

Report on 2022 Community Healthcare Needs Survey

The biggest difference this year with the way our Needs survey was crafted was the design meant to encourage respondents to share their individual comments and ideas. This was accomplished by adding “Other” as an additional choice on most of the questions. And # 25 is a new question: Tell us in your own words, *‘what things -that you don’t have now- would help you on your own personal journey to better health?’* While the ability to add personalized comments did increase feedback, it has also been a challenge to summarize the results.

This report is a highlight summary and is not meant to replace your own review of Addendum B – the full data as given by the respondents (individual names are redacted).

Addendum A is included only as a reference page – it is a full list of the survey questions and answer choices. Addendum C contains a brief multi-year comparison of only a few key points between our Needs surveys in 2018, 2020, and 2022.

What did we seek to learn from our 27-question survey?

About those who responded:

Is your PCP with Asher? If not, why not?
Why seek healthcare outside County?
Do you face discrimination, or other limiting factors? What chronic conditions do you struggle with? Do you feel isolated?
What resources would help you the most?

Social Determinants of Health:

Financial strain or difficulty?
Food availability or insecurity?
Transportation? Secure place to live?

Are you getting needed help for

Mental Health? Substance abuse?

Are you receiving help needed for:

Medical care? Dental care? Medications?
...If not, why not?

What is your community perception of

Opioid or other pain medication abuse?

... and the Goal Posts:

Their overall healthcare concerns,
then drilled down to their biggest one.

What do they want to see in the future to improve our local healthcare?

2022 survey timeline & background

- July 2022: Joan Field, CHW, began the process – designing/creating the 27-question survey (both the online Survey Monkey and the USPS-mailed paper survey) – the same questions appear in each
- October 2022: ACHC held our 2022 Patient Advisory Council meeting to hear general comments, plus to gain the PAC’s insight & input on various methods to seek the highest level of survey response
- November 2022: Survey cover-letter and survey itself finalized and printed; envelopes ordered/received. Surveys mailed to all in-county postal addresses in primary catchment area (800+); online survey was opened; extra survey copies were also available in our Clinics
- December 2022 - Total surveys returned: 90 (4 submitted online by Survey Monkey; 86 paper surveys received by return mail or hand delivery)

A few additional 2022 survey analysis parameters:

- All paper-survey responses (including hand-written comments) were carefully hand-entered into the online Survey Monkey database and combined with online responses – this allows for easier analysis
- Nine respondents signed their survey and provided contact information –outreach was provided
- Although the stated deadline was Dec. 9, 2022, I collected and included all survey responses that arrived – (there were a few that came in early 2023)
- All the individual comments by respondents can be seen within Addendum B (names are redacted)

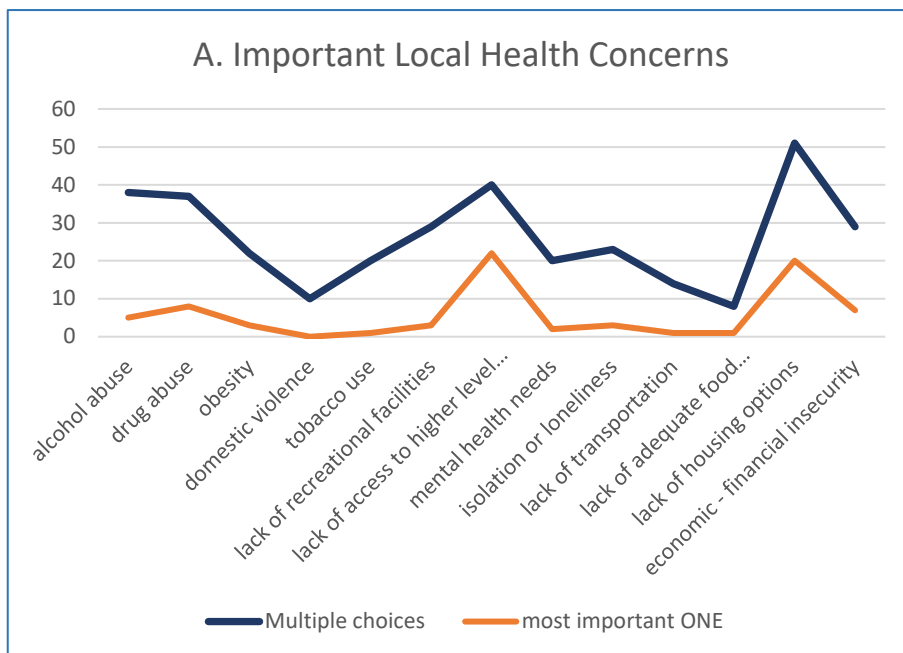
Answer Overview - what can we learn?

Is their PCP (primary care provider) with Asher CHC or not, and what were their reasons for obtaining care outside of Wheeler County?

In 2018, 83% indicated they use ACHC for their primary medical care. In 2020, that slipped to 66%. This survey indicates 44.44%. We should note that many respondents gave very good reasons for obtaining care elsewhere, such as specialty services or complex care needs. This illustrates that there's a growing need with our constituents to travel outside the area for specialty care and higher-level medical services.

What do respondents see as barriers to healthcare, such as discrimination (*gender, race, ethnicity, sexual orientation, income, education level*), or limiting factors (*age, disability, remote location*)? ~ "Residing in a remote rural location" can certainly be a barrier, and it was the top reason given (18%). It is interesting to also note, 73% of the respondents didn't feel that identifying *any* barrier was applicable to their situation.

Current Concerns: What do respondents see as the biggest local healthcare gaps and concerns? We ask this question two ways – and start with a 'big net'. We give a list of common concerns and allow for *multiple* affirmative answers. Next, we asked them to drill it down to a *single* concern. (Table A)

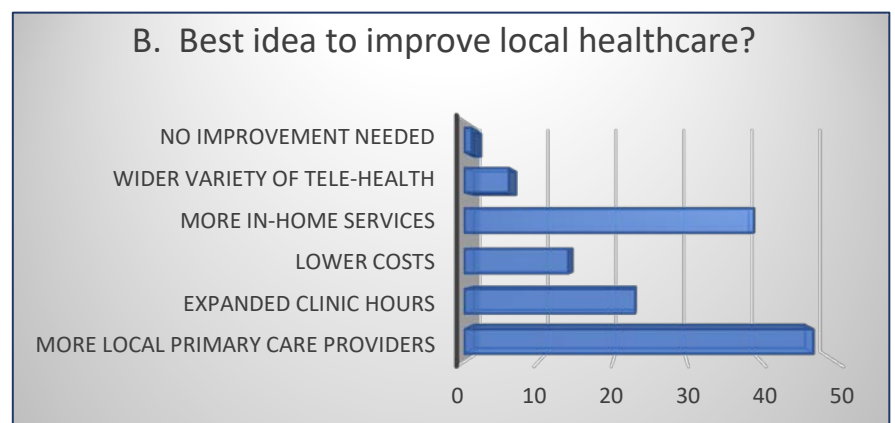


It lends credibility to the answers when we see how the lines parallel each other.

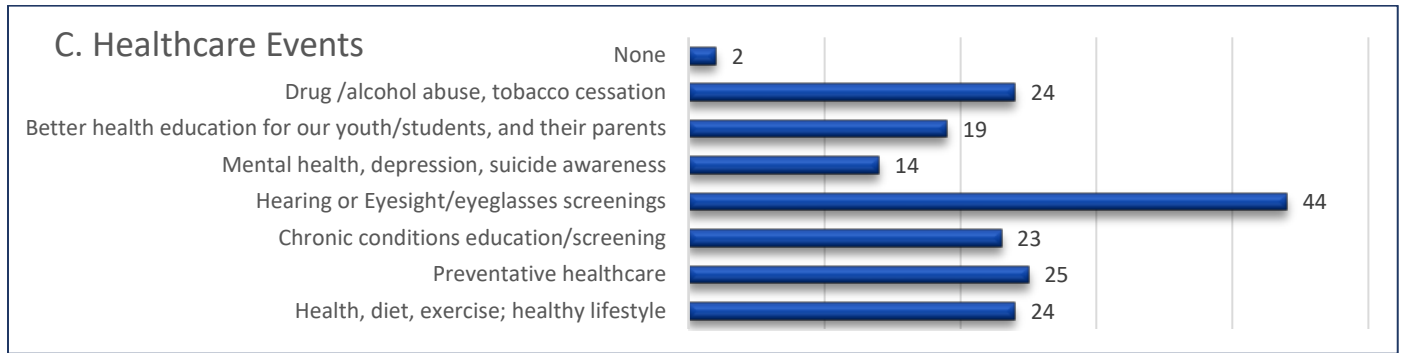
"Lack of housing options" and "Lack of access to higher medical care" are far and away the highest concerns.

An interesting observation: When asked, 'Do you have a secure place to live?', 100% of the people who responded to that question (85/90) said YES.

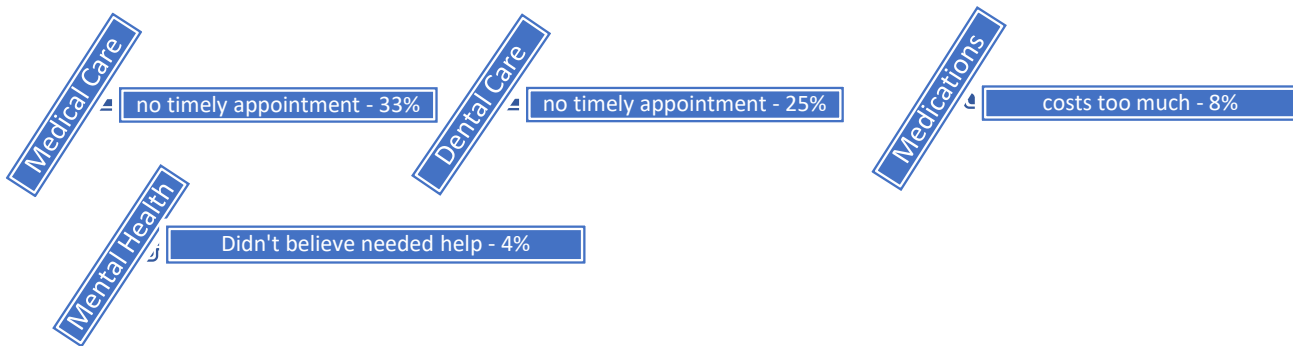
What's needed – ideas for the future: When asked to give their single best idea for improving access to healthcare locally, respondents gave the top ranking to two clear leaders: "More Primary Care Providers" (60%), and "More in-home services" (50%). (Table B)



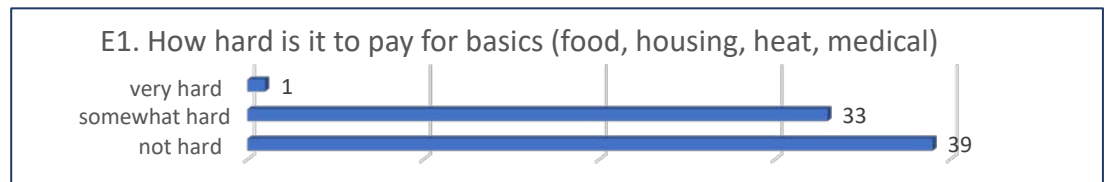
And what countywide healthcare events and educational resources do respondents feel are most needed? Hearing and eyesight screenings are a clear standout. (Table C)



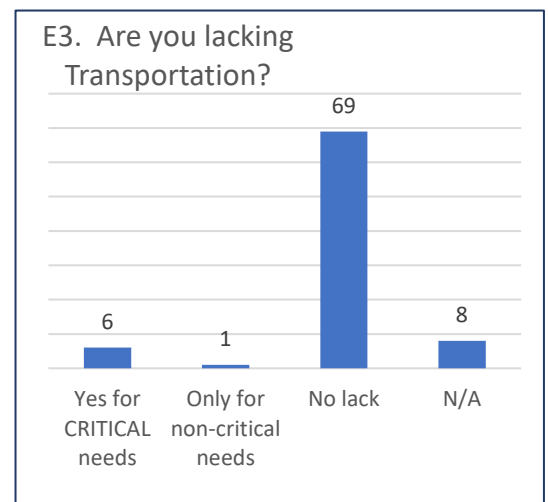
Getting the care needed? And if not, why not? In Table D, we seek to understand possible gaps in various areas of local health care that impact our residents. Medical care, dental care, medications, and mental health.



SDH:
The E Tables
look at the gaps



in social/ environmental needs: (SDH, or social determinants of health). To have a better sense of the depth of the questions and comments, review Addendum B.



Isolation and Loneliness:

A very important consideration in our remote region is whether our constituents feel cut off or isolated. Do they wish they had more opportunities for social activities?

No: 78% **Yes: 22%**

Pain medication / Opioid Misuse: Opioids include prescription opioids (natural and semi-synthetic opioids and methadone), heroin, and synthetic opioids other than methadone (primarily fentanyl). In the United States, opioid-involved overdose deaths rose from 21,089 (2010) to 68,630 (2020). And another dramatic rise to 80,411 in 2021¹. Oregon saw 745 unintentional opioid overdose deaths in 2021². This is how the respondents to our 2022 survey answered Q-14: *“Do you, or does someone you know, struggle with prescription pain medication or opioid medication use?”*

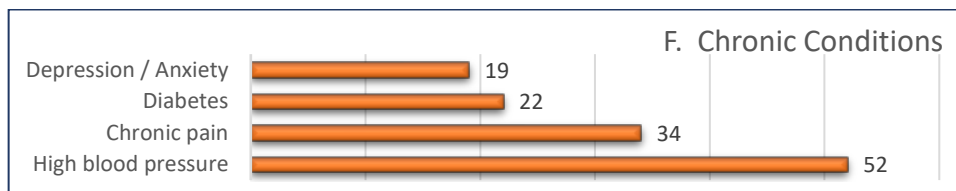
In 2018: 94% answered no. In 2020: 99% answered no. And in **2022: 94% answered no.**

“Drug abuse” and “opioid abuse” are not the same thing, but there is an interesting contradiction in the survey: Those who answered ‘no’ to Q-14 above (94%), of those same respondents 45% said they felt drug abuse was a serious concern locally.

Self-assessment, Mental Health: 70% of respondents (looking at both Q-15 and Q-16) didn’t feel that they were bothered by feeling down, depressed or hopeless. Of those that did, 22% said it was ‘only occasionally’. Troubling to note that approximately 11% were feeling down, depressed or hopeless as often as “every day; more than half the time; or several days”.

Physical, Mental, Emotional problems limitations? Most respondents (72%) don’t feel they are limited by physical, emotional or mental problems (Q-16).

Chronic Conditions: Table F (relating to Q-5) looks at the diagnosed chronic conditions reported by the respondents. These four chronic conditions float to the top. Do these conditions align with our priorities for patient education and resources?



¹ NIDA. Retrieved from National Institute on Drug Abuse, National Overdose Deaths Involving Any Opioid—Number Among All Ages, by Gender, 1999-2021.

² Oregon Health Authority: Opioid Overdose Public Health Surveillance Update, Dec 21st, 2022

2022 Community Healthcare Needs Summary Table: *(Both written and online)*

EOCCO: Eastern Oregon Coordinated Care Org.
 GOBHI: Greater Oregon Behavioral Health, Inc.
 CCS: Community Counseling Solutions
 CHW: Community Health Worker
 RAP: Rental Assistance Program

CAPECO: Community Action Program of East
 Central Oregon
 VOCA: Victims of Crime Act
 HITS: screening, "Hurt, Insult, Threaten, Scream"
 SNAP: Supplemental Nutrition Assistance Prog.

Q-1: Which of the following present serious local concerns?	Issue listed by Order of Importance	Alternative/ Appropriate Entities	ACHC's Plan to Address ◆ = Items we already do, or can do. ❖ = Budget, Time, or Personnel restrictions.	Comment
	Lack of housing	Haven House/ GOBHI RAP	Social determinants of health screening; referral to one of two GOBHI rental assistance programs	◆
	Lack of access to higher medical care	St Charles, St Alphonsus	Added Physical Therapy, added FT Dentist, Referrals, tele health, St Alphonsus screening, Casey Eye & Lions Club, contractual relationships, facilitate assistance for Pt transportation	◆
	Alcohol abuse	GOBHI/ CCS	Screenings, referrals, supportive medical services, community education, MediPlay outreach, ACHC website listings of resources	◆
	Drug abuse	GOBHI/ CCS	Screenings, referrals, supportive medical services, community education, MediPlay outreach, ACHC website listings of resources	◆
	Economic/ Financial insecurity	SNAP/ DHS / CAPECO / Veggie RX / Food Bank	Refer to local resources, make connections with regional agencies, OHP Assister (CHW), nutritional drink samples give-away (CHW)	◆
	Lack of rec facilities	City or County / EOCCO	Glover Hall gym, membership fee assistance	◆
	Isolation / loneliness <i>(when not preferred)</i>	CCS / senior meal sites	Referrals to CCS Peer Support or Warmline, community outreach and education of programs, CHW outreach	◆
	Obesity	Glover Gym / GOBHI	Tele health nutritional counseling, CHW referral, Provider directed care plan, MediPlay outreach	◆
	Mental health needs	CCS/ GOBHI	Screenings, referrals, networking between providers for continuity of care, staff trainings, MediPlay outreach, ACHC website listing	◆
	Tobacco use	Wheeler Co. Public Health	Screening, counseling, prescriptions, MediPlay outreach, ACHC website listing	◆
	Lack of transportation	WCCT/ EOCCO	Distribute cards with WCCT contact info, EOCCO ride program, ACHC website listing, social determinants of health screenings, MediPlay outreach	◆
	Domestic violence	Law enforcement/ VOCA aide	HITS screenings, referral, educational materials, MediPlay outreach	◆

	Lack of adequate food supplies	LCAC/ SNAP/ CAPECO / Food Bank	Refer to Veggie RX, CHW nutritional drink samples give-away, referral to services, social determinants of health screening	◆
Q-3: What things would improve our local access to health care... (Future Dreams)	Issue by Order of Importance	Alternative/ Appropriate Entities	ACHC's Plan to Address ◆ = Items we already do, or can do. ❖ = Budget, Time, or Personnel restrictions.	Comment
	More PCPs		Continue to seek/recruit more ACHC Providers	❖
	More in-home services		Keep CHW program on-focus; add more CHWs; virtual provider visits	◆
	Expanded clinic hours		Dental is expanding – keep focus on medical expansion to accommodate longer extended hours	◆
	Lower costs		340B program with local pharmacy; medical sliding fee scale; dental sliding fee program revised	◆
	Wider variety of tele-health		Seek and negotiate additional tele-health programs; look for outside-the-box opportunities	❖
Q-3: Have any of the following limited your ability to receive adequate health care? (Discrimination)	Issue by Order of Importance	Alternative/ Appropriate Entities	ACHC's Plan to Address ◆ = Items we already do, or can do. ❖ = Budget, Time, or Personnel restrictions.	Comment
	Reside in remote rural location- 18%	WCCT/ EOCCO	CHW home visits, St Alphonsus, Tele health, virtual visits, in-home provider visits	❖
	Age- 5%	GOBHI / DHS	Local agency assistance, as much as possible using clear simple language forms, closed loop communication used, Cultural competency staff training	◆
	Income Level- 4%	DHS / EOCCO / OHP	Sliding fee scale, free sports physicals & BP checks, vaccines for children, Cultural competency staff training, community health fair screening events, Social determinants of health screening	◆
	Disability- 2%	DHS / EOCCO / OHP	Cultural competency staff training, ADA accessible facilities, connection to regional agencies	◆
	Race, ethnicity, cultural barrier- 1%		Cultural competency staff training	◆
	Education Level- 0%		As much as possible using clear simple language forms, closed loop communication used,	◆
	Gender- 0%		Cultural competency staff training	◆
	Sexual Orientation- 0%		Cultural competency staff training	◆

Addendum A – List of Survey Questions & Answer Choices

1	Which of the following do you feel presents a serious concern to our local Wheeler County communities today? (Mark all that apply)	Alcohol abuse; Drug abuse; Obesity; Domestic violence; Tobacco use; Lack of recreational facilities; Lack of access to higher medical care; Mental health needs; Isolation or loneliness; Lack of transportation; Lack of adequate food supplies; Lack of housing options; Economic/Financial insecurity; Other (please specify)
2	If you could ONLY PICK ONE, which do you feel is the MOST IMPORTANT health concern we have in our local communities? Please select ONE ONLY:	Alcohol abuse; Drug abuse; Obesity; Domestic violence; Tobacco use; Lack of recreational facilities; Lack of access to higher medical care; Mental health needs; Isolation or loneliness; Lack of transportation; Lack of adequate food supplies; Lack of housing options; Economic/Financial insecurity; Other (please specify)
3	In your opinion, what things would improve our community's access to health care?	More local Primary Care Providers; Expanded Clinic hours; Lower costs; More in-home services; Wider variety of Tele-Health; No improvement needed; Other (please specify)
4	Regarding future County-wide health care events, what topics would you like to see?	Health, diet, exercise; healthy lifestyle // Preventative healthcare // Chronic conditions education/screening // Hearing or Eyesight/eyeglasses screenings // Mental health, depression, suicide awareness // Better health education for our youth/students, and their parents // Drug /alcohol abuse, tobacco cessation // None // Other (please specify)
5	Have you ever been told by a doctor or other health professional that you have any of the following conditions? (Mark all that apply)	High Blood Pressure; Diabetes; Depression or Anxiety; Mental health concerns; Lung or breathing issues; Chronic pain (such as Arthritis or other pain- related conditions); Cancer; N/A; Other (please specify)
6	MEDICAL CARE: If you or someone in your household needed medical care in the last 6 months, did they get all the medical care they needed?	Yes, from ACHC; No, from ACHC; Yes, from an outside-the-area provider; No, from an outside-the-area provider; N/A
7	If you or they didn't get the needed medical care, what were the main reasons? (Mark all that apply)	Costs too much; Couldn't get a timely appointment at ACHC; Couldn't get transportation to ACHC; Referral to a specialist was denied; N/A; Other (please specify)
8	DENTAL CARE: If you or someone in your household needed dental care in the last 6 months, and did you or they get all the dental care needed?	Yes, from ACHC; No, from ACHC; Yes, from an outside-the-area provider; No, from an outside-the-area provider; N/A
9	If you or they didn't get all the dental care needed, what was the main reason they didn't?	Costs too much; Couldn't get a timely appointment at ACHC; Couldn't get transportation to ACHC; Referral to a specialist was denied; N/A; Other (please specify)
10	MEDICATIONS: If you or someone in your household needed prescription medications in the last 6 months, did they get all the medications they needed?	Yes; No; N/A
11	If they didn't get the medications needed, what was the main reason?	Costs too much; Couldn't get prescription delivered to home; Couldn't pick up the prescription; PCP refused to refill the prescription; N/A; Other (please specify)

12	MENTAL HEALTH: In the last 6 months, was there a time when you or someone in your household needed treatment for mental health or substance use?	Yes; No; N/A
13	If they didn't get the mental health or substance use treatment help they needed, what was the main reason?	Costs too much; Couldn't get an appt with local provider; No transportation to the local provider/couldn't get there; No transportation to the outside provider/couldn't get there; The person didn't believe they needed help; N/A; Other (please specify)
14	Do you, or does someone you know, struggle with prescription pain medication or opioid medication use?	Yes; No
15	Have you been bothered by having little interest or pleasure in doing things, or feeling down, depressed, or hopeless recently? How often?	Several days; More than half the time; Every day; Only occasionally; Only once or twice; N/A
16	Does a physical, mental, or emotional problem limit your ability to work or perform routine tasks?	Yes; No
17	Have you sought counseling or help from a medical professional?	Yes; No; N/A; If not, why not?
18	SOCIAL / ENVIRONMENTAL: How hard is it for you (or your household) to pay for the very basics like food, housing, heating, medical care and medications?	Not hard at all; Somewhat hard; Very hard; N/A
19	Do you have a secure place to live?	Yes; No; Comment?
20	In the past 12 months, has lack of transportation kept you (or your household) from getting to medical appointments, meetings, work or from getting things you've needed?	Yes, it has kept me from critical things like medical care, getting my medications, work, or accessing food // Yes, it has kept me from things that were not critical (meetings, etc) // No // N/A
21	In the last 12 months, did you cut the size of meals or skip meals because there wasn't enough money for food? Or have you been worried that your food would run out before you got money to buy more? How often?	Daily; Often; Sometimes; Rarely; Once; N/A
22	Is your primary Medical Provider associated with Asher CHC?	Yes; No; If not, why not?
23	If you regularly seek care outside of Wheeler County, what are the main reasons why?	Needed care that I can't get locally; Small community/concern with privacy; Had established care elsewhere before moving here/continuing with that; Do not have confidence with local providers; N/A; Other (please specify)
24	Do you feel any of the following have limited your ability to receive adequate health care, due to any of the following reasons?	Gender; Race or ethnicity/cultural barrier; Income level; Educational level; Sexual orientation; Age; Disability; Reside in remote rural location; N/A – no limitations or does not apply to me; Other (please specify)

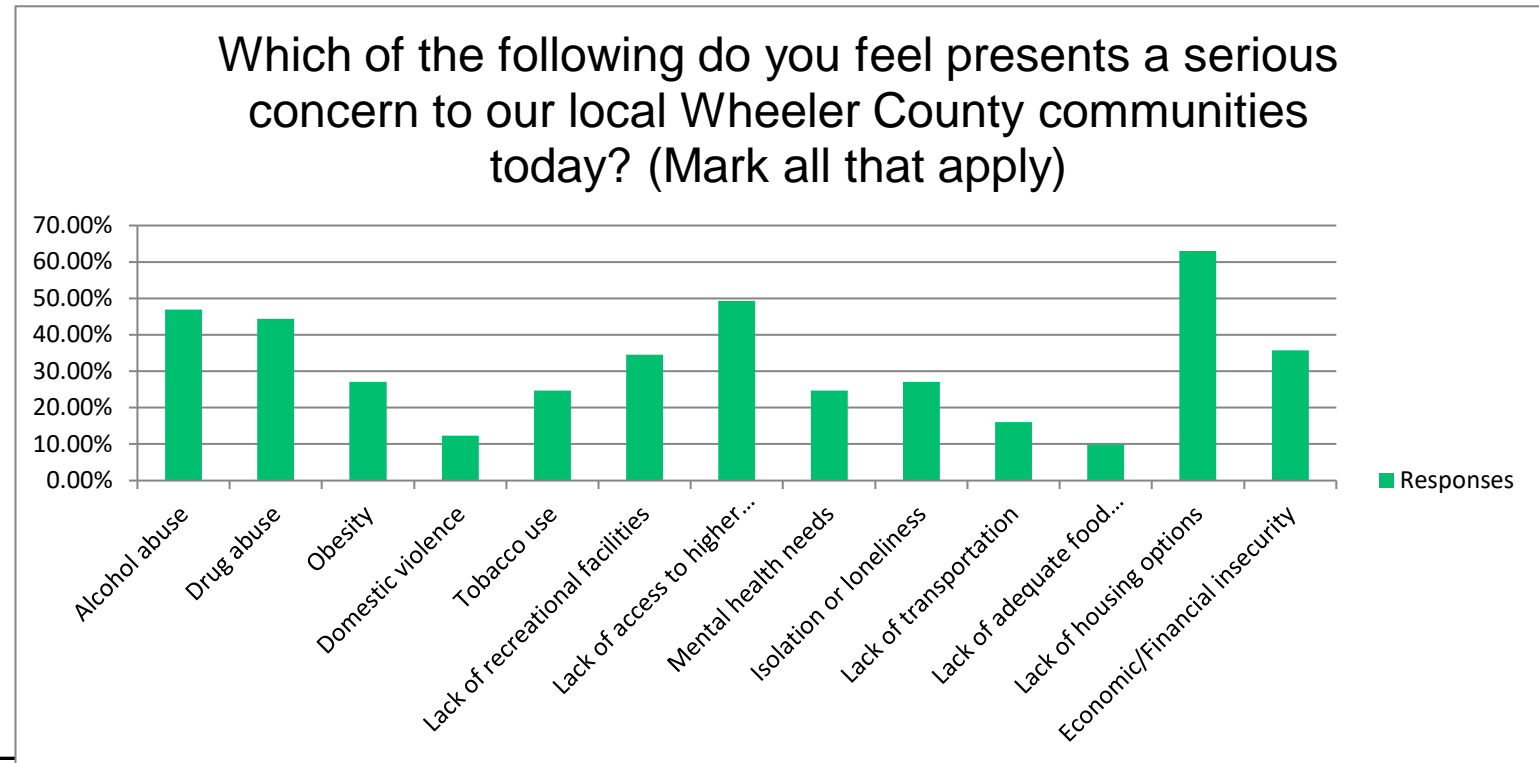
25	In your own personal effort to have better health, what are things that would help you on that journey that you don't have now?	(Provided space for individual answers)
26	Do you feel isolated or cut off living in our rural area? Do you wish you had more opportunities to be around other people for social activities?	Yes; No; Other – please specify
27	Asher Community Health Center observes a Sliding Fee Scale Program for patients who qualify. The nominal fee for a MEDICAL visit is \$20 – do you think this is affordable?	Yes; No
28	The nominal fee for a DENTAL visit is \$30 – do you think this is affordable?	Yes; No
*	Not required // Name & contact info	(Provided space for individual answers)
**	Any additional comments?	(Provided space for individual answers)

Addendum B. All Individual Responses, Compiled

2022 ACHC Community Healthcare Needs Assessment

1. Which of the following do you feel presents a serious concern to our local Wheeler County communities today? (Mark all that apply)

Answer Choices	Responses	
Alcohol abuse	46.34%	38
Drug abuse	45.12%	37
Obesity	26.83%	22
Domestic violence	12.20%	10
Tobacco use	24.39%	20
Lack of recreational facilities	35.37%	29
Lack of access to higher medical care	48.78%	40
Mental health needs	24.39%	20
Isolation or loneliness	28.05%	23
Lack of transportation	17.07%	14
Lack of adequate food supplies	9.76%	8
Lack of housing options	62.20%	51
Economic/Financial insecurity	35.37%	29
Other (please specify)		11
	Answered	82
	Skipped	8



Other (please specify)								
No on-site doctor or NP - I've been told multiple times since early spring of 2022.								
Lack of ability to be seen immediately for emergencies.								
Property Tax - Gross disparity (Spray)								
cost of dental services for seniors.								
Lack of consistent providers, like before!								
lack of home health								
Lack of consistent providers in ACHC; lack of timely appointments made at ACHC.								
None apply to me. Can't speak for my neighbors.								
Use of prescriptions instead of healthy diet and exercise - ie diabetes can be avoided w/healthy diet and exercise - same with high blood pressure.								
Lack of Doctors								
walking venue								

2022 ACHC Community Healthcare Needs Assessment

2. If you could ONLY PICK ONE, which do you feel is the MOST IMPORTANT health concern we have in our local communities? Please select ONE

ONLY: Answer Choices	Responses	
Alcohol abuse	6.67%	5
Drug abuse	9.33%	8
Obesity	4.00%	3
Domestic violence	0.00%	0
Tobacco use	1.33%	1
Lack of recreational facilities	4.00%	3
Lack of access to higher medical care	29.33%	22
Mental health needs	2.67%	2
Isolation or loneliness	4.00%	3
Lack of transportation	1.33%	1
Lack of adequate food supplies	1.33%	1
Lack of housing options	26.67%	20
Economic/Financial insecurity	9.33%	7
Other (please specify)		12

Answered 76
Skipped 14

Other (please specify)

Lack of Rec facilities; Lack access to higher medical care; Lack of adequate food supplies.

ALL are a problem.

(also added) "Trump supporters!!!"

My last appt was virtual from someone that lived on the Oregon coast.

Proper nutrition, re: obesity

lack of after-hours care and the clinic and ambulance needs to work together.

Addictions

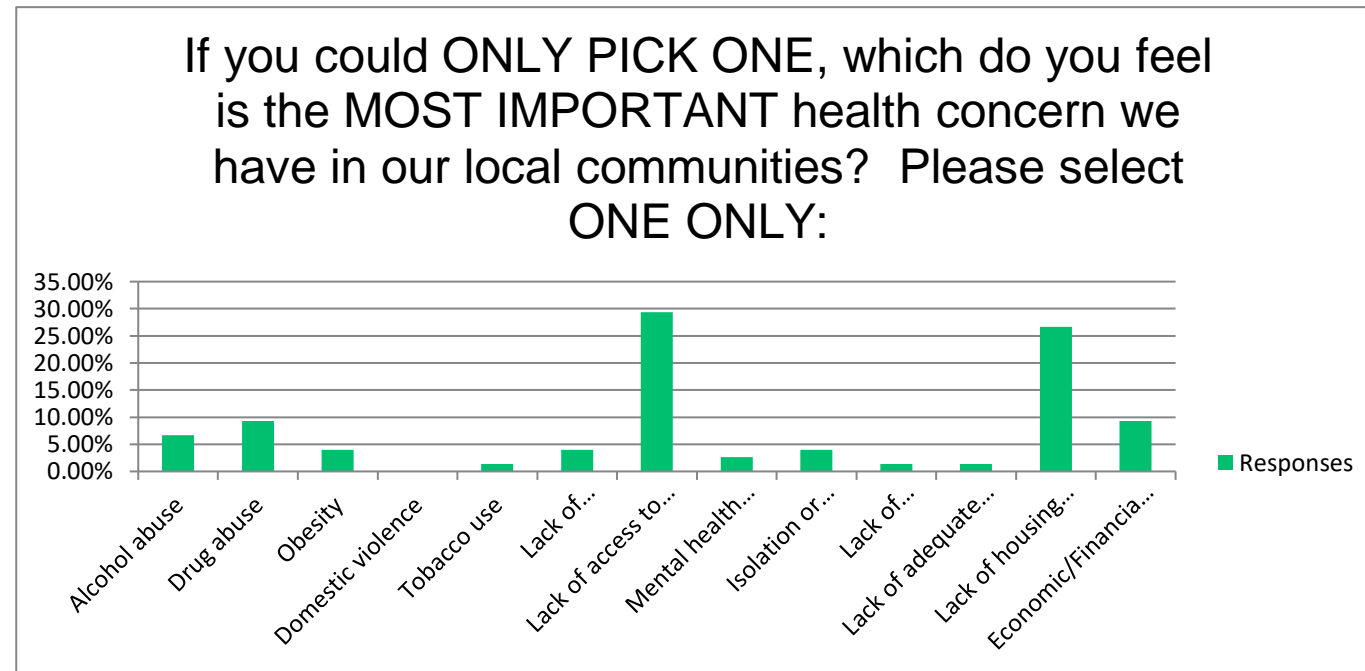
in home health care.

Lack of consistent health care in ACHC by inconsistent providers.

Stable local medical and dental services.

if not obese, lessen chances of diabetes, high blood pressure, high cholesterol.

Lack of Doctors



2022 ACHC Community Healthcare Needs Assessment

3. In your opinion, what things would improve our community's access to health care?

Answer Choices	Responses	
More local Primary Care Providers	61.04%	47
Expanded Clinic hours	28.57%	23
Lower costs	18.18%	14
More in-home services	50.65%	39
Wider variety of Tele-Health	7.79%	6
No improvement needed	1.30%	1
Other (please specify)		12

Answered 78
Skipped 12

Other (please specify)

keep regular staff - too much turnover!

Having 24 hr. care when called and working with our ambulance.

Didn't know about Asher services being available in Mitchell.

Doctors to be present to see patients.

Communication - actual healthcare.

Lack of cooperation between ACHC and ambulance

Restore Home Health.

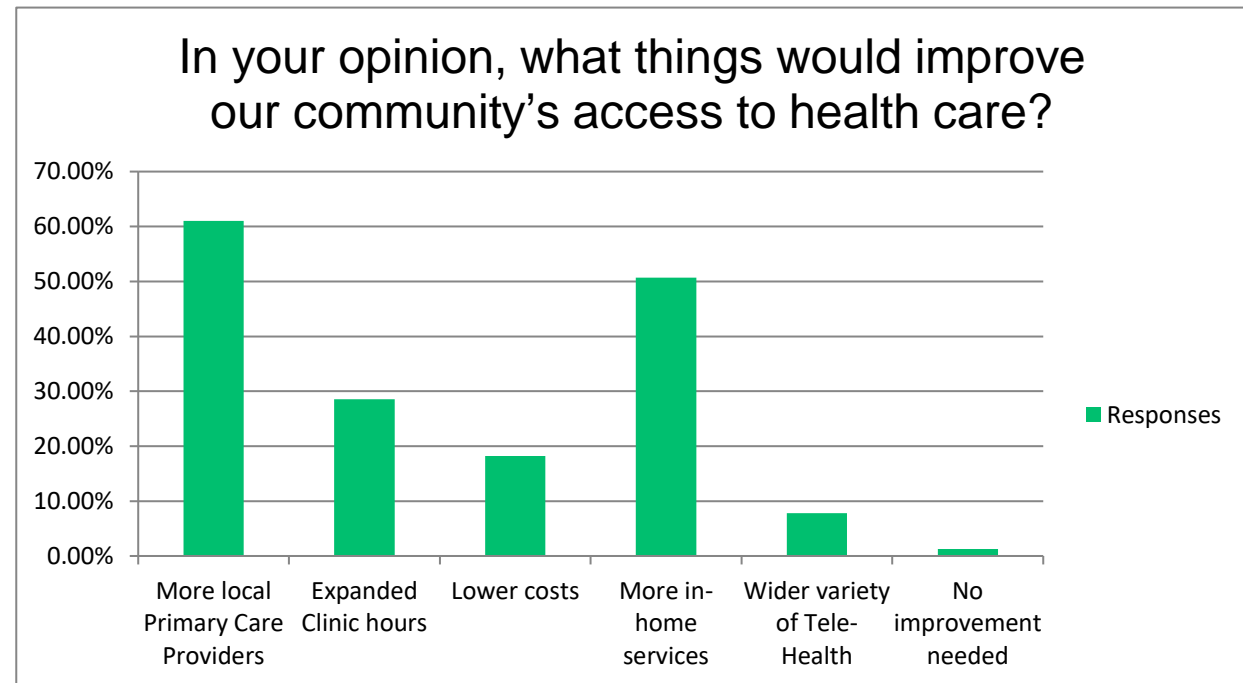
Weekend coverage for emergencies that don't need hospital.

get people off prescriptions- don't take the easy way out!

consistent care providers

Be nice if providers were available evenings and weekends. The volunteer ambulance seems to be the answer to everything that comes.

I have had little to no problem but there is always room for growth.



2022 ACHC Community Healthcare Needs Assessment

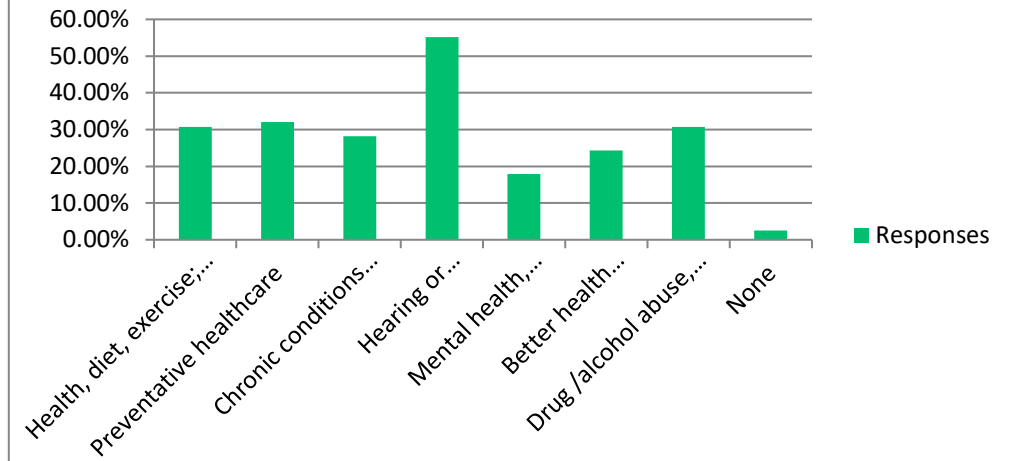
4. Regarding future County-wide health care events, what topics would you like to see?

Answer Choices	Responses	
Health, diet, exercise; healthy lifestyle	30.77%	24
Preventative healthcare	32.05%	25
Chronic conditions education/screening	28.21%	23
Hearing or Eyesight/eyeglasses screenings	55.13%	44
Mental health, depression, suicide awareness	17.95%	14
Better health education for our youth/students, and their parents	24.36%	19
Drug /alcohol abuse, tobacco cessation	30.77%	24
None	2.56%	2
Other (please specify)		8

Answered 79
Skipped 11

Other (please specify)
Education in Geriatrics for teens! (and providers)
pain management.
should make the special clinics better advertised so all would know about them.
More natural remedies.
Exercise classes
How about timely appts with a stable dentist and PCP?
DM classes (diabetes-?); ed (education-?) access to AA support
Hearing

Regarding future County-wide health care events, what topics would you like to see?



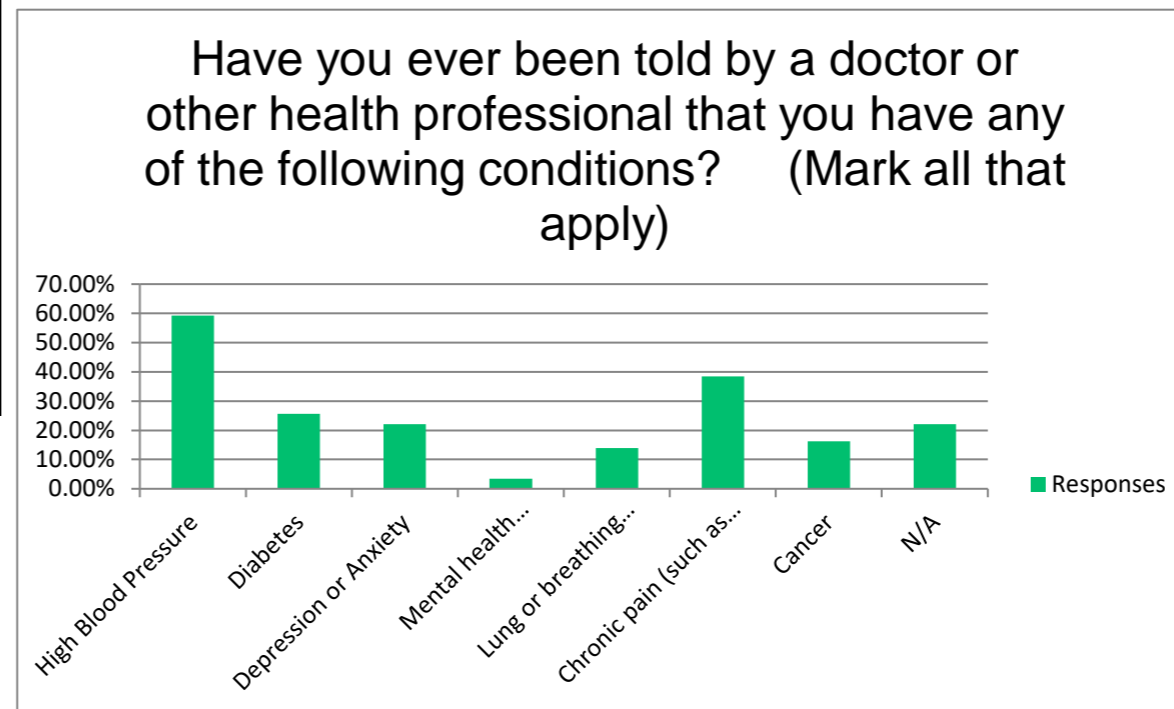
2022 ACHC Community Healthcare Needs Assessment

5. Have you ever been told by a doctor or other health professional that you have any of the following conditions? (Mark all that apply)

Answer Choices	Responses	
High Blood Pressure	59.30%	52
Diabetes	25.58%	22
Depression or Anxiety	22.09%	19
Mental health concerns	3.49%	3
Lung or breathing issues	13.95%	12
Chronic pain (such as Arthritis or other pain- related conditions)	38.37%	34
Cancer	16.28%	14
N/A	22.09%	19
Other (please specify)		10

Answered 87
Skipped 3

Other (please specify)
PC05 (?) Heart failure.
heart valve issues and blood disorder.
renal failure
sleep apnea
anurysm of the aorta
Working on getting more active!
osteoporosis
HIV
Allergies, asthma, COPD, gastroparesis
pre-diabetes, osteoporosis

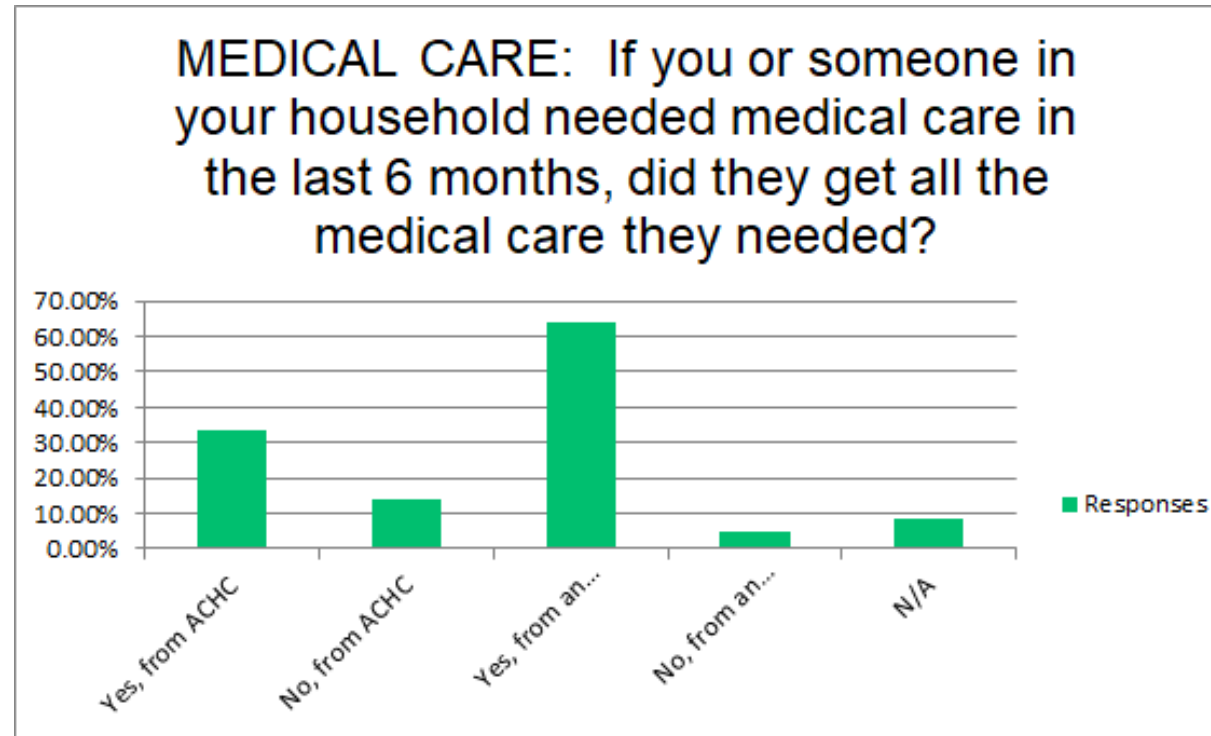


2022 ACHC Community Healthcare Needs Assessment

6. MEDICAL CARE: If you or someone in your household needed medical care in the last 6 months, did they get all the medical care they needed?

Answer Choices	Responses	
Yes, from ACHC	34.15%	28
No, from ACHC	13.41%	11
Yes, from an outside-the-area provider	64.63%	53
No, from an outside-the-area provider	4.88%	4
N/A	8.54%	7
Answered		82
Skipped		8

Comment:
"You have to go 'outside!'"



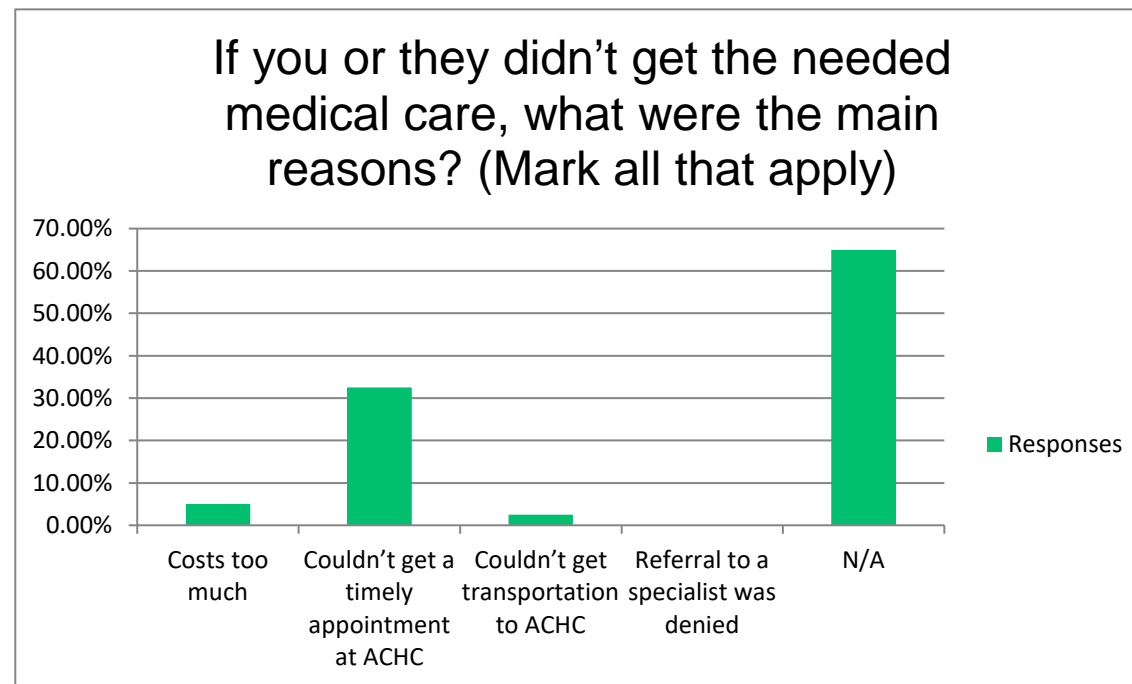
2022 ACHC Community Healthcare Needs Assessment

7. If you or they didn't get the needed medical care, what were the main reasons? (Mark all that apply)

Answer Choices	Responses	
Costs too much	5.00%	2
Couldn't get a timely appointment at ACHC	32.50%	13
Couldn't get transportation to ACHC	2.50%	1
Referral to a specialist was denied	0.00%	0
N/A	65.00%	26
Other (please specify)		13

Answered 40
Skipped 50

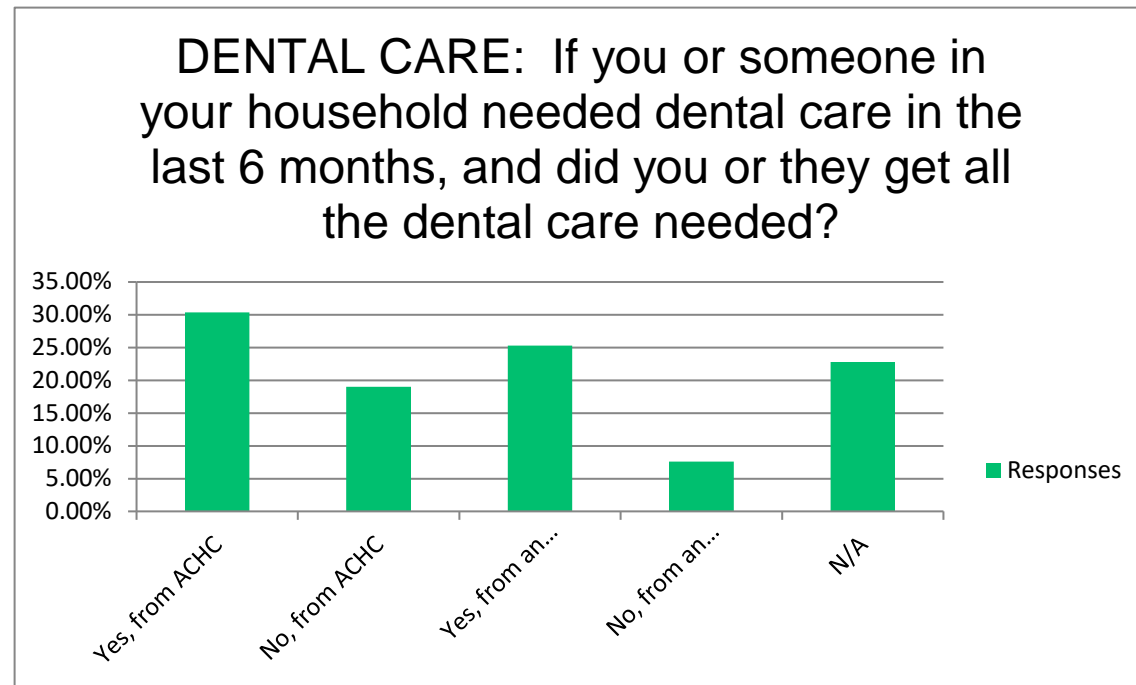
Other (please specify)
after hours emergency.
nurse pract. had no compassion - did NOT care.
Had to be referred!
services not covered by ACHC.
This is confusing. What if they got help elsewhere because they were referred to a specialist or went to an ER? But otherwise ACHC did it all.
no home health.
Non knowledgeable PA wrong diagnosis - unwilling PA non communicative.
After hours emergency, drove to Prineville.
Treatment at ACHC and outside the area provider.
long wait times for referrals even with phone calls - referral coordinator not responsive.
Referred to a Specialist.
referral has yet to schedule appt since spring.
Ref. Dr. was rude so I declined service.



2022 ACHC Community Healthcare Needs Assessment

8. DENTAL CARE: If you or someone in your household needed dental care in the last 6 months, and did you or they get all the dental care needed?

Answer Choices	Responses	
Yes, from ACHC	29.63%	24
No, from ACHC	18.52%	15
Yes, from an outside-the-area provider	24.69%	20
No, from an outside-the-area provider	7.41%	6
N/A	24.69%	20
Answered		81
Skipped		9



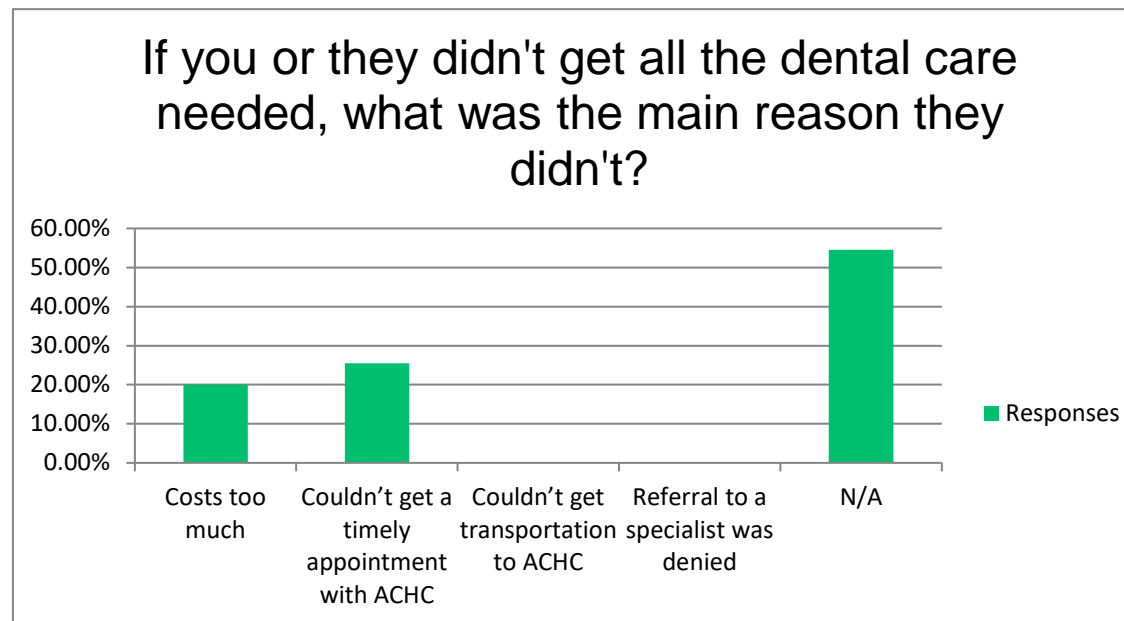
2022 ACHC Community Healthcare Needs Assessment

9. If you or they didn't get all the dental care needed, what was the main reason they didn't?

Answer Choices	Responses	
Costs too much	20.00%	11
Couldn't get a timely appointment with ACHC	25.45%	14
Couldn't get transportation to ACHC	0.00%	0
Referral to a specialist was denied	0.00%	0
N/A	54.55%	31
Other (please specify)		9

Answered 56
Skipped 34

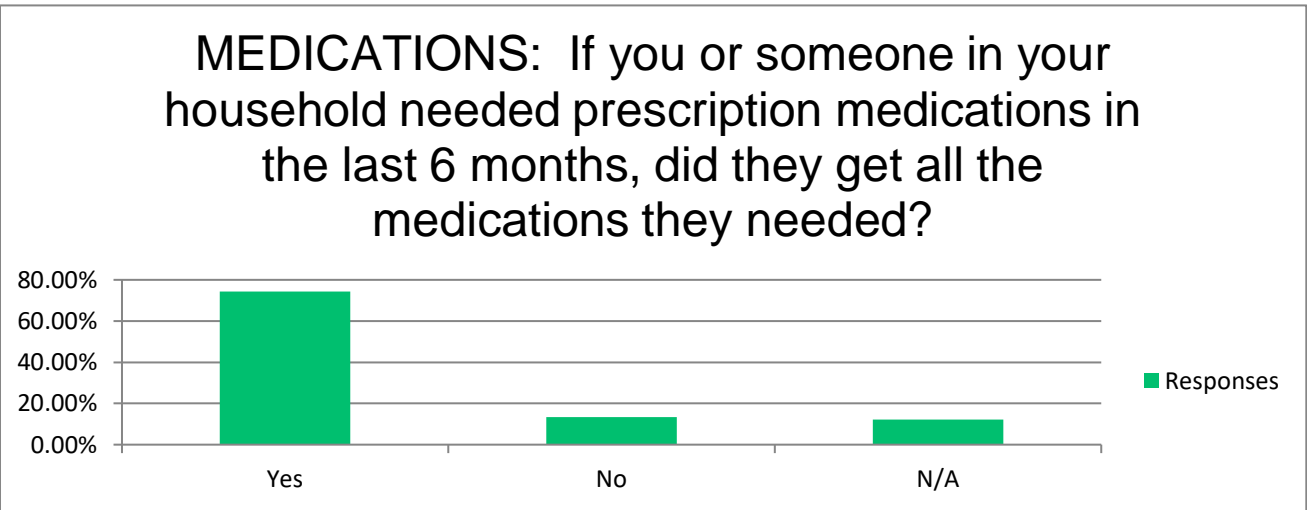
Other (please specify)
cancelled appt, never rescheduled ; no one ever called back to reschedule.
only one hygienist, (she) got sick and she couldn't come so my appt got cancelled. ... I get it, but still too bad. :-)
<i>(checked 'other' but didn't say what)</i>
Asher Dental doesn't keep consistent appointments or send reminders.
pulling tooth only option at ACHC.
didn't need it
couldn't get an appt with regular dentist schedule - because of illness on both sides.
Declined crown, will opt for extraction.



2022 ACHC Community Healthcare Needs Assessment

10. MEDICATIONS: If you or someone in your household needed prescription medications in the last 6 months, did they get all the medications they needed?

Answer Choices	Responses	
Yes	73.81%	62
No	14.29%	12
N/A	11.90%	10
Answered		84
Skipped		6



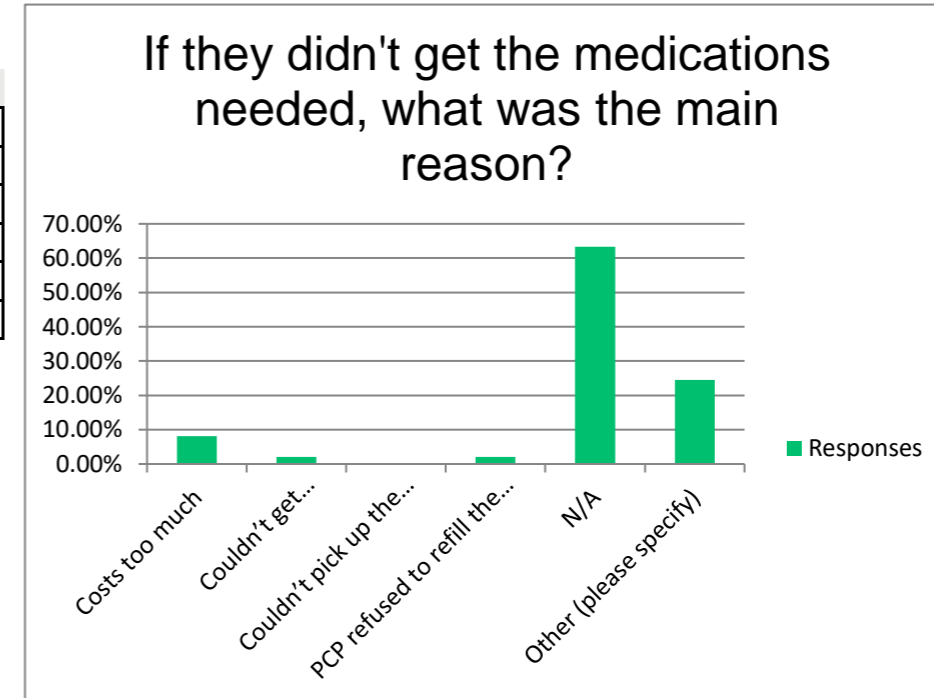
2022 ACHC Community Healthcare Needs Assessment

11. If they didn't get the medications needed, what was the main reason?

Answer Choices	Responses	
Costs too much	7.84%	4
Couldn't get prescription delivered to home	3.92%	2
Couldn't pick up the prescription	1.96%	1
PCP refused to refill the prescription	1.96%	1
N/A	60.78%	31
Other (please specify)	23.53%	12

Answered 51
Skipped 39

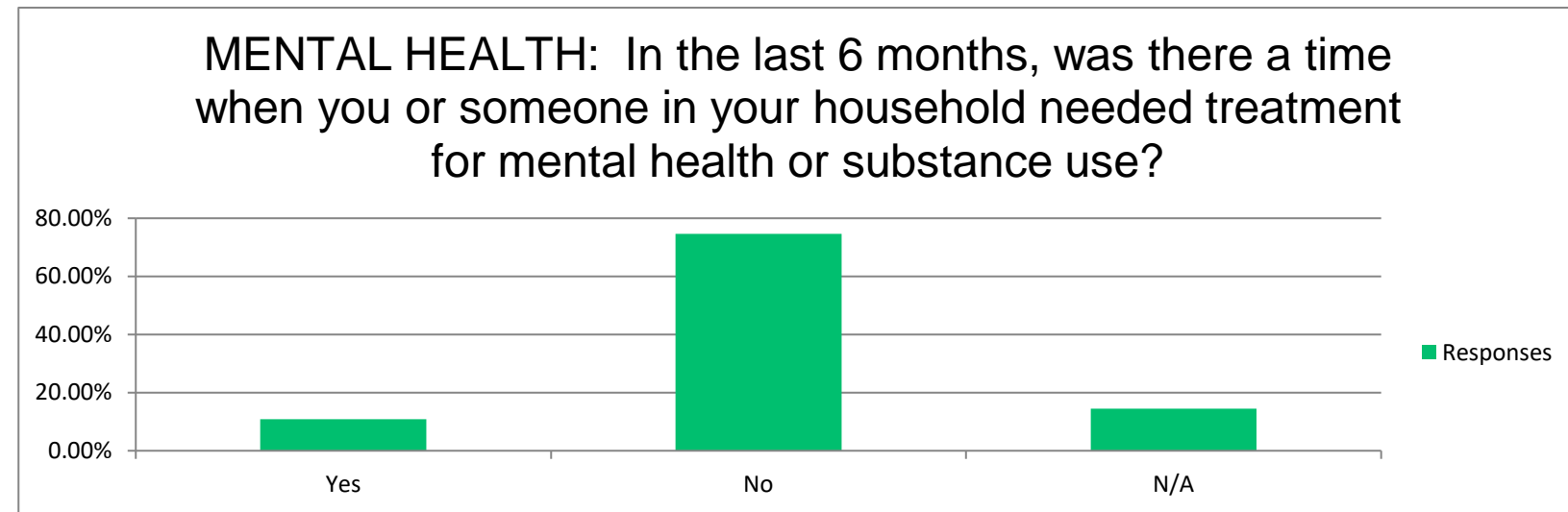
Other (please specify)
Couldn't get refills to Express Scripts in time.
1) costs too much, AND ALSO: 2) couldn't get prescriptions delivered to home; AND 3) couldn't pick up prescription
Rite-Aid B.S.!
Having a hard time getting your pills on time.
1) wrong prescription called in, and 2) wasn't called in or followed up that it was received.
no one reviewed blood blood test from July until a month later. Made refill late.
Really appreciate Murray's delivery to ACHC!
costs too much. Called the pharmacy and they said Dr never refilled it.
Don't know
Insurance deductible was too much.
Takes too much time for the clinic to ok with pharmacy, so he runs out. We call for a refill and the clinic takes too long to call it in, so he runs out.
medication was not available; shortage.



2022 ACHC Community Healthcare Needs Assessment

12. MENTAL HEALTH: In the last 6 months, was there a time when you or someone in your household needed treatment for mental health or substance use?

Answer Choices	Responses	
Yes	10.59%	9
No	75.29%	64
N/A	14.12%	12
Answered		85
Skipped		5



2022 ACHC Community Healthcare Needs Assessment

13. If they didn't get the mental health or substance use treatment help they needed, what was the main reason?

Answer Choices	Responses	
Costs too much	1.89%	1
Couldn't get an appt with local provider	0.00%	0
No transportation to the local provider; couldn't get there	0.00%	0
No transportation to the outside provider; couldn't get there	0.00%	0
The person didn't believe they needed help	3.77%	2
N/A	94.34%	50
Other (please specify)		5

Answered 53
Skipped 37

Other (please specify)

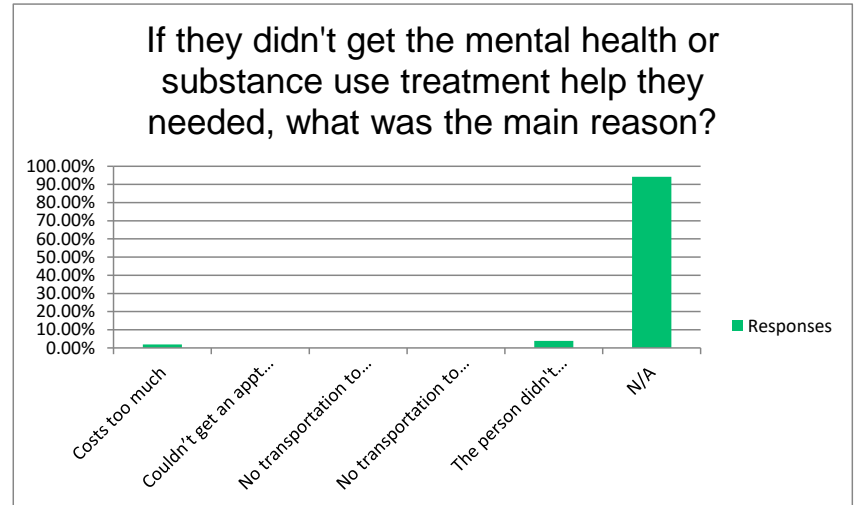
(checked 'other' but no explanation)

Appts kept being cancelled by office 5 minutes before appt.

CCS is wonderful. How can they create community support groups? - formal and esp informal.

I need an MRI in Bend but can't drive afterwards

Needed meds refilled, ran out of depression meds - please call it in as soon as it is needed!

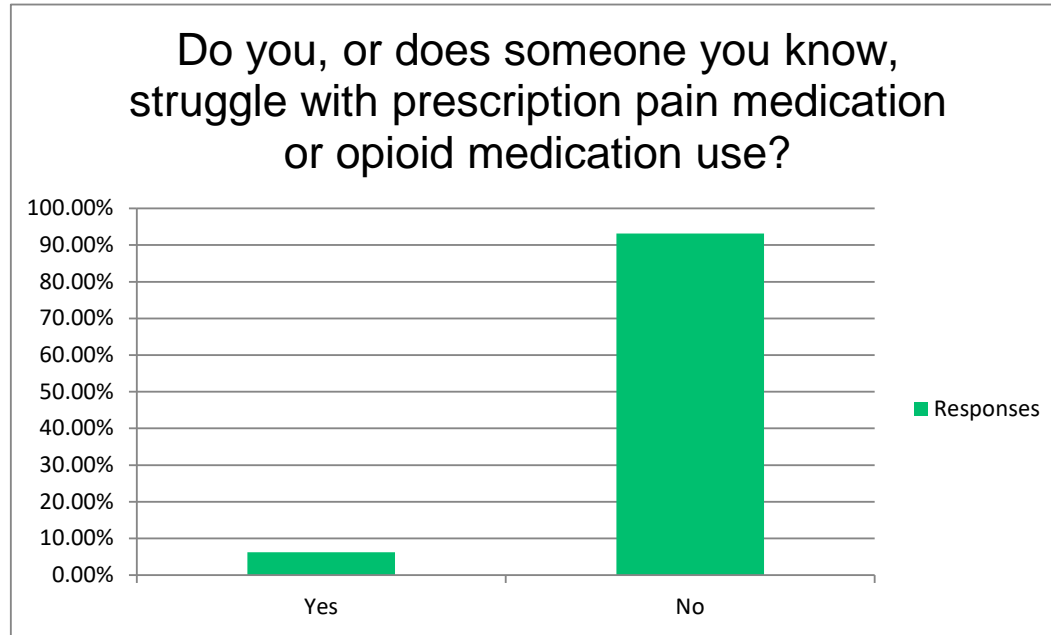


2022 ACHC Community Healthcare Needs Assessment

14. Do you, or does someone you know, struggle with prescription pain medication or opioid medication use?

Answer Choices	Responses	
Yes	6.10%	5
No	93.90%	77
Answered		82
Skipped		8

Comment:
"Can not get needed pain medication."

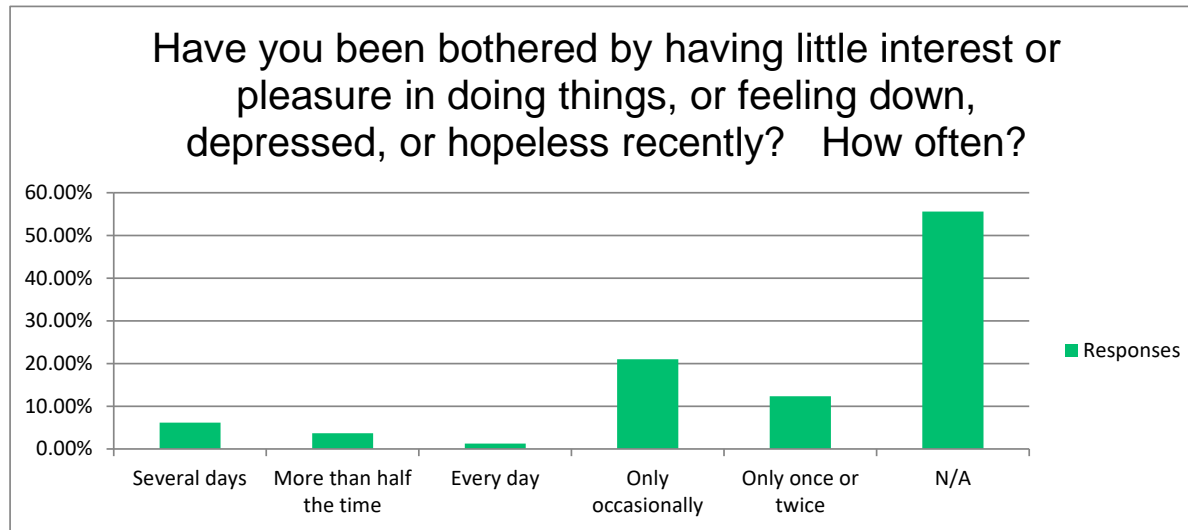


2022 ACHC Community Healthcare Needs Assessment

15. Have you been bothered by having little interest or pleasure in doing things, or feeling down, depressed, or hopeless recently? How often?

Answer Choices	Responses	
Several days	6.02%	5
More than half the time	3.61%	3
Every day	1.20%	1
Only occasionally	21.69%	18
Only once or twice	12.05%	10
N/A	55.42%	46
Answered		83
Skipped		7

Comment:
"Winter's setting in and too cold to work outside."

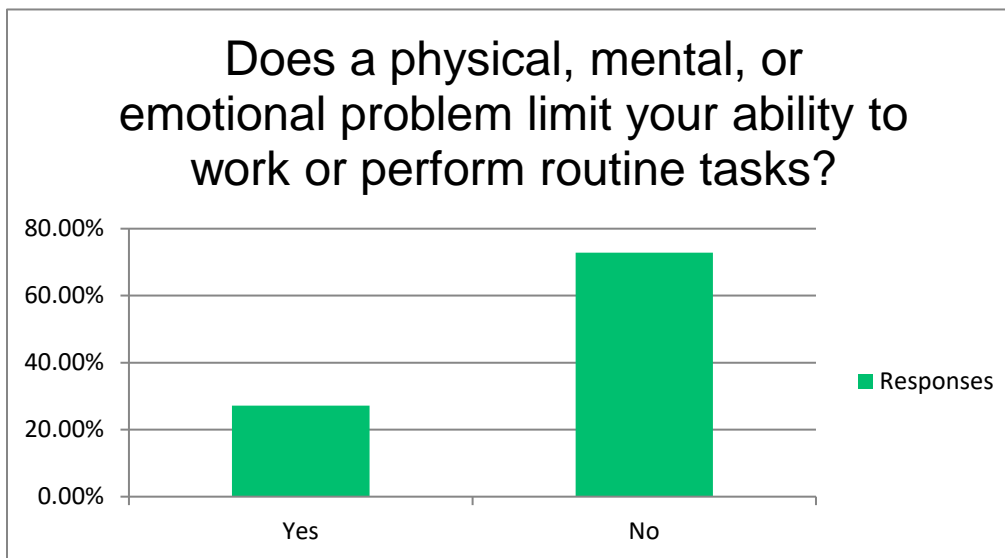


2022 ACHC Community Healthcare Needs Assessment

16. Does a physical, mental, or emotional problem limit your ability to work or perform routine tasks?

Answer Choices	Responses	
Yes	27.71%	23
No	72.29%	60
Answered		83
Skipped		7

Comments:
"Sometimes."
"No exercising."

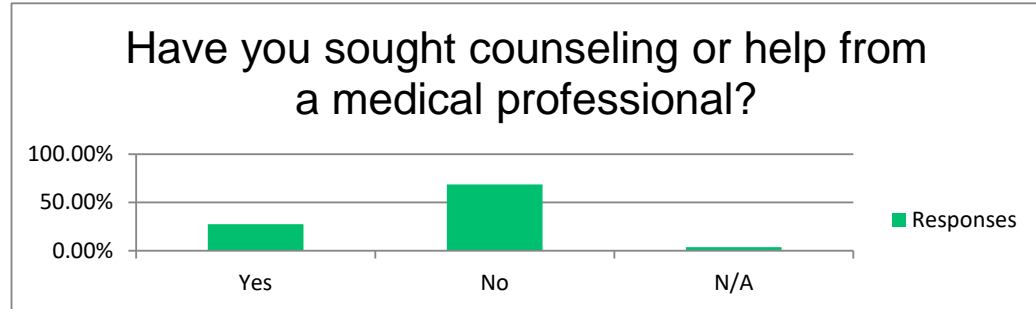


2022 ACHC Community Healthcare Needs Assessment

17. Have you sought counseling or help from a medical professional?

Answer Choices	Responses	
Yes	29.27%	24
No	67.07%	55
N/A	3.66%	3
If not, why not?		13

Answered 82
Skipped 8

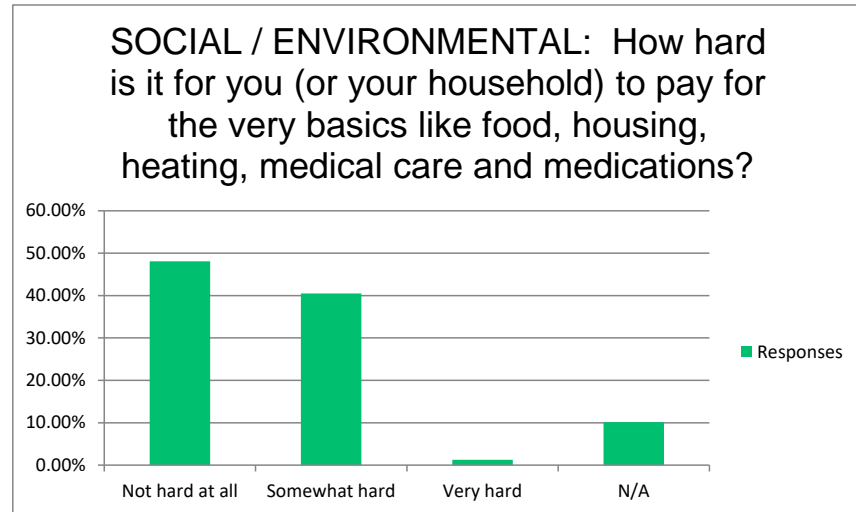


If not, why not?
not needed.
it wouldn't help.
Too much drug pushing - no benefit.
was told to live with it.
not sick! Healthy.
haven't made appt yet!
more pressing and immediate medical needs.
not needed.
Would value community support groups - AA, NA, overeaters, grief, etc.
not needed
Don't think I need it
not needed
Nothing can be done.

2022 ACHC Community Healthcare Needs Assessment

18. SOCIAL / ENVIRONMENTAL: How hard is it for you (or your household) to pay for the very basics like food, housing, heating, medical care and medications?

Answer Choices	Responses	
Not hard at all	48.15%	39
Somewhat hard	40.74%	33
Very hard	1.23%	1
N/A	9.88%	8
Answered		81
Skipped		9



2022 ACHC Community Healthcare Needs Assessment

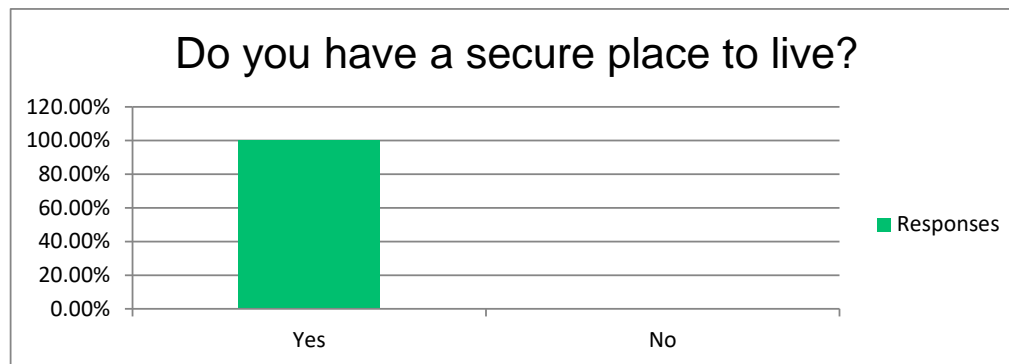
19. Do you have a secure place to live?

Answer Choices	Responses	
Yes	100.00%	85
No	0.00%	0
Comment?		1

Answered 85
Skipped 5

Comment?

unless the mortgage doesn't get paid.



20. In the past 12 months, has lack of transportation kept you (or your household) from getting to medical appointments, meetings, work or from getting things you've needed?

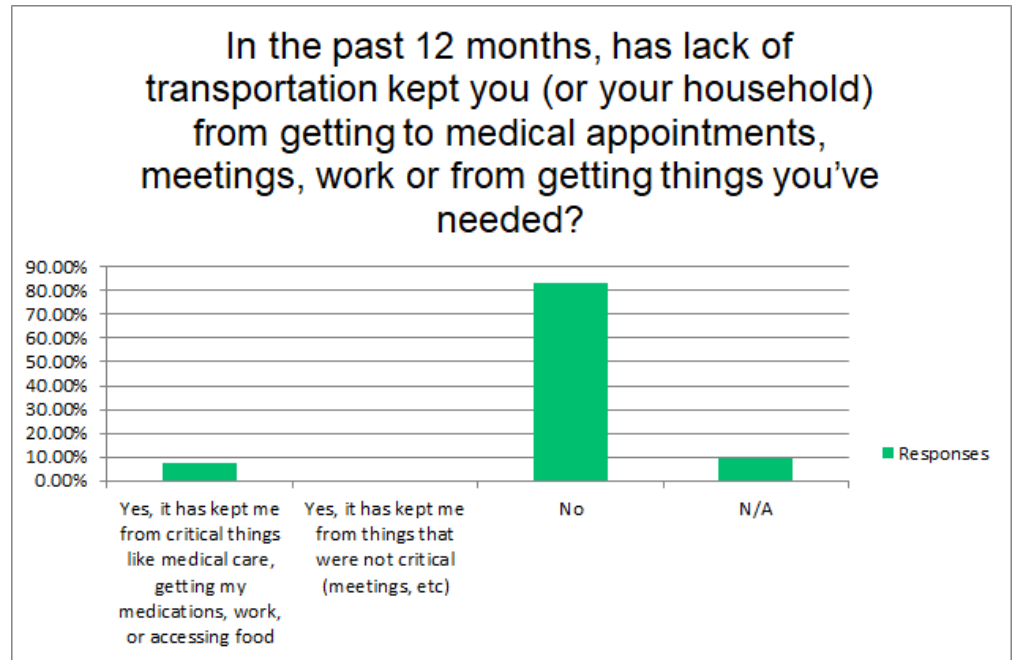
Answer Choices	Responses	
Yes, it has kept me from critical things like medical care, getting my medications, work, or accessing food	7.14%	6
Yes, it has kept me from things that were not critical (meetings, etc)	1.19%	1
No	82.14%	69
N/A	9.52%	8
	Answered	84
	Skipped	6

Comments:

"I use Wheeler Co transport."

"weather related travel problems."

"Wheeler County Transportation is invaluable."

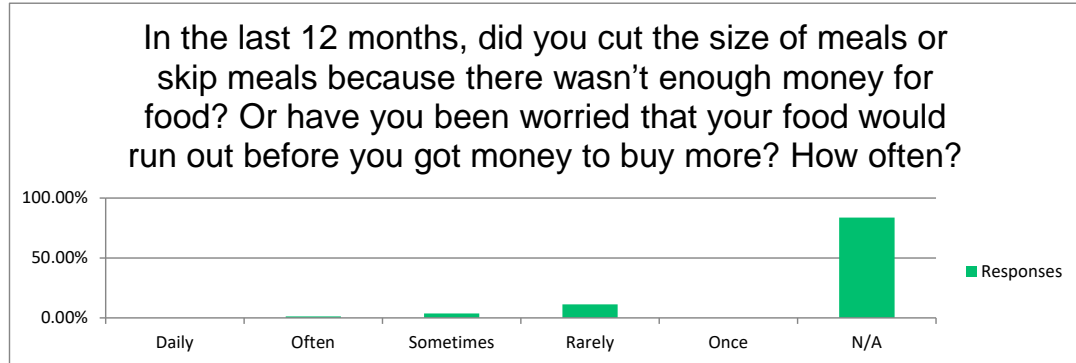


2022 ACHC Community Healthcare Needs Assessment

21. In the last 12 months, did you cut the size of meals or skip meals because there wasn't enough money for food? Or have you been worried that your food would run out before you got money to buy more?

How often?

Answer Choices	Responses	
Daily	0.00%	0
Often	1.22%	1
Sometimes	3.66%	3
Rarely	12.20%	10
Once	0.00%	0
N/A	82.93%	68
Answered		82
Skipped		8



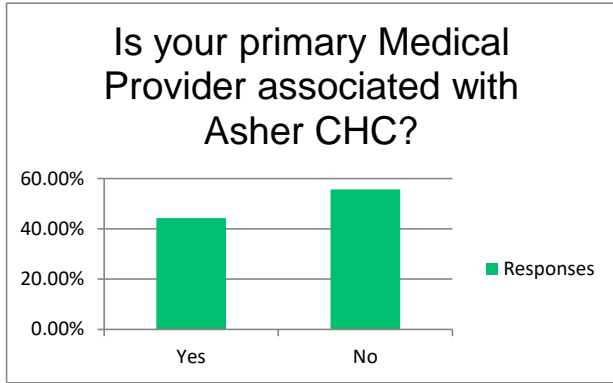
Comment:

"recently found Wed mealsite, this is great. (Also) Joe at the Merc allows a tab and delivery - thank you!"

2022 ACHC Community Healthcare Needs Assessment
22. Is your primary Medical Provider associated with Asher CHC?

Answer Choices	Responses	
Yes	44.44%	36
No	55.56%	45
If no, why not?		34

Answered **81**
 Skipped **9**

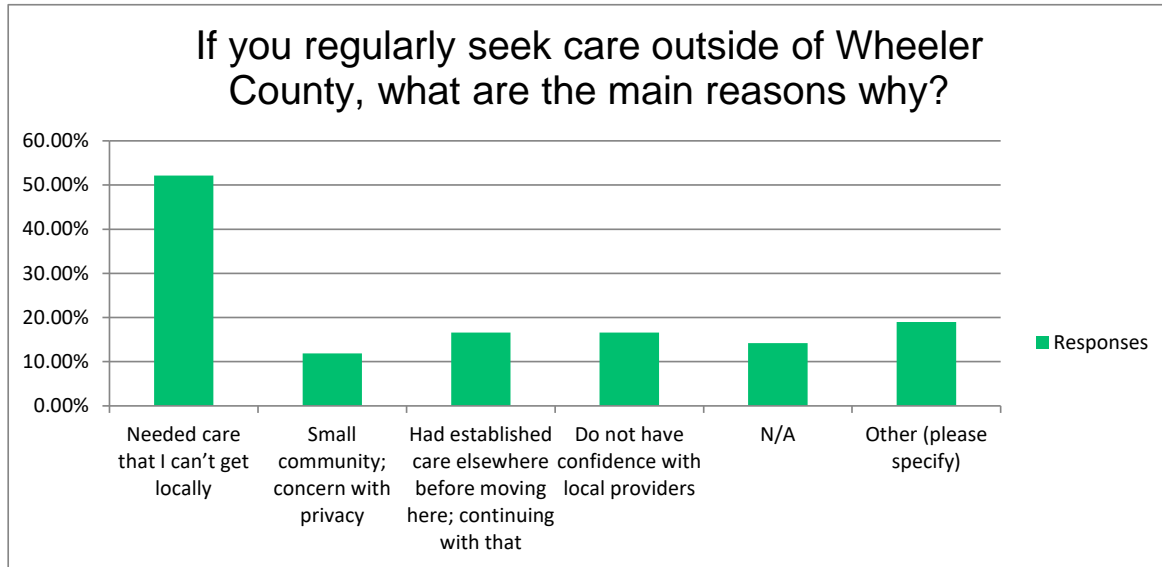


If no, why not?
Also with Strawberry Wilderness Clinic.
they're with Providence.
my PMP is in The Dalles.
Use St Charles docs in Redmond.
Small town, don't want a local provider knowing my medical conditions.
Lack of service.
(previous ACHC provider) was, but he left and there is no one on site to take over!!
Don't want everyone knowing our business.
Privacy.
Obtained care unavailable @ Asher so chose provider there (Prineville).
I go to Warm Springs Health & Wellness Clinic.
V.A.
Not at the present time. As soon as a new PA or NP comes I will return to Asher.
so far, yes but it is hard - too many changes!
Not now - tired of answering questions over & over with new person each time - seeing provider who knows my history & needs.
don't have constant providers that know me!
Yes (but) hopefully not for long. ACHC has horrible communication and followup. Doesn't seem like they want to help anyone in the community other than the senior home people.
Cannot take the instability anymore.
the need has not arisen.
No established relationship with an Asher provider except (dentist) and he is too busy to do a followup appt.
Too much turn over in staffing.
I don't have a primary care provider.
I have no primary care provider.
Not sure-- don't go to Asher but think Summit Health is linked to Asher.
Don't trust ACHC / referrals. No consistant PCP at ACHC now.
she knows my medical & bipolar treatments & history
Not enough diagnostic services and clinic hours are minimal.
(previous ACHC provider) was. Have not seen one since.
familiar
Don't have one.
Does not specialize in Infectious Diseases
Yes= Mine is, No= my husband's is not.
(previous ACHC provider), but I still go to Asher Clinic.
Redmond Services

2022 ACHC Community Healthcare Needs Assessment

23. If you regularly seek care outside of Wheeler County, what are the main reasons why?

Answer Choices	Responses	
Needed care that I can't get locally	52.27%	46
Small community; concern with privacy	12.50%	11
Had established care elsewhere before moving here; continuing with that	15.91%	14
Do not have confidence with local providers	17.05%	15
N/A	13.64%	12
Other (please specify)	19.32%	17
	Answered	88
	Skipped	2



Other (please specify)
(didn't specify)
(emphasized "privacy")
V.A.
lack of confidence with some areas of care.
cancer.
Added a star to: 'Do not have confidence with local providers.'
I established care elsewhere, continuing that.
Irregular provider staff at Asher.
Their answer is to prescribe medicine/drugs.
Miss (previous ACHC provider). CEO is absent.
Going to Heppner
specialists not in Wheeler Co
go where insurance allows
my provider needs blood work, they fax info to Asher
went to ER and was referred.
often new provider.

2022 ACHC Community Healthcare Needs Assessment

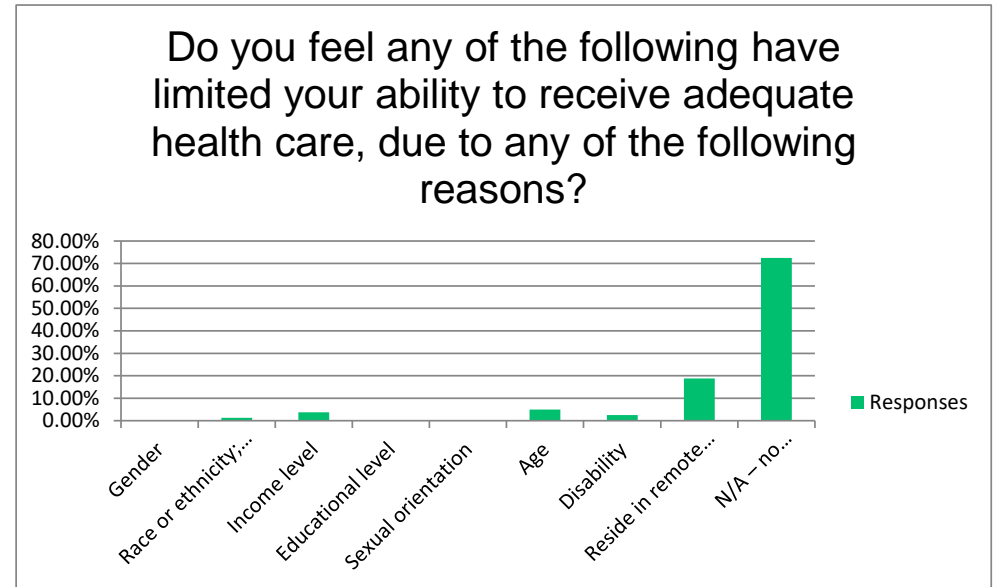
24. Do you feel any of the following have limited your ability to receive adequate health care, due to any of the following reasons?

Answer Choices	Responses	
Gender	0.00%	0
Race or ethnicity; cultural barrier	1.25%	1
Income level	3.75%	3
Educational level	0.00%	0
Sexual orientation	0.00%	0
Age	5.00%	4
Disability	2.50%	2
Reside in remote rural location	18.75%	15
N/A – no limitations or does not apply to me	72.50%	60
Other (please specify)		8

Answered 82

Skipped 8

Other (please specify)
no limitations.
Asher can't get healthcare providers.
Covid 19 lock downs closures.
Recent staff turn over!!
Time off work to make appt.
(several answers:) Too many changes with ACHC. Don't trust CEO. No communication with community. Inexperienced healthcare providers.
only talk on tablet.
Distance - clinic not open



2022 ACHC Community Healthcare Needs Assessment

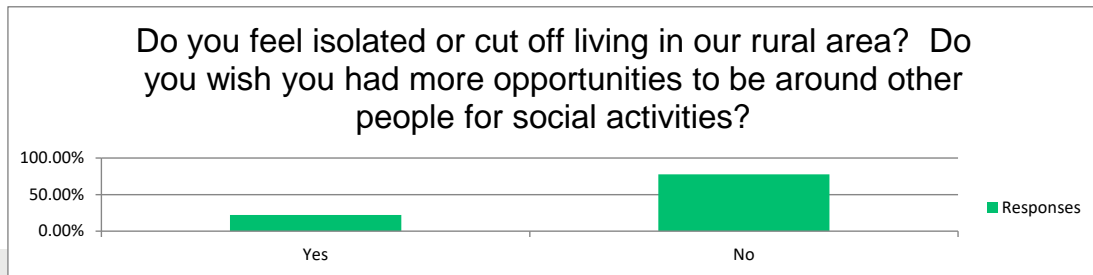
25. In your own personal effort to have better health, what are things that would help you on that journey that you don't have now?

		Responses
Answered	52	Chiropractor
Skipped	38	Access to a good gym, not that stinky weight room at the Mitchell shop.
		I am not currently trying to better my health. already doing what's necessary.
		I need to get off my ass and do it. It's on me.
		More variety and longer hours of access to fresh produce.
		R. leg.
		Money, ambition, youth. Another dog.
		I am in need of dental help and will consider pursuing this now that I see there is a full time dentist in the county. :-)
		a huge increase in local availability of organic foods.
		Weigh at clinic- knowing someone else is aware would help me keep on track of losing weight.
		A PA that is informed of my history and cares about the chronic pain I endure.
		Nice to keep personnel - too many changes in staff!
		Fountain of youth!!
		Ability to check eye pressure - Tonometry to treat/monitor eye pressure IOP for glaucoma.
		I am not currently trying to better my health.
		meditation, Tai chi, yoga
		home health provider.
		A long term provider!
		Your clinic did not catch the cancer that I have; it is a fatal cancer.
		not having cancer.
		Experiment with anti-anxiety meds.
		Having a permanent provider that I saw each time.
		natural remedies; preventative health; awareness for prev (preventative) health- yoga, etc.
		More dental and physical therapy at Mitchell Clinic consistently.
		Programs offered to all of the community and information to all even if not patient of ACHC.
		Easier finance/ insurance/ administration throughout the medical industry in the US.
		Stable Asher staffing- primary care and dental.
		I am not currently trying to better my health.
		At the moment things are in place to keep me fairly healthy, but as I advance in years I know I will need Home Health.
		Support for healthy diet and exercise.
		Support groups - AA, walking group, women's exercise class, easy volunteer options- Haven House?
		See a doctor.
		walking trails for exercise
		can't think of anything
		more exercise & healthier diet: Better food options at local grocery stores & organized exercise classes (yoga, dance, etc).
		I just wake up every morning, moan and groan, and Thank God for my health and what are we going to do today.
		Alternative care and supplements recommended as much as possible.
		I am not currently trying to better my health.
		I need to control my way of eating.
		I am not currently trying to better my health.
		I am not currently trying to better my health.
		healthcare close to home/ city
		care needed, cannot get locally
		ability to lose weight
		When I need prescription refills it takes a week or more sometimes to get you (ACHC) to call back with refill so it runs out.
		Rec center or place to work out with classes for people to join would be awesome.
		Stable providers.
		physical therapy in home. (also-) not having to drive 78 miles for medications.
		exercise classes; cooking classes; support groups

2022 ACHC Community Healthcare Needs Assessment

26. Do you feel isolated or cut off living in our rural area? Do you wish you had more opportunities to be around other people for social activities?

Answer Choices	Responses	
Yes	21.69%	18
No	78.31%	65
Other (please specify)		5
Answered		83
Skipped		7



Other (please specify)

sometimes

Simple things- bingo at Dig-In, breakfast at Korner Cafe, walking group, Mom's support groups, combine with Lib (library-?) for Mom/Child groups--drop in.

no because I'm a hermit

Don't feel isolated but we do need more activities!

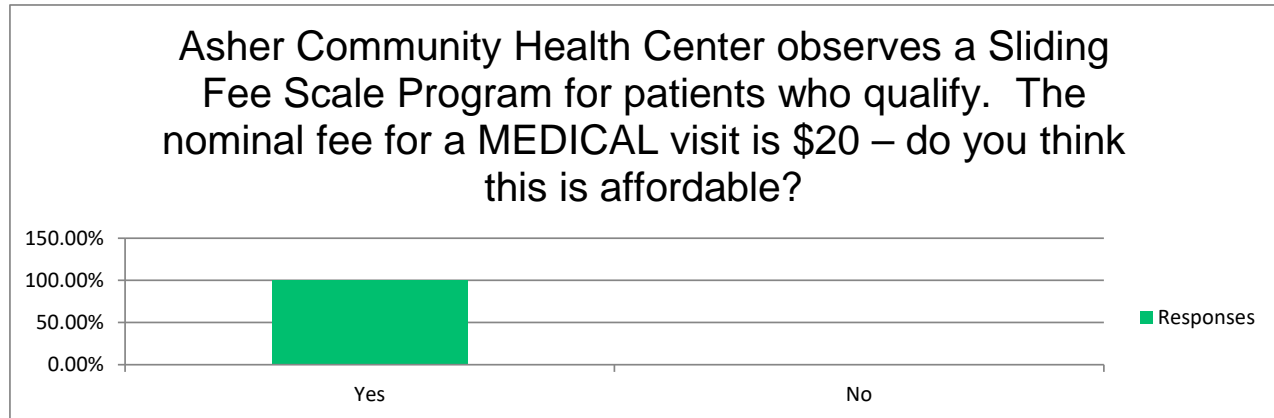
sometimes but not always.

2022 ACHC Community Healthcare Needs Assessment

27. Asher Community Health Center observes a Sliding Fee Scale Program for patients who qualify.

The nominal fee for a MEDICAL visit is \$20 – do you think this is affordable?

Answer Choices	Responses	
Yes	100.00%	81
No	0.00%	0
Answered		81
Skipped		9



Comments:

"I've never seen that low of a fee on my bill."

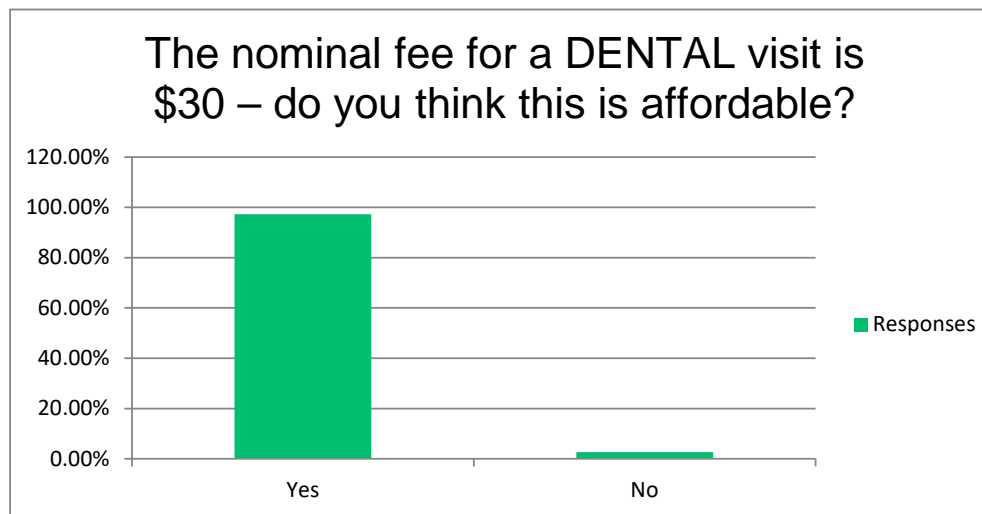
"Dental fee = many will not have funds for Dental."

2022 ACHC Community Healthcare Needs Assessment

28. Asher Community Health Center observes a Sliding Fee Scale Program for patients who qualify.

The nominal fee for a DENTAL visit is \$30 – do you think this is affordable?

Answer Choices	Responses	
Yes	97.37%	74
No	2.63%	2
Answered		76
Skipped		14



2022 ACHC Community Healthcare Needs Assessment

29. Name and contact info if you want us to reach out to you:

Answered 8

Skipped 82

Responses	
1	gave name & ph #
2	gave name & ph #
3	gave name & contact info
4	gave name & ph #
5	gave name & ph #
6	gave name & ph #
7	(gave name & ph #)
8	(left their name but not contact info)

Note: These people have all been contacted, post-survey.

2022 ACHC Community Healthcare Needs Assessment

30. Any additional comments?

Answered 16
Skipped 74

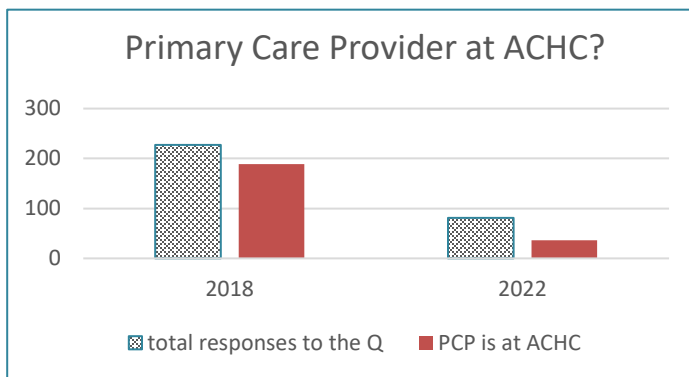
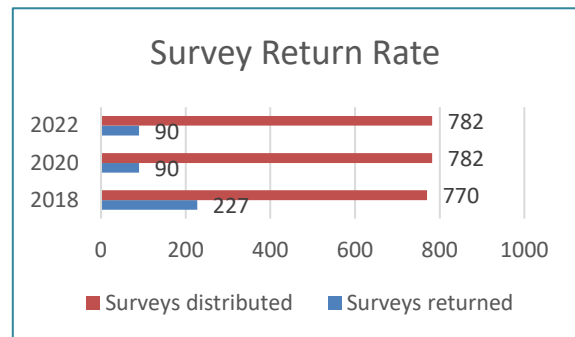
Responses
Thank you for all you provide!
Q 27: I've never seen that low of a fee on my bill.
I came to Asher at the beginning of Nov 2002 with EXTREME pain and came out hurting worse! The NP did NOT care about the pain I was in, and in fact made it worse - I had to go to the ER in Madras. The NP treated me like an old junkie looking for pain meds. She spent the whole appt lecturing me on pain meds and opioids. She insisted that I sign a "pain contract" (which I will NOT honor). The whole time she was lecturing I was in intolerable pain. What is a medical clinic for if not to, at the very least, relieve pain?
Q 6: you have to go outside! <input type="checkbox"/> Q 16: sometimes. <input type="checkbox"/> Q 20: I use Wheeler Co transport.
I feel ACHC needs to work with our ambulance and on call. It is bad when someone (needs) to be transported when they could see a provider and not be transported - ambulance is volunteer and ACHC employees are paid.
I did call Fossil Clinic to get Mitchell hours- call not returned. Does clinic provide vac/flu/covid shots? Can be put on reader-board hours of services-?
Q 15: added "Winter's setting in & too cold to work outside." <input type="checkbox"/> Q 20: added "weather related travel problems."
Q 16: "no exercising"
I understand that current PC requires you to focus on social determinants of health but many of us do not need or want a social worker but would be pleased with stable local medical and dental support.
<i>Provided their name but said, "Don't need contacted!! Thanks for caring!!"</i>
One of the providers mentioned to me that "most people want to take the easy way" by getting prescriptions instead of choosing to lose weight, eat healthy & exercise -- that mentality of a medical provider NEEDS to be addressed. I was pressured to take a drug- I didn't and since then I have not been back to Asher Clinic -- NO WAY!!
** THANK YOU FOR THE COMMUNITY SURVEY. Q 20: Wheeler County Transportation is invaluable. Q 21: recently found Wed mealsite, this is great. (Also) Joe at the Merc allows a tab and delivery - thank you! <u>Attached note:</u> "Wheeler Co seems to have a growing child population. No daycare options. Limited after-school programs. Consider a drop-in Mom/Dad/Child group? Moms stay- they get adult support- informal. Kids get playtime/snacks/maybe option to take home "lunch bag" or "weekend food" bag. Safe place for kids/parents. Lib (library-?) involved, food, options for mental health- informal. Playscape model. Adult volunteers have options to be there for moms/dads/kids- role models. Similar to "Wed school" through local churches but not based on religion. More of a drop-in, not drop-off - for parents and kids. Resources available- informal support - safe kid play.
why is dental sliding fee more than medical?
I really feel like the clinic should have the ability to assist in after hour and weekend calls. Our volunteer ambulance crew is on the road alot. Seems like alot is situation where the patient is just sent back home . Senior transportation or someone has to go get them.
#14 = can not get needed pain medication. <input type="checkbox"/> #27, Dental fee = many will not have funds for Dental.
sliding fee scale: Is affordable IF you qualify

Addendum C

Quick Comparisons between 2018- 2020- 2022 surveys –

Key points:

We had a larger number of surveys returned four years ago. In 2018, we sent the survey in an eye-catching envelope that included a pre-addressed return envelope. In 2020 the survey went out as a single-fold mailer, with a fold-option providing a smaller measure of return mail privacy. In 2022, the survey was again sent out in a boldly colored envelope and pre-addressed return envelope.



In 2018, 83% of the respondents said their Primary Care Provider was at ACHC.

In 2020, 66% said yes, their PCP is located at Asher.

In 2022, the percent dropped again to 44.44%

- **Comparison of “Single highest concerns for healthcare in our communities today”:**

2018 biggest single concern: Drug abuse

2020 biggest single concern: Economic/Financial insecurity

2022 biggest concern: Lack of access to higher medical care (29%)

a close 2nd : Lack of Housing options (26%)

Interestingly, when asked about housing, 100% of the respondents who answered that question (85/90), said they have a secure place to live.

- **Top reason for seeking care outside Wheeler County:**

2018: Needed care can't get locally

2020: Needed care can't get locally

2022: Specifically for Medical and Dental: Couldn't get a timely appointment

General question, Why seek care outside Wheeler County? Needed care can't get locally

- **What do you think would improve our community's access to health care in 2022?**

60% said more local Primary Care Providers

50% said more in-home services