

2015

Community Health Needs Assessment

*A study of the health issues, needs and opportunities
facing Grayson County, Kentucky.*



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Twin Lakes Regional Medical Center 2015 Community Health Needs Assessment

Contents

Purpose	page 2
About Us/Service Area	page 2
Community Profile	page 3
Health demographics for Grayson County	pages 4-5
Healthcare Resources within the Community	page 6
Methodology of CHNA for TLRMC	page 6
Survey Questions and Answers	pages 7-20
Community Forum/Focus Group	page 21
Population Health Committee	page 22
Community Health Focus Points/Board approval	page 22
Next Steps	page 23

Purpose

The Patient Protection and Affordable Care Act of 2010 requires nonprofit, tax-exempt hospitals such as Twin Lakes Regional Medical Center (TLRMC) to assess the healthcare needs of their communities every three years and to adopt an implementation strategy to address the needs identified. Each hospital must make its Community Health Needs Assessment (CHNA) and Implementation Strategy widely available to the public. This is the current CHNA and Implementation Strategy for Twin Lakes Regional Medical Center.

TLRMC is dedicated to strengthening the health of the people we serve. In the past, TLRMC has employed a mixture of different methods and intuition to assess the health needs of our communities. Hospital leadership, outside healthcare consultants, physicians, Board of Directors and others then adjusted services to meet those identified needs. Assessing community health needs through a review of available health data and discussion with area health care partners, community leaders and representatives of the many groups served by the hospital give TLRMC and its healthcare partners the opportunity to identify and address the area's most pressing health care needs.

About Us/Service Area

Twin Lakes Regional Medical Center, in Grayson County, Kentucky, is a 75-bed regional hospital providing inpatient and outpatient services to the residents of a six-county area with a population of more than 90,000. In 1951, concerned citizens made a commitment to serve the medical needs of the community by building the 14,000-square-foot Grayson County War Memorial Hospital. Located near the original facility, TLRMC has grown to almost 300,000 square feet, is now one of the region's largest employers, and has come to be recognized as a regional health care provider.

The mission of Twin Lakes Regional Medical Center is that we exist to heal the sick, relieve pain and suffering, and improve the quality of life for the people we serve. It is our vision to be recognized by the people it serves as the provider of choice for their health care needs and as a leading force for progressive change within our community.

The primary service area for Twin Lakes Regional Medical Center consists of Grayson County including the city of Leitchfield (population 6,749 July/2011). The secondary service area includes, but is not limited to, Breckinridge, Ohio, Butler, Edmonson, Hart and Hardin counties in Kentucky.

For the purpose of this report, all references to "service area" are intended to mean Grayson County and the communities within the county.

Community Profile

Key demographic information – Grayson County, KY and Kentucky

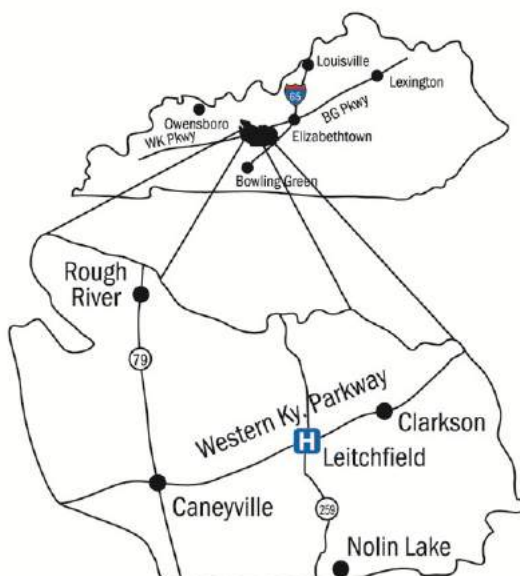
July 1, 2014 estimates unless otherwise noted

	<u>Grayson County</u>	<u>Kentucky</u>	<u>USA</u>
Population	26,194	4,413,457	
Persons under 5 years, percent	6.3%	6.3%	
Persons under 18 years, percent	23.8%	22.9%	
Persons 65 years and over	16.2%	14.8%	
High school graduate or higher, persons 25+	75.1%	83.5%	
Bachelor’s degree or higher, persons 25+	9.1%	21.8%	
Per capita income	\$17,587	\$22,515	\$27,041
Median household income	\$33,091	\$41,576	\$51,425
Persons in poverty	25.1%	19.1%	
Persons per square mile (2010)	51.8	109.9	

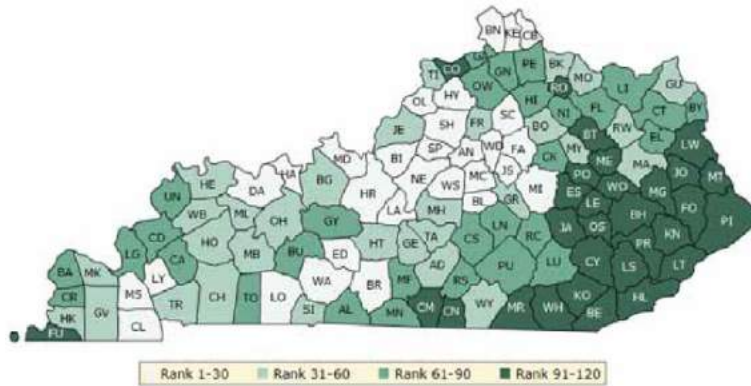
Source: U.S. Census Bureau

Summary of key demographic information for Grayson County

- Population is slightly older than the Kentucky average
- Grayson County is more than twice as rural than the average for the rest of the state
- Grayson County has a lower percentage of people 25 and above who are graduates of high school or beyond
- The level of persons 25 and older with a Bachelor’s degree or higher is significantly lower than the rest of the state (9.1% to 21.8%)
- Grayson County has a much lower median household income compared to Kentucky and the rest of the country (approximately \$33,091 compared to \$41,576 for Kentucky and \$51,425 for the United States) and a larger percentage of persons living below the poverty level.



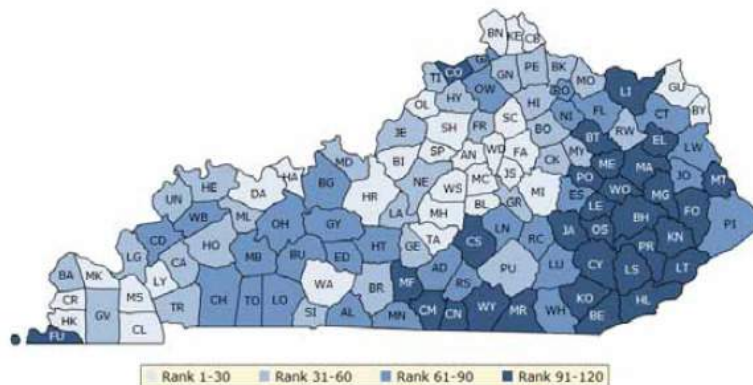
Health Outcomes Map Grayson County shown as GY



Source: countyhealthrankings.org

According to *County Health Rankings 2015*, a collaboration between the Robert Wood Johnson Foundation and the University of Wisconsin Population Health Institute, Grayson County is ranked **71st out of 120** counties in Kentucky for Health Outcomes. Health Outcomes are based on an equal weighing of length and quality of life to identify how healthy a county is. **This is a drop from 53rd in 2013.**

Health Factors Map Grayson County shown as GY



Source: countyhealthrankings.org

According to *County Health Rankings 2015*, Grayson County is ranked **79th out of 120** counties in Kentucky for Health Outcomes. Health Factors are a variety of statistics used to identify what influences the health of a county. **This is a drop from 77th in 2013.**

Health Factors include

Tobacco use
Sexual activity
Quality of care
Income/Children in poverty
Environmental quality

Diet and exercise
Teen birth rate
Education levels
Family & social support
Number of fast food facilities

Alcohol use
Access to care
Employment statistics
Community safety
Recreation

Kentucky Health Facts.org is sponsored by the Foundation for a Healthy Kentucky with the aim of providing ready access to key health data for Kentucky communities. Their hope is that communities will use this data to identify local needs, to motivate change, to guide planning efforts, and to take meaningful, positive action toward improved health.

	Grayson Co.	Kentucky
Lack of physical activity – past month (adults)	41%	30%
Prevalence of obesity (adults)	36%	32%
Prevalence of overweight (adults)	71%	64%
Recommended fruits & vegetables (adults)	5%	11%
Prevalence of smoking (adults)	32%	28%
Prevalence of smoking (high school students)	30%	25%
Tooth loss – missing 6 or more teeth (adults)	37%	23%
Binge drinking (adults)	9%	15%
Drug arrests (per 100,000 population)	619	1,265
Violent crime offenses (per 100,000 population)	77	184
Motor vehicle deaths (per 100,000 population)	1.2	2.1
Total mortality (per 100,000 population)	954	907
Less than good health (adults)	27%	23%
Physically unhealthy days (per month)	6	5
Mentally unhealthy days (per month)	4	5
Prevalence of asthma (adults)	19%	15%
Prevalence of diabetes (adults)	14%	11%
Prevalence of hypertension	35%	39%
Cancer deaths (per 100,000 population)		
All cancers	212	212
Lung and bronchus	65	75
Colorectal	20	20
Breast (females)	21	23
Prostate (males)	40	25
Heart disease deaths (per 100,000 population)	242	224
Stroke deaths (per 100,000 population)	49.5	47.0
Flu vaccinations (adults)	42%	39%
Lack of cholesterol awareness (adults)	29%	24%
Healthcare providers (per 1,000 population)		
Primary care physicians	0.9	1.0
Physician specialists	0.7	1.4
Registered nurses	9.8	11.2
Pharmacists	0.9	1.1
Dentists	0.3	0.6
Adequacy of prenatal care	68%	66%
Infant mortality (per 1,000 births)	5.3	6.7
Low birthweight	8%	9%
Teen births (per 1,000 women ages 15-19)	63	52
Immunization coverage (children ages 19-35 months)	77%	80%

The Foundation for a Healthy Kentucky, www.kentuckyhealthfacts.org. Data Sources: U.S. Census Bureau; Centers for Disease Control and Prevention (CDC) and Kentucky Department for Public Health; and the Kentucky State Data Center-Vital Statistics.

Healthcare resources within the community

- Twin Lakes Regional Medical Center
- Physicians – full time general practice and specialists and visiting specialists
- Dentists and optometrists
- Quick Care – urgent medical clinic
- Big Clifty Medical Center
- Caneyville Family Practice
- Grayson County Health Department

Methodology of CHNA for Twin Lakes Regional Medical Center

In conducting the CHNA, non-profit hospitals such as Twin Lakes Regional Medical Center are required to take into account input from persons who represent the broad interests of the community served.

TLRMC developed a survey to gather health information and opinions of Grayson County residents 18 and over. **The survey was conducted in September and October, 2015** using an on-line survey tool and by distributing printed copies in various locations throughout the community. Registration clerks at the hospital handed out the survey to patients and family members. The on-line survey was promoted through newspaper advertisements, business cards and on the TLRMC Facebook page. Emails with a link to the survey were sent to Grayson County Chamber of Commerce members, local industries, and employees of the Grayson County school system and the hospital. Printed copies were delivered to an assisted living facility, the Grayson County Health Department, Big Clifty Medical Complex and the Caneyville Family Practice.

Information gaps that limited the ability of TLRMC to assess the community's health needs were identified. The primary obstacle was reaching elderly, low-income and/or rural residents due to a lack of internet access and willingness to participate. TLRMC made efforts to reach these individuals with written surveys.

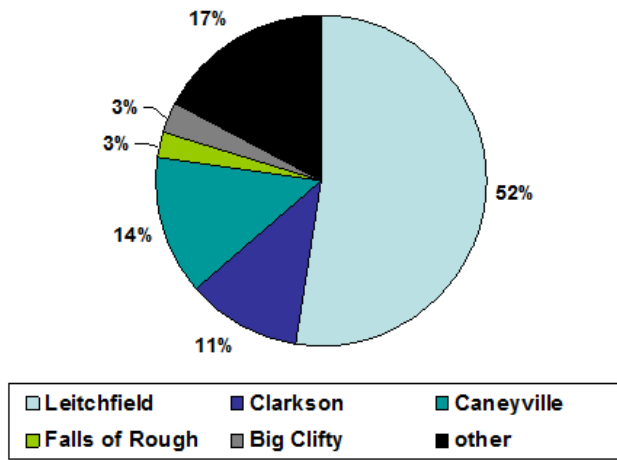
757 Grayson County residents participated in the survey. The questions were in three primary categories:

- Demographics
- Personal health information
- Perceived health needs of the community

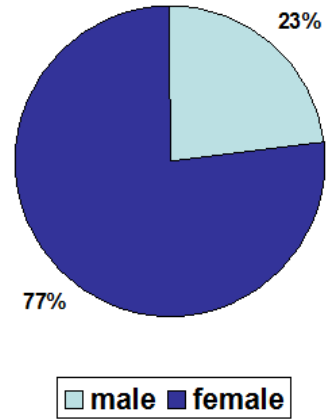


Survey questions and answers

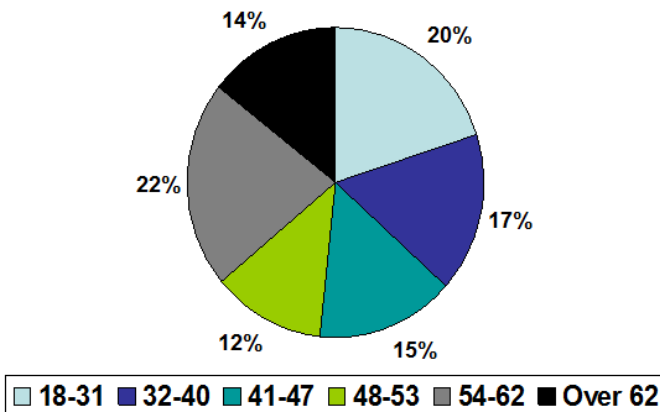
Where do you live?



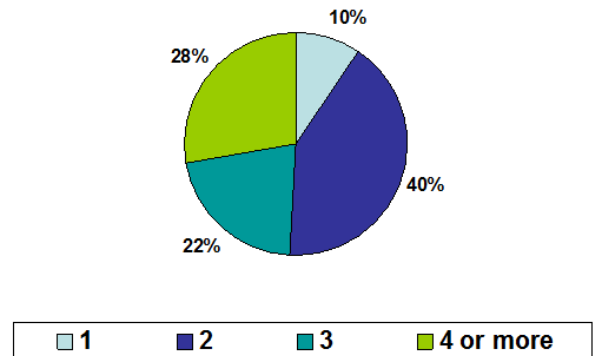
What is your gender?



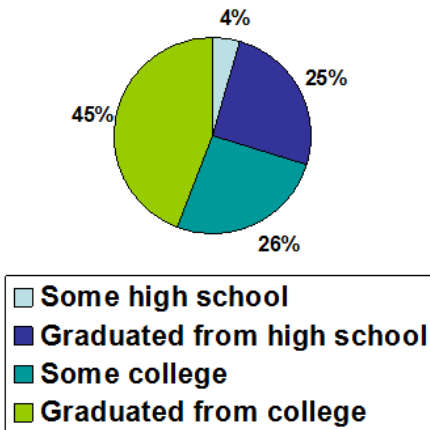
What is your age?



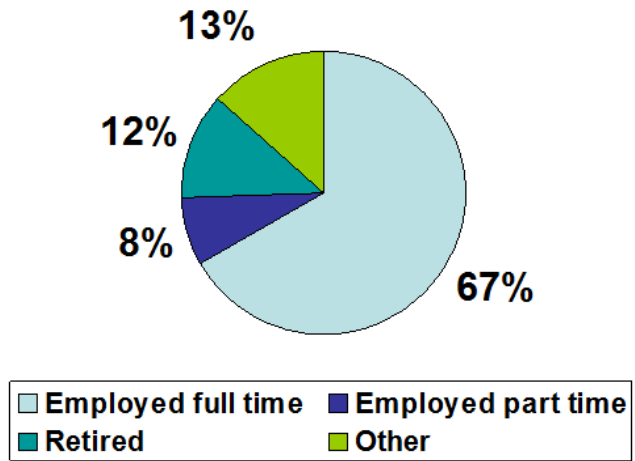
How many people currently live in your household?



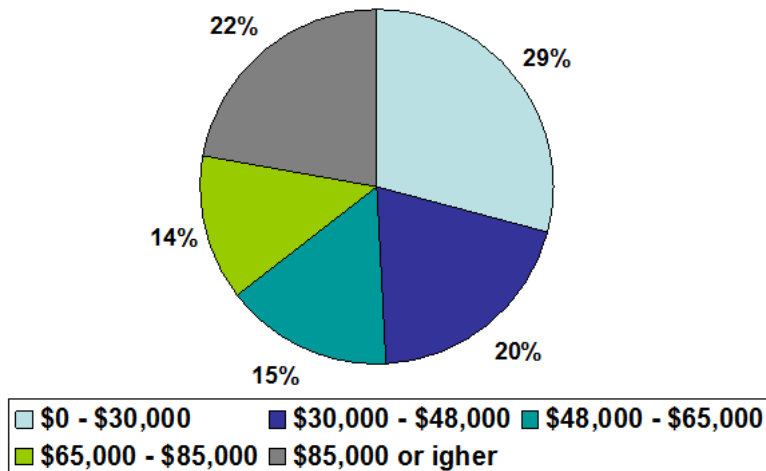
What is the highest level of education you have completed?



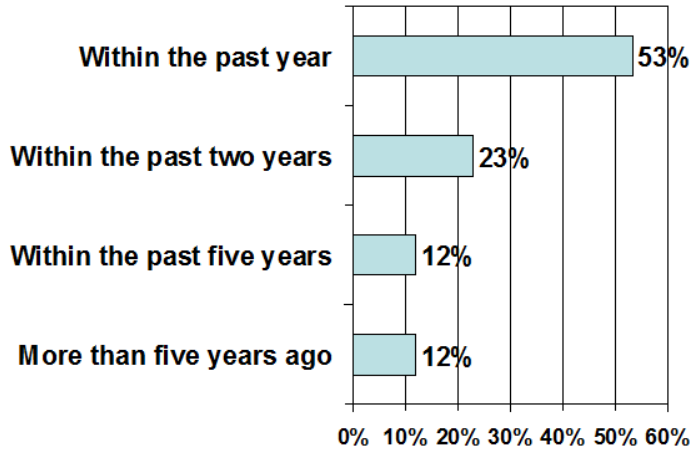
Are you currently?



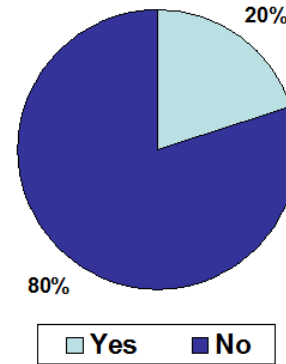
What is your household income?



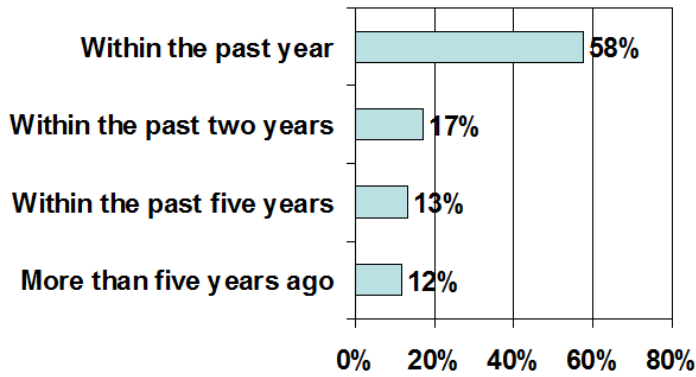
When was the last time you had an eye exam?



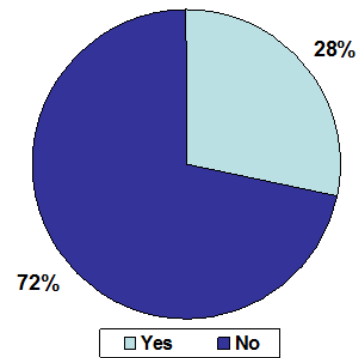
Was there a time in the past 12 months when you needed to see an eye doctor but could not because of the cost?



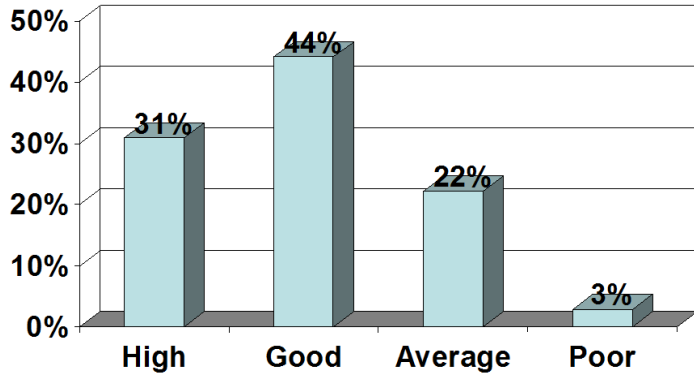
About how long has it been since you last visited a dentist?



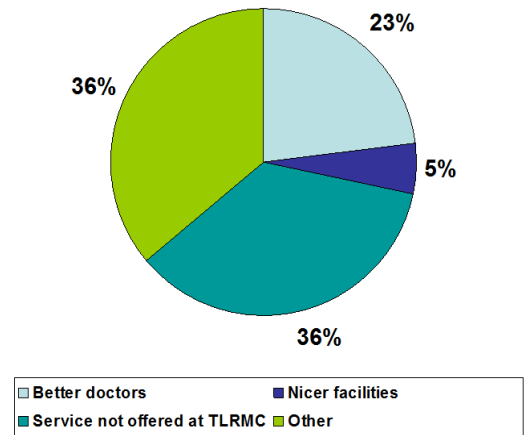
Was there a time in the past 12 months when you needed to see a dentist but could not because of the cost?



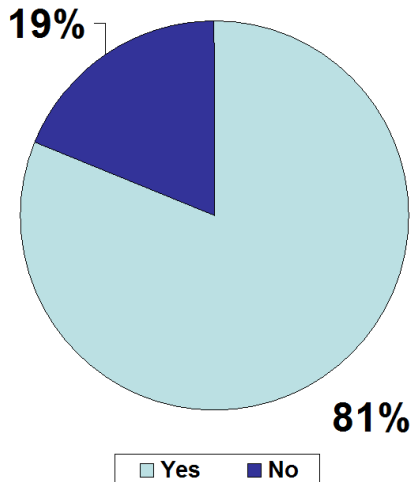
How would you rate the overall quality of care provided at Twin Lakes Regional Medical Center?



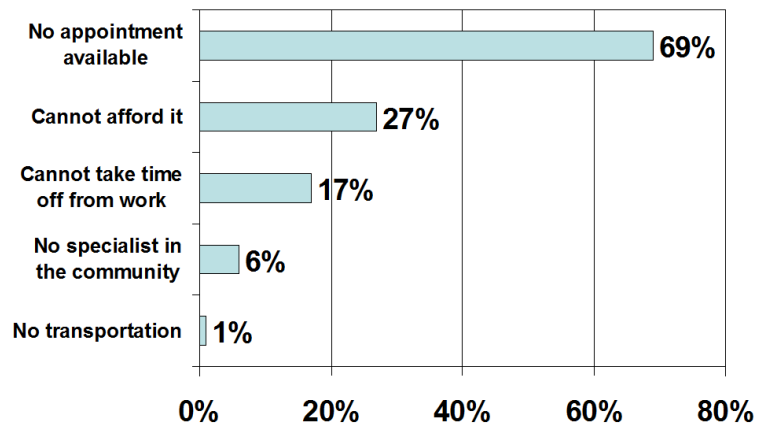
In the past 12 months if you used another hospital other than Twin Lakes Regional Medical Center, what was the reason?



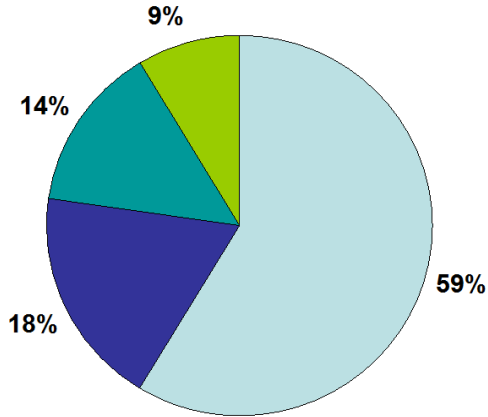
Are you able to visit a doctor when needed?



If you answered "no" above, please choose all that apply

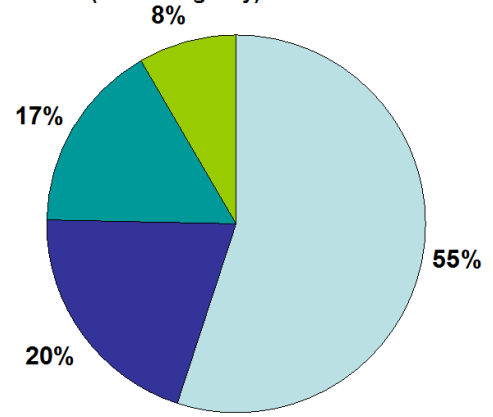


In the past 12 months, did you or a family member need to see a doctor (non-emergency) on a weeknight?



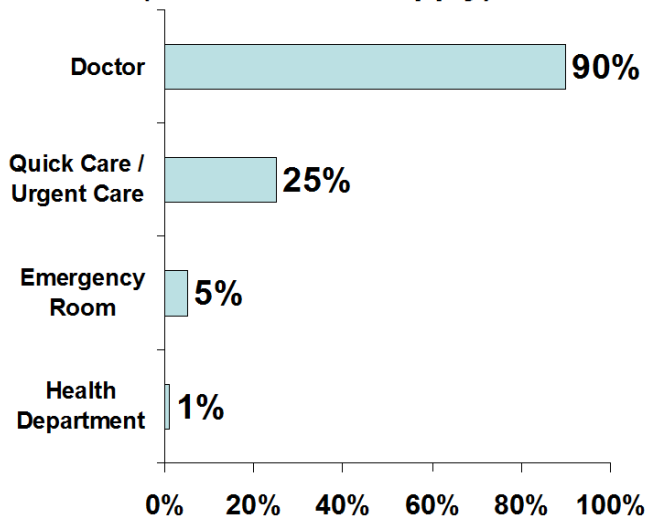
No
 Yes - used a Grayson County provider
 Yes - used a provider outside Grayson County
 Yes, but did not find a provider

In the past 12 months, did you or a family member need to see a doctor (non-emergency) on the weekend?

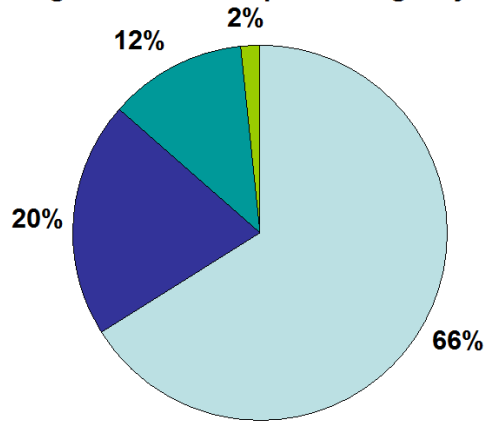


No
 Yes - used a Grayson County provider
 Yes - used a provider outside Grayson County
 Yes, but did not find a provider

Where do you go for routine healthcare? (choose all that apply)

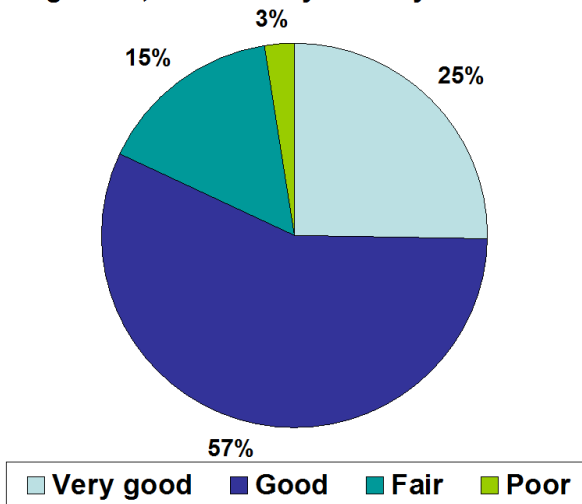


During the past 12 months, how many times have you sought care at a hospital emergency room?

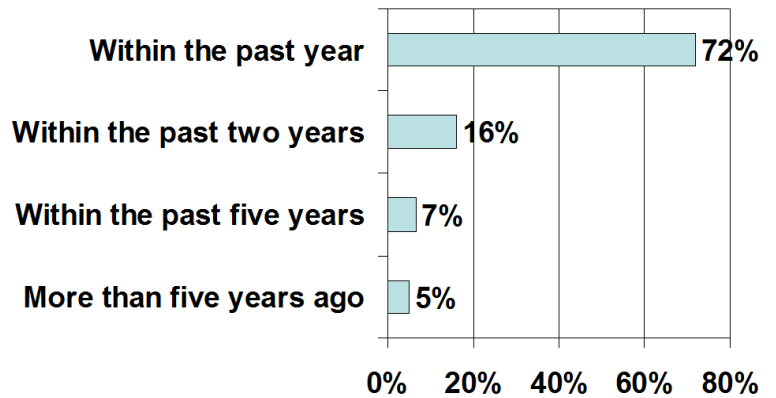


None
 One time
 Two-three times
 four or more times

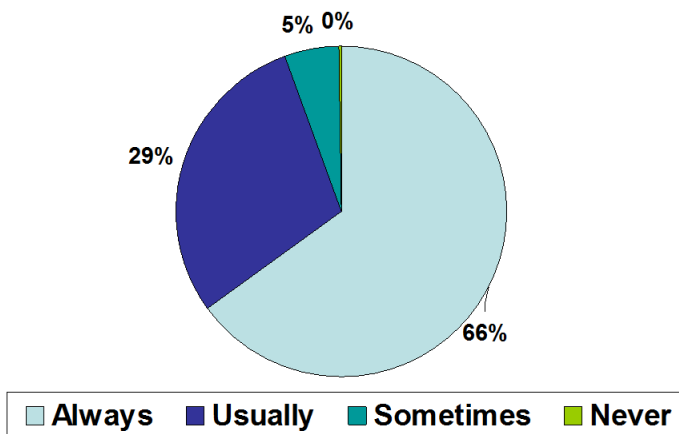
In general, how would you rate your health?



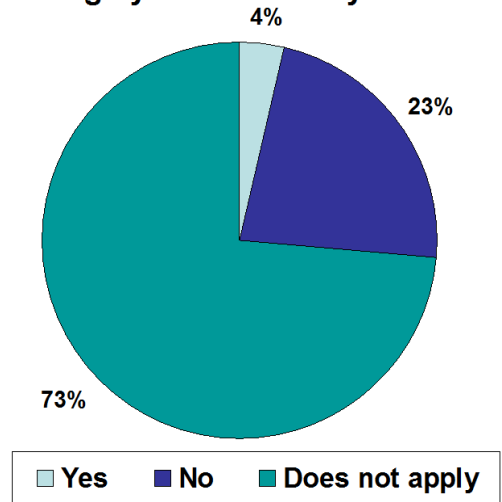
About how long has it been since you last visited a doctor for a routine checkup or physical examination?



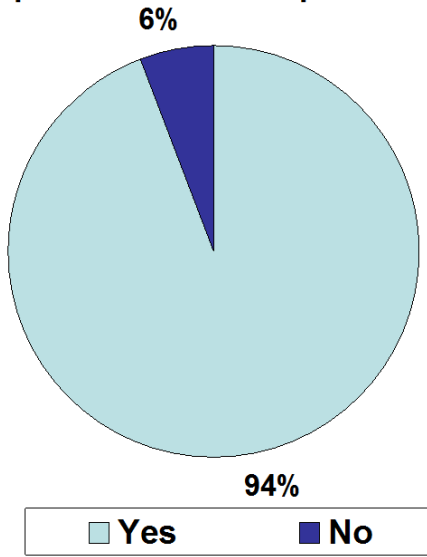
Does your doctor give you easy to understand instructions about how long to take care of your health?



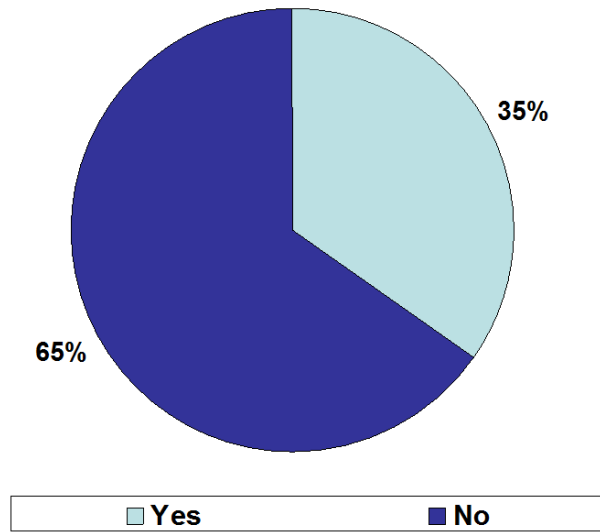
Have you ever taken a class on how manage your diabetes yourself?



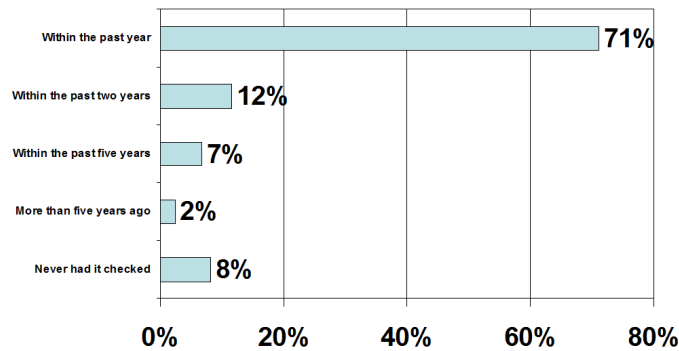
Have you had your blood pressure taken by a health professional in the past 12 months?



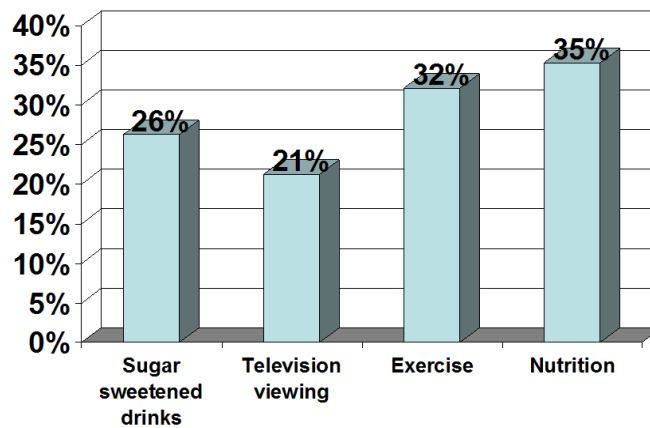
Are you currently taking medication to help control your high blood pressure?



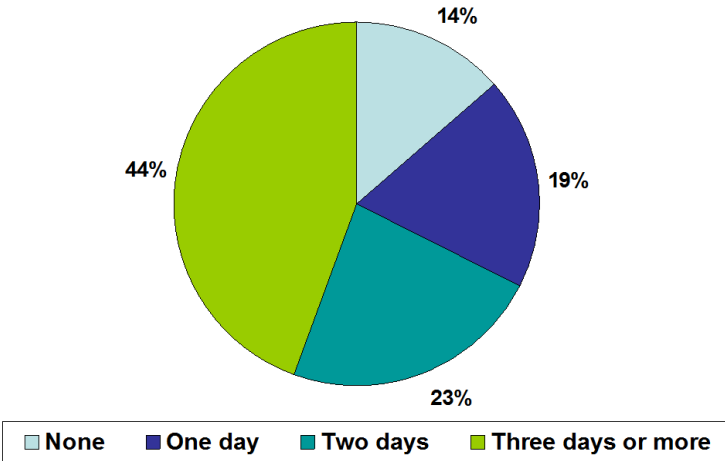
About how long has it been since you last had your blood cholesterol checked by a health professional?



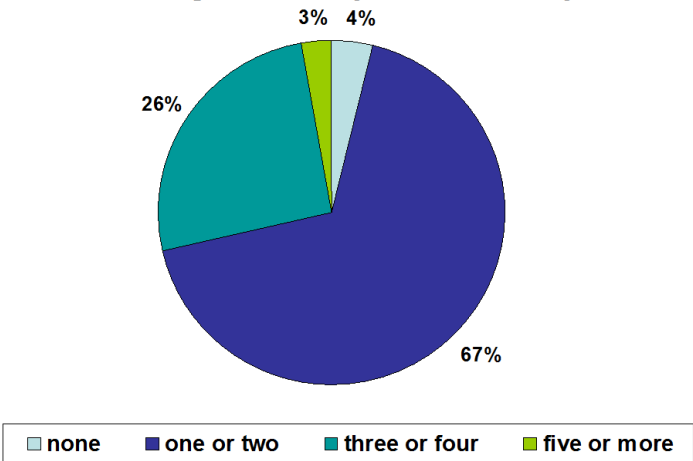
At your last well-child visit, did a health professional talk to you about?



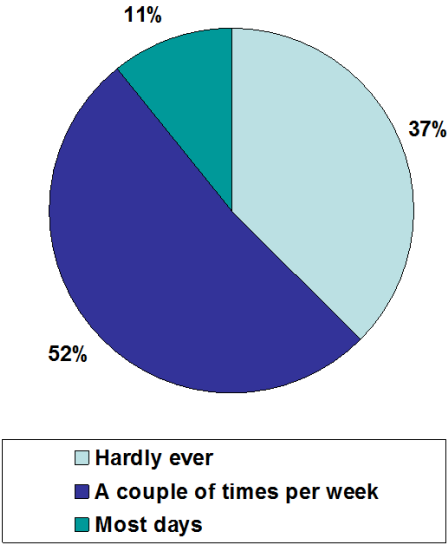
On average, how many times a week do you take part in physical activity?



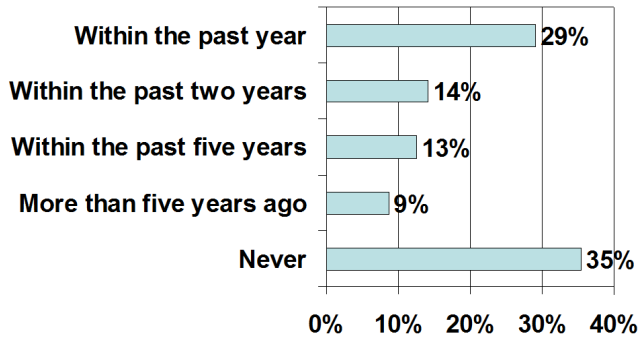
On average, how many servings of fruits and vegetables do you eat each day?



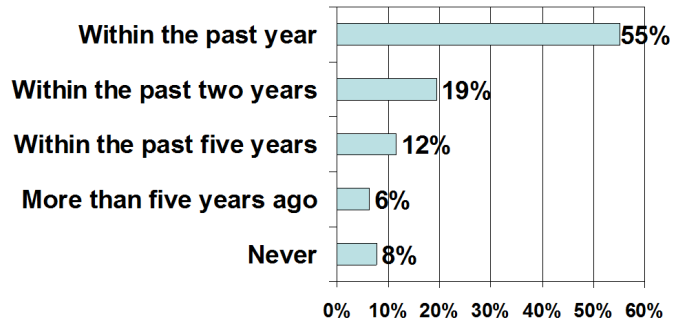
How many times do you eat fast food per week?



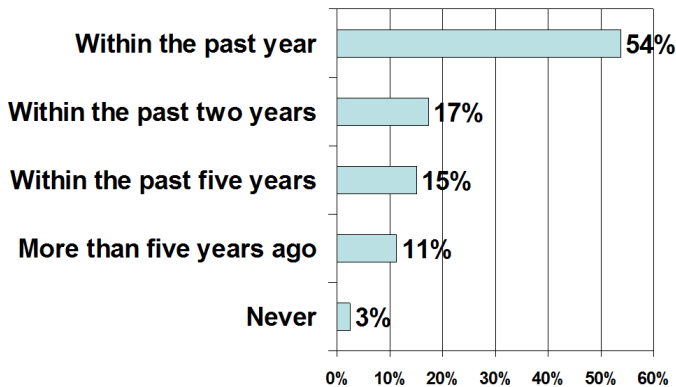
If you are a male over the age of 40, about how long has it been since you last had a prostate cancer screening?



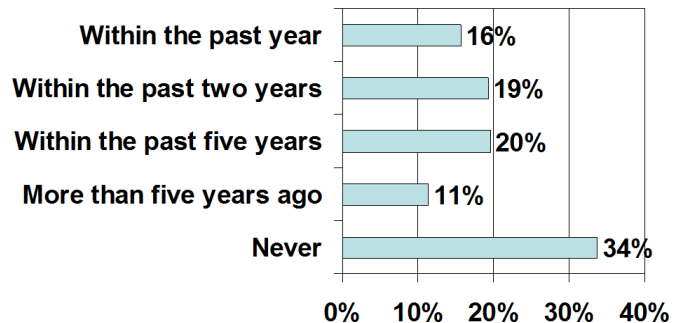
If you are a female over the age of 40, about how long has it been since your last mammogram?



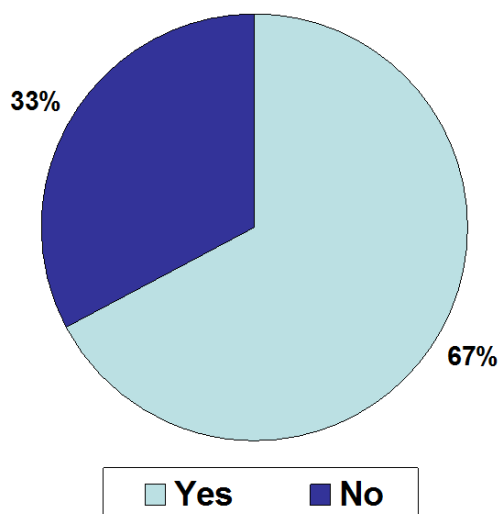
If you are a female, about how long has it been since your last pap smear?



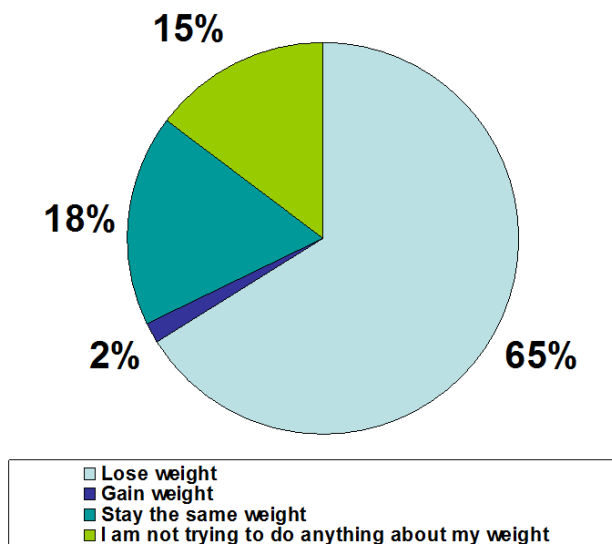
If you are over the age of 50, about how long has it been since you had your last colonoscopy?



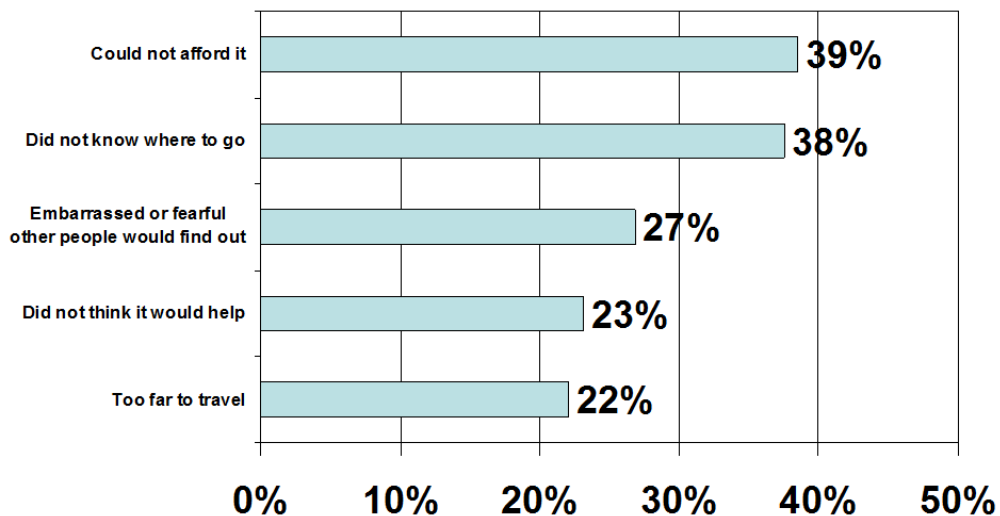
Have you had a flu vaccine during the past 12 months?



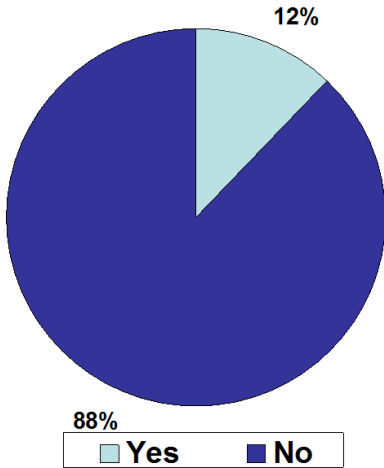
Which of the following are you trying to do about your weight?



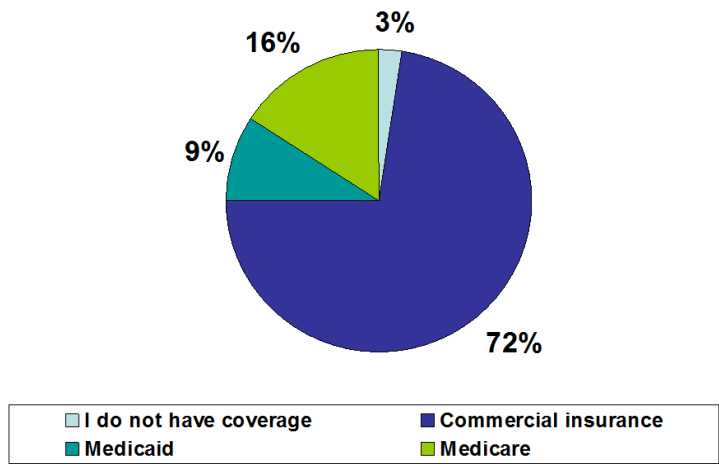
If you needed mental health treatment or counseling within the past 12 months but did not get it, what was the reason?



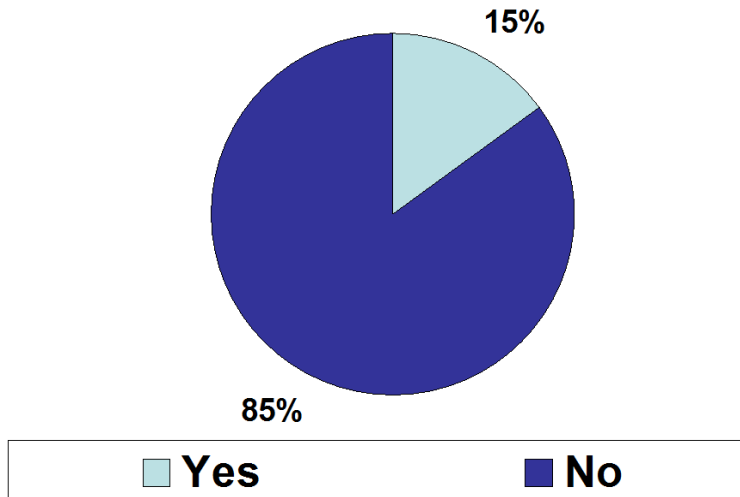
Has a current or former spouse, boyfriend or girlfriend EVER hit, slapped, pushed, kicked or physically hurt you in any way?



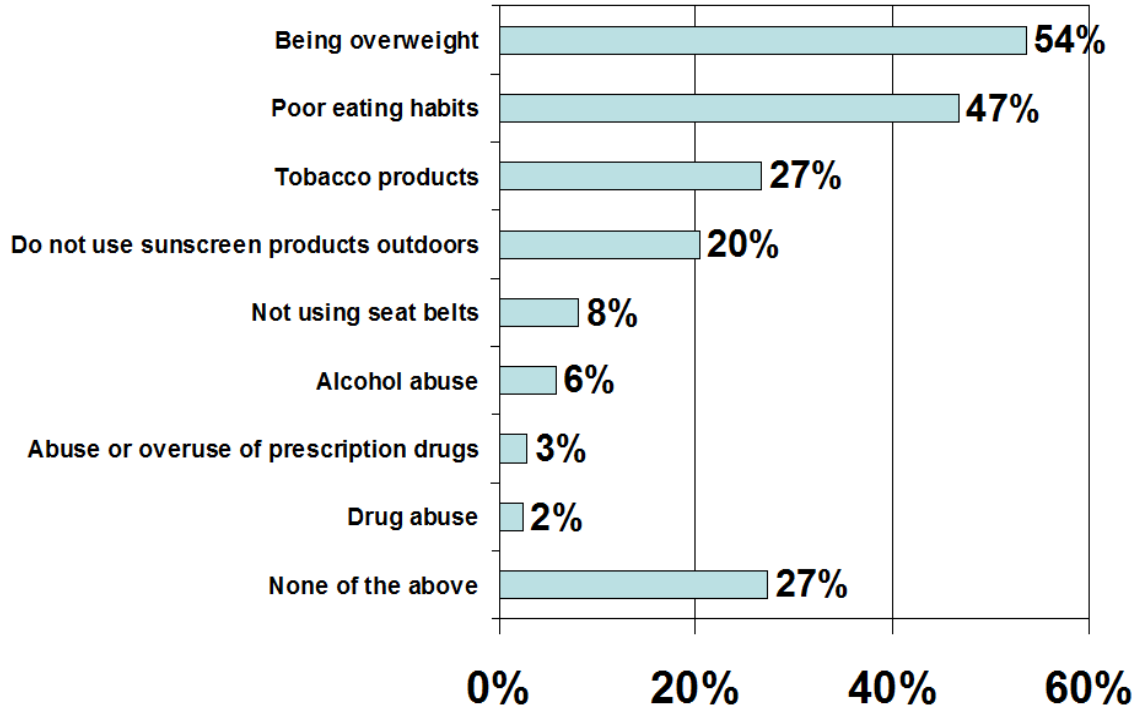
What kind of healthcare insurance coverage do you have?



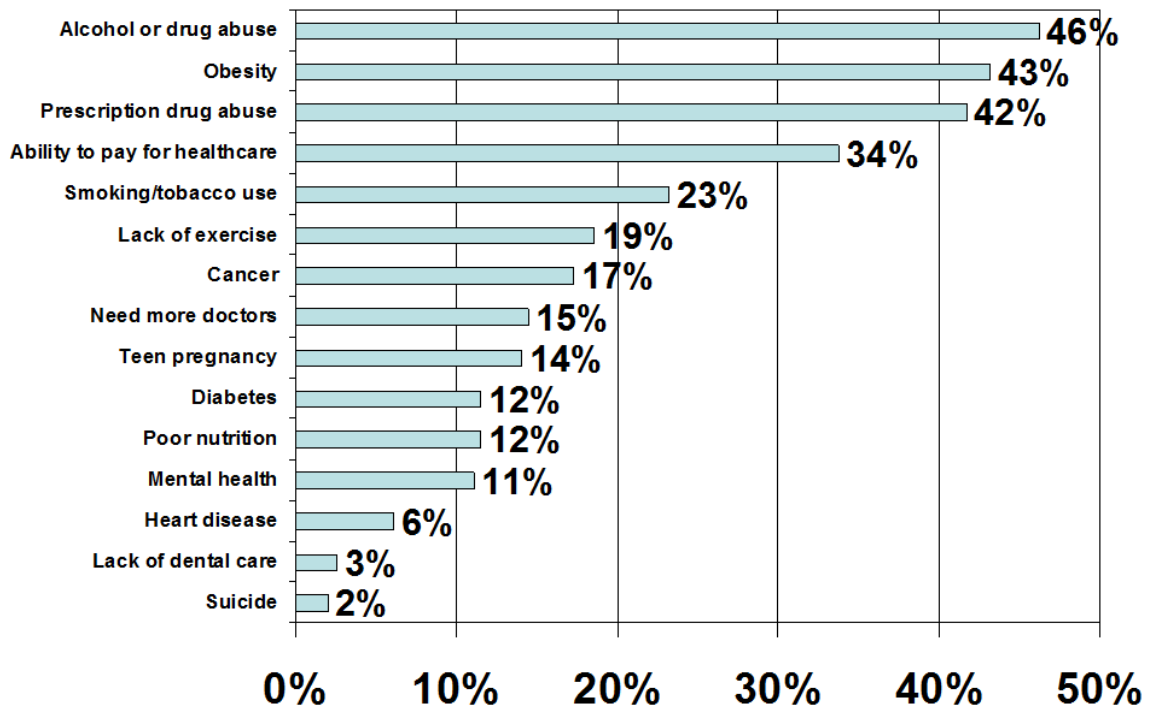
During the past 12 months, was there any time when you needed medical care from a doctor but did not get it because you could not afford it?



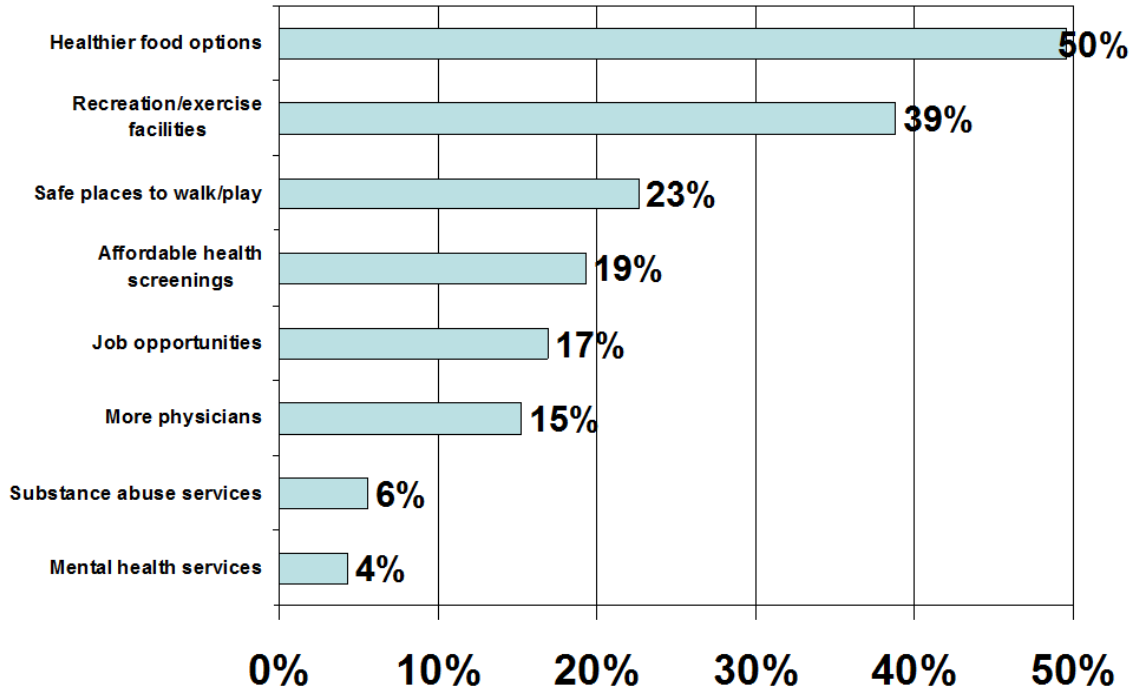
**In the following list, what behaviors have you or your family experienced in the past 12 months?
(Check all that apply.)**



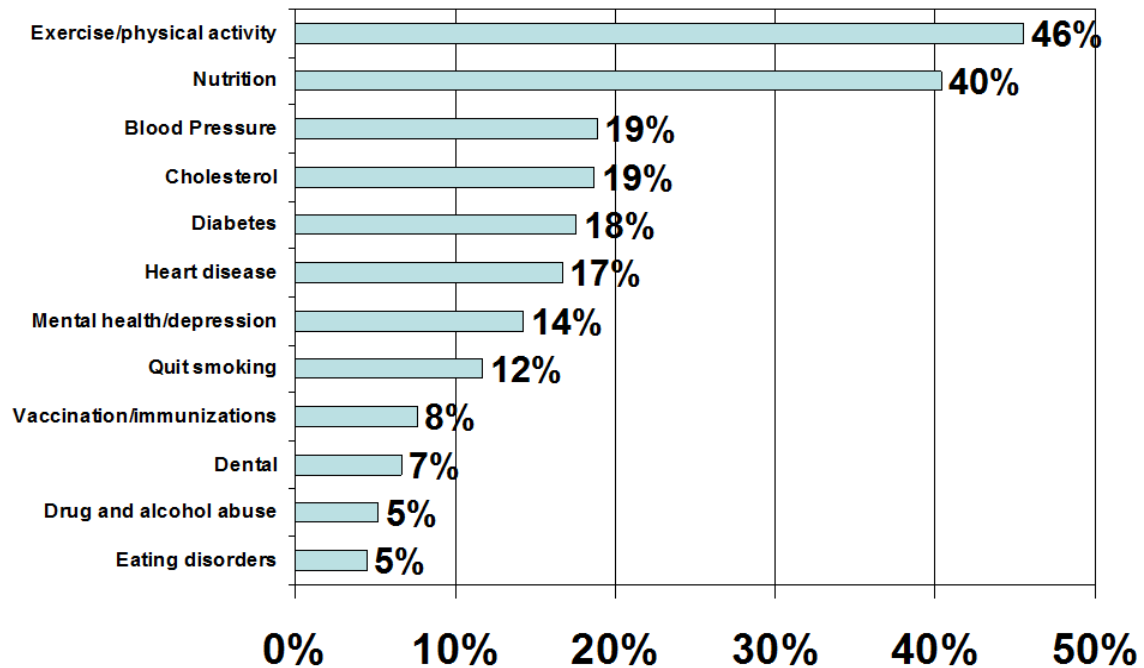
What do you think are the top 3 health problems facing our community? (Choose only 3.)



What is needed to help improve the health of you and/or your family? (Choose up to 2.)



What health issues would you like information/education about? (Choose up to 3.)



What can Twin Lakes Regional Medical Center do to better meet the healthcare needs of our community?

(Open ended question)

2012

- Need more doctors/can't get appointment (32)
- Lower the cost (16)
- Improve ER quality/wait times (16)
- Need more public education (13)
- Be nicer, show more concern and respect (9)
- Give more free care to poor people (8)
- Quick Care needs to be open more (8)
- Psychiatry (6)
- Better doctors (6)
- Build a fitness center/indoor pool (5)

2015

- Need more doctors/can't get appointment (79)
- Lower the cost (23)
- Improve ER quality/wait times (22)
- Better doctors (19)
- More public health education (15)
- Build a fitness center/indoor pool (9)

Community Forum/ Focus Group

The Twin Lakes Regional Medical Center's CHNA team tabulated the results from the surveys (on-line and printed) and supplemented them with health statistics and demographic information. (See pages 7 – 19.) TLRMC then invited representatives from a variety of backgrounds to a Community Forum/Focus Group on February 2, 2016 to review the survey results and provide recommendations for the hospital's community benefit focus.

Professions represented

- Physicians
- School administrators, teachers and staff
- Health Department
- Dietician
- Industry/Manufacturing
- Optometrist
- Hospital Board members
- Law enforcement
- Hospital leadership

The purpose of the meeting was to

1. Present the findings of the survey, health statistics and demographic information
2. Get input from the group in identifying the top health issues facing Grayson County
3. Get the group's recommendation on the core health issues for the hospital's community health focus for the next three years

Once the information was presented a group discussion was held. Attendees were asked for their top health priorities without concern about the practicality of the hospital's ability to impact the issues.

Top priorities (in alphabetical order)

- **Access to care**
- **Drug abuse**
- **Information/awareness of health issues**
- **Lack of physical activity options**
- **Mental health/suicide**
- **Nutrition**
- **Obesity**

These results were then presented to the Population Health Committee for their consideration and input. (See page 22.)

Population Health Committee

To put the 2012 CHNA report into action, Twin Lakes Regional Medical Center created the Population Health Committee. This group of people works on improving the health of our community guided by the Community Health Focus Points set in the 2012 CHNA. The Population Health Committee is made up of hospital employees, industrial leaders, the Grayson County Schools superintendent, registered dietitians, a pharmacist, a representative from the Kentucky Cancer Program and a representative from the Grayson County Health Department. The Twin Lakes Regional Medical Center CEO chairs the committee. The Population Health Committee meets monthly to discuss and implement plans on improving the health of the community.

On Friday, March 4, 2016, the Population Health Committee met to consider the input of the community focus group, the size and severity of the needs, available data, and the ability to have an impact as a hospital. The Committee made their recommendations of Community Health Focus Points to the hospital.

Community Health Focus Points

After carefully considering the results of the Community Health Survey, the most recent health and demographic information available, and input from the Community Forum/Focus Group and the Population Health Committee, the following needs were identified by hospital leadership as the community health focus points for Twin Lakes Regional Medical Center in 2016 – 2019.

- **Smoking**
- **Information/awareness of health issues**
- **Lack of physical activity options**
- **Nutrition/obesity**

Board Approval

The 2015 Community Health Needs Assessment was approved by the Board of Directors for Twin Lakes Regional Medical Center on Tuesday, March 15, 2016.

Next Steps

The publication of this report is another step to a healthier Grayson County. It is the intention of Twin Lakes Regional Medical Center that the contents of this report be used to inform Grayson County residents of what their fellow citizens think are the most important health issues in their community. Additionally, TLRMC hopes this report will serve as a foundation to build lasting relationships between Twin Lakes Regional Medical Center, community partners and residents of Grayson County.

This report serves as a stepping stone to future studies of community health concerns, the enhancement of health services offered to the community and the spark to create community partnerships that address the health needs of the community.

Twin Lakes Regional Medical Center recognizes that we do not have adequate resources to solve all problems identified. However, we do have the obligation and ability to be the change leader where possible. We view this plan as providing guidance around how we, along with other area organizations, groups and agencies, can collaborate to improve the health and medical care available to the people of our community.

In order to addressing the prioritized needs, TLRMC will engage key internal and community partners. Customized strategies have been developed and will be continued. The strategies include, but are not limited to, modifying policies, public and private; providing support, information and incentives; improving access; enhancing skills; and changing consequences. Follow-up surveys will measure the success of each initiative and provide the next areas of focus for the hospital.

To inform the public and partners of our goals and to increase awareness of our plan, Twin Lakes Regional Medical Center will publish the full CHNA report on the hospital's website (www.tlrmc.com), promote the report on social media channels such as Facebook and Twitter, and submit to local news media. Printed copies will be available for the public at the hospital as well.



2015 Community Health Needs Assessment

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