Boulder City Hospital
2015 Community Health Needs Assessment Results

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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 indicators from state and national data sources
• Assist the community, hospital board, and Boulder City Hospital with long-term strategic planning and development
• Affordable Care Act (2010) requirements for non-profit hospitals and community benefit reporting
Community Health Needs Survey

• Survey conducted from September 21, 2015 to November 16, 2015
• 143 responses in total
  – 66 paper surveys
  – 77 online surveys
• 99% 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

- Small town atmosphere and sense of community (35%)
- Outdoor activities, walkability, bike paths, etc. (21%)
- Having a health care services in Boulder City (14%)
- Quiet, laid back lifestyle (11%)
- Sense of Safety (10%)

N = 133
What do you think are the top three health needs people in our community face? Q.2

- Cost of health care (23%)
- Access to health care services (23%)
- Aging-related problems (15%)
- Heart disease and stroke (15%)
- Access to Medicaid/Medicare providers (13%)
In the most general terms, how would you rate the overall health of your community? Q.3

N = 141

- Very healthy: 4%
- Healthy: 51%
- Neither healthy nor unhealthy: 38%
- Unhealthy: 6%
- Very unhealthy: 1%
What about living here contributes to people’s health and well-being in a negative way? Q.4

- Lack of health care providers, specialists, and specialty services (27%)
- Too much traffic (11%)
- Drug, alcohol, and tobacco abuse (10%)
- Lack of health care access (10%)
- Sun exposure and pollen/dust allergies (9%)

N = 135
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 (29%)
- Low crime and safe neighborhoods (25%)
- Healthy behaviors and lifestyles (10%)
- Good jobs and a healthy economy (6%)
- Supportive services for seniors (6%)
In general, how would you rate your personal health? Q.6

- Excellent: 36% (2012, N = 86)
- Good: 57% (2012, N = 86) / 54% (2015, N = 142)
- Fair: 6% (2015, N = 142)
- Poor: 1% (2012, N = 86) / 1% (2015, N = 142)
For how many days during the past 30 days was your physical health not good? Q.7

- None to 1 Day: 74% (2012: N = 88, 2015: N = 140)
- 2 to 10 Days: 19% (2012: N = 88, 2015: N = 140)
For how many days during the past 30 days was your mental health not good? Q.8

- None to 1 Day: 73% (2012: 65%, 2015: 73%)
- 2 to 10 Days: 27% (2012: 23%, 2015: 27%)
- More than 10 Days: 4% (2012: 4%, 2015: 9%)

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

N = 140
Health Care Utilization

- 84% go to a doctor’s office for most of their health care (2012 – 94%) (Q.9)
- 82% have at least one person they think of as their personal doctor or health care provider (2012 – 92%) (Q.10)
- 27% used the ER in the past 12 months (2012 – 69%) (Q.12)
- 70% visited a dentist or dental clinic in the past 12 months (2012 – 88%) (Q.14)

N = 142
Health Care Costs

• 13% in the past 12 months needed to see a doctor but could not because of the cost (2012 – 9%) (Q.11)

• 24% in the past 12 months needed to visit a dentist or dental clinic but could not because of the cost (Q.13)

N = 142
How many times in the past year have you used the emergency room? Q.12

<table>
<thead>
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<th>Frequency</th>
<th>2012</th>
<th>2015</th>
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<tbody>
<tr>
<td>Once</td>
<td>55%</td>
<td>56%</td>
</tr>
<tr>
<td>Twice</td>
<td>27%</td>
<td>31%</td>
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<tr>
<td>3 times</td>
<td>9%</td>
<td>6%</td>
</tr>
<tr>
<td>4 or more times</td>
<td>9%</td>
<td>8%</td>
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</table>

N = 11
N = 36
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>
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</thead>
<tbody>
<tr>
<td>Did not visit</td>
<td>13%</td>
<td>31%</td>
</tr>
<tr>
<td>Once</td>
<td>15%</td>
<td>13%</td>
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<td>Twice</td>
<td>39%</td>
<td>34%</td>
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</tbody>
</table>

N = 88
N = 140
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

- Yes: 95%
- No: 3%
- Other: 2%

N = 140
What type of healthcare insurance do you have? Q.16

- Commercial or private plan: 52%
- Medicare: 39%
- Medicaid: 6%
- Other: 2%

N = 127
For how long have you had health insurance coverage without a lapse in coverage? Q.17

- Less than 6 months: 89%
- 6 months to a year: 3%
- 1 to 2 years: 4%
- More than 2 years: 4%

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

- Boulder City: 53% (2012), 47% (2015)
- Las Vegas: 8% (2012), 10% (2015)
- North Las Vegas: 0% (2012), 1% (2015)
- Out of State: 0% (2012), 5% (2015)
In the past year, have you received care from a hospital or medical provider other than Boulder City Hospital? Q.19

- Yes: 31%
- No: 69%

N = 141
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 (25%)

• Insurance coverage (24%)

• Quality of care considerations (15%)

• Referred to another hospital or medical provider by a local physician (13%)

• Costs were lower (9%)
About how long has it been since you last visited a doctor for a routine checkup? Q.21

- Within the past year: 67% (2012), 76% (2015)
- Within the past 1 to 3 years: 20% (2012), 11% (2015)
- More than 3 years: 10% (2012), 10% (2015)
- Never: 2% (2012), 4% (2015)

N = 140
N = 86
What is your primary source for medical information? Q.22

- Family doctor: 52% (2012 N = 87, 2015 N = 136)
- Friends or relatives: 7% (2012 N = 87, 2015 N = 136)
- Internet: 39% (2012 N = 87, 2015 N = 136)
- Magazines, Newspapers, & Books: 5% (2015 N = 136)
- Television & Radio: 1% (2015 N = 136)
- Other: 6% (2012 N = 87, 2015 N = 136)
In the past year, have you used the hospital services provided by Boulder City Hospital? Q.23

- Yes: 65%
- No: 35%

N = 140
What services have you used at Boulder City Hospital? Q.24

- Emergency department (33%)
- Laboratory (32%)
- Radiology (8%)
- Physical therapy rehab services (8%)
- Flu shots (6%)
- Physician referral (3%)
- Long-term care facility (2%)
- Outpatient surgery/GI lab (2%)

N = 49
How satisfied were you with the services you received at Boulder City Hospital? Q.25

- Very satisfied: 56%
- Satisfied: 29%
- Neither satisfied nor unsatisfied: 4%
- Unsatisfied: 0%
- Very unsatisfied: 10%

N = 48
Thinking back on the responses you have provided, what do you think is the top health or health care challenge facing our community? Q.29

- Lack of services and providers (27%)
- Cost of health care and acceptance of insurance (26%)
- Aging and unhealthy lifestyles (12%)
- Lack of transportation to health care facilities (9%)
- Quality of care and customer service consideration (9%)

N = 138
What changes in health care services would you like to see in our community? Q.30

- More health care specialty services and providers (32%)
- Education on preventive care and services (11%)
- More doctors, especially primary care providers (10%)
- Competent and compassionate health care providers (10%)
- Lower health care and insurance costs (8%)

N = 119
Is there anything else you would like us to know? Q.31

- The hospital is a valuable resource in our community (22%)
- Low quality and limited health care services (18%)
- Lack of health insurance partnerships (8%)
- Medical services are too expensive (7%)
- More specialty services needed (7%)

N = 74
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?
Additional Information?

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