2019 - 2023

Community Health Needs Assessment

Johnson County Healthcare Center

497 West Lott St.
Buffalo, WY  82834
Johnson County Healthcare Center
Community Health Needs Assessment

Table of Contents

Our Mission/ Who We Are 3
Communities, Health Needs and Program Planning 4
Survey and Planning to Meet Community Needs 5
2019 CHNA Three Year Priority 7
Goal One - Mammography 8
Goal Two - Colonoscopy 10
Goal Three - Flu Vaccine 12
Three Year Community Service Plan 14
Community Outreach 16
Bibliography 18
Additional Documents 20

CHNA Committee | 2019
Sean McCallister, MHPA, CEO of JCHC;
Laurie Hansen RN, Director of Administration;
Julia Bettinger, MS, Director of Cardiopulmonary and Wellness;
Marcy Schueler, BSN, RN, Director of Marketing;
A. Dozier Tabb, MD, Medical Consultant;
Trisha Thompson, BSN, RN, CLC, CPST, Director of Johnson County Public Health
Our Mission

Johnson County Healthcare Center is committed to meeting the health and wellness needs of our community through all stages of life.

Who We Are

As the main healthcare provider in Johnson County, Wyoming, Johnson County Healthcare Center (JCHC) consists of a 25-bed Critical Access Hospital, a busy outpatient medical clinic and a 44-bed nursing home, all on one campus with central administration. While located in the county seat of Buffalo, JCHC also operates a satellite outpatient clinic in Kaycee along the county’s southern border.

JCHC’s Medical staff consists of seven family medicine physicians, one general surgeon, two emergency room physicians, one hematology/oncology physician and three physician assistants.

In addition to JCHC’s full range of primary, acute, obstetrical, surgical, cardiopulmonary, laboratory, radiology, rehabilitative, diabetic and long-term care services, visiting specialists from the surrounding area ensure patients stay close to home for their healthcare needs.

JCHC places significant emphasis on family medicine as a foundation for individual, family and community wellness through all walks of life. With seven family medicine physicians and two physician assistants, we serve patients in our clinic six days per week and offer walk-in appointments and flexible hours.
The Communities We Serve
Wyoming is the ninth largest, yet least populated state in the U.S. Johnson County had a population of 8,460 residents in 2018 versus Wyoming’s total population of 577,737.

With 4,154.15 square miles, Johnson County only has 2.1 people per square mile. The population under five years old is 4.8 percent, while the population over 65 is 23.7 percent. The county is 91.3 percent Caucasian and 4.8 percent Hispanic, 26.8 percent of residents have a Bachelor’s degree, and 95.4% have a high school diploma or more, according to the U.S. Census Bureau.

71.9 percent of residents are homeowners with the median home value being $255,200 and the median household income at $52,415.00. The number of persons below the poverty level is 9.5 percent.

JCHC’s 2018 service volume includes 18,609 ancillary outpatient visits, 467 inpatient hospital admissions, 28 nursing home admissions and 17,892 clinic visits.

Community Health Needs and Program Planning
JCHC’s mission drives its health initiatives. While we strive to provide best-in-class care and service to patients with acute and emergent needs, we are equally committed to bolstering prevention and wellness for all Johnson County residents. To that end, we consistently assess community health to determine how JCHC must evolve to meet changing local healthcare needs. We provide services and develop programs and outreach based on statistics including disease incidence and prevalence rates, morbidity and mortality data, patient satisfaction surveys, panel discussions and other direct community input.
Survey and Planning to Meet Community Needs

Assessing Community Health Needs
We conducted needs assessment surveys and collected multi-source data in 2012, 2016 and 2019 to better understand the health concerns of our community. This document and effort are specifically focused on 2019.

Needs Assessment Survey Outreach and Data Gathering
A general survey was completed in Johnson County in 2017. A more focused needs assessment was conducted via 82-question online survey in the fall of 2019 in an attempt to determine what the community perceives as the greatest county health needs. Promotion and publicity of the survey included JCHC’s Facebook page, flyers, face-to-face conversations, radio, email chains and JCHC’s website. Data obtained from 271 responses were used in conjunction with state, local and national statistics to pinpoint health needs JCHC can spotlight over the next three years in its 2019 CHNA.

A CHNA committee met over the course of five months leading up to December 2019 to create and conduct the survey, develop an action plan and complete required documentation. The committee consisted of JCHC CEO, Sean McCallister, JCHC Director of Cardiopulmonary and Wellness, Julia Bettinger, JCHC Director of Marketing, Marcy Schueler, JCHC Director of Administration, Laurie Hansen, JCHC Medical Consultant, Dr. A. Dozier Tabb, and the Director of Johnson County Public Health, Trisha Thompson.
Survey Answers and Overview

The community outreach and survey responses demonstrated favorable opinions of what JCHC offers to its communities. Participants requested affordable healthcare, urgent care and additional specialties. The public, when asked what the biggest healthcare challenge is in Johnson County, said that affordability and maintaining the current level of healthcare are important to them. Some asked for a more holistic approach to healthcare.

The survey indicates that preventive health screenings in Johnson County are below state and national averages. We gathered additional data from diverse sources that helped inform and discern the survey results, including scholarly journals, state and federal agencies and the JCHC medical staff.

Specifically, we used the U.S. Census Bureau, Wyoming Behavior Risk Factor Surveillance System (BRFSS), US Preventive Services Task Force (USPSTF), Community Needs Index (CNI), County Health Rankings and Roadmaps, Pregnancy Risk Assessment Monitoring System (PRAMS), Centers for Disease Control (CDC), American College of Gastroenterology (ACOG), National Comprehensive Cancer Network (NCCN), Wyoming Department of Health State Epidemiologists (WDH), and our own survey and patient data (see bibliography).
Addressing Identified Health and Wellness Needs in Johnson County

Key findings from 2018 BRFSS and CDC data indicate:
1. 23.7 percent of our population is over age 65.
2. 21.9 percent of our population is under the age of 18.
3. 39 percent of women in Wyoming aged 40 and over report not having had a mammogram in the past two years. In Johnson County, that statistic is 33.6 percent. The US median is 27.5 percent.
4. 40.4 percent of Wyoming adults ages 50-75 and older report NOT having fecal occult blood testing (FOBT) in one year or Colonoscopy in 10 years or sigmoidoscopy in five years plus FOBT in three years. In Johnson County, that number is 46.5 percent. The US Median is 34.1 percent.
5. 63.3 percent of people in Wyoming report having had no flu shot in the past 12 months. Johnson County is 64.4 percent and the U.S. median is 59.2 percent.

Based on these indicators, our top priority is Preventive Health.

2019 CHNA Three-Year Priority

Preventive Screenings
We identified three areas to focus on in the next three years to increase the numbers of Johnson county residents who receive preventive health screenings including the following:

- Mammograms
- Colonoscopies
- Flu Shots
Goal 1: Increase the number of screening mammograms among women age 50-74

Objective: By 2022, decrease the percentage of women age 50 or older who report NOT having a mammogram within the past two years to 27.5 percent.

Strategies:

- JCHC Medical Staff and Governing Board must buy into and support the strategies and objectives
- Upgrade from 2D to 3D mammography machine
- Increase marketing to key populations
  - Testimonials
  - Primary marketing message:
    - There are many ways to get a free mammogram. Insurance and Medicare pay, plus Wyoming Cancer Resource Services offers free programs
    - It is available at JCHC
    - A medical provider order isn’t necessary
  - Find out how people know when to get a mammogram. We will survey patients about where they get information about mammography.
  - Public health can give out information about the CHNA goals to patients and when doing off-site events
  - Create an easy to carry pamphlet to give out to community
  - Places where the population may be reached: Family Crisis Center, Mental Health, DFS, churches, Senior Center, Library, YMCA, CO-OP, food pantry
  - Sign people up for mammography appointments at the health fair blood draws and at the health fair
  - Host annual Breast Health Event
- Annual “Ladies Night Out Breast Health Event” held at JCHC. At the event, free breast exams are given by JCHC providers. Mammograms are scheduled at the event. At the event, funding options are offered. Food, wine, beer and door prizes are offered.

**Key Partners:**

- Dr. Rice
- Todd Wagner, Medical Imaging Director
- Wyoming Cancer Resource Services (WCRS)

**Wyoming women age 40 and older who report NOT having a mammogram within the past two years.** (Our goal is to achieve U.S. median of 27.5% or less)

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<tr>
<td>Johnson Co</td>
<td>33.6%</td>
<td>31.8%</td>
<td>30.5%</td>
</tr>
<tr>
<td>Wyoming</td>
<td>39.0%</td>
<td>32.7%</td>
<td>29.7%</td>
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<tr>
<td>U.S. Median</td>
<td>27.5%</td>
<td>24.0%</td>
<td>24.0%</td>
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*Above Statistical Information from the (BRFSS) See #2 in the bibliography*

**Numbers of Mammograms done at JCHC by year**

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<td>749</td>
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<td>774</td>
<td>805</td>
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</table>
**Goal 2: Increase the number of screening colonoscopies among persons age 50-75.**

**Objective:** By 2022, decrease the percentage of Wyoming adults ages 50-75 and older reporting NOT having a fecal occult blood test (FOBT) in one year, FIT (ex. Cologuard) in one year or colonoscopy in 10 years, or sigmoidoscopy in five years plus FOBT in three years to 40 percent.

**Strategies:**
- JCHC Medical Staff and Governing Board must buy into and support the strategies and objectives.
- Involve JCHC’s general surgeon
  - Dr. Ruby to go into the community to teach
  - Get testimonials
- Encourage employees to get a colonoscopy. Hospital insurance pays for one every 10 years
- Check Pricing at JCHC/Sheridan. Consider changing pricing if we are not competitive
- Marketing efforts
  - Public health can give out information about the CHNA goals to patients and when doing off-site events
  - Patient testimonials
  - Create an easy to carry pamphlet to give out to community
  - Places where the population may be reached: Family Crisis Center, Mental Health, DFS, churches, Senior Center, Library, YMCA, CO-OP, food pantry
- Partner with local insurance companies to promote screening
- Partner with large employers (School system, BLM, etc.)
  Bring education to them – during their lunch hours or other convenient time
Key Partners:

- Dr. Ruby, JCHC General Surgeon
- Crystal Smith, Director JCHC Outpatient Clinic

Wyoming adults ages 50-75 and older reporting NOT having FOBT in one year or Colonoscopy in 10 years or sigmoidoscopy in five years plus FOBT in three years. (Our goal is to achieve state median of 40.4% or less)

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<td>46.5%</td>
<td>41.2%</td>
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<tr>
<td>Wyoming</td>
<td>40.4%</td>
<td>40.7%</td>
<td>39.5%</td>
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<td>U.S. Median</td>
<td>34.1%</td>
<td>34.7%</td>
<td>37.8%</td>
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Above Statistical Information from the (BRFSS) See #2 in the bibliography

Numbers of Colonoscopies done at JCHC by year

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<td>199</td>
<td>238</td>
<td>219</td>
<td>167</td>
<td>176</td>
<td>161</td>
<td>123</td>
<td>135</td>
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</table>
Goal 3: Administer more flu shots (Public Health will lead the charge and JCHC will support.)

Objective: By 2022, decrease the percentage of persons all ages who report having no flu shot in the past 12 months to 59.2 percent.

Strategies:
- JCHC Medical Staff and Governing Board must buy into and support the strategies and objectives.
- JCHC will work together with JC Public Health taking the lead.
- JC Public Health Nurse, Trisha Thompson will develop the plan in concert with the State plan.
- Public Health Goal: For Johnson County to meet the US Median vaccination rate:
  - Work with county flu providers to address the needs of the county
  - Provide a mass immunization event for the community
  - Continue to provide off site flu clinics in the county organizational setting
- JCHC efforts will include:
  - Public health can give out information about the CHNA goals to patients and when doing off-site events
  - Create an easy to carry pamphlet to give out to community
  - Places where the population may be reached: Family Crisis Center, Mental Health, DFS, churches, Senior Center, Library, YMCA, CO-OP, food pantry
  - Marketing efforts focusing on patient testimonials, specifically with immune compromised patients. The message will be “it’s not just about you.”
  - General marketing normally done during flu season
Key Partners:

- Johnson County Public Health
- Kristina Duarte, Infection Preventionist, JCHC
- Local pharmacies
- Johnson County Veteran’s Administration
- Leesa Belus – Buffalo Urgent Care
- Sharon’s Home Health, a local independent Home Health Agency

No Flu Shot in Past 12 Months, All Ages, by County. (Our goal is to achieve U.S. median of 59.2%. or less)

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<tr>
<td>Johnson Co</td>
<td>64.4%</td>
<td>72.4%</td>
<td>45.9%</td>
</tr>
<tr>
<td>Wyoming</td>
<td>63.3%</td>
<td>70.9%</td>
<td>46.0%</td>
</tr>
<tr>
<td>U.S. Median</td>
<td>59.2%</td>
<td>65.2%</td>
<td>44.5%</td>
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Numbers of flu shots given at JCHC by year

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<tr>
<td></td>
<td>1155</td>
<td>1245</td>
<td>1119</td>
<td>1018</td>
<td>1083</td>
<td>1049</td>
<td>980</td>
<td>833</td>
<td>670</td>
<td>764</td>
<td>887</td>
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</tbody>
</table>
Three-Year Community Service Plan

JCHC offers a wide variety of screening and prevention services to our communities.

- Digital Mammography
- Monthly Blood Screenings
  - JCHC Laboratory offers in-house, low cost blood wellness screenings in the laboratory twice a month.
  - Wyoming Health Fairs is on the JCHC campus the first Wednesday of every month to provide blood wellness screenings.
- Annual blood screenings in partnership with Wyoming Health Fairs. JCHC hosts an annual blood screening at the Johnson County Fairgrounds for community members to attend and get a low cost blood screening to learn more about their health. Approximately 1,000 people participate in the Johnson County Blood Screenings each year.
- The annual community health fair is an event that offers wellness screenings and education. Over 40 local, regional and national vendors share health and wellness information and resources.
- Individual diabetes counseling and teaching for all diabetics.
- Diabetic Foot Clinic – Provides diabetics with a $10 nail trimming every six weeks
- Individualized Cardiac and Pulmonary Rehabilitation helps patients restore health and improve quality of life
- Diabetes Support Group is a support group for diabetics and their support teams that is held at the Senior Center every month
- Prevent T2-Diabetes Prevention Program is an evidence-based program taught by certified lifestyle coaches to help individuals with
elevated blood sugar make healthy changes in an effort to prevent type II diabetes

- Lactation Counseling. JCHC has six lactation consultants to support new mothers with their needs
- The Kaycee clinic is staffed with a physician assistant to care for those in Kaycee, a small community 45 miles south of Buffalo on two days of the week.
- The Caregiver’s Support Group meets weekly to help those caring for loved ones.
- The Family Medical Center is a teaching facility, affiliated with the University of Wyoming and the University of Washington Medical School. Students are welcomed and enjoy the learning environment at JCHC. Our medical staff are associate deans of the School of Medicine within this program
- JCHC holds an annual breast health event called Ladies Night Out. At this social event, free clinical breast exams are offered, mammograms scheduled, and Wyoming Cancer Resource Services provides information.
- Buffalo Women’s Health Forum is a board comprised of women in Johnson County who plan and host five community education luncheons throughout the year
- JCHC offers an employee wellness program. It is available to all employees and offers access to onsite exercise equipment, healthy snacks, educational information, wellness challenges, and a private lactation space for nursing moms. The program exists to support employees in achieving their personal wellness goals
Community Education and Outreach

- JCHC supports a network of service and outreach programs to address community health issues and to serve the specific healthcare needs of people in our community.
- JCHC sends out patient satisfaction surveys to all in-patients. We generally have a 40-50% response rate. Those survey results are compiled, given to department managers and discussed in our monthly performance improvement committee.
- Our Director of Cardiopulmonary and Wellness collaborates with key community stakeholders to coordinate outreach wellness activities, identify and address service gaps and maximize the efficient use of resources and materials.
- Every five years, JCHC performs community focus groups and revisits the facility strategic plan. County residents, area businesses and a variety of patient groups are surveyed to assess the medical needs of the community, and changes that should be made in the plan.
- JCHC sponsors the Women’s Health Forum monetarily. JCHC employees sit on the committee. JCHC doctors speak on a variety of topics at the forums. The Women’s health forum has been in place in Johnson County for over 20 years and provides five annual forums.
- JCHC doctors and nurses attend various functions to speak to the community about health. Functions that have been attended in the past year, with JCHC doctors and health professionals speaking on a variety of topics include the following:
  - Mothers of Buffalo Group
  - Women’s Health Forum
- The Library Story Hour
- The Child Development Center
- The Johnson County Health Fair
- Monthly radio interview program called Community Speaks
- Daily Internet Radio News program called 307Net Radio
- Articles in the local newspaper
- The county health officer attends and reports to our city council and county commission meetings
- Public health meetings
- Speakers go to the Child Development Center to educate parents and staff
- Community disaster training monthly meetings
- Speakers have attended local school meetings to speak on topics of concern to teachers in the area
- Wellness Coordinator speaks at a variety of community functions

Marketing the Plan
JCHC’s 2019-2023 community health needs assessment and community service plan provide summary information about our programs that serve our community. They will be mailed to local elected officials and organizations and publicized through our community newsletter and also available via our website and in the JCHC facility. Our community programs are marketed in area publications, at community forums, on the radio, and with digital marketing efforts utilizing social media and website postings.
Source Bibliography
The committee used data from the following sources to determine the JCHC CHNA plan:

**US Census Bureau,**
https://www.census.gov/quickfacts/WY

**Wyoming Behavior Risk Factor Surveillance System (BRFSS)**

**US Preventive Services Task Force,**
Final Research Plan for Colorectal Cancer Screening. Jan 30, 2019
https://www.uspreventiveservicestaskforce.org
Final Update Summary, Breast Cancer Screening. Feb, 2018
https://www.uspreventiveservicestaskforce.org

**Community Needs Index (CNI)**
http://cni.chw-interactive.org/printout.asp

**County Health Rankings and Roadmaps**
https://www.countyhealthrankings.org/app/wyoming/2019/county/snapshots/019/print

**Pregnancy Risk Assessment Monitoring System (PRAMS)**
Centers for Disease Control,
Prevention and Control of Seasonal Influenza with Vaccines;

Morbidity and Mortality Weekly Report (MMWR) August 23, 2019/68 (3); 1-21

Morbidity and Mortality Weekly Report (MMWR)

American College of Gastroenterology, (ACG)
ACG Clinical Guideline: Colorectal Cancer Screening - AM J Gastroenterology 2009; 104;739-750

National Comprehensive Cancer Network.
Breast Cancer screening and diagnosis.

Wyoming Department of Health State Epidemiologists

JCHC general 2018 survey data attached

JCHC 2019 CHNA survey data attached
JCHC 2019 CHNA Survey Data Overview

2019 CHNA survey analysis overview page 1

All responses, not weighted. To see the full survey analysis results, contact JCHC

<table>
<thead>
<tr>
<th>What do you think are the top three most pressing health concerns in your community?</th>
<th>Total</th>
<th>Male</th>
<th>Female</th>
<th>18-34 y/o</th>
<th>35-64 y/o</th>
<th>65+</th>
<th>Bachelors Degree+</th>
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<td>34%</td>
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<td>8%</td>
<td>12%</td>
<td>9%</td>
<td>17%</td>
<td>12%</td>
<td>13%</td>
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<td>9%</td>
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<td>32%</td>
<td>42%</td>
<td>34%</td>
<td>15%</td>
<td>42%</td>
<td>25%</td>
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<td>22%</td>
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<td>17%</td>
<td>20%</td>
<td>23%</td>
<td>26%</td>
<td>17%</td>
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<tr>
<td>120 Obesity in children and teenagers</td>
<td>11%</td>
<td>11%</td>
<td>11%</td>
<td>10%</td>
<td>11%</td>
<td>13%</td>
<td>12%</td>
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2019 CHNA survey analysis overview page 1

All responses - not weighted. To see the full survey analysis results, contact JCHC

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Younger Adults (18-34 y/o) in Johnson County lack access to care, have much higher mental health needs, and are stressed personally and financially.

Mental Health Concerns Manifest for Young Adults

- Young adults appear more than three times as likely to have been told by a doctor they have mental illness compared to the overall adult population (23% vs. 7%)
- 35% of young adults have been told by a doctor that they have depression, compared with 24% for all adults

Young Adults feel that their healthcare options are limited

- Only about 37% of those 18-34 years old visited a doctor in the last year, compared with 60% of all adults
- 32% of 18-34 year olds have one or more members of their household not covered by insurance. For all adults, the average is 17%
- 57% of 18-34 year olds report that co-pays are large enough to cause them to postpone or go without services or prescriptions. (compared with 35% of all adults)
- 18-34 year olds were the most likely group to use the ER for an injury that did not require immediate attention (but because it was only option available). (28%, vs. 9% overall)

And Young Adults Often Lack Financial Resources to Access Care

- 33% of 18-34 year olds say not having enough money for food is a problem, compared with 19% of the total population
- 60% of 18-34 year olds say that not having enough money to pay the doctor/dentist/pharmacy is a problem, with 41% listing it as a major problem, compared with 37% of all adults who view it as a problem.
- 45% of 18-34 year olds say not having enough money to pay for a mental health counselor is a problem, with 36% viewing this as a major problem. 25% of all adults see this as a problem.

Do you smoke now?
- 18-34 year olds – 26%. (overall is 15%)
  - 26% of 18-34 year olds also vape. (these groups mostly overlap)

Flu shot
- 35% of Johnson County did not receive a flu shot last year.
  - Number pretty steady across groups

High blood pressure
- 71% of those 65+ answered yes.
- 78% of all in Johnson county take medication for high blood pressure. (including 96% of those 65+)

Weight
- 30% told by doctor to lose weight.
  - 55% of those over 65 told they should lose weight
- 67% of those over 65 trying to lose weight

Physical Activity
- 59% of those with a bachelor’s degree had more than 7 days with physical activity. Only 33% of those with less than a bachelor’s degree responded similarly.
- 19% of all adults participated had 2 or fewer days with physical activity last month
  - For women – this number is 24%
  - Those age 65+ - it is 27%
- When participating in physical activity, about 80% report spending less than an hour in a single session.

Cholesterol
- 1/3 of all adults told their cholesterol levels are too high
- About a 1/3 of adults between 18 and 34 y/o have never had their blood cholesterol level checked
High blood sugar/prediabetes-diabetes
- 14% of total
- 32% of those 65+
- 47% of 18-34 have never had blood checked for diabetes

How long since you last visited a doctor?
- Only about 37% of those 18-34 years old visited a doctor in the last year
- Overall – on average, 60% of adults in Johnson county visited a doctor in the last year

You selected your last visit was more than two years ago? Why?
- 60% of men do not routinely receive health screenings, compared with 33% of women
- 76% of 18-34 year olds say they do not routinely receive health screenings
- 45% of adults 65+ say they can not afford payment due regardless of insurance

ER visit
- About 34% have themselves, or had someone in their household visit the ER 1-2 times in the last year
- 49% of those 65+ responded 1-2 times.
- No major difference by education level – average of 41% had personally, or had someone in their household use the ER in last year

Why use the ER in the past 12 months?
- 18-34 year olds were the most likely group to use the ER for an injury that did not require immediate attention (but because it was only option available). (28%, vs. 9% overall)

Colon Cancer
- Of those over 65, 20% never screened, and another 13% screened over 5 years ago.

Mammogram
- About 34% of women received a mammogram in the last year

**Pap Smear**
- 47% of women have had one in the last 2 years

**Insurance**
- 32% of 18-34 year olds have one or more members of their household not covered by insurance. For all adults, the average is 17%
- Adults with less than a bachelor’s degree are 3 times more likely to have one or more members of their household lacking insurance (21% vs. 7% for those with bachelors+)
- 38% of adults have health insurance that doesn’t cover dental
  - 45% of women’s health insurance lacks dental
  - 61% of those 65+ lack dental coverage
- 35% of adults report that co-pays are large enough to cause them to postpone or go without services or prescriptions.
  - 57% for adults 18-34

**Income**
- 13% of households had combined annual incomes below $30,000

**Home ownership**
- 81% own a home or condo

**Depression**
- 51% say it is a problem, 10% say a major problem
- 61% of 18-34 y/o say is a problem, with 24% saying it is major problem
- Only 29% of 65+ population says it is a problem

**Not having enough money**
- 33% of 18-34 year olds say not having enough money for food is a problem, compared with 19% of the total population
- 20% of 18-34 year olds say not having enough money to pay for housing is a problem – 7% reporting it as a major problem
- 37% of all adults say not having enough money to pay the doctor/dentist/pharmacy is a problem, and 60% of those 18-34 say it is a problem, including 41% who list it as a major problem
- 36% of 18-34 year olds say not having enough money to pay for a mental health counselor is a major problem (45% in total say it is a problem). – Only 25% of the total population sees this as a problem.
- 38% of 18-34 year olds say not being able to afford after-school childcare is a problem

Have you ever been told by a doctor you have the following conditions?
- 35% of 18-35 year olds told they have depression – overall is 24%
- 23% of 18-34 year olds told they have mental illness, overall is 7%
- Overall, those with less than a bachelor’s degree have higher incidence of depression and mental illness

Behavior concerns for adolescents
- 18-34 year olds most likely to respond Mental health (61%), Suicide, (59%) or Drug Abuse (58%)
- 35-64 year olds see smoking (50%) as the most serious concern
- 65+ adults see alcohol abuse or drug abuse (39% each) as most serious concern
- Overall – smoking, drug abuse, and suicide were top 3

Top three most pressing health concerns?
- Cost of healthcare
- Drug abuse & Alcohol abuse
- Mental health

Medical services needed?
- Mental health/counseling
- Adult primary care
- Alcohol and drug abuse treatment

What types of health education services are most needed?
- 78% of 18-34 year olds recommend stress management education, followed by depression help and suicide prevention
- Overall – depression help, suicide prevention and stress management are top three (52%, 48%, 46%)

Top aspect of a healthy thriving community
- Access to healthcare (60%)
- Jobs (53%)
- Affordable housing (42%)

JCHC 2018 General Survey Data Overview
JCHC did a community survey in November/December of 2018. We used the tool “Typeform” to gather survey data. Nicole Hobbs, Marcy Schueler and Javin Paoli created the survey, distributed it and computed the data. Brian Schueler compiled and did further data analysis. The survey was not designed to give us a random representative sampling of the community, but designed to elicit responses about what JCHC needs to improve. Therefore, we wanted and did receive comments from community members who have strong feelings about JCHC, whether good or bad. The survey was offered to the public via newspaper, social media and paper copies throughout the community. We received 400 individual survey responses and 1200 unique comments. These comments were not released to the public, but were used in planning and processing what change is needed at JCHC.
Questions Addressed in 2018 Survey

- How did you choose your healthcare provider?
- How did you decide where to receive your prenatal and obstetric care?
- How did you choose your child's primary care provider?
- Have you recommended JCHC's doctors to family or friends for their child's health care? (If they answered No, they got an essay question asking “why not?”)
- Would you refer family or friends to JCHC for obstetrical/prenatal care?
- What could JCHC have done better?
- What could we do to improve the health care services that you receive at JCHC?
- Are there services that JCHC doesn't currently offer that you would like to see offered?
- Do you have any other comments (good or bad) that you’d like to share with us?

To see the full survey analysis results, contact JCHC