



2013

Community Health Needs Assessment

Central Valley Medical Center

48 West 1500 North

Nephi, Utah 84648

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Facility Description/Background

Central Valley Medical Center (CVMC) is an independent, 25-bed, not-for-profit, Critical Access Hospital (CAH) located in the heart of Central Utah. The hospital serves persons of all ages and ethnicities. In its early days, the hospital operated as a county-owned health care institution. However, for over 30 years, CVMC has been successfully managed by Rural Health Group, Inc. CVMC is known as a leader among rural health care facilities, and has received numerous awards for patient satisfaction, utilizing technology, and seeking improvement in the delivery of care.

CVMC's leadership team consists of the following individuals: Mark Stoddard, President & CEO; Brent Davis, Chief Financial Officer; Ken Richens, CIO; Randy Allinson, Patient Care Services Director; Brian Allsop, Human Resource Director; and Von Nelson, Outpatient Clinic Director.

A group of six volunteer community members serve as trustees on CVMC's Governing Board and include the following individuals: Duane Crutchfield, Alan Kenison, William Howard, Gail Ludlow, Betty Mikkelsen, and Mark Chase.

CVMC offers primary health care services including:

- Emergency Services
- Inpatient Nursing Care
- Labor and Delivery
- Laboratory
- Diagnostic Imaging
- Cardiopulmonary
- Endoscopy/Gastrointestinal Surgery
- General Surgery
- Gynecological Surgery
- Orthopedic Surgery
- Physical Therapy
- Occupational Therapy
- Speech Therapy
- Rehabilitation/Swing Bed Services
- Home Health & Hospice Services
- Durable Medical Equipment
- Outpatient Medical Clinics (Located in Nephi, UT and Fountain Green, UT)
- Retail Pharmacy

Community Served

CVMC is located in Nephi, Utah, which is often referred to as the center of Utah, geographically. Nephi is a small rural town with a population of 5,389. Nephi is located in Juab County, which has a population of 10,089. The facility serves populations primarily from Juab, Sanpete, and Millard Counties. All three counties are considered rural and are sparsely populated. Because CVMC is situated near the convergence of several major highway systems (I-15, SR 132 and SR 28), the facility also serves populations from other neighboring counties, along with many travelers and visitors recreating in nearby outdoor attractions, such as, the Little Sahara Desert, Mount Nebo, and Yuba Lake.

According to a zip code analysis of total patients served by CVMC, 54%, or the majority, reside in Juab County. This includes the following cities and zip codes: Nephi, UT, 84648; Levan, UT, 84639; Mona City, UT, 84645; and Eureka, UT, 84628. The analysis further indicates 22% of patients served reside in Sanpete County. This includes the following cities and zip codes: Fountain Green, UT, 84632; Moroni, UT, 84646; Mt. Pleasant, UT, 84647; Fairview, UT, 84629; Ephraim, UT, 84627; Centerfield, UT, 84622; Chester, UT, 84623; Gunnison, UT, 84634; Spring City, UT, 84662; Wales, UT, 84667; and Manti, UT 84642. The remaining 24% of patients served were from various Counties in Utah, or other States, but did not represent a significant data pool, and were combined into an “other” category.

Demographics of the Community

The U.S. Census Bureau 2007-2011 American Community Survey estimates Juab County’s total population to be slightly over 10,000 persons. The population density, or the number of persons per square mile, is estimated to be 2.91. The gender delineation is 50.70% male and 49.30% female. The stratification of age for Juab County is as follows:

Area	Age 0-4	Age 5-17	Age 18-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65 +
Juab	10.08%	26.64%	7.61%	13.36%	12.40%	10.83%	8.89%	10.18%
Utah	9.53%	21.84%	11.84%	16.04%	12.06%	11.19%	8.56%	8.95%
U.S	6.58%	17.57%	9.95%	13.26%	13.6%	14.54%	11.58%	12.92%

Total population by race alone, as a percent, for Juab County is as follows:

Area	White	Black	Asian	Native American/ Alaska Native	Native Hawaiian/ Pacific Islander	Some Other Race	Multiple Races
Juab	96.74%	0.65%	0%	0.88%	0.46%	0.26%	1.01%
Utah	89.35%	1.07%	2.02%	1.14%	0.93%	3.28%	2.22%
U.S.	74.09%	12.52%	4.73%	0.82%	0.16%	5.13%	2.55%

The U.S. Census Bureau 2007-2011 American Community Survey indicates Sanpete County's total population to be 27,239 persons. The population density, or the number of persons per square mile, is estimated to be 17.13. The gender delineation is 52.29% male and 47.71% female. The stratification of age for Sanpete County is as follows:

Area	Age 0-4	Age 5-17	Age 18-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65+
Sanpete	7.82%	22.05%	16.23%	12.27%	10.68%	10.53%	9.12%	11.29%
Utah	9.53%	21.84%	11.84%	16.04%	12.06%	11.19%	8.56%	8.95%
U.S.	6.58%	17.57%	9.95%	13.26%	13.6%	14.54%	11.58%	12.92%

Total population by race alone, as a percent, for Sanpete County is as follows:

Area	White	Black	Asian	Native American/ Alaska Native	Native Hawaiian/ Pacific Islander	Some Other Race	Multiple Races
Sanpete	92.61%	1.29%	0.80%	0.95%	0.47%	3.14%	0.72%
Utah	89.35%	1.07%	2.02%	1.14%	0.93%	3.28%	2.22%
U.S.	74.09%	12.52%	4.73%	0.82%	0.16%	5.13%	2.55%

Existing Community Resources

CVMC is the only health care facility located in Juab County. A County Public Health Department exists as another resource available to respond to health needs in this community. Juab County Public Health Department, along with the Central Utah Public Health Department are excellent resources and often partner with CVMC to provide needed community health services.

Sanpete County has two (2) hospitals. One is located in the Southern part of Sanpete County, in Gunnison, Utah, and the other is located in the Northern part of Sanpete County, in Mount Pleasant Utah. Gunnison Valley Hospital is part of a County Special Service District, while Sanpete Valley Hospital is owned and operated by Intermountain Health Care, based in Salt Lake City, Utah. Multiple medical clinics operating under the umbrella of the two organizations are scattered throughout Sanpete County as resources available to respond to health needs in the community. CVMC operates one medical clinic in Sanpete County (Fountain Green Medical Clinic).

CHNA Process

In early 2013, CVMC began the process of conducting a Community Health Needs Assessment (CHNA) to fulfill its legal obligation as mandated by the Patient Protection and Affordable Care Act (PPACA). As mandated by the PPACA, the overarching view of the assessment and identification of the health needs must be taken from the perspective of the community. The structured CHNA process not only served as an opportunity to maintain compliance with state and federal regulations, but it also served as a means to engage community members in identifying the most pressing health care concerns and needs. Ms. Heidi Kelso, Marketing Director for CVMC, was given responsibility for overseeing the CHNA process.

Community Advisory Committee

It was determined the best approach for involving the widest representation of community members would be through a Local Interagency Council already functioning in the Juab County area. The Local Interagency Council consists of the following members: Patty Bowles, Juab Public Health Department; Jared Eldridge, Juab County Attorney; Randy Mcknight, Nephi City; Katie Johnson, Juab Domestic Violence Coalition; Pam Goodrich, Central Utah Public Health Department; Bert Wright, Nephi City Police; Jim Shank, Juab School District, Susan Cowan, Juab School District; Gay Hansen, Central Utah Mental Health; Cathy Sunderland, Nurse, Juab School District; Laura Sagers, Mountainland HeadStart and Low-Income Advocate. This group meets monthly for one hour to discuss community issues and served as the Community Advisory Committee for purposes of conducting a CHNA.

How Data Was Obtained

The Community Advisory Committee met on February 12, 2013. The group reviewed information from a health indicators report for Juab County from data found on www.chna.org. The health indicators report is broken into four categories of focus: social and economic factors, clinical care, health behaviors and health outcomes. Within each area of focus specific health indicators such as high school graduation rate, uninsured population, preventive health screenings, alcohol consumption, physical inactivity, tobacco usage, accident mortality, infant mortality, obesity, and suicide are measured. However, only six of these indicators contained any data for Juab County. This is likely due to the low population in Juab County.

Primary and Chronic Disease Data for the Community

Four health indicators were identified for Juab County as being higher than the State of Utah or the United States average, and are discussed in the following paragraphs.

1. Physical Inactivity is an indicator of health. Juab County residents were found to be less active than those in the comparison report. The following table reports the percentage of adults aged 18 and older who self-report no leisure time for activity, based on the question, “During the past month, other than your regular job, did you participate in any physical activities or exercises such as running, calisthenics, golf, gardening, or walking for exercise?” This indicator is relevant because current behaviors are determinants of future health and this indicator may illustrate a cause of significant health issues such as obesity and poor cardiovascular health.

Report Area	Total Males with No Leisure-Time Physical Activity	Percent Males with No Leisure-Time Physical Activity	Total Females with No Leisure-Time Physical Activity	Percent Females with No Leisure-Time Physical Activity
Juab County, Utah	624	20.20%	708	22.20%
Utah	153,802	17.41%	170,347	19.05%
United States	23,736,266	21.73%	29,817,193	25.41%

2. Tobacco usage is an indicator of health. Juab County residents were estimated to be higher than those in the comparison report. The following table estimates the percentage of adults who self-report currently smoking cigarettes some days or every day. This indicator is relevant because tobacco use is linked to leading causes of death such as cancer and cardiovascular disease.

Report Area	Total Population Age 18	Estimated Population Regularly Smoking Cigarettes	Percent Estimated Population Regularly Smoking Cigarettes
Juab County, Utah	6,188	761	12.30%
Utah	207,962	20,796	10%

3. The accident mortality rate in any State or County is important to study, since accidents are a leading cause of death in the United States. Juab County has a very high accident mortality

rate, which can be directly linked to the large number of recreational destinations within the county. High adventure seeking individuals who come to Juab County to hike, bike, boat, swim, and drive ATV's at excessive speeds, all contribute to the accident mortality rate.

Report Area	Total Populations	Average Annual Deaths, 2006-2010	Crude Death Rate (Per 100,000 Pop.)	Age Adjusted Death Rate (Per 100,000 Pop.)
Juab County, Utah	9,852	8	77.14	92.12
Utah	2,654,718	855	32.21	36.87
United States	303,844,430	121,217	39.89	39.07

- Obesity is an important health indicator. Juab County residents were found to have a higher rate of obesity than those in the comparison report. The following table reports the percentage of adults aged 20 and older who self-report that they have a Body Mass Index (BMI) greater than 30.0 (obese). This indicator is relevant because excess weight is a prevalent problem in the United States; it indicates an unhealthy lifestyle and puts individuals at risk for further health issues.

Report Area	Total Population Age 20	Population with BMI > 30.0 (Obese)	Percent Population with BMI > 30.0 (Obese)
Juab County, Utah	6,240	1,822	29.10%
Utah	1,822,060	453,320	24.99%
United States	223,576,989	61,460,308	27.35%

Report Area	Total Males Obese	Percent Males Obese	Total Females Obese	Percent Females Obese
Juab County, Utah	967	31%	855	27.10%
Utah	246,556	27.10%	206,760	22.85%
United States	31,008,901	28.30%	30,451,365	26.37%

Identifying Community Health Needs

The Community Advisory Committee suggested that a survey be conducted to assist in identifying the specific health needs of the community served. The group suggested that the survey be patterned after other health care facilities' CHNA surveys. Ms. Kelso researched CHNA tools being used by other facilities and compiled a list of suggested questions. The group wanted to ensure questions were included to identify the top health challenges faced by community members, as well as an opportunity for participants to provide feedback on what CVMC could do to better meet the health needs of community members. After questions were selected, Ms. Kelso worked to design and implement an assessment tool that could be accessible to the community via the hospital's website. The survey/assessment tool will be available in paper copy at the hospital. A paper copy of the survey will also be disseminated through the Community Advisory Committee, Senior Citizens and the Chamber of Commerce.

Survey/Assessment Tool

The following questions were included in the survey/assessment tool, which was made available on the hospital's website, <http://www.centralvalleymedicalcenter.com/> on March 1, 2013:

1. How would you describe your overall health?
 - Excellent
 - Very Good
 - Good
 - Fair
 - Poor

2. Where do you go for routine healthcare?
 - Physician's office/clinic
 - Health Department
 - Emergency Room
 - Urgent Care Clinic
 - I do not receive routine healthcare
 - Other (Please list) _____

3. Are you able to visit a doctor when needed?

- Yes (Skip to question 5)
 - No
4. If you answered No to question 3, please choose all that apply.
- No appointment available
 - Cannot afford it
 - Cannot take time off from work
 - No transportation
 - Other (please list) _____
5. What type of healthcare coverage do you have?
- Medicare
 - Medicaid /CHIP /PCN
 - Commercial health insurance (Examples: PEHP, United HealthCare, Regence BlueCross, etc.)
 - I have no healthcare coverage
 - Other
6. Please select the top 3 health challenges you face.
- Cancer
 - Diabetes
 - Overweight/obesity
 - Lung disease
 - High blood pressure
 - Stroke
 - Heart Disease
 - Joint pain or back pain
 - Mental health issues
 - Alcohol overuse
 - Drug addiction
 - I do not have any health challenges
 - Other (please list) _____
7. What additional health services need to be offered to meet health challenges in our community?
8. Please select all statements below that apply to you.
- I exercise at least 3 times per week.
 - I eat at least 5 servings of fruits and vegetables each day.
 - I eat fast food more than once per week.
 - I smoke cigarettes.
 - I chew tobacco.
 - I use illegal drugs.
 - I abuse or overuse prescription drugs.
 - I consume more than 4 alcoholic drinks (if female) or 5 (if male) per day.
 - I use sunscreen or protective clothing for planned time in the sun.

- I receive a flu shot each year.
- None of the above apply to me.

9. Which of the following preventive procedures have you had in the past 12 months?

- Mammogram (if female)
- Pap smear (if female)
- Prostate cancer screening (if male)
- Flu shot
- Colonoscopy
- Blood pressure check
- Blood sugar check
- Skin cancer screening
- Cholesterol screening
- Vision screening
- Hearing screening
- Cardiovascular screening
- Bone density test
- Dental cleaning/ dental exam
- Physical exam
- None of the above

10. What is your gender?

- Female
- Male

11. What is your county of residence?

- Juab
- Sanpete
- Millard
- Sevier
- Utah
- Other

12. What is your 5 digit zip code? (Example 84648) _____

13. What is your age?

- 18 to 20 years
- 21 to 30 years
- 31 to 40 years
- 41 to 50 years
- 51 to 60 years
- 61 to 64 years
- 65 to 75 years
- over 75 years

14. What is your current employment status?

- Employed full-time
- Employed part-time
- Self-employed
- Student
- Homemaker
- Unemployed
- Disabled
- Retired

15. What can Central Valley Medical Center do to better meet the health needs of our community?

CHNA Process

The Community Advisory Committee met on March 12, 2013. An update was given by Ms. Kelso regarding the progress of the CHNA survey tool. She informed the group that the survey/assessment was now functioning electronically via the website <http://www.cvmed.net>. This will allow the survey/assessment tool to be available to the largest population. Members of the committee were asked to encourage community residents to take the survey either electronically or using a printed paper copy. Copies of the survey/assessment tool were given to each committee member to distribute along with flyers to encourage survey participation via the hospital's website. Ms. Kelso said she had placed flyers in the lobby of the hospital and both medical clinics, along with a newspaper ad encouraging community members to take the survey. A banner was also placed in the clinic lobby encouraging the community to participate. See the following examples attached as Exhibit A.

On April 9, 2013, the Community Advisory Group met and discussed the survey. The group agreed the collection period should conclude by May 1st in order to allow time for the data to be calculated and reviewed at the next meeting. The group was again encouraged to seek out community members and ask them to complete a survey.

Leading health indicators from www.chna.org were reviewed by the Community Advisory Group. The report identified several indicators that were higher than the State of Utah average for populations in both Juab County: 1) no leisure time for physical activity, 2) percent of population regularly using tobacco, 3) accident mortality rate, and 4) percent of population considered obese. Some members of the group felt that the lack of health insurance should be identified as a community need. However, there is no data available for Juab County on the number of uninsured persons to support this need, and little to no primary health status data available on many of the health indicators. While Sanpete County does have plenty of data to analyze, only 22% of CVMC's total populations served come from that area.

The Community Advisory Committee discussed the four indicators identified: a lack of leisure time for physical activity, tobacco usage, high accident rate, and obesity. The group wondered if the four indicators, which are higher than the state of Utah or United States averages, would correlate to areas of need identified in the community survey, or if other needs would be identified.

An information gap exists with the availability of data to determine the primary and chronic disease needs among the populations served in Juab County. CVMC understands a lack of access to care presents barriers to good health. CVMC also understands the supply and accessibility of facilities and physicians, the rate of uninsurance, financial hardship, transportation barriers, cultural competency, and coverage limitations all affect a population's health. However, there is not sufficient data available to study these issues as they pertain to Juab County, the majority of the community served.

On May 14, 2013, the Community Advisory Group reviewed and discussed the findings from the survey/assessment tool. The survey/assessment tool was conducted using the hospital's website as well as in hard copy for a 3 month period. The survey was also shared through local organizations including Juab Senior Citizens and the local Chamber of Commerce in hard copy format.

Summary of Survey/Assessment Tool

- 101 total respondents; 31 males and 70 females.
- The majority of respondents were from Juab County.
- Most indicated they were employed with commercial health insurance coverage.
- The most common age group completing the assessment was 41-50 year olds.
- A preponderance of those surveyed describes their overall health as good or very good.
- Over 95% of respondents indicate they are able to visit a doctor when needed.
- When asked where respondents go for routine health care, most indicated a clinic or physicians office.
- When asked to identify 3 health challenges from a pre-determined list, the most selected health issues were obesity, joint problems, and high blood pressure.
- Preventive health procedures respondents indicated they have received in the past 12 months by highest number were: blood pressure check, a flu shot, and dental exam.
- When respondents were asked to choose 3 statements regarding health that apply to them, the most preferred statements were: 1) I receive a flu shot each year. 2) I use sunscreen or protective clothing for planned time in the sun. 3) I exercise at least 3 times per week.
- Two open-ended questions regarding community health services and community health needs received varying responses and are addressed later in the report.

Full Analysis of Survey/Assessment Findings

The following represents an analysis of the survey/assessment tool results or findings. The actual overall number of surveys completed via the hospital's website and paper copy combined was 101. Since the survey tool was not mailed via the U.S. Postal Service to a pre-determined sample group, there is no sample size or acceptable response rate.

The first question respondents were asked was, how they would describe their overall health from a list of five words ranging from poor to excellent. The majority of respondents (60%) were found to be quite positive and selected “good” to describe their overall health. The second largest group, at 30%, selected “very good” to describe their overall health.

The second assessment question asked people where they go for routine healthcare. Choices included a physician’s office or clinic, health department, emergency room, urgent care clinic, or nothing - I do not receive routine healthcare. Respondents could also select the “other” category or hand-write a response. An overwhelming majority, almost 95 percent, indicated they seek routine health care in a physician’s office or clinic.

The third survey question asked respondents if they were able to visit a doctor when needed. Only two responses were permitted, “yes” or “no.” Those answering “yes” were instructed to skip the next question, while those answering “no,” were instructed to choose a reason from the following list: no appointment available, cannot afford it, cannot take time off from work, no transportation, or “other.” Respondents could also hand-write or enter a response. A majority, 98%, indicated “yes.”

Survey question number four was a follow-up question for those who marked “no” on question three. Respondents were asked to select a reason why they were unable to visit a doctor when needed. Of the three “no” responses, two indicated the reason “I cannot afford it” and one selected “I have no health insurance.”

Survey question number five asked participants what type of health insurance coverage they have. Five options were listed, Medicare, Medicaid/CHIP/PCN, commercial health insurance, I have no healthcare coverage, and “other.” Seventy-four percent of respondents indicated they have some form of commercial health insurance, 15% Medicare, 8% no insurance, and 3% Medicaid/CHIP/PCN.

Survey question number six asked participants to identify the top three health challenges they face. Respondents could choose from a list that included: cancer, diabetes, obesity, lung disease, high blood pressure, stroke, heart disease, joint pain/back pain, mental health issues, alcohol overuse, and drug addiction, “I do not have any health challenges” or “other.” The three most selected responses were: obesity, joint problems, and high blood pressure. More survey respondents chose obesity as a health challenge than any other option on the list. Therefore, CVMC will address the community’s top health challenge in their strategic planning process.

The seventh question asked on the assessment was, “What additional health services need to be offered to meet health challenges in our community?” This was an open-ended question with space made available for individuals to enter a response. The responses given may or may not have any relevance to the question asked. Some responses may not be within our mission or scope of services to provide to our community. Responses may be services we already offer and some may be services we should consider offering. Following is the list of responses submitted:

- Mental health – 3
- Dermatology – 1
- Education on when to use the ER – 1
- More free screenings at the health fair – 1
- More specialists – 1
- Recreation center – 1
- Indoor pool for PT and community use – 1
- Women’s focus clinic – 1
- Biking and jogging paths – 1
- Veteran’s services – 1
- Cardiology - 1
- Health insurance – 1

The eighth assessment question asked participants to select all statements from a pre-determined list that apply to them. The following lists of statements were available to choose:

- I exercise at least 3 times per week.
- I eat at least 5 servings of fruits and vegetables each day.
- I eat fast food more than once per week.
- I smoke cigarettes.
- I chew tobacco.

- I use illegal drugs.
- I abuse or overuse prescription drugs.
- I consume more than 4 alcoholic drinks (if female) or 5 (if male) per day.
- I use sunscreen or protective clothing for planned time in the sun.
- I receive a flu shot each year.
- None of the above applies to me.

These statements have relevance to the leading health indicators for all populations and can be found on www.chna.org. The following three statements were identified as the most frequently selected among respondents: 1) I receive a flu shot each year. 2) I use sunscreen or protective clothing for planned time in the sun. 3) I exercise at least 3 times per week. The population in Juab County appears to be more conscientious when it comes to receiving flu vaccinations than Utah residents as a whole. Behavioral Risk Factor Surveillance System (BRFSS) data specific for Juab County indicates the influenza vaccination rate in 2010 for adults was 46% for males and 57% for females. The estimated average influenza vaccination rate for all Utahns during the same period is 42.8%.

The ninth survey question focused on preventative health. Respondents were to specify which preventive procedures, from the following list they had received in the past 12 months.

- Mammogram (if female)
- Pap smear (if female)
- Prostate cancer screening (if male)
- Flu shot
- Colonoscopy
- Blood pressure check
- Blood sugar check
- Skin cancer screening
- Cholesterol screening
- Vision screening
- Hearing screening
- Cardiovascular screening
- Bone density test
- Dental cleaning/ dental exam
- Physical exam
- None of the above

The above procedures have relevance to the leading health indicators for a community. The three procedures most selected by respondents included: blood pressure check, flu shot, and dental cleaning/dental exam. These three health screening procedures are important to a population's overall health and can have serious long-term consequences when ignored. Behavioral Risk Factor Surveillance System (BRFSS) data specific for Juab County indicates that 43% of adult males and 70% of adult females reported received routine dental care in the past 12 months.

The tenth survey question asked participants to specify their gender. Within the survey group, the gender delineation was 69% female and 30% male. Over twice as many women completed the survey as men. This supports the belief that women are the primary care givers and most often make health care decisions for their family members.

The eleventh assessment question asked respondents to specify their county of residence. Of the 101 surveys submitted, Juab residents completed 81, while Sanpete residents submitted 16. Four surveys were submitted from areas outside these two counties.

Question twelve on the survey asked the participant to indicate their zip code. This data was not always provided, and is somewhat irrelevant since the previous survey question determined the respondent's county of residence.

The next survey question asked participants to specify their age by selecting a category. Age group choices were provided. The group represented most often in the survey was those from the "41 to 50 years" of age category. The following are totals from each age category:

- 18 to 20 years – 0
- 21 to 30 years – 5
- 31 to 40 years – 23
- 41 to 50 years – 39
- 51 to 60 years – 14
- 61 to 64 years – 6

- 65 to 75 years - 13
- over 75 years – 1

Survey question number fourteen asked participants to specify their current employment status.

A list of categories was provided. The group represented most often in the survey was those from the “employed full-time” category. The following are totals from each category:

- Employed full-time – 55
- Employed part-time – 11
- Self-employed – 7
- Student - 0
- Homemaker – 11
- Unemployed – 3
- Disabled - 0
- Retired – 14

The last question on the assessment was, “What can Central Valley Medical Center do to better meet the health needs of our community?” This was an open-ended question with space provided for participants to enter a response. The following is a list of the comments received:

- Offer pediatrics - 4
- Weight-loss classes – 2
- Emergency preparedness involving schools – 1
- Better access to clinic appointments with my preferred physician - 1
- Diabetes education – 1
- More evening clinic appointments – 1
- Provide reminder phone calls of appointments – 1
- Sometimes it’s hard to get in when you need urgent care – 1
- Hire an internist – 1
- Offer massage therapy – 1
- Access to indoor pool for therapy – 1
- For convenience, offer medical services in Nephi whenever possible – 1
- Need exercise program in hospital – 1
- A bigger physical therapy area in the hospital – 1
- Enhance education and prevention programs – 1

Identified Needs

The survey/assessment tool identified a list of services and needs. These services and needs were reviewed and prioritized by CVMC's governing board on June 19, 2013. The following scale was used by the group to assign priority level:

- 5 or more comments = high priority
- 3 or 4 comments = medium priority
- 1 or 2 comments = low priority

Need	Priority	Responsible	Implementation Strategy/Comments
Internal Medicine	High	CVMC	NEED NOT MET, BUT IS BEING ADDRESSED. Even though only one survey participant identified this as a need, CVMC's governing board assigned recruiting and hiring an Internal Medicine physician the highest priority. The community has been without this service for over five years. CVMC has been actively recruiting to fill this need during that time; however, a nation-wide shortage of Internal Medicine physicians has made it very difficult. CVMC will continue its search for an Internal Medicine physician.
Pediatrics	Medium	CVMC	NEED IS NOT MET, BUT IS BEING ADDRESSED. The governing board expressed interest in the possibility of adding pediatric services; however, it is likely the service area lacks the necessary population to support this service. Pediatric patients currently receive care from Family Medicine physicians. More information is needed to determine if this service is feasible given the limited resources of the community and hospital.
Mental Health	Medium	Central Utah Counseling Center	NEED IS NOT ADDRESSED. NEED IS MET THROUGH OTHER RESOURCES. Mental health needs are met through various channels. Central Utah Counseling Center, in Nephi, is a resource for certain patients. Some mental health needs are referred to independent Licensed Clinical Social Workers (LCSW) in the area. Other mental health needs such as inpatient psychiatric evaluations, addiction and substance abuse programs, and treatment for other mental disorders are referred to appropriate outside resources.
Weight-loss Classes & Exercise Program	Medium	Community & CVMC	NEED IS NOT MET, BUT IS BEING ADDRESSED. Even though these needs were assigned low priority based on the number of comments received, obesity was identified as the highest health challenge by survey participants. Therefore, obesity was assigned a higher need priority by CVMC's governing board. According to a leading health indicators report found at www.chna.org Juab County residents have a higher percentage rate of obesity when compared to the state of Utah and the United States. This chronic health need is one that CVMC should consider. A community-wide health promotion will be developed and implemented encouraging weight loss through proper diet and exercise. The Community Advisory Group is interested in partnering to help meet this need. A partnership will provide greater benefit to the population and greater access to those representing the needs of the community. The Community Advisory Group will assist with distribution of information and implementation of the health promotion. CVMC will also consider partnering with a dietitian to offer community weight-loss classes to help meet this need.
Emergency Preparedness with schools	Low	CVMC & Juab School District	NEED IS MET. CVMC participates in two disaster drills each year. A scenario involving our local schools is often utilized during disaster drills. CVMC will continue to involve local

Need	Priority	Responsible	Implementation Strategy/Comments
			schools and EMS personnel in its disaster drills and disaster preparedness planning.
Offer Specialty Care such as Dermatology and Cardiology	Low	CVMC	<p>NEED IS MET.</p> <p>One survey participant requested that medical services be offered in Nephi whenever possible, for convenience. CVMC supports this need by offering a specialty clinic, where various specialists from urban areas offer care to residents in our community. Thus, saving patients from traveling long distances. Currently a dermatologist and cardiologist both visit the clinic once or twice each month. Other specialty care services provided include: podiatry, urology, pain management, ENT, audiology, ophthalmology, EMG studies, and echocardiograms. A mobile MRI unit also visits the facility three times each week. Perhaps an increase in advertising or the method of advertising should be considered. A schedule for the visiting specialists is available on the hospital's website, www.cvmed.net and is published each month in four area newspapers.</p>
Education and Prevention Programs such as Diabetes Education and Smoking Cessation	Low	CVMC & Central Utah Counseling	<p>NEED IS MET.</p> <p>CVMC currently hosts a weekly diabetes education class at the hospital. This program is facilitated by a certified diabetic educator. The class is advertised on the hospital's website. Physicians may refer patients in need of diabetes education. CVMC will consider ways to improve communication and advertisement of educational programs available.</p> <p>Tobacco usage among Juab County's population was identified as being higher than the State of Utah and the United States on the leading health indicators report found on www.chna.org. CVMC has partnered with Central Utah Counseling and Central Utah Public Health to host Smoking Cessation classes at the hospital for community members on a regular basis. CVMC is a member of the Juab Substance Abuse Coalition, which hosts prevention/education activities for youth and families in the community.</p>
Better Access to Physician Clinic Appointments	Low	CVMC	<p>NEED IS MET.</p> <p>Survey participants commented on the need for better access to clinic appointments, more evening appointments, and difficulty obtaining an appointment for urgent care. An evening clinic was offered for the community in the recent past; however it was not well utilized and appointments often went unfilled. CVMC's emergency room is always open and a physician responds to all urgent care needs after regular clinic hours.</p>
Provide Health/Medical Insurance	Low	Community	<p>NEED IS NOT ADDRESSED. NEED IS NOT WITHIN CONTROL OF HOSPITAL</p> <p>CVMC is not an insurance agency. CVMC does not sell health/medical insurance to the general public. Patients without medical insurance and needing financial assistance are offered an application for consideration of charity care. Through the Local Interagency Council, low-income representatives have received training on the hospital's special financial consideration program and how to access this service for their populations.</p>
Offer Massage Therapy	Low	Community	<p>NEED IS NOT ADDRESSED. NOT A SIGNIFICANT HEALTH NEED IN THE COMMUNITY.</p> <p>This need is met by other private businesses within the community.</p>
Recreation Center/Biking & Jogging Paths Swimming Pool	Low	Community Nephi Recreation	<p>NEED IS NOT ADDRESSED DUE TO LIMITED RESOURCES.</p> <p>According to a leading health indicators report found at www.chna.org Juab County residents have a higher percentage rate of obesity when compared to the state of Utah and the United States. CVMC hopes that other community agencies, government and businesses can partner and work together to meet these needs.</p>
Women's Focus Clinic	Low	CVMC	<p>NEED IS MET.</p> <p>CVMC currently operates two medical clinics. One is located in Nephi, Utah and a second; satellite clinic is located in Fountain Green, Utah. Both clinics are open Monday through Friday from 8 AM to 5 PM. One OB/GYN as well as seven Family Medicine physicians are available in the clinics to meet the needs of women in the community.</p>

Need	Priority	Responsible	Implementation Strategy/Comments
Veteran's Services	Low	Veteran's Administration	NEED IS NOT ADDRESSED. NEED IS NOT WITHIN CONTROL OF HOSPITAL During 2012, the Veteran's Administration chose not to renew a contract with CVMC and stopped providing medical services in our community. Veterans are now required to travel to Provo or Salt Lake City for medical services. This comment likely stems from the cessation of this service. CVMC would welcome the opportunity to negotiate a new contract with the Veteran's Administration.
Offer More Free Screenings at the Health Fair	Low	CVMC	NEED IS MET. CVMC already offers a variety of free health screenings at their annual community health fair event; however, more services could be considered. Examples of free health screenings already being offered include: blood pressure, blood glucose, vision, hearing, bone density and grip and strength tests. Lab tests such as, a comprehensive metabolic profile, lipid panel, PSA, CBC, and A1C are all offered at discounted rates.
Provide Reminder Calls for Appointments	Low	CVMC	NEED IS MET. Reminder telephone calls for scheduled appointments are made as time permits by clinic personnel. The Clinic Manager has been notified of the comment and will address the issue.
A larger space for Physical Therapy	Low	CVMC	NEED IS NOT ADDRESSED DUE TO LIMITED RESOURCES. One survey participant commented that a bigger area is needed for physical therapy services. CVMC is aware of this need and would like to respond by expanding the facility, however; financial constraints prevent this from occurring in the near future.
Education on when to use the Emergency Room	Low	CVMC	NEED IS NOT ADDRESSED. NOT A SIGNIFICANT HEALTH NEED IN THE COMMUNITY. A survey participant commented on the need to educate the public on when it is appropriate to use the emergency room. CVMC will continue to refer patients to the most appropriate treatment option based on the health needs of the patient.

Adoption of Implementation Strategy and CHNA

CVMC's governing board met on June 19, 2013, and unanimously agreed to accept the Community Health Needs Assessment as written. The above implementation plan and strategy were also approved and formally adopted.

Exhibit A
Advertising

Flyer and Newspaper

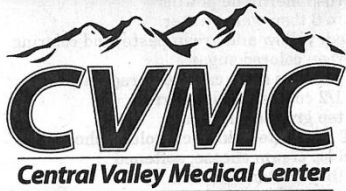


Have you taken our Community Health Needs Assessment?



Please visit our website cvmed.net and complete the survey online!

Take our Community Health Needs Assessment



CentralValleyMedicalCenter.com

- * Pay your Bill Online
- * Search & Apply for Job Opportunities
- * Search for a Physician
- * Give us your Feedback
- * Classes and Events
- * Find a Specialist
- * Watch Videos

SEE WHAT'S NEW!!

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Exhibit A (continued)

Advertising

Website

The screenshot shows the homepage of the Central Valley Medical Center (CVMC) website. At the top is a dark blue navigation bar with links for Online Bill Pay, Contact Us, Employee Corner, Send Feedback, and Videos, along with a search box. Below this is a large banner featuring the CVMC logo and a scenic mountain landscape. A secondary navigation bar lists Home, About Us, Hospital Services, Resources, Career Center, Classes & Events, and Clinics. The main content area includes a featured article titled "CVMC Community Health Assessment" with a sub-headline "Assessing the Needs of our Community!" and a photo of a woman at a computer. Below this is a row of quick links for Accounts & Billing, Medical Records, Dietary Department, Maps & Directions, Nearby Hotels & Dining, Physician Directory, Registration & Admission, Visiting Hours & Policies, and Community Pharmacy. There is also a "Join Our Mailing List!" section with an email input field and social media icons. Three featured boxes highlight "Pay Your Bill Online" (with credit card logos), "Physician Directory", and "Videos". Below these are two news snippets: "Home Medical Equipment" and "CVMC Health Fair A Huge Success!". The footer contains the CVMC logo, contact information (48 West 1500 North, P.O. Box 412, Nephi, UT 84648, Ph: 435.623.3000), a comprehensive list of site links, and copyright information (© 2013 Central Valley Medical Center) and website design credit (Brian K Media & Design).