

COMMUNITY HEALTH NEEDS ASSESSMENT  
2015 Survey with a  
2016 Update and Action Plan



**MARCUS DALY  
MEMORIAL  
HOSPITAL**  
Quality Care Close to Home™

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**Marcus Daly Memorial Hospital  
2015 Community Health Needs Assessment**

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# Marcus Daly Memorial Hospital Community Health Needs Assessment

## Summary Report June 2015

### I. INTRODUCTION

Marcus Daly Memorial Hospital (MDMH) located in Hamilton, Montana is a rural, not-for-profit general medical and surgical, 25-bed Critical Access Hospital (CAH). The Hospital employs approximately 500 community members which include 40 physicians. The medical staff is comprised of general practitioners and specialists. Approximately half of the patients are covered by Medicare.

The total county population as of July 1, 2015 was estimated at a little over 41,000 residents. On July 1, 2014 approximately 23 percent of those residents were over 65 years of age. Due to the geography of the county the population served by MDMH is estimated at 25,000

There are other independent, non-hospital employed health care professionals in the county. In Hamilton there are five family practice physicians, one neurologist, one orthopedic surgeon, one podiatrist and one radiologist. There is also a sliding scale health clinic, as well as a county health department and a Women's Infants and Children facility. There are two independent living facilities, two nursing homes, one home health organization and a number of services offered by Western Montana Mental Health. Mental health care is not offered by MDMH other than temporary care in the ER department.

Stevensville, 25 miles to the north, has two medical clinics. The two hospitals in Missoula each own one clinic (Missoula, Montana is located 50 miles north of Hamilton). Stevensville also has one nursing home/assisted living facility.

MDMH coordinates with medical professionals in Missoula to offer specialists services such as oncology and urology on a weekly basis at the Hamilton facility.

MDMH was established as a publicly owned, non tax supported hospital in the early 1930's with the express purpose of providing health care to the citizens of Ravalli County. The hospital moved to its present location in the 1970's and over the years has expanded to its present 250,000 square feet in order to meet the needs of the growing population.

Ravalli County is approximately 75 miles long from the Idaho border on the south to the county line just north of Florence, where it borders Missoula County. There are mountain ranges on both sides of the county (east and west) and over 70 percent of the county is in Federal ownership. The south end of the county is extremely rural with residents scattered along both

East and West Forks of the Bitterroot River. The small communities of Conner and Sula have post offices and are located along the river forks. The river flows north to Missoula. There are four incorporated towns and three unincorporated towns in the county. Many of the residents of Stevensville and most of the residents of Florence choose health care professionals in Stevensville and Missoula for their needs. The core of the MDMH served population is Darby (18 miles south), Hamilton, Corvallis (6 miles northeast), Pinesdale (6 miles northwest), and Victor (8 miles north). Darby includes a very large rural area along the East and West Forks of the Bitterroot River. MDMH provides ambulance service in Darby, Hamilton and Stevensville and has coop relationships with Victor, West Fork and Corvallis Rural Fire Departments. See attached map.

The economic situation in Ravalli County could be much better. The Town Charts Website provides the following information from the 2015 Census Bureau:

Median Household income in the U.S. is a little over \$53,000; in Montana and Missoula County it is over \$46,000; while in Ravalli County it is a little over \$38,000. In Ravalli County, 27 percent of the workers earn less than \$10,000 and 18.8 percent of households earn less than the poverty level, while 15 percent of households are receiving public assistance. This situation results in a significant number of residents being underinsured or uninsured. Expanded Medicaid has helped the situation somewhat, but it is still an area of concern for MDMH leadership.

## **II. HEALTH ASSESSMENT PROCESS**

In February 2015, John M. Bartos, CEO, contacted Veto J. “Sonny” La Salle and asked him to become a part-time employee of the Hospital to do the CHNA. Sonny had been an MDMH Board member from 2003 to 2012 and Board Chair from 2005 to 2012. He was also co-Chair of the Community Fundraising Steering Committee to raise the necessary funds to construct the new Intensive Care Unit that was completed in January 2015.

Mr. Bartos and Mr. LaSalle met numerous times to design the survey instrument, found in Appendix A, and agree on the survey methodology.

### III. SURVEY METHODOLOGY

#### Survey Instrument

It was determined that a simple, one page instrument would appeal to the majority of people willing to respond. The instrument, a survey form, would focus on what MDMH could actually do to respond to the health needs of the people they serve. The survey form was designed by Sonny LaSalle in collaboration with MDMH CEO, John Bartos. The questions on the form deliberately allowed and encouraged people to respond in their own words.

The 2012 Community Health Services Development Survey provided a wealth of information that should be used as a base and this 2015 Community Health Needs Assessment (CHNA) as the next step.

#### Sampling

The first survey forms were completed on February 25, 2015 and the last date to accept forms was May 31, 2015.

The Ravalli County Health Department was contacted by Mr. LaSalle. The director reviewed the survey form. She and her staff completed forms and volunteered to ask their patients to do likewise. She mentioned that her main concern was abuse of drugs, mainly heroin, by county residents.

There are almost 70 organizations identified in the county, including county and city elected officers, school boards, school staff, service clubs, retirement homes, political groups, federal and state offices and others. The groups contacted are listed in Appendix B.

The preferred method for sampling was that Mr. LaSalle would meet with the group at a scheduled meeting. He would present the purpose of the CHNA, answer questions about the survey or the Hospital, and ask attendees to complete the survey form while he was in attendance. This was the most successful method for collecting complete and understandable/legible forms.

There were other methods employed as the objective was to provide opportunities for everyone in the county to participate in the CHNA.

- The survey period was announced with a front page feature article in the Ravalli Republic Newspaper dated March 1, 2015 found in Appendix C.
- There was also T.V. coverage by NBC Montana Station, KECI, in Missoula.

- The spring 2015 issue of HealthLines, the newsletter of MDMH, contained a letter from Mr. LaSalle inviting everyone to participate in the CHNA survey. This newsletter is mailed to 19,000<sup>+</sup> locations in the county and every household receives one. The letter is shown in Appendix D.
- The survey form was also placed on the MDMH Website with instructions on how to complete and transmit the form.

There was a conscious effort to get completed survey forms from as many age classes as possible, starting with high school seniors at Hamilton High School. Approximately one hundred 17 and 18 year old seniors were given the opportunity to complete the survey form while in the senior level Government class. There were six forms completed.

It is quite obvious that the older people the more interested and concerned they are about health care. The largest number of respondents were 55-85 years of age. Many of the organized groups had members in this age group, but there were quite a few willing participants in the younger age groups.

The data from the 2010 census for Ravalli County is displayed in Figure 1. These are the “In Household” numbers by gender and age class, and they correspond quite well to the age classes used in the sampling methodology.

Figure 2 displays the number of survey forms completed by age class and gender. The last column shows the percentage of the population that is represented by the completed survey forms. Calculating these percentages was a pleasant surprise, and the conclusion is the completed survey forms accurately portray the health needs of the county’s residents.

A decision was made not to separate the completed forms by gender as reading all of the forms resulted in no appreciable response differences between them. The percentage of responses between male and female varied by age class with males representing 23%, which was the lowest in the 35-44 year old age class, and the highest at 45% in the 18-24 year old age class. The overall form completion rate was 33 % male and 67% female.

Figure 3 shows the percentage of the age classes that responded where n = 693 as there were five completed forms with no age and/or gender identified. There are 14,271 residents over the age of 55 (2010 census) and the survey forms represent 3.6% of that population, which is significant.



#### IV. RESULTS OF THE SURVEY

The results will be divided into two sections. The first section will display the results by age class for the five topic areas on the survey form. The second section will display the results of all 698 response forms for the five topic areas.

The actual 698 response forms are on file in the Administration Office of MDMH. The office is located at 1201 Westwood Drive, Hamilton, MT. The summaries by age class and across all age classes are in Appendix E of this report.

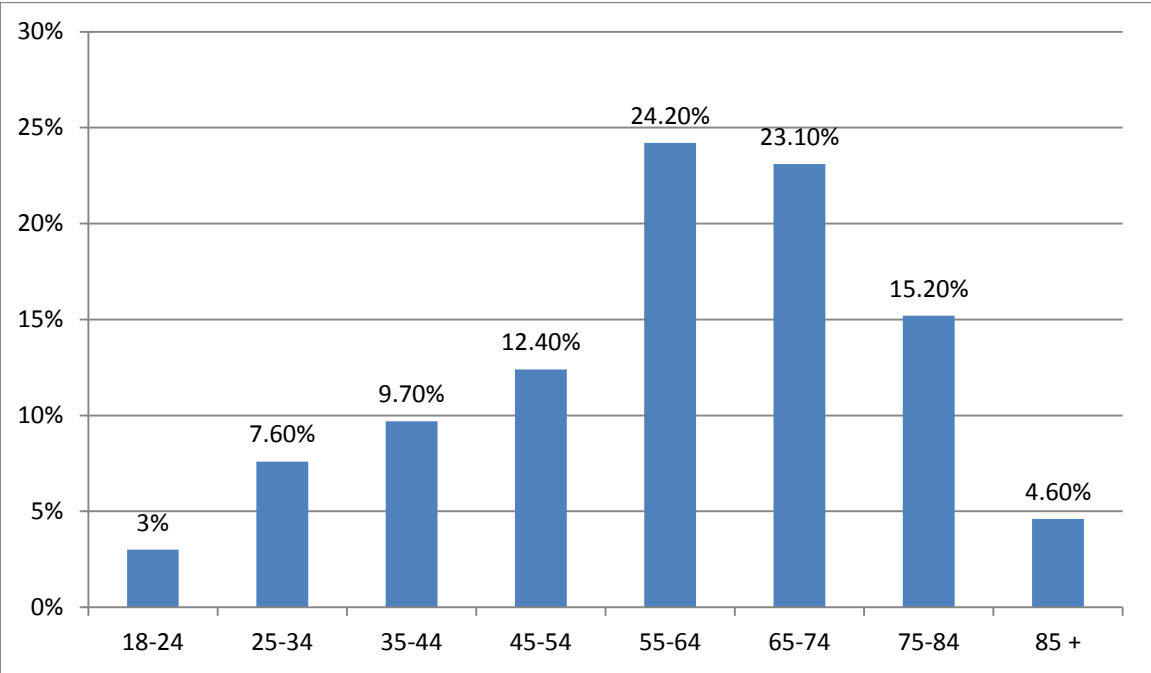
**Figure 1: 2010 Census in Household by Gender and Age Class**

Age Class	Male	Female	Total
<b>18 to 24</b>	1155	1099	2254
<b>25 to 34</b>	1825	1884	3709
<b>35 to 44</b>	2235	2278	4513
<b>45 to 54</b>	2962	3248	6210
<b>55 to 64</b>	3197	3486	6683
<b>65 to 74</b>	2314	2204	4518
<b>75 to 84</b>	1085	1140	2225
<b>85 &amp; over</b>	340	505	845

**Figure 2: 2015 Survey Forms Completed**

Age Class	Male	Female	Total	% of Population
<b>18-24</b>	10	12	22	1%
<b>25-34</b>	16	37	53	1.4%
<b>35-44</b>	16	51	67	1.5%
<b>45-54</b>	21	65	86	1.4%
<b>55-64</b>	53	115	168	2.5%
<b>65-74</b>	56	104	160	3.5%
<b>75-84</b>	44	61	105	4.7%
<b>85 &amp; over</b>	10	22	32	3.8%
<b>No age/gender</b>	-	-	5	-
<b>TOTAL:</b>	<b>226</b>	<b>467</b>	<b>698</b>	

**Figure 3: Age of Respondents**



<b>RESULTS OF THE SURVEY: AGE CLASS: 18-24</b>		22 Respondents
<b>A. WHAT SERVICES DO YOU THINK WE NEED TO ADD TO THOSE WE PRESENTLY PROVIDE?</b>		
# of Responses		
<b>1. Facilities - Equipment</b>		
There was not much that “jumped out” in this section. Please refer to Appendix E to view the comments/suggestions and number of responses.		

<b>2. Medical Specialties: 17 Comments/Suggestions</b>	
5	Pediatrician
3	Dermatologist
2	Cardiologist
1	All other specialties

<b>3. Education – Courses – Seminars: 16 Comments/Suggestions</b>	
4	General public health and wellness
4	EMT courses for high school seniors
3	Classes for new parents

<b>4. Other Health Concerns: 4 Comments/Suggestions</b>	
Please refer to Appendix E.	

<b>B. WHAT SERVICES PRESENTLY PROVIDED SHOULD BE INCREASED OR IMPROVED?</b>	
Comment: There were eight comments/suggestions in this section. Please refer to Appendix E.	

<b>RESULTS OF THE SURVEY: AGE CLASS: 25-34</b>		53 Respondents
<b>A. WHAT SERVICES DO YOU THINK WE NEED TO ADD TO THOSE WE PRESENTLY PROVIDE?</b>		
# of Responses		
<b>1. Facilities - Equipment</b>		
3	Clinic in Darby	
3	Clinic in Victor	
3	New surgical suite	

<b>2. Medical Specialties: 23 Comments/Suggestions</b>		
25	Pediatrician (one or more)	
4	Dermatologist	

<b>3. Education – Courses – Seminars: 33 Comments/Suggestions</b>		
5	Birthing	
4	Parenting	
3	Health and Nutrition	

<b>4. Other Health Concerns: 8 Comments/Suggestions</b>		
Please refer to Appendix E.		

<b>B. WHAT SERVICES PRESENTLY PROVIDED SHOULD BE INCREASED OR IMPROVED?</b>		
4	Billing	
4	Victor ambulance is understaffed	
Comment: There were 26 different comments/suggestions and most were mentioned only once.		

<b>RESULTS OF THE SURVEY: AGE CLASS: 35-44</b>	67 Respondents
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**A. WHAT SERVICES DO YOU THINK WE NEED TO ADD TO THOSE WE PRESENTLY PROVIDE?**

# of Responses	
<b>1. Facilities – Equipment: 28 Comments/Suggestions</b>	
5	New cafeteria
4	Clinic in Darby
4	More cancer treatments
4	Dialysis center
3	Birthing center

<b>2. Medical Specialties: 30 Comments/Suggestions</b>	
29	Pediatrician (one or more)
7	Dermatologist
5	Mental Health-Psychiatrist
4	Oncologist
4	Allergist
3	Endocrinologist
3	Holistic alternative medicine
3	Gastroenterologist

<b>3. Education – Courses – Seminars: 49 Comments/Suggestions</b>	
10	Health and Nutrition
4	Alternative medicine
4	More CPR courses offered at different times during the day
3	Parenting
3	Birthing
3	More free health fairs

<b>4. Other Health Concerns: 15 Comments/Suggestions</b>	
3	Mental health
1-2	All other comments

**B. WHAT SERVICES PRESENTLY PROVIDED SHOULD BE INCREASED OR IMPROVED?**

13	Billing
8	Convenient Care – Expanded hours

Comment: There were 28 different comments/suggestions.

\* Convenient Care had three other slightly different suggestions that were recorded separately. Please refer to Appendix E.

<b>RESULTS OF THE SURVEY: AGE CLASS: 45-54</b>	86 Respondents
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**A. WHAT SERVICES DO YOU THINK WE NEED TO ADD TO THOSE WE PRESENTLY PROVIDE?**

# of Responses	
<b>1. Facilities – Equipment: 40 Comments/Suggestions</b>	
10	Dialysis center
7	Clinic in Darby
6	New Kitchen/Cafeteria
5	Permanent Oncology unit
2	Larger Oncology center

<b>2. Medical Specialties: 22 Comments/Suggestions</b>	
16	Dermatologist
14	Pediatrician (one or more)
9	Psychiatrist
7	Oncologist
6	Nephrologist
4	Mental health counselors
3	Cardiologist
3	Urologist
3	More Primary Care Physicians
3	Endocrinologist

<b>3. Education – Courses – Seminars: 49 Comments/Suggestions</b>	
6	Nutrition
3	Diabetes Management
3	Prepare for an aging population for in-home care
1	Hire another Dietitian
1	More!

<b>4. Other Health Concerns: 16 Comments</b>	
Please refer to Appendix E.	

**B. WHAT SERVICES PRESENTLY PROVIDED SHOULD BE INCREASED OR IMPROVED?**

8	Billing
6	Convenient Care – Extend hours
Comment: There were 37 different comments/suggestions.	

<b>RESULTS OF THE SURVEY: AGE CLASS: 55-64</b>	168 Respondents
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**A. WHAT SERVICES DO YOU THINK WE NEED TO ADD TO THOSE WE PRESENTLY PROVIDE?**

# of Responses	
<b>1. Facilities – Equipment: 40 Comments/Suggestions</b>	
24	Dialysis unit
15	Clinic in Darby
12	Facilities are looking very good/continue to grow.
6	Larger delivery room
6	Kitchen/Cafeteria
6	Permanent Oncology center
5	New surgery unit
3	New birthing center

<b>2. Medical Specialties: 44 Comments/Suggestions</b>	
32	Dermatologist
26	Pediatrician (one or more)
10	Ear, Nose and Throat (ENT)
8	Gerontologist/Geriatrist
8	Cardiologist
5	Asthma/Allergy
5	Gastroenterologist
5	Urologist
4	Diabetic Specialist

<b>3. Education – Courses – Seminars: 58 Comments/Suggestions</b>	
10	Eating Healthy – Nutrition – Obesity – Weight management
8	More CPR and First Aid
8	Living with Diabetes
6	More please!
4	General Prevention – Weight Loss
4	Blood Pressure
4	Diabetes prevention
4	Alzheimer's/Dementia

<b>4. Other Health Concerns: 44 Comments/Suggestions</b>	
4	Sliding scale clinic for poor folks
Comment: This section had a lot of diversity in responses but not much repetition.	

**B. WHAT SERVICES PRESENTLY PROVIDED SHOULD BE INCREASED OR IMPROVED?**

22	Billing
8	More chemo days
8	Convenient Care – more hours
7	Sliding scale clinic
5	Doing a great job!
Comment: There were 67 different comments/suggestions.	



<b>RESULTS OF THE SURVEY: AGE CLASS: 65-74</b>	160 Respondents
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**A. WHAT SERVICES DO YOU THINK WE NEED TO ADD TO THOSE WE PRESENTLY PROVIDE?**

# of Responses	
<b>1. Facilities – Equipment: 23 Comments/Suggestions</b>	
37	Dialysis center
17	Chemo/Radiation center
13	Clinic in Darby
9	New Kitchen/Cafeteria – Salad Bar/Juice Bar
8	Larger chemo room
6	Larger gift shop with storage

<b>2. Medical Specialties: 37 Comments/Suggestions</b>	
41	Dermatologist
17	Oncologist-Chemo
17	Nephrologist
17	Gerontologist
14	Pediatrician
13	Cardiologist
11	Oncologist-Radiation
9	Rheumatologist
5	Ear, Nose and Throat (ENT)
4	Psychiatrist – child and adult
4	More internal medicine doctors
4	Allergist

<b>3. Education – Courses – Seminars: 67 Comments/Suggestions</b>	
12	Family/Caregiver to Dementia Patients
9	Nutrition
7	Any aging topics
7	Fitness especially for older people
6	Alzheimer's/Dementia
6	Diabetes care
4	Heart health

<b>4. Other Health Concerns</b>
Comment: This section had a lot of diversity in responses but not much repetition. Please refer to Appendix E.

<b>B. WHAT SERVICES PRESENTLY PROVIDED SHOULD BE INCREASED OR IMPROVED?</b>	
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30	Billing
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4	More chemo days
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Comment: There were 47 different comments/suggestions.	
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<b>RESULTS OF THE SURVEY: AGE CLASS: 75-84</b>		105 Respondents
<b>A. WHAT SERVICES DO YOU THINK WE NEED TO ADD TO THOSE WE PRESENTLY PROVIDE?</b>		
# of Responses		
<b>1. Facilities – Equipment: 20 Comments/Suggestions</b>		
27	Dialysis center	
5	Clinic in Darby	
5	Satisfied-good	
4	New Kitchen/Cafeteria	

<b>2. Medical Specialties: 21 Comments/Suggestions</b>		
23	Gerontologist	
10	Pediatrician	
7	Dermatologist	
7	Cardiologist	
5	Neurologist	
5	Nephrologist	
4	OB/GYN	

<b>3. Education – Courses – Seminars: 26 Comments/Suggestions</b>		
7	General nutrition	
5	Additional heart health	
5	Diabetes management	
4	CPR and First Aid	

<b>4. Other Health Concerns: 17 Comments/Suggestions</b>		
3	Better understanding of the elderly	

<b>B. WHAT SERVICES PRESENTLY PROVIDED SHOULD BE INCREASED OR IMPROVED?</b>		
9	Billing	
3	Convenient Care – faster service	
3	Appreciate free screenings	
Comment: There were 26 different comments/suggestions.		

<b>RESULTS OF THE SURVEY: AGE CLASS: 85<sup>+</sup></b>	32 Respondents
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**A. WHAT SERVICES DO YOU THINK WE NEED TO ADD TO THOSE WE PRESENTLY PROVIDE?**

# of Responses	
1. Facilities – Equipment: 12 Comments/Suggestions	
11	Seems satisfactory to me
1-2	All other comments

2. Medical Specialties: 9 Comments/Suggestions	
4	Cardiologist
3	Dermatologist

3. Education – Courses – Seminars: 7 Comments/Suggestions	
Please refer to Appendix E.	

4. Other Health Concerns: 6 Comments/Suggestions	
Please refer to Appendix E.	

**B. WHAT SERVICES PRESENTLY PROVIDED SHOULD BE INCREASED OR IMPROVED?**

Comment: There were 11 different comments/suggestions. Please refer to Appendix E.
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<b>RESULTS OF THE SURVEY: NO AGE/GENDER IDENTIFIED</b>		5 Respondents
<b>A. WHAT SERVICES DO YOU THINK WE NEED TO ADD TO THOSE WE PRESENTLY PROVIDE?</b>		
# of Responses		
<b>1. Facilities – Equipment: 3 Comments/Suggestions</b>		
2	Corvallis Family Medicine rooms are too small - not enough rooms for volume of patients.	
1	Corvallis Family Medicine Needs: Work Flow evaluation, refrigerators that are improved for vaccine storage and better organized lab - prevent contaminated surfaces.	

<b>2. Medical Specialties: 7 Comments/Suggestions</b>		
2	Mental health services	
2	Psychologist – adults and peds	
1	Gastroenterologist	
1	Pediatrician	
1	Psychiatrist	

<b>3. Education – Courses – Seminars: 7 Comments/Suggestions</b>		
Please refer to Appendix E.		

<b>4. Other Health Concerns: 6 Comments/Suggestions</b>		
1	Improve response given to employees who ask for ergonomic resources	

<b>B. WHAT SERVICES PRESENTLY PROVIDED SHOULD BE INCREASED OR IMPROVED?</b>		
1	Improve management's role in communication	

## **V. SURVEY COMPILATION RESULTS**

This section displays the results of the compilation of all 698 returned survey forms across all age classes. The display will be divided into the five sections of the survey form.

The diversity found in all five sections for all 698 completed forms is quite impressive and accurately portrays the wide range of health needs found in Ravalli County, Montana. The county is not very culturally or racially diverse, but it certainly is opinion and age diverse.

It must be emphasized again that all the comments and suggestions are important. Mr. Bartos has promised that he will read all of the completed forms and will encourage senior hospital staff and the Board of Directors to do the same. These survey forms, along with available finances, will play a key role in the future decisions made by the Board of Directors.

## i. FACILITIES AND EQUIPMENT

There are 153 different comments and suggestions. The most often mentioned are listed below:

* Note: The number in the left column represents the number of times a comment/suggestion was mentioned.	
101	Dialysis center
47	Clinic in Darby
30	New kitchen/cafeteria – salad bar/juice bar
17	Chemo/Radiation
15	Larger chemo room and more cancer treatments
14	New surgery center
14	Permanent Oncology unit
12	Facilities looking very good – continue to grow
11	Seems satisfactory to me
* Observation: There were three suggestions that were somewhat similar: dealing with oncology, chemo and radiation as well as cancer treatments. If you add all three of these together the total is 46.	
Comment: Please refer to Appendix E to view all of the comments/suggestions.	

## ii. MEDICAL SPECIALTIES

There were 121 different recommendations for specialties or other personnel. The most often mentioned are listed below:

* Note: The number in the left column represents the number of times a comment/suggestion was mentioned.	
125	Pediatrician (one or more)
112	Dermatologist (part or full-time)
50	Gerontologist
38	Cardiologist
37	Oncologist - Chemo
26	Nephrologist
20	Ear, Nose and Throat (ENT)
19	Rheumatologist
14	Oncologist - radiation
14	Gastroenterologist
13	Allergist
13	Endocrinologist
13	Psychiatrist
12	Urologist
* Observation: One would think the suggestion for Pediatricians (one or more) would only be found in the younger child bearing age classes, but that is not so. The dominant medical specialty shifted to dermatology in the older age classes but pediatrics remained strong up to age 84.	



### iii. EDUCATION – COURSES – SEMINARS

This section presented some real challenges to compile. Every effort was made to keep the suggestions as close to the actual wording on the survey forms as possible. This has resulted in many suggestions having the same theme, but are worded differently. A good example is Nutrition, which runs through so many of the statements.

There are 269 different comments and suggestions. The actual numbers shown in Appendix E do not tell the whole story for what people want for courses and seminars. Making decisions on what to offer will take considerable analysis of the 269 statements found on the form for this section in Appendix E. The most often mentioned are listed below:

* Note: The number in the left column represents the number of times a comment/suggestion was mentioned.	
18	CPR and First Aid
17	Diabetes management
12	Family/Caregiver to dementia patients
11	Heart health – cholesterol
10	Eating healthy – nutrition – obesity – weight management
10	General nutrition and health
9	Alzheimer’s - Dementia
8	Living with diabetes

A simple and easy analysis would combine diabetes, putting the two listed above together, resulting in a total of 25. One requiring a little more analysis would be to look for comments/suggestions that fall under “General Nutrition and Health.” After reviewing all 269 different comments and suggestions, 21 could be combined for a total of 55. This type of analysis should be completed for all 269 comments and suggestions.

#### iv. OTHER HEALTH CONCERNS

There are 141 different health concerns, comments and suggestions in this section. Some are both a health concern and a suggestion or a need, like a sliding scale clinic for poor folks. This was mentioned eight times. See below for additional repetitive comments and suggestions:

* Note: The number in the left column represents the number of times a comment/suggestion was mentioned.	
8	Sliding scale clinic for poor folks
6	Mental health and alcohol treatment
4	Alzheimer's/dementia/senior ailments
3	Better understanding of the elderly
3	I parted ways with MDMH over billing
3	Lab services too expensive (e.g. A1C)
3	Lower health care costs – discounts for cash
* Observation: This section, similar to Education, should be read thoroughly (especially the actual survey forms) before a decision is made on a course of action.	
Comment: Diversity was significant in this section but there was not a lot of repetition.	

## v. WHAT SERVICES PRESENTLY PROVIDED SHOULD BE INCREASED OR IMPROVED?

There were 234 different comments and suggestions in this section. Comments about billing services dominated this section in the number of times it was mentioned (which is 82) and the length of the comments. Some people described, in detail, what they encountered. Please see below for additional comments and suggestions:

* Note: The number in the left column represents the number of times a comment/suggestion was mentioned.	
82	Billing services
23	Convenient Care needs expanded hours
7	ER waiting time is way too long
7	Sliding scale clinic
4	Victor ambulance is understaffed
* Observation: This is another section that requires more analysis than just looking at the numbers of the top mentions. For example, Convenient Care is mentioned 16 more times with wording that is different than expanded hours which means any action planned for Convenient Care should consider all comments.	

## **VI. CONCLUSION OF THE SURVEY ADMINISTRATOR**

I highly recommend that all Community Health Needs Assessments (CHNA) be conducted in this manner. They may be done by a Hospital employee or a consultant intimately acquainted with the Hospital. The one-to-one and one-to-group contacts stimulate a dialogue that is extremely beneficial to both individuals and the Hospital.

I encountered many questions and comments that were surprising because so many longtime residents knew so little about all the services offered at MDMH. There were situations where newer residents knew more because they were interested in knowing about local health care services before relocating.

It is likely that the lack of knowledge about local health care services is not unique to Ravalli County. Communicating with residents of rural areas in Montana, and other parts of the United States, is a challenge. The HealthLines publication, produced and distributed by MDMH, is sent three times each year to over 19,000<sup>+</sup> locations. All households with a mailing address in Ravalli County receive HealthLines. It has information about services, physicians, and schedules of events. Receiving and reading the magazine are two different things, and it is apparent that many people are not reading HealthLines. It appears that many Ravalli County residents get information by “word of mouth” and that is a difficult system to manage.

Using this survey methodology provides a significant amount of valuable data for decisions to be made by MDMH Administration and Board of Directors, as well as the opportunity to share health care service information with the public.

Veto J. “Sonny” LaSalle

## **VII. ACCOMPLISHMENTS AS A RESULT OF THE 2013 COMMUNITY HEALTH NEEDS ASSESSMENT**

### **PRIMARY CARE PROVIDERS TO MEET THE COUNTY'S NEEDS:**

- Three family practice physicians have been recruited.
- One internal medicine physician has been recruited.
- Two primary care mid-level providers have been recruited.
- A site for Family Practice residency has been established with exposure to emergency medicine, hospitalists, obstetrics and orthopedics.
- The Hospital has explored the possibility of a health care clinic in Darby, MT and it has not been proven to be financially feasible; however, options are still being considered.

### **QUALITY OF CARE:**

- Three RN case managers have been recruited to be patient liaisons and to educate and monitor specific high risk patients.
- The Hospital has implemented a patient portal to allow patients to access their electronic medical records.
- In 2014, MDMH was recognized as one of the top 100 Critical Access Hospitals in the nation. Mountain Pacific Foundation has given MDMH their annual Quality Award.

### **HEALTH EDUCATION/AWARENESS OF SERVICES:**

- The Hospital conducts one Community Health Fair annually featuring the Hospital's services and provides a free lipid profile to 300+ people.
- The Hospital conducts six free health related seminars per year to Ravalli County residents.
- HealthLines, the hospital's newsletter, is distributed three times a year and 19,000+ copies reach all households and other locations in the Valley.

### **PHYSICIAN SPECIALISTS:**

- A second orthopedic surgeon has been recruited.
- A non-invasive cardiologist has been recruited and will start August 1, 2015.

## **VIII. Plan for the Future Strategies for the Next Three Years as a Result of the 2015 Survey**

Hospital leadership has selected the highest priority health needs of the community served by MDMH, based on the results of the 2015 survey. The leadership has also approved a strategic plan for meeting those needs.

### **FACILITIES – EQUIPMENT:**

- Dialysis – There is one provider in Missoula, 50 miles to the north and the MDMH CEO has been in fairly constant contact with the provider encouraging them to open a satellite facility in Hamilton. There are approximately 20 patients from the area served by MDMH who travel to Missoula three days a week for treatment.
- Clinic in Darby – A rural health clinic (RHC) will be established in Darby by August of 2016.
- Chemo – Radiation Center – The Hospital presently has the space for chemo treatment one day a week by specialists from Missoula. The hospital CEO has been working with the Oncologists for over two years to increase the number of treatment days but they have been reluctant to accommodate the needs in the MDMH served area. Radiation therapy is not a feasible option for MDMH and patients must continue to travel to Missoula.

### **MEDICAL SPECIALTIES:**

- Hospital Leadership has approved the recruitment of the following specialists as a result of the 2015 survey:
  - Urologist MD, Ear Nose and Throat MD, Pulmonologist MD and a midlevel Dermatologist. A recently retired Dermatologist in Missoula was offered part time duties and he is giving the offer consideration. The Board of Directors decided not to recruit one or more Pediatricians at this time.
- A non-invasive Cardiologist has been recruited along with a Physician's Assistant (PA). They began providing services August 1, 2015.
- The hospital has recruited a third OB/GYN.

### **EDUCATION:**

This section of the survey was perhaps, the most revealing of the service area's health care needs. There were 269 individual comments in this section and many people expressed health care information needs in different ways. The Hospital CEO has formed a team to analyze all

the comments to determine common themes. Some themes or needs stand out fairly easily and action is being taken in the approved Strategic Plan.

The overall general health of residents is a concern. This large subject area has a number of components, such as: diabetes, nutrition, obesity and exercise. The needs are expressed in the education section but the need for action is also evident.

The Hospital will transform the relatively new 12,000 square foot rehabilitation facility into a wellness/rehab center. The center will feature seminars on healthy cooking and eating, diabetes education, weight loss programs and use of rehab equipment and the pool during morning and evening hours.

The hospital dietician will offer free services focusing on nutrition, diabetes and obesity. The hospital will continue to offer free seminars using the results of the 2015 survey. There will be at least six seminars per year as well as the free annual health screening fair offering lipid profiles and numerous hospital department booths.

Some of the most well attended seminars in the past few years have focused on Alzheimer's/dementia and these will continue.

There are also community health needs centered around mental health. This is a State and National concern. The Hospital is not staffed to deal with mental health patients other than temporary care in the emergency department, and there are no plans to change that situation. The Hospital leadership did donate a half acre parcel of land to Ravalli County about five years ago. This donation was for the express purpose of constructing a residential treatment facility for mentally ill patients. The facility is fully operational and serves as a residential and temporary holding facility. Western Montana Mental Health manages this and several other facilities in Hamilton.

The Ravalli County Health Department and others have expressed a concern for alcohol and drug use in the County. The hospital offers lab facilities for blood testing and the emergency department for temporary treatments.

One of the most recent changes in direction for Hospital management to support community health is the decision to participate in an accountable care organization (ACO) along with ten other hospitals in the Montana, Idaho and Wyoming area. The Mountain West ACO is just getting started and one of the main objectives will be to improve overall community health with a reduction in time spent in the hospital.

#### **OTHER HEALTH CONCERNS:**

There were a few health needs identified in this section that were considered significant.

A sliding scale clinic for “poor folks” was high on the list and the Sapphire Community Health Clinic has opened its doors in Hamilton, MT to meet this need. This independent clinic is funded by a federal grant.

Mental health and alcohol treatment was discussed in the previous section.

**SERVICES NOW OFFERED INCREASED OR IMPROVED:**

There were several requests to expand the hours of Convenient Care, the Hospital owned walk in clinic. Hospital leadership has conducted an analysis of the hours of operation and the present hours have been determined to be the most efficient. There is a privately owned walk in clinic in Hamilton that offers additional hours of operation to meet the requested health care needs.

The billing problems at MDMH, while not a direct health issue, was resulting in mental distress and people going to Missoula for treatment. The hospital CEO formed a patient focus group in the summer of 2015 and a decision was made to cancel the contract for billing and collection services and to form an “in house” billing and collection team. This team will be in place and operational by September 2016.



Marcus Daly Memorial Hospital (MDMH) is conducting a Community Health Needs Assessment (CHNA) in order to provide the services most needed by the people we serve. The decision process at MDMH has been strongly influenced by the priorities you have given us in the past and we are asking for your help again for us to make decisions for the future.

Please print your responses legibly so we can read and understand your comments.

Age \_\_\_\_\_ Gender \_\_\_\_\_ Male \_\_\_\_\_ Female \_\_\_\_\_

A. What services do you think we need to add to those we presently provide?

1. Facilities - Equipment - Bricks and Mortar
  
2. Medical Specialties - Doctors - Other Personnel
  
3. Education – Courses – Seminars
  
4. Other Health Concerns

B. What services that we presently provide should be increased or improved?

Thank you for taking the time to answer these important questions. Your suggestions are important to us! We plan to have the Assessment completed by June. **Please return this form to Hiedi Stoker in Administration. Thank you.**

Appendix B: Community Organization Participation List

First choice for survey completion was to make personal contact with representatives of the following organizations to arrange meetings and/or distribution of survey forms.

NAME OF ORGANIZATION	PARTICIPATED
Beta Sigma Phi Sorority	Yes
Bitterroot CASA	No
Bitterroot Chapter Good Samaritan Club	Yes
Bitterroot Community College	No
Bitterroot Democratic Central Committee	Yes
Bitterroot National Forest Employees	No
Bitterroot National Forest Resource Advisory Committee	Yes
Bitterroot Republican Women’s Club	Yes
Bitterroot Women’s Club	No
Bitterroot Women’s Newcomers	Yes
Charlos Heights Community Church	Yes
Corvallis American Legion	No
Corvallis Civic Club	Yes
Corvallis High School	No
Corvallis Rural Fire Department	Yes
Corvallis School Board	Yes
Daly Elementary School	Yes
Darby Community Club House	Yes
Darby Fire Department	No
Darby High School	No
Darby Town Council	Yes
Hamilton Alternative High School	Yes
Hamilton City Council	Yes
Hamilton Downtown Association	Yes
Hamilton High School	Yes
Hamilton Library Children’s Reading Group	Yes
Hamilton School Board (HSD3)	Yes
Hamilton Senior Center	Yes
Kiwanis Club	Yes
Lion’s Club	Yes
Marcus Daly Memorial Hospital Auxiliary	Yes
Marcus Daly Memorial Hospital Employees	Yes
Marine Corps League	Yes
Mothers of Preschools (MOPs)	Yes
North Valley Pachyderm Club	Yes

Ravalli Council on Aging	Yes
Ravalli County Commissioners	Yes
Ravalli County Employees	Yes
Ravalli County Head Start	Yes
Ravalli County Health Department	Yes
Ravalli County Parks & Recreation Board	Yes
Rotary Club	Yes
Sapphire Lutheran Homes	Yes
Selway Pintler Wilderness Back Country Horseman	Yes
Soroptimist Club	Yes
South Valley Pachyderm Club	Yes
St. Francis Church Men's Group	Yes
Stevensville City Council	Yes
Stevensville Garden Club	Yes
Stevensville High School	No
Stevensville Main Street Association	Yes
Sula County Life Club	Yes
Supporters of an Abuse Free Environment (S.A.F.E)	Yes
Victor Rural Fire Department	Yes
Victor School District	No
Victor Senior Center	Yes
Western Montana Mental Health Services	Yes
Women Infants and Children (WIC)	Yes
Women's Health Center	Yes

## Marcus Daly Memorial Hospital to Conduct Survey on Future Needs



### ER welcomes full house

A large crowd waits at the doors of Marcus Daly Memorial Hospital's new emergency department Friday afternoon for their chance to tour the much anticipated facility. WILL MOSS - Ravalli Republic

March 01, 2015 1:00 pm • PERRY BACKUS Ravalli Republic

HAMILTON - About 15 years ago, officials at Marcus Daly Memorial Hospital reached out to Ravalli County community members to ask their opinion on what kind of improvements needed to happen at the medical facility.

People told them the hospital's emergency department was in need a major upgrade. Beyond that, folks said a state-of-the-art rehabilitation center would be another good improvement to medical care in the valley.

The hospital listened and both of the needs have been met, as well as a new and much improved intensive care unit.

“We did what county residents asked us to do,” said Sonny Lasalle. “And now we’re about to ask them again.”

Lasalle will spearhead the hospital’s latest Community Health Needs Assessment that will help the hospital’s administration and board set priorities for the future.

Lasalle comes to the task with plenty of experience in the inner-workings of the Hamilton hospital. He served on the hospital’s board for nine years and, more recently, spent the past two years as the lead in the development and fundraising of the hospital’s new intensive care unit.

Over the next few months, Lasalle hopes to sit down with groups from all ages and walks of life to talk about the assessment and offer them a chance to fill out a short five-question survey. The results will be compiled into a report that will be presented to the hospital board in June.

Back in 2000, at about the time the last community assessment was completed, Ravalli County was the fastest growing county in the state.

“The county’s population was changing rapidly between 1988 and the early 2000s,” Lasalle said. “Our rate of growth has changed, but the demographics of Ravalli County are still changing. This continues to be a desirable place to live.”

The fastest growing segment in the county is the age group between 55 and 75.

“The hospital needs to be able to provide the services that the people of the county need and want,” he said. “You can’t know what those are unless you ask. We know our population is aging.”

The fact that people in that age group are interested in education was very evident during recent educational seminars about dementia and Alzheimer’s that were packed to capacity.

The need for additional education is one of the four specific topics included in the survey. The other three are facilities, medical specialties and other health care concerns.

“It’s a very short and easy survey tool,” Lasalle said. “It should take people less than 15 minutes to complete.”

Don’t bother looking for it in your mailbox. As much as possible, Lasalle plans to meet with people face-to-face to explain the process that’s required by federal law.

“My plan is to meet with every organized group in the valley that’s willing to meet with me,” he said. “I’ll give about a 10 minute presentation and then ask people to take a few minutes to fill out the short survey.”

Lasalle plans to meet with service and church groups, local government officials and high school seniors.

“My focus is going to be to get to as many people as possible,” he said. “I want to get a good cross-section of the county’s population. ... I also really want to talk with a good number of people in the 20 to 40 age group – those child bearing years.

“Women make most of the decisions about health care in a family. We really need to know what mothers want,” Lasalle said.

Lasalle knows that not everyone belongs to a service or church organization. Anyone in the community interested in filling out the survey can contact him at 375-0871. People’s names are not included on the survey, only their gender and age.

The surveys need to be completed in time for Lasalle to compile the information and write a plan of action that must be approved by the hospital board by the end of June.

“There will be a report completed at the end of this process,” he said. “All of it will be available to the public.”

Reporter Perry Backus can be reached at [pbackus@ravallirepublic.com](mailto:pbackus@ravallirepublic.com).

## Appendix D: HealthLines Letter

### Community Health Needs Assessment

We want to hear from you!

Marcus Daly Memorial Hospital (MDMH) has long realized that the full measure of accountability to the county we serve is to provide quality, accessible, personalized health care and to assist the public in improving and maintaining their health.

For 84 years, Ravalli County residents have looked to Marcus Daly Memorial Hospital to meet their personal and family health care needs. During this time, Marcus Daly Memorial Hospital has expanded its clinical and diagnostic services and added new members to the Medical Staff, as well as increased the number of sites for access to care, keeping up with the needs of the population.

Is time to review the hospital's strategic plan and your input is important.

How is your health? What do you see as your health needs or your family's health needs? Are you at the age where your needs center around children and other family members? Are you over fifty-five and dealing with physical and mental changes that are not always welcome? What about education opportunities? Wouldn't it be great to have the chance to let the leadership at Marcus Daly Memorial Hospital know what your health care needs really are? Well, guess what, you have that chance right now! I am conducting a Community Health Needs Assessment for your Hospital, and want to give you the opportunity to fill out a simple one page questionnaire.

TAKE A COUPLE OF MINUTES AND Fill OUT THE QUESTIONNAIRE

Questionnaires available at:

- Hospital Main Entrance
- [www.mdmh.org](http://www.mdmh.org)
- Call Sonny at 406-375-0871
- Email Sonny at [lasalmom@montana.com](mailto:lasalmom@montana.com)

We are happy to deliver and pick up your survey. For filled out questionnaire, you can feel free to drop it off at the main entrance of the hospital or mail it to MDMH – Survey, 1200 Westwood Dr. Hamilton, MT 59840 by the end of May. We look forward to hearing from you!

Sonny LaSalle  
Community Health Needs Assessment Coordinator  
Marcus Daly Memorial Hospital

Appendix E: 18 - 24 Years Old

<b>A. WHAT SERVICES DO YOU THINK WE NEED TO ADD TO THOSE WE PRESENTLY PROVIDE?</b>	
<b>FACILITIES - EQUIPMENT</b>	<b># of Responses</b>
Better parking for EMS personnel in winter	2
Clinic in Darby	1
Bigger & more comfortable delivery rooms	1
Improve parking lot	1
Clinic in Victor	1
Class A ambulances	1
Dialysis	1
More ambulances	1
Update equipment on ambulances	1

<b>MEDICAL SPECIALTIES</b>	<b># of Responses</b>
Pediatrician	5
Dermatologist	3
Cardiology	2
Sports medicine focus	1
Pulmonologist - respiratory	1
Allergist	1
Rheumatologist	1
More OB especially midwives	1
Chiropractor and acupuncture	1
Another pediatric therapist	1

<b>EDUCATION - COURSES - SEMINARS</b>	<b># of Responses</b>
General public health & wellness	4
EMT courses for high school seniors	4
More classes for new parents	3
Little classes for high schoolers	1
Natural birth classes	1
Publicize classes more	1
Training for certified nursing assistants learning to do blood sugars and how to draw blood.	1
Advertise what hospital provides	1



<b>OTHER HEALTH CONCERNS</b>	<b># of Responses</b>
Speed up Convenient Care	1
Add Ebola & tuberculosis (TB) ward	1
Make facts about Ebola, smallpox, cancer, pneumonia available	1
More sports medicine for high school students	1

<b>B. WHAT SERVICES PRESENTLY PROVIDED SHOULD BE INCREASED OR IMPROVED?</b>	
	<b># of Responses</b>
Convenient Care open on Sundays	2
Work faster to get blood test	1
I think you guys are great!	1
More help, more doctors that know what they are doing	1
Hire EMT basics as well as A-EMT's	1
More small clinics	1
Better customer service	1

Appendix E: 25-34 Years Old

<b>A. WHAT SERVICES DO YOU THINK WE NEED TO ADD TO THOSE WE PRESENTLY PROVIDE?</b>	
<b>FACILITIES - EQUIPMENT</b>	<b># of Responses</b>
Clinic in Darby	3
Clinic in Victor	3
Surgical suite	3
Good	1
Blood transfers for clots/thinners	1
Maternity ward	1
Cath lab	1
More space or more days for oncology	1
More D <sup>+</sup> equipment	1
More clearly marked main entrance	1
Outside fountains & wishing well	1
Outdoor play area for kids	1
Women's health center	1
Dialysis center	1
More physician call rooms & work spaces w/computers	1
OB physicians have no call room	1
Hard to find computer	1
All departments need a break room with a fridge	1
Update ambulance equipment	1
One more ambulance and crew	1
Better parking in winter for EMT's	1
I like labor tubs	1

<b>MEDICAL SPECIALTIES</b>	<b># of Responses</b>
Pediatrician (one or more)	25
Dermatologist	4
Psychologist/psychiatrists	2
High risk OB or third OB doctor	2
Pediatric dentist	2
Psychiatry with inpatient consults. Example 1 - Recently sent child to Spokane due to none available. Example 2 - Some depressed/suicidal patients have to wait for three months to get a consult.	2
Gastroenterologist for colonoscopy/endoscopy	2

Friendly and caring	1
ENT	1
VA contract work	1
Oncologist	1
More specialists the better	1
Pediatric allergy specialist	1
Midwife in hospital	1
Urologist	1
Lithotripsy	1
Spine doctor	1
More local emergency services	1
Hearing specialist	1
Second pediatric rehab specialist	1
More occupational and speech therapists	1
Weekend ultrasound tech	1
Income-based dental clinic	1

<b>EDUCATION - COURSES - SEMINARS</b>	<b># of Responses</b>
Birthing	5
Parenting classes	4
Health & nutrition	3
Night courses - work schedules	2
CPR & first aid	2
Parenting	2
EMT and certified nursing assistants	1
More positive publicity	1
Health screenings at schools	1
More connection with the school district	1
Child health including dental	1
Elder care	1
Nursing mom's group	1
Prenatal yoga & water aerobics	1
Newborn care	1
Properly install car seat	1
Marriage classes	1
Teenage pregnancy	1
Child/infant CPR	1
Vaccine Q&A's for families and kids	1
Real diabetes education and nutrition	1

Physician education series	1
Nursing education, especially in pediatrics	1
Form an obesity management group	1
Really enjoy "Lunch and Learn" sessions	1
Provide continuing education credit	1
Better PR with other agencies	1
Better job of letting us know about courses	1
Child development other than the Child Development Center (CDC) and Full Circle	1
Age appropriate development	1
Behavior modification for kids	1
Breast feeding	1
Cooking healthy food	1

<b>OTHER HEALTH CONCERNS</b>	<b># of Responses</b>
Two hour wait in ER on Sunday	1
Mental health	1
Provide lunch again	1
Use smaller needles	1
Larger discounts for cash payment	1
Nutrition services are lacking in community	1
High cost	1
Laraway/Camden's office staff	1

<b>B. WHAT SERVICES PRESENTLY PROVIDED SHOULD BE INCREASED OR IMPROVED?</b>	
	<b># of Responses</b>
Billing	4
Victor ambulance is understaffed	4
ER waiting time is way too long	2
Just moved to Hamilton - no complaints	1
More time flexibility for therapy	1
More doctors in the ER	1
Better communication w/clinics and pharmacies	1
Help transport to Missoula for radiation	1
Poor customer service	1
ER not very friendly and hurried	1
Dr. Grimm is mean & rude	1

Have been once, service was excellent	1
Evaluate costs to consumers (e.g. four stitches to my face in ER costs over \$700.00)	1
Have lab work at Convenient Care	1
Allow basic EMT'S	1
Nursery for newborns and more room in the delivery room	1
I think you are doing a great job with general medicine	1
Doctors need to improve	1
Better PR with public	1
Better Convenient Care	1
More OB/GYN options	1
ER nurses need competitive salary with ICU nurses so they can stay in ER Dept.	1
ICU needs more nursing staff	1
Susan Hill should retire soon	1
More hours for Convenient Care	1
More weekend services	1

Appendix E: 35-44 Years Old

<b>A. WHAT SERVICES DO YOU THINK WE NEED TO ADD TO THOSE WE PRESENTLY PROVIDE?</b>	
<b>FACILITIES - EQUIPMENT</b>	<b># of Responses</b>
New cafeteria	5
Clinic in Darby	4
More cancer treatments	4
Dialysis center	4
Birthing Center	3
New ICU is incredible	2
Specialized peds equipment & office	2
Larger surgery center	2
Outside track/path	2
Bigger gift shop	2
Improve winter parking for EMS personnel	2
Ambulances need up to date equipment - power gurney - stair chair	2
Community satellite urgent care	1
More oncology/get radiation	1
Facilities a lot nicer than they were	1
Exercise opportunities for public/employees	1
Coffee shop (more windows, fabric, cozy)	1
Plants inside, landscaping, garden, water feature	1
Ultrasound in ER	1
Love the new ER	1
Bigger clinic space	1
Child care center for MDMH employees	1
Workout facility for employees and families	1
More offices for staff	1
Provide housing for out-of-town patient families and/or discount at local motels	1
Coffee stand - hot chocolate in the cafeteria	1
Life Flight/Mercy Flight	1
More equipment for heavy patients	1
<b>MEDICAL SPECIALTIES</b>	<b># of Responses</b>
Pediatrician (one or more)	29
Dermatologist	7
Mental health - psychiatrist	5

Oncologist	4
Allergist	4
Endocrinologist	3
Holistic alternative medicine	3
Gastroenterologist	3
More general practitioners (GP's)	2
Ear, Nose and Throat (ENT)	2
Rheumatology	2
Fertility doctor	2
Weight management - All clinics must be comfortable discussing obesity	2
Cardiologist	2
VA services	1
Alcohol & drug detox/treatment	1
Are there specialists here?	1
Diabetics	1
Brain rehab - Traumatic Brain Injury (TBI)	1
More ultrasound techs	1
La Leche specialist	1
Experienced phlebotomists at doctor's offices	1
More than one radiologist	1
More OB/GYN's	1
Internist	1
Pain specialist	1
Mobile doctors and/or nurse practitioners for house calls	1
Sports medicine	1
Options for alternative medicine	1
Women's specialists: fertility, uterine	1

<b>EDUCATION - COURSES - SEMINARS</b>	<b># of Responses</b>
Nutrition & health	10
Alternative medicine	4
More CPR courses at different times	4
Parenting & birthing	3
More free Health Fairs	3
Free childbirth (prenatal) classes	2
General wellness	2
Managing diabetes	2
Pediatric CPR/first aid	2

Loved child signing courses	1
Prevention education for new parents (handout - "Bringing Home Baby" call Cindy McNeil, MS, LM FT, 381-1374	1
Whole food diet	1
Weight management	1
Diabetic diets	1
Preventing mold	1
Movement/exercise for working folks	1
Continuing education for physicians	1
Free cholesterol screening	1
Free bone marrow (density) testing	1
Stress reduction MBSR - KABAT - 21N	1
Children & adult healthy cooking lessons	1
Obesity (adult & childhood)	1
Time management	1
Stress management	1
Healthy relationships	1
Eating disorders	1
Nursing for young moms - La Leche	1
What to do for elderly and disabled if disaster strikes	1
More babysitting classes	1
Offer at a variety of times	1
General teen health - physical & emotional	1
Connect with elementary schools - health careers	1
CEU's for nurses	1
Set up a training dept. for all new employees rather than one day training	1
Allergies, asthma & allergy-induced asthma	1
Fertility	1
Vaccines for children	1
Prenatal options - Lamaze, yoga, massage	1
Wound care - dressing & options, skin care	1
Health and personal finance - health savings accounts vs. insurance options	1
Chronic disease - Alzheimer's/dementia	1
Get notable guest speakers on trending topics	1
Heart health	1
Medical courses for EMT's	1
Website improvement & updating still has old data on Bitterroot Clinic	1
Community outreach - family activities	1



Child development/behavior therapist	1
Tobacco cessation	1
Mental health	1

<b>OTHER HEALTH CONCERNS</b>	<b># of Responses</b>
Mental health	3
Low costs for uninsured	2
More affordable addiction services	2
Cost of insurance	1
Psychiatric care needs to be addressed	1
Learning disabled needs meds	1
Getting our kids moving	1
Obesity and all related health issues	1
Establish a relationship with the VA	1
I hope you never get rid of Hospice. Wonderful staff and center.	1
There are a lot of families with mental health issues especially children	1
Too many children with cancer	1
Establish competitive wages - losing too many employees to Missoula	1
Employee wellness - massage and chiropractor for employees	1
Better doctors	1

<b>B. WHAT SERVICES PRESENTLY PROVIDED SHOULD BE INCREASED OR IMPROVED?</b>	
	<b># of Responses</b>
Billing services	13
Expanded hours for Convenient Care	8
More caring ER docs and shorter wait/shorter wait in ER	2
Reach out to young families	1
More affordable payment arrangements	1
More liberal charity care policies	1
Improve immunization reviews for all children - ensure all are up to date	1
I think you are great.	1
Larger Convenient Care/more staff	1
Convenient Care should be cheaper	1
Convenient Care is NOT convenient (e.g. I waited three hours to get a strep test). I loved First Choice; I now drive to Missoula to First Choice rather than Convenient Care here.	1

Receptionists at Bitterroot Clinic do not answer phones consistently - once it took two days	1
More cholesterol screenings at work places	1
Health screenings at schools	1
Services are fabulous	1
Accommodate sedated MRI's and other scans	1
Employee turnover especially at the clinics	1
Billing people don't return phone calls	1
Want "a la carte" items in cafeteria	1
Wait too long in Convenient Care but great staff	1
Educate "frequent flyers" or abusers of the ambulance service	1
EMS equipment and training	1
Unimpressed by the care of Convenient Care	1
Same day appointments so helpful	1
Stop floating staff at offices	1
Please work toward repairing your reputation	1
Hire experienced doctors	1
Hire more nursing staff	1

Appendix E: 45-54 Years Old

<b>A. WHAT SERVICES DO YOU THINK WE NEED TO ADD TO THOSE WE PRESENTLY PROVIDE?</b>	
<b>FACILITIES - EQUIPMENT</b>	<b># of Responses</b>
Dialysis center	10
Clinic in Darby	7
New kitchen/cafeteria	6
Permanent oncology unit	5
Public Wi-Fi in hospital	2
Better main entrance w/foyer	2
NICU	2
It's a great hospital	2
Larger oncology center	2
Coffee bar for staff & visitors	2
Modernize surgery	1
Mental health center	1
Waiting room for families visiting patients on floor	1
Better surgery center	1
Better parking for surgery & chemo	1
Breast pumps and supplies for purchase or rent	1
Birthing center	1
New ER is great	1
I personally feel they are good	1
Radiation unit	1
Housing for family members from afar	1
More handicap access	1
Clinic in Victor	1
You can have great facilities like new ICU but you need to value and keep employees and you are not doing that.	1
There are not enough commodes for patients when census is high and some are yucky.	1
Tele monitors are 15 <sup>+</sup> years old and a problem.	1
Need menu options at the cafeteria	1
Get rid of double occupancy rooms	1
New EMS station	1
Cath lab	1
New monitors in every room in the ED	1

Outside patio area for patients and employees	1
So far all my visits and needs have been covered	1
Modernize blood pressure (BP) machines	1
Computers on wheels need improvement for nurses	1
Medical surgical wing rooms should be single patient rooms	1
More mobile services, ambulances and helicopters	1
Thank you for the ER	1
Day clinic in the north end of the Valley	1

<b>MEDICAL SPECIALTIES</b>	<b># of Responses</b>
Dermatologist	16
Pediatrician (one or more)	14
Psychiatrist	9
Oncologist	7
Nephrologist	6
Mental health counselors	4
Cardiologist	3
Urology	3
More primary care physicians	3
Endocrinologist	3
Allergist	2
ENT	2
Radiation	2
Gerontologist/geriatrist	2
MDMH chaplain	1
Gastroenterologist (GI)	1
Lab Specialist	1
Drug addiction	1
Pain management	1
Physical medicine	1
Neuroradiology	1
Psychologist	1
Good, all of them	1
Internal medicine	1
Pulmonologist	1
We need enough staff to care for the patients we already have	1
Need critical incident stress counselors	1
Pharmacy services at a clinic in Darby	1
Reiki/massage for pre/post-surgery and other patients	1

One certified nursing assistant for every 5 patients	1
Another orthopedic surgeon	1
Immunologist	1
More than one radiologist	1

<b>EDUCATION - COURSES - SEMINARS</b>	<b># of Responses</b>
Nutrition/need another dietitian	6
Prepare aging population for in-home care/care for elderly in the home	3
Diabetes management	3
LPN & RN classes	2
I have gone to a few; they are great	2
End of life counseling	1
In-house CME	1
Bridge courses for endorsement backed by medical director	1
Value of vaccines & promote	1
CPR in the evening	1
LPN in the evening	1
Paramedic in the evening	1
Women's health - mid-life	1
Caregiving at home	1
How to meet new quality measures - Accountable Care Organization (ACO's)	1
Free courses - convenient times after work	1
Free or low cost childbirth classes	1
Promote Birthing Center with Early Head Start and offer low cost birthing classes	1
Start and offer low cost birthing classes	1
EMT courses & refreshers	1
Teen courses - drugs, alcohol, STD's	1
Basic physical fitness, exercise for health	1
Alzheimer's	1
Free CPR for parents with infants and toddlers	1
Obesity classes for the whole family that are free or low cost	1
Always need more - more advertising	1
Community health care each month	1
Heart Health	1
Cancer care	1
Educate families about services available	1
Grief counseling/support groups for children	1

Affordable courses for EMS volunteers	1
Benefits of health and exercise	1
CPR for student body and parents (no school)	1
Menopausal/post-menopausal health	1
PTSD training for select personnel	1
Continue spring semester - women's health	1
Habits of healthy people	1
Healthy purchases at grocery store	1
Reading labels	1
Value of prevention	1
Latest and greatest in wound care	1
Yes, just more	1
Planning ahead for financial burden of elder care - in home, nursing home, hospital	1
Natural treatment alternatives	1
Typical medications people require throughout life	1
Irritable Bowel Syndrome (IBS) - FODMAP (online sites)	1
CPR/first aid for rural people	1
General wellness	1
Classes on multiple sclerosis	1
Grief	1

<b>OTHER HEALTH CONCERNS</b>	<b># of Responses</b>
Keep ambulance staffed in Darby	2
Turnover rate with employees	2
More mental health classes	1
Skin cancer screening	1
Other cancer screening	1
More affordable labs for ovarian and breast cancer gene	1
Ergonomics for all employees	1
Medical treatments on a sliding scale	1
Help people sign up for insurance	1
Why is lab used for A1C check?	1
None- doing a great job	1
More charity money	1
Gluten free	1
Lack of internal medical doctors	1
Medically safe, no infections in hospital	1
Increase of meth use	1

I cannot get my child into our primary care physician on short notice	1
Diagnostic mammograms are too expensive	1
Natural options are not covered by insurance	1
Contagious infections between patients in same room	1
We are at staffing ratios unsafe for patients - high turnover, low morale - focus on what we have - no new services	1
Coordination with all Ravalli County for disaster training	1
Need sports medicine for high school athletes	1
We need more cardiac care and a Cath lab	1

<b>B. WHAT SERVICES PRESENTLY PROVIDED SHOULD BE INCREASED OR IMPROVED?</b>	
	<b># of Responses</b>
Billing	8
Extend Convenient Care hours	6
Too long wait in ER	2
Sliding scale clinic for family planning	2
More chemo days	2
Keep up the good work!	2
Spiritual care	1
Non-emergency transportation for post ER families and patients	1
Ben & Jerry's ice cream post op	1
Contract with VA	1
Another provider in Convenient Care	1
Social work-educate staff and assist parents	1
Low cost Convenient Care for minor stuff	1
More phlebotomists on duty	1
Birth doula's on call for natural birth	1
Work on reputation	1
More caseworkers and social workers	1
Train nurses in customer relations	1
Convenient Care - \$60 to \$80	1
Better advertising for courses and seminars	1
Last time I was there I had some poor nurses	1
Need cardiac rehab	1
Add more holistic approach	1
Better pain and wound management	1
Varied cafeteria menu	1

Billing staff needs customer service training	1
Some ER doctors and Hospitalists do not introduce themselves to patients	1
Patients in ER are left alone too long	1
Food quality needs to be improved	1
Add community Para medicine to EMS	1
I have always been happy with what is available	1
Need a discount "fee for service" clinic	1
Increase ultrasound hours	1
Victor ambulance hurt by decision to go to advanced EMT's on ambulances	1
Look at top 3 or 4 discharge diagnoses and align programs to get in front of those issues.	1
Better veteran care	1
More small clinics	1



Appendix E: 55-64 Years Old

<b>A. WHAT SERVICES DO YOU THINK WE NEED TO ADD TO THOSE WE PRESENTLY PROVIDE?</b>	
<b>FACILITIES - EQUIPMENT</b>	<b># of Responses</b>
Dialysis unit	24
Clinic in Darby	15
Facilities looking very good - continue to grow	12
Larger delivery room	6
Kitchen/cafeteria	6
Permanent oncology	6
Surgery rebuild	5
Radiation oncology	5
Birthing center	3
Asthma/allergy clinic	1
More equipment, EMT's for Darby ambulance	1
Rebuild entrance	1
Better signage	1
Plan parking with future expansions	1
Unaware of current facilities	1
Things to take care of - the elderly	1
Stay within the scope of MDMH mission	1
Better paper shredder	1
Let the market decide	1
Pharmacy in Darby	1
More breast pumps - do not provide formula first - encourage breast feeding	1
Outdoor exercise track w/fitness stations	1
Indoor walking track	1
Alzheimer facility	1
Patient/family waiting rooms	1
Women's center	1
Administration grouped together	1
Rehab center for stroke and severe accidents	1
More wheelchair ramps at main entrance	1
State of the art MRI, CT and mammo	1
Sleep center with supplies in Stevensville	1
Improve equipment and increase staff	1

HR needs a professional building	1
Outside area for visitors, family and employees to take a breather and regroup	1
IT space to house servers on campus	1
More signs in hallways	1
Pain clinic	1
VA interface	1
Senior playground in Hamilton	1
Parking in winter for EMS personnel - improved	1

<b>MEDICAL SPECIALTIES</b>	<b># of Responses</b>
Dermatologist	32
Pediatricians (one or more)	26
Oncologist	10
ENT	10
Gerontologist/geriatrist	8
Cardiologist	8
Asthma/allergy	5
Gastroenterologist (GI)	5
Urology	5
Diabetic specialist	4
Rheumatologist	3
Alternative medicine/natural medicine	3
Endocrinologist	3
OB/GYN	2
Ophthalmologist	2
Nephrologist	2
Radiation oncologist	2
Psychiatrist	2
Midwife	2
Alzheimer's specialist	1
Pulmonologist	1
More primary care including NP'S, PA's, APRN's	1
Neurosurgeon	1
Prosthetics	1
Optometry	1
Sports medicine	1
Cosmetic/aesthetician	1
Aides and techs to help RN's	1

Internist	1
Doctors approved by VA	1
Neuropsychologist	1
More nursing staff	1
Parkinson's specialist	1
Sleep apnea doctor in Stevensville	1
Senior dietitian specialist	1
Pain specialist	1
Extracorporeal Shock Wave Lithotripsy (ESWL)	1
Orthopedic - hand and wrist	1
Chemo infusion	1
Internal medicine	1
Hearing specialists	1
Neurologist	1
Plastic surgeon	1
Multiple sclerosis	1

<b>EDUCATION - COURSES - SEMINARS</b>	<b># of Responses</b>
Eating healthy - nutrition - obesity - weight management	10
More CPR and first aid	8
Living w/diabetes	8
More please!	6
General prevention: weight loss, blood pressure, diabetes prevention	4
Class on Alzheimer's/dementia	4
Diet management	3
Heart health - cholesterol	3
More health fairs - reduce costs for tests	3
Natural preventative medicine/healing	3
Six week exercise classes	3
CME for medical professionals	3
Wellness - how to stay healthy as you age	3
Dealing with Alzheimer's patient at home	2
Affordable Care Act presentations	2
Living with arthritis	2
Early child development for new moms	2
How Medicare & Medicaid works	2
Taking care of the elderly	2
More courses, like heart health, in the evening	2
Cancer awareness	2

Insulin instruction	1
Insulin pump education	1
Help people to plan for health care	1
Personal health care	1
How to set up a health savings account	1
How to manage health care costs	1
Environmental poisons to the body (smoking, drugs, etc.)	1
Explore other ways to let us know about classes	1
Ticks and their affects	1
Affordable childbirth classes	1
Osteoporosis clinics	1
Training for teens - HIV, drugs, alcohol, STD's, weight loss	1
General hygiene regarding piercing and tattoos	1
Understanding health insurance and coverage	1
Pain management	1
Great job - may need a larger facility	1
Sign language	1
Mental health like downs, autism	1
Critical incident stress management	1
Adult education classes in Darby - nutrition, CPR, certified nursing assistant	1
Wilderness medicine - one or two classes annually	1
Training for volunteers in rural areas	1
Breast feeding	1
Hepatitis C education for providers and public	1
Lunch time courses on female health care	1
Raising teenagers	1
Food allergies	1
Contagious diseases	1
How to age better	1
All about Parkinson's	1
Yoga - stress relief	1
Courses in Stevensville	1
Strokes	1
Common diseases	1
EMT and first responder classes	1
Multiple sclerosis courses	1
May 9th Health Fair was wonderful	1

<b>OTHER HEALTH CONCERNS</b>	<b># of Responses</b>
Sliding scale clinic for poor folks	5
I parted company with MDMH over billing	3
Alzheimer's/dementia/senior ailments	3
Doctor response - over the next 10 to 20 years, one in three will be diabetic	2
Lower health care costs - discounts for cash	2
Lyme disease	2
Too many people do not see importance of vaccines	2
Sula Volunteer Fire Dept. needs a serious upgrade	1
Women's productive health and overall health in general. Expand "Sprinkle Pink" to other women's health issues - low income	1
Get agreement with Western MT Clinic for appointments here	1
Better geriatric care for seniors	1
Need back treatment/surgery	1
Free cholesterol clinics	1
Open MRI	1
People in community that can't afford health care	1
All doctors should discuss nutrition and apply it to all aspects of medicine/surgery	1
Senior housing and care	1
Health insurance is a mess	1
Need MDMH employed security officer	1
Need school nurses in Darby, Lone Rock and Victor	1
High level of alcoholism in Ravalli County	1
People driving to Missoula for services offered here a couple times a week or less	1
Keep ambulance service active	1
Lack of low cost sliding scale reproductive services and test and treat for STD's	1
We have issues with our teens and cost to our community is large	1
We need a transportation network to get our outlying elderly to the hospital	1
We need waiting room TV's running health information - not weather/news - see St. Pat's	1
More access to sleep doctor	1
Need more exercise incentive programs	1
More access to vets without insurance	1

Many elderly residents Darby south to Idaho should not have to drive to Hamilton for health care	1
Effects of marijuana on developing brain	1
Heart disease	1
Not happy with mammo here due to reading of scans - now go to St. Pat's - better outcome	1
Burden of driving to Missoula for dialysis	1
How can we address our aging population	1
We need wheelchairs with pegs in all areas	1
Sick employees need to stay home	1
Special needs counseling	1
Rejection of Medicaid funding by Montana Legislature and Ravalli County Commissioners	1
Legal and illegal drug use	1
Need a patient advocate	1
Refer people to specialists more often	1
Need EMS personnel to cover rural areas	1

<b>B. WHAT SERVICES PRESENTLY PROVIDED SHOULD BE INCREASED OR IMPROVED?</b>	
	<b># of Responses</b>
Billing	22
More chemo days	8
More Convenient Care hours	8
Sliding scale clinic	7
Doing a great job	3
More health screenings	2
Free help and tests	2
I think MDMH does a great job!	2
Self-ordered basic lab tests	2
None - I love Marcus Daly	2
Convenient Care is not convenient at all - model after First Choice - people have to wait 3 to 4 hours	2
Good ER experiences, good doctors and nurses	2
Lower prices	2
Need to be in contact with my insurance company	1
No idea	1
Cardiac care	1

Cancer diagnostics and care	1
I don't know what is available	1
Hospital based health plan	1
Cost of aspirin should not be \$12.00	1
Peds therapy - training with partner agencies	1
Alzheimer care	1
Doctors discussing nutrition	1
MDMH clinic too computer driven, look patients in eyes	1
Home health care support - nursing care	1
Advertise sleep center	1
Shorten blood test turnaround	1
You have grown and improved	1
Everything is great, especially like Convenient Care	1
24/7 Convenient Care	1
School nurses in Darby, Lone Rock & Victor	1
Many complaints on how people are not properly treated in ER	1
Use rehab for healthy/lifestyle exercise	1
Add more outpatient procedures	1
Bitterroot Physician's Clinic not run smoothly - inconsistent with phone calls - scheduling appt., etc.	1
Love having MDMH in Hamilton	1
Hospice is fabulous	1
MDMH is a very nice, clean facility	1
Compliment hospital - mammo's and HR	1
Continue to rebuild relationships with first responder personnel and organization	1
More days with heart Institute	1
Corvallis Family Medicine - need lab services - at least draw blood	1
MDMH has a bad reputation for employment	1
Having Darby ambulance is great	1
Cafeteria open more hours with more options	1
Improve gift shop - more hours, fresh flowers and coffee/latte bar	1
More varied specialists coming from Missoula	1
Wound care, Home Health & Hospice	1
Replace/upgrade equipment (i.e. telemetry, glucometers, bladder scanners and other direct patient care equipment)	1
Provide a daily van to Missoula	1
Move "Pink Ladies" closer to greet visitors	1
Occupational medicine pediatrics	1

Offer more palliative care rather than spending so much money on last three weeks of life	1
Really like the health care classes	1
Better job of sanding and de-icing parking lot in winter	1
Get a competent radiologist	1
Want more choices in physicians	1
Victor hurt by EMT-A decision	1
Easy exercise option in rehab/not during working hours	1
More updated orthopedic 3D imaging practices and surgeries	1
Improve ER	1
Observation room too far from bathrooms and beds are terrible	1
Mammograms are great!	1
Disclose costs before care especially ambulances	1
Prices way too high due to people not paying	1
Convenient Care open until midnight	1
Consider offering people a chance to prepay once a year for ambulance service	1



Appendix E: 65-74 Years Old

<b>A. WHAT SERVICES DO YOU THINK WE NEED TO ADD TO THOSE WE PRESENTLY PROVIDE?</b>	
<b>FACILITIES - EQUIPMENT</b>	<b># of Responses</b>
Dialysis center	37
Chemo/radiation center	17
Clinic in Darby	13
New kitchen/cafeteria - salad bar/juice bar	9
Larger chemo room	8
Larger gift shop w/storage	6
New surgery center	2
Espresso stand	2
Good job of updating	1
Center for registration	1
Gerontology center	1
More outpatient surgery rooms	1
Electrical transfer of medical records	1
Pediatric oncology center	1
Chapel for families to pray	1
Update newborn dept.	1
Day care facility for employees	1
New ER beds	1
Family cots or better recliners	1
Open MRI	1
Great hospital!	1
Handicap access ramps	1
Better winter parking for EMS personnel	1

<b>MEDICAL SPECIALTIES</b>	<b># of Responses</b>
Dermatologist	41
Oncologist - chemo	17
Nephrologist	17
Gerontologist	17
Pediatrician	14
Cardiologist	13
Oncologist - radiation	11
Rheumatologist	9

Ear, Nose and Throat (ENT)	5
Psychiatrist - child and adult	4
More internal medicine doc's	4
Allergist	4
Another ophthalmologist	3
Endocrinologist	3
Dietitian	3
Pulmonologist	3
OB	3
Orthopedic - foot and hand	3
Infusion therapist	2
Gastroenterologist	2
Urologist	2
Respiratory therapist	1
Oral surgeon	1
Replace doctors and staff at age 60	1
Young doctors	1
Plastic surgery	1
Neurologist	1
Dr. Day has been fabulous	1
More general practitioners (GP's)	1
More nurses	1
Psychologist	1
Work with Community Medical Center oncologists as well as St. Pat's	1
Another radiologist	1
Cardiac surgeon	1
Neck and spine	1
Prosthetics	1

<b>EDUCATION - COURSES - SEMINARS</b>	<b># of Responses</b>
Family/caregiver to dementia patients	12
Nutrition	9
Any aging related topics	7
Fitness especially for older people	7
Diabetes care	6
Alzheimer's - dementia	6
Heart health	4
Overall prevention	4
CPR and first aid	3

Mental health - how and where to treat	2
Babysitting education for 14 years old and older	2
Arthritis - types & treatments	2
Preventative & alternative therapy	2
Heart health for women	2
Hospice info & planning	2
More than one Health Fair for a year	2
Amy does a good job with everything to do with education	2
Joint replacement - details about surgery and recovery	2
More and smaller classes for Medicaid eligibility	1
Colds & flu - how to prevent - hand washing	1
Home hazards for seniors	1
Mental health concerns	1
Alcohol treatment	1
Personalized health & fitness advice	1
Gerontology & death preparation	1
Child seat safety - installation training for hospital personnel - trained techs	1
Like the classes!	1
Classes are a welcome addition	1
Continue cholesterol screening	1
Alzheimer support groups	1
Make us more aware - never heard of them	1
Dietician for elders	1
Certified nursing assistant certification	1
Understanding insurance	1
Organizing retiree resource networks	1
Weight loss	1
Vitamins & supplements reaction with medicine	1
Record all seminars	1
Teenage anger management	1
Home health care	1
Parenting classes	1
Get info distributed in more publications	1
Teen training for HIV, STD'S, drug, alcohol, tobacco	1
Unnecessary	1
Nutrition for young families	1
Diabetic cooking classes	1
Dietician training in grocery stores	1

Stroke & heart attack awareness	1
Seminars in each town	1
More - keep them coming	1
During the day or summer eve - I don't drive at night	1
Using Medicare	1
Seminars for women only and men only	1
Vaccines	1
Influenza	1
Adolescent seminars	1
Celiac & gluten intolerance - great group in Billings, MT	1
Wellness programs	1
Admirable but not adequately promoted	1
Heart and statins	1
More on senior issues	1
Living independently	1
Sleep apnea	1
Cancer related topics	1
Eye diseases	1
The senior medicine cabinet - should and shouldn't have	1
Medication interactions	1

<b>OTHER HEALTH CONCERNS</b>	<b># of Responses</b>
Mental health and alcohol treatment	2
Lab services too expensive (e.g. A1C)	2
Aging population of county	1
Quality care with focus on patient	1
Doctors should take more time to be more thorough	1
Couldn't get to my general practitioner (GP) for a flu shot - was told to go to Walgreens	1
Errors in x-ray results	1
Thank you for all you do, we are fortunate	1
Need rural health services	1
Low cost care for low income w/out insurance	1
Liver cleanse	1
More school nurses	1
Over extending staff w/extra duties	1
Rheumatoid arthritis	1
Home health care	1
Heart testing - more than treadmill	1

Radiation treatment	1
Better use of rehab center - fitness, weight loss	1
Head issues - memory loss	1
Eye health	1
Support groups for cancer, Alzheimer's and dementia	1
Geriatric care	1
Where can we go to get answers about nursing homes and caregivers?	1
Obesity among hospital employees	1
Head injuries	1
Less waiting time to get an appointment	1
Repeated throat dilation after esophageal cancer	1
Health programs for the indigent	1
You cost more than Missoula hospitals	1
We need hearing help	1
I need radiation	1

<b>B. WHAT SERVICES PRESENTLY PROVIDED SHOULD BE INCREASED OR IMPROVED?</b>	
	<b># of Responses</b>
Billing	30
More chemo days - bigger room	4
Quicker ER service	3
Work more with VA	3
Better disclosure of fees/costs	2
Heart patients should be allowed to use equipment in rehab	2
Increase walk-in services	2
More public outreach	1
Eye surgery	1
Outpatient surgery	1
Respiratory/sleep apnea	1
You give car seats to newborns but little hands on instruction	1
More cholesterol screening	1
Review x-rays for errors	1
Stress tests with same day results.	1
Bitterroot Physician's Clinic management less approachable. Appt. wait times 3 weeks. Access to my records on computer not good.	1
Keep lab service local	1
Staff should park outside regular areas	1
Keep billing local for Home Health & Hospice	1

The hospital, in my opinion, is very state of the art	1
Orthopedic - knees, hips, etc.	1
Exorbitant prices	1
Low cost or no cost screening options	1
Better physical therapy - I went to someone else as the therapist did not stay with me	1
Everything seems pretty great to me!	1
I really like the monthly seminars	1
Where can I turn in used needles?	1
Very impressed with ER personnel and facility	1
Thank you for the Darby ambulance	1
Better signage in hallways	1
A traveling bus or van to small communities	1
Ambulance service is great for our community	1
Improve reading of scans-radiology	1
Improve customer service focus on patient comfort and needs	1
More knowledgeable speakers at workshops	1
Cardio rehab needs better structure - I was not given any type of program to follow	1
Lower costs	1
Hospice is great!	1
More specialty clinics	1
Please let us know about education programs	1
Improve emergency staff care	1
Increase oncology to five days a week	1
ER Staff especially reception - gave 4 examples. Too involved/no one at the front desk; she observed problems with Flip & Elaine Redmond and reception; last one involved her as a patient with unsatisfactory treatment. Wrote a full page on back of form.	1
Blood lab sucks	1
We received excellent care for recent shoulder surgery	1
The ER gave me nitro under my tongue and my BP was normal then it crashed - dangerous	1
Ambulance service should be paid for by taxes	1

Appendix E: 75-84 year olds

<b>A. WHAT SERVICES DO YOU THINK WE NEED TO ADD TO THOSE WE PRESENTLY PROVIDE?</b>	
<b>FACILITIES - EQUIPMENT</b>	<b># of Responses</b>
Dialysis center	27
Clinic in Darby	5
Satisfied - good	5
New kitchen and cafeteria	4
New operating rooms	2
Signage inside and in parking lots	2
Larger gift shop with flowers	2
Oncology unit (permanent)	2
Everything is new and in good condition	2
Put restrooms and showers in observation rooms in ER for overnight stays	1
Indoor walking track	1
EMT's in Darby	1
Heart and lung equipment	1
Electric carts in parking lot	1
Aquatic exercise pool in rehab	1
More blanket warmers	1
Orthopedic	1
Larger chemo room	1
Recovery facilities	1
More wheelchair ramps	1

<b>MEDICAL SPECIALTIES</b>	<b># of Responses</b>
Gerontologist	23
Pediatrician	10
Dermatologist	7
Cardiologist	7
Neurologist	5
Nephrologist	5
OB/GYN	4
Rheumatologist	3
Mental health	3
Pulmonologist	2

Endocrinologist	2
Diabetes doctor	1
Urologist	1
Gastroenterologist	1
Allergist	1
Venal surgeon	1
Orthopedist	1
Oncologist	1
Everything and staff is very good	1
Addison's disease doctor	1
Women's health specialist	1
More young doctors - a few need to retire	1
Lithotripsy	1

<b>EDUCATION - COURSES - SEMINARS</b>	<b># of Responses</b>
General nutrition	7
More!	5
Heart health	5
Diabetes management	5
CPR and first aid	4
Weight management/obesity	3
Hospice - How does it work? Who pays?	3
Defibrillator (AED)	2
What happens in the aging process	2
Understanding geriatric care	2
Dementia/Alzheimer's	2
Advertise better	2
How to evaluate "miracle cure" claims	1
Exercise program	1
Residency doctor	1
Develop nursing program w/Bitterroot College	1
Chronic Obstructive Pulmonary Disease (COPD)	1
Communication between patients and hospital	1
Doing great!	1
More during the day around lunch time	1
Mental health	1
Training for teens - HIV, drugs, tobacco, alcohol	1
Spinal - avoiding surgery	1
Memory	1



Spine	1
EMT training for Sula	1

<b>OTHER HEALTH CONCERNS</b>	<b># of Responses</b>
Better understanding of the elderly	3
Doing great	1
Athletic injuries	1
Alzheimer's/dementia	1
Mental health services are needed	1
Drug and alcohol education and treatment	1
Doctors need to spend more time with patients	1
Arthritis	1
Need EMR link with St. Pat's	1
Ain't got any- my problem is dying (sarcastic)	1
Reasonable charges	1
Sometimes hard to diagnose symptoms	1
Keep neurosurgeon and orthopedic surgeon full-time	1
Need help with exercise and weight loss	1
Why is everything so expensive? \$20.00 for a band aid	1
Spine and heart	1
Standing in line at health fair too long and hard on some	1

<b>B. WHAT SERVICES PRESENTLY PROVIDED SHOULD BE INCREASED OR IMPROVED?</b>	
	<b># of Responses</b>
Billing	9
Faster service in Convenient Care	3
Appreciate free screening	3
Prostate care supplement for Dr. Munding	1
Comfortable beds - don't wake up every hour	1
Connect all providers electronically	1
Listen to patients in physical therapy	1
I think everything is so nice - you have done so much	1
Overall MDMH is doing a very good job meeting our needs	1
We were charged for ambulance when it should have been paid by Medicare	1
More home health care	1
Elder care	1

Dietitian services for the elderly	1
Oncology more than one day a week	1
I think MDMH is great!!	1
I have no complaints of the hospital	1
Hospitalists do good work, but want regular doctor	1
Charging for medical supplies	1
Doctors need to be up front with patient - Dr. Day did not follow through with me	1
Low cost blood tests offered more frequently	1
We were sent to Missoula for my breast cancer surgery and my husband twice	1
We have no complaints	1
Kudos to your REHAB facility	1
Misdiagnosis in ER - Doctor said my husband had heart problems - went to St. Pat's and there were no heart problems	1
More specialized training for people trying to stand and balance	1
Physical therapy department is not giving many patients improvement	1

Appendix E: 85<sup>+</sup>

**A. WHAT SERVICES DO YOU THINK WE NEED TO ADD TO THOSE WE PRESENTLY PROVIDE?**

<b>FACILITIES - EQUIPMENT</b>	<b># of Responses</b>
Seems satisfactory to me	11
Radiation treatment center	2
Enough already	1
Dialysis center	1
No more needed	1
New mattresses for all beds	1
Public pharmacy at the hospital	1
I feel we are blessed to have such a great facility	1
Assistant/independent living facility in Darby	1
Clinic in Darby	1
Better surgery recovery center	1
Oncology- chemo center	1

<b>MEDICAL SPECIALTIES</b>	<b># of Responses</b>
Cardiologist (maybe two)	4
Dermatologist (at least once a week)	3
Radiation oncologist	2
Epidural doctor	1
Rheumatologist	1
Allergist	1
Vertigo doctor	1
You do not have enough doctors	1
Pediatricians	1

<b>EDUCATION - COURSES - SEMINARS</b>	<b># of Responses</b>
Yes, more	2
None	1
Living with atrial fibrillation	1
Any would be welcome	1
Enjoyed the past seminars but the speakers do not know how to use the microphone. They mumble their words or talk too fast.	1
CPR	1
Prepare a map of the hospital available to visitors	1

<b>OTHER HEALTH CONCERNS</b>	<b># of Responses</b>
Want a place to pick up drug prescriptions	2
Hospitalist system does not work well. No continuity - Different doc each day/uneven care quality. Patient is cut off from own doctor.	1
A better place in ER to stay overnight	1
Have to wait too long for an appointment	1
I have been real pleased with the hospital's growth over the years	1
Home health - more	1

<b>B. WHAT SERVICES PRESENTLY PROVIDED SHOULD BE INCREASED OR IMPROVED?</b>	
	<b># of Responses</b>
Encourage doctors to speed up access to specialist (in Missoula). Wife waited more than six weeks while cancer was metastasizing.	1
No more than 25 beds for a building that big - poor planning	1
No complaints. We believe you do a good job.	1
Two urologists would be ideal	1
Enlarge the heart section	1
Bench seat by the outside door	1
I think we have enough of everything except skin doctor	1
Services are very good - caring nurses	1
They are all just great	1
Billing - I believe your employees could reply better	1
Your own doctor called in some cases	1

Appendix E: No Age and/or Gender

<b>A. WHAT SERVICES DO YOU THINK WE NEED TO ADD TO THOSE WE PRESENTLY PROVIDE?</b>	
<b>FACILITIES - EQUIPMENT</b>	<b># of Responses</b>
Corvallis Family Medicine rooms are too small - not enough rooms for volume of patients	2
Corvallis Family Medicine needs: Work Flow evaluation, refrigerators that are improved for vaccine storage and better organized lab - prevent contaminated surfaces.	1
<b>MEDICAL SPECIALTIES</b>	<b># of Responses</b>
Mental health services	2
Psychologist - adults and peds	2
Pediatrician	1
Psychiatrist	1
Gastroenterologist	1
<b>EDUCATION - COURSES - SEMINARS</b>	<b># of Responses</b>
Vaccinations - new guidelines	1
Keep up employees continuing education	1
Proper eating and exercising classes for employees	1
Offer free - one year gym membership to employees	1
Courses in Corvallis	1
Community outreach/health fair - utilize social medical for education	1
Nutrition/diabetic education	1
<b>OTHER HEALTH CONCERNS</b>	<b># of Responses</b>
Improve response given to employees who ask for ergonomic resources	1
<b>B. WHAT SERVICES PRESENTLY PROVIDED SHOULD BE INCREASED OR IMPROVED?</b>	
	<b># of Responses</b>
Improve management's role in communication	1

Appendix E: # of Responses Summary

<b>WHAT SERVICES DO YOU THINK WE NEED TO ADD TO THOSE WE PRESENTLY PROVIDE?</b>	
<b>1. FACILITIES - EQUIPMENT</b>	<b># of Responses</b>
Dialysis center	101
Clinic in Darby	47
New kitchen/cafeteria - salad bar/juice bar	30
Chemo/radiation center	17
Larger chemo room and more cancer treatments	15
New surgery center	14
Permanent oncology unit	14
Facilities looking very good - continue to grow	12
Seems satisfactory to me	11
Better parking for EMS personnel in winter	7
Birthing center	7
Larger delivery room	6
Larger gift shop w/storage	6
Clinic in Victor	5
Radiation oncology	5
Satisfied - good	5
Coffee stand - hot chocolate in the cafeteria	3
Ambulances need up to date equipment - power gurney - stair chair	2
Better main entrance with foyer	2
Bigger gift shop	2
Cath lab	2
Child care center for MDMH employees	2
Corvallis Family Medicine rooms are too small - not enough rooms for volume of patients	2
Everything is new and in good condition	2
Indoor walking track	2
It's a great hospital!	2
Larger gift shop with flowers	2
New ICU is incredible.	2
NICU	2
Outside track/path	2
Public Wi-Fi in hospital	2
Radiation treatment center	2
Signage inside and in parking lots	2

Specialized peds equipment & office	2
Administration grouped together	1
All departments need a break room with a fridge	1
Alzheimer facility	1
Aquatic exercise pool in Rehab	1
Assisted/Independent Living Facility in Darby	1
Asthma/allergy clinic	1
Better paper shredder	1
Better parking for surgery & chemo	1
Better signage	1
Better surgery recovery center	1
Better winter parking for EMS personnel	1
Bigger and more comfortable delivery rooms	1
Bigger clinic space	1
Blood transfers for clots/thinners	1
Breast pumps and supplies for purchase or rent	1
Build a 2nd floor	1
Center for registration	1
Chapel for families to pray	1
Class A ambulances	1
Coffee shop (more windows, fabric, cozy)	1
Community satellite urgent care	1
Computers on wheels need improvement for nurses.	1
Corvallis Family Medicine needs: Work Flow evaluation, Refrigerators that are improved for vaccine storage and better organized lab - prevent contaminated surfaces.	1
Day clinic in the north end of the valley	1
Electric carts in parking lot	1
Electronic transfer of medical records	1
EMT's in Darby	1
Enough already!	1
Exercise opportunities for public/employees	1
Facilities are a lot nicer than they were.	1
Family cots or better recliners	1
Gerontology center	1
Get rid of double occupancy rooms	1
Good	1
Good job of updating!	1
Great hospital!	1

Handicap access ramps	1
Hard to find computer	1
Heart and lung equipment	1
Housing for family members from afar	1
Human Resources (HR) needs a professional building	1
I feel we are blessed to have such a great facility	1
I like labor tubs!	1
I personally feel they are good	1
Improve equipment and increase staff	1
Improve parking lot	1
Information Technology (IT) space to house servers on campus	1
Let the market decide	1
Life Flight/Mercy Flight	1
Love the new Emergency Room (ER)	1
Maternity ward	1
Medical surgical wing rooms should be single patient rooms	1
Mental health center	1
Modernize blood pressure machines	1
More ambulances	1
More blanket warmers	1
More breast pumps - do not provide formula first - encourage breast feeding	1
More clearly marked main entrance	1
More D+ equipment	1
More equipment for heavy patients	1
More equipment, EMT's for Darby ambulance	1
More handicap access	1
More mobile services, ambulances and helicopters	1
More offices for staff	1
More oncology/get radiation	1
More outpatient surgery rooms	1
More physician call rooms & work spaces with computers	1
More signs in hallways	1
More wheelchair ramps	1
More wheelchair ramps at main entrance	1
Need menu options at the cafeteria	1
New EMS station	1
New ER beds	1
New ER is great	1
New mattresses for all beds	1



New monitors in every room in the emergency department	1
No more needed	1
OB physicians have no call room	1
One more ambulance and crew	1
Open MRI	1
Orthopedic	1
Outdoor exercise track w/fitness stations	1
Outside area for visitors, family and employees to take a breather and regroup	1
Outdoor play area for kids	1
Outside fountains & wishing well	1
Outside patio area for patients and employees	1
Pain clinic	1
Patient/family waiting rooms	1
Pediatric oncology center	1
Pharmacy in Darby	1
Plan parking with future expansions	1
Plants inside, landscaping, garden, water feature	1
Provide housing for out-of-town patient families and/or discount at local motels	1
Public pharmacy at the hospital	1
Put restrooms and showers in observation rooms in ER for overnight stays	1
Radiation unit	1
Rebuild entrance	1
Recovery facilities	1
Rehab center for stroke and severe accidents	1
Senior playground in Hamilton	1
Sleep center with supplies in Stevensville	1
So far all my visits and needs have been covered	1
State of the art MRI, CT and mammo	1
Stay within the scope of MDMH mission	1
Tele monitors are 15 <sup>+</sup> years old and a problem.	1
Thank you for the Emergency Room	1
There are not enough commodes for patients when census is high and some are yucky.	1
Things to take care of the elderly	1
Ultrasound in ER	1
Unaware of current facilities	1
Update ambulance equipment	1

Update equipment on ambulances	1
Update newborn department	1
VA interface	1
Waiting room for families visiting patients on floor	1
Women's center	1
Women's health center	1
Workout facility for employees and families	1
You can have great facilities like new ICU but you need to value and keep employees and you are not doing that.	1

Appendix E: # of Responses Summary

<b>WHAT SERVICES DO YOU THINK WE NEED TO ADD TO THOSE WE PRESENTLY PROVIDE?</b>	
<b>2. MEDICAL SPECIALTIES</b>	<b># of Responses</b>
Pediatrician (one or more)	125
Dermatologist (part-time or full-time)	112
Gerontologist	50
Cardiologist	38
Oncologist - chemo	37
Nephrologist	26
Ear, Nose and Throat (ENT)	20
Rheumatologist	19
Oncologist - radiation	16
Gastroenterologist	14
Allergist	13
Endocrinologist	13
Psychiatrist	13
Urologist	12
OB/GYN	9
Internal medicine	8
Neurologist	7
Pulmonologist	7
Diabetes doctor	6
Another ophthalmologist	5
Asthma/allergy	5
Mental health - psychiatrist	5
More general practitioner's (GP's)	5
Mental health counselors	4
Psychiatrist - child and adult	4
Alternative medicine/natural medicine	3
Dietitian	3
High risk OB or third OB doctor	3
Holistic alternative medicine	3
Mental health	3
Midwife	3
Orthopedic - foot and hand	3
Pain specialist	3
Fertility doctor	2

Hearing specialist	2
Infusion therapist	2
Mental health services	2
More nursing staff	2
More than one radiologist	2
Pediatric dentist	2
Prosthetics	2
Psychiatry with inpatient consults. Example 1 - Recently sent child to Spokane due to none available. Example 2 - Some depressed/suicidal patients have to wait for three months to get a consult.	2
Psychologist	2
Psychologist - adults and peds	2
Psychologist/psychiatrists	2
VA contract work	2
Weight management - All clinics must be comfortable discussing obesity	2
Addison's disease doctor	1
Aides and techs to help RN's	1
Alcohol & drug detox/treatment	1
Alzheimer's specialist	1
Another orthopedic surgeon	1
Another pediatric therapist	1
Another radiologist	1
Are there specialists here?	1
Brain rehab - Traumatic Brain Injury (TBI)	1
Cardiac surgeon	1
Chemo infusion	1
Chiropractor and acupuncture	1
Cosmetic/aesthetician	1
Doctors approved by VA	1
Dr. Day has been fabulous!	1
Drug addiction	1
Epidural doctor	1
Extracorporeal Shock Wave Lithotripsy (ESWL)	3
Everything and staff is very good	1
Experienced phlebotomists at doctor's offices	1
Friendly and caring	1
Good, all of them	1
Immunologist	1
Income-based dental clinic	1

Lab specialist	1
La Leche specialist	1
MDMH chaplain	1
Mobile doctors and/or nurse practitioners for house calls	1
More local emergency services	1
More OB especially midwives	1
More occupational and speech therapists	1
More primary care including NP'S, PA's, APRN's	1
More specialists the better	1
More ultrasound techs	1
More young doctors - a few need to retire	1
Multiple Sclerosis (MS)	1
Neck and spine	1
Need critical incident stress counselors	1
Neuropsychologist	1
Neuroradiology	1
Neurosurgeon	1
One certified nursing assistant for every 5 patients	1
Options for alternative medicine	1
Optometry	1
Oral Surgeon	1
Orthopedic - hand and wrist	1
Orthopedist	1
Parkinson's specialist	1
Pediatric allergy specialist	1
Pharmacy services at a clinic in Darby	1
Physical medicine	1
Plastic surgeon	1
Reiki/massage for pre/post-surgery and other patients	1
Replace doctors and staff at age 60	1
Respiratory therapist	1
Second pediatric rehab specialist	1
Senior dietitian specialist	1
Sleep apnea doctor in Stevensville	1
Spine doctor	1
Sports medicine	1
Venal surgeon	1
Vertigo doctor	1
We need enough staff to care for the patients we already have	1

Weekend ultrasound tech	1
Women's health specialist	1
Women's specialists: fertility, uterine	1
Work with Community Medical Center Oncologists as well as St. Patrick's Hospital	1
You do not have enough doctors	1
Young doctors	1

Appendix E: # of Responses Summary

<b>WHAT SERVICES DO YOU THINK WE NEED TO ADD TO THOSE WE PRESENTLY PROVIDE?</b>	
<b>3. EDUCATION - COURSES - SEMINARS</b>	<b># of Responses</b>
CPR and first aid	18
Heart health - cholesterol	16
Diabetes management	17
Family/caregiver to dementia patients	12
Eating healthy - nutrition - obesity - weight management	10
General nutrition and health	10
Alzheimer's - dementia	9
Living w/diabetes	8
Any aging related topics	7
Chronic disease - Alzheimer's/dementia	7
Fitness especially for older people	7
Parenting classes	7
General public health & wellness	6
More health fairs - reduce costs for tests	6
More please!	6
Nutrition/need another dietitian	6
Birthing center	5
More!	5
Alternative medicine	4
EMT courses for high school seniors	4
General prevention: weight loss, blood pressure, diabetes prevention	4
More CPR courses at different times	4
Obesity classes for the whole family that are free or low cost	4
Overall prevention	4
Teen training for HIV, STD'S, drug, alcohol, tobacco, weight loss	4
Adult Ed classes in Darby - nutrition, CPR, certified nursing assistant	3
CME for medical professionals	3
Diet management	3
Hospice - How does it work? Who pays?	3
More classes for new parents	3
Natural preventative medicine/healing	3
Parenting & birthing	3
Six week exercise classes	3
Wellness - how to stay healthy as you age	3

Advertise better what is offered	2
Affordable Care Act presentations	2
Amy does a good job with everything to do with education	2
Arthritis - types & treatments	2
Babysitting Ed for 14 years old and older	2
Basic physical fitness, exercise for health	2
Breast feeding	2
Cancer awareness	2
Defibrillator (AED)	2
Early child development for new moms	2
Free childbirth (prenatal) classes	2
Grief counseling/support groups for children	2
Heart health for women	2
Hospice info & planning	2
How Medicare & Medicaid works	2
I have gone to a few; they are great	2
Insulin pump education	2
Joint replacement - details about surgery and recovery	2
Living with arthritis	2
LPN & RN classes	2
Mental health	2
Mental health - how and where to treat	2
More courses, like heart health, in the evening	2
More than one health fair for a year	2
Night courses - work schedules	2
Pediatric CPR/first aid	2
Preventative & alternative therapy	2
Taking care of the elderly	2
Understanding geriatric care	2
Understanding health insurance and coverage	2
What happens in the aging process	2
Admirable but not adequately promoted	1
Adolescent seminars	1
Advertise what hospital provides	1
Affordable childbirth classes	1
Affordable courses for EMS volunteers	1
Age appropriate development	1
Alcohol treatment	1
All about Parkinson's	1



Allergies, asthma & allergy-induced asthma	1
Always need more - more advertising	1
Alzheimer support groups	1
Any would be welcome	1
Behavior modification for kids	1
Better PR with other agencies	1
Bridge courses for endorsement backed by medical director	1
Cancer care	1
Cancer related topics	1
Caregiving at home	1
Celiac & gluten intolerance - great group in Billings, MT	1
Certified nursing assistant certification	1
CEU's for nurses	1
Child development other than the Child Development Center (CDC) and Full Circle	1
Child development/behavior therapist	1
Child health including dental	1
Child seat safety - installation training for hospital personnel - trained techs	1
Child/infant CPR	1
Children & adult healthy cooking lessons	1
Classes are a welcome addition	1
Classes on multiple sclerosis	1
Colds & flu - how to prevent - hand washing	1
Common diseases	1
Communication between patients and hospital	1
Community health care each month	1
Community outreach - family activities	1
Community outreach/Health Fair - utilize social media for education	1
Connect with elementary schools - health careers	1
Contagious diseases	1
Continue cholesterol screening	1
Continue spring semester - women's health	1
Continuing education for physicians	1
Cooking healthy food	1
Chronic Obstructive Pulmonary Disease (COPD)	1
Courses in Corvallis	1
Courses in Stevensville	1
CPR for student body and parents (no school)	1
CPR in the evening	1

CPR/first aid for rural people	1
Critical incident stress management	1
Develop nursing program w/Bitterroot College	1
Diabetic cooking classes	1
Diabetic diets	1
Dietician for elders	1
Dietician training in grocery stores	1
Doing great!	1
During the day or summer eve - I don't drive at night.	1
Eating disorders	1
Educate families about services available	1
Elder care	1
EMT and certified nursing assistants	1
EMT and first responder classes	1
EMT courses & refreshers	1
EMT training for Sula	1
End of life counseling	1
Enjoyed the past seminars but the speakers do not know how to use the microphone. They mumble their words or talk too fast.	1
Environmental poisons to the body (smoking, drugs, etc.)	1
Exercise program	1
Explore other ways to let us know about classes	1
Eye diseases	1
Fertility	1
Food allergies	1
Form an obesity management group	1
Free bone marrow (density) testing	1
Free cholesterol screening	1
Free courses - convenient times after work	1
Free CPR for parents with infants and toddlers	1
Free or low cost childbirth classes	1
General hygiene regarding piercing and tattoos	1
General teen health - physical & emotional	1
Gerontology & death preparation	1
Get info distributed in more publications	1
Get notable guest speakers on trending topics	1
Great job! May need a larger facility	1
Habits of healthy people	1
Health and personal finance - health savings accounts vs. insurance options	1

Health screenings at schools	1
Healthy purchases at grocery store	1
Healthy relationships	1
Heart and statins	1
Help people to plan for health care	1
Hepatitis C education for providers and public	1
Home hazards for seniors	1
Home health care	1
How to age better	1
How to evaluate "miracle cure" claims	1
How to manage health care costs	1
How to meet new quality measures - Accountable Care Organizations (ACO's)	1
How to set up a health savings account	1
Irritable Bowel Syndrome (IBS) - FODMAP Diet (online sites)	1
Influenza	1
In-house continuing medical education (CME)	1
Keep up employees continuing education	1
Latest and greatest in wound care	1
Like the classes!	1
Little classes for high schoolers	1
Living independently	1
Living with atrial fibrillation	1
Loved child signing courses	1
LPN in the evening	1
Lunch time courses on female health care	1
Make us more aware - never heard of them	1
Marriage classes	1
May 9th Health Fair was wonderful	1
Medical courses for EMT's	1
Medication interactions	1
Memory	1
Menopausal/post-menopausal health	1
Mental health concerns	1
Mental health like downs syndrome, autism	1
More - keep them coming	1
More and smaller classes for Medicaid eligibility	1
More babysitting classes	1
More connection with the school district	1
More during the day around lunch time	1

More on senior issues	1
More positive publicity	1
Movement/exercise for working folks	1
Multiple Sclerosis (MS) courses	1
Natural birth classes	1
Natural treatment alternatives	1
Newborn care	1
None	1
Nursing education, especially in pediatrics	1
Nursing for young moms - La Leche	1
Nursing mom's group	1
Nutrition for young families	1
Nutrition/diabetic education	1
Offer at a variety of times	1
Offer free - one year gym membership to employees	1
Organizing retiree resource networks	1
Osteoporosis clinics	1
Pain management	1
Paramedic in the evening	1
Personal health care	1
Personalized health & fitness advice	1
Physician education series	1
Planning ahead for financial burden of elder care - in home, nursing home, hospital	1
Prenatal options - Lamaze, yoga, massage	1
Prenatal yoga & water aerobics	1
Prepare a map of the hospital available to visitors	1
Preventing mold	1
Prevention education for new parents (Handout - "Bringing Home Baby" call Cindy McNeil, MS, LM FT, 381-1374	1
Promote birthing center with Early Head Start and offer low cost birthing classes	1
Proper eating and exercising classes for employees	1
Properly install car seat	1
Provide continuing education credit	1
PTSD training for select personnel	1
Publicize classes more	1
Raising teenagers	1
Reading labels	1
Real diabetes education and nutrition	1

Really enjoy "Lunch and Learn" sessions	1
Record all seminars	1
Residency doctor	1
Seminars for women only and men only	1
Seminars in each town	1
Set up a training dept. for all new employees rather than one day training	1
Sign language	1
Sleep apnea	1
Spinal - avoiding surgery	1
Spine	1
Start and offer low cost birthing classes	1
Stress management	1
Stress reduction MBSR - KABAT - 21N	1
Stroke & heart attack awareness	1
Strokes	1
Teenage anger management	1
Teenage pregnancy	1
The senior medicine cabinet - should and shouldn't have	1
Ticks and their affects	1
Time management	1
Tobacco cessation	1
Training for Certified Nursing Assistants learning to do blood sugars and how to draw blood.	1
Training for volunteers in rural areas	1
Typical medications people require throughout life	1
Unnecessary	1
Using Medicare	1
Vaccinations - new guidelines	1
Vaccine Q&A's for families and kids	1
Vaccines	1
Vaccines for children	1
Value of prevention	1
Value of vaccines & promote	1
Vitamins & supplements reaction with medicine	1
Website improvement & updating still has old data on Bitterroot Clinic	1
Weight loss	1
Weight management	1
Wellness programs	1
What to do for elderly and disabled if disaster strikes	1

Whole food diet	1
Wilderness medicine - one or two classes annually	1
Women's' health (mid-life)	1
Wound care - dressing & options, skin care	1
Yoga - stress relief	1

Appendix E: # of Responses Summary

<b>WHAT SERVICES DO YOU THINK WE NEED TO ADD TO THOSE WE PRESENTLY PROVIDE?</b>	
<b>4. OTHER HEALTH CONCERNS</b>	<b># of Responses</b>
Sliding scale clinic for poor folks	8
Mental health and alcohol treatment	6
Alzheimer's/dementia/senior ailments	4
Better understanding of the elderly	3
I parted company with MDMH over billing	3
Lab services too expensive (e.g. A1C)	3
Lower health care costs - discounts for cash	3
Better geriatric care for seniors	2
Doctor response - over the next 10 to 20 years, one in three will be diabetic	2
Home health care	2
Keep ambulance staffed in Darby	2
Lyme disease	2
More affordable addiction services	2
Too many people do not see importance of vaccines	2
Turnover rate with employees	2
Want a place to pick up drug prescriptions	2
A better place in ER to stay overnight	1
Add Ebola & tuberculosis (TB) ward	1
Aging population of county	1
Ain't got any- my problem is dying (sarcastic)	1
All doctors should discuss nutrition and apply it to all aspects of medicine/surgery	1
Arthritis	1
Athletic injuries	1
Better doctors	1
Better use of rehab center - fitness, weight loss	1
Burden of driving to Missoula for dialysis	1
Contagious infections between patients in same room	1
Coordination with all Ravalli County for disaster training	1
Cost of insurance	1
Couldn't get to my GP for a flu shot - was told to go to Walgreens	1
Diagnostic mammograms are too expensive	1
Doctors need to spend more time with patients	1

Doctors should take more time to be more thorough	1
Doing great!	1
Drug and alcohol education and treatment	1
Effects of marijuana on developing brain	1
Employee wellness - massage and chiropractor for employees	1
Ergonomics for all employees	1
Errors in x-ray results	1
Establish a relationship with the VA	1
Establish competitive wages - losing too many employees to Missoula	1
Eye health	1
Free cholesterol clinics	1
Get agreement with Western MT Clinic for appointments here	1
Getting our kids moving	1
Gluten free	1
Have to wait too long for an appointment	1
Head injuries	1
Head issues - memory loss	1
Health insurance is a mess	1
Health programs for the indigent	1
Heart disease	1
Heart testing - more than treadmill	1
Help people sign up for insurance	1
High cost	1
High level of alcoholism in Ravalli County	1
Hospitalist system does not work well. No continuity - Different doc each day/uneven care quality. Patient is cut off from own doctor.	1
How can we address our aging population	1
I cannot get my child into our primary care physician on short notice	1
I have been real pleased with the hospital's growth over the years	1
I hope you never get rid of Hospice. Wonderful staff and center.	1
I need radiation	1
Improve response given to employees who ask for ergonomic resources	1
Increase of meth use	1
Keep ambulance service active	1
Keep neurosurgeon and orthopedic surgeon full-time	1
Lack of internal medical doctors	1
Lack of low cost sliding scale reproductive services and test and treat for STD's	1
Laraway/Camden's office staff	1



Learning disabled needs meds	1
Legal and illegal drug use	1
Less waiting time to get an appointment	1
Liver cleanse	1
Make facts about Ebola, smallpox, cancer, pneumonia available	1
Many elderly residents Darby south to Idaho should not have to drive to Hamilton for health care.	1
Medical treatments on a sliding scale	1
Medically safe, no infections in hospital	1
More access to sleep doctor	1
More access to vets without insurance	1
More affordable labs for ovarian and breast cancer gene	1
More charity money	1
More mental health classes	1
More school nurses	1
More sports medicine for high school students	1
Natural options are not covered by insurance	1
Need a patient advocate	1
Need back treatment/surgery	1
Need EMR link with St. Pat's	1
Need EMS personnel to cover rural areas	1
Need help with exercise and weight loss	1
Need MDMH employed security officer	1
Need more exercise incentive programs	1
Need rural health services	1
Need school nurses in Darby, Lone Rock and Victor	1
Need sports medicine for high school athletes	1
None- doing a great job	1
Not happy with mammo here due to reading of scans - now go to St. Pat's - better outcome	1
Nutrition services are lacking in community	1
Obesity among hospital employees	1
Obesity and all related health issues	1
Open MRI	1
Other cancer screening	1
Over extending staff w/extra duties	1
People driving to Missoula for services offered here a couple times a week or less.	1
People in community that can't afford health care	1

Provide lunch again	1
Psychiatric care needs to be addressed	1
Quality care with focus on patient	1
Radiation treatment	1
Reasonable charges	1
Refer people to specialists more often	1
Rejection of Medicaid funding by Montana Legislature and Ravalli County Commissioners	1
Repeated throat dilation after esophageal cancer	1
Rheumatoid arthritis	1
Senior housing and care	1
Sick employees need to stay home	1
Skin cancer screening	1
Sometimes hard to diagnose symptoms	1
Special needs counseling	1
Speed up Convenient Care	1
Spine and heart	1
Standing in line at Health Fair too long and hard on some	1
Sula Volunteer Fire Dept. needs a serious upgrade	1
Support groups for cancer, Alzheimer's and dementia	1
Thank you for all you do, we are fortunate	1
There are a lot of families with mental health issues especially children	1
Too many children with cancer	1
Two hour wait in ER on Sunday	1
Use smaller needles	1
We are at staffing ratios unsafe for patients - high turnover, low morale - focus on what we have - no new services	1
We have issues with our teens and cost to our community is large	1
We need a transportation network to get our outlying elderly to the hospital	1
We need hearing help	1
We need more cardiac care and a Cath lab	1
We need waiting room TV's running health information - not weather/news - see St. Pat's	1
We need wheelchairs with pegs in all areas	1
Where can we go to get answers about nursing homes and caregivers?	1
Why is everything so expensive? \$20.00 for a band aid?	1
Women's productive health and overall health in general. Expand "Sprinkle Pink" to other women's health issues - low income	1
You cost more than Missoula hospitals	1

Appendix E: # of Responses Summary

<b>B. WHAT SERVICES PRESENTLY PROVIDED SHOULD BE INCREASED OR IMPROVED?</b>	
	<b># of Responses</b>
Billing services	82
More chemo days - bigger room	15
Convenient Care needs expanded hours	23
ER waiting time is way too long	7
Sliding scale clinic	7
Victor ambulance is understaffed	4
Appreciate free screening	3
Billing staff needs customer service training	3
Convenient Care should be faster	3
Doing a great job!	3
Work more with VA	3
Better disclosure of fees/costs	2
Better Veteran care	2
Convenient Care is not convenient at all - model after First Choice - people have to wait 3 to 4 hours	2
Convenient Care open on Sundays	2
Free help and tests	2
Good ER experiences, good doctors and nurses	2
Heart patients should be allowed to use equipment in rehab	2
I think MDMH does a great job!	2
Increase walk-in services	2
Keep up the good work!	2
Lower prices	2
More caring ER docs and shorter wait	2
More health screenings	2
More small clinics	2
None - I love Marcus Daly!	2
Self-ordered basic lab tests	2
Sliding scale clinic for family planning	2
Victor ambulance hurt by decision to go to advanced EMT's on ambulances	2
24/7 Convenient Care	1
A traveling bus or van to small communities	1
Accommodate sedated MRI's and other scans	1

Add community Para medicine to EMS	1
Add more outpatient procedures	1
Add more holistic approach	1
Advertise sleep center	1
Allow basic EMT's	1
Alzheimer care	1
Ambulance service is great for our community	1
Ambulance service should be paid for by taxes	1
Another provider in Convenient Care	1
Ben & Jerry's ice cream post op	1
Bench seat by the outside door	1
Better advertising for courses and seminars	1
Better communication w/clinics and pharmacies	1
Better Convenient Care	1
Better customer service	1
Better job of sanding and de-icing parking lot in winter	1
Better pain and wound management	1
Better physical therapy - I went to someone else as the therapist did not stay with me	1
Better PR with public	1
Better signage in hallways	1
Birth doula's on call for natural birth	1
Blood lab sucks	1
Bitterroot Physician Clinic management less approachable. Appointment wait times 3 weeks. Access to my records on computer not good.	1
Bitterroot Physician Clinic not run smoothly - inconsistent with phone calls - scheduling appt., etc.	1
Cafeteria open more hours with more options	1
Cancer diagnostics and care	1
Cardiac care	1
Cardio rehab needs better structure - I was not given any type of program to follow.	1
Charging for medical supplies	1
Comfortable beds - don't wake up every hour	1
Compliment hospital - mammo's and HR	1
Connect all providers electronically	1
Consider offering people a chance to prepay once a year for ambulance service	1

Continue to rebuild relationships with First Responder personnel and organization	1
Convenient Care - \$60 to \$80	1
Convenient Care for minor stuff should be low cost	1
Convenient Care is NOT convenient (e.g. I waited three hours to get a strep test. I loved First Choice; I now drive to Missoula to First Choice rather than Convenient Care here.	1
Convenient Care is unimpressive	1
Convenient Care open until midnight	1
Convenient Care should be cheaper	1
Convenient Care should have lab work available	1
Convenient Care, great staff, but wait too long	1
Convenient Care/more staff and larger facility	1
Corvallis Family Medicine - need lab services - at least draw blood	1
Cost of aspirin should not be \$12.00	1
Dietitian services for the elderly	1
Disclose costs before care especially ambulances	1
Doctors discussing nutrition	1
Doctors need to be up front with patient - Neurosurgeon did not follow through with me	1
Doctors need to improve	1
Convenient Care PA is mean & rude	1
Easy exercise option in Rehab/not during working hours	1
Educate "frequent flyers" or abusers of the ambulance service	1
Elder care	1
Employee turnover especially at the clinics	1
EMS equipment and training	1
Encourage doctors to speed up access to specialist (in Missoula). Wife waited more than six weeks while cancer was metastasizing	1
Enlarge the heart section	1
ER not very friendly and hurried	1
ER nurses need competitive salary with ICU nurses so they can stay in ER Dept.	1
ER personnel and facility are impressive	1
ER Staff especially reception - Gave 4 examples. Too involved/no one at the front desk; she observed problems with Flip & Elaine Redmond and reception; last one involved her as a patient with unsatisfactory treatment. Wrote a full page on back of form.	1
Evaluate costs to consumers (e.g. four stitches to my face in ER costs over \$700.00)	1

Everything is great, especially like Convenient Care	1
Everything seems pretty great to me!	1
Exorbitant prices	1
Eye surgery	1
Food quality needs to be improved	1
Get a competent radiologist	1
Have been once, service was excellent	1
Having Darby ambulance is great	1
Health screenings at schools	1
Help transport to Missoula for radiation	1
Hire EMT basics as well as A-EMT's	1
Hire experienced doctors	1
Hire more nursing staff	1
Home health care support - nursing care	1
Hospice is fabulous	1
Hospice is great!	1
Hospital based health plan	1
Hospitalists do good work, but want regular doctor	1
I don't know what is available	1
I have always been happy with what is available	1
I have no complaints of the hospital	1
I really like the monthly seminars	1
I think everything is so nice - you have done so much	1
I think MDMH is great!!	1
I think we have enough of everything except skin doctor	1
I think you are doing a great job with general medicine	1
I think you are great.	1
I think you guys are great!	1
ICU needs more nursing staff	1
Improve customer service focus on patient comfort and needs	1
Improve emergency staff care	1
Improve ER	1
Improve gift shop - more hours, fresh flowers and coffee/latte bar	1
Improve immunization reviews for all children - ensure all are up to date.	1
Improve management's role in communication	1
Improve reading of scans-radiology	1
Increase oncology to five days a week	1
Increase ultra sound hours	1
Just moved to Hamilton - no complaints	1

Keep billing local for Home Health & Hospice	1
Keep lab service local	1
Kudos to your rehab facility	1
Last time I was there I had some poor nurses	1
Listen to patients in physical therapy	1
Look at top 3 or 4 discharge diagnoses and align programs to get in front of those issues.	1
Love having MDMH in Hamilton	1
Low cost blood tests offered more frequently	1
Low cost or no cost screening options	1
Lower costs	1
Mammograms are great!	1
Many complaints on how people are not properly treated in ER	1
MDMH clinic too computer driven, look patients in eyes	1
MDMH has a bad reputation for employment	1
MDMH is a very nice, clean facility	1
Misdiagnosis in ER - Doctor said my husband had heart problems - went to St. Pat's and there were no heart problems	1
More affordable payment arrangements	1
More caseworkers and social workers	1
More cholesterol screening	1
More cholesterol screenings at work places	1
More days with heart institute	1
More doctors in the ER	1
More help, more doctors that know what they are doing	1
More home health care	1
More knowledgeable speakers at workshops	1
More liberal charity care policies	1
More OB/GYN options	1
More phlebotomists on duty	1
More public outreach	1
More specialized training for people trying to stand and balance	1
More specialty clinics	1
More time flexibility for therapy	1
More updated orthopedic 3D imaging practices and surgeries	1
More varied specialists coming from Missoula	1
More weekend services	1
Move "Pink Ladies" closer to greet visitors	1
Need a discount "fee for service" clinic	1

Need cardiac rehab	1
Need to be in contact with my insurance company	1
No complaints. We believe you do a good job.	1
No idea	1
No more than 25 beds for a building that big - poor planning.	1
Non-emergency transportation for post ER families and patients	1
Nursery for newborns and more room in the delivery room	1
Observation room too far from bathrooms and beds are terrible	1
Occupational medicine pediatrics	1
Offer more palliative care rather than spending so much money on last three weeks of life	1
Orthopedic - knees, hips, etc.	1
Outpatient surgery	1
Overall MDMH is doing a very good job meeting our needs	1
Patients in ER are left alone too long	1
Peds therapy - training with partner agencies	1
Please let us know about education programs	1
Please work toward repairing your reputation	1
Poor customer service	1
Prices way too high due to people not paying	1
Prostate care supplement for Dr. Munding	1
Provide a daily van to Missoula	1
Physical therapy department is not giving many patients improvement	1
Reach out to young families	1
Really like the health care classes	1
Receptionists at Bitterroot Clinic do not answer phones consistently - once it took two days	1
Replace/upgrade equipment (i.e. Telemetry, glucometers, bladder scanners and other direct patient care equipment	1
Respiratory/sleep apnea	1
Review x-rays for errors	1
Same day appointments so helpful	1
School nurses in Darby, Lone Rock & Victor	1
Services are fabulous.	1
Services are very good - caring nurses	1
Shorten blood test turnaround	1
Social work-educate staff and assist parents	1
Some ER doctors and Hospitalists do not introduce themselves to patients	1
Spiritual care	1



Staff should park outside regular areas	1
Stop floating staff at offices	1
Stress tests with same day results.	1
Thank you for the Darby ambulance	1
The ER gave me nitro under my tongue and my blood pressure was normal then it crashed - dangerous	1
The hospital, in my opinion, is very state of the art	1
They are all just great!	1
Train nurses in customer relations	1
Two urologists would be ideal	1
Use rehab for healthy/lifestyle exercise	1
Varied cafeteria menu	1
Victor ambulance hurt by decision to go to advanced EMT's on ambulances	2
Want "a la carte" items in cafeteria	1
Want more choices in physicians	1
We have no complaints	1
We received excellent care for recent shoulder surgery	1
We were charged for ambulance when it should have been paid by Medicare	1
We were sent to Missoula for my breast cancer surgery and my husband twice.	1
Where can I turn in used needles?	1
Work faster to get blood test	1
Work on reputation	1
Wound care, Home Health & Hospice	1
You give car seats to newborns but little hands on instruction	1
You have grown and improved	1
Your own doctor called in some cases	1