Boulder City Hospital
Community Health Needs Assessment
Fall 2018

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Office of Statewide Initiatives
University of Nevada, Reno School of Medicine
Boulder City Hospital
Community Health Needs Assessment
Fall 2015

• Purpose of the community health needs assessment
• Results of the community health needs survey
• Prioritizing community health needs and services to meet those needs
• Next step: Implementation strategies and final report
Prioritizing Community Health Needs and Services in Boulder City

- Community Health Needs?
- Strategies and Services to Address Prioritized Community Health Needs?
- Boulder City Hospital?
- Other Agencies and Organizations?
Purpose of the Assessment
What are We Doing?

• Obtain input from the community on local health and health care service needs

• Combine with the most current information on local health and health care from state and national data sources

• Assist the community, hospital board, and Boulder City Hospital with immediate community benefit reporting requirements and long-term strategic planning and development
Patient Protection and Affordable Care Act (ACA) requires not-for-profit hospitals to provide a community health needs assessment:

- Every three years
- Input from the community
- Assessment findings and recommendations must be made widely available to the public
Community Health Needs Survey

• Survey conducted from October 1st, 2018 to December 16, 2018

• 131 responses in total (124 used)
  – 2 paper surveys
  – 129 online surveys (122 used)

• 98% of respondents reside in Boulder City
What about living in our community contributes to people’s health and well-being in a positive way? Q.1

- Outdoor activities, walkability, bike paths, etc. (34%), (21% in 2015)
- Small town atmosphere and sense of community (33%), (35% in 2015)
- Having services close by: medical, emergency, police (14%)
- Sense of Safety (12%), (10% in 2015)
- Nothing good (5%)
- Other (2%)
What do you think are the top three health needs people in our community face? Q.2

Top five health needs:

• Access to health care services (17%), (13% in 2015)
• Cost of health care (16%), (14% in 2015)
• Access to Medicaid/Medicare providers (10%), (15% in 2015)
• Mental illness (8%), (6% in 2015)
• Drug abuse (7%), (5% in 2015)

2015, N = 141  
2018, N = 131
In the most general terms, how would you rate the overall health of your community? Q.3

- Very healthy: 4% (2015), 3% (2018)
- Healthy: 51% (2015), 52% (2018)
- Neither healthy nor unhealthy: 38% (2015), 37% (2018)
- Unhealthy: 6% (2015), 8% (2018)
- Very unhealthy: 1% (2015), 0% (2018)

N = 141 (2015), N = 126 (2018)
What about living here contributes to people’s health and well-being in a negative way? Q.4

- Lack of health care providers and services, and specialty services (28%), (27%) in 2015
- Air pollution (pollen, dust, and asbestos) and heat (22%), (16% in 2015)
- Not enough healthy food options (12%), (6% in 2015)
- Drug, alcohol, and tobacco abuse (10%), (10% in 2015)
- Can’t think of anything/Nothing (7%), (8% in 2015)
- Cost of health care and housing (6%)
- Traffic, excessive driving (4%), (11% in 2015)
- Aging population (3%)
- Other (8%)

N = 124
What do you think are the three most important factors for a healthy community and improving the quality of life in our community? Q.5

- Access to health care (16%), (16% in 2015)
- Low crime and safe neighborhoods (13%), (14% in 2015)
- Healthy behaviors and lifestyles (12%), (10% in 2015)
- Clean environment (7%), (5% in 2015)
- Affordable housing (7%), (3% in 2015)

N = 124
In general, how would you rate your personal health? Q.6

- Excellent: 36% (2012 N = 88), 31% (2015 N = 140), 19% (2018 N = 124)
- Good: 57% (2012 N = 88), 54% (2015 N = 140), 65% (2018 N = 124)
- Poor: 1% (2012 N = 88), 1% (2015 N = 140), 1% (2018 N = 124)
For how many days during the past 30 days was your physical health not good? Q.7

- None to 1 Day: 74% (2012), 61% (2015), 56% (5018)
- 2 to 10 Days: 19% (2012), 29% (2015), 31% (5018)
- More than 10 Days: 7% (2012), 10% (2015), 13% (5018)

N = 88, N = 140, N = 124
For how many days during the past 30 days was your mental health **not** good? Q.8

- 73% None to 1 Day
- 65% 2 to 10 Days
- 61% More than 10 Days

- 2012: N = 88
- 2015: N = 140
- 5018: N = 124
Where do you go most often for your health care? Q.9

<table>
<thead>
<tr>
<th>Location</th>
<th>2015</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>A doctor’s office</td>
<td>84%</td>
<td>89%</td>
</tr>
<tr>
<td>Clinic in a pharmacy/drug store</td>
<td>4%</td>
<td>2%</td>
</tr>
<tr>
<td>Urgent care</td>
<td>-</td>
<td>3%</td>
</tr>
<tr>
<td>A hospital</td>
<td>3%</td>
<td>1%</td>
</tr>
<tr>
<td>An emergency room</td>
<td>1%</td>
<td>2%</td>
</tr>
<tr>
<td>Other</td>
<td>8%</td>
<td>3%</td>
</tr>
</tbody>
</table>

N = 140

N = 123
Health Care Utilization

• 89% go to a doctor’s office for most of their health care (84% in 2015) (Q.9)

• 86% have at least one person they think of as their personal doctor or health care provider (82% in 2015) (Q.10)

• 25% used the ER in the past 12 months (27% in 2015) (Q.12)

• 79% visited a dentist or dental clinic in the past 12 months (70% in 2015) (Q.14)

2015, N = 140

2018, N = 123
Health Care Costs

- 15% in the past 12 months needed to see a doctor but could not because of the cost (13% in 2015) (Q.11)
- 23% in the past 12 months needed to visit a dentist or dental clinic but could not because of the cost (2015 – 24%) (Q.13)

2015, N = 140  
2018, N = 123
Was there a time in the past 12 months when you needed to see a doctor but could not because of the lack of available physicians? Q.13

- Yes: 58%
- No: 42%

N = 121
How many times in the past year have you used the emergency room? Q.13

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2015</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>55%</td>
<td>56%</td>
<td>57%</td>
</tr>
<tr>
<td>2</td>
<td>27%</td>
<td>31%</td>
<td>33%</td>
</tr>
<tr>
<td>3</td>
<td>9%</td>
<td>6%</td>
<td>3%</td>
</tr>
<tr>
<td>4 or more</td>
<td>9%</td>
<td>8%</td>
<td>7%</td>
</tr>
</tbody>
</table>

N = 11
N = 36
N = 30
How many times in the past year have you visited a dentist or dental clinic? Q.14

<table>
<thead>
<tr>
<th>Frequency</th>
<th>2012</th>
<th>2015</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>17%</td>
<td>19%</td>
<td>25%</td>
</tr>
<tr>
<td>2</td>
<td>44%</td>
<td>49%</td>
<td>42%</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td>23%</td>
</tr>
<tr>
<td>4 or more</td>
<td>10%</td>
<td>19%</td>
<td>14%</td>
</tr>
</tbody>
</table>

N = 77, N = 96, N = 97
Do you have any kind of health care coverage, including health insurance, prepaid plans such as HMO’s, or governmental plans such as Medicare? Q.15

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes: 92% (2018: N = 122)</td>
<td>No: 3% (2015: N = 140)</td>
</tr>
</tbody>
</table>

University of Nevada, Reno
School of Medicine
What type of healthcare insurance do you have? Q.16

- Commercial or private plan: 52% (2015), 59% (2018)
- Medicaid: 2% (2015), 6% (2018)
- Medicare: 39% (2015), 18% (2018)

For how long have you had health insurance coverage without a lapse in coverage? Q.17

- Less than 6 months: 4% (2015), 7% (2018)
- 6 months to a year: 3% (2015), 3% (2018)
- 1 to 2 years: 4% (2015), 1% (2018)
- More than 2 years: 89% (2015), 89% (2018)

N = 132
N = 112
Which of the following towns and cities do you primarily go to for your health care? Q.18

<table>
<thead>
<tr>
<th>Town/City</th>
<th>2012</th>
<th>2015</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boulder City</td>
<td>53%</td>
<td>47%</td>
<td>49%</td>
</tr>
<tr>
<td>Henderson</td>
<td>39%</td>
<td>37%</td>
<td>34%</td>
</tr>
<tr>
<td>Las Vegas</td>
<td>8%</td>
<td>10%</td>
<td>10%</td>
</tr>
<tr>
<td>North Las Vegas</td>
<td>0%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Out of State</td>
<td>0%</td>
<td>5%</td>
<td>4%</td>
</tr>
<tr>
<td>Other</td>
<td>0%</td>
<td>0%</td>
<td>2%</td>
</tr>
</tbody>
</table>

N = 135

University of Nevada, Reno
School of Medicine
In the past year, have you received care from a hospital or medical provider other than Boulder City Hospital? Q.19

- Yes: 69% (2015: N = 141)
- No: 70% (2018: N = 121)

Survey conducted by University of Nevada, Reno School of Medicine.
If you have used the services of another hospital or medical provider other than Boulder City Hospital in the past year, what were the reasons you went elsewhere? Q.20

- Hospital or specialty services were not available locally (27%), (25% in 2015)
- Quality of care considerations (24%), (15% in 2015)
- Insurance coverage (16%), (24% in 2015)
- Referred to another hospital or medical provider by a local physician (12%), (13% in 2015)
- Costs were lower (9%), (9% in 2015)
About how long has it been since you last visited a doctor for a routine checkup? Q.21

- Within the past year: 2012: 67%, 2015: 76%, 2018: 76%
- Within the past 1 to 3 years: 2012: 11%, 2015: 17%, 2018: 17%
- More than 3 years: 2012: 10%, 2015: 10%, 2018: 7%
- Never: 2012: 2%, 2015: 4%, 2018: 1%

N = 86 for 2012, N = 140 for 2015, N = 122 for 2018
What is your primary source for medical information? Q.22

- Family Doctor (52%), (52% in 2015)
- Internet (43%), (2015 – 27% in 2015)
- Friends and relatives (2%), (7% in 2015)
- Books (1%),
- Newspaper (1%),
- Magazines, Radio, Television, and Other less than 1%

2015, N = 140
2018, N = 122
In the past year, have you used the hospital services provided by Boulder City Hospital? Q.23

2015

- Yes: 65%
- No: 35%

N = 140

2018

- Yes: 67%
- No: 33%

N = 122
What services have you used at Boulder City Hospital? Q.24

- Laboratory services (35%), (2015 – 32%)
- Emergency services (33%), (2015 – 33%)
- Radiology/ Imaging services (9%), (2015 – 8%)
- Physical therapy rehab services (9%), (2015 – 8%)
- Flu shots (3%), (2015 – 6%)
- Long-term care facility (3%), (2015 – 2%)
- Outpatient care, such as infusion therapy (3%), (2015 – 0%)
How satisfied were you with the services you received at Boulder City Hospital? Q.25

- Very satisfied: 56% (2015), 59% (2018)
- Satisfied: 29% (2015), 13% (2018)
- Neither satisfied nor unsatisfied: 4% (2015), 5% (2018)
- Unsatisfied: 0% (2015), 13% (2018)
- Very unsatisfied: 10% (2015), 10% (2018)
Based on your understanding of local health care needs, how would you complete following sentence? Q.26

Long-term care services provided by Boulder City Hospital are:

• Very important and essential (56%)
• Somewhat important (18%)
• Important, but not essential (20%)
• Not important at all (7%)
Over the next three to five years, how likely is it that you or your immediate family member will use long-term care services at Boulder City Hospital? Q.27

- Very likely: 12%
- Somewhat likely: 24%
- Unlikely: 49%
- Not at all: 15%

N = 120
Over the past five years, have you or your immediate family member used long-term care services at Boulder City Hospital? Q.28

- Yes: 93%
- No: 7%

N = 120
Racial and ethnic background. Q.30

• Hispanic of any race (2%), (2015 – < 1%)
• Native Hawaiian or Other Pacific Islander (2%), (2015 – < 1%)
• White, non-Hispanic (88%), (2015 – 95%)
• Prefer not to answer (9%), (2015 – 4%)

2015, N = 140  
2018, N = 120
Highest grade or year of school completed? Q.31

- Grades 1 to 11: 2% (2015), 0% (2018)
- Grade 12 or GED: 8% (2015), 10% (2018)
- Post secondary training or certificate: 3% (2015, 2018)
- College 1 year to 3 years: 37% (2015), 36% (2018)
- College 4 years or more: 53% (2015), 52% (2018)

N = 139 for 2015, N = 120 for 2018.
Thinking back on the responses you have provided, what do you think is the top health or health care challenge facing our community? Q.33

- Lack of services and providers (38%)
- Cost of health care and acceptance of insurance (25%)
- Substance abuse, as a consequence of lack of mental health (10%)
- Quality of care (11%)
- Aging population and adequate senior care (8%)
- Promotion of healthy lifestyle (4%)
- Other (5%)

N = 101
What changes in health care services would you like to see in our community? Q.34

- More health care specialty services and providers (40%)
- Urgent care and more primary care physicians (pediatricians) (16%)
- Quality competent medical care (14%)
- Lower health care costs, more in network medical providers (14%)
- Mental health and addiction services (6%)
- Preventative services and health education (5%)
- Thankful for services available at Boulder City Hospital (3%)

N = 97
Is there anything else you would like us to know? Q.35

• Boulder City hospital is a valuable resource to our community (37%)
• Boulder City Hospital should work on quality of services it provides, including billing and front desk (35%)
• More specialty services needed, including cancer treatments (12%)
• Programs and education on preventive care (7%)
• More in network medical providers (5%)
• Other (5%)

N = 43
QUESTIONS?

If you have any questions about this survey or the community health needs assessment coordinated by the Office of Statewide Initiatives, University of Nevada, Reno School of Medicine, please contact:

- Dr. John Packham at 775-784-1235 or jpackham@med.unr.edu, or
- Rebecca Ricksecker at Boulder City Hospital (702) 293-4111 or rricksecker@bouldercityhospital.org.
- Please leave any additional information at: bchcares.org/contact/