

# **McCurtain Memorial Hospital Community Health Needs Assessment Summary and Implementation Strategy**



Oklahoma Office of Rural Health  
OSU Center for Rural Health

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## Introduction

New requirements for nonprofit, 501 (c)(3), hospitals were enacted under the Patient Protection and Affordable Care Act (ACA), passed on March 23, 2010. One of the most significant of the new requirements is the Community Health Needs Assessment (CHNA) that must be conducted during taxable years after March 23, 2012 and submitted with IRS form 990. A CHNA must then be completed every three years following.

While the requirements are fairly new, the IRS has made strides in defining hospitals that must complete the CHNA as well as details of what is expected in the CHNA report to be submitted. At this time the only entities that must complete the CHNA are hospital organizations defined as:

- An organization that operates a State-licensed hospital facility
- Any other organization that the Secretary determines has the provision of hospital care as its principal function or purpose constituting the basis for its exemption under section 501 (c)(3).

The general goal behind the requirement is to gather community input that leads to recommendations on how the local hospital can better meet and serve residents' needs. The community input is typically derived from a community survey and a series of open meetings. Local health data are presented. Community members then identify and prioritize their top health needs.

After listening to community input, the hospital defines an implementation strategy for their specific facility. The implementation strategy is a written plan that addresses each of the health needs identified in the community meetings. To meet Treasury and IRS guidelines an implementation strategy must:

- Describe how the hospital facility plans to meet the health need, or
- Identify the health need as one the hospital facility does not intend to meet and explain why the hospital facility does not intend to meet the health need<sup>1</sup>

After the needs are identified that the hospital can address, the implementation strategy must take into account specific programs, resources, and priorities for that particular facility. This can include existing programs, new programs, or intended collaboration with governmental, nonprofit, or other health care entities within the community.<sup>2</sup>

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<sup>1</sup> Internal Revenue Service. 2011. Notice and Requests for Comments Regarding the Community Health Needs Assessment Requirements for Tax-Exempt Hospitals. Internal Revenue Bulletin: 2011-30.

<sup>2</sup> Ibid

The facility must make the recommendations and implementation strategy widely available to community members. The facility must adopt the implementation strategy in that same taxable year.

### **Oklahoma Office of Rural Health Partnership**

The Oklahoma Office of Rural Health makes this program available to all rural facilities in Oklahoma free of charge. The Oklahoma Office of Rural Health works closely with the hospital and community members to develop an economic impact of the local health sector, develop and analyze a local health services survey, and gather and analyze local health data. The community meetings are facilitated by a resource team that includes Corie Kaiser and Lara Brooks of the Oklahoma Office of Rural Health.

After the meetings conclude, the resource team assists the hospital in developing their implementation strategy. After implementation, the resource team will assist in evaluation of the strategies implemented and provide continued assistance with data and resources.

This document discusses the steps taken to conduct a CHNA for McCurtain Memorial Hospital in 2022. It begins with a description of the hospital's steps to addressing priorities identified during the 2019 CHNA along with the impacts, followed by a description of the medical service area, including a demographic analysis, and then summarizes each meeting that took place during the CHNA process. The report concludes by listing the recommendations that came out of the process and presenting the hospital's implementation strategy and marketing plan.

The community health needs assessment portion of this report was presented and approved by the governing board on June 30, 2022. The implementation strategy was presented and approved by the governing board on July 28, 2022.

### **Previous Community Health Needs Assessment- Priorities, Implementation, and Evaluation**

McCurtain Memorial Hospital worked with the Oklahoma Office of Rural Health in 2019 to complete their third Community Health Needs Assessment. During that time, health concerns were identified by community members and then prioritized by community members in focus group-style meetings. The following identifies each priority, implementation taken, and an evaluation or impact of the implementation.

It must be noted that the Covid-19 pandemic greatly impacted the implementation of some of the priorities and outreach opportunities during 2020 to present.

Area of concern: Overall wellness and education, improve quality of life

- A surgery clinic was opened in July 2019 with the recruitment and employment of a general surgeon with trauma care experience. Approximately 40 patients per month are seen on average.
- A family practice clinic was opened in October 2019 with a physician recruited and employed by the Hospital. Approximately 450-475 patients per month are seen on average
- Urgent care clinics were opened in Broken Bow (Hochatown), OK in July 2019 and in Valliant, OK in February 2021 with extended hours of operation to accommodate those who could not be seen during regular business hours. Both clinics are staffed by nurse practitioners under the supervision of a physician. The Hochatown location averages more than 500 visits/month and the Valliant location averages approximately 380/month.
- A clinic location was provided to a nurse practitioner free of rent charge for one year from March 15, 2018-March 14,2019. The clinic building is owned by the Hospital Foundation, leased by Hospital Inc. and subleased to the provider. Approximately 20 patients per day are seen.
- The hospital began providing higher quality of nursing staff through increased level of standards and by encouraging staff to obtain further education and certifications by holding skills fairs at least annually. As shown in the chart below, all inpatients, observation and emergency patients of the Hospital benefit from this additional training through better quality of care.

Fiscal Year	2019	2020	2021
Average Daily Census	10.6	11.4	13.5
ER Visits	11,032	12,935	12,534

- The Chief Nursing Officer, Pharmacist and Hospitalist physician team trained nursing staff in the administration of certain drugs in order for care to be continued on an inpatient basis rather than transferring patients to other facilities. The number of ER patients transferred to another facility was reduced from a monthly average of 93 in fiscal year ending June 2020 to 76 in fiscal year ending June 2021.
- Inpatient dialysis services with an onsite nurse and telemed physician were offered from August 2020 – June 2021 with approximately 3-5 patients per month.
- Stroke consultations and assessments begun in August 2020 via telemedicine in the ER in partnership with Regional Brain Center – approximately 3-5 emergency patients per month benefit from this life-saving service

Area of concern: Obesity rates along with physical inactivity rates- little opportunity for physical activity in rural areas

- The Hospital continues operation of the Patricia R. Baggs Rehabilitation and Wellness Center at low cost to all community members with discounted rates for seniors and free access to employees of the hospital and other groups of the community such as teachers – Usage of the wellness center by the public averages 250-300 visits per month aside from regular patient therapy sessions.
- The Hospital will continue to maintain the Garden Meadows Walking Trail
- located in the front of the hospital which is free and open to the public – It is unknown how many individuals use the walking track on a daily basis as it is free and open to the public. The activity is unmonitored.
- The Hospital encourages the consumption of healthy snacks to all patients, visitors and guests by making fresh popcorn available during weekdays in the front lobby of the Hospital – unknown number of guests served

Area of concern: Smoking

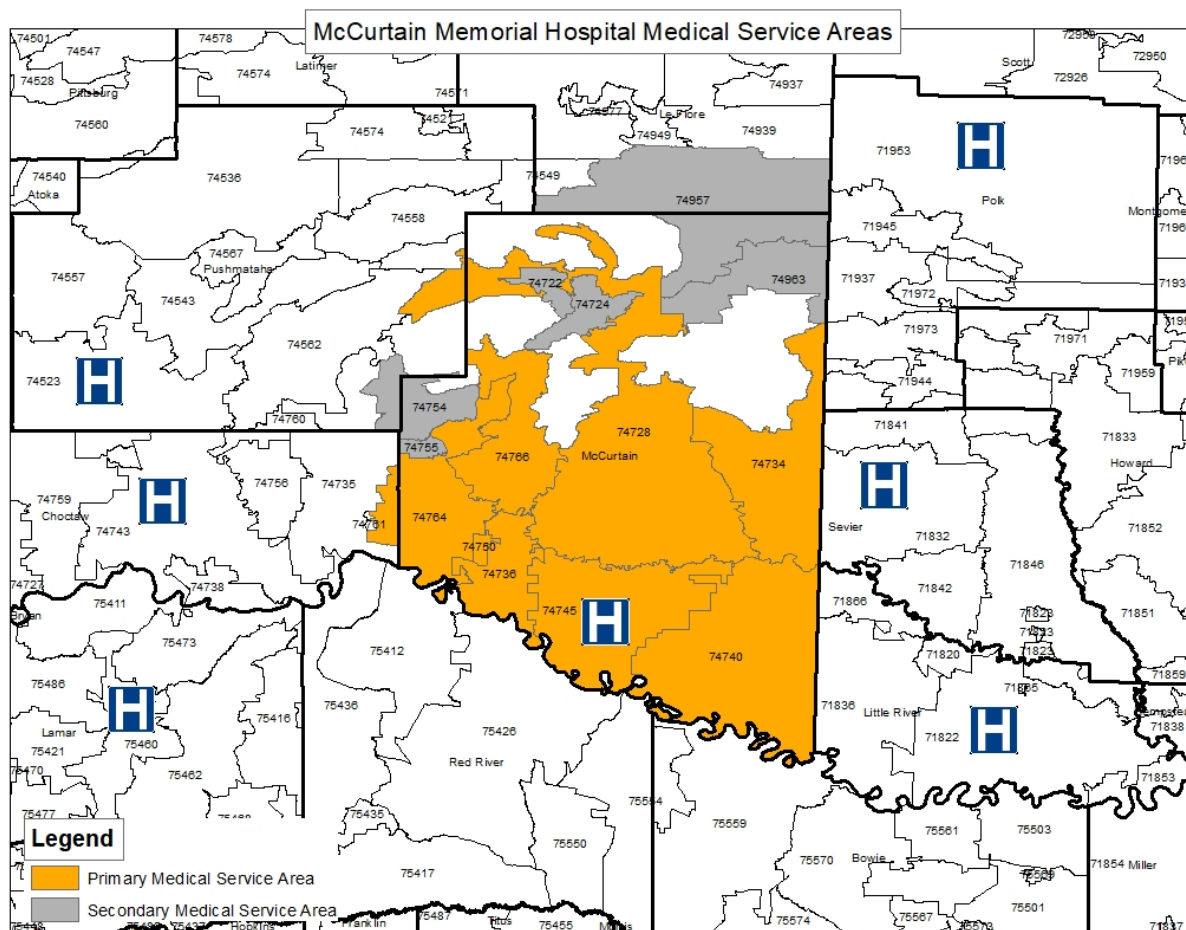
- Education on the dangers of smoking and information on smoking cessation and other alternatives are provided to assist patients in their efforts to discontinue smoking. It is estimated that approximately 19% of hospital inpatients are smokers. It is unknown exactly how many benefit from the information provided and actually cease to smoke or at least reduce smoking.
- The Hospital enforces a "No Smoking" campus policy.
- The Hospital encourages the use of other community resources such as the smoking cessation hotline.

Area of concern: Access to mental health providers

- The need for mental health care has increased through during the Covid-19 pandemic. In September 2020 the Hospital hosted a zoom meeting with local law enforcement and the Inspector General for the Oklahoma Department of Mental Health Services and Substance Abuse. The meeting focused on the Emergency Order of Detention (EOD) process and was well attended.
- Efforts continue to create awareness among care providers and staff of Trauma Informed Care through resources available through the Oklahoma Department of Mental Health and Substance Abuse services

## McCurtain Memorial Hospital Medical Services Area Demographics

Figure 1 displays the McCurtain Memorial Hospital medical services area. McCurtain Memorial Hospital and all area hospitals are delineated in the figure. The surrounding hospitals are identified in the table below by county along with their respective bed count.



**Figure 1. McCurtain Memorial Hospital Medical Service Areas**

City	County	Hospital	No. of Beds
Hugo	Choctaw	Choctaw Memorial Hospital	34
Idabel	McCurtain	McCurtain Memorial Hospital	25
Antlers	Pushmataha	Pushmataha County-Town of Antlers Hospital Authority	23
Ashdown	Little River, AR	Little River Medical Center	n/a
Mena	Polk, AR	Mena Regional Health System	n/a
Paris	Lamar, TX	Paris Regional Medical Center	n/a



As delineated in Figure 1, the primary medical service area of McCurtain Memorial Hospital includes the zip code areas of Eagletown, Haworth, Idabel, Broken Bow, Wright City, Garvin, Millerton, and Valliant. The primary medical service area experienced a population decrease of 2.7 percent from the 2000 Census to the 2010 Census (Table 1). This same service area experienced another population decrease of 0.5 percent from the 2010 Census to the latest available, 2016-2020, American Community Survey.

The secondary medical services area is comprised of the zip code areas Watson, Smithville, Bethel, Battiest, Ringold, and Rufe. The secondary medical service area experienced a decrease in population of 3.2 percent from 2000 to 2010 followed by another population increase of 0.2 percent from 2010 to the 2016-2020 American Community Survey.

**Table 1. Population of McCurtain Memorial Hospital Medical Service Area**

Population by Zip Code	2000 Population	2010 Population	2016-2020 Population	% Change 2000-2010	% Change 2010-16-20
<i>Primary Medical Service Area</i>					
74734 Eagletown	1,127	1,087	1,116	-3.5%	2.7%
74740 Haworth	2,577	2,288	2,370	-11.2%	3.6%
74745 Idabel	9,821	9,912	9,512	0.9%	-4.0%
74728 Broken Bow	11,906	11,343	11,669	-4.7%	2.9%
74766 Wright City	1,725	1,595	1,440	-7.5%	-9.7%
74736 Garvin	805	1,178	977	46.3%	-17.1%
74750 Millerton	663	364	282	-45.1%	-22.5%
74764 Valliant	3,499	3,473	3,711	-0.7%	6.9%
<b>Total</b>	<b>32,123</b>	<b>31,240</b>	<b>31,077</b>	<b>-2.7%</b>	<b>-0.5%</b>
<i>Secondary Medical Service Area</i>					
74963 Watson	742	608	572	-18.1%	-5.9%
74957 Smithville	1,047	1,170	1,103	11.7%	-5.7%
74724 Bethel	338	377	338	11.5%	-10.3%
74722 Battiest	347	286	268	-17.6%	-6.3%
74754 Ringold	415	385	580	-7.2%	50.6%
74755 Rufe	115	83	54	-27.8%	-34.9%
<b>Total</b>	<b>3,004</b>	<b>2,909</b>	<b>2,915</b>	<b>-3.2%</b>	<b>0.2%</b>

SOURCE: Population data from the U.S. Bureau of Census, Decennial Census 2000, 2010 and American Community Survey 2016-2020 (May 2022)

Table 2 displays the current existing medical services in the primary service area of McCurtain Memorial Hospital medical services area. Most of these services would be expected in a community of Idabel's size: doctors, dentists, nursing homes and pharmacies are present. Services available at McCurtain Memorial Hospital include ER including stroke services, imaging, laboratory, cardiac rehab, physical, occupational and speech therapy, obstetrics and wellness center gym. A complete list of hospital services and community involvement activities can be found in Appendix A.

**Table 2. Existing Medical Services in the McCurtain Memorial Hospital Medical Services Area**

<b>Count</b>	<b>Service</b>
1	Hospital, McCurtain Memorial Hospital
18	Physician offices clinics
1	Cardiology clinic
1	Psychiatrist office
2	Internal Medicine offices
2	Nephrologist offices
2	Pediatric offices
7	Dental Offices
4	Optometrist Offices
3	Chiropractor Offices
3	Nursing Homes
12	Home Health Services
3	Hospice Services
1	County Health Department, McCurtain County
3	EMS Service
3	Durable Medical Equipment providers
9	Pharmacies

In addition to examining the total population trends of the medical service areas, it is important to understand the demographics of those populations. Table 3 displays trends in age groups for the primary and secondary medical service areas as well as McCurtain County in comparison to the state of Oklahoma. Overall, the over 65 age group has experienced an increase in population across all geographies from the 2010 Census to the latest, 2016-2020 American Community Survey. This cohort accounted for 15.7 percent of the total population at the state level. In terms of the medical service areas, this age group accounted for 18 percent of the primary medical service area, 18.3 percent of the secondary medical service area, and 18 percent of the population of McCurtain County. The 45-64 age group accounts for the largest share of the population in the primary service area (25.3%) and McCurtain County (24.9%). This is compared to the state share of 24.2 percent of the total population.

**Table 3. Percent of Total Population by Age Group for McCurtain Memorial Hospital  
Medical Service Areas, McCurtain County and Oklahoma**

Age Groups	Primary Medical Service Area	Secondary Medical Service Area	McCurtain County	Oklahoma
<b>2010 Census</b>				
0-14	21.5%	20.0%	21.4%	20.7%
15-19	7.3%	6.6%	7.2%	7.1%
20-24	5.6%	4.2%	5.5%	7.2%
25-44	23.7%	21.8%	23.6%	25.8%
45-64	26.7%	29.2%	26.8%	25.7%
65+	<u>15.3%</u>	<u>18.2%</u>	<u>15.5%</u>	<u>13.5%</u>
Totals	100.0%	100.0%	100.0%	100.0%
Total Population	31,240	2,909	33,151	3,751,351
<b>2016-2020 ACS</b>				
0-14	21.2%	24.4%	21.5%	20.2%
15-19	6.2%	5.7%	6.3%	6.7%
20-24	6.2%	4.7%	6.1%	7.0%
25-44	23.2%	24.6%	23.2%	26.3%
45-64	25.3%	22.3%	24.9%	24.2%
65+	<u>18.0%</u>	<u>18.3%</u>	<u>18.0%</u>	<u>15.7%</u>
Totals	100.0%	100.0%	100.0%	100.0%
Total Population	31,077	2,915	32,913	3,949,342

SOURCE: U.S. Census Bureau, Decennial Census data for 2010 and 2016-2020 American Community Survey (www.census.gov [May 2022]).

Changes in racial and ethnic groups can impact the delivery of healthcare services, largely due to language barriers and dramatically different prevalence rates for specific diseases, such as diabetes. A noticeable trend in Oklahoma is the growth in the Hispanic origin population. In 2010, those of Hispanic origin accounted for 8.9 percent of the total state

population. The latest American Community Survey data of 2016-2020 suggest that this population group has experienced an increase to 10.1 percent of the total population. This trend is somewhat evident in McCurtain County and both medical service areas. This cohort accounted for 6.4 percent of the population in the primary medical service area, 2.0 percent in the secondary, and 6.2 percent of the population in McCurtain County. A more prominent trend for the medical service areas is the share of Native American population. This cohort accounted for 13.2 percent of the primary, 19.9 percent of the secondary medical service area, and 14.1 percent of McCurtain County. This is compared to the state rate of 7.3 percent.

**Table 4. Percent of Total Population by Race and Ethnicity for McCurtain Memorial Hospital Medical Service Areas, McCurtain County and Oklahoma**

Race/Ethnic Groups	Primary Medical Service Area	Secondary Medical Service Area	McCurtain County	Oklahoma
<b>2010 Census</b>				
White	67.2%	69.9%	67.1%	72.2%
Black	9.2%	0.1%	8.7%	7.4%
Native American <sup>1</sup>	14.4%	24.1%	15.1%	8.6%
Other <sup>2</sup>	2.9%	1.1%	2.7%	5.9%
Two or more Races <sup>3</sup>	6.3%	4.8%	6.2%	5.9%
Hispanic Origin <sup>4</sup>	<u>4.7%</u>	<u>2.8%</u>	<u>4.7%</u>	<u>8.9%</u>
Total Population	31,240	2,909	33,151	3,751,351
<b>2016-2020 ACS</b>				
White	63.0%	64.0%	62.6%	71.1%
Black	8.0%	3.4%	7.8%	7.3%
Native American <sup>1</sup>	13.2%	19.9%	14.1%	7.7%
Other <sup>2</sup>	4.6%	0.8%	4.4%	5.2%
Two or more Races <sup>3</sup>	11.2%	9.5%	11.0%	8.7%
Hispanic Origin <sup>4</sup>	<u>6.4%</u>	<u>2.0%</u>	<u>6.2%</u>	<u>10.9%</u>
Total Population	31,077	2,915	32,913	3,949,342

SOURCE: U.S. Census Bureau, Decennial Census data for 2010 and 2016-2020 American Community Survey (www.census.gov [May 2022]).

## **Summary of Community Input for CHNA**

Community input was gathered through a single community meeting in a hybrid format. Local community members had the opportunity to meet in person at McCurtain Memorial Hospital or meet virtually via Zoom. The meeting was held on May 31, 2022. All stakeholders received all of the typical primary and secondary data prior to their respective meetings. The meeting presentations and handouts can be found in Appendices C-E. The Oklahoma Office of Rural Health facilitated the gathering of the secondary data, the completion of the survey, and the community meeting. Data summaries are provided in the following sections.

Community members who were included to provide input:

- McCurtain Memorial Hospital representatives
- McCurtain County Health Department
- Oklahoma State Department of Health
- McCurtain County Cooperative Extension
- McCurtain County Health Coalition
- OK State Department of Mental Health and Substance Abuse Services

Representatives from the hospital invited members of their health care authority board, management board, and foundation board. All hospital department managers were encouraged to attend as well as the McCurtain County Coalition members and the Idabel Chamber of Commerce. Broken Bow Chamber of Commerce members were also invited. Hospital representatives strived to invite and include individuals who had strong community engagement and could speak well to the broader needs of the community. Therefore, a significant effort was placed on including representatives from the public health sector and those who serve the underserved, low-income or racially diverse populations to gain their perspective of needs in the community.

## **Economic Conditions of McCurtain County and Economic Impact of Health Sector**

Economic indicators for McCurtain County in comparison to Oklahoma and the United States are outlined in Table 5. McCurtain County tends to lag Oklahoma and the United States in many of the economic variables. In terms of per capita income, or the total income divided by the population, McCurtain County is less favorable than Oklahoma and the nation. Oklahoma as a state tends to lag the national average. In terms of employment and unemployment, there were many changes during 2020 and 2021. The 2021 annual unemployment rate for McCurtain County was 4.4 percent. This rate is higher than the state (3.8%) but lower than the national (5.3%). All of these rates are non-seasonally adjusted. The most recent monthly estimates show McCurtain County to be lower than 2021 with a 3.7 percent rate. This is higher than the state (2.9%) and slightly lower than the national (3.8%) rate. The share of individual captured below the poverty threshold for income and household size is calculated by the U.S. Census Bureau. In 2020, the poverty rate for all ages in McCurtain County was 18.9 percent. This is higher than the state and national rates. The share of children, or

those under the age of 18, followed a similar trend of being higher than both the state and national rates. All economic indicators can be found in Table 5.

**Table 5. Economic Indicators for McCurtain County, the State of Oklahoma and the Nation**

Indicator	County	State	U.S.
Total Personal Income (2020)	\$1,163,782,000	\$198,552,111,000	\$19,607,447,000,000
Per Capita Income (2020)	\$35,511	\$49,878	\$59,510
Employment (2021)	14,969	1,783,080	152,581,000
Unemployment (2021)	693	711,154	8,623,000
Unemployment Rate (2021)	4.4%	3.8%	5.3%
Employment (March 2022)*	15,659	1,827,948	158,106,000
Unemployment (March 2022)*	598	55,091	6,168,000
Unemployment Rate (March 2022)*	3.7%	2.9%	3.8%
Percentage of People in Poverty (2020)	18.9%	14.3%	11.9%
Percentage of Under 18 in Poverty (2020)	24.9%	18.6%	15.7%
Transfer Dollars (2020)	\$446,561,000	\$46,240,575,000	\$4,241,091,000,000
Transfer Dollars as Percentage of Total Personal Income (2020)	38.4%	23.3%	21.6%
Medical Benefits as a share of Transfer Payments (2020)	36.1%	32.2%	35.5%

\*County and state estimates are considered preliminary

SOURCES: 2020 Bureau of Labor Statistics; 2020 Bureau of Economic Analysis; 2020 U.S. Census Bureau.

Table 6 displays various education variables for McCurtain County. The first three lines are education attainment percentages for the population aged 25 years and greater. In McCurtain County, 82.8 percent of the population has at least their high school diploma, 40.5 percent has at least some college, and 14.4 percent of the population has at least a bachelor's degree. The far-right handed column provides a ranking within the state based on the highest, or most favorable percentages. The free and reduced lunch rate is the share of children in McCurtain County who are enrolled in public school and eligible for free and reduced lunches. McCurtain County's rate is 78.4 percent. This is higher than the state average of 53.2 percent. This is the 72nd lowest rate in the state.

**Table 6. Education Data for McCurtain County and the State of Oklahoma**

Indicator	County	State	McCurtain County Ranking
At Least High School Diploma	82.8%	88.4%	70th Highest
Some College	40.5%	57.1%	76th Highest
At Least Bachelor's Degree	14.4%	25.9%	65th Highest
Free and Reduced Lunch Rate	78.4%	53.2%	73rd Lowest

Sources: U.S. Census Bureau, American Community Survey, 2016-2020, National Center for Education Statistics 2018-2019.

Table 7 includes payer source data for McCurtain County residents in comparison to the state. A ranking is also provided with the lowest percentages as the more favorable ranking. In 2019, 22.5 percent of individuals under the age of 65 were categorized as uninsured. This is higher than the state rate of 16.8 percent. In terms of children, or those under the age of 19, this rate was 10.2 percent. This was also higher than the state rate of 8.6 percent. In 2019, 22.4 percent of the population had Medicare as a payer for healthcare. This includes Medicare parts A, B and Advantage. In terms of Medicaid, 38 percent of the population in McCurtain County had Medicaid as a payer source. The Medicare and Medicaid data were gathered from different sources, and duplicates have not been removed.



**Table 7. Payer Source Data for McCurtain County and the State of Oklahoma**

Indicator	County	State	McCurtain County Ranking
2019 Uninsured rate (under 65)	22.5%	16.8%	72nd Lowest
2019 Uninsured rate (under 19)	10.2%	8.6%	43rd Lowest
2019 Medicare share of total population	22.4%	18.7%	41st Lowest
2020 Medicaid share of total population	38.0%	26.0%	74th Lowest

Sources: U.S. Census Bureau Small Area Health Insurance Estimates, 2019; Centers for Medicare and Medicaid Services, Medicare Part A and B Recipients by State and County, 2019; Oklahoma Health Care Authority, Total Enrollment by County, 2020

Table 8 below summarizes the overall economic impact of the health sector on the McCurtain County, Oklahoma economy. Local providers were asked to share their employment levels and of those employees how many were physicians/optometrists/dentists/pharmacists/etc. When available, payroll information was also collected from the establishments. When payroll information was not available, payroll was estimated using state level averages from the Bureau of Labor Statistics.

The health sector in the McCurtain Memorial Hospital medical service area employs 847 FTE individuals. After applying a county-specific employment multiplier to each respective sector, there is a total employment impact of 1,170 FTE employees. The same methodology is applied to income. The local health sector has a direct income impact of over \$44.7 million. When the appropriate income multiplier is applied, the total income impact is over \$55.5 million. The last two columns examine the impact this has on the retail sector of the local community. Recent data suggest that just 23.6% of personal income in Oklahoma will be spent on taxable goods and services locally. Therefore, if we just examine the impact made on retail from those employed in the health sector, this would account for over \$16 million spent locally, generating \$163,770 on a 1% tax. A copy of the meeting materials that were distributed can be found in Appendix C.

**Table 8. McCurtain Memorial Hospital Medical Service Area Health Sector Impact on Employment and Income, and Retail Sales and Sales Tax**

Health Sectors	Employment			Income			Retail	1 Cent
	Direct	Multiplier	Impact	Direct	Multiplier	Impact	Sales	Sales Tax
Hospitals	200	1.63	325	\$10,800,000	1.35	\$14,615,208	\$4,311,486	\$43,115
Physicians, Dentists & Other Medical Professionals	204	1.38	282	\$14,035,691	1.20	\$16,777,928	\$4,949,489	\$49,495
Nursing Home & Home Health	385	1.27	490	\$16,387,215	1.21	\$19,817,228	\$5,846,082	\$58,461
Other Medical & Health Services & Pharmacies	<u>58</u>	1.26	<u>73</u>	<u>\$3,489,168</u>	1.23	<u>\$4,304,818</u>	<u>\$1,269,921</u>	<u>\$12,699</u>
<b>Total</b>	<b>847</b>		<b>1,170</b>	<b>\$44,712,074</b>		<b>\$55,515,182</b>	<b>\$16,376,979</b>	<b>\$163,770</b>

SOURCE: 2020 IMPLAN database, Minnesota IMPLAN Group, Inc.; Local data for employment, employee compensation and proprietor's income; income estimated based on state average incomes if local data not available; employment data from local survey.

\* Based on the ratio between Oklahoma taxable sales and income (23.6%) – from 2021 Sales Tax Data and 2020 Personal Income Estimates from the Bureau of Economic Analysis.

## Health Data

Various sources of health data were examined including data from the County Health Rankings and Roadmaps Program through the University of Wisconsin Population Health Institute, and the Robert Wood Johnson Foundation. The County Health Rankings program evaluates and ranks counties based on two distinct areas: Health Factors and Health Outcomes. Along with these two areas counties receive an overall rank within their state; therefore 1=best and 77=worst.

Health factors, considered tomorrow's health, are comprised of health behaviors (rank: 74), clinical care (rank: 69), social and economic factors (rank: 71), and physical environment (rank: 76). McCurtain County's overall health factors rank is 75. This suggests, in general, the health status of McCurtain County residents is somewhat comparable to that of neighboring counties. Areas of concern include McCurtain County's smoking rate, obesity rate, physical inactivity rate, alcohol-impaired driving deaths, sexually transmitted infections, teen birth rate, uninsured rate, preventable hospital stays of the Medicare population, and mammography screening rate and flu vaccination rate of Medicare beneficiaries are all less desirable than the top U.S. performers. All health factors variables are presented in Table 9 along with McCurtain County specific data, the top U.S. performers, and the state average. The yellow highlighted categories are the areas identified by the County Health Rankings and Roadmaps as areas to explore (generally where McCurtain County ranks poorly compared to the national benchmark). The green highlighted areas are identified by County Health Rankings and Roadmaps as areas of strength for McCurtain County.

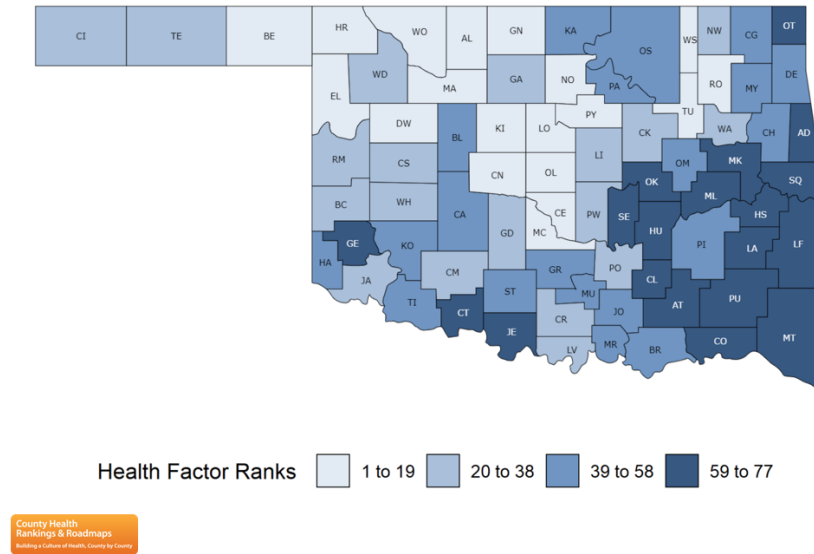
**Table 9. Health Factors (Overall Rank 75)**

<b>Category (Rank)</b>	<b>McCurtain County</b>	<b>Error Margin</b>	<b>Top U.S. Performers</b>	<b>Oklahoma</b>
<b>Health Behaviors (74)</b>				
Adult Smoking	25%	23-27%	15%	19%
Adult Obesity	42%	41-43%	30%	37%
Food Environment Index	5.8		8.8	5.8
Physical Inactivity	42%	40-44%	23%	33%
Access to Exercise Opportunities	36%		86%	65%
Excessive Drinking	13%	12-13%	15%	14%
Alcohol-Impaired Driving Deaths	48%	42-53%	10%	27%
Sexually Transmitted Infections	673		162	594
Teen Births	47	42-52	11	31
<b>Clinical Care (69)</b>				
Uninsured	23%	20-25%	6%	17%
Primary Care Physicians	2,350:1		1,010:1	1,630:1
Dentists	2,730:1		1,210:1	1,600:1
Mental Health Providers	290:1		250:1	240:1
Preventable Hospital Stays	6,773		2,233	4,346
Mammography Screening	34%		52%	40%
Flu Vaccinations	32%		55%	47%
<b>Social &amp; Economic Factors (71)</b>				
High School Graduation	83%	81-85%	94%	89%
Some College	44%	39-48%	74%	60%
Unemployment	7%		4%	6%
Children in Poverty	25%	16-34%	9%	19%
Income Inequality	4.9	4.4-5.3	3.7	4.6
Children in Single-Parent Household	33%	28-37%	14%	26%
Social Associations	11.6		18.1	11.3
Violent Crime Rate	235		63	428
Injury Deaths	132	114-149	61	95
<b>Physical Environment (76)</b>				
Air-Pollution- Particulate Matter	9.9		5.9	9.5
Drinking Water Violations	Yes			
Severe Housing Problems	13%	12-15%	9%	14%
Driving Alone to Work	89%	87-91%	72%	82%
Long Commute- Driving Alone	26%	23-29%	16%	27%

Source: County Health Rankings & Roadmaps; University of Wisconsin Population Health Institute; Robert Wood Johnson Foundation

The following figure depicts each county's rank by shade. McCurtain County's ranking is comparable to that of all neighboring counties.

2022 Health Factors – Oklahoma



In terms of health outcomes, considered, today's health, McCurtain County's ranking is 72nd in the state. Health outcomes are comprised of two areas: length of life and quality of life. The variables for each of these sections are presented in Table 10.

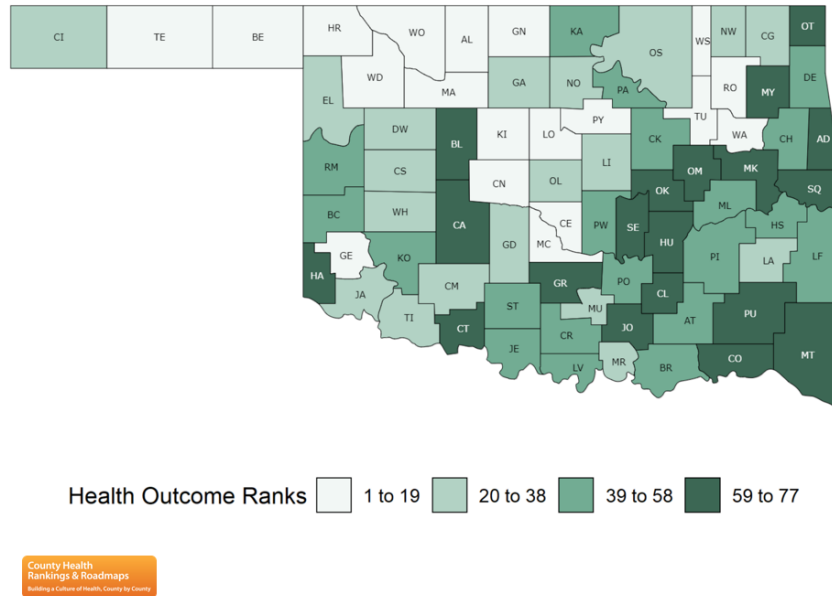
**Table 10. Health Outcomes (Overall Rank 72)**

Category (Rank)	McCurtain County	Error Margin	Top U.S. Performers	Oklahoma
<b>Length of Life (72)</b>				
Premature Death	13,500	12,000-14,900	5,600	9,400
<b>Quality of Life (69)</b>				
Poor or Fair Health	28%	25-30%	15%	21%
Poor Physical Health Days	5.4	5.1-5.6	3.4	4.6
Poor Mental Health Days	5.6	5.4-5.8	4	5
Low Birth Weight	8%	7-9%	6%	8%

Source: County Health Rankings & Roadmaps; University of Wisconsin Population Health Institute; Robert Wood Johnson Foundation

The following figure shows county health outcomes rankings by shades. McCurtain County's rank is comparable to Choctaw and Pushmataha Counties but is less favorable than the rate of Le Flore County.

## 2022 Health Outcomes – Oklahoma



### Community Survey Methodology and Results

A survey was designed to gauge hospital usage, satisfaction, and community health needs. The survey link was made available on the hospital's website and Facebook page. The link was also shared by hospital employees and community members via their personal social media. The link was also emailed to local health coalition members as well as the Idabel Chamber of Commerce. Hard copy surveys were available at the hospital. A copy of the survey form and results can be found in Appendix E. Community members were asked to return their completed surveys to McCurtain Memorial Hospital.

The survey ran from May 5, 2022 to May 20, 2022. A total of 297 surveys from the McCurtain Memorial Hospital medical service area were completed. Of the surveys returned, 275 were completed via Survey Monkey.

Table 11 below shows the survey respondent representation by zip code. The largest share of respondents was from the Idabel (74745) zip code with 158 responses or 53.2 percent of the total. Broken Bow (74728) followed with 56 responses, and Valliant (74764) had 16 responses.

**Table 11. Zip Code of Residence**

Response Category	No.	%
74745- Idabel	158	53.2%
74728- Broken Bow	56	18.9%
74764- Valliant	16	5.4%
74766- Wright City	15	5.1%
74736- Garvin	10	3.4%
74734- Eagletown	8	2.7%
74740- Haworth	8	2.7%
74722- Battiest	3	1.0%
74963- Watson	2	0.7%
71832- De Queen, AR	2	0.7%
84728- Garrison, UT	1	0.3%
75426- Clarksville, TX	1	0.3%
74957- Smithville, OK	1	0.3%
74953- Poteau	1	0.3%
74750- Millerton	1	0.3%
74748- Kenefic	1	0.3%
74735- Fort Towson	1	0.3%
74729- Caddo	1	0.3%
74701- Durant	1	0.3%
74562- Rattan	1	0.3%
74501- McAlester	1	0.3%
74128- Tulsa	1	0.3%
73766- Pond Creek	1	0.3%
74737- Golden	1	0.3%
73554- Mangum	1	0.3%
71842- Horatio, AR	1	0.3%
71836- Foreman, AR	1	0.3%
No Response	2	0.7%
Total	297	100.0%

The survey focused on several health topics of interest to the community. Highlights of the results include:

***Primary Care Physician Visits***

- 78.5% of respondents had used a primary care physician in McCurtain County in the past 24 months
- 90.6% of those responded being satisfied
- Only 86 respondents or 29% of the survey respondents believe there are enough primary care physicians practicing in McCurtain County
- 63.3% responded they were able to get an appointment with their primary care physician when they needed one
- 45.8% of respondents indicated that they have used the services of an urgent care in the past 12 months
- 74.7% responded that they would utilize urgent care or after hours services offered in McCurtain County

***Specialist Visits***

Summary highlights include:

- 56.9% of all respondents report some specialist visit in past 24 months
- Most common specialty visited are displayed in Table 12
- Four visits occurred in Idabel



**Table 12. Type of Specialist Visits**

Type of Specialist	No.	Percent
<b><i>Top 5 Responses</i></b>		
Orthopedist/Orthopedic Surg. <i>(0 visits in Idabel)</i>	44	19.9%
Cardiologist <i>(0 visits in Idabel)</i>	41	18.6%
Neurologist/Neurosurg. <i>(0 visits in Idabel)</i>	16	7.2%
Gastroenterologist <i>(0 visits in Idabel)</i>	13	5.9%
Dermatologist <i>(0 visits in Idabel)</i>	11	5.0%
All others <i>(4 visits in Idabel)</i>	<u>96</u>	<u>43.4%</u>
<b>Total</b>	<u>221</u>	<u>100.0%</u>

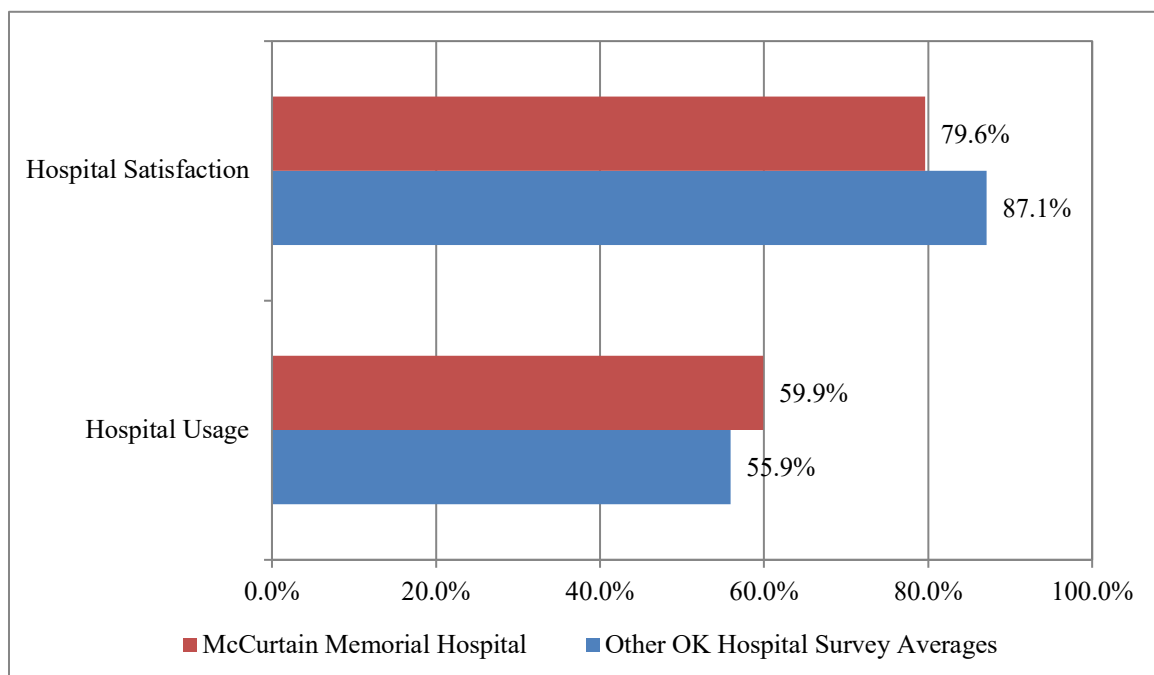
Some respondents answered more than once.

## ***Hospital Usage and Satisfaction***

Survey highlights include:

- 59.9% of survey respondents that have used hospital services in the past 24 months used services at McCurtain Memorial Hospital
  - Paris Regional Medical Center, Paris, TX (13.8%) and CHRISTUS St. Michael Health System, Texarkana, TX (4.3%) followed
  - The most common response for using a hospital other than McCurtain Memorial Hospital was availability of specialty care (including surgery and labor and delivery, ICU for Covid) (30.9%) and quality of care/lack of confidence (27.3%)
  - The usage rate of 59.9% was higher than the state average of 55.9% for usage of other rural Oklahoma hospitals surveyed
- 79.6% of survey respondents were satisfied with the services received at McCurtain Memorial Hospital
  - This is lower than the state average for other hospitals (79.6%)
- Most common services used at McCurtain Memorial Hospital:
  - Emergency room (27.8%)
  - Diagnostic Imaging (X-ray, CT, Ultrasound, MRI) (24.5%)
  - Laboratory (23.9%)

**Figure 2. Summary of Hospital Usage and Satisfaction Rates**



### ***Local Healthcare Concerns and Additional Services***

Survey respondents were asked what concerns them most about health in their community. The most common response was mental health (11.6%) followed by substance abuse (11.6%) and cancers (10.8%). Table 13 displays all responses and the frequencies.

**Table 13. Top Health Concerns in McCurtain County**

	No.	%
Mental health	137	11.6%
Substance abuse	136	11.6%
Cancers	127	10.8%
Diabetes	118	10.0%
Heart disease	111	9.4%
Accessing specialty services	106	9.0%
Obesity	89	7.6%
Motor vehicle crashes	77	6.5%
Accessing primary care	73	6.2%
Suicide	59	5.0%
Dental	50	4.2%
Teen pregnancy	46	3.9%
Lack of education	1	0.1%
Women's health and postpartum care	1	0.1%
Quality of care	1	0.1%
Emergency room care	1	0.1%
Over medication	1	0.1%
Tick related disease	1	0.1%
Wellness center	1	0.1%
Surgical services	1	0.1%
Childbirth	1	0.1%
Industrial accidents	1	0.1%
Don't know/No response	38	3.2%
Total	1177	100.0%

Survey respondents also had the opportunity to identify what additional health and wellness services they would like to see offered in their community. The most common response was specialists with a collective response of 26.1 percent. Don't know/no additional services followed with 11.3 percent, and mental health/Improved mental health/Behavioral health/Mental health inpatient beds/Substance abuse/Services for young people/Suicide awareness/Geropsych followed with 10.1 percent of the total. Table 14 displays the full listing of responses.

**Table 14. Additional Health and Wellness Services Survey Respondents Would Like to See Offered in McCurtain County**

Response Category	No.	%
Specialists in general (19); OB/GYN (13); Orthopedist (13); Cardiologist (9); Surgeon (8); Dermatologist (6); Rheumatologist (4); Oncologist (3); Pulmonologist (3); Pediatrician (2); Endocrinologist (1); Neurologist (1); Gastroenterologist (1); Nephrologist (1); Podiatrist (1)	85	26.1%
Don't know/No additional services	37	11.3%
Mental health/Improved mental health/Behavioral health/Mental health inpatient beds/Substance abuse/Services for young people/Suicide awareness/Geropsych	33	10.1%
More primary care physicians	14	4.3%
Wellness programs/Water aerobics/Group fitness/Gym access/Pool, lap pool/Reboot wellness classes for employees	14	4.3%
Improved quality of care/Emergency room care/Management/More ER nurses	12	3.7%
After hours care/Urgent care/24 hour walk in/ER like services	11	3.4%
Dental/Emergency dental/Dental that accepts SoonerCare/Oral surgery/Affordable dental/Dental for disabled Medicare patients	8	2.5%
Imaging (including MRI, CT, Ultrasound)/Weekend imaging	7	2.1%
Diabetic education/Chronic disease management education/Prevention education	5	1.5%
Updated hospital/Equipment/ED	4	1.2%
Any/All	4	1.2%
Weight management/Weight loss	4	1.2%
Prenatal/Post Natal /Maternity care	3	0.9%
Critical care/Setting broken bones/Emergency stabilization for transport	3	0.9%
Nutritionist	2	0.6%
More community resources for homeless population/Shelters	2	0.6%
Support groups/Grief support	2	0.6%
Preventative testing/Free community screenings	2	0.6%
After hours pharmacy/Federal and state discounts for pharmacy	2	0.6%
Affordable care/Services to those who can't afford/Workable payment plan	2	0.6%
Elder Care	2	0.6%
Domestic violence survivors	1	0.3%
Radiology for cancer	1	0.3%
Support for disabled adults	1	0.3%
More VA approved providers	1	0.3%
Something for kids	1	0.3%
Fertility	1	0.3%
Vision care	1	0.3%
Wound care	1	0.3%
No response	60	18.4%
<b>Total</b>	<b>326</b>	<b>100.0%</b>

## **Community Health Needs- Identification of Priorities**

To gather community input, a single hybrid meeting was held. Local community members had the option to attend an in-person meeting hosted at McCurtain Memorial Hospital, or they could utilize a Zoom connection. This meeting was held on May 31, 2022. The OK Office of Rural Health presented and facilitated the meeting. A complete listing of individuals who participated is included in Appendix B.

During the community meeting process, participants were asked the following three questions:

- What are the top health needs of the patients/clients I serve?
- What are the top health needs of the greater community (outside of the hospital or clinic setting)?
- What am I most proud of in McCurtain County?

### **The concerns listed were:**

- Cost of care
- Continuity of care (possible uninsured impact)
- Health literacy
- Lack of inpatient mental health services (3)- Facilities for both men and women and children
- Women's health services/OBGYN care
- Specialty type care- Many stroke and chest pain patients through ED, also chronic illnesses
- Services for an aging population- assisted living, in home care
- Transportation (2)
- Substance abuse (2)
- Housing and resources
  - Including special needs housing and family resources
  - Homeless population resources
- Obesity rate
  - Food insecurity and food availability

**Idabel and McCurtain County do have many strengths. Some of the sources of pride noted by community members include:**

- Our hospital just keeps coming back- resilient
- Good diverse, representation- engaged in the community and providing input and availability to participate in the assessment
- Available resources that industries are looking for relocation
- Good quality physicians and providers
- Strong nursing staff with great experience- nursing care and clinical staff
- Willing to work together on items- one of the greatest assets
- Pilot community health worker program in McCurtain County- great initial investment
- McCurtain Memorial provides clinical education allowing our students to be more involved with patient care than many facilities
- Proud of lab
- Strong education presence with great leaders (public schools, college, and tech center)- great collaboration and engagement- willingness to assist students in gaining experiences
- Having community health workers to help provide resources and referrals, providing education as well to help with health concerns
- The presence and resource of the local FQHC

### **Community Health Needs Assessment- Implementation Strategy**

McCurtain Memorial Hospital Administration utilized these responses to generate the list of priorities based on the frequencies of responses, potential impact the hospital can have on these items, and the opportunity to collaborate with existing organizations and providers in the community. The following items were identified as priorities:

The hospital has chosen to focus on five identified needs and regret that a lack of hospital resources prevents the hospital from specifically addressing all of the needs identified in the community meeting. The five identified needs are addressed in the action items below. The hospital continues its efforts in actively recruiting and retaining physicians and other healthcare professionals for the medical service area. The hospital will begin offering multiple specialties via telemed. The hospital will also begin offering inpatient/outpatient dialysis with an onsite nurse and telemed physician visit. There is a telestroke agreement with Oklahoma University Medical Center in place to provide stroke consultations and assessments via telemedicine. If deemed necessary by OU Medical, doctors will accept all patients involved with the telestroke program. The Valliant clinic location was opened with a nurse practitioner treating patients oversaw by a physician. Physician recruitment efforts continue. The hospital will continue to

provide meeting space and other resources, such as public speaking, for hospital and community healthcare educational events.

### **CHNA Priorities**

#### **1. Specialty Services**

McCurtain Memorial Hospital is partnering with OU Health, Dr. Ahmad and Dr. Leach, to provide a number of specialty consults including nephrology, cardiology, infectious disease, pulmonology, wound care, and neurology. In doing so, this will reduce travel time for patients/family members and provide services not currently offered. These initiatives will allow time-saving and life-saving critical care decisions.

#### **2. Services for Aging Population**

McCurtain Memorial Hospital developed a stepdown/swing bed program at the hospital to focus on predominantly aging patients who needed more specialized care than perhaps they would receive at an assisted living facility or nursing center, yet short of need for inpatient acute care. This program was designed to address a number of clinical obstacles and through nursing, therapy and rehabilitation the goal is for the patient to return home or to the nursing/assisted living facility.

#### **3. Continuity of Care**

McCurtain Memorial Hospital has partnered with the 340B program to provide cost-effective drug program to uninsured/under-insured patients who otherwise may not have the resources to acquire life saving drugs. Additionally, as stated in item 2, the hospital has developed a swing bed program that allows a more aggressive inpatient stepdown hospitalization program affording patients more stability before discharge to home or their nursing facility.

#### **4. Cost of Care**

McCurtain Memorial Hospital has become a partner in the 340B drug program, providing cost saving drugs to uninsured/under-insured patients. The hospital also provides resources to patients and their families seeking financial assistance with the cost of their care.

#### **5. Health Literacy**

McCurtain Memorial Hospital continues to provide education in an attempt to education patients in general wellness and early detection of high blood pressure, obesity, and other chronic illnesses i.e. cancer, diabetes, heart disease, arthritis, and asthma, etc.

### **Non-Action Items**

1. McCurtain Memorial Hospital lacks the resources to provide additional inpatient mental health services, facilities for both men, women, and children.
2. McCurtain Memorial Hospital lacks the resources to provide additional women's health services/OBGYN care.
3. McCurtain Memorial Hospital lacks the resources to provide transportation.
4. McCurtain Memorial Hospital lacks the resources to provide substance abuse assistance.
5. McCurtain Memorial Hospital lacks the resources to provide housing and homeless situation help.
6. McCurtain Memorial Hospital lacks the resources to provide education on the obesity rate food insecurity and food availability

### **Community Health Needs Assessment Marketing Plan**

The hospital will make the Community Health Needs Assessment Summary and Implementation Strategy Plan available upon request at McCurtain Memorial Hospital, and a copy will be available to be downloaded from the hospital's website (<https://www.mmhok.net/>). This document will also be available on the OSU Center for Rural Health blog site: (<http://osururalhealth.blogspot.com/p/chna.html>).



## **Appendix A- Hospital Services/Community Benefits**

### Current Services Provided at McCurtain Memorial Hospital

As of 5/18/2022

- ER services
  - Stroke services
- Medical Inpatient Services
- Swing Bed Services
- Obstetrics Services
- Nursery
- Diagnostic Digital Imaging Services
  - X-ray
  - MRI
  - CT
  - Mammography
  - Ultrasound
- Laboratory
- Cardiac Rehab
- Respiratory Therapy
  - FIT tests
- EKG/EEG Services
- Infusion Therapy Services
- Blood Transfusion Services
- Rehabilitation Services
  - Physical Therapy
  - Occupational Therapy
  - Speech Therapy
  - Cardiac Therapy
- Wellness Center Gym (open to the community)
- Cafeteria (open to public during lunch hours)

## **Appendix B Community Input Participants**

### **McCurtain Memorial Hospital Community Health Needs Assessment**

**31-May-22**

<b>Name</b>	<b>Organization</b>
Jamie Fields	Eastern OK State College
Jessica Ferguson	OSU Extension
Kristy Woolsey	Community Based Prevention Services
Marsha Griffith	Community Health Worker, McCurtain County Health Department
Tammy Wrigth	Community Health Worker, McCurtain County Health Department
Lori Peevy	Community Health Worker, McCurtain County Health Department
Desarae Gibson	Carl Albert Mental Health
Linda Brinlee	OK State Dept. of Health
Jerry Speck	Idabel Chamber of Commerce
Leslie McGowen	
Holli Garrett	McCurtain Memorial Hospital
Diane Franklin	
Kendra Gross	McCurtain Memorial Hospital Board
Beth Stroud	McCurtain Memorial Hospital
Brian Whitfield	McCurtain Memorial Hospital
Dusti Leonard	McCurtain Memorial Hospital
Jia Johnson	Idabel Chamber and McCurtain Memorial Hospital Foundation Board
Stephanie Walkup	McCurtain Memorial Hospital
Tina-Marie Clark	Brighter Heights Oklahoma
Samantha Burke	
Leslie Ross	
Slade Dillard	

## Appendix C- Economic Impact

### McCurtain Memorial Hospital Economic Impact



**Healthcare, especially a hospital, plays a vital role in local economies.**

McCurtain Memorial Hospital **directly** employs 200 individuals with an annual payroll of over **\$10.8 million** including benefits

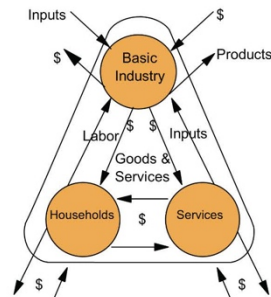
- These employees and income create an additional **125 jobs** and nearly **\$3.8** in income as they interact with other sectors of the local economy
- **Total impacts= 325 jobs and over \$14.6 million**
- Other segments of the healthcare sector (Pharmacies, EMS, etc.) provide another **647 jobs** and an additional **\$33.9 million** in wages
- Their interactions and transactions within the local economy including the hospital's impact create:
  - **Total health sector impacts= 1,170 jobs and \$55.5 million**
  - Over **\$16.3 million** in retail sales generated from the presence of the health sector

#### Healthcare and Your Local Economy:

- Attracts retirees and families
- Appeals to businesses looking to establish and/or relocate
- High-quality healthcare services and infrastructure foster community development
- Positive impact on retail sales of local economy

#### Consider what could be lost without the hospital:

- Pharmacies
- Other Healthcare Providers and Services
- Physicians/Specialists
- Potential Retail Sales



Source: Doeksen, G.A., T. Johnson, and C. Willoughby. 1997. Measuring the Economic Importance of the Health Sector on a Local Economy: A Brief Literature Review and Procedures to Measure Local Impacts

For additional information, please contact:

Lara Brooks, Rural Health Analyst, [lara.brooks@okstate.edu](mailto:lara.brooks@okstate.edu)

Corie Kaiser, Director, [corie.kaiser@okstate.edu](mailto:corie.kaiser@okstate.edu)

Oklahoma Office of Rural Health

Phone: 405.945.8609

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*Multipliers were derived from IMPLAN 2020, sales tax data were derived from County FY2021 Oklahoma Tax Commission data, and 2020 personal income estimates from Bureau of Economic Analysis.*



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## Appendix D- McCurtain County Health Indicators and Outcomes

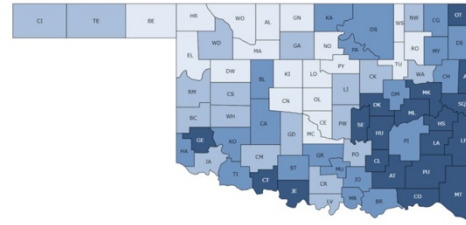
### Health Indicators and Outcomes for McCurtain County As part of the Community Health Needs Assessment

Table 1. Health Factors (Overall Rank 75)

Category (Rank)	McCurtain County	Error Margin	Top U.S. Performers	Oklahoma
<b>Health Behaviors (74)</b>				
Adult Smoking	25%	23-27%	15%	19%
Adult Obesity	42%	41-43%	30%	37%
Food Environment Index	5.8		8.8	5.8
Physical Inactivity	42%	40-44%	23%	33%
Access to Exercise Opportunities	36%		86%	65%
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Sexually Transmitted Infections	673		162	594
Teen Births	47	42-52	11	31
<b>Clinical Care (69)</b>				
Uninsured	23%	20-25%	6%	17%
Primary Care Physicians	2,350:1		1,010:1	1,630:1
Dentists	2,730:1		1,210:1	1,600:1
Mental Health Providers	290:1		250:1	240:1
Preventable Hospital Stays	6,773		2,233	4,346
Mammography Screening	34%		52%	40%
Flu Vaccinations	32%		55%	47%
<b>Social &amp; Economic Factors (71)</b>				
High School Graduation	83%	81-85%	94%	89%
Some College	44%	39-48%	74%	60%
Unemployment	7%		4%	6%
Children in Poverty	25%	16-34%	9%	19%
Income Inequality	4.9	4.4-5.3	3.7	4.6
Children in Single-Parent Household	33%	28-37%	14%	26%
Social Associations	11.6		18.1	11.3
Violent Crime Rate	235		63	428
Injury Deaths	132	114-149	61	95
<b>Physical Environment (76)</b>				
Air-Pollution- Particulate Matter	9.9		5.9	9.5
Drinking Water Violations	Yes			
Severe Housing Problems	13%	12-15%	9%	14%
Driving Alone to Work	89%	87-91%	72%	82%
Long Commute- Driving Alone	26%	23-29%	16%	27%

Source: County Health Rankings & Roadmaps; University of Wisconsin Population Health Institute; Robert Wood Johnson Foundation

2022 Health Factors – Oklahoma



Health Factor Ranks 1 to 19 20 to 38 39 to 58 59 to 77

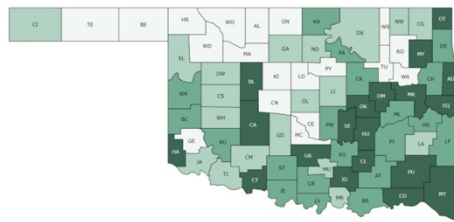
County Health Rankings & Roadmaps

**Table 2. Health Outcomes (Overall Rank 72)**

Category (Rank)	McCurtain County	Error Margin	Top U.S. Performers	Oklahoma
<b>Length of Life (72)</b>				
Premature Death	13,500	12,000-14,900	5,600	9,400
<b>Quality of Life (69)</b>				
Poor or Fair Health	28%	25-30%	15%	21%
Poor Physical Health Days	5.4	5.1-5.6	3.4	4.6
Poor Mental Health Days	5.6	5.4-5.8	4	5
Low Birth Weight	8%	7-9%	6%	8%

Source: County Health Rankings & Roadmaps; University of Wisconsin Population Health Institute; Robert Wood Johnson Foundation

2022 Health Outcomes – Oklahoma



Health Outcome Ranks 1 to 19 20 to 38 39 to 58 59 to 77

County Health Rankings & Roadmaps

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Oklahoma Office of Rural Health



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## Appendix E- Survey Form and Survey Results

### Idabel Hospital Local Health Services Survey

Please return completed survey by May 20, 2022

The zip code of my residence is: \_\_\_\_\_

What is your current age: \_\_\_\_\_

1. Has your household used the services of a hospital in the past 24 months?
- ☐ Yes (*Go to Q2*)      ☐ No (*Skip to Q7*)      ☐ Don't know (*Skip to Q7*)

2. At which hospital(s) were services received? (*please check/list all that apply*)
- ☐ McCurtain Memorial Hospital (*Skip to Q4*)      ☐ Other (*Please specify Hospital and City, then go to Q3*)

- 
- If you responded in Q2 that your household received care at a hospital other than McCurtain Memorial Hospital, why did you or your family member choose that hospital? (*Please answer then skip to Q6*)
- ☐ Physician referral      ☐ Quality of care/Lack of confidence  
☐ Closer, more convenient location      ☐ Availability of specialty care  
☐ Insurance reasons      ☐ Other (*Please list below*)

- 
- If you responded in Q2 that your household received care at McCurtain Memorial Hospital, what hospital service(s) were used?
- ☐ Diagnostic imaging (X-ray, MRI, CT, Ultrasound)      ☐ Hospital Inpatient  
☐ Laboratory      ☐ Skilled nursing (swing bed)  
☐ Outpatient infusion/Shots      ☐ Emergency room (ER)  
☐ Physician services      ☐ Other (*Please list below*)  
☐ Physical, speech, or occupational therapy

- 
5. How satisfied was your household with the services you received at McCurtain Memorial Hospital?
- ☐ Satisfied      ☐ Dissatisfied      ☐ Don't know
6. Has your household been to a specialist in the past 24 months?
- ☐ Yes      ☐ No (*Skip to Q10*)      ☐ Don't know (*Skip to Q10*)

What type of specialist has your household been to in the past 24 months and in which city were they located?

- 7.
- | Type of Specialist | City |
|--------------------|------|
|                    |      |
|                    |      |
|                    |      |
|                    |      |

8. Did the specialist request further testing, laboratory work and/or x-rays?
- ☐ Yes      ☐ No      ☐ Don't know
9. If yes, in which city were the tests or laboratory work performed?

---

*Continue on reverse side...*

10. What kind of medical provider do you use for routine care *(Please select all that apply)* ?
- |   |  |
|---|--|
| <input type="checkbox"/> Primary Care physician     | <input type="checkbox"/> Mid-Level Clinic (Nurse Practitioner or PA) |
| <input type="checkbox"/> Tribal Health Center       | <input type="checkbox"/> Emergency Room/Hospital                     |
| <input type="checkbox"/> Income Based Health Center | <input type="checkbox"/> Specialist                                  |
| <input type="checkbox"/> Urgent care/Walk in clinic | <input type="checkbox"/> Other <i>(Please list below)</i>            |
| <input type="checkbox"/> Health Department          |  |
- 
11. Has your household been to a primary care (family) doctor in the Idabel area?
- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Yes <i>(Go to Q12)</i> | <input type="checkbox"/> No <i>(Skip to Q13)</i> | <input type="checkbox"/> Don't know <i>(Skip to Q13)</i> |
|---|--|--|
12. How satisfied was your household with the quality of care received in the Idabel area?
- |                                    |                                       |                                     |
|------------------------------------|---------------------------------------|-------------------------------------|
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Dissatisfied | <input type="checkbox"/> Don't know |
|------------------------------------|---------------------------------------|-------------------------------------|
13. Do you think there are enough primary care (family) doctors practicing in the Idabel area?
- |                              |                             |                                     |
|------------------------------|-----------------------------|-------------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
|------------------------------|-----------------------------|-------------------------------------|
14. Are you able to get an appointment, within 48 hours, with your primary care (family) doctor when you need one?
- |                              |                             |                                     |
|------------------------------|-----------------------------|-------------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
|------------------------------|-----------------------------|-------------------------------------|
15. Have you used the services of a walk-in, urgent care or after hours clinic in the past 24 months?
- |                              |                             |                                     |
|------------------------------|-----------------------------|-------------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
|------------------------------|-----------------------------|-------------------------------------|
16. Would you utilize a walk in and/or after hours clinic if offered in Idabel?
- |                              |                             |                                     |
|------------------------------|-----------------------------|-------------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
|------------------------------|-----------------------------|-------------------------------------|
17. What concerns you most about health in the Idabel area *(Please select all that apply)* ?
- |   |   |
|---|---|
| <input type="checkbox"/> Heart disease  | <input type="checkbox"/> Substance abuse              |
| <input type="checkbox"/> Cancers        | <input type="checkbox"/> Obesity                      |
| <input type="checkbox"/> Diabetes       | <input type="checkbox"/> Accessing primary care       |
| <input type="checkbox"/> Dental         | <input type="checkbox"/> Accessing specialty services |
| <input type="checkbox"/> Teen Pregnancy | <input type="checkbox"/> Motor vehicle crashes        |
| <input type="checkbox"/> Suicide        | <input type="checkbox"/> Other                        |
| <input type="checkbox"/> Mental health  |   |
- 
18. What additional health and wellness services would you like to see offered in the Idabel area?
- 
19. Has your household used telemedicine services, a visit either by telephone or video with your provider, in the past year?
- |                              |  |  |
|------------------------------|--|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No <i>(Skip to Q21)</i> | <input type="checkbox"/> Don't know <i>(Skip to Q21)</i> |
|------------------------------|--|--|
20. How satisfied was your household with the quality of care received via telemedicine?
- |                                    |                                       |                                     |
|------------------------------------|---------------------------------------|-------------------------------------|
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Dissatisfied | <input type="checkbox"/> Don't know |
|------------------------------------|---------------------------------------|-------------------------------------|
21. How would you prefer to be notified of community events?  
*(Please select all that apply)*
- |                                    |                                  |                                       |
|------------------------------------|----------------------------------|---------------------------------------|
| <input type="checkbox"/> Newspaper | <input type="checkbox"/> Email   | <input type="checkbox"/> Social Media |
| <input type="checkbox"/> Radio     | <input type="checkbox"/> Website |                                       |

*Please mail completed survey  
to:  
McCurtain Memorial Hospital  
1301 Lincoln Rd.  
Idabel, OK 74745*



# McCurtain Memorial Hospital Survey Results

Corie Kaiser, Director  
Lara Brooks, Rural Health Analyst

Oklahoma Office of Rural Health

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OSU Center for Health Sciences

Photo Courtesy of David Waters

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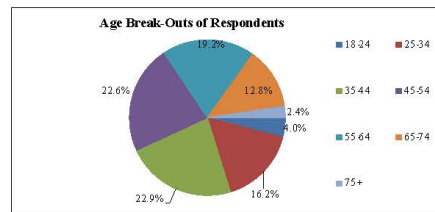
1

Zip Code of Residence		
Response Category	No.	%
74745- Idabel	158	53.2%
74728- Broken Bow	56	18.9%
74764- Valliant	16	5.4%
74766- Wright City	15	5.1%
74736- Gravin	10	3.4%
74734- Eagletown	8	2.7%
74740- Haworth	8	2.7%
74722- Battiest	3	1.0%
74963- Watson	2	0.7%
71832- De Queen, AR	2	0.7%
84728- Garrison, UT	1	0.3%
75426- Clarksville, TX	1	0.3%
74957- Smithville, OK	1	0.3%
74953- Poteau	1	0.3%
74750- Millerton	1	0.3%
74748- Kenefic	1	0.3%
74735- Fort Towson	1	0.3%
74729- Caddo	1	0.3%
74701- Durant	1	0.3%
74562- Rattan	1	0.3%
74501- McAlester	1	0.3%
74128- Tulsa	1	0.3%
73766- Pond Creek	1	0.3%
74737- Golden	1	0.3%
73554- Mangum	1	0.3%
71842- Horatio, AR	1	0.3%
71836- Foreman, AR	1	0.3%
No Response	2	0.7%
Total	297	100.0%

2

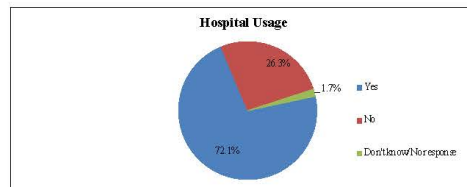


What is your Age?		
Response Category	No.	%
18-24	12	4.0%
25-34	48	16.2%
35-44	68	22.9%
45-54	67	22.6%
55-64	57	19.2%
65-74	38	12.8%
75+	7	2.4%
Total	297	100.0%



3

Has your household used the services of a hospital in the past 24 months?		
Response Category	No.	%
Yes	214	72.1%
No	78	26.3%
Don't know/No response	5	1.7%
Total	297	100.0%



4

Where did you receive hospital services?		
Response Category	No.	%
McCurtain Memorial Hospital, Idabel	182	59.9%
Paris Regional Medical Center, Paris, TX	42	13.8%
CHRISTUS St. Michael Health System, Texarkana, TX	13	4.3%
Choctaw Nation Health Care Center, Tahleah	9	3.0%
Baylor Scott and White Medical Center, No location	5	1.6%
Signature Care Emergency Care, Paris, TX	4	1.3%
Medical City Dallas, TX	3	1.0%
Medical City Plano, TX	3	1.0%
Wadley Regional Medical Center, Texarkana, TX	3	1.0%
Mena Regional Health System, Mena, AR	2	0.7%
Children's Medical Center, Dallas, TX	2	0.7%
OU Medical Center, Oklahoma City	2	0.7%
Norman Regional Health System, Norman	2	0.7%
No name facility, Tulsa	2	0.7%
St. Francis Hospital, Tulsa	2	0.7%
Quality Care ER, Paris, TX	2	0.7%
Baylor Scott and White Medical Center, Plano, TX	2	0.7%

5

Where did you receive hospital services? (Continued)		
Response Category	No.	%
St. John's Medical Center, Tulsa	1	0.3%
Titus Regional Medical Center, Mt. Pleasant, TX	1	0.3%
UT Southwestern Medical Center, Dallas, TX	1	0.3%
McCurtain Memorial Clinic, Hochatown	1	0.3%
INTEGRIS Baptist Medical Center, Oklahoma City	1	0.3%
Kiamichi Family Medical Center, Idabel	1	0.3%
Texas Health Presbyterian Hospital, Dallas	1	0.3%
Oklahoma Children's Hospital, OU, Oklahoma City	1	0.3%
Choctaw Memorial Hospital, Hugo	1	0.3%
Baylor Heart Hospital, no location	1	0.3%
Dallas VA Medical Center, Dallas, TX	1	0.3%
Baylor Scott and White Medical Center, Dallas, TX	1	0.3%
Medical City Denton, TX	1	0.3%
Center for Orthopaedic Reconstruction and Excellence, Jenks	1	0.3%
AllianceHealth, Durant	1	0.3%
Healthcare Express, De Queen, AR	1	0.3%
Hunt Regional Medical Center, Greenville, TX	1	0.3%
Oklahoma Heart Hospital, Oklahoma City	1	0.3%
Choctaw Nation Hugo Health Clinic, Hugo	1	0.3%
McBride Orthopedic Hospital, Oklahoma City	1	0.3%
No name facility, Ft. Smith, AR	1	0.3%
McCurtain Memorial Clinic, Idabel	1	0.3%
Walk in clinic	1	0.3%
No response	1	0.3%
Total*	304	100.0%

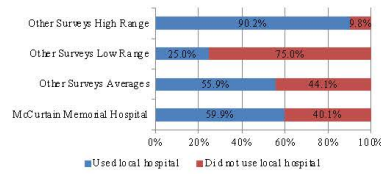
\*Some respondents answered more than once. Average hospitals visited per respondent = 1.42

6

**Hospital utilization comparison- McCurtain Memorial Hospital compared to previous community surveys**

Survey Area	Used local hospital	Did not use local hospital
McCurtain Memorial Hospital	59.9%	40.1%
Other Surveys Averages	55.9%	44.1%
Other Surveys Low Range	25.0%	75.0%
Other Surveys High Range	90.2%	9.8%

**Hospital Utilization Comparison**



7

**If you responded in question 2 that your household received care at a hospital other than McCurtain Memorial Hospital, why did you or your family member choose that hospital?**

Response Category	No.	%
Availability of specialty care (Including surgery, labor and delivery, ICU for Covid)	43	30.9%
Quality of care/Lack of confidence	38	27.3%
Physician referral/Transferred	31	22.3%
Insurance reasons	12	8.6%
Closer, more convenient location	8	5.8%
Emergency care	3	2.2%
Outpatient/Ambulatory need	2	1.4%
Where my doctor works	1	0.7%
No response	1	0.7%
Total*	139	100.0%

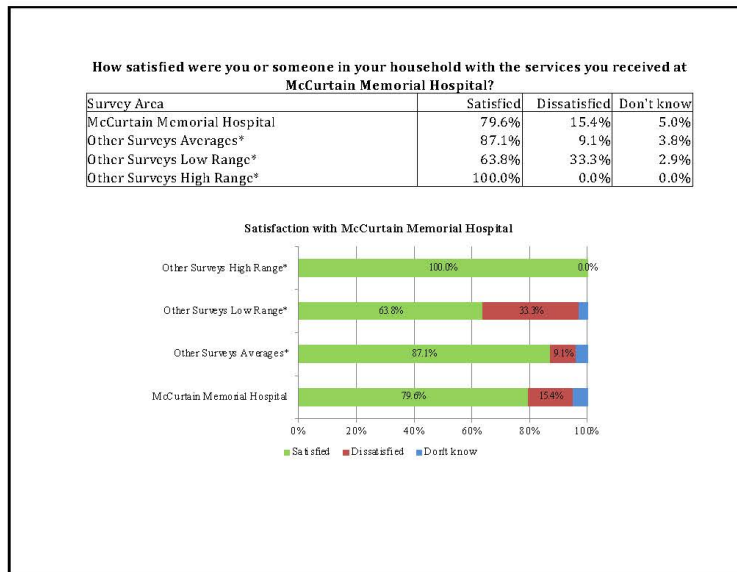
\*Some respondents selected more than one category.

8

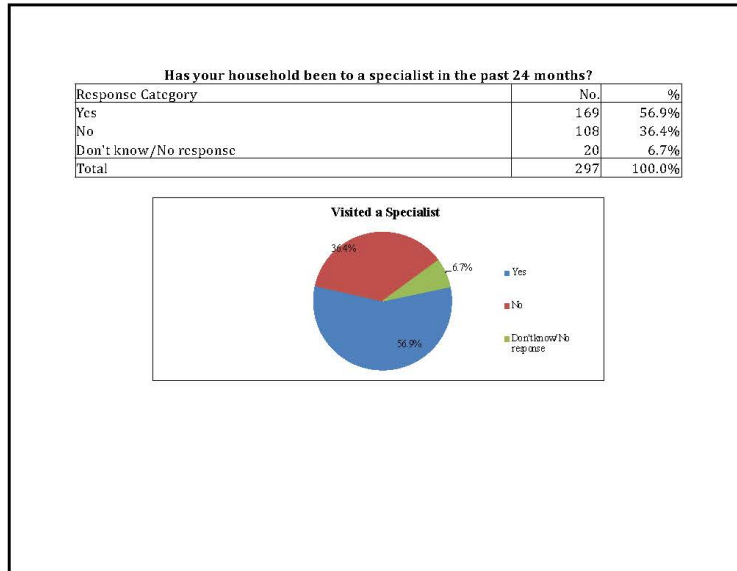
What hospital services were used at McCurtain Memorial Hospital?		
Response Category	No.	%
Emergency room (ER)	137	27.8%
Diagnostic imaging (X-ray, CT, MRI, Ultrasound, Mammography)	121	24.5%
Laboratory	118	23.9%
Physician services	51	10.3%
Hospital inpatient	31	6.3%
Outpatient services	14	2.8%
Physical, speech or occupational therapy	9	1.8%
Skilled nursing/Swing bed	4	0.8%
Surgical services	3	0.6%
Labor and delivery	2	0.4%
Cardiac rehab	1	0.2%
Covid test	1	0.2%
No response	1	0.2%
Total*	493	100.0%

\*Some respondents selected more than one category. Average number of services used per respondent = 2.71

9



10



11

**What type of specialist has your household been to and in which city did you receive that care?**

Type of Specialist	City	No.	%
Orthopedist/Ortho Surg.	Paris, TX (21); No location (13); Dallas, TX (3); Oklahoma City (2); Texarkana, TX (2); Tulsa (1); Sherman, TX (1); Fort Smith, AR (1)	44	19.9%
	No location (13); Texarkana, TX (9); Paris, TX (6); Oklahoma City (5); McAlester (2); Dallas, TX (2); Plano, TX (2); Idabel (1); Ada (1)	41	18.6%
Cardiologist	Dallas, TX (4); Tulsa (3); No location (3); Durant (2); Paris, TX (2); Tulsa (1); McKinney, TX (1)	16	7.2%
Neurologist/Neurosurg.	Texarkana, TX (5); No location (4); Paris, TX (2); Denton, TX (1); Oklahoma City (1)	13	5.9%
Gastroenterologist	Paris, TX (3); Texarkana, TX (3); De Queen, AR (2); Oklahoma City (1); Tulsa (1); No location (1)	11	5.0%
Dermatologist	No location (3); Paris, TX (2); Oklahoma City (1); Texarkana, TX (1); Houston, TX (1); Fort Worth, TX (1); Shreveport, LA (1)	10	4.5%
Oncologist	Paris, TX (4); No location (2); Sherman, TX (1); Denison, TX (1)	8	3.6%
Endocrinologist	Paris, TX (2); Texarkana, TX (2); No location (2); Idabel (1); Dallas, TX (1)	8	3.6%
Nephrologist	Paris, TX (3); No location (3); Durant (1); Oklahoma City (1)	8	3.6%
Pulmonologist	McKinney, TX (2); No location (2); Oklahoma City (1); Dallas, TX (1); Texarkana, TX (1); Shreveport, LA (1)	8	3.6%
Rheumatologist	Paris, TX (5); Oklahoma City (1); Texarkana, TX (1); No location (1)	8	3.6%
Urologist		8	3.6%

12

What type of specialist has your household been to and in which city did you receive that care? (Continued)			
Type of Specialist	City	No.	%
Podiatrist	Paris, TX (3); No location (3); Texarkana, TX (1)	7	3.2%
Surgeon	Dallas, TX (2); Ardmore (1); Tulsa (1); Paris, TX (1); Texarkana, TX (1)	6	2.7%
OB/GYN	Paris, TX (4); Idabel (1); Dallas, TX (1)	6	2.7%
Ophthalmologist	Oklahoma City (1); Paris, TX (1); Sherman, TX (1); No location (1)	4	1.8%
Pain Management	Texarkana, TX (2); Paris, TX (1)	3	1.4%
Internist	Idabel (1); Texarkana, TX (1); No location (1)	3	1.4%
Allergist	Oklahoma City (1); McKinney, TX (1)	2	0.9%
Dentist	Paris, TX (1); No location (1)	2	0.9%
Otolaryngologist	Durant (1); No location (1)	2	0.9%
Radiologist	Paris, TX (1); Texarkana, TX (1)	2	0.9%
Hepatologist	Oklahoma City (1); Dallas, TX (1)	2	0.9%
Dietician	Talihina (1)	1	0.5%
Pediatric Cardiologist	Oklahoma City (1)	1	0.5%
Pediatric Rheumatologist	Oklahoma City (1)	1	0.5%
Hematologist	Paris, TX (1)	1	0.5%
Electrophysiologist	Plano, TX (1)	1	0.5%
Infectious Disease	No location (1)	1	0.5%
Midwife	Talihina (1)	1	0.5%
Total*		221	100.0%

\*Some respondents answered more than once. 169 respondents had seen a specialist. Those 169 respondents reported visiting an average of 1.3 specialists.

13

Did the specialist request further testing, laboratory work and/or x-rays?		
Response Category	No.	%
Yes	140	82.8%
No	23	13.6%
Don't know/No response	6	3.6%
Total	169	100.0%

14

If yes, in which city were the tests or laboratory work performed?		
Response Category	No.	%
Paris, TX	51	29.8%
Texarkana, TX	29	17.0%
Idabel	26	15.2%
Oklahoma City	13	7.6%
Tulsa	8	4.7%
Dallas, TX	7	4.1%
Durant	6	3.5%
Plano, TX	4	2.3%
Norman	3	1.8%
Broken Bow	3	1.8%
Talihina	3	1.8%
Shreveport, LA	2	1.2%
Denison, TX	1	0.6%
Potau	1	0.6%
Yukon	1	0.6%
De Queen, AR	1	0.6%
Sherman, TX	1	0.6%
Hugo	1	0.6%
Fort Worth, TX	1	0.6%
Houston, TX	1	0.6%
McAlester	1	0.6%
Ardmore	1	0.6%
Tyler, TX	1	0.6%
Ada	1	0.6%
Texas	1	0.6%
No response	3	1.8%
Total*	171	100.0%

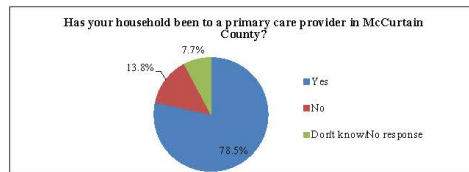
\*Some respondents answered more than once. Average responses equal 1.22

15

What type of medical provider do you use for routine care?		
Response Category	No.	%
Primary care physician	185	45.7%
Mid-level clinic (nurse practitioner or PA)	74	18.3%
Tribal health center	44	10.9%
Urgent care/Walk in clinic	38	9.4%
Specialist	24	5.9%
Emergency room	9	2.2%
Health department	6	1.5%
Income based health center	2	0.5%
VA	2	0.5%
Spouse is physician	1	0.2%
No care	1	0.2%
No response	19	4.7%
Total	405	100.0%

16

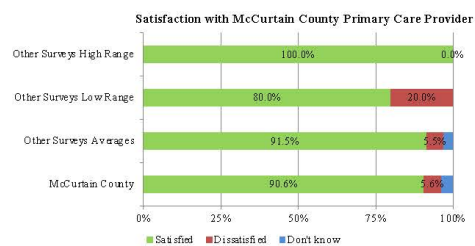
Has your household been to a primary care doctor in McCurtain County?		
Response Category	No	%
Yes	233	78.5%
No	41	13.8%
Don't know/No response	23	7.7%
Total	297	100.0%



17

How satisfied were you or someone in your household with the quality of care received in McCurtain County?

Response Category	Satisfied	Dissatisfied	Don't know
McCurtain County	90.6%	5.6%	3.8%
Other Surveys Averages	91.5%	5.5%	3.0%
Other Surveys Low Range	80.0%	20.0%	0.6%
Other Surveys High Range	100.0%	0.0%	0.0%



18



**Do you think there are enough primary care (family) doctors practicing in McCurtain County?**

Response Category	No.	%
Yes	86	29.0%
No	141	47.5%
Don't know/No response	70	23.6%
Total	297	100.0%

**Are you able to get an appointment, within 48 hours, with your primary care doctor when you need one?**

Response Category	No.	%
Yes	188	63.3%
No	66	22.2%
Don't know/No response	43	14.5%
Total	297	100.0%

19

**Have you used the services of a walk-in, urgent care or after hours clinic in the past 24 months?**

Response Category	No.	%
Yes	136	45.8%
No	134	45.1%
Don't know/No response	27	9.1%
Total	297	100.0%

**Would you utilize a walk in and/or after hours clinic if offered in McCurtain County?**

Response Category	No.	%
Yes	222	74.7%
No	19	6.4%
Don't know/No response	56	18.9%
Total	297	100.0%

20

What concerns you most about health in McCurtain County?		
	No.	%
Mental health	137	11.6%
Substance abuse	136	11.6%
Cancers	127	10.8%
Diabetes	118	10.0%
Heart disease	111	9.4%
Accessing specialty services	106	9.0%
Obesity	89	7.6%
Motor vehicle crashes	77	6.5%
Accessing primary care	73	6.2%
Suicide	59	5.0%
Dental	50	4.2%
Teen pregnancy	46	3.9%
Lack of education	1	0.1%
Women's health and postpartum care	1	0.1%
Quality of care	1	0.1%
Emergency room care	1	0.1%
Over medication	1	0.1%
Tick related disease	1	0.1%
Wellness center	1	0.1%
Surgical services	1	0.1%
Childbirth	1	0.1%
Industrial accidents	1	0.1%
Don't know/No response	38	3.2%
Total	1177	100.0%

21

What additional health and wellness services would you like to see offered in McCurtain County?		
Response Category	No.	%
Specialists in general (19); OB/GYN (13); Orthopedist (13); Cardiologist (9); Surgeon (8); Dermatologist (6); Rheumatologist (4); Oncologist (3); Pulmonologist (3); Pediatrician (2); Endocrinologist (1); Neurologist (1); Gastroenterologist (1); Nephrologist (1); Podiatrist (1)	85	26.1%
Don't know/No additional services	37	11.3%
Mental health/Improved mental health/Behavioral health/Mental health inpatient beds/Substance abuse/Services for young people/Suicide awareness/Geropsych	33	10.1%
More primary care physicians	14	4.3%
Wellness programs/Water aerobics/Group fitness/Gym access/Pool, lap pool/Reboot wellness classes for employees	14	4.3%
Improved quality of care/Emergency room care/Management/More ER nurses	12	3.7%
After hours care/Urgent care/24 hour walk in/ER like services	11	3.4%
Dental/Emergency dental/Dental that accepts SoonerCare/Oral surgery/Affordable dental/Dental for disabled Medicare patients	8	2.5%
Imaging (including MRI, CT, Ultrasound)/Weekend imaging	7	2.1%
Diabetic education/Chronic disease management education/Prevention education	5	1.5%
Updated hospital/Equipment/ED	4	1.2%
Any/All	4	1.2%
Weight management/Weight loss	4	1.2%
Prenatal/Post Natal /Maternity care	3	0.9%
Critical care/Setting broken bones/Emergency stabilization for transport	3	0.9%

22

**What additional health and wellness services would you like to see offered in McCurtain County?  
(Continued)**

Response Category	No.	%
Nutritionist	2	0.6%
More community resources for homeless population/Shelters	2	0.6%
Support groups/Grief support	2	0.6%
Preventative testing/Free community screenings	2	0.6%
After hours pharmacy/Federal and state discounts for pharmacy	2	0.6%
Affordable care/Services to those who can't afford/Workable payment plan	2	0.6%
Elder Care	2	0.6%
Domestic violence survivors	1	0.3%
Radiology for cancer	1	0.3%
Support for disabled adults	1	0.3%
More VA approved providers	1	0.3%
Something for kids	1	0.3%
Fertility	1	0.3%
Vision care	1	0.3%
Wound care	1	0.3%
No response	60	18.4%
Total	326	100.0%

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**Does the current facility have the physical capabilities and infrastructure to meet your  
healthcare needs?**

Response Category	No.	%
Yes	102	34.3%
No	95	32.0%
Don't know/No response	100	33.7%
Total	297	100.0%

**Has your household used telemedicine services, a visit either by telephone or video with your  
provider, in the past year?**

Response Category	No.	%
Yes	94	31.6%
No	159	53.5%
Don't know/No response	44	14.8%
Total	297	100.0%

**How satisfied was your household with the quality of care received via telemedicine?**

Response Category	No.	%
Satisfied	82	87.2%
Dissatisfied	12	12.8%
Total	94	100.0%

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**How would you prefer to be notified of community events?**

Outlet	No.	%
Social Media	184	31.4%
Newspaper	100	17.1%
Email	97	16.6%
Radio	82	14.0%
Website	77	13.1%
Mail	1	0.2%
No Response	45	7.7%
Total	586	100.0%

