

# Boulder City Hospital Community Health Needs Assessment Fall 2018

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# 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



# 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



# Purpose of the Assessment

## What are We Doing?

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 1<sup>st</sup>, 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

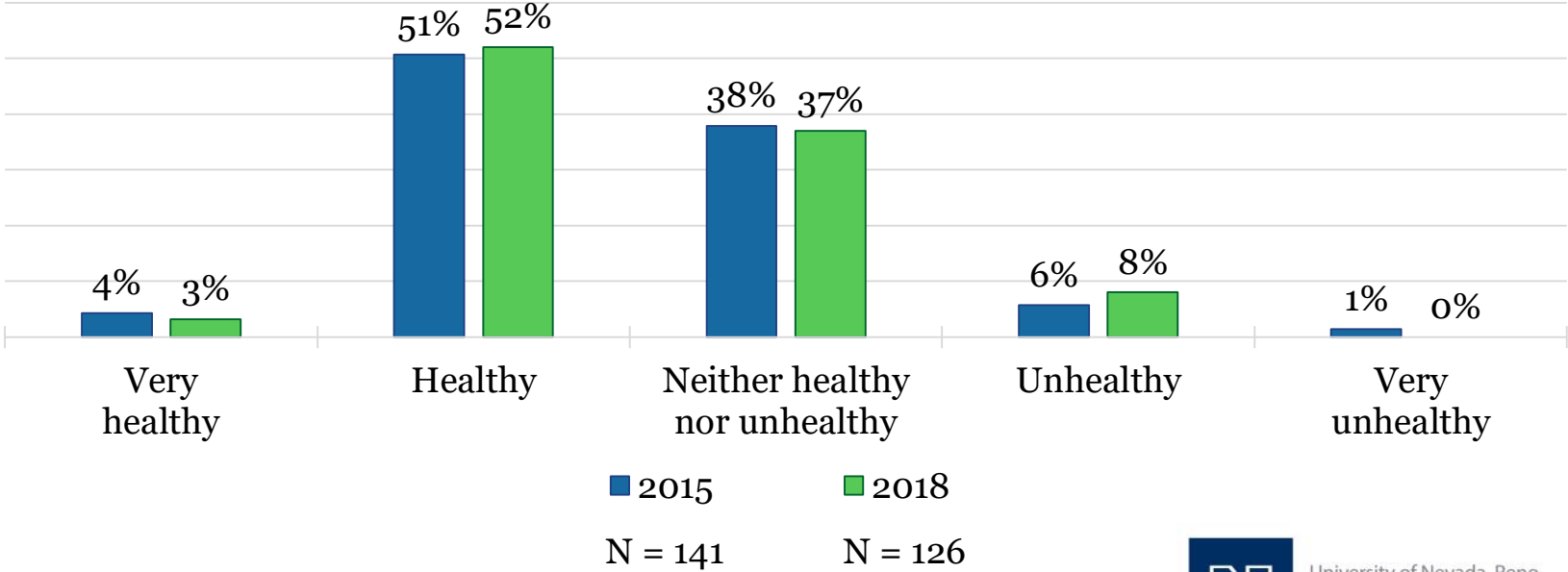
2018, N = 131



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# In the most general terms, how would you rate the overall health of your community? Q.3



# 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



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# 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

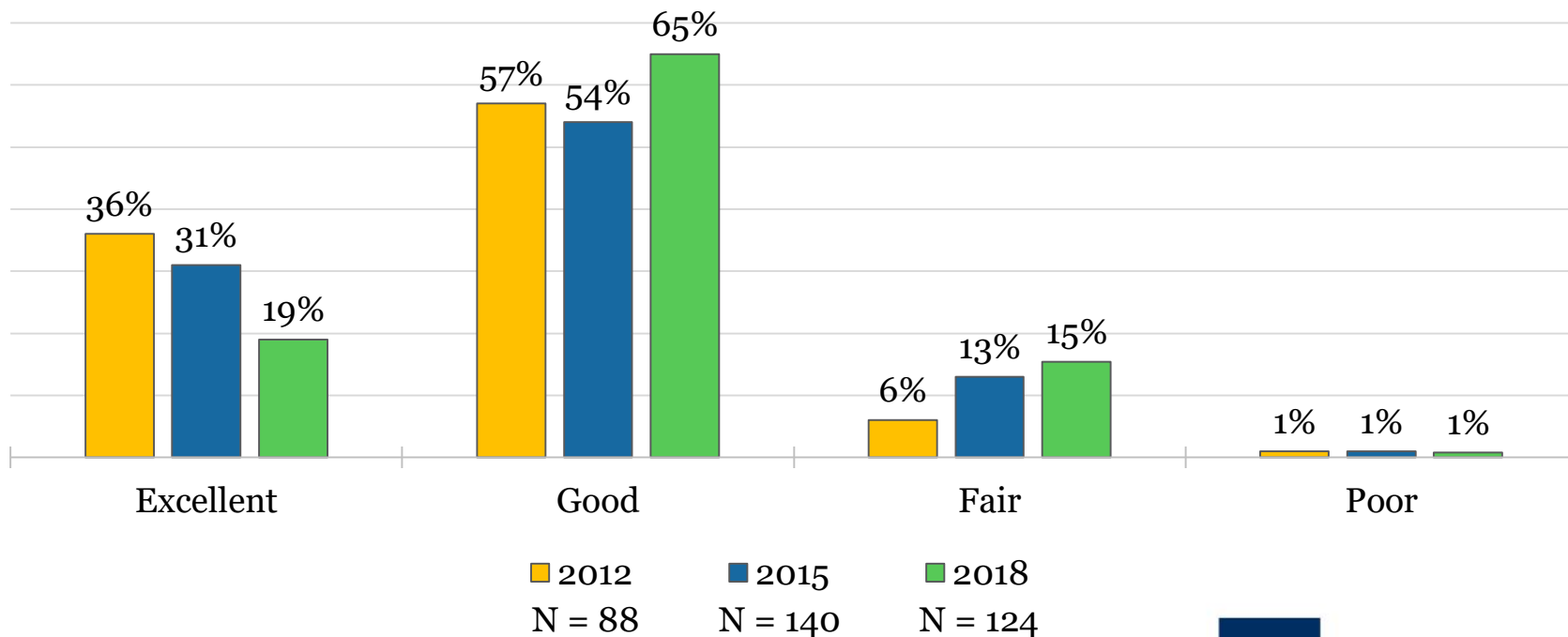
- Access to health care (16%), (16% in 2015)
- Low crime and safe neighborhoods (13%), (14% in 2015)
- Healthy behaviors and lifestyles (12%), (10% in 2015)
- Clean environment (7%), (5% in 2015)
- Affordable housing (7%), (3% in 2015)

N = 124

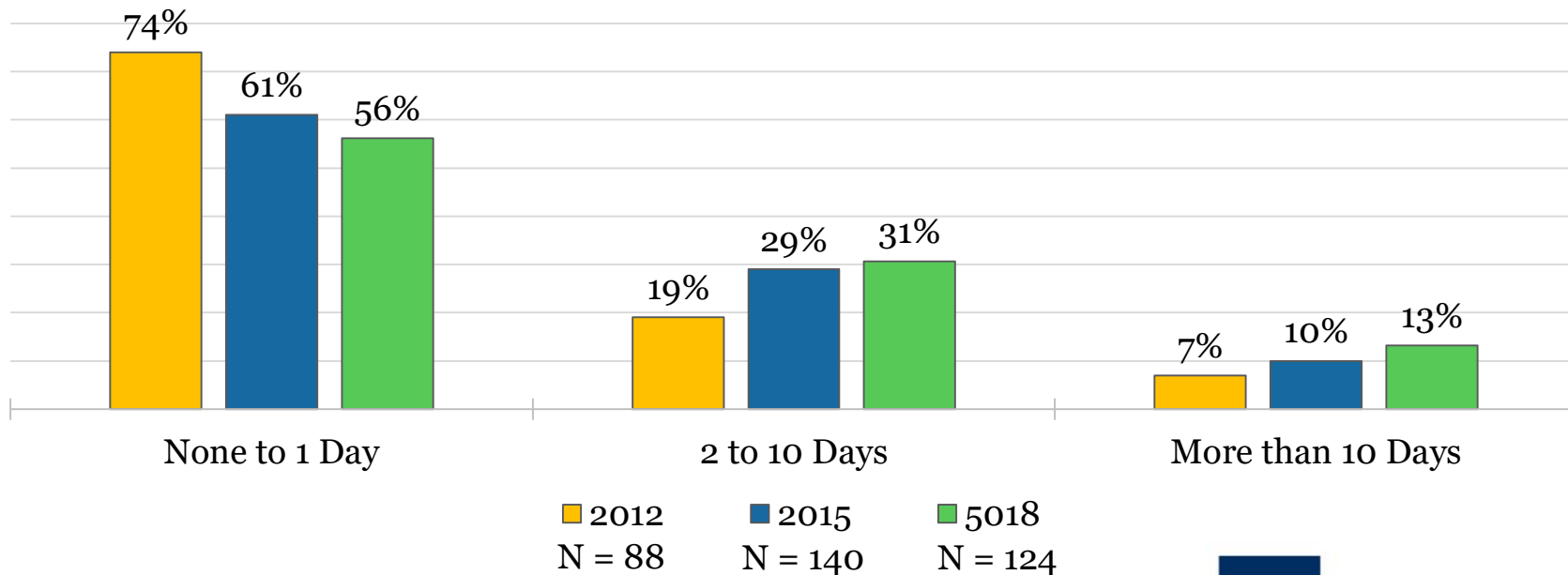


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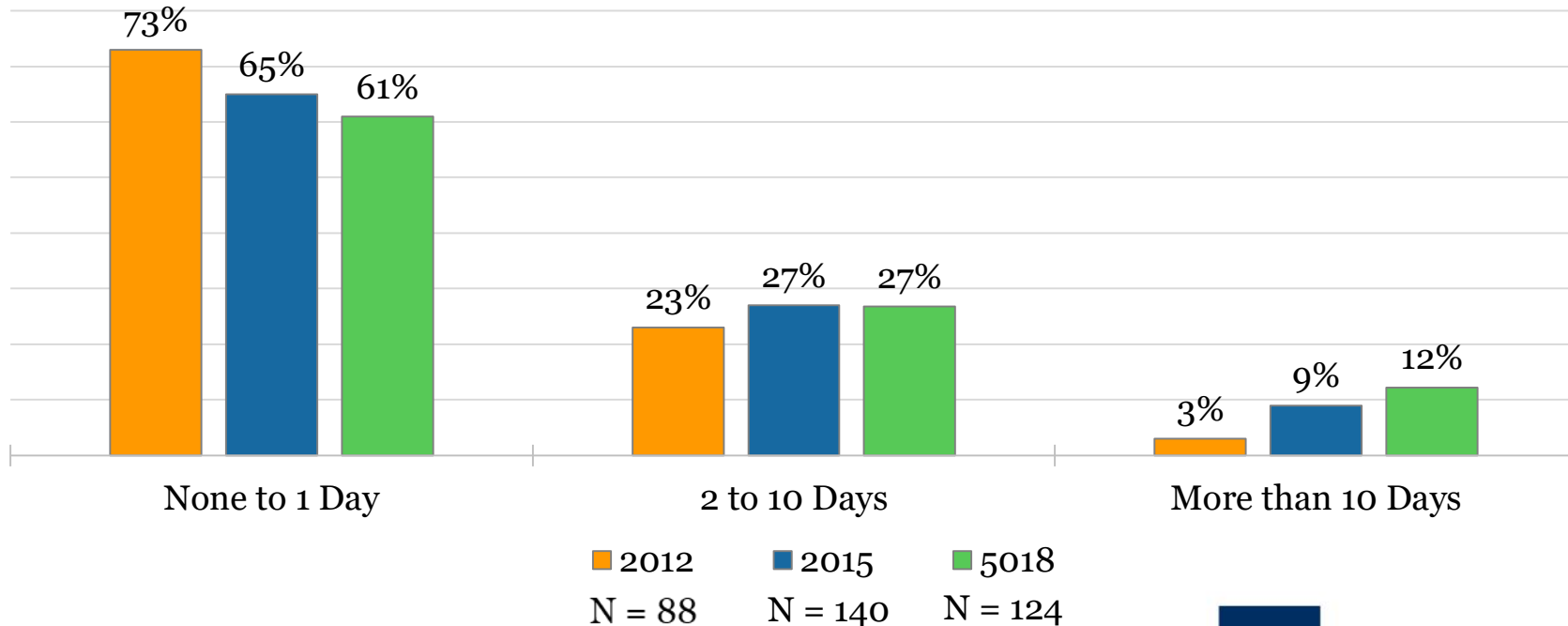
# In general, how would you rate your personal health? Q.6



# For how many days during the past 30 days was your physical health not good? Q.7



# For how many days during the past 30 days was your mental health not good? Q.8



# Where do you go most often for your health care? Q.9

	<b>2015</b>	<b>2018</b>
A doctor's office	84%	89%
Clinic in a pharmacy/drug store	4%	2%
Urgent care	-	3%
A hospital	3%	1%
An emergency room	1%	2%
Other	8%	3%

N = 140

N = 123



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# 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



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# 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)

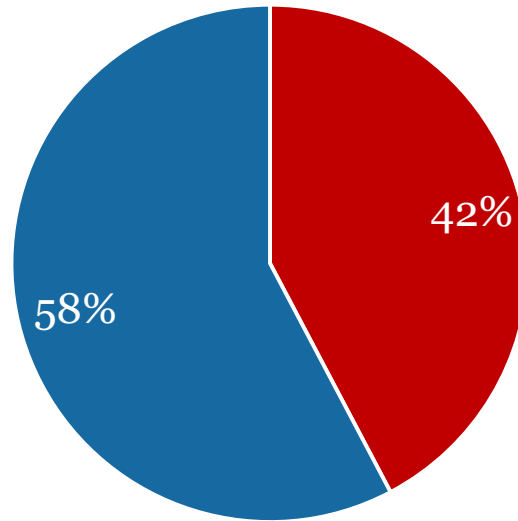
2015, N = 140

2018, N = 123



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# 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



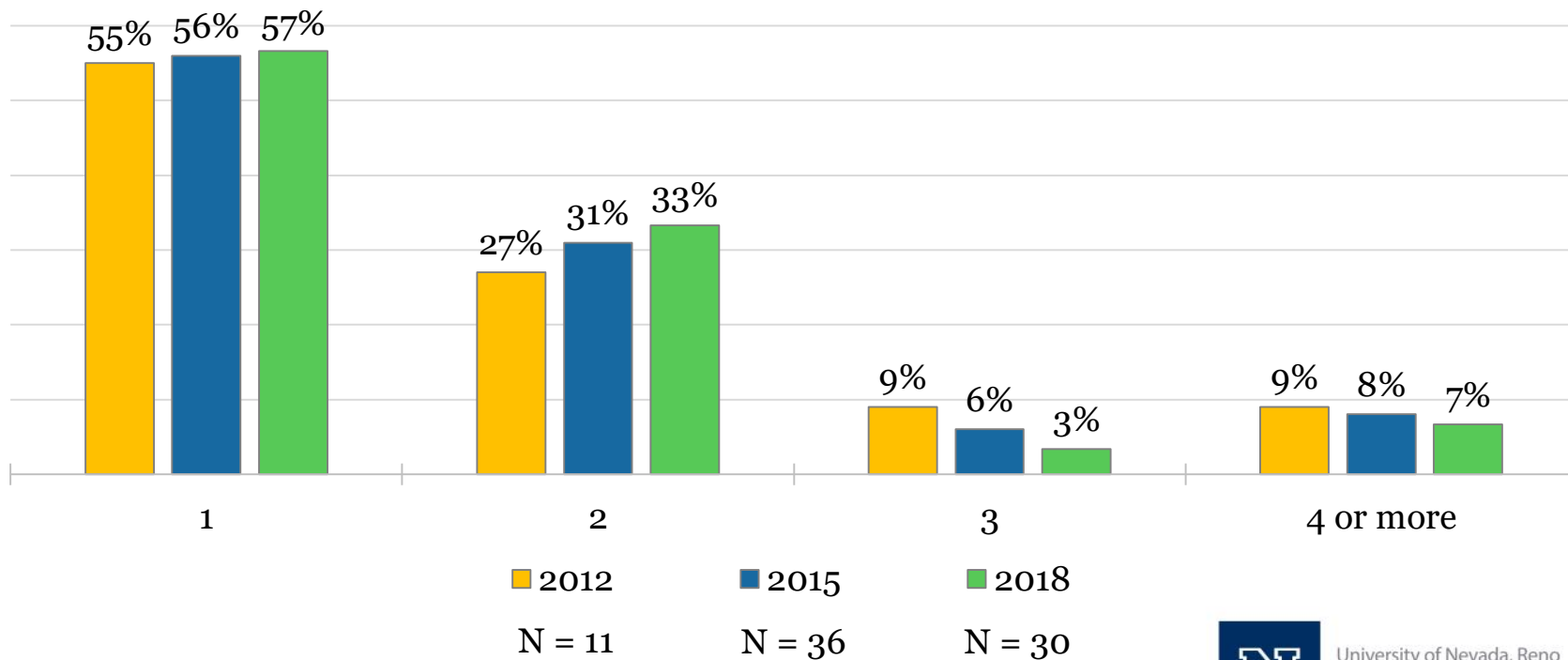
■ Yes    ■ No

N = 121

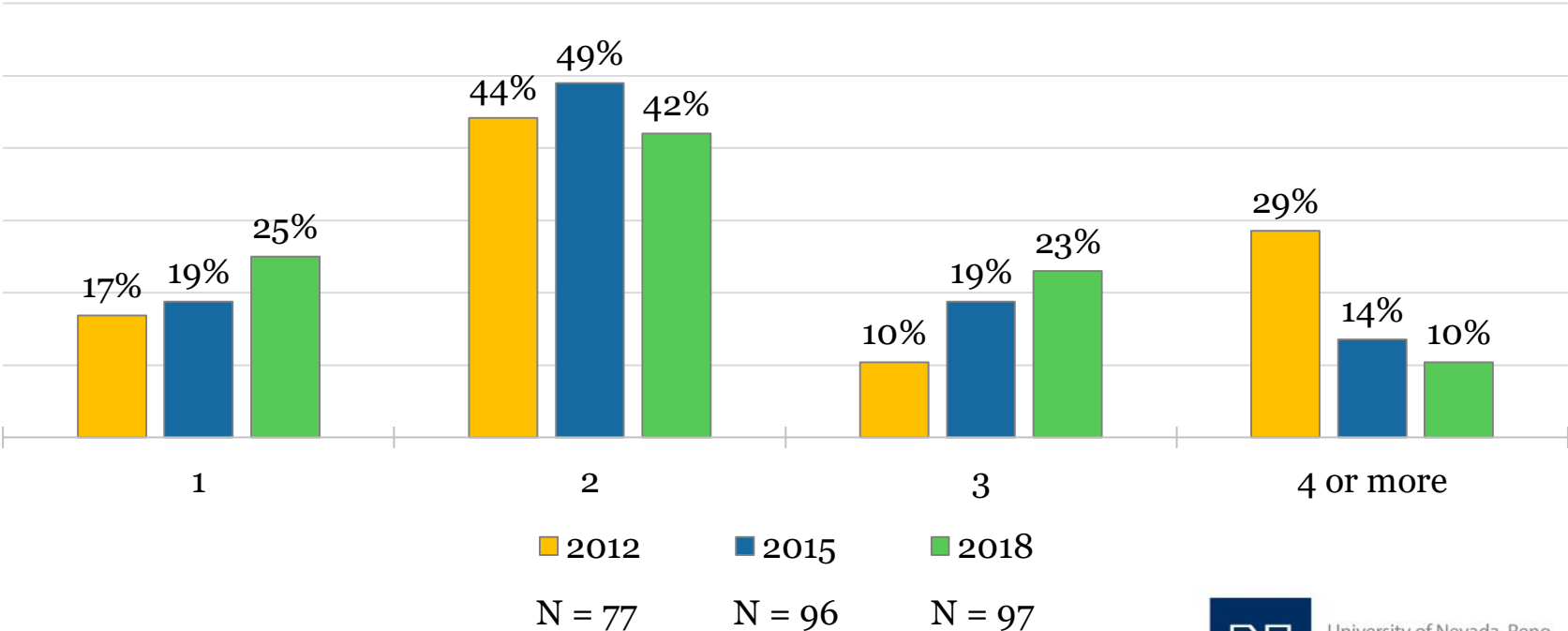


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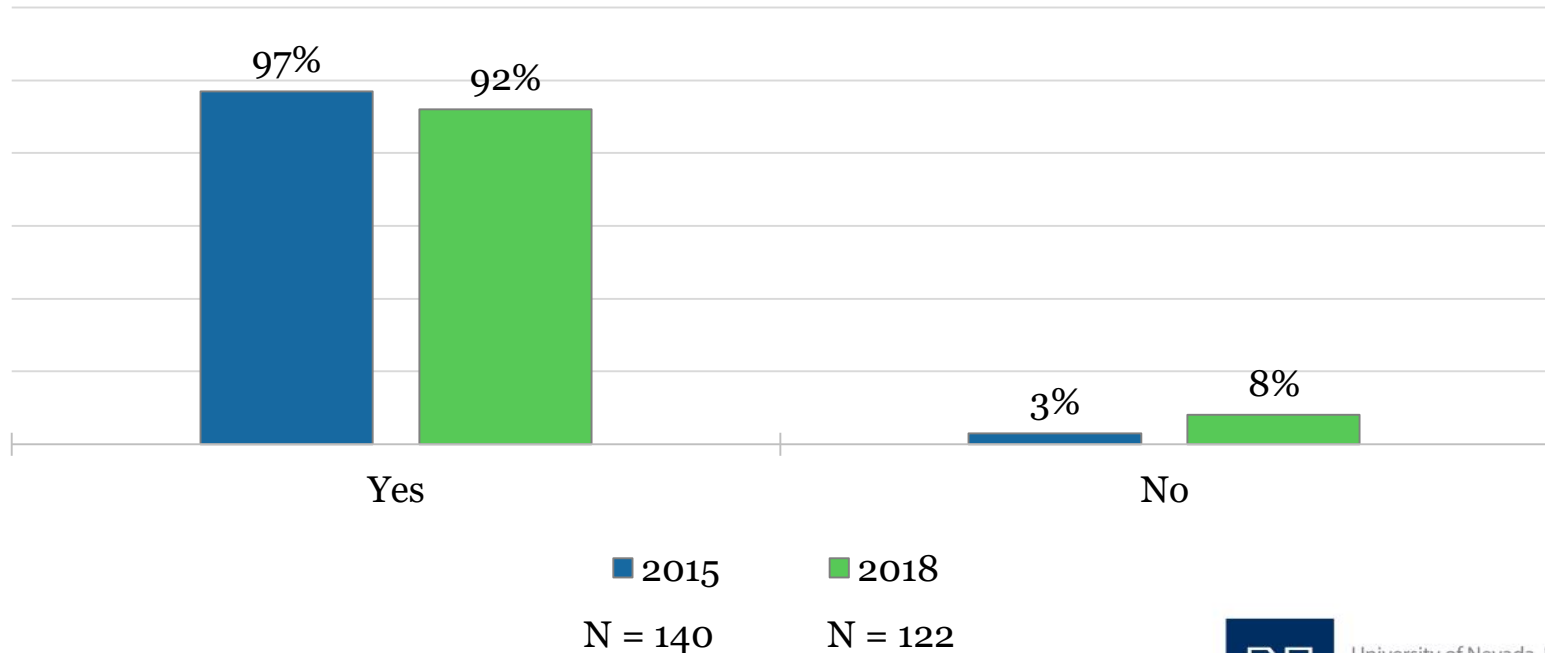
# How many times in the past year have you used the emergency room? Q.13



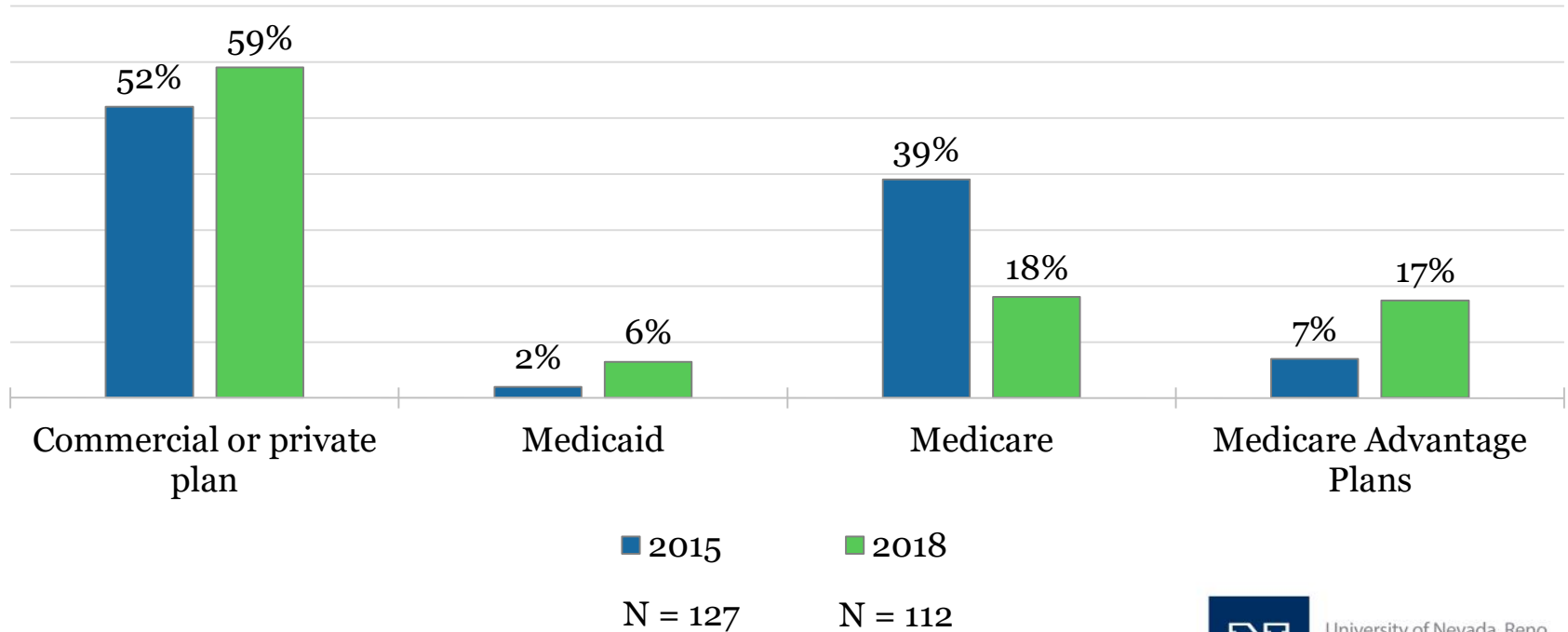
# How many times in the past year have you visited a dentist or dental clinic? Q.14



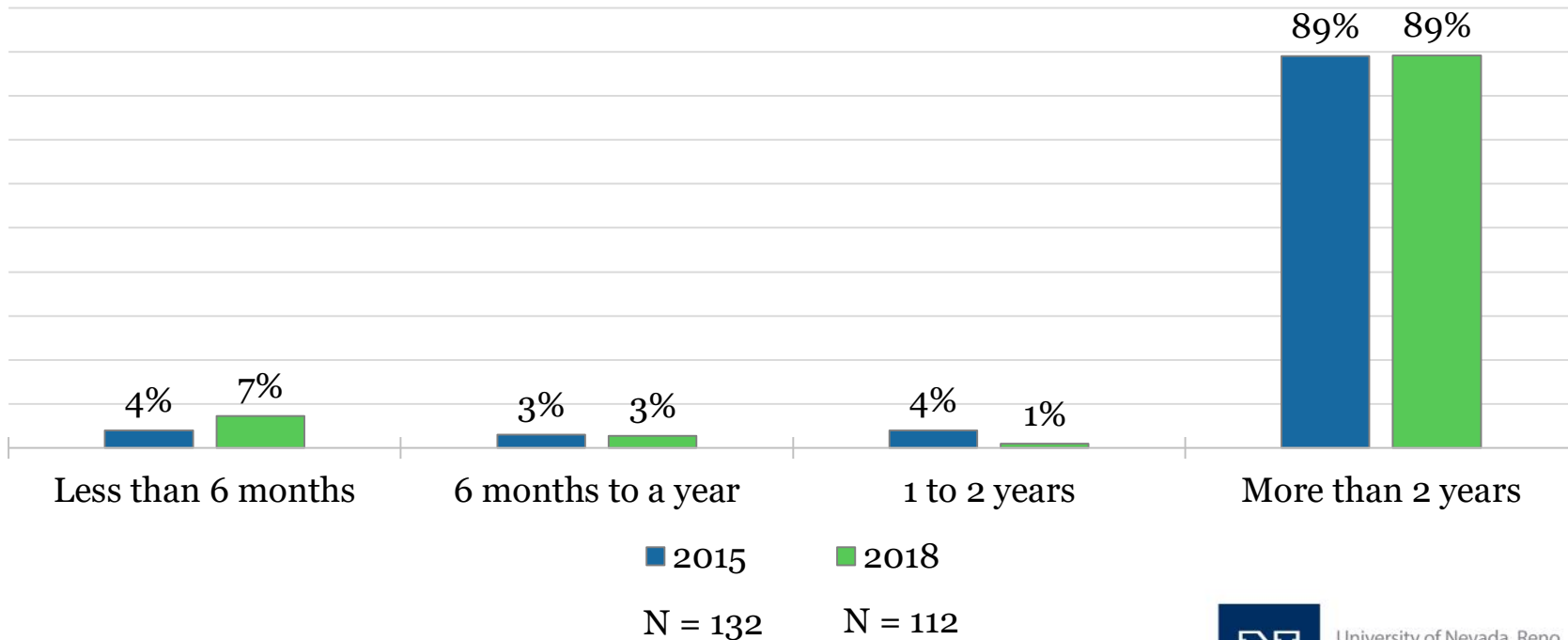
# Do you have any kind of health care coverage, including health insurance, prepaid plans such as HMO's, or governmental plans such as Medicare? Q.15



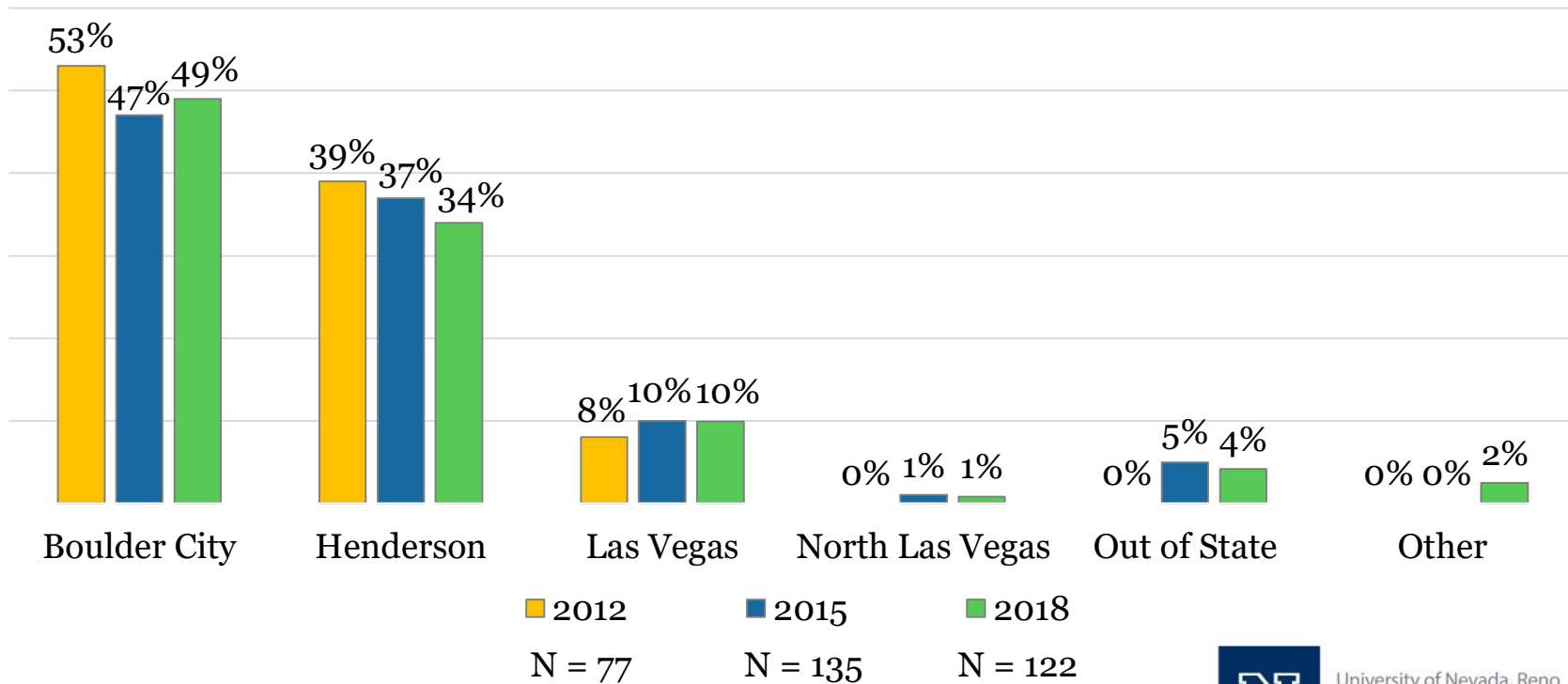
# What type of healthcare insurance do you have? Q.16



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

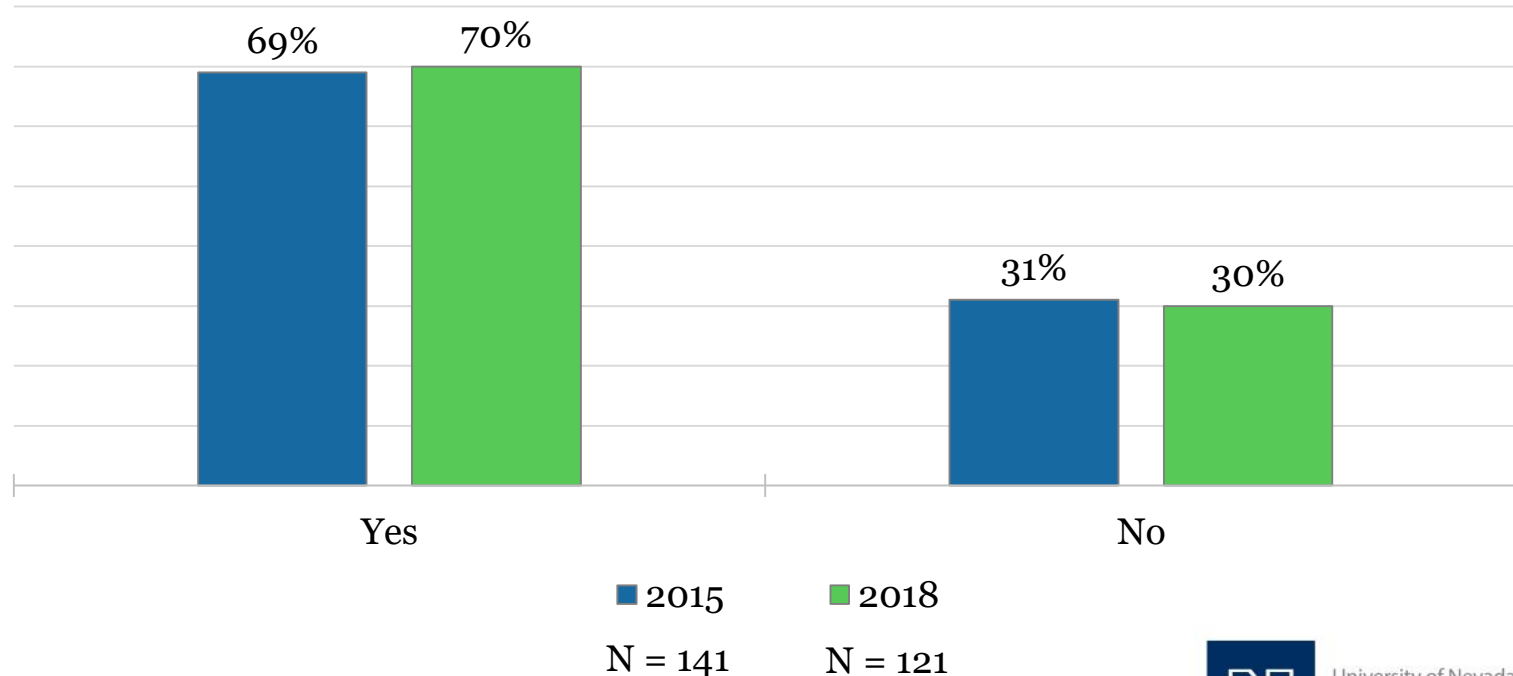


# Which of the following towns and cities do you primarily go to for your health care? Q.18





# In the past year, have you received care from a hospital or medical provider other than Boulder City Hospital? Q.19

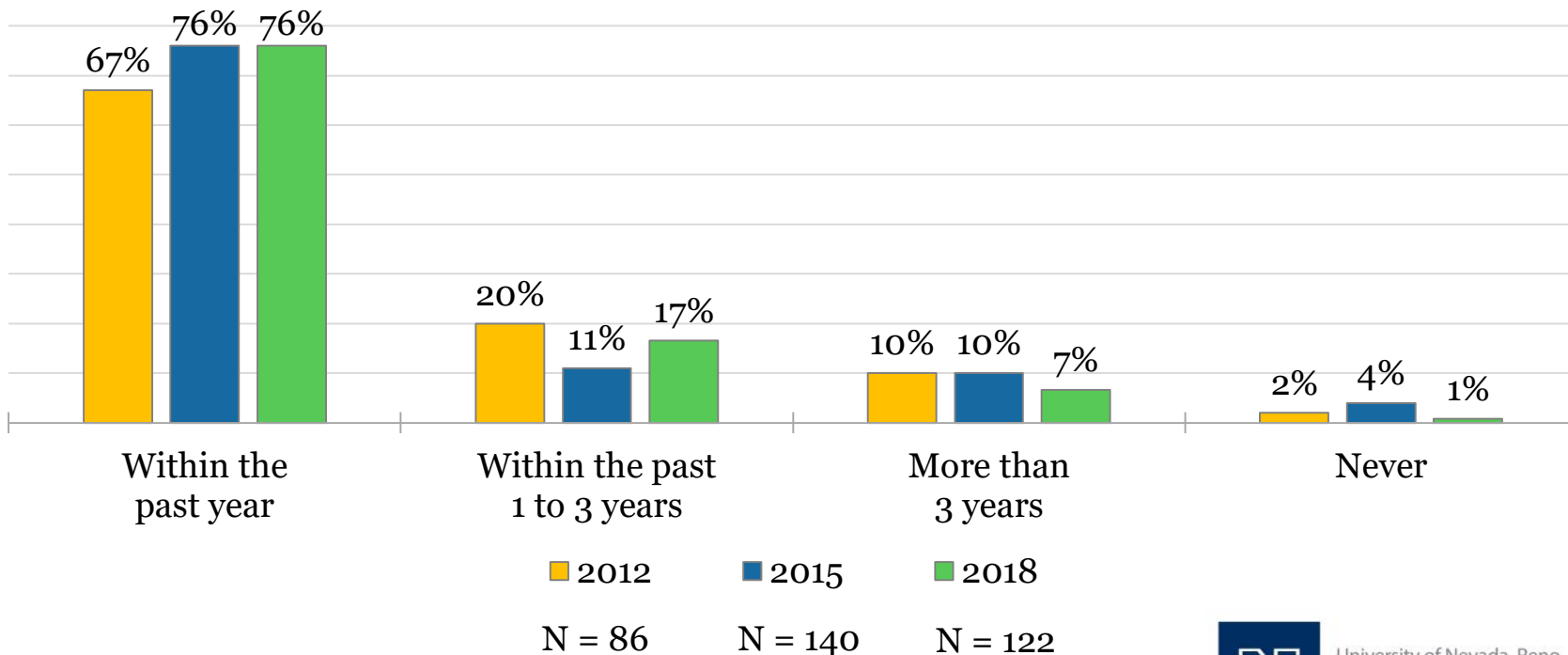


## If you have used the services of another hospital or medical provider other than Boulder City Hospital in the past year, what were the reasons you went elsewhere? Q.20

- 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



# 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%

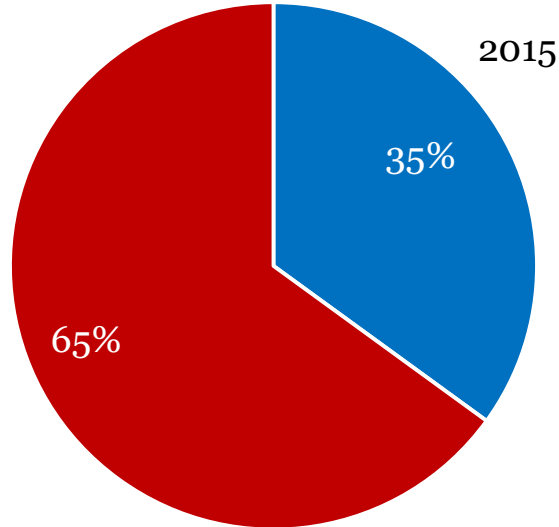
2015, N = 140

2018, N = 122



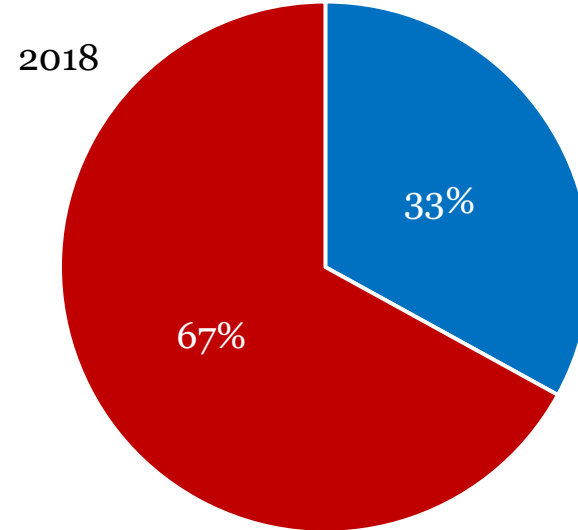
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# In the past year, have you used the hospital services provided by Boulder City Hospital? Q.23



■ Yes ■ No

N = 140



■ Yes ■ No

N = 122



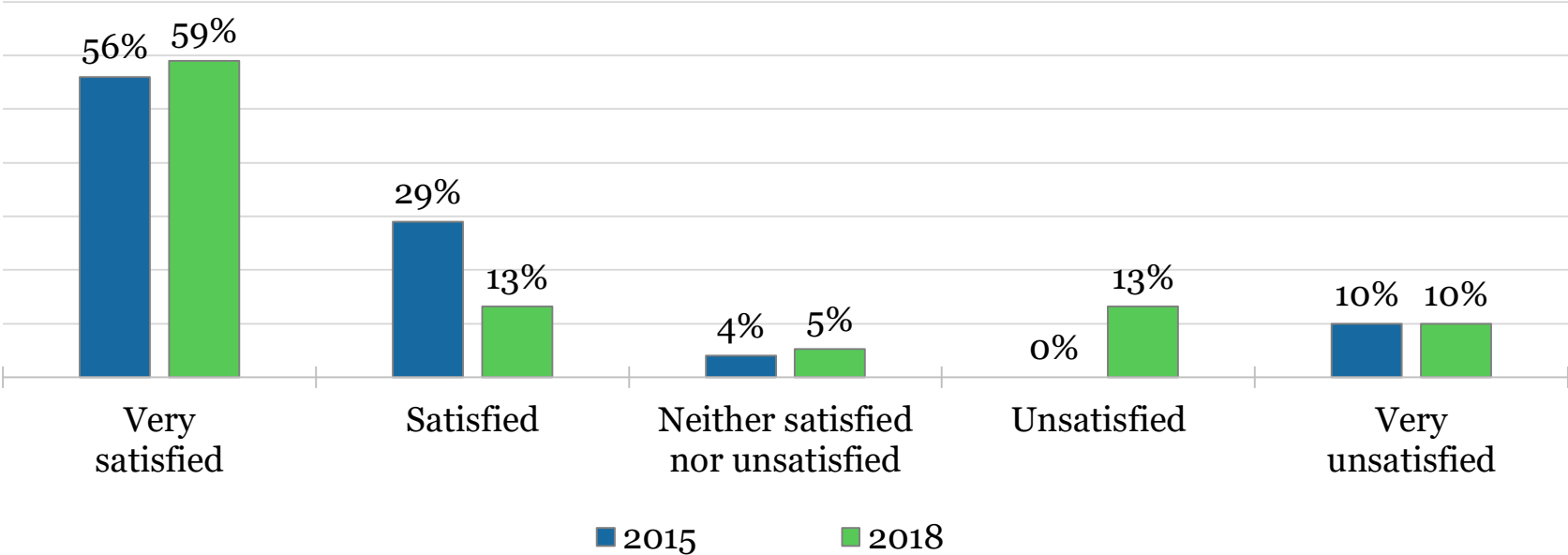
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# What services have you used at Boulder City Hospital? Q.24

- 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



## Based on your understanding of local health care needs, how would you complete following sentence? Q.26

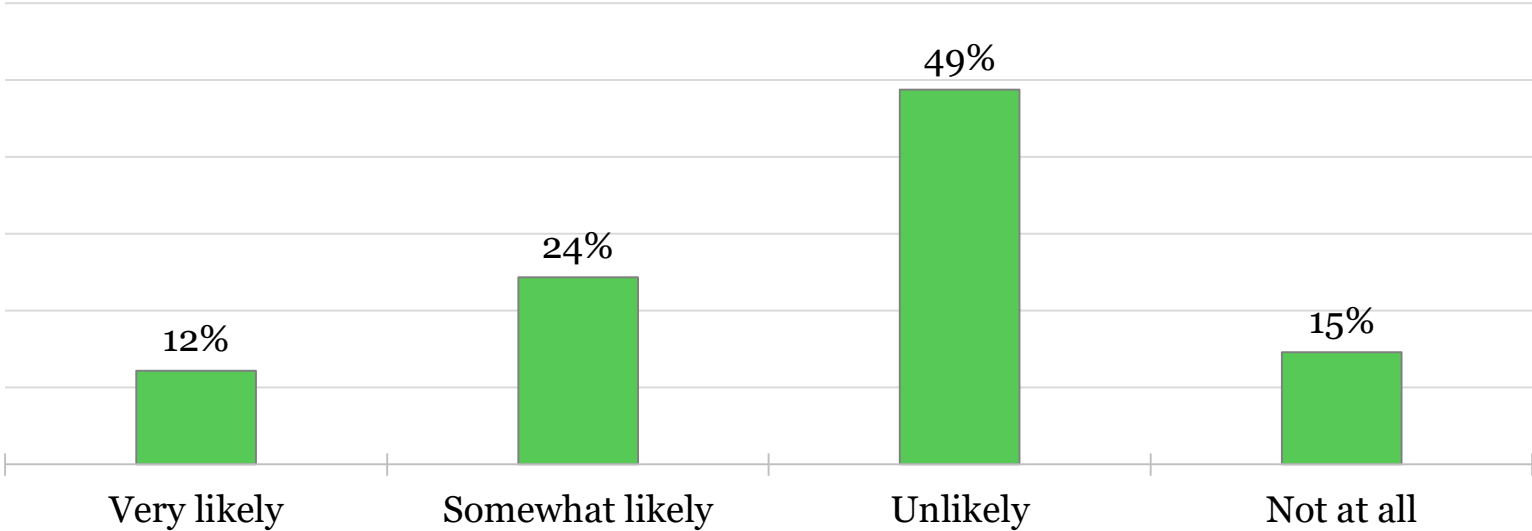
Long-term care services provided by Boulder City Hospital are:

- Very important and essential (56%)
- Somewhat important (18%)
- Important, but not essential (20%)
- Not important at all (7%)



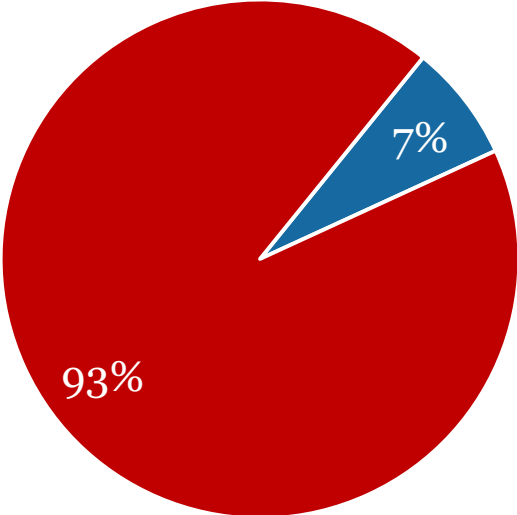


# Over the next three to five years, how likely is it that you or your immediate family member will use long-term care services at Boulder City Hospital? Q.27



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     ■ No

N = 120



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## 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%)

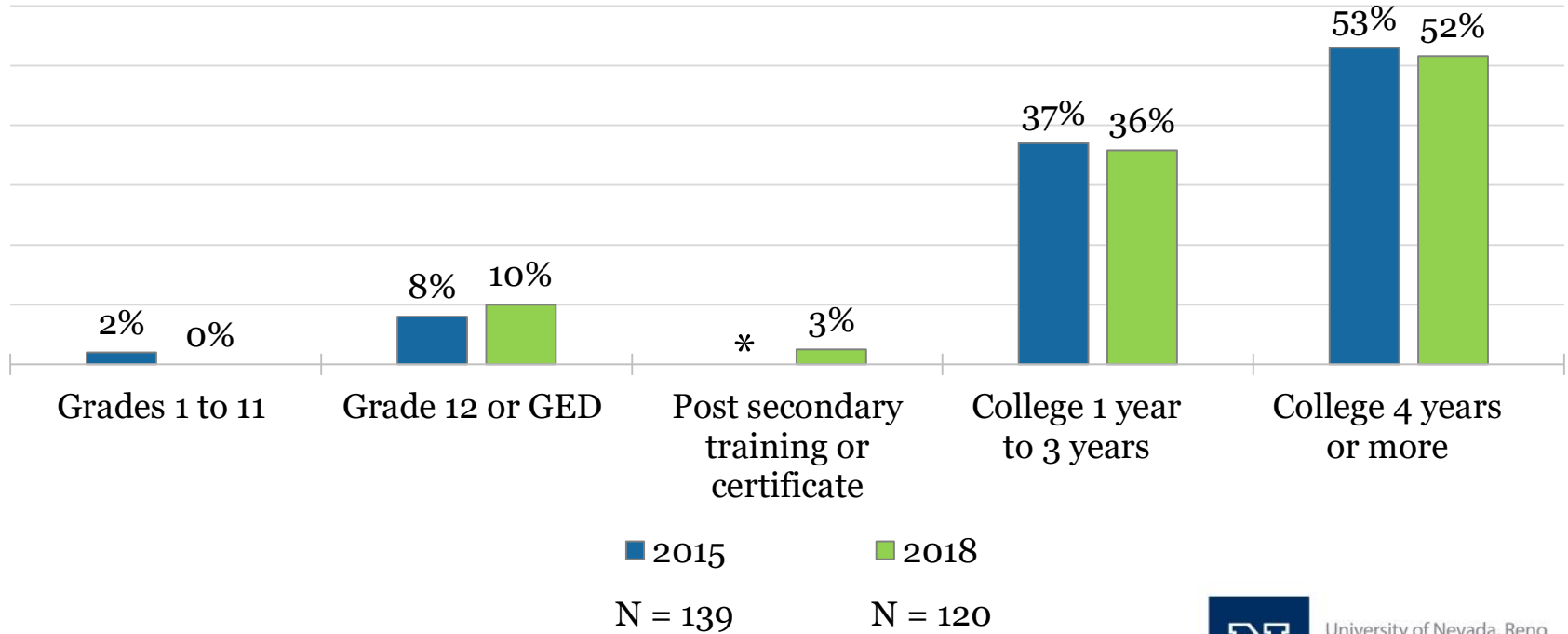
2015, N = 140

2018, N = 120



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# Highest grade or year of school completed? Q.31



# 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



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# 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



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# 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



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# 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](mailto:jpackham@med.unr.edu), or
- Rebecca Ricksecker at Boulder City Hospital (702) 293-4111 or [rricksecker@bouldercityhospital.org](mailto:rricksecker@bouldercityhospital.org).
- Please leave any additional information at: [bchcares.org/contact/](http://bchcares.org/contact/)



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