

Appendix B

Focus Group Documents



February 24, 2016

Dear Friend,

As a community leader, your participation in an upcoming focus group is respectfully requested to seek input about health and wellness needs in Steuben County and the surrounding region. The research effort is being sponsored by Cameron Memorial Community Hospital with assistance from the Indiana Rural Health Association. The meeting will take place at Cameron Memorial Community Hospital on Tuesday, March 15, 2016, 6:00, in Conference Room 1.

Guidance from the Internal Revenue Service requires that hospitals, as part of their requirements associated with maintaining tax-exempt status, must periodically conduct a community needs assessment and demonstrate responsiveness to identified needs. While the assessment is a regulatory requirement, it is also a crucial part of fulfilling our stewardship role for the communities we serve. The first step in this process will consist of a focused discussion regarding perceptions about the most important health and wellness issues facing Steuben County and the region. Cameron Memorial Community Hospital will use the results of the Community Needs Assessment to guide its efforts and priorities for future service planning. With the goal of sparking additional initiatives and collaborative efforts, results of the Community Needs Assessment will also be shared with other area organizations that have an interest in health and wellness issues.

As a community leader, your input is greatly valued as part of the Community Needs Assessment process. We look forward to your participation and insights in creating an accurate and meaningful portrait of the health and wellness needs of Steuben County and the surrounding region.

Please RSVP to Laura Lutterbeck at 260-667-5337 or llutterbeck@cameronmch.com or Allison Kohl at 260-667-5336 or akohl@cameronmch.com regarding your attendance at the March 15th focus group. Thank you.

Sincerely,

Connie M McCahill RN MSA

Connie McCahill
President & CEO
Cameron Memorial Community Hospital

Deena R Dodd

Deena R. Dodd
Network Development Officer
Indiana Statewide Rural Health Network



Your independent community health partner.

**Community Health Needs Assessment Focus Group
March 15, 2016**

Name	Organization Representing	E-mail address
Timothy Crooks	Angola Police	Tcrooks@angola.wv.org
Richard Hickman	City of Angola	rhickman@angola.wv.org
Vincent Coda DPM	PPG Podiatry	Vincent.Coda@parkview.com
Margaret Schreiber	CINCN - OR	mschreiber@cameronmch.com
Donna Bomba	CMCH	dbomba@cameronmch.com
Lynn Fair	Urgent Care of Cameron	lfair@cameronmch.com
Deborah McHenry	Trine University	mchenryd@trine.edu
Jane Odom	Stevens Mobile Health	jane.p.odom@gmail.com
Terry Vanette	Cameron Hospital	Terry.Vanette@INAB.com
Sandy Duncan	Cameron Hospital	sbrady10@gmail.com
Maria Manuel-Soto	Children First Center	Children First Center.org
Denise Kreis	RISE Inc	denise.kreis@rise.org
William Spratt	Parkview Health Services	wms@m.hml.org
Tom Hill		
Jalley	Jonathan Alley APC	jalleydo@yahoo.com

Master List of Community Health Factors

High percentage of students on free and reduced lunches
Minimal parenting skills
Need for central source of information on available services
Lack of medical transport
Access to support services
Language barriers – especially Arabic, Spanish, Chinese, Burmese
Lack of access to health services
Lack of transportation in and out of county
Lack of non-emergent transportation
Need for affordable and licensed child care
Lack of elder care
Access to mental health care
Lack of advocates for mental health services
Lack of affordable housing
Need for transitional housing
Drug abuse – meth, opioids
Shortage of specialists
Good fitness centers
Presence of community wellness programs
Strong schools
Homelessness
Shortage of primary care doctors
Nice walking paths
Strong community
Large population of “working poor”
Great hospital – new building, good staff, great care
Need for substance abuse treatment
Vulnerabilities in senior care
Too few EMS vehicles
Economic pressure
Low community education/awareness for available health services
Immunization gap for insured population
Strong support services – dental, faith-based, primary care
Lack of communication
“Walk with an MD” Program
Strong tourism industry
Effective urgent care
Very good cancer center
Lack of dialysis care
Rising Emotional Disabilities in youth

Small Group Priority Lists

Small Group A

Community Strengths

Angola Kids League

Parks Department
Backpacks program
RISE for disabled persons
Recreational opportunities
Family history – many generations reside here
Many non-profit organizations
Strong leadership
Health and wellness programs
Fitness centers
Trails
Yoga classes
Exceptional education
Trine University
Local merchants

Community Values

Compassionate people
Charitable giving
Religion
Community spirit
Commitment
Visionary leadership
Loyalty
Work Ethic

Highest Priority Community Weaknesses

Kids arts education
Mental health services
Pediatric mental health services
Poor physical fitness
Medical specialists
Medical transportation
Non-medical transportation
Drug abuse – meth and opioid

Small Group B

Community Strengths

Tight knit community
Solution driven
Nice people
Gorgeous geography – lakes
Downtown beautification program
Tourism
Summer population boom
Campgrounds
Strong education system – K-12 & Trine University
Bike/walking paths
Community events
Public safety
Pharmacy

Community Values

Quality residents
Close networking
Small community
Good place to raise kids
Current healthcare services
Recreation
Community involvement
Comradery

Highest Priority Community Weaknesses

Public transportation – access to and affordability
Drug abuse
Mental health care
Sexually transmitted diseases
Mental health treatments – medication, facilities, programs
Gap in affordable insurance
Need more elder care facilities
Access to immunizations
Central source of information of services available

Small Group C

Community Strengths

Sense of community
Crossroads of major highways
Schools and university
Cameron Memorial Community Hospital
Tourism
Police, fire department, EMS, all first responders
Quiet community
Strong incorporated towns
Community pride
Safe communities

Community Values

Work ethic
Rural sensibilities
Sense of community
Outdoor recreation
Education
Volunteerism

Highest Priority Community Weaknesses

Drug use/abuse
Tobacco use
Obesity
Communication of available services
Funding for support services
Lack of transportation

Breakdown of family unit
Alcohol abuse
Poor parenting skills
Sexually transmitted diseases
Need increased services for elder population
Need for drug education and treatment programs
Affordable insurance

Combined List of Highest Priorities

Mental health services
Transportation – both medical and non-medical
Specialists
Drug use/abuse
Tobacco use
Sexually transmitted diseases
Immunizations/vaccinations
Affordable insurance
Elder care
Parenting skills and education



Steuben County Council On Aging, Inc.



April 7, 2016

Community Health Needs Assessment Focus Group
Cameron Memorial Community Hospital
416 East Maumee Street
Angola, IN 46703

Dear Focus Group:

The Steuben County Council on Aging, Inc. operates STAR public transportation for all residents of Steuben County. Unfortunately, I was unable to attend the focus group due to a prior commitment.

I learned later that there was much discussion and an identified need for transportation in the county, so I wanted to provide information and statistics regarding our services. I will focus on the medical trip purposes. Hopefully this will be useful in addressing some of the issues and concerns.

STAR provides transportation for any Steuben County resident Monday thru Friday from 6 AM to 5 PM. Most local trips can be accommodated with a one day notice, and if there is an availability, we will try to get someone in the same day.

In 2015, STAR made 17,868 total one-way trips. Of those trips - 5,013 (29.4%) were for medical reasons. With the following breakdown:

955 Senior (age 60+) Medical Trips

1,029 Senior Medicaid Trips

3,029 Non-Senior Medicaid Trips

250 Nursing & Rehabilitation Centers Trips

We were approached in 2014 regarding the need to transport patients being discharged from the hospital since those individuals needed transportation on short notice. We met with Barb Julien - ER nurse, Michelle Don - Head Nurse, Darlene Crowfoot - Legal Counsel, and Deb Davis - Social Worker. At that time we discussed the options and limitations for our services to see if there was a way to meet this need. It was agreed to track the requests and then revisit the issue when we had some data. We do not know the total number of discharged patients needing transportation, but the following is what we provided.

We tracked calls for 8 months in 2014 and for the entire 2015 calendar year. In 2014 there were 21 requests for transportation for patients being discharged from the hospital, STAR provided transportation for 15 of those calls. We were not able to accommodate 3 requests. There were 2 cancellations and 1 no show.

In 2015 there were 21 calls for transportation for patients being discharged from the hospital, STAR provided service for 17 of those patients. We were unable accommodate 1 request. There were 2 cancellations and 1 no-show.

There is a need for evening and weekend transportation hours, but at this time we do not have any factual information as to how great of a need or what all those needs might entail. Due to financial and regulatory constraints, STAR is not at this time able to expand service hours and days. We would not be able to go forward with an expansion unless we had the statistical data to support the need.

Our fees are as follows:

Seniors (age 60 and above) ride for a donation – within the county.

Medicaid is billed for those that qualify for transportation benefits.

In-County Rates: 0-5 miles \$3.00 one way
 6-10 miles \$6.00 one way
 11 -15 miles \$9.00 one way
 16 miles and over \$12.00 one way

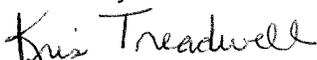
Out-of-County trips can be scheduled depending on availability, cost is determined by destination.

We are looking forward to taking part in and assessing the survey results to partner with the community and community organizations to meet any transportation needs identified.

The Steuben County Council on Aging, Inc. /STAR Transportation is dedicated to serving the transportation needs of Steuben County residents.

Thank you for allowing us to be a part of your Community Health Needs Assessment.

Sincerely,



Kris Treadwell
Ex. Director