

Northeast Montana Health Services, Inc.

Community Health Needs Assessment Survey Survey Results

Survey conducted by:

Trinity Hospital
Wolf Point, Montana

Poplar Community Hospital
Poplar, Montana

**Northeast Montana Health Services Community Survey
Summary Report
December. 2018**

I. Introduction

Poplar Hospital Association and Trinity Hospital Association merged July 1996 to form Northeast Montana Health Services, Inc, (NEMHS) a local non-profit healthcare system. NEMHS is comprised of seven facilities: Poplar Community Hospital, Riverside Family Clinic and Poplar Telepharmacy located in Poplar; and in Wolf Point, Trinity Hospital, Faith Lutheran Home, Listerud Rural Health Clinic and Wolf Point Telepharmacy. Both clinics are wholly owned subsidiaries and are certified by the Centers for Medicare and Medicaid (CMS) as provider based Rural Health Clinics. In addition, both hospitals are licensed by the State of Montana and certified by CMS as Critical Access Hospitals.

Today, the number of employees remains static with 373 employees as compared to 380 employees in 2016. NEMHS continues to be the largest employer in Roosevelt County.

NEMHS's service area consist of both Indian and non-Indian residents on the Fort Peck Indian Reservation. The Fort Peck Indian Reservation is the ninth largest reservation in the United States and comprises land mass in four different counties. In descending order of their land area is Roosevelt, Valley, Daniels and Sheridan counties.

A part of this project is community engagement which includes a health care service survey, focus groups and key informant interviews. The survey was conducted by NEMHS and the focus groups and interviews were conducted by Montana Office of Rural Health.

In December 2018, Northeast Montana Health Service's service area was re-surveyed regarding its health care delivery system. The report shows the results of the survey in both narrative and pie chart formats. At the end of the report, we have included the survey instrument. Readers are invited to familiarize themselves with the survey tool and the subsequent findings. Our narrative report touches on the highlights while the chart graphs present the data for every question asked.

II Health Assessment Process

A Steering Committee was convened October 30, 2018 at the Sherman Motor Inn to assist NEMHS in its efforts to review the survey tool and to assist in the

implementation planning phase of the CHNA. A diverse group of community members, representing various organizations and populations within the community comprised the Steering Committee. The Steering Committee will come together again to review the results of the survey and make recommendations for the Implementation Plan. After the CHNA is completed and approved by the Governing Board of Directors, a final copy will be sent to all Steering Committee members via e-mail. A list of the Steering Committee members and their affiliations will be listed on Appendix A.

III Survey Methodology

Survey Instrument

In December 2018, 300 hard copy surveys were mailed to the residents of Frazer, Wolf Point, Poplar and Brockton, Montana. The Steering Committee also wanted to continue to use Monkey Survey as was done in 2016 to reach a more diverse, younger number of residents and also to place surveys in our clinics. Both the Monkey Survey and the hard copy were identical surveys.

The survey was marketed via the NEMHS website, and the NEMHS Facebook page which was then shared. Also, a new feature this cycle was a *live video* feed by our Marketing Director, introduced the survey giving the reason for the survey and thanking them for their participation.

The survey was to provide each facility with information from local residents regarding:

- ✚ Demographics of respondents
- ✚ Hospital, primary care providers and specialists used, and the reason for selection.
- ✚ Local healthcare provider utilization
- ✚ Services preferred locally
- ✚ Perception and satisfaction of local health care.




Sampling

NEMHS sent out 300 hard copy random surveys via US Post Office mailing. We also placed 25 hard copy surveys at Riverside Family Clinic and 25 at Listerud Rural Health Clinic. An equal number of surveys (75) were sent to the communities of Wolf Point, Poplar, Frazer and Brockton. Although survey samples were equally selected, actual surveys returned from each zip code varied.

Survey sampling was also done via Survey Monkey, an on-line survey tool which is being used nation-wide for various survey applications. Residents in our service area were able to access the survey on our Web site and on our Facebook page. The

survey was introduced by a live video from our Marketing Director stating the purpose of the survey and who could fill out the survey. The survey process was conducted for 14 days in the month of December 2018.

Three focus groups were held to identify the motives of local residents when selecting health care providers and to discover reasons why people may leave the Wolf Point/Poplar area to seek health care services. These focus groups were facilitated by the Montana Office of Rural Health. The three focus groups were:

-  Poplar School District
-  Poplar Senior citizens
-  Agricultural Group

There were four Key Informant interviews that were also conducted by the Montana Office of Rural Health. The transcripts from these focus groups can be found on: **(Appendix G)**

It was intended that this research would help determine the awareness of local programs and services as well as the level of satisfaction with local services, providers, and facilities.

Information Gap

Data

It is a difficult task to define the health of the rural and frontier communities in Montana due to the large geographical size, economic and environmental diversity and low population density. Obtaining reliable, localized health status indicators for rural communities continues to be a challenge in Montana.

There are many standard health indices used to rank and monitor health information in an urban setting that do not translate as accurately in rural and frontier area. In the absence of sufficient health indices for rural and frontier communities in Montana, utilizing what is available is with the understanding of access to care in rural and frontier Montana communities and barriers of disease surveillance in this setting.

The low population density or rural and frontier communities require reporting of many major health indices including chronic disease burden and behavior health indices. The fact that many health indices for rural and frontier counties are reported regionally, makes it impossible to set the target population aside from the five more developed Montana counties.

Limitations in Survey Methodology

A common approach to survey research is the mailed survey. However, this method is not without limitations. There is always the concern of non-response as it may affect the representatives of the sample, thus a mixture of different data collection methodologies is recommended. Conducting community focus groups, key informant interviews in addition to our new, on-line Monkey Survey allows for a more robust sample that reaches more of our millennial population. This year we added a live video presentation introducing our survey. It is our hope to increase the community response.

Survey Implementation

In December, 2018, the Community Health Needs Survey along with a cover letter from the Northeast Montana Health Services' Chief Executive Officer's signature on NEMHS letterhead and a pre-paid postage envelope were mailed to 300 randomly selected residents in the NEMHS service area. We used our Facebook page and web site to conduct the on-line survey. Riverside Family Clinic and Listerud Rural Health Clinic were each given 25 hard copy surveys to have patients fill out while waiting. However, only 1 survey from the clinics were returned. It was thought that the length of time to complete the survey was lower than the waiting time to be seen.

As shown in the table below, 191 surveys were completed. Mail returns were purged with the on-line surveys. From this point on, all responses will be based on 191 returns.

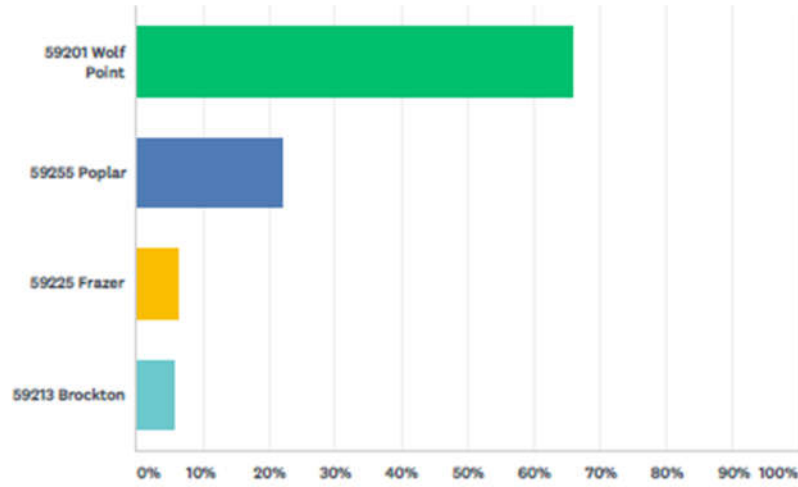
IV. Survey Respondent Demographics

The following tables indicate the demographic characteristics of the 191 survey respondents. Information of location, gender, age, and employment is included at the beginning of the survey. Percentages indicated on the tables and graphs are based upon the total number of responses for each individual question, as some respondents did not answer all questions.

Community Health Services Development Survey

Q31 Where do you currently live by zip code?

Answered: 176 Skipped: 14

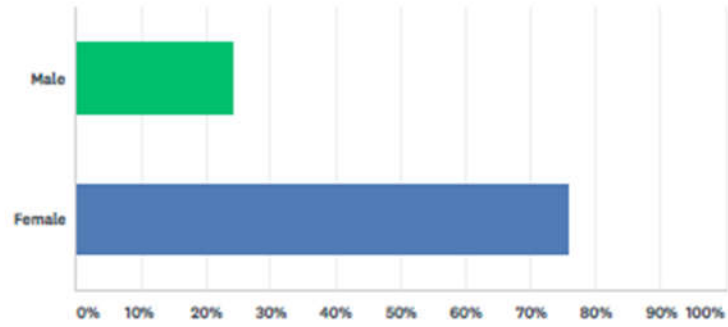


ANSWER CHOICES	RESPONSES	
59201 Wolf Point	65.91%	116
59255 Poplar	22.16%	39
59225 Frazer	6.25%	11
59213 Brockton	5.68%	10
TOTAL		176

Community Health Services Development Survey

Q32 What is your gender?

Answered: 190 Skipped: 0

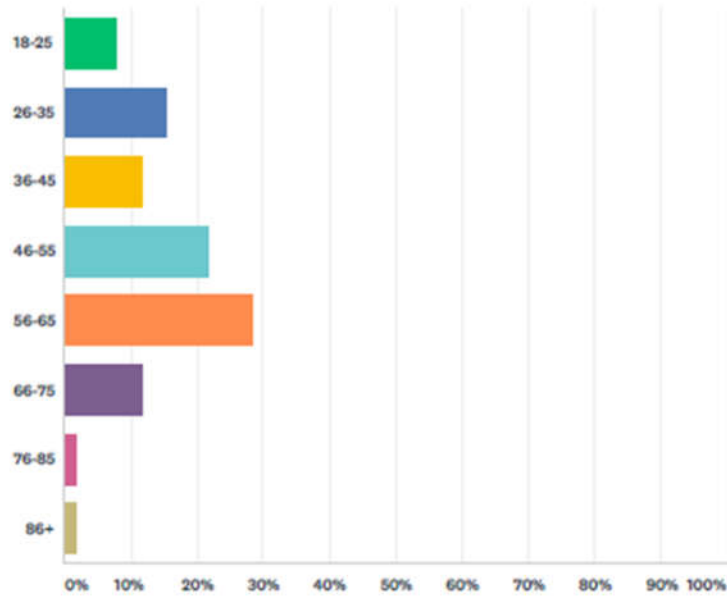


ANSWER CHOICES	RESPONSES	
Male	24.21%	48
Female	75.79%	144
TOTAL		190

Community Health Services Development Survey

Q33 What age range represents you?

Answered: 188 Skipped: 2

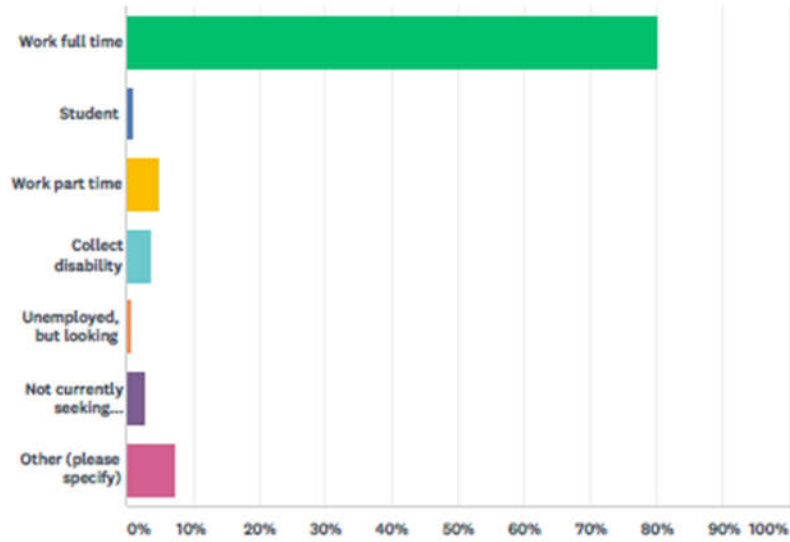


ANSWER CHOICES	RESPONSES	
18-25	7.98%	15
26-35	15.43%	29
36-45	11.70%	22
46-55	21.81%	41
56-65	28.19%	53
66-75	11.70%	22
76-85	1.60%	3
86+	1.60%	3
TOTAL		188

Community Health Services Development Survey

Q34 What is your employment status?

Answered: 190 Skipped: 0



ANSWER CHOICES	RESPONSES	
Work full time	80.00%	152
Student	1.05%	2
Work part time	4.74%	9
Collect disability	3.68%	7
Unemployed, but looking	0.53%	1
Not currently seeking employment	2.63%	5
Other (please specify)	7.37%	14
TOTAL		190

#	OTHER (PLEASE SPECIFY)	DATE
1	retired in 2007	1/2/2019 3:44 PM
2	ssi	1/2/2019 2:51 PM
3	Don't Matter-you sent this form & I do live on fort peck res. "Tribes need to receive % of NEMHS yearly total." Have a good day!	1/2/2019 2:41 PM
4	Self Employed	1/2/2019 1:49 PM
5	i'm retired	1/2/2019 1:28 PM
6	Im retired	1/2/2019 1:16 PM
7	RETIRED	1/2/2019 12:57 PM
8	RETIRED	1/2/2019 12:49 PM

Community Health Services Development Survey

9	RETIRED	1/2/2019 12:45 PM
10	Self employed.	12/9/2018 1:35 PM
11	Self employed	12/5/2018 1:19 PM
12	Retired	12/4/2018 11:05 PM
13	Retired	12/4/2018 6:18 PM
14	Self employed	11/30/2018 3:55 PM

APPENDIX A

STEERING COMMITTEE MEMBERS

Patty Presser, RN, Director Roosevelt County Health Department, Consumer

Mike, Leinen, President, Independence Bank, Consumer

Tory Matejovski, Great Northern Development, Consumer

Deb McGowan, Chairman, Poplar School District, Hospital Trustee, FPCC Librarian,
Consumer

Becca Hames. Director of Human Resources, NEMHS

Margaret Norgaard, CEO, NEMHS

Focus Groups


Poplar School District:

Agriculture Wives

Senior Citizens




FAITH LUTHERAN HOME
Wolf Point, MT 59201
(406) 653-1400


RIVERSIDE FAMILY CLINIC
Poplar, MT 59255
(406) 768-5171


LISTERUD HEALTH CLINIC
Wolf Point, MT 59201
(406) 653-2150

POPLAR COMMUNITY HOSPITAL
Poplar, MT 59255
(406) 768-6100

TRINITY HOSPITAL
Wolf Point, MT 59201
(406) 653-6500

POPLAR PHARMACY
(406) 768-6147

WOLF POINT PHARMACY
(406) 653-6572

December 3, 2018

APPENDIX B- SURVEY TOOL

Dear Resident:

You have been randomly selected as a resident who lives in the Northeast Montana Health Services service area. Your survey response is very important because it is sent only to residents in Poplar/Wolf Point and the surrounding area so your comments will represent our community. The survey covers topics such as: use of health care services, awareness of services, community health, health insurance and demographics.

Once you complete your survey, simply return it in the self-addressed, postage paid envelope postmarked by **December 17, 2018**.

We know your time is valuable so we have made an effort to keep the survey to about 15 minutes. All survey responses will go to Northeast Montana Health Services.

If you have any questions about this survey, please contact Margaret Norgaard at 406-768-6133. Overall results from this survey will be shared with all participating communities.

Thank you for your assistance. We appreciate your effort.

Sincerely,

Margaret Norgaard, CEO

Northeast Montana Health Services



"Northeast Montana Health Services Mission is committed to improving the quality of human life in our community."





Community Health

1. How would you rate the general health of our community?

- Very healthy Healthy Somewhat healthy Unhealthy Very unhealthy

2. In the following list, what do you think are the three most serious health concerns in our community?

(Select 3 that apply)

- | | | |
|--|--|--|
| <input type="checkbox"/> Alcohol abuse/substance abuse | <input type="checkbox"/> Heart disease | <input type="checkbox"/> Recreation related accidents/injuries |
| <input type="checkbox"/> Cancer | <input type="checkbox"/> Lack of access to health care | <input type="checkbox"/> Stroke |
| <input type="checkbox"/> Child abuse/neglect | <input type="checkbox"/> Lack of dental care | <input type="checkbox"/> Overweight/obesity |
| <input type="checkbox"/> Depression/anxiety | <input type="checkbox"/> Lack of exercise | <input type="checkbox"/> Tobacco use |
| <input type="checkbox"/> Diabetes | <input type="checkbox"/> Mental health issues | <input type="checkbox"/> Work related accident/injuries |
| <input type="checkbox"/> Domestic violence | <input type="checkbox"/> Motor vehicle accidents | |

Other

3. Select the three items below that you believe are most important for a healthy community, (Select 3 that apply)

- | | | |
|---|---|---|
| <input type="checkbox"/> Access to health care and other services | <input type="checkbox"/> Good jobs and healthy economy | <input type="checkbox"/> Low level of domestic violence |
| <input type="checkbox"/> Affordable housing | <input type="checkbox"/> Good schools | <input type="checkbox"/> Parks and recreation |
| <input type="checkbox"/> Arts and cultural events | <input type="checkbox"/> Healthy behaviors and lifestyles | <input type="checkbox"/> Religious or spiritual values |
| <input type="checkbox"/> Clean environment | <input type="checkbox"/> Low crime/safe neighborhoods | <input type="checkbox"/> Strong family life |
| <input type="checkbox"/> Community involvement | <input type="checkbox"/> Low death and disease rates | <input type="checkbox"/> Tolerance for diversity |
| <input type="checkbox"/> Other (please specify) | | |

4. How do you rate your knowledge of the health services that are available at Northeast Montana Health Services?

- Excellent Good Fair Poor

5. How do you learn about the health services available in our community? (Select all that apply)

- | | | |
|---|---|--|
| <input type="checkbox"/> Health care provider | <input type="checkbox"/> Mailings/newsletter | <input type="checkbox"/> Public health |
| <input type="checkbox"/> Newspaper | <input type="checkbox"/> Presentations | <input type="checkbox"/> Radio |
| <input type="checkbox"/> Friends/family | <input type="checkbox"/> Word of mouth/reputation | |
| <input type="checkbox"/> IHS Clinic | <input type="checkbox"/> Website/internet | |
| <input type="checkbox"/> Other (please specify) | | |

6. Which community health resources, other than the hospital or clinic, have you used in the last three years?

(Select all that apply)

- | | | |
|---|--|-----------------------------|
| <input type="checkbox"/> Pharmacy | <input type="checkbox"/> Mental health | <input type="checkbox"/> VA |
| <input type="checkbox"/> Public health | <input type="checkbox"/> Senior Center | |
| <input type="checkbox"/> Dentist | <input type="checkbox"/> IHS Clinic | |
| <input type="checkbox"/> Other (please specify) | | |

7. How important are local health care providers and services (i.e.: hospitals, clinics, nursing homes, etc.) to the economic well-being of the area?

- Very important Important Not important Don't know

8. In the past three years, was there a time when you or a member of your household thought you needed health care services but did NOT get or delayed getting medical services? (If no, skip to question 10)

- Yes No

9. If yes, what were the three most important reasons why you did not receive health care services? (Select 3 that apply)

- | | | |
|--|---|--|
| <input type="checkbox"/> Could not get an appointment | <input type="checkbox"/> Could not get off work | <input type="checkbox"/> Too nervous or afraid |
| <input type="checkbox"/> Too long to wait for an appointment | <input type="checkbox"/> Didn't know where to go | <input type="checkbox"/> Language barrier |
| <input type="checkbox"/> Office wasn't open when I could go | <input type="checkbox"/> It was too far to go | <input type="checkbox"/> Transportation problems |
| <input type="checkbox"/> Unsure if services were available | <input type="checkbox"/> My insurance didn't cover it | <input type="checkbox"/> Don't like doctors |
| <input type="checkbox"/> Had no one to care for the children | <input type="checkbox"/> No insurance | |
| <input type="checkbox"/> It costs too much | <input type="checkbox"/> Not treated with respect | |
| <input type="checkbox"/> Other (please specify) | | |

10. Which of the following services have you used in the past year?
(Select all that apply)

- | | | |
|---|---|-----------------------------------|
| <input type="checkbox"/> Children's checkup/Well baby | <input type="checkbox"/> Mammography | <input type="checkbox"/> Flu shot |
| <input type="checkbox"/> Cholesterol check | <input type="checkbox"/> Pap smear | <input type="checkbox"/> None |
| <input type="checkbox"/> Colonoscopy | <input type="checkbox"/> Prostate (PSA) | |
| <input type="checkbox"/> Routine blood pressure check | <input type="checkbox"/> Routine health checkup | |
| <input type="checkbox"/> Other (please specify) | | |

11. What additional health care services would you use if available locally?

12. If you responded to question 11, why do you think the health service(s) you listed are important for our community?

13. In the past three years, has anyone in your household received care in a hospital? (i.e. hospitalized overnight, day surgery, obstetrical care, rehabilitation, radiology or emergency care)

- Yes No (If no, skip to question 16)

14. If yes, which hospital does your household use the MOST for hospital care (emergency care, inpatient services)? (Please select only ONE)

- Poplar Community Hospital
- Trinity Hospital- Wolf Point
- Frances Mahon Deaconess Hospital- Glasgow
- Other (please specify)
- Roosevelt Memorial Medical Center- Culbertson
- Glendive Medical Center
- Williston, ND
- VA

15. Thinking about the hospital you were at most frequently, what were the three most important reasons for selecting that hospital? (Select 3 that apply)

- Cost of care
- Closest to home
- Closest to work
- Emergency, no choice
- Other (please specify)
- Hospital's reputation for quality
- Prior experience with hospital
- Recommended by family or friends
- Referred by physician
- Required by insurance plan
- VA/Military requirement

16. In the past three years, have you or a household member seen a primary health care provider, such as a family physician, physician assistant or nurse practitioner for health care services?

- Yes
- No (If no, skip to question 19)

17. Where was that primary health care provider located? (please select only ONE)

- Riverside Family Clinic, Poplar
- Listerud Rural Health Clinic, Wolf Point
- Other (please specify)
- Glendive
- Williston, ND
- Glasgow
- IHS Clinic

18. Why did you select the primary care provider you are currently seeing? (Select all that apply)

- | | | |
|--|--|---|
| <input type="checkbox"/> Appointment availability | <input type="checkbox"/> Length of waiting room time | <input type="checkbox"/> Required by insurance plan |
| <input type="checkbox"/> Clinic's reputation for quality | <input type="checkbox"/> Prior experience with clinic | <input type="checkbox"/> VA/Military requirement |
| <input type="checkbox"/> Closest to home | <input type="checkbox"/> Recommended by family or friends | <input type="checkbox"/> Indian Health Services (IHS) |
| <input type="checkbox"/> Cost of care | <input type="checkbox"/> Referred by physician or other provider | |
| <input type="checkbox"/> Other (please specify) | | |

19. In the past three years, have you or a household member seen a health care specialist (other than your primary care provider/family doctor) for health care services?

- Yes
- No (If no, skip to question 22)

20. What type of health care specialist was seen? (Select all that apply)

- | | | |
|---|--|--|
| <input type="checkbox"/> Allergist | <input type="checkbox"/> Neurologist | <input type="checkbox"/> Psychiatrist (M.D.) |
| <input type="checkbox"/> Cardiologist | <input type="checkbox"/> Mental health counselor | <input type="checkbox"/> Psychologist |
| <input type="checkbox"/> Chiropractor | <input type="checkbox"/> Neurosurgeon | <input type="checkbox"/> Pulmonologist |
| <input type="checkbox"/> Dentist | <input type="checkbox"/> OB/GYN | <input type="checkbox"/> Radiologist |
| <input type="checkbox"/> Dermatologist | <input type="checkbox"/> Occupational therapist | <input type="checkbox"/> Rheumatologist |
| <input type="checkbox"/> Dietician | <input type="checkbox"/> Oncologist | <input type="checkbox"/> Speech therapist |
| <input type="checkbox"/> Endocrinologist | <input type="checkbox"/> Ophthalmologist | <input type="checkbox"/> Social worker |
| <input type="checkbox"/> ENT (ear/nose/throat) | <input type="checkbox"/> Orthopedic surgeon | <input type="checkbox"/> Substance abuse counselor |
| <input type="checkbox"/> Gastroenterologist | <input type="checkbox"/> Pediatrician | <input type="checkbox"/> Urologist |
| <input type="checkbox"/> General surgeon | <input type="checkbox"/> Physical therapist | |
| <input type="checkbox"/> Geriatrician | <input type="checkbox"/> Podiatrist | |
| <input type="checkbox"/> Other (please specify) | | |

21. Where was the health care specialist seen? (Select all that apply)

- Poplar Community Hospital
 VA
 Trinity Hospital - Wolf Point
 Frances Mahon Deaconess Hospital- Glasgow
 Glendive Medical Center
 Williston, ND
 Other (please specify)

22. The following services are available through Northeast Montana Health Services (Poplar Community Hospital). Please rate the overall quality for each service at the appropriate location (Please mark N/A if you haven't used the service)

Excellent = 4 Good = 3 Fair = 2 Poor = 1 Don 't Know = DK Not Applicable = NA

	4	3	2	1	DK	NA
Ambulance services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clinical services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency room	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Infusion therapy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Laboratory	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Radiology services (x-ray, CT scan)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

23. The following services are available through Northeast Montana Health Services (Trinity Hospital, Wolf Point). Please rate the overall quality for each service at the appropriate location (Please mark N/A if you haven't used the service)

Excellent = 4 Good = 3 Fair = 2 Poor = 1 Don 't Know = DK Not Applicable = NA

	4	3	2	1	DK	NA
Ambulance services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clinical services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency room	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Infusion therapy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Laboratory	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Radiology services (x-ray, CT scan)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

24. In the past three years, have there been periods of at least three consecutive months where you felt depressed on most days, although you may have felt okay sometimes?

- Yes
 No

25. Over the past month, how frequently have you participated in physical activity for at least 20 minutes?

- Daily 5-6 days per week 3-5 times per month
 2-4 times per week 1-2 times per month No physical activity

26. Has cost prohibited you from getting a prescription or taking your medication regularly?

- Yes
 No

27. What type of medical insurance covers the majority of your household's medical expenses? (Please select only ONE)

- Healthy MT Kids
- Private insurance/private plan
- Agricultural Corp. Paid
- Employer sponsored
- Medicaid
- Health Savings Account
- Medicare
- VA/Military
- State/Other
- Indian Health
- Other (please specify)

28. How well do you feel your health insurance covers your health care costs?

- Excellent
- Good
- Fair
- Poor

29. If you do NOT have medical insurance, why? (Select all that apply)

- Cannot afford to pay for medical insurance
- Cannot get medical insurance due to medical issues
- Choose not to have medical insurance
- Employer does not offer insurance
- Other (please specify)

30. Are you aware of programs that help people pay for health care expenses?

- Yes, and I use them
- Yes, but I do not qualify
- No
- Not Sure



Community Health Services Development Survey

Demographics

All information is kept confidential and your identity is not associated with any answers.

31. Where do you currently live by zip code?

- 59201 Wolf Point
- 59255 Poplar
- 59225 Frazer
- 59213 Brockton

32. What is your gender?

- Male
- Female

33. What age range represents you?

- 18-25
- 26-35
- 36-45
- 46-55
- 56-65
- 66-75
- 76-85
- 86+

34. What is your employment status?

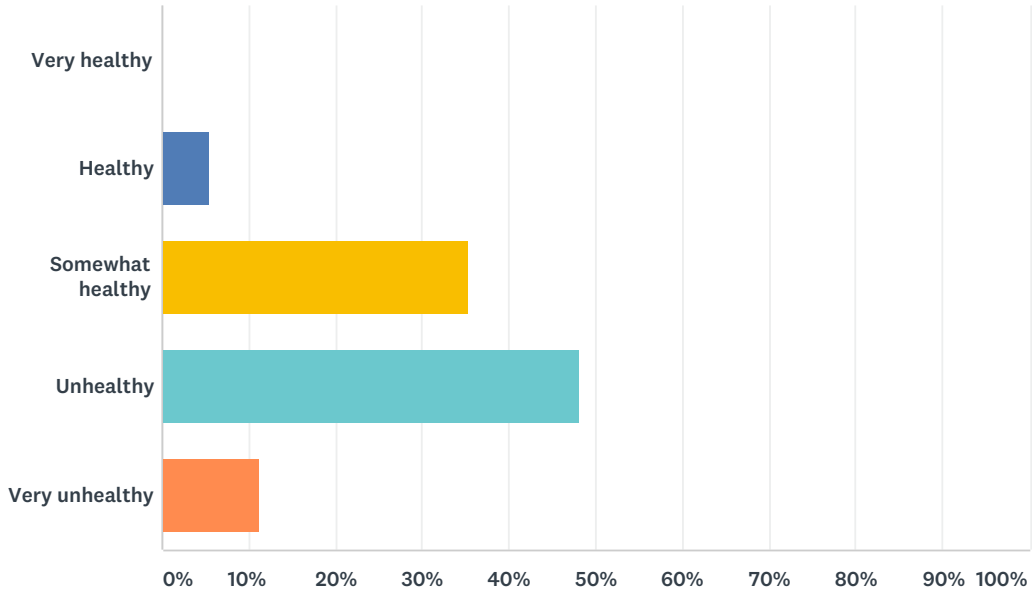
- Work full time
- Work part time
- Unemployed, but looking
- Student
- Collect disability
- Not currently seeking employment
- Other (please specify)

THANK YOU VERY MUCH FOR YOUR TIME
Please note that all information will remain confidential

APPENDIX C

Q1 How would you rate the general health of our community?

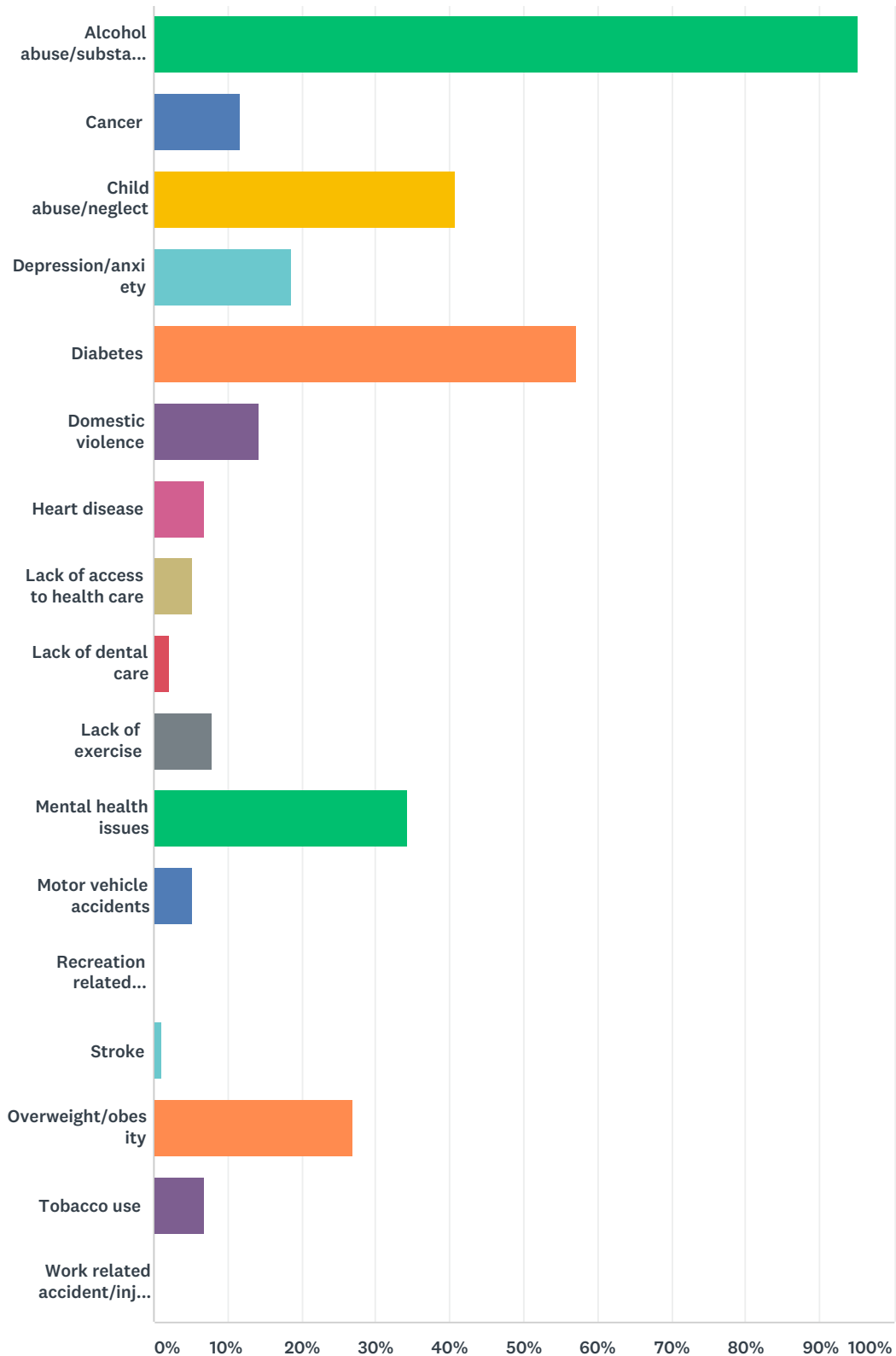
Answered: 187 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very healthy	0.00%	0
Healthy	5.35%	10
Somewhat healthy	35.29%	66
Unhealthy	48.13%	90
Very unhealthy	11.23%	21
TOTAL		187

Q2 In the following list, what do you think are the three most serious health concerns in our community?(Select 3 that apply)

Answered: 189 Skipped: 1



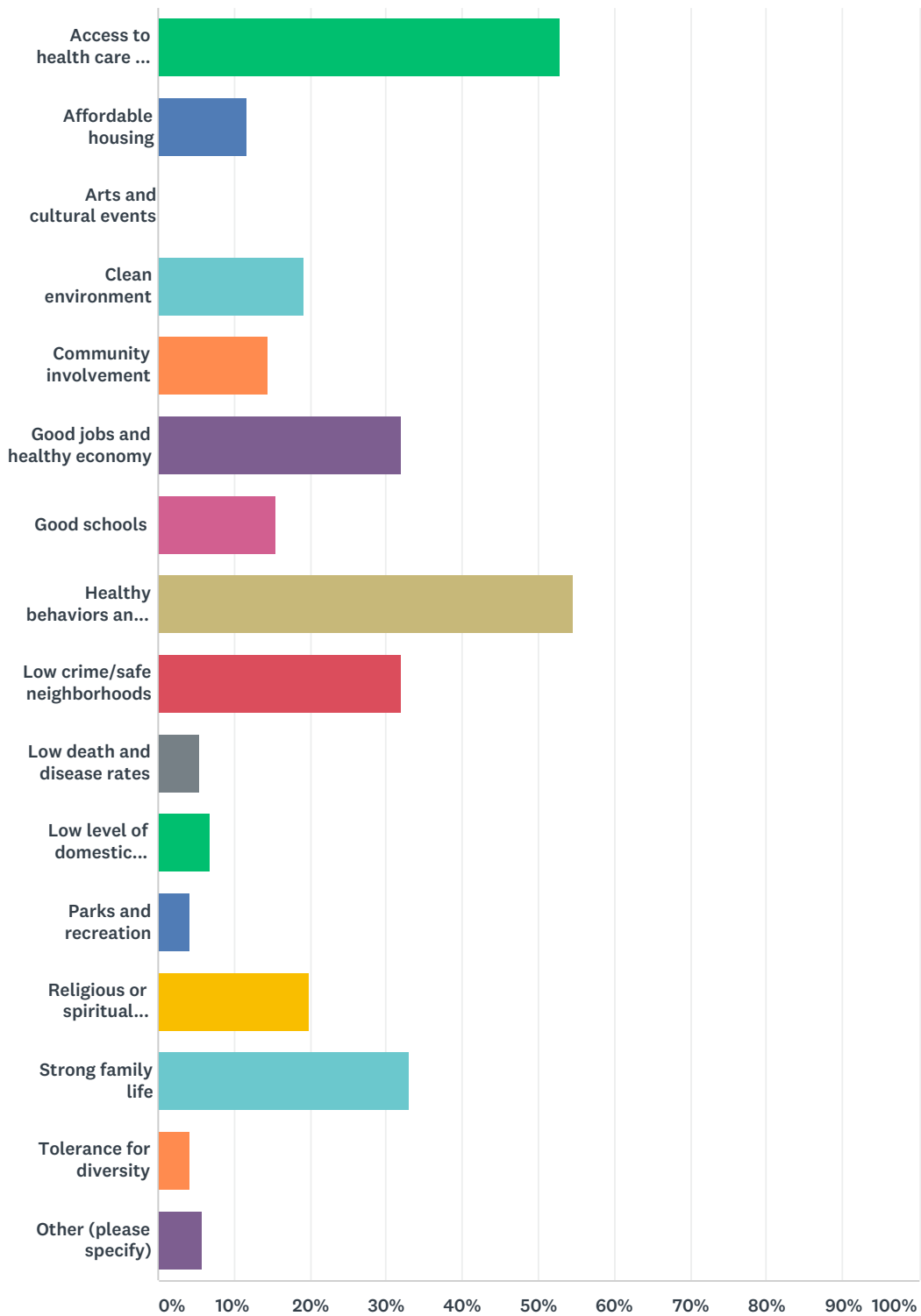
Community Health Services Development Survey

ANSWER CHOICES	RESPONSES	
Alcohol abuse/substance abuse	95.24%	180
Cancer	11.64%	22
Child abuse/neglect	40.74%	77
Depression/anxiety	18.52%	35
Diabetes	57.14%	108
Domestic violence	14.29%	27
Heart disease	6.88%	13
Lack of access to health care	5.29%	10
Lack of dental care	2.12%	4
Lack of exercise	7.94%	15
Mental health issues	34.39%	65
Motor vehicle accidents	5.29%	10
Recreation related accidents/injuries	0.00%	0
Stroke	1.06%	2
Overweight/obesity	26.98%	51
Tobacco use	6.88%	13
Work related accident/injuries	0.00%	0
Total Respondents: 189		

#	OTHER	DATE
1	I hate the way natives are treated? what about us? we are the ones who do bad to them.	1/2/2019 2:51 PM
2	meth	1/2/2019 1:31 PM
3	meth	1/2/2019 1:22 PM
4	Bad Healthcare!	12/21/2018 11:16 AM
5	Often people say they cannot make it to their appointments due to lack of transportation	12/13/2018 1:34 AM
6	home health	12/12/2018 2:41 PM
7	Behavioral Health issues leading to poor sefl care in all areas of life, chronic medical conditions, care of children, drug abuse/use	12/7/2018 10:31 AM
8	drug usage	12/6/2018 4:04 PM
9	DRUG USE	12/6/2018 2:10 AM
10	drug abuse	12/5/2018 2:53 PM
11	drug abuse	12/5/2018 1:45 PM
12	Murder/suicide	12/5/2018 1:10 PM
13	Drug abuse	11/30/2018 6:30 PM

Q3 Select the three items below that you believe are most important for a healthy community, (Select 3 that apply)

Answered: 187 Skipped: 3



ANSWER CHOICES

RESPONSES

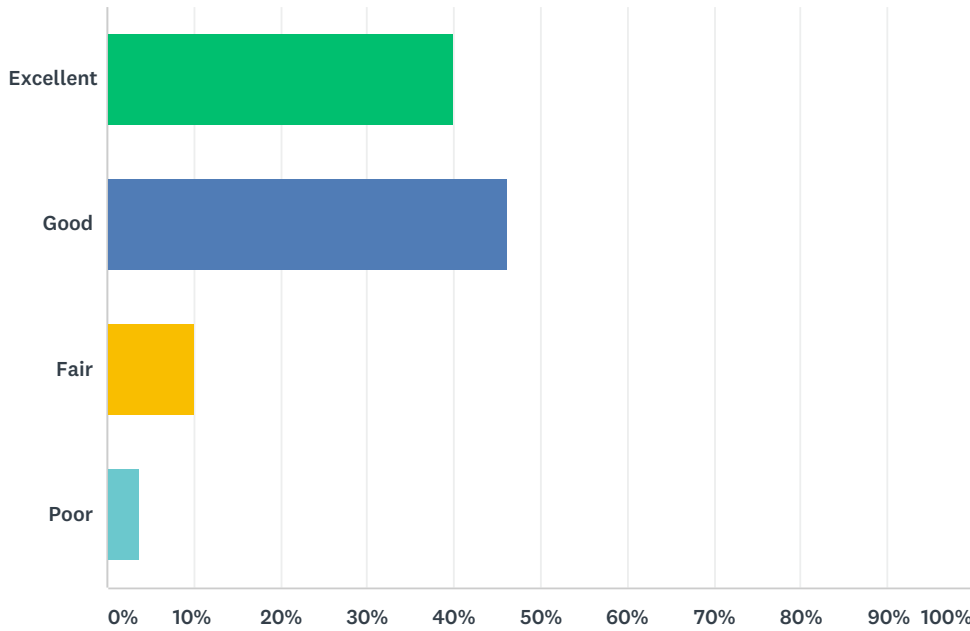
Community Health Services Development Survey

Access to health care and other services	52.94%	99
Affordable housing	11.76%	22
Arts and cultural events	0.00%	0
Clean environment	19.25%	36
Community involvement	14.44%	27
Good jobs and healthy economy	32.09%	60
Good schools	15.51%	29
Healthy behaviors and lifestyles	54.55%	102
Low crime/safe neighborhoods	32.09%	60
Low death and disease rates	5.35%	10
Low level of domestic violence	6.95%	13
Parks and recreation	4.28%	8
Religious or spiritual values	19.79%	37
Strong family life	33.16%	62
Tolerance for diversity	4.28%	8
Other (please specify)	5.88%	11
Total Respondents: 187		

#	OTHER (PLEASE SPECIFY)	DATE
1	access to mental health resources	1/2/2019 3:26 PM
2	come on, why? have 2 communities until there joined together than nothing will get better	1/2/2019 2:51 PM
3	controlling alcohol & drug abuse	1/2/2019 1:27 PM
4	controlling alcohol & drug abuse	1/2/2019 1:15 PM
5	Being able to access unbiased healthcare facilities!!!!	12/21/2018 11:16 AM
6	home health	12/12/2018 2:41 PM
7	Education for healthy lifestyles.	12/6/2018 2:07 PM
8	0 domestic violence	12/6/2018 9:06 AM
9	drug abuse inpatient and outpatient rehab	12/5/2018 1:11 PM
10	Better leadership with our healthcare system.	12/2/2018 7:14 PM
11	not being denied at the door when trying to access care from hospital.	11/30/2018 2:27 PM

Q4 How do you rate your knowledge of the health services that are available at Northeast Montana Health Services?

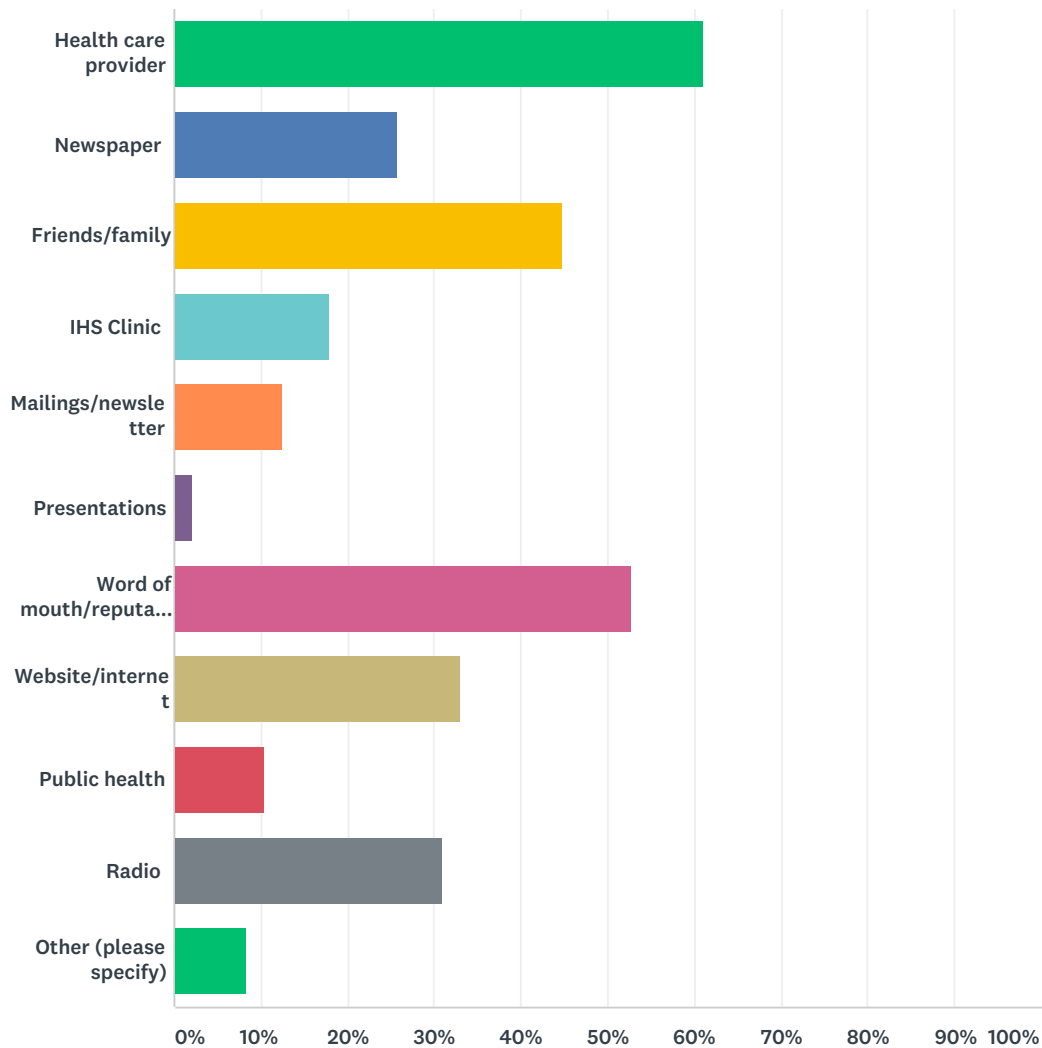
Answered: 188 Skipped: 2



ANSWER CHOICES	RESPONSES	
Excellent	39.89%	75
Good	46.28%	87
Fair	10.11%	19
Poor	3.72%	7
TOTAL		188

Q5 How do you learn about the health services available in our community? (Select all that apply)

Answered: 190 Skipped: 0



ANSWER CHOICES	RESPONSES	
Health care provider	61.05%	116
Newspaper	25.79%	49
Friends/family	44.74%	85
IHS Clinic	17.89%	34
Mailings/newsletter	12.63%	24
Presentations	2.11%	4
Word of mouth/reputation	52.63%	100
Website/internet	33.16%	63
Public health	10.53%	20

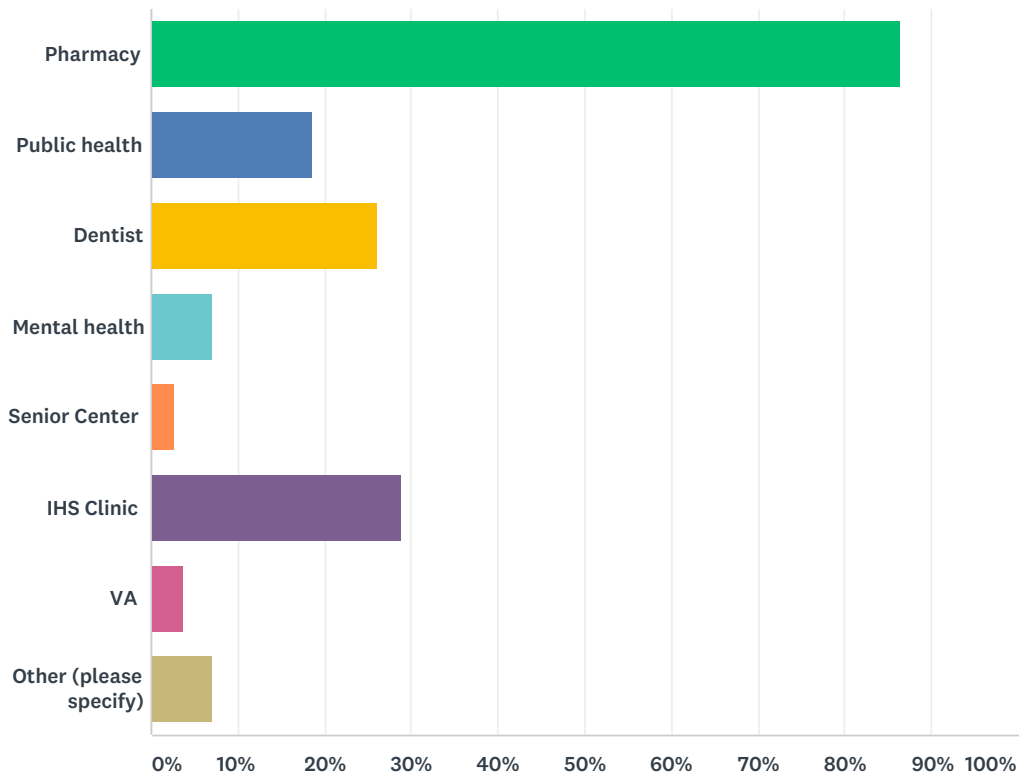
Community Health Services Development Survey

Radio	31.05%	59
Other (please specify)	8.42%	16
Total Respondents: 190		

#	OTHER (PLEASE SPECIFY)	DATE
1	both need to (IHS & nemhs) work on coming together instead of hurting others	1/2/2019 2:51 PM
2	medicaid/medicare	1/2/2019 1:58 PM
3	SELF	1/2/2019 1:12 PM
4	It's the only thing here! We have no other choice!	12/21/2018 11:16 AM
5	work in the system	12/13/2018 8:01 AM
6	I work in health care	12/11/2018 5:54 PM
7	emergency dept	12/10/2018 2:35 AM
8	I've learned how to be more healthy for myself and family while working at the hospital with nurses and doctors.	12/7/2018 1:56 PM
9	At work	12/7/2018 6:40 AM
10	Work	12/6/2018 11:43 AM
11	At Work	12/5/2018 2:45 PM
12	Social Media	12/5/2018 2:37 PM
13	working in the lab at the hospital	12/5/2018 2:14 PM
14	I work at NEMHS	12/5/2018 1:05 PM
15	NEMHS employee informed me	11/30/2018 4:39 PM
16	being in the medical field	11/30/2018 2:27 PM

Q6 Which community health resources, other than the hospital or clinic, have you used in the last three years?(Select all that apply)

Answered: 183 Skipped: 7



ANSWER CHOICES	RESPONSES
Pharmacy	86.34% 158
Public health	18.58% 34
Dentist	26.23% 48
Mental health	7.10% 13
Senior Center	2.73% 5
IHS Clinic	28.96% 53
VA	3.83% 7
Other (please specify)	7.10% 13
Total Respondents: 183	

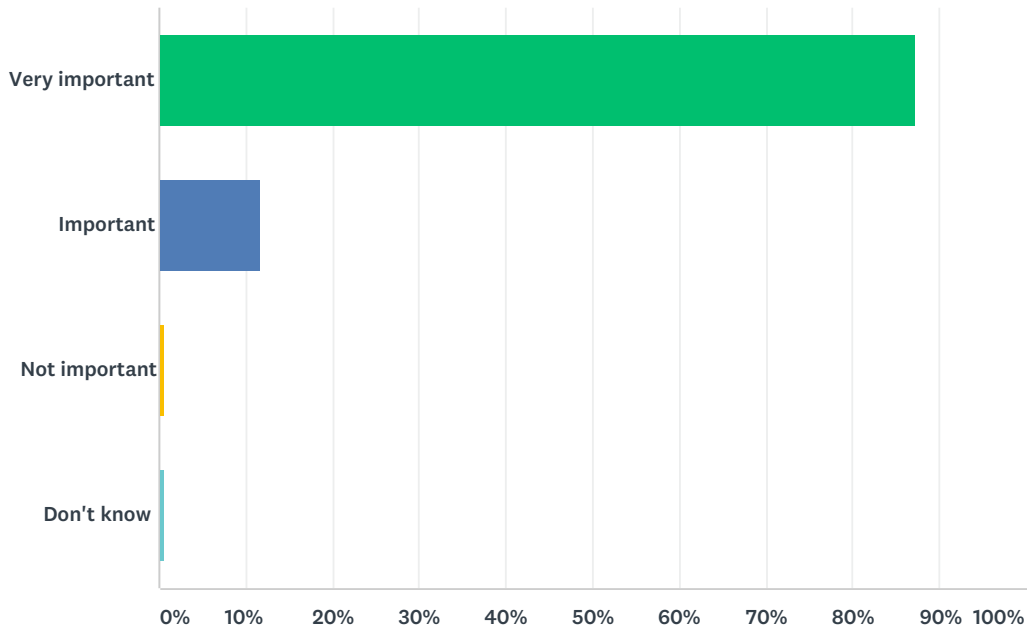
#	OTHER (PLEASE SPECIFY)	DATE
1	emergency flight to billings clinic	1/2/2019 3:44 PM
2	n/a	1/2/2019 2:51 PM
3	ER	1/2/2019 2:39 PM
4	none of these locally	12/13/2018 3:13 PM

Community Health Services Development Survey

5	out of town pharmacy and doctors	12/11/2018 4:40 PM
6	Lab	12/9/2018 12:57 PM
7	listrueds rural health, billings allergy.	12/7/2018 1:56 PM
8	lab at hospital	12/6/2018 2:28 PM
9	none	12/6/2018 11:42 AM
10	New to the area	12/6/2018 10:30 AM
11	none	12/5/2018 2:54 PM
12	john kolsteads eye clinic	12/5/2018 2:09 PM
13	Eye Doctor	12/4/2018 6:18 PM

Q7 How important are local health care providers and services (i.e.: hospitals, clinics, nursing homes, etc.) to the economic well-being of the area?

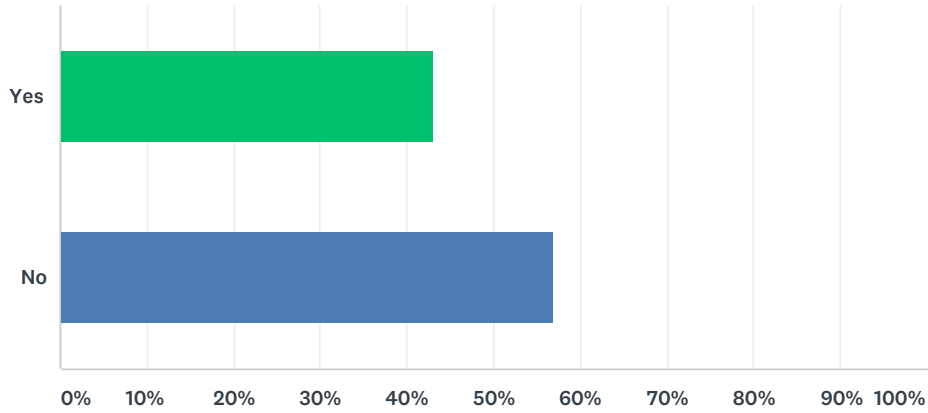
Answered: 188 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very important	87.23%	164
Important	11.70%	22
Not important	0.53%	1
Don't know	0.53%	1
TOTAL		188

Q8 In the past three years, was there a time when you or a member of your household thought you needed health care services but did NOT get or delayed getting medical services? (If no, skip to question 10)

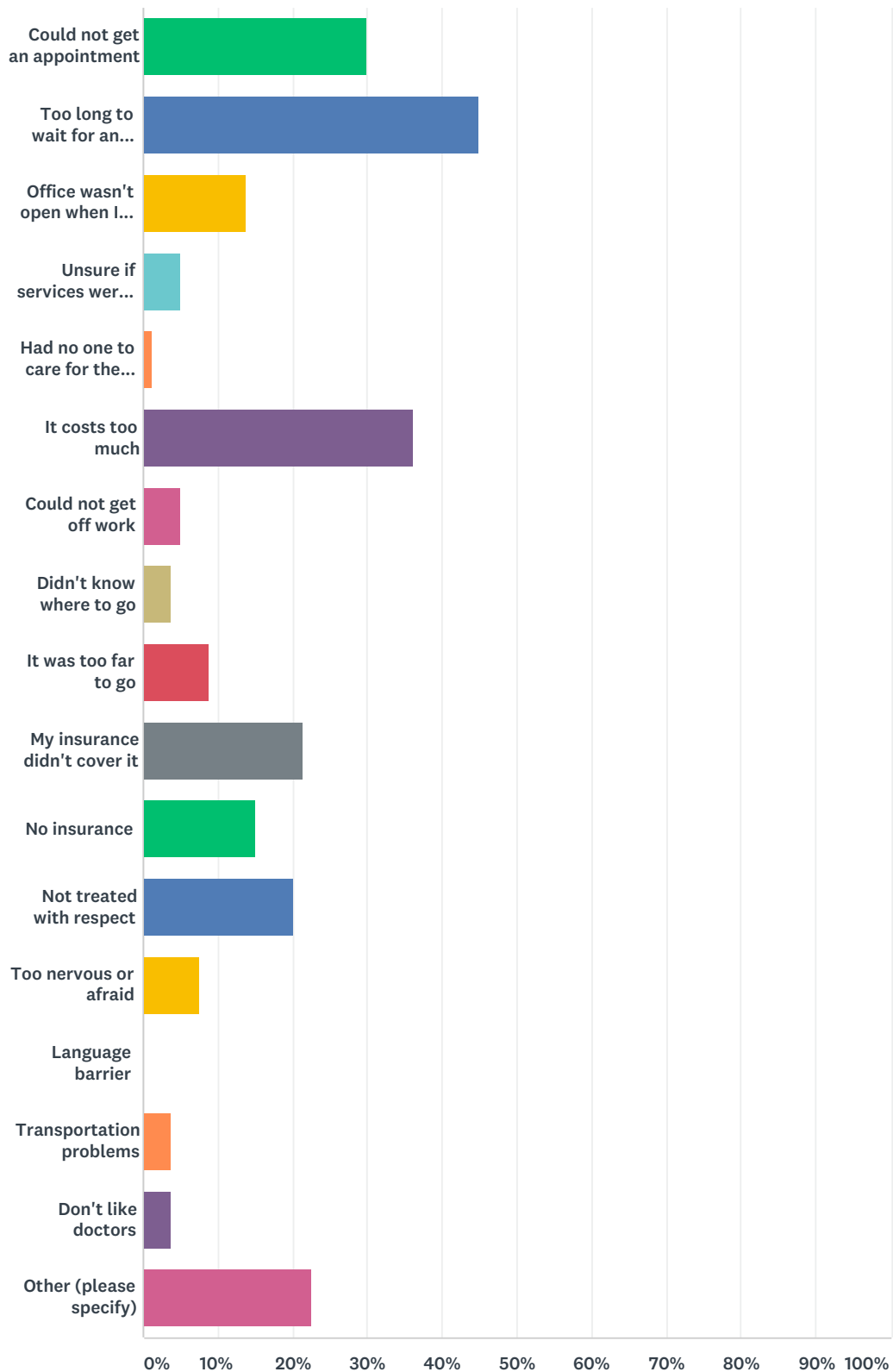
Answered: 174 Skipped: 16



ANSWER CHOICES	RESPONSES	
Yes	43.10%	75
No	56.90%	99
TOTAL		174

Q9 If yes, what were the three most important reasons why you did not receive health care services? (Select 3 that apply)

Answered: 80 Skipped: 110



Community Health Services Development Survey

ANSWER CHOICES	RESPONSES	
Could not get an appointment	30.00%	24
Too long to wait for an appointment	45.00%	36
Office wasn't open when I could go	13.75%	11
Unsure if services were available	5.00%	4
Had no one to care for the children	1.25%	1
It costs too much	36.25%	29
Could not get off work	5.00%	4
Didn't know where to go	3.75%	3
It was too far to go	8.75%	7
My insurance didn't cover it	21.25%	17
No insurance	15.00%	12
Not treated with respect	20.00%	16
Too nervous or afraid	7.50%	6
Language barrier	0.00%	0
Transportation problems	3.75%	3
Don't like doctors	3.75%	3
Other (please specify)	22.50%	18
Total Respondents: 80		

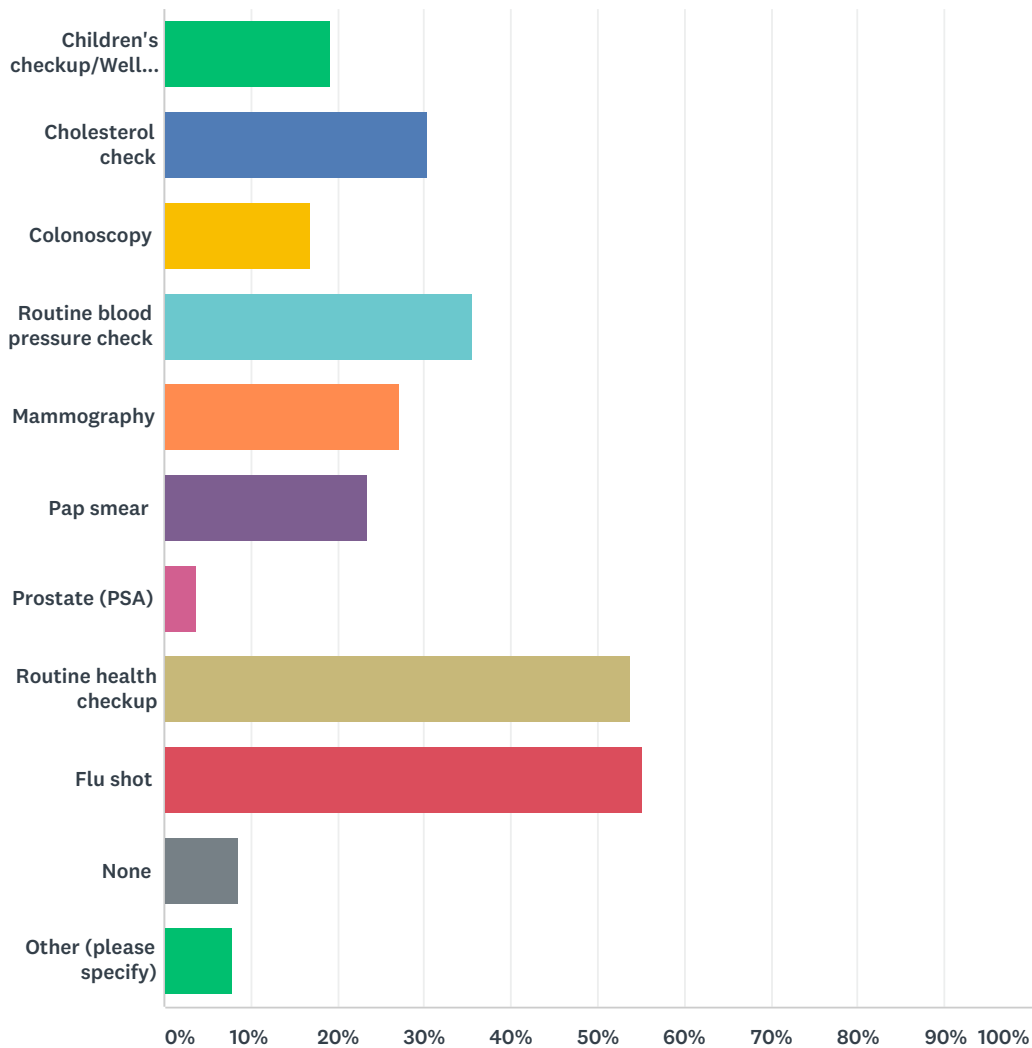
#	OTHER (PLEASE SPECIFY)	DATE
1	services not available	1/2/2019 3:26 PM
2	ER nurse always rude & disrespectful	1/2/2019 2:59 PM
3	i fight the drug wars for this reservation & by word of mouth everybody is treated like a drug addict when even people in the NEMHS	1/2/2019 2:51 PM
4	staff loudly talking about patients. broke hippa	1/2/2019 2:39 PM
5	miscommunication between scheduler & patient	1/2/2019 1:31 PM
6	miscommunication between scheduler & patient	1/2/2019 1:22 PM
7	Because your rude! I'd rather not deal with it!	12/21/2018 11:16 AM
8	services were not available	12/12/2018 2:41 PM
9	no good doctors in town.	12/11/2018 4:40 PM
10	wait times too long at clinic	12/10/2018 5:43 PM
11	always getting rescheduled for their benefit. until they couldnt even remember why we were there.	12/7/2018 1:56 PM
12	Service not available without hours of driving, needing to stay over, not enough specialty options as limited availability of types and of appointment times for those who may come	12/7/2018 10:31 AM
13	took too long for the referral	12/6/2018 11:25 AM
14	battled the flu @ home	12/6/2018 9:06 AM
15	particular services needed not available locally	12/5/2018 10:56 PM
16	There should be a Provider to see sick people. You can't schedule an illness.	12/5/2018 2:45 PM

Community Health Services Development Survey

17	When ER and Clinic personal do not know what is wrong with you! Why can't we have better providers that know what they are talking about?	12/2/2018 7:14 PM
18	nurse decided child didnt look sick at nemhs and gave nausea med and sent home come to find out when child had mri done there was fluid on brain and enlarged heart!!!	11/30/2018 2:27 PM

Q10 Which of the following services have you used in the past year? (Select all that apply)

Answered: 188 Skipped: 2



ANSWER CHOICES	RESPONSES	
Children's checkup/Well baby	19.15%	36
Cholesterol check	30.32%	57
Colonoscopy	17.02%	32
Routine blood pressure check	35.64%	67
Mammography	27.13%	51
Pap smear	23.40%	44
Prostate (PSA)	3.72%	7
Routine health checkup	53.72%	101
Flu shot	55.32%	104

Community Health Services Development Survey

None	8.51%	16
Other (please specify)	7.98%	15
Total Respondents: 188		

#	OTHER (PLEASE SPECIFY)	DATE
1	optometry, but had to go back & get correct RX	1/2/2019 2:39 PM
2	lab work	1/2/2019 12:39 PM
3	Surgery	12/10/2018 7:50 PM
4	Routine Lab	12/9/2018 12:57 PM
5	diabetes, nephrology, cardiology, rhuematology	12/7/2018 10:31 AM
6	radiology-EKG	12/7/2018 6:40 AM
7	Birthday Special	12/6/2018 5:13 PM
8	clinic visit	12/6/2018 4:29 PM
9	diabetes blood test	12/6/2018 9:06 AM
10	clinic for chronic disease and injury	12/6/2018 8:27 AM
11	Pain Management	12/5/2018 2:41 PM
12	Labor and Delivery, Emergency Room	12/5/2018 2:37 PM
13	lab tests	12/5/2018 2:04 PM
14	CT, Ambulance, ER, Outpatient service, Inpatient Service	12/5/2018 1:10 PM
15	ct	11/30/2018 2:27 PM

Q11 What additional health care services would you use if available locally?

Answered: 77 Skipped: 113

#	RESPONSES	DATE
1	gym	1/2/2019 4:30 PM
2	physical therapy	1/2/2019 4:27 PM
3	wellness center	1/2/2019 4:14 PM
4	work out center- physical therapy safe house for victims of crime, who ask for help but don't get it.	1/2/2019 3:53 PM
5	eye dr, dental	1/2/2019 3:44 PM
6	mental health	1/2/2019 3:26 PM
7	I would say do the history on ft peck's medicine people for help? theres a man who carries stones for healing	1/2/2019 2:51 PM
8	Cultural Awareness Sessions by Tribal Programs	1/2/2019 2:39 PM
9	Physical Therapy Pool Therapy	1/2/2019 1:58 PM
10	senior health care gym	1/2/2019 1:31 PM
11	senior health care gym	1/2/2019 1:22 PM
12	PHYSICAL THERAPY	1/2/2019 1:12 PM
13	N/A	1/2/2019 1:00 PM
14	NOT KNOWN	1/2/2019 12:56 PM
15	MRI	1/2/2019 12:49 PM
16	DENTAL CARE	1/2/2019 12:45 PM
17	Good dental care provided by IHS	12/28/2018 8:21 PM
18	A different hospital!	12/21/2018 11:16 AM
19	physical therapy	12/13/2018 11:14 PM
20	mental health. MRI	12/13/2018 3:13 PM
21	dental and eye	12/13/2018 8:01 AM
22	home health	12/12/2018 2:41 PM
23	Better doctors that are not connected to the hospital. Independent physicians that have their own offices.	12/11/2018 4:40 PM
24	Dental Care	12/11/2018 9:13 AM
25	Dietician	12/11/2018 8:58 AM
26	Mental Health, Dental	12/10/2018 3:34 PM
27	trinity hospital	12/10/2018 1:50 PM
28	Surgical, Mental health, Physical Therapy	12/10/2018 8:51 AM
29	Mental health services; child care services; public gyms open to all ages	12/10/2018 2:35 AM
30	Pulmonary	12/8/2018 11:09 PM
31	Walk In Clinic Services/Nights and Weekends	12/8/2018 1:48 PM
32	More dental.	12/8/2018 7:15 AM

Community Health Services Development Survey

33	all healthcare. I am IHS eligible and have always had problems with their follow through and appointments. Having to go to Listrueds clinic and pay out of pocket as no insurance that is affordable.	12/7/2018 1:56 PM
34	See above	12/7/2018 10:31 AM
35	Sober living or recovery house.	12/7/2018 9:47 AM
36	Cardiac rehab	12/7/2018 6:40 AM
37	mental health care	12/7/2018 6:40 AM
38	dermatology	12/6/2018 4:29 PM
39	NA	12/6/2018 1:13 PM
40	MRI	12/6/2018 11:58 AM
41	I don't need any health services that are not available but in my job profession I feel Mental Health Services are greatly needed in our community.	12/6/2018 11:42 AM
42	PT/OT outpatient services, outpatient clinics for specialty like dermatology, cardiology, etc.	12/6/2018 10:46 AM
43	dietician diabetic counselor	12/6/2018 10:41 AM
44	Fitness facility	12/6/2018 10:30 AM
45	mental health	12/6/2018 9:46 AM
46	NA	12/6/2018 8:53 AM
47	Dermatology	12/6/2018 8:27 AM
48	chiropractor	12/6/2018 7:55 AM
49	Mental health counseling	12/5/2018 10:56 PM
50	CONSISTANT MENTAL HEALTH CARE COVERAGE	12/5/2018 5:36 PM
51	Mental Health	12/5/2018 4:21 PM
52	none at the moment	12/5/2018 3:36 PM
53	1: A decent dentist. Especially for children. 2: A Dietitian.	12/5/2018 2:59 PM
54	DERMATOLOGIST PSYCHOLOGIST	12/5/2018 2:52 PM
55	Pain management clinic.	12/5/2018 2:41 PM
56	need more dental services	12/5/2018 2:36 PM
57	Dental	12/5/2018 2:25 PM
58	to make sure we have a health mouth or teeth	12/5/2018 2:21 PM
59	After hours clinic.	12/5/2018 2:14 PM
60	a more accessible fitness gym	12/5/2018 2:09 PM
61	extended hours, or urgent care - so emergency room can be for true emergencies but late afternoon you could be seen - especially on Friday/Saturday	12/5/2018 1:59 PM
62	sports medicine healthy eating/ cooking classes	12/5/2018 1:57 PM
63	northeast montana health services	12/5/2018 1:45 PM
64	Stress testing because you have to go to Glasgow for that test.	12/5/2018 1:38 PM
65	different dental - eye doctor that is affordable	12/5/2018 1:32 PM
66	diabetic foot care, chiropractor choices	12/5/2018 1:29 PM
67	NEMHS Mental Health	12/5/2018 1:23 PM
68	substance abuse, mental health, podiatry	12/5/2018 1:11 PM
69	Dental care	12/5/2018 1:05 PM
70	physical theriapy	12/4/2018 11:04 PM

Community Health Services Development Survey

71	More Doctors that come up from Billings Clinic for remote visits, NOT telecom visits. The community needs more specialty type of doctors instead of a bunch of PA's.	12/2/2018 7:14 PM
72	Meditation Yoga Stress management Support groups	12/1/2018 9:59 AM
73	MRI, Physical therapy	12/1/2018 9:49 AM
74	Pediatric Unit with Pediatricians	11/30/2018 6:30 PM
75	Dentist	11/30/2018 4:13 PM
76	Mental health Podiatry	11/30/2018 3:35 PM
77	Behavior Health	11/30/2018 1:12 PM

Q12 If you responded to question 11, why do you think the health service(s) you listed are important for our community?

Answered: 70 Skipped: 120

#	RESPONSES	DATE
1	to return to work	1/2/2019 4:27 PM
2	better health, lose weight	1/2/2019 4:14 PM
3	because of the menth industry, our indian people are not safe.	1/2/2019 3:53 PM
4	because it is traveling at least 70 miles for these services	1/2/2019 3:44 PM
5	many people need to work w/ a therapist and there isn't one.	1/2/2019 3:26 PM
6	we don't know very much about the natives but hurt them	1/2/2019 2:51 PM
7	Reservation land but our people are treated BAD & made to feel terrible "don't like us then leave our homelands"	1/2/2019 2:39 PM
8	yes	1/2/2019 1:58 PM
9	a safe place to go to - unsafe community	1/2/2019 1:31 PM
10	a safe place to go to - unsafe community	1/2/2019 1:22 PM
11	LOCAL TRAVEL	1/2/2019 12:49 PM
12	DENTAL HEALTH IS AN IMPORTANT FACTOR IN OVERALL HEALTH.	1/2/2019 12:45 PM
13	N/A	12/28/2018 8:21 PM
14	Because the one we have now is inefficient, rude, biased, racist, negligent...etc!!!	12/21/2018 11:16 AM
15	a lot of injured people need help learning how to get better instead of relying on self medicating	12/13/2018 11:14 PM
16	no mental health. This is a important diagnostic tool	12/13/2018 3:13 PM
17	some can not travel to other towns to get care so the go without	12/13/2018 8:01 AM
18	many people need OP health care services	12/12/2018 2:41 PM
19	More choices.	12/11/2018 4:40 PM
20	A lot of people need it.	12/11/2018 9:13 AM
21	healthier lifestyle, and diabetes	12/11/2018 8:58 AM
22	Rise in suicide, the one dental place in town is a joke	12/10/2018 3:34 PM
23	emergency care	12/10/2018 1:50 PM
24	Travel, Mental Health is the basis for most problems in the community, and Physical therapy causes to much travel.	12/10/2018 8:51 AM
25	general health and well being to a healthy lifestyle	12/10/2018 2:35 AM
26	So you don't have to travel	12/8/2018 11:09 PM
27	A lot of acute care can not be seen in ER, would be beneficial to have walk in clinics for those who need to be seen with out waiting until week day.	12/8/2018 1:48 PM
28	There is a lack of sufficient services.	12/8/2018 7:15 AM
29	That is all we have.	12/7/2018 1:56 PM
30	Nearest Cardiologist/Nephrologist/ Endo/Rheumatologist 5 hours one way. Cannot get appointments for all in same day or week even. Means too much time off work, too much expense for places to stay	12/7/2018 10:31 AM

Community Health Services Development Survey

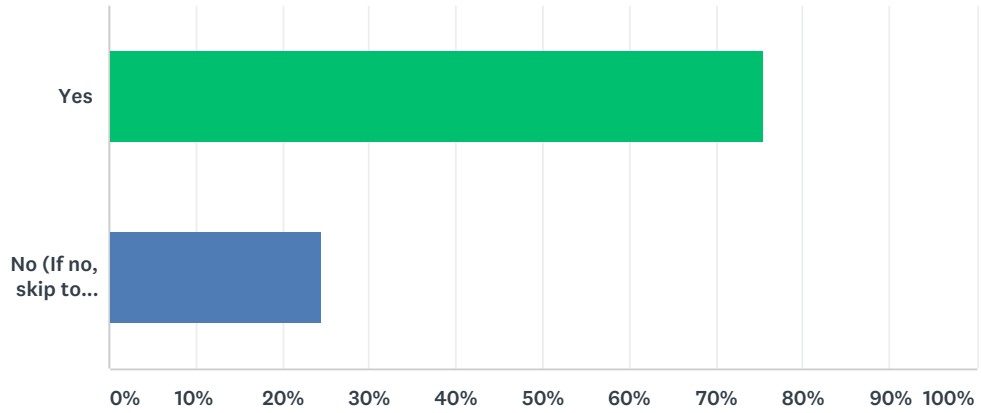
31	Many individuals struggle with addiction/ alcohol/ drug abuse and need more support from the community to take that fighting chance of saving a life before its too late.	12/7/2018 9:47 AM
32	To keep our post surgical open heart patients well, strong and fully recovered	12/7/2018 6:40 AM
33	lack of mental health care	12/7/2018 6:40 AM
34	a lot of people suffer with acne.... nobody wants that	12/6/2018 4:29 PM
35	traveling	12/6/2018 11:58 AM
36	With todays stresses and the increased alcohol, substance abuse and suicide rate I feel it is essential.	12/6/2018 11:42 AM
37	Continuous ongoing quality care available in the home town	12/6/2018 10:46 AM
38	very!!!	12/6/2018 10:41 AM
39	Physical activity is paramount to good health. People in this community need somewhere they can go that offers this, not just for something to do, but for something that can make a difference in both physical and mental health.	12/6/2018 10:30 AM
40	mental heath issues has arisen as one of the most neglected areas in our community due to lack of providers and . solid mental health is a key foundation for all health	12/6/2018 9:46 AM
41	This is a service that not many people will travel to anther area for a visit, but it an essential part of health care. EX: skin cancers.	12/6/2018 8:27 AM
42	to many bad postures which is bad for your health	12/6/2018 7:55 AM
43	Depression and mental health problems are a major health problem in our community	12/5/2018 10:56 PM
44	High rate of mental health issues within our community	12/5/2018 5:36 PM
45	There are many in the surrounding communities that would benefit from Mental Health services	12/5/2018 4:21 PM
46	Oral care and hygiene are very important to the well being of an individual for obvious reasons and a dietitian would be able to help develop community plans for combating obesity.	12/5/2018 2:59 PM
47	SUICIDE ACNE, PSORIASIS, ECZEMA	12/5/2018 2:52 PM
48	Because otherwise, you have to drive to Billings for every appointment.	12/5/2018 2:41 PM
49	not enough dental services to serve the community	12/5/2018 2:36 PM
50	Traveling to a different town to get dental work can be expensive and at time inconvenient, the one we do have has raised prices and isn't good at her job.	12/5/2018 2:25 PM
51	same	12/5/2018 2:21 PM
52	Because not everyone is able to go to the clinic at the times that it is open. Additionally, there are wait times of 1 week to months to get an appt., which leaves the emergency room (too expensive).	12/5/2018 2:14 PM
53	physical health is important because it helps lower diabetes and helps improve mental health	12/5/2018 2:09 PM
54	emergency room could be used for emergencies and with extended hours, more people could get timely appointments	12/5/2018 1:59 PM
55	keep the people going who are trying to be healthy, at least for moral support maybe more people will follow suit	12/5/2018 1:57 PM
56	nemhs	12/5/2018 1:45 PM
57	There is a lot of people with heart problems and I think it would be help the Hospital in WP and Poplar not to have to go to Glasgow.	12/5/2018 1:38 PM
58	when we go out of town to get our dental care and eye glasses, we shop	12/5/2018 1:32 PM
59	a lot of the population if diabetic, there is only one local chiropractor	12/5/2018 1:29 PM
60	Mental health is a important service to offer because so many people struggle with mental heath problems. There is mental health offered at IHS but not everyone can use IHS and having more mental health providers in the area would make accessing them on a regular basis easier instead of having to wait for appointments to be available.	12/5/2018 1:23 PM
61	volume of foot ulcers and amputations, people self treat mental issues with substance abuse	12/5/2018 1:11 PM

Community Health Services Development Survey

62	very important	12/5/2018 1:05 PM
63	convenient for people that need it	12/4/2018 11:04 PM
64	Don't you think your healthcare of staying alive is important? There is a need for more actual physicians and the equipment for them to save more lives instead of flying everyone out. The Hospitalist's aren't all that smart.	12/2/2018 7:14 PM
65	Mind Body medicine is the true healer. You need to quit banking hundreds of thousands of dollars on treating chronic symptoms and offer better prevention and non-invasive healing modalities for free.	12/1/2018 9:59 AM
66	So travel isn't necessary	12/1/2018 9:49 AM
67	We as a community need to stay together and be strong as one.	11/30/2018 6:30 PM
68	Yes very important	11/30/2018 4:13 PM
69	Prevent outward migration of patients	11/30/2018 3:35 PM
70	The rise of suicidal ideation amongst all ages are rising.	11/30/2018 1:12 PM

Q13 In the past three years, has anyone in your household received care in a hospital? (i.e. hospitalized overnight, day surgery, obstetrical care, rehabilitation, radiology or emergency care)

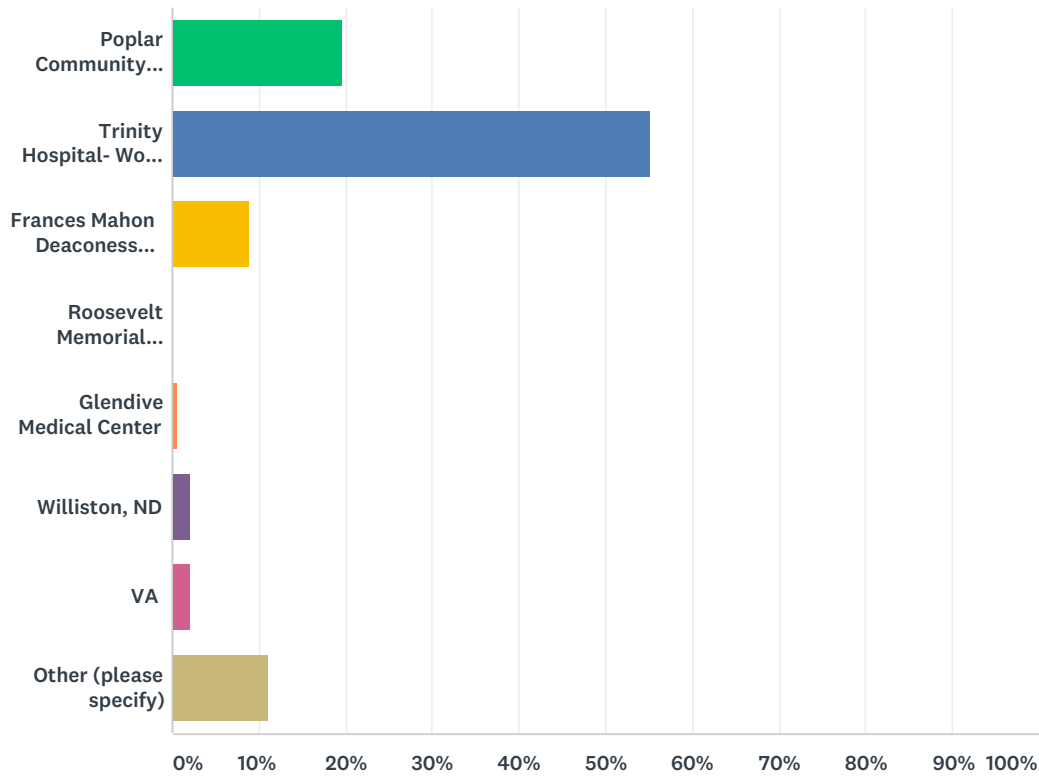
Answered: 184 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	75.54%	139
No (If no, skip to question 16)	24.46%	45
TOTAL		184

Q14 If yes, which hospital does your household use the MOST for hospital care (emergency care, inpatient services)? (Please select only ONE)

Answered: 143 Skipped: 47



ANSWER CHOICES	RESPONSES	
Poplar Community Hospital	19.58%	28
Trinity Hospital- Wolf Point	55.24%	79
Frances Mahon Deaconess Hospital- Glasgow	9.09%	13
Roosevelt Memorial Medical Center- Culbertson	0.00%	0
Glendive Medical Center	0.70%	1
Williston, ND	2.10%	3
VA	2.10%	3
Other (please specify)	11.19%	16
TOTAL		143

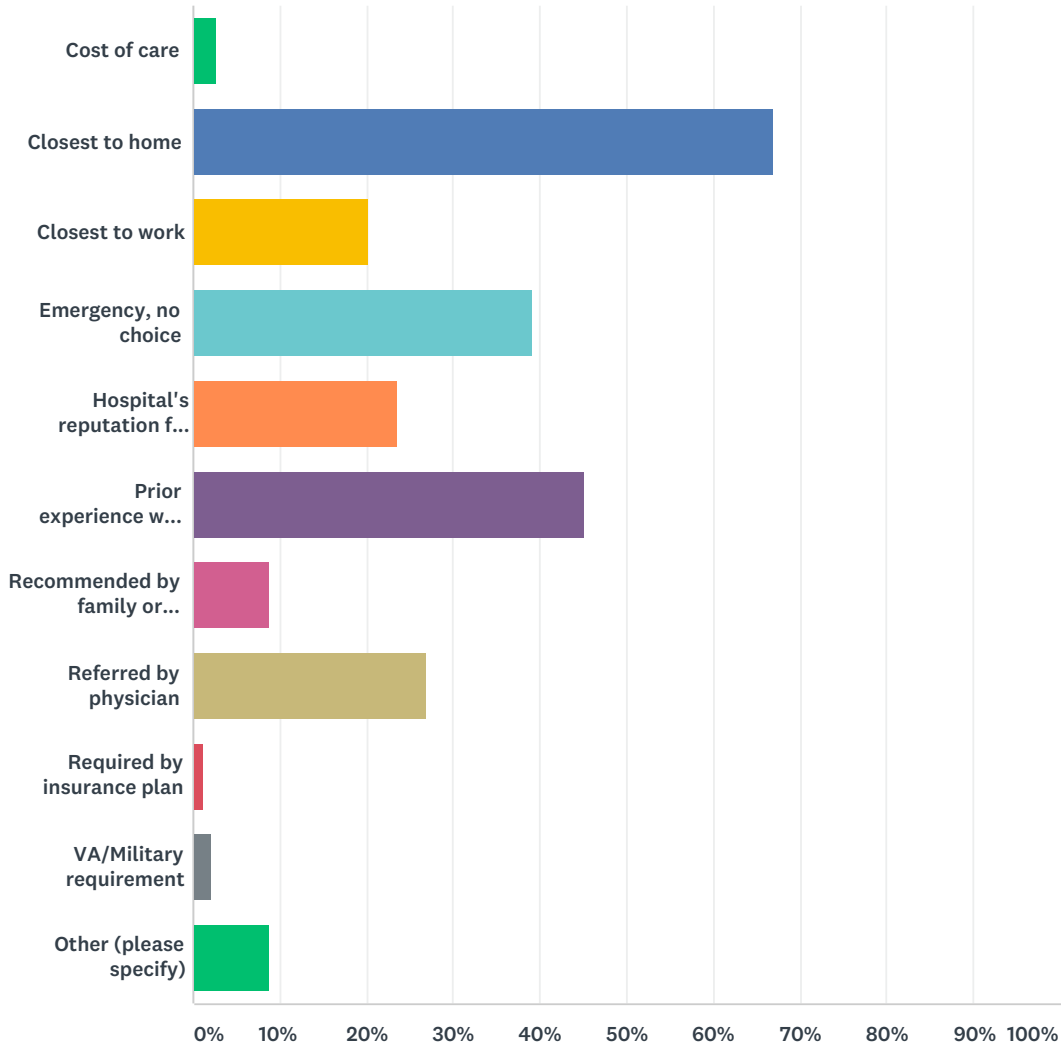
#	OTHER (PLEASE SPECIFY)	DATE
1	Billings	1/2/2019 2:51 PM
2	All above ^ entities have bad reputations	1/2/2019 2:39 PM
3	Billings Clinic	1/2/2019 1:45 PM

Community Health Services Development Survey

4	Billings Clinic	1/2/2019 1:22 PM
5	Billings Clinic	12/13/2018 3:13 PM
6	Billings Clinic, St Vincent's	12/11/2018 5:54 PM
7	Out of town day surgery.	12/11/2018 4:40 PM
8	Sidney health center	12/8/2018 11:09 PM
9	No internal medicine provider in area - local EDs not qualified for multiple condition care	12/7/2018 10:31 AM
10	billings clinic	12/6/2018 10:41 AM
11	Billings Deaconess and ST Vincent	12/5/2018 3:13 PM
12	billings clinic-surgery	12/5/2018 2:06 PM
13	Billings Clinic	12/5/2018 1:32 PM
14	billing clinic, podiatry	12/5/2018 1:11 PM
15	Trinity flew me to Billings Clinic	12/1/2018 9:59 AM
16	Sidney Health Center	11/30/2018 9:07 PM

Q15 Thinking about the hospital you were at most frequently, what were the three most important reasons for selecting that hospital? (Select 3 that apply)

Answered: 148 Skipped: 42



ANSWER CHOICES	RESPONSES	
Cost of care	2.70%	4
Closest to home	66.89%	99
Closest to work	20.27%	30
Emergency, no choice	39.19%	58
Hospital's reputation for quality	23.65%	35
Prior experience with hospital	45.27%	67
Recommended by family or friends	8.78%	13
Referred by physician	27.03%	40

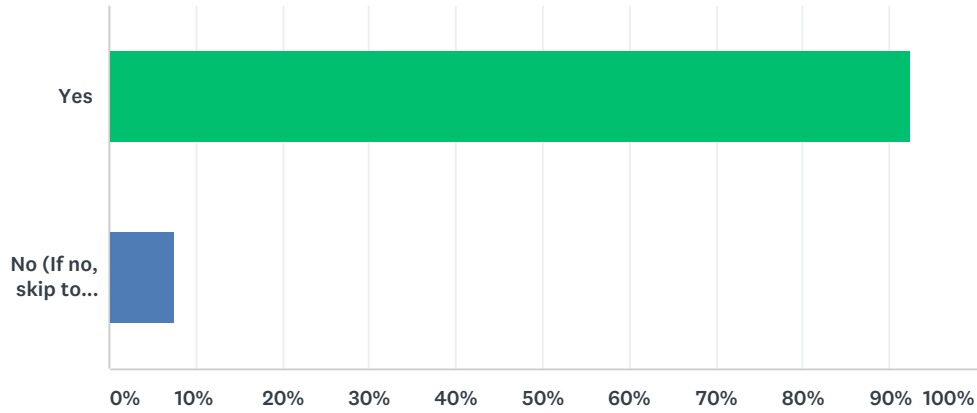
Community Health Services Development Survey

Required by insurance plan	1.35%	2
VA/Military requirement	2.03%	3
Other (please specify)	8.78%	13
Total Respondents: 148		

#	OTHER (PLEASE SPECIFY)	DATE
1	IHS uses it	1/2/2019 2:59 PM
2	wyoming	1/2/2019 2:51 PM
3	No other choice!	12/21/2018 11:16 AM
4	Had surgical and ortho availability	12/11/2018 5:54 PM
5	Physician, MD	12/11/2018 11:39 AM
6	had a new knee put in	12/7/2018 2:38 PM
7	Access to needed specialty services	12/7/2018 10:31 AM
8	never been to one	12/6/2018 7:55 AM
9	The providers	12/5/2018 2:59 PM
10	ihs sucks	12/5/2018 1:45 PM
11	no other proper surgens close	12/5/2018 1:11 PM
12	Would not go to NEMHS	11/30/2018 10:18 PM
13	I like my doctor	11/30/2018 12:20 PM

Q16 In the past three years, have you or a household member seen a primary health care provider, such as a family physician, physician assistant or nurse practitioner for health care services?

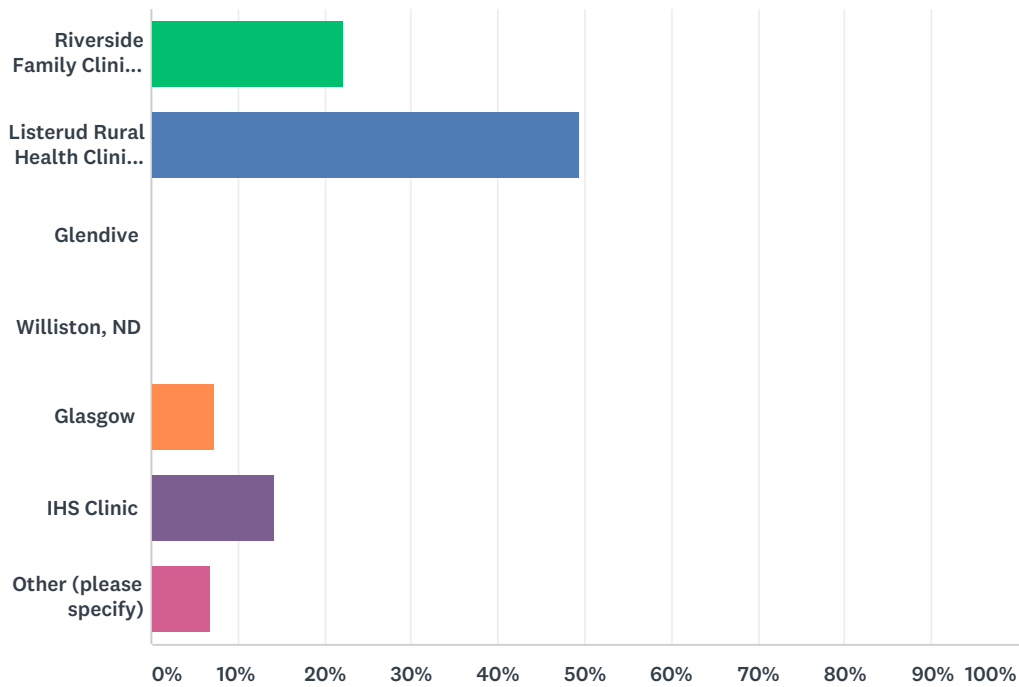
Answered: 188 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	92.55%	174
No (If no, skip to question 19)	7.45%	14
TOTAL		188

Q17 Where was that primary health care provider located? (please select only ONE)

Answered: 176 Skipped: 14



ANSWER CHOICES	RESPONSES	
Riverside Family Clinic, Poplar	22.16%	39
Listerud Rural Health Clinic, Wolf Point	49.43%	87
Glendive	0.00%	0
Williston, ND	0.00%	0
Glasgow	7.39%	13
IHS Clinic	14.20%	25
Other (please specify)	6.82%	12
TOTAL		176

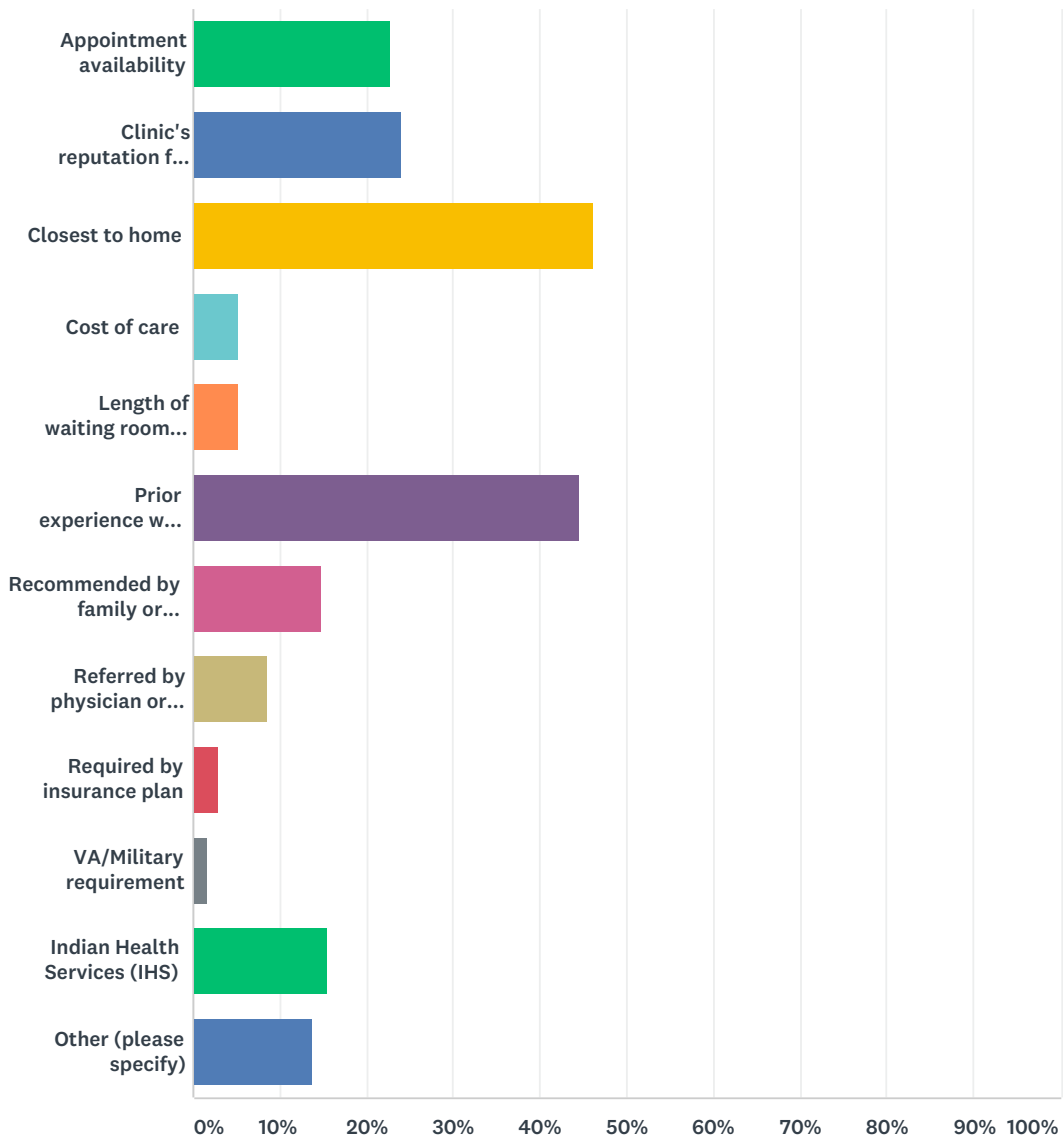
#	OTHER (PLEASE SPECIFY)	DATE
1	Roosevelt Memorial	1/2/2019 3:17 PM
2	Billings, MT - Miles City, MT	1/2/2019 2:39 PM
3	Billings	12/27/2018 3:12 AM
4	Circle	12/13/2018 3:13 PM
5	Out of town, within the state.	12/11/2018 4:40 PM
6	and IHS	12/7/2018 1:56 PM
7	Esprrie Health clinic	12/7/2018 6:40 AM
8	Havre	12/6/2018 2:28 PM

Community Health Services Development Survey

9	Billings Clinic MT	12/6/2018 8:22 AM
10	VA in Helena	12/6/2018 7:55 AM
11	Miles City or Billings VA	12/5/2018 3:13 PM
12	Sidney	12/5/2018 1:38 PM

Q18 Why did you select the primary care provider you are currently seeing? (Select all that apply)

Answered: 175 Skipped: 15



ANSWER CHOICES	RESPONSES	
Appointment availability	22.86%	40
Clinic's reputation for quality	24.00%	42
Closest to home	46.29%	81
Cost of care	5.14%	9
Length of waiting room time	5.14%	9
Prior experience with clinic	44.57%	78
Recommended by family or friends	14.86%	26

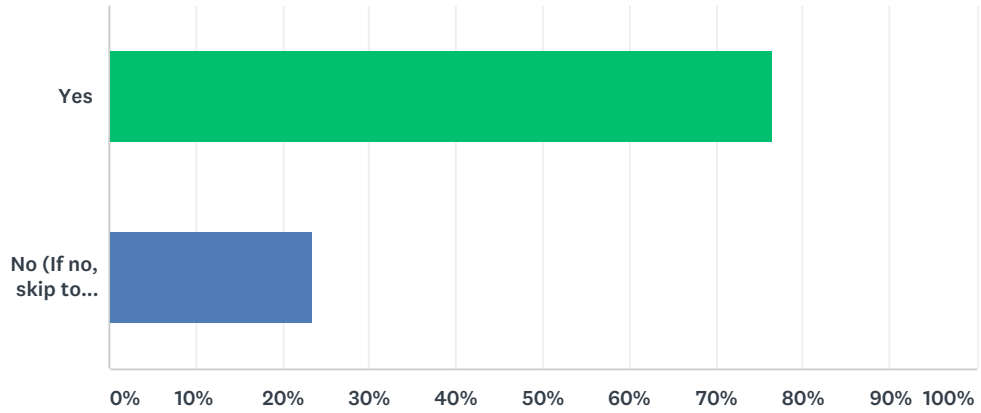
Community Health Services Development Survey

Referred by physician or other provider	8.57%	15
Required by insurance plan	2.86%	5
VA/Military requirement	1.71%	3
Indian Health Services (IHS)	15.43%	27
Other (please specify)	13.71%	24
Total Respondents: 175		

#	OTHER (PLEASE SPECIFY)	DATE
1	Doctor Z is the best!	1/2/2019 3:38 PM
2	it is who is there	1/2/2019 3:26 PM
3	He saved my life twice	1/2/2019 2:51 PM
4	don't have any costable insurance	1/2/2019 1:27 PM
5	dont have any costable insurance	1/2/2019 1:15 PM
6	HAS BEEN OUR FAMILY DOCTOR FOR OVER 12 YEARS	1/2/2019 1:00 PM
7	Primary better out of town.	12/11/2018 4:40 PM
8	Federal Aviation Association certification	12/9/2018 1:34 PM
9	Doctor z at wolf point clinic	12/7/2018 2:38 PM
10	compassionate and professional patient care	12/7/2018 9:47 AM
11	Have had this provider for 25 years, and am very satisfied	12/7/2018 6:40 AM
12	privacy	12/6/2018 4:29 PM
13	very caring and thourough	12/6/2018 11:43 AM
14	providers reputatio	12/6/2018 9:46 AM
15	walk in	12/6/2018 9:06 AM
16	Convenience - closest to work.	12/6/2018 8:27 AM
17	Netty is the best and considerate	12/5/2018 3:43 PM
18	The provider themself.	12/5/2018 2:59 PM
19	trust in physician	12/5/2018 2:54 PM
20	Native american	12/5/2018 2:53 PM
21	Have always used the local services.	12/5/2018 2:45 PM
22	been my primary care provider since he came to town in the IHS clinic	12/5/2018 1:32 PM
23	She's who i've been seeing for the past 5 years	12/1/2018 9:49 AM
24	I have seen Abby for years. My daughter has been seeing Abby since she was about 3 years old. She genuinely cares and checks in on both of us. Going out of her way to contact us with results, etc.	11/30/2018 4:39 PM

Q19 In the past three years, have you or a household member seen a health care specialist (other than your primary care provider/family doctor) for health care services?

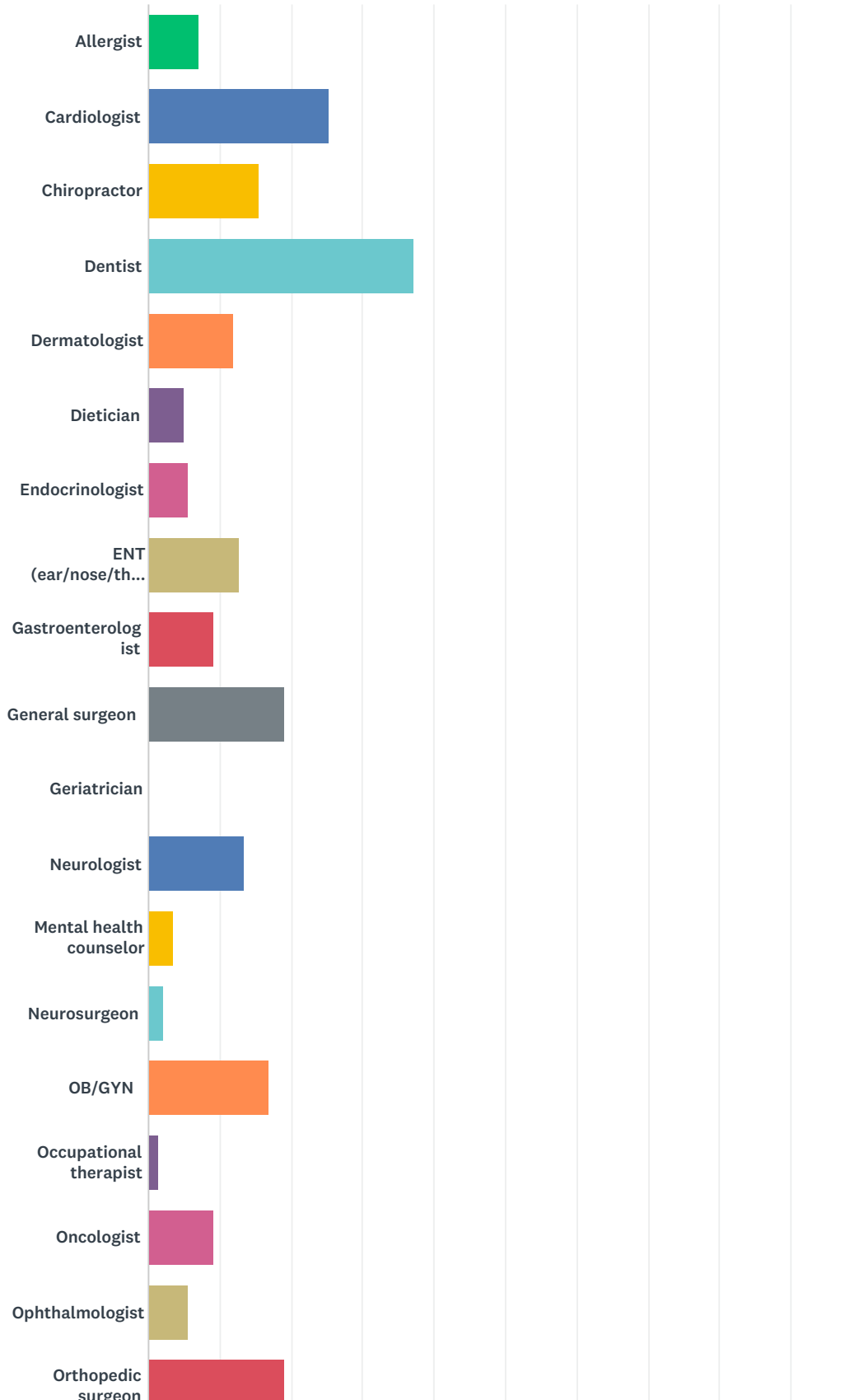
Answered: 183 Skipped: 7



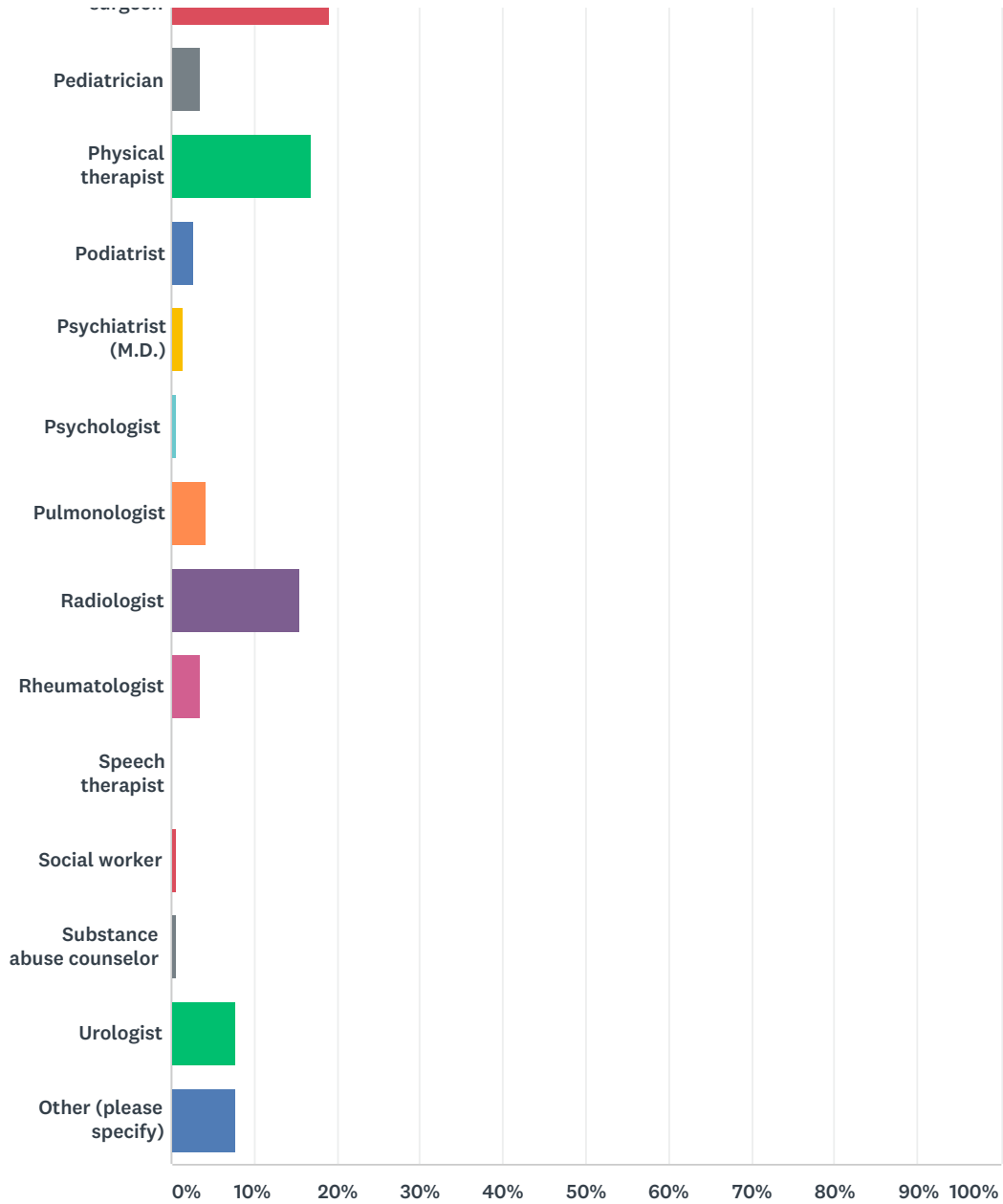
ANSWER CHOICES	RESPONSES	
Yes	76.50%	140
No (If no, skip to question 22)	23.50%	43
TOTAL		183

Q20 What type of health care specialist was seen? (Select all that apply)

Answered: 142 Skipped: 48



Community Health Services Development Survey



ANSWER CHOICES	RESPONSES	
Allergist	7.04%	10
Cardiologist	25.35%	36
Chiropractor	15.49%	22
Dentist	37.32%	53
Dermatologist	11.97%	17
Dietician	4.93%	7
Endocrinologist	5.63%	8
ENT (ear/nose/throat)	12.68%	18
Gastroenterologist	9.15%	13

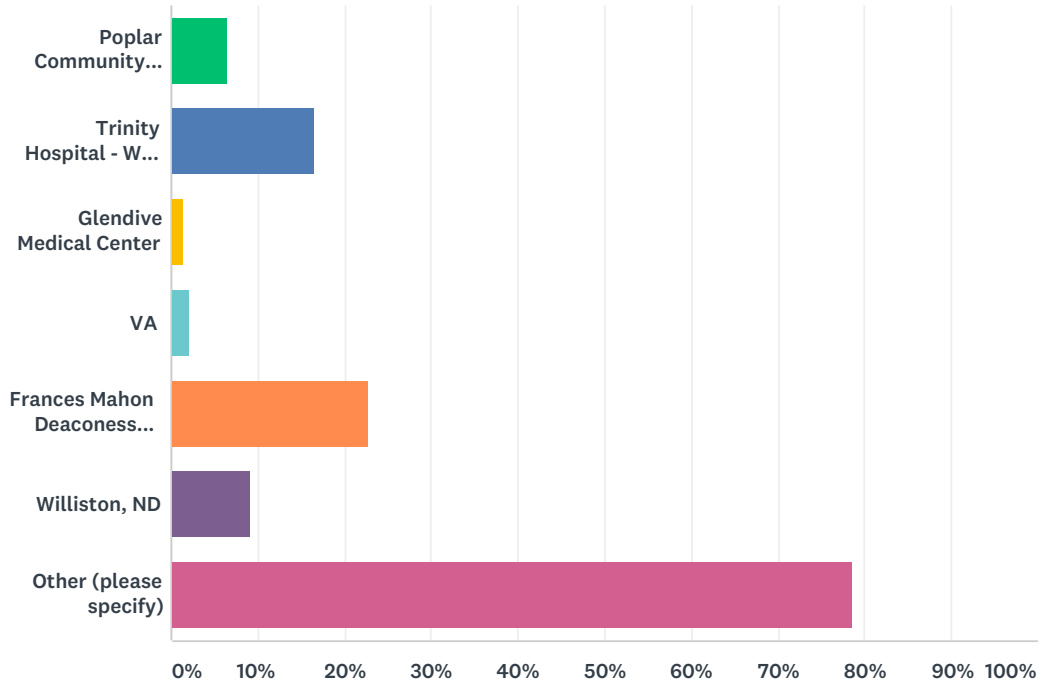
Community Health Services Development Survey

General surgeon	19.01%	27
Geriatrician	0.00%	0
Neurologist	13.38%	19
Mental health counselor	3.52%	5
Neurosurgeon	2.11%	3
OB/GYN	16.90%	24
Occupational therapist	1.41%	2
Oncologist	9.15%	13
Ophthalmologist	5.63%	8
Orthopedic surgeon	19.01%	27
Pediatrician	3.52%	5
Physical therapist	16.90%	24
Podiatrist	2.82%	4
Psychiatrist (M.D.)	1.41%	2
Psychologist	0.70%	1
Pulmonologist	4.23%	6
Radiologist	15.49%	22
Rheumatologist	3.52%	5
Speech therapist	0.00%	0
Social worker	0.70%	1
Substance abuse counselor	0.70%	1
Urologist	7.75%	11
Other (please specify)	7.75%	11
Total Respondents: 142		

#	OTHER (PLEASE SPECIFY)	DATE
1	c-dif=hospital-billings clinic 2016	1/2/2019 3:44 PM
2	Optometry	1/2/2019 2:39 PM
3	Internal Medicine	12/13/2018 3:13 PM
4	Wolf point and glasgow	12/7/2018 2:38 PM
5	Internal Medicine	12/7/2018 10:31 AM
6	wound care	12/6/2018 4:04 PM
7	radiation oncologist	12/6/2018 9:46 AM
8	hurt on the job	12/5/2018 4:34 PM
9	Sleep Study	12/5/2018 4:21 PM
10	nephrologist	12/5/2018 2:53 PM
11	Audiologist	12/1/2018 9:55 PM

Q21 Where was the health care specialist seen? (Select all that apply)

Answered: 140 Skipped: 50



ANSWER CHOICES	RESPONSES
Poplar Community Hospital	6.43% 9
Trinity Hospital - Wolf Point	16.43% 23
Glendive Medical Center	1.43% 2
VA	2.14% 3
Frances Mahon Deaconess Hospital- Glasgow	22.86% 32
Williston, ND	9.29% 13
Other (please specify)	78.57% 110
Total Respondents: 140	

#	OTHER (PLEASE SPECIFY)	DATE
1	out of state	1/2/2019 4:30 PM
2	billings clinic	1/2/2019 4:27 PM
3	billings	1/2/2019 4:06 PM
4	Billings Clinic	1/2/2019 4:00 PM
5	billings clinic	1/2/2019 3:44 PM
6	Billings	1/2/2019 3:41 PM
7	Billings Clinic	1/2/2019 3:38 PM
8	billings clinic/sidney	1/2/2019 3:26 PM
9	Sidney MT	1/2/2019 3:17 PM

Community Health Services Development Survey

10	billings	1/2/2019 3:06 PM
11	billings	1/2/2019 2:51 PM
12	Billincs Clinic	1/2/2019 1:58 PM
13	Billings Clinic	1/2/2019 1:48 PM
14	Billings Clinic	1/2/2019 1:45 PM
15	Billings	1/2/2019 1:31 PM
16	Billings, MT	1/2/2019 1:27 PM
17	Billings	1/2/2019 1:22 PM
18	Billings, MT	1/2/2019 1:15 PM
19	SCOBAY	1/2/2019 1:12 PM
20	REFERRED TO BILLINGS BY TRINITY	1/2/2019 1:00 PM
21	BILLINGS CLINIC	1/2/2019 12:56 PM
22	BILLINGS, MT	1/2/2019 12:49 PM
23	BILLINGS CLINIC, ST. VINCENT HOSPITAL	1/2/2019 12:45 PM
24	Sand Creek Dental	12/17/2018 3:19 PM
25	sidney, billings	12/14/2018 3:29 PM
26	Billings Clinic	12/13/2018 3:13 PM
27	billings clinic	12/13/2018 8:01 AM
28	Sidney Health Center	12/12/2018 2:41 PM
29	St. Vincent's, Glasgow	12/11/2018 5:54 PM
30	Out of town. Better providers out of town.	12/11/2018 4:40 PM
31	Glasgow MT, Billings MT	12/11/2018 11:39 AM
32	Billings Clinic	12/11/2018 9:28 AM
33	Billings Clinic	12/11/2018 9:27 AM
34	Sidney Health Center	12/11/2018 8:58 AM
35	IHS - Sidney Health Center	12/10/2018 7:50 PM
36	Billings	12/10/2018 5:43 PM
37	I.H.S. and Billings Clinic	12/10/2018 8:51 AM
38	Gillette, Wyoming	12/10/2018 8:22 AM
39	Billings Clinic	12/9/2018 11:38 AM
40	Sidney, Billings and Glasgow	12/8/2018 11:09 PM
41	Great Falls	12/8/2018 7:59 PM
42	Glasgow	12/8/2018 1:48 PM
43	Billings Clinic	12/8/2018 7:15 AM
44	Billings Health care	12/7/2018 1:56 PM
45	Too specific of a question but in Montana	12/7/2018 10:31 AM
46	Billings , M.T	12/7/2018 9:47 AM
47	Billings clinic-Rocky Mountain Cardiac Care	12/7/2018 6:40 AM
48	Sidney Health center	12/7/2018 6:40 AM
49	Billings	12/6/2018 4:04 PM
50	St Vincents Pediatric Clinic	12/6/2018 2:12 PM

Community Health Services Development Survey

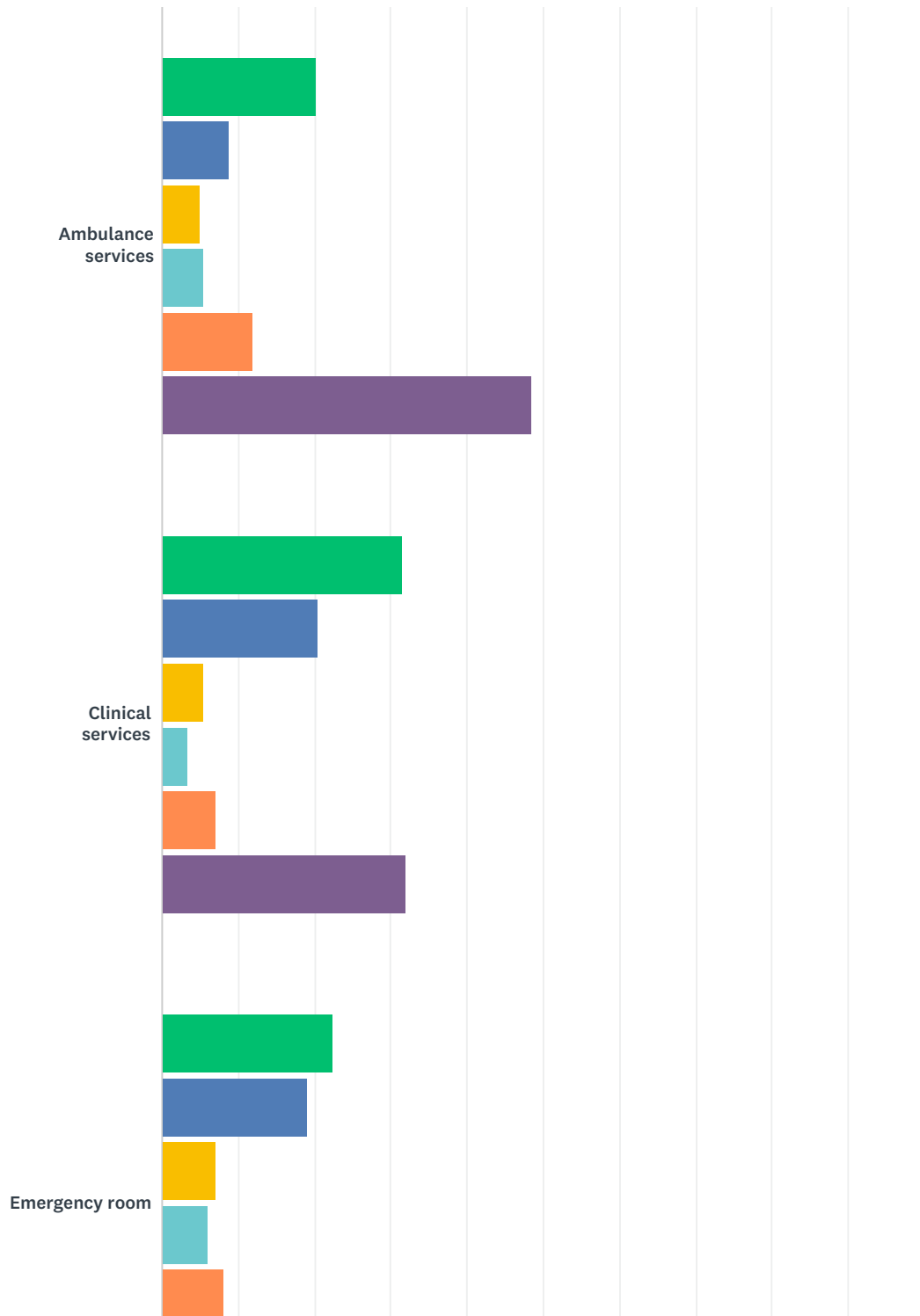
51	Scoby	12/6/2018 1:48 PM
52	Sidney Health Center	12/6/2018 1:13 PM
53	Billings Clinic	12/6/2018 11:43 AM
54	Billings Clinic, Benefis, and Glasgow Outreach	12/6/2018 11:42 AM
55	billings clinic	12/6/2018 10:41 AM
56	BILLINGS, MT AND DENVER,CO	12/6/2018 10:29 AM
57	sidney hospr and billings ,mt	12/6/2018 9:46 AM
58	scobey dental	12/6/2018 9:06 AM
59	Billings MT	12/6/2018 8:22 AM
60	Sidney Helath Center	12/6/2018 7:33 AM
61	yellowstone west medical center, billings	12/6/2018 1:06 AM
62	Billings	12/5/2018 5:54 PM
63	Billings Clinc	12/5/2018 5:36 PM
64	Sidney	12/5/2018 5:09 PM
65	Billings and Sidney	12/5/2018 4:21 PM
66	Billings Clinic	12/5/2018 4:07 PM
67	Billings Clinic	12/5/2018 4:00 PM
68	GLASGOW	12/5/2018 3:43 PM
69	Billings Clinic	12/5/2018 3:36 PM
70	Billings Deaconess, Billings St Vincent	12/5/2018 3:13 PM
71	Billings Clinic	12/5/2018 2:59 PM
72	Billings	12/5/2018 2:54 PM
73	billings clinic	12/5/2018 2:53 PM
74	Billings Clinic	12/5/2018 2:47 PM
75	Glasgow Mt.	12/5/2018 2:45 PM
76	Billings Montana	12/5/2018 2:45 PM
77	St. Vincent, Billings MT	12/5/2018 2:41 PM
78	Sidney, MT and Billings, MT	12/5/2018 2:37 PM
79	billings clinic	12/5/2018 2:25 PM
80	Billings	12/5/2018 2:14 PM
81	billings clinic	12/5/2018 2:06 PM
82	Billings Clinic, St. Vincent Hosp, Frontier Cancer Center	12/5/2018 2:04 PM
83	Sidney for ENT	12/5/2018 1:59 PM
84	billings clinic and st vincent's in billings mt	12/5/2018 1:57 PM
85	sidney	12/5/2018 1:38 PM
86	Billings Clinic, St. V's, NW Surgery Center	12/5/2018 1:32 PM
87	sidney, mt billings, mt	12/5/2018 1:29 PM
88	Billings Clinic	12/5/2018 1:19 PM
89	Billings Clinic	12/5/2018 1:16 PM
90	billings clinic	12/5/2018 1:11 PM
91	Taylor'd Spines, Wolf Point, MT	12/5/2018 1:10 PM

Community Health Services Development Survey

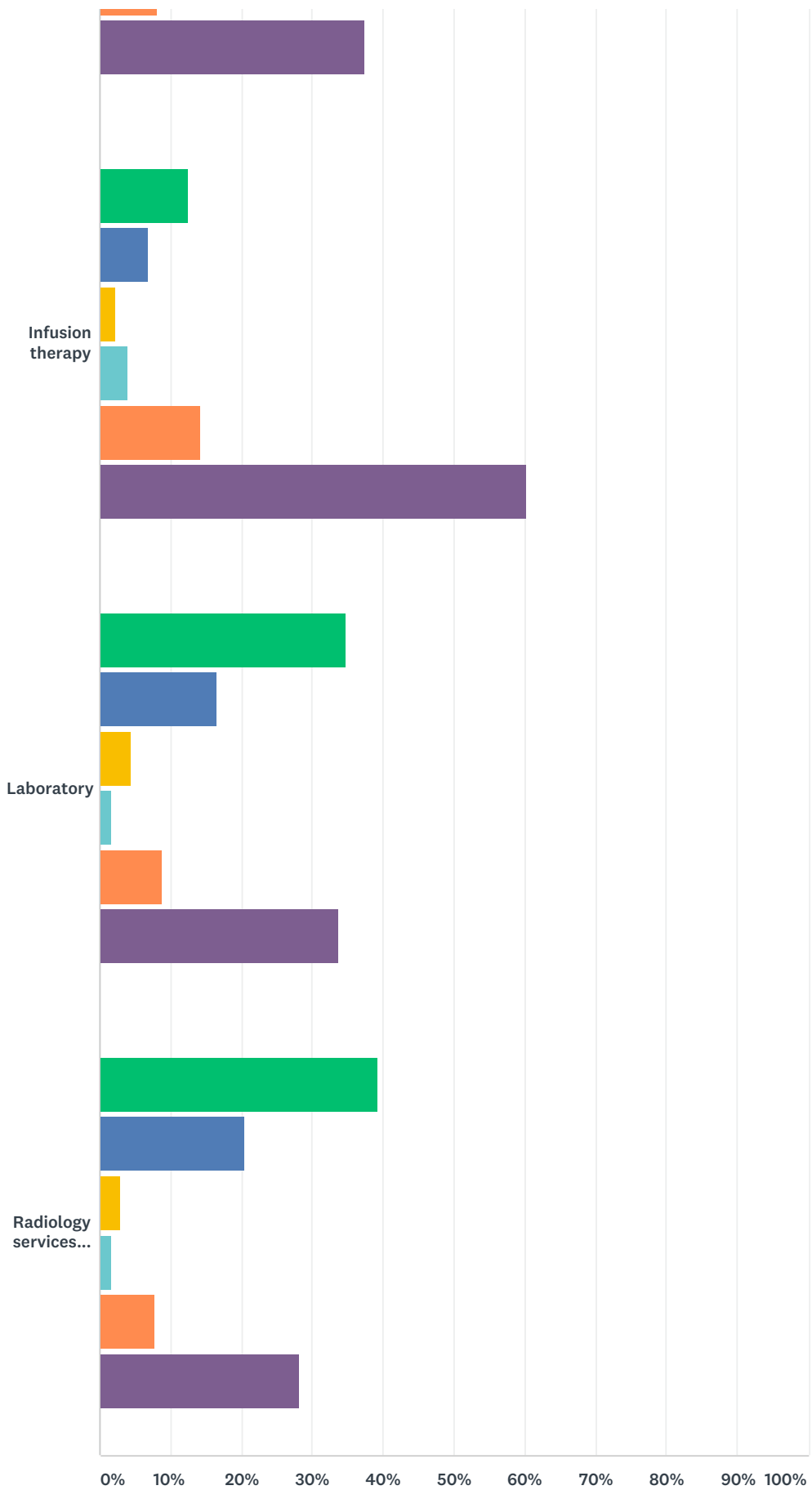
92	sidney	12/5/2018 12:59 PM
93	Billings	12/4/2018 7:35 PM
94	Billings Clinic	12/4/2018 6:18 PM
95	Billings and out of state	12/2/2018 7:14 PM
96	Billings Clinic and VA	12/2/2018 11:36 AM
97	IHS	12/1/2018 9:55 PM
98	Billings Clinic	12/1/2018 9:49 AM
99	Billings	12/1/2018 5:40 AM
100	Any place besides NEMHS	11/30/2018 10:18 PM
101	Seattle	11/30/2018 9:52 PM
102	Sidney Health Center	11/30/2018 9:07 PM
103	Billings Clinic	11/30/2018 6:30 PM
104	Billings Clinic	11/30/2018 4:39 PM
105	Billings Clinic	11/30/2018 4:13 PM
106	We were referred to Billings for a shattered growth plate	11/30/2018 3:54 PM
107	Billings clinic	11/30/2018 3:35 PM
108	Billings Clinic and Ortho Montana	11/30/2018 2:27 PM
109	Billings clinic	11/30/2018 1:12 PM
110	N/A	11/30/2018 12:20 PM

Q22 The following services are available through Northeast Montana Health Services (Poplar Community Hospital). Please rate the overall quality for each service at the appropriate location (Please mark N/A if you haven't used the service) Excellent = 4 Good = 3 Fair = 2 Poor = 1 Don't Know = DK Not Applicable = NA

Answered: 185 Skipped: 5



Community Health Services Development Survey



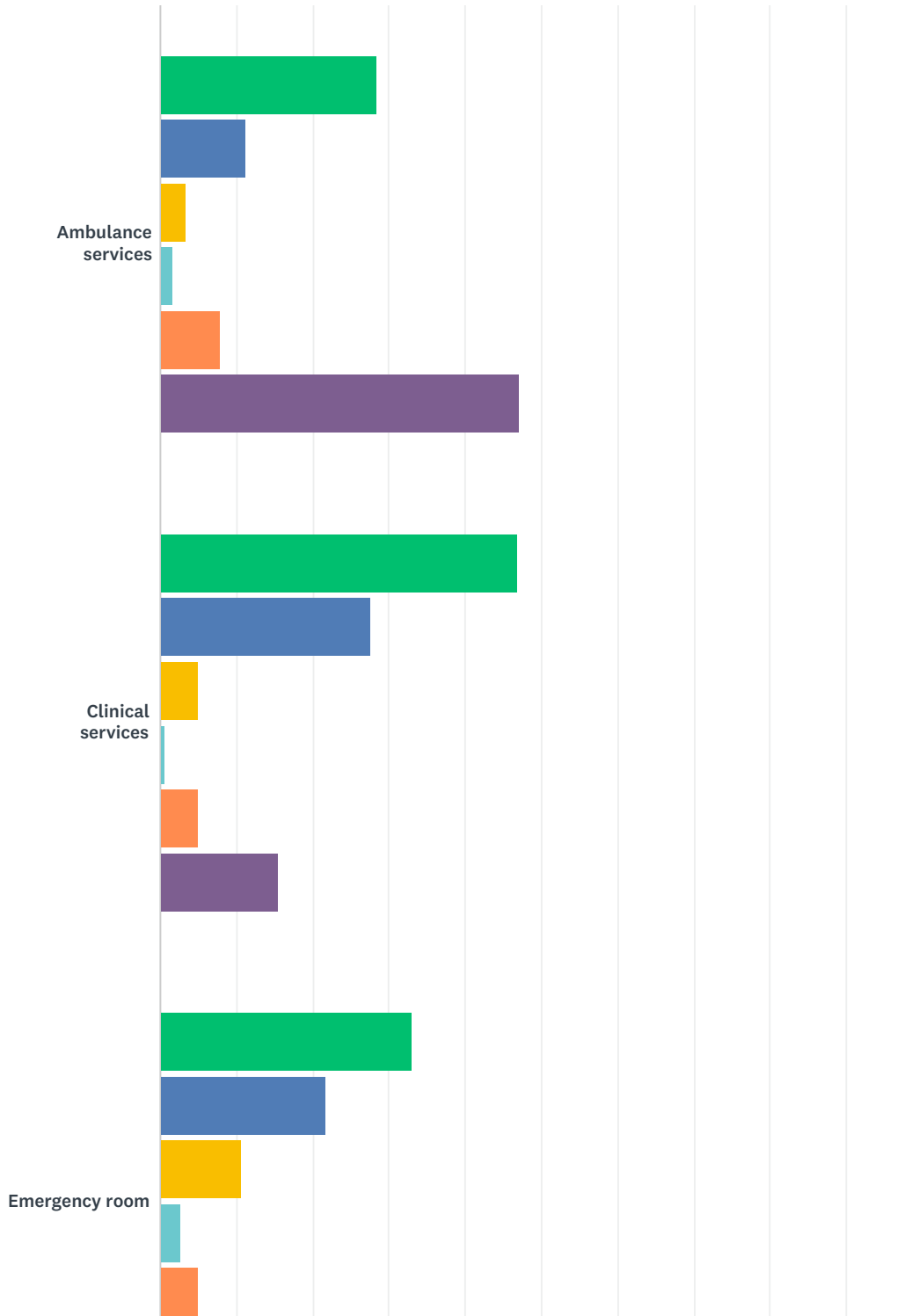
Community Health Services Development Survey

■ 4
 ■ 3
 ■ 2
 ■ 1
 ■ DK
 ■ NA

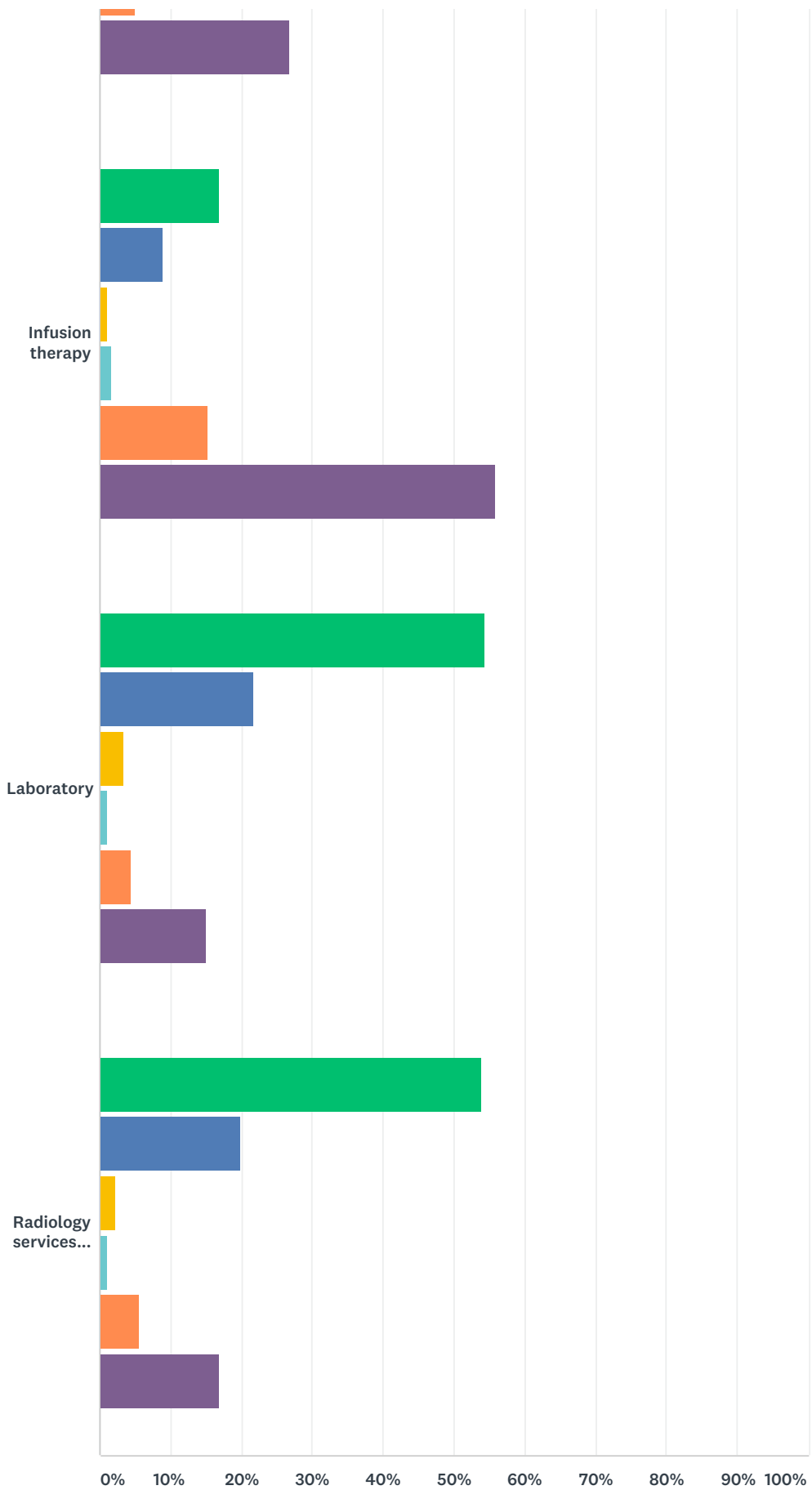
	4	3	2	1	DK	NA	TOTAL RESPONDENTS
Ambulance services	20.22% 37	8.74% 16	4.92% 9	5.46% 10	12.02% 22	48.63% 89	183
Clinical services	31.49% 57	20.44% 37	5.52% 10	3.31% 6	7.18% 13	32.04% 58	181
Emergency room	22.28% 41	19.02% 35	7.07% 13	5.98% 11	8.15% 15	37.50% 69	184
Infusion therapy	12.50% 22	6.82% 12	2.27% 4	3.98% 7	14.20% 25	60.23% 106	176
Laboratory	34.81% 63	16.57% 30	4.42% 8	1.66% 3	8.84% 16	33.70% 61	181
Radiology services (x-ray, CT scan)	39.41% 67	20.59% 35	2.94% 5	1.76% 3	7.65% 13	28.24% 48	170

Q23 The following services are available through Northeast Montana Health Services (Trinity Hospital, Wolf Point). Please rate the overall quality for each service at the appropriate location (Please mark N/A if you haven't used the service) Excellent = 4 Good = 3 Fair = 2 Poor = 1 Don't Know = DK Not Applicable = NA

Answered: 182 Skipped: 8



Community Health Services Development Survey



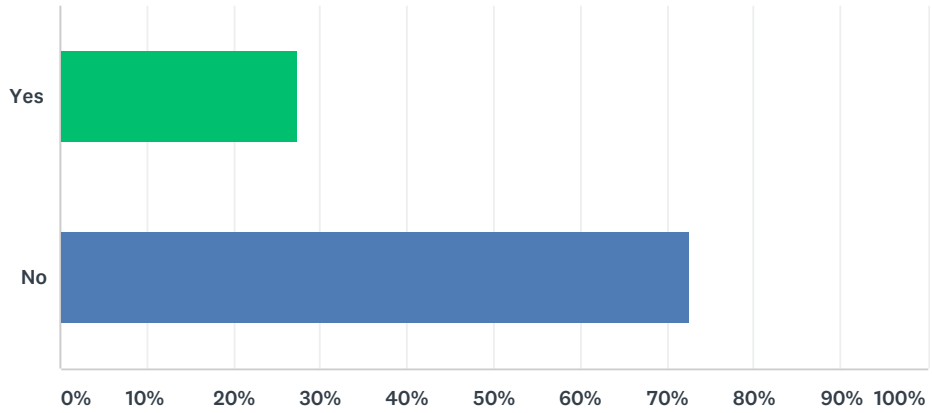
Community Health Services Development Survey

■ 4
 ■ 3
 ■ 2
 ■ 1
 ■ DK
 ■ NA

	4	3	2	1	DK	NA	TOTAL RESPONDENTS
Ambulance services	28.41% 50	11.36% 20	3.41% 6	1.70% 3	7.95% 14	47.16% 83	176
Clinical services	46.96% 85	27.62% 50	4.97% 9	0.55% 1	4.97% 9	15.47% 28	181
Emergency room	32.96% 59	21.79% 39	10.61% 19	2.79% 5	5.03% 9	26.82% 48	179
Infusion therapy	16.95% 30	9.04% 16	1.13% 2	1.69% 3	15.25% 27	55.93% 99	177
Laboratory	54.44% 98	21.67% 39	3.33% 6	1.11% 2	4.44% 8	15.00% 27	180
Radiology services (x-ray, CT scan)	53.98% 95	19.89% 35	2.27% 4	1.14% 2	5.68% 10	17.05% 30	176

Q24 In the past three years, have there been periods of at least three consecutive months where you felt depressed on most days, although you may have felt okay sometimes?

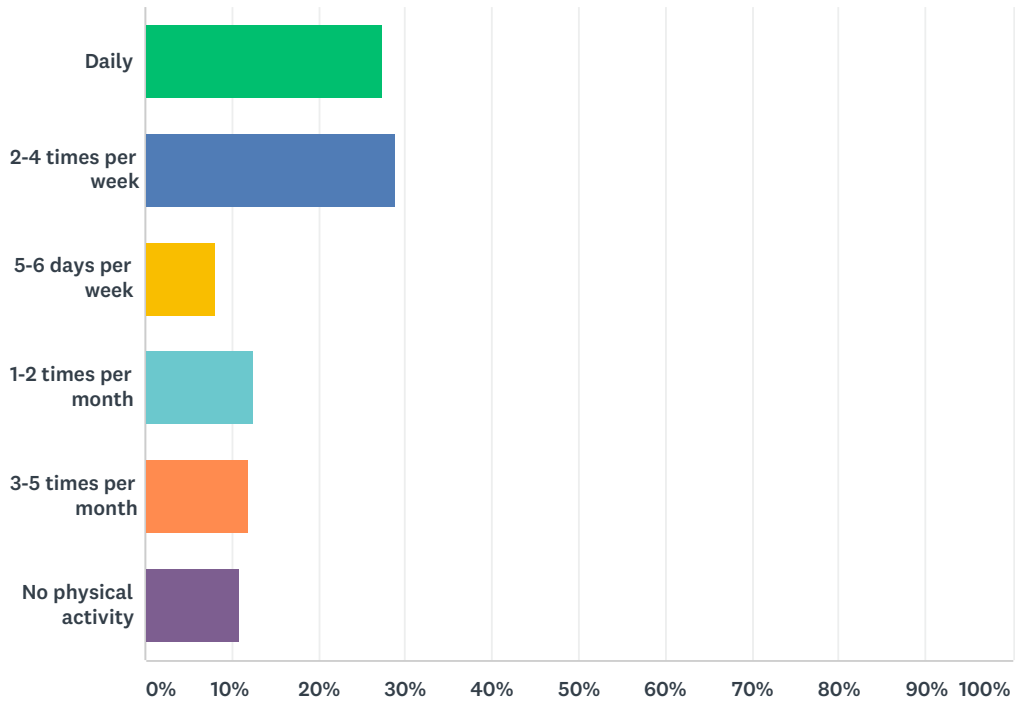
Answered: 183 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	27.32%	50
No	72.68%	133
TOTAL		183

Q25 Over the past month, how frequently have you participated in physical activity for at least 20 minutes?

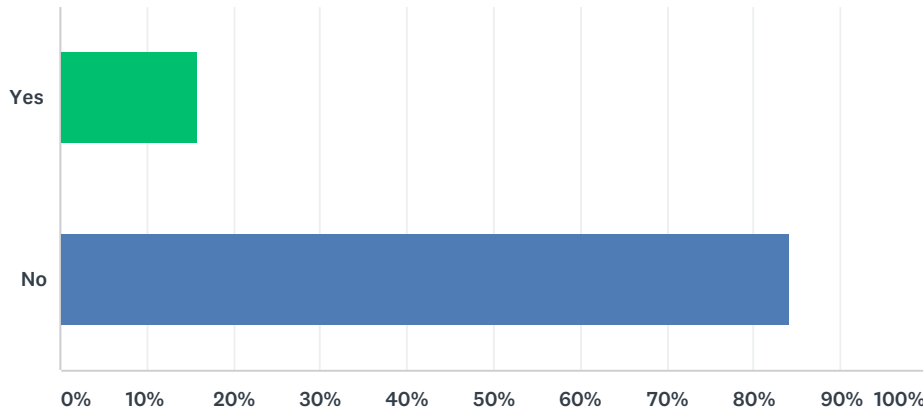
Answered: 183 Skipped: 7



ANSWER CHOICES	RESPONSES	
Daily	27.32%	50
2-4 times per week	28.96%	53
5-6 days per week	8.20%	15
1-2 times per month	12.57%	23
3-5 times per month	12.02%	22
No physical activity	10.93%	20
TOTAL		183

Q26 Has cost prohibited you from getting a prescription or taking your medication regularly?

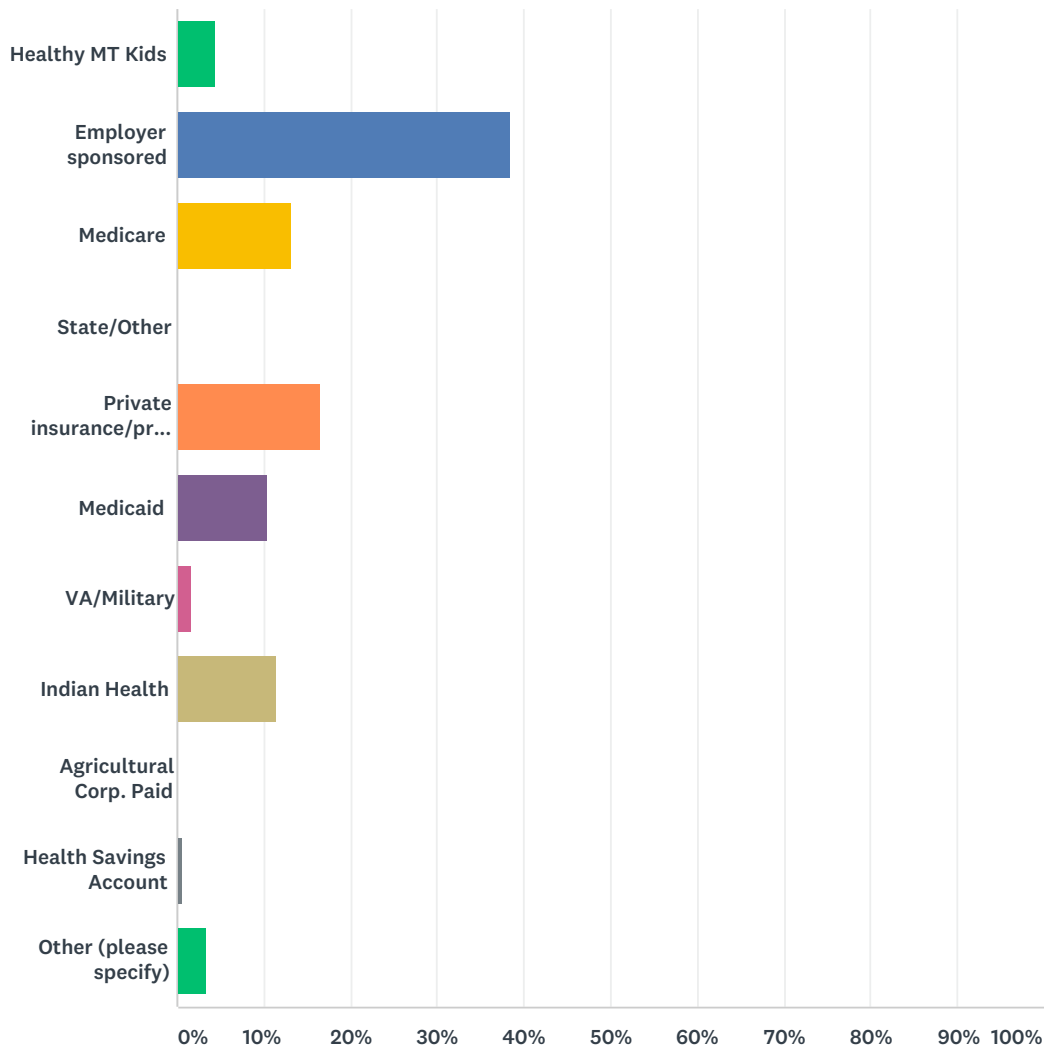
Answered: 183 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	15.85%	29
No	84.15%	154
TOTAL		183

Q27 What type of medical insurance covers the majority of your household's medical expenses? (Please select only ONE)

Answered: 182 Skipped: 8



ANSWER CHOICES	RESPONSES	
Healthy MT Kids	4.40%	8
Employer sponsored	38.46%	70
Medicare	13.19%	24
State/Other	0.00%	0
Private insurance/private plan	16.48%	30
Medicaid	10.44%	19
VA/Military	1.65%	3
Indian Health	11.54%	21
Agricultural Corp. Paid	0.00%	0

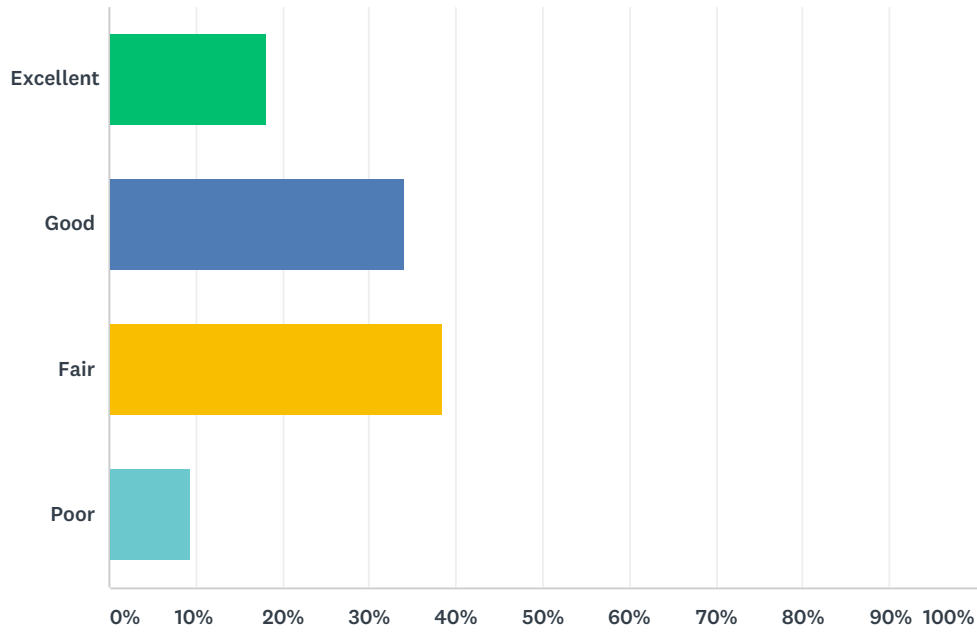
Community Health Services Development Survey

Health Savings Account	0.55%	1
Other (please specify)	3.30%	6
TOTAL		182

#	OTHER (PLEASE SPECIFY)	DATE
1	Samaritan Ministries (self pay)	12/15/2018 7:33 PM
2	AArp	12/7/2018 2:38 PM
3	montana access to healrth	12/6/2018 11:58 AM
4	EBMS	12/6/2018 10:29 AM
5	allegiance	12/5/2018 1:37 PM
6	No insurance	11/30/2018 6:16 PM

Q28 How well do you feel your health insurance covers your health care costs?

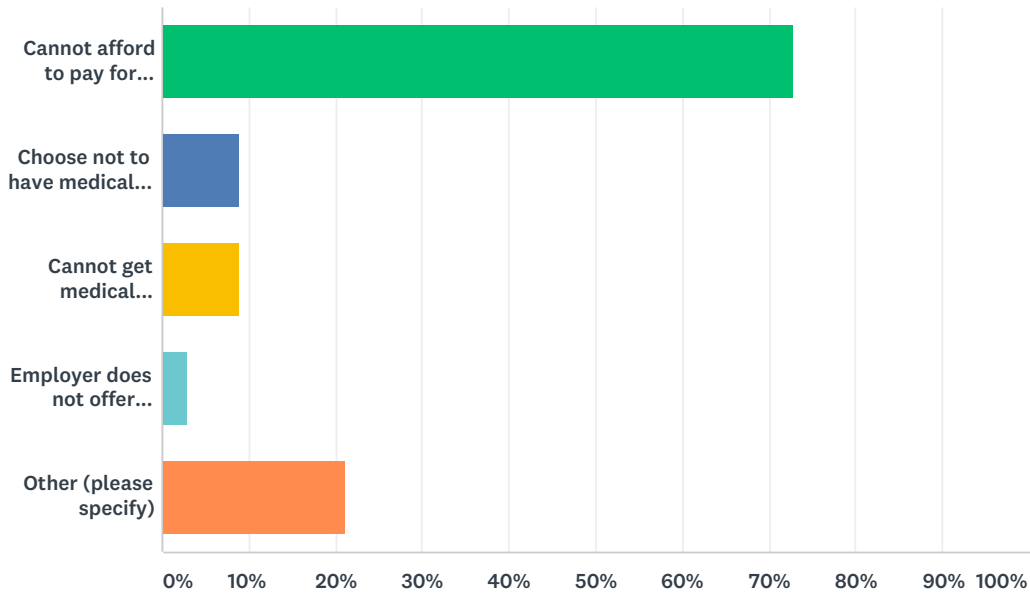
Answered: 182 Skipped: 8



ANSWER CHOICES	RESPONSES	
Excellent	18.13%	33
Good	34.07%	62
Fair	38.46%	70
Poor	9.34%	17
TOTAL		182

Q29 If you do NOT have medical insurance, why? (Select all that apply)

Answered: 33 Skipped: 157

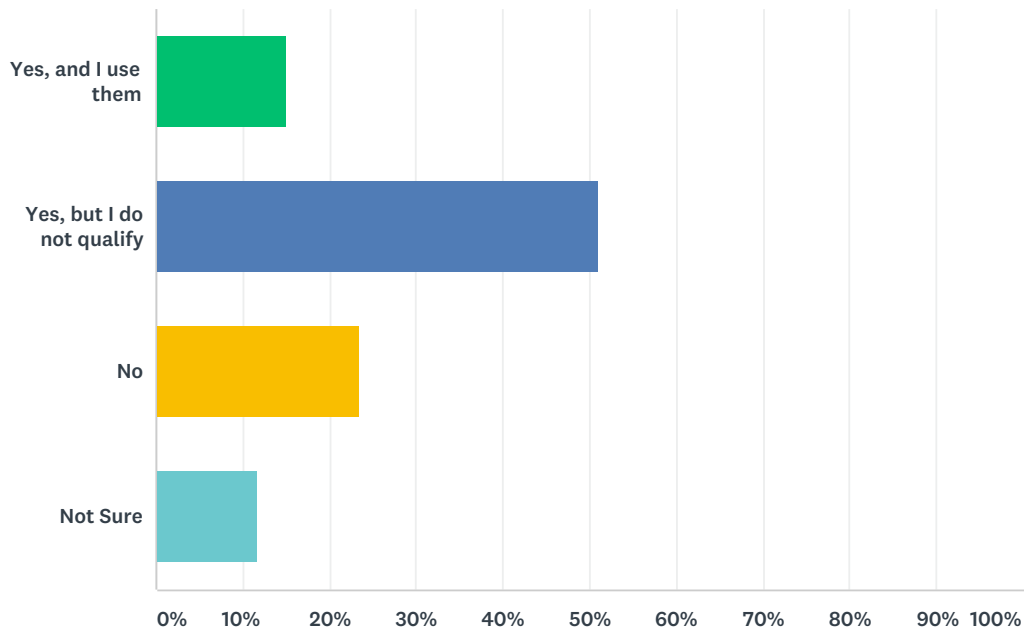


ANSWER CHOICES	RESPONSES
Cannot afford to pay for medical insurance	72.73% 24
Choose not to have medical insurance	9.09% 3
Cannot get medical insurance due to medical issues	9.09% 3
Employer does not offer insurance	3.03% 1
Other (please specify)	21.21% 7
Total Respondents: 33	

#	OTHER (PLEASE SPECIFY)	DATE
1	N/A	1/2/2019 2:39 PM
2	N/A	12/13/2018 3:13 PM
3	I.H.S.	12/10/2018 8:51 AM
4	i got medical insurance	12/6/2018 11:58 AM
5	have insurance tru work also	12/5/2018 2:53 PM
6	i have medicade	12/5/2018 1:45 PM
7	I am not a sickly person so I prefer to use our local I h s because it doesn't cost anything.. I take lots of prescriptions, so I couldn't imagine if I had to pay for them ... they are very expensive.	11/30/2018 3:54 PM

Q30 Are you aware of programs that help people pay for health care expenses?

Answered: 180 Skipped: 10



ANSWER CHOICES	RESPONSES	
Yes, and I use them	15.00%	27
Yes, but I do not qualify	51.11%	92
No	23.33%	42
Not Sure	11.67%	21
Total Respondents: 180		

APPENDIX D

Roosevelt County
Secondary Data Analysis



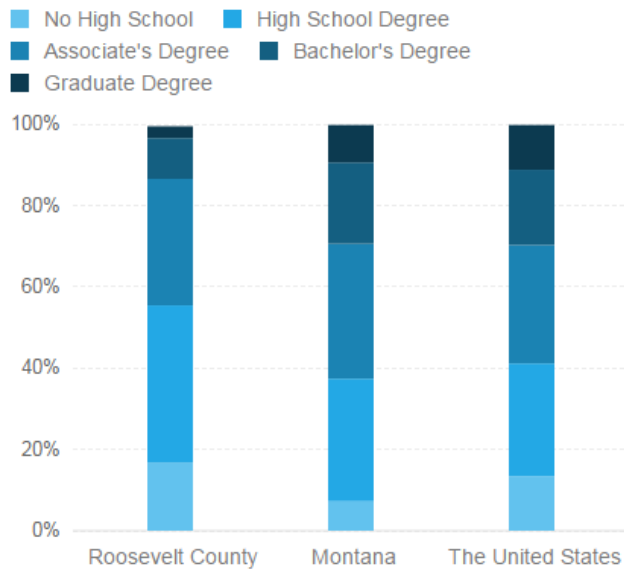
Office of Rural Health
Area Health
Education Center

Demographic Measure (%)		County ^{3,2}			Montana ²			Nation ^{1,2,15}		
Population		10,425			1,032,949			321,418,820		
Population Density		4.4			6.8			Not relevant		
Veteran Status		8.2%			11.1%			8%		
Disability Status		17.7%			16.5%			15.2%		
Age		<5	18-64	65+	<5	18-64	65+	<5	18-64	65+
		9.5%	58.2%	10.8%	6%	54.9%	17.2%	6.2%	56%	14.9%
Gender		Male		Female	Male		Female	Male		Female
		49.6%		50.4%	50.3%		49.7%	49.2%		50.8%
Race/Ethnic Distribution	White	37.9%			89.2%			77.1%		
	American Indian or Alaska Native	58.3%			6.6%			1.2%		
	Other †	2.6%			5.1%			36.7%		

¹County Health Ranking, Robert Wood Johnson Foundation (2018) †Black, Asian/Pacific Islanders, Hispanic & Non-Hispanic Ancestry

²US Census Bureau (2015) ³ County Health Profiles, DPPHS 2015 ⁴ US Census Bureau Fact Finder (2016) ¹⁵ U.S. Department of Veterans Affairs

Highest Degree Attained



Roosevelt County

No High School	16.66%
High School Degree	38.75%
Associate's Degree	31.11%
Bachelor's Degree	10.02%
Graduate Degree	2.90%

Montana

No High School	7.56%
High School Degree	29.80%
Associate's Degree	33.57%
Bachelor's Degree	19.85%
Graduate Degree	9.22%

The United States

No High School	13.67%
High School Degree	27.95%
Associate's Degree	29.09%
Bachelor's Degree	18.27%
Graduate Degree	11.01%

⁴ National Center for Education Statistics

Socioeconomic Measures (%)	County ^{1,2}	Montana ^{1,2,5}	Nation ^{2,5,6,7,8}
Median Income	\$32,974	\$46,766	\$53,482
Unemployment Rate	5.2%	4.1%	4.9%
Persons Below Poverty Level	24.3%	14.6%	13.5%
Uninsured Adults (Age <65)	25%	17%	13.3%
Uninsured Children (Age <18)	N/A	11.0%	5.5%
Children in Poverty	33%	19%	21%
Enrolled in Medicaid	16.5%	9.4%	1 in 5
Enrolled in Free/Reduced Lunch <i>Pre-k through 12th grade</i>	1,942	62,951	-
SNAP Participants <i>All ages, FY 2015</i>	2,737	118,704	-

¹County Health Ranking, Robert Wood Johnson Foundation (2018) ⁶Center for Disease Control and Prevention (CDC), Health Insurance (2014)

²US Census Bureau (2015) ⁷Bureau of Labor Statistics (August 2016) ⁵Montana Dept of Labor and Industry, Research & Analysis Bureau (August 2015) ⁸National Center for Children in Poverty ¹²MT-DPHHS Medicaid Expansion Dashboard (2018) ¹³Medicaid.gov (2018) ¹⁸Montana Kids Count (2016)

Maternal Child Health ³	County	Montana
<i>Births Between 2011-2013</i>	626	35,881
<i>Born less than 37 weeks</i>	9.9%	9.1%
<i>Teen Birth Rate (females age 15-19) Per 1,000 years 2009-2013</i>	101.9	32.0
<i>Smoking during pregnancy</i>	29.1%	16.3%
<i>Receiving WIC</i>	54.9%	34.6%
<i>Children (2-5 years of age) overweight or obese</i>	38.0%	27.9%
<i>Childhood Immunization Up-To-Date (UTD) % Coverage*</i>	N/A	63.6%

³ County Health Profiles, DPPHS (2015) * UTD = 4 DTaP, 3 Polio, 1 MMR, 3/4 HIB, 3 Hep B, 1 Var, 4 PCV by 24 – 35 month old children.

¹⁷ MT-DPHHS Clinic Immunization Results (2016-2017)

Behavioral Health	County ^{1,3}	Montana ^{1,3,9}	Top U.S. Performers ¹
<i>Adult Smoking</i>	30%	19%	14%
<i>Excessive Drinking</i>	22%	22%	13%
<i>Adult Obesity</i>	37%	25%	26%
<i>Poor Mental Health Days (Past 30 days)</i>	4.5	3.6	3.1
<i>Physical Inactivity</i>	29%	20%	20%
<i>Drug Use Hospitalization Rate Per 100,000 population</i>	144.2	372.5	-

¹County Health Ranking, Robert Wood Johnson Foundation (2018) ¹⁹IBIS Community Snapshot, MT- DPPHS

<i>Unsafe Driving</i>	Montana	Nation
<i>Do NOT wear seatbelts – Adults</i>	26.2%	11.8%
<i>Do NOT wear seatbelts – Students 9-12th grade</i>	22.3%	9.5%
<i>Drink and Drive</i>	2.7%	1.9%
<i>Text and Drive – Students 9-12th grade</i>	3.2	3.6

¹⁶ Montana State Health Assessment (2017)

<i>Communicable Diseases (per 100,000 people)³</i>	County	Montana
<i>Chlamydia</i>	1,446.9	366.24
<i>Hepatitis C</i>	857.1	122.95
<i>Pertussis</i>	55.3	44.60

³ County Health Profiles, DPPHS (2015)

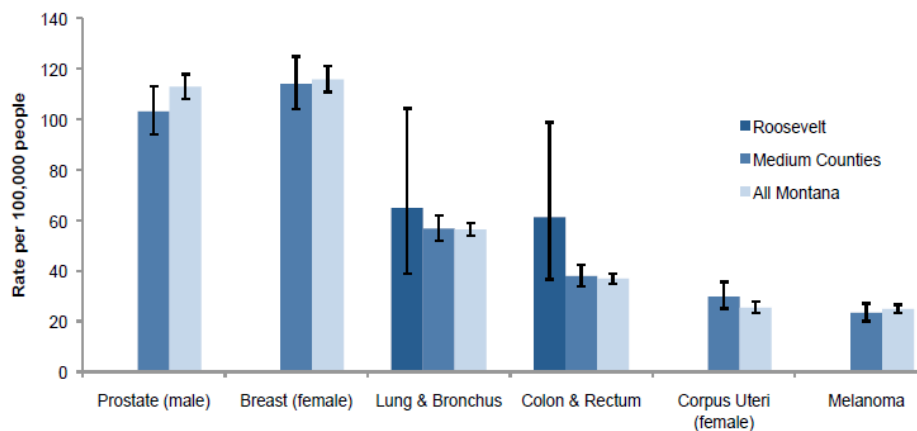
<i>Chronic Conditions</i>	County	Montana
<i>Chronic Obstructive Pulmonary Disease (COPD) Hospitalization Rate Per 100,000 population</i>	228.0	278.1
<i>Diabetes Hospitalization Rate Per 100,000 population</i>	1,976.4	1,058.9
<i>Asthma Related Emergency Department Visit Per 100,000 population</i>	342.7	253.4

¹⁹ IBIS Community Snapshot, MT- DPPHS

<i>Cancer Prevalence</i>	County ³	Montana ³	Nation ¹⁰
<i>All Sites Cancer Per 100,000 population</i>	476.1	439.8	448.7

³ County Health Profiles, DPPHS (2015)

Age-Adjusted Cancer Incidence Rate by Cancer Site, Montana, 2011-2013



Mortality ^{9,11}	County ^{20,21}	Montana ^{9,11,19,20}	Nation ^{9,11}
<i>Suicide Rate per 100,000 population</i>	38.4	22.5	13.4
<i>Unintentional Injury Death Rate per 100,000 population</i>	96.7	41.3	41.3
<i>Pneumonia/Influenza Mortality per 100,000 population</i>	N/A	11.1	13.5
<i>Diabetes Mellitus² per 100,000 population</i>	N/A	23.6	21
<i>Leading Causes of Death</i>	N/A	1. Cancer 2. Heart Disease 2. Unintentional Injuries	1. Heart Disease 2. Cancer 3. CLRD*

⁹Center for Disease Control and Prevention (CDC), National Vital Statistics (2014) *Chronic Lower Respiratory Disease

¹¹ Kaiser State Health Facts (2016) ¹⁹IBIS Community Snapshot, MT- DPPHS ²⁰ Preventable Deaths in Montana (2015) ²¹ Suicide in Montana, MT-DPHHS (2018)

Appendix E

Prioritization of Health Needs, Available Resources, and Implementation Planning Process

The Implementation Planning committee, comprised of the Senior Management Team from Northeast Montana Health Services (NEMHS) and Montana Office of Rural Health, will convene an implementation planning process to systematically and thoughtfully respond to all issues and opportunities identified through the Community Health Needs Assessment (CHNA) process.

The implementation planning committee will determine the most important health needs to be addressed by reviewing the CHNA, secondary data, community demographics, and input from representatives representing the broad interest of the community, including those with public health expertise. The prioritized health needs as determined through the assessment process and which the collaborators will be addressing over the next three years relates to the following healthcare issues:

1. Mental Health
2. Health & Wellness
3. Access to health
4. Physical Therapy

Northeast Montana Health Services will determine which needs or opportunities could be addressed considering NMHS parameters of resources and limitations. The committee will prioritize the needs/opportunities using the additional parameters of the organizational vision, mission, and/or values, as well as existing and potential community partners.

The participants will create goals to achieve through strategies and activities, as well as the general approach to meeting the stated goal (i.e. staff member responsibilities, timeline, potential community partners, anticipated impact(s), and performance/evaluation measures). This plan will be documented and posted along with the CHNA report.

In prioritizing the health needs of the community, the following list of potential community partners and resources in which to assist in addressing the needs identified in this report was identified. As the steering committee meets, more resources will continue to be identified; therefore, this list is not exhaustive.

- Billings Clinic
- The Indian Health Service (IHS)
- Spotted Bull Outpatient Treatment Center
- Tobacco Prevention Coalition of Northeast Montana
- Eastern Montana Area Health Education Center (AHEC)
- Montana Connections/AHEC Recruitment Program
- WWAMI (Regional Medical School)
- Wolf Point and Poplar School Districts
- The Agency for Healthcare Research & Quality (AHRQ)
- Montana Office of Rural Health/AHEC (MORH/AHEC)
- Eastern Montana Telemedicine Network (EMTN)
- Eastern Montana Mental Health Services (EMMHS)
- Montana Health Network (MHN)
- Fort Peck Community College
- 3RNet University of Montana (UM)
- Fort Peck Tribe

APPENDIX F

Evaluation of Activity Impacts from Previous CHNA

The Northeast Montana Health Services Board of Directors approved its previous Implementation Plan on June 30, 2016.

The Plan prioritized the following healthcare issues:

- ✚ Improve Access to Healthcare
 - Enhance workforce development
 - Expand workforce recruitment efforts
 - Improve access to Physical Therapy
 - Increase community awareness of NEMHS services available

- ✚ Improve community Health and wellness
- ✚ Mental Health
- ✚ Outreach Education

Improve Access to Healthcare:

- NEMHS recruited:
 - 1 Board certified surgeon who also did primary care.
 - 2 Physician's Assistants
 - 1 Nurse Practitioner
 - 1 Certified Nurse Midwife
 - 3 Emergency Room providers

- NEMHS developed and began a Central Scheduling Department

- We attended a recruitment fair and utilized live virtual technology to directly link in nursing students to NEMHS campuses.
Lab personnel attended recruitment fairs
NEMHS entered into new recruitment firm which has yielded radiology technicians and laboratory technicians

- NEMHS recruited a Physical Therapist

Improve Community Health:

RFC and LRHC (NEMHS owned clinics) have teamed up with Allegiance to offer employees discounted health care premiums for participating in a diabetic program which consists of quarterly lab tests and monitoring. Diabetes is among the top three health care issues in our communities.

NEMHS participated in "Tough Enough to Wear Pink"
NEMHS sponsored a Healthcare Fun "Paint Run" which brought in over 400 runners/walkers.

EMS has sponsored an event "Making Halloween Night Safe", which was well received by the community and law enforcement including Montana Hiway Patrol. EMS also sponsored a Sock Hop to raise awareness for EMS issues.

We have implemented Sleep Study Program and plan to become Medicare certified in 2019.

Mental Health:

We were unable to work on this issue or implement any community strategies. However we are able to offer Emergency Room patients mental health services through Avera Health. Avera Health is in the process of developing a mental health track that hospitals can utilize. However, it is unknown when it will be completed.

NEMHS and the community continue to utilize Indian Health Services and Roosevelt Mental Health.

.

Outreach Education:

NEMHS formally entered into a partnership with Miles City Community College and became a rotation site for nursing students who are home bound. NEMHS has 5 students at this time and are rotating their clinical rotations between Faith Lutheran Home, Trinity and Poplar Hospital. NEMHS is supporting a clinical instructor.

NEMHS continues to participate in the Reach Program designed to encourage your high school students to become interested in health care.

Administration and Senior Management staff feel we have accomplished all of our goals except Mental Health which agreeably is a huge health care concern in Roosevelt County.

APPENDIX G- FOCUS GROUP/KEY INFORMANT QUESTIONS & TRANSCRIPTS



Focus Group Questions

Purpose: The purpose of the focus groups is to identify motives of local residents when selecting healthcare providers and why people may leave the community to seek health services. This market research will help determine the awareness of local programs and services, as well as satisfaction or dissatisfaction with local services, providers, and facilities.

1. What would make this community a healthier place to live?
2. What do you think are the most important local healthcare issues? (Probe question: What do you think are the biggest issues facing local healthcare services?)
3. We are now going to ask you for your views about the hospital. What do you think of the hospital in terms of:
 - Quality of Care
 - Number of Services
 - Hospital Staff (style of care, competence)
 - Hospital Board and Leadership (good leaders, trustworthy)
 - Business Office
 - Condition of Facility and Equipment
 - Financial Health of the Hospital
 - Cost
 - Office/Clinic Staff
 - Availability
4. Are any of the local providers your personal provider or personal provider to your family members? Why?
5. What do you think about these local services:
 - Emergency Room
 - Ambulance Service
 - Healthcare Services for Senior Citizens
 - Public/County Health Department
 - Healthcare Services for Low-Income Individuals/Families
 - Nursing Home/Assisted Living Facility
 - Pharmacy
6. Why might people leave the community for healthcare?
7. What other healthcare services are needed in the community?

Focus Group #1

Wednesday, November 14, 2018 – 9:30am– American Legion – Poplar, MT

11 participants (3 male, 8 female)

1. What would make this community a healthier place to live?
 - Better Air quality - it seems like we have a lot of fires here.
 - It's pretty tough when you are living across the road from the sewer plant. We do a lot of complaining about it, but there is nothing we can do about the smell from the plant.
 - We have a complaint with our grocery store that has been ongoing for 3 or 4 years. Our grocery store put in a compressor that is not sealed in and we live nearby so we can hear it all night.
 - Pollution is a problem.
 - This is really way out there, but we have more and more of our brothers and sisters on the streets. It is not homelessness it is drugs. I would like to see us do something to help them, gather them up and take them to a place where they can get help, we need a place to take them because children are not safe on our streets. We need a facility or something, and I work at recovery and they are jam packed there is no room. But things are getting better at the recovery groups like AA. There is a spiritual unit and they are making progress.
 - There have been many people taken off the street and sent off to rehab, but they just come back and get back on drugs.

2. What do you think are the most important local healthcare issues?
 - Everything seems to be related to drugs and alcohol.
 - Chronic condition like diabetes.
 - You have to have people willing to work and willing to be in charge to make progress.
 - Isolation is a problem, there are not enough people visiting seniors and they are feeling deep loneliness.
 - In the school setting there is severe anxiety that is keeping children from doing well in school.
 - Drug abuse contributes to depression in younger people, so mental health issues are a huge problem.
 - Dogs are another problem, they are very unsanitary, and there are a lot of dog bites. They are not necessarily stray, people just don't take care of them.
 - I am almost down to the point where I don't feel safe going out and walking around the dogs, children seem to get along better with the dogs.
 - Children are also getting bitten by dogs because some are mean.
 - Is there a real upsurge of vandalism? Is there anyone here who has not been vandalized? Everything and anything gets vandalized, cars, houses they take stuff from your top step.
 - There is a connection between dogs and vandalism. People who didn't have dogs now have 2 or 3 to protect their property and keep the vandals

out. The dogs will make noise and let you know if someone is on your property.

- Carry a can of spray paint and spray them that way people know which dogs are dangerous.
- Is there a dog catcher in Poplar? There is, but he never picks up dogs. You never see him.

3. What do you think of the hospital in terms of:

Quality of Care

- I think ours is number one.
- We have very good providers.
- I had excellent care at the ER in Poplar and Wolf Point, but they were very busy, they didn't have time for me.
- I had one bad experience. The doctor did not see me, but the nurse told him what was going on, and he prescribed medication that an old person should not have without seeing me. I think he was tired, but I see him now and he is great.
- We do have good care around here, sometimes you have to travel but they have helped out with transportation. Anyplace you go there is always a lot of people waiting, everywhere is about the same.
- Some Veterans go to the clinic here, but the closest VA is Glendive. They provide transportation for folks.

Number of Services

- They have sleep apnea studies here which is nice.
- There is free standing dialysis here now which is open to everybody.
- You can also get ultrasounds, CT scans, X rays.
- You have to go to Glasgow for MRIs.
- We are very isolated but what we have is very good for how isolated we are.
- It is very hard for seniors to get services.
- Mammograms are available here.
- There seems to be lots of improvements in the last decade, you used to have to go to Billings which is 6 hours away!
- I'm worried about pregnant women. There are no services here for pregnant women. A mid-wifery service would be good. We need encouragement for women to go to the services throughout their pregnancy. Drugs and alcohol may be an issue.

Hospital Staff

- Excellent.
- Very good care.
- They are not afraid to tell you if you need to go to a specialist. Their referrals are excellent.

Hospital Board and Leadership

- Don't know who they are.
- No idea.

Business Office

- Don't know.
- They do a great job.
- We are all covered by Medicare and other insurance so we don't really deal with them.
- I haven't had a problem.
- My experience is that with Blue cross I get a bill many months later. Or you get the bill, but your insurance hasn't gone through, so they turn you in and the cycle goes on.

Condition of Facility and Equipment

- The facility is great. I have been to other hospitals that are older and this one (Poplar) seems to be kept up better.
- It is good.

Financial Health of the Hospital

- Not asked.

Cost

- ER is very expensive

Office/Clinic Staff

- Not asked.

Availability

- Sometimes you can't get in, they are full.
- I have been battling cancer for several years and I have been in a lot of hospitals, not being able to get in is not unique to here.
- If you go early in the morning it is best, but if you go later in the day they are usually backed up.
- I have never gone over 15 minutes waiting for my provider.
- In Wolf Point if you call to make an appointment it can take up to 6 weeks. The only way in is the ER and that is so pricy.
- Is there a walk-in clinic?
- Riverside has a walk-in. I don't know about Wolf Point though.

4. Are any of the local providers your personal provider or personal provider to your family members? Why?

- Yes, they are good.
- For me it is because of the provider, so yes.
- Yes, consistency with seeing the same provider. If you go to someone new you start over every time.

- Yes, we have been going to the provider here since the late 70s, they do great referrals, but I prefer to come to my provider.
- It's the isolation, Billings Clinic is the largest clinic for miles and miles and so we get referred to Billings, but it is a long, long way.
- I only go out if I can't get treatment here.
- In Williston, they have good treatment care but the time change is an issue, but it is much closer than Billings.
- We have to go to the largest for special treatment which is Billings.
- There are no rehab services here, you have to go to Billings for several weeks if you are recovering from surgery.

5. What do you think about these local services:

Emergency Room

- It is very cold. Freezing in there.
- It is always very busy.

Ambulance Service

- Makes a dozen trips a day to the ER.
- They have good services.
- They are paid, and they are excellent.
- Well trained staff.

Healthcare Services for Senior Citizens

- There are not specific healthcare services for senior citizens we just use the same services as everyone else.
- I would love house cleaning services. They have that through Wolf Point Senior Center. You have to apply for this and it is based of income. I don't qualify for that.
- They used to have people come to Poplar, but they don't anymore. Wolf Point has a very active senior center with lunch 2x a week.
- Poplar does not have a senior center. We do have an Indian Tribal senior center - elders over 60 can go.
- There is a bus for senior centers.

Public/County Health Department

- It is available, but I don't know how many people use it.
- They do hearing tests and help with hearing aids, but you have to pay for everything.
- There is a division there with the Native Americans. They might do teeth for a whole week, but it is only for Indians.
- The county nurse does come and check on people here sometimes. They provide social services as well.

Healthcare Services for Low-Income Individuals/Families

- There is for native Americans.
- We have a lot of people asking for money.

Nursing Home/Assisted Living Facility

- I don't know anything about them.
- We do have one with swing beds. The people are not unhappy. If they are it is because people don't visit.
- There is a nursing home in Wolf Point as well and it is very active.
- Poplar nursing home is very clean.

Pharmacy

- Excellent.
- High marks.
- Mail services? The bad thing about mail order services is that everything has to go through Billings before it is delivered in the mail. Then it takes 10 days to get your prescription it is just easier to get it here.
- I do think there is a spot for that here (mail service) because if you still work then sometimes you don't have time to go pick up your prescriptions.

6. Why might people leave the community for healthcare?

- Referrals, specialists

7. What other healthcare services are needed in the community?

- Cancer center.
- Barber/beautician.
- Rehabilitation.
- Telemedicine.
- Mental health facility to get those drug users off the street.
- Behavioral health support that is specific to isolation and loneliness.
- Mental health first aid, so community members can be trained. Schools teachers would be a good person for this training to help with the school-aged kids.

Focus Group #2

Wednesday, November 14, 2018 – 11:30am – Poplar Schools – Poplar, MT
7 participants (6 male, 1 female)

1. What would make this community a healthier place to live?
 - Something as general as more places for kids to be active, like a community center.
 - Yes. More places for kids to be active- with mentors who care for them and teach them about wellbeing. That would be ideal.
 - We just spent an hour talking about letting the community into our school for the winter months because there is nowhere for people to be active.
 - A focus on fitness activities is needed, even a trail system would be beneficial.
 - A community center where there is job awareness, daycare, etc.
 - We don't have a place right now for kids to go to with mentors who care about them to go to from 4:00 (afterschool) until midnight. There are groups trying to do this but until we have a place, I don't think we can really move ahead in this drug era. The more we send kids back to those homes the worse off they are.

2. What do you think are the most important local healthcare issues?
 - Drug use.
 - Mental health; how many of our kids don't live with their biological parents? How many parents are even still alive?
 - Huge sex abuse issues here.
 - I think these things stem from trauma. If we could lower the trauma, the drug and alcohol issues would be lowered. These kids are suffering massive amounts of trauma. It happens every day and we continually send them back to their home where trauma just keeps building.
 - The adults don't know how to be adults, they are doing what their parents did. Children go get drugs for their parents because that's what they think they have to do.
 - There is not anyone really governing anything. The police don't have enough man power, they are too connected to the kids in the community, so they don't want to get them in trouble.
 - There have been situations like when I saw a year and half old kid without clothes in 40-degree weather, and the police just pick them up and send them home to the same home.
 - You are going to get no data from BIA, they get data and lock it up and will not help you out. The state is more transparent but still not very helpful.
 - Everybody needs somewhere to turn because when there is nowhere to turn you give up and nothing ever changes.
 - We lose so many people in our community. Mostly younger people. Elsewhere older people are dying, but here they are younger and most of them are from drug abuse.

3. What do you think of the hospital in terms of:

Quality of Care

- Pretty good.
- It has been good for me.
- Hospice is great.

Number of Services

- Sleep services are available.
- Not adequate for the size of the community.
- We could use PT or recovery therapy. You have to go to Glasgow.
- Hour and half drive for 20 minutes of PT.
- The nearest dental services are in Williston.

Hospital Staff

- I only had one doctor that I wasn't very happy about.

Hospital Board and Leadership

- Not asked.

Business Office

- Not asked

Condition of Facility and Equipment

- Not asked

Financial Health of the Hospital

- Not asked

Cost

- Not asked

Office/Clinic Staff

- Not asked

Availability

- There is a wait, but it is still faster than the VA.
- They will get my dad in right away (more serious). but when it is me it takes a lot longer.
- You will get put in the waiting room and may sit there for 30 minutes before you see the doctor.
- Elsewhere is not much better.
- Riverside are very similar and even the cardiologist in Billings.
- IHS is the worst they have the longest wait ever.
- I had a better experience at IHS they called within a week for my labs. At Riverside it took weeks and weeks.

4. Are any of the local providers your personal provider or personal provider to your family members? Why?
- A lot go to IHS.
 - We go to Billings because they can do everything there.
 - I go here, but they usually send you elsewhere because there are not a lot of services here.
 - I think at the ER they are a lot more thorough than if you go to IHS. They make you feel like you are just a number- in and out, so we quit going there.

5. What do you think about these local services:

Emergency Room

- I think they do a good job, I have been there a lot for my parents.
- We are fortunate to have them.
- Both sides of the spectrum, there is lack of confidence in local care.

Ambulance Service

- Good for me.
- It is paid.
- The last 2 experiences were negative because their attitude was negative.
- I think they have to be burned out, they get 6 or 7 calls a day and there is only one air flight now- there used to be 2.
- You don't always know if an ambulance is available because they are so busy.

Healthcare Services for Senior Citizens

- Not asked

Public/County Health Department

- I won't deal with Indian health.
- They do give flu shots.
- You have to go to Wolf Point for non-Indian folks.
- They do try and give kids mental health support through satellite appointments.

Healthcare Services for Low-Income Individuals/Families

- Not asked

Nursing Home/Assisted Living Facility

- Not asked

Pharmacy

- Not asked

6. Why might people leave the community for healthcare?

- Privacy is shot. There is no privacy, it spreads like wildfire, but it is not the fault of the hospital but the community we live in.
- Specialty services – there just isn't availability of appointments or complex services here.
- It takes forever for a dental appointment but in Billings you get right in.

7. What other healthcare services are needed in the community?

- Dental health.
- Mental health.
- Suicide prevention.
- Drug and alcohol abuse.
- Sexual abuse, there is a huge population of sex offenders on the reservation. Kids come in with bad hygiene and smell really bad, but I know why they do it - to be left alone from these guys.
- There is a lack of access to healthcare services.
- Dental care – you call in and they only take 5 people a day for screening, they also don't do anything, they just tell you what they need.

Focus Group #3

Wednesday, November 14, 2018 – 1pm-2pm – American Legion – Poplar, MT
4 participants (0 male, 4 female)

1. What would make this community a healthier place to live?
 - Get rid of the drugs, alcohol, and the smoke shack - they sell cheap cigarettes.

2. What do you think are the most important local healthcare issues?
 - Diabetes is a big one.
 - Obesity.
 - Cancer, there is more here than others, especially brain cancer, kidney cancer in 1989 there was 12 people with kidney cancer from this time.
 - Chemical issues.
 - Drugs and alcohol.

3. What do you think of the hospital in terms of:
Quality of Care
 - Excellent.
 - I have had excellent care and I have been there hundreds of times.

Number of Services

- You can get so many more things done here because of small town America than you can in Billings or whatever because if you know somebody they can get you in. There are RNs who will come to your house to get you seen after work.
- There is a lot to be said about small town American – I feel you can get better personal care. If you need something specific and you mention that to someone people know someone who knows some who can get you what you need.
- I have been to Williston and the care here was so much better.

Hospital Staff

- I have always had good care.
- I have never had to use.
- With the ones I have used they have been excellent.
- I don't go to Wolf Point but here in Poplar everyone is good.

Hospital Board and Leadership

- Not asked.

Business Office

- They are good at taking your money.
- There was a big problem with claims, they are still slow. I had work done in February and did not receive the bill until now which is too long for the hospital to get paid.

- Is that because of insurance or is that because of the hospital?
- There is improved perception with the billing now.

Condition of Facility and Equipment

- It all seems up to date as far as I can tell, they just got a new CT scan.
- Our ambulances and facility are very well taken care of.
- They keep up the grounds and the building, it is expensive for new technology, but they do a good job of keeping things clean.

Financial Health of the Hospital

- I don't know anything about the financial health.
- Like anyone they are probably at the hands of the government and insurance companies and are probably not doing that well, but I have never heard of any complaints. I just know this as a business owner.

Cost

- I don't go to other places so can't compare.
- There is a difference between the billed cost and the reimbursed cost.

Office/Clinic Staff

- They seem very friendly.

Availability

- I have had issues with the time of how long it takes to get an appointment. Sometimes over a week and the only time I usually go in is if I have an immediate need for something.
- They do have a walk-in clinic now in Wolf Point.
- I did not want to go sit in the walk-in and wait when I had the flu, so I had to wait a week to get an appointment.
- There should be a quarantine room so that you aren't exposing something serious to others... or just don't touch anything.
- The walk-in thing works really well if you are there first thing in the morning.
- HPDP really affects the clinics – there is no sharing between clinics, so people may double up on prescriptions which is an issue.
- Mixed feelings about HPDP

4. Are any of the local providers your personal provider or personal provider to your family members? Why?

- Yes, because I like my provider.
- Yes, and I don't think it is any easier to get in any other place and I feel like I am getting good quality care. If you are sick, then you stay here.

5. What do you think about these local services:

Emergency Room

- Good care, they ship you off as soon as they can.

Ambulance Service

- They are busy.

Healthcare Services for Senior Citizens

- We are lucky for the seniors now with transportation. They have a bus that can even take tribal where they need to go.
- There is also CHR's which will take you wherever, even to Billings.
- There is meals on wheels.

Public/County Health Department

- You can get your immunizations.

Healthcare Services for Low-Income Individuals/Families

- I don't know.
- There is no hospice service or social workers.

Nursing Home/Assisted Living Facility

- The people I know who have been to the one in Wolf Point have gotten good care.
- Something in the community where people could go an in-between place would be good, like an assisted living. The other closest places are Glendive or Sidney.

Pharmacy

- I use it and I think it is good.
- I haven't had any problems.
- You call, and they get things done.

6. Why might people leave the community for healthcare?

- Specialty care, but they have good referrals here.
- I don't know how people can go to Billings for a primary care provider when you can get that care here.
- If it is an emergency, they take care of you immediately, but ship you off as soon as they are able because they can't handle everything that wrong with you.

7. What other healthcare services are needed in the community?

- Assisted living.
- Home health for lower income.
- Wrap-around program that is in the schools for suicide and things like that.
- Need more mental health specific types of providers – we do have a telehealth service.
- I would like to see telehealth used more, because even if you get referred to a doctor elsewhere it will take 3-5 days to get in and then they retake all your height, weight, and blood pressure and then they reschedule you to come in again to actually see the doctor. I don't think we need to be

travelling as much as we do. Our hospitals are completely capable of doing these types of things and then working over telehealth with the specialist. This is also expensive for people traveling with multiple visits.

- Sometimes doctors will tell you to come back in a week for something like stitches when you can take those out yourself, so people sometimes don't go which may not be the best for your health, but people don't always have time to run back to Billings.



MONTANA
STATE UNIVERSITY

Office of Rural Health
Area Health
Education Center

Key Informant Interview Questions

1. What would make your community a healthier place to live?
2. What do you think are the most important local healthcare issues?
3. What other healthcare services are needed in the community?

Key Informant Interview #1

Tuesday, November 13, 2018 – Anonymous – In person interview, Wolf Point, MT

1. What would make this community a healthier place to live?
 - More enforcement with the functional environment that the children and families live in: economically, financially, alcoholism, drug abuse. I wish that law enforcement could be more rigid.
 - There is a girl that I know is being molested and is afraid of someone in her house and I don't know what I can do. BIA says they have checked it out and there is nothing that can be done.
 - Students write things on paper about suicide, and the school counselor will interject and work with the student.
 - Our sheriff comes in and wants to be involved by talking to the kids who at first are very scared of a law officer coming in but, by the end of the talk the officer is unable to leave because kids are talking to him. He said to us he wants to pursue being the advocate for this area.

2. What do you think are the most important local healthcare issues?
 - Neglect, domestic violence are the two big things I am seeing.
 - Neglect = bad nutrition, kids have to put themselves to bed and get themselves up, poor hygiene, and they do not have proper clothing for the weather.
 - The school provides clothes for children and gives them meals. It is more cafeteria style where these kids get to sit at the table like a family which is great, but my gripe is that they do not provide seconds at meals. Bag and Go breakfast and lunch is also provided. Some kids are working the system by going to South Side and then coming down to North Side to get enough to eat. At lunch it just doesn't seem like we have enough. I think there is less food available. I think it is because there is not enough money available. For some of the students here, it is the only meal they get.
 - We need more support for mental health awareness. Teachers struggle to teach because the students need more wellness. The counselors can't support them because these kids are completely beyond the support they can provide.
 - It is a tragedy that in our elementary schools we have to have drug dogs walk through the schools to make sure our students have nothing on them.
 - Attendance is an issue, a lot of parents and grandparents are using drugs and their education is just not a priority to their parents.
 - HPDP program, we do not have this in the school, or if we do I do not know who it is or what they do. In Poplar, we share the nurse practitioner and they do dental checks all the time. The nurse can provide care to both students and teachers. We need more nurses though; one nurse is not enough. There are so many bad behaviors it is a struggle to teach some days. We do have lunch detention and our own little systems.

3. What other healthcare services are needed in the community?

- Can we have more time available at the clinic? Right now, it is only walk-in open from 8:30 to 3:00. Of course, it would be nice for everyone to have an appointment, but that is not always the case. We need more walk-in hours. A suggestion is to have the ER come in to provide care when they are not handling emergencies.
- We do have 2 providers that travel in from Glasgow so that is an issue for longer hours.
- If I come in at noon and get on the list but they take off for lunch between noon and 1:00, and if I leave the clinic even though there is no one there, I have to stay, or I lose my place.
- Mental health is the single biggest issue in the state. We do not have enough providers. In another year or two, we will get to have the residency program open up to get some psychiatric help.
- The insurance that we have here does allow the use of Web Live. I had an issue where I used Web Live. I went in to the clinic and got diagnosed, they gave me medication but it didn't work. I called to see if I could get another prescription and they told me I could only get another prescription if I came in again. I shouldn't have to pay again when they know what I have. So I used Web Live and it was cheaper and they did a better job. They explained why the medication didn't work and gave me a new prescription. \$45 vs \$120. I still want to go into my clinic and see my doctor and support my community, but maybe the clinic needs to have some sort of Web live in the clinic
- Mental health wellness in the schools.

Key Informant Interview #2

Tuesday, November 20, 2018 – Anonymous – Via phone interview

1. What would make your community a healthier place to live?
 - What I see is a break down in the family structure. We don't have enough moms and dads raising children. We have a lot of absent dads and a lot of moms struggling with drug additions. As a consequence, the kids struggle with education because no one is at home helping them to learn how to read. This later affects education attainment and leads to poor job opportunities. If schooling is never seen as an important thing, children may make poor decisions that lead to poor health.
 - Drug and alcohol are huge issues...and all the communicable diseases that follow with this life style. Again, these issues are instilled at the family level.
 - If you don't get a good education, you don't get a good job, and you can't get a good home.
 - We need to do more with families if we want to help these kids. Kids aren't getting everything they need in the home. A nonprofit in town is working with teachers to help these kids. If we don't handle these issues when they are young, they manifest into serious health issues when they are older.
 - There are a lot of good people in the community that are trying to reach the next generation to create better leadership and to help them make better decisions.
 - Successes are found in this community at the individual level, it can be hard to stay positive, so it is important to focus on the small successes with each kid and parent.

2. What do you think are the most important local healthcare issues?
 - Drug abuse and substance abuse, which are the result of broken families. We have too many grandmas raising children and too many single moms trying to make it on their own.
 - We have grandmas taking care of 14 kids and they are doing the best they can but a grandma with that many kids can't provide the support that a mom can with just three kids.
 - We have to change things in the home, so we can prevent these problems in the first place. This requires a holistic approach in the community. Unfortunately, this falls onto the hospitals or the jails. Schools, churches, hospitals, and law enforcement all need to work together.
 - Homeless is also a manifestation of the drug addiction.

- There is a lot of meth use, and the houses must be boarded up afterward, so this is leading to a housing shortage and homeless. People have nowhere to go and every year a few people freeze to death.
- We all need to care for community, and care means more than just talking about it.
- If we want change, everyone needs to participate. We need to focus on the next generation so that there are not so many things that need to be fixed.

3. What other healthcare services are needed in the community?

- All the problems are manifestations of poor family life. We need more services to support families. We need to help mothers keep their kids and school and get an education, so they can get a job.
- The schools in our communities are run by heroes. They work tirelessly to help these kids. The teachers are doing the best they can do, but maybe there could be more afterschool programs or weekend programs, so the kids can stay out of trouble.
- If there were collaborative efforts between the schools and the hospitals, then they could address some of the health issues like obesity. Nutrition and exercise could be the focus.
- There are great people here trying to do great things, but we are lacking the resources and tools. The health issues here are almost overwhelming, so we need to focus on the small changes and really work together as a community. We have great commitment at the hospitals, schools and the public health department, so I think we could all work together on some of these problems.

Key Informant Interview #3

Wednesday, December 12, 2018- Anonymous - via phone.

1. What would make your community a healthier place to live?
 - Healthcare services in general are pretty low. Access to dentist, primary health, physical therapy and behavioral health services. Substance abuse treatment is difficult to access.
 - I would like to see the healthcare organizations that are in the area look at unmet needs and look at some ways to respond. For instance, there is no hospice care available, so they could all talk about what agencies can do to go about filling the need. More collaboration to meet unmet needs.
 - More health education on what good nutrition is. Access to fresh fruits and vegetables is a problem here. This contributes to obesity and poorly controlled diabetes and cardio vascular disease. Some infrastructure is not here in the area for physical activity, especially when it is cold and icy out. Kids have some things, but there are not very many options for adults.
 - More emphasis on smoking cessation. Way too many people are using tobacco in the community.
 - Public transportation needs to be improved upon so people can get to local healthcare services.
 - Road safety is an issue in the winter time - what can be done to improve roads when they are icy? They shouldn't keep the roads open when they are icy and the ditches are filled with cars. It's an issue.

2. What do you think are the most important local healthcare issues?
 - Poverty affecting healthcare status.
 - Substance abuse is a detriment to our community's health.
 - Distance to healthcare services - weather and roads can be an issue.
 - Individual patient ownerships of health care. The way individuals receive healthcare, they don't realize for chronic illnesses that they need regular healthcare. They may only come in when they are having acute episodes.

3. What other healthcare services are needed in the community?
 - Hospice.
 - Exercise facilities
 - People have to travel for cardiac rehab. It would be nice if people had access to this service. Also access to preventative care services that will help to prevent heart attacks.
 - Some of the ancillary services are lacking – like dental. We need to improve the oral health of our community.

- Substance abuse treatment and screening for substance abuse - more timely referrals to get people to treatment.
- Medicaid expansion. The state needs to figure out how to keep Medicaid expansion going.

Key Informant Interview #4

Wednesday, December 12, 2018- Anonymous – Via phone interview

1. What would make your community a healthier place to live?
 - To start, if we had less alcohol and drug abuse issues. There are services, but they have to want to go. But it doesn't seem like the people who drink and do drugs care about their health.
 - If there were more recreational things for people to do - like health clubs, more for adults. There are not a lot of services in town. The tribe has a wellness center, but I am not sure if you have to be a tribal member to use it. We used to have a work out facility, but it got burned down.

2. What do you think are the most important local healthcare issues?
 - It's important that we have a local facility so that people have access to healthcare services.
 - Being able to hire physicians. In these rural areas, it can be difficult to get them here. Once they are here they seem to stay it's just getting them to come.
 - It seems to take a long time to get an appoint at the clinic (In wolf point).
 - Access to healthcare issues.

3. What other healthcare services are needed in the community?
 - If you have to get some scans done you have to go to Glasgow. It would be nice to have one here.
 - Physical therapist. It would be nice to have a physical therapist.