

**Orange City Area Health System
Community Health Needs Assessment
FY Fiscal Year 2018-19**

A community health needs assessment (CHNA) provides an opportunity for non-profit hospitals to identify needs and resources within the community. The following report outlines the process undertaken by Orange City Area Health System (OCAHS) in Orange City, IA to fulfill these requirements. OCAHS conducted this Community Health Needs Assessment (CHNA) partly as a collaborative process with three other hospitals and the public health agency in Sioux County. This collaborative process included joint planning, identification of common data indicators and conducting a county-wide survey. Although the process was collaborative, OCAHS reviewed both community level and county level data and input and developed this community health needs assessment as an individual assessment. An implementation plan specific for OCAHS will be developed as well based on this assessment.

I. Organization providing the Community Health Needs Assessment

OCAHS is a 501(c) 3 tax exempt organization, classified as an affiliate of a government unit. OCAHS has a critical access hospital, multiple clinics, a retirement community, outpatient therapy services, home health and hospice and a senior care facility located in Orange City, Sioux County, Iowa.

OCAHS Mission Statement: Dedicated to serving the health needs of the area.

OCAHS Core Values:

We at OCAHS are committed to the accomplishment of our mission, adherence to our values, and the belief that employees are our number one resource. We expect all employees to support and commit to our values and behavioral expectations.

Integrity - Exhibit honest, ethical behavior and “Do the Right Thing.”

Commitment to Excellence - Striving to be the best at what we do.

Dedicated Colleagues - Commit to an environment of respect, pride and joy.

Extraordinary Customer Experience - Provide a healing environment for our patients and their families.

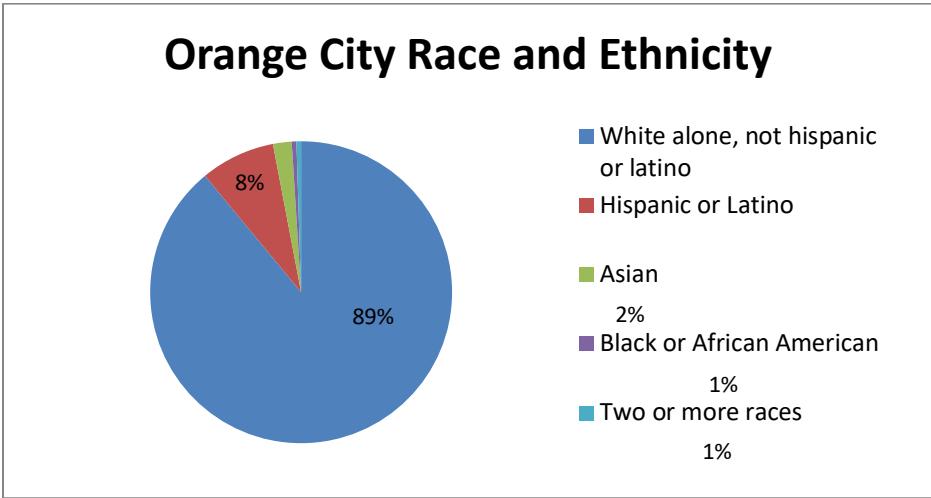
II. Community Definition

The community of Orange City, IA is located in Sioux County, Iowa. OCAHS is located in a rural community with a population of approximately 6,107, located in northwest Iowa. Patients served by OCAHS come from an approximate 35-mile radius (see enclosed map Attachment A). In addition to the primary care clinic in Orange City, OCAHS operates a primary care clinic in Hospers, 12 miles from Orange City, and a rural health clinic in Paullina, 21 miles from Orange City. OCAHS also operates a retirement community and nursing home. The region is entirely rural. The closest urban community is located 45 miles south of Orange City.

III. Demographics

In Orange City, the age and race/ethnicity distribution are described in the table and chart below:

Age Group	Percentage
Under age 5	5.9%
Under age 18	21.2%
Over age 65	15.6%
Median Age	29.1
Population change 2010-2017	1.3%



Source: U.S. Census Bureau: State and County Quick Facts. Data derived from Population Estimates, American Community Survey, Census of Population and Housing, County Business Patterns, Economic Census, Survey of Business Owners, Building Permits, Census of Governments Last Revised: July 1, 2018

Sioux County Health Status Report 2019 contains the demographic statistics for Sioux County Iowa, the county in which Orange City is located and was used in developing this CHNA.

IV. Health Facility/Resources

The Orange City community has the Orange City Area Health System and Clinic, 3 chiropractors, 4 dentists, and multiple other healthcare providers including physicians, nurse practitioners, optometrists, pharmacists, massage therapists, durable medical equipment providers, etc. The community also has a couple of options for fitness, walking trails and green spaces.

V. CHNA Data Collection Process and Methods

1. Attachment B is the CHNA survey used by Orange City Area Health System as well as the county wide CHNA committee to gather data from the community. The county wide survey was designed and implemented through a contract with the Northwest Iowa Research Institute located in Sioux Center, IA.
2. The survey was made available via the OCAHS internet site, hand delivery, mail, a link on our Facebook page, display at the clinic, and as a Survey Monkey assessment tool.
3. Two focus group meetings took place. Community representatives at these groups included young parents, elderly, disabled/chronically ill, diverse cultures, clergy, business leaders, health care providers, as well as people from surrounding communities. Information from focus groups is in Attachment C/D.
4. Through a collaborative effort between OCAHS, Community Health Partners, and area health systems; additional focus groups were held county wide. Data received at these focus groups were reviewed while prioritizing identified health needs.

VI. County Wide Community Health Needs

The attached results indicate information gathered from multiple distribution sources. (Attachment E)
The following prioritized health needs were identified for all of Sioux County by the county collaborative:

1. Obesity
2. Translation and Interpretation
3. Community education on parenting and child development

An implementation plan will be developed at the county level to address these needs.

VII. OCAHS Community Health Needs Prioritization

The prioritization process was a part of the survey, asking survey participants to rate on a scale of 1 to 10 what they consider to be the most critical health concerns. Prioritization also took place at our internal CHNA committee meetings using the data gathered from a variety of sources (survey, focus groups, county health statistics)

OCAHS identified these priorities:

- Obesity/Fitness
- Community Education/Outreach (Cancer)
- Access to Care

VIII. Needs Assessment

This 3-year fiscal year 18/19 through June 2021 Community Health Needs Assessment is OCAH’s third needs assessment.

IX. Widely Available to the Public

The methodology by which OCAHS ensured the CHNA was widely available to the public, as previously listed, included mailings to community members, county and community focus groups, hand delivery, Facebook post, Survey Monkey, and focus groups.

X. Implementation Strategy

OCAHS, in compliance with the Affordable Care Act, intends to finalize their implementation strategy within the next 12 months. Aspects of the implementation strategy will be included in next year's Strategic Plan, to be developed and approved by the OCAHS Board of Directors.

XI. Distribution of CHNA Implementation Strategy

Upon completion, the implementation strategy will be distributed via our health system's website.

Any questions or concerns regarding the OCAHS fiscal year 2018-19 Community Health Needs Assessment should be directed to Daniel P. McCarty, Chief Operating Officer, mccartyd@ohealthsystem.org, 712-737-5374. This is our best attempt to comply with all requests for Community Health Needs Assessments. We found this process to be beneficial to both our community and our organization.

Sincerely,
Daniel P. McCarty, COO



Sioux County Community Health Needs Assessment Survey

Encuesta para evaluar las necesidades de salud en la comunidad del condado de Sioux

You are being invited to participate in a county-wide survey about the health needs of Sioux County residents. We'd love to hear from you about your experiences and opinions of health-related services in our community, as well as some of your own health concerns. This will help us make improvements to services provided to our community. The brief survey should only take 15 minutes, and your responses are completely anonymous. You may skip any question that does not apply to you or that you do not feel comfortable answering. This survey can be filled out and mailed back in the pre-stamped envelope or completed online at: <https://www.surveymonkey.com/r/2018SiouxCHNA>. Please complete and return the survey **on or before December 15, 2018**. If you have questions or concerns, email Kristin.VanDeGriend@dordt.edu or call 712-722-6307.

*Se le invita a usted a participar en una encuesta a nivel del condado sobre las necesidades de salud de los habitantes del condado de Sioux. Nos encantaría escuchar de usted sobre sus experiencias y opiniones sobre los servicios relacionados a la salud en nuestra comunidad, y también preocupaciones que tiene. Esto nos ayudará a mejorar los servicios disponibles a nuestra comunidad. La encuesta breve solo debería de tomar 15 minutos, y sus respuestas son completamente anónimas. Se puede saltar cualquier pregunta que no le aplique o que no le haga sentir cómodo al contestarla. Se puede llenar esta encuesta y mandarla por correo en el sobre timbrado o puede llenarla en línea en: <https://www.surveymonkey.com/r/2018SiouxCHNA>. Favor de completar y regresar la encuesta **el 15 de diciembre, 2018 a más tardar**. Si tiene preguntas o dudas, mande un correo electrónico a Kristin.VanDeGriend@dordt.edu o llame al 712-722-6307.*

We greatly appreciate your time.

Le agradecemos mucho su tiempo.

Please check the option that best describes your answer after each question.
Marque la opción que mejor describa su respuesta después de cada pregunta.

Example:

Por ejemplo:

Best describes your answer / *Mejor describe su respuesta*

Not your answer / *No es su respuesta*

These Questions Are About Health Issues in Sioux County

Estas preguntas se tratan de asuntos relacionados con la salud en el condado de Sioux

1. What would be your main source of information in a major disaster or emergency in Sioux County? Check one:

¿Cuál sería su fuente principal de información en caso de un desastre grave o una emergencia en el condado de Sioux?

Marque uno:

Internet / *Internet*

Printed newspaper / *Periódico impreso*

Radio / *Radio*

Social media / *Redes sociales*

Television / *Televisión*

Text message / *Mensaje de texto*

Word of mouth / *Comunicación verbal*

Don't know / *No sé*

*This is your health system, we value your input.
Please answer the following questions and bring the completed form with you to the focus group.*

“Treat others as you’d like to be treated”

- What do you appreciate most about Orange City Area Health System (OCAHS)?
- What do you want or need from OCAHS and/or Sioux County in terms of fitness, wellness, healthcare in general?
- Please list one positive health care experience you’ve had in the last 24 months:
- Have you had a negative healthcare experience in the past 24 months? ____ If so, and willing, please share:
- Please rate how well OCAHS listens to you, respects your needs, input and requests:
(Please check appropriate line)
___5 Outstanding ___4 Above Average ___3 Average ___2 Below Average ___1 Poor

“Anticipate the needs of others, do more than expected”

- If money, time or resources were not an issue, what one health related service do you believe we need in this area?
- Do you have any other comments or is there anything else you are looking for from OCAHS?

“Seek/embrace innovation”

- If OCAHS were to build a wellness facility, please rank your priorities (1 highest, 5 lowest)
____ indoor soccer/practice turf
____ lap swimming pool
____ basketball court
____ walking/running track
____ aerobic fitness area

OCAHS Focus group results
March 22 & 27 2019

What do you appreciate most about OCAHS?

- Provider refers you if they don't know. They know comfort level and expertise levels.
- Sanford MyChart (2) for access to my health information
- Randi was so wonderful, checked with me every couple days, wrote out my whole schedule, so nice because I was a new overwhelmed Mom.
- Hospice was awesome, we called in the middle of the night and they came.
- So many different areas – OB, surgery, ER, clinical pharm, specialty clinics, lab MRI, x-ray. I love that my family can have all health related issues addressed in one location
(4)
- All willing to work with my schedule.
- Made me feel comfortable with a confidential health situation.
- Miscarriage at 12 weeks – staff so empathetic
- The attitude of all personnel, friendly staff (2)
- The nice facilities, the facility is wonderful, up to date facility, Top notch facility with home town feel, Building is warm, pleasant, relaxed. Reduces stress of medical tests (5)
- The kind Dr's and nurses (2)
- The pure volume of equipment and personnel to make me feel like things get taken care of promptly is a huge plus. I get the feeling that nearly everything, outside of complicated medical diagnoses and procedures can be handled at OCAHS.
- The high level of care in all the departments
- Close proximity to where I live, we can usually get an appt the same or next day. Nearly all of the staff, nurses and Dr's are friendly and caring.
- Administrative staff is professional, Hospital administration provides excellent leadership. They have unparalleled planning and foresight for well-being of our community at large. (2)
- Nursing staff are competent
- Physicians are excellent in their care and education which leads to a feeling of confidence.
- Hospital rooms are nicely appointed and comfortable. Private rooms are a significant plus
- Lab techs are very successful and drawing blood on the first poke
- Gift Garden has a large selection of high quality items
- Puddle Jumper Grill provides wonderful meals and a reasonable cost. It's delightful to dine there
- Excellent communication regarding appointment scheduling and test results.
- Dr's listen to your whole story before they even touch you.
- Financing
- Teamwork of good doctors, nurses, CEO, auxiliary, and all workers and contributors.
- Dan/Marty do great work.
- With new building, you all got better, friendlier, happier.

What do you want or need from OCAHS and/or Sioux County in terms of fitness, wellness, healthcare in general?

- Adult day care (2)
- Nowhere to ride bike in town
- Nothing
- Fitness class at a small fee with education on nutrition, at times that are convenient for working people, work out with weights/treadmill being available when needed (evenings, noon, early am, weekends,

affordable facilities to use during the winter, low income access to physical fitness, need it to be affordable (4)

- Proficient medical personnel that keep up to date on medical trends and diagnoses, prescriptions and treatments and have pleasant bedside manner (2)
- Urgent Care
- Convenience
- Local administration & leadership: I'd prefer the current leadership never retire but in the case they should desire to do so, I'd like to see local leadership developed. I have seen hospitals and businesses hire administration that travels in for work. These types of administrators do not invest in the local businesses, schools or communities at large the same way someone living in the community will invest. Non-local administrators also are more willing to send local dollars outside the community by filtering procedures/surgeries to specialist in the large population centers. Local leadership is essential for both patient satisfaction and the financial well-being of the hospital and clinic.

One Positive Experience you have had in last 24 months:

- Dr called us in between appointments to see how he was
- Surgeon offered to come in early to get my procedure done
- Staff wonderful with me when my Mom was dying, caring and compassionate
- Dr and PA took care of my needs
- Dr knelt by the bed of my dying family member and prayed
- Have dealt with chronic respiratory issues for past 6 months. Dr's keep looking for new resolutions and do not give up – they care!
- Good experience with shoulder surgery
- I can't think of any that stand out because we have become accustomed to positive experiences at OCAHS.
- Excellent care for our son born in August which continued when I experienced complications.
- Our family Dr is great with me as a first time Mom and even better with my daughters. Thankful for the nurse line to call with questions too.
- PT early morning visit with consult from the PT
- My family Dr found a concerning mass on a routine exam and she had me follow up with 48 hrs. The radiologist came to my bedside to explain the results and put my concerns aside immediately. I was referred to a specialist; they ran tests and started a regimen that has been successful. This was all accomplished in 2 visits.
- My Mom had an incident where she tripped going into therapy. The therapist called her that night to see if she was OK 😊
- The Dr who did my colonoscopy started me on a pill that has given me such relief from my acid-reflux problem.
- My son had stitches in ER, Dr went above and beyond to explain everything, he didn't shed a tear.
- Dr comes to our school to talk about NFP, the kids love it, he is so busy but takes time out of his schedule to make it work, even on short notice.
- Gd friend very ill, had devastating news, when he passed away; he sent a note with his condolences.

Have you had a negative experience in past 24 months?

- Hospice in hospital – had to leave to go to nursing home, so hard to do that
- Flu shot clinic – long wait with 3 kids
- My girls were born early, was in NICU, that first year was scattered, with follow up here. Dr's didn't seem to be reading each other's notes, nurses weren't prepared, come one wk. for wt. and then next week for shot, but shot not ready. Hope care from Dr's is better than from other staff. They also both got adult doses of flu shot – it was caught and handled right away. We were apologized to several times. Thankful no adverse effects.

- Dr. Kawahara – dermatologist. I wish there was a better option. Poor communicator and poor at providing direction (2)
- My wife didn't like the colonoscopy card received a day or two after her 50th birthday 😊
- Takes forever to see your "own" Dr. Don't know why you even list "your" Dr.
- 2 friends with fertility issues, wish counseling would have been suggested sooner.
- Used to be able to get pain meds for 3 months at a time, now only for one month because it's addictive. I've been on them for years.
- Communication error between my Dr and the pharmacist for my pain meds when I had a herniated disc. I went 48hrs with-out a meds. Felt like the Dr's kind of strung me along, finally saw a specialist and had surgery.
- No (3)

Please rate how well OCAHS listens to you, respects your needs, inputs and requests:

5 Outstanding (8) 4 Above Average (2) 3 Average 2 Below Average 1 Poor

If money, time or resources were not an issue, what one health related service do you believe we need?

- Another retirement living option for those over 50
- More nursing home beds (2)
- A good dermatologist
- Wellness Facility with a track
- Down to earth, no gimmicks, positive reinforcement, affordable personal trainer
- An ICU or pediatric unit
- Urgent Care, Faster way to have my kids checked for ear infection or pink eye like a walk in clinic where a Dr or PA could quickly do an exam. (3)
- Free clinic once a month for our citizens who have no health care. Our Lady of Guadalupe Free Clinic in Worthington.
- My children have scoliosis. I personally know a handful of other families in the area whose children deal with this chronic condition. We travel far; spend much time and resources on their treatment.
- Indoor swimming pool
- Clinic be open more hours (evenings) – weren't aware they were open in the evenings as often as they are.
- Do more outreach, education to the community, other hospitals seem to do more than OC does (3)
- Front desk volunteers used to get wheelchairs for people and help them into the building. Now they read books. Like to see that kind of help again.
- Wellness Center, more trails, continue to expand housing

Do you have any other comments or is there anything else you are looking for from OCAHS?

- More weekend hours (urgent care). Our family goes to Sioux Center 3-5 x year for that
- Excited about addition of a pediatrician
- Never realized I could get my meds filled at the hospital when I had a clinic appt.
- I like that physicians treat the "whole family"
- Great help with billing insurance. Patient with me in understanding my bills.
- I have had positive medical interactions and outcomes with many physicians and staff at OCAHS. I am extremely grateful to call OCAHS my home medical campus.
- We have wonderful hospital service here because of the facilities but mostly because of the people who serve us and we are very thankful.
- My daughter has had great success with pain relief using acupuncture. The chiropractor who does it comes to our house. We had tried many other things without success and this has helped her a lot.

- My chart is beneficial, very helpful
- Dr's being able to talk to each other and see info in the electronic record.
- Keep recruiting good Dr's; one bad one can ruin it.

If OCAHS were to build a wellness facility, please rank your priorities (1 highest, 5 lowest)

3.4 -Indoor soccer/practice turf

2.3 -Walking/running track

2.3 -Lap swimming pool

2.4 - Aerobic fitness area

3.9 -Basketball court

2018-19 Community Health Needs Assessment Results

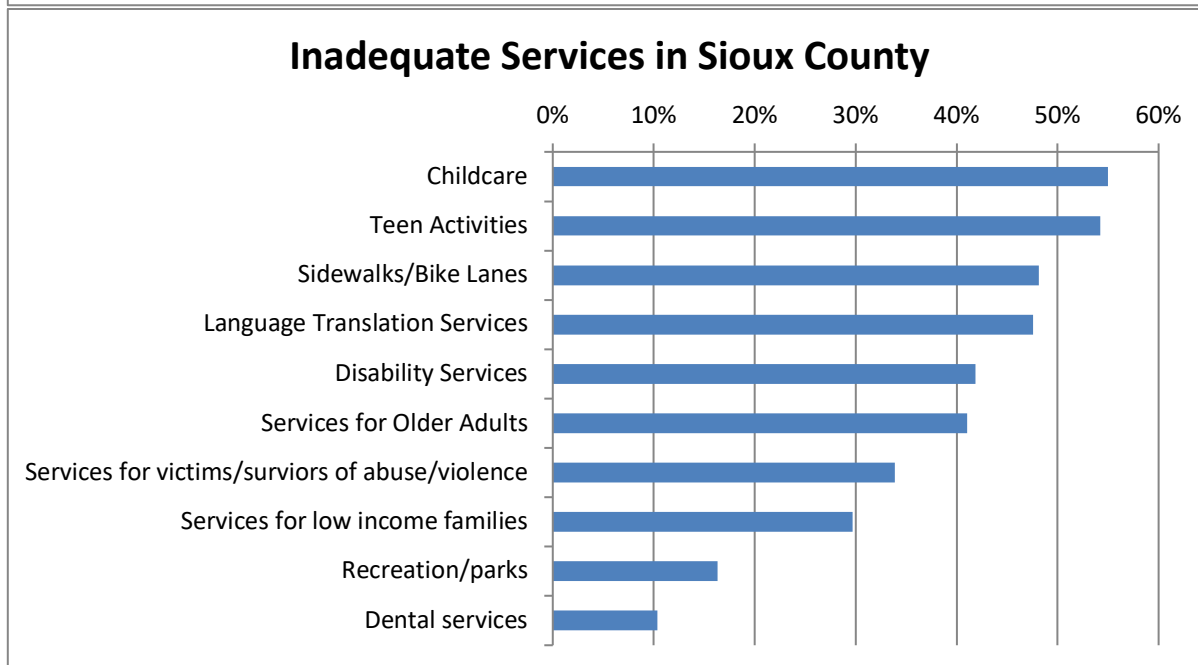
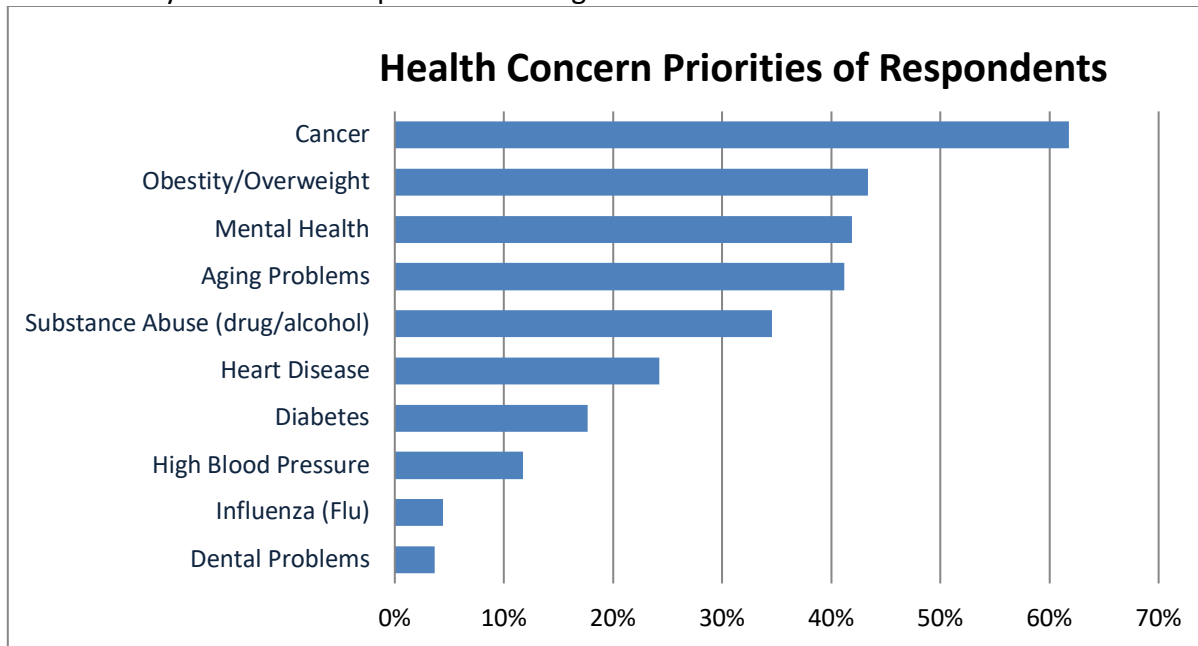
County wide survey:

- 2000 surveys sent out, 537 responses
- 72% of respondents were women
- 98% were White/Caucasian
- 5 (1%) Latino returned surveys –all 5 said discrimination was one of their top 3 issues

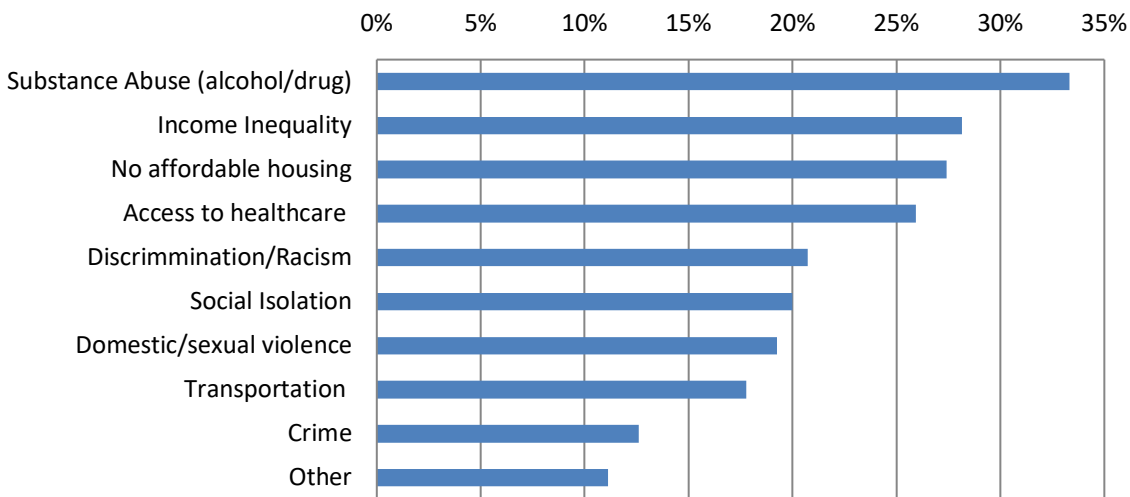
OCAHS focus groups:

- 17 people attended from a cross section of the population:
- | | |
|--------------------------|------------------|
| Young parents | Elderly |
| Disabled/chronically ill | Clergy |
| Diverse cultures | Business leaders |

CHNA Survey Results for Respondents who get their health care at OCAHS:



Community Issues that Affect Quality of Life



Focus Group Areas Top Priorities:

- Fitness, nutrition that is affordable, convenient, accessible especially in winter, can take family
- Community Education/Outreach – would like to see OCAHS do more of this
- Access to Care - Urgent Care, more availability in clinic for evening/weekend appts, more nursing home beds, more retirement living options, adult day care, continue to get as much care as feasible locally.

Sioux County Hospitals/Promise Joint Priorities

- Obesity
- Translation and Interpretation
- Community education on parenting and child development

OCAHS Priorities:

- Obesity/Fitness
- Community Education/Outreach (Cancer)
- Access to Care