

# 2012

# 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 2012 Community Health Needs Assessment**

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## Purpose

The Patient Protection and Affordable Care Act of 2010 requires nonprofit, tax-exempt hospitals such as Twin Lakes Regional Medical Center 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).

TLRMC is dedicated to strengthening 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

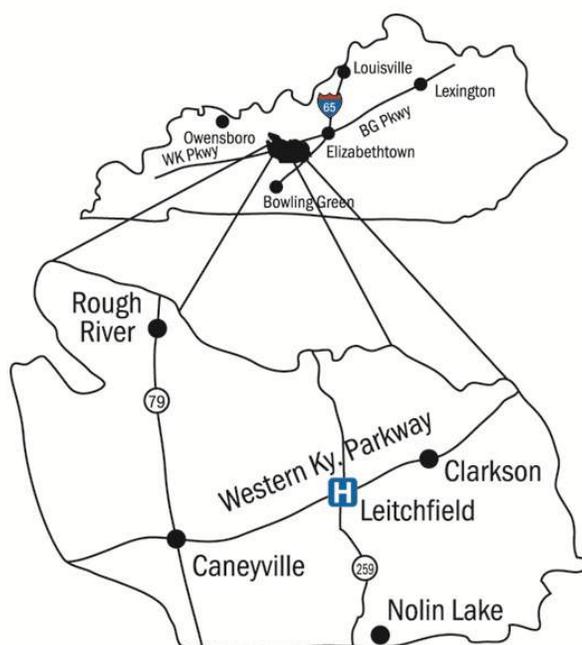
## Key demographic information – Grayson County, KY and Kentucky

	<u>Grayson County</u>	<u>Kentucky</u>
Population, 2012 estimate	25,964	4,380,415
Persons under 5 years, percent, 2011	6.2%	6.4%
Persons under 18 years, percent, 2011	23.6%	23.4%
Persons 65 years and over, percent, 2011	15.3%	13.5%
High school graduate or higher, persons 25+, 2007-2011	72.3%	81.7%
Bachelor's degree or higher, persons 25+, 2007-2011	7.2%	20.6%
Per capita income in the past 12 months, 2007-2011	\$17,720	\$23,033
Median household income, 2007-2011	\$32,919	\$42,248
Persons below poverty level, percent, 2007-2011	24.4%	18.1%
Persons per square mile, 2010	51.8	109.9

Source: U.S. Census Bureau: State and County QuickFacts

### Summary of key demographic information for Grayson County

- Population is slightly older than the Kentucky average
- Grayson County is much more 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 (7.2% to 20.6%)
- Grayson County has a much lower median household income compared to the Kentucky average (approximately \$33,000 to just over \$42,000) and a larger percentage of persons living below the poverty level



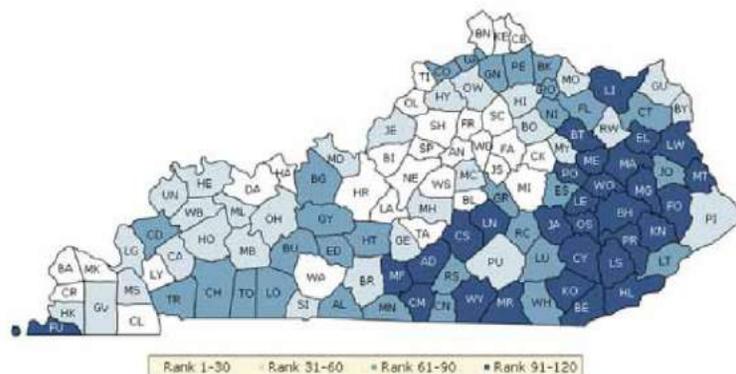
## Health Outcomes Map Grayson County shown as GY



Source: [countyhealthrankings.org](http://countyhealthrankings.org)

According to *County Health Rankings 2013*, a collaboration between the Robert Wood Johnson Foundation and the University of Wisconsin Population Health Institute, Grayson County is ranked **53<sup>rd</sup> out of 120** counties in Kentucky for Health Outcomes. Health Outcomes are created using mortality and morbidity statistics to identify how healthy a county is.

## Health Factors Map Grayson County shown as GY



Source: [countyhealthrankings.org](http://countyhealthrankings.org)

According to *County Health Rankings 2013*, Grayson County is ranked **77<sup>th</sup> 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.

### Health Factors include

Tobacco use	Diet and exercise	Alcohol use
Sexual activity	Teen birth rate	Access to care
Quality of care	Education levels	Employment statistics
Income/Children in poverty	Family & social support	Community safety
Environmental quality	Number of fast food facilities	Recreation

## Summary of health demographics for Grayson County

The combined average of Health Factors and Health Outcomes for Grayson County is **65<sup>th</sup> out of 120** Kentucky counties.

## 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 November and December, 2012 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 and business cards at the Grayson County Public Library. Emails were sent to Grayson County Chamber of Commerce members and employees of the Grayson County school system and the hospital. Printed copies were delivered to an assisted living facility, a multi-story subsidized housing building and the Grayson County Health Department.

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 but found their response rates to be extremely low.

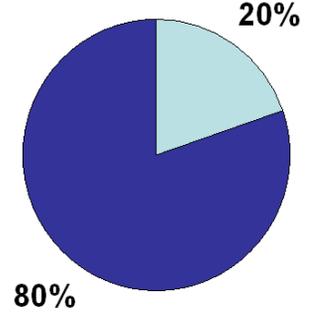
573 people participated in the survey. The questions were in three primary categories:

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



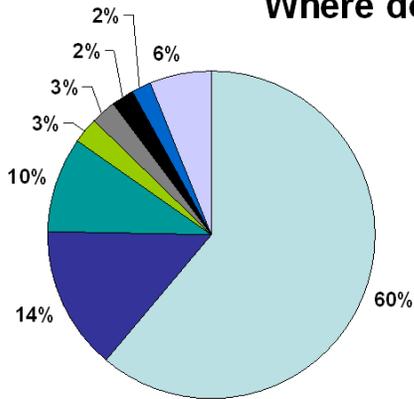
# Survey questions and answers

## What is your gender?



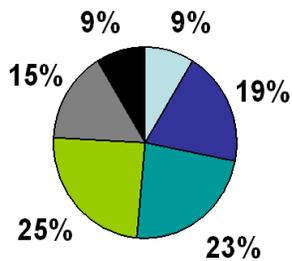
male female

## Where do you live?



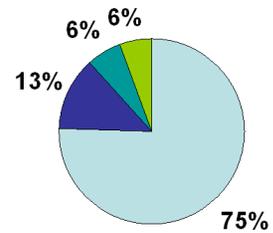
Leitchfield Clarkson Caneyville  
Falls of Rough Big Clifty Hardinsburg  
Millwood other

## What is your age?



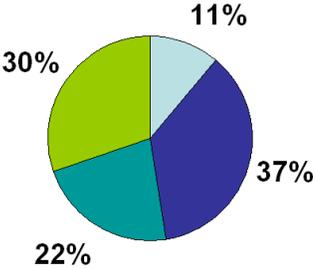
18-27 28-37 38-47 48-57 58-67 Over 67

## Are you now?

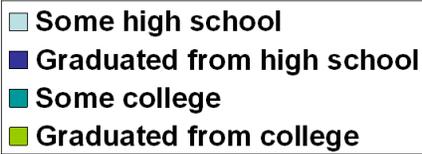
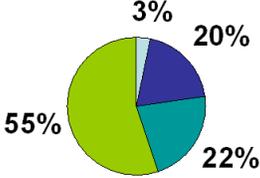


Married Divorced  
Widowed Never been married

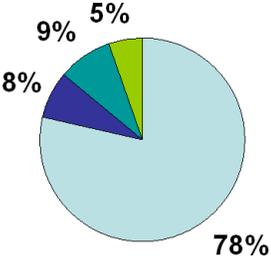
**How many people currently live in your household?**



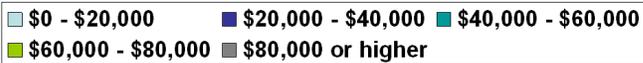
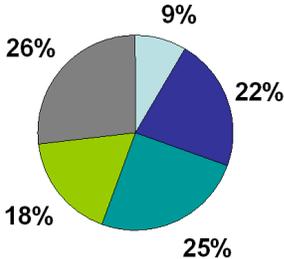
**What is the highest level of education you have completed?**



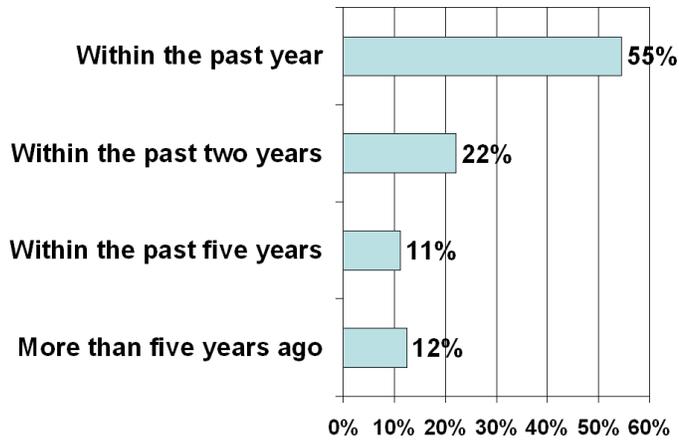
**Are you currently?**



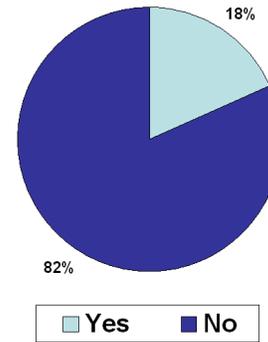
**What is your household income?**



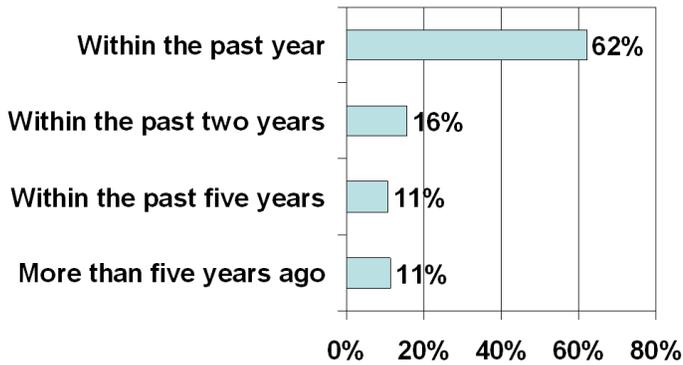
When was the last time you had an eye exam?



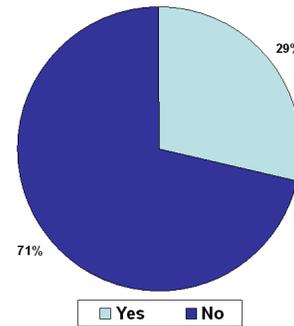
Was there a time in the past 12 months when you needed to see an eye doctor but could not because of the cost?



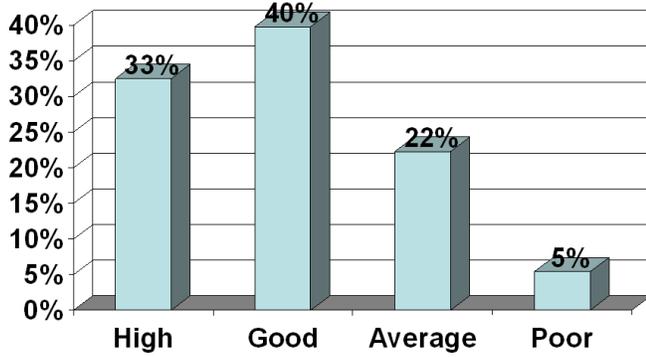
About how long has it been since you last visited a dentist?



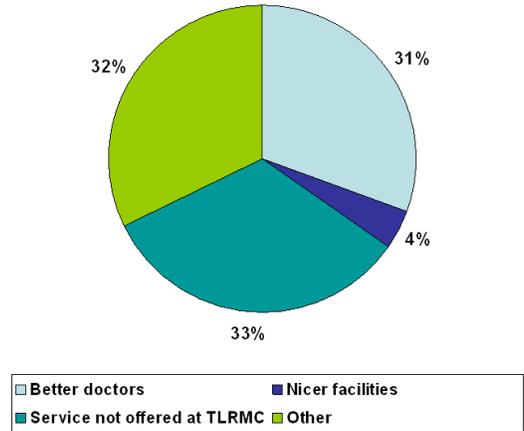
Was there a time in the past 12 months when you needed to see a dentist but could not because of the cost?



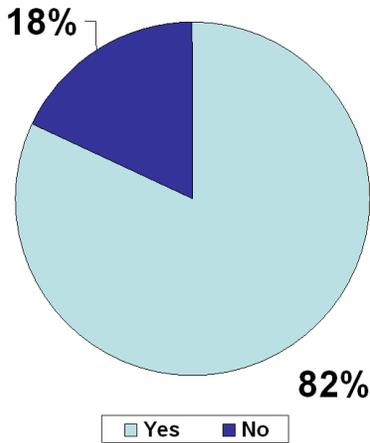
**How would you rate the overall quality of care provided at Twin Lakes Regional Medical Center?**



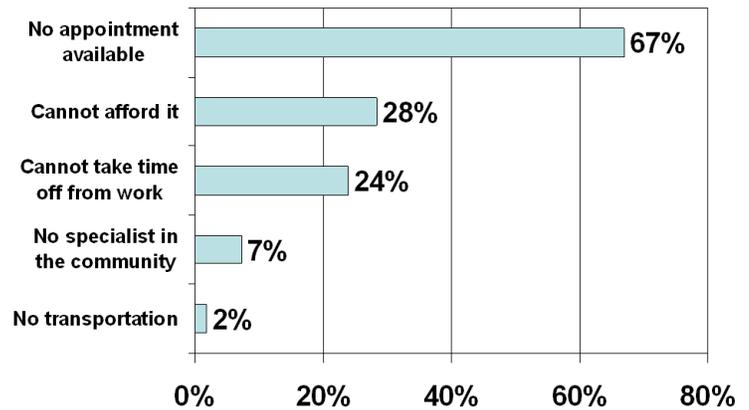
**In the past 12 months if you used another hospital other than Twin Lakes Regional Medical Center, what was the reason?**



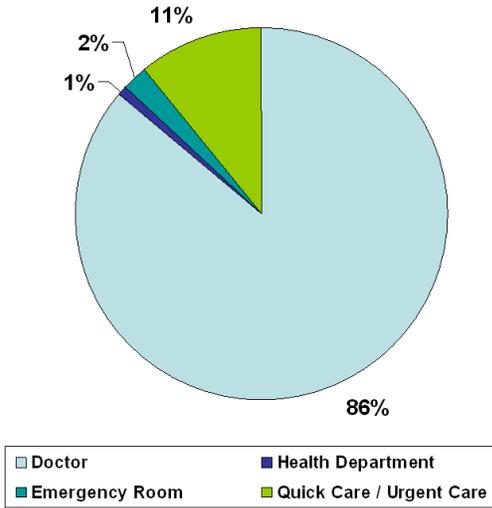
**Are you able to visit a doctor when needed?**



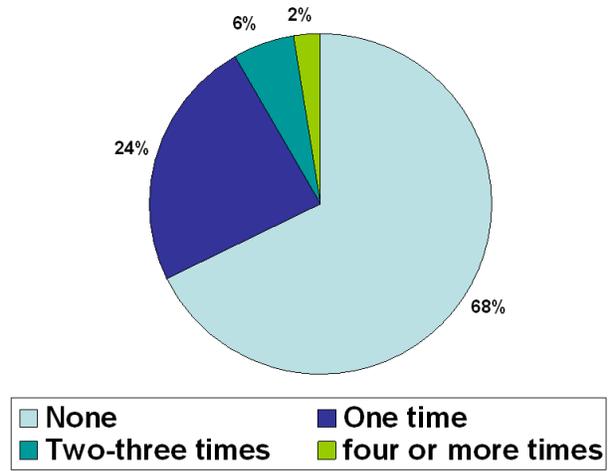
**If you answered "no" please choose all that apply**



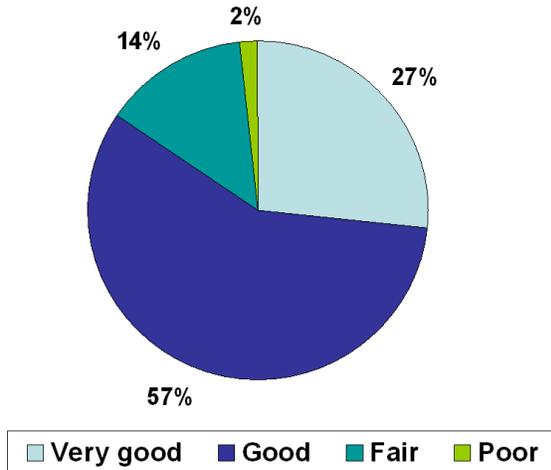
**Where do you go for routine healthcare?**



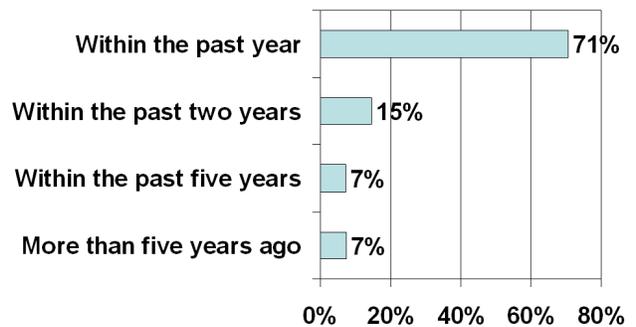
**During the past 12 months, how many times have you sought care at a hospital emergency room?**



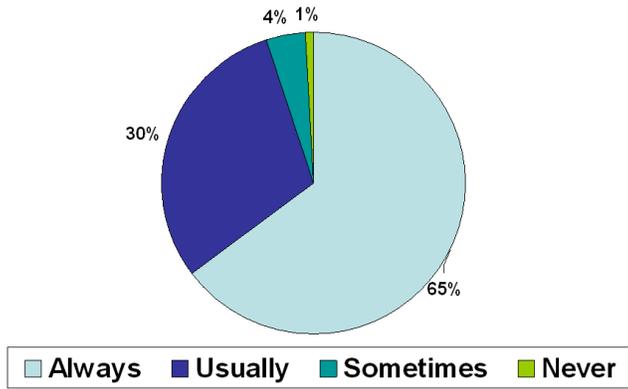
**In general, how would you rate your health?**



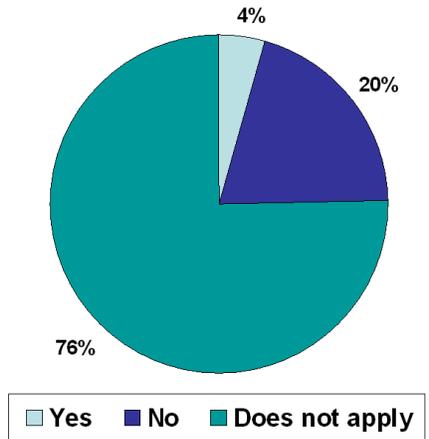
**About how long has it been since you last visited a doctor for a routine checkup or physical examination?**



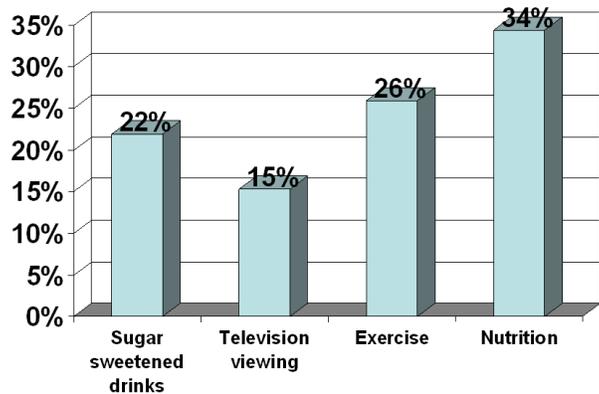
**Does your doctor give you easy to understand instructions about how to take care of your health?**



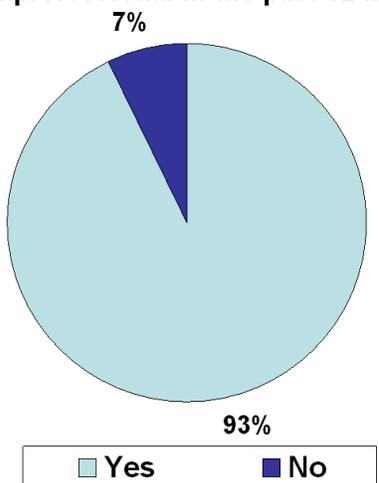
**Have you ever taken a class on how to manage your diabetes yourself?**



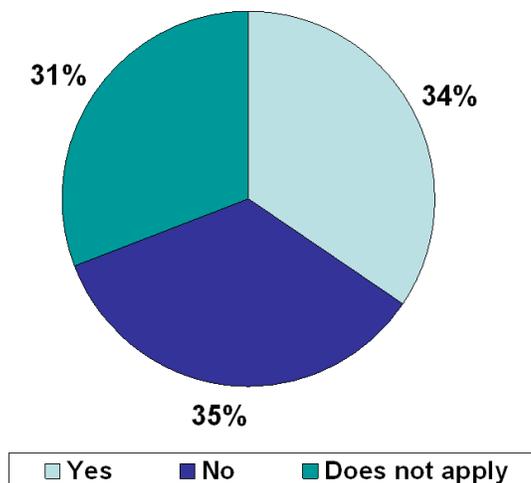
**At your last well-child visit, did a health professional talk to you about?**



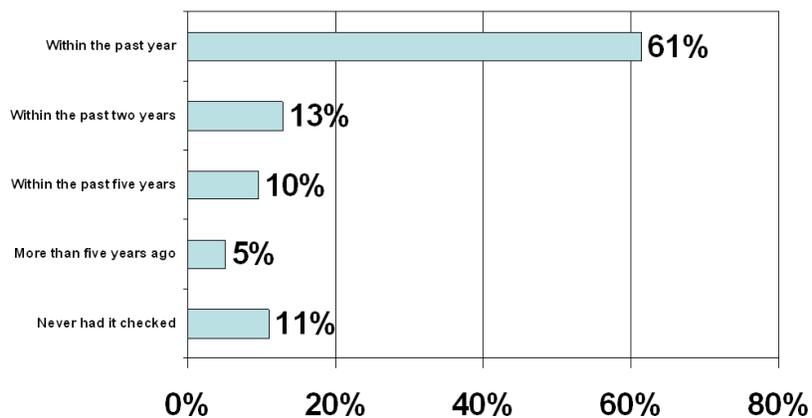
Have you had your blood pressure taken by a health professional in the past 12 months?



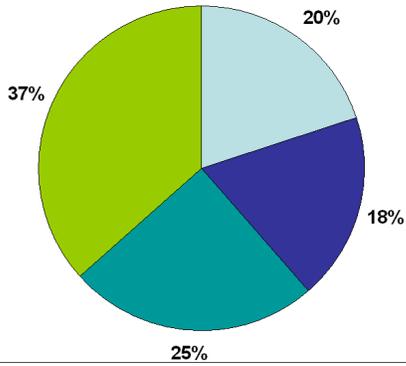
Are you currently taking medication to help control your high blood pressure?



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

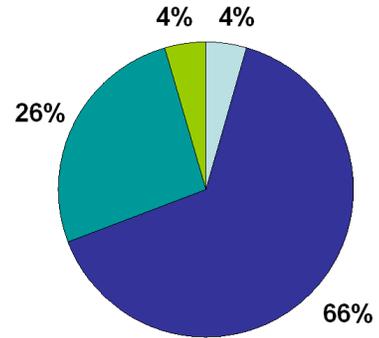


**On average, how many times a week do you take part in physical activity?**



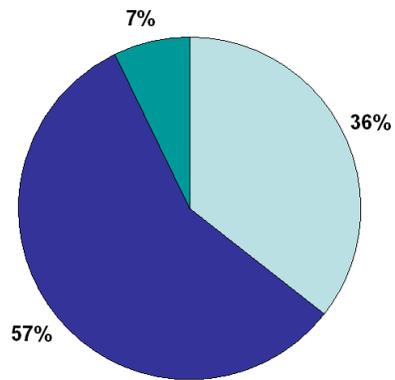
None One day Two days Three days or more

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



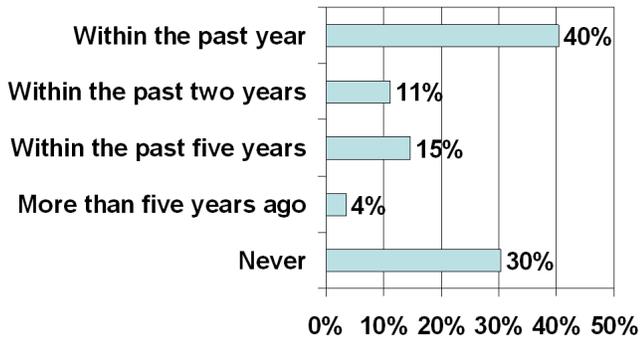
none one or two three or four five or more

**How many times do you eat fast food per week?**

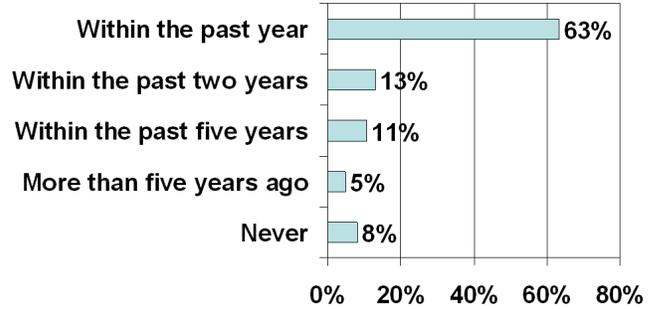


Hardly ever  
A couple of times per week  
Most days

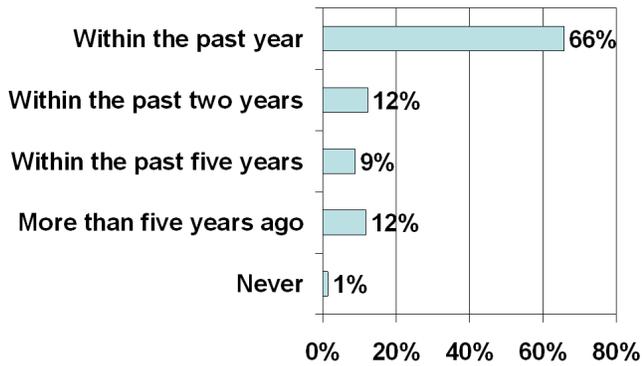
**If you are a male over the age of 40, about how long has it been since you last had a prostate cancer screening?**



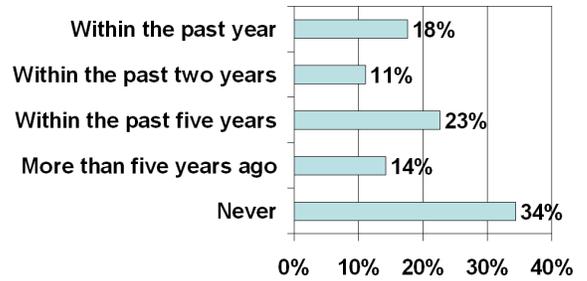
**If you are a female over the age of 40, about how long has it been since your last mammogram?**



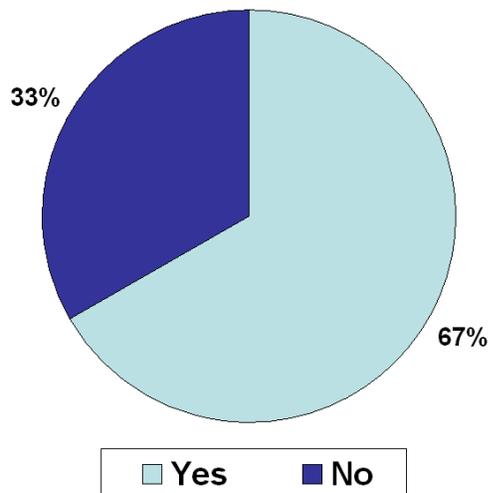
**If you are a female, about how long has it been since your last pap smear?**



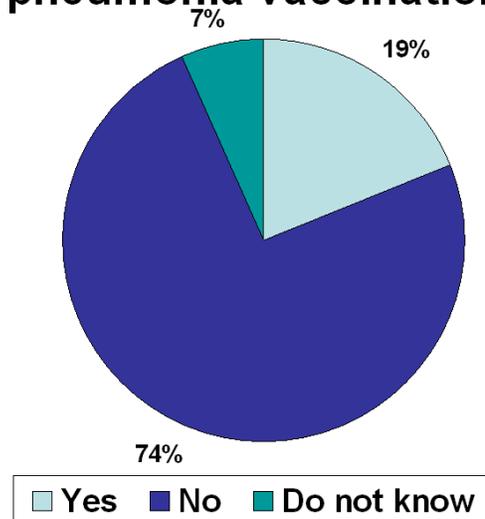
**If you are over the age of 50, about how long has it been since you had your last colonoscopy?**



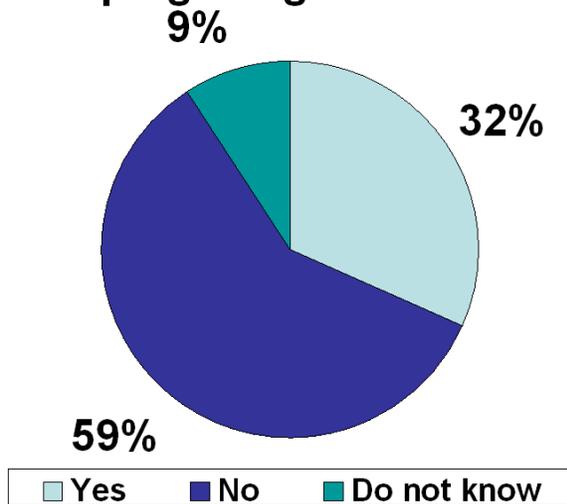
**Have you had a flu vaccine during the past 12 months?**



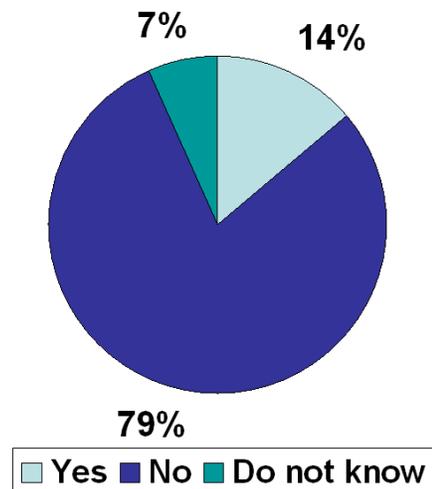
**Have you received your pneumonia vaccination?**



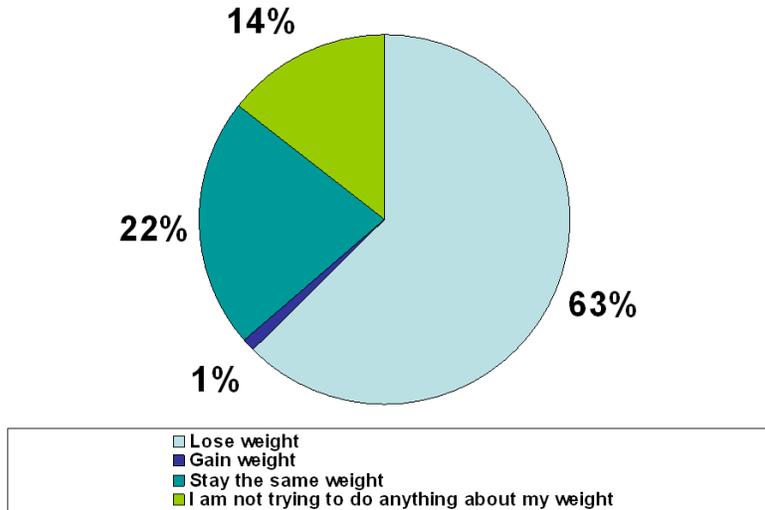
**Have you received your whooping cough vaccination?**



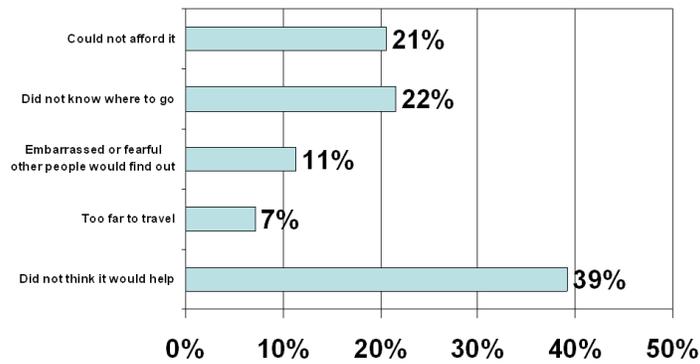
**Have you received your shingles vaccination?**



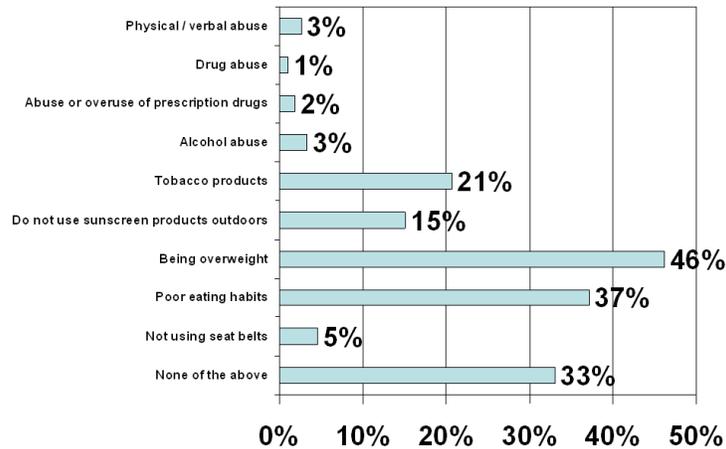
**Which of the following are you trying to do about your weight?**



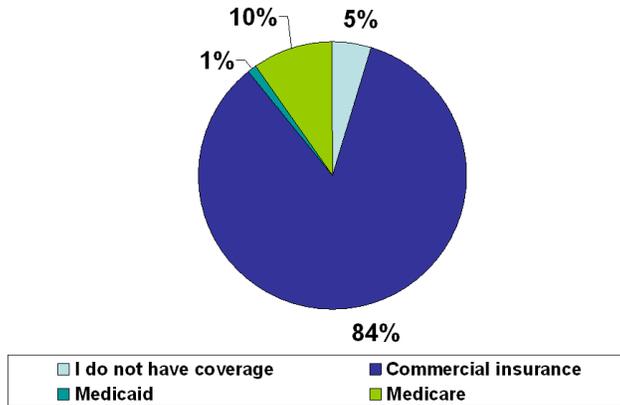
**If you needed mental health treatment or counseling within the past 12 months but did not get it, what was the reason?**



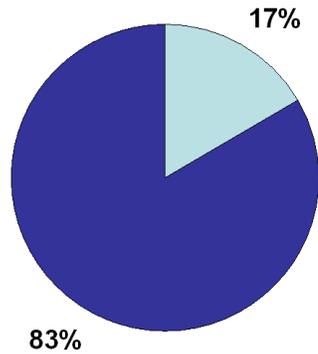
**In the following list, what behaviors have you or your family experienced in the past 12 months? (Check all that apply.)**



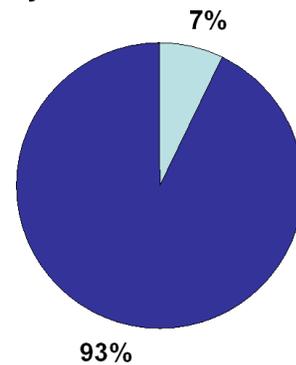
**What kind of healthcare insurance coverage do you have?**



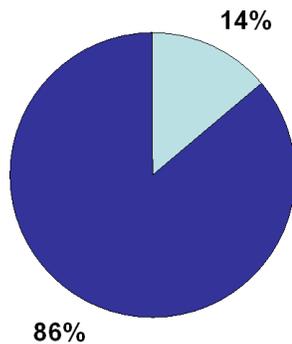
During the past 12 months, was there any time when you needed medical care from a doctor but did not get it because you could not afford it?



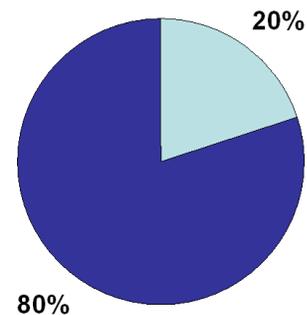
During the past 12 months, was there any time you needed surgery but did not get it because you could not afford it?



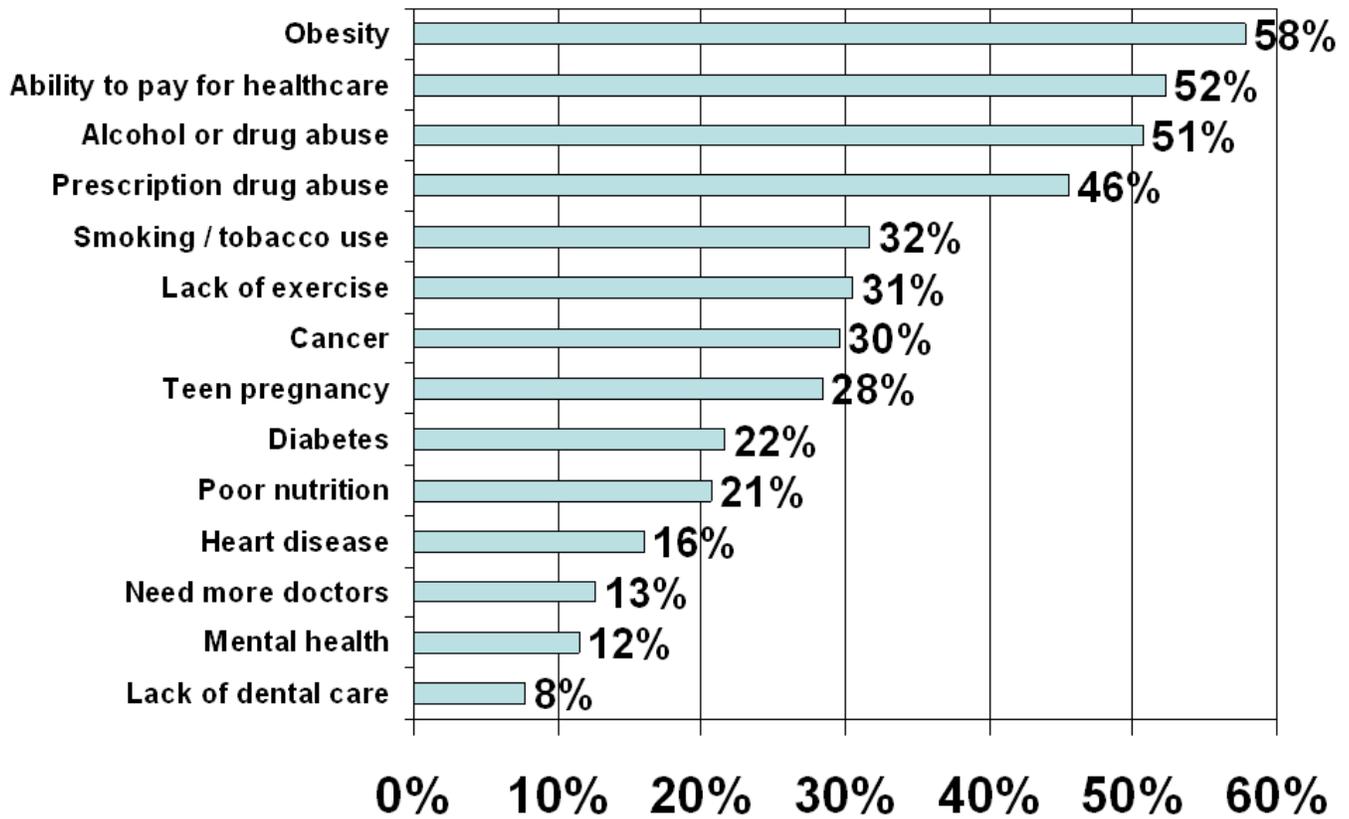
During the past 12 months, was there any time you needed prescription medicine but did not get it because you could not afford it?



During the past 12 months, was there any time you skipped doses or took smaller amounts of your prescription drugs to make them last longer?



### What do you think are the top 4 health problems facing our community? (Choose only 4.)



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

- Need more doctors / can't get appointment (32)
- Lower the cost (16)
- Need more public health education (13)
- Improve ER quality (9)
- Be nicer, show more concern and respect (9)
- Give more free care to poor people (8)
- Quick Care needs to be open more (8)
- Improve ER wait times (7)
- Psychiatry (6)
- Better doctors (6)
- Build a fitness center (5) with indoor pool (2)
- More health fairs (4)
- Give people more time to pay hospital bills (3)
- Provide drug rehabilitation (3)
- Provide exercise and dietary consultants (3)

## Community Forum/ Focus Group

The CHNA team at Twin Lakes Regional Medical Center tabulated the results from the surveys (on-line and printed) and supplemented them with health statistics and demographic information. TLRMC then invited representatives from a variety of backgrounds to a Community Forum/Focus Group on March 7, 2013 to review the survey results and provide recommendations for the hospital's community benefit focus.

Professions invited included

- Physicians
- Local government leaders
- School administrators, teachers and staff
- Health Department
- Dieticians
- Industry/Manufacturing
- Optometrist
- Dentist
- Hospital Board members
- Law enforcement
- Community Education
- Public Library
- Hospital leadership

The purpose of the meeting was to

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

Once the information was presented, the group was broken up into smaller groups to facilitate discussions. Every member was asked to rank their priorities without concern about the practicality of the hospital's ability to impact the issues being discussed. These priorities were then presented to the larger group.

## Community Health Focus Points

Based on the input of the community group, the size and severity of the needs, available data, and our ability to have an impact as a hospital, the following needs were identified as the community health focus points for Twin Lakes Regional Medical Center:

- **Obesity (children and adults)**
- **Smoking**
- **Access to care**
- **Number of people over 50 reporting never having had a colonoscopy**

## Next Steps

The publication of this report is the first 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 also 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 address the prioritized needs, TLRMC will engage key internal and community partners. Customized strategies will be developed. The strategies might include 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 [www.tlrmc.com](http://www.tlrmc.com) as well as submit to local news media.

