

King's Daughters' Health Health Needs Assessment

Web-based Community Opinion Survey

November 2013

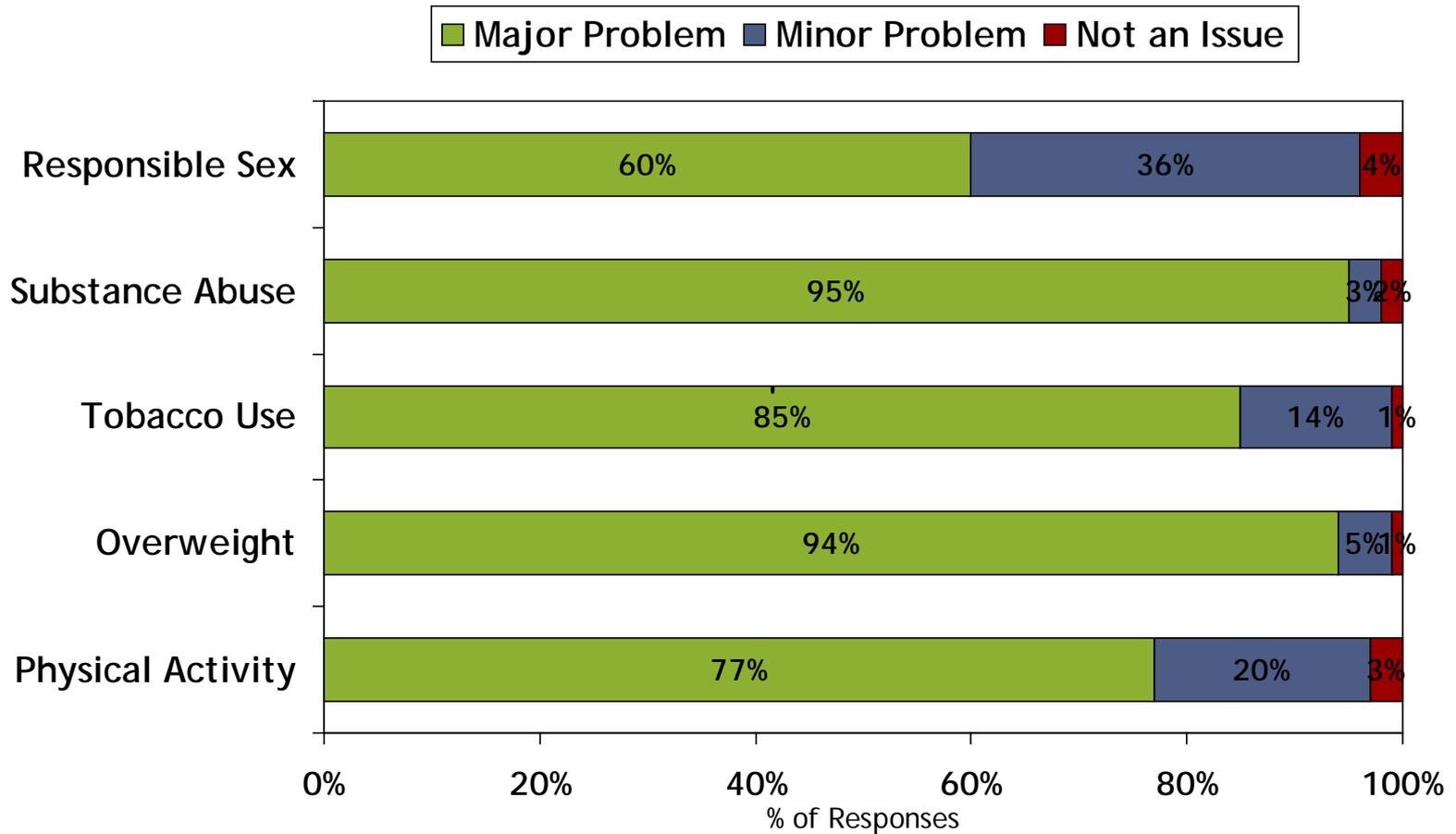
Background

- 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 November 15 through December 1, 2013.
- 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 184 individuals completed the survey.

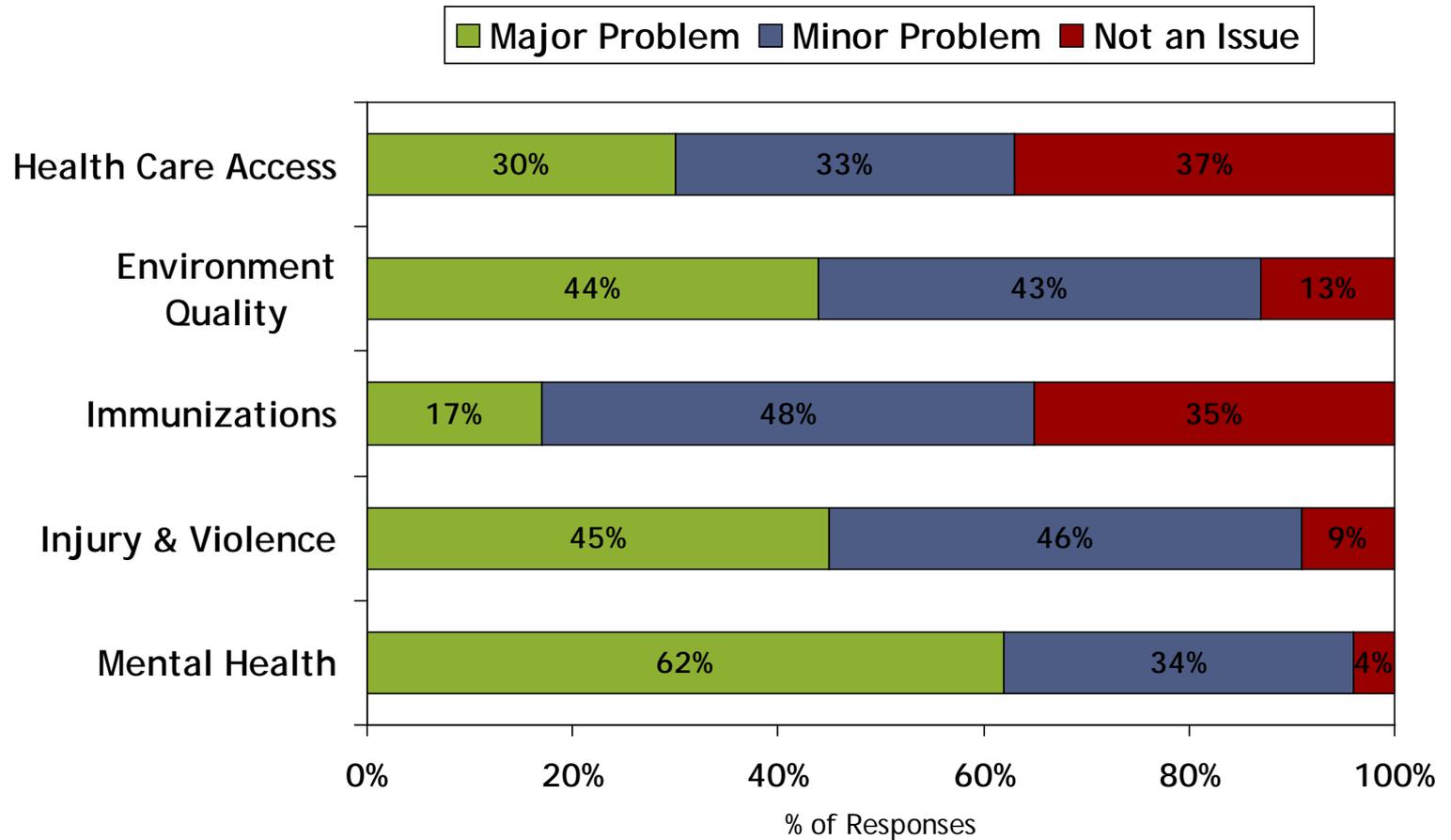
Opinions on Health Issues from Web Survey Respondents

	Major Problem	Minor Problem	Not an Issue
Substance Abuse / Gambling / Addictions	95%	3%	2%
Overweight and Obesity	94%	5%	1%
Tobacco Use	85%	14%	1%
Chronic Disease	79%	19%	2%
Lack of Physical Activity	77%	20%	3%
Mental Health	62%	34%	4%
Responsible Sexual Behavior	60%	36%	4%
Maternal and Child Health (Teen Pregnancy)	51%	34%	15%
Injury and Violence (including Domestic Violence and Sexual Assault)	45%	46%	9%
Environmental Quality	44%	43%	13%
Special Needs/Disabled/Impaired	35%	49%	16%
Access to Health Care (Insured and the Uninsured)	30%	33%	37%

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.



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

- Services for children with Autism such as behavior therapy. Autism education and educational systems are needed for children due to the school systems only offering the minimum requirements.
- Mental health therapy for children on the spectrum. The nearest available therapy is in Louisville, Cincinnati and Indianapolis. This town lacks and does not meet proper spectrum needs.
- Therapy and support are needed for children, teens and young adults with substance abuse problems.
- There is lack of quality health care with limited access to marginal and low performing doctors. There are no quality professionals. The hospital has a well deserved poor reputation. KDH has a responsibility to be an asset and not a liability to the community.
- Fees for KDH services are well out of the norm and don't reflect value in return. Physicians are vastly overpaid for the quality of service provided. I suggest the entire facility go to 4 year only RNs and drop LPNs. KDH HAS A RESPONSIBILITY TO PROVIDE THE HIGHEST STANDARD OF CARE - like it advertises and do so within "average" comparisons.
- There is a total absence of collaboration between the parks department and KDH outreach. There are no exercise classes through the parks department, no weight loss groups, swimming etc. KDH has professionally educated staff and is therefore positioned to lead and initiate. To expect city or county employees who have no knowledge or experience in creating and coordinating community health programs is...representative of failed KDH policy and attitudes.
- There is a total absence of collaboration with area and regional colleges and universities.
- When will KDH implement a mentor program to bring students of all ages into Biotech professions?
- What grants is KDH making available to community groups to enhance area quality of life?
- Where is KDH's quarterly community health report with statistics such as accidental deaths, heart disease, diabetes, obesity, drug abuse, infant death, teen pregnancy etc.? KDH appears to be more interested in hiding the cold hard facts than using them to help educate and motivate the community.
- What role does KDH play in supporting such groups as Big Brothers/Big Sisters, CASA, the women's shelter etc.?

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- Due to not really knowing what shape our country is going to be in after Obamacare...I think the health screenings are great that KDH offers to the community at different on-site locations throughout the city. I feel that there will be a need for more of these screenings. Access to care should include available consultation in endocrinology and pulmonology.
- UNPROTECTED SEX = UNWANTED/UNNEEDED PREGNANCIES + DISEASES!!! SERIOUS IN THIS AREA!!!
- We need consistent oncology coverage. Both medical oncology and radiation oncology are not what we have had recently. Patients need and want consistency. It would also be helpful to have a Rheumatologist.
- The public I have heard from does not appreciate the lack of personal interaction within the individual physician offices now that we have separate registration. They find it cold and impersonal. We can offer all types of services, but unless we get back to positive, warm, caring, informed interaction - it won't matter.
- There is a problem when you have insurance companies tell patients that they can't go here for doctors or testing because we are too high. Then we have doctors telling the patient that they have to have their tests done here, so they will get the reports.
- Make sure the moral is good throughout the hospital and focus on giving exceptional care. Repair the community feeling about their community being laid off by KDH and not having another RIF. Another RIF is only going to cause more people to stop coming and more hard feelings.
- Reconnect with the doctors who have left and repair the bad feelings and get their input about why they left.
- I believe this survey pretty well covers everything. I believe a lot of these issues are problems because we do not have many job opportunities and they seem to be less and less. This affects the health etc. of people as when there is no money coming into a community; everything suffers. With more and more jobs moving away from this area, it creates a need to educate people as to how important their health is. I think the hospital can offer learning on how important it is to take care of one's health. We also have a great need for specialty physicians in diabetic care, and so on.
- Having cancer physicians who are permanent physicians instead of constantly changing physicians. One week seeing one and the next week a different one is hard especially on older patients. This is confusing to them.
- Obesity. We do not have a weight loss clinic nor lap band nor bypass.

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- Do more locally instead of sending every one to other hospitals.
- Mental health facilities are lacking. Since the Madison State Hospital all but closed down, most people in need of diagnosis go without. Most are left to fend for themselves. Lack of mental health resources is a community's issue.
- Smoking and drug problems are a major concern.
- We need a YMCA that the lower income population and those with families could afford to belong to it. I am not sure if Fit for the King is afraid of losing business and they have fought this, but it would be beneficial for the community.
- We need affordable health care that addresses obesity and the lack of physical activity.
- The community needs affordable housing to help the homeless issue.
- Lack of health insurance is a "7" - major issue.
- Lack of transportation is a "7" - major issue.
- Lack of money for medication is a "7" - major issue.
- KDH always has a responsibility to address the health issues in our community. It is KDH's responsibility to educate and help people better understand how disease(s), medications and lifestyle choices impact their health.
- Geriatrics.
- Newborn withdrawal.
- People need to change their lifestyles and we can not force them.
- Elderly care in homes and nursing homes - we need to make the community aware of the signs of potential abuse.
- I feel we need more help in the way of free clinics. They are not only needed in the big cities, but here in rural America as well!
- It would be nice to have our local hospital provide treatment for addiction and mental health issues. Not sure if it is KDH's responsibility, but it is a social responsibility of everyone.
- It takes all of us to make all things better. Be a role model and start with your employees as an example. Not everyone is perfect, but look at yourself first - then try to help others. I have noticed that most, not all, of the EMT people are overweight and some smoke. Clearly setting up their own emergency while trying to help someone in need.
- When you had your open house - you provided the worst snacks. Definitely not an example! Everyone is watching!

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- While we have access to many quality physicians and health services in the community, appointment opportunities can sometimes be a challenge. It might take a day or two to be seen. Same for hours of service. Sometimes it is difficult to always schedule appointments during working hours.
- The KDH Convenient Care isn't always "convenient". Many end up going to the other Convenient Care or to the ER.