

Community Health Survey and Results





Community Health Needs Assessment

Hugh Chatham Memorial Hospital's mission is to consistently deliver exceptional health care by demonstrating the values of service, teamwork, accountability, respect, and safe care.

Goal:

To ensure that we continue to meet and exceed the needs of our community, Hugh Chatham Memorial Hospital (HCMH) has launched a comprehensive community health needs assessment initiative to assess the healthcare needs of our service area and to determine how well those needs are currently being met by HCMH providers and by other community resources.

This survey is anonymous and voluntary. The information gained will be used to direct future healthcare services needed in the area. We expect the survey will take about 10-15 minutes to complete. Thank you in advance for your participation.

1. How would you describe your overall health?
 - Excellent
 - Very good
 - Good
 - Fair
 - Poor

2. Where do you go for routine healthcare?
 - Physician's office
 - Health Department
 - Emergency room
 - Urgent care clinic
 - I do not receive routine healthcare
 - Other (please list) _____
 -

3. What type of healthcare coverage do you have?
 - Medicare
 - Medicaid/Passport
 - Commercial health insurance (Examples: Humana, Anthem Blue Cross)
 - No healthcare coverage
 - Other (please list) _____
 -

4. Are you able to visit a doctor when needed?
 - No
 - Yes (Go to question 6 next)

5. If you answered "No" to question 4, why? Please choose all that apply.
 - No appointment available
 - Cannot afford it
 - Cannot take time off from work
 - No transportation
 - No specialist in my community for my condition
 - Other (please list) _____

6. Please check all statements below that apply to you.
 - I exercise at least 3 times per week.
 - I eat at least 5 servings of fruits and vegetables each day.

- I eat fast food more than once per week.
- I smoke cigarettes.
- I smoke e-cigarettes (jewels) or vape
- I chew tobacco.
- I use illegal drugs.
- I use prescription medications for non-prescribed reasons.
- I use prescription medication above the prescribed dosage.
- I consume more than 4 alcoholic drinks (if female) or 5 (if male) per day.
- I use sunscreen or protective clothing for planned time in the sun.
- I receive a flu shot each year.
- I have access to a wellness program through my employer.
- None of the above apply to me.

7. Please select the top 3 health challenges you face. Rank them from 1 to 3 with 1 being your greatest health challenge, and 3 being your third greatest health challenge.

- _____ Cancer
- _____ Diabetes
- _____ Overweight/Obesity
- _____ Lung Disease
- _____ High Blood Pressure
- _____ Stroke
- _____ Heart Disease
- _____ Joint Pain or Back Pain
- _____ Mental Health Issues
- _____ Alcohol Overuse
- _____ Drug Addiction/Substance Abuse
- _____ I do not have any health challenges
- _____ Other (please list) _____

8. Which of the following preventive procedures have you had in the past 12 months?

- Mammogram (if woman)
- Pap smear (if woman)
- Prostate cancer screening (if man)
- Flu shot
- Colon/rectal exam
- Blood pressure check
- Blood sugar check
- Skin cancer screening
- Cholesterol screening
- Vision screening
- Hearing screening
- Cardiovascular screening
- Bone density test
- Dental cleaning/x-rays
- Physical exam
- None of the above

9. What is your gender?

- Female
- Male
- Other (Please List) _____

10. What is your sexual orientation?

- Straight
- Gay/Lesbian
- Bisexual

- Other
- Prefer not to answer

11. What is your race?

- African American/Black
- American Indian/Alaska Native
- Asian
- White
- Native Hawaiian/Pacific Islander
- Two or more races
- Other
-

12. Do you identify as Hispanic or Latino?

- Yes
- No

13. What is your county of residence?

- Surry
- Yadkin
- Wilkes
- Other (please list) _____

14. What is your 5 digit zip code? _____

15. What is your age? _____

16. What is your current employment status?

- Employed full-time
- Employed part-time
- Student
- Homemaker
- Unemployed
- Disabled
- Retired

17. What is your household income range?

- \$0 - \$24,999
- \$25,000 - \$49,999
- \$50,000 - \$74,999
- \$75,000 - \$99,999
- \$100,000 or more
- Prefer not to answer
-

18. What is the highest level of education you have completed?

- Primary school (K-8th)
- Some high school
- High school graduate
- Some college
- College graduate

19. Do you feel physically and/or emotionally unsafe in your home?

- Yes
- No

20. Within the past 12 months, have you been hit, slapped, kicked, or otherwise physically hurt by anyone?

- Yes
- No

21. Within the past 12 months, have you been humiliated or emotionally abused by anyone (i.e. name calling, making negative comparisons to others)?

- Yes
- No

22. Within the past 12 months, have you found yourself in any of the following situations? Please check all that apply.

- I worried about getting sick and being unable to take time off work.
- I worried about getting sick and being able to see a doctor.
- I worried I may run out of food or groceries for myself before I got money to buy more.
- I ran out of food or groceries because I did not have the money to buy more.
- I worried about losing my home.
- I have stayed outside, in a car, in a tent, at an overnight shelter, or temporarily in someone else's home because I had nowhere else to stay.
- I have been faced with possible disconnection of my utilities (i.e. electricity, water, gas) because I was unable to afford them.
- My utilities (i.e. electricity, water, gas) have been disconnected because I was unable to afford them.
- A lack of transportation kept me from getting to medical appointments.
- A lack of transportation kept me from doing things needed for daily living (i.e. getting to work, going grocery shopping).
- I had to choose between paying my bills or buying my medication(s).

23. Do you have ongoing problems with pest infestations (bugs, ants, mice), mold, lead, and/or water leaks at the place where you stay?

- Yes
- No

24. What are the three biggest health concerns or challenges you think our community faces?

1. _____
1. _____
1. _____

25. What additional health services need to be offered to meet health challenges in your community?

26. Is there anything else you would like to add?

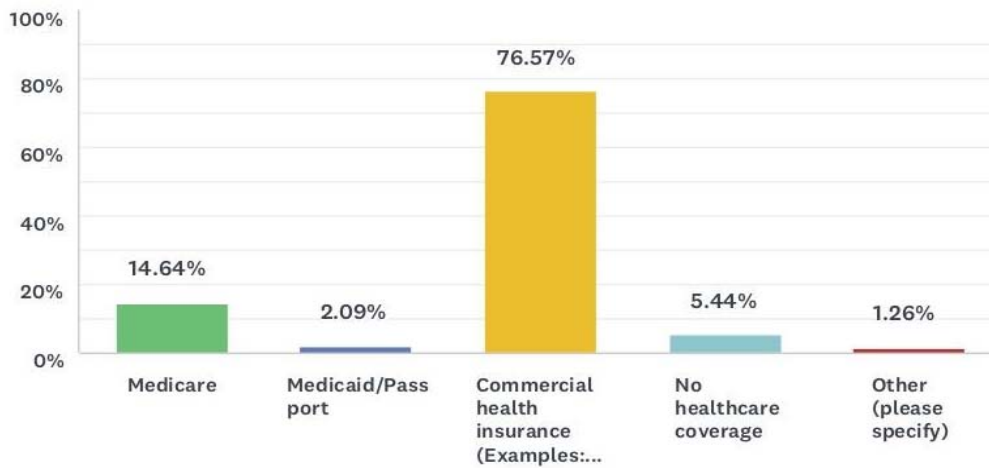
Thank you for your participation.

Results

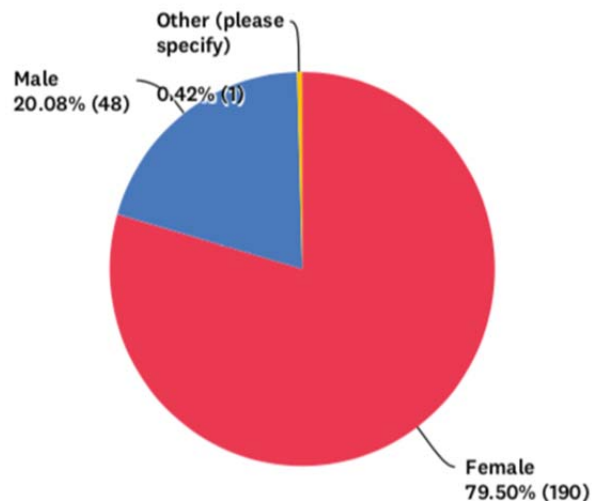
There were a total of 239 participants who returned the survey. Nearly 80% of the respondents were female, the geographic distribution was representative of the service area and the age range was well distributed. More of the respondents were commercially insured than the rates in the service area with about 6% of respondents indicating they are uninsured. The rate of uninsured is significantly less than the percentage indicated in the county health data and less than the percentage that is seen in the Hugh Chatham Emergency Department. It is, however, consistent with the rate of uninsured that are seen in the Hugh Chatham physician practices.

Demographic Results by question #:

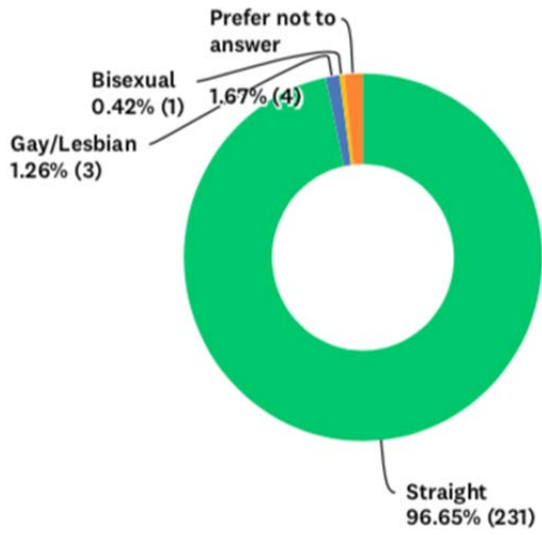
3. What type of healthcare coverage do you have?



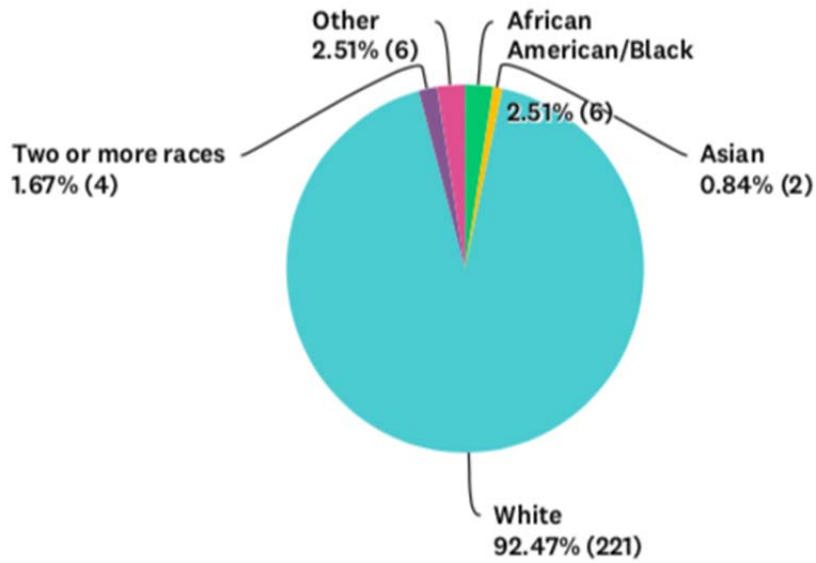
9. What is your gender?



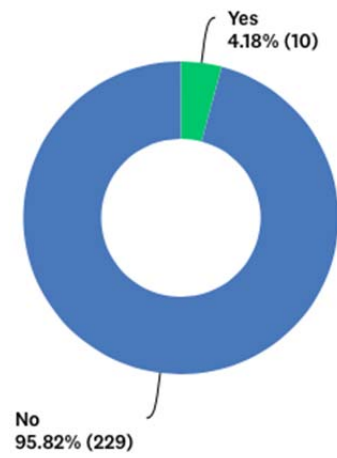
10. What is your sexual orientation?



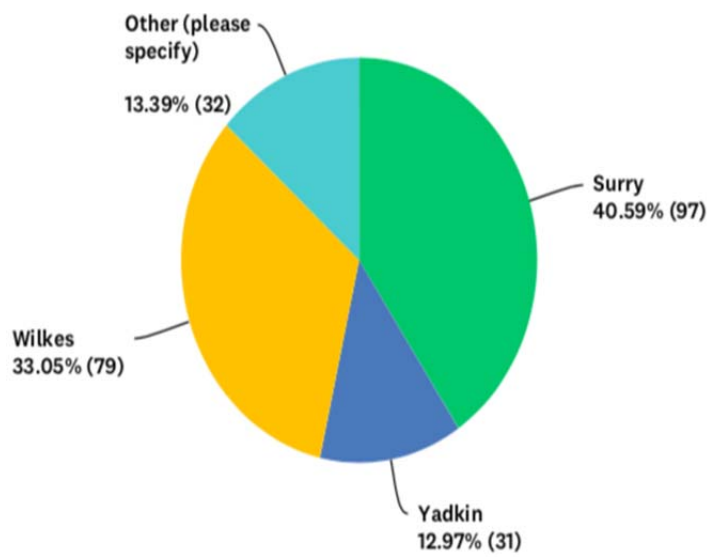
11. What is your race?



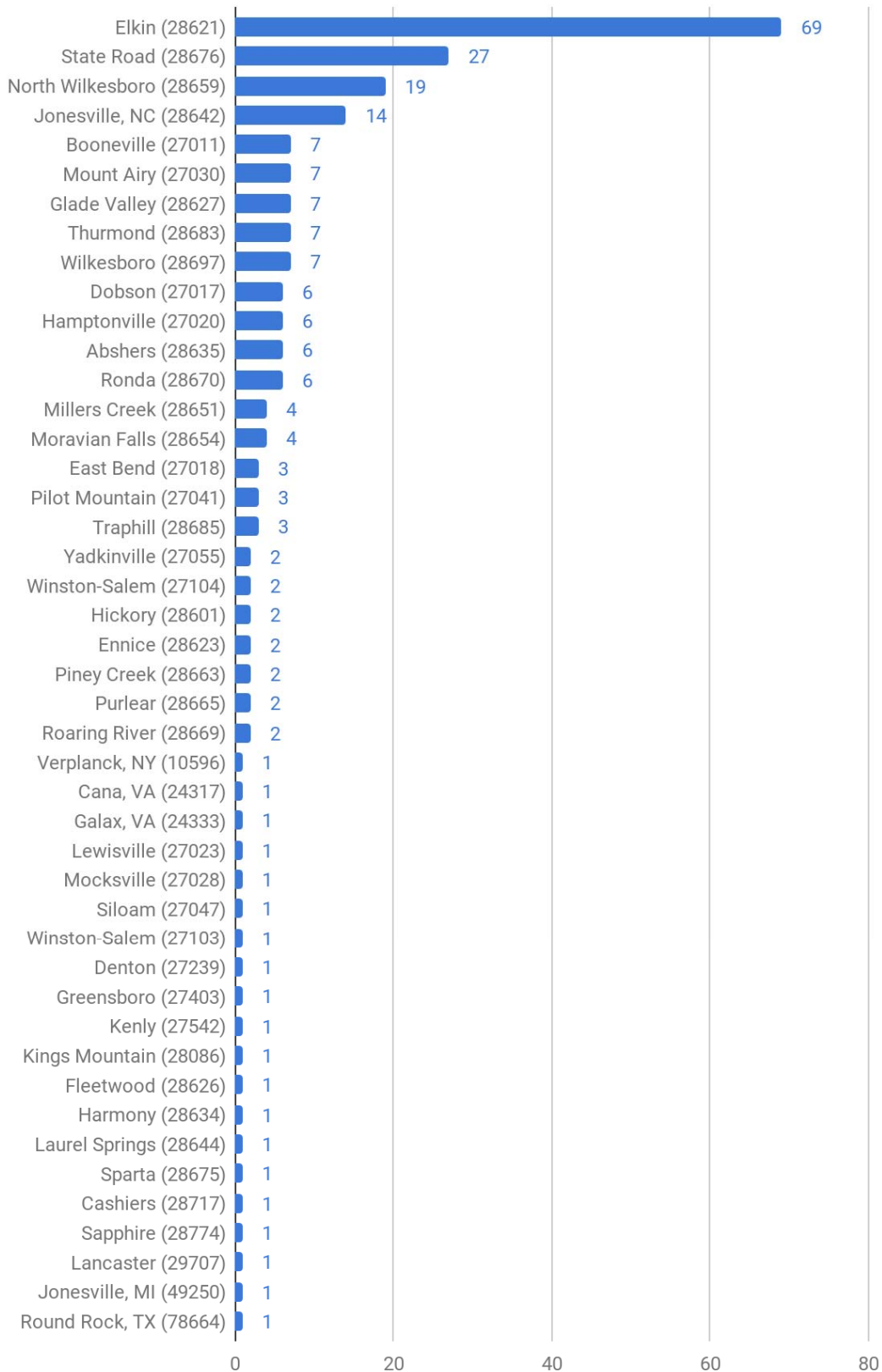
12. Do you identify as Hispanic or Latino?



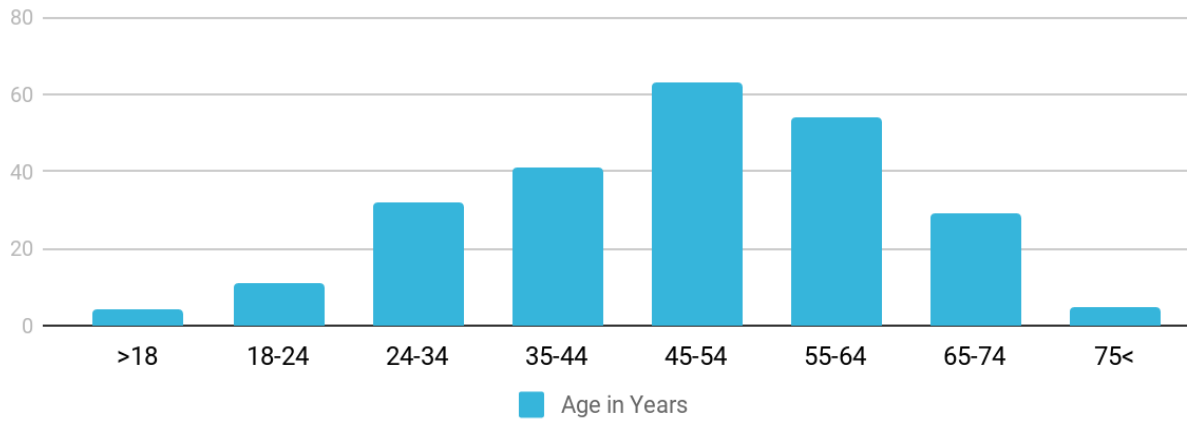
13. What is your county of residence?



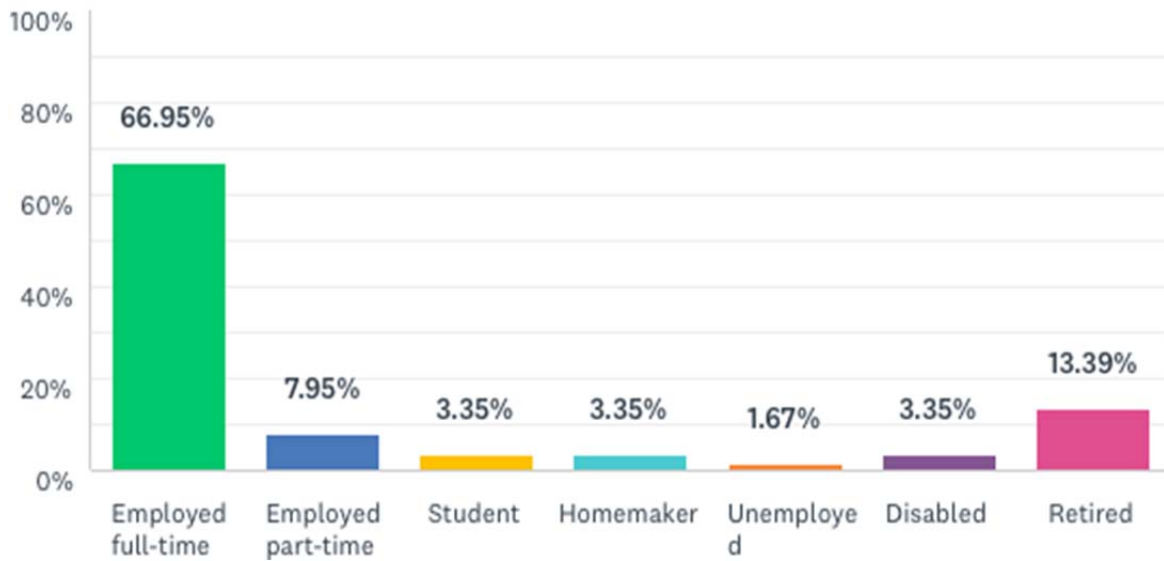
14. What is your five digit zip code?



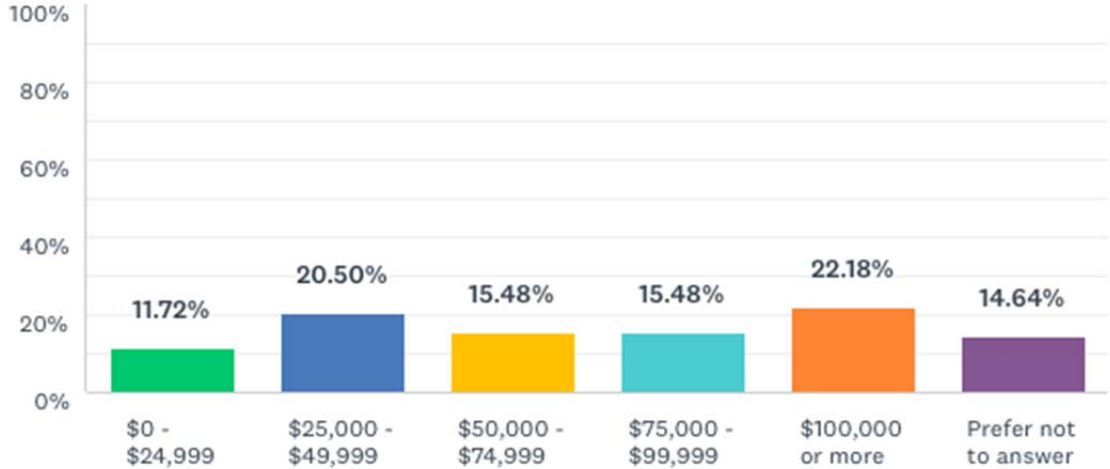
15. What is your age?



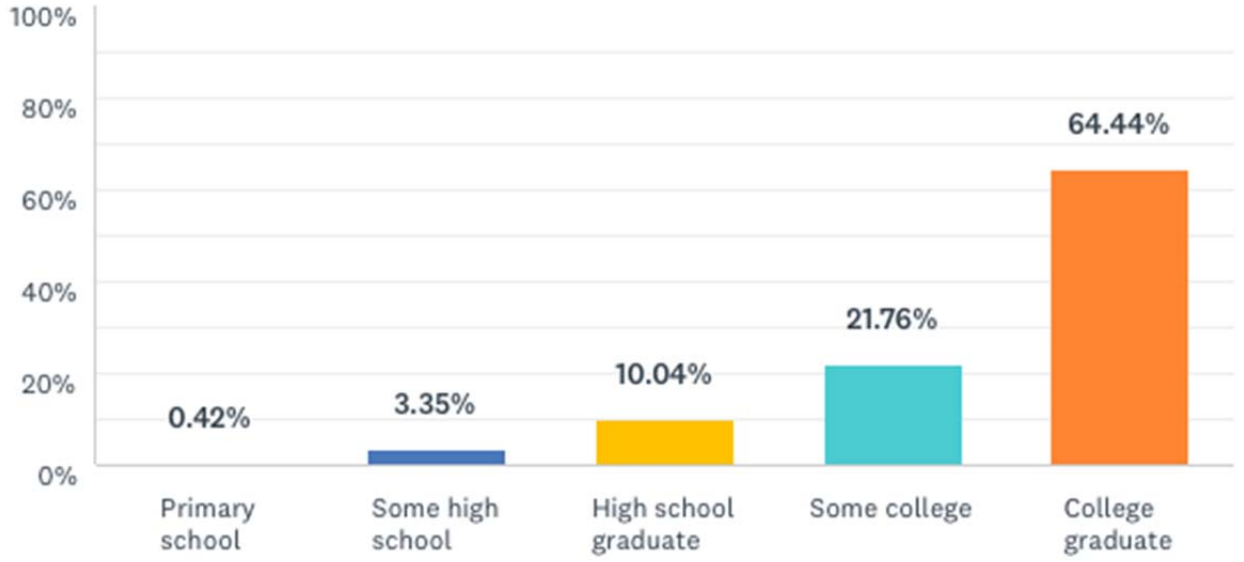
16. What is your current employment status?



17. What is your current household income range?



18. What is the highest level of education you have completed?

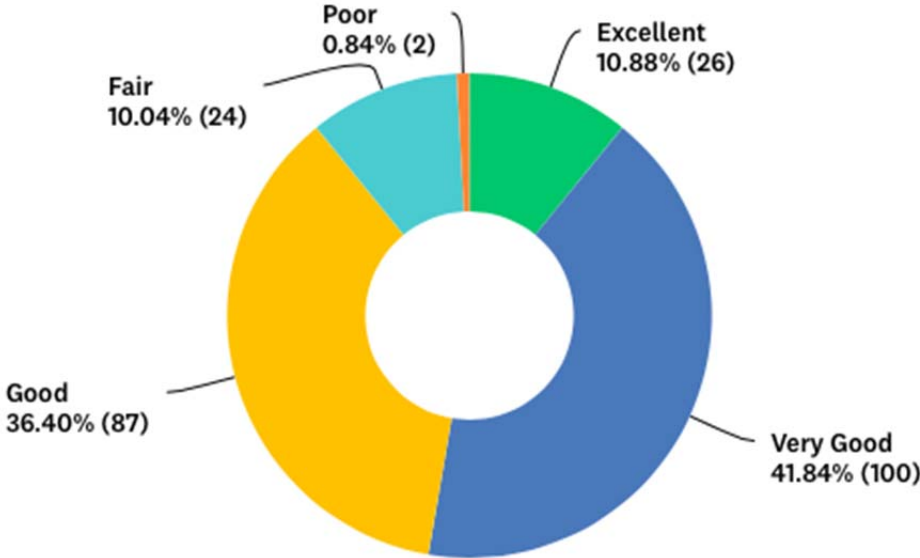


Survey Participants Demographics
Compared to County Data

	SURRY COUNTY	WILKES COUNTY	YADKIN COUNTY	ALLEGHAN Y COUNTY	NORTH CAROLINA	Survey Respondent
POPULATION	72,224	68,576	37,774	11,031	10,273,419	239
• Under 18	21.4%	20.8%	21.2%	17.4%	22.4%	1.67
• Over 65	20%	21%	19.7%	26.8%	15.9%	13.8%
• Female	51.4%	50.7%	50.6%	50.2%	51.3%	79.5%
RACE						
• White	83.9%	87.3%	84%	86.8%	63.1%	92.47%
• Hispanic	10.6%	6.5%	11.4%	9.6%	9.5%	4.18%
• African American	4.1%	4.6%	3.4%	1.9%	22.2%	2.51%
EDUCATION						
• HS Grad	78.3%	78.3%	79.3%	78.9%	86.9%	96.24%
• College	16.5%	15.4%	12%	18.7%	29.9%	64.44%
INCOME (Median household)	\$39,071	\$37,173	\$41,126	\$38,994	\$46,693	
UNEMPLOYMENT (FEB 2015)	4.3%	4.3%	4%	5.2%	4.6%	1.67%
POVERTY	16.1%	18.5%	13.4%	20.9%	14.7%	11.72%
PEOPLE UNDER 65 WITHOUT HEALTH INSURANCE	18.7%	18.5%	17.5%	19.7%	15.1%	1.26%

Health Status Results by question #:

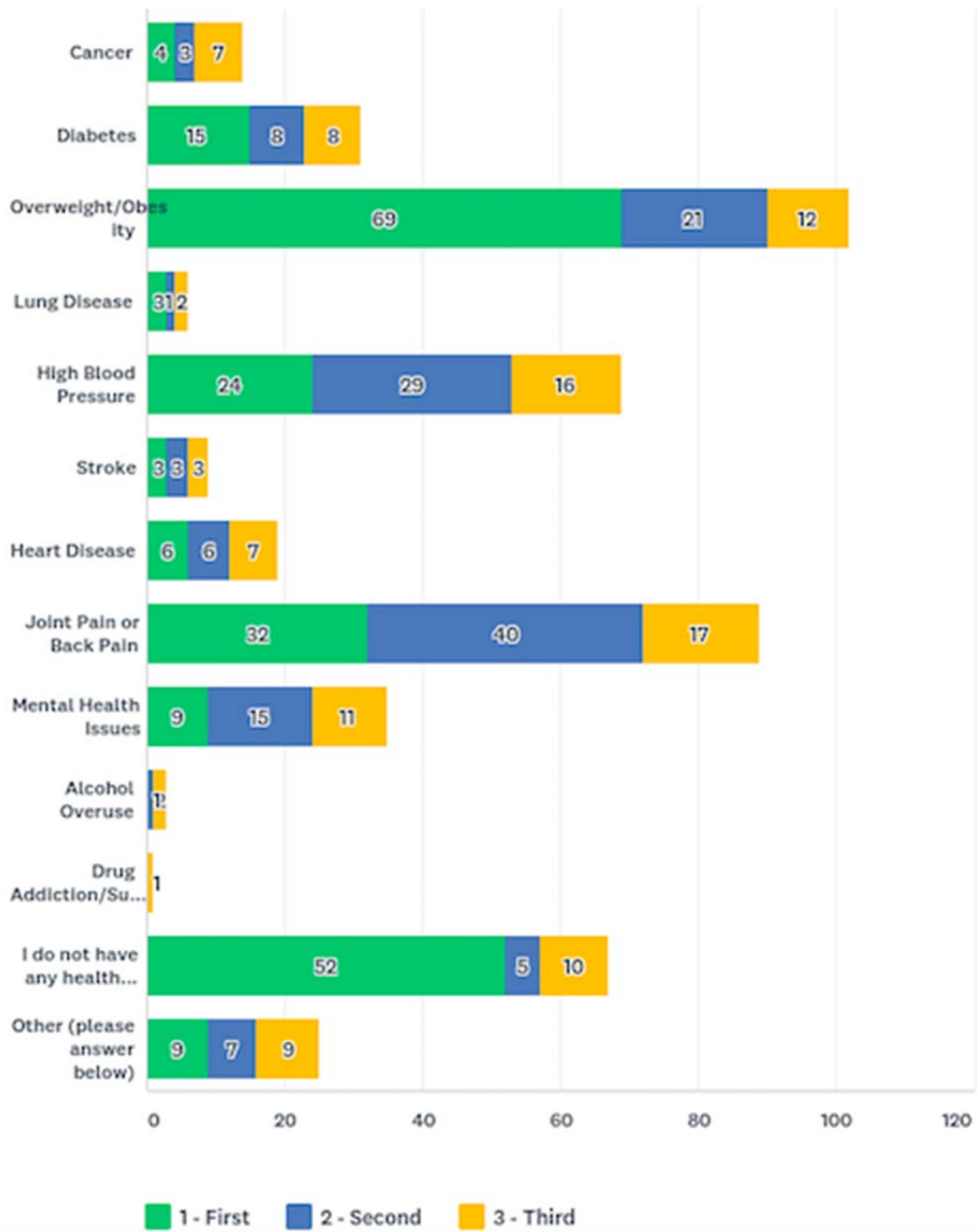
1. How would you describe your overall health?



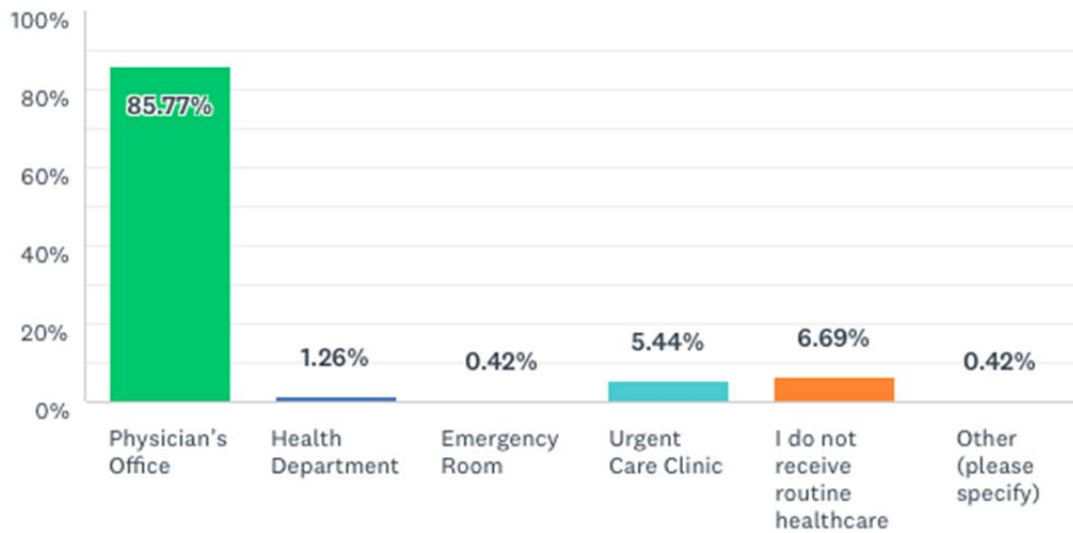
Comment Section

The majority of the respondents to the survey (52.72%) reported that they were in excellent or very good health. This response was surprising, particularly when compared to question 7 below, where only 22% of those surveyed stated that they had “no health issues”. This perceived, but factually incorrect perception of the individual’s health status is a potential barrier to gaining participation in wellness programs or preventive screenings.

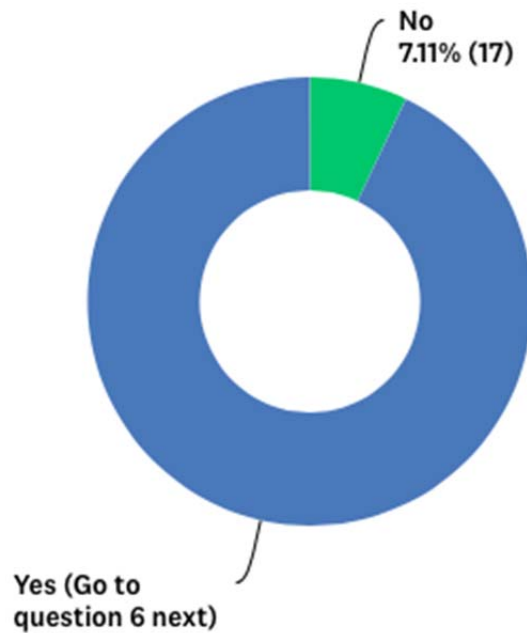
7. Please select the top 3 health challenges you face. Rank them from 1 to 3 with 1 being your greatest health challenge, and 3 being your third greatest health challenge.



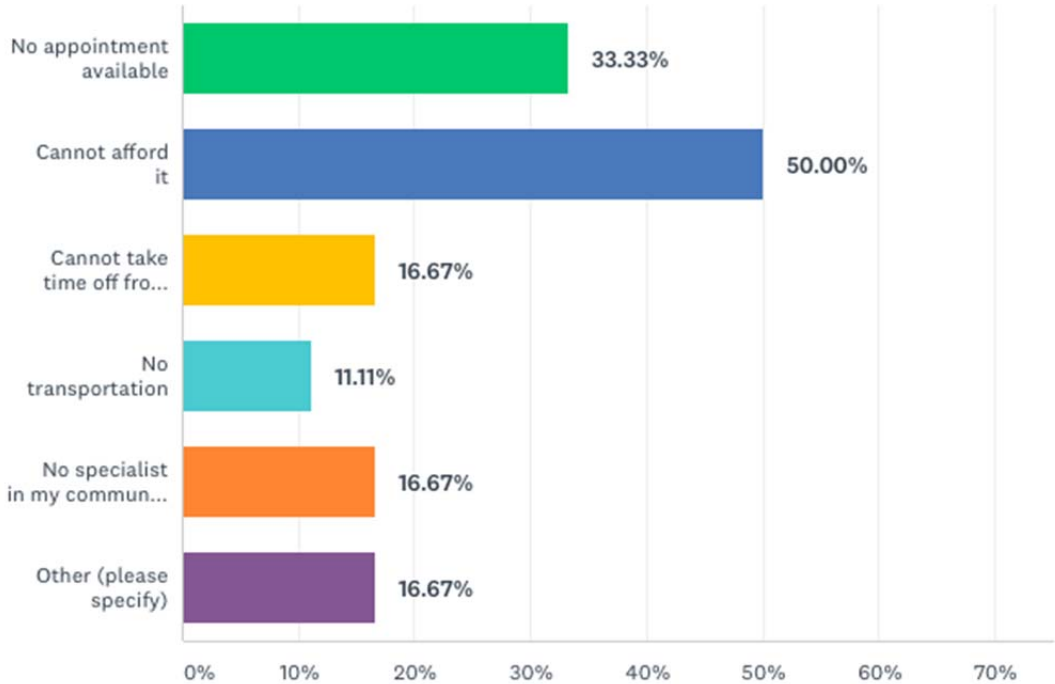
2. Where do you go for routine healthcare?



4. Are you able to visit a doctor when needed?



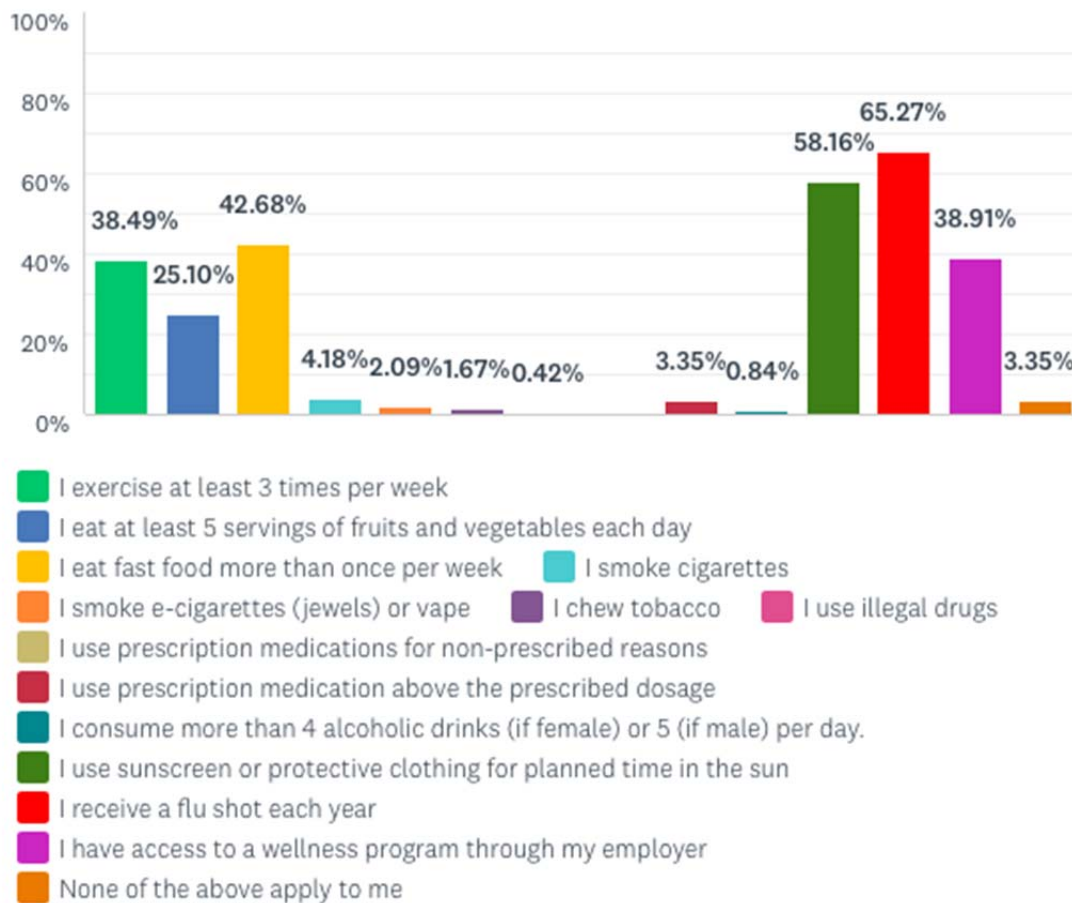
5. If you answered “no” to question 4, why? (Please choose all that apply).



Comment section

The overwhelming majority of the survey participants indicated that they received their routine healthcare within a physician office. This is a positive indicator of continuity of care and access to preventive healthcare. The majority of participants stated they were able to see a doctor when needed. Cost and lack of appointment were the greatest factors in ability to visit a doctor, with not being able to take time off of work, no specialist available in the area, a lack of transportation, and miscellaneous factors coming accounting for others. This positive view on the insured individual’s ability to access appropriate care is reassuring, but a lack of response from uninsured community members leaves room for questions regarding their ability to access preventive and routine healthcare.

6. Please choose all statements below that apply to you.

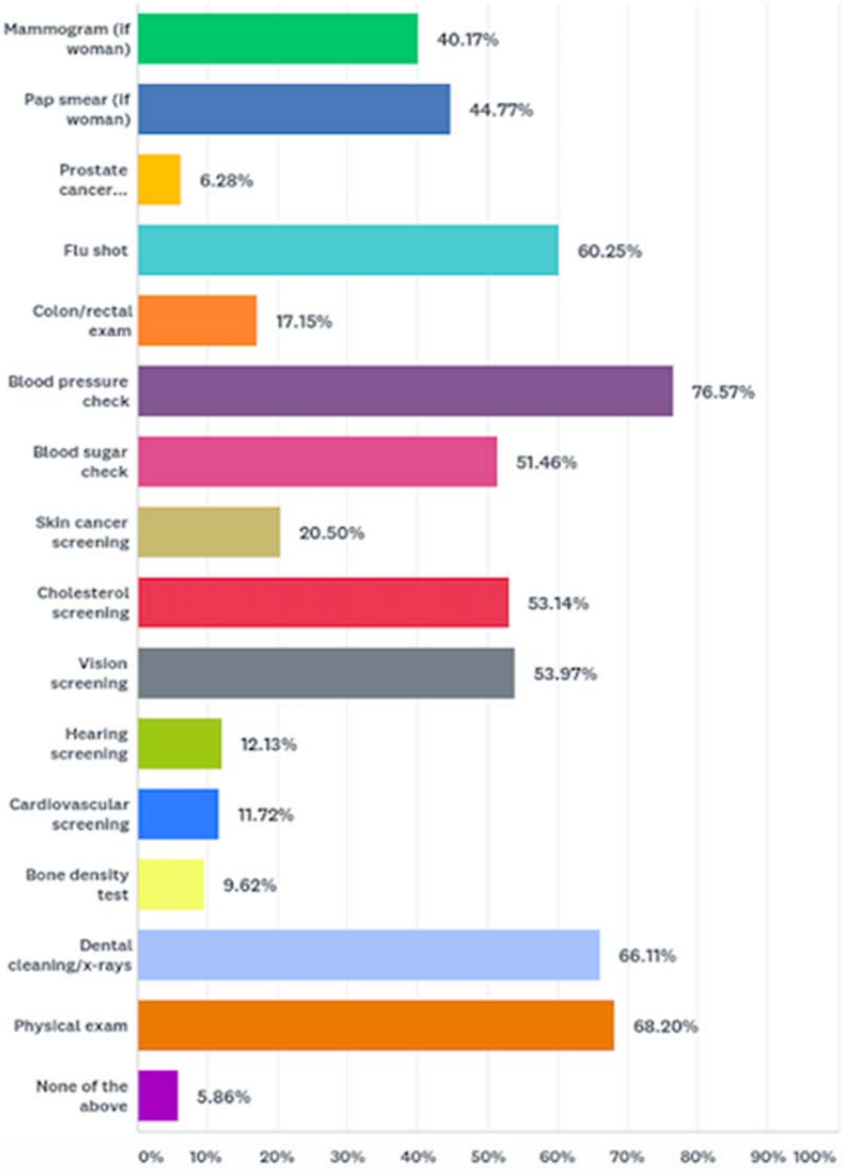


Comments section

The majority of the respondents reported receiving a flu shot each year and using sunscreen or protective clothing for planned time in the sun. Over a third of participants reported exercising at least three times a week and access to a wellness program. Additionally, the respondents to the survey indicate that they use tobacco and nicotine products at a significantly lower incident rate than that of the geographical area by a significant margin.

Only about a quarter of respondents eat at least 5 servings of fruits and vegetables each day and nearly 43% eat fast food more than once a week. This in conjunction with 62% of respondents having no access to a wellness program, and the same percentage not exercising at least three times per week positively correlates with the three most prevalent reported health problems of Overweight/Obesity, Joint or Back Pain, and High Blood Pressure.

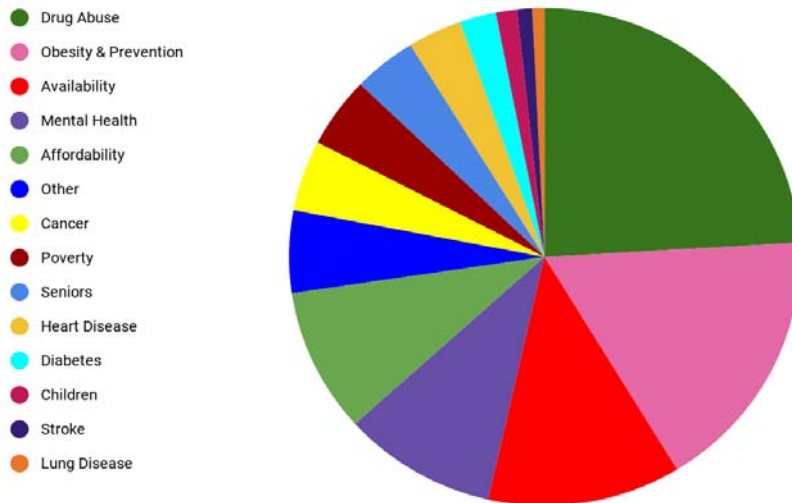
8. Which of the following preventive procedures have you had in the past 12 months?



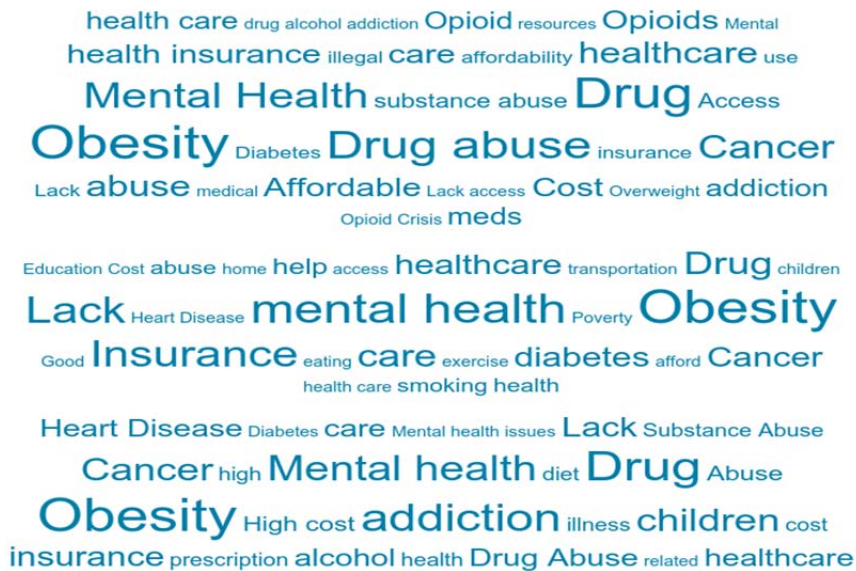
Comments section

The relatively low positive response rate regarding preventative procedures and testing is of significant concern as the respondents reported being better insured, more educated, and having a primary care provider. This should indicate a higher than average rate of preventive care. If the general population’s rate of receipt of these services is lower, there is a potential negative impact on the ability to diagnose disease in early, more treatable stages and/or a significant potential for significant acute issues to unnecessarily occur such as myocardial infarction and stroke.

24. What are the three biggest health concerns or challenges you think our community faces?



Comment section



The word cloud above shows the most frequently used words to question 24. The larger and darker a word, the more frequently it was used. Obesity, Drug Abuse, and Mental Health were the three most prevalent words used across all three answers to question 24. The answers were then individually coded to look for themes. The most common themes were Drug Abuse (24.1%), Obesity and Prevention (17.2%), and Availability of Healthcare Services (12.2%).

Establishing Priorities

Decisions as to which of the many valid and deserving issues that were identified through the Community Health Needs Survey process could be addressed by Hugh Chatham Memorial Hospital over the next one to three years, were weighed to include:

- How much of an impact (prevalence and severity) does the issue have on our community at large?
- Does Hugh Chatham Memorial Hospital have the resources and expertise to address the issue or would it be more advantageous to partner with other community resources?
- Does it fall within the scope of our mission statement; “To consistently deliver exceptional healthcare”?
- Are there other organizations which can more effectively influence the issue?

Based on CHNA findings, HCMH will develop and execute a community-wide health improvement plan to address the following health issues listed:

- Access to care for medical and behavioral health needs
- Prescription Drug abuse: HCMH has supported and will continue to support a regional response to the prescription drug/opioid crisis in our community.
- Promotion of Healthy Living and preventive care models

CHNA findings which are outside the scope of our mission or fall outside the area of expertise for HCMH and thus are excluded in this current plan include:

- Free Clinics: HCMH works with each of the free and/or sliding scale clinics within our service area to support their efforts to provide quality medical care to the uninsured. HCMH provides volunteers from amongst its staff and offers in-kind services such as lab and imaging.
- Mental health programs: HCMH provides emergency psychiatric care within its emergency department while appropriate care needs are determined and referrals are made. The scope of services required by these patients is more extensive than what can be provided by HCMH for inpatient care.

2019 Community Health Needs Implementation Strategies

Identified Need	HCMH Resources	Potential Key Metrics	Potential Strategic Partners
<p>Access to care for: Medical and behavioral health needs— specifically addressing access to emergent Neurology care</p>	<ol style="list-style-type: none"> 1. Primary Stroke Certification 2. ASLS classes 3. Teleneurology Services 4. Community Stroke Screenings 5. Community Stroke Education 6. ImPACT and SWAY concussion screening for High School athletes 	<ol style="list-style-type: none"> 1. Recertification obtained from TJC 2. # staff and EMS trained 3. # minutes to consult 4. # community members screened 5. # of educational offerings 6. # of athletes screened 	<ul style="list-style-type: none"> • County EMS and Volunteer EMS services • State Telehealth service • Wake Forest Baptist Neurology • Surry County, Elkin City, Wilkes County, and Yadkin County School systems • Yadkin Valley Senior Center • YMCA

Hugh Chatham Memorial Hospital has been focused on providing quality access to neurological care since we first obtained primary stroke certification in 2011. HCMH’s stroke program currently holds a Gold plus level of certification and is listed on the AHA Elite honor roll.

Primary Stroke outreach activities involve community health fairs where stroke information is distributed by word of mouth, through printed materials, and through giveaways which are designed to educate the community on signs and symptoms of stroke and the importance of calling 911 to facilitate rapid entry into advanced stroke care and intervention. Additionally, stroke outreach activities are conducted in occupational settings through health fairs and the provision of lunch and learn talks. Stroke fairs are held to provide in-depth stroke screenings to the public. These screenings may include laboratory studies by venipuncture, carotid artery

assessments, and health histories which are then analyzed to provide a personal stroke risk assessment.

HCMH is committed to a strong focus on stroke patient recovery after their hospital stay. Transitional care management and on-going chronic care management are care coordination tactics designed to connect people not only with the appropriate medical providers but also with community-based resources such as the Area Agency on Aging (AAA), Community Care Pharmacy Network for medication assistance, wellness programs, etc. Additional neurology education has been provided to the Yadkin Valley Senior Center and to local YMCAs with program topics such as Aneurysms, Parkinson's disease, and Dementia.

An additional focus area for access to neurology care is the utilization of both the IMPACT and the SWAY test as part of a concussion screening program. In partnership with the area high schools, HCMH provides free baseline neurological screening for high school athletes as part of the North Carolina High School Athletic Association's commitment to reducing the potential impact of undiagnosed, untreated, or under treated concussions in youth athletes. This baseline screening is the cornerstone to the development of a comprehensive program of education to coaches, athletic trainers, and parents to recognize and intervene when signs or symptoms of a closed head injury occur. This then initiates a multi-faceted approach towards evaluation and treatment to determine the appropriate timing towards safely returning an athlete to academics and athletics.

Identified Need	HCMH Resources	Potential Key Metrics	Potential Strategic Partners
Access to care for: Medical and Behavioral health needs— specifically addressing access to emergent Cardiac Care	<ol style="list-style-type: none"> 1. BCLS and Hands Only CPR classes offered to the public 2. AED training 	<ol style="list-style-type: none"> 1. # trained 2. # trained 	<ul style="list-style-type: none"> ● TriCounty Ministerial Association

Hugh Chatham Memorial Hospital leads a community wide effort to increase the number of lay public who are trained in BCLS or in Hands only CPR. Additionally, the hospital provides non-profit agencies who own or obtain an AED with instruction on using their device. This education has been a vital component of a community wide approach to being able to provide immediate intervention for a cardiac arrest.

“Heart disease is the second leading cause of death in North Carolina after cancer, and this is something that we wanted to do in order to help save lives,” said Emily Parks, RN, CCRN, SCRN, stroke and education coordinator at Hugh Chatham Memorial Hospital. “By training more people in how to do CPR and use AEDs, we can create more ‘heart safe’ communities. If you start CPR and then use an AED within a few minutes, you will have the best chance of saving a life, possibly even before an ambulance arrives,” added Parks.

Identified Need	HCMH Resources	Potential Key Metrics	Potential Strategic Partners
<p>Prescription Drug Abuse: Addressing the opioid epidemic</p>	<ol style="list-style-type: none"> 1. Active participation in the implementation of strategies to decrease the availability of prescription narcotics in our community. 2. Active participation and support of county and private initiatives to address the opioid epidemic. 	<ol style="list-style-type: none"> 1. # of providers educated on the STOP act 2. # of opioid prescriptions written in ED and/or at discharge 3. # of events attended 4. # of peer support specialists 	<ul style="list-style-type: none"> ● HCMH Primary Care Practices ● HCMH ED ● Surry County Opioid Response Council ● Project Lazarus ● County Sheriff Departments

Hugh Chatham Memorial Hospital and its providers have adopted a prescription pain medicine policy which allows for appropriate management of both acute and chronic pain concerns while maintaining a high level of awareness of preventing the availability of excess narcotics in the community.

Hugh Chatham Memorial Hospital provides emergency treatment and stabilization of acute narcotic overdoses in its emergency department. Additionally, HCMH serves to provide immediate care for those requiring detoxification from these substances while placement in a treatment program is located. HCMH provides leadership to the Surry County Opioid Response Advisory Council, which consists of 20 members from county, state and federal agencies that represent the medical community, the court system, the three school districts, the faith based community, pharmacies, EMS and law enforcement. The Opioid Response Advisory Council provides leadership, strategic planning, and collaboration for the County’s opioid response efforts.

Identified Need	HCMH Resources	Potential Key Metrics	Potential Strategic Partners
Promotion of Healthy Living: Obesity	<ol style="list-style-type: none"> 1. Expansion of Wellness and Aquatic Center classes and programming to the public. 2. Diabetic Education classes 3. Registered Dietician consults 4. Community Education Programs 	<ol style="list-style-type: none"> 1. # of adult and pediatric classes offered 2. # of classes offered 3. # of outpatient consults 4. # of programs offered 	<ul style="list-style-type: none"> ● Elkin Valley Trails Association ● HCMH Wellness Center ● Area YMCA's and Recreation Centers

According to the National Health and Nutrition Examination Surveys (NHANES) (2009-2010), approximately 69% of adults are overweight or obese, with more than 78 million adult Americans considered obese. Children have become heavier as well. In the past 30 years, the prevalence of childhood obesity has more than doubled among children ages 2 to 5, has nearly tripled among youth ages 6 to 11, and has more than tripled among adolescents ages 12 to 19. About 17% of American children ages 2 to 19 are obese. Further, the latest data continue to suggest that overweight and obesity diagnoses and their sequelae are having a greater effect on minorities, including blacks and Hispanics.

Obesity in childhood can be a precursor to a myriad of health problems—often for life. In adults, a diagnosis of being overweight or obese are linked to increased risk of heart disease, type 2 diabetes (high blood sugar), high blood pressure, certain cancers, and other chronic conditions. Research has shown that obese children are more likely to be overweight or obese as adults. Additionally, many of the secondary chronic conditions that have historically been only diagnosed in adults are now increasing in prevalence among children of all ages.

Changes in our environment that make it harder to engage in healthy behavior have a lot to do with our overall increase in weight over the past few decades. For many —adults and children alike— daily life doesn't involve a lot of physical activity and exercise. Also, food is everywhere, and so are messages telling us to eat and drink.

HCMH is coordinating a focused effort on providing information and education to those most at risk, to our employees, and to the general public regarding nutrition, exercise, and ways to counteract our progression towards becoming an obese society.

Identified Need	HCMH Resources	Potential Key Metrics	Potential Strategic Partners
Promotion of Healthy Living: Preventive care models	<ol style="list-style-type: none"> 1. Participation in an ACO to promote Medicare beneficiaries to participate in preventive health measures. 2. Promote annual wellness participation to Commercial Medicare beneficiaries 	<ol style="list-style-type: none"> 2. # of attributable lives 3. % of patients with Annual Wellness visits performed in 12 month period 4. # of diabetic patients whose diabetes is controlled (HgbA1c < 9) 	<ul style="list-style-type: none"> ● HCMH Primary Care Practices ● HCMH Wellness Center ● Elkin Valley Trails Association ● Area YMCA's and Recreation Centers

HCMH will remain diligent to providing established education / screening programs including but not limited to: Stroke, Diabetes and Medication Education, Cardiac and Pulmonary Rehab, Women's programs and Cancer screenings.

Hugh Chatham Memorial Hospital became an Accountable Care Organization (ACO) participant on January 1, 2016.. An ACO is a healthcare organization that has decided to become "accountable" for the quality and cost of the care it provides to patients. In January of 2019, HCMH partnered with CHESS, an industry leader in population health management, to expand the attributed lives in the ACO to include some Medicare Advantage plans. To increase quality and lower costs, Hugh Chatham Memorial Hospital will implement new programs that improve *care coordination* to the community's most vulnerable patients. According to Medicare, *"the goal of coordinated care is to ensure that patients, especially the chronically ill, get the right care at the right time, while avoiding unnecessary duplication of services and preventing medical errors."*

Appendix