 (14.3%)		1 (7.1%)		4 (28.6%)		2 (14.3%)	14
Required by insurance plan		1 (25%)	1 (25%)		1 (25%)		1 (25%)			4
VA/Military Requirement								2 (100%)		2
Tribal Health					1 (100%)					14
Other	8 (57.1%)	2 (14.3%)	1 (7.1%)		2 (14.3%)		1 (7.1%)			1

Use of Health Care Specialists during the Past Three Years (Question 10)

2011 N= 195

2007 N= 192

Sixty-eight percent of respondents (n=132) indicated that they or a household member had seen a health care specialist during the past three years, and 19% (n=37) indicated they had not. Twenty-six respondents chose not to answer this question (13.3%).



Type of Health Care Specialist (Question 11)

Respondents (n=132) saw a wide array of health care specialists. The most frequently indicated specialist seen was a “Dentist” with 43.9% (n=58) of respondents having utilized their services. “Cardiologist” and “Chiropractor” were the second most utilized specialists at 26.5% (n=35 each). Respondents were asked to choose all that apply so percentages will not equal 100%.

Health Care Specialist	2007		2011	
	Count	Percent	Count	Percent
Allergist	Not asked in 2007		6	4.5%
Cardiologist	45	29.4%	35	26.5%
Chiropractor	46	30.1%	35	26.5%
Dentist	Not asked in 2007		58	43.9%
Dermatologist	19	12.4%	14	10.6%
Dietician	Not asked in 2007		3	2.3%
Endocrinologist	Not asked in 2007		7	5.3%
ENT (ear/nose/throat)	16	10.5%	6	4.5%
Gastroenterologist	Not asked in 2007		14	10.6%
General surgeon	27	17.6%	15	11.4%
Geriatrician	Not asked in 2007		4	3.0%
Mental health counselor	10	6.5%	6	4.5%
Neurologist	18	11.8%	14	10.6%
Neurosurgeon	Not asked in 2007		5	3.8%
OB/GYN	23	15.0%	19	14.4%
Occupational therapist	Not asked in 2007		4	3.0%
Oncologist	12	7.8%	12	9.1%
Orthopedic surgeon	39	25.5%	33	25.0%
Pediatrician	7	4.6%	10	7.6%
Physical therapist	Not asked in 2007		24	18.2%
Podiatrist	15	9.8%	13	9.8%
Psychiatrist (M.D.)	4	2.6%	2	1.5%
Psychologist	4	2.6%	5	3.8%
Pulmonologist	Not asked in 2007		6	4.5%
Rheumatologist	Not asked in 2007		6	4.5%
Speech therapist	Not asked in 2007		1	0.8%
Social worker	2	1.3%	2	1.5%
Substance abuse worker	0	0	0	0
Urologist	13	8.5%	14	10.6%
Other	17	11.1%	11	8.3%

“Other” comments:

- Naturopath
- Ophthalmologist (5)
- Blood clot
- Optometry

- Took sonogram
- Family physician
- Retina specialist
- Acupuncture
- DO Pain Therapy

- For hand
- Pulmonologist
- Back surgery
- Body Talk practitioner & naturopathic doctor

Location of Health Care Specialist (Question 12)

Of those respondents who indicated that they saw a health care specialist, 64.4% (n=85) saw one in Missoula. Plains Family Medicine (CFVH) was the second highest reported location at 35.6% (n=47) and Kalispell was next at 14.4% (n=19). Respondents could select more than one location therefore percentages do not equal 100%.

Location	2007		2011	
	Count	Percent	Count	Percent
Plains Family Medicine (CFVH)	57	37.3%	47	35.6%
Sandpoint	3	2.0%	7	5.3%
Missoula	106	69.3%	85	64.4%
Kalispell*	11	7.2%	19	14.4%
Coeur d'Alene	Not asked in 2007		3	2.3%
Other	Not asked in 2007		32	24.2%

*In 2011, significantly more respondents saw a specialist in Kalispell than in 2007 (2011: 14.4%; 2007: 7.2%)

“Other” comments:

- Dentist in Thompson Falls
- Thompson Falls (13)
- Whitefish, MT (2)
- Spokane (6)
- THHS
- Oregon
- SLC Utah
- VA Missoula
- Trout Creek (2)
- Portland, OR
- Private office
- Kalispell
- Hot Springs
- Plains (2)
- Colon Specialist
- VA Helena
- Polson (2)
- Private (Plains)
- Eyes
- Superior (2)
- Libby
- Missoula- St. Pat's
- Plains Community
- Plains PT
- Billings
- Local dentist
- Spokane Shriners

Overall Quality of Care at Clark Fork Valley Hospital (Question 13)

Respondents were asked to rate a variety of aspects of the overall care provided at Clark Fork Valley Hospital. Respondents were asked to rate the services using a scale of 4=Excellent, 3=Good, 2=Fair, 1=Poor and “Don’t know” or “Haven’t used”. The sums of the average scores were then calculated. “Aquatic therapy” received the top average score of 3.9 out of 4.0. “Surgery” received 3.5 out of 4.0 and “Hospice program”, “Obstetrics”, and “X-ray/mammography/Ultrasound/CT Scan” all received 3.4. The total average score was 3.2, indicating the overall services of the hospital to be excellent to good.

2011	Excellent (4)	Good (3)	Fair (2)	Poor (1)	Don’t know	Total	Average
Aquatic therapy	6	1	0	0	188	195	3.9
Cardiopulmonary*	7	13	4	7	164	195	2.6
Emergency room	53	39	11	12	80	195	3.2
Home health care program	5	8	1	3	178	195	2.9
Home oxygen service	6	4	2	1	182	195	3.2
Hospice program**	13	3	1	2	176	195	3.4
Laboratory	57	37	10	5	86	195	3.3
Long-term care/nursing home	5	1	1	4	184	195	2.6
MRI	29	11	9	2	144	195	3.3
Obstetrics	5	4	1	0	185	195	3.4
Occupational therapy	2	3	1	1	188	195	2.9
Physical therapy	20	12	6	7	150	195	3.0
Sleep studies	2	6	2	0	185	195	3.0
Speech therapy	0	1	0	0	194	195	3.0
Surgery	35	13	4	2	141	195	3.5
X-ray/mammography/ Ultrasound/CT Scan	59	29	8	7	92	195	3.4
TOTAL	304	185	61	53			3.2

*In 2007, significantly more respondents rated cardiopulmonary services higher than in 2011 (2007: 3.1 average score; 2011: 2.6 average score)

**In 2011, hospice program was rated significantly higher by respondents than in 2007 (2011: 3.4 average score; 2007: 3.1 average score)

2007	Excellent (4)	Good (3)	Fair (2)	Poor (1)	Don't know	Total	Average
Cardiopulmonary*	13	9	8	1	161	192	3.1
Emergency room care	47	51	14	4	76	192	3.2
Home health care program	14	11	5	0	162	192	3.3
Hospice program**	8	10	5	0	169	192	3.1
Laboratory	61	46	17	4	64	192	3.3
Long-term care/nursing home	5	5	9	2	171	192	2.6
MRI	30	21	8	1	132	192	3.3
Occupational therapy	2	2	2	2	184	192	2.5
Physical therapy	21	18	8	7	138	192	3.0
Surgery	42	15	5	1	129	192	3.6
X-ray/mammography/ Ultrasound/CT Scan	52	37	16	5	82	192	3.2
TOTAL	295	225	97	27			3.2

Desired Local Health Care Services (Question 14)

Respondents were asked to indicate which additional health care services that are presently not available they would use if available locally. Respondents indicated the most interest in having “Healthy behaviors and lifestyles” available at 16.9% (n=33) followed by “Community wellness program” at 15.4% (n=30) and a “Diabetes education” at 11.8% (n=23). Respondents were asked to check all that apply, so percentages do not equal 100%.

Health Care Services	2007		2011	
	Count	Percent	Count	Percent
Healthy behaviors and lifestyles	Not asked in 2007		33	16.9%
Residential substance abuse services	Not asked in 2007		5	2.6%
Community wellness program	Not asked in 2007		30	15.4%
Mental health crisis services	Not asked in 2007		6	3.1%
Cardiac rehabilitation*	32	16.7%	14	7.2%
Diabetes education	Not asked in 2007		23	11.8%
Smoking cessation	Not asked in 2007		8	4.1%
Other	12	6.3%	15	7.7%

*In 2007, significantly more people chose cardiac rehabilitation as a desired local health care service than in 2011 (2007: 16.7%; 2011: 7.2%)

“Other” comments:

- None (2)
- Alternative Medicine Herbalist
- Presently no need
- Dermatologist
- ENT
- Gym
- Oncologist
- Acupuncture
- All
- Alternative acupuncture naturopathic
- Yoga classes for health maintenance and improvement

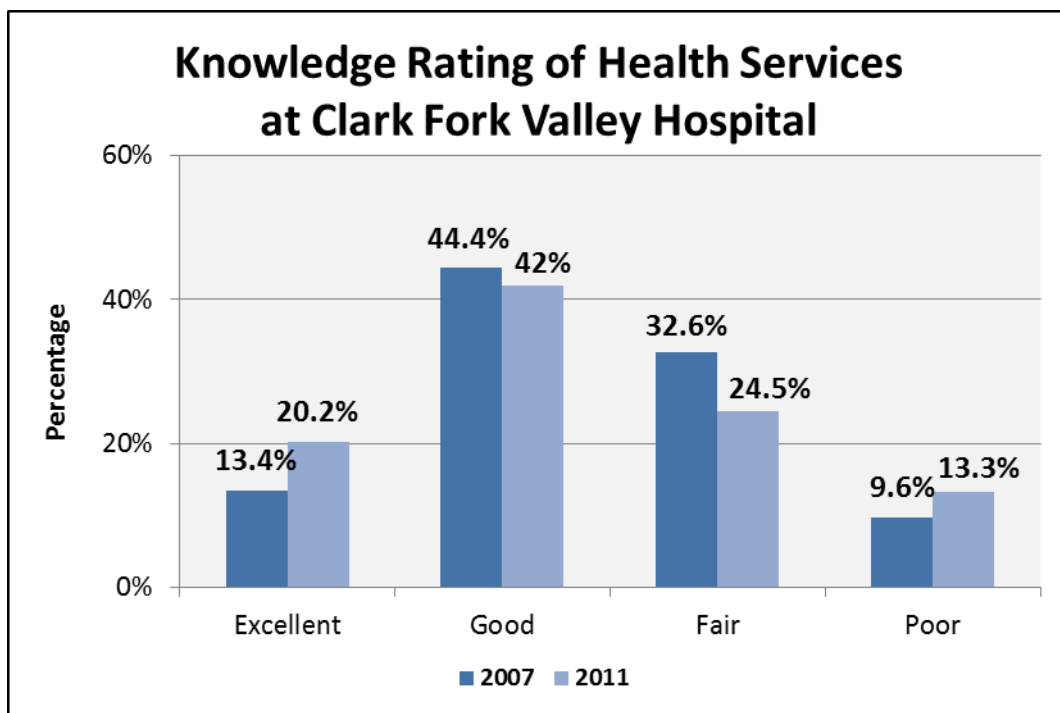
V. Survey Findings – Service Awareness

Overall Awareness of Clark Fork Valley Hospital and Family Medicine Network’s Services (Question 15)

2011 N= 188

2007 N= 187

Respondents were asked to rate their knowledge of the healthcare services available at Clark Fork Valley Hospital and Family Medicine Network. Forty-two percent of respondents (n=79) rated their knowledge of Clark Fork Valley Hospital and Family Medicine Network as “Good.” Twenty-five percent (n=46) rated their knowledge as “Fair” and 20.2% of respondents (n=38) rated their knowledge as “Excellent.” Seven respondents chose not to answer this question.



How Respondents Learn of Health Care Services (Question 16)

“Word of mouth” was the most frequent method of learning about available services at 66.7% (n=130). Generally, “Word of mouth” is the most frequent response among rural hospital surveys. “Friends/family” was the second most frequent response to how people learn of health care services at 48.7% (n=95) and “Healthcare provider” was reported at 39.5% (n=77). Respondents could select more than one method, so percentages do not equal 100%.

Method	2007		2011	
	Count	Percent	Count	Percent
Yellow pages	12	6.3%	18	9.2%
Word of mouth	116	60.4%	130	66.7%
Website/internet*	4	2.1%	17	8.7%
Newspaper**	69	35.9%	47	24.1%
Friends/family	Not asked in 2007		95	48.7%
Healthcare provider	82	42.7%	77	39.5%
School	Not asked in 2007		5	2.6%
Church	Not asked in 2007		8	4.1%
Presentations	4	2.1%	6	3.1%
Public Health	Not asked in 2007		7	3.6%
Health fair	6	3.1%	7	3.6%
Radio/TV	Not asked in 2007		14	7.2%
Other	8	4.2%	13	6.7%

*In 2011, significantly more respondents learned about health care services via the website or internet than in 2007 (2011: 8.7%; 2007: 2.1%)

**In 2007, significantly more respondents learned about health care services via the newspaper than in 2011 (2007: 35.9%; 2011: 24.1%)

“Other” comments:

- I work there
- Flyers in mail, newsletter
- Flyers
- Doctor referral
- Church
- SC Fair
- Hospital
- Employment
- Annual community health report
- From work
- Own experience
- Mailings from CFVH
- Worked in HSMC
- Post office bulletin board
- Chemotherapy if needed

Cross Tabulation of Service Knowledge and Learning about Services

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

KNOWLEDGE RATING OF CLARK FORK VALLEY HOSPITAL'S SERVICES BY HOW RESPONDENTS LEARN ABOUT HEALTH CARE SERVICES

	Excellent	Good	Fair	Poor	Total
Yellow pages	2 (11.8%)	7 (41.2%)	5 (29.4%)	3 (17.6%)	17
Word of mouth	25 (19.7%)	53 (41.7%)	36 (28.3%)	13 (10.2%)	127
Website/internet	2 (11.8%)	7 (41.2%)	6 (35.3%)	2 (11.8%)	17
Newspaper	10 (21.3%)	15 (31.9%)	16 (34%)	6 (12.8%)	47
Friends/family	18 (19.8%)	35 (38.5%)	30 (33%)	8 (8.8%)	91
Healthcare provider	18 (24.3%)	35 (47.3%)	16 (21.6%)	5 (6.8%)	74
School		2 (40%)	2 (40%)	1 (20%)	5
Church	1 (12.5%)	4 (50%)	2 (25%)	1 (12.5%)	8
Presentations	1 (16.7%)	5 (83.3%)			6
Public health	1 (14.3%)	5 (71.4%)		1 (14.3%)	7
Health fair	1 (14.3%)		3 (42.9%)	3 (42.9%)	7
Radio/TV	1 (7.7%)	10 (76.9%)	1 (7.7%)	1 (7.7%)	13
Other	1 (9.1%)	8 (72.7%)	1 (9.1%)	1 (9.1%)	11

Other Community Health Resources Utilized (Question 17)

Respondents were asked which community health resources, other than the hospital or clinic, they had used in the last three years. “Pharmacy” services was the most frequent community health resource cited by respondents at 68.7% (n=134). “Dentist” was the second most frequent at 60% (n=117) and “Chiropractor” came third at 33.3% (n=65). Respondents could select more than one method so percentages do not equal 100%.

Resource	2007		2011	
	Count	Percent	Count	Percent
Acupuncture	Not asked in 2007		14	7.2%
Chiropractor	Not asked in 2007		65	33.3%
Community based ambulance services	Not asked in 2007		23	11.8%
Dentist	103	53.6%	117	60.0%
Fitness center	22	11.5%	18	9.2%
Mental health	9	4.7%	9	4.6%
Naturopath	Not asked in 2007		10	5.1%
Optometry	Not asked in 2007		54	27.7%
Pharmacy	Not asked in 2007		134	68.7%
Public health	3	1.6%	9	4.6%
Senior center	28	14.6%	22	11.3%
Other	9	4.7%	4	2.1%

“Other” comments:

- Massage (3)
- None (2)
- Dr. Wielenga when he was here
- Main St. Medical-Thompson Falls
- Yoga
- Eye doctor

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

Respondents were asked what would improve their community's access to health care. Thirty-one percent of respondents (n=60) reported "More primary care providers" would make the greatest improvement. Twenty-five percent of respondents (n=49) indicated they would like "Improved quality of care" and 19% (n=37) indicated "Transportation assistance." Respondents could select more than one choice so percentages do not equal 100%.

Service	2007		2011	
	Count	Percent	Count	Percent
Greater health education services	19	9.9%	23	11.8%
Improved quality of care	41	21.4%	49	25.1%
Cultural sensitivity	Not asked in 2007		11	5.6%
More primary care providers	50	26.0%	60	30.8%
More specialists	49	25.5%	46	23.6%
Transportation assistance*	21	10.9%	37	19.0%
Outpatient services open longer hours**	37	19.3%	23	11.8%
Telemedicine	3	1.6%	10	5.1%
Other	16	8.3%	26	13.3%

*In 2011, significantly more respondents indicated a need for "transportation assistance" than in 2007 (2011: 19%; 2007: 10.9%)

**In 2007, significantly more respondents indicated a need for "Outpatient services open longer hours" than in 2011 (2007: 19.3%; 2011: 11.8%)

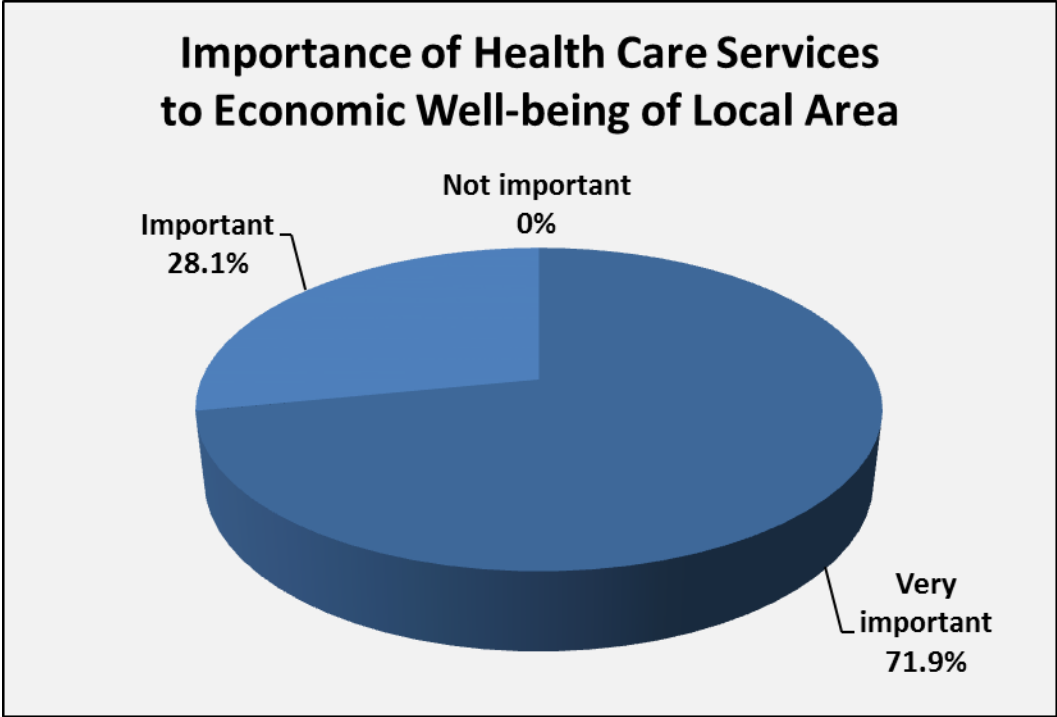
"Other" comments:

- Prescriber only if it's necessary
- Holistic medicine
- Lower cost (2)
- Reduce cost. Office visit twice the amount of Kalispell or Missoula
- Price
- More care givers and fewer paper shufflers
- Lower prices and no double billing
- Affordability
- Less expensive health care
- More young doctors
- Low cost primary care health clinic
- Jobs
- National Health care on the European public funded model for all citizens
- Financial assistance to patients
- Better cardiologist
- We need a full time doctor there in Thompson Falls
- Have good care
- All
- New building
- Universal Health Care
- Just don't got money
- Lower costs
- Education of all ingredients on food labels/their effects on our health
- Insurance – better help
- Preventative focus as opposed to "fixing"
- Affordable health care programs
- Lower cost

Economic Importance of Local Health Care Services (Question 19)

N= 185

The majority of respondents, 71.9% (n=133) indicated that local health care services are “Very Important” to the economic well-being of the area, and 28.1% (n=52) indicated they are “Important.” Ten respondents did not answer this question.



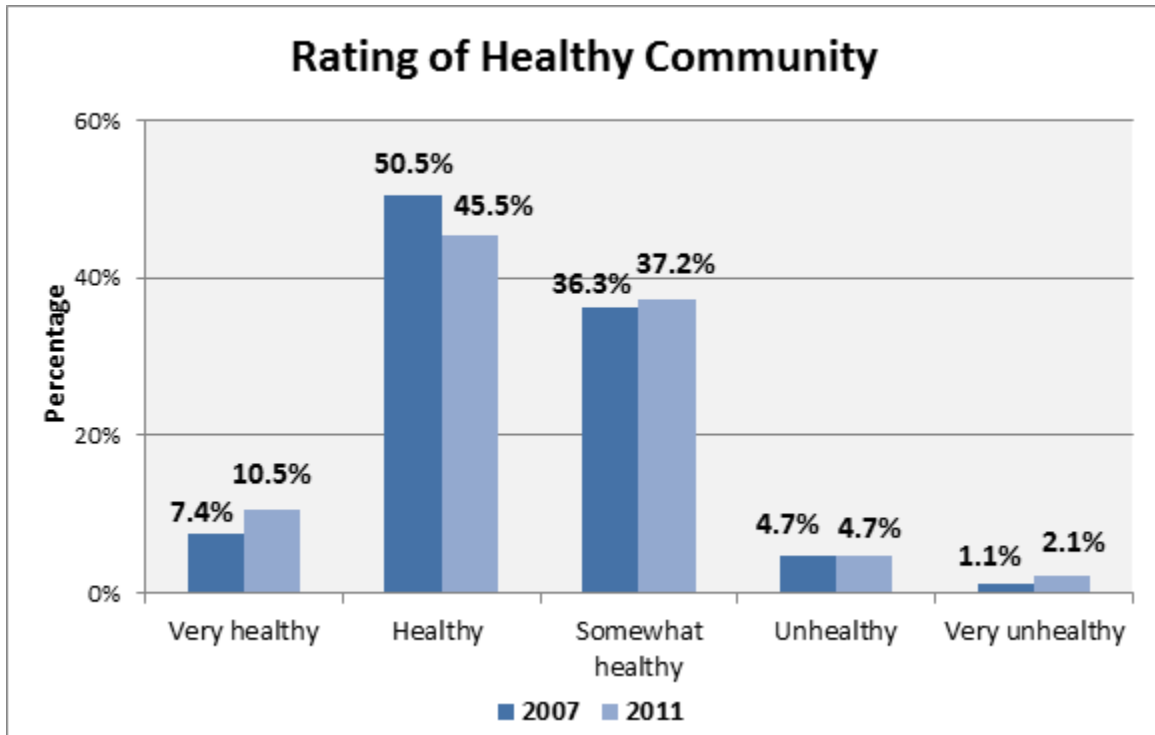
VI. Survey Findings- Community Health

Impression of Community (Question 20)

2011 N= 191

2007 N= 192

Respondents were asked how they would rate their community as a healthy place to be living in. Forty-six percent of respondents (n=87) rated their community as “Healthy.” Thirty-seven percent of respondents (n=71) felt their community was “Somewhat healthy” and 10.5% (n=20) felt their community was “Very healthy.”



Health Concerns for Community (Question 21)

Respondents were asked what they felt the three most serious health concerns were in their community. The number one health concern identified by respondents was “Alcohol/substance abuse” at 65.6% (n=128). “Cancer” was also a high priority at 42.6% (n=83) and “Obesity” at 28.2% (n=55). Respondents were asked to pick their top three serious health concerns so percentages do not equal 100%.

Health Concern	2007		2011	
	Count	Percent	Count	Percent
Alcohol/substance abuse	122	63.5%	128	65.6%
Cancer	81	42.2%	83	42.6%
Child abuse/neglect	14	7.3%	16	8.2%
Depression	Not Asked in 2007		35	17.9%
Diabetes	26	13.5%	28	14.4%
Domestic violence	27	14.1%	21	10.8%
Environmental exposures	Not Asked in 2007		6	3.1%
Heart disease	46	24.0%	38	19.5%
Lack of access to health care	18	9.4%	22	11.3%
Lack of dental care	20	10.4%	22	11.3%
Lack of exercise*	18	9.4%	34	17.4%
Mental health issues	12	6.3%	7	3.6%
Motor vehicle accidents	14	7.3%	22	11.3%
Obesity	47	24.5%	55	28.2%
Recreation related accidents/injuries	Not Asked in 2007		5	2.6%
Stroke	7	3.6%	11	5.6%
Suicide	Not Asked in 2007		5	2.6%
Tobacco use	36	18.8%	39	20.0%
Work related accidents/injuries	Not Asked in 2007		9	4.6%
Other	6	3.1%	10	5.1%

*In 2011, significantly more respondents cited “lack of exercise” as a serious health concern than in 2007 (2011: 17.4%; 2007: 9.4%)

“Other” comments:

- Low income, lack of medical/health insurance
- Wood smoke
- Air pollution by burning
- Affordability of health care (2)
- Need more quality doctors
- Incidences of Crohn’s disease
- No insurance
- Poor nutrition
- The distance to a hospital in an emergency

Components of a Healthy Community (Question 22)

Respondents were asked to identify the three most important things for a healthy community. Fifty-eight percent of respondents (n=113) indicated “Access to health care and other services” is important for a healthy community. “Good jobs and healthy economy” was the second most indicated component at 55.9% (n=109) and “Healthy behaviors and lifestyles” at 31.3% (n=61). Respondents were asked to identify their top three choices thus the percentages will not add up to 100%.

Important Component	2007		2011	
	Count	Percent	Count	Percent
Access to health care and other services	106	55.2%	113	57.9%
Affordable housing	35	18.2%	27	13.8%
Arts and cultural events	3	1.6%	6	3.1%
Clean environment	30	15.6%	35	17.9%
Community involvement	13	6.8%	22	11.3%
Good jobs and healthy economy*	62	32.3%	109	55.9%
Good schools	25	13.0%	48	24.6%
Healthy behaviors and lifestyles	69	35.9%	61	31.3%
Low crime/safe neighborhoods	40	20.8%	44	22.6%
Low death and disease rates	Not asked in 2007		14	7.2%
Low level of domestic violence	9	4.7%	11	5.6%
Parks and recreation	6	3.1%	11	5.6%
Religious or spiritual values	60	31.3%	51	26.2%
Strong family life	59	30.7%	57	29.2%
Tolerance for diversity	5	2.6%	12	6.2%
Other	3	1.6%	1	0.5%

*In 2011, significantly more respondents cited “good jobs and healthy economy” as an important component of a healthy community than in 2007 (2011: 55.9%; 2007: 32.3%)

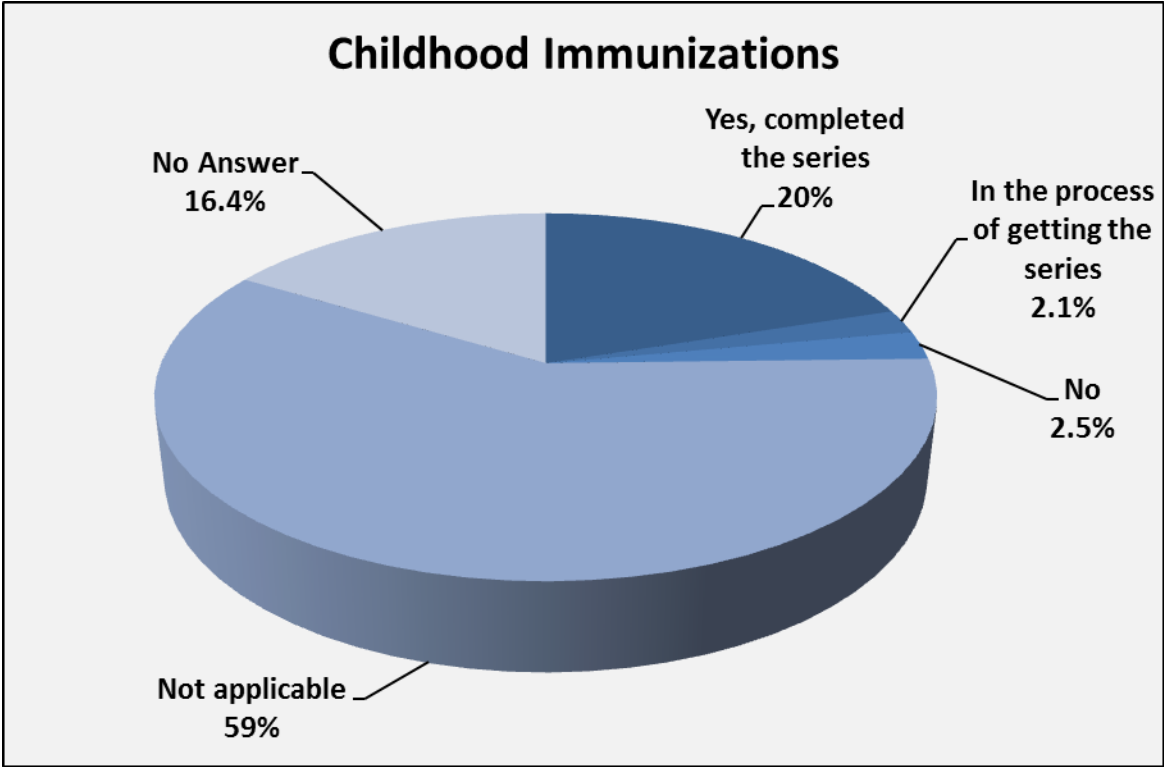
“Other” comments:

- Education

Childhood Immunizations (Question 23)

N= 195

Respondents were asked if their child had received recommended childhood immunizations. Twenty percent of respondents (n=39) indicated that their child had received their immunizations, 2.1% (n=4) indicated they are “In the process of getting the series” and 2.5% (n=5) indicated “No” their child had not. Thirty-two respondents chose not to answer this question (16.4%).



Barriers to Receiving Immunizations (Question 24)

N= 5

Those respondents who indicated that their child had not received (or is not currently receiving) recommended childhood immunizations were asked to indicate why not. The reasons most cited were: “Chose not to immunize” (80%, n=4), “Could not get off work” (20%, n=1) and “Didn’t know where to go” (20%, n=1). Respondents were asked to indicate their top three choices thus percentages do not total 100%.

Reason	Count	Percent
Could not get an appointment	0	0
Too long to wait for an appointment	0	0
Office wasn’t open when I could go	0	0
Unsure if services were available	0	0
Chose not to immunize	4	80.0%
It cost too much	0	0
Could not get off work	1	20.0%
Didn’t know where to go	1	20.0%
It was too far to go	0	0
My insurance didn’t cover it	0	0
Not treated with respect	0	0
Too nervous or afraid	0	0
No insurance	0	0
Transportation problems	0	0
Don’t like doctors	0	0
Other	0	0

“Other” comments:

- None
- Children are grown (2)
- No child (5)
- N/A (6)

VII. Survey Findings- Health Insurance

Health Insurance Coverage (Question 25)

N= 195

Respondents were asked to indicate what type of medical insurance covers the majority of their medical expenses. Forty percent (n=66) indicated they have “Medicare.” “Employer sponsored” coverage was indicated by 22.9% of respondents (n=38), and “None” was indicated by 16.9% of respondents (n=28). Twenty-nine respondents chose not answer this question. The 2007 survey allowed respondents to indicate all types of medical insurance they were currently utilizing thus a comparison to 2011 is not possible.

Reason	Count	Percent
Medicare	66	39.8%
Employer sponsored	38	22.9%
None	28	16.9%
Self paid insurance policy	13	7.8%
MT Healthy Kids	8	4.8%
VA/Military	4	2.4%
Medicaid	3	1.8%
Health Savings Account	2	1.2%
State/Other	0	0
Indian Health	0	0
Agricultural Corp. Paid	0	0
Other	4	2.4%
TOTAL	166	100%

“Other” comments:

- AARP (2)
- Allegiance
- Samaritan industries

Barriers to Having Health Insurance (Question 26)

N= 28

Those respondents who indicated they did not have medical insurance were asked to indicate why they did not. Ninety-three percent (n=26) reported they did not have health insurance because they could not afford to pay for it. Respondents were asked to mark all answers that applied thus the percentages do not equal 100%.

Reason	Count	Percent
Cannot afford to pay for medical insurance	26	92.9%
Employer does not offer insurance	5	17.9%
Choose not to have medical insurance	2	7.1%
Cannot get medical insurance due to medical issues	1	3.6%
Other	4	14.3%

“Other” comments:

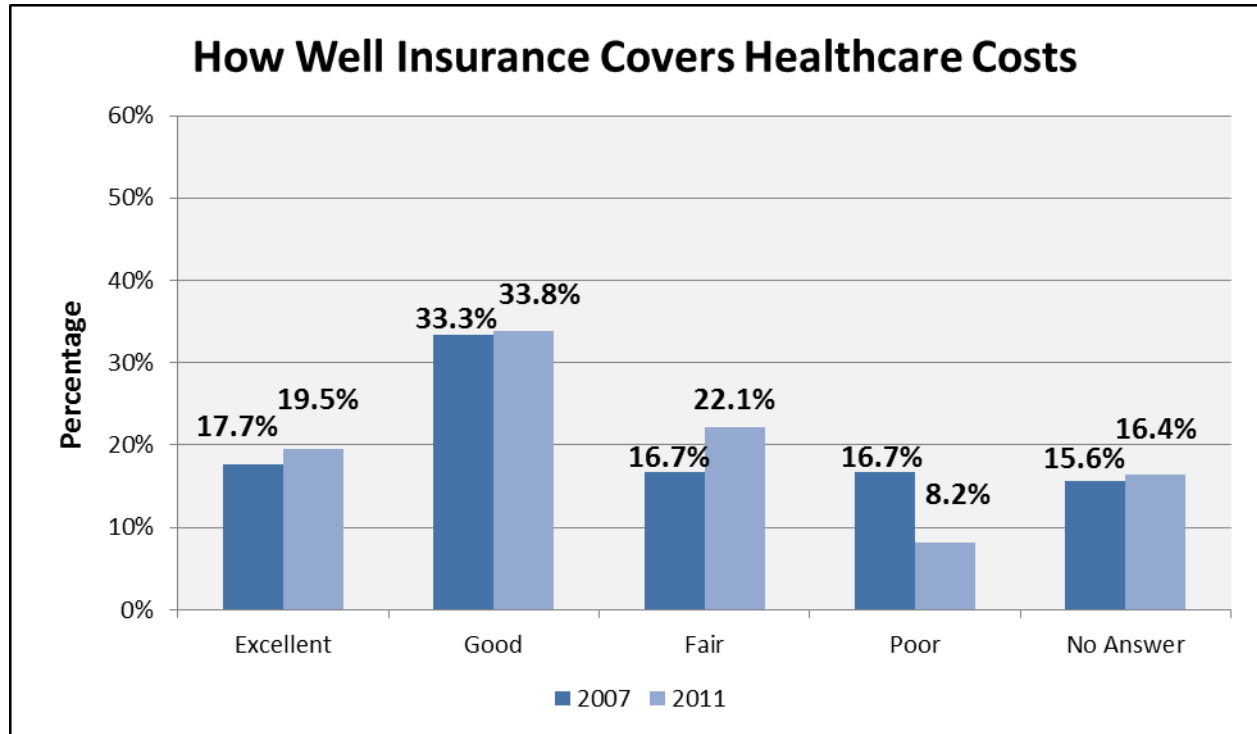
- Mine is only covered by employer and too much to add a family to plan
- Not excited by “here are some drugs to take” health care
- I don’t have it, my parents do since they work for the government
- N/A (2)
- Believe in sharing medical expense with other Christians
- No insurance for husband
- Kids have insurance, but parents do not
- Limited insurance, limited income
- Disability does not offer for 2 years so all costs are out of pocket
- Once diabetic, can’t get it
- Medical insurance doesn’t generally cover my health care choices
- One of the top reasons I moved from Montana was that I couldn’t get supplemental insurance under 65 there

Insurance and Health Care Costs (Question 27)

2011 N= 195

2007 N= 192

Respondents were asked to indicate how well they felt their health insurance covers their health care costs. Thirty-four percent of respondents (n=66) indicated they felt their insurance covers a “Good” amount of their health care costs. Twenty-two percent of respondents (n=43) indicated they felt their insurance was “Fair” and 19.5% of respondents (n=38) indicated they felt their insurance was “Excellent.” Thirty-two respondents chose not to answer this question.



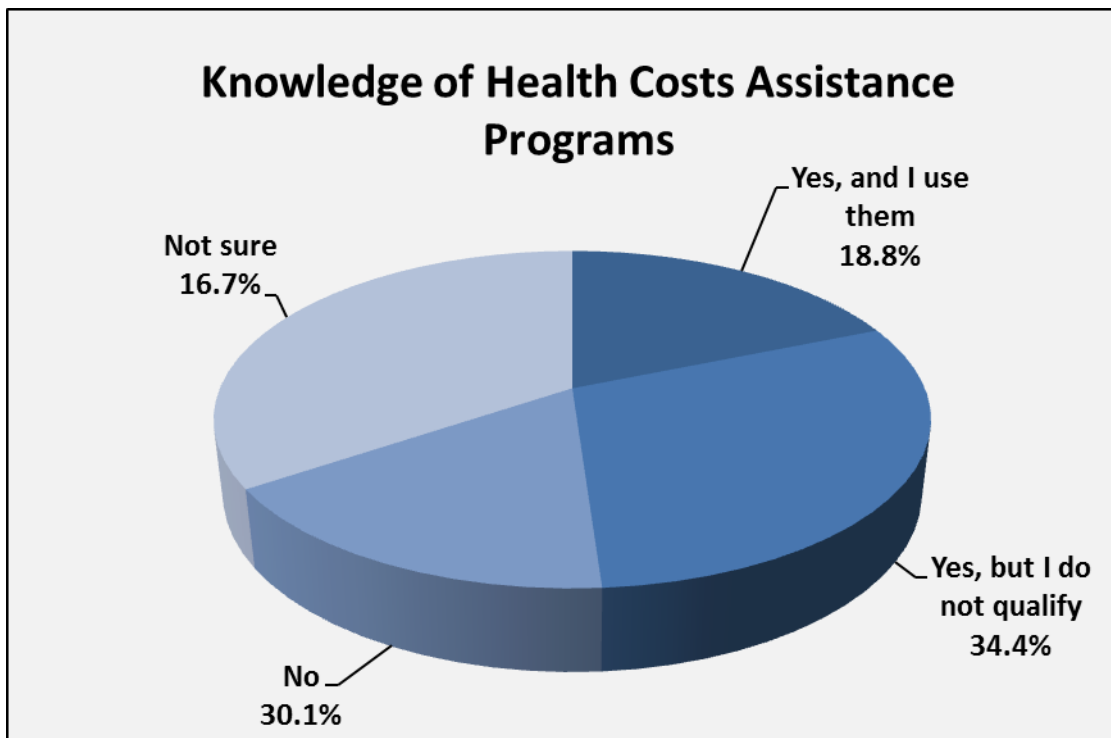
“Other” comments:

- Used to be good, but cost to employer keeps going up and coverage keeps going down

Awareness of Health Payment Programs (Question 28)

N= 186

Respondents were asked to indicate their awareness of programs that help people pay for health care costs. Thirty-five percent of respondents (n=64) indicated they were aware of these types of programs, but did not qualify to utilize them. Thirty percent (n=56) indicated they did not know of these programs, and 18.8% of respondents (n=35) indicated they did know and have utilized cost assistance programs. Nine respondents chose not to answer this question. The 2007 survey had different variables to choose from thus a comparison to 2011 is not possible.



VIII. Focus Group Methodology

One focus group was held in Plains, Montana in December 2011. Focus group participants were identified as leaders within Clark Fork Valley Hospital. Each individual received an invitation to participate.

Approximately 4 people participated in the focus group interview. The focus group was designed to represent hospital leadership. The focus group was held at Clark Fork Valley Hospital in Plains. The focus group was up to 90 minutes in length and followed the line of questioning found in Appendix D. The questions and discussions at the focus groups were led by Kristin Juliar with the Montana Office of Rural Health.

Focus Group Findings

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

- *Opinion of Clark Fork Valley Hospital services and providers:*

Focus group participants discussed overall strategy of the facility in terms of hospital staff, board and leadership. They also discussed other strategies which included partnerships or networks with other hospitals or institutions as well as outreach to the community, local schools and post-secondary institutions.

- *Opinion of challenges facing Clark Fork Valley Hospital:*

Participants noted local health issues and getting the community to use local health services as major challenges. They noted such health issues as high rates of congestive heart failure, diabetes, colon cancer, lung cancer, breast cancer, teenage pregnancy and unemployment. They also noted a high elderly population and a small population of people ages 19-45. Participants perceived that some community members do not use local resources because they do not feel local providers are using “best medical practice” or are as trustworthy as providers in bigger communities. There is a perception that Critical Access Hospitals are not as up-to-date on healthcare practices as the bigger hospitals.

- *Health Services Needed in the Community:*

Participants indicated the need for outpatient chemotherapy, kidney dialysis, mental health services, outreach physical therapy for orthopedics, more preventative medicine and increased transportation services, especially for veterans since Veterans Affairs will not pay for public transportation. Participants noted that outreach physical therapy services for orthopedics are currently being explored and the facility is assessing the feasibility of offering chemotherapy services.

IX. Summary

One hundred and ninety-five surveys were completed in the Clark Fork Valley Hospital's service area for a 29% response rate. Of the 195 returned, 66.2% of the respondents were females, 61.3% of the respondents were 56 years of age or older, and 44.1% of the respondents have resided in the area for 21 or more years.

Respondents rated the overall quality of care at the hospital as excellent to good, scoring 3.2 out of 4.0 on a scale of 4.0 being excellent and 1.0 being poor.

Sixty-eight percent of the respondents have seen a health care specialist during the past three years. The most frequent specialists seen were the dentist at 43.9% (n=58), cardiologist at 26.5% (n=35) and chiropractor at 26.5% (n=35).

Overall, the respondents within Clark Fork Valley Hospital's service area are seeking hospital care at a rate that is typically seen in rural areas. Area residents recognize the major impact the health care sector has on the economic well-being of the area, with 71.9% of respondents identifying local health care services as "very important" to the economic well-being of the area.

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

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

Appendix A- Survey Cover Letter



10 KRUGER ROAD . PO BOX 768 . PLAINS, MT 59859 . (406) 826-4800 . WWW.CFVH.ORG

September 19, 2011

Dear Resident:

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

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

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

Please take a few moments to complete the enclosed survey by **October 17, 2011**. **Your name was selected at random and your answers will be kept confidential.** Your response is very important because your comments will represent others in the area. Even if you don't use healthcare services with Clark Fork Valley Hospital, your input is still helpful. We know your time is valuable so we have made every effort to keep the survey brief. It should take less than 15 minutes to complete. **Your help is much appreciated in responding to this survey.**

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

Thank you for your assistance. We appreciate your effort.

Sincerely,



Dr. Greg Hanson, CEO
Clark Fork Valley Hospital

CARING FOR SANDERS COUNTY SINCE 1971

Appendix B- Survey Instrument

Community Health Services Development Survey Plains, Montana

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

1. In the past three years, was there a time when you or a member of your household thought you needed health care services but did NOT get or delayed getting medical services?

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

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

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

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

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

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

- | | | | |
|--------------------------------|--------------------------------|---------------------------------|-------------------------------------|
| <input type="radio"/> Plains | <input type="radio"/> Ronan | <input type="radio"/> Spokane | <input type="radio"/> VA |
| <input type="radio"/> Missoula | <input type="radio"/> Polson | <input type="radio"/> Sandpoint | <input type="radio"/> Coeur d'Alene |
| <input type="radio"/> Libby | <input type="radio"/> Superior | <input type="radio"/> Kalispell | <input type="radio"/> Other _____ |

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

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



6. If you or a household member needed to be hospitalized in the future, which hospital would you choose? **(Please select only ONE)**

- | | |
|---|--|
| <input type="radio"/> Clark Fork Valley Hospital (Plains) | <input type="radio"/> Bonner General Hospital (Sandpoint) |
| <input type="radio"/> Community Hospital (Missoula) | <input type="radio"/> St. Patrick's Hospital (Missoula) |
| <input type="radio"/> Kalispell Regional Medical Center | <input type="radio"/> St. John's Lutheran Hospital (Libby) |
| <input type="radio"/> Kootenai Health (Coeur d'Alene) | <input type="radio"/> VA Hospital |
| | <input type="radio"/> Other _____ |

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

- Yes No **(If no, skip to question 10)**

8. Where was the primary health care provider you use the MOST often located? **(Please select only ONE)**

- | | | |
|--|---|-----------------------------------|
| <input type="radio"/> Plains Family Medicine (CFVH) | <input type="radio"/> Bull River Family Medicine | <input type="radio"/> Missoula |
| <input type="radio"/> Thompson Falls Family Medicine | <input type="radio"/> Hot Springs Family Medicine | <input type="radio"/> VA Clinic |
| <input type="radio"/> Main Street Medical (Thompson Falls) | <input type="radio"/> Tribal health | <input type="radio"/> Other _____ |

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

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

10. 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 13)**

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

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

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

- Plains Family Medicine (CFVH) Missoula Coeur d'Alene
 Sandpoint Kalispell Other _____

13. The following services are available at Clark Fork Valley 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

Aquatic therapy	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> DK
Cardiopulmonary	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> DK
Emergency room	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> DK
Home health care program	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> DK
Home oxygen service	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> DK
Hospice program	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> DK
Laboratory	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> DK
Long-term care/nursing home	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> DK
MRI	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> DK
Obstetrics	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> DK
Occupational therapy	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> DK
Physical therapy	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> DK
Sleep studies	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> DK
Speech therapy	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> DK
Surgery	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> DK
X-ray/mammography/ Ultrasound/CT Scan	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> DK

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

- Healthy behaviors & lifestyles Mental health crisis services Smoking cessation
 Residential substance abuse services Cardiac rehabilitation
 Community wellness program Diabetes education Other _____

15. How do you rate your knowledge of the health services that are available at Clark Fork Valley Hospital and Family Medicine Network?

- Excellent Good Fair Poor



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

- Yellow pages Newspaper School Public health
 Word of mouth Friends/family Church Health fair
 Website/internet Healthcare provider Presentations Radio/TV
 Other _____

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

- Acupuncture Fitness center Pharmacy
 Chiropractor Mental health Public health
 Community based ambulance services Naturopath Senior center
 Dentist Optometry Other _____

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

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

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

- Very important Important Not important Don't know

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

- Very healthy Healthy Somewhat healthy Unhealthy Very unhealthy

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

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

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

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

23. If you have a child, has your child received their immunizations?

- | | |
|--|--------------------------------------|
| <input type="radio"/> Yes, completed the series | <input type="radio"/> No |
| <input type="radio"/> In the process of getting the series | <input type="radio"/> Not applicable |

24. If your child has not received (or is not currently getting) the series of immunizations, why? (Select all that apply)

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

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

- | | | |
|--|---------------------------------------|--|
| <input type="radio"/> None | <input type="radio"/> MT Healthy Kids | <input type="radio"/> Self paid insurance policy |
| <input type="radio"/> Employer sponsored | <input type="radio"/> Medicaid | <input type="radio"/> Health Savings Account |
| <input type="radio"/> Medicare | <input type="radio"/> VA/Military | <input type="radio"/> Agricultural Corp. Paid |
| <input type="radio"/> State/Other | <input type="radio"/> Indian Health | <input type="radio"/> Other _____ |

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

- | | |
|--|--|
| <input type="radio"/> Cannot afford to pay for medical insurance | <input type="radio"/> Cannot get medical insurance due to medical issues |
| <input type="radio"/> Choose not to have medical insurance | <input type="radio"/> Employer does not offer insurance |
| | <input type="radio"/> Other _____ |

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

- | | | | |
|---------------------------------|----------------------------|----------------------------|----------------------------|
| <input type="radio"/> Excellent | <input type="radio"/> Good | <input type="radio"/> Fair | <input type="radio"/> Poor |
|---------------------------------|----------------------------|----------------------------|----------------------------|

28. Are you aware of programs that help people pay for health care costs?

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

Demographics

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

29. How long have you lived in Sanders County?

- 0-2 years 3-5 years 6-10 years 11-15 years 16-20 years 21+ years

30. Is Sanders County your primary place of residence? Yes No

31. Where do you currently live by zip code?

- | | | |
|--|---|--------------------------------------|
| <input type="radio"/> 59859 Plains | <input type="radio"/> 59874 Trout Creek | <input type="radio"/> 59872 Superior |
| <input type="radio"/> 59873 Thompson Falls | <input type="radio"/> 59856 Paradise | <input type="radio"/> 59853 Noxon |
| <input type="radio"/> 59745 Hot Springs | <input type="radio"/> 59872 St. Regis | <input type="radio"/> 59844 Heron |

32. How many people, including yourself, live in your household?

- 1 2 3 4 5 6 7+

33. What is your gender? Male Female

34. What is your age range?

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

35. What is your employment status?

- | | | |
|--------------------------------------|---|--|
| <input type="radio"/> Work full time | <input type="radio"/> Student | <input type="radio"/> Not currently seeking employment |
| <input type="radio"/> Work part time | <input type="radio"/> Collect disability | <input type="radio"/> Underemployed |
| <input type="radio"/> Retired | <input type="radio"/> Unemployed, but looking | <input type="radio"/> Other _____ |

36. If currently employed, are you working more than one job? Yes No

37. What is your household income range before taxes? (Optional)

- | | | | |
|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| <input type="radio"/> Under \$10,000 | <input type="radio"/> \$30,000-39,999 | <input type="radio"/> \$60,000-69,999 | <input type="radio"/> \$90,000-99,999 |
| <input type="radio"/> \$10,000-19,999 | <input type="radio"/> \$40,000-49,999 | <input type="radio"/> \$70,000-79,999 | <input type="radio"/> \$100,000 + |
| <input type="radio"/> \$20,000-29,999 | <input type="radio"/> \$50,000-59,999 | <input type="radio"/> \$80,000-89,999 | |

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

THANK YOU VERY MUCH FOR YOUR TIME



006



Appendix C- Responses to Other and Comments

2. If yes, what were the three most important reasons why you did not receive health services (Select 3 that apply)

- Insurance covered only a small portion and service was not available locally
- After hours (2)
- Wasn't sure if insurance covered it
- Wanted to "wait it out"
- Embarrassed
- My own reluctance
- Procrastination (2)
- Don't like people
- Not vital
- Prefer more complementary services that CFVH does not offer
- None
- They refused care due to pre-existing condition

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

- On weekend and no clinic open in my town

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

- Missoula (day surgery)
- Don't have household
- Sacred Heart Spokane
- Great Falls

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

- Know the area
- Specialty care (2)
- Close to doctor
- Accepts my insurance and was closest to work
- The nearest hospital has poor reputation for care and billing
- Better doctors
- Experience of staff/doctors etc.
- My OB/GYN practices there
- Smaller, more personal
- If non emergency we've used urgent care in Missoula. It's less expensive (even with gas) and could get in right away.

- Closest to physician
- Doctor there
- Randy Mack
- Depends on medical need
- Was pediatric hand surgeon
- Doctor is located at St. Pat's

6. If you or a household member needed to be hospitalized in the future, which hospital would you choose? (Please select only ONE)

- Polson
- Depends on what I needed (2)
- I have moved out of area
- Sacred Heart
- Superior hospital
- N/A
- Everett, WA if time and travel is sufficient
- Sacred Heart Spokane
- Depends on the reason for hospitalization

8. Where was the primary health care provider you use the MOST often located? (Please select only ONE)

- Kalispell (3)
- Ronan – Missoula, MT Clinic
- Columbia Falls
- Kalispell Regional Medical Center
- Sandpoint
- Partners
- Florence Family Practice
- Naturopathic Physician
- OHC
- Spokane
- Like to support local professionals
- Libby

9. Why did you select the primary care provider you are currently seeing?

- Personality of provider
- I lived there
- Physician best in town
- Love my PA Jennifer Strine
- Long time primary provider
- Wonderful PA Robin Fry, staff is great too

- Had worked with him
- Have been seeing the doctor for 30 years
- Friend
- Preferred physician
- Can make payments
- Works with CFVFM network for sliding scale charges
- Current doctor has taken care of the whole family for over 20 years
- Because he is good
- Has been my doctor since 1960's

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

- Naturopath
- Ophthalmologist (5)
- Blood clot
- Optometry
- Took sonogram
- Family physician
- Retina specialist
- Acupuncture
- DO Pain Therapy
- For hand
- Pulmonologist
- Body Talk practitioner & naturopathic doctor
- Back surgery

12. Where was the health care specialist seen?

- Dentist in Thompson Falls
- Thompson Falls (13)
- Whitefish, MT (2)
- Spokane (6)
- THHS
- Oregon
- SLC Utah
- VA Missoula
- Trout Creek (2)
- Portland, OR
- Private office
- Kalispell
- Hot Springs
- Plains (2)
- Colon Specialist

- VA Helena
- Polson (2)
- Private (Plains)
- Eyes
- Superior (2)
- Libby
- Missoula- St. Pat's
- Plains Community
- Plains PT
- Billings
- Local dentist
- Spokane Shriners

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

- None (2)
- Alternative Medicine Herbalist
- Presently no need
- Dermatologist
- ENT
- Gym
- Oncologist
- Acupuncture
- All
- Alternative acupuncture naturopathic
- Yoga classes for health maintenance and improvement

16. How do you learn about the health services available in our community?

- I work there
- Flyers in mail, newsletter
- Flyers
- Doctor referral
- Church
- SC Fair
- Hospital
- Employment
- Annual community health report
- From work
- Own experience
- Mailings from CFVH

- Worked in HSMC
- Post office bulletin board
- Chemotherapy if needed

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

- Massage (3)
- None (2)
- Dr. Wielenga when he was here
- Main St. Medical- Thompson Falls
- Yoga
- Eye doctor

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

- Prescriber only if it's necessary
- Holistic medicine
- Lower cost (2)
- Reduce cost. Office visit twice the amount of Kalispell or Missoula
- Price
- More care givers and fewer paper shufflers
- Lower prices and no double billing
- Affordability
- Less expensive health care
- More young doctors
- Low cost primary care health clinic
- Jobs
- National Health care on the European public funded model for all citizens
- Financial assistance to patients
- Better cardiologist
- We need a full time doctor there in Thompson Falls
- Have good care
- All
- New building
- Universal Health Care
- Just don't got money
- Lower costs
- Education of all ingredients on food labels/their effects on our health
- Insurance – better help
- Preventative focus as opposed to “fixing”
- Affordable health care programs
- Lower cost

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

- Low income, lack of medical/health insurance
- Wood smoke
- Air pollution by burning
- Affordability of health care (2)
- Need more quality doctors
- Incidences of Crohn's disease
- No insurance
- Poor nutrition
- The distance to a hospital in an emergency

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

- Education

24. If your child has not received (or is not currently getting) the series of immunizations, why? (Select all that apply)

- None
- Children are grown (2)
- No child (5)
- N/A (6)

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

- AARP (2)
- Allegiance
- Samaritan industries

26. If you do NOT have medical insurance, why? (select all that apply)

- Mine is only covered by employer and too much to add a family to plan
- Not excited by "here are some drugs to take" health care
- I don't have it, my parents do since they work for the government
- N/A (2)
- Believe in sharing medical expense with other Christians
- No insurance for husband
- Kids have insurance, but parents do not
- Limited insurance, limited income
- Disability does not offer for 2 years so all costs are out of pocket
- Once diabetic, can't get it
- Medical insurance doesn't generally cover my health care choices

- One of the top reasons I moved from Montana was that I couldn't get supplemental insurance under 65 there

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

- Used to be good, but cost to employer keeps going up and coverage keeps going down

35. What is your employment status?

- 1/4th dividends
- Stay at home mom
- Self employed (2)
- Disabled
- SSID
- Work when I want to
- Construction company
- Housewife (2)
- Looking for other full time work in new location
- Don't work
- Homemaker

Additional comments:

- I was ignored at the front desk for over 15 minutes when I went in for my miscarriage!

Appendix D- Focus Group Questions

1. What enables you to offer such a wide variety of services and providers through your facility?
 - Overall strategy as a facility
 - Hospital staff
 - Hospital board and leadership
 - Partnerships/networks
 - Community outreach
 - Outreach to local schools
 - Outreach to post-secondary institutions

2. What challenges are you currently facing as a facility?
 - Health issues
 - Community Utilization

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

Appendix E- Focus Groups Notes

Focus Group #1

Monday, December 12, 2011 2:00 PM – Clark Fork Valley Hospital

Discussion focused around what healthcare services are currently available at Clark Fork Valley Hospital and what barriers they may face in providing services in the community.

1. What enables you to offer such a wide variety of services and providers through your facility?

- Overall strategy as a facility

- Our strategy as an institution is to look at what benefits insurance coverage is offering and what Plains offers in order to make sure these benefits are being used, and that people know about them
- We should be using electronic health records within the next year and half. We just need to pick a vendor.
- We have visiting specialists and providers
- We do a good job of putting ourselves out there in what we do and staff does
- We expect excellence
- We try to “grow” current employees within the facility through such things as education, experience, opportunities, etc.

-Hospital staff

- We have longevity of staff, and staff who enjoy working together
- Dedicated individuals
- Providers who are willing to dedicate time for things like mentoring students
- We have received outstanding PA mentor awards from the University of Washington
- Great staff who believe in what they do and are confident

- Hospital board and leadership

- Stable senior leadership
- Visionary leadership both fiscally and positioning ourselves to take advantage of opportunities without having to downsize
- We have insightful leadership and a board that can see the mission
- Very engaged
- Longstanding members
- Varied composition of the board members
- We have a really good representation; a rich group of people who are very dedicated to the facility
- Commitment by senior management to recruitment and ensure the best is available

- Partnerships/networks

- We are a little sister to St. Patrick’s in Missoula
- We can use their computer system and are included in their outreach, etc.
- Five years ago we did a joint program with Thompson Falls for CNAs and EMTs
- We have escalating use of MRI and are part owners with people in Idaho

- We are working on a dual program with Mineral County and Missoula through the Frontier Family Medicine
- Community outreach
 - We encourage people to come back and get their lab work done here. We want to be in the face of the community and try to drive volumes up.
 - We are planning to expand community education. People are often surprised with what we offer. People don't know what they can get locally. Most referrals go to Missoula, but some go to Kalispell and Sand Point, Idaho
 - The hospital is trying to connect with the VA and to start an outreach with the clinic and hospital
 - Trying to start ways of increasing community awareness of services, health issues, etc.
 - Community lectures
 - We want to do a REACH camp
- Outreach to local schools
 - We work with health education teachers in the high school to do internships
 - Partner with local schools to do "know how to go" to promote different college and career options in healthcare
 - Students will spend the whole day hanging out and it's not just focused on nursing and providers
- Outreach to post-secondary institutions
 - We worked with students on work study and tried to encourage viable education so that it is less of an escape and more hard work
 - We work with DOs from Yakima, nursing students and MSU's lab tech program
 - Many of our midlevel providers are from Pittsburgh for student rotations
 - We also work with WWAMI, the nursing program at MSU and Rocky Mountain, Paula College in Spokane
- Other/Additional Comments
 - Fortunate opportunities
 - Some dumb luck
 - Doesn't hurt living in such a beautiful place as Plains, MT

2. What challenges are you currently facing as a facility?

- Local health issues
 - The mindset of the community needs to change so that people realize they need to play an active role in their own healthcare. We [the hospital] can't just fix them, if they haven't been caring for themselves
 - Health concerns in the community include congestive heart failure, diabetes, colon cancer, lung cancer and breast cancer
 - The survey also showed that 25 percent of pregnancies only received prenatal care in their 9th month of pregnancies

- There is an elevated number of teenage pregnancies
- We have low number of people who smoke
- We have the second highest unemployment rate by counties in Montana
- There is a gap in the population of people ages 19 to 45 years old. Our average population age is six years above the median age in Montana

- Community utilization

- Challenges the hospital faces is getting community members to utilize their services
- Word of mouth – people talk more about bad experiences than good ones
- How to get correct information out
- We have excellent professionals, but community members seem to trust other medical professionals in bigger counties or other resources
- There are community members who believe that the hospital is not practicing “best medical practice” because people believe Critical Access Hospitals are not up-to-date on healthcare practice

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

- How to get correct information out
- We have good accessibility. We offer a lot of services. Requests for outpatient chemotherapy come up a lot. We are looking at the feasibility and how reasonable it right now. We are in the process of contacting an oncologist in Kalispell about this.
- People want kidney dialysis
- There is a lack of mental health services in the community
- Clark Fork Valley Hospital is in the process of getting two providers certified in mental health, so they can provide care at the hospital
- The hospital is looking to apply for a private grant to provide and improve mental health services
- Outreach physical therapy coming for orthopedics
- We are looking to bring in more services by sharing employees with other hospitals. We are currently sharing a lab manager with two other hospitals
- We need more preventative medicine
- It’s difficult to change people’s perspectives, and move from a using the health care system when you are sick to using it to prevent sickness
- It’s difficult to move towards more prevention when reimbursement is given for those who are sick not for prevention services. It is also difficult to keep preventative services going with fewer admissions
- Increased need for transportation services
- There is a transportation service in town and one that travels between Hot Springs, Plains, Thompson Falls and Missoula
- There is also transportation available to Noxon, Sand Point, Libby, Kalispell and Polson, but it is more limited
- Veterans cannot use public transportation at this point. The VA will not pay for it. We are working on this issue
- There is a parking space reserved at the hospital for the VA van