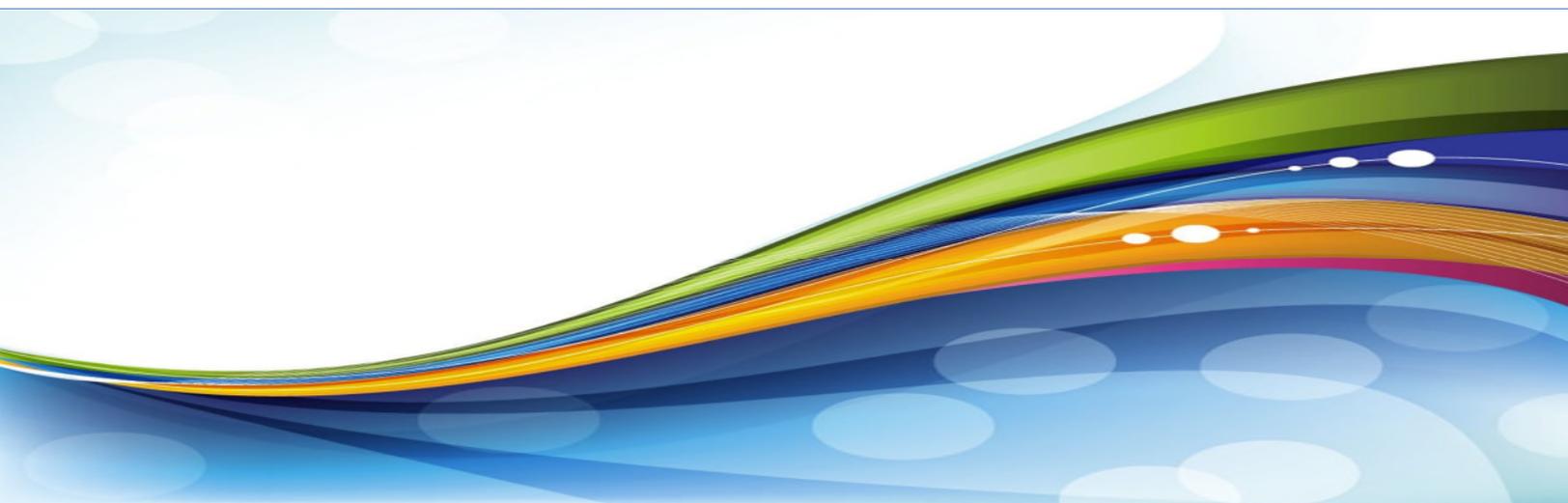




**Pella Regional Health Center - PSA
Marion County, IA
Community Health Needs Assessment**



October 2017

**VVV Consultants LLC
Olathe, KS**

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* *Italic lines note IRS requirements*

I. Executive Summary

[VVV Consultants LLC]

I. Executive Summary

Creating healthy communities requires a high level of mutual understanding and collaboration among community leaders. The development of this assessment brings together community health leaders and providers, along with local residents, to research and prioritize county health needs and document community health delivery successes. This health assessment will serve as the foundation for community health improvement efforts for the next three years. The last CHNA for Pella Regional Health Center (Primary Service Area) was published in October 2014. The Patient Protection and Affordable Care Act (ACA) requires not-for-profit hospitals to conduct a CHNA every three years and adopt an implementation strategy to meet the needs identified by the CHNA. This assessment was coordinated and produced by VVV Consultants LLC (Olathe, Kansas) under the direction of Vince Vandehaar, MBA.

A CHNA provides benefits to local health service organizations, the hospital, the public health department, as well as other community providers and stakeholders in the following ways: 1) Increases knowledge of community health needs and resources; 2) Creates a common understanding of the priorities of the community's health needs; 3) Enhances relationships and mutual understanding between and among stakeholders; 4) Provides a basis upon which community stakeholders can make decisions about how they can contribute to improving the health of the community; 5) Provides rationale for current and potential funders to support efforts to improve the health of the community; 6) Creates opportunities for collaboration in delivery of services to the community; and 7) Provides guidance to the hospital and local health department for how they can align their services and community benefit programs to best meet needs.

CHNA Town Hall "Community Health Strengths" cited for PSA are as follows:

Pella Regional Health Center (Primary Service Area) "Community Health Strengths"			
#	Topic	#	Topic
1	Local Facilities for Healthcare	8	Dedication of Doctors
2	Imaging Room	9	Chaplains
3	Emergency Room	10	Wellness / Preventive Screenings
4	Patient Satisfaction	11	Operating Room
5	Access to OB Care	12	Staff Engagement
6	Hospice Care	13	Ambulance Services
7	Improved Senior Care	14	Actively Using Extenders

Town Hall “Community Health Changes and/or Improvements” cited for PSA are as follows:

Pella Regional Health Center - Primary Service Area				
2017 Community Health Needs - Town Hall Priorities (18 Attendees, 60 Votes)				
#	Community Health Needs to Change and/or Improve	Votes	%	Accum
1	Lack of Qualified Healthcare Workers Seeking Employment	14	23.3%	23.3%
2	Mental Health (Access, Diagnosis and Placement)	13	21.7%	45.0%
3	Increase Medicaid Reimbursement	11	18.3%	63.3%
4	Substance Abuse (Meth, Marijuana, Opioids, Prescription Drugs)	9	15.0%	78.3%
5	Community Health Education (Own Personal Health)	7	11.7%	90.0%
Other Items Noted: Obesity, Access to Affordable Health Insurance, Access to Quality Child Care, WIC Usage, Food Insecurity, Suicide Prevention and Diabetes.				

Key Secondary Research Community Health Needs Assessment conclusions:

IOWA HEALTH RANKINGS: Per the 2017 RWJ County Health Rankings study, Marion County, Iowa had the highest State of Iowa ranking (of 99 counties) in Social and Economic Factors, Clinical Care, Health Factors, Health Outcomes, Length of Life and Quality of Life.

TAB 1. Demographic Profile
TAB 2. Economic/Business Profile
TAB 3. Educational Profile
TAB 4. Maternal and Infant Health Profile
TAB 5. Hospitalization / Providers Profile
TAB 6. Behavioral Health Profile
TAB 7. Risk Indicators & Factors
TAB 8. Uninsured Profile
TAB 9. Mortality Profile
TAB 10. Preventative Quality Measures

- TAB 1: Marion County has a population of 33,189 residents as of July 1, 2016, higher than the Iowa Rural Norm of 14,307. The percent change in population in Marion County from April 1, 2010 to July 1, 2016 is -0.4%, lower than the Iowa Rural Norm of -2.1%. The percent of persons 65 years and over in Marion County is 17.2%, lower than the Iowa Rural Norm of 20.5%. The population per square mile in Marion County is 60.1, lower than the Iowa rural Norm of 134.2. Marion County is 58.3% rural, lower than the Iowa Rural Norm of 69.8%. The percent of persons in poverty in Marion County is 9.2%, lower than the Iowa Rural Norm of 12.3%. The percent of children in poverty in Marion County is 11.0%, lower than the Iowa Rural Norm of 17.3%. There are 2,071 veterans in Marion County, higher than the Iowa Rural Norm of 989. There are 23,707 registered voters in Marion County, higher than the Iowa Rural Norm of 9,885.

- TAB 2: The median household income (in 2015 dollars) in Marion County is \$54,693, higher than the Iowa Rural Norm of \$48,978. The number of housing units in Marion County is 14,093, higher than the Iowa Rural Norm of 6,509. The median value of owner-occupied housing units in Marion County is \$137,300, higher than the Iowa Rural Norm of \$101,056. The total number of households in Marion County is 12,978, higher than the Iowa Rural Norm of 5,855. The percent of person age 1 year+ living in the same house as one year ago in Marion County is 84.5%, lower than the Iowa Rural Norm of 87.8%. The percent of residents who are low income and have low access to a grocery store in Marion County is 3.0%, lower than the Iowa Rural Norm of 5.4%. The total of all firms in Marion County is 2,604, higher than the Iowa Rural Norm of 1,364.
- TAB 3: The percent of children eligible for free or reduced price lunch is 31.0%, lower than the Iowa Rural Norm of 40.9%. The percent of persons age 25+ years in Marion County with a Bachelor's degree or higher is 24.8%, higher than the Iowa Rural Norm of 19.5%.
- TAB 4: The rate of mothers who began prenatal care in the first trimester in Marion County is 687.0, higher than the Iowa Rural Norm of 272.4. The rate of mothers who smoked during pregnancy in Marion County is 131.0, higher than the Iowa Rural Norm of 61.6. The live birth rate for mothers under age 20 per 1,000 live births in Marion County is 27.9, lower than the Iowa Rural Norm of 46.3. The out-of-wedlock live birth rate per 1,000 live births in Marion County is 283.4, lower than the Iowa Rural Norm of 331.6.
- TAB 5: The ratio of the population in Marion County to primary care physicians is 1,040:1, lower than the Iowa Rural Norm of 2,223:1. The ratio of the population in Marion County to dentists is 1,660:1, lower than the Iowa Rural Norm of 3,261:1. The number of preventable hospital stays in Marion County is 54.0, lower than the Iowa Rural Norm of 59.6. The percent of patients in Marion County who gave their hospital a rating of 9 or 10 on scale from 0 (lowest) to 10 (highest) is 77.0%, lower than the Iowa Rural Norm of 79.6%. The number of patients in Marion County who reported yes, they would recommend the hospital is 74.5%, lower than the Iowa Rural Norm of 76.3%. The average time patients in Marion County spent in the Emergency Department before they were seen by a healthcare professional is 3.0 minutes, lower than the Iowa Rural Norm of 18.1 minutes.
- TAB 6: The percent of children in single-parent households in Marion County is 20.0%, lower than the Iowa Rural Norm of 25.2%. The ratio of the population in Marion County to mental health providers is 1,110:1, lower than the Iowa Rural Norm of 2,879:1. The violent crime rate per 100,000 in Marion County is 255.0, higher than the Iowa Rural Norm of 181.5. The percent of alcohol-impaired driving deaths in Marion County is 36.0%, higher than the Iowa Rural Norm of 25.2%.

- TAB 7: The percent of physical inactivity in Marion County is 24.0%, lower than the Iowa Rural Norm of 27.2%. The rate of sexually transmitted infections per 100,000 in Marion County is 249.6, higher than the Iowa Rural Norm of 246.1. The percent of residents in Marion County with a long commute driving alone is 26.0%, higher than the Iowa Rural Norm of 24.9%. The percent of Medicare beneficiaries in Marion County with Arthritis is 29.5%, higher than the Iowa Rural Norm of 27.4%. The percent of Medicare beneficiaries in Marion County with High Cholesterol is 36.1%, lower than the Iowa Rural Norm of 41.2%. The percent of Medicare beneficiaries in Marion County with Diabetes is 22.7%, lower than the Iowa Rural Norm of 24.8%. The percent of Medicare beneficiaries in Marion County with High Blood Pressure is 49.2%, lower than the Iowa Rural Norm of 53.3%. The percent of Medicare beneficiaries in Marion County with Ischemic Heart Disease is 23.6%, lower than the Iowa Rural Norm of 25.6%. The percent of Medicare beneficiaries in Marion County with Hypertension is 49.0%, lower than the Iowa Rural Norm of 53.1%. The percent of Medicare beneficiaries with Chronic Kidney Disease is 11.5%, lower than the Iowa Rural Norm of 13.7%.
- TAB 8: The percent of uninsured in Marion County is 6.0%, lower than the Iowa Rural Norm of 7.9%.
- TAB 9: The premature death years of potential life lost rate in Marion County is 5,400.0, lower than the Iowa Rural Norm of 6,700.0. The major cardiovascular death rate in Marion County is 375.4, lower than the Iowa Rural Norm of 392.4. The chronic lower respiratory disease death rate in Marion County is 63.1, lower than the Iowa Rural Norm of 80.5. The unintentional death rate in Marion County is 48.1, lower than the Iowa Rural Norm of 71.5.
- TAB 10: The percent of access to exercise opportunities in Marion County is 72.0%, higher than the Iowa Rural Norm of 57.6%. The percent of limited access to healthy foods in Marion County is 3.0%, lower than the Iowa Rural Norm of 5.9%. The percent of Diabetic monitoring in Marion County is 91.0%, higher than the Iowa Rural Norm of 89.2%. The percent of mammography screenings in Marion County is 70.0%, higher than the Iowa Rural Norm of 64.6%.

Key 2017 Community Feedback Conclusions

In July 2017, VVV Consultants LLC collected stakeholder feedback from community consumers, leaders, groups, public and other organizations and providers. These PSA community stakeholders (N=219) provided the following feedback via an online perception survey:

- 91.8% of Marion County stakeholders would rate the overall quality of healthcare delivery in their community as either Very Good or Good, with Very Good being the highest ranking.
- Marion County stakeholders believe these needs are being met: Ambulance, Chiropractors, Dentists, Emergency Room, Eye Doctor / Optometrist, Hospice, Inpatient Services, Outpatient Services, Pharmacy, Primary Care and School Nurse.
- Marion County stakeholders believe these needs are not being met: Mental Health Services.
- 69.1% of Marion County stakeholders have received healthcare services outside of their community over the past two years.
- Marion County stakeholders perceive the following causes of disease or disability a problem in their community: Cancer, Diabetes, Drugs / Substance Abuse, Mental Illness, Obesity, Suicide and Wellness Education.

As seen below, the community still senses a health need for Address Substance Abuse (Meth, Marijuana and Prescription Drugs), Increase Inpatient Mental Health Services, Fight Obesity – Focus on Fitness, Nutrition and Prevention Actions, Increase Outpatients Mental Health Services and Provide More Affordable Nursing Home Care Options.

Pella Regional Health Center - Primary Service Area N=219						
3. From our 2014 CHNA, a number of health needs were identified as priorities. Are any of these previous CHNA needs still an "Ongoing Problem" in the Pella Regional Health Center Primary Service Area?						
Answer Options	Not a Problem Anymore	Somewhat of a Problem	Major Problem	Problem %	Response Count	Most Pressing Rank
Address Substance Abuse (Meth, Marijuana and Prescription Drugs)	10	60	60	92.3%	130	3
Increase Inpatient Mental Health Services	13	32	85	90.0%	130	2
Fight Obesity - Focus on Fitness, Nutrition and Prevention Actions	14	77	34	88.8%	125	8
Increase Outpatient Mental Health Services	17	39	69	86.4%	125	1
Provide More Affordable Nursing Home Care Options	24	47	58	81.4%	129	6
Provide Affordable / Competitive Local Healthcare Services	27	57	42	78.6%	126	4
Provide Insurance Price Transparency	28	50	51	78.3%	129	7
Address Dementia Services	29	77	17	76.4%	123	11
Explore / Develop Stand Alone Urgent Care	30	48	49	76.4%	127	5
Address Alzheimer's Care	29	77	15	76.0%	121	12
Improve Local Cardiac Services	44	56	23	64.2%	123	9
Improve Water Quality - Focus on Increasing Testing and Targeting Red Rock	55	51	17	55.3%	123	10
Increase Maternal and Children Health Education	64	49	9	47.5%	122	13

II. Methodology

[VVV Consultants LLC]

II. Methodology

a) CHNA Scope and Purpose

The new federal Patient Protection and Affordable Care Act requires that each registered 501(c)3 hospital conduct a Community Health Needs Assessment (CHNA) at least once every three years and adopt a strategy to meet community health needs. Any hospital who has filed a 990 is required to conduct a CHNA. IRS Notice 2011-52 was released in late fall of 2011 to give notice and request comments.

JOB #1: Meet/Report IRS 990 Required Documentation

1. A description of the community served by the facility and how the community was determined;
2. A description of the process and methods used to conduct the CHNA;
3. The identity of any and all organizations with which the organization collaborated and third parties that it engaged to assist with the CHNA;
4. A description of how the organization considered the input of persons representing the community (*e.g., through meetings, focus groups, interviews, etc.*), who those persons are, and their qualifications;
5. A prioritized description of all of the community needs identified by the CHNA and an explanation of the process and criteria used in prioritizing such needs; and
6. A description of the existing health care facilities and other resources within the community available to meet the needs identified through the CHNA.

Section 501(r) provides that a CHNA must take into account input from persons who represent the broad interests of the community served by the hospital facility, including individuals with special knowledge of or expertise in public health. Under the Notice, the persons consulted must also include: Government agencies with current information relevant to the health needs of the community and representatives or members in the community that are medically underserved, low-income, minority populations, and populations with chronic disease needs. In addition, a hospital organization may seek input from other individuals and organizations located in or serving the hospital facility's defined community (*e.g., health care consumer advocates, academic experts, private businesses, health insurance and managed care organizations, etc.*).

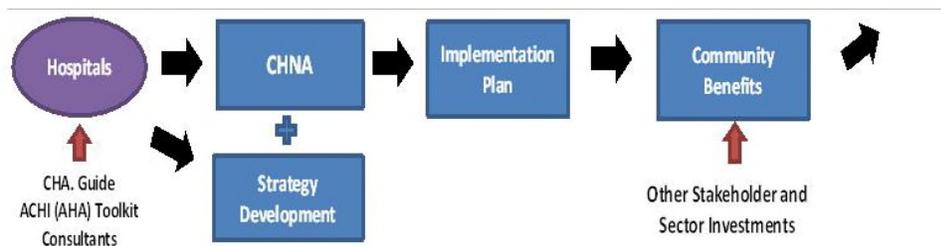
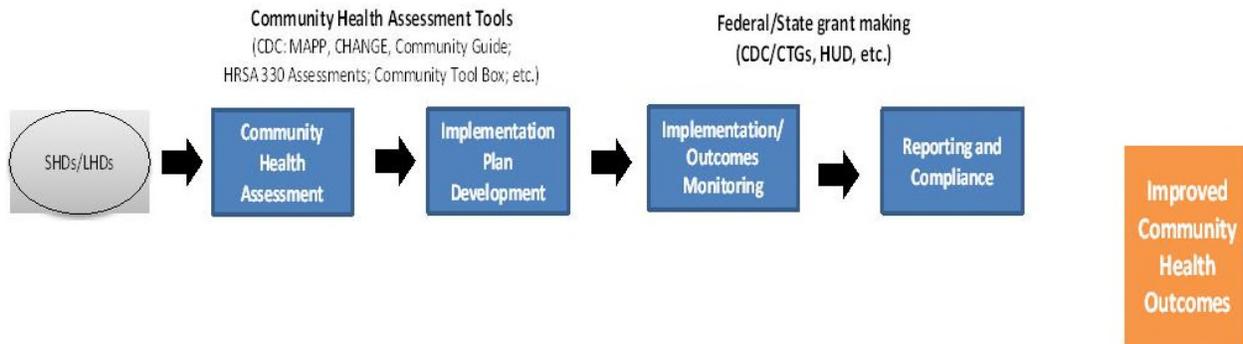
JOB #2: Making a CHNA Widely Available to the Public

The Notice provides that a CHNA will be considered to be "conducted" in the taxable year that the written report of the CHNA findings is made widely available to the public. The Notice also indicates that the IRS intends to pattern its rules for **making a CHNA "widely available to the public"** after the rules currently in effect for Form 990. Accordingly, an organization would make a **facility's written report** widely available by posting the final report on its website either in the form of (1) the report itself, in a readily accessible format or (2) a link to another organization's website, along with instructions for accessing the report on that website. *The Notice clarifies that an organization must post the CHNA for each facility until the date on which its subsequent CHNA for that facility is posted.*

JOB #3: Adopt an Implementation Strategy by Hospital

Section 501(r) requires a hospital organization to adopt an implementation strategy to meet the needs identified through each CHNA. The Notice defines an “implementation strategy” as a written plan that addresses each of the needs identified in a CHNA by either (1) describing how the facility plans to meet the health need or (2) identifying the health need as one that the facility does not intend to meet and explaining why the facility does not intend to meet it. A hospital organization may develop an implementation strategy in collaboration with other organizations, which must be identified in the implementation strategy. As with the CHNA, a hospital organization that operates multiple hospital facilities must have a separate written implementation strategy for each of its facilities.

Great emphasis has been given to work hand-in-hand with leaders from hospitals, the state health department and the local health department. A common approach has been adopted to create the CHNA, leading to aligned implementation plans and community reporting.



IRS Notice 2011-52 Overview

Notice and Request for Comments Regarding the Community Health Needs Assessment Requirements for Tax-exempt Hospitals:

Applicability of CHNA Requirements to “Hospital Organizations”

The CHNA requirements apply to “hospital organizations,” which are defined in Section 501(r) to include (1) organizations that operate one or more state-licensed hospital facilities, and (2) any other organization that the Treasury Secretary determines is providing hospital care as its principal function or basis for exemption.

How and When to Conduct a CHNA

Under Section 501(r), a hospital organization is required to conduct a CHNA for each of its hospital facilities once every three taxable years. ***The CHNA must take into account input from persons representing the community served by the hospital facility and must be made widely available to the public. The CHNA requirements are effective for taxable years beginning after March 23, 2012.*** As a result, a hospital organization with a June 30 fiscal year end must conduct an initial CHNA for each of its hospital facilities by June 30, 2013, either during the fiscal year ending June 30, 2015 or during either of the two previous fiscal years.

Determining the Community Served

A CHNA must identify and assess the health needs of the **community served** by the hospital facility. Although the Notice suggests that geographic location should be the primary basis for defining the community served, it provides that the organization may also take into account the target populations served by the facility (e.g., children, women, or the aged) and/or the facility’s principal functions (e.g., specialty area or targeted disease). *A hospital organization, however, will not be permitted to define the community served in a way that would effectively circumvent the CHNA requirements (e.g., by excluding medically underserved populations, low-income persons, minority groups, or those with chronic disease needs).*

Persons Representing the Community Served

Section 501(r) provides that a CHNA must take into account input from **persons who represent the broad interests of the community** served by the hospital facility, including individuals with special knowledge of or expertise in public health. Under the Notice, the persons consulted must also include: (1) government agencies with current information relevant to the health needs of the community and (2) representatives or members of medically underserved, low-income, and minority populations, and populations with chronic disease needs, in the community. In addition, a hospital organization may seek input from other individuals and organizations located in or serving the hospital facility’s defined community (e.g., health care consumer advocates, academic experts, private businesses, health insurance and managed care organizations, etc.).

Required Documentation

The Notice provides that a hospital organization will be required to separately document the CHNA for each of its hospital facilities in a **written report** that includes the following information: 1) a description of the community served by the facility and how the community was determined; 2) a description of the process and methods used to conduct the CHNA; 3) the identity of any and all organizations with which the organization collaborated and third parties that it engaged to assist with the CHNA; 4) a description of how the organization considered the input of persons representing the community (e.g., through meetings, focus groups, interviews, etc.), who those persons are, and their qualifications; 5) a prioritized description of all of the community needs identified by the CHNA and an explanation of the process and criteria used in prioritizing such needs; and 6) a description of the existing health care facilities and other resources within the community available to meet the needs identified through the CHNA.

Making a CHNA Widely Available to the Public

The Notice provides that a CHNA will be considered to be **“conducted”** in the taxable year that the written report of the CHNA findings is made widely available to the public. The Notice also indicates that the IRS intends to pattern its rules for making a CHNA “widely available to the public” after the rules currently in effect for Forms 990. *Accordingly, an organization would make a facility’s written report widely available by posting on its website either (1) the report itself, in a readily accessible format, or (2) a link to another organization’s website, along with instructions for accessing the report on that website. The Notice clarifies that an organization must post the CHNA for each facility until the date on which its subsequent CHNA for that facility is posted.*

How and When to Adopt an Implementation Strategy

Section 501(r) requires a hospital organization to adopt an implementation strategy to meet the needs identified through each CHNA. **The Notice defines an “implementation strategy” as a written plan that addresses each of the needs identified in a CHNA by either (1) describing how the facility plans to meet the health need, or (2) identifying the health need as one that the facility does not intend to meet and explaining why the facility does not intend to meet it.** A hospital organization may develop an implementation strategy in collaboration with other organizations, which must be identified in the implementation strategy. As with the CHNA, a hospital organization that operates multiple hospital facilities must have a separate written implementation strategy for each of its facilities.

Under the Notice, an implementation strategy is considered to be “adopted” on the date the strategy is approved by the organization’s board of directors or by a committee of the board or other parties legally authorized by the board to act on its behalf. Further, the formal adoption of the implementation strategy must occur by the end of the same taxable year in which the written report of the CHNA findings was made available to the public. For hospital organizations with a June 30 fiscal year end, that effectively means that the organization must complete and appropriately post its first CHNA no later than its fiscal year ending June 30, 2013, and formally adopt a related implementation strategy by the end of the same tax year. *This final requirement may come as a surprise to many charitable hospitals, considering Section 501(r) contains no deadline for the adoption of the implementation strategy.*

Year 2015 - IRS and Treasury Finalize Patient Protection Rules for Tax-Exempt Hospitals

ACCOUNTING TODAY 1/2/15

The Internal Revenue Service and the Treasury Department have issued **final regulations** under the Affordable Care Act to protect patients in tax-exempt hospitals from aggressive debt collection practices and to provide other rules for charitable hospitals.

Under the **final regulations**, each Section 501(c)(3) hospital organization is required to meet four general requirements on a facility-by-facility basis: establish written financial assistance and emergency medical care policies; limit the amounts charged for emergency or other medically necessary care to individuals eligible for assistance under the hospital's financial assistance policy; make reasonable efforts to determine whether an individual is eligible for assistance under the hospital's financial assistance policy before engaging in extraordinary collection actions against the individual; and conduct a community health needs assessment, or CHNA, and adopt an implementation strategy at least once every three years. The first three requirements are effective for tax years beginning after March 23, 2010 and the CHNA requirements are effective for tax years beginning after March 23, 2012.

The ACA also added a new Section 4959, which imposes an excise tax for failure to meet the CHNA requirements, and added reporting requirements. These final regulations provide guidance on the entities that must meet these requirements, the reporting obligations relating to these requirements and the consequences for failing to satisfy the requirements.

“Charitable hospitals represent more than half of the nation’s hospitals and play a key role in improving the health of the communities they serve,” wrote Emily McMahon, Deputy Assistant Secretary for Tax Policy at the U.S. Department of the Treasury, in a **blog post** Monday explaining the requirements. “But reports that some charitable hospitals have used aggressive debt collection practices, including allowing debt collectors to pursue collections in emergency rooms, have highlighted the need for clear rules to protect patients. For hospitals to be tax-exempt, they should be held to a higher standard. That is why the Affordable Care Act included additional consumer protection requirements for charitable hospitals, so that patients are protected from abusive collections practices and have access to information about financial assistance at all tax-exempt hospitals.”

She noted that as a condition of their tax-exempt status, charitable hospitals must take an active role in improving the health of the communities they serve, establish billing and collections protections for patients eligible for financial assistance, and provide patients with the information they need to apply for such assistance. “These final rules adopt the same framework of proposed regulations but simplify the compliance process for charitable hospitals, while continuing to provide meaningful guidance on protections for patients and requirements to assess community health needs,” she added.

Under the new rules, hospitals cannot charge individuals eligible for financial assistance more for emergency or other medically necessary care than the amounts generally billed to patients with insurance (including Medicare, Medicaid, or private commercial insurance). In addition, every tax-exempt hospital must establish and widely publicize a financial assistance policy that clearly describes to patients the eligibility criteria for obtaining financial assistance and the method for applying for financial assistance.

Charitable hospitals are also prohibited from engaging in certain collection methods (for example, reporting a debt to a credit agency or garnishing wages) until they make reasonable efforts to determine whether an individual is eligible for assistance under the hospital's financial assistance policy.

In addition, each charitable hospital needs to conduct and publish a community health needs assessment at least once every three years and disclose on the tax form that it files on an annual basis the steps it is taking to address the health needs identified in the assessment.

Many of the requirements have been in place since the Affordable Care Act passed in 2010, but in response to comments on the proposed regulations, the final rules also expand access to translations for patients, by lowering the threshold for having translations of financial assistance policies available from 10 percent of the community served as proposed, to five percent of the community served or population expected to be encountered by the hospital facility, or 1000 persons, whichever is less, according to McMahon. "The final rules also revise the notification requirements to maintain important protections for patients while making it easier for hospitals to comply with them," she wrote. "General notifications regarding a hospital's financial assistance policy must appear on bills and in the hospital. However, individual written and oral notifications of the hospital's financial assistance policy are now only required when a hospital plans to use extraordinary collections actions, such as reporting a debt to a credit bureau, selling the debt to a third party or garnishing wages."

While charitable hospitals must continue to make a good-faith effort to comply, the rules provide charitable hospitals with time to fully update their policies and programming to implement the changes. But if a charitable hospital fails to meet the consumer protection provisions required by the law, the hospital could have its tax-exempt status revoked. If a hospital fails to properly conduct a community health needs assessment or adopt an implementation strategy, an excise tax will apply, McMahon noted. "However, if a hospital fails to meet a requirement, but the failure is neither willful nor egregious, the hospital can correct and publicly disclose the error to have it excused, thus avoiding revocation of tax-exempt status, but the excise tax would still apply," she wrote.

II. Methodology

b) Local Collaborating CHNA Parties

Working together to improve community health takes collaboration. Listed below are in-depth profiles for the local hospital and health department CHNA partners. This CHNA has been prepared on behalf of Pella Regional Health Center (PRHC) and the Marion County Public Health Department (MCPHD). The Primary Service Area (PSA) named for this CHNA includes Marion, Wapello, Mahaska and Jasper Counties in Iowa.

Pella Regional Health Center Profile

404 Jefferson St, Pella, IA 50219

CEO: Bob Kroese

History: When Pella Community Hospital first opened their doors in 1960 as an acute care hospital for the town of Pella, there were 17 employees, seven doctors from Pella and about 24,000 square feet. The town was thrilled with their new hospital and turned out in great numbers—nearly 6,000 people—to attend the open house.

Over the past five decades, the hospital has made both major and minor changes all to improve access and quality of health care in the area. In the 70s and 80s there were numerous construction projects to expand the scope of what could be provided to patients and residents. In the 90s, there were numerous services added to provide specialized services, such as Dialysis, to those in need.

In 1996, the Pella Medical Clinic merged with Pella Community Hospital to form Pella Regional Health Center and clinics opened in surrounding communities. This collaboration and regional expansion is a great milestone in the history of the hospital and what it has become today.

As the Pella Regional faces the challenges of health care reform, new technologies and a growing geographic service area, new ideas are constantly being implemented to ensure Pella Regional remains a state-of-the-art facility. The Electronic Medical Record (EMR) is new technology that affects every patient and assures quality for the continuity of their care. Through the EMR, your health team can view all of your medications in one location, and since the EMR is digital, it is accessible in every Pella Regional medical clinic as well as in the hospital. Another aspect of the EMR is the patient portal that enables patient to access their medical and prescription records, lab results and send messages to providers in a secure online environment.

The EMR is just one example of the continuing growth and development of Pella Regional Health Center.

“It’s difficult to know what is going to happen in the future because health care is constantly changing,” said Bob Kroese, chief executive officer of Pella Regional Health Center. “But I do know what Pella Regional’s past looks like, and it’s amazing. Nearly 6,000 people attended the first open house of what was then called Pella Community Hospital and that support has never wavered. To have grown into the hospital we are today is nothing short of remarkable. Thank you to everyone who has supported us in making this hospital such a great place to come for medical care. We look forward to continuing to serve our communities in the future.”

Mission: To provide healthcare and healing services with Christian compassion.

Vision: To lead the region in providing compassionate service and clinical excellence through our health ministries.

Values:

Compassion—Reaching out with openness, kindness and concern.

Reverence for Life—Showing honor and respect for each person, and maintaining confidentiality, privacy and respect for the life values of others.

Integrity—Maintaining the highest standards of behavior; encompassing honesty, ethics and doing the right thing for the right reasons.

Stewardship—Using Pella Regional Health Center's assets and financial resources responsibly.

Teamwork—Having an abiding respect for others and sustaining commitment to work together as individuals or a community.

Excellence—Committing to providing the best service with compassion.

Services:

- Cardiac
- Diabetes
- Dialysis
- Emergency
- Family Practice
- General Surgery
- Gynecology
- Home Health Care
- Hospice
- Infusion
- Inpatient
- Internal Medicine
- Laboratory
- Medical Imaging
- Nutrition
- Occupational Health
- Pharmacy
- Pregnancy & Birth
- Respiratory Care
- Sleep Disorders Center
- Surgery
- Therapy Services
- Women's Health
- Wound Care

Marion County Public Health Department Profile

2003 N. Lincoln, Knoxville, IA 50138

Director: Kim Dorn

Our Vision: Provide health guidance and enforcement for our citizens to have the opportunity to make informed choices regarding their health and wellness, strive for a clean and safe environment, and the assistance to access needed health related services.

Our Mission: Marion County Public Health Department Prevents Disease through Health Promotion and Protection using Assessment, Policy Development and Assurance.

Core Values:

- Collaboration
- Competence
- Integrity
- Respect
- Stewardship
- Strength Based Approach
- Trust
- Invested in Education

Programs:

- Care for Yourself
- Child Care Nurse Consultant
- Emergency Response
- Environmental Health
- First Five
- Hawk-i
- Homemaker
- Immunizations
- I-Smile™
- Lead
- Maternal Child Health
- Parents as Teachers
- Preschool Tuition Assistance
- Public Health Nursing
- Tobacco
- WIC
- Other Programs

Consultant Qualifications



VVV Consultants LLC

Company Profile: 601 N. Mahaffie, Olathe, KS 66061 (913) 302-7264

VINCE VANDEHAAR, MBA

Principal Consultant and Owner of VVV Consultants LLC

VVV Consultants LLC was incorporated on May 28, 2009. With over 30 years of business and faculty experience in helping providers, payors and financial service firms obtain their strategic planning and research and development needs, Vince brings in-depth health industry knowledge, research aptitude, planning expertise and energy. VVV Consultants LLC services are organized, formal processes of listening to the voice of the customer. Vince started his consulting business after working for Saint Luke's Health System (SLHS) of Kansas City for 16 years. *(Note: Saint Luke's Hospital of Kansas City, SLHS's largest hospital, won the Malcolm Baldrige National Quality Award in March of 2003. The Baldrige examiners cited Vince's department as "Best Practice" in the areas of customer satisfaction, market research and evaluation efforts <Kansas City Star 3/10/04>).*

VVV Consultants LLC consultants has in-depth experience helping hospitals work with local health departments to engage community residents and leaders to identify gaps between existing health community resources and needs and construct detailed strategies to meet those needs, while still adhering to the hospital's mission and budget. Over the past 20 years, Vandehaar has completed eight comprehensive Baldrige aligned Community Health Needs Assessments for Saint Luke's of Kansas City System facilities (three campuses) and was contracted to conduct two additional independent department of health consulting projects (prior to IRS 990 regs). To date, VVV has completed 76 CHNA IRS-aligned assessments for Iowa, Kansas, Missouri and Nebraska hospitals, health departments and healthcare organizations.

Vince Vandehaar, MBA is actively involved in the Kansas City community. He is a member the Greater Kansas City Employee Benefits Association, the Society for Healthcare Strategy and Market Development and the American Marketing Association Kansas City Chapter. In addition to these roles, from 2000 to 2008, Vince served as the state chairman for MHA's Data Committee and was a member of KHA's Data Taskforce.

Collaborating Consultants

Alexa Backman, MBA - VVV Consultants LLC

Associate Consultant

II. Methodology

c) CHNA and Town Hall Research Process

Pella Regional Health Center's Primary Service Area Community Health Needs Assessment (CHNA) process began in June 2016. At that time, an inquiry was made by Bruce Heifner, PRHC CFO to VVV Consultants LLC to explore the possibility of conducting a comprehensive IRS-aligned CHNA. VVV Consultants LLC then reviewed the CHNA experience, in-depth CHNA requirements and regulations, CHNA development options to meet IRS requirements and next steps after option approval.

VVV CHNA Deliverables:

- Confirm the PRHC Primary Service Area meets the 80-20 Patient Origin Rule.
- Uncover / document basic secondary research and health of the county, organized by 10 tabs.
- Conduct a Town Hall meeting to discuss secondary data and uncover / prioritize county health needs.
- Conduct and report CHNA primary research (with valid N).
- Prepare and publish an IRS-aligned CHNA report that meets the requirements.

To ensure proper PRHC Primary Service Area Town Hall representation that meets the 80-20 Patient Origin Rule, a patient origin three-year summary was generated and documented the zip codes below as the PRHC Primary Service Area.

PRHC Service Area Summary								785,337	
#	Serv	Zip	City	ST	County	Pop19	Accum	3Yr To (I/O/E/C)	%
1	PSA	50219	Pella	IA	MARION	14,179	35.8%	281,189	35.8%
2	PSA	50138	Knoxville	IA	MARION	11,908	51.6%	124,161	15.8%
3	PSA	50044	Bussey	IA	MARION	873	53.4%	14,163	1.8%
4	PSA	50214	Otley	IA	MARION	966	55.0%	12,808	1.6%
5	PSA	50119	Harvey	IA	MARION	402	56.1%	8,574	1.1%
6	PSA	50256	Tracy	IA	MARION	447	57.0%	6,672	0.8%
7	PSA	50225	Pleasantville	IA	MARION	3,012	57.8%	6,107	0.8%
8	PSA	50116	Hamilton	IA	MARION	341	58.2%	3,112	0.4%
9	PSA	50163	Melcher	IA	MARION	15	58.5%	2,892	0.4%
10	PSA	50062	Dallas	IA	MARION	1,635	58.8%	2,304	0.3%
11	PSA	50057	Columbia	IA	MARION	282	59.0%	1,726	0.2%
12	PSA	50252	Swan	IA	MARION	360	59.1%	197	0.0%
13	SSA	52501	Ottumwa	IA	WAPELLO	29,777	68.3%	72,099	9.2%
14	SSA	52577	Oskaloosa	IA	MAHASKA	15,334	75.0%	52,758	6.7%
15	SSA	50170	Monroe	IA	JASPER	2,825	78.1%	24,242	3.1%
16	SSA	50251	Sully	IA	JASPER	1,326	80.5%	18,888	2.4%
17	SSA	50207	New Sharon	IA	MAHASKA	2,616	82.8%	18,169	2.3%

Pella Regional Health Center - CHNA Work Plan

Project Timeline and Roles 2017

Step	Date	Lead	Task
1	2/23/2017	VVV	Sent VVV quote for hospital client's review.
2	3/22/2017	Hosp	Selected CHNA Option C. Approved / signed VVV CHNA quote.
3	5/30/2017	VVV	Hold kickoff call with Hospital client leads. Send out REQCommInvite Excel file. Hospital client to fill in key stakeholder names, addresses and e-mail addresses.
4	5/30/2017	VVV	Request hospital client to send IHA Patient Origin reports for Marion County, IA to document service area for FFY 14, 15, 16 and 17 (if available). In addition, request hospital client to complete three year historical PSA IP / OP / ED / Clinic Patient Origin file (use ZipPSA_3yrPOrigin.xls).
5	On or before 6/1//2017	VVV	Prepare CHNA stakeholder feedback online link. Send text link for hospital client to review.
6	On or before 6/19/2017	VVV / Hosp	Prepare and send out PR story to local media announcing upcoming CHNA work / online survey for hospital client to place. Request public to participate.
7	6/19/2017	VVV	Launch online survey to stakeholders. Hospital client will e-mail invite to participate to all stakeholders. Online survey deadline will be Wednesday, July 26.
8	On or before 7/10/2017	VVV	Assemble and complete secondary research. Find and populate 10 TABS. Create Town Hall PowerPoint for presentation.
9	7/24/2017	Hosp	Prepare and send out community Town Hall invite letter to key stakeholders.
10	7/24/2017	VVV / Hosp	Prepare and send out PR story to local media announcing upcoming Town Hall. VVV will mock up PR release to media sources.
11	On or before 8/18/2017	All	Conduct conference call with hospital client to review Town Hall data and flow.
12	8/21/2017	VVV	Conduct CHNA Town Hall from 4-5:30pm at Central College's Boat-Moore-Weller rooms. Review and discuss basic health data and rank health needs.
13	On or before 9/5/2017	VVV	Complete analysis. Release draft one and seek feedback from leaders at hospital client.
14	On or before 9/30/2017	VVV	Produce and release final CHNA report. Hospital client will post CHNA online.
15	On or before 10/15/2017	Hosp	Conduct hospital client Implementation Plan meeting with PSA leadership.
16	30 days prior to end of hospital fiscal year	Hosp	Hold board meetings to discuss CHNA needs, create and adopt an Implementation Plan. Communicate CHNA plan to community.

To meet IRS CHNA requirements, a four-phase methodology was reviewed and approved as follows:

Phase I—Discovery:

Conduct a 30-minute conference call with the CHNA hospital, health department and healthcare organization clients. Review / confirm CHNA calendar of events, explain / coach clients to complete required participant database and schedule / organize all Phase II activities.

Phase II—Qualify Community Need:

A) Conduct secondary research to uncover the following historical community health status for the primary service area. Use Iowa Hospital Association (IHA), Vital Statistics, Robert Wood Johnson County Health Rankings, etc. to document current state of county health organized as follows:

TAB 1. Demographic Profile
TAB 2. Economic/Business Profile
TAB 3. Educational Profile
TAB 4. Maternal and Infant Health Profile
TAB 5. Hospitalization / Providers Profile
TAB 6. Behavioral Health Profile
TAB 7. Risk Indicators & Factors
TAB 8. Uninsured Profile
TAB 9. Mortality Profile
TAB 10. Preventative Quality Measures

B) Gather historical primary research to uncover public health needs, practices and perceptions for county health department and hospital primary service areas.

Phase III—Quantify Community Need:

Conduct a 90-minute Town Hall meeting with required county primary service area residents. At each Town Hall meeting, CHNA secondary data will be reviewed, facilitated group discussion will occur and a group ranking activity to determine the most important community health needs will be administered.

Phase IV—Complete Data Analysis and Create Comprehensive Community Health Needs Assessment:

Post CHNA report findings to meet IRS-aligned CHNA criteria.

After consideration of CHNA stakeholders (sponsoring county health department and hospital), the CHNA Option C was selected with the following project schedule:

Phase I: Discovery.....	June 2017
Phase II: Secondary / Primary Research.....	Jul - Aug 2017
Phase III: Town Hall Meeting.....	August 21, 2017
Phase IV: Prepare / Release CHNA report.....	Aug - Nov 2017

Detail CHNA Development Steps Include:

Steps to Conduct Community Health Needs Assessment	
	Development Steps
Step #1 Commitment	<i>Determine interest level of area healthcare leaders (Health Department, Hospital, Mental Health Centers, Schools, Churches and Physicians, etc.) and hold community meeting.</i>
Step #2 Planning	<i>Prepare brief Community Health Needs Assessment plan. List goals, objectives, purpose, outcome, roles, community involvement, etc. Hold community kick-off meeting.</i>
Step #3 Secondary Research	<i>Collect and report community health published facts. Gather health practice data from published secondary research sources (i.e. census, county health records, behavioral risk factors surveillance, etc.).</i>
Step #4a Primary Research	<i>Conduct Community Roundtable (qualitative research). Review secondary research (Step #3) with community stakeholders. Gather current opinions and identify health needs.</i>
Step #4b Primary Research <Optional>	<i>Collect community opinions (quantitative research). Gather current opinions (valid sample size) regarding community health needs and healthcare practices. If appropriate, conduct Physician Manpower Assessment to determine FTE physician need by specialty.</i>
Steps #5 Reporting	<i>Prepare / present comprehensive Community Health Needs Assessment report to community leaders with recommended actions to improve health. (Note: Formal report will follow PHAB regulations).</i>
<p>VVV Consultants LLC (913) 302-7264</p>	

Overview of Town Hall Community Priority Setting Process

Each community has a wealth of expertise to be tapped for CHNA development. For this reason, a Town Hall is the perfect forum to gather community insight and provide an atmosphere to objectively consensus build and prioritize county health issues.

All Town Hall priority-setting and scoring processes involve the input of key stakeholders in attendance. Individuals and organizations attending the Town Halls were critically important to the success of the CHNA. The following list outlines partners invited to the Town Hall: local hospital, public health community, mental health community, free clinics, community-based clinics, service providers, local residents, community leaders, opinion leaders, school leaders, business leaders, local government, faith-based organizations and persons (or organizations serving them), people with chronic conditions, uninsured community members, low income residents and minority groups.

The Pella Regional Health Center Primary Service Area Town Hall was held on Monday, August 21, 2017 at Central College's Boat-Moore-Weller rooms. Vince Vandehaar facilitated this 1½ hour session with 17 attendees. (Note: a detailed roster of all Town Hall attendees is listed in Section V.)

The following Town Hall agenda was conducted:

1. Welcome and introductions.
2. Review purpose for the CHNA Town Hall and roles in the process.
3. Presentation / review of historical county health indicators (10 Tabs).
4. Facilitate Town Hall participant discussion of data by probing health strengths / concerns. Reflect on size and seriousness of any health concerns cited and discuss current community health strengths.
5. Engage Town Hall participants to rank health needs using four dots to cast votes on priority issues. Tally and rank top community health concerns cited.
6. Close meeting by reflecting on the health needs / community voting results. Inform participants on next steps.

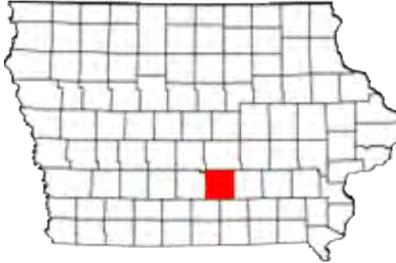
At the end of the Town Hall session, VVV encouraged all community members to continue to contribute ideas to both hospital and health department leaders via e-mail or personal conversations.

(NOTE: To review detail Town Hall discussion content, please turn to Section V for detailed notes of session and activity card content reporting of open-end comments.)

II. Methodology

d) Community Profile

Marion County, Iowa Community Profile



Demographics

The population of Marion County was estimated to be 33,189 on July 1, 2016, and had a -0.4% change in population from April 1, 2010–July 1, 2016.¹ According to the United States Census Bureau, its county seat is Knoxville. The county has a total area of 571 square miles, of which 55 square miles are land and 16 square miles are water.² Marion County's population density is 60 persons per square mile and its industries providing employment Educational (health and social services) (33.8%), Agriculture (forestry, fishing and hunting, and mining) (20.8%), and Manufacturing (11.8%).³

The major highway transportation is by Iowa Highway 5, Iowa Highway 14, Iowa Highway 92, Iowa Highway 163 and Iowa Highway 316.⁴

¹ <https://www.census.gov/quickfacts/fact/table/marioncountyiowa,US/PST045216>

² U.S. Census Bureau

³ http://www.city-data.com/county/Marion_County-IA.html

⁴ U.S. Census Bureau

Pella Regional Health Center - PSA Detail Demographic Profile

Zip	Name	County	Population			Households		HH Avg. Size	Per Capita Income 14
			YR 2014	YR 2019	Chg.	YR 2014	YR 2019		
50219	Pella	MARION	13,989	14,179	1.4%	5,048	4,334	2.5	\$26,582
50138	Knoxville	MARION	11,888	11,908	0.2%	4,881	888	2.4	\$22,176
50044	Bussey	MARION	852	873	2.5%	354	628	2.5	\$22,742
50214	Otley	MARION	907	966	6.5%	335	1,770	2.9	\$30,512
50119	Harvey	MARION	423	402	-5.0%	170	408	2.4	\$23,816
50256	Tracy	MARION	463	447	-3.5%	169	211	2.6	\$21,353
50225	Pleasantville	MARION	2,987	3,012	0.8%	1,192	264	2.5	\$23,912
50116	Hamilton	MARION	335	341	1.8%	128	317	2.7	\$21,111
50163	Melcher Dallas	MARION	15	15	0.0%	9	756	1.7	\$26,963
50062	Melcher Dallas	MARION	1,609	1,635	1.6%	671	178	2.4	\$19,646
50057	Columbia	MARION	274	282	2.9%	108	888	2.6	\$22,846
50252	Swan	MARION	350	360	2.9%	141	628	2.6	\$26,723
52501	Ottumwa	WAPELLO	29,913	29,777	-0.5%	12,193	12,118	2.4	\$20,680
52577	Oskaloosa	MAHASKA	15,350	15,334	-0.1%	6,219	6,217	2.4	\$22,098
50170	Monroe	JASPER	2,792	2,825	1.2%	1,161	1,179	2.4	\$26,920
50251	Sully	JASPER	1,306	1,326	1.5%	517	528	2.5	\$26,728
50207	New Sharon	MAHASKA	2,589	2,616	1.0%	1,029	1,042	2.5	\$24,728
Totals			86,042	86,298	15.3%	34,325	32,354	2.5	\$24,090

Zip	Name	County	Population				YR 2014		
			YR 2014	Pop. 65+	Kids <18	Gen. Y	Males	Females	Age 20_35
50219	Pella	MARION	13,989	2,200	4,067	4,316	6,840	7,149	1,421
50138	Knoxville	MARION	11,888	2,185	3,051	3,292	5,936	5,952	946
50044	Bussey	MARION	852	154	208	236	442	410	64
50214	Otley	MARION	907	94	303	247	481	426	61
50119	Harvey	MARION	423	69	112	113	218	205	32
50256	Tracy	MARION	463	76	115	126	240	223	35
50225	Pleasantville	MARION	2,987	487	824	885	1,493	1,494	250
50116	Hamilton	MARION	335	62	82	95	175	160	26
50163	Melcher Dallas	MARION	15	0	5	6	9	6	2
50062	Melcher Dallas	MARION	1,609	284	419	478	805	804	137
50057	Columbia	MARION	274	42	77	69	143	131	18
50252	Swan	MARION	350	55	92	92	176	174	28
52501	Ottumwa	WAPELLO	29,913	5,183	7,548	9,302	14,598	15,315	2,814
52577	Oskaloosa	MAHASKA	15,350	2,608	4,013	4,810	7,664	7,686	1,545
50170	Monroe	JASPER	2,792	446	713	843	1,419	1,373	236
50251	Sully	JASPER	1,306	237	321	355	677	629	95
50207	New Sharon	MAHASKA	2,589	407	743	696	1,327	1,262	183
Totals			86,042	14,589	22,693	25,961	42,643	43,399	7,893

Zip	Name	County	Population				Aver		
			White	Black	Amer. Ind.	Hisp.	HH Inc. 14	YR 2014	HH \$50K+
50219	Pella	MARION	13,248	146	30	234	\$72,632	4,975	3,090
50138	Knoxville	MARION	11,462	165	22	223	\$53,867	4,861	2,306
50044	Bussey	MARION	837	3	2	11	\$56,164	345	158
50214	Otley	MARION	874	6	1	7	\$88,135	314	208
50119	Harvey	MARION	418	0	0	6	\$56,585	178	89
50256	Tracy	MARION	452	3	1	7	\$56,432	175	87
50225	Pleasantville	MARION	2,912	14	5	48	\$60,322	1,178	660
50116	Hamilton	MARION	327	3	1	3	\$56,129	126	59
50163	Melcher Dallas	MARION	15	0	0	0	\$44,939	9	3
50062	Melcher Dallas	MARION	1,569	7	2	37	\$47,894	660	256
50057	Columbia	MARION	266	2	0	6	\$59,617	105	58
50252	Swan	MARION	340	2	1	5	\$68,270	137	81
52501	Ottumwa	WAPELLO	26,471	699	187	3,881	\$50,211	12,193	4,624
52577	Oskaloosa	MAHASKA	14,450	229	63	379	\$53,773	6,219	2,831
50170	Monroe	JASPER	2,739	9	3	20	\$64,737	1,161	638
50251	Sully	JASPER	1,298	4	1	4	\$67,387	517	324
50207	New Sharon	MAHASKA	2,553	0	10	25	\$62,217	1,029	625
Totals			80,231	1,292	329	4,896	\$59,959	34,182	16,097

Source: ERSA Demographics

III. Community Health Status

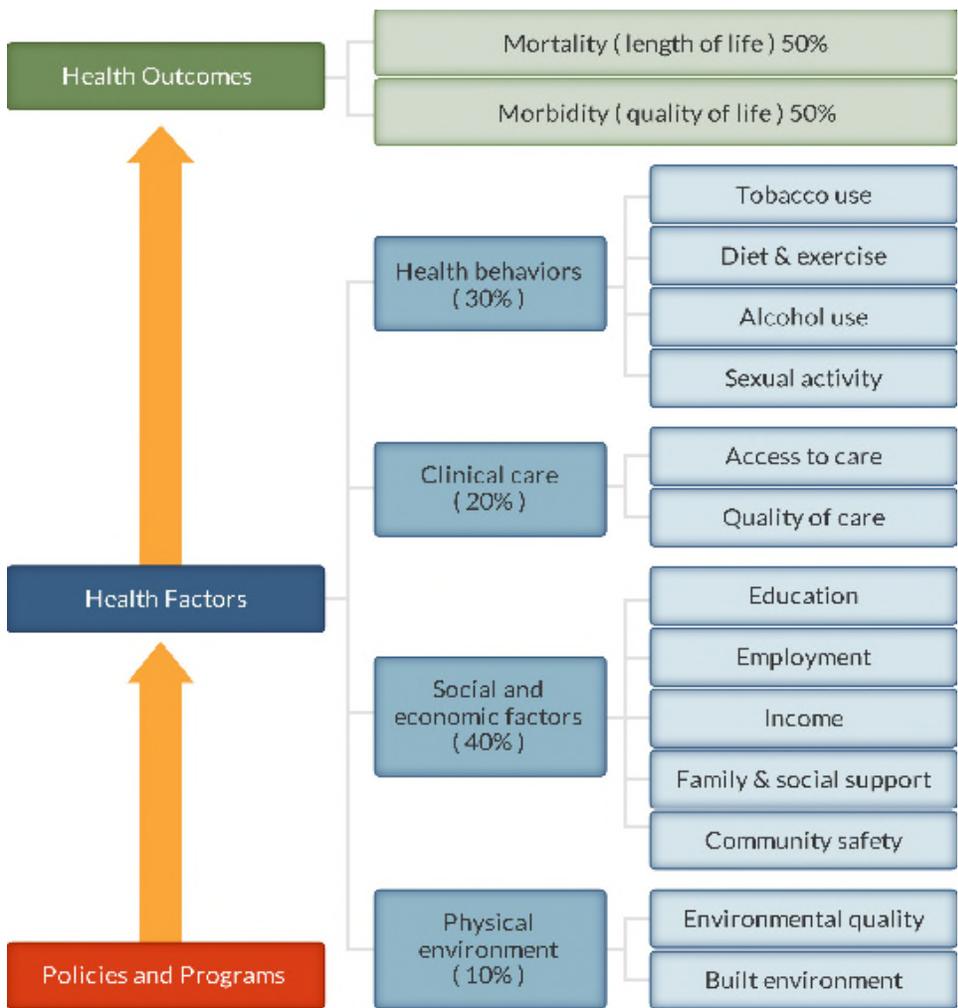
[VVV Consultants LLC]

III. Community Health Status

a) Historical Health Statistics (Secondary Research)

Health Status Profile

This section of the CHNA reviews published quantitative community health indicators and results of our recent CHNA Town Hall. To produce this profile, VVV Consultants LLC staff analyzed data from multiple sources. This analysis focuses on a set of published health indicators organized by 10 areas of focus (10 Tabs), results from the 2016 County Health Rankings and conversations from Town Hall primary research. **Each table reflects a trend column, with Green denoting growing / high performance indicators, Yellow denoting minimal change / average performance indicators and Red denoting declining / low performance indicators.** (Note: The Robert Wood Johnson Foundation collaborates with the University of Wisconsin Population Health Institute to release annual *County Health Rankings*. As seen below in model, these rankings are based on a number of health factors.)



County Health Rankings model ©2012 UWPHI

Secondary Research

2016 State Health Rankings for Marion County, Iowa

#	Iowa Rank of 99 Counties	Definitions	Marion County	TREND	IA RURAL NORM (16)
1	Health Outcomes	Length of Life, Quality of Life	26		53
1a	Length of Life	Premature Death	31		57
1b	Quality of Life	Poor / Fair Health, Poor Physical / Mental Health Days, Low Birthweight	32		48
2	Health Factors	Health Behaviors, Clinical Care, Social / Economic Factors, Physical Environment	18		54
2a	Health Behaviors	Tobacco Use, Diet / Exercise, Alcohol / Drug Use, Sexual Activity	44		52
2b	Clinical Care	Access to Care, Quality of Care	17		64
2c	Social and Economic Factors	Education, Employment, Income, Family / Social Support, Community Safety	13		51
2d	Physical Environment	Air / Water Quality, Housing / Transit	44		43
http://www.countyhealthrankings.org , released 2017					
Iowa Rural Norm (N=16) includes the following counties: Marion, Mahaska, Page, Fremont, Ida, Sac, Davis, Appanoose, Poweshiek, Tama, Madison, Ringgold, Carroll, Lucas, Clayton and Monona.					

When considering the state of community health, it's important to review published health data by topic area. Below is a summary of key tabs of information collected:

Tab 1a Demographic Profile

Tab	Health Indicator	Marion County	Trend	State of IA	IA Rural Norm (16)	Source
1a	a Population estimates, July 1, 2016, (V2016)	33,189		3,134,693	14,307	People Quick Facts
	b Population, Census, April 1, 2010	33,309		3,046,355	14,546	People Quick Facts
	c Population, percent change - April 1, 2010 (estimates base) to July 1, 2016, (V2016)	-0.4%		2.9%	-2.1%	People Quick Facts
	d Persons under 5 years, percent, July 1, 2016, (V2016)	5.9%		6.4%	5.9%	People Quick Facts
	e Persons under 18 years, percent, July 1, 2016, (V2016)	24.1%		23.3%	23.1%	People Quick Facts
	f Persons 65 years and over, percent, July 1, 2016, (V2016)	17.2%		16.4%	20.5%	People Quick Facts
	g Female persons, percent, July 1, 2016, (V2016)	50.1%		50.3%	50.2%	People Quick Facts
	h White alone, percent, July 1, 2016, (V2016)	96.3%		91.4%	96.4%	People Quick Facts
	i Black or African American alone, percent, July 1, 2016, (V2016)	0.9%		3.7%	0.8%	People Quick Facts
	j Hispanic or Latino, percent, July 1, 2016, (V2016)	1.9%		5.8%	2.5%	People Quick Facts
	k American Indian and Alaska Native alone, percent, July 1, 2016, (V2016)	0.2%		0.5%	0.9%	People Quick Facts
	l Asian alone, percent, July 1, 2016, (V2016)	1.5%		2.5%	0.6%	People Quick Facts
	m Two or More Races, percent, July 1, 2016, (V2016)	1.1%		1.8%	1.2%	People Quick Facts

Tab 1b Demographic Profile

Tab	Health Indicator	Marion County	Trend	State of IA	IA Rural Norm (16)	Source
1b	a Foreign born persons, percent, 2011-2015	2.6%		4.7%	1.7%	People Quick Facts
	b Language other than English spoken at home, percent of persons age 5 years+, 2011-2015	3.8%		7.4%	4.6%	People Quick Facts
	c Population per square mile, 2010	60.1		54.5	134.2	Geography Quick Facts
	d % Rural, 2010	58.3%		36.0%	69.8%	Census Population Estimates
	e Persons in poverty, percent	9.2%		12.2%	12.3%	People Quick Facts
	f Children in poverty, percent, 2015	11.0%		15.0%	17.3%	Small Area Income and Poverty Estimates
	g Veterans, 2011-2015	2,071		211,066	989	People Quick Facts
	h State of Iowa Voter Registration Totals, August 2017	23,707		2,119,089	9,885	Iowa Secretary of State

Tab 2a Economic / Business Profile

Tab	Health Indicator	Marion County	Trend	State of IA	IA Rural Norm (16)	Source
2a	a Median household income (in 2015 dollars), 2011-2015	\$54,693		\$53,183	\$48,978	People Quick Facts
	b Per capita income in past 12 months (in 2015 dollars), 2011-2015	\$26,280		\$27,950	\$26,031	People Quick Facts
	c Housing units, July 1, 2016, (V2016)	14,093		1,380,162	6,509	People Quick Facts
	d Owner-occupied housing unit rate, 2011-2015	74.0		71.5	75.4	People Quick Facts
	e Median value of owner-occupied housing units, 2011-2015	\$137,300		\$129,200	\$101,056	People Quick Facts
	f Households, 2011-2015	12,978		1,236,409	5,855	People Quick Facts
	g Persons per household, 2011-2015	2.4		2.4	2.4	People Quick Facts
	h Severe housing problems, percent, 2009-2013	10.0%		12.0%	10.3%	Comprehensive Housing Affordability Strategy (CHAS) data
	i Living in same house 1 year ago, percent of persons age 1 year+, 2011-2015	84.5%		84.8%	87.8%	People Quick Facts

Tab 2b Economic / Business Profile

Tab	Health Indicator	Marion County	Trend	State of IA	IA Rural Norm (16)	Source
2b	a Grocery stores/1,000 pop, 2012	0.3		0.3	0.3	U.S. Department of Agriculture - Food Environment Atlas
	b Low income and low access to store, percent, 2010	3.0%		3.6%	5.4%	U.S. Department of Agriculture - Food Environment Atlas
	c Seniors, low access to store, percent, 2010	2.2%		3.6%	2.9%	U.S. Department of Agriculture - Food Environment Atlas
	d SNAP participants (% pop), 2014	13.1%		13.1%	13.1%	U.S. Department of Agriculture - Food Environment Atlas
	e All firms, 2012	2,604		259,121	1,364	Business Quick Facts
	f Unemployment, percent, 2015	3.2%		3.7%	3.7%	Bureau of Labor Statistics

Tab 3 Educational Profile

Currently, school districts are providing on-site primary health screenings and basic care.

Tab	Health Indicator	Marion County	Trend	State of IA	IA Rural Norm (16)	Source
3	a Children eligible for free or reduced price lunch, percent, 2014-2015	31.0%		41.0%	40.9%	National Center for Education Statistics
	b High school graduate or higher, percent of persons age 25 years+, 2011-2015	92.0%		91.5%	91.0%	People Quick Facts
	c Bachelor's degree or higher, percent of persons age 25 years+, 2011-2015	24.8%		26.7%	19.5%	People Quick Facts

Tab 3 Educational Profile

School District Indicators	Pella USD	Pella Christian	Knoxville School District	Pleasantville School District	Twin Cedars Schools	Melcher Dallas Schools
Total # Public School Nurses	1FT / 3PT	0	1	1	1	1
School Nurse is part of the IEP team	YES	NO	YES	YES	NA	YES
School Wellness Plan in place (Active)	YES	YES	YES	YES	NA	NO
VISION: # Screened / Referred to Prof / Seen by Professional	NA	NA	852/109/NA	145/6/NA	NA	NA
HEARING: # Screened / Referred to Prof / Seen by Professional	NA	NA	785/39/9	364/6/3	NA	NA
ORAL HEALTH: # Screened / Referred to Prof / Seen by Professional	302/16/NA	117/9/NA	230/54/NA	105/19/NA	NA	NA
SCOLIOSIS: # Screened / Referred to Prof / Seen by Professional	do not screen	do not screen	do not screen	do not screen	NA	NA
# of Students served with no identified chronic health concerns	NA	NA	972/1785	553	NA	NA
School has a suicide prevention program	NA	YES	NO	YES	NA	YES
Compliance on required vaccinations (%)	99%	94%	98%	98%	NA	NA

TAB 4 Maternal / Infant Health Profile

Tracking maternal and infant care patterns are vital in understanding the foundation of family health.

Tab	Health Indicator	Marion County	Trend	State of IA	IA Rural Norm (16)	Source
4 a	Mothers Who Began Prenatal Care in First Trimester (Rate per 1,000), 2012-2013	687.0		765	272.4	2015 State Health Profile - Center for Public Health Statistics
b	Mother Smoked During Pregnancy (Rate per 1,000), 2012-2013	131.0		153	61.6	2015 State Health Profile - Center for Public Health Statistics
c	Percent of live births that are preterm (< 37 weeks of gestation), 2006-2012	12.0%		7.3%	11.3%	NVSS
d	Low birthweight, percent, 2008-2014	6.0%		7.0%	6.4%	NVSS
e	Live Birth Rate for Mothers Under Age 20 (Rate per 1,000 Live Births), 2015	28.9		41	46.3	Vital Statistics of Iowa
f	Out-of-Wedlock Live Birth Rate (Rate per 1,000 Live Births), 2015	283.2		352	331.6	Vital Statistics of Iowa
g	WIC Participation, percent, 2014	2.5%		3.1%	3.0%	2015 State Health Profile - Center for Public Health Statistics

TAB 4 Maternal / Infant Health Profile

Tab		Vital Statistics of Iowa	Marion County	Trend	State of IA
4	a	Total Live Births, 2012	368		38,686
4	b	Total Live Births, 2013	390		39,013
4	c	Total Live Births, 2014	368		39,685
4	d	Total Live Births, 2015	346		39,467
4	e	Total Live Births, 2016	408		39,054

TAB 5 Hospitalization / Providers Profile

Understanding provider access and disease patterns are fundamental in healthcare delivery. Listed below are several vital county statistics.

Tab		Health Indicator	Marion County	Trend	State of IA	IA Rural Norm (16)	Source
5	a	Ratio of Primary Care physicians to population, 2014	1,040:1		1,350:1	2,233:1	Area Health Resource File/American Medical Association
	a	Ratio of Dentists to population, 2015	1,660:1		1,600:1	3,261:1	Area Health Resource File/National Provider Identification file
	b	Preventable hospital stays per 1,000, 2014	54.0		51.0	59.6	Dartmouth Atlas of Health Care
	c	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest), 10/1/15-9/30/16	77.0%		73.0%	79.6%	CMS Hospital Compare
	d	Patients who reported YES, they would definitely recommend the hospital, 10/1/15-9/30/16	74.5%		72.0%	76.3%	CMS Hospital Compare
	e	Average Time Patients Spent in the Emergency Department Before They Were Seen by a Healthcare Professional, minutes, 10/1/15-9/30/16	3.0		22.0	18.1	CMS Hospital Compare

TAB 5 Hospitalization / Providers Profile

#	Source: Iowa Hospital Association	Trend	ALL		
			YR 2016	YR 2015	YR 2014
1	Total Discharges		3,542	3,340	3,541
2	Total IP Discharges-Age 0-17		586	520	540
3	Total IP Discharges-Age 18-44		665	644	676
4	Total IP Discharges-Age 45-64		715	663	663
5	Total IP Discharges-Age 65-74		558	517	557
6	Total IP Discharges-Age 75+		1,018	996	1,105
#	Souce: Iowa Hospital Association	Trend	Pella Regional Medical Center Only		
			YR 2016	YR 2015	YR 2014
1	Total Discharges		1,159	1,035	1,192
2	Total IP Discharges-Age 0-17		275	223	244
3	Total IP Discharges-Age 18-44		273	239	279
4	Total IP Discharges-Age 45-64		97	107	134
5	Total IP Discharges-Age 65-74		128	114	104
6	Total IP Discharges-Age 75+		386	352	431
7	IP Discharges Share (%)		32.7%	31.0%	33.7%

TAB 6 Behavioral Health Profile

Behavioral healthcare provides another important indicator of community health status.

Tab	Health Indicator	Marion County	Trend	State of IA	IA Rural Norm (16)	Source
6 a	Children in single-parent households, percent, 2011-2015	20.0%		29.0%	25.2%	American Community Survey, 5-year estimates
b	Poor mental health days, 2015	3.1		3.3	3.2	Behavioral Risk Factor Surveillance System
c	Beneficiaries with Depression, percent, 2014	15.8%		15.7%	15.2%	CMS
d	Beneficiaries with Alzheimer's Disease, Related Disorders, or Senile Dementia, percent, 2013	8.5%		9.3%	9.3%	CMS
e	Ratio of Mental Health providers to population, 2016	1,110:1		820:1	2,879:1	CMS, National Provider Identification
f	Violent crime rate per 100,000, 2012-2014	255.0		270.0	181.5	Uniform Crime Reporting - FBI
g	Alcohol-impaired driving deaths, 2011-2015	36.0%		25.0%	25.2%	Fatality Analysis Reporting System

TAB 7a Risk Indicators / Factors Profile

Knowing community health risk factors and disease patterns can aid in the understanding of next steps to improve health. Being overweight / obese, smoking, drinking in excess, not exercising, etc. can lead to poor health.

Tab	Health Indicator	Marion County	Trend	State of IA	IA Rural Norm (16)	Source
7a	a Adult smoking, percent, 2015	16.0%		18.0%	16.3%	Behavioral Risk Factor Surveillance System
	b Physical inactivity, percent, 2013	24.0%		24.0%	27.2%	CDC Diabetes Interactive Atlas
	c Poor physical health days, 2015	2.9		3.0	3.1	Behavioral Risk Factor Surveillance System
	d Adult obesity, percent, 2013	33.0%		31.0%	32.8%	CDC Diabetes Interactive Atlas
	e Diabetes prevalence, percent, 2013	10.0%		10.0%	10.6%	CDC Diabetes Interactive Atlas
	f Excessive drinking, percent, 2015	19.0%		21.0%	18.6%	Behavioral Risk Factor Surveillance System
	g Sexually transmitted infections per 100,000, 2014	249.6		382.0	246.1	National Center for HIV/AIDS, Viral Hepatitis, STD, and TB Prevention
	h Mean travel time to work, workers age 16 years+, minutes, 2011-2015	20.2		18.9	19.9	People Quick Facts
	i Long commute - driving alone, percent, 2011-2015	26.0%		20.0%	24.9%	American Community Survey
	j Food Insecurity, percent, 2014	11.0%		12.0%	12.4%	Map the Meal Gap
	k Air pollution - particulate matter, average daily density in micrograms per cubic meter, 2011	10.1		10.9	10.1	CDC WONDER environmental data
	l Drinking water violations, FY2013-FY2014	No		Yes	No	Safe Drinking Water Information System

TAB 7b Risk Indicators / Factors Profile

Tab	Health Indicator	Marion County	Trend	State of IA	IA Rural Norm (16)	Source
7b	a Beneficiaries with Asthma, percent, 2013	2.9%		3.5%	2.7%	CMS
	b Beneficiaries with Arthritis, percent, 2013	29.5%		25.7%	27.4%	CMS
	d Beneficiaries with Chronic obstructive pulmonary disease (COPD), percent, 2013	9.7%		10.4%	10.9%	CMS
	e Beneficiaries with High Cholesterol, percent, 2014	36.1%		39.5%	41.2%	CMS
	f Beneficiaries with Diabetes, percent, 2014	22.7%		23.7%	24.8%	CMS
	g Beneficiaries with High Blood Pressure, percent, 2014	49.2%		50.7%	53.3%	CMS
	h Beneficiaries with Ischemic Heart Disease, percent, 2014	23.6%		24.1%	25.6%	CMS
	i Beneficiaries with Hypertension, percent, 2013	49.0%		51.2%	53.1%	CMS
	j Beneficiaries with Stroke, percent, 2013	2.0%		2.6%	2.5%	CMS
	k Beneficiaries with Atrial fibrillation, percent, 2013	8.8%		8.7%	8.9%	CMS
	l Beneficiaries with Chronic kidney disease, percent, 2013	11.5%		13.7%	13.7%	CMS

TAB 8 Uninsured Profile

Based on state estimations, the number of insured is documented below. Also, the amount of charity care from area providers is trended below.

Tab	Health Indicator	Marion County	Trend	State of IA	IA Rural Norm (16)	Source
8 a	Uninsured, percent, 2014	6.0%		7.0%	7.9%	Small Area Health Insurance Estimates

	PRHC Contributions	YR14	YR15	YR16	Trend
1	Bad Debt	\$1,583,195	\$1,865,820	\$1,689,214	
2	Charity Care	\$351,897	\$351,822	\$323,769	
3	TOTAL Contributions	\$1,935,092	\$2,217,642	\$2,012,983	

TAB 9 Mortality Profile

The leading causes of county deaths are listed below. Areas of higher than expected are so noted.

Tab	Health Indicator	Marion County	Trend	State of IA	IA Rural Norm (16)	Source
9 a	Female life expectancy at birth (years), 2013	80.9		81.6	81.5	Institute for Health Metrics and Evaluation
b	Male life expectancy at birth (years), 2013	77.2		77.0	76.4	Institute for Health Metrics and Evaluation
c	Premature death, Years of Potential Life Lost Rate, 2011-2013	5,400.0		5,900.0	6,700.0	National Center for Health Statistics- Mortality Files
d	Major Cardiovascular Disease death rate, 2015	375.4		274.0	392.4	Vital Statistics of Iowa
e	Chronic Lower Respiratory Disease death rate, 2015	63.1		63.1	80.5	Vital Statistics of Iowa
f	Unintentional Injuries death rate, 2015	48.1		46.3	71.5	Vital Statistics of Iowa
g	Suicide death rate per 100,000, 2014	11.5		12.9	12.8	CDC

TAB 9 Mortality Profile

#	Causes of Death by County of Residence, Iowa Health Fact Book 2013	Trend	Marion County	%	State of Iowa	%
	All Causes		1,602	100.0%	138,412	100.0%
1	Heart Disease	0.9%	422	26.3%	35,154	25.4%
2	All Cancer	0.1%	369	23.0%	31,766	23.0%
3	Lung Cancer	-0.5%	94	5.9%	8,838	6.4%
4	Stroke	4.8%	94	5.9%	1,422	1.0%
5	Alzheimer’s Disease	0.7%	85	5.3%	6,331	4.6%
6	Chronic Obstructive Pulmonary Disease	3.0%	69	4.3%	1,824	1.3%
7	Accidents and Adverse Effects	-0.7%	61	3.8%	6,233	4.5%
8	Pneumonia/Influenza	0.8%	54	3.4%	3,569	2.6%
9	Colorectal Cancer	0.5%	46	2.9%	3,234	2.3%
10	Diabetes Mellitus	-0.5%	36	2.2%	3,770	2.7%

TAB 10 Preventive Quality Measures Profile

The following table reflects the future health of the county. This information also is an indicator of community awareness of preventative measures.

Tab	Health Indicator	Marion County	Trend	State of IA	IA Rural Norm (16)	Source
10 a	Access to exercise opportunities, percent, 2015	72.0%		76.0%	57.6%	Business Analyst, Delorme map data, ESRI, & US Census Tigerline Files
b	Limited access to healthy foods, percent, 2011	3.0%		6.0%	5.9%	USDA Food Environment Atlas
c	Diabetic monitoring, percent, 2014	91.0%		90.0%	89.2%	Dartmouth Atlas of Health Care
d	Mammography screening, percent, 2014	70.0%		69.0%	64.6%	Dartmouth Atlas of Health Care
e	Insufficient sleep, percent, 2015	27.0%		30.0%	27.6%	Behavioral Risk Factor Surveillance System
f	Frequent physical distress, percent, 2015	9.0%		9.0%	9.5%	Behavioral Risk Factor Surveillance System
g	Percent Annual Check-Up Visit with PCP	NA		NA	NA	TBD
h	Percent Annual Check-Up Visit with Dentist	NA		NA	NA	TBD
i	Percent Annual Check-Up Visit with Eye Doctor	NA		NA	NA	TBD

III. Community Health Status

b) Community Feedback Research

For a CHNA, it's also important to gather community perspective from key stakeholders on their views of progress to address the baseline CHNA needs documented three years ago. Below are findings of this online community primary research:

Question 1—Overall Quality of Healthcare Delivery

Pella Regional Health Center - Primary Service Area N=219						
1. How do you rate the "Overall Quality" of healthcare delivery in our community?						
Answer Options	Very Good	Good	Fair	Poor	Very Poor	Valid N
Pella Regional Health Center PSA N=219	94	107	15	2	1	219
Top 2 Boxes (Very Good / Good)	91.8%		6.8%	0.9%	0.5%	
Option C Stakeholders	1,406	3,114	1,315	212	47	6,094
Top 2 Boxes (Very Good / Good)	74.2%		21.6%	3.5%	0.8%	

Question 9—Requested Discussion Items for Town Hall Agenda

Pella Regional Health Center - Primary Service Area N=219			
8. Are there any other health needs from the list below that need to be discussed at our upcoming CHNA Town Hall meeting?	Option C Stakeholders Bottom 2 Boxes	PRHC PSA N=219	Trend
Abuse / Violence	4.8%	4.3%	
Alcohol	4.8%	3.6%	
Cancer	4.6%	6.8%	
Diabetes	4.8%	5.1%	
Drugs / Substance Abuse	9.1%	11.6%	
Family Planning	2.8%	1.5%	
Heart Disease	3.6%	4.1%	
Lead Exposure	0.7%	0.4%	
Mental Illness	9.3%	15.6%	
Nutrition	4.8%	4.3%	
Obesity	7.7%	6.2%	
Ozone	4.6%	0.6%	
Physical Exercise	5.4%	3.2%	
Poverty	3.0%	3.9%	
Respiratory Disease	2.2%	2.1%	
Sexual Transmitted Infections	4.7%	1.7%	
Suicide	4.2%	7.9%	
Teen Pregnancy	4.0%	2.3%	
Tobacco Use	3.7%	1.9%	
Vaccinations	2.9%	3.6%	
Water Quality	5.6%	3.6%	
Wellness Education	2.1%	6.0%	
Other (please specify)	1.0%	1.3%	
TOTAL	100.0%	100.0%	

Questions 5-6—Rating of Healthcare Services

Pella Regional Health Center - Primary Service Area N=219			
5. How would Pella Regional Health Center Primary Service Area residents rate each of the following services?	Option C Stakeholders Bottom 2 Boxes	PRHC PSA N=219	Trend
Ambulance Services	5.5%	0.8%	Green
Child Care	17.5%	6.2%	Yellow
Chiropractors	5.9%	1.7%	Green
Dentists	6.4%	2.4%	Green
Emergency Room	11.2%	2.9%	Green
Eye Doctor / Optometrist	7.0%	1.6%	Green
Family Planning Services	12.4%	6.0%	Yellow
Home Health	7.9%	6.0%	Yellow
Hospice	4.1%	0.0%	Green
Inpatient Services	4.8%	3.0%	Green
Mental Health Services	11.3%	43.3%	Red
Nursing Home	14.8%	8.7%	Yellow
Outpatient Services	4.9%	0.8%	Green
Pharmacy	5.0%	0.8%	Green
Primary Care	10.5%	2.2%	Green
Public Health Department	28.5%	8.9%	Yellow
School Nurse	10.7%	4.1%	Green
Visiting Specialists	6.9%	6.3%	Yellow

Question 8—Healthcare Services Outside of PSA

Pella Regional Health Center - Primary Service Area N=219			
7. Throughout the past two years, did you or someone you know receive healthcare services outside of the Pella Regional Health Center Primary Service Area?	Option C Stakeholders Bottom 2 Boxes	PRHC PSA N=219	Trend
Yes	78.9%	69.1%	Green
No	14.7%	23.7%	
Don't know	6.4%	7.2%	
TOTALS	100.0%	100.0%	

IV. Inventory of Community Health Resources

[VVV Consultants LLC]

Inventory of Health Services - Pella Regional Health Center PSA

Cat	Healthcare Services Offered in County: Yes / No	Hospital	DOH	Other
Clinic	Primary Care	Yes	No	No
Hosp	Alzheimer Center	No	No	Yes
Hosp	Ambulatory Surgery Centers	Yes	No	No
Hosp	Arthritis Treatment Center	No	No	No
Hosp	Bariatric/Weight Control Services	Yes	Yes	No
Hosp	Birthing/LDR/LDRP Room	Yes	No	No
Hosp	Breast Cancer	No	No	No
Hosp	Burn Care	No	No	No
Hosp	Cardiac Rehabilitation	Yes	No	No
Hosp	Cardiac Surgery	No	No	No
Hosp	Cardiology Services	Yes	No	No
Hosp	Case Management	Yes	Yes	No
Hosp	Chaplaincy/Pastoral Care Services	Yes	No	Yes
Hosp	Chemotherapy	Yes	No	No
Hosp	Colonoscopy	Yes	No	No
Hosp	Crisis Prevention	No	Yes	Yes
Hosp	CT Scanner	Yes	No	No
Hosp	Diagnostic Radioisotope Facility	Yes	No	No
Hosp	Diagnostic/Invasive Catheterization	No	No	No
Hosp	Electron Beam Computed Tomography (EBCT)	No	No	No
Hosp	Enrollment Assistance Services	Yes	No	No
Hosp	Extracorporeal Shock Wave Lithotripter (ESWL)	Yes	No	No
Hosp	Fertility Clinic	No	No	No
Hosp	Full Field Digital Mammography (FFDM)	Yes	No	No
Hosp	Genetic Testing/Counseling	Yes	No	No
Hosp	Geriatric Services	Yes	Yes	Yes
Hosp	Heart	Yes	No	No
Hosp	Hemodialysis	No	No	Yes
Hosp	HIV/AIDS Services	No	No	No
Hosp	Image-Guided Radiation Therapy (IGRT)	No	No	No
Hosp	Inpatient Acute Care-Hospital Services	Yes	No	No
Hosp	Intensity-Modulated Radiation Therapy (IMRT) 161	No	No	No
Hosp	Intensive Care Unit	Yes	No	No
Hosp	Intermediate Care Unit	Yes	No	No
Hosp	Interventional Cardiac Catheterization	No	No	No
Hosp	Isolation room	Yes	No	No
Hosp	Kidney	Yes	No	No
Hosp	Liver	Yes	No	No
Hosp	Lung	yes	No	No
Hosp	Magnetic Resonance Imaging (MRI)	Yes	No	No
Hosp	Mammograms	Yes	Access Only	No
Hosp	Mobile Health Services	Yes	No	No
Hosp	Multislice Spiral Computed Tomography (<64 slice CT)	Yes	No	No
Hosp	Multislice Spiral Computed Tomography (>64+ slice CT)	Yes	No	No
Hosp	Neonatal	No	No	No
Hosp	Neurological Services	Yes	No	No
Hosp	Obstetrics	Yes	No	No
Hosp	Occupational Health Services	Yes	No	No
Hosp	Oncology Services	Yes	No	No
Hosp	Orthopedic services	Yes	No	No
Hosp	Outpatient Surgery	Yes	No	No
Hosp	Pain Management	Yes	No	No
Hosp	Palliative Care Program	Yes	No	Yes
Hosp	Pediatric	Yes	No	No

Inventory of Health Services - Pella Regional Health Center PSA				
Cat	Healthcare Services Offered in County: Yes / No	Hospital	DOH	Other
Hosp	Physical Rehabilitation	Yes	No	Yes
Hosp	Positron Emission Tomography (PET)	Yes	No	No
Hosp	Positron Emission Tomography/CT (PET/CT)	Yes	No	No
Hosp	Psychiatric Services	No	No	Yes
Hosp	Radiology, Diagnostic	Yes	No	No
Hosp	Radiology, Therapeutic	No	No	No
Hosp	Reproductive Health	Yes	No	No
Hosp	Robotic Surgery	Yes	No	No
Hosp	Shaped Beam Radiation System 161	No	No	No
Hosp	Single Photon Emission Computerized Tomography	No	No	No
Hosp	Sleep Center	Yes	No	No
Hosp	Social Work Services	Yes	Yes	Yes
Hosp	Sports Medicine	Yes	No	Yes
Hosp	Stereotactic Radiosurgery	No	No	No
Hosp	Swing Bed Services	Yes	No	No
Hosp	Transplant Services	No	No	No
Hosp	Trauma Center-Level IV	Yes	No	No
Hosp	Ultrasound	Yes	No	No
Hosp	Women's Health Services	Yes	Yes	No
Hosp	Wound Care	Yes	No	No
SR	Adult Day Care Program	No	No	No
SR	Assisted Living	No	No	Yes
SR	Home Health Services	Yes	Yes	Yes
SR	Hospice	Yes	No	Yes
SR	Long-term Care	Yes	No	Yes
SR	Nursing Home Services	Yes	No	Yes
SR	Retirement Housing	No	No	Yes
SR	Skilled Nursing Care	Yes	No	Yes
ER	Emergency Services	Yes	No	No
ER	Urgent Care Center	Yes	No	No
ER	Ambulance Services	No	No	Yes
SERV	Alcoholism-Drug Abuse	No	No	Yes
SERV	Blood Donor Center	No	No	No
SERV	Chiropractic Services	No	No	Yes
SERV	Complementary Medicine Services	No	Yes	No
SERV	Dental Services	No	Yes	Yes
SERV	Fitness Center	No	No	Yes
SERV	Health Education Classes	Yes	Yes	Yes
SERV	Health Fair	Yes	Yes	Yes
SERV	Health Information Center	Yes	Yes	No
SERV	Health Screenings	Yes	Yes	No
SERV	Meals on Wheels	No	No	Yes
SERV	Nutrition Programs	Yes	Yes	Yes
SERV	Patient Education Center	No	No	No
SERV	Support Groups	Yes	No	Yes
SERV	Teen Outreach Services	No	No	No
SERV	Tobacco Treatment/Cessation Program	Yes	By Referral	Yes
SERV	Transportation to Health Facilities	No	No	Yes
SERV	Wellness Program	Yes	Yes	Yes

Providers Delivering Care 2017			
Pella Regional Medical Center Primary Service Area			
	FTE Physicians		FTE Allied Staff
Number of FTE Provider Working in County	PSA Based DRs	Visting DRs*	PSA Based PA / NP
Primary Care:			
Family Practice	8.00		17.5
Internal Medicine/Geriatrician	2.00		
Obstetrics/Gynecology	2.00		
Pediatrics			
Family Practice/Obstetrics	9.00		
Medicine Specialists:			
Allergy/Immunology		0.05	
Cardiology		0.30	
Dermatology		1.05	
Endocrinology			
Gastroenterology			
Oncology/Radiology		0.25	
Infectious Diseases			
Nephrology		0.10	
Neurology		0.05	
Psychiatry			
Pulmonary	1.00		
Rheumatology			
Sleep Disorders		0.05	
Audiology		0.23	
Surgery Specialists:			
General Surgery / Colon / Oral	2.00	0.20	
Neurosurgery			
Ophthalmology		0.15	
Orthopedics	4.00		
Otolaryngology (ENT)	0.60		
Plastic/Reconstructive			
Thoracic/Cardiovascular/Vascular		0.05	
Urology		0.75	
Hospital Based:			
Anesthesia/Pain			5.0
Emergency	5.00		
Radiology	2.00		
Pathology		0.25	
Hospitalist	2.00		
Neonatal/Perinatal		0.05	
Physical Medicine/Rehab			
Occupational Medicine	1.00		0.5
Podiatry		0.30	
TOTALS	38.60	3.83	23.0

*Total Number of FTE Specialists serving community who office outside PSA.

Specialists of PRHC

Allergist	Ravinder Agarwal, MD	1st Thurs	1200 Valley West Dr., Suite 120, West Des Moines, IA 50266	515-226-9559	Allergy, Asthma & Sinus Center, P.C.
Audiology	Dean Kayser, Aud	2nd & 4th Mon	3529 E. 26th St., Des Moines, IA 50317	515-264-8416	Kayser Hearing Aid & Audiology Centers
Cardiology	David Lemon, MD	2nd & 4th Tues	1440 Pleasant St., Suite 200, Des Moines, IA 50314	515-875-9090	Iowa Clinic Cardiovascular Services
Cardiology	Joel From, MD	1st & 3rd Mon	411 Laurel St., Suite A250, Des Moines, IA 50314	515-288-8573	Iowa Heart Center
Cardiology	Sandra Hall, ARNP	1st & 3rd Mon	411 Laurel St., Suite A250, Des Moines, IA 50314	515-288-8573	Iowa Heart Center
Dermatologist	Vincent Angeloni, MD	Thurs	12327 Stratford Drive, Clive IA 50325	515-224-7088	Forefront Dermatology
Dermatologist	Gloria Theilking, PA	Thurs	12327 Stratford Drive, Clive IA 50325	515-224-7088	Forefront Dermatology
Diabetes Ed	Marsha Collins, PA-C	Tues & Wed	405 Monroe, 2314, Pella, IA 50219	641-621-2636	Pella Regional Health Center (2nd floor)
Diabetes Ed	Michelle Bussey, PA-C	Mon & Thurs	405 Monroe, 2342, Pella, IA 50219	641-621-2636	Pella Regional Health Center (2nd floor)
ENT	Heidi Close, MD	Mon, Weds & Fri	405 Monroe, Pella, IA 50219	515-223-4368	Iowa ENT Center (2nd floor)
ENT	Dotty Walters, Aud	Mon, Weds & Fri	405 Monroe, Pella, IA 50219	515-223-4368	Iowa ENT Center (2nd floor)
ENT	Curtis Pargeon, Aud	Mon, Weds & Fri	405 Monroe, Pella, IA 50219	515-223-4368	Iowa ENT Center (2nd floor)
General Surgery	Matt Morgan, MD	Mon & Weds	405 Monroe, Suite C, Pella, IA 50219	641-628-6772	PRHC Surgical Partners (lower level)
General Surgery	Michael Thompson, DO	Tues & Thurs	405 Monroe, Suite C, Pella, IA 50219	641-628-6772	PRHC Surgical Partners (lower level)
Gynecology	Dale Lensing, MD	Tues, Weds & Thurs	405 Monroe, Suite C, Pella, IA 50219	641-620-2144	Pella Medical Clinic (lower level)
Neurology	Dr. Anil Dhuna	1st Tues	1225 S. Gear Ave., Suite 153, West Burlington, IA 52655	319-754-4400	Neurology & Sleep Clinic
Neurology	Kelly Dawley, ARNP	1st Tues	1225 S. Gear Ave., Suite 153, West Burlington, IA 52655	319-754-4400	Neurology & Sleep Clinic
Neurology	Dr. Pavuluri	1st Tues	1225 S. Gear Ave., Suite 153, West Burlington, IA 52655	319-754-4400	Neurology & Sleep Clinic
Nephrology	Bruce Buchsbaum, MD	1st Weds & 3rd Fri	1215 Pleasant St., Suite 100, Des Moines, IA 50309	515-243-3161	Iowa Kidney Physicians
Nephrology	Sanjiv Dahal, MD	1st Fri	1216 Pleasant St., Suite 100, Des Moines, IA 50309	515-241-5710	Iowa Kidney Physicians
Oncology	Mark Westberg, MD	Tues	1221 Pleasant St., Suite 100, Des Moines, IA 50309	515-282-2921	Medical Oncology & Hematology Ass. (2nd floor)
Oncology	Ahmad Wehbe, MD	Weds	1221 Pleasant St., Suite 100, Des Moines, IA 50309	515-282-2921	Medical Oncology & Hematology Ass. (2nd floor)
Orthopaedic	Steven Aviles, MD	4th Tues	450 Laurel St., Suite A, Des Moines, IA 50314	1-800-642-6381	Iowa Orthopaedics
Orthopaedic	Benjamin Beecher, MD	2nd & 4th Tues	450 Laurel St., Suite A, Des Moines, IA 50314	1-800-642-6381	Iowa Orthopaedics
Orthopaedic	Joe Galles, MD	4th Mon	450 Laurel St., Suite A, Des Moines, IA 50314	1-800-642-6381	Iowa Orthopaedics
Orthopaedic	Ze-Hui Han, MD	4th Weds	450 Laurel St., Suite A, Des Moines, IA 50314	1-800-642-6381	Iowa Orthopaedics
Orthopaedic	Mark Matthes, MD	4th Fri	450 Laurel St., Suite A, Des Moines, IA 50314	1-800-642-6381	Iowa Orthopaedics
Orthopaedic	Christopher Vincent, MD	Mon, Tues & Thurs	450 Laurel St., Suite A, Des Moines, IA 50314	1-800-642-6381	Iowa Orthopaedics
Orthopaedic	J Rayburn, MD	2nd & 4th Mon	450 Laurel St., Suite A, Des Moines, IA 50314	1-800-642-6381	Iowa Orthopaedics
Orthopaedic	J Klein, MD	1st & 3rd Weds	450 Laurel St., Suite A, Des Moines, IA 50314	1-800-642-6381	Iowa Orthopaedics
Orthotics	Jonas Chladek, BOCP	2nd & 4th Thurs	1300 Keo Way, Des Moines, IA 50309	515-244-4040	Chladek Orthotic & Prosthetic Assoc.
Orthotics	Ben Ramsey, CO	2nd & 4th Thurs	411 Laurel St., Suite 3250, Des Moines, IA 50314	515-243-8987	Hanger Clinic
Perinatology	Neil Mandsager, MD	Weds	330 Laurel St., 230C, Des Moines, IA 50309	641-628-6620	DSM Perinatal Center (Med. Img.)
Podiatry	Jill Frerichs, DPM	Thurs	12499 University, Suite 100, Des Moines, IA 50325	515-440-2676 or	Capital Orthopaedics
Pulmonology	Neil Horning, MD	1st Weds	1601 NW 114th St., Suite 347, Des Moines, IA 50325	515-224-1777	Mercy West
Pulmonology	Gerard Matsysik, MD	Tues, Weds & Thurs	405 Monroe St, Pella, IA 50219	641-621-2636	Pella Medical Clinic (2nd Floor)
Rheumatology	Robert Jackson, MD	1st, 2nd & 3rd Fr	405 Monroe St, Pella, IA 50219	641-621-2415	Pella Medical Clinic (2nd floor)
Sleep Specialist	Jason Wittmer, MD	1st Thurs & 3rd Weds	1601 NW 114th St., Suite 347, Des Moines, IA 50325	515-224-1777	Mercy West
Urology	Russell Bandstra, MD	Weds	122 4th Ave., Grinnell, IA 50112	641-236-4323	Surgical Associates, LLP
Urology	Aaron Smith, MD	Tues	122 4th Ave., Grinnell, IA 50112	641-236-4323	Surgical Associates, LLP
Vascular Surgery	Douglas Massop, MD	2nd Mon	5950 University #231, W. Des Moines, IA 50266	515-875-9090	Heart & Vascular Center

Marion County, Iowa Healthcare Services Directory

Emergency Numbers

Police/Sheriff	911
Fire	911
Ambulance	911

Non-Emergency Numbers

Marion County Sheriff	(641) 828-2220
Marion County Ambulance	(641) 842-5002

Municipal Non-Emergency Numbers

	<u>Police/Sheriff</u>	<u>Fire</u>
Knoxville	(641) 828-0541	(641) 828-0586
Pella	(641) 628-4921	(641) 628-1627
Pleasantville	(515) 848-3112	(515) 848-5123

MARION COUNTY OFFICES

County Office	Location	Phone
ADA Coordinator	214 E Main - Knoxville	641-828-2213
Assessor	214 E Main - Knoxville	641-828-2215
Attorney	214 E Main - Knoxville	641-828-2223
Auditor	214 E Main - Knoxville	641-828-2217
Auditor - Real Estate	214 E Main - Knoxville	641-828-2212
Board of Supervisors	214 E Main - Knoxville	641-828-2231
TENCO (formerly MCCF)	1111 Newbold - Knoxville	641-828-6281
CROSS Mental Health Region (Formerly Marion County CPC)	2003 North Lincoln - Knoxville	641-828-8149
Marion County Public Health Department	2003 North Lincoln- Knoxville	641-828-2238
Parents as Teachers, Maternal Child Health	2003 North Lincoln- Knoxville	641-828-2238
Homemaker	2003 North Lincoln- Knoxville	641-828-2238
WIC	2003 North Lincoln- Knoxville	641-828-2238
I-Smile	2003 North Lincoln-Knoxville	641-828-2238
Conservation Board	214 E Main - Knoxville	641-828-2213
Cordova Park	1378 Hwy G28 - Otley	641-627-5935
Marion County Park	306 Willetts Dr - Knoxville	641-828-2214
Roberts Creek Park	1617 Fillmore - Otley	641-627-5507
Courts		
Clerk of Court	3rd Floor Courthouse	641-828-2207
Adult Probation	110 N. 1st St.- Knoxville	641-842-6002
Jury Information	3rd Floor Courthouse	641-828-2261
Juvenile Probation	4th Floor Courthouse	641-828-2046
Traffic Violation	3rd Floor Courthouse	641-828-2209
Development Commission	214 E Main - Knoxville	641-828-2257
Driver's License	214 E Main - Knoxville	641-828-2204
E911 Office	214 E Main - Knoxville	641-828-2255
Jail Location	211 N Godfrey Ln- Knoxville	641-828-2258
Engineer	402 Willetts - Knoxville	641-828-2225
Environmental Health	2003 N. Lincoln-Knoxville	641-828-2238
General Assistance Office	214 E Main - Knoxville	641-828-2201
GIS Coordinator	214 E Main - Knoxville	641-828-2153
Human Resources	214 E Main - Knoxville	641-828-8712
Human Services	Merged with Warren Co.	
Child Welfare Services	Indianola	515-961-5353
DHS Customer Service Center	Polk Co.	877-347-5678
Child Abuse/Neglect & Dependent Adult Abuse		800-362-2178
Information Technology	214 E Main - Knoxville	641-828-2217
Juvenile Office	214 E Main - Knoxville	641-828-2046
Maintenance Department	214 E Main - Knoxville	641-828-2244
Recorder	214 E Main - Knoxville	641-828-2211
Roads Department	402 Willetts - Knoxville	641-828-2225
Senior Nutrition Program	308 E Montgomery	641-842-6070
Sheriff	211 N Godfrey Ln	641-828-2220
Supervisors	214 E Main - Knoxville	641-828-2231
Traffic Violation Office	214 E Main - Knoxville	641-828-2209
Treasurer	214 E Main - Knoxville	641-828-2205
Auto Department	214 E Main - Knoxville	641-828-2202
Driver's License	214 E Main - Knoxville	641-828-2204
Tax Department	214 E Main - Knoxville	641-828-2204
Veterans Affairs	214 E Main - Knoxville	641-828-2201
Weed Commissioners	402 Willetts - Knoxville	641-828-2225
Zoning Administrator	214 E Main - Knoxville	641-828-2243

QUICK REFERENCE PHONE GUIDE

Affordable Healthcare – www.healthcare.gov	1-800-318-2596
Alcoholics Anonymous	515-282-8550
Alzheimer’s Disease Helpline	1-800-272-3900
American Association on Diabetes	1-800-232-3472
American Cancer Society	1-800-227-2345
American Council of the Blind	1-800-424-8666
American Foundation of the Blind	1-800-232-5463
American Heart Association	1-800-242-8721
American Kidney Fund	1-800-638-8299
American Red Cross	1-800-887-2988
Arthritis Foundation	1-866-378-0636
Better Business Bureau (BBB) – www.bbb.org	1-800-222-1600
Boys Town National Hotline	1-800-448-3000
Child Find of America-2nd Line	1-800-426-5678
Child Find of America-Parents Help Line	1-800-292-9688
Child Find of America-Parents Help Line	1-800-716-3468
Children’s Wish Foundation	1-800-323-9474
COMPASS for Disabled People (Iowa)	1-800-779-2001
Consumer Credit Counseling	1-888-242-4118
Deaf Iowans Against Abuse Hotline	1-877-284-7821
Office of Deaf Services of Iowa – www.deafservices.iowa.gov	1-888-221-3724
Dependent Adult and Child Abuse	1-800-362-2178
DO NOT CALL List – www.donotcall.gov	1-888-382-1222
Domestic Abuse Hotline	1-800-942-0333
Dyslexia Association	1-800-222-3123
Easter Seals Iowa, Inc.	515-289-1933
Epilepsy Foundation	1-800-332-1000
Family Planning	1-800-452-3365
Family Violence (Crisis Intervention Services)	1-800-270-1620
Federal Insurance Consumer Help Line	1-800-942-4242
Insurance Information Institute – www.iii.org	
First Call for Help (United Way 211 Line)	515-246-6555
Foundation Through Crisis	1-800-332-4224
Gambling Hotline (Bets Off)	1-800-238-7633
G.E.D. (Adult Basic Education-Iowa Lakes Community College)	1-800-252-5664
Great Prairie AEA #15 (Ottumwa)	1-800-622-0027
Hawk-I (Free or low-cost health coverage for kids)	1-800-257-8563
Hay Hotline	
(Hay & Straw selling list for producers to buy from-call to add your product)	1-800-383-5079
Health Information Resource Center – www.health.gov/nhic	240-453-8280
Healthy Families Hotline (ISU)	1-800-369-2229
211 United Way Information & Referral	211
Hearing & Speech Action	1-800-638-8255
Hearing Help Line	1-800-EAR-WELL
Huntington’s Disease	1-800-345-4372
Iowa Attorney General -Consumer Protection	1-888-777-4590
Iowa Arson/ Crime Hotline	1-800-532-1459
Iowa Commission on the Status of Women	1-800-558-4427
Iowa Compass (disabilities resources)	1-800-779-2001
Iowa Concern Hotline (ISU)	1-800-447-1985
Iowa Child & Adult Abuse Reporting Hotline	1-800-362-2178
Iowa Department of the Blind – www.blind.state.ia.us	1-800-362-2587
Iowa Department on Aging – www.iowaaging.gov	1-800-532-3213
Iowa Department of Human Services – www.dhs.iowa.gov	1-800-972-2017
-Medicaid, Food Stamps, & FIP changes	1-877-347-5678
-Child Care payments or registration	1-866-448-4605
-TTY Relay Iowa	1-800-735-2942

Iowa Department of Natural Resources – www.iowadnr.gov	515-281-5918
Iowa Department of Public Health – www.idph.iowa.gov	515-281-7689
Iowa Foundation of Medical Care (Telligen) – www.telligen.com	1-800-752-7014
Iowa Legal Aid – www.iowalegalaid.org	1-800-532-1275
Iowa Legal Aid (60 & older)	1-800-992-8161
Iowa One Call, 48 hr notice required – www.iowaonecall.com	1-800-292-8989
Iowa Sexual Assault Hotline (Crisis Line)	1-800-284-7821
Iowa Society to Prevent Blindness	515-244-4341
Iowa State Bar Association (Locate a lawyer) – www.iowabar.org	1-800-532-1108
Iowa State Extension Answer Line	1-800-262-3804
Iowa State Patrol Emergency	1-800-525-5555
Iowa Workforce Development	1-800-562-4692
IRS (Assistance for Individuals)	1-800-829-1040
I.S.U. Registration Services	1-800-262-0015
Juvenile Diabetes Foundation International	1-800-223-1138
Legal Aid/Legal Services Corporation of Iowa	1-800-452-0007
Living Bank Organ Donation	1-800-528-2971
Lupus Foundation	1-800-558-0121
Lymphedema Foundation	1-800-541-3259
MedicalAlert – www.MedAlert.net	1-800-215-4206
Medicare	1-800-633-4227
Mental Health Information and Referral	1-800-562-4944
Thursday's Child – www.thursdayschild.org	1-800-872-5437
Motor Vehicle Information Center (Iowa DOT-Ankeny)	1-800-532-1121
National Multiple Sclerosis Society	1-800-344-4867
National Alcohol Hotline (Adcare)	1-800-252-6465
National Alliance for the Mentally Ill (NAMI Helpline)	1-800-950-6264
National Center of Missing and Exploited Children	1-800-843-5678
National Council on Aging	202-479-1200
National Council on Alcoholism & Drug Dependence	1-800-622-2255
National Down's Syndrome Society	1-800-221-4602
National Institute on Drug Abuse	1-800-662-4357
National Kidney Foundation	212-889-2210
National Reyes Syndrome Foundation	1-800-233-7393
Office of Ombudsman/Iowa Citizens Aid	1-888-426-6283
Parkinson's Disease Foundation	1-800-457-6676
Poison Control	1-800-222-1222
Pregnancy & Postpartum HOPEline – www.pinterest.org/PMDHope	1-800-763-4673
Prevent Child Abuse Iowa – www.pcaiowa.org	515-244-2200
Promise Jobs (Iowa Works-Ottumwa)	641-684-5401
Refugee Services	1-800-362-2780
Scleroderma Foundation	1-800-722-4673
Seniors Eye care Program – www.eyecareamerica.org	
Sr Health Ins Info Program (Shiip)	1-800-351-4664
S.I.D.S. American Institute – www.SIDS.org	1-800-232-7437
Social Security Administration	1-800-772-1213
State Civil Rights	1-800-457-4416
S.T.I. Resource Center Hotline	1-800-227-8922
Suicide Prevention Hotline	1-800-784-2433
The Arc (National) – www.thearc.org	1-800-433-5255
The Arc of Iowa – www.thearcofiowa.org	515-508-1214
Teen Line (ISU Extension)	1-800-443-8336
Venereal Disease	1-800-227-8922
Veteran's Information (National) – www.va.gov	1-800-827-1000
Vocational Rehab	1-800-532-1486
W.I.C. (State)	1-800-532-1579

ABUSE & PREVENTION

Children and Families of Iowa

Family violence center open to anyone with ongoing safety concerns

1111 University Ave

Fax: 515-288-9109 or 515-246-1245

Des Moines, IA 50314-2329

Phone: 515-288-1981

Website: www.cfiowa.org

Crisis Intervention Services

Provide comprehensive sexual assault services, prevention programming, and emergency housing for victims of domestic abuse and sexual violence for the counties of Appanoose, Davis, Jasper, Jefferson, Keokuk, Lucas, Mahaska, Marion, Monroe, Poweshiek, Wapello, & Wayne

500 High Ave W

Website: www.stopdvsa.org

Oskaloosa, IA 52577

E-mail: help@stopdvsa.org

Phone: 641-673-0336 (Office)

1-844-673-5499 (Emergency Housing Crisis line)

1-800-270-1620 (Sexual Assault Crisis Line)

Prevent Child Abuse Iowa

Funds educational programs and advocacy to prevent child abuse

*For child abuse prevention programs in Marion County contact Crossroads of Pella

505 Fifth Ave, Suite 900

Fax: 515-280-7835

Des Moines, IA 50309

E-mail: pcaia@pcaia.org

Phone: 515-244-2200

Website: www.pcaia.org

Crisis Center and Women's Shelter

Domestic Abuse Services serving: Appanoose, Davis, Jasper, Jefferson, Keokuk, Lucas, Mahaska, Marion, Monroe, Poweshiek, Wapello & Wayne counties

P.O. Box 446

Ottumwa, IA 52501

24 Hour Crisis Line: 1-800-464-8340

Phone: 515-244-7424

Fax: 641-684-4676

Iowa Coalition Against Sexual Assault (CASA)

Support and referral service for sexual assault survivors

3030 Merle Hay Rd

Des Moines, IA 50310

Fax: 515-244-7417

Phone: 515-244-7424

Website: www.iowacasa.org

Polk County Crisis and Advocacy Services

Assistance for victims of sexual assault and other violent crimes

2309 Euclid Ave

Fax: 515-286-2032

Des Moines, IA 50310

Website: www.co.polk.ia.us

Phone: 515-286-3600

515-286-3535 (24hr)

Sex Abuse Prevention Education Program

Sex abuse support and education via school/group presentations

712 Union St., Suite 301
Pella, IA 50219
Phone: 641-628-1212
Fax: 641-628-3181

Email: pambettger@gmail.com
E-mail: crossroadspella@windstream.net
Website: www.crossroadspella.org

Iowa ARCh (Iowa Affirmation & Resources Chat)

Chatroom for survivors of sexual violence and their loved ones-open 9:00am-9:00pm CST

Website: www.iowaarch.org

Edge of Recovery

A substance abuse outpatient treatment program through Crossroads of Pella

712 Union St. Suite 301
Pella, IA 50219
Phone: 641-628-1212
Contact: Deb Kay 641-780-1087

Website: www.edgeofrecovery.com
Website: www.crossroadspella.org
Email: crossroadspella@windstream.net

Lutheran Services in Iowa

Provides respite, SCL and remedial services

1714 N. 4th Ave. E., Suite B
Newton, IA 50208
Phone: 641-792-1541

Fax: 641-792-1542
Website: www.lsiowa.org

United Community Services

Provides Substance abuse counseling, evaluations, and out patient treatment on a sliding fee scale

813 North Lincoln Suite 15
Knoxville, IA 50138
Phone: 641-842-2717

Website: www.ucsonline.org

Addictions Recovery Center, LLC.

Provides substance abuse outpatient treatment, substance abuse evaluations, and substance abuse inpatient referrals

410 E Robinson
Knoxville, IA 50138
Phone: 641-842-2813

***Court mandated drunk driving classes**

ADVOCACY/OUTREACH/REFERRAL

Community Partnerships for Protecting Children

Referral service linking families to area resources

200 S. Howard Street
Indianola, IA 50125
Phone: 515-468-8181

Website: www.cppconline.com
E-mail: shohanshelt@gmail.com

Crossroads of Pella

Crossroads meets people of Marion County where their need is and works with them to find a solution to improve their lives.

712 Union St., Suite 301
Pella, IA 50219
Phone: 641-628-1212

Website: www.crossroadspella.org
Email: crossroadspella@windstream.net

DMACC in Knoxville

Assistance with admissions, registration, financial aid, transfer planning, career preparation and exploration

305 S 3rd St
Knoxville, IA 50138
Phone: 641-840-2026

***Classes and services in Knoxville**

Iowa State University Extension Service - Marion County

Provides information regarding agriculture, business and continuing education

210 North Iowa Street
Knoxville, IA 50138
Phone: 641-842-2014

Fax: 641-828-0664
E-mail: dmill@iastate.edu
Website: www.extension.iastate.edu/Marion

IMPACT Community Action Program (formerly Red Rock Area Community Action Program-RRACAP)

Provides utility assistance, home maintenance and transportation services for low income families

3014 East Main
Knoxville, IA 50138
Phone: 641-842-6571

Fax: 641-828-8148

Website: www.iowacomunityaction.org/Agency/Index_IMPACTCAP.cfm

The Well Resource Center (“The Well”)

Providing assistance and encouragement during challenging times, listening to concerns, offering support and helping explore long-term solutions

419 E Oskaloosa St.
Pella, IA 50219
Phone: 641-621-0164

Website: www.thewellresourcecenter.org
Email: info@thewelliowa.org

Tobacco Cessation

Stop smoking help and prevention information, education and referral

Marion County Public Health
2003 North Lincoln, P.O. Box 152
Knoxville, IA 50138
Phone: 641-828-2238, ext. 251

Fax: 641-842-3442
Website: www.marionph.org
Find us on Facebook-Marion County Public Health Department

ASSISTANCE - Clothing

Bible For Missions Thrift Center

Provides very reasonably priced clothing, small appliances, furniture, books, and nick-knacks. All proceeds go to supply Bibles for Eastern Europe. All volunteers run the store.

2500 Fifield Rd.

Pella, IA 50219

Phone: 642-628-1650

E-mail: Bibles4missions@iowatelecom.net

Pella Clothing Bank

Accepts clean used clothing and offers it at very little or no cost to area families

712 Union St

Open Tuesdays 4:30-6:30 PM & Wednesdays/Fridays 1-4 PM

Located in the lower level of the Community Center (use west front doors)

Pella, IA 50219

Phone: 641-628-4571

The Well Thrift Store

Low cost used clothing, furniture, linens and housewares

419 E Oskaloosa St.

Pella, IA 50219

Phone: 641-628-3333

Email: thrift@thewelliowa.org

Helping Hands

Low cost or free household and clothing items

110 W Main St

Knoxville, IA 50138

Phone: 641-842-6933

Almost Free Shop

Low cost household items including clothing, toys, seasonal items, and tools

312 E. Robinson

Knoxville, IA 50138

Ministry Center In Pleasantville

Free clothing to Pleasantville and surrounding area

308 W. Dallas Street

Pleasantville, Iowa 50225

Phone: 515-848-5172

ASSISTANCE -

Financial

Child Care Subsidy Program

Offers financial aid to qualifying families who need help paying for child care

Applications can be downloaded from DHS website, or contact the DHS number below

Phone: 515-725-2600

Website: www.dhs.state.ia.us

Crossroads of Pella

Limited financial assistance available for families in the Pella school district.

712 Union St., Suite 301

Pella, IA 50219

Phone: 641-628-1212

E-mail: crossroadspella@windstream.net

Website: www.crossroadspella.org

Department of Human Services (Marion County)

Offers child and adult protective services, alternate living, state assistance

Contact Warren County DHS for Child Welfare Services

Phone: 515-961-5353

To report a change in food, medicaid or cash assistance call the DHS customer center

Phone: 1-877-347-5678

To report an incident of child abuse

Phone: 1-800-362-2178

Website: www.dhs.state.ia.us

Financial Counseling and Debt Management

* See Consumer Credit Counseling/under COUNSELING & CONSULTATION SERVICES

Knoxville Area Ministerial Association

Neighbors Helping Neighbors (formerly KAMA)

321 E Robinson

Knoxville, IA 50138

Phone: 641-828-7119

E-mail: livingword321@hotmail.com

Pella Ministerial Association

Pastor Brian Nolder, Ministerial President E-mail: pastor@redeempella.org

Phone: 641-628-1305

Rev. Doug Barnes, Secretary/Treasurer E-mail: rev.doug.barnes@gmail.com

Phone: 641-620-1777

Marion County General Assistance

Marion County Court House

214 E Main St. Suite 1

Knoxville, IA 50138

Phone: 641-828-2201

IMPACT Community Action Program

(formerly Red Rock Area Community Action Program-RRACAP)

Provides utility & rent assistance and emergency food cards, elder chore service to help elderly (over 60) and disabled citizens, & home maintenance for low income families

3014 East Main

Fax: 641-828-8148

Knoxville, IA 50138

Phone: 641-842-6571

Website: www.iowacomunityaction.org/Agency/Index_IMPACTCAP.cfm

Social Security Administration

2429 Northgate St - Suite A
Ottumwa, IA 52501
Phone: 800-772-1213 or 1-866-964-7394

Website: www.ssa.gov
E-mail: rose.hill@ssa.gov

ASSISTANCE - Food & Nutrition

Free & Reduced School Lunches

Knoxville: 641-842-6552
Melcher-Dallas: 641-947-3151
Monroe: 641-259-2255
Pella: 641-628-1748
Pleasantville: 515-848-0558

Child and Adult Care Food Program (CACFP)

Provides nutrition guidance to child care providers and reimbursement for serving quality meals in registered child care settings

Seida Community Action

PO Box 658

226 W Main

Ottumwa, IA 52501

Phone: 641-682-8741 - Ext 239 or 1-800-622-8340

Website: www.sieda.org

Family Nutrition Program

Nutrition education program serves families with children 10 and under or expecting a baby, who qualify for food stamps.

ISU Extension Office

210 N. Iowa Street

P.O. Box 409

Knoxville, IA 50138

Phone: 641-842-2014

Website: www.extension.iastate.edu/Marion

Pleasantville Food Pantry

St Paul's United Methodist Church

104 S Columbus St

Pleasantville, IA 50225

Phone: 515-848-5828

Helping Hands Food Pantry

Nonperishable food items and holiday meal help for Knoxville area families

110 W Main St

Knoxville, IA 50138

Phone: 641-842-6933

Pella Community Food Shelf

Non-perishable food items distributed weekly for Pella School District families

Peace Lutheran Church

Church Phone: 641-628-2835

1000 East Vermeer Road

Pella, IA 50219

Coordinator Phone: 641-780-7558

SHARE Iowa

Quality food with up to 50% savings on selected food packages each month

1102 South 7th St.

P.O. Box 328

E-mail: shareiowa2@mahaska.org

Oskaloosa, IA 52577

Website: www.shareiowa.org

Phone: 1-800-344-1107

Women, Infant & Children Nutrition Program (WIC)

For children 0-5 years old and women who are pregnant, breastfeeding or just had a baby. This program provides nutritional education and checks to families to purchase baby formula, milk, eggs, & other healthy foods

2003 N. Lincoln

Find us on Facebook-Marion County Public

Box 152

Health Department

Knoxville, IA 50138

Website: [www.marionph.org/](http://www.marionph.org/programs/wic.html)

Marion County Public Health:

[programs/wic.html](http://www.marionph.org/programs/wic.html)

641-828-2238

Phone: 1-800-532-1579 (State WIC Office)

IMPACT Community Action Program

(formerly Red Rock Area Community Action Program-RRACAP)

Provides utility & rent assistance and emergency food cards, elder chore service to help elderly (over 60) disabled citizens, & home maintenance for low income families

3014 East Main

Fax: 641-828-8148

Knoxville, IA 50138

Phone: 641-842-6571

Website: www.iowacommunityaction.org/Agency/Index_IMPACTCAP.cfm

Melcher-Dallas Food Pantry

Food items for Melcher-Dallas area families (In the old Post Office)

215 SW Main Street

Dallas, IA 50062

ASSISTANCE - General

Community Connections

Caring volunteers willing to help Marion County residents with almost anything

Contact Care Coordinator: Gary VanEngelenhoven & Kathy Vroom

Phone: 641-628-1165 or 1-800-843-3138

ASSISTANCE - Utility

IMPACT Community Action Program

(formerly Red Rock Area Community Action Program-RRACAP)

Low Income Home Energy Assistance Program (LIHEAP)-Financial Assistance to alleviate the high cost of winter heating bills & Help with home weatherization to reduce energy costs for low-income families

3014 E. Main

Knoxville, IA 50138

Fax: 641-828-8148

Phone: 641-842-6571

Website: www.iowacommunityaction.org/Agency/Index_IMPACTCAP.cfm

CAMPS

Wesley Woods Camp and Retreat Center

Offers 125 different kinds of summer camps

10896 Nixon St

Fax: 515-961-4162

Indianola, IA 50125

E-mail: wesleywoods.camp@iaumc.org

Phone: 1-866-684-7753

Website: www.WesleyWoodslowa.org

Lake View Camp & Conference Center

Offers summer camps for children and adults of all ages, work trip opportunities throughout the year, and a quiet place to hold small retreats and gatherings

Office: PO Box 836

Camp Address: 1797 Hwy T-17

Pella, IA 50219

Tracy, IA 50256

Email: lakeview@lakeviewconference.com

Website: www.lakeviewconference.com Phone:

641-628-2160 Fax: 641-628-2160

Camp Appanoose

Camp Appanoose offers a variety of programs for youth ages 8-18, designed each year to develop hope and vision. Participants are challenged to pursue their interests, develop their unique gifts, and serve others. Each program is educational and is integrated with Biblical teaching.

13380 430th St.

Fax: 641-649-2491

Plano, IA 52581-8524

E-mail: cabar@campappanoose.org

Phone: 641-649-2491

Website: www.campappanoose.org

CHILD CARE - After School Care and Summer Programs

After School Kids Klub

Provides after school and all day summer care for school age children up to age 12

950 University (Madison Elem)

Pella, IA 50219

Phone: 641-780-9709

Pleasantville Before and After School Kids Program

Provides before and after school care for school age children up to age 12

414 W Jones St

E-mail: campfire@campfireusaia.com

Pleasantville, IA 50225

Phone: 515-848-0566 (School)

Phone: 515-274-1501 (Director)

Pella Early Learning Center Before and After School Program

Provides before, after school and all day summer care for school age children up to age 10

215 Main St

Pella, IA 50219

Phone: 641-628-4845

Director: Becky Iddings

E-mail: inquiry@pellaearlylearning.org

Stepping Stones Kids Klub

Provides before, after school and all-day summer care for kids kindergarten through fifth grade

300 Panther Dr

Knoxville, IA 50138

Phone: 641-891-2550

After School Kids Klub through Crossroads of Pella

Provides after school and all day summer care for school aged children up to age 12 at Madison Elementary School in Pella, Iowa

712 Union St., Suite 301

Pella, IA 50219

Phone: 641-628-1212 or 641-780-9709

Website: www.crossroadspella.org

Fax: 641-628-3181

E-mail: crossroadspella@windstream.net

CHILD CARE - Finding Care

Child Care Resource and Referral

Helps parents find child care and provides home providers, centers and preschools with consultation, staff training and registration information and resources to improve the quality of care provided

For a Child Care Referral contact our regional office 641-824-1923 or visit our website

808 5th Ave

Des Moines, IA 50309

Local Consultant: 641-820-1923

Toll Free: 1-800-722-7619

Marion Co. Consultant: Brenda O'Halloran

bohalloran@orchardplace.org

Website: www.iowaccrr.org

CHILD CARE - Child Care Centers

Pella Early Learning Center (Child Care) Center & Preschool

Provides child care for infants to age 5. On site preschool is for children registered for child care

215 Main St

Pella, IA 50219

Phone: 641-628-4845

E-mail: inquiry@pellaearlylearning.org

Website: www.pellaearlylearning.org

Stepping Stones Early Learning (Child Care) Center & Preschool

Provides child care for infants to children age 5 with in-house preschool program open to the public and the before & after school program

300 Panther Dr.

Knoxville, IA 50138

Phone: 641-828-7837

Fax: 641-828-7838

CHILD CARE - Resources and Education for Child Care Providers

Child Care Resource and Referral of Marion County

Provides information and support on child care registration and program licensure. Offers regular training, resources and financial support to improve the quality of child care.

808 5th Ave

Des Moines, IA 50309

Phone: 641-820-1923

or 1-800-722-7619

Website: www.iowaccrr.org

Child Care-Resources and Education for Child Care Providers

Friend, Family, & Neighbor Care Support-Crossroads offers fun resources, information, and free CPR training for friends, family, and neighbor caregivers who are caring for children while their parents are working.

712 Union St., Suite 301

Pella, IA 50219

Phone: 641-628-1212

Fax: 641-628-3181

Email: crossroadspella@windstream.net

Website: www.crossroadspella.org

Email: zuckamym@windstream.net

CHILD CARE - Respite

Respite Care Vouchers

Care for families who have a child with a disability (physical, cognitive, or behavioral.)

918 S.E. 11th St.

Des Moines, IA 50309

Phone: 515-282-9377

CHILD CARE - (Preschools)

*** See also AFTER SCHOOL CARE & SUMMER PROGRAMS**

Building Blocks Preschool

Serves 3 and 4 year olds

St. Paul's United Methodist Church

104 S Columbus St

PO Box 481

Pleasantville, IA 50225

Phone: 515-848-9978

Creation Station Christian Preschool

Serves 4 year old children

909 Franklin St

Pella, IA 50219

Phone: 641-628-8673

Fax: 641-628-9506

E-mail: ieduc8@iowatelecom.net

Marion County Headstart

Comprehensive child development program (Contact Drake Head Start for qualifying guidelines)

Located in Stepping Stones ELC

300 Panther Ln

Knoxville, IA 50138

Phone: 1-800-44DRAKE ext:1854

Website: www.drakeheadstart.org

Operated through Drake University

Melcher-Dallas School District Preschool

Serves 3-5 year old children including those with special needs in the Melcher Dallas school district

1003 Park St

PO Box C

Melcher, IA 50062

Phone: 641-947-3151

Montgomery Street Preschool

Serves children ages 3 to 5 years old

First Methodist Church

313 E Montgomery St

Knoxville, IA 50138

Phone: 641-842-2193

One to Grow On Pre-Kindergarten

Pre-kindergarten program provided through Pella Christian Grade School

216 Liberty St

Pella, IA 50219

Phone: 641-628-2414

E-mail: kuyersj@pcgs.pellachristian.net

Pella Community School District Preschool

Serves 4 and 5 year olds in the Pella school district, including children with special needs

Lincoln & Madison Elementary

1101 Broadway & 950 University

Pella, IA 50219

Phone: 641-628-3970 (Lincoln Principal) 641-628-4638 (Madison Principal)

Pella Early Learning Center (Child Care) Center & Preschool

Provides child care for infants to age 5. On site preschool is for children registered for child care

215 Main St

Pella IA 50219

Phone: 641-628-4845

E-mail: inquiry@pellaeearlylearning.org

Website: pellaeearlylearning.org

Director: Becky Iddings

Pleasantville Community Preschool

Serves 3-5 year olds and children with special needs

Pleasantville Elementary School

414 Jones St

Pleasantville, IA 50225

Phone: 515-848-0566

Fax: 515-848-0570

E-mail: mcard@pleasantville.k12.ia.us

Stepping Stones Early Learning (Child Care) Center & Preschool

Provides child care for children infant to 5 years with in-house preschool program open to the public and the before & after school program

300 Panther Dr
Knoxville, IA 50138
Phone: 641-828-7837

Fax: 641-828-7838

Twin Cedars Preschool

Serves 3 & 5 year olds in the Twin Cedars school district including children with special needs

Twin Cedars Community Schools
2204 Hwy G 71
Bussey, IA 50044
Phone: 641-944-5241

CHIROPRACTIC

-Knoxville:

Chiropractic Health Center

Dr. LeeAnn Huff
204 E. Montgomery St., Knoxville, IA 50138
Phone: 641-842-2239

Knoxville Chiropractic Clinic

Dr. Larry Formanek, DC
115 E. Main Street, Knoxville, IA 50138
Phone: 641-842-3007

Fax: 641-842-5612

Precision Chiropractic

Dr. Jenny Slykhuis, DC
813 N. Lincoln St. Suite 5, Knoxville, IA 50138
Phone: 641-628-7228

Fax: 641-842-7140

Dr. Brian Lange, DC

410 E. Robinson St., Knoxville, IA 50138
Phone: 641-842-3227

-Pella:

VanHemert Chiropractic

Dr. Russell VanHemert, DC
1310 Washington St., Pella, IA 50219
Phone: 641-628-2099

Fax: 641-628-2324

Browne Family Chiropractic

Dr. Beau Browne, DC
110 10th St., Pella, IA 50219
Phone: 641-628-3133

Fax: 641-628-3033

Red Rock Chiropractic

(Takes hawk-i & Medicaid)

1400 Fifield Road, Pella, IA 50219

Phone: 641-628-9991

Hanlon Chiropractic Wellness

700 Main St Ste 213, Pella, IA 50219

Phone: 641-628-8800

Website: www.hanlonchiro.com

Andersen Chiropractic & Wellness 1910

Washington St., Pella, IA 50219 Phone:

641-621-1910

Van Wyk Chiropractic Center 911

Washington St., Pella, IA 50219 Phone:

641-628-3511

Pella Family Chiropractic & Massage 504

Frankin St., Pella, IA 50219

Phone: 641-628-7240

COMMUNITY GROUPS

Knoxville Chamber of Commerce

309 E Main St

Knoxville, IA 50138

Phone: 641-828-7555

Fax: 641-828-7978

Website: www.winwithknoxville.com

Pella Chamber of Commerce

818 Washington St

Pella, IA 50219

Phone: 641-628-2626

Email: pellacoc@pella.org

Website: www.pella.org

Knoxville Farmer's Market

May through October, Tuesday 2:30-6 pm & Saturday 8 am-12 pm

Located on the west side of square in Knoxville

On Facebook: [knoxvillefarmersmarket](https://www.facebook.com/knoxvillefarmersmarket)

Phone: 641-862-3220

Contact: Kathy Priest

Pella Farmer's Market

May through October, Tuesday 3-6 pm & Saturday 9am-12 pm

First Reformed Church (parking lot) 603 Broadway in Pella

On Facebook: [Pella Farmer's Market](https://www.facebook.com/PellaFarmer'sMarket)

Phone: 641-628-4581

Volunteer Market Manager: Vivian Rippentrop

Pleasantville Farmer's Market

Wednesday's starting after the 4th of July through the second week in October

3:30pm-6:30pm

Across from Casey's & Stoneridge Dental in the parking lot on Pleasant Street WIC

Certified – No cost to set up a booth

Cell Phone: 515-210-6477 Market Manager: Sharon Thill

Girl Scouts of Greater Iowa

10715 Hickman Road

Website: www.girlscoutsiowa.org

Des Moines, IA 50322

Phone: 515-278-2881

Toll Free: 1-800-342-8389

Boy Scouts

1659 East Euclid

Website: www.bsa.ia.org

Des Moines, IA 50322

Phone: 515-266-2135 or Toll Free: 1-800-999-7268

4H Program

ISU Extension Office

Website: www.extension.iastate.edu/Marion

210 N. Iowa Street, P.O. Box 409

Knoxville, IA 50138

Phone: 641-842-2014

COUNSELING & CONSULTATION SERVICES

Addictions Recovery Center

Outpatient substance abuse treatment: evaluations and aftercare for adults

410 E. Robinson

Knoxville, IA 50138

***Court mandated drunk driving classes**

641-842-2813

Bankruptcy Education and Counseling

*See Consumer Credit Counseling 1-800-714-4388

Bethany Christian Services

Pregnancy counseling and adoption services for women

617 Franklin St

Fax: 641-628-1579

Pella, IA 50219

E-mail: bcsdesmoines@bethany.org

Phone: 641-628-3247

Website: www.bethanyiowa.org

or 515-729-3121

Birthright of Knoxville

Free and confidential pregnancy tests available

111 E Marion
Knoxville, IA 50138
Phone: 641-842-5683
or 1-800-550-4900

Website: www.birthright.org

First Time Homebuyer Counseling

*See Consumer Credit Counseling 1-800-714-4388

YESS (Youth Emergency Services & Shelter)

Serving children age 0-19 (Integrated Health providers for children in Marion County)

918 SE 11th Street
Des Moines, IA 50309
Phone: 515-557-2270

24hr Access Line: 515-802-0538

Foreclosure Mitigation

*See Consumer Credit Counseling 1-800-714-4388

Optimae Behavioral Health Services

Provides qualified Mental Health Professionals who believe in providing all services in a healing environment that encourages every person to find the quality life they want for themselves. We serve children, adolescents and adults, providing psychiatric and psychotherapy services for a variety of Mental Health issues.

204 E. Robinson St
Knoxville, IA 50138
Phone: 515-243-3525 ext. 300

Website: www.optimaelifeservices.com

Optimae Community Support Services

Provides individualized supportive community based services to persons living with mental illness, intellectual disability, or brain injury. These services are provided in either one of Optimae's residential sites or in the individual's home or community and assists him or her in living as independently as possible.

204 E. Robinson St
Knoxville, IA 50138
Phone: 641-205-8059

Website: www.optimaelifeservices.com

Crisis Center and Women's Shelter

Domestic Abuse Services serving: Appanoose, Davis, Jasper, Jefferson, Keokuk, Lucas, Mahaska, Marion, Monroe, Poweshiek, Wapello & Wayne counties

P.O. Box 446
Ottumwa, IA 52501
Phone: 1-800-464-8340
or 641-683-1750

24 Hour Crisis Line: 1-800-464-8340
Fax: 641-684-4676

Consumer Credit Counseling

Nonprofit organization offering free financial counseling and free foreclosure mitigation. Debt management planning, bankruptcy education and counseling and reverse mortgage counseling may require a nominal fee. (There are counseling centers in several central Iowa communities or can be done by phone.)

Main Office: 1003 W 4th St
Waterloo, IA 50702

Website: www.cccsia.org

Phone: 1-800-714-4388

Central Iowa Office: Mid-Iowa Credit Counseling

Park Fair Mall

Phone: 1-888-272-4118

100 E Euclid Ave, Suite 157

Email: dmmanager@cccsia.org

Des Moines, Iowa 50313

Crossroads of Pella

Free counseling

712 Union St., Suite 301

Fax: 641-628-3181

Pella, IA 50219

E-mail: crossroadspella@windstream.net

Phone: 641-628-1212

Website: www.crossroadspella.org

Des Moines Pastoral Counseling Center

Offers full-range of general and psychotherapy services, fees based upon client's ability to pay

8553 Urbandale Ave

Fax: 515-255-5697

Urbandale, IA 50322

E-mail: info@dmpcc.org

Phone: 515-274-4006

Website: www.dmpcc.org

***Takes most insurance**

First Resources Corporation

Counseling and mental health services for adults and children

1907 17th Ave E

Website: www.firstresources.us

Oskaloosa, IA 52577

Phone (Main Office): 641-622-2543

Phone (Oskaloosa): 641-673-1421

Life Leadership

315 Main St.

Website: www.lifeleaders.org/

Pella, Iowa 50209

Phone: 641-628-1723

Foundations Christian Counseling & Consulting, LLC.

401 Huber St. Ste. #102

Pella, Iowa 50219

Phone: 641-628-9966

Website: www.foundationschristiancounseling.net

Employee & Family Resources | EFR

501 SW 7th Street, Suite G
Des Moines, Iowa 50314
Phone: 515-471-2327

Website: www.efr.org

HCI Care Services

Offers end of life counseling and support for patients, patient families and those losing a loved one

213 E Main St, Suite 103
Knoxville, IA 50138
Phone: 641-842-4312
or 1-800-350-9209

Website: www.hospiceofcentraliowa.org

1st Street Wellness

210 S. 1st St.
Knoxville, IA 50138
Counseling Services

Individual Psychotherapy, Family Counseling, Couples Counseling, & Parent Counseling in a variety of issues related to home, family, and work/career. Some examples are domestic abuse, depression, eating disorders, grief & loss, mood & anxiety disorders, obesity, obsessive-compulsive disorder, panic disorder, self-esteem issues, stress management, and sexual abuse.

Rhonda Thompson, LISW Phone: 641-218-4997

Email: rthompson60rt@gmail.com

Massage Therapy Services

-Knoxville Therapeutic Massage by Sherry Luedtke, RN, LMT-Phone: 641-891-4900

Email: kvillemassage@gmail.com

-equilibria Therapeutic Massage by Allysa Spear, LMT-Phone: 515-249-7336

Email: equilibrialmt@gmail.com

Jack Reichert, PHD 410

E Robinson St. Knoxville,
IA 50138 Phone: 641-
842-7237

Integrative Counseling Solutions

Mental health assessment, counseling, skill development, and referral for adults, children, teens and families. school-based mental health in Knoxville & Pleasantville schools. Psychiatry, medication management and co-occurring services

909 W. Pleasant
Knoxville, IA 50138
Phone: 641-842-4357

Website: www.integrativecounselingsolutions.com

Fax: 515-267-1355

Iowa Concern Hotline (24hr)

Confidential assistance regarding legal, emotional or financial stress

Phone: 1-800-447-1985

E-mail: legalexpert@iastate.edu

Website: www.extension.iastate.edu/iowaconcern/

Orchard Place Child Guidance Center

State-accredited mental health center for children and families

808 Fifth Ave

Des Moines, IA 50309

Phone: 515-244-2267

Fax: 515-244-1922

Website: www.orchardplace.org

Pathways of Pella

Offers confidential pregnancy support services

703 Main St.

Pella, IA 50219

Phone: 641-628-4827 or 1-800-395-4357

Website: www.pathwayspella.org

E-mail: pathwayspella@pathwayspella.org

Pine Rest Christian Mental Health Services

Provides therapy for children, adolescents, adults and families.

Also provides psychiatric medication management and psychological testing services.

2611 Washington St

Pella IA 50219

Phone: 641-628-9599

or 1-800-274-9278

Fax: 641-621-1493

Website: www.pinerest.org

Pregnancy & Postpartum HOPEline

Many pregnant moms and new parents feel sad, worried, anxious, and overwhelmed. Our free and confidential HOPEline can connect you with help and resources. Calls returned within 1 business day.

1-844-PMD-HOPE (1-844-763-4673)

pinerest.org/PMDHope

Pregnancy & Postpartum Support Groups

Provides education and support for women who experience a mood or anxiety disorder during pregnancy and/or two years postpartum.

Pine Rest Christian Mental Health Services

2611 Washington Street

Pella, IA 50219

641-628-9599

Website: www.pinerest.org

pinerest.org/PMDHope

Reverse Mortgage Counseling

*See Consumer Credit Counseling 1-800-714-4388

Teen Pregnancy and Parenting Program

House of Mercy

1409 Clark St

Des Moines, IA 50314

Phone: 515-643-6500

or 1-800-796-5730

Fax: 515-643-6598

Website: www.houseofmercydesmoines.org

***No longer a walk-in clinic**

DISABILITY SERVICES

CROSS Mental Health Region (Formerly Marion County CPC)

**Now housed in the Marion County Public Health Department building*

County Rural Offices of Social Services works to improve health, hope, and successful outcomes for the adults in our region who have mental health disabilities and intellectual/developmental disabilities, including those with multi-occurring issues with other complex human service needs. CROSS serves Clarke, Decatur, Lucas, Marion, Monroe, Ringgold, and Wayne Counties.

2003 N. Lincoln

Fax: 641-842-3442

P.O. Box 152

Knoxville, IA 50138

Website: www.crossmentalhealth.org

Phone: 641-828-8149

FREE 24 HOUR HELPLINE: 1-844-430-8520 Feeling sad, scared, or unsafe?

Christian Opportunity Center

Provides residential supports through community residential homes or in the persons own home, for people with Intellectual Disabilities, chronic mental health concerns , brain injury, physical or developmental disabilities. Serving Marion, Mahaska, Warren, Polk and Dallas Counties.

1553 Broadway St

Fax: 641-628-8682

PO Box 347

E-mail: info@christianopportunity.org

Pella, IA 50219

Website: www.christianopportunity.org

Phone: 641-628-1162

Handicapped Equipment Lending Program (HELP)

5185 W 58th St N

E-mail: wilsand96@yahoo.com

Newton, IA 50208

Phone: 641-792-5220

Cell Phone: 641-521-1153

Iowa Compass

Information for Iowans with disabilities and the people that work with them

100 Hawkins Dr, Room 295

Website: www.iowacompass.org

Iowa City, IA 52242

E-mail: iowa-compass@uiowa.edu

Phone: 1-877-686-0032 TTY

or 1-800-779-2001

Tenco Inc.

Provides residential supports for persons having a chronic mental health diagnosis, brain injury or intellectual disability. Supports can be provided in the person's own home, a community home, or a residential care facility.

1111 Newbold St

Fax: 641-828-6150

Knoxville, IA 50138

Website: www.tenco.org

Phone: 641-828-6281

Southeast Iowa Case Management

It is the mission of Southeast Iowa Case Management, (SICM) to assist MH/ID/DD/BI individuals in achieving their greatest potential and to maximize their quality of life. SICM promotes consumer driven services based upon the person's strengths and needs and will assist individuals in the process of increasing independence in settings that are least restrictive, age appropriate, and integrated into the community. Case Managers will inform individuals of their rights and responsibilities as citizens, investigate an array of funding options and encourage the use of natural supports in the individual's community.

207 West 2nd St., Suite 3 P.O. Box 1626

Ottumwa, IA 52531

Phone: 641-684-6399

Email: sicm3@seiwocasemgmt.com

Child Health Specialty Clinic

123 East Third Street, Suite 2

Ottumwa, IA 52501

Phone: 641-682-8145

Website: www.chcsi.org

Iowa Protection and Advocacy Services

950 Office Park Road

West Des Moines, IA

Phone: 515-278-2502 or 1-800-779-2502

Website: www.disabilityrightsiowa.org

Iowa Vocational Rehabilitation Services 15260

Truman Street, Suite 4

Ottumwa, IA 52501

Phone: 641-682-7569

DENTISTS

-Knoxville:

Dental Designs by Holst & Associates

401 East Robinson St., P.O. Box 562

Knoxville, IA 50138

Phone: 641-828-8778

Website: www.dentaldesignsknoxville.com

Dr. Travis Egesdal DDS

112 S. 1st St.

Knoxville, IA 50138

Phone: 641-842-5288

Ancell Dental

112 S. 1st St.

Knoxville, IA 50138

Phone: 641-842-2683

Dr. Lee O. Willham DDS PC

112 S. 1st St.
Knoxville, IA 50138
Phone: 515-537-9330

Website: www.willhamortho.com

Knoxville Dental Center P.C.

211 S. 2nd St.
Knoxville, IA 50138
Phone: 641-828-7777

Website: www.knoxville-dental-center.com

–Pella:

Dahm Dental

2018 Washington St.
Pella, IA 50219
Phone: 641-628-2468

Website: www.dahmdental.com

Recker Dental Care PC

2114 Washington Street
Pella, IA 50219
Phone: 641-628-1604

Website: www.reckerdentalcare.com

Pella Family Dentistry

2300 Washington St.
Pella, IA 50219
Phone: 641-628-2671

Website: www.pellafamilydentistry.com

Pella Dental Special

715 Main St.
Pella, IA 50219
Phone: 641-628-9195

Allen Family Dentistry

839 Broadway
Pella, IA 50219
Phone: 641-628-1121

Website: www.pellasmiles.com

Dr. Gregory P. Vanucci, DDS (Oral Surgeon)

2601 Washington St.
Pella, IA 50219
Phone: 641-628-2011

–Pleasantville:

Stoneridge Dental PLC

1008 W. Pleasant Street
Pleasantville, IA 50225
Phone: 515-848-3691

Website: www.stonerridgedental.org

Ocean Dental

1345 E. University Ave., Suite 302
Des Moines, IA 50316
Phone: 515-264-9022

Website: www.oceandental.net

DISASTER ASSISTANCE

American Red Cross

2116 Grand Avenue Des
Moines, IA 50312 Phone:
515-243-7681

EDUCATION - Family-Based

Children and Families of Iowa

Offers child care activities in center and home-based environments

Child Development Center
1111 University Ave
Des Moines, IA 50314
Phone: 515-288-1981

Fax: 515-288-9109 and 515-246-1245
E-mail: contactus@cfiowa.org
Website: www.cfiowa.org

Children in the Middle Classes - Family Development Associates

Provide children in the Middle and Mediation Education classes for parents in Marion County and the surrounding area who are separating or divorcing

Family Development Associates
PO Box 11231
Cedar Rapids, IA 52410
Phone: 1-800-261-5097

Registration & Class Schedule online at
Website: www.family-development.org
E-mail: www.cim2007@msn.com

Crossroads of Pella Parent Education

Offers parent education, child abuse prevention programming, and internet safety programs

Pella Community Center
712 Union St, Room 301
Pella, IA 50219
Phone: 641-628-1212

Fax: 641-628-3181
Email: pambettger@gmail.com
E-mail: crossroadspella@windstream.net
Website: www.crossroadspella.org

Families First of Pella

Offers activities to strengthen bonds, character and literacy within the family unit

210 University Ave
Pella, IA 50219
Phone: 641-628-8331

E-mail: famfirst@iowatelecom.net
Website: www.familiesfirstofpella.org

Family Development & Self Sufficiency Program FaDSS Program - MICA

Working to obtain self-sufficiency for our families.

3014 East Main P.O.Box 581
Knoxville, IA 50138
Phone: 641-691-8270

Website: www.micaonline.org

Heartland AEA

Consultation for families and students with disabilities

1402 N Lincoln St
Knoxville, IA 50138
Phone: 641-842-2719
1-800-670-4729

Fax: 641-842-2925

Website: www.heartlandaea.org

ISU Extension-Marion County

210 North Iowa Street
Knoxville, IA 50138
Phone: 641-842-2014

Website: www.extension.iastate.edu/marion/

Parents as Teachers Group Meetings-"Parent Cafe"

Early childhood parent group education

Marion County Public Health
2003 N. Lincoln
Knoxville IA. 50138
Phone: 641-828-2238

Fax: 641-842-3442

Website: www.marionph.org

Find us on Facebook—Marion County Public
Health Department

Parents As Teachers

Early childhood parent education and family support program offering in-home parental education

Marion County Public Health
2003 North Lincoln
Knoxville, IA 50138
Phone: 641-828-2238

Fax: 641-842-3442

Website: www.marionph.org

Find us on Facebook—Marion County Public
Health Department

EDUCATION - College

Central College

812 University Ave
Pella, IA 50219
Phone: 641-628-9000
or 1-877-462-3687

Website: www.central.edu

Des Moines Area Community College (DMACC)

Continuing education through community college with several campuses in central Iowa

Phone: 515-964-6200
Toll Free: 1-800-362-2127

Website: www.dmacc.edu

EDUCATION - Elementary, Middle, High School & Higher Education

GOAL Alternative School

Alternative learning environment for those wanting to achieve a high school diploma or equivalent

1811 W. Madison

Website: www.knoxville.k12.ia.us/Goal

Knoxville, IA 50138

Phone: 641-842-4533

Knoxville Schools Admin. Office 641-842-6551

Knoxville Community School District

309 W Main St

Fax: 641-842-2109

Knoxville, IA 50138

Website: www.knoxville.k12.ia.us

Phone: 641-842-6551 (Admin office)

641-842-6527 North Star Elem

641-842-3315 Middle School

641-842-2185 West Elem

641-842-2173 High School

Melcher-Dallas Community School District

210 S Main St

Fax: 641-947-5002

PO Box 489

Website: www.melcher-dallas.k12.ia.us

Melcher, IA 50163

Phone: 641-947-2321 ext. 2

641-947-3151 Elem School

641-947-3731 High School ext 1

Pella Christian Schools

300 Eagle Lane (high school)

Fax: 641-628-3530

216 Liberty St. (grade school)

Fax: 641-628-9560

Pella, IA 50219

E-mail: office@pceagles.org

Phone: 641-628-4440 High School

Website: www.pceagles.org

641-628-2414 Grade School

Pella Community School District

210 E University St

Fax: 641-628-1116

Pella, IA 50219

Website: www.pellaschools.org

Phone: 641-628-1111 Admin Office

641-628-8267 Jefferson Intermediate

641-628-3970 Lincoln Elem

641-628-4784 Middle School

641-628-4638 Madison Elem

641-628-3870 High School

Pleasantville Community School District

415 Jones St

Fax: 515-848-0561

Pleasantville, IA 50225

Phone: 515-848-0555 Superintendent

Website: www.pleasantville.k12.ia.us

515-848-0566 Elementary

515-848-0528 Middle School

515-848-0541 High School

Twin Cedars Elementary and High Schools

2204 Hwy G-71
Bussey, IA 50044
Phone: 641-944-5241 Superintendent
641-944-5243 High School

Fax: 641-944-5824
Website: www.twincedars.k12.ia.us
641-944-5245 Elementary School

EDUCATION - SPECIAL SERVICES

Mid-Iowa Small Business Development Center

400 Locust, Suite 160
Capital Square Building
Des Moines, IA 50309
Phone: 515-331-8954

Website: www.iowasbdc.org
Email: iowasbdc.org (Des Moines)
***NO FEES EVER; helps with all small business needs**

Upward Bound (pre-college)

Applicants are at-risk students from participating middle and high schools whose supporting, adoptive or natural parents do not have a four-year degree

Central College
812 University Ave
Campus Box 0182 Pella,
IA 50219 Phone: 641-
628-5246

ELECTED OFFICIALS

Marion County Board of Supervisors

Court House
214 E Main St
Knoxville, IA 50138
Phone: 641-828-2231

Website: www.co.marion.ia.us/offices/bos

U.S. Representative Dave Loebsack

125 South Dubuque Street
Iowa City, IA 52240
Phone: 319-351-0789
Fax: 319-351-5789

National Office:
1527 Longworth House Office
Washington, D.C. 20515
Phone: 202-225-6576

U.S. Senator Chuck Grassley 721

Federal Building
210 Walnut
Des Moines, IA 50309
Phone: 515-288-1145
Fax: 515-288-5097

National Office:
135 Hart Senate Building
Washington, D.C. 20515
Phone: 202-224-3744

U.S. Senator Joni Ernst

733 Federal Building
210 Walnut
Des Moines, IA 50309
Phone: 515-284-4574
Fax: 515-284-4937
Phone: 202-224-3254

National Office:
111 Russell Senate Office Building
Washington, D.C. 20510

**EMPLOYMENT SERVICES State
of Iowa Workforce Center**

430 Grand Ave.
Des Moines, IA 50309
Phone: 515-281-9619

Website: www.iowaworks.org

Experience Works, Inc.

2973 100th St., Suite 8
Urbandale, IA 50322
Phone: 515-243-2430
toll free Phone: 1-877-314-7385

Website: www.experienceworks.org

Iowa Works of Ottumwa

15260 Truman Street
Ottumwa, IA 52501
Phone: 641-684-5401

Website: www.experienceworks.org

Project Iowa

Job opportunities in: Advanced Manufacturing, Welding, and Financial Services.

Must be 18 and over, a U.S. Citizen or legal resident, have a HS diploma or GED and strong work ethic

Phone: 515-280-1502 (Ask for Melissa)

WeLIFT Jobsearch Center

Provides FREE job search assistance, training, and classes to help prepare you for career readiness (can provide some services over the phone)

106 East 2nd Avenue (HWY 92)
Indianola, IA 50125
Phone: 515-962-5017

Website: www.weliftjobsearch.org
Email: weliftjobsearch@gmail.com

Iowa Employment Solutions

*Job search support (child care & transportation) for families who qualify for the Family Investment Program (FIP).
Program eligibility is determined by the Department of Human Services.*

3014 E Main St
Knoxville, IA 50138
Phone: 641-842-6566

Email: Douglas.Brooks@iwd.state.ia.us

Job Corp Office

Phone: 1-800-733-5627

Website: www.jobcorps.gov

Iowa Vocational Rehabilitation Services

15260 Truman Street, Suite 4

Ottumwa, IA 52501

Phone: 641-682-7569

Knoxville Location: 306 N Sherman

P.O. Box 478, Knoxville, IA 50138

Knoxville Phone: 641-828-6982

Website: www.ivrs.iowa.gov

GROUP HOMES

ChildServe

Supports children with special healthcare needs on a short- and long-term basis

5406 Merle Hay Road, PO Box 707

Fax: 515-727-8757

Johnston, IA 50131

Website: www.childserve.org

Phone: 515-727-8750

Christian Opportunity Center

Provides residential supports through community residential homes or in the persons own home, for people with Intellectual Disabilities, chronic mental health concerns , brain injury, physical or developmental disabilities. Serving Marion, Mahaska, Warren, Polk and Dallas Counties.

1553 Broadway St

Fax: 641-628-8682

PO Box 347

E-mail: info@christianopportunity.org

Pella, IA 50219

Website: www.christianopportunity.org

Phone: 641-628-1162

HEALTH CARE SERVICES & MEDICAL ASSISTANCE

***See also Private Health Care Providers and Public Health Care Providers American Cancer Society**

Phone: 1-800-227-2345

Health Insurance Plan of Iowa (HIPIOWA)

Provides Health Insurance coverage to Iowa residents who have been denied coverage

PO Box 1090

Website: www.hipiowa.com

2015 16th St

Great Bend, KS 67530

Phone: 1-877-793-6880

Affordable Care Act

Health Insurance Marketplace

Dept. of Health and Human Services

Website: www.healthcare.gov

465 Industrial Blvd.

Iowa Website: www.healthinsurance.org/iowa/

London, KY 40750-0001

State of Iowa

Phone: 1-800-318-2596

Phone: 1-800-987-6810

Infant Care - Text4Baby

New and expectant moms receive 3 text messages each week that provide education on topics such as birth defects prevention, immunizations, nutrition and mental health

Email: info@text4baby.org

HEALTH CARE PROVIDERS - Private

HOME HEALTH SERVICES

HCI Care Services

213 E Main St, Suite 103

Knoxville, IA 50138

Phone: 641-842-4312

1-800-350-9209

Website: www.hcicareservices.org

Hospice of Pella

505 Union St

Pella, IA 50219

Phone: 641-620-5050

641-620-5065 (Comfort House)

Fax: 641-620-5080

Website: www.pellahealth.org

Optimae Home Health Services / Nurse in the House

Provides a variety of in-home services including Skilled Nursing, Home Health Aide, Homemaker Services, Physical, Occupational and Speech Therapy. Optimae Home Health specializes in Psychiatric Nursing.

204 E. Robinson St

Knoxville, IA 50138

Phone: 515-277-0134

Website: www.optimaeliveservices.com

Quality Home Care Professionals Inc.

101 E Marion St

Knoxville, IA 50138

Phone: 641-828-7889

Toll-free: 1-877-760-7889

Fax: 641-828-6119

E-mail: qhcp@iowatelecom.net

Website: www.ghcp.org

Home Health Care

Pella Regional Health Center

505 Union St.

Pella, IA 50219

Phone: 641-628-6638

Fax: 641-628-6664

Website: www.pellahealth.org

Iowa Home Care LLC

2521 Washington Street

Pella, Iowa 50219

Phone: 641-620-1528

Website: www.iowahomecare.com

WesleyLife Home Care Services Marion County

607 East 3rd Street
Pella, IA 50219
Phone: 641-651-0103

Website: www.wesleylife.org/home-health

Home Instead

709 Main Street
Pella, IA 50219
Phone: 641-620-1174

Website: www.homeinstead.com

Hospitals & Clinics

Knoxville Hospital & Clinics

For a complete list of physicians and services offered please visit their website listed below

1002 S. Lincoln St
Knoxville, IA 50138
Phone: 641-842-2151

Website: www.knoxvillehospital.org

Dr. Earl J. McKeever Clinic (Knoxville)

For a complete list of physicians and services offered please visit their website listed below

1202 W Howard Street
Knoxville, IA 50138
Phone: 641-828-7211

Website: www.knoxvillehospital.org/clinics

Pleasantville Clinic

104 North Washington Street
Pleasantville, IA 50225
Phone: 515-848-3113

Website: www.knoxvillehospital.org/clinics

E.J. McKeever Medical Center (Melcher)

113 North Main Street
Melcher, IA 50163
Phone: 641-947-2121

Website: www.knoxvillehospital.org/clinics

Pella Regional Health Center

For a complete list of physicians and services offered please visit their website listed below

404 Jefferson St
Pella, IA 50219
Phone: 641-628-3150

Website: www.pellahealth.org

Medical Clinic in Pella

For a complete list of physicians and services offered please visit their website listed below

405 Monroe
Pella, IA 50219
Phone: 641-621-2200 – ask for the clinic doctor's office you are needing

Website: www.pellahealth.org/locations

Medical Clinic in Knoxville

For a complete list of physicians and services offered please visit their website listed below

1208 N. Lincoln
Knoxville, IA 50138
Phone: 641-828-3832

Website: www.pellahealth.org/locations

Medical Clinic in Bussey

For a complete list of physicians and services offered please visit their website listed below

411 Merrill Street
Bussey, IA 50044
Phone: 641-944-5813

Website: www.pellahealth.org/locations

Medical Clinic in Monroe

For a complete list of physicians and services offered please visit their website listed below

100 East Sherman
Monroe, IA 50170
Phone: 641-259-2155

Website: www.pellahealth.org/locations

Medical Clinic in Sully

For a complete list of physicians and services offered please visit their website listed below

704 Third Street
Sully, IA 50251
Phone: 641-594-3150

Website: www.pellahealth.org/locations

Medical Clinic in Ottumwa

For a complete list of physicians and services offered please visit their website listed below

920 N. Quincy Ave.
Ottumwa, IA 52501
Phone: 641-455-5200 or 1-888-455-5582

Website: www.pellahealth.org/locations

Dr. Kurt R. Vander Ploeg MD

Family Practice

615 Washington St.
Pella, IA 50219
Phone: 641-628-2222

Vermeer Family Clinic

ONLY FOR VERMEER EMPLOYEES AND THEIR FAMILIES

1610 E Vermeer Rd.
Pella, IA 50219
Phone: 641-628-3783

Free Clinics

Good Samaritan Free Clinic

First United Methodist Activity Center
308 E Robinson, PO Box 344
Knoxville, IA 50138
Phone: 641-842-3712

Pella First Reformed Church
605 Broadway Ave
Pella, IA 50219
Phone: 641-628-3943

Hotlines & Information

1-800-Bets-OFF

Hotline of the Iowa Gambling Treatment program. Address gambling concerns for yourself or others
Phone: 1-800-238-7633 Website: www.1800betsoff.org

Dependent Adult and Child Abuse Reporting Hotline

1-800-362-2178 Child
1-800-362-2178 Dependent Adult
Website: www.dhs.iowa.gov/report-abuse-and-fraud

Domestic Abuse Hotline

1-800-799-7233 National *No Fees, No names, No judgement
1-800-284-7821 Iowa
1-800-770-1650 Domestic Abuse Helpline

Pregnancy & Postpartum HOPEline

Many pregnant moms and new parents feel sad, worried, anxious, and overwhelmed. Our free and confidential HOPEline can connect you with help and resources. Calls returned within 1 business day.
1-844-PMD-HOPE (1-844-763-4673)
pinerest.org/PMDHope

Sex Abuse Hotline

1-800-270-1620

Teen Line

Personal and health related information and referral 1-800-443-8336

Girls and Boys Town National Hotline

24-hour national hotline with professional counselors for intervention and referrals
1-800-448-3000
Website: www.boystown.org

211 United Way Information & Referral

Connects people to resources, contacts and programs to help in crisis situations E-mail: 211@desmoines-redcross.org
Phone: 515-246-6555 Website: www.211.org

HOUSING (Subsidized & Low-Income)

Fair Haven West

Assisted and independent living for the elderly

604 E Second St
Pella, IA 50219
Phone: 641-620-9163

Habitat for Humanity of Marion County

We partner with families and communities to build affordable decent housing

P.O. Box 229
Knoxville, IA 50138
Phone: 641-828-8844

E-mail: director@marionhfh.org
Website: www.hfhmci.org

Helping Hands Temporary Housing

110 W Main St
Knoxville, IA 50138
Phone: 641-842-6933

Housing Parks

KNOXVILLE
1007 Kermit Dr
Knoxville IA 50138
Phone: 515-999-9160

MELCHER
106 & 108 SE Fourth St
Melcher IA 50163
Phone: 515-999-9160

PLEASANTVILLE
200 N Columbus
Pleasantville IA 50225
Phone: 515-999-9160

Knoxville Housing Agency

*Subsidized rental housing and Section 8 voucher rental assistance for low-income and disabled persons ***For the cities of Knoxville and Pella only***

305 S Third St #1
Knoxville, IA 50138
Phone: 641-828-7371

Fax: 641-828-6911

Oakview Apartments

1017 Levin Dr
Knoxville, IA 50138
Phone: 641-842-5663

The Villas at Fox Pointe (Tax Credit Apartments)

1801 Madelyn Drive
Knoxville, IA 50138
641-205-8893 (Phone)
641-205-8895 (Fax)

Manager: Karla Jennings
villasfoxpointe@gmail.com

LAW ENFORCEMENT & CRIME PREVENTION

Marion County Sheriff's Department

Law Center
211 N Godfrey Ln
Knoxville, IA 50138
Phone: 641-828-2220

Fax: 641-828-7137
Website: www.co.marion.ia.us/offices/sheriff

Knoxville Police Department

305 S Third St
Knoxville, IA 50138
Phone: 641-828-0541

Fax: 641-828-0555
Website: www.cityofknoxvilleia.com

Pella Police Department

614 Main St
Pella, IA 50219
Phone: 641-628-4921

E-mail: pellapd@cityofpella.com
Website: www.cityofpella.com

Pleasantville Police Department

108 W Jackson
Pleasantville, IA 50225
Phone: 515-848-3112

Fax: 515-848-3558
Website: www.discoverpleasantville.com

LEGAL SERVICES

Drake University Legal Services (Outreach)

Phone: 515-271-3851

Iowa Concern Hotline

Financial questions, legal issues, family transitions

Phone: 1-800-447-1985 Website: www.extension.iastate.edu/iowaconcern/

Lawyer Referral Service

Iowa State Bar Association
521 E Locust St, 3rd Floor
Des Moines, IA 52501
Phone: 515-280-7429
1-800-532-1108

E-mail: mhill@iowabar.org
Website: www.iowafindalawyer.com

Iowa Legal Aid Southeast Iowa Regional Office

112 E Third St
Ottumwa, IA 52501
Phone: 1-800-532-1275

Fax: 641-683-3168
Website: www.iowalegalaid.org

Marion County Attorney
Marion County Courthouse
214 E Main St
Knoxville, IA 50138
Phone: 641-828-2223

Fax: 641-828-8854
Website: www.co.marion.ia.us/offices/attorney

MEDICAL SUPPLIERS

Hammer Medical

113 High Avenue East
Oskaloosa, IA 52577
Phone: 641-672-2501 or 1-800-395-5537

Website: www.hammermedical.com

Hammer Medical

914 Court Avenue
Chariton, IA 50049
Phone: 641-774-4600 or 1-800-260-1186

Website: www.hammermedical.com

Sleep and Medical Supply, Inc.

1106 Washington
Pella, IA 50219
Phone: 641-613-3283

Mahaska Drug

206 N. E Street
Oskaloosa, IA 52577
Phone: 641-673-3439

Website: www.mahaskadrug.com

American Home Patient

2604 N Court Ste B
Ottumwa, IA 52501
Phone: 1-800-926-8555 or 641-684-8555 Website: www.ahom.com
Patient Advocate Helpline: 1-877-299-2021 Fax: 641-684-4532
Sleep Support Center: 1-877-221-8763

Long Term Medical Supply Corp

126 N. Howard St.
Indianola, IA 50125
Phone: 515-962-2198

Iowa Home Care LLC-Lifeline

2521 Washington Street
Pella, Iowa 50219
Phone: 641-620-1528

Website: www.iowahomecare.com

Hoveround

6010 Cattleridge Dr.
Sarasota, FL 34232
Phone: 1-800-542-7236

Website: www.hoveround.com

Walgreens (Home Medical Supplies)

200 Wilmot Road
Deerfield, IL 60015
Phone: 1-877-250-5823 Online Inquiries
Phone: 1-800-WALGREENS Store Inquiries

Website: www.walgreens.com/store/c/home-medical-supplies-and-equipment

School Bus Sales Co. (Medical Supply Company)

8832 Swanson Blvd Suite L
Clive, IA 50325
Phone: 515-440-6641

Life Alert

Website: www.lifealert.com
Phone: 1-800-920-3410

Liberator Medical Supply

Phone: 1-800-323-0914
Website: www.liberatormedical.com

Nucara Pharmacy

107 W Main St.
Ottumwa, IA 52501
Phone: 641-684-5453

Website: www.nucara.com

NURSING HOMES, ASSISTED & INDEPENDENT LIVING**Hearthstone-WesleyLife (Fairhaven East)**

Assisted and independent housing for the elderly

607 E Third St Pella, IA 50219
Phone: 641-628-1244

Accura Healthcare of Knoxville (formerly Griffin's)

606 N Seventh St
Knoxville, IA 50138
Phone: 641-842-2187

Fax: 641-842-3527

Hearthstone-WesleyLife (Jefferson Place-Dementia Unit)

From memory loss to rehabilitation services (skilled nursing) short term or long term

413 Jefferson St
Pella, IA 50219
Phone: 641-628-1244

Knoxville Residential

205 N Iowa St P.O. Box 287
Knoxville, IA 50138
Phone: 641-842-4618

Fax: 641-842-6071

Tenco Inc.

Provides residential supports for persons having a chronic mental health diagnosis, brain injury or intellectual disability. Supports can be provided in the person's own home, a community home, or a residential care facility.

1111 Newbold St
Knoxville, IA 50138
Phone: 641-828-6281

Fax: 641-828-6150

Website: www.tenco.org

Homestead of Knoxville (formerly Park Lane Assisted Living)

908 S Park Lane
Knoxville, IA 50138
Phone: 641-828-7878
1-877-580-4800

Website: www.assistedlivingiowa.com

Homestead of Knoxville Memory Care

713 S. Willetts Dr.
Knoxville, IA 50138
Phone: 641-842-3986

Website: www.assistedlivingiowa.com

Hearthstone-WesleyLife (Pella Manor)

Independent living apartments

608 E Second St
Pella, IA 50219
Phone: 641-628-1244

Pleasant Care Living Center

909 N State St
Pleasantville, IA 50225
Phone: 515-848-5718

Fax: 515-848-5596

Vriendschap Village

2602 Fifield Rd
Pella, IA 50219
Phone: 641-628-8260

Website: www.vriendschapvillage.com

West Ridge Nursing & Rehab Center

1904 W Howard St
Knoxville, IA 50138
Phone: 641-842-3153

Fax: 641-828-7082

Windsor Ridge Apartments

1210 Eric Drive
Knoxville, IA 50138
Phone: 641-828-8469

LODGE OF WESTRIDGE

1201 West Jackson
Knoxville, IA 50138 Phone:
641-842-4311

PHARMACIES**Pella Regional Health Center Pharmacy (previously Crown Pharmacy)**

802 Washington Street
Pella, IA 50129
Phone: 641-628-1612

Medicap Pharmacy

318 N Lincoln
Knoxville, IA 50138
Phone: 641-828-7312

HyVee Pharmacy (Knoxville) 809

West Rock Island St.
Knoxville, IA 50138
Phone: 641-842-4717

HyVee Pharmacy (Pella)

118 SE 9th St.
Pella, IA 50219
Phone: 641-628-1590

Walmart Pharmacy (Knoxville) 814

W. Bell Ave
Knoxville, IA 50138
Phone: 641-828-6183

1st Five Program

For Appanoose, Lucas, Marion, Mahaska, Monroe, & Wayne Counties

1st Five is a public-private partnership bridging primary care and public health services in Iowa. The 1st Five model supports health providers in the earlier detection of social-emotional and developmental delays and family risk-related factors in children birth to 5 and coordinates referrals, interventions and follow-up.

Phone: 641-828-2238

Parents as Teachers Group Meetings-”Parent Cafe”

Early childhood parent group education

Phone: 641-828-2238

Parents As Teachers

Early childhood parent education and family support program offering in-home parental education

Phone: 641-828-2238

CROSS Mental Health Region (Formerly Marion County CPC)

****Now housed in the Marion County Public Health Department building***

County Rural Offices of Social Services works to improve health, hope, and successful outcomes for the adults in our region who have mental health disabilities and intellectual/developmental disabilities, including those with multi-occurring issues with other complex human service needs. CROSS serves Clarke, Decatur, Lucas, Marion, Monroe, Ringgold, and Wayne Counties.

2003 N. Lincoln

Fax: 641-842-3442

P.O. Box 152

Knoxville, IA 50138

Website: www.crossmentalhealth.org

Phone: 641-828-8149

FREE 24 HOUR HELPLINE: 1-844-430-8520 Feeling sad, scared, or unsafe?

Maternal & Child Health

For Lucas, Marion, Monroe, Warren, & Wayne Counties

For children 0-21 years old and women who are pregnant, or just had a baby. *This program assists in finding healthcare coverage and healthcare providers or dentists, provides education to promote a health pregnancy, evaluates emotional stress and family adjustment to pregnancy and parenting, arranges transportation to medical and dental appointments, provides nutritional education, and a home visit after you deliver your baby.*

Phone: 641-828-2238

Environmental Health

Private wells (sampling, testing, & plugging), permitting, private septic, Rabies control, public health nuisances, Inspections (tattoo, tanning, & pool), bed bugs, head lice issues, & Radon testing

Phone: 641-828-2238

Adolescent & Adult Immunizations by Appointment

Call the office for the details on who qualifies and to make an appointment

Phone: 641-828-2238

Referral Linking Facilitation “No Wrong Door” – Linking people to the appropriate services

Provides care coordination linkage and referral for health, dental, and social needs inclusive of community resources-call ahead to assure best service

Phone: 641-828-2238

Tobacco Cessation

Stop smoking help and prevention information, education and referral for adult and youth

Phone: 641-828-2238

Care for Yourself – Breast and Cervical Cancer Early Detection Program (BCCEDP) For Lucas, Marion, Mahaska, & Monroe Counties

Provides free mammograms, pap tests, breast and cervical diagnostic testing, and one yearly office visit to women ages 40 to 64 who are uninsured or under-insured, or women who have breast cancer symptoms

Phone: 641-828-2238

SIM (State Innovation Model)

For Appanoose, Clarke, Decatur, Lucas, Marion, Monroe, Ringgold, & Wayne Counties

Iowa will use the SIM grant to implement and evaluate a sustainable health care delivery and payment system that will improve population health, improve patient care, and bend health care cost trends. Through the SIM program, Iowa will align and equip communities to address population needs by collaborating with payers, providers and public health entities. The SIM Test aligns Iowa payers in payment reform that focuses on value; equips Iowa providers with tools to perform in value based, population focused models; and aligns and integrates public health strategies into how health care is delivered. Together, these approaches ensure a robust, statewide transformation to achieve Iowa’s SIM vision, “Transforming Health Care to Improve the Health of Iowans”.

Phone: 641-828-2238

Medicaid Presumptive Eligibility

Assistance with application for Medicaid for immediate needs, provides temporary Medicaid coverage for children ages 0-19, pregnant women, and adults 19-64 that meet the eligibility requirements of the program

Phone: 641-828-2238

CPR Trainings

Pediatric & Adult 1st Aid/CPR Training, Healthcare Provider CPR online CPR Certification

Phone: 641-828-2238

Child Car Seat Technician (Child Passenger Safety Technician)

Free service to anyone on how to correctly install a child car seat in their vehicle

Phone: 641-828-2238

Public Health Maintenance Nursing

Provides home care for uninsured, help with prescription assistance programs, provides disease prevention information, health screenings (blood pressure checks, blood sugar checks, cholesterol checks, & etc.)

Phone: 641-828-2238

Communicable Disease Follow-up

All reportable diseases are communicated to our office through the Iowa Disease Surveillance System (IDSS) from the healthcare provider or laboratory, we then do follow up with the patients to assist with containment by gathering information and providing education on the disease

Phone: 641-828-2238

Tuberculosis (TB) Management

Provides medication monitoring, follow up, and patient education on TB

Phone: 641-828-2238

Community Education

Provides educational sessions about a variety of health & wellness issues for more information contact us at the number listed below or go to our website

Phone: 641-828-2238

******END OF MARION COUNTY PUBLIC HEALTH DEPARTMENT LISTINGS******

RECREATION

Knoxville Recreation Center (KRC)

800 S Park Lane

PO Box 352

Knoxville, IA 50138

Phone: 641-828-0580

Fax: 641-828-0516

E-mail: recdept@discoverknoxville.com

Website: www.discoverknoxville.com

Pella Recreation Center (PRC)

308 SE 9th Street, Suite 100

Pella, IA 50219

Phone: 641-628-4622

General Manager

E-mail: DarrenM@PellaRec.com

Website: www.PellaRec.com

Pella Aquatic Center 602

East 8th Street Pella, IA

50219

Phone: 641-628-1882

Lake Red Rock

Iowa Department of Natural Resources

Campgrounds, equestrian trails and water activities

Elk Rock State Park

811 146th Ave

Knoxville, IA 50138

Phone: 641-842-6008

Website: www.iowadnr.com

Marion County Conservation Board

Cordova County Park

Cabin Rental, Observation Tower, educational programs, hiking and water activities

Phone: 641-627-5935

Roberts Creek County Park

Camping, archery, hiking, disc golf, water activities

Phone: 641-627-5507

U.S. Army Corps of Engineers

Lake Red Rock

Visitor's Center, nature programs, camping, bicycle, hiking trails and water activities

1105 North Hwy T-15

Website: www.lakeredrock.org

Knoxville, IA 50138

Phone: 641-628-8690

641-828-7522

Pella Community Center

712 Union St

Fax: 641-620-0011

Pella, IA 50219

E-mail: comsvc@cityofpella.com

Phone: 641-628-4571

Website: www.cityofpella.com

SENIOR SERVICES

Aging Resources

Serves the 80+ population and their caregivers

5835 Grand Ave, Suite 106

Fax: 515-255-9442

Des Moines, IA 50312

Website: www.agingresources.com

Phone: 515-255-1310

Quality Case Management (QCM)

Nationally accredited case management provider for the Elderly Home and Community Based Waiver Program

125 S. 3rd St.

Knoxville, IA 50138

Phone: 641-828-7800

Marion County Senior Nutrition

Offers meals, services and health programs to elderly individuals

308 E Montgomery St

Fax: 641-828-2173

PO Box 152

E-mail: dallspach@co.marion.ia.us

Knoxville, IA 50138

Website: www.marionph.org

Phone: 641-842-6070

Marion County Senior Centers

Bussey	641-944-5331
Knoxville	641-842-6070
Melcher-Dallas	641-947-3204
Pella	641-628-4273
Pleasantville	515-848-3538

Marion County Public Health Department

Disease prevention, foot care, blood pressure checks, immunizations check for clinic times

2003 North Lincoln	Fax: 641-842-3442
Knoxville, IA 50138	Website: www.marionph.org
Phone: 641-828-2238	Find us on Facebook–Marion County Public
Health Department	

Senior Health Insurance and Information Program (SHIIP)-Knoxville

SHIIP volunteers assist thousands of Iowans each year to understand their Medicare benefits and options through individual counseling sessions, community education, special projects, and making connections in their communities. SHIIP volunteers are available to assist the community at Knoxville Hospital & Clinics on Tuesday from 9 a.m. to 12 p.m. and Thursday from 10 a.m. to 3 p.m. You must make an appointment by calling 641-842-2151.

Knoxville Hospital & Clinics
1002 South Lincoln Street
Knoxville, IA 50138
Phone: 641-842-2151
Website: www.knoxvillehospital.org/community/shiip-program/

Senior Health Insurance and Information Program (SHIIP)-Pella

SHIIP volunteers assist thousands of Iowans each year to understand their Medicare benefits and options through individual counseling sessions, community education, special projects, and making connections in their communities.

Pella Community Center Fax: 641-628-3181
712 Union St, 3rd Floor
Pella, IA 50219
Phone: 641-628-1212
E-mail: crossroadspella@windstream.net
Website: www.crossroadspella.org

Life Line Transitional Program

3125 Douglas Ave, Suite 100
Des Moines, IA 50310
Phone: 515-256-8001 ext. 120
Website: www.life-lineresources.com

Social Security Administration 2429

Northgate St - Suite A
Ottumwa, IA 52501
Phone: 1-800-772-1213
1-866-964-7394
Website: www.ssa.gov
E-mail: rose.hill@ssa.gov

Helping Hands

Short term or transitional housing

110 W. Main St
Knoxville, IA 50138
Phone: 641-842-6933

Mom's Meals

3210 SE Corporate Woods Dr.
Ankeny, Iowa 50021
Phone: 1-877-508-6667

Website: www.momsmeals.com

Sister's Homestyle Entrees

619 Sumner Avenue
Humboldt, IA 50548
Phone: 515-332-1928

Website: www.sistersentrees.com

Connect America/Medical Alert

Jerri McCracken
228 Third Street- Box 220
Parkersburg, IA 50665
Cell: 319-231-0932

www.medalert.net

Assurance Wireless-Lifeline Cell Phone Provider (Virgin Mobile)

Enrollment is available to individuals who qualify based on federal or state-specific eligibility criteria. You may qualify if you are on certain public assistance programs, like Medicaid or Supplemental Nutrition Assistance Program (SNAP). You can also qualify based on your household income. You must provide proof of program participation or proof of income.

P.O. Box 686
Parsippany, NJ 07054
Phone: 1-888-321-5880 Website: www.assurancewireless.com

SUPPORT GROUPS

24/7 Dad's

A program of Children & Families of Iowa-Free 12 week group for dads-Topics Include: Childhood Male Role Models, Communication between Father and Child, Good Fathering Practices, & Co-parenting. Topics change each meeting

Phone 641-799-2464

Coordinator: Larry Reisch

Email: larryr@cfiowa.org

Adoption & Foster Support Groups Pella,

IA 50219

Phone: 641-831-3002

Adult Bereavement Group

Hospice of Central Iowa

Phone: 641-842-4312

Hospice of Pella

Phone: 641-620-5050

Alcoholics Anonymous (AA)

Meeting time & locations available for Marion County

Crossroads of Pella

Phone: 641-628-1212

Email: crossroadsofpella@windstream.net

Alzheimer's Disease Family Support Group Phone:

641-628-9850

Battered Women Support Group

Crisis Intervention Services

Phone: 1-800-270-1620 (Sexual Assault Crisis Line)

641-673-0336 (Office)

Mom's with Hope

Mothers that have lost babies or children of any age

Hospice of Pella

Phone: 641-620-5050

Survivor's Support Group

Suicide support group

Hospice of Pella

Phone: 641-620-5050

Bereavement Support Group

General grief support group

Hospice of Pella

Phone: 641-620-5050

Empty Cradle (SIDS & Miscarriage)

Provides support for families who have experienced miscarriage, stillbirth or early infant loss

Pella Regional Health Center

404 Jefferson St

Pella, IA 50219

Phone: 641-621-2351

The Safe Place-Suicide Bereavement Support Group

Meets 6:30pm-8:00pm on the 1st Thursday of each month-no charge

Each survivor grieves their own way. There is no time table for grief. Not every survivor will experience the same reaction or emotions. Our purpose is to provide a safe, confidential environment that we may process our feelings and emotions and to offer comfort and understanding to participants working through the grief process.

Celebrate Church (directly across from the racetrack)

1005 N. Lincoln

Knoxville, IA 50138

Phone: 641-891-5912

Contact: Shelly Braley

Email: Rochelle@iowatelecom.net

Divorce Care

First Federated Church
4801 Franklin Ave
Des Moines, IA 50310
Phone: 515-255-2122

Fax: 515-255-0052
Website: www.firstfederated.org

Eating Disorders Support Group

Phone: 515-241-8686

Grief Counseling, Support Groups & Resources

Offered free of charge to any community member experiencing grief of a family member or friend. Anyone is welcome. Our social work helps children, teens, and adults throughout the journey of grief, no matter where you are in the grief process-no matter how long it has been since your loss.

Hospice of Pella
Phone: 641-620-5059

Narcotics Anonymous VA

Medical Clinic Center
Phone: 641-842-3101

Pregnancy & Postpartum Support Groups

Provides education and support for women who experience a mood or anxiety disorder during pregnancy and/or two years postpartum.

Pine Rest Christian Mental Health Services
2611 Washington Street
Pella, IA 50219
pinerest.org/PMDHope
641-628-9599

Website: www.pinerest.org

For more information on group time and location call the number listed above.

Post Partum Support Group

Integrative Counseling Solutions

107 S. Third St. Suite 3
Knoxville, IA 50138
Phone: 641-842-HELP (4357)

Website:
www.integrativecounselingsolutions.com

Quit Smoking help see [ADVOCACY/OUTREACH/REFERRAL](#) - Tobacco Cessation and Public Health

TRANSPORTATION

Amtrak

210 West Main Street
Ottumwa, IA 52501
641-682-3876

Website: www.amtrak.com

Heart of Iowa Regional Transit Agency (HIRTA) Public Transit

ANYONE can ride – 24 hr. advanced notice: Trips must be scheduled 24 hrs. in advance by calling the number listed below

Phone: 1-877-686-0029

Website: www.rideHIRTA.com

How to Ride – Three Easy Steps to Ride HIRTA

1. Schedule a ride.

Get started by calling 1-877-686-0029 and let us know the date, time and destination. You can also schedule a ride directly through your county provider. To ensure a ride, a 24-hour advanced reservation is recommended. To change or cancel your ride, please call us as soon in advance as you can. If you don't cancel and the bus arrives to pick you up, you will be considered a no-show and may be charged a no-show fee. Learn more about HIRTA Service Policies.

2. Get on the bus.

It is always a good idea to be ready for your pick up at least 5 minutes early. If you need assistance, the driver can assist you to and from your door to the bus, and from the bus to your door.

3. Ride safely.

All passengers must be seated and wear their seatbelt. If you use a wheelchair or scooter, or need additional assistance, our drivers will make sure you are secure.

MCO TRANSPORTATION SERVICES INFORMATION

Amerigroup Member Services: 1-800-600-4441

Website: <http://www.myamerigroup.com/IA>

Amerigroup Transportation Request: call Logisticare at 1-844-544-1389

AmeriHealth Caritas Iowa Member Services: 1-855-332-2440

Website: members@amerihealthcaritasia.com

AmeriHealth Caritas Iowa Transportation Request: call

Access to Care at 1-855-346-9760

UnitedHealthcare Community Plan Members Services: 1-800-464-9484 Website:

<http://www.uhccommunityplan.com>

UnitedHealthcare Community Plan Transportation Requests: call

MTM at 1-855-201-8342

UTILITIES, RECYCLING, REDEMPTION & SANITATION

Alliant Energy

1-800-255-4268 for **Customer Service** and to report an outage Website:

www.alliantenergy.com

MidAmerican Energy

1-888-427-5632 **Customer Service**

1-800-799-4443 **Gas Leaks**

1-800-595-5325 **Power Outages & Wires Down**

Website: www.midamericanenergy.com

To report a streetlight out www.midamericanenergy.com/streetlight_outage

Knoxville Water Works

600 North Roche St.
P.O. Box 349
Knoxville, IA 50138
Phone: 641-828-0557

Marion County Rural Water

1921 Bell Avenue
Knoxville, IA 50138
Phone: 641-842-3304

Pella Electric

222 Truman Rd., P.O. Box 88
Pella, IA 50219
Phone: 641-628-2581
After Hours Phone: 641-628-4818

Pella Water

1301 University St.
Pella, IA 50219
Phone: 641-628-1601

Waste Management

610 N. Depot
Knoxville, IA 50138
Phone: 641-828-2075

ABS Sanitation

P.O. Box 366
Knoxville, IA 50138
Phone: 641-842-5331

Brown's Town & Country

517 N. Depot
Knoxville, IA 50138
Phone: 641-842-4170

Kal Service-Midwest Sanitation & Recycling

906 W 9th Street
Pella, IA 50219
Phone: 641-628-8022

Toll Free: 1-888-428-2610

Red Rock Rubbish Removal

906 W 9th Street
Pella, IA 50219
Phone: 641-628-2610

Tomorrow's Resources

Industrial recycling, appliances, sheet metal, cardboard, & etc.

2080 McKimber
Harvey, IA 50119
Phone: 641-628-1853

Marion County Commission of Veteran Affairs

210 E Main St, First Floor
Knoxville, IA 50138
Phone: 641-828-2201

Fax: 641-828-7251
E-mail: mkuhn@co.marion.ia.us
Website: www.co.marion.ia.us

Pella Redemption Center

207 South Street
Pella, IA 50219

Phone: 641-628-2026

Open Monday, Wednesday, Thursday, Friday 8:30am-5:00pm & first Saturday of the month 8:00am-12:00pm

Phone: 641-752-1501

VISION CARE

● **Knoxville**

Eye Health Solutions

100 South 5th St, Knoxville, IA 50138
Phone: 641-842-3616 Fax: 641-842-5453

Website: www.eyehhealthsolutions.com

Whyllie Eye Care

123 E Main St., Knoxville, IA 50138
Phone: 641-842-2020

Walmart Vision Center 814

W. Bell Ave
Knoxville, IA 50138
Phone: 641-828-7993

● **Pella**

Eye Care Partners

823 Franklin St. Pella, IA 50219
Phone: 641-628-9225

Family Eye Care Center

518 Franklin St., Pella, IA 50219
Phone: 641-628-2023 Fax: 641-628-2031

Pella - Whyllie Eye Care

1534 Washington St. Pella,
IA 50219
Phone: 641-628-2530

General Online Healthcare Resources

Doctors and Dentists--General

[AMA Physician Select: Online Doctor Finder](#) (American Medical Association) [DocFinder](#) (Administrators in Medicine) [Find a Dentist](#) (Academy of General Dentistry) [Find a Dentist: ADA Member Directory](#) (American Dental Association) [Physician Compare](#) (Centers for Medicare & Medicaid Services)

Hospitals and Clinics--General

[Find a Health Center](#) (Health Resources and Services Administration) [Find a Provider: TRICARE Provider Directories](#) (TRICARE Management Activity) [Hospital Quality Compare](#) (Centers for Medicare & Medicaid Services)

Doctors and Dentists--Specialists

[ACOG's Physician Directory](#) (American College of Obstetricians and Gynecologists) [ACR: Geographic Membership Directory](#) (American College of Rheumatology) [American College of Surgeons Membership Directory](#) (American College of Surgeons) [American Osteopathic Association D.O. Database](#) (American Osteopathic Association) [ASGE: Find a Doctor](#) (American Society for Gastrointestinal Endoscopy) [Cancer Genetics Services Directory](#) (National Cancer Institute) [Child and Adolescent Psychiatrist Finder](#) (American Academy of Child and Adolescent Psychiatry) [Dystonia: Find a Health Care Professional](#) (Dystonia Medical Research Foundation) [Expert Locator: Immunologists](#) (Jeffrey Modell Foundation) [Find a Dermatologic Surgeon](#) (American Society for Dermatologic Surgery) [Find a Dermatologist](#) (American Academy of Dermatology) [Find a Gastroenterologist](#) (American College of Gastroenterology) [Find a Gynecologic Oncologist](#) (Society of Gynecologic Oncologists) [Find a Hand Surgeon](#) (American Society for Surgery of the Hand) [Find a Hematologist](#) (American Society of Hematology) [Find a Neurologist](#) (American Academy of Neurology) [Find a Pediatric Dentist](#) (American Academy of Pediatric Dentistry) [Find a Pediatrician or Pediatric Specialist](#) (American Academy of Pediatrics) [Find a Periodontist](#) (American Academy of Periodontology) [Find a Physical Medicine & Rehabilitation Physician](#) (American Academy of Physical Medicine and Rehabilitation) [Find a Plastic Surgeon](#) (American Society of Plastic Surgeons) [Find a Podiatrist](#) (American Podiatric Medical Association) [Find a Thyroid Specialist](#) (American Thyroid Association) [Find a Urologist](#) (American Urological Association) [Find an ACFAS Physician](#) (American College of Foot and Ankle Surgeons) [Find an Allergist/Immunologist: Search](#) (American Academy of Allergy, Asthma, and Immunology) [Find an Endocrinologist](#) (Hormone Health Network) [Find an Eye M.D.](#) (American Academy of Ophthalmology) [Find an Interventional Radiologist](#) (Society of Interventional Radiology) [Find an Oncologist](#) (American Society of Clinical Oncology) [Find an Oral and Maxillofacial Surgeon](#) (American Association of Oral and Maxillofacial Surgeons) [Find an Orthopaedic Foot and Ankle MD](#) (American Orthopaedic Foot and Ankle Society) [Find an Otolaryngologist \(ENT\)](#) (American Academy of Otolaryngology--Head and Neck Surgery) [Finding an Eye Care Professional](#) (National Eye Institute) [GI Locator Service](#) (American Gastroenterological Association)

Other Healthcare Providers

[AMTA's Find a Massage Therapist](#) (American Massage Therapy Association) [Cancer Genetics Services Directory](#) (National Cancer Institute) [Find a Diabetes Educator](#) (American Association of Diabetes Educators) [Find a Genetic Counselor](#) (National Society of Genetic Counselors) [Find a Midwife](#) (American College of Nurse-Midwives) [Find a Nurse Practitioner](#) (American Academy of Nurse Practitioners) [Find a Physical Therapist](#) (American Physical Therapy Association) [Find a Professional: Online Directory of Audiology and Speech-Language Pathology Programs](#) (American Speech-Language-Hearing Association) [Find a Registered Dietitian](#) (Academy of Nutrition and Dietetics) [Find a Therapist](#) (Anxiety Disorders Association of America) [Find an Audiologist](#) (American Academy of Audiology) [Manual Lymphatic Drainage Therapists](#) (National Lymphedema Network) [National Register of Health Service Providers in Psychology](#) (National Register of Health Service Providers in Psychology) [NCCAOM: Find Nationally Certified Practitioners](#) (National Certification Commission for Acupuncture and Oriental Medicine) [Search for an Emergency Contraception Provider in the United States](#) (Princeton University, Office of Population Research)

Hospitals and Clinics--Specialized

[Accredited Birth Centers](#) (Commission for the Accreditation of Birth Centers) [Alzheimer's Disease Research Centers](#) (National Institute on Aging) [Cystic Fibrosis Foundation: Find a Chapter](#) (Cystic Fibrosis Foundation) [Cystic Fibrosis Foundation: Find an Accredited Care Center](#) (Cystic Fibrosis Foundation) [Dialysis Facility Compare](#) (Centers for Medicare & Medicaid Services) [FDA Certified Mammography Facilities](#) (Food and Drug Administration) [Find a Free Clinic](#) (National Association of Free Clinics) [Find an Indian Health Service Facility](#) (Indian Health Service) [Find Treatment Centers](#) (American Cancer Society) [Genetics Clinic Directory Search](#) (University of Washington) [Locate a Sleep Center in the United States by Zip Code](#) (American Academy of Sleep Medicine) [MDA ALS Centers](#) (Muscular Dystrophy Association) [Mental Health Services Locator](#) (Substance Abuse and Mental Health Services Administration) [NCI Designated Cancer Centers](#) (National Cancer Institute) [Neurofibromatosis Specialists](#) (Children's Tumor Foundation) [Post-Polio Directory 2011: Post-Polio Clinics, Health Professionals, Support Groups](#) (Post-Polio Health International including International Ventilator Users Network) [Spina Bifida Clinic Directory](#) (Spina Bifida Association of America) [Substance Abuse Treatment Facility Locator](#) (Substance Abuse and Mental Health Services Administration) [Transplant Center Search Form](#) (BMT InfoNet) [U.S. NMDP Transplant Centers](#) (National Marrow Donor Program) [VA Health Care Facilities Locator & Directory](#) (Veterans Health Administration) [Where to Donate Blood](#) (AABB) [Where to Donate Cord Blood](#) (National Marrow Donor Program)

Other Healthcare Facilities and Services

[Alzheimer's Disease Resource Locator](#) (Fisher Center for Alzheimer's Research Foundation) [American College of Radiology Accredited Facility Search](#) (American College of Radiology) [APA District Branch / State Association Directory](#) (American Psychiatric Association) [Directory of Organizations \(Deafness and Communication Disorders\)](#) (National Institute on Deafness and Other Communication Disorders) [Dog Guide Schools in the United States](#) (American Foundation for the Blind) [Eldercare Locator](#) (Dept. of Health and Human Services) [Find a Hospice or Palliative Care Program](#) (National Hospice and Palliative Care Organization) [Find Services \(for People with Vision Loss\)](#) (American Foundation for the Blind) [Find Urgent Care Centers by State](#) (Urgent Care Association of America) [Genetic Testing Laboratory Directory](#) (University of Washington) [Home Health Compare](#) (Centers for Medicare & Medicaid Services) [Medicare: Helpful Contacts](#) (Centers for Medicare & Medicaid Services) [Muscular Dystrophy Association Clinics and Services](#) (Muscular Dystrophy Association) [National Foster Care and Adoption Directory Search](#) (Children's Bureau) [Nursing Home Compare](#) (Centers for Medicare & Medicaid Services) [Organizations That Offer Support Services](#) (National Cancer Institute) [Poison Control Centers](#) (American Association of Poison Control Centers) [Resources and Information for Parents about Braille](#) (American Foundation for the Blind) [State-Based Physical Activity Program Directory](#) (Centers for Disease Control and Prevention) [TSA Chapters in the USA](#) (Tourette Syndrome Association) [Violence against Women: Resources by State](#) (Dept. of Health and Human Services, Office on Women's Health) [Where to Find Hair Loss Accessories and Breast Cancer Products](#) (American Cancer Society)

SOURCE: MedlinePlus provides links to directories to help you find libraries, health professionals, services and facilities. National Library of Medicine (NLM) does not endorse or recommend the organizations that produce these directories, nor the individuals or organizations that are included in the directories.

V. Detail Exhibits

[VVV Consultants LLC]

Patient Origin and Access

[VVV Consultants LLC]

V. Detail Exhibits

a) Patient Origin and Access to Care

<i>Inpatient Destination Summary Report by County/State For January - December 2014</i>														
Marion														
	Discharges	% of Discharges	Discharges					Inpatient Days	% of Inpatient Days	Inpatient Days				
			<18	18-44	45-64	65-74	75+			<18	18-44	45-64	65-74	75+
Albia, Monroe Co Hosp	3	0.08 %	0	0	1	0	2	10	0.06 %	0	0	5	0	5
Ames, Mary Greeley	6	0.17 %	1	2	2	1	0	20	0.13 %	4	4	8	4	0
Atlantic, Cass Co Mem	1	0.03 %	0	1	0	0	0	6	0.04 %	0	6	0	0	0
Bettendorf, UnityPoint	3	0.08 %	0	0	3	0	0	18	0.12 %	0	0	18	0	0
Carroll, St. Anthony Reg	3	0.08 %	0	1	2	0	0	10	0.06 %	0	6	4	0	0
Cedar Falls, Sartori Mem	5	0.14 %	0	0	4	1	0	18	0.12 %	0	0	16	2	0
Cedar Rapids, Mercy	3	0.08 %	0	1	1	1	0	6	0.04 %	0	3	1	2	0
Cedar Rapids, St Luke's	7	0.20 %	0	2	4	1	0	23	0.15 %	0	13	9	1	0
Centerville, Mercy Med	1	0.03 %	0	1	0	0	0	1	0.01 %	0	1	0	0	0
Chariton, Lucas Co Hlth	4	0.11 %	0	0	2	2	0	14	0.09 %	0	0	8	6	0
Corydon, Wayne Co Hosp	2	0.06 %	1	1	0	0	0	3	0.02 %	1	2	0	0	0
Council Bluffs, CHI Hlth	4	0.11 %	3	1	0	0	0	13	0.08 %	10	3	0	0	0
Council Bluffs, Jennie Ed	5	0.14 %	0	4	1	0	0	29	0.19 %	0	24	5	0	0
Davenport, Genesis	2	0.06 %	0	0	2	0	0	6	0.04 %	0	0	6	0	0
Des Moines, Broadlawns	15	0.42 %	1	10	3	1	0	62	0.40 %	1	41	18	2	0
Des Moines, IA, Lutheran	113	3.19 %	21	28	34	20	10	500	3.22 %	93	100	139	125	43
Des Moines, IMMC	347	9.80 %	86	50	69	63	79	1732	11.15 %	389	164	444	310	425
Des Moines, Mercy Med	817	23.07 %	118	169	182	151	197	4457	28.70 %	574	551	1000	1067	1265
Dubuque, Finley	1	0.03 %	0	0	0	0	1	2	0.01 %	0	0	0	0	2
Emmetsburg, Palo Alto Co	2	0.06 %	1	1	0	0	0	3	0.02 %	1	2	0	0	0
Grinnell, Grinnell Reg	18	0.51 %	0	7	7	0	4	60	0.39 %	0	15	16	0	29
Iowa City, Mercy	2	0.06 %	0	2	0	0	0	4	0.03 %	0	4	0	0	0
Iowa City, U of I Hosp	123	3.47 %	24	18	44	18	19	702	4.52 %	111	95	291	137	68
Iowa Falls, Hansen Hosp	3	0.08 %	0	0	0	0	3	18	0.12 %	0	0	0	0	18

**Inpatient Destination Summary Report by County/State
For January - December 2014**

Marion															
	Discharges	% of Discharges	Discharges					Inpatient Days	% of Inpatient Days	Inpatient Days					
			<18	18-44	45-64	65-74	75+			<18	18-44	45-64	65-74	75+	
Jefferson, Greene Co Med	1	0.03 %	1	0	0	0	0	2	0.01 %	2	0	0	0	0	
Knoxville, Knoxville Hosp	627	17.71 %	19	52	115	127	314	2892	18.62 %	41	125	516	562	1648	
Marshalltown, Central	1	0.03 %	0	1	0	0	0	1	0.01 %	0	1	0	0	0	
Mason City, Mercy Medical	5	0.14 %	3	1	1	0	0	31	0.20 %	15	3	13	0	0	
Newton, Skiff Med Center	4	0.11 %	1	1	0	1	1	11	0.07 %	2	2	0	3	4	
Oskaloosa, Mahaska Hlt	58	1.64 %	4	7	9	23	15	369	2.38 %	7	18	106	112	126	
Ottumwa, Ottumwa Reg	4	0.11 %	0	0	3	1	0	64	0.41 %	0	0	51	13	0	
Pella, Pella Reg Med Cen	1192	33.66 %	244	279	134	104	431	4002	25.77 %	553	768	456	335	1890	
Sioux City, Mercy Med	1	0.03 %	0	1	0	0	0	2	0.01 %	0	2	0	0	0	
Sioux City, St Luke's	2	0.06 %	0	1	1	0	0	18	0.12 %	0	11	7	0	0	
Spencer, Spencer Hospital	1	0.03 %	0	1	0	0	0	2	0.01 %	0	2	0	0	0	
Washington, Wash. Co	4	0.11 %	0	0	0	0	4	16	0.10 %	0	0	0	0	16	
Waterloo, Allen Hosp	1	0.03 %	0	1	0	0	0	9	0.06 %	0	9	0	0	0	
Waterloo, Covenant	14	0.40 %	5	8	0	0	1	41	0.26 %	12	25	0	0	4	
West Des Moines, Meth W	53	1.50 %	3	8	14	18	10	133	0.86 %	8	15	36	55	19	
West Des Moines, West L	83	2.34 %	4	16	25	24	14	218	1.40 %	9	32	71	69	37	
TOTAL	3541	100.00 %	540	676	663	557	1105	15528	100.00 %	1833	2047	3244	2805	5599	

**Inpatient Destination Summary Report by County/State
For January - December 2015**

Marion															
	Discharges	% of Discharges	Discharges					Inpatient Days	% of Inpatient Days	Inpatient Days					
			<18	18-44	45-64	65-74	75+			<18	18-44	45-64	65-74	75+	
Albia, Monroe Co Hosp	6	0.18 %	0	0	1	2	3	26	0.17 %	0	0	3	6	17	
Ames, Mary Greeley	12	0.36 %	4	7	0	1	0	47	0.30 %	19	26	0	2	0	
Atlantic, Cass Co Mem	1	0.03 %	0	0	1	0	0	2	0.01 %	0	0	2	0	0	
Belmond, Iowa Specialty	2	0.06 %	0	2	0	0	0	3	0.02 %	0	3	0	0	0	
Bettendorf, UnityPoint	1	0.03 %	0	0	1	0	0	9	0.06 %	0	0	9	0	0	
Carroll, St. Anthony Reg	3	0.09 %	0	2	1	0	0	21	0.14 %	0	18	3	0	0	
Cedar Falls, Sartori Mem	1	0.03 %	0	0	1	0	0	5	0.03 %	0	0	5	0	0	
Cedar Rapids, Mercy	2	0.06 %	0	0	2	0	0	6	0.04 %	0	0	6	0	0	
Cedar Rapids, St Luke's	13	0.39 %	1	5	7	0	0	139	0.90 %	3	40	96	0	0	
Centerville, Mercy Med	2	0.06 %	1	0	1	0	0	5	0.03 %	3	0	2	0	0	
Chariton, Lucas Co Hlth	5	0.15 %	2	1	0	2	0	20	0.13 %	4	3	0	13	0	
Corning, CHI Health	1	0.03 %	0	0	0	0	1	2	0.01 %	0	0	0	0	2	
Council Bluffs, CHI Hlth	3	0.09 %	3	0	0	0	0	12	0.08 %	12	0	0	0	0	
Council Bluffs, Jennie Ed	10	0.30 %	0	8	2	0	0	56	0.36 %	0	43	13	0	0	
Davenport, Genesis	4	0.12 %	0	2	1	1	0	12	0.08 %	0	6	5	1	0	
Des Moines, Broadlawns	21	0.63 %	2	9	8	2	0	193	1.25 %	6	51	117	19	0	
Des Moines, IA. Lutheran	106	3.17 %	10	25	35	13	23	582	3.77 %	33	86	225	70	168	
Des Moines, IMMC	379	11.35 %	94	62	78	68	77	2066	13.37 %	579	257	449	386	395	
Des Moines, Mercy Med	812	24.31 %	110	177	205	147	173	4391	28.42 %	636	601	1286	807	1061	
Dubuque, Mercy Medical	1	0.03 %	1	0	0	0	0	1	0.01 %	1	0	0	0	0	
Fairfield, Jefferson Co	1	0.03 %	0	0	1	0	0	3	0.02 %	0	0	3	0	0	
Fort Dodge, Trinity	1	0.03 %	1	0	0	0	0	1	0.01 %	1	0	0	0	0	
Grinnell, Grinnell Reg	14	0.42 %	0	5	5	1	3	44	0.28 %	0	13	21	2	8	
Iowa City, Mercy	4	0.12 %	0	1	2	1	0	14	0.09 %	0	2	7	5	0	

**Inpatient Destination Summary Report by County/State
For January - December 2015**

Marion														
	Discharges	% of Discharges	Discharges					Inpatient Days	% of Inpatient Days	Inpatient Days				
			<18	18-44	45-64	65-74	75+			<18	18-44	45-64	65-74	75+
Iowa City, U of I Hosp	131	3.92 %	43	23	40	15	10	875	5.66 %	326	78	318	101	52
Knoxville, Knoxville Hosp	538	16.11 %	4	25	100	115	294	2499	16.17 %	10	86	385	504	1514
Mason City, Mercy Medical	2	0.06 %	1	1	0	0	0	4	0.03 %	3	1	0	0	0
Newton, Skiff Med Center	14	0.42 %	5	6	0	1	2	31	0.20 %	7	12	0	3	9
Osceola, Clarke Co	1	0.03 %	0	0	1	0	0	3	0.02 %	0	0	3	0	0
Oskaloosa, Mahaska Hlt	50	1.50 %	7	7	2	7	27	313	2.03 %	15	20	5	81	192
Ottumwa, Ottumwa Reg	10	0.30 %	0	1	6	2	1	100	0.65 %	0	1	54	26	19
Pella, Pella Reg Med Cen	1035	30.99 %	223	239	107	114	352	3474	22.48 %	499	596	395	444	1540
Spencer, Spencer Hospital	4	0.12 %	0	4	0	0	0	29	0.19 %	0	29	0	0	0
Storm Lake, Buena Vista	1	0.03 %	0	0	0	0	1	20	0.13 %	0	0	0	0	20
Waterloo, Allen Hosp	5	0.15 %	0	3	1	1	0	43	0.28 %	0	27	7	9	0
Waterloo, Covenant	7	0.21 %	1	5	1	0	0	17	0.11 %	2	13	2	0	0
West Burlington, Grt Rrv	4	0.12 %	0	1	1	1	1	59	0.38 %	0	10	3	43	3
West Des Moines, Meth W	50	1.50 %	5	7	17	12	9	113	0.73 %	11	14	32	27	29
West Des Moines, West L	83	2.49 %	2	16	35	11	19	213	1.38 %	4	28	89	36	56
TOTAL	3340	100.00 %	520	644	663	517	996	15453	100.00 %	2174	2064	3545	2585	5085

**Inpatient Destination Summary Report by County/State
For January - December 2016**

Marion														
	Discharges	% of Discharges	Discharges					Inpatient Days	% of Inpatient Days	Inpatient Days				
			<18	18-44	45-64	65-74	75+			<18	18-44	45-64	65-74	75+
Albia, Monroe Co Hosp	7	0.20 %	0	0	1	2	4	35	0.22 %	0	0	4	15	16
Ames, Mary Greeley	19	0.54 %	2	7	8	2	0	79	0.49 %	11	36	25	7	0
Atlantic, Cass Co Mem	5	0.14 %	2	2	1	0	0	16	0.10 %	8	6	2	0	0
Belmond, Iowa Specialty	4	0.11 %	0	3	1	0	0	5	0.03 %	0	4	1	0	0
Boone, Boone Co Hosp	1	0.03 %	0	0	0	1	0	5	0.03 %	0	0	0	5	0
Carroll, St. Anthony Reg	8	0.23 %	0	6	2	0	0	40	0.25 %	0	16	24	0	0
Cedar Rapids, Mercy	2	0.06 %	0	0	2	0	0	10	0.06 %	0	0	10	0	0
Cedar Rapids, St Luke's	12	0.34 %	0	6	5	1	0	59	0.36 %	0	31	15	13	0
Chariton, Lucas Co Hlth	13	0.37 %	5	5	1	0	2	31	0.19 %	11	12	3	0	5
Clinton, Mercy Medical	1	0.03 %	0	1	0	0	0	3	0.02 %	0	3	0	0	0
Council Bluffs, CHI Hlth	15	0.42 %	6	9	0	0	0	52	0.32 %	23	29	0	0	0
Council Bluffs, Jennie Ed	8	0.23 %	0	6	2	0	0	31	0.19 %	0	24	7	0	0
Davenport, Genesis	3	0.08 %	1	2	0	0	0	11	0.07 %	4	7	0	0	0
Des Moines, Broadlawns	18	0.51 %	6	7	4	1	0	55	0.34 %	13	25	9	8	0
Des Moines, IA, Lutheran	102	2.88 %	15	15	23	22	27	673	4.16 %	66	60	205	234	108
Des Moines, IMMC	396	11.18 %	107	69	88	56	76	2246	13.87 %	586	251	584	328	497
Des Moines, Mercy Med	860	24.28 %	109	148	242	179	182	4998	30.86 %	771	634	1372	1175	1046
Dubuque, Finley	1	0.03 %	0	0	0	0	1	9	0.06 %	0	0	0	0	9
Dubuque, Mercy Medical	2	0.06 %	0	2	0	0	0	3	0.02 %	0	3	0	0	0
Fort Dodge, Trinity	1	0.03 %	0	1	0	0	0	5	0.03 %	0	5	0	0	0
Grinnell, Grinnell Reg	25	0.71 %	0	12	10	1	2	73	0.45 %	0	42	23	2	6
Iowa City, Mercy	4	0.11 %	0	1	1	2	0	68	0.42 %	0	1	11	56	0
Iowa City, U of I Hosp	135	3.81 %	33	21	55	15	11	977	6.03 %	209	94	312	307	55
Knoxville, Knoxville Hosp	468	13.21 %	2	19	84	89	274	1867	11.53 %	3	53	293	388	1130

**Inpatient Destination Summary Report by County/State
For January - December 2016**

Marion															
	Discharges	% of Discharges	Discharges					Inpatient Days	% of Inpatient Days	Inpatient Days					
			<18	18-44	45-64	65-74	75+			<18	18-44	45-64	65-74	75+	
LeMars, Floyd Valley	2	0.06 %	1	1	0	0	0	4	0.02 %	2	2	0	0	0	
Mason City, Mercy Medical	3	0.08 %	2	1	0	0	0	16	0.10 %	10	6	0	0	0	
Newton, Skiff Med Center	14	0.40 %	6	7	0	0	1	35	0.22 %	8	25	0	0	2	
Oskaloosa, Mahaska Hlt	41	1.16 %	7	8	5	9	12	323	1.99 %	15	23	38	112	135	
Ottumwa, Ottumwa Reg	16	0.45 %	2	6	3	0	5	90	0.56 %	4	28	21	0	37	
Pella, Pella Reg Med Cen	1159	32.72 %	275	273	97	128	386	3821	23.59 %	603	686	399	422	1711	
Sioux City, Mercy Med	2	0.06 %	0	1	1	0	0	6	0.04 %	0	2	4	0	0	
Sioux City, St Luke's	1	0.03 %	0	0	1	0	0	2	0.01 %	0	0	2	0	0	
Spencer, Spencer Hospital	2	0.06 %	0	1	0	1	0	14	0.09 %	0	10	0	4	0	
Waterloo, Allen Hosp	3	0.08 %	0	3	0	0	0	8	0.05 %	0	8	0	0	0	
Waterloo, Covenant	9	0.25 %	1	3	5	0	0	32	0.20 %	2	8	22	0	0	
West Burlington, Grt Rrv	4	0.11 %	0	2	1	1	0	16	0.10 %	0	8	7	1	0	
West Des Moines, Meth W	63	1.78 %	3	5	24	21	10	150	0.93 %	6	8	46	50	40	
West Des Moines, West L	113	3.19 %	1	12	48	27	25	329	2.03 %	2	37	163	61	66	
TOTAL	3542	100.00 %	586	665	715	558	1018	16197	100.00 %	2357	2187	3602	3188	4863	

Town Hall Attendees Notes and Feedback

[VVV Consultants LLC]

Pella Regional Health Center (Primary Service Area) - CHNA Round #2 Town Hall Attendees N=

IRS Category	Last Name	First Name	Organization	Address	City	ST	Zip
Leaders in other not-for-profit health care organizations, such as hospitals, clinics, nursing homes and home-based and community-based services.							
Leaders in other not-for-profit health care organizations, such as hospitals, clinics, nursing homes and home-based and community-based services.							
Leaders in other not-for-profit health care organizations, such as hospitals, clinics, nursing homes and home-based and community-based services.							
Leaders in other not-for-profit health care organizations, such as hospitals, clinics, nursing homes and home-based and community-based services.							
Leaders in other not-for-profit health care organizations, such as hospitals, clinics, nursing homes and home-based and community-based services.							
Leaders in other not-for-profit health care organizations, such as hospitals, clinics, nursing homes and home-based and community-based services.							
Community leaders.							
Leaders in other not-for-profit health care organizations, such as hospitals, clinics, nursing homes and home-based and community-based services.							
Leaders in other not-for-profit health care organizations, such as hospitals, clinics, nursing homes and home-based and community-based services.							
Presidents or chairs of civic or service clubs-chamber of commerce, veterans organizations, Lions, Rotary, etc.							
Leaders in other not-for-profit health care organizations, such as hospitals, clinics, nursing homes and home-based and community-based services.							
Presidents or chairs of civic or service clubs-chamber of commerce, veterans organizations, Lions, Rotary, etc.							
Leaders in other not-for-profit health care organizations, such as hospitals, clinics, nursing homes and home-based and community-based services.							
Leaders in other not-for-profit health care organizations, such as hospitals, clinics, nursing homes and home-based and community-based services.							
Leaders in other not-for-profit health care organizations, such as hospitals, clinics, nursing homes and home-based and community-based services.							
Leaders in other not-for-profit health care organizations, such as hospitals, clinics, nursing homes and home-based and community-based services.							
Presidents or chairs of civic or service clubs -- Chamber of Commerce, veterans' organizations, Lions, Rotary, etc.							
Leaders in other not-for-profit health care organizations, such as hospitals, clinics, nursing homes and home-based and community-based services.							
Leaders in other not-for-profit health care organizations, such as hospitals, clinics, nursing homes and home-based and community-based services.							
Education officials and staff - school superintendents, principals, teachers and school nurses.							
Leaders in other not-for-profit health care organizations, such as hospitals, clinics, nursing homes and home-based and community-based services.							
Leaders in other not-for-profit health care organizations, such as hospitals, clinics, nursing homes and home-based and community-based services.							
Leaders in other not-for-profit health care organizations, such as hospitals, clinics, nursing homes and home-based and community-based services.							
Health insurers.							
Leaders in other not-for-profit health care organizations, such as hospitals, clinics, nursing homes and home-based and community-based services.							
Education officials and staff - school superintendents, principals, teachers and school nurses.							
Law enforcement agencies - Chiefs of police.							
Leaders in other not-for-profit health care organizations, such as hospitals, clinics, nursing homes and home-based and community-based services.							
Leaders in other not-for-profit health care organizations, such as hospitals, clinics, nursing homes and home-based and community-based services.							
Leaders in other not-for-profit health care organizations, such as hospitals, clinics, nursing homes and home-based and community-based services.							
Leaders in other not-for-profit health care organizations, such as hospitals, clinics, nursing homes and home-based and community-based services.							
Education officials and staff - school superintendents, principals, teachers and school nurses.							
Leaders in other not-for-profit health care organizations, such as hospitals, clinics, nursing homes and home-based and community-based services.							
Education officials and staff - school superintendents, principals, teachers and school nurses.							

Pella CHNA Town Hall Meeting
Central College
August 21, 2017

Attendance N=18

Community Feedback / Comments (by PPT Slide)

- Insufficient housing
 - More insufficient workforce housing than affordable housing
- Tab 1b
 - No veteran's clinic in Knoxville or Des Moines
- Tab 2a
 - Seniors are doing well in coverage of services
- Tab 3
 - Language
 - Elementary grades are doing full Spanish immersion
 - If not Spanish it's Russian
 - Somali families
 - Concern that they just show up at school
 - Preparation isn't there
- Tab 4
 - Smoking for pregnant women is a high percentage
 - Idea that smoking leads to smaller babies
 - Women want smaller babies because it seems "cuter"
 - No incentive to quit
 - WIC participation has been dropping
 - Funding is coming in from Department of Agriculture
- Tab 5
 - Do we need more doctors? If so what kind?
 - There are no dentists who accept Medicaid
- Tab 6
 - Depression
 - Not enough Mental Health Providers
 - Out of state is providing
 - Drinking and driving is an issue that continues
- Tab 7a
 - Insufficient resources to make sure that families have enough food for the month (7a)
- Tab 9
 - Suicide is happening

Open Conversation

- Same day appointments started in July at PRHC
- Access to different providers coming in
 - Access is a two edged sword
 - Access weaknesses
 - Mental health
 - Food securities because they can't afford their deductibles
 - Farm economy is weakening
- Stand Alone Urgent Care
 - More beneficial to have onsite or in residential area is the current debate
- Appropriate staffing may be a need

Strengths

- Local facilities for healthcare
- Imaging room
- Operating room
- Emergency room
- Patient satisfaction
- Access to OB care
- Hospice care
- Improved senior care
- Ambulance services
- Actively using extenders
- Dedication of doctors
- Staff engagement
- Chaplains
- Wellness/preventative services

Community Health Needs sited from Town Hall conversation include: Obesity, access to affordable health insurance, access to quality child care, WIC usage, food insecurity, suicide prevention, diabetes, lack of qualified healthcare workers seeking employment, mental health service delivery (access, diagnosis and placement), Medicaid reimbursement, substance abuse (meth, marijuana, opioids and prescription drugs) and community health education (own personal health)

PRHC Town Hall Attendance - 8/21/17 N=18

#	CHNA Area	First Name	Last Name	Title	City
1	Senior Care	Angela	Adam	Jefferson Place-Administrator	Pella
2	Hospital	Cyndi	Atkins	Marketing Director	Pella
3	College	Gary	Dirksun		Pella
4	Public Health	Kim	Dorn	Marion Co. Public Health	Knoxville
5	Government	Carla	Eysink	MCDC	Pella
6	Police	Paul	Haase	Lieutenant	Pella
7	Hospital	Jeffrey	Hall	Sr. Administrator	Pella
8	Senior housing	Nancy	Hamilton	Exec. Director, The Cottages	Pella
9	Hospital	Bruce	Heifner	CFO	Pella
10	Church leader	Kevin	Korver	Pastor	Pella
11	Hospital	Robert	Kroese	CEO	Pella
12	Hospital	Tony	Linkmeyer	Sr. Administrator	Pella
13	Community leader	Angie	Lyng	Jefferson Place- Outreach	Pella
14	Community leader	Mike	Morgan		Pella
15	Hospital	Lezlie	Morris	Sr. Administrator	Pella
16	Young professional leader	Alie	Muller-Heit		Pella
17	Hospital	Yvonne	O'Brien-Evans	Chief Nursing Officer	Altoona
18	Senior community	John	Vander Wert		Pella

PRHC (PSA) Community Health Needs Assessment

Town Hall Conversation 8/21/17 - Strengths (White Cards) N=18

#	C1	C2	C3	Today: What are the strengths of our community that contribute to health?
1	ACC	ALL		PRHC is working hard to make healthcare convenient
2	AGE	HSP	ALZ	Improved senior options- all levels (homecare, hospice, Alzheimer's, etc.)
3	ALL			Good mix of healthcare services
4	ALL			Wide range of local services available
5	AMB			Ambulance services
6	CLIN			Same day appointments
7	DOCS			PA's
8	EMER	DOCS		ED doctors
9	EMER			Strong emergency department services
10	FAC			Facilities (Imaging)
11	HOSP	EMER	OBG	Hospital, ED, new OB units, more OB providers
12	HOSP	ALL		Services at hospital
13	IM			Internal Medicine
14	OBG	FEM		OBGYN
15	OTHR			Chaplain
16	OTHR			Patient satisfaction
17	SPEC			Broad specialty care services
18	STFF	DOCS		Dedicated doctors and staff
19	TELL			Tele psych (wellness and preventative)

PRHC (PSA) Community Health Needs Assessment

Town Hall Conversation 8/21/17 - Weakness (Color Cards) N=18

#	C1	C2	Today: What are the weaknesses of our community that contribute to health?
1	ACC	KID	Access to children
2	ACC	SPEC	Better access to specialty doctors/services
3	ALC		Drinking
4	ASLV		Assisted care
5	BH	ACC	Access to mental health
6	BH		Depression vs mental health
7	BH		Mental health within Marion County
8	BH	CLIN	Mental health within our clinic
9	CHRON		Chronic disease (elderly care)
10	CHRON		Dementia care (accurate data)
11	CLIN		Walk-in clinical care
12	DRUG		Drug abuse (urgent fix not long term)
13	IP		Inpatient services
14	OBES		Obesity
15	OTHR		Data is different in Pella vs Marion County
16	OTHR		Support groups for survivors
17	OTHR		Telephone service line
18	POV		Affordable housing for Pella
19	POV		Housing
20	SPEC	CLIN	Location of specialty clinic oncology doctors
21	STFF	ASLV	Direct care providers
22	STFF		Staff (direct care workers)
23	STFF		Staffing for health care
24	STFF		Trained workforce in health occupations
25	SUIC		Suicide awareness
26	WELL		Community education and support
27	WIC		More use of WIC

Public Notice and Invitation

[VVV Consultants LLC]

Pella Regional Health Center Community Health Needs Assessment Round #2 Work to Begin

Media Release: 06/19/2017

Contact: Cyndi Atkins

Over the next three months, Pella Regional Health Center will be partnering with other community health providers to update their 2014 Pella Regional Health Center Community Health Needs Assessment (CHNA).

The goal of this assessment update is to understand progress in addressing community health needs cited in the 2014 CHNA report and to collect up-to-date community health perceptions. To accomplish this work, a short online survey has been developed:

<https://www.surveymonkey.com/r/PRHC2017>.

All community residents and business leaders are encouraged to **complete the 2017 online CHNA Round #2 survey by Wednesday, July 26.**

“This work is vital to determine health direction for our hospital and clinics. We hope that all community residents and stakeholders will take advantage of this opportunity to provide input into the future of healthcare delivery” said Bob Kroese, CEO Pella Regional Health.

Vince Vandehaar, MBA (VVV Consultants LLC, an independent research firm from Olathe, KS) has been retained to conduct this countywide research. If you have any questions about CHNA activities, please call Cyndi Atkins at 641-621-2290.

From: Bob Kroese, CEO

Date: June 19, 2017

To: Community Leaders, Providers and Hospital Board and Staff

Subject: Community Health Needs Assessment Round #2 Online Survey

Pella Regional Health Center is partnering with other community health providers to update the 2014 Pella Regional Health Center Community Health Needs Assessment (CHNA).

With this required update, we need your feedback and suggestions regarding healthcare delivery in our community. To accomplish this work, a short online survey has been developed to review 2014 needs cited: <https://www.surveymonkey.com/r/PRHC2017>.

All 2017 CHNA Round #2 online feedback is due by Wednesday, July 26. All responses will be confidential. Thank you in advance for your time and support by participating in this important request.

Please hold **Monday, August 21 to attend the 2017 CHNA Round #2 Town Hall discussion** from 4:00-5:30pm at Central College's Boat-Moore-Weller rooms. Snacks and drinks will be provided that day starting at 3:30pm.

Sincerely,

Bob Kroese, CEO

Participation Needed for Pella Regional Health Center Community Health Needs Survey

Posted: Wednesday, July 12th, 2017 at 5:55 am
Author: KNIA/KRLS News Staff



Pella Regional Health Center is partnering with other community health providers to update the 2014 Community Health Needs Assessment.

With this required update, the hospital needs feedback and suggestions regarding healthcare delivery in the communities they serve.

A short survey is available online at www.pellahealth.org for the public to complete. The survey will be open until Wednesday, July 26. All responses will be confidential.

"We appreciate the time and support patients and families will give to complete this survey," said Bob Kroese, CEO. "It is a requirement that Pella Regional must do at least every three years, and we appreciate the feedback that we receive."

Detail Primary Research Primary Service Area

[VVV Consultants LLC]

V. Detail Exhibits

d) Primary Research Detail

Methodology

A community feedback survey was created on behalf of the CHNA client to gather primary service area stakeholder feedback on health perceptions and progress in addressing previous CHNA community needs. All community residents were encouraged to take the survey online by entering the following address into their personal browser:
<https://www.surveymonkey.com/r/PRHC2017>.

In addition, an invite letter was sent to all primary service area stakeholders (i.e. Schools, County, City, Clergy, Public Health Leaders).

Below is a summary of public response:

Pella Regional Health Center - Primary Service Area N=219		
10. For reporting purposes, are you involved in or are you a ...?	Option C Stakeholders Bottom 2 Boxes	PRHC PSA N=219
Board Member (Hospital / Public Health)	4.2%	4.5%
Business / Merchant	6.3%	5.0%
Case Manager / Discharge Planner	0.8%	0.0%
Civic Club / Chamber	3.0%	3.2%
Charitable Foundation	5.1%	2.3%
Clergy / Congregational Leader	1.5%	0.9%
College / University	2.4%	1.8%
Consumer Advocate	1.2%	1.8%
Consumers of Health Care	9.4%	11.3%
Dentist	0.2%	0.0%
Economic Development	1.4%	1.8%
Education Official / Teacher	5.4%	2.7%
Elected Official (City / County)	1.6%	0.5%
EMS / Emergency	1.4%	1.8%
Farmer / Rancher	4.4%	2.3%
Health Department	1.7%	0.9%
Hospital	11.7%	10.4%
Housing / Builder	0.5%	0.5%
Insurance	1.1%	0.5%
Labor	1.2%	0.5%
Law Enforcement	0.5%	0.5%
Low Income / Free Clinics	0.8%	1.4%
Mental Health	3.4%	0.5%
Nursing	8.1%	11.8%
Other Health Professional	9.2%	6.3%
Parent / Caregiver	1.9%	15.8%
Pharmacy	1.0%	1.4%
Physician (MD / DO)	1.3%	0.9%
Physician Clinic	1.3%	1.4%
Media (Paper, TV, Radio)	0.6%	0.9%
Senior Care / Nursing Home	1.3%	1.4%
Social Worker	1.8%	0.9%
Veteran	1.1%	4.1%
Welfare / Social Service	3.2%	0.5%
Other (please specify)	7.1%	5.0%
TOTAL	100.0%	100.0%

KEY - CHNA Open End Comments				
CODE	Physician Specialty		CODE	Physician Specialty
ALLER	Allergy/Immunology		ONC	Oncology/Radiation Oncology
AES	Anesthesia/Pain		OPHTH	Ophthalmology
CARD	Cardiology		ORTH	Orthopedics
DERM	Dermatology		ENT	Otolaryngology (ENT)
EMER	Emergency		PATA	Pathology
ENDO	Endocrinology		PEDS	Pediatrics
FP	Family Practice (General)		PHY	Physical Medicine/Rehabilitation
GAS	Gastroenterology		PLAS	Plastic/Reconstructive
SUR	General Surgery		PSY	Psychiatry
GER	Gerontology		PUL	Pulmonary
HEM	Hematology		RAD	Radiology
IFD	Infectious Diseases		RHE	Rheumatology
IM	Internal Medicine		VAST	Thoracic/Cardiovascular/Vascular
NEO	Neonatal/Perinatal		URL	Urology
NEP	Nephrology		MDLV	Mid-Level
NEU	Neurology		SURG	Surgery
NEUS	Neurosurgery		TEL	Telemedicine
OBG	Obstetrics/Gynecology (Delivery)			

KEY - CHNA Open End Comments				
Code	Healthcare Themes		Code	Healthcare Themes
VIO	Abuse/Violence		NURSE	More Nurse Availability
ACC	Access to Care		NEG	Neglect
AGE	Aging (Senior Care/Assistance)		NH	Nursing Home
AIR	Air Quality		NUTR	Nutrition
ALC	Alcohol		OBES	Obesity
ALT	Alternative Medicine		ORAL	Oral Surgery
ALZ	Alzheimer's		ORTHOD	Orthodontist
AMB	Ambulance Service		OTHR	Other
ASLV	Assisted Living		OP	Outpatient Services/Surgeries
AUD	Auditory		OZON	Ozone
BACK	Back/Spine		PAIN	Pain Management
BD	Blood Drive		PARK	Parking
BRST	Breastfeeding		PHAR	Pharmacy
CANC	Cancer		DOCS	Physicians
CHEM	Chemotherapy		FLU	Pneumonia / Flu
KID	Child Care		FOOT	Podiatrist
CHIR	Chiropractor		POD	Podiatrist
CHRON	Chronic Diseases		POV	Poverty
CLIN	Clinics (Walk-In, etc.)		PNEO	Prenatal
COMM	Communication		PREV	Preventative Healthcare

KEY - CHNA Open End Comments

Code	Healthcare Themes	Code	Healthcare Themes
CORP	Community Lead Healthcare	PRIM	Primary Care:
CONF	Confidentiality	PROS	Prostate
DENT	Dentists	DOH	Public Health Department
DIAB	Diabetes	QUAL	Quality of care
DIAL	Dialysis	REC	Recreation
DUP	Duplication of Services	RESP	Respiratory Disease
ECON	Economic Development	NO	Response "No Changes," etc.
EMER	Emergency Room	SANI	Sanitary Facilities
EMS	EMS	SNUR	School Nurse
EYE	Eye Doctor/Optomtrist	STD	Sexually Transmitted Diseases
FAC	Facility	SMOK	Smoking
FAM	Family Planning Services	SS	Social Services
FEM	Female (OBG)	SPEC	Specialist Physician care
FINA	Financial Aid	SPEE	Speech Therapy
FIT	Fitness/Exercise	STRK	Stroke
ALL	General Healthcare Improvement	DRUG	Substance Abuse (Drugs/Rx)
GEN	General Practice	SUIC	Suicide
GOV	Government	TPRG	Teen Pregnancy
HRT	Heart Care	THY	Thyroid
HIV	HIV/AIDS	TOB	Tobacco Use
HH	Home Health	TRAN	Transportation
HSP	Hospice	TRAU	Trauma
HOSP	Hospital	TRAV	Travel
MAN	Hospital Management	ALCU	Underage Drinking
INFD	Infidelity	INSU	Uninsured/Underinsured
IP	Inpatient Services	URG	Urgent Care/After Hours Clinic
LEAD	Lead Exposure	VACC	Vaccinations
BIRT	Low Birth Weight	VETS	Veteran Care
LOY	Loyalty	WAG	Wages
MAMO	Mammogram	WAIT	Wait Times
MRKT	Marketing	H2O	Water Quality
STFF	Medical Staff	WELL	Wellness Education/Health Fair
BH	Mental Health Services	WIC	WIC Program

CHNA Community Feedback 2017

Pella Regional Health Center (Primary Service Area) N=219

ID	Zip	Overall HC Rating	c1	c2	c3	Are there healthcare services in the Pella Regional Health Center Primary Service Area that you feel need to be improved and/or changed?
1112	50219	Good	ACC	CLIN	URG	More access to care, maybe a walk-in clinic at an off-site location - in PELLA - for urgent care, labs, etc. to reduce congestion at PMC.
1193	50170	Good	ACC	CLIN		Access to the Pella clinic. Frustrating to talk to so many people to try to be seen and on hold so long.
1051	50143	Very Good	ACC	CLIN		More weekend hours with the Clinic.
1185	50219	Very Good	ACC	CLIN		Need walk in clinic in Pella.
1061	50138	Good	ACC	DERM	MH	Access to dermatologist Access to mental health/psychiatry
1189	50219	Good	ACC	DOCS	CLIN	It is difficult to get appointments and especially difficult to get a new and different doctor. The entrance into the clinic is congested where we check in. There's plenty of space in the waiting area. Very congested to wait for a shot in the same area as check in. Elder care at reasonable prices is serious in Pella. The fastest growing segment of the population is the group over 90! Huge care issues. Little choice in Pella.
1077	50228	Good	ACC	DOCS		Need to improve access to physicians.
1134	50219	Good	ACC	EMER		Options for care after hours/on weekends besides Emergency Room
1200	50219	Good	ACC	FP	DOCS	Difficulties getting into a family doctor in a timely manner. I know PRHC is working to add Family Doctors.
1004	50219	Good	ACC	PRIM	WAIT	More timely appointments for physicals. .long waits of 4-6 is to much
1182	50219	Good	ACC	PRIM		Access/availability to primary care.
1213	50219	Very Good	ACC	QUAL		Better walk in services
1088	50219	Good	ACC	WAIT	MH	Access to same-day appointments & after hours appointments. Access to mental health - especially for those who require inpatient treatment.
1003	50219	Very Poor	ACC	WAIT	STAFF	give more time for each appointment, people feel like a number not a patient. phones need to be changed, no one has time to be on hold for over 10 min. and then you have to leave messages and they take to long to return calls. Bob Kroeze and his upper management need to live by their moto. There is no Christian compassion from them! He has no time for his employees!!!
1040	50219	Good	ACC	WAIT		Easier access to getting appointments- waiting a couple of weeks is very discouraging.
1171	50219	Very Good	ACC			more appointment times
1131	50219	Good	ACC			Need walk in care
1090	50219	Good	ACC			very difficult to get appointments with own health care provider when an unforeseen appointment is needed have also recognized that for those of the poverty level physical wellness is hard to receive missing enough mental health services

CHNA Community Feedback 2017

Pella Regional Health Center (Primary Service Area) N=219

ID	Zip	Overall HC Rating	c1	c2	c3	Are there healthcare services in the Pella Regional Health Center Primary Service Area that you feel need to be improved and/or changed?
1142	50219	Very Good	ALZ			I wish there was a support group (that would meet in the evening) and/or information time for families of those whose have a family member with Alzheimer's. I also wish the telephone book would be more clear on who we are calling or do you just want us to call one number whether it's the medical center, hospital, etc.?
1160	50219	Very Good	BILL	INSUR		The business aspect of the hospital is not very welcoming... In the past, we made arrangements for payments after deliver of our daughter, and the hospital reneged on our agreed amount that we were dutifully paying every month. We were then threatened with collections and were forced to pay in full using a credit card. I asked the business manager if she was at all uncomfortable with me paying using a credit card after we had just discussed me being unable to pay the balance; she scoffed and stated that credit cards accept payments. At that point, I paid the balance and left very dissatisfied. If my financial circumstances had not changed, my second daughter would not have been delivered in Pella. I am very pleased with the OB department, especially with Dr. Carlstone and appreciate the fact that he is our doctor from beginning to delivery.
1013	50219	Good	CANC			cancer treatments
1092	50219	Very Good	CARD	ACC	WAIT	Need Iowa Heart physician to come more often. Takes over 2 months to get an appointment with him.
1042	50138	Very Good	CHEMO	ACC	RAD	It would be nice to be able to expand chemotherapy availability at Pella Regional and also be able to receive radiations treatments at Pella.
1037	50219	Good	CLIN	ACC	FP	Clinic scheduling for Family Practice doctors. I can never get in to see my actual doctor. I either have to see a PA or a NP.
1195	50219	Good	CLIN	ACC		Clinic hours expanded
1174	50219	Good	CLIN	ACC		The clinic is always too busy. Customer service skills are lacking. When I call for a same day appointment, I'm made to feel like I'm inconveniencing the person on the other end of the line. And I typically only need same day appointments once or twice a year.
1204	50219	Good	CLIN	EMER	ACC	Walk-in clinic at the clinic open longer in the evening and on Saturday/Sunday. Fast track in the ER.
1049	50219	Good	CLIN	OBG	VACC	Separate clinic areas between healthy patients (pregnant, vaccines, etc.) and those who are sick.
1065	50207	Very Good	CLIN	PRIM	ACC	walk in clinic. sports physical days/clinic on Saturday/evenings
1196	50219	Very Good	CLIN	WAIT	STAFF	I recently had an appointment in the Specialty Clinic. I was told to be there 20 minutes before my 8:00am appointment. When I arrived, nobody was there! In fact, nobody showed up to check me in until 10 minutes AFTER my 8:00 appointment time!! Then, I saw the doctor and his staff show up 10 minutes after that!!!! If I'm expected to be there at a certain time, I expect them to be there as well!
1024	50219	Fair	COST			Costs
1139	50219	Very Good	DERM			Need a skin cancer doctor.
1111	50251	Very Good	DOCS	ACC	ED	Walk-in services, estimated wait times to see doctor i.e. have the ability to check-in remotely and monitor where you are in the queue before needing to come in, and to continue educating community on providers/services available.

CHNA Community Feedback 2017

Pella Regional Health Center (Primary Service Area) N=219

ID	Zip	Overall HC Rating	c1	c2	c3	Are there healthcare services in the Pella Regional Health Center Primary Service Area that you feel need to be improved and/or changed?
1126	50219	Very Good	DOCS	ACC		Care providers are too laden with paperwork and other regulatory expectations, and are unable to give the time and care to our patients. As an employee as well as a patient, I see this from both sides.
1104	52501	Good	DOCS	ACC		Need more providers and faster credentialing
1156	50219	Good	DOCS	OBG	STAFF	We are thankful for Pella Regional, but there are improvements that need to take place. More attentive care provided by physicians by capping the number of patients they accept. Prenatal and postnatal care also needs to be improved. Doctors need to promote counting kicks. And doctors and nurses need to be educated and trained on how to care for mothers just as much as they are on caring for babies to prevent serious and life threatening conditions. For example, PRC should implement preeclampsia toolkits.
1015	50219	Fair	DOCS	PA	CLIN	More doctors/PAs in the clinic. Less red tape to get through to make an appointment. Shorter waiting times in ER.
1167	50219	Very Good	DOCS	PRIM		I think we need more physicians. It is very difficult for our family to get in to see our primary care physician.
1011	50219	Good	DOCS	SPEC	GER	Possibly more providers who specialize in geriatric medicine.
1086	52577	Very Good	ED	MRKT	PRIM	Education to the public about their different health problems and how to manage them, and when to see their PCP before they get so sick they need emergent care. Ex: CHF, COPD, Chronic conditions like back pain, and pain etc.
1022	50219	Poor	EMER	ACC	RX	It is very hard to get an "emergency" appointment after 7 during week and after 12 on Saturday, love the extra hours on Saturday, but we can't get a hold of anyone if we have a question on a prescription if a dr writes it wrong
1145	50219	Fair	EMER	DOCS		Emergency department- not been very impressed with the care of Dr. Thorsen
1150	50219	Fair	EMER	INSUR		Emergency room assessment, and three night stays for seniors to access their Medicare benefits.
1076	50219	Very Good	GAST			GI specialist
1026	50219	Very Good	IM	FP	OBG	More Internal Medicine Physicians More Family Practice Physicians who practice Obstetrics
1119	50219	Good	INFUS	WAIT	EMER	<p>Infusion Center cannot room all the needed patients, using waiting rooms, over flow to ED, long wait time to get a pt in that needs fluids, etc. I would think the department size could be doubled and still be busy.</p> <p>Diabetes is an exploding diagnosis. We need 2 diabetes nurses in Pella at all times and I think we should have a provider in Pella every day. The paperwork load is tremendous with PAs, Refills, needed teaching, hospital teaching. This is very needed.</p> <p>I would like to see a separate urgent care type clinic that is attached to our Meditech system, have their own staff. Long extended hours are simply exhausting clinic staff over time and extended hours do not seem to be enough to carry the load most days.</p>
1072	50219	Good	LAB	STAFF		Overall, we do a great job. One recent experience left me perplexed in the hospital. I had a blood draw as requested by a Des Moines doctor. I was called again for the blood draw as a test was missed by the person who drew the blood. No one there was able to tell me as to why it was missed. I checked with two of them and still no answer. We need to be able to explain the "why" which is important. Mistakes do happen but a quick/meaningful turn around will increase the confidence.

CHNA Community Feedback 2017

Pella Regional Health Center (Primary Service Area) N=219

ID	Zip	Overall HC Rating	c1	c2	c3	Are there healthcare services in the Pella Regional Health Center Primary Service Area that you feel need to be improved and/or changed?
1187	50219	Very Good	MH	ACC	WAIT	Services for the mentally ill are inadequate. 1. The process for obtaining a court order compelling an evaluation is unwieldy, and unreasonable with respect to steps taken and timing. 2. The state process for locating a facility and reserving a spot for a patient is broken. Patients should be kept within their region and not moved across the state to "get rid of a problem." 3. There are insufficient facilities/beds statewide for mental health patients. Everyone knows this, it has been a problem for quite a while, and yet no movement has occurred to correct the problem.
1206	50219	Good	MH	DERM	PEDS	Mental health, dermatology, pediatrics,
1083	50170	Very Good	MH	LTC	PRIM	Mental health facilities, long term/skilled care facilities, more primary and internal medicine providers
1157	50219	Fair	MH	THER	DIAB	More mental health options, play therapy, diabetes education and services
1080	52577	Good	MH	THER	IP	mental health services: therapy and inpatient
1148	50219	Very Good	MH			I would very much like to see services added that would help people who suffer from emotional problems. Also, we need to have additional services for those who suffer from dementia and Alzheimer's. A specialist that knows how to treat these kinds of cases and is also familiar with how some medication affects the elder.
1107	50219	Very Good	MH			Mental Health services
1105	50009	Very Good	OBG	ORTHO	CLIN	New OB addition will be wonderful as well as expanded ortho clinic
1122	50219	Good	OBG	PT	OT	I think that offering midwife services would bring even more OB patients to our hospital and show that we offer holistic care. I also believe that making sure patients are seeing the same provider, particularly in physical and occupational therapy services would go a long way towards showing we actually care about the patient. Right now it is just a 'stick someone in an available hole' with no care regarding the importance of providers abilities or care for the patients in not being jumped around.
1039	50219	Very Good	OBG			OB/GYN services for deliveries
1058	50170	Good	OBG			The option for other types of birthing at PRHC. (Ex. Water birth, VBAC)
1091	50219	Good	ORTHO	ENT	SURG	Referrals to orthopedic and ENT doctors. I believe there have been many complaints about the ENT that PRHC uses and the orthopedic surgeon.
1101	50219	Good	PEDS	OBG	WOUN	Get some pediatricians! Many parents are taking their children to pediatricians in other cities because of their child's special needs or they just want a physician for their child that specializes in pediatrics. High volume of OB deliveries in Pella--need pediatric coverage! Physician or ARNP for Wound Care Clinic.
1019	50219	Good	PEDS	SPEC	DERM	We have lived here for 5 years and have greatly missed having a pediatrician. It's frustrating that specialists have limited availability or that we have to go to Des Moines or Iowa City to see one and that there are some specialists in town who won't take new patients (like dermatology).
1025	50138	Good	PEDS	SPEC	IACITY	Pella regional has quite a lot to offer but when it comes to pediatric specialties, we've had to go to Iowa city which is a long drive. I'd love to be able to stay close and have pediatric specialty
1007	50219	Good	POD	DOCS	OPH	Foot and ankle Dr Ophthalmologist Endocrinologist

CHNA Community Feedback 2017

Pella Regional Health Center (Primary Service Area) N=219

ID	Zip	Overall HC Rating	c1	c2	c3	Are there healthcare services in the Pella Regional Health Center Primary Service Area that you feel need to be improved and/or changed?
1132	50207	Good	PRIM	QUAL		Personally I'm not at the hospital besides routine work and the occasional accident, I've had very good experiences with everything.
1095	50138	Very Good	QUAL			None that I am aware of a need for. Very pleased with the healthcare services I receive from pella regional health
1190	50219	Good	RAD	ONC	WAIT	Need radiology oncology needs to have a separate waiting room since patients are immune compromised infusion needs to be divided between infection patients and cancer patients appointment reminder system is poor with errors PET scheduling is a nightmare
1056	50170	Good	SPEC	WAIT		Additional specialists. Timely procedures.
1116	50219	Very Good	STAFF	CLIN	DOCS	More staff needed for growing hospital and clinics. Direct care providers and non-direct care providers are stretched too thin and feeling the stress. To keep up with our current high quality care we need have more bodies to meet the demand of more patients.
1074	50208	Very Good	STAFF	SURG	CARD	I had a male nurse following surgery that was outstanding.. His name was David... Didn't catch the last name... I feel that the attention he gave me was very good... If I had a problem.. I rang and he was there... Got my through some harrowing times with blood clots... Made the following day a snap.... Am having no pain.. I was in room 168 if that matters
1216	52577	Good	STAFF			24 hour nurse line is terrible since it got out sourced.
1055	50219	Good	URG	ACC		More Urgent care hours or more appts available for walk ins
1217	50251	Very Good	URG	ACC		Urgent care availability
1201	50219	Good	URG	EMER	RX	The visits my family members and I have made to the urgent/emergency care department have been sometimes disappointing. Incorrect diagnoses, wrong prescriptions, etc. This could be an area of improvement.
1002	50219	Very Good	URG	MH	PEDS	Urgent and significant Behavioral Health needs have a gap in this area. We had a child with severe issues and there was no where to go with serious episodes other than the ER and intense treatment was not available closer than Des Moines and had a long wait even then. There is also a huge gap in non-emergent care between noon Saturday and Monday morning. We can't even call someone who can actually help since the hospital phone nurses are now outsourced those times too. If my kid has ear infection symptoms or a sibling caught pink eye, we can't do anything but the emergency room those times.
1031	50219	Good	URG			bring back urgent care
1010	50219	Good	URG			Bring back urgent care
1180	50219	Very Good	URG			Go back to urgent care
1044	50219	Very Good	URG			Urgent care on weekends
1020	50219	Good	WAIT	ACC		Must wait so long for an appointment.
1043	50138	Good	WAIT	CLIN	ACC	Need better responsiveness from the Pella Medical Clinic. Less phone wait time, quicker call back times, more open clinic appointments.
1170	50219	Fair	WAIT	DOCS		Waiting times. I don't have three hrs. to spend waiting to see a Dr.

CHNA Community Feedback 2017

Pella Regional Health Center (Primary Service Area) N=219

ID	Zip	Overall HC Rating	c1	c2	c3	Throughout the past two years, did you or someone you know receive healthcare services outside of the Pella Regional Health Center Primary Service Area?
1166	50214	Good	ALL			Allergy
1106	50138	Good	BLOOD	XRAY		BLOOD WORK, XRAYS
1041	50219	Good	CARD	GAST		Cardiac, gastro
1039	50219	Very Good	CARD	NEUR		Cardiology and Neurology
1177	50219	Very Good	CARD	ORTHO		Cardiac. Ortho.
1077	50228	Good	CARD			Cardiac services
1042	50138	Very Good	CHEMO	RAD		Chemo and Radiation treatments
1185	50219	Very Good	CLIN	ORTHO		Walk in clinic on Sunday, walk in orthopedic services also
1085	50219	Good	COLON	OPT	SLEEP	Colonoscopy, eye care, sleep studies,
1205	50219	Very Good	COLON			colonoscopy
1157	50219	Fair	DIAL			Dialysis
1092	50219	Very Good	DM	ORTHO		Needed to go to Des Moines to see Iowa Ortho dr.
1022	50219	Poor	DM			had to go to des Moines because there was no one here
1015	50219	Fair	ECOLI			Treatment for E.coli
1044	50219	Very Good	EMER	CLIN		ER and clinic visits
1018	5029	Very Good	EMER	IP		emergency room visit with 2 day hospital stay
1065	50207	Very Good	ENT	SURG	MERC	ENT surgery at Mercy because cheaper outpatient. MRI cheaper at Iowa ortho.
1053	52577	Very Good	ENT	SURG		ENT & SURGERY
1019	50219	Good	GAST	PEDS		Gastroenterology (pediatric)
1013	50219	Good	IMAG	INFUS	COLON	medical imagining, infusion, colonoscopy, physical, PET, lab, specialists
1069	50219	Good	IMAG			Imaging tests
1176	50219	Very Good	INFEC	PNEU		Treatment for sinus infection and pneumonia
1004	50219	Good	KID	ENT		Kidney and ENT
1006	50219	Good	KID			kidney failure
1095	50138	Very Good	KNOX			Knoxville hspt
1201	50219	Good	MAYO			Mayo Clinic
1070	50219	Very Good	MEDCL	EMER		Medical Clinic, ED
1010	50219	Good	MERC	DM	INFEC	Mercy Des Moines for an infection
1083	50170	Very Good	MH	IP		mental health inpatient services
1090	50219	Good	MH			mental health
1002	50219	Very Good	NEUR	ENT	SURG	Neurology, specialty ENT surgery, Behavioral health outpatient treatment
1193	50170	Good	NEUR	SPEC	THER	referred for head injury to specialist and therapy
1023	50219	Good	NEUR	SURG	PAIN	Neurosurgery and pain management
1129	50112	Very Good	OB			Giving birth
1049	50219	Good	OBG	CANC	PEDS	OB, cancer, infant surgery
1058	50170	Good	OBG	DM	URG	Obstetrics - Des Moines, Urgent Care - Pleasant Hill

CHNA Community Feedback 2017

Pella Regional Health Center (Primary Service Area) N=219

ID	Zip	Overall HC Rating	c1	c2	c3	Throughout the past two years, did you or someone you know receive healthcare services outside of the Pella Regional Health Center Primary Service Area?
1037	50219	Good	OBG	DM		Delivered baby in Des Moines
1145	50219	Fair	OBG			Child birth
1055	50219	Good	OBG			Ob
1112	50219	Good	OP	IMAG		Outpatient Imaging
1088	50219	Good	OP	SURG	WELL	Outpatient surgery & wellness exam.
1155	50138	Very Good	OP	SURG		Outpatient surgery
1181	50219	Good	OPT	DERM	OP	Eye care, Dermatology, Outpatient walk in, Cancer screening, Dental
1063	50138	Very Good	ORTHO	DM		Orthopedic services in Des Moines
1137	50219	Very Good	ORTHO	OBG	CARD	knee replacement, ob, heart
1003	50219	Very Poor	ORTHO	SURG	COLON	back surgery, colonoscopy, x-rays, coxic injection
1187	50219	Very Good	ORTHO	SURG	THYR	1. Orthopedic surgery, 2. Thyroid surgery
1199	52577	Good	ORTHO	SURG		back surgery
1191	50219	Good	ORTHO	SURG		Knee surgery
1139	50219	Very Good	ORTHO	SURG		Rotator cuff surgery
1131	50219	Good	OSKY			Walk in care in Oskaloosa
1008	50138	Good	PAIN			Pain stimulator
1101	50219	Good	PEDS	ARTH	ONC	Pediatrician, Arthritis, Oncologist
1025	50138	Good	PEDS	NEPH	UROL	Pediatric nephrology and urology-Iowa city . Adult audiology-Methodist. Adult urology-unity point
1043	50138	Good	PEDS			Pediatric services
1116	50219	Very Good	PERI			Perinatology
1080	52577	Good	POD	DERM		foot, skin
1007	50219	Good	POD	OPH	ENDO	Foot and ankle, ophthalmologist, endocrinology, rheumatology, nephrology
1170	50219	Fair	PRIM	EMER	SPEC	Primary care to emergency and specialist treatment
1125	50251	Good	PRIM			Flight physical
1165	50219	Very Good	PRIM			Physical
1086	52577	Very Good	PT			Physical therapy
1190	50219	Good	RAD	MERC	DM	radiation-Mercy DSM, plastic surgery-Mercy DSM, reconstruction surgery-Mercy West DSM, breast cancer-Mercy DSM, Lymphedema therapy-Mercy DSM, Heart specialist-Mercy DSM, PET scan-Mercy WDSM, MRI-Mercy WDSM,
1028	50219	Very Good	RHEU			Rheumatology
1076	50219	Very Good	SLEEP	PEDS	DENT	Sleep study, pediatric dentist
1122	50219	Good	SPEC	OBG	GAST	specialized OB care, specialized gastrointestinal care
1009	50219	Fair	SPEC			specialized
1074	50208	Very Good	SURG			A friend had the same surgery as me with the same comments

CHNA Community Feedback 2017

Pella Regional Health Center (Primary Service Area) N=219

ID	Zip	Overall HC Rating	c1	c2	c3	Throughout the past two years, did you or someone you know receive healthcare services outside of the Pella Regional Health Center Primary Service Area?
1144	50219	Very Good	SURG			Same day surgery
1089	50219	Very Good	SURG			Surgery
1113	50219	Very Good	SURG			Surgery
1180	50219	Very Good	THER	SURG		therapy after surgery
1160	50219	Very Good	UIA	ONC		University of Iowa, Oncology
1107	50219	Very Good	UIA			Sent to University of Iowa
1163	50138	Very Good	UROL	UIA		Urology at U of IA Hospitals and Clinics

Community Health Needs Assessment 2017 - Pella Regional Health Center (Primary Service Area)

Let Your Voice Be Heard!

Pella Regional Health Center is partnering with other community health providers to update the 2014 Pella Regional Health Center Community Health Needs Assessment (CHNA). Your feedback from this survey will help us identify the current health issues in our community. While your participation is voluntary, we would greatly appreciate your input. All answers will be kept confidential and due by Wednesday, August 2, 2017. Thank you for your participation.

Community Health Needs Assessment 2017 - Pella Regional Health Center (Primary Service Area)

Part I: Introduction

1. How do you rate the "Overall Quality" of healthcare delivery in our community?

	Very Good	Good	Fair	Poor	Very Poor
Health Rating:	<input type="radio"/>				

Community Health Needs Assessment 2017 - Pella Regional Health Center (Primary Service Area)

2. Are there healthcare services in the Pella Regional Health Center Primary Service Area that you feel need to be improved and/or changed? (Please be specific.)

Community Health Needs Assessment 2017 - Pella Regional Health Center (Primary Service Area)

3. From our 2014 CHNA, a number of health needs were identified as priorities. Are any of these previous CHNA needs still an "Ongoing Problem" in the Pella Regional Health Center Primary Service Area?

	Not a Problem Anymore	Somewhat of a Problem	Major Problem
Increase Outpatient Mental Health Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide More Affordable Nursing Home Care Options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increase Inpatient Mental Health Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fight Obesity - Focus on Fitness, Nutrition and Prevention Actions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide Insurance Price Transparency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improve Local Cardiac Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Address Substance Abuse (Meth, Marijuana and Prescription Drugs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improve Water Quality - Focus on Increasing Testing and Targeting Red Rock	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explore / Develop Stand Alone Urgent Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Address Dementia Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Address Alzheimer's Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increase Maternal and Children Health Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide Affordable / Competitive Local Healthcare Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Community Health Needs Assessment 2017 - Pella Regional Health Center (Primary Service Area)

4. Please select the top three most pressing 2014 health needs that need improvement.

- | | |
|---|---|
| <input type="checkbox"/> Increase Outpatient Mental Health Services | <input type="checkbox"/> Improve Water Quality - Focus on Increasing Testing and Targeting Red Rock |
| <input type="checkbox"/> Provide More Affordable Nursing Home Care Options | <input type="checkbox"/> Explore / Develop Stand Alone Urgent Care |
| <input type="checkbox"/> Increase Inpatient Mental Health Services | <input type="checkbox"/> Address Dementia Services |
| <input type="checkbox"/> Fight Obesity - Focus on Fitness, Nutrition and Prevention Actions | <input type="checkbox"/> Address Alzheimer's Care |
| <input type="checkbox"/> Provide Insurance Price Transparency | <input type="checkbox"/> Increase Maternal and Children Health Education |
| <input type="checkbox"/> Improve Local Cardiac Services | <input type="checkbox"/> Provide Affordable / Competitive Local Healthcare Services |
| <input type="checkbox"/> Address Substance Abuse (Meth, Marijuana and Prescription Drugs) | |

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5. How would Pella Regional Health Center Primary Service Area residents rate each of the following services? (Please select one box per row.)

	Very Good	Good	Fair	Poor	Very Poor	N/A
Ambulance Services	<input type="radio"/>					
Child Care	<input type="radio"/>					
Chiropractors	<input type="radio"/>					
Dentists	<input type="radio"/>					
Emergency Room	<input type="radio"/>					
Eye Doctor / Optometrist	<input type="radio"/>					
Family Planning Services	<input type="radio"/>					
Home Health	<input type="radio"/>					
Hospice	<input type="radio"/>					

Community Health Needs Assessment 2017 - Pella Regional Health Center (Primary Service Area)

6. How would Pella Regional Health Center Primary Service Area residents rate each of the following?
 (Please select one per row.)

	Very Good	Good	Fair	Poor	Very Poor	N/A
Inpatient Services	<input type="radio"/>					
Mental Health Services	<input type="radio"/>					
Nursing Home	<input type="radio"/>					
Outpatient Services	<input type="radio"/>					
Pharmacy	<input type="radio"/>					
Primary Care	<input type="radio"/>					
Public Health Department	<input type="radio"/>					
School Nurse	<input type="radio"/>					
Visiting Specialists	<input type="radio"/>					

Community Health Needs Assessment 2017 - Pella Regional Health Center (Primary Service Area)

7. Throughout the past two years, did you or someone you know receive healthcare services outside of the Pella Regional Health Center Primary Service Area?

- Yes
- No
- Don't know

If yes, please specify the healthcare services received.

Community Health Needs Assessment 2017 - Pella Regional Health Center (Primary Service Area)

8. Are there any other health needs from the list below that need to be discussed at our upcoming CHNA Town Hall meeting? (Please select all that need to be on our agenda.)

- | | | |
|--|--|---|
| <input type="checkbox"/> Abuse / Violence | <input type="checkbox"/> Mental Illness | <input type="checkbox"/> Suicide |
| <input type="checkbox"/> Alcohol | <input type="checkbox"/> Nutrition | <input type="checkbox"/> Teen Pregnancy |
| <input type="checkbox"/> Cancer | <input type="checkbox"/> Obesity | <input type="checkbox"/> Tobacco Use |
| <input type="checkbox"/> Diabetes | <input type="checkbox"/> Ozone | <input type="checkbox"/> Vaccinations |
| <input type="checkbox"/> Drugs / Substance Abuse | <input type="checkbox"/> Physical Exercise | <input type="checkbox"/> Water Quality |
| <input type="checkbox"/> Family Planning | <input type="checkbox"/> Poverty | <input type="checkbox"/> Wellness Education |
| <input type="checkbox"/> Heart Disease | <input type="checkbox"/> Respiratory Disease | |
| <input type="checkbox"/> Lead Exposure | <input type="checkbox"/> Sexually Transmitted Infections | |
| <input type="checkbox"/> Other (please specify) | | |

Community Health Needs Assessment 2017 - Pella Regional Health Center (Primary Service Area)

9. What is your home zip code?

Community Health Needs Assessment 2017 - Pella Regional Health Center (Primary Service Area)

Demographics

10. For reporting purposes, are you involved in or are you a ...? (Please select all that apply).

- | | | |
|---|---|---|
| <input type="checkbox"/> Board Member | <input type="checkbox"/> Elected Official - City / County | <input type="checkbox"/> Other Health Professional |
| <input type="checkbox"/> Business / Merchant | <input type="checkbox"/> EMS / Emergency | <input type="checkbox"/> Parent / Caregiver |
| <input type="checkbox"/> Case Manager / Discharge Planner | <input type="checkbox"/> Farmer / Rancher | <input type="checkbox"/> Pharmacy |
| <input type="checkbox"/> Civic Club / Chamber | <input type="checkbox"/> Health Department | <input type="checkbox"/> Physician (MD / DO) |
| <input type="checkbox"/> Charitable Foundation | <input type="checkbox"/> Hospital | <input type="checkbox"/> Physician Clinic |
| <input type="checkbox"/> Clergy / Congregational Leader | <input type="checkbox"/> Housing / Builder | <input type="checkbox"/> Media (Paper, TV, Radio) |
| <input type="checkbox"/> College / University | <input type="checkbox"/> Insurance | <input type="checkbox"/> Senior Care / Nursing Home |
| <input type="checkbox"/> Consumer Advocate | <input type="checkbox"/> Labor | <input type="checkbox"/> Social Worker |
| <input type="checkbox"/> Consumers of Healthcare | <input type="checkbox"/> Law Enforcement | <input type="checkbox"/> Veteran |
| <input type="checkbox"/> Dentist | <input type="checkbox"/> Low Income / Free Clinics | <input type="checkbox"/> Welfare / Social Service |
| <input type="checkbox"/> Economic Development | <input type="checkbox"/> Mental Health | |
| <input type="checkbox"/> Education Official / Teacher | <input type="checkbox"/> Nursing | |
| <input type="checkbox"/> Other (please specify) | | |

Community Health Needs Assessment 2017 - Pella Regional Health Center (Primary Service Area)

You have just completed the 2017 Community Health Needs Assessment Survey. Thank you for your participation.

By selecting "Done", you are submitting your responses and giving others an opportunity to complete the same survey .

CHNA Report Contact :



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