



Community Health Needs Assessment

2026-2030



Who We Are



Johnson County Healthcare Center is proud to be your trusted healthcare partner in Johnson County, Wyoming. Based in the heart of Buffalo, we offer seamless, full-spectrum care through our unified campus: a 25-bed Critical Access Hospital, a comprehensive outpatient medical clinic, and the 44-bed Amie Holt Care Center nursing home, all working together to provide coordinated, patient-centered care.

To serve residents across the region, we also operate a satellite clinic in Kaycee, bringing expert care closer to home for southern Johnson County families.

Our Mission:

Excellence in healthcare, delivered with compassion.

At JCHC, our mission drives everything we do. From routine checkups to emergencies to complex surgeries, our team is dedicated to delivering care that combines clinical expertise with a deep commitment to your well-being. With six family medicine physicians, four physician assistants, two emergency room physicians, two radiologists, a general surgeon, and an orthopedic surgeon, you'll receive expert, compassionate care from professionals who truly understand both medicine and the community they serve.

Our Vision:

Dedicated to being your partner of choice in healthcare and wellness.

Our vision shapes how we grow and serve our community. By adding and expanding services such as Senior Life Solutions, orthopedic surgery, therapy and rehabilitation programs, and by keeping care close to home through our Kaycee Clinic, we aim to meet the evolving needs of Johnson County families. Integrating hospital, outpatient, and long-term care services on one campus allows JCHC to provide coordinated, patient-centered care that builds trust and strengthens the health and wellness of our community.



Message from our CEO

I am excited to share the 2026 Community Health Needs Assessment for Johnson County Healthcare Center, where our mission is “Excellence in Healthcare, Delivered with Compassion.” I want to thank the more than 300 individuals who helped shape the framework of this assessment and provided real, honest input to help us better understand the needs of our community.

Over the last three years since completing our previous survey, we have achieved significant milestones. We completed our major construction project, bringing a state-of-the-art healthcare facility to Johnson County. We’ve expanded the services available close to home by adding programs like Senior Life Solutions, orthopedic surgery, and pain management, while also strengthening our therapy and rehabilitation offerings. Each of these investments has been made with the goal of meeting you—our patients, families, and neighbors—where you are.

As we look ahead to the next three years, we are committed to continuing this momentum. The insights from this assessment will help guide our priorities as we focus on improving access to care, enhancing the patient experience, strengthening our workforce, and investing in services that matter most to Johnson County. Together, with your partnership and feedback, we will continue to build a strong, compassionate, and forward-thinking healthcare system for our community.

Thank you for your trust and support.

Warm regards,
Luke Senden, MBA
Chief Executive Officer
Johnson County Healthcare Center



Comprehensive Care, Close to Home



At Johnson County Healthcare Center, we believe excellent healthcare begins with deep roots in the community we serve. For generations, our team has cared for Johnson County families, through births, recoveries, milestones, and loss; always combining skill with compassion.

We've expanded access by bringing visiting specialists to Buffalo, so patients don't have to travel far for expert services. Whether it's preventive care, a routine checkup, or life-saving intervention, we meet people where they are: in the clinic, at the bedside, or in their own homes.

Guided by our mission: *excellence in healthcare, delivered with compassion* and our vision to *be a trusted partner in your health and wellness*, we're here when you need us most. With walk-in access six days a week and 24/7 emergency care, your health can't wait, and neither do we.



At JCHC, we're not just healthcare providers. We're your neighbors, caregivers, and advocates, committed to delivering healthcare as it should be: personal, accessible, and rooted in trust.

Our Services Include:

- Family medicine and walk-in care
- 24/7 emergency services
- Obstetrics and women's health
- Surgery and swing bed care
- Imaging and lab services
- Home health and hospice
- Physical therapy and rehabilitation
- Cardiopulmonary wellness services
- Pain Management
- Audiology
- Social services
- Long-term care at Amie Holt Care Center

Community Profile: Wyoming



Wyoming Overview:

Wyoming, the ninth-largest state by land area (U.S. Census Bureau, 2020), is home to 576,851 residents. While the population is small compared to its size, Wyoming's wide-open spaces, rich natural resources, and welcoming communities make it distinct. Tourism is also central to the state's economy; 8.7 million visitors came to Wyoming in 2024 (Wyoming Office of Tourism, 2025).

Although geographically expansive, spanning vast plains, forests, and mountain ranges (HRSA.gov), Wyoming is one of the least densely populated states in the U.S. With just over half a million residents (U.S. Census Bureau, 2020), the state faces the unique challenge of delivering healthcare across rural and frontier regions. Seventeen of Wyoming's 23 counties are designated as "frontier," defined as having fewer than six people per square mile (HRSA.gov).



The state continues to experience healthcare workforce shortages. As of 2018, there were 95 federally designated Health Professional Shortage Areas (HPSAs) in Wyoming, indicating limited access to primary care, dental, and mental health services (Wyoming Department of Health, 2018). The entire state is designated as an HPSA for mental health. Rural and frontier areas also experience fewer specialty providers, such as OB/GYNs and pediatricians, resulting in service gaps for certain populations (HRSA.gov, 2018).

Health outcomes and risk factors across Wyoming are influenced by both behavioral and environmental factors. According to the Wyoming Behavioral Risk Factor Surveillance System (BRFSS), roughly two-thirds of adults are overweight or obese, and many report limited leisure-time physical activity or diets low in fruits and vegetables. Meanwhile, about 13.7% of adults reported being uninsured, and 14.4% said they delayed or skipped care due to cost (Wyoming Department of Health, 2018). These factors, combined with long travel distances and an aging population, illustrate the complex and interrelated challenges that shape health and wellness across the state.

Community Profile: Johnson County, Wyoming



Overview:

Johnson County is home to approximately 8,447 residents (U.S. Census Bureau, 2020) and sits at the crossroads of Interstates 25 and 90. The county encompasses more than 189,000 acres of wilderness and public lands (U.S. Forest Service, 2024), offering abundant outdoor recreation opportunities such as hiking, camping, skiing, hunting, fishing, and snowmachining. Its mix of ranching heritage, small-town character, and outdoor tourism make Johnson County a distinctive place to live, work, and raise a family. The community's close-knit nature and slower pace of life attract retirees and individuals seeking strong community ties and access to Wyoming's natural beauty.

Our Community at a Glance:

Johnson County residents represent a mix of families, working adults, and retirees:

- Population: 8,447 residents (U.S. Census Bureau, 2020)
- Gender: 52.1% male, 47.9% female
- Median Age: 47 years, older than the state and national average
- Education: 30.3% hold a bachelor's degree or higher
- Household Size: Average of 2.16 persons per household
- Homeownership: 79.6% of households are owner-occupied

Economy & Livelihood:

- Median Household Income: \$63,905
- Mean Household Income: \$84,353
- Unemployment Rate: 1.3% (U.S. Bureau of Labor Statistics, 2024)
- Poverty Rate: 10.6% of residents live below the poverty line (U.S. Census Bureau, 2020)

These demographics reflect a stable, family-oriented population with an older age profile that will continue to shape healthcare demand, particularly for chronic disease management, rehabilitation, and long-term care.

Community Profile: Johnson County, Wyoming cont'd



Health Behaviors & Risk Indicators:

According to aggregated Wyoming BRFSS data (2019–2023), approximately 67% of Johnson County adults are classified as overweight or obese (BMI $\geq$ 25). Physical inactivity and suboptimal nutrition patterns mirror statewide trends and contribute to higher rates of cardiovascular disease, diabetes, and arthritis. Behavioral health needs have also increased in recent years, with limited local access to mental health providers, a challenge common in many rural Wyoming counties.

(Wyoming Department of Health, BRFSS 2023)

Social Determinants & Economic Realities:

While the county's unemployment rate is among the lowest in the nation, financial and geographic barriers persist. Roughly one in ten residents lives below the poverty line, and limited transportation options or broadband connectivity can make it difficult for some residents to access healthcare, healthy food, and telehealth services. Harsh winter conditions occasionally restrict travel to medical appointments, reinforcing the importance of having strong, local care systems in place.

Community Strengths & Partnerships:

Johnson County's strengths lie in its people. Residents are highly engaged in community life, volunteering, and supporting local initiatives. Public agencies, schools, senior services, and nonprofits work closely with Johnson County Public Health and Johnson County Healthcare Center (JCHC) to promote wellness through screenings, education, and outreach programs. Outdoor recreation, a hallmark of the region, supports both physical activity and mental health. With coordinated partnerships and continued investment in behavioral health and preventive care, Johnson County is well-positioned to build on these strengths.

Healthcare in Johnson County:

Johnson County Healthcare Center is at the center of health and wellness in Johnson County, serving as a trusted partner in caring for our community. In 2024, JCHC provided care through 17,892 outpatient visits, including 4,092 visits to the Walk-In Clinic and 2,601 Emergency Department patients. Our team supported 397 inpatient admissions, delivered 21 babies, and cared for 30 nursing home residents. In addition, our providers performed over 470 surgical procedures and completed 14,097 physical therapy appointments. These figures underscore JCHC's essential role in ensuring comprehensive, compassionate care is available close to home.

Survey Overview and Community Insights



Through our recent community outreach and survey efforts, Johnson County residents shared their perspectives on the most pressing healthcare challenges.

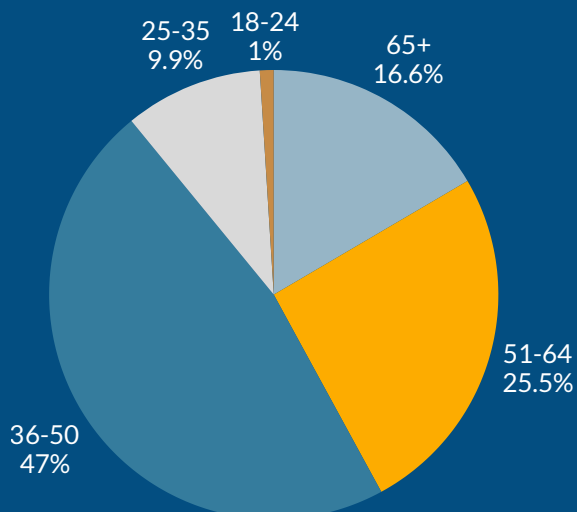
Residents also shared concerns about unhealthy behaviors, including alcohol and drug use, poor eating habits, lack of exercise, smoking, and underutilization of preventive screenings. Additional feedback called for more education for seniors, guidance on navigating the healthcare system, faster appointment scheduling, improved access to providers, and expanded home healthcare services.

Johnson County Healthcare Center has conducted community health needs assessments in 2012, 2016, 2019, 2022 and 2025 to gain a comprehensive understanding of local health priorities.

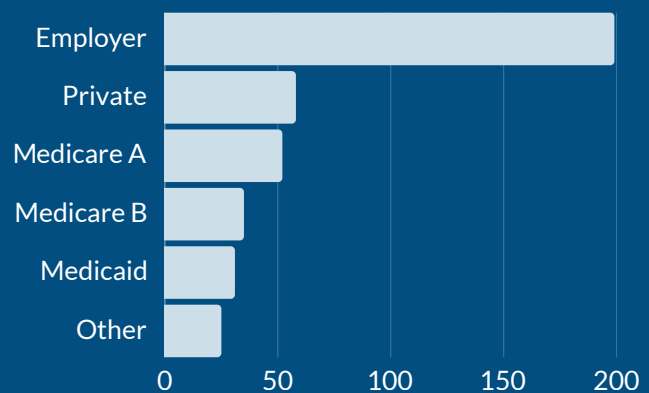
Gender



Age



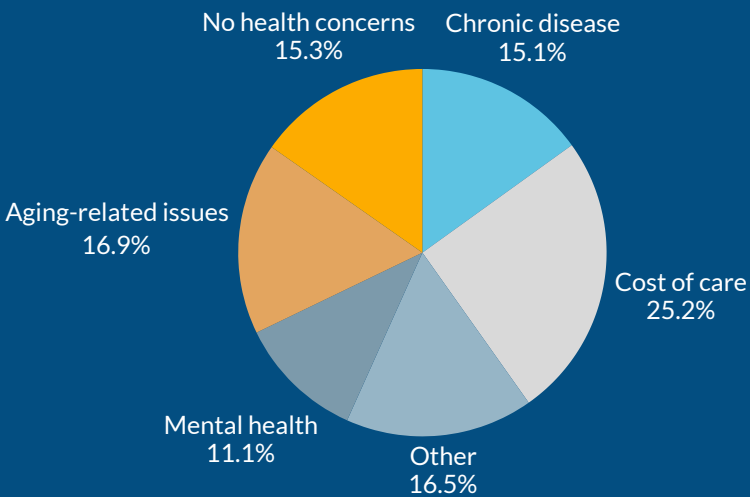
Insurance Coverage



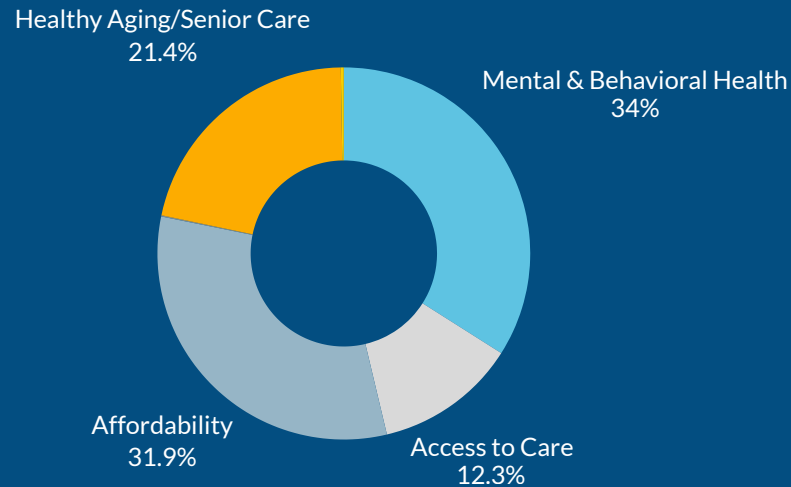
Survey Overview and Community Insights cont'd.



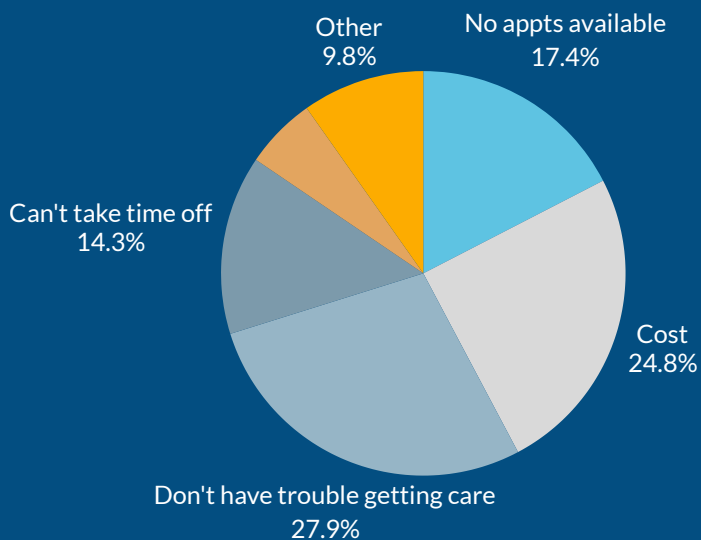
What are the biggest health challenges you or your family face?



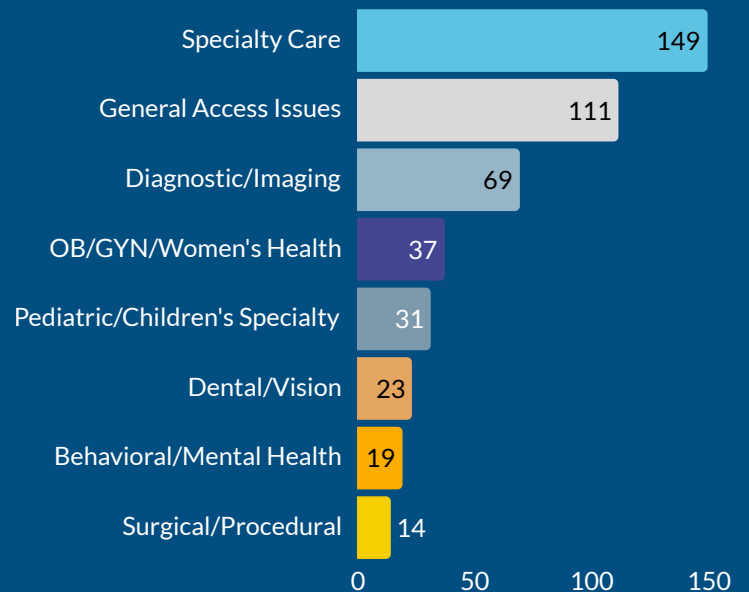
What are the most important health issues in our community?



What keeps you from seeing a provider when you need care?



What services do you travel outside of Johnson County for?



Community Health Needs and Program Planning



At JCHC, our mission is more than words, it's what guides everything we do. While we're proud to provide high-quality care for those with urgent and complex health needs, we're just as focused on keeping our community healthy through prevention, wellness, and education.

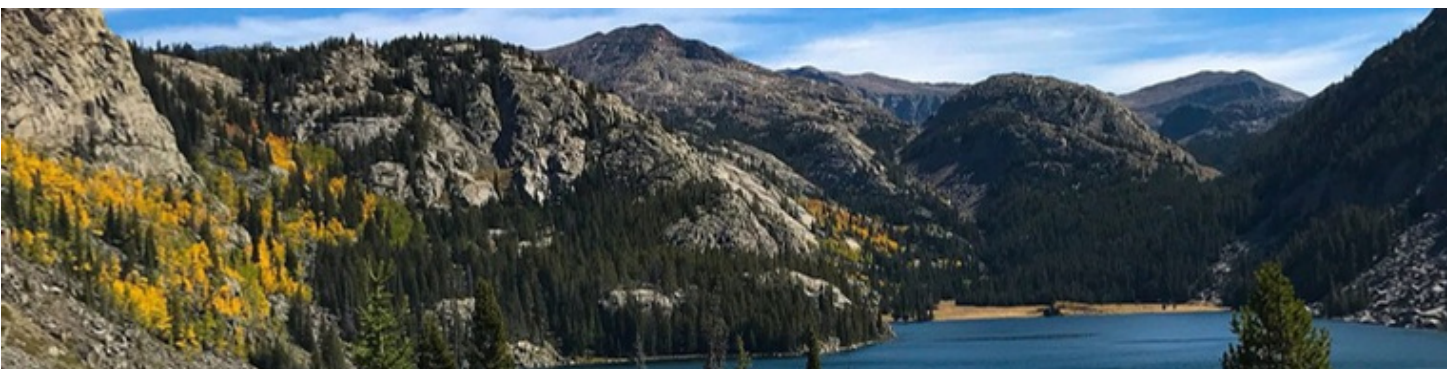
We stay closely connected to our community by regularly assessing local health trends and listening to the people we serve. This includes reviewing health data, patient feedback, and input from public forums and conversations with our neighbors. We use what we learn to shape services, outreach, and programs that reflect the real needs of Johnson County.

In defining our service area and planning community health efforts, we work alongside many local partners, like our schools, senior center, and public health. Together we're building a healthier future for everyone who calls Johnson County home.

This document and efforts are specifically focused on 2025. Johnson County Healthcare Center conducted a 21-question community health needs survey from July-September 2025. The survey was posted on our website and social media accounts, emailed out to all parents/guardians with students enrolled in Johnson County School District, distributed to the Senior Center, Chamber of Commerce and Johnson County Public Health.

The purpose of this survey was to hear directly from our community about what they see as the most important health needs in Johnson County. The feedback we received, combined with state, local, and national health data, helps us identify the areas where JCHC can focus its efforts over the next three years in the 2026-2029 Community Health Needs Assessment.

In addition to the survey and face-to-face conversations, a CHNA focus group was formed and met to discuss the health needs of all demographics of our service area. The committee consisted of JCHC CEO, Luke Senden, JCHC Director of Operations, Anna Carlson, JCHC Director of Quality, Miranda Camino, JCHC Director of Cardiopulmonary Wellness, Julia Bettinger, Johnson County Public Health Nurse Manager, Kristin Friedrich, Johnson County Healthcare Center Board Member, Alecia Kozisek, and Johnson County School District #1 Superintendent, Charles Auzqui.



Top Health Concerns in Johnson County



After reviewing the survey data with our CHNA focus group and discussing the broader health challenges in Johnson County, three priority areas clearly emerged: prevention and healthy aging, mental and behavioral health, and access and affordability of care.

We shared these findings with county partners and invited input on both our previous CHNA and current community concerns. Together, we explored goals, potential barriers, and the ways JCHC is planning to support our community in these priority areas—ensuring care and wellness remain accessible, thoughtful, and tailored to the people we serve.

Prevention & Healthy Aging

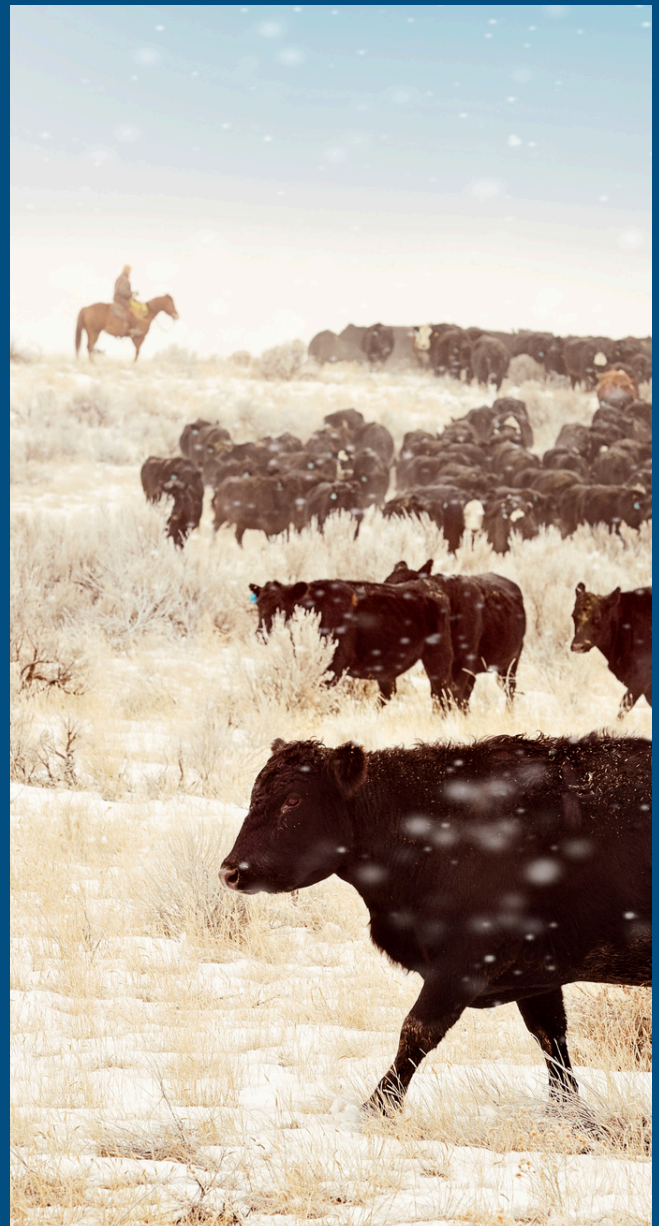
Roughly **27.2%** of respondents emphasized the importance of prevention and healthy aging, highlighting wellness programs, screenings, and resources that promote active living. As Johnson County's population grows older, supporting independence and healthy lifestyles will remain key to community well-being.

Mental & Behavioral Health

Nearly **22.3%** of respondents identified mental and behavioral health as one of Johnson County's top concerns, citing stress, depression, and limited access to counseling services. Strengthening local resources for prevention, early intervention, and crisis response remains a clear community priority.

Access

Access to care was a concern for **15.6%** of survey respondents. Residents reported challenges such as long wait times for primary care, limited availability of local specialty services, and insufficient urgent or after-hours options. These findings highlight the need to improve the availability, coordination, and responsiveness of healthcare services to ensure that all community members can receive timely care close to home.



Preventative Care & Healthy Aging



Our Goal:

JCHC's goal is to promote health and wellness at every stage of life by strengthening preventive care and supporting healthy aging. Survey results show strong community interest in programs and resources that help residents stay active, independent, and well, both physically and mentally. JCHC is exploring ways to increase access to preventive screenings, health education, and fitness opportunities while helping older adults manage chronic conditions and maintain mobility. By fostering a proactive approach to health and encouraging early engagement with wellness services, JCHC hopes to support longer, healthier lives and reduce the need for emergency or long-term care interventions down the road.

On the Horizon:

In partnership with Public Health, JCHC is exploring a senior support program modeled after the successful maternity group program, bringing older adults together regularly for activities, health education, and social connection to reduce isolation and promote well-being. JCHC is also refining a standard set of topics for annual wellness visits to ensure consistent, high-quality care while allowing provider flexibility. The transition to a new electronic medical record (EMR) will further enhance patient outreach, helping identify and recall individuals due for wellness visits or chronic condition follow-up.

Challenges:

Barriers to prevention and healthy aging include limited access to specialized senior programs, transportation challenges, and competing priorities that make it difficult for residents to focus on preventive care. Financial limitations, caregiver strain, and geographic isolation can also impact the ability of older adults to maintain their health and independence. Addressing these challenges will require creative partnerships and continued collaboration to ensure prevention and wellness are accessible to all.

Our Goal:

Enhance access to quality mental and behavioral health services, reduce stigma, and promote a culture of compassion and support for emotional well-being. JCHC is expanding its mental and behavioral health offerings to include counseling provided by its two social workers, while continuing to strengthen partnerships with schools, community groups, and regional providers. These efforts aim to make care more accessible, coordinated, and responsive to the needs of individuals and families in our community.

On the Horizon:

JCHC is expanding its mental and behavioral health offerings by adding counseling services provided by its two social workers, creating greater access to timely, local support. Continued development of telehealth and integrated behavioral health services remains a priority, along with strengthening partnerships with schools, community groups, and regional providers. Expansion of outreach, education, and mental health screenings focused on early intervention, suicide prevention, and overall wellness will further promote a supportive and compassionate community culture. Together, these efforts aim to ensure individuals can access the right level of care when and where they need it, fostering long-term emotional well-being across the community.



Challenges:

Workforce shortages and limited access to specialized providers continue to affect mental and behavioral health services. Although telehealth has improved availability, reimbursement and technology barriers remain. Ongoing stigma and limited awareness of local resources also prevent some individuals from seeking help, highlighting the need for continued outreach and community partnership.

Our Goal:

JCHC's goal is to reduce barriers that make it difficult for residents to receive timely and consistent care close to home. Access challenges identified by survey respondents include long wait times for primary care visits, limited appointment availability, and the need for more local specialty services. JCHC is exploring ways to shorten wait times, expand appointment options, and improve care coordination across service areas. Increasing access to urgent and after-hours services, while keeping more specialty care local, will help ensure patients can get the care they need, when and where they need it.



On the Horizon:

Future opportunities include evaluating models such as a Patient-Centered Medical Home, which emphasizes team-based primary care with integrated prevention and behavioral health services. JCHC is also exploring expanded telehealth and hybrid care options, such as virtual consults and nurse-assisted visits, and assessing the feasibility of extending walk-in and after-hours availability. These efforts aim to make care more responsive, flexible, and sustainable for both patients and providers.

Challenges:

Several barriers continue to affect access to care, including long wait times—sometimes extending three to four months for established primary care patients—and limited provider availability. Low reimbursement rates for telehealth services and provider turnover can also disrupt continuity of care. Patients frequently express concern about maintaining consistent, familiar care relationships within the community, emphasizing the importance of provider stability and accessibility.

References:



- Link to form: <https://hipaa.jotform.com/grid/252885038542059>
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