

Cimarron Memorial Hospital Community Health Needs Assessment Summary and Implementation Strategy



OSU Center for Rural Health

November 2023



CENTER FOR
RURAL HEALTH
OSU Center for Health Sciences

Table of Contents

Introduction 1

 Document Outline 2

Previous Community Health Needs Assessment- Priorities, Implementation, and Evaluation 2

Cimarron Memorial Hospital Medical Services Area Demographics 4

 Table 1. Existing Medical Services in Cimarron Memorial Hospital Medical Services Area..... 5

 Table 2. Percent of Total Population by Age Group for Cimarron County and Oklahoma..... 6

 Table 3. Percent of Total Population by Race and Ethnicity for Cimarron County and Oklahoma 7

Summary of Community Input for CHNA..... 8

 Economic Conditions of Cimarron County and Economic Impact of Health Sector 8

 Table 4. Economic Indicators for Cimarron County, the State of Oklahoma and the Nation..... 9

 Table 5. Education Data for Cimarron County and the State of Oklahoma 10

 Table 6. Payer Source Data for Cimarron County and the State of Oklahoma..... 11

 Table 7. Cimarron Memorial Hospital Medical Service Area Health Sector Impact on Employment and Income, and Retail Sales and Sales Tax 12

 Cimarron County Health Indicators and Outcomes..... 13

 Table 8. Health Factors (Overall Rank 25)..... 14

 Table 9. Health Outcomes (Overall Rank 34) 15

Community Survey Methodology and Results..... 16

 Table 10. Zip Code of Residence 16

 Table 11. Type of Specialist Visits..... 18

 Figure 2. Summary of Hospital Usage and Satisfaction Rates 19

 Table 12. Top Health Concerns in the Boise City Area 20

 Table 13. Additional Health and Wellness Services Survey Respondents Would Like to See Offered in the Boise City Area 21

Community Health Needs- Identification of Priorities 21

 Health Priorities and Implementation Strategy..... 22

 Community Health Needs Assessment Marketing Plan 23

Appendix A- Hospital Services/Community Benefits..... 24

Appendix B Community Participants- Attendees and Interviews 25

Appendix C- Demographic and Economic Data 26

Appendix D- Health Data.....	27
Appendix E- Survey Form and Results	29

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.

Document Outline

This document discusses the steps taken to conduct a CHNA for Cimarron Memorial Hospital in 2023. It begins with a description of the hospital's steps to addressing priorities identified during the 2020 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 30, 2023.

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

Cimarron Memorial Hospital worked with the Oklahoma Office of Rural Health in 2020 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: Aging Population in a lower populated area

Activity 1: Added swing bed coordinator/Care coordinator to staff- This position tracks all transfers who have the potential to come back as a swing bed patient. This position also reaches out to those facilities to coordinate care for patients to return home for care. This position assists with discharge planning including necessary equipment and outpatient services after discharge. It is estimated approximately 40 individuals have benefitted from this service.

Activity 2: Home health/Hospice service contract- This activity is currently in progress. These services are not currently available locally and puts a great strain on patients, residents, and families. Since this activity is still in progress, there are no estimates of the number of individuals who have benefitted.

Area of concern: Distance to specialists (especially for Medicaid population, 4-6 hour one way)/transportation to those appointments for elderly population

Activity 1: Utilize Sooner Ride when available for transportation to specialist visits- It is estimated nearly 50 individuals have benefitted from this service and referral of this service.

Activity 2: Partner with local ministerial alliance to assist with transportation for appointments. To date, 15 individuals have benefitted from this partnership. This is a great resource, but the rides/rideshare can be seasonal since it depends largely on volunteers.

Activity 3: Cimarron Memorial Hospital received a grant to increase telehealth services including specialists. This activity is currently being implemented; therefore, estimates of individuals who have benefitted are not currently available.

Cimarron Memorial Hospital Medical Services Area Demographics

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

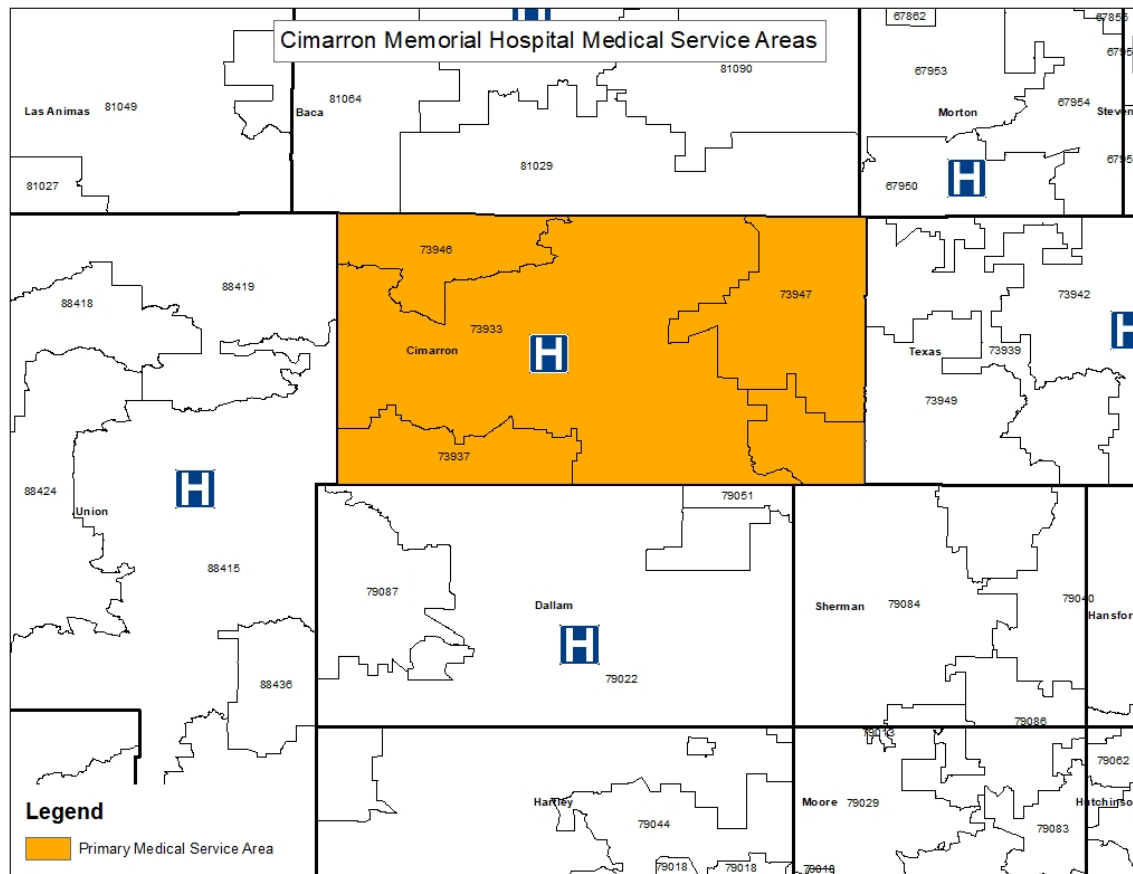


Figure 1. Cimarron Memorial Hospital Medical Service Areas

City	County	Hospital	No. of Beds
Boise City	Cimarron	Cimarron Memorial Hospital	25
Guymon	Texas	Memorial Hospital of Texas County	47
Elkhart, KS	Morton	Morton County Health Systems	n/a
Springfield, CO	Baca	Southeast Colorado Hospital District	n/a
Clayton, NM	Union	Union County General Hospital	n/a
Dalhart, TX	Dallam	Coon Memorial Hospital	n/a

As delineated in Figure 1, the primary medical service area of Cimarron Memorial Hospital is the entire Cimarron County. The population of Cimarron County, according to the 2017-2021 American Community Survey, was 2,271. This is a decrease from the 2010 Decennial Census where a population of 2,475 was recorded

Table 1 displays the current existing medical services in the primary service area of the Cimarron Memorial Hospital medical services area. The medical service area includes a hospital, primary care office, and one local pharmacy. In brief summary, the hospital provides radiology, CT, EKG, primary care services through the Rural Health Clinic, allergy testing and child immunizations. A complete list of hospital services and community involvement activities can be found in Appendix A.

Table 1. Existing Medical Services in Cimarron Memorial Hospital Medical Services Area

Count	Service
1	Hospital: Cimarron Memorial Hospital
1	Primary Care office
1	EMS Provider
1	Pharmacy

In addition to examining the total population trends of the medical service areas, it is important to understand the demographics of those populations. Table 2 displays trends in age groups Cimarron County in comparison to the state of Oklahoma. Overall, the over 65 age group has experienced an increase in population at county level from the 2010 Census to the latest, 2017-2021 American Community Survey. This cohort accounted for 24.7 percent at the county level and 15.6 percent of the total population at the state level. The 45-64 age group accounts for the largest share of the population in Cimarron County (24.8%) while the 25-44 age group accounts for the largest share of the state population (26.3%). Table 2 also displays population projections for Cimarron County and Oklahoma through 2050.

Table 2. Percent of Total Population by Age Group for Cimarron County and Oklahoma

Age Groups	2010 Census	17-21 ACS	2020 Projection	2050 Projection
Cimarron County				
0-14	20.4%	21.5%	22.0%	26.1%
15-19	4.3%	4.4%	6.2%	7.5%
20-24	3.9%	4.6%	6.0%	7.2%
25-44	23.4%	20.0%	18.3%	26.4%
45-64	23.5%	24.8%	23.2%	17.6%
65+	<u>24.4%</u>	<u>24.7%</u>	<u>24.4%</u>	<u>15.2%</u>
Totals	100.0%	100.0%	100.0%	100.0%
Total Population	2,475	2,271	2,194	1,953
Oklahoma				
0-14	20.7%	20.2%	20.8%	20.5%
15-19	7.1%	6.8%	6.6%	6.7%
20-24	7.2%	6.9%	6.5%	6.9%
25-44	25.8%	26.3%	26.3%	25.9%
45-64	25.7%	24.1%	23.5%	22.5%
65+	<u>13.5%</u>	<u>15.6%</u>	<u>16.2%</u>	<u>17.6%</u>
Totals	100.0%	100.0%	100.0%	100.0%
Total Population	3,751,351	3,948,136	4,064,236	4,893,862

SOURCE: U.S. Census Bureau, Decennial Census data for 2010 and American Community Survey data for 2017-2021 (www.census.gov [January 2023]). 2020 and 2050 projections are from Woods & Poole Economics.

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 2017-2021 suggest that this population group has experienced an increase to 11.2 percent of the total population. This trend is evident in Cimarron County. The share of the population identified as of Hispanic Origin accounted for 24.2 percent of Cimarron County’s population in 2017-2021. Table 3 displays racial and ethnic data for Cimarron County and Oklahoma.

Table 3. Percent of Total Population by Race and Ethnicity for Cimarron County and Oklahoma

Race/Ethnic Groups	2010 Census	17-21 ACS	2020 Projection	2050 Projection
Cimarron County				
White	84.7%	90.1%	72.4%	63.0%
Black	0.2%	0.2%	1.3%	1.0%
Native American	0.8%	0.6%	1.4%	0.2%
Other	12.5%	0.1%	0.2%	0.2%
Two or more Races	1.8%	8.9%	--	--
Hispanic Origin	20.8%	24.2%	24.7%	35.6%
Total Population	2,475	2,271	2,194	1,953
Oklahoma				
White	72.2%	69.7%	68.1%	57.3%
Black	7.4%	7.2%	8.5%	9.1%
Native American	8.6%	7.7%	9.6%	9.3%
Other	5.9%	7.4%	2.7%	4.4%
Two or more Races	5.9%	10.0%	--	--
Hispanic Origin	8.9%	11.2%	11.1%	19.8%
Total Population	3,751,351	3,948,136	4,064,236	4,893,862

SOURCE: U.S. Census Bureau, Decennial Census data for 2010 and American Community Survey data for 2017-2021 (www.census.gov [January 2023]). 2020 and 2050 projections are from Woods & Poole Economics.

Summary of Community Input for CHNA

Community input was gathered through a single community meeting. The meeting was held on April 13, 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:

- Cimarron Memorial Hospital representatives
- Cimarron County Emergency Management

The hospital made a community-wide invitation to invite all individuals in Cimarron County to attend the community meeting through a social media invite. With the community-wide invite the hospital was hoping to reach those with expertise of health conditions and concerns in the Cimarron County area along with the respective populations they represent. Significant efforts were made to include those who represented low-income and racially diverse populations. There is not a local public health department or Department of Human Services location in Cimarron County. Therefore, the hospital and clinic see and responds to many of the public health needs of the community and were included from the public health perspective.

Economic Conditions of Cimarron County and Economic Impact of Health Sector

Economic indicators for Cimarron County in comparison to Oklahoma and the United States are outlined in Table 4. Cimarron County tends to be one of the higher per capita incomes, total income divided by the population, in Oklahoma. Generally, Oklahoma as a state tends to lag the national average; however, Cimarron County's per capita income is higher than the national. The 2021 annual unemployment rate for Cimarron County was 1.8 percent. This rate is lower than the state (3.8%) and national (5.3%). All of these rates are non-seasonally adjusted. The most recent monthly estimates show Cimarron County to be lower than 2021 with a 1.0 percent rate. This is considerably lower than the state (2.6%) and significantly lower than the national (3.3%) rates.

The share of individual 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 Cimarron County was 15.9 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 4.

Table 4. Economic Indicators for Cimarron County, the State of Oklahoma and the Nation

Indicator	County	State	U.S.
Total Personal Income (2021)	\$154,593,000	\$214,760,676,000	\$21,288,709,000,000
Per Capita Income (2021)	\$68,769	\$53,870	\$64,143
Employment (2021)	1,476	1,783,080	152,581,000
Unemployment (2021)	27	71,154	8,623,000
Unemployment Rate (2021)	1.8%	3.8%	5.3%
Employment (December 2022)*	1,604	1,833,267	158,872,000
Unemployment (December 2022)*	17	49,449	5,352,000
Unemployment Rate (December 2022)*	1.0%	2.6%	3.3%
Percentage of People in Poverty (2021)	15.9%	15.4%	12.8%
Percentage of Under 18 in Poverty (2021)	25.2%	20.5%	16.9%
Transfer Dollars (2021)	\$31,706,000	\$52,188,560,000	\$4,617,314,000,000
Transfer Dollars as Percentage of Total Personal Income (2021)	20.5%	24.3%	21.7%
Medical Benefits as a share of Transfer Payments (2021)	30.5%	31.7%	35.7%

*County and state estimates are considered preliminary

SOURCES: 2022 Bureau of Labor Statistics; 2021 Bureau of Economic Analysis; 2021 U.S. Census Bureau.

Table 5 displays various education variables for Cimarron County. The first three lines are education attainment percentages for the population aged 25 years and greater. In Cimarron County, 86.2 percent of the population has at least their high school diploma, 45.9 percent has at least some college, and 29 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 Cimarron County who are eligible for free and reduced lunches. Cimarron County’s rate is 54 percent. This is lower than the state average of 59 percent. This is the 16th lowest rate in the state.

Table 5. Education Data for Cimarron County and the State of Oklahoma

Indicator	County	State	Cimarron County Ranking
At Least High School Diploma	86.2%	88.7%	49th Highest
Some College	45.9%	49.7%	21st Highest
At Least Bachelor's Degree	29.0%	26.8%	12th Highest
Free and Reduced Lunch Rate	54.0%	59.0%	16th Lowest

Sources: U.S. Census Bureau, American Community Survey, 2017-2021, National Center for Education Statistics 2019-2020.

Table 6 includes payer source data for Cimarron County residents in comparison to the state. A ranking is also provided with the lowest percentages as the more favorable ranking. In 2020 22.3 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 15.8 percent. This was also higher than the state rate of 9.6 percent. In 2022, 24.7 percent of the population had Medicare as a payer for healthcare. This includes Medicare parts A, B and Advantage. In terms of Medicaid, 25 percent of the population in Cimarron County had Medicaid as a payer source. The Medicare and Medicaid data were gathered from different sources, and duplicates have not been removed.

Table 6. Payer Source Data for Cimarron County and the State of Oklahoma

Indicator	County	State	Cimarron County Ranking
2020 Uninsured rate (under 65)	22.3%	18.1%	64th Lowest
2020 Uninsured rate (under 19)	15.8%	9.6%	73rd Lowest
2022 Medicare share of total population	24.7%	19.6%	62nd Lowest
2020 Medicaid share of total population	25.0%	26.0%	27th Lowest

Sources: U.S. Census Bureau Small Area Health Insurance Estimates, 2020; 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 7 below summarizes the overall economic impact of the health sector on the Cimarron 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 Cimarron Memorial Hospital medical service area employs 63 FTE individuals. After applying a county-specific employment multiplier to each respective sector, there is a total employment impact of 73 FTE employees. The same methodology is applied to income. The local health sector has a direct income impact of over \$3.5 million. When the appropriate income multiplier is applied, the total income impact is over \$4.2 million. The last two columns examine the impact this has on the retail sector of the local community. Recent data suggest that just 12.8% of personal income in Cimarron 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 \$549,000 spent locally, generating \$5,495 on a 1% tax. A copy of the meeting materials that were distributed can be found in Appendix C.

Table 7. Cimarron 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	49	1.19	58	\$2,989,397	1.23	\$3,684,818	\$471,657	\$4,717
Other Medical & Health Services & Pharmacies	<u>14</u>	1.10	<u>15</u>	<u>\$555,191</u>	1.10	<u>\$608,191</u>	<u>\$77,848</u>	<u>\$778</u>
Total	63		73	\$3,544,589		\$4,293,009	\$549,505	\$5,495

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 Cimarron County taxable sales and income (12.8%) – from 2022 Sales Tax Data and 2021 Personal Income Estimates from the Bureau of Economic Analysis.

Cimarron 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: 19), clinical care (rank: 67), social and economic factors (rank: 23), and physical environment (rank: 1). Cimarron County's overall health factors rank is 25. Areas of concern include Cimarron County's smoking rate, adult obesity rate, physical inactivity rate, access to exercise opportunities, share of uninsured individuals, the rate of mammography screenings and flu vaccinations for Medicare beneficiaries, and the share of the population with some college. All health factors variables are presented in Table 8 along with Cimarron 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 Cimarron County ranks very poorly compared to the national benchmark) while the green highlighted categories are the areas where Cimarron County does well, or are viewed as areas of strength.

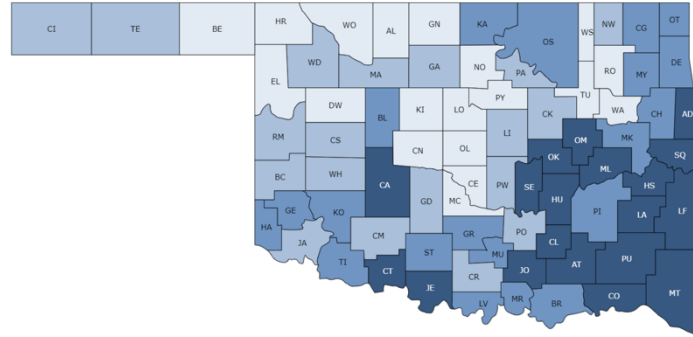
Table 8. Health Factors (Overall Rank 25)

Category (Rank)	Cimarron County	Error Margin	Oklahoma	United States
Health Behaviors (19)				
Adult Smoking	20%	17-22%	20%	16%
Adult Obesity	38%	37-40%	37%	32%
Food Environment Index	6.7		5.8	7.0
Physical Inactivity	30%	27-33%	28%	22%
Access to Exercise Opportunities	0%		71%	84%
Excessive Drinking	15%	14-16%	14%	19%
Alcohol-Impaired Driving Deaths	13%	1-35%	27%	27%
Sexually Transmitted Infections			536	481
Teen Births	32	18-53	31	19
Clinical Care (67)				
Uninsured	22%	19-26%	18%	10%
Primary Care Physicians	--		1,650:1	1,310:1
Dentists	2,250:1		1,570:1	1,380:1
Mental Health Providers	--		240:1	340:1
Preventable Hospital Stays	3,295		3,247	2,809
Mammography Screening	24%		35%	37%
Flu Vaccinations	19%		49%	51%
Social & Economic Factors (23)				
High School Graduation	86%	82-90%	89%	89%
Some College	45%	31-58%	60%	67%
Unemployment	1.8%		3.8%	5.4%
Children in Poverty	25%	16-34%	21%	17%
Income Inequality	4.6	3.0-6.2	4.5	4.9
Children in Single-Parent Household	21%	8-35%	26%	25%
Social Associations	18.6		11.2	9.1
Injury Deaths	--		95	76
Physical Environment (1)				
Air-Pollution- Particulate Matter	4.8		8.7	7.4
Drinking Water Violations	No			
Severe Housing Problems	5%	2-7%	14%	17%
Driving Alone to Work	77%	71-84%	81%	73%
Long Commute- Driving Alone	8%	4-11%	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. Cimarron County’s rank is similar to Beaver County and more favorable than Texas County.

2023 Health Factors - Oklahoma



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



In terms of health outcomes, considered, today’s health, Cimarron County’s ranking is 34th 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 9.

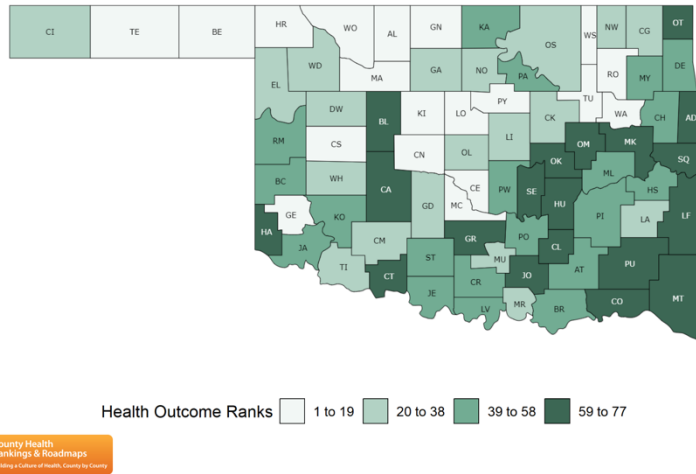
Table 9. Health Outcomes (Overall Rank 34)

Category (Rank)	Cimarron County	Error Margin	Oklahoma	United States
Length of Life (40)				
Premature Death			9,400	7,300
Quality of Life (25)				
Poor or Fair Health	18%	15-20%	17%	12%
Poor Physical Health Days	3.8	3.5-4.1	3.7	3.0
Poor Mental Health Days	4.9	4.6-5.2	5.0	4.4
Low Birth Weight	8%	4-12%	8%	8%

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

Cimarron County’s rank is less favorable than all of the neighboring counties.

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 hard copy and web format using the Survey Monkey platform. The electronic survey link was placed on the hospital’s Facebook page and shared on social media. Hard copy surveys were shared and made available at local businesses. A copy of the survey form and results can be found in Appendix E.

The survey ran from January 5, 2023 to March 17, 2023. A total of 58 surveys from the Cimarron Memorial Hospital medical service area were completed. Out of the surveys completed, 16 were hard copy responses.

Table 10 below shows the survey respondent representation by zip code. The largest share of respondents was from the Boise City (73933) zip code with 44 responses or 75.9 percent of the total. Keyes (5 responses) and Texhoma (3 responses) followed.

Table 10. Zip Code of Residence

Response Category	No.	%
73933- Boise City	44	75.9%
73947- Keyes	5	8.6%
73949- Texhoma	3	5.2%
73937- Felt	2	3.4%
73946- Kenton	1	1.7%
72947- Mulberry, AR	1	1.7%
No response	2	3.4%
Total	58	100.0%

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

Primary Care Physician Visits

- 79.3% of respondents had used a primary care physician in the Boise City service area during the past 24 months
- 84.4% of those responded being satisfied
- Only 26 respondents or 44.8% believe there are enough primary care physicians practicing in Boise City
- 74.1% 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, 42.7 percent of respondents selected primary care physician. Mid-level clinic (Nurse practitioner or PA), 35.4 percent and Emergency room/Hospital (7.3%) 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. 17 individuals or 29.3 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 Boise City. 32 individuals or 55.2 percent of the total replied they would.

Specialist Visits

Summary highlights include:

- 67.2% of all respondents report some specialist visit in past 24 months
- Most common specialty visited are displayed in Table 11
- No specialist visits occurred in Boise City

Table 11. Type of Specialist Visits

Type of Specialist	No.	Percent
<i>Top 5 Responses</i>		
Cardiologist <i>(0 visits occurred in Boise City)</i>	13	22.4%
Orthopedist/Orthopedic Surg. <i>(0 visits occurred in Boise City)</i>	7	12.1%
Neurologist/Neurosurg. <i>(0 visits occurred in Boise City)</i>	5	8.6%
Dermatologist <i>(0 visits occurred in Boise City)</i>	3	5.2%
Surgeon <i>(0 visits occurred in Boise City)</i>	3	5.2%
All others <i>(0 visits occurred in Boise City)</i>	<u>27</u>	<u>46.6%</u>
Total	<u>58</u>	<u>100.0%</u>

Some respondents answered more than once.

Hospital Usage and Satisfaction

Survey highlights include:

- 65.7% of survey respondents that have used hospital services in the past 24 months used services at Cimarron Memorial Hospital
 - o BSA Health System in Amarillo, TX (5.7%), Coon Memorial Hospital, Dalhart, TX (5.7%) and Memorial Hospital of Texas County, Guymon (2.9%) followed
 - o The most common response for using a hospital other than Cimarron Memorial Hospital was availability of specialty care (including surgery) (43.3%) and physician referral/transferred (23.3%)
 - o The usage rate of 65.7% was higher than the state average of 56.1% for usage of other rural Oklahoma hospitals surveyed
- 86.4% of survey respondents were satisfied with the services received at Cimarron Memorial Hospital
 - o This is below the state average for other hospitals (88.1%)
- Most common services used at Cimarron Memorial Hospital:
 - o Laboratory (27.6%)
 - o Physician services (17.9%)
 - o Diagnostic imaging (X-ray, CT, MRI, Ultrasound) (17.2%)

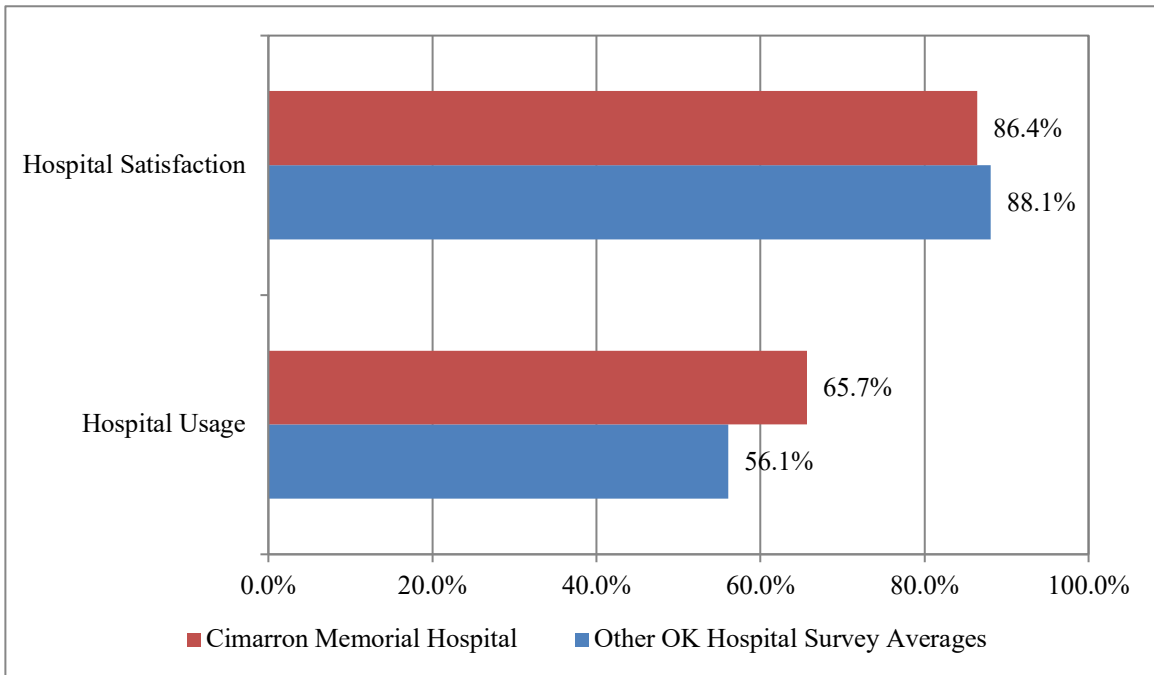


Figure 2. Summary of Hospital Usage and Satisfaction Rates

Telemedicine

Survey respondents were asked if they or their household have utilized telemedicine services in the past year. Twenty-two individuals or 37.9 percent replied yes. Those respondents were then asked if they were satisfied the quality of care received. The satisfaction rate was 81.8 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 cancers with 25 responses. Accessing specialty services (23 responses), dental (20 response) and mental health (20 responses) followed. Table 12 displays all responses and the frequencies.

Table 12. Top Health Concerns in the Boise City Area

	No.	%
Cancers	25	13.0%
Accessing specialty services	23	12.0%
Dental	20	10.4%
Mental health	20	10.4%
Heart disease	18	9.4%
Substance abuse	18	9.4%
Diabetes	16	8.3%
Accessing primary care	15	7.8%
Suicide	10	5.2%
Motor vehicle crashes	10	5.2%
Teen pregnancy	5	2.6%
Home health	1	0.5%
Asthma	1	0.5%
Lack of natural medicine	1	0.5%
Exercise, nutrition classes for prevention or control of blood sugar	1	0.5%
Gynecology	1	0.5%
No response	7	3.6%
Total	192	100.0%

Survey respondents also had the opportunity to identify what additional services they would like to see offered in the Boise City area. The most common response was dental with 11 percent of the total specialists with a collective share of 9.6 percent of the total and don't know/no additional services (also 9.6%) followed. Table 13 displays the full listing of responses.

Table 13. Additional Health and Wellness Services Survey Respondents Would Like to See Offered in the Boise City Area

Response Category	No.	%
Dental	8	11.0%
Specialists: Cardiologist (3); Specialists in general (1); Endocrinologist (1); OB/GYN (1); Orthopedist (1)	7	9.6%
Don't know/No additional services	7	9.6%
Primary care/Family doctor/MD or DO/Full time	6	8.2%
Vision/Optomety	5	6.8%
Mental health/Counseling/EDMR therapy	4	5.5%
Diagnostic imaging: MRI (2); CT (1)	3	4.1%
Home health/Hospice/Reliable home health	3	4.1%
Diabetes/Exercise & nutrition for prevention and control of blood sugar	2	2.7%
Geriatric services	1	1.4%
Gym	1	1.4%
Asthma	1	1.4%
Transportation to appointments	1	1.4%
Telemedicine	1	1.4%
Speech language pathologist	1	1.4%
More screenings	1	1.4%
Functional medicine physician	1	1.4%
All possible	1	1.4%
BioTe	1	1.4%
No response	18	24.7%
Total	73	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 April 13, 2023, at the Cimarron Memorial Hospital Annex. The OSU Center for 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 Boise City and Cimarron County?

The concerns listed were:

- Hospice and Home Health- These services are not available within Cimarron County. Also, there is no nursing home present in the county. The closest hospice provider is 100 miles away. The hospital is exploring an option for hospital-based hospice care.
- Access to specialists- This item was mentioned along with increased telehealth usage and options.
 - Access to dental and optometry services were also discussed.
 - It was mentioned other small, rural communities have partnered with the public school to provide these services once/month or periodically.
 - It was also noted the need for audiology services for hearing screenings
 - These items were all mentioned as possible Rural Health Clinic opportunities.
- Youth education- This topic was mentioned and specifically the need for education around sexual education, tobacco use, vaping, and parenting classes
- Difficult to sign up for services including Medicaid
 - The hospital has been successful previously in having navigator services come to assist in the sign up for services including Medicare and Medicaid.

Boise City and Cimarron County do have many strengths. Some of the sources of pride noted by community members include:

- The people
- Healthcare professionals worked with first responders, especially during Covid-19. There are strong collaborations in the community.
- Resilient- The community utilizes all possible resources and thinks outside of the box to accomplish the current task/need.
- Independence- Cimarron County has a strong sense of independence which is viewed as both an asset and challenge.

Health Priorities and Implementation Strategy

Cimarron 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:

- Increased telehealth usage and options to help alleviate the travel burden and increase access to specialists for Cimarron County residents.
 - It was noted in the community meeting the need for access to specialists, and in the survey, cardiology was the most utilized specialty of respondents.

- Community members present in the community meeting noted the travel burden faced by their population including access to services for an aging population.
- The hospital is exploring telehealth options through a telehealth group with the first focus of cardiology.

Community Health Needs Assessment Marketing Plan

The hospital will make the Community Health Needs Assessment Summary and Implementation Strategy Plan available upon request at Cimarron Memorial Hospital, and a copy will be available to be downloaded from the hospital's website (www.cimarronmemorialhospital.org). 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



Cimarron Memorial Hospital Services and Community Benefits

Inpatient Services:

Acute Inpatient
Observation
Swing Bed
Respite Care
Physical Therapy
Laboratory
Radiology- CT
EKG
Wound Care
In facility Pharmacy
Social Services
Dietary
Respiratory Therapy
Occupational Therapy

Outpatient Services:

Laboratory
Radiology
Emergency Department
Procedure Room
Physical Therapy
Occupational Therapy

Clinics:

Rural Health Clinic including:
Primary care services
Child Immunizations
Physicals for sports, bus drivers, and employment
Behavioral Health Therapy
DOT Physicals
Bio hormone replacement therapy
Allergy Testing

Community Activities:

Health Fair
Flu shot clinic during fall.
Community Outreach Program

Internal Hospital Activities

Hospital website/social media
Marketing and Grant Writing

Appendix B Community Participants- Attendees and Interviews

Boise City Community Health Needs Assessment Community Input Meeting

13-Apr-23

Name	Organization
Lea Lavielle	Cimarron County- Emergency Mgmt.
Sarah Odell	Cimarron Memorial Hospital
Jessica Puebla	Cimarron Memorial Hospital
Donna Cain	Cimarron Memorial Hospital
Lindsey Cortese	Cimarron Memorial Hospital
Stephanie Cochran	Cimarron Memorial Hospital
Kaycee Gilbreath	Cimarron Memorial Hospital
Baily Baldonado	Cimarron Memorial Hospital
Kathy Roberts	Cimarron Memorial Hospital
Shelly Coulson	Cimarron Memorial Hospital

Appendix C- Demographic and Economic Data

Cimarron Memorial Hospital Economic Impact



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

Cimarron Memorial Hospital, including the Rural Health Clinics, **directly** employs 49 individuals with an annual payroll of over **\$2.9 million** including benefits

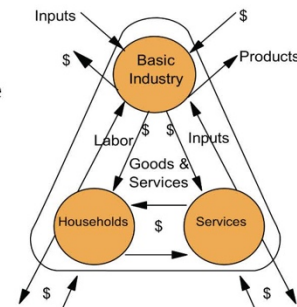
- These employees and income create an additional 9 jobs and over \$600,000 in income as they interact with other sectors of the local economy
- **Total impacts= 58 jobs and over \$3.6 million**
- Other segments of the healthcare sector (Pharmacies, home health, etc.) provide another **14 jobs** and an additional **\$555,000** in wages
- Their interactions and transactions within the local economy including the hospital's impact create:
 - **Total health sector impacts= 73 jobs and \$4.2 million**
 - Over **\$500,000** 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
Corie Kaiser, Director, corie.kaiser@okstate.edu
Oklahoma Office of Rural Health



CENTER FOR
RURAL HEALTH
OSU Center for Health Sciences

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 FY2022 Oklahoma Tax Commission data, and 2021 personal income estimates from Bureau of Economic Analysis.

Appendix D- Health Data

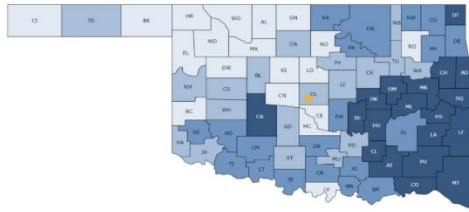
Health Indicators and Outcomes for Cimarron County As part of the Community Health Needs Assessment

Table 1. Health Factors (Overall Rank 17)

Category (Rank)	Cimarron County	Error Margin	Top U.S. Performers	Oklahoma
Health Behaviors (10)				
Adult Smoking	17%	16-18%	14%	20%
Adult Obesity	28%	19-39%	26%	34%
Food Environment Index	7.2		8.6	5.7
Physical Inactivity	37%	27-49%	20%	29%
Access to Exercise Opportunities	36%		91%	71%
Excessive Drinking	12%	11-12%	13%	14%
Alcohol-Impaired Driving Deaths	13%	1-35%	11%	26%
Sexually Transmitted Infections			161	553
Teen Births	45	27-71	13	36
Clinical Care (70)				
Uninsured	25%	22-28%	6%	17%
Primary Care Physicians			1,030:1	1,620:1
Dentists	2,150:1		1,240:1	1,640:1
Mental Health Providers			290:1	250:1
Preventable Hospital Stays	5,039		2,761	4,926
Mammography Screening	36%		50%	37%
Flu Vaccinations	21%		53%	48%
Social & Economic Factors (14)				
High School Graduation			96%	83%
Some College	54%	40-68%	73%	60%
Unemployment	1.9%		2.6%	3.4%
Children in Poverty	27%	18-36%	11%	21%
Income Inequality	3.7	2.6-4.7	3.7	4.7
Children in Single-Parent Household	32%	20-44%	20%	34%
Social Associations	27.9		18.4	11.6
Violent Crime Rate	134		63	428
Injury Deaths	109	56-191	58	94
Physical Environment (8)				
Air-Pollution- Particulate Matter	5.6		6.1	9.4
Drinking Water Violations	No			
Severe Housing Problems	12%	8-16%	9%	14%
Driving Alone to Work	88%	84-93%	72%	82%
Long Commute- Driving Alone	18%	12-24%	16%	27%

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





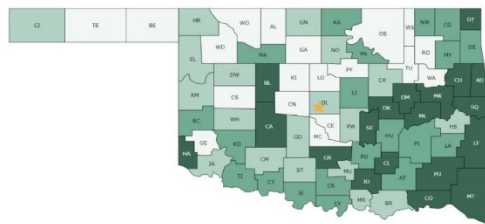
Health Factor Ranks 1 to 19 20 to 38 39 to 58 59 to 77

County Health Rankings & Roadmaps Building a Culture of Health, County by County A Robert Wood Johnson Foundation program

Table 2. Health Outcomes (Overall Rank 26)

Category (Rank)	Cimarron County	Error Margin	Top U.S. Performers	Oklahoma
Length of Life (37)				
Premature Death			5,500	9,200
Quality of Life (13)				
Poor or Fair Health	22%	21-22%	12%	21%
Poor Physical Health Days	4.4	4.3-4.6	4.1	4.5
Poor Mental Health Days	4.6	4.4-4.7	3.4	4.9
Low Birth Weight	6%		6%	8%

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



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

County Health Rankings & Roadmaps Building a Culture of Health, County by County A Robert Wood Johnson Foundation program

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

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



CENTER FOR
RURAL HEALTH
 OSU Center for Health Sciences

Appendix E- Survey Form and Results

Cimarron Memorial Hospital Local Health Services Survey

Please return completed survey by March 17, 2023

The zip code of my residence is: _____

What is your current age: _____

- 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*)
- At which hospital(s) were services received? (*please check/list all that apply*)
 - Cimarron 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 Cimarron Memorial Hospital, why did you or your family member choose that hospital? (*Please answer then skip to Q6*)

- Physician referral
 - Closer, more convenient location
 - Insurance reasons
 - Quality of care/Lack of confidence
 - Availability of specialty care
 - Other (*Please list below*)

If you responded in **Q2** that your household received care at Cimarron Memorial Hospital, what hospital service(s) were used?

- Diagnostic imaging (X-ray, MRI, CT, Ultrasound)
 - Laboratory
 - Outpatient infusion/Shots
 - Physician services
 - Physical, speech, or occupational therapy
 - Hospital Inpatient
 - Skilled nursing (swing bed)
 - Emergency room (ER)
 - Respiratory Therapy/Pulmonary Function Test
 - Other (*Please list below*)

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

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 Boise City 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 Boise City area?
- Satisfied Dissatisfied Don't know

13. Do you think there are enough primary care (family) doctors practicing in the Boise City 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 Boise City?
- Yes No Don't know

17. What concerns you most about health in the Boise City 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 Boise City 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:
Cimarron Memorial Hospital
100 Ellis Ave.
Boise City, OK 73933**

Cimarron Memorial Hospital Survey Results

Corie Kaiser, Director
Lara Brooks, Rural Health Analyst

Oklahoma Office of Rural Health



CENTER FOR
RURAL HEALTH
OSU Center for Health Sciences

Photo Courtesy of David Waters

OSU Center for Rural Health • Tulsa, Oklahoma • @osururalhealth • <http://ruralhealth.okstate.edu>

1

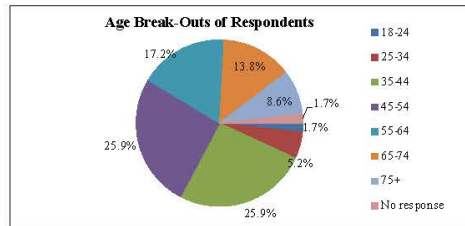
Zip Code of Residence		
Response Category	No.	%
73933- Boise City	44	75.9%
73947- Keyes	5	8.6%
73949- Texhoma	3	5.2%
73937- Felt	2	3.4%
73946- Kenton	1	1.7%
72947- Mulberry, AR	1	1.7%
No response	2	3.4%
Total	58	100.0%

*227 Responses in 2020

2

What is your Age?

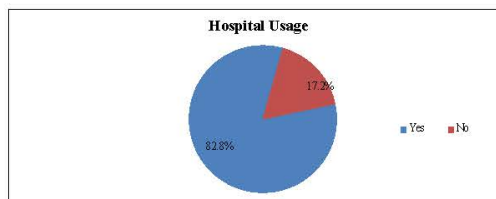
Response Category	No.	%
18-24	1	1.7%
25-34	3	5.2%
35-44	15	25.9%
45-54	15	25.9%
55-64	10	17.2%
65-74	8	13.8%
75+	5	8.6%
No response	1	1.7%
Total	58	100.0%



3

Has your household used the services of a hospital in the past 24 months?

Response Category	No.	%
Yes	48	82.8%
No	10	17.2%
Total	58	100.0%



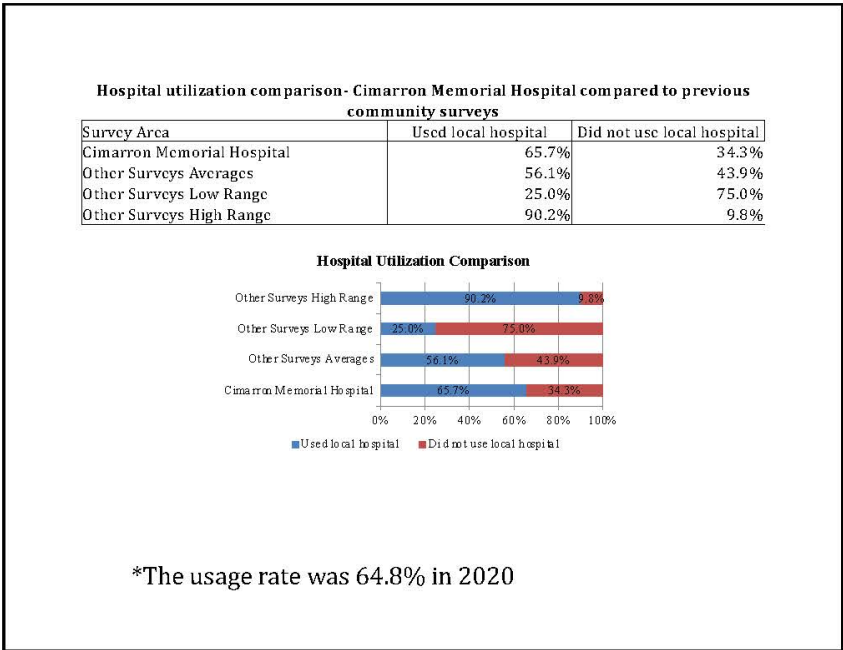
4

Where did you receive hospital services?

Response Category	No.	%
Cimarron Memorial Hospital, Boise City	46	65.7%
BSA Hcalth System, Amarillo, TX	4	5.7%
Coon Memorial Hospital, Dalhart, TX	3	4.3%
Memorial Hospital of Texas County, Guymon	2	2.9%
Quail Creek Surgical Hospital, Amarillo, TX	1	1.4%
VA Amarillo Health Care, Amarillo, TX	1	1.4%
OU Medical Center, Oklahoma City	1	1.4%
Southwest Medical Center, Liberal, KS	1	1.4%
The Children's Hospital at OU Medical Center, Oklahoma City	1	1.4%
Surgical Center in Amarillo, TX	1	1.4%
Women's Clinic, No location	1	1.4%
Virtual Visit, No name or location	1	1.4%
Facility in New Mexico	1	1.4%
No location	6	8.6%
Total*	70	100.0%

*Some respondents answered more than once. Average hospitals visited per respondent = 1.46

5



6

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

Response Category	No.	%
Availability of specialty care (Including surgery)	13	43.3%
Physician referral/Transferred	7	23.3%
Insurance reasons	4	13.3%
Closer, more convenient location	3	10.0%
Quality of care/Lack of confidence	3	10.0%
Total*	30	100.0%

*Some respondents selected more than one category.

What hospital services were used at Cimarron Memorial Hospital?

Response Category	No.	%
Laboratory	37	27.6%
Physician services	24	17.9%
Diagnostic imaging (X-ray, CT, MRI, Ultrasound)	23	17.2%
Emergency room (ER)	22	16.4%
Outpatient services	15	11.2%
Hospital inpatient	7	5.2%
Physical, speech, or occupational therapy	4	3.0%
Skilled nursing (Swing bed)	1	0.7%
Respiratory/Pulmonary function test	1	0.7%
Total*	134	100.0%

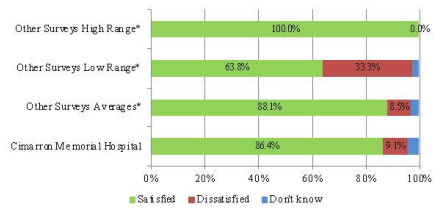
*Some respondents selected more than one category. Average number of services used per respondent = 2.98

7

How satisfied were you or someone in your household with the services you received at Cimarron Memorial Hospital?

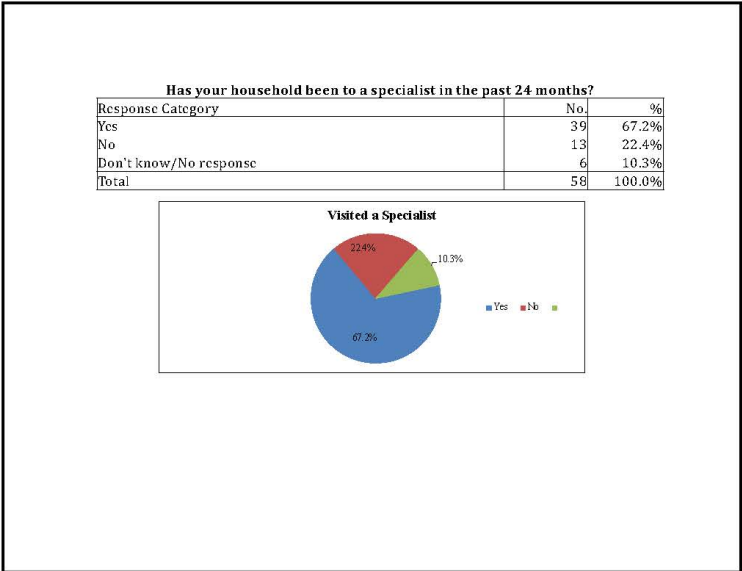
Survey Area	Satisfied	Dissatisfied	Don't know
Cimarron Memorial Hospital	86.4%	9.1%	4.5%
Other Surveys Averages*	88.1%	8.5%	3.4%
Other Surveys Low Range*	63.9%	33.3%	2.9%
Other Surveys High Range*	100.0%	0.0%	0.0%

Satisfaction with Cimarron Memorial Hospital



*Hospital satisfaction rate= 91.2% in 2020

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.	%
Cardiologist	Amarillo, TX (5); Guymon (3); Oklahoma City (2); No location (2); Joplin, MO (1)	13	22.4%
Orthopedist/Ortho Surg	No location (3); Amarillo, TX (2); Guymon (1); Oklahoma City (1)	7	12.1%
Neurologist/Neurosurg.	Amarillo, TX (3); No location (2)	5	8.6%
Dermatologist	Enid (1); Oklahoma City (1); Liberal, KS (1)	3	5.2%
Surgeon	Amarillo, TX (1); Dumas, TX (1); No location (1)	3	5.2%
OB/GYN	Guymon (1); Amarillo, TX (1); No location (1)	3	5.2%
Optometrist/Ophthalmologist	Guymon (1); Oklahoma City (1); Amarillo, TX (1)	3	5.2%
Otolaryngologist	Enid (1); Oklahoma City (1); Amarillo, TX (1)	3	5.2%
Urologist	Amarillo, TX (2); Oklahoma City (1)	3	5.2%
Audiologist	Enid (1); Oklahoma City (1)	2	3.4%
Dentist	Guymon (1); Amarillo, TX (1)	2	3.4%
Rheumatologist	Oklahoma City (1); Amarillo, TX (1)	2	3.4%
Pain Management	Amarillo, TX (1); No location (1)	2	3.4%
Plastic Surgeon	Enid (1); Oklahoma City (1)	2	3.4%
Endocrinologist	No location (1)	1	1.7%
Geneticist	Oklahoma City (1)	1	1.7%
Pulmonologist	Amarillo, TX (1)	1	1.7%
Oncologist	Oklahoma City (1)	1	1.7%
Oral Surgeon	Amarillo, TX (1)	1	1.7%
Total*		58	100.0%

*Some respondents answered more than once. 39 respondents had seen a specialist. Those 39 respondents reported visiting an average of 1.49 specialists.

*Top 3 Specialists in 2020: Cardiologist (40); Orthopedist/Ortho Surg (18); Ophthalmologist/Optometrist (15)

10

Did the specialist request further testing, laboratory work and/or x-rays?

Response Category	No.	%
Yes	32	82.1%
No	6	15.4%
Don't know/No response	1	2.6%
Total	39	100.0%

If yes, in which city were the tests or laboratory work performed?

Response Category	No.	%
Amarillo, TX	14	40.0%
Boise City	10	28.6%
Oklahoma City	4	11.4%
Guymon	2	5.7%
Dalhart, TX	1	2.9%
Dumas, TX	1	2.9%
Liberal, KS	1	2.9%
Carthage, MO	1	2.9%
No city, TX	1	2.9%
Total*	35	100.0%

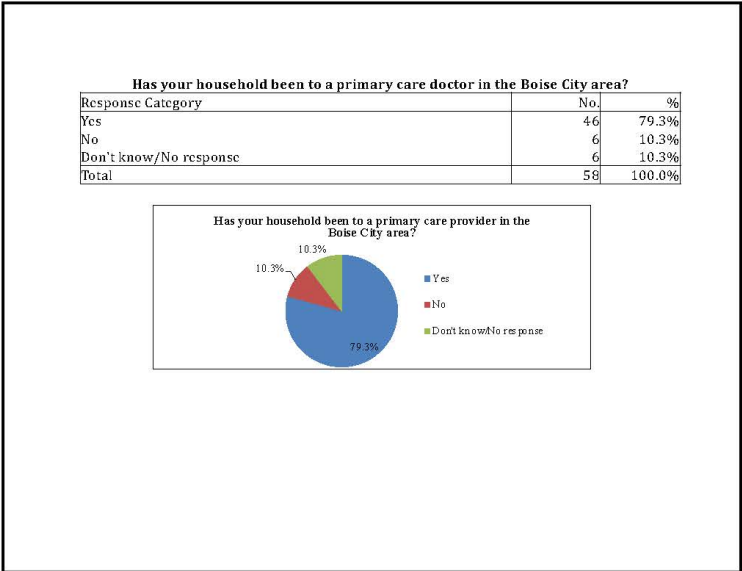
*Some respondents answered more than once. Average responses equal 1.09

11

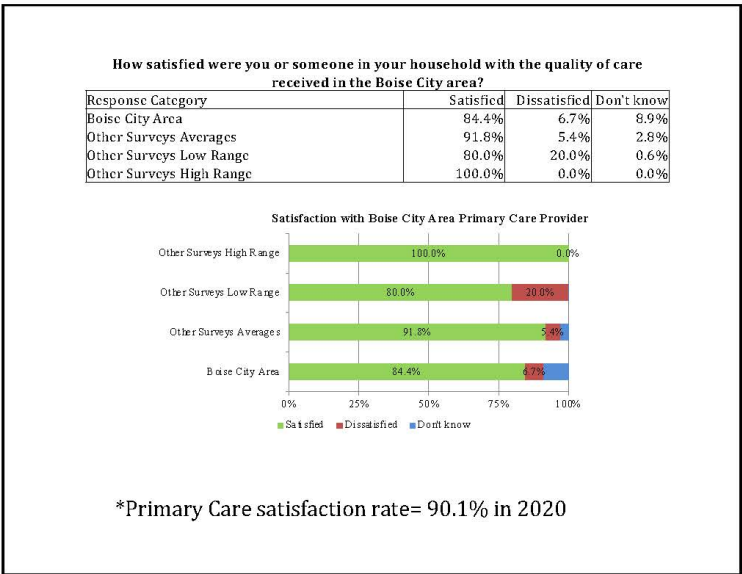
What type of medical provider do you use for routine care?

Response Category	No.	%
Primary care physician	35	42.7%
Mid level clinic (Nurse practitioner or PA)	29	35.4%
Emergency room/Hospital	6	7.3%
Urgent care/Walk in clinic	5	6.1%
Specialist	3	3.7%
Would prefer to see MD/Insurance would cover better with physician	2	2.4%
Health department	1	1.2%
No response	1	1.2%
Total	82	100.0%

12



13



*Primary Care satisfaction rate= 90.1% in 2020

14

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

Response Category	No.	%
Yes	26	44.8%
No	22	37.9%
Don't know/No response	10	17.2%
Total	58	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	43	74.1%
No	5	8.6%
Don't know/No response	10	17.2%
Total	58	100.0%

15

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

Response Category	No.	%
Yes	17	29.3%
No	31	53.4%
Don't know/No response	10	17.2%
Total	58	100.0%

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

Response Category	No.	%
Yes	32	55.2%
No	6	10.3%
Don't know/No response	20	34.5%
Total	58	100.0%

16

What concerns you most about health in the Boise City area?

	No.	%
Cancers	25	13.0%
Accessing specialty services	23	12.0%
Dental	20	10.4%
Mental health	20	10.4%
Heart disease	18	9.4%
Substance abuse	18	9.4%
Diabetes	16	8.3%
Accessing primary care	15	7.8%
Suicide	10	5.2%
Motor vehicle crashes	10	5.2%
Teen pregnancy	5	2.6%
Home health	1	0.5%
Asthma	1	0.5%
Lack of natural medicine	1	0.5%
Exercise, nutrition classes for prevention or control of blood sugar	1	0.5%
Gynecology	1	0.5%
No response	7	3.6%
Total	192	100.0%

17

What additional health and wellness services would you like to see offered in the Boise City area?

Response Category	No.	%
Dental	8	11.0%
Specialists: Cardiologist (3); Specialists in general (1); Endocrinologist (1); OB/GYN (1); Orthopedist (1)	7	9.6%
Don't know/No additional services	7	9.6%
Primary care/Family doctor/MD or DO/Full time	6	8.2%
Vision/Optomety	5	6.8%
Mental health/Counseling/EDMR therapy	4	5.5%
Diagnostic imaging: MRI (2); CT (1)	3	4.1%
Home health/Hospice/Reliable home health	3	4.1%
Diabetes/Exercise & nutrition for prevention and control of blood sugar	2	2.7%
Geriatric services	1	1.4%
Gym	1	1.4%
Asthma	1	1.4%
Transportation to appointments	1	1.4%
Telemedicine	1	1.4%
Speech language pathologist	1	1.4%
More screenings	1	1.4%
Functional medicine physician	1	1.4%
All possible	1	1.4%
BioTe	1	1.4%
No response	18	24.7%
Total	73	100.0%

18

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

Response Category	No.	%
Yes	22	37.9%
No	28	48.3%
Don't know/No response	8	13.8%
Total	58	100.0%

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

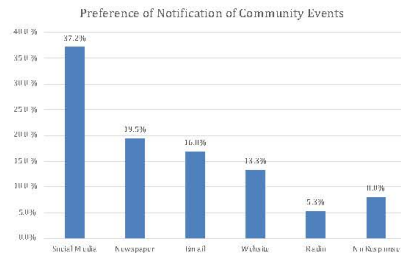
Response Category	No.	%
Satisfied	18	81.8%
Dissatisfied	1	4.5%
Don't know/No response	3	13.6%
Total	22	100.0%

*Telemedicine satisfaction rate= 80% in 2020

19

How would you prefer to be notified of community events?

Outlet	No.	%
Social Media	42	37.2%
Newspaper	22	19.5%
Email	19	16.8%
Website	15	13.3%
Radio	6	5.3%
No Response	9	8.0%
Total	113	100.0%



20