

King's Daughters' Health Health Needs Assessment

Web-based Community Opinion Survey

October 2016

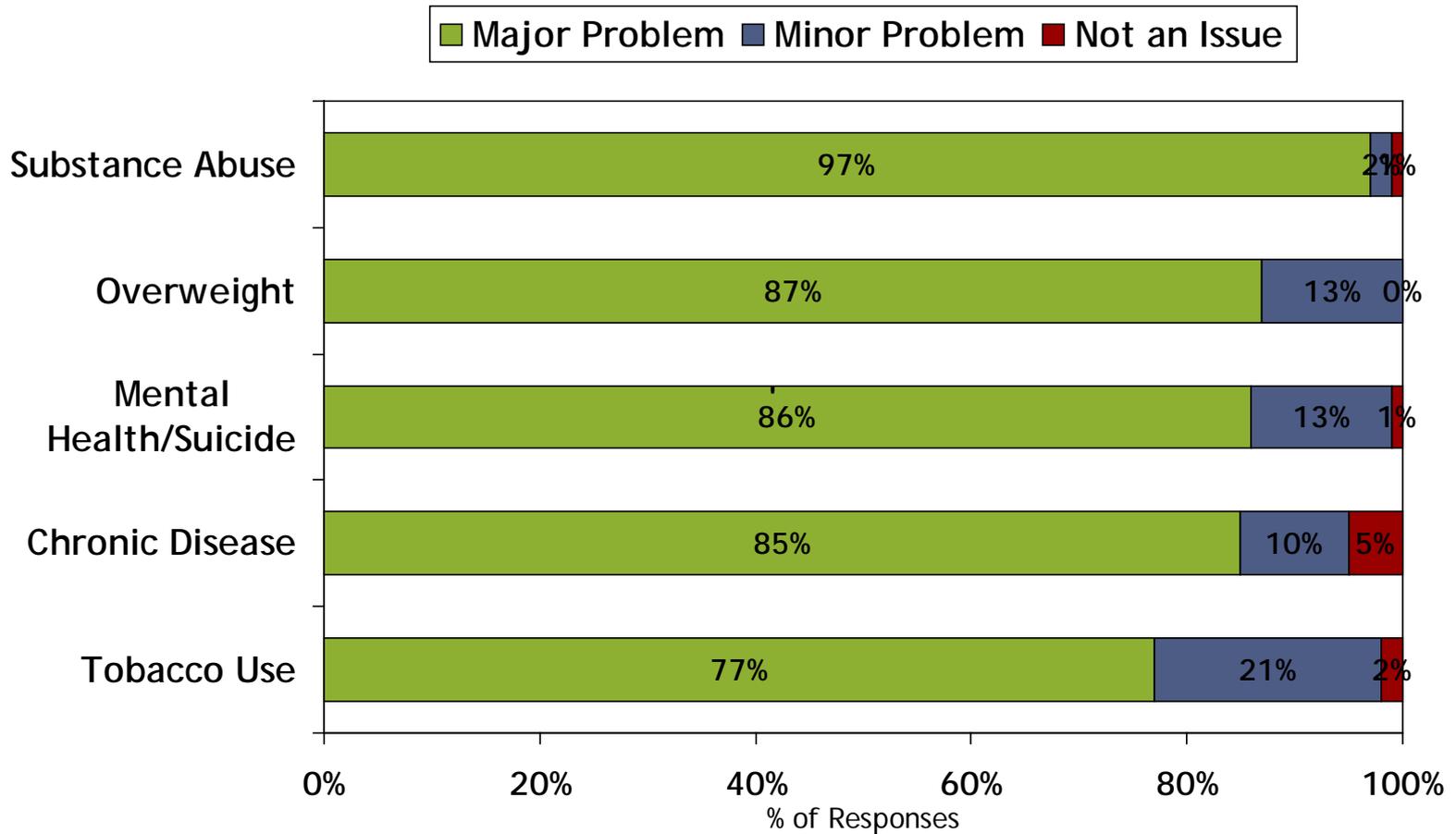
Background

- As one part of the effort to reach out to as many community constituencies as possible, KDH posted a link to an opinion survey on its website www.kdhmadison.org from August 29, 2016 through September 30, 2016.
- The web survey was promoted via email to KDH employees, newspaper and radio advertisements and through the Facebook and Twitter social networking websites.
- A total of 132 individuals completed the survey.

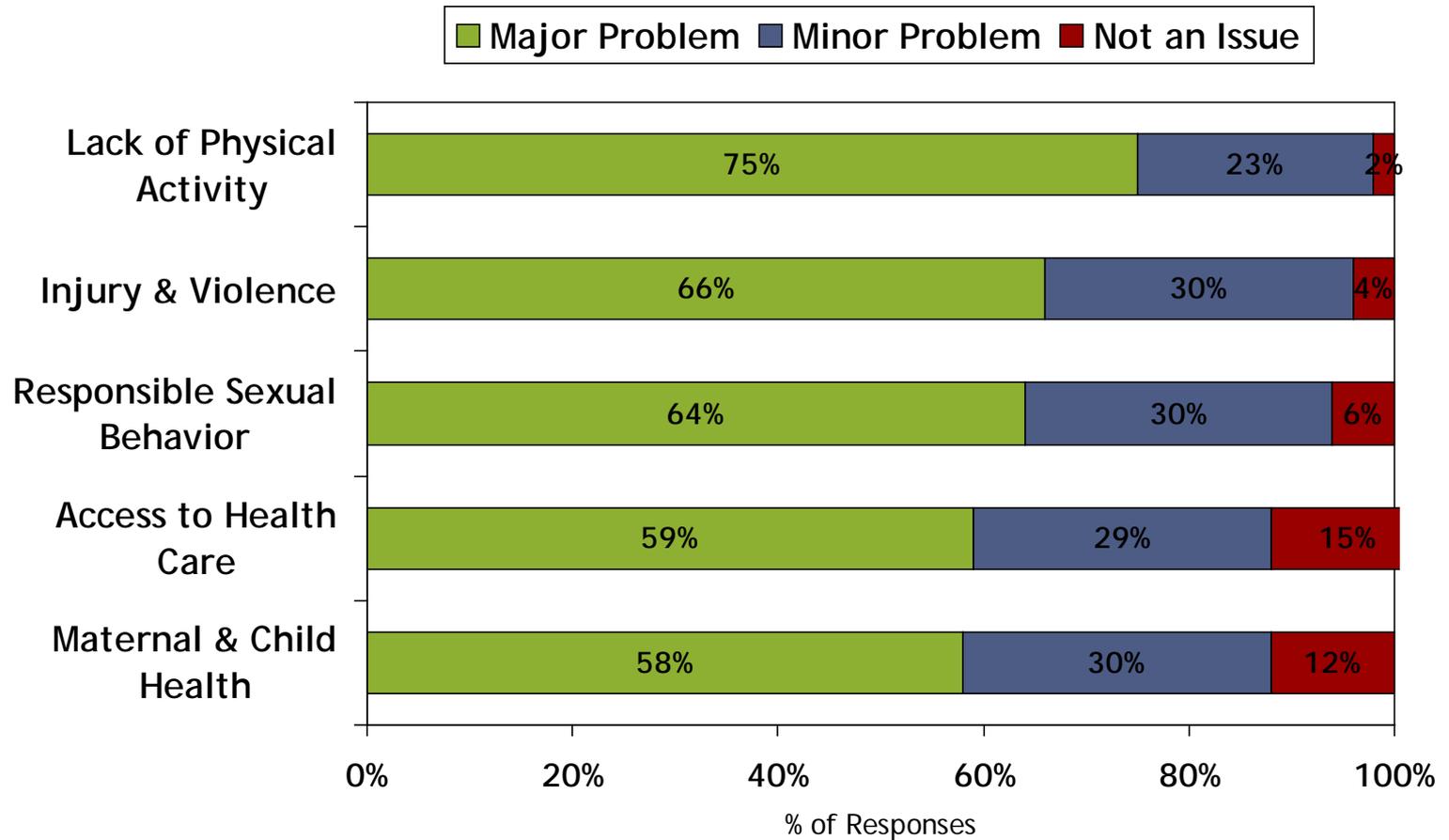
Opinions on Health Issues from Web Survey Respondents *(Using a 7 point scale with 5,6 and 7 being a major problem; 3 and 4 being a minor problem ; 1 and 2 being not a problem)*

	Major Problem	Minor Problem	Not a Problem
Substance Abuse/Addictions	97%	2%	1%
Overweight and Obesity	87%	13%	0%
Mental Health/Suicide	86%	13%	1%
Chronic Disease	85%	10%	5%
Tobacco Use	77%	21%	2%
Lack of Physical Activity	75%	23%	2%
Injury and Violence (including Domestic Abuse/Sexual Assault)	66%	30%	4%
Responsible Sexual Behavior	64%	30%	6%
Access to Health Care	59%	29%	15%
Maternal and Child Health (Teen Pregnancy)	58%	30%	12%
Environmental Quality	56%	36%	8%
Special needs/Disabled /Impaired	48%	44%	8%
Infectious Disease	42%	42%	16%
Immunization	30%	48%	22%
Occupational and Safety Health	28%	50%	22%

The list below contains items that may or may not be health issues in your community. Please select the rating that best describes your opinion.



The list below contains items that may or may not be health issues in your community. Please select the rating that best describes your opinion.



Web Survey Respondents' Comments on Health Needs or Areas of Concern that should be addressed by KDH.

- We need parent education and child health education. Children are the future of our community, and their health is in the hands of parents, who may not have the education or the resources to encourage healthy choices (especially if parents are modeling unhealthy choices).
- Offering medication for kids in therapy would be great. We are having to travel due to lack of pediatric nurse practitioners or doctors here who will prescribe.
- If the statistics quoted by an OB on a news website interview are accurate, the number of infants being born with drugs in their systems is a public health crisis.
- It is virtually impossible to find a primary care doctor in this community. They all have waiting lists.
- Quality doctors is a major concern of mine. After my first and last visit to the "Immediate Care"; associated with the hospital, it terrifies me to even think about going to KDH's hospital.
- Tobacco use continues to be a major problem in spite of the emphasis that has been placed upon this issue. I am unsure of how best to address this issue since there are many longtime smokers. Many smokers are/were tobacco farmers or are from families that are unwilling to give up tobacco even though they may be aware of the major impact on their health.
- Cost of prescription drugs and insurance looms as a large impediment to the healthcare of seniors, especially those on fixed incomes which are above poverty level, but still not quite enough to live on as costs continue to rise and incomes stay the same.
- There is a need for diabetic education, nutrition education and support groups.
- I would like to see a Breast MRI added to your facility, so that we don't have to travel an hour out of town for this service.
- There needs to be support for those who have been sexually abused.
- The fee for services from KDH needs to be looked at. I can go out of town and receive treatment far cheaper than I can at my family doctor.
- My husbands doctor recently prescribed him a specific medication refill, and our insurance provider denied it and suggested another med that does not work as well. Doctors hands are tied and insurance companies have become doctors instead. This is wrong. KDH and all hospitals have a vested interest in making sure care is directed by a doctor and not an insurance company.

Web Survey Respondents' Comments on Health Needs or Areas of Concern that should be addressed by KDH.

- Doctors are not easily accessible at KDH. My husband was told he would have to wait a week and a half for an appointment for back pain. So instead he went to a walk-in clinic that same day and got the steroids and muscle relaxers he needed.
- KDH needs to provide substance/addiction services. Alcoholism is a disease that is recognized by the AMA, yet when an alcoholic needs services the whole hospital cops a bad attitude toward the patient. The patient is told "we don't treat alcoholism, this isn't what this hospital does". Madison has a huge need for substance/addiction services - yet you provide nothing. One can only assume it's because these poor souls have no money or insurance. You are a non-profit hospital and the only thing you seem to care about is the bottom line. I have witnessed first hand the poor treatment addicts receive from your hospital.
- Hyperbaric oxygen chambers are needed at the wound center. They work Medicare pays for treatment. Diabetic wound issues are receiving the best care here at KDH. We travel to Norton Brownsboro wound care clinic to receive HBO therapy.
- Physical Education should be required by all middle school and high school students. MCS is not meeting IDOE requirements. The hospital should be leading the efforts in requiring the schools to promote exercise and healthy eating in the cafeteria.
- It is impossible to find a new doctor when yours leaves the area. It is so frustrating to have to contact numerous doctors to find one who will accept "new" patients.
- KDH is nothing, but a Medicare rip-off pyramid scheme the doctors are the worst of the worst, just pill pushing carpet baggers who routinely just bury their mistakes and care less.
- KDH needs to find and retain good doctors. This is the biggest health issue in the community.
- Your medical staff does not trust themselves to do their job, I just ran into this with anesthesia.
- The unavailability of doctors in this town is appalling. Until this is addressed - nothing else will improve much.
- It seems that none of the doctors at KDH are accepting new patients. I don't have any major health issues, but I have been unable to maintain a primary care provider because I don't go to see them often enough?! I feel that health issues go unaddressed often times because people can't find a provider that will take them as a patient. Very frustrating. Sad that providers can pick and choose who they are willing to see. Huge issue in this community.

Web Survey Respondents' Comments on Health Needs or Areas of Concern that should be addressed by KDH.

- I don't think this is an accurate community health assessment. It focuses on obesity. What about the kids in our school system that go to the school nurse to have their shoes taped together. There are so many more community health needs that we aren't looking at. But on your obesity kick, it's cheaper to buy a hamburger than a salad.
- Drug dependent pregnant mothers are a big concern. A great person to partner with to target this is an expert at IU, Dr. Tara Benjamin.
- I am concerned about drug use while pregnant and hungry children in our county.
- I wish that KDH had a psychiatric ward, the closest hospital that offers this type of care is Columbus. It would be reassuring to know that someone in need wouldn't have to travel far to get help and not be transferred out. I know Center Stone has help available, but there is such a stigma in our community about reaching out for help. I would have personally reached out for my depression more, but working in health care myself I fear the backlash....or HIPAA not being upheld. I think mental health services are truly lacking in general...not just our community.
- Some of these questions were really unknowable such as STDs....unless of course you have one....so hard to answer them.
- KDH needs to address mental health issues, more doctors and offer earlier and later appointment times.
- The closing of Planned Parenthood in Jefferson County and the surrounding areas has been detrimental to the health and well-being of the community. STD testing, birth control and well-exams for women need to be available at no cost or low cost for low-income and minors.
- Full-time specialists are needed locally. Endocrinologists and Medical Oncologists should be employed full-time at KDH.
- Effects of Substance Abuse/Addictions on families and children - mental health resources, support networks/groups, education for family members and community. Long term impacts on babies born addicted, community resources to support them through development. The health and mental wellness of everyone in the community is dependent upon these interventions.
- Simply stopping the pop (soda) in our community would increase health. This is not KDH's responsibility, but it would help. Notice how many people come into the lobby carrying a Polar Pop. How many KDH employees come to work in the morning with a Poplar Pop in their hands? KDH should be on the forefront of eliminating soda from everyone's diet, especially the toxic diet sodas. That would go a long way in promoting increased health since there are KDH employees everywhere we turn, at ball games, dance practice, church, town meetings, etc.

Web Survey Respondents' Comments on Health Needs or Areas of Concern that should be addressed by KDH.

- I think the food we eat is so essential to our health and everyone just wants a pill. We all know that is only a bandage. You should put much of your efforts on promoting health into encouraging people to eat healthy. And get with the times, do not promote low fat, "healthy whole grains", 100 calories, diet junk. We can all clearly see that that is not working. Promote real food. Read about the "whole food" and the "real food" movement. Down with sugar and too much grains, up with veggies. Thanks for asking!
- I would like to see more specialists in the immediate area. I don't like to travel to Louisville every time I need to see a specialist. I realize that this is a small community and it is probably hard to get doctors to locate here, but I think it is a real problem. I am a thyroid cancer survivor and the resources in this area are few. No support groups at all.
- KDH offers a great program for tobacco, we have a wellness coordinator and other health need programs. The marketing department sends out a great newsletter to the community of what hospital programs are being offered. It is a choice people have to change and be willing to try and do it. It is the environment and what we are exposed to it daily. The bottom line is people need to take responsibility for their health and take advantage of the hospital programs. I remember healthcare 18 years ago did not have teenage pregnancy programs or where teens could go for help. We are fortunate that our hospital offers these programs and the community needs to realize what we all have to offer to help them make better choices for their health and lifestyle.
- KDH advertises that certain doctors are taking new patients, however, when you call them they say they aren't. KDH has a phone number to call for assistance to find a doctor. Often the phone goes unanswered or the person is not helpful. One friend was told to go out of town to find Doctor!
- Better training for people who answer phones-being knowledgeable and kind. As I was waiting in line to register the patient was asked if her SSN had changed since last visit. What????
- Mental health, including our ever growing substance abuse issues. Addicts are wait listed for months for inpatient treatment facilities out of town because there are none in our community, giving them plenty of opportunity for relapse. Community mental health centers are overburdened by the need for outpatient substance abuse services as well as other mental health services. I would love to see KDH take the lead in providing treatment options within our own town.
- Addiction is one of the largest issues at this time in our community. Lack of inpatient treatment centers for addictions and mental health.
- There needs to be better drug treatment. Drugs are out of control in our community. I don't think anyone but the user is to blame, but as a community something has to change.

Web Survey Respondents' Comments on Health Needs or Areas of Concern that should be addressed by KDH.

- Dr. Willhite left and the new doctor did not mention any change in insurance acceptance at first, but then of course that changed. It is VERY upsetting that you cannot treat our families in Versailles considering this town OBVIOUSLY needs a doctor or a nurse for so many. It is wrong and we also don't have a local dentist either. What is wrong with KDH that you cant help this community with primary care. I am sure you see plenty people from here at the hospital.
- It is an issue that you are banned from the pediatricians office for life if you miss 3 appointments. I had lack of transportation for awhile and now I can never go back to the best pediatricians in town just because I missed 3 appointments. I believe there should be a limit to how long you can not go back instead of being banned forever.
- KDH is the only hospital I have lived near (in 3 states and multiple large communities) where the cost that the hospital bills for an individual item is at least (and sometimes MORE) double what I am charged at another hospital.
- Looking for more availability of water exercise. It would be nice if the pool at the rehab center had more available times or there was another pool available in our area.
- Mental health facilities and providers are needed. Not only for substance abuse but also for any type of mental illness. Yes I feel KDH has a responsibility for providing mental health, they provide every other kind of special medical interest such as Ortho, Neuro, OB/GYN etc., but not one mental health provider.
- We seem to have limited screening opportunities - particularly as it relates to chronic conditions such as cancer (skin, breast, lung, etc.), diabetes, and heart disease. Some communities and hospitals provide mobile units that can be used to reach populations that may otherwise not have easy access to care.