

CLARK FORK VALLEY HOSPITAL COMMUNITY HEALTH NEEDS ASSESSMENT- 2020



CLARK FORK VALLEY HOSPITAL
5/9/2020

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Introduction

Clark Fork Valley Hospital (CFVH) 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 12,148 people (2020 estimate).

Our Mission

Clark Fork Valley Hospital and Family Medicine Network will partner with our communities to improve the health of those we serve.

Our Vision

Our vision is the target we set for ourselves in the future. It is a direct product of our mission statement and could be considered the culmination of the efforts of staff members to fulfill the mission. We will create a caring and compassionate environment to deliver quality healthcare and meet our communities' needs. A culture of individual ownership will foster innovative ideas and excellence in customer service, professional growth and fiscal health. We will be recognized as the premier employer and the healthcare provider of choice in Sanders County.

Our Values

To achieve our vision, we believe our actions and behavior must demonstrate the following core values:

- Respect for all we serve
- Accountability for our decisions
- Integrity in our interactions
- Safety as our highest priority
- Excellence in all we do

Clark Fork Valley Hospital offers a variety of specialty care services through the hospital and primary care services through our Family Medicine Network clinics. Those services include:

Primary Care Services

- Circumcisions
- Colonoscopies
- Diabetes management
- Geriatric care
- Immunizations
- Obstetrical services
- Pediatric care
- Physical exams
- Pre- and postoperative exams
- Treatment of illness
- Vasectomy
- Women's health services

Specialty Care Services

- Audiology
- Cardiology
- Nutrition Counseling
- DXA Scanning (bone density)
- General Surgery
- MRI
- Mammography
- Neurology
- Ophthalmology
- Orthopedics
- Sleep studies
- Stress echoes
- Rehabilitation Services

Clark Fork Valley Hospital is pleased to submit this Community Health Needs Assessment. We do so both as a matter of compliance with Section 501(r)(3) of the Internal Revenue Code, as mandated in the Patient Protection and Affordable Care Act, and as an obligation to those we serve. As an organization, we have taken this change in law as an opportunity to improve our community service and continuously focus on meeting the changing health care needs of our community.

Consistent with the requirements of Section 501(r)(3), the Community Health Needs Assessment Report is organized as follows:

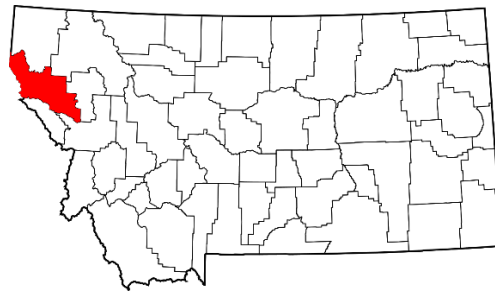
- Community Served
- Review of 2017-2020 Implementation Plan
- Community Health Needs Assessment Methodology
- Information gaps
- Prioritized Community Health Needs
- Health Resources
- Resources

CHNA Advisory Committee

Leadership at CFVH formed the CHNA Advisory Committee. Advisory committee members included CFVH Board of Directors, Leadership Team, and Medical Staff. The committee was tasked with completing key objectives outlined by the Internal Revenue Service (IRS) CHNA requirements, which included identifying health issues and prioritizing health needs within the community served.

Community Served

Clark Fork Valley Hospital is located in Plains, Montana. However, we have historically defined our “community” as a broader area that includes all of Sanders County. Throughout this document, any reference to “community” is meant to indicate this broad service area. Accordingly, every effort was made to ensure that the Community Health Needs Assessment is representative of the greater Sanders County community. Sanders County is located in Northwestern Montana. It is bordered on the west by Idaho’s Panhandle and is Montana’s 18th most populous county. The population density for this area, estimated at 4.17 persons per square mile, is less than the national average population density of 91.42 persons per square mile.

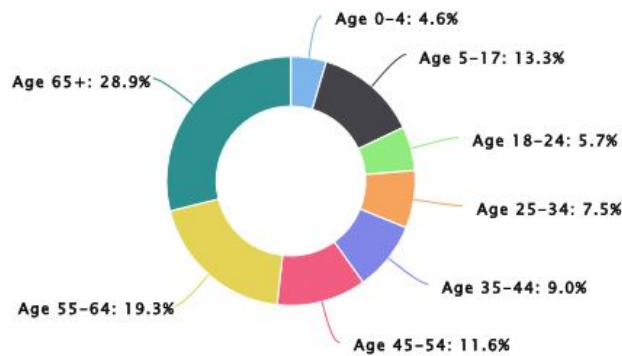


Report Area	Total Population	Total Land Area (Square Miles)	Population Density (Per Square Mile)
Sanders County, MT	11,521	2,760.40	4.17
Montana	1,041,732	145,546.98	7.16
United States	322,903,030	3,532,068.58	91.42

Data Source: US Census Bureau, American Community Survey, 2014-18. Source geography: Tract

Total Population by Age Groups, Total

Sanders County, MT



Review of Previous Implementation Plan

Currently CFVH is following the implementation plan developed in 2017 to address the feasible needs through our organization, identified through the 2017 CHNA. More of the 2017 Implementation Plan and 2017 CHNA can be located at <https://www.cfvh.org/about-us/community-health-assessmentsplans/>. The four priorities identified in the 2017 Implementation Plan were ones thought to most likely have a large impact on Sanders County and remain within the mission of CFVH and its resource capacity. Below is the summary and evaluation of the four priority needs currently being addressed identified through our 2017 CHNA and Implementation Plan process.

Substance Abuse and Behavioral Health

CFVH continues to partner with local resources to reduce barriers to obtaining access to mental health providers in the area. In addition to a review of processes and enhancing referrals from outside partners to our Psychologist and LCSW, CFVH started utilizing a telehealth psychiatrist in 2018. A number of patients and providers are responding positively to the additional service addressing behavioral health needs.

While substance abuse is an issue, provider and patient education continues at CFVH around prescription drugs and best practices of appropriate use. CFVH continues to support community partners, like the Local Advisory Council, to promote healthy coping behaviors and raising awareness around issues like substance abuse, and decreasing the cultural norm around alcohol and tobacco use.

Primary Care

2018 CFVH brought in two Primary Care MDs. This enhanced the access to primary care in the community and allowed for more consistent weekend hours at one of our clinics. CFVH also started scheduling more walk-in hours a few days a week to allow for more access to primary care doctors with the intention to decrease ED visits for non-urgent care items.

There was also an expansion in CFVH surgical services. A full time Orthopedic Surgeon, in addition to our General Surgeon, was added in late 2018. This addition has decrease some of the larger barriers to care for a specialty service like access, distance for appointments and procedures, and time away from home.

The addition of these three providers has been well received. These additional providers have significantly improved the quality of care provided at CFVH because of the increased availability of services, additional knowledge, and care provided.

Obesity and Healthy Lifestyle

CFVH continues to offer multiple classes such as Diabetes Prevention Program, Diabetes Education Empowerment Program, Strong Women, Chronic Disease Self-Management Program, Stepping-On a Fall Prevention Program, and Pulmonary Rehab. Many of these classes and programs work with community members and patients at understanding healthy lifestyles, maintaining healthy lifestyles, and highlight the importance of nutrition and exercise. Recently CFVH was rewarded a grant to participate in the Montana Journey to Wellness Program. This program offers individualized health coaching and education, provides access to exercise equipment, dietitians, and does regular physical and mental screenings to help gauge participant's changes throughout the program. Participants can also get referrals to local services as well. This program has been well received in the community and continues to address the above needs.

CFVH was recently designated a Baby Friendly facility which set the highest standards for mother/baby care practices related to infant feeding. Being Baby Friendly continues to help us ensure mothers and baby receiving care at CFVH get off to the best start at our facility. Breastfeeding and proper maternal and infant care from the start, helps to decrease the likelihood of certain diseases later on in life for babe.

Health Care Education and Outreach

CFVH continues to offer multiple health education classes and events. Additionally, CFVH partners with multiple community resources and individuals and offers spaces for them to host classes and events that align with our mission and values.

We are grateful for our partners who often offer their classes and services, often for free or reduced pricing. They offer classes around nutrition, physical health, diabetes, mental health, tobacco cessation help, immunizations, cooking, and exercise classes. This allows for more of our community to be cared for while broadening the community's knowledge and skills.

Care Coordination has also been a wonderful benefit to our facility. With many enrolled showing better understanding of care, improved health status, and increased access to care.

CFVH strives to stay involved in our communities offering student shadowing to local schools, providing speakers at various community functions and school events, hosting our fair booth and Health Fair. All of these things help us promote our services in the community and ensure our community members know we are here for them. We continue to grow and improve our marketing and outreach strategies this includes online videos, the recent upgrade of our website, and higher use of social media to reach out to our community.

Community Health Needs Assessment Methodology- Data Collection and Analysis

Primary Data

Informational interviews and a follow-up questionnaire survey were conducted with stakeholders and members of the Sanders County community. The CHNA Advisory Committee identified these individuals based on their qualifications to represent the broad interest of the community served. Generally, the interviewees included persons with special knowledge or expertise in public health and persons who represent the medically underserved and vulnerable populations in Sanders County. Findings from the informational interviews and survey are included in the summary of key findings section. Additionally, survey results and stakeholder questionnaire are listed under Prioritization of Health Needs.

Secondary Data Collection

The secondary data includes a variety of service areas, state, and national measures to present a community profile, birth and death characteristics, access to health care, chronic diseases, social issues, and other demographic characteristics. Data was collected and presented at the service area level and wherever possible, compared to Montana and National Benchmarks. Findings from the secondary data are included in the summary of key findings section, and resources used in gathering the secondary data information is found in the resource section.

Information Gaps

Primary data was collected via stakeholder interviews representing the communities of Plains, Thompson Falls, Hot Springs, Trout Creek, and Noxon. The responses reflect the opinions of the interview respondents and may not reflect the needs of the entire community served. Quantitative information for demographic and health status was available at the service area level for Sanders County. Therefore, to the extent that health status differs significantly within Sanders County, health information was not available, or collected, at that granularity.

Summary of Key Findings

Results from the three data collection methods including demographic data, primary data, and secondary data were analyzed. Based on the results, findings were grouped into common themes that reflect health issues within the county. The themes and needs were prioritized with the follow-up survey provided to the CHNA advisory board and stakeholders. The following is a summary of six health themes identified through the CHNA process.

1. Mental Health

Mental Health was a top concern identified by our stakeholders. In Sanders County it was felt that there need to be more specialized care regarding mental health and more consistent providers, as stakeholders felt there was often a high turnover rate in the community. Many often sited peers, family members, community members with struggling with a variety of psychological disorders. According to data Sanders County residents are cited to have more frequent mental distress than the state and national average. Frequent mental distress is determined by the percentage of adults reporting 14 or more days of poor mental health per month. Stakeholders and advisory board members feel there is a lack of understanding in the community of how to treat and address needs around mental health. Although there is a high ratio of mental health providers to the population in the community, many indicated having more mental health specialty services would be beneficial.

Report Area	Estimated Population	Number of Mental Health Providers	Ratio of Mental Health Providers to Population (1 Provider per x Persons)	Mental Health Care Provider Rate (Per 100,000 Population)
Sanders County, MT	11,844	36	329	304
Montana	2,108,745	6,390	330	303
United States	317,105,555.00	643,219.00	493.00	202.80

Note: This indicator is compared to the state average.

Data Source: University of Wisconsin Population Health Institute, County Health Rankings. 2019. Source geography: County

Report Area	Percent of Adults (Age 18+) with Frequent Mental Distress
Sanders County, MT	14%
Montana	12%
United States	11%

Note: This indicator is compared to the state average

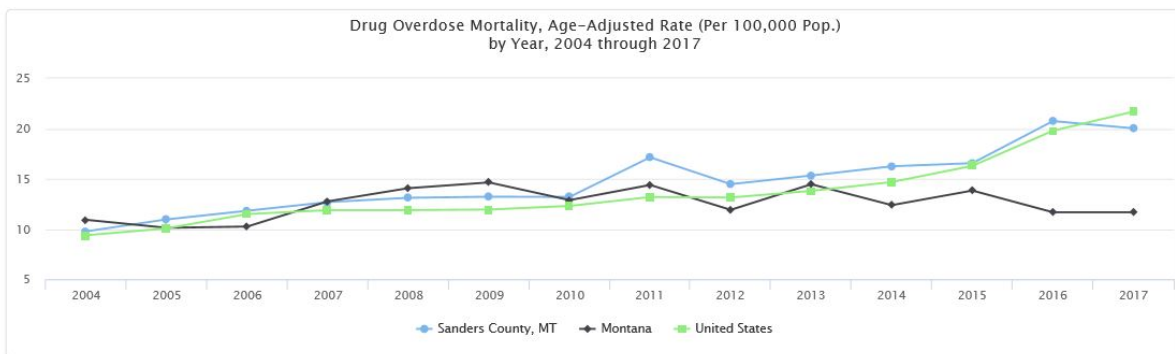
Data Source: 2020 County Health Rankings using 2017 data.

2. Substance Abuse

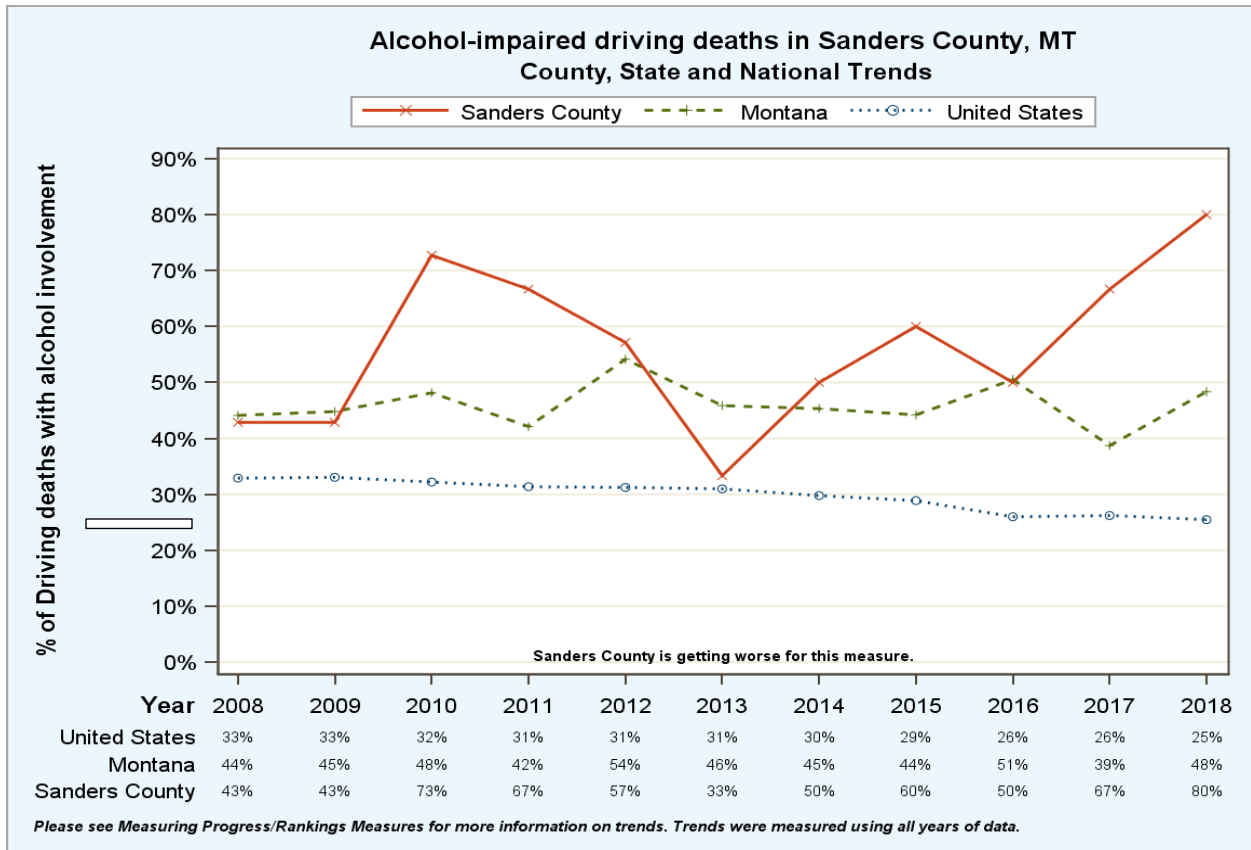
Substance abuse was identified as one of the highest concerns among our key informants. Many agreed alcohol consumption and smoking in excess are accepted cultural norms. Meanwhile others indicated illicit drugs and prescription drug abuse was on the rise. Substance abuse is shown to have higher risker behaviors associated with it. These behaviors are more likely to lead to increased diseases and co-morbidities in the individual and premature death.

Substance use

Report Area	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Sanders County, MT	9.77	10.96	11.82	12.68	13.11	13.22	13.20	17.14	14.47	15.33	16.25	16.56	20.75	20.03
Montana	10.92	10.12	10.25	12.76	14.07	14.64	12.88	14.39	11.91	14.46	12.38	13.83	11.67	11.67
United States	9.38	10.07	11.49	11.88	11.89	11.94	12.30	13.19	13.14	13.80	14.68	16.29	19.79	21.70



Alcohol



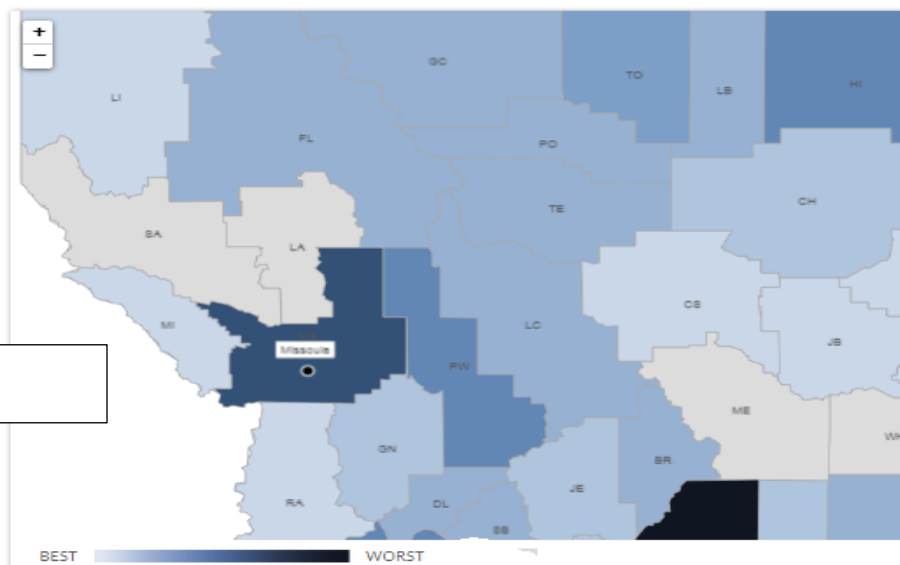
County Health Rankings 2020

Excessive drinking

Percentage of adults reporting binge or heavy drinking.

The 2020 County Health Rankings used data from 2017 for this measure.

[Map](#) | [Data](#) | [Description](#) | [Data Source](#) | [Strategies](#)



Montana Summary Information

Top U.S. Performers: 13% (10th percentile)

Range in Montana (Min-Max): 18-27%

Overall in Montana: 21%

Years of Data Used: 2017

Sanders County 18%

Tobacco

Montana Summary Information

Top U.S. Performers: 14% (10th percentile)
Range in Montana (Min-Max): 13-31%
Overall in Montana: 17%

Years of Data Used: 2017

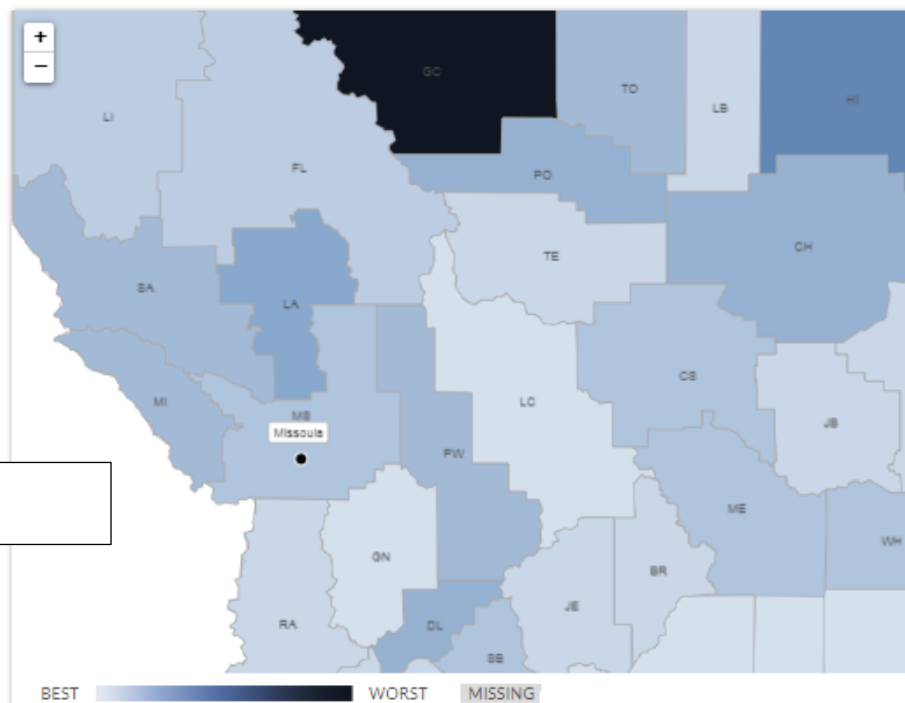
Sanders County 18%

Adult smoking

Percentage of adults who are current smokers.

The 2020 County Health Rankings used data from 2017 for this measure.

[Map](#) | [Data](#) | [Description](#) | [Data Source](#) | [Strategies](#)



3. Social Determinants of Health (Poverty, Transportation, Housing)

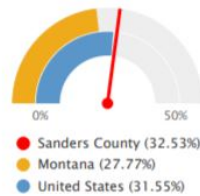
Social deterrents such as transportation, housing, and poverty were repeatedly brought up among stakeholders. It is known that reliable and consistent transportation makes accessing appointments, medications, and social functions significantly more plausible. Transportation was identified in the top five barriers to obtaining access to care in the area because transportation for individuals may be unreliable, not available, or they can't afford the cost of transportation to access appointments further away or because of financial restraints. According to US Census Bureau, American Community Survey 2014-18, In Sanders County the average household without a vehicle is 2.62% compared to the state average of 5.08% and national average of 8.71% .Again, if one cannot afford to repair or pay for transportation due to low income it decreases access to care and other items significantly.

Housing is also seen as an issue with many saying there are no available or affordable housing options in the area. Our key informants as well as members on our CHNA advisory board

identified housing in the top five concerns. The image below indicates the percentage of the households where housing costs exceed 30% of total household income. This indicator provides information on the cost of monthly housing expenses for owners and renters. The information offers a measure of housing affordability and excessive housing costs.

Report Area	Total Households	Cost Burdened Households (Housing Costs Exceed 30% of Income)	Percentage of Cost Burdened Households (Over 30% of Income)
Sanders County, MT	4,953	1,611	32.53%
Montana	423,240	117,516	27.77%
United States	119,730,128	37,771,047	31.55%

Note: This indicator is compared to the state average.
 Data Source: US Census Bureau, American Community Survey, 2014-18. Source geography: Tract
 Percentage of Households where Housing Costs Exceed 30% of Income



Low income and poverty also effects access to health care. Within the community 19.50% or 2,210 individuals are living in households with income below the Federal Poverty Level (FPL). This indicator is relevant because poverty creates barriers to accessing and addressing a variety of needs. Individuals living in poverty are less likely to access health services, healthy food, and other necessities. Due to these increased barriers created by poverty this contribute to poor health status among individuals and the community.

Median Household Income by Household Size

Report Area	1-Person Households	2-Person Households	3-Person Households	4-Person Households	5-Person Households	6-Person Households	7-or-More-Person Households
Sanders County, MT	\$19,121.00	\$45,982.00	\$35,859.00	\$51,667.00	\$67,563.00	\$29,439.00	No data
Montana	\$27,012.00	\$61,337.00	\$70,407.00	\$84,412.00	\$80,788.00	\$72,790.00	\$71,676.00
United States	\$31,027.00	\$67,304.00	\$77,463.00	\$89,780.00	\$82,776.00	\$79,540.00	\$83,321.00

4. Access to Care (Underinsured, Cost of care, Lack of availability of services)

For definition access to care means "the timely use of personal health services to achieve the best health outcomes." It requires 3 distinct steps: Gaining entry into the health care system (usually through insurance coverage), accessing a location where needed health care services are provided (geographic availability), and finding a health care provider whom the patient trusts and can communicate with (personal relationship).

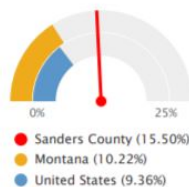
Physical, social, and mental health status and quality of life are affected overall by one's accesses to care. Many stakeholders and advisory members cited the common barriers to health care services including high cost of care, inadequate or no insurance coverage- don't qualify for Medicare or Medicaid, lack of availability of services ie. having to drive out of county for services or specialty services are not available locally, like dentist not accepting Medicaid or lack of appointment availability, and lack of culturally competent care.

Often these barriers to accessing health services lead to unmet health needs, delays in receiving appropriate care, inability to get preventive services- including screenings, education/counseling, and immunizations, financial burdens, preventable hospitalizations.

Report Area	Total Population (For Whom Insurance Status is Determined)	Total Uninsured Population	Percent Uninsured Population
Sanders County, MT	11,397	1,766	15.50%
Montana	1,026,586	104,910	10.22%
United States	317,941,631	29,752,767	9.36%

Note: This indicator is compared to the state average.
Data Source: US Census Bureau, American Community Survey, 2014-18. Source geography: Tract

Percent Uninsured Population



Uninsured Population, Percent by Tract, ACS 2014-18



Report Area	Total Population (2017)	Primary Care Physicians, 2017	Primary Care Physicians, Rate per 100,000 Pop.
Sanders County, MT	11,692	9	76.98
Montana	1,053,090	842	80
United States	325,147,121	249,103	76.6

*Note: This indicator is compared to the state average.
Data Source: US Department of Health & Human Services, Health Resources and Services Administration, Area Health Resource File, 2017. Source geography: County Primary Care Providers, Rate per 100,000 Population*

Stakeholders appreciated the services like general surgery, family medicine, emergency department, mental health providers, the recent addition of orthopedic surgery, and the community classes. Many were still unaware of a variety of other specialty services and programs offered through Clark Fork Valley Hospital.

5. Chronic Conditions (Obesity, Heart Disease, Diabetes, Cancer)

Chronic conditions such as obesity, heart disease, diabetes, and cancers were among health-related concerns identified by key informants. Many stated that they feel there is an increase in Obesity and more sedentary lifestyles, which is often associated with poor health. According to 2020 County Health Rankings data 29% percent of residents in Sanders County twenty years and older report no leisure time physical activity compared to state average 22% of and national average of 20%. County Health Rankings identified physical distress in Sanders County as higher than both state and national data. Physical distress is the percentage of adults reporting 14 or more days of poor physical health per month. Some stakeholders feel obesity is tied to poor nutritional choices and availability, with most stating access to nutritional education, low income, little to no group exercise classes, and poor understanding of disease-prevention. In recent years though Sanders County obesity rate (BMI> 30.0) has decreased.

Physical Inactivity

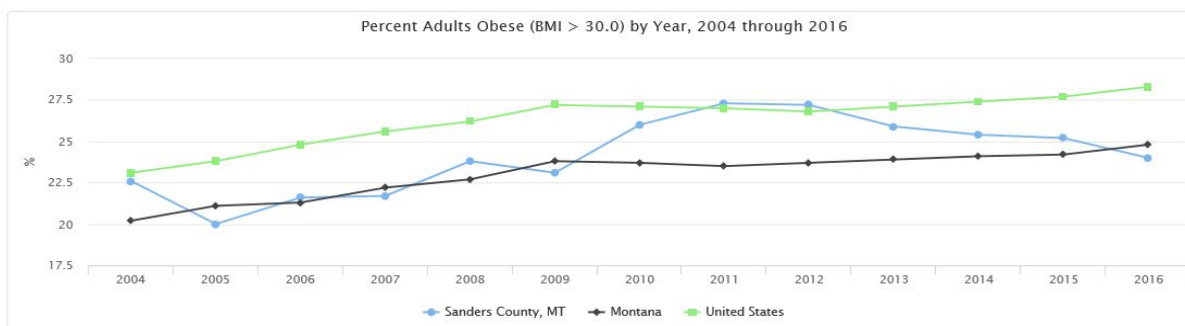
Report Area	Percent of Adults (Age 18+) with Physical Distress
Sanders County, MT	14%
Montana	12%
United States	9%

*Note: This indicator is compared to the state average
Data Source: 2020 County Health Rankings using 2017 data*

Obesity

Percent Adults Obese (BMI > 30.0) by Year, 2004 through 2016

Report Area	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Sanders County, MT	22.6%	20.0%	21.6%	21.7%	23.8%	23.1%	26.0%	27.3%	27.2%	25.9%	25.4%	25.2%	24.0%
Montana	20.2%	21.1%	21.3%	22.2%	22.7%	23.8%	23.7%	23.5%	23.7%	23.9%	24.1%	24.2%	24.8%
United States	23.1%	23.8%	24.8%	25.6%	26.2%	27.2%	27.1%	27.0%	26.8%	27.1%	27.4%	27.7%	28.3%



Chronic Conditions and Disease

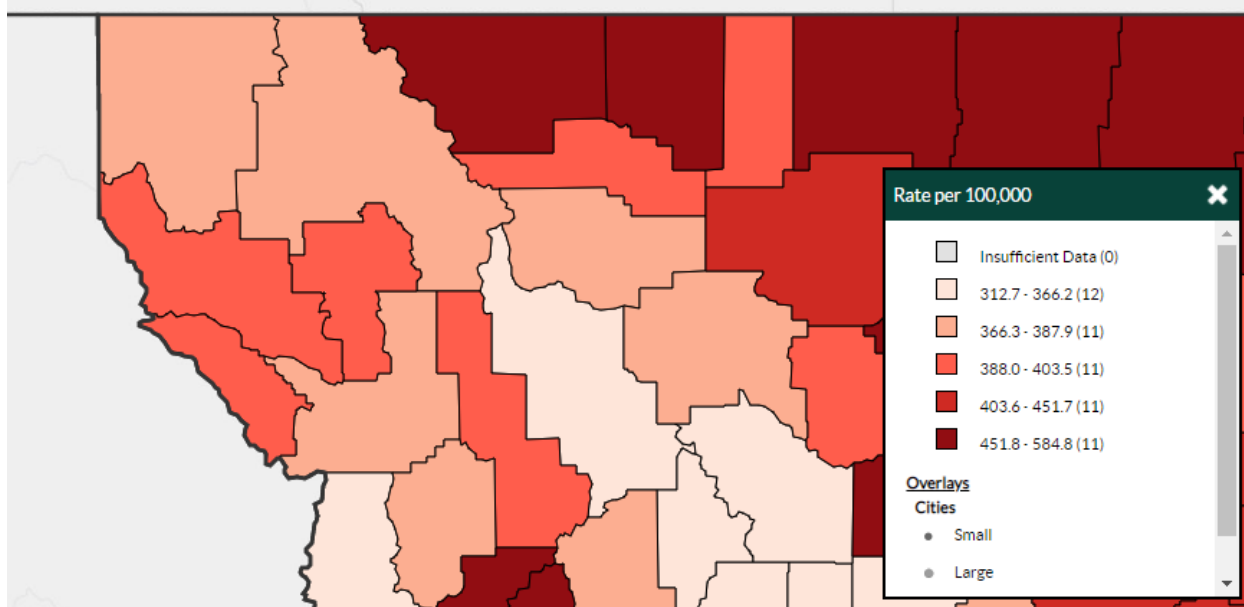
Diabetes

Report Area	Total Population Age 20+	Population with Diagnosed Diabetes	Population with Diagnosed Diabetes, Age-Adjusted Rate
Sanders County, MT	9,210.00	967.00	6.80%
Montana	785,900.00	63,443.00	6.77%
United States	243,852,590.00	25,204,602.00	9.32%

Note: This indicator is compared to the state average.

Data Source: Centers for Disease Control and Prevention, National Center for Chronic Disease Prevention and Health Promotion. 2016. Source geography: County

Cardiovascular Disease Death Rate

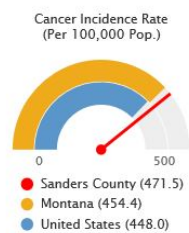


CDC 2016-2018 data

Cancer

Report Area	Estimated Total Population	New Cases (Annual Average)	Cancer Incidence Rate (Per 100,000 Pop.)
Sanders County, MT	19,936	94	471.5
Montana	1,298,635	5,901	454.4
United States	365,649,553	1,638,110	448.0

Note: This indicator is compared to the state average.
Data Source: State Cancer Profiles, 2012-16. Source geography: County

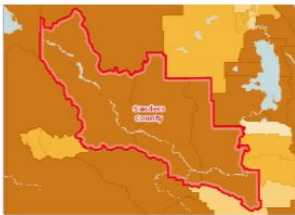


6. Aging Population

Aging population and a need for increased senior services. About 29% of Sander County are age 65 years and older. With the median age of the county being 53.2 years of age. In addition to having a higher likelihood of chronic conditions associated with aging and those mentioned prior, it was identified as a need to have additional senior services available. Senior services like respite care for adult caregivers, in home personal care, and some stated having an assisted living facility in the community not just long-term care facilities were among the additional services identified. Many of the services identified as a need are not currently available in our community or very limited availability. It should be noted there is an assisted living facility in Thompson Falls, but with limited capacity.

Report Area	Total Population	Population Age 65+	Percent Population Age 65+
Sanders County, MT	11,521	3,325	28.86%
Montana	1,041,732	183,823	17.65%
United States	322,903,030	49,238,581	15.25%

Data Source: US Census Bureau, American Community Survey, 2014-18. Source geography: Tract



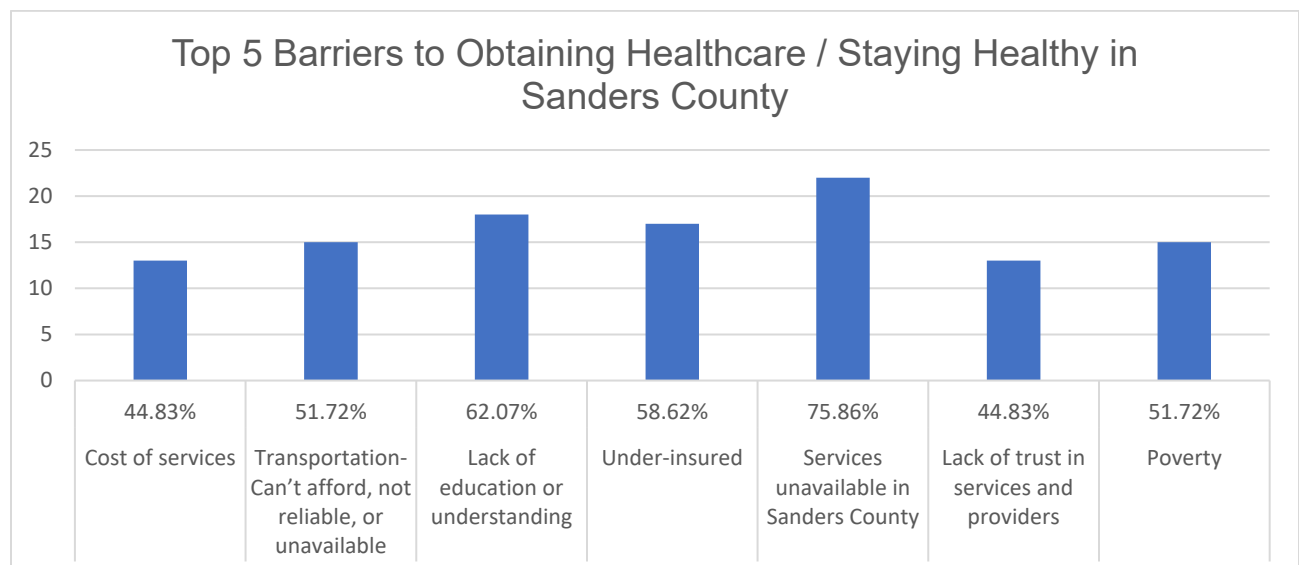
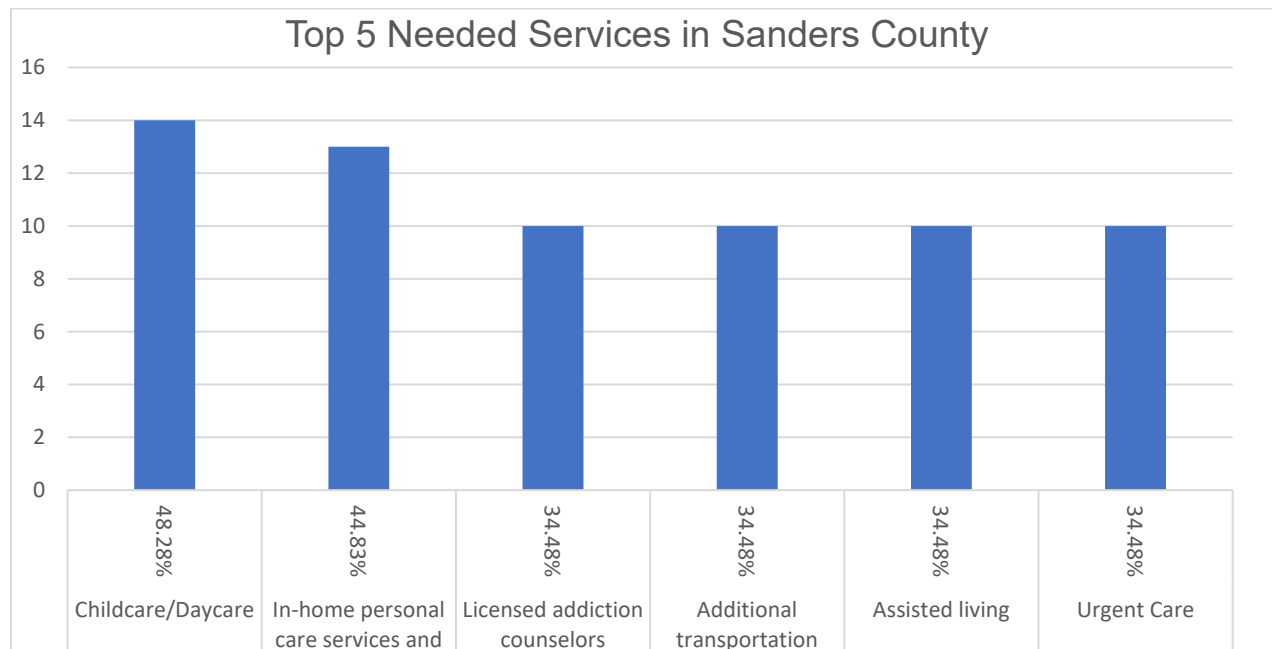
Population Age 65+, Percent by Tract, ACS 2014-18

- Over 20.0%
- 16.1 - 20.0%
- 12.1 - 16.0%
- Under 12.1%
- No Data or Data Suppressed
- Sanders County, MT

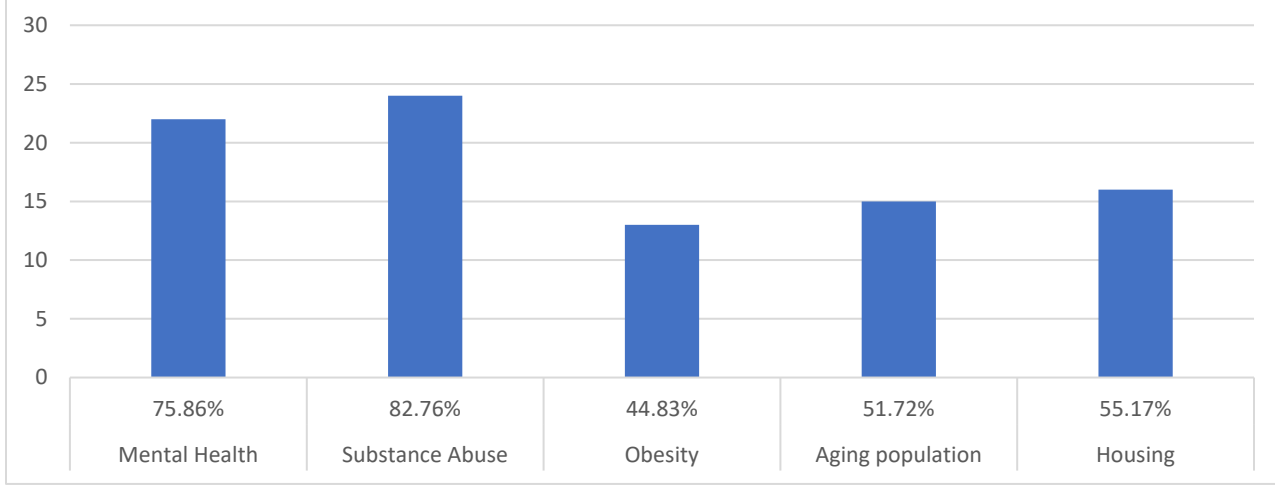
Figure 1 US Census Bureau 2014-2018

Prioritization of Health Needs

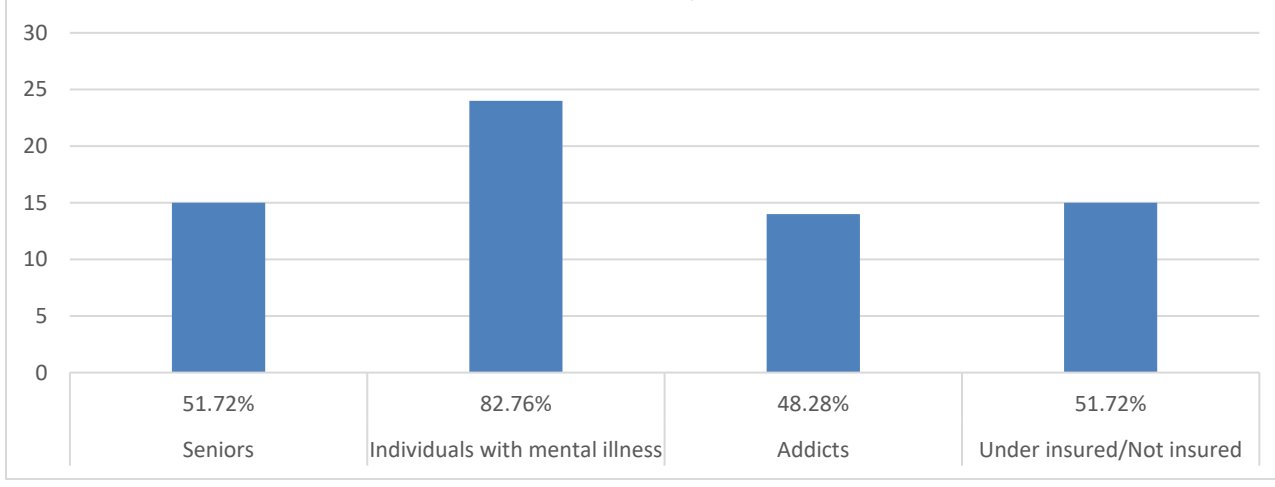
Below is a prioritization of the health needs. These needs were initially identified through the stakeholder interviews and secondary data. That data was then turned into a short survey to have the stakeholders and CHNA advisory board members further prioritize and identify areas to address. It should be noted that while some summaries indicate top 5 or top 3 there may be more than that number listed due to equal weight in the response choice. Of the 35 individuals sent a survey 29 respond. This data will be used to help create an implementation plan and strategies for 2020-2023. Full respondent answers and survey questions and stakeholder questionnaire are found at the end of this section.



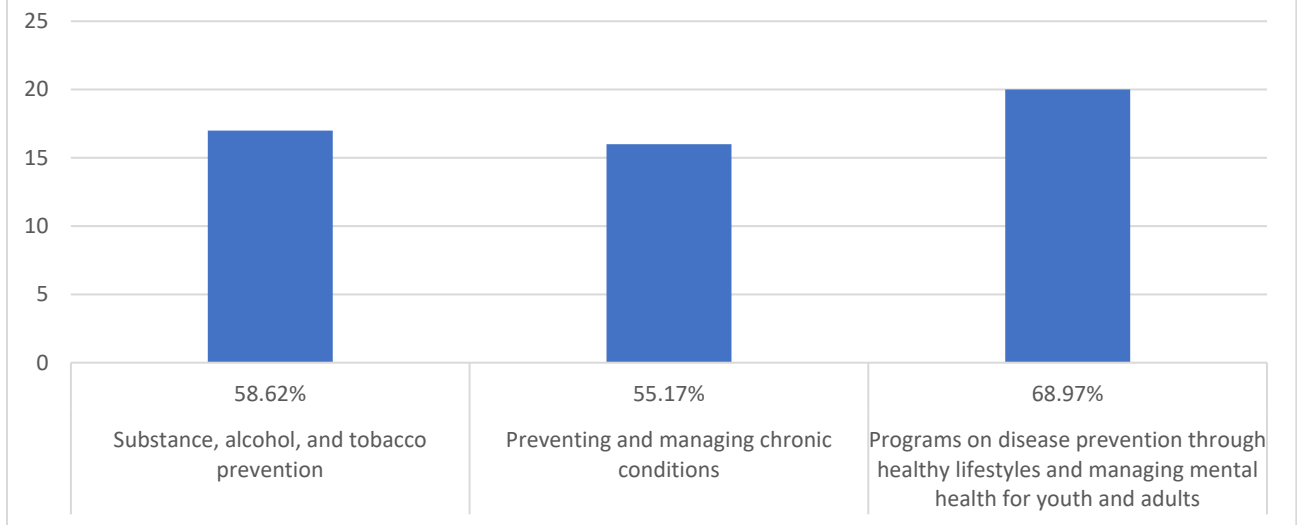
Top 5 Health Concerns and Issues in Sanders County



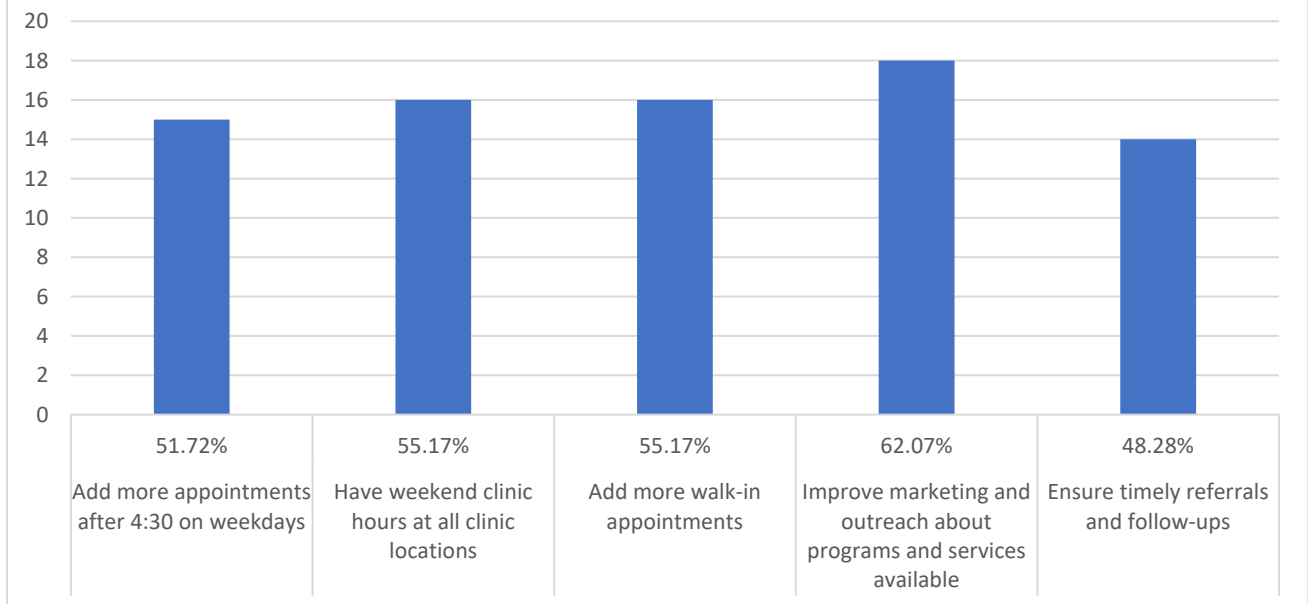
Top 3 Groups in Need of Additional Services in Sanders County



Top 3 Programs Seen as a Need in Sanders County



Top 5 Areas CFVH and FMN can Improve



Perception of the Hospital and Clinical Services
Overall (1-5 stars rating)



3.8 out 5

Needs Unable to Address

It should also be noted that while items may be viewed as a top priority, CFVH is aware there are needs we are currently unable to address at this time, which were identified through our CHNA process. These needs include:

Dental Access and Utilization for Medicaid Patients

Currently most primary care dental location do not accept Medicaid patients and this is an area for our local dentist to revisit. This has been brought up to them by providing them with the CHNA.

Socio-Economic Determinates of Health

Specifically relating to transportation, housing and poverty. We currently work with Sanders County Council on Aging and Transportation. We are currently one of the largest employers in Sanders County and offer charity care, financial counseling, and services to Medicaid and Medicare patients. There is a lack of affordable housing though in Sanders County. Sanders County is also one of the poorest counties in Montana.

Senior Services

We cannot afford the cost of sustaining an assisted living facility but will continue to evaluate options around respite care and in-home care, aside from our home health and hospice options, with Sander County Agency on Aging and other partners.

Access to Specialty Services

These services include oncology, dialysis, eye care, and an OB/. Oncology and dialysis are too low of a demand to financially sustain a full program. Currently we offer OB/GYN and are looking to expand OB/GYN services. Services like childcare does not seen as a viable option for CFVH to purse at this time.

Stakeholder Interview Questions and responses

CFVH Community Health Needs Assessment Questionnaire

- 1.What do people in Sanders County do to stay healthy?

- 2.What are the serious health problems/ issues in Sander County? -What are some of the causes of these problems?

- 3.Is there any group not receiving enough health care or services? If so, why?

- 4.What do you believe are the most beneficial health resources/services in Sanders County?

- 5.What are the main barriers to obtaining health care in the county or taking care of significant health needs? -How can those barriers be addressed?

- 6.What additional services (medical or non-medical) do you think are needed in this area?

- 7.What is your perception of the hospital overall and of specific programs and services?

- 8.What can the hospital do to improve health and quality of life in the community?

- 9.Of all the issues mentioned today, what issues do you think are the most important for your community to address?

- 10.Do you have any concerns or experiences regarding the health of those in Sanders County that you feel haven't been addressed during our conversation/through this questionnaire?

Survey Questions and Response

CFVH Community Health Needs Assessment Survey		
Q1. Of the items listed below, please select your top 5 you view as a needed service in Sanders County		
Answer Choices	Response Percent	Responses
Childcare/Daycare	48.28%	14
In-home personal care services and respite care	44.83%	13
Licensed addiction counselors	34.48%	10
Additional transportation services	34.48%	10
Assisted living	34.48%	10
Urgent Care	34.48%	10
Ophthalmology/Optometry	31.03%	9
Group exercise classes	31.03%	9
Dentist accepting Medicaid	27.59%	8
Weekend hours at all clinics	27.59%	8
Medical appointments available before and after standard business hours	24.14%	7
Office of Public Assistance	24.14%	7
Drug and alcohol treatment center	24.14%	7
Case workers	24.14%	7
Nutrition classes	20.69%	6
Dermatologist	13.79%	4
Educational Psychologist	6.9%	2
Specialized dentistry ie. Orthodontics	6.9%	2
Oncology	3.45%	1
Naturopathic Doctor	3.45%	1
Infusion therapies	0.0%	0
Other (please specify)		3
	Answered	29
Q2. Please select your top 5 barriers to obtaining health care/ staying healthy in Sanders County		
Answer Choices	Response Percent	Responses
Cost of services	44.83%	13
Transportation-Can't afford, not reliable, or unavailable	51.72%	15
Lack of education or understanding	62.07%	18
Stigma	24.14%	7
Under-insured	58.62%	17
Not insured	27.59%	8

Services unavailable in Sanders County	75.86%	22
Lack of trust in services and providers	44.83%	13
Lack of access to nutritional affordable food	17.24%	5
Poverty	51.72%	15
Services not available outside of working hours (8am-5pm)	41.38%	12
	Answered	29
Q3. Please select your top 5 health concerns and issues in Sanders county		
Answer Choices	Response Percent	Responses
Mental Health	75.86%	22
Substance Abuse	82.76%	24
Tobacco/ Nicotine use	24.14%	7
Obesity	44.83%	13
Poverty	41.38%	12
Cost of healthcare	37.93%	11
Cancer	3.45%	1
Service unavailable in Sanders County	34.48%	10
Diabetes	17.24%	5
Aging population	51.72%	15
Isolation	24.14%	7
Housing	55.17%	16
Other (please specify)	6.9%	2
	Answered	29
Q4. Please identify your top 3 groups you would like to see more health care services for		
Answer Choices	Response Percent	Responses
Seniors	51.72%	15
Veterans	31.03%	9
Young adults (18-29)	6.9%	2
Children	27.59%	8
Individuals with mental illness	82.76%	24
Addicts	48.28%	14
Under insured/Not insured	51.72%	15
	Answered	29
Q5. Please select your top 3 programs you feel should be offered in Sanders County		
Answer Choices	Response Percent	Responses
Nutrition education	41.38%	12
Group exercise classes	31.03%	9
Substance, alcohol, and tobacco prevention	58.62%	17
Health literacy and health finance - understanding treatments, medication, insurance, and cost	34.48%	10
Preventing and managing chronic conditions	55.17%	16

Programs on disease prevention through healthy lifestyles and managing mental health for youth and adults	68.97%	20					
Smoking cessation program	10.34%	3					
	Answered	29					
Q6. Please select your top 5 ways the hospital and clinics can improve their practices							
Answer Choices	Response Percent	Responses					
Add more appointments after 4:30 on weekdays	51.72%	15					
Have weekend clinic hours at all clinic locations	55.17%	16					
Add more walk-in appointments	55.17%	16					
Improve marketing and outreach about programs and services available	62.07%	18					
Ensure timely referrals and follow-ups	48.28%	14					
Add more specialist	44.83%	13					
Improve customer service- address complaints, explain processes thoroughly	34.48%	10					
Improve professionalism	20.69%	6					
Increase communication about patient between ER provider and Primary Provider	20.69%	6					
Add more female providers	20.69%	6					
Be more visible in the community- attend games, do outreach in school and senior centers, host more free or low cost community friendly events promoting healthy lifestyles	27.59%	8					
	Answered	29					
Q7. Perception of the hospital and clinical services overall (1-5 star)							
Answer Choices	1	2	3	4	5	Total	Average
Star	0	3	7	11	8	29	3.83

Special Thanks

CFVH would like to thank all their community partners, stakeholders, and CHNA advisory board for participating in this the CHNA process and helping us prioritize the health needs of our community. We look forward to our continue work and partnerships with organizations and community services listed below and apologize for anyone we may have missed.

Sanders County Public Health and all of their divisions and services
Sanders County Schools
Sanders County Businesses
Sanders County Volunteers
Sanders County EMS and First Responders
MSU-Extension Office
State Office and Federal Offices and the services provided
Local nonprofits and resources supporting community health
All healthcare providers in the area
CFVH Board members and foundation volunteers
ALL COMMUNITY MEMEMBERS AND PATIENTS!

Thank you all for helping us to continually improve and work towards providing the best care and service, and for offering your honest feedback and participation in this process and many more!

Health Resources in Sanders County

Please note there may be additional resources missing from this resources list as the resources in the area are subject to change.

CAREGIVER SUPPORT GROUPS

Powerful Tools for Caregivers –Jane Morton 800-266-4188 or 883-7284

Respite and Homemaking – Sanders County Council on Aging 800-246-5899 or 741-2343

Caregiver Support Group- CFVH Plains 826-4800

CASE MANAGEMENT

Benefis Spectrum Medical, Inc 406-752-0580

DENTAL SERVICES

MT West Dentist -Plains 826-3620

Goertzen Roland Dentistry – Thompson Falls 827-4681

Country Dental -Hot Springs 741-5031

FOOD & FOOD PANTRIES

Commodity Supplemental Food Program—Sanders County Council on Aging 741-2343

Hot Springs Food Pantry 741-2979

Community Harvest Food Bank, Thompson Falls 827-6333

Plains Community Food Bank 826-5714

Gospel Mountain Food Bank, Thompson Falls 827-4611

Plains Shekinah Kitchen 826-3333 C

Community Services Fellowship, Noxon 847-2151

HEALTH SERVICES

Clark Fork Valley Hospital & Family Practice-10 Kruger Road, Plains, MT 826-4800

Thompson Falls Family Medicine & Physical Therapy, 120 Pond St, Thompson Falls, MT 827-4442

Hot Springs Family Medicine & Physical Therapy, 118 Broadway St Hot Springs, MT 741-3602

Main St Medical, Jane Taylor PA, 907 Main, Thompson Falls, MT 827-4307

HOSPITAL/HOME HEALTH/HOSPICE

Addus Healthcare (serving Sanders County) 888-293-9651 or 214-0850

A Plus Health Care (serving Sanders County) 755-4968

Personal Touch Home Care, (serving Sanders County) 800-344-5979 or 758-5401

Clark Fork Valley Hospital, 110 Kruger Rd, Plains, MT 826- 4800

Home Health & Hospice– Clark Fork Valley Hospital 826-4873

ResCare 251-9333

LICENSED NURSING HOMES

Clark Fork Valley Nursing Home—10 Kruger Rd, Plains, MT 59859 800-826-3601 or 826-4873

Hot Springs Health & Rehabilitation—600 1st Ave N, Hot Springs, MT 59845 741-2992

LICENSED ADULT FOSTER CARE/PERSONAL CARE HOMES (Assisted Living)

Cherry Hills Assisted Living, 214 Church, Thompson Falls, MT 827-1272

Mountain View Manor, Box 512, Plains 826-7762

Mount Silcox Adult Foster Care ,Thompson Falls 827-1737

PUBLIC HEALTH

Sanders County Public Health Department 827-6931

SHELTERS

Sanders County Coalition for Families – Thompson Falls 827-3218

SANDERS COUNTY COUNCIL ON AGING

Antonio Tinacci, Director ,PO Box 339, Hot Springs, MT 59845 800-246-5899 or 741-2343

TRANSPORTATION

Sanders County Public Transportation 800-246-5899 or 741-2346

CSKT Transit, Pablo—serving all residents of Flathead Reservation 675-2700 ext 1030 or 1360

Disabled American Veterans (DAV) – Free rides for veterans 242-0217

**SANDERS COUNTY SENIOR CITIZEN CENTERS & NUTRITIONAL MEAL LOCATIONS
(Congregate & Home-Delivered Meals. Call for days & times)**

Camas Hot Springs Senior Center, 101 Main St., Hot Springs MT 59845 741-2344

Heron Community Center, 205 Railroad Ave , Heron, MT 59844 847-2520

Hot Springs Tribal Center, 214 Spring St. N. Suite B, Hot Springs, MT 59845 741-3265

Dixon Senior Center, 106 3rd St. W, Dixon, MT 59831 246-3310

Noxon Senior Center, 201 2nd Ave., Noxon, MT 59853 847-6000

Plains/Paradise Senior Center, 205 W. Meany St, Plains, MT 59859 826-3018

Thompson Falls Senior Center, 1191 Mt. Silcox Rd, Thompson Falls, MT 59873 827-3457

Trout Creek Senior Center, 10 Larch Street, Trout Creek, MT 59874 827-4461

SENIOR CITIZEN & COMMUNITY SUBSIDIZED HOUSING

Mountain House– Thompson Falls (Bennett Homes) 827-4663

Saleesh House – Thompson Falls (Bennett Homes) 827-4663

Teddy Roosevelt House-Trout Creek (Bennett Homes) 827-4663

Clark Fork Apartments– Plains 827-3606

Lions Manor—Thompson Falls 827-3115 Whispering Pines– Trout Creek 827-0543

Sanders County Housing Authority 847-2294

SOCIAL AND HUMAN SERVICES

AARP-State Director 441-2277

Adult Protective Services regional intake 755-6493 Sanders Co

Child & Adult Services 800-318-8865

Alcohol & Drug Services-Sanders County 827-4241

Cancer Network of Sanders County-Joyce Dougan, 826-4278

Citizens Advocate –Helena 800-332-2272

Consumer Affairs Division (complaints or questions re: telemarketing) Helena 444-9405

Family Violence Hotline-Plains 800-265-0415 or 758-5433

Fuel Assistance-Community Action Partnership of NW Mt 800-344-5979 or 827-3472

Insurance Commissioner-State of Montana 800-332-6148

Medicaid Information 800-362-8312

Medicare Information 800-633-4227

Montana Home Health Hot Line 800-762-4618

Montana Legal Services Association, Missoula, 800-666-6899

Montana Veterans Continuing Care Center– Whitefish 406-892-3256

National Alzheimer's Information & Referral 800-272-3900

Office of Public Assistance 827-4395

Sanders County Coalition For Families-Elder Abuse 827-3218

Sanders County Community Development Corporation– Jim Rexhouse 827-6935

Sanders County Community Mental Health 532-9190

Social Security Administration-National toll free number 800-772-1213

Summit Independent Living Center—Northwestern Montana 406-215-1604 ex 3 or 866-230-6936

Travel Free Rooms– Long Distance Vets-Spokane 800-274-6025

Veteran State Administration 800-827-1000

Veterans Administration-Fort Harrison general information 442-6410

Veterans Health and Benefits Service 877-222-8387

Resources

Centers for Disease Control and Prevention, Behavioral Risk Factor Surveillance System, US Department of Health & Human Services, Health Indicators Warehouse, 2006-12.

Centers for Disease Control and Prevention, National Center for Chronic Disease Prevention and Health Promotion, 2016.

Centers for Disease Control and Prevention, National Vital Statistics System, 2013-17.

Centers for Disease Control and Prevention, Behavioral Risk Factor Surveillance System, US Department of Health & Human Services, Health Indicators Warehouse, 2006-12.

Centers for Medicare and Medicaid Services, 2017.

Institute for Health Metrics and Evaluation (IHME), US County Profile: Sanders County, Montana. Seattle, WA: IHME, 2016.

Nielsen, Nielsen SiteReports, 2014.

State Cancer Profiles, 2012-16.

University of Wisconsin Population Health Institute, County Health Rankings, 2016-2018.

University of Wisconsin Population Health Institute, County Health Rankings, 2019.

US Census Bureau, American Community Survey, 2014-18.