

Stilwell Memorial Hospital Community Health Needs Assessment Summary and Implementation Strategy



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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 need¹

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.²

¹ 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.

² 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.

Report Outline

This document discusses the steps taken to conduct a CHNA for Stilwell Memorial Hospital in 2023. It begins with a description of the hospital's steps to addressing priorities identified during the 2015 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.

This report along with the implementation strategy was presented and approved by the governing board on November 21, 2024.

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

Stilwell Memorial Hospital worked with the Oklahoma Office of Rural Health in 2015 to complete their first Community Health Needs Assessment. During that time, health concerns were identified by community members and then prioritized by community members via individual interviews. The following identifies each priority, implementation taken, and an evaluation or impact of the implementation.

Area of concern: Health and diabetes education

The hospital has made a significant effort to provide health education and information to community members. This has been accomplished through the hosting and participating in various health fairs. To date, over 550 individuals have participated and benefitted from the offering of these health fairs. In particular, one single health fair had an additional 16 vendors present to provide vital health information and resources for local residents.

Further, 4 blood drives were hosted during the past calendar year with roughly 15 donors at each offering. These events allow participants to receive a breadth of information related to their personal health through the donation process.

The hospital also sponsored a medical summit which is a large career fair for a variety of services and businesses in the community. Vendors present include those representing health care, rehabilitation to dog grooming. These vendors are present to provide career opportunities, but also resources and more information regarding the services they provide. The hospital also hosted a health specific career fair focused on CNA, LPN and PTA positions. The focused audience included students at the local technology center. Another health fair hosted in October 2023 included local service providers including the local health department, DHS, Help and

Crisis, Hospital, nursing homes, insurance companies, hospice, first employment, Oklahoma employment services, and others. Roughly 250 people benefitted from this offering including high school students and local technology center students.

Area of concern: Access to healthy foods

The hospital has placed nutrition information in the clinic waiting room. The hospital also had a dietician that comes in once per month for patient consultations. The hospital has explored partnering with Extension for classes and outreach.

Area of concern: High rate of smoking

As mentioned previously, the hospital has strived to provide information and resources to community members through the offering of health fairs. To date, over 550 individuals have participated and benefitted from the offering of these health fairs. In particular, one single health fair had an additional 16 vendors present to provide vital health information and resources for local residents.

Area of concern: Lack of fitness opportunities

In the past year, Stilwell Memorial Hospital has recently relocated their outpatient physical therapy. They have partnered with a local gym, The 55 Performance Factory (P55). P55 offers an area where the hospital can utilize top of the line equipment for strength, conditioning, and recovery as well as more open spaces to work on functional activities such as walking, jogging, running, jumping, carrying, pulling, and throwing.

At Stilwell Memorial, the Physical Therapy team provides treatment to patients of all ages and abilities using state-of-the-art equipment. The one-to-one care and attention we offer make a real difference to the rehabilitation of our patients, and our group sessions and education provide the ongoing support needed to help sustain and maintain results. Our partnership with P55 has allowed just that. The physical therapist also offers classes before and after hours for the community. The classes include group maintenance classes for patients discharged from PT, yoga/Pilates classes, and group strength and conditioning classes for those looking to maximize their fitness. To date, there are roughly 10-12 participants in the maintenance program that meets regularly, 2-3 days per week.

Stilwell Memorial Hospital Medical Services Area Demographics

Figure 1 displays the Stilwell Memorial Hospital medical services area. Stilwell 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.

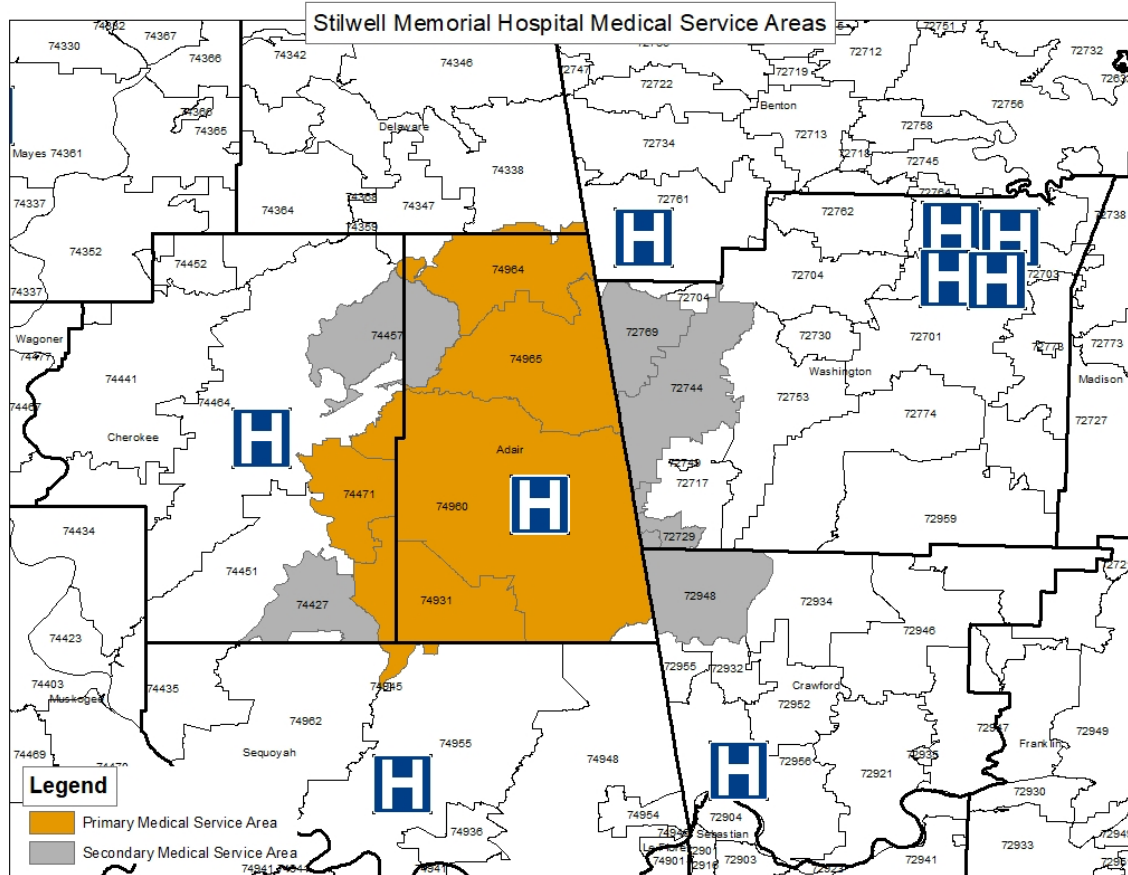


Figure 1. Stilwell Memorial Hospital Medical Service Areas

City	County	Hospital	No. of Beds
<i>Stilwell</i>	<i>Adair</i>	<i>Memorial Hospital</i>	<i>67</i>
Tahlequah	Cherokee	Tahlequah City Hospital	100
Sallisaw	Sequoyah	Sequoyah Memorial Hospital	41
Siloam Springs	Benton, AR	Siloam Springs Regional Hospital	73
Van Buren	Crawford, AR	Summit Medical Center	103
Fayetteville	Washington, AR	Physicians' Specialty Hospital	64
Fayetteville	Washington, AR	Washington Regional Medical Center at North Hills	366
Springdale	Washington, AR	Northwest Medical Center	222
Springdale	Washington, AR	Regency Hospital of Springdale	25

As delineated in Figure 1, the primary medical service area of Stilwell Memorial Hospital includes the zip code area of Stilwell, Welling, Bunch, Watts, and Westville. The primary medical service area experienced a population increase of 7.5 percent from the 2000 Census to the 2010 Census (Table 1). This same service area experienced a population decrease of 13.3 percent from the 2010 Census to 2020.

The secondary medical services area is comprised of the zip code areas Cookson, Proctor, Marble City, Evansville, AR, Lincoln, AR, Summers, AR, and Natural Dam, AR. The secondary medical service area experienced an increase in population of 17.8 percent from 2000 to 2010 followed by a population decrease of 8.3 percent from 2010 to 2020.

Table 1. Population of Stilwell Memorial Hospital Medical Service Areas

Population by Zip Code	2000 Population	2010 Population	2020 Population	% Change 2000-2010	% Change 2010-2020
<i>Primary Medical Service Area</i>					
74960 Stilwell	12,489	13,643	11,937	9.2%	-12.5%
74471 Welling	1,531	1,800	1,463	17.6%	-18.7%
74931 Bunch	1,483	1,411	1,251	-4.9%	-11.3%
74964 Watts	2,636	2,834	2,372	7.5%	-16.3%
74965 Westville	4,990	5,170	4,525	3.6%	-12.5%
Total	23,129	24,858	21,548	7.5%	-13.3%
<i>Secondary Medical Service Area</i>					
74427 Cookson	1,274	1,383	1,250	8.6%	-9.6%
74457 Proctor	190	608	479	220.0%	-21.2%
74945 Marble City	520	497	186	-4.4%	-62.6%
72729 Evansville, AR	350	280	236	-20.0%	-15.7%
72744 Lincoln, AR	4,541	5,343	5,227	17.7%	-2.2%
72769 Summers, AR	942	1,162	1,226	23.4%	5.5%
72948 Natural Dam, AR	492	518	371	5.3%	-28.4%
Total	8,309	9,791	8,975	17.8%	-8.3%

SOURCE: Population data from the U.S. Bureau of Census, Decennial Census 2000, 2010 and 2020 (September 2023)

Table 2 displays the current existing medical services in the primary service area of the Memorial Hospital medical services area. Most of these services would be expected in a service area of Stilwell's size: 3 physician offices and clinics, 1 dental office, 1 optometrist office, 1

chiropractic office, 1 nursing home, 1 dialysis center, 1 county health department, and 3 pharmacies. Stilwell Memorial Hospital is a 57 inpatient bed facility located in Adair County, Oklahoma. The hospital has 7 bassinets along with a 10 bed geri//psch unit. A few of the services offered by Memorial Hospital include a 24-hour emergency department, and psychiatry services covering the areas of general, adolescent, and geriatric. Memorial Hospital provides outpatient services such as women's health including bone density, diagnostic services such as CT and ultrasound, home health, sleep study, and a specialty clinic with cardiology, pediatrics, OB/GYN, and family practice. A complete list of hospital services and community involvement activities can be found in Appendix A.

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

Count	Service
1	Hospital: Stilwell Memorial Hospital
3	Physician offices and clinics
1	Dental office
1	Optometrist office
1	Chiropractic office
1	Nursing Home
1	Dialysis center
1	County health department
3	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 Adair County in comparison to the state of Oklahoma. Overall, the over 65 age group accounts for a large share of the population across all geographies, 2020 decennial Census. This cohort accounted for 16.5 percent of the total population at the state level. In terms of the medical service areas, this age group accounted for 17.4 percent of the primary medical service area, 20 percent of the secondary medical service area, and 17.2 percent of the population of Adair County. The 45-64 age group accounts for the largest share of the population in the primary (26.8%) and secondary (27.2%) service areas and Adair County (26.5%).

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

Age Groups	Primary Medical Service Area	Secondary Medical Service Area	Adair County	Oklahoma
2010 Census				
0-14	24.6%	20.5%	24.9%	20.7%
15-19	7.8%	6.7%	8.1%	7.1%
20-24	6.2%	5.5%	6.1%	7.2%
25-44	27.6%	26.5%	27.2%	25.8%
45-64	21.9%	25.7%	21.6%	25.7%
65+	<u>11.9%</u>	<u>15.0%</u>	<u>12.1%</u>	<u>13.5%</u>
Totals	100.0%	100.0%	100.0%	100.0%
Total Population	23,129	8,309	21,038	3,751,351
2020 Census				
0-14	20.9%	19.1%	21.2%	19.9%
15-19	7.2%	6.1%	7.4%	7.0%
20-24	5.7%	4.9%	5.7%	6.8%
25-44	22.0%	22.8%	22.0%	25.8%
45-64	26.8%	27.2%	26.5%	24.0%
65+	<u>17.4%</u>	<u>20.0%</u>	<u>17.2%</u>	<u>16.5%</u>
Totals	100.0%	100.0%	100.0%	100.0%
Total Population	21,548	8,975	19,495	3,959,353

SOURCE: U.S. Census Bureau, Decennial Census data for 2010 and 2020 (www.census.gov [September 2023]).

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 2020 decennial Census suggest that this population group has experienced an increase to 11.9 percent of the total population. This trend is somewhat evident in Adair County. The share of the population identified as of Hispanic Origin accounted for 6.4 percent of Adair County's population in 2020.

A more striking trend for both medical service areas and Adair County is the Native American share of the population. This cohort accounts for 43.4 percent of the primary service area and 44 percent of the secondary service area. This is in comparison to the state's share of 8.4 percent. Table 4 displays racial and ethnic data for both service areas, Adair County, and Oklahoma.

Table 4. Percent of Total Population by Race and Ethnicity for Stilwell Memorial Hospital Service Areas, Adair County and Oklahoma

Race/Ethnic Groups	Primary Medical Service Area	Secondary Medical Service Area	Adair County	Oklahoma
2010 Census				
White	48.3%	84.6%	48.5%	72.2%
Black	0.2%	0.1%	0.2%	7.4%
Native American ¹	42.5%	10.3%	42.5%	8.6%
Other ²	1.3%	1.7%	1.2%	5.9%
Two or more Races ³	7.7%	3.3%	7.5%	5.9%
Hispanic Origin ⁴	3.0%	3.1%	3.1%	8.9%
Total Population	23,129	8,309	21,038	3,751,351
2020 Census				
White	39.4%	72.2%	39.2%	63.5%
Black	0.2%	0.3%	0.2%	7.3%
Native American ¹	43.4%	9.1%	44.0%	8.4%
Other ²	3.0%	5.3%	3.2%	7.9%
Two or more Races ³	14.0%	13.1%	13.4%	12.8%
Hispanic Origin ⁴	<u>6.1%</u>	<u>6.6%</u>	<u>6.4%</u>	<u>11.9%</u>
Total Population	21,548	8,975	19,495	3,959,353

SOURCE: U.S. Census Bureau, Decennial Census data for 2010 and 2020 (www.census.gov [September 2023]).

Summary of Community Input for CHNA

Community input was gathered through a single community meeting. The meeting was held on October 25, 2023. 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:

- Stilwell Memorial Hospital representatives
- Oklahoma State Department of Health
- Good Shepherd Hospice
- Help in Crisis
- Oklahoma State University

The hospital selected individuals to participate in the community meeting via emails and personal phone calls. Those in attendance were also selected based on their broad knowledge of the greater needs of the community through their active roles. Significant efforts were made to invite and include those who represented diverse and low-income populations. Those with public health expertise specific to Adair County were also invited to participate.

Economic Conditions of Adair County and Economic Impact of Health Sector

Economic indicators for Adair County in comparison to Oklahoma and the United States are outlined in Table 5. Adair County tends to lag Oklahoma per capita incomes, total income divided by the population. Generally, Oklahoma as a state tends to lag the national average. The 2022 annual unemployment rate for Adair County was 3.3 percent. This rate was slightly higher than the state (3.0%) and lower than the national (3.6%). All of these rates are non-seasonally adjusted. The most recent monthly estimates show Adair County to be higher than 2022 with a 4 percent rate. This is higher than the state (3.3%) and the national (3.8%) rates.

The share of individuals captured below the poverty threshold for income and household size is calculated by the U.S. Census Bureau. In 2021, the poverty rate for all ages in Adair County was 20.8 percent. This is higher than the state and national rates. The share of children, or those under the age of 18, was also higher than the state and national rates. All economic indicators can be found in Table 5.

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

Indicator	County	State	U.S.
Total Personal Income (2021)	\$805,613,000	\$214,760,676,000	\$21,288,709,000,000
Per Capita Income (2021)	\$41,496	\$53,870	\$64,143
Employment (2022)	8,314	1,830,061	158,291,000
Unemployment (2022)	288	56,979	5,996,000
Unemployment Rate (2022)	3.3%	3.0%	3.6%
Employment (July 2023)*	8,301	1,894,839	161,982,000
Unemployment (July 2023)*	343	59,480	6,372,000
Unemployment Rate (July 2023)*	4.0%	3.3%	3.8%
Percentage of People in Poverty (2021)	20.8%	15.4%	12.8%
Percentage of Under 18 in Poverty (2021)	28.5%	20.5%	16.9%
Transfer Dollars (2021)	\$324,979,000	\$52,188,560,000	\$4,617,314,000,000
Transfer Dollars as Percentage of Total Personal Income (2021)	40.3%	24.3%	21.7%
Medical Benefits as a share of Transfer Payments (2021)	35.4%	31.7%	35.7%

*County and state estimates are considered preliminary

SOURCES: 2023 Bureau of Labor Statistics; 2021 Bureau of Economic Analysis; 2021 U.S. Census Bureau.

Table 6 displays various education variables for Adair County. The first three lines are education attainment percentages for the population aged 25 years and greater. In Adair County, 81 percent of the population has at least their high school diploma, 29.1 percent has at least some college, and 10.6 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 Adair County who are eligible for free and reduced lunches. Adair County's rate is 87 percent. This is higher than the state average of 56.1 percent. This is the 77th lowest rate in the state.

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

Indicator	County	State	Adair County Ranking
At Least High School Diploma	81.0%	88.7%	75th Highest
Some College	29.1%	49.7%	77th Highest
At Least Bachelor's Degree	10.6%	26.8%	77th Highest
Free and Reduced Lunch Rate	87.0%	56.1%	77th Lowest

Sources: U.S. Census Bureau, American Community Survey, 2017-2021, National Center for Education Statistics 2021-2022.

Table 7 includes payer source data for Adair County residents in comparison to the state. A ranking is also provided with the lowest percentages as the more favorable ranking. In 2021, 20.1 percent of individuals under the age of 65 were categorized as uninsured. This is higher than the state rate of 18.1 percent. In terms of children, or those under the age of 19, this rate was 7.5 percent. This was lower than the state rate. In 2022, 20.5 percent of the population had Medicare as a payer for healthcare. This includes Medicare parts A, B and Advantage. In terms of Medicaid, 40 percent of the population in Adair 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 Adair County and the State of Oklahoma

Indicator	County	State	Adair County Ranking
2021 Uninsured rate (under 65)	20.1%	16.9%	58th Lowest
2021 Uninsured rate (under 19)	7.5%	8.0%	9th Lowest
2022 Medicare share of total population	20.5%	19.6%	18th Lowest
2020 Medicaid share of total population	40.0%	26.0%	77th Lowest

Sources: U.S. Census Bureau Small Area Health Insurance Estimates, 2021; Centers for Medicare and Medicaid Services, Medicare Part A and B Recipients by State and County, September 2022; Oklahoma Health Care Authority, Total Enrollment by County, 2020

Table 8 below summarizes the overall economic impact of the health sector on the Adair County, Oklahoma economy. The local healthcare data outside of the hospital were collected by contacting local providers to gather their employment data. 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 Stilwell Memorial Hospital medical service area employs 429 FTE individuals. After applying a county-specific employment multiplier to each respective sector, there is a total employment impact of 568 FTE employees. The same methodology is applied to income. The local health sector has a direct income impact of over \$26.3 million. When the appropriate income multiplier is applied, the total income impact is over \$30.4 million. The last two columns examine the impact this has on the retail sector of the local community. Recent data suggest that just 13.78% of personal income in AdairCounty 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 just over \$1 million spent locally, generating \$11,057 on a 1% tax.

Table 8. Stilwell 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	168	1.49	251	\$8,453,509	1.24	\$10,452,595	\$1,432,005	\$14,320
Physicians, Dentists & Other Medical Professionals	124	1.25	155	\$9,505,149	1.11	\$10,592,908	\$1,451,228	\$14,512
Other Medical & Health Services and Nursing Homes	115	1.18	136	\$6,634,048	1.11	\$7,379,339	\$1,010,969	\$10,110
Pharmacies	22	1.20	26	\$1,697,172	1.17	\$1,985,532	\$272,018	\$2,720
Total	429		568	\$26,289,877		\$30,410,373	\$4,166,221	\$41,662

SOURCE: 2021 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 Adair County taxable sales and income (13.78%) – from 2021 Sales Tax Data and 2021 Personal Income Estimates from the Bureau of Economic Analysis.

Adair County Health Indicators and Outcomes

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: 77), clinical care (rank: 75), social and economic factors (rank: 69), and physical environment (rank: 29). Adair County's overall health factors rank is 77. Areas of concern include Adair County's smoking rate, adult obesity rate, physical inactivity rate, access to exercise opportunities, teen birth rate, uninsured rate, population to primary care physicians, preventable hospital stays of the Medicare population, mammography screenings of the Medicare population, high school graduation share, some college, share of children in poverty, income inequality, and social associations. All health factors variables are presented in Table 9 along with Adair 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 Adair County ranks very poorly compared to the national benchmark) while the green highlighted categories are the areas where Adair County does well, or are viewed as areas of strength.

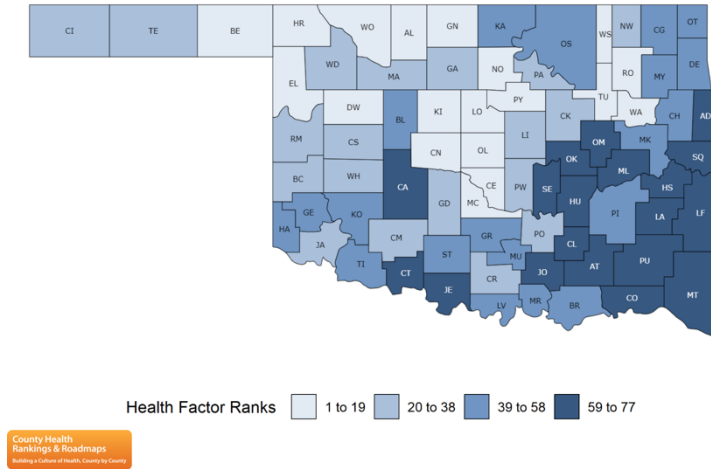
Table 9. Health Factors (Overall Rank 77)

Category (Rank)	Adair County	Error Margin	Oklahoma	United States
Health Behaviors (77)				
Adult Smoking	31%	28-33%	20%	16%
Adult Obesity	45%	44-46%	37%	32%
Food Environment Index	6.4		5.8	7.0
Physical Inactivity	38%	35-40%	28%	22%
Access to Exercise Opportunities	16%		71%	84%
Excessive Drinking	13%	13-14%	14%	19%
Alcohol-Impaired Driving Deaths	32%	20-43%	27%	27%
Sexually Transmitted Infections	379		536	481
Teen Births	56	50-63	31	19
Clinical Care (75)				
Uninsured	23%	20-25%	18%	10%
Primary Care Physicians	3,660:1		1,650:1	1,310:1
Dentists	3,880:1		1,570:1	1,380:1
Mental Health Providers	390:1		240:1	340:1
Preventable Hospital Stays	7,199		3,247	2,809
Mammography Screening	21%		35%	37%
Flu Vaccinations	46%		49%	51%
Social & Economic Factors (69)				
High School Graduation	81%	70-83%	89%	89%
Some College	34%	30-38%	60%	67%
Unemployment	3.7%		3.8%	5.4%
Children in Poverty	29%	19-38%	21%	17%
Income Inequality	5.2	4.6-5.8	4.5	4.9
Children in Single-Parent Household	31%	26-36%	26%	25%
Social Associations	8.2		11.2	9.1
Injury Deaths	102		95	76
Physical Environment (29)				
Air-Pollution- Particulate Matter	8.7		8.7	7.4
Drinking Water Violations	No			
Severe Housing Problems	16%	13-18%	14%	17%
Driving Alone to Work	81%	79-82%	81%	73%
Long Commute- Driving Alone	38%	34-43%	28%	37%

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. Adair County's rank is similar to Sequoyah County and is less favorable than Delaware and Cherokee Counties.

2023 Health Factors - Oklahoma



In terms of health outcomes, considered, today's health, Adair County's ranking is 70th 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.

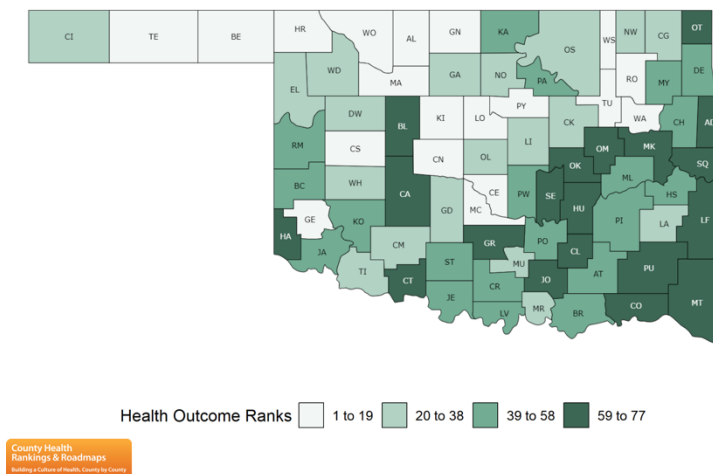
Table 10. Health Outcomes (Overall Rank 70)

Category (Rank)	Adair County	Error Margin	Oklahoma	United States
Length of Life (62)				
Premature Death	12,200	10,500-13,800	9,400	7,300
Quality of Life (76)				
Poor or Fair Health	26%	24-28%	17%	12%
Poor Physical Health Days	5.3	5.0-5.6	3.7	3.0
Poor Mental Health Days	5.9	5.6-6.1	5.0	4.4
Low Birth Weight	7%	6-8%	8%	8%

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

Adair County's rank is less favorable than Cherokee and Delaware Counties, but is comparable to Sequoyah County.

2023 Health Outcomes - Oklahoma



Community Survey Methodology and Results

A survey was designed to gauge hospital usage, satisfaction, and community health needs. The survey was available in web format using the Survey Monkey platform. The electronic survey link was placed on the hospital's Facebook page and shared on social media. A QR code was available at the admissions office at the hospital and the clinic for patients and visitors to access the electronic survey from their mobile device. A copy of the survey form and results can be found in Appendix E.

The survey ran from August 3, 2023 to September 27, 2023. A total of 183 surveys from the Stilwell Memorial Hospital medical service area were completed. Out of the surveys completed, all were electronic responses.

Table 11 below shows the survey respondent representation by zip code. The largest share of respondents was from the Stilwell (74960) zip code with 123 responses or 67.2 percent of the total. Westville (45 responses) followed.

Table 11. Zip Code of Residence

Response Category	No.	%
74960- Stilwell	123	67.2%
74965- Westville	45	24.6%
74464- Tahlequah	4	2.2%
74931- Bunch	4	2.2%
74964- Watts	1	0.5%
74955- Sallisaw	1	0.5%
74467- Wagoner	1	0.5%
74403- Muskogee	1	0.5%
74344- Grove	1	0.5%
No response	2	1.1%
Total	183	100.0%

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

Primary Care Physician Visits

- 53.6% of respondents had used a primary care physician in the Stilwell service area during the past 24 months
- 74.2% of those responded being satisfied
- Only 17 respondents or 9.3% believe there are enough primary care physicians practicing in Stilwell
- 33.3% responded they were able to get an appointment, within 48 hours, with their primary care physician when they needed one
- When asked what type of medical provider survey respondents use for routine care, 41 percent of respondents selected primary care physician. Tribal health center (15.1%) and Mid-level clinic (Nurse practitioner or PA), 14.8 percent followed.
- Survey respondents were also asked if they have used the services of a walk-in clinic, urgent care or after hours clinic in the past 24 months. 66 individuals or 36.1 percent of the total have used these services in the past 24 months.
- Survey respondents were then asked if they would utilize a walk in and/or after hours clinic if offered in Stilwell. 105 individuals or 57.4 percent of the total replied they would.

Specialist Visits

Summary highlights include:

- 60.1% of all respondents report some specialist visit in past 24 months
- Most common specialty visited are displayed in Table 12
- Seven specialist visits occurred in Stilwell

Table 12. Type of Specialist Visits

Type of Specialist	No.	Percent
<i>Top 5 Responses</i>		
Orthopedist/Ortho Surg. <i>(3 visits occurred in Stilwell)</i>	26	19.0%
Cardiologist <i>(1 visit occurred in Stilwell)</i>	22	16.1%
Neurologist/Neurosurg. <i>(0 visits occurred in Stilwell)</i>	14	10.2%
Urologist <i>(0 visits occurred in Stilwell)</i>	12	8.8%
Gastroenterologist <i>(0 visits occurred in Stilwell)</i>	8	5.8%
All others <i>(3 visits occurred in Stilwell)</i>	<u>55</u>	<u>40.1%</u>
Total	<u>137</u>	<u>100.0%</u>

Some respondents answered more than once.

Hospital Usage and Satisfaction

Survey highlights include:

- 52.1% of survey respondents that have used hospital services in the past 24 months used services at Stilwell Memorial Hospital
 - o Northeastern Health System in Tahlequah (11.5%) and WW Hastings Hospital, Tahlequah (9.7%) followed
 - o The most common response for using a hospital other than Stilwell Memorial Hospital was quality of care/lack of confidence (33%) followed by availability of specialty care/including surgery, specialty tests and imaging (29.2%)
 - o The usage rate of 52.1% was slightly lower than the state average of 56.1% for usage of other rural Oklahoma hospitals surveyed
- 63.5% of survey respondents were satisfied with the services received at Stilwell Memorial Hospital
 - o This is lower than the state average for other hospitals (88.1%)
- Most common services used at Stilwell Memorial Hospital:
 - o Emergency room (25.8%)

- Laboratory (21.7%)
- Diagnostic imaging (X-ray, CT, Ultrasound) (21.2%)

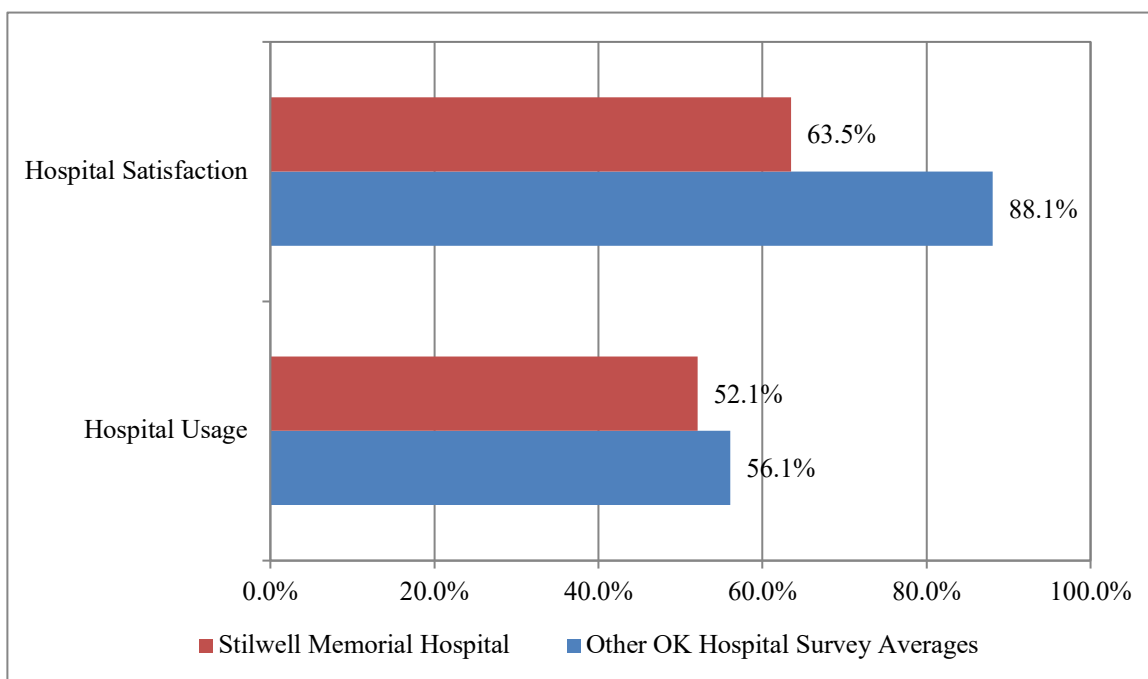


Figure 2. Summary of Hospital Usage and Satisfaction Rates

Telemedicine

Survey respondents were asked if they or their household have utilized telemedicine services in the past year. Forty-two individuals or 23 percent replied yes. Those respondents were then asked if they were satisfied the quality of care received. The satisfaction rate was 83.3 percent.

Local Healthcare Concerns and Additional Services

Survey respondents were asked what concerns them most about healthcare in their community. The most common response was diabetes with 81 responses. Substance abuse (76 responses), obesity (67 responses), and accessing primary care (67 responses) followed. Table 13 displays all responses and the frequencies.

Table 13. Top Health Concerns in the Stilwell Area

	No.	%
Diabetes	81	12.7%
Substance abuse	76	11.9%
Obesity	67	10.5%
Accessing primary care	67	10.5%
Mental health	65	10.2%
Heart disease	65	10.2%
Cancers	54	8.5%
Accessing specialty services	46	7.2%
Teen pregnancy	24	3.8%
Suicide	23	3.6%
Motor vehicle crashes	22	3.4%
All of the above/Everything	5	0.8%
Quality of care	3	0.5%
Liver failure	1	0.2%
Neurology	1	0.2%
No response	39	6.1%
Total	639	100.0%

Survey respondents also had the opportunity to identify what additional services they would like to see offered in the Stilwell area. The most common response was specialists with a collective response of 20.7 percent of the total. Don't know/no additional services followed with 11.3 percent of the total. Table 14 displays the full listing of responses.

Table 14. Additional Health and Wellness Services Respondents Would Like to See Offered in the Stilwell Area

Response Category	No.	%
Specialists: OB/GYN (7); Specialists in general (6); Pediatrician (5); Cardiologist (4); Endocrinologist (3); Gastroenterologist (3); Psychiatrist (3); Podiatrist (3); Orthopedist (2); Pain Management (2); Neurologist (2); Surgeon (1); Pulmonologist (1); Dermatologist (1); Urologist (1)	44	20.7%
Don't know/No additional services	24	11.3%
Mental health/Inpatient and outpatient services/Substance abuse/Inpatient detox/Child psychiatry/Christian mental health	14	6.6%
More doctors/Primary care/Internal medicine	14	6.6%
Urgent care	11	5.2%
Imaging/Testing: Mammography (4); MRI (1); EEG (1)	6	2.8%
Women's health	6	2.8%
Fitness opportunities/Aerobics/Water aerobics/Yoga/Senior fitness	5	2.3%
Dietician services/Healthier foods	4	1.9%
Urgent care/After hours care	4	1.9%
Weight loss/Obesity clinic	4	1.9%
Any/All services	3	1.4%
Quality of care	3	1.4%
Holistic/Naturopathic services/Reflexology	3	1.4%
Trauma focused care	2	0.9%
Prenatal care/Postpartum care	2	0.9%
Affordable care/Low income care/Care for uninsured/Services for all citizens	2	0.9%
Optometry/Eye care	1	0.5%
Dentist	1	0.5%
Improved emergency room care	1	0.5%
VA approved site for care and testing	1	0.5%
New clinic	1	0.5%
Therapy	1	0.5%
Sleep Studies	1	0.5%
24 hour services at Wilma Mankiller Health Center	1	0.5%
No response	54	25.4%
Total	213	100.0%

Community Health Needs- Identification of Priorities

To gather community input, a single community meeting was held. The in-person community meeting was held on October 25, 2023, at Stilwell Memorial Hospital. The resource

team 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 Stilwell and Adair County?

The concerns listed were:

- Access to primary care and the distance to specialist care
- Communication from providers regarding referrals including complete information
- Patient Education- This topic was discussed at great extent with topics mentioned including:
 - Women wellness
 - System navigation
 - Diet/Nutrition
 - Medication management
 - There are community health workers working in this area, but there is much work to do with a great need.
- Charity care for families in need
- Lack of transportation
 - 24 hour services would be very helpful due to the distance to Tahlequah for emergencies
- Food insecurity

Stilwell and Adair County do have many strengths. Some of the sources of pride noted by community members include:

- Increased collaboration among service providers and community stakeholders
- Resiliency in community and willingness to work together
- Overall environment in health care- People are happy to be here and happy to greet patients
- Overall great strides being made in the community
- Strong partnerships among community partners
- Community champions

Health Priorities and Implementation Strategy

Stilwell 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 does understand the importance of the following. Some are beyond the scope of services the hospital can provide, but they hospital can support these issues through collaborative efforts in the community:

- Patient education- This topic was mentioned and discussed in great detail during the community meeting. The hospital plans to create brochures and informational pieces to address many of the specific topics mentioned: Well Woman, system navigation, diet and nutrition, and medication management.
 - The hospital also plans to produce additional printed materials to be made available to patients and in the waiting areas, create or share informative videos online, and increase the number of informational articles on the hospital's website. The hospital will also share the availability of the community health worker.
 - The concern of communication from providers regarding referrals was also mentioned during the community meeting. This concern aligns with patient education and overall more information for patients. The hospital also plans to address this concurrently with the patient education and information. In particular, the hospital will strive to ensure timely responses to providers and patients. The hospital internally will stive to improve internal office communication and follow up with the patients regarding referrals. This also brings the patient more information and move involvement with their care.
- Charity care- This concern was mentioned from the perspective of a service provider in the county. The hospital does have a charity care policy and will make sure that it is more widely shared. This includes sharing with patients and all stakeholders and service providers in the county. This includes the community health worker in Adair County.
- Access primary care and specialty services- The hospital and clinic will share information regarding physicians who are accepting new patients and assisting patients in getting appointments to get set up with a primary care provider. This could also be captured in the patient education section, but the hospital will also share information more regularly regarding visiting specialists and look for opportunities to alleviate the travel burden for patients seeking specialists appointments.

Other concerns listed included transportation and food insecurity. These are items that the hospital is committed to working with partners to address. However, these items are not identified as priorities for this CHNA.

Community Health Needs Assessment Marketing Plan

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

Appendix A- Hospital Services/Community Benefits

Memorial Hospital Services and Community Involvement

Cardiology	Bone Density
Anesthesia	Ultrasounds services
Family Practice	CT
OB/GYN	Home Health
ENT	Barium Swallow Studies
Internal Medicine	2D echocardiograms
General Practice	Physical therapy
Pediatrics	Respiratory therapy
Dietary Counseling	24-hour emergency department
Psychiatry- General, Geriatric, and	Tele-radiology with radiologists available
Adolescent	for immediate radiograph interpretation
Women's health	

Community Involvement

Attend health fairs
Host own health fair
Sponsor/attend Medical Summits
Host quarterly blood drives
Support local Chamber of Commerce
Support local Kiwanis
Trash Pickup along Hwy 100W
Christmas Food Baskets for our Home Health Patients and Residents at Hickory Village (approx. 80-85 each year)
Provide free car seat to family whose infant is born at Memorial Hospital

Employee Lead "Band-Aid Club" coordinates activities throughout the year for employees all proceeds go to employees or a identified need in the community that have had a burn out, major life event, travel for cancer treatment, major disaster, etc.

Activities include Silent auctions, Easter Week activities, Mardi Gras week activities, Fourth of July week activities, Halloween Chili Cook off, Pumpkin Something Dessert contest, Costume Contest, Christmas week activities.

Appendix B Community Participants- Attendees

Stilwell Community Health Needs Assessment

10/25/2023

Name	Organization
Jessie Collins	Stilwell Memorial Hospital
Jeremy Colbert	OSDH
Sofia Henley	OSDH
Jennifer McLoud	Good Shepherd Hospice
Michelle Rye	Help in Crisis
Chandra Hudson	Help in Crisis
Tina Rose	Physician Clinic
Lacey Wallace	OSU

Appendix C- Demographic and Economic Data

Stilwell Memorial Hospital Economic Impact



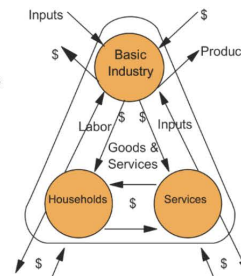
Healthcare, especially a hospital, plays a vital role in local economies.

Stilwell Memorial Hospital, including the clinic, **directly** employs 168 individuals with an annual payroll of over **\$8.4 million** including benefits

- These employees and income create an additional 83 jobs and nearly \$2 million in income as they interact with other sectors of the local economy
- **Total impacts= 251 jobs and over \$10.4 million**
- Other segments of the healthcare sector (Pharmacies, nursing homes, etc.) provide another **261 jobs** and an additional **\$17.8 million** in wages
- Their interactions and transactions within the local economy including the hospital's impact create:
 - **Total health sector impacts= 568 jobs and \$30.4 million**
 - Over **\$4.1 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



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

Consider what could be lost without the hospital:

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

For additional information, please contact:

Lara Brooks, Rural Health Analyst, lara.brooks@okstate.edu

Corie Kaiser, Director, corie.kaiser@okstate.edu

Oklahoma Office of Rural Health



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This project is/was supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number U2WRH33319 and title: Medicare Rural Hospital Flexibility Grant Program for \$673,496, 0% financed with nongovernmental sources. This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.

Multipliers were derived from IMPLAN 2021, sales tax data were derived from County FY2021 Oklahoma Tax Commission data, and 2021 personal income estimates from Bureau of Economic Analysis.

Appendix D- Health Data

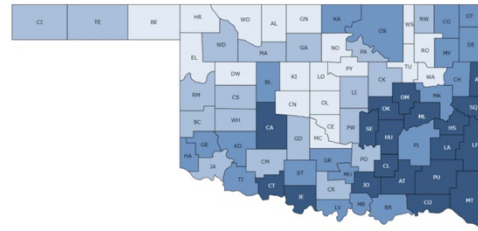
Health Indicators and Outcomes for Adair County As part of the Community Health Needs Assessment

Table 1. Health Factors (Overall Rank 77)

Category (Rank)	Adair County	Error Margin	Oklahoma	United States
Health Behaviors (77)				
Adult Smoking	31%	28-33%	20%	16%
Adult Obesity	45%	44-46%	37%	32%
Food Environment Index	6.4		5.8	7.0
Physical Inactivity	38%	35-40%	28%	22%
Access to Exercise Opportunities	16%		71%	84%
Excessive Drinking	13%	13-14%	14%	19%
Alcohol-Impaired Driving Deaths	32%	20-43%	27%	27%
Sexually Transmitted Infections	379		536	481
Teen Births	56	50-63	31	19
Clinical Care (75)				
Uninsured	23%	20-25%	18%	10%
Primary Care Physicians	3,660:1		1,650:1	1,310:1
Dentists	3,880:1		1,570:1	1,380:1
Mental Health Providers	390:1		240:1	340:1
Preventable Hospital Stays	7,199		3,247	2,809
Mammography Screening	21%		35%	37%
Flu Vaccinations	46%		49%	51%
Social & Economic Factors (69)				
High School Graduation	81%	70-83%	89%	89%
Some College	34%	30-38%	60%	67%
Unemployment	3.7%		3.8%	5.4%
Children in Poverty	29%	19-38%	21%	17%
Income Inequality	5.2	4.6-5.8	4.5	4.9
Children in Single-Parent Household	31%	26-36%	26%	25%
Social Associations	8.2		11.2	9.1
Injury Deaths	102		95	76
Physical Environment (29)				
Air-Pollution- Particulate Matter	8.7		8.7	7.4
Drinking Water Violations	No			
Severe Housing Problems	16%	13-18%	14%	17%
Driving Alone to Work	81%	79-82%	81%	73%
Long Commute- Driving Alone	38%	34-43%	28%	37%

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

2023 Health Factors - Oklahoma



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

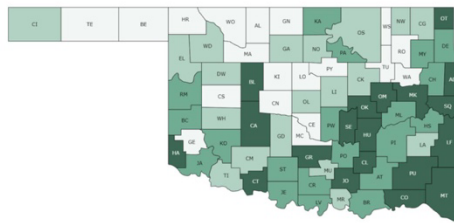
County Health Rankings & Roadmaps

Table 2. Health Outcomes (Overall Rank 70)

Category (Rank)	Adair County	Error Margin	Oklahoma	United States
Length of Life (62)				
Premature Death	12,200	10,500-13,800	9,400	7,300
Quality of Life (76)				
Poor or Fair Health	26%	24-28%	17%	12%
Poor Physical Health Days	5.3	5.0-5.6	3.7	3.0
Poor Mental Health Days	5.9	5.6-6.1	5.0	4.4
Low Birth Weight	7%	6-8%	8%	8%

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

2023 Health Outcomes - Oklahoma



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

County Health Rankings & Roadmaps

For additional information, please contact:

Lara Brooks, Rural Health Analyst, lara.brooks@okstate.edu

Corie Kaiser, Director, corie.kaiser@okstate.edu

Oklahoma Office of Rural Health



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Appendix E- Survey Form and Results

Stilwell Memorial Hospital Local Health Services Survey

Please return completed survey by September 27, 2023

The zip code of my residence is: _____

What is your current age: _____

What is your gender: _____

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*)
- ☐ Stilwell 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 Stilwell Memorial Hospital, why did you

3. 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 Stilwell Memorial Hospital, what hospital service(s) were used?

- 4.
- ☐ Diagnostic imaging (X-ray, MRI, CT, Ultrasound) ☐ Hospital Inpatient
☐ Laboratory ☐ Skilled nursing (swing bed)
☐ Outpatient infusion/Shots ☐ Emergency room (ER)
☐ Physician services ☐ Surgical services
☐ Physical, speech, or occupational therapy ☐ Urgent care
☐ Other (*Please list below*)

5. How satisfied was your household with the services you received at Stilwell 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 Stilwell area?

- ☐ Yes *(Go to Q12)* ☐ No *(Skip to Q13)* ☐ Don't know *(Skip to Q13)*

12. How satisfied was your household with the quality of care received in the Stilwell area?

- ☐ Satisfied ☐ Dissatisfied ☐ Don't know

13. Do you think there are enough primary care (family) doctors practicing in the Stilwell area?

- ☐ Yes ☐ No ☐ Don't know

14. Are you able to get an appointment, within 48 hours, with your primary care (family) doctor when you need one?

- ☐ Yes ☐ No ☐ Don't know

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

- ☐ Yes ☐ No ☐ Don't know

16. Would you utilize a walk in and/or after hours clinic if offered in Stilwell?

- ☐ Yes ☐ No ☐ Don't know

17. What concerns you most about health in the Stilwell 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 Stilwell area?

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

- ☐ Yes ☐ No *(Skip to Q21)* ☐ Don't know *(Skip to Q21)*

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

- ☐ Satisfied ☐ Dissatisfied ☐ 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:

Stilwell Memorial Hospital
PO Box 272
Stilwell, OK 74960

Or, return to hospital administration

Stilwell Memorial Hospital Survey Results

Corie Kaiser, Director
Lara Brooks, Rural Health Analyst

Oklahoma Office of Rural Health



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Photo Courtesy of David Waters

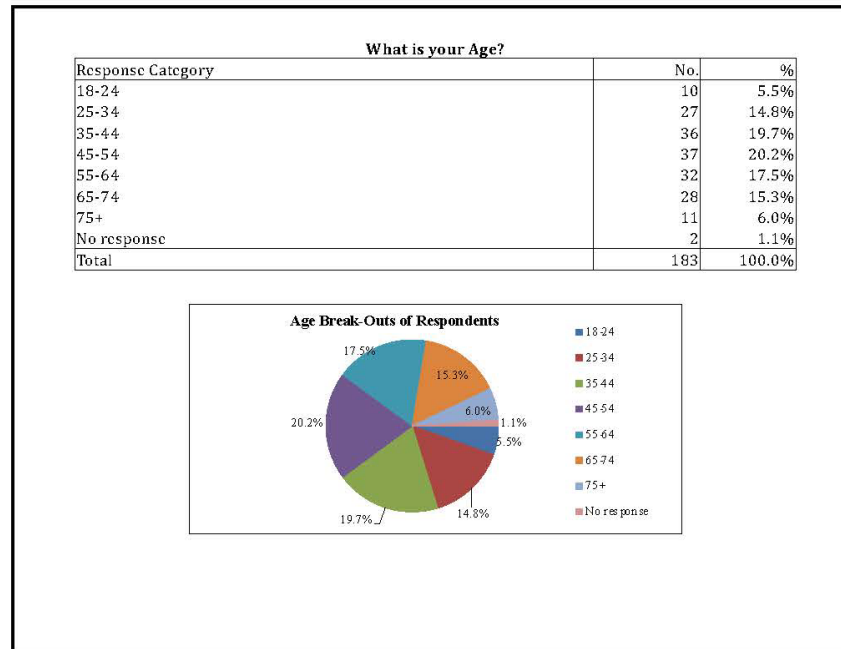
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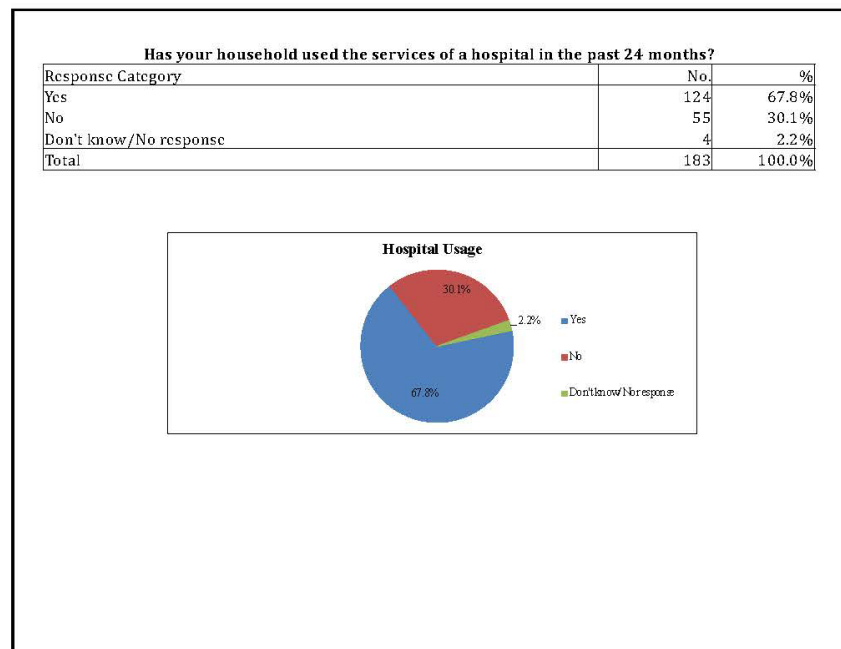
Zip Code of Residence

Response Category	No.	%
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74467- Wagoner	1	0.5%
74403- Muskogee	1	0.5%
74344- Grove	1	0.5%
No response	2	1.1%
Total	183	100.0%

2



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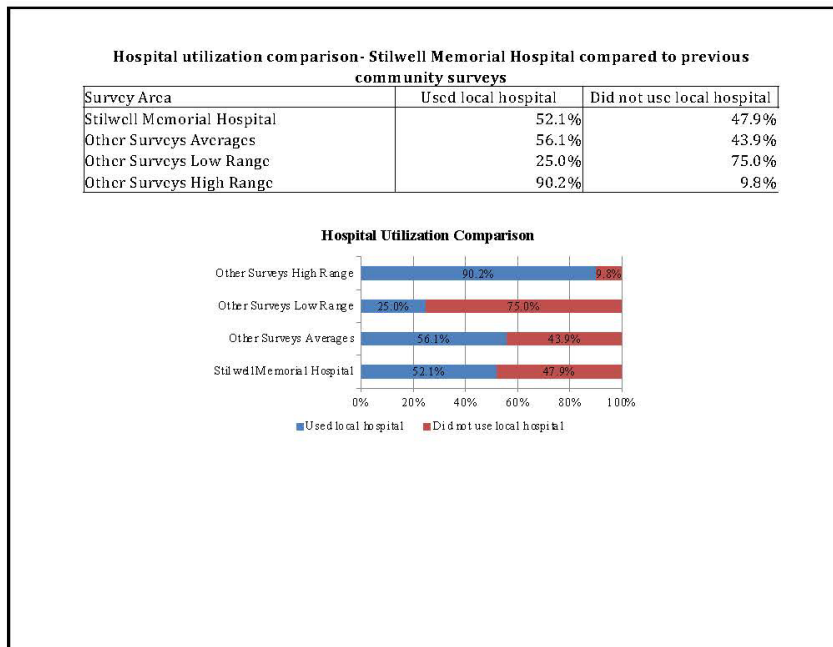


4

Where did you receive hospital services?		
Response Category	No.	%
Stilwell Memorial Hospital, Stilwell	86	52.1%
Northeastern Health System, Tahlequah	19	11.5%
WW Hastings Hospital, Tahlequah	16	9.7%
Siloam Springs Regional Hospital, Siloam Springs, AR	10	6.1%
Washington Regional Medical System, Fayetteville, AR	9	5.5%
Saint Francis Hospital, No location	3	1.8%
Northwest Medical Center, Springdale, AR	2	1.2%
OSU Medical Center, Tulsa	2	1.2%
Baptist Health- Fort Smith, AR	3	1.8%
Saint Francis Hospital Muskogee	2	1.2%
Oklahoma Children's Hospital, Oklahoma City	1	0.6%
Saint Francis Hospital Tulsa	1	0.6%
Bailey Medical Center, Owasso	1	0.6%
Arkansas Children's Northwest, Springdale, AR	1	0.6%
Hillcrest Medical Center, Tulsa	1	0.6%
Oklahoma Spine and Brain Institute, Tulsa	1	0.6%
Hillcrest Hospital South, Tulsa	1	0.6%
Ascension St. John Medical Center, Tulsa	1	0.6%
Tulsa Spine and Specialty Hospital, Tulsa	1	0.6%
VA Fayetteville, AR Health Care	1	0.6%
Wagoner Community Hospital, Wagoner	1	0.6%
No facility name, Oklahoma City	1	0.6%
No response	1	0.6%
Total*	165	100.0%

*Some respondents answered more than once. Average hospitals visited per respondent = 1.33

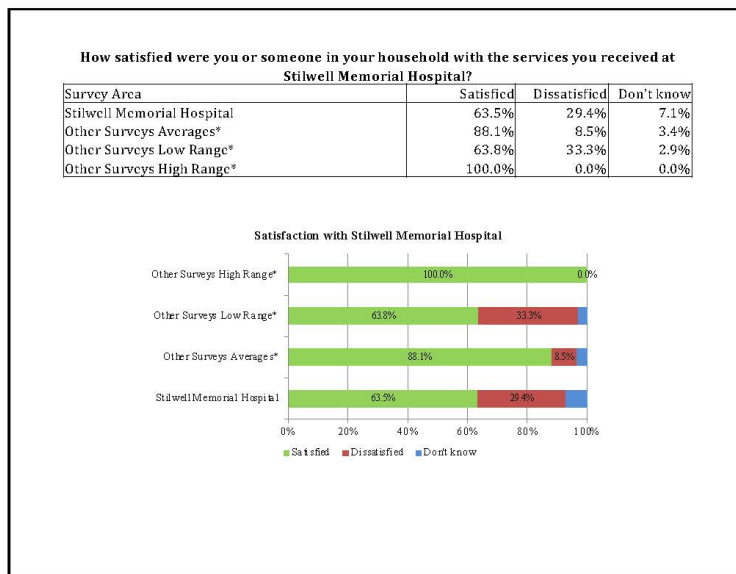
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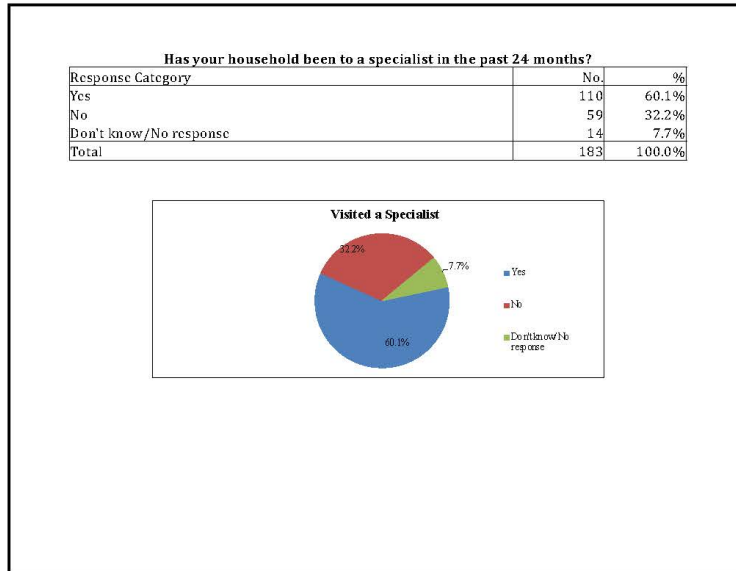
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If you responded in question 2 that your household received care at a hospital other than Stilwell Memorial Hospital, why did you or your family member choose that hospital?		
Response Category	No.	%
Quality of care/Lack of confidence	35	33.0%
Availability of specialty care (including surgery and specialty tests/imaging)	31	29.2%
Physician referral/Transferred	20	18.9%
Closer, more convenient location	9	8.5%
Insurance reasons/Tribal facility	9	8.5%
Emergency care/Closest facility	1	0.9%
Where my doctor works	1	0.9%
Total*	106	100.0%
*Some respondents selected more than one category.		
What hospital services were used at Stilwell Memorial Hospital?		
Response Category	No.	%
Emergency room	56	25.8%
Laboratory	47	21.7%
Diagnostic imaging (X-ray, CT, MRI, Ultrasound)	46	21.2%
Physician services	46	21.2%
Outpatient services	8	3.7%
Physical, speech or occupational therapy	8	3.7%
Surgical services	3	1.4%
Skilled nursing (Swing bed)	2	0.9%
Bridges	1	0.5%
Total*	217	100.0%
*Some respondents selected more than one category. Average number of services used per respondent = 2.53		

7



8



9

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.	No location (12); Tulsa (7); Stilwell (3); Muskogee (1); Siloam Springs, AR (1); Fayetteville, AR (1); Ft. Smith, AR (1)	26	19.0%
Cardiologist	Fahlequah (8); Fayetteville, AR (4); No location (4); Muskogee (3); Oklahoma City (1); Stilwell (1); Tulsa (1)	22	16.1%
Neurologist/Neurosurg.	Fahlequah (3); Tulsa (3); No location (3); Ft. Smith, AR (2); Oklahoma City (2); Springdale, AR (1)	14	10.2%
Urologist	No location (5); Ft. Smith, AR (3); Tahlequah (2); Tulsa (1); Fayetteville, AR (1)	12	8.8%
Gastroenterologist	Fahlequah (2); Fayetteville, AR (2); No location (2); Tulsa (1); Ft. Smith, AR (1)	8	5.8%
Oncologist	Tulsa (3); Tahlequah (1); Ft. Smith, AR (1); Springdale, AR (1); No location (1)	7	5.1%
Urology/gynecologist	Stilwell (2); Tahlequah (2); Tulsa (1); Springdale, AR (1); Rogers, AR (1)	7	5.1%
Surgeon	No location (4); Tulsa (1); Ft. Smith, AR (1)	6	4.4%
Pulmonologist	No location (4); Fayetteville, AR (2)	6	4.4%
Endocrinologist	No location (2); Tulsa (1); Fayetteville, AR (1); Ft. Smith, AR (1)	5	3.6%
Rheumatologist	Fahlequah (2); No location (1)	3	2.2%
Chiropractor	Fahlequah (1); No location (1)	2	1.5%
Dermatologist	Siloam Springs, AR (1); No location (1)	2	1.5%
Nephrologist	No location (2)	2	1.5%
Allergist	Tulsa (1)	1	0.7%
Audiologist	Tulsa (1)	1	0.7%
Bariatric Surgeon	No location (1)	1	0.7%
CT	No location (1)	1	0.7%
Dentist	No location (1)	1	0.7%
Pain Management	Tulsa (1)	1	0.7%
Pediatric Rheumatologist	Oklahoma City (1)	1	0.7%
Plastic Surgeon	Tulsa (1)	1	0.7%
Psychiatrist	Stilwell (1)	1	0.7%
Mammogram	No location (1)	1	0.7%
OB/GYN	Fayetteville, AR (1)	1	0.7%
Occupational Therapist	No location (1)	1	0.7%
Optometrist	No location (1)	1	0.7%
Radiology	No location (1)	1	0.7%
Sleep Specialist	Tulsa (1)	1	0.7%
Total*		137	100.0%

*Some respondents answered more than once. 110 respondents had seen a specialist. Those 110 respondents reported visiting an average of 1.25 specialists.

10

Did the specialist request further testing, laboratory work and/or x-rays?		
Response Category	No.	%
Yes	76	69.1%
No	26	23.6%
Don't know/No response	8	7.3%
Total	110	100.0%

If yes, in which city were the tests or laboratory work performed?		
Response Category	No.	%
Tulsa	23	25.3%
Tahlequah	23	25.3%
Stilwell	12	13.2%
Fayetteville, AR	9	9.9%
Fort Smith, AR	7	7.7%
Muskogee	5	5.5%
Siloam Springs, AR	4	4.4%
Springdale, AR	3	3.3%
Oklahoma City	3	3.3%
Rogers, AR	1	1.1%
Bentonville, AR	1	1.1%
Total*	91	100.0%

11

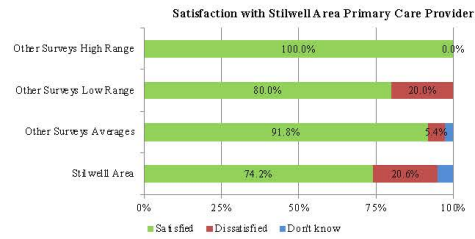
What type of medical provider do you use for routine care?		
Response Category	No.	%
Primary care physician	111	41.0%
Tribal health center	41	15.1%
Nurse practitioner or PA	40	14.8%
Urgent care/Walk in clinic	22	8.1%
Specialist	17	6.3%
Emergency room/Hospital	11	4.1%
Don't know/No care	3	1.1%
Income based health center	1	0.4%
Health department	1	0.4%
VA	1	0.4%
No response	23	8.5%
Total	271	100.0%

Has your household been to a primary care doctor in the Stilwell area?		
Response Category	No.	%
Yes	98	53.6%
No	60	32.8%
Don't know/No response	25	13.7%
Total	183	100.0%

12

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

Response Category	Satisfied	Dissatisfied	Don't know
Stilwell Area	74.2%	20.6%	5.2%
Other Surveys Averages	91.8%	5.4%	2.8%
Other Surveys Low Range	80.0%	20.0%	0.6%
Other Surveys High Range	100.0%	0.0%	0.0%



13

Do you think there are enough primary care (family) doctors practicing in the Stilwell area?

Response Category	No.	%
Yes	17	9.3%
No	109	59.6%
Don't know/No response	57	31.1%
Total	183	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	61	33.3%
No	77	42.1%
Don't know/No response	45	24.6%
Total	183	100.0%

14

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

Response Category	No.	%
Yes	66	36.1%
No	85	46.4%
Don't know/No response	32	17.5%
Total	183	100.0%

Would you utilize a walk in and/or after hours clinic if offered in Stilwell?

Response Category	No.	%
Yes	105	57.4%
No	19	10.4%
Don't know/No response	59	32.2%
Total	183	100.0%

15

What concerns you most about health in the Stilwell area?

	No.	%
Diabetes	81	12.7%
Substance abuse	76	11.9%
Obesity	67	10.5%
Accessing primary care	67	10.5%
Mental health	65	10.2%
Heart disease	65	10.2%
Cancers	54	8.5%
Accessing specialty services	46	7.2%
Teen pregnancy	24	3.8%
Suicide	23	3.6%
Motor vehicle crashes	22	3.4%
All of the above/Everything	5	0.8%
Quality of care	3	0.5%
Liver failure	1	0.2%
Neurology	1	0.2%
No response	39	6.1%
Total	639	100.0%

16

What additional health and wellness services would you like to see offered in the Stilwell area?		
Response Category	No.	%
Specialists: OB/GYN (7); Specialists in general (6); Pediatrician (5); Cardiologist (4); Endocrinologist (3); Gastroenterologist (3); Psychiatrist (3); Podiatrist (3); Orthopedist (2); Pain Management (2); Neurologist (2); Surgeon (1); Pulmonologist (1); Dermatologist (1); Urologist (1)	44	20.7%
Don't know/No additional services	24	11.3%
Mental health/Inpatient and outpatient services/Substance abuse/Inpatient detox/Child psychiatry/Christian mental health	14	6.6%
More doctors/Primary care/Internal medicine	14	6.6%
Urgent care	11	5.2%
Imaging/Testing: Mammography (4); MRI (1); EEG (1)	6	2.8%
Women's health	6	2.8%
Fitness opportunities/Aerobics/Water aerobics/Yoga/Senior fitness	5	2.3%
Dietician services/Healthier foods	4	1.9%
Urgent care/After hours care	4	1.9%
Weight loss/Obesity clinic	4	1.9%
Any/All services	3	1.4%
Quality of care	3	1.4%
Holistic/Naturopathic services/Reflexology	3	1.4%
Trauma focused care	2	0.9%
Prenatal care/Postpartum care	2	0.9%
Affordable care/Low income care/Care for uninsured/Services for all citizens	2	0.9%
Optometry/Eye care	1	0.5%
Dentist	1	0.5%
Improved emergency room care	1	0.5%
VA approved site for care and testing	1	0.5%
New clinic	1	0.5%
Therapy	1	0.5%
Sleep Studies	1	0.5%
24 hour services at Wilma Mankiller Health Center	1	0.5%
No response	54	25.4%
Total	213	100.0%

17

Has your household used telemedicine services, a visit either by telephone or video with your provider, in the past year?		
Response Category	No.	%
Yes	42	23.0%
No	100	54.6%
Don't know/No response	41	22.4%
Total	183	100.0%

How satisfied was your household with the quality of care received via telemedicine?		
Response Category	No.	%
Satisfied	35	83.3%
Dissatisfied	3	7.1%
Don't know/No response	4	9.5%
Total	42	100.0%

18

How would you prefer to be notified of community events?		
Outlet	No.	%
Social Media	114	38.4%
Email	49	16.5%
Website	43	14.5%
Newspaper	38	12.8%
Radio	9	3.0%
Text	3	1.0%
Mailings	1	0.3%
All	1	0.3%
No Response	39	13.1%
Total	297	100.0%

